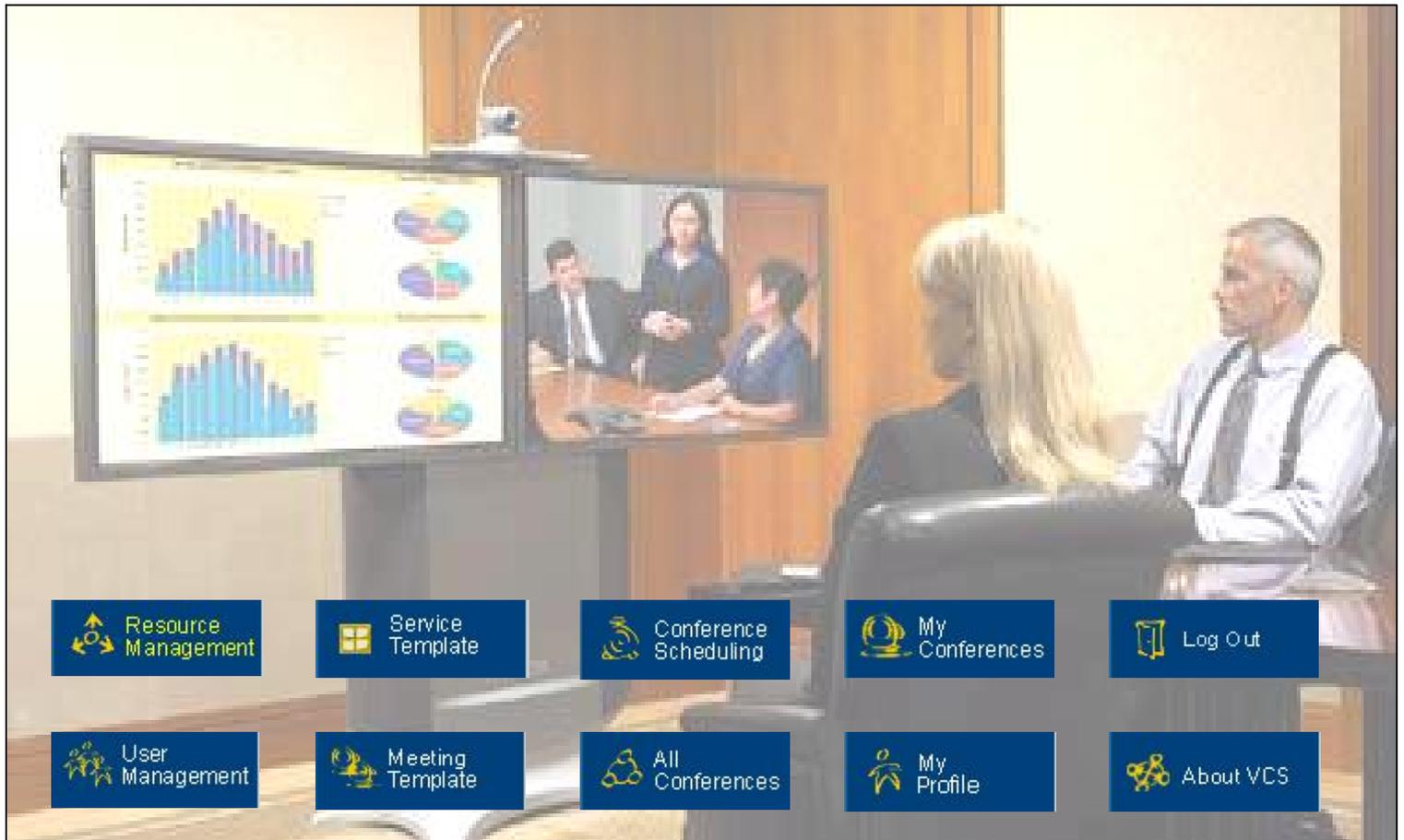


# Video Communication Scheduler (VCS)

## User's/Administrator's Guide



 Resource Management

 Service Template

 Conference Scheduling

 My Conferences

 Log Out

 User Management

 Meeting Template

 All Conferences

 My Profile

 About VCS

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The Video Communication Scheduler (VCS) is a user friendly web-based scheduling software for the Video Conferencing network.

Our goal is for each person in the agency, who uses the video conferencing network, to be able to schedule and monitor their own conferences without going through their local AMA or MSS.

We would like for each district's AMA, to be an Administrator and others in the district provided with User access privileges.

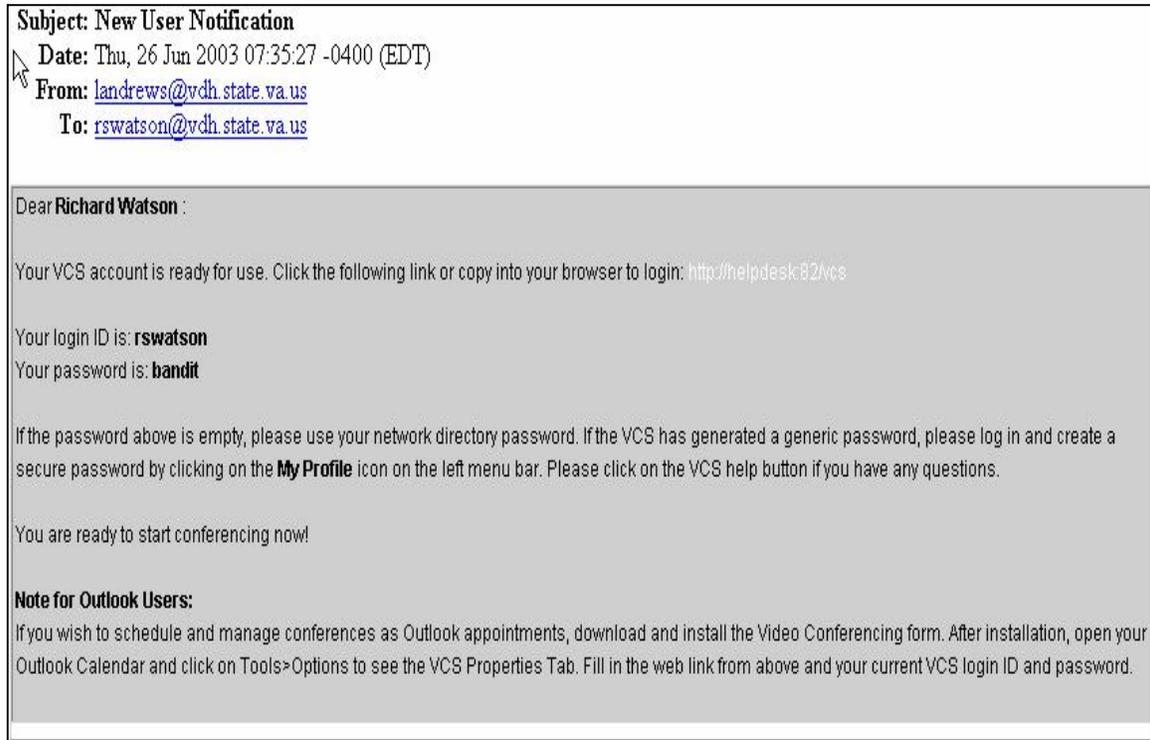
The following are instructions for use of the system by both a User and Administrator.

