

Haryana Government  
Secretariat for Information Technology



हरियाणा सरकार  
सूचना प्रौद्योगिकी सचिवालय

No. 2/343/7474

From

Principal Secretary to Government Haryana,  
Electronics & Information Technology Department.

To

1. All the Administrative Secretaries to Government of Haryana.
2. All the Heads of Departments in Haryana.
3. All the Divisional Commissioners in Haryana.
4. Managing Directors/Chief Administrators/Chief Executive Officer of all the Boards, Corporations etc. in Haryana.
5. All the Deputy Commissioners in Haryana.
6. Registrars of all the Universities in Haryana.
7. State Informatics Officer, Haryana State Unit, Chandigarh.

Chandigarh dated, the 11.09.2018

<sup>12</sup>  
Subject: Integration of NICNET & SWAN VC resources in Haryana - Guidelines thereof.

Sir/Madam,

I am directed to address you on the subject cited and to enclose a copy of Standard Guidelines for Integrated VC Resources in Haryana for information and necessary action.

Sr. Administrative Officer,  
for Principal Secretary to Government Haryana,  
Electronics & Information Technology Department.



# National Informatics Centre

Standard Guidelines

for

Integrated VC Resources in Haryana

**State VC Infrastructure Management & Resource Control Centre**

National Informatics Centre  
Haryana State Centre,  
Chandigarh

E&IT Department  
Government of Haryana

**This** document provides guidelines for the management of NIC & SWAN VC resources to ensure optimized usage of all available resources in the state of Haryana. Specifically, the guidelines address the issues related with online reservation of VC sessions, allocation of available VC resources, updating of VC sessions, to check VC status on particular date and studio availability ETC.

It is presumed that the use of these guidelines will strengthen VC infrastructure in the State and will results in efficient and smooth delivery of VC services. The use of RESERVE (<https://reserve.nic.in>) portal would ensure real-time control and management of VC resources. This all, would also, fortify the report generation system and will enable us to generate accurate reports, by various criteria, using many different parameters viz. monthly/yearly VC details, group wise details, levels wise, department wise, state wise etc.

The aim of framing these guidelines is to provide a framework within which state will manage VC infra in a prudent manner.

1. All the VC resources (SWAN & NIC) available in state have been integrated under one umbrella and, these are available online for reservation over RESERVE portal. This all has made state VC infrastructure well capable to organize two parallel multisite VC sessions involving all DHQs and SHQ.
2. Presently, following VC studios are available online for reservation to hold video conferencing:

Studio Details	Total number of studios
Each DHQ has two VC studios	44
CM Committee room	01
CM Camp office	01
Main committee room (CM Office)	01
CS Committee room	01
NIC VC Studio main secretariat	03
NIC VC Studio mini secretariat	01
Governor House	01
Haryana Niwas (Chandigarh)	01
Punjab & Haryana High Court	01
IT lab, Sinchai Bhawan, Panchkula	01
Agriculture Department Sector-21 Panchkula	01
Excise & Taxation Department, Panchkula	01
Police HQ, Panchkula	01
Haryana Bhawan, New Delhi	02
Horticulture Department, Panchkula	01
<b>Total VC Studios available for online reservation</b>	<b>62</b>



3. It is mandatory to book all VC sessions well in advance over portal <https://reserve.nic.in>. Departments desirous to hold VC session would first contact VC help desk to verify the availability of desired time slot.

Each VC session would be assigned a unique VC ID for further communication between the host department and VC division. This VC ID would be automatically generated upon confirmation by RESERVE portal.

**The contact details of VC help desk are given below:**

Contact number: 0172-2741141

Email ID: [vc-hry@nic.in](mailto:vc-hry@nic.in)

**The contact details of 'VC Control Group' are as below**

Name	Designation	Email ID	Mobile
Mr. Davinder Papneja	VC Coordinator	<a href="mailto:papneja.davinder@gmail.com">papneja.davinder@gmail.com</a>	98722-33683
Mr. Bikram Chawla	SWAN Manager	<a href="mailto:bikram.hartron-hry@gov.in">bikram.hartron-hry@gov.in</a>	93160-32540
Mr. Gaurav Rana	Sr. Support Engineer	<a href="mailto:gauravrana3450@gmail.com">gauravrana3450@gmail.com</a>	82950-40630
Mr. Shahnawaz Ansari	Support Engineer	<a href="mailto:shahnawaz786ansari@gmail.com">shahnawaz786ansari@gmail.com</a>	95697-31650

4. Prior intimation is required to conduct multisite VC sessions involving all DHQs; VC team should be informed at least 2 hours prior to the start of the VC session during working days and 4 hours prior during holidays.
5. <https://reserve.nic.in> is a portal available over Intranet for reservations of VC sessions and report generations. This portal would also ensure optimized utilization of all VC resources in the state and protect overlapping issues of VC sessions.

