

## Mediated Classroom Information

### Authentication

To ensure the security of our campus network, logging into PCs in Mediated classrooms requires authentication. If you are using a mediated classroom, please make every effort to log in using WU Active Directory before your class begins.

Faculty and staff now gain access to using all PCs in Mediated Classrooms by logging into the WU Active Directory (WUAD) domain. Authentication credentials are your zz(name) and initial password issued to you.

If you do not know or have misplaced the "zz" username and/or password information, please send e-mail to [support@washburn.edu](mailto:support@washburn.edu) from your Washburn e-mail account ([firstname.lastname@washburn.edu](mailto:firstname.lastname@washburn.edu)). We will send your account information through inter-campus mail.

After you first login to WUAD, you are required to change your password. This password must have a minimum of 8 characters.

### Programs and Files

The following software is standard on the PCs in the mediated classrooms:

Microsoft Office XP Professional (Word, Excel, Access, Powerpoint, WordPerfect Converter), Real One Player, Windows Media Player, Adobe Acrobat Reader, QuickTime, Divx Decoder, Flash, Shockwave, Internet Explorer, Core FTP, VNC-shadowing program, Citrix, X-WIN 32, J-Initiator (for Internet Native Banner), Interwrite Schoolpad and Bluetooth.

**RECOMMENDATION:** We recommend that you use programs stored locally on the PC. When doing so, you can access any of your files stored on the Network Attached Storage (NAS) by using the following directions.

<b>To access:</b>	
Files in your WUAD My Documents Folder	Use My Documents
Files on removable media (CD drives, memory sticks on PCs with USB port, etc.)	Use My Computer

**RULES:** Programs cannot be deleted or installed on the Mediated Classroom PCs by individual users.

**RECOMMENDATION:** Files should NOT be stored on the desktop.

## Troubleshooting Guide for Mediated Classrooms

**Note:** A PowerPoint tutorial on using the projection equipment in the Mediated Classrooms is available by clicking on the icon labeled "pcclassrooms."

ISSUE	POSSIBLE SOLUTION(S)	ADDITIONAL HELP
<b>No batteries or dead batteries in remote for projector.</b>	Replace batteries in remote. Batteries can be obtained from ISS through the Technology Support Center	Contact the Technology Support Center at ext. 3000.
<b>Projector is powered on, but I cannot see the classroom PC on the screen.</b>	By using either the <b>MODE</b> button or <b>Computer 2</b> button on the remote...Check to see that the projector is set to <b>Computer 2</b> .	Contact the Technology Support Center at ext. 3000
<b>Projector is powered on, but I cannot see the laptop on the screen.</b>	By using either the <b>MODE</b> button or <b>Computer 1</b> button on the remote...Check to see that the projector is set to <b>Computer 1</b> .	Contact the Technology Support Center at ext. 3000
<b>Projector is powered on, but I cannot see the classroom DVD/VHS machine on the screen.</b>	By using either the <b>MODE</b> button or <b>Video</b> button on the remote...Check to see that the projector is set to <b>Video</b> input.	Contact the Technology Support Center at ext. 3000
<b>Bulb in projector is out.</b>	Please contact Information Systems & Services-Technology Support Center to replace bulb.	Contact the Technology Support Center at ext. 3000
<b>Projector will not power ON.</b>	There is a 20 second warm up period before the projector is to full power. If you still have difficulty, check the batteries in the remote. If this does not solve the problem, the projector may need to be reset. Please call the Technology Support Center.	Contact the Technology Support Center at ext. 3000
<b>All or some of the cables at the wall plate have been disconnected.</b>	Please contact the Technology Support Center to reconnect the cables in the correct place at the wall plate.	Contact the Technology Support Center at ext. 3000
<b>Projector will not power OFF</b>	If a clock is running on the lower right-hand corner of the screen....turn back <b>ON</b> the <b>Source</b> (either PC, DVD, laptop) then <b>turn OFF the projector FIRST before powering off the source.</b>	Contact the Technology Support Center at ext. 3000
<b>How do I connect a laptop to the projector?</b>	Connect your laptop to the <b>Computer 1</b> input at the wall plate. Select <b>Computer 1</b> on the projector to show the laptop. (You will need to bring a 15pin, male-to-male, serial computer cable, 6 or 10 foot length.)	Contact the Technology Support Center at ext. 3000

**ALL PROBLEMS WITH MEDIATED CLASSROOM EQUIPMENT SHOULD BE REPORTED TO:**  
[support@washburn.edu](mailto:support@washburn.edu)

For additional assistance, visit [support.washburn.edu](http://support.washburn.edu) and search for keyword: mediated .