

# Frequently Ask Questions(FAQ)

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### **Step 1-6 to setup Classroom laptop and projector**

1. Press Power button on the laptop once and wait for Windows Desktop to be shown
2. Touch on the Sound 'puck' to turn on power for external speakers, white pilot light should be lit
3. Press the Power button on the projector, the pilot light should lit up from orange to green
4. Move the projector's len cover on top of projector to 'Open' position
5. Press the 'Source Search' button on top of the projector to pick up video and sound signals from laptop to Projector via HDMI cable
6. Insert the Memory Stick containing your PowerPoint presentation file into the USB Input hub
7. Windows' File explore will display contents from your Memory stick onto the screen
8. Double click on the PowerPoint presentation file you need to show
9. Press 'Fn' and 'F5' keys simultaneously on the laptop keyboard for full screen view

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## **Infrastructure environment to support Knox College classroom 1 & 5 workshop**

### **Hardware components**

- (1) HP laptop with touch screen capability
- (2) LogiTech Wireless mouse
- (3) Targus Wireless pointer with mouse support features
- (4) USB hub for connection of portable USB drives and other USB devices

### **Software components**

- (1) Windows 10 Professional Edition
- (2) Windows Office365 2016 (PowerPoint, Word, Excel)
- (3) Norton Security for virus protection
- (4) Windows Explorer 11 and Edge
- (5) VLC media player

### **Network connection to Internet**

- (1) Ethernet connection via U of T high speed network infrastructure

### **Video support**

- (1) Epson video projector to receive video and sound signals from HP laptop via HDMI connection
- (2) Epson video projector has built in DVD player to play CD and DVD disks

### **Audio support**

- (1) One wireless headset mike and two Bose wireless handheld mikes
- (2) Bose tower speaker system
- (3) Bose standalone portable speakers to support audio output from HP laptop and Epson video projector
- (4) Standalone Audio equipment - CD player, turntable, portable speakers (Classroom 5 only)
- (5) Portable wireless mikes and speaker system for offsite workshop (2 set)

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## **Procedure to pick up and setup the wireless microphones and portable speaker system**

- **Pick up the portable sound system suitcase from U of T's Robarts Library 3<sup>rd</sup> floor, inside Media Common's storage area (Room 3-024), ask for Mike Hamilton or Guy at the front desk area**

### **This system has two components**

- (1) Wireless mike base unit and two handheld wireless mikes
- (2) Portable amplified speaker unit to broadcast signal from the wireless mike's base unit

### **At the beginning of the workshop, follow the following steps to setup the system for operation**

*Connections to these components are straight forward, all connectors are label as (1), (2), (3)*

- Connect the Wireless mike base unit's AC power adapter to jack label (1)
- Rotate the two Wireless mike base unit's antenna to an upright position
- Connect the Portable amplified speaker's AC power adapter to jack label (2)
- Connect the sound signal cable between the Wireless mike base unit and Portable amplified speaker unit to jacks label (3) on both units
- Plug the two AC adapters to wall plug or power extension code connected to the wall plug
- Turn on the Wireless mike base unit by pressing the orange power switch on the front of the unit
- Turn on the Portable amplified speaker using the black toggle switch located on the right side of the unit
- Install new set of AAA batteries for the two wireless mike at the beginning of the workshop
  - Battery chamber can be access by turning the handheld mike shell counterclockwise
- Discard the used batteries and **do not mix** with the new batteries in the porch
- Turn on handheld wireless mikes by pressing the switch located on the handheld mike handle
- If necessary
  - Adjust the speaker volume using the right side silver knob label 'SPK Vol'
  - Adjust the handheld mikes volume using the left side silver knob label 'Mic Vol'
  - Check the LED display on the Portable amplified speaker showing '**LINE**', if not, press the leftmost silver button label 'INPUT' (located underneath the LED display) until '**LINE**' input is selected

### **At the end of the workshop**

- Switch off the two handheld mikes
  - Switch off the Wireless mike base unit, disconnect AC adapter from wall plug
  - Switch off the Portable amplified speaker, disconnect AC adapter from wall plug
  - Disconnect the sound signal cable from the Wireless mike base unit and Portable amplified speaker unit
  - Place two handheld mikes, two AC power adapters and sound cable back into the container box
- **Pack all the components back into the transport suitcase and return it to storage room 3-024 at U of T's Robarts Library's Media Commons on the 3<sup>rd</sup> floor**



