

Videoconference Training a Big Hit

To make it into the World Series, a team must train hard. That's exactly what some MAG member agencies have been doing when it comes to videoconferencing. In the last couple of months, **Buckeye, Cave Creek, Gila River Indian Community** and **Youngtown** staff received videoconferencing training from MAG. During the Youngtown training Mayor Daphne Green, City Manager Mark Fooks, and Council Member Lucille Retheford stopped by to get in on the action.



Gila River Indian Community staff attend a recent training.

No prior knowledge of videoconferencing is necessary to be able to understand and operate the system successfully. If you are interested in a refresher course or if you have some new staff that could benefit from learning how to participate in a videoconference call, contact the MAG Regional Videoconference Office at (602) 452-5095.



RVS Usage Update First Quarter FY 03 Usage Shows Increase

MAG has begun to officially document RVS usage since July 2002. Highlights of the first quarter's usage show that there were 82 audio and video conference calls with a total of 484 participants. The **City of Mesa, City of Tempe, City of Scottsdale**, and the **Town of Queen Creek** have been the most active users of the system to date.

The overwhelming majority of all RVS calls were to attend MAG meetings. Twenty percent of the calls included at least one out-of-state participant. Overall, use of the system continues to increase as the word spreads about its benefits and convenience.

Welcome to the Regional Videoconference System (RVS)

New Site Apache Junction Joins the RVS.

TIPS 'N' TRICKS



- Having a problem with your videoconference equipment and don't know how to fix it?

Please open a trouble ticket with the Norstan Help Desk by calling 1-800-676-8800 and giving them your Norstan Customer ID.

Pink Screen? If you encounter a pink screen when you turn on your unit, tighten the VGA cable (small, thick, gray cable) located at the back of the unit. The cable is connected to the computer. If the problem persists, you may need a new VGA cable, so call Norstan.



Need Help? Just Call Us!

RVS
 Help Desk
 602-452-5095
 8:30 am - 5:00 pm