

# Derbyshire County Council

## Video Conferencing User Guide

### The Basics



**Version control:**

| <b>Latest version:</b> | <b>Author/changes by:</b> | <b>Changes:</b>                             |
|------------------------|---------------------------|---|
| 1.4                    | A Nadin                   | Addition of instructions for multiple VC's. |

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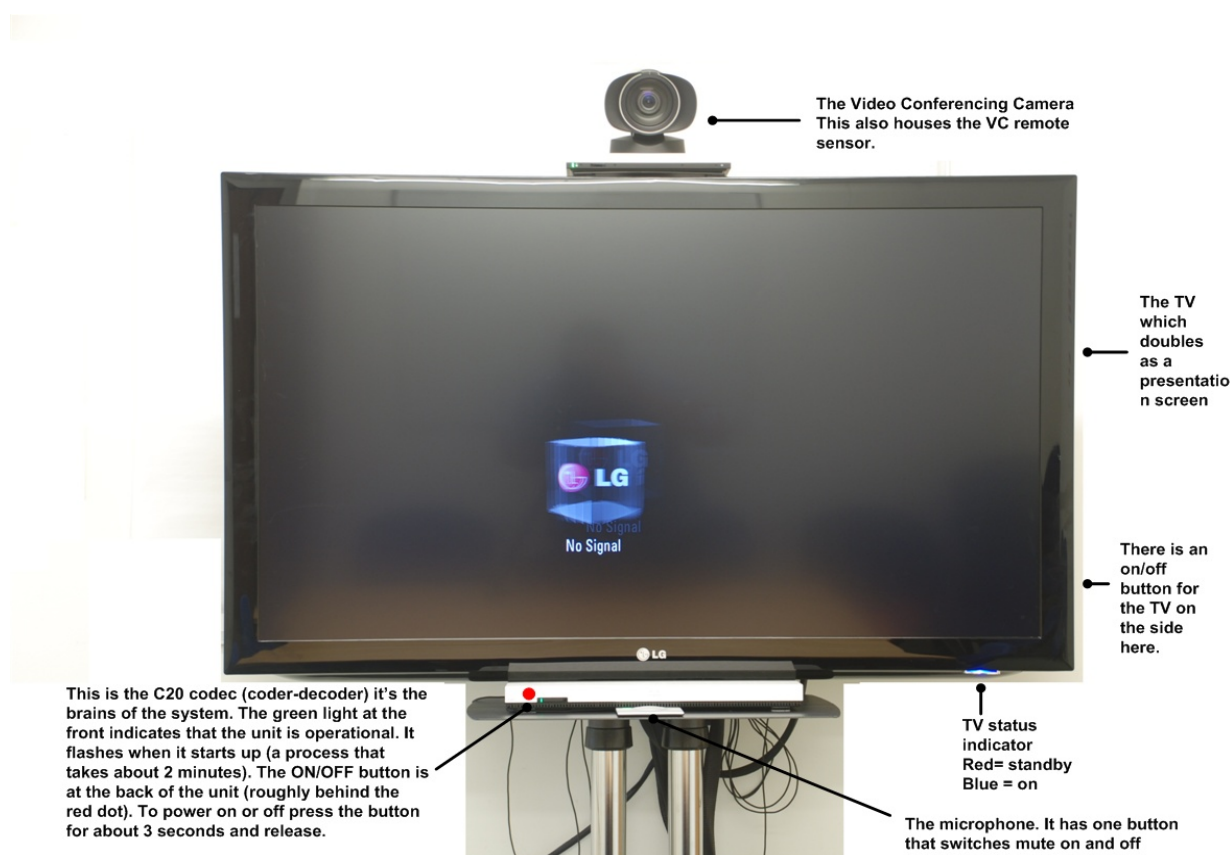
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## PREPARATION

### Step 1 - power up

It is important to set up your environment prior to the conference starting - this applies both when making and receiving calls.

First of all, if the equipment is not already powered on, turn it on. There are two units powered by mains. The television may be in standby mode. Press the red button at the top of the remote control.



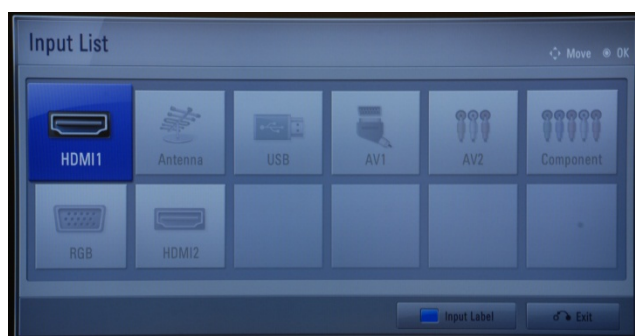
If the green light at the front of the codec (and the camera) is not flashing or permanently lit, then press the ON button at the back of the codec as indicated in the diagram above.

