



Videoconference Bridging Services

Standard Operating Procedures



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Introduction

The purpose of this document is to provide Instructional Communication Systems (ICS) operators with enough information to successfully operate videoconferences.

This document will cover preparing the workstation, standard videoconference operating procedures, and basic troubleshooting. Images of the software are provided throughout the procedures for visual assistance and direction.

The videoconference operator will be responsible for all aspects of running a conference, and the best place to start is by being prepared.

Preparing The Workstation

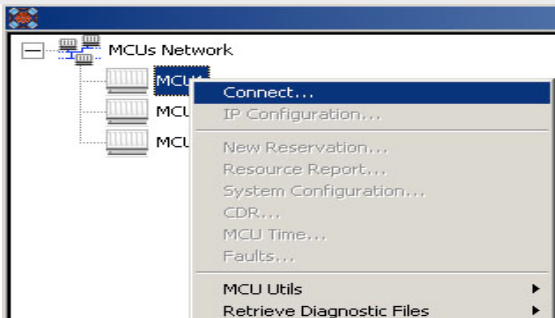
Follow these procedures when preparing a videoconference workstation.

1. Power up the workstation using the button on the front of the PC.
2. Login as yourself or using the generic "operations" login.
3. Launch the following programs from the Operations Bar:
 - MGC Manager
 - Microsoft Excel

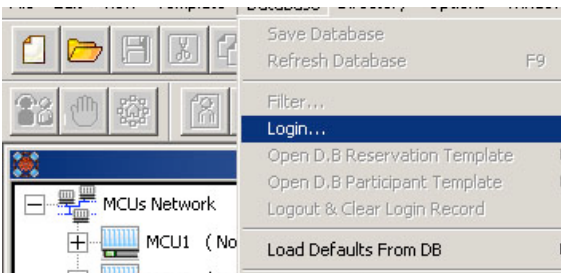
Novell Logins:

- Personal login
- "Operations" login

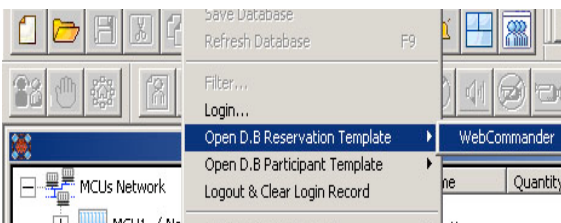
Preparing MGC Manager



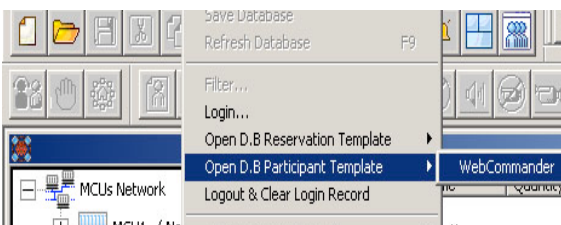
1. Login to MCUs
 - a. Click on MCU 1 icon
 - b. Enter personal username and password
 - c. After MCU connects, click on MCU2 and MCU3 icons to connect



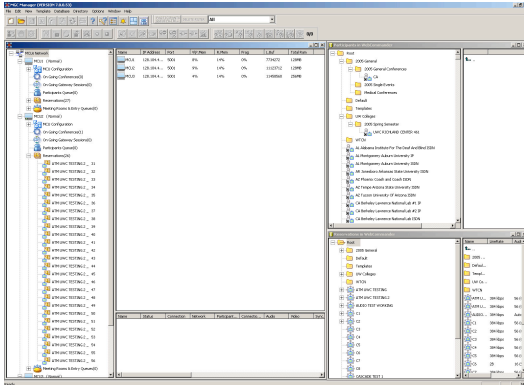
2. Login to Database
 - Choose Database → Login from toolbar
 - Enter personal username and password
 - ! **Note: Nothing appears to happen automatically after logging into Database**



