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RhI Translation Equipment

User Guide

Version 0.7

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1. Summary

The RHI system allows for simultaneous translation and runs in parallel to a videoconference (VC), this can be a multi-point videoconference (i.e. Lampeter, Carmarthen and Swansea).

There is only one translator for the RHI conference who will provide the translation for all sites. **The translator will be located on the Carmarthen campus in CJ006.**

The Cisco IP phones (located on top of the AV cabinet in each videoconference studio) are dialled automatically using a separate booked audio only conference. This audio conference is ran parallel to the main videoconference purely for the use of the translation equipment.

The term RHI, is derived from an acronym based on the Welsh words for Net and Language respectively.

Rhwyd = Net

Iaith = Language

The service desk will arrange the bookings for you they will need some details of the videoconference before hand, mainly the Date, Start and End times, and which venues are to take part. Using the booking service both the Videoconference and the RHI audio-only conference will be dialled and disconnected automatically.

The Translation department will provide the headsets on the day, these will be connected to the equipment in the videoconference studio and is outlined in the document.

If at any point you require assistance then please don't hesitate to contact the Service Desk team on:- **Ext5055**

2. Step by Step Guide to videoconferencing with Rhl translation

2.1 Prior to the conference

1. Notify the Service Desk that you wish to book a videoconference with Welsh translation facility using the Rhl System. The Service Desk team will then make the necessary bookings on your behalf.

The Service desk team will need to know:-

- a) Date of the Conference
- b) Start and End time of the conference.
- c) The venues required for the booking (CJ7, Lamp-Arts S1, Mount S1)

NOTE for Service Desk: Please add the following venues:-

rhivideo – Main videoconference

rhiaudio – Rhl audio only conference

2.2 On the day of the conference

2. Please ensure that you arrive a little earlier than the start time of your videoconference to ensure that the VC system is powered on and booted up.
3. The translator located in CJ006, will also need to arrive a little earlier than the Rhl conference start time to ensure that the Rhl PCs are powered on.
4. If the VC system / Rhl PCs are powered on approx 5 – 10 minutes before a booked videoconference then the equipment will connect the conference call automatically. Also once the conference has been completed the calls will disconnect automatically.
5. In the event that the VC System / Rhl PCs were not powered on in time and the call was missed then please contact the Service Desk team as they can re-connect the call for you. You can contact the Service Desk team on **Ext5055**
6. The Cisco Rhl phone, located in the videoconference studio, see *Fig 1*, will already be powered on, and will accept the audio conference call automatically.
7. To use the Cisco Rhl phone with the Sennheiser headset, you will need to make sure that the Cisco Rhl phone is put into “Head Set” Mode. This is done by selecting the headset button on the bottom right of the phone highlighted in *Fig 1*.
8. The headphone equipment will be provided by the translation department. Carmarthen and Swansea will use the Sennheiser Tour guide system, outlined in 3.2

9. For the Sennheiser equipment please ensure that:-
 - 9.1 To connect the Black Rhl cable (Labelled Rhl) into the Line in Socket of the Sennheiser Transceiver. (See Fig 3).
 - 9.2 Ensure that they Sennheiser Transceiver is switched on.
 - 9.3 Select Channel 1 on the Sennheiser Transceiver.
 - 9.4 Select Channel 1 on the Sennheiser Headset.

3. Rhl User Guide - For End Users

This section is for the end user in the videoconference studio that wishes to use the translation equipment.

3.1 Rhl Phone (Cisco 7960)

The Rhl phone is located on top of the AV cabinet in each of the WVN studios, these are specifically for the use of the translation equipment.

Please note: You cannot make regular phone calls using this phone. There are standard telephones provided in each Videoconference studio for this purpose.



Fig 1. Cisco 7690 - Rhl Phone

To use the Rhl phone with the Sennheiser tourguide headsets translation equipment it must be put into headset mode.

This can be done by selecting the headphone symbol on the bottom right of the phone, highlighted in green in the image above.



Fig 2. Head set symbol on Cisco 7690 Rhl Phone.

3.2 Sennheiser Configuration

The UWTSB Translation department will provide the Sennheiser Tour Guide system, see below.



