QUICK START GUIDE
FOR VIDEO CONFERENCING
SET-UP

For the Boulder and the Denver Conference Rooms
6th Floor
1800 Grant St.
Denver

I. Video Conference Hardware and Components

The what, where, and functionality of the equipment you need to run a video conference at Grant Street, "Denver" or "Boulder" 6th floor conference rooms.

The Video Conference Room Setup at Grant Street. **A)** Each room has two **television screens.** B) Each room has a **projection screen** that may be powered down from the ceiling. • The **screen switch** control is located on the wall at the front of each room. • The room light switches are also located at the front of the room. **IMPORTANT NOTE**: The **Denver** conference room is capable of <u>multi-point</u> video conferencing. The **Boulder** conference room is capable only of <u>single point</u> video conferencing. Please book the appropriate room based on your video conference needs.	**Screen Switch** **Projection Screen Switch** **Light Control Switches**
C) VSX 7000c – the PolyCom VC (video Conferencing) Unit.	
D) VTX 1000 Microphone (also acts as phone).	
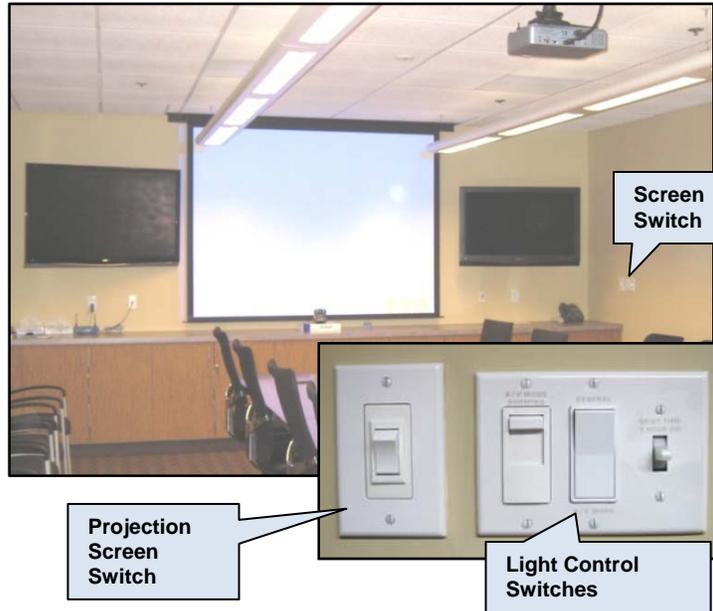
E) Three different Remotes identified.	
• TV Remote Control; for TV (Sharp). • PolyCom Remote Control for Video Conference Set-Up. • LCD Projector EIKI Remote Control. **Note:** See section II Below for PolyCom Remote button map and control labels.	TV Remote / Projector Remote / PolyCom Remote
F) VGA Projector Input – to connect your laptop to the projector so your data will display on the projection screen. **(Use this if you are going to display your PowerPoint/data to just this room.)** • Make sure you have lowered the **projection screen-**See (B) above. • If nothing displays you may need to toggle to the "presentation mode" on your laptop. (All laptops are different, this may be Function + F*, F3, or F4 on a PC. Apple laptop may be different. (NOTE: you should figure this out and test it prior to your presentation.)	
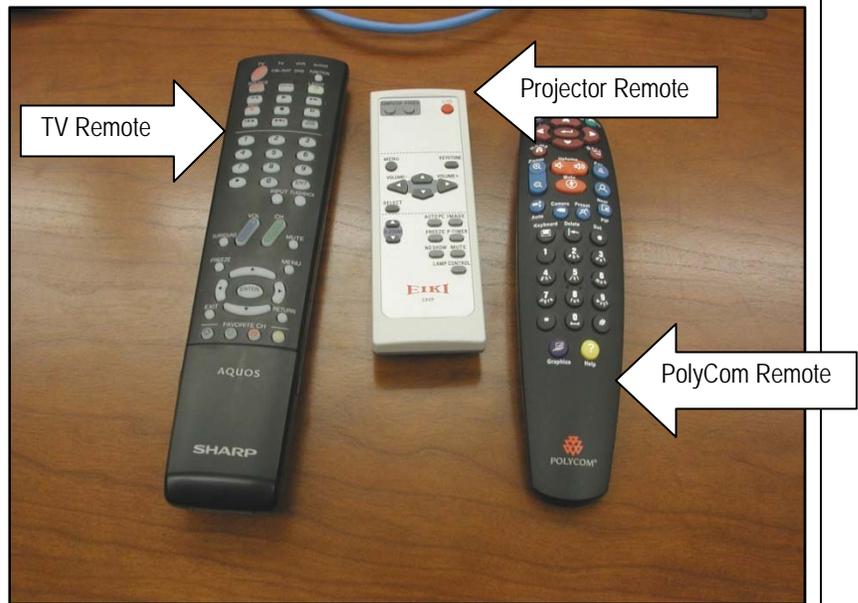
