IH A-V-VTC SOP

The following are Standard Operating Procedures (SOPS) for support of the Audio, Visual, and VTC (A-V-VTC) operations at the JITC Indian Head site.

CTC SOP

The following procedures are used to run the CTC for presentations and VTC's.

Control Panels

The current system is driven through the use of touch panels located either on the large conference table or in the control room on the operator's desk.

The units will be in standby mode when first viewed. To turn the units on just touch the screen anywhere and the unit will become active.

In the control room, the screen will display a JITC logo and an enter button. Touch the Enter button under the JITC logo, and you will come to the main menu screen with all the functionalities of the system.

Using the display on the conference table; touch the JITC Logo. A simple mode screen will appear when pressing the JITC logo.

To get into the advanced mode like the display in the control room, you will need to access it through the advanced mode button located on the bottom center of the display.

When you press the advanced mode button a popup screen will appear asking for the password. Enter the password (given out on a need to know basis) using the touch screen buttons and press done. The display will then appear just as the display in the control room.

At the end of the day press the exit button in the lower right hand corner of the display and a popup window will appear.

It will ask the question "Power off room?" followed by a red power off button on the lower left and a grey cancel button on the lower right.

The control panels will return to the JITC logo. After 1-2 minutes the control panels will return to standby mode and a blank screen.

Main Menu

The main menu on the control panels are setup with the displays showing across the top.

They are buttons so that the sources can be changed via a drop down menu. The display options are VTC, Plasma, Left Display, Right Display, and Room Audio.

The VTC button changes the camera and presentation sources shown on the VTC when selected.

When the change source button is pressed under the VTC Menu, a drop down menu with the entire available camera and video displays appears.

Select the camera or presentation source that you would like the other sites to view by pressing the button of your choice.

If you do not wish to change sources then just press the exit button.

The next button is the Plasma Display.

As with the VTC button by pressing the change source button under the plasma Menu, the list of available sources will be displayed on a drop down menu.

The plasma will display from any of the pc, video equipment, or cable channels available.

Select the source by pressing the button of the source that you would like to show and it will appear on the display in about 30 seconds.

The next button is Left Display.

As with the VTC Menu, by pressing the “change source button” under the Left Display Menu, the list of available sources will be displayed on a drop down menu.

The left projector will display from any of the pc, video equipment, or cable channels available.

Select the source by pressing the button of the source that you would like to show and it will appear on the display in about 30 seconds.

The next button is the Right Display

As with the VTC Menu, by pressing the change source button under the Right Display Menu, the list of available sources will be displayed on a drop down menu.

The left projector will display from any of the pc, video equipment, or cable channels available.

Select the source by pressing the button of the source that you would like to show and it will appear on the display in about 30 seconds.

The last button is the room audio.

As with the VTC Menu, by pressing the change source under the Room Audio Menu, the list of available sources will be displayed on a drop down menu.

The room audio will take sound from any of the pc, video equipment, or cable channels available.

Select the source by pressing the button of the source that you would like to show and it will be audible in about 30 seconds.

Available Sources

VTC Near: This is what you see on the VTC.
VTC Far: This is what the other side sees on the VTC.
PC1:

PC2: The front left desk next to the railing.
PC3: The front middle desk.
HD Cam: The camera that is currently selected.
Table PC: The pc under the Conference table.
Podium PC: The pc connected to the podium.
Control PC 1: PC2 in the control room and the main presentation pc.
Control PC2: PC3 in the control room the only one connected to the network.
DVD/VCR: The two DVD/VCR units in the control room.

Projectors

Once into the main screen on the left side there will be several options with the last being displays.

Open up the Displays Menu by touching the button.

When the menu opens you will see left projector and right projector buttons on top and a projector button below for the plasma screen.

Under each of these buttons are on and off buttons and under the left and right projector buttons there are blank on and blank off buttons.

To turn the projectors on, press the on button under the right and left projectors. This will bring the projectors on and display them on the screens.

Allow 30 seconds to 1 minute for the projectors to turn on and reach full brightness on the screens.

The displays will be blue until a source is selected to fill the screens.

The blank on and blank off functions are used for switching presentations in the control room so that no one in the CTC can see any data or files that they should not.

The screens will turn black when the blank on button is pressed. When finished changing presentations, press the blank off and the screens will display the selected source.

To turn off the projectors at the end of the day, either press the off button under each projector or press the exit button on the bottom right of either touch panel.

When the exit button is pressed a popup window will appear with the question “Power off room?” followed by a red power off button on the lower left and a grey cancel button on the lower right.

The control panels will return to the JITC logo. After 1-2 minutes the control panels will return to standby mode and a blank screen.

Presentations

Presentations can be shown from Control PC1 in the control room, from the main conference table, the first desk by the railing, or the first desk in the middle row of the conference room.

To select a source for the projectors to display enter into the main menu on the control panel.

Along the top on the main menu choose the display that you would like to show to: VTC, plasma, Left Display, or Right Display.

Press the change source button for the display and the drop down menu will appear. Select the available source that you would like to present from and press that button.

Most presentations are done from Control PC1 in the control room. For example, if you want to show a presentation from Control PC1 in the control room on the screens you would. Select the change source button under the Left Display on the main menu, and then select Control PC1 on the drop down menu. To display it on the right projector you would perform the same procedure.

To load a presentation onto Control PC1, you would insert the disc into the CD drive and run the presentation by opening the E: drive and selecting the presentation to run.

To show a presentation from any of the available room locations, it is a simple matter of plug and play.

The display ports are setup so all that has to be done is to connect the cable provided to the data port on the laptop and select which pc that you are connected to on the control panel.

