

# Dual Delivery Teaching Space User Guide

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### Overview:

This teaching space is equipped to support dual delivery teaching & learning involving both physical and remote participants.

The AV system enabling dual delivery consists of two cameras. A PTZ, (pan/tilt/zoom), "room" camera is wall mounted, audience facing and positioned to capture the majority of the space. The pan, tilt and zoom functions can be adjusted if desired.



Wall mounted "room" camera

A second "presenter" camera is fixed to the top of the monitor on the AV furniture at the front of the space. The position of the monitor can be adjusted to alter the view captured by the camera.



Monitor mounted "presenter" camera

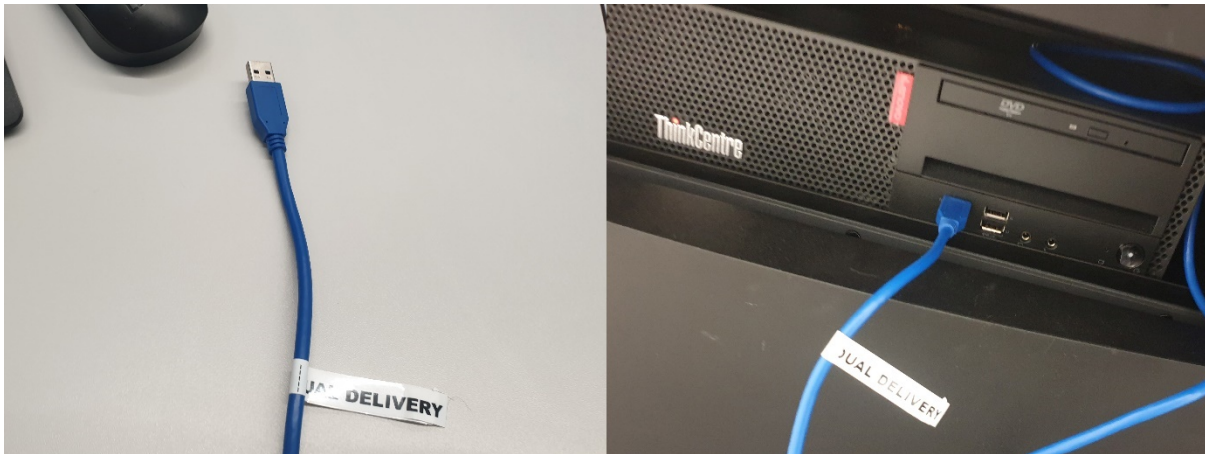
The camera you will mainly use will depend on the style of your session. If you are to remain mostly stationary or around the front of the space, then the "presenter" camera may be the best choice. If you are to move around the space frequently or there is a great deal of student interaction, then the "room" camera may be advisable. You can also switch between cameras at any time to suit the activities within the session.

Microphones are in place to capture voice from anywhere within the teaching space. The cameras and microphones are not continually “live”, are not constantly recording and are only active when participating in an online session using video communication/collaboration software.

Camera and microphone solutions differ greatly depending on the size of the teaching space. For this reason, a laminated card is positioned on the AV furniture detailing which devices should be chosen for “room” camera, “presenter” camera and microphone for dual delivery in each space.

### **Connecting to the equipment:**

A distinctive, blue USB cable which is also labelled as dual delivery is in place allowing connection of the camera and microphone sources to either the fixed PC within the space or a user’s own device. *Note – For users own devices, the USB cable will connect only the “room” camera and microphone system. The assumption is that the local camera on that device will be used instead of the monitor mounted “presenter” camera. If your device has a non-standard USB connection such as USB C, (mainly Apple Macs), not all third-party adapters will work. It’s recommended that you use Mac original adapters only.*



