TelePresence Faculty Preparation Training

Presented By:

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## Agenda

1. Welcome and Introductions
2. Technology Overview – CETL Representative (1 hour)
   a. Found under “Tech Resources” then “Training Videos”
   b. “Technology Training Video for Instruct”
3. Demonstrate
   a. Start and End meeting
   b. Toggling monitors Technology Resources
4. Getting Started with Blackboard 9.1 (Required)
   a. Register at: [http://www.madisoncollege.edu/cetl](http://www.madisoncollege.edu/cetl)
   b. [http://madisoncollege.edu/in/telepresence-services](http://madisoncollege.edu/in/telepresence-services) for handouts
   c. TelePresence Portal Blackboard Class
      i. 60-second review video
      ii. Student video
5. “Break” it in! (15 min)
   a. Your turn to:
      i. Start a class/End a class
      ii. Toggle between laptop and doc cam on the auxiliary side displays
      iii. Try the Doc Cam
6. Break: (10 min)
7. Classroom Techniques, Faculty Fellow (1 hour)
   a. TelePresence Teaching Basics – Handout
      i. Prior to your first day – Planning for success
      ii. Your first day
   b. What your students need to know on Day 1 - Handout (+Video)
   c. Best Practices
8. Take a ride! (15 min)
   a. Your turn to:
      i. Review any skills
      ii. Schedule a mentor or trainer for your first day!
9. Questions (10 min)
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**Not Included in this Document**

**TelePresence Classroom Campus Contacts & Information Booklet**

This booklet should be in each room, also find this document at: [http://madisoncollege.edu/in/telepresence-services](http://madisoncollege.edu/in/telepresence-services)

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**Laminated Handouts That Should be in each TelePresence Room:**

- Display Switching (pg 5)
- Before Leaving Procedure
- Rm Locations & Type
- QRG for TelePresence & Phone

If **any** of these handouts are missing, please inform Alan Natachu in CETL at anatachu@madisoncollege.edu or at 608-246-6050 (x6050 on campus) or Belinda Prahl in CETL at prahl@madisoncollege.edu or at 608-246-4380 (x4380 on campus).
General TelePresence Room Technology Information

This information will be covered in a video that is available in the TelePresence Portal Blackboard class → find the movie at http://www.youtube.com/playlist?list=PLFD40EF046610779A or http://j.mp/tp-videos

Door

- The door auto unlocks 10 minutes prior to class
- The door auto locks (for entering the room) 5 minutes after class end time

Lighting

- 2 switches one for maintenance only
- Optimal lighting set using Scene 1 setting
- The Shroud around the unit lights up automatically. It also turns off automatically

Sound

- The panels on the wall are acoustical panels that control the sound in the room
- Do not mount anything on the acoustical panels
- Be sure the door is shut when class starts as this will add to the sound quality in the room

Microphones

- One in each section of each row
- The mute button will mute the entire room
- The mute light is red and the mute symbol is on the middle plasma display when the mute is engaged
- Note: Nothing displays to alert the other connection(s) that you are muted
- You can only mute the room you are in

Speakers

- The sound from the other room comes through speakers at the front under the plasma displays
- The three speakers will project the sound in accordance with where the speaker is sitting
- Control the volume coming from the speakers via the VOLUME button on the TelePresence phone

TelePresence Phone

- To the right of the instructor station, controls the TelePresence session
- Engage a session by touching/pressing the scheduled session on the phone’s touch screen
- End a session by pressing the End Call button on the TelePresence phone
- When you engage a session you may be asked if “Everyone” or “No one” should see your display – press the appropriate button on the TelePresence phone
- Manually engage a session by using the Manual button/Favorites button and select the connecting room this is be used RARELY because all classes will be scheduled in Outlook and should display on the phone
- The newer TelePresence rooms in Portage and Reedsburg have a touchscreen phone. Instructions for using that phone are in the room next to the phone

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1 Sound is delivered according to which mic is “best” picking up the sound, not according to where the person speaking is sitting. It is possible to be sitting near a mic, facing towards another mic, causing the segment being broadcast to not be the segment a person is in.
Customizations from Cisco for Classroom Instruction

**Instructor workstation**

- The image in the workstation can be projected to the auxiliary displays (2 side monitors and center front projection).
- No printer or fax machine connected to the workstation or in the classroom.

