



The Smart Classroom: Getting Help

When you are using the Smart Classroom there may be times when you may have problems with a piece of equipment or need to have a question answered. There are a few ways for you to get help. The office hours for the Office of Classroom Support are Monday - Thursday 8 am to 8 pm, Friday 8 am to 5 pm. The fastest way to get help is to press the Help button on the intercom.

STEP 1 Using the Intercom

1. For urgent support issues, you can use the black box labeled "ii3intercom" located on the podium.
2. If you need to request help, hold down the **PUSH TO TALK** button. You will hear a loud beep.
3. Lift your finger off the **PUSH TO TALK** button and someone should answer you in a few minutes.
4. After you have made contact **DO NOT** press **PUSH TO TALK** again. Speak with the technician normally and explain your problem.



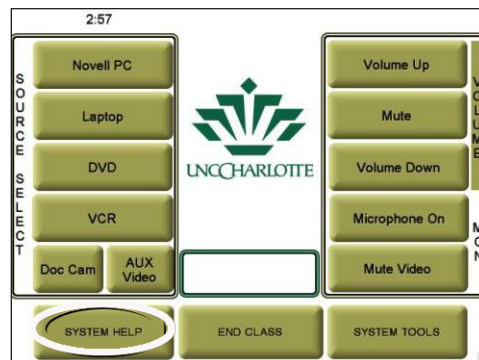
Your screens may look different depending upon your configuration.

STEP 2 Using the Touch Panel

1. On the podium, you will see a touch panel.



2. Once you have started the class, and you need help, press the **SYSTEM HELP** button which is located in the lower left of the touch panel. The do you really need help screen is displayed.

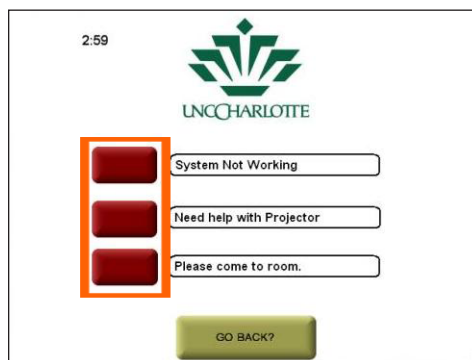


3. There are three choices:
System Not Working
Need help with Projector
Please come to room

4. Press the red button next to the option you need help with.

5. A staff person from the office of Classroom Support will answer your help request in a few minutes over the ii3intercom.

6. On the ii3intercom, press the **PUSH TO TALK** button to talk to the technical support person.



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STEP 3 Calling Tech Support

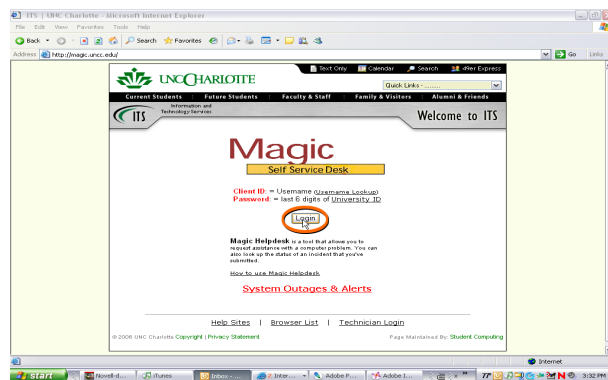
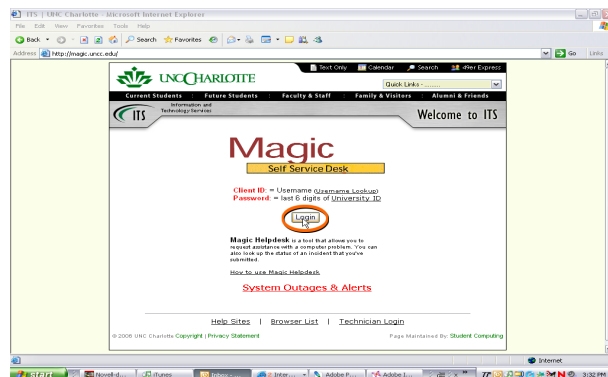
1. If there is a telephone in your classroom, you can call Tech Support at extension 7-3100 and select option 3.
2. If you are using a cell phone, you must dial the complete number, including area code at 704-687-3100 and select option 3.