For presentations that require the network or Internet, LAN ports are available to connect to the network. These are DISAnet only LAN ports and only DISA personnel will be able to connect to the ports to display Internet sites to the screens.

VTC's

The new VTC system uses a Tandberg 6000 codec unit that has been installed into the rack in the control room.

The control panel runs the VTC system; however, if something were to go wrong, there is a remote control as backup in the control room.

Enter the main menu on the control panel and then select the Left Display, Right Display, or Plasma Display.

Once you have chosen the display and pressed the change source button under the display, the drop down menu will appear. The first option is VTC near; choose this option to begin a VTC.

The main VTC screen should be showing on the display. This screen should consist of a green "call button" with a phone icon, a "red button" to end the call, "camera control button", "presentation button", "services button", "network button", and an "exit button".

On the left side of the main menu is a "VTC button". Press the "VTC button" to display the VTC control panel on the screen of the touch panel.

Next press the change source button under the VTC Menu, in the top left corner of the control panel. This will bring up a drop down menu and allow you to select a camera to use. The front HD camera is the standard camera to use. Press the button for the camera that you want to use. Give it about 30 seconds and you should see the camera on the VTC display.

On the left side of the control panel there are buttons for each camera. To move or make adjustments to the cameras, press the button on the left that corresponds to the camera that you have selected.

When you press the button the controls will appear in the middle of the touch panel. There are controls to zoom in and zoom out as well as move the camera up, down, left, and right.

Each camera has several presets that have been created to make adjusting the camera easier for meetings. All cameras' have presets 1-4 set, select the preset that works best for the VTC. Once you have adjusted the camera to where you want it press the VTC button on the left side of the control panel again.

Once you have the VTC controls displayed again, you will see a "green call button", a red "hang up button", "ok/menu button", arrow buttons, a number pad, "layout button", and a :cancel button".

To make a call to another site either press the "call button" or use the arrow keys to scroll over to the green "call button" with the phone icon displayed on the screen.

When either the green "call button" or the icon is selected, a box will come up on the bottom of the VTC screen to enter the number into.

To make a call use the keypad on the control panel or the remote to type in the number that you want to call. A 91 must be entered before the number for long distance calls, for local calls a 9 has to be entered before the number and for international calls you must first dial a 9 then the country code and then the number. *(Note: Germany is the only international call we make. This is to the VAIHINGEN DVS Hub.)

Example for long distance: 913017442877.
Example for local call: 93017442877.
Example for International: 9(01149711)68646084 (Country Code)

Once the number is entered press the ok/menu button in the center of the arrow keys on the touch panel or the remote. The codec will then make the call.

The VTC screen will show connecting once the number has dialed and reached the other end point. This will display for approximately 30 seconds.

Once connected to the other end point the codec will display the connection rate starting at 0 kbps. The kbps will start to count up to the rate that is selected for the VTC. The default kbps for the VTC is 384 kbps; however some meetings will need to be dropped to a 256 kbps rate. To change the connection rate before a call, press the green "call button" if you do not already have the dial in box displayed on the screen. Once you have the dial in box on the screen use the arrow keys to scroll to the right three times to the box on the far right. Inside this box are the words default call settings highlight this box and press the ok/menu button. This will bring up a Call settings menu. Use the arrow keys to scroll down one to the Bandwidth box. Press the ok/menu button and second box will pop up with the kbps rates. Use the arrow keys to select the rate that you want and press the ok/menu button. Now scroll down twice to the ok button and press the ok/menu button. Your rate for the VTC is now set and you will be able to match the speed of the DVS hub or other site you are having a VTC with.

Once the desired 256 kbps or 384 kbps rate is reached, it will display negotiating audio and video. This should take around 30 seconds to complete.

You will see the room for the other site and hear the other site once the audio and video are negotiated. This whole process takes between 1-2 minutes.

Once the VTC is connected and running, look on the touch panel to the bottom middle to find the "VTC mute button". This button mutes all outgoing audio. On the VTC display you will see a microphone icon with a red slash going through it. This means that the VTC is muted and the other side can not hear what you are saying.

To speak to the other site press the "VTC mute button" and the microphone icon will disappear. This means that the mute is now off and the other site will be able to hear you. You will need to turn on one of the table microphones located on the main conference table or any of the desks in the room. To do this press the button on the front of the mic and a little red light will turn on signaling that the mic is active and that the other site and the room can hear what you are saying.

If there is no video or audio try hanging up the call and dialing back in.

To hang up the call, press the red “end call button” located across from the “call button” on the touch panel and the remote. Or, use the arrow keys on the touch panel or remote to highlight the red “end call button” on the screen.

Once the “end call button” has been pressed a pop up will appear on the screen with the question: “Are you sure you want to hang up?” Press the “red end call button” on the touch screen or the remote. Or, use the arrow keys on the remote and highlight the “ok button” and press “ok/menu” on the touch panel or remote.

Cameras

To show a camera view to the other sites you have to select a camera. This is done by pressing the change source button under the VTC Menu, in the upper left corner of the touch screen.

A drop down box will appear with the different camera options. The most used camera will be the front camera.

Select the camera you want to show by pressing the button that corresponds with the camera.

To move the camera, go back to the main menu and use the menu on the left and select the camera that you want.

Once you select the camera by pressing the camera button, the controls for moving the selected camera will appear in a pop up box on the main touch panel screen. Using the arrow buttons you can move the camera into position.

There are several presets that have been created for each of the cameras’. The keypad is located to the right of the arrow buttons. For all cameras at least buttons 1 – 4 are set to preset destinations.

