



Interactive videoconferencing

Help sheet

7: Technical Support

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

Primary help—site coordinators

- Discuss with your nominated Site Coordinator who may be able to correct the problem. 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 help—Faculty IT support

Call Faculty IT Support for secondary help.

Faculty IT support web site

To find out who your departmental IT support contacts are, log on to: www.med.monash.edu.au/tsg/itss/

Monash job desk

Use the job desk to request assistance that isn't needed immediately:

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

Videoconferencing at Monash

For further information log on to: www.its.monash.edu.au/staff/videoconf/

Tertiary help—Integrated Vision

If secondary level help is unavailable, call the Integrated Vision Helpdesk.

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