



The University of the South Pacific

Serving the needs of the Cook Islands, Fiji, Kiribati, Marshall Islands, Nauru, Niue, Samoa, Solomon Islands, Tokelau, Tonga, Tuvalu and Vanuatu

Video Conferencing Minimal Service Requirements

Prepared By:	IT Services	
	Date: Wednesday, May 12, 2010	
Endorsed By:	Director IT Services	
Document Details:	Version 1	

Video Conferencing Minimal Service Requirements

Conference Room and Classroom Use Guidelines

The following guidelines apply to all USP Audio and Video Conference rooms, Broadcast Classrooms and meeting rooms

1. USP staff and students may reserve these rooms.
2. USP has priority use of its space and manages use of these rooms. In rare cases, a group may be asked to change their reservation or may be bumped from a room they have reserved. Academic classes are exempt from this.
3. All other use will be considered as short term and on a first come, first served basis.
4. Each room has a maximum capacity that must be observed for use.
5. Room use is "as is," i.e., users will need to bring laptops, or other equipment if it is not already supplied in the particular room reserved. Audiovisual support for the room is can be provided by IT support staff.
6. Use of the classrooms is for instructional support. Hands-on use is specific to trained lecturers only and IT staff may ask users using these classrooms to discontinue activities that can interfere with operation of the hardware or software or that prevent users from reasonable access to these spaces.
7. Users of the computers in the classrooms are to adhere to the
 - o Computers Acceptable Use Policy (<http://www.usp.ac.fj/its>)
8. Videoconference use has priority in the Videoconference Room. In rare cases, a group not using videoconferencing may be asked to change their reservation or may be bumped from this room. Academic classes are exempt from this.
9. USP reserves the right to institute a use fee for outside users.
10. By making a room reservation, a department agrees to accept financial responsibility for damages resulting from use of the facility or equipment.
11. If the reservation is no longer needed, please email helpdesk@usp.ac.fj or call the IT Helpdesk as soon as possible so that the room is available to others.

Scheduling

1. An orientation is required to use (first time use) the audiovisual equipment in rooms prior to your event. Orientation is generally 15-30 minutes. Time should be allowed for this orientation when events are scheduled.
2. A request to reserve an USP room should be submitted at least **two business days** (Mon-Fri, 8:00am - 5:00pm) in advance
3. If you have special needs (i.e. software installation) or the request is for semester long use, submit your request at least **two weeks** in advance.
4. Room phones are available in rooms for conference calls. Please indicate this as a special need on the room when requesting.
5. Please stay within the time allotment for your event since others may have the room reserved before or after you.
6. If the reservation is no longer needed, please cancel the reservation as soon as possible so that the room is available to others.

Installation of Special Software

1. If you wish to have additional software installed in the classrooms, video conferencing or meeting rooms the person submitting the request should contact the IT Services helpdesk (helpdesk@usp.ac.fj) or 32117).
2. Please provide software or files to IT Services at least **three weeks** prior to classroom reservation, for installation and testing.
 - a. Copyright law requires that we have documentation (i.e., a copy of the software license(s) or documentation allowing use for training purposes) before we can install software on USP machines.
 - b. Please provide installation documentation and media to the IT Services Support staff.
3. We will make every attempt to enable your software requests; however, glitches and incompatibilities in software loads can and have occurred. Please be prepared with a contingency plan if installation is unsuccessful.

Conference Room and Classroom Use Guidelines- Room Setup & Use

Lighting

Overhead lighting is recommended for videoconferencing.

If indirect light is used in a videoconference, the participants tend to appear silhouetted. Please ensure that window coverings are closed, so indirect light from outdoors does not cause silhouetting.

Full-spectrum fluorescent light bulbs are installed as it provides the most natural lighting; allowing you, and the camera, to see true colors and making skin tones appear healthy and realistic.

Conference Tables

IT Services has standardized its conference tables to have neutral colors, such as a blue-gray, green tone or a medium oak. We find that the camera cannot adjust correctly if it is aimed at a tabletop made out of a reflective material such as chrome or glass. Bright white or dark wood tabletops create dramatic contrast, which appear as glowing areas or completely black areas on camera.

Background Color

IT Services is standardizing on blue or green backgrounds. We find that cameras prefer a blue or green background. The background color should not be too light or too dark. This we find can be achieved through paint, wallpaper, or a curtain. We will ensure sure flat paint is used to ensure that it will not be reflective. We find the key to a good background is to provide adequate contrast on camera to the participants' skin tones and clothing.

Solid colors are best for backgrounds, tables, and the participants' clothing. Multiple colors or busy patterns can cause the cameras to continuously adjust for focus, contrast, and light control.

Blue/Green backdrop

- Background is clean, without distractions.
- Curtain encloses videoconferencing area and eliminates extra room depth.
- Video camera will be able to adjust correctly.
- Skin tones will appear natural

Clothing: What to Wear

IT Services is recommending presenters wear solid colors without patterns while on camera. Wild patterns can cause the camera to keep refocusing. Avoid bright whites and reds, as these will appear to blur or flash on camera. We also suggest not wearing a color that matches your skin color; this will cause presenters to look washed out.

