# 4 WAYS TO CONNECT

## 1 DESKTOP

1. Turn PC on or confirm desktop PC is powered on.  PC is located in the credenza or lectern.  Power light on computer should be green
2. Select 'PC' source from Crestron touch panel
3. Press any key on the keyboard to wake up computer
4. Image should be displayed on the screen

## 2 LAPTOP

1. Turn laptop on and connect laptop to the provided HDMI cables
2. Select 'Laptop' source from Crestron touch panel
3. Image should display on screen, if not, press your F (function) key to route image to external display

## 3 LAPTOP (wireless display)

1. Download Solstice App from http://www.mersive.com/download
2. Connect mobile device to "EmoryUnplugged" wireless network
3. Select 'Wireless' source from Crestron touch panel
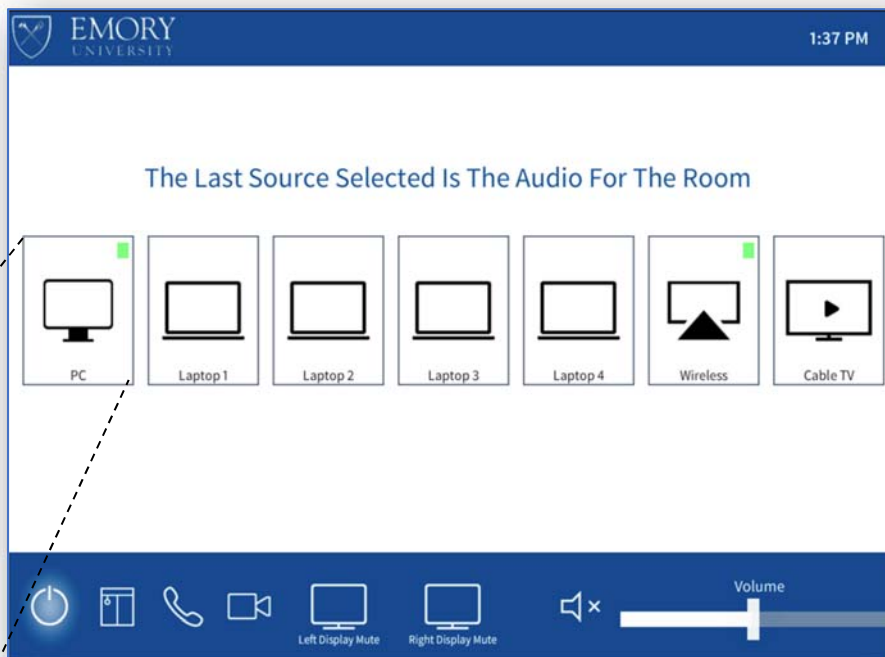4. Launch Solstice app and select "Share Screen" to connect wirelessly

## 4 PHONE

1. Select the 'Phone' icon from the Crestron touch panel
2. Enter the phone number (9+10 digits) and press the blue 'Phone' icon to dial
3. Slide 'Phone Volume' up or down to adjust volume in the room

FOR HELP:  404-727-7777 or EXECTECH@EMORY.EDU

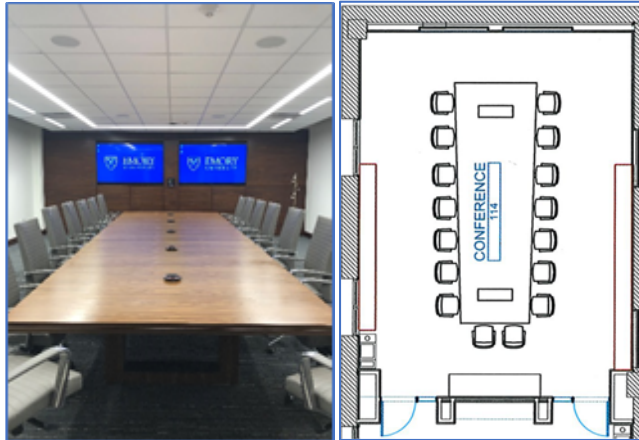# CONFERENCE ROOM INFORMATION & TROUBLESHOOTING GUIDE



**The Last Source Selected Is The Audio For The Room**

EMORY UNIVERSITY                                                                1:37 PM

PC | Laptop 1 | Laptop 2 | Laptop 3 | Laptop 4 | Wireless | Cable TV

Left Display Mute    Right Display Mute                    Volume

The green box indicates an active input that can be selected.