Fig 3. Sennheiser Transceiver

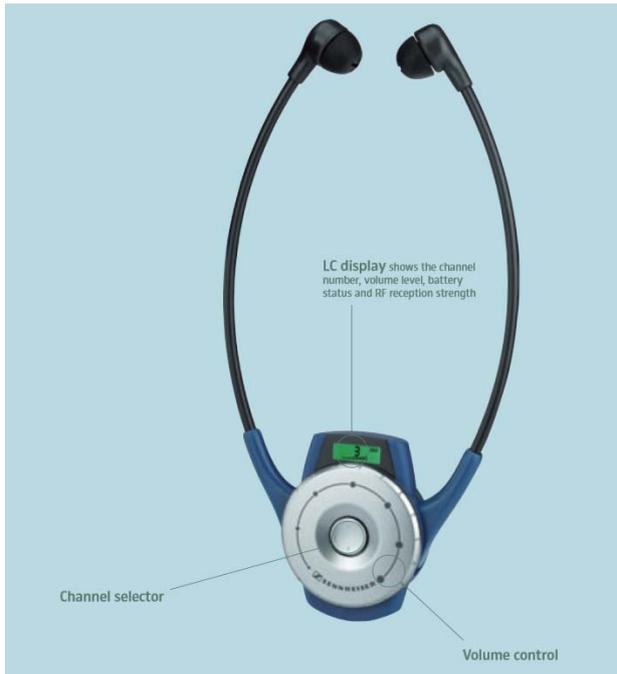


Fig 4. Sennheiser Headset.

The Rhl audio cable needs to be inputted into the **Line-in jack** socket of the Sennheiser Transceiver for it to work with the Rhl Phone. The Headsets will also need to be on the same channel as the transceiver, the default is channel 1.

4. Rhl User Guide - For Translators

This section is for the translator using the Rhl PC's to provide the translation to the end user. **The Rhl translating system is located in CJ006 on the ground floor of the Carwyn James building**, if you require assistance locating this room then please contact the main reception at the Carmarthen campus.

Once in the room, you will notice that there are two PC's used to provide the Rhl translation. Both of which have been configured to logon automatically for ease of use.

The videoconference software installed on each of the PCs is 'Polycom's RealPresence Desktop', and has been configured to start up automatically as soon as the PC is powered on.

4.1 Rhl PCs Connecting to videoconferences.

The videoconferences are booked beforehand, please see section 2. From the translators point of view the Rhl PCs will automatically answer the incoming videoconference call and audio only Rhl calls. It is recommended that the translator arrives slightly earlier to ensure that Rhl PC's are powered on at least 5 – 10 minutes prior to the conference is due to start. This is to give the PC a chance to boot up prior to automatically answering the incoming videoconference call. If you miss the incoming call see section 4.2.

Once the videoconference has completed the software will automatically disconnect the calls.

4.2 In the event that the Rhl PCs fails to connect to the videoconference automatically.

If the PC was not switched on in time and did not manage to connect to the videoconference or Audio only Rhl conference, then please contact the Service Desk team on **Ext5055** and they will be able to re-connect the Rhl PCs into the conference remotely.

Also there is a very brief troubleshooting guide in Appendix A, to rule out any network or software related issues.

4.3 Overview of the Rhl Translation PCs.

The Rhl translation system utilises two separate PCs, this is because there are two separate videoconferences running simultaneously with an Rhl PC participating in each.

Videoconference 1 – This is the live videoconference (Rhl PC - rhivideo)

Inbound Video and Audio to be translated.

This is the live feed from the videoconference where all participants are involved, video and audio is received using the rhivideo PC.

Videoconference 2 – Rhl Audio only conference. (Rhl PC - rhiaudio)

Outbound Translated Audio only.

This is for translation usage only, where the translator sends audio to the end users via the rhiaudio PC which is received by the end user utilising the Rhl headsets.

Another way of looking at the two Rhl PCs from the translator's point of view, the live videoconference (rhivideo) is the input and the Rhl audio only conference (rhiaudio) is the output.

For ease of identification the two Rhl PC's have been colour coded:-

rhivideo - Green - Headphones

rhiaudio - Red / Pink - Microphone

The colour coding will be displayed via the task bar at the bottom of the screen. The Colour coding is in line with the type of device being used:-

Headphones connect to the Green audio port on rhivideo.

Microphone connect to the Red / Pink audio port on rhiaudio.

If at any point you need to logon to the Rhl PCs manually the logon password can be obtained from the Service Desk team.

4.4 Rhl rhivideo PC (Green)

This PC is used to provide a live feed from the videoconference. When the Videoconference call is received the video of the remote venues will be displayed on the monitor. Depending on the layout selected when the videoconference was booked, you may see all the venues at the same time in a split screen configuration. Or you may only see the participant which is speaking at a time which will switch as soon as another participant speaks.

You will notice that the **Microphone is intentionally** muted on the rhivideo PC. This is to ensure that no audio from the translator is not heard by all participants over the live videoconference.

Below is a screenshot image of rhivideo PC's Green taskbar.



4.5 Rhl rhaudio PC (Red / Pink)

This PC is used to send the translated Audio to the end users, the end users will receive the translation using the Sennheiser headsets in the videoconference studio.

