Audiovisual Guide

Room 501
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Introduction

The following is a guide designed to assist you with operating the audiovisual equipment available at New England Law | Boston. Even though the logic and concepts are similar throughout all of our rooms we felt there was enough difference in the orientation and specific equipment found in classrooms to warrant developing a guide for each one. This guide offers both an overview of the specific components available in the room (and their locations) as well as comprehensive step-by-step guides to cover common AV functions used in classrooms.

If there is an additional scenario you have used that is not included in this guide or if you have any suggestions for modifications please let us know at tms@nesl.edu, we are always appreciative of your input.

Section 1 - Room Equipment List

Room 501 contains the following audiovisual equipment

1) Desktop Computer
2) Keyboard and Mouse on slide out tray
3) Computer VGA monitor
4) Touchscreen Room Control Panel
5) Document Camera
6) Ceiling-mounted Projector
7) Pull-down Projector Screen
8) Lectern Embedded Cables
   - Laptop Video Cable
   - Laptop Audio Cable
   - USB Input Cable
   - Network Cable
9) Power Outlets (wall-mounted and lectern-embedded)
10) Ceiling-mounted Microphones
11) Ceiling-mounted Speakers
12) DVD Player
13) VHS Video Player
14) Wall-mounted Camera
15) Lectern Embedded Camera Viewer
16) Desktop Gooseneck Lamp
17) Lectern Embedded Clock and Countdown Timer
18) Wireless Microphone Receiver
Section 2 - Room Equipment Location and Description

Image - View from behind the Lectern
2.1) Desktop Computer, Monitor, Keyboard and Mouse

The PC in the room (located in the closed door cabinet below the keyboard, see image above) has Windows 7 installed and comes equipped with applications typically used as part of lectures. These include common document reading applications (Microsoft Office 2010, WordPerfect and Adobe Reader), common web browsers (Internet Explorer, Firefox, Google Chrome), various media-related applications (Windows Media Player, VLC media player, RealPlayer, iTunes) and a SMART Board Suite.

The computer can access both the school’s local network and the Internet. Class presentation material can either be accessed via a local network folder (e.g. the Faculty share), an Internet cloud service (e.g. TWEN) or a drive plugged into the machine’s USB port accessible on the front of the unit (see highlighted green rectangle in image above). The computer can display anything that is showing on it’s monitor on the room projector system so is typically the main mechanism for showing slide presentations, Internet resource references etc. See step-by-step guide ‘Playing a DVD in the classroom’ for more details.

2.2) Touchscreen Room Control Panel

For location see ‘View from behind the lectern’ image on page 3

To simplify accessing and controlling the equipment in the room a lot of the common functions (listed below) have been programmed as buttons on a
touchscreen panel embedded in the lectern desk. The step-by-step guides section covers some examples of workflows using this unit.

**Available functions:**

- Power on and off room equipment
- Selecting the source to display on the projector
- Transport controls for equipment (e.g. DVD play, pause etc)
- Volume controls (including mute) for room microphones
- Volume controls (including mute) for equipment (e.g. DVD player)
- Room control (Window Shades and Room Lights)

**2.3) Document Camera**

An Elmo document camera is pre-wired and located in a drawer on the side of the lectern (the right side relational to standing behind the podium). This is configured to transmit an image of whatever is placed on it to both the room’s projector and the lectern’s desktop computer monitor at the same time (to facilitate the professor facing the class while referring to prevalent parts of the document being displayed).
2.4) Projector

Room 501 is equipped with a single ceiling mounted projector that is pre-wired for all the relevant equipment in the room (Lectern Desktop Computer, DVD\VHS Player, Document Camera, Laptop Input). It is also specifically oriented to best utilize the space and angle of the room’s projector screen.

2.5) Pull-down projector screen

A ceiling mounted projector screen is permanently mounted in the room (for location see ‘Projector and Screen Location’ image in point 4 above).