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## **Things to remember while preparing your workshop presentation**

### **(1) For MS Windows system user**

- 1) Create your presentation using MS PowerPoint software and save it onto a USB key
- 2) No need to worry about the versioning of PowerPoint, current version of PowerPoint software is backward compatible with older versions
- 3) Our PC screen and video projector screen is setup to show identical images as default
  - i. If you need to use presenter note feature in your PowerPoint presentation, please consult your workshop's technical rep to change the video projector and PC screen setup
  - ii. Make sure you or your technical rep to reset the PC and Video projector to show identical images at the end of your presentation for the next presenter
  - iii. Function key F4 on the PC keyboard is used to set screen mode options
  - iv. Function key F4 on the PC keyboard is used to set the presentation in full screen mode
- 4) Test your final version of your presentation using our classroom PC equipment prior to the day of your presentation. We have weekly Tech session to help you to do that.

### **(2) For Apple Mac system user**

- 1) If you have MS Office software on your Apple machine, just use MS PowerPoint or else you can create your presentation using Apples' Keynote software
- 2) Export (convert) your Keynote presentation by saving it in PowerPoint format
- 3) Save your converted PowerPoint version of your Keynote presentation on a USB key
- 4) **Please do not bring your Apple equipment to do your presentation**, the video and audio cable connections **must not** be altered
- 5) Test your final version of presentation in PowerPoint mode using our classroom PC equipment prior to the day of your presentation. We have weekly Tech session to help you to do that.

### **(3) Other alternative**

- 1) If you do not have PowerPoint or Keynote software to create your presentation, Google slide is an alternative as it is freeware meaning no official support from the vendor
- 2) Please be aware Google slide is not supported by the Tech team but we do have experience users who can offer assistance as needed

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### **Insert YouTube hyperlink to your PowerPoint slide**

<https://support.office.com/en-us/article/add-a-hyperlink-to-a-slide-239c6c94-d52f-480c-99ae-8b0acf7df6d9>

### **Insert YouTube hyperlink to your Keynote slide**

[https://support.apple.com/kb/ph16934?locale=en\\_US](https://support.apple.com/kb/ph16934?locale=en_US)

### **How to export (convert) Keynote presentation to PowerPoint equivalent**

[https://support.apple.com/kb/PH26007?locale=en\\_US](https://support.apple.com/kb/PH26007?locale=en_US)

### **How to save your presentation file onto USB drive**

<https://www.wikihow.com/Copy-Documents-to-a-USB-Flash-Drive-from-Your-Computer>

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## My USB drive is not working with the classroom equipment?

### Windows environment can only read FAT32 or exFat formatted drive

- 'Export' Apple's Keynote presentation to PowerPoint equivalent must be written to USB drive formatted in FAT32 or exFAT file structure to be readable in Windows environment
- Drive format compatible for Windows and Apple environment chart

Windows 7/8/10 file structure type	Read/Write by Apple OSX, iOS equipment	Apple OSX, iOS file structure type	Read/Write by Windows 7/8/10 equipment
NTFS (default)	Read only	HFS+	Cannot be read or write
FAT32 (up to 4G file size)	Read and Write	APFS	Cannot be read or write
exFAT (for file size greater than 4G)	Read and Write		

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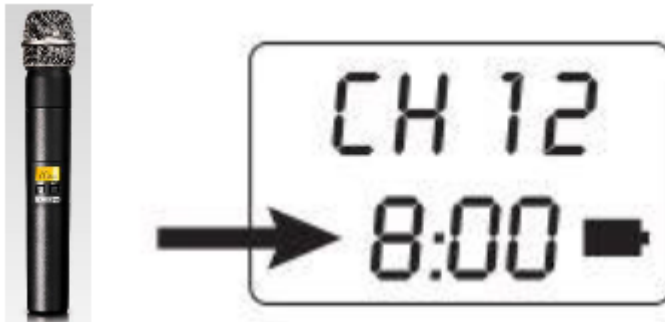


## Handheld microphone is not working

To Tech Team members with copy to Facilitators:

There have been some problems reported with the hand held microphones cutting out and performing in a herky jerky manner. We believe this is due to understanding the remaining battery life and we have a recommendation for you.

