

UNIVERSITY OF TASMANIA

Videoconference Support

Helpline Guidelines

Introduction

This is a dynamic document that will continue to change as more schools/departments adopt in-house videoconferencing.

The aim of this document is to examine and determine a set of guidelines in relation to the general usage of the Videoconferencing helpline (extension 3111) as well as its role as a reporting mechanism for the units housed within:

- the Vice-Chancellor Executive areas (Launceston and Hobart),
- the Flexible Education Unit (Launceston and Hobart),
- the School of Agricultural Science/TIAR (Hobart),
- the Faculty of Arts (Launceston and Hobart),
- the Faculty of Commerce, including the School of Information Systems (Launceston and Hobart),
- the Faculty of Education (Launceston and Hobart).
- the Cradle Coast Campus – Campus Link (Burnie)

General Usage

- The helpline is available between 9am and 5pm working days, during semester these hours will be extended to include any ITR scheduled teaching videoconferences for that day. If support is required outside of these hours, requests should be made to the Videoconference Support Unit and may incur a charge.
- During these hours, the helpline will be directed to the on duty videoconference support staff member. All calls to this number will be answered and logged.
- The helpline is to be used by staff and students in order to gain immediate technical support and assistance in using the dedicated IT Resources maintained venues and video-enable lecture theatres (during videoconferences only).
- Support for teaching bookings within ITR maintained venues are a priority for videoconference support staff. Calls relating to conferences of an administrative nature in ITR maintained venues have next priority, followed by conferences occurring in non-ITR managed venues.
- **The helpline is not to be used for bookings enquiries or general feedback:**
 - Feedback is to be made via x3114, the relevant suggestion boxes within the rooms or via the feedback section of the website, <http://www.utas.edu.au/itr/videoconf/feedback.html>
 - Bookings for ITR maintained venues are to be made via the electronic form on the website, which can be found at <http://www.utas.edu.au/itr/videoconf/timetable/book.html>. This form allows users to view available times/venues on the date(s) that is desired before requesting a booking. Alternatively bookings can be requested by email to: Video.Conference@utas.edu.au
 - Bookings **enquiries** can be made by calling x3798 or using the email address above.

- Should a videoconference scheduled for a non-ITR maintained venue require relocation due to equipment failure, requests must be submitted via the normal booking process. If this involves a teaching booking, it should be coordinated through the School or Faculty Timetabling Officer.
- Should an ITR videoconference support staff member be unavailable to attend to a fault, appropriately trained IT Resources staff will provide support as necessary.
- **External videoconferences** requested through ITR refer to a link up involving any of the ITR dedicated rooms or video-enabled lecture theatres with sites outside the University of Tasmania. Conferences of this nature that are requested to occur out of regular business operating hours and/or during non-teaching dates are required to have support provided by ITR's Videoconference Support Unit. If the conference is of a non-teaching nature, the relative Faculty/School/Department that requested the booking will be charged a fee per support staff member/per hour.

[For more details in regards to **External Videoconferences** please refer to the External Videoconference Procedure document].

Non-IT Resources Videoconference Units

1. Vice-Chancellor's Executive

1.1. VCE Launceston

- Polycom ViewStation 512, it is out of warranty. There is no maintenance agreement on the unit.
- Purchased from an external supplier, TOPS.

1.2. VCE Hobart

- Polycom VSX7400, purchased May, 2005, under 5 year lease agreement with IT Resources.
- Purchased from Vantage GVT, the unit is under a 5 year Maintenance Contract.
- Lease Agreement calculated on 12 support callouts per year, to be revised annually.

The 3111 helpline is available to the VC Executive area from 9am until 5pm only and is to be used as a fault reporting mechanism only. Assistance via the telephone or in person is available providing there are no urgent matters in relation to teaching videoconferences as previously stated. TOPS can be called to fix any hardware or software problems that cannot be fixed internally, and the University is charged for this service. All contact with TOPS is to be carried out by ITR Videoconference Support staff only.

