



Digital Services Classroom Technology Overview

ulster.ac.uk

What Services do we provide?

Visit our Service Catalog to see a full list of services we Provide.

ulster.ac.uk/ds/services



The screenshot shows the Ulster University Digital Services website. At the top left is the Ulster University logo and the text 'Ulster University | Digital Services'. To the right is a search bar labeled 'Search Digital Services' with a magnifying glass icon. Below the search bar is a navigation menu with links for Home, Staff, Students, Getting Help, Services (highlighted in blue), IT Policies, About, and A to Z. Below the navigation menu is a breadcrumb trail: Home > Services > Media Services. On the left side, there is a vertical sidebar menu with links for Home, Staff, Students, Getting help, Services (highlighted in blue), Business Applications, Data Centre and Servers, Document Management, Email and Calendaring, Hardware and Software, Accounts and Authentication, and Cyber Security. The main content area is titled 'Media Services' and contains the following text: 'Digital Services provide IT and audiovisual facilities and support to enhance teaching and learning across the University.', 'Information on the various services can be found below.', and 'Booking services available to staff include:'. Below this text is a blue button labeled 'AV/MEDIA BOOKINGS'. At the bottom of the main content area, there is a section titled 'In this section' with three columns of text: 'Audio Recording of Key Events', 'AV/Media Service', and 'Event Support'.

[Go to main site](#)

Search Digital Services

Home Staff Students Getting Help **Services** IT Policies About A to Z

[Home](#) > [Services](#) > [Media Services](#)

[Media Services](#)

[Home](#)

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Services

[Business Applications](#)

[Data Centre and Servers](#)

[Document Management](#)

[Email and Calendaring](#)

[Hardware and Software](#)

[Accounts and Authentication](#)

[Cyber Security](#)

Media Services

Digital Services provide IT and audiovisual facilities and support to enhance teaching and learning across the University.

Information on the various services can be found below.

Booking services available to staff include:

AV/MEDIA BOOKINGS

In this section

Audio Recording of Key Events
Digital Services can arrange to provide an audio recording of key events held within the major University event locations throughout our four campuses.

AV/Media Service
Digital Services provide fixed and portable AV/Media Technology facilities in centrally bookable teaching and learning spaces throughout all campuses.

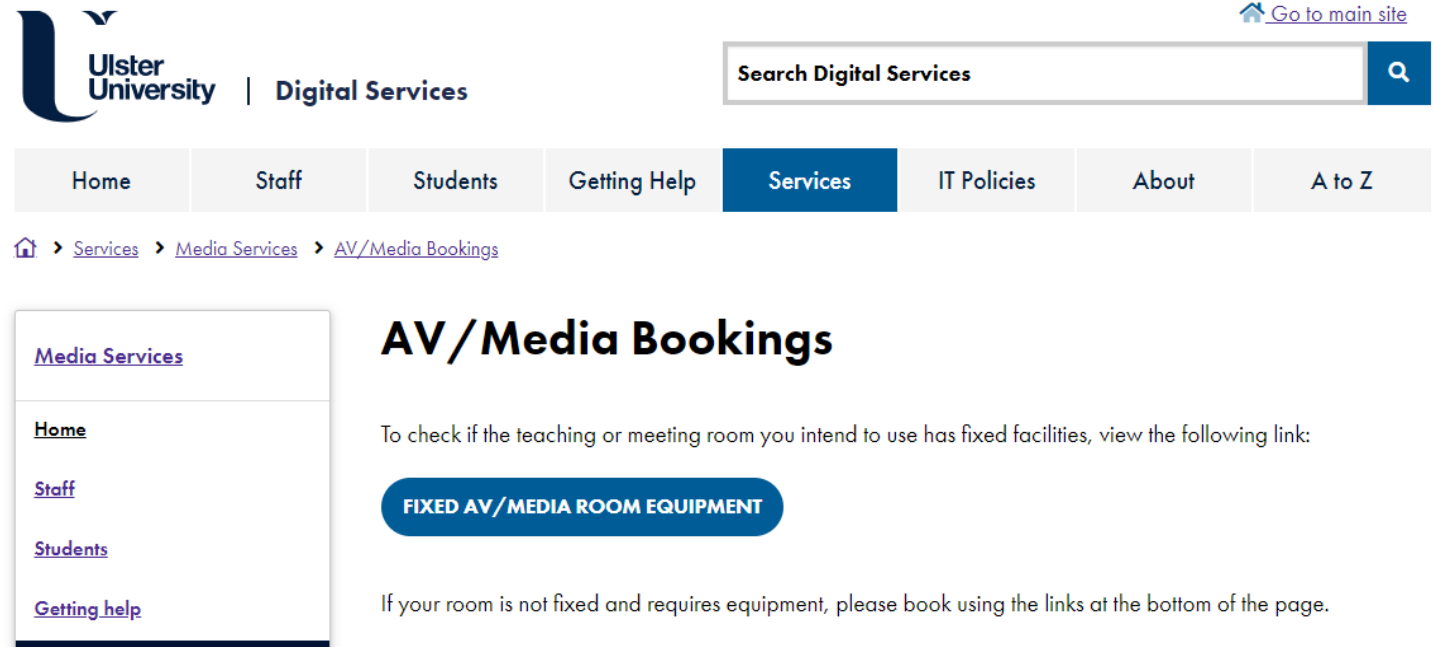
Event Support
Digital Services support events and conferences held within University locations throughout our four campuses.

