<u>Guidelines for Videoconferencing Helpdesk</u>

- Login to the MCU only with your assigned login Privilege. Password should be changed in every 90 days and should not share with any one.

- All conference should have a conference code (VMR ID) and password protected.

- Play the "Guidelines for participants_ for 5-10 minutes before the start of the VC.

- 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 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.

- For VVIP conference Lock the conference as soon as it starts.

- Record the conference only if it is requested during the booking.

- Enable presentation only from the host site as requested during booking. Presentation from all other sites should be disable.

- Presentation should be shared with physical wired (HDMI/VGA) or with secure wireless media.

- Camera should be focused on Speaker or to all participants while listening.

- Layout of the conference should be set as required during the conference for better experience of Videoconferencing.

- Layout of Web Room sites or any cascaded MCU sites should be set in full screen mode.

- Mute video of site, where participants are not present or unusual behaviour notice, which create disturbance in the conference. Communicate offline to the studio coordinator about the concern and take corrective action.

- If you are not able to control the sites remotely then communicate with studio operator either sending message to individual site through MCU. Also send SMS using reserve portal SMS feature.

- Ensure that the presentation from Web Room site is disabled and you are able to control the Web Room sites using moderator password.

- Ad-hoc sites will not be connected on live conference on verbal communication. It should only be connected after proper communication through mail from authorize person.

- Ad-hoc sites should be tested separately before connecting to the main conference.

- Audio & Video of monitoring site/control room site should be muted.

- Functionality of all the resources should be checked at least 15 minutes before the start of the conference.

- If any disturbances coming from any site during the conference mute the mic immediately then move that site to test conference. Connect it back after resolving the issue.

- Everyday evening delete all permanent scheduled conferences in MCUs. Also disable Public IP port in MCU.

- Update the reserve portal with actual number of sites participated and duration of session against each booking conference/ID.

- Consult and take help of your senior in case you need any assistance.