The additional instructions for the Administrator (where this guide differs between User and Administrator), will be at the end of this guide.

## I. Accessing the VCS

In order to begin using the VCS, you must first be given access to the system by an Administrator and provided with a user name and login.

When an Administrator puts you into the system, you will receive an email notification with your user name and password.



The second line of the notification gives you a link to click on to access the VCS. Since most PC's in VDH are set to use Netscape by default this link will not work.

**NOTE:** You must use Internet Explorer (IE) only!

So just copy the link and open it in IE.



Your login screen will look like this.

Just type in your provided user name and password.



The next screen will show all of the options available to a system User.

The screen for an Administrator will have a few more options such as:

- ✓ **Resource Management,**
- ✓ **User Management,**
- ✓ **Service Templates,** and
- ✓ **All Conferences.**



The first task that you as a new User or Administrator should do is to access the My Profile option and change your password.

## II. Conference Scheduling

A. To schedule your video conference, first, contact the site coordinator at each site that you would like to use to ensure that they have a room and equipment available.

You can find the contact names and numbers for each site on the [VC Contact List](#) on the [Distance Learning](#) web page



B. Next, in the VCS software, click on Conference Scheduling and the following screen will appear:

The screenshot shows a web-based interface titled "Schedule a New Conference". It has two tabs: "Conference" (selected) and "Attendee Availability". The form includes the following fields and controls:

- Conference Mode:**  Audio + Video  Ad Hoc
- Subject:** [Text input field] **Reference Code:** [Text input field]
- Description:** [Text area with scrollbars]
- Meeting Template:** [Dropdown menu: None] **Services:** [Dropdown menu: Please select]
- Recurrence**  **Auto Extend**
- Start Time:** [Text input field with calendar icon] **Duration:** [Text input field: 10] minutes
- Add/Remove Attendee:** [Button with list icon] [Text input field: Tina Fariss]

At the bottom, there are three buttons: **Advanced** (with a play icon), **Schedule** (with a calendar icon), and **Back** (with a left arrow icon).

We will begin with the first line and work through the scheduling process.

### C. Conference Mode:

Choose the Audio + Video option if your are scheduling a future event.

A close-up of the "Conference Mode" section from the screenshot above. It shows the label "Conference Mode:" followed by two radio buttons:  Audio + Video and  Ad Hoc.

Choose Ad Hoc if you want the VC session to begin immediately.

#### D. Subject and Reference Code.

Subject:	VCS Test	Reference Code:	Optional
----------	----------	-----------------	----------

In the Subject box, type the meeting topic or title. This information will appear on the final schedule and in all notifications sent to invited participants.

The Reference Code is optional. Here you would put any code associated with your district/office to track resources used. I.E. for billing.

#### E. Description

Description:	This is a test of the VCS System. We will learn how to schedule VC sessions.
--------------	--

Type in agenda items or a meeting description. This text will appear on the final schedule and in emails and notifications sent to invited participants.

#### F. Meeting Templates

Meeting templates are an **OPTION** and do not need

Meeting Template:	None
-------------------	------

to be used to schedule a video conference. The meeting template is a short cut that can be created for scheduling video conference meetings that frequently occur using the same sites and information.

When a meeting template is selected during the scheduling process, settings configured for the meeting are filled in automatically saving the user the time of filing in the information.

I recommend that you delay review of this section until you have a good understanding of the basic steps of the VCS.

If you do not want to learn about Meeting Templates at this time, you can skip this section and proceed to **Section G: Services** on page 11.

Before using the Meeting Templates option, you must first create a template for your meeting.

To create a meeting template, click on the Meeting Template



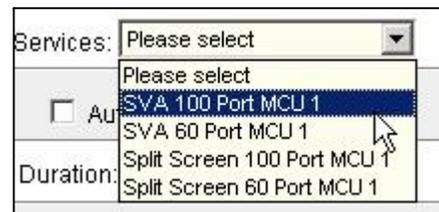
Icon.

The Meeting Template screen will open:

New Meeting Template	
Conference Mode:	<input checked="" type="checkbox"/> Audio + Video
Template Name:	<input type="text"/> * Services: <input type="text" value="Please select"/> *
Prioritize:	<input type="text" value="Unspecified"/> Required: <input type="text" value="None"/> <input type="checkbox"/> Auto Extend
Extra IP Ports:	<input type="text"/>
Extra ISDN Ports:	<input type="text"/>
Add/Remove Attendee	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Back"/>	

1. **Template Name:** Fill in the name that you want your Template to have. Make it unique so that you won't have trouble picking it out when other templates are added to the list. I.E. Northern AMA Meeting.
2. **Services:** These are various settings within the MCU that allow you to setup the way you want to view the various sites during your video conference.
  - a. **Standard Voice Activated (SVA):** The standard option that most people are familiar with. (Only one site on screen at a time. The site speaking is who everyone sees).
  - b. **4 Site Split Screen:** This option divides the screen into 4 equal squares with the participating sites allocated to one of the squares. Although there are only 4 squares, many other sites can still be participating in the conference, they just are not seen until they speak.

