



EQUIPMENT SUPPORT

Follow these three steps to ensure your problem will be resolved:

- 1) Contact IT Help Desk at ext. 3350 to report a problem. Help Desk personnel will perform a routine diagnostic sequence to resolve and/or eliminate problems.
- 2) A Multimedia Technician will interface with the projector via the Web to determine/resolve possible problems.
- 3) If the problem cannot be addressed remotely, a Multimedia Technician will be dispatched to provide on-site support.

Some common problems are: input selection, audio volume levels, power issues, and miscellaneous connection problems.

Contact Information

IT Help Desk

Helpdesk@wcupa.edu
(610) 436 3350

Multimedia Manager:

Yuki Yamamoto
NYamamoto@wcupa.edu
(610) 436 1021

Multimedia Technicians:

Steve Duckinfield & Phil Riley
SDuckinfield@wcupa.edu (610) 436 2992
PRiley@wcupa.edu (610) 430 5641

Video Conferencing & Mediasite:

Phil Riley
PRiley@wcupa.edu (610) 430 5641
Mediasite@wcupa.edu

Digital Media Center:

Eleanor Walton & Joe Watts
EWalton@wcupa.edu (610) 436 2737
Jwatts@wcupa.edu (610) 437 2732



Information Services

<http://www.wcupa.edu/infoservices/multimediahome.asp>



PRESENTATION MEDIA SERVICES

INFORMATION SERVICES



Multimedia/Presentation Facilities

Information Services at West Chester University is dedicated to promoting and supporting the integration of technology within the academic environment.

This integration is achieved through the cooperation of Multimedia Services, the Digital Media Center, and Video Conferencing Services. Technical support services are provided for:

- Classroom Presentation Technology
- Video Conferencing
- Studio Production
- Video Editing
- Audio Mixing
- CD/DVD Publishing
- Mediasite
- Video Transfers
- Event Videography

The Digital Media Center (contact Eleanor Walton) loans equipment to further facilitate technological implementation including:

- Cameras
- Portable Projectors
- Sound Systems
- Projector Screens



Multimedia Rooms

The Multimedia classroom is designed to meet any instructor's multimedia needs. This facility provides the instructor with a projector, DVD capability, a workstation/lectern, a personal computer and/or an Apple Macintosh computer and a supporting audio system.

A comprehensive list and visual guide of Multimedia Rooms on campus is available on-line:

www.wcupa.edu/multimediarooms

Presentation Rooms

The Presentation classroom provides the instructor with a projector, a supporting audio system, and a wall plate with appropriate connections for a Laptop/PC and in some locations, a connection for a VCR/DVD. Instructors will be responsible for bringing the needed equipment to connect to the presentation system.

A comprehensive list of Presentation Rooms on campus is available on-line, including instructions on using the projector and other pertinent technical information:

www.wcupa.edu/presentationrooms

MediaSite

Mediasite is a lecture capture system used to record and deliver lectures online. The Mediasite lecture capture hardware is available in a few of the classrooms across campus. Mediasite can record audio, video and content from any type of document at any point.

www.wcupa.edu/mediasite

Room Reservation

Multimedia and Presentation rooms can be reserved through the Office of Space Management (SMAC): 610 436 3348. Additional information can be found on the SMAC web page:

www.wcupa.edu/registrar/spacemgt/roombooking.asp

Availability and reservations can also be accessed directly:

events.wcupa.edu

Facility/Cabinet Access

Most rooms are accessible during normal university hours of operation. Some rooms require training prior to use or access to locked equipment cabinets. Following training, the Building Administrator can issue the required key. Please schedule training at least 7 days in advance.



Video Conferencing

In order to schedule a Video Conference, please provide the following information at least 7 days in advance:

- Name, location, and telephone number
- Date and time of requested conference(s)
- Contact information for person(s) at remote location(s)
- Number of participants (on campus)
- Any additional equipment/resources you require

E-mail details to Phil Riley (PRiley@wcupa.edu)

Video Conferencing information is available on-line:

www.wcupa.edu/videoconferencing