Tufts Room-based Videoconferencing – Top Tips to Know

What is Room-based Videoconferencing?
Tufts Technology Services (TTS) maintains conference room format videoconferencing capability on all three campuses. Currently these units are available for meetings, distance learning, and education projects.

When to Use Room-based Videoconferencing
Use Tufts Room-based Videoconferencing when:
- You want to conduct a one time or recurring scheduled video conference for three or more individuals.
- There is a Tufts audience for an offsite guest lecturer.
- You need to deliver a presentation to a remote audience
- You are planning a large meeting that requires attendance from across Tufts’ 3 campuses.

Versions / Availability
Tuft’s videoconferencing systems are available on the Boston, Grafton, and Medford campuses. Services are available with the UIT Support Center’s help from 9:00 A.M. to 5:00 P.M. Monday through Friday EST USA (except on University holidays). You may request service for other hours through the University IT Support Center at uitsc@tufts.edu or via telephone at (617) 627-3376.

Locations / Setups

<table>
<thead>
<tr>
<th>Campus</th>
<th>Location</th>
<th>Setup</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston</td>
<td>Tahitis-118</td>
<td>Tandberg 6000 Classic</td>
</tr>
<tr>
<td>Boston</td>
<td>Tahitis-272</td>
<td>Tandberg C40</td>
</tr>
<tr>
<td>Boston</td>
<td>Tahitis-130 (Behrakis Auditorium)</td>
<td>Tandberg CS6</td>
</tr>
<tr>
<td>Boston</td>
<td>Seekler 114</td>
<td>Tandberg 6000MXP</td>
</tr>
<tr>
<td>Boston</td>
<td>Seekler 802</td>
<td>Tandberg C2D</td>
</tr>
<tr>
<td>Boston</td>
<td>Dental - 619 (Craniomaxillofacial Pain Center)</td>
<td>Tandberg 88O</td>
</tr>
<tr>
<td>Boston</td>
<td>Dental - 1414 (Rachel’s Amphitheatre)</td>
<td>Tandberg 6000MXP</td>
</tr>
<tr>
<td>Boston</td>
<td>There are also 2 mobile videoconference units (both Tandberg 6000 Classic) in Boston that can be deployed at additional locations in Sackler or Dental by the Educational Media Center.</td>
<td></td>
</tr>
<tr>
<td>Grafton</td>
<td>Administration Building - Dean’s Conference Room</td>
<td>Tandberg Educator</td>
</tr>
<tr>
<td>Grafton</td>
<td>Agnes Varis Campus Center - Auditorium</td>
<td>Tandberg 6000MXP</td>
</tr>
<tr>
<td>Medford</td>
<td>Cabot 7</td>
<td>Tandberg Set-Top 800</td>
</tr>
<tr>
<td>Medford</td>
<td>Isobe Room (capacity - 15)</td>
<td>Tandberg 6000MXP</td>
</tr>
<tr>
<td>Medford</td>
<td>TAB 200C (capacity - 20)</td>
<td>Tandberg Set-Top 800</td>
</tr>
<tr>
<td>Medford</td>
<td>Ballou Hall - Telecom (capacity - 8)</td>
<td>Tandberg C2D</td>
</tr>
<tr>
<td>Mobile</td>
<td>UIT Support Center (mobile unit)</td>
<td>Tandberg Set-Top 800</td>
</tr>
</tbody>
</table>

In each room you should find a tip sheet that outlines the remote control for the setup in that room. If you need a new or additional copy of the remote control tip sheet, you can download it from the following location: go.tufts.edu/videoconference

Two-Step Process
There are 2 steps to setting up Room-based videoconferencing;
1. You must reserve the room you wish to use.
2. You must request room setup and support from the UIT Support Center.

Step 1 - Reserving a Room
For assistance determining which rooms might be appropriate for your videoconference, contact the University IT Support Center at uitsc@tufts.edu or via telephone at (617) 627-3376.

Boston
On the Boston campus, you must reserve a room for your videoconference at least thirty minutes prior to the start time and indicate on the room request form that you are reserving the space for a videoconference. For assistance with this process, call the Scheduling Office at 617-636-6621.
1. Complete the room request form, which can be found at: http://www.tufts.edu/med/about/facilities/scheduling/rooms.html
2. Send the form by fax (6-0894) or campus mail (Sackler317).

