

## ViaVideo Quick Tips

<b>Security Web Page</b>	<a href="http://www.sandia.gov/coco/security/desktop.html">http://www.sandia.gov/coco/security/desktop.html</a>
<b>FAQ</b>	<a href="http://www.sandia.gov/coco/collaboration/collab.html">http://www.sandia.gov/coco/collaboration/collab.html</a>
<b>Test Number</b>	862941070
<b>How To's</b>	
<b>Placing a Point-Point Call NM &amp; CA (ViaVideo-ViaVideo)</b>	SRN-SRN or SON-SON steps are the same. Click on the "CALL or Directory" button and the directory window will come up. If the person has their ViaVideo turned OFF then it will NOT show up in the directory. Double-click on their name to place the call. There are no limitations on how many calls you can have at the sametime within the sites (CA/NM).
<b>Placing a call to a conference room</b>	Click on the "CALL" button and a directory window will come up, double-click on the room you want to call. If the conference room equipment is turned OFF it will NOT appear in the directory. You need someone in the conference room to answer the call. There can only be 3 simultaneous calls at the sametime when calling conference rooms.
<b>Placing a Multipoint Call (ViaV or conference rooms)</b>	Click on the "CALL" button for the directory window to come up. 10 - voice activated 11 - continuous presence. Meeting owner will establish the call using one of the following codes and then any 4-8 digit number after that. Example: To place a voice activated call, dial 101234. Type this number in your directory window and click the green call button. The other participants would put in the same number 101234. Maximum ViaVideo users at the sametime is 15.
<b>Answering Call</b>	You will hear a ring and a pop up window will come up asking you to accept a call from John Doe and will have a "yes" or "no" button to click on to accept the call.
<b>Using Data Share</b>	Refer to data collaboration page
<b>Download Directory Address Book</b>	To download the conference room address book you must close the ViaVideo application completely. Bring up the run command from your START menu type in: <code>\\snl\collaborative\snl-addressbk</code> Double click on the ViaVideoAddressBook.exe. This will bring up a check box with 3 options to install Address Books. Choose the appropriate option and click on the install button. You can now bring the ViaVideo application backup and check that the address book was properly installed. <b>Customers are responsible to update their address book when needed by doing the same steps above.</b>
<b>Error Message</b>	"All B channels are in use the call system acknowledges the connection request but is unable to accept the call" <b>Explanation:</b> <i>All lines are busy through the gateway. Contact Lanette Radliff 294-2672 to check availability.</i>
<b>Error Message</b>	"The destination rejects call for unknown reason although capable of accepting call" <b>Explanation:</b> <i>No one answering the call on other end</i>
<b>DO NOT USE FULL SCREEN Button on ViaVideo - It will CRASH your computer</b>	