You will notice that the **Speaker is intentionally** muted on this PC. This is to ensure that no audio is fed to the translator from any other sources.

Below is a screenshot image of rhaudio PC's Pink / Red taskbar.



4.6 Polycom RealPresence Desktop Software

Polycom RealPresence Desktop is the videoconferencing software installed on both PC's, and as stated previously it will start automatically as soon as the PC is powered on. The RealPresence software has also been configured to automatically answer incoming calls to make the system as user friendly as possible.

When the PC is initially powered on and before the incoming videoconference calls are received the RealPresence software will start up in a minimised state. To open the RealPresence software into full screen mode, single click on the RealPresence icon, shown below in figure 5, which is located next to the clock on the bottom right of the desktop.

It is worth noting that the RealPresence software will automatically open up into full screen mode as soon as an incoming call is received.



Figure 5 RealPresence minimised Icon.

Let us have a quick look at this software in a little more detail to familiarise yourself with the software and some of the basic controls.

In the screenshot below, Figure 6, you can see the RealPresence software automatically answering an incoming call in full screen mode.

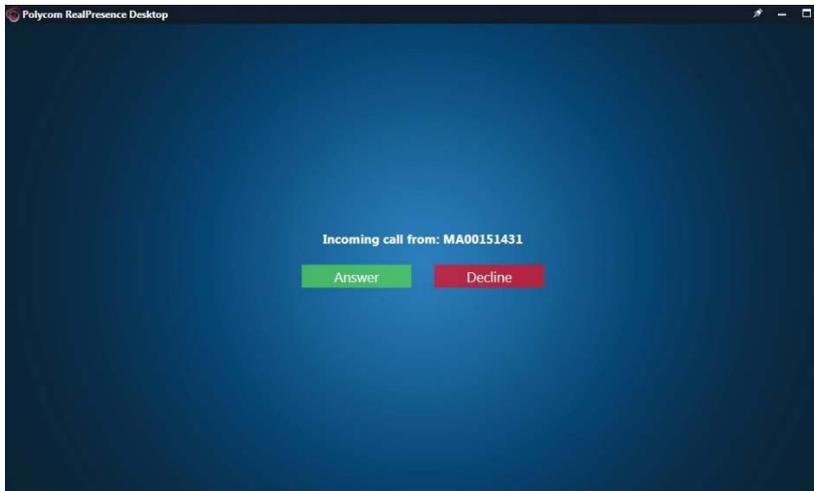


Figure 6 RealPresence incoming call.

There is no need to click 'Answer' as the software will do this for you. Once the incoming videoconference call is answered then the RealPresence software will open up into full screen see figure 7, which is a screenshot taken from the rhivideo pc. During the videoconference you will see the remote venues, in this case CJ7 at the Carmarthen campus.

Sometimes you will only see one venue at a time which will switch to whoever is talking at the time, or you may have all of the venues in a split screen configuration. This is dependent on what layout was selected during the booking of the videoconference.

This is mainly down to personal preference, and this can be changed mid-conference, if you contact Service Desk on **Ext5055**, they can change the layout for you.