Medford
Resource 25 is the centralized room reservation system for the Tufts University Medford campus. Visit the R25 WebViewer at http://uss.tufts.edu/registrar/Resource25.asp to view the Medford campus event calendar, check room availability and request room reservations.

Grafton
On the Grafton campus, rooms are reserved online.
1. Navigate to http://vet.tufts.edu
   The site has Gateways for Students and for Faculty and Staff
2. Click the appropriate gateway to view a number of links, including a Room Reservations link.
3. Click the Room Reservations link. A calendar of booked rooms for the Grafton Campus will display.
4. Click Room Resources to find a room that will meet your needs and contact the room's manager.

Additional Notes on Reserving a Room
If the room you wish to reserve is not available through the room reservation system for your campus, you may need to speak to the room’s administrator. In such cases, you may be asked to reserve the room using Microsoft Outlook.

To reserve a room using Microsoft Outlook
1. On the File menu, point to New, and then click Meeting Request.
2. In the Subject box, type a description of the meeting.
3. Click the Rooms button.

   The Address Book will display all rooms setup in Outlook’s address book.
4. Select the room you wish to reserve.
5. Complete the meeting request and send it to your invitees.
Tufts Room-based Videoconferencing – Top Tips to Know

Step 2 – Requesting Setup and Support

Request videoconferencing setup and support by filling out an online registration form at the following location; https://student.support.tufts.edu/video-conf.php

Alternately, videoconferencing setup and support can be booked by contacting the University IT Support Center at uitsc@tufts.edu or via telephone at (617) 627-3376.

Submit your online registration form or contact the TTS Support Center at least 5 business days before your meeting. If you are planning to use videoconferencing for coursework or a distance course, please contact the TTS Support Center as soon as you have a schedule for the recurring videoconference sessions.

Videoconferencing requires technical coordination with the far-end site and proper configuration of the equipment. When you reserve a room for your videoconference, additional time will be needed prior to and after your event in order to setup equipment and test the connections. A support specialist will assist you to make sure the room is reserved for the necessary time frame.

Before you submit the form you will need to have the following information ready:

1. The campus where your videoconference will take place
2. The purpose of the videoconference (For example: class, meeting, thesis defense, interview, etc.)
3. The videoconference start and end date and time
4. If the meeting will be recurring or one-time meeting
5. The number of sites you would like to connect with, including a technical contact’s name and email address for each site. These contacts should be members of the IT department handling the videoconferencing.
6. The number of people that will be attending at the Tufts location
7. If a room has been booked for this videoconference
8. Any additional information relative to your specific needs

Support

For critical problems that have an immediate impact on important University business, contact Voice Communications at teldesk@tufts.edu, or call the Voice Services Help Desk at (617) 627-4357. Calls about all other problems with Tufts videoconference services should be made to your local support organization.

<table>
<thead>
<tr>
<th>Boston:</th>
<th><a href="mailto:emc@tufts.edu">emc@tufts.edu</a> or 617-636-0931</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grafton:</td>
<td><a href="mailto:vet-its@tufts.edu">vet-its@tufts.edu</a> or 508-839-8777</td>
</tr>
<tr>
<td>Medford:</td>
<td><a href="mailto:videoconf@tufts.edu">videoconf@tufts.edu</a> or 617-627-3376</td>
</tr>
<tr>
<td>Medford A&amp;S, Fletcher, and Engineering:</td>
<td><a href="mailto:helpdesk@ase.tufts.edu">helpdesk@ase.tufts.edu</a> or 617-627-5898</td>
</tr>
</tbody>
</table>

Tufts videoconferencing technology, along with your verbal and non-verbal communication, determines the effectiveness of your video conferences. Use the following tips to improve your videoconferencing skills.

Getting Ready

- Plan for video conferences just as you do for live meetings.
- Know what actions you should take for technical issues.
- Use simple fonts at least 14 point in height for materials.
- E-mail hard-to-read material to others before the meeting.
- Try to wear solid, pastel colored clothing. Avoid white, red, or patterns such as plaids or stripes.
- Remove jingling jewelry prior to your video conference.

