

Hyflex Classroom Instructions

If you are having difficulties using equipment in this room, call extension **4357**

Is it on?

1) Samsung Televisions

- a. Both TVs use the same remote, you can turn them both on at the same time.
- b. If only one is off, get close to the other with the remote to turn it on, or else you will also turn off the other TV.

2) Cameras

- a. Cameras have their own remote. (See Aver Camera Remote instructions.)
- b. If the LED is **Blue** that means the camera is on.
- c. If the LED on the camera is **Orange** that means it is off. Use the remote to turn it back on.

3) Microphones

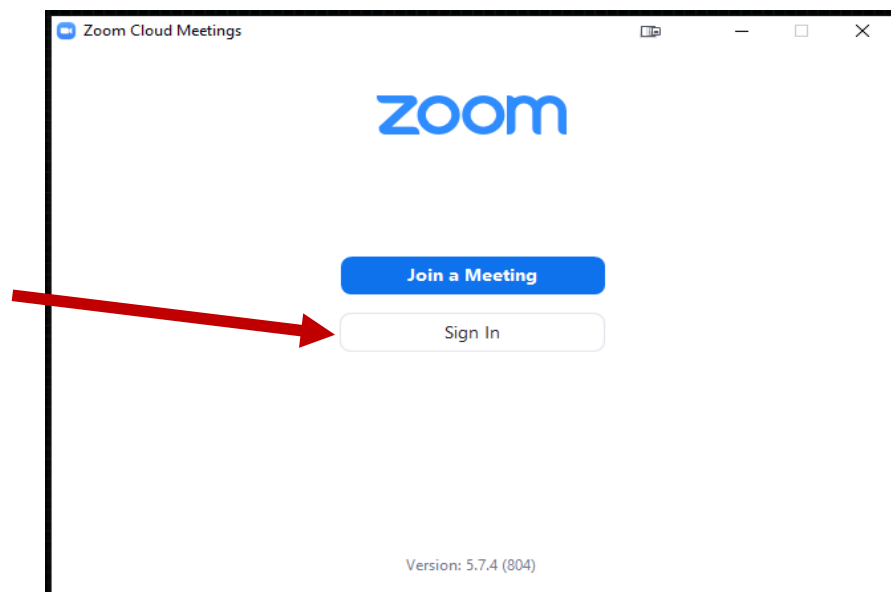
- a. Microphones are always on.
 - i. If you are having any issues with the audio contact the helpdesk.

Logging On

1) Login on the Instructor's Station.

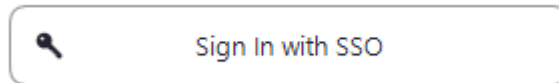
2) Launch Zoom from the Zoom App, not the web portal.

- a. After launching the Zoom App, click on the white "Sign In" box.

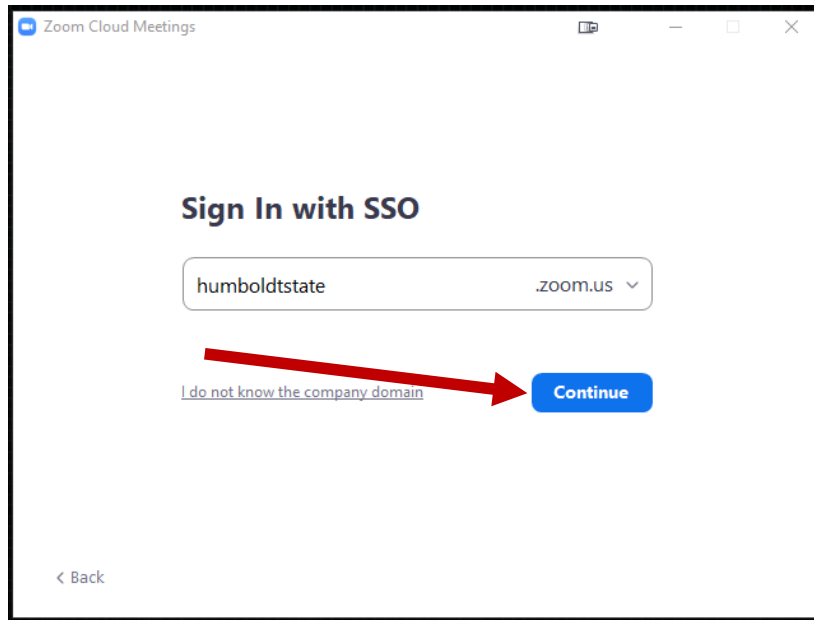


Logging On (Continued)