Background: On the hand held microphone when the microphone is turned on with the on/off button, there is a small display(see below) that shows remaining battery life in HOURS and MINUTES When new batteries are installed it would typically read 8:20 for eight hours and twenty minutes or something close to that, even in the seven hour range. As the microphones are used the remaining battery life goes down. We typically wait until the microphone dies before we replace the batteries and this in itself can be disruptive.



Recommendation: When the battery indicator shows anything in the 3 hour range – change the batteries. Why? We’ve observed that with three hours showing, there really isn’t three hours left and the microphone starts acting up. Batteries are cheap and are recycled so be aggressive on changing them.

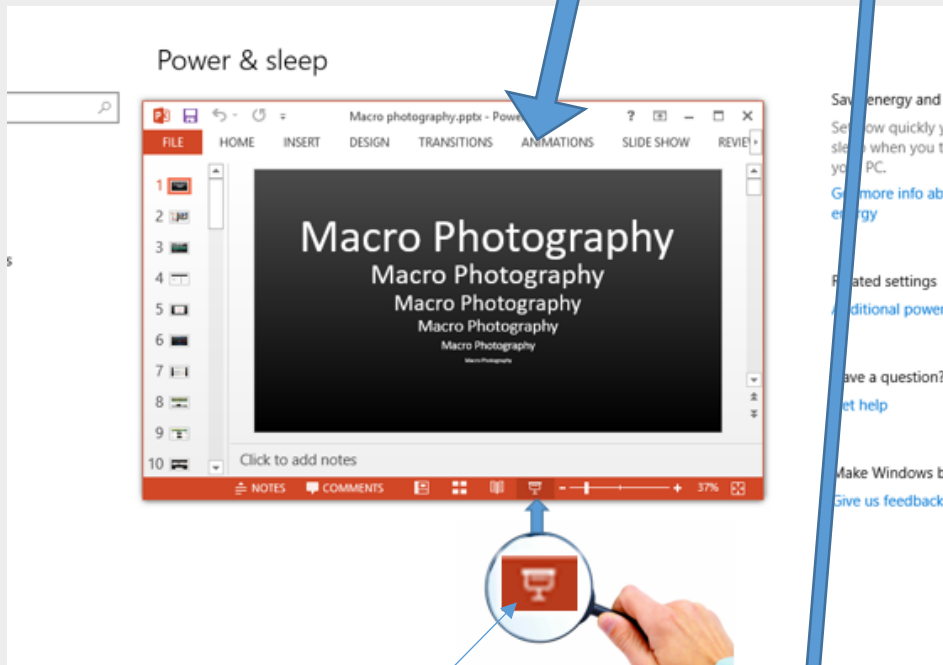


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## Changing PowerPoint from window mode to full screen mode

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**Use your mouse to click on this icon to change PowerPoint presentation to full screen mode**

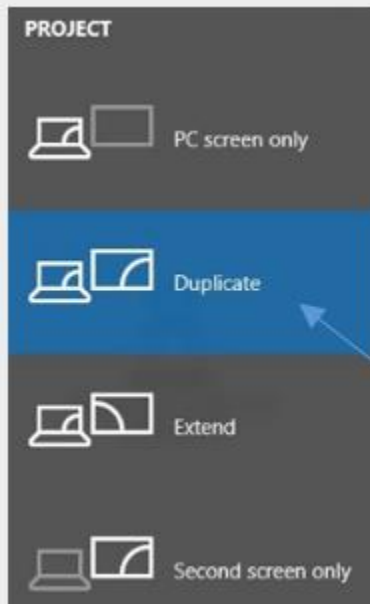


✓ You can also press Fn + F5 keys on the keyboard simultaneously to get to full screen mode

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## Duplicate PowerPoint presentation on projector and PC screens

- Press function key F4 on the keyboard and the following image will be shown on the projector screen or PC screen depending on the current setup

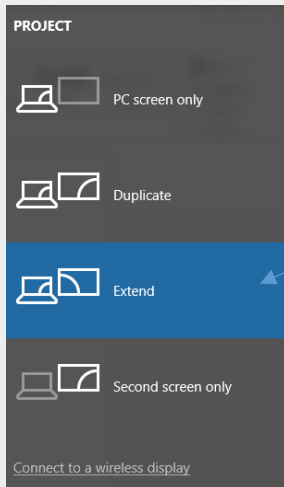


- User can select from 4 different mode (PC screen only, Duplicate, Extend, Second screen only)
- Use the mouse to click on 'Duplicate' then press 'Enter' key, both screen will now show the same image

