



VidyoPortal™ and VidyoDesktop™ User Guide



*System Version 2.1
Document Version 2.1-B*

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1. Overview

Welcome to the world of VidyoConferencing™. When we were kids a lot of the magazines we read predicted that by now we'd be commuting to work in personal helicopters or jet packs, or living in underwater cities and that we'd be communicating with people down the street or across the world with high quality audio and video connections.

Well we're still waiting for affordable personal helicopters, we'll probably never have practical jetpacks and nobody we know is building a home under the ocean. But the good news is that the age of high quality audio/video teleconferencing and person-to-person (what we call point-to-point) calling has arrived. And Vidyo makes it possible.

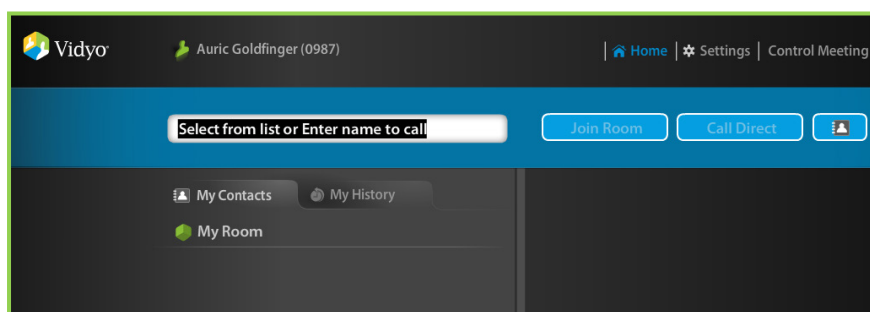
Your organization has decided to join the revolution using Vidyo's products and services. The purpose of this guide is to introduce you to the tools you'll use and explain to you how they work.

Your VidyoPortal™ and VidyoDesktop™ enable you to have audio/video teleconferences with other users in your organization. Your **VidyoPortal** is a series of web pages that allow you to start audio/video meetings and invite others to join your meetings.

You have your own private room (think of a virtual cubicle or office) to which you can invite other users and you can accept invitations to other meetings in other rooms. In addition to group meetings you can also initiate and accept invitations to point-to-point (one-on-one) Vidyo calls. There's also a provision to allow guests (people outside your organization like a customer or vendor) to be granted limited use of the system. (For example guests can't initiate calls or conferences—they can only accept invitations to them.)

Your system may also have a number of Public Rooms. Think of these as virtual conference rooms. One might be used for a weekly sales meeting, another for international conferences and so on.

A Personal VidyoPortal



Your VidyoPortal provides a consistent look and feel that's compatible with:

- Internet Explorer, Firefox and Chrome for Windows
- Firefox and Safari for Macintosh

In all cases Adobe Flash needs to be installed for the browser you're using. The Flash plug-in is probably already installed in your browser. If not, you can download it for free from the Adobe.com site. (Or more likely, your system administrator will make sure your browser has it.)

You can also access your VidyoPortal without using a Web browser. We'll get into that later on.

The part of the system that allows you to view and hear other meeting participants is your **VidyoDesktop**. This is a program that runs on your desktop or laptop computer (there are versions for Windows and Macintosh). You can divide the Vidyo-Desktop screen so you can see as many as eight other people at a time (which some of us call the Brady Bunch mode). Turn on Self-View and you can see how others see you. You can also control other aspects of your meetings. For instance, you can

1. Overview

also share an application window (what you see in a program running on your machine, like a PowerPoint slide or some program your company has developed in-house).

A VidyoDesktop in Action



There are many optional components to the system your organization may have purchased or licensed.

- VidyoGateway enables interconnection with older conferencing systems and enables people to participate in VidyoConferences in voice-only mode from cell phones and landlines.
- VidyoReplay enables you to make audio/video recordings that you and others can watch on demand from the Vidyo-Library. You can also use it to record live VidyoConferences for later viewing on demand.
- If your organization uses Microsoft Outlook, Microsoft Lync or IBM's Lotus Sametime it can integrate them with Vidyo system so you can use those programs to access your Vidyo system's capabilities.

If your organization's system has any of these options you'll be provided with the appropriate information in order to use them.

Note: This guide is distributed as a PDF file. If you are reading this guide on your computer screen, page references in light blue are clickable links that take you to the page referenced.

To access your VidyoPortal someone in your organization will give you a URL (web address) where you can login with your username and password (which will also be provided to you). As usual, when you're assigned a password, one of the first things you should do is change it.

You'll get access to your VidyoDesktop in one of three ways:

- It may already be installed on your computer.
- Your system administrator may give you an address from which you can download the installer. Then you can install it yourself. Don't worry. It's real easy.

1. Overview

- Your company may have a system that enables them to “push” software to your machine so the software can be installed remotely.

This guide describes the features of your VidyoPortal and VidyoDesktop. You’ll learn how to:

- Initiate a meeting
- Join a meeting
- Place a direct (point-to-point) call to any user in the system
- Easily search for any user by typing in the search field
- Invite someone to a meeting
- Control a meeting
- Manage your personal contacts list: My Contacts
- Change settings

2. Recommended/Minimum Requirements

SUPPORTED OSES

- **Windows** XP, Vista and Windows 7 (32- and 64-bit)
- **Macintosh** OS X 10.5 Leopard and later (Intel CPUs only)

RECOMMENDED CONFIGURATION (ENCODES HD AND DECODES UP TO HD)

- Windows 7
- i7 based system
- Core 2 Quad with DDR2 or DDR3 memory
- Hyper-Threading Technology
- 2 GB or more RAM
- 256 MB or more video RAM (VRAM)
- 40 MB of free hard disk space

RECOMMENDED CONFIGURATION (ENCODES SD AND DECODES UP TO HD)

- Windows XP SP2
- Core 2 Duo 2 GHz
- Hyper-Threading Technology
- 2 GB RAM
- 128 MB video RAM (VRAM)
- 40 MB of free hard disk space

MINIMUM CONFIGURATION (ENCODES CIF AND DECODES UP TO SD)

- Windows XP SP2
- Pentium 4
- 1Gb RAM
- 128 MB video RAM (VRAM)
- 40 MB of free hard disk space

WEBCAMS:

Recommended

- Logitech HD Pro Webcam C910 - Encodes up to HD
- Logitech Pro B910 HD Webcam - Encodes up to HD
- Logitech Webcam Pro 9000 - Encodes up to HD
- Logitech Quickcam Pro 9000 – Encodes up to HD

2. Recommended/Minimum Requirements

- Logitech Webcam Pro C905 - Encodes up to HD
- Logitech Quickcam Pro for Notebooks - Encodes up to HD
- Logitech QuickCam Orbit/Sphere AF - Encodes up to HD
- Logitech QuickCam Vision Pro - Encodes up to HD
- Creative Live! Cam Socialize HD - Encodes up to HD

Note: It's a good idea to go to the manufacturer's website and read some online reviews before purchasing any webcam. Some can achieve HD quality only by lowering frame rates.

Supported

- Apple iSight (Built in Webcam)
- Logitech Webcam HD C310
- Logitech Webcam C600
- Gigaware 2.0MP PC Camera
- HP Elite AutoFocus
- Globalmedia iREZ K2r Webcam
- Microsoft MS Lifecam NX-6000
- Hercules Dualpix Infinite
- Liquid Digital Solutions aGent V4 HD

USB HEADSETS

Recommended

- Microsoft Lifechat LX-3000
- Plantronics DSP-400 (Use with included DSP adapter 02.)
- Cyber Acoustics AC-840, AC-850

Supported

- Microsoft Lifechat ZX-6000 Wireless Headset
- Logitech ClearChat Comfort USB
- Logitech ClearChat PC Wireless

ECHO-CANCELLING SPEAKERPHONES

Recommended

- ClearOne Chat 50, Chat 60
- Plantronics Calisto 420
- Phoenix Duet Executive

2. Recommended/Minimum Requirements

- Yamaha PJP-20UR, PJP-25UR
- (Jabra) Jabra SPEAK 410
- (Konftel) Konftel 300

Supported

- ClearOne Chat 150

How to Get The Best VidyoConferencing Experience

The VidyoConferencing system is designed to work through all sorts of network and endpoint (e.g., your computer) deficiencies and still deliver quality audio and video. However, we've discovered a few things you can do to help ensure you get the best possible experience. Here are some tips we think you'll find helpful:

- Use a wired network connection when possible and disable wireless (802.11 b, g, n).
- Use recommended audio/video devices to prevent echo and other audio/video issues.
- Plug each device (camera, microphone etc.) directly into one of your computer's USB ports whenever possible rather than a USB hub (whether it's one you added to your computer, is built into your flat panel monitor or is built into your laptop's docking station).
- If you're using a laptop avoid running on battery—it reduces performance and video quality.
- If your computer has a Power Plan (All Windows and Mac laptops do) choose "High Performance."
- Make sure you have the latest drivers (like your DirectX video driver if you're a Windows user) for the devices you use during VidyoConferencing (camera, microphone etc.).

3. Definitions

As a new Vidyo user, it's helpful to have a basic understanding of the terms we use.

Destinations

Places where you can interact with the VidyoConferencing System:

- **VidyoPortal** — This term can be a little confusing. We refer to the server that provides audio/video communications services as the VidyoPortal. But we also refer to the pages you use to set up your software and do other tasks as your VidyoPortal. Your VidyoPortal may appear in a web browser window or tab or simply a free floating window on your screen.
- **VidyoDesktop** — The Vidyo software client (application) running on your local computer, enabling you to participate in direct point-to-point (one-on-one) video calls and to participate in video conferences. You see and hear others using your VidyoDesktop and they see and hear you. There are VidyoDesktop versions for Windows and Macintosh.
- **VidyoRoom** — Not a physical room. It's the dedicated Vidyo appliance that's often used in a physical conference room.

Users

Anyone who uses the system is a user. There are six types of users:

These are the technical experts who run the system.

- **Super Admin** — Has administrative privileges and is responsible for general portal configuration including network settings, components configuration, maintenance (backup and upgrades), tenant configuration and global settings. In a multi-tenant system, has full administrative privileges above the tenant admin and all regular tenant admin rights.
- **Admin/Tenant Admin** — Has administrative privileges. Can add, delete, manage users, set up public rooms and set up groups (define maximum participants and bandwidth for users).
- **Operator** — Can manage meeting rooms and normal users.

You are here →

- **Normal** — Most users are Normal users. If you're a Normal user you can join VidyoConferences hosted by others, host and control your own VidyoConferences and place point-to-point (one-to-one) video calls and voice-only calls. You can change own password, set your own PIN code that invitees have to enter to join your VidyoConference and more. You also have your own VidyoPortal (set of Web pages), which include a "room" where you can host VidyoConferences. *This guide is all about Normal users.*

These are for VIPs

- **Executive Desktops** — Let's say your system has 100 VidyoLines and five Executive Desktop user licenses. Even if all 100 VidyoLines are in use your five Executive Desktop users can still use the system. An Executive Desktop user is never denied service due to lack of shared VidyoLine availability. Executive Desktop user licenses are ideal for critical applications like executive use, emergency medicine, emergency management, real-time financial markets and so on.
-

3. Definitions

This is a “user” that’s actually a system used in conference rooms.

- **VidyoRoom** — This is not a physical room. It’s a teleconferencing appliance (purpose built hardware running our custom software) that’s usually placed in an actual conference room. It’s the dedicated Vidyo endpoint appliance. It has the same rights as a normal user. In fact a VidyoRoom is the only device that’s also a user. (VidyoRooms are commonly called simply “room systems” for short.)

This is stuff we don’t make but can work with anyway.

- **Legacy** — Devices such as ordinary cell or landline telephones or conferencing systems that use old-style H.323 and SIP-based videoconferencing methods. A legacy device has no personal room. (Working with legacy devices requires an optional VidyoGateway™ component be installed in your system.)
-

Your system may enable you to invite “guest users”. Guest users are people you can invite to a meeting but who are not registered with the system (perhaps a customer or vendor). You invite a guest user by sending them your room URL (the link to your personal room) in a pre-written invitation from your portal. You can change your room URL in the Settings/My Room page. You can also change or add text to the invitation. (For example, if the meeting is in the future you’d want to add the date and time). For added security you can also require a PIN code to be entered by anyone who wants to enter your conference.

The guest user follows the link in the email invitation, downloads the software if they haven’t before for the machine they’re currently using, and then enters their name to join the meeting.

Guests have only the ability to join a conference to which they’ve been invited. They do not have the ability to log in to the system or receive incoming calls. Please refer to the separate Quick Guest Guide for more details.

Voice-Only Calls

If your organization has purchased a VidyoGateway server, both registered and guest users can participate in a VidyoConference in voice-only mode by phone. Your MyRoom settings page provides a phone number to join your room, as do the Control Meeting page and the home page when you select My Room. Also, when you invite a participant by email, the phone number and extension appear in the invitation message.

When a participant joins a conference by phone, their phone number appears in the list of participants in the VidyoPortal home page and in the VidyoDesktop, even when the participant doesn’t broadcast their phone number.

Meeting Rooms

Meeting rooms are virtual rooms where users of the Vidyo system can gather for VidyoConferences. There are two types of meeting rooms:

- **Personal** – You have your own personal room. This is the equivalent of a personal office or cubicle in the physical world.
- **Public** – Operators and Administrators can create common public spaces. Think of these as the equivalent of conference rooms in the physical world.

Meeting rooms of either type include the following configuration options:

- **Locked / Unlocked** – If you lock a meeting nobody else can join it.
- **PIN Protected** – A PIN-protected room requires everyone who wishes to join the room to enter the specified PIN code in order to be admitted. You can decide whether or not to require a PIN for any meeting and if so, what the PIN will be. If a PIN is required it’s automatically included in the invitations you email to prospective participants.

Groups

- Users, Public Meeting Rooms and VidyoRooms belong to provisioning Groups.
- When your Admin creates your account your personal room is automatically generated. You're also assigned to a Group.
- The maximum number of users you can have in one VidyoConference and the maximum amount of bandwidth you're allowed to use at one time is determined by the Group you've been assigned to by your Administrator.
- Your Admin may re-assign you to another group, which could mean you might find you can invite more or fewer participants to a VidyoConference you host and have greater or lesser total bandwidth at your disposal.
- Even if your Admin decides not to use groups, a "default" Group is set up within the system. It can be modified but it can't be removed.

The default group has the following factory configuration:

- Maximum Number of Participants in a Given VidyoConference: 10
- Maximum Receive Bandwidth Per User (Kbps): 10,000
- Maximum Transmit Bandwidth Per User (Kbps): 10,000

Note: The bandwidth limitation applies to the user, so two users can have different limitations while participating in the same conference. The maximum number of participants is limited according to the room the meeting is held in —so this applies to all users in a meeting.

Direct Call (Point-to-Point)

You can call a specific user in a direct call. A direct call involves just two users; no additional users can join. When you call a meeting room and there are just two of you in the room, it is similar to being in a direct call. The difference with calling a meeting room is that others can potentially join you in the meeting. This isn't so in a direct call.

Note: When you are in a call, you cannot attend a meeting or place another call until you end your current call.

Meeting (Conference)

A meeting is an audio and video connection between two or more users interacting and sharing their video streams / presentations in a meeting room.

Meeting Room Status

Each meeting room has a status icon that indicates whether it's available for you to join. It appears to the left of the room name, as shown in the screenshot on page 11. In addition, a room may require a PIN number to gain access. When you cannot join a room, the Join Room button is inactive. There are five room statuses:



Empty — The room has no one in it and you can join it. The Join Room button *is active*.



Full — The room is fully occupied and can't accept more participants. The Join Room button is inactive.



Locked — The room is locked and you can't join it. The Join Room button is inactive.



Occupied — The room is occupied but additional participants can join it. The Join Room button is active.

3. Definitions



PIN Protected — You must enter a PIN to join the room. The Join Room button is active. (The PIN for the conference is in an emailed invitation the room's owner sent you.)

User Status

A user's status determines whether you can place a direct call to them, join their room or invite them to attend a meeting. This icon appears to the left of the user's name. There are eight user statuses:



Available — The user is available for a direct call, to join a room and to 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 (not full or locked). The Call Direct button is inactive.



In room — The user is in their own room. You cannot call them directly and therefore the Call Direct button is inactive. You can join their room if it is available. They can leave their room and join yours if they choose to.



In room/room full — The user is in their own room and the room 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 in their own room and the room 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 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,



Offline — The user is not logged into the VidyoPortal. The Call Direct button is inactive. You cannot place a direct call to them, but you can join their room, depending on its status.



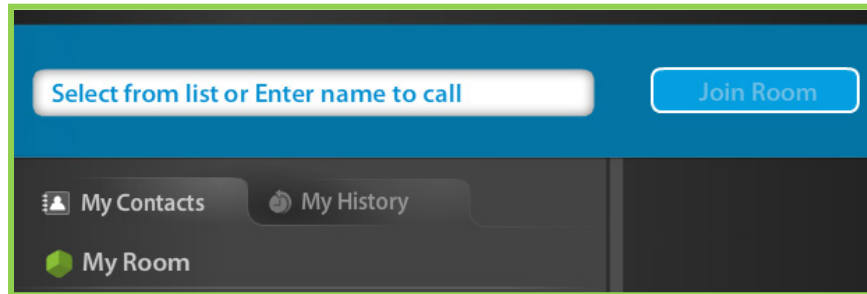
Legacy — This is a legacy endpoint user type. (A conferencing system that uses older technology or a landline or cell phone.)

Room Status Icon

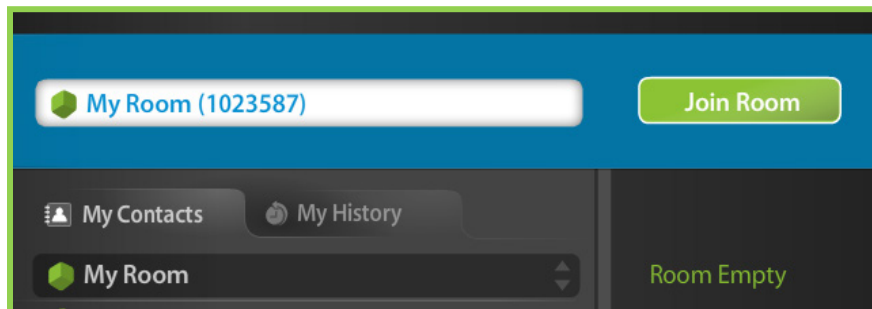


In the screenshot portion above, this VidyoPortal's owner, Emilio Largo, is online. His room is empty. He has brought up Auric Goldfinger's listing by typing his name in the white text field. Goldfinger is not online.

Join Room button inactive:



Join Room button active:



Multi-Tenant Terminology

This concept gets a little technical and you may never need to understand it but we're including this explanation just in case you might. A single VidyoPortal can serve multiple unrelated organizations (like having an office in an office building) or one organization might divide its departments or geographical locations into sections. Both types of sections are called "tenants." The following terms apply only if you are a multi-tenant user:

- Tenant — Your organization or a selection of your organization's members (HR, R&D, US Offices, UK Offices etc.)
- Tenant Name — Simple identifier within the system and among other tenants.
- Tenant URL — The tenant's URL is the URL/FQDN (full qualified domain name) that tenants use to access their virtual portals.

If your organization is not using the multi-tenant capability there's still at least one tenant, called the default tenant.

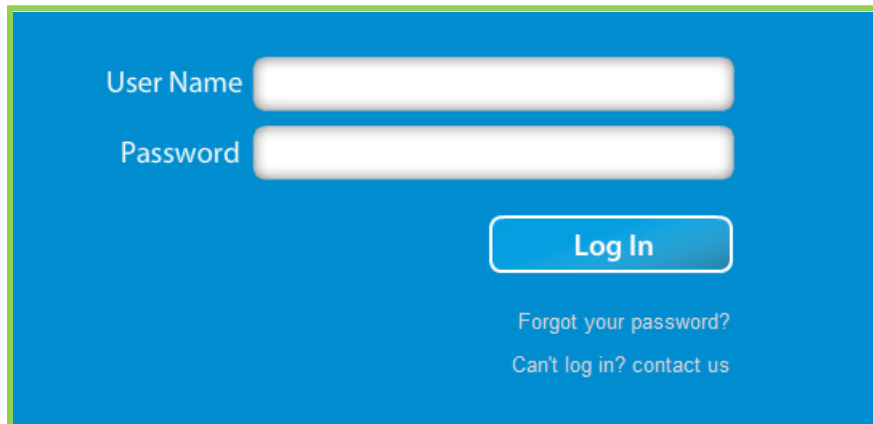
4. Installing The VidyoDesktop Software

HOW TO INSTALL THE SOFTWARE

To gain access to the VidyoPortal, you must be assigned a user name and password by your administrator. With this information in hand, open a web browser and navigate to the VidyoPortal IP address or URL set by your administrator, enter your user credentials, and click the Login button.

Example of a portal IP: `http://192.168.1.100`

Example of a portal URL: `http://vidyo.yourcompany.com`



Language

The VidyoConferencing System is available in eleven languages:

- English
- German
- Japanese
- Spanish
- Italian
- Chinese
- French
- Portuguese
- Korean
- Finnish
- Polish


How To Change Your Preferred Language

Your admin sets the default system language, but you can change languages in the VidyoPortal (See page 48) and the VidyoDesktop (See page 49) separately.

After your first login to your VidyoPortal, you'll need to install the VidyoDesktop software. The VidyoDesktop runs locally on your computer and connects to your organization's VidyoPortal. Upon logging in to the VidyoPortal, the system detects whether or not you have the software installed and whether or not you have the latest version of the software.

If you do not have the VidyoDesktop installed, you'll see the following page after logging in:

4. Installing The VidyoDesktop Software

 **VidyoDesktop 2.x isn't running**

If you have previously installed VidyoDesktop 2.x, please start it now.

If you need to install VidyoDesktop 2.x please click the following button to download and proceed with the installation.

