



# Admin Desktop User Guide

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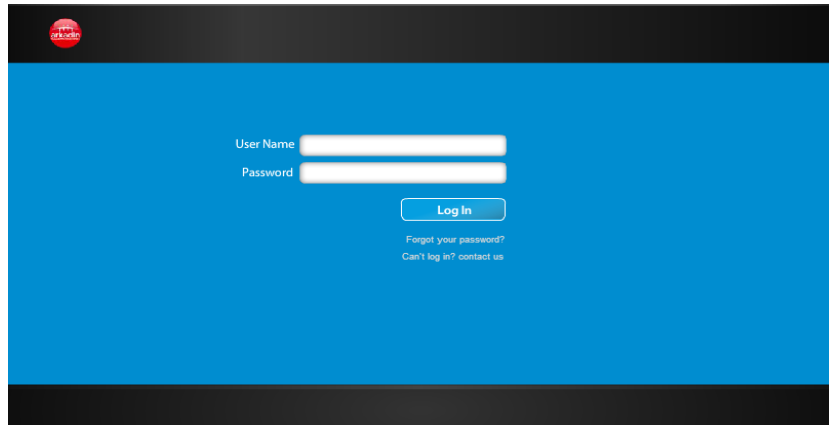
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## 1. Getting Started with Video Desktop

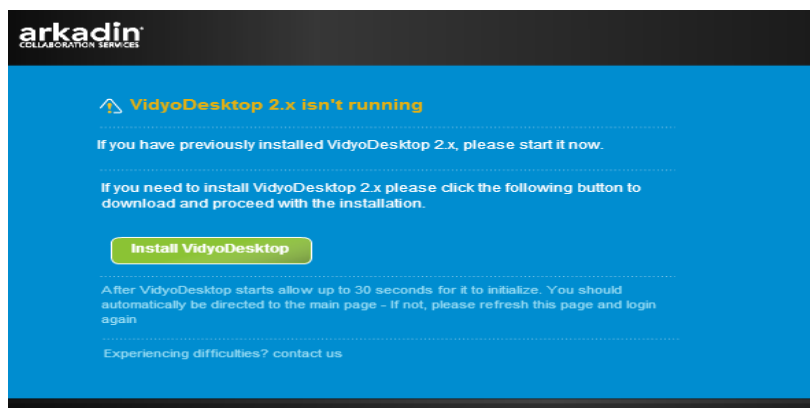
When you first login, you will need to install the Video Desktop software.

### 1. Login, download and install the application

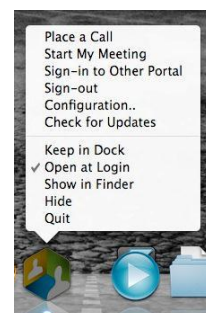
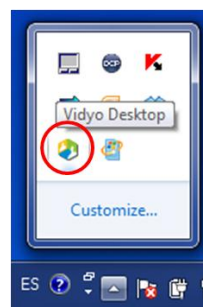
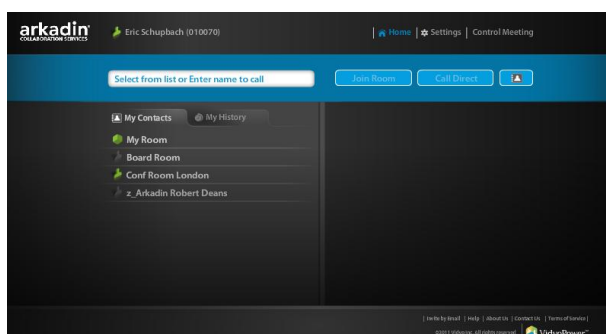
- › Click on the link provided in your welcome email and login with your username and password



- › Upon logging in to the Video Portal, the system detects whether or not you have the software installed and if you have the latest version of the software. If the software is not installed, you will be requested to do so (File size: 3MB).



- › When the installation is finished, you see the Video Portal homepage and a "Vidyo" icon will appear on your Desktop System Tray notification area or on your Dock on a Mac.



