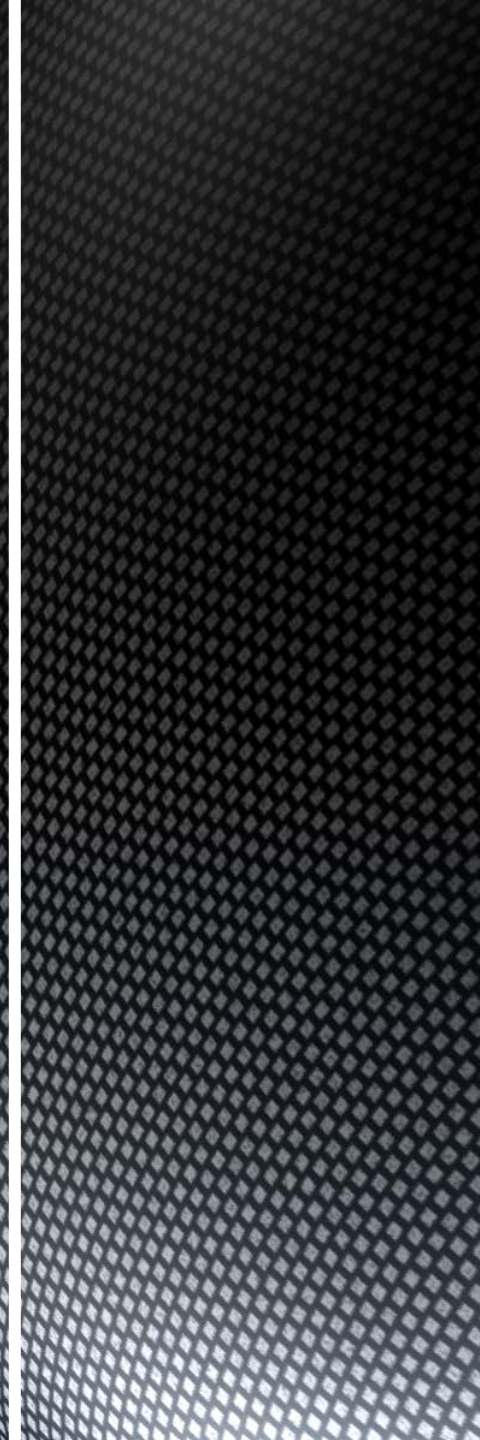


# IVN Monthly Forum

Managing Trouble and Technical Difficulties



# Technical Trouble Tips

## **Before the IVN Session:**

- Find out who handles IVN technical problems and how to contact them.
- Develop a contingency plan for the remote site(s).
  - Phone Bridge (Conference Call)
  - Wimba Classroom
  - Blackboard Instant Messenger
- Make sure you are familiar with the equipment.

# Technical Trouble Tips

## During the IVN Session:

- If the remote site(s) can still hear you, let them know there is a problem and direct them to contact the help person at that campus to try and solve the video problem.
- If the remote site(s) can only see you, after calling for help, use the speaker-phone of the in-room telephone to conduct the audio portion of your lesson.
- Use your contingency plan to continue the class and report problems promptly.

IVN BEC C4 7980

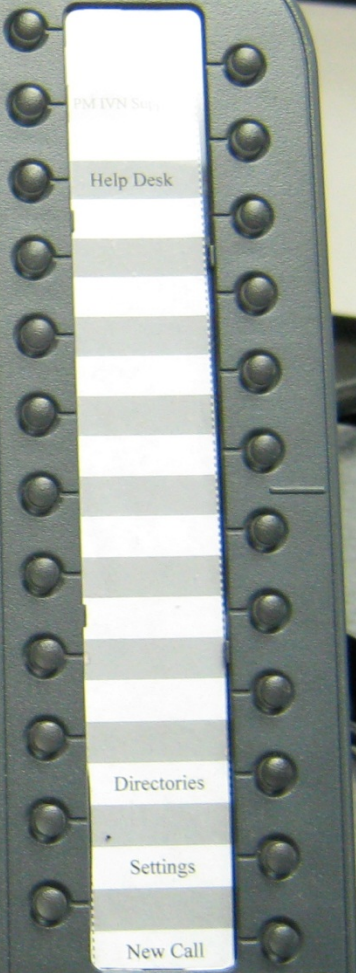
CISCO

Cisco IP Phone  
7931

Room Number  
and Phone  
Number of  
Room

9-91  
EMERGENCY

9 22a 11-17-11 7981  
Settings :03  
Not Assigned :02  
IVN\_BEC\_C4 - 7980 :01  
Your current options  
New Call | DND | MeetMe | more



REDIAL TRANSFER HOLD



co IP Phone  
7931

One Button  
Call For Help



AM IVN Support

PM IVN Support

Help Desk

more

IVN BEC C4 7980

CISCO

Cisco IP Phone  
7931

9 22a 11-17-11 7981  
Settings:03  
Not Assigned:02  
IVN\_BEC\_C4 - 7980 :01  
Your current options  
New Call | DND | MeetMe | more

