



Information Technology Networking Services

Video Conferencing Services Policy

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Video Conferencing Policy Guide

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1. Purpose

- Provide guidance on the standardization, acquisition and installation of video conferencing equipment to all university's areas. And to ensure support services can be provided to all university's areas.

2. Scope

- This policy applies to all users of the Campus Video Infrastructure as well as individuals or department who desire to acquire a video conferencing hardware and software regardless of physical location. Exceptions to this policy can only be granted by the Chief Information Officer (CIO).
- Information Technology Services (ITS) Networking Services will be the Single Point of Contact for all video and audio services at Florida A & M University. Networking Services will also serve as the Single Point of Contact for strategic initiatives for expansion of video conferencing services throughout the university.

3. Policy

3.1 Authority, Standards, Access and Support

- Networking Services is responsible for establishing and enforcing all video conferencing standards and any variation from these standards must be approved by the Chief Information Officer (CIO).
- Acquisition of video conferencing devices should be compatible with the existing university video conferencing infrastructure. Information on current university video conferencing infrastructure can be obtained from famu-video-infrastructure.edu. Department that acquire video conferencing equipment or systems including software that are not compatible with the university systems will do so with the understanding that these acquisitions will not be centrally supported by Networking Services. Networking Services will be serving you as the Single Point of Contact to coordinate with video conferencing hardware and software at the university. Department are strongly encouraged to register their video conferencing *system* with Networking Services and indicate if the video equipment is available for general university use. (Note... by registering your video conferencing system with the Video Conferencing Manager your conferencing system can be *recorded, perform multiparty conferencing with voice, video, and delivery content to remote users.*
- Questions regarding this policy should be sent to the [Chief Information Officer](#)

4. Standardization of Video Conferencing Hardware and Software

- Purpose of standardization of smart classrooms and conference room's hardware and software is to allow any instructor to walk into any university classroom on main campus or remote campuses and begin using smart classroom hardware and software within five minutes upon entering smart classroom.
- Smart Classroom Hardware and Software CheckList:

Exact MM-1200 Custom Podium With Base Support and Rear Rack Rails
Sony Z57 Laser Projector
Ceiling Mount Hardware For Screen And Projector (Plate/Pole/Mount)\
Da-Lite electric Screen
Smart USB to CAT 5 Extender
Smart Technology SP518-NB Interactive Pen Display
Smart Technology WS200 Bluetooth Wireless Slate
Sony Blue ray Player
Cable TV Tuner Box
Samsung SDP860DX Document Camera
Crestron DMPS3-300 Digital Presentation System
Crestron STCOM RS232 Expander
TruLink Connection Plate @ Podium (HDMI/VGA/USB)
Crestron ST-RMK Rack Mount Kit
Crestron IRP2 IR Emitter and Crestron Air Media 100
Crestron DMRMC100C Receiver and Room Controller 100
Crestron CEN-UPS1250 UPS Power Supply
Atlas Sound 6" Ceiling Mounted Speaker
Audio Technica Wireless Microphone Kit (1 Hand Held and 1 Lapel)
Needed Cables (Quick Disconnect video, audio, control, speaker)
Two Cisco Codec VTC C40 or higher version
Conference Room Hardware and Software CheckList
Crestron AirMedia AM100
Cisco Video Telepresence Camera (VTC)
Cisco Touch 10
50"-80" LED monitor with mount
HDMI cable/ Wall Plate

5. State Of The Art Smart Classrooms

Each Smart Classroom is equipped with an automated control system that will allow the instructor to teach using multiple devices to include a Podium PC that's connected to a Smart Technology Monitor, allowing them the ability to use smart board features right at the podium location. Each room also has a Document Camera, Blue Ray Player and a connection box that has a HDMI, VGA, and Composite connections for outside media sources to include laptops and older media forms. Each room is outfitted with a projector and 10' electric screen to display content as well as wireless microphones for presentations. The instructor should select POWER ON from the desktop program and the system turns on which powers up the projector and drops the electronic screen. The instructor then selects which media type he/she would like to use.

6. Classrooms with Cisco VTC

Smart Classrooms with a Cisco Videoconference system will have the additional ability to connect with other classrooms within or outside of the university as either a teaching or receiving site. Each classroom is equipped with 2 cameras so the far site can either see the students (receiving site) or the teacher (teaching site) allowing the room to be multipurpose. With the combination of normal classroom technology equipment and the Cisco VTC equipment, these rooms are able to handle distance learning at the highest level.

7. Vendors Standards for Smart Classrooms and Conference Rooms Hardware and Software

FAMU Networking Services vendors and providers will meet annually to review and provide recommendations on video conferencing standards. The current providers included, but are not limited to Signal House, AVISPL of Tallahassee, and Data Set Ready. The Director of Networking Services will be responsible for convening and facilitating the annual meeting and providing a report to the CIO.

8. Service Request Requirements

8.1 Client Responsibilities

- **All Video Request** must be submitted through the Video Conferencing Service Request Form, by clicking on the following link: [service-request-form](#). Individuals are required to submit a request **AT LEAST 10 WORKING DAYS PRIOR** to the needed service. To ensure the availability of necessary equipment and staff please note that Networking Services Team's schedule can fill up quickly, so service requests are scheduled on a "first-come, first-served" basis.
- Communicate with a Video Conferencing Manager before the starting a video conferencing project or video conferencing scheduling request.
- Additions or changes to the video conferencing service request on the day of the event may not be fulfilled (example: adding PowerPoint recording to a single-camera event).
- Telephone the Video Conferencing Manager for assistance by calling (850) 412-7310.