**Auxiliary displays**

- Two side monitors (they stay on at all times)
- One center projection unit. This projector is turned off typically; you must find the remote to turn it back on (or contact the help desk via the secondary phone). Keep the projector on for the duration of the semester.
- Will display the instructor workstation or the document camera image.
- The computer or document camera display can be projected from either location.

**Document Camera**

- High definition document camera.
- Power on using the power button or the TelePresence phone Doc Cam button.
- Adjust the focus and zoom using the controls on the camera head or the TelePresence phone.

**Secondary phone**

- A second phone is in the room for security reasons.
- Use the secondary phone to place non-TelePresence phone calls.
Windows 7 & Switching Auxiliary Monitor Displays

This guide explains how to switch the TelePresence auxiliary displays between the instructor’s laptop, the Document Camera and then back to the instructor’s laptop. These instructions replace the Fn + F4 function from previous semesters.

To Show the Laptop

→ **Check:** Is the instructor’s laptop on? If not, turn it on.
→ **Check:** Is the laptop set to ‘Duplicate’ its screen?
To check, press LAPTOP keys [Win-P]. The windows key is shown at right. Hold down the Windows key and tap the letter ‘P’ (for presentation).

Left click on "Duplicate" in "Projection options".

**PAUSE FOR 5 SECONDS.**

→ **Check:** Is the document camera off? If not, turn it off.
→ **Check:** Does the image at right appear on the TelePresence Phone? If so, touch the “Everyone” button on the screen.
→ **Last Check:** Does the other side have control over the auxiliary displays? If so, turn the document camera in your location on and then off again. This will prompt the message at right on the TelePresence phone, touch the “Everyone” button on the screen.
→ **Still no dice?** End your TelePresence meeting and re-start it.
Dial x6666 (Help Desk) on the secondary TelePresence phone if the problem persists.

To Show the Document Camera

→ **Check:** Turn the Document Camera on to display it. If it is already on and it isn’t displaying, turn it off then on again. When you are done, turn the document camera off.

To Use the TelePresence Phone to Switch Inputs

(Alternate Directions - More “Advanced”)

Press ‘More’ twice on the TelePresence Telephone, then ‘Video Input’. On the screen, choose one of the two inputs displayed on-screen (they represent the Doc Cam & Laptop), then select ‘Share’ using the soft keys below. If one of the options is grayed out, it means the input is turned off.
Discussion points:
• Have you taught this course before?
• Have you used Blackboard for a course?
• Are you new to Madison College?

Required Course:
Getting Started with Blackboard 9.1 (Online)

Facilitator: Blackboard Mentors
Dates: Every month, starts on the first of the month
(100% Online)
You will learn how to use Blackboard to post
announcements on the web, place content in text areas,
setup and use groups, use Bb email features, use external
links and archive your course. Workload will require 15-
20 hours of your time, depending greatly upon your
previous knowledge of Blackboard and general computer
use.

To register, please visit:
http://cetl.madisoncollege.edu/registration

Additional Blackboard Resources
Available Resources include Quick Start Guides,
Blackboard Mentors, How-to Tutorials, and one to one
consultations.
http://madisoncollege.edu/in/blackboard-supporthelp

Training videos:
http://ondemand.blackboard.com

Resources
File Management Resources
Every student and staff is allowed storage space on
Madison College servers. This is called the H-Drive. You
can log into your H-Drive from the web as well as having
it available to you when you log into a Madison College
computer on campus.
http://madisoncollege.edu/in/h-drive-access

TelePresence Portal Blackboard On-Demand
Resource Site
CETL will support TelePresence via a Blackboard Course
that all TelePresence Users will have access to. To begin
with the course will provide access to all TelePresence
Training Documents, an FAQ section detailing answers to
common questions, and a Discussion Thread mechanism
to raise new issues. We will add to this resource as new
ideas and information is generated.