PC

## Desktop

- Select 'PC' from the touch panel
- Includes wireless keyboard, mouse, and clicker w\laser pointer
- Software includes;
  - Windows 10\Office 365
  - Adobe Reader
  - Zoom\Skype\Adobe Connect
- Three **USB ports** available on the front of PC for flash drive or other devices
- **WARNING:** Security software on this PC will erase all changes made upon next reboot, including any newly created files

## Laptop

- Select 'Laptop' from the touch panel
- Turn on and connect laptop using the provided HDMI cable
- Image should display on screen, if not, press your function key to turn on external display
- Audio from laptop is via HDMI cable
- If using a **Mac** laptop, customer will need to connect with their display adapter if laptop does not have HDMI

## Wireless Display

- Select 'Wireless' from the touch panel
- Connect to 'EmoryUnplugged' Wi-Fi
- **Install the Solstice app** & open app
- Select the name of the Solstice screen you want to connect. i.e 'ConvHall 208'
- Enter the screen key
- Share desired content;
  - Desktop with Audio
  - App Window
  - Media File
- Solstice supports mirroring the device screen for iOS and Android devices

## Conference Phone

- Select 'Phone' icon from touch panel
- **Making a call** – Dial 9, then 10 digit #
- **Receiving a call** –Press "Answer Call"
- **Blocking a call** – Press "Block Incoming"
- **End a call** – Press red "End Call" button
- **Increase volume** – Slide the "Phone Volume" bar up or down to increase\decrease the volume in the room

## Camera

- Select 'Camera' icon from touch panel
- PTZ – Pan, Tilt, and Zoom controls can be changed via the Vaddio remote control or via the touch panel
- **Model** – Vaddio 30 HDBT – PTZ Pro A/V camera with 30x zoom and H.264 for streaming

## Microphones

**FOR ADVANCED USE ONLY**

- Select 'Microphone' icon from touch panel **(WHERE AVAILABLE)**
- **Increase Mic Volume** – Select desired mic and slide the volume bar up or down to increase\decrease the volume of the mic
- **Mute Mic** – Press the mic icon button underneath the desired mic until it turns red
- **NOTE:** Table, handheld, and lapel mics automatically turn on when removed from the cradle. Will illuminate green

## Conference Room 114



**Room Style:** Fixed
**Room Capacity:** 16
**Features:**

- (2) 80" 4K Monitors, and (4) Ceiling Speakers

- Microphones;

    o (5) Table

- Integrated PC – Dell OptiPlex 7060, with Windows 10\Office 365 (located in credenza)

