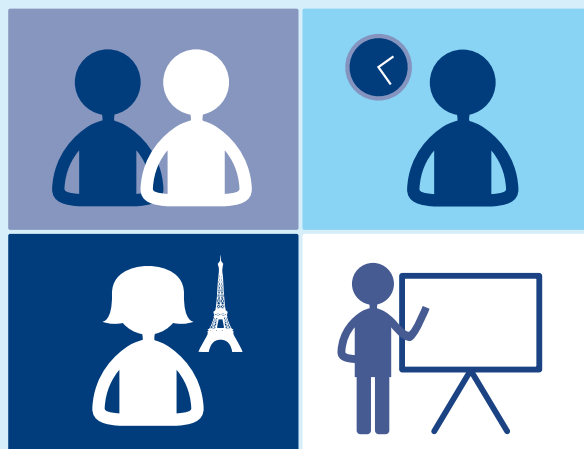




Video Conferencing

Vscene: HEAnet's world-class video conference scheduling and management tool



HEAnet offers a self-managed video conferencing scheduling delivered via the Vscene service, which easily facilitates video conferencing over a wide variety of devices.

HEAnet's video conferencing service is primarily delivered via the Vscene service, which easily facilitates video conferencing over a wide variety of devices.

This dynamic service allows users to connect with each other via video conference from anywhere in the world, including over our high speed IP network.

Cost

Video conferencing is offered to clients as a free service.

Who Can Use It

HEAnet's video conferencing service is available to staff, academic partners and students.

Institutions can control who has access to the Vscene video conferencing service through specific permissions in the user's federated log-in identity.

Minimal Equipment Needs

The Vscene service is designed to be as device inclusive as possible. Older and legacy video conferencing (VC) devices are supported, as well as modern VC units. Vscene can operate with the most basic of webcam / desktop set-ups, with a specific plug-in for Windows / Mac OSX available.

Vscene

communicate • collaborate • educate

Vscene is a video collaboration developed by Jisc (UK) that allows you to schedule and manage Video Conferences. Vscene allows users to schedule, or instantly launch conferences, working across technologies to ensure seamless connectivity.

Vscene operates without the need for advanced configuration. Logging into the service is simple, via federated log-in.