G)	**VGA connection to PolyCom Unit** (gray) also to connect to your laptop. **(Use this if you wish to broadcast a PowerPoint or other information from your computer to all video conference sites.)**	Use blue button to enable sending or stop sending your computer content to far sites.
H)	If your presentation is on your laptop, it will display on one TV screen and the remote site(s) will show on the other TV screen in the conference room.	• You can attach a laptop or PC and show content that is stored on the computer. • If your computer is connected to the LAN, you can also share content from network locations. • When you share content from a laptop or PC, the far site sees just what you see on the computer screen. • Your laptop must be in "presentation mode" to work properly. (Make sure you know how to control "presentation mode" on your laptop prior to your presentation.)
I)	**Your Laptop** should be connected to one of the options referenced above in (F) or (G).	• You should set your PC computer resolution to 1024 x 768. To do this, go to your computer's display "control panel" and set there. This is the only configuration issue that needs to be preset. **Navigation:** *Start>Settings>Control Panel>Display>Display Properties>Settings Tab.*
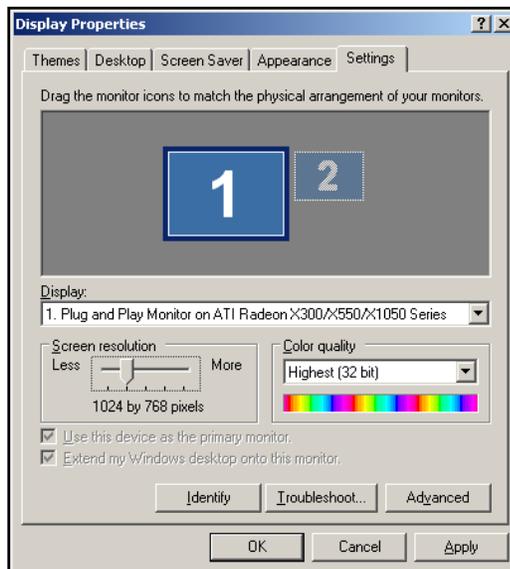
	• To set your Mac computer resolution to 1024 x 768, go to System Preferences on the menu bar or click the System Preferences icon in the Dock. ***Navigation: System Preferences>Hardware>Displays>Display Resolutions*** • (NOTE: may be split-screen PIP if more than one other location is linked in.) • **NOTE:** Please expect a 1 to 3 second delay/lag time on display to remote sites.
J) The **Video Camera** is usually located at the front of the room**.** You may control the camera in your conference room by using the PolyCom remote blue **Near-Site** button. Adjusting your camera(s) lets you show conference participants what you want them to see. You can adjust camera(s) and other video sources before the meeting starts and while the meeting is in progress.	
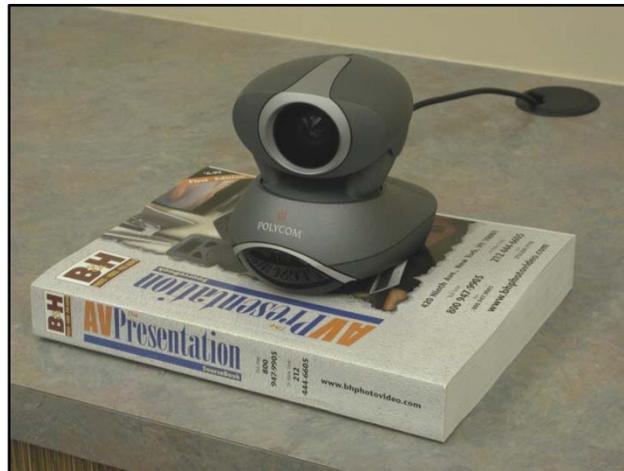
VSX Series Remote Control

