

## Video Conference Training Guide

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### 1. Introduction

This Guide aims to tell all you need to know to use the Goldsmiths Video Conferencing (VC) facilities installed in the Prokofiev Room of the Rutherford Building (on the second floor).

It forms the basis of the essential 'User Training' required before booking a conference. However since the main purpose of that Training is building the user's confidence in actually using the equipment, some items described here may not have been covered at that time, but are nonetheless very useful when running a conference.

### 2. Things to do BEFORE a Video Conference event

#### Well Before

- a) Fill out the on-line Booking Form at: <http://www.goldsmiths.ac.uk/media-services/vc-form.php>

Please do this at least 10 working days before the event to ensure that everything goes smoothly. Note that the Prokofiev Room is in heavy demand, so please first check availability at: <http://www.goldsmiths.ac.uk/it/rooms/index.php/?name=299>

- b) Agree all pre-conference material with participants. A video conference will often be part of a larger event and it may be important that participants have a clear understanding of the material that should have been covered prior to the conference itself.
- c) Agree the purpose of the conference, its aims and objectives.
- d) Agree on a breakdown of the conference times - VC events have firm and inflexible start and finish times. It is useful to agree rough timings of the expected structure of the conference with all participants to ensure that all important matters are covered.
- e) Agree roles - decide who will chair and manage the conference, and how and when others might contribute. The Chairman's role is usually *the* critical one in any successful event.
- f) Permission Slips - Parental permission may be required when children are involved, and might be considered a legal requirement if a persistent record were to be kept. Schools often have an agreed policy. Please note that this can be a lengthy business.
- g) Check any unusual and critical factors with the Video Conferencing Manager. This might include an unusually large number of participants with the possible associated difficulties of everyone being near enough to the microphone. Please do not assume that everything you require is possible with the Goldsmiths VC installation. For example, there is currently no facility for recording conferences for later playback.
- h) Develop a 'Back-up Plan' - the technology *\*is\** reliable, but cannot be absolutely guaranteed to work as expected. You cannot duplicate everything, but thinking about ways of covering critical elements is very wise.

#### One Week Before

- a) Confirm all details of the event with the participants.
- b) If anything has changed during the course of conference preparations, please advise the Video Conferencing Manager as soon as possible.
- c) Decide what to wear for a good video image - avoid checks, small patterns and white or very light colours.

- d) Distribute shared materials - to allow time to reach participants and maybe for them to read what is expected of them beforehand. Distributing copies of any material to be referred to in detail will allow all participants to have copies in front of them for closer reference - sometimes essential if data is complex or too small for easy reading off the screen. This also permits the event to proceed even if, for example, a PowerPoint presentation crashes.

#### **4. Technical support provided (and NOT provided)**

Following receipt of a completed on-line VC Booking Form, the Prokofiev Room booking will be made and the allocated VC Support Technician will check the requested link or links. If all is well, they will advise the user within 3 working days.

On the day of the conference, the VC Support Technician will arrive at the Prokofiev Room at the start of the requested booking (30 minutes before the start of conference), make a final check of the requested links and meet the VC event user to help answer any questions, including any relating to the use of presentation materials.

After explaining the way to get help in case of an emergency, the Technician will leave.

It will be very unusual for a VC Support Technician to remain in the Room during an event - but in exceptional circumstances this can be requested.


The Support Technician will NOT remain simply because the user is unfamiliar with the equipment. This must be addressed by means of a prior VC User Training session. All problems will have hopefully been covered in the pre-Conference checks by the Technicians.

See **Troubleshooting FAQ** in section 10 below.

At the end of the Conference - the support Technician will arrive at the finish time of the Conference (30 mins before the end of the room booking) to close down all systems and return to 'standard' settings. They will also invite the user to fill out an on-line VC Feedback Form (see URL link at the end of this Guide).

#### **5. Turning the VC system ON**

This stage should normally be dealt with by the VC Support Technician before the start of the conference, but you may wish to be aware of the process:

- a) Switch on *all* 13 amp power switches below the **equipment cabinet**
- b) Switch on the **Switcher** at the top of cabinet and select **VC**
- c) Switch on the **LCD screen** with the **LCD remote control** – if necessary check the (input select) button to confirm **EXT4** selected. 
- d) On the **Amplifier** select input **CD**
- e) To manage the Video Conferencing system, use the **Lifesize VC Remote Control**

#### **Making a VC call over IP**

Move the arrow keys on the Lifesize VC remote control until the box marked **Video Call** is highlighted in orange.

