



CONNECTION
project
Documentation
Version 1.0

Connection Project Documentation, Version 1.0.
February 2005

This project is funded by the University of Michigan Office of the Provost.

Table of Contents

1.0	<u>OVERVIEW</u>	3
2.0	<u>AUDIENCE</u>	3
3.0	<u>CONFERENCE ROOM</u>	3
3.1	QUICK START GUIDE	3
3.2	EQUIPMENT	5
3.3	SET-UP THE ROOM	7
3.4	MAKE A CALL TO CONFERENCE ROOM AT SI-WEST HALL	9
3.5	MAKE A CALL TO CONFERENCE ROOM AT SI-NORTH	10
3.6	HANG-UP CALL / END THE MEETING	11
3.7	RECEIVE A CALL	12
3.8	MAKE A CALL TO ANOTHER POLYCOM UNIT	12
3.9	DISPLAY A LAPTOP SCREEN LOCALLY	13
3.10	USEFUL / IMPORTANT IP ADDRESSES	14
4.0	<u>TROUBLESHOOTING:</u>	14
4.1	PLASMA DISPLAY DOES NOT TURN 'ON'	14
4.2	POLYCOM UNIT DOES NOT TURN ON	15
4.3	SOUND	15
4.4	POLYCOM AT ANOTHER SITE DOESN'T ANSWER	15
5.0	<u>CONTACT</u>	16
	<u>APPENDIX A</u>	17
	GENERAL TIPS FOR A SUCCESSFUL VIDEO CONFERENCE	17

Videoconferencing @ SI North & West hall

User Documentation and Guide Book

Overview of the Connection Project:

The Connection Project is working to produce a very high quality audio, video and data link between the Connector Conference Room at West Hall and the 3rd Floor Conference Room at SI North. This system is still a work in progress, so **please read the room documentation carefully before attempting to use the system**, as things will be changing.

Important:

- ☑ Please do not attempt to move, adjust or tilt the plasma displays. In the future, they will be movable, but due to the temporary wiring set up, we ask that people refrain from doing so.
- ☑ If you have questions about room functions, are uncertain how to do something or encounter problems when using the equipment, please contact **SI Computing** - at **400 West Hall** / call: **734-936-7255** / e-mail: si.computing@umich.edu.
- ☑ The legacy projector and Polycom setup (the old set-up) in this room is still in place. If you would prefer to use the projector or need to use the Polycom in conjunction with a VCR, etc., please feel free to use the old setup.
- ☑ Before conducting a sensitive meeting or an in-room discussion, please make sure that the red lights on the microphone pods are lit. If not, please tap the button on the microphone pods to mute the microphones. *(For more information, refer to section 3.2)*

1.0 Overview

This document provides information on how to use the videoconferencing facility in the 3rd floor Conference Room of SI North and at the Connector conference room in SI West Hall. In this document, we also provide 'General Information', 'Tips to troubleshoot problems during a Video Conference', notes and pictures / diagrams in the appropriate places. If you have any questions, please contact SI Computing at 400 West Hall / call: 734-936-7255 / e-mail: si.computing@umich.edu

2.0 Audience

The target user population for this document is SI faculty, staff and students who will be using the equipment in the 3rd floor conference room at SI North (SIN-CR) and the Connector conference room (WH-CCR) in West Hall.

3.0 Conference Room

3.1 Quick Start Guide

This is a quick '*7-step guide*' to start up a video conference. *(This section is written as a 'quick check-list' for those who already know how to use the equipments present in the room. However, you can refer to the consecutive sections to get more information & detail instructions.)*

<i>Step 1</i>	Power on Screen (Plasma Display / NEC Remote)
<i>Step 2</i>	Power on 'Polycom' unit (Polycom Remote)
<i>Step 3</i>	Unmute the Microphone (Button on the Microphone)
<i>Step 4</i>	Select / type the site address (Screen / Polycom Remote)
<i>Step 5</i>	Press 'Call/Hang-up' button (Polycom Remote)
<i>Step 6</i>	Conduct Meeting
<i>Step 7</i>	Press 'Call/Hang-up' button (Polycom Remote)