Install VidyoDesktop

After VidyoDesktop starts allow up to 30 seconds for it to initialize. You should automatically be directed to the main page - If not, please refresh this page and login again

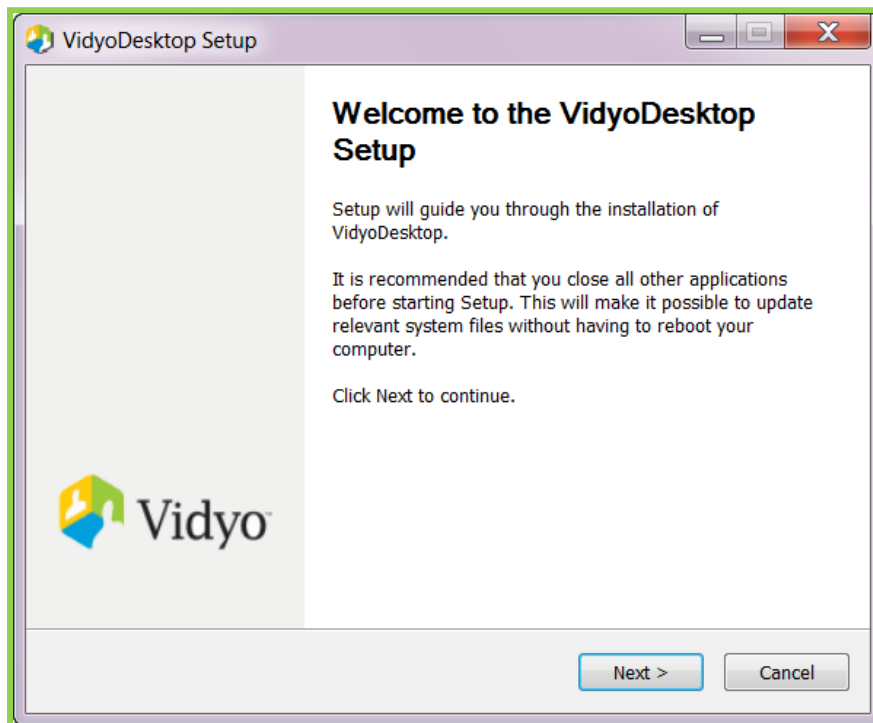
Experiencing difficulties? [contact us](#)

You are guided through a series of screens to accept the licensing agreement and install the software.

Until the installation process completes, the installation web page remains open. When the installation or upgrade is finished, you are taken to your VidyoPortal home page.

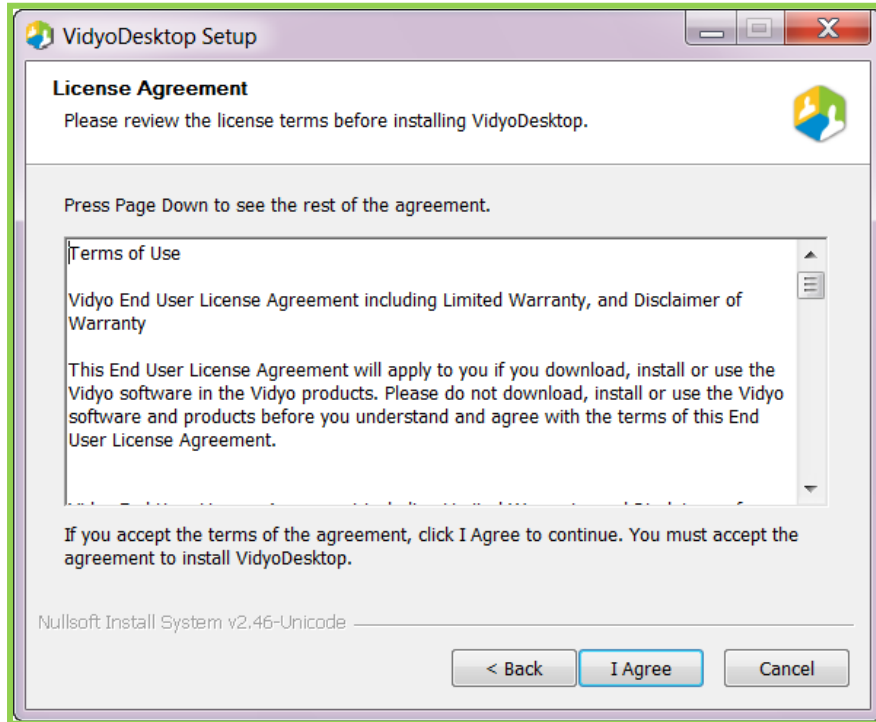
The following screens demonstrate the Windows screens that you see during the VidyoDesktop installation process. (See below for the Macintosh versions.)

Windows Installation

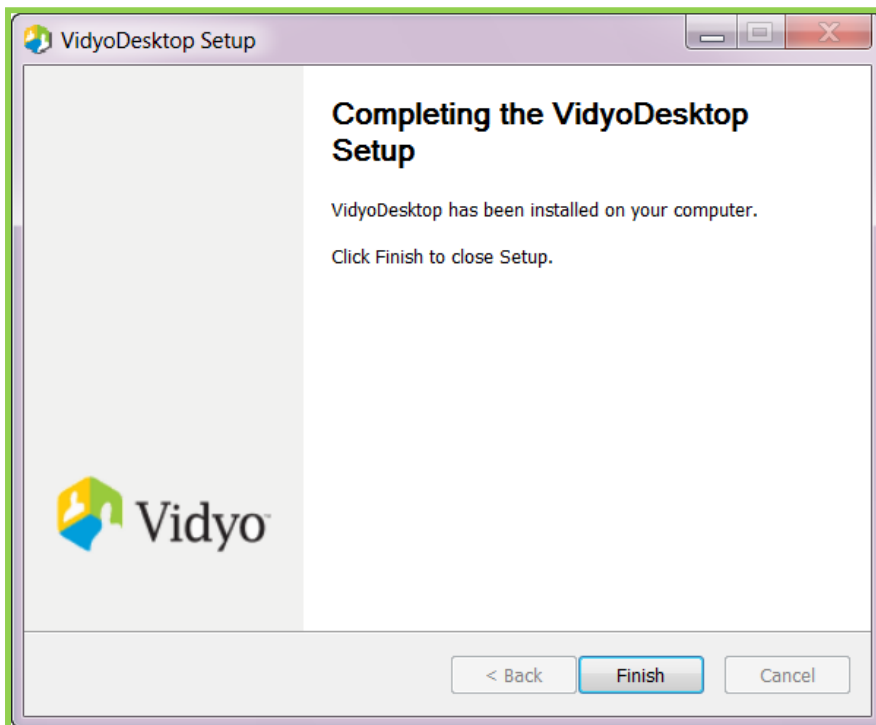


4. Installing The VidyoDesktop Software

The installer guides you through the installation process screen by screen, which takes just a few minutes. If this is the first time you're installing VidyoDesktop you will first be prompted to read and accept the licensing agreement. Click the I Agree button and complete the remaining installation steps.

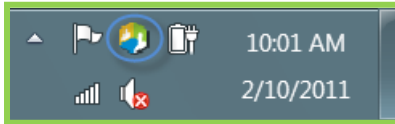


When the installation is complete you'll see the Completing the VidyoDesktop Setup dialog box.

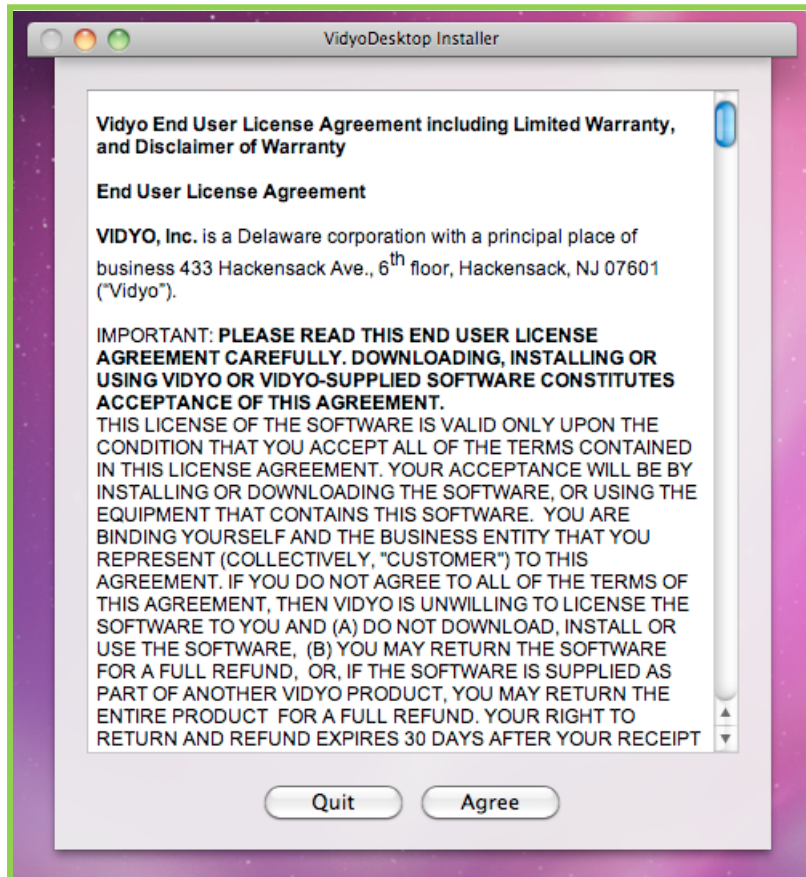


4. Installing The VidyoDesktop Software

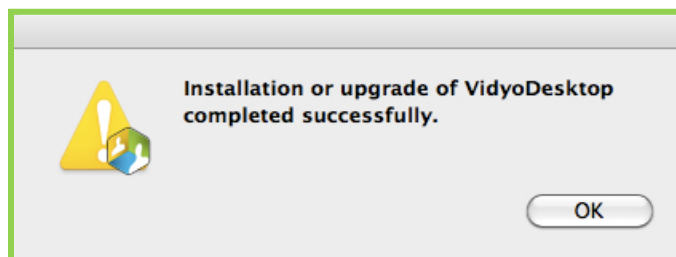
When the VidyoDesktop is installed for Windows, a Vidyo icon appears in the notification area (often called the system tray) of your taskbar. (The illustration below was taken from a Windows 7 double-height taskbar. Your taskbar may look different.)



Macintosh Installation

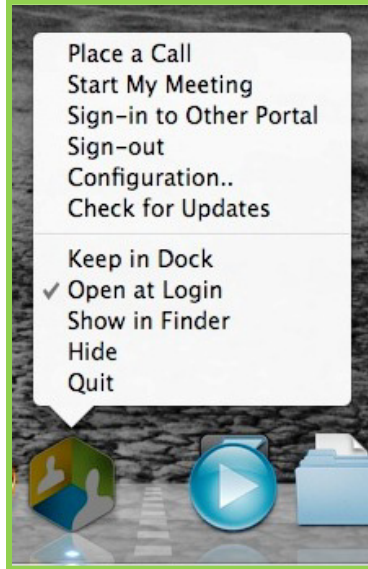


As with the Windows installation, if you are installing VidyoDesktop for the first time you will be prompted to read and accept the licensing agreement. Click the Agree button to continue the installation. When the installation is complete, you see the following message. Click the OK button to confirm installation of the VidyoDesktop.



4. Installing The VidyoDesktop Software

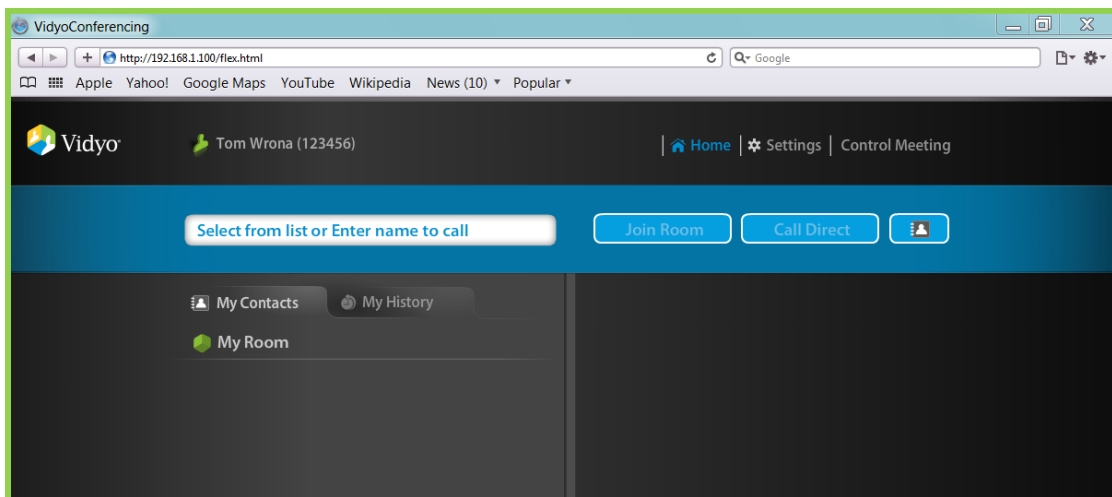
When the VidyoDesktop is installed for Macintosh, the Vidyo icon appears in the dock:



Instead of entering the URL (web address) of your VidyoPortal you can open your VidyoPortal home page in its own window by

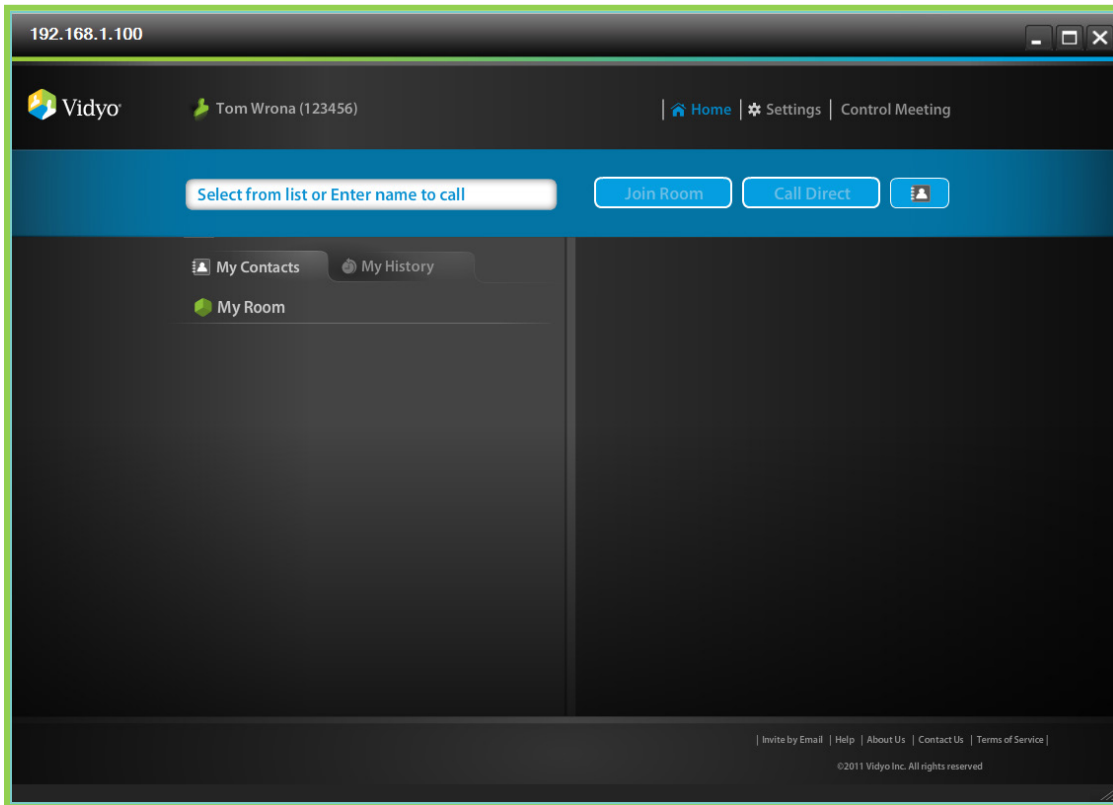
- Double-clicking the Vidyo icon in your notification area (also called the system tray).
- Right-clicking the VidyoDesktop icon and selecting Place a Call.

These methods also work in the Macintosh dock.



VidyoPortal in a Browser Window opened by entering your VidyoPortal's URL in your Browser (Safari on Windows 7)

4. Installing The VidyoDesktop Software



You can see the VidyoPortal in its own window (no web browser required) by double-clicking the VidyoDesktop icon in your Notification Area (system tray) or by right-clicking the icon and choosing Place a Call. On a Mac you can get here by doing the same things on the icon in the dock.

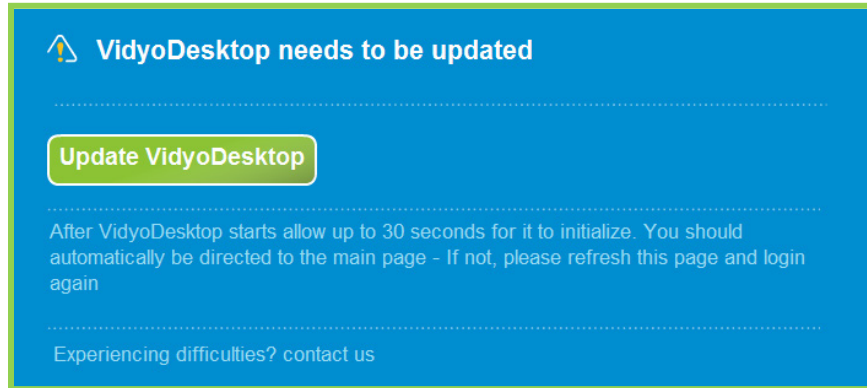
VidyoDesktop Updates

As new releases of the VidyoDesktop are issued, your admin may make them available to your organization. Each time you log into the VidyoPortal, it checks if the version on your computer is current and prompts you to download and install the latest version if it isn't.

Note: Your personal security/firewall protection software may prompt you to allow/deny running the Vidyo software. Make sure you select “allow” as part of the software installation.

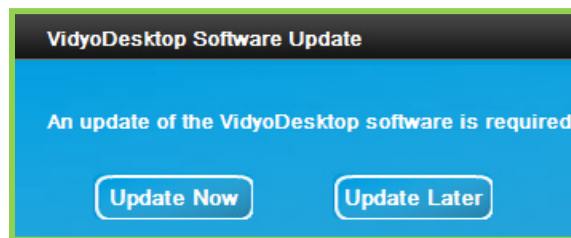
If you stay logged into your VidyoPortal for long periods of time, or log in and out via the VidyoDesktop rather than the VidyoPortal login page, the VidyoConferencing system can still alert you to a new version of the VidyoDesktop when it becomes available (Windows only). Periodically, it checks to see if a new version is available. When one is, it prompts you to upgrade:

4. Installing The VidyoDesktop Software



Click the Update VidyoDesktop button. Your PC may offer you a choice of opening or saving the file or just saving the file. You should open the file if given a choice to. Otherwise save (download) the VidyoDesktop installation file. Save the file to a convenient place like your Desktop, and launch the VidyoDesktop Setup application.

If you are conferencing when the Update alert button appears, you'll also see an Update Later button to be prompted again later so you don't have to disconnect from your meeting.



If you click Update Now your meeting automatically closes and you see a progress bar while the usual update process occurs. When the update is finished, the VidyoDesktop automatically restarts and you can resume VidyoConferencing.

5. Overview of the VidyPortal Home Page

From the VidyPortal home Page, you can join a meeting, invite people to join your room and place a direct (point-to-point) call to another VidyPortal user. The VidyPortal home Page enables you to search for users and meeting rooms, view other users' status (personal status and room status), control a meeting you host (in your own room) and set up a MyContacts list for easy access. You can also choose settings that determine the language the VidyPortal displays configure other options and log out of VidyPortal.



1. User Name/Status
2. Control Meeting / Utility Links
3. Contact Search field
4. Join Room button
5. Call Direct button
6. Add/Delete Contact
7. My Contacts/Search Results tab
8. My History tab
9. Informational Links/Invite by Email

ACTIONS YOU CAN TAKE IN THE VIDYOPORTAL HOME PAGE:

Contact Search Field

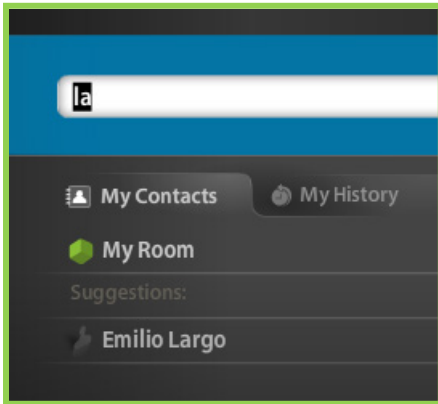
You start by searching for a user or public meeting room in the contact search field.

You can search by name (first/last/initials) or by extension. When you find the user you are searching for, you can call them direct or join their room if they are available.

- 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.

Note: You can create your own contacts list—My Contacts—as a fast way to place calls to people you meet often with. For more information, see My Contacts on page 21.

5. Overview of the VidyPortal Home Page

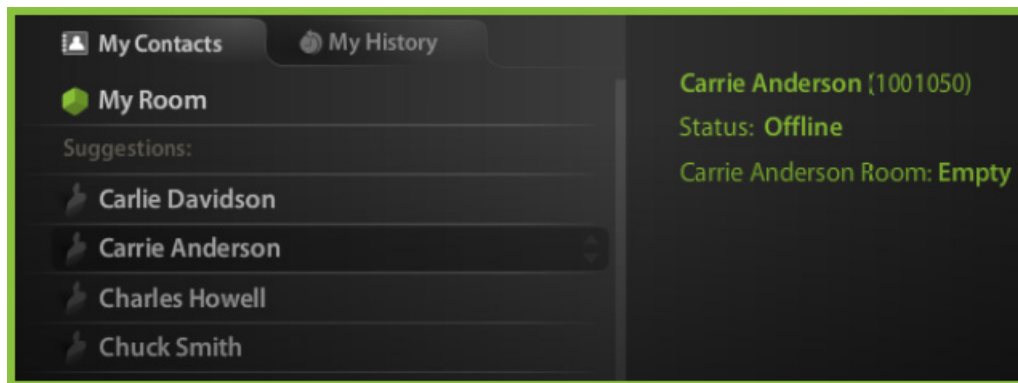


Contact Suggestion List

When you find a contact or public room, click to select it. The contact/room status details appear on the right side of the home page (user status and room status). If the contact or public room belongs to a different tenant, the tenant name also appears.

Note: This works only if your “Tenant Admin” has enabled “cross-tenant access”. To recap, a “tenant” is a subdivision of users. If your system is being hosted by one of our resellers then your whole organization is probably one tenant and cross-tenant access is probably turned off. If your organization is hosting its own system it may have been split users into multiple tenants among departmental or geographical groups. In this case your Tenant Admin has probably turned cross-tenant access on.

You can review this information first to see if the contact or meeting room is available. For example, the following selected user is offline and her meeting room is empty:



About Meeting Room and User Statuses

A meeting room must be available for you to join it and a user must be available for you to place a direct call. Room and user statuses appear on the right side of the VidyPortal home Page for a selected user or public room. Also, when a meeting room is available, the Join Room button is active, and when a user is available, the Call Direct 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.

