



*VidyoPortal™ and
VidyoDesktop™ User Guide*



System Version 2.2

Document Version 2.2-A

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1. Overview

WELCOME TO THE WORLD OF VIDYOCONFERENCING™

In the mid-20th century, a lot of the magazines predicted that by now we'd be commuting to work in personal helicopters or jet packs 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 and we'll probably never have practical jetpacks, but the good news is that the age of high quality audio and video teleconferencing and person-to-person 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 video teleconferences with other users in your organization or in different organizations. The VidyoPortal is a series of web pages that allow you to start the video meetings and invite others to join your meetings.

With the VidyoPortal and VidyoDesktop, you have your own private room (like a virtual office) to which you can invite other users, and you can accept invitations to 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 (such as customers or vendors) to be granted limited use of the system. 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.

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 (including someone who does not have an account in your system)
- Join the room of user on an entirely different Vidyo system using Inter-Portal Communication
- Control a meeting
- Manage your personal contacts list: My Contacts
- Change settings

Note for Linux Users: With version 2.2 we've added VidyoDesktop for Linux. It's compatible with a variety of common Linux distributions and versions and the list is growing. Because of the similarity of all three clients (Windows, Macintosh OS, and Linux), this guide may not show screenshots of all three versions. Most shots show the Windows version, but the differences from the other versions are minor.

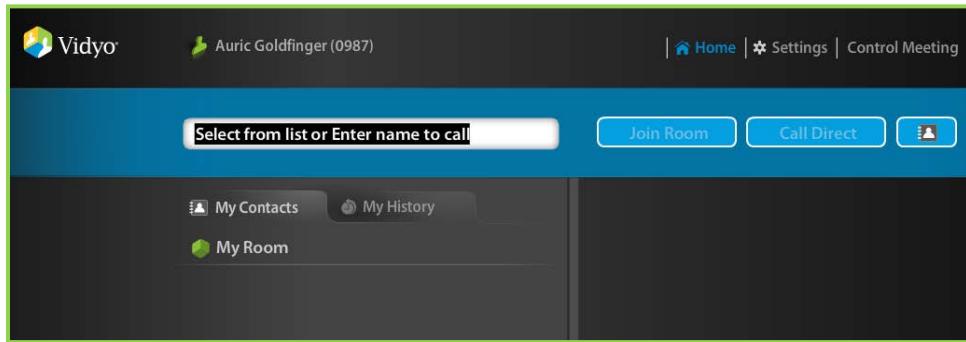
The “VidyoDesktop for Linux” chapter that starts on page [64](#) covers the technical details of installing and maintaining VidyoDesktop for Linux. Your System Administrator may take care of much of what’s covered in that chapter, but we wanted you to have access to the most important information, too.

The 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
- Firefox and Chrome on Ubuntu 10.x 32/64 bit running GNOME 2

We also support other distributions and GUIs but this combination is our primary VidyoDesktop for Linux configuration. For details on other environments we support, see the “VidyoDesktop for Linux” chapter that starts on page [64](#).



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.) For Linux users, Chrome comes with Flash installed.

You can also access your VidyoPortal without using a Web browser. This is described later on in this guide.

The VidyoDesktop

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, Macintosh, and Linux. You can divide the VidyoDesktop screen so you can see as many as eight other people at a time. If you turn on Self-View, you can see how others see you, either in a tiny overlaid tile in the lower right corner or in a tile the size of the other eight for a total of nine images (which some of us call the Brady Bunch mode).

You can also control other aspects of your meetings. For instance, you can share an application window (what you see in a program running on your computer, like a PowerPoint slide or an Excel spreadsheet).



