

AHSS CLASSROOM TECHNOLOGY FREQUENTLY ASKED QUESTIONS

Keypad Codes

- Q. Which doors will my code open?
- A. If you are part of the faculty/staff of an AHSS academic department, your code will open all of the department's priority rooms in addition to any other rooms to which you are assigned. If you are an adjunct, your code will open only the rooms to which you are assigned.
- Q. I've been assigned to teach in a different room this semester. Will I be given a new code?
- A. No, your code does not change with a new room assignment (as long as it's an LTC room. Please see our portfolio: <http://ualr.edu/ltcinsider/index.html>).

Computer

- Q. I'm locked out of the computer because someone didn't log out.
- A. Press and hold the computer's start button for five seconds until the computer shuts down. Then restart.
- Q. I can't remember my FACSTAFF login?
- A. Have one of your students log in under his or her student account. Log into BOSS and change your FACSTAFF password in the Personal Information section.

Projector

- Q. The projector is on, but all I see is a blank screen.
- A. The person before you might have pressed (depending on which room you're in) the "Black Screen" or "AV Mute" button on the remote. To return to normal viewing mode, press the "Black Screen" or "AV Mute" button on the remote.
- Q. I've placed a DVD (or VHS tape) in the combo player, but all I see is a blue screen with the manufacturer's logo.
- A. Make sure you've selected the correct input on the remote. In this case it's input 3.

Laptop

- Q. I've connected the VGA cable, but the laptop image will not project.
- A. Try pressing the function key "FN" + an "F" key to toggle video output. (FN+F8 for Dells). Check your laptop's operation manual.
- Q. My laptop is connected to the projector, but the image shows up fuzzy and skewed.
- A. Try adjusting your laptop's resolution to 1024X768.
- Q. I can't access UALR's wireless network on my laptop, even though I've previously been able to do so.
- A. Pressing the function key "FN" + an "F" key toggles wireless on and off.

DELL: FN+F2

Gateway: FN+F2

MacOSX: FN+F7

Or, if you're sure your laptop's wireless is on, type <http://blue1.ualr.edu>.

Document Camera

- Q. The zoom function doesn't seem to be working.
- A. Try turning the Document camera on and off. If this doesn't work, contact the Learning Technology Center.
- Q. The document camera is not displaying on the projection screen.
- A. Make sure you've selected the correct input. In this case it's input 1. Also, make sure that "Doc Cam" is selected on the switcher.

Software

If you find that software will not load or is running sluggishly, try the following:

1. Close other software programs .
2. Restart the software.
3. Restart the computer.

Training

- Q. Is training available? If so, when?
- A. Training is offered at the beginning of the fall and spring semesters. Check with your department's chair for a schedule, or call the Learning Technology Center.

Getting Help

We understand that you're busy, but contacting us directly when you need help results in the quickest turnaround. 569-3134.

Tips and Best Practices

- Attend Learning Technology Center's pre-semester training session. Even if you've attended in the past, the training sessions are a great opportunity to ask questions and refresh your memory after being away for the summer.
- Plan ahead. Call us to arrange a time to test media before your class. For example, if you're showing a DVD, test it in the room's player before your class, especially if the DVD is a copy. If you plan to access a website, try it before class.
- Download illustrations: http://ualr.edu/ltcinsider/classroom_illustrations.asp



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