



## Hyflex Instructions & Troubleshooting Tips

ITS Labs & Classrooms

If you are having difficulties using equipment in this room, call extension 4357.

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# Hyflex Classroom Instructions

*If you are having difficulties using equipment in this room, call extension **4357***

## Is it on?

### 1) Samsung Televisions

- a.** Both TVs use the same remote, you can turn them both on at the same time.
- b.** If only one is off, get close to the other with the remote to turn it on, or else you will also turn off the other TV.

### 2) Cameras

- a.** Cameras have their own remote.
  - i.** (See [Aver Camera Remote](#) instructions on pg 29.)
- b.** If the LED is **Blue** that means the camera is on.
- c.** If the LED on the camera is **Orange** that means it is off. Use the remote to turn it back on.

### 3) Microphones

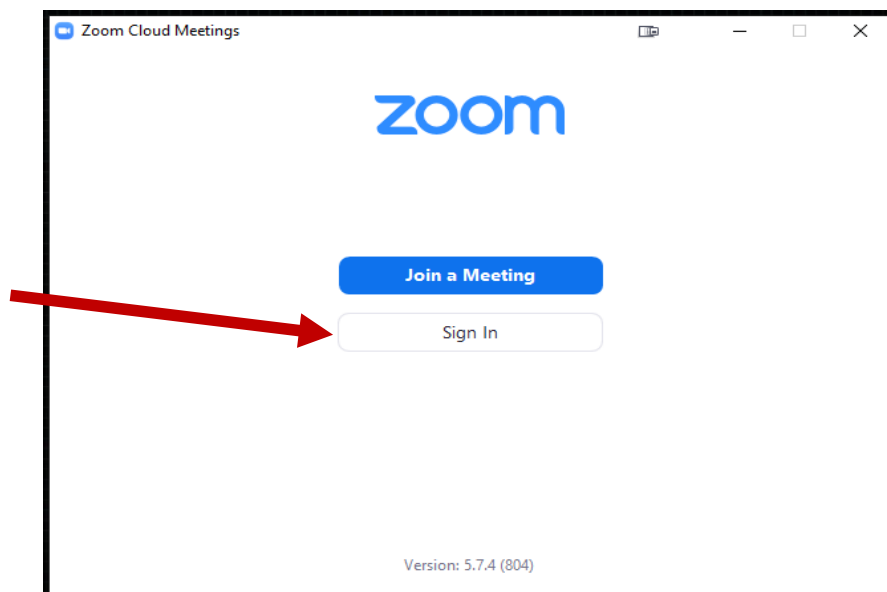
- a.** Microphones are always on.
  - i.** If you are having any issues with the audio contact the helpdesk.

## Logging On

### 1) Login on the Instructor's Station.

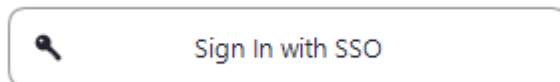
### 2) Launch Zoom from the Zoom App, not the web portal.

- a.** After launching the Zoom App, click on the white "Sign In" box.

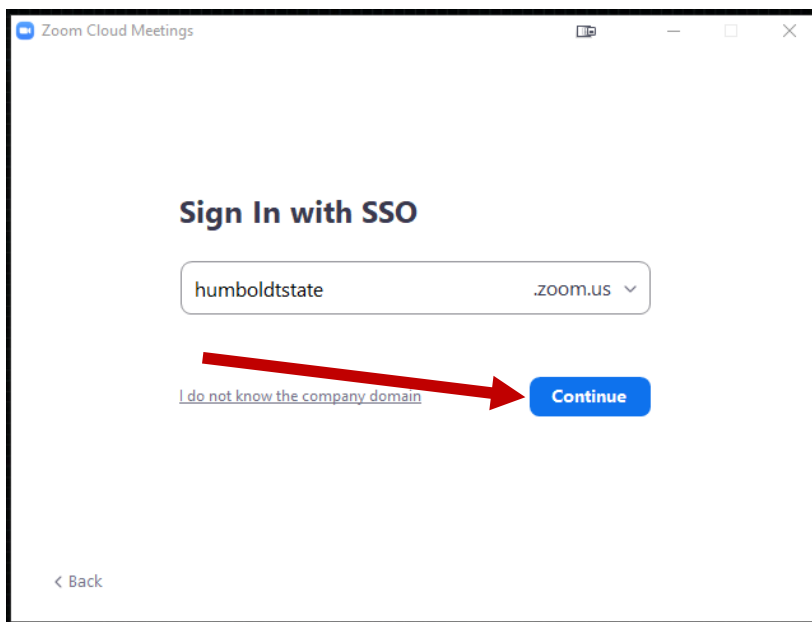


## Logging On (Continued)

- 3) Click on the white “Sign in with SSO” box.



- 4) Click on the **Blue** “Continue” box. This will direct you to DUO’s Single Sign On webpage.

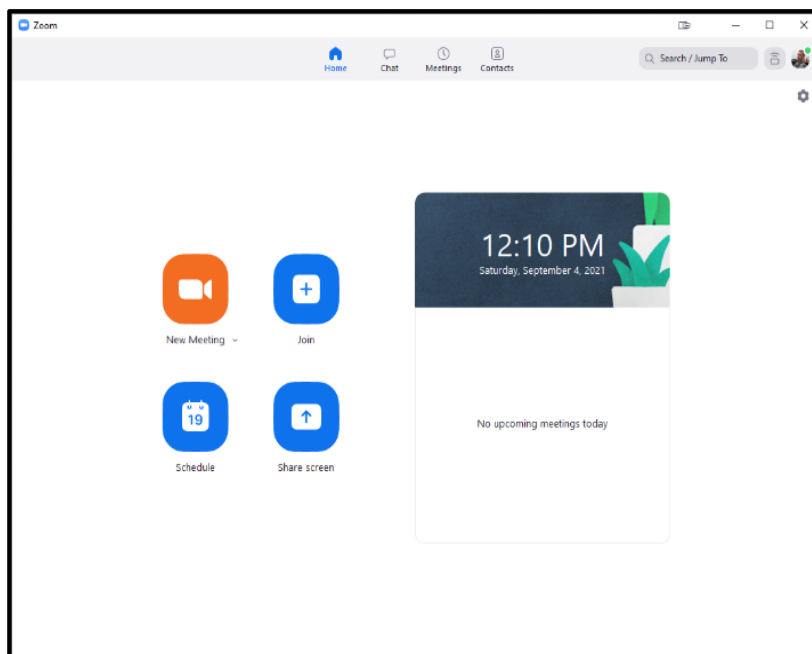


- 5) Proceed through the DUO authentication steps as you normally would.

a. You should then see a pop-up box saying, “This site is trying to open Zoom Meetings.” Click on the Gray “Open” box.

b. If you do not see the pop-up, click on the Blue “Launch Zoom” box.

- 6) Once you are logged into the Zoom App, you should see this screen.



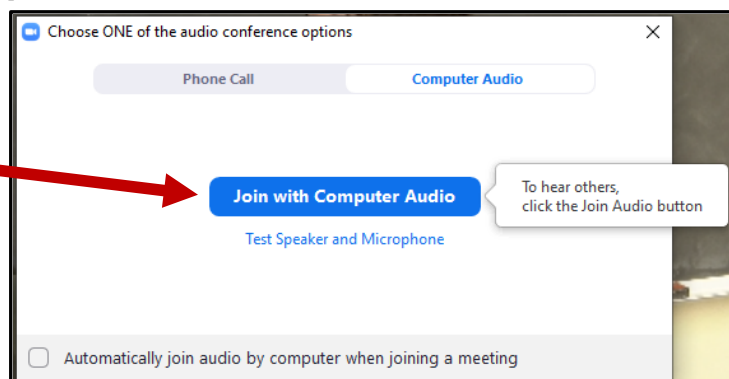


## Setting Up your Hyflex Meeting

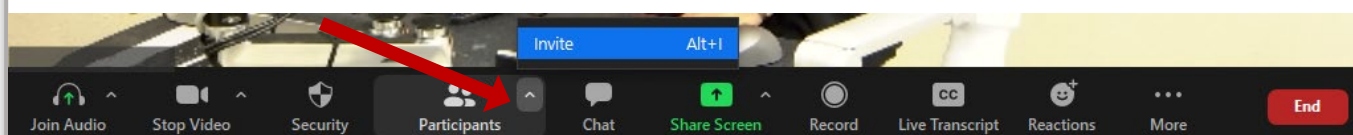
**1) Once you are logged into the Zoom App you can launch your Zoom meeting anyway you want.**

- a.** Using a link in Canvas
- b.** Using a link in Calendar
- c.** From the Zoom App
- d.** From the myHumboldt Zoom Portal