Place or answer a call

End a call

Adjust the camera; navigate through menus

Open the Directory so you can make a call or work with an entry

Return to the Place a Call (home) screen

Confirm your current selection; perform functions on highlighted items

Increase or decrease the sound you hear from the far site(s)

Return to the previous screen

Mute the sound you're sending to the far site(s)

Select a far-site camera or video source

Zoom the camera in or out

Select a near-site camera or video source

Turn automatic camera tracking on or off

Show, move, or hide the Picture-in-Picture (PIP)

Select a camera or other video source

Store camera positions (when followed by a number); delete all stored camera positions

Enter a dot in an address

Display the onscreen keyboard so you can enter text

Delete letters or numbers

Start and stop sending content to far sites

Enter letters or numbers; move the camera to a stored position

Access the online help; see current system status while in a call

POLYCOM®

Color	Function
Green	Call
Red	Navigation
Blue	Camera
Orange	Audio
Purple	Graphics
Black	Text/Numbers
Yellow	Help

Using the Remote Control:

- You use the **remote control** to place calls, adjust the volume, navigate screens, and select options.
- If you need to enter text, you can press number buttons using the text-entry method commonly used with cell phones. For example, to enter "b", press the number 2 button twice.
- Alternatively, you can press the Keyboard button and use the on-screen keyboard to enter text.

III.   How to Set-Up Your Video Conference

Locate and turn on each of the units you will need to set-up your video conference. (Note: Power outlets are located in wells on conference table).

1. Locate the **PolyCom Video Conferencing** unit, and verify at the right of the unit that the **green** light is "**ON**." **NOTE:** Normally The PolyCom Video Conference unit is left "ON" at all times.	 **Green** is ON **Purple** is OFF.

2. **Turn on the TV screens,** using the Sharp remote "ON" button.
   • Be sure the televisions are set to "video 1" input. To change input, press the TV/video button on the television.
   • Wait for the unit to startup and now you will see an image of your conference room and the **Place a Call** menu screen. (Note: If screens are black, you may need to pick up the PolyCom remote to "wake up" the remote unit. There are little sensor legs on the bottom of the remote control.)	

3. PolyCom **Place a Call Menu Screen** that will display on one of the TV screens	

4. Placing a Video Conferencing Call and Multi-Point Calls Using the onscreen **Directory.**	**IMPORTANT NOTE**: The **Denver Conference Room** is capable of managing "Multi-Point" video conferences. (Linking to up to three other locations at the same time.) The **Boulder Conference Room** is capable of only managing a "Point-to-Point" video conference. (Linking to one other location only.)

A. Using the on-screen **Directory** to make the Video Conferencing Call:
 	
Note: The **Directory** is a list of names and numbers that's stored locally on the VSX system.
	1. Press right green **Directory** key on the PolyCom remote control.
	2. Use the on-screen **Directory** to find the site/destination you want to call.
	   -Use the red arrow buttons on the remote, scroll to the site name you want to call on the screen.
	   -Use the alphabet tabs to move through the Directory and scroll to the name you want to call.
	   -Spell the first or last name using the number buttons on the remote.
	   -Press the black Keyboard button on the remote control to use the on-screen keyboard to spell the name.
	3. Press the green **Call** key at the top of the remote control for the Enter line arrow key.
	4. This will connect the call to the distant room site and that conference room will show on the TV monitor.
	5. **Note:** the visual indicator for a muted microphone in this distant room shows in the lower right corner of the TV screen, as a microphone with a line through it. If red arrows on the PolyCom microphone in the room are "on," the unit in the room is muted and also displays the word "mute." Use the PolyCom Remote to un-mute. Orange button is located just under the volume control.
	6. **IMPORTANT NOTE**: If the distant site cannot hear you, the speakers on the TV are muted or OFF, or the microphone in your room here is muted or vice versa.

B. Placing **multi-point** calls:	1. To add another site, use the **HOME** button on the PolyCom Remote to go back to the **Directory**, and select another site and press **CALL** on the remote control. 2. **NOTE:** you may add a maximum of 3 additional sites at the same time in the **Denver** conference room which is capable of multi-point video conferencing.

5.	**TV Display** example when connected to remote site for Video Conference.	
6.	**Ending** a Video Conference Call.	• To end a video conference, press the red call **Hang Up** button on the PolyCom remote control. Choose "hang up all" on the menu display when connected to more than 1 site. If you are only connected to one site, you will not see the hang up menu display, it will just hang up the single connection. • Confirm that you want to hang up. • After ending a call, leave the PolyCom VSX 7000 unit powered **on**. **Note:** You may want to turn the PolyCom microphone to "Mute" after adjourning so that other locations cannot phone in and listen to activity in the room after the conference ends.
7.	**Powering Off** at the end of your video conference.	• Turn off the TV screens. • Turn Projector power off (it may cool off and then will turn itself off.) • Disconnect your computer from the VGA connection to the Projector or PolyCom Unit. • Leave the PolyCom VSX 7000 unit powered **ON**.