## 2. Search or invite your contacts

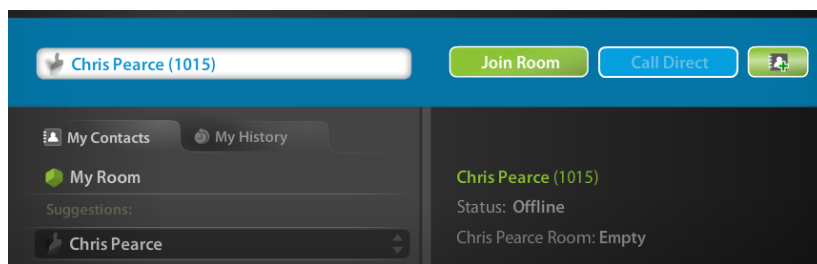
There are three ways to get hold of the users you want to invite to your video conference:

### › Find Contacts

You can search by name (first/last/initials) or by extension.

- › If you type a percent sign (**%**), a list of all registered users appears.
- › If you type an asterisk (**\***) a list of all registered users who are currently online appears.

You can create your own contacts list —My Contacts— as a fast way to place calls to people you often meet. Simply select the name of the user you want to add and click the Contact button. You can remove a user from My Contacts by clicking the same button:



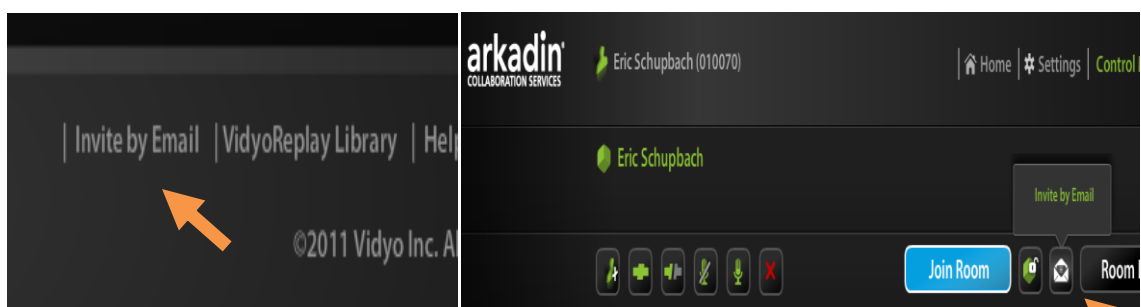
When you find a contact, click to select them. The contact/room status details appear on the right side of the home page (user status and room status). For a list of all statuses refer to Appendix 1.

From the My History tab you will be able to find users that you have recently met and call them or add them to your My Contacts list.

### › Invite by Email



You can also use the Invite by Email feature to schedule video calls in advance and to invite guests (non Video users) to be granted limited use of the system.

Schedule a meeting by selecting the Invite by Email option located in the lower right corner of the Video Portal or in the Control Meeting Menu:



Tick Send a link to Room and click send. Your default email program opens with a pre-written message inviting the recipient(s) to join your room. If you're not going to hold the meeting immediately be sure to add the date and time.

### › Invite by Control Meeting

Once inside your Control Meeting area, you can also invite participants manually with the Add Participant button (  ), which displays the contact search field. Invited users appear as Not Connected until you click the Connect button (  ). Use this button to start a meeting instantly that hasn't been scheduled by email or to add additional participants to your meeting in progress.

## 3. Start your Video conference!

There are three ways to start a video conference:

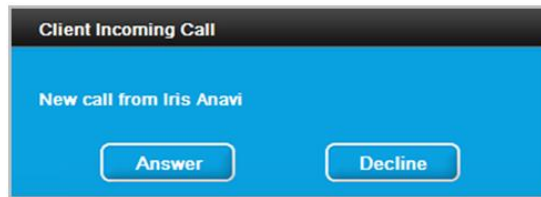
### › Join Room

The Join Room button becomes active when you select a meeting room that is not full, busy or locked. To join your own room, click My Room in the Video Portal homepage and then click the Join Room button. To join another user's room, search for their name and click the Join Room button. For a list of room statuses refer to Appendix 1.