1. Point the NEC Remote towards the Plasma display Screen (*on the left of the room*) and press the 'Power On' button to wake up the screen.
(Note: If the green light does not turn 'on' when you use the remote to turn on the screen, then go physically to the display screen and press the button on the bottom right of the screen to 'Power On' the screen. The light should turn from red to green now → Green - 'Power on'; Red - 'Power off')
2. Pick up the Polycom remote control to wake up / 'Power On' the Polycom unit
3. Unmute the microphones by tapping the top button of the microphone pod (*so that the red lights turn off; Mute - Red Light turned 'On' & Unmute - No Red Light*)
4. Use the arrow keys (up and down arrow keys) in the Polycom remote to display the 'Address Screen'. Use the navigation buttons (up and down arrow keys) on the remote to select the address.
 - ◆ Select 'CCR Connection Project' (*or any other name configured for the Connector Conference Room in West Hall*) from the address book to connect to Connector Conference Room in West Hall.
 - ◆ Select 'SI North' (*or any other name configured for the Conference Room in SI North*) from the address book to connect to the Conference Room in SI North
5. Press the green 'call/hang-up' button on the Polycom remote control to call the site.
6. You can start your video conference & conduct your meeting now.
7. Press the 'call/hang-up' button on the Polycom remote control to end the call.

After you finish your call you must:

1. Mute the microphone &
2. Point the NEC Remote and press 'Stand-By' on the Plasma Screen to set the plasma screen to 'Stand by' mode. (*If the red light does not turn 'on', then go physically to the display screen and press the button on the bottom right of the screen to set the screen to 'Stand By' mode.*)

3.2 Equipment

We request that you **do not** move, adjust or tilt the plasma displays / camera / Polycom unit or any other equipment(s) in this room as we have temporary wiring set-up in the rooms. However, in future, they will be moveable.

1. **Plasma Display:** The plasma screen displays high quality video images and is connected to the Polycom Unit.

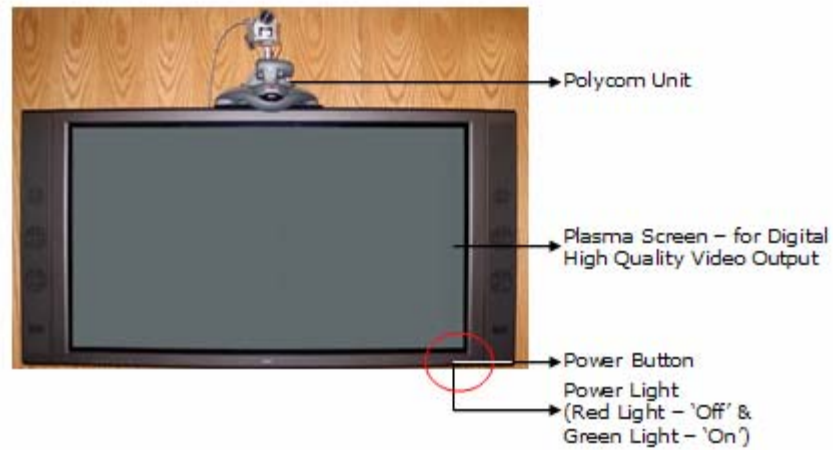


Figure 1 Plasma Display Screen

2. **Presentation / Slides Display Screen:** This screen is used to display any slides / presentations, or any laptop screen.

