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**Hawaii Interactive Television Service (HITS)**

This website provides scheduling information for requesting HITS for videoconferencing. To find out more information regarding scheduling HITS for distance learning credit and non-credit course delivery, please go to the [UH Distance Learning website](#) or contact [Catherine Kawada](#).

Academic Technologies (AT), a division of Information Technology Services (ITS) for the University of Hawaii, manages HITS. HITS sites are currently located at UH media centers and UH educational centers statewide and reside on a dedicated network to provide optimal quality of audio and video delivery.

HITS was designed and optimized primarily for transmitting two-way interactive video (ITV) courses between campuses within the University of Hawaii system. HITS uses the standardized H.323 videoconferencing protocol to deliver High-Definition (HD) Telepresence. It is closed-circuit - allowing only HD Telepresence interactivity and connectivity amongst HITS classrooms fully equipped with the proper videoconference and room based equipment within the UH system. We do not recommend interaction with traditional videoconferencing technology locations (e.g. non-HITS Telepresence sites).

If time permits, HITS may accommodate videoconferencing requests requiring classrooms for events such as large group meetings, training workshops, seminars and presentations.

**HITS2 Videoconference Information**

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**HITS Videoconference Availability**

The availability of HITS for videoconference requests is dependent on the schedule of ITV course offerings each semester. There may be semesters or summer sessions when HITS is heavily used for ITV course delivery. During these times, videoconference timeblocks may not be available.

HITS videoconferencing is not available during annual technical maintenance downtimes which are scheduled in December and in August. Next downtime is scheduled for August 13, 2012 to August 17, 2012. (Note: HITS videoconference timeblocks are not scheduled during the first week of fall and spring semesters.)

We are currently not accepting videoconference requests after August 10, 2012 .

Spring 2012 Semester - January 9, 2012 to May 11, 2012  
We are no longer accepting requests for the Spring Semester.

Summer Session I 2012 - May 21, 2012 to June 30, 2012

Monday	Tuesday	Wednesday	Thursday	Friday
1:00 PM to 4:00 PM	no time block available	1:00 PM to 4:00 pM	no time block available	1:00 PM to 4:00 PM

Summer Session II 2012 - July 2, 2012 to August 10, 2012

Monday	Tuesday	Wednesday	Thursday	Friday
9:00 AM to 4:00 PM	9:00 AM to 4:00 PM	9:00 PM to 4:00 PM	9:00 AM to 4:00 PM	9:00 AM to 4:00 PM

**HITS Videoconference Service Priority**

Priority is given to University of Hawaii departments and offices within the UH system. Requests are accepted on a first-come first-serve basis.

UH Student organizations, Government Agencies and Private/Non-Profit organization requests will be scheduled on Thursdays during the regular semester and if time permits during the summer.

**HITS Facilities**

HITS facilities are located at the following UH campuses and education centers:

Honolulu Community College, Kapiolani Community College, Kauai Community College, Leeward Community College, University of Hawaii Maui College, University of Hawaii at Hilo, University of Hawaii at Manoa, Windward Community College

UH Maui - Hana Education Center, UH Maui - Lahaina Education Center, UH Maui - Lanai Education Center, UH Maui - Molokai Education Center, Maui Resource Technology Center (MRTC), University Center at West Hawaii

To view facilities at each site [click here](#)

## HITS Videoconference Rate Schedule

### UH Department Rates

*During Normal Work Hours* [Monday - Friday, 9:00 AM - 4:00 PM]

Personnel: no charge

*Outside Normal Work Hours*

\*availability not guaranteed, dependent on each site's available resources.

\*not available on Saturday evenings, Sundays, and Holidays - closed

Personnel: \$30/hr per site

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### Registered UH Student Organizations and Government Agencies (Federal, County or State)

*During Normal Work Hours* [Monday - Friday, 9:00 AM - 4:00 PM]

Personnel:

Origination Site: \$50 set-up + \$45/hr

Receive Site(s): \$25 set-up + \$35/hr per site

*Outside Normal Work Hours*

\*availability not guaranteed, dependent on each site's available resources.

