Classroom Technology Support

Classroom Technology not working as expected?

Contact ITS

- Submit a support ticket: https://helpcenter.smccd.edu/requestform/
- Call the HelpCenter: **(650) 574-6543**

We can assist with computer hardware and software issues as well as broken or inoperable classroom technology.

Contact the Learning Center Tech Team

- Submit a ticket: https://smccd-czqfp.formstack.com/forms/canadatechhelp
- Call: **(650) 306-3348**

We can assist in your classroom or with student issues like Canvas or email. The Tech Team is available in person at the Learning Center Monday through Friday.

Canvas Support

- Canvas Support (Anytime): Put in a ticket: https://smccdhelp.zendesk.com/hc/en-us
- Canvas Phone Support (Monday-Friday 9am-9pm): **1-844-505-4565**
- Visit the Faculty Teaching and Learning Website for additional support options
- Select "Help" in Canvas to chat with an Instructure support agent.

Technology Resources for Students

Available Resources	URL/Links
Technology Loan for students	**https://canadacollege.edu/library/technology-services.php** - Click Here to Chat with a Librarian
List of full Student Services	**https://canadacollege.edu/studentservices/programs.php**
Free printing for students	**https://canadacollege.edu/studentlife/freeprinting.php** - How to print
Bilingual Workshops	Library Events Calendar
Bilingual Tech Support in the Learning Center	**https://canadacollege.edu/learningcenter/index.php**

Technical Troubleshooting

Display Troubleshooting Tips

Display Issue	Troubleshooting Tips
My screen is not mirroring	Check your system settings to ensure mirroring displays is enabled • Guide for Mac • Guide for PC
My screen is not extending to the second display	Check your system settings for display arrangements and uncheck mirror displays.
Nothing is being projected, but the device is connected and everything is powered on.	• Disconnect cables from your device and reconnect • Ensure the correct input is selected on the Crestron control panel • Use the Creston control panel to power down the equipment and power back on
Projector has an unusual color overlay	Report issue to ITS via their request form
The projector is not powering on or functioning properly	

Audio Troubleshooting Tips

Audio Issue	Troubleshooting Tips
Hearing Audio Feedback?	• Mute Laptop Speakers: Ensure your laptop speakers are muted to avoid audio feedback. • Remind anyone else joining the Zoom meeting from the classroom to mute their device speakers and their microphone.

Cables are connected but I cannot hear any audio?	• Disconnect cables from your device, then reconnect the cable
	 • Ensure the correct audio output is selected on your device
	     ○ Guide for Mac
	     ○ Guide for PC
	 • If you are using Zoom, ensure the correct speaker is

	selected and you are not muted ● Restart your laptop or device ● Turn the projector system off, then back on.
Cannot hear videos playing from the computer while sharing via Zoom?	● Stop the share, then select Share Screen again. Before selecting the screen you would like to share, check the Options on the right side called "Share Sound" and "Optimize for video sharing".

Connecting the Zoom Room

1. Start by logging into Canvas on your laptop.
2. Navigate to your course in Canvas and select "Zoom" from the menu on the left.
3. In your Zoom meeting, click the green shield icon in the top-left corner to find the Meeting ID.
4. On the Crestron control panel in the classroom, tap "Zoom" to activate the Zoom Room system.
5. Join Zoom Meeting from the Control Panel: On the Zoom control panel, tap "Join," and enter the Meeting ID.
6. To control the meeting from both your laptop and the Zoom control panel, make the Zoom Room a co-host.
   a. On your laptop, click "Participants," select "More" next to the Zoom Room name, and choose "Make Co-Host."
7. (If needed): If the waiting room is enabled, manually admit the Zoom Room participant.

Using Zoom in the Classroom (Multi-modal classes)

1. Launch Zoom and start the meeting from your laptop.
2. If students in-person want to join the meeting from their device, ensure their microphone and speaker is muted.
3. Connect your laptop with one of the cables from the projector system. The most common cable is USB-C.
   a. Your laptop should automatically detect the projector once connected, but if you are not seeing it display on screen, refer to the Display Troubleshooting Tips above.
4. Run your meeting as usual. Share your screen, record to the cloud, or connect the Zoom Room.