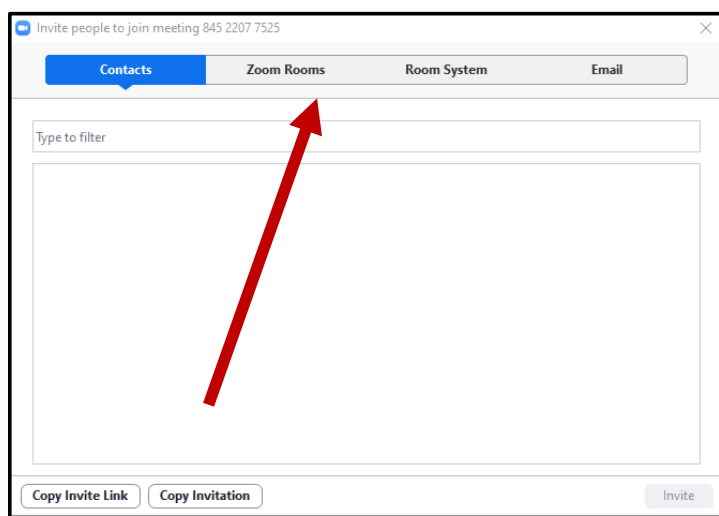
**2) Once you've started your Zoom meeting, click on the Blue "Join with Computer Audio" box.**



**3) Next you need to invite your Zoom Room to your meeting. Click the up-arrow next to participants, then click on "Invite."**



**4) You should now see this pop up box:**



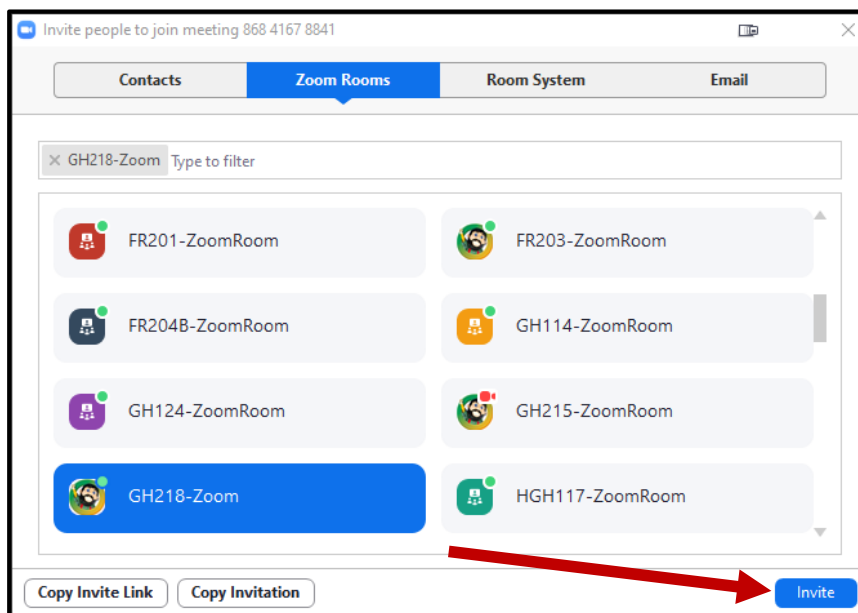
**a.** Click on the "Zoom Rooms" tab.

- i.** If you do not see the "Zoom Rooms" tab, it means you are not logged in through the Zoom App. Close the participants window and go back to **Step 2** in the "Logging On" instructions.
- ii.** You **do not** have to end the meeting to Login through the Zoom App. Your meeting will update automatically once you log in properly, so there is no need to boot any students that may have already joined.

## Setting Up your Hyflex Meeting (Continued)

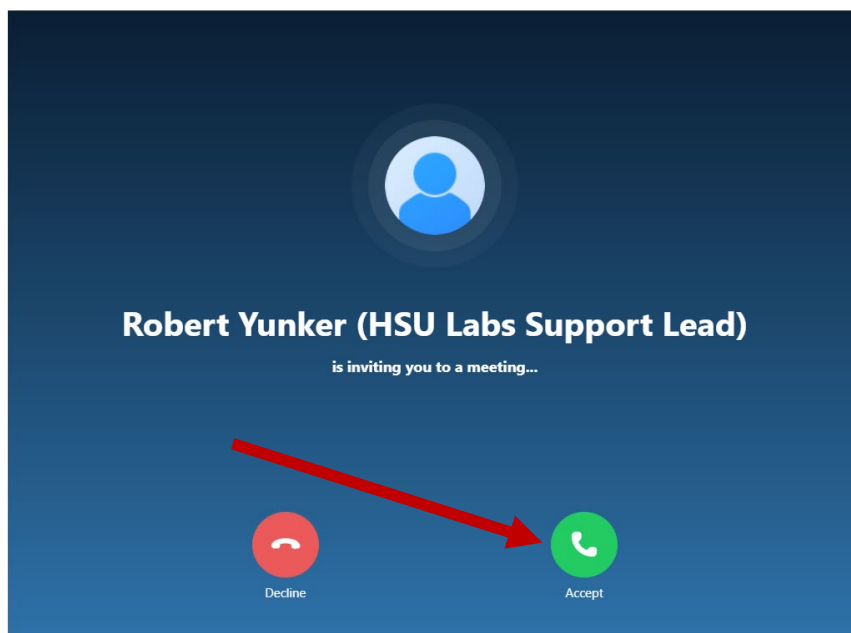
**5) Search for and select the Zoom Room matching the classroom you are in, then click on the **Blue** “Invite” button.**

- a.** You can type the building abbreviation and room number into the “Type to filter” search-bar to find your Zoom Room quickly and/or avoid scrolling through the list.



- i.** If the “Invite” button is Gray, not **Blue**, that means you have not yet selected your Zoom Room. Be sure to click on the **Gray** box correspondent to your classroom, once you do, both your Zoom Room and the “Invite” button will be highlighted in **Blue**.

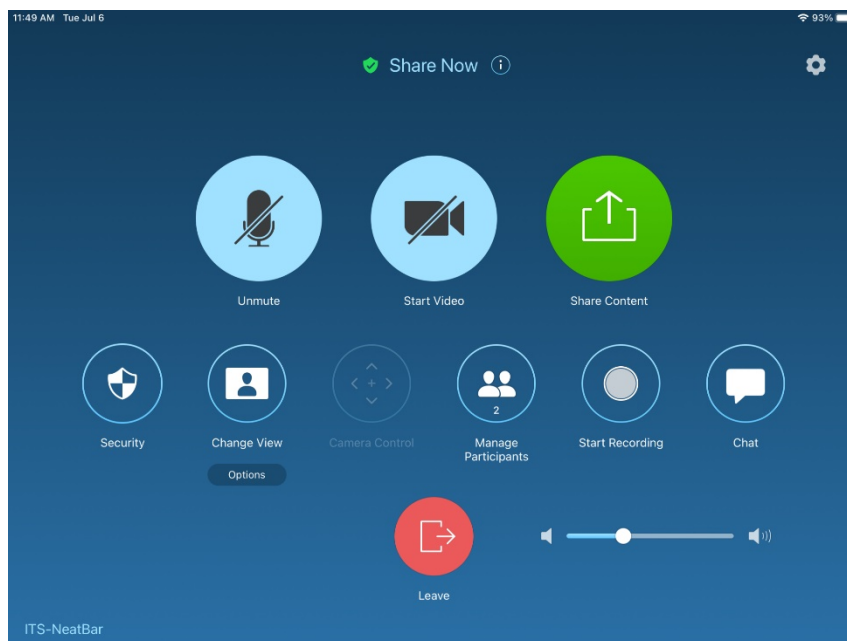
**6) The Creston controller will then display an Incoming Zoom Call, press the **Green** “Accept” button.**



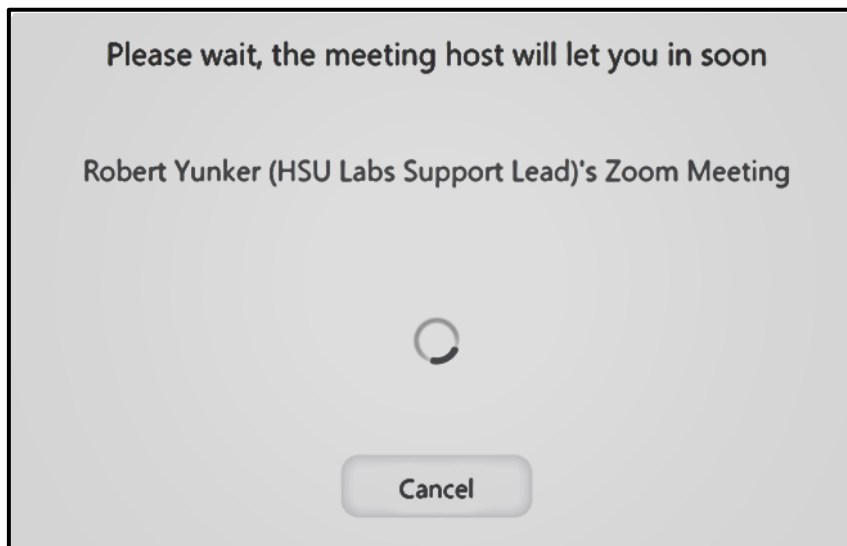
## Setting Up your Hyflex Meeting (Continued)

**7) The Zoom Room should now be admitted to your meeting and you should see it as a participant on one of the televisions.**

- a.** Once the Zoom Room has been successfully admitted to your meeting, you will see this screen on the Creston controller:



- b.** If you have a waiting room enabled for your meeting, you will see this screen on the Television:



- i.** If so, then you will need to admit the Zoom Room to your meeting as you normally would for any other participants. Now you should see the Zoom Room as a participant on one of the TVs.