To move the camera to a preset position, press the preset number button, and the camera will automatically return to the preset position.

Cameras can be used when not in a VTC as well; however the camera will still show through the Tandberg Codec to show on the screen.

Volume Control

The volume control is located on the right hand side of the main menu on the touch panel. To access the volume controls press the volume button and the menu will slide out to the left.

The slide menu when open shows two lighted bars. One is labeled “Speakers” and the other is labeled “Program Audio”. Both should be adjusted to the same volume level.

The volume can be adjusted through 3 ranges green, yellow, and red. The volume is best left in the yellow range for clarity. The volume can go to the second red bar, but no further as there will be feed back and echoing.

There is also a mute button on the volume controls for both the “Speakers” and the “Program Audio” on the volume menu.

To exit the volume control, press the volume button again or press the exit button and the volume menu will return to the closed position.

Recording VTC’s or Meetings

To record a VTC or a meeting you will need to use one of the selectable cameras and the Tandberg 6000 codec to push video and audio to the DVD recorder.

In the control room on the operator’s desk there are two DVD/VCR combo units. These are located on the right side of the operator’s desk above the computers.

The top DVD/VCR is for recording DVD’s only and the bottom unit is for playback of DVD’s only.

To turn the DVD/VCR on, press the power button at the lower left of the DVD/VCR recorder.

To record a DVD go to the main menu get to the main menu screen on the touch panel, and select VTC near (in house meetings) or VTC far (VTC's) under either of the "Projector Display" by pressing the "change source button".

On the main menu of the touch panel, in the far left upper corner press the "change source button" under the "VTC Menu button" to access the camera dropdown menu. Once in the drop down menu select a camera. For normal recording purposes choose the rear camera. Return to the main menu on the touch panel.

On the main menu in the top right corner press the "change source button", under the "Room Audio button" to open the drop down menu. When the drop down menu appears press the "DVD/VCR button". This will send the room audio to the DVD/VCR recorder.

On the main menu of the touch screen on the left side just above the "displays button" there is a "DVD/VCR button" press this button to open the pop up window with the DVD/VCR controls in the center of the touch panel.

Once in the DVD/VCR controls menu the record button is located to the right on the top of the menu and has a little circle inside of a square button. Press the record button to start recording the VTC or meeting when ready.

When the meeting has finished press the stop button located next to the record button on the left side to finish the recording process.

When the disk has finished processing press the eject button on the DVD/VCR unit to release the disk. Turn the power off on the DVD/VCR with the power button located on the upper left corner of the control window or on the lower left of the DVD/VCR unit.

To record any audio you will need to plug the long RCA cable located in the top drawer of the cabinet across from the equipment rack into the record only DVD player and then into the back of the Tandberg 6000 codec located in the rack closest to the wall. This will allow the audio in the room to be recorded to the DVD.

Secure VTC

For a secure point to point VTC contact the IT Vault personnel 24 to 48 hours in advance. This is to give them time to contact the other sites crypto personnel to exchange crypto settings and information to make sure that they are all dealing with the same crypto information.

The IT's will install the KIV-7 and make sure that it is correctly setup and using the correct crypto on the day of the VTC.

After the crypto is loaded and verified you are ready to switch the RS530 dial isolator switch from non-secure to secure by using the rotating knob. Once it is set to secure it will change from green to red. This is located on the bottom of the left equipment rack.

After switching to secure, dial the VTC the same as a non secure VTC with the number provided by the other site.

Have the IT's, stand by the Ad Tran to verify that the lines have bonded and that the connection is made and does not drop. Once the connection is made it will take 30 seconds to 1 minute for the other site to appear on the screen.

Once the other site is there perform the normal audio visual checks and the VTC is ready.

To take down the VTC, shut down as you normally would from a non secure VTC and have the IT's zeroize and remove the crypto from the CTC.

Signs Unclassified and Secret

The signs in the CTC are run from "Control PC1". Once logged into "Control PC 1" look on the left side of the desktop and there is a program named Alpha Messaging Systems with the words "BMS" in red, yellow, and green above the name.

Double click on this icon to open the messaging system software.

Once it is open you will see a gray background with a sign on the left that will display the following:

Welcome to JITC (green in color)

Command Test
Center (all in red)

May 7, 2009 (month, day, year in green)

Unclassified (in green)

This is the standard message and how it appears on the outer sign. Under the message there will be arrow keys two that point each way and in between it will say message one, message two, etc. Make sure that it says message one or it will not send the message to the signs.

Each morning the sign will need to be changed to reflect the current date.

Changing the date is performed by highlighting the date showing and replacing it with the current date.

Once the date has been changed, look to the bottom left of the page and you will see two drop down boxes. Make sure that the first drop down box shows hold and the second drop down box shows 0 seconds. This has to be set to this configuration so that the sign does not continuously flash and scroll the message.

Once everything has been verified, but before sending the message to the signs go to the electrical panel closest to the equipment rack in the back of the CTC to electrical panel TB14.

When you open electrical panel TB14 look to the top right hand side and you will see the first breaker labeled 2 flip that breaker to off which is pushing it to the right. That breaker turns off the signs inside the CTC so that they do not change while you are updating the sign outside of the CTC.

Go back to “Control PC1” and look below the message window and you will see a green button. This means that the message can be sent to the signs. To the left of that button will be a send all button. Click the send all button to send the information that was entered to the sign outside of the CTC.

Once the message is sent a pop up box will appear with the message that "message has been sent successfully".

Go back to panel TB14 and flip breaker 2 back to the on position to the left to turn the inside signs on.