3. Open Reservation Template
 - ☞ Choose Database → "Open D.B. Reservation Template" from toolbar

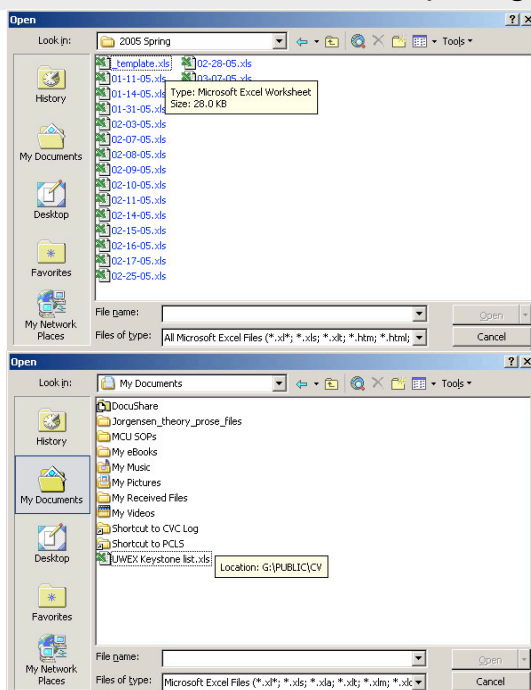


4. Open Participant Template
 - ☞ Choose Database → "Open D.B. Participant Template" from toolbar



- Position windows so all are visible and accessible
- ! NOTE: Never maximize MCG Manager windows! This will hide important tools!**

Preparing Excel Documents



- Open the CVC (Compressed Videoconference) Log
 - Choose File ⇒ Open ⇒ My Documents ⇒ Shortcut to CVC Log
 - Choose *one* file:
 - _template.xls
 - today's date
- Open the daily PCL
 - Choose File ⇒ Open ⇒ My Documents ⇒ Shortcut to PCLs ⇒ today's date
- Open the Site Files Index
 - Choose File ⇒ Open ⇒ My Documents ⇒ Shortcut to CVC Log ⇒ SiteFilesIndex.xls

! Note: Document will only open in "Read Only" format.

The workstation is now prepared for videoconference operation!

Videoconference Operation

This section will provide guidance for the following procedures:

1. Starting videoconferences
2. Monitoring videoconferences
3. Recording videoconference information
4. Ending

Starting Videoconferences

Conference will automatically transition from ‘Reservations’ to ‘On-Going Conferences’ at the scheduled start time. However, this start time is not the actual program start time. Extra time needs to be added to both the beginning and the end of every conference to ensure the connections can be made before the program starts and remain active for the entire program time.

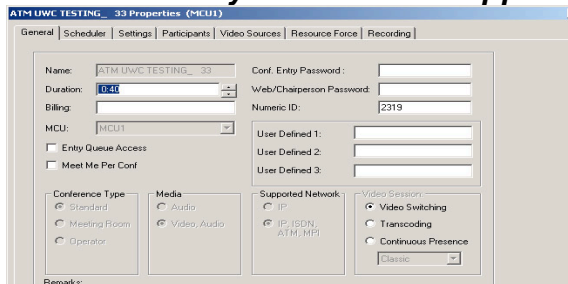
Reservations are scheduled to run longer than the program because it allows the operator time to connect and disconnect sites.

For example, if a program run time is from 9:00 A.M. until 12:00 P.M., the reservation will be scheduled from 8:45 A.M. until 12:15 P.M. This added time will allow the participants to be connected before 9:00 A.M. and remain connected until after the program ends at Noon.

The operator will need to examine the properties of the reservations, and cross-reference that information with the PCLs. After checking the information, the operator will connect participants when the conference starts.

1. Examine the Properties of the reservations
 - Right-click on any reservation and choose ‘Properties’
 - The Properties window has 7 tabs across the top.

! **Note: Only the first 5 are applicable for standard operations.**

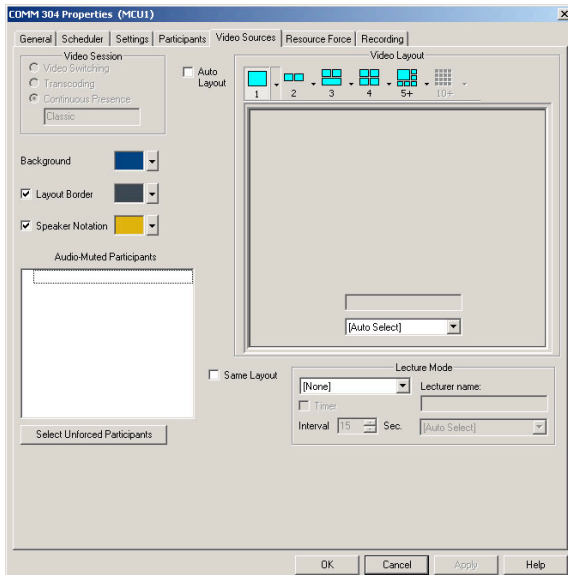


- a. The ‘General’ tab contains the conference name, conference duration, and remarks.
- b. The ‘Scheduler’ tab contains the date and time that the conference will start.
- c. The ‘Settings’ tab contains line rate control and the video settings.

