

Scheduling a Multi-Point Videoconference

1. All requests for a multi-point videoconference (3 or more sites) shall be made via fax or e-mail to NJDOC's Videoconferencing Program Manager or assigned designee **at least 5 (five) business days** of the requested multi-point conference.
2. The individual or unit requesting the multi-point conference will be responsible for contacting all the institutions and staff that will join the multi-point conference prior to the conference date.
3. The individual or unit requesting the multi-point conference will be responsible for reserving conference rooms at individual sites for the date of the multi-point conference prior to requesting videoconferencing connection.
4. The individual or unit requesting the multi-point conference will be responsible for providing dates, times, sites and purpose of the multi-point conference.
5. The individual or unit requesting the multi-point conference will be responsible for maintaining a master schedule of the dates and times of all upcoming scheduled multi-point videoconferences. NJDOC's Videoconferencing Program Manager or designee shall be consulted prior to scheduling any new videoconferences for conflicts and availability.
6. Upon receipt of a request by the NJDOC Videoconferencing Program Manager or designee, the requesting individual or unit shall verify availability date and time. **If the requested date and time is not available**, the NJDOC Videoconferencing Program Manager or designee shall advise the requesting individual or unit as soon as possible and alternate dates and times shall be made available.
7. The requesting individual or unit agrees to provide the NJDOC Videoconferencing Program Manager or designee with the name and telephone number(s) of an appropriate representative to contact in the event of videoconferencing terminations, cancellations or other problems.
8. The NJDOC Videoconferencing Program Manager or designee will send e-mail notifications to all institutional coordinators 24 hours before the start of the multi-point conference event.

Procedures for a Multi-Point Videoconference

1. The individual or unit requesting the multi-point conference will advise the institutional Videoconferencing Coordinator of any scheduled multi-point videoconference.
2. The Videoconferencing Coordinator will ensure that the videoconferencing equipment is turned on and ready to receive incoming calls **at least one (1) hour** prior to the scheduled multi-point videoconference.
3. The NJDOC Videoconferencing Program Manager or designee shall initiate all multi-point videoconferences from Central Office Headquarters.
4. The NJDOC agrees to provide telephone number(s) of all site coordinators to participating agencies.
5. Multi-point videoconferences with inmates shall be available at all NJDOC institutions on a daily basis from 8:00 AM to 4:00 PM, excluding weekends and holidays.
6. All parties agree that no videoconference with an inmate in a NJDOC institution will be scheduled to commence later than 4:00 PM, unless otherwise previously agreed by all parties.
7. Additional multi-point videoconferences beyond normal hours may be held if mutually agreed upon by all participating agencies.
8. Correctional Facilities reserve the right to terminate any videoconference in progress at the discretion of the Administrator or his/her designee whenever security, staffing or other situations require such action.
9. Correctional Facilities reserve the right to terminate or cancel all videoconferencing at the discretion of the institutional administrator or his/her designee.
10. In the event of the termination of a multi-point videoconference in progress or the cancellation of a scheduled videoconference(s), the NJDOC Videoconferencing Program Manager or designee shall inform the affected agencies by telephone as soon as is practicable.
11. The institutional videoconferencing coordinator will advise the NJDOC Videoconferencing Program Manager if disconnections are caused by generator testing or electrical malfunction at the institution.

Preparation for a Multi-Point Videoconference

1. The Correctional Facility's Videoconference Coordinator agrees to familiarize all staff with the general operation of a videoconference prior to their scheduled multi-point videoconference.
2. Startup Sequence for Videoconference Unit:
 - a) Turn on TV monitor. (Power button).
 - b) Turn on Camera Unit. (Rocker switch on back of camera unit).
 - c) Camera will move.
 - d) Green light will be lit in front of camera unit.
 - e) Polycom logo will show.
 - f) Music will sound.
 - g) Numbers 1,2,3 will blink from yellow to green.
 - h) My ISDN: 1.609.3963265/???? is your video number. (1 + 10 digit number).
 - i) Place triangular microphone pod in front of all videoconference participants.
 - j) Press mute button on microphone pod (it will turn red).
3. Camera Control:
 - a) Press "NEAR" button. (Camera will appear in upper right corner).
 - b) Move camera with arrows and "ZOOM" buttons to control lens.
 - c) Adjust camera to view entire room or audience in conference.
 - d) Adjust room lights (on/off) and window blinds for best view.
 - e) A sign with your location (i.e., Central Regional Office - Trenton) should be in view so that others can easily identify your video image on their screen.
 - f) Press menu button to get back to original screen.
4. Audio Control
 - a) Use the "VOLUME" buttons on TV monitor to control your site's volume.
 - b) The "RED" button mutes your site. A crossed out microphone will appear on the screen.
 - c) Pressing the button on the microphone pod mutes and unmutes your site.
5. Remote Control
 - a) Place remote control on television and away from participants, it will not be needed during a multi-point conference. *Please note that most issues with multi-point conferences is user error and volume/noise control.*
 - b) Do not use remote control during conference, you may be disconnected.
6. Then wait...
 - a) Wait for videoconference call by Central Office to connect you. Your videoconference unit will be called and brought into the conference along with the other participants at the designated time.
 - b) If your videoconference system is not turned on and ready before the scheduled conference, your site will not be connected.