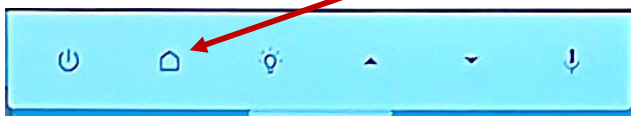
***Your Hyflex Meeting is now finished being set up!***

## Zoom Room Controller

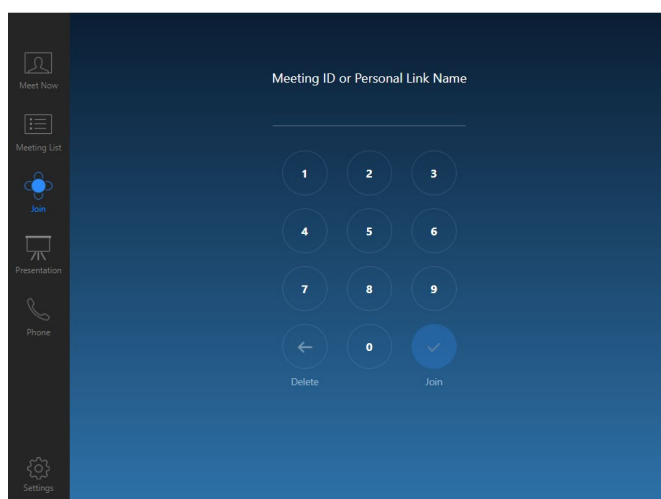
**The Zoom Room Controller is an app running on the Crestron tablet.**

**1) You can switch between the Room controls and the Zoom Room Controller by tapping on the "Home" button.**

On the white Crestron Tablet via pulldown      On the Black Crestron tablet

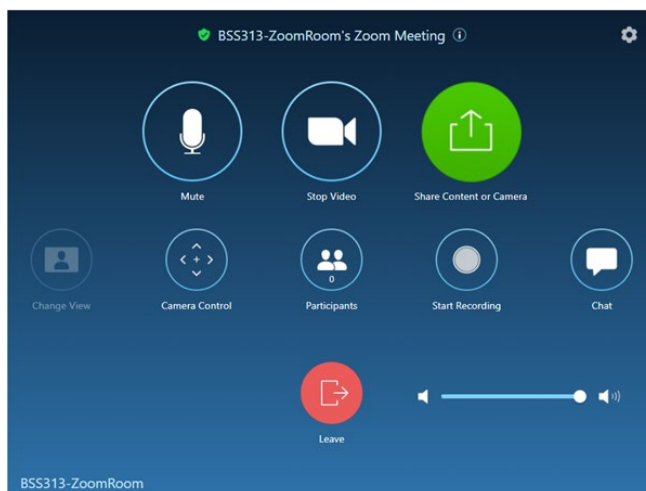


**2) You can go to the "Join" tab and input your Zoom Meeting ID to join an existing meeting in progress.**



**a.** Normally the Zoom Room is invited to your meeting from the participants tab in your meeting, however entering the Zoom Meeting ID number on the "Join" tab will also work to add the Zoom Room to your Hyflex meeting.

**Once the Zoom Room has successfully joined the Zoom session for your class, you should see this screen:**





## Zoom Room Controller Functions

***There are several functions you can control from the Zoom Room Controller. The functions include:***

- 1)** Stopping and starting the video if you have an audience facing camera by tapping on the video icon
  - a)** The Instructor facing camera is enabled or disabled via the Zoom session on the instructor station.
- 2)** Control the audience facing camera to include left, right, up, down, zoom in/out, and mirror or un-mirror
  - a)** The Instructor facing camera is controlled with the camera remote.
- 3)** Changing the view from Active Speaker to Gallery with the “Change View” option
- 4)** Forcing display of shared content on the large displays with the “Change View” option

# Troubleshooting

## 1) I'm all alone!!

- a.** *If you are in your meeting but can't see your students, it is possible they are in a different meeting room.*
  - i.** Verify that your students used the same link you did.
  - ii.** Always make sure you update any links for students if your meeting ID or passcode changes.
  - iii.** If your students are seeing each other but not you, just leave the meeting and use the link they used. Once you see them, remember to re-invite the room to join.

## 2) Why can't I hear my remote students?

- a.** Make sure they are not muted.
- b.** Make sure the speaker is set to Crestron in your audio settings.
- c.** Make sure the volume isn't turned down or muted on the Crestron or the instructor station.

## 3) Why can't my students hear me?

- a.** Just one student:
  - i.** Make sure they have their speaker and microphone set up correctly and that they are not muted on their end.
- b.** All students:
  - i.** Make sure you are un-muted in Zoom.
  - ii.** Make sure you have selected the correct microphone (Dante or Shure) in your audio settings.

## 4) Why won't the room displays show my students?

- a.** Do you see them on the instructor station?
  - i.** No: Make sure your students are in the same meeting room as you.
  - ii.** Yes: Make sure the Zoom Room is in the same meeting as you.
    - 1.** Leave the Zoom meeting on the tablet.
    - 2.** Re-invite the Zoom room to the meeting.
- b.** Do you see shared content on the displays?
  - i.** Change view on the tablet using the "Change View" button. This is usually set to Gallery view.

## 5) The camera won't track me.

- a.** Try turning tracking on using the "Tracking On" button on the Aver remote control.
- b.** When you press this button the "Camera 1" button should flash. If any other camera button flashes, press the "Camera 1" button and then the "Tracking On" button.
- c.** You may have to manually pan the camera until you are in frame and then turn on tracking.
- d.** If it still won't track, press the "Camera 1" button and then press the Power button. Wait 5 seconds after the indicator light on the camera turns orange, then power it back on. It takes about 30 seconds to spin up.
  - i.** You will need to re-configure the video settings in your meeting.

# Interim Hyflex Instructions

*If you are having difficulties using equipment in this room, call extension **4357***

## Is it on?

### 1) Samsung Televisions

- a.** Both TVs use the same remote, you can turn them both on at the same time.
- b.** If only one is off, get close to the other with the remote to turn it on, or else you will also turn off the other TV.

### 2) Cameras

- a.** Cameras have their own remote.
  - i.** (See [Aver Camera Remote](#) instructions on pg 29.)
- b.** If the LED is **Blue** that means the camera is on.
- c.** If the LED on the camera is **Orange** that means it is off. Use the Aver remote to turn it back on.

### 3) Bose Speaker

- a.** If a white light is not visible above the power icon (on the upper left-hand corner), use the [Bose remote](#) to turn it back on.
- b.** Do not hold the power button down.
  - i.** The speaker has an auto-on feature that is enabled/disabled by holding the power button down.
    - 1.** If you hear tones going up it is enabled and the speaker will turn on automatically.
    - 2.** If you hear tones going down you have disabled the auto-on feature. Repeat to turn the feature back on.

### 4) Microphones

- a.** Microphones are fed through the Notebook-5 mixer.
  - i.** If someone has been fiddling with the knobs on the mixer, it might impact your audio experience. Please reference the top image on the next page to see what the correct settings are.
  - ii.** If there is a Shure wireless microphone in the classroom, the configuration of the knobs will be a bit different; please reference the bottom image on the next page to see what the correct settings are.

## Mixer Settings



When you speak, the yellow "Signal" lights should light up. If not, you will need to adjust the knobs to match this photo.

This is the only button in use. Make sure it is in the "MASTER" position.

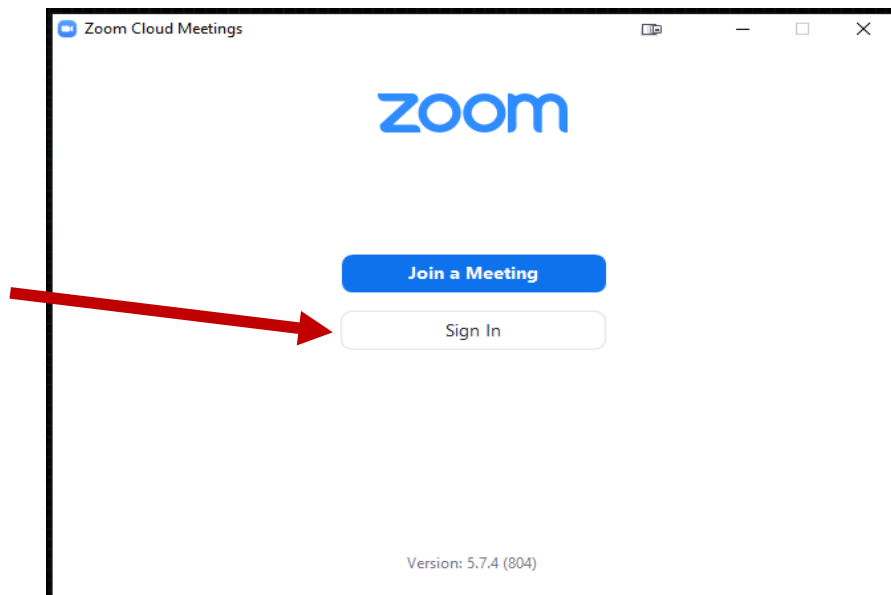
If there is a Shure Wireless microphone in the room, most of the setting are the same, except for these 3 knobs.



