

QA



Q: My largest corporate client has asked us to install a fairly elaborate videoconferencing system in a meeting room with high ceilings and glass windows on two sides. I'm concerned about acoustics, since speech intelligibility is a problem even with unamplified voices. Are there remedies for this situation, or should I push for a new room designed specifically for videoconferencing?

A: "Every videoconference that I've attended seems to start with some form of 'Can you hear us?' The current DSP processors have the ability to help with echo cancellation, and room noise reduction has given us the ability to provide a better quality audio experience at the far end. However, rooms that have natural problems as described in your question will still be a disaster. If speech intelligibility is a problem for unamplified voices and the natural room acoustics cannot be improved, then the best course of action for your client and the project's success would be to find another space."

—Steven J. Thorburn, PE, CTS-I, CTS-D
Thorburn Associates

Next month's question: I was recently faced with an uncomfortable situation when a first-time client was unhappy that the final bill on a project was about 50 percent higher than my initial estimate. The added expense was caused by client changes, and each time a change was made I clearly communicated the cost associated. The client hasn't been disrespectful and has the potential to be one of my bigger clients, so I'm considering working with him on the price to gain his future business. Has anyone ever negotiated a price down to appease a client? I know it's a risky move, but I can't stop thinking about the potential business I'd lose if I don't negotiate.

Send your responses to proav@ascendmedia.com. If you have a question you'd like your AV colleagues to answer, send it to the same email account. If we use your question, we'll send you a cool Pro AV gift.

Oct 2003
proav magazine

Update: Videoconferencing

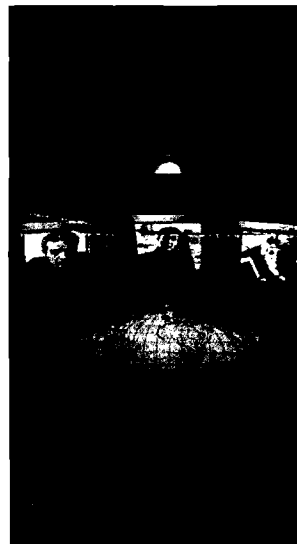
As AV pros know, IT managers have traditionally resisted large-scale videoconferencing rollouts in part because of the difficulty of managing a large number of users. But a new standard — called H.350 ratified last month by the International Telecommunication Union (ITU) — addresses this by giving IT managers the ability to manage large numbers of users by standardizing the way systems store address data.

The H.350 standards suite allows users to search for and find a user's video or voice over Internet protocol (VoIP) address just like they would find an email address or telephone number. Because it's standardized, enterprises would be able to maintain the information with the confidence that it will work with multiple vendors' equipment.

H.350 links account management and authorization automation to the enterprise directory using the lightweight directory access protocol (LDAP) closely related to ITU standard X.500. It supports H.320, H.323, session initiation protocol (SIP), as well as non-standard protocols.

Ultimately, ITU believes that H.350 will allow IT managers to increase their video and VoIP operations from a few hundred endpoints to full enterprise deployment without the need for additional systems administration. Furthermore, service providers will be able to add value to their directory services with the additional ability to provide video contact details.

For more information, visit www.itu.int.

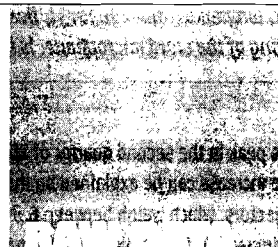


Considering a larger TV for your living room?

Sure, a 40-inch LCD display or an 84-inch plasma panel might impress the neighbors. But neither one holds a lumen to the world's longest TV screen — a 26-foot-high by 231-foot-long Mitsubishi Electric LED display unveiled at the Hong Kong Jockey Club's Sha Tin racetrack on August 31. The viewing area of the six-section display is equal to 4,500 21-inch TVs, and is roughly the length of a Boeing 747 jet. It's capable of displaying up to 40 individual images and three angles of a race at the same time. Even the jockeys look big on the screen, which will soon be listed in the Guinness Book of

VERBATIM

"Any sufficiently advanced technology is indistinguishable from magic."



2,500

Increase in the overall number of CEDIA attendees from 2002 to 2003. This year's conference set a new attendance record of approximately 22,000, surpassing the previous record of 19,500 set last year.