TelePresence Mentors
CETL plans to support a set of mentors across the
college, ideally on each campus, who can provide “guide-at-your-side” service for users. This is still in development.

Early adopters would be strong candidates to become
mentors. Currently there are two faculty leaders,
Christine [Chris] Yero & Kristine [Kris] Held who are
recognized as ‘TelePresence Fellows’.

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<tr>
<td>Fort Atkinson</td>
<td>Kristine Held</td>
<td>920-568-7232</td>
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<td>Truax</td>
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<tr>
<td>Watertown</td>
<td>Christine Yero</td>
<td>920-206-8016</td>
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<td>West</td>
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TelePresence Technology Training for Faculty
Organized by Belinda Prahl at CETL, 246-6646; Alan
Natachu at CETL, 246-6050; or visit
http://www.madisoncollege.edu/cetl
• All resources mentioned in this document are located on the Madison College website, [http://madisoncollege.edu/in/telepresence-services](http://madisoncollege.edu/in/telepresence-services)
• HelpDesk: 608-246-6666 or helpdesk@madisoncollege.edu
• CETL: 608-246-6646 or [http://madisoncollege.edu/cetl](http://madisoncollege.edu/cetl), Truax Room 219
• TelePresence Portal Blackboard site features multimedia-training resources. Login at [https://blackboard.madisoncollege.edu/](https://blackboard.madisoncollege.edu/)
• This section of the document is maintained by TelePresence Faculty Fellows

**Prior to First Day of Class**

1. Learn where all campus locations are for your class, the host location and the remote location(s).
2. Refer to each location’s “TelePresence Faculty Campus Information” guide and verify all information.
3. Order books online via [http://madisoncollegebookstore.com](http://madisoncollegebookstore.com). Place an individual textbook order for that location for each course you will be teaching. Find “Textbook ordering for TelePresence” sheet in this document.
4. Since only DVDs can be played in TelePresence classrooms, if you have course materials on VHS, you will need to contact the Help Desk about possible conversion from VHS to DVD. We strongly suggest you purchase updated materials from the publisher. Copyright and ADA captioning laws should be obeyed.
5. Prepare a printed copy of the course syllabus, “TelePresence Student Information” handout located on the Madison College website, and other first day materials. Send these through the school mail at least one week before the first class.
6. Prepare a Blackboard shell for your course. There are many resources for Blackboard at the Madison College website (A-Z index, ‘B’ for Blackboard). A Blackboard shell can be used for the following:
   a. Deliver student handouts
   b. Deliver announcements
   c. Have students submit assignments
   d. Post deadline dates
   e. Allows students the opportunity to see their grades
7. If you have two shells for the two TelePresence locations, request that they be merged into one (see the TelePresence Portal Blackboard course for instructions on how to do this under ‘Tech Resources’, then ‘How to request a Blackboard shell for a TelePresence Class’).
9. You are strongly encouraged to stay in contact with the TelePresence mentors.

**First Day of Class**

1. The doors will automatically unlock 10 minutes prior to the scheduled class time at all locations.
2. Plan to be there when the doors open or to stay a few minutes after each class (doors will automatically lock 5 minutes after class is scheduled to end). This time can be used for students to come with questions.
3. Announce to the class on the first day that for private conversations they can call you outside of class time.
4. Plan time to go over the course syllabus.
5. Plan an hour to go over the following items:
   a. Explaining the technology in the room and what will be required of the students at each site.
      i. Room security - Find two students to assist with this at remote location, and another two at the host location (in case you decide to show up at the other location)
      ii. Procedures to be followed if the video or audio connection is broken
   b. Seating choice – last seats to fill should be the two seats directly behind the instructor station
   c. Room etiquette:
      i. Food and drink policy
   d. Sensitivity of noise (clarity of the audio feed):
      i. Rustling paper, clicking of pens, removing paper from spirals, etc.
      ii. The need for sick students to sit in the back row of chairs.
      iii. Avoid touching the microphones.
      iv. Avoid placing textbooks and papers on the microphones.
TelePresence Instructor's Manual

e. Placement of backpacks on the floor to increase the table area and to avoid turning off microphones.