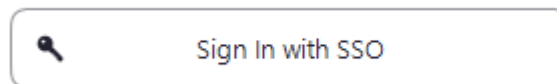


## Logging On

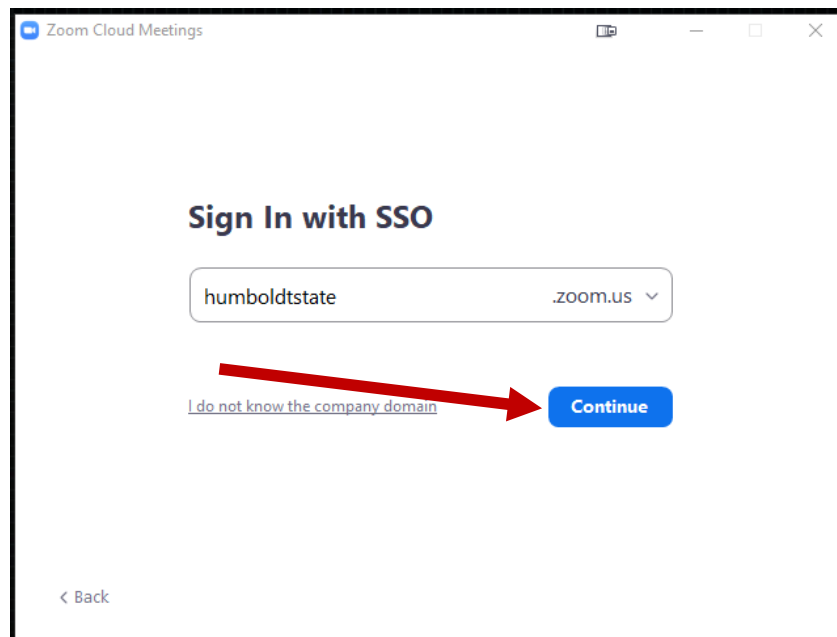
- 1) **Login on the Instructor's Station.**
- 2) **Launch Zoom from the Zoom App, not the web portal.**
  - a. After launching the Zoom App, click on the white "Sign In" box.



- 3) **Click on the white "Sign in with SSO" box.**



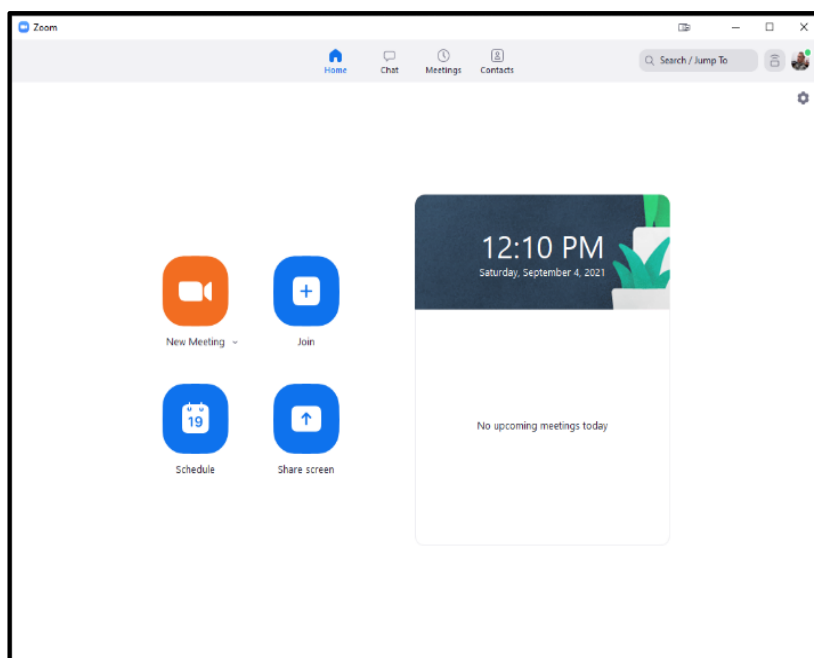
- 4) **Click on the Blue "Continue" box. This will direct you to DUO's Single Sign On webpage.**



- 5) **Proceed through the DUO authentication steps as you normally would.**
  - a. You should then see a pop-up box saying, "This site is trying to open Zoom Meetings." Click on the Gray "Open" box.
  - b. If you do not see the pop-up, click on the Blue "Launch Zoom" box.

## Logging On (Continued)

**6) Once you are logged into the Zoom App, you should see this screen.**



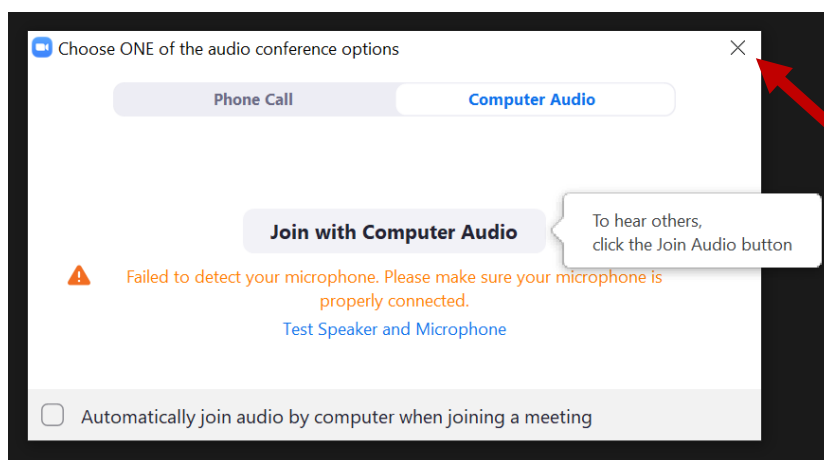
## Setting Up your Hyflex Meeting

**1) Once you are logged into the Zoom App you can launch your zoom meeting anyway you want.**

- a.** Using a link in Canvas
- b.** Using a link in Google Calendar
- c.** From the Zoom App
- d.** From the myHumboldt Zoom Portal

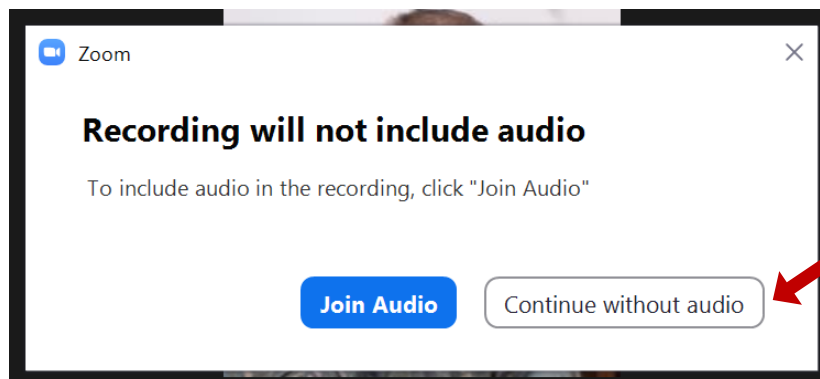
**2) Once you've started your Zoom meeting, you will see this audio settings pop-up box with an error message:**

- a.** Just exit out of this pop-up. (There is no audio set up on the instructor's station because it is being captured by the Zoom Room computer on the Hyflex cart.)