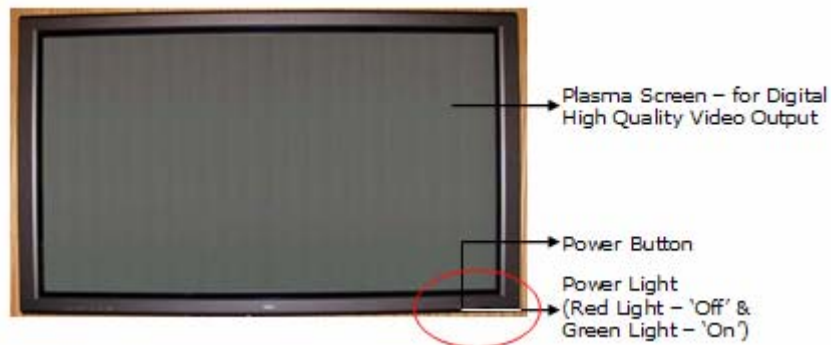


Figure 2 Presentation / Display Screen

- 3. **NEC Remote Control:** The NEC Remote is used to control the plasma display screen (the two large display screens)

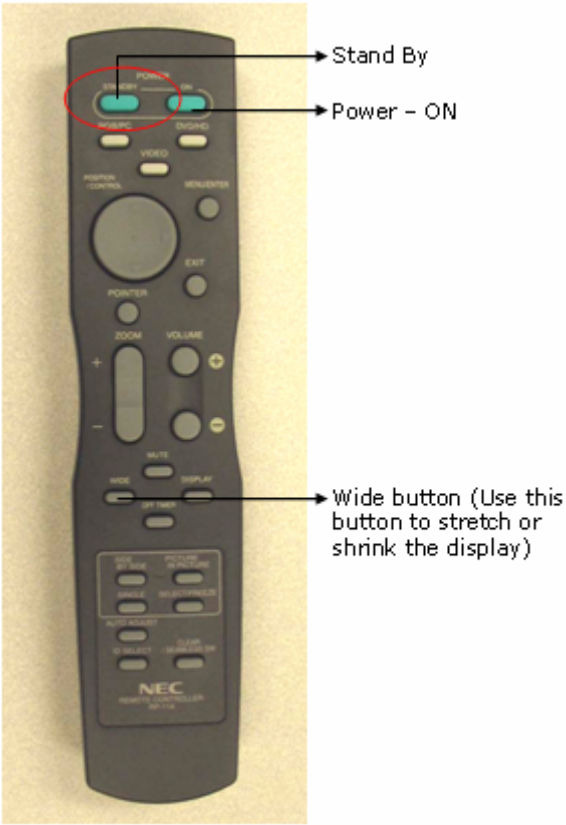


Figure 3 NEC Remote Control

- 4. **Polycom Remote Control:** The Polycom remote is used to control the Polycom system.

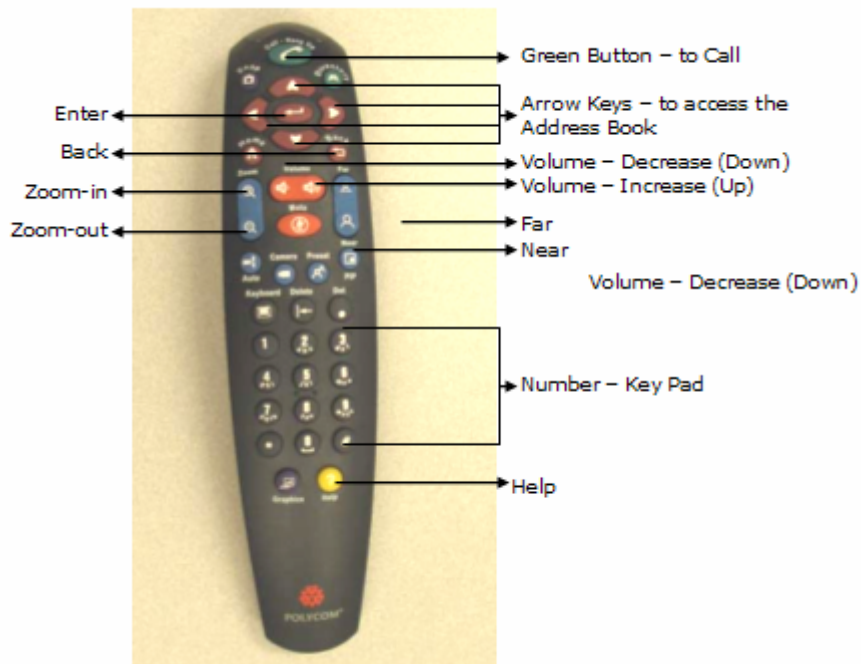


Figure 4 Polycom Remote Control

3.3 Set-up the Room

Follow these instructions to set-up the room to make a call.

