

Using Net Support (Monitor Projection)

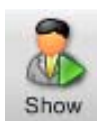
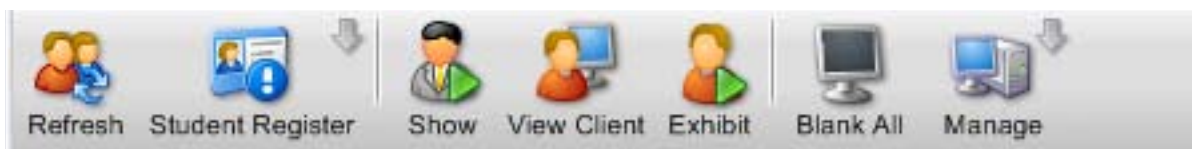


Net Support Tutor is a software package that allows an instructor to present material on the screens of multiple student workstations. This document outlines the basic operation of this program. If you have further questions about the software, please contact the IT Help Desk at 617.824x8080.

Getting Started



To launch this software, click the Net Support Tutor icon in the **All Programs** folder of the **Start Menu**. As the program starts, it will scan the lab's local network for student workstations that are in use. Once it has detected the workstations, you will be able to present material to them on their computer screens. The major functions of Net Support are easily accessible through the tool bar at the top of the Net Support Window.



The Show button shows the instructor display to all student workstations, or, if desired, a specified list of workstations.



The Exhibit button broadcasts a selected workstation to all other workstations, or, if desired, a specified list of workstations.



The View Client button pulls up the display of the selected workstation in a separate window.



The Blank All button blacks out the student displays. Clicking the button again will restore them.



The Sign In function in the Student Register menu will list the names of users logged into the lab workstations, allowing you to distinguish them by name, rather than workstation number.



The Refresh List button allows the software to detect users who have logged in to workstations after the program was started.

Please note: If a student workstation is restarted or goes into "sleep" mode, you will need to click the Refresh List button to regain control of its screen

Helpful Hints

If you find that a student workstation is not responding to Net Support click the Refresh List button.

When viewing or exhibiting a student workstation please keep in mind that both you and the student will have control of the mouse and keyboard. You may wish to coordinate with the user of the workstation you are viewing or exhibiting in order to avoid conflicts.

When showing your workstation keep in mind that you can select individual workstations to broadcast your signal to in the Show dialog that opens once you click the Show button. If a student is not receiving your projection, make sure that in the show dialog you have "These Clients" selected and that there is a check mark next to the workstation in question.

For additional information, please contact the IT Help Desk at 617.824x8080

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