

Instructions for Using 3-119 Classroom Technology



Please leave this document in the classroom!

Important Contact Information

- For All Emergencies: 911 (Use classroom phone!)
AED & First Aid is located in or near 3-102
- YC Campus Police: 311 or x2185 if using campus phone (928-776-2185 from your cell phone)
- Non-Emergency Campus Safety: 928-237-0420
- OLLI Office: x7634 (928-717-7634)
- IT Help Desk: x2168 (928-776-2168)

Updated January 14, 2023

Room 3-119 Classroom Technology

Updated January 14, 2023

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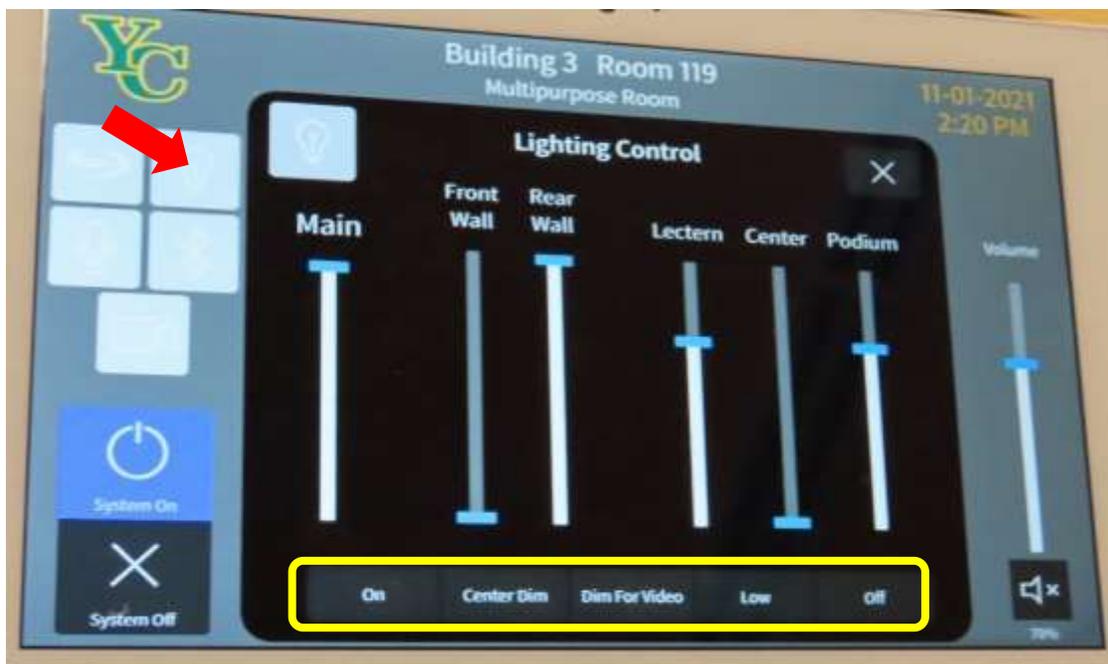
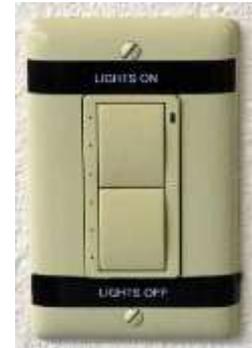
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Room equipment and software applications are replaced and/or updated as needed, so the room configuration may not match exactly - but the functionality described in this document should be identical. The latest version of this document can be found on the OLLI website.

TURN CLASSROOM LIGHTS ON/OFF

The room lights can be turned on and off by the switch mounted on the wall by the door nearest the cafeteria. The top switch turns all the room lights on and the bottom switch turns all the lights off.

The classroom lights can also be controlled via the **Control Pad**, regardless of whether the system is turned on or off. Tap your finger on the lightbulb button to display the lighting control options.

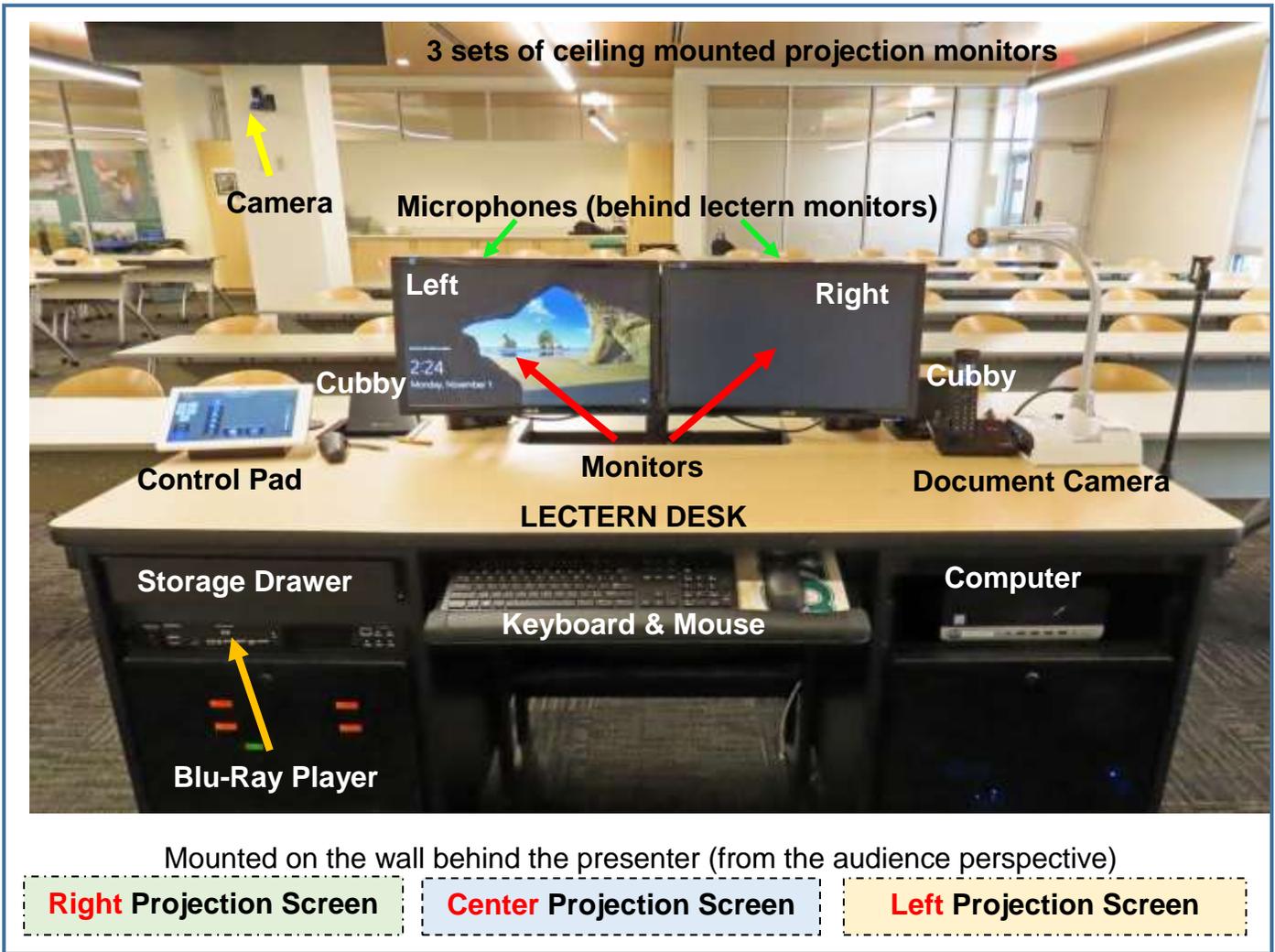


The options along the bottom of the screen automatically adjust the room lights for most situations:

- **On** turns all lights on
- **Center Dim** is good for PowerPoint presentations and displaying other computer content as only the center lights in the room are dimmed
- **Dim for Video** should be used when playing videos as the side lights also are dimmed
- **Low** turns all the lights down, but not off
- **Off** turns all lights off (which creates the perfect environment for napping)

The room lighting can be customized by adjusting the sliders that control the **Main**, **Front wall**, **Rear wall**, **Lectern** (desk), **Center**, and **Podium** lights. Use your finger to drag the blue slider up to increase the lighting and down to decrease the lighting.