4.6.1 rhivideo – Full Screen mode

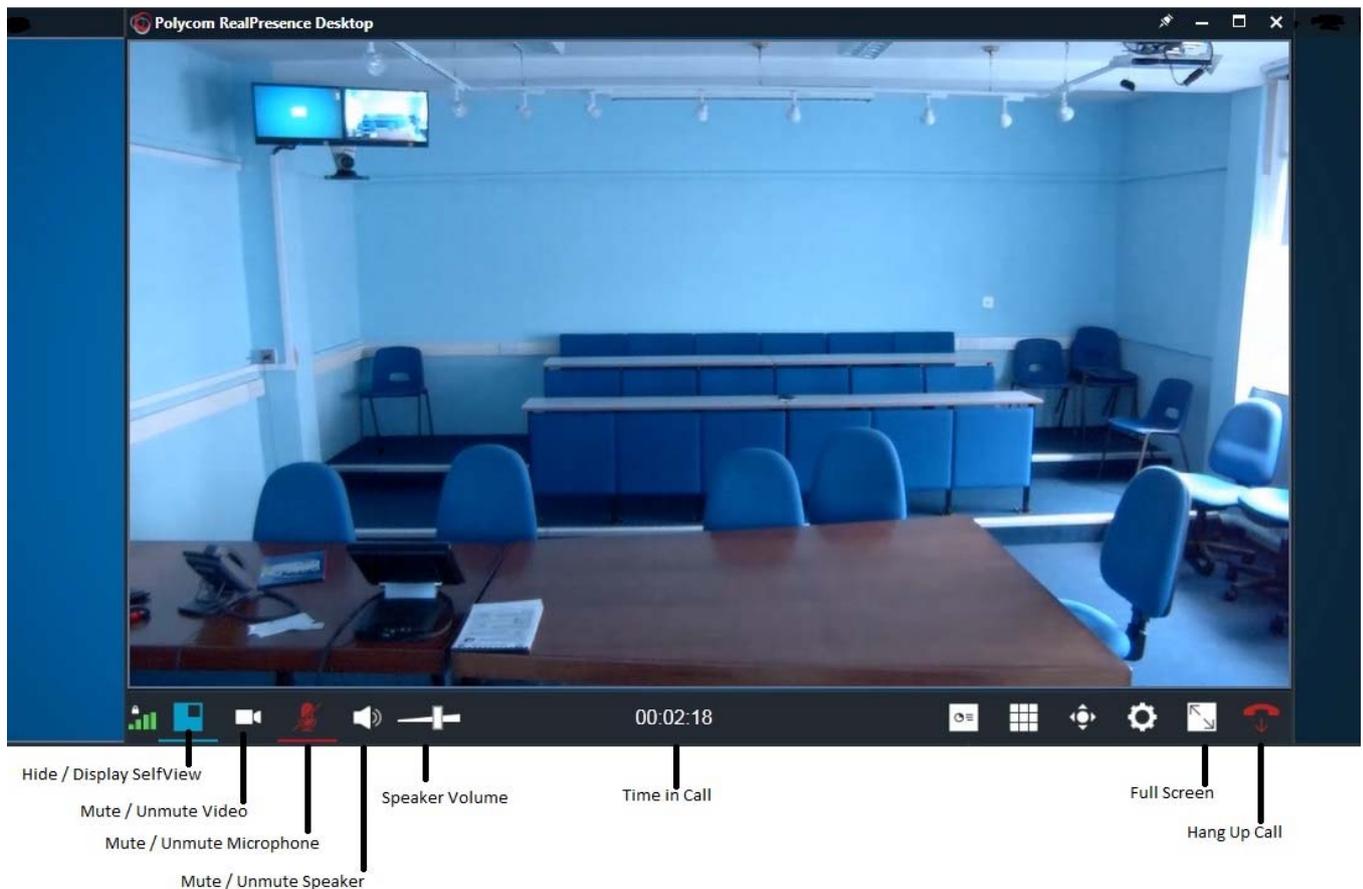


Figure 7 Full screen of live videoconference.

Most of the controls labelled above are self-explanatory, some of the icons have been outlined below:-

Hide / Display SelfView

As there is no camera connected to the Rhl PC's so this option is obsolete, but this would allow a user with a camera to display themselves on the local screen. Therefore if you click on this icon it will remove the self view to leave a larger view of the main videoconference.

Mute / Unmute Video

As there is no camera connected to the Rhl PC's so this option is obsolete, this button would stop or start the video from the Rhl PC.

Mute / Unmute Microphone

This will Mute and Unmute the Microphone connected to rhaudio (Red) Rhl PC. Stopping the audio from the Translator to the Rhl Users.

Mute / Unmute Speaker

This will Mute and Unmute the Speaker connected to rhivideo (Green) Rhl PC. Stopping the Audio from the Videoconference.

Speaker Volume

This will change the Speaker volume of the rhivideo (Green) Rhl PC. Increasing or decreasing the volume from the videoconference.

4.6.2 rhiaudio – Full Screen mode

The rhiaudio PC will also answer the call in full screen mode, but as it is an audio only conference the RealPresence software will display a blue screen with an image of a camera with a line through in place of a live video stream, see figure 8 below.

