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:
  
  o The minimum bandwidth required is 768kps; 1920kps is preferred. This will need to be applied to QoS.
  o Provide an NTP server or open ports to allow endpoints to access 10.85.12.20 and 10.85.12.36
  o On the firewall, make sure that a SIP/323 aware ALG is not enabled
  o SIP timeout must be set to 24 hours on each line
  o 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)*
  o 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](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 exists, 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 support 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.
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).