f. Caution students about the clear visual effects of the cameras in the room. Clothing choices, mannerisms, etc.

g. Note to students that the notebook computers must remain closed unless you are told otherwise by the instructor.

6. Blackboard is one of the most important elements to a successful distance learning course. Over the course of the first several classes, explain and demonstrate how Blackboard will be used for the course:
   a. To access web links, video links, PowerPoints, handouts, and other documents
   b. To submit work via Blackboard (use the assignment feature)
   c. To access student grades - Encourage them to email all questions on grades prior to the start of class
   d. To view the announcements for current course information
   e. To view deadline dates

7. Select a day and time each week that your Blackboard shell will be updated and notify your students to check this prior to class.

8. Explain the level of participation expected of students (they might need to use the document camera, computer, etc. during the course of the class for presentations).

9. Make an effort at the beginning of the course to let students know that this is their class and that their input is important. Student will find that discussion seems more open based on the design of the room.

Starting Class

1. Turn on lights.
2. Turn on instructor computer.
3. When class is ready to start, press the scheduled class time on the phone.

Ending Class

1. End the call using the TelePresence phone.
2. Make sure the document camera is powered off and lowered.
3. Log off instructor workstation.
4. Straighten all of the chairs.
5. Clean up any trash in the room.
6. Turn the room lights off.
7. Be sure to close door.

Laptop Usage

1. Laptops are available in the TelePresence rooms so students can access Madison College email and Blackboard.
2. The TelePresence rooms are not designed to be computer labs, so limited software is available on the laptops. Be sure to check the computers before doing a classroom activity to make sure that the laptop computers will meet your needs.
3. As noted in the student handout, students need to follow your direction on the use of laptops during class time.
4. Require students to Shut Down laptops at the end of class and place the laptops near the back edge of the table.

Help Desk

1. If you have questions on how to use a piece of equipment in the classroom, contact the help desk at x6666.
2. Report all room-related issues to the Help Desk. This includes hardware, software, repair, cleaning, temperature control, and any other issues.

Phones

There are two phones in each TelePresence room.
1. One phone is used to start and end your TelePresence session. Do not use this phone for regular calls because it will terminate your TelePresence session.
2. The second phone in the room can be used to call remote locations and receive incoming phone calls.
Email

1. You are required to communicate with your students using your @madisoncollege.edu email address.
   - If you are unsure how to access your Madison College email, please contact the Help Desk or CETL for assistance.
   - Be sure to use proper English and grammar in emails and handouts and tell students you expect the same of them. This is an electronic-based course, but proper writing is still appropriate.

2. Tell students that you will only be using their Madison College student email account. Include this note in your syllabus.

Cancellations

To cancel classes in TelePresence rooms, the following procedures should be followed:

1. Contact whomever you would as spelled out in your labor agreement or academic school office policies.
2. Send an email to TP-Manager@madisoncollege.edu or call the Learner Success Hub (608) 246-6435 to ensure that the Help Desk and Outlook calendars are updated
   2.1. The Hub will call Help Desk, (608) 246-6666 or x6666 on campus.
3. If the course is on a regional campus, contact the office at the regional campus (check the Campus Contacts in the TelePresence Portal or the printed document).
4. Consider placing the following text in your syllabus: “Weather issues – if one location closes for weather, the other location(s) will not be meeting that day either.”
Classroom Best Practices

1. When it is necessary for a teacher or students at a remote location to take control over the side monitors have them turn the laptop on. If it is already on, have them turn the document camera on then off, then press “Everyone” on the TelePresence telephone screen.