- Wireless keyboard, mouse, and clicker w\ laser pointer

- (4) Table Mounted HDMI Laptop Connections

- Wireless Display

- (1) HD Webcam

- Integrated phone system – **Phone number is 404-727-9674**

- Cable TV

- USB charging stations

- (1) 10" Crestron hardwired touch panel on the AV credenza to control video conferencing, volume, inputs, and motorized shades
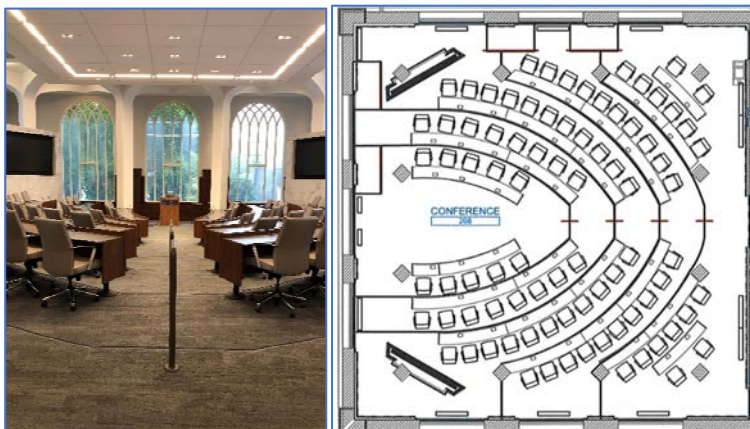
- Privacy film on room door

## Conference Room 204



**Room Style:** Adjustable
**Room Capacity:** 32
**Features:**

- WUXGA laser projector, 165" screen, and (12) Ceiling Speakers

- Microphones;

    - (16) Table
    - (2) Handhelds
    - (2) Lavaliers
    - (4) Assisted Listening Devices

- Integrated PC – Dell OptiPlex 7060, with Windows 10\Office 365 (located in credenza)

- Wireless keyboard, mouse, and clicker w\ laser pointer

- (1) Front and (1) Rear HDMI Laptop Connection

- Wireless Display

- HD Webcam

- Integrated phone system – **Phone number is 404-727-9699**

- USB charging stations

- Blackout window shades

- (1) 10" Crestron hardwired touch panel on the AV credenza to control video conferencing, volume, inputs, mics, lighting and motorized shades

- Privacy film on room door

- (1) Front XLR Connection

- (1) Emory Branded Lectern

## Conference Room 208



**Room Style:** Fixed
**Room Capacity:** 84
**Features:**

- (2) 98" 4K Monitors, and (2) Tower Speaker Sound System

- Microphones;

    - (46) Table
    - (1) Handheld
    - (3) Lavaliers
    - (7) Assisted Listening Devices

- Integrated PC – Dell OptiPlex 7060, with Windows 10\Office 365 (located in lectern)

- Wireless keyboard, mouse, and clicker w\ laser pointer

- (1) Front and (1) Rear HDMI Laptop Connection

- Wireless Display

- (3) HD Webcams

- Integrated phone system – **Phone number is 404-727-9836**

- Cable TV

- USB charging stations

- Privacy film on room door and windows

- AV Production Room

- (2) 10" Crestron hardwired touch panels to control audio, inputs, and mics

- (1) Emory Branded Lectern
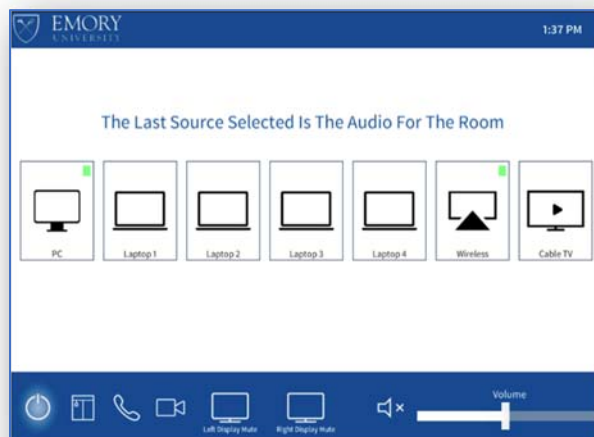
## Conference Room 210



**Room Style:** Adjustable
**Room Capacity:** 110
**Features:**

- WUXGA rear laser projector, 210" screen, and (2) tower speaker sound system

- Microphones;

    o (8) Table
    o (4) Handhelds
    o (4) Lavaliers
    o (15) Assisted Listening Devices

- Integrated PC – Dell OptiPlex 7060, with Windows 10\Office 365 (located in AV closet)