**Please note: It may take several minutes before the unit makes the connection to the network.**

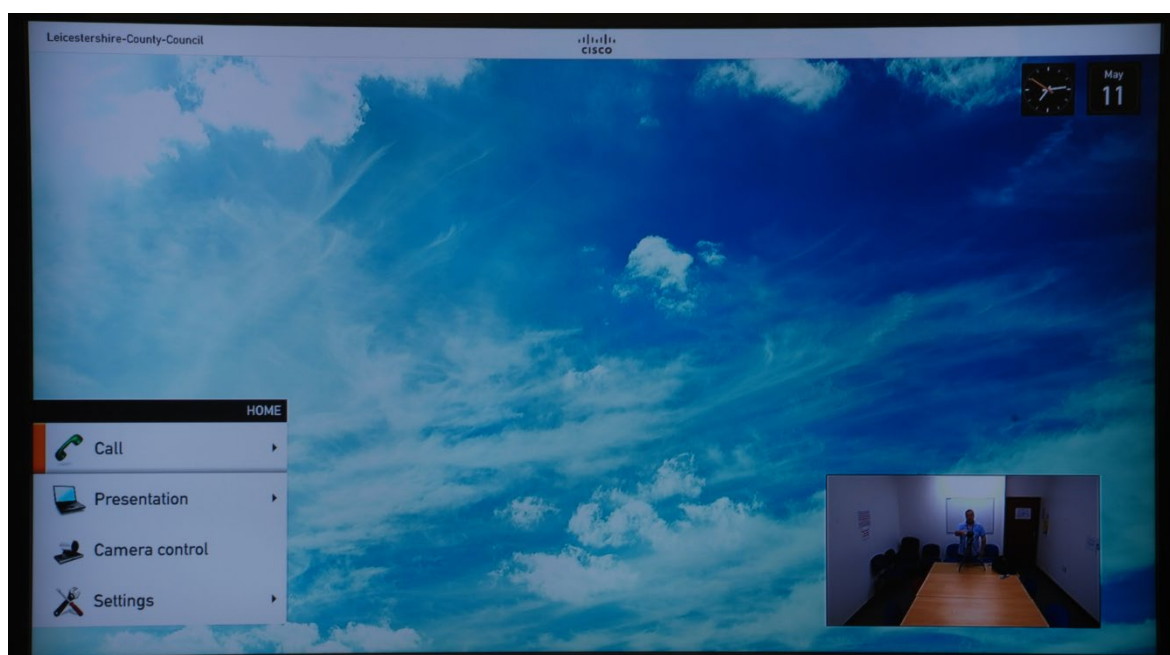
## Troubleshooting 1

If for any reason the TV shows the above 'No Signal' graphic; once the codec light is solid, try the following.

- 1) Press the INPUT button on the TV remote (2<sup>nd</sup> from the right at the top)
- 2) Use the directional buttons on the remote to select the Antenna and press OK
- 3) Repeat but select HDMI1 (as shown below).



- 4) You should then see the following screen:



There are several points to note about the above screen. The top left of the screen shows your system's identity. If it says "Not registered" there is a network issue that requires resolution. Please call the ICT service desk for assistance.

## Step 2 - The environment

With video conferencing, setting up the environment is of paramount importance. Principle factors to consider are:

- 1) The seating plan. It must be suitable for all participants at your location as well as being inclusive for those on the video links.
- 2) Lighting. Ensure that the lighting in the room is adequate but not too bright.
- 3) Pan, tilt and zoom the camera so that all participants are visible.



The left and right arrows PAN, the up and down arrows TILT and the plus and minus ZOOM in and out.

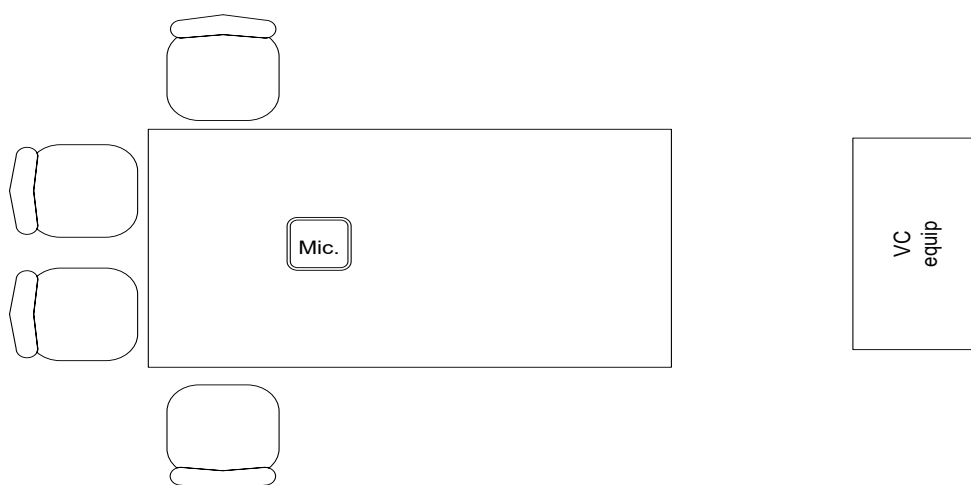
- 4) Use the screen layout button to see how your room looks to the system.



