

Polycom Videoconferencing Instructions.

The following pages have been put together following input from teachers regarding the types of simple information and instructions required in order to operate a Polycom unit.

They are not intended to be comprehensive; they are intended to outline what is necessary.

Most schools will have an HDX unit where the camera will look like this.



The Codec will look like this.

There are a number of schools that have older VSX units where the camera will look like this.

VSX units are not High Definition and cannot be called directly using MS Lync.



They can still connect with all Bridging facilities.

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Polycom Videoconferencing -

a. The Home Screen (HDX Units)



NOTE: Older VSX units have a video window and Dial field, but have the same functions.

Admin settings locked and controlled by ITD (Information Technology Division)

Shows IP of unit – NOTE: if 0.0.0.0 shows then the unit is not on network

Extension number: is unique to the unit and can be used for direct dial

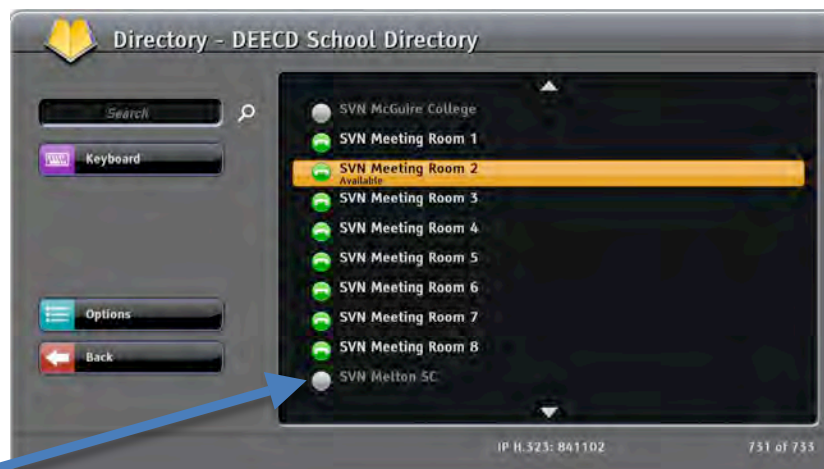


Using the Directory

This is the best way to navigate to a room – The Directory is set by the Gatekeeper and is automatically updated.

If you use RECENT CALLS there is a risk of it being the wrong address due to Directory changes. Once you have accessed your number via the Directory – this will put the correct number into your RECENT CALLS.

(Reference: Quick Guide: How To make an adhoc multi-party VC Call using eduStar SVN 20120117.pdf)



Green means is online and available.

Grey means the unit is registered but not online.

Ext No: Direct dial info

b. Connecting for Content Sharing

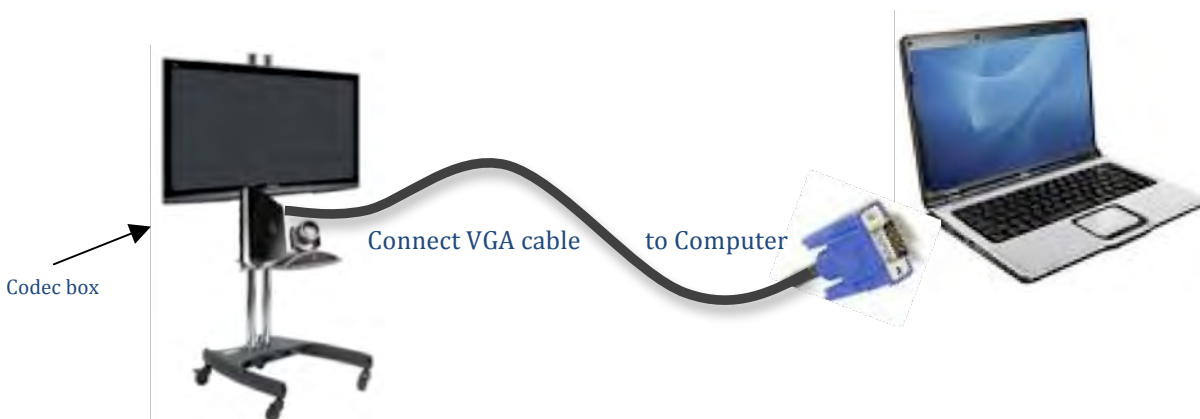
1. **Sharing using the “Content” button – (via VGA cable connected to VC Unit)**
This will allow you to share your laptop with students at the receiving end.