CALL  
9-911  
EMERGENCY

Help Desk  
Directories  
Settings  
New Call

1  
2 ABC  
3 DEF  
4 GHI  
5 JKL  
6 MNO  
7 PQRS  
8 TUV  
9 WXYZ

REDIAL TRANSFER HOLD

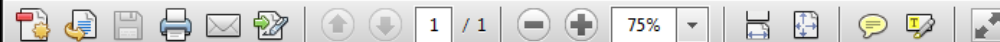
Use the IVN Web Site to Look Up Room Numbers to Call Room-To-Room  
<http://web.newriver.edu/ivn.html>

# Initiating a Conference Call on the IVN In-Room Phones Cisco IP Phone: Model 7931

1. While on a call, press the **more** soft key, then press the **Confrn** soft key. This will put the first call on hold.
2. Dial another number.
3. When the call connects, press **Confrn** again to add this party to the conference call.
4. Repeat those steps to connect all parties to the conference call.

Note: Someone at the remote locations will need to press the speakerphone button so that everyone in the room can hear the call.








## GETTING STARTED WITH YOUR LIFESIZE VIDEO SYSTEM

### PLACING A VIDEO CALL



#### *Dialing from the Redial list*

- Using the arrow keys, select the number to call.
- Press 


#### *Dialing from the Directory*

- Press 
- Using the arrow keys, select the number to call.
- Press 



#### *Dialing manually*

- Using the arrow keys, select the Video Call button on the main screen.
- Press 
- Enter the phone number or IP address.
- Press 

### ANSWERING A VIDEO CALL


- Press 

### ENDING A VIDEO CALL



- Press  to end a two-way call.
- Press  to end a multiway call.






### SELECTING A CAMERA TO CONTROL

- Press  to switch between the near and far cameras in a call.


### ADJUSTING A PTZ CAMERA

- Select a camera to control.
- Use the arrow keys to pan left and right, tilt up and down.
- Press  to zoom in and  to zoom out.

### ADJUSTING SOUND

- Press  to increase volume or  to decrease volume.
- Press  to mute or unmute the audio.

### SELECTING A SCREEN LAYOUT

- Press 

### RETURN TO THE MAIN SCREEN

- Press 



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Refer to your LifeSize Video Communications Systems User Guide for more information about using the system.

The Center for Teaching Excellence, 301B George Street, Beckley, WV 25801 304-256-0279

### Operating the Interactive Video Network (IVN) in the "LifeSize" Computer Touch Screen Controlled Rooms



Scheduled IVN class connections are made automatically by the IVN administrators. No dialing or connecting with distant locations should be made by the instructor. If you need a connection made outside the course schedule, please contact Steve Butler (304) 647-6572 or Jason Garris (304) 929-5466.



1. IVN Functions are controlled from the touch-screen controls, which may be accessed by clicking the "Room Control" Icon on the Desktop of the Computer at the Teaching Center.

2. A stylus is provided with the system to touch the monitor screen and control the system. Use this stylus or the computer mouse to control the system (please do not touch the monitor screen with your fingers).



3. Once the system is powered up, the videoconferencing controls and all room controls may be accessed by clicking anywhere on the monitor screen. The plasma monitors and projector will also turn on at this time.

4. The "Main" user interface contains all the controls for choosing the layout of the plasma screen, controlling cameras and choosing sources. Choose the "Layout" button to arrange your views to your liking.



5. The room projector may be turned on and off and its display sources on the large screen, click "Start" under "Presentation" and choose the source you want to display from the "Sources" section. To end the presentation click "Exit."

6. The room's Teach Camera and Student Camera may be controlled with the icons on the "Camera Control" Page. Panning left and right and tilting up and down are controlled with the left and right and up or down arrows. Zooming in or out is controlled with the "magnifying glass" icons.



7. DVD video may be displayed from the computer using the "VLC" media player. (If you have analog media, such as VHS tapes or audio cassettes to display in your course, contact The Center for Teaching Excellence to convert them to digital form).

8. A document camera is provided for displaying "hard copy" documents and other items that are not in digital form. The document camera may be selected by clicking the "Doc Cam" button under the "Sources" section of the touch screen control.

For help, call the help desk (304-929-6725) or Email them at [itsupport@newriver.edu](mailto:itsupport@newriver.edu).

# Contacts: Where you can get technical help with IVN

- ***Beckley:*** Patrick Vance (304) 929-5466
- ***Summersville:*** Roberto Nunez (304) 883-2427
- ***Lewisburg:*** Steve Butler (304) 647-6572
- ***Princeton and Ghent:*** Robert Davis (304) 818-2022

# Upcoming Training

- Monthly IVN Forum Meeting (2<sup>nd</sup> Friday of each month at Noon)