

Smart Classroom Instructions - AMX DIGITAL

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Purpose

This training material highlights how to use - AMX DIGITAL Smart Classroom.

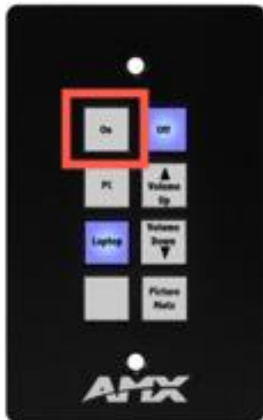
Audience

University of Memphis faculty, staff, or students that will be using an AMX DIGITAL Smart Classroom.

Smart Classroom Instructions - AMX DIGITAL

Turning the System On

1. Press the On button located at the top left of the Control Panel.



2. Log into the computer with your University username and password (the same information used to access your MyMemphis account).

Note: While the projector is warming up, the On button will flash blue. The projector will take 2 - 3 minutes to warm up completely.

Need to Use Your Own Device?

Laptop

1. Find the appropriate laptop cable provided on the lectern and connect it to your laptop.
2. Select Laptop to view the screen on the projector. *Note: Some machines may require a key combination to display the laptop's screen on the projector. For most Dells, try Function + F8.*

If you require an adaptor to connect your laptop (e.g. some MacBooks require a mini display port to VGA/HDMI adaptor), please see your department's LSP.

VGA/HDMI Device

Devices requiring a VGA or an HDMI connection work just as the laptop section above described.

1. Plug in your device to either VGA or HDMI.
2. Select Laptop.
3. Power on your device.

Need to Mute the Audio or Image on the Projector?

1. To mute the audio, lower volume level on the Control Panel.
2. To mute the image, select Picture Mute on the Control Panel.
3. To unmute the image, select Picture Mute again.

Turning the System OFF

1. Press the Off button located at the top right of the Control Panel.
2. Logout of the computer by using the Logoff desktop icon.

Note: The Off button will flash blue, and the projector will take 1 - 2 minutes to cool down.

Common Issues

Lamp light on projector is flashing or solid red:

- The bulb likely needs to be replaced by Smart Technology Services (STS)
- Please contact STS to have the issue resolved
-

The computer monitor will not turn on:

- If the monitor is turned on, but is not receiving a signal, please ensure that the computer is turned on.

There is no audio:

- In most rooms, audio is available once the Control Panel is turned on.
- Ensure the volume on the Control Panel is at an appropriate level.
- Check the audio levels on the computer.

There is no video signal on the projector:

- Ensure Picture Mute is not selected.
- Press [Windows] + [P] on the keyboard and select Duplicate.

There is no network

- Check the network cables plugged into the wall to make sure they are securely connected.

Locating Help Resources

The Center for Teaching and Learning offers support to faculty, staff, and students. 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](#)