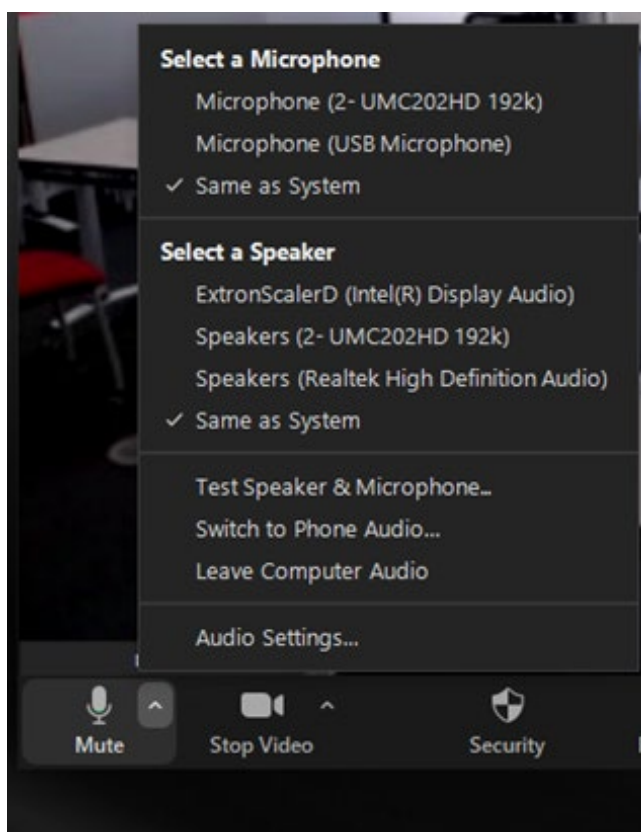
Blue dual delivery USB connection

### **Dual delivery via Zoom:**

Zoom is widely used for online teaching and has an advantage for dual delivery in that when no presentation content is being shared, the remote participants can see both cameras within the teaching space simultaneously.

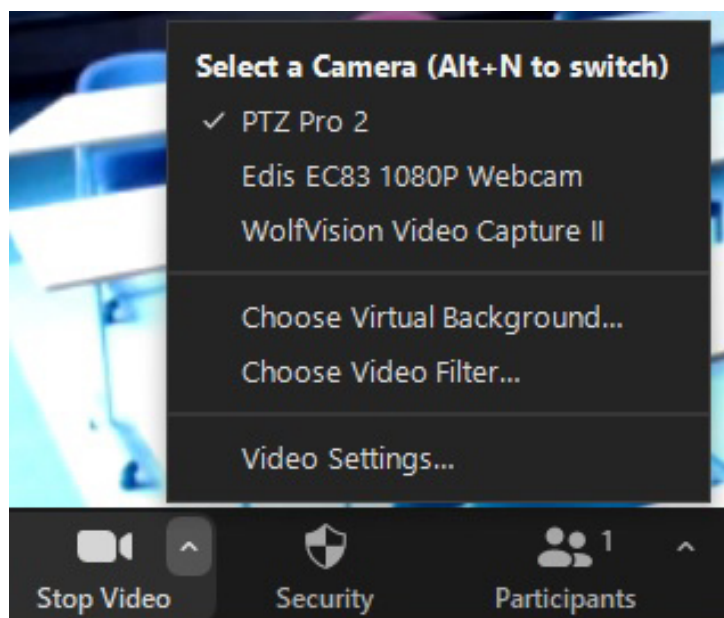
Setting the audio configuration:

1. Log into Zoom
2. Start your session
3. When prompted click “Join with Computer Audio”
4. Click on the arrow next to the mute microphone button to bring up the menu and choose the microphone source as detailed in the information card on the furniture



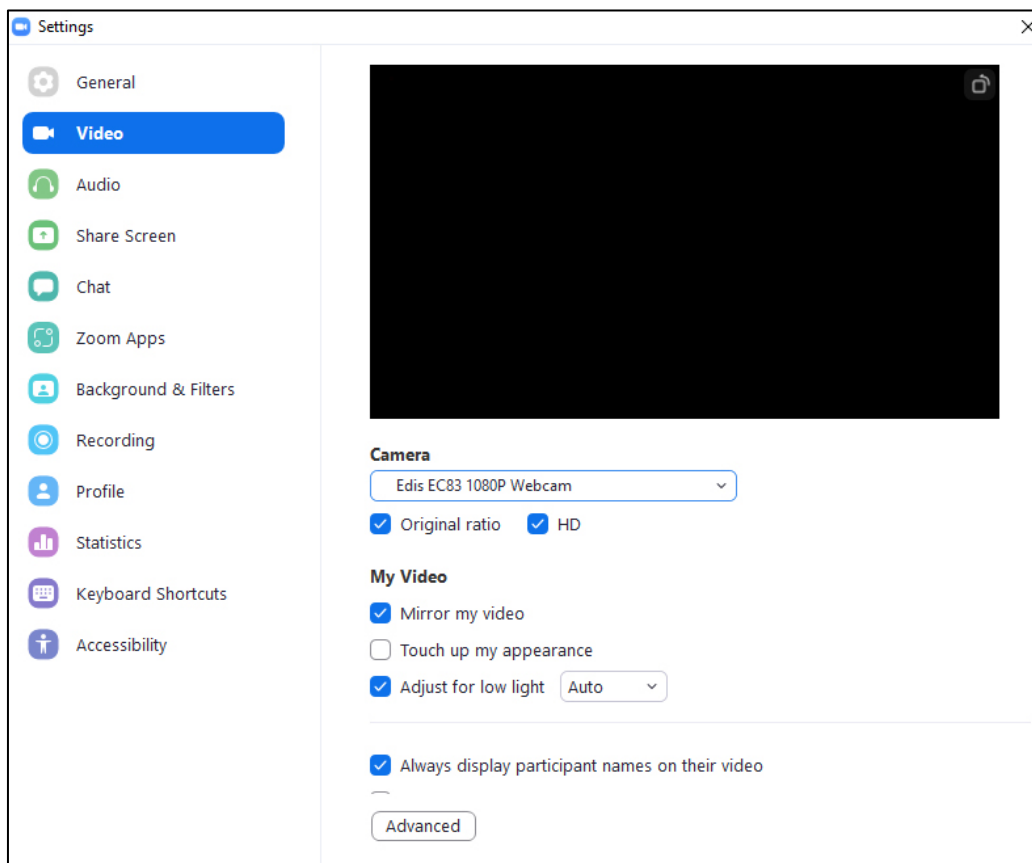
Setting the video configuration:

Click on the arrow next to the Stop Video button to bring up the menu. Select the main camera you wish to use for the session, "room" or "presenter" as detailed on the information card.



To switch between cameras during a session follow this process and choose the alternative camera from the list. You can also do this using the keyboard shortcut Alt+N, (PC), or Command(⌘)+Shift+N, (Mac).

From the same menu choose "Video Settings" at the bottom of the list. Always ensure that "Original Ratio" and "HD" are checked for both cameras. For the "presenter" camera ensure that "Mirror my video" is checked and for the "room" camera this should be un-checked.

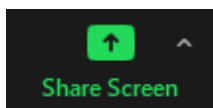


Sharing a second camera:

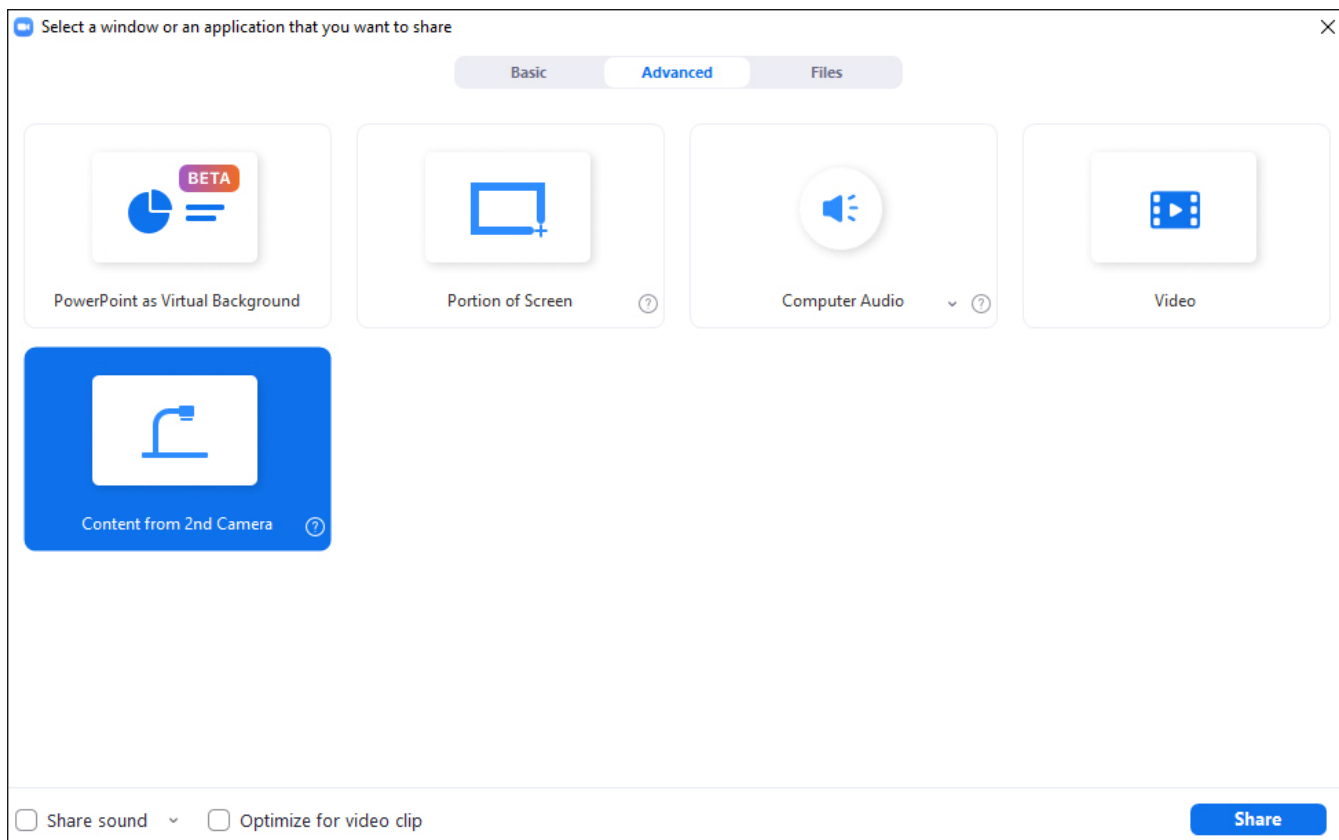
Zoom has a feature which allows you to share a second camera as a source when not sharing any presentation content. If you are primarily using the “presenter” camera for the session you could use this feature to share the “room” camera at the same time. An example may be a q+a session following a lecture where it would be good practice to do this as the remote participants could then see the lecturer and fellow students simultaneously.

