

Video Conferencing FAQ (Frequently Asked Questions)

- What sort of video conferencing can I do?
 - Point-to-point conference
 - If contacting a single party with video, input their IP and Call.
 - Multi-point conference
 - ESnet system (ad-hoc)
 - All parties must be registered with the gatekeeper
 - Enter 75xxx or 78xxx (HD) or 85xxx or 88xxx (SD) and press CALL
 - xxx is any number of your choice
 - Tell your other parties to do the same
 - See more details in the ESnet section (ECS Ad-Hoc)
 - EVO system
 - Login to www.evo.caltech.edu
 - Before joining a meeting select “Videoconference Client” from the pull down menu under Configuration
 - Insert room assigned E164#@gk1.es.net or follow room instructions.
 - Find meeting and click to join
 - See instruction sheet in the EVO section
 - ISDN
 - From “Place a Call” screen
 - Enter *78 10102881 XXX-XXX-XXXX
 - whereas XXX-XXX-XXXX=10 digit ISDN#.
 - Do NOT insert dashes or spaces
 - *7810102881 must be used (note mandatory asterisk *)
 - Select ISDN/H320 (not IP/H323)
 - Select speed as assigned (typically 384kps)
- What sort of audio conferencing can I do?
 - The video conference system has an internal audio/telephone port
 - Select “Analog”
 - Press the # key for the mini dial pad to appear on the screen. Only when this keypad is visible will your actions using the remote keypad be recognized.
 - Insert 9 to place offsite calls
 - Onsite calls can be dialed by extension (no prefix)
 - The Polycom speakerphone can be used to dial telephone numbers.
 - The speakerphone has separate microphones from the video system.
- How do I control the system?
 - Each part of the system has a remote control
 - Only the Polycom and Vid Proj are really useful
 - Polycom remote

- Pick up the Polycom remote to wake the video system
 - Use the arrow keys to select what you want to do (usually CALL)
 - See more details in Remote Control Section
 - Video Projector Remote
 - If the projector is off, press and hold power for a second.
 - There is a laser pointer on this remote
- What if I have trouble with the system
 - Make sure the units are all on
 - DO NOT turn off the TV when you are finished; it will power itself down
 - DO turn off the overhead projector when done
 - If you cannot complete a video conference call, reboot the system
 - Select System at bottom of “Home” menu
 - Press enter
 - then dial *911*
 - Call the technical support # assigned to the conference room

Credit Dan Bauer

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