IDAHO EDUCATION NETWORK

Interactive Videoconference

Facilitator Class

4 Hour Curriculum with PowerPoint Notes

Tandberg MXP series

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Facilitator Course – Student Version

Class #1

I. Place a Call

a. **What's the number? IP address**

Locate the green dial button

Locate the red disconnect button – It will ask you "are you sure?"

b. **The most simplistic form of connecting –**

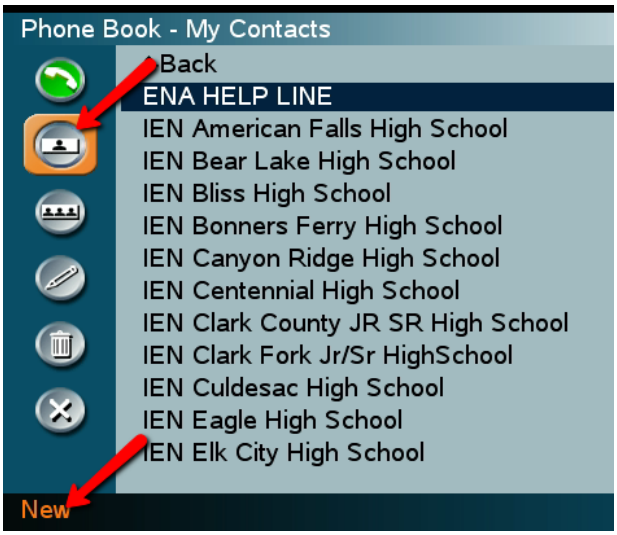
1. Press Green button on remote, 2. Arrow to "Make a Call"

c. **Address Book button – Save Contact IP #'s**

Arrow to My Contacts – press "OK"

The screen appears with a button menu on the left panel, and possibly some contacts in the light blue center.

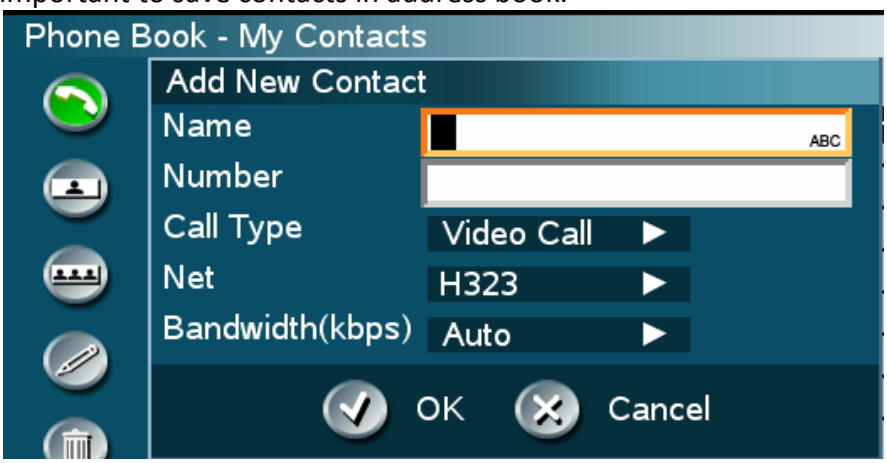
In the Left Column…
– Arrow to the "**new**" button
– press "**ok**" on remote



With remote, type as you would text on a cell phone, ex: 55 = k

Type in the location or person's name as new contact

- "Cancel" to backspace and delete
- Use "*" (asterisk) to type a " . " (period or dot)
- To toggle from ABC to 123, press & hold the # key
- @ sign is the "1" key
- For lowercase/uppercase, toggle the # key
  - Eventually all of your schools will be listed in the address book
  - If power goes out or system resets, the "placed calls" empties out, so it is important to save contacts in address book.



