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Lectern Console Quick Reference

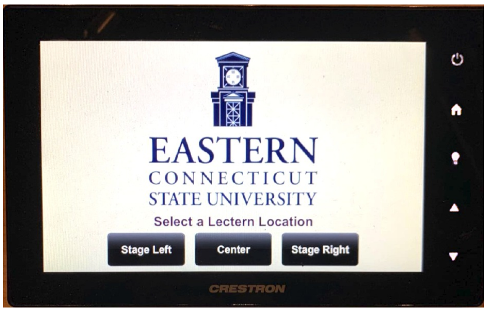
These guides describe the basic use of the Media Lecterns in Computer Classrooms:

DISPLAY
ON
OFF
VOLUME
Extron
MLC 104 IP PLUS AAP

Lectern Guide (Buttons)

Fine Arts 124
Select Display On to Start
PC
DISPLAY ON
LAPTOP
DISPLAY OFF
BLU-RAY
MUTE
DOC CAM
Extron

Lectern Guide (Touchscreen)


EASTERN
CONNECTICUT
STATE UNIVERSITY
Select a Lectern Location
Stage Left
Center
Stage Right
CRESTRON

Concert Hall, Proscenium Theater, and Shaffer Auditorium (Touchscreen)

Using the SMART Boards

About the SMART Boards
SmartBoards are currently installed in Webb 307, Webb 314, and Webb 206. With them you can write, draw, or type over any Windows application using one of the plastic pens (or even your finger), and you can create presentations that can be saved and printed.

Two SMART Board Programs
The Smartboards feature two programs which are accessible on the instructor's station; the Smart Board Driver prgram and the SMART Notebook program.

Smart Board Driver - Must be open or running in the background

- Enables alignment of the board with the projected image
- Converts finger contact into mouse clicks and displays electronic ink
- Floating tools and floating keyboard can be invoked from the Driver window

SMART Notebook - Not necessary for Board use

- Allows you to create, organize and save notes/presentations
- Provides object-creation tools
- Import and/or capture graphics, text, clip art, entire files from Windows applications

Online Help
Extensive online help documentation is available from the SMART Board Driver program.

Select Contents or Help Topics from the Help menu of the SMART Board Driver program
It contains detailed procedural information on every aspect of the SMART Board Driver program and the SMART Notebook.

Orienting the SMART Board
Before you begin using the board, the computer needs to know exactly where on the Board the projected image is located. Use the SMART Board Driver program to provide this information by performing an orientation procedure which involves touching firmly and precisely on a grid of large red crosses that appear on the screen.

Important Notes
Pens or objects must be in the tray. If one of them is lifted or missing from the tray, the board automatically goes into an "electronic ink" or eraser mode and you will not be able to use your finger to click on menus.
In addition, the small power supply and the communication cable must be connected to the tray before the Board will function.

Questions or Problems?
If you have questions or experience difficulty using the program, please contact the Help desk at extension 1-860-465-4346. If you are in session with a class, please inform them of this and that immediate help is required.

Note: The process below is for faculty and staff to request software purchases for Eastern-owned devices. Faculty and staff who wish to obtain software for their personal devices should refer to [Article 235: Purchasing Hardware and Software (Home Use)](#).

To Request Software Purchases:

1. Specific software needs are identified by the faculty/staff member
2. Faculty/staff member identifies an appropriate funding source - no personal funding is allowed
3. Faculty/staff member makes a request for quote(s) to softwarecontacts@easternct.edu (DTS) and provides the relevant information.
4. ITS obtains a quote(s) and reviews the technical requirements. ITS works with fiscal affairs to ensure the software's legal terms comply with our state's rules and regulations. Once reviewed and any identified issue is resolved, ITS provides the approved quote to the faculty/staff member.
5. Assuming sufficient funding is available, the faculty/staff member will work with their department secretary/UA to create a requisition to purchase the software.
6. All software fulfillments must be sent to softwarecontacts@easternct.edu. This must be noted on the requisition. If there are any physical shipments related to the purchase, they must be sent to the ***DTS Office Suite - Science 520 ATTN: softwarecontacts@easternct.edu***
7. Once the requisition has been sent to Purchasing, they will make the purchase - whether by University P-Card or by PO or wire transfer. They will select the best method.
8. Once purchased, fill out the form below for installation.