To do this:

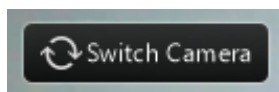
1. Within the zoom session, click “Share Screen”



2. In the Share Screen Menu, click the Advanced tab
3. On the advanced screen choose “Content from 2<sup>nd</sup> Camera” and click “Share”



- The "room" camera will then fill the meeting window and the presenter camera will thumbnail along with the remote participants in the meeting. You can switch between which camera is the main view by clicking on the "Switch Camera" button in the top left of the Zoom window.



Sharing a visualiser:

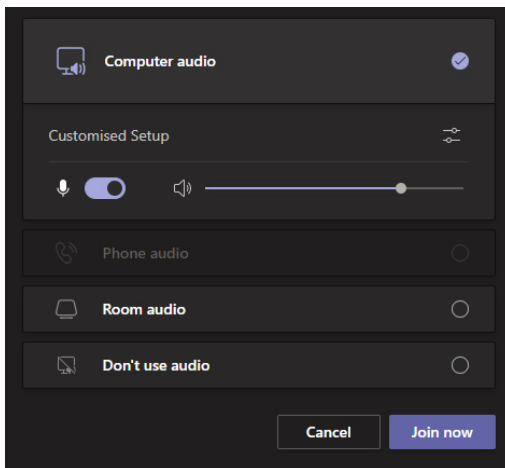
A large number of central teaching spaces are equipped with a visualiser, also known as a document camera. If the space in which you are holding your session has a visualiser you can share this by following the same process as that of sharing a second camera. Use the "Switch Camera" button as above to cycle through the source you wish to share. *Note – Ensure that the visualiser is powered on before attempting to share it. If using your own device you may have to install the driver which can be downloaded from: [https://downloads.wolfvision.com/WolfVZCamera2\\_Setup.exe](https://downloads.wolfvision.com/WolfVZCamera2_Setup.exe) ,(Windows only).*

### Dual delivery via MS Teams:

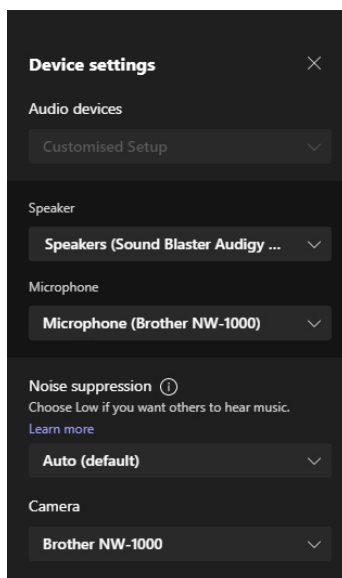
Teams does not currently have the ability to share a second camera as a source but can switch between cameras.

Setting the audio configuration:

1. Log in to Teams
2. Start your session
3. In the audio and video setup window click the sliders along from "Customised Setup" to bring up "Device Settings"



4. In the "Device settings" window, ensure that the correct microphone source is chosen as detailed on the information card.

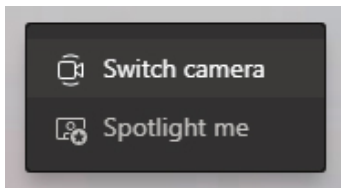


Setting the video configuration:

Bring up the "Device settings" window as above and choose the main camera you wish to use, either "room" or "presenter" as detailed on the information card.