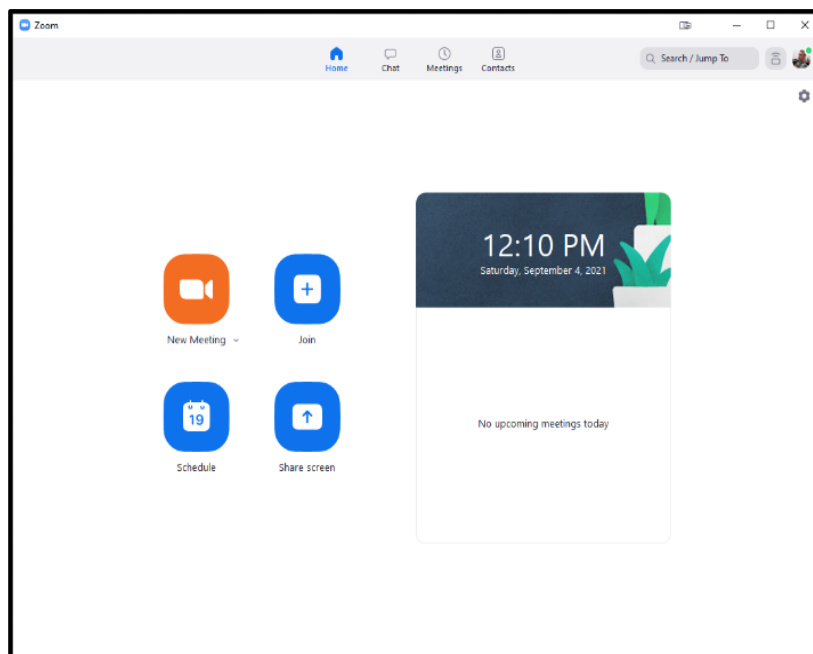
- 3) Click on the white “Sign in with SSO” box.



- 4) Click on the **Blue** “Continue” box. This will direct you to DUO’s Single Sign On webpage.



- 5) Proceed through the DUO authentication steps as you normally would.
- a. You should then see a pop-up box saying, “This site is trying to open Zoom Meetings.” Click on the Gray “Open” box.
 - b. If you do not see the pop-up, click on the **Blue** “Launch Zoom” box.
- 6) Once you are logged into the Zoom App, you should see this screen.

