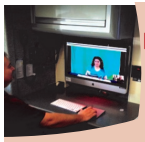
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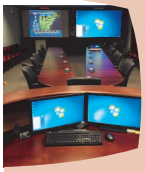
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Collaboration Quarterly

A PUBLICATION OF **NICS COLLABORATION SERVICES**, A SERVICE PROVIDER TO THE **NASA COMMUNICATIONS SERVICE OFFICE**

__Collaborations Quarterly__ is designed to keep you up to date on the newest offerings and features available to you and your customers. We hope you find the newsletter a useful tool for engaging and informing current and potential users of NICS Collaboration Services.

Desktop Mobile ViTS Pilot

So what is all the talk about DMV… What does NASA have to do with the Department of Motor Vehicles? Not much… NASA's DMV stands for Desktop Mobile ViTS. This is an extension of the standard videoconferencing services (ViTS) supported by the Communications Services Office (CSO). DMV is being offered Agency wide as a pilot throughout FY13 at no charge to users. This new technology allows users to collaborate independently or join a standard ViTS call from his or her computer or mobile device. DMV users can join a videoconference from almost anywhere using most every popular smart mobile device (like iPhones, iPads, and Androids) that has access to the NASA network or the Internet.

What is DMV and what makes it different than other web conferencing solutions like WebEx, Adobe, OC, Lync, and Skype?...
The DMV is a collaboration tool that supports encrypted video conferencing, voice, conferencing and content sharing simultaneously over a single connection within one client application and resides on the NASA premises. The DMV video engine, **Vidyo**, was chosen as a result of an extensive Desktop Conferencing Requirements study conducted by the CSO.

Although DMV supports similar features found in other video applications, the DMV has a unique bundle of features that give it the ability to meet a wider range of NASA requirements and use cases while remaining backwards compatible with existing legacy ViTS room investments. In addition, DMV allows users to invite guests that do not have DMV accounts. DMV has global presence, and since it resides on the NASA backbone and is JITC (Joint Interoperability Test Command) certified for DOD use, this adds additional layers of security to the service.

Why DMV? The CSO has been offering videoconferencing services since the 80's. Until recently, Collaboration Services, has focused primarily on providing a variety of videoconference room designs - and the backbone network to link rooms together over IP. However, in the last few years we have seen a growing trend of requests to telework and the ability to join ViTS conferences from the desktop or mobile devices. The DMV pilot program now offers conferencing flexibility to users across the Agency.

Who is using DMV?... Currently the DMV pilot is supporting over 1000 users Agency wide. The DMV pilot supports many projects and departments within NASA. One of many examples, the Digital Learning Network™, managed by Dr. Robert Starr out of Langley Research Center, uses the DMV extensively to communicate with schools across the United States to bring NASA-related distance learning opportunities to students and educators from all 10 NASA centers' DLN studios.

The DMV is also used by NASA teleworkers, by NASA teams for communicating with global NASA partners and Space Agencies, by decentralized NASA teams that have team members scattered across the Agency, and even by Agency wide face-to-face working groups. User surveys show teams using DMV increase productivity and are able to save time and money across projects.

How do I get more info? … The DMV pilot is supported by I3P and managed by the CSO service contract. A DMV account can be ordered through the ESD services portal. If you would like to learn more about DMV go the DMV Training Events web link (http://www.eventsvc.com/vidyo/apage/nasa2) and watch the short video clip. If you would like to try a demo DMV pilot account (for free through the remaining FY13), contact the DMV support team at msfc-dmv-support-account@mail.nasa.gov. Hope to see you on DMV soon!

