DIGITAL TECHNOLOGY

INTRODUCTION TO VIDEO CONFERENCE

TAFENSW.EDU.AU
BASIC TERMS AND FEATURES OF VIDEO CONFERENCE TECHNOLOGIES

VIDEO CONFERENCE EQUIPMENT

A simple video conference set up will include the following equipment:

- VC Codec
- camera
- display monitor or TV
- microphone
- remote control/controller.

Examples of Polycom HDX 4000 and Polycom HDX 6000 Series video conference units

A VIDEO CONFERENCE SYSTEM NEEDS TO BE CONNECTED TO THE TAFE NETWORK VIA A CABLE, AS WELL AS BEING CONNECTED TO POWER.
CHECKING VIDEO CONFERENCE EQUIPMENT

1. If your video conference equipment is connected to a TV, turn the TV on.

2. Check the video conference unit is powered on (press HOME button on remote control/controller) and check Codec light is on. If not, check power cable is connected securely, plug it in and power on.

3. Check the video conference unit is connected to the network.
   Point the remote control at the camera and press HOME button.
   
   If you can see an IP address at the bottom of the screen you are connected to the network.
   
   If your IP address reads as 0.0.0.0 you need to check the connection between the unit and data outlet in the room. Check cables are secure and connect to an alternate data outlet. Contact ICT Support for assistance.

4. Check any privacy shutters over cameras are open.

VIDEO CONFERENCE ETIQUETTE

Protocols for best practice video conference sessions:

- Be prepared, know the number to dial, plan your session and test the equipment prior to the session.
- After connecting, mute your microphone and keep it muted unless you need to speak.
- Allow for a short delay after you speak.
- Raise your hand before speaking if there are multiple sites in the session.
- Use the thumbs-up gesture for agreeing or saying yes to other sites.
- Speak in a normal tone; speaking loudly will muffle your voice.
- Zoom the camera in to include all participants. Individual participants should aim for a portrait camera shot.
- Set required camera settings prior to the session.
- Check lighting in the room, close blinds if needed, check your self-view.
- Consider appearance, avoid wearing stripes, large prints, or checks, which interfere with contrast levels.
- Avoid open ended questions, ask direct questions and when appropriate direct them to specific sites.
**VIDEO CONFERENCE NUMBERS**

You will need a video conference number to join a video conference session. Depending on how many sites (video conference units) are connecting into the session, will determine which number you need to dial.

<table>
<thead>
<tr>
<th>2 sites</th>
<th>E164 or Point-to-Point number: located at the bottom of the home screen (e.g. 20090702)</th>
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<tbody>
<tr>
<td></td>
<td>IP address: located at the bottom of the home screen (e.g. 172.18.140.23)</td>
</tr>
<tr>
<td></td>
<td>Virtual Meeting Room (VMR) number (e.g. 601032321)</td>
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</tbody>
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| 2 or more sites | Virtual Meeting Room (VMR) number (e.g. 601032321)                                     |

**POLYCOM REMOTE CONTROL**

- Access onscreen help; see system status in a call
- Store or recall camera presets (when followed by a number); delete all camera presets
- Cycle through display layouts
- Select a far-site camera or video source
- Navigate through menus using 4-way keys
- Increase, decrease, or disable the sound you hear from the far sites
- Select a near-site camera or video source
- Return to the previous screen
- Place or answer a call
- Display the onscreen keyboard to enter text
- Displays an on-screen menu of optional features
- Press once for a dot, twice for a colon, three times for an asterisk
- Press to power the system on; hold to power off; can be set so that you press to wake the system, put it to sleep, or disable button.
- View button presses and various menus
- Select a camera or other video source
- Start and stop sending content to far sites
- Confirm your current selection; perform functions on highlighted items
- Zoom the camera in or out
- Mute the microphone audio you’re sending to the far sites
- Return to the Home screen
- View or manage directory entries
- End a call
- Delete letters or numbers
- Enter letters or numbers; move the camera to a stored preset position
- Control a programmed recording device or Polycom RSS™ server

*Extracted from User’s Guide for Polycom® HDX® Room Systems*
MICROPHONE

Placement of your microphone in the video conference room is important.

For rooms that have a microphone with a long cable, try to position it in the centre of the participants.

These microphones are sensitive and pick up background noise, such as talking, rustling of paper, chairs scraping etc.

Mute the microphone by pressing the button in the middle of the unit, or use the remote control.

*Mute button positions for Polycom video conference units*

It is recommended that you speak in a normal voice; speaking loudly does not improve the audio.

It is recommended participants keep their microphone on mute when not speaking.
DIAL IN/HANG UP FROM A VIDEO CONFERENCE SESSION

To dial into a video conference session:
1. Press **HOME** on the remote control.
2. Type the VC number into the call field on the screen.
3. Press **CALL/OK** or the green button on the remote control/controller.

To hang up from a video conference session:
1. Press **HANG UP** or the red button on the remote control/controller

**IF YOU ARE PRESSING NUMBERS ON THE REMOTE CONTROL AND THE NUMBERS ARE NOT REGISTERING ON THE SCREEN, USE THE ARROW BUTTONS TO CHECK THE CURSOR IS IN THE CORRECT FIELD FOR DIALLING.**

CAMERA SETTINGS

The position and setting of the camera is important in a video conference session.

Some video conference units will have cameras that can pan, tilt and zoom. Pre-setting a range of camera settings, using the video conference remote control, is good practice.

**To check existing camera settings:** point the video conference remote control below the front camera and press each number 1-9, one at a time. The camera will move to any pre-set views. Take note of any pre-set camera settings that will work for your session.

You can also view which numbers have existing camera pre-sets stored against them by pressing the **PRESET** button on the remote control.

**To pre-set camera settings:** move the camera to the location you want the camera focused on, then hold down one of the numbers on the remote control, until you see a message on the television screen to say the camera has been set.

It is important to check how the remote sites will see you at your location. Press the **DISPLAY** button (white on black square) on the remote control/controller until you can view what your camera is focused on.

Some remote controls will have a self-view button. To exit self-view, repress the same button.

Participants will have eye contact with you when you look at the camera when you speak.
LAYOUTS

Pressing the DISPLAY button on the remote control will change the layout of the screen. Keep pressing this button until you find the most appropriate layout on your screen.

OTHER CONSIDERATIONS:

- Check lighting within the room – close blinds if needed.
- Keep neat and tidy area on camera.
- Minimise movement and distractions.
- Colour of clothing on camera.
- Maintain good posture on camera.
- Make eye contact with camera.
**WHERE DO I GET SUPPORT?**

ICT Support or the following websites:

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<tr>
<td>Facilitating a Video Conference Meeting</td>
<td><a href="http://connectingbhseg.wikispaces.com/file/view/Facilitating+VC+Meetings+NSWCAP.pdf">http://connectingbhseg.wikispaces.com/file/view/Facilitating+VC+Meetings+NSWCAP.pdf</a></td>
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READY TO BE AMBITIOUS?

TAFE NSW