

# FAQ for 'TEL spaces support resources' page

1. Do I need to bring my own laptop to display a presentation to the projector?
  - If the room does not have a PC at the lectern, you will need to plug in a laptop or other device to the BYOD (Bring Your Own Device) cables. Interim laptops can be loaned to staff from the E-Lab in JO building 31 or ML building 10.
  
2. Sound is not playing through the room speakers, what can I do to get it to work?
  - Change the playback device in Windows by clicking on the sound icon in the system tray, then the up arrow, and select the appropriate device (it is usually 'Crestron', or the name of the projector e.g. PT-EZ590).
  - If using a laptop (BYOD Device) shutdown the laptop (do not choose restart) and re plug all the required cables then turn it back on.
  - If using a laptop (BYOD Device) through VGA, check that the 3.5mm sound cable is plugged into the laptop and the audio output is set to speakers.
  - Check if there is an audio switch on the wall – some venues have separate power switches for the speakers.
  - Call the IT Service Desk (6000) for assistance if you are still unable to get sound working. An MMR Officer will be sent to assist if the issue can't be solved over the phone
  
3. The laptop/room PC is not displaying to the projector, how can I get it to display?
  - Follow the instructions found in the room next to the lectern – make sure that all the connections and settings are correct.
  - Check if your machine is set to duplicate – for Windows users, Win+P will display options for Duplicate or Extended desktop mode; Mac users can go to System Preferences>Display>Mirroring.
  - Call the IT Service Desk (6000) for assistance if you are still unable to get it to display. An MMR Officer will be sent to assist if the issue can't be solved over the phone
  
4. How do I record my lecture?
  - Recording is done with Panopto software. The PCs in teaching spaces have a shortcut to Panopto on the desktop. Some rooms have microphones built-in to the lectern, which can record to Panopto, or a microphone can be loaned from the E-Lab in JO building 31 or ML building 10.
  
5. How can I borrow a microphone for lecture recording if the venue doesn't have a microphone?
  - Microphones can be booked through the [IT Services Kiosk](#) and selecting

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'Wireless USB Microphone For Lecture Recording'. Loan equipment is picked up at the E-Lab in JO building 31 or ML building 10. If you don't have time to book a microphone, you can attend the Elab counters to pick up a suitable microphone if stock is available. Bookings for equipment ahead of time can be made via the IT Services Kiosk webpage.

## 6. The microphone in the venue is not working, how can I get it to work?

- If the microphone is wireless, ensure that the microphone is turned on. For USB microphones, the receiver needs to be plugged into a USB port on the PC/laptop.
- If the microphone is built-in to the lectern, check that the microphone volume level is not muted or too low, (there is a microphone icon on the touchscreen that shows the volume level or if it is muted).
- Call the IT Service Desk (6000) for assistance if you are still unable to get the microphone to work. An MMR Officer will be sent to assist if the issue can't be solved over the phone.

## 7. Which venues support video conferencing?

- A full list of video conference venues:

### Room locations

## 8. Can I do a Zoom video conference in a video conference venue?

- The integrated video conferencing system can be used to connect to a Zoom meeting. You will need to book support for an IT representative to attend and connect. There are currently only two licenses to connect from ECU through the integrated video conferencing systems. ECU has to host the connection for this to work.

## 9. How do I book support for a video conference or spanned lecture?

- Video conferencing support can be booked via the IT Services Kiosk, direct link here: [https://edithcowan.service-now.com/kiosk/?id=sc\\_cat\\_item&sys\\_id=44635a31d8e3660063487aecbf961931](https://edithcowan.service-now.com/kiosk/?id=sc_cat_item&sys_id=44635a31d8e3660063487aecbf961931)
- For spanned lecturers, please visit: <https://intranet.ecu.edu.au/learning/learning-technologies/tel-spaces/spanned-classroom-support-resources>

## 10. What is a Soft Conferencing venue?

- A soft conferencing venue has a built-in camera and microphone that can be connected to a laptop via USB, which allows the camera and microphone in

the room to be used with any video conferencing application on a laptop.

11. Can I use Skype or WebEx in a video conference venue?

- We recommend using a soft conferencing venue for a video conference that doesn't use Scopia or Zoom. Some soft conferencing venues require a laptop. Laptops can be loaned to staff from the E-Lab in JO building 31 or ML building 10.

12. Which venues are for soft conferencing, and do I need to take a laptop?

- The current soft conferencing venues in Joondalup, which require laptops, and are in General Shared Spaces are:
  - JO.1.261: [Venue Details](#)
  - JO.34.517: [Venue Details](#)
  - JO.31.441: [Venue Details](#)
- The current soft conferencing venues in Joondalup Building 2, which have a PC, and are owned by School of Business & Law are:
  - JO.2.380: [Venue Details](#)
  - JO.2.103: [Venue Details](#)

13. How do I book AV support/training?

- AV support/training can be booked here: [https://edithcowan.service-now.com/kiosk?id=sc\\_cat\\_item&sys\\_id=601231386f76310068b650be5d3ee45b&sysparm\\_category=1f580b096fd01500edbb5e0d5d3ee4d4](https://edithcowan.service-now.com/kiosk?id=sc_cat_item&sys_id=601231386f76310068b650be5d3ee45b&sysparm_category=1f580b096fd01500edbb5e0d5d3ee4d4)

14. There is an outage sign in the room, should I use a different room?

- If it is a full outage, you will need to use a different room. If a workaround isn't mentioned on the outage sign, you can contact the IT Service Desk (6000) to enquire about workarounds in place, an MMR Officer can attend to provide assistance.
- Speak to your School's Timetabling Officer – they will receive outage notifications to be passed to lecturers.

15. My computer doesn't connect to the AV cables in the room, what can I do?

- Adapters can be loaned to staff from the E-Lab in JO building 31 or ML building 10.