EQUIPMENT LOCATION



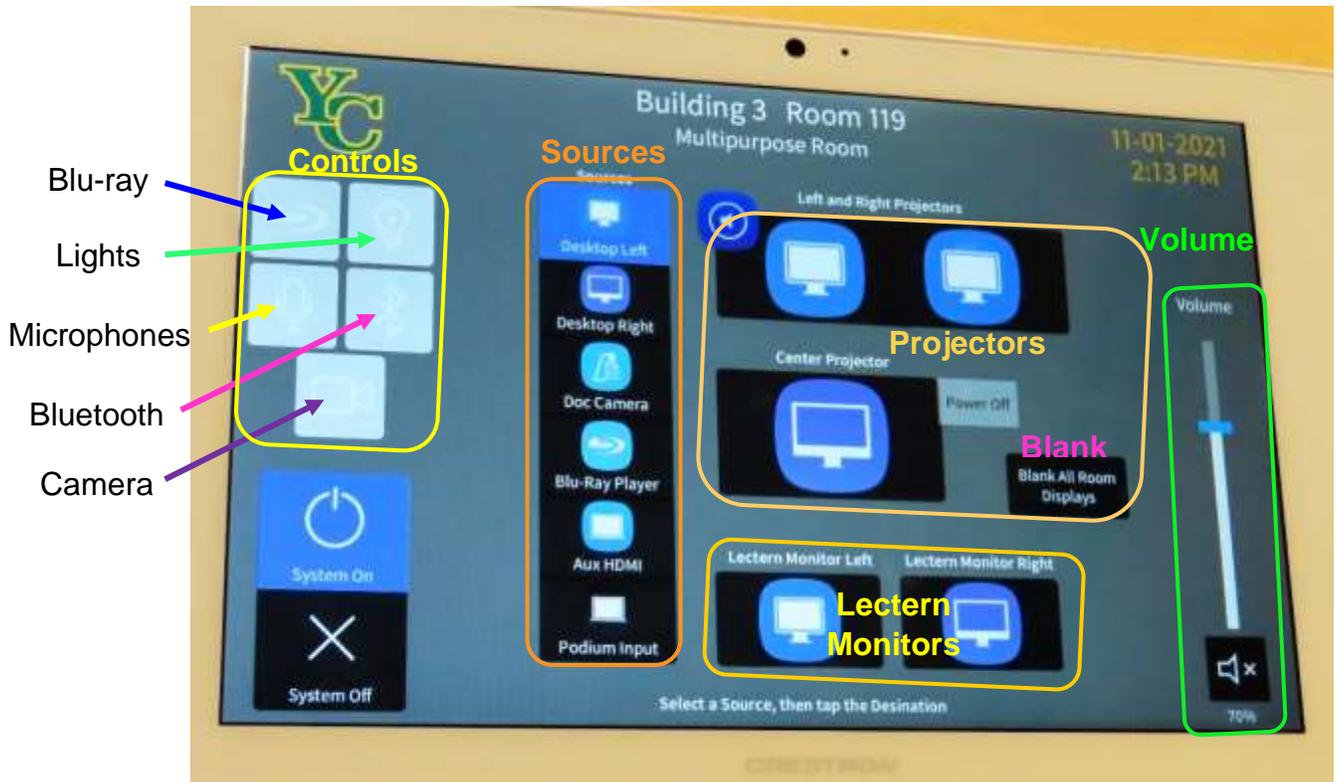
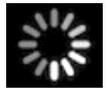
Note that the Podium has an identical control pad plus a keyboard, mouse, and flexible microphone attached to the podium (turned on/off by a button at the base).

TURN ON AND CONTROL THE PROJECTION SYSTEM

Use the Creston touch Control Pad to activate and control the projection system, sound system, lights, and other attached equipment by tapping **System On**. Note that the current equipment configuration is highlighted in blue – so the system is currently off.



When the system is turning on, a spinning wheel symbol appears on the control panel in the **System On/Off** buttons location. The room lights are turned on, the projection screens behind the lectern and TV monitors scattered throughout the room are lowered, and the computer monitor contents are displayed on both the projection screens and on monitors. Be patient and wait until the **System On** button reappears (highlighted in blue) and additional buttons appear before attempting to reconfigure the system.



Control Pad Options:

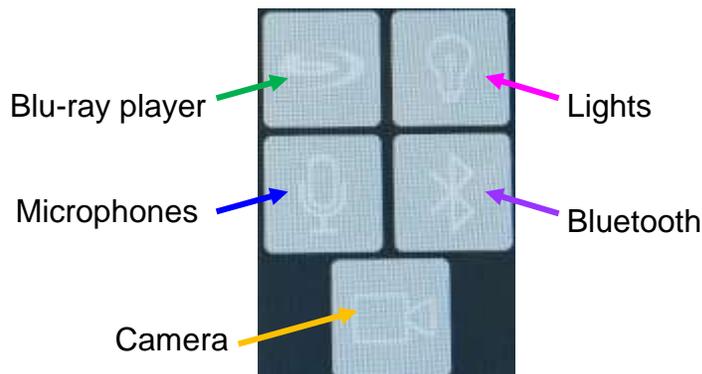
1. **System On and System Off**

The button that is highlighted in blue is active – so the system is on in this example.



2. **Controls**

Tap the icon to display controls for:

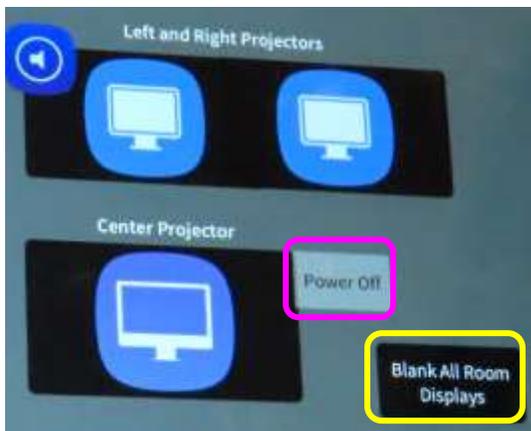


3. Sources

With dual monitors, you can project the contents of each monitor onto a different projection screen. The default system configuration projects the Left Lectern Monitor (**Desktop Left**) contents onto the Left and Right Projection screens and the Right Lectern Monitor (**Desktop Right**) contents are displayed on the Center Projection screen. You can change the source to be projected throughout the room from the computer monitors (**Desktop Left** and **Desktop Right**), to the **Doc Camera**, **Blu-Ray Player**, a device attached via the **Aux HDMI** connector, or **Podium Input**. First tap on your source and then select the projector.

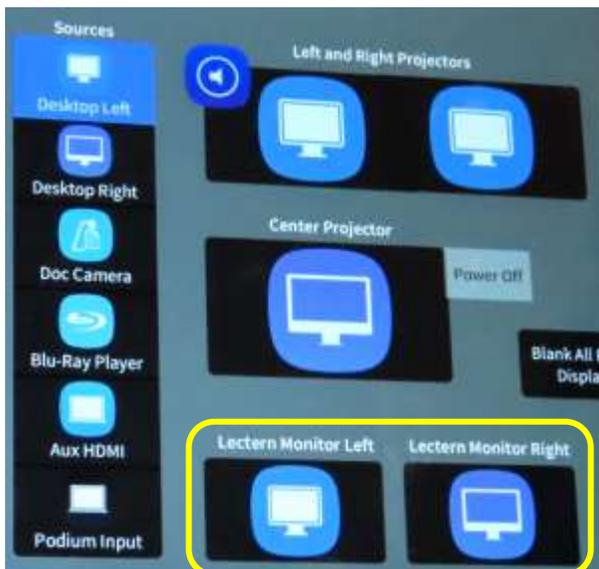
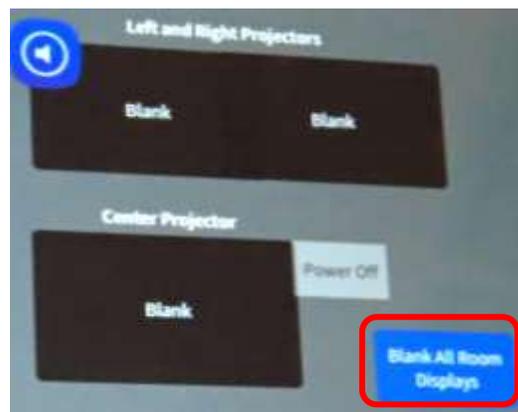


4. Projectors



The **Center Projector** and the **Left and Right Projectors** are also displayed on the 3 sets of monitors in the room. To change the content displayed, first select your source then tap on the **Center Projector** or **Left and Right Projectors** icons. If your presentation does not include projecting material onto the center projection screen or you need access to the white board behind the screen, tap the Center Projector **Power Off** to retract the screen and conserve the projector's light bulb life.