\*not available on Saturday evenings, Sundays, and Holidays - closed

Personnel: \$30/hr per site

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### Private and Non-Profit Organization

*During Normal Work Hours* [Monday - Friday, 9:00 AM - 4:00 PM]

Personnel:

Origination Site: \$75 set-up + \$65/hr

Receive Site(s): \$40 set-up + \$50/hr per site

*Outside Normal Work Hours*

\*availability not guaranteed, dependent on each site's available resources.

\*not available on Saturday evenings, Sundays, and Holidays - closed

Personnel: \$60/hr per site

\*please note that rates listed on this webpage are subject to change

## HITS Videoconference Scheduling

Videoconference request forms must be submitted at least three weeks prior to the requested videoconference date.

Once the request form is received, the Academic Technologies (AT) Interactive Video Scheduler will begin processing the request and coordinate with the various HITS site coordinators. Once scheduled, the ITV Scheduler will send the Requestor an email confirmation message.

Requestor must notify the ITV Scheduler no later than one-week before the videoconference date for any scheduling changes [e.g. videoconference cancellation, site(s) cancellation due to no participants, request for additional site(s)].

[HITS Videoconference Request Form](#)

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## GUIDELINES

### HITS Classroom - an overview of equipment found in a HITS classroom

#### ITV Classroom (a.k.a HITS Classroom)

When you walk into the classroom, you will see cameras, video monitors (or projector screens depending on location), microphones, and other instructional media. This technology allows everyone in one location to see and hear everyone in the other location(s). For more information on sites please go to: <http://www.hawaii.edu/dl/location/>

#### Monitors

In each ITV classroom, there are three monitors (or projector screens, depending on the location) in the front of the classroom. One of the monitors (or projection screen) will show the instructor at all times when they are speaking. This first monitor (or projection screen) will also switch as participants from various locations talk. The second monitor (or projection screen) will show the content

that is being sent, for example the instructor's PowerPoint presentation. The third monitor (or projector screen) will show a continuous view of all the participating locations. On this monitor (or projection screen) each location will be placed in its own box (a.k.a Hollywood Squares).

#### Microphones

The ITV classroom microphones vary at each location. Some may be "push-to-talk" microphones, "push-on-push-off" microphones or microphones with an on/off switch. Please ask your site technician to show you how to use your microphone.

#### Cameras

Cameras in most ITV classrooms are either remote controlled or pre-set to a wide shot of the classroom. At some locations, the cameras are controlled by a site technician in a control room. Other locations have programmed the camera(s) to pan and zoom to a particular area in the room when a participant turns on his or her microphone. The quantity of cameras in a classroom may vary at each location from one to two cameras. At locations with an instructor's teaching area, there may be three cameras.

#### Instructional Media

Instructional media are multimedia equipment in the classroom to enhance instruction. Not all ITV classrooms are equipped with instructional media. Please check with the site technician at your site to see what media is available for your use. You may also want to schedule time with the site technician to practice using any of the equipment with which you are unfamiliar. The following instructional media are available at most of the HITS2 locations:

- Document Camera is used to show graphics, books, or small items. It also can be used to write or draw spontaneously.
- VCR and/or DVD Player
- Computer – Windows or Mac may be available for your presentations. If you would like to bring your own laptop, please check with the site technician to see if this is possible for your site.

### Preparing for the HITS Videoconference - advice on creating graphics, handouts, etc.

#### Meet with Site Coordinator

It is recommended to arrange an orientation meeting with your site technician to tour the facilities and receive training on the instructional media you plan to use for your presentation before your videoconference date. If you have a PowerPoint presentation, you may want to bring your PowerPoint slides with you to the orientation for testing.

#### Graphic Guidelines

Graphics should conform to the following:

- Placed horizontally
- Conform to the 16 x 9 aspect ration
- Allow 1 – 1 1/2" margin around all edges of the visual
- Use bold print with upper and lower case letters, preferable in a san serif font (e.g. Helvetica, Geneva, Arial)
- 36 – 48 point size works best
- Do not use transparencies
- Keep visuals simple and legible
- Computer text should be bold, shadow and light colored on dark background (e.g. yellow or white text on blue background)

#### Handouts

If you wish to provide handouts for the participants, we recommend either mailing the handouts to each participant in advance, create a website where participants can download the materials, or assign one of your staff to distribute handouts to participants at each site. The site technician will not receive or duplicate handout materials for non-ITV course related events.

