

INTERACTIVE VIDEOCONFERENCE

PARTICIPANTS KIT

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PARTICIPANT INFORMATION FOR INTERACTIVE VIDEO

Point to Point or Multi Point

INTRODUCTION

Welcome to this Interactive Videoconference session.

You will have been given this kit with your session pre reading and/or handouts to allow time to read and understand the material. The purpose of this kit is to provide you with sufficient information to optimise the benefits of this presentation and assist you in achieving your session outcomes.

Participating in an interactive videoconference for the first time can be an unusual experience however there will be a spokesperson at your site who will facilitate the session and by following the list of simple hints and etiquette provided your experience should be less daunting. **So sit back and enjoy!**

WHAT IS VIDEOCONFERENCING?

- Videoconferencing (Interactive Video) is the transmission of sound and visual images via an ISDN line between two or more sites simultaneously, this allows for it to be an **interactive** medium.
- Because data is being compressed and transmitted through a small conduit then decoded to be reproduced at the remote site the sound and visual quality will be effected. As a result you may experience some audio delay and Video “ghosting” or jerky movements.

There are two types of videoconferencing:

- **Point to Point:** where only two sites are connected
- **Multipoint:** where there are more than two sites connected.

There are two methods of presenting a **Multipoint** session:

- **Continuous presence** (the brady Bunch effect) where there will be up to four sites at one time on the screen. Ideal for administrative meetings or if you are not intending to use a peripheral device such as PowerPoint.
- **Voice activated/Voice switch** (full screen) where you will view the last site that participated. Ideal for using peripheral devices.

You maybe participating in either type of session today depending on the purpose and number of sites invited. You will be informed by the convenor to what method and format will be used in this session.

HINTS AND GUIDELINES FOR PARTICIPANTS

General Points

- Due to the need for **strict** time constraints the session will be punctual with starting and finishing times being adhered too.
- Arrive 15 mins before the session commences.
- The site spokesperson will explain the session format and any technical points for you on arrival to your session.
- Turn all mobile phones and pages off.
- Do not bring food into the session.
- Familiarise yourself with the basic functions of the Videoconference unit (mute button and volume control).
- The **camera** is always on so be aware of the image you are sending to the other sites and keep movement in the audience to a minimum.
- The **Microphone** is extremely sensitive and picks up any sound so keep background noise and paper shuffling to a minimum. The **microphone** is to be **turned off (on mute)** at all times until your site is called upon to respond or join into a general discussion. **HINT:** the microphone is still on for a few seconds after the camera shuts down so be very aware of conversation content in that period.
- General courtesies and etiquette that apply to a face to face session still apply to videoconferencing. Such as, not interrupting speakers at other sites and always introduce yourself.
- Wear **clothes** that have solid colours or are dark and neutral rather than bold complex patterns that destroy picture quality.

Interaction

The session is to be **interactive** but the amount of interaction you experience will depend largely on the number of sites, presenter style and any technically difficulties experienced. Listed are strategies to optimise the interaction you have:

- Listen clearly and follow direction from the convenor and your site spokesperson.
- There will be an order in which your site will be called upon to respond or join in the discussion so have your questions and comments prepared, you may prefer for the spokesperson at your site to ask them for you.
- When you respond speak clearly and naturally (there is no need to speak louder).
- Always introduce yourself and state the site your at. This amount of dialogue is necessary for the audio to “voice switch” to your site. **Hint:** allow time for the far site to respond **remember** there will be a time delay (could be up to 5 seconds)
- Look and speak to the camera.

- You may have the opportunity to fax or email questions to the speaker in your session. You will be made aware of these facilities by your convenor in your pre session information.

Troubleshooting

- The spokesperson for your site will generally deal with the troubleshooting by calling the helpdesk and communicating with the nominated session technical support person.
- Your site spokesperson will have performed a test dial up prior to the session so this will eliminate some potential technical hitches.
- It is a good idea for you to locate the Helpdesk number and in room telephone in case you are required to assist the spokesperson.
- If you are having technical difficulties such as no sound let the convenor know immediately.
- In the case of a technical hitch at your site a decision may be made by the convenor to commence the program and your site will join in when able.
- There will be a simple trouble shooting guide in the room at your site.

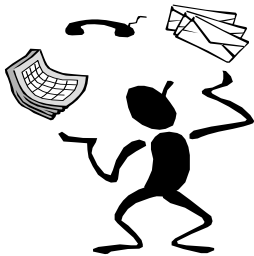
Should you require further **information** the following web site is very helpful.

Web site www.kn.pacbell.com/wired/vidconf (excellent practical guide for all users)

If you require **user training** prior to your session please contact your session convenor and it will be organised for you.



On completion of your presentation **please** fill out the participants evaluation as we rely heavily on your feedback to improve future videoconferencing sessions.



THE SPOKESPERSONS ROLES

This information is to be read in conjunction with the Participants Kit.