This is a versatile portal providing the facility to book VC session, check daily VC status, studios availability etc. as shown in menu – 1.

This portal is able to generate reports at many different parameters as shown in menu - 2

**VC Booking ▾**

Book VC  
Update VC  
VC Status  
Studio Availability  
Studio List  
Holiday List

**Report ▾****Web VC**

Year Details  
Group Wise  
State Wise  
District Wise  
Level Wise  
Ministry Wise  
Department ' Wise  
Studio Wise  
External Studio List  
CIC Wise  
NIC-CIC Wise  
State Wise Studio Details  
State VC Summary  
All State VC Summary  
VC Infra Details  
VC Infra Summary  
VC Infra Network

**Menu - 1****Menu - 2**

*VC booking manual is placed at annexure – I.*

6. VC infrastructure in the state has been further strengthened by incorporating the Web VC technology in existing setup. NIC's web based High Definition VC service is a point to point and multipoint video conferencing facility over Internet/Intranet. This can seamlessly integrate with laptops, desktops, tablets, smart phones, room systems and legacy equipment. It can provide true-to-life audio and video synchronization over Internet including Wi-Fi and 3G/4G. This would enable the participants to join any VC session from his/her mobile or laptop. Registered users may use their login credentials to join a VC sessions, non-registered users may join VC session as guest just by clicking link provided through email or SMS.

*Web-VC quick guide in placed at annexure – II*



7. Most of the VC sessions are chaired by higher administrative authorities or dignitaries, hence it is extremely required to follow general guidelines and Do's-Don'ts laid for video conferencing. This would ensure the office decorum and smooth conduct of VC sessions.

*A set of general guidelines and Do's-Don'ts is placed under annexure – III.*

8. VC studios addition/deletion module is available on RESERVE portal. If new studio is established by any department then same can be made available online for reservation on RESERVE portal.

Any department desirous to add/delete their VC studio should provide the following information to State VC Control Room through email on [vc-hry@nic.in](mailto:vc-hry@nic.in)

- |                       |                          |                        |
|-----------------------|--------------------------|------------------------|
| i. VC Studio Location | ii. VC Studio IP Address | iii. Contact person    |
| iv. Email ID          | v. Phone number          | vi. Network (NIC/SWAN) |

9. The onus of maintenance of VC equipment would always be with their original owner.

10. As per the directions received from the office of worthy CS Haryana (letter No. 69092 Dt: 24-05-2018), special instructions were issued for holding of video conferencing with deputy commissioners by senior officers from Chandigarh.

Accordingly, it has been decided that except in case of CS, DGP and FCR, the VC session will only be arranged if there is prior approval accorded by Chief Secretary and video conferencing should be arranged after 4.30PM.

11. State VC setup is well capable to connect any VC site over public IP address at National & International level. If, there is, any requirement to add VC studio outside NIC or SWAN network then below information will be highly required prior to scheduled VC session so that network reachability and remote device compatibility with our MCU setups could be ascertained.

The following information is required for the sites available over public IP to connect:

- |                         |                             |                                       |
|-------------------------|-----------------------------|---------------------------------------|
| i. Public IP address    | ii. Codec Make & Model      | iii. Technical person contact details |
| iv. Bandwidth available | v. Firewall details, if any |                                       |

## User Manual For Reserve Portal

- Users can go to portal <https://reserve.nic.in> and click on **VC session** to **Book VC** as shown below:

The screenshot shows the homepage of the Reserve Portal. The header includes the NIC logo and the title 'Request for E-Reservation of Videoconferencing (RESERVE)'. Below the header is a navigation menu with links like Home, VC Session, Report, Web VC, Photo Gallery, and Book VC. The main content area displays a user dashboard with statistics: '1280538' (likely total bookings), '1671' (likely total studios), and 'VC Sessions in 2009'. There are also links for 'Book VC', 'Update VC', 'VC Status', 'Studio Availability', 'Studio List', and 'Holiday List'. A footer note mentions that videoconferencing should be registered through the 24x7 NIC Service Desk.