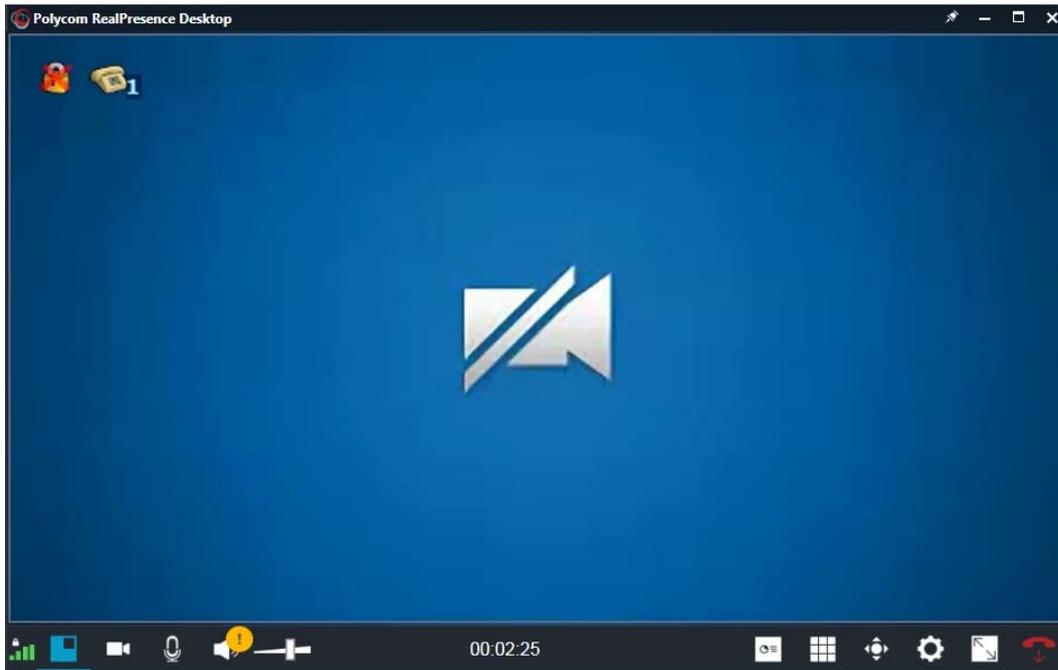


Figure 8 Full screen of live audio only conference.

In top left of the audio conference screen you will see an icon of a telephone with a number next to it. This number denotes the number of audio participants there are in the audio only Rhl conference. In this case with the number '1' displayed next to the telephone as there was only one participant in this test Rhl conference.

In most audio only Rhl conferences there will be a number 3 displayed next to the telephone signifying that the Carmarthen, Swansea and Lampeter campuses have joined and are participating in the conference.

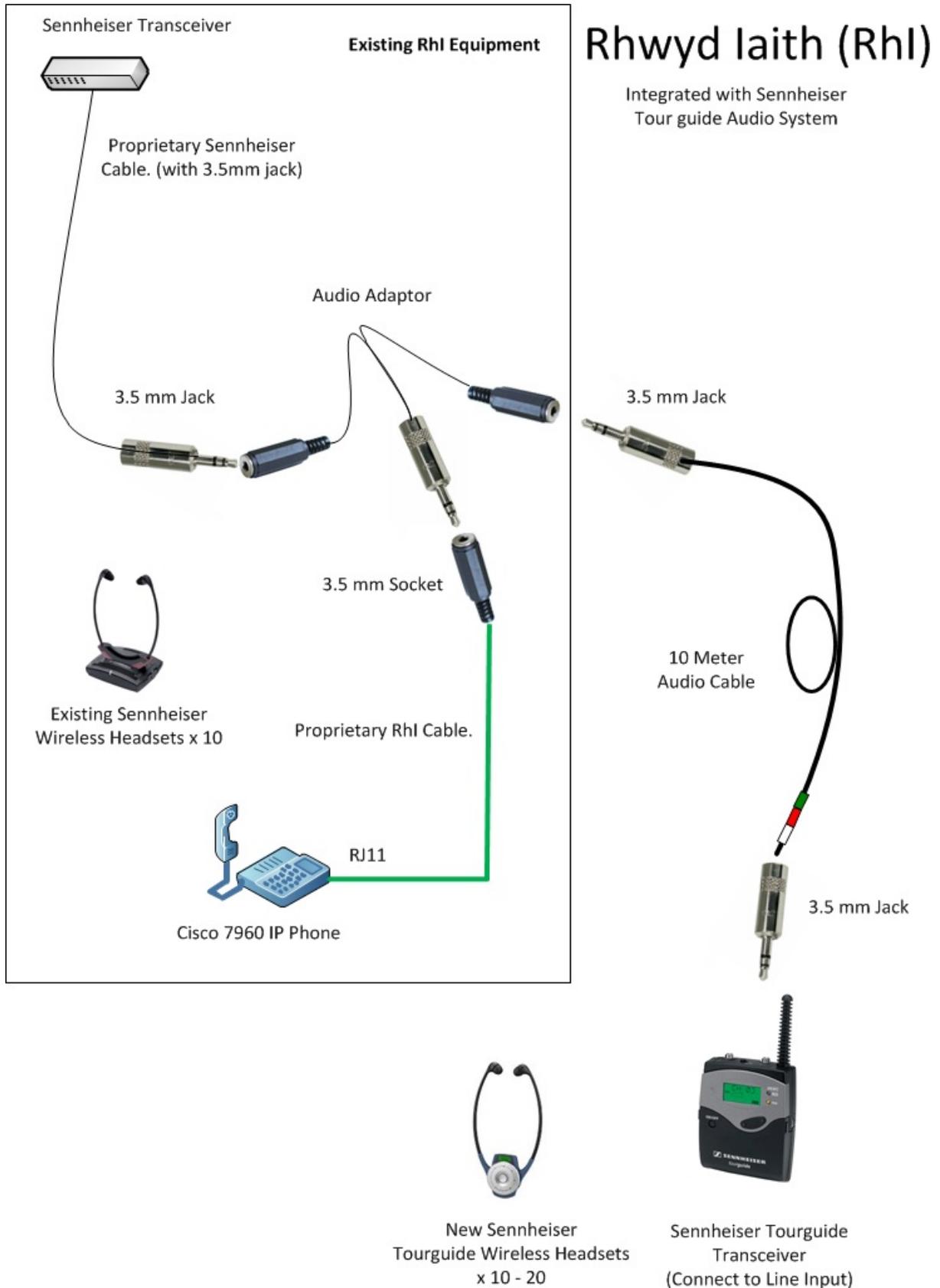
This is a very quick and useful check to make sure that all sites have joined the audio conference. See figure 9 below.



