

VTC Quick Reference Guide

What is VTC Anyway?

1. VTC stands for Video Teleconferencing. All across the Department of Defense and Federal Agencies, you'll find videoconferencing facilities in use, allowing DoD staff, managers and employees to communicate with each other while staying close to their duty station. These facilities have been used to conduct meetings, briefings, job interviews, classes, and morale calls.
2. The Fort Buchanan VTC System provides secure multi-point videoconferencing capability to the Fort Buchanan staff, tenant units and Federal Agencies in support of command, control of deployed forces and general common-user videoconferencing requirements. The system provides unclassified and secure (US SECRET) services only. VTC enables meetings that otherwise might not happen. It allows face-to-face interface meetings as conveniently and spontaneously as you can talk by phone.
3. We have several conference rooms on post that can support your operational and educational meetings up to the SECRET level. For first time users, we've included additional information, which will provide with an overview of how it works, who needs to be contacted, and what to expect.

You've been tasked to attend a VTC...

1. At a minimum, we need to know:
 - Subject of the conference.
 - Classification of the conference (Classified or Unclassified).
 - Date's and time's of the conference.
 - The local end user's name, phone number, email address.
 - The hosting VTC facility coordinator's name, phone number, and email address.
 - **Customer will need to open a trouble ticket with the NEC Help Desk NLT three (3) working days prior to the day of the VTC.**
 - **Prior to the conference, the customer will need to schedule a VTC conference room with the respective points of contact below:**
2. You will need to determine who locally needs to attend the VTC. If the conference is classified, it is the coordinator's responsibility to make sure that all attendees have the proper security clearance. Following is a list of Fort Buchanan's conference rooms and respective points of contact for conference room scheduling. Each is controlled by the respective organization. This means that you will need to schedule the conference room with the respective POC.

VTC conferences room POC's:

- Bldg 390, Third Floor, Gen. James A. Buchanan Conference Room, Magda Rivera @ (787) 707-3440 (Unclass and Secret)
- Bldg 390, IOC Conference Room, Joann Morales @ (787) 707-3363 (Unclass and Secret)
- Bldg 390, Second Floor, RMO Conference Room, Vilma Lopez @ (787) 707-5179
- Bldg 509, DOL, Charlie Burgos @ (787) 707-3836
- Bldg 527, NEC Conference Room, Jahaira Rodriguez @ (787) 707-3347
- Bldg 399, MICC Conference Room, Mr. Mendez @ (787) 707-2487
- Bldg 511, DPTMS Training Room, Jaime Morales @ (787) 707-3412
- Bldg 192, CPAC Conference Room, Mr. Rivera @ (787) 707-3230
- Bldg 204, ILO Office, WO1 Marlene Rivera @ (787) 707-5154



A Message from the NEC Director...

...Fort Buchanan NEC personnel are here to help you.

Feel free to call us if you have any questions regarding or are interested in seeing the VTC facilities.

Remember that since VTC allows multiple attendees around the world to meet and discuss issues, your hosting of or attendance at a VTC helps prevent costly TDY trips.

Ultimately, you, as a VTC user or organizer, can contribute greatly in the saving of organizational funds, which can be dedicated to more cost-effective and mission-essential requirements.

If you have questions regarding this or any IT-related matter, please do not hesitate to contact the **NEC Help Desk at (787) 707-4357.**

With the Fort Buchanan NEC, you get "IT"!

Questions? Comments?

Contact the Fort Buchanan NEC HELP DESK (787) 707-4357 DSN 740-4357

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You've been tasked to attend a VTC (cont.)...

3. The requestor need to call the **NEC Help Desk at (787) 707-4357**. The requestor need to provide the information listed in Para. (1), of this section, to the NEC Help Desk, to initiate the request. NEC personnel will verify availability of off-post connection and the location hosting the conference. Once availability of the connection, necessary equipment, and conference room has been confirmed, NEC VTC personnel will contact the requestor via telephone or e-mail. Every attempt will be made to resolve scheduling conflicts, but, in some cases, it may be necessary to reschedule the VTC. Lack of timely coordination, though, may result in the lack of VTC availability, if all conference rooms or support equipment have already been requested and scheduled. Therefore, users are encouraged to initiate scheduling as far in advance of the VTC as possible.

4. The day prior to the conference it's a good idea to confirm everything is still a "go" with your distant end conference counterpart, the associated conference room, and with us.

5. It is our recommendation that you show up at the conference room at least 15 minutes prior to the VTC start time. This will allow the VTC facilitator/operator to preset the camera angle, adjust the VTC remote control volume and give you a quick rundown of the system remote control buttons.

What do you need to schedule or attend a VTC...

1. Determine whom you want in your conference. Find a time that works for all concerned. Also, find out what type of VTC capabilities they have at their location.

2. As a minimum, the NEC will need the following information:

- Subject of the conference
- Classification of the conference
- Date and times of the conference. You should have an alternate date and time in the event there is a scheduling conflict.
- **Customer will need to open a trouble ticket with the NEC Help Desk NLT three (3) working days prior to the day of the VTC.**
- **Prior to the conference, the customer will need to schedule a VTC conference room with the respective points of contact.**
- The people and locations you want to conference with. We will need to know their name, phone number, and email address (if available). If possible, we'd like to know their VTC facility coordinator's name and telephone number, as well.

3. After that and as applicable, Steps 3-5, from the "You've been asked to attend a VTC..." section, above, should be followed, to ensure your VTC's success.

What to expect during the VTC...

Most of the things that happen in a videoconference are the same things that happen in other meetings and classes. People talk, negotiate, make decisions, interrupt each other, make jokes, and act the way they always do. Of course, there are a few differences of which users should be aware:

- Arriving - As usual, you have to wait for everyone to arrive. With a videoconference, people arrive by video, as well as through the door.
- Getting Settled - As people are adjusting their chairs and papers, someone else might be adjusting the camera and sound. The camera can point in various directions and show wider or narrower views. The person at the keypad presses buttons to adjust it for a good view of the people in the room. Another keypad button adjusts the audio volume. At the same time, you may see the people at the other end of the call (the "far end") making their own adjustments.
- Under Way - As the meeting starts, people begin talking and interacting as they usually do in meeting and classes. The camera is above/below the screen, and the microphone is on the table.



What's the difference between watching a VTC and television...

You can talk back to the people in the screen - Of course this seems obvious, but after a lifetime of the characters on your television not talking back, you might feel a bit reluctant the first time you try it. Don't worry, though, because as your first VTC progresses, you will certainly grow accustomed to it. Once you start your second VTC, you'll be a regular professional!

The picture isn't as smooth as on TV - Sending live video through mere phone lines or the IP cloud has limitations. Picture and sound clarity and continuity are constantly affected by the amount of bandwidth consumed. No videoconference is as smooth or sharp as a television broadcast. VTC attendees will most often notice this as attendees or speakers on the distant end enter, move around, or exit the camera's view.

There's a slight delay - The live video takes a fraction of a half-second to send and receive, so what you see and hear actually happened about a half-second earlier. VTC attendees quickly grow accustomed to this and automatically pause an extra moment as you either begin or finish talk-

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