Tap **Blank All Room Displays** to stop projecting images to the screens and room monitors. The button will turn blue (indicating it was selected) and the projector screens on the Control Pad will turn black with **Blank** displayed inside them. Note that the computer monitors are not affected. Tap on the blue **Blank All Room Displays** button to begin projecting again.



5. Lectern Monitors

Whatever source is selected is displayed on the Lectern Monitors. By default, **Desktop Left** (the classroom computer left monitor ) is set to **Lectern Monitor Left**. Likewise, **Desktop Right** (the classroom computer right monitor ) is set to **Lectern Monitor Right**.

You can change the source that is displayed on the left and right lectern monitor. Tap on a new source (**Doc Camera**, **Blu-Ray Player**, a device connected via the **Aux HDMI**, or **Podium Input**). Then tap on either

Lectern Monitor Left or **Right** at the bottom to change the monitor's display source.

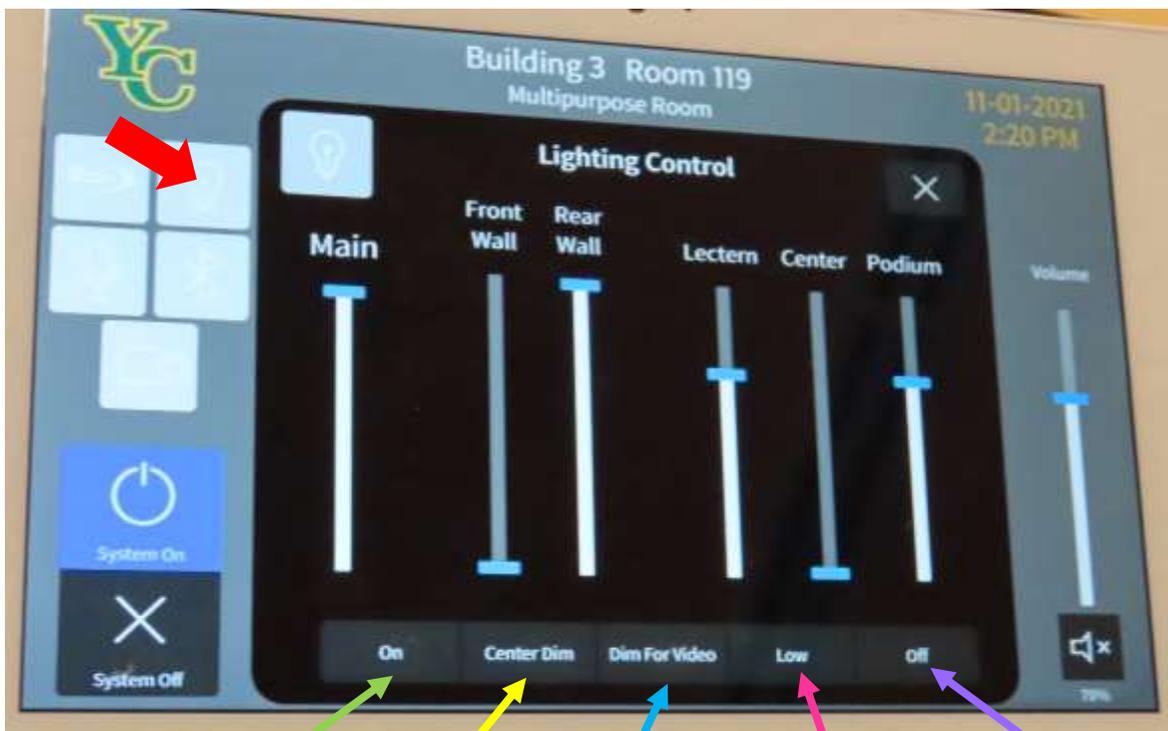
6. **Volume**

Adjust the volume using the Volume slider on the right-hand side of the Control Pad. Place your finger on the blue bar and drag it up to increase the volume or down to decrease the volume. The volume percentage is displayed underneath. The black mute button at the bottom of the slider will turn off the audio source (but not the microphones) when it is tapped. Drag the slider bar up to turn audio back on.



CONTROL CLASSROOM LIGHTING

1. To display the lighting controls on the Control Pad, tap on the **Lights** (light bulb) icon.
2. Buttons along the bottom of the screen set the room lights to predefined levels.
3. The **Main** lights, **Front** and **Rear Wall** lights, **Lectern** lights, **Center** lights, and **Podium** lights can be individually controlled by using your finger to slide the corresponding blue bar up for brighter lighting or down for dimmer lighting.



Turn all lights **On**

Dim the **Center** lights

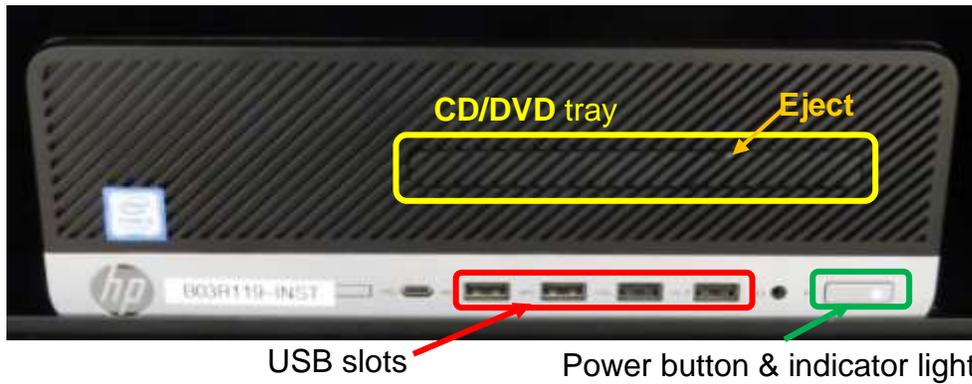
Dim for Video

Turn all lights **Low**

Turn all lights **Off**

LOGIN TO THE COMPUTER

1. The Windows 11 PC is located to the right of the keyboard tray. Verify that the computer is turned on by looking for the power button indicator light. If the light is off, press the power button to turn the computer on.



- Verify that both lectern monitors are turned on by looking for a blue light on the raised button *underneath* the right-hand side of each monitor. If the light is off, press the button.

If the monitor is turned on but is totally black, press any key on the keyboard to display the locked screen.

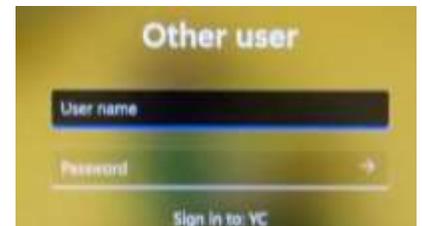


Monitor power button

- As instructed on the locked screen, press the keyboard **Ctrl**, **Alt**, and **Delete** keys (circled in red on the keyboard) at the same time to login.



- When prompted, accurately enter the provided user name and password then press the keyboard **Enter** key. Note that the user name is *not* case sensitive, but the password *is* – so capitalize letters if required. Be patient, as it may take some time for the system to initialize!

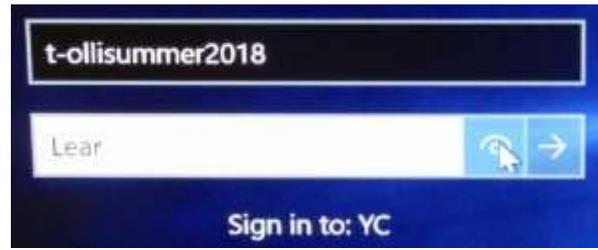
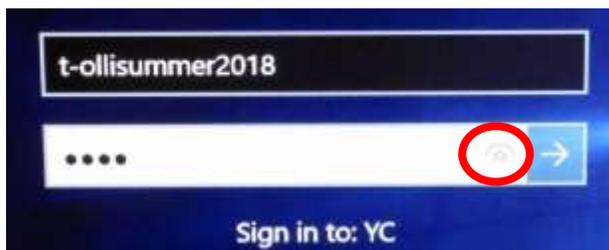


- When the pop-up window asking for your CAS login credentials for printer access appears, click the **Cancel** button.



