

# 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 laser 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 four 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 sets)

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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 Mark at the front desk area**

### **Our system has these components**

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

### **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 three wireless mikes 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 three handheld mikes
  - Switch off the Wireless mike base units, 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 three handheld mikes, 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		

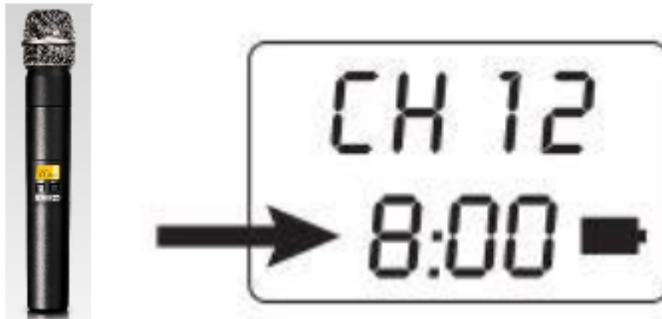
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## Handheld microphone is not working

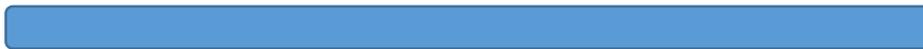
To Tech Team members with copy to Facilitators:

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.

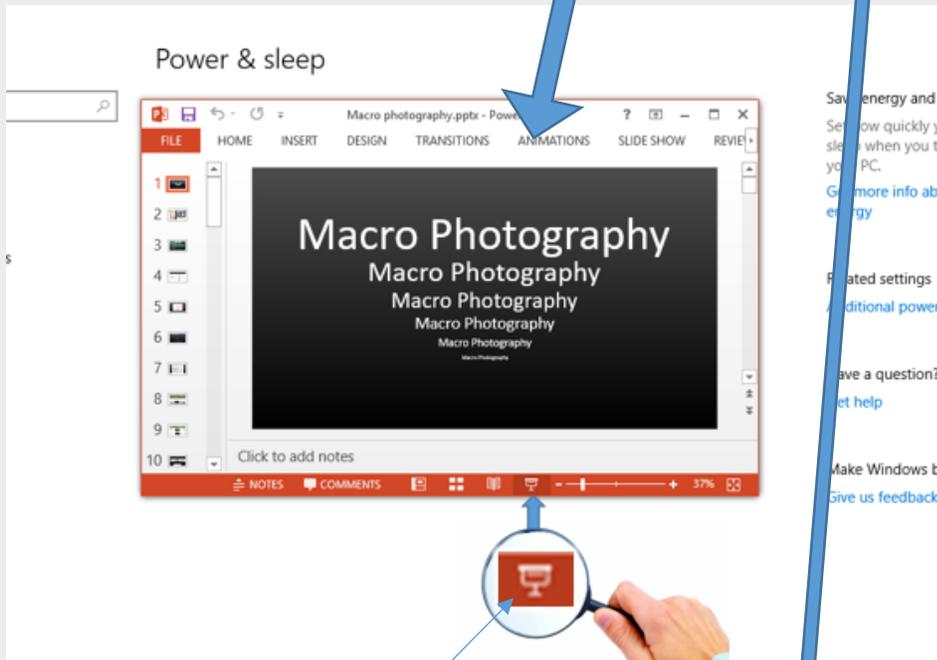


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## Changing PowerPoint from window mode to full screen mode

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

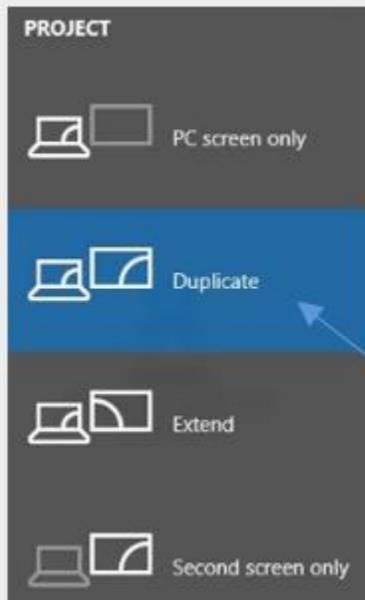


✓ [You can also press Fn + F5 keys on the keyboard simultaneously to get to full screen mode](#)

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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

