

# Siler Video Conference Procedures

## 1. Scheduling the Video Conference Room and Equipment

### REQUIRED STEPS (two weeks in advance of video conference call):

- 1) Call (476-8526 or 1-800-280-1618) or email DOH Help desk (*DOH-Help Desk – Main*) and request the most current “Videoconference Request Form”.  
**NOTE:** *Sites change often so it’s always best to request the most current form.*
- 2) Complete the form thoroughly – **SEE [Sample Completed Form](#)**.
  - Form will show all sites – mark all those that will be included in conference
    - We have 4 rooms in Siler with video conferencing equipment. You **MUST** enter the correct conference room number for your conference in the Presenter’s Site section to assure that the correct video unit is connected.
    - **NOTE:** *currently 3 conference room video units are set up.*
      - Room 200
      - Room 231
      - DOC
  - PRIOR to submitting form
    - Contact each site (regional offices, etc.) to confirm that their conference room with video conference unit (VC unit) are available for date and time you are scheduling and provide the conference title, your name, etc. to reserve it for your conference.
    - **NOTE:** *Reserve the room for 45 minutes ahead of scheduled time as equipment will be turned on 30 minutes ahead of meeting time.*
- 3) Submit the **completed form** to the “**DOH-Help Desk – Main**” email

**NOTE: If the Video Conference is cancelled, notify the DOH Helpdesk.**

## Laptop Presentations

### Laptop Presentations can be delivered through video conferencing

If a laptop will be used to show a presentation, the laptop **MUST** be connected **BEFORE** the video conference unit is powered on.

- ALL presentations at one site **MUST** be on one laptop
- To show presentation, click “Presentation” on remote. Click again to change back to main video.

## 2. Setting up BHEM Tandberg Video Conference Unit before the Conference

The video conferencing unit (VC unit) **MUST** be set up and connected. Check all your internet and electrical connections and turn the TV and VC unit on 30 minutes prior to your call.

- **NOTE:** *the server automatically dials each VC unit, so if unit is not powered on when server calls the unit, connection will not be made.*
- When VC unit is powered on correctly, a green light will display on front of VC unit.

**NOTE:** *If you are not seeing yourself on video, click “self-view” or check that the videounit is set for main video. If still not working, check **all unit connections**.*

## DOH Video Conference Administrator Contact Information:

Nick Martinez, DOH Video Conference Administrator

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Office: 827-2485

Cell: 505-231-9165

## Checking all Connections (if necessary)

### TV Connections

- Confirm wires to TV are in Input 1 correct connectors (see Figure 1) and that TV is turned ON and set to AV2.



**Figure 1:** on TV connect 3 wires to Input 1 Row

- Yellow wire to yellow input
- White to white input
- Red to red input

### Video Unit Connections

- Confirm connections on Tandberg VC unit (See Figure 2 & 3 below)



**Figure 2:** Connections from left to right in photo above are defined below

- Electric Outlet to "DC In"
- Yellow wire to Yellow "2 Single"
- Red wire to Red "Audio Out 1"
- MIC 1 to microphone (Figure 3)
- Ethernet to Wall Internet connection



**Figure 3:** Audio microphone

If you still have problems turning the VC conference unit on contact the DOH VC Administrator.

## TIPS:

- **Important:** Make sure video conference units are powered on in time (at least 15-20 minutes prior to meeting). The server will **automatically** dial each unit. If they are NOT on, the equipment will not connect.
- Keep mike away from the TV, otherwise you may hear static.

## Remote Control Tips and Common Errors

- Error: “not registered to gatekeeper” – means network was not connected properly, if all connections are correct you will need to contact the DOH VC Administrator
- The audio mike will initially be muted - Hit yellow remote control “Mic off” button to un-mute
- See separate [Tandberg TRC-3 Remote Control User Guide](#) for additional direction on functions of the remote control buttons.