To change the signs inside the CTC go to the sign outside of the CTC door and unplug it. The wall plug is right behind the sign. You will need to pull the bottom of the sign away from the wall to unplug it.

Go back to the CTC and to "Control PC1" in the control room. If the Alpha messaging Systems software is not up follow the instructions above to bring the software up.

Highlight the whole message using the mouse and by holding the left mouse button down. Press control and C at the same time and this will copy the message. While the message is highlighted and after the Control and C has been pressed hit the delete key on the keyboard to erase the message.

When the message has been erased and the screen is blank type "SECRET" or "UNCLASSIFIED" in the top line of the message board. Make sure the color is changed to red for "SECRET" and green for "UNCLASSIFIED". To change the color to red or green look to the bottom of the screen just below the send all button and you will see a painter's tray with different colors on it. Click on this button to bring up the pop up box with the different color options on it. Click on the red box to change the color to red or green.

Go to electrical panel TB14 and switch breaker 2 back on, so the signs in the CTC will then turn on. Once the signs are on go back to "Control PC1" and click the send all button this will send the message to the inside signs.

Go back to "Control PC1" and highlight the word secret. Then do a control and V at the same time to replace the original message.

Close the messaging system and go to the outside sign and plug it back in.

ECR SOP

Unclassified VTC

1: Verify that the Codec is on. This is done by shaking the remote side to side to wake the codec up. If this does not work, turn the Codec on.

2: To turn the Codec on, flip the rocker switch on the back right side of the unit up, and the codec will turn on and display on the screen.

3: Once the unit is on press the menu/okay button in center of the remote to bring up the menu one the bottom of the screen.

4: Once the menu appears you will see a green phone icon on the screen highlight this icon and press the menu/okay button to bring up the dialing screen. You can also press the green phone icon button on the remote to the lower left of the menu/okay button.

5: When the screen comes up there will be a popup box with a flashing cursor at the bottom. Use the number keypad at the bottom of the remote to dial the number you are trying to reach. (Note: When dialing in these rooms you must dial a 91 then the number for a long distance call and just a 9 when calling locally.

6: Once the number is entered either press the menu/okay button again or press the green phone icon button to dial.

7: You will not hear anything as the VTC connects due to the system dialing out through the Ad Tran. You will "connected" on the screen and then see the connection rate start at 64kbps and climb to the rate of either 256 or 384 depending on the conference rate.

8: Once the connection rate is set then the codec will complete the handshake with the other system and the video and audio should appear on the screen and through the speakers.

9: Perform an audio/video check with the other site and then mute the VTC using the mic off yellow button at the top left of the remote.

If for some reason you get a corrupted data error while the VTC is in progress or the video is lost repeat steps 3-8.

Secure VTC

For a secure VTC, contact the IT personnel in the Vault 24 to 48 hours in advance. This is to give them time to contact the other sites crypto personnel to exchange crypto settings and information to make sure that they are all dealing with the same crypto information.

The IT's will install the KIV7 and make sure that it is correctly setup and using the correct crypto on the day of the VTC.

Once the crypto is loaded and the IT's are ready switch the RS530 dial isolator switch from non secure to secure. Once it is set to secure it will change from green to red. This is located on the bottom of the left equipment rack.

After switching to secure, dial the VTC the same as a non secure VTC with the number provided by the other site.

Have the IT's stand by the Ad Tran to verify that the lines have bonded and that the connection is made and does not drop. Once the connection is made it will take 30 seconds to 1 minute for the other site to appear on the screen.

Once the other site is there, perform the normal audio visual checks and the VTC is ready.

To take down the VTC you shut down as you would from a non secure VTC and have the IT's zero and remove the crypto.

ELY1 & ELY2

1: Verify that the Codec is on. This is done by shaking the remote side to side to wake the codec up. If this does not work, turn the Codec on.

2: To turn the Codec on, flip the rocker switch on the back right side of the unit up, and the codec will turn on and display on the screen.

3: Once the unit is on, press the menu/okay button in center of the remote to bring up the menu one the bottom of the screen.

4: Once the menu appears you will see a green phone icon on the screen highlight this icon and press the menu/okay button to bring up the dialing screen. You can also press the green phone icon button on the remote to the lower left of the menu/okay button.

5: When the screen comes up there will be a popup box with a flashing cursor at the bottom. Use the number keypad at the bottom of the remote to dial the number you are trying to reach. (Note: When dialing in these rooms you must dial a 91 then the number for a long distance call and just a 9 when calling locally.

6: Once the number is entered either press the menu/okay button again or press the green phone icon button to dial.

7: You will hear the system beep once and then the screen should say connected. You will then see the connection rate start at 64kbps and climb to the rate of either 256 or 384 depending on the conference rate.

8: Once the connection rate is set then the codec will complete the handshake with the other system and the video and audio should appear on the screen and through the speakers.

9: Perform an audio/video check with the other site and then mute the VTC using the mic off yellow button at the top left of the remote.

If for some reason you get a corrupted data error while the VTC is in progress or the video is lost repeat steps 3-8.

Executive Office

1: Verify that the Codec is on. This is done by shaking the remote side to side to wake the codec up. If this does not work turn the Codec on.

2: To turn the Codec on flip the rocker switch on the back right side of the unit up and the codec will turn on and display on the screen.

3: Once the unit is on press the menu/okay button in center of the remote to bring up the menu one the bottom of the screen.

4: Once the menu appears you will see a green phone icon on the screen highlight this icon and press the menu/okay button to bring up the dialing screen. You can also press the green phone icon button on the remote to the lower left of the menu/okay button.

