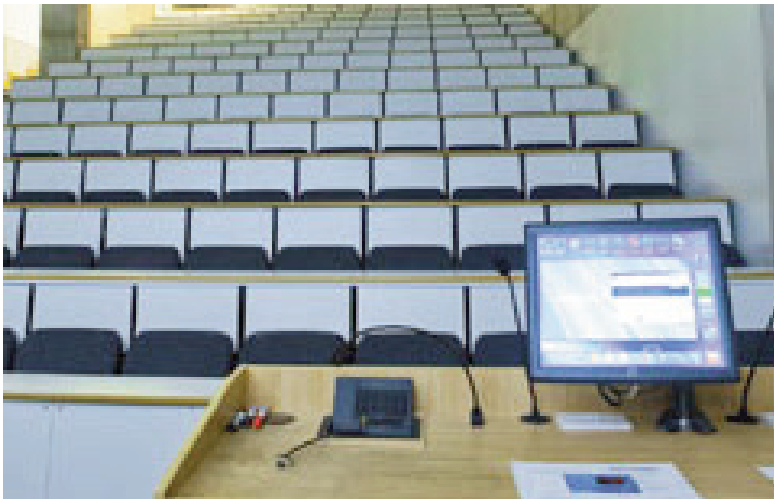
Imperial College London

London, UK

Consistently rated among the top universities in the world, Imperial College London is a science-based institution with a reputation for excellence in teaching and research. During the past two years, Imperial College London (ICL) has undertaken an ongoing project to upgrade, standardize and centrally support multimedia presentation systems in 38 lecture theaters spread across its nine campuses located throughout London. The project also included the Wolfson building's three lecture halls and five seminar rooms.

The implementation of Crestron advanced classroom technology has allowed ICL to now offer instructors and students reliable, state-of-the-art presentation environments that foster research, innovation and higher education across all campuses, while preparing the youth of today to become the leaders of tomorrow.

When ICL - ranked as the world's fifth best university by Times Higher Educational Supplement - decided to upgrade its classroom technology with advanced audio/video presentation and control systems on its South Kensington campus, the bar was set high. Crestron QuickMedia technology, MPS-300 Multimedia Presentation Systems, FlipTop touchpanels and RoomView



enterprise software was selected to provide touchpanel room control, streamlined AV distribution and presentation technology, and centralized enterprise monitoring and management.

The primary objectives were two-fold: establish institution-wide standardization of all AV presentation systems and equipment, delivering a powerful presentation experience to lecturers and students, with an easy-to-use interface across all rooms; and, centralize monitoring, management and help desk support for all AV technology in every room across the enterprise. London-based Crestron integrator, Reflex, was retained to consult, manage and implement the aggressive project.

The standard configuration in each hall includes a projector, displaying content from two local PCs or Macs, a DVD player and a document camera/visualizer. To create high quality audio output throughout the cavernous rooms, the Crestron MPS-300 integrates, mixes and distributes sound from the multiple input sources and lecturer's microphone.

While standardization was the goal, the academic department allowed some flexibility to customize certain rooms to the needs of individual departments. For example, several departments chose to add a second projector in their theater to enable the display of side-by-side images onto the big screens.

TeamMate lecterns neatly contain all source components and the MPS-300 in a compact rack. A lectern-mounted QuickMedia FlipTop 4" touchpanel enables intuitive touchscreen room control without instructors ever having to leave the podium area.

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MPS-300 is a breakthrough in presentation control technology that intelligently integrates a powerful control system, multimedia matrix switcher, mic mixer, audio processor, amplifier, and QuickMedia distribution center all into a single rackmount enclosure, providing ICL with advanced signal routing versatility and high-performance signal processing without the need for multiple components.

Adding further tangible benefits, installation was further simplified using the QuickMedia solution, which transmits high-resolution RGB, HD video, stereo program and microphone audio signals long distances over inexpensive CAT5e cable, eliminating the need for bulky, costly traditional cabling.

From the lectern's fliptop touchpanel, instructors have convenient and complete control of the entire presentation environment with easy button-press commands for all media sources and displays, volume levels of all audio sources, lighting levels and blinds.

"Now, teaching and learning at Imperial College is even more exciting and stimulating. The use of multimedia and e-learning technologies is a significant factor in providing the necessary environment to enhance the student experience," said Arthur Spirling, ICL Director of Information Technology.

With a substantial investment in new classroom technology, ICL wanted to ensure an optimal return by implementing the highest levels of support, and asset management/tracking. From an efficient point and click interface, RoomView displays the global status of all rooms and allows real-time help desk support, centralized remote monitoring and diagnostics, projector lamp usage tracking, and two-way communication with every touchpanel across all campuses - all over the LAN.

The intuitive interface provides ICL staff with a simple "at-a-glance" view of the entire control system network from any LAN-connected PC, ensuring that every room is connected, monitored and managed.

Technical support now operates at peak efficiency, as RoomView enables ICL staff to communicate with any room using two-way instant messaging between touchpanels, and even allows technicians to "takeover" a room, remotely, from any networked PC or Web browser. The result? Response and resolution times are now drastically reduced – in many cases resolved before the component is in production - and downtime nearly nonexistent.

Reflex technicians have remote access to ICL's RoomView interface via the Web, so in the unlikely event that a fault occurs, the component can be identified offsite at Reflex offices, and a fully briefed engineer dispatched to repair or swap out the faulty item. In addition to maintenance and support functions, all equipment has been asset-tagged, with RoomView providing an efficient asset management solution that allows staff to track and manage every piece of equipment.