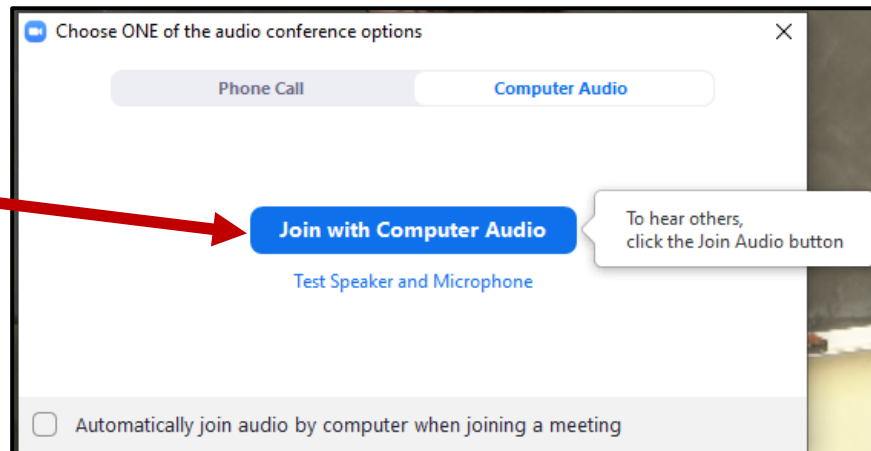


Setting Up your Hyflex Meeting

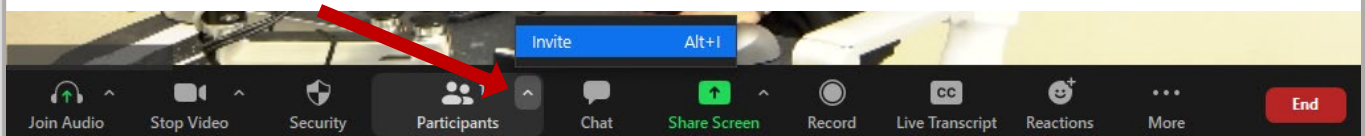
1) Once you are logged into the Zoom App you can launch your zoom meeting anyway you want.

- a.** Using a link in Canvas
- b.** Using a link in Calendar
- c.** From the Zoom App
- d.** From the myHumboldt Zoom Portal

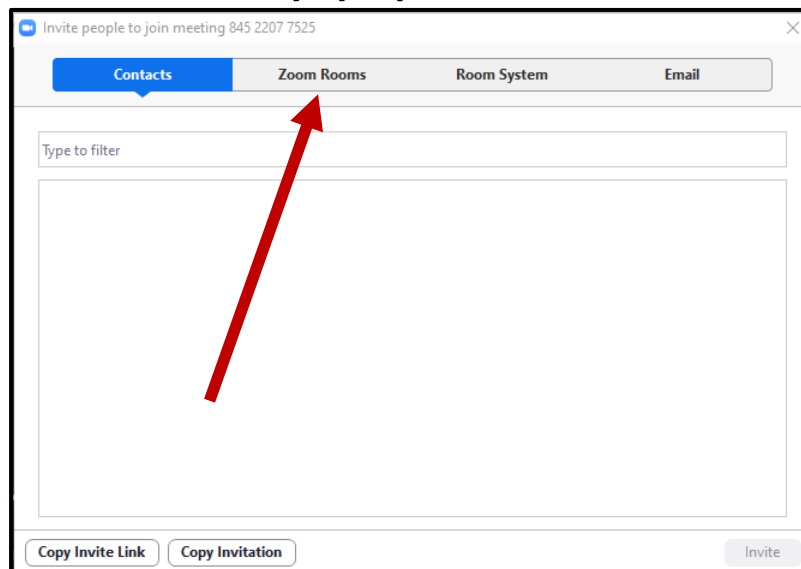
2) Once you've started your Zoom meeting, click on the **Blue "Join with Computer Audio" box.**



3) Click on the up-arrow next to "Participants," then click on "Invite."



4) You should now see this pop-up box:

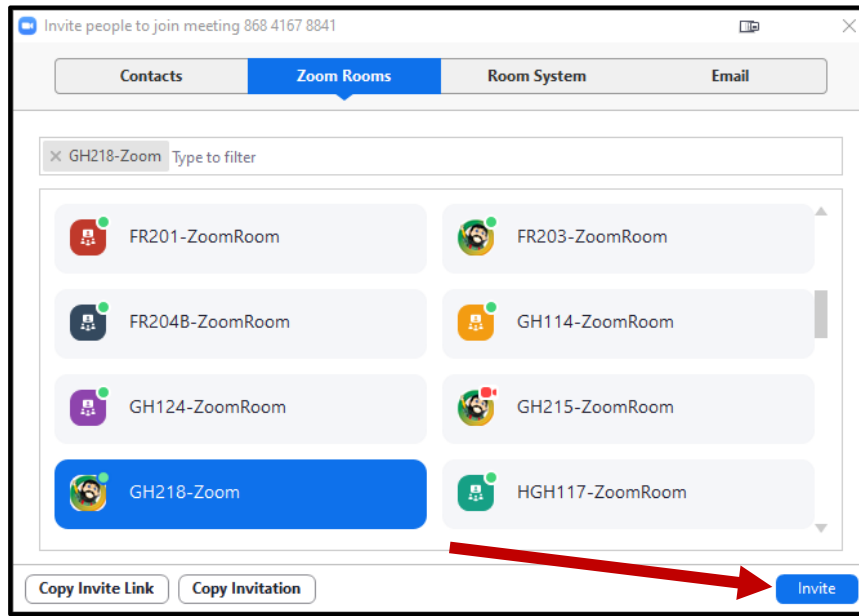


- a.** Click on the "Zoom Rooms" tab.
 - i.** If you do not see the "Zoom Rooms" tab, it means you are not logged in through the Zoom App. Close the participants window and go back to **Step 2** in the "Logging On" instructions.
 - ii.** You **do not** have to end the meeting to Login through the Zoom App. Your meeting will update automatically once you log in properly, so there is no need to boot any students that may have already joined.

Setting Up your Hyflex Meeting (Continued)

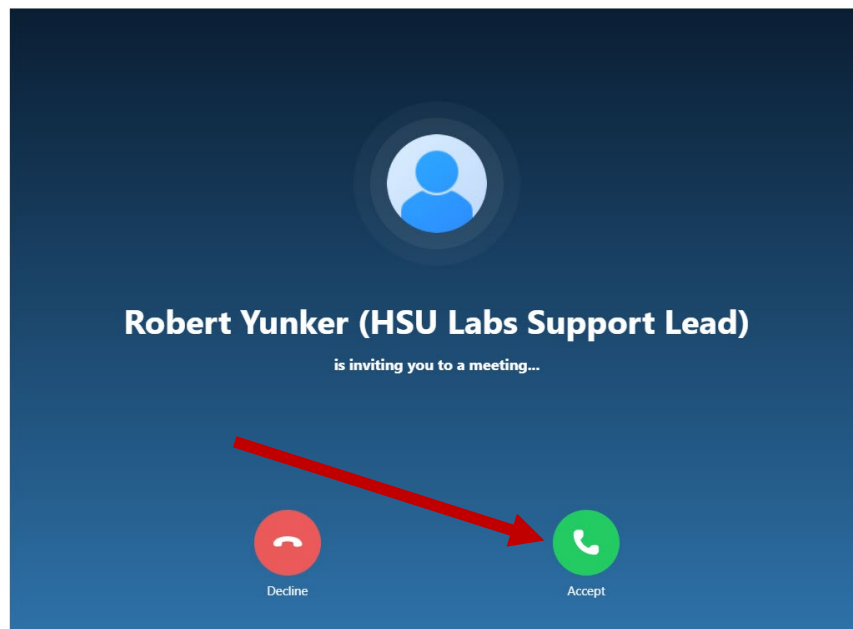
5) Search for and select the Zoom Room matching the classroom you are in, then click on the **Blue** “Invite” button.

- a. You can type the building abbreviation and room number into the “Type to filter” search-bar to find your Zoom Room quickly and/or avoid scrolling through the list.



- i. If the “Invite” button is Gray, not **Blue**, that means you have not yet selected your Zoom Room. Be sure to click on the **Gray** box correspondent to your classroom, once you do, both your Zoom Room and the “Invite” button will be highlighted in **Blue**.