Which rooms do Digital Services manage?

Digital Services manage support for the following General learning spaces:

- Small and Medium Teaching rooms
- Lecture Theatres
- Event Spaces
- Meeting rooms

You can also find a link on the Service Catalog to a list of rooms Digital Services manage.



The screenshot shows the Ulster University Digital Services website. The header includes the Ulster University logo, the text "Ulster University | Digital Services", a search bar labeled "Search Digital Services", and a "Go to main site" link. The navigation menu contains links for Home, Staff, Students, Getting Help, Services (highlighted), IT Policies, About, and A to Z. The breadcrumb trail is: Home > Services > Media Services > AV/Media Bookings. The main content area features a sidebar with links for Media Services, Home, Staff, Students, and Getting help. The main heading is "AV/Media Bookings". Below the heading, there is a text block: "To check if the teaching or meeting room you intend to use has fixed facilities, view the following link:". This is followed by a blue button labeled "FIXED AV/MEDIA ROOM EQUIPMENT". Below the button, there is another text block: "If your room is not fixed and requires equipment, please book using the links at the bottom of the page."



What equipment already exists in rooms?

Learning spaces have, as a minimum:

- Data Projector or Display Screen
- Fixed PC with access to teaching technologies including Panopto and TurningPoint
- HDMI for connection of laptops
- Control panel to switch input and control audio playback levels
- Wireless keyboard and mouse for added flexibility

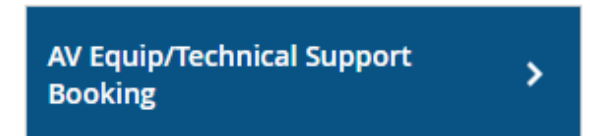
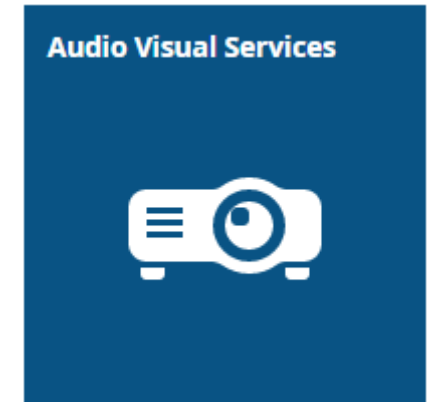
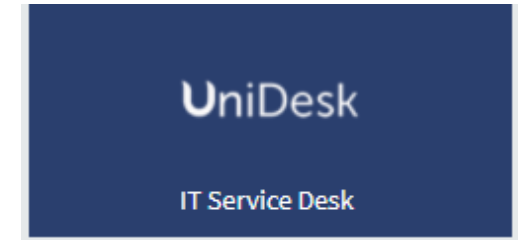
Not all meeting rooms have technology, however those that do will have Display Screen facilities similar to the learning spaces. Staff are advised to bring a laptop. The Estates Planon Room Booking system will be updated to show which meeting rooms have technology.

