



Tandberg Videoconference System

Quick Start Guide

Prepared for Grenville Elementary School & Rawdon Elementary School

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Videoconference Quick Start Guide

For Tandberg Systems

This document is an overview of the basic features of a Tandberg Video Conference unit. By following these steps, users will be able to successfully make and receive videoconference calls.

For a full description of your system's features, please see the accompanying Users Guide.

Important: Before you begin, please make sure that the unit is:

- properly assembled
- connected to a screen or smart board
- connected to the internet.

The Remote

The system is controlled with a remote control and functions in much the same way as cell phone. Use the arrow keys and **OK** to navigate the menu.

1. Microphone on/off (mute)
2. Navigation keys
3. Volume control
4. Layout
5. Cancel – takes you back one step in the menu. Also use to delete characters in an input field
6. Call key
7. Presentation key – switches between inputs
8. OK
9. Zoom key
10. Selfview – displays your outgoing video
11. End Call
12. Phonebook
13. Press and hold this key for one second to switch between text and numbers in a input field.



To start the unit:

Turn on the codec (videoconference unit) using the toggle switch on the back, right hand side. A small light on the front of the camera will turn on, and the camera will swivel as it resets itself. Turn on the monitor or smart board. The **Welcome Screen** will appear.

If the unit is in standby mode (left on, but not used for a period of time) press any key on the remote to wake it up.

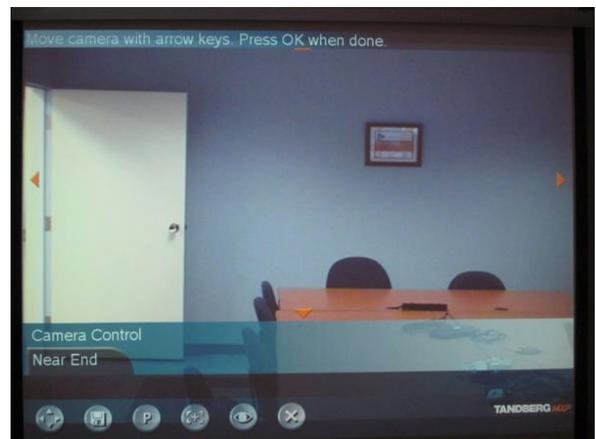
Navigation Basics & Camera Control

Use the arrow keys on the front of the remote are used to navigate through menus as well as adjust camera settings.

To adjust the camera image, navigate to the **Camera Control** icon and select it.



Small arrows will appear on the screen. This means that you can now control the camera with your remote. Use the up, down, left and right arrows to move the camera around the room.



On the left side of the remote, use the zoom feature to zoom in or out.



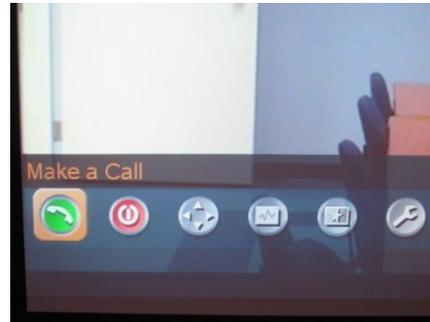
This is the same technique that you will use when taking part in a video conference.

Making a Call

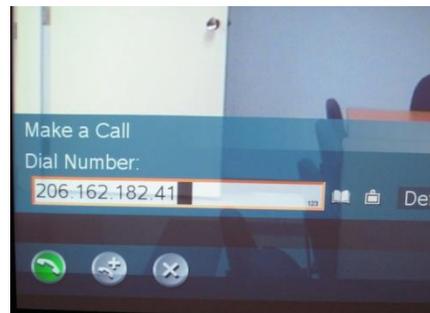
There are two ways to make a call from your system. By manually entering an IP address, or by selecting one from the unit's phone book.

Manual Entry

Press the green **Call** key on the remote, or select the call icon on the screen and press OK.



Using the number keys on the remote, enter the IP address. To insert the . (period) sign, press the *. key once.