5. Overview of the VidyPortal Home Page

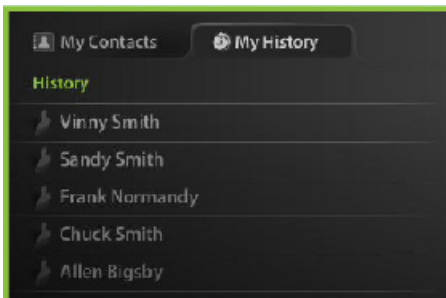
My Contacts



The My Contacts tab displays the following information:

- Suggested users that match the search criteria you enter in the contact search field.
- When you are not searching for a user, the contacts you have added to your *My Contacts* list.
- The My Room button enabling you to join your room for a meeting you host. When you click this button, you can view the participants in your room on the right side of the home page.

My History



The My History tab displays a list of users with whom you have recently met. You can select one of these contacts to join their room or call direct. You can also add them to your My Contacts list.

Join Room

The Join Room button enables you to join a room to participate in a meeting. You can join your own meeting room for a meeting you host yourself, or join another user's room. The owner of the meeting room is the host. The Join Room button becomes active when you select your own room or any private or public room that is not full, busy or locked.

To join your own room, click My Room in the VidyPortal home page and then click the Join Room button.

To join another contact's room, search for a contact in the search field as described in "Contact Search Field" on page 19 (or select a user from your My Contacts list) and click the Join Room button.

NOTE: The Join Room button is active only when the selected contact's room status allows their room to be joined, e.g., the room is neither full nor locked.

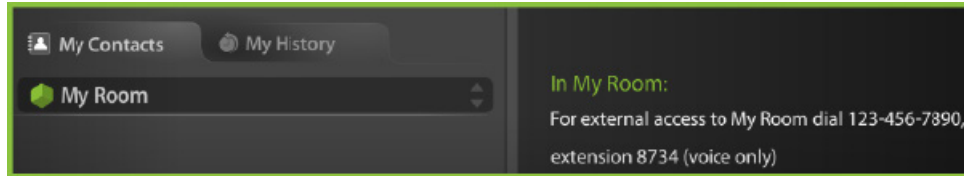
The VidyDesktop launches and takes you to the meeting room.

When you host a meeting in your own room, you see a list of attendees on the right side of the home page under In My Room. When you video conference with users from other tenants, you also see their tenant names.

5. Overview of the VidyPortal Home Page

Voice Only Calls

A participant without access to a VidyPortal as either a registered user or guest can join a conference in your room by phone. The phone number and extension for calling into your room appear in the My Room settings page, the Control Meeting page and the VidyPortal home page when you select My Room. The numbers also appear in the message sent when you invite a participant by email to attend a meeting. For information, see Global Meeting Controls on page 44.



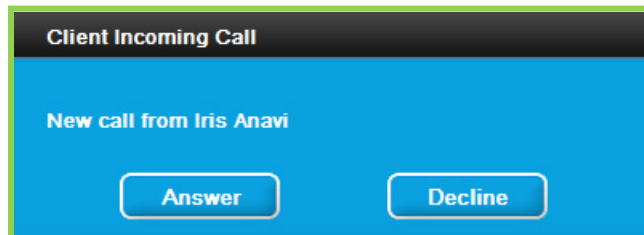
When a participant joins a conference by phone, their phone number appears in the list of participants.

Call Direct

The Call Direct button starts a direct (point-to-point) call with another contact. To call direct, search for a contact in the search field as described in Contact Search Field on page 19 (or select one from your My Contacts list if they are on your contacts list) and click the Call Direct button.

Note: The Call Direct button is active only when the selected contact is available for a direct call.

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



(This is also the screen you'll see when another user invites you to a direct call.)

Note: A direct call involves just two users; no additional users can join. When you call a meeting room and there are just two of you in the room, it is similar to being in a direct call. The difference is that others can potentially join you in the meeting.

Dialing to a Legacy System

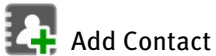
To connect to a legacy system that has not been added as a user in the VidyPortal, enter its extension number followed by the IP (Internet Protocol) address of the legacy system, then click the Call Direct button. To obtain the IP address of a legacy system, contact your system administrator. (Your Vidy system must have the optional VidyGateway component to interact with legacy systems.)



Note: As defined earlier, a legacy system is a conferencing system that uses older video conferencing technologies. Cell phones and landline phones are also considered legacy systems. For additional ways to dial to a legacy system, see the VidyGateway Operation Guide.

5. Overview of the VidyPortal Home Page

Add Contact/Remove Contact



If you have contacts with whom you meet regularly, you can save them to your My Contacts list for easy selection. Here's how.

1. Search for the contact.
2. Click to select the contact.
3. Click the Add Contact button.

Your contact appears in alphabetical order on the home page under My Contacts.

If you have many contacts, you may need to scroll to view them all. You can remove a contact from My Contacts by selecting it and clicking the Remove Contact Remove Contact button.

Utility Links

The VidyPortal home page provides several links to control and configure the VidyPortal:

- **Settings** — Enables you to change the following settings: account, language and my room. For information, see “Settings” on page 42.
- **Control Meeting**— Provides you with control over meetings hosted in your meeting room.

If your admin or operator has given you multiple rooms, you can control all of them from here. This link is always available, even when no one is in your room. You can invite contacts and guest users to attend a meeting, lock your room, mute/unmute participants and disconnect participants. Your VidyPortal admin can override your control of a meeting right from his or her own Control Meeting link.

Informational Links and Invite by Email

The links at the bottom right corner of the home page provide the following functionality:

- **Invite by Email** — A link that launches your default email program and creates a message to invite one or more users to join a meeting.

The email contains editable text and the link to your meeting room. It also contains an extension to call into a VidyConference by phone (and the PIN to use if you have chosen to require one if voice-only participation has been enabled on your system).

Note: If you are using an Asian language and Microsoft Outlook, perform the following steps in Outlook for the invite text to appear properly:

1. Select Options from the Tools menu.
2. Select the Mail Format tab.
3. Select International Options.
4. Select Enable UTF-8 support for mailto protocol if it is not selected.

5. Overview of the VidyoPortal Home Page

- **Help** — Displays the VidyoPortal User Guide in a new browser tab or window.
- **About Us** — Displays information about Vidyo, Inc. and its videoconferencing technology. This information can be edited by an administrator.
- **Contact Us** — Information about contacting Vidyo, Inc. by phone, fax and email. This information can be edited by an administrator.
- **Terms of Service** — Displays the Vidyo End User License Agreement including Limited Warranty and Disclaimer of Warranty.

Convenience Features

- **Automatic Gain Control (AGC)** — Automatically adjusts the microphone volume so that the input audio stays within a certain target level, which varies by device.
- **Far End Camera Control (FECC)** — Allows you to tilt and pan a remote camera in a VidyoRoom if that camera has been configured to allow FECC.
- **Picture in Picture Self-View** — Is now the default mode for conference calls but the system remembers which mode you were in when you finished your last call and starts the way you left it. (In addition to Picture in Picture, Self-View can display your image side by side with the person with whom you're in a direct call or, in a conference, your image and the images of the other participants can be of equal size on the screen)
- **Lock the Toolbar in Full Screen Mode** — This Windows-only feature displays the Toolbar at the top of the screen even when you choose to go into Full Screen mode. Select the Options button in the Configuration and Status window and select Full Screen: Always Display Toolbar checkbox.
- **Start Conference in Full Screen Mode** — Select the Options button in the Configuration and Status window and select Full Screen: Start Conference in Full-screen. When you move your mouse pointer near the top of the screen the menu bar will reappear. Click the Full Screen button again to go back to windowed mode.
- When you are not logged in, the VidyoDesktop icon in the notification area (also called the system tray) for Windows is dimmed and for the Macintosh it displays in the dock with a small red X in a circle.
- **Acoustic Echo Cancellation (AEC)** — If you're using a speakerphone or a microphone and speakers and you or other participants hear an echo turn this on. If you use one of our recommended audio (input/output) devices you won't need to do this (because the devices we recommend have their own AEC built in).

Note: The buttons on the menu bar are illustrated and explained starting on page [27](#).

6. Using the VidyoDesktop During a Meeting

How to Get The Best VidyoConferencing Experience

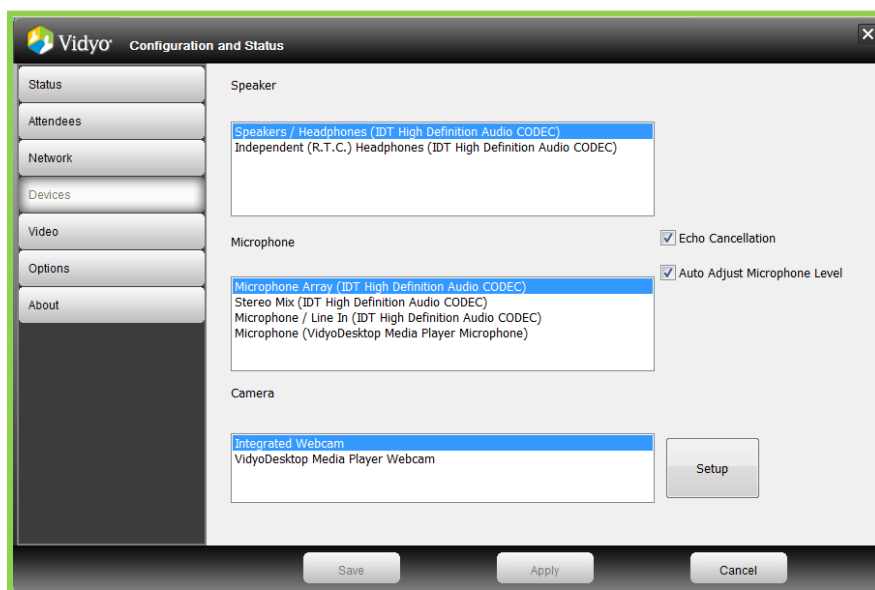
The VidyoConferencing system is designed to work through all sorts of network and endpoint (e.g., your computer) deficiencies and still deliver quality audio and video. However, we've discovered a few things you can do to help ensure you get the best possible experience. Here are some tips we think you'll find helpful:

- Use a wired network connection when possible and disable wireless (802.11 b, g, n).
- Use recommended audio/video devices to prevent echo and other audio/video issues.
- Plug each device (camera, microphone etc.) directly into one of your computer's USB ports whenever possible rather than a USB hub (whether it's one you added to your computer, is built into your flat panel monitor or is built into your laptop's docking station).
- If you're using a laptop avoid running on battery—it reduces performance and video quality.
- If your computer has a Power Plan (All Windows and Mac laptops do) choose "High Performance."
- Make sure you have the latest drivers (like your DirectX video driver if you're a Windows user) for the devices you use during VidyoConferencing (camera, microphone etc.).

Selecting Which Devices to Use

When you join a meeting room or call direct from your Portal home page, you might briefly see a progress bar and then the VidyoDesktop launches.

The first time you launch VidyoDesktop and after any change to your camera or audio settings, you are prompted to select the webcam, microphone and speakers you want to use in the configuration/devices window. Choose the appropriate devices and click Save to proceed to the VidyoDesktop. Changes take place during the current call.



If a contact calls you directly, you receive a prompt through the VidyoDesktop indicating who is calling and providing buttons to accept or decline the call will appear.

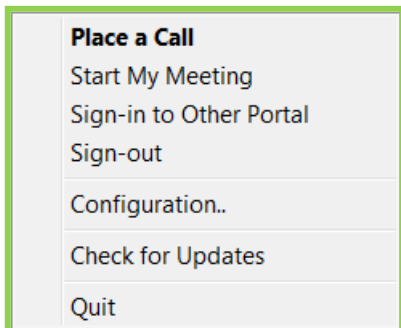
Once your call or meeting is in session, you are able to control the audio/video streams, display your screen and perform other actions as described in the next section.

6. Using the VidyoDesktop During a Meeting

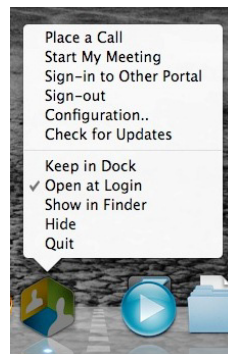
When you disconnect from a direct call from the call, you'll see a dialog box indicating that the call has been ended.

Starting a VidyoConference Using the VidyoDesktop

You can start a VidyoConference by right-clicking the VidyoDesktop icon in the Notification area (system tray) on a Windows PC or Control-clicking it in the dock on the Apple Macintosh.



Windows Context Menu



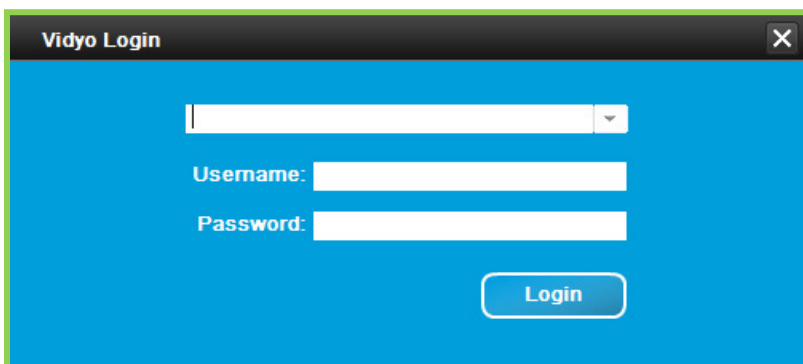
Macintosh Context Menu

You have the following menu choices:

Place a Call — Logs you into the VidyoPortal to place a direct call to an available user or participate in a meeting.

Start My Meeting — Launches the VidyoDesktop and puts you in your meeting room.

Sign-in to Other Portal — Signs you out of the VidyoPortal you've been using and displays a screen in which to sign into another VidyoPortal to which you have access. Enter the URL of the VidyoPortal or select the VidyoPortal 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 VidyoPortal you've been using but keeps the VidyoDesktop program open. To resume VidyoConferencing, you must sign in again. This is different from signing out in the VidyoPortal home page, which allows you to start a conference with the VidyoDesktop without logging in again.
- **Configuration** — Opens the VidyoDesktop configuration window to change settings. For information, see The Configuration and Status Screen on page 35.
- **Check for Updates** — This option allows you to check for updates without waiting for the system to prompt you to.
- **Quit** — Closes the VidyoDesktop program.

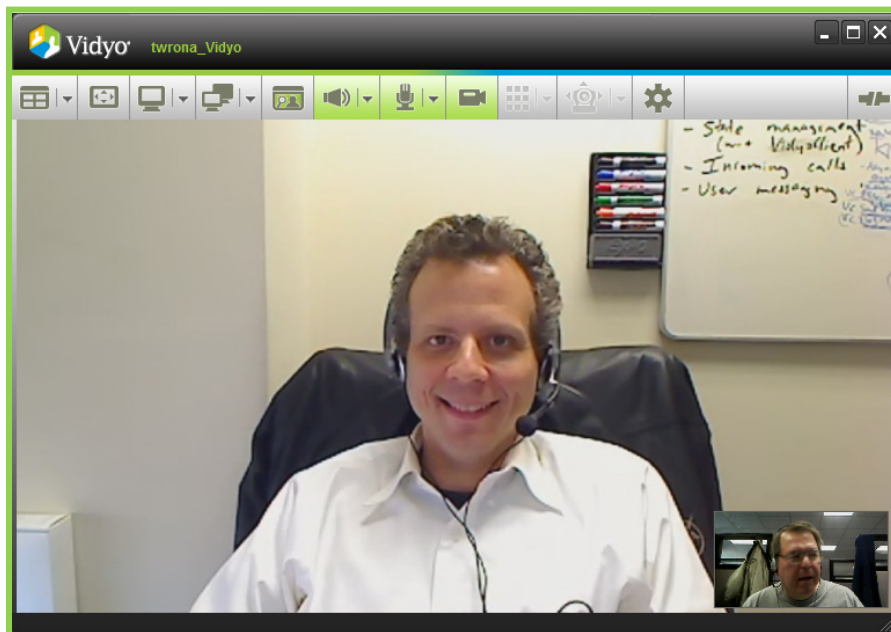
On the Macintosh you have some additional options that are standard for Mac apps.

6. Using the VidyoDesktop During a Meeting

- Keep in Dock
- Open at Login
- Show in Finder
- Hide

Note — We're continually improving the VidyoDesktop program. When we do make an improvement we make it available to our customers right away. If your system administrator adds the latest version to your system, when you start VidyoDesktop you may see a notification box that you that you need to upgrade the VidyoDesktop software. You won't be able to sign in until you allow the upgrade. It takes only a few moments and you don't have to restart your computer when it's done. You may also see the upgrade notice when you're in the middle of a direct call or conference. In that case you can postpone the upgrade until after you're finished.

OVERVIEW OF THE VIDYODESKTOP WINDOW AND TOOLBAR



The VidyoDesktop window first opens in Picture-in-Picture mode PiP, as shown above. (Picture-in-Picture mode displays your image as a thumbnail in the lower right corner.) This is the default. However, if you turn picture-in-picture off during a call or conference and leave it off when you conclude the call, VidyoDesktop will not open up in PiP mode the next time you start it. In other words, it remembers your setting from your last call.

If you have selected Start Conference in Full-screen in the Configuration and Status window under Options, you'll start in full screen.

You can resize it and change display modes to create an optimal viewing experience. The toolbar across the top of the window features button controls. Some buttons allow you to toggle between actions, and others have drop-down arrows beside to offer more options. An introduction to the VidyoDesktop toolbar buttons follows.

6. Using the VidyDesktop During a Meeting



Layout

A single VidyoConference can host up to 100 participants but 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).

You can control the layout you see on your own screen, choosing a lower number (overriding the default Auto mode) by clicking on the drop down menu and selecting a number in the 0-8 range (when 0 is selected, none of the participants are displayed).

Clicking on the Layout icon itself changes the screen to Preferred mode, in which the person who is speaking has the largest screen real estate. In Preferred mode, the participant shown in the largest screen area changes as the active speaker changes. Preferred mode is also automatically activated when a participant shares an application. You may also stretch and resize the VidyDesktop window to change the size and presentation of the layout.



Note:

- In a direct (point-to-point) call, the range of screens will be 0-3 since you can turn on Self-View and you can also share what an application on your computer is displaying.
- In a multipoint call, the maximum number of displayed participants might be lower than 8 (even if there are more than 8 remote participants) if there isn't enough available network bandwidth.
- The number of displayed screens can total up to 10 if you are using Self-View and viewing a document share.
- You can display a thumbnail image of yourself in the lower right corner of the screen by clicking the Self-View button once. Click a second time to view yourself and the other participant. Click a third time to view only the other participant.

6. Using the VidyoDesktop During a Meeting

- Remember, while the default is to always start in the Picture-in-Picture style of the Self-View mode, if you'd prefer not to, just make sure you turn it off before you end a call or conference and VidyoDesktop will remember that Self-View was off and start with it off next time.



Full Screen

Clicking on the Full Screen button toggles the screen between sizing the window to utilize the entire screen real estate and restoring the window to the previous size. When in Full Screen mode, the toolbar is hidden unless you mouse over the screen. (Alternatively you can choose to have the toolbar displayed even when you're in Full Screen mode. See Configuration Options on page 40 for more information.) Mac users will see the application maximized.

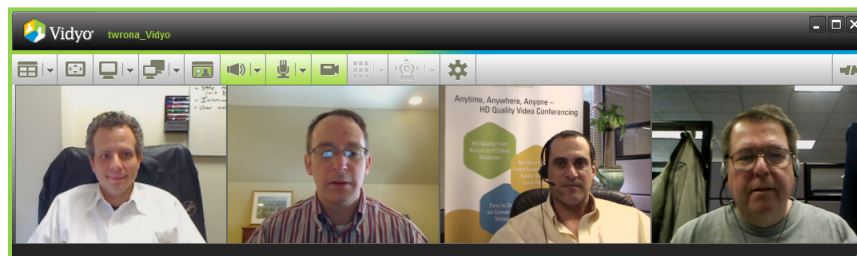


Share Screen

Participants can share applications on their computers by clicking the Share button. Clicking the button itself toggles between sharing and stopping the share. Click the drop-down arrow to select from the open applications on your local machine to share with other meeting participants. You can also choose to share your entire desktop by selecting your display from the share list (Windows only). When you first share an application or screen, the VidyoDesktop shrinks to enable you to view the shared application. You can resize the VidyoDesktop, 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.

Tip: To more easily view shared presentations and documents on-screen, set your layout to preferred mode or to o (zero). You'll see only the shared application.



6. Using the VidyoDesktop During a Meeting

When another participant is sharing an application, it will show on the VidyoDesktop window. When layout is set to Preferred mode, the shared application appears largest. You may undock the shared screen (i.e., view it as a separate window) and redock the shared screen (i.e., snap it back into the main VidyoDesktop window) by double-clicking the contents of the application window.

Docked



Undocked



Toggle

Many participants may share what's on their computer screens (like a PowerPoint slide, a spreadsheet, a Web page and so on) but you can view only one shared screen at a time. When shared applications are available from multiple participants,

6. Using the VidoDesktop During a Meeting

the Toggle button turns green, indicating a share is available. You may toggle between multiple applications using the Toggle button. Click the button to cycle through the available shares.

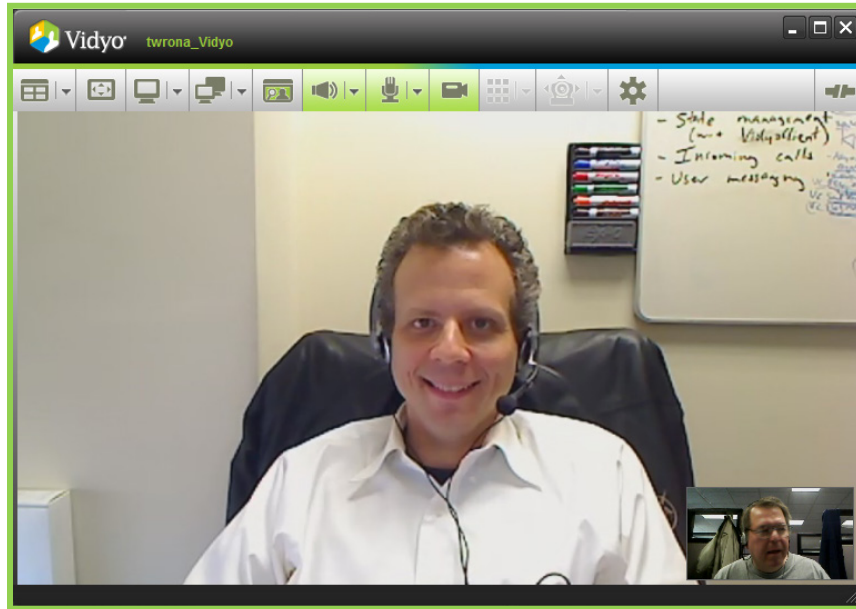
When you click the button you'll see a list of the people who are currently sharing their screens and you can choose the person whose share you want to view. If you are sharing your screen you'll see your own name on the list as well. Click the drop-down arrow to select a specific share from all available shared applications, including yours. The first option in the drop-down is always None. Selecting None means that you will not see any shared applications in the VidoDesktop window.