It’s important to ensure that the screen is fully pulled down in order to display the entire image being sent from the projector. Below is an image of the screen in the correct unfolded position, the black border should be fully viewable around the perimeter of the screen.
2.6) Lectern-embedded Cables

For location see ‘View from behind the lectern’ image on page 3)

In the center of the lectern table is a cable receptacle (looks like a rectangular black compartment with hinged door) that opens to expose a series of pre-wired cables as follows:
A) Laptop Video Cable
Connect this to the VGA out port found on most laptops to share your devices display with the class via the projector.

**Note:** the connector type is a 15 pin standard display type, your laptop may need an adapter to connect its output to this standard. MacBooks for example typically have a technology called ‘DisplayPort’ which needs a converted in order to plug into this input. If in doubt reach out to the TMS group (see ‘Support hours, procedures and contact information’ section at the end of this guide) and we can offer assistance.

B) Laptop Audio Cable
This 1/8th inch connector should be plugged into the headphones jack on your laptop in order to share your devices audio with the class via the in room sound system. (Note, anything device with a standard headphone jack, e.g. an iPod or iPhone, can use this cable to play audio through the room’s sound system)
C) USB Input Cable (Male)
Connect this to any compatible equipment you have with a USB input (e.g. a portable drive) to gain access to it via the Desktop Computer.

D) Network Cable
Even though the Stuart Street building is equipped with a wireless network, there may be situations where you want to plug your laptop into the wired network and this offers the means to do that.

2.7) Power Outlets (lectern-embedded and wall-mounted)
There are two places for you to plug in any equipment you may be bringing into the room (EG laptop, phone charger, tablet charger etc.). The most convenient place for you is within the cable receptacle discussed in point 6 above, there are two electrical outlets in there.

If you need additional power or if you experience any problem with the lectern receptacle sockets there are also two outlets located on the wall just to the left of the blackboard (when facing it).

2.8) Ceiling-mounted Microphones and Speakers

Room 501 is equipped with four microphones mounted to the ceiling surrounding the lectern table. These can be used for sending a lecturer’s voice to an additional room\rooms (termed ‘overflow’) or for capturing the lecturer’s voice when a class is being recorded. Overflow and recordings are available services where circumstances warrant it by making a request to TMS, see the ‘Support hours, procedures and contact information’ section at the end of this guide).
Please note that as these microphones are the source for capturing the presenter's voice for class recordings it's important to be cognitive of your physical position when teaching a class being recorded, deviating too far from the location of the microphones will result in fluctuating volume quality.

The speakers are mounted into the ceiling and located at designated positions around the classroom. As well as projecting the sound picked up from the microphones in the room these are also the source for presenting sound from the Lectern Desktop Computer, anything plugged into the Lectern Laptop Audio Input Cable, a DVD or VHS video being played in the room and any signal from another classroom set to overflow into 501.

**Volume controls** for both the microphones and the speakers can be accessed via buttons that appear on the left of the touchscreen once it is engaged and on the home screen (see step 3 of the “Playing a DVD on the projector” step-by-step guide later in this manual for details of how to get to the home screen). There are Volume Up, Volume Down and Volume Mute controls for each (the controls for the microphones are labeled ‘mic’ on the touchscreen and the speakers labeled ‘Vol’ to denote ‘Volume’ and will control the level of whatever audio you happen to be running through the speakers at the time, e.g. a DVD or sounds from the computer.

2.9) DVD Player\VHS video Player
A dedicated DVD and VHS player is available for displaying disks\tapes. The Lectern Desktop Computer can also play DVDs that can be sent to the projector in the room in the event problems are experienced when using the dedicated player.

2.10) Wall-mounted Camera

A video camera is permanently fixed to the wall at the back of the classroom. This is the means by which TMS can record classes when applicable. Unless a class has been specifically requested as recorded (students are not allowed to make such a request, only the presenting professor or in some instances the administration on behalf of the professor) this camera is not used.

