

# E-107

## TECHNOLOGY LAB

This classroom is equipped to handle a variety of visual presentation options. The computer has the latest Microsoft operating system and Office products. A DVD player in the computer will play video and music through the system along with Internet availability. USB and external hard drive options can be accessed by the computer. Laptops I-Pads & Tablets can be plugged in using the wall mounted jacks and the appropriate cable. The User needs to provide adaptors for their equipment to play through FCC's system.

The computer in this room has an auto-log feature which uses the room number as the log-in with no password. Faculty can log-in using their own FCC name and password to access files saved to their network drives and E-Mail. **Be sure to log out of your personal account when you are through your class session.** Some classrooms are also equipped with Visual Presenters (similar to an overhead projector), and Apple TV devices. Consult Help Desk about availability.



The wall or rack mounted EXTRON Control Unit controls what information is sent to the projector. The typical controls are from top to bottom: the POWER button to turn projector **ON & OFF**. The right buttons control which piece of equipment you want to project on the screen-**COMPUTER, LAPTOP, VIDEO, ETC**. The volume knob controls the sound level of the system--UP=louder, DOWN=lower. Please report blown bulbs to Help Desk ASAP. **Please turn the projector OFF when not in use and before leaving room.**

The Extron Control Unit has a lighted face and the ceiling mounted projector has a small power indicator to indicate the ready status of the units. If these lights are not "ON" this indicates a power issue. Just remember—NO LIGHTS—NO POWER—SYSTEM WILL NOT WORK. Notify Help Desk. To view Technology Guides online go to the following:

[www.frederick.edu/faculty-staff/classroom-technology-guides.aspx](http://www.frederick.edu/faculty-staff/classroom-technology-guides.aspx)

To view the HELP DESK website online go to [www.frederick.edu/faculty-staff/helpdesk.aspx](http://www.frederick.edu/faculty-staff/helpdesk.aspx)



# Helpdesk

The FCC Help Desk provides a single point of contact for faculty and staff when seeking assistance with technology problems. You can request assistance by sending an email to [helpdesk](mailto:helpdesk@frederick.edu) or calling the HelpDesk at x3333

\*Note: You must use your GroupWise email account to submit a request for assistance.

To submit a request for service from off campus you can either send an email to [helpdesk@frederick.edu](mailto:helpdesk@frederick.edu) or call the helpdesk line by dialing 301-846-2400 and asking the college receptionist, or by pressing # to dial by extension and entering #3333 (be sure to press the pound key)

In the case of email, a ticket is generated automatically in the same way as on campus. Please provide as much detail as possible. This will assist in a speedier resolution. Example detail to provide:

- description of problem or request
- exact error message
- how many users are affected
- a deadline if known
- name, phone number, building and room number
- operating system version if known

**If you are calling from a classroom please let us know if you need immediate assistance.**

When your request for help is entered into the system, you are given a ticket number that you can use for tracking the status of your request. The technician assigned to work on your problem will contact you to further discuss your request.

Hours of operation are Monday - Thursday 8:00 am to 8:00 pm, Friday 8:00 am to 4:30 pm and Saturday 8:00 am until 2:00 pm except when the college is closed due to holidays or inclement weather. Walk in support is available from 8:00 am until 4:30 pm Monday through Thursday.

To view additional information regarding the FCC Helpdesk please visit our pages on the [FCC Intranet](#) (valid login required)