When not in a call you can either have self-view or wallpaper. Once in self view you can change this to full screen self-view. This will show how your room will look to the far end. It is extremely useful for checking your layout.

- 5) Position the microphone so that it is in the middle of the group. Preferably with the mute button in easy reach of all.

Below is a suggested layout for 4 people.



## USING THE SYSTEM

### 1. The remote control



The remote control is the only way of controlling the system. Without it you can do very little. Please look after it – it costs around £80 to buy a replacement!

The most common logged fault in video conferencing is no sound. This can of course be because the far end is on mute. If they are, this will be displayed in the bottom right hand corner of the screen. But it can also be because the volume control is incorrectly set. Both the TV and the codec have volume controls. Reduce either to zero or low, and the result is no sound. To rectify, turn the TV's sound up to approximately 75% and then use the codec sound remote (shown above) to adjust volume.

It's important to remember that the volume control on your remote dictates the sound level that other sites can hear. If the sound level from the other site is low they will need to use their remotes to increase the volume (or unmute their microphone if there is no sound at all)

## 2. Making a call to another site (i.e. Ilkeston to Ripley)

Making a call to another VC site is very simple. To do this press either the HOME button or the DIRECTORY button on the Cisco remote control. This will bring up a menu. Follow the appropriate instructions:

### Using the DIRECTORY button



- 1) Use the directional buttons to select the desired directory (Derbyshire CC).
- 2) Press OK (Tick)
- 3) Use the directional buttons to select the desired site to call.
- 4) Press OK (Tick)
- 5) Select Call.
- 6) Press OK (Tick)

The system will then try to make a call using the contact selected. Once you become familiar with the menu system you will find it is possible to make calls by pressing the dial button on the remote control as well.

TIP: Pressing the left directional button takes you back one menu. If in doubt, press the HOME button, this will reset the menu.



Ilkeston



Ripley



### 3. Making a call to more than one site (i.e. HQ to Ripley AND Ilkeston)

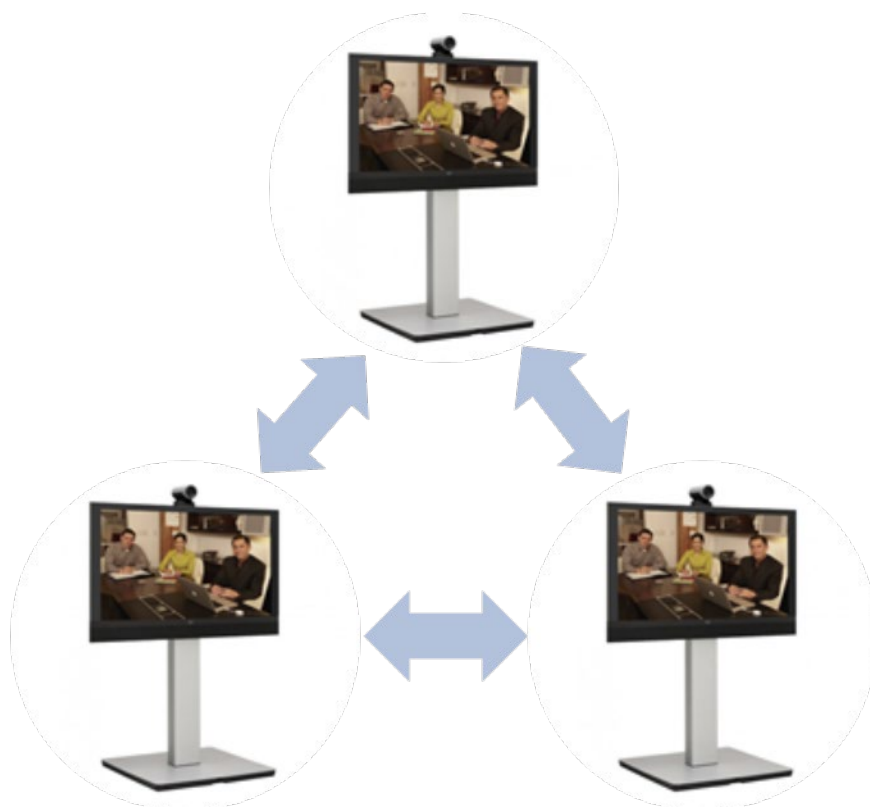
The process to make simultaneous calls to more than one site is simple but is slightly different to making a call just to one other site. To make these calls all participants ring a virtual meeting room at an agreed start time instead of each other.