2.11) Lectern Embedded Camera Viewer

For location see ‘View from behind the lectern’ image on page 3
The lectern console contains a screen dedicated to viewing whatever is displaying on the room camera. This is to facilitate presenters being able to keep themselves in frame (or readjust the camera angle and focus if required). See step-by-step guide 4 ‘Having a class recorded’ for specific details on operating this.

2.12) Desktop Gooseneck Lamp

For location see ‘View from behind the lectern’ image on page 3

This lamp has a rotary dial located on its base to control the intensity of the light level.

2.13) Lectern Embedded Clock and Countdown Timer

For location see ‘View from behind the lectern’ image on page 3

The lectern desk is equipped with an embedded timer. As well as displaying the current time this can be used as a means to monitor the duration of an entire lecture or specific class sections. See step-by-step guide 5 ‘Setting the lectern countdown timer to 30 minutes’ for more details.

2.14) Wireless Microphone Receiver

Classroom 501 is equipped with a wireless receiver so that either a lapel microphone or hand wireless microphone can be used. This equipment can be requested for a specific presentation where for some reason the built in room microphones won’t suffice.
Section 3 - Step-by-Step Guides

Note: All of the step-by-step guides assume the equipment is off when you walk into the room. It's conceivable that a previous lecturer left the computer or projector on when leaving their class. Even if this is the case follow the steps as they appear below, some items such as the descriptions of the equipment warming up will be irrelevant.

3.1) Displaying a PowerPoint Presentation on the Projector (using the Lectern Computer)

1) Start by locating the projector screen and fully expanding it (see Projector Screen Correctly Expanded image on page 7).

2) Locate the touchscreen panel on the lectern (see 'View from behind the lectern' image on page 3). It may be in a sleep state (screen dark) if nobody was using it prior to you that day. If so just touch the screen once and the following should appear.

Press anywhere on the screen to get to the 'home' screen. You should now be presented with something that looks like this.
3) Press the “Lectern PC’ button. After a few seconds you should hear the projector fan start to spin as the unit warms up. After about 30 seconds a logo image for the projector model will begin to appear on the pulled down screen, this is normal during the equipment’s boot process. This will then change to a blue screen as the projector connects to the Lectern Computer input and should end with the computer login screen appearing. The Lectern computer’s monitor should also begin to display the login page, pull out the keyboard tray (see Computer Equipment Location image on page 4 for its location), and log in.

Note 1: If the computer VGA monitor doesn’t show a display even though the projector screen is displaying the login screen make sure it is switched on, its power button is located on the bottom right hand side of the screen.

Note 2: If you find that the computer starts up but instead of a login screen you see desktop icons it means the last user did not log out of the PC. We would advise that in this situation you log off the computer and log on again with preferred credentials.

4) Locate and launch your PowerPoint presentation (see section below ‘Locating Your Files’ for working with various file storage scenarios)
5) When the presentation is over you have two options.

a) **Leave the Equipment Running**
   If you think there is another lecture following your own class it is advisable to leave the equipment on. This will save the incoming presenter from having to go through the complete startup process. In this instance just close whatever application you were using for the presentation (presumably PowerPoint), if you were running the file from a copy stored on the local Desktop PC delete it, and just log off the computer.

b) **Shut Down the Equipment**
   If you want to do a complete shutdown of the system this is quite easy to do. Close whatever application you were using for the presentation (presumably PowerPoint), if you were running the file from a copy stored on the local Desktop PC delete it, and just log off the computer. Then on the touchscreen locate the large red ‘EXIT’ button on the bottom left and press it.

   A ‘Shutdown Confirmation’ message will appear asking ‘Are you sure you want to shut the system down’. Press the ‘No’ button to return to your presentation (this is just in case you unintentionally pressed EXIT) or the ‘Yes’ button to begin the shutdown process. The projector and room audio will power down, the computer VGA may stay on, you can leave it alone as the computer’s power saving settings will take care of that subsequent to the other equipment.

