

## 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 82xxx, 85xxx, or 88xxx 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](http://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](mailto:E164#@gk1.es.net)
      - 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”
    - 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