Click on the services dropdown list. You will notice the two above mentioned services for the 100 Port MCU and the 60 Port MCU. These two MCU's are essentially the same with the only difference being that the 100 port MCU can hold many more sites.



When you choose your service, choose the 100 Port MCU unless you have a conference with only a few (up to 5) sites involved.

3. **Prioritize:** Do not choose one of these options. Leave as **Unspecified**.

4. **Required:** Do not choose on of these options. Leave as **None**.
5. **Auto Extend:** This is an option that you will always want to select. When checked, the video conference will continue until manually terminated. If left unchecked, the VCS will terminate the session (disconnect all sites) at the scheduled end time for the meeting.
6. **Extra IP Ports:** The MCU will only reserve space for the number of sites that you invite to your conference. If other sites would like to join, they won't be able to. If you set aside extra IP ports, then additional (uninvited) sites can join your conference until the extra ports are also full.

**NOTE:** It is always good to set aside 5 to 10 additional IP ports

7. **Extra ISDN Ports:** Unless you are using ISDN (Phone) lines, do not fill anything in here.
9. **Add/Remove Attendee:** When you click on this button the Invite Attendees page will appear.

### Invite Attendees

**Show Name From:**

All Groups ▼

		Participants:
<div style="border: 1px solid gray; padding: 2px;">           Chip Reed            Carol Robins  <b>Peter Rotscheid</b>            Michael Royster            Donna Ruth         </div>	<div style="border: 1px solid gray; width: 30px; height: 20px; margin: 2px auto;">▶</div> <div style="border: 1px solid gray; width: 30px; height: 20px; margin: 2px auto;">◀</div>	

**Add Other Participants:**

	First Name:	Last Name:	E-mail:
	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
ISDN:	Country Code:	Area Code:	IP/ISDN Number:
<input type="checkbox"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Add

Submit
 

 Back

The names of all of the users and sites within VDH are in the attendee list.

Select a person or site and click on the right arrow to move them to the participant list.

		Participants:
Chip Reed	<div style="text-align: center;"> <span>▶</span>  <span>◀</span> </div>	Peter Rotscheid
Carol Robins		Carol Robins
Peter Rotscheid		Michael Royster
Michael Royster		
Donna Ruth		

Likewise, selecting a name on the Participant list and clicking on the Left arrow will remove that person from the Participant list.

**NOTE:** Holding down the Shift Key while clicking on names will allow you to select multiple names at one time.

If you would like to see a list of just VC sites:

Click on the dropdown list under the heading Show Names From:

Show Names From:		Participants:
VC Contacts		
Fred Abernathy	<div style="text-align: center;"> <span>▶</span>  <span>◀</span> </div>	
Kim Allan		
Lisa Altizer		
Mel Anderson		
Laurie Baier		

This will reveal other groups of names that you can choose from. I have taken the Polycom Sites and put them in their own group. Other individual groups can be added as well.

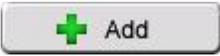
If there are additional participants that you would like to invite but are not on the list, you can add them in the Add Participants section.

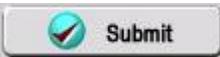
Add Other Participants:			
	First Name:	Last Name:	E-mail:
	John	Doe	Doe@DHRM.State.gov
ISDN:	Country Code:	Area Code:	IP/ISDN Number:
<input type="checkbox"/>			1240
<div style="border: 1px solid gray; padding: 5px; display: inline-block;"> <span style="color: green; font-weight: bold;">+</span> Add         </div>			

Fill in the first & last name and Email of the person that you would like to invite.

If the participant is using a VC Camera at their location, put the camera IP number in the box on the next line. If the participant is using ISDN instead, check the ISDN box and fill in the appropriate Area Code and Number. Do not fill in the country code unless you are calling someone outside of the US. The IT person at the participants site should be able to provide you with this information.

**NOTE:** Connection to sites outside of the VDH network **MUST** be coordinated through OIM first with at least 2 weeks notice.

Click on the Add  button when you have finished. Their name will then be added to the participant list.

Click on the  button once you have everyone on the participant list.

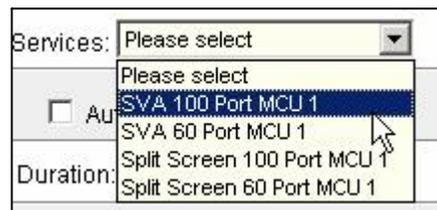
Look over your completed Meeting Template screen to ensure that all of the information is just as you want it.

If so, click on the Submit button and you will have completed the process of creating your own meeting template.

G. **Services:** These are various settings within the MCU that allow you to setup the way you want to view the various sites during your video conference.

- a. **Standard Voice Activated (SVA):** The standard option that most people are familiar with. (Only one site on screen at a time. The site speaking is who everyone sees).
- b. **4 Site Split Screen:** This option divides the screen into 4 equal squares with the participating sites allocated to one of the squares. Although there are only 4 squares, many other sites can still be participating in the conference, they just are not seen until they speak.

Click on the services dropdown list. You will notice the two above mentioned services for the 100 Port MCU and the 60 Port MCU. These two MCU's are essentially the same with the only



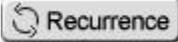
difference being that the 100 port MCU can hold many more sites.

When you choose your service, choose the 100 Port MCU unless you have a conference with only a few (up to 5) sites involved.

