1. Introduction
The SOP on Certifying Your Video Conference Endpoint for DELTA MCU Service Use defines ownership, support, scheduling and assignment of E.164 numbers for devices certified to connect to the infrastructure managed by Distance Education and Learning Technology Applications (DELTA). Following these procedures will help avoid video problems, scheduling conflicts, and ensure meetings are properly supported. These procedures have been initiated so the Technical Support Team (TST) can provide better customer service to you and your participating sites. Upon completion and submission of a request or certification form, you will receive confirmation from DELTA’s Infrastructure Coordinator and or his designated backup once your form is received and reviewed.

2. Ownership
DELTA’s Video Conference Infrastructure is primarily intended to support the delivery of academic programs to distance education students. DELTA’s Infrastructure is operated and maintained by DELTA Video Communication Service (VCS). This SOP applies all systems that reside on DELTA’s OUC.

3. Support
The certification test session places the Endpoint, along with all of its associated equipment and network connections, in an actual MCU Service video conference session to identify any compatibility and connectivity issues.

Since there are many variables that may affect the functioning and quality of the videoconference experience at a particular endpoint or in a particular conference session, successful certification does NOT guarantee that all future MCU Service videoconferences will proceed problem-free. It is useful in identifying obvious compatibility and connectivity issues in advance of any “real” video conference so that these may be addressed in advance, and without impacting a scheduled video conference session.

It is incumbent on the Endpoint Technical Contact to actively monitor the use of the endpoint and related equipment to help ensure that the videoconference sessions function as expected. Critical variables such as endpoint settings, changes in network configuration or connectivity, and the configuration and management of other endpoints in a videoconference may all have significant impact on the perceived quality of a videoconference session.
4. Assignment
The certification process attempts to validate that the Endpoint, i.e. video conference device and related audio-visual equipment, and associated network connectivity are all compatible with the MCU Service, and, establishes that the requested configuration works properly at that point in time.

Prior to the certification test, the Endpoint Technical Contact will be provided with the

1. Unique E.164 number that will identify this Endpoint
2. SIP address for video conferencing unit
3. DELTA MCU Gatekeeper DNS designation

5. Scheduling
To schedule an endpoint certification, please fill out the Endpoint Certification Request Form.
Endpoint Certification Form

Please fill out the following form. Once your form is received, DELTA’s Infrastructure Coordinator will contact you to set up a connectivity test. Upon successful connection to your device you will be registered with the DELTA MCU and placed in our online directory.

DELTA On-Campus Endpoint Certification Form

Requestor Information
Name of Requestor: ____________________________
Phone Number: _______________________________
E-mail Address: ______________________________

Department Information
Name: ___________________________________________________________________________________________________________ Campus
Building: _______________________________________________________________________________________________________

H.323 Video Conferencing and Room Use Information
Name of the technical contact person for your videoconferencing services: ______________________________
Phone Number: ______________________________
E-mail Address: ______________________________
Who schedules the room for your videoconferences: ______________________________
Phone Number: ______________________________
E-mail Address: ______________________________
Room location: ______________________________
Phone number for your video conference room: ______________________________

Type of videoconferencing equipment:

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Model</th>
<th>Software Version*</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP address</td>
<td>SIP Address</td>
<td>E.164 #</td>
</tr>
</tbody>
</table>

- User name for the unit being registered: ______________________________
- Password for the unit being registered: ______________________________
DELTA Off-Campus Endpoint Connectivity Form

H.323 videoconferencing equipment that resides outside the NC State or MCNC infrastructure that wishes to initiate a point to point video conference with any DELTA/NC State supported systems must complete a successful test connection prior to the scheduling of said conference. Once the form is received DELTA’s Infrastructure Coordinator will contact you to set up a connectivity test. Upon successful connection to your device you will be scheduled to connect with a DELTA/NC State device that is registered to DELTA’s gatekeeper.

Requestor Information
Name of Requestor: _______________________________
Phone Number:  _________________________________
E-mail Address: _________________________________

Department Information
Name of your Institution and department: _____________________
Address: ___________________________________________

H.323 Video Conferencing and Room Use Information
Name of the technical contact person for your videoconferencing services:
Office Phone Number: _______________________________
Mobile Phone Number: _______________________________
E-mail Address : _______________________________
Room location: _______________________________
Phone number for your video conference room:______________

Type of videoconferencing equipment:

<table>
<thead>
<tr>
<th>Manufacturer :</th>
<th>Model:</th>
<th>Software Version*:</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP address :</td>
<td>SIP Address:</td>
<td>E.164 #</td>
</tr>
</tbody>
</table>

* Responsibility of codec owner to keep the software version at the current release. Failure to do so may result in either poor connection quality or an inability to complete a call.