
Introduction to the IQ Conference Room

Module 6: Configuration
Exercise Prototype



Instructor's Guide

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MODULE 6: CONFIGURATION EXERCISE

Estimated Time: 60 Minutes

Materials:

- Instructor's Guide
- Learner's Guide
- IQ Room
- Student Troubleshooting Checklists
- Handout 6.1 – Large Group Discussion
- Handout 6.2 – Group Exercise
- Handout 6.4 – Final Exercise

Note to Instructor¹:

The Configuration Exercise will provide learners the opportunity to identify the proper IQ Conference Room equipment configuration for a given set of requirements and to practice properly setting up the room. The exercises are designed to allow learners to step through the configuration process.

While the first activity is a group discussion, the activities that follow are hands-on exercises for the group to perform together.

Activity 4 requires the instructor to pre-configure the equipment. Learners should take a 10 minute break after completing Activity 3. During this time, the room should be pre-configured as indicated in Activity 4.

¹ The student generated check-list will be driven by the check-points noted in each of the first five modules of the Instructor's Guide.

Activity 1	Content
<p>Objective: Given a set of client requirements, learners will describe the proper room configuration.</p>	<p>Introduction Students have learned the operation of each piece of equipment; they will now describe how to configure the room based on a client's specifications.</p>
<p>Strategy: The instructor will provide the learners with a set of event requirements and then prompt learners to describe how they would configure the IQ Room to accommodate each request.</p>	<p>Refer learners to <i>Handout 6.1</i>. As a large group, ask learners how they would configure the room based on the requirements listed below.</p> <ul style="list-style-type: none"> • Class of 40 people • Requiring a single-point VTC • Instructor has slides to be pushed to the VTC and LCD screens • Students at 5 remote sites will dial into the bridge
<p>Instructor Notes:</p> <ul style="list-style-type: none"> • Introduce session • Facilitate large group discussion • Monitor responses • Provide feedback • Summarize activity 	<p>Encourage learners to describe the steps of setting up the system while one selected participant navigates through the process on the computer.</p>
<p>Materials Needed:</p> <ul style="list-style-type: none"> • IQ Room • Troubleshooting Checklists • Generic PowerPoint slides • ISDN phone number (305)555-1234 and/or IP 134.567.89.4 address for the VTC system in the adjoining conference room. • <i>Handout 6.1 – Large Group Discussion</i> 	<p>Sample questions:</p> <ol style="list-style-type: none"> 1. Given these requirements, what is the first thing you would do? Answer: a) Turn on the LCD screens. b) Connect to the wireless Internet. c) Open the IQ Room Control GUI. d) Navigate to the video control interface. e) Assign the VTC source to the VTC far-end. 2. What is the next step after assigning the VTC source? Answer: Identify the floorbox where the laptop will be plugged in and connect a VGA cable from the laptop to the floorbox. 3. Once the video portion of the VTC has been set up, what is the next step? Answer: Set up the audio side of the VTC.

	<p>4. What do we need to do in terms of the audio for a VTC?</p> <p>Answer: Tell the ceiling microphones to send a signal to the VTC far-end and route inbound VTC audio to the ceiling speakers.</p> <p>5. How do we accomplish this?</p> <p>Answer:</p> <ul style="list-style-type: none">a) Assign the overhead microphones to Channel 1.b) Assign the VTC source to Channel 2.c) Assign Channel 2 to the VTC Far End and the ceiling speakers and maximize the volume for both. <p>6. How would you push the slides to the VTC?</p> <p>Answer: Using the VTC remote control, press the 'Near' button and select the 'Slides' option.</p> <p>7. How would you push the slides to the LCD?</p> <p>Answer: Using the video control interface, assign the floorbox that the laptop is connected to, to the LCD screens.</p> <p>8. How do we connect the VTC call?</p> <p>Answer: Using the VTC remote, press the 'Menu' button, select VTC, dial the ISDN number, and press the 'Call/Hang-up' button to initiate the call.</p>
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Activity 2	Content
<p>Objective:</p> <p>Given a set of client requirements, learners will configure the IQ Room to accommodate the requirements.</p>	<p>Introduction</p> <p>This activity is a hands-on exercise for the group. Distribute to learners <i>Handout 6.2</i>, and ask them set up the room based on the client's requirements.</p>
<p>Strategy:</p> <p>The instructor will distribute a mock email describing a client's requirements. Working as a group, learners will configure the IQ Room accordingly.</p>	<p>Answer:</p> <p>Set up the VTC system, the audio system, the video system, and connect to the wireless Internet.</p>
<p>Instructor Notes:</p> <ul style="list-style-type: none"> • Introduce activity • Distribute mock email with client's requirements • Monitor responses/performance • Provide feedback • Summarize activity 	<p>If necessary, help the group to start the exercise by asking "What systems will you use?"</p> <p>Answer:</p> <p>VTC, audio, video, and the wireless Internet.</p> <p>After learners have established the proper general requirements, have them work together to set up the equipment.</p>
<p>Materials Needed:</p> <ul style="list-style-type: none"> • IQ Room • Troubleshooting Checklists • Generic PowerPoint Slides • Video teleconference bridge ISDN number • <i>Handout 6.2 – Group Exercise</i> 	<p>Allow about 10 minutes for the group to discuss and set up the equipment. Remind learners to use their troubleshooting checklists if needed.</p> <p>Following the activity, review the equipment setup and provide feedback.</p> <p>If necessary, ask learners, "Was any equipment particularly problematic to set up?" Review the equipment with learners and provide feedback.</p> <p>Answer:</p> <ul style="list-style-type: none"> • Connect a laptop to the wireless Internet. • Connect a laptop to the video screens and VTC system. • Set up the audio system in "VTC mode". <p>Conclude the activity by reviewing the proper procedures for setting up the room.</p>

