



Videoconferencing Table of Contents

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I. Campus and CalREN Video Services Usage Guidelines

This document was developed by the CalRen Video Services (CVS) Video Users End Group. The committee represents four segments of California education (K-12, Community Colleges, CSU and UC). This document is intended to provide a guide to videoconference sites.

The priority use of the network and related equipment is for instructional purposes. Administrative use is encouraged and is an excellent way to reduce travel costs and involve those unable to attend a meeting in a central location. The collaboration opportunities across education segments are limitless.

The effectiveness of this powerful medium is entirely dependent upon the technical and administrative staff that maintain and operate the network, videoconferencing centers and specialized equipment at each campus. To realize the best possible results from videoconferencing, it is imperative that everyone involved in the system adheres to the following guidelines and procedures.

A. Room Environment and Equipment

The campus must provide a suitable environment for videoconferencing. The space designated for videoconferencing should be carefully considered and the room easily scheduled. If your site is new to videoconferencing and is designing or considering a space for this specialized purpose there are several factors to consider. Your design team may find it useful to consult with other similar institutions concerning room usage and setup. Room design suggestions ([link](#)). NOTE: *The blue text will be on a separate web page.*

The following are minimum suggested standards for the videoconferencing environment:

Room Size: For what purposes will the room most often be used? Small meetings? Classes? This will determine the optimum size for the room.

Blinds/curtains on windows (if any).

Adequate lighting (60 to 80 ft candle illumination on task)

Minimal ambient noise.

Adequate heating, ventilation and air conditioning (HVAC) for equipment and participants.

Appropriate furnishings preferably to include chair and table space for each participant. A minimum of one main camera and one document camera (with the ability to switch between sources). Distance learning applications may require institutions to consider a third camera for capturing classroom reaction.

A minimum of two (2) 25" television monitors.

Additional microphones based on the size and capacity of the room.

Every institution is unique. The items listed above are intended as suggestions only.

B. Maintenance

Maintenance is an individual campus responsibility. Each campus should put forth its best effort to bring their videoconference capabilities back up as quickly as possible in the event of equipment failure. In the H.323 environment, this includes the need to resolve any campus-based network problems interfering with videoconference transmission.

C. Software/Hardware Upgrades

Software and hardware upgrades will be recommended on a periodic basis by the CENIC Oversight Committee. *Campuses are required to provide such upgrades to maintain interoperability and remain part of the systemwide videoconferencing system. Upgrades will be implemented on a systemwide schedule to assure system integrity and compatibility.*

D. Technical Contacts

Each campus must designate at least one trained person as the **Technical Contact** for videoconferencing.

The Technical Contact should be familiar with networking principles as they pertain to video over IP and should have access to tools that will enable network troubleshooting.

Each campus must also assure that the Technical Contact will be immediately available whenever the campus is participating in a videoconference. *Pagers/cellular telephones are strongly recommended for technical contacts to avoid time wasted leaving messages in voice mail.*

E. Resource Services

Each campus must designate a Videoconference Administrator (VA). The VA will coordinate and schedule conferences, open the room, turn on equipment and instruct participants in the use of controls. The Videoconference Administrator will be the main point of contact for all videoconferencing issues, both for other sites and for the CVS Network Operations Center. The VA may delegate some responsibilities to other individuals.

One of the primary functions of the Videoconference Administrator is the setup of videoconferences. The setup typically includes a 30 to 60 minute test proceeding the start of each videoconference event (meeting, class, etc.), Setup procedures:

- Check-in with the host site to verify connection and audio levels
- Remain available for troubleshooting with the origination site.
- Instruct participants in the use of controls and make sure they know who to contact in case of difficulties.

Additional duties for the videoconference origination site

- Within the first five minutes confirm each site's video connections. It is the responsibility of the origination site (the site that scheduled the event) to contact the sites who have not checked in.
- If the origination site's VA can not contact a participating site and verify the connection, call CVS Network Operations Center to verify the connection.

- The Videoconference Administrator from the origination site must be a liaison with the CVS Network Operations Center in case of any problems, both during the setup time and throughout the videoconference.

