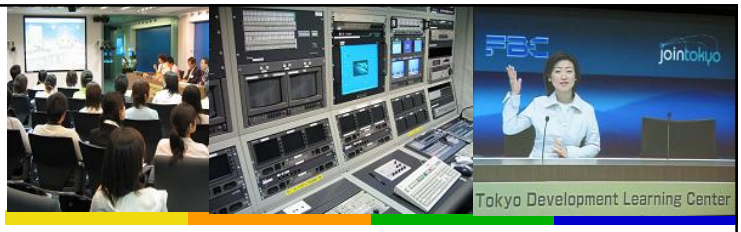

GDLN Multimedia center

Working in Front of the Camera:
TAKING YOUR VC TO THE NEXT LEVEL

Drew Stewart
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Video Services Coordinator
GDLN Multimedia Center

POINT/MULTI-POINT Connections

1 SITE to 1 SITE

Connection can be made by one site dialing directly to another.

1 SITE to MULTIPLE SITES

Requires a "Bridge" (computer device that dials & connects all sites). GDLN BRIDGES located in Wash. D.C., Paris, China. All VC's are "webbed" and managed through at least one of these Bridges.

POINT / MULTI-POINT Connections

VOICE ACTIVATION SYSTEM

SWITCHING BETWEEN SITES CONTROLLED BY COMPUTER, NOT BY HUMAN TECHNICIAN.

(NOTE: Voice Activation can be overridden by Monitoring Technician in GDLN studios on special circumstances)

VOICE OR SOUND TRIGGERS SWITCHING…. VIDEO SWITCH OCCURS 2-3 SECONDS BEHIND AUDIO.

POINT / MULTI-POINT Connections

- **GDLN video-conferencing facilities employ the cutting-edge IP standard, meaning *transmission takes place over the Internet* - using standard IP addresses…sending audio/video data in info bits known as "packets".**

- **IP is replacing the dominant ISDN standard, where transmission took place over "enhanced" (& costly) telephone lines.**

POINT / MULTI-POINT Connections

- IP conferencing promises lower investment, management and operational costs, but higher efficiency and more effective performance compared to the traditional standard.

- With the Internet supporting transmission, similar equipment and products from different vendors can now communicate with each other. i.e. : NOW YOU CAN BE VC-CONNECTED AT YOUR DESKTOP!

REASONS FOR SYSTEM FAILURE

- FAULTY PROGRAMMING AT BRIDGE/NOC
- "LINK" (connection) IS LOST/ "JITTERY"
- Far End EQUIPMENT NEEDS TO BE REBOOTED

Aberrations

- SUN SPOTS and/or WEATHER
- SNAP SHOT button accidentally hit.

REASONS FOR SYSTEM FAILURE

FACTS ABOUT PACKET/TRANSMISSION

As quantified by Polycom Labs

- Network jitter can result in packet loss
- A 1% packet loss may produce blocky video and/or audio loss
- A 2% packet loss may make video unusable, although audio may sound somewhat acceptable

DISCONNECTIONS during Program

MOST DISCONNECTS LAST ONLY A FEW MINUTES

Solutions

- **DROP SITE & RECONNECT**
- **REBOOT SYSTEM (FAR END)**
- **RECONNECT BY *AUDIO ONLY***

CONNECTIONS MONITORED on PC

PC Status Screen only indicates:

1. **SITES: "CONNECTED" or "NOT CONNECTED"**
2. **MICS: "MUTED" or "UNMUTED"**
3. **and Strength of Signal/Connection**

PC MONITOR Help Lines
STUDIOS
(202) 458-7551 or (202) 458-7549
WB Bridge/NOC
(202) 473-7000

VC ELEMENTS: AUDIO

AUDIO MOST IMPORTANT ELEMENT
(VC can continue w/o video but not w/o audio)

MICROPHONES:
- **Desk Mic's: CLOSE BUT NOT TOO CLOSE**
- **Saucer Mic's: VERY CLOSE**

TIP: Place MOUSE PAD under Saucer mic's

NOTE: If site has more than one mic, open only ONE mic at a time.

VC ELEMENTS: VIDEO

Secrets to Successful Video conference

1. **Move the camera often, change from wide shot to close-up.** (Some sites have "automatic" cameras)
2. **Put primary Speaker in Close-Up.**
3. **Use "PRE-SETS" for camera shots.**

VC ELEMENTS: VIDEO *(1)*

Working With Technological Constraints

- **Compressed video must transmit information via a smaller "pipe" than a televised broadcast.**
- **The camera and microphone take in more information than the "pipe" can handle, so the video and audio information must be processed by a piece of equipment called the codec *before* it can be transmitted.**

VC ELEMENTS: VIDEO (2)

Working With Technological Constraints

- **Incoming signals are decoded by the codec before they are sent to the monitor and speakers.**
- **All this processing takes its toll on the resulting picture and sound, and usually results in the following features:**

VC ELEMENTS: VIDEO (3)

Working With Technological Constraints

- **Video** *"ghosting"* **or** *"image softness"* **is the codec's way of compensating for rapid information flow.**
- **One way the codec compacts information is by reducing frame rate (number of video images per second), which can make rapid motions appear jerky.**
- **The codec also drops resolution to compress information, which can make an image fuzzy or chunky..**

VC ELEMENTS: AUDIO

Working With Technological Constraints

- *Audio delays* **can occur because it takes about a second for information to compress, and travel, and decompress**
- **Videoconferencing novices usually experience a few awkward crossed "go ahead" conversations due to this time delay. Since there's no way to prevent the delay, learn to finish thoughts in a single statement with an obvious conclusion.**
- **Listeners should avoid interrupting and use visual cues (like nodding) instead of verbal affirmations (like "uh huh").**

VC ELEMENTS: Picture Quality

- **Transmission "Speed" affects Picture Quality.**
- **Speed rated at KPS: Kilobytes per second**
- **Higher the speed, higher the picture quality.**
- **GDLN default speed is 256 (192 firewall) kps.**

Speed Rates: 64
128
256
384

POWERPOINTS & OVERHEADS (1)

CREATE ALL PAGE LAYOUTS IN A HORIZONTAL, "LANDSCAPE" FORMAT.

