

How often do problems with the video conferencing system require downtime for maintenance or repairs? (Other responses)

almost never

although we have video conferencing capability, it has been used on 4-5 times in 15 years.

every other year

every six months done after court hours

has not been used, it is brand new

Hasn't been in use long enough to know the answer

just getting started

Maintenance is rare and usually the issue is at the correctional facility, most recently the camera was broken.

None at this time. System is new and this is a pilot project.

none so far 1 week into this

Occasionally

Rarely (2)

Rarely in 10 years

The have staff and multiple systems are all locations. In the event of a failure we can move to another location or change the equipment.

the newest system with the direct link polycoms are extremely reliable. The codec systems we used in the 90's through T-1 lines were a challenge as the phone lines ran throu two seperate phone exchanges which compounded problems. We changed to fiber in 2004 which solved many of the earlier problems with connectivity.

to early to tell

Unscheduled Downtime - Rarely (once per year or longer) Maintenance is performed off-hours, server upgrades (every 3-5 yrs) may require downtime

Varies by county

very infrequently

very minimal

We have only had this happen once

We may replace 20 units, out of 140 per year.

We recently installed new video conferencing systems and have insufficient maintenance history to answer this question. See details in following question.