#### H. [Recurrence](#):

**NOTE:** This is a time saving option that can be used for meetings that are held on a regular basis. I.E. Every Tuesday or once a Quarter.

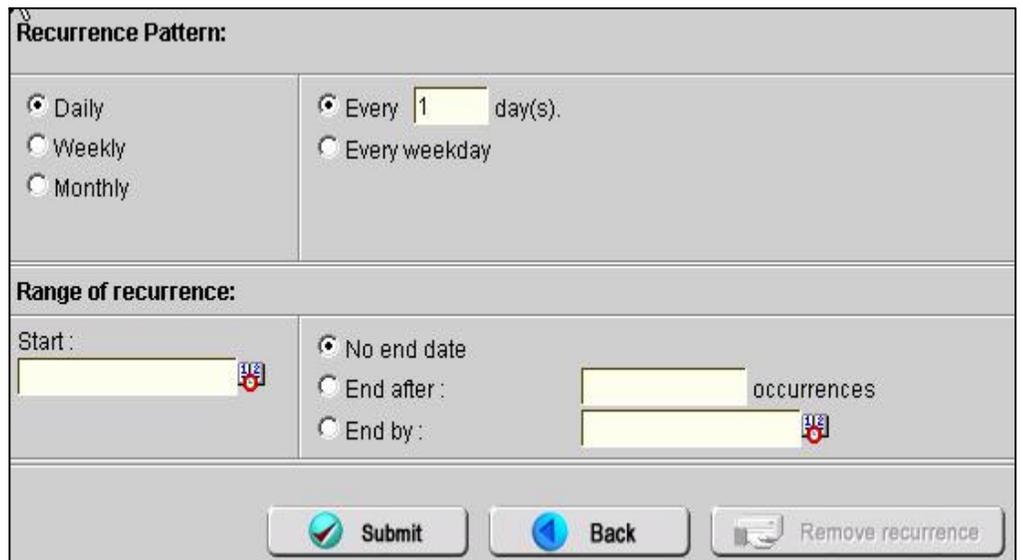
If you are not scheduling a recurring meeting or do not want to learn about this option at this time then skip forward to **Sec I. [Auto Extend](#)** on page 13.

Clicking on the  button will open the Recurrence screen.

You will then choose between Daily, Weekly, and Monthly.

Here is the screen for a Daily Recurrence.

Once you have made your choice, fill in the options on that screen and then click on



The screenshot shows the 'Recurrence Pattern' screen. It has two main sections: 'Recurrence Pattern' and 'Range of recurrence'. In the 'Recurrence Pattern' section, there are three radio buttons for 'Daily', 'Weekly', and 'Monthly'. The 'Daily' option is selected. To the right, there are two more radio buttons: 'Every 1 day(s)' (selected) and 'Every weekday'. In the 'Range of recurrence' section, there is a 'Start:' field with a calendar icon. To its right are three radio buttons: 'No end date' (selected), 'End after: [ ] occurrences', and 'End by: [ ]'. At the bottom, there are three buttons: 'Submit', 'Back', and 'Remove recurrence'.

**Note:** Anytime that you see this symbol  in the VCS software, you must click on it to open the coinciding calendar.

You should now be back at the Conference Scheduling screen and the Recurrence box should also be checked.



**Note:** If a recurring conference is scheduled for a time period of over 30 days, the VCS will first schedule the conferences which fall within the 30 days of the date scheduled and send out an email notification to all invited participants.

Then, every 30 days, the VCS will automatically reschedule the remaining conferences in the series and send a notification to all participants until the series is completed.

### I. Auto Extend:

 Auto Extend

This is an option that you will always want to select. When checked, the video conference will continue until manually terminated. If left unchecked, the VCS will terminate the session (disconnect all sites) at the scheduled end time for the meeting.

### J. Start Time:

Click the calendar icon  and the calendar will appear. Choose the starting date, hour and minute.

The start time that you select should be at least 30 minutes before your actual meeting start time.

This will allow for audio/video checks and troubleshooting before the meeting starts.

When you are finished, click Ok. You should now see your selected date and time in the Start Time box.



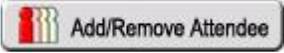
**NOTE:** The drop down list for the hour is in the form of a 24 hour clock. In other words, 1:00 p.m. is 13:00. 2:00 p.m. is 14:00.

This is done to help differentiate between AM and PM.

### K. Duration:

Duration:  minutes

In this box, type in the conference length time in minutes. This is used by the VCS to terminate the conference at the appropriate time and it is also part of the information sent in the email notification to the participants.

- L. **Add/Remove Attendee:** When you click on  the Invite Attendees page will appear.

### Invite Attendees

**Show Name From:**

		Participants:	
<div style="border: 1px solid gray; padding: 2px;">           Chip Reed            Carol Robins  <b>Peter Rotscheid</b>            Michael Royster            Donna Ruth         </div>	▶	▶	
		◀	

**Add Other Participants:**

	First Name:	Last Name:	E-mail:
	<input type="text"/>	<input type="text"/>	<input type="text"/>
ISDN: <input type="checkbox"/>	Country Code: <input type="text"/>	Area Code: <input type="text"/>	IP/ISDN Number: <input type="text"/>

The names of all of the users and sites within VDH are in the attendee list.

Select a person or site and click on the right

		Participants:	
<div style="border: 1px solid gray; padding: 2px;">           Chip Reed            Carol Robins            Peter Rotscheid  <b>Michael Royster</b>            Donna Ruth         </div>	▶	▶	Peter Rotscheid Carol Robins Michael Royster
		◀	

arrow to move them to the participant list.

Likewise, selecting a name on the Participant list and clicking on the Left arrow will remove that person from the Participant list.

**NOTE:** Holding down the Shift Key while clicking on names will allow you to select multiple names at one time.

If you would like to see a list of just VC sites:

Click on the dropdown list under the heading Show Names From:

Show Names From:	
VC Contacts	
	Participants:
Fred Abernathy Kim Allan Lisa Altizer Mel Anderson Laurie Baier	

This will reveal other groups of names that you can choose from. I have taken the Polycom Sites and put them in their own group. Other individual groups can be added as well.