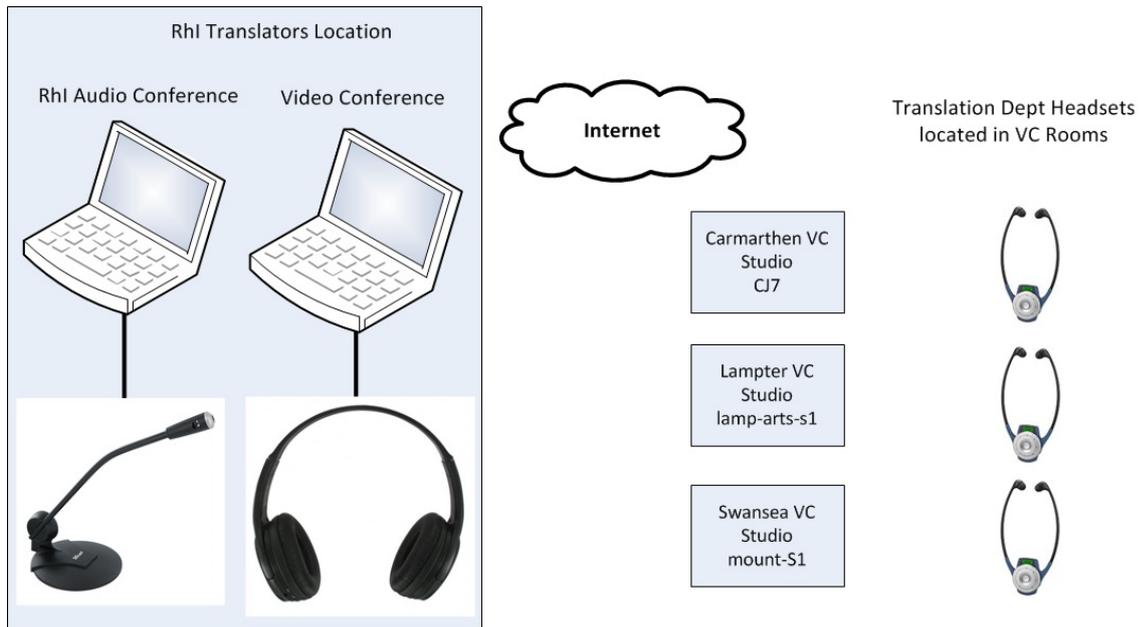
Figure 9 Number of Audio Participants.

5. UWTSD Rhl diagrams.

5.1 Integrated diagram of Rhl system with translation equipment



5.2 RHI Translation System Located in CJ006



Using the RHI system previously the translator was situated in the videoconference studios. This was far from ideal as people using the RHI equipment could hear the audio from the videoconference being fed through the translators microphone into the RHI headsets, and was heard as feedback noise.

The solution was to relocate the translator away from the main videoconference, to remove any possibility of feedback. It was decided that the translator be situated in a permanent location, CJ0006, which has two dedicated RHI PC's used specifically for the purpose of providing translation for videoconferences.

If you require Assistance.

If you require any assistance then please contact the Service Desk team on **Ext5055**.

There are also some quick troubleshooting guides which outline some steps that could resolve the issue. Appendix A is aimed at RHI End User, while Appendix B is for Translators using the RHI PCs.

Appendix A.

Brief Troubleshooting Guide for the End User

The following are some quick steps that you can take before contacting the Service Desk if you feel confident in doing so. Also it may help you to answer some questions that the Service Desk team may ask you.

Cisco RHI Phone.