Other Vidyo Components

There are also many optional Vidyo components your organization may have purchased or licensed:

- VidyoRoom™ isn't a real room. It's an "appliance" that's designed to be used in an actual conference room. Using a powered PTZ (pan-tilt-zoom) camera and a large screen, it's ideal for group conferences. The VidyoRoom can connect to individual users, other VidyoRooms, and legacy devices.
- VidyoPanorama™ is the industry's first telepresence solution to deliver immersive interactions on up to 20 screens of 1080p at 60 fps resolution at just 10% of the cost of traditional solutions. Each individual screen can show one participant, multiple participants or an application window that a user is sharing.
- VidyoGateway™ enables interconnection with older conferencing systems and enables people to participate in VidyoConferences in voice-only mode from regular cell phones and landlines.
- VidyoReplay™ enables you to make video recordings that you and others can watch on demand from the VidyoLibrary. You can also use it to record live VidyoConferences for later viewing.
- VidyoMobile™ is one of the most acclaimed features your Vidyo system can have. VidyoMobile enables you to participate in VidyoConferences and point-to-point calls from your Android or iOS phone or tablet.
- If your organization uses Microsoft Outlook, Microsoft Lync, or IBM's Lotus Sametime, you can integrate them with your Vidyo system.

If your organization's system has enabled any of these options, you'll be provided with the appropriate information in order to use them. For instance, there are separate VidyoMobile user guides for Android and iOS systems. For more documentation about any of these Vidyo products, go to

<http://support.vidyo.com>.

2. Recommended/Minimum Requirements

SUPPORTED OSES AND BROWSERS

- **Windows** XP, Vista and Windows 7 (32- and 64-bit)
 - Browsers: Internet Explorer, Firefox, Safari, Chrome
- **Macintosh** OS X 10.5 Leopard through OSX 10.7 Lion (Intel CPUs only)
 - Browsers: Firefox, Safari, Chrome
- **Linux**¹ Ubuntu 10.04, 10.10, 11.04, 11.10 32/64 bit running GNOME 2, SLC 5 and 5.7, Debian 5.0 and 6.0.3, and Fedora Core 14, 15, and 16
 - Browsers: Firefox, Chrome

RECOMMENDED AND MINIMUM CONFIGURATIONS

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

¹ We do support other distributions and GUIs, but this combination is our primary VidyoDesktop for Linux configuration. For details on other environments we support, see the *VidyoDesktop for Linux* chapter that starts on page **55**.

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

Recommended and Minimum Configurations for Linux

- **Recommended**
 - 2 GB or more RAM
 - 40 MB of free hard disk space
 - Core2Duo 2.4GHz or better
 - 128M or more video RAM (VRAM)
- **Minimum**
 - 1 GB of RAM
 - 40 MB of free hard disk space
 - Pentium 4
 - 128M video RAM (VRAM)²

RECOMMENDED AND SUPPORTED PERIPHERAL DEVICES

Note: For more information about recommended and supported devices, refer to the *Choosing Peripheral Devices for the VidyoDesktop Technical Note*.

WebCams

Recommended

- Logitech HD Pro Webcam C920
- Logitech HD Pro Webcam C910, B910
- Logitech Webcam Pro 9000
- Creative Live! Cam

Supported

- Apple iSight (Built in Webcam)
- Cannon ZR9600 Camcorder
- HP Elite
- Liquid Digital Solutions Agent V4 HD
- Logitech Webcam C905

² Many integrated graphics processing units (GPUs) borrow VRAM from RAM, which may cause minimum RAM available to drop below the required amount.

- Logitech B525 HD webcam
- Logitech Quickcam Sphere AF
- Logitech Quickcam Vision Pro
- Logitech Webcam C310
- Logitech Webcam C600
- Microsoft MS Lifecam NX-6000

Wired Headsets

Note: For more information about recommended and supported devices, refer to the *Choosing Peripheral Devices for the VidyoDesktop Technical Note*.

Recommended

- Logitech B530 USB Headset
- Microsoft Lifechat LX-3000
- Plantronics Plantronics Headset with Plantronics USB Adapter o1

Supported

- Cyber Acoustics AC-840, AC-850
- Logitech ClearChat Comfort USB, USB Headset H330
- Logitech USB Headset H390
- Plantronics DSP-400, C420

Wireless Headsets

Note: For more information about recommended and supported devices, refer to the *Choosing Peripheral Devices for the VidyoDesktop Technical Note*.