5: When the screen comes up there will be a popup box with a flashing cursor at the bottom. Use the number keypad at the bottom of the remote to dial the number you are trying to reach.

6: Once the number is entered either press the menu/okay button again or press the green phone icon button to dial.

7: You will hear the system beep once and then the screen should say connected. You will then see the connection rate start at 64kbps and climb to the rate of either 256 or 384 depending on the conference rate.

8: Once the connection rate is set then the codec will complete the handshake with the other system and the video and audio should appear on the screen and through the speakers.

9: Perform an audio/video check with the other site and then mute the VTC using the mic off yellow button at the top left of the remote.

If for some reason you get a corrupted data error while the VTC is in progress or the video is lost repeat steps 3-8

To turn the volume on for the codec unit open the cabinet under the monitor. On the bottom shelf you will see a silver Sony unit. Power on the unit using the power button on the left side. Using the control knob on the right side adjust the band to SAT (this is what the Codec is set to use for audio). The volume should be adjusted to level 40 using the volume knob on the right side of the unit.

1662

1: Verify that the Codec is on. This is done by shaking the remote side to side to wake the codec up. If this does not work, turn the Codec on.

(Note: You may have to turn the monitors on as they might be off or in sleep mode. This is done with the small gray remote and by pointing it at the bottom right of each screen and pressing the power button in the upper right corner of the remote).

2: To turn the Codec on, flip the rocker switch on the back right side of the unit up, and the codec will turn on and display on the screen.

3: Once the unit is on press the menu/okay button in center of the remote to bring up the menu one the bottom of the screen.

4: Once the menu appears you will see a green phone icon on the screen highlight this icon and press the menu/okay button to bring up the dialing screen. You can also press the green phone icon button on the remote to the lower left of the menu/okay button.

5: When the screen comes up there will be a popup box with a flashing cursor at the bottom. Use the number keypad at the bottom of the remote to dial the number you are trying to reach. (Note: When dialing in these rooms you must dial a 91 then the number for a long distance call and just a 9 when calling locally.

6: Once the number is entered either press the menu/okay button again or press the green phone icon button to dial.

7: You will hear the system beep once and then the screen should say connected. You will then see the connection rate start at 64kbps and climb to the rate of either 256 or 384 depending on the conference rate.

8: Once the connection rate is set then the codec will complete the handshake with the other system and the video and audio should appear on the screen and through the speakers.

9: Perform an audio/video check with the other site and then mute the VTC using the mic off yellow button at the top left of the remote.

If for some reason you get a corrupted data error while the VTC is in progress or the video is lost repeat steps 3-8.

Secure VTC SOP

The Tandberg 1000 Secure VTC unit is located in room 117 in the VIP area.

The unit is normally on and in the standby mode. To bring the unit up to the operational mode, point the remote at the camera and move it back and forth a couple of times.

You will then be at the main menu screen. You will see what the camera sees and a menu bar at the bottom.

On the menu bar you will see a green button with a phone icon.

Either press the green call button on the remote to bring up the dialing screen or highlight the call button with the arrow keys on the remote and press the ok/menu button on the remote.

The dialing screen will replace the menu bar. Highlight the dialing box using the arrow keys on the remote.

Once the dial in box is highlighted, use the keypad on the remote to type in the IP address to dial or the dial in number.

To get the dots to appear in IP addresses, press the star key at the bottom left of the remote twice between number strings.

Once the number has been dialed, either highlight the green call button with the arrow keys on the remote and press okay, or press the green call button on the remote.

The unit will then change to the dialing screen and you will see the number you are dialing and hear it beep once or twice before it connects.

Once connected, you will see a bar across the screen that will state connected at 0 kbps. The kbps rate will climb until it reaches 384 kbps.

Once it reaches 384, kbps it will change the message to negotiating audio/video.

After it has negotiated the audio/video, the screen will go blank for a second and then you should see the other site.

Once you have connected to the other site you will need to un-mute the call by pressing the yellow button that has mic on/off on the upper left corner of the remote.

If you do not see the other site, perform an audio/video check to verify if they are there.

If you get nothing, then either press the red hang up button on the remote opposite of the call button or press ok/menu button on the remote.

This will bring up a box that asks if you want to end the call. Either press the red button on the remote or use the arrow keys highlight the yes key and press the ok/menu button.

Redial using the procedures above. If you still do not see anything, call the site that you are dialing and verify that they are operational.

Creating a Secure VTC

To create a secure VTC you will need to have a DISN login and password.

If you already have a DISN login and password go to the DISN website https://dvsops.scott.disa.mil/dvsws/ and click on the CAC login button.

Login in with your CAC and then provide your user name and password when requested.

Once logged in, look to the left of your screen and about midway you will see a scheduling button. Click on the scheduling button.

This will bring up a scheduling screen. Put in the name of the VTC that you are scheduling and put in the subject. Both can be the same.

Next put in the owner POC and phone number.

The next step is to change the classification from unclass to US Secret by clicking on the drop down box under the owner information.

Make sure the time zone is set up to show Eastern Standard time (U.S., Canada, Cuba) for the eastern states. For western states make sure you have the correct time zone.

Next select the start date. To do this click on the calendar icon next to the start date field to the left of the screen. This will bring up a calendar for the current month. Click on the date that you would like the conference to start.

Next do the same for the end conference date.

After the dates are set, setup your time for the conference to start and end. The start time and end time are to the right of the date. Click on the drop down button for the hours and select in Zulu time what time you want it to start. Example: 8:00 am you would select 0800. For 3:00 pm you would select 1500.