2. If you need to stop sharing your desktop with the class (no longer project to the side monitors or center presentation) in order to lookup grades or view something that you do not want others at either location to see, you can show a black screen on the monitors. To do this, use WINDOWS KEY + P to ‘Disconnect Projector’ OR turn on the document camera.

3. Use the instructor’s swivel chair to maintain eye contact with all students in the class, including those at your site and those students sitting behind you. The chair becomes your feet and allows you to shift your attention around the rooms.

4. Making eye contact - when a teacher or student looks directly at people at the remote location, he or she may appear to be looking past the people and toward the wall. To avoid this, it is necessary to look at the center cameras while talking to a specific person. Sometimes it is more appropriate to continue looking at the person you are speaking with, even if the eye contact does not properly line up.

5. Close the door when class starts. The acoustics in the room are designed for optimal sound when the door is closed.

6. When doing small group work, using the mute option on the microphones will provide a quieter learning environment.

7. Some documents or web pages may display too small on the side monitors for students to easily see from the center of the back row. Consider using the zoom functions of the MS Office programs and your web browser for easier viewing (Ctrl on keyboard + scroll on mouse).

8. If you have trouble with the document camera constantly focusing on your hand rather than the text you are writing, try this: adjust the zoom and focus so the letters on the paper are clear and then turn off the auto-focus.

9. By using Blackboard, assessments that do not need to be proctored can be taken outside of class. You may also wish to have students take online assessments prior to coming to class so they have a better understanding of the material and can be more deeply involved in class discussions.

10. The high-quality audio and video of the TelePresence environment allows instructors to effectively monitor in-class testing. You may wish to have students at the remote location sit in the front row so you can see what they are doing better.

11. Use bookshelf at the front of the room to leave handouts for students who were absent.

12. Spend time on the first day of class to introduce the TelePresence room and talk about its various features and how things are the same and different than regular classrooms, use the Student Informational video inside the TelePresence Portal and the handout.

Transporting of documents between campuses

- Sending documents via Interoffice mail can take up to a week
- Office staff at regional campuses can send files to you electronically as PDFs. If you use this method, have students write their names on every page of their test to avoid pages getting mixed up.
- If sending paper copies, it is best to request that they be sent via regular USPS to get the back to the instructor. This is the quickest method.

Returning graded exams and papers to students

- Return via interoffice envelope and staple a blank sheet of paper to the front of the document to hide everything but the name.
- Or...fold the paper up and staple so only the name is visible
- Instructors can use a Multi-Function Printer (MFP) or scanner to scan graded exams and email them back to students. These electronic documents can also be attached in Blackboard to the score that is entered in the grade book.
- Use Adobe Acrobat (http://adobe.com/acrobat) to review electronic documents and provide comments and feedback. PDF files can be emailed back to students or attached in Blackboard.

In-class testing

- Blackboard tests are good for multiple choice, short answer, true/false, and other available question types
  - Questions can be randomized
  - Password can be added
  - Can be available only during certain days and times
- Paper tests can be used. Because of the clear resolution and excellent sound quality, student cheating is difficult.
- At regional campuses, tests can often be delivered and/or picked up. Contact the office staff to arrange this in advance.
- Proctoring of exams is not available at remote locations. You are expected to proctor the exam yourself using the capability of the TelePresence system.

Take home tests

- Can be submitted via Blackboard or brought to class
- Can be proctored. Some online classes have processes in place for this. Students are required to find their own proctors. The instructor should set up rules about who can be a proctor. The instructor then password protects the exams in Blackboard and emails the password to the proctor. The instructor provides a form to sign and return by the proctor validating that the testing rules were followed.
- If using Blackboard, you can set a timer, make them password protected, or randomize questions
- Are generally open book, so you can approach testing differently. (For example, you can cover more information and be more in-depth to ensure that student study ahead of time.)
Regional campuses will order all textbooks for part-time staff and course sections that are listed as “Staff.” Full-time faculty need to order their own books.

