

VIA Classroom Training

Stanislaus State—OIT

Transformational Learning Through Technology and Innovation

Classroom Technology

Technology-Enhanced Active Learning Classrooms:



The presence of sophisticated content sharing technology allows small groups of students to share content among themselves and with the class as a whole.

The goal of these classrooms is to establish best practices around the pedagogy of active learning.



Smart Classrooms:

Updated technology, using VIA in over 40 classrooms on both campuses

Office of Information Technology

Call: (209) 667-3687

Email: techsupport@csustan.edu



OIT Learning Services

Classroom Guide – Standard VIA Classroom

Contents

HOME PAGE.....	2
ROOM MODES.....	3
ZOOMROOMS MODE.....	4
JOIN BUTTON.....	5
MEETING LIST BUTTON.....	6
LOCAL MODE.....	7
POWER BUTTON OPTIONS.....	8
TROUBLESHOOTING TIPS.....	9
AUDIO.....	9
CAMERA.....	9
MICROPHONES.....	9
PROJECTOR.....	9
TROUBLESHOOTING TIPS CONTINUED.....	10
LAPTOP.....	10
CONTROL PANEL.....	10
ZOOMROOMS.....	10
ADAPTERS.....	10
HOW TO GET HELP.....	11
LIBRARY TECHNOLOGY SUPPORT DESK L 256.....	11
MSR TECHNOLOGY SUPPORT DESK MSR 120A.....	11
STOCKTON CAMPUS.....	11

Home Page



On the top left, this home page gives information on what room you are in, what the date and time is, as well as the phone number extension.

On the right side, if you press the **Help** button, it gives you the Technology Support desk number as well as UPD and Facility services.

If you press **Tutorials**, it gives you the link on how to watch tutorials on how to connect to the VIA cast.

If you press **Room On**, this gives you what type of **Room Mode** you are to teach in.

Room Modes



This page gives you the option to choose **ZoomRooms** mode or **Local Mode**.

ZoomRooms mode- Allows the user to use the room mics and tracking camera to connect to remote students through Zoom.

Local Mode- Allows the user to use the room technology to teach to in person students. User can use the Room PC to teach from if they have no laptop with them.

ZoomRooms Mode

Current Date Current Time
 Room Name: B212
 Room Mode: ZOOM

CALIFORNIA STATE UNIVERSITY
Stanislaus

Power

Click logo above for Technology Support Desk Contact Info

Meet Now
 Meeting List
 Join
 Presentation
 Settings

<input type="radio"/>	A1070	Offline
<input type="radio"/>	A1122	Offline
<input type="radio"/>	A1130	Offline
<input type="radio"/>	A40	Offline
<input type="radio"/>	B102	Offline
<input type="radio"/>	B108	Offline
<input type="radio"/>	B111	Offline
<input type="radio"/>	B113	Offline
<input type="radio"/>	B115	Offline
<input type="radio"/>	B117	Offline
<input type="radio"/>	B131	Offline
<input type="radio"/>	B136	Offline
<input type="radio"/>	B201	Offline

No one is invited
MEET NOW

CALL H.323/SIP

Meeting Status: **Not In Meeting**

This is the **ZoomRooms** Mode home page.

To use this mode:

- User must initiate their zoom meeting on their laptop device
- Once the meeting is started, make sure that they mute themselves so there will not be any feedback.
- Please stop any recording happening at this moment. The user can turn it back on once the room is in the zoom session.

Quick tip - If there are no room contacts showing up, this indicates that the **ZoomRooms** is not connected to the system and it will not work. Must contact classroom support to fix issue.

- User can then connect to the **ZoomRooms** by either pressing the **Join** button or meeting list.
 - Please see next page to see those options.

Join Button

To use the **Join** button, user must input their Zoom meeting ID and then hit the green **Send** button.



This will connect the ZoomRooms to their meeting.