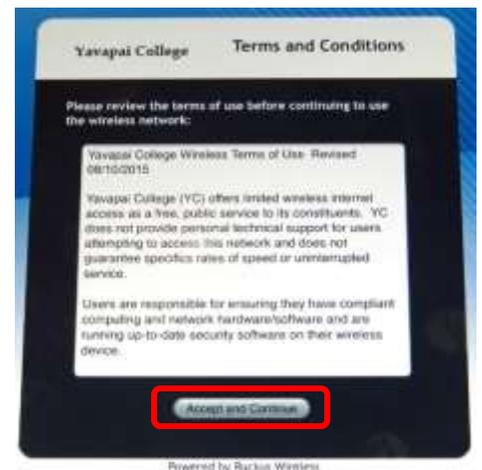
Unsuccessful Login

- Verify that you typed the correct user name.
- Make sure **Caps Lock** is turned off. When turned on, the Caps Lock indicator light in the upper right-hand side of the keyboard will be lit. To turn Caps Lock off and revert back to lower case letters, press the **Caps Lock** button on the left-hand side of the keyboard.
- Display the password to confirm you typed it correctly. When typing your password, the characters are hidden for security reasons. You can display the password characters already typed by clicking on the eye  symbol that appears on the right-hand side of the password window.



CONNECT TO THE INTERNET

The computer is hard-wired to the Internet, but portable devices can connect to the Yavapai College wireless network by selecting the **YCRoughAir** network. After reviewing the terms of use, you must choose **Accept and Continue** to establish a wireless connection.



PLAY A VIDEO

Play Video on Internet (YouTube, TED, etc.)

Open a web browser (Firefox, Edge, or Chrome) by clicking on the icon on the desktop or along the bottom taskbar. Then navigate to the video source.



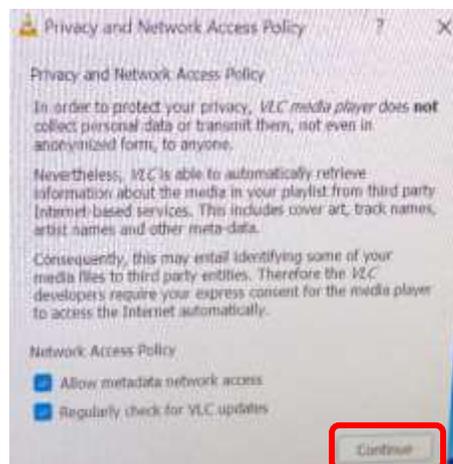
Play Video or Access Files on USB/Flash Drive

Insert your drive containing the video or other files into one of the USB slots in the front of the computer. If your device does not automatically open, click on the desktop **This PC** icon to access it. Under **Devices and drives**, click on your drive (*USB Drive E* in the example) to open it and access your files. When you click on your video it should begin playing with VLC.



Play Video on DVD

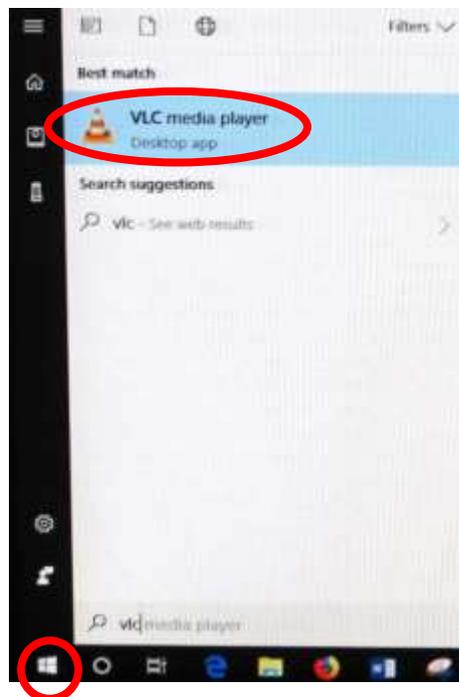
Open the computer DVD tray by pressing the colored spot on the camouflaged tray (there is no button). Insert your disc making sure it is seated correctly by snapping it into the spindle. Then gently push the tray back into the computer. The DVD should automatically begin playing. If it doesn't, try reseating the DVD (open the tray and close it again). If that doesn't work, click on the desktop VLC icon (traffic cone 🚧).



When your DVD begins to play, a privacy and network access policy pop-up window appears. Select **Continue** at the bottom of the window or just close the window by clicking on the **X** in the upper right-hand corner.

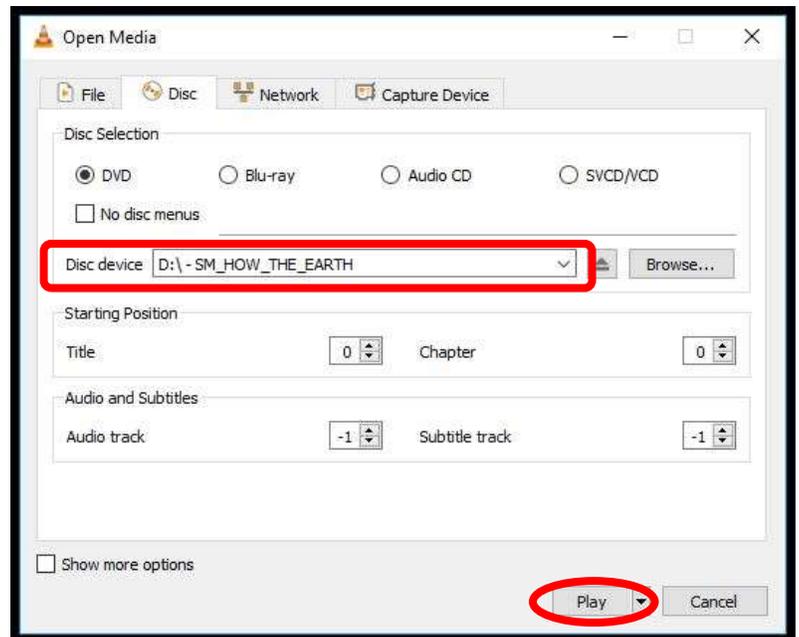
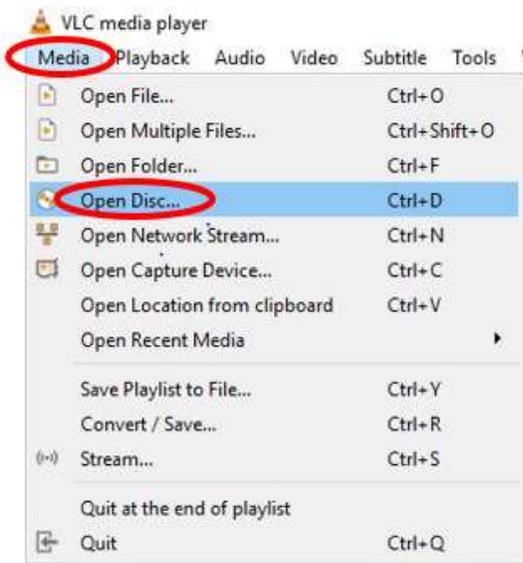
The VLC icon doesn't appear on the desktop

1. Click on the **Windows Start** icon  in the lower left-hand corner of your monitor or on the keyboard and type "vlc" without the quotes. Note that a search box does not appear until you begin typing.
2. Windows will find all instances of VLC, and the first one listed will be the desktop app. Click on the **VLC media player** desktop app to start the application.



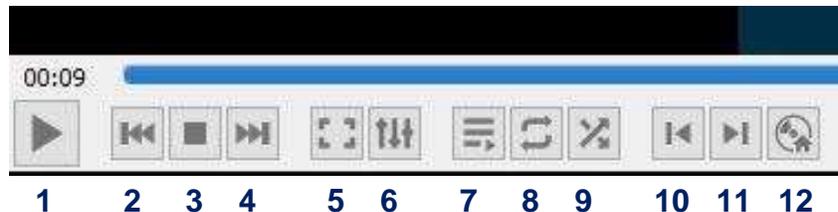
VLC doesn't automatically play the DVD

1. After opening the VLC Media player, click on **Media** then **Open Disc** (or press the **Ctrl** key plus the **D** key simultaneously).
2. The title of your DVD should be displayed in the **Disc device** window. If VLC can't read the title (which happens with some Learning Company DVDs), it will display "Unknown DVD". Click on the **Play** button.

