Telephone, Web and Video Conferencing Policies at Cayuga Community College March 2014

The IT User Services Department at Cayuga Community College will be happy to assist you with deciding upon the appropriate tool to conduct remote meetings, presentations and receive remote presentations. Please contact the Cayuga Help Desk at **# 2268**.

Telephone Conference Calls

Most display desk phones are equipped with speakers and conferencing function for up to 3 additional callers. Please see conference call instructions for your campus on the Campus Technology page of the College Website- Conference calls with more than 4 participants requires the use of a conference bridge. Please contact the Cayuga Help Desk at **# 2268** a minimum of **48 hours** in advance of your meeting. Polycom conference phones are available large groups to provide superior sound quality. Please contact the Cayuga Help Desk at **# 2268**, or helpdesk@cayuga-cc.edu to coordinate your request.

Webinars and Web Video Conferencing

Webinars-A hosted event that the participant joins via a web address, and is able to view the moderator's computer desktop , hear the moderator, participants and interact with them. The participant can join the event **from their desktop computer**, or if there are many participants at one location, it can be **setup in a classroom or conference room.**   Please contact the Cayuga Help Desk #2268, or helpdesk@cayuga-cc.edu

Intra Campus Distance Learning and Video Conferencing

The college has 16 room locations for Auburn to River Glen video conferencing. A complete list of locations and reservation information is listed on the Campus Technology page of the College Website. Scheduling a minimum of **48 hours** in advance is required. Room availability is subject to class schedules. Please contact the Cayuga Help Desk #2268, or helpdesk@cayuga-cc.edu

Skype
Skype is a free software used for video conference calls. **CCC does not directly support the Skype application** and **will only be installed on an exception basis** when approved by the Network Manager and IT User Services Manager.. Skype calls must originate from the Auburn or Fulton campus due to security policies. In other words, to create a Skype session, the party at the College must 'call out' first (*see below).

Additional Information and Requests

For more information regarding any of these services, or to schedule your event, please contact the Cayuga Help Desk at # **2268** or helpdesk@cayuga-cc.edu

 IMPORTANT NOTE: Cayuga Community College network security policies prevent peer to peer applications outside of the Cayuga Community College network from *initiating a connection* to peer to peer applications inside of the CCC campus network. Therefore, to utilize these applications, *a connection must be initiated from the CCC campus network* to create an active conference.