



Hosted Video Site Readiness

Customer must fulfill the following responsibilities before Cincinnati Bell Technology Solutions (CBTS) work tasks can commence. These responsibilities are outlined as *Video Network Readiness* needed at each physical location and *Video Room Readiness* needed for each video room system.

It is highly recommended that the customer follow this sequence and timeline for completing Hosted Video Site Readiness:

Average Time Constraints

1. OARnet connectivity – 60 days
2. Submit Service Now ticket to order Video Equipment – 30 days
3. Submit Service Now ticket for Video Network Settings and Firewalls – 14 days
4. Submit Service Now ticket for DHCP reservation and DNS names assignments (after video equipment is received) – 14 days
5. Submit Service Now ticket for Skype for Business Account/Outlook Calendar Account (if needed) – 14 days
6. Network cabling, PoE data Jacks & 120v Power outlets installed – 14 days
7. Submit Service Now Ticket to order Hosted Video Room Profile (with TAW) – 14 days
8. All equipment installed – 1 day



Video Network Readiness

- **Submit Service Now ticket for Video Network Settings and Firewalls for each location with the following information:**
 - The minimum bandwidth required is 768kps; 1920kps is preferred. This will need to be applied to QoS.
 - Provide an NTP server or open ports to allow endpoints to access 10.85.12.20 and 10.85.12.36
 - On the firewall, make sure that a SIP/323 aware ALG is **not** enabled
 - SIP timeout must be set to 24 hours on each line
 - The firewall ports requirements found in the ***OIT FW Request Template - NGTS Voice.xlsx*** document under the ***Hosted Video*** tab must be opened for full functionality of the video unit. (*OIT FW Request Template – NGTS Voice.xlsx* document to be provided by CBTS)
 - Please work with your assigned OIT Network Engineer

Video Room Readiness

Video Equipment Ordering

- **Submit Service Now Ticket to Order Video Equipment**

Available Video equipment can be found in the NGTS Hardware Catalog available online at: https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Implementation.aspx under IP Phone Hardware Catalog

Recommendations & Guidelines

- Standard Room sizes are defined as:
 - Small – up to 200 square feet, less than 12 people
 - Medium – 200 to 400 square feet, 12 to 16 people
 - Large – 400+ square feet, 16 or more people
- Polycom Group Series 700, 500, or 310 are for most medium to large size spaces.
- Polycom Trio 880 are for smaller rooms or collaboration spaces. Do not order a Trio for a room using a projector, as there are compatibility issues.



- If ordering a Group Series system, it is highly recommended to order the Touch Panel option, which make the video system much easier to use.
- The EagleEye Producer and EagleEye Director II are camera-tracking options that allows the camera to track and follow voices automatically. The EagleEye Director II is for larger spaces. These can be toggled on or off as desired.
- When ordering a Group Series unit, you will need to order the 10lb Universal Top Shelf (medium) from the CBTS catalog, this shelf is for mounting the camera on top of the display.

- **Display/Monitor**

- Recommendations & Guidelines*

- Group Series units
 - consider two screens if the venue will support it. One will support Content Sharing and one for Video Conferencing.
 - Projectors may be used on Group Series units, but are not preferred due to the amount maintenance they require. If a projector is necessary, ensure that they are high lumens projectors, as you will want to have the lights on so that participants in video calls can be seen.
 - Trio 8800 units only support one screen. Again, this is best for smaller spaces.
 - Consider the largest screen size for the space. How far away will the farthest viewer sit? Will the documents you view have small or detailed information?
 - A wall mount bracket is needed for TV or Display mounting. Otherwise, a tabletop stand for the TV to sit on may work.
 - Client will provide an HDMI compatible display
- **All video equipment must be installed by customer (or contracted with CBTS) prior to Site Turn-up.**

Hosted Video Room Profile Ordering

- **Submit Service Now Ticket to order Hosted Video Room Profile.**

- Recommendations & Guidelines*

- When you submit the Service Now ticket, attach the completed Video TAW.
 - A DID number needs to be assigned to each video unit; existing DID or CBTS will assign new DID.



- For Trio Video units, the Skype Username and Skype Password needs to be included on the TAW – *see Skype for Business Integration – for Trio devices only section below*
- Each unit receives its own Video Bridge number and account information, which should be documented and placed near the unit.

