

VIDEOCONFERENCE EQUIPMENT



COMPLETE USER GUIDE + TROUBLESHOOTING



USER GUIDE - YOUR TANDBERG VIDEOCONFERENCE EQUIPMENT

Getting Started

Waking up the system	p.2
The Remote Control	p.3
Navigating in the menus	p.5
Using the keypad	p.6
Selfview and Camera Control	p.7
Standby	p.8
The icons on the screen	p.9

Making Calls

Make a call by dialing the number	p.10
Make a call using the phone book	p.11
End an ongoing call	p.12
Answer an incoming call	p.13
Using the Do Not Disturb feature	p.13

In Call Features

Using Far End camera control	p.14
Using presentation function	p.14

About Videoconferencing

Videoconference Basics	p.16
Being the Host	p.16
Layout	p.18

Troubleshooting **p.19**

Contact Information **p.21**

Visual Guide to VC Cabling **p.22**

Using the RISE Website **p.31**

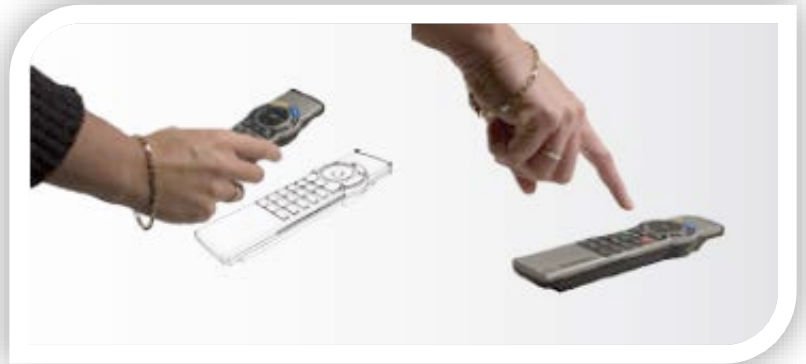
Waking up the system

To make a call you need to wake up the system from standby

Pick up the remote control

To wake up the system just pick up the remote control or press any key. You may have to point the remote control towards the system to make it discover you.

The system will now show the welcome screen.



Incoming calls will wake up the system!

The system is in standby mode whenever it is not used (but still plugged in). The screen is black in standby. Any incoming call will wake up the system from standby.

There are some restrictions to this if the Do Not Disturb function has been activated.

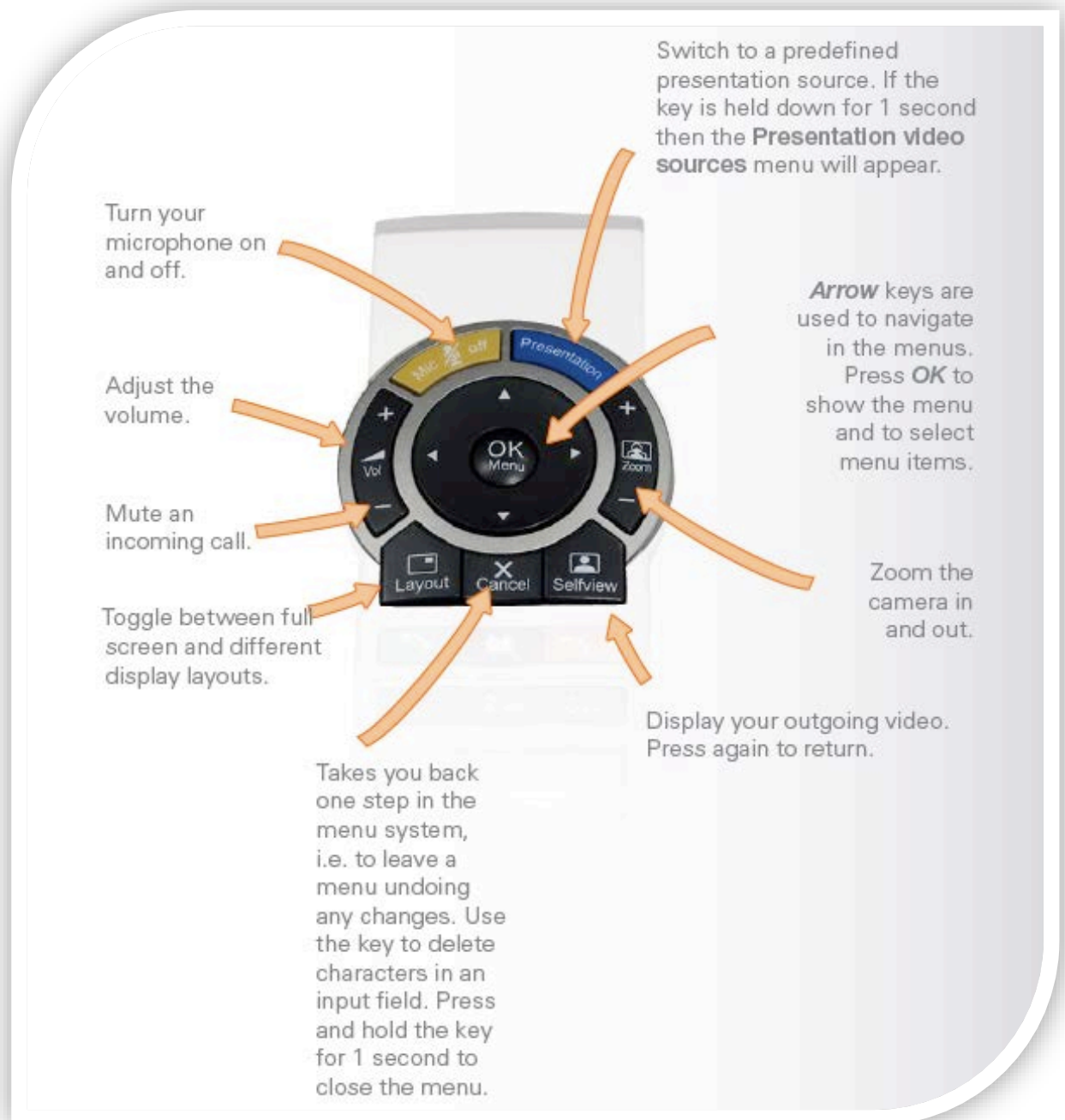
If the system fails to respond

Should the system fail to respond, make sure that:

- The system is connected to electricity
- The remote control has working batteries

The Remote Control

The Tandberg remote is very similar to a mobile phone and is colour coded for ease of use.



Press the **Call** key to place a call.

Use the **Phone Book** to store and recall video contacts for easy placement of calls.

Use the **End Call** key to end the current call. Pressing this key when not in a call will put the system in Standby mode.



You may predefine camera positions to be used during a call. Presets do not apply to systems with fixed or manually moved cameras.

Take a snapshot, but only during a call.



