

**The University of Hong Kong
Information Technology Services**

**Notes on the Reservation of Video Collaboration Device/Service &
Application for Video Server Account**

1. Information Technology Services (ITS) provides a range of video collaboration devices for use by University departments. Technical details and self-help procedures on the use of the facilities can be found at <https://www.its.hku.hk/services/communication/conferencing/video>.
2. For using the video collaboration device provided by ITS, departments are requested to complete application form no. **CF-43 “Reservation of Video Collaboration Device/Service & Application for Video Server Account”**.
3. ITS can provide technical support service for departments in supporting the set up and use of the devices. The current charging rate is tabulated below and charges will be rounded up to the nearest hour. These rates are subject to change without prior notice.

<u>Services Charges – per technician</u> (Setup/Rehearsal/Standby/Equipment pack up)	
Monday to Friday	
- Office hour (09:00 - 18:00)	HK\$340/hour
- Non-office hour	HK\$510/hour
Saturdays, Sundays, University holidays & Public holidays	\$2,040/4-hour **

**Please note that for services provided on Saturdays, Sundays, University holidays and Public holidays, the charge is in blocks of four hours, whereas the charge is on an hourly basis for other timeslots.

4. **Department filling in CF-43 on “Reservation of Video Collaboration Device/Service & Application for Video Server Account” please take note of the following items:**
 - a. Loan of Video Conference Equipment
 - ITS will confirm the availability of equipment within 3 working days upon receipt of the application form.
 - All the on-loan equipment must be collected and handled with care. Department is fully responsible for any loss, damage or liability of the on-loan equipment. Department is required to bear the cost of repairs or replacements, if any.
 - The on-loan equipment must be returned on or before the due date as specified on the application form CF-43.
 - b. HD video conferencing support service
 - Please allow 1 week for coordination and testing before the actual conference date.
 - ITS will contact the department within 2 working days upon receipt of the application form for arranging the support service in details and a connection test, if necessary.

- **All recordings will be kept for 14 days on the server and will be deleted afterwards. Departments have to download the recordings to their local storage, if necessary, before the deletion date.**

c. Skype web conferencing support service

- Please allow 1 week for coordination and testing before the actual conference date.
- ITS will contact the department within 2 working days upon receipt of the application form for arranging the support service in details and a connection test, if necessary.

d. Live webcast support service

- Please allow 1 week for coordination and testing before the actual broadcasting date.
- ITS will contact the department within 2 working days upon receipt of the application form for details of arrangement.
- A video streaming account is required (see 5e below).
- Departments can upload the recording of the webcast to the video server themselves in case of need. ITS may suspend an account if problem occurs.

e. Creation of video server account or change of password

- Please allow 3 working days for ITS to process an application for video server account.
- The same account name will be used for the following video server accounts:
 - HD video conferencing account
 - Adobe web conferencing account
 - Video streaming account (for live webcast) - each video streaming account will have 3GB disk quota (about 10 hours of video at 600kbps).
- User guides are available at

<https://www.its.hku.hk/services/communication/conferencing/video>.

5. For enquiries on the video collaboration device/service supported by ITS, please contact our technical support staff at GROUP-ITS-VIDEO@hku.hk.

Update: January 2018