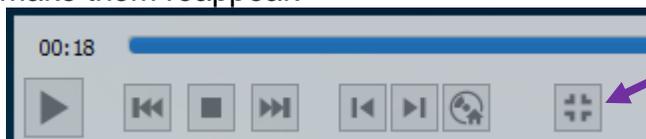


VLC Control Buttons, Shortcuts, and Adjustments

Below are the **VLC controls** (located on the lower left-hand corner of the application) and their descriptions.



1. When pressed, the **Play** button will display two vertical lines that allow you to **Pause** the video until the Play button is pressed again.
2. The **Rewind** button reverses the video. You can also adjust the playing position by moving the blue slider bar above the controls backwards or forwards to a specific time.
3. The **Stop** button stops playing the video.
4. The **Fast Forward** button advances the video.
5. The **Full Screen** button enlarges the video to cover the entire screen. In full screen mode, the control buttons are hidden. Hover your mouse over the lower left-hand side to make them reappear.



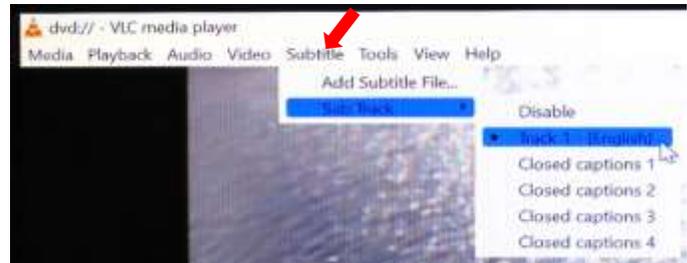
To minimize the screen, select the last button displayed or press the **Esc** key on the keyboard.

6. The **Adjustments and Effects** button allows you to modify the audio effects (equalizer, compressor, spatializer, stereo widener, and pitch adjuster), video effects (essential, crop,

colors, geometry, overlay, and other advanced features), and adjust the synchronization of the audio/video and subtitles.

7. The **Toggle Playlist**  button toggles between the video play screen and the media libraries.
8. The **Loop**  button toggles between the options to *loop all*, *loop one*, or *no loop* giving you control over continuously playing one or more videos or playing the video only once.
9. The **Random**  button shuffles the order that videos will play.
10. The **Previous Chapter/Title**  button will jump to the previous chapter or title.
11. The **Next Chapter/Title**  button skips to the next chapter or title within the video.
12. The **Menu**  button displays the video menu (if one exists).

If the DVD has subtitles, you can turn them on by clicking on **Subtitle**, then **Sub Track**, and selecting the **English** track (Track 1 in this example).

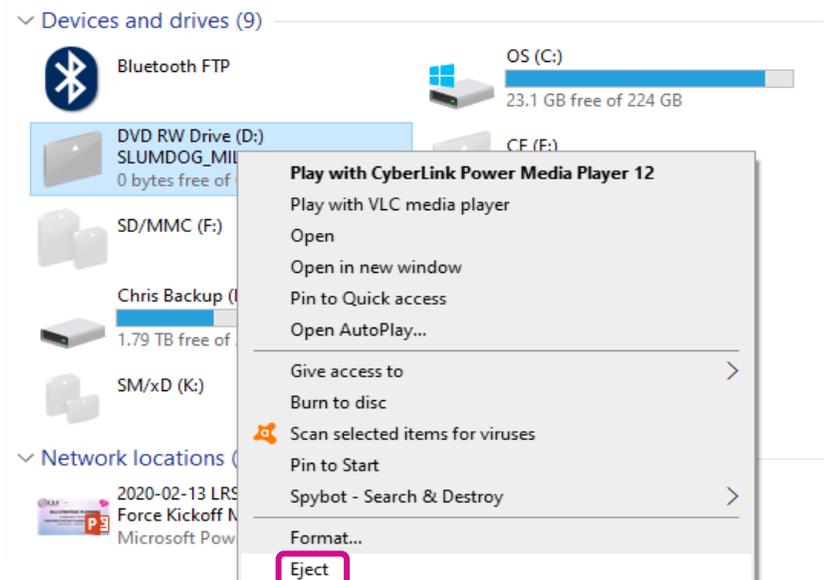


VLC Media player shortcuts allow you to perform actions without moving your mouse or clicking on the menu buttons. Just press the shortcut keys to instantly launch an action. Some of the more useful shortcuts are:

- **f** turns full screen mode on and off. This is useful if the minimize and maximize options do not appear on screen.
- **spacebar** pauses playing the media and resumes play
- **Shift + m** displays the disk menu
- **CTRL + p** opens the preferences menu
- **CTRL + t** jumps to a specific time within the media
- **g** decreases the subtitle delay while **H** increases the subtitle delay
- **m** mutes the audio and toggles it back on
- **j** decreases the audio delay while **k** increases the audio delay
- **[** decreases playing speed while **]** increases playing speed and **=** returns to normal playing speed

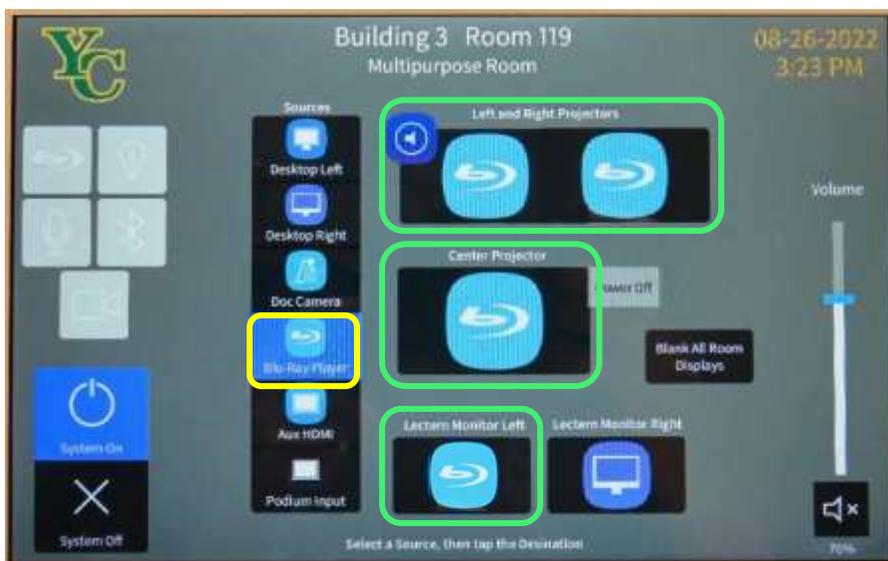
When finished playing the video, press the **Stop** button, close the VLC application, and don't forget to retrieve your disc. If the DVD tray will not open, perform the following steps:

- a. Click on the desktop **This PC** icon.
- b. Under **Devices and drives**, find the DVD player (look for the name of your DVD listed). Right click on the **DVD Drive** to reveal a drop-down menu.
- c. Select the **Eject** option.



Play Video on Blu-ray Disc

Blu-ray is a digital data storage format for optical discs capable of storing high and ultra-high definition video resolutions. Note that Blu-ray players can also play standard DVDs and CDs. To play a disc, set the Control Pad source display to **Blu-ray Player**. Then tap **Left and Right Projectors**, **Center Projector**, and **Lectern Monitor Left** to display the disc on all screens plus the left computer monitor.



If the Blu-ray power indicator light does not automatically turn from red to green after setting it as the source, press the **Power** button on the Blu-ray player or use the Control Pad **On** icon.



Press the **Eject** button on the Blu-ray player. When the disc tray opens, place your disc in the slot and gently push the tray back into the player. You can use either the Control Pad, control buttons on the right-hand side of the Blu-ray player, or the Denon Remote Control (aimed at the player) to control disc operations.

To control the Blu-operations using the Control Pad, tap the **Blu-ray Control** icon.

