<u>Guidelines for MCU Administrator</u>

- Login to the MCU only with your assigned login privilege. Do not share the login credentials with others and change password periodically.

- List all your conferences of the day and assign resources carefully.

- Create VMR for each VC session prior to the start of the conference.

- Schedule conference with password protection with dial in mode.

- Schedule VIP Conferences with password protection with dial out mode.

- Disabled public IP access from all MCU/Bridge and enable only when it is required. Allow Public IP sites only after applying ACL policy with the help of network group.

- Check functionality of all resources to be used at least 30 minutes before the conference, including webcast if any. In case of any resource are not working may escalate the issue immediately and follow up the same.

- Ensure that all helpdesk across are following the SOP of VC services.

- Ensure that all sites should be connected preferably @4 Mbps speed or at least @2 Mbps speed. Any site connected less than 1Mbps may be moved to separate conference in the same MCU and cascade with the main conference. Ensure that all the following naming convention as per guidelines.

- Ensure that Video quality are maintain minimum at 720p30 resolution.

- Name of each site should be in proper format as defined. Use the pre-define template for sending message to studio operator.

- Monitor important conferences closely and freeze the conference 30 min. before the start of the conference.

- Network team may keep trace routes of outside NICNET/International sites joining to the conference.

- Recording should be given/downloaded by user within a week or it will be deleted.

- Everyday evening, all conferences in all MCU/Bridge to be deleted.

- Number of sites actually participated in the conference that booking sites and duration of VC need to correct at the end of conference.