#### Copyrighted Material

Be sure to obtain broadcast clearance for copyrighted material used in the presentation

### Conducting the HITS Videoconference - advice to help the videoconference run smoothly

#### Be aware of the time

Videoconference sessions are computer controlled. The start time and end time of the session is pre-programmed. The session will end exactly on time. You will know that the connection is broken at the end of the session when you see only your location on the monitors. Allow the last 15 – 30 minutes summarizing or asking for final questions.

#### Microphone Etiquette

At the beginning of the videoconference, explain to participants how to use their microphones (your site technician will cover this with you before the start of the videoconference). Microphones should be turned off when not in use; otherwise, a live microphone may cause an audio echo. Should this happen, please ask participants at all sites to check and see if the microphones in their classrooms are turned off. There is a slight delay in receiving the video from a site after the participant speaks. This is normal. Therefore, each person speaking should state his or her name before commenting or asking a question. For instance, "Dr. Liu, this is Jane Doe at Maui. I have a question." Encourage participation by calling on specific sites for comments or questions. For instance, "Manoa, do you have any questions?"

#### Delivery Tips

The site technician will show you where the main camera is in the classroom. When looking at your audience in the originating classroom, you may want to glance at the camera every so often. This will give the participants at the other location a sense that you

are speaking directly to them. Avoid sitting or standing behind the document camera's vertical arm. The vertical arm will block the participants' view of you during your presentation. If you plan to "roam" while presenting, avoid walking too fast and standing in front of the program out monitor. The classroom cameras are remote-controlled and may not be able to follow if walking too fast and out of camera range. In addition, if you stand in front of the monitor that is showing you, it will cause video feedback.

#### Videotaping

This feature is no longer available.

## HITS Frequently Asked Questions

### General Public FAQ

Q: What is HITS?

A: HITS stands for Hawaii Interactive Video Service. It is managed by Information Technology Services, Academic Technologies division. HITS primary purpose is to provide 2-way audio and video delivery of ITV classes within the UH system. When time permits, HITS may also be used by UH departments for ad hoc activities such as administrative meetings and workshops.

Q: Where are the HITS sites located?

A: The HITS locations are at UH campus media centers and educational centers. HITS Locations: <http://www.hawaii.edu/dl/location/>

Q: Our department is interested in using HITS to deliver our program and classes to a neighbor island(s), how do we make a request?

A: Departments interested in using HITS for a distance learning program must first go through a Master Scheduling Group (MSG) program review. MSG is a system committee responsible for scheduling system resources such as HITS (Distance Learning Executive Policy, E5.204).

Q: If our department is interested in using HITS for a meeting or training workshop, how do we make a request?

A: HITS is primarily used to deliver interactive video (ITV) classes within the UH System. If time permits, HITS may be available for ad hoc meetings or training workshops. You may view HITS availability at the top of this page.

Q: Is it possible to record the ITV Class delivered on HITS to Videotape or DVD?

A: No. Due to the HITS infrastructure it is not possible to record ITV classes or videoconferences to videotape or DVD. It is possible to record a videostream of the event and view online for a limited time on our server (this is called VOD or Video-On-Demand).

VOD is currently available for distance learning classes as a technical back-up and accessible to registered students until the last day of class. VOD is currently unavailable for ad hoc activities.

Q: If our department is interested in having our own HITS classroom, is that possible?

A: Yes and no. HITS locations are on a dedicated network to provide optimal quality of audio and video delivery. The HITS network is not expandable and is limited to the existing locations on the various campuses. However, it is possible to design an ITV classroom with the same HITS model. If your department is interested in deploying a videoconference facility, ITS provides consultation, please contact [vcs-setup@hawaii.edu](mailto:vcs-setup@hawaii.edu).

Q: What is the difference between a HITS site and a traditional H.323 site (often referred to as Polycom)?

A: HITS sites are currently located at UH media centers and UH educational centers statewide and reside on a dedicated network to provide optimal quality of audio and video delivery. The HITS network is not expandable and is limited to the existing locations on the various campuses. Traditional H.323 videoconferencing rides on the UHNET which is a shared network or an outside network. Quality of audio and video delivery will vary.