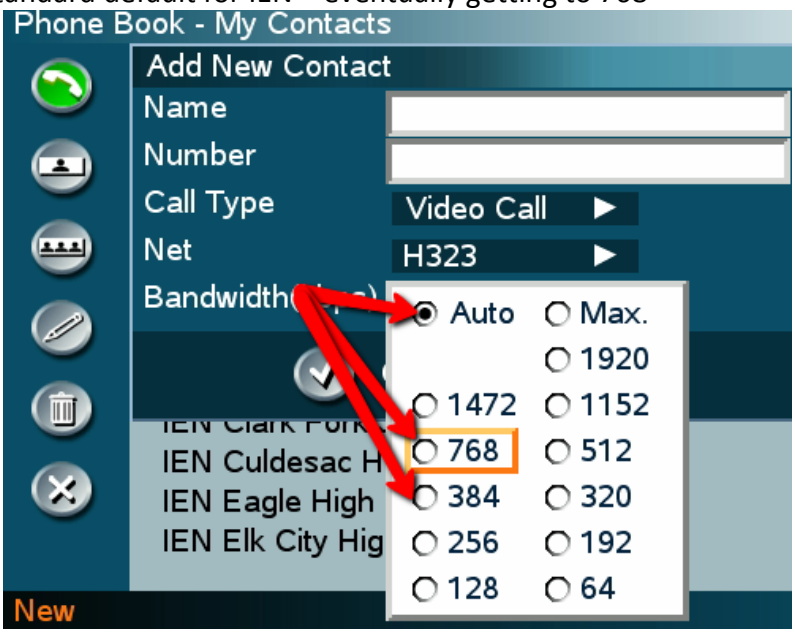
d. Call information

i. Call type and Net (leave as set)

ii. Bandwidth: 768 is ideal for most calls; the greater the #, the greater the vehicle on the info super-highway. But bigger #'s break apart video and audio.

iii. To adjust, call back at a smaller speed, ex: 384K

384 standard default for IEN – eventually getting to 768



e. **Tech Support Information:** **1-888-612-2880**

i. There is no need for on-site tech support. You will be able to handle the issues.

ii. IEN has pre-set configurations and every day at 5:00 am all systems are re-booted, similar to a Microsoft Windows daily reboot. This will not wipe out your camera settings or contacts.

iii. **If all goes bad** during a presentation, treat it like you would your computer or printer: Shutdown and restart the system.

When in doubt, 'X' out

II. Operations

a. **Remote Control**
- The infrared remote must face the camera to work
- Upper half like a TV remote control
- Lower half like a cell phone

b. **Hearing on the left side**
- vol + - (note: if TV is controlling audio, make sure it is turned up.)
- mic off button (if no sound, press this button)

c. **Seeing on the right side**
- Blue **Presentation** button is your best friend
- Zoom +/- and arrow keys to move camera
- SelfView shows yourself (your room) on the local screen

d. Layout button
- 1st push delivers a side by side picture
- 2nd push moves picture to 4 quadrants
- Self view, helps students see a larger image of teacher/presentation

e. **Microphone**
- Press yellow "**mic off**" button to un-mute
- By default destination will auto answer , but your microphone will be off
- Toggle – press once for "on" – then again for "off"

f. **'X' on remote backs you out of screens**

III. Eye Contact

a. Video too small for eye contact
b. Ask names directly for questions; don't ask, "Any questions anyone?" Students won't respond.
c. Be aware of room brightness and open windows (glare) on camera
d. Do voice checks to understand the volume needed – shouldn't have to shout
e. Goal: We want the technology to be transparent, meaning we forget it's there because we are so comfortable with it.

IV. Preset Room shots

Reasons for Presets:

Far End – to quickly pan the room for student participation and observation
Teacher – Quickly zoom to whiteboards, model area, teacher desk, etc.

a. To set room shots and save as presets, **move and zoom the camera to an area**
   Press and Hold a number on remote to save it
b. Limit of 14 presets, but keep to 10 for easy access, 0 – 9
c. A preset can also switch between inputs
d. Good presets to include:
   Center of the room,
   1 side or the other side of the room, wide shot,
   White board, flip chart
e. Switching Cameras
   To switch to 2nd camera or video source for a preset:
   1. Press OK
   2. Arrow to "presentation", OK

   3. Up to Duo video
   4. Left to Main Video

   5. Down and right to Aux (student cam) or Video or Main (teacher cam)
   6. Press & hold a number to set as a preset

Class #2

V. Remote Control – Advanced Options

1. **"Far End" Camera Control** (the other classroom's camera)

   a. button at bottom of remote "Far End"
   b. **Will only work with 2 sites** (not multiple sites)
   c. In a point-to-point call, it is paramount to use this tool

Tandberg.com/ support

2. **"Services" button only necessary in a multi-site situation**

   a. **Request Floor** – to get all eyes on the teacher.
   Changes their video layout to just you.
   If trouble, choose multi-site Layout option, set to "auto split"
   b. **Release Floor** – gets everyone back on screen for "cross talk" and discussions