Type in the full IP address (e.g. 123.321.123.321) of the remote site required or choose from the directory of previously used addresses.

Press the top **Call** button and your call will either be connected automatically or when the remote site responds to the call invitation.

#### **Making a VC call over ISDN**

ISDN telephone calls must be connected via the JANET Video Conferencing Service (JVCS).

Specific arrangements for this will need to be made by one of the VC Support Technicians.

Please note that ISDN calls must always be made **Remote Site-to-Goldsmiths** and never **Goldsmiths-to-Remote Site** to prevent high charges being made to Goldsmiths.

## **6. Using Extras during a conference – Visualiser, Built-in PC or Laptop**

### **Visualiser**

The Visualiser is useful for showing papers, artwork, 3D models, etc..

It can only see a maximum page size of A4 at one time, although larger documents can be viewed by moving the item around. It can zoom in to very small details. This can be controlled by the Zoom dial on the machine or by the Visualiser Remote Control.

To select Visualiser, ensure the local Camera image fills the screen, then at bottom of screen choose *Select new input* from the toolbar. This will bring up four thumbnails.

Press the Arrow keys to select and OK the right-hand *PC/Visualiser* input. If the Visualiser is switched on, the system should default to Visualiser. If it is not on, it will default to the Built-in PC input. Swap between the Visualiser and the local Camera view by the same *Select new input* button when the Visualiser fills the screen.

### **Built-in PC**

The Built-in PC is useful for running PowerPoint presentations, displaying other data or for accessing the Internet.

After switching on you must log in to the PC with your Goldsmiths ITS username and password in order to access files, etc..

To select Built-in PC, ensure the local Camera image fills the screen, then at bottom of screen choose 'Select new input' from the toolbar. This will bring up four thumbnails

Press the Arrow keys to select and OK the right-hand *PC/Visualiser* input. If the Visualiser is switched on, the system should default to Visualiser. If it is not on, it will default to the Built-in PC input. Swap between Built-in PC and local Camera view by the same *Select new input* button when the Built-in PC fills the screen.

### **Laptop**

You can use your own personal PC or Macintosh Laptop to show a presentation, but please note that Macs will need an appropriate VGA adaptor. (or if you can log in to Goldsmiths systems in the usual way, you can access your files from elsewhere and use the Internet) ???

Connect your Laptop's video output to the VGA cable that is normally connected to the Visualiser.

To select Laptop, ensure the local camera image fills the screen, then at bottom of screen choose *Select new input* from the toolbar. This will bring up four thumbnail icons.

Press the Arrow keys to select and OK the right-hand *PC/Visualiser* input and your Laptop display will appear. You swap between Laptop and local Camera view by the same *Select new input* button when the Laptop fills the screen.

## 7. Using the Lifesize VC System



### Use of the Remote Control during an event

NOTE: Most buttons change function at various times – always check the on-screen toolbar at bottom of screen before pressing ANY button.

\* Answering a Video Call – Press



\* Adjusting Volume or Muting

- For Volume Up press



- For Volume Down press



- For Microphone muting press



- To choose which Camera to adjust




- To Zoom Camera, press one end of




- For Panning/Tilting, press main Arrow buttons

\* The Green Button  **Start Presentation** will send Computer screen image to far end. Pressing the same Button again will stop the presentation.

\* The Yellow Button  often hides the on-screen Remote Control functions, and when hidden, the same button will retrieve them.

\* The Back Button  will always take you back to the previous screen

\* The Blue Button  will call up Statistics to report on the quality of the connection to the remote site, image and audio quality, etc..

\* To end a VC session and switch off, select the on-screen toolbar item **Hang-Up Call**

## 8. Running a successful Video Conference

Video Conferencing is not all that different from a "live" conference. Many of the problems that individuals create in live conferencing are magnified on a TV screen, so it is important to remember - and follow - the "rules of the road".