To Request Free Software:

1. Acquire the software for installation if it is available.
2. Fill out and submit the form below for installation.

To Request Software Installations:

1. Once the above steps have been completed and the software has been purchased, the faculty/staff member needs to complete the software installation request form:
    - **The software installation request form:** https://forms.office.com/Pages/ResponsePage.aspx?id=6Eq8AGxX40WUnU8SnYtnCpBTRKMUmvtAvElNY6wpOXBUOVg3TlE4OURTWDlNQzJVVktBRUE5WFkyNy4u
2. Once the fulfillments have been received by softwarecontacts@easternct.edu, ITS will develop an installation package and will push it to the device(s). The faculty/staff member will be contacted with the pertinent details prior to the push. There may be certain circumstances where a push installation is not practical or possible, in which case the faculty/staff member will be notified and asked to schedule an appointment for a hands-on installation.
3. To Ensure that the software functions correctly, DTS requires that you test and certify that it runs properly after it has been installed. We ask the faculty member to do this because he/she best understands the required functionality and routines for the course and ITS may have little experience or no experience with the application. If the faculty member then reports problems after installation, we will work to resolve it. However, in the case of unsupported freeware (no online support and telephone support numbers), our resolution efforts will be limited.

Additional Information:
Availability of the classroom, scheduling staff time, installation, testing, and resolving security issues often require advance planning and work. Typically deployments will be completed within a minimum of 15 business days. ITS will ensure that the software is secure and that it does not conflict with other resident applications.

Scheduling:
The University uses the EMS Scheduling Software system. Any Eastern staff member, faculty member, or student can see the availability of spaces and request spaces by logging into the following web page: https://eschedule.easternct.edu/emswebapp/

If you are new to using EMS at Eastern and have questions about using the reservation system, please contact Jeff Buskey, Associate Registrar and Scheduling Officer at 860-465-5021 or at buskeyj@easternct.edu for activities related to a specific course being taught for credit. Questions about reservations for non-course related activities can be directed to John Beck, University Event Coordinator at 860-465-5565 or at beckjo@easternct.edu. Questions about reservations for student club events can be directed to Joshua Sumrell, Assistant Director of Student Activities at 860-465-4304 or at sumrellj@easternct.edu.

Facilities:
There are two types of classrooms that use technology. Instructional Computer Labs have an instructor's station, document camera, DVD, and a data/video projection unit, and ten to forty-five student workstations.

Multimedia Classrooms, also called Smart Classrooms, include a ceiling-mounted video/data projector, computer with Internet access, DVD player, document camera, notebook computer connections, and source switcher, but they do not contain student workstations.

Secure Rooms When Not Proctored:
Unless the room is proctored, classrooms that require PIN number or FOB access are to remain locked when class is not in session. Please lock these rooms if another class does not immediately follow your class session. Security is everyone's responsibility.

If You Cannot Get Into The Room:
If you cannot obtain access to your classroom for any reason, please attempt to contact the following people in the order listed below:

- ITS Help Desk, 1-860-465-4346
- Campus Police, 1-860-465-5310

Obtaining Assistance During Class Sessions:
To report any problem encountered in this room or request immediate assistance during a class session, please contact the ITS Help Desk at 1-860-465-4346 or the staff in Webb Hall 410 (the General Purpose Computer Lab) at 1-860-465-4619.

IMPORTANT: The links in this article are only accessible when using a computer within Eastern's Network (on-campus).

****New methods to print over campus wireless****

- MobilePrint for printing via email, uploading, or from your mobile device.
- ChromePrint for chromebook users.

****IMPORTANT** - The above options are driver-less. The below options are driver based and require a package download.**

Library Guests

To print to the library printers: ** *Note - There is no longer a Coin operated printer available in the Library* **

1. Guest access is requested at the circulation desk. Photo ID is required.
2. A PIN number is supplied to access three PC's behind the reference desk.
3. Guest then selects a Library printer and hits print.
4. At the Pharos pop-up screen the Guest creates a job name and pin number.
5. Library staff member will then release the job for the Guest at the selected printer using the supplied job name and pin number.

Eastern Students, Faculty & Staff

Windows Computers:

Printing on campus to the Pharos printers listed below via a wireless connection:

1. Connect to the wireless network with your device, using your Eastern ID and password.
2. Install the correct executable file for the printer you wish to use.
3. Choose from the following printers:
    1. Library 107
    2. Library ASC 167
    3. Library 2nd Floor
    4. Library 2nd Floor Color
    5. Webb 410 Computer Lab
    6. Student Center Cafe
4. After the software is installed, be sure to select the printer you wish to use when sending your print job.
5. To uninstall the wireless printing software, use "add/remove programs" in your control panel.