“Content” – via VGA only.

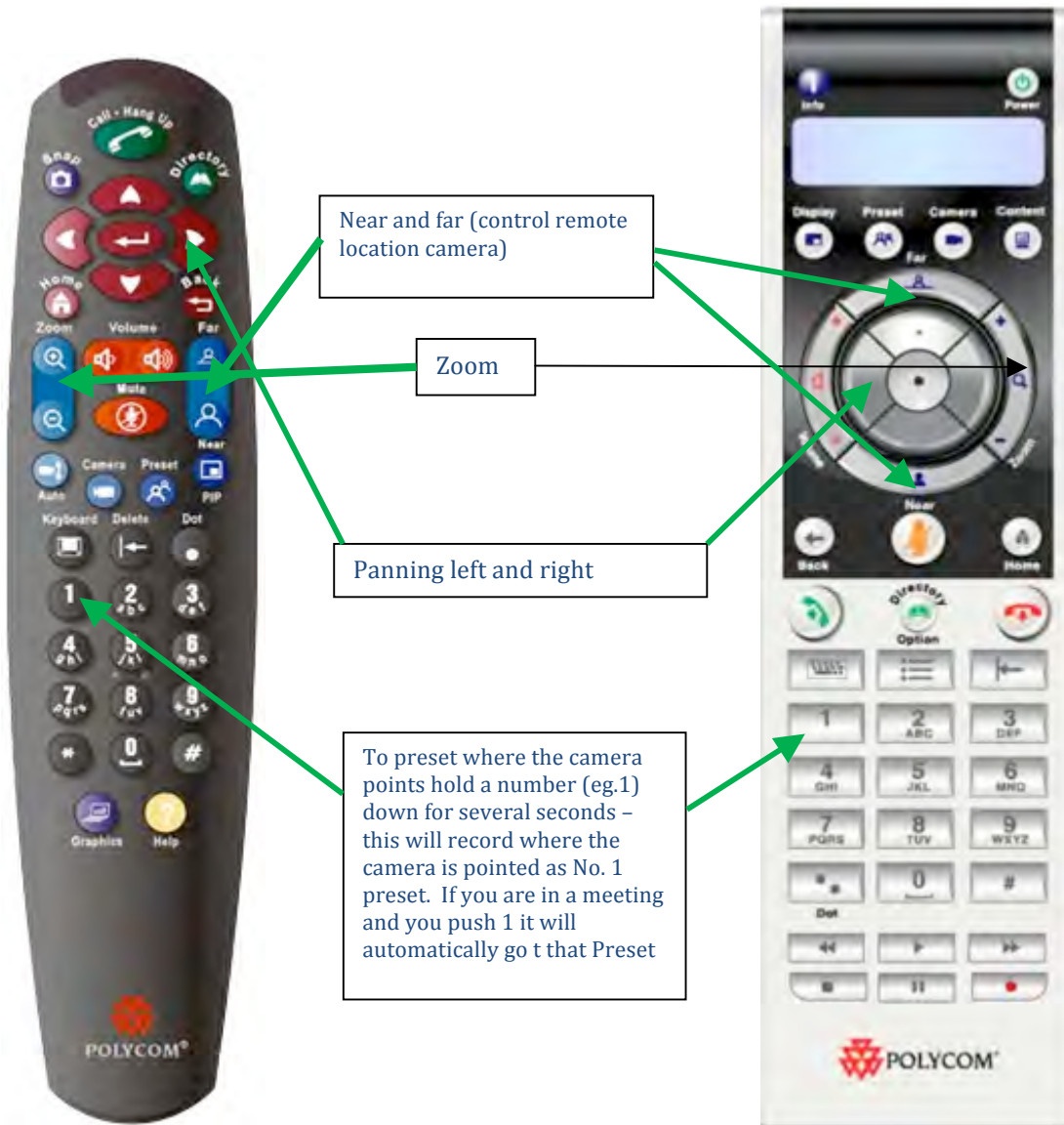
VSX systems – the button is called “Graphics”