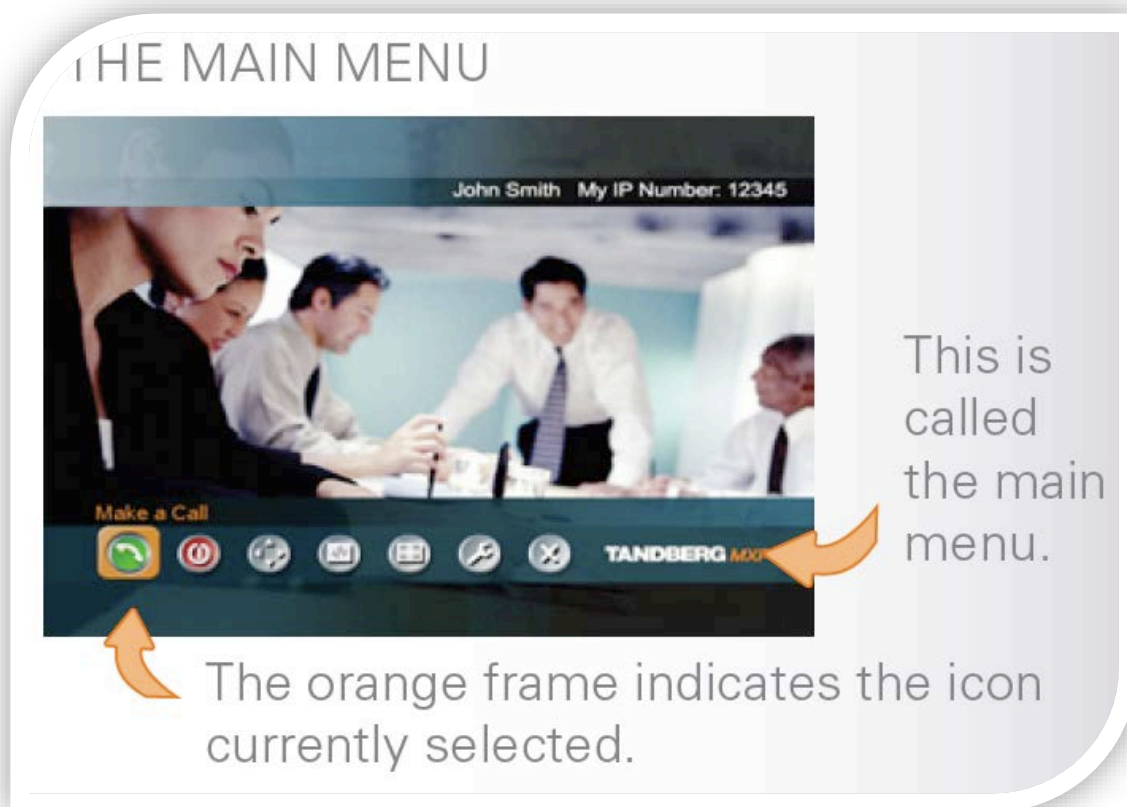
Press **Touch tones** when you are in a call and need to dial extension numbers etc. Press the **OK** button to exit **Touch tones**.

Navigating in the Menus

Your Tandberg system is operated by means of the remote control and a few basic navigation principles.

Press OK to enter the Main Menu and Cancel to exit. This menu will be displayed when your system is “woken up” from Standby mode.

Use the four ARROW keys to navigate between icons in a menu.



The OK key is used to enter the submenu of an icon.

To back up, use the CANCEL key or use the ARROW keys to navigate to the “X” icon.

You may be asked to navigate to the Control Panel for diagnostic or troubleshooting purposes by IT staff. Please do not alter settings without speaking to IT staff as this may make your system temporarily inoperable.

Using the Keypad

Some menu fields will require you to enter both text and numbers (for example, when entering a dialing string).

Whenever text entries are expected by the system, a small **abc** or **ABC** appears in the right lower corner of the entry field. For entry fields expecting numbers, **123** will appear instead.

When entering a dialing string you may need to use both text and numbers. Switch between text mode (abc) and number mode (123) by keeping the **# a/A** key depressed for more than a second.

A dialing string can contain an @ sign, numbers, dots or a pound sign (for example, [4990832000@199.213.2.9](#))

To insert the @ sign, press **# a/A** and then press **1**.

To add the dots (.), press * twice.

Selfview and Camera Control

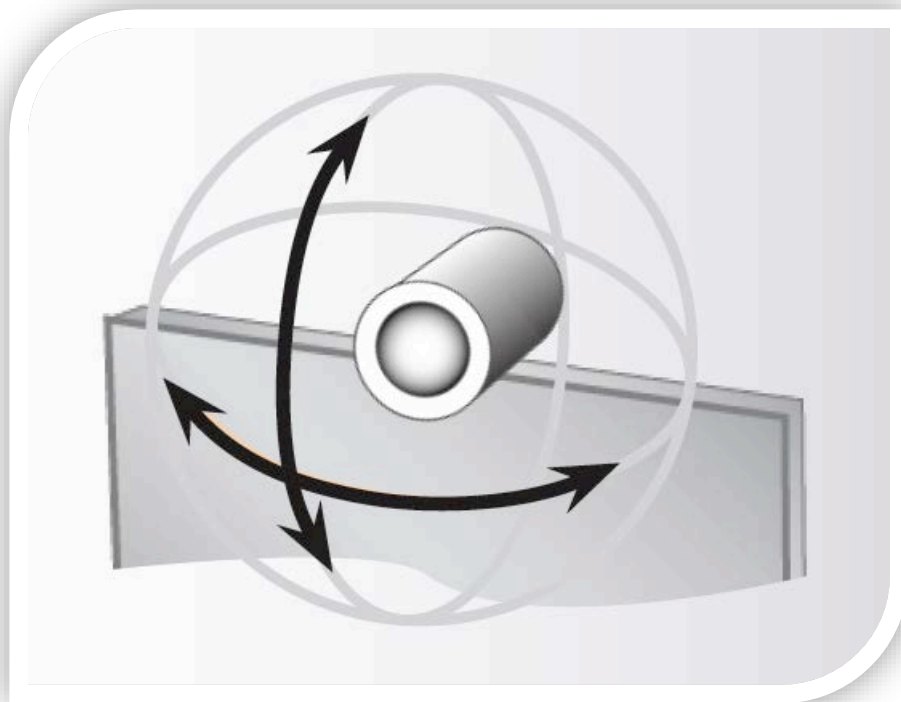
Always use the remote control to control your camera.

Selfview

The term *Selfview* refers to the outgoing image. In a normal video call using the main camera, this will be the image of yourself.

Camera Control

Press the cancel button to remove any menus from the screen, if necessary. Use the ARROW keys and the ZOOM keys to move your camera. DO NOT move your camera manually; always use the remote control.



In Point-to-Point calls, you may be able to control the camera at the Far End using Far End control (refer to section 3.1).

Standby

The system will automatically go to standby mode when not in use. In standby mode, the screen will turn black. It is, however, still possible to receive incoming call.

Your system must be plugged in to the network and electricity to receive updates and to receive calls. If it is not possible to keep your system plugged in, please plug it in at least 30 minutes prior to a videoconference.