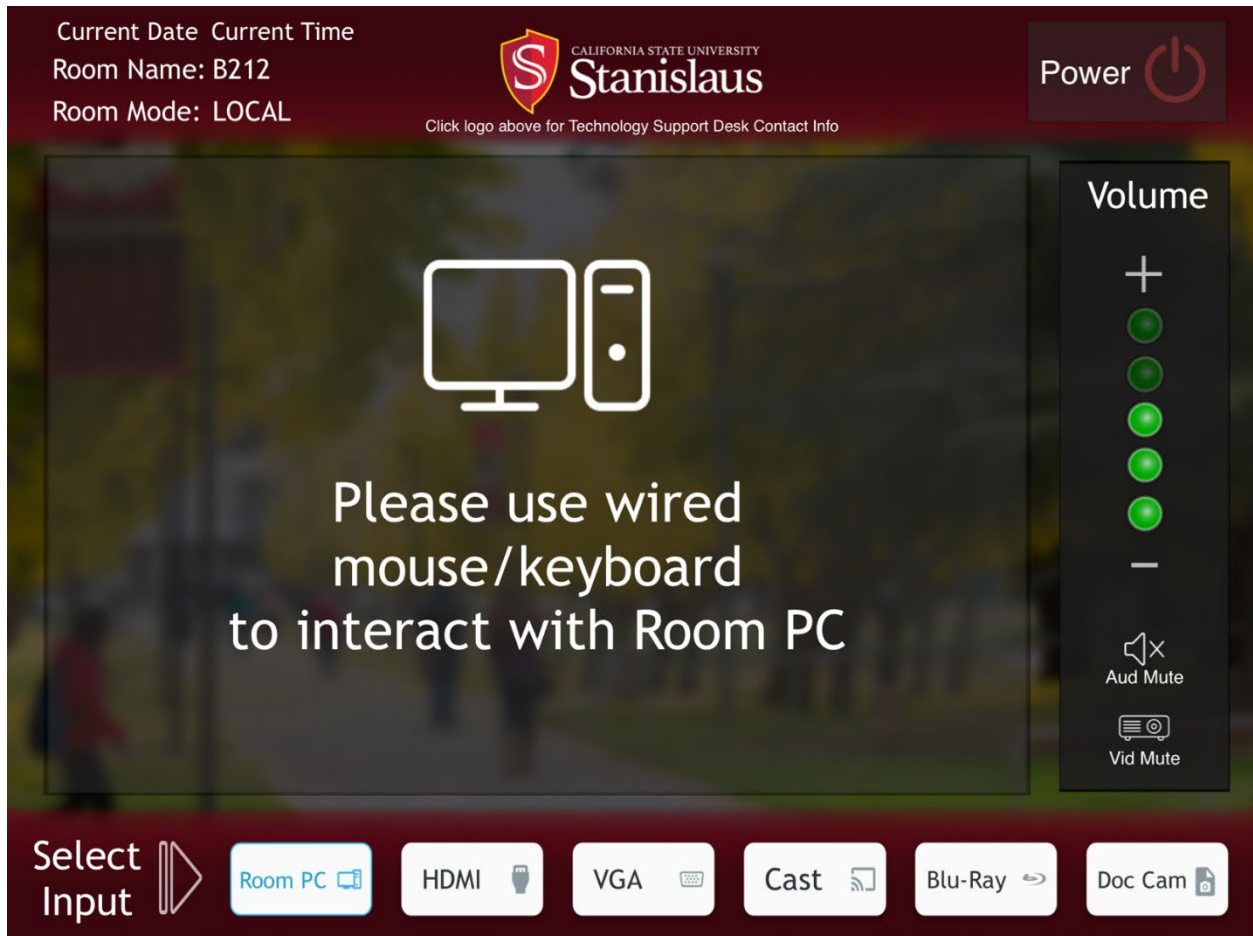
- If they just see a spinning loading wheel after they hit send, please contact Classroom Support.

Meeting List Button



If user has scheduled a meeting with the **ZoomRooms** prior to their class, they would have their name listed here in the meeting list. They would just have to click on their meeting and then press start meeting.

Local Mode



This is the **Local Mode** home page.

The user can select the inputs at the bottom depending on what source they are going to be using.

Information and controls will come up depending on what input the user chooses.

Volume control is on the right.

