



Help Guide for the Administrative Videoconference Network

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A) What is the AVN?

The Administrative Videoconference Network (AVN) provides videoconference support for administrative meetings at University of Wisconsin System campuses. These services are provided by Instructional Communications Services (ICS) through an agreement with UW System Administration.

The AVN is designed to help administrators and staff at UW institutions easily connect with their colleagues across the UW System. The AVN is intended for administrative use only and educational uses (e.g. courses) fall outside of the scope of this service. The use of the videoconference equipment for needs outside the scope of the AVN contract will be determined by each campus.

Services provided within the AVN include

- multipoint videoconference bridging between UW institutions
- maintenance and support of selected videoconference equipment (see below)
- Videoconference Help Desk available at 800-442-4614, 7:30 AM – 5:00 PM Monday - Friday
- Desktop videoconferencing software (10 Cisco Jabber licenses per campus)
- Resources for scheduling meetings

See the [Campus Technology Representatives](http://tiny.cc/AVNContacts) chart for a list of the sites and hardware that each campus typically uses. (<http://tiny.cc/AVNContacts>)

B) What type of videoconference should I use?

There are several types of videoconferences. Each type has different ways of scheduling and connecting. Event organizers should decide which type of videoconference best fits their needs.

Administrative Videoconference Network services cover two types of videoconferences:

AVN Anytime Video

AVN Anytime Videoconferences are self-service conferences that are quick to set up and available 24x7. They can be likened to a WisLine teleconference where each participant connects to the meeting using the same number and passcode. Any UW administrative group can use one of three dedicated Anytime videoconference “lines” or Meeting Rooms. Anytime conferences include all of the features you will need for a simple meeting, including help desk support (800-442-4614).

You should use an AVN Anytime Videoconference when you’re looking for a simple, self-service meeting that emphasizes convenience. Users who would like more features and support should consider an AVN Reserved Videoconference or a WisLine Video (Paid) Videoconference.

AVN Reserved Video

AVN Reserved Videoconferences are ICS-scheduled and supported videoconferences for high-level administrative groups such as the Chancellors. The UW System Office of the President will identify meetings that qualify for AVN Reserved service.

AVN Reserved videoconferences include the following services: assistance booking room and videoconference equipment, pre-meeting testing of videoconference equipment, videoconference bridging (with ICS calling out to participants rather than participants calling in), and help desk support (800-442-4614). AVN Reserved videoconferences also provide a higher level of privacy and security than AVN Anytime videoconferences.

You should use an AVN Reserved Videoconference when you want the highest level of support.

ICS can also provide videoconference options which are not covered by the Administrative Videoconference Network, but regular ICS fees will apply:

WisLine Video (Paid)

For a fee, ICS will provide videoconference bridging and support for meetings which do not fit within the AVN service agreement. Common reasons a meeting would not be appropriate for the AVN include:

- Purpose: Educational meetings such as courses, workshops, and training sessions.
- Services needed: Meetings which require additional services such as a dedicated operator, recording, online streaming, or locating non-UW endpoints.

To learn more about the [WisLine Video service](#), please contact ICS at 608-262-4342 or wislineservices@ics.uwex.edu. See the list of WisLine Video rates at <http://ics.uwex.edu/wisline-suite/wisline-rates/#video>



C) AVN Anytime Videoconferences

Definition

Any UW administrative group can use one of three dedicated Anytime videoconference “lines” or Meeting Rooms.

- AVN Anytime Meeting Room 1 (High Definition)
- AVN Anytime Meeting Room 2 (Standard Definition)
- AVN Anytime Meeting Room 3 (Standard Definition)

AVN Anytime videoconferences function a lot like the popular WisLine Anytime telephone conferences, but with hardware which permits video in addition to audio. They’re anytime-available virtual conferences that each site dials in to. Each Anytime videoconference can accommodate up to 16 videoconference units. AVN Anytime Meeting Rooms are reserved through an [online calendar](https://secure.uwsa.edu/AVN/). (<https://secure.uwsa.edu/AVN/>)

Scheduling

The meeting organizer will:

1. Schedule one of the AVN Anytime Meeting Rooms (virtual meeting rooms) using the [online scheduling tool](https://secure.uwsa.edu/AVN/) (<https://secure.uwsa.edu/AVN/>). Meeting organizers will need to create an account to use the scheduler.
2. Decide which UW campuses will be participating.
- 3.
4. Make the appropriate contacts at each participating campus in order to reserve the videoconference equipment/room, consulting the [Campus Technology Representatives](http://tiny.cc/AVNContacts) list. (<http://tiny.cc/AVNContacts>) When a videoconference is added to the Anytime Meeting Room scheduler a general email alert is sent **only to the user who reserved the Anytime Meeting Room**; the meeting organizer will still need to contact the participating campuses to make sure the room and equipment is reserved.