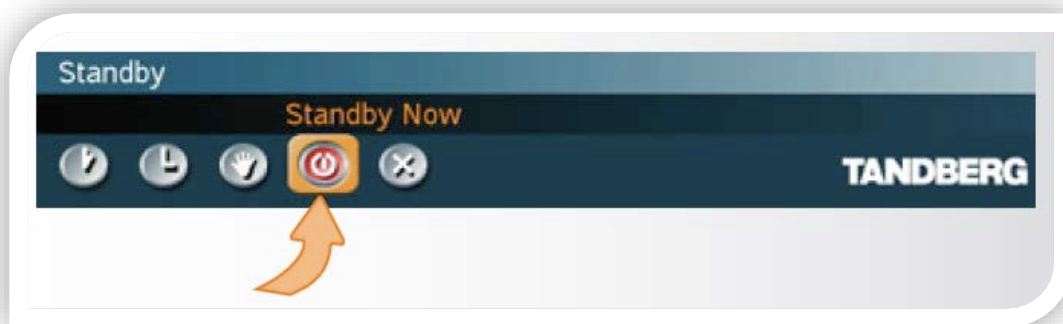
To enter Standby mode:

When not in a call, press **OK** to produce the main menu, if needed and navigate to the **Standby** icon.

Press the **OK** key.

To enter Standby mode “now,” navigate to the **Standby Now** icon and press the **OK** key.

If you do not initiate Standby, the system will do it automatically within ~15 minutes.



The icons on the screen

To help you immediately see the present status of important actions, states and events taking place, there are a number of icons that appear on the screen.



Microphone Off. This indicator is shown when the microphone is turned off. Press the **Mic off** key of the remote control to toggle between **On** and **Off**.



Volume Off. This indicator is shown when the volume is turned off. Press **Volume +** to turn the volume back on.



Not Secure Conference. This open padlock indicator is shown during the initialization phase for AES or DES encryption. During this period the call is not secure.



Secure Conference, AES. This double padlock indicator is shown when AES encryption (Secure Conference) is active.



Secure Conference, AES. This double padlock indicator is shown when AES encryption (Secure Conference) is active.



Bad Network. This indicator appears if the system detects network anomalies like packet loss, jitter etc., during a call. Open the menu by pressing the **OK** key and select the warnings icon too see details.



Dual Video Stream. Dual video stream activated is indicated by this icon.

Make a call by dialing the number

Use this method for dialing numbers that are not in the Phone Book.

Making a call

- 1 Start by pressing the green **Call** key on the remote control...

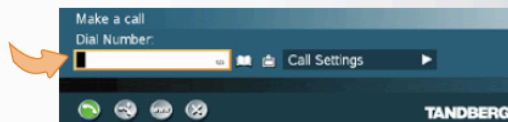


... or select the **Call** icon of the main menu before you press **OK** key.



- 2 The **Call** menu is then displayed...

Enter the "number" here (it may consist of digits as well as letters) using the remote control.

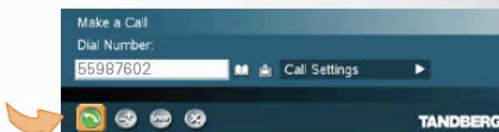


- 3 Once you have finished entering the number, start calling by: ...

... pressing the green **Call** key on the remote control...



... or by navigating down to the green **Call** icon and pressing the **OK** key.

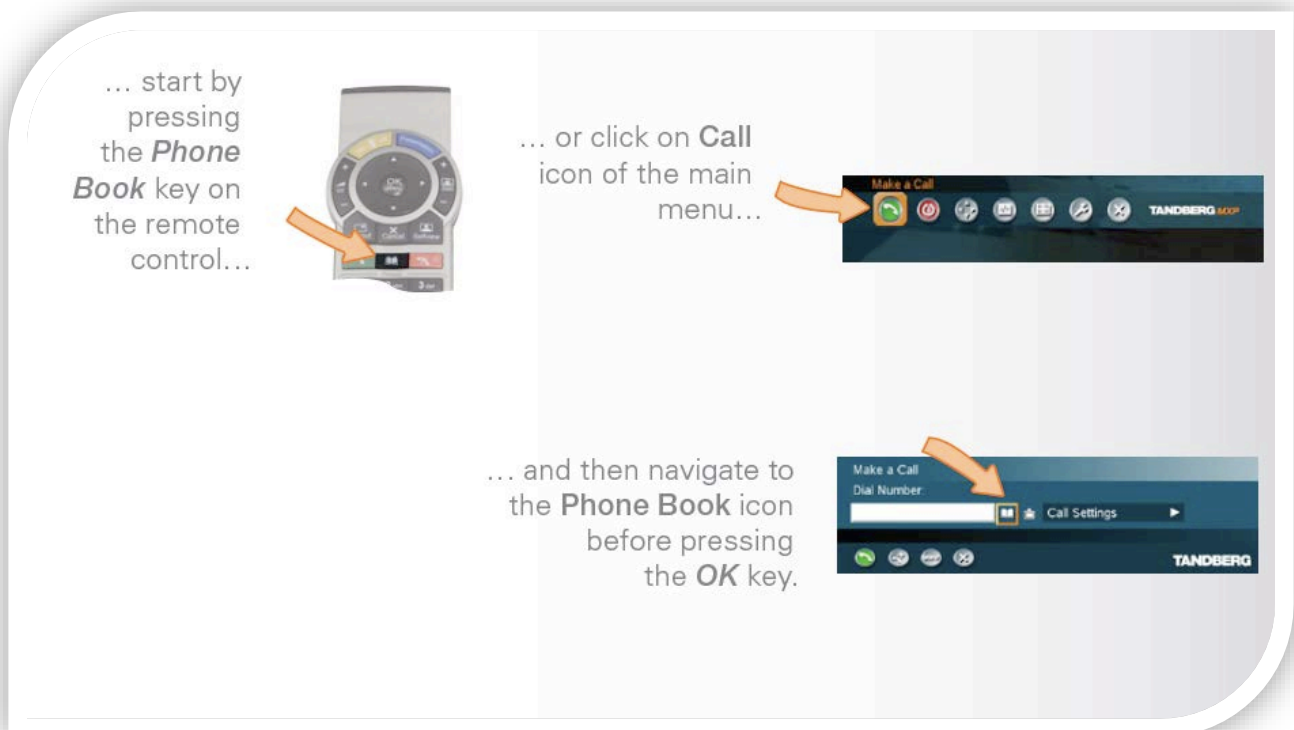


Instead of navigating down to the **Call** icon, you may also just press the **OK** key twice to start calling.

Making calls using the phone book

Making use of the phone book is time saving and prevents you from inadvertently dialing the wrong number. Contacts are sorted into folders and are sorted alphabetically. You can search or browse the phone book. The phone book also shows you recently Placed Calls, Missed Calls and Received Calls.

If you would like to add a contact to the phone book, please send the details to your RISE consultant librarian or system IT staff.



Use the **ARROW** keys to navigate the list of contacts. Press the green **CALL** key to start calling the selected entry immediately.

