To all NU Desktop Videoconferencing account holders:

As previously announced, Northwestern University Information Technology will perform an upgrade to the NU Desktop Videoconferencing service <http://www.it.northwestern.edu/desktop-videoconference/index.html> on Saturday, August 13. Work is scheduled to occur between 8:00 a.m. and 8:00 p.m.

During this maintenance window, the NU Desktop Videoconferencing Web interface will be unavailable while the updated software is installed and testing is conducted.

Although the duration of the service outage may be shorter, please plan for the entire maintenance period. See the Status of University IT Services at <http://www.it.northwestern.edu/servicestatus/index.html> for service updates.

UPGRADE INSTRUCTIONS

Once the upgrade is complete, you will access the system through the Web interface using the new URL: <https://main.vidyo.northwestern.edu> and install the upgraded videoconferencing software. Consider bookmarking this URL for future use.

Step-by-step upgrade instructions are available to help you install the necessary software and begin making video calls.

For Windows users: <http://www.it.northwestern.edu/desktop-videoconference/upgrade-win.html>

For Mac users: <http://www.it.northwestern.edu/desktop-videoconference/upgrade-mac.html>

UPGRADE FEATURES AND ENHANCEMENTS

The upgrade will allow you to connect directly to a meeting and start a new session without logging into the Web interface. Additional features and enhancements include:

- Option for displaying names of meeting participants
- Multi-room management option
- Enhanced hi-definition audio and video quality


Please do not reply to this message. All questions should be directed to the NUIT Support Center at 847-491-HELP (4357) or consultant@northwestern.edu.

NUIT Communications
http://www.it.northwestern.edu

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