- For the new bookings users have to click on the **New Booking** icon and fill-up the respective mandatory details as shown below:

The screenshot shows the 'New Booking' form. It is divided into several sections:
 

- Booking by:** Fields for Email ID, Name, Password, and Phone No.
- Booking for:** Fields for Name and Email ID.
- Host Studio Details:** Fields for Date, Time, and Studio Name.
- Destination Studio:** A section for selecting the destination studio, including a dropdown for 'Studio Name' and a list of available studios.
- Additional Details:** Fields for 'Room No.' and 'Room Name'.
- Booking Summary:** A section showing the booking details and a 'Book' button.



- For **Destination Studios** user can select any one from **Studios/ Web Room/External Sites** or they can select all as per their requirements.
- For **Web Room**
  - Web room → Search web room participants if already exist and click Add OR select from Existing web room participants → Check the selected web room participants

**Destination Studios**

Studios 3 | **WebRoom 3** | External Sites 0

**Existing WebRoom Participants**

Web Room: Web Room-03

Search WebRoom Participants:

Add

Selected WebRoom Participants: Ajay Joshi, chennai, Dinesh Kumar

Total Web Studios: 3 | Clear

Web Studio Name	Room Name	Device Name	Web Studio Address	Created By
Web Studio 1	Web Room-01	Web Room-01	Web Room-01	Web Room-01
Web Studio 2	Web Room-02	Web Room-02	Web Room-02	Web Room-02
Web Studio 3	Web Room-03	Web Room-03	Web Room-03	Web Room-03
Web Studio 4	Web Room-04	Web Room-04	Web Room-04	Web Room-04
Web Studio 5	Web Room-05	Web Room-05	Web Room-05	Web Room-05
Web Studio 6	Web Room-06	Web Room-06	Web Room-06	Web Room-06
Web Studio 7	Web Room-07	Web Room-07	Web Room-07	Web Room-07
Web Studio 8	Web Room-08	Web Room-08	Web Room-08	Web Room-08
Web Studio 9	Web Room-09	Web Room-09	Web Room-09	Web Room-09
Web Studio 10	Web Room-10	Web Room-10	Web Room-10	Web Room-10
Web Studio 11	Web Room-11	Web Room-11	Web Room-11	Web Room-11
Web Studio 12	Web Room-12	Web Room-12	Web Room-12	Web Room-12
Web Studio 13	Web Room-13	Web Room-13	Web Room-13	Web Room-13
Web Studio 14	Web Room-14	Web Room-14	Web Room-14	Web Room-14
Web Studio 15	Web Room-15	Web Room-15	Web Room-15	Web Room-15
Web Studio 16	Web Room-16	Web Room-16	Web Room-16	Web Room-16
Web Studio 17	Web Room-17	Web Room-17	Web Room-17	Web Room-17
Web Studio 18	Web Room-18	Web Room-18	Web Room-18	Web Room-18
Web Studio 19	Web Room-19	Web Room-19	Web Room-19	Web Room-19
Web Studio 20	Web Room-20	Web Room-20	Web Room-20	Web Room-20

- Web room → Add new web room participants if participants are not present in the existing list → Check the selected web room participants

**Destination Studios**

Studios 3 | **WebRoom 3** | External Sites 0

**Add New WebRoom Participants**

Web Room: Web Room-03

Search WebRoom Participants:

Add

Selected WebRoom Participants:

Total Web Studios: 3 | Clear

**Web Room Participants Details**

State: Andhra Pradesh

District: Debag Valley

Site Name:

Site Address:

Submit



- [illegible]

- 
- The screenshot shows the Destination Studio interface. The 'External Sites' tab is selected. The 'Add New External Site' button is highlighted with a red circle and an arrow pointing to the 'Add' button in the 'Selected External Sites' list. The 'Add New External Site' dialog box is open, showing the 'Name' field with the value 'py2 10.1.2.233'.

- After filling all the mandatory details click **continue** then summary page will be open please verify the details before you continue.

