



# Interactive videoconferencing

## Help sheet

School of Rural Health Technical Support

Whilst videoconferencing is a stable technology, from time to time you may need some technical backup.

### Process for engaging technical support

#### Primary Help

- Discuss with the nominated Site Coordinator who may be able to correct the problem (see below)
- If you have a colleague who is an 'expert user' they also may be of assistance in trouble shooting
- In the near future a list of identified 'expert-users' will be compiled and made available by link to <http://www.monash.edu.au/news/expertline/browse.php>

#### Secondary

- Call Faculty IT Support (see page 2)

#### Tertiary

- If secondary level help unavailable, call Integrated Vision Helpdesk (see page 2)

Now might be the time to think about that Plan B you had catered for in your lesson planning process!

### Primary help—site coordinators

The School of Rural Health has nominated coordinators at each site who will be available to assist you in all the administrative aspects of videoconferencing. Their contact details are as follows:

SRH Site	Name	Phone	Email
Bairnsdale	Jenny Donnelly	5150 3613	Jenny.Donnelly@med.monash.edu.au
Bendigo Lister House*	Lee Cheney	5440 9031	Leanne.Cheney@med.monash.edu.au
Bendigo Mercy St.	Pauline Blake	5454 6920	Pauline.Blake@med.monash.edu.au
Mildura	Vicki Dane Ros Hocking	5018 8707 5018 8777	Vicki.Dane@med.monash.edu.au Rosalyn.Hocking@med.monash.edu.au
Moe	Michael Elswyk	5128 1007	Michael.Elswyk@med.monash.edu.au
Sale	Ros Pearce	5143 8500	Ros.Pearce@med.monash.edu.au
Traralgon	Joy Beckman	5173 8181	Joy.Beckman@med.monash.edu.au
Clayton *	Pam Miller	9905 4779	Pam.Miller@its.med.monahs.edu.au

\*Can also accommodate multi-point conferencing

### Faculty IT support web site

[www.med.monash.edu.au/tsg/itss/](http://www.med.monash.edu.au/tsg/itss/)

### School of Rural Health IT support contacts

#### Ace Wilhelm

- Based at: Traralgon
- Area covered: Bairnsdale to Warragul
- Phone: 5173 8201
- Email: [ace.wilhelm@med.monash.edu.au](mailto:ace.wilhelm@med.monash.edu.au)

#### Andrew Moon

- Based at: Bendigo
- Area covered: Bendigo, Mildura
- Phone: 5440 9008
- Email: [andrew.moon@med.monash.edu.au](mailto:andrew.moon@med.monash.edu.au)

### Monash job desk

<http://jobdesk.monash.edu.au/login/index.cfm>

Monash SRH has a Service Agreement with its equipment supplier Integrated Vision.

This agreement provides unlimited access to help-desk support (during office hours) for trouble shooting at any of the user locations. Help desk staff will answer any questions and provide 1:1 diagnostic assistance to any Monash staff member.

The free-call number also appears on the Quick Reference Guide which accompanies the remote control handsets to Tandberg Equipment in each videoconferencing suite.

### Integrated Vision help desk

- Phone: 1800 284 336
- Email: [helpdesk@ivision.com.au](mailto:helpdesk@ivision.com.au)