Video Tele-Education Student Guidelines

NPS VTC Tech Support Contact Information

Naval Postgraduate School VTC Office
Phone 831-656-2315
Email: vtc@nps.edu

Remote VTC Facility Must Meet ISDN H.320 Standards
The VTC facility located to use must meet the following criteria to enable you to connect to your class. If all these terms mean little to you, don’t worry, they should have meaning to the VTC Technician you will be working with:

- ISDN dial up compatible – H.320 standards.
- Preferably 384k capable, but at least 128k capable.
- H.260 video standards. We can accept H.261, H.263, or the newer H.264 standards.
- G.711 thru G.728 audio algorithms.
- The local site must dial into our bridge and incur the dial up charges unless prior arrangements have been made with the program office.

Connecting to NPS MPS/Bridge
- Remote site VTC certification required 1 week prior to class start date.
- Connect 30 minutes prior to class start time.
- If the NPS VTC staff determines that your site is sending corrupted data they will disconnect you from the class until the equipment problems are resolved.
- It is helpful to know your Professor’s name, the course number, and your cohort to allow for easy reference, particularly when calling us with technical or connection questions.

Remote Site Tech Support
- Students are required to provide the NPS tech support with contact information for your local VTC facility tech support.
- Students need to rely on their local tech support for technical assistance.
- NPS tech support is not able to repair VTE systems via remote control over the telephone.

VTC Protocol
- Unless speaking please MUTE your microphone.
- When speaking it is helpful to first identify yourself and your site. This will alert the professor and the other sites to mute their microphones until you are finished speaking.
- Be mindful of the two second delay in voice transmission when responding and asking questions.
- Be aware that what you say in voice activated mode is being recorded in the video streaming capture and all other sites can hear and see you. When finished speaking, please mute your microphone. The last site to speak will stay on camera until another site speaks and the camera switches to them.
Computer Generated Slides & Graphics

If your professor agrees, you may want to request hard copies of slides used in class. This will make it easier for you to follow along:

- The VTC system doesn’t accept computer video signals
- The computer’s video signal must be “scan converted”
- The large video monitors in the DLC’s are not computer monitors.
- Computer video is “high resolution”
- Scan conversion changes computer video to “low resolution”
- The VTC system “compresses” the video signal
- Compression degrades image quality

TDY/TAD PROCEDURES
The following procedure is the responsibility of the student: At Least ONE week prior to traveling:

- Find a POC at the TDY VTC location and secure a classroom.
- Inform the Video Tele-Education Coordinator the POC information, TDY location, and all date(s), time(s), instructor(s), course number(s) for which dial-in connection is.
- The Video Tele-Education Coordinator will determine if the site is a certified VTC site.

If the site is not certified:
- Student to forward a NPS certification form to the TDY POC with NPS connection requirements. A test for connection is required. In order to participate in NPS VTE Programs, or VTC meetings, all sites must have an ISDN based video teleconferencing system that is compliant with the H.320 standards.
- If there are ports available, the Video Tele-Education Coordinator will provide dial-in numbers to the student to use to dial-into NPS for class. The sooner the student contacts NPS VTE coordinators, the better chance of having open ports.

VIDEO STREAMING VIA NAVCAST:
Note: Username and Password provided by Program Manager. For login or password assistance, please contact the Technology Assistance Center at 831-656-1046 or tac@nps.edu.

*The computer used for viewing must have Real Player installed.

To watch live broadcast:
- Ensure the PC is connected to the internet using a broadband connection.
- Point the web browser to http://navcast.nps.edu and login using your NPS username and password.
- Click on the “Live Broadcasts” tab, select your instructors name during the actual class time.

To watch past recordings:
- Point to http://navcast.nps.edu and login using your NPS username and password
- Click on the “Asset Library” tab, Class_Recordings, Quarter_20xx, Class and Instructor’s name and then on the .wmv file for the desired class date.