**Request for E-Reservation of Videoconferencing (RESERVE)**  
NIC, Ministry of Electronics And Information Technology, Govt. of India

Tue, 09 May 2017  
4:00:10 PM  
562

**NIC** Home VC Session Master Desktop Report Program Web VC Contact Photo Gallery Manage User  
manojkr[dot]yadav[at]nic[dot]in Sign Out

Please verify the details before you continue

Host State	Delhi NIC-HQ	Host Studio	1 - Ganga - Studio
Email ID	manojkr[dot]yadav[at]nic[dot]in	Date	11.05.2017
From	10:00	To Time	1:00
Duration	04:00 Hrs.	Level	Normal
Ministry	Min Electronics and Information Technology, Min IY	Department	National Informatics Centre - NIC
Recording	No	Purpose	Example
Coordinator	DL Delhi	WebRoom Name	Web Room 03
Selected Studios	1 - Chandel 2 - Chitrachandpa		
Selected External Studios	1 - xyz 10.1.23.233		
Selected Web Studios	1 - xyz		

[Previous](#) [Continue](#)

- After verifying all the details users have to enter the OTP code sent on their mobile to continue.

**NIC** Home VC Session Report Today's VC Contact Sign In

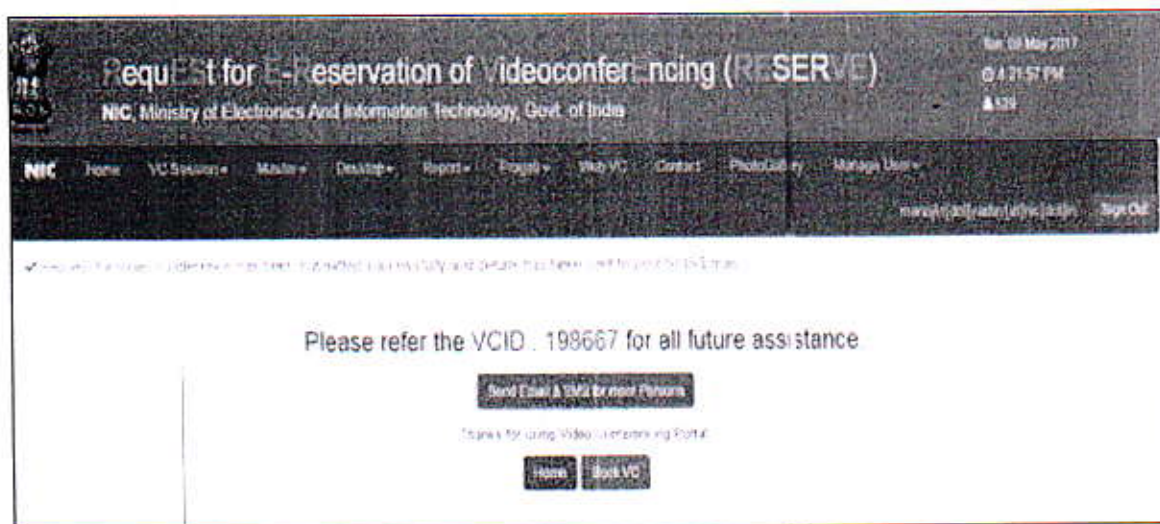
Verify OTP Screen

Mobile No. 9876543210

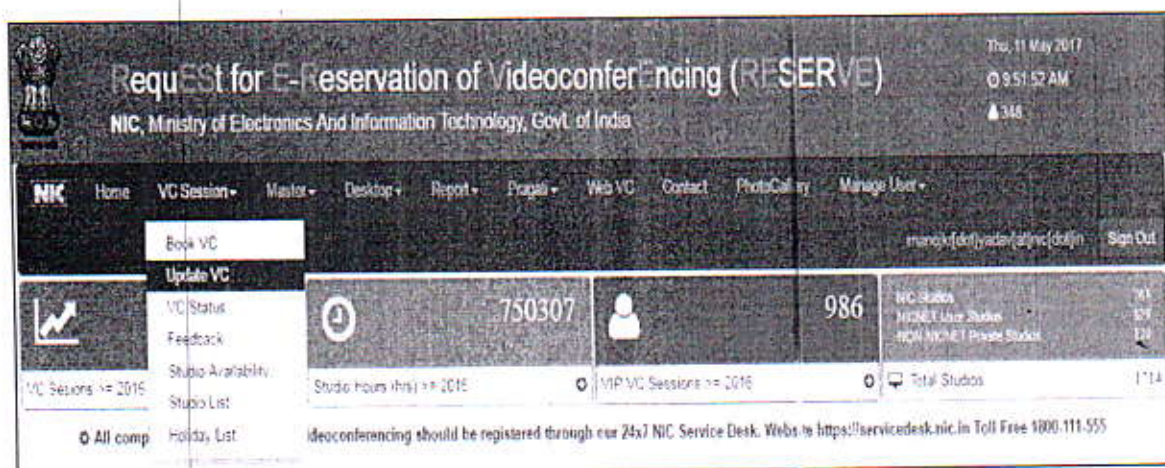
[Get OTP](#)



- Once user have entered the valid OTP then their request for video conferencing will be successful.



