

# STATE OF ALASKA

## VIDEO CONFERENCE QUICK REFERENCE

### BEFORE THE MEETING

- **SCHEDULE THE MEETING** - Reserve conference rooms, and, if a multipoint meeting (more than two video locations), schedule a videoconference on the video bridge by calling the State of Alaska Service Center at 1-888-565-8680.

- **NOTIFY PARTICIPANTS** - Notify, IN WRITING, all participants of date, time, location/s, purpose and results. Provide agenda and any necessary meeting material.

- **ALLOW TIME TO SET UP AND TEST EQUIPMENT** - On the day of the meeting, allow time to set up room and video equipment to ensure the meeting can begin on time.

### DURING THE VIDEOCONFERENCE

- **MANAGE TIME EFFECTIVELY** - Begin and end the meeting on time.

- **WARM UP** - Take a few minutes in the beginning for a "warm up" or "verbal handshake" to introduce the locations and participants and to make sure the equipment is working. **THIS ONE STEP IS GUARANTEED TO MAKE YOUR MEETING MORE EFFECTIVE.**

- **ELIMINATE DISTRACTIONS** - Turn off cell phones, PDAs or Blackberries or put them on vibrate. **If you need to use them leave the room.**

- **FOLLOW THE AGENDA** - Keep to the subject on hand, and follow the agenda.

- **DISCOURAGE SIDE OR CROSS CONVERSATIONS** - Leave the room to discuss a subject other than on the agenda, or ask your meeting facilitator to keep a list of topics that are not on the agenda but need to be discussed before the end of the meeting.

### AFTER THE MEETING

- **END THE MEETING** - The Chair or Leader should summarize the conference and ask for any last minute remarks. If another meeting is scheduled, announce the date and time.

- **END THE CALL** - Disconnect the videoconference

### POLYCOM Remote Control



### OPERATING THE EQUIPMENT

**STEP #1 – FIND THE REMOTE CONTROL** – Most functions can be performed using the remote control, eg placing/hanging up a call, activating/controlling the camera, volume control and muting (turning microphones on/off).

**STEP #2 – TURN ON CAMERA/TV** - The power button for the TV should be on the front of the cabinet. The power switch for the camera is an up/down toggle on the left hand side on the back of the camera base.

**STEP #3 – CONNECT SITES** – You may need to press the MENU button on the lower left of the remote several times to get back to the main menu/home screen. Select ADDRESS BOOK and use the arrow buttons to highlight the name of the far site. Press SELECT button to connect.

**STEP #4 – VOLUME CONTROL** - Both the camera and the TV have separate volume controls. The camera volume control is on the right, middle of the remote (see diagram). The volume control on the TV should be out front on the cabinet. Locate the microphones, and make sure that they are on the table and in front of the participants.

**STEP #5 – CAMERA CONTROLS** - If the camera is not pointing the correct direction or zoomed appropriately press the NEAR button and then arrow or zoom as necessary. Be careful not to swap the big picture/little picture setting. If you see unfamiliar screens, press the menu button (lower left) several times to get back to the home screen.

### POTENTIAL PROBLEMS

- **Far Site Disconnects when Attempting to Call** - The far site is already in a call.

- **Poor Video Quality** - Lightning Bolts/Pixelization are the result of limited bandwidth and may occur in self dialed, multipoint calls. Multipoint calls (more than two endpoints) should be made using a video bridge. While calls can be set up relatively quickly through the Service Center in an emergency, 24 hours advance notice is requested. Bridge calls will include Quality of Service (QoS) software to minimize bandwidth problems.

- **Audio Feedback** – If an audio conference is being held in conjunction with a video conference it is important that only one video site dial into the audio conference. Otherwise the double audio sources will create a feedback loop.

### If you are still unable to fix your video problem:

- **Call State of Alaska Service Center: Dial 1-888-565-8680, then...**

- **Press #1 to "Escalate" call priority - Video is "Mission Critical"**

**Other helpful resources: A customer guide is located in each room. Steven Dahl, ETS 465-5766 or 321-6321(cell) can provide a copy or provide on-site support in Juneau.**

**State of Alaska Service Center: 1-800-565-8680**

**Alaska Video Teleconference Network website:** <http://doa.alaska.gov/ets/networksvcs/video.html>

Includes policies and a list of Conference Rooms, Room Contacts, Phone Numbers, e-Calendar Links. A room directory is available at <https://intranet.state.ak.us/admin/ETS/networksvcs/avtr/index.html>