

AV Vendor FAQ

Updated September 10, 2024

- I. How do I get help right now?
 - A. Call AVS at 609-258-2000
 - B. Call OIT at 609-258-4357
 - C. Join the Zoom <https://princeton.zoom.us/j/6092582000>
 - D. Call your PU project manager or whoever holds your contract.
- II. How do I contact AVS if the person I usually talk to is unavailable?
 - A. Call 609-258-3196
 - B. Email avservices@princeton.edu
 - C. Website <https://avservices.princeton.edu/>
- III. Where is the AVS office located?
 - A. AV Services
 - B. Princeton University
 - C. 1-E-13 Green Hall
 - D. Princeton, NJ 08544
- IV. How do I connect to the PU network?
 - A. Wireless - Log into the puvisitor network.
 - B. Wired - Ask someone from AVS to register you as a vendor and give them the following information:
 1. MAC Address(es) to be registered
 2. The company you are working for
 3. Your last name
 4. The building you are working in
 5. Optional, preferred home subnet
- V. How do I get access to a space?
 - A. Schedule access with your PU project manager.
- VI. I just finished a project in another space on campus. Can I walk over to a different project and handle two things in one trip?
 - A. No, spaces are heavily utilized, and there is no guarantee that they will be free unless they have been scheduled in advance.
- VII. Where do I find free parking?
 - A. Please see the [PU Visitor Parking Website](#).
- VIII. How do I find the building I am meeting someone in?
 - A. Refer to the [Campus Map](#).
- IX. When do classes start and end?



- A. Please refer to the [PU Academic Calendar](#).
- X. Is there documentation of campus AV standards?
 - A. [The Facilities Design Standards Manual](#) Section 2.11 and Appendices.
- XI. What are the normal business hours for the university?
 - A. 8 am to 5 pm Monday through Friday.
- XII. Is being able to configure Aruba switches now a requirement?
 - A. Yes, as the campus moves from the CDN to the NGN, the switches used for larger AV systems must be Aruba moving forward, configured with a template provided by OIT, and connected to the PU network with a minimum of two fiber connections.
 - B. This [AV LAN Guide](#) has additional information.
 - C. Please ask for a meeting with AVS and OIT if you have further questions.
- XIII. How are OFE items ordered? When will PU provide them?
 - A. The AV Vendor must provide the PU project manager and/or whoever holds the contract with a list of all OFE items they expect to be ordered at least one month before they need the equipment.
 - B. The request must include the make, model, and room where each device will be installed.
 - C. Common OFE items are:
 - 1. AppleTV's
 - 2. Mac Mini's
 - 3. Dell PC's
 - 4. Aruba Switches
 - 5. Aruba SFP+ Modules
- XIV. What about non-Aruba switches?
 - A. If a non-Aruba switch is being installed in the system, it must meet one of the following conditions.
 - 1. Be completely isolated from the PU network.
 - 2. Only connect to one VLAN/Subnet on the PU network.
 - B. All managed switches must be registered on the network, and login information must be turned over to AVS and OIT at the end of the project.
- XV. How about wireless devices on the PU network?
 - A. Contact AVS and OIT to confirm a device will work as desired on the PU network.
 - B. If it has yet to be deployed, it will need to be vetted and tested, and the following will need to be provided.
 - 1. A white paper describing the network connectivity and security requirements.



2. A document describing how it will be used in this project.
 3. A demo unit for testing.
 4. A contact at the manufacturer for questions.
- C. Please allow two months for AVS and OIT to test and vet the device.
- XVI. What do I do if you are hired to install a design that doesn't meet known campus requirements?
- A. Submit an RFI clearly stating your concerns to the following people:
 1. The designer
 2. The GC/who holds your contract
 3. The PU Project Manager
 4. AVS
 - B. Follow up regularly if you are still waiting to receive a response.
- XVII. How are room computers plugged in?
- A. Directly into an OIT wall port.
- XVIII. What do I do if I get to the site and the network connections are not ready?
- A. Tell the PU project manager what connections you are missing, including:
 1. VLAN/Subnet
 2. Wallbox
 3. Port on Wallbox
 - B. You can be proactive and send this information ahead of time; some port activations can take a week or more to complete.
- XIX. Do I really need to register all network devices with PU before I come to the site and connect them?
- A. Yes, this will speed up the process significantly.
 - B. If you plug an unregistered device into the PU network, it will either be blocked, or OIT will receive a security alert, and someone will contact you to tell you to unplug the device.
 - C. AppleTVs and room computers provisioned by PU will already be registered on the network.
 - D. Commissioning Engineer laptops will also need to be registered.
- XX. How do I register devices?
- A. Fill out [this spreadsheet](#).
 1. To register a device, you need to fill out the building, room, manufacturer, model, serial number, hostname, MAC address, and subnet.
 2. Hostnames must follow [this guide](#) otherwise they will be rejected.
 3. The subnet is based on the design and the [AV LAN Guide](#).
 - a) Devices on AV LAN do not need to be registered.



- B. Send the spreadsheet to AVS to register.
 - C. When the devices have been registered, the sheet will be returned to you, and the DHCP reservations of the registered devices will be in the IP address column.
 - D. Please ask for a meeting with AVS if there is any confusion.
- XXI. I have drawings that say “client network” or have connections that don’t specify what PU network needs to be connected.
- A. Submit an RFI to clarify any TBD items before installation.
- XXII. Who will connect the fiber to the switch?
- A. OIT Hardware Support
- XXIII. How do I know what VLAN a port is connected to?
- A. Check the switch configuration or use a network tester, like the [Fluke Networks LinkIQ](#), to see the VLAN ID on the port through the switch user interface.
- XXIV. Can I use a static IP address for AV devices?
- A. If they are on a LAN completely isolated from the PU LAN, yes.
 - B. If they are on a PU LAN, they must be set to DHCP, and you must connect to them using [hostname].princeton.edu.