- To Update VC users have to click on VC session to Update VC as shown below:



- Enter the registered mobile no. which user had entered at the time of booking and get OTP

Request for E-Reservation of Videoconferencing (RESERVE)  
NIC, Ministry of Electronics And Information Technology, Govt. of India

Thu, 11 May 2017  
10:16:18 AM  
▲ 495

Home VC Session Report Web VC PhotoGallery Sign In

Update VC Session

Mobile No. 9810000918

Get OTP

Home VC Session Report Today's VC Contact Sign In

OTP Verification

Enter SMS verification code for VCID

OTP Code 111111

Submit Back

Enter OTP and Proceed..

- User can edit or cancel their vc session by clicking on drop down menu

Request for E-Reservation of Videoconferencing (RESERVE)  
NIC, Ministry of Electronics And Information Technology, Govt. of India

Thu, 11 May 2017  
10:43:43 PM  
▲ 475

Home VC Session Report Web VC Home/About Us/Contact Sign Out

Check VC Status: Confirmed

View Detail

VC 1

View Detail

Search Showing 1 to 1 of 1 entries

Sl. #	VCID	Requested By	Date/Time	Purpose	Chaired By	Studio
1	199274	Mandy Kumar mandy.kumar@nic.in 91124105788	30/05/2017 09:00 AM (00:15 hrs)	Test	Nominal Video Conferencing Min. Law and Justice (Delhi NIC HQ)	Total Studios: 1 1-Ganga-Studio (Host St-10)  Aashik Datta 10:11:15:0

Search Showing 1 to 1 of 1 entries

Coordinator Action

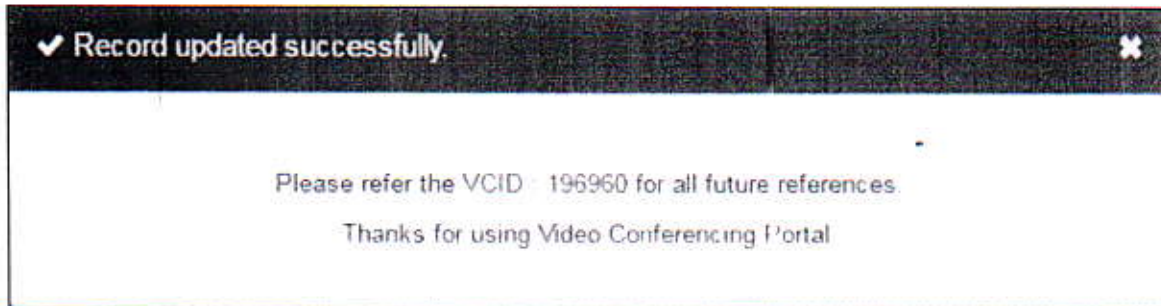
Confirmed  
Edit  
Cancel



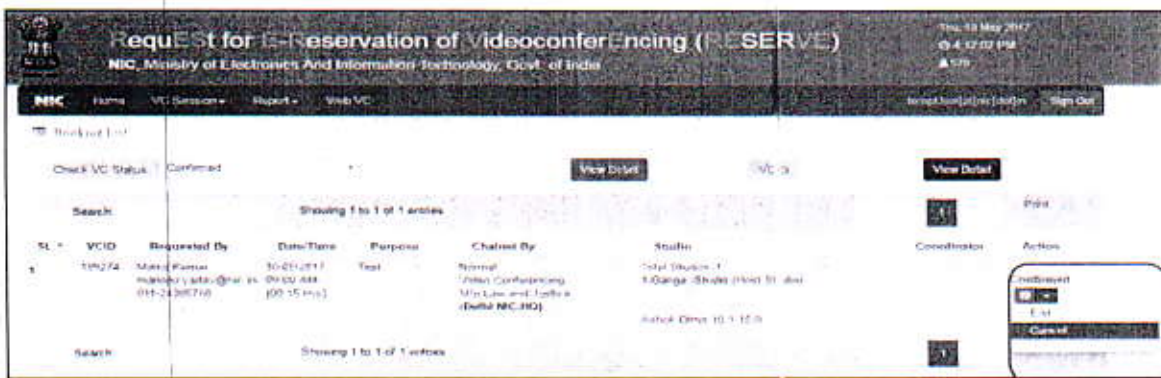
- [illegible]