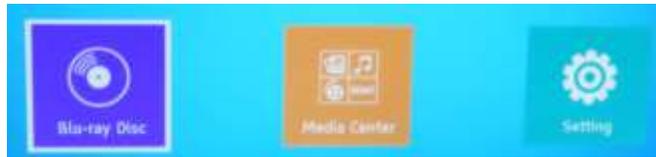


Blu-ray Control Buttons:

- On/Off** turns the player on or off.
- Directional Control** moves your cursor up, down, right, and left, with an **OK** button in the center to enter your selected option. Use the controls to navigate to a track to play, then tap on **OK** to begin play.
- Return** exits the settings menu and displays disc options.



- d. The **Home** button takes you to a user menu where you can start playing the disc contents (**Blue-ray Disc**), go to the **Media Center**, or modify **Settings**.

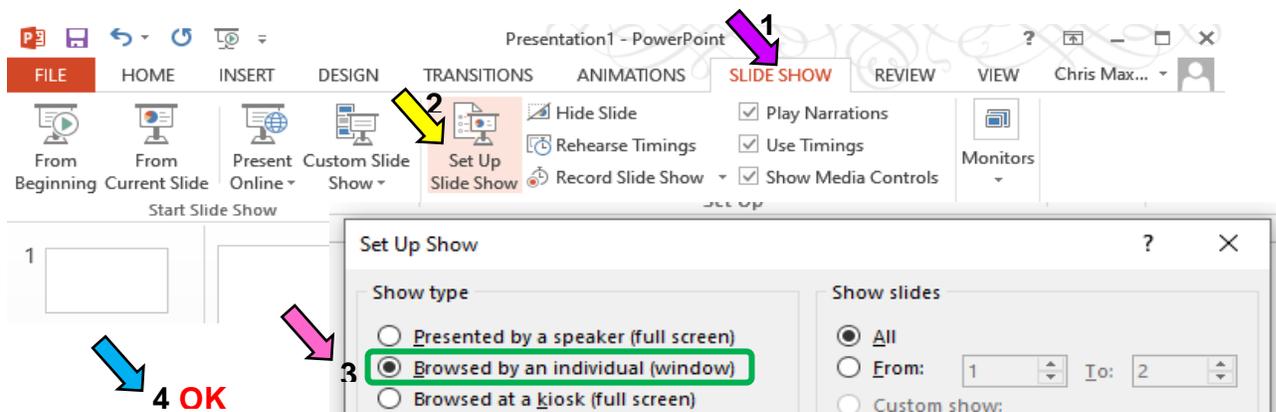


- e. Options on the Denon remote, Control Pad and Blu-ray player right-hand side control disc play.
- Reverse** & **Fast Reverse** skips to previous tracks slowly or quickly
 - Stop** stops playing the disc
 - Play** starts playing the disc
 - Pause** temporarily stops playing the disc
 - Forward** & **Fast Forward** skips to next tracks

When finished playing, press the **Stop** button and then the **Eject** button on the Blu-ray player to retrieve your disc. Gently close the disc tray and either tap the **Off** button on the Control Pad or press the **Power** button on the Blu-ray player. Tap the **X** in the upper right-hand corner of the Blu-ray Control screen to delete the Blu-ray controls and return to the default Control Pad functions. Then change the source display back to the appropriate source (usually **Desktop Left**).

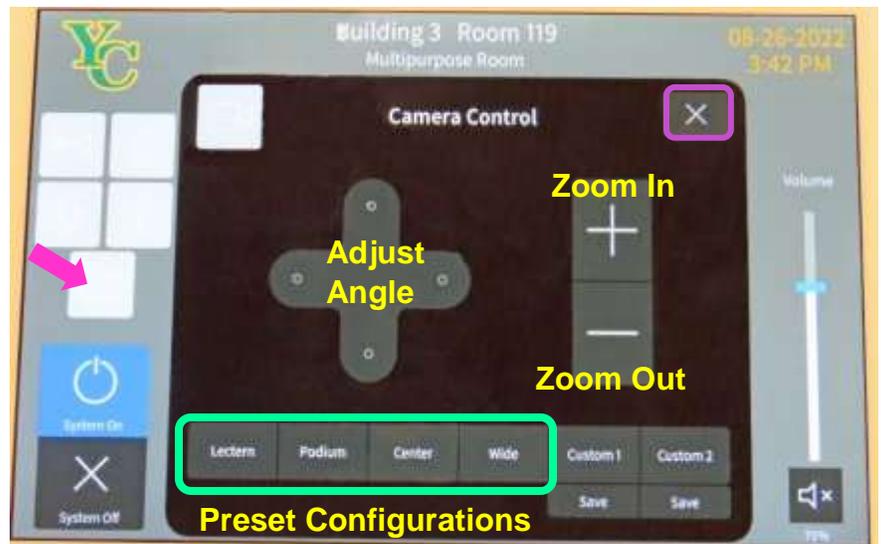
CONDUCT A REMOTE MEETING USING ZOOM

- Open all the media you plan to share during the meeting on the computer. That includes any PowerPoint presentations, videos, documents, links, files, images, etc.
 - To improve video resolution for participants when sharing a video, reduce the size of the window to about 1/4 of the monitor size before minimizing it. And don't forget to check the **Optimize for video clip** button at the bottom of the **Share Screen** to prevent your microphone from picking up the audio playing on your device.
 - To prevent your PowerPoint presentation from taking up the entire monitor, open your presentation and select the **Slide Show** tab. Then click on **Set Up Slide Show** and select the **Browsed by an individual (window)** option. Don't forget to click **OK** at the bottom of the **Set Up Slide Show** screen to save your options!



- After all your presentation material is queued up, open the Zoom application. This can be accomplished multiple ways:

- a. Open a browser (Chrome, Firefox, or Edge) and enter zoom.us in the URL address field.
 - b. Click on the desktop **Zoom** icon. When you open the desktop Zoom app a new window asking for your CAS login will pop-up. Delete the CAS login window by clicking on the **X** in the upper right-hand corner to reveal the Zoom sign in screen hidden underneath.
 - c. Open a browser (Chrome, Firefox or Edge) and log into your email account (Gmail, AOL, Outlook, etc.). Go to the email message containing the invitation for the Zoom session and click on the URL address (i.e. <https://yavapai.zoom.us/j/123456789>). This will launch the Zoom session automatically without needing to log in to the Zoom account.
3. If required, log in to the Zoom account using the provided email address and password. When prompted, join the meeting with computer video and audio.
 4. Once started, the Zoom window will display in full screen mode on the monitors and projection screen. If the Zoom display is distracting and you have no media to share, blank the presentation screen. (Just remember to unblank it when you are sharing screens.)
 5. The room camera mounted on the rear wall aimed at the podium will turn on automatically when you begin your Zoom session. Use the **Camera** control buttons on the control pad to focus on either the speaker(s) or classroom by adjusting the camera focal length (zoom in or out) and angle. Preset configurations along the bottom focus the camera on the **Lectern, Podium, Center, Wide** (the default view), or **Custom** configurations that can be saved. Determine the camera range that the speaker must stay in during the presentation. Note that the Document Camera can also be used as a camera during the Zoom session.

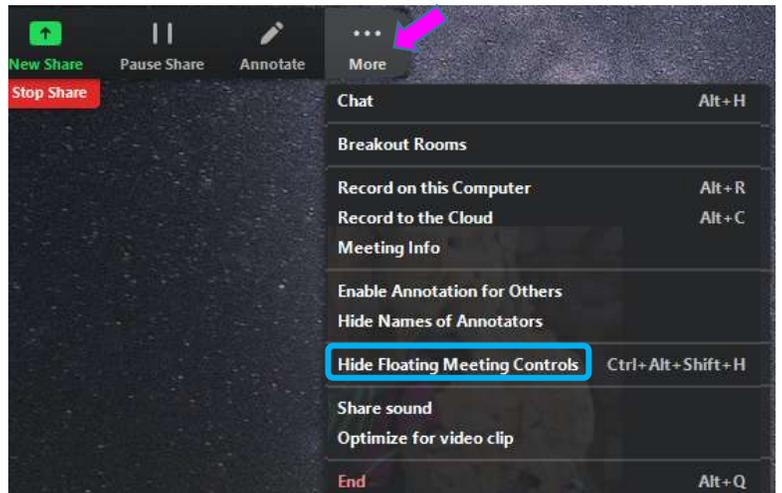


6. Adjust the room lighting if necessary.
7. Make sure the portable microphone(s) sufficiently project the speakers' audio.
8. Assign your co-hosts and begin admitting people from the waiting room if enabled.
9. When your class is ready to begin, mute all Zoom participants.
10. Before beginning your presentation, remind those attending remotely via Zoom to:
 - a. Keep themselves muted to avoid distractions.
 - b. Control the audio on their own device to increase or decrease the volume.
 - c. Use the **Chat** feature to submit questions & comments.
11. A co-host should monitor **Chat** to relay all questions and comments to the presenter at an appropriate time.
12. Use the **Share Screen** option to display the media you already opened on your computer. Note that the Screen Sharing Meeting Control Toolbar that is displayed at the top of your Zoom screen may cover some of the material you are presenting.