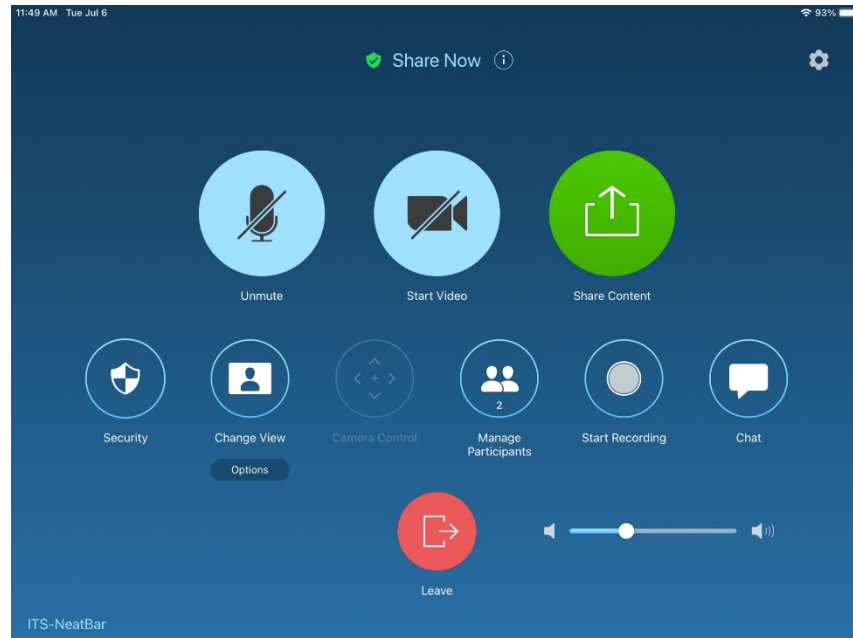
6) The Creston controller will then display an Incoming Zoom Call, press the **Green** “Accept” button.



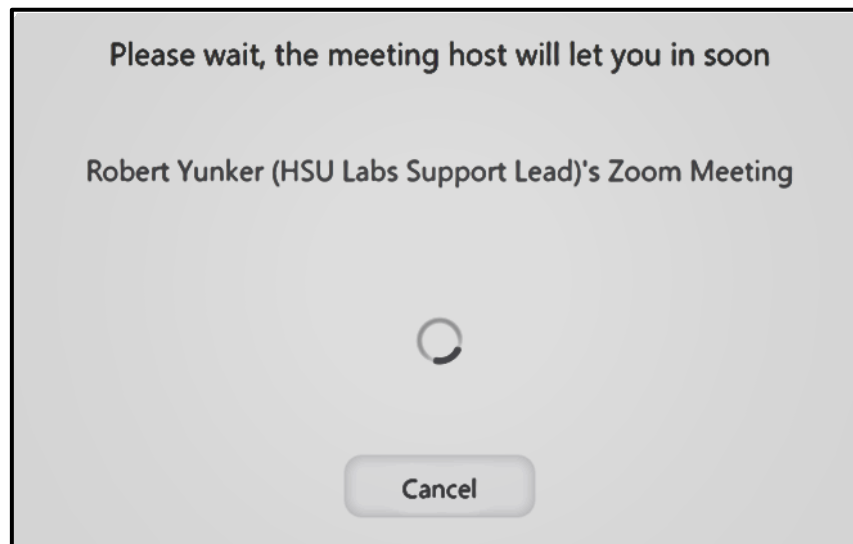
Setting Up your Hyflex Meeting (Continued)

7) **The Zoom Room should now be admitted to your meeting and you should see it as a participant on one of the televisions.**

- a.** Once the Zoom Room has been successfully admitted to your meeting, you will see this screen on the Creston controller:



- b.** If you have a waiting room enabled for your meeting, you will not see the Zoom Room on the TVs and will see this screen on the Creston controller:



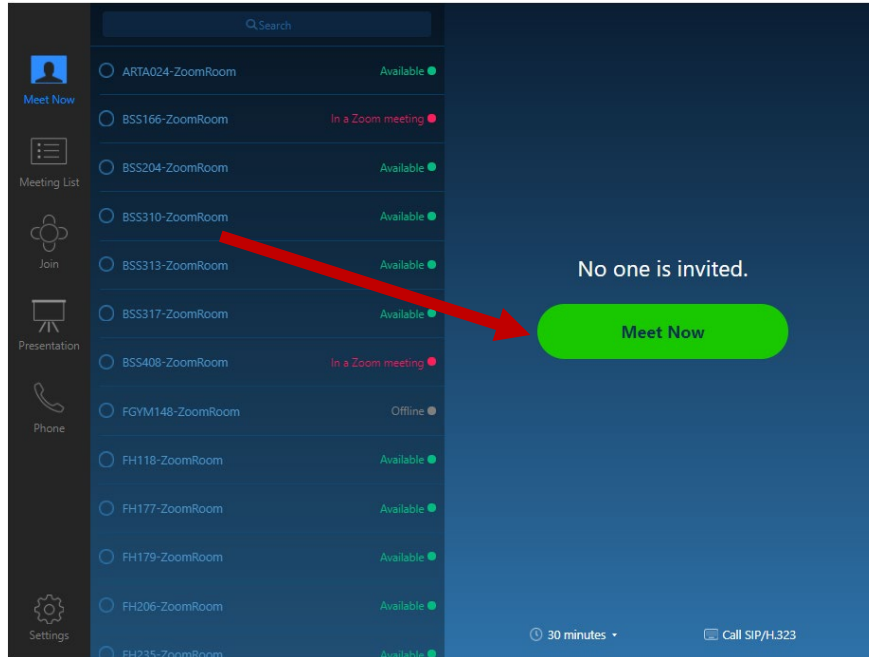
- i.** If so, then you will need to admit the Zoom Room to your meeting as you normally would for any other participants. Now you should see the Zoom Room as a participant on one of the TVs.

Your Hyflex Meeting is now finished being set up!

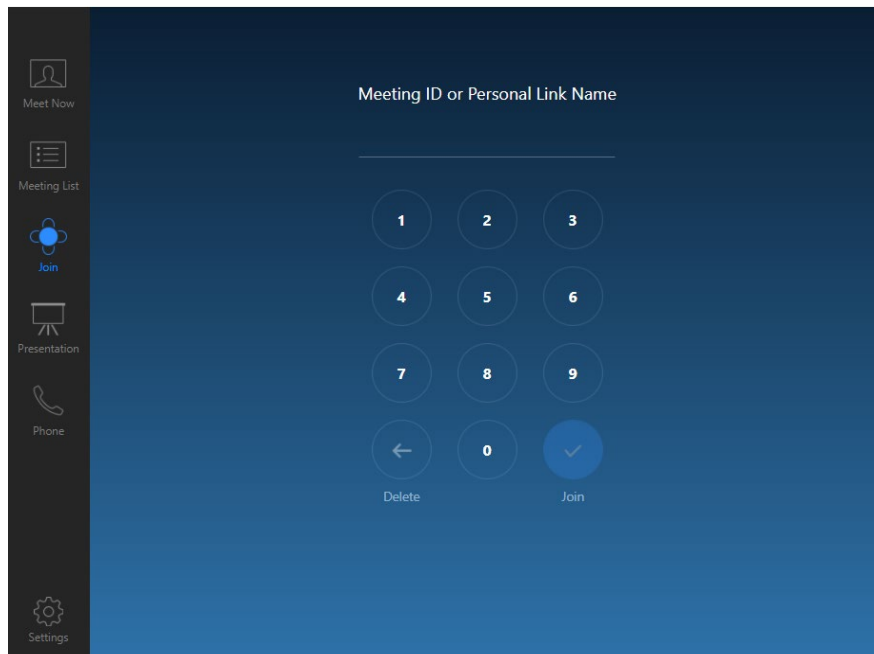
Zoom Room Controller

The Zoom Room Controller is an app running on the Creston Controller.

- 1) You can click on the Green “Meet Now” box under the “Meet Now” tab to start an instant meeting.**



