



Onsite Volunteer Instructions

Shalom!

Thank you so much for your servant's heart and willingness to serve the IAMCS Yeshiva.

Everything you need to know for performing your volunteer duties is available **by video tutorial**, with accompanying written instruction, at <https://volunteers.iamcs.org>—the video instruction is approximately 35-40 minutes long. I believe you will find the instructions most easy to follow by watching the videos. **You are strongly encouraged to view the videos and familiarize yourself with the equipment and supplies before arriving at the conference.**

The following pages contain the exact same written instructions as those available at <https://volunteers.iamcs.org>, so they are redundant; however, they may be helpful as a handy reference.

To avoid delays and problems on class day, get hands-on time with the equipment and video instructions by the day before to make sure you know how to work everything.

Please arrive 60 minutes before class time.

Please obtain and return a copy of any notes provided by the instructor.

If you have questions, need clarification on any of these instructions, or run into any issues not covered in the instructions, please do not hesitate to contact me at any time.

Thank you again for your service and assistance.

Sincerely in Messiah,

Kevin Geoffrey

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What's In the Box?

Brief Introduction of Equipment & Supplies

- Square box (somewhat heavy!)
 - Cash box (pens)
 - Registration forms
 - Clipboards
 - Video projector for Instructor's laptop (only if needed)
 - Vaultz case
 - Video & Audio equipment
 - Credit card processing electronics
- Rectangular box
 - Tripod (for video camera)
 - Mic stand (for digital audio recorder)
 - Extension cord
 - Packing tape (for return shipment)

Unpacking the Vaultz Case (Electronics)

- Headphones
- Digital audio recorder
- Credit card processing equipment
 - Tablets case
 - Credit card readers (2)
- Camera bag (Video & Audio equipment)



Unpacking the Credit Card Processing Equipment

- Tablets Case
 - Apple iPad tablets (2)
 - USB charging cables (2)
 - USB charging unit
 - AC adapter for USB charging unit
- Card Reader Case (2)
 - Card reader
 - USB charging cable

Unpacking the Camera Bag

- Main pouch
 - Audio
 - Wireless microphone receiver (RX) (cord attached)
 - Wireless microphone transmitter (TX)
 - Lavalier microphone
 - Video
 - Camcorder
 - AC Transformer
- AC Cord for Camcorder (right pocket)
- Spare batteries for microphone (left pocket)



National Conference Only

Special Instructions

- Coordinate with other volunteers before the conference
- Pick up the packages labeled IAMCS Yeshiva at the conference Cultural Center (Gym/Sports Center)
- On Sunday: familiarize yourself with the equipment
 - Registration volunteers - tablets and card processing
 - Video & Audio volunteer - video and audio recording equipment
- Schedule
 - Classes are Monday through Thursday afternoons from 1 pm to 5 pm
 - Arrive at least by Noon on Monday
- Daily Duties
 - REGISTRATION VOLUNTEER:
 - Monday & Wednesday
 - Onsite registration
 - Use both tablets and card readers
 - Check in pre-registered students on roster
 - All paid students receive an "Admit One" ticket, one for each class they pay for
 - Also give students any literature we provide (flyers, catalogs, etc.)
 - Tuesday & Thursday
 - Request entering students show their "Admit One" ticket before entering the class



- VIDEO & AUDIO VOLUNTEER:
 - Set up on Monday
 - Equipment remains set up overnight through class on Thursday
- ALL VOLUNTEERS:
 - Repack all equipment and supplies Thursday after the last class
 - Coordinate which volunteer will write or provide a check for any cash received
 - Coordinate which volunteer will be responsible for returning the packages to the Yeshiva
- Returning the packages
 - Option 1 - Drive packages to local UPS store on Friday
 - Option 2 - Drop packages off at Cultural Center late on Saturday night
 - Option 3 - Take packages to local UPS store near your home on Monday



