

**Heinz Computing
Educational Technology Handbook
2019-2020**

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Location:

Office of Computing & Information Services
- Heinz College
Carnegie Mellon University
4800 Forbes Ave.
Hamburg Hall, Room A202
Pittsburgh, PA 15213

Eric Pfaffle & Alex McGough: HbH A202C & J

HCIS Main Office: 412-268-3425

Email: heinz-computing@andrew.cmu.edu

Eric Pfaffle: 412-268-1115

Email: epfaffle@andrew.cmu.edu

Alex McGough: 412-268-3617

Email: amcgoug1@andrew.cmu.edu

Hours*:

8a.m. - 6 p.m. Monday-Thursday

8a.m. – 5 p.m. Friday

Contact Info:

*Heinz Computing is the first responder to all technology issues during normal office hours. After hours, please contact Media Technology Services directly at: 412-268-8855 or mediatech@cmu.edu. All rooms have contact info posted on the wall closest to the podium.

Staff:

Eric Pfaffle, Associate Director of Educational Technology
Alex McGough, Educational Technology Associate
Micah Eleam, Computer Support Specialist

Support:

The Heinz Computing Educational Technology Department (Hamburg Hall only) supports video-conferencing, classroom equipment, course recording, and other Educational Technology tools related to Heinz College. Contact Technology Enhanced Spaces for services outside of Heinz College at: 412-268-8855 or mediatech@andrew.cmu.edu.

Reserving a Room:

See chart on page 5 to determine whether the room you wish to reserve is Heinz College or University Registrar controlled.

To reserve a **Heinz or University Registrar** controlled room, please visit:

<http://25live.collegenet.com/cmu>. All University Registrar controlled equipment is supported by Media Technology Services. They may be contacted at: 412 – 268 – 8855 or mediatech@andrew.cmu.edu.

Classroom Equipment:

Please refer to the chart on page 5 for room specific information.

Small classrooms are categorized as typically having:

- Capacity for 20-80 students
- Moveable furniture
- Touch panel
- Single projection
- DVD/CD player
- Document camera
- Laptop VGA and audio cables
- Auxiliary panel*

Large classrooms are categorized as typically having:

- Capacity for 80+ students
- Fixed furniture
- Desktop computer and touch panel
- Dual projection
- DVD/CD player
- Document camera
- Laptop VGA and audio cables
- Auxiliary panel*
- Videoconferencing & course capture (designated rooms)

* Auxiliary panel includes inputs for a second laptop, VCR, camera, iPod, etc. When using the auxiliary panel, please bring the appropriate cable for your device.

Cables:

One laptop HDMI & VGA w/audio cable are provided in every classroom with technology.

Please bring appropriate cables for auxiliary devices such as:

Second Laptop:

Needs a VGA cable



or an HDMI cable



Musical Device: (e.g. iPod, mp3 player, etc.)



iPod Video: Needs a RCA to mini cable
needs a mini-to-mini cable (1/8"-1/8")



Classrooms with Technology in Hamburg Hall:

For a more detailed list please visit: <http://www.heinz.cmu.edu/download.aspx?id=171>

Room	Seats	Room Type	Special Features	Single Projection	Desktop Computer	Reserve Through
A301	150	Large, Auditorium Fixed seat.	audio sound system, assignable videoconferencing & course recording	& dual LCD projection	x	Heinz
1005	60	Small, Auditorium		& dual LCD projection		Heinz
1004	30	Small, Tables	Assignable video conferencing & course capture, wireless proj.	x		Heinz
1007	30	Small, Tables	Assignable video conferencing & course recording, wireless projection	& dual projection		Heinz
1006	45	Small, Tables		x		Heinz
1107	10	Small, Table	conference room, videoconferencing	x		Heinz
1002	64	Small, Auditorium Fixed seat.	Assignable video Conferencing & course recording, wireless projection	& dual projection	x	Heinz
2108	15	Small, Tables		x		Heinz
2003	30-45	Small, Removable Tables	Assignable video conferencing & course recording, wireless projection	& dual projection		Heinz
2008	40	Small, Auditorium, Fixed seating	Assignable video conferencing, and course recording, wireless project.	& dual projection		Heinz
2011	25	Small, Desktops		x		Heinz
2009	35	Small, Cluster	Fixed seating	x	x	Heinz
1202	50	Small, Desktops	Assignable videoconferencing	& modular breakout		Heinz

1204	60	Small, Desktops	wireless projection, assignable videoconferencing & course recording	& modular breakout		Heinz
1206	60	Small, Desktops	wireless projection assignable videoconferencing & course recording	& modular breakout		Heinz
1208	24	Small, Desktops	wireless projection, assignable videoconferencing & course recording	& modular breakout		Heinz