DHCP reservation and DNS names assignment

- **Submit Service Now Ticket for DHCP reservation and DNS Names Assignment**
 - Request a DHCP reserved IP address for the Polycom Device. Provide device MAC address on ticket.
 - Request a DNS name to be associated to the reserved IP. DNS name must adhere to the standard naming convention that represents the building/floor/conference room number such as SOT39A2
 - The FQDN is within the agencies domain name space, i.e. das.ohio.gov
 - The local equipment being installed needs to be in the local domain of the organization.
 - Ensure that DNS name is used and that no IP address should be displayed for appropriate security – recommend affixing a label to bottom left of the screen for each unit denoting the DNS name for the unit.

Skype for Business Integration – for Trio devices only

- **Submit a Service Now Ticket for Skype for Business Account Setup for the Video Room (Trio devices)**
 - Create a Skype for Business Cloud account (based on the current Outlook Calendar name)
 - Ask the ID Team to send back the following information:
 - SfB room name
 - SfB password
 - Outlook Calendar name
 - Outlook Calendar password
 - The TRIO unit factory settings are set to *HTTPS* only on the phone. The device settings need to be changed to *HTTP and HTTPS* before the device can be activated on the NGTS services.

Outlook Calendar Integration – for non-Trio devices



If an Outlook Calendar account does not already exist, a service request must be submitted to create a new account.

- **Submit a Service Now Ticket for Outlook Calendar Account Setup for the Video Room**
 - Create a Outlook Calendar account (based on the current name)
 - Ask the ID Team to grant PolycomDMA@ohiodas.onmicrosoft.com reviewer access to the room calendar account.
 - Ask the ID Team to send back the following information:
 - Outlook Calendar name
 - Outlook Calendar password

Cabling and Power

- **Provide all network cabling and PoE data jacks (1, 2 or 3 ports).**

Recommendations & Guidelines

- One PoE (Power over Ethernet) port is required for each Video Codec unit and one PoE port is required if a Touch Panel was ordered.
- All PoE ports need to be configured for the Voice VLAN and Data VLAN and have the firewall ports opened. *See Video Network Readiness*
- It is recommended that for rooms using a display/monitor that one of the network jacks be placed behind the display at a height of 72 inches above the finished floor. The second jack should be placed either under the table or near the desired location of the touch panel control, if applicable.
- If you are installing a SmartTV and you intend to use apps or browse the web using the SmartTV functionality, then a **third network jack** will be needed.

- **Provide 120v AC Power Outlets.**

Recommendations & Guidelines

- Power will be needed for each Display/Monitor. It is preferred that power be installed behind the display/monitor at a height of 72 inches above of the finished floor.
- Power for the Video Codec should be located near the Codec device.
- Power for the touch panel is provided via Power over Ethernet from the network jack and does not require an AC power outlet.
- Power strips with surge protection must always be utilized.



Content Sharing

Recommendations & Guidelines

- Content Sharing includes File Sharing, Desktop Sharing, Web Sharing, Video Share, etc.
- Hosted Video Services only supports the following standard Content Sharing interfaces:
 - USB
 - HDMI
- The preferred and most convenient method of Content Sharing is using a USB to Micro USB cable. Simply connect the cable to the Video System Touch panel and your computer's USB port. Click this link to see instructions: [Presenting Content Via USB](#)

Support Requirements

- **Each site must designate primary and secondary Local Video Support personnel on the Video TAW. These support personnel will serve as Tier 0 Support and assist site users with basic functionality such as:**
 - **How to add video room calendar entries**
 - **How to initiate video calls**
 - **How to share content**
 - **How to initiate webcasts**
 - **How to record videos, webcasts**
 - **Video screen, camera settings, general changes**
 - **Other basic trouble shooting**

Recommendations & Guidelines

- The Local Video Support team will receive training and become the first level support for all Video Conferencing issues and user questions.



Hosted Video Site Readiness

- Contact information will be collected and published for the site's Local Video Support team
- Incident Tickets will need to be submitted and managed thru your Local Video Support resource. This resource will become the point of contact for the Customer Service Center (CSC).