Self-View

You can view your own video feed in “Picture-in-Picture” mode by clicking the Self-View button. Your feed appears as a thumbnail image in the lower right corner of the screen. Click the Self-View button a second time to see your image the same size as others on the screen layout. For example, if you're in a direct call the screen will split in half and you'll see the person you're talking to on the left hand side and yourself on the right. Click the Self-View button a third time to remove yourself from the layout and view only the other meeting participant.

6. Using the VidyoDesktop During a Meeting



Click on the Volume button to mute/unmute the sound you're hearing. The button turns red when mute is on. Or use the drop-down arrow to change the volume level. You'll see a slider and a green line whose vertical movement reflects the energy (volume) level your speakers or headphones are outputting.



Click on the Microphone button to mute/unmute the sound you're broadcasting. Or use the drop-down arrow to change the volume level. You'll see a slider and a green line whose vertical movement reflects the energy (volume) level your mic is outputting.

6. Using the VidyoDesktop During a Meeting



The 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.



When you mute yourself and the room owner also mutes you, the Microphone button turns red, you see a red line over the microphone icon and a small red circle with a line through it under the microphone icon



Click on the Privacy button to stop the video you're sending (i.e., 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 or admin puts you in privacy mode, the Privacy button turns red and a red line appears over the camera icon.



When you put yourself in privacy and the room owner or admin also puts you in privacy mode, the Privacy button turns red; you see a red line over the camera icon and a small red circle with a line through it under the camera icon.



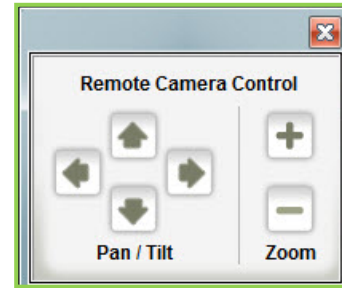
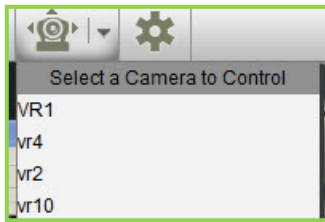
When you connect to a legacy videoconferencing system or MCU, the grayed out *Dialpad* button becomes active as shown below. Click this button to display a DTMF (Dual Tone Multi-Frequency) dialpad (like a telephone keypad) that enables you to select menu items to access the legacy system,



The Far End Camera Control button allows you to control the motion of a VidyoRoom's camera. There are just two requirements.

- The camera in the room must be motorized to enable motion.
- The room must be configured to allow FECC.

6. Using the VidyoDesktop During a Meeting





To use FECC, you join a room that allows it. When you do, the previously dimmed FECC button will become active as shown above. If you click the drop down arrow next to the button and see multiple cameras listed, you can choose and switch among them. (A VidyoRoom can have only one camera so you are actually choosing between different VidyoRooms.) Once you've chosen a camera, the Remote Camera Control panel will open. You can pan (move side to side) and tilt (up and down) the camera in addition to zooming in and out.

To stop using Far End Camera Control simply click the FECC button again.



Configuration

The Configuration button turns red  when there is an alarm, indicating that your settings need attention. Click the configuration button to configure your VidyoDesktop, including Status, Attendees, Network, Devices, Video, Options and About. The following settings are accessible when your status is Not in Conference as well. You may access the configuration settings at any time by right-clicking the VidyoDesktop taskbar icon  and choosing Configuration from the pop-up menu. All changes take place immediately.



Disconnect

Clicking the Disconnect button immediately disconnects you from any meeting or conference you're in.

SSL Security

Your administrator can configure VidyoDesktop to run in secure SSL mode. This secure method of connecting prevents unauthorized persons from electronically eavesdropping on your VidyoConferences. If your VidyoDesktop has been configured to use SSL, you see a small lock icon in the lower right corner of the screen, as shown below.

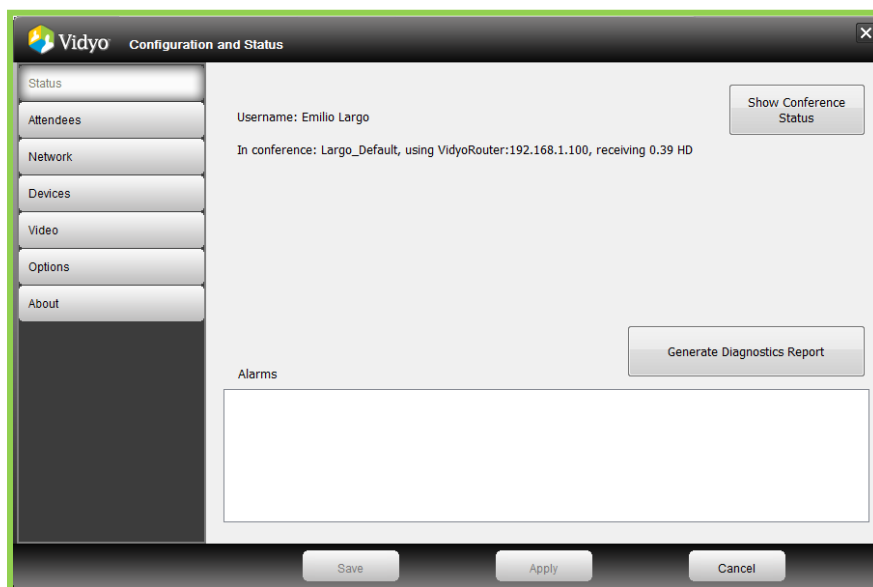
6. Using the VidyoDesktop During a Meeting



THE CONFIGURATION AND STATUS SCREEN

Clicking the Configuration button opens the Configuration and Status screen. Each button on the left side of the screen either allows you to configure some aspect of your VidyoDesktop or check the status of various settings.

Status



This tab indicates if you are in a conference, with whom, which VidyoRouter you're using (which your system administrator might want to know if you're reporting any difficulties) and the bandwidth you're using. It also features a display of any alarms, which may include:

High CPU utilization limits quality of conference – CPU utilization has been elevated for an extended period of time. You should try quitting applications other than VidyoDesktop. If the problem persists:

- If using a camera with a USB connection, make sure the camera is plugged directly into the computer

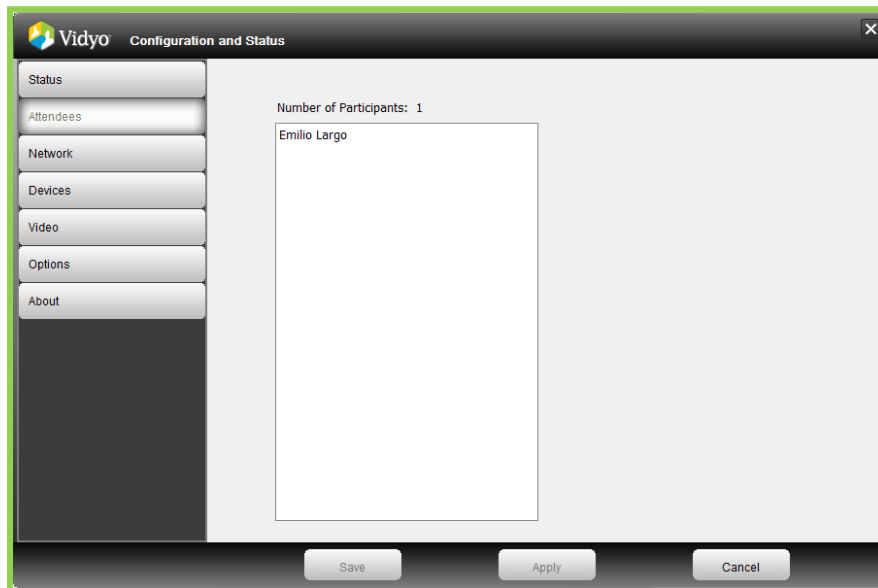
6. Using the VidyoDesktop During a Meeting

- 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 for it.
- Make sure that your computer meets the minimum or recommended configuration for running the VidyoDesktop.

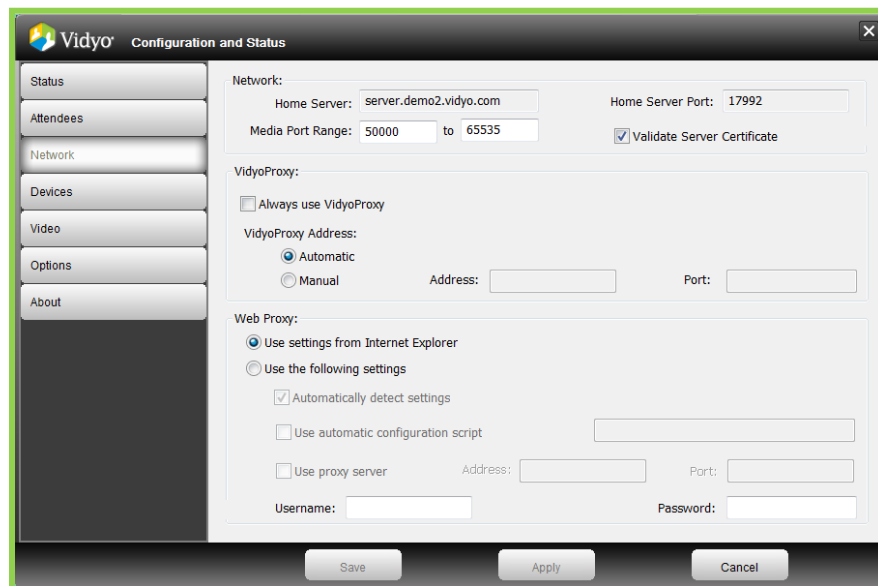
If you're having trouble contact your system administrator.

Attendees

This tab shows a list of participants in conference. Note: if you're seeing small boxes instead of understandable text, the user's name is written in a foreign language font that is not installed on your machine.



Network



6. Using the VidyoDesktop During a Meeting

Note: This section contains very technical information that, for the most part, you need not concern yourself. You may be asked by your system administrator, Help Desk or Vidyo Customer Support to read off what this tab says and make any changes that might be necessary.

The VidyoProxy section is used to configure the VidyoDesktop 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.

Note: The VidyoDesktop 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 VidyoDesktop, the VidyoDesktop 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 VidyoDesktop client to use the VidyoProxy if one is available. If set and if the VidyoDesktop finds a VidyoProxy address, it immediately tries to use it without first trying to connect directly.

The VidyoProxy can be used as fallback mechanism in case direct access to the server isn't available. By default, the VidyoProxy is used if a direct connection cannot be established. Do not change this setting unless advised by your Vidyo administrator.

If the server is configured to support NAT and firewall traversal, a VidyoProxy address is provided by the server. To manually set the VidyoProxy address and override the server-provided address and port, set the VidyoProxy to Manual and enter the IP address and port number.

If your network requires the traversal of a Web-proxy, set the Use Web Proxy option. To access the server through a Web proxy, the VidyoProxy must be used.

You can also select the checkbox for web-proxy auto detect, Try connecting through web-proxy. This enables the VidyoDesktop to auto connect to the server through the Web proxy, if necessary. If the Web proxy is not necessary, it is used when setting up the connection to the server. This may be useful for traveling users or users who conference from both office and home.

- To use the Web proxy settings configured for the Internet Explorer Web browser on your Windows machine, select the Use Settings from Internet *Explorer* radio button.
- On Mac OS X, Web proxy settings are retrieved from your network interface settings. To use these settings, select the Automatic radio button.

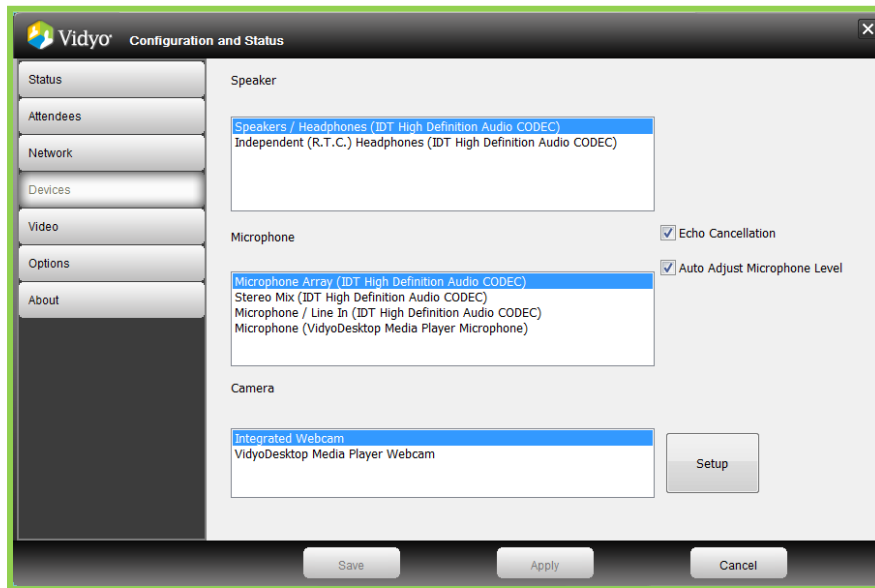
If your Web proxy requires a user name and a password, manually enter them in the Username and Password fields. To manually set Web proxy settings, select the *Manual* radio button and enter your IP address, port, user name, and password settings.

You may also have noticed that this screen contains a checkbox labeled Validate Server Certificate. This is a technical setting that you should not change unless directed to by your system administrator or other technical support person.

Another item in the same class is the Media Port range. Don't change it unless directed to by your system administrator or other technical support person.

6. Using the VidyoDesktop During a Meeting

Devices

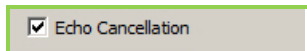


This tab shows the available playback, record and camera devices associated with your personal computer. If a new audio or video device is detected prior to a call, this window automatically appears to enable you to select a new device.

You can also display this window to make a change to your audio or video device while a call is in progress. The change will take place immediately, without having to restart the VidyoDesktop. Available devices are shown onscreen, with notes designating those that are “recommended.”

Echo Cancellation – If you use a non-echo canceling audio device you are still able to achieve a good audio experience with the VidyoDesktop by using the echo cancellation feature. Echo cancellation is turned off when you use a Vidyo-recommended audio device because recommended devices have echo cancellation built in. When you use an audio device that is not recommended and other meeting participants say they can hear an echo when you talk, enable echo cancellation.

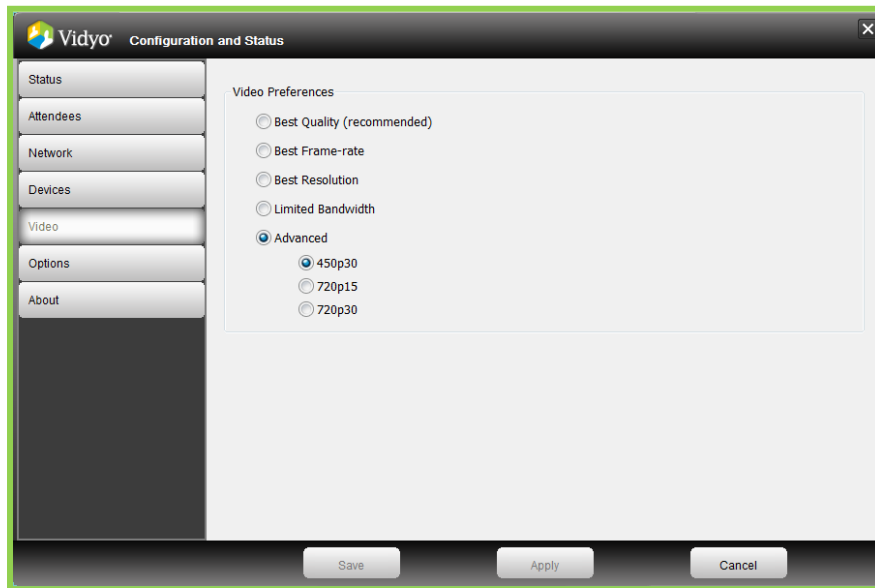
- To enable this option, select the Echo Cancellation checkbox.



- To cancel it, deselect the checkbox.

6. Using the VidyoDesktop During a Meeting

Video



This tab applies to the camera configuration and determines how the VidyoDesktop software performs encoding.

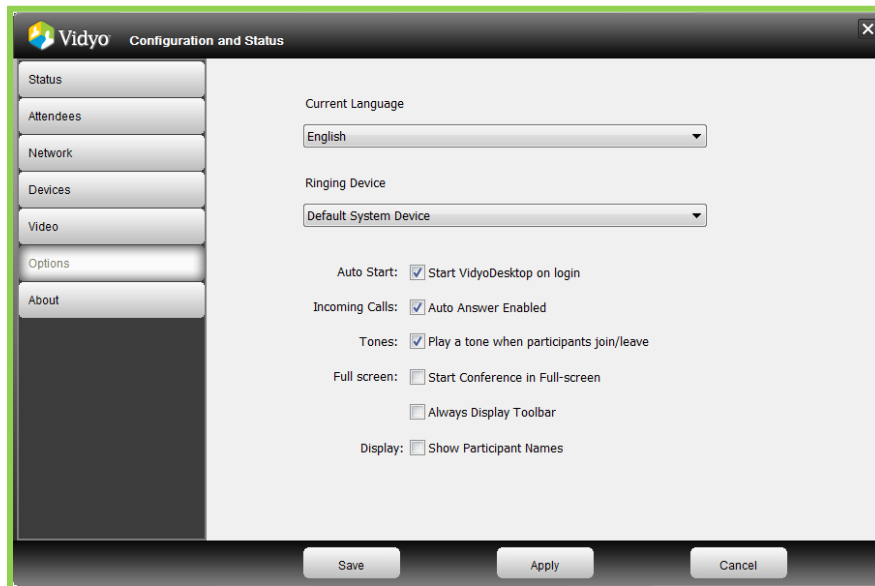
- **Best Quality** – Recommend for the best user experience.
- **Best Frame-Rate** – Allows encoding software to encode at 30fps for resolutions higher than VGA.
- **Best Resolution** – Allows encoding software to encode higher resolutions.
- **Limited Bandwidth** - Can be used in bandwidth-limited environments where the full video quality cannot be realized. When selecting this mode, encoding resolution is limited to CIF – conserving uplink bandwidth and the number of participants that can be viewed is initially limited. If enough downlink bandwidth is detected, the number of received participants will increase with time.
- **Advanced** – (Windows only) Advanced mode has three configuration options: 450p30; 720p15 and 720p30. Each forces camera capture, encoding resolution and frame-rate based solely on what is available from the camera, irrespective of CPU capacity. This mode is for controlled environments usage only.

Note: The Advanced mode works properly only when your system meets the one of the following minimum hardware requirements:

- Core 2 Duo of 2.8GHz or better WITH DDR3 memory in TriChannel
- Core 2 Quad with DDR2 or DDR3 memory
- i7 based system

6. Using the VidyoDesktop During a Meeting

Options



You can change your preferred language for the VidyoDesktop by selecting it from the dropdown list. The VidyoConferencing System is available in eleven languages:

- English
- Spanish
- French
- Finnish
- German
- Italian
- Portuguese
- Polish
- Japanese
- Chinese
- Korean

The VidyoDesktop inherits the default language set in the VidyoPortal. To change the language for the VidyoDesktop, select your preferred language from the list and click Save. Changes take effect immediately and do not affect the language specified in the VidyoPortal. When you restart your VidyoDesktop, the language returns to the default language set in the VidyoPortal.

Note: if you're seeing small boxes instead of understandable text, you don't have the necessary foreign language font installed on your machine.

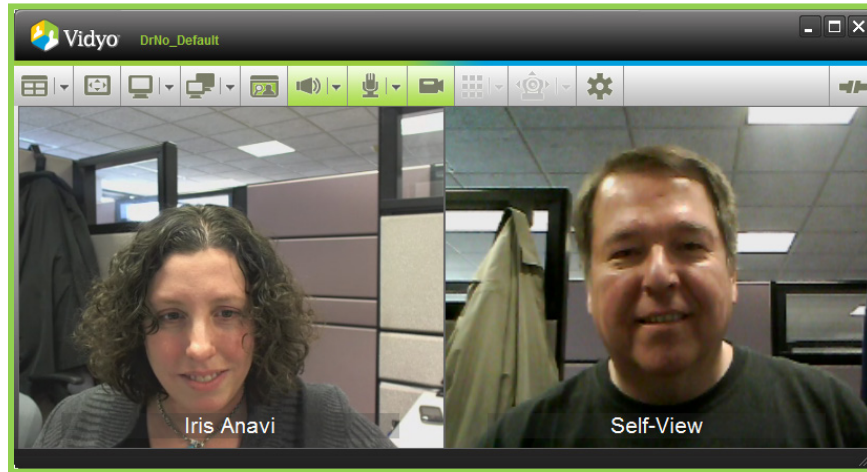
Under the language dropdown menu there's another dropdown menu. This one is for the Ringing Device. Let's say you're listening to music while you work using headphones. You might want to select them as the ringing device so you don't disturb your neighbors. On the other hand if you're going to walk away to talk with a colleague a few cubes away while you leave your headphones plugged in you would probably want to set your ringing device to your computers speakers, so you won't miss the ring of any incoming calls.

Checkboxes are available to

- Start the VidyoDesktop when Windows starts
- Auto-answer incoming calls
- Play a tone when a participant joins or leaves a meeting
- Start conferences in full-screen mode.

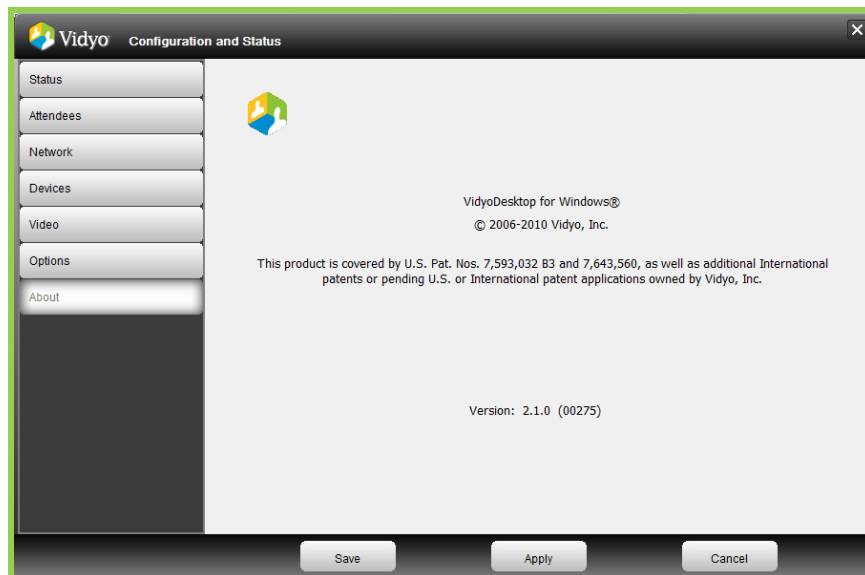
6. Using the VidyoDesktop During a Meeting

- Display the Toolbar even in full-screen mode
- “Show Participant Names” at the bottom of the VidyoDesktop screen, especially useful if you’re not familiar with some of the participants.