PROJECT REPORT:

Langley Research Center

NESC Conference Room Upgrade

LaRC NESC conference Room

NASA Engineering and Safety Center (NESC) provides testing and analysis, to high-risk missions and projects to ensure the safety of these projects and processes. NESC representatives across the agency rely heavily on communication and collaboration to accomplish its mission. From desk-top to Full-Service video solutions, Collaboration Services (CS) has supported NESC requirements for years.
In 2004, CS created an isolated ViTS network for NESC, connecting eleven NESC sites with a private video bridge and endpoints. In 2006, Collaboration Services installed a Full-Service conference room for NESC at Langley, activating AES encryption by user request, which later became standard for all CSO ViTS Rooms. In 2013, with standards shifting to HD video conferencing, and digital video system, it was time for an upgrade to the main NESC conferencing room located at Langley Research Center, building 1219 room 225.

The NESC conference room utilizes a custom V-shaped conferencing table, which makes best use of the microphone activated camera tracking, to frame the best camera shots for videoconferencing. This seating arrangement also affords all participants of the best viewing of the 133" displays. The displays are driven by dual-lamp Mitsubishi HD projectors, displaying crisp high resolution images, while allowing work and task lighting to remain at useful levels. A LifeSize 220i video codec provides HD videoconferencing capabilities

The room audio system is powered by ClearOne Converge Pro microphone mixers. Sporting fourteen tabletop microphones and two wireless handheld microphones, the mixers provide all the audio mixing for voice, video, and in-room meetings.

The multimedia capabilities include, thirteen laptop interfaces with VGA or HDMI input, one room computer connection with extended display, a Blu-ray player and two HD TV tuners for connection to center CATV system.

The complete room system is controlled via the new Modero X® AMX touch panel, which can be connected either at the front of the conference table or at the operator station in the rear of the room.

The NESC conference room upgrade was completed April 30, 2013

Hardware Highlights:

ClearOne Converge Pro audio mixers

Collaboration Services has a long history with ClearOne. Based in Slat Lake City, ClearOne (previously known as Gentner) is a longtime leader and innovator of audio products for conference rooms and large venues.

Beginning with the release of the AP line of automatic microphone mixers in 1998, ClearOne has been at the forefront of the conference audio arena for the last fifteen years. Noteworthy innovations include, distributed echo canceling, integrated telephone hybrid, and expansion mixer bussing. ClearOne's award winning products have continued to evolve. Through the AP to XAP product lines and to the Converge Pro audio mixers, Collaboration Services has leveraged ClearOne's technical excellence to provide our customers with the best sounding conference rooms in the Agency.

The Converge Pro line of audio mixers feature individual input Acoustic Echo Canceling (AEC) which provides crisp clean audio with no echo return to far end sites. An expansive array of expansion busses, filters, and faders allow engineers to custom tune a room's audio characteristics to provide a pleasing and intelligible audio conferencing experience. The Converge pro line comes in a number of configurations, including for the first time, a input only mixer, which provides cost savings in a large room system.

The ClearOne Converge Pro mixers work well as a stand-alone audio conferencing system, with a ClearOne tabletop control pad for dialing and audio control. The mixers are also used as part of our full service conference room system, controlled via a room control system. The Converge Pro mixers not only handle microphone audio but all of your multimedia and computer audio as well.

ClearOne mixers also provide logic out to the control system, informing the room control system which microphones are unmuted, powering the microphone activated camera tracking system in the CSO installed video conferencing rooms.

The ClearOne Converge Pro audio mixers provide professional audio quality in CSO conference rooms.

Collaboration Services Spotlight:

Integration Engineer: Steven Alford

The Collaboration Services Team provides a very diverse product catalog to the Agency, none more dynamic than the "controlled" room environment. This option combines stellar designs, cutting edge technology, and unparalleled software integration. As one of the Integration Engineers that carry the baton across the finish line, Steven Alford is not shy about going the extra mile to provide a top-notch product to our customers.

Integration engineers on the Collaboration Services team meld hardware and software together to complete the work begun by Design Engineers. Starting from a standardized template, Steven customizes system flow and control interface to provide an understandable and powerful customer experience. Integration Engineers also ensure quality and conformity by conducting system testing and finalization.