- Check with your program director or course coordinator to see who orders textbooks in your area. Some department heads do all of the ordering; others leave it up to the individual instructors to order. Each department operates in a slightly different manner.
- If you are responsible for ordering your own textbooks, follow these procedures:
  1. Order your textbooks online. You only need to complete one form, but be sure to include both class numbers on the form.
     - http://www.madisoncollegebookstore.com/
     - Click the link for Faculty (along the left side or at the bottom)
     - Complete all required information

     Be sure to list both class numbers on the form. The bookstore must have this information in order to ensure that textbooks will be available at both locations.

     - In the “Select A Location” box, choose Other.
     - In the “If Other Please Specify” box, enter the word TelePresence plus the names of the two locations. For example, “TelePresence Watertown and Fort Atkinson.”
     - In the “Enrollment Estimate” box, enter the combined number of students in the class that adds the estimated enrollments for both locations.

  2. After ordering your textbooks, email the regional campus assuring them that the textbook order has been placed.
TelePresence technology makes it possible to link two (or more) classrooms that are geographically distant from each other. When you enter the TelePresence classroom, you will see three large screens at the front of the room, tables and chairs arranged in a semi-circle, and microphones on the desk. At the top of the middle screen you will see a set of three cameras. These cameras allow the other location(s) to see what is happening in your room.

There are many ways that TelePresence classes are different than regular classroom classes. This handout will give you some guidelines that will make your classroom experience more productive and effective.

### Food and Drink Policy

- No open drink containers are allowed. These include soda cans and disposable coffee containers.
- Drinks in **closed containers, such as a screw-top water bottle or screw-top coffee container**, can be brought in and these must be kept on the floor. Make sure if your beverage container is tipped over, no liquids can escape. This makes coffee and soda cups from the cafeteria or fast food restaurants unacceptable.
- No food is allowed under any circumstances.

### Where to Sit

- The desk segment in the front of the room with the computer and monitor is reserved for the classroom instructor.
- Please only sit in the seats directly behind the instructor if all remaining seats are filled. If you do sit behind the instructor, be aware that there will be limited interaction with the instructor.

### Instructor Contact

- Using Madison College e-mail and Blackboard are essential for maintaining contact with your instructor. Please see the instructions below about how to gain access to Madison College e-mail and Blackboard.
- You are taking a distance education class at multiple locations so you might not be able to stay after class to confer with the instructor. If this is the case for your class, you will need to contact your instructor outside of class time.
- Your instructor may ask how things are going in relation to your distance learning experience, specifically regarding TelePresence. **Don’t be shy!** Providing feedback and input will improve your experience and make the path for future students easier.
- Every room has a telephone that your instructor can use to contact your site. Occasionally it may be a technician trying to take care of a problem. If the phone rings in your room someone should answer it.

### Accessing Your Student E-mail

- All college communications to and from your instructor should occur through this account.
- Open the Madison College website: [http://madisoncollege.edu](http://madisoncollege.edu)
- Click the link for Student Email that is on the homepage (link at the top near the center).
- Enter your user name and password and click the OK button. These are the same pieces of information use to log into school computers, Blackboard and myMadisonCollege.
- You are now logged into your student email account.

### Accessing Your Files

- It is recommended and in some classes required to have utilize a USB drive for TelePresence courses.
- Access to your student H/ drive is available via the Windows Explorer (Windows Key + E). There is no printer in the room (recommend printing to PDF or XPS if needed).
Logging in to Blackboard

- Open the Madison College website: http://madisoncollege.edu
- Click the link for Blackboard that is on the homepage. (at the top near the center).
- Click the User Login button on the left (note there is links to help for students at this page)
- Enter your user name and password and click the Login button. (These are the same pieces of information use to log into school computers and myMadisonCollege).
- Click the name of your class in the My Courses area of the screen.