- | Category | Item  | Unit  | Price |
|----------|-------|-------|-------|
| Food     | 100g  | 100g  | 1.00  |
| Food     | 200g  | 200g  | 2.00  |
| Food     | 300g  | 300g  | 3.00  |
| Food     | 400g  | 400g  | 4.00  |
| Food     | 500g  | 500g  | 5.00  |
| Food     | 600g  | 600g  | 6.00  |
| Food     | 700g  | 700g  | 7.00  |
| Food     | 800g  | 800g  | 8.00  |
| Food     | 900g  | 900g  | 9.00  |
| Food     | 1000g | 1000g | 10.00 |
| Food     | 1100g | 1100g | 11.00 |
| Food     | 1200g | 1200g | 12.00 |
| Food     | 1300g | 1300g | 13.00 |
| Food     | 1400g | 1400g | 14.00 |
| Food     | 1500g | 1500g | 15.00 |
| Food     | 1600g | 1600g | 16.00 |
| Food     | 1700g | 1700g | 17.00 |
| Food     | 1800g | 1800g | 18.00 |
| Food     | 1900g | 1900g | 19.00 |
| Food     | 2000g | 2000g | 20.00 |
| Food     | 2100g | 2100g | 21.00 |
| Food     | 2200g | 2200g | 22.00 |
| Food     | 2300g | 2300g | 23.00 |
| Food     | 2400g | 2400g | 24.00 |
| Food     | 2500g | 2500g | 25.00 |
| Food     | 2600g | 2600g | 26.00 |
| Food     | 2700g | 2700g | 27.00 |
| Food     | 2800g | 2800g | 28.00 |
| Food     | 2900g | 2900g | 29.00 |
| Food     | 3000g | 3000g | 30.00 |
| Food     | 3100g | 3100g | 31.00 |
| Food     | 3200g | 3200g | 32.00 |
| Food     | 3300g | 3300g | 33.00 |
| Food     | 3400g | 3400g | 34.00 |
| Food     | 3500g | 3500g | 35.00 |
| Food     | 3600g | 3600g | 36.00 |
| Food     | 3700g | 3700g | 37.00 |
| Food     | 3800g | 3800g | 38.00 |
| Food     | 3900g | 3900g | 39.00 |
| Food     | 4000g | 4000g | 40.00 |
| Food     | 4100g | 4100g | 41.00 |
| Food     | 4200g | 4200g | 42.00 |
| Food     | 4300g | 4300g | 43.00 |
| Food     | 4400g | 4400g | 44.00 |
| Food     | 4500g | 4500g | 45.00 |
| Food     | 4600g | 4600g | 46.00 |
| Food     | 4700g | 4700g | 47.00 |
| Food     | 4800g | 4800g | 48.00 |
| Food     | 4900g | 4900g | 49.00 |
| Food     | 5000g | 5000g | 50.00 |
| Food     | 5100g | 5100g | 51.00 |
| Food     | 5200g | 5200g | 52.00 |
| Food     | 5300g | 5300g | 53.00 |
| Food     | 5400g | 5400g | 54.00 |
| Food     | 5500g | 5500g | 55.00 |
| Food     | 5600g | 5600g | 56.00 |
| Food     | 5700g | 5700g | 57.00 |
| Food     | 5800g | 5800g | 58.00 |
| Food     | 5900g | 5900g | 59.00 |
| Food     | 6000g | 6000g | 60.00 |
| Food     | 6100g | 6100g | 61.00 |
| Food     | 6200g | 6200g | 62.00 |
| Food     | 6300g | 6300g | 63.00 |
| Food     | 6400g | 6400g | 64.00 |
| Food     | 6500g | 6500g | 65.00 |
| Food     | 6600g | 6600g | 66.00 |
| Food     | 6700g | 6700g | 67.00 |
| Food     | 6800g | 6800g | 68.00 |
| Food     | 6900g | 6900g | 69.00 |
| Food     | 7000g | 7000g | 70.00 |
| Food     | 7100g | 7100g | 71.00 |
| Food     | 7200g | 7200g | 72.00 |
| Food     | 7300g | 7300g | 73.00 |
| Food     | 7400g | 7400g | 74.00 |
| Food     | 7500g | 7500g | 75.00 |
| Food     | 7600g | 7600g | 76.00 |
| Food     | 7700g | 7700g | 77.00 |
| Food     | 7800g | 7800g | 78.00 |
| Food     | 7900g | 7900g | 79.00 |
| Food     | 8000g | 8000g | 80.00 |
| Food     | 8100g | 8100g | 81.00 |
| Food     | 8200g | 8200g | 82.00 |
| Food     | 8300g | 8300g | 83.00 |
| Food     | 8400g | 8400g | 84.00 |
| Food     | 8500g | 8500g | 85.00 |
| Food     | 8600g | 8600g | 86.00 |
| Food     | 8700g | 8700g |       |

