NU Desktop Videoconferencing: Getting Started

You must have a valid Northwestern NetID, NetID password, and an active NU Desktop Videoconferencing account to install the software on your computer to initiate or receive a call. Review the list of recommended hardware to make sure that all of your equipment is compatible. If you do not have an account, complete the online request form at www.it.northwestern.edu/desktop-videoconference/secure/accountrequest.html.

Set Up Your Virtual Conference Room

**STEP 1:** Log in www.it.northwestern.edu/desktop-videoconference/index.html

**STEP 2:** Install the required software (first time users)

**STEP 3:** Find the person you wish to call

**STEP 4:** Make a test call

Share Your Meeting Room URL

The system automatically generates a URL for your virtual conference room. Share this URL with your non-Northwestern guests allowing them to download, install and use the software to join your meeting room, and videoconference with you.

Find Participants

Type in the name of the person you wish to call and see their status—available, busy on another call, or offline. If available, you can choose a direct (one-to-one) connection or join their virtual conference room.

Make a Test Call

Become familiar with the system by making a test call using your Personal Meeting Room or the General Test Room.

- Personal Room — Click the **My Room**, then click **Join** to enter your virtual videoconference room. Others can join you, and you can invite up to five participants to join as well.

- General Testing Room — Type the word “**General**” and the directory look up feature will sort and locate the resource for you. Once highlighted, you can join the **General_Testing_24.7** conference room.

See the reverse side of the user guide to learn about how to initiate a specific type of videoconferencing call.
How to Make a Call

There are many ways to connect to meeting participants. To initiate a desktop videoconferencing call, identify the type of call you wish to make.

Types of Desktop Videoconferencing Calls

**Desktop Direct** — Use this type of video call to connect with one other person who has an NU Desktop Videoconferencing account.

**Desktop Multipoint** — Choose this option to initiate a call with up to five participants or dial into the virtual conference room of another user. You can invite guests outside of the University community to your conference.

**Desktop to Traditional Videoconference Room** — Connect to a Videoconference room from your desktop.

**Desktop to Traditional Multipoint** — Connect to a scheduled multipoint videoconference through the University’s videoconferencing bridge.

**Invite a Non-Northwestern Guest** — Using a publicly accessible Web link, those without an account can join your virtual conference room to participate in the videoconference with you.

Initiate a Call

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| 1. **Type** the name of the person you wish to call in the white search box.  
2. **Select** the person’s name from the list. **Click** **Call Direct** if their status is **Available**.  
3. Your call will connect if the user is online and available to receive a call. | 1. **Click** the **My Room** button, then **click** **Join Room**. A videoconference meeting is now started in your **Personal Meeting Room**.  
2. Inform users to search for your name, **select** it from the list, and **click** **Join Room**.  
3. If you have assigned a **PIN** to your meeting room, provide the **PIN** to others joining your room. | 1. **Determine** the **IP address** of the videoconference room  
2. **Enter** the number 3 followed by the **IP address** (3129.105.110.##)  
   **OR** the **traditional multipoint number** (350075373) in the **Place a Call to…** box  
3. **Click** **Call** to initiate a connection. | 1. **Click** **My Account**.  
2. **Click** on **NEW URL** to create a public link for your virtual conference room.  
3. **Send** the **URL** to your guests (non-Northwestern colleagues).  
4. When guests access the link, they will use the **Guest** to join the conference. **NOTE:** First time guests will require installation of the software before joining. |

More Information

NU Desktop Videoconferencing: [www.it.northwestern.edu/desktop-videoconference/index.html](http://www.it.northwestern.edu/desktop-videoconference/index.html)

NU Desktop Videoconferencing FAQ: [www.it.northwestern.edu/desktop-videoconference/quickref.html](http://www.it.northwestern.edu/desktop-videoconference/quickref.html)

Support: desktopvideoconf@listserv.it.northwestern.edu or consultant@northwestern.edu

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