The role of the spokesperson is to:

- Liase with the site coordinator.
- Facilitate the smooth running of the session at that site
- Be the contact person for all communication during the session.
- Troubleshooting technical hitches by contacting the **HELPDESK**

The **spokesperson** is a participant who has been delegated by the session convenor. The person **must** have undergone basic user training **prior** to the session. This can be provided by the site coordinator or arranged through the convenor if required.

HINTS AND GUIDELINES

Technical support

There will be technical support for you:

- Site coordinator.
- The session technical facilitator
- The **HELPDESK**

In the case of a technical problem what to do.

- Contact the technical support person by phone (or convenor if a separate person for this role has not been nominated) to alert them of the problem.
- Call the **HELPDESK**.
- **Remember** always dial up the **HELPDESK** 15 mins before the scheduled start to check audio and video are working
- Be warned sometimes there will be external forces that we have no control over such as the telstra network, and this may effect quality of the videoconference.

Communication

The sessions are to be as **interactive** as technically possible and **effective communication** between remote sites, convenor and presenter is an essential component in this success. Communication maybe facilitated with the following devices;

- Telephone numbers of the other sites,
- Contact numbers for the convenor and your technical support person.
- In room fax and /or email.
- A large sheet of paper with a felt pen to communicate on screen if you have no audio.

Session format

- You will have been briefed by the session convenor to the format that will be followed.
- To ensure **multipoint** sessions run to schedule and all sites have **fair access** and maximum interaction it is necessary to keep the meeting fairly tight and controlled (the more sites the more control that is required) therefore unless you have been instructed otherwise the session will follow this **recommended format**:
- Arrive 30 mins to before the scheduled time and check in with the site coordinator.
The site coordinator will assist you with:
 - Booting up the equipment.
 - Help set up the room
 - Adjusting the lighting and camera presets.
 - Perform a test call to the HELPDESK check audio and visual.
- Before the dial in consult with the other participants as a group to decide how you want to respond when called upon. It might be that you are the spokesperson for the group and relay all the questions. As participants become more confident with the technology this may not be necessary.
- The **microphone** will remain on **Mute** at all times unless you are instructed to it turn off. Ensure the Mute is turned back on after your interaction. You will be prompted to turn the microphone on and off by the presenter.
- You will be provided with the list of sites in a “**roll call**” order and sites will be requested to respond in that order when asked. This will allow you time to consult with the participants and have your questions or discussion ready when you are called upon. At the beginning of the session there will be a quick roll call where you will be asked to introduce yourself and have given the opportunity to report any technical faults.
- At the **completion** of the session
 - you will be instructed to either disconnect or wait to be disconnected.
 - Collect the Participants evaluations.
 - Report to the site coordinator who will require you to fill in post session details for the Telehealth Initiative data collection.
 - Turn the machine off if you are required to do so and please lock the room as you leave.

SPOKESPERSONS CHECKLIST

Take this checklist with you on the day

- Arrange to meet the site coordinator 15 mins before the scheduled time to assist with the set up.
- Turn the machine on 15 minutes before the scheduled start time
- Arrange the camera presets
- Configure lighting (eg open or shut blinds) and furniture to optimise the camera view.
- Ensure your site signage is on view.
- TEST THE EQUIPMENT** by placing a call to your **HELPDESK** to check audio and video.
- Place the microphone on **MUTE**.
- You should have in front of you the following items:**
 - ✓ **HELPDESK** Number,
 - ✓ **Your** dial in number.
 - ✓ Dial in number(You may have been given a number to dial in, this should have been confirmed by the convenor well in advance of the scheduled session)
 - ✓ Convenor contact phone numbers.
 - ✓ Technical coordinator contact details.(when there is one nominated)
 - ✓ A list of the sites invited to the session, there spokesperson and in room phone numbers
 - ✓ Email and Fax numbers (if this has been arranged for your session).
 - ✓ The role call list
 - ✓ A large sheet of paper and a felt pen for on camera communication (if all else fails).

VIDEOCONFERENCE EVALUATION BY THE PARTICIPANTS

Presenter: _____

Date: _____

Title of presentation: _____

Your location: _____

Have you participated in a videoconference session before? Yes No

How would you rate the "Participants " handout and technical support you received?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____
Poor **Excellent**

Comments:

How would you rate the videoconference technically (audio and picture)?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____
Poor **Excellent**

Comments:

How would you rate your interaction with the presenter and participants at other sites?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____
Poor **Excellent**

Comments:

What did you like about participating in a videoconference?

What did you not like about participating in a videoconference?

What would have made the session better for you?

Comments: _____

REFERENCES

1. Beer Troy. August 2002. " PowerPoint for Interactive video". Presented at the NSW Telehealth Site Coordinators Workshop, Sydney.
2. Green Tony. October 2002."A Quick guide to presenting via Multipoint". Presented via VC from Hunter Area Health Service
3. <http://www.kn.pacebell.com/wired.vidconf/multipoint.html>. last checked March 09.
4. NSW Telehealth initiative. 2002."Using Technology to Support Learning" NSW Health.