Power Button Options

The screenshot displays a control interface for a classroom. At the top, it shows 'Current Date', 'Current Time', 'Room Name: B212', and 'Room Mode: LOCAL'. The Stanislaus logo is in the center, with a 'Power' button (a red power icon) on the right. Below this is a 'Select An Action' menu with three options: 'Room Off' (with a power icon), 'ZOOM Mode' (with a double-headed arrow icon), and 'Back' (with a circular arrow icon). To the right of these options are labels: 'Power System Down', 'Switch to ZOOM Mode', and 'Return to Room Control'. Further right is a 'Volume' control panel with a vertical scale of five green circles, a '+' sign at the top, a '-' sign at the bottom, and 'Aud Mute' and 'Vid Mute' buttons. At the bottom of the interface is a 'Select Input' section with buttons for 'Room PC', 'HDMI', 'VGA', 'Cast', 'Blu-Ray', and 'Doc Cam'.

Here you can turn off the room or change room modes. Pressing room off will turn off the projector and end any **ZoomRooms** calls.

Troubleshooting Tips

Audio

- No audio/sound in the room.
 - The mute button might be left on the iPad control panel. Its highlighted red if on.
 - The audio on one's own computer might be muted.
 - Wrong audio selected on one's own computer.
 - The sound level might be set to low on the iPad control Panel.
 - Lastly, there might be something wrong with the Biamp in the room thus needing Classroom Support to take a look.

Camera

- No camera video showing
 - The camera is not able to be unmuted because the user has a recording going on before the room was invited to the zoom session.
 - Have the user stop recording on their zoom session. Log the room out by using the iPad and clicking end call. Log the room back into the zoom session. User can then start the recording again.

Microphones

- Mics are not working in the room
 - Check to see if the ceiling mics are muted. They will be showing a red glow around them.
 - Check to see if the correct microphone is selected in ZoomRooms. It should be Extron media port.
 - Call Classroom Support to take a look.

Projector

- Projector will not turn on
 - Support Desk Students can take a projector remote and temporarily turn the projector on.
 - Switcher will need to be rebooted by Classroom Support

Troubleshooting Tips Continued

Laptop

- Laptop is not displaying on the projector.
 - Make sure that the laptop input is selected on the control panel.
 - If connected to HDMI or VGA cable and on a Windows laptop, hold down windows button and press the letter P on keyboard to get display settings. Select duplicate.
 - Unplug the cable and re-plug its back in.
 - If this does not work, see if another source is able to show up on the projector to make sure that video source is still working.
 - As a backup, you can have user go on the VIA cast input and login the VIA app to present.
 - Lastly, Classroom Support will have to look at the cables.
- Laptop will not connect to the classroom technology.
 - Not all laptops are compatible with the classroom technology, depending on the room and the laptop. In some cases an adapter will be needed.
 - Not compatible: Chromebooks, non-PC or Mac laptops such as Linux.
 - Faculty may check out a long-term loaner laptop from the Technology Support Desk.

Control Panel

- iPad controller stuck on Kramer Loading screen
 - Brain and iPad need rebooting. If you do not know how to do this you will need to call classroom support.

ZoomRooms

- **ZoomRooms** stuck on a loading screen
 - Classroom Support will need to reset the Mac mini and resync the room.

Adapters

- **Ring Adapters** do not connect with laptop
 - Some older laptops may require a VGA connection. Not all classrooms have a VGA connection available. Faculty may do a short-term checkout of a VGA adapter from the Technology Support Desk (3-days) subject to availability. For longer term needs, the faculty member's department should purchase the appropriate adapter.

How to Get Help

Library Technology Support Desk L 256

Library Building: See Building #1: [Map](#)

Phone: (209) 667-3687

E-mail: TechSupport@csustan.edu



Service Hours

- 8 a.m. to 8 p.m., Monday - Thursday
8 a.m. to 5 p.m., Friday

MSR Technology Support Desk MSR 120A

MSR Building: See Building #27: [Map](#)

Phone: (209) 667-3687

E-mail: TechSupport@csustan.edu

Service Hours

- In-Person Support in MSR 120A
8 a.m. to 5 p.m., Monday – Friday

Stockton Campus

Service Hours

- In-Person Support
8 a.m. to 5 p.m., Monday – Friday
- Call Michael Tablett at (209) 513-9453

Services: Phone/Remote/Chat

- Phone/Chat/Remote Support
8 a.m. to 8 p.m., Monday - Thursday
8 a.m. to 5 p.m., Friday