

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

*January 2009*

## **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

- **Am I eligible to use the service?**
- **Is it a free service?**
- **How to register?**
- **How to use the 1-2-3 booking form?**
- **If I cannot access the 1-2-3 booking form is there another way to book?**
- **What is a CAVE?**
- **How to get support?**
- **How can I provide feedback?**
- **How do I know my conference is not recorded?**
- **Is there an Acceptable Use Policy?**

- 
- **Am I eligible to use the service?**

The AARNet video conferencing service is available to members of the Australian Education and Research community. Preference is given to AARNet connected customers. Eligible customers must register and then they can make use of the service in accordance with the Acceptable Use Policy.

- **Is it a free service?**

The online booking/bridging service is free, however significant investments have been made by AARNet to purchase infrastructure for the online booking and MCU services. For sites that require ISDN video conferencing, AARNet provides an in-dial service where call costs are incurred by the calling party.

*How to register*

Registration by end users is important because

1. It ensures that the service is only being used by eligible end users
2. It enables the service to have appropriate contact points in place to communicate on matters related to the AUP, service status, maintenance etc.

For registrations go to: <http://cmp.nvcs.edu.au/cnregister/>

The registration process is as follows

1. User enters personal details requested by the system
2. An email is sent to system administrators to validate the request - the approval process may take up to 24 hours to turnaround.
3. Confirmation of success is relayed back to end user via email. Step by Step details have been captured at the AARNet website at <http://www.aarnet.edu.au/services/real-time-communication/1-2-3-conferencing-booking-system/1-2-3-how-to-register.aspx>

- **How to use the 1-2-3 booking form?**

Step-by-step details are available from the AARNet website at <http://www.aarnet.edu.au/services/real-time-communication/1-2-3-conferencing-booking-system/1-2-3-how-to-book-conferences.aspx>

- **If I cannot access the 1-2-3 booking form is there another way to book?**

If the 1-2-3 booking system is not available this could be due to scheduled maintenance or because a system failure has occurred.

In that situation, please email [realtimecomms@aarnet.edu.au](mailto:realtimecomms@aarnet.edu.au) immediately to inform them of this matter. At the same time you can ask for a booking to be made by providing the following information

- Your full name
- Your username (normally used to access the online system)
- Your institution name

- Your contact phone number
  - The name for the video conference
  - The date/start time and end time of the video conference (and ideally time zone)
  - The number of participating end points / rooms required
  - Whether H.239 is required (the ability to present images from your desktop such as power point presentations)
  - Whether you want to stream the conference (so that participants can see it via a web browser)
- **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 the AARNet website:

<http://www.aarnet.edu.au/services/support/nvcs/qa.aspx>

- **What is a CAVE?**

CAVEs (Coordinators of Audio Video Equipment) are local contacts that deliver video conferencing services at R&E institutions and act as a point of contact for services that rely on access via the AARNet3 network. More details can be found on the AARNet website

<http://www.aarnet.edu.au/services/support/nvcs/caves.aspx>

- **How to get support?**

The booking/bridging service relies on the following support structure

*Tier 1:* Eligible End users from a participating organisation must first contact their local AV/IT video conferencing support person to determine if problems are local in nature


*Tier 2:* If problem remains unresolved local contacts would contact the participating Co-ordinator of AV Equipment (CAVE) and if necessary request support escalation from CAVE-I mailing list.

*Tier 3:* If issues still remain unresolved, escalate issue to [realtimecomms@aarnet.edu.au](mailto:realtimecomms@aarnet.edu.au) where a job ticket will be raised and dealt with by AARNet (if necessary AARNet will escalate to appropriate vendor/expert).

- **How can I provide 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=3ndA6Qk0McP0KrieJ22ygw\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=3ndA6Qk0McP0KrieJ22ygw_3d_3d)
- by email to [realtimecomms@aarnet.edu.au](mailto:realtimecomms@aarnet.edu.au) 
- via the contact us form <http://www.aarnet.edu.au/contact-us.aspx> (select NVCS Enquiry from the subject drop down list)

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

- **How do I know my conference is not recorded?**

By default, video conferences are not recorded. Recording is normally a manual exercise and requires access to an IP VCR unit by your MCU operator.

Conferences may be recorded by individuals if it is streamed and if participants have software to capture and record them on their PC.

Recent Codian MCU software does indicate whether a conference is being recorded by means of a visible red dot overlaid on the conference; see the link for more details (<http://www.codian.com/downloads/software.htm>)

- **How can I record my conference ?**

As part of AARNet's National Video Conferencing Service (NVCS), AARNet customers have option to record their conferences that are held on one of the AARNet's MCUs. This service is automated and integrated with the online booking system.

Conference need to be held on one of AARNet bridges and it is recorded using the AARNet IPVCR device that is connecting to the conference as one of the participant.