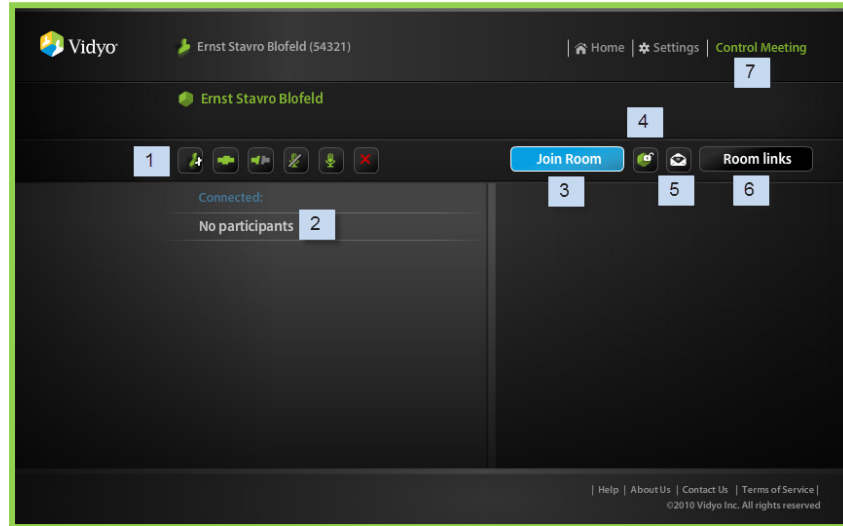
About

This tab tells you the version number of your VidyoDesktop. You may be asked to provide this information by technical support personnel.



7. Controlling Your Meeting in The Vidy Portal

OVERVIEW OF THE CONTROL MEETING PAGE



1. Global Meeting Controls row

These controls are explained below.

2. Meeting Participants list

A list of currently connected participants and their statuses.

3. Join Room button

If your system administrator has given you more than one room, you will be able to select the name of the room to use from a list.

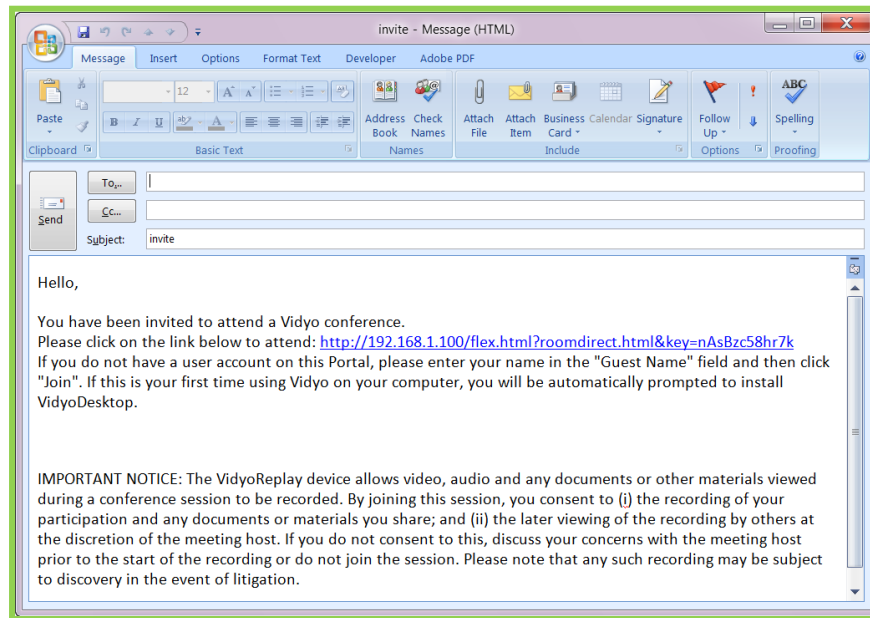
4. Lock/Unlock Room button

The room shown is unlocked. Click the button to lock it and the icon changes.

5. Invite By Email button

Click this button and your default email program opens with a prewritten message inviting the recipient(s) to join your room. You can address the invitation to one person, a number of people or an address list. You can add any text you want. For example, if you're not going to hold the meeting immediately be sure to add the date and time.

7. Controlling Your Meeting in The VidyoPortal

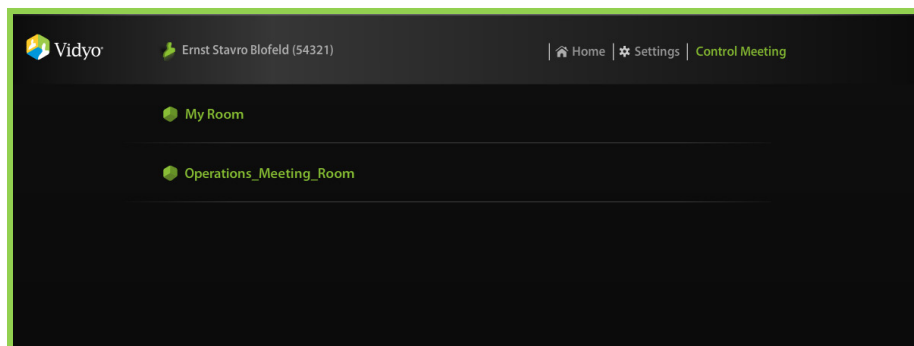


6. Room Links button

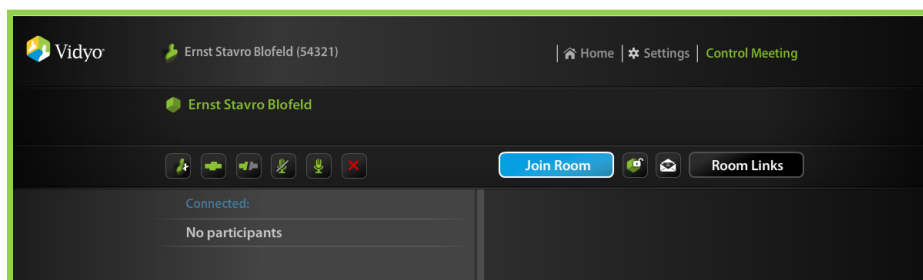
Clicking the Room Links button opens a page where you can create and change room links and PINs. See How to Create And Change Room Links And PINs on page 46.

7. Control Meeting link

You control your own meeting in the VidyoPortal by clicking the Control Meeting link in the top right corner of the home page. The Control Meeting page enables you to manage the meeting and its participants, invite new participants and disconnect current ones. If you have been allowed to create more than one room you'll see a list from which to select the room you wish to control



Once you select a room by clicking on it you'll open the Control Meeting page.



7. Controlling Your Meeting in The VidyoPortal

The Control Meeting page contains the following:

- A list of currently connected participants and their statuses.
- A list of participants who are not currently connected (because they have not yet joined or they have been disconnected from the meeting) and their statuses.
- Global controls/action icons for a meeting
- Participant controls/action icons

Note: Admins and Operators can control every meeting they participate directly from this portal. (No need to access the Admin portal).

GLOBAL MEETING CONTROLS

The Control Meeting row of buttons allows you to perform these tasks:



Add Participants — Displays the contact search field to invite additional participants to the meeting via the VidyoPortal. Select and invite users as you would in the contact search field of the VidyoPortal home Page. (For information, see “Contact Search Field” on page 19.) Invited users appear in the Not Connected list until they join the meeting.



Connect All — Connects (invites) all disconnected participants to the meeting.



Disconnect All — Disconnects all participants from the meeting and adds them to the *Not Connected* list. A disconnected participant can be reconnected later.



Mute All — Mutes the volume for all current participants including the room owner. Participants who join or re-join after Mute All is selected are also muted.



Unmute All — Unmutes the volume for all participants.



Lock Room — This icon means your room is unlocked. Click it to prevent participants from joining. The button will change to the one shown below. You can lock your room even if you don't currently have a meeting in it.



Unlock Room — This icon means your room is locked. Click it to allow participants to join. The button will change to the one shown above.



Remove/Disconnect All — Disconnects all participants and removes them from both the Connected and Not Connected lists.



Invite to Meeting by Email — Launches your default email client and creates a message to invite one or more users to join the meeting. The email contains editable text and the link to your meeting room and, if you've set one, the PIN required to enter the room. It also contains an extension to call into a VidyoConference by phone. If your system permits guest users you can invite them too.

Note: If using Asian languages, perform the following steps in Microsoft Outlook for the invitation text to appear properly:

1. From the Tools menu select Options.
2. Select the Mail Format tab.
3. Select International Options.
4. Select Enable UTF-8 support for mailto protocol if it is not selected.

7. Controlling Your Meeting in The VidyoPortal

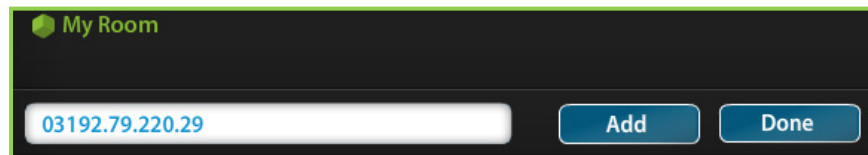
Note: You can also invite a guest with the Invite by Email link at the bottom of the Control Meeting page and the VidyoPortal home page.

You can also add participants “on the fly” when you’re in the Add Participants screen by clicking the Connect button.

Dialing a Legacy System

To conference with a legacy system that does not exist as a user in the VidyoPortal, enter its extension number followed by the IP (Internet Protocol) address of the legacy system, then click the Add button to include it in the conference.

To obtain the IP address of the legacy system, contact your system administrator.



Allowing an Admin to Control Your Meeting





An admin can control your meeting on your behalf. Simply ask the admin to log in to your meeting and the admin can perform all tasks outlined above on your behalf.

PARTICIPANT CONTROLS



The Control Meeting page provides controls for the individual participants in a meeting. To view these controls, move the mouse over the area to the right of a participant’s name. These controls are similar to the global controls, but they affect only one user at a time. They also keep you informed of the status of participants during a meeting. For example, when a user mutes their own sound or chooses privacy mode in their VidyoDesktop, the appropriate icon reflects the change. Likewise, when you mute a participant or choose privacy mode, they are alerted in their VidyoDesktop.

There are different controls for connected and not connected users:

Connected Users

-  **Disconnect** — Disconnects the participant and puts them on the Not Connected list. You can reconnect the participant later.
-  **Mute Participant** — Mutes the volume for the participant.
-  **Unmute Participant** — Unmutes the volume for the participant.
-  **Video On/Off** — Turns the participant’s video on or off. When privacy mode is ON (using privacy), the camera icon appears with a gray slash through it and when privacy mode is off (not using privacy) the camera is green. When a participant is in privacy mode, the icon remains visible until privacy mode is turned off. This icon also changes when the participant sets their own privacy mode.

Not Connected Users

-  **Reconnect** — Re-invites a disconnected user to the meeting if their status allows it.
-  **Remove** — Removes the participant from the Not Connected list.

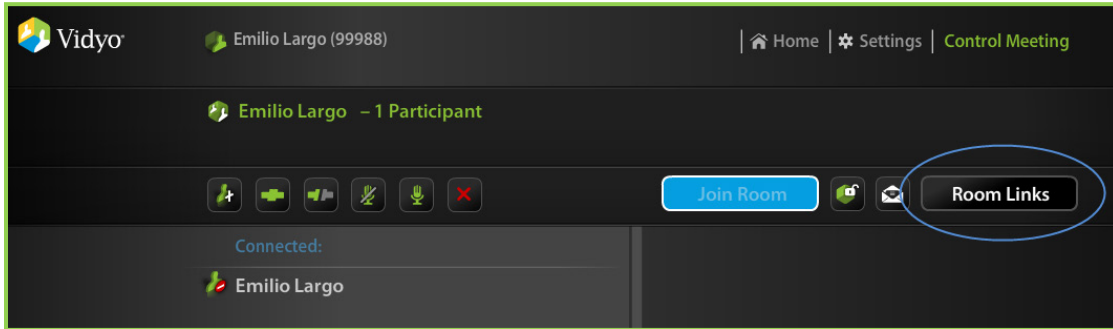
7. Controlling Your Meeting in The Vidy Portal

HOW TO CREATE AND CHANGE ROOM LINKS AND PINS

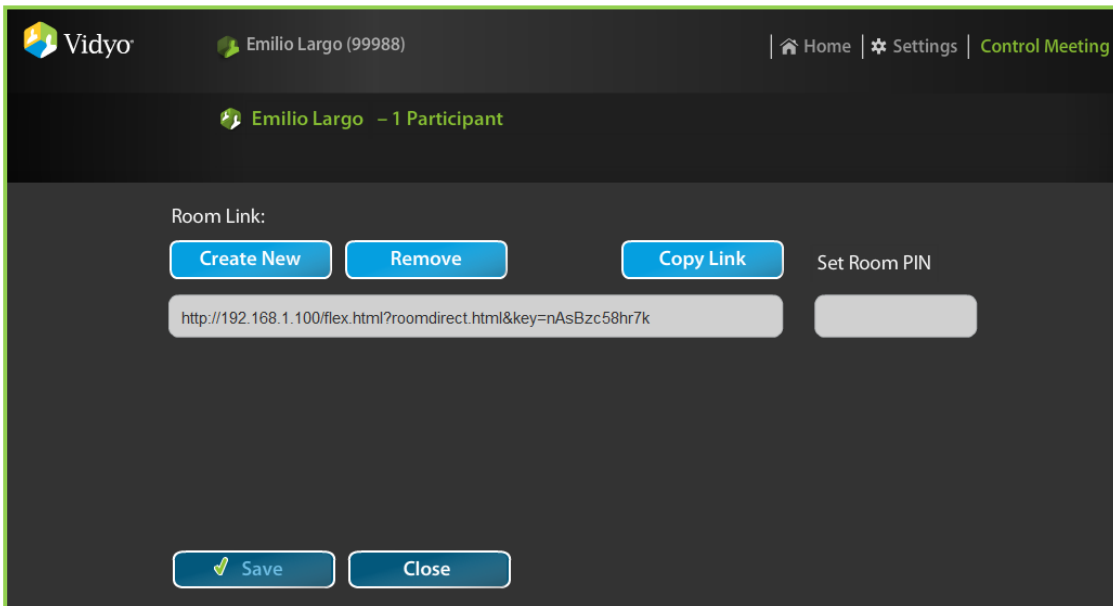
Even though in the screenshots below Emilio Largo happens to be in a meeting (with 1 Participant: himself; he's a lonely guy), you can perform all of the tasks described below whether or not you're in a meeting at the time.

To Create (or Change) Your Room Link

1. From your Home page click the Control Meeting Link



2. On the Control Meeting page click the Room Links Button.

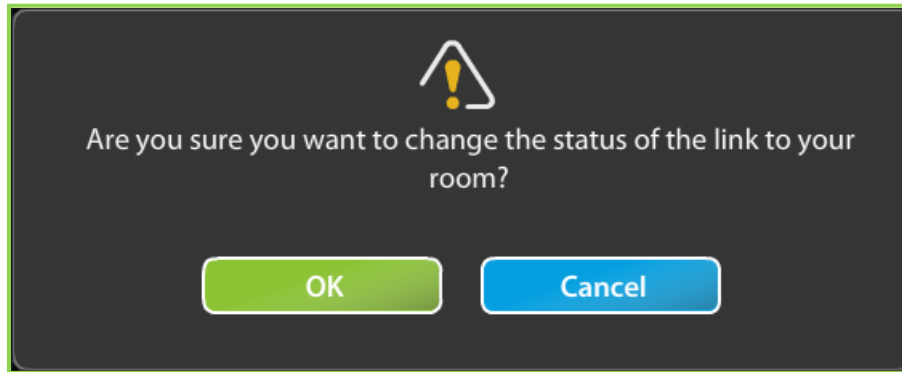


The Room Link options appear.

3. To create a new room link click the Create New button.

If you already have a room link you will overwrite the existing one.

7. Controlling Your Meeting in The VidyoPortal



The Change Link Status dialog box opens.

4. Click the OK button to create a new link.
5. Click the Save button.

To Remove a Link

1. To remove the link to your room click the Remove button.

The Change Link Status dialog box opens again.

2. Click the OK button to remove the link to your room.
3. Click the Save button.

To Create a PIN

You can also set a three to ten character PIN that user will need to enter your room. If you set one it will be sent along with your room link to the people you invite.

1. Type a three to ten character PIN into the Set Room Field
2. Click the Save button.

To recap, when you invite a user or a guest to a meeting it's the link (and optionally the PIN) that you create here that will be included in the invitation you send.

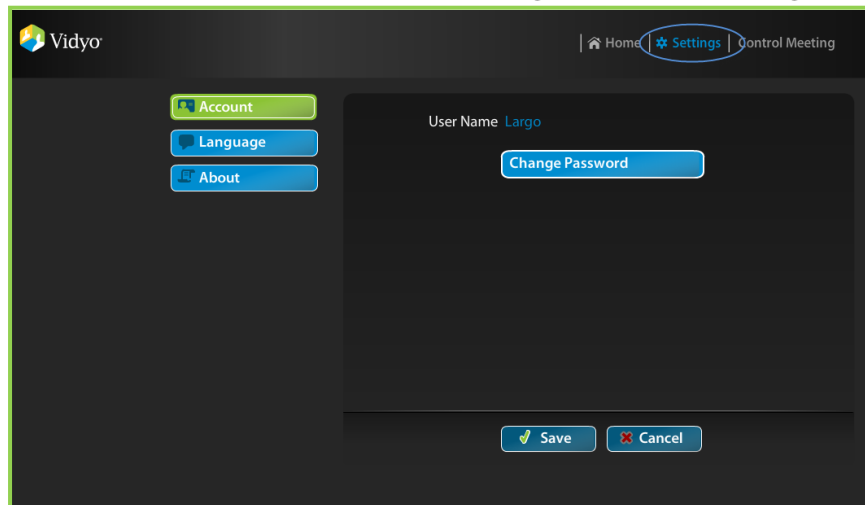
HOW TO CHANGE YOUR SETTINGS

You can use the options available under the Settings link on the VidyoPortal home page to configure personal settings. Click the Settings link to display the kinds of options you can set.

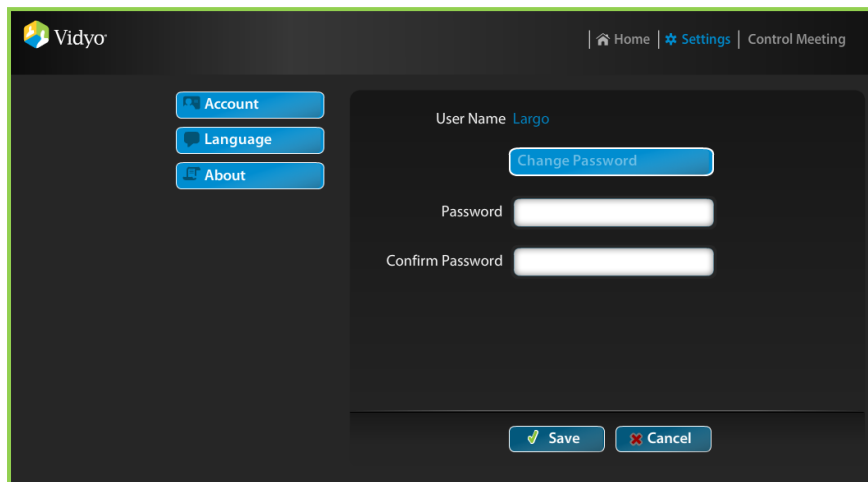
How to Change Your Password

1. Click the Settings link.
2. Click the Account button

7. Controlling Your Meeting in The VidyoPortal



3. Click the Change Password button.



4. Enter your new password in the Password field.
5. Enter your new password again in the Confirm Password field.
6. Click the Save button.

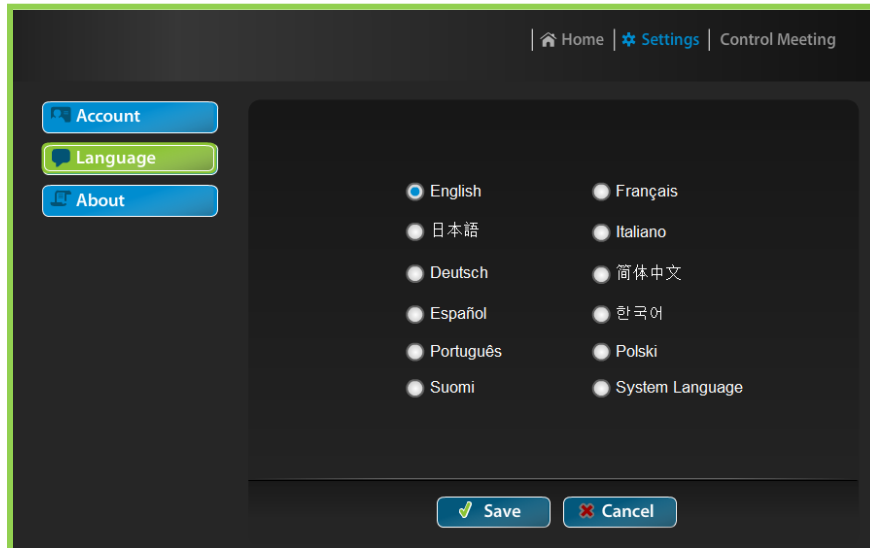
How To Change Your Preferred Language

Your admin sets the default system language, but you can change your language in the VidyoPortal and separately in your VidyoDesktop.

How to Change Your Preferred Language in Your VidyoPortal.

1. Click Settings
2. Click the Language button.
3. Click the button next to the language you desire.
4. Click the Save button.