Firstly when booking the VC for a call that will involve more than two sites, you need to agree a virtual meeting room for you all to meet in. There are six rooms to match the six VC sites:

- Buxton Virtual Meeting Room
- Chesterfield Virtual Meeting Room
- Matlock Virtual Meeting Room
- Ilkeston Virtual Meeting Room
- Ripley Virtual Meeting Room
- Swadlincote Virtual Meeting Room

The simplest thing is to use the virtual meeting room assigned to the place where the meeting is being organised from and participants will be at. So if you're arranging a VC for staff based at Matlock, Ripley and Ilkeston then agree to meet in one of those three rooms.

When you book your VC suites on the e-booking system please mention in the Booking Notes the virtual meeting room you will be using and remember to notify those taking part which virtual room they will need to visit.





The simplest way to meet up is to go to the Directory:



- 1) Use the directional buttons to select MCU Rooms (instead of Derbyshire CC).
- 2) Press OK (Tick)
- 3) Use the directional buttons to select the desired virtual meeting room to call.
- 4) Press OK (Tick)
- 5) Select Call.
- 6) Press OK (Tick)

If you are the first caller to the virtual meeting room you'll hear a message saying "You are the first participant to join the conference". Other participants follow the same instructions and will join the room as their systems connect.

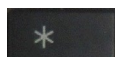
#### 4. Making an ad-hoc call (to an address not in the phone-book)

Making an ad-hoc call is slightly more involved, but if you are familiar with a mobile phone, this should not be a problem for you. The easiest way to type in the address is as follows:

- 1) Press the OK (Tick) button twice.
- 2) Now enter the address in the **Enter contact** box.
- 3) Once the address is entered press the Call button.

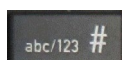
#### NOTES:

To enter an IP address (such as 153.243.12.132) use the \* key as a dot.




This will translate into dots once the third \* is typed.

To swap between numbers and letters press and hold the bottom right key.



The display in the bottom right of the contact box will toggle between abc and 123. Just pressing this key will enter a # symbol.

## 5. Making calls using the recent calls list

If you have called someone, or someone has called you, this will be listed in the list of recent calls. To gain access to the **RECENT CALLS** list, press the  key on the remote control.

### Icons used on the recent calls list



is used to denote calls made by you.



is used to denote calls received.



is used to denote missed calls.

## 6. Answering a call

The system is currently set to auto-answer an incoming call. When your system answers a call the microphone will go into a muted state. Activate the microphone when you are ready by pressing the mute button on either the remote control (CISCO) or the microphone itself. If the party at the other end appear to be gesticulating wildly there is a good chance you haven't yet pressed the microphone mute button to activate the microphone. The microphone is active once the green light surrounding the mute button is lit. When red it is muted.

## 7. Ending a call

This is extremely simple. Press the end call/Hangup button.



The system will ask for confirmation. At this point you can either cancel or confirm.

If the call is using a virtual meeting room each party must hang-up. When the call is one-to-one either party can hang-up the call.

## 8. Presentations

Showing a presentation from a PC or laptop is extremely simple. In standalone mode you can use the system to do a local presentation. But you can also distribute your presentation to the far end of a conference call.

Link your PC/laptop to the codec by means of the video cable and the sound jack (if there is sound associated with it). You will need to have set your PC/laptop to display via the video port. Your own IT support staff will be able to help with this if necessary.

Either:

Press the presentation button on the remote control



Or:

Press the Home button on the remote control.

Use the directional keys to move down to the Presentation menu.

Press OK (Tick)

Select "PC".

Press OK (Tick)

## 9. Troubleshooting

| Issue  | Remedy   |
|--|--|
| The volume control is low and the adjustments using the remote make little difference. | Try raising the volume of both the codec and the TV.   |
| TV displays "no signal"  | See "Troubleshooting" in the Preparation section of this document.   |
| The codec or TV are not responding to the remotes.                                     | Replace the batteries.   |
| There are no phone books.  | Contact your ICT service desk. The unit has probably gone "not reachable on LAN".  |
| The far end is not accepting a call.   | Contact the far-end by phone to check that they have turned their unit on and have not set the system to "do not disturb". |