



## **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.
  - **SIP Ports 5060/5061** must be open for this to work correctly. (This should already be open)
  - HTTP/HTTPS **ports 80 and 81** must be open to the CBTS/NGTS core.
  - 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 following ports must be opened for full functionality of the video unit:

Function	Port Range
Polycam People+ Content IP	5001 UDP
Gatekeeper Discovery (RAS)	1718-1719 UDP
Q.931 Call Setup	1720 TCP
Audio Call Control	1731 TCP
Video Range	3230-3291 TCP/UDP
Audio Range	3230-3291 TCP/UDP
Data/FECC Range	3230-3291 TCP/UDP
SIP ports	5060-5061 TCP/UDP
HTTP/HTTPS ports	80 and 81

*\*\* Full Hosted Video firewall IP destinations are available from CBTS*

## 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: <http://www.cbts.net/assets/PDFs/BallparkCalendar/NGTS Hardware Catalog 052517.pdf>

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
- 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
  - 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.

## **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.

**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

## **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 send back the following information:
    - Outlook Calendar name
    - Outlook Calendar password

## **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 a 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).