Recommended

- Plantronics Voyager Pro UC v2 Bluetooth
- Plantronics SAVI-740

Speakerphones

Recommended

- ClearOne Chat 50
- ClearOne Chat 150
- Jabra Jabra SPEAK 410
- Phoenix Duet MT202-PCO
- Plantronics Calisto 420
- Plantronics MCD100

Supported

- ClearOne Chat 60
- Konftel Konftel 300
- Plantronics Calisto 820
- Yamaha PJP-20UR
- Yamaha PJP-25UR

GETTING THE BEST VIDYOCONFERENCING EXPERIENCE

The VidyoConferencing system is designed to work through all sorts of network and endpoint 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 (Wi-Fi 802.11 b, g, n).
- If you use VidyoMobile (an optional product with a separate guide), you can use it with Wi-Fi but it works better with 3G or 4G cell service.
- 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 or it's built into your flat panel monitor or 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 the latest DirectX video driver, if you're a Windows user) for the devices you use during VidyoConferencing, such as your camera, microphone etc.

3. Definitions

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

DESTINATIONS

Destinations are places where you can interact with the VidyoConferencing System. The following destinations are described in detail in this document. You can also refer to Chapter 1 for more overview information about the VidyoPortal, VidyoDesktop, and other Vidyo components.

- **VidyoPortal** – The server that provides audio and video communications services. This is also the term used for the pages you use to set up your software and do other tasks. Your VidyoPortal may appear in a web browser window or tab or simply as a free-floating window on your screen.
- **VidyoDesktop** – The Vidyo software program 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, Macintosh, and Linux.
- **Endpoint** – A generic term for any device that can connect to the system. Endpoints include desktops and laptops running VidyoDesktop, phones and tablets running VidyoMobile, VidyoRooms, VidyoPanorama, and legacy devices.

USERS

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

These are the technical experts who run the system.

-
- **Super Admin** – A 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, the Super Admin has full administrative privileges above the Tenant Admin and all regular Tenant Admin rights.
 - **Admin/Tenant Admin** – An Admin or Tenant Admin has administrative privileges. The Admin or Tenant Admin can add, delete, manage users, set up public rooms and set up groups (which define the maximum number of participants and bandwidth for users).
 - **Operator** – An Operator can manage meeting rooms and normal users.
-

You are here ➔

These are for VIPs

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

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

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

This is for people who are not registered with the system.

- **Normal** — Most users are Normal users. As a Normal user, you can join VidyoConferences hosted by others, host and control your own VidyoConferences and place point-to-point 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.*
- **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 VidyoLine availability. Executive Desktop licenses are ideal for critical applications like executive use, emergency medicine, military command and control, real-time financial markets and so on.
- **VidyoRoom** — This is not a physical room. It’s a teleconferencing appliance that’s usually placed in an actual conference room. It has the same rights as a normal user. In fact, a VidyoRoom is one of only two components that are also users. VidyoRooms are commonly called simply “room systems” for short. VidyoRoom has its own User Guide.
- **VidyoPanorama** — VidyoPanorama is a telepresence solution that offers up to 20 screens of 1080p at 60 fps resolution at just 10% of the cost of traditional solutions. Each individual screen can show one participant, multiple participants or an application window that a user is sharing. VidyoPanorama has its own User Guide.
- **Legacy** — Devices such as ordinary cell³ 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.)
- **Guests** — You can invite a guest to a meeting by sending them an email invitation as seen on page 56. The guest user clicks on the link provided in the email, downloads the software if they haven’t before, and then enters his or her 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. Refer to the separate *Quick Guest Guide* for more details.

³ If a cell phone or tablet has VidyoMobile installed, it’s not considered a legacy device.

CALLS

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 My Room 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, that participant's 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.

Direct (Point-to-Point) Calls

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 ROOMS

A meeting is an audio and video connection between two or more users interacting and sharing their video streams and, optionally, sharing application windows in a meeting room.

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. If need be, they can also create public rooms for individual users.

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.

MULTI-TENANTS

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 an office building that houses the offices of many unrelated companies), 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 VidyoPortals.

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

INSTALLING VIDYODESKTOP

To gain access to the VidyoPortal, you must be assigned a user name and password by your Administrator.