3. **Presentation Button**

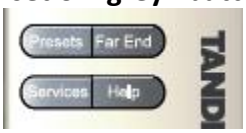
   a. "Presentation" button – Blue button on remote – Quickly toggles from teacher to Doc Cam/Computer

   b. Press and hold the "Presentation" button to select other sources

4. **Top row of "video sources" buttons**

a. Main Video (this is the **Teacher camera**, will display teacher and students on the screen.)
b. Aux Video (this is the **Student camera**, will display students and teacher on the screen)
c. Laptop and Doc Cam buttons are best accessed with Blue presentation button
d. DVD button can be used for graphing calculators or sympodiums

5. **Bottom set of "grey" buttons**



a. Presets (use when testing/using your presets when not in a call)
b. Services (to Request, Release, or Assign the Floor) see Page 5, item 2
c. Far End (to take over the Far End camera control) see Page 5, item 1
d. Help (on on-screen user manual)

The Document Camera

To circumvent the **mystery of the "blank white screen"**, tape the message below to the document camera tray so that it displays when you first hit "Presentation" on the VTC remote.

(Cut out this message and tape to the Doc Cam tray so it displays.)

To display computer screen, Press **INT/EXT** button on Doc Cam tray

Doc Cam as a SCANNER

The doc cam software is useful if you need a student's hand written work emailed to the far end teacher. Here's how:

1. If the software is not installed on the attached computer, find it here: http://www.samsungpresenterusa.com/intro/download.asp
   The one you will download is: UF-80DX/ST
2. Make sure the USB cord is attached from the Doc Cam to the Computer
3. Open the **UF80 USB Viewer** software (installed in step #1)
4. Place the student's work or project on the doc cam
5. On your computer screen, you should now see the doc cam surface with the student's work
6. At the bottom of the UF80 software screen, click "**CAPTURE**", then "**SAVE**"
7. Change the **file type to .jpg** (never save as a bitmap – too BIG)
8. It will prompt you to name and save the file to a location
9. Close the UF80 software
10. Open an email and attach the saved .jpg of the student's work

Doc Cam as a MOVIE RECORDER

The doc cam software also records .avi movies if you want a live example to post to your website for student review. Here's how:

1. Repeat steps 1 & 2 above
2. Open the **UF80 AVI Capture** software (installed in step #1)
3. Click the "**CAPTURE**" button and it will prompt you to name and save to a location
4. Immediately upon clicking those options, the **RED record** button is active.
5. The file size will be approximately 1 mb per 10 seconds of record time
6. If your computer has an onboard microphone it will record with voiceover
7. Click "**STOP**" when you are done
8. **Replay** for inspection purposes and re-do if necessary
9. **Upload** to your LMS or website for the students to use as a review source

VI. The Facilitator's role in this environment

Facilitators at the Far End

VIDEO TELECONFERENCE
BEST PRACTICES FOR
FACILITATOR POSITION

Dedicated staff person or just anyone available?

- Sees the vision of IEN
- Loyal and committed to the success of the instructor (mirror)
  Even "bailout" instr. if necessary. Job is to make sure the instructor is happy and not stressed.
- Flexible (time, problems, change)
- Available (Communication)
- Proactive (foresee issues) Make it urgent that everything runs smoothly.

Teachers should practice with facilitator "before" start of semester

- A good start is critical
- Do several practice sessions
  (dialing calls, presentation mode, what-to-do-ifs ....)
- Keep it simple at first – gain confidence

Classroom control

- Set up of class
- Greet students (be there at beginning of class)
- Be available to students (questions, schedules)
- Appropriate student behavior
- Understand expectations of instructor
- Be sensitive to report only relevant issues
- Support the instructor

Document delivery and collections

- Proctor the tests for the teacher
- Scan and e-mail, snail mail
- Pass out and collect materials
- Aware of what is due and when
- Receive e-mails and print
- Process to receive and send materials (scheduled – unscheduled)
- Course evaluations, articles, test, papers, assignments

The Facilitator position is vital to the program.

- Know what going on in the class
- Facilitator is the frontline to struggling students
- Communicate with administration/office (problems)
- Be aware of potential issues (supportive)
- Some teachers prefer facilitator have subject matter background. May not be a reality.

Some facilitators bring work to do during class

- Be available and aware
- Participate when appropriate
- May need to multitask at times (within reason)

1st and 2nd week of new semester, do a follow up from IEN

- Enroll in Blackboard, CSI eaglemail
- Paperwork for CSI, payments, signatures
- Establish communication mode (e-mail, blackboard)
- Know what is required and have a plan

Calling IEN for support

- What do you do when you can't fix the problem?
- Have all support contacts (number, people)
- Be flexible
- Have a sense of urgency
- Support the system (attitude)