

# Frequently Asked Questions

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🔍 You can press `cmd + F` (for MacOS) or `cntrl + F` (for Windows) to search for specific terms in this document.

# Device Walkthrough

## 1. What is included with my Symphony Classroom™?

Your device comes with an attachable stand, a power cable, an HDMI cable, a remote control and 2 AAA batteries.

## 2. How do I connect Symphony Classroom™ to other classroom devices?

Connect your Symphony Classroom™ to other devices by using the HDMI and USB-C ports found on the back of the Symphony Classroom™ device.

If you use a wireless casting device, such as an Apple TV or Chromecast, connect it to the HDMI port on the back of Symphony Classroom™. Select that HDMI port when you switch displays and then cast your computer like you normally do.

## 3. How do I know my Symphony Classroom™ is on?

You will know Symphony Classroom™ is on if you see a green light illuminated on the top of the device.

## 4. How do I mute my device's speakers?

The Mute button (🔇) can be found on either the top of Symphony Classroom™ or the lower right part of your remote. To unmute, simply press the Mute button (🔇).

## 5. Can I turn off Merlyn's microphone?

Yes, there is a Microphone Off button (🔇) on your device and your remote. When either is pressed, Merlyn will stop listening for the **“Hey Merlyn”** wake word and stop responding to commands. Additionally, you will see a red light illuminated on the top of the device. You can still talk to Merlyn with the Push-to-Talk button (🗣️) on the remote. To turn the device's microphone back on, simply press the button again.

## 6. What does the red light on the top of my Symphony Classroom™ mean?

The red light means the device's microphone is muted. The device will not be listening for the wake word **“Hey Merlyn”** or any spoken commands. Simply press the Microphone Off button (🔇) to unmute and the red light will go away.

## 7. How do I connect to WiFi?

You can connect to WiFi in your settings. To open settings, click the Settings button (⚙️) on your remote and open WiFi settings to connect to a new network.

## 8. How do I access my device settings?

Open Settings by pressing the Settings button (⚙️) on your remote or by saying **“Hey Merlyn, open settings.”**

# Remote

## 1. How do I pair my remote?

- a. To pair your remote, follow the step-by-step guide during the onboarding process.
- b. You can pair a new remote by saying **“Hey Merlyn, pair my remote”** or by going to settings and selecting the «remote» option. There you can select the option to pair/unpair your remote.
- c. If you are unable to use the remote's Air Mouse, connect a regular mouse to Symphony Classroom™ using the USB port on the back of the device. You can then say **“Hey Merlyn, open settings”** and navigate through settings using the mouse.

## 2. What happens if my remote stops working?

- a. First check the battery level by going to settings and selecting the remote option. If its lower than 30%, try changing the batteries.
- b. If your remote is not paired, open settings and select «remote». From there you can click on the pair option. You can also say **“Hey Merlyn, pair my remote”**. This will automatically unpair any existing remotes and pair your remote again.
- c. If need be, contact your IT support to order a new remote.



## 3. Can Merlyn help me find my remote?

Yes. Just say, **“Hey Merlyn, find my remote”** and listen for a chime that will sound from your remote.




## 4. How can I replace a lost remote?

Contact your IT support to order a new remote.

## 5. How do I re-align my Air Mouse?

If you find that your Air Mouse is not accurately following the cursor on the screen, you can re-align it quickly. First, turn off the Air Mouse by pressing the Air Mouse button (  ) on your remote. Second, point your remote to the location of the cursor on your screen. Third, turn on your Air Mouse by pressing the Air Mouse button (  ) on your remote. Once you turn it on, the cursor and your Air Mouse should be aligned.

## 6. How do I use the Push-to-talk button ( ) on my remote?

- a. Hold down the Push-to-Talk button (  ) on the top of your remote and speak your full command. Do not let go of the button until you have finished saying your command. When you hold down this button, you do not need to begin your command with **“Hey Merlyn.”**
- b. When you hold down the Push-to-Talk button (  ), the Symphony Classroom™ microphone will disable, and Merlyn will only listen to the command that is spoken into the remote.
- c. If you mute the Symphony Classroom™ device, you can still talk to Merlyn by using the Push-to-Talk button (  ) on your remote.