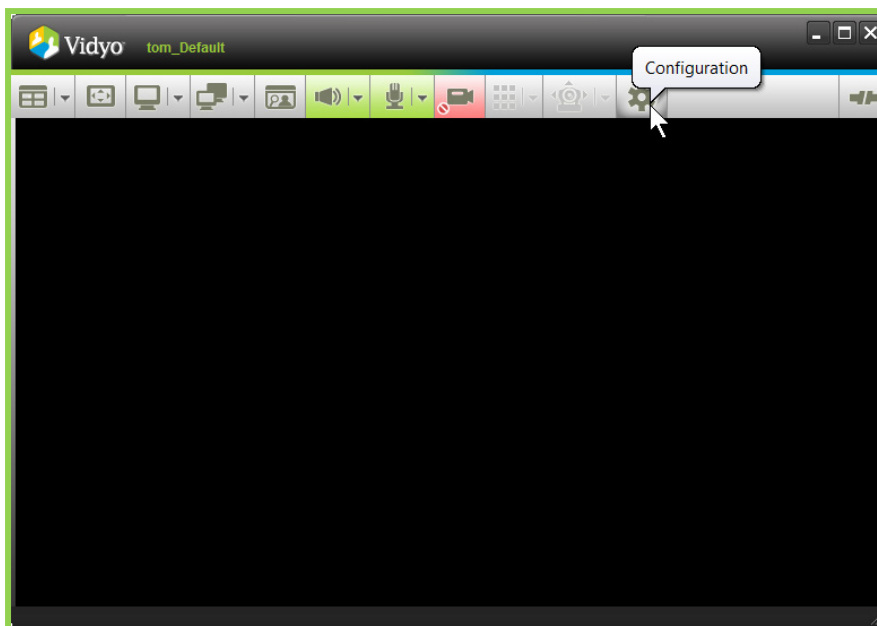
7. Controlling Your Meeting in The VidyoPortal



Changing your preferred language in your Portal doesn't change it in your VidyoDesktop. You change your preferred language in your VidyoDesktop in the Configuration page of your VidyoDesktop.

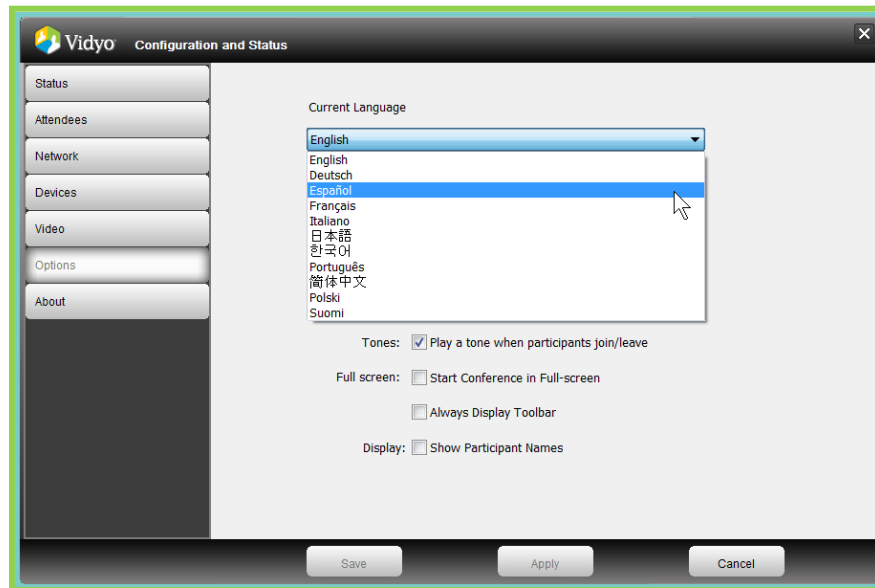
How to Change Your Preferred Language in Your VidyoDesktop.

1. In the VidyoDesktop menu click the Configuration button.



The Configuration window opens.

7. Controlling Your Meeting in The VidyoPortal



2. Click the Options button on the left-side menu.
3. From the Current Language dropdown menu select the language to which you want to change.
4. Click the Save button

What to Do If Your Forget Your Password

If you forget your password, you can click on the [Forgot your password?](#) link on the login screen. You will be taken to a new screen where you provide the e-mail address associated with your account. (If you provide an incorrect e-mail address, you will receive an error message indicating your e-mail address is invalid.) After submitting the valid e-mail address associated with your account, a success screen appears and a link to change your password is emailed to you at the address you provided.

What to Do If It Appears You Can't Change Your Password

If the [Forgot your password?](#) link on your VidyoPortal login page and the [Change Password](#) link on your My Account page are disabled it's because your system is using an authentication method called LDAP. You'll need to contact your system administrator to reset your password.

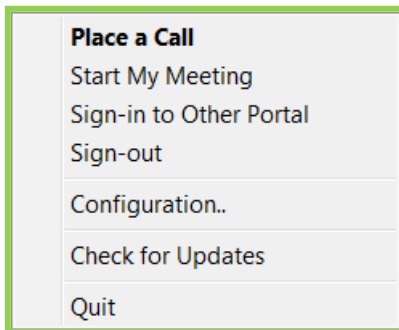
HOW TO LOG OUT

If you used earlier versions of the system you may be wondering what happened to the Log Out link that used to be on the Settings page.

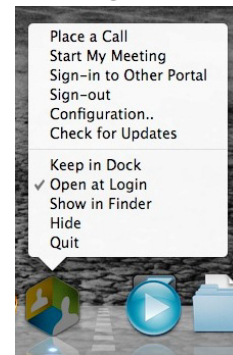
We got rid of it.

You now choose to sign-out or quit from the VidyoDesktop icon in the notification area (also called the system tray) in Windows or the VidyoDesktop icon in the dock in Mac OS.

7. Controlling Your Meeting in The VidyoPortal



Windows Context Menu

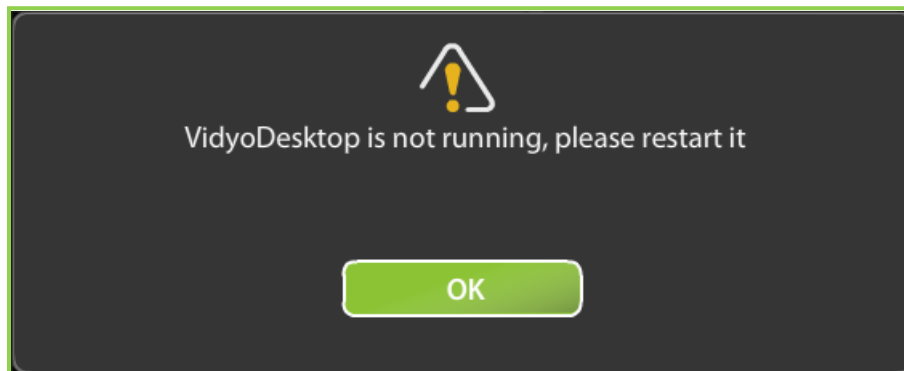


Macintosh Context Menu

This is the difference between signing out and quitting:

- When you sign-out you end your call or exit your meeting but the VidyoDesktop continues to run.
- When you quit you exit the VidyoDesktop program.

If your VidyoPortal is open in your web browser you can close the tab or window it's in or you can keep it open. If you keep it open and then take any action in the VidyoPortal the following dialog box pops up.



Restart your VidyoDesktop and you're ready for action. Since you quit the program you won't see its icon in its usual place. In Windows use the Start menu to start the program On the Mac use the Finder find the program.

8. Microsoft Outlook Plug-In Appendix

The Vidyo plug-in for Microsoft Outlook 2003, 2007 and 2010 permits you to schedule VidyoConferences from within Microsoft Outlook. A recipient of the message can join your conference room as either a registered user or guest.

The plug-in works with 32- or 64-bit Windows XP, Windows Vista and Windows 7 operating systems.

In Outlook 2010 Microsoft substantially changed the way things look and how you do things (what techies call the user interface or UI). If you have Outlook 2010 see the installation section for 2010 on page 55.

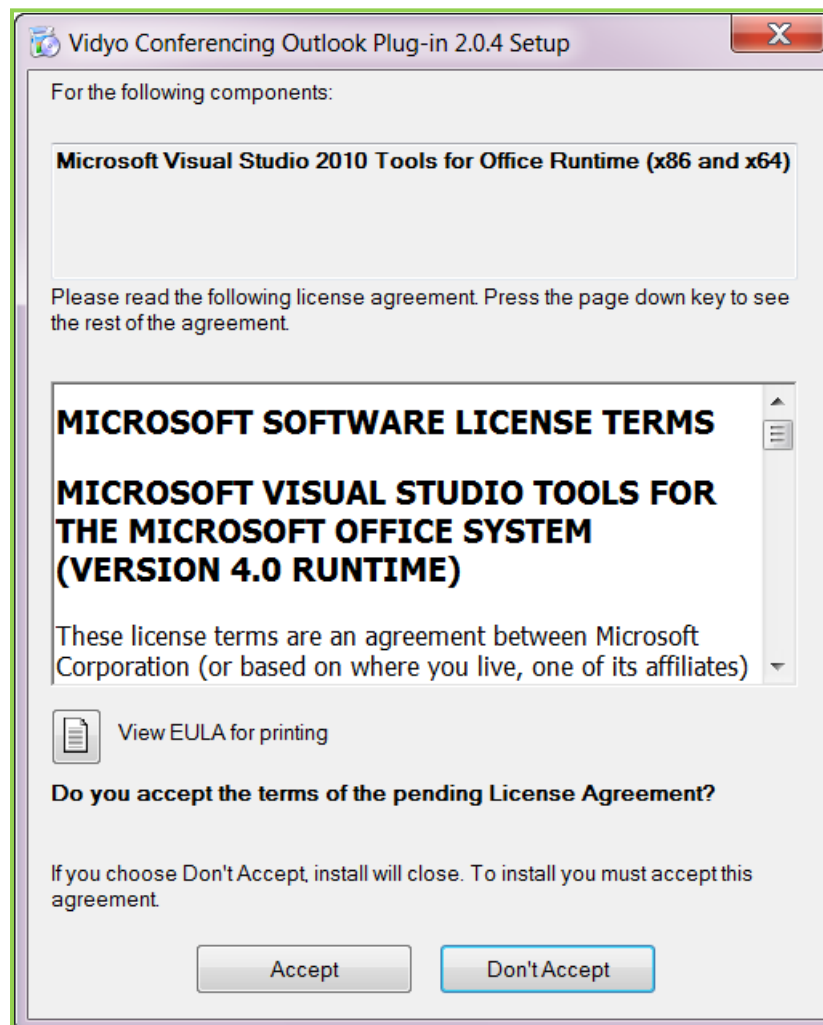
Note: Apple Macintosh users can be invited to meetings via Outlook, but there is no plug-in available for them to invite users themselves.

HOW TO INSTALL THE PLUG-IN FOR MICROSOFT OUTLOOK 2003 AND 2007

1. Close all Microsoft Office applications.
2. Download the appropriate Outlook plug-in from the download section of the web site at www.vidyo.com.
3. Run the install wizard and install the Outlook plug-in.

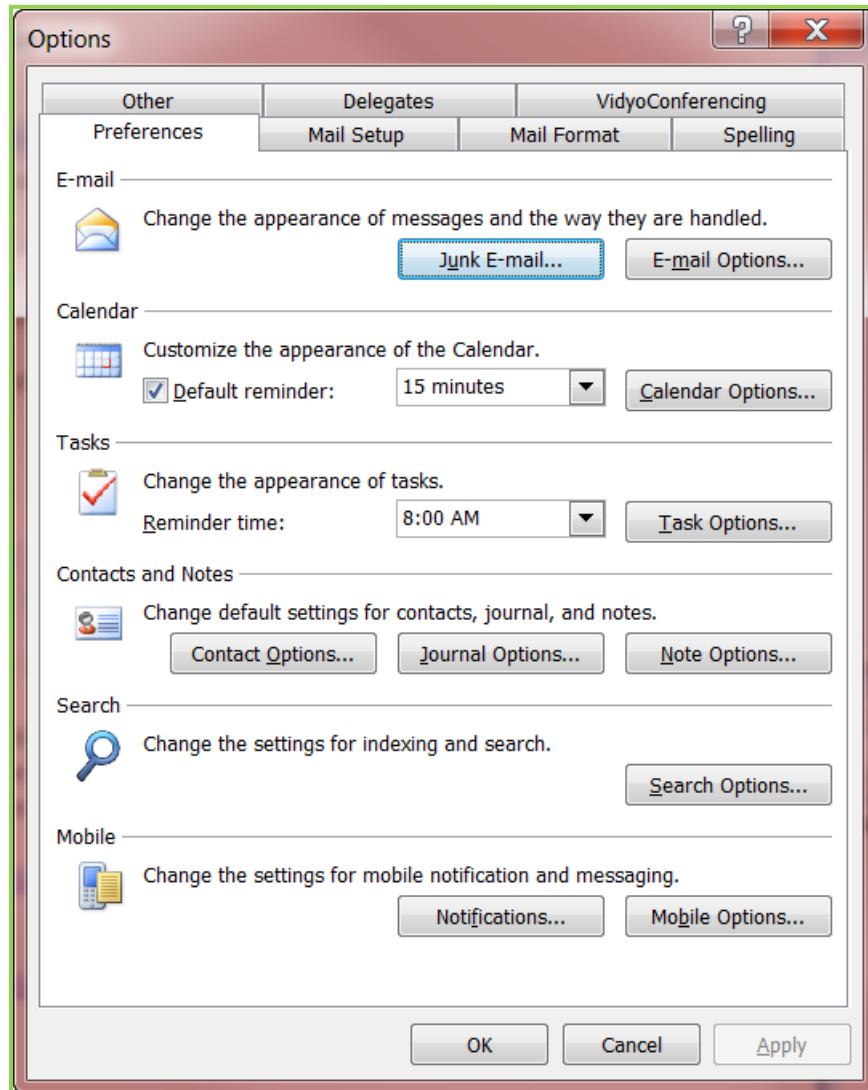
You are prompted to accept the license and install the plug-in. (Don't be confused that the title of the licensing agreement reads "Vidyo Conferencing Outlook Plug-in 2.0.4." The plug-in is compatible with both 2.0.4 and 2.1 VidyoConferencing Systems.)

4. Respond to each prompt until the plug-in is successfully installed.



8. Microsoft Outlook Plug-In Appendix

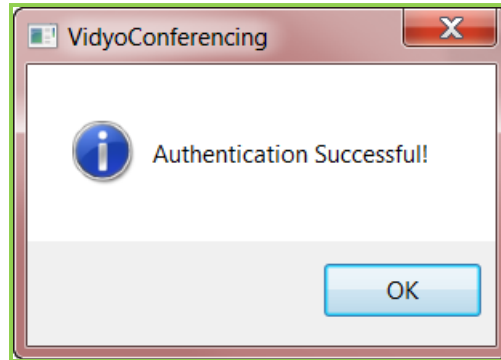
5. Launch Microsoft Outlook.
6. From the Tools menu, select Options to display the Options window.



7. Select the Vidyo Conferencing tab.
8. Enter the following information:
 - **Server** – The fully qualified URL for the VidyoPortal.
Example: `http://<yourvidyoportal.yourcompany.com>`
Note: If this doesn't work your server may be using security. Instead of `http` use `https` like this:
`https://<yourvidyoportal.yourcompany.com>`
 - **User ID** – Your VidyoPortal user name.
 - **Password** – Your VidyoPortal password.
9. Click the Apply button.
10. Click the Test Configuration button.

8. Microsoft Outlook Plug-In Appendix

11. If the configuration is successful, you'll see the following message:



12. Click OK, and then click OK in the Options window.

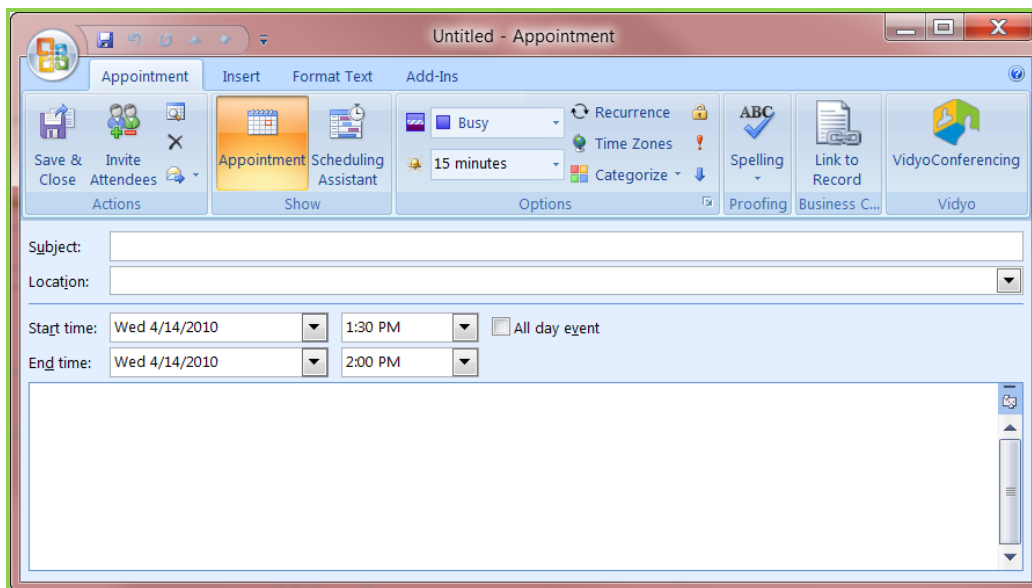
HOW TO SEND A MEETING INVITATION IN OUTLOOK 2003 AND 2007

The Vidyo plug-in for Outlook inserts your room URL into an Appointment or Meeting Request message along with the room PIN, if you've chosen to use one, and boiler plate invitation text that you can edit. If you don't have a room URL, one is automatically created. The boilerplate invitation text is created by the VidyoConference administrator and can be modified. For information about creating a room invitation message, see the VidyoConferencing Administrators Guide.

To send a meeting invitation:

1. Create an Appointment or Meeting Request message.

The VidyoConferencing button appears at the far right side of the tool bar.

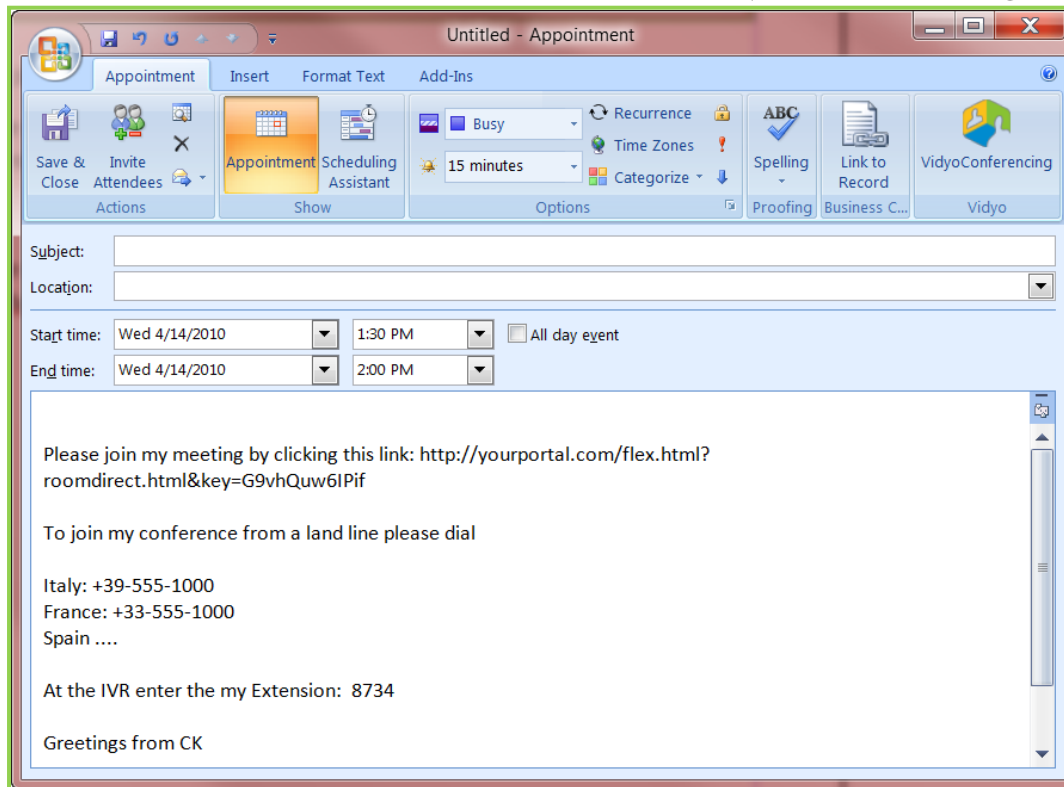


Note: If you do not see the VidyoConferencing button in the tool bar, you have not finished configuring the Outlook plug-in. Try again or contact your system administrator Help Desk.

2. Click the VidyoConferencing button.

The room URL (and room PIN if you have set one) appears in the body of the message along with standard boilerplate invitation text.

8. Microsoft Outlook Plug-In Appendix



Note that your meeting invitation with the usual boilerplate text appears. You can add your own text to the invitation if you care to. You can also add or delete invitees and change the time and length of the meeting. Remember that you can use Outlook's Scheduling Assistant to determine when all of your invitees will be available.

3. Edit the text as desired and click the Send button.

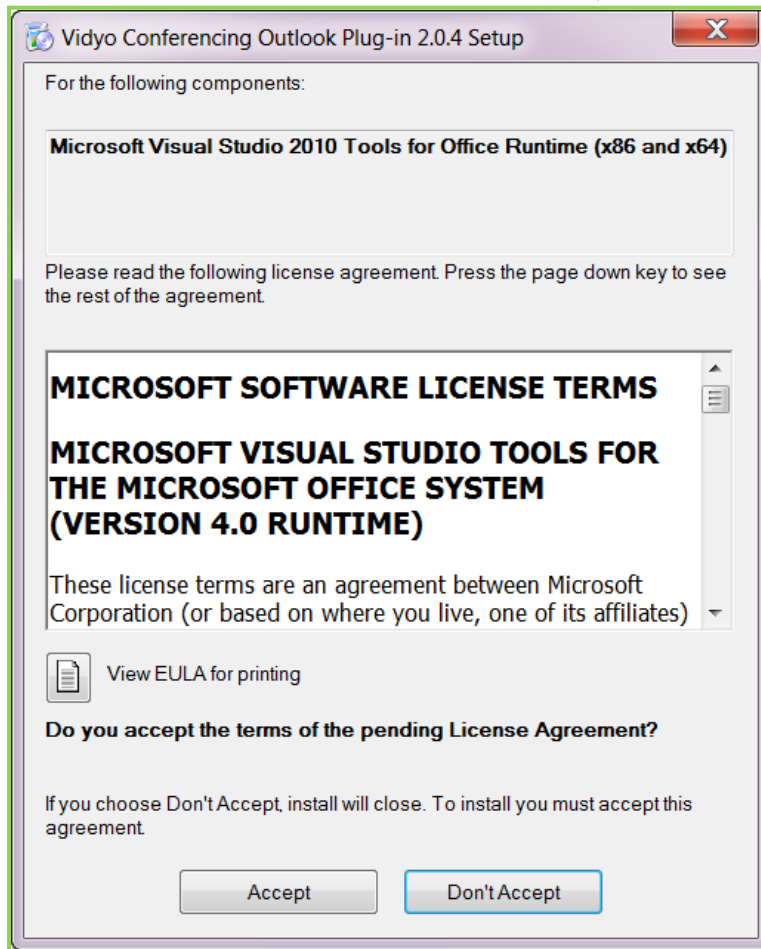
HOW TO INSTALL THE OUTLOOK PLUG-IN FOR MICROSOFT OUTLOOK 2010

1. Close all Microsoft Office applications.
2. Download the appropriate Outlook plug-in from the download section of the web site at www.vidyo.com.
3. Run the install wizard and install the Outlook plug-in.

