

FREQUENTLY ASKED QUESTIONS

CYBERKEY QUESTIONS:

- How do you charge the key?
 - When you were issued the key, you were given a kit containing USB to mini USB charging cord, a 120V adaptor, and a 12V car power adaptor. Plug cord into the CyberKey and the appropriate adaptor.
- How do you know the key is going to die?
 - The CyberKey is equipped with a light that blinks intermittently. As the battery is drained, the blinking becomes more rapid. Finally, before the CyberKey is fully discharged it will chirp.
- Why doesn't the key work after you charge it?
 - The CyberKey should work after charging, however if the CyberKey is allowed to fully discharge, it may be necessary to dock the CyberKey in one of the CyberStations for reprogramming. CyberStations are located in all Division Offices, the Administration Building workroom, Fountain Hall, the Nursing Department office in the HSC and in the PE Annex, as well as the Facilities, Maintenance and Operations (FMO) Office.
- Who do we go to with problems?
 - Call FMO: 805.378.1454
- How do we know what type of harmful side effects, if any, are caused by carrying the key in our pocket?
 - CyberKeys, unlike your cell phone, do not emit any RF. They must make physical contact with the lock to function.
- How do we know what rooms we have access to with the keys?
 - Access is determined by the requirements of your specific assignment. Rooms that you are given access to were assigned by your dean. Please contact your Division Office.
- How do we get access to more rooms?
 - See question 6 above.
- What happens in an emergency if we need to get into a room and it's not on our cyberkey?
 - Deans have been issued keys for emergencies. Contact your Division Office. If your emergency is after hours, you can contact Campus Police at 805.378.1455 or you may check with the Evening Coordinator in Fountain Hall.
- Why aren't there written instructions?
 - Written instructions were originally included with every CyberKey issued. Unfortunately, they were seldom read, so the practice was discontinued. When the keys are distributed from FM&O and from Business Services in the Administration building, a complete hands-on demonstration is given to first-time CyberKey recipients. During the Academic Center roll out, the campus locksmith was stationed at the building for the first few days, to better address any and all issues and questions related to CyberKeys. Written instructions can be obtain upon request by calling FM&O at 805.378.1454.

DESKS IN ROOMS:

- Why are the desks so large?
 - The current standard desk was chosen by faculty vote after a prolonged and exhaustive search and demonstration period. The new style desk also provided acceptable seating to all but the largest students. In most cases, the same number or more desks are able to fit in a given classroom, since the new desks are dual entry.
- The desks are too large for the room capacity and now no one can move around the room?
 - All rooms are set up in conformance with applicable codes. Individual instructors often have the desks rearranged to suit their various learning modalities. The rooms are rarely restored to their optimum seating capacity until they are deep cleaned during a semester break.
- When will you re-evaluate room capacity now that we have larger desks?
 - The room capacity will not change using another style tablet arm; however, changing to tables will further reduce the capacity of the room.