If there are additional participants that you would like to invite but they are not on the list, you can add them in the Add Participants section.

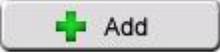
Add Other Participants:			
	First Name:	Last Name:	E-mail:
	John	Doe	Doe@DHRM.State.gov
ISDN:	Country Code:	Area Code:	IP/ISDN Number:
<input type="checkbox"/>			1240
			

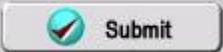
Fill in the First & Last Name and Email of the person that you would like to invite.

If the participant is using a VC Camera at their location, put the camera IP number in the box on the next line. If the participant is using ISDN instead, check the ISDN box and fill in the appropriate Area Code and Number. Do not fill in the country code unless you are calling someone outside of the US. The IT

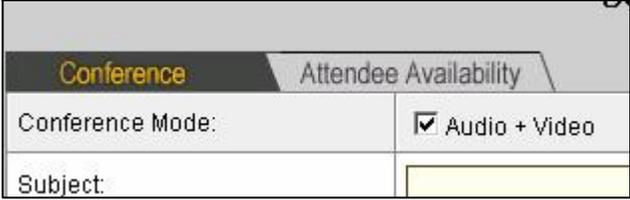
person at the participant's site should be able to provide you with this information,

**NOTE: Any site outside of the VDH network will have to be coordinated through OIM before the connection can be made.**

Click on the  button when you have finished. Their name will then be added to the participant list

Click on the  button once you have everyone on the participant list.

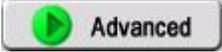
You will then want to click on the Attendee Availability Tab at the top of the screen.



Conference		Attendee Availability	
Conference Mode:		<input checked="" type="checkbox"/>	Audio + Video
Subject:			

This will open the calendar showing times when your invited participants are scheduled for other video conferences.

If there are no conflicts, click the  button. And you will be taken to the main conference scheduling screen.

M. **Advanced Options:** At the bottom of the screen, click on the  button.

This will open up the Advanced Options screen.

Advanced Options						
Host		Control	IP/ISDN Number	ISDN	Dial In	Meeting Room
<input type="radio"/>	Helentjaris , Diana	<input type="checkbox"/>	1203	<input type="checkbox"/>	<input type="checkbox"/>	None
<input type="radio"/>	Peake , Lilian	<input type="checkbox"/>	0917	<input type="checkbox"/>	<input type="checkbox"/>	None
<input type="radio"/>	Polycom , Southside	<input type="checkbox"/>	0171	<input type="checkbox"/>	<input type="checkbox"/>	None
<input type="radio"/>	Polycom , Roanoke	<input type="checkbox"/>	2920	<input type="checkbox"/>	<input type="checkbox"/>	None
<input type="radio"/>	Polycom , Lenowisco Wise	<input type="checkbox"/>	193341	<input type="checkbox"/>	<input type="checkbox"/>	None
<input type="radio"/>	Polycom , OCME Western	<input type="checkbox"/>	161595	<input type="checkbox"/>	<input type="checkbox"/>	None
<input type="radio"/>	Polycom , Alleghany	<input type="checkbox"/>	4901	<input type="checkbox"/>	<input type="checkbox"/>	None
<input checked="" type="radio"/>	Watson , Richard	<input checked="" type="checkbox"/>	1240	<input type="checkbox"/>	<input type="checkbox"/>	None

Extra IP ports:	<input type="text"/>	Extra ISDN ports:	<input type="text"/>
Prioritize:	Unspecified	Required:	None
Time Zone:	GMT-05:00 Eastern Standard Time		
Password:	<input type="text"/>	Confirmation:	<input type="text"/>

1. **Name:** The first column at the top of the screen. Under it should be all of the sites that you have selected to invite to your VC session.

2. **Control:** Gives a participant access to the MCU via their PC and allows them to:
- Invite/Disconnect Participants
  - Mute/Un-mute microphones
  - Extend/End the conference and many other options.

	Control
Name	<input type="checkbox"/>
Helentjaris , Diana	<input checked="" type="checkbox"/>
Peake , Lilian	<input checked="" type="checkbox"/>
Polycom , Southside	<input type="checkbox"/>

Place a check beside each participants name that you would like to be able to take control of the conference. **See page 20 for more info on Conference Control.**

3. **Dial In:** Place a check beside each site that you would like to dial into the conference. This means that when the conference session starts and the MCU is calling all of your participants, the sites that you check here will not be called. They will have to manually dial in to the conference.

Dial In
<input type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>
<input type="checkbox"/>

4. **Meeting Rooms:** This is a drop down list of rooms that you can choose from for the participants at each site to use. Since we have so many sites and meeting rooms across the state, it will not be feasible for everyone to use this option at this time.

**NOTE: Only meeting rooms in the Richmond Offices will be listed on the Meeting Rooms list. Before choosing a room from the dropdown list, please make sure that it has been reserved.**

5. **Extra IP Ports:** The MCU will only reserve space for the number of sites that you invite to your conference. If other sites would like to join, they won't be able to. If you set aside the extra IP ports, then additional (uninvited) sites can join your conference until the extra ports are also full.

Extra IP ports:

**NOTE: It is always good to set aside 5 to 10 additional IP ports**

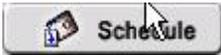
6. **Extra IP Ports:** We will not be using multiple ISDN line connections so you will not need to fill anything into this block.
7. **Prioritize & Required:** Skip over both of these as we will not be using either of these options.
8. **Time Zone:** By default this is set to Eastern so you should not need to make any changes here.
9. **Passcode & Confirmation:** If you wish for your VC session to be password protected enter the numbers here. For the password you may use only numbers (0-9), (\*), and (#).

This code will be sent to your requested sites in the notification email by the VCS system.