### › Call Direct

The Call Direct button starts a direct (user-to-user) call with another contact (where no other users can join). To call direct, search and select a user and click the Call Direct button. For a list of user statuses refer to Appendix 1.

The Video Desktop launches and the person you are calling sees an alert on their screen to notify them of the call:



### › Start a Conference from the System Tray/Dock

You can start a video conference by right-clicking the Video Desktop icon in the notification area (system tray) on a Windows PC or control-clicking it in the dock on the Apple Mac. For the full menu choices you get in your system tray/dock, refer to Appendix 2.

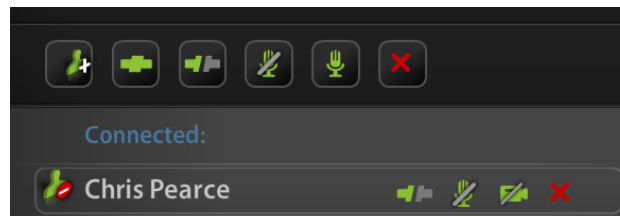
## 4. Control meeting

When you're about to have a meeting in your room (and during the meeting) go to Control Meeting on the top right of your portal.



Here you'll find a list of participants both connected and not currently connected (because they have not yet joined or they have been disconnected from the meeting) and their statuses.

The Control Meeting tools (row of buttons on the top or buttons that appear in front of each participant when hovered over) allow you to perform these tasks:



### **Add Participants**

Invite additional participants to the meeting - You can just type the % sign and choose the contacts you wish to meet with and then click 'done'.

### **Connect/Disconnect**

Connects (invites) all disconnected participants or selected contacts to the meeting.

### **Mute/Unmute**

Mutes or unmutes the volume for all current participants (including the room owner) or of the selected participant. When this icon appears greyed out with the dash in front of the selected contact it means the user has muted his own sound.

### **Video On/Off**

Turns the participant's video on or off. When a participant is in privacy mode, the icon appears with a grey dash through it. This icon also changes when the participant sets their own privacy mode.

### **Remove/Disconnect All**

Disconnects all participants and removes them from the list.

### **Lock/Unlock Room**

Click it to prevent participants from joining. You can lock your room even if you don't currently have a meeting in it.

### **Invite to Meeting by Email** (See step 2, pg. 4)

### **Room Links (PIN protected)**

You can copy the link of your room and send it to your participants or set a Room PIN so your conference room is PIN protected (users will have to enter the PIN you set to enter the room). If a PIN is required it's automatically included in the invitations you email to prospective participants.

### **Record (This feature is not available)**

Apart from the Control Meeting page, you can find other features of the Video Portal in **Settings**, which enables you to change your password and language preference.

## 2. In-Conference Controls

When you join a meeting room or call a user directly from the Video Portal homepage, the Video Desktop launches and a progress bar appears as a connection is being made.


You will see a window appear much like the one below:



You will then have the following In-Conference Controls available in the toolbar on the top:

### **Layout**

A single video conference can host up to 25 participants (depending on your package settings); however, no more than eight remote parties can be displayed at once (the eight are chosen by the last active speakers based on their voice activity). Each user can control their personal layout, choosing how many users they would like to display by clicking on the drop-down menu and selecting a number in the 0-8 range. Auto is the default mode which selects all participants for you.

When clicking on the Layout icon itself you go to Preferred Mode () , where the participant shown in the largest screen area changes as the active speaker changes. This layout is also automatically activated when a participant shares an application.

You may also stretch and resize the window to change the size and presentation of the layout.

### **Full Screen**

This button sizes the window to utilise the entire screen. Click again to restore screen to previous size.



### Share Screen

Share applications on your computer (like a PowerPoint presentation, a spreadsheet or a Web page). Click the drop down arrow to select from the open applications on your computer. You can also choose to share your entire desktop by selecting Display from the share list (Windows only). When you first share an application, the Video Desktop shrinks to enable you to view the shared application. You can resize the Video Desktop as desired.

You can see the screen with your shared application by clicking the Toggle button next to the Share button and choosing your name from the list. If you choose not to view your shared application, you know you are sharing because the Share icon is green.

