

FREQUENTLY ASKED QUESTIONS: LIVE LECTURE CAPTURE

What do I do if the room does not have LLC equipment installed or incomplete equipment that makes it harder for remote students to have a good experience? Examples include: inadequate webcam, inadequate audio pick-up, shared AV system in student center ballrooms.

- Launch Zoom using the room computer, then connect to the Zoom meeting using a personal device that has a camera and microphone. Use the personal device to capture the video (screen share or camera) and audio. Click on the Zoom link using your personal device, logging into Zoom with your Mines ID.
 - Additional information regarding multiple devices from Zoom: “You can be signed in to Zoom on one computer, one tablet, and one phone at a time. If you sign into an additional device while logged into another device of the same type, you will be logged out automatically on the first device,” but you will not be kicked out of the session, you will simply lose the host controls you had on the first device, instead you will be changed to an attendee.
- For shared AV system in ballrooms, coordinate with ITS to be sure the room AV is setup for each breakout. You can also use the personal device setup and then have students “view” the shared screen (slides, notes, etc.) either with their own device or from the projector. If watching on their own device, students in the room will want headphones so there isn’t audio feedback in the room.
- When launching Zoom, please know that each room has Zoom configured to use the default room camera and microphones. If the audio and video device has been changed, the quick reference guide in each room indicates the devices that should be selected by default.

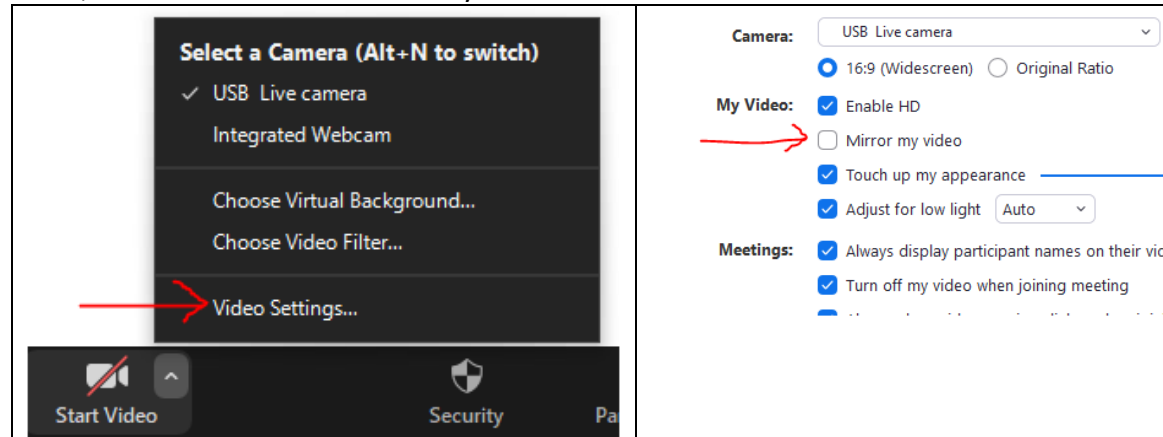
What do I do if the laptop camera or the smaller webcam installed is not adequate for LLC in the room? Examples include:

- No camera (CK 140/150) –
 - Consider using doc cam instead of whiteboards
- Students cannot see the white board/poor image quality –
 - Launch Zoom using the room computer, then connect to the Zoom meeting using a personal device that has a camera and microphone. Use the personal device to capture the video (screen share or camera) and audio.
- Field of view not adequate to cover the room (CK 150) –
 - The temporary webcam installed has a limited field of view. The full LLC system has additional capabilities to view key areas of the room, however, the camera is limited in what it can pick up and what the field of view can capture.
- Video mirrored (records back to front to Zoom, CK 150, CK 130) –
 - There was a glitch in the temporary webcams that forced a mirrored image. This has been resolved with a firmware update, so going forward

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the webcams should not present a mirrored image in Zoom. If you find that it is mirroring the image, please submit a helpdesk ticket. If you are using a **personal laptop** with the webcam and are experiencing the mirrored image, follow these instructions to flip the mirror image:

- Click the carat next to “Start Video,” then, click “Video Settings.” From there, check or uncheck “Mirror My Video” to resolve the issue.