**Locating Your Files**

**Network Drive**
If you have the presentation saved on a network share, double-click the ‘Computer’ icon located on the top left of the desktop. A list of all the connected drives should appear. If logged on as the ‘Lectern’ user the L drive should default to the Lectern share. If logged on as your own username the Lectern share will most likely not appear, in that instance you will have access to your U: drive or any department shared folders (e.g. Fac_Shared).

**Cloud Drive**
If you have your file stored on the Internet, e.g. TWEN site, just open any of the web browsers on the PC, point to the relevant web address and log in to it. It would be suggested to copy the file down to the local desktop for the duration of the lecture, this will ensure that even if system wide internet issues occur while you are teaching the class you should remain unaffected. Ensure to delete the file from the local storage when the class is completed.
USB Drive
If you are bringing some form of storage drive with you (e.g. a Thumb Drive) then plug it into one of the USB ports on the front of the lectern computer (these are highlighted in the Computer Equipment Location image located on page 4).

*Note: Sometimes certain USB drives don’t get the power they need from a specific USB port, if your drive doesn’t get recognized remove it and plug it into one of the other available ports.

If the drive gets recognized the following message may appear (if not skip down to the ‘If no popup appears when you plug in the USB drive.’ Section below)

![Image of scan and fix message]

*Scan and fix (recommended)*
This will prevent future problems when copying files to this device or disc.*

*Continue without scanning*
Click ‘Continue without scanning’. You should then be presented with the following window:

![AutoPlay window](image)

Select ‘Open folder to view files’. Locate your file, either drag it onto the desktop to run it locally (remember to delete it after the lecture) or launch it straight from the USB drive.

**If no popup appears when you plug in the USB drive.**

Locate the ‘Computer’ icon on top left of the desktop and double-click it. From the window that appears, under the ‘Devices with Removable Storage’ section locate your drive (it typically will show up as the ‘E’ drive in room 501 and should have the following icon).

![USB drive](image)

Double-click it to locate your files stored on it.
3.2) Using a laptop to show class material on the projector

**Note:** If you are planning on accessing the Internet as part of your presentation ensure the laptop is connected to the school’s WiFi or plugged in to one of the available room network ports prior to class beginning. If you need any assistance setting this up please reach out to the helpdesk see ‘Support hours, procedures and contact information’ section at the end of this guide

1) Start by locating the projector screen and fully expanding it (see Projector Screen Correctly Expanded image on page 7).

2) Plug your laptop’s ‘display out’ connector into the cable highlighted on the Laptop Input Cables image that appears on page 8. *(Note that this could also be a tablet or any other device you have but in most cases you will need an adapter to translate its video out connector into the standard VGA type found on the cable.)*

If you plan to also use some audio on your device as classroom material plug the 1/8th inch audio cable, which is also highlighted in the Laptop Input Cables image, into the headphone jack on your laptop/device.

3) Locate the touchscreen panel on the lectern (see ‘View from behind the lectern’ image on page 3). It may be in a sleep state (screen dark) if nobody was using it prior to you that day. If so just touch the screen once and the following should appear.
Press anywhere on the screen to get to the 'home’ screen. You should now be presented with something that looks like this.

![Home Screen](image)

4) **Press the “Laptop” button.** After a few seconds you should hear the projector fan start to spin as the unit warms up. After about 30 seconds a logo image for the projector model will begin to appear on the pulled down screen, this is normal during the equipment’s boot process. This will then change to a blue screen as the projector connects to the Laptop input and should end with your laptop\device’s display appearing on the projector screen.

5) **When the presentation is over you have two options.**

   **a) Leave the Room Equipment Running**
   If you think there is another lecture following your own class it is advisable to leave the equipment on. This will save the incoming presenter from having to go through the complete startup process. In this instance just unplug your laptop or device from the VGA input cable and take it with you.

