**McBurney Disability Resource Center**

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## DHH/Classroom Media Support Coordination

1. DHH identifies rooms/classes/students that will potentially work for remote CART along with considerations for what the overlap and staffing looks like.
2. DHH makes initial contact with the student about using remote CART and to check if they have a computer available
3. DHH makes initial contact with the faculty about remote CART beyond what she normally does for a CART user
   1. Using the room microphone and replacing battery as appropriate (emphasize that this is critical for remote CART to hear the audio)
   2. Repeating questions and comments
   3. Sound check – e.g. playing music before the start of class
   4. (optional) Turning on lecture capture as a backup
4. If needing to use a 3rd party provider, DHH initiates the scheduling portion
5. AT scouts the room/podium and test whether power/data/audio area available and where the access points are in the room. Include this information in the classroom database.
6. Contact Classroom Support, or the classroom’s departmental owner to begin conversation if you need ports activated, cables run, access to podium etc.
7. Create parts/supplies order list and place order (e.g. Andrea DAC, couplers, audio cables, Ethernet cables etc.)
8. Work with Classroom Support or other classroom/IT staff to get the infrastructure in place for providing audio source
9. Work with IT to get jacks activated/transferred/repaired as appropriate
10. Make contact with the student to get more info about their computer and to schedule a training time

## Technical Setup

## How do I setup the Podium computer?

1. Setting up the technology for the audio connection, including configuring computer as appropriate
   1. Podium Computer Configuration –
      1. Wake on LAN (bios and energy settings – turn off hybrid sleep)
      2. Turn off sleep/hibernate on lid close
      3. The desktop image should be a picture of the classroom with the number and name of classroom stretched to fill the desktop
      4. Change the Windows theme to windows classic to differentiate your desktop from the remote desktop
      5. Add Windows accounts to that you would like to be able to remotely login to the remote desktop list found under the “System Properties”> Remote” tab
2. Bios
   * 1. Recovery from power outage
     2. Auto boot at a particular time (e.g. 4am) in case computer gets shut off

## How do I setup the Skype account

1. Auto start on computer startup
2. Auto login
   * 1. Contacts – Need to add contacts that are allowed to call
     2. Settings (There is some duplication between areas of settings)
     3. Advanced audio settings
        1. Set Microphone and Speaker order
     4. Sounds
        1. Mute all sounds
     5. Auto-answer (but only from specific callers)
     6. Video settings
        1. People in my Contacts list only
     7. Enable Skype Wi-Fi
        1. Unchecked
     8. Privacy settings > Advanced
        1. Allow calls from > people in my Contact list only
        2. Automatically received video and share screens with  > people in my Contact list only
        3. Allow IMs from > people in my Contact list only
        4. Allow Microsoft targeted ads > unchecked
     9. Notification settings > probably uncheck all
     10. Calls > Advanced
         1. Allow calls from > people in my Contact list only
         2. Show call controls … > checked
         3. Answer incoming calls automatically  > checked
            1. Start my video automatically when I am in a call > unchecked
     11. IM & SMS
         1. Allow IMs from  > people in my Contact list only
     12. Advanced > Advanced Settings
         1. Use Skype to call callto: > unchecked
         2. Use Skype to call tel: > unchecked
         3. Keep Skype in the taskbar > checked
         4. Show Skype watermark > unchecked
         5. Help improve > unchecked
         6. Automatic updates > On

## How do I setup the Core Processor to connect via Skype?

We have two classroom audio options available now. The first is the Core audio process from classroom media support and the second is our regular method of installing a laptop in the podium.

1. If setting up Core for a writer, you’ll still need to setup a laptop in McBurney to pass the audio stream to the writer via Skype. To successfully setup this method follows the instructions below.
   1. Setup Skype as you would in step in the next step but:
      1. Use the Andrea USB\_SA headphone out and set this as the Computers default audio out (“Speakers/Headphones”)
      2. Once you open Skype set the input as the Andrea USB and the output as Andrea USB
      3. Run an audio cable from the Andrea headphone out to the Andrea’s audio in
      4. Use VLC to connect to the Core’s audio stream on the correct port. The writer on the other end of the Skype call will get the audio passed through from VLC

## Other testing

1. Making sure internal speakers are muted and stay muted after restarts, etc.
2. Restart after updates this will be something that needs to be checked for several times a week, particularly around Microsoft patch releases) If an unexpected restart does occur, make sure that everything logs in again
3. Check that computer does not become unresponsive (including to Skype calls) over short periods
4. Check that computer does not become unresponsive (including to Skype calls) over longer periods that obviously exceed sleep and other settings.
5. Computer turns on at designated time if it is shut down at the end of the day.