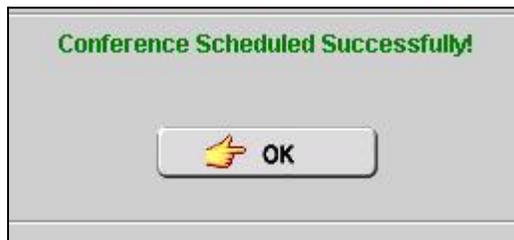
Anyone attempting to dial into the conference will be prompted to enter the pass code first.

**NOTE: When connecting with a Polycom camera, if you are prompted to enter a Passcode , you must first push the \* or # symbols on the Polycom Remote before entering the code.**

When you have completed filling in the necessary information on this screen, push  and you will be taken back to the main Conference Scheduling screen.

Look over your information one last time, and if it is correct, click  at the bottom of the screen.

You should then receive a message stating that your conference has been scheduled.



Click the OK button and you have now completed the VC scheduling process.

The VCS software will then send a conference notification to all of the sites and participants that you invited.

This notification gives them all of the information that they need to connect to your conference at the appropriate time.



You have been invited to attend a video conference. Please note details below and confirm your attendance. Click this link to access the conference when it's in session: [Test](#)

<b>Conference Title :</b>	Test
<b>Date :</b>	Wednesday, September 03, 2003
<b>Start Time :</b>	10:56 Eastern Daylight Time
<b>Duration :</b>	10 minutes
<b>Conference Password :</b>	
<b>Description :</b>	sdkvspsjavaj'apjv

Participant	Local Time
Richard Watson	10:56 Eastern Daylight Time
Chip Reed	10:56 Eastern Daylight Time

Meeting Room	Location

Terminal IP/SDN Number	Alias	Gateway Number	Conference ID
1240	DT Richard Watson		703091
7803	DT Chip Reed		703091

When the specified date and time of your conference arrives, the VCS will automatically dial all of the sites that you have requested.

**NOTE:** Any sites that does not have their camera on when the MCU makes the call will not be connected. The software will not make a second attempt at the call.

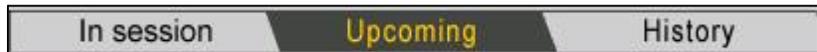
If this happens, the site will need to manually dial into the conference.

### III. My Conferences



Clicking on the  tab on the left tool bar will open the My Conferences screen. You will notice that there are three tabs on the top of the page:

Clicking on any one of these tabs will show you the VC sessions that you have scheduled that are **Currently** in session, **Upcoming**, or **History**.



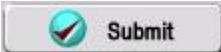
In either the Upcoming or History screens, clicking on the [Subject](#) of any conference will open a screen with the detailed information about that conference.

Subject	Start Time
OCME Training/Updates	2003-12-09 13:3

#### A. [Upcoming Conference Tab](#):

From the Upcoming tab, click on the subject of a scheduled conference. The detailed page for that conference should open.

At the bottom of the screen is a  button. Clicking on this button will allow you to make changes to your Upcoming VC session.

Once you are done, click  to save the changes.

**NOTE:** If you make changes to a scheduled VC session, the VCS software will automatically send out a new notification to all participants. If you choose to Delete the conference, it will also notify all participants.

**B. In Session Conference Tab:**

Once a conference is in session, it will appear on the In Session tab.

In session		Upcoming	History			
Subject	Start Time	Duration	Location	Host	Status	
Test	2003-12-05 13:26	10 minutes	N/A	Richard Watson	In Session	

Clicking on the subject in this screen will take you to the conference control screen. From here, you can control the entire conference.

Conference Name: Test Conference ID: 711064

Extend

Minutes

Conference Video Mode:

Time Remaining:  Minute(s)  Second(s)

Conference

---

Invite Party  IP Number  ISDN Number Country Code  Area Code  Number  Alias

---

Take Control

All

All

Refresh

Back

---

IP Number  ISDN Number Country Code  Area Code  Number

Alias

---

Extra IP Ports: 0

Extra ISDN Ports: 0

Terminal (IP/ISDN Number)	Terminal (Alias)	Reconnect Disconnect	Lock Unlock	Mute Unmute	Delete Terminal
1240	DT Richard Watson				

From this screen, you can tell how much time is left, what sites are connected, and what sites were called but are not connected.

By clicking Take Control, you can add/delete participants, mute/un-mute microphones, change who is seen on the TV monitor, even terminate the whole conference.

**C. History Tab:**

Click on the history tab will open the screen with all past conferences listed.

**D. Search and Generate Reports:**

All three tabs have a search function at the top of the screen, allowing you to search for a VC session by title.

The Upcoming and History tabs give the user the ability to generate reports about conferences over a specified time period.

The report will contain information on:

- Conference ID
- Subject
- Meeting Type (non-video or audio/video)
- Reference Code
- Start time and date
- Duration
- Meeting Rooms
- Organizer name
- Service Prefix
- Service templates
- MCU names
- # of Sites used
- Extra IP/ISDN ports reserved
- # of dial-in sites
- 3 of dial-out sites
- Gateways used

**NOTE:** If you make changes to a scheduled VC session, the VCS software will automatically send out a new notification to all participants. If you choose to Delete the conference, it will also notify all participants.

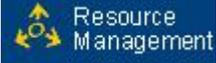
IV. Administrator Options: This section of the guide will cover the extra options available only to VCS Administrators:

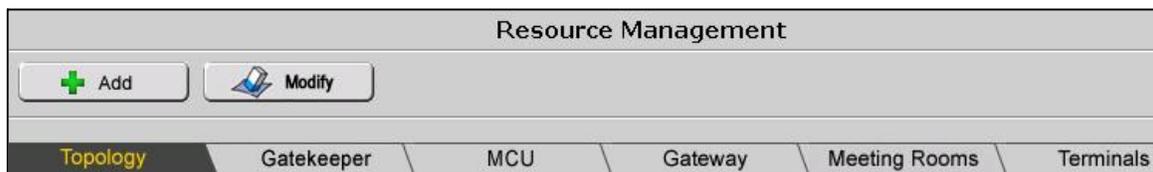
- ✓ **Resource Management,**
- ✓ **User Management,**

- ✓ **Service Templates**, and
- ✓ **All Conferences**.

