THE UNIVERSITY OF
MEMPHIS®
Information Technology Services

Smart Classroom—Auditorium

Getting Started

Center for Teaching and Learning (CTL)

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Phone: 901.678.8888
Email: itstrainers@memphis.edu
Center for Teaching and Learning Website

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Turning the System On

1. Press any **Input Button** on the left side of the touch panel (PC, laptop, etc.).
2. Login to the computer with your University UUID.
3. A warm up message will appear on the touch panel. The projector warm up cycle will be complete in 3-4 minutes.

Using a Laptop

1. Connect the laptop to the laptop cable provided
2. Make sure the **Laptop** input is selected
   Note: You may need to hit a key combination on your laptop. For most Dells, it is Function + F8
3. For all other inputs, make sure the device is powered on and press the appropriate input button.

Using a Microphone

1. Press the **MIC** button on the touch panel.
2. Flip the body pack switch to the **ON** position.
3. Make sure the switch is not set to **MUTE**.
4. Adjust the volume on the touch panel.
   Note: If the microphone is not in or on the instructor cart, contact the classroom departmental office for access.

Turning the System Off

1. Press the Exit button on the touch panel and click **Yes** to confirm.
2. Logout of the computer by using the **Logoff** desktop icon.
3. A cool down message will appear on the touch panel. The projector cool down cycle will be completed in 3-4 minutes.

Desktop Shortcuts

1. Click the instructions and Support icon for detailed instructions, videos tutorials, and more.

2. Trying to play a DVD? Click the DVD Drive icon.

All TigerLAN software can be accessed from **the Start Menu > umApps** folder.

For assistance, contact the umHelpdesk at 901.678.8888. For detailed instructions and video tutorials, click the Instructions and Support Desktop Icon.

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 is available from 8:00 a.m. – 11:59 p.m., seven days a week (excluding some holidays). 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 12:00 a.m., 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**