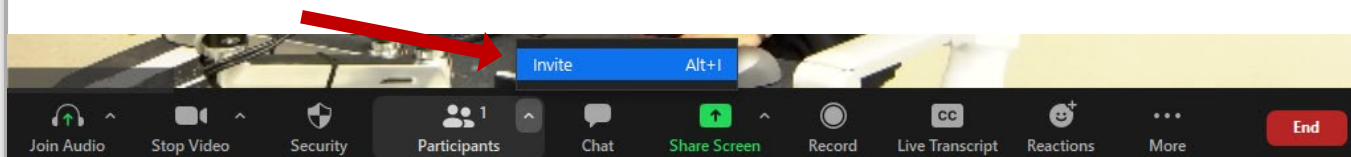
## Setting Up your Hyflex Meeting (Continued)

- i.* If you choose to record your session, you will receive another error message:

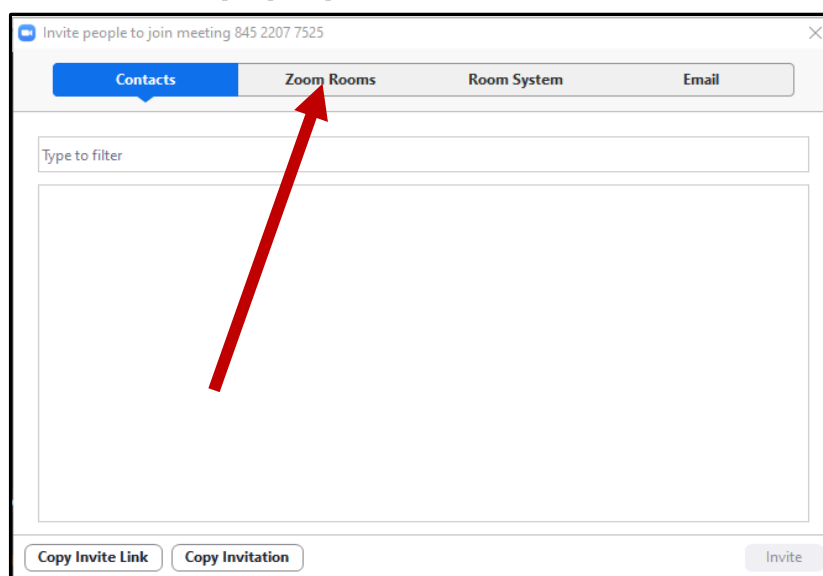


- ii.* You can ignore this message and click on the White “Continue without audio” box. The recording will include all the audio from your meeting since it is being captured by the Zoom Room computer on the cart.

- 3) Next you need to invite your Zoom Room to your meeting. Click on the up-arrow next to “Participants,” then click on “Invite.”**



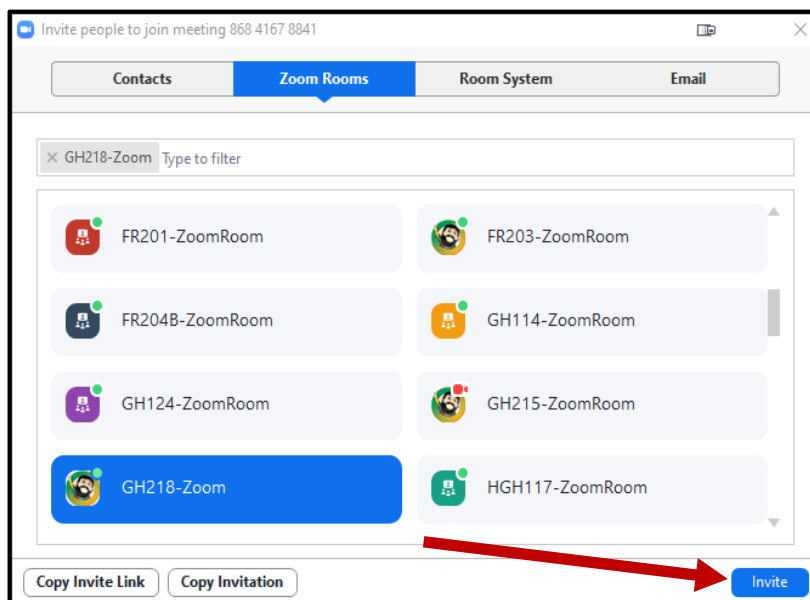
- 4) You should now see this pop-up box:**



- a.** Click on the “Zoom Rooms” tab.
- i.* If you do not see the “Zoom Rooms” tab, it means you are not logged in through the Zoom App. Close the participants window and go back to **Step 2** in the “Logging On” instructions.
  - ii.* You **do not** have to end the meeting to Login through the Zoom App. Your meeting will update automatically once you log in properly, so there is no need to boot any students that may have already joined.

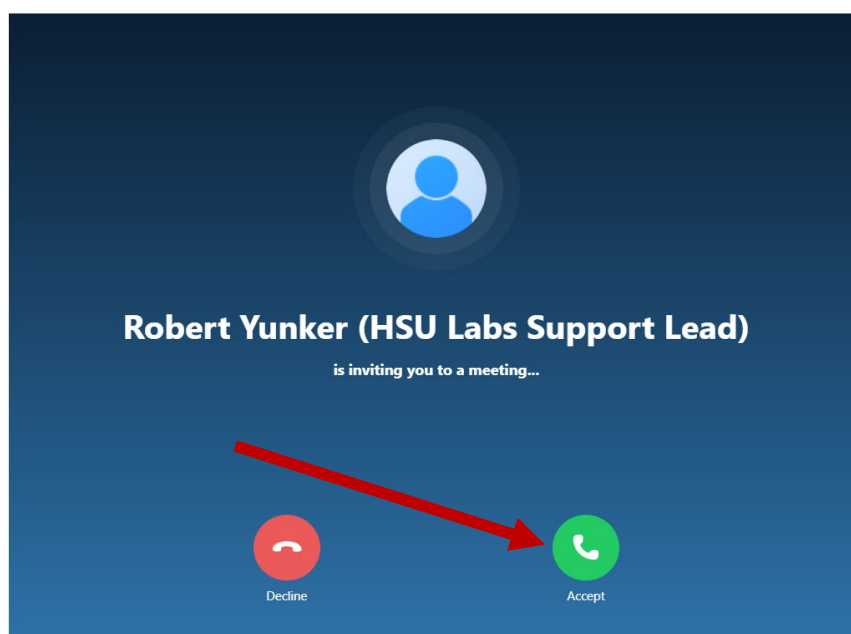
## Setting Up your Hyflex Meeting (Continued)

- 5) Search for and select the Zoom Room matching the classroom you are in, then click on the Blue “Invite” button.
  - a) You can type the building abbreviation and room number into the “Type to filter” search-bar to find your Zoom Room quickly and/or avoid scrolling through the list.



- i. If the “Invite” button is Gray, not Blue, that means you have not yet selected your Zoom Room. Be sure to click on the Gray box correspondent to your classroom, once you do, both your Zoom Room and the “Invite” button will be highlighted in Blue.

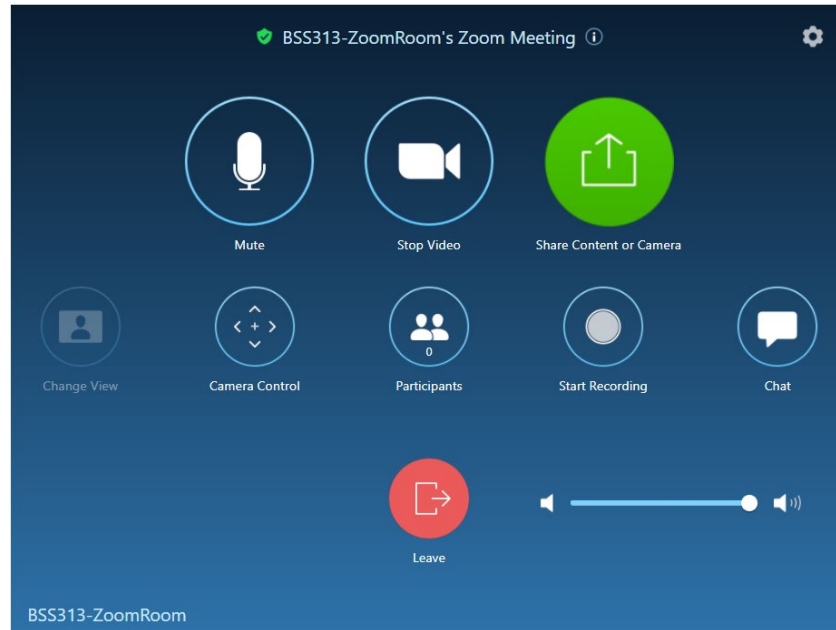
- 6) *The iPad will then display an incoming Zoom Call. Press the green accept button.*



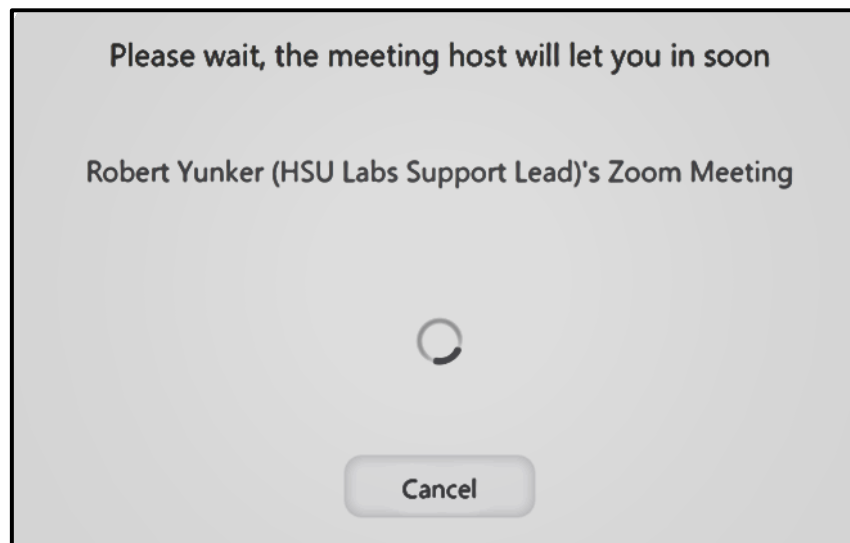


**7) The Zoom Room should now be admitted to your meeting and you should see it as a participant on one of the televisions.**

