



Message From Jules

The video communications industry continues to grow. Participation of industry professionals in advancing the adoption of this technology has been an important component of this growth. Compass is pleased to help more professionals enter this industry by donating courses to the Armed Services Visual Technology Scholarship program (www.asvts.org). We congratulate the first recipients of this scholarship, Jim Burrell and Malosi Toilolo.

- Jules Trono, President

Compass Points



Recently the New York Times published an article regarding security, or the lack thereof, of many boardrooms due to the ability for "hackers" to dial in to videoconferencing systems. While some of the information in the article was accurate, it's important to remember that the manufacturers have not indiscriminately left their equipment open to hacking and that security best practices address most issues. Next time you are in class ask our instructors what you can do, and in the mean time keep these easy things in mind:

- Change the default passwords on your systems. Many systems come without a default administrative password and this should be set when you install the system. Please make sure that your process for storing passwords enables your internal and external help desk staff to get the password when they need to provide support.
- If your system is set to auto-answer, also set it to mute on answer. Some systems may allow you to mute both audio and video on answer. Certainly mute the audio which is commonly available.
- If you are more concerned about security than usability, you can disable auto-answer and far-end camera control features so that only those in the room can accept a connection and move the camera.
- If your codec provides streaming of conferences to laptops make sure to set a password for that feature or disable it if you do not use it.



The Customer Voice

We LOVE to hear from our customers! If you have questions, suggestions, or just want to let us know how you feel about an instructor or class, please contact us at training@compassprogram.com. Here are a few quotes about our instructors.

"Excellent instruction by Corbet Weller. He was thorough, concise, and professional in his training, handling of questions, and promoting discussions in the training room. Excellent, excellent, excellent!" - M.J.

"Professionally answered all questions" - F.H.

"Great job" - E.B.

Compass on the Map



Upcoming Classes and Events

TVS1	TVS2	Location
Feb 6-10	Feb 13-17	Orlando, FL
Feb 13-17	Feb 20-24	Houston, TX
Feb 21-24	Feb 27-Mar 2	Irvine, CA
Feb 21-24	Feb 27-Mar 2	Toronto, Ontario
Feb 27-Mar 2	Mar 5-9	Reston, VA
Mar 5-9	Mar 12-16	Doylestown, PA
Mar 5-9	Mar 12-16	Salt Lake City, UT
Mar 12-16	Mar 19-23	Ford Island, HI
Mar 12-16	Mar 19-23	Santa Clara, CA
Mar 19-23	Mar 26-30	New York, NY

ACUCM	Location
Feb 6-8	Glendale, CA
Feb 20-22	Irvine, CA
Mar 5-7	Atlanta, GA
Mar 12-14	Bellevue, WA
Mar 26-28	Phoenix, AZ
Apr 9-11	Denver, CO

TPBOOT	Location
Feb 27-Mar 3	Irvine, CA
Mar 19-23	Atlanta, GA
Apr 9-13	Irvine, CA

PAITVIS	Location
Feb 8-9	Reston, VA

EXCHANGE IDEAS

The Compass Connection

Meet us on our blog,
The Compass Connection, located at:
www.compassprogram.com/blog

You'll find information on Compass news and events, instructor tips, our newsletter archives, and the adventures of our Compass Mascot.

Compass Business Solutions
Phone: 760-688-4045
Email: training@compassprogram.com
Web: www.compassprogram.com

Select Classes also available online at:

<http://www.compassprogram.com/online-telepresence-training/>

2012 Catalog

<http://www.compasprogram.com>

Current Schedule and Registration Link:

<http://www.compassprogram.com/register.php>

The Compass Direction - February 2012