! **Note: Line rate and video settings are troubleshooting tools.**

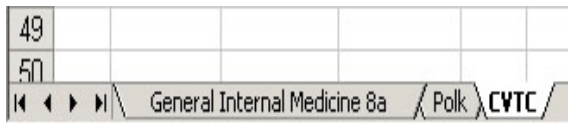
- d. The ‘Participants’ tab contains all the participants in the database and all

the participants in the conference. Participants can be added or deleted from a conference in this window.



- e. The “Video Sources” tab contains the video layout options and the lecture mode preferences.
 - Lecture mode causes one site to always be seen by all sites in the conference
 - Video layout allows sites to see more than one site at a time in a conference.
 - Lecture mode can be combined with different video layouts, allowing lecturer to see all sites while other sites only see the lecturer.

2. Cross-reference conference properties with PCL information



A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	CDV Call Record & PCL	File: 72705	Start Time: 1:30	End Time: 2:30	Bridge IP to ISDN												
2	Program Title	Speed: 304 kbps	H:320	Program #	Moderator												
3	CVTC with University of Prince Edward Island			39457													
4	Call	Name of Participant	Location	Dialing String	Speed if mixed	Connect Hour	Connect Mins	Disconnect Hour	Disconnect Mins								Notes
6	0	Roy Brown	CVTC	180.32.2.85	IP	13	41	14	43								62.00
7	0	Ken Villard 902-566-0941	University of Prince Edward Island, Charlottetown, Canada	902-894-3941	ISDN	13	19	14	46								87.01
8																	
9	Site equal in 7:27 7:30am																

- a. Choose the PCL that corresponds to the program.
 - The tabs at the bottom of the PCL have the conference names.
- b. Cross reference the conference properties on the PCL with the MCU reservation.
 - Start time
 - End time
 - Participants / Locations
 - Participant dialing information

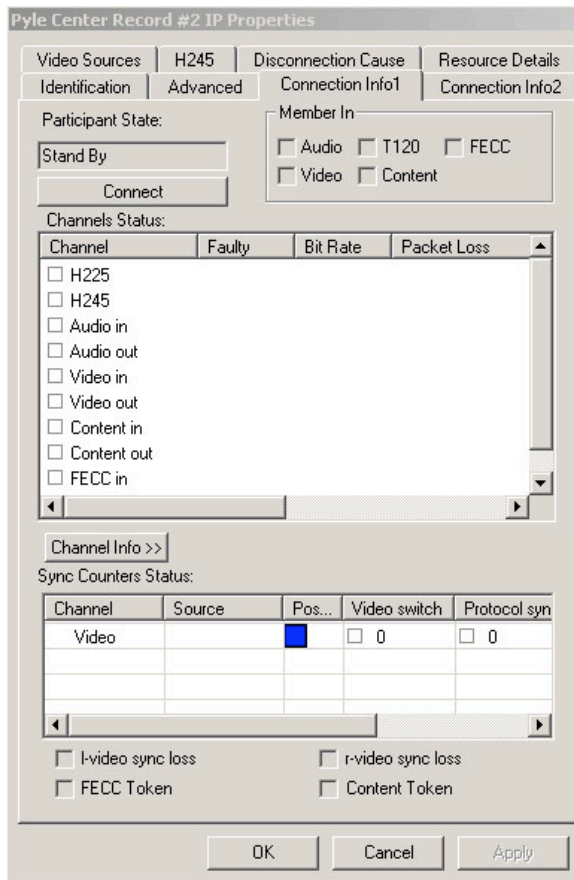
- c. Make changes to the MCU conference as necessary.

! **Note: Consult supervisor before making changes.**

3. Connect sites when conference starts.

- Conference start time is different from program start time.

! **Note: Conferences must start before program starts.**



- a. Right-click on site name and choose Properties.
- b. Choose the “Connection Info1” tab.
- c. Click on the “Connect” button.
 - The boxes in the “Channel Status” window will be checked as the site connects.
- d. If the site does not look like it is connecting, see Troubleshooting Tips, page 14.
 - Errors during connection are normal. Wait *one minute* for errors to stop.