- Purple pixelated screen on Zoom (MZ 235) –
 - This is an issue with the system. Recommend submitting a ticket so the AV team can resolve. This is an unusual issue and is not a chronic issue in the room.

What if my remote students have a hard time hearing me or other students in the room?

- There is no audio equipment? (CT 102)
 - Unfortunately, our ability to add equipment is restricted due to covid-imposed supplier challenges. The equipment is on backorder until late October.
- When I move away from the laptop? (CK 150, FH)
 - You can use a personal device as an additional audio device. For example, if you connect to the Zoom session using headphones and your mobile device, this provides a strong, portable audio source that allows you to move around the room.
- There is a UHF lavalier solution for Zoom users being used by a faculty member in Bunker auditorium. The professor would need to have two microphones to accomplish this. It allows the professor the ability to move around the room within the limited area of UHF. https://www.amazon.com/Microphone-Microfonos-Inalambricos-Recording-Incompatible/dp/B0833QVQ3H/ref=sr_1_28?crd=3CS6NS2LZMP4S&dchild=1&keywords=lavalier+microphone&qid=1599148881&srefix=lavlier+micro%2Caps%2C194&sr=8-28. Please note, however, this device has not been tested or vetted by ITS, and therefore we cannot recommend or endorse its use.
- Mic not hooked in to Zoom, not connected to laptop provided, or compatibility issues (FH1, FH2)

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- Launch Zoom using the room computer, then connect to the Zoom meeting using a personal device that has a camera and microphone. Use the personal device to capture the video (screen share or camera) and audio.
- Problem with discussion-based classes - Audio does not reach remote students
 - Launch Zoom using the room computer, then connect to the Zoom meeting using a personal device that has a camera and microphone. Use the personal device to capture the video (screen share or camera) and audio. Students in the room might need their own headphones to be able to hear the remote students without adding audio feedback. A cell phone or landline (if available in the room) on speaker might work as well for the audio if it is a smaller group. Could also ask students to pair (one in person with one remote) to help facilitate the cross-location discussions.
- No drop-in mics in the room (CK 140/150)
 - Unfortunately, our ability to add equipment is restricted due to covid-imposed supplier challenges. We cannot purchase the appropriate equipment within a reasonable timeframe.
- Sound quality through headset not adequate for remote students or headset does not amplify voice (GC Metals, MZ 126, MZ 322, other rooms in MZ)
 - i. In rooms without an existing voice amplification solution, we recommend using a mobile device with headphones to capture your voice in Zoom. You can join your mobile device to the Zoom meeting, then mute the room microphones, using your headphone microphone as the audio source.
 - ii. Launch Zoom using the room computer, then connect to the Zoom meeting using a personal device that has a camera and microphone. Use the personal device to capture the video (screen share or camera) and audio.
- No audio transmitter in the room (CK 130, BB316)
 - i. The audio transmitter (belt pack) is only needed for audio amplification and not needed in all rooms.
- Speakers not working (MZ 222, FH, MZ 126)
 - i. Most likely the volume was turned down. These rooms have the equipment installed and should be working. Please contact the Help Desk by calling (303) 384-2345 if turning up the volume on the touch panel does not work.

How do I get students' voices to be picked up in rooms without a ceiling mic? (Friedhoff)

- In rooms not outfitted with ceiling microphones, the following recommendations have been used:
 - i. Audience participants join the Zoom meeting from their own devices, either laptop, tablet or mobile device, and ask their questions in the Zoom meeting using their mobile device headphones.
 - ii. Identify a moderator that repeats the audience questions for the Zoom participants to hear.

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- iii. Use the Zoom chat function to enable participants to ask questions.