- a) **Decide who will initiate the call** before the meeting
- b) **Close all doors** (including the Equipment Cabinet door because the PC and VC codec are quite noisy) **and blinds and curtains** for improved audio and video.
- c) Make sure that the **microphone** is centrally placed
- d) **Appoint a meeting Chairman**

As with a "live" meeting, a Video Conference can go out of control unless somebody takes charge. The designated Chairman can also take responsibility for muting and un-muting the microphone and adjusting the camera. Giving the Chairman's name to participating remote sites also makes it easier for individuals to interrupt during a discussion.

- e) **Decide on an agenda**

Like any other meeting, a Video Conference takes less time when there is a clear agenda. Bear in mind that a Video Conference cannot always be extended, because the room or the connection may not continue to be available beyond the booked time slot. Please encourage your participants to stick to the subject.

- f) **The Chairman** should initially **introduce all participants**

Alternatively, make sure participants introduce themselves. When you join a conference, a warning tone alerts the people who are already connected. Please be sure to announce your name and location so that all participants know who just joined the conference. Also, explain when someone leaves the room.

- g) **Everyone should speak louder** and a **little slower** than normal
- h) **Wait for a pause from a remote speaker** before talking

Due to the slight time delay, if you interrupt a remote speaker in mid-flow, they will pause a second later than you expect, then if you speak again in the silence you will both end up talking together, and neither party will be heard.

- i) **Support materials**

Video Conferencing is a **visual medium**, so make full use of this.

**Talking heads** on their own can be **boring** and lose the interest of participants.

Whenever possible, **add variety** to your meeting by using alternative media sources - **videotapes, DVDs, computer graphics**, etc..

- j) **Appearance and behaviour**

Relax and try to carry on as you would in a normal conversation.

Avoid waving your arms about, or tapping the desk.

Try to look at the camera rather than at the display screen to make eye-to-eye contact.

- k) **Avoid side conversations**

Side conversations are rude in any meeting, but in a Video Conference, the problem is magnified. The microphone and camera are always on and whispers near the microphone will be heard clearly. Even if you mute your microphone, participants can see clearly that you are not paying attention.

- l) **Tell all participants when you are muting the Microphone**

If you do not do this then the remote site may think you there is a connection problem.  
Do not cover over the microphone with papers.

## **10. Troubleshooting - User FAQs**

### **Volume**

#### **1. There is no audio from the remote site**

- Check that the Volume is turned up on the amplifier in the Equipment Cabinet
- Check that the remote site has their microphone un-muted. You will be able to see if this is the case from a red symbol with a cross through it on the display screen.

#### **2. The remote site cannot hear your audio**

- Check that the blue lights around the edge of the microphone are illuminated. If so, then there is a functional connection to the VC system.

*If the problem persists, please call the Technician*

### **Picture**

#### **1. The Video Conference 'start' page is not visible on the screen**

- Check that the switch on the main **Switcher** in the Equipment Cabinet is set to **VC**
- Check that the **LCD screen** is set to **Input Ext.4** with the LCD screen Remote Control

#### **2. The picture is blank**

- Check the VC camera lens cap has been removed.

#### **3. The remote site cannot see us**

- Check that the camera input is set to *HD Camera* by making the local picture full screen, then press the Green Button *Select New Input* to see which thumbnail is highlighted. If it is showing the *PC/Visualiser* or *Spare*, ensure that *HD Camera* is selected instead.

### **Poor Connection Quality**

Try disconnecting and re-connecting. Matters may be beyond anyone's control in short term.

*If the problem persists, please call the Technician*

### **Cannot Connect To The Remote Site**

Any such problem should have been handled by the VC Support Technicians before the start of the conference. However, you may wish to try the following :

- Press the blue *Statistics* button on the remote control - look for *Network* and if this says *Unconnected* then call the Technicians.

If it reports *Connected* then please try the following;

When using the system over IP the remote location should connect almost instantly after pressing the *Call* button. If this fails to happen, then there could be a problem with either the local network, the internet, or the network connection at the remote site.

Check to see if the problem is at the Goldsmiths end of the link by dialing another number from the Directory and testing that. If you still cannot connect, ask the remote site to try connecting to you.

*If the problem persists, please call the Technician*

## **11. VC Feedback Form**

Please visit: <http://www.goldsmiths.ac.uk/media-services/vc-feedback-form.php>

We would appreciate all VC users completing the form to enable us to improve our service in the future.