# Table of Contents

Labs and Classrooms .................................................. 2
  Lectern Console Quick Reference ............................. 3
  NetOp School Software ........................................... 4
  Using the Smart Boards (Electronic White Boards) .... 5
  Requesting Software Purchases and Installations in Offices, Computer Labs, and Classrooms ................................. 6
  Reserving and Using Labs and Multimedia Classrooms ...... 7
  Labs and Facility Locations ....................................... 8
  Wireless Printing in the Library ............................... 9
  Wireless Printing in The Residence Halls .................. 10
  Skype for Business and Outside Contacts .................... 11
  Smart Classroom Student Use Instructions .................. 12
Labs and Classrooms
These guides describe the basic use of the Media Lecterns in Computer Classrooms:

Lectern Guide (Buttons)

Lectern Guide (Touchscreen)
NetOp School Software

NetOp School is installed in computer classrooms in Webb Hall. Using NetOp, the instructor can prevent the student from using the machine while lecturing, broadcast his or her screen, or the screen of another student, to all the other screens in the class, mark up the featured screen to highlight a lesson, monitor activity on the student screens, chat with students, or remote control a student PC for one-on-one instruction.

Benefits for the Instructor
You can control, from your teaching station, the computers within your classroom. With NetOp School, you can run demonstrations of any installed software application, PowerPoint presentations, videos or web pages without the use of an overhead projector. NetOp also empowers the instructor to disable student keyboards and mice, focusing the class on the material you are presenting. You can start a text chat with students on a one-to-one or one-to-many basis. This can be used to provide help or individual instruction from the teaching station. Students may also request help from the instructor by clicking the Help icon located in the system tray.

NetOp School Features

- Give demo to instruct one, several or all students in the classroom
- Choose between two options: Send your demo in full-screen to the students for a fully controlled demo or send your demo in a window for the students to follow your instructions step-by-step
- You may also demo any student screen to the class by using NetOp School in conjunction with the ceiling-mounted LCD projection unit
- You may start programs on student PCs from the NetOp Teacher Control Panel
- For individual student instruction you may choose to remote control the student's PC
- The Attention Button located on the Teacher Control Panel sends a customizable text or graphic message and locks all student keyboards and mice
- The Teacher Control Panel also allows for file transfers between you and students
- Using the Marker Mode the instructor is able to annotate student screens which can be useful when using the Demo mode.
- The Student Module is already installed and automatically starts on each of the computers in the classroom. As students logon to their computer, they are automatically discovered by the Teacher module without any intervention by the instructor. This is transparent to both students and instructors.
Using the SMART Boards

About the SMART Boards
SMART Boards 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 program 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.
To Request Software Purchases and Installations:

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, (ITS)
4. A quote(s) will be obtained and provided 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 ITS 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. When all the prior steps have been completed, the faculty/staff member needs to complete a software installation request form: https://34.selectsurvey.net/easternct/TakeSurvey.aspx?SurveyID=l8LJ3554
9. 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.

To Request Free Software and Installations:

1. Acquire the software for installation if it is available.
2. Fill out and submit the appropriate form from step 8 in the above instructions.
3. Ensure that the software functions correctly. ITS 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.
Reserving and Using Labs and Multimedia Classrooms

**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 John Bazin, Associate Registrar and Scheduling Officer at 860-465-1490 or at bazinj@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.
To request a software installation in a lab or classroom fill out the Software Installation Form.

IMPORTANT: For a printable quick reference guide to using the technology in the lecterns see Article 211: Lectern Console Quick Reference.

For a complete list of labs and computer classrooms go to http://www1.easternct.edu/registrar/facilities/

These classrooms include a ceiling mounted video/data projector, computer with Internet access, VHS/DVD player, document camera, notebook computer connections, and a source switcher.
Wireless Printing in the Library

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

Library Guests

Windows Computers:

To print to the library's coin-operated printers via a wireless connection:

1. Connect to the library's wireless network:
   - Guest access may be requested at the circulation desk.
   - A photo ID is required for guest access to Eastern's wireless network.
2. Install the executable file to connect to the printer.
3. Click here for the library guest installer file for Windows computers.
4. After the software is installed, be sure to select the coin-operated printer on the second floor 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 library's wireless network:
   - Guest access may be requested at the circulation desk.
   - A photo ID is required for guest access to Eastern's wireless network.
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.

Eastern Students, Faculty & Staff

Windows Computers:

To print on campus to wireless-enabled 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 1st Floor
   2. Library 2nd Floor
   3. Library 2nd Floor Coin-op
   4. Library 3rd Floor
   5. ASC 107
   6. Webb 410 Computer Lab
   7. 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. Please note that a bug has been observed on Windows 7 computers, where not all of the installed printers display in "Devices and Printers". Despite this, all of the wireless-enabled printers on campus will be available choose from when you submit your print job. Simply open the drop-down box to choose the desired printer after selecting "print".
6. 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

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

**Windows:**

- 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
Skype for Business and Outside Contacts

Skype for Business should be installed on your office computer, if you would like to install it on your personal machine refer to Article 477: MS Office 365.

Using Skype for Business requires a microphone, as well as a camera if you want to use video. Many lecterns on campus are equipped with a webcam and most laptops have them built in. You can also choose video options separate from speaker and mics. So in rooms equipped with wall mounted cameras, you could opt to have one of the wall mounted cameras that faces the classroom as the video, while the mic from the webcam captures your audio. You will need to have the projector on for sound to come out in the room speakers.

If you want to use Skype for Business to connect with someone outside of Eastern who has a personal Skype account, you need to have the person on the other end already added as one of your contacts prior to your call. You can do this by starting Skype for Business and doing the following:

- Click the Add Contact button at the top right of the contact list
- From the resulting submenu choose Add a Contact Not in My Organization
- From the resulting submenu choose Skype
- Type the name or username or email address of the contact you want to add in the search bar and make sure you are searching the Skype Directory not the My Contacts
- Find the contact in the list of results and put your mouse over it. Click the Add Contact icon that appears. Alternately you can right click and choose Add to Contact List and Other Contacts from the resulting menu.

At this point you have to wait for you contact to accept your request. Once they have, you can use Skype for business to contact them as you would any other Skype contact.

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