SIPA Hyflex Classroom
Frequently Asked Questions

Video:

<table>
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<tr>
<th>Q: There is no signal on the second monitor on the wall.</th>
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<td>- Press the windows key (Win) + p and select extended mode to see the second monitor screen.</td>
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<th>Q: Why are students on the projector screen and not the second monitor when I am in Zoom?</th>
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<td>- In Zoom, select the (green) share screen button located at the bottom on the screen, next select “Advanced” from the pop-up window. Finally select “Content from second camera on the far right” to move gallery to the second monitor.</td>
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Q: Why is the projector screen blank?
- Check the Touch Panel. If the side lights are rapidly blinking red, click on the video mute icon to unmute video.

Q: I have Zoom open but for some reason cannot see my classroom video.
- On the lower left side of the zoom application, locate the camera/video icon, if there is a red cross click the icon to show start video.

Q: How can I share a YouTube video on Zoom?
- Open the YouTube video you want to share. Then in zoom select the (green) share screen button located at the bottom of the screen. Next select the YouTube window shown in Zoom. Finally remember to click on share audio located at the bottom.
**Q:** I have a guest speaker what should I do?

- **First send your guest speaker your meeting link or credentials:** meeting ID and password. Once your guest speaker joins the meeting assign them as a co-host. To do this open the participant list, locate the name of your guest speaker. Right-click and select make user co-host.

**Q:** Why can’t students see the blackboard? They only see the presentation.

- **On the Touch Panel, select camera for the left or right blackboard option.**
Audio:

**Q: The speakers sound is too low and or too high. How do I adjust volume?**

- Check the Touch Panel, on the left side locate the volume up/down arrows. Adjust sound to desired preference.

**Q: The audio is up all the way and I still cannot hear anything?**

- On the lower left side of the zoom application, locate the microphone icon, if there is a red cross, click the icon to unmute audio in Zoom.

**Q: I have zoom open, but for some reason the class cannot hear me?**

- Check the Touch Panel. If the side lights are solid red, locate the audio mute and click to unmute the system.

**Q: I am speaking into my lavalier microphone, but my students cannot hear me?**

- Check the mic. If the lavalier microphone is flashing red its muted, locate the middle button and press once. When the microphone flashes green its unmuted and ready to be used.
Q: There is a student in the back of my classroom with a question, can I pass my lavalier microphone?

- The lavalier microphone is designated for instructors only. All classrooms have ceiling microphones which will pick up all students in the classroom. In addition, for health safety reason, equipment should not be passed around.

General:

Q: The equipment is locked and I cannot access it.

- All users must complete in-person training and get a key to un/lock ePodium for a term.

Q: I need help, how do I contact AV?

- AV contact information is posted on the Touch Panel, on the bottom left help button. There you will find our phone number and email sipaav@columbia.edu.
- There is also a phone in each classroom with the phone number to call the SIPAIT Helpdesk for support.

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