For Registration Volunteer

Registration Procedures & Equipment

- A. Cash box contents
 - 1. Tray
 - 2. Pens
 - 3. Blank registration forms (possibly)
- B. Pre-registered students
 - 1. The pre-registered student roster will be emailed or texted to you.
 - 2. Please print and bring it to the conference
 - 3. Just verify their ID and have them initial next to their name on the roster.
- C. Registration forms
 - 1. Completed by student: Contact info, New student fee (only for those who have never taken an IAMCS Yeshiva course before), Course(s) selected, tuition level (audit, certificate or credit) Video Pre-order of the class (optional), method of payment
 - 2. Double-check the sub-total and total
 - 3. Pink copy to student (after payment received)
 - 4. White copy goes in the bottom of the cash box to return to Yeshiva
 - 5. Yellow copy you keep until Yeshiva receives return shipment (for the unlikely event the package is not delivered)
- D. Clip boards (6) for registration forms for student use
- E. Credit card processing equipment
 - 1. Tablet case contains two Apple iPad tablets
 - 2. Shopify credit card readers (2)
- F. Assignment sheet (various colors). Please give a copy to all for-credit students only.
(Certificate requirements are different than credit requirements, and may be found on the reverse side of the registration form.)



- G. Course catalogs & other materials. Please just make them available for students in a stack on the registration table.
- H. Manila folder: UPS Return shipping labels; various paperwork, i.e. instructions
- I. Returning the registration materials
 - 1. Checks and student registration forms (white copy) put in bottom of cash box
 - 2. Please do not send cash. Convert to check by (a) keeping the cash and writing a personal check, or (b) getting a bank check (not cashier's check).
- 2. Returning the packages
 - 1. Use supplied packing tape to seal the boxes
 - 2. Drop off sealed packages at local UPS Store
 - 3. Get a receipt!

Credit Card Processing Setup

Two Apple iPad tabletstables are provided, along with matching card readers. Each tablet must use the card reader it is already paired with. Both the tablets and card readers are labeled (A or T). The tablets are labeled on the back. The card reader communicates by wireless bluetooth to the tablet.

You will need both tablets and readers for the national conference. Only one tablet is needed for the regional conferences, and you may select whichever you wish.

Starting the Devices

- 1. Boot up the tablet – press and hold the power button on the upper right side until the Apple logo appears.
- 2. Enter passcode 3867 to access the tablet.

Verifying Connectivity

- 1. If you ever need to verify that Cellular Data and Bluetooth are enabled, access the tablet's Control Panel by swiping down from the top right corner.
- 2. Tap in the center of the Control Panel to enlarge it.



Setting Up the Card Reader

1. Place the card reader on the table.
2. (The tablet and card reader are battery powered. Make sure they are charged up. See “Charging the electronic devices” for information about charging in general, and below for checking the charge level of the card reader.)

Setting Up the Tablet and Card Reader

1. To turn the screen on if it is off, press the power button, then enter the passcode 3867.
2. Turn on the card reader by pressing the button on the back. The lights will illuminate.
3. Tap the Shopify POS icon on the tablet to open the Shopify POS app.
4. Enter the passcode 3867 and tap the black arrow.

Checking Connections and Card Reader Charge

1. To check connectivity of the card reader, tap the CONNECTIVITY ICON in the bottom-left corner of the Shopify app (second icon to the bottom).
2. The connectivity screen should indicate that the Chip & Card Reader is connected, along with its charge level.
3. If instead there is a button that says, "Set up hardware," go to “Troubleshooting the Card Reader (Part 1): Setting Up the Card Reader”.

Closing Shopify POS

1. If you need to force-close the Shopify POS App, for example, in the event the app stops working:
2. From the bottom-right, swipe up and let go.
3. Swipe up the Shopify app image.



After Registration is Complete

1. Shut down the tablet - press and hold power button.
2. After the power-off slide appears, slide it.
3. The card reader will shut itself down.

Introduction to the Credit Card Processing App (Shopify POS)

You will need a completed student registration form, indicating the items the student wants to pay for by credit card. The Video pre-order is optional. Students may purchase the Video pre-order at the time of registration. The price for DVD includes shipping.