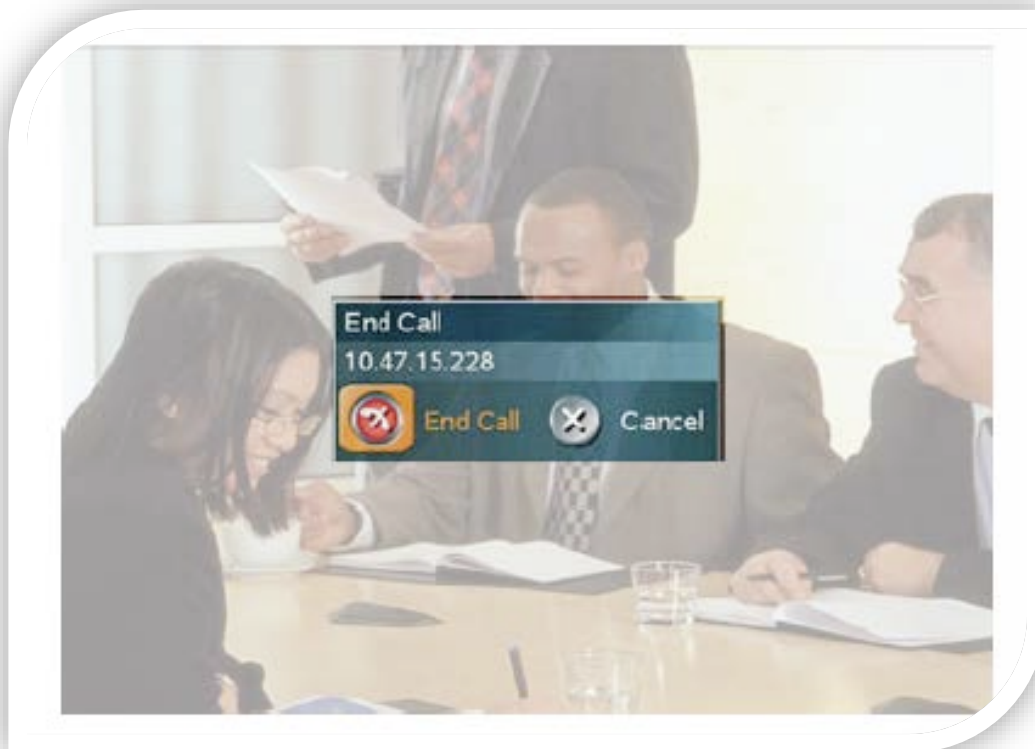
Ending an ongoing call

You end a call on the videoconference system in the same way as you do on a mobile phone – by pressing the END CALL key on the remote control.

Ending a multi-point call (more than two participants) can only be done by the host (also called the Videoconference Master). The other parties can disconnect themselves from the conference at any time, with no influence on the rest of the conference.

*Note – if there are no patrons attending at your site, please disconnect from the call. Also note that turning off your monitor will not disconnect your system from the call.

*Note – if you are accidentally disconnected from a multi-point call do not attempt to reconnect, but instead call your IT department immediately and they will reconnect your site. For point-to-point calls, simply dial the site from the Placed Calls section of the phone book.



Answer an incoming call

The RISE Network has set each unit to Auto Answer, so you will not have to manually answer a call.

For privacy reasons, the microphone is switched to OFF when you receive an incoming call. Be sure to turn your microphone to ON if you would like to say something.



If the microphone has been deactivated, press the yellow *Mic off* key to reactivate.



Using the Do Not Disturb feature

Block incoming calls

When **Do Not Disturb** is set to ON, all incoming calls are blocked from your system. Most calls on the RISE Network are scheduled and expected, so this function is not often necessary.

Using Do Not Disturb

Use the feature as follows:

1. Outside a call, press the red *End Call* key. In the menu then appearing, navigate to the **Do Not Disturb** icon:



2. Press the **OK** key to activate this feature. The screen will turn black and the text **Press any key to clear Do Not Disturb** will be shown.
3. To reset the function, do just that (press any key).

Using Far End Camera Control

Move the Far End camera using your own remote. This feature is for Point-to-Point calls ONLY. It's also polite to ask the Far End to move their camera if you can't see them clearly – if they don't mind, use Far End control to move their camera for them.

To activate Far End control, press the grey **FAR END** button at the bottom of the remote control. Move the camera to the desired position and then press the **FAR END** button again to resume control of your own camera.

Using Presentation function

This function enables you to show other available video sources in addition to your main camera (for example, a PowerPoint presentation).

Presentation function can also be used outside of a call to share a presentation using your videoconference monitor.

The quickest way to show a presentation is to use the blue **PRESENTATION** key on the remote control. Pressing the Presentation key causes a predefined video source to be shown, PC is the default.

Connect your device to the system using the VGA cable provided.



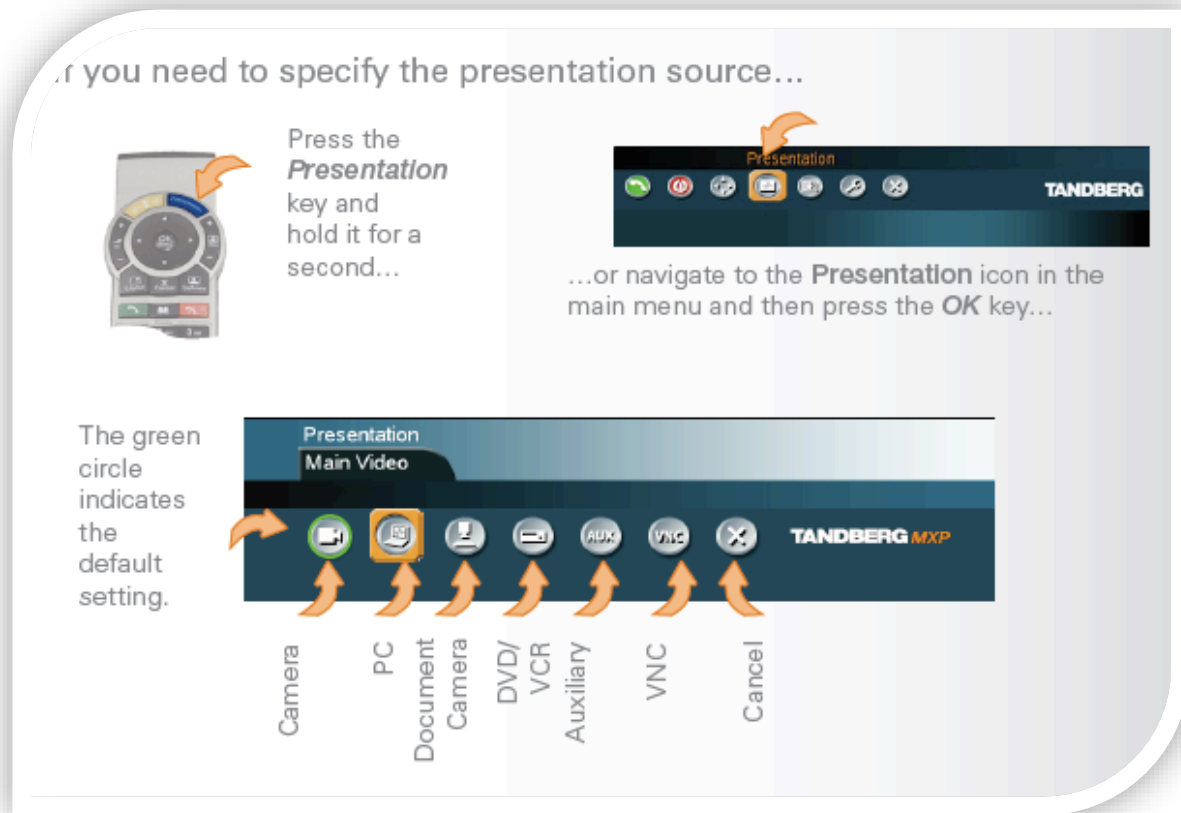
You may have to lower the resolution on your laptop and change the display to share your presentation using the videoconference equipment.