USE A STRONG CONTRASTING COLOR SCHEME (FONT OVER BACKGROUND)

MAINTAIN 1.5 INCH MARGINS ON ALL SIDES

NOTE: KEEP ALL DIAGRAMS/CHARTS SIMPLE.

POWERPOINTS & OVERHEADS (2)

FONT TYPE: ARIAL
FONT SIZE: 28 point minimum.

12 point size
18 point size
19 point size
28point size
32point size
36point size
60 point size

COMPUTER SCREENS & WEB SITES

Because of the compressed video inherent in VC technology, computer images of web sites & software applications do not clearly convey! Image is very soft/fuzzy.

Also: Web site default fonts are 12 pt. Cannot zoom in.

Alternatives

Print out screen shot and place under Document camera. Use zoom.

Use Net Meeting.

IF POWERPOINT IS NOT INVOLVED IN YOUR VC

Consider "Hollywood Squares" or split screen. Allows all sites to view all sites at all times.

Note:
Must be requested 24 hours in advance of VC

Program Preparation

- Select Topic
- Select Destination Sites
- Select Dates & Times
- Confer w/ Sites on interest & availability
- Schedule Sites
- Select Site Facilitators, Instructional Designers

Select Key Roles of VC

Moderator

Presenters

Program Preparation

Key Roles of VC

Moderator

- - Acts as Host/M.C.
- - Opens, Closes Program
- - Keeps time of Running Order
- - Manages sites, Q & A
- - Provides “energy”

Presenter

- - Makes Presentations
- - Provides analysis

Program Preparation

- Know your audience. Adapt the presentation to the ability level of the participant
- Use a variety of media (Photos. Videos. Props)
- Ensure support from local facilitators

CREATE RUNNING ORDER

RUNNING ORDER PARLIAMENTARIANS ON CURBING CORRUPTION.

TIME	SPEAKER	EVENT
8:00 - 8:15		Preparation & walk-in
8:15 - 8:20	Rick Stapenhurst	Introduction & background
8:20 - 8:25	(Note: Remember to call out the order and ask each Mission to answer when called upon)	Introduction of Missions: _____ - Benin _____ - Ghana _____ - Uganda
8:25 - 8:35	Hon. H. Ruzindana	Review of Seminar
8:35 - 8:45	Benin	Comments from Benin
8:45 - 8:55	Ghana	Comments from Ghana
8:55 - 9:05	Uganda	Comments from Uganda
9:05 - 9:15	R. Stapenhurst	Conclusion

Program Preparation

- Prepare a contingency plan to be used in case of technological breakdown (telephone, videotape replay).
- Test the equipment.
- Schedule a rehearsal session.
- Email all Presentations to receiving sites

Opening the Program

- All sites connected 30 minutes in advance
- Videotaped Montage signals “Program Begin”
- Moderator welcomes participants and Presenters
- Moderator reminds all participants to adhere to their assigned times (see Running Order)

Opening the Program

MODERATOR:

- **Announces VC title, all participating panelists, and all connected sites**
- **Lays out the objectives of the session**
- **Reminds sites to mute their microphones when they are not speaking and to un-mute them when they are speaking**

Facilitating the Program

MODERATOR:

- **Make notes of the questions for further reference during the session.**
- **Include individual and group activities.**
- **Distribute interaction time among the sites.**
- **Pre-Announce Q&A times & order: ("…we'll stop in 5 minutes for Q & A. First we'll go to China, then India, and then Sri Lanka…")**

Facilitating the Program

MODERATOR:
Use Document Camera to silently talk to Sites and Control Booth

- **Write messages under document camera to ask questions or make requests to Control Booth.**
- **Give silent "time cues" to speakers at far end site.**
- **Solve connection problems when there is no audio (write: "If you can see us, please wave")**

PRESENTATION

- **Avoid monotony by dividing the session in segments (15-20 minutes of speech) and including a variety of learning experiences**

- **Verify the clarity of the presentation by asking the participants for feedback**

- **Modulate your voice to show enthusiasm, using conversational style**

PRESENTATION

- Slow down the speed of speech, particularly while talking to an audience listening to the presentation in a second language
- Project your voice, speaking slightly louder than in normal speech
- Visual aids should be simple with large, clear text and diagrams

PRESENTATION

- Avoid paper rustling, tapping and other distracting noises close to the microphones
- Keep to the time scheduled for each activity **(USE RUNNING ORDER !)**
- Create the opportunity for interaction -- allow ample time for responses.

WARDROBE

- Avoid white and black, as well as busy patterns !!!!!
- Blue is best “when in doubt” color
- Avoid excessive or dangling jewelry
- Wear eyeglasses only if necessary as this can create glare on the camera

RECORDINGS:

All VC’s in Studios are Videotaped.

TAPE FORMATS:
VHS: for office/home review purposes
DIGITAL: for WEB, dubbing, editing
DVD: For ease of playback

GDLN Multimedia Team

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