THE UNIVERSITY OF
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Information Technology Services

Using the Atlona Remote Control in Smart Classrooms

Center for Teaching and Learning (CTL)

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Purpose

This training material highlights how to use the Atlona remote in Smart classrooms equipped with them.

Audience

University of Memphis faculty, staff, or students that will be using the Atlona remote in Smart classrooms equipped with them.

Using the Atlona Remote

Functions and Description of Buttons

Below you'll find a diagram with description of buttons used in smart classroom setup.
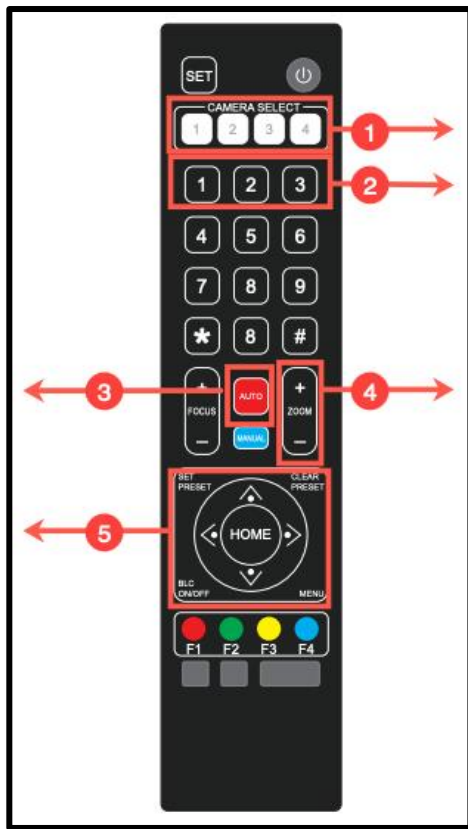
1. Camera Select

Press 1 to Select the camera in use. *Note: If the camera is not responding check the power by pressing the power button. Someone may have turned the camera off that used it last.*

2. Camera View Preset Stations

- **Preset 1** – This is the zoomed in view of the top of the podium and the instructor.
- **Preset 2** – This is a panoramic view of the whiteboard/display/projector screen.
- **Preset 3** – This will capture the full classroom.
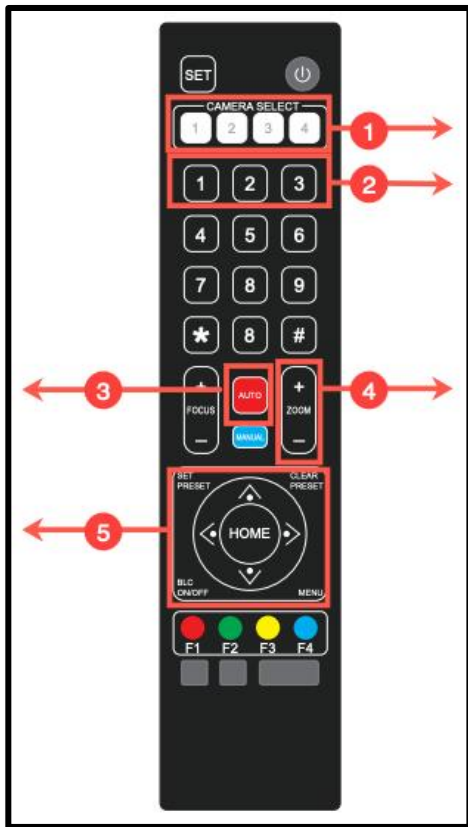
3. Auto – Switch the camera focus mode to Auto Focus.

This will eliminate most issues if the image is blurry/out of focus.

4. Zoom

Zoom in (+) or out (-) using these buttons.

5. Arrow Buttons

Use the arrow buttons to adjust the camera position (pan left/right or tilt up/down)

Two Helpful Hints:

1. If the camera is not responding press 1 to ensure the correct camera is selected.

2. If the image is blurry make sure auto focus is selected.

Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
  - Here is a link to our service desk ticketing system
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday – Friday 8:00 am – 8:00 pm
  - Saturday 10:00 am – 2:00 pm
  - Sunday 1:00 pm – 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- **Explore the umTech Website**
- **Center for Teaching and Learning (CTL) Website**
- **Search our Training and Documentation**