It will be the Administrator's responsibility to effectively manage each of these areas so that the VCS remains current and runs properly.

A. **Resource Management:**

Clicking on the  icon in the left tool bar will open the Resource Management screen.



There are several tabs here all for making the system run properly. As an Administrator, you will have access to them all but you will only need to access the last tab **Terminals**.

**NOTE: DO NOT ACCESS ANY OF THE OTHER TABS IN RESOURCE MANAGEMENT. INADVERTANT CHANGES IN ANY OF THE OTHER SCREENS COULD SHUT THE VCS SYSTEM DOWN.**

1. **Terminals:** A terminal is the software's name for a Polycom camera (FX, 512, and Via Video). If you have changes to your current camera or install an additional camera, you will need to access the Terminals screen to make those changes.

Click on the Terminals tab and the Terminals screen will open.

Resource Management					
Name: <input type="text"/>		IP/ISDN Phone Number: <input type="text"/>		Search	
Add					
Topology	Gatekeeper	MCU	Gateway	Meeting Rooms	Terminals
Name		IP/ISDN Phone Number		Meeting Room	Location
Alexandria		IP Phone Number:0245			Home
Alleghany		IP Phone Number:4901			Home
Arlington Polycm		IP Phone Number:4167			Home
Cent. Shenandoah		IP Phone Number:1886			Home
Central Va		IP Phone Number:0170			Home
Chesapeake		IP Phone Number:2828			Home
Chesapeake 2		IP Phone Number:131641			Home
Chesterfield		IP Phone Number:4170			Home
Crater		IP Phone Number:2170			Home
Cumberland Plat Tazwell		IP Phone Number:160997			Home
Cumberland Plat Lebanon 1		IP Phone Number:1491			Home
Cumberland Plat Lebanon 2		IP Phone Number:8105			Home

All of the FX, 512, and ViaVideo desktop units in the agency are listed on this page.

If they are not already, clicking on **Name**, the head of the first column, will sort all cameras into alphabetical order by District name.

ViaVideo desktop cameras are listed with a **DT** at the beginning to keep them all together on the list.

Name	IP/ISDN Phor
Danville EPR	IP Phone Number:6437
Danville TeleMed	IP Phone Number:9170
DT Dr. Diana Helentjaris	IP Phone Number:1203
DT Dr. Douglas Larsen	IP Phone Number:1513
DT Dr. Jody Hershey	IP Phone Number:1152
DT Dr. John Dreyzehner	IP Phone Number:1612
DT Dr. Michael Rowster	IP Phone Number:1130

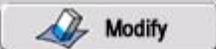
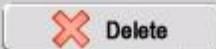
a. [Modify/Delete Terminal:](#)

If you make changes to your Polycom camera, you will need to update that information here in the VCS.

From the Terminals screen click on the name of your district camera.

Name
Central Va
South Side

This will open the Terminal Profile Screen.

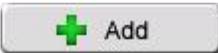
Terminal Profile	
Name:	Central Va
Terminal Type:	IP(H323)
IP Phone Number:	0170
Nearest To:	Home
Connection Speed:	384
Meeting Room:	
Registered To:	ECS GATEKEEPER
  	

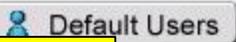
From here you can modify camera information or delete the camera from the system altogether. Once complete, select the Back button.

**NOTE:** Please inform me of any changes that you make to the Terminals screen in the VCS system.

#### b. Adding a Terminal:

If you add a camera to your network, it will also need to be added to the VCS system. From the Resource Management screen, click on the Terminals tab.

Click on the  button at the top of the screen. This will open the New terminal screen:

New Terminal	
Name:	<input type="text"/> * 
Terminal Type:	<input type="text"/> * <b>NOTE: Items with an * are required to be filled in.</b>
IP Phone Number:	<input type="text"/> *
Nearest To:	Home * <input type="text"/>
Connection Speed:	384 *Kbps <input type="text"/>
Meeting Room:	none <input type="text"/>
Registered To:	ECS GATEKEEPER <input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="Back"/>	

Enter the name of your Polycom system.

- ✓ **Terminal Type:** Will always be IP(H323).
- ✓ **IP Phone Number:** This is the H.323 number of the camera.
- ✓ **Nearest To:** Leave this set at Home.
- ✓ **Connection Speed:** Always set to 384.
- ✓ **Meeting Room:** This is for Richmond Offices only.
- ✓ **Registered To:** Choose ECS Gatekeeper.
- ✓  **Default Users** : This will only be used for desktop cameras. For this to work, you must first put the camera user into the VCS system as a USER or Administrator or their name will not appear on this list.

When you click on this button the Select User's Screen will open.

**Select Users**

**Show Names From:**

All Groups

Name	Current Terminal		Current Users
Richard Watson	DT Richard Watson (1240)	▶	Lilian Peake
Fred Thimme			
John Hughes	OIM_FX (3237)	▶	
lee andrews			
Susan Murphy	DT Susan Murphy (3422)	▶	
Kathy Williams			
Larry Bailey		▶	
Gayle Law			
Robert Burgess		▶	
Nancy Gray			

Select the user's name from the right column and click the right arrow to move it to the Current user's column. Click



You should be back at the New Terminal screen. Check over your information, if it is correct, click



## B. User Management:

As an Administrator, you can add, modify, and delete users from the VCS system.

**NOTE:** Anytime that you add or delete a user form the VCS system, please send me an email notification.



From the VCS tool bar select the User Management tab.

The user Management screen will open.