Adjust the Display Settings on your laptop by going to **Start—Control Panel—Display**. You will need to set your laptop to a resolution of 1024 x 640 or lower.

NOTE: Mac users go to **System Preferences—Display—Detect Display*

If your settings are not correct, you will see the message “**PC Not Connected**” when you press the blue **PRESENTATION** button. Laptops are all very different, so it is best to test the laptop you will be using well ahead of the conference.

If the presentation involves sound, you must also plug in the audio component on the VGA cable.



Videoconference Basics

To join a videoconference you have pre-registered for, you **MUST have your VC equipment turned on half an hour prior to the start of the videoconference. This allows IT staff to ensure connections and troubleshoot if necessary.*

A video call involving more than two participants is called a videoconference or a Multi-Point call. A call involving only two participants is called a Point-to-Point call.

Multi-Point calls are only possible using the MCU (Multi-point Control Unit); an MCU is also called a “Bridge.” The MCU can handle multiple conferences at once with multiple participants.

To schedule a call using the MCU, you must contact MARIGOLD IT staff. The MCU is scheduled using the Tandberg Management Suite (TMS).

Being the Host

Also called the “Videoconference Master”

The host of a videoconference is the site to which all others are connected. In other words, the host is the one that initiated the event or meeting.

The host is also given status as the Videoconference Master. The VC Master will be asked to extend the conference if the time is running out, so if you are the host, be aware of notifications on your screen when there are 15 minutes left.

**It is vital that an available staff member knows how to use the VC equipment as well as any peripheral equipment (laptops, projectors, etc.) to ensure the presentation goes smoothly.*

Room Set-Up (for live audience + RISE)

- Be sure that the VC equipment is placed to view the presenter but does not obstruct the view of the live audience.
- If the presenter has a PowerPoint or similar type presentation, you can place the VC unit to the side at an angle so that the live audience can view

as well as remote locations – OR – hook up a laptop to the VC unit with a VGA cable and use an HDMI cable to hook up a laptop to a LCD projector.

- Ensure the VC microphone is placed as close to the presenter as possible.

Connecting

- Ensure that the VC equipment is connected and turned on half an hour prior to presentation time. This allows IT to test your connection, as well as all remote location connections and have time to troubleshoot.

Camera Set-Up

- When the presenter arrives, have them stand where they wish to present. Use the VC remote to adjust the camera angle, using the zoom if necessary.

VC Layout View

- Choose the layout view the presenter prefers – self-view or remote locations view. Remote locations view allows the presenter to more easily interact with the remote audiences, especially when fielding questions.

Presenter Instructions

- If a staff member will be in the room during the presentation, they can be responsible for handling the remote – switching between presenter and PowerPoint, or zooming in to see props, etc.
- If no staff member will be in attendance, explain the remote functions to the presenter: *How to adjust camera * How to use the Presentation button * Mute button * Adjusting Layout view*

Beginning the Presentation

- Introduce the presenter (staff member or presenter can do this). Explain to the live audience that the session is being live broadcast to other Alberta libraries. Ask the remote locations to keep their microphones muted until time for questions. (It works best to ask the audience to save their questions until the end). If the session is being recorded for sharing, inform the audience of this.

During the Presentation

- Any questions that are asked by the live audience, have the presenter repeat them before answering to be sure that the remote locations hear them.

At the End of the Presentation

- If a staff member is attending, have them thank the presenter,
- Have a staff member or the presenter thank the remote locations for attending.
- End the VC by pressing the red phone button on the VC remote.

Layout

The layout on the screen (what is seen by all participants) is decided by RISE staff based on the type of conference and the number of participants.

For most programs and meetings, the layout is 7+1 (7 library sites + the host). This layout keeps the “boxes” for each site large enough to see clearly.

When there are fewer than 8 sites, the best layout will be chosen for that conference.

For lecture style programs (those with little or no interaction between participants), the layout is Full Screen so that only the host site will be visible and will take up the whole screen.

Troubleshooting

Think simple first!

- Does the system have electricity?
- Are all of the cables properly connected? (see Visual Guide to VC Cabling)
- Have you recently moved the videoconference equipment?
- Are the screen and the codec (the black box) switched on?
- Does the remote control have batteries?
- Have you tried restarting the system? To restart your endpoint, access the control panel by pressing OK on your remote control. Select RESTART and press OK.
- Is your network functioning properly? In most cases, if something is wrong with the network, an error message will be displayed on the Welcome Page.

Problem

- You cannot hear people on the far side.
- They cannot hear you.

Solution

- Make sure the volume is turned up on the videoconference unit and on the monitor
- Make sure the microphone is set to ON
- If the microphone is off on the far end, a message will appear at the top of the screen ("Microphone off at other side")
- Check the wires on the back of your speakers (mounted on the side of the monitor) to ensure they are connected properly
- Make sure your microphone is plugged in to the cable.

Problem

- Your screen is black, there is no picture.

Solution

- Make sure your monitor is turned on.
- Make sure you have Main Camera selected as your video source. If Presentation function is not turned off at the end of the previous session

you will see a black screen the next time. Press the Presentation button to turn Presentation off.

- Make sure that the far end participants are also set to Main Camera.
- Check to make sure the cables are properly connected between your system and your camera
- Press the Selfview button to test if your camera is working

Problem

- The picture is out of focus, too bright, or too dark.

Solution

- Press the ZOOM button on the remote control – this will trigger the auto focus function
- You can adjust settings for a too bright or too dark picture by going to Main Menu—Camera Control—Picture Control. It is best to leave these set to Auto Adjust.
- Control the light in the room with curtains or overhead lights. Bright window light will confuse the camera, so shut curtains if possible.

Problem

- The system does not automatically activate when you pick up the remote control

Solution

- Make sure the screen and the codec are switched on and have electricity
- Make sure all of the cables are properly connected from the codec to the camera
- Check the batteries in the remote control
- Make sure the green light on the front of the camera is on

If you are still having technical difficulties, please contact your library system's IT department immediately.