You are prompted to accept the license and install the plug-in. (Don't be confused that the title of the licensing agreement reads "Vidyo Conferencing Outlook Plug-in 2.0.4." The plug-in is compatible with both 2.0.4 and 2.1 VidyoConferencing Systems.)

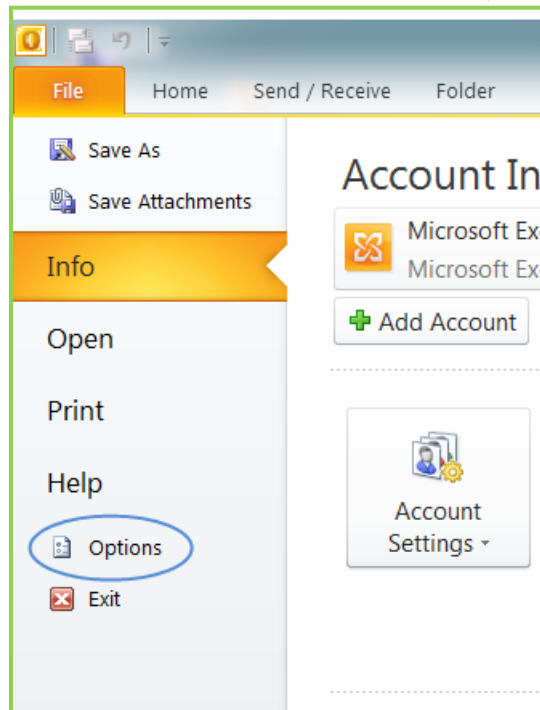
4. Respond to each prompt until the plug-in is successfully installed.

8. Microsoft Outlook Plug-In Appendix

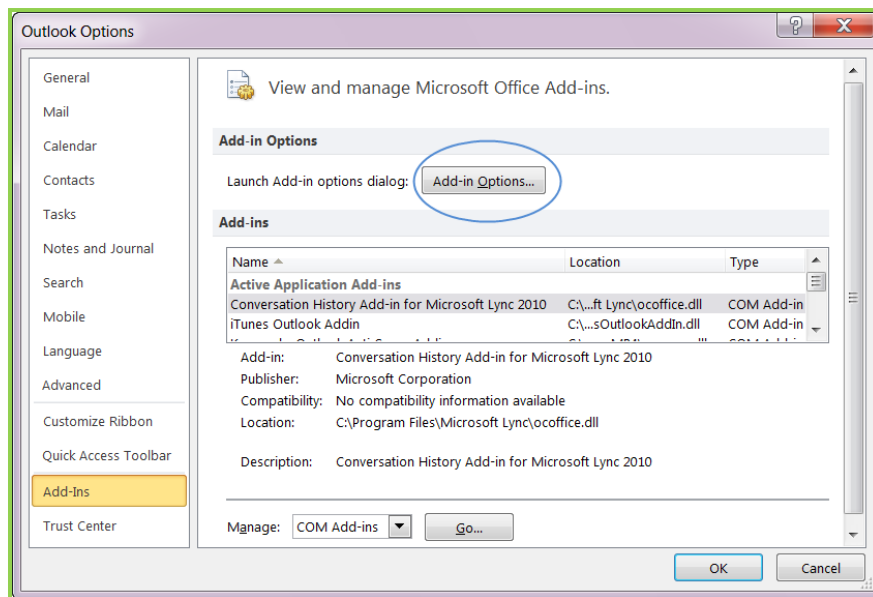


5. Launch Microsoft Outlook.
6. From the File menu choose Options.

8. Microsoft Outlook Plug-In Appendix



The Outlook Options dialog box opens.

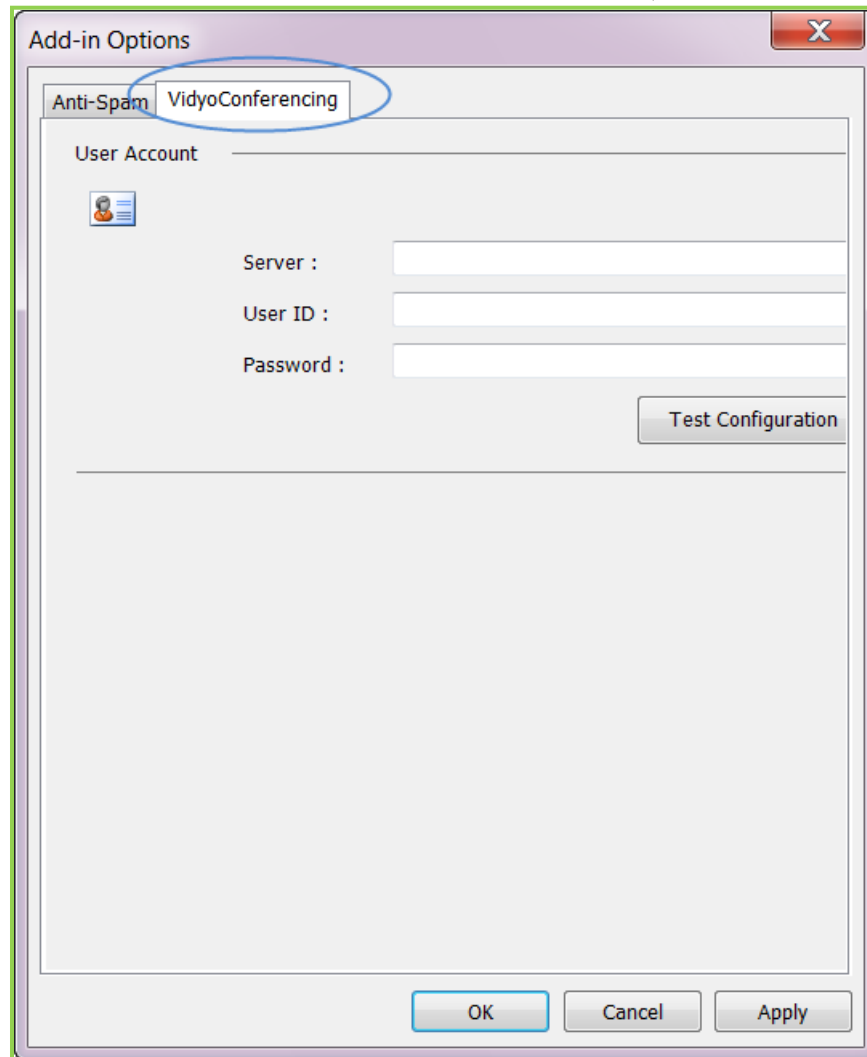


7. On the left-hand menu click on Add-ins.

8. Click the Add-in Options button.

The Add-in Options dialog box opens.

8. Microsoft Outlook Plug-In Appendix



9. Click on the VidyoConferencing tab.

10. Enter the following information:

- **Server** — The fully qualified URL for the VidyoPortal.

Example: `http://<yourvidyoportal.yourcompany.com>`

Note: If this doesn't work your server may be using security. Instead of `http` use `https` like this:

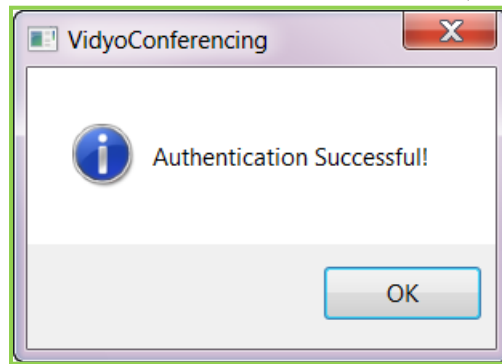
`https://<yourvidyoportal.yourcompany.com>`

- **User ID** — Your VidyoPortal user name.
- **Password** — Your VidyoPortal password.

11. Click the Test Configuration button to make sure your setup works.

If you successfully installed the add-in you'll see this dialog box:

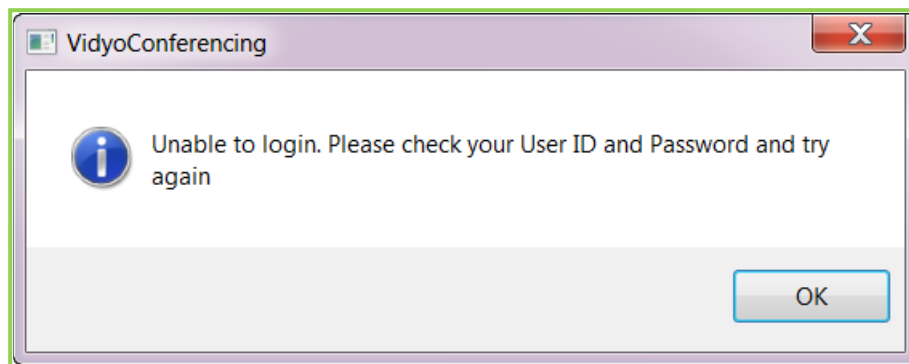
8. Microsoft Outlook Plug-In Appendix



You've successfully installed the add-in.

12. Click the OK button to complete the installation.

If you get an error message like this one it means there was a problem:

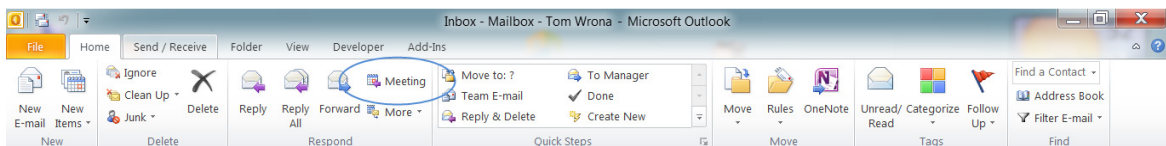


Contact your system administrator or your organization's IT department

HOW TO SEND A MEETING INVITATION IN OUTLOOK 2010

The Vidyo plug-in for Outlook inserts your room URL into an Appointment or Meeting Request message along with the room PIN, if you've chosen to use one, and boiler plate invitation text that you can edit. If you don't have a room URL, one is automatically created. The boilerplate invitation text is created by the VidyoConference administrator and can be modified. For information about creating a room invitation message, see the VidyoConferencing Administrators Guide.

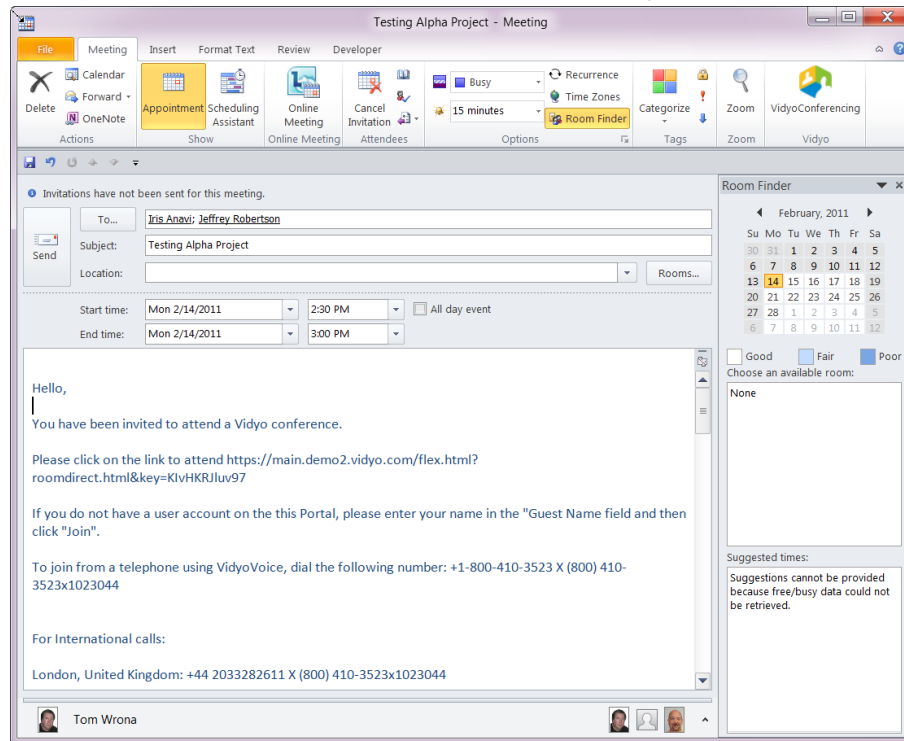
4. Select the Meeting button Outlook toolbar.



Note the VidyoConferencing button that appears at the far right of the menu bar.

5. Click the VidyoConferencing button.

8. Microsoft Outlook Plug-In Appendix



Note that your meeting invitation with the usual boilerplate text appears. You can add your own text to the invitation if you care to. You can also add or delete invitees and change the time and length of the meeting. Remember that you can use Outlook's Scheduling Assistant to determine when all of your invitees will be available.

6. Edit the text as desired and click the Send button.

A recipient of the message clicks the link to join your meeting. The link prompts a registered user to log into the VidyoPortal and join the meeting. It enables a contact without a VidyoPortal account to join the meeting as a guest.

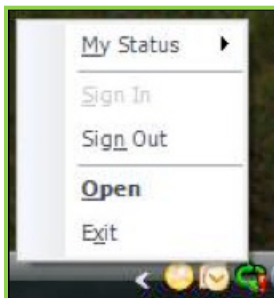
9. Microsoft Office Communicator Plug-In Appendix

ADDING THE VIDYO PLUG-IN TO MICROSOFT OFFICE COMMUNICATOR

If your organization uses Microsoft Office Communicator (MOC) you can easily add Vidyo Conferencing capabilities to it. Vidyo makes a plug-in that can be added to MOC. (MOC has been updated and the new version is called Lync. If your organization has upgraded to Lync, see the Lync Appendix following this one. The plug-in installation is virtually identical. It's just that Lync looks different and buttons and other items are in different places.)

HOW TO INSTALL THE MICROSOFT OFFICE COMMUNICATOR

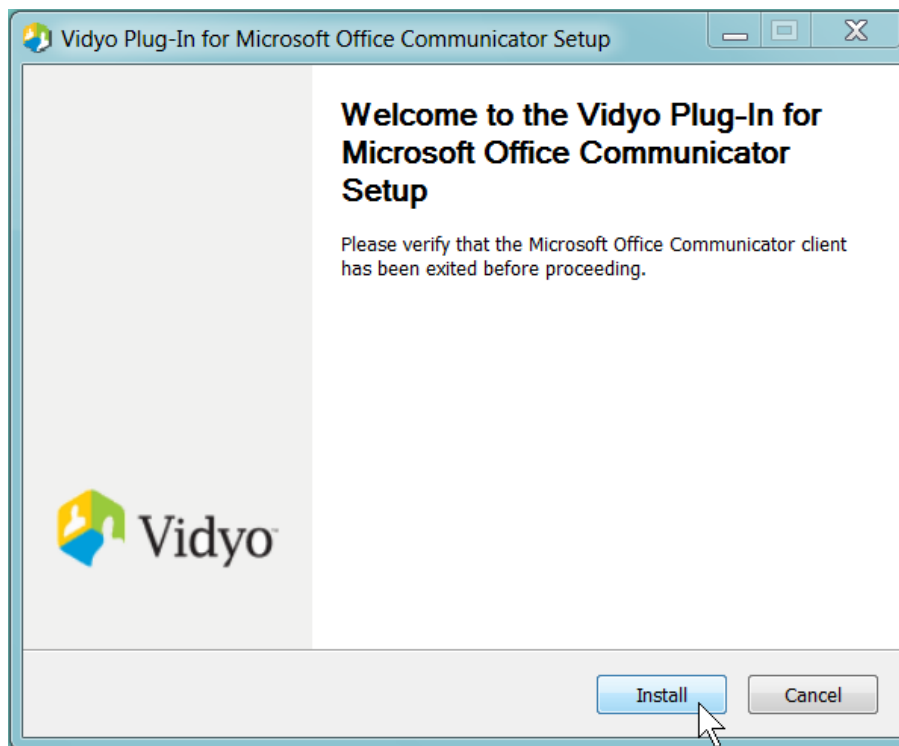
1. Shut down Communicator by right-clicking the green Communicator icon in the notification area (also called the system tray) and selecting Exit.



2. Double-click the Vidyo Office Communicator Plug-in installer .exe file included in the downloaded zip file.

Your system administrator will tell you how to get the installer. The installer is labeled as ClientMOCIntInstaller-win32-TAG_VMOC_<X_X_XXX>.exe, where <X_X_XXX> is the version of the installer. The installer works on both 32-bit and 64-bit systems.

3. Follow the directions on screen.



When the installation is completed you'll be able to access Vidyo features from within Communicator

9. Microsoft Office Communicator Plug-In Appendix

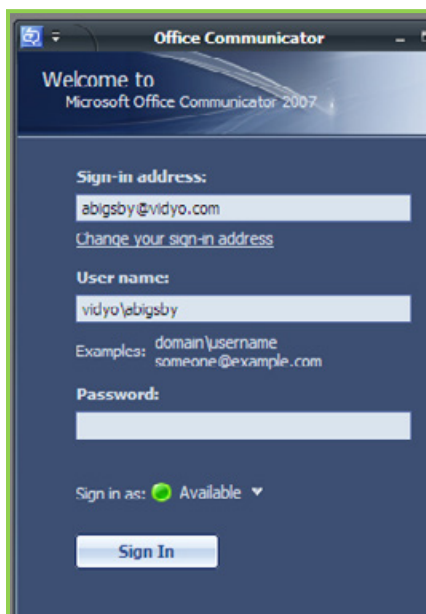
HOW TO INVITE PARTICIPANTS FROM THE OFFICE COMMUNICATOR

To invite participants to a meeting from the Office Communicator:

1. Log into the VidyoPortal,
2. Log into the Office Communicator.

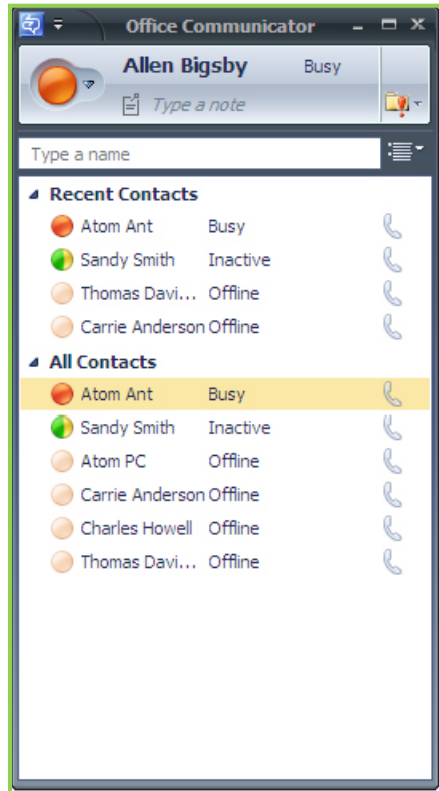
Your Communicator sign-in ID is the same as your VidyoPortal user name (case sensitive). Your password may or may not be the same; contact your system administrator for information.

Note: Being logged into Communicator does not automatically log you into the VidyoPortal.



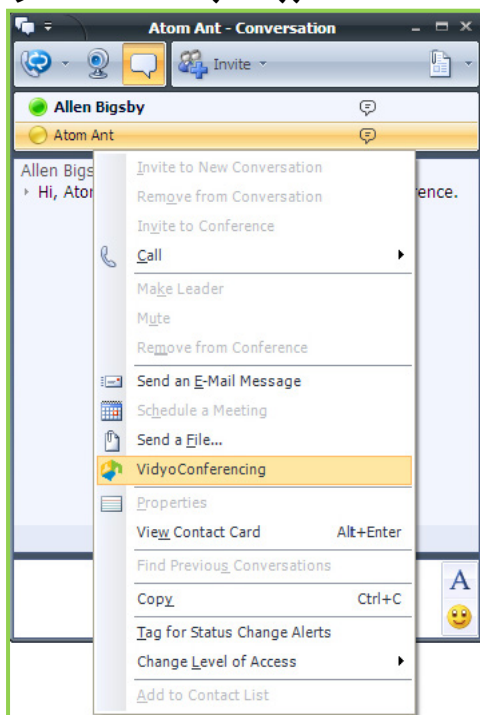
You see your list of Communicator contacts.

9. Microsoft Office Communicator Plug-In Appendix



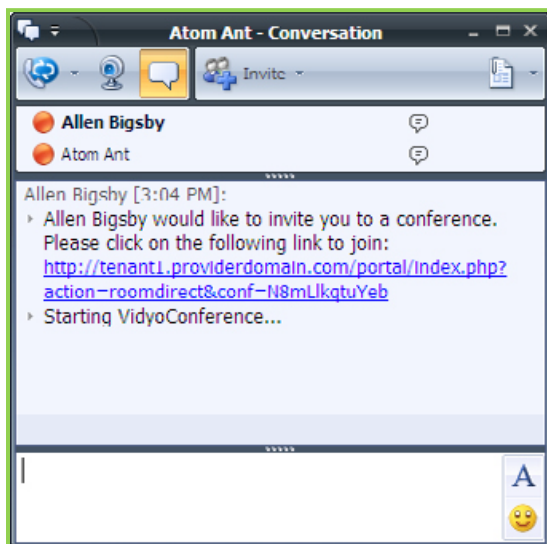
3. Type a name in the user bar and add it to the chat list.
Add as many contacts as necessary.
4. Select participants from the list of added contacts (Shift-click or Control-click to select multiple participants).
Note: You can also select participants from an open conversation session window.
5. To start the VidyoConference, right-click the selected contacts and choose the VidyoConferencing command.

9. Microsoft Office Communicator Plug-In Appendix



Your VidyoConference with the participants you selected begins.

For a user not logged into the portal or in another conference, and a contact without a VidyoPortal account, a Communicator IM message is sent that includes your room link.



Clicking the link:

- Prompts the user to log into the VidyoPortal and join the meeting.
- Enables a contact without a VidyoPortal account to join the meeting as a guest.

VIDYOCONFERENCING NOTES

- When a user enters a conference, their Communicator status changes to "Busy." A meeting scheduled in the Outlook Calendar for the same time overrides this status.

