

CDE Caffé Procedure

- All Participating sites should dial into the bridge between 5:30 and 5:40 PM.
- At 5:45, Martha and Rodger will contact support staff at sites that did not connect by 5:40 to find out why they are not connected.
- At 5:50 - host site will greet connected sites on the videoconference and make sure audio levels are good and no problems exist, and at 6:00 assuming UB and a minimum of 2/3 participants are connected, the lecture will begin.

In case of Morrisville Bridge Technical difficulty - Rodger will assess problem

If Bridge bandwidth is limited for some unforeseeable reason:

- Continued site participation will be determined by registration numbers in descending order
- Sites experiencing difficulty may connect with audio only while the problem is being resolved

If more than 2/3 of the participants are unable to connect to the Morrisville Bridge by 6:00 pm - Binghamton Bridge will be used

- Rick will build the conference at the Binghamton Bridge.
- ISDN numbers will be assigned
- All sites will need to dial into the Binghamton Bridge in order to participate.

If by 6:25 any given site is still unable to successfully connect, that site's participants should be sent home. We will either reschedule on another date or offer the program via borrowed videotapes from UB.

Mid-program technical problems

Problem	Action
Loss of connection	Contact Bridge if an attempt to re-connect fails
Audio and/or video problems	Contact Buffalo and Morrisville
Switching problems (participants are not viewing Buffalo during presentation)	Contact Bridge

If a technical problem is present in more than 2 sites,

- Buffalo would have the presenter take a 10-minute break while Rodger rebuilds the conference. Within 10 minutes, Rodger will let Buffalo know the status of the conference.

If attempts to rebuild conference do not resolve problems, and 2/3 participants are experiencing ongoing technical difficulty

- Rick will build the conference at the backup Binghamton Bridge and assign ISDN numbers for participating sites.