Technology Enhanced Spaces (main campus):

Access at: <https://www.cmu.edu/computing/services/teach-learn/tes/locations.html>

Portable Equipment:

In the event you are using a room without integrated equipment you may reserve portable equipment by contacting heinz-computing@andrew.cmu.edu. The following equipment is available for reservations:

- LCD Projectors
- Laptops
- Microphones (HbH A301, 1002, 1004, 1007, 1202, 1204, 1206, 1208, 1214, 2003 & 2008)
- Webcams
- Mac adapters
- Slide advancers (clickers)
- Portable DVD drives
- Power cords & strips

Videoconferencing:

A videoconference (also known as a video teleconference) is a set of interactive telecommunication technologies that simultaneously allow two or more locations to interact via two-way video and audio transmissions. **Videoconferencing uses telecommunications of audio and video to bring people at different sites together for a meeting.** This can be as simple as a conversation between two people in private offices (point-to-point) or involve several sites (multi-point) with more than one person in large rooms at different sites. Besides the audio and visual transmission of meeting activities, videoconferencing can be used to share documents, computer-displayed information, and whiteboards.

Facts:

- Videoconferencing support is restricted to Hamburg Hall.
- We are an IP H323 only Videoconferencing facility using Cisco (Tandberg) systems.
- The other end point must support H323 videoconferencing compatible with Heinz.
- We offer Video Conferencing in rooms A301, 1002, 1004, 1007, 1107, 1202, 1204, 1206, 1208, 1214, 2003 & 2008.
- Most locations within Hamburg Hall will support videoconferencing via a mobile unit. This includes: offices, conference rooms, and classrooms.

Reservations:

Requests for all videoconferences must be made at least one week (five work days) in advance. Please indicate if a presentation will be part of the videoconference (PowerPoint/etc.). Please see attached Video Conference Guidelines for more information.

Zoom:

Zoom is a videoconferencing solution that allows users with different endpoints to connect with each other. For example, a meeting in a Heinz classroom can connect to a distant room using IP 323, a client on a laptop web browser, a student on a mobile device, and a professor on a telephone all at the same time. Participants can choose to share audio, video, and/or slides. All students, faculty, and staff have access to a Zoom account where they can schedule and create Zoom meetings. [Click here for information on how to set up your Zoom account and download the app.](#) If you would like to use a classroom's integrated videoconferencing equipment for a Zoom call, email Heinz-computing@andrew.cmu.edu to schedule day-of support.

Please make sure you test a few days beforehand, if possible, and arrive at least 15 minutes early on the day of the meeting. If anybody will be joining the call on their laptop, please ask them to listen with headphones. All participants will be muted upon entry.

Bandwidth: minimum of 600 Kbps, for both upload and download, is needed to support your video call. For 1080p HD resolution the user should have at least 3.0 Mbps up/down bandwidth as well as a 1080p HD capable webcam.

Skype:

If the location you wish to video conference with is not IP H323 compatible, Skype may be an alternative option. Skype is a proprietary voice-over-Internet Protocol service and software application. It may be used to communicate with peers by voice, video, file transfer, and instant messaging over the Internet. Phone calls may be placed to recipients on the traditional telephone networks. Calls to other users within the Skype service are free of charge, while calls to landline telephones and mobile phones are charged via a debit-based user account system.

Skype Facts:

- The Office of Computing Services - Heinz College does not provide support for Skype.
- Clip-on mics and web cameras are available to borrow from the Office of Computing Services - Heinz College. Please see page 3 for office location, hours, and contact info.

For more information, or to download Skype: please visit <http://www.skype.com>

Course Recording:

Mediasite – Used for recording a class or event that separates the video and data presentation into one playback view.

Mediasite Recorders capture, encode and synchronize content from any video, audio and HDMI/DVI/VGA devices you choose to present with. From laptops and tablet PCs to whiteboards, document cameras and digital instrumentation, your content will be captured in high resolution. Real-time recording means there's no need to author content, pre-upload slides or devote time to post-production.

Mediasite Recorders can be pre-scheduled to automatically start and stop recording without presenter interaction. Or, one may control the recordings with the easy-to-use Recorder application or from the Crestron room automation touch panel.

Facts:

- We offer Integrated Course Recordings in classrooms A301, 1002, 2003, 2008, 1202, 1204, 1206, & 1208.
- Most classrooms within Hamburg Hall will support course recording via a mobile unit.
- Playback can be in streaming, download format.

Reservations:

Please contact heinz-computing@andrew.cmu.edu if you wish to capture a course or an event.

Camtasia – Record your screen with audio to capture PowerPoint slides, software demonstrations, webpages and more!