Do the same to select the end time.

Next go to the bottom left of the screen and you will see a button with add site on it. Click this button to add the sites.

A pop up window will appear. There are the top you will choose the COI. IE: DISA, SWA, etc. in the case for secure it would be SWA.

Once you choose the COI a list of sites will populate in the window. Choose the site that you want to VTC with.

After you select the site there is a drop down arrow under the list window with Transport next to it. Click the drop down and select the transport for the site. IE: secure would be SWA, SD, or DD.

Once you select the transport you then have the option of checking the box beneath the transport for the host site.

After check the information you would then look to the bottom left of the drop down window and click add site. Do this for all the sites that you wish to VTC with.

After you have selected all the sites needed click the close button on the popup window to exit and get back to the main setup window.

Back to the main setup window at the bottom next to the add site button is a validate site button. Once you are sure all the information is correct click the validate button.

You should then get another screen that says congratulation on creating a DVS conference. Next to all the sites at the bottom should be a green check mark.

If you do not get a green check mark next to the site and get a red X it means that the site is already in use. You can either delete the site and revalidate or call the site and get them to free the site id.

Once you have gotten all sites validated you will receive an email from the VOC with all the information on it. This is the initial email to show that it was created. You will get a second email with the dial in numbers by the site name.

Once all of this has been done click the log off button on the top right of the screen and you are finished.

Tandberg 1000 IP Settings

All IP Addresses are in the Tandberg codec under the phone book.

To access the phone book get into the dialing screen by either pressing the green call button on the remote or using the arrow keys on the remote to highlight the green call button on the screen.

Once to the dialing screen to the right of the dialing box you will see what looks to be an open book.

Using the arrows on the remote highlight the book and press the ok/menu button.

This will bring up the contacts screen using the arrow keys on the remote scroll over and down to the contacts menu and press the ok/menu button.

Once in the contacts list scroll down to the site that you wish to connect to (point to point only) and press the ok/menu button.

This will bring you back to the dialing screen where you will either press the ok/menu button on the remote or press the green call button on the remote.

DVS OTAR (Over the Air Rekey) SOP

DISN Video Services (DVS) requires that each site complete a monthly OTAR to sync the crypto between the VTC sites and DVS. The VTC sites load the monthly segments and then OTAR with DVS to get the key material to be able to encrypt the data to go to secure mode and perform the secure VTC's.

The first step is to get a DVS OTAR appointment. The ideal time to OTAR is the last day of the current month (ex. May 30^{th} or 31^{st}) or the first part of the new month (ex June 1^{st} or 2^{nd}). You will need to contact the DVS OTAR office by the end of the first week of the current month you are in to get an appointment at a reasonable time during the day.

To get a DVS OTAR appointment, contact the DVS OTAR Helpdesk at 9-1-800-554-3476 and select option 4. The operator will schedule your appointment when you call. *(Note: times given by the operator are in Central time - 1 hour behind us. Add one hour to the time that they give you for your OTAR appointment.)

The DVS OTAR office numbers are DSN 8-770-8654 or 8-770-8709 and will be used when your appointment date and time arrives.

When you call if you cannot get an appointment through the DVS OTAR Helpdesk ask for an on demand OTAR ticket number. The on demand ticket will only be given if you have a secure VTC within the next 48 hours and there are no appointments available. You must have the DVS Control number (ex: 2010/10/13-0200) or the AT&T Conference ID number (ex: 123456789) to get an on demand ticket. If you get a ticket number write it down as you will need this when you call the DVS OTAR office to perform the OTAR.

When calling the DVS OTAR Helpdesk to get an appointment they will ask you a couple of questions for verification purposes.

- Who am I speaking to? Give your name to the operator.

- Where are you located? Indian Head, MD.

- What type of KIV are you using? KIV-7 MXB. (Not all operators ask this)

Once you answer these questions you will just have to verify the information for JITC and who you are again. DVS will then set up an appointment for the OTAR.

Once you get an OTAR date and ticket number, contact IT personnel in the Vault, and send them an email requesting support in performing the OTAR. Please include the day and time of the OTAR in the email.

When you call the OTAR office to perform the OTAR verify which segment will be loaded. The segment being loaded should match the month you are in when loading the new crypto (ex: Jan. is segment 1, Feb. is segment 2, Mar. is segment 3, etc.) The IT's know what segment needs to be loaded into the

KIV-7, just confirm with the IT's that the same segment is being loaded as what DVS is loading into their system.

The morning of the OTAR appointment the IT's will retrieve the segment that is to be loaded from the base COMSEC personnel. Between 10-15 minutes before the OTAR appointment time, the IT's will load the crypto into the KIV-7 and get it ready for the OTAR. Have the IT's standby in case there are problems with the OTAR and the KIV-7 needs to be reloaded or reset or any reason.

At the OTAR appointment time call DSN: 8-770-8654 or 8-770-8709 to get in touch with the OTAR crypto operator. You will be asked the same questions as when you made the appointment.

- What type of KIV are you using? KIV-7 MXB

- Where did you load your segment?

- Where would you like the key loaded?

- Would you like to have one month or two months loaded? Just load for the month that you are entering or just starting. (ex. Would you like to load for June and July. Just load for June).

Once you have answered these questions the OTAR appointment will begin.