How can I hear my remote students? Speaker not loud enough in CTLM 102

- Most likely the volume was turned down. The rooms have the equipment installed and should be working. Please contact the Help Desk by calling (303) 384-2345 if turning up the volume on the touch panel does not work.
- Alternative: Have a student monitor the chat on zoom and represent students connecting remotely
- Alternative: Have a TA monitoring and responding to remote students using headphones and a personal device for the audio and chatting function.

How do I connect the Doc Camera to Zoom? How do I get doc camera to go to zoom and project on the live projector screen?

- You can switch your video source from the room camera to the document camera using the Start Video button in the Zoom controls during the meeting.

Is there a way for the Zoom recording to pick up doc camera and the PowerPoint slides at the same time?

Zoom can only focus on one screen at a time. If you connected to the Zoom meeting from a second device, you could use the second device to display the PowerPoint while the podium computer displayed the document camera image, but you as the host would not be able to control the viewer's screens to ensure the viewer is able to see both displays.

How do I get the audio from a video being played on the computer to play in the room?

- This doc might help: https://online.mines.edu/wp-content/uploads/sites/156/2020/03/zoom_handout.pdf

What do I do if there is an echo problem in the room?

- Mute all microphones except the one you're using.
- You can change the audio source in Zoom using the Zoom controls. The carat next to the Mute button gives you the controls to select the microphone and speakers to use in the Zoom session.

What if the headset does not work?

- Submit an ITS Help Desk request or call ITS at (303) 384-2345.

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- In the meanwhile, the headset is only necessary if the instructor voice needs to be amplified. You might have to project a little more until it can be fixed or have all students listen through Zoom (students in the room might need headphones to reduce audio feedback).

What if the camera is unresponsive to the remote? (BB W210, MZ 126, BB 316A, MZ 226)

- Submit an ITS Help Desk request or call ITS at (303) 384-2345.
- If you have a personal device available (even a cell phone), you can log-in to the Zoom meeting with the device and use that device as the camera or can ask a student to use their device as the camera until ITS can fix the issue.

What if there is missing equipment? (MZ 022 – no remote for camera)

- Check in the main office of the building (building proctor can see if it ended up there by mistake)
- Submit an ITS Help Desk request or call ITS at (303) 384-2345.

What if the equipment runs out of batteries?

- Submit an ITS Help Desk request or call ITS at (303) 384-2345.
- ITS will have spare batteries in most rooms at all times.

What if the whiteboards or projector screens in the room are too small? (Friedhoff)

- You can give the students your notes through Canvas, either complete or as skeletal notes, and then talk them through the notes
- You could make a quick video walking through the formulae, process, or diagram and shar that through Canvas
- Students can use their own device to login to Zoom – faculty uses doc cam or position webcam to capture the writing so that it is visible for in-person and students
- Doc cam can be projected to screen or camera on white board
- Until a tech solution is available, might need to write much larger than you normally would and then erase and keep going

How do students get the instructor's attention on Zoom?

- Participants in a Zoom meeting should use the "Raise your hand" feature which requires the instructor to monitor their Zoom session for such alerts.
- Additionally, participants can enter questions using the chat feature.

What do I do if I don't know how to use the equipment? Or if there are no instructions in the room on how to use the equipment?

- Contact the Help Desk with questions (303) 384-2345.

Attend one of the ITS AV sessions. Contact jlawrence@mines.edu to attend.

Building	Date	Day	Time	Presentation room
Marquez	8-Sep	Tuesday	8:00 - 9:00	MZ022
Green Center	10-Sep	Thursday	3:30 – 4:30	Friedhoff

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CTLM	10-Sep	Thursday	1:00 - 2:00	CT102
CoorsTek	11-Sep	Friday	3:00 – 4:00	CK140
Berthoud	11-Sep	Friday	8:30 - 9:30	BE108
Brown Building	14-Sep	Monday	8:00 - 9:00	BBW280
Green Center	14-Sep	Monday	8:00 – 9:00	Friedhoff 2
Alderson Hall	15-Sep	Tuesday	12:00 - 1:00	AH230
Hill Hall	17-Sep	Thursday	2:00 - 3:00	HH202
Library	17-Sep	Thursday	12:00 - 1:00	Library 121
Student Center	18-Sep	Friday	3:00 - 4:00	Ballroom (A, B, C)