You may undock the shared screen (view it as a separate window) and re-dock the shared screen (snap it back into the main Video Desktop window) by double-clicking the application window. This is especially useful for participants with 2 monitor screens:

### Docked

### Undocked



### Toggle:

Switch between multiple applications. Many participants may want to share what is on their computer screens, however only one shared screen can be viewed at a time. When more than one user has items they want to share, the Toggle button turns green, indicating that there are several documents/screens available to view. Click the button to cycle through the available shares or scroll through the participant's names.



### Self-View:

View your own video feed in "Picture-in-Picture" mode. Your feed appears as a thumbnail image in the lower right corner of the screen. Click the Self-View button twice to see your image the same size as others on the screen layout. Click the Self-View button a third time to remove yourself from the layout and view only the other meeting participants.



### Volume:

Mute/un-mute the sound you're hearing, or use the drop-down arrow to change the volume level. This button turns red when mute is on.



### **Microphone:**

Mute/un-mute the sound you're broadcasting or use the drop-down arrow to change the volume level. This button turns red when you mute yourself and a small red circle with a line through it appears under the microphone icon. When the room owner mutes you, the Microphone button turns red and a red line appears over the Microphone icon.



### **Privacy:**

Stop displaying your video (Privacy Mode). You stay on the call but other participants will not be able to see you. If you are showing a document, it will continue to be visible. The Privacy button turns red when you put yourself in privacy mode and a small red circle with a line through it appears under the camera icon. When the room owner puts you in privacy mode, the Privacy button turns red and a red line appears over the camera icon.



### **Dialpad**

When you connect to a legacy video conferencing system or MCU, the greyed out Dialpad button becomes active. Click this button to display a Dialpad to access the legacy system.



### **Far End Camera Control**

The Far End Camera Control button allows you to control the motion of a VidyoRoom's camera.



### **Configuration**

This button turns red when your account settings need checking. Clicking on the configuration button will open the Configuration and Status window. For more information about this window refer to Appendix 3.



### **Disconnect**

Ends your session








## Appendix 1: Status Icons



A meeting room must be available for you to join it, the same as a user must be available for you to place a direct call. When you click on a user/meeting room, you will be able to see their status on your Video Desktop. When a meeting room/user are available, the Join Room/Direct Call button is active.

User status and room status are independent of one another. You can join the room of a user who is not available (online) for a direct call. Likewise, you can direct call a user whose room is locked, full or PIN protected.

### Meeting Room statuses:

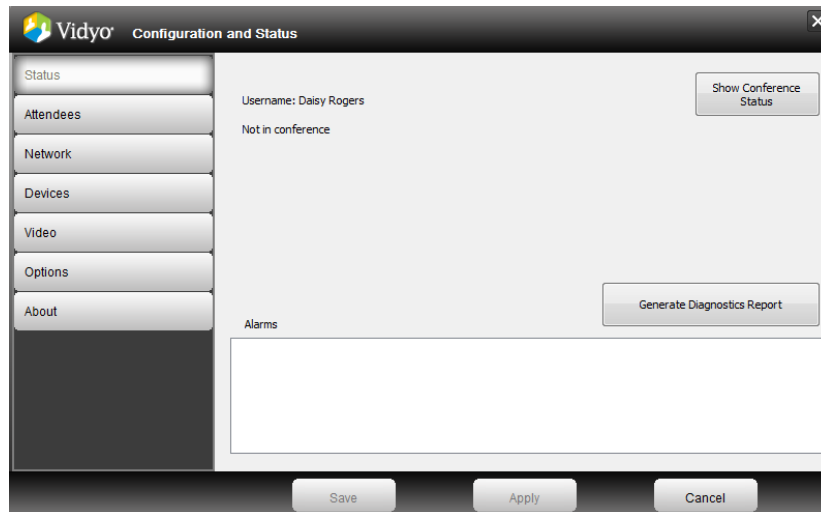
-  **Empty** - The room has no attendees and is available for you to join. The Join Room button is active.
-  **Full** - The room is fully occupied and cannot accept any more participants. The Join Room button is inactive.
-  **Locked** - The room is locked and you are unable to join. The Join Room button is inactive.
-  **Occupied** - The room is occupied but additional participants can join it. The Join Room button is active.
-  **PIN Protected** - You are required to enter a PIN number to join the room. The Join Room button is active.

