

State of Wisconsin

BadgerNet Converged Network (BCN)

Video Bridging Handbook

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Ordering Video Bridging Service

To place an order for new, or to change existing, HPLL/WAN Video Bridging Service, please contact:

State of Wisconsin-DOA

Wibadgernet@wisconsin.gov

Lori Neumaier: 608 224-6183

For needs assessment assistance contact:

Sara Schroeder

AT&T Account Manager

608 252-4665

ss1927@att.com

Scott Schwartz

AT&T Video Sales Specialist

608 252-2074

ss5386@att.com

To discuss DOA/DET ongoing video service assistance, contact

Mike Mietz,

608-264-9414

mike.mietz@wisconsin.gov

Or

Carol Mothershead,

608-261-7421

carol.mothershead@wisconsin.gov

Installing the Service

Customers purchasing BCN Video Bridging Service provide their own codecs, which must be hardware based H.323 compliant and non-proprietary (Polycom, Tandberg, Sony).

Once the BCN HPLL/WAN Video Service has been installed, the BCN Network Management Center (NMC) will test the service for connectivity through the network. Customers must also be willing to work with BCN NMC to establish times for testing the codecs and service. This is required before service is officially turned over to you and billing can begin. BCN Engineers will work with you to review responsibilities, service demarcation and network configurations (as it relates to BCN).

DOA/DET, AT&T, and the BCN NMC will support you with the installation process, configurations and firewalls as service is being ordered and installed. See the Service Offer Description for additional information at <http://www.doa.state.wi.us/docview.asp?docid=7823> .

Pre-testing the Service

Once your service is installed and working, prior to any scheduled events, you need to perform video tests with the BCN NMC to ensure everything is properly working before you go live into the network. Please contact the BCN NMC to schedule a time to test your service at:

BCN NMC: 1- 888- 955-2638

The BCN NMC will assist with any issues encountered until the video service is working to your satisfaction and you're ready to begin using the service. The BCNNMC will also be able to show you different layout patterns that are available, allowing you to choose the view that best fits your needs. Here is a link to the layout patterns available at [BCN Screen Layouts 8-081.doc](#) .

Either during your testing process or anytime thereafter, if you have any other video operation concerns please contact the BCN Video Service Manager:

Dan Van Abel
Service Manager
AT&T Wisconsin
608 282-7444
dv1864@att.com

Scheduling a Conference

Point to Point Conferences

When only connecting two sites this is called a point-to point, and both sites are part of the BCN Network, you can dial each other directly as long as you know the IP (Internet Protocol) address of the site you're connecting with. HPLL service must dial HPLL, starting with a 10. address.

Multi-point Conferences or Sites outside the BCN Network

To connect a multi-point conference, or to a site not affiliated with the BCN Network, you need to schedule the reservation through the BCN MCU Scheduling Office. This will require you to complete a form which we ask to be submitted at least 24 hours before the session begins. The forms may be submitted electronically or by FAX. If you have a need for an immediate reservation, the BCN MCU Scheduling Office will meet your request, but please be sure to complete the form afterwards and submit for record keeping purposes. You can submit reservations weeks in advance and you can schedule a series of continuous sessions.

The forms are available at the BCN MCU Scheduling Office web site listed below. Click on Forms.

BCN MCU Scheduling Office

<http://www.bcnmcu.net>

715 234-7082 X5181 or X5182

800 243-9482 X5181 or X5182

FAX: 715 234-1307

If you have any questions on completing the form, please call the MCU Scheduling Office for further assistance. Please be sure to fill out all the information requested.

Important things to know when completing the form:

- How the far end site works (Internet (H.323), ISDN, HPLL, etc...)
- Standby (our bridge calls them) or Call Out (their bridge calls us). Normal is Call out.
- Site name, contact person and telephone number at site. You may find this information at "sites by city" <http://www.bcnmcu.net/sites/sitesbycity.pdf> or "HPLL site numbers" at <http://www.bcnmcu.net/sites/sitesforbridgingservice.pdf>
- Layout Pattern [BCN Screen Layouts 8-081.doc](#)
- If you will be using People Plus Content, be sure to check the box appropriately.

