Tips for Interacting with CETS

Helping to Serve
Please contact CETS...
• Any technical issues that may occur in a reserved space
• Questions concerning equipment needs for an event
• Ordering equipment for a department and need recommendations

Useful Resources or Easier to Find
• Telecommunication offers conference phone setup
• UNT CLEAR for scheduling video conferences with other UNT System sites
A/V Equipment w/Room Reservation

CETS “Daily Schedule” is taken directly from the Event Management System (EMS). All additional equipment (equipment not permanently installed in a room) that has been requested on any given day for a room reservation is automatically a part of that “Daily Schedule”.

Room Equipment Discovery

1. Login to EMS (Room Scheduler)
2. Click the room number you are interested in reserving (This can be done in many places within EMS)
3. Select “Features” tab, a list displays all equipment permanently in that room
4. Place reservation
5. If what you need is not on the room list of equipment it may be added to your reservation
Add A/V Equipment to Existing Room Reservation

1. In EMS go to “View My Reservations”, select the reservation to add A/V
2. Click the green plus sign
3. Select “AV”
4. Click the plus sign next to:
   a. Additional AV (equipment)
   b. Technical Services
5. Make appropriate selections
6. Save

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When are rooms/podiums unlocked?

- **Weekdays** only, the room/podium will be unlock by CETS in rooms with a reservation as long as the reservation was confirmed at least 36 hours prior to event start.
  - If the room confirmation was received less than 36 hours prior to event start it will be necessary to contact CETS directly to ensure the room/podium is unlocked. Please include date, time and room number.

- **Weekend** use, please add “Access to Podium equipment (Weekend Use)” to your room reservation when needed so CETS will know to leave the podium available for your reservation.
  - CETS does not have weekend hours. If you are unsure how to operate the equipment for your weekend event please contact CETS for a brief training session prior to your event.
Audio/Visual Equipment Check Out

• Cets provides a variety of equipment for check out to meet your needs
• Items commonly checked out:
  • Easels
  • Laptops
  • Projectors
  • Portable sound systems

• Standard check out period of 2 weeks.
• Extended checkout with prior approval only
• Equipment is for UNTHSC business only.
• Students must have their department/school check out equipment for their use.
• Please contact CETS for availability or Questions, CETS at x2481
Video Conferencing

Video Conference - scheduling with another UNT System site?
• All video conferences connecting to another UNT site are scheduled through CLEAR in Denton.
• Please do not place a separate room reservation, simply request the preferred room on the CLEAR form.

Scheduling with a non-UNT site?
• For video conferences that are not connecting with another UNT site please contact CETS Video Conferencing

Web Conferencing
• WebEx – CETS supports
  • Please contact CETS for additional information.
  • NOTE: For two way communication during a web conference please contact Telecommunications to have a conference phone installed for use. There is a fee of for this service.

Definitions
Video Conferencing - provides real-time two-way audio/video communication between two or more locations. Video Conferencing requires specialized equipment on both ends for a successful connection.
Web Conferencing - provides live audio/video communication between two or more locations to conduct meetings, training, or presentations via the Internet. In a web conference, it is common for each participant to sit at their own computer and connect to the web conference via the Internet and a phone or VOIP (which uses the Internet for real time audio communication and eliminates the need for a telephone).
How It Happens Simplified

Event Management System (EMS)

Door Sheets and CETS Daily Schedule - Printed each afternoon from EMS for the next day.

CETS Daily Schedule – Is a “by the hour” list of all scheduled events complete with request for: Additional A/V equipment, CETS service request and Tech assignments.

Morning Rounds - CETS Techs go to each reserved room to put out Door Sheets, unlock podiums and set out any equipment needed for morning reservations in accordance with the Daily Schedule.

Ending the Day - CETS is responsible for locking/securing podiums, retrieving additional CETS equipment and removing door sheets.

CETS Email – Used to supply CETS with special instructions concerning a room reservation. CETS techs then add notes to the applicable room reservation in EMS.

Throughout the day CETS Techs are on the move.

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Other Happenings in CETS

As with anything, there is more happening than that which is scheduled. When not on a scheduled assignment CETS Techs continue to...

- Respond to incoming emails and Phone calls

- In conjunction with UNT CLEAR, schedule video conferences
- Schedule request for use of the Library Computer Labs, for questions contact CETS Library Scheduling
- Provide consultation to other departments concerning departmental audio-visual purchases
- Prepare for upcoming events including consulting with event coordinators to ensure their needs are met

- Update, Repair, Replace and Upgrade classroom and stocked Audio-Visual equipment
- Explore new possibilities in technology
- Special Projects

- Training for the CETS team to continue to expand our current knowledge base
- Provide instruction to our customers:
  - Podium/classroom Use
  - Audio-Visual Equipment Checkout Use
  - iClicker Software
  - Event Management System (EMS) as it relates to their Audio-Visual needs and/or Library Computer Labs
What is “CETS”? 

Classroom and Events Technology Support or “CETS” is the UNTHSC group that provides Audio-Visual and related support for the technology in the classrooms and special events both, on and off campus.

“Audiovisual” ??
Merriam-Webster Online definition:
1: designed to aid in learning or teaching by making use of both hearing and sight
2: of or relating to both hearing and sight

At UNTHSC this includes:
• The “Crestron” systems in the classrooms that allow the presenters to select what their audience see and hear all from a touch panel at the podium.
• Equipment examples:
  • Projectors
  • Portable sound systems
  • Microphones
  • Document Camera
  • Easels/Flipcharts

Related...
• Video Conferencing
• Streaming Events
• Computer Labs in cooperation with Helpdesk
• Recording CER Events