### User statuses:

-  **Available** - The user is available for a direct call, to join a room and can be invited to attend a meeting. The Call Direct button is active.
-  **Busy** - The user is busy and you cannot contact them with a direct call or invite them to join your room. You can join their room if it is available (as long as it is not full or locked). The Call Direct button is inactive.
-  **In Room** - The user is in their own room. You cannot call them directly so the Call Direct button is inactive. You can join their room if it is available.
-  **In Room/Room Full** - The user is currently attending a conference in their own room and the meeting is full. You cannot call them directly or join their room. They can leave their room and join yours if they choose to.
-  **In Room/Room Locked** - The user is currently attending a conference in their own room and their meeting is locked. You cannot call them directly or join their room. They can leave their room and join yours if they choose to.
-  **In a PIN-Protected Room** - The user is currently attending a conference in their own room and the room is PIN protected. You cannot call them directly, but you can join their room if you have their PIN code. They can leave their room and join yours if they choose to.
-  **Legacy** - The conferencing system uses H.323 and SIP-based videoconferencing solutions.

## Appendix 2: Configuration and Status

When you select Configuration, you will see a screen that looks like this:



### Status

This tab indicates if you are in a conference, with whom, and your current bandwidth. It also features a box stating any Alarms, which may include:

**High CPU utilisation limits quality of conference** – If this alarm is displayed, you should try quitting any other open applications, besides the Video Desktop application. If the problem persists:

- › If using a camera with a USB connection, make sure the camera is plugged directly into the computer.
- › If using a notebook, verify that power management is not set for low CPU performance.
- › Make sure the camera is being used with the latest drivers available.
- › Make sure that your computer meets the minimum or recommended configuration for running the Video Desktop.
- › Check the status of your processor on your desktop by going to My Computer > Right click > Select Properties. If the processor appears to be running at half-speed, check that there is nothing blocking the fan of the computer.

This tab also features an option to Generate Diagnostics Report Windows machines only. This option produces an error log that helps us to diagnose any technical problems you may be experiencing using the software. To access the logs on a Macintosh see the Appendix 4 - Problems with web proxy.

### Attendees

This tab shows a list of users participating in the conference.

### Network

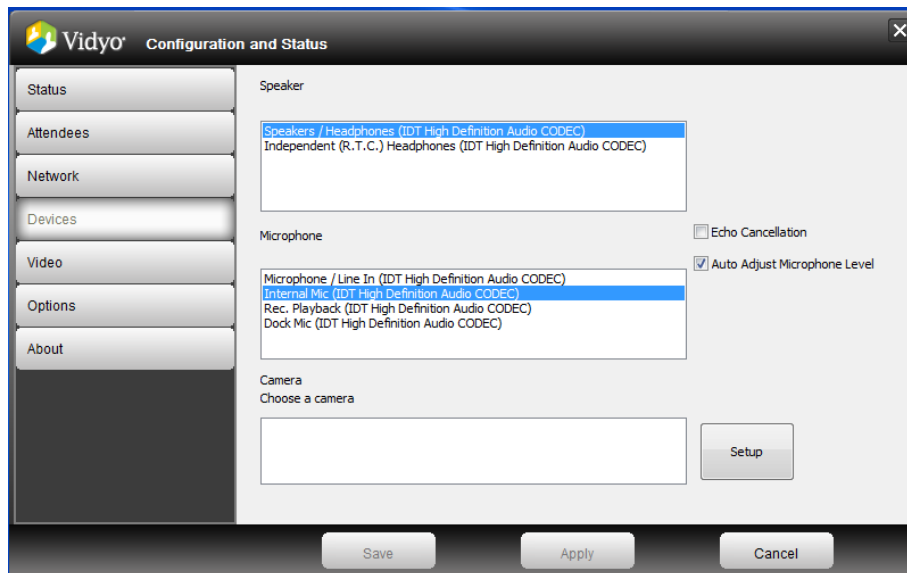
The VidyoProxy section is used to configure the Video Desktop to operate behind firewalls, NATs and Web proxies that limit TRAFFIC to specific ports and protocols - commonly port 80 for HTTP and port 443 for HTTPS. This tab shows the home server and port used.