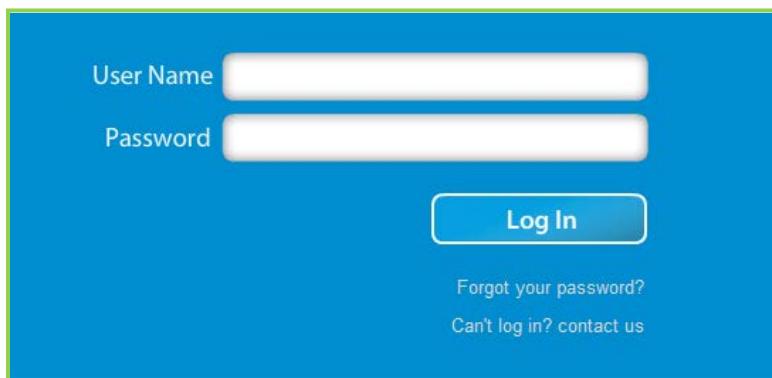
To install VidyoDesktop:

1. In an internet browser, enter the VidyoPortal IP address or URL set by your Administrator.

Example of a portal IP address: <http://192.168.1.100>

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

The VidyoPortal login screen will appear.

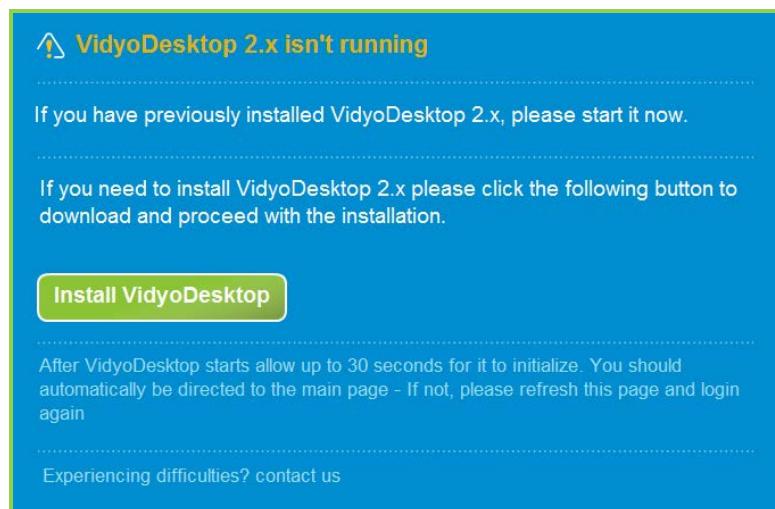


2. Enter your user name and password.
3. Click the **Log In** button.

Note: The VidyoConferencing™ system is available in 14 languages. Your Administrator sets the default system language, but you can change the language in the VidyoPortal (see page 61) and the VidyoDesktop (see page 63) separately.

After your first log in 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:



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.

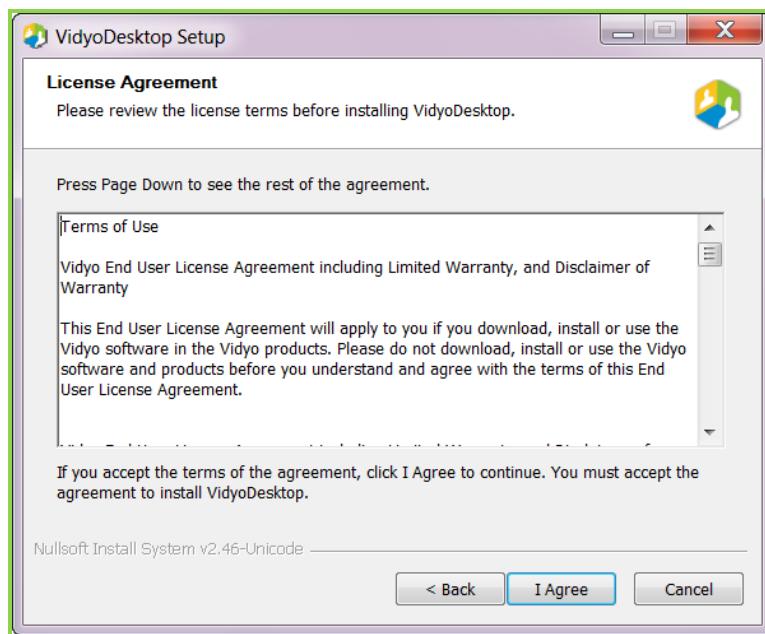
The following sections demonstrate the Windows and Macintosh screens that you see during the Vidyo-Desktop installation process. (See the “VidyoDesktop for Linux” chapter that starts on page [64](#) for the Linux version.)