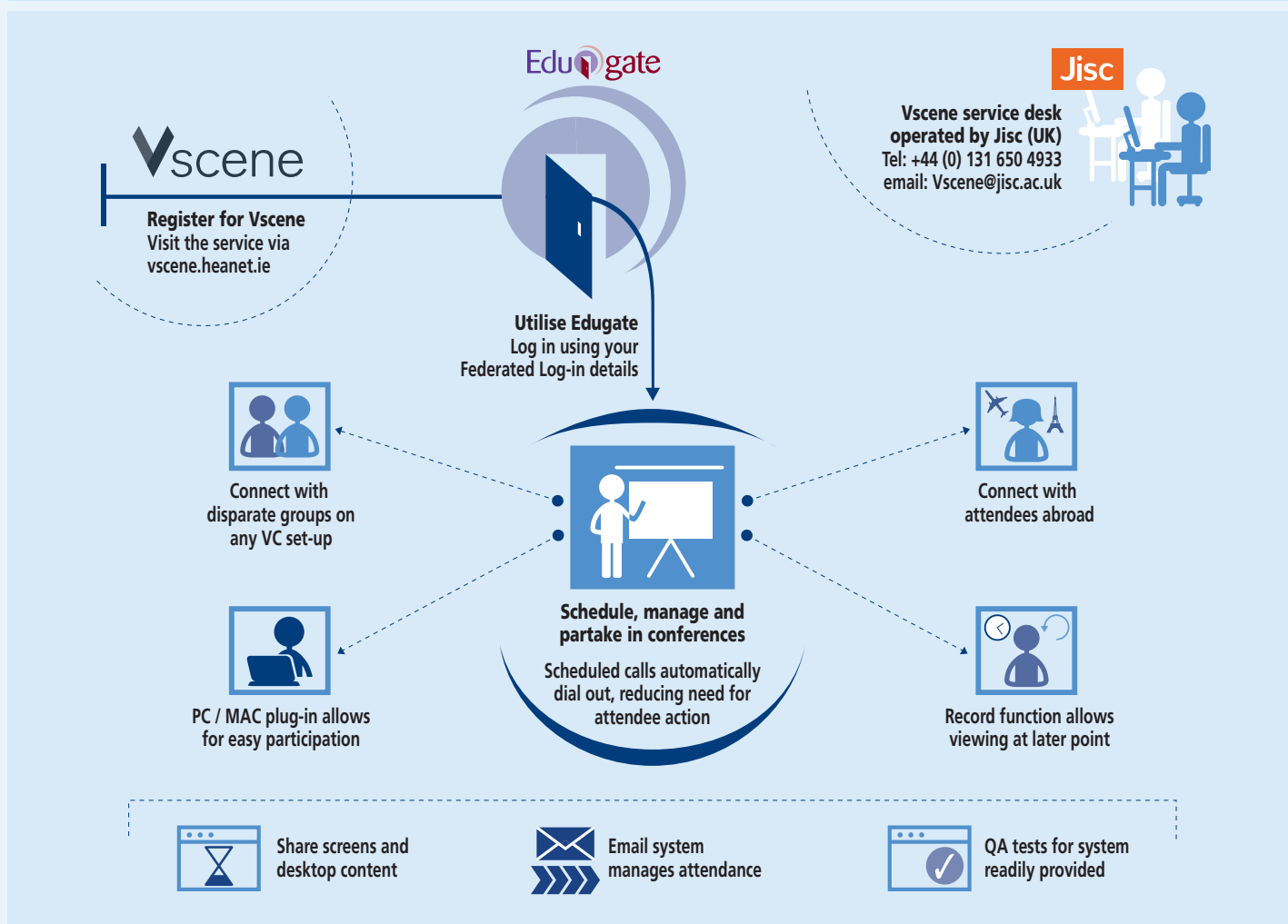
Vscene features:

- A dedicated service desk to assist with set-up and troubleshooting.
- A desktop plug-in permitting Windows / Mac OS X users to join conferences and share content.
- A conference recording feature.
- A simplified conference confirmation system that works over email.
- A 24/7 Quality Assurance testing facility.

Additional HEAnet Services

- **Gatekeeper** - HEAnet runs both the national gatekeeper and also one of the world root gatekeepers. These allow users to register their units with the GDS (Global Dialing Scheme).
- **ISDN Gateway** - HEAnet provide an ISDN gateway to allow bridging with legacy VC equipment. This is a Dial-In only service.
- **VC Frameworks** - Additionally, HEAnet offer comprehensive and up-to-date framework agreements for VC unit technical support.

Video Conferencing - Vscene: HEAnet's world-class video conference scheduling and management tool



Niall Collins, Senior Technical Officer, Graduate Medical School UL

- "We've been using (HEAnet's) video conferencing service for the past five years...I'd definitely recommend it." 
- "Rather than have medical placement students travel to Limerick every week, which isn't feasible, we've set up lectures via video conference...we'll have major Vscene sessions with up to ten sites."
- "The fact that they can watch it later - it's fantastic...sometimes it's not feasible for a student to come out of a procedure for a lecture."
- "The ability to schedule is excellent...at the start of the semester we can schedule all sessions for the term."

Contact Service Desk / HEAnet

A dedicated Vscene service desk is run by our partner organisation, Jisc, in the UK.

Vscene users in Ireland can contact the service desk by calling +44 131 650 4933, or by emailing:

vscene@jisc.ac.uk

The Vscene service desk hours of operation are Monday to Friday, 08:00 to 21:00, and Saturday, from 08:00 to 17:00. The Vscene service desk also facilitates Annual QA checks for registered systems.

For more information on video conferencing services, please contact **noc@heanet.ie** or by calling 01-660-9040, Monday to Friday, 09:00 - 17:30.