

# Videoconferencing

*Host video meetings from your desk or a videoconference room, with participants in other government departments or from outside government. NOTE: Access to this service is limited to [registered partners](#).*

Videoconferencing (VC) systems enable you to conduct two-way video calls and require a conferencing bridge to connect three or more different systems together. With Shared Services Canada's (SSC) videoconferencing service, you can hold video meetings interdepartmentally and externally. There are two modes of use:

- **My Virtual Meeting Room** – self-service account enabling you to host VC meetings at anytime
- **Scheduled Videoconferences** – a VC manager establishes and maintains the videoconference for you, ensuring that bridging among VC systems is operational

## Features

- Conduct internal and external video calls
- Share documents with participants
- Use shareable boardrooms listed in the GC Videoconferencing Boardroom Directory

## Using My Virtual Meeting Room

With your self-serve account, you can host video meetings in your own Virtual Meeting Room (VMR) with up to 25 participating sites. Participants can join through video-enabled computers, from VC meeting rooms and by telephone.

### Getting an account

To obtain a VMR account, you must be with a registered partner. Complete and submit the following form:

- [Request My Virtual Meeting Room Account](#) (disabled link)

### Hosting a virtual meeting

You must have access to a video-enabled computer or VC room. Simply provide your VMR address to participants when sending out your meeting invitation, or meet on the fly anytime.

**Please note:** You are responsible for booking a room with Videoconferencing capabilities for your meeting. Refer to the GC Videoconferencing Boardroom Directory for a list of VC-enabled boardrooms.

- [My Virtual Meeting Room User Guide](#)
- [GC Videoconferencing Boardroom Directory](#) (disabled link)

## Using scheduled videoconferences

Through the Scheduled Videoconferences service, you can book a full-service videoconference for when you would like assistance, such as for special events. The service is offered for videoconferences requiring three or more sites.

### Hosting a meeting

You must have access to a video-enabled computer or VC room in order to host the meeting. To request a Scheduled Videoconference, complete and submit the following form.

- [Request a Scheduled Videoconference](#) (disabled link to a request form)
- [GC Videoconferencing Boardroom Directory](#) (disabled link)

### Hours of operation

Existing hours of operation remain unchanged. Please contact your departmental helpdesk for more information

## Support

For support please contact your departmental helpdesk.

## More information

For further information, please contact your organization's assigned [Client Relationship Manager](#).

# My Virtual Meeting Room user guide for videoconferencing

As the owner of a My Virtual Meeting Room account, you can host video-enabled meetings anytime, either from your desk or a videoconference room.

When you connect to a Virtual Meeting Room (VMR), you are actually connecting to a videoconferencing (VC) bridge. The bridge enables connection among participants using various VC systems or video-enabled computers. Additionally, with a VMR, you don't need to reserve or schedule the bridge as you can use your VMR anytime and as often as required without the need to conduct reservations. The VMR is also an easy way to accommodate both video and audio participants without having to connect a separate audio line.

Any standards-based VC system should be able to connect to the VMR regardless of whether it's a desktop or boardroom system, or whether it's running on a legacy network (ISDN) or on IP network services.

## Hosting Meetings

You can host meetings with up to 25 separate video or audio sites. As with a standard VC system, all basic features, such as loading and sharing a presentation, are available using a VMR.

- Provide your VMR address and security access PIN to the meeting participants.
- At the time of the meeting, participants can join by dialing your VMR address using any standard VC system.

**Note:** Participants using ISDN or telephone services can dial in to the VMR from an ISDN VC system or telephone system by dialing 613 729 5408 (local to National Capital Region) or 1 855 470 7641 (toll-free via telephone only). They will be prompted to dial your conference code (which is the name provided before the @ symbol of your VMR address, e.g. 76136146265) followed by the # symbol.

- Successful connection to the VMR is confirmed when you see the following blue screen:



- As participants join, they appear in the VRM. Audio participants are represented by a telephone icon on the screen.

## Virtual Meeting Room Features

When in your VMR, you and your participants can access various features that are available on most standard VC systems. Features appear as clickable icons on your screen.

Self-View            Display a small Self View image of yourself displayed on your VMR screen

Video On/Off        Turn your video camera on or off

Mute/Un-Mute       Mute or unmute your microphone

Volume              Control the volume of your speakers

Full Screen View   Switch to full screen view

Share Documents   Share documents or your desktop with other participants

End                    Disconnect from the VMR

## Tips

If you have not previously used the participating VC systems, it is always prudent to schedule a test before the actual meeting, preferably at the same time of day, to ensure the service works well.

A message indicating low quality or showing an exclamation point indicates that the quality of your network performance may be low. You might experience lower quality video and audio during the meeting.

If you experience technical difficulties during a videoconference, you may try to reconnect. If the session continues to provide poor quality, you should resort to audioconferencing to ensure continuation of the meeting with the least amount of disruption.