1. **Display Screen** - Use the following instructions to turn on the plasma screen (*on the left side of the room*) using the NEC remote control. Once you 'switch on' the display screen, the light in the bottom right of the display screen should turn from 'Red' to 'Green'.
 - a. Pick up the NEC Remote & point to the Display Screen (on the left side of the room)
 - b. Press the 'Power-On' button on the top right of the NEC Remote Control. When you 'Switch On' the power on of the display screen, the color of the light should turn from 'Red' to 'Green'. (*If the screen does not power on, then go to the screen physically and press the 'Power On' button - See picture below for the location of the button in the remote:)*



Figure 5 'Stand By' and 'Power On' buttons on the NEC Remote Control

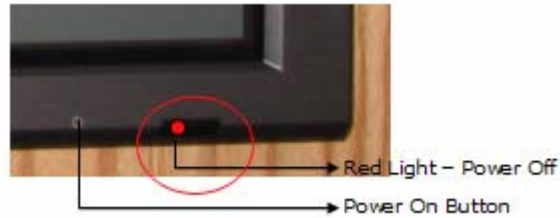


Figure 6 Plasma Display - 'Power On/Off' button (Red Light – Power Off)

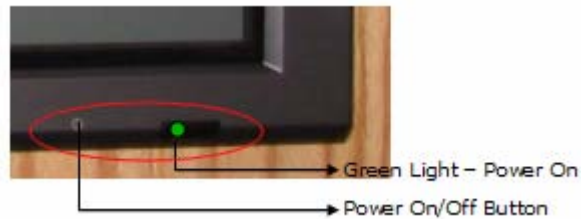


Figure 7 'Power On/Off' button (Green Light – Power On)

2. **Polycom** - Pick up the Remote for the Polycom. When you pick up the Polycom remote control, the button below the remote starts up the Polycom unit

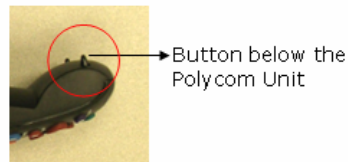


Figure 8 Polycom Remote - Buttons

3. **Microphone** - You can mute / unmute the microphone pods on the table. This is a toggle button. Press the button on top of the microphone pod to unmute the microphone. The red light should turn off when the microphone is live.