- Wireless keyboard, mouse, and clicker w\ laser pointer

- (1) Front and (1) Rear HDMI Laptop Connection

- (1) Front and (1) Rear XLR Connection

- Wireless Display

- (1) HD Webcam

- Integrated phone system – **Phone number is 404-727-9943**

- Cable TV

- USB wall port for removeable storage devices

- (2) 10" Crestron hardwired touch panels used to control lighting, screens, projectors, mics, and audio.  One each at the north and south ends of the room

- (1) Emory Branded Lectern

**Starting the Crestron System**

To turn on the Crestron system, lightly press the power icon " 🔵 "on the touch screen, located in the bottom left corner of the touch panel. The system will boot up.
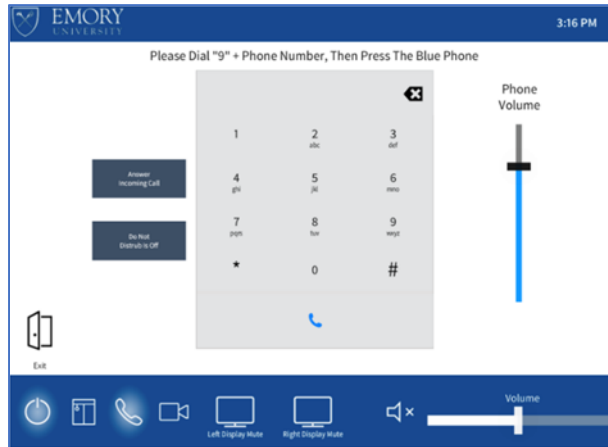
**Selecting Input Source** *(NOTE:  The active source is illuminated by a green box)*

- The "*PC*" option, displays the video output from the integrated PC located in the AV cabinet or lectern
    - o   If the computer is not on, it may be necessary to press the power button located on the integrated PC
    - o   The projector\display will automatically switch to the appropriate input
    - o   There are (3) USB ports available on the front of the integrated PC for use with a flash drive or other USB device

- The "*Laptop*" option, displays video and audio output from a laptop connected via an external HDMI cable

- The "*Wireless*" option, when used with Solstice app, wirelessly displays images from laptops or mobile devices

- The "*Cable TV*" option, displays Emory Cable TV (where available).  Channel listing found [here](here)

**Shutting Down the Crestron System**

- When finished, please shut down the entire system. To shut down the system, press power icon " 🔵 " on the touch screen, located in the bottom left corner of the touch panel.
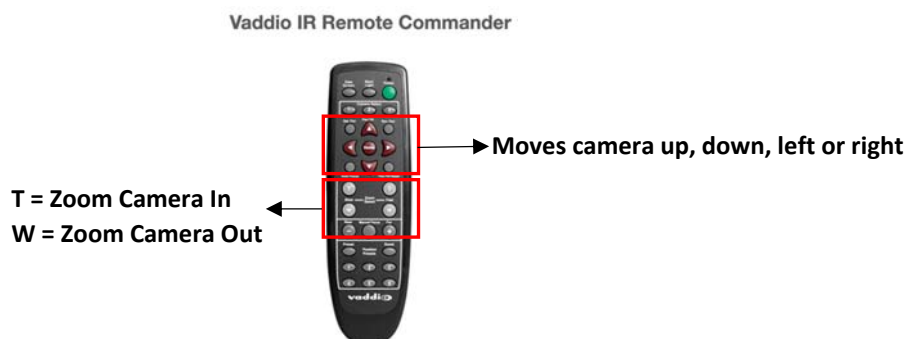
**Making a Phone Call**

- To make a call, press the 'Phone' icon on the *Home screen.*
- Once the Phone application has opened you will be presented with a number pad. Please dial 9 and the 10 digit number you wish to dial, then press the *blue* phone button to make your call, and *red* phone button to end your call.
- If you have instructed someone to call the room, you will need to use the "*Answer Incoming Call*" option when the call comes in.
- The "*Backspace*" button allows you to make changes to the phone number you're dialing.
- The "*Do Not Disturb*" button will block incoming calls.
- The *"Phone Volume"* button, located to the right of the dialer, allows you to increase or decrease the audio volume.
- The speaker icon, with the "X" to the bottom right of dialer, allows you to mute or unmute your speakers in the room.