More details how to record and retrieve a recording you can find on AARNet website:

<http://www.aarnet.edu.au/services/support/nvcs/recording.aspx>

- **Is there an Acceptable Use Policy?**

Yes, the current version is a draft policy that will be amended during the course of the pilot. The policy applies to everyone who administers or uses the booking and scheduling systems (1-2-3 & CMP). During the pilot this policy will be updated. The current version is on the AARNet website at

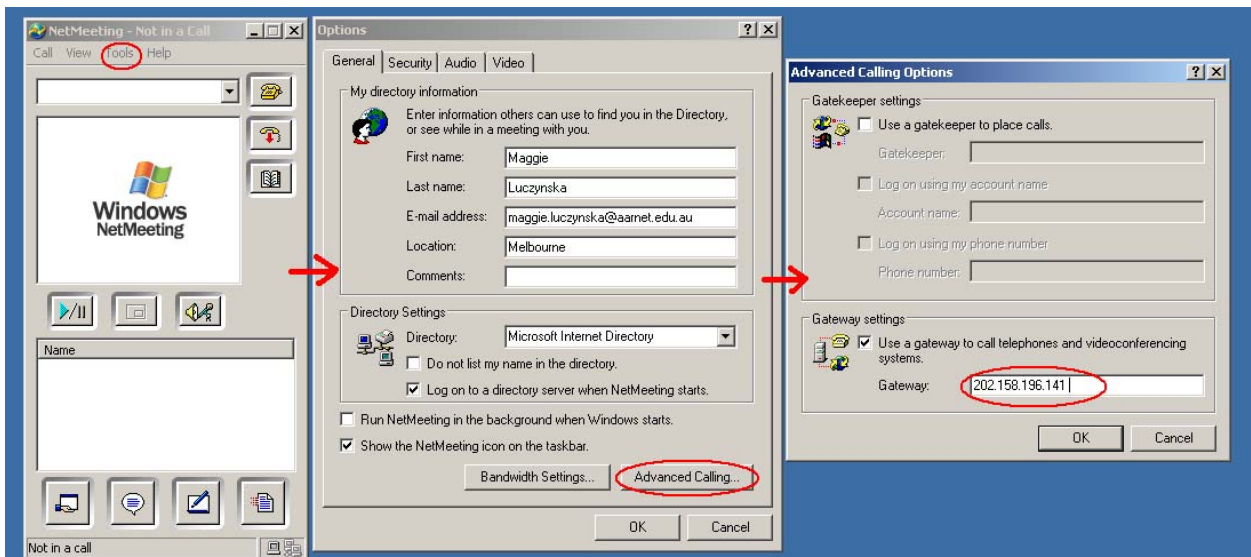
<http://www.aarnet.edu.au/library/videoconferencing-aup-v1.pdf>

- **How to connect to AARNet MCUs using NetMeeting client?**

NetMeeting is a standard Windows OS component that's hidden until you initially configuration. NetMeeting lets you participate in virtual meetings, work in shared applications, share data over the Internet or an intranet, and share live video with others in far-away places.

To join multi-site conference using one of AARNet bridges, you can call conferences directly using the following steps:

1. In NetMeeting, go to **Tools** > Options and **click Advanced Calling**.
2. In the Gateway settings section at the bottom of the **Advanced Calling Options** window, select **Use a gateway**.
3. Enter the IP address of your MCU (**AARNet HD MCU: 202.158.196.141** or **SD MCU 202.158.196.20**) in the Gateway field.
4. Click OK and return to the main NetMeeting window.
5. Enter the numeric **conference ID** (provided in confirmation email when you schedule a conference using 1-2-3 booking system) in the **Call number** field.
6. Dial up and you will be connected directly to the conference.



- **How to connect to AARNet MCUs using eVO?**

The **EVO** (Enabling Virtual Organizations) System (<http://evo.caltech.edu>) is based on a new distributed architecture, leveraging the 10+ years of experience of developing and operating the large distributed VRVS collaboration system now in production. The primary objective of EVO is to provide an improved system and a service to the LHC and other major High Energy Physics programs that fully meets the requirements for **usability, quality, scalability, adaptability to a wide range** of working environments, reliability and cost. The EVO Client (called Koala) is based on Java and runs on the 3 main Operating Systems used by the scientific community: **Windows, Linux and MacOS**.

To read more about EVO visit the official website <http://evo.caltech.edu/evoGate/>

To join multi-site conference using one of AARNet bridges, you can call conferences directly using the following steps:

1. In EVO, go to **Call** > and click **H.323**
2. In the **Call H.323** window, select **Gatekeeper** (AARNet Gatekeeper IP address is **202.158.196.153**) and enter the destination number in the following format: [e.164 alias@gatekeeper IP address](mailto:e.164_alias@gatekeeper_IP_address)

**For example**, conference ID on AARNet MCU is 61262112609 and the AARNet gatekeeper IP address is: 202.158.196.153  
Consequently, you need to dial [61262112609@202.158.196.153](mailto:61262112609@202.158.196.153)

**Note:** If your computer is located on LAN (behind NAT) you may not receive video/audio. Audio/video transmission is available when using public IP address or configuring your network devices for H.323 dialling. Please speak with your network administrator if you are experiencing problems.