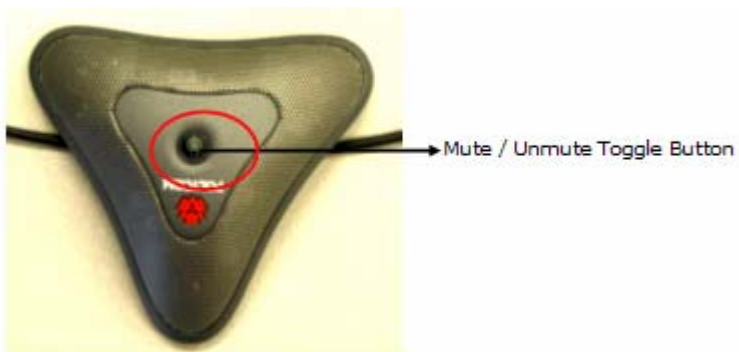


Figure 9 Microphone Pod

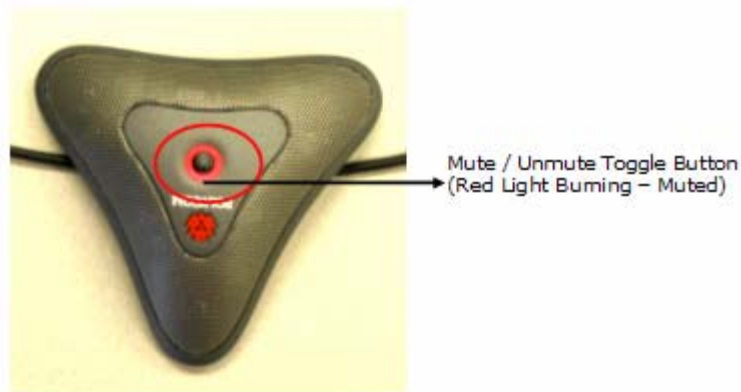


Figure 10 Microphone Pod - 'Muted, if Red Light is burning'

You have just set-up the equipments in the room. You can make a call to **3rd floor conference room at SI North (SIN-CR)** or **Connector conference room (WH-CCR) in West Hall** or to any other location

- a. To make a call to the Connector Conference Room at West Hall Room, please follow the instructions in section 3.4.
- b. To make a call to the 3rd floor conference room at SI North, please follow the instructions in section 3.5
- c. To make a call to any other Polycom unit, please follow the instructions in section 3.8.


3.4 Make a Call to Conference Room at SI-West Hall

You are ready to make a call after powering on the Display screen, Polycom and the Microphone. Use the instructions below to call the Connector Conference Room at SI-West Hall

1. Pick up the Polycom remote and point it towards the screen. A picture of the screen is displayed below.



Figure 11 Polycom Configuration Screen

2. Use the 'down' arrow key to access the 'Directory'
3. Once 'Directory' is highlighted, press the 'Enter button' 

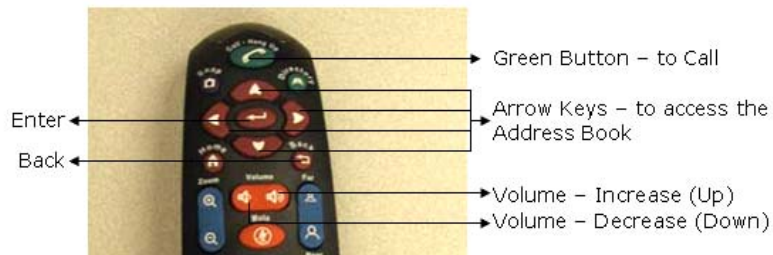



Figure 12 Polycom Remote

4. Select "CCR Connection Project" (or any other name configured for the Connector Conference Room in West Hall) from the address book by navigating with the arrow keys.
5. Once "CCR Connection Project" is selected, press the green Call/Hang-up  button on the Polycom remote control to call the conference connector room in West Hall.
6. Conduct your meeting. Refer to this guide when you encounter any problem during the meeting.


3.5 Make a Call to Conference Room at SI-North

You are ready to make a call after powering on the Display screen, Polycom and the Microphone. Use the instructions below to call the Conference Room at SI-North

1. Pick up the Polycom remote and point it towards the screen. A picture of the screen is displayed below.



Figure 13 Polycom Configuration Screen

2. Use the 'down' arrow key to access the 'Directory'
3. Once 'Directory' is highlighted, press the 'Enter button' 

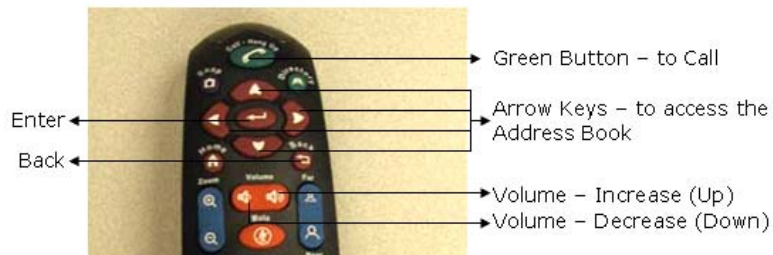




Figure 14 Polycom Remote

4. Select 'SI North' (or any other name configured for the Conference Room in SI North) from the address book to connect to the Conference Room in SI North by navigating with the arrow keys.
5. Once 'SI North' is selected, press the green Call/Hang-up  button on the Polycom remote control to call the Conference Room in SI North.
6. Conduct your meeting. Refer to this guide when you encounter any problem during the meeting.