To hide the floating meeting controls:

- a. Select the Screen Sharing Meeting Control Toolbar **More** (...) option then the **Hide Floating Meeting Controls** option, or
- b. Use the keyboard shortcut by pressing the **Ctrl, Alt, Shift,** and **H** keys simultaneously.

Pressing the **Esc** key will bring the controls back into view.



13. If additional media is to be shared, use the Zoom **New Share** option and select different material on the computer.
14. When finished sharing screens, select the **Stop Share** option to project the meeting participants' video squares in full screen mode on the room monitors and projection screens.
15. When the session is finished, click on the **End Meeting for All** button. You can then examine the meeting statistics to determine who attended via Zoom.

Troubleshooting Zoom

No sound on your end

- Check your device's volume control.
- Use the menu next to the Zoom microphone icon to select the correct speaker.
- Check the speaker's physical connection.
- If there is still no sound – the problem could be their microphone.

No sound on their end

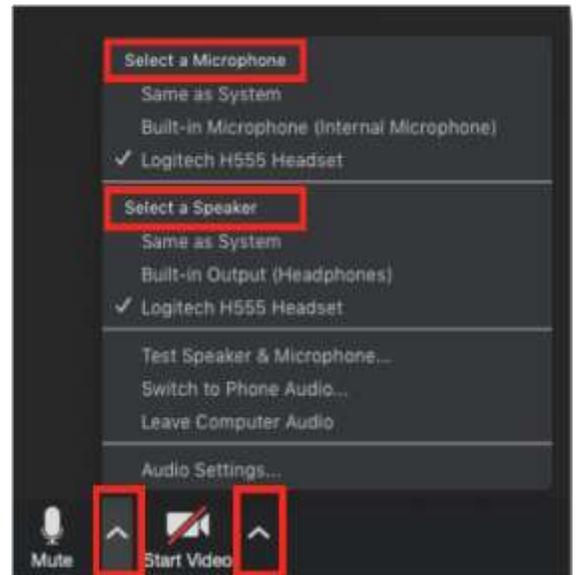
- Check your microphone connection to the computer.
- Use the menu next to the Zoom microphone to select the correct microphone
- If there is green color bouncing inside the Zoom microphone icon when you speak, your microphone is working.

No video

- Check that the video is turned on. Use the menu next to the Zoom video icon to select the camera.

Audio or video is coming from the wrong device

- If it seems that your audio or video are coming from the wrong microphone or camera, select the up arrow (Λ) symbol next to the microphone or camera to select a different device. If the device is not listed, check its connection.



Bad connection with audio or video

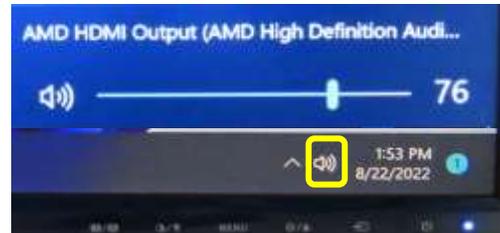
- If you turn off your video in Zoom, the data load will be lower and it should improve the connection.

ADJUST THE VOLUME

Since the sound system is routed through the control panel, the control and projection system must be on for sound to be projected in the room (for all devices except the microphones). There are 3 different locations controlling the volume – so you may need to check all of them if you are encountering audio problems!

Computer Volume Level

Adjust the computer volume by clicking on the taskbar speaker symbol in the lower right-hand corner of the monitor (just before the date and time). Setting the volume to 100% can create distortion, so try not to set the computer volume level above 90%.



Video Volume Level

Applications that play videos (VLC Media Player, YouTube, Windows Media Player, etc.) have their own volume controls. Make sure that the application volume is high enough to be heard and not muted.



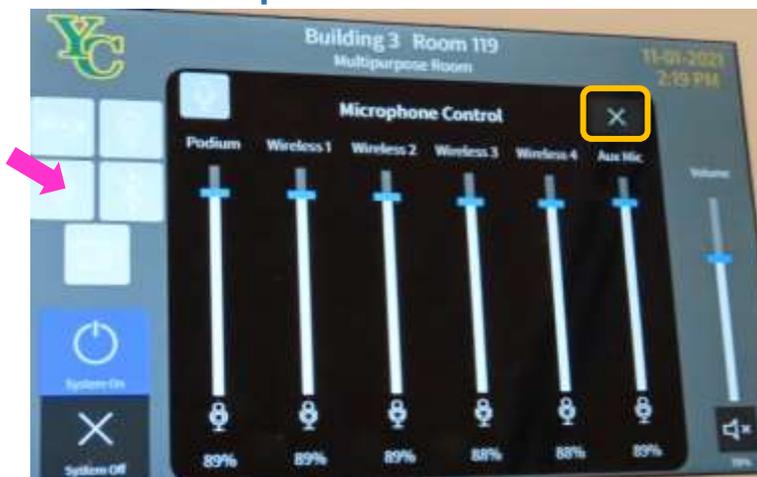
You can adjust the VLC volume by dragging the green sliding wedge forwards to increase the volume and backwards to decrease it.

Control Pad Volume

Place your finger on the **Volume** control bar and drag it up to increase the source volume or down to decrease the volume. The volume percentage is displayed underneath. The black mute button at the bottom of the slider will turn off the audio source (but the microphones will remain on) when it is tapped. Tap it again to turn audio back on.



Control Microphone Volume



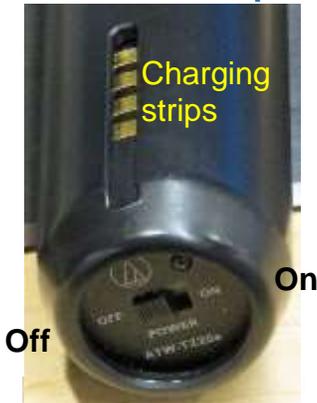
To control the microphone volume, tap the Control Panel **Audio** button to display the **Microphone** control screen. You can adjust the volume of the **Podium** microphone, **Wireless** microphones, and **Auxiliary** microphones. Tap on the **X** in the upper right hand corner of the **Microphone** control screen to delete the microphone control screen and return to the normal Control Pad functions.

MICROPHONES

There are two sets of microphones and lavaliers that reside in their charging base on the lectern behind the computer monitors. The microphones work even when the system is turned off. Microphone placement is the key to good sound! Note that there are also sets of ear loop receivers that connect with certain types of hearing aids in the back of the room. They do not amplify sound throughout the classroom, but require classroom participants to sync their hearing aids to the microphones and wear a loop.



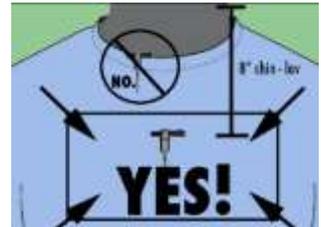
Handheld Microphones



Remove the handheld microphone from the charging base and turn it on/off using the switch at the base of the microphone. A red light will indicate the microphone is turned on. To be effective, hold the microphone no more than 4 inches away from your mouth when speaking. If your head turns while speaking, make sure the microphone follows your mouth.

Lavalier (Clip On) Microphones

One end of the cord is attached to the lavalier base and the other end has an alligator clip that holds the small microphone. The on/off switch is on the top of the base unit and a red light indicates the microphone is turned on. The microphone should be attached on the sternum about 7 inches below the chin and slightly off-center (not directly under your mouth). Note that if mounted off-center, the speaker can't move their head back and forth while talking.