To Add Items to the Shopify POS Cart

1. Turn the tablet on (power button) if it is off. Type 3867 to enter the tablet.
2. Touch the Shopify POS icon if the app is not already open.
3. On the home page, tap the items as indicated on the registration form
4. Tapping "New Student Application Fee" once will add one fee to the cart (indicated on the right of the screen)
5. Tapping any of the course titles will open its "Variants" page. (There will be only one course listed for regional conferences, two for the national conference.)
6. There are three levels: Audit, Certificate Degree and Credit. Tap the appropriate level as indicated on the registration form, and it will be added to the cart. Tapping again will increase the quantity.
7. Tap the HOME icon or back-arrow in the upper-left corner to return Home.
8. It is similar for Video Pre-order. There will be two variants: Online Streaming or DVD.
9. If there are more than 2 items, you can see them all by scrolling the cart with up and down swipes.

CRITICAL STEP: Adding the student's name to the order

1. Tap "Add customer."
2. Type student's first and last name.



3. If there is a match below the "Add new customer" button, tap it, and it will be added to the cart.
4. If there is no match, tap "Add new customer."
5. We only need First and Last Name on the order.
6. When you have successfully input the student's name, tap "Save"

To make corrections to the cart items

1. Tap the item you want to change.
2. Then you may adjust the quantity, then tap "Save" in the upper right corner. To remove the item from the cart, just tap "Remove from Cart".
3. To completely clear the cart, tap the red trash can on the top right of the cart.

Before checkout, review the registration form, the total amount, and the items and total in the cart.

How to Process a Credit Card

You will need a completed student registration form. If Shopify indicates that the card reader is disconnected, quickly press the blue power button on the card reader, then wait a few moments for the message that the card reader is reconnected.

1. When you are finished adding items, **and the student's name, tap the blue CHECKOUT bar.**
2. Verbally verify total amount from top of the screen with student.
3. Student taps or inserts card in card reader. For inserted card, if you receive "Couldn't read chip," the card is probably inserted backwards. Try again.
4. When the screen displays "Remove Card" have the student remove the card, then wait for it to finish processing.
5. After the payment is approved, the student may choose how to receive a digital receipt, or none at all. If the student prefers, you may give the tablet to the student so they may enter their own information.
6. Tap the blue DONE bar.
7. The transaction is complete, and the tablet is ready for the next student.



Charging the Electronic Devices

Electronic devices will be shipped fully charged, however, they will lose a certain amount of battery power during transit. Make sure the evening before each class that the devices are all sufficiently charged. A full charge should be more than sufficient to last the duration of the registration time. All charging accessories are located in the tablet case and individual card reader cases.

1. Plug ac cord into USB charger
2. Plug other end of ac cord into wall outlet
3. Plug USB cable(s) into USB charger
4. Plug other end of USB cables into devices.
5. Card reader status lights: 4 blue = 100%, 3 blue = 75%, 2 blue = 50%, 1 blue = 25%, 1 red = needs charging ASAP

Troubleshooting the Card Reader (Part 1): Setting Up the Card Reader

If the Shopify POS App says "Wake Card Reader," but you have pressed the card reader button and it is still not connecting, try the following to get a connection.

1. Make sure you are using the matched set of tablet / card reader (A or T).
2. Make sure the card reader is on (at least 2 blue lights when you quickly press the power button)
3. In the Shopify App, tap the CONNECTIVITY ICON in the bottom-left corner (2nd from bottom)
4. Tap "Set up new device" > "Card Reader" > "Tap & Chip"
5. When it finds the card reader, tap "Connect", then wait
6. When it is connected, tap "Done"
7. Skip remaining items
8. Tap "X" to return home and begin taking orders



Troubleshooting the Card Reader (Part 2): Manual Card Entry

If after taking troubleshooting steps you are unable to get the card reader to connect, manual credit card entry will still be an option. But before proceeding, please add the student's name to the order.