Starting Your Session

- Shut down any unnecessary programs during your session.
- Turn off cell phones and other PDAs.
- Strive for a clean, distraction-free background where people can’t walk behind you.
- Position the microphone near the camera.
- Strive to have few people sharing microphones.

Running Your Session

- Open the session 5-10 min. early (use a Welcome slide).
- Establish ground rules for participation.
- Use introductions to test everyone’s video and audio.
- Adjust microphone settings to avoid raising your voice.
- Have one person control the settings for shared devices.
- Mute microphones to minimize unnecessary noise.
- Wait for the others to finish before replying.
- Talk slowly and look directly into the camera.
- Pause after comments to allow people to unmuting themselves.
- Couch questions to draw the fewest responses.
- In large meetings, have everyone say their name when speaking… "John here…"
- nod your head to indicate agreement instead of speaking.
- Everyone should announce actions such as leaving the room, or when someone is in a room but off camera.
- Use network settings to resolve technical issues due to limited internet bandwidth by selecting lower resolution.

Ending Your Session

- Leave sessions for multiple participants open as needed after the conclusion to ensure everyone has signed off. Unlike telephone conference calls, closing your video conference does not end the session for all participants.
- Simply press the Disconnect button on the remote to end the call. The monitor in the room should be turned off.

Optimizing Your Effectiveness

For critical problems that have an immediate impact on important University business, contact Voice Communications at teldesk@tufts.edu, or call the Voice Services Help Desk at (617) 627-4357. Calls about all other problems with Tufts videoconference services should be made to your local support organization.

<table>
<thead>
<tr>
<th>Boston:</th>
<th><a href="mailto:emc@tufts.edu">emc@tufts.edu</a> or 617-636-0931</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grafton:</td>
<td><a href="mailto:vet-its@tufts.edu">vet-its@tufts.edu</a> or 508-839-8777</td>
</tr>
<tr>
<td>Medford:</td>
<td><a href="mailto:videoconf@tufts.edu">videoconf@tufts.edu</a> or 617-627-3376</td>
</tr>
<tr>
<td>Medford A&amp;S, Fletcher, and Engineering:</td>
<td><a href="mailto:helpdesk@ase.tufts.edu">helpdesk@ase.tufts.edu</a> or 617-627-5898</td>
</tr>
</tbody>
</table>

Tufts videoconferencing technology, along with your verbal and non-verbal communication, determines the effectiveness of your video conferences. Use the following tips to improve your videoconferencing skills.

Getting Ready

- Plan for video conferences just as you do for live meetings.
- Know what actions you should take for technical issues.
- Use simple fonts at least 14 point in height for materials.
- E-mail hard-to-read material to others before the meeting.
- Try to wear solid, pastel colored clothing. Avoid white, red, or patterns such as plaids or stripes.
- Remove jingling jewelry prior to your video conference.

Starting Your Session

- Shut down any unnecessary programs during your session.
- Turn off cell phones and other PDAs.
- Strive for a clean, distraction-free background where people can’t walk behind you.
- Position the microphone near the camera.
- Strive to have few people sharing microphones.

Running Your Session

- Open the session 5-10 min. early (use a Welcome slide).
- Establish ground rules for participation.
- Use introductions to test everyone’s video and audio.
- Adjust microphone settings to avoid raising your voice.
- Have one person control the settings for shared devices.
- Mute microphones to minimize unnecessary noise.
- Wait for the others to finish before replying.
- Talk slowly and look directly into the camera.
- Pause after comments to allow people to unmuting themselves.
- Couch questions to draw the fewest responses.
- In large meetings, have everyone say their name when speaking… "John here…"
- nod your head to indicate agreement instead of speaking.
- Everyone should announce actions such as leaving the room, or when someone is in a room but off camera.
- Use network settings to resolve technical issues due to limited internet bandwidth by selecting lower resolution.

Ending Your Session

- Leave sessions for multiple participants open as needed after the conclusion to ensure everyone has signed off. Unlike telephone conference calls, closing your video conference does not end the session for all participants.
- Simply press the Disconnect button on the remote to end the call. The monitor in the room should be turned off.