IV.   Camera controls you have during the video conference.

1. Selecting a Video Source	Press the blue **Near** button or **Far** button on the right side of the PolyCom Remote control to select a Near-site or Far-site camera or video source. • Select blue **Near-site** button to control the camera in your conference room. • Select the blue **Far-site** button to control the camera in the remote room. **NOTE**: if you are connected to more than 1 additional site, the blue **Far** button only controls the **first site** you connected to.
2. Adjusting a Camera during a call.	• Press the blue **Zoom-In** and blue **Zoom-Out** buttons on the left side of the PolyCom Remote control to change the camera's zoom. • Press the right or left red **Arrow buttons** near the top of the PolyCom remote control to aim the camera. • Press the blue **Near-site** or **Far-site** buttons on the PolyCom Remote control to select the Camera you want to adjust. • To control your own camera, press the blue **Near** button on the right side of the PolyCom Remote control. • To control the other person's remote camera, press the blue **Far** button on the right side of the PolyCom Remote control. **NOTE:** This does not work in a multipoint video conference. • When you press these buttons, a camera icon with the words "Near" or "Far" appears in the corner of the TV screen. This icon tells you whose camera you are currently controlling.

V.   Video Conferencing Etiquette:

1. Good video conferencing etiquette is really just common courtesy and respect for the people in your meeting. Here are a few tips for successful conferencing.	• Introduce all conference participants when the meeting begins. • Introduce yourself when you start speaking. • Make sure that you can see and hear the far-site participants. • Adjust your camera and microphone so that the far site(s) can see and hear you. • Place the microphone between the monitor and the people closest to the monitor • Avoid tapping on the microphone or rustling papers near the microphone. • Mute the microphone before moving it so that the far site doesn't hear you moving it. • Speak in your normal voice without shouting. • In a multipoint call, mute your microphone when you are not speaking.

VI.   Troubleshooting Possible Problems:

1.	If the TV screens are "on" but nothing displays on screen.	• You may need to pick up the PolyCom remote to "wake up" the remote unit. (There are little sensor legs on the bottom of the remote.)
2.	Getting More Information:	• To view help while you're using the PolyCom system, press **Help**. • For network questions, contact your Grant Street contact/support person.
3.	I can't get the call to connect to another site, what should I do?	• Ensure you are connecting to the correct site for the device you are trying to call. • The device you are trying to call must be turned on and ready to receive calls. • Try turning the PolyCom VSX 7000 off, waiting 120 seconds, and turning it back on before attempting to call again. (Reboots system.) • If this does not resolve your problem, please contact your Grant Street contact/support person.
4.	Incoming audio fails from the remote location(s), or the remote site(s) do not hear sound. What should I do?	• Check to be sure the TV volume is turned on – use the TV Remote. • Make sure the VTX PolyCom microphone is not muted in your room and/or at the remote site(s). • Check to see if the red button on the PolyCom microphone is switched off or muted for the remote location so that you cannot hear them. Look for microphone icon with red circle slash, that means the microphone is muted, and it will indicate near/far or both. • Check, are monitor speakers turned on? • Turn up volume on Monitor and/or PolyCom Remote. • If this does not resolve your problem, please contact your Grant Street contact/support person.
5.	My Computer laptop screen is not projecting: A. at the remote location;	1. Check to be sure your computer is hooked up to the PolyCom connection. You must use the PolyCom connection for your computer output to be seen at the remote location. See section I (F) or (G) above. 2. Make sure laptop is in presentation mode. See section (H) for resolution display information. 3. Make sure the blue display button referenced in (G) is pressed to display at remote site.
	B. on my room projection screen.	1. Be sure your computer is hooked up to the room Projector connection. If set up this way, you are set up to project your computer only in this room.
6.	The camera does not display anything.	• Is the PolyCom unit on? • Are the TV screens on?

7.	Incoming audio fails from the remote location, but they can hear us.	• The red button on the PolyCom microphone is probably switched off or muted for the remote location so that you cannot hear them. Look for microphone icon with red circle slash, that means the microphone is muted, and will indicate near/far or both.
		• Check, are monitor speakers turned on?
		• Turn up volume on Monitor and/or PolyCom Remote.

VII.   Grant Street Technical Support Contacts

Who to call for assistance or coordination on Video Conferences for the 6th floor Boulder and Denver conference rooms.

1. Grant Street Contacts:	**Leo Balaban** IT Support, Office of the President 1800 Grant Street, Suite #800 Denver, CO 80203 303.860.5665 Leonid.Balaban@cu.edu **Debbie Martin** IT Support, Office of the Controller, Internal Audit and Treasurer 1800 Grant Street, 6th Floor Denver, CO 80203 303.837.2151 Debbie.Martin@cu.edu