1. In the cart, tap the "Add customer" button in the upper-right corner.
2. Search for the student's name. If the student's name is found, tap the name.
3. If the student's name is not found, tap "Add new customer," enter first and last name, then Save.
4. The student's name will now appear in the cart.



For Video/Audio Volunteer

VIDEO CAMERA & MICROPHONE

Assembling the Microphone Receiver (RX) and Video Camera

1. Slide small disc mount on bottom of Receiver (RX) into shoe on top of camcorder.
2. Twist the larger disc until the mount is secure.
3. Inside the small, black panel on the right side of the camera, toward the lens, insert the mini plug of the already-attached cord on the Receiver (RX) into the red mic jack.
4. Inside the small, black panel on the rear of the camera, insert the plug from the camera power supply (transformer).
5. Plug the ac cord into the transformer.
6. Plug the other end of the ac cord into the supplied extension cord or directly into a power outlet.

Assembling the Microphone Transmitter (TX)

1. Gently open and remove the wireless lavalier microphone from its pouch
2. Insert the microphone mini plug into the jack on the top of the transmitter (TX)
3. Hold the jack with one hand while twisting the transmitter with the other until the connection of the microphone to the transmitter is secure. (This is to prevent the microphone from accidentally being unplugged from the transmitter.)
4. After testing the microphone, clip the microphone onto the instructor with the lapel clip to your left. (The lapel clip is designed to keep the microphone away from clothing, where it may rub and created unwanted noise.)



Turning on and Testing the Microphone

IMPORTANT: Change the batteries in both the transmitter and receiver every four hours, whether there is an indication of low battery (blinking power button) or not.

Testing the Microphone

1. Make sure the receiver (RX) is mounted and plugged in to the video camera, and the microphone is connected to the transmitter (TX).
2. Place the microphone on yourself about mid-chest to simulate the placement on the instructor.
3. Press and hold the power buttons on the transmitter (TX) and receiver (RX)
4. Release when you see the led lights illuminate
5. The transmitter (TX) and receiver (RX) will begin syncing to one another
6. When pairing is complete, both units will stop blinking and display the same channel number.
7. Test the microphone.
 - The receiver (RX) display has a rudimentary level meter.
 - When you test the microphone, you will see activity on the level meter. This indicates that the transmitter (TX) is properly transmitting to the receiver (RX).
 - The receiver (RX) display also shows the approximate battery power level of both the receiver (RX) and the transmitter (TX).
8. The numbers on the displays will eventually turn off. This is normal.
9. Press the power button on the camera on the left side of the camera.
10. Open the camera viewscreen door beneath the power button.
11. Wait a few moments while the camera starts up.
12. Test the microphone again.
 - Speak at a level that you believe will best simulate the volume of the instructor.
 - Verify you are seeing the on-screen audio level meter bouncing in the bottom-left corner of the screen.
 - You want the audio to bounce into the red, just not all the way to the maximum



Adjusting the Audio Levels (Only If Necessary)

1. Locate the joystick to the lower left corner of the screen in the viewscreen door.
2. Depress the joystick. This will bring up new display information on the bottom right side of the screen.
3. Toggle the joystick downward until the new display area shows a microphone icon with the word "MIC".
 - Beneath the on-screen audio meter, there will now be a thin line, half orange, half white.
 - The longer the orange line, the higher the audio input
4. Push the joystick to the left to decrease the audio input level, push the joystick to the right to increase the audio input level.
5. Depress the joystick again to exit the audio level adjustment mode.

Turning off the Transmitter (RX) and Receiver (TX)

1. Press and hold the power buttons
2. Release when the displays indicate they are powering down

Installing & Replacing Batteries for the Wireless Microphone

IMPORTANT: Change the batteries in both the transmitter and receiver every four hours, whether there is an indication of low battery (blinking power button) or not.

The following instructions work for both the transmitter (TX) and receiver (RX).

