



Information Technology Services
Grady Campus

49 Jesse Hill Jr. Drive, SE
Atlanta, Georgia 30303

SOM-ITS Video-Conferencing resources At the Emory Faculty Office Building Grady Campus

OVERVIEW

Videoconferencing is an interactive communication tool that combines the use of audio and video, computing, and other presentation technologies to allow people in different locations to meet face-to-face for real-time collaboration. Videoconferencing allows faculty, staff, and students to communicate with one another while staying on the Emory campus.

As a new technology resource, a videoconferencing system is now hosted by the School of Medicine Office of Information Technology Services (SOM-ITS) at the Grady campus. Facilities are available to the faculty and staff of the School of Medicine for the purpose of live, two way communication and collaboration with other universities, research, and medical facilities throughout the world.

SOM-ITS Videoconferencing equipment is configured for **** TCP/IP connectivity ONLY****. ISDN support is available via AAIT but additional costs may apply.

LOCATIONS

Videoconferencing services are available in three rooms within the Emory Faculty Office Building at the Grady Campus.

Room 108 (<20 people)

Room 200 (<16 people)

Room 392 (<8 people)

These rooms have been selected because their configuration allows for easy use of video conferencing technology. At the present time, video-conferencing is not available in any other building/rooms at the Grady Campus.

SCHEDULING

If you are interested in using SOM-ITS videoconference facilities at the Grady campus, follow the steps below to ensure proper coordination and service for your event.

- 1) Determine the date and time of your event, and gather information about the remote site(s). See request form for all information that is needed for remote site(s).
- 2) Allow **at least 10 business days prior to the event for proper scheduling and testing of new sites**. Allow **7 business days for scheduling of sites that have already been tested**. Room and equipment availability is **NOT** guaranteed so, please be flexible with your times and dates.
- 3) At the present time, scheduling for video-conferencing will be performed via contact with SOM-ITS Office. Please contact Mr. Joel Thomas at (404) 778-1525 for scheduling the equipment and room. Guidelines listed in #2 above will be strictly followed.
- 4) **If you need to cancel your event**, please call 404-778-1525 OR 404-778-1531 as soon as possible to avoid cancellation charges.

You may also call Joel Thomas at 404-778-1525 with additional questions.

AVAILABILITY and COST

SOM-ITS videoconference facilities are available **Monday - Friday 8:00am-5:00pm**.

No after-hours or weekend support is offered.

An external vendor can handle most video-conferencing needs during after-hours or weekend. Please contact SOM-ITS at (404) 778-1525 for contact information.

Equipment Charge for use of Videoconferencing unit is \$50 per 2-hour block.

FAS number is required to complete reservation of equipment.

Multi-site videoconference Cost

Emory's multi-site control unit (MCU) is managed by the University's AAIT division. Support is \$50.00/hour with a one hour minimum during business hours 8:30am-6:30pm. **Support can be extended to 1 hour before and after regular business hours.** Additional charges for coordinating and testing sites for your event may apply. Use of the MCU requires coordination between AAIT and SOM-ITS. Therefore, scheduling and reservation requirements are strictly honored.

All coordination between SOM-ITS and AAIT will be conducted by SOM-ITS. The requestor and/or department requesting service will receive timely communication regarding event coordination with AAIT.

When a reservation is made for a multi-site videoconferencing originating from the Grady Campus, SOM-ITS will make arrangements for use of the Emory MCU on behalf of the requestor for the specified time and date. If the MCU is not available for use at the requested time, SOM-ITS will inform the requestor and assist in investigating alternative times to complete the conference.

Outgoing ISDN connections are charged at \$30.00/hour (384kbps) for U.S. sites. Outgoing international ISDN connection charges vary according to Network Communications international rates.

Tips for a Better Videoconference Experience

Following are guidelines to keep in mind when videoconferencing. These guidelines are also available as a [Microsoft Word document](#).

- Establish ground rules for participation during your conference to make your meeting smoother and more effective.
- Make sure all participating sites can **see and hear** you. **Speak up**. Ask other participants to speak up if necessary.
- Allow participants a brief "practice session" to familiarize themselves with the equipment and set-up.
- **Restrict movement** as much as possible. Excessive movements are disruptive to viewers at the far site.
- **Be polite** and turn off beepers, watch alarms and cell phones.
- Wear conservative colored clothing such as blue or black and avoid wearing white, red, or patterns such as plaids or stripes.
- Participants should be **quiet** unless called upon. Microphones pick up every noise including side conversations, rustling papers, moving chairs, etc. Your noise may override the audio. Remember you are always on camera!
- Talk slowly and clearly in order to be understood. Wait for the other site to finish talking before replying.
- Direct your voice toward the microphones. The audio is received better at the far end.
- **Have a back up plan** for your meeting or class in the event of connection failures or equipment problems.
- In a multi-site call, **mute the local microphone** when other sites are presenting or speaking for a period of time.
- When creating presentation materials such as agendas, charts, Power Point presentations, etc. use large fonts to compensate for best results. Fonts that are smaller than 14pt. Courier can be difficult to see.
- If you already have presentation material prepared which might not be legible on the far end you can always fax a copy to the far end rooms before the meeting. Sending the presentation materials ahead is in itself a good idea.
- Appoint a meeting facilitator. Just like a "live" meeting, a videoconference meeting can go out of control unless somebody takes the job of traffic cop. The facilitator can also take responsibility for muting and un-muting the microphone and adjusting the camera. For collaborative computing (data conferencing), it is especially important that everyone knows who has control of the presentation.

- Set clear objectives regarding what will be accomplished in the session and communicate them to participants.

Another great resource to review regarding videoconferencing is called "[Videoconferencing Cookbook](#)": A how-to manual for internet videoconferencing developed and published by The Video Development Initiative, also known as ViDe.