

HyFlex Classroom Technology TROUBLESHOOTING Guide



- **Turn off the Smartboard** and computer immediately upon entering the classroom before beginning the “start-up process.”
 - **Turn on the computer** on the back of the Smartboard.
 - **Refer to the how-to guide** in the classroom for instructions. Each classroom may have different instructions.
 - **Do not plug in your own laptop or thumb drive** to the Smartboard. Instead, use the computer on the back of the Smartboard to access your computer through single sign in.
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START UP

Q: What do I do when I get to the "windows security alert?"

A: Press cancel.

Q: The keyboard and mouse are not working.

A: The keyboard will not work until you are signing into the computer. Prior to this, the Smartboard screen is touchscreen (i.e. choosing the correct HDMI input).

If the keyboard is not working it could mean that you are not logged into the computer on the back of the Smartboard. The keyboard/mouse only works if the computer is on.

If the computer is on and the keyboard still does not work, it could be a battery issue. If so, instructors can usually find batteries in the faculty break room cabinets.

Q: How do I know if the computer is on?

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A: When you press the input button on the bottom right hand corner of the Smartboard you should see the “beach image” in one of the tiles.

Q: How do I stop the camera from tracking me?

A: Find the remote control for the camera (not LG) and turn off auto-tracking.

Q: How do I adjust the board height?

A: On the rear of the Smartboard is a black lever with up and down arrows to adjust the height of the Smartboard.

ACCESSING APPS AND DOCUMENTS

Q: How should I pull up my class documents if I am not supposed to use a thumb drive or laptop?

A: Save all documents to the SPCC OneDrive. Log into computer once you power up the Smartboard and you can access your own SPCC OneDrive.

Q: How do I get to my OneDrive from the Smartboard (if it is not there already)?

A: Search Onedrive.com in Google Chrome. You will be prompted to login using your SPCC credentials.

Q: How do I get to my MS Teams from the Smartboard (if it is not there already)?

A: Search MS Teams in Google Chrome. Click download and you will be prompted to login using your SPCC credentials.

Q: I cannot pull up Canvas or my third-party videos on the Smartboard.

A: Make sure you are logged into the computer on the back of the Smartboard. Also, always use Google Chrome as your search engine (not Edge).

SIDE MONITORS

Q: The side monitor is on, but isn't “talking” to the Smartboard. I just see the framed artist picture.

A: Change the side monitors to the correct HDMI. Find the LG remote control for the side monitor and tap the input button to move to HDMI 1 or 2.

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Q: How do I get my MS Teams virtual call to the side monitor?

A: Click on the top toolbar of the window you would like to move (i.e. MS Teams). Hold down your finger pressing down on the left mouse button and move it to the left (or right) toward the side monitor. Once you are in the correct position, simply let go.

If this is not working, contact IT and ask them to reset the monitors so that the side monitor is "2" and the front monitor is "1."

Q: MS Teams is not filling up the entire window on the side monitor.

A: Click on the small square in the top right corner of the MS Teams window to make it fill the entire monitor.

Q: MS Teams disappeared from the side monitor.

A: Simply click on it on the bottom toolbar and it should reappear.

Q: What do we do if there are two side monitors? What should they display?

A: The monitor furthest away from the Smartboard should mirror the Smartboard while the monitor close to the board should reflect your virtual MS Teams call.

AUDIO/VIDEO

Q: What if students who are calling into MS Teams can't hear me?

A: Check your Speakers setting in MS Teams "settings." Conduct a sound and video check prior to each class session.

Q: What if we can't hear the students who are calling in from MS Teams?

A: Check your microphone setting in MS Teams "settings." Conduct a sound and video check prior to each class session.

Q: What if my students who are calling in through MS Teams can't see me?

A: This is a camera issue. Check your video settings in MS Teams "settings." Conduct a sound and video check prior to each class session.

Q: What if my in-person students want to join the MS Teams call from their laptops?

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A: Ask students to mute and turn speakers off their laptops to avoid echoes and feedback.

Q: What are the specific **speaker, microphone, and camera settings for my room?**

A: Reference the laminated how-to guide found in the classroom. Each classroom may be different.

Q: The **keyboard and mouse are not working.**

A: The keyboard will not work until you are signing into the computer. Prior to this, the Smartboard screen is touchscreen (i.e. choosing the correct HDMI input).

If the keyboard is not working it could mean that you are not logged into the computer on the back of the Smartboard. The keyboard/mouse only works if the computer is on.

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Q: I am working in MS Teams and we can hear the **sound for the video in the classroom, but the virtual participants cannot hear the video sound.**

A: Stop sharing your video. Click "share" again and toggle on "include computer sound" before sharing.

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