Event spaces have few fixed facilities, due to the flexible nature of the spaces, so an AV booking and support request should be made through the IT Service Desk Self-Service portal, allowing at least 24 hours notice (and 5 working days for Major Events) to allow for engagement regarding event requirements.



How do I book support or equipment?

- Click the 'IT Service Desk' tile in the Staff Portal.
- This takes you to our self-service portal.
- Click the 'Audio Visual Services' tile in the Self-Service Portal.
- Click the Equipment / Support booking button.
- Complete the form and submit.



How to login to the teaching room pc

Staff and Associate Login

- Username: ad\email
- Password: Your network password

Student Login

- Username: sd\email
- Password: Your network password

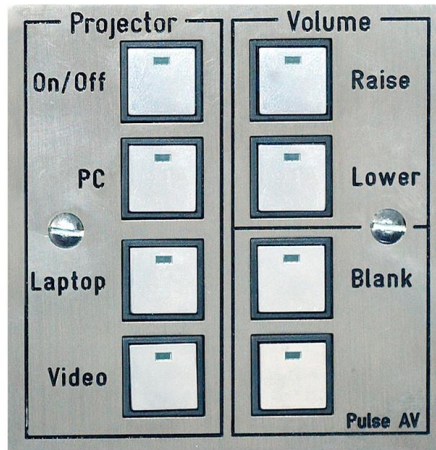
If you need further assistance, please ring the Service Desk on 67776 or 028 953 67776



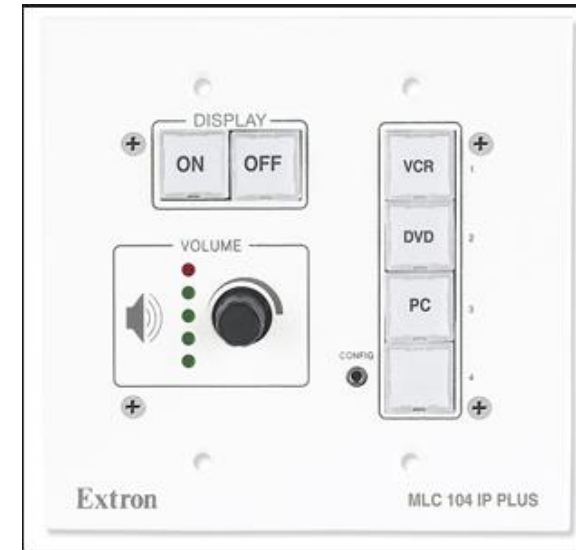
How do I switch the Projector or Display on?

The new campus uses Extron Control Panels and we are upgrading rooms across the university to offer this control type for a consistent experience.

Old - Remote control



New - Wall/desk mounted control panel



*Note – connect your laptop to the cable provided, switch on projector and lastly switch the laptop on.

How to change how the projector displays the teaching PC image

In response to feedback from academics, the teaching PCs have been updated to allow the flexibility of either mirroring (duplicating) the display or extending the desktop.

If you wish to toggle between mirror/duplicate display press and hold down the Windows Key, and the 'p' key.

Mirror/Duplicate – desktop image is the same on both projector and PC monitor.

Extended Desktop – displays PowerPoint slides on projector and PowerPoint notes on pc monitor only.



How do I switch the Projector or Display off?

- A single press of the 'Off' button on the Extron control panel will shut down the system.
- Always power the system off when you complete your class, unless others are waiting to enter directly after you.
- Our new AV management system will power down all rooms at a set time at night only.