Mac computers:

1. Connect to the wireless network with your device, using your Eastern ID and password.
2. You must download the file to your computer and execute the file from there.
3. Click here to download the installer file for Mac computers.

Campus Residents

1. Use the following guide to add wireless printing for your dorm building, Article 457: Wireless Printing in The Residence Halls .

Wireless Printing in The Residence Halls

New methods to print over campus wireless

- MobilePrint for printing via email, uploading, or from your mobile device.
- ChromePrint for chromebook users.

****IMPORTANT** - The above options are driver-less. The below options are driver based and require a package download.**

Choose the appropriate link below to install the printer for your building

Windows computers:

- Burnap Hall
- Burr Hall
- Constitution Hall
- Crandall Hall
- High Rise Hall
- Laurel Hall
- Mead Hall
- Niejadlik Hall
- Noble Hall
- Nutmeg Hall
- Occum Hall
- Winthrop Hall

Mac computers:

- All dorms and public areas.

As a response to faculty requests to minimize login times at Classroom lecterns, ITS has taken actions to relax DeepFreeze restrictions on all Windows computers in the nearly 70 Classrooms on-campus.

Note: This does not include lecterns in any of the computer labs.

The trade-off for this relaxation is it prohibits student accounts from logging in to Classroom lectern computers. ITS is aware that in certain circumstances students, as part of their instruction, will need to use the lecterns for class presentations.

In these cases, the faculty member will need to login and then allow the student(s) to make their presentation by following one of the two options below:

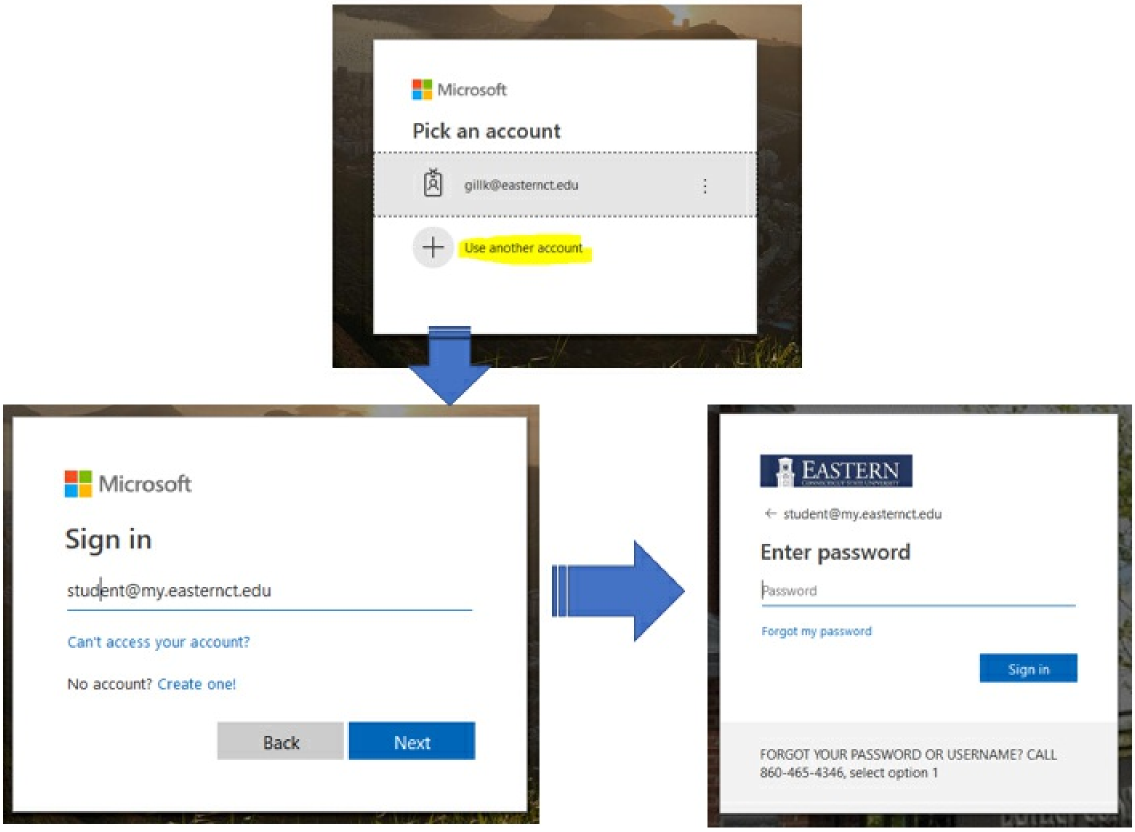
Option 1 (recommended)
The quickest and simplest option is to have the student bring their presentation materials on a flash drive.