Activity 3	Content
<p>Objective: After successfully configuring the IQ Room, learners will shut down the equipment correctly.</p>	<p>This activity is a follow-on to the previous activity. Prompt learners to shut down each piece of equipment properly, using their notes and the troubleshooting checklists.</p>
<p>Strategy: After successfully configuring the IQ Room, learners will shut down the equipment correctly.</p>	<p>Allow 5 minutes for this activity.</p>
<p>Instructor Notes:</p> <ul style="list-style-type: none"> • Introduce activity • Monitor responses/performance • Provide feedback • Summarize activity 	<p>Review the equipment with learners. For any issues, prompt learners to describe how the equipment should be shut down, and allow learners to make any necessary corrections.</p>
<p>Materials Needed:</p> <ul style="list-style-type: none"> • IQ Room • Troubleshooting Checklists 	<p>Answer:</p> <ul style="list-style-type: none"> • Video: Blank all screens and VTC and power down all LCD screens. • Audio: Remove all configurations and mute master volume. • Power down the laptop.

Activity 4	Content
<p>Objective:</p> <p>Given a set of client requirements, learners will configure the IQ Room accordingly.</p>	<p>Describe this activity as the “final exam” for the class. Distribute <i>Handout 6.4</i> and ask learners to set up the equipment according to the request.</p>
<p>Strategy:</p> <p>Prior to a 10 minute break, the instructor will advise learners that they will be presented with several technical issues to resolve using their troubleshooting checklists.</p> <ul style="list-style-type: none"> • Instructor Notes: Configure the room using one of the configurations below: <ul style="list-style-type: none"> <u>Configuration 1</u> <ul style="list-style-type: none"> ○ Mute the microphones on the Polycom system with the remote control. ○ Set the ceiling microphones to feed to the speakers. ○ Set the resolution on the laptop to 800x600. <u>Configuration 2</u> <ul style="list-style-type: none"> ○ Assign a floorbox that is not being used to the screens. ○ Assign the wrong channel to an audio output system (e.g. assign it to Channel 2 if Channel 1 is being used). • Introduce activity • Monitor responses/performance • Provide feedback • Summarize activity 	<p>Explain that this activity is more challenging than Activity 2, and will require learners to work together and use their troubleshooting checklists.</p> <p>Remind learners to test all equipment to ensure that it is properly configured.</p> <p>Allow about 20 minutes to set up the room.</p> <p>Upon completion of the activity, have the learners demonstrate that the equipment is properly configured. Provide feedback as necessary.</p> <p><u>Answer to Configuration 1:</u> Learners should have enabled the microphones, reset the resolution to 1024x768, and changed the audio feed for the speakers to the computer.</p> <p><u>Answer to Configuration 2:</u> Learners should have reassigned the video output to the LCD screens to Floorbox 1, and changed the audio output to Channel 1.</p> <p>Debrief learners on configuring the room when it has not been shut down properly. Ask learners questions such as the following:</p> <ul style="list-style-type: none"> • What was the first step you took in setting up the equipment? • What technical issues did you identify? • How did you identify these issues? • How did you discover that the equipment had not been properly shut down? • Were your checklists helpful in finding the issues with the room? • Have you updated your checklist based on this exercise? <p>Prompt learners to shut down the room properly.</p> <p>Conclude the activity and the module.</p>
<p>Materials:</p> <ul style="list-style-type: none"> • IQ Room • Troubleshooting Checklists • <i>Handout 6.4 – Final Exercise</i> 	

Activity 1 – Large Group Discussion

How would you configure the room based on this scenario?

- Class of 40 people in house
- Students at 5 remote sites will dial into the bridge
- Single-point VTC
- Instructor has slides to be pushed to the VTC and LCD screens

Notes



Activity 2: Group Exercise

From: Mike Smith (xxxxxxx@yahoo.com)

To: Sarah Marshall (xxxxxxx@yahoo.com)

Date: Wednesday, November 19, 2008 8:07:18 AM

Subject: Room Request For All Hands Meeting

Hi Sarah,

We are going to have an all-hands meeting on Friday in the IQ room at 3:00pm. Please reserve the room and set it up classroom-style for 50 people. We also expect 4 remote sites to join this session via video-conference. The ISDN number for the video bridge is 877-555-6795 and the host access code is 23525. I am going to be presenting a PowerPoint presentation with John that we would like to project to both the local and remote participants (see attached).

If you have any additional questions, please feel free to ask.

Regards,
Mike

Activity 4: Final Exercise

From: Hillary Smith (xxxxxxxxxxx@yahoo.com)
To: Sarah Marshall (xxxxxxxxxxx@yahoo.com)
Date: Wednesday, November 19, 2008 8:10:46 AM
Subject: Room Request For All Hands Meeting

Hi Sarah,

On Monday, February 2 at 10:00, we are having a conference call with the 10 salespeople in the Rosslyn office. I will be showing a presentation from here in Quantico, and need the salespeople to be able to see my slides up on the big screen. I will hook up through WebEx.

The sales team is going to dial into the bridge: 757-465-8338, access code 555998.

Please reserve the room and set up the room for them.

Thanks,
Hillary