

Classroom Technology FAQ

1. Who do I contact if I need help?

Call the IT Help Desk at **328-9866**. A support technician will be dispatched to your location.

2. What equipment is available?

Equipment varies room by room. A large-scale display device such as an LCD projector or Plasma monitor is typically available and oftentimes additional equipment such as document cameras, DVD players, and control systems are installed.

To learn more about technologies available in a particular location, consult the [Smart Classroom Database](#).

3. What software is installed on the fixed computers?

Generally, smart classroom PCs are Dell computers running Windows XP Professional with Office 2007 (Word, PowerPoint, Access, etc.) installed. All AntiVirus and security updates are performed automatically. If you need special software installed, please call the IT Help Desk at **328-9866** or e-mail cooketo@ecu.edu.

4. Can I save data on the hard drives of computers in the Smart Classrooms?

No. These PCs are protected with Deep Freeze software, which restores the PC to a standard setting every time it is rebooted. Any data saved on the desktop or within any folders of the hard drive will be removed during this process. If you wish to save data, use your preferred method of portable storage (CD, USB storage device, etc.).

You may also save data in your PirateDrive; this is password-protected network storage space. You must have a PirateID and Passphrase and be logged in to the INTRA domain to access it via "My Computer." Alternately, you can upload the data to PirateDrive by logging in to [OneStop](#) with your PirateID and Passphrase.

5. Should I shut down the computer when I am finished?

Please leave the computer on. These computers perform automatic maintenance functions on a nightly basis. However, if you have logged in under your PirateID and Passphrase, please remember to log off.

6. Can I play DVD's?

In most cases, yes. If you experience difficulty in getting a DVD to play, please contact the helpline at **328-9866** and someone will assist you.

7. How can I connect my laptop to the projector or other display?

Connecting cables can be found either on the lectern or hanging from a wall plate.

8. What if the specific equipment I need for class is not available in my Classroom?

You can submit requests for classroom upgrades or loaner equipment to cooketo@ecu.edu. We will make every effort to accommodate special needs.

9. Is there Internet access or wireless access in my Classroom?

Please visit the wireless Web site at www.ecu.edu/wireless to see where wireless is available; otherwise, all classroom computers have wired Internet access.

10. How do I schedule a classroom for a conference or non-ECU classroom event?

Please place a ticket with our helpdesk and someone will get back to you.

11. I want to use my Mac Powerbook in the classroom to display my lecture material. Is there anything special I need to know about hooking it up to the projector?

If they are running on an Apple laptop then depending on your laptop you will need a dongle. We will have a 15 pin VGA connection and a DVI-D connection. The dongle will have to take the connection/signal that the laptop provides and make it work with what we provide.