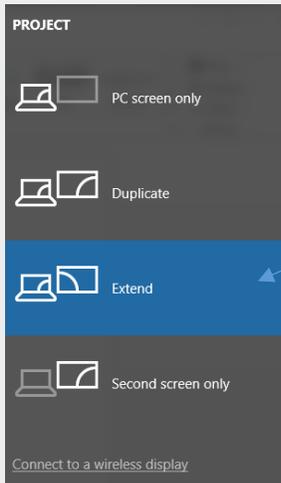


- User can select from 4 different mode (PC screen only, Duplicate, Extend, Second screen only)
- Use the mouse to click on 'Duplicate' then press 'Enter' key, both screen will now show the same image

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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)

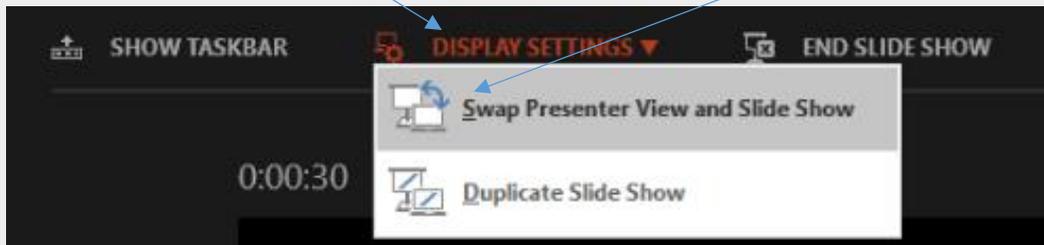
(3) Bring down the "Slide Show" ribbon to make sure the check box of the "Use presenter view" is selected



(4) Start the Slideshow from beginning

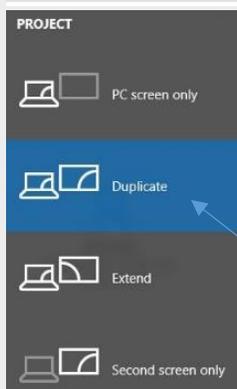
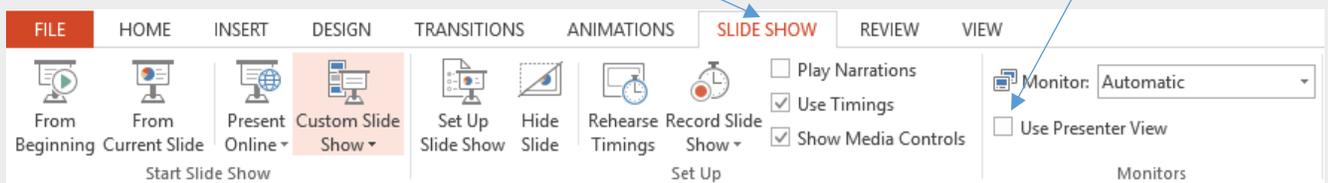
(5) One screen will have the normal slide shown, the other will have the slide with the presenter notes.

(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 2019-2020**

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## **Services offer by the Academy Technical Team**

<b>Services</b>	<b>Intended audience</b>	<b>Time frame</b>	<b>Frequency</b>	<b>Activities</b>
Tech Time	Workshop participants	Thursday 9:10 – 9:50	Weekly during academy fall and winter semester	Streamline and validate presentation using classroom equipment

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## Tech Team Guideline

**If you are the first workshop of the day**, set up the equipment for use. Microphone system is to be used in ALL Workshops. Do not worry about the battery level of the mikes, you have to REPLACE NEW BATTERIES ON ALL HAND-HELD MIKES. Discard the old batteries in the designated batteries recycling box sitting on top of the microphone trolley. This practice is to make sure all workshop sessions will have enough batteries power in the mikes to operate properly for the entire day.

If a Workshop is finishing in the room and you are coming in, check with the Tech Team support person in the workshop about any issues/problems. If the equipment is not set up and your Workshop needs it, then set it up as per the instructions below

**As you leave the Workshop, check with the incoming Tech Team support** as to whether they need the computer/AV. Let them know of any issues/problems. Computer/AV not needed? Then pack it up. Microphone system continues for use by ALL Workshops.

**Last Workshop of the day? Pack up all equipment.** Leave the Ethernet LAN cable plugged in to the laptop and the LAN connection in the room. Just reverse the procedure described below. Microphone system should be unplugged from the wall, all microphones turned off and put away Leave the mouse with the computer on the sliding tray. If the presentation remote is lying around somewhere, put it in the Microphone box.