- Please ensure that the Cisco RHI Phone is powered up.
- Please make sure that the Cisco RHI phone has connected to the audio only conference. You can check this quickly on the phone's display panel. When the Cisco phone is in a call the phone will display the in call time and will also display "End Call"
- Finally check that the Cisco RHI Phone has answered the audio conference call in Headset mode, please see section 3.1

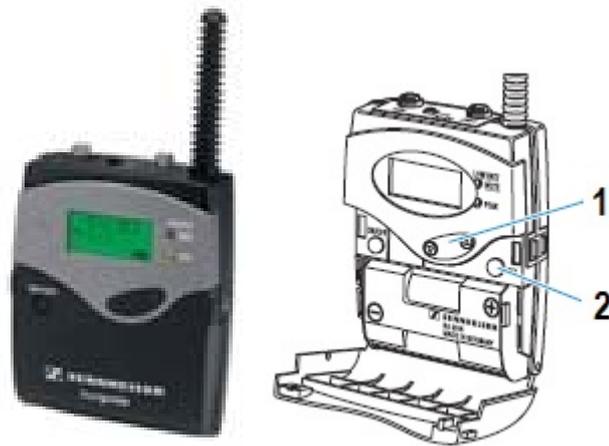
Sennheiser Tourguide System.

- Please ensure that the Sennheiser Transceiver Fig 3, has the RHI cable connected to it's Line-in audio input, see section 3.2
- Please ensure that the Sennheiser Transceiver and Headsets have powered up correctly, and have sufficient charge.
- Also check that the Sennheiser Transceiver and Headsets are on the same channel (the default is channel 1).

Sennheiser Tourguide System (Continued).

When you have connected the IP phone to the Line input of the transmitter, If “CHANNEL OFF” is displayed on the screen then the Line-in input may be disabled, here is a guide on how to re-enable this input:

1. Pull the front panel down to access the battery compartment and SET button (2).



2. Press the SET button (2).
The operating menu appears and the first menu item “CHAN” flashes on the display.
3. Repeatedly press the ▲/▼ rocker button (1) in the ▼ direction until “LINE” flashes on the display.
4. Press the SET button (2).
If the line input is switched off, “LINE.OFF” flashes on the display; if the line input is switched on, “LINE.ON” flashes on the display.
5. Press the ▲/▼ rocker button (1) to change the Setting so that “LINE.ON” flashes on the display .
6. Press the SET button (2) to permanently store the setting.
7. “STORED” briefly appears on the display.

Appendix B.

Brief Troubleshooting Guide for the Rhl PCs.

The following are some quick steps that you can take before contacting the Service Desk if you feel confident in doing so. Also it may help you to answer some questions that the Service Desk team may ask you.

PC.

This may sound obvious, but please make sure that both Rhl PCs are powered on and that the RealPresence software is running.

Videoconference Booking.

If the Rhl PC or RealPresence software was started after the Booked Videoconference was due to start then you may have missed the incoming videoconference call. If you contact the Service Desk team on **Ext5055** to reconnect the booking for you.

Network.

You can check if the Rhl PC has a network connection by checking the network icon on the bottom right of the screen next to the clock. If the PC has network connectivity then you should see a network icon similar to the one displayed in Fig B1 below, if this is the case then the problem may be elsewhere. If there is a network issue then you will see the icon with a red 'X' next to it see Fig B2 below.



Fig B1 Network connected and working



Fig B2 Network disconnected

If you feel confident in doing so, you could try unplugging the network cable at the back of the Rhl PC and plug it back in again, if this doesn't clear the fault then unplug and re-connect the other end of the cable into the wall.

If the network issue persists then please contact the service Desk team for assistance on **Ext5055**.

RealPresence Software.

Ensure that the RealPresence software is running, it may be running in minimised mode.

When the software is running in minimised mode you should find the RealPresence icon on the bottom right of the screen next to the clock, see Fig B3 below.



Fig B3

If the RealPresence software is running then open it up into full screen mode, this is done by single clicking on the icon above.

If the software has not started, then you should find the “**Polycom RealPresence Desktop**” software icon on the desktop, double clicking this will start the software.

If the system has received the videoconference call successfully you should now have a full screen image of either the conference as in Figure 7 or Figure 8 in section 4.6, depending on which RHI PC is being used.

However if there is still an issue you will see the full screen overleaf with the dial pad on the right hand side, Fig B4.