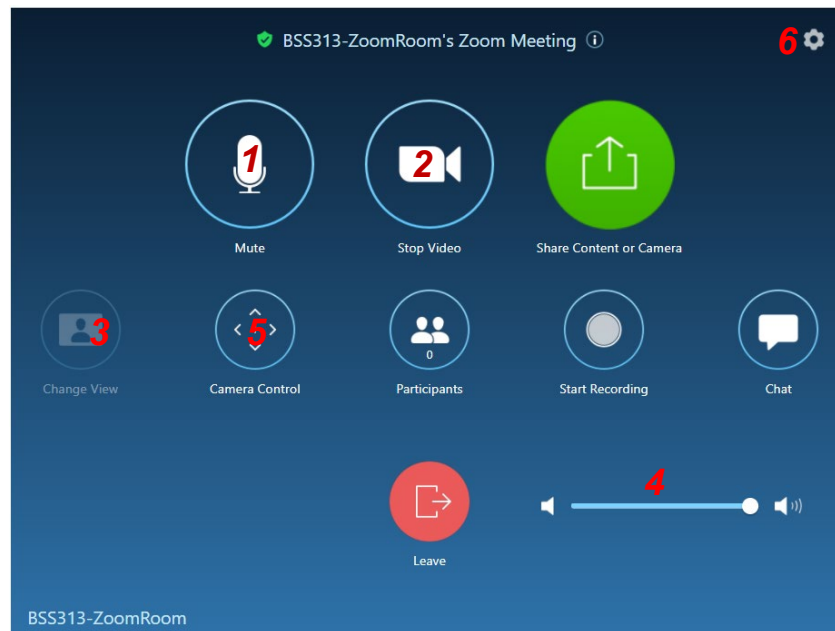
- 2) You can go to the “Join” tab and input your Zoom Meeting ID to join an existing meeting in progress.**



- a.** Normally the Zoom Room is invited to your meeting from the participants tab in your meeting, however entering the Zoom Meeting ID number on the “Join” tab will also work to add the Zoom Room to your Hyflex meeting.

Zoom Room Controller Functions

Once the Zoom Room has successfully joined the Zoom session for your class, you should see this screen:



There are several functions you can control from the Zoom Room Controller. The functions include:

- 1)** Muting and unmuting the microphone using the microphone icon
- 2)** Stopping and starting the video by tapping on the video icon
- 3)** Changing the view from Active Speaker to Gallery with the “Change View” option
- 4)** Adjusting the volume with the slider in the bottom right corner.
 - a.** It is recommended that the volume on the Zoom Room Controller be turned all the way up and then adjust the volume to where you like it.
 - b.** If the volume is all the way up and still too quiet, try turning up the Bose bar directly using the Bose remote.
- 5)** Control the camera to include mirror or un-mirror
- 6)** Adjusting settings via the gear icon in the upper right corner:
 - a.** Change camera, microphone or speaker settings
 - b.** Test the microphone or speaker
 - c.** Etc.

Troubleshooting

1) I'm all alone!!

- a. *If you are in your meeting but can't see your students, it is possible they are in a different meeting room.*
 - i. *Verify that they used the same link you did*
 - ii. *Always make sure you update any links for students if your meeting ID or passcode changes.*
 - iii. *If your students are seeing each other but not you, just leave the meeting and use the link they used. Once you see them, remember to invite the room to join.*

2) Why can't I hear my remote students?

- a. *Make sure you aren't muted*
- b. *Make sure the speaker is set to Crestron in your audio settings*
- c. *Make sure the volume isn't turned down or muted on the Crestron or the instructor station*

3) Why can't my students hear me?

- a. *Just one:*
 - i. *Just one, make sure they have their speaker/headset set up correctly and not muted on their end.*
- b. *All:*
 - i. *Make sure you are un-muted.*
 - ii. *Make sure you have selected the correct microphone (Dante or Shure) in your audio settings.*

4) Why don't the room displays show my students?

- a. *Do you see them on the instructor station?*
 - i. *No. Make sure they are in the same meeting room.*
 - ii. *Yes. Make sure the "Room" is in the same meeting room.*
 1. *Leave meeting on tablet*
 2. *Reinvite room*
- b. *Do you see shared content on the displays?*
 - i. *Change view on the tablet using the Change View button. Usually this is set to Gallery.*

5) The camera won't track me.

- a. *Try turning tracking on using the Tracking On button on the Aver remote control.*
- b. *Make sure when you press the button that the Camera 1 button flashes. If any other button flashes, press the Camera 1 button and then the Tracking On button.*
- c. *You may have to manually pan the camera until you are in frame and then turn on tracking.*
- d. *If it still won't track or respond to the remote, Press Camera 1 and then press the power button. Wait 5 seconds after the light turns orange and then power it back on. It takes about 30 seconds to spin up. You will need to re-start video in your meeting.*