



Videoconferencing Standards Manual
Mountaineer Doctor Television



WEST VIRGINIA UNIVERSITY
ROBERT C. BYRD HEALTH SCIENCES CENTER
DEPARTMENT OF INFORMATION TECHNOLOGY SERVICES

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CONTACT INFORMATION

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SUPPORTED EQUIPMENT/ RECOMMENDED USAGE

MDTV currently supports/recommends LifeSize or Tandberg videoconferencing equipment only when establishing a videoconference site/location. Below are examples of different types of systems along with our recommendations for equipment purchases.

Desktop System (Single User)

Primary use of a desktop videoconferencing system:

- Private administrative meetings (1 local participant)
- Telemedicine consultations (Providing Site Only)

Equipment Recommendations:

LifeSize Passport

With LifeSize Passport you get true HD video quality - 720p30 - for natural, realistic interactions at only 1Mbps over any internet connection. Ideal for individual offices, teleworkers, and collaboration rooms, Passport enables you to stay connected, anywhere, anytime.

Tandberg Centric 1700 HD MXP

Executive control centre designed for offices, the 1700 MXP features a superior HD camera and a widescreen LCD. This fully integrated system operates both as a video conferencing system and PC display, enabling seamless and real-time face-to-face collaboration at the desktop.

Conference Room System (10-20 people)

Primary use of a conference room videoconferencing system:

- Small Group Administrative Meetings
- Telemedicine consultations (Presenting Site)

Equipment Recommendations:

LifeSize Express

With a sleek, compact design, LifeSize Express extends video communications beyond the board room. It is ideal for executive offices, remote and home offices, and smaller conference rooms, as well as portable cart-based applications.



SUPPORTED EQUIPMENT/ RECOMMENDED USAGE

TANDBERG Edge MXP Series

Connect team members for more productive meetings with the Tandberg Edge MXP Series. This series is designed for medium to small-sized meeting rooms.

Large Group/Boardroom (20 + people)

Please call for recommendations.



NETWORK CONNECTION OPTIONS

Network connection options are listed below in chronological order from the highest rated recommendation to lowest. Please note that the better the network connection you provide, the better guarantee you will have with good quality video and troubleshooting networking issues.

- **Single point-to-point connection requires a minimum bandwidth of 384kbps.**
- **High definition connections require a minimum bandwidth of 1mg up/down.**

Dedicated Frame – Recommended

- Min 768k with a T1 router
- Utilize a codec device that can support encryption on the unit itself
- Specs on T1 router would be 1841 for migration to possible other carrier (DSL, Cable Modem, or own ISP)

Cable modem with Cisco Router VPN- Recommended

- Utilize a Cisco 1841 or Cisco ASA 5505 to create an AES 256 encrypted VPN tunnel from your facility over the internet to the HSC network.
- Site must allow installation of the Cisco device and make a patch from the codec to an open port on the 1841 or ASA 5505.
- The 1841 and ASA 5505 would need one connection to the cable modem.

Your own setup with our ASA 5505- Technical Support Fees Apply

- If you choose to use your current Internet Service Provider (ISP), and use our ASA 5505 to make the VPN connection, the ASA 5505 would be setup to do Quality of Service (QOS) markings and VPN configuration.
- This would require you to assign the ASA 5505 and the codec a static public IP number, and allow the ASA 5505 to create a VPN tunnel back to MDTV , and trust our QOS markings.

Creating your own setup- Technical Support Fees Apply

- If you choose to use your own ISP and own firewall / VPN device, we will allow you to create a VPN tunnel from your facility to MDTV
- You would be required to setup QOS markings for your video traffic and set up your own VPN device to connect to MDTV
- Site will incur all costs of hardware and software



SERVICES TO BE PROVIDED

Technical Services

- MDTV will provide our clients with a trained technical support staff. Our technicians can diagnose equipment malfunctions, assess user errors, and seamlessly guide a new user through their first videoconference when utilizing videoconferencing equipment that is supported by MDTV Staff.
- Software and hardware upgrades will be recommended on a periodic basis by MDTV Technical Staff.
- MDTV Technical Staff can research and evaluate proposed ideas and provide important insight that can sometimes be overlooked by a new user.
- Coordinate maintenance and technical support for the telecommunication lines.
- We will support end point to end point connections. We can't guarantee network connections at your facility will be able to support multi-site connectivity.

Distant Site Responsibilities

- Each site must designate at least one trained site coordinator and technical coordinator for videoconferencing and supply MDTV with his/her pager and cell phone information in order to be reached during a videoconference.
- Provide and maintain an appropriate patient exam room to accommodate consultation equipment if telemedicine is going to be provided. This room is to be used predominantly for consultations. A phone must be provided in the consultation room.
- Provide and maintain an appropriate continuing education room to accommodate teleconferencing equipment. This room is to be used predominantly for continuing education purposes.
- Provide MDTV with the room and phone numbers for the consultation and continuing education rooms.
- MDTV sites are responsible for purchasing software and hardware upgrades to maintain interoperability and remain part of the MDTV Network.
- Notify MDTV in writing a minimum of 30 days prior to relocating the consultation or continuing education equipment so we may be helpful in the process.
- Report all technical difficulties to MDTV immediately. Please call our technical hotline at 304-293-7335.



RATE SCHEDULE

Bridging Fees	Normal Business Hours Monday - Friday 8am-430pm	
	Monday - Friday 8am-430pm	After Hours/Weekends
HSC to Member site	Free	\$60/hr
HSC to *WVU Affiliate Site	Free	\$60/hr
HSC to Non-Member Site	\$50/hr per site	\$75/hr per site
Member to Member Site	Free	\$60/hr
Member to Non Member	\$50/hr per site	\$75/hr per site
Outside Agency to Member Site	\$50/hr per site	\$75/hr per site
Outside Agency to Non Member Site	\$75/hr per site	\$100/hr per site

*WVU Affiliate Sites: WVU Institute of Technology, Glenville State College

* Technical Fees- (Effective 7/1/2010)	Normal Business Hours Monday - Friday 8am-430pm	
	Monday - Friday 8am-430pm	After Hours/Weekends
HSC Clients	Free	\$50/hr
Member Sites	\$50/hr	\$75/hr
Non-Member Sites	\$75/hr	\$100/hr

* Technical Fees cover multi-program testing (*i.e. more than 1 test per conference*), diagnosis, troubleshooting, or fixing connection issues for all videoconferencing units **not set up to meet MDTV Video Standards.**