Name	Role	Department	Branch	Terminal
Fred Abernathy	Enterprise Administrator	Chesapeake		
Sys Admin	Enterprise Administrator			
Lisa Altizer	Conference Organizer	New River		
Mel Anderson	Conference Organizer	Three Rivers Saluda		

There are two tabs (Users & Groups) at the top of the screen. We will not be using the Groups tab so this guide will not cover that material.

If they are not already, clicking on **Name**, the head of the first column, will sort all Users into alphabetical order by last name.

### 1. Modifying/Deleting a User:

Clicking on the User's Name will then open the User profile Screen for that user.



From this screen you can modify or delete the user information.

User Profile			
User ID:	fabernathy	<input type="checkbox"/> Outlook	
First Name:	Fred	Last Name:	Abernathy
Company:			
Department:	Chesapeake	Branch:	
Group:			
E-mail:	fabernathy@vdh.state.va.us		
Telephone(O):		Tel(Mobile):	
Default Timezone:	GMT-05:00 Eastern Standard Time		
Default Terminal:		Role:	Enterprise Administrator

If you choose to Modify a User's Profile, click on the Modify button at the bottom of the screen.

The User Profile screen will change allowing you to make changes.

User Profile			
User ID:	fabernathy *	<input type="button" value="Change Password"/>	<input type="checkbox"/> Outlook
First Name:	Fred	Last Name:	Abernathy
Company:			
Department:	Chesapeake	Branch:	
Group:			<input type="button" value="Select Groups"/>
E-mail:	fabernathy@vdh.state.va.us *		
Telephone(O):		Tel(Mobile):	
Default Timezone:	GMT-05:00 Eastern Standard Time *		
Default Terminal:	<input type="button" value="Select Terminal"/>	Role:	Enterprise Administrator
<input type="button" value="Submit"/> <input type="button" value="Back"/>			

**NOTE:** Items with an \* are required to be filled in.

Most of the information is self explanatory with the exception of Default Terminal and Role.

e. **Default Terminal:**

If the person has a desktop camera, then that camera would be selected from the terminal list. Each time that this person is selected for a conference, the VCS will dial the Default Camera into the conference. To select a default terminal from the list, it must first have been added to the VCS. For information on Adding a Terminal look in the Resource Management section on Adding a terminal.

f. **Role:**

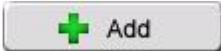
Only district AMA's and certain Richmond personnel will be VCS Administrators. All other VDH personnel with access to the VCS will be given Conference Organizer roles.

Role:	Enterprise Administrator
	Enterprise Administrator
	Conference Organizer
	Regular User
<input type="button" value="Back"/>	

## 2. Adding A User:

To add a new user to the VCS system, first ensure that they have been trained in the use of the system. When you feel confident that the user knows the system well enough to access it without assistance, then they can be added.

From the User Management screen click on



The screenshot shows the 'User Management' interface. At the top, there is a search bar with 'User Name:' and a 'Search' button. To the right, it says 'In Groups: All Groups'. Below the search bar is a '+ Add' button. The main area has two tabs: 'Users' (selected) and 'Groups'. Below the tabs is a table with columns 'Name', 'Role', and 'Department'. The table contains one row with the following data:

Name	Role	Department
Fred Thompson	Enterprise Administrator	Chesapeake

A blank User Profile Screen will open.

The 'User Profile' form contains the following fields and controls:

- User ID:  \*
- Outlook
- Password:  \*
- Confirm:  \*
- First Name:  Last Name:  \*
- Company:
- Department:  Branch:
- Group:
- E-mail:  \*
- Telephone(O):  Tel(Mobile):
- Default Timezone:  \*
- Default Terminal:   Role:  \*

At the bottom of the form are three buttons:  (with a checkmark icon),  (with a refresh icon), and  (with a left arrow icon).

filled in are as follows:

- User ID:** User ID's will be the users' first name initial and their last name. i.e. jdoe.

- b. **First Name & Last Name:** Fill in the user's first and last name.
- c. **Department:** Use their District or Office.
- d. **E-mail:** Fill in their new email address.
- e. **Default Terminal:** If the person has a desktop camera, then that camera would be selected from the terminal list. Each time that this person is selected for a conference, the VCS will dial the Default Camera into the conference. To select a default terminal from the list, it must first have been added to the VCS. For information on Adding a Terminal look in the Resource Management section on Adding a terminal.

- f. **Role:** Only district AMA's and certain Richmond personnel will be VCS Administrators. All other VDH personnel with access to the VCS will be given Conference Organizer roles.

When you have finished, select

**NOTE:** Please inform me of any new users added to the system.

C. **Service Template:**

Service Templates are choices of the multiple Audio and Video features that can be used when connecting multiple sites in the MCU.

One that you are probably familiar with is Standard Voice Activated. With this option, the site speaking is who everyone sees.

Another is split screen where the screen is divided into four squares with each site taking up a square.

**NOTE: Only VCS Administrators from OIM will add additional Services to this screen.**

D. **All Conferences:**



Selecting the  tab from the left tool bar will open up a screen similar to only this screen will show conferences that all VCS users are scheduling.

Currently, only VCS Administrators have access to view all conferences scheduled in the VCS system. This is a feature that we feel needs to change and have made a request to the company.

**NOTE:** With the next release of the VCS software which is due out in January 04, all users will be able to view all conferences scheduled within the system.

#### E. VCS Help and Trouble Shooting:

This user's guide covers the main components of the VCS software but in a compressed state so as to keep it short and concise.

However, should you need more detail about any of these and other subjects dealing with the VCS software, click on the  button in the top right corner of the screen.



This will open the resource file which will allow you to research information on all topics of the VCS software.

If you need help with a problem, please call Richard Watson (804) 786-8717.

## User Management

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The User Management section contains the following tabs:

- [Users Tab](#)
- [Groups Tab](#)

## Users Tab

In the **User Management** section click the **Users** tab. The **Users** table displays. When you were the only user provisioned during the installation. You were automatically assigned