



## Scheduling Videoconferences

At the present time we have [6 Video conference sites](#) online located at various conference rooms throughout Stony Brook. When you choose to schedule and use this technology, you take on the responsibility and duties of the “Site Facilitator”.

### Setting up a Videoconference:

In order to schedule a videoconference on our Polycom HDX equipment, you must first get in touch with the Admin/IT/Video contact person at each of the proposed participating locations. This will ensure that the room and equipment will be available for your use on your scheduled dates. Due to the technology you must schedule 15 – 30 minutes prior to the start of the video conference to establish connectivity with other sites.

The Stony Brook VTC locations and contact person are listed on our [web page](#).

**Note:** Our Polycom HDX endpoints can only accommodate up to 4 multipoint sessions including yourself, any more than 4 you will need to contact UHMC Helpdesk to coordinate the meeting. Any ISDN endpoint connections you will need to make arrangements through the UHMC Helpdesk. If you would like to have the VTC session recorded please contact UHMC Helpdesk to make arrangements. Please contact your Admin to assist you in scheduling the VTC session through the UHMC Helpdesk.

### Site Facilitators:

You must also make arrangements with a person at each site to be the facilitator for your meeting. In some cases it will be the site's Media services contact person, but most of the time it will be the IT person who is more involved with the videoconference units. It is **Highly Recommended** that Stony Brook Facilitator and the Remote site(s) test VTC connectivity 48 hours in advance.

### A "Step-by-Step" Explanation of Videoconference Scheduling Procedure:

- The **Stony Brook Site Facilitator** will get in touch with the **Remote Site Facilitator**.
- **Stony Brook Site Facilitator** will send an email to the **Remote Site Facilitator** requesting the following information (See [Video Conference Request Form](#)). ISDN and Multipoint calls must be arranged through the UHMC Helpdesk.
  - Type of Site connection (IP or ISDN)
  - Endpoint support content
  - Site Facilitator Name
  - Alternate Name
  - Site Facilitator Phone#
  - Alternate Phone#
  - Site Facilitator Email
  - Alternate Email
  - Site Facilitator IP address and Alias of endpoint
  - ISDN number

- Conference ID (if required to connect)
  - Date and Time of VTC testing (**Highly Recommended**)
- The **Stony Brook Site Facilitator** will open up a helpdesk ticket for VTC conference. Requests must be submitted by the primary participant **at least five working days in advance** of the event. Please have the following information available to open a ticket.
    - Stony Brook Site Facilitator Name
    - Stony Brook Phone#
    - Stony Brook Email address
    - Date and Time of VTC meeting
    - Date and Time of VTC testing (**Highly Recommended**)
    - Stony Brook Room Requested
    - Remote Type of Site connection (IP or ISDN)
    - Remote Endpoint support content
    - Remote Site Facilitator Name
    - Remote Site Facilitator Phone#
    - Remote Site Facilitator Email
    - Remote Site Facilitator IP address of endpoint
  - **Stony Brook Helpdesk** then sends a **VTC Confirmation message** to all the **Remote Site Facilitator** who have said they will participate, instructing them what time and at what IP address to connect to the event.

**NOTE** concerning H.323: Due to site-dependant variability of available Internet bandwidth, we are not able to guarantee the connection to all H.323 sites. For example, if your H.323 codec is connected to the Internet through a T1 or other narrowband pipe which does not support QOS(Quality of Service) guaranties for H.323, you will likely experience frozen video and loss of audio. **It is important that you schedule a test with our support staff if you plan to use our multi-point service.**

## Operational Procedures

The Site Facilitator or designee must arrive 15 - 30 minutes before the scheduled meeting to accept the inbound call and setup content.

It is **Highly Recommended** that Stony Brook Facilitator and the Remote site(s) test VTC connectivity 48 hours in advance, if you experience any technical difficulty please contact the helpdesk with your AHD#.

If you need help finding facilitators for your videoconference, you can contact 444-HELP and they will be able to put you in touch with the person in charge of the conference room.

Another good source for assistance in setting up videoconferences is the [IT Infrastructure](#) web page.