Helping Out

- Students at the remote site(s) have to be self-reliant. You may be asked to help by picking up handouts at a designated location, or to drop off assignments to be sent to the instructor.

Classroom Behavior

- Expectation for classroom behavior is the same in a TelePresence room as they are for all other classes.
- Please leave the room in the same condition you found it, including pushing in your chair.

Being Heard

- Sound is excellent in the room thus allowing you to participate in class discussions and ask questions of fellow classmates and the instructor. Participating in the class discussion is an essential part of the learning process.
- Live microphones are on the center of the table in front of you. The microphones will pick up any sound including your speech, shuffling papers, clicking pens, typing on a laptop, someone talking in the hallway, cell phones, and mumbling under your breath. These can all be very distracting. There are no secrets in these classes.
- Side conversations with classmates are especially disturbing during a TelePresence class and there are no private conversations; all conversations are heard by everyone.
- The microphones can be muted by pressing the mute button. To avoid accidentally pressing this button, please place all backpacks and bags on the floor. Also avoid piling books near the microphone.
- Avoid touching the microphone. Handling the microphone will cause noise at the other locations that you may not be able to hear. This includes brushing the microphone with papers or moving a mouse cord over it.

Technical Problems

- From time to time technical problems may arise in your room. Let your instructor know about anything that is not work properly or is making the class less effective.
- If you lose sound or video, let the instructor at the other location know about the problem. You can also call the other location using the phone in the room.
- If you lose sound and video, use the secondary phone to call the instructor at the other location.

Laptop Usage

- Laptops are available in the TelePresence rooms so you can access Madison College email and Blackboard.
- The notebook computers must remain closed unless you are told otherwise by the instructor.
- You are required to Shut Down laptops at the end of class and place the laptops near the back edge of the table.
Starting a TelePresence Class or Meeting

The screens on the phones in the TelePresence rooms are touch screens therefore it is possible to access options by pressing the desired area on the phone display.

Starting a Scheduled Class or Meeting

If a class or meeting has been scheduled through Outlook then it will show up on the list of scheduled meetings.
1. Locate your meeting on the phone’s main screen or press the Meeting soft key to obtain a list of meetings
2. A list of the day’s meetings will appear
3. Choose desired class or meeting, you can start your class/meeting up to 15 minutes before it is scheduled to begin

Note: If only two rooms are scheduled, the class/meeting will immediately connect to the other location. If more than two rooms are scheduled, each room will need to join the meeting using the steps above.

Starting a Non-Scheduled Session

If you need to connect to a room when there is not a scheduled session:
1. Press the Manual button or soft key
   a. Press the Favorites button on the phone display
   b. Scroll through the list of meetings using the arrow pad below the screen
   c. Choose desired room to connect to. The call will be placed and as long as the connecting room is not in use the session will start
2. OR: Check the ‘TelePresence Classrooms Campus Contacts & Info’ booklet for the 4-digit extension and dial that.

Sharing the display

Once a meeting has been started, you will be prompted to share the display. The phone display will prompt to Share or Dismiss. Share will take control of the Side Displays on both ends. Dismiss will dismiss the message and not share instructor computer. Control can be taken later if desired.

VERY IMPORTANT:
Ending A Call, Class, or Meeting

When your class/meeting is over you need to end the session. This is very important. To end your session:
1. Press the EndCall button or soft key.

Note: If you are only connected to one site this process will also shut down the other site. If you are connected to more than one site, each site will need to end the call. The TelePresence monitors and shroud light will power down on their own.

Displaying the Laptop on the Side Displays

To take control of the auxiliary displays, you must be the MOST RECENT INPUT into the system. If your laptop is on and isn’t showing, first check the TelePresence phone to see if it is asking if you’d like to share your computer or document camera with “Everyone” or “No One”. Press “Everyone” on the phone’s screen.