### Setting up the Computer/AV equipment:

1. Uncoil the power cord & plug it in
2. Make sure the Ethernet LAN cable is connected at both ends – one end to the computer, the other end to LAN connection in the room. The Internet is AUTOMATICALLY connected via this cable. We do not use a wireless connection for reliability reasons
3. Power on the laptop – press button – top left hand corner
4. Power on Projector – look for orange lit button and press it. After blinking Green for a bit, the solid green light comes on indicating that the projector has full power. Sliding lamp door open in the front so light can project
5. Check the connection of the HDMI cable from the projector to the HDMI connector on the laptop is securely connected – left hand side of the laptop
6. On the projector where the buttons are on top, press “SOURCE SEARCH” and the computer screen will automatically show through the projector to the large screen
7. Turn on the external sound by pressing the small puck like object on the top of the trolley. A white light comes on, indicating there is power to the external sound. Sound volume is adjusted by turning the puck one way or the other for up and down

### Setting up a PowerPoint presentation:

1. Insert the USB stick into one of the available laptop ports. Be patient and make sure you have inserted it with the right side up.
2. The laptop will make a sound indicating that it has recognized the USB stick
3. A menu will show on the laptop and click on the PowerPoint presentation you want to use.
4. **Press Fn and F5 keys simultaneously on the laptop keyboard(Fn key is marked on the bottom row and the F5 key is marked on the top row of keys on the laptop.** The PowerPoint presentation is now at the start of the presentation.
5. The presenter should use the presentation remote kept in the Microphone box. This means they can present from the front of the room or their seat without being tied to the laptop's arrow keys. They can also use the presentation stand. Turn it on by pressing and HOLDING the start button on the side of the remote. Hold the button until the light goes on. The arrow keys on the top advance the presentation forward and backward as needed.
6. When the presentation is over, remove the USB stick by just pulling it out. **YOU DO NOT NEED TO USE ANY EJECT PROCEDURE – JUST PULL IT OUT.**

### Setting up the Microphone System

1. Make sure the power is plugged in with the cord. This is the only thing required for power up. Do not touch anything or any switch or knob on the microphone trolley. You should see lights blinking on the 5 transmitters on the trolley, indicating that you're plugged in to power.
2. Get the 4 handheld mikes and 1 headset mike out of the microphone box
3. Turn them on. With the hand held mike, press & hold the only available button until the light comes on. With the headset, there is a switch on the side of the squarish black transmitter.
4. The headset mike holder goes on the TOP of the head, not the back. The small mike should be right near the mouth. Watch for it slipping away during a presentation and re-orient it for the presenter as necessary.
5. Check the battery levels on all units. Anything less than 3 hour, change the batteries. Fresh batteries are in the Microphone box. With the old batteries do one of 3 things – (a) put them in the recycling box marked for that purpose on the microphone trolley (b) take them home to dispose of or (c) put them in the garbage can. Do not return them to the microphone box to "contaminate" the good supply that is there.
6. Changing batteries: screw off the bottom of the handhelds, carefully flip the battery cover up with a fingernail, replace the batteries noting the "+" (positive) orientation when you put the new ones in. With the headset, open the door on the bottom, replace the batteries noting the correct polarity on the inside of the door – look for the "+".

### Use of the microphones in the Workshop

1. Work with the Facilitator(s) to come up with an effective way to use the microphones in the Workshop. Remember, the Curriculum Committee has reinforced that the microphone system should be used in all Workshops irrespective of size, opinion or apathy. This is to recognize and support hearing impaired individuals and to ensure that presentations are clearly delivered, especially when a presenter speaks while looking down at their notes.

2. One approach is to appoint a “runner” in the Workshop to move the deliver the mike to the next person who wishes to speak. Another less effective approach is to pass the mike around – this takes time.

#### Troubleshooting tips

1. Microphone system: Academicians are tactile people and can’t resist pushing buttons, especially with the hand help mikes. The button used to power on the mike (and the only button that can be pressed – the others are taped over for good reason) is also the button that will MUTE the mike. So if the mike is not working and has fresh batteries, look at the small display and see if it says MUTE. If it does, a tactile member has pressed it, and shouldn’t have. Just press the button again and the MUTE notification goes out.
2. External sound not working? Make sure the power is on – little white light on the puck and the volume turned up by twisting the puck. Sound cable plugged into earphone jack with cable marled SOUND in labelled with green tape.
3. No Internet – LAN cable should be plugged in at both ends. In Room 1, a powered hub needs to be plugged in & it’s been permanently installed with metal strapping to prevent it from being unplugged, but you never know.
4. Projector not projecting? Make sure the HDMI cable is seated properly in the laptop.
5. Any problems should be reported as early as possible to Tech Team leadership – for 2019-2020 Jim Pike, Brian Gaston, Kennedy Marshall or Philip Wong

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