Switching between cameras:

To switch between the cameras the remote participants will see, right click in your video window in the Teams session and select "Switch camera"



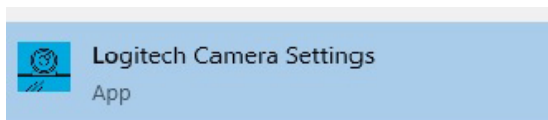
Sharing a visualiser:

If the teaching space is equipped with a visualiser then it can be switched to as a camera source using the same process as above. *Note – Ensure that the visualiser is powered on before attempting to share it. If using your own device you may have to install the driver which can be downloaded from: [https://downloads.wolfvision.com/WolfVZCamera2\\_Setup.exe](https://downloads.wolfvision.com/WolfVZCamera2_Setup.exe), (Windows Only).*

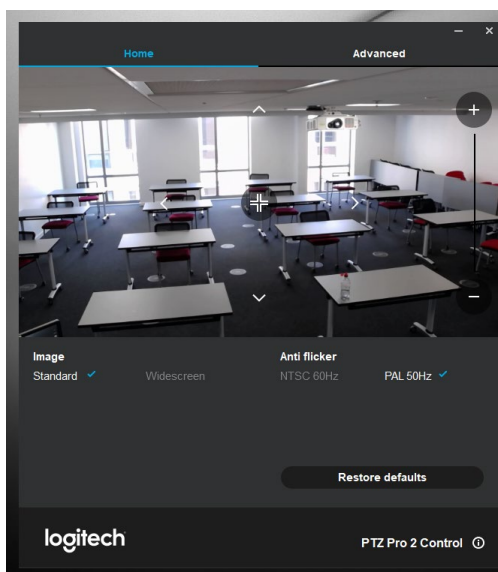
### Adjusting the pan, tilt and zoom of the "room" camera:

The PTZ "room" camera will be set to an optimal position for the teaching space. However, you may wish to adjust it for scenarios such as smaller groups or to zoom into a particular individual. If using the fixed PC within the teaching space, software is installed which allows this.

1. Start the "Logitech Camera Settings" software via the start menu



2. Adjust the pan and tilt using the up, down, left and right arrows in the centre of the image and adjust the zoom using the + and – buttons towards the right,



If using your own device, the software can be downloaded from: <https://support.logi.com/hc/en-gb/articles/360025128014-Camera-Settings>, (Windows only).



### **Dual delivery good practice:**

The intention of the facilities is to, as much as is technically possible, provide as engaging an experience for the remote participants and for them to feel as much a part of the session as those physically within the space. For this to be successful, certain processes, behaviours and etiquette should be observed.

The presenter should involve the remote participants and engage with them equally as with the physical participants, inviting questions and participation from all those within the session. Also questions and interaction from both sets of participants should follow the same processes.

The recommendation for remote participants to be brought in to speak in an online session is to use the "raise hand" feature. This makes it easier for those running a session to control who is speaking at any one time as multiple people speaking simultaneously in an online session renders speech inaudible.

It is also recommended that physical participants are brought in to speak in a similar way by indicating that they wish to and then being invited to speak by the presenter as multiple people speaking in the physical space will be inaudible for those who are remote. This controlled approach will allow for the presenter or host to run an organised and effective session with a uniform experience for all participants.

The remote participants, as with any online meeting, should be encouraged to mute themselves, unmuting when they are brought in to speak. If they forget to do this, the host should mute them as usual.

It's recommended that you advise the physical participants at the start of the session that the microphone systems will pick up their voices and that the remote participants will be able to hear them for the duration.

All presentation content should be screen shared within Zoom or Teams, this allows for the remote participants to view the content along with the physical participants.

Running a dual delivery session, particularly with the additional processes relating to the remote participants can be involved. Use of TAs in dual delivery is highly advisable.

All usual security measures should be employed to avoid potential disruption. If delivering via Zoom it's recommended to use the "authenticated users" and "passcode" features for meeting security as admitting participants from the waiting room can be disruptive. If delivering via Teams it's recommended that all remote participants are advised to be logged in so that they bypass the lobby.

### **Help and support:**

If any technical issues are experienced with the dual delivery systems or you wish to book a familiarisation session prior to teaching, contact the Media Services Helpdesk via [mediaservices@manchester.ac.uk](mailto:mediaservices@manchester.ac.uk), Ext: 52521