Suggested Professional Look

- no clutter
- minimal jewelry
- solid color clothing
- clothing color is a good contrast with skin tone

Tips for the chair/host

The majority of video conference calls are setup up by IT staff. If time allows, the participating far-end video sites will be connected 1/2 hour prior to the start time of your meeting for a pre-test. This allows IT staff time, to address any network or equipment problems that may occur.

IT support staff monitors your videoconference and can:

- add sites to or remove sites from your conference
- extend your conference
- reconnect sites that drop from the conference
- mute sites that are making too much noise during a presentation by another site
- troubleshoot and resolve call-quality problems
- show you who is in each connected video room

For presenters, please remember that there is a very slight delay before the camera switching is activated and it is then visible that the far-end site has spoken with a comment, please allow enough time for this to take place.

It is critical that presenters are aware of how they are framed within the camera. Participants don't get engaged when they are looking at a small figure, whose face is not recognizable

Participants like to be able to read your facial expressions, creating a more personable interaction. Head-and-torso shots are the best views recommended while giving a presentation or training. Please engage IT support staff to ensure appropriate visibility.

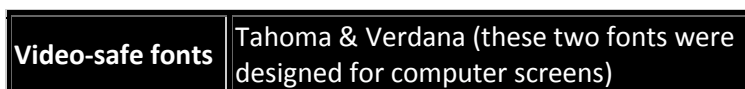
While discussion takes place, the camera can be zoomed out to include the majority of attendees in the room. Also be sure to face the camera straight on and not at an angle or with your back against it. It's important to face the participants.

Showing a PowerPoint presentation

When creating a PowerPoint presentation to show in a videoconference, it is important to consider good visibility. Far-end site monitors range from 27" to 36", with the majority using 32" screens. Also keep in mind that videoconference participants will be sitting at least a few feet from the screen during a conference.

Please make sure your PowerPoint slides feature large-size text with high contrast between the text and the background. Also note that a bright-white background is TOO bright. We highly recommend taking your PowerPoint presentation for a "road test" by reviewing it on your videoconference equipment before showing it during an actual videoconference.

The most efficient way to create a PowerPoint presentation is to set up a master slide template that contains a background and font style that will carry through all of your slides. If you select "View" from your toolbar and then select "Master" and then "Slide Master" you can make changes to your master slide and create a video-friendly presentation. PowerPoint has an array of templates, many of which do not work well for video.



	Arial, Helvetica, Palatino, MS Sans Serif, Lucida Sans 18 points minimum 24-32 points optimal
Video-safe colors	off-white and mild yellow non-saturated colors (no fluorescents)
Backgrounds	dark blue is best must be high-contrast so fonts show up: use dark background with light text use light background with dark text
Safe-text area	text should be inset 1 inch from all edges of screen

- Avoid thin horizontal lines, which will appear to vibrate on the television screen. If underlining text, make sure to use a thick line.
- Avoid too much text on each slide. Ample space is needed between lines.

Do:



Don't:



Recording your meeting/Playing DVDs

To record a videoconference, please put in a request with the at least 24 hours before your videoconference. You can request the recording by sending an email to helpdesk@usp.ac.fj

If your video equipment has a DVD player:

- To play a DVD for conference participants, turn on the DVD player and insert the DVD. When you are ready to show the DVD, use the Polycom remote control to select the CAMERA button, and then use the arrow keys to select the VCR icon. Press "play" on the DVD player.

DVD instructions are posted on or near each device in the USP conference rooms. For immediate assistance, call the helpdesk number (32117).

Showing presentations from a computer

PowerPoint and other presentations can be shown during a videoconference from a laptop. Please notify the IT Helpdesk as early as possible of your intent to connect a laptop for your conference.

Adding an audio-only participant to your call

USP can accommodate telephone connections. If you want to set up a teleconference, or add telephone participants to your videoconference, notify the IT helpdesk and they will provide you with dial-in numbers for each participant to use

Other Peripheral Devices

Staff can request to have a document camera, laptop, projector, projector screen, and/or wireless mouse set up for your videoconference. You also can request that IT support staff to record your meeting or help you set up to play a DVD or videotape. Please send an email to helpdesk@usp.ac.fj or call (32117) or visit the IT Helpdesk. Note that requests are honored on a first-come, first-serve basis.

Etiquette

When you are participating in a videoconference (either at the host site or one of the remote sites) please remember the following to get the most out this medium.

- Mute your microphone until you have a question or comment.
- When your microphone is unmuted, keep background noise (shuffling of papers, side conversations, moving coffee mugs, etc.) to a minimum.
- Speak clearly, one at a time, in a normal voice.
- If you are chairing the meeting, be sure meeting materials are readily available to participants by distributing the materials to all the meeting invitees well before the meeting begins. You also can use peripherals such as a document camera or a computer hookup/PowerPoint presentation to show your materials over the video system.
- If the meeting is being recorded, always announce this to **ALL** participants.