3.6 Hang-up call / End the meeting

To hang-up a call do the following after your meeting is over:

1. Point to the Polycom (placed above the display screen)
2. Press the green Call/Hang-up  button on the Polycom remote to end the call
3. Use the NEC remote control to set the plasma screen to standby

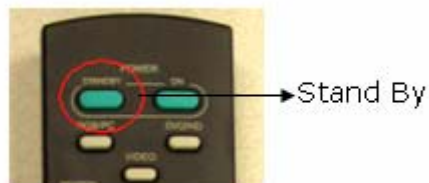


Figure 15 NEC Remote

4. Mute the Polycom microphones by pressing the button on top of the microphone pod so that the red lights turn on

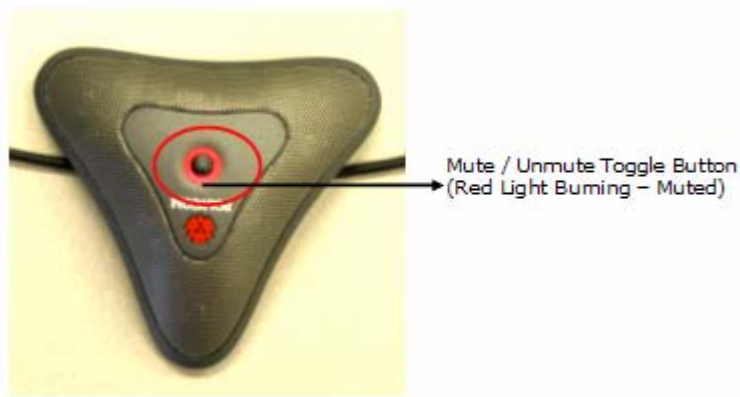


Figure 16 Microphone Pod - 'Muted'

3.7 Receive a Call

After powering on the Display screen, Polycom and the Microphone, you are ready to receive a call. Use the instructions below to receive a call

1. Pick up the Remote for the Polycom. When you pick up the Polycom remote control, the button below the remote starts up the Polycom unit
2. Power on the Display Screens using the NCE remote control
3. Unmute the microphone and start the videoconference.



3.8 Make a Call to another Polycom unit

After powering on the Display screen, Polycom and the Microphone, you are ready to make a call. You will have to use the 'Polycom Remote' to make this call. Use the instructions below to call any other Polycom unit

1. Set-up the conference room to make the call (see section - 3.3)
2. Enter the IP address of the remote Polycom unit using the number pad in the Polycom Remote



Figure 17 Polycom Remote - Number Pad

3. Set the call speed to 768K using the arrow keys in the remote
4. Press the green Call/Hang-up  button on the Polycom remote control
5. Conduct your meeting
6. Press the green Call/Hang-up  button on the Polycom remote to end the call
7. Use the NEC remote control to set the plasma screen to standby

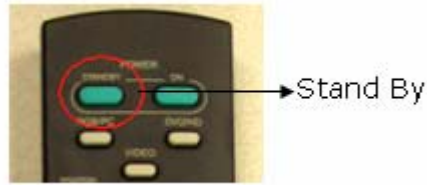


Figure 18 NEC Remote Control

8. Mute the Polycom microphones by pressing / tapping the button on top of the microphone pod so that the red lights turn on

