TO SKYPE OR NOT TO SKYPE: THAT IS THE QUESTION – PEER TO PEER VOIP SYSTEMS

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What are my Choices?

- Skype
- Oovoo
- Yahoo
- Vonage
- Magicjack
Quick Survey of SUNY Institutional Use

- Human Resources – to complete first round interviews.
  - Drastically cuts travel expenses and allows an opportunity to interview more candidates and makes it affordable to reopen searches
- Allows for overseas collaboration with business and industry
- Allows campuses with multiple campuses to be more inclusive in their committee composition
Nurse - testing the use to allow students from other campuses, home or possibly contagious to contact her before coming in to be seen in person
Guest speakers – allows faculty to secure classroom speakers who could not or would not normally be available to speak to their students

Allows faculty to work with peers from overseas institutions setting up exchange programs, work abroad programs, guest lectures, virtual field trips

Virtual office hours – especially useful for online students and high school based programs
More Academic Uses

- Team project collaboration for online students
- Real person interviews for research work and papers
- Internship tracking with industry supervisors
Things That Need to Occur Before Going BIG

- Set up best practices, policies and/or standards
- Pick “just one” VoIP system to standardize on and support
- Train, train, train, train, train
  - End-users
  - Support team
  - Contacts
Pros

- Cheap – no cost for anything but bandwidth
  - Most people already own the necessary equipment
- Not much bandwidth needed
- Easy to use – students are using it in grade schools to speak to their friends
- Privacy is well taken care of as all calls are encrypted
- Versatile
  - Can call via web, can call regular handsets
One security advisory which has been patched
  - Compare this with 85 advisories for Internet Explorer, of which 19 are unpatched

Can be used on any operating system
Skype can act as a server for other people's calls, passing their voice data through your computer en route to its destination. Some users have reported that their bandwidth and CPU usage has increased dramatically when running Skype (even when not making calls).

- Quality – sometimes not so good
  - Dependant on traffic. Background noise and drop outs are still too frequent
    - When dropped – messages not allowing you to reconnect
More to worry about...

- Need to *tweek* the settings so you don’t get automatically interrupted
- It’s owned by a big company – eBay
  - This could also be a big plus since they have $$$$ for R&D
- You get malware on your computer researching these topics....
Who officially supports P2P?
Network Issues? Packeteer/Shaper
Used for interviews and sharing of instruction.
- Westchester
Policies and Procedures?
- Updating/Installing software is troublesome.
- Hands off policy.
- Occurs outside IT support/Self-support.
- Bandwidth issues?
Full screen versions?
Keep Dorms separate on network.
Classes stay away from Webcams.
MySQLNet Korean VoIP network.
Abuse of system/lacking records?
P2P HIPPA issues?
Recording of P2P (GoToMeeting/WebEx)
  - Generally pay sites to record
  - Viewing is free
Support dependant on usage.
Adobe Connect and VodBurner are also used.
Recording of audio streams
- Legalities in fields.
General interest in counting usage of systems.
Voice recognition within application.
Web Application Concerns
- ADA? Similar accommodations.
Cooperative Agreements
- Remote classes
Guest lecturers
- Readily available equipment/system
Notes

- Network
  - Bandwidth agile
  - Wireless or wired? Primarily wired
  - No production over wireless
- Loaded in classroom machines.
- Interviews
  - Do you want to hire an individual who can’t use?
  - Pretty much left on own.
  - Good and bad experiences for HR.
  - Run test two days before use.
How to integrate Skype with H.323?
- Use input on traditional system

Quality is concern
- Tech in room
- Students can suffer without faculty knowledge
- Camera location/quality

Elluminate is also an option

Please post to list videoconferencing capabilities!