

Duke University has deployed Zoom Room carts to aid in teaching for the Fall 2022 semester. These carts are designed to support instructional modes that mix online and in person access to scheduled courses. These carts will be deployed in buildings throughout Duke where Trinity courses are taught in spaces that are not already configured with videoconferencing capabilities.

Requesting a Zoom Cart

Submit a request to AV/Classroom support through either of the following methods.

- Email tts-av@duke.edu and provide the instructor name, course number, date, time and building and room location for your class.
- Fill out the AV request form on the [Trinity Technology Service web site](#). Select the AV and Classroom group in the dropdown menu and provide the necessary information in the form fields, in Detail section include instructor name, course number, date, time and building and room locations for your class.
- Call AV/Classroom Support at 919-660-3088.

AV/Classroom support will respond to confirm availability of a cart for your request and provide the Cart ID for you to invite when you schedule your Zoom Session reservation. You **MUST** schedule your own Zoom session and invite the Cart (as you would any attendee) to enable one touch start of the Duke Mobile Cart on the day of class.

- [Video on how to make your request and response you will receive from us](#)

AV/Classroom support will use your submitted information to centrally coordinate deployment of the cart to your classroom, in some cases with local IT or technical staff.

Completing your reservation

You may use whatever means you have been using, to create Zoom scheduled events. Below are the recommended methods:

- Using Sakai and Zoom plugin: [KB0033340 - Zoom Room Cart / Sakai Integration](#)
- Using Zoom and Outlook client: [Video walkthrough of scheduling within Zoom, and subsequent Outlook invitation](#)

How to use the cart

AV/Classroom support can provide training if requested. We also have a series of video instructions below.

- Zoom Cart basics - <https://sites.duke.edu/helpdesk/zoomcarts/>

Just in time support

If you are having issues with a Zoom Room cart or other technology in a teaching and learning space, call AV/Classroom Support at 919-660-3088. Staff are normally able to respond in person in less than 10 minutes.