Note: If that is not successful, Press the Window’s Key on the LAPTOP keyboard, and select, “Duplicate”. Check the phone and select “Everyone” if prompted. To show the document camera, turn it on.

Using the Document Camera

When you turn on the document camera it always takes control of the displays. To return to the instructor’s display after using the doc camera, be sure to press “Everyone” on the TelePresence telephone.

Getting Help - (Dial x6666)

Madison College’s Help Desk offers immediate technical support for TelePresence room users. Use the secondary telephone.

To contact the Help Desk while in session
1. Instruct both sides that you are going to call the help desk. If the session has gone down between the two locations, call the other location’s secondary phone or contact person to ensure the other side that class will resume shortly.
2. On the secondary phone, call x6666 (608-246-6666)
TelePresence 3200 Unit
Calls, Classes and Meetings Cisco

Document Camera

Each TelePresence room is equipped with high-definition document camera. Using this camera you can easily share printed files, and other objects brought into the room. The document camera can zoom into a high level of magnification. You can control the document camera through the TelePresence phone, the buttons on the camera or through the remote control.

Controlling the Document Camera through the Phone

Turning the Document Camera On and Off
1. While a class/meeting is in session, press the More button or soft key on the phone
2. Press the DocCam button or soft key
3. Press the On/Off button on the phone display

Controlling the Document Camera
From the document camera screen on the phone display you can:
· Turn the camera off
· Turn the lamp on or off
· Adjust the focus
· Zoom

Manually Controlling the Document Camera

Turning the Document Camera on and Off
1. Press the Power button on the right side of the document camera base (the LED next to the button is red when it is off and green when it is on.

Controlling the Document Camera
You can also control the document camera by: you can:
· Zoom using the wheel at the top of the head
· Turn the lamp on or off (the light button is next to the power button)

General Actions

Place an Audio Only Call
Audio only calls should be made from the secondary phone.

Using the Favorites

The Favorites will allow you to search for other TelePresence rooms located at Madison College.
1. Press the Favorites button on the phone
2. Scroll up or down for the room that you wish to call using the arrow buttons on the phone
3. Press the Dial button once you have selected the room you wish to connect to
4. Or press the Exit button if you wish to exit this menu

TelePresence CTS 3200 Reference Guide

The TelePresence Room

The Microphones

Each pair of seats has a stationary microphone at it. These microphones are very sensitive and only require you to speak in your normal speaking voice. They will pick up whispers and other quiet noise. Each microphone has a mute button on it but pressing it will mute the entire room. Muting should only be used when you are working in small groups on each side. When the room is muted the light on the microphones will be red.

Lighting

The lighting levels are very specific in the TelePresence rooms. Most rooms have a lighting panel with Scene 1 and Off although some rooms may also have a panel with Max, Scene 1 and Off. You should use Scene 1 for all meetings and classes. Max is only used for maintenance.

Food and Beverages

No food under any circumstances. Drinks in closed containers must be kept on the floor. A container is ‘closed’ if, when tipped upside-down, no liquids come out.

For Technical Support

Call the Help Desk (x6666) with the secondary telephone.

Session Volume

The Volume button on the TelePresence phone controls the session volume.

The Wall Panels

The TelePresence room has acoustical paneling on all of the walls; please do not use push pins, etc. on them to hang things.

Conference Call (Guest Speaker via Phone)

The TelePresence phone is able to be used for Conference Calls. This allows one (voice only) call to be added at each endpoint.
1. Select the Confrn soft key
2. Dial the number of the person to be added in
3. Press the Confrn soft key again

End of Class/Meeting

To ensure the quality of the TelePresence experience for everyone, please make sure to do the following when your session is over.
1. End the call using the TelePresence phone
2. Make sure the document camera is powered off and lowered
3. Log off instructor workstation
4. Straighten chairs, clean up trash
5. Turn lights off
6. Close door

Note: The TelePresence screens/shroud and side monitors will power down on their own.