Distance learning applications may require additional services such as exam proctoring, assignment collection, classroom monitoring, etc. These services should be negotiated on a case-by-case basis by participating campuses.

F. Hours of Availability

Campus videoconferencing facilities should be available for use during the normal business day, 8:00 AM to 5:00 PM, Monday through Friday. Uses at other times may be negotiated between or among participating sites. If equipment is permanently installed in a room, it is suggested the site assign the highest priority for the room's usage to videoconferencing.

The Network Operations Center (NOC) for CVS is staffed seven (7) days a week, twenty four (24) hours a day, 365 days a year for videoconferencing questions or problems. If you need assistance with an active video, please call the NOC at (714) 220-3494.

G. Scheduling

The scheduling of videoconference rooms and CVS bandwidth is on a first come, first served basis. However, to insure that instructional uses of the videoconferencing equipment have priority, *administrative conferences may not be reserved earlier than two months in advance of an event.*

Only the Videoconference Administrator at each site may schedule conferences over CVS. All conferences must be scheduled through the CVS Online Video Scheduler found at <http://www.cenic.net/calvip/vcrequest.htm>. After the Videoconference Administrator submits the request form, it will be reviewed and either confirmed or a request for more information will be sent. Please be patient; it may take up to two hours for a response.

Scheduling Protocol.

Reserving a Conference Site Videoconference Administrators must contact the appropriate Videoconference Administrator to request a videoconference room at another site. No room should be scheduled without the consent of the site's Videoconference Administrator.

Adding a site: The originating Videoconference Administrator may add sites using the CVS Online Video Scheduler, via email (calviprequest@cenic.org), or by phone (714-220-3415). Addition of sites must meet the minimum time requirements listed in Section H of this document.

Please note all changes and additions in the comments section of the Online Video Scheduler.

Deleting a site from an existing multi-point reservation may be done no later than 24 hours before the scheduled setup time for videoconferences with 1 to 6 sites and 48 hours before the scheduled setup time for videoconferences involving 7 or more sites. For deletions that do not meet the minimum time requirements, the Videoconference Administrator must call the Network Operations Center to request the deletion.

Setup times are determined by the number of sites involved in the conference (1-6 sites: 30 minutes setup time and 7 or more site multi-points: 60 minutes setup time) and reflect the complexity of testing and verifying that all equipment is operating properly.

If an individual site involved in a multi-point conference is not generating any audio or video signals, or the site's Technical Contact cannot be reached during the setup time, the site will be omitted from the conference at 10 minutes before start time. The site may be added later only with the approval of the originating Videoconference Administrator if the site is able to establish a successful connection with the CVS Network Operations Center.

Changes to active conferences, without exception, must be requested through the Videoconference Administrator (as recorded on the Online Video Scheduler Conference Description). The Videoconference Administrator is the only person authorized to request a change to an active conference and must do so through the Network Operations Center (NOC).

Canceling a conference must be done at least 1 hour before the scheduled setup time for point-to-points and at least 24 hours before the scheduled setup time for multipoints. The Videoconference Administrator is responsible for notifying the CVS and all participating campuses of a cancellation.

H. Reserving a Conference Site

Point-to-Point Conferences do not require scheduling; however, unscheduled conferences cannot be guaranteed the same level of troubleshooting support provided to scheduled conferences because there is very little that can be done from the CVS NOC for an unscheduled conference.

Multi-Point Conferences must be scheduled using the CVS Online Video Scheduler at least 24 hours in advance for 1 to 6 sites and 48 hours in advance for 7 or more sites. Multi-Point Conference Reservations made less than 24 hours in advance must be done by contacting the CVS NOC, not the scheduling desk.

The processing of late reservation requests will be supported on a "best effort" basis, subject to available staff and equipment resources. PLACE LINK HERE

I. Scheduling Responsibilities

1. Campus Responsibilities

Schedule Videoconferences

Campus Videoconference Administrators are required to schedule all videoconferences originating from their campus unless arrangements have been made with another Videoconference Administrator. Scheduling is done using the CVS Online Videoconference Scheduler on the World Wide Web.

