

Quick Fixes for HyFlex Technology Q&A

1. **Q: Virtual students can't see** the instructional material or writing on the Whiteboard.

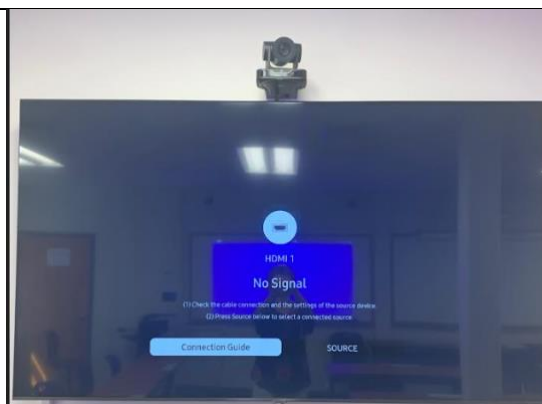
A: Everything that you share with your class, needs to be shared via Zoom so that remote students as as in-person students can see it.

2. **Q:** The **computer screens** (your Whiteboard and TV) are not showing any content even though I pressed the "Class Computer" button on the control panel.

A: The Class Computer (in the large black box on the wall) is off; this may turn off automatically for updates or energy save. You will need to turn on the class computer.



WhiteBoard without Computer Signal



TV without Computer Signal

3. **Q:** Can I use **my laptop** instead of the computer in the classroom?

A: The rooms are not set up to use your own computer at this time.

4. **Q:** The **Smartboard / Whiteboard** is not responding.

A: Make sure the Whiteboard has PC INTERACTIVITY and TOUCH MODE on.

A: Make sure you use the SMARTPENS and that they are charged (press the button on the smartpens to see the blue light).

A: With EPSON REMOTE, do an automatic re-calibration (press User button)

A: If it's still not responding, use only the Keyboard and the Mouse to navigate the Class Computer. Submit an IT ticket to look into the issue.

Note: the virtual students will see the Whiteboard Annotations only if you do them with Zoom Annotation tools.

5. **Q:** Only one **monitor** is working (the TV monitor is not displaying)?

A: On the Desktop > right click on your mouse > click Display Settings > choose Display > make sure Multiple Display is ON > choose "Extend To Monitor"

6. **Q:** The **TV** did not turn on in the back of the room.

A: The button to turn on the TV is on the bottom of the TV in the middle (under the TV).

OR

A: Unplug the TV monitor, then plug it back in to reset. There are two plugs behind the TV monitor camera-unplug>wait 5 seconds>plug it back in.

7. **Q:** The **interactive pens** are not working.

A: Press the button on the pen. If there is NO blue light, then the batteries need charging. Check to see if there is a battery charger plugged into the classroom outlet—charge batteries.

A: Use the interactive touch screen with your hand. Turn the "hand icon" ON located in the bottom right corner of the whiteboard.

8. **Q:** The class's **Speakers** (volume) are not working.

A: Check your Volume level (Speakers icon on the bottom right hand) and check to make sure you are not muted.

A: Check the Computer Sound Output:

On the Desktop > right click on your mouse > click Display Settings > choose Sound > make sure the Output source is "**SHURE Echo Canceling Speakerphone**"

A: Next, check Zoom Sound Output:

Select the up arrow next to the "MUTE" function > Select Speaker > "**SHURE Echo Canceling Speakerphone**" is selected.

9. **Q:** The **Mic** is not working.

A: Check your volume level and check to make sure you are not muted.

A: Next, check Zoom Sound Input

Select the up arrow next to the "MUTE" function > Select Mic > Make sure the microphone "**SHURE Echo Canceling Speakerphone**" is selected.