



DIGITAL TECHNOLOGY

INTRODUCTION TO VIDEO CONFERENCE

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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.



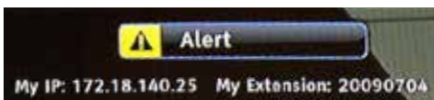
Examples of Polycom HDX 4000 and Polycom HDX 6000 Series video conference units

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.

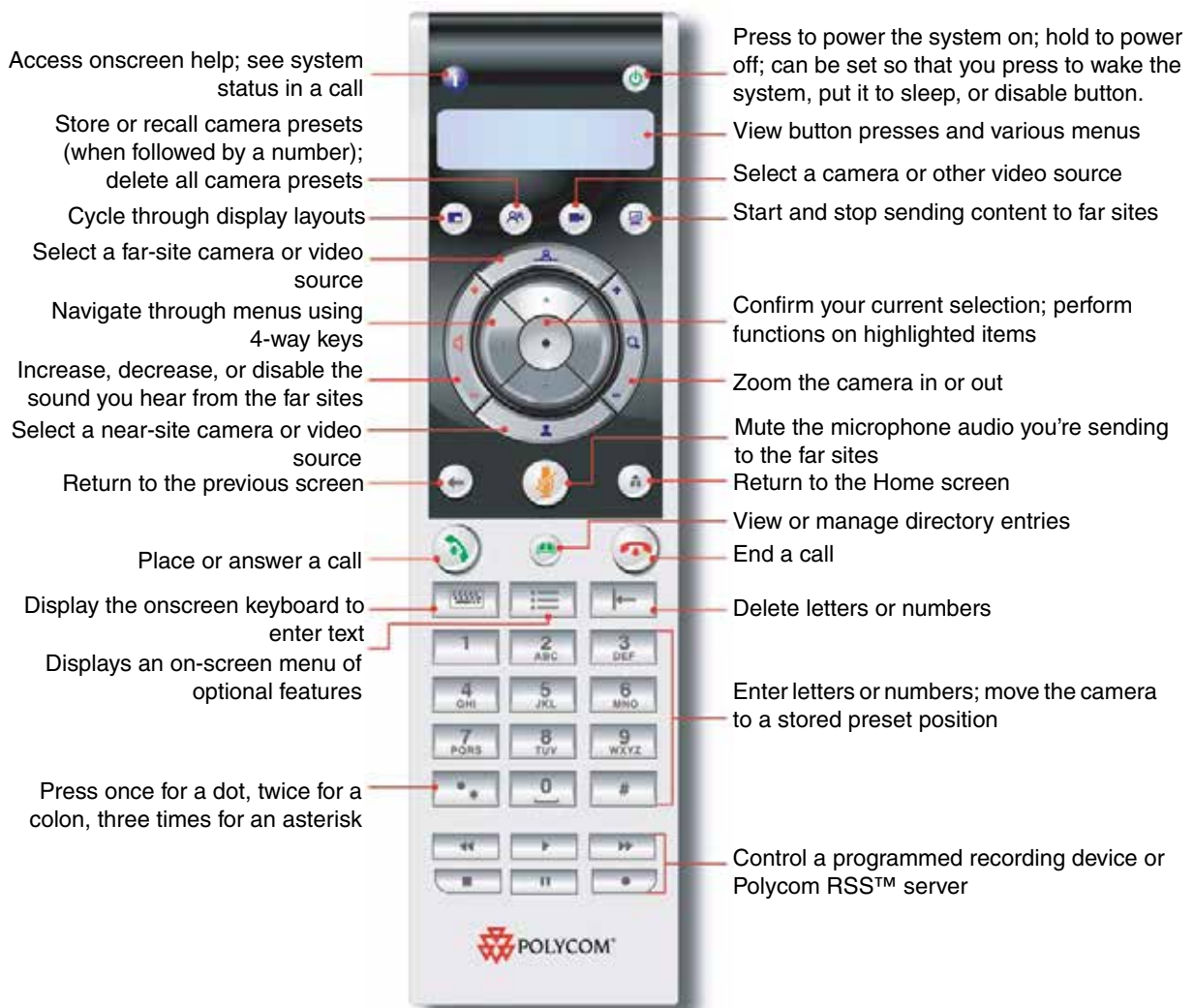
VIDEO CONFERENCE NUMBERS

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.

2 sites	E164 or Point-to-Point number: located at the bottom of the home screen (e.g. 20090702) IP address: located at the bottom of the home screen (e.g. 172.18.140.23) Virtual Meeting Room (VMR) number (e.g. 601032321)
2 or more sites	Virtual Meeting Room (VMR) number (e.g. 601032321)

POLYCOM REMOTE CONTROL



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:

ITD Video Conference Support

https://detwww.det.nsw.edu.au/it/learnsyssupport/video_conferencing/index.htm

CLI Teaching Using Video Conferencing

<http://lrr.cli.det.nsw.edu.au/web/vidconf/index.htm>

Facilitating a Video Conference Meeting

<http://connectingbhseg.wikispaces.com/file/view/Facilitating+VC+Meetings+NSWCAP.pdf>

Polycom HDX 4000 and 6000 User Guides

http://support.polycom.com/global/documents/support/user/products/video/hdxdesktop_ug.pdf

Cisco EX60 User Guide

http://www.cisco.com/c/dam/en/us/td/docs/telepresence/endpoint/ex-series/tc5/user_guide/ex60_user_guide_tc50.pdf

Cisco User Guides C40

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/telepresence-integrator-c-series/products-user-guide-list.html>

Cisco C40 Remote Control

http://www.cisco.com/c/dam/en/us/td/docs/telepresence/endpoint/codec-c-series/tc4/user_guide/profile-series_codecs-c-series_quick-set-c20_user_guide_tc40.pdf

Tandberg User Guide

<https://witwww.tafensw.edu.au/files/dmfile/TANDBERG3000MXPUserManual1.pdf>

Tandberg Remote Control

https://iserconnectedlearning.wikispaces.com/file/view/GS_Guide_Using_Tandberg_Remote_TRC4_v1_3.pdf

READY TO BE AMBITIOUS?

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