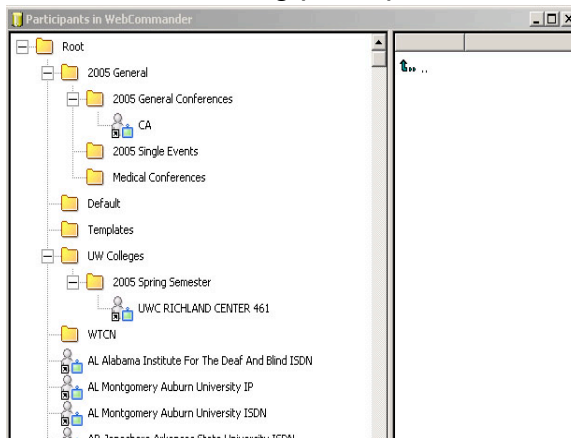
Congratulations, the conference is running!

Monitoring Videoconferences

In order to provide customers with the best service possible, **every** conference needs to be monitored. Monitoring can allow the operator to see all sites in a conference and hear any distress calls. Not every conference will run smoothly, and monitoring is the fastest way an operator can provide assistance.

The operator will need to place monitoring participants into conferences and change the participant properties in order to monitor conferences.

1. Place monitoring participants into each conference.



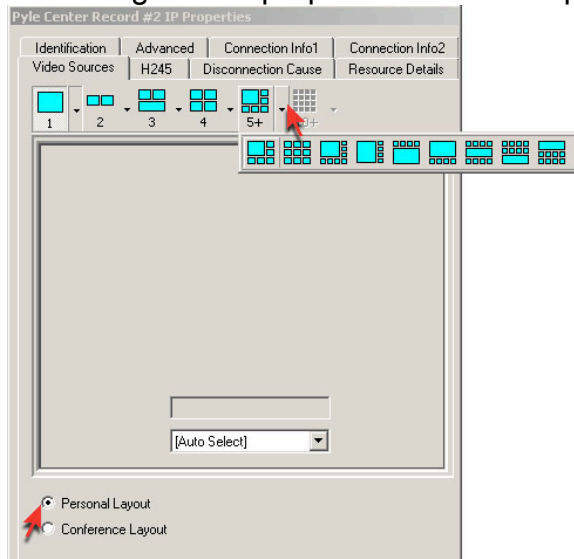
- The participants are located in the "Participant" window on the right
- The monitoring participant names begin with either:
 - Pyle Center, or
 - WOC
- Click and drag participant into conference
- Connect monitor participant using same procedure as other participants.

2. Mute monitor participant from MGC Manager.



- Right-click on monitor participant
 - Choose Mute Audio
 - Choose Mute Audio
- The camera and speaker icons will be surrounded by **RED** when the participant is muted.

3. Change video properties of monitor participant.



- Open the properties of the monitor participant.
- Choose the "Video Sources" tab at the top.
- Click the Personal Layout circle
- More video layout options will appear at the top of the window.
- Choose the best layout for the conference.

Congratulations, the conference is being monitored!

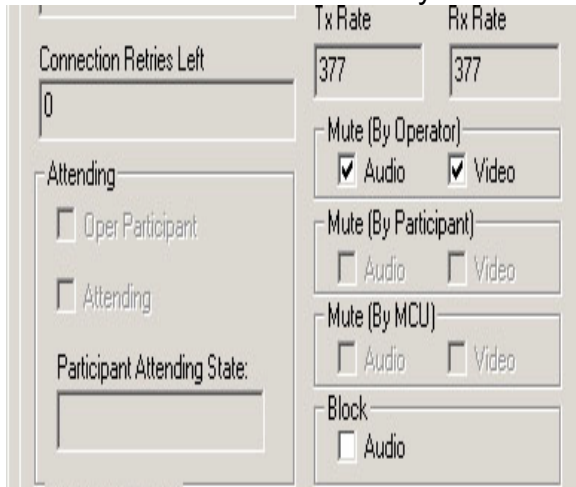
Recording Videoconference Information

The conference operator will be responsible for recording conference information. The information is valuable for 2 reasons:

- Billing records are more accurate
- Future problems can be avoided

The operator will record conference information in the daily PCL and the daily CVC (Compressed Videoconference) log.

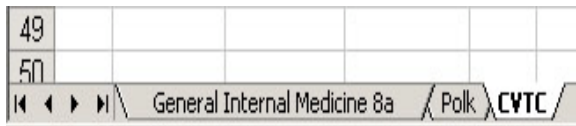
1. Record information in daily PCL.



a. Find the connect times for each site.

- Open site properties
- Choose “Connection Info2” tab.