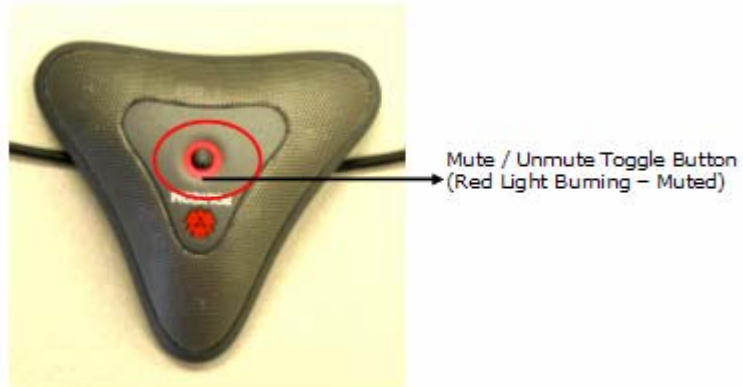


Figure 19 Microphone Pod - 'Muted'

3.9 Display a Laptop Screen locally

1. Turn on the plasma screen on the left using the NEC remote control.
 - a. Pick up the NEC Remote & point to the Display Screen (*Screen on the Right of the room*)
 - b. Press the 'Power-On' button on the top right of the NEC Remote Control. When you 'Switch On' the power on of the display screen, the color of the light should turn from 'Red' to 'Green'. (*If the screen does not power on, then go to the screen physically and press the 'Power On' button - See picture below for the location of the button*)

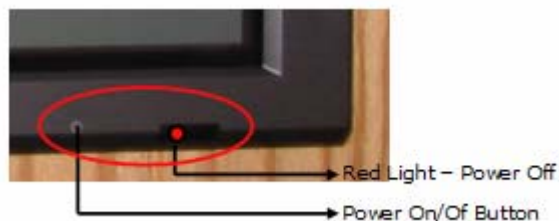


Figure 20 'Power On/Off' button (Red Light – Power Off)



Figure 21 'Power On/Off' button (Green Light – Power On)

2. Plug VGA cable at the front of the room into the laptop to be displayed

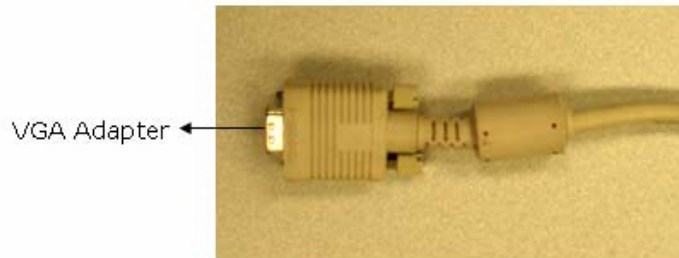


Figure 22 VGA Adapter

3. Toggle VGA output on the laptop
4. When finished perform the following tasks
 - a. set plasma to standby
 - b. unplug the VGA cable
 - c. place the VGA Cable on the Conference Table

Notes:

1. *Display of a laptop to/from a remote site is not yet enabled. We will be deploying this capability soon*
2. *Image on the screen will be a little bit jerky - this is a tradeoff that we have to make for a high-resolution picture*
3. *We are not yet able to display the computers that are permanently in the rooms on the plasma displays.*

3.10 Useful / Important IP Addresses

- ◆ Connector Conference Room - West Hall: 141.211.202.241
- ◆ SI North 3rd Floor Conference Room: 141.211.184.112

4.0 Troubleshooting:

4.1 Plasma display does not turn 'on'

- ◆ The power may be switched off to the plasma display.

- ♦ If there is no light in the bottom right corner, try pressing the power button located on the bottom of the display towards the right. (see section 3.3 for more information)
- ♦ You will have to power on both (the video & presentation display screen) the plasma display screens individually.

4.2 Polycom Unit does not turn on

- ♦ Make sure the Polycom unit is turned on. When it is sleeping, the light in the middle should be flashing green. If there is no light, check the power switch on the back of the Polycom.
- ♦ Remote may not have been pointed at the Polycom unit when it was picked up. Tap the two buttons on the bottom of the remote control while pointing the remote control at the Polycom unit.