# Using Symphony Classroom™ with Other Devices

## 1. How do I pair my computer to Symphony Classroom™?

- a. On your computer, go to **teacher.merlyn.org** and login using your school account.
- b. On your computer, verify that you have installed both the Merlyn Mind Browser Extension on your Chrome browser and the Merlyn desktop app. You can check here:  
**<https://teacher.merlyn.org/portal1/downloads>**
- c. Turn on the Symphony Classroom™ device. Make sure Symphony Classroom™ is connected to an output display (TV, projector, Smart Board) and the display is set to the right HDMI input.
- d. The home screen on Symphony Classroom™ should show a 4-digit pairing code. Type this code into the pairing tile in Teacher Portal on your computer. If you don't see a code, say **“Pair my computer”**.
- e. Your computer should be paired and ready to control via voice and the remote.

## 2. How do I share my computer screen?

- a. First pair your computer with Symphony Classroom™ (See FAQ above).
- b. Connect your computer to Symphony Classroom™ using an HDMI cable, or connect a compatible wireless casting receiver to an HDMI input on Symphony Classroom™ (e.g. Apple TV, Screen Beam).
- c. Once you are ready say **“Hey Merlyn, show my computer”** or **“Hey Merlyn, switch display.”** Next, select the HDMI input that is connected to your computer or casting receiver.
- d. If you are using a wireless casting receiver, you will need to start casting from your laptop.
- e. Recommendation: On your laptop, go to display settings and make the screen that you want to show to your students the primary window. This will allow the Air-Mouse to work on this screen.

## 3. What are some examples of devices I can connect to Symphony Classroom™?

- a. Start by connecting your display to the HDMI output port.
- b. Connect the devices you want to display during class (laptop, document camera, microscope) to the HDMI ports located on the back of Symphony Classroom™.
- c. You can also connect keyboards and mouse peripherals to the USB ports on the back of Symphony Classroom™.

## 4. How many devices can you connect to Symphony Classroom™?

You can connect up to three devices at a single time, plus an output display.

## 5. How do I switch between devices?

Switch between devices by saying **“Hey Merlyn, switch display”** or by pressing the Switch Display button (↔) on your remote. You'll be shown a switch display screen, where you can select the desired device.

## 6. How do I switch back to the Merlyn home screen?

If you'd like to go back Home, just say **“Hey Merlyn, go home”** or press the Home button (🏠) on your remote.

# Browser Navigation

## 1. How do I access my teacher portal?

You can access Teacher Portal at [teacher.merlyn.org](https://teacher.merlyn.org). Login using your school email account.

## 2. What can Merlyn do in my browser?

Try saying “Hey Merlyn”....

### Navigate your browser

“Open Nearpod”  
“Go to YouTube”  
“Go to the Newsela tab”  
“Scroll up/down”  
“Go to my Google Slides”

### Navigate Google Slides and control presentations

“Search for presentations about Geometry”  
“Open my presentation about Oceans”  
“Next slide”  
“Go to slide 4”

### Find information

“Who was George Washington?”  
“What is the square root of 3”  
“Search for pictures of sharks”

### Control videos

“Play the video about Photosynthesis”  
“Play/pause/stop video”  
“Fast forward 3 minutes”

## 3. How do I turn off Merlyn Hints - the orange circle on your screen?

To turn off hints, turn off the Merlyn Mind Chrome browser in your Chrome extension settings.

## General Questions

### 1. How can I have Merlyn only respond to the teacher?

First, turn off the Symphony Classroom™'s microphone by pressing the Microphone Off button (🔇) on your remote or directly on the device. Using the remote Push-to-Talk button (🗣️) talk directly to Merlyn. Merlyn will only respond to whoever is speaking into the remote.

### 2. Is Merlyn always listening to me?

If the microphone on Symphony Classroom™ is unmuted, Merlyn is always listening for the wake word, **“Hey Merlyn,”** so it can respond to your commands quickly.

### 3. How do I know my students' and my own privacy are being protected?

Yours and your students' privacy are our top priority, and you can rest assured that we've taken every precaution to protect your data. Please take a look at our privacy promise here:  
<https://www.merlyn.org/merlyn-privacy>.

### 4. What can I ask?

There is so much you can ask, just start with **“Hey Merlyn help”** and see how Merlyn can help you.

### 5. Can students use Merlyn?

Yes, Merlyn will respond to anyone who begins a command with **“Hey Merlyn.”** You can avoid this by turning off the microphone on Symphony Classroom™ and using the remote Push-to-Talk button (🗣️) to talk to Merlyn.

### 6. Does Merlyn understand any other languages?

Currently, Merlyn only understands English.