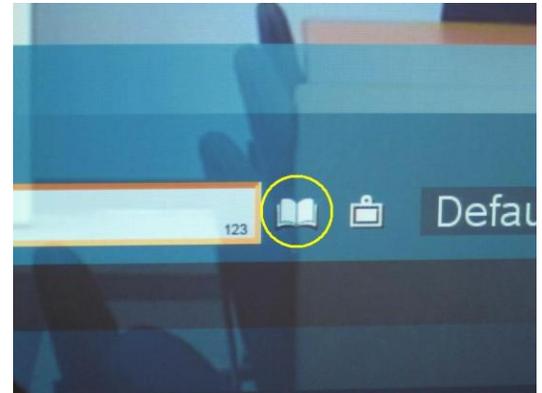
Note: If your address requires you to add text, you must switch between number and text mode. Press and hold the **#a/A** key for one second. The current mode is displayed in the entry window.



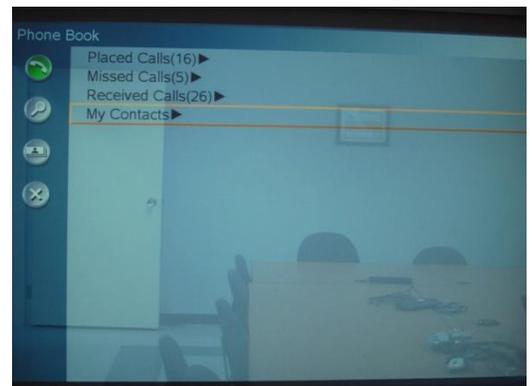
Once you have entered the number, press the green **CALL** key on the remote, or navigate on screen to the CALL icon and press OK.

Using the Phone Book

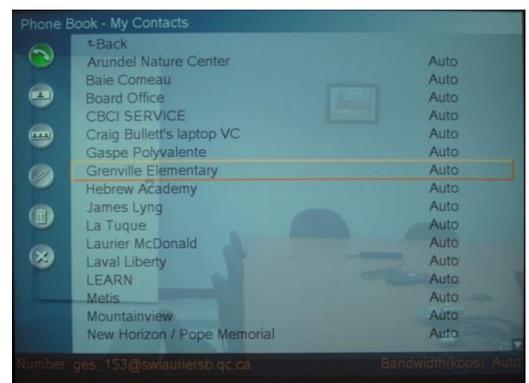
You can also use your unit's phone book to make a call if the number has been pre-entered. Select the Phone Book key on the remote control, or click on the **Call** icon on the menu, then navigate to the Phone Book icon and press OK.



The phone book will be displayed. Scroll down to **My Contacts**, click on it, then select the listing you want.



All your pre-entered contacts will be displayed here. Scroll down until you find the one you want and press OK.



Once You are Connected

If the call is successful, you will see the far end's image appear on the screen. Check to make sure that they can see and hear you.

Sound

Make sure that your microphone is turned on. If you see this



icon on your screen, it means that your system is muted.

Press the yellow mute button on the upper right of the remote to remove the mute.



Picture

Using the steps outlined in **Camera Control**, adjust your camera to make sure that the far end can see you properly. When you select camera control, a small image from your camera will appear in the upper right side. You can change the position of this **Picture in Picture** display by pressing *Layout*.



Cycling through the positions will also remove the image from the screen.

Controlling the Other User's (Far End) Camera

If the other site has it enabled in their system, you can take control of the far end camera. This is handy if you want to zoom in/out or adjust the camera to see the entire room.

1. Select the Camera Control Icon.
2. Select Far End
3. Select the arrow keys below
4. Press OK.



If the system is enabled, you will then be able to move their camera the same way you move your own. When you are finished, switch back to Near End Control in the same manner.

Note that Far End Control is not available on multi-site calls.

Ending a Call

To end a call, press the red **End Call** button on the remote. This will cause the End Call icon to appear on the screen. Press the red button again and the call ends.