   **b) Shut Down the Equipment**
   If you want to do a complete shutdown of the system this is quite easy to do. On the touchscreen locate the large red ‘EXIT’ button on the bottom left and press it. A ‘Shutdown Confirmation’ message will appear asking ‘Are you sure you want to shut the system down’. Press the ‘No’ button to return to your presentation (this is just in case you unintentionally pressed EXIT) or the ‘Yes’ button to begin the shutdown process. The projector and room audio will power down. Unplug your laptop or device from the VGA input cable and take it with you.
3.3) Playing a DVD on the projector

The following steps assume you are using the dedicated DVD player in the room. It’s also possible to place a disk in the Desktop Computer’s drive and use any of the available media playing applications installed on it (VLC Player tends to work best). Some presenters prefer that method as jumping to certain points in the video are easier on a computer. To run a DVD that way just refer to the instructions from step-by-step guide 3.1 (Displaying a PowerPoint Presentation on the Projector), the steps for using the computer as a DVD player are very similar except instead of opening a presentation you will insert a DVD disk into the computer and the video should auto-launch.

1) Start by locating the projector screen and fully expanding it (see Projector Screen Correctly Expanded image on page 7).

2) Locate the dedicated DVD player by opening the cabinet doors below the computer keyboard tray in the lectern (refer to the DVD\VHS Player image on page 13). Press the eject button (the button to the right of the DVD tray that is marked with a symbol of a triangle above a rectangle). The tray will open, place your DVD disk on it and then press the eject button. The disk will begin loading.

3) Locate the touchscreen panel on the lectern (see ‘View from behind the lectern’ image on page 3). It may be in a sleep state (screen dark) if nobody was using it prior to you that day. If so just touch the screen once and the following should appear.
Press anywhere on the screen to get to the 'home' screen. You should now be presented with something that looks like this.

4) Press the VCR/DVD button.

5) After a few seconds you should hear the projector fan start to spin as the unit warms up. After about 30 seconds a logo image for the projector model will begin to appear on the pulled down screen, this is normal during the equipment's boot process. This will then change to a blue screen as the projector connects to the DVD player's input.

6) All of the commonly used transport controls for the DVD player will now show up on the touchscreen (there will be a button for DVD and VHS depending on what kind of media you are trying to control but the transport controls work the same on both units)
7) When completed, repeat the process from step 2) above to remove the disk from the DVD player.

a) Leave the Room Equipment Running
If you think there is another lecture following your own class it is advisable to leave the equipment on. This will save the incoming presenter from having to go through the complete startup process.

b) Shut Down the Equipment
If you want to do a complete shutdown of the system this is quite easy to do. On the touchscreen locate the large red ‘EXIT’ button on the bottom left and press it.

A ‘Shutdown Confirmation’ message will appear asking ‘Are you sure you want to shut the system down’. Press the ‘No’ button to return to your presentation (this is just in case you unintentionally pressed EXIT) or the ‘Yes’ button to begin the shutdown process. The projector and room audio will power down.

3.4) Using the document camera

1. Start by locating the projector screen and fully expanding it (see Projector Screen Correctly Expanded image on page 7).

2. Prepare the document camera, it is in a pull out drawer to the right hand side of the lectern (from the perspective of standing behind it facing out towards the class). By default it is in a folded state. Per the following diagram unfold the unit’s arms in order, note the highlighted green circle around step point
3. This is a locking button that needs to be pressed before the central arm with the camera on it can be unfolded.

3. Switch on the power on the document camera, the switch is located on the upper right hand side of the unit.
4. Place the document you want to display on the flat surface of the document camera.

5. Locate the touchscreen panel on the lectern (see ‘View from behind the lectern’ image on page 3). It may be in a sleep state (screen dark) if nobody was using it prior to you that day. If so just touch the screen once and the following should appear.

![New England School of Law]

**Touch Screen to Begin**

Press anywhere on the screen to get to the ‘home’ screen. You should now be presented with something that looks like this.
6. Press the ‘Doc Cam’ button. After a few seconds you should hear the projector fan start to spin as the unit warms up. After about 30 seconds a logo image for the projector model will begin to appear on the pulled down screen, this is normal during the equipment’s boot process. This will then change to a blue screen as the projector connects to the Document Camera player’s input.

