

Videoconference Installations over an IP network

Network Requirements

Configuring your Videoconferencing System for Firewall Traversal

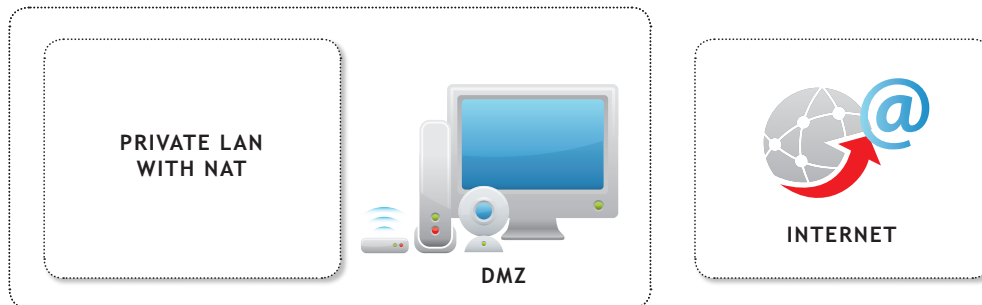
This pamphlet explains how to configure your video communications systems for firewall traversal on the GCSN network.

Placement Behind a Firewall

The GCSN recommends you place your system behind a firewall. You can place it in the DMZ with a public IP address or in a private LAN with Network Address Translation (NAT). The GCSN recommends that the DMZ method is adopted.

DMZ with a Public IP Address

Placing your systems in the DMZ allows you to assign them public IP addresses, making it easier to connect with public video communications devices in the Internet.



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The alternative: **Not recommended** - Private LAN with NAT
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Project Overview

Project management

The school provides project management, unless a 3rd party is contracted to provide project management services to the school.

Network

Installation of videoconference systems does not include resolving any network issues that may be present; these are outside the control of the installer. If your network is complex, or issues are anticipated, it is recommended that you request that your network administrator completes a network audit to assess both the ability of the network to support videoconferencing and the impact of videoconferencing on other network traffic.

Quality of Service cannot be guaranteed when calling over the Internet and call quality should be expected to fluctuate. However this is expected to improve with the use of fiber networks.

Delivery, installations and training

Most hardware is ex-stock by the distributor. If it is, expect approximately two/three weeks to deliver and install and longer for multiple site projects. Freight charges are usually included in the price of installation.

Network must be active prior to installation being scheduled, if engineers have to make multiple site visits, additional charges may be incurred. Please be aware that the room may need to be available for up to three hours for installer to complete installation. A brief overview of the solution will be given at the time of installation but training is recommended for new users.

PC based videoconferencing

PC based videoconferencing solutions are provided as a self-install solution. Please ask, as there is technical information available to support your IT team to install the software, but the installation and configuration is usually the responsibility of the purchaser.

Videoconference Room Requirements

The room must have:

- Sufficient power (min. two outlets - for display and videoconference system)
- Live network port
- Room design considerations:
- Position of videoconference system and display - for both mobile or fixed solutions
- Lighting - it should be bright and even.
- Ideally the background that will be displayed to the far end will be a plain blue colour
- Eliminate/minimise any potential noise issues - loud air conditioning, traffic, etc.

If you want more information on any of the above please inquire via the GCSN website, or approach your local VC supplier directly. They will be able to provide you with the information you require, including detailed advice on room design for videoconferencing.

Videoconferencing equipment needs to be installed correctly and it is important that you get the solution that meets your local requirements.