The DVS crypto operator will begin by verifying the settings on the KIV-7 and what segment has been loaded. The operator will then have you switch the dial isolator to secure mode using the rotating knob and put the KIV-7 online by pressing the online button located on the KIV-7. They will give you a number to dial. Once the number is dialed and the KIV-7 starts to connect with the DVS VTC system the operator will ask you to scroll up twice on the KIV settings to RX rekey and press the initiate button; then scroll up once to X01 and press the initiate button on the KIV-7 housing again. This should bring up a message on the KIV-7 stating rekeying and the call will immediately drop. The KIV-7 should now be rekeyed with the new key mat activated for the next month. You will now be asked to dial back into the number that you just dropped from. When you call back in you should hear the KIV-7 beep twice quickly, pause and beep twice again as it syncs with the DVS KIV-7 on the other side.

When the connection is reestablished with DVS you should see a picture or a wall with a sign on the DVS side with a congratulations message on it that you have successfully completed your OTAR. Once you have successfully completed the OTAR hang up the VTC and take the KIV-7 offline by pressing the on-line button. Then switch the dial isolator back to non-secure using the rotating knob. You have now successfully completed the monthly OTAR and are ready to perform secure VTC's on the DVS network for the month.

The IT's will load and help troubleshoot any problems that may arise with the KIV-7. The IT's will handle loading, zeroizing, and any problems with the KIV-7's.

Phone Bridges SOP

This SOP is to outline the procedures to create phone bridges with the Verizon My Meetings system.

Go to the my meetings website at www.mymeetings.com

Login

1:) Login to the website.

2:) You will come to a page that has 5 tabs in the middle of the page.
Tab 1: Instant meeting subscription (meetings that need to start within 20 minutes)
Tab 2: Net conferencing (we do not use this as we don't subscribe to it)
Tab 3: Reserved Audio Calls (the one that is always used)
Tab 4: My Identity (Used to change account information)
Tab 5: Messages (messages sent from My meetings to the account holder)

Choose the reserved audio calls tab as that will be where all the meetings will be Created.

Reserved Audio Calls Tab

1:) In the Reserved Audio calls tab, you will see all of the phone bridges that have been created and are waiting to start.

2:) Scroll to the bottom of the page, and look in the left bottom corner for the add calls button. Click on this button to go to the next step in the phone bridge process.

Scheduling a Phone Bridge

1:) You will be taken to the Complete E-Scheduling page. There are 6 tabs as follows.
Tab 1: General (Used for the contact information. This is already filled in.)
Tab 2: Schedule (Used to put the date, time, and duration of the conference.)
Tab 3: Audio participants (Used to enter the amount of lines that will be needed)
Tab 4: Audio features (Used to change ring tones and alert tones. Not Used)
Tab 5: Net Conferencing (Used for internet conferences. Not used)
Tab 6: Confirmation (Used for the confirmation of the contact information. Not used)

General Tab

1:) Under the general tab there is only one box to check and that is the "contact is also the conference leader box". This is located on the left side under the heading Conference leader in the middle of the page. Click on the schedule tab next.

Schedule Tab

1:) Make sure that the single conference button is checked and green. This will be under the ASAP button. (This button is only used when a conference is needed in 20 minutes or less).

2:) After the single conference button is green, use the drop down boxes under the duration to choose the hours and then the minutes that the conference will last.

3:) Right under the duration is the start date. Use these drop down boxes to choose the month, day, and year that the conference will start. (conferences can be made 1-2 years in advance)

4:) Across from the duration is a start time drop down box. Select the time that the conference is to start. (I normally give the conference 15 minutes before the start time. i.e.: 9:00 start, normally start at 8:45 and add 15 minutes to the duration to handle any problems before the conference starts.)

5:) Right below the start time there is a time zone drop down box. Make sure that it says Eastern time zone. (note: for phone bridge requests from the Fort use the Arizona time zone from the drop down menu.) Click on the audio participants tab.

Audio Participants

1:) Under the audio participants tab, you will see participants dialing into a call. Directly under that, you will see some participants will use a toll-free box. Check that box. Directly across from that, to the right you will see two rectangular boxes. In the top box, you will enter the total number of lines that you will need for the conference.

2:) Click schedule Conference at the bottom left of the screen.

Schedule Conference

1:) A window will come up with a please confirm screen as follows:

Please Confirm:

The conference that you are requesting will not be monitored for quality by a Conference Coordinator. This is not the recommended conference type for your company. To have a conference coordinator added to your call, please change your conference entry method from "silent entry" or "tone in" to "tone in and announce". Alternatively, to request operator or technical assistance at any time during your conference, you may press "*0" on your telephone keypad.

Would you like to continue scheduling this call?

2:) Click on the yes button at the bottom left of the screen to schedule the conference.

3:) Next you will get the call information.

Call Information

1:) The next screen you will see is a summary screen of the phone bridge that you have just created.

2:) Scroll down about halfway of the page and in the middle of the page you will see a headline that says "Meeting Information:".

3:) You will be looking for the dial in number, access code, and number of lines to send to the user. You can also scroll to the bottom of the page and you will be able to see the same information.

4:) When finished getting the information, click on the finished button at the bottom of the page and you will be taken back to the reserved audio calls tab.

User Information

1:) The last thing that you need to do is to send the user the information about the phone bridge.

2:) Either reply to the request email, or open a new email and include the following Information: Dial in Number and access code.

The email should look something like this.

Username,

Here is your phone bridge for (Date).

Dial in Number: 888-888-8888

Access Code: 12345

You have (X amount of lines) for (X amount of hours) starting at (start time) and ending at (end time). If you need anything else please let me know.

3:) Logout of the My Meeting site and close Internet Explorer until you need to create a new bridge.

Modifying Conferences

1:) To modify a conference, follow the previous login procedures, and get to the reserved audio calls tab and click to enter that tab.

