



# Videolinq

VIDEOCONFERENCING

## SITE CO-ORDINATOR'S CATCH UP

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Hi All

Welcome to the August Videolinq Catch Up e-mail. Please feel free to send through any suggestions or topics you have for future e-mails. **Please also pass this on to your Back Up Site Co-ordinator.** A printable version of this e-mail is available from the Videolinq home page (<http://videolinq.tafe.net>).

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### Important Information:

- Could you please contact Kathryn Chambeyron to update any contact details for the sites [Kathryn.chambeyron@tafe.qld.edu.au](mailto:Kathryn.chambeyron@tafe.qld.edu.au)
- Please remind staff members at your campus/office all technical issues during a videoconference are directed to the Telstra iVision Service Desk for assistance 1800 025 369 as Videolinq are not able to reconnect you.
- All booking issues are to be directed to Telstra iVision Service Desk 1800 025 369.
- It is good practice to place a copy of the Videoconference Notification in your room for participants for all current videoconferences.
- When doing amendments which entails removing a site that is the host site please ensure before submitting the booking that you have ticked another host site.
- PCA's (Post Conference Amendment) or PCC's (Post Conference Cancellation) should be submitted by the 1<sup>st</sup> of the new month these amendments/cancellations have an impact on site recorded hours for the month.

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### TAFE Queensland Videolinq Network Reports

Some of you may not be aware Telstra iVision issue a report each month which details usage, commercial room hire, calls to the service desk and amendments and cancellations.

As we receive the reports they are uploaded to our website attached link to the reports (the password is vlq) scroll down to the **Monthly Usage Reports**

[http://videolinq.tafe.net/password/vlq\\_Logon.asp?from=http%3A%2F%2Fvideolinq%2Etafe%2Fenet%2Fpassword%2FaboutUs%5FusageReports%2Easp](http://videolinq.tafe.net/password/vlq_Logon.asp?from=http%3A%2F%2Fvideolinq%2Etafe%2Fenet%2Fpassword%2FaboutUs%5FusageReports%2Easp)

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## Troubleshooting Guides

Just as a reminder if you are having problems with equipment in your room please do basic troubleshooting prior to contacting the Telstra iVision Service Desk.

I have attached links for Basic Troubleshooting Guides for Tandberg and Cisco systems.

[http://videolinq.tafe.net/attached\\_docs/pdf/sc\\_manual/basic\\_troubleshooting\\_guide\\_tandberg.pdf](http://videolinq.tafe.net/attached_docs/pdf/sc_manual/basic_troubleshooting_guide_tandberg.pdf)

[http://videolinq.tafe.net/attached\\_docs/pdf/sc\\_manual/basic\\_troubleshooting\\_guide\\_cisco.pdf](http://videolinq.tafe.net/attached_docs/pdf/sc_manual/basic_troubleshooting_guide_cisco.pdf)

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If you have any questions please don't hesitate to contact the Videolinq Office.

Regards

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