Windows Installation

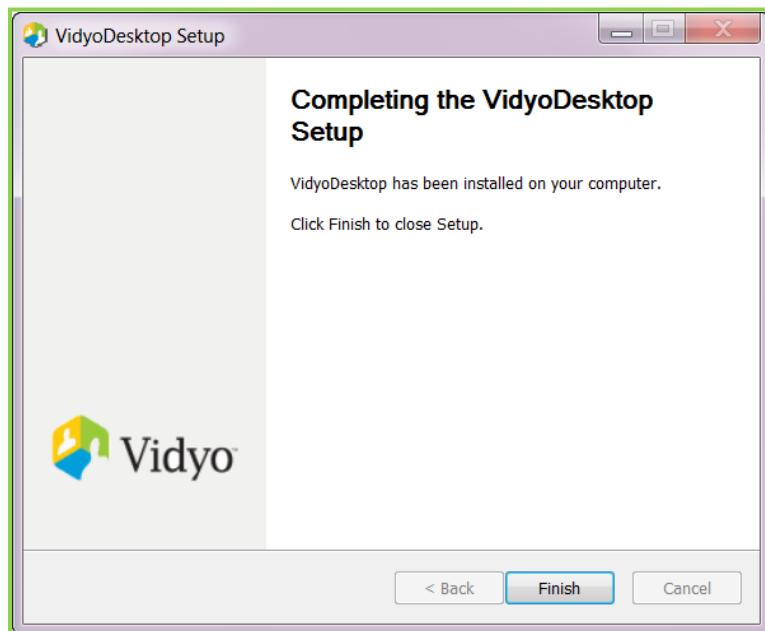
The installer guides you through the installation process screen by screen, which takes just a few minutes.



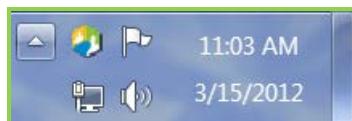
If this is the first time you're installing VidyoDesktop, you will first be prompted to read and accept the licensing agreement. Click the **I Agree** button and complete the remaining installation steps.



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

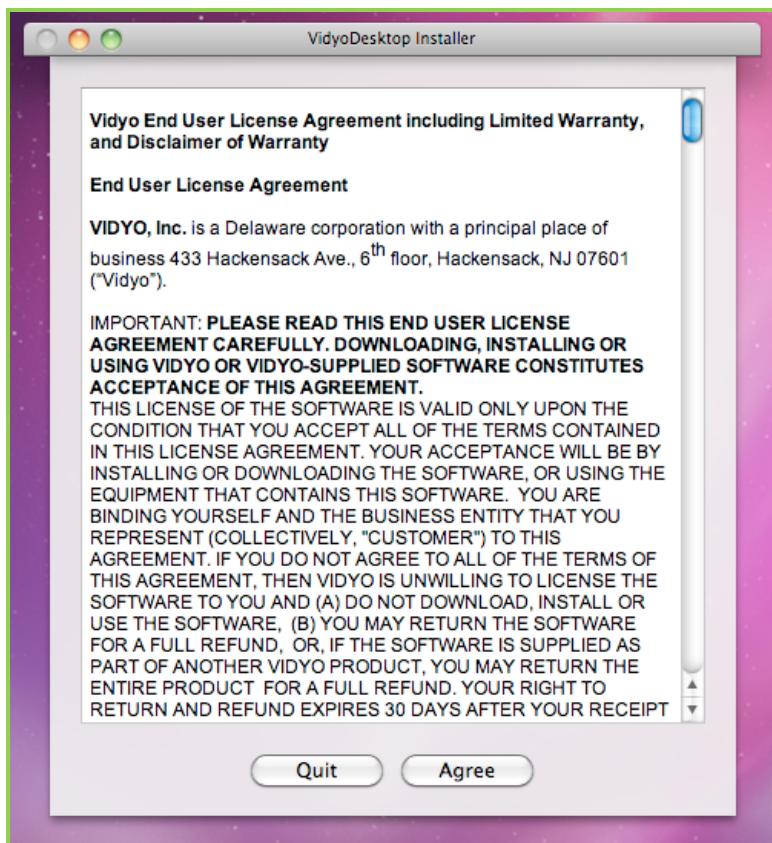


When the VidyoDesktop for Windows is installed, a Vidyo icon appears in the notification area (often called the system tray) of your taskbar. (The illustration below was taken from a Windows 7 double-height taskbar. Your taskbar may look different.)