Scheduling reminders:

- Use the [online scheduling tool](https://secure.uwsa.edu/AVN/) (<https://secure.uwsa.edu/AVN/>) to reserve Anytime Meeting Room 1, 2, or 3 for the date/time of your videoconference
- Reserve videoconference equipment/room at your site (you may want to check this availability before deciding on the date/time of your videoconference)
- Make sure that each site reserves their videoconference equipment/room



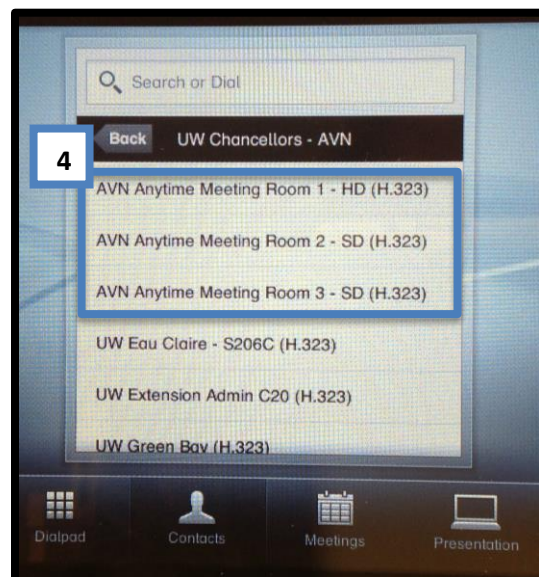
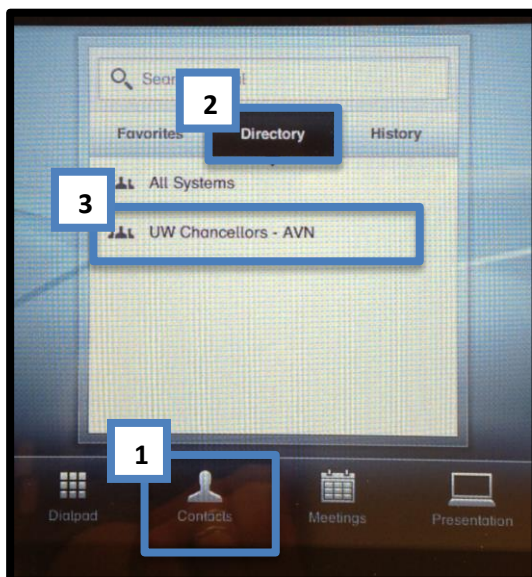
Instructions for end users

The meeting organizer (or a coordinator from each campus) will tell participants at each participating site:

1. When the meeting is
2. Where the location on their campus is
3. Which Anytime Meeting Room the meeting is using (#1, #2, or #3)
4. How to connect (below)
5. Who to contact with questions
 - i For general questions about the conference, provide your participants the contact information for the meeting organizer or campus contact (including a way to reach them during the meeting).
 - ii For questions about the site or the technology at that site, give participants the appropriate contact information from the [Campus Technology Representatives](http://tiny.cc/AVNContacts) list. (<http://tiny.cc/AVNContacts>)
 - iii **For technical questions about the videoconference, call the ICS Help Desk at 800-442-4614.**
6. Remind all sites to hang up the call at the end of your conference

Connecting

1. Locate the touch panel or remote control for your videoconference system. Make sure that the videoconference equipment (codec) and video screen or monitor are turned on. If needed, use the [Campus Technology Representatives](http://tiny.cc/AVNContacts) list to locate on-site tech support at your campus. (<http://tiny.cc/AVNContacts>)
2. If you're using AVN Cisco C20 video hardware (see [Campus Technology Representatives](http://tiny.cc/AVNContacts) for a list of locations), then you can access the AVN Anytime Meeting Rooms from your touchpanel.
 - Go to Contacts > Directory > UW Chancellors -- AVN > AVN Anytime Meeting Room 1 (or 2, or 3, as the case may be)





3. If you're using any videoconference unit other than the Cisco C20s purchased as part of the AVN, manually dial in to the AVN Anytime Meeting Room.
 - Find the manual dialing option on your videoconference equipment. Dial the Conference ID of the Anytime room. If needed, use the [Campus Technology Representatives](#) list to locate on-site tech support at your campus. (<http://tiny.cc/AVNContacts>)

