

IVC Support

UEN has tiered levels of support designed to best serve our customers and resolve problems as quickly as possible. Please see below for a short overview of what each team can help you with.

TSSC Tier 1

800-863-3496, opt. 1, opt. 1

6AM- 10PM Mon-Fri & 8AM – 4PM most Saturdays.

The UEN-IVC TSSC Tier 1 is your single point of contact for most UEN technical services questions. Some of the duties we perform and can help you with are:

- Daily testing and management of statewide IVC equipment and connectivity.
- Basic support and troubleshooting of statewide IVC classes and events.
- Basic troubleshooting of IVC equipment network connectivity issues.
- Jabber desktop video client installation and testing assistance.
- Daily monitoring of various statewide IVC events and classes.
- Basic diagnostics and escalations of statewide network issues.
- Event recording and streaming assistance.
- General UEN customer services support.

TSSC Tier 1 staff - Salt Lake: Tim Jennings-Hill, Stephanie Tingey, Weston Vance and Corey Kelts & Logan: Chris Ellett and Tom Baldwin

TSSC Tier 2

800-863-3496, opt. 1, opt. 1 (ask for Tier 2)

8 AM-5 PM Mon-Fri

The TSSC Video Tier 2 staff is available to assist you and work with you one on one to support new and existing IVC services, projects and installations. Some of the services and support VT2 provides are:

- Individualized, in-depth IVC troubleshooting support and assistance.
- Software upgrades and distribution for statewide IVC equipment.
- IVC tools and Jabber client upgrades, account creation and system level management.
- IVC site certifications and new installation assistance.
- Testing of new IVC related technology models and equipment.

TSSC Tier 2 staff- Salt Lake: Mark Varner, Bob Slater & Logan: Dale Willis

Application Engineers

801-585-0422 or thedaves@uen.org

8 AM-5 PM Mon-Fri

The UEN Application Engineering department lovingly known as “The Dave’s” work with both users and system administrators to reach the highest possible quality of services, including:

- Design, build and recommend, tools, services and equipment for IVC site locations

- Design and implement and maintain backend infrastructure.
- Evaluate and test new software/hardware technologies to enhance the IVC experience
- Advanced tier 3 level troubleshooting
- Innovate new features and services
- Work with Vendors and Developers to help insure a high quality collaborative experience

Application Engineers- Salt Lake: Dave Maw and Dave Litster

Distance Learning IVC Specialists (Logistics)

800-863-3496, opt. 3 or logistics@uen.org
8 AM-5 PM Mon-Fri

The Distance Learning Specialists can help with any logistical, scheduling, and training needs including:

- TMS scheduling questions
- IVC event requests
- Questions about new IVC programs
- New Jabber account requests
- Information regarding recording, streaming, Jabber, or Jabber Guest
- Training on IVC equipment and classroom management for coordinators, facilitators, and instructors.
- General IVC questions and inquiries.

Distance Learning Specialists- Salt Lake: Charice Carroll & Logan: Kimberly Davis

Field Operations

800-863-3496, opt. 1, opt. 1

**TSSC will send a field tech, if needed*

Our field team is on hand to help with any in-room problems and will come out in person to help with:

- Initial install of equipment
 - Replacement and repair of equipment.
 - Inventory
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Network Operation Center (NOC)

800-863-3496, opt. 1, opt. 1 (TSSC will route problems to NOC)

Hours 8 AM-5:00 PM (after hours support available)

The Network Operation Center's main function is to keep the wide area network running smoothly. Call if you experience loss of network at your institution