

Video Conferences and Interviews at Duke Law School

Guide for Students and Employers

Introduction

Duke Law School is pleased to offer students the opportunity to conduct video conference meetings and interviews with employers (“Meetings” and “Counterparty”). Please follow this quick set-up guide to get started.

Steps for Students to Follow

- Reserve a Library Study Room at <http://www.law.duke.edu/lib/studyrooms>. Rooms can be reserved for up to four hours at a time and up to 72 hours in advance. If no rooms are available, contact Career Services.
- Ask your Counterparty what videoconference system and/or software it can use. The law school supports Zoom, Web-Ex (limited support), Skype, IP videoconferencing through Cisco Jabber video, or Google+ “hangouts.”
- Schedule a testing time with the Counterparty at least 24 hours prior to the Meeting. This is essential to assure the success of the interview session.
- Note: Reserve a study room for this, too, but it does not need to be the same room as the Meeting. Note that some study rooms have built in technology and others require you to bring your own technology.
- Prior to the Test, check the software you intend to use, and familiarize yourself with the technology in the room. (Details below).
- If there are problems at the time of the test or of the interview, please call the Media Hotline at 613-7249, or visit the Computing Help Desk in room 2209.

Using Zoom in a Study Room

- Contact Media Services for documentation on using Zoom
- Log in with NetID - <https://duke.zoom.us/>
- Schedule a time and date to test

Using Skype in a Study Room

- Create your own personal free Skype account.
- Exchange Skype usernames with the Counterparty.
- Determine who will call at the time of the Test.
- Set camera shot before call.
- Double click Skype icon on desktop, login with your username and password.
- Either place call with video or answer call with video.

Using IP based videoconferencing in a Study Room or Classroom

Our Cisco Jabber video software supports outgoing video calls to a 4-part IP address (e.g., 152.3.131.19) and both incoming and outgoing SIP calls (to an address that looks like an email address, e.g., netid@duke.edu). Jabber video accounts are NetID based, meaning that you can log in to Jabber video using your NetID and password. The Career Center and Media Services have generic accounts available for use. Special requests for an account may be directed to Duke OIT through Media Services. Questions can be directed to media@law.duke.edu.

- Provide your SIP address to the Counterparty and get its IP address and/or SIP address
- Determine with the Counterparty who will initiate the Test and then the Meeting. We recommend you arrange to call the Counterparty via IP address or SIP address.
- To start your session, double click the Jabber video icon, login with the username and password provided by the Career Center or Media Services. When you start Cisco Jabber, you may be prompted to “reset” settings, click yes to do so.
- If they have to call you, they must call you using your SIP address (netid@duke.edu)
 - It may be that the Counterparty’s technology does not allow them to call to an SIP address. If that is the case, then your best alternative is Skype.
 - If Skype is also not possible, then it is possible to schedule a “virtual conference room” that you and the interviewer can both call using an IP address. This service depends on availability and requires more time to schedule. Media Services can assist you. Contact them at media@law.duke.edu.
 - Assuming the Counterparty can call your SIP address, click to accept the incoming call.
- If you are able to call the Counterparty’s SIP or IP address, type in the address and place the call. For an IP address, you must use “*” for any “.” in an IP address and follow the address with @duke.edu in order for the call to go out through the Duke Cisco service. E.g. 71*14*2*158@duke.edu (this address is also a call back service which will help a user determine if they are indeed sending and receiving audio and video).

Student Troubleshooting

If you encounter problems with your videoconference, follow these steps.

- If you are not seeing video or if the Counterparty does not see video, try restarting the computer. (You can view yourself in settings or options features in most videoconferencing software.) If a reboot does not fix the problem, check that the camera is plugged in. It may under unusual circumstances be necessary to disconnect and reconnect the camera.
- If incoming volume is a problem, check volume on the computer by playing back a YouTube video from any browser. Adjust as needed using the volume adjust on the start bar. Also check volume on the monitor/display (located just under the bottom lip of the monitor).

- If you cannot be heard well by the Counterparty, move closer to the microphone. Check your software to make sure that the webcam microphone is the audio input source. In Skype, make sure that the audio is set to auto gain (under Tools and Options).
- If problems persist, please call the Media Hotline at 613-7249, or visit the Help Desk (room 2209) on the 2nd floor of the Law Library.

Using Google+ hangouts

- Using your g-mail account, create a Google+ account/profile
- Add Counterparty to your circles
- Determine who will start the hangout
- Set camera shot before call
- Send the hangout notification (appears as a red +1 in top right hand of browser)
- Click to join hangout if counterparty starts the hangout

Audio only phone conferencing

When the Counterparty requests a phone interview, please make arrangements through the online reservation tool to reserve a study room and check out a VOIP phone from the circulation desk. Note that it can take up to ten minutes for the VOIP phone to initialize once connected, so plan in advance and schedule enough time for setup and troubleshooting.

You may also set up a Google Voice phone number, using your cell number or creating a new number using your Google account. Media Services can assist in set-up. While it is preferred that you use a headset for Google Voice, the microphone in the study room webcams is adequate in most instances.

Counterparty information regarding a videoconference request – Duke Law

Students: Please forward this information to the Counterparty

When scheduling a videoconference/meeting with a student, please let the student know whether you will be making a software based or IP-based videoconference call using a Tandberg, Polycom, or similar videoconferencing hardware or software system. If you are unable to conduct an IP-based videoconference and require ISDN, please note that that requires more advance scheduling and testing, and cannot be guaranteed to take place without proper notice (at least a week in advance).

- If IP-to-IP based videoconference is the preferred method, it is important to determine whether your system can make an SIP call. In other words, can you call an address such as netid888@duke.edu?
- If your system cannot make such calls, please provide the student with your IP address so that the student can call you.
 - If you are unable to make an SIP call and it is not possible for the student to call you, an alternative “virtual conference room” service is available to the interviewee that your office can call directly, but that service requires advanced scheduling and more testing.
 - We recommend Skype, if possible, as an easier alternative.

- In order to minimize problems, our students are told that a test must be scheduled and conducted at least 24 hours prior to the scheduled videoconference.
- Determine in advance who will call and at what time you will connect.
- Determine a back-up if the call fails.
- If a Skype call is the preferred method, exchange Skype usernames.
 - Test Skype connections at least 24 hours prior to scheduled call
 - Determine who will initiate the call