4.3 Sound

- ♦ Use the volume button on the Polycom remote control to increase the volume if there is no sound from the other site
- ♦ Make sure the microphones aren't muted. If muted, a red light will be lit on top of the microphone pods. To unmute, press the red light.

4.4 Polycom at another site doesn't answer

- ♦ The remote Polycom unit may be off or in a call. Use a backchannel (phone, IM) to contact the remote site to check.
- ♦ IP address is incorrect. Recheck it.

5.0 Contact

- ♦ *If you encounter any problems*
- ♦ *If you have any suggestions*
- ♦ *If you have any feed-back or*
- ♦ *If you just want additional information on how to use the videoconferencing system, please contact SI Computing*

School of Information Computing

Room 400, West Hall

Phone Number: (734) 936-7255

E-mail: si.computing@umich.edu

Appendix A

General tips for a Successful Video Conference

Before you start, we encourage you to do the following:

- ♦ Start on time
- ♦ Do a trial run, 15 minutes before the start of the videoconference to check the equipment and accessories in your site.
- ♦ Request the group to turn off sound in their alarms, beepers, mobile phones, laptops
- ♦ Preview your image in the self screen and adjust (zoom in/out / change positions etc.) or change accordingly
- ♦ Test and adjust the audio with a live call
- ♦ Distribute hand-outs / material (if any) before you start the video conference
- ♦ Be yourself & interact with the members as if they were in the same room as you
- ♦ Pay attention to how others will be seeing and hearing you
- ♦ Always arrange for a back-up phone number to continue a meeting as a conference call

As soon as you start

- ♦ Find out and confirm if the people in the other site are ready. This can be done through an alternate means of communication also
- ♦ Have an agenda, state the agenda of the meeting (including start time & end time, purpose of the meeting, special requests etc.)
- ♦ Introduce yourself slowly and clearly, provide a brief description about the others in the room
- ♦ Talk about any special requests (like additional resources for people with disabilities)
- ♦ Let the others know if you or any of the members in your site are going to leave before the meeting ends.

Example: "Hi, this is Elissa from SI-North @ U-M. We have 5 participants joining the videoconference today and we are going to talk about the 'North Quad' project."

During the videoconference

- ♦ Avoid adjusting the camera at your end by covering the lens with your palm, use the camera handle to adjust the camera

- ◆ Excessive movement or position shifting will produce undesirable sound effects and audio-breakups
- ◆ Remain focused at the screen while talking or while listening
- ◆ Refrain from looking out of the window, making faces, doing some other work, talking on a mobile or any other phone
- ◆ Keep a check on body language and facial expressions, as they are as important here as in a face to face meeting / interview
- ◆ Avoid having inter group / two person discussions / side conversations
- ◆ Be quiet when it is not your turn to talk.
- ◆ Do not fidget or be restless during a session.

After the videoconference

- ◆ Leave time for questions
- ◆ Thank the group for attending the meeting
- ◆ Get the contact information about the participants in the videoconference
- ◆ Send the minutes of the meeting and any other information to be conveyed to the rest of the group.

Alternate means of communication

- ◆ **Telephone:** It is always good to have a phone number as a back-up option, incase there is a technical snag with the video conferencing facility. You can use this phone to inform the other sites about the technical problem or use this number for a teleconference.
- ◆ **Instant Messenger:** It is also good to have people in remote sites sign into an instant messenger during a videoconference. A chat session can be a complimentary back-up option, incase there is any difficulty in carrying on with the videoconference. You can also use means of communication to transfer files such as presentation material & other documents.
- ◆ **E-Mail:** E-mail as a form of communication can be used by the local / remote sites to transfer files, inform the other sites about certain critical information or report any technical set-back or a general problem.
- ◆ **Facsimile:** Fax can be used for sending and receiving critical forms like the consent form or a signed agreement.

Apart from giving status updates about the sites, these forms of communication can be used before or after the videoconference for various purposes for file transfer, follow-up etc.