STEP 4 Sending an Email

1. For non-urgent issues, you can send an email to the following address: classhelp@email.uncc.edu.

STEP 5 Submitting a Magic Ticket

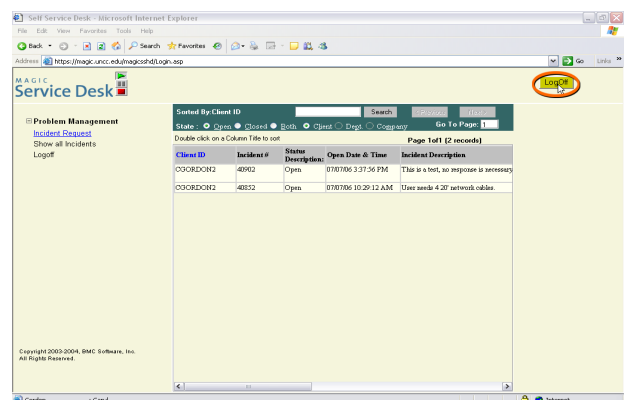
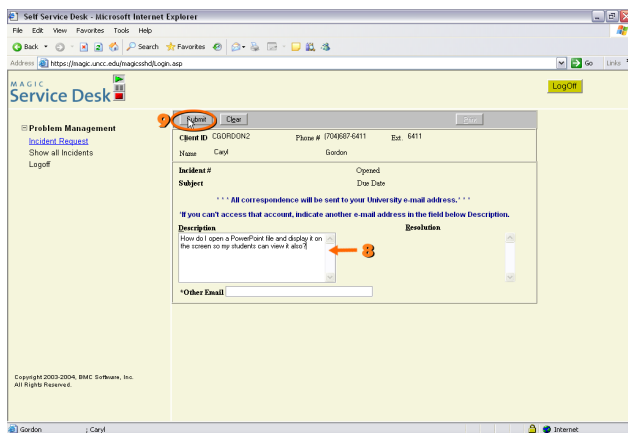
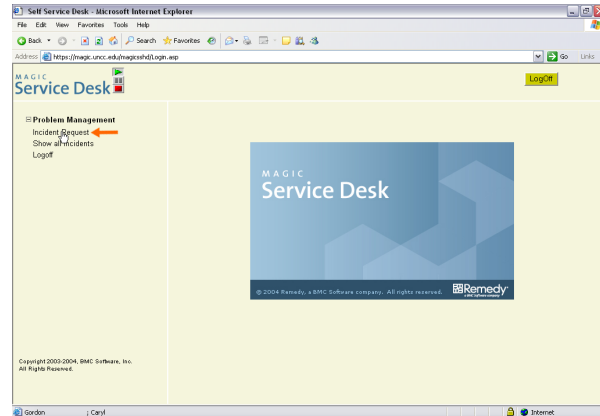
1. For non-urgent issues, you can submit a Magic ticket. Open your browser, click in the address bar and type <http://magic.uncc.edu/>. The Magic Self Service Desk screen is displayed.
2. Click **Login**. The Magic Service Desk login screen is displayed.
3. Enter your Client ID.
NOTE: Your Client ID is your 49er Express User Name.
4. Press **Tab** to move to the Password field.
5. Your Password is the last six digits of your University ID.
6. Click **Sign In**. The Problem Management screen is displayed.



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STEP 5 Submitting a Magic Ticket - Continued

7. On the left side of the screen, click **Incident Request**. An Incident Request form is displayed with your Client ID, Phone, Extension, and name filled in.
8. In the Description text box, type your question or describe your problem.
9. Click **Submit**. Your open requests are displayed.
NOTE: All responses will be sent to your University email address. If you would like the response to be sent to an alternate email address, type the address in the "Other Email" text box.
10. Click **LogOff** to close the Magic application. An informational dialog box is displayed.

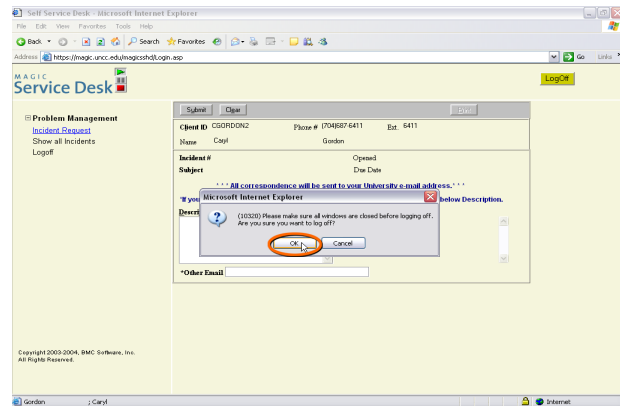


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STEP 5 Submitting a Magic Ticket - Continued

11. Click **Yes**. The Magic application will close.

12. You can close the browser window.



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