

Principles of Technology Support

Introduction to Technology Support

- Welcome
- Knowing the Essentials
- How to Take this Course
- Quizzes, Tests, Progress and Course Completion
- Course Features
- Introduction to Technology Support
- Roles and Responsibilities of Technology Support
- AV Applications
- The Road Ahead

Customer Service for Technology Support

- Introduction
- Who Are Your Customers?
- Good Service, Better Service
- The Customers Needs
- When Not To Provide Service
- Service Beyond Your Scope
- Customer Service Strategies
- Form Relationships
- Empathize
- Be Proactive
- Managing Challenging Customers
- Provide Ethical Service
- Customer Service and Copyright
- Etiquette in Customer Service
- Proper Etiquette When Operating Equipment
- Customer Service Guidelines

Effective Communication

- Introduction
- Face to Face Communication
- Sensitive Communication
- Speaking on the Phone
- Business Writing
- Email and Online Chat
- Fax
- Selecting the Form of Communication
- Communicating with Colleagues
- Collaborating
- Terminology
- IT Terminology
- AV Terminology
- Communicating with Your Manager
- Negotiating
- Effective Communication Summary

Educating Your Customer

- Educating Your Customer
- Getting to Know Your Audience
- Formatting Instructions
- Writing Instructions
- Teaching Procedures: Creating Meaning
- Teaching Procedures: Modeling
- Using Graphics in Instructions
- Graphics and Your Audience
- Teaching and Writing Procedures

Temporary Display System Setups

- Temporary Systems
- Signal Flow
- Inputs and Outputs

- Connectors
- Temporary System Setups
- Computer and Projector System
- Computers
- Projectors
- Computer and Projector Connectors
- Projector Functions
- Power
- Projection Screens
- Connecting a Laptop to a Projector
- Multiple Computer Setups
- Switcher
- Connecting Two Laptops to a Projector
- Multiple Projector Setups
- Connecting Two Projectors to a Computer
- Video Source and Projector System
- Video Sources
- RCA (Phono) Connectors
- Connecting a Video Source to a Projector
- Video Monitor Setups
- F Connectors
- Connecting a Television to a Video Source
- Laptop and Television System
- Scan Converter
- Connecting a Laptop to a Television
- Overhead Projector
- Setting up an Overhead Projector
- Slide Projectors
- Slide Projector Lamps
- Changing a Slide Projector Lamp
- Setting up a Slide Projector
- Summary

Temporary Audio System Setups

- Temporary Audio Setups
- Microphones
- Types of Microphones
- Preamplifier
- Mixer
- Equalizer
- Amplifier
- Loudspeakers
- Mono, Stereo, and Multi-channel
- Placement of Loudspeakers
- Connectors Used in an Audio System
- 1/4 Inch Phone Connectors
- XLR or Cannon Connectors
- 1/8 Inch Phone Connectors
- Connectors
- Audio Reinforcement for Three Presenters
- Connecting a Video Player to a Audio Playback System
- Summary

Room Setup Considerations

- Room Setup Considerations
- Equipment Cases
- Carts
- Transporting Equipment
- Furniture Arrangements
- Conference Room
- Classroom
- Meeting Room with Round Tables
- Meeting Room with U-shaped Seating

Meeting Room with Theater Seating
Room Setup Considerations Summary

Technology Troubleshooting Basics

Troubleshooting
Preventive Maintenance
Crash Kits
Intermittent and Reproducible Problems
Troubleshooting Process
Symptom Recognition
Symptom Elaboration
List Probable Faulty Functions
Localize Faulty Function
Problem Isolation and Failure Analysis
Summary

Top Ten Requests for AV Support

The Top 10 Common Audiovisual Problems
I Cannot See an Image
Toggle the Computer Display Output
Changing Computer Resolution
There Is No Sound
I Hear Feedback
My Control Panel Is Locked Up
My Slides Are Stuck
My DVD Will Not Play
My CD Will Not Run On My Computer
I am Not Getting an Internet Connection
The Projector Keeps Turning Off
My Microphone Will Not Work
Summary

Course Completion

Completion Certificate
Your Professional Development
Course Evaluation
Course References
Resources
Course Acknowledgements