When requesting site clearance or working with participating sites, please ask if their equipment is H.323 compatible. If asking for site clearance from a BCN Managed classroom contact the network director responsible for that site. Do not contact the site directly. If you're unsure of who the contact person is, you may find this information on the BCN Scheduling Office website at <http://www.bcnmcu.net/> or contact the BCN NMC at 888 955-2638 for assistance.

Submit a request form to the BCN Scheduling Office to schedule a test session with the off-network site prior to using a site that has never connected to the bridge to resolve any possible foreseeable issues. After you submit the scheduling request form the BCN Scheduling Office will create the reservation and reply to you with a confirmation and reservation number. Please forward the confirmation to the participating sites within your conference. Any changes to the reservation, please reference the provided reservation number.

Service and Repair Issues

Troubleshooting and finding causes for any video transmission issues can be easy, or a very involved, process. Knowing where to start, who to call, when there is a problem with your site or the far end site, etc... The BCN will do everything possible to resolve any and all of your issues quickly and efficiently. Listed below are typical service issues you may experience and who you would call.

Your CPE (Codec) Vendor

You have the option to use any CPE Vendor for your equipment and Codecs. The BCN Network is partnered with Polycom and their contact information is included with this document. If you use another provider please contact them. There is a Polycom Troubleshooting guide available, provided upon request, which can help you deal with common issues that you may be able to resolve on your own.

Polycom: 1 800-POLYCOM (1 -800-765-9266)

Contact Polycom if you experience any of the following issues:

- Service not connecting
- Audio works, but no video
- Video works, but no audio
- Loud or soft audio

Polycom offers the following on-line user guides for additional help:

How to use the Remote and Quick Tips:

http://www.polycom.com/global/documents/support/user/products/video/hdx_quick_tips.pdf

User Guide:

http://www.polycom.com/global/documents/support/user/products/video/hdxroom_ug.pdf

Admin Guide:

http://www.polycom.com/global/documents/support/setup_maintenance/products/video/hdx_ag.pdf

BadgerNet (BCN) Network Management Center (NMC) 1-888-955-2638

The BCN NMC is your point of contact for any issues involving your network connectivity. NMC engineers are also available for any testing you wish to perform. In many cases it will be difficult to determine if the issue is in the BCN network or with your CPE. In most cases it's best to start with the BCN NM/C, which can help you determine the cause of your issues. Contact the BCN NMC if you're experiencing issues such as:

- Pixilating or wavy video
- Poor quality-Fuzzy video
- No Connectivity

BCN MCU Scheduling Office (1-800-243-9482, x5181 or x 5182)

Besides advance scheduling your conference, the BCN MCU Scheduling Office is there to assist with any scheduled sessions that are currently experiencing issues. They will be able to confirm sessions were scheduled properly and resolve issues by stopping and restarting conferences, or working with the sites involved to determine what may be causing your issues. Often times the issues are with the far end sites and the BCN MCU Scheduling Office is best equipped to work with all the parties to get resolution. That is why it's important that you provide contact information at the off-net site locations and a pre-test conference is ran before your scheduled event. The Scheduling Office will do everything possible to make your video session a success.

Contact the BCN MCU Scheduling Office if:

- Session did not start on time (not connecting)
- You need to change the conference (add/delete sites, extend time, etc...)
- Any service issues you're experiencing during a working video session.
- They may be able to resolve the problem while the session is in progress. If not, they will advise who to work with prior to your next scheduled event.

AT&T Service Management

For video operation concerns please contact the BCN Video Service Manager:

Dan Van Abel
Service Manager
AT&T Wisconsin
608 282-7444
dv1864@att.com

Finally, the Division of Enterprise Technology in the Department of Administration is ultimately responsible for the BCN and its services. If you need to contact the BCN team, send an email to WI@badgernet.gov. or you can find contact information on the BCN web site at www.doa.state.wi.us/badgernet.