*NOTE:  To ensure members on the call can hear you properly, it is advised that you speak loudly if sitting further away from the microphones, or to move directly in front of the microphones to speak.*

**To Use the Camera**

- Each room is equipped with a webcam for your video conference needs. Supported applications include; Zoom, Skype for Business, and Adobe Connect.
- The remote control for the camera is in the AV credenza or lectern. This will be used to PTZ (pan, tilt, and zoom) camera positions when not using the touch panel.



Vaddio IR Remote Commander

**Moves camera up, down, left or right**

**T = Zoom Camera In**
**W = Zoom Camera Out**

**COMMON ISSUES**

- *Keyboard not working*
  - o On the bottom of the wireless keyboard\mouse\clicker there is an on/off switch. Move the switch to the 'ON' position to use.
  - o Replace batteries.

- *Blank screen projected*
  - o Check the input.  The display isn't receiving an image from the selected input, usually the wrong input is selected.
  - o Check to see if the PC is on. If the PC is on, please try restarting the PC. You can restart the PC by pressing and holding the power button for 12 Seconds. The PC will fully shut down, press the power button again to start the PC.

- *Display is not showing the same screen as the monitor*

  - o This is usually caused by the display settings being set to 'Extend' instead of 'Duplicate'.  Press the "Windows" key and the "P" key at the same time to display the 'Project' menu.  Select "Duplicate".

- *The sound is not working*
  - o If you are using a laptop, audio comes from HDMI cable connected to laptop.
  - o Increase volume on laptop or mobile device.
  - o Increase volume using 'Volume' control on Crestron touch panel.
  - o  Check to see if the sound is muted on the PC.  If the sound icon in the bottom right corner of the screen has a "X" to the right of it, that means the sound is muted on the PC.

- *Microphones not working*
  - o Room 114 – Microphones should be illuminated green.  If red, touch microphone icon, on the side of microphones, to unmute mic and turn green.
  - o Rooms 204 and 210 – Microphones should be illuminated green.  If flashing red, please reboot the microphone by pressing small power button at bottom of microphone.
    - Also make sure 'Table Mics Reinforced' button is selected from Crestron touch panel.  Button will be LIGHT GREY.



| Status | LED | Description |
|---|---|---|
| Active | Green | Ready |
| Mute | Red | Audio is muted. |
| Standby | Red Flash (long off, short on) | Audio is muted and mic in low energy. |
| Out of Coverage | Red Flash (short on/off) | Microphone out of receiver range. |
| Low Battery | Flashing Yellow | Battery power low. |
| Off | Off | No connectivity. |
| PRESS THIS BUTTON TO RESET MIC | | |

  - o Room 208 – Microphone should be illuminated red.  The microphones are 'Push to Talk'.  Press the icon with the person speaking to turn.  ***Only 5 microphones can be on at the same time, other mics will go into a queue, then turn on after last mic is turned off***.

**Conference Room Policy:**

- It is the responsibility of the group or individual making the reservation to arrange for the drop-off and pick-up of any required AV equipment or food and catering equipment and to meet AV and catering staff when they arrive.

- Set-up and clean-up are the sole responsibility of the individuals or groups using the rooms and should be factored into the reservation period; the clean-up, along with returning furniture to their original arrangement, must be done immediately following the event.  Customers are asked to clean up any food waste either by requesting custodial service or discarding into compost and recyclable bins.

- Any event running long and inconveniencing another group may be interrupted.

- If a reservation is no longer needed, please cancel as early as possible so that others may use the room.  Room administrators are not responsible for any personal items left, lost, or stolen in the conference rooms.

- First priority will be given to departmental meetings and events. The department reserves the right to cancel any reservation up until one day prior to the event if a pressing departmental need arises.