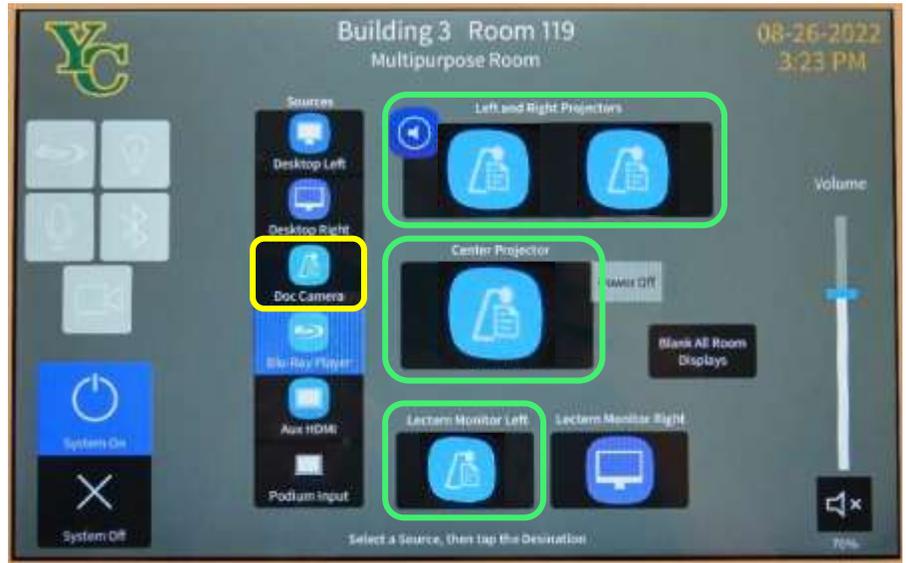
When finished with the microphone(s), be sure to turn them off and reseal them in their charging base. The 4 metal charging strips need to be aligned toward the back of the base. A red light on the charging base will blink when the microphones are charging. When fully charged, the light will remain solid red.

USE THE DOCUMENT CAMERA

The document camera allows you to project objects or documents placed underneath the camera onto the room screens and monitors.

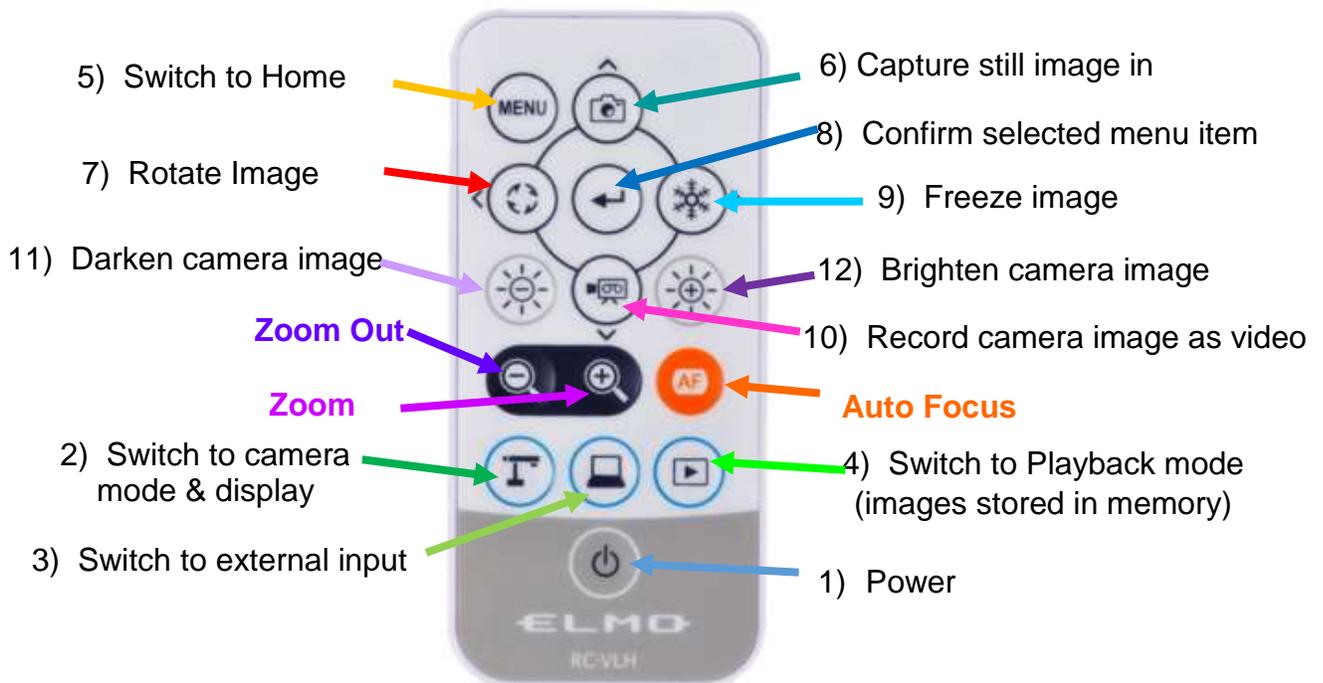


1. Change the Source to **Doc Camera**, then tap on a destination for the display (**Center, Left and Right Projectors**, and/or **Lectern Monitor Left**). That leaves any material displayed on the right lectern monitor viewable.
2. When selected as the source, the Elmo document camera should automatically turn on. If a blue light doesn't surround the **Power** button on the base, press and hold the button. Note that you will NOT see a bright light projected under the document camera when it is turned on.
3. Place the object/document to be displayed on the lectern desk in front of the document camera.
4. Rotate the document camera arm until the camera is over the object to be displayed. Center your object/document under the camera.
5. Use the ELMO remote control or controls on the document camera base to automatically focus, zoom in, zoom out, increase and decrease the display brightness.



Elmo Document Camera Remote Control Functions

(Same as base controls plus Zoom and Auto Focus)



6. **Zoom in (+)** or rotate the arm to increase the size and display more details by pressing the forward button.
7. **Zoom out (-)** or rotate the arm to decrease the size and display more of the object by pressing the reverse button.
8. If the object is not clearly focused, press the **AF (Auto Focus)** button.
9. Tapping **Blank All Room Displays** on the Control Pad will display or hide the object/document. When selected, a black screen is displayed on the screens and TV monitors, but the computer monitor is not affected.
10. When finished displaying the object/document, change the Control Pad source display back to **Desktop Left** to resume projecting from the computer. If the Document Camera does not automatically turn off, press and hold the **Power** button until the blue light turns off.

ATTACH A SEPARATE DEVICE



Lectern Cable Cubby 1



Lectern Cable Cubby 2



Podium Cable Cubby

You can connect your own laptop or other device to the system and use the room's audio system and projection capabilities. One Cable Cubby on the Lectern Desk contains an HDMI cable and the other one houses an XLR 3-pin connector (commonly used for professional video and audio equipment such as microphones). The Podium Cable Cubby contains an HDMI and mini USB cable. The OLLI office has special adaptors required for Apple and Android devices. Once your device is connected, use the control pad to change your source display.

PREPARE THE ROOM FOR THE NEXT USER

Logoff the Computer

Do **NOT** shut down the computer or turn the computer power button off! Press the keyboard **Ctrl, Alt, and Delete** keys simultaneously (just like logging in) and then select the **Sign out** option.

Turn the System Off

Tap the **System Off** power button to shut the system down. This takes some time – so be patient. Don't forget to replace the microphones in their charging base correctly and turn off any remotes used.



Turn Classroom Lights Off

Make sure the classroom desks and chairs are returned to the same configuration you found them in, all wireless devices have been turned off, and then use the light switch on the wall nearest the cafeteria entrance or the lights **Off** option on the Control Pad to turn off all the room lights.

STEPS TO FOLLOW IF SOMETHING ISN'T WORKING CORRECTLY

1. If the projector is not projecting, turn the **System Off** and then on again. Attempt this only once and be patient – it takes a while to reboot.
2. Check to see if a Tech Assistant or anyone in the classroom knowledgeable with the equipment can assist you.
3. Call the OLLI office at x7634 (928-717-7634) for assistance. They can provide ideas for you to try, come to the classroom to try to get things working, and contact the IT department if required.
4. If you are unable to contact someone from the OLLI office, contact the YC help desk at x2168 (928-776-2168).

