1/29/2007

Kirkwood Community College
Issue Resolution Work Plan

**Issue:** Audio Echo.
- **Update:** A configuration change has been made to the DL Navigator to eliminate the presentation preset.
- **Action:** Re-test on 1/30.

**Issue:** Relay function not working.
- **Update:** Renovo made a code change to correct.
- **Action:** re-test on 1/30

**Issue:** Trouble with sites not coming up in DL Navigator.
- **Update:** Joe Sippl continues to investigate a solution.
- **Action:** Test solution when available.

**Issue:** Delay between remote mic presses.
- **Update:** Dascom and Renovo are exploring the possibility of dropping this to a two second delay instead of an eight second.
- **Action:** Test solution when available.

**Issue:** Delay between mic press and audio being heard.
- **Update:** Renovo to make code change.
- **Action:** Joe Sippl will check with Renovo to confirm this change. Re-test on 1/30 if available.

**Issue:** Audio levels are different between origination and remote sites.
- **Update:** Phil Mdaney to update Gentner presets in classrooms.
- **Action:** Test on 1/30.

**Issue:** Momentary freeze of video.
- **Update:** This only happened once or twice and was not consistent.
- **Action:** Continue to monitor and re-test on 1/30.

**Issue:** Washington site needs source selected every time.
- **Update:** Matrix preset fixed in DL Navigator.
- **Action:** Re-test on 1/30.

**NOTE:** (1/30) Kirkwood and Dascom staff will conduct another test session. The work team will discuss the results at a meeting to be determined during testing.

Let’s plan to meet as a whole on Wednesday, February 7th at 10:00 am. For a progress discussion.
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