1. Orient the unit with its back facing you, and the top facing to your right.
2. On the back of the unit, with your left thumb, depress and hold the release button located beneath the Rodelink label plate.
3. While you are depressing the release button, give the entire back cover of the unit a push with your right thumb, and slide cover to the left.
4. Insert the batteries according to the diagrams inside the battery compartment. Flat side of the battery goes toward the spring.
5. Slide the cover closed.
6. IMPORTANT: When you replace the batteries, be careful to not yank the batteries out from the end of the battery that is touching the spring. Pull it out from its other end.



Recording Video

Starting the Camcorder

1. Make sure the selector dial on the rear of the camera is set to second red camera icon that looks like a video camera.
2. Press the power button on the rear left side.
3. Open the viewscreen door beneath the power button.

Recording

1. To start recording, press the silver button with the red dot, located in the center of the selector dial on the rear of the camera. The green record-pause indicator at the top center of the screen will turn red.
2. To stop recording, press the silver button again. The red record indicator at the top center of the screen will turn back to green record-pause.

Framing the Subject

- Try to frame the instructor from the waist up, and centered in the screen.
- If the instructor moves around, follow him by panning the camera left and right on the tripod.
- The zoom is on the top left side of the camera toward the rear. Push the zoom button left or right to zoom in and out.
- Try to zoom as little as possible. If you must, try to zoom gradually.

Ensuring Good Audio

IMPORTANT: Please use the supplied headphones to monitor the audio. This is an important warning system in the event of an audio malfunction.

Using the Headphones

- The headphones are lightweight and go around the back of the head, rather than over the top.
- Unfold the headphones in order to use them.
- Insert the headphone mini plug into the yellow A/V jack above the red microphone jack on the right, front side of the camera.



- The headphones are supplied not to monitor sound quality, but primarily the presence of audio.
- The headphones have an in-line volume control that you can adjust to your comfort without affecting the sound levels received by the camera.

If You Hear a Loud Buzzing Sound Coming From the Headphones

1. Turn off the camera
2. Turn the selector on the rear of the camera to the second red icon that looks like a movie camera
3. Turn the camera back on

VIDEO CAMERA TRIPOD

Setting Up the Tripod

1. Extend the legs by flipping the latches opened, pulling the legs out, then clicking the latches closed.
2. Spread the legs open.
3. Twist the dial around the center pole to secure the open position of the legs.
4. Twist the handle to the left to release and lift it up and away from the tripod.
5. Twist the handle to the right to disable tilting. The handle will still be able to swivel.
6. Use the gear elevator handle to adjust the height of the tripod. Secure the elevator with the twist ring at the bottom of the pole.

Using the Quick-release Plate

The quick release plate is located on the top of the tripod head.

To release the plate

1. Push the spring-loaded lever away from the head until it is perpendicular to the opposite side of the head.
2. The plate will then slip right out.



To replace the plate

1. Locate the black knob on the underside of the plate.
2. Position the plate with the black knob away from the lever
3. Push the lever out as during the plate release
4. Slip the edge of the plate with the black knob under the lip on the far side of the head.
5. Lower the edge that is closest to the lever in place
6. Release and close the lever

Mounting the Camera on the Tripod

1. Remove the quick-release plate from the tripod head.
2. Locate the screw on the top of the quick-release plate.
3. Locate the small spring-loaded knob on the top of the quick-release plate, next to the screw.
4. Line up the screw and knob with the two holes on the bottom of the camera. The threaded hole is for the screw.
5. Place the quick-release plate into the holes.
6. Screw the quick-release plate screw into the camera using the attached screw-handle.
7. Replace the quick-release plate with the attached camera onto the tripod head.

DIGITAL AUDIO RECORDER

Operating the Digital Audio Recorder

The digital audio recorder is shipped with batteries already installed. Mount the recorder on the supplied microphone stand after you are familiar with its operation.

- Press and hold the HOME button with the white square to turn on
- Press the record button (with red dot) to enter record-pause. The red light on the right above the screen will begin to flash.
- Verify that the unit is receiving audio by observing the bouncing audio level meters.



- **Press the record button on the digital audio recorder a second time to begin recording.**

The red light on the right above the screen will remain solid.