Confirm Availability of Rooms

Videoconference Administrators are responsible for confirming the availability of videoconference facilities at each participating campus by contacting the Videoconference Administrator from each campus involved. You must obtain permission before scheduling the resources of another campus on the Web, because although a campus site might appear available, their room/resource could be reserved for a videoconference that does not require CVS resources.

Modify Videoconferences

Videoconference Administrators are responsible for requesting any modifications to scheduled videoconferences as required by participants including removal of sites, port changes or cancellations.

Notify Participants of Schedule and Changes

Videoconference Administrators are responsible for notifying all participating sites' Videoconference Administrators of the scheduling of a videoconference, and of any changes made to the videoconference.

Notify Other Campus Videoconference Administrator of Local Participants

Videoconference Administrators are responsible for providing the campus Videoconference Administrators at other participating campuses with the names, department, and number of participant(s) expected at their site.

2. CVS Customer Services - Videoconferencing Responsibilities

Review Scheduled Videoconferences

CVS staff will review scheduled conferences daily and resolve any known problems.

Review Videoconferences to Optimize System Utilization

CVS staff will review each videoconference two days before the videoconference date and re-submit the videoconference if a more optimum use of system resources can be achieved. No changes will be made to the time, date, or content of the videoconference. Such re-submission is done to redistribute system resources for best utilization. Unless otherwise requested, any re-submission will be done in a Best Possible mode.

Provide Assistance for Scheduling, and Technical Difficulty

CVS staff will be available for assistance with scheduling and technical problems. This includes videoconferences scheduled after a deadline or other conferences that cannot be scheduled using the CVS Online Video Scheduler, and technical difficulty resolution

Notify Participating Videoconferencing Administrators of Schedule and Technology Changes

CVS staff is responsible for notifying all participating site Videoconference Administrators of the scheduling of a videoconference and of any changes made to the videoconference by CVS staff.

J. Setup Responsibilities

1. Campus Responsibilities

Campus **Videoconference Administrators** or their designees are required to be present at the videoconference facility during the entire setup time. This requirement is particularly important during Multi-point conferences since it is possible for one site's connection to a videoconference to negatively affect sites that had already connected and verified their connection.

The Videoconference Administrator, or their designees should supervise the setup of the videoconference and communicate with CVS NOC staff regarding any problems with the videoconference setup. Each site must provide a voice contact number for use during the duration of the videoconference.

2. CVS Responsibilities

The CVS NOC staff will be available for technical assistance during videoconference setup.

K. Using the CVS Online Videoconference Scheduler

A complete guide to the use of the CVS Online Video Scheduler is contained in section II of this document.

L. Resolving Problems With Videoconferences

1. SCHEDULING PROBLEMS

a. For scheduling problems and/or to be added to an active videoconference, contact the originating Videoconference Administrator

b. Scheduling after deadlines have passed

Videoconferences requested after the established scheduling deadlines may only be scheduled by CVS NOC Staff. Phone the NOC at 714-220-3494.

2. OTHER SCHEDULING PROBLEMS

To resolve problems regarding the scheduling of a videoconference, call the CVS Scheduling Desk at 714-220-3415.

3. CONFERENCE SETUP AND TRANSMISSION PROBLEMS

To resolve problems regarding the setup and transmission of a videoconference, call the CVS NOC at 714-220-3494.

M. Videoconference Contacts

1. CAMPUS CONTACTS

CVS NOC maintains links to lists of the Videoconference Administrators, Coordinators, Videoconference Engineers/Technicians, and Network Technicians (with responsibility for the gatekeeper) at each campus. The links are available on the CVS Videoconference Web Page. If you wish to make changes to the lists, please contact ... (who?).

2. CVS CUSTOMER SUPPORT SERVICES - VIDEOCONFERENCE

Network Operations Center

Phone: 714-220-3494

E-mail: noc@cenic.org

CVS Scheduling Desk

Phone: 714-220-3415

E-mail: calviprequest@cenic.org

II. Using the **Interim CVS** Online Video Scheduler

The CVS Online Video Scheduler may be used to request a reservation for a new videoconference, or to modify a scheduled videoconference. Access to the system for scheduling purposes will be limited to selected individuals and determined by the Videoconference Administrator at each campus.