9. Microsoft Office Communicator Plug-In Appendix

- You control a conference in the Control Meeting page of the VidyoPortal. See the Controlling Your Meeting in the VidyoPortal chapter that starts on page [42](#) for more information.
- Removing someone from a Communicator chat does not remove them from the VidyoConference. You must do this in the Control Meeting page of the VidyoPortal.
- Ending a meeting can only be done by closing the VidyoDesktop client or through the Control Meeting page in your Portal.
- Conference participants can disconnect themselves from a meeting by clicking the VidyoDesktop Disconnect button.
- You can drag participants from the main Communicator window contact list into a Communicator chat already in process to invite them to your meeting, or by right-clicking the contact and selecting the VidyoConferencing command.
- To invite a legacy system, VidyoRoom or VidyoPortal user without a Communicator account, use the Invite by Email command in the Control Meeting page of the VidyoPortal. See the Controlling Your Meeting in the VidyoPortal chapter that starts on page [42](#) for more information.

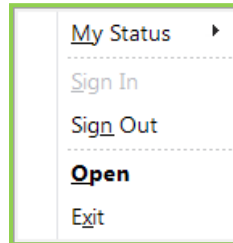
10. Microsoft Lync Plug-in Appendix

ADDING THE VIDYO PLUG-IN TO MICROSOFT LYNC

If your organization uses Lync you can easily add Vidyo Conferencing capabilities to it. Vidyo makes a plug-in that can be added to Lync.

How to Install The Lync Plug-In

1. Shut down Lync by right-clicking the green Lync icon in the notification area (also called the system tray) and selecting Exit.



2. Double-click the Lync Plug-in installer .exe file included in the downloaded zip file.
Your system administrator will tell you how to get the installer. The installer is labeled as ClientLyncInstaller-wi n32-TAG_MOC_<X_X_XXX>.exe, where <X_X_XXX> is the version of the installer.)
3. Follow the directions on screen.



When the installation is completed you'll be able to access Vidyo features from within Communicator

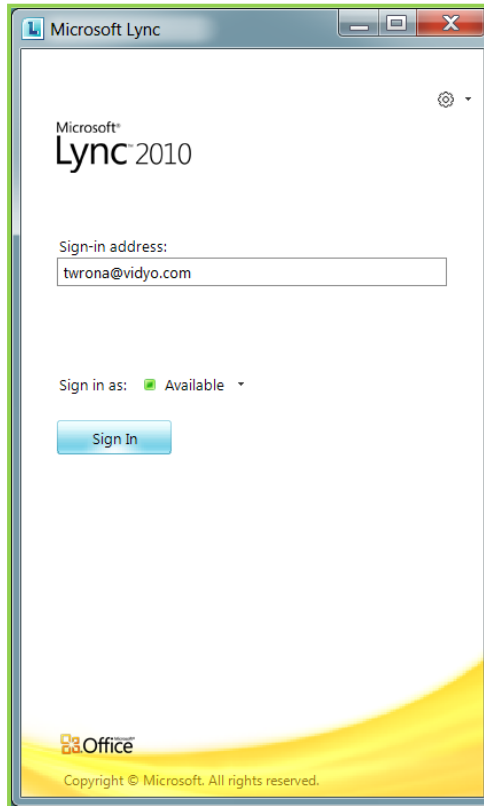
HOW TO INVITE PARTICIPANTS FROM LYNC

1. Log in to your Portal

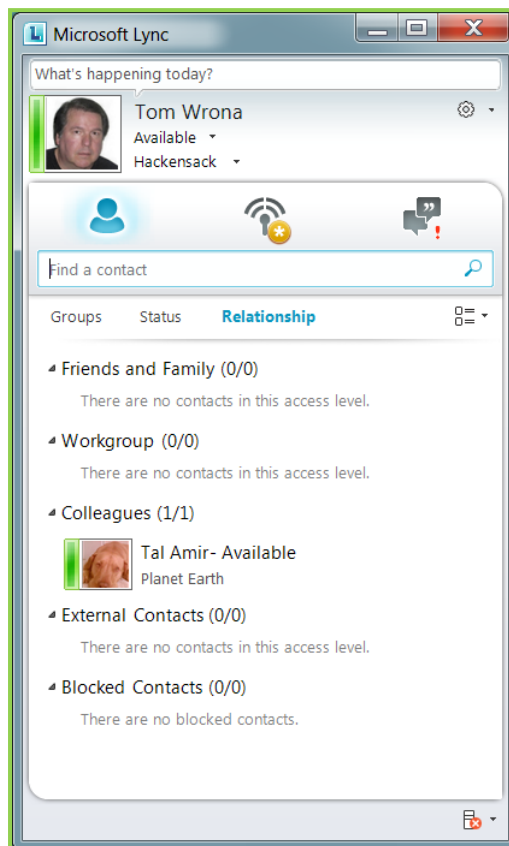
If Lync isn't set to start up automatically when you start Windows, start Lync. You're then also logged into the VidyoPortal, Your Lync sign-in ID is the same as your VidyoPortal user name (case sensitive). Your password may or may not be the same; contact your system administrator for information.

Note: Being logged into Lync does not automatically log you into the VidyoPortal.

10. Microsoft Lync Plug-in Appendix

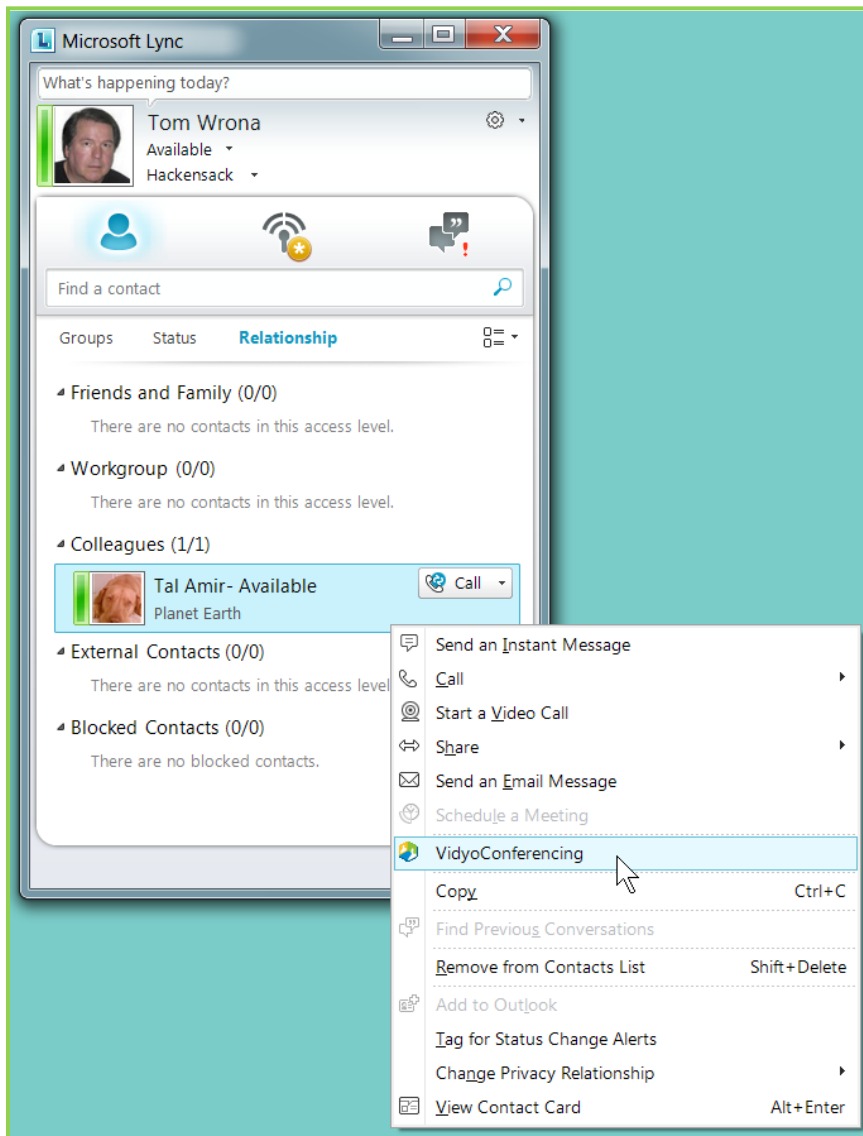


You see your list of Lync contacts.



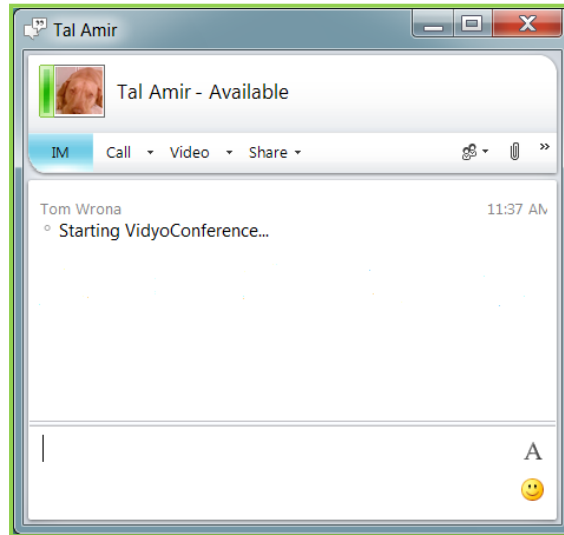
10. Microsoft Lync Plug-in Appendix

2. Type a name in the user bar and add it to the chat list.
Add as many contacts as necessary.
3. Select participants from the list of added contacts (Shift-click or Control-click to select multiple participants).
Note: You can also select participants from an open conversation session window.
4. To start the VidoConference, right-click the selected contacts and choose the VidoConferencing command.

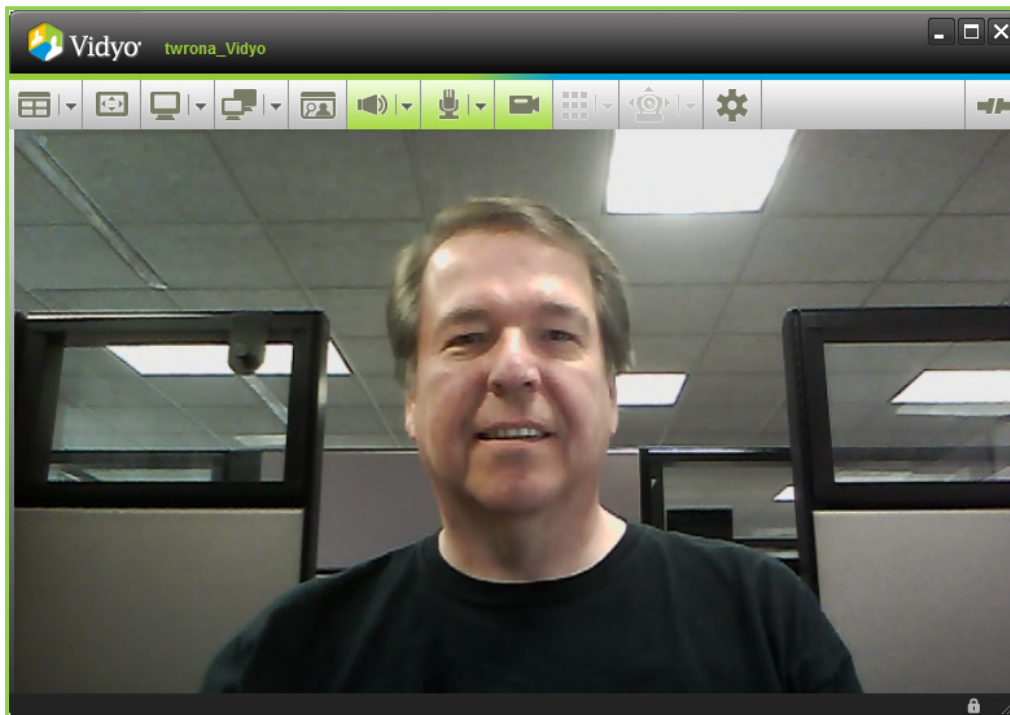


The Starting VidoConference window opens.

10. Microsoft Lync Plug-in Appendix

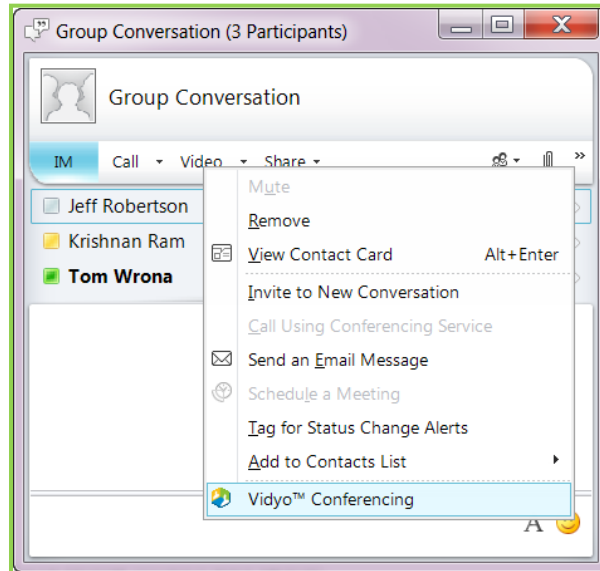


Your VidyoDesktop window also opens.

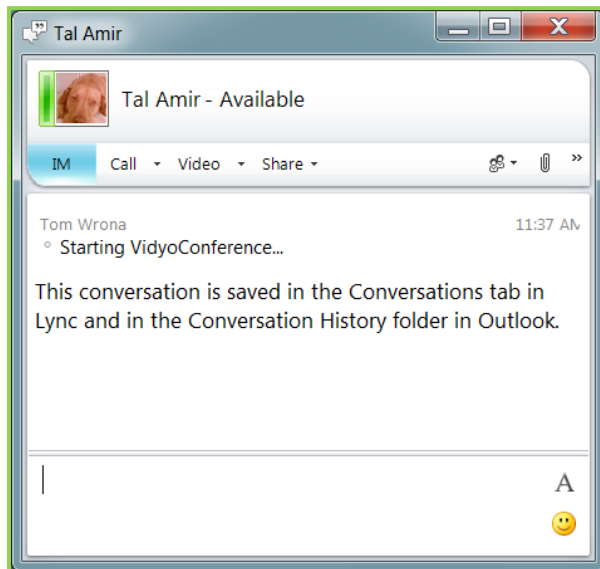


10. Microsoft Lync Plug-in Appendix

Note: You can also start a VidyoConference from an open chat window by right clicking on a person's name and selecting Vidyo™ Conferencing from the context menu. If you're in a group conversation only the person on which you right click will be included in the conference initially.



At the end of the call the Lync window says that the conversation was saved. This is a standard Lync message and **does not** mean that the audio/video portion of the conversation was saved. It just means that if you have the Turn on Logging feature in Lync that any IMs you may have sent or received have been saved.



VIDYOCONFERENCING NOTES

- When a user enters a conference, their Lync status changes to "Busy." A meeting scheduled in the Outlook Calendar for the same time overrides this status.
- You control a conference in the Control Meeting page of the VidyoPortal. See the Controlling Your Meeting in the VidyoPortal chapter that starts on page 42 for more for information.

10. Microsoft Lync Plug-in Appendix

- Removing someone from a Lync chat does not remove them from the VidyoConference. You must do this in the Control Meeting page of the VidyoPortal.
- Ending a meeting can be done only by closing VidyoDesktop or through the Control Meeting page in the VidyoPortal.
- Conference participants can disconnect themselves from a meeting by clicking the VidyoDesktop Disconnect button.
- You can drag participants from the main Lynx window contact list into a Lynx chat already in process to invite them to your meeting, or by right-clicking the contact and selecting the VidyoConferencing command.
- To invite a legacy system, VidyoRoom or VidyoPortal user without a Lynx account, use the Invite by Email command in the Control Meeting page of the VidyoPortal. See the Controlling Your Meeting in the VidyoPortal chapter that starts on page [42](#) for more for information.

ABOUT THE SAMETIME PLUG-IN

If your organization uses IBM's Lotus Sametime you can easily add VidyoConferencing capabilities to it. Vidyo makes a plug-in that can be added to Sametime just like any other plug-in.

The plug-in works with Lotus Sametime whether you use Sametime alone or you use both Sametime and Lotus Notes.

Sametime gives your system administrator(s) a number of ways a plug-in can be deployed. If you've gotten a Sametime plug-in in the past, chances are the same method will be used for the Vidyo plug-in. If this is the first time a Sametime plug-in has been deployed in your organization, your IT department will decide which method best suits your organization.

Whatever method they choose, they will tell you what, if anything, you need to do to add VidyoConferencing to your Sametime program.

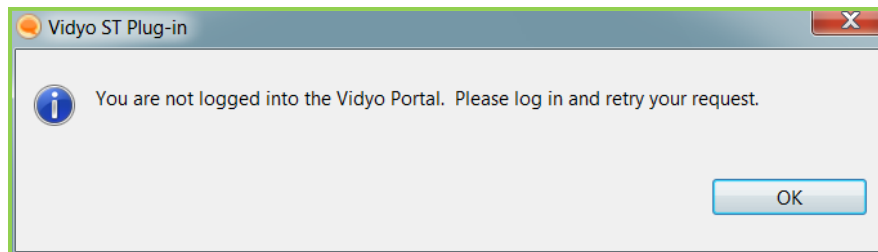
In this chapter you'll learn how to use the Vidyo plug-in once you get it.

How To Start a Direct Vidyo Call or VidyoConference in Lotus Sametime

A direct (one-to-one or point-to-point) Vidyo call is a private Vidyo meeting between you and another Sametime user in your organization. A Sametime VidyoConference is like a telephone conference except that you can see up to eight other participants in your VidyoDesktop program. If you've been using VidyoConferencing you already know this. If you're a veteran Sametime user but are new to VidyoConferencing you'll want to go over the other parts of this manual to better understand how VidyoConferencing works.

Once the Vidyo Sametime plug-in is installed you'll see a new option on the context menu that pops up when you right click on another Sametime user's name: Start Vidyo™ Conference (see the next page)

In order to start a VidyoConference you must be logged into your Portal. If you're not, the following pop-up error message appears:



Once you log in you can make the call.

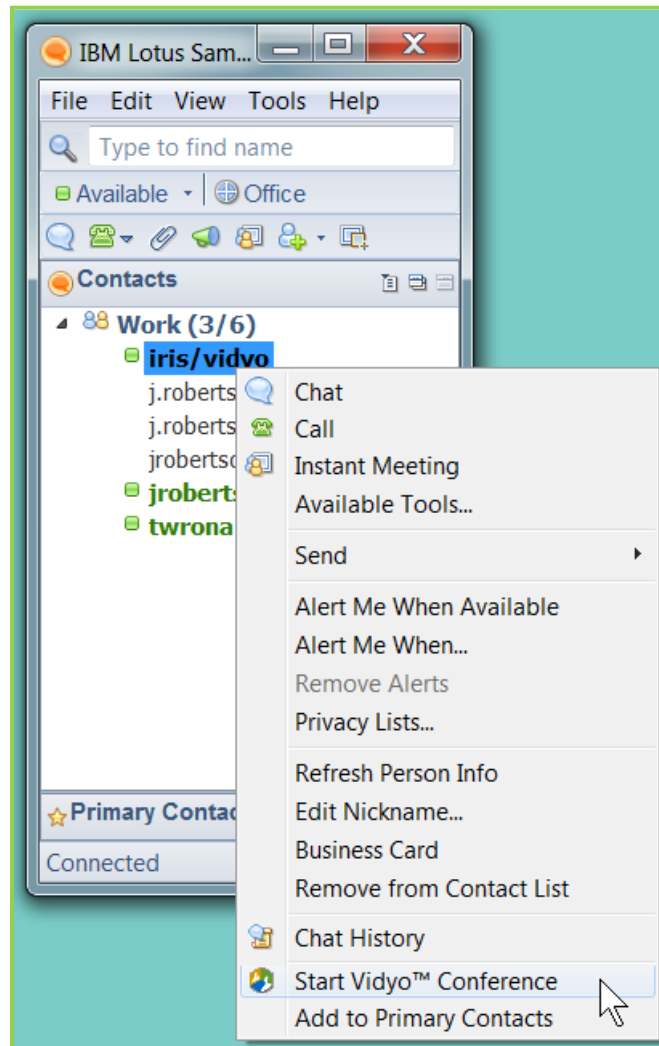
- If you want to make a one-on-one direct call just right-click on the person you want to call.
- If you want to start a VidyoConference use Shift-clicking or Ctrl-clicking to select a group of people.

To select a number of people who are next to each other on your contact list click on the first one and Shift-click on the last one. The people you clicked on and everybody in between will be selected

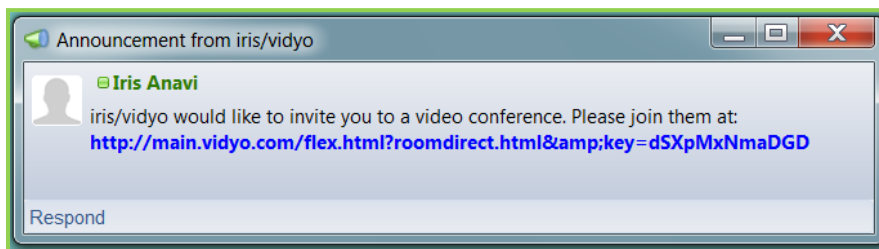
To select a number of people who are not listed together, click on the first one and Ctrl-click on each of the other individual users.

- Once you've selected the person(s) you want in your call, right-click on a selected person and chose Start Vidyo™ Conference from the context (pop-up) menu.

11. Lotus Sametime Plug-In Appendix

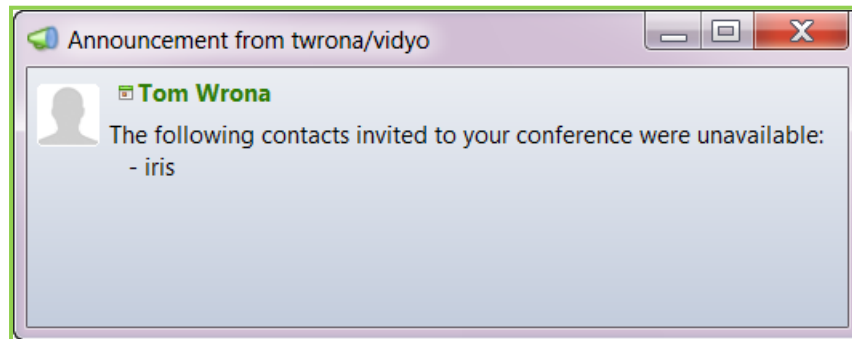


Any invitees who are not logged in to their VidyoPortals will receive a pop-up message like this one:



If the called party answers the call, your VidyoDesktop window opens as it normally does, with the user(s) who accepted the invitation appearing in the VidyoDesktop window. For any user who is not logged in to the VidyoPortal you'll see the following message:

11. Lotus Sametime Plug-In Appendix



As with other Sametime windows, the exact shape, location and size of the window may vary. (Or course invitees can join later—up to the capacity of your room.)

Your Vidyo meeting (one-to-one) or VidyoConference will begin.



When you're ready to end your call or conference close the VidyoDesktop window.