Contact Information – Videoconference Monitoring Schedule

Monday - Tuesday

CHINOOK ARCH

Trevor Haugen	thaugen@chinookarch.ac	403-380-1522
Robert Wipf	rwipf@chinookarch.ca	403-380-1519
Jock Buckmaster	jbuckmaster@chinookarch.ca	403-380-1509
HELP DESK	403-380-1524	
AFTER HOURS	403-942-8030	

Wednesday – Friday

MARIGOLD

Steven Copland	steven@marigold.ab.ca	403-934-5334, ext. 229
Jaspreet Singh	jausht@marigold.ab.ca	403-934-5334, ext. 238

VISUAL GUIDE TO VC CABLING



MICROPHONE

Insert into Mic 1 port

(there are 2 available ports on the device, labelled Mic 1 and Mic 2, make sure you use the one labelled Mic 1)



CAMERA CABLE

Insert wide end into Main CamHD port located on the top right of the Tandberg device



NETWORK CABLE

Insert into Ethernet port

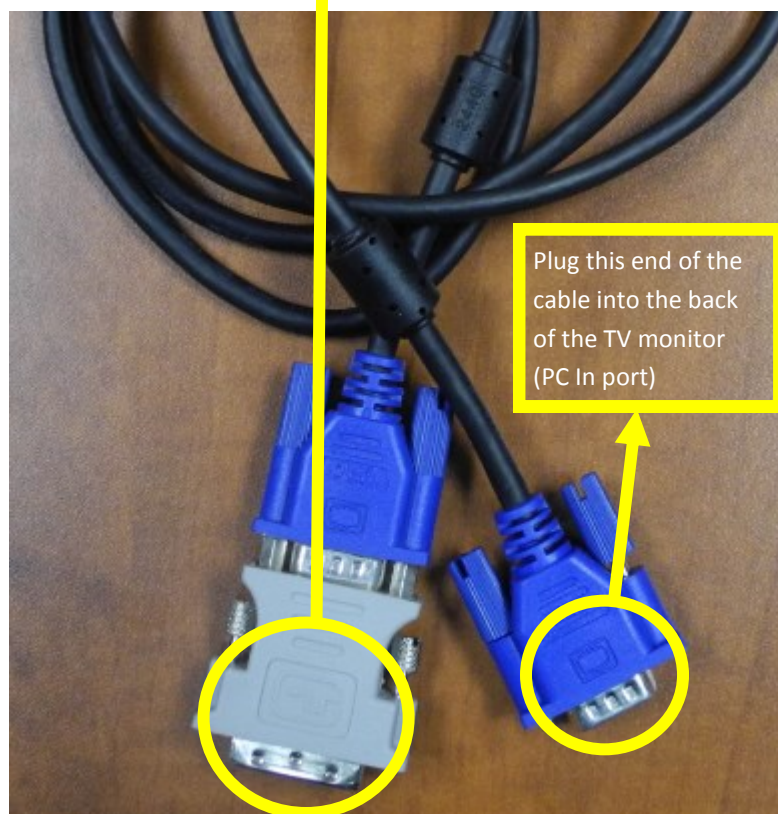
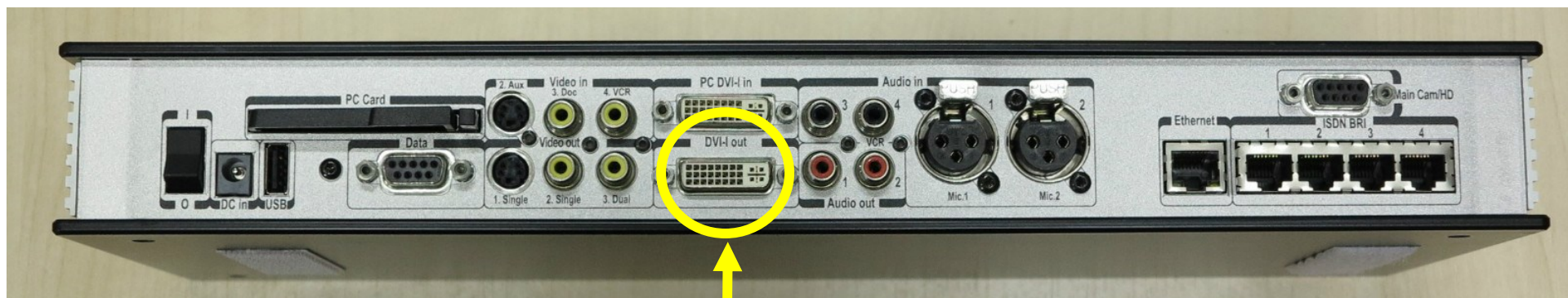
(there are 5 available ports on the device, labelled Ethernet and 1, 2, 3, 4, make sure you use the one labelled Ethernet)



VGA CABLE (blue)

Insert into DVI-I out port

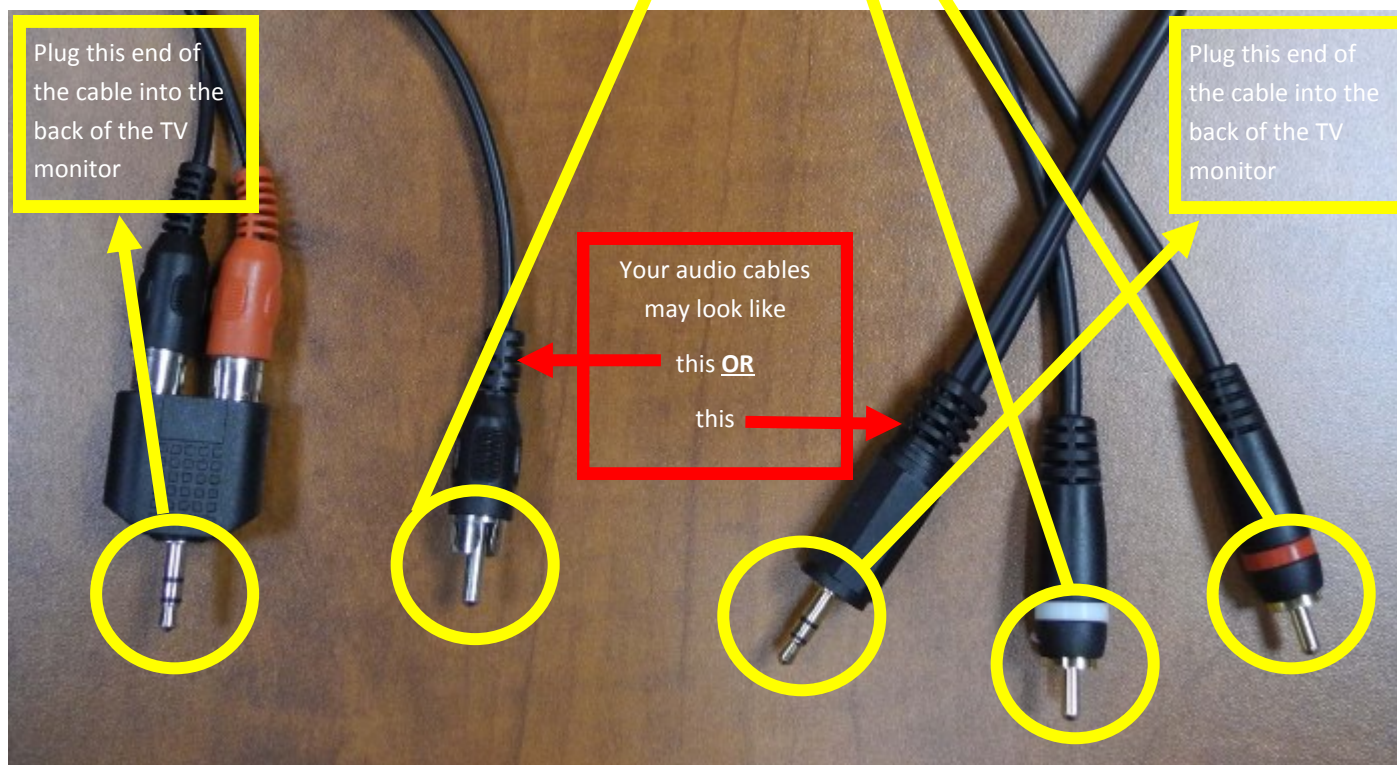
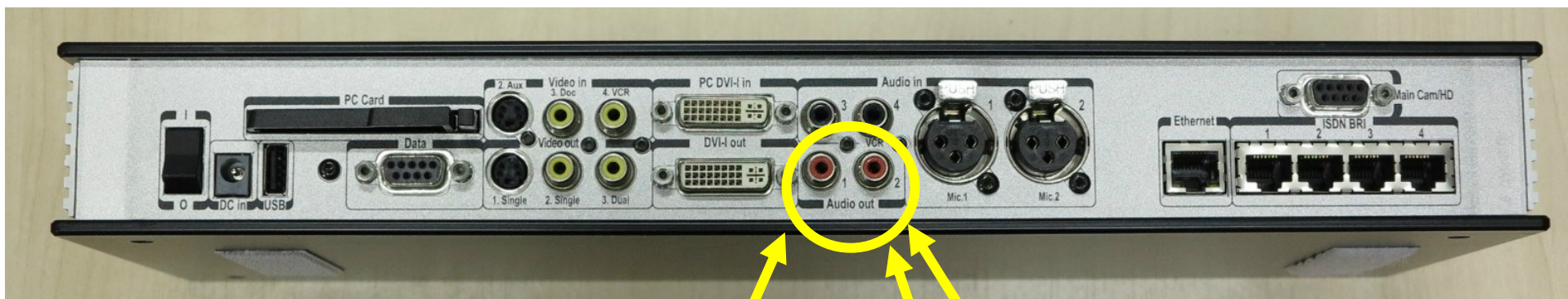
(there are 2 available ports on the device, labelled PC DVI-I in and DVI-I out, make sure you use the one labelled DVI-I out)