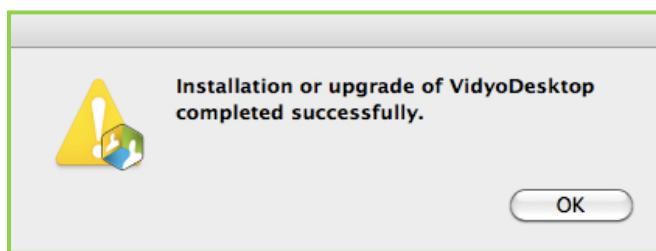


Macintosh Installation

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.

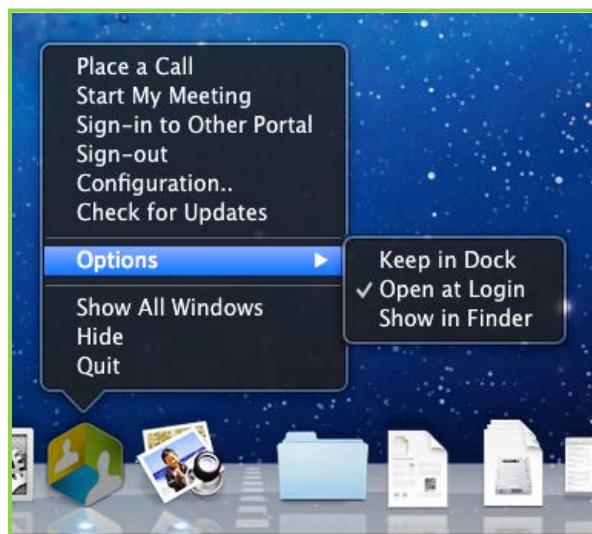


When the VidyoDesktop for Macintosh is installed, the Vidyo icon appears in the dock:



The red X indicates you're not currently signed into a VidyoPortal.

Once you're signed in, the context menu shows more options.



Linux Installation

See the “VidyoDesktop for Linux” chapter that begins on page [64](#).

OPENING VIDYODESKTOP WITHOUT A BROWSER

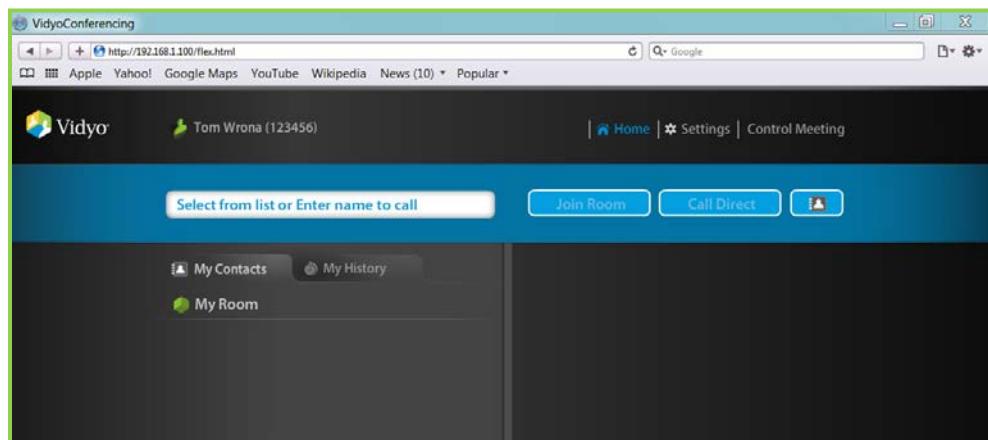
Instead of entering the URL (web address) of your VidyoPortal in your Web browser, you can open your VidyoPortal home page in its own window by:

- Double-clicking the Vidyo icon in your notification area (also called the system tray).
- Right-clicking the VidyoDesktop icon and selecting Sign-in.
- On a Macintosh, double-clicking on the icon in the dock.