AVN Anytime Meeting Room:	Sites registered with ICS gatekeeper (most UW sites)	Sites not registered with ICS gatekeeper (usually non-UW sites)	Telepresence sites (ex: UW-Whitewater)
Anytime Room 1 (High Definition)	0016082656888	128.104.44.245##0016082656888	16082656880
Anytime Room 2 (Standard Definition)	0016082656889	128.104.44.245##0016082656889	16082656881
Anytime Room 3 (Standard Definition)	0016082656890	128.104.44.245##0016082656890	16082656882

4. If a telephone connection is needed, contact the ICS Helpdesk (**800-442-4614**) for the toll-free phone number and passcode.
5. You're in the conference!
6. Ask all sites to hang up the call at the end of your conference.



D) AVN Reserved Videoconferences

Definition

ICS will provide 768 hours of free video bridging and support per year for high-level administrative groups such as the Chancellors.

The UW System Office of the President will identify meetings that qualify for AVN Reserved service. Upon approval from the Office of the President, a group can schedule a Reserved Videoconference by contacting ICS at 608-262-4342 or wislineservices@ics.uwex.edu.

AVN Reserved videoconferences qualify for the following services: assistance booking rooms and videoconference equipment, pre-meeting testing of videoconference equipment, videoconference bridging (ICS connects your participants), and help desk support (800-442-4614). Users who require additional services should use ICS's paid WisLine Video videoconference service.

Scheduling

To obtain approval for an AVN Reserved Videoconference, contact the UW-System Office of the President.

Instructions for end users

The meeting organizer will distribute instructions for participants, including:

1. When the meeting is
2. Where the location on their campus is
3. Who to contact with questions
 - a. For general questions about the conference, provide your participants the contact information for the meeting organizer (including a way to reach them during the meeting).
 - b. For questions about the site or the technology at that site, give participants the appropriate contact information from the [Campus Technology Representatives](http://tiny.cc/AVNContacts) list. (<http://tiny.cc/AVNContacts>)
 - c. **For technical questions about the videoconference, call the ICS Help Desk at 800-442-4614.**

Connecting

AVN Reserved Videoconferences

1. Locate the touchpanel or remote control for your videoconference system. Make sure that the videoconference equipment (codec) and video screen or monitor are turned on. If needed, use the [Campus Technology Representatives](#) list to locate on-site tech support at your campus.
2. The ICS bridge will dial-out to you.
3. You're in the conference!
4. **For additional support, contact the ICS Helpdesk: 800-442-4614**



E) WisLine Video Videoconferences (Paid)

Definition

Some videoconferences are not covered by the AVN service agreement. For a fee, ICS will provide videoconference bridging and support for these meetings. Common reasons a meeting would not be appropriate for the AVN include:

- Purpose: Educational meetings such as courses, workshops, and training sessions.
- Services needed: Meetings which require additional services such as a dedicated operator, recording, online streaming, or locating and testing non-UW endpoints.

To learn more about the [WisLine Video service](#), please contact ICS at 608-262-4342 or wislineservices@ics.uwex.edu. See the list of [WisLine Video rates](#). (<http://ics.uwex.edu/wisline-suite/wisline-rates/#video>)

Scheduling

WisLine Video Videoconferences

1. Decide which sites will be participating and which services you will need.
2. Contact ICS WisLine Services at 608-262-4342 or wislineservices@ics.uwex.edu to reserve the videoconference. See the list of [WisLine Video rates](#).
3. ICS WisLine Services staff will schedule the videoconference endpoints and rooms.

Instructions for end users

Tell participants at each participating site:

1. When the meeting is
2. Where the location on their campus is
3. If ICS will be dialing out to that site, or if they will need to dial in.
4. How to connect (below), if necessary.
5. Who to contact with questions
 - a. For general questions about the conference, provide your participants the contact information for the meeting organizer (including a way to reach them during the meeting).
 - b. For questions about the site or the technology at that site, give participants the appropriate contact information from the [Campus Technology Representatives](#) list.
 - c. For technical questions, call the ICS Help Desk at 800-442-4614.
6. Ask all sites to hang up the call at the end of your conference

Connecting

WisLine Video Videoconferences

1. Locate the touch panel or remote control for your videoconference system. Make sure that the videoconference equipment (codec) and video screen or monitors are turned on. If needed, use the [Campus Technology Representatives](#) list (<http://tiny.cc/AVNContacts>) to locate on-site tech support at your campus.
2. For most meetings, the ICS bridge will dial-out to you. If not, ICS will provide you with the dialing information for your conference.
3. You're in the conference!
4. **For additional support, contact the ICS Helpdesk: 800-442-4614**