1. **Note: Connection time will disappear once site is disconnected.**



b. Bring up the daily PCL.
(Instructions are provided on page 5.)

c. Choose the tab at the bottom of the document that relates to the current conference.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	
1	CDV Call Record & PCL				Date: 7/27/05	Start Time: 1:30	End Time: 2:30	Bridge IP to ISDN							
2	Program Title	Speed	394 kbs	H 320	Program #	Moderator	Start Op.	Stop Operator							
3	CVTC with University of Prince Edward Island				39467										
4															
5	Orl	Name of Participant	Location	Dialing String	Speed if mced	Connect Hour	Connect Mins	Disconnect Hour	Disconnect Mins						
6	O	Roy Brown	CVTC	160.32.2.85	IP	13	41	14	43	62.00					
7	O	Ken Villard 902-566-0941	University of Prince Edward Island, Charlottetown, Canada	902-894-3941	ISDN	13	19	14	46	87.01					

d. Record connect times.

- Use 24-hr time.

! Note: Don't forget to record disconnect times at the end of the conference!

2. Bring up the daily CVC log. (Instructions are provided on page 5.)

3. In the left columns, record the program name and start time.

The CVC log contains any problems a conference might have experienced. Keeping a record will prevent future problems.

4. In the right columns, record any comments about the conference.

- The comments must provide information about the conference connections
- Was there any troubleshooting?
- If there were no problems with a conference, write “No Problems.”

Congratulations, the conference information is recorded!

Ending Videoconferences

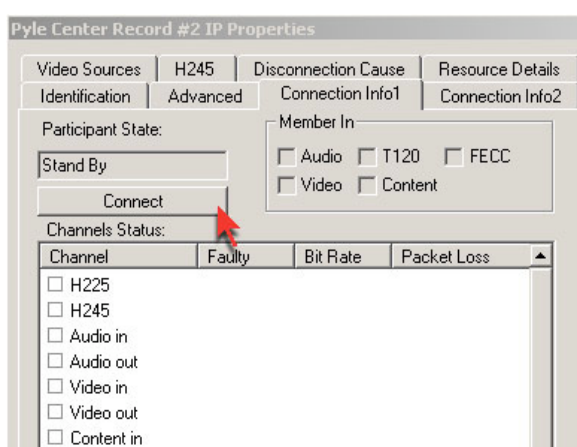
The conference operator will be responsible for ending videoconferences. Through monitoring, the operator will know if a program ends:

- Early
- On Time
- Late

The operator will disconnect sites and record additional information when the conference ends.

1. Disconnect participants when the program ends.

- a. Open the properties of each site.
- b. From the “Connection Info1” tab, click the Disconnect button
 - This is the same button as the Connect button from page
 - ! **Note: Program may end late, so monitoring is important.**



2. Record disconnection information.

- a. Record disconnect times in PCL.
 - Disconnect times are in “Connection Info2” tab. (See page 10.)
- b. Record additional comments in CVC log.
 - ! **Note: Don't forget to Save the PCLs and CVC log!**

	A	B	C	D	E	F	G	H	I	J	K	L	M	Q
1	CDV Call Record & PCL				Date: 7/27/05	Start Time: 1:30	End Time: 2:30	Bridge IP to ISDN						
2	Program Title	Speed	384 kbs	H.320	Program #	Moderator	Start Op.	Stop Operator						
3	CVTC with University of Prince Edward Island				39467									
4	0/1	Name of Participant	Location	Dialing String	Speed if moved	Connect Hour	Connect Mins	Disconnect Hour	Disconnect Mins					
6	O	Roy Brown	CVTC	160.32.2.85	IP	13	41	14	43	62.00				
7	O	Ken Villard 902-566-0941	University of Prince Edward Island, Charlottetown, Canada	902-894-3941	ISDN	13	19	14	46	87.01				

Congratulations, the conference is done!

Basic Troubleshooting

Not every site will connect on the first attempt. The operator will be responsible for troubleshooting and correcting the connection problem. The 2 most common connection problems are:

1. No Connection
2. Faulty connection

Regardless of connection problem, the operator should contact the site first. Site contact information is located in the Site Files Index. (Instructions for opening the Site Files Index are provided on page 5.)