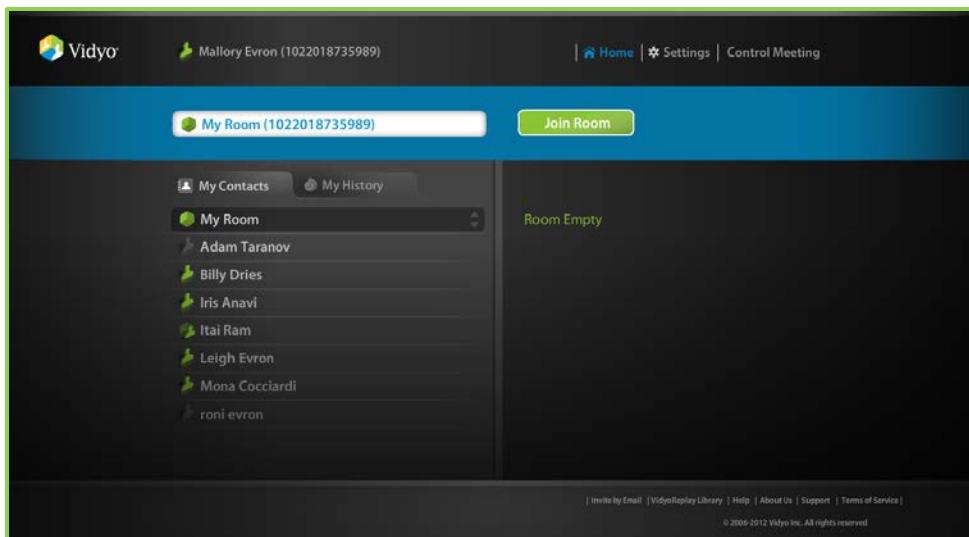
Using any of these methods will open the Sign-in dialog box:



Once you enter your portal, username, and password, the VidyoPortal will open. Here is a screenshot of a VidyoPortal portal in a browser window opened by entering your VidyoPortal's URL in your browser:



If you're a Windows user, 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.

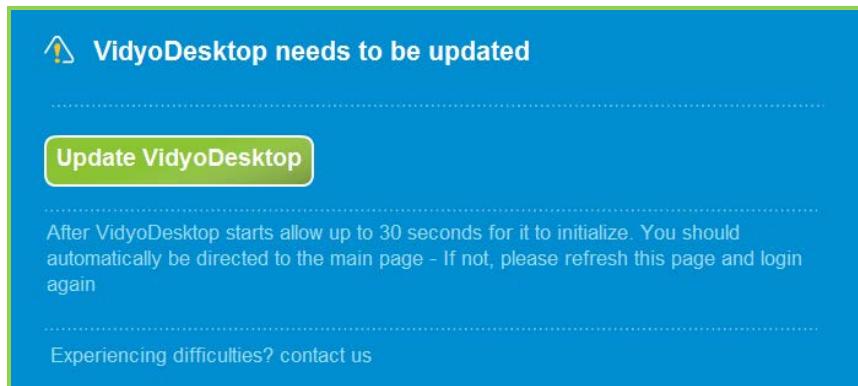


UPDATING VIDYODESKTOP

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 computer's firewall (secure connection 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:



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 VidyoDesktop Software Update dialog box 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 the **Update Now** button, 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. Using the VidyoPortal Home Page

From the VidyoPortal home page, you can join a meeting, invite people to join your room, and place direct (point-to-point) calls to other VidyoPortal users. The VidyoPortal 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 My Contacts list for easy access. You can also choose settings that determine the language the VidyoPortal displays, configure other options, and log out of the VidyoPortal.



