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Announcement

Effective October 18, the Videoconferencing Services & Collaborative Environments Department has a new name and department number. The new name is "**Videoconference & Collaborative Technologies**" (**VACT**) and the new department number is "**8947**".

Customer Success Stories

- On August 6 and 7, the ACG (Advanced Concepts Group) hosted a 2-day workshop for Sandians and external national and global security *Think Tank* participants. Gerry Yonas (VP, Advanced Concepts Group) thanked the VACT group for providing outstanding technical support during their workshop. The ACG was particularly impressed with the way in which the VACT group willingly pitched in and helped in areas that went above and beyond their normal job requirements as the days unfolded.

The VACT group provided several laptops with network connectivity to capture information and notes, as well as provide the ability to display the laptops for presentation at any given moment.

- On August 2, members from Purdue University's Civil Engineering Department toured Sandia's VACT facilities and conference rooms in New Mexico. Purdue University has long been a participant in videoconferencing and collaborative meetings at Sandia. Members toured several conference rooms including the Visualization Lab and the Access Grid Node. One facility of particular interest to the members was the Game Room. The room is owned by ACG (Advanced Concepts Group) and is managed by VACT. The ACG collaborates with various entities within the labs and other organizations outside of the labs to include public and private sectors. The members requested more information on some of the processes and corporate standards under development by VACT at Sandia.

An email was addressed to VACT in which members thanked VACT for the tour and commented on the "absolutely superb" tour having been both beneficial and enriching.

Service Level Agreements

Attention Private Conference Room Owners - Dependable and reliable videoconferencing can be yours with a Service Level Agreement (SLA). Sandia's VACT group is offering service contracts to help private room owners keep their systems operational. The group is interested in keeping all Sandia videoconferencing systems in the best operational condition. We offer a variety of service level contracts to meet your needs for maintenance and operational support. Please contact Pamm Lesley at 294-2843 or Dan Schell at 844-2278 for more details.

Who's Who in Videoconference and Collaborative Technologies

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8947 Newly Redesigned Website

Have you visited VACT's recently redesigned website at <http://www.sandia.gov/coco/>? The website includes a fresh new look and a more user-friendly navigation structure. Descriptions and pictures of the rooms and services have been added; the Desktop Videoconferencing Security Registration page has been redesigned; and the Security area has been updated. All desktop videoconferencing users must register their PC and desktop video information. This applies to ViaVideo, Viewsonic, and other videoconference cameras. (<http://www.sandia.gov/coco/security/desktop.html>)

Techie Corner

How to play a VHS video tape through a Polycom System:

Note: Videoconferencing system and TV must be powered on for the VCR playback to work.

- Press the "NEAR" button once or twice on the Polycom remote until a series of icons appear at the bottom of the screen.
- Use the red arrow buttons to navigate over to the VCR icon.
- Press the red center button (center button of the arrow buttons) to select the VCR. (*Note: At this point, you may notice video smearing. This is called video feedback and it is normal.*)
- Power on the VCR, load tape and press PLAY (or the triangle button) to start your tape.
- Adjust the volume on the TV set.

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About the Videoconference & Collaborative Technologies Newsletter

This newsletter was created by the Videoconference & Collaborative Technologies Department to inform you of the latest videoconferencing technologies available and to aid in the use of these tools.

If you have any questions or comments regarding this newsletter, please contact Celia Ojeda at 294-2125, or by email at crojeda@sandia.gov.

Videoconferencing Assistance

For immediate assistance, call the CCHD at 845-2000, Option 1. Alternatively, for non-emergency information or assistance you may contact us via the Videoconferencing Scheduler Line at 845-2000, Option 2.



crojeda@sandia.gov

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