A. Schedule a Videoconference

1. Access the Online Videoconference Scheduler Home Page at <http://www.cenic.net/calvip/vcrequest.htm>.
2. The Scheduler page will be displayed including several entry fields.
3. Before formally scheduling a videoconference, complete the required information about the videoconference.
4. Enter the necessary information in each of the fields.

Videoconference Title: Enter a descriptive title for the videoconference being scheduled. (max. 50 char.)

Videoconference Administrator: Enter the name of the Videoconference administrator who is scheduling the conference.

Videoconference Administrator's Telephone: Enter the Videoconference Administrator's phone number stored in the system.

Email Address: Enter the Videoconference Administrator's email address. It is very important to fill in this field; otherwise a confirmation message cannot be sent.

Start Date: Enter the actual start date of the requested videoconference. Enter the date in the format MM/DD/YYYY.

Start Time: Enter the time that the event will begin, excluding setup time. Enter the time in the format HH:MM using military time. For example, 1:00 PM would be listed as 13:00.

Duration: Enter the desired duration of the videoconference event exclusive of setup time. Again, the system will automatically add a 30 minute set-up time if it is not specified. List duration time in the format HH:MM.

NOTE: The fields within **Information For Recurring Videos** (Frequency, Final Date and Day of Week), are used only for multiple occurrence videoconferences.

Frequency: Click on the down arrow in the frequency field and a pick list will appear including: *Once, Weekly, or Bi-Weekly* (Default: Once). Select the desired frequency.

Final Date: Edit the date entered to reflect the final date of the videoconference. For single occurrence videoconferences no entry is required in this field.

Day of Week: Click on the box next to each day of the week that you wish to schedule this videoconference. (Default: No days will be selected.)

Speed - use the selection arrow at the right of the field to display the possible transmission speeds for the videoconference and select the most appropriate speed. 384 kbps is the default setting. It is appropriate for most events.

Event Type - Use the selection arrow at the right of the field to display the possible event types for the videoconference and select the most appropriate type. The information in this field is used primarily by system administration to track the usage of the system. You must choose an Event Type before your videoconference will be scheduled.

IMPORTANT - When planning a videoconference, all rooms must be confirmed first by phone or email with each participating site's Videoconference Administrator.

Submit Request Button - To submit videoconference request, click on the *Submit Request* button. The system will automatically generate an email reply indicating that the reservation request has been received.

Videoconference Rooms

All videoconference rooms in the system are listed by room number or name. To select a port/room, click on the selection box to the left of the room name.

5. Notify Participants

When a videoconference has been scheduled and confirmed, the originating Videoconference Administrator must notify the Videoconference Administrator at each participating site via e-mail. E-mail addresses for each Videoconference Administrator are available on the Videoconference Personnel Contact list (will this link to the UC, CSU, CCC and K-12 lists?). The email must include all information displayed on the Confirmation Page. *The easiest way to create this email message is to copy the information from the Confirmation Page and paste it into an email message.*

B. Modify a Scheduled Videoconference

You may modify a videoconference as it is being created or after it has been scheduled by sending email to calviprequest@cenic.org, or by using the Scheduling System Web form (be sure to note in comments that this is a modification of a previously-scheduled videoconference).

1. Notify Participants of the Modification

When a videoconference has been modified and confirmed, the Videoconference Administrator at the originating site must notify the Videoconference Administrator at each site of the videoconference modification via e-mail. E-mail addresses for each Videoconference Administrator are available on the Campus Videoconference Administrator list. ***The email must include all information displayed on the Confirmation Page.*** The easiest way to create this email message is to copy the information from the Confirmation Page and paste it into an email message.

C. Emergency Scheduling Procedures

To add a campus to a videoconference just prior to the setup time or to an already active videoconference, follow the procedures below.

* Call the originating videoconference administrator to get an okay to be added. The originating Videoconference Administrator or their designee are the only people who can call the CVS help desk to have a site added or dropped to or from a videoconference.

In other emergency situations such as:

a. *If after the scheduling deadline, a videoconference thought to be scheduled does not appear on the Scheduler.*

b. *When you cannot reach the originating Videoconference Administrator.*

Call the NOC.