Multi-Site Call

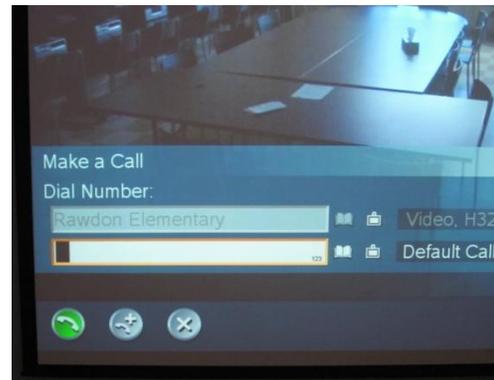
If your system is enabled, you can connect to up to three other sites simultaneously.



Simply follow the steps for making a call. Once connected, press the green Call button again.



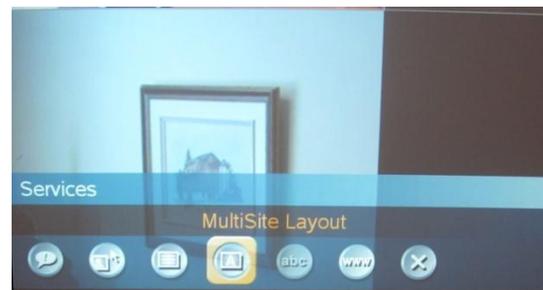
Enter the second number or select from the phone book. Repeat a third time if desired.



Notes about displaying multisite calls (Layout):

If you are the originator of a multisite call, you can control the way the images are displayed on the screen.

From the main screen, select Services. Then, select **Multisite Layout**. You can then select the way the screen displays the multisite call.



- **Autosplit** will give you the best screen layout given the number of participants
- **4-split** divides the screen into four images of equal size.
- **5 + 1** provides one large and up to five smaller images
- **Voice switched** will cause the participant speaking loudest to get the floor in full screen



Note: Not all features are available with all videoconference units. Consult the manual or your technical consultant for more details.

Receiving a Call

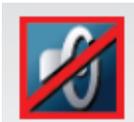
When someone is calling your unit, the codec will chime and a notice will appear on the screen. If your system is set to autoanswer, the call will connect by itself.

If your system is set to manual answer, press the green Call key on the remote to accept the call.

What Do These Icons Mean?



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



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



On Air. When you have the floor in a multisite conference this icon will be displayed on your screen.



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



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

General Tips and Etiquette

Appearance Considerations

- Avoid plaids, patterns, and prints
- Preferred colors are blue, green, and purple. Pastel colors are preferred over white
- The colors red and black "bleed" and should be avoided
- Avoid large and flashy pieces of jewellery
- No bangle bracelets
- Because movement is compressed and decompressed in videoconferencing, it is important that motion be minimized. (make sure the camera is facing a "still" background)
- Orient the presenter(s) appropriately. Zoom in so that they can be clearly seen. Think of it as framing a camera shot.

Just Prior to Your Conference

- Arrive at least 15 - 30 minutes early to distribute materials and connect to all sites
- Sort papers to avoid sound interference
- Set the camera presets
- Begin on time

During your Conference

- Open by introducing all participants
- Review procedures and etiquette
- Review objectives and time allotted for meeting
- Encourage participation by asking questions
- Avoid coughing into microphones, drumming fingers, or carrying on side conversations
- Identify yourself as necessary
- Address people by name and site
- Ask participants to raise their hand if they wish to speak (or a method introduced in procedures)
- Limit verbal interruption (e.g., uh huh). Provide non-verbal feedback by nodding or shaking your head
- Allow for a two-second transmission delay when speaking; pause after the end of your comments to allow time for remote sites to respond to a question or comment
- Direct questions or comments to a particular person or site (especially important in multipoint conferences)
- Expect some technical issues - have patience when technical issues arise
- Conclude on time

General Tips

- Always assume the microphone is on
- Chat at the beginning and end of the session to build and maintain rapport.
- Give participants time to think as well as position themselves to use the technology.
- If your videoconference session is primarily a presentation/lecture, it is recommended that the microphone on the "audience" end be muted. This minimizes interruption such as coughing, sneezing, and paper shuffling.