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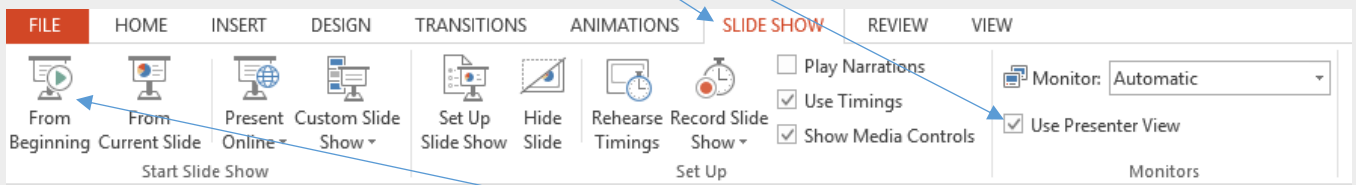
## Setup PowerPoint presentation with speaker notes

(1) Use F4 key to change the display setting to "Extend" mode (this is important)



(2) Use PowerPoint to load the presentation (since the display mode is now set at "Extend" mode), the presentation will show only on one screen (so no need to panic)

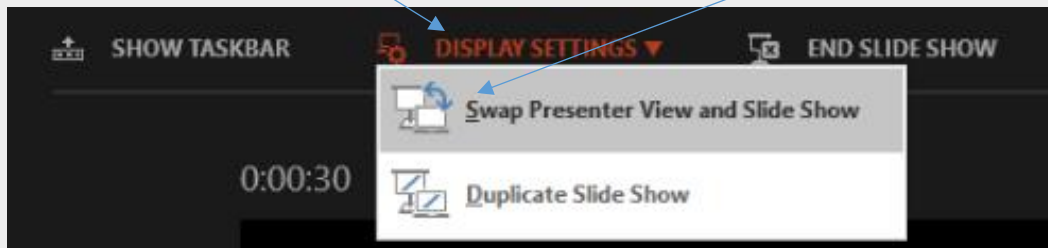
(3) Bring down the "Slide Show" ribbon to make sure the check box of the "Use presenter view" is selected



(4) Start the Slideshow from beginning

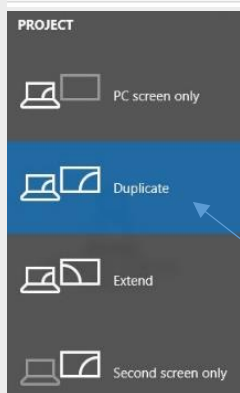
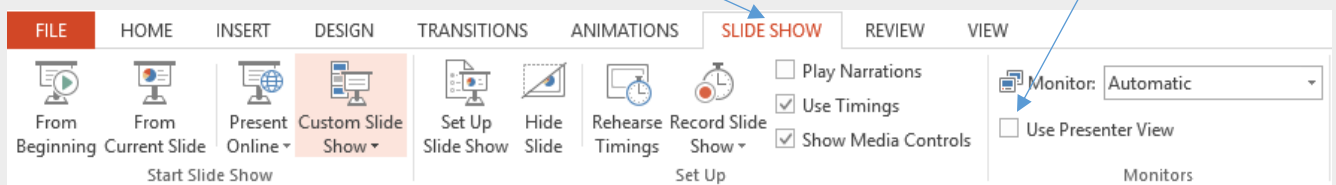
(5) One screen will have the normal slide shown, the other will have the slide with the presenter notes.

(6) To swap these displays, look at the top of the "presenter" screen, there is a pull down option namely "Display settings", choose the option "Swap Presenter View and Slide Show". Viola the screen will swap.



(7) At the end of the presentation

- Go to "Slide Show" ribbon and uncheck "Use Presenter View"



- use F4 key to reset the display mode from "Extend" to "Duplicate" mode for the next presentation

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## Tech Leadership Team 2018-2019

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### Services offer by the Academy Technical Team

Services	Intended audience	Time frame	Frequency	Activities
Tech Time	Workshop participants	Thursday 9:10 – 9:50	Weekly during academy fall and winter semester	Streamline and test out presentation using classroom equipment
Tech Talk	Workshop tech representatives	To be arranged at the beginning of winter and fall semester	Once per semester	<ul style="list-style-type: none"><li>• Conduct walk through of procedure to use classroom software and manage hardware setup</li><li>• Q&amp;A</li></ul>

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