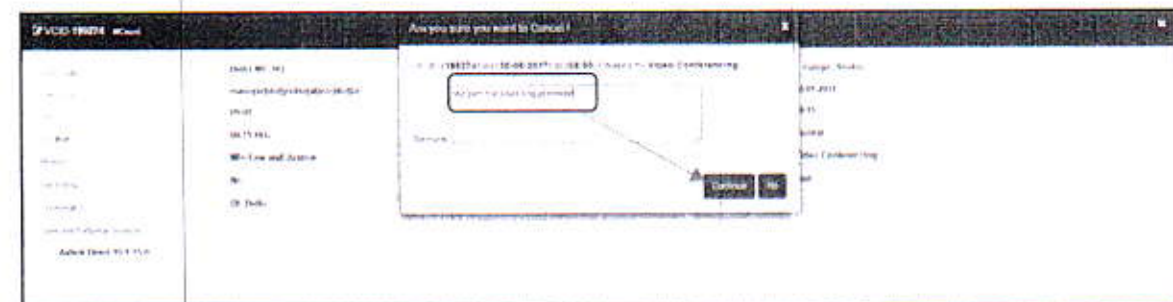
- Message for updated VC



- If user want to **Cancel** the VC then click on cancel



- Fill the reason to continue





- Message for cancelled VC session



### NIC Web VC Services

NIC's web based High Definition VC service is a point to point and multipoint video conferencing facility over Internet/Intranet. This can seamlessly integrate with laptops, desktops, tablets, smart phones, room systems and legacy equipment. It can provide true-to-life audio and video synchronization over Internet including Wi-Fi and 3G/4G.

NIC has established 'VIDYO' based VC infrastructure at National level to facilitate Central & State Governments, which is low cost and high quality VC service that provides web based collaboration technology and visual communication solutions. 'VidyoConferencing' solutions are the first in the VC industry to take advantage of H.264 standards for video compression, scalable video coding.

#### **A few highlights of Vidyo are:**

- Supports resolutions up to 1440p.
- Connects users from any video device and location over Internet/Intranet/ILL/Broadband or 3G/4G.
- Smarter infrastructure eases deployment, scales seamlessly and costs lower.
- Vidyo technology enables low-latency & multipoint VC communication to Desktop/Laptop/End-points/Smartphone/Tabs

#### **Prerequisites:**

##### **A. Network Connectivity**

Good internet connectivity (LL, BB, 3G or 4G) of 4 Mbps download and 2 Mbps upload from any of the service provider. Though the solution works at lower bandwidth, but higher bandwidth would give much better quality while in multipoint video conference.

##### **B. Hardware**

1. Good Laptop/Desktop PC system with latest processor (i5 or equivalent) with 4 GB RAM.
2. Android/iOS based Smartphone.