AUDIO CABLES

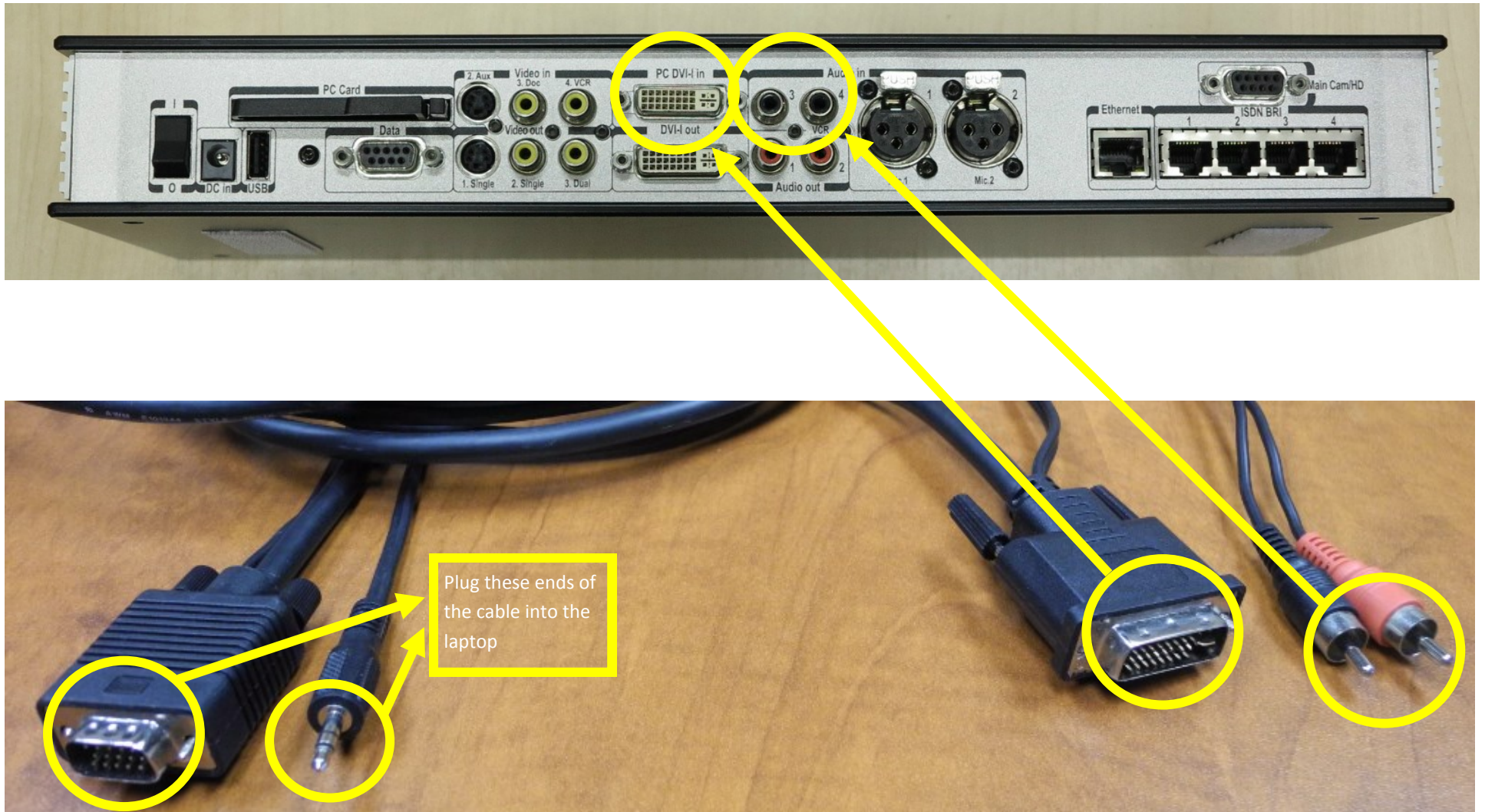
Insert into red Audio out port(s) 1 and 2

(there are 2 types of audio cables, one set with 1 end to connect to Tandberg device, the other has 2 ends to connect to Tandberg device)



LAPTOP CABLES (VGS & audio)