Steven came to Collaboration Services in 2003, after five years at AMX where he worked in product testing and quality assurance. In 2003, Steven received the Buck Wong award from Arcata Associates, honoring him as Arcata's employee of the year. That same year, Steven was named the CSOC contract's "Program employee of the year." During his time with Collaboration Services Steven has worked on a number of major projects including the JSC Mission Management Team conference room, NASA Headquarters Space Operations Center, and KSC OSB II build-out. Steven was also an integral member of the design team for Collaboration Services' new Digital Conference Room platform. His professional education is ongoing and Steven is a Certified Extron A/V associate, AMX certified Design Expert, and Enova Solutions Expert.

Steven's commitment to excellence and his background in quality assurance are evident as he vigorously tests new conference rooms before placing them in service. Steven also performs technician and end user training and assists local technicians in incident resolution. Mr. Alford's work takes him all over the agency, and he has fostered great working relationships with many repeat customers. Steven is a big believer in NASA's mission of exploration and hopes his work in creating collaboration and communications facilities contribute to NASA's success.

Best Practices:

Conference Etiquette

Please use the following guidelines to ensure successful teleconferences (audio and video):

- Ensure that when speaking, you are speaking into an active microphone
- If there is not a microphone where you are sitting, and you wish to speak, please move to the table and activate a microphone
- When not speaking, please ensure that your microphone (or telephone) is muted
- Please keep side-bar conversations to a minimum. If required, leave the room to continue your discussion.
- Keep mobile devices muted and away from microphones to alleviate feedback/additional noise
- Keep laptop use/typing to a minimum
- When utilizing mobile video applications, use ear buds or an approved USB speakerphone

NASA Teleconferencing Center Tips:

Need a new Instant Meeting account to begin hosting audio conference meetings? Here's how:

Visit the Enterprise Service Desk (ESD) portal at https://esd.nasa.gov. *

- Select Order Services
- Select Collaboration Services
- Select Instant Meeting Account by clicking the blue "Request Now" button
- Complete Instant Meeting info form
- Submit your request

Once you have submitted your request it will automatically be routed to your NASA center for approval. Once approved, your request will be forwarded to the NASA Teleconferencing Center for processing.

An NTC team member will process your request with our provider. When completed you will receive an email with the subject line INSTANT MEETING INFORMATION. To complete your request, an NTC team member will call you to verify that you have received your account information. Congratulations, you are now ready to host your meetings.

* If a contractor doesn't have a nasa.gov email and they are qualified for an IM, contact the NTC at 1-877-857-6272 for manual account setup

2nd-Quarter 2013:

Completed projects gallery

LaRC-1219-225

JSC-4S-2419

KSC-MBR

NEWS and Notes

- ⇒ Utilizing Core funds, NICS Collaboration Services has completely upgraded the **Staging & Testing lab** located in Huntsville at the Bradford Drive Facility. The upgrade provides a digital and analog footprint in a test environment that is completely compatible with all CSO ViTS systems, as well as the DMV Pilot infrastructure.
- ⇒ Collaboration Services continues to support remodel efforts at **NASA Headquarters**
- ⇒ Collaboration Services is closely monitoring all **procurement** requests and the procurement flow in accordance with the **"Section 516" mandate.**
- ⇒ **FY14 Spend Plans** will be finalized in July. Once approved, we will be getting with the CSR community outlining any Core facility upgrades for the coming year.
- ⇒ The **CReW share site** is up and operational. You will find all DCS/EIP information on this site as of 30 June 2013. The CReW site is for NICS internal use only. If you would like access to this site, please contact Service Management.
- ⇒ Several A/V vendors premiered new products at this year's **Infocomm** trade show. Collaboration Services will be testing many of these in the coming months

On the Horizon:

Upcoming major projects

Third quarter 2013

- KSC O & C 3rd floor conference room upgrades
- JSC installation of two controlled Multimedia Rooms
- KSC OSB2 Auditorium
- HQ 3W42 Full Service conference Room

...And Beyond

- LARC New Town Phase 2
- MSFC 4200 Room 409 Full Service Conference Room
- ARC Conference Center
- HQ 6Z43 Full Service Conference Room
- KSC HQ conference room upgrades