- › **Please note:** The Video Desktop supports basic and NTLM (NT LAN Manager) authentication.

A VidyoProxy address is typically provided by the server if the server is configured to support NAT and firewall traversal. If a VidyoProxy address is available to the Video Desktop, the Video Desktop first tries to connect directly to the server. If that fails, it retries using the VidyoProxy as mediator and traversing the firewall/NAT on specific TCP ports.

Selecting Always use VidyoProxy forces the Video Desktop client to use the VidyoProxy if one is available. If set and if the Video Desktop finds a VidyoProxy address, it immediately tries to use it without first trying to connect directly.

## Devices



This tab shows the available playback, record and camera devices associated with your personal computer. If a new audio or video device is detected prior to a call, this window automatically appears to enable you to select a new device.

You can make changes to your audio or video devices while a call is in progress. Any changes made whilst on a call will be effective immediately, so you will not be required to restart the Video Desktop. Available devices are shown onscreen, with notes highlighting the recommended devices.

- **Echo Cancellation** - If you use a non-echo cancelling audio device, you are still able to achieve a good audio experience with the Video Desktop by using the echo cancellation feature. The Echo Cancellation option is by default turned off because most of the devices we recommend that you use alongside the Video software have echo cancellation as a built-in feature. When you use an audio device that is not recommended, echo cancellation is automatically enabled.

## Video

- **Best Quality** - Recommend for best user experience.
- **Best Frame-Rate** - Faster video transfer.
- **Best Resolution** - Offers higher resolution.
- **Limited Bandwidth** - Can be used in bandwidth-limited environments where the full video quality cannot be realised (where there is a slow upload/download rate).

## Options

Manage conference preferences such as language, ringing device and other settings.

- **Incoming calls** - When ticking 'Auto Answer Enabled', The Video application will automatically answer the Video call when someone calls you directly.

## Appendix 3: Troubleshooting

### Video icon is greyed out

This suggests a connection issue, likely to be down to a firewall issue. Make sure you are connected to: Web portal TCP 80.

### Video is distorted/ bad quality

Likely to be a poor quality web camera or the webcam is being used by another device – check that you do not have another client (such as MSN) running.

Check that you are not running on your laptop battery and you have the laptop plugged into the mains as this can produce a lower download speed and thus, a poorer quality video connection.

You can adjust the Video Preferences to try to produce a better image. See Appendix 2 - Video Tab

### Image not displaying properly, e.g. image is a strange colour or out of focus

Webcam may not be supported – check the recommended brands/models. Also check you have the most up-to-date drivers for your graphics card (minimum of 128mg).

### If your audio freezes

If you already have a device with a built-in echo cancellation feature, check the Echo Cancellation option is not ticked (under Configuration > Devices Tab)

### If the audio you are receiving is echoing

Arrange for your attendees to mute themselves one by one to find out where the echoing is coming from. You can also mute each user individually yourself in Control Meeting. Check the 'Echo Cancellation' option is ticked under Configuration (unless you already have a device with built-in echo cancellation).

### Problems with web proxy

Need to run diagnostics (Windows) to see where the problem lies:

- › Right click on Video icon in the system tray
- › Select Configuration
- › Select Status and click on Generate diagnostics report
- › Each session will generate a new log. For a clean log, you will need to exit and log back into the app.

