Media Lab Policies and Resources - Frequently Asked Questions

About the Media Lab
The Media Lab is a resource available to MCC Faculty, Staff, and PhD students for department-owned equipment loans and department-wide projects. Our Mac computers, installed with specialized digital imaging and editing software, are also available for your use.

visit [http://steinhardt.nyu.edu/mcc/resources/](http://steinhardt.nyu.edu/mcc/resources/) for more information

FAQ’s

*How do I submit a request to the Media Lab?*
Email mcc.medialab@nyu.edu if you need to use the media lab resources. Please do not stop by staff offices to make your requests. Mandy, Stacy, Biella, and Ariel will receive your emailed request, and one of us will respond within 1 business day.

*Who do I contact for Computer Support?*
The department has signed a service agreement with the University’s Information Technology Services (ITS) for on-site computer support for participating faculty and staff. If your computer has been covered under the department’s ITS contract, call ext. 8-3388 or email its.desktop@nyu.edu when you need assistance. ITS staff are the most qualified to answer IT questions and will probably be able to help you resolve your issue over the phone. If you experience problems communicating with ITS, contact the Media Lab at mcc.medialab@nyu.edu.

If you are working on a shared machine and you are experiencing technical difficulties, send an email to mcc.medialab@nyu.edu.

*What is the procedure for borrowing equipment?*
Faculty and staff who need A/V equipment set-up in classrooms should request equipment via NYU Campus Media. Email Gina Young (gy6@nyu.edu) to make a request.

Media Lab equipment is to be used for academic projects, one-time classroom activities, or MCC special events, and may be checked out for a 24-hour period. The Media Lab does not have the resources to support regular equipment loans for regular class scheduling. Faculty and staff who borrow Media Lab equipment are responsible for picking up, setting up and returning equipment. If you don’t know how to use the equipment, please include a request for training in your reservation email, sent to mcc.medialab@nyu.edu.
What equipment is available for check-out?

Laptops:
Mac iBooks (2)
Windows (1)

Cameras:
Apple iSight (for Macs only)
Still digital camera (new)
Mini Digital Video Camera (new)

A/V:
Portable LCD projector
Analog-digital converter
note: the 7th floor Conference room is also equipped with an LCD projector, a DVD player, and basic cable
Digital audio recorder (new)
Audio tape recorders (3)
Condenser microphone Laptop speakers (for Windows)

Tripod for mini-dv (new)
Wireless mic for mini-dv (new)
Externals:
External floppy diskette drives (3)
External DVD drive
External cd drive/ recorder
External zip drive

How do I update my faculty bio on the Steinhardt web site?
Faculty bios are hosted by the Steinhardt web server. The URL to access your faculty bio is http://education.nyu.edu/steinhardt/admin.html  You will be asked to enter your username and password.

If you don’t recall your user name or password, email the Steinhardt webmaster James Ford at ed.webmaster@nyu.edu and he can locate it for you. (Typically both your user name and password are your first initial and your last name.)

How do I access NYU’s wireless Internet network?
Shortcuts to “nyu” and NYURoam instructions are at http://steinhardt.nyu.edu/mcc/resources/  For questions related to NYURoam, contact the ITS Client Services Center helpdesk at 1-212-998-3333 or e-mail its.clientservices@nyu.edu

How can I store and share my electronic files online?
Webspace@NYU is a file storage and sharing system currently available as a pilot program. For more information on webspace, visit ITS’ FAQ page: http://www.nyu.edu/its/faq/webspace/

How do I use the scanner function on the department’s copy machine?
The copier on the 7th floor also functions as a scanner and printer. To email yourself a scan:
-Click the “Scan” button on the right hand side of the machine and place your documents in the feeder. Scanning only works when documents are fed in this way.
-Manually enter your email address if you are not in the directory, or ask Darrell how to add your email to the list.
- On the far right there is a button that says "Attach sender". Press it. Choose the Media Lab. You will receive your scan as an email from the Media Lab.
- Scan your materials by pressing the green “Start” button.

**Where can I make color copies?**
Color printing is available at the Bobst Library Computer Center (LL1). The Media Lab also has a color printer that can be used for very small jobs.

**Can the Media Lab help me with my independent research and digital projects?**
Mandy, our Academic Resources Coordinator, can help you identify sources for research funding, assist with grant writing and administration, and locate other teaching and research tools. Faculty must hire research assistants to work on extensive research projects.

Technical assistance for large-scale research or digital projects will only be available through the Media Lab on a case-by-case basis, as time allows. Preference will be given to projects that benefit the department.

If you need to convert analog video to digital, and scan images (including slides and negatives), or edit audio and video clips, you might also wish to try the Studio for Digital Projects and Research, located in the Bobst library: [http://www.nyu.edu/studio/](http://www.nyu.edu/studio/). The staff in the studio is very willing and able to assist you with your digital projects.

The NYU Faculty Technology Center also has a variety of multimedia and software resources available. Faculty can call 212.998.3044 or go to [http://www.nyu.edu/its/ftc.html](http://www.nyu.edu/its/ftc.html) for more information.

**Where can I access international broadcasts?**
SCOLA programming: access through [http://library.nyu.edu](http://library.nyu.edu) News broadcasts, as well as special programming, from more than fifty countries around the world; daily broadcasts; some SCOLA programs are transmitted on a “live” or same-day basis while others are subject to 3-5 day delays. This content is available for download.

**Can I get help photocopying materials for class, or help with data entry?**
Faculty are responsible for preparing their own course materials. Administrative aides and student workers are managed by Darrell Carter. If you need help with a particular project, contact Darrell Carter to determine if assistance can be provided.

**Where is a decent place to have things professionally printed, copied, or bound?**
Unique Copy Center located at 252 Greene Street. Phone (212) 420-9198. MCC has an account with Unique Copy. Request forms are available at our front desk.