Each HITS classroom is equipped with High-Definition (HD) H.323 appliances and telepresence room environment. High-Definition allows for a superior videoconferencing experience. The set-up allows for sites to see 1) the person speaking on one monitor, 2) a graphic content display (e.g. Powerpoint slides) on a second monitor, 3) participants at other locations in a view on a third monitor. In some of the smaller classrooms, the multi-site view may not be supported. HD devices allow for a superior quality of audio and video.

Most traditional H.323 videoconferencing rooms are equipped with Standard-Definition (SD) appliances. Depending on the individual department which owns the videoconference appliance, the room may include one monitor for both video and graphic content or two monitors for video and graphic content. In other words, most traditional H.323 videoconferencing rooms do not have telepresence

Q: What are the main differences between ITV classes delivered on HITS and ITV classes using traditional H.323 videoconferencing (aka Polycom)?

A: HITS is coordinated and scheduled by ITS Academic Technologies. HITS sites are located at UH campuses and educational centers. ITS Academic Technologies and the campus media centers provide technical and instructional support. ITV classes using traditional H.323 (often referred to as Polycom classes) are coordinated by the UH department offering the class and locations will vary. Technical support and instructional support are arranged by the department offering the class.

Q: Is it possible to have an SD or HD H.323 site included in a HITS class or videoconference?

A: Yes it is possible, but not recommended since the quality of the transmission and network connectivity at non-HITS location may vary greatly depending on that location's H.323 equipment and network connection.

Q: What is the ITS MCU service and how is it related to HITS?

A: Both services are managed and scheduled through ITS Academic Technologies. HITS - is a service primarily to deliver interactive video (ITV) classes within the UH system. The ITS MCU service currently supports ad hoc activities such as administrative meetings for UH departments and does not support distance learning.

Q: Where can I find more information about the ITS MCU Service?

A: You can find out more information about the ITS MCU Services at: <http://www.hawaii.edu/dlus/videoconference/index.html>

## Glossary of Terms for HITS

### Analog Signal

In telecommunications, an analog signal is one in which a base carrier's alternating current frequency is modified in some way, such as by amplifying the strength of the signal or varying the frequency, in order to add information to the signal. Broadcast and telephone transmission have conventionally used analog technology.

### Digital Signal

Digital describes electronic technology that generates, stores, and processes data in terms of two states: positive and non-positive. Positive is expressed or represented by the number 1 and non-positive by the number 0. Thus, data transmitted or stored with digital technology is expressed as a string of 0's and 1's. Each of these state digits is referred to as a bit (and a string of bits that a computer can address individually as a group is a byte).

### H.323

H.323 defines the protocols to provide audio-visual (a.k.a videoconferencing) communication sessions on the Internet.

### HITS Telepresence

HITS Telepresence is the connection that Academic Technologies (AT) uses to create an environment that allows optimal interactivity between the HITS Telepresence classrooms

### High Definition (HD)

High Definition (HD) refers to any video system of higher resolution than standard-definition (SD). Most commonly this involves display resolutions of 1,280x720 pixels (720p) or 1,920x1,080 pixels (1080i/1080p).

### MPEG (Motion Picture Experts Group)

Series of International Standards Organization (ISO) standards for digital video and audio, designed for a variety of uses and data rates.

### MPEG-2

MPEG stands for Motion Picture Experts Group. It is a standard method of transmitting digital video and sound in a compressed format using less bandwidth than the traditional analog method. MPEG-2 is typically used for "broadcast" quality programming.

### Site (near-end, far-end, origination, receive)

- The origination site is the location that sends video and/or audio to the receive site. This is the site where the chair, or, in the case of a distance learning course, the instructor will be.
- The receive site is the location that receives the transmission from the origination site

### UHNET

The University of Hawaii System's wide area IP network linking its 10 campuses and five education centers.

### Telepresence

Telepresence refers to a set of technologies that allow a person to feel as if they were present, or, to give the appearance that they were present at a place other than their true location.

### Videoconference

Communication across long distances with video and audio contact that may also include graphics.

Please rate the quality of this answer:   Poor   Fair   Okay   Good   Excellent

Not the answer you were looking for? Try different keyword combinations and if you still can't find your answer, please [contact us](#).

Article ID: 500   Created: Fri, 30 Dec 2005 11:27am   Modified: Tue, 27 Sep 2011 3:55pm