2:) Once in the reserved audio calls tab, find the meeting that you are looking for either by confirmation number, dial in number, access code, or date that the call is scheduled for.

3:) Once found, click on the Conference ID number highlighted in blue to the left of the Screen.

4:) This will bring up the conference and it will look like you are creating a new conference. At the bottom of the general tab there will be several options:

Modify Conferences: Used to complete the changes to the conference once made.
Go Back: Takes you back to the reserved audio calls tab.
Cancel Conference: Cancels the conference.
Help: Gives you a help window.

5:) Go through the tabs starting with the schedule tab, and then the audio participants tab and make the changes that you need to make. (changes could be time, date, number of lines, etc)

6:) Once you have made the changes, click on the modify button at the bottom of the screen. This will then bring up the schedule conference window. Click yes to schedule the changes.

7:) Notify the user that the conference has been modified per their request.

Recurring Bridges

1:) To create a recurring conference, follow the previous login procedures, and get to the reserved audio calls tab and click to enter that tab.

2:) In the Reserved Audio calls tab, you will see all of the phone bridges that have been created and are waiting to start.

3:) Scroll to the bottom of the page, and look in the left bottom corner for the add calls button. Click on this button to go to the next step in the phone bridge process.

4:) Under the general tab there is only one box to check and that is the “contact is also the conference leader box”. This is located on the left side under the heading Conference leader in the middle of the page. Click on the schedule tab next.

5:) Make sure that the recurring conference button is checked and green. This will be under the single conference button.

6:) Click the set up call pattern button in the bottom middle part of the recurring conference screen. This will bring up a new web page pop up window.

7:) The heading of the screen will have the words conference schedule. Under that there a are four sections:

Time/ Meeting duration: This is where you will enter the start time, duration, and time zone.
Recurrence Pattern: This is where you choose how often the meeting will occur and what day of the week it will occur.
Date Range: This is where you choose what day and year the meeting will start and End.

8:) In the time/meeting duration tab on the far left, click the duration drop down menu to choose the amount of time that you would like the meeting to last.

9:) Next click, the start time drop down menu next to the duration to choose what time you want the meeting to start.

10:) Directly under the start time is the time zone selection. Make sure that it is set to eastern time. (Note: For Fort phone bridges make sure the time is Arizona time.)

11:) Under the start time menu is the recurrence pattern menu. The first choice will be whether you want the meeting to be weekly, bi-weekly, or monthly. To do this click, the circle to the left of the selections.

12:) Next choose what day of the week that you would like the conference to occur on by clicking, on the box that is to the left of the selections available.

13:) To choose a daily recurring pattern leave the weekly button checked and just click on the days of the week that you want to have a bridge created for.

14:) If you choose monthly, a new selection will appear above the days of the week selections. This is to setup whether you want it to recur the first, second, third, or fourth week of the month. Select this by, clicking on the drop down box and selecting first, second, third, or fourth week.

15:) Under the recurrence pattern section is the date range section at the bottom. first select the start date range on the left by clicking on the drop down box's.

16:) Next to the right of the start date is the no end date button and the end date button. The no end date button is automatically checked. Select the end date button to the right and using the drop down boxes, select the end date which extends out one year.

17:) Once all of this is completed click the ok button. This will bring you back to the Schedule tab. From here follow the previous scheduling information to finish the bridge.

Cancelling Conferences

1:) To cancel a conference, follow the previous login procedures, and get to the reserved audio calls tab and click to enter that tab.

2:) Once in the reserved audio calls tab, find the meeting that you are looking for either by confirmation number, dial in number, access code, or date that the call is scheduled for.

3:) Once found, click on the Conference ID number highlighted in blue to the left of the Screen.

4:) This will bring up the conference and it will look like you are creating a new conference. At the bottom of the general tab there will be several options:

Modify Conferences: Used to complete the changes to the conference once made.
Go Back: Takes you back to the reserved audio calls tab.
Cancel Conference: Cancels the conference.
Help: Gives you a help window.

5:) Click on the cancel button to cancel that conference. This will then bring up the schedule conference window. Click yes to schedule the changes.

6:) The conference is now cancelled, and you will be brought back to the reserved audio Tab. From here you can make more changes or simply logout.

7:) To log out, scroll to the top and on the top right side in blue under the banner there will be a link to Logout. Click the logout button and you will be at the login screen. Close the browser.

8:) Notify the user that per their request the bridge has been canceled.

Notes

1:) Meetings can no longer be modified if it is within 1 hour of starting or has already started.

2:) Current meeting and even instant subscriptions take 20 minutes before they will start. If a user calls needing a meeting in 5 minutes they will have to wait 20 minutes from the time that the finished button is clicked for the call.

3:) If you are in a meeting and you get strange noises or someone puts their phone on hold (happens all the time) *0 will bring an operator in and they can then disconnect the person or resolve the problem within a few minutes. (You must be dialed into the number to do this.)

4:) Meetings are not monitored as there is an extra charge incurred for a monitored meeting.

5:) Usually you should add 15 minutes to the beginning of the meeting so that there is time to troubleshoot any problems while trying to dial in.

6:) 8 hours is the maximum amount of time a meeting can be made for. You will not be able to add any extra time at the beginning of the meeting.

7:) All cancelled conferences will still be charged, regardless of when it was cancelled. Once created, the bridge will incur charges even when cancelled.

8:) If you create a bridge that is recurring you may not be able to modify all of them at once. You may have to go to each individual bridge date and modify it one at a time. double check that you have entered all of the information correctly before you create the bridge. In case there is a problem it may be easier to just cancel the bridge and create a new one.