8.2 Video Conferencing Equipment Installation Request

- Networking Services will be responsible for installing Video Conferencing technology in University spaces such as classrooms, labs, conference rooms and auditoriums. We will consult with those requesting the installation (faculty, staff, departments, and colleges). Networking Services will designs the technology components of a space with the requestor approval, manages the installation and coordinates various service groups who may also be involved.
- **Requests & follow-up consultations:** Networking Services will provide staff and faculty with ideas for developing space spaces that will meet presentation and collaboration technology needs. After your initial request we will schedule a time to meet with you and your team, visit the space for evaluation and provide you with a written estimate of costs.
- **Installation:** Our staff of video conferencing specialists have years of experience working with installations that include projectors, large flat-panel monitors, speakers, screens, video conferencing equipment, collaboration spaces and control panels to manage a space's technology components.

Appendix A – Video Conferencing Service Request Form

Video Conferencing Service Request Form

Phone

Department (please list the department that is paying for the request)

Course # (please include section #) or Event Title

Class or Event Start Date

Class or Event End Date

Start Time

End Time

Repeat Requests

Mondays

Tuesdays

Wednesdays

Thursdays

Fridays

Saturdays

Sundays

Class or Event Location:

Instructor or Presenter Name

Additional Event/Class Information

Appendix B – End User Video Conferencing Computer Requirements

<p>PC Hardware Requirements</p>	<ul style="list-style-type: none"> • CPU depending on video resolutions to send and receive: <ul style="list-style-type: none"> ○ Intel Core i4 or higher ○ 4GB Memory or higher ○ 1TB Hard Drive or higher ○ 2-GHz Core 2 Duo processor or better. ○ Web camera ○ Graphics and sound card (full-duplex, 16-bit or better) ○ Broadband Internet connection ○ Headphone or Earphone
<p>Windows and Other Software Needed</p>	<ul style="list-style-type: none"> • Microsoft Windows 10, Windows Server 2008, Windows 8, Windows 7, Windows Vista • View Recordings on Content Server Web Interface format of the recording outputs. <ul style="list-style-type: none"> ○ Adobe Flash for Smooth Streaming playback use Microsoft Silverlight (5.0 or later) Flash Player (20 or later) for Smooth Streaming playback in all of the below browsers: <ul style="list-style-type: none"> ▪ Microsoft Internet Explorer (8 or later) ▪ Mozilla Firefox (44.0 or later) ▪ Google Chrome (48.0 or later) ▪ Windows Media Player (9.0 or later)
<p>Mac Hardware Requirements</p>	<ul style="list-style-type: none"> • Intel Core i4 or higher • 4GB Memory or higher • 1TB Hard Drive or higher • 2-GHz Core 2 Duo processor or better. • Web camera • Graphics and sound card (full-duplex, 16-bit or better) • Broadband Internet connection <ul style="list-style-type: none"> ○ Headphone or Earphone
<p>Mac and Other Software Needed</p>	<ul style="list-style-type: none"> • Mac OS X 10.5.7 or later • View Recordings on Content Server Web Interface format of the recording outputs <ul style="list-style-type: none"> ○ Adobe Flash for Smooth Streaming playback use Microsoft Silverlight (5.0 or later) Flash Player (20 or later) for Smooth Streaming playback in all of the below browsers: <ul style="list-style-type: none"> ▪ Apple Safari (5.0 or later) ▪ Microsoft Internet Explorer (8 or later) ▪ Mozilla Firefox (44.0 or later) ▪ Google Chrome (48.0 or later) ▪ Windows Media Player (9.0 or later)

Appendix C – Definitions

Cisco Jabber Client is the preferred video client to interface with the Florida A & M University Video Telepresence System.

Codec (Coder/DECoder)

Device to convert analog audio or video signals to digital for transmission and reconvert at the receiving site.

Desktop video conferencing

Video conferencing on a personal computer.

H.264

Video compression standard that brings higher quality with lower bandwidth.

H.320

A widely used video compression standard that allows a wide variety of video conferencing systems to communicate.

H.323

A set of protocols that facilitate multimedia communication over IP packets.

ISDN (Integrated Services Digital Network)

A set of transmission standards designed to ensure compatibility among digital telecommunications services, worldwide.

IP (Internet Protocol)

Video Conferencing: point-to-point or multipoint video conferencing over an IP connection.

Multipoint Bridge (Multipoint Control Unit)

A set of integrated software controlled data components that enable more than two video conferencing sites to participate in a video conference.

Multipoint video conferencing

Video conferencing in which more than two sites can participate.

Point-to-Point

Video conference or other transmission between two locations.

Room-based video

Video conferencing using a system appropriate for groups.

SIP

SIP actually comprises two protocols -- SIP for initiating and terminating a session between endpoints, and the Session Description Protocol (SDP) for defining the type of session (e.g., voice or video) and session parameters such as codecs or encryption.

Video conferencing

Two-way, interactive audio and video connecting two or more locations.

Video streaming

As a component of interactive video conferencing is the transfer of the interactive synchronous video activity to a web-based location for asynchronous use on the Internet.

Video Teleconferencing (VTC)

Is a communication technology that permits users at two or more different locations to interact by creating a face-to-face meeting environment. VTC systems transmit bi-directional audio, video and data streams during the session.

See the <http://its.famu.edu/services-support/networking> for additional information, ITS Video TelePresence.