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## **Frequently Asked Questions (FAQs)**

### **FOR**

- **State Agency Video and Data Services Customers**
- **State Authorized User Video and Data Services Customers**
- **TEACH Video and Data Services Customers**

**Version 1.0**

## Disclaimer

These are initial FAQs and this document will continue to be updated as more FAQs are developed. Please continue to send any questions to [DOADEFBadgerNet@wisconsin.gov](mailto:DOADEFBadgerNet@wisconsin.gov).

## Video FAQs

Question	Response
<b>Today the BCN MCU Scheduling office at Wisconsin Indianhead Technical College (WITC) assists my BCN managed video sites with scheduling and troubles. Will I continue to contact them for assistance on BadgerNet?</b>	Continue to contact WITC. Details to be provided in Video Transformation plan
<b>If a school uses Blue Jeans video service, can they connect with schools still using BCN HD and HPLL VB service?</b>	Yes
<b>I have a BCN Standard Definition (SD) video room. Can an SD video room be used in BadgerNet with the Blue Jeans video service? If not, what other options are available?</b>	A SD video room has the option to upgrade to High Definition (HD) service or migrate to another BadgerNet service before December 31, 2017. Otherwise, the BCN Standard Definition (SD) video service expires on December 31, 2017.
<b>I have a BCN High Definition (HD) video room. How can I continue to use my HD video room in BadgerNet?</b>	BadgerNet will maintain the existing HD video service through October 31, 2018. The existing infrastructure will remain in place allowing HD classrooms to schedule video session, access the bridges, and call video help-desk support. The HD video codec will remain the property of the local service provider and continue to access and use the Crestron classroom controllers. The legacy infrastructure, specifically the management system, bridges, and firewalls will remain in place.