



Australia's Academic and Research Network

Frequently Asked Questions for Administrators on the AARNet booking system to access audio and video conferencing services.

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Overview

AARNet with support from the MCU Review Group have developed a service to enable the Australian R&E sector to gain access to a secure, scalable, resilient and user-friendly video conferencing bridging and booking service. The pilot service is a significant enhancement to AARNet's original video conferencing services. The service is based on a centralised management platform (for remote management of distributed MCU resources and the online booking system) and access to a community of Codian MCU systems that share 30% of their capacity to deliver this service. Those who participate have access to a shared pool of Codian MCU ports to cover peak use or when the local MCU is unavailable due to an unforeseen or scheduled outage.

The remainder of this document contains frequently asked questions for the benefit of end users of the video conferencing bridge booking system

- **What do I need to do to ensure my institution participates?**
- **How can I join my Codian MCU into the pilot service?**
- **How can I register my video conferencing "endpoint" to be part of this booking system?**
- **How to add my VC room to be part of this booking system?**
- **Where can find out more about developments?**
- **I am a CAVE, how do I get training?**
- **How do I report faults, scheduled maintenance, and feedback?**

- **What do I need to do to ensure my institution participates?**

AARNet customers are eligible to allow end users to make use of bridging services in the following ways


1. Users can register online <http://cmp.nvcs.edu.au/cnregister/> to be given an account, the validation process is currently manual and relies on AARNet's NVCS staff to process requests where validation depends on a valid university email address or is verified with CAVE contact (See list at https://wiki.aarnet.edu.au/display/NVCS/customer_info)

OR

2. Users can use their local Codian MCU and through back end links to other MCUs, spare ports can be made available by using either the local MCU booking system, or by following items 1 above, however it is noted that you should check with your local IT / AV departments first.

- **How can I join my Codian MCU into the pilot service?**

To add an MCU, please follow these steps

1. Email realtimecomms@aarnet.edu.au  together with details of your current AARNet connection and Codian equipment set up.
2. We will then contact you to run through the steps required to connect to share and access a pool of MCU ports.

- **How can I register my video conferencing "endpoint" to be part of this booking system?**

Registration of endpoints into the 'Advanced' 1-2-3 system can be achieved only by participation in the Quality Assurance Scheme. Please read more about Quality Assurance on our website: <http://www.aarnet.edu.au/services/support/nvcs/qa.aspx>

- **Where can find out more about developments?**

To find out more about the Codian MCU project group, please visit

1. View the Project group web page - <http://www.aarnet.edu.au/Article/ProjectDetail.aspx?p=63&id=18>
2. Subscribe to the Project group mailing list - <http://lists.aarnet.edu.au/mailman/listinfo/mcu-project-l>

- **I am a CAVE, how do I get training?**

Training is available via online documentation. AARNet organises formal training sessions from time to time such as the real time communications road shows held in Sept/Oct 2007 for example.

Further opportunities exist at Ozeconferences <http://www.aarnet.edu.au/Content.aspx?p=125> or as 1-2-1 training coordinated via our NVCS staff.

- **How do I report faults, scheduled maintenance, and feedback?**

Reporting faults

Faults experienced by end users that are escalated to administrators, as well those experienced by administrators should be escalated to realtimecomms@aarnet.edu.au which will have a ticket generated to track the issue.

Faults that will affect end users of the booking system will be communicated to the CAVE-I mailing list, for communication to end users within individual institutions.

Major system downtimes will be notified on the CMP and NVCS web pages as well as a broadcast message to all system users.

Reporting scheduled maintenance



Scheduled maintenance will be announced on CMP and NVCS web pages, CAVE-I mailing list as well as communication to end users of the CMP system through broadcast email.

These notifications will be issued at the earliest possible opportunity and with the goal for at least 48 hours notice before major system changes to either CMP, the 1-2-3 booking system software or AARNet's conferencing services.

In the event of a security incident, scheduled maintenance may need to occur within a shorter timeframe and standard communications protocols will apply within the restricted timeframe.

Reporting feedback

We encourage feedback from Administrators of video conferencing and end users to help improve the end-to-end experience of booking and using video conferencing technology. Your feedback will help improve the service and identify any issues with our systems or local issues. Feedback can be provided either

- by completing a short online survey at http://www.surveymonkey.com/s.aspx?sm=3ndA6QkOMcPOKrieJ22ygw_3d_3d
- by email to realtimecomms@aarnet.edu.au  or
- via the contact us form <http://www.aarnet.edu.au/Contact/ContactUs.aspx?p=12> 
(select NVCS Enquiry from the subject drop down list)

Relevant feedback will then be forwarded to the MCU Review project group.