

**The University of Hong Kong  
Computer Centre**

**Notes on the Reservation and Use of Video Collaboration Facilities**

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1. The Computer Centre provides a range of video collaboration facilities for use by University departments. Details about the facilities can be found at

<http://www.itservices.hku.hk/services/video/vcollaboration.htm>

2. For using the video collaboration facilities provided by the Computer Centre, departments are requested to fill in and return application form no. **CF-43 on “Reservation of Video Collaboration Facilities”** (available at <http://www.itservices.hku.hk/home/services/forms.htm>) to the General Office of the Computer Centre.
3. The Computer Centre provides technical support services for departments in supporting the set up and use of the video collaboration facilities. The present charging rates for the technical support services are as follows:

Time	Charge/Hour (HK\$)
<i>Office hours:</i> 9 a.m. - 5:30 p.m. Monday to Friday; 9 a.m. - 1:00 p.m. Saturday	\$400 (waived)
5:30 p.m. - 10 p.m. Monday to Friday	\$400
10:00 p.m. - 9:00 a.m. the next day, Monday to Friday; From 1:00 p.m. Saturday to 9:00 a.m. Monday; Anytime on Sundays and holidays	\$800

Charges will be calculated and rounded up to the nearest hour.  
(*The above rates are subject to change without prior notice.*)

4. Requests for using the video collaboration facilities for non-UGC funded activities or other purposes have to be submitted in writing to the Director of ITS for consideration. A University overhead charge will be added on top of the regular charges *plus* a charge for using the equipment in accordance with the charging scheme of the Finance and Enterprises Office.
5. Procedures for reservation and use of the video collaboration facilities are as follows:

**a. Polycom ViewStation FX**

- Department should fill in application form no. **CF-43 on “Reservation of Video Collaboration Facilities”** and return it to the General Office of the Computer Centre **3 working days prior to the start of the loan period.**
- The Computer Centre will confirm with the departments the availability of the equipment within 2 working days upon the receipt of the application form.
- Self-help procedures on using the equipment are available at <http://www.itservices.hku.hk/services/video/vcollaboration.htm>.
- The ViewStation will automatically obtain an IP address when it is connected to the University campus network. However, this address *may* change when the ViewStation is restarted. If you need a fixed IP address for the remote party to call in, you may apply for a **temporary** one. This fixed address should **only** be used for the ViewStation during the loan period.

*b. Point-to-point/Multipoint Video Conferencing Facilities*

- Department should fill in application form no. **CF-43 on “Reservation of Video Collaboration Facilities”** and return it to the General Office of the Computer Centre. Sufficient time should be allowed for coordination and connection tests with the remote parties prior to the real broadcast.
- The Computer Centre will contact the department within 2 working days upon the receipt of the application form for details of the arrangement and to arrange a time for the connection test, if necessary.
- Charges will be incurred if ISDN calls are initiated by departments and the charges have to be borne by departments. Normally, there is no charge for receiving ISDN calls.

*c. Live Web-Casting*

- Departments should fill in application form no. **CF-43 on “Reservation of Video Collaboration Facilities”** and return it to the General Office of the Computer Centre. Sufficient time should be allowed for coordination and testing before the real broadcast.
- The Computer Centre will contact the department within 2 days upon the receipt of the application form for details of the arrangement.

*d. HKU Video Conferencing Scheduler*

- Departments should fill in application form no. **CF-43 on “Reservation of Video Collaboration Facilities”** and return it to the General Office of the Computer Centre.
- The Computer Centre will contact the department within 2 working days upon the receipt of the application form about the creation of the Scheduler account.
- The Scheduler account is valid only during the period of use that you specify in the application form.
- Self-help procedure on using the Scheduler is available at <http://www.itservices.hku.hk/services/video/VCscheduler/VCschedulerproc.htm>.

6. All the on-loan equipment must be collected and handled with care. Departments are fully responsible for any loss, damage or liability of the on-loan equipment. Departments are required to bear the cost for the repairs or replacements, if any.
7. The on-loan equipment must be returned on or before the due date as specified on the application form CF-43.
8. For enquiries about the video collaboration facilities provided by the Computer Centre, please contact our technical support staff at [video@cc.hku.hk](mailto:video@cc.hku.hk).

*Revised on July 2011*