Accessing diagnostics log from a Mac:

- › Go to Applications on your computer
- › Click on Utilities, then Console
- › Select Show log list, then Files
- › And finally click on Video Desktop

To send the diagnostics via a Mac:

- › Click on Open
- › Hold down Command (cmd on your keyboard) + A
- › Hold down Command + C
- › Paste into a text document, save and send

Things to check:

- › Direct X: What version?
- › Processor: What version?
- › Camera: Check it works with other applications, e.g. Skype.
- › Check the camera is supported.
- › Check the graphics card is a minimum of 128mg.
- › Check the drivers are up-to-date.
- › If DSD status or AGP Status is not enabled, drivers need updating.

### If the video freezes or does not load

It is likely that your bandwidth is not fast enough. Check your upload/download speed on <http://www.speedtest.net/>. The minimum requirement is 300 Kbps upload and download per user.

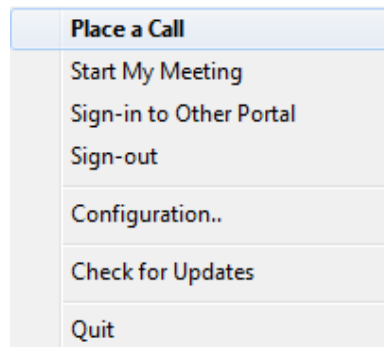
### Minimum speed requirements: 128k

Scaling the video window size on your computer decreases/increases bandwidth usage. So using a full screen means you will be utilising more bandwidth than if you use a smaller window.

## Appendix 4: System Tray Icon

### Starting a video conference using the Video Desktop Icon

You can start a video conference by right-clicking the Video Desktop icon in the notification area (system tray) on a Windows PC or control-clicking it in the dock on the Apple Mac.



You will have the following menu choices:

- › **Place a Call**  
Logs you into the Video Portal to place a direct call to an available user or participate in a meeting.
- › **Start My Meeting**  
Launches the Video Desktop and takes you directly to your meeting room.
- › **Sign-in to New Portal**  
Signs you out of the Video Portal that you have been using and displays a screen in which to sign into another Video Portal. Enter the URL of the Video Portal or select the Video Portal from the drop-down list, then enter your user name and password. Click Login to enter the portal.
- › **Sign-out**  
Signs you out of the Video Portal, but keeps the Video Desktop program open. To resume video conferencing, you must sign in again. This is different from signing out on the Video Portal home page, which allows you to start a conference with the Video Desktop without logging in again.
- › **Configuration**  
Opens the Video Desktop configuration window to change settings.
- › **Quit**  
Closes the Video Desktop program.

## Appendix 5: Minimum Requirements

### Supported OSes

- › Windows XP (apart from 64 bit version), Vista and Windows 7
- › Mac OS X 10.5 Leopard or higher (Intel CPUs only)

### Package requirements

- › Flash player 10.1 or higher
- › DirectX version 9 or higher
- › Supported browsers:
  - › Firefox
  - › Internet Explorer
  - › Google Chrome
  - › Safari

### Minimum Configuration

#### (Encodes CIF and Decodes up to SD)

- › Windows XP SP2
- › Pentium 4
- › 1Gb RAM
- › 40 Mb free space on HDD

### Recommended Configuration

#### (Encodes SD and Decodes up to HD)

- › Windows XP SP2
- › Core 2 Duo 2Ghz
- › 2Gb RAM
- › 40 Mb free space on HDD

### Recommended Configuration

#### (Encodes HD and Decodes up to HD)

- › Core 2 Duo 2.8GHz or better with DDR3 memory
- › Core 2 Quad with DDR2 or DDR3 memory
- › i7 based system

### Recommended WebCams

#### (Encodes up to HD)

- › Logitech Webcam Pro C910, Pro 9000 or Pro C905
- › Logitech MAC-Quickcam vision Pro
- › Apple MAC-Isight Video Conferencing
- › Philips Webcam Pro SPC1330NC
- › HP Elite
- › Microsoft MS Lifecam NX-6000

### Recommended USB Headset

#### or Echo-Cancelling Speakerphones

We recommend a USB headset over a jack connection

- › Jabra GN9215 or GN2000
- › Plantronics DSP-626
- › Microsoft Lifechat LX-3000
- › Cyber Acoustics AC-850
- › Plantronics MCD-100
- › ClearOne Chat-50
- › Phoenix Duet