* Please also log out of your PC account to keep your data secure.

Connecting a Laptop - wired

- Connect laptop to HDMI
- Connect laptop to mains power
- Switch off screen savers and power management for key talks
- Switch Projector on
- Switch laptop on
- Select correct input on the control panel/remote (Laptop/HDMI)
- If required, use Function keys on your laptop to output to the data projector
- Set laptop resolution to 1024 X 768 to ensure the projector can handle the image

*Tip - Use 'B' in Powerpoint to blank your presentation temporarily



Connecting a Laptop - wirelessly

The University has adopted the **Mersive Solstice** solution to enable Wireless Display in centrally timetabled teaching spaces. Wireless collaboration and presentation

- Interactive lectures and collaborative student sessions
- Uses familiar Technology – An App on your windows, iOS, Android laptop, phone or tablet.
- Wireless connection means no more cables or adaptors
- Live annotation (depending on device/software)

How do I know if the room I'm timetabled for has a Solstice? You will see a button labelled 'wireless' on the control panel.

Can I get some specific training and support for the Solstice? Yes, we are liaising with CHERP to offer specific training using the Solstice. Register your interest, by emailing our servicedesk@ulster.ac.uk or digitalskills@ulster.ac.uk.

To connect to a Solstice Wireless Display, you need to install the Solstice Client App. How do I get the App? You can install it from the Mersive website <https://www.mersive.com/download/>. We will also have this packaged to download on to University owned devices through the Company Portal.

Can I watch a demo? Yes, you will find a demo of the Mersive at <https://www.youtube.com/watch?v=EJl5jFO9s3w>

Note - Magee campus has a number of similar Kramer units in operation, which will be replaced with Solstice.



Using the Lumens Visualiser?

What can I use the Ladibug for?

- Full HD camera lets you display 3D objects
- Flexible gooseneck gives 360° viewing angle
- 20X zoom lets you display minute detail

How to use the visualiser

- Log on to the teaching PC
- Press the power button on the documents camera
- Open the Ladibug 3.0 software
- The various tools will display on an intuitive dashboard



Audio playback

Audio playback from the PC for audio files, video clips, YouTube is available in all learning spaces with fixed technology.

- Use either the teaching PC in the room or connect your device to the HDMI cable.
- Some older spaces in Jordanstown may have a separate audio cable. If so please plug this in to the audio output of your device. **Make sure it's in the right output on the laptop, earphones not mic!**
- Ensure Computer and application volume levels are set and unmuted.
- Audio levels can be further controlled using the volume dial on the Extron control panel in most rooms.

Larger Lecture Theatres will have desk microphones or boundary microphones.

Due to COVID, lapel and handheld radio microphones are not in use at present for teaching spaces or events.

Audio (Voice) Amplification

Large Lecture Theatres have desk microphones or boundary microphones connected to an amplifier and speakers for audio amplification.

Currently, radio microphones have been withdrawn from service as per COVID 19 Risk Assessment. Any space that would have relied on a wireless microphone will have an alternative as identified above.

For a list of rooms which have audio amplification, click [here](#). If you are timetabled for a general teaching room which does not have a fixed microphone and you struggle to be heard, please contact the Service Desk on 67776 or 028 953 67776.



