Basic Videoconference Setup Guide

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Getting Started

Equipment
The following is included in the carrying case:

- Videoconference unit
- Remote control
- Power supply and adapter cable
- Ethernet cable
- DVI to VGA cable (connects the unit to a computer) - This cable is not needed for a basic videoconference call, and is not used in this guide.

Before You Begin
To use the videoconference unit, a registered and active data outlet **must** be in the room. Several campus locations have active data outlets already installed. These include:

- Large auditoriums
- Some Enrollment controlled classrooms
- Dorm rooms
- Career Center interview rooms

If you are planning to use a room other than those listed above, contact the Help Center at advisor@andrew.cmu.edu to confirm that there is an active data outlet in the room.
Setup the Unit

Follow the steps below to setup the unit for videoconferencing:

1. Place the monitor side of the videoconferencing unit face down onto a soft surface, exposing the ports on the back.

2. Insert the Ethernet cable into the Ethernet port.
   **Note:** Do not insert this cable into the ISDN ports.

3. Insert the power supply adapter cable into the power adapter, and then into the port for power.

4. Stand the unit upright on a solid surface, such as a table.

5. Connect the Ethernet cable to an active Andrew network outlet in the room.
   **Note:** Do not plug the cable into a phone line. It MUST be connected to a data outlet.

6. Connect the power supply into a power outlet in the room.

7. The unit will automatically power up. A green “on” light will appear in the lower left of the monitor. A video image of the room you are in will appear on the screen when complete.

8. Move the Tandberg unit so that the camera is directed towards the subject.

9. The unit has two addresses located on the screen:
   - **Global address** (left) - Anyone on or off campus can call your unit using this address.
   - **Local address** (right) - Anyone on the Pittsburgh or Qatar campus can call your unit using this address.
Initiating a Call

Before you begin, you will need the address of your unit. The unit has two addresses located on the screen:

- **Global address** (left) - Anyone on or off campus can call your unit using this address.
- **Local address** (right) - Anyone on the Pittsburgh or Qatar campus can call your unit using this address.


![Phone book button](image)

2. Use the **arrow** button on the remote to move down to the appropriate directory (e.g., Personal Units) and then select **OK**. The directory displays.

   **Note:** A phone book search capability is available by selecting the magnifying glass on the screen. Enter the entry you are looking for using the remote and then press **OK** key.

![Search button](image)

3. Use the **arrow** button again to move down to the unit you would to call.

4. On the remote, press the **green telephone handset** button.

![Initiate call button](image)
5. The videoconferencing unit will attempt to dial.
   - **Successful call** - the menu bar will disappear and a status message will display the address that was entered.
   - **Unsuccessful call** - (i.e., The menu bar is still displayed.) repeat the initiating a call process (steps 1-4).
   - **Still unsuccessful** - ask the other party to initiate the call using your local or global address.
   - If the connection is still unsuccessful, contact Media Technology Services at (412) 268-8855.

### A Secure Call

A videoconference call is encrypted when one of the following icons is visible on the screen (top right) during a call:

- **DES Encryption**
- **AES Encryption**

If the lock icons are not visible, the call is not secure.

### Adjusting the Audio

- **Mute Audio On/Off**
- **Volume**
- **Picture-in-Picture On/Off**

**Note:** When the audio is muted, the connected site will not be able to hear you.
Ending a Call

1. On the remote, press the **red telephone handset** button.

2. The connected address will display with the option to **End Call or Cancel**.

3. To end the videoconference call, select the **red telephone handset** (End Call) button and then press the **OK Menu** button.

4. When the videoconference is disconnected, the main menu bar will appear on the monitor with the local image (i.e., image of the subject).

Troubleshooting

- **Nothing displays on the screen** - Make sure the power supply is connected to the Tandberg unit.
- **Address does not display** - Make sure the network cable is connected to the Tandberg unit.
- **Local image (i.e., your image) does not display** - Press the **Layout** button, on the remote.
- **Additional help** - Contact Media Technology Services at **(412) 268-8855**.