- a.** Once the Zoom Room has been successfully admitted to your meeting, you will see this screen on the iPad:



- b.** If you have a waiting room enabled for your meeting, you will not see the Zoom Room on the TVs and will see this screen on the iPad:



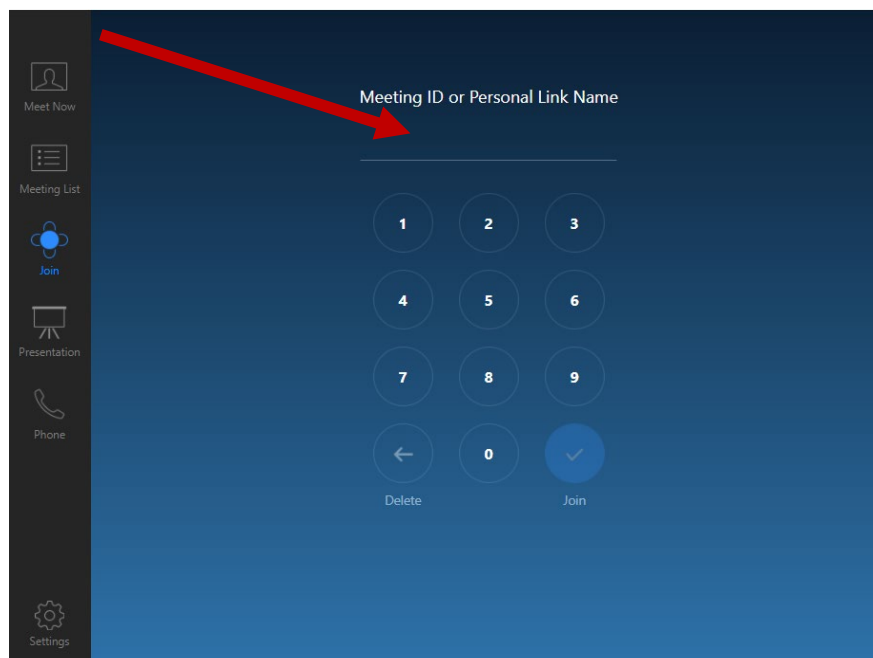
- i.** If so, then you will need to admit the Zoom Room to your meeting as you normally would for any other participants. Now you should see the Zoom Room as a participant on one of the TVs.

***Your Hyflex Meeting is now finished being set up!***

## Zoom Room Controller

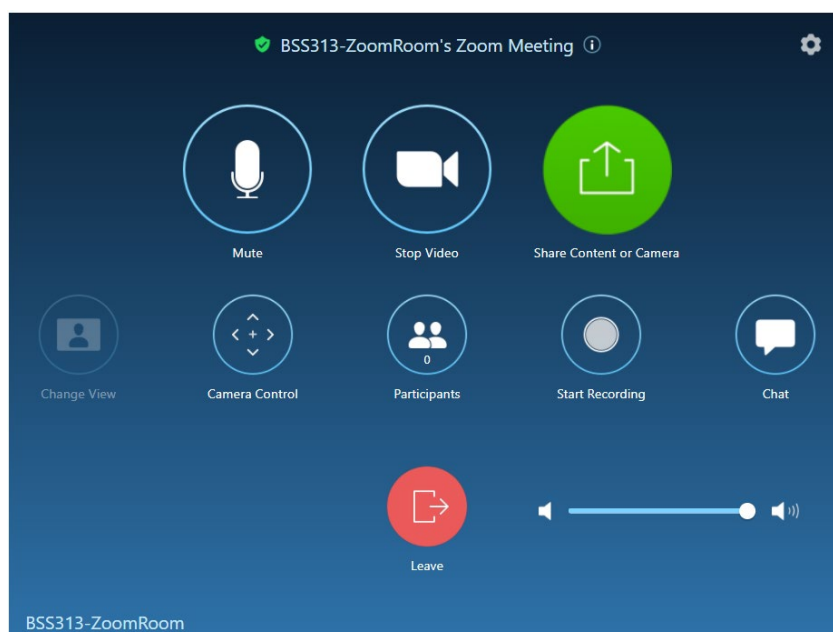
**The Zoom Room Controller is an app running on the provided iPad.**

**1) You can go to the “Join” tab and input your Zoom Meeting ID to join an existing meeting in progress.**



**a.** Normally the Zoom Room is invited to your meeting from the participants tab in your meeting, however entering the Zoom Meeting ID number on the “Join” tab will also work to add the Zoom Room to your Hyflex meeting.

**Once the Zoom Room has successfully joined the Zoom session for your class, you should see this screen:**



## Zoom Room Controller Functions

***There are several functions you can control from the Zoom Room Controller. The functions include:***

- 1)** Muting and unmuting the microphone using the microphone icon
- 2)** Stopping and starting the video by tapping on the video icon
- 3)** Changing the view from Active Speaker to Gallery with the “Change View” option
- 4)** Adjusting the volume with the slider in the bottom right corner.
  - a.** It is recommended that the volume on the Zoom Room Controller be turned all the way up and then adjust the volume to where you like it.
  - b.** If the volume is all the way up and still too quiet, try turning up the Bose bar directly using the Bose remote.
- 5)** Control the camera to include left, right, up, down, zoom in/out, and mirror or un-mirror
- 6)** Adjusting settings via the gear icon in the upper right corner:
  - a.** Change camera, microphone or speaker settings
  - b.** Test the microphone or speaker
  - c.** Etc.

# Troubleshooting

## 1) *I'm all alone!!*

- a.** If you are in your meeting but can't see your students, it is possible they are in a different meeting room.
  - i.** Verify that your students used the same link you did.
  - ii.** Always make sure you update any links for students if your meeting ID or passcode changes.
  - iii.** If your students are seeing each other but not you, just leave the meeting and use the link they used. Once you see them, remember to invite the room to join.

## 2) *Why can't I hear my remote students?*

- a.** Make sure they have their speaker and microphone set up correctly and that they are not muted on their end
- b.** Make sure the speaker is set to "External Headphones (External Headphones)" in your audio settings on the iPad.
- c.** Make sure the volume isn't turned down or muted on the iPad or the Bose speaker.
- d.** Look for a small white light in the upper left corner of the Bose Speaker bar to indicate that it is turned on.

## 3) *Why can't my students hear me?*

- a.** Just one student:
  - i.** Make sure they have their speaker and microphone set up correctly and that they are not muted on their end.
- b.** All students:
  - i.** Make sure you are un-muted on the iPad.
  - ii.** Make sure you have selected the correct microphone (Notepad-5) in your audio settings on the iPad.
  - iii.** Check the [knobs on the Notepad-5 mixer](#), they should match one of the images on page 11.

## 4) *Why won't the room displays show my students?*

- a.** Do you see them on the instructor station?
  - i.** No: Make sure they are in the same meeting room.
  - ii.** Yes: Make sure the "Room" is in the same meeting room.
    - 1.** Leave the Zoom meeting on iPad.
    - 2.** Re-invite the Zoom Room.
- b.** Do you see shared content on the displays?
  - i.** Change view on the tablet using the "Change View" button. This is usually set to Gallery view.