Audio (Voice) capture software - Panopto



Panopto v9.0
Panopto

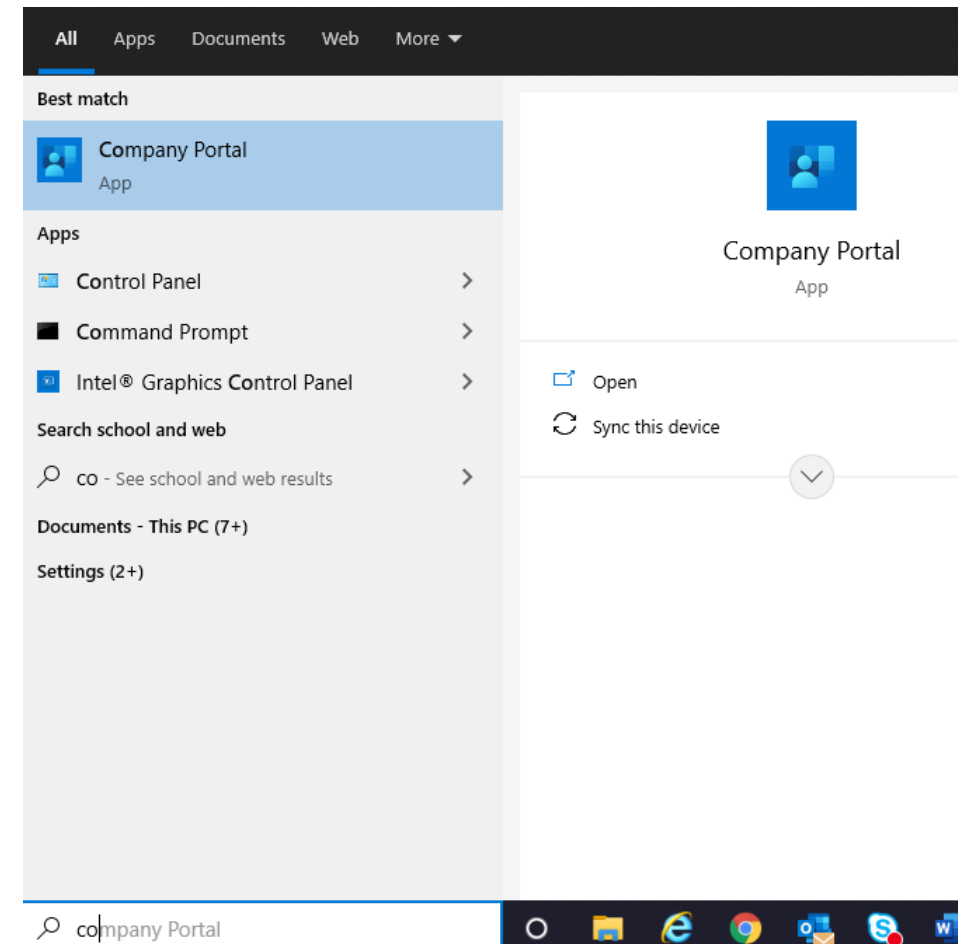
Panopto is integrated within Blackboard Learn and allows creation of content using a laptop and inbuilt camera and microphone.

Download is available to University laptops from the 'Company Portal'.

Training is available:

- As part of the Digital Services webinar series: <https://www.ulster.ac.uk/ds/events>
- By registering for a 1-to-1 session with the Office of Digital Learning at [Online one-to-one sessions and webinar booking \(sharepoint.com\)](#)

If you need assistance to download Panopto please contact the Service Desk on 67776 or 028 953 67776.



Audio (Voice) capture in teaching rooms - Panopto

Software

Panopto is installed on all teaching PCs.

Hardware

Specialist audio capture microphones are **not** provided as standard.

Digital Services will endeavor to install Audio Capture boundary microphones in to Large Lecture Theatres, for use with the teaching PC. We cannot, at this time, provide bookable Audio capture microphones.

Visit our training events page to register for Panopto training which is part of our webinar series: <https://www.ulster.ac.uk/ds/events>

If you need advice on a suitable solution for your class, please complete the **Audio Capture Advice** Form available on The IT Service Desk tile in the staff portal.



Support Requests & Fault Reporting

Before your teaching session:

- Visit the room to familiarise yourself with the technology.
- Request additional equipment or support, if required using the Self-Service Portal.
- Request Classroom technology training by logging a 'new call' on the Self-Service Portal, or contacting the IT Service Desk.
- Visit the Self-Service Portal Knowledge Base.

During your teaching session:

- Call the Service Desk on 67776 or 028 953 67776 to report a fault or request emergency assistance.

After your teaching session:

- Help others by reporting any other issues or faults you experienced that may affect the next person.

