

Collaboration Quarterly

A publication of CSO/NICS Collaboration Services, a service provider to the NASA Communications Service Office

From the NASA Teleconferencing Center (NTC)

Desktop Mobile ViTS (DMV)

Collaboration 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 CSO/NICS Collaboration Services.

With so many choices of desktop and mobile collaboration solutions available at our fingertips today, the challenge of selecting the right product for the meeting format can become an overwhelming proposition.

CSO/NICS recently introduced the Desktop Mobile ViTS (DMV) powered by Vidyo as an Agency wide I3P supported service. DMV is fully compatible with NASA's Legacy ViTS systems, it is SBU approved, its low bandwidth requirements make it great for teleworkers to stay connected to customers and



coworkers while away from the office. Your DMV account is available 24/7 and goes wherever you go! To learn more about DMV, go to the <https://cso.nasa.gov/content/desktop-mobile-vits-dmv> webpage. There you will find an overview of DMV and many useful links, including: how to set up a DMV account, a User Guide, a FAQ, and a quick reference guide.

Desktop Mobile ViTS (Vidyo) Feature Set:

- Live Video Collaboration Anywhere, Anytime
- AES Encrypted, SBU Approved
- Share Content
- Compatible with Agency ViTS Rooms
- Private Virtual Room goes where you go 24/7
- Recording
- Ease of use
- Great for Teleworkers

Feature Focus: Lighting Control

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Some Collaboration Services' (CS) Full Service conference rooms are equipped with lighting control. From the touch panel, users can select "Lights" from the control menu to access the lighting control page. Users then can select a "Zone" (delineated in the virtual reality image) and turn that zone's lights up or

down in intensity. You can also adjust and save the default lighting levels for both video and multimedia meetings from the "Lights" menu. The lighting control feature requires an AMX compatible lighting control module be installed. Contact a Customer Representative if you have any

questions about including lighting control when planning your room. (See *Contacts list on page 3*)



Lighting Control Page example

Project Report: Payload Operations Control Center



Payload Operations Control Center

“CS was able to program simple interface options to enable 3D viewing on the main monitor.”

Collaboration Services recently had the opportunity to upgrade the multimedia capabilities of the Department of Defense’s Space Test Program Payload Operations Control Center (POCC) in the Mission Control Center (MCC) at Johnson Space Center (JSC). The POCC features multiple dual monitor workstations, a small conference table and a large main display. Collaboration Services installed 50” LCD displays above each workstation, fitting the monitors into existing cabinetry. A 75” display was mounted in the main viewing area. CS also installed a ClearOne audio conferencing system with tabletop microphones. Six HDTV tuners were integrated to allow for monitoring of multiple ISS video downlink feeds distributed through the MCC CATV system. Additionally, CS installed Two

laptop PC inputs in the conference table and a Blu-ray player in the cabinet for pre-recorded media playback. A NCast solid state HD Video Recorder enables the users of the POCC to record important ISS video feeds for monitoring and analysis. The payload lab was also included in the upgrade. A 50” monitor was mounted in the lab for viewing video feeds sent from the POCC, and a PC input was installed in the lab to transmit video feeds from the lab to the POCC. The POCC upgrade featured two unique requirements that CS was able to accommodate. Users required the ability to simultaneously view the main output and extended desktop output from the same workstation on two large displays in the room. Also, the POCC extensively



utilizes 3D software for simulations. CS was able to program simple interface options to enable 3D viewing on the main monitor. Video switching and control was accomplished using an AMX DGX video switcher and Modero X touch panel.

Best Practices:

Lighting

Often an afterthought, lighting can make a big difference in the quality of your meeting experience. One of the most prevalent issues is keeping the light level high enough for doing work tasks without “washing out” the displays. If possible, always place light fixtures nearest displays or projection screens on separate dimmers or switches, so they can be turned off without impacting light levels in work areas. Lighting also has an impact in a room used for video conferencing. Avoid using harsh directional or “can” lights directly above seating areas or along walls. Above participants, bright directional lighting can cause deep shadows or bright reflections from table surfaces that can lead to undesirable camera shots being broadcast to far end viewers. Along walls, “can” lights can create bright areas which inhibit cameras from adjusting correctly to light levels in the room causing unsatisfactory performance. Contact Collaboration Services if you have questions about room lighting.

Collaboration Service Spotlight: NTC Specialist: Tammie Thompson



NTC Specialist
Tammie Thompson

For nearly 25 years NASA Teleconferencing Center (NTC) Specialist, Tammie Thompson has been a part of communications at NASA. Tammie joined the original NTC in 1990 and worked in the early days of video conferencing. As a support engineer, Ms. Thompson arranged many specialty video meetings, and is especially gratified to have helped organize a video call between an astronaut on the space station and his family on Christmas day.

Tammie also served as NASA ViTS liaison during the FTS2000 communications project. After a brief stint in Operations, she returned to the newly reformulated NTC to once again support NASA’s video conferencing services. “My job to this point has really been more of a journey,” says Ms. Thompson. When not hard at work, Tammie enjoys the beach and continuing her lifelong study of Martial Arts.

**Completed Projects Gallery
First Quarter 2015**



WFF-E109-107



JSC-30M(POCC)



HQ-7D61(SOC)



JSC-1-602C

CSO/NICS

Center and Associated Sites

Customer Service Representatives

AFRC/ JPL	Dawn DaCruz dawn.m.dacruz@nasa.gov	661-276-2822
ARC	John Evans john.k.evans@nasa.gov	650-604-1941
GRC	Tameka Page-Green tameka.t.page-green@nasa.gov	216-433-9316
GSFC/ WFF	Angela Culley angela.m.culley@nasa.gov	301-286-4325
HQ	Richard Arnold richard.j.arnold@nasa.gov	202-358-1137
JSC/ WSTF	Joe Nasser joseph.k.nasser@nasa.gov	281-483-1297
KSC	Jean Suarez jean.m.suarez@nasa.gov	327-867-7726
LaRC	Harvey Murray harvey.w.murray@nasa.gov	757-864-7402
MAF	Les Ridaught les.ridaught@nasa.gov	504-257-2277
MSFC	Joe Finney joe.a.finney@nasa.gov	256-961-9443
SSC/ NSSTC	Artie Johnston artie.j.johnston@nasa.gov	228-688-2741

Collaboration Services Manager

Pat O'Neill 256-961-9410
patrick.k.oneil@nasa.gov

News & Notes

- Collaboration Services managed an average of 55 CRQs during the 1st Quarter of 2015.
- Twelve Collaboration Services Team Members received **Vidyo Operations Administration Certification** following training the week of March 23rd.
- The CenturyLink Instant Meeting (IM) Service metrics began posting to PMIS in late March.
- Collaboration Services is working the 2021 CSO Road Map, with an anticipated review & approval by the 1st of June.
- Collaboration Services is working with AMX in providing a training session along the east coast in May. Location is TBD, but the plan is to locate so that Technicians from numerous Centers & Associated Sites can attend.
- Collaboration Services provided forecasted input for the LaRC New Town Phase III project. The building design is at the 95% mark, with implementation and population scheduled for summer 2018. This will be a 16 room effort, bringing the LaRC New Town effort to approximately 80 conference rooms.

On The Horizon:

Upcoming Major Projects

2nd Quarter 2015

- MSFC-4493-101
- KSC-K6-1096-6308
- LaRC-1232A (Three Rooms)

And Beyond

- JSC-17-1064
- JSC-17-1066
- ARC-SOC
- HQ-Aeronautics Room
- GRC-Core Room