## Coordination with Student

1. Set up test/training with the student (ideally include the actual CART provider)
   1. Discuss where to sit in the classroom
      1. How to save a seat
      2. What to do if two desks/chairs are needed
   2. Connecting to the room (power, Ethernet/wifi)
      1. Importance of using Ethernet and turning off Wi-Fi if available (most students won’t do this and will rely solely on wi-fi)
      2. Importance of always plugging in
   3. Audio connection –audio pulled from inpodium machine – we have it set to our providers make the call to the machine and skype auto-answers
   4. 1capapp
      1. Using chat in 1capapp – can be used to interact with writer or CART support
      2. Alerting writer via chat when they should be hearing audio
   5. Fallback options (**digital recorder to turn audio into transcripts post-class, FM system, Lecture Capture, nothing if student chooses)**
   6. Storing the cables at the end of the class

## Workstation Setup for the CART provider

1. Ethernet cable/adapter
2. External monitor with mDP and USB hub (or external hub)
3. Power Supply
4. External keyboard and mouse
5. Headphones (likely to be provided by CART staff)

## Workstation setup for in podium computer

1. The network jack that computer sits on should have remote desktop enabled for all users that may need to connect remotely – you’ll need to remote into machine for maintenance and status checks
2. Audio cable needs to be run by classroom media support so that it sits in the podium and runs to machine
3. Install a cable lock for machine
4. Run an Ethernet cable for podium PC, at this time you may need to run an Ethernet cable from the podium for the student
5. Document full computer name, username, and password, so you’ll be able to remote into machine
6. Account setup/documentation
   1. Document Skype account information
   2. Document Computer accounts
   3. Document Skype accounts for internal remote CART providers
   4. Document 1capapp accounts for students
   5. Document 1capapp accounts for CART providers – writer accounts – different than student accounts

## 1CapApp Maintenance

Create 1capapp repeating events for the class and remove events that won’t occur (e.g. Thanksgiving) (**Timeline- this should be done 2 weeks before semester starts)**

1. Log in to 1CapApp at [www.1capapp.com](http://www.1capapp.com)
2. Click on “Setup Sessions” on the left side of the screen
3. Under “Create New Session”, choose the present “Student” and then click the “Create” button
4. Name the session with an appropriate name
5. Leave the session type as private
6. Be sure to set the correct date and start time for the session, be sure US/Central Time Zone is checked
7. In the writers section remove any automatically assigned writers and assign the appropriate writer to the session
8. In the viewers section select the account used for CART support and the appropriate student account
9. If recurring, check the box and enter the proper attributes – be sure to remove any sessions that will not happen e.g. Friday after thanksgiving, spring break, etc.)
10. Click save and check that your session shows up properly
11. Confirm that the 1capapp event that is being used matches the date of the event (sometimes this gets out of sync…. E.g. if an event is closed Accidentally)
    1. Check and cancel events in 1capapp if a student cancels a request – student should let us know when they have in class exams and don’t need CART

## Before Semester Starts

1. Training with the CART provider (McBurney or 3rd party)
   1. Create test 1capapp event
   2. Make sure that 1Connect program is current for CART– (**1Connect- downloaded from writer’s 1capapp.com user portal)**
   3. 3-way audio calls to let support listen in
2. Establish and document what happens when the primary CART provider can’t make it
   1. Who will it be
   2. How will they get login info?
   3. Scheduling time to check that everyone is able to connect OK as issues are more likely to arise
3. Documentation/references/cheat sheets for:
   1. Student
   2. Professor
   3. IT staff supporting the professor
4. Backup/system failure options (depending on student and possible scenarios that could happen)
   1. Additional recording device or program in podium – hasn’t been addressed but possibly installing audacity to record if skype is unable to make a connection – we would still need to remote in to start the recording
   2. Additional recording device or program at McBurney
   3. Student carrying digital recorder
   4. Lecture capture
   5. Notetaker
   6. Using ALD as alternate way to get audio

## Podium Remote Desktop computer information

1. BEFORE CONNECTING – In Remote Desktop Connection set Local Resources tab > Remote Audio to “Play on remote computer” (If you don’t, then it drops the call and doesn’t shows the mic and audio devices anymore as it is trying to associate the audio with the computer you are remoting from. Not having this set may have been what stopped Skype from auto answering)
   1. When remoting in, it seems to place the current call on hold. Need to push the play button again ASAP to minimize the drop-in audio for the CART provider.
   2. Don’t remote into the Remote CART Audio computer from the same computer that you are calling on via Skype. This results in both ends of the call on the same computer.
   3. Skype auto-answer – If Skype stops auto-answering, quick fix is to manually answer. Fix seems to be QUITTING and restarting Skype.

## Ongoing Maintenance

1. Make sure restarts happen after updates installed – If installing updates remotely be sure to navigate to windows updates, install the updates, and then choose to restart and not shutdown, to restart you may have to hit alt+f4 on remote machine to trigger dialog
2. Perform other maintenance on computers as appropriate
3. Status and troubleshooting check-ins with
4. Student
5. Faculty
6. CART provider
7. Check technology periodically
8. Computers not tampered with
9. Cables still taped securely