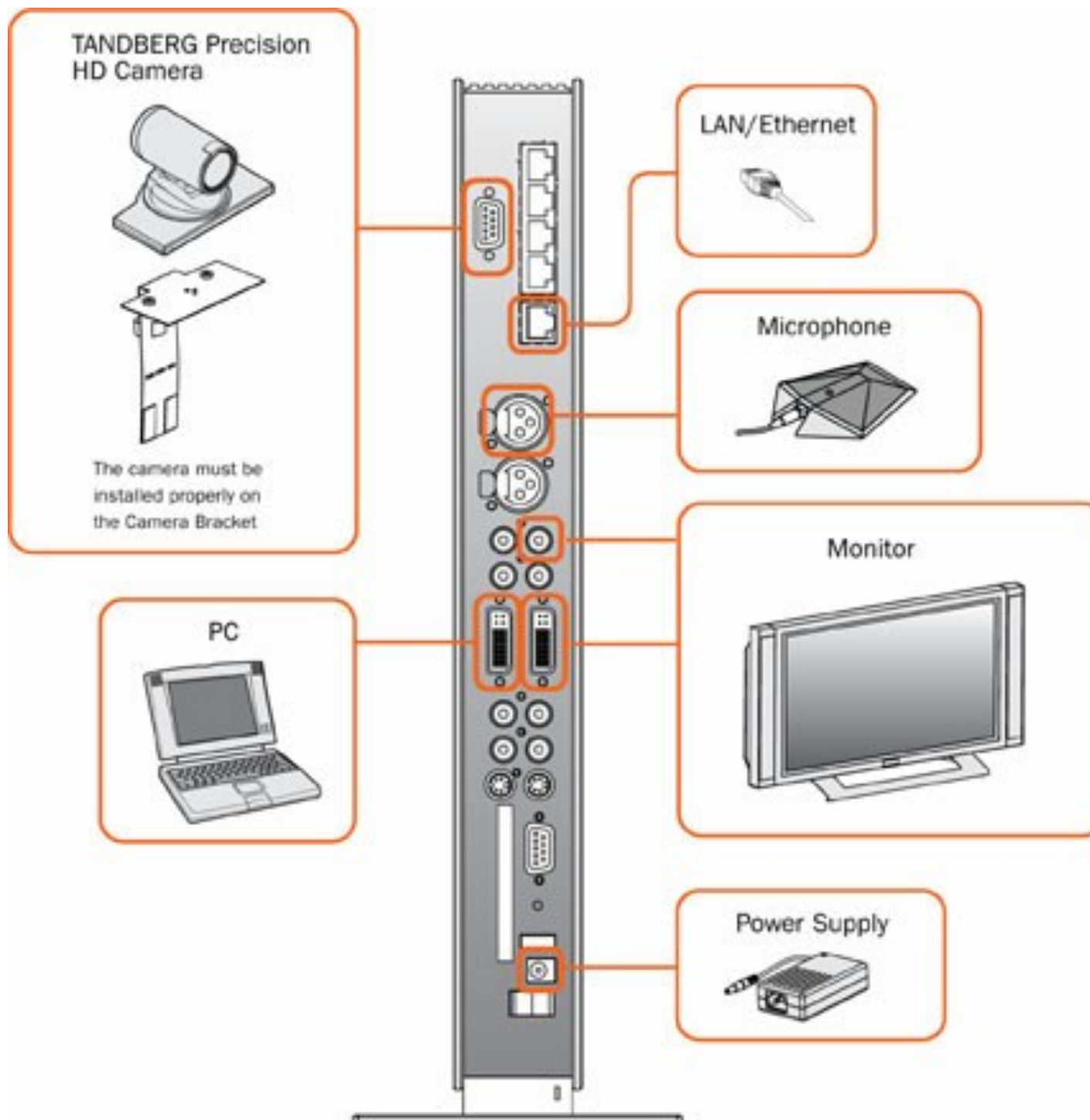
Insert into PC DVI-I in port and black Audio in ports



POWER CABLE

Insert into DC in port







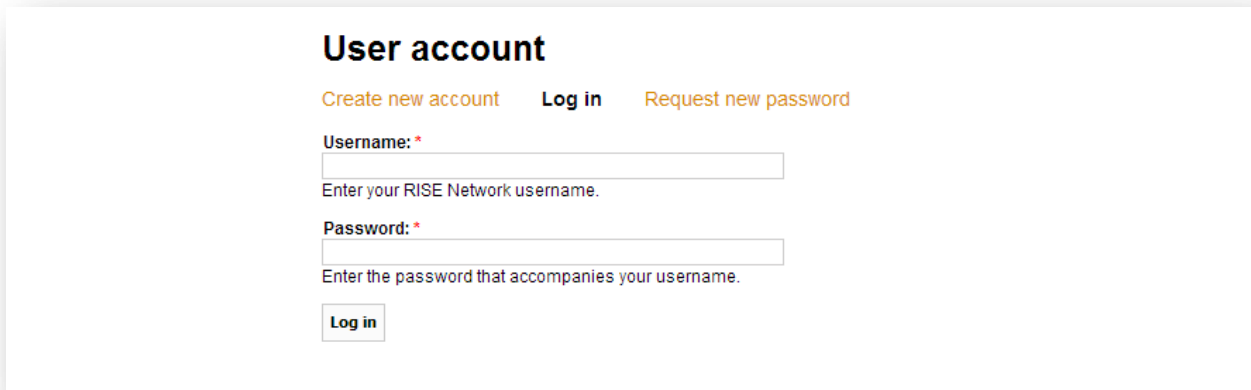
Using the RISE Network Website to Sign-Up for RISE Programs

RISE Network Website User Manual

Check out upcoming RISE programming by visiting www.risenetwork.ca. To register your library for RISE programs, you will need a RISE account username and password. If you are unsure of your username and password, or would like a new account created, please contact your Library Services Consultant.

Log in to Your RISE Account

Go to www.risenetwork.ca/user



The screenshot shows a web page titled "User account". At the top, there are three links: "Create new account" in orange, "Log in" in black, and "Request new password" in orange. Below these links are two input fields. The first is labeled "Username: *" in red, followed by a text box and the instruction "Enter your RISE Network username." The second is labeled "Password: *" in red, followed by a text box and the instruction "Enter the password that accompanies your username." At the bottom of the form is a "Log in" button.

User account

[Create new account](#) **Log in** [Request new password](#)

Username: *

Enter your RISE Network username.

Password: *

Enter the password that accompanies your username.

Log in

Enter your Username and Password and click LOG IN.

Sign Up for an Event

Click on the *Events* tab at the top of the page. Browse the calendar to find a program that you would like to sign up for.

Click on the program to view full details and then click on the sign up link (if not already Logged In).

Choose your library from the drop down menu and click *Sign Up*. You will see a confirmation message on the screen, your library name on the program listing page and a confirmation message in your email. RISE Network staff will be notified of your sign up from the website.

Definitely Not Plato Book Club – Half Blood Blues by Esi Eduguau
Wednesday, April 24, 2013 - 7:00pm - 9:00pm
Hosted: Lethbridge Public Library
[▼ Sign up for Definitely Not Plato Book Club – Half Blood Blues by Esi Eduguau](#)

Library: *

Library

[Books](#) [Other](#)

Cancel a Sign Up

If your library can no longer participate in a program, please cancel your sign up from the website.

From *My account* you can access all of your current sign ups (as well as a list of all programs on the site that are listed as *Available* for sign up.

Click on *Signups* and select the program that you wish to cancel your signup for. You will be directed to the original program listing.

Click on *Your signup information* and then click *Cancel signup*. You will be asked to confirm your cancelation before it is final. RISE Network staff will remove your library from the video conference.

Definitely Not Plato Book Club – Half Blood Blues by Esi Eduguau
Wednesday, April 24, 2013 - 7:00pm - 9:00pm
Hosted:Lethbridge Public Library

▼ [Your signup information](#)

Library: *

[Cancel signup](#)

Library

[Books](#) [Other](#)