2. Flexible Education Unit – Launceston and Hobart

- Polycom ViewStation SP 128s purchased from Vantage-GVT and are included in the University's maintenance agreement with Vantage-GVT.
- There is one unit in each location.

The 3111 helpline is available to the FEU from 9am until 5pm only and is to be used as a fault reporting mechanism only. Assistance via the telephone or in person is available providing there are no urgent matters in relation to teaching videoconferences as previously stated. All contact with the Vantage-GVT Global Assist (GA) Helpdesk is to be carried out by ITR Videoconference Support staff only.

3. School of Agricultural Science (TIAR) Hobart

- Polycom ViewStation 512.
- Purchased from TOPS.
- IT Resources are not aware of a maintenance contract in place for this unit.

The 3111 helpline is available to TIAR from 9am until 5pm and is to be used as a fault reporting mechanism only. Assistance via the telephone or in person is available providing there are no urgent matters in relation to teaching videoconferences as previously stated. All contact with TOPS is to be carried out by ITR Videoconference Support staff only, when required.

4. Cradle Coast Campus – Campus Link

- Polycom ViewStation 384 – currently on loan from IT Resources, negotiating purchase.
- This unit was previously purchased for the use of TIAR but has been moved to Campus Link and is currently in use by the Cradle Coast Campus for teaching purposes.
- This unit is not under a maintenance contract.

The 3111 helpline is available to the CCC from 9am until 5pm and is to be used as a fault reporting mechanism only. Assistance via the telephone or in person is available providing there are no urgent matters in relation to teaching videoconferences as previously stated. All contact with TOPS is to be carried out by ITR Videoconference Support staff only, when required.

5. Faculty of Arts – Hobart and Launceston

- Polycom VSX7400s (x2), purchased December 2004.
- Purchased from Vantage-GVT and are listed under a Global Assist helpdesk contract.
- Hobart installation includes ceiling microphones.

All faults are to be reported by users to the Faculty technical support officers, who will in turn either fix the immediate problem and/or report the fault to Videoconference Support via the helpline (x3111). If Faculty support officers are unavailable, assistance via the helpline is available providing there are no urgent matters in relation to teaching videoconferences as previously stated. Maintenance and fault reporting is done via the Global Assist (GA) Helpdesk. GA is available 24 hours a day Monday to Friday. Any contact with the GA helpdesk is to be initiated by Videoconference Support, **not** through the Faculty directly.

6. Faculty of Commerce

6.1. Faculty of Commerce - Launceston

- Polycom ViewStation SP 384.
- Purchased from Vantage-GVT and are listed under a Global Assist helpdesk contract.

6.2. Faculty of Commerce – Hobart

- Polycom VSX7400 purchased December 2004.
- Purchased from Vantage-GVT and are listed under a Global Assist helpdesk contract.

6.3. School of Information Systems – Hobart

- Polycom ViewStation SP 384.
- Purchased from Vantage-GVT and are listed under a Global Assist helpdesk contract.

All faults are to be reported by users to the Faculty technical support officers, who will in turn either fix the immediate problem and/or report the fault to Videoconference Support via the helpline (x3111). If Faculty support officers are unavailable, assistance via the helpline is available providing there are no urgent matters in relation to teaching videoconferences as previously stated. Maintenance and fault reporting is done via the Global Assist (GA) Helpdesk. GA is available 24 hours a day Monday to Friday. Any contact with the GA helpdesk is to be initiated by Videoconference Support, **not** through the Faculty directly.

7. Faculty of Education – Launceston and Hobart

- Polycom iPower 680s.
- Purchased from Vantage-GVT in 2004 – currently under maintenance contract with the vendor.

Support is provided by Faculty of Education support staff. Should Faculty staff be unavailable, support is available via the 3111 helpline and in turn the Global Assist (GA) helpdesk through ITR videoconference support.