Using Site Files Index



B	C	D
City	County	Site
Appleton		(All)
Appleton		(Top 10...)
Appleton		(Custom...)
Appleton		Aid Association for Lutherans
Appleton		American Family Insurance
Appleton		Ashland County Jail
Appleton		Aurora Health Care
Appleton		Barron County Government
Appleton		Bayfield County Courthouse
Appleton		Bayfield County Jail
Ashland	Ashland	Bayfield County Sheriff
Ashland		Blackhawk Technical College
Ashland		Bowler High School
Baraboo	Sauk	Burleigh Elementary School
Baraboo	Sauk	Burnett County Government Center
Barron		Carthage College
Black River Falls		CESA 1
Boscobel		CESA 10
Bowler		CESA 11
		CESA 12
		Bowler High School

1. Choose a tab at the bottom of the spreadsheet that corresponds to the site location.
 - Tech Colleges tab includes contact info for all Wisconsin Technical Colleges.
 - UW tab includes contact info for all UW campuses.
 - USA tab includes contact info for sites in other states.
2. Index can be sorted using column pull-down menu.
 - Items in pull-down menu are sorted in alphabetical order.
 - Index will sort multiple columns.
 - Example: Sort by city, then by site name.

! Note: Multiple sorting is useful for larger cities like Madison and Milwaukee.
3. Dial the site contact listed on the right of the Index.
 - ! Note: Leave a message if possible.**

Troubleshooting No Connection

Operator Disconnect Bonding Failure
 No Net Connection Bad H243 Connection
 Participant Hang-Up Resource Deficiency
 V-Gate No Response Gatekeeper Failure
 Security Failure H323 Failure

Cause:

Video Disconnection Reason (Secondary)

- Incoming video channel does not match conference video settings
- Remote device does not support the current video parameters
- Remote device failed to change its video parameters
- Video stream violation during session
- Video channel rejected by inadequate H.323 card resources

When a site cannot connect, the operator should determine the cause. In the site properties, the operator will need to look at the “Disconnection Cause” tab.

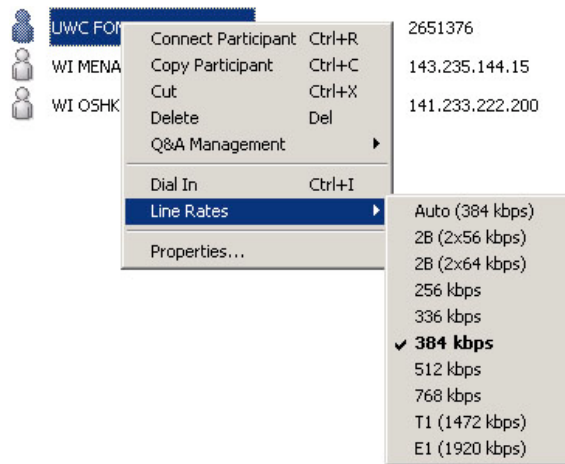
In the center of the window will be a disconnection cause message. However, the message does not always provide the operator with enough information to correct the problem.

The following table contains the most common disconnection cause messages, actual disconnection reasons, and common solutions:

Disconnection Message	Disconnection Reason	Solution
Remote unreachable	The far site equipment is not powered on or operational	The far site needs to power on the equipment, or restart it.
No user responding	The far site equipment is not answering the connection attempt	Keep trying to connect; sometimes the far site does not have someone present to accept the connection attempt.
Bearer service not implemented	The far site cannot accept a call at the current line rate	Use a lower line rate, details listed below.
Remote busy	Far end already connected to another participant	The far site will need to disconnect the call on its end, then retry connection
Remote reject	A firewall is blocking access to the site	Contact far site support and inform them of the situation. They will need to contact their Network support to allow access through the firewall.

! Note: Contact supervisor if a message not listed above is displayed.

To change the line rates of any site, follow these steps:



1. Right-click on a disconnected participant.
2. Choose “Line Rates”
3. Choose a speed lower than the current setting.
✓ The current line rate setting is indicated with a check mark.

Troubleshooting Faulty Connection

Faulty connections are indicated in the MGC Manager with a **RED !** next to the participant. Faulty connections are normal during the connection process and usually correct themselves after one minute.

However, if a site remains connected in a faulty state, that site will experience poor audio or video connections. It is possible the site will not know they are experiencing problems because they can still see and hear the other sites in the conference. In that instance, only outgoing audio and video are affected. It is also possible that a site may never experience problems, even if the MGC Manager indicates there *is* a problem.

Try disconnecting and reconnecting faulty sites.

The operator should monitor sites with faulty connections to determine the impact of the connection problem on the program. The MGC Manager does not provide information about why a site might be faulty, so there are 2 possible solutions to faulty connections:

1. Disconnect and reconnect a site
2. Do nothing

The second option is valid because sometimes the connection problem is only seen in the MGC Manager and not by the actual sites. If the far sites do not experience any problems, the operator should not intervene. The operator will only cause a problem if he disconnects a site without reason.