The numbered callouts on the screenshot above correspond to the list below:

1. User Status Icon, User Name, and Extension
2. Home, Settings, and Control Meeting links
3. Contact Search field
4. Join Room button
5. Call Direct button
6. Add/Delete Contact button (for adding to or deleting someone from your Contacts list)
7. My Contacts/Search Results tab
8. My History tab
9. Invite by Email and informational links

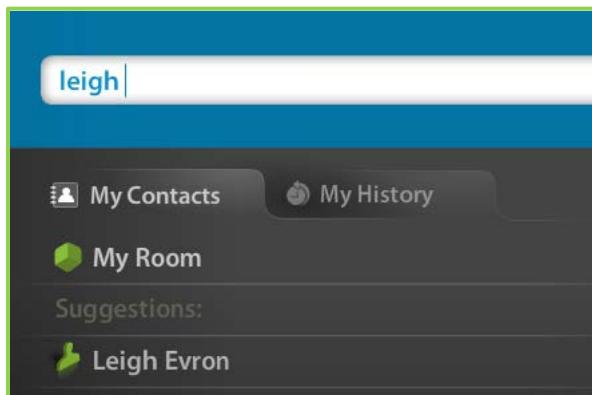
Each of these is explained in detail in this chapter.

SEARCHING FOR USERS OR ROOMS

The Contact Search field on the VidyoPortal home page enables you to search for a user or a public meeting room. You can search by real name (first/last/initials), user name, or extension. (User names are generally shorter than real names. For example, Joseph Hasenpfeffer's user name might be "JoeH".)

Instead of typing a name:

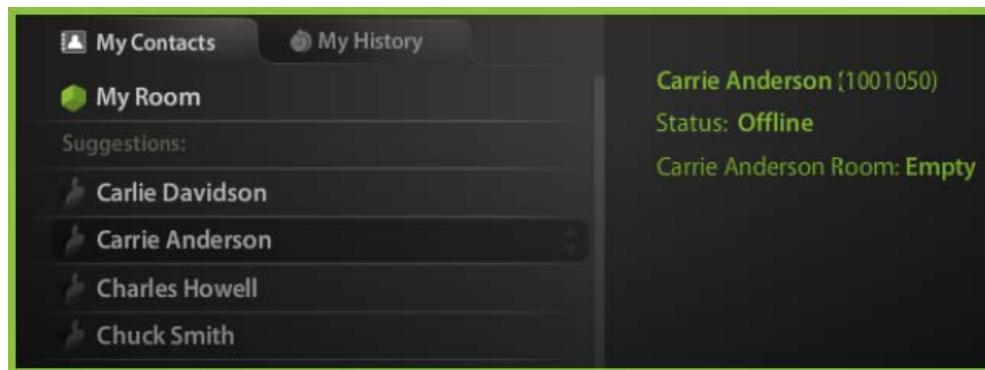
- If you type a percent sign (%), a list of all registered users appears.
- If you type an asterisk (*), a list of all registered users *who are currently online* appears.



The users and rooms that match your search criteria will appear on the left side of the page. Click the name to select it. The name then appears both in the Contact Search field and on the right side of the home page (along with the 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 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 the user or room information that appears on the screen to see if the contact or meeting room is available. For example, the following selected user is offline and her meeting room is empty:



If another person’s room is not locked or PIN-protected you can enter it even if they’re offline. So if you have a meeting scheduled with the room owner and some other people, you can all join the room even if the owner isn’t online yet. And if the owner never does come online, you can still go ahead with the meeting.

You can also create your own contacts list—My Contacts—as a fast way to place calls to people with whom you meet often. For more information, see the “Viewing, Adding, and Deleting Your Contacts” section on page 27.

UNDERSTANDING MEETING ROOM AND USER STATUS

A meeting room must be available for you to join it and a user must be available for you to place a direct call to that user. When a meeting room is available, the **Join Room** button is active, and when a user is available, the **Call Direct** button is active.

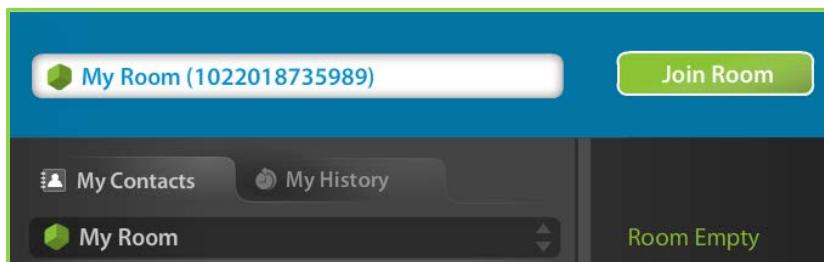
User status and room status are independent of one another. You can join the room of a user who is not available (online) for a direct call