HDX Systems

VSX Systems



c. Remote Controller Features



Zoom and Pan tips

- Taking control of the remote camera is easy during single point to point calls - Control local and remote cameras with the **Near** and **Far** buttons. **Note:** There may be a slight time lag on Far control
- Generally, the less movement the better but zooming or panning may improve the visual experience for the learner

Pre-Set Camera Tips

- Easy and efficient for *Near* to set these up but remember, they may get changed between meetings
- In point to point calls the receiving students may like to set up pre-sets so they can see the teacher/class better. They can do so, but must for each meeting – they don't save
- Near pre-sets cannot be used by receiving students unless on point to point

Muting the Mic

- Some teachers like to use the Mute button – others prefer not to.
- Larger multipoint sessions lend themselves to muting – less unwanted noise.
- **Green** lights means “Listening” - **Red** lights means “Muted”



Room Layout

Mobile units can be moved, but most are in locations that allow limited movement. There are a number of different models being used in schools currently that you can consider. Here are some examples.

Example 1:

Positioning the screens at the side of the classroom has the benefit of inclusiveness for students. It also allows the teacher to have peripheral vision with the near and far classrooms. Remote students have fully panned view of the transmitting classroom.



Example 2

Good for individual and group work including combined groups with kids from near and far. A disadvantage is reduced inclusion of remote students and limited view of remote classroom for the teacher. Good positioning of light behind the camera.

Example 3:

Good positioning of light behind the camera. Nice use of space to combine small groups in the near and far classrooms



VIDEO: Grampians VC shows a Chemistry Class in action using VC equipment including a live link through to the CSIRO:

Youtube <http://www.youtube.com/watch?v=IFtFNa4laXU>

Teachertube http://www.teachertube.com/viewVideo.php?video_id=243429&title=Blended_Learning_Grampians

Example 4: A mobile unit offers distinct advantages over a fixed model unit.



Room Design Tips

Arrange the room and equipment:

- Is strong sunlight is limited? For best viewing even lighting is best.
- Do remote students feel like they are part of class but are not always on show?
- Is it possible to pan the camera to include the class, the board and around the room?
- Can students can be seen by teacher when working the classroom?

TROUBLE SHOOTING:

1. My IP address on the home screen is 0.0.0.0

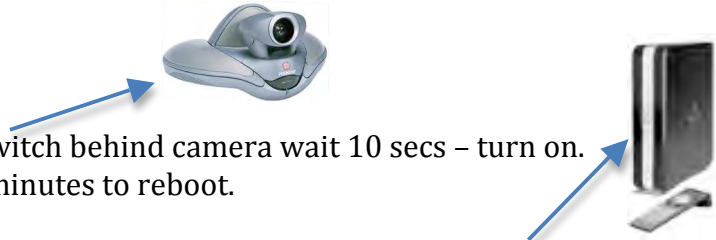
If you notice on the VC Unit screen that the IP address is 0.0.0.0 this means the unit is not on the local school network. Units are given static IP addresses, but if not on the network, they default to zero's. NOTE: Older units don't default to zero.