Camtasia Studio is a screen video capture program for Microsoft Windows & Mac OS. The user defines the area of the screen or the window that is to be captured before recording begins; it is also possible to capture the entire screen area. You can also talk, and use a video cam. You may edit your screen recordings and camera video by cutting, splicing, and combining clips with the video editor. Easily share videos that views can watch anywhere on most devices.

Accessing Camtasia:

Please contact heinz-computing@andrew.cmu.edu if you plan to use this technology. Camtasia is ordered as an individual license on an as needed basis. We do not keep it in stock.

Wireless Projection (Solstice Pod):

The Solstice Pod allows users to wirelessly present from their laptop, PC or mobile device. The Pod can be used with a single device for presenting or multiple devices connected for collaboration. A user must be on the CMU-Secure network and download the app according to the client they are using. Once installed a user just enters the IP address of the pod for the room they are in and enter the 4 digit numerical # displayed on screen. Once connected a user can display their desktop, application or file. Solstice Pods are located in the following rooms: 1002, 1007, 1107, 1109, 1111, 1202, 1204, 1206, 1208, 1212, 1214, 2003, 2008, 2210.

Canvas:

Most courses will be managed with Canvas. The Canvas Learning Mgt. System is a web-based server software platform. Features include course management, a customizable open architecture, and a scalable design that allows for integration with student information systems and authentication protocols. Its main purposes are to add online elements to courses traditionally delivered face-to-face and to develop completely online courses with few or no face-to-face meetings.

Facts:

- Access Canvas at <https://www.cmu.edu/canvas/>
- Hands on training and grade center help can be requested with the Eberly office of Technology for Education (OTE) at bb-help@andrew.cmu.edu, 412-268-9090

Follow these steps to insure a successful videoconference connection.

1. Contact Heinz Computing Services

- Email heinz-computing@andrew.cmu.edu to let us know that you wish to set up a videoconference. Include the date and time of the event, the names of all the people in your group, and the approximate number of local audience members.
- **Please contact us at least one week** (five work days) prior to the conference date, even if you are unsure of the exact details. Accommodations for requests less than one week in advance cannot be guaranteed.

2. Select a Room

- Use SpaceQuest (25Live) <https://25live.collegenet.com/cmu> to schedule a room based on your needs and classroom availability. Include a 30-minute setup time if at all possible.
- A301, 2008, 1002, 1007, 2003, 1202, 1204, 1206, & 1208– assignable with VC equipment, ample space for presenters and audience.
- 1004, 1005, 1006, 2011 – used with mobile VC unit, ample space for presenters and audience.
- 1107, 1109, 1111, 2108, Dean’s Conference Room – meeting rooms with limited space. Cameras in these rooms face away from the monitors, so you cannot stand in front of the monitors during a presentation.
- Interview Rooms (A007) – very limited space. A007F is large enough for a few local members.
- Computer Lab (2009 (239)) – ample space, not very suitable for VC and should be used only if no other space is available.

3. Schedule a Test

Tests allow Heinz Computing staff to meet with members of your group to go over everything. If any distant

- participants are available, they can join in the test as well. It is preferable to use the room that the presentation will be in a day or two before the event.
- Please bring the laptop that will be used during the videoconference to make sure settings are correct.

4. Send the Zoom invite to anyone who will be participating.

- Heinz Computing will forward you an invite via email. The same invite can be used for the test.
- The invite contains instructions for distant participants to connect via computer browser (Internet Explorer, Firefox, Chrome or Safari), videoconference unit (H.323), or mobile app (Android, iOS). Instructions to dial in using a telephone are also listed.
- It is highly recommended that you encourage distant participants to download the plugin and test their connection beforehand.

5. At the time of the videoconference

- Please have someone in the room with the laptop you will be using 30 minutes before the start (if room booking permits).
- A member of the Heinz Computing staff will set up the equipment and start the connection approximately 15 minutes before the start. Distant participants often do not connect until right before or even after the start time.

A few things to remember when using the videoconference:

- Content sharing is designed to share PowerPoint slides. If you choose to use the computer for a live demonstration (ex. in Excel or a website), the screen must be in Clone, Duplicate, or Mirror mode the entire time and PowerPoint Presentation View must be off.
- Use **Windows + P** or **Command + F1** to switch to Clone, Duplicate, or Mirror modes.
- The system will only accept computer output resolutions of 1280x768 or less.
- If you need an adapter, visit the Heinz Computing resource desk.
- Video content can only be shared if uploaded to Zoom beforehand. Sharing videos from the computer or YouTube during the presentation results in poor video quality and video lag. It is recommended that any videos be sent to the participants to view on their own.
- Clear your desktop of all open windows other than those you will need for the presentation.
- Complete all edits to your presentation ahead of time so the tech can work on connecting your laptop during the setup time. Email presentation to distant participants & print copies for audience members.