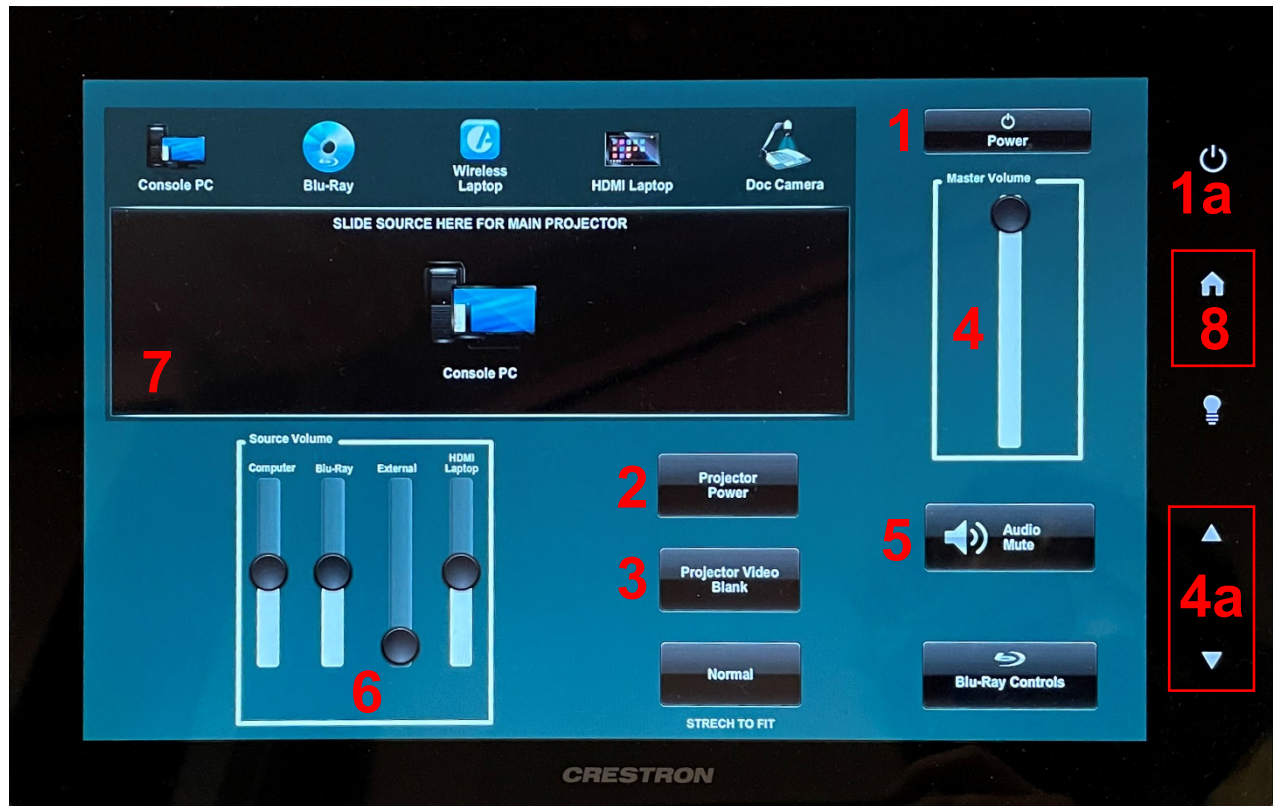


### **5) The camera won't track me.**

- a.** Try turning tracking on using the "Tracking On" button on the Aver remote control.
- b.** When you press this button the Camera 1 button flashes. If any other camera button flashes, press the "Camera 1" button and then the "Tracking On" button.
- c.** You may have to manually pan the camera until you are in frame and then turn on tracking.
- d.** If the camera still won't track, press the "Camera 1" button and then press the power button. Wait 5 seconds after the indicator light on the camera turns orange, then power it back on. It takes about 30 seconds to spin up.
  - i.** You will need to re-configure the video settings in your meeting.

# Black Crestron Controller Instructions

## Getting to Know the Controls



### 1) Creston Controller Power

**a.** If the screen is off, tap the power icon button on the side of the controller.

### 2) Projector Power

### 3) Projector Video Blank (Video and Audio Mute)

**a.** If the video and audio are muted, the button will be **red**.

### 4) Master Volume

**a.** These arrow buttons also control the room's volume, along with the "Master Volume" slider bar on the screen.

### 5) Audio Mute

### 6) Source Volume

### 7) Source Selection (Input Selection)

### 8) Zoom Room Controller

See more details on the following pages.

## Projector Controls

***If the “Projector Power” button is black, the projector is off.***

***If the **green** “Projector On” button is in its place, it is already on.***



Tap on the “Projector Power” button to turn the projector on.

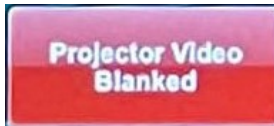
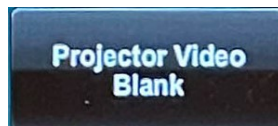
Please turn off the projector when you are finished using it.

Once the projector has been powered on, it needs time to warm up. While the projector is warming, you will not be able to turn it off until the **green** “Projector On” button appears.

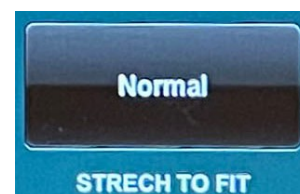
***You can blank the video using the “Projector Video Blank” button.***

You can unblank the video by tapping the **red** “Projector Video Blanked” button.

Please note: There will be no audio in the room while the projector is blanked.



***You should not need to touch the “Stretch to Fit” button, but if you do, please return it to the “Normal” setting.*** (The button should look like the image to the right.)



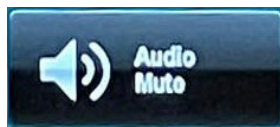
## Audio Controls

***The volume can be controlled using the “Master Volume” slider bar, as well as the white up and down arrow icon buttons on the side panel of the Creston controller.***

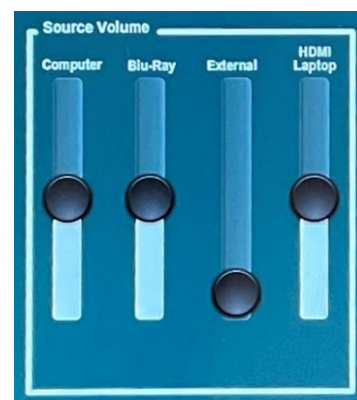
Please note: The audio will sound best when the “Master Volume” slider bar is set to half-way-full or higher.

***You can mute the audio using the “Audio Mute” button.***

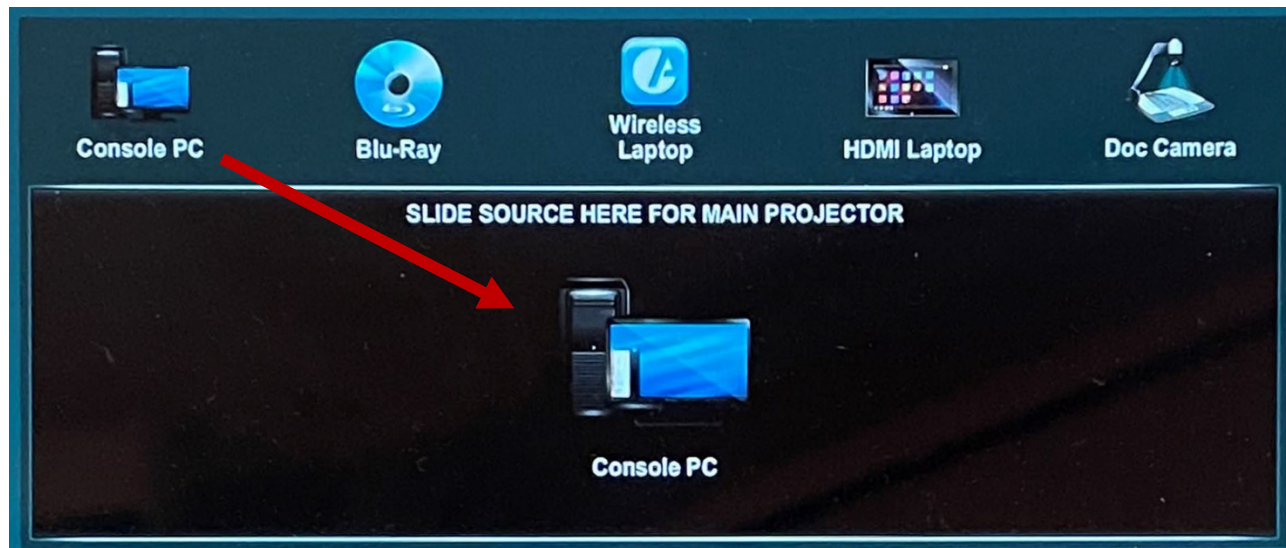
You can unmute the audio by tapping on the **red** “Audio Muted” button.



***You should not need to touch the “Source Volume” controls, but if you do, please make sure to return the volume settings to match the image on the right before leaving the room.***



## Source Selection



***To select or change the projector's source, you must drag the icon of the desired source into the source selection box.***

Be sure to drag the icon into the center of the source selection box; once it replaces the icon already in the box, the source has successfully been changed.

If the source selection box is empty, a source hasn't been selected yet and nothing will be displayed on the projector.

Please set all of the projectors' sources back to the Console PC input when you are finished using the projector.

Additionally: For Zoom, always use the Console PC source setting. Zoom can only share content on the Instructor computer to your remote participants. If you change the source for the projector that content isn't shared remotely.

## Zoom Room Controller

***Tapping on the home icon button located on the side panel will take you to a different screen; the Zoom Room Controller.***

Tapping this button again will bring you back to the Creston Controller home screen.