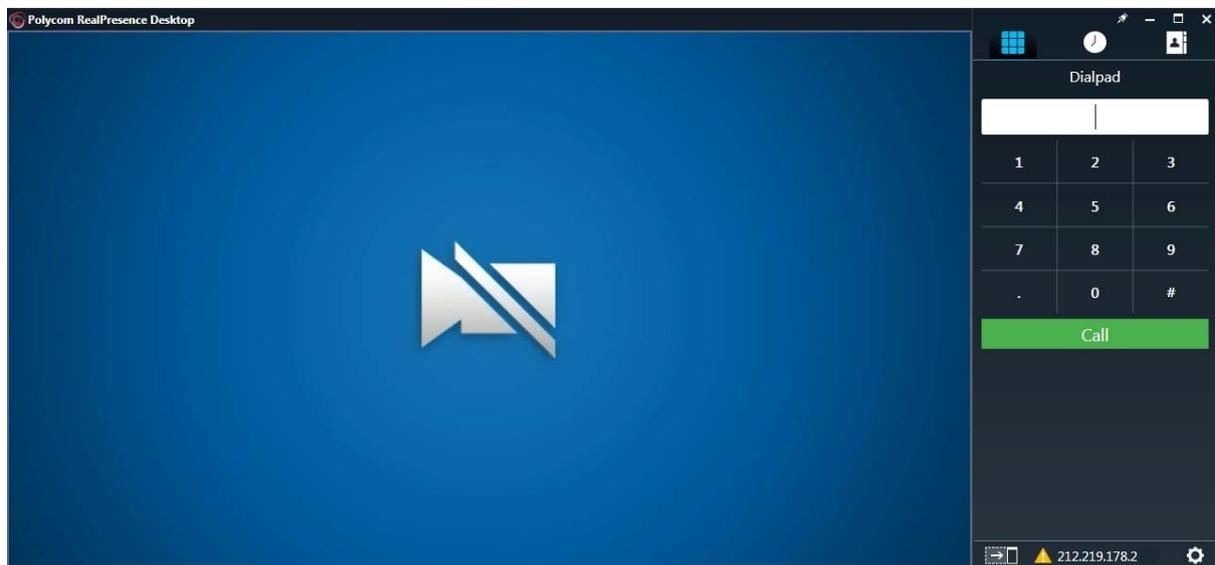


Fig B4

On the bottom right of the RealPresence full screen window in Fig B4, you may see a yellow triangle with an IP address, then this shows that the VC system has failed to register with the gatekeeper.

In this situation the best course of action is to restart the RealPresence software, this will force the software to re-register with the gatekeeper.



B5

If the system registers correctly with the gatekeeper then you should see a number similar to the above 004401131171 in Fig B5.

If the Rhl still cannot connect to the Videoconference then the final step before calling the Service Desk team is to try rebooting the Rhl PC.

Audio Issues from the Live Videoconference.

If the rhivideo (Green) PC has connected to the live videoconference correctly, but you are having issues with audio from the live videoconference.

Ensure that the headphones are connected to the Green audio port on the front of the rhivideo PC (Green).

Open up the RealPresence software in full screen as in section 4.6.1, and ensure that the speaker is unmuted and that the speaker volume slider is turned up sufficiently.

If you are still having issues with audio from the videoconference then open up the speaker icon on the bottom right of the screen, next to the clock and ensure that this volume slider is also turned up sufficiently.

If the audio issue still persist then please contact the Service Desk Team on **Ext5055**.

Audio Issues from the Translator.

If the rhiaudio (Red / Pink) PC has connected to the live videoconference correctly, but the Rhl users are having an issue with the audio from the translator.

Ensure that the microphone is connected to the Pink audio port on the front of the rhiaudio PC (Red / Pink).

Open up the RealPresence software in full screen as in section 4.6.2, and ensure that the microphone is unmuted.

If the audio issue still persist then please contact the Service Desk Team on **Ext5055**.

If the end users are having an issue hearing the translator then please direct the end users to refer to Appendix A of this document.

Appendix C

Inventory of Rhl Equipment.

WVN HE/FE studio has the following Rhl equipment installed:-

WVN HE/FE Studio Equipment.

- 1 Sennheiser Transceiver
- 2 Sennheiser Wireless Headsets (x10)
- 3 Cisco IP Phone
- 4 Kramer Audio splitter

UWTSD Equipment

- 1 Sennheiser Tour Guide System (Swansea & Carmarthen)
- 2 Sennheiser Tour Guide System (Lampeter) Hired
- 3 2 x Viglen Rhl PCs (CJ006 Carmarthen)
- 4 2 x 19" Monitors (CJ006 Carmarthen)

Version History.

Version 0.1 - Rhl Translation Equipment User Guide Sennheiser Swansea & Carmarthen Bosch Lampeter.

Version 0.2 - Rhl Translation Equipment User Guide Sennheiser only.

Version 0.3- Amended Rhl Translation Equipment diagram and added Rhl diagram 4.2

Version 0.4 – Addition of Rhl PC User Guide for Translators – Polycom RealPresence Software.

Version 0.5 – Updates to Rhl PC User Guide for Translators and Addition of Appendix A, B & C.