- Verify that the unit is recording by observing the advancing of the counter on the screen.
- Press the HOME button to stop at the end of each session.
- Press and hold the HOME button to shut down the recorder.

Assembling the Recorder (Microphone) Stand

The microphone stand for the digital audio recorder is shipped in two pieces, the base and arm, in one box. The silver adapter used for mounting the recorder on the stand is already attached to the stand.

Following the instructions below will result in full extension of the stand. Feel free to make adjustments so that the digital audio recorder is comfortable for you to use.

Base

1. Beginning with the base, release the vertical twist lock, extend the first part of the center pole, then tighten the twist lock.
2. Unscrew the screw lock on the base to release the second part of the center pole, extend the pole, then tighten the screw lock.
3. Snap the three legs into place.

Arm

1. Unscrew the arm mount to let it hang loose from the arm.
2. Rescrew the arm mount when it is perpendicular to the arm.
3. Screw the arm onto the base.
4. Unscrew the arm mount again and allow the arm to swing parallel with the center pole of the base.
5. Retighten the arm mount.
6. Unscrew and extend the arm extensions in turn. Rescrew when the extensions are fully extended.

Repacking the Stand

1. Perform the stand assembly in reverse order



2. Insert the base into the box with the large, bulky end in first.
3. Insert the arm into the box with the digital recorder mount in last.

Attaching the Digital Audio Recorder to the Microphone Stand

1. Locate the mounting hole on the back of the recorder.
2. Screw the mounting screw on the silver adapter (already on the mic stand) into the mounting hole on the recorder.
3. Adjust the height of the stand so that you can easily see the screen and operate the recorder.
4. Orient the recorder so that it is facing you, but with one microphone pointed toward the front of the room (where the instructor will be), and one microphone pointed toward the rear of the room.

Repacking & Returning

Disassembly and Repacking of Video Equipment

1. Disconnect the headphone, microphone and ac adapter from the camera.
2. Fold headphones, wrap up the cable, return to its bag.
3. Unscrew and slide the wireless receiver (RX) out from the camera shoe.
4. Unscrew and unplug the microphone from the transmitter (RX)
5. Gently wrap the microphone cable and return it to its pouch
6. Return unused batteries to the left-side zipper pocket of the camera bag.
7. Disconnect the video camera ac cord from the ac transformer.
8. Wrap the ac transformer cable and return the transformer to the right inside part of the camera bag.
9. Return the ac cable to the right-side zipper pocket of the camera bag.
10. Place the microphone on top of the ac transformer.
11. Place the transmitter (TX) on top of the microphone.
12. Return the video camera to the left inside part of the camera bag.



13. Place the receiver (RX) facedown on top of the camera with the cord facing toward the center of the bag.
14. Zip the bag closed.

Repacking the Vaultz Case

1. Place the two card readers side-by-side on the bottom-right side of the case.
2. Stand the tablet case up against the left side of the case.
3. Put the video camera bag on top of the card readers.
4. Place the digital audio recorder on top of the camera bag, somewhat toward the right.
5. Put the headphones in the remaining area between the tablet case and the digital audio recorder.
6. Close and latch the case.

Returning the Packages to the Yeshiva

1. Please convert cash to check, either by keeping the cash and writing a personal check, or getting a bank check.
2. Put checks and completed registration forms (white copies) in the bottom of the cash box.
3. Keep yellow registration forms until we notify you that the return shipment has arrived, then you may dispose of them.
4. Completely shut down all electronics.
5. Remove the supplied UPS return shipping labels from the manila folder.
6. Properly repack all supplies and equipment (see images below).
7. Retape the boxes with supplied shipping tape. (If it is easier for you, you do not need to try to pack the roll of tape. You may keep it.)
8. Adhere the UPS labels over the existing labels.
9. At a timely and convenient time, drop the packages off at a local UPS store.
10. Make sure to get a receipt from UPS

Thank you for your service to the IAMCS Yeshiva!!!