Things to check:

- Is Network cable plugged into the codec/video conference Unit and network point on the wall?
- Is the Network point on the wall active (plug your laptop in and turn off wireless to check this)
- If both of these are right you need to reboot the system(See Point 2)

2. How do I Reboot the system?

- VSX systems** – Turn off the switch behind camera wait 10 secs – turn on. The system will take several minutes to reboot.
- HDX systems** – Hold the Power Button on the front of Codec box in for 5 secs – release, then wait 10 seconds – then restart – the system will take several minutes to reboot.
- Super Boot** – turn off at power point whilst the Codec box is turned on. – wait 10 seconds then restart -the system will take several minutes to reboot.



3. My screen is black?

- Ensure the screen is turned on
- Check **cables** are securely plugged in to Codec box
- Check the video input **source** for the TV using the TV remote;
 - VSX systems and some older HDX systems select RGB from the Source Options. Use the TV remote and press the Source button to select the correct input.
 - HDX system – press the Source button and select the appropriate HDMI (usually HDM1, may be something else)setting – you may need to click through a few to find the right one (HINT: why not stick a note on the machine once you know which HDMI to use to help others)

4. My Unit has an IP address on Home screen, but no Extension Number?

This shows you that the Unit is on the Network – but is not registered with the State VC network. Your Gatekeeper IP address is not in system.

Report the school name and IP Address to DET Helpdesk/Service Gateway

(servicedesk@edumail.vic.gov.au)

or <https://servicegateway.eduweb.vic.gov.au/MSMSelfService/>

1. Copy and paste the following message into your email:

Our school's video conferencing Unit is currently not showing an extension number. I have been told to log this as a job for you to address. My School is and the IP Address of our Video Conferencing Unit is The Unit is currently turned on and connected to our local network, and will be left on to facilitate you addressing this issue.



Sharing iPad content

Also iPhone, iPod Touch



There are several ways of achieving this.

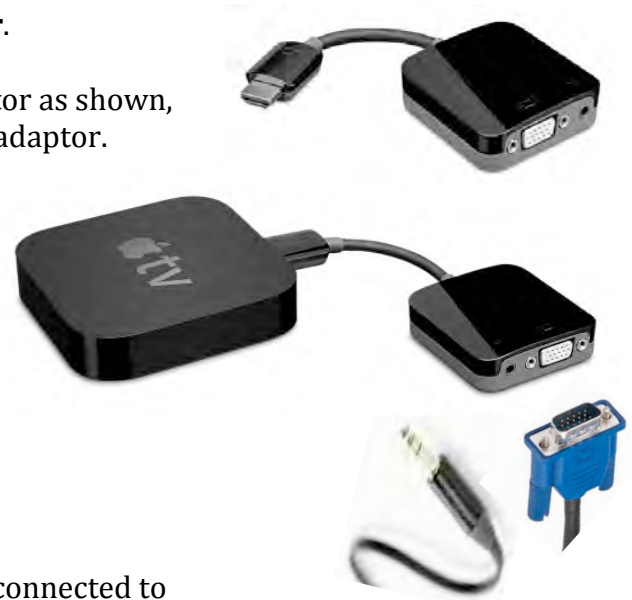
1. Connect directly using a **Lightning to VGA adaptor** to the VGA cable on the Polycom unit.
Sound will need to be shared via the **microphone**.




Some Apps may not share as good as others.

2. Connect using **Apple TV** and **Kanex ATV adaptor**.

Connect the Apple TV unit to the Kanex adaptor as shown, connect the Polycom VGA cable to the Kanex adaptor. The 3.5 mm **sound plug** can also be inserted into the Kanex adaptor to share sound directly to the Polycom unit.



<http://www.kanex.com/atvpro>

3.  **AirServer** - software on a computer connected to the Polycom VGA and sound cable. iPad connects to Airserver via the same wifi network using "AirPlay" mirroring on the iPad and the content is visible on the computer screen which in turn is shared with the Polycom TV. **Sound** is also shared.

- Both computer and ipad devices must be on the same network.
- Airserver is available for **PC** and **Mac**.
- 7 day free download is available – Education pricing is available.

<http://www.airserver.com/Download>