- Attend one of the Trefny Center Sessions (see: <https://trefnycenter.mines.edu/events2/>)

How do I get the camera tracking to work? (BB W280, CT 123)

- Submit an ITS Help Desk request or call ITS at (303) 384-2345

How do I get access to the USB slots on the CPU to avoid unplugging the USB camera plugged in to the monitor? CPUS are locked in some of the rooms

- ITS is working on adding USB hubs into some of the rooms
- Submit an ITS Help Desk request or call ITS at (303) 384-2345

How do I get the laptop images to project on the screen? (BE 243)

- Setup Zoom and then use “screen share” to show the images, that should be what is projecting
- Submit an ITS Help Desk request or call ITS at (303) 384-2345
- Attend one of the ITS AV sessions. Contact jlawrence@mines.edu to attend.
- Attend one of the Trefny Center Sessions (see: <https://trefnycenter.mines.edu/events2/>)

How do I display two screens in Zoom?

If you need to screen share two screens simultaneously, you might experience resolution challenges. Screen sharing can be a challenge when the source screen resolution is significantly different than the projection screen, such as when you’re sharing two screens, because Zoom is forced to scale the screen size down to fit the viewer’s display.

How do I request software updates and installations?

Submit an ITS Help Desk request

What do I do if my projections occasionally flash on the projection screen?

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This is abnormal behavior. Contact ITS at (303) 384-2345.

What can I do if the laptop computer provided in the room isn't working well? (example: the mouse and trackpad aren't working)

This is abnormal behavior. Contact ITS at (303) 384-2345 or submit an ITS Help Desk request.

What if there is no camera in the room and I need to show models during the lecture? Or, what if the webcam only covers half of the room? Or, what if I need to use the whiteboard and there is no webcam in the room?

All rooms that do not have the LLC completed have a webcam in the room. You can use the document camera to write class notes on a paper along with showing models in class.

What if the only camera in the room is the one on the laptop?

All the rooms without LLC complete have a webcam installed. If the webcam is missing contact ITS for a replacement.

My whiteboard is mirrored on Zoom, how do I change this?

Settings within Zoom allow mirroring to be turned off in Zoom.

I teach in a ballroom and when split in half, which means neither classroom can use the AV equipment. How do we resolve this challenge?

If you need to change rooms, contact the Registrar to get assigned a different room.

What do I do if the room is having wi-fi issues?

Contact ITS at (303) 384-2345 or submit an ITS Help Desk request

The laptop only has one USB port which means I have to choose between the clicker, my presentation, and the webcam.

If you are presenting everything using PowerPoint and do not need to webcam use the clicker. If you need both devices let ITS know by calling the MSC or putting in a ticket with the Help Desk and we can provide a USB hub for the room laptop.

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There isn't enough lighting on the whiteboard which makes it appear illegible through the LLC equipment.

A recommended option is to use the Annotation feature included in the Smart Monitor on each podium.

Another option, if available, is to use the document camera.

With my discussion-based class, how do I ensure my remote students can stay engaged when there are no microphones in the classroom?

When conducting discussion-based classes, encourage all participants to join Zoom via their mobile devices or laptops.

Who do I contact if there isn't appropriate lighting in the room? Or on the whiteboards?

- Submit a facilities ticket or call the facilities office

How do I get someone to change the placement of the whiteboards?

- Depending on the room that may or may not be possible
- You can contact facilities and/or John Berger

Who do I contact if I feel the students are placed too closely together or I have questions about the room cap?

John Berger, Gary Bowersock or the Registrar

Who do I contact to refill cleaning supplies?

Facilities or the Safety Office