Option 2
Students can connect their own laptop using the instructions found in Article 211: Lectern Console Quick Reference

Option 3
Students can also use their OneDrive or email to store their presentation. With this option, the Firefox browser must be used. If any other browser is used, the faculty member's OneDrive/email will appear automatically because of our O365 single-sign-on functionality.

When using Firefox, the student will be prompted to select a user account (see below). The student must click on the Use Another Account option. They will be prompted for their Eastern email address and password. Upon successful login, the My Apps portal, that provides access to their OneDrive and email, will load.

Note: When the student finishes their presentation, they must sign out of O365. Simply closing Firefox will not disconnect the student from their OneDrive or Eastern email.



Microsoft
Pick an account
gillk@easternct.edu
Use another account

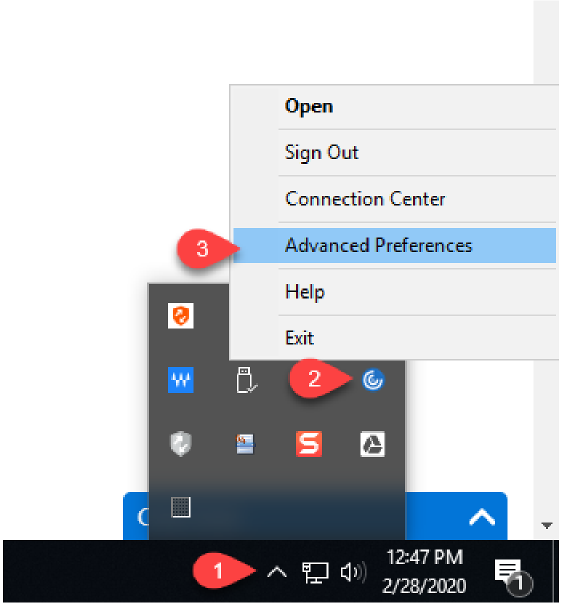
Microsoft
Sign in
student@my.easternct.edu
Can't access your account?
No account? Create one!
Back Next

EASTERN
student@my.easternct.edu
Enter password
Password
Forgot my password
Sign in
FORGOT YOUR PASSWORD OR USERNAME? CALL 860-465-4346, select option 1

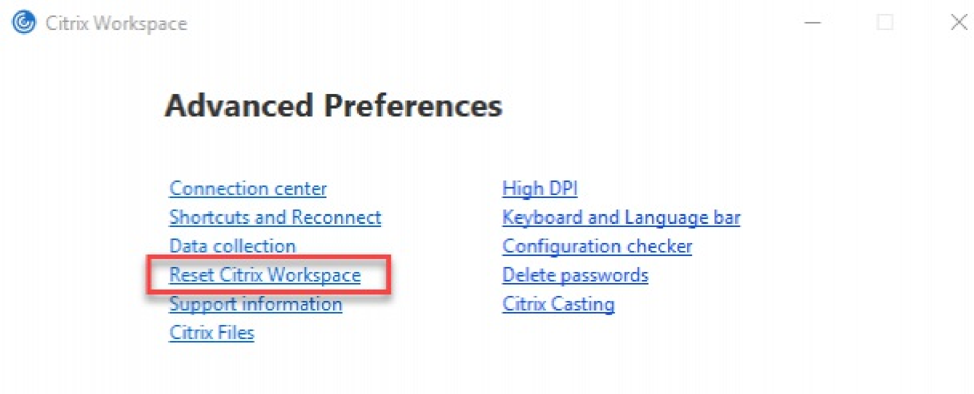
Some Citrix Workspace Errors (e.g. "The connection failed unknown client 0") can be resolved by resetting the Workspace client back to defaults. To do so, follow the instructions below.

Please note: Resetting your Workspace client will require you to complete the first-time setup steps once again.
See "Using Citrix Workspace for Remote Lab Access" for instructions on setting up Citrix Workspace.

1. In the lower right corner, near the clock, **open the task tray**.
2. **Right-click** on the Citrix Workspace icon


Open
Sign Out
Connection Center
Advanced Preferences
Help
Exit
3
2
1
12:47 PM
2/28/2020

3. Select **Advanced Preferences**


Citrix Workspace
Advanced Preferences
Connection center
Shortcuts and Reconnect
Data collection
Reset Citrix Workspace
Support information
Citrix Files
High DPI
Keyboard and Language bar
Configuration checker
Delete passwords
Citrix Casting

4. Click on **Reset Citrix Workspace** and select **Yes** when prompted.