7. The Desktop Computer’s VGA will also switch to display whatever document is being projected, this is designed to allow the presenter to face the class as instructing and referring the material being presented.

8. During the presentation there are a few controls on the front of the document camera unit you may find useful:

   **Zoom – Tele** = Zooms in on a document section to magnify it.
   **Zoom – Wide** = Zooms out to show a larger area of the document in a smaller font
   **Focus Near\Far** = Two buttons to help sharpen the image if blurring occurs.

9. When completed turn off the power on the document camera, refold the arms in the reverse order to those done in step 2 above (remember to press the locking button in order to fold down the camera arm). Return the unit to its concealed state by closing the drawer. From there you have two options for the rest of the equipment in the room.

   **a) Leave the Room Equipment Running**
If you think there is another lecture following your own class it is advisable to leave the equipment on. This will save the incoming presenter from having to go through the complete startup process.

b) Shut Down the Equipment
If you want to do a complete shutdown of the system this is quite easy to do. On the touchscreen locate the large red ‘EXIT’ button on the bottom left and press it.

A ‘Shutdown Confirmation’ message will appear asking ‘Are you sure you want to shut the system down’. Press the ‘No’ button to return to your presentation (this is just in case you unintentionally pressed EXIT) or the ‘Yes’ button to begin the shutdown process. The projector and room audio will power down.

3.5) Having a class recorded

This is a service available on request. Only review classes and make-up classes don’t require approval from the faculty Dean. No matter what the nature of the class being recorded is though the procedure is the same and involves you making a request online, below are some guidelines.

1) Go to the TMS home page (http://tms.nesl.edu), under ‘Faculty Center’ on the left of the home page click ‘Audio Visual Requests’ for the necessary form. This must be submitted within the minimum notice period for such requests (see the ‘Support hours, procedures and contact information’ section at the end of this guide for specifics)

2) Fill out the request form. Select ‘My class/event needs to be recorded’ on the form and make sure to specify in the appropriate section what type of media you want the class captured on

**Online Streaming Video** – The class will be available to view as a streaming video watched via a web browser

**DVD** – The class will be recorded directly to a DVD disk that can be made available in the library to be checked out for viewing or just given to a presenter to distribute as he/she sees fit.

**Both** – The class will be captured to both DVD disk and made available for viewing online.

Once the request is completed and has been submitted you will receive a confirmation Email.
3) The video that will be recorded for the presentation will be captured via the in room camera mounted on the wall at the back of the class. It is suggested that you verify the orientation of the camera is to your liking before the session begins.

**Adjusting the Camera Orientation**

First locate the Camera Viewer (*refer to the image View from behind the Lectern on page 3*). Switch the power button on (lower right hand side of the unit) and then use the buttons on the front of the viewer to adjust accordingly until you are happy with the display. The buttons are (in order):

- B = Brightness
- C = Contrast
- C = Color
- T = Tint.

**Note: these only affect the display on the Camera Viewer, not the camera view that appears on the recording.**

Next position the camera to an optimum angle to the way you want to present the class. To do this locate the touchscreen panel on the lectern (*see 'View from behind the lectern' image on page 3*). It may be in a sleep state (screen dark) if nobody was using it prior to you that day. If so just touch the screen once and the following should appear.

![New England School of Law]

**Touch Screen to Begin**

Press anywhere on the screen to get to the ‘home’ screen. You should now be presented with something that looks like this.
Press the ‘Room Cam’ button. The following should now appear.

Use the arrows and Zoom in\out to manipulate the camera image (you will see immediate adjustments happening on the Camera Viewer).

**Note: these changes directly affect the display on the camera and therefore what will appear on the recording.**
Where you may not need to normally focus on your position while teaching a class, when a recording is in progress best practice would be to be cognitive of not moving out of camera shot where possible for the duration of the class.

4) The audio that will be recorded for the presentation will be captured via the microphones in the room. For room 501 these are located in the ceiling (see section 9 of the Room Equipment Location and Description section at the start of this guide for more detail). Where you may not need to normally focus on your position and movement while teaching a class, when a recording is in progress best practice would be to stand behind the lectern so that the audio volume remains at a consistent level.

5) When your class is over just switch off the Camera Viewer. All recording equipment and work happens outside the room so there is nothing for you to do beyond that point. A helpdesk member will reach out to you when the recording has been prepared on the selected media (can take up to 24 hours to complete) with the necessary link or DVD disk.

3.6) Setting the lectern countdown timer to 30 minutes

A device that functions as both a clock and a countdown timer is embedded in the lectern (for exact location see View from behind the Lectern image on page 3)
1) To alternate between the clock and the countdown timer press the ‘Clock’ button on the top right of the unit. When in clock mode the yellow led light below the word ‘Clock’ will flash to denote passing seconds.

2) To engage the timer (assuming the unit is in clock mode) press the Clock button, the display should change to ‘0:00’ (if it changes to anything other than this it means the last user stopped the timer at a certain point and left it in that state. Simply press the ‘Reset Timer’ button below the display to force the unit to a fresh state.

3) Rotate ‘Set’ dial to increment to the desired start of countdown in minutes (the range is from 1 to 99 minutes)

4) When at the desired amount, press the ‘Start\Stop’ button to begin timer. The display will start to decrease time in seconds.

The ‘Speaking’ led green light will illuminate in a solid state
5) With 30 seconds remaining the ‘Speaking’ green led will begin to flash in increments of seconds.
6) With 15 seconds remaining the yellow ‘Wrap it up’ led light will illuminate in a solid state.
7) At 0:00 seconds the red ‘Done’ led light will illuminate in a solid state.

The process can be repeated if you wish to break down separate sections of your presentation. When you no longer have a use for the unit please switch it back to ‘clock mode’ by pressing the ‘Clock’ button.
Support Contact Information, Hours and Policies

Technology and Media Services Contact Information

Telephone:
From a phone on the school system: **7404**

Note: on the third floor of Stuart Street there is a phone handset located on the wall between room 302 (student lounge) and room 303, you just need to dial 7404 on this for helpdesk assistance.

From a phone not on the school system (e.g. your mobile): **617-422-7404**

Email: – [tms@nesl.edu](mailto:tms@nesl.edu)

Web Site: [http://tms.nesl.edu](http://tms.nesl.edu)

Technology and Media Services Hours of Operation

The TMS will now be open as follows:

- **During the academic year**
  - 9 a.m. to 9 p.m. Monday through Thursday
  - 9 a.m. to 5 p.m. on Friday
  - Staff can be made available for audiovisual requests on Friday evening, Saturday, Sunday, and holidays*
  - Remote support during winter break

- **During the summer**
  - 9 a.m. to 7 p.m. Monday through Thursday
  - 9 a.m. to 4:30 a.m. on Friday
  - Staff can be made available for audiovisual requests on Friday evening, Saturday, and Sunday*

* Staff will only be on site if a specific audiovisual request that needs assistance (e.g. class recording) is submitted within the minimum required notice period (see below).
## Technology and Media Services Required Minimum Notice Periods For AV Requests

To facilitate scheduling the necessary TMS staff resources to facilitate audiovisual requests, while still maintaining a service level for all of the other responsibilities that’s required from the helpdesk, the following minimum notice periods are in effect.

<table>
<thead>
<tr>
<th>Day</th>
<th>Minimum required notice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday through Thursday, 9 a.m. to 9 p.m.</td>
<td>24 hours</td>
</tr>
<tr>
<td>Friday 9 a.m. to 5 p.m.</td>
<td>24 hours</td>
</tr>
<tr>
<td>Friday 5 p.m. to 9 p.m.</td>
<td>By 5 p.m. on the preceding Wednesday</td>
</tr>
<tr>
<td>Weekends</td>
<td>By 5 p.m. on the preceding Monday</td>
</tr>
<tr>
<td>Holidays</td>
<td>By 5 p.m. on the preceding Thursday</td>
</tr>
</tbody>
</table>