3. HD Logitech web camera (Make & Model: Logitech c930e, c920, b910 etc. or equivalents)
4. USB/Bluetooth based speaker-cum-microphones (Jabra 410/510 or equivalents)

## Getting Started

### A) Registered users:

1. This service is available to government departments. Users need to follow the online registration process to get the login credentials to avail web based VC service.
2. 'Web VC Registration Form' is available online at <http://www.vidcon.nic.in>. Prospective web VC users can register themselves online under 'Government Category' to complete the registration process.
3. By default user will receive a mail with request-Id & link of pdf form. User has to download & print the pdf form and send scan copy to [webvc@ismgr.nic.in](mailto:webvc@ismgr.nic.in) after duly signed by the user and NIC coordinator.
4. Duly signed pdf form should be send within 7 day otherwise request will be rejected.
5. Account will be deactivated, if not used for 90 days.
6. Account will be deleted after a period of 3 months from the date of deactivation if no request for activation is received.
7. Creation of more than one account on same email will not be accepted.
8. Users are requested to keep the given User ID and password a secret.

### B) Guest Users:

Due to licensing constraints it is not possible to provide login credentials to large numbers of users. But, the versatility of the 'VIDYO' setup enables us to invite the participants as guest to join any ongoing multisite VC session over MCU.

Participants, not registered with web VC service may join the VC session as a guest just by accepting the invitee send by SMS or email.

## Accessing Vidyo Service

1. Enter URL in web browser i.e. <http://webvc.nic.in>

2. For first time users on PC/Laptop, click on download Vidyo desktop & install the software. Login using your Vidyo credentials.
3. Smartphone/Tablet users needs to install 'VidyoMobile' App available online a Google Play Store and provide Vidyo user ID & password to start using the service.
4. Vidyo directory service enables the users to search for remote participants by their name etc and can be called directly to start VC session.

Happy Video Conferencing, Anywhere.....!



## DO's & Don'ts for Videoconferencing Session

### Do's

- Always go for trial of VC session before any important VC.
- Always call the State VC-Coordinator in case of technical problems.
- Always make 3 or 4 presets of your studios.
- Brief the chairperson about the technical problems when the need arise
- Keep the Camera focus on the main chair.
- Keep the Site Name properly behind the main chair.
- Always keep the Microphone MUTE when you are not speaking.
- Keep the Microphone at appropriate place on the table.
- Always put the Studio light in proper way.
- Switch off the Mobile Phones while VC session is on.
- Switch on the System regularly/daily.
- Keep the Camera and TV remotes at the proper place. Check Batteries in remote regularly. (Should not be leakage) if leakage clean as early possible.
- Keep the Equipments in dust free environment.
- Keep the VC Room Clean.

### Don'ts

- Don't pick the Microphone in hand. It can sense the voice up to 5 feet.
- Don't Move the Microphone on the table during conversation.
- Don't talk personal issues while VC session is going on.
- Don't switch on the Mobile Phone during conference conversation.
- Don't give any extra load on UPS provided for VC system.
- Don't move the Camera very frequently, while the VC session is going on.
- Don't move or touch the Camera.



### General Guidelines for Videoconferencing

- Once connected on Videoconferencing, check for audio/video. If there is any problem then kindly inform either thru telephone or by sign language. Also the same should be checked half an hour before the commencement of the VC Session to avoid embarrassing situation in front of the users.
- Keep the microphone muted when you are not participating in a conference, although connected or when no one is speaking from your end.
- Increase the audio level of the system to a comfortable level so that when called from some other site, the audio is clearly audible to a near proximity. This saves time in continuously asking for a person or a site to respond. The Conference should be left on TV audio sitting and not in handset mode.
- In a multipoint conferencing, choose the sequence in which each site will speak by turn to avoid any audio congestion over the network. Avoid speaking simultaneously in a multi-point conference. The conference participants should also be informed about the same to avoid audio congestion and disturbance in a multi-point conference. Most important thing in a multi-point conference is how to manage audio.
- Most frequent question asked by the guest, during demo sessions are about the services being provided by different NIC centers. All sites may kindly keep material ready for answering this question remotely.
- The chair should be arranged properly even when the session are not going on and on one is around.
- Use a one-colour background curtain for better video quality.
- Preset Camera position on various sitting positions of the participant's should be set well in advance so that you don't have to move the camera manually. This is required to handle the camera movement properly.
- Avoid excessive movement during the conference. This has a direct impact on the performance of the video quality received at the remote end. The same has to be informed to the users also.
- Please don't disturb/touch/or move microphone while the session is going on.
- Though NIC will strive to provide world-class service, interruption in service can sometimes occur due to irregularity in communication link or equipment malfunction. NIC will under such circumstances try to accommodate in alternate time slots.
- Switch off/Don't use Mobile Phones during VC Session.