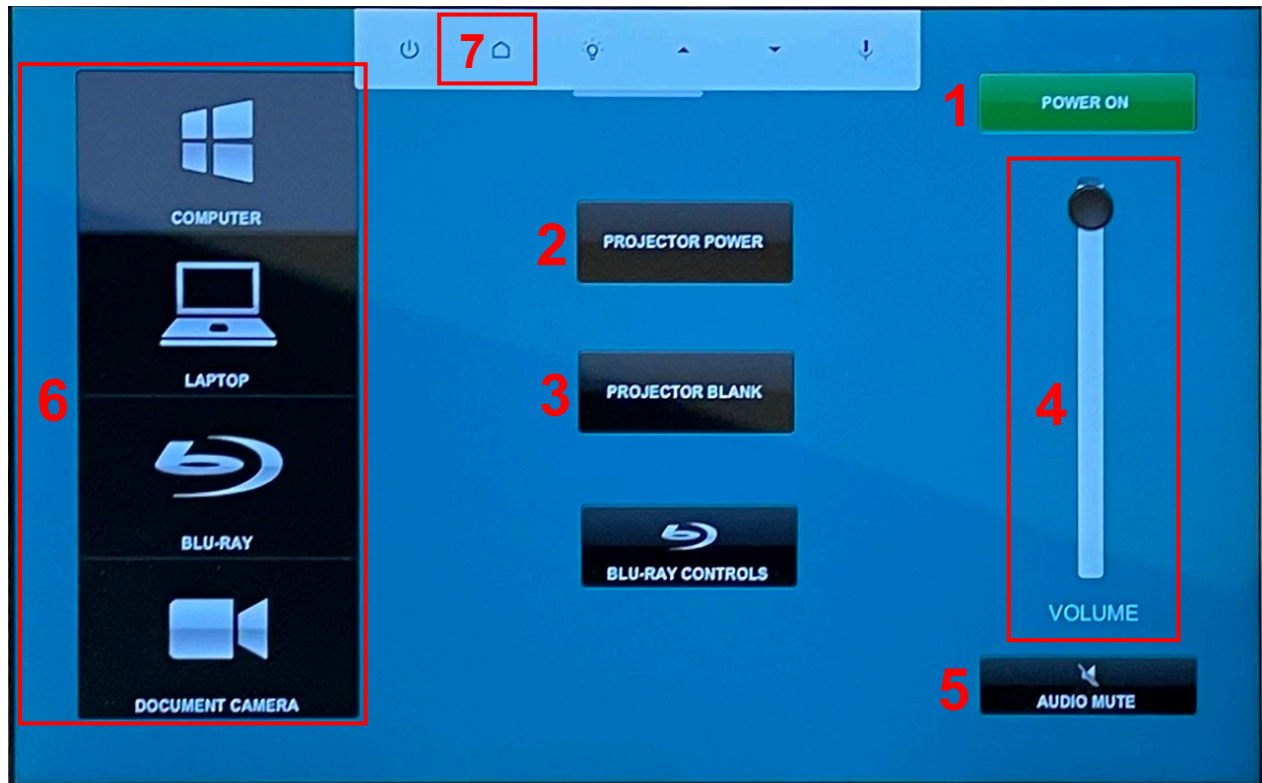
*Please go to the "Zoom Room Controller" section of the Hyflex Instructions to see instructions on how to use the Zoom Room Controller.*





# White Crestron Controller Instructions

## Getting to Know the Controls



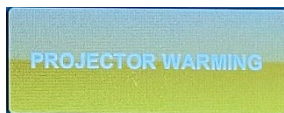
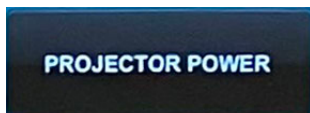
- 1) Controller Power**
- 2) Projector Power**
- 3) Projector Video Blank (Video and Audio Mute)**
- 4) Master Volume**
- 5) Audio Mute**
- 6) Source Selection (Input Selection)**
- 7) Zoom Room Controller**

**a.** Tap or pull down on the white bar at the top of the screen to access this button.

See more details on the following pages.

## Projector Controls

**If the “PROJECTOR POWER” button is black, the projector is off.  
If the **green** “PROJECTOR ON” button is in its place, it is already on.**

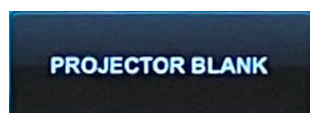


Tap on the “PROJECTOR POWER” button to turn the projector on.

Please turn off the projector when you are finished using it.

Once the projector has been powered on, it needs time to warm up. While the projector is warming, you will not be able to turn it off until the **green** “PROJECTOR ON” button appears.

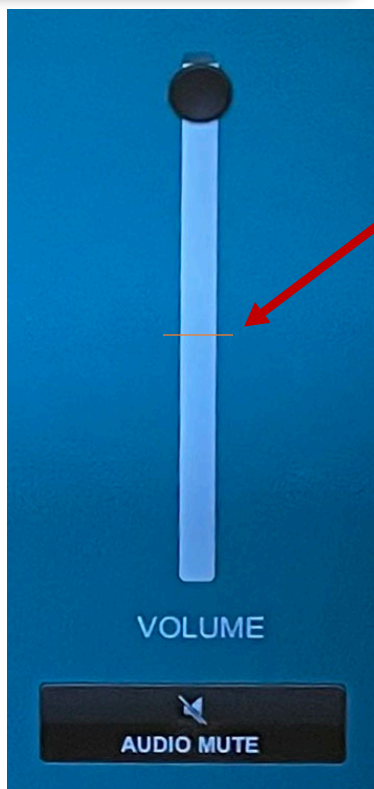
**You can blank the video using the “PROJECTOR BLANK” button.**



You can unblank the video by tapping the **red** “PROJECTOR BLANKED” button.

Please note: There will be no audio in the room while the projector is blanked.

## Audio Controls



**The volume can be controlled using the “VOLUME” slider bar.**

Please note: The audio will sound best when the “VOLUME” slider bar is set to half-way-full or higher.

**You can mute the audio using the “AUDIO MUTE” button.**

You can unmute the audio by tapping on the **red** “AUDIO MUTED” button.





## Source Selection



***To change the projector's source, simply tap on the source you want to use.***

The source that is highlighted in **blue-gray** is the one that is currently in use.

Please set the source back to the Computer input when you are finished using the projector.

Additionally: For Zoom, always use the Computer source setting. Zoom can only share content on the Instructor computer to your remote participants. If you change the source for the projector that content isn't shared remotely.

## Zoom Room Controller

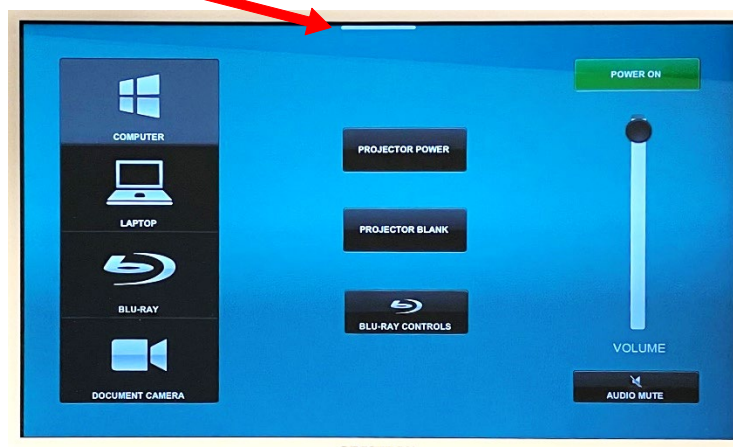
***Tapping on the home icon button located on the dropdown menu will take you to a different screen; the Zoom Room Controller.***

Tapping this button again will bring you back to the Creston Controller home screen.



To get to this dropdown menu, you must first tap or pull down on the white bar located at the top of the screen.

Please go to the "Zoom Room Controller" section of the Hyflex Instructions to see instructions on how to use the Zoom Room Controller.



# Aver Camera Remote Instructions

If the indicator light on the camera is **orange**, that means the camera is off. Use the **red** power button on this remote to turn the camera on.

Only Camera 1 is in use. The Camera Select button "1" should flash when pressing command buttons. If buttons "2" or "3" flash when pressing command buttons, press "1" to reselect Camera 1.

Position Presets 1-9: Just press the corresponding number for the preset that you want to use. (**Do not** press the "PRESET" button before selecting a preset position. **Do not** press "RESET.")

1. Instructor's Station
2. Half Zoom (zoomed in)
3. Wide Angle (zoomed out)
7. Left-most Whiteboard
8. Center Whiteboard
9. Right-most Whiteboard

**Do not modify existing presets!**

Pan, Tilt and Zoom Command Controls:

- Arrow buttons will pan and tilt the camera left to right or up and down.
- PAN-TLT Speed "FAST" & "SLOW" buttons changes how fast the camera moves when panning/tilting.
- Zoom Slow + & - will zoom in and out slowly.
- Zoom Fast + & - will zoom in and out quickly.

Auto Tracking:

To have the camera follow you around the room, turn Auto Tracking "ON." Once the camera detects a face, it will begin following that face/person.

To turn Auto Tracking off, press "OFF."

Tracking turns off automatically when a Preset Position is selected or the Pan, Tilt or Zoom command buttons are used.

To change who the camera is tracking, press "Switch," you should see the camera adjust and place the new subject in the center of the frame (both individuals need to be within the frame).





Aver Remote:  
For instructor-facing  
Hyflex Tracking  
Camera



Samsung Remote:  
For cart-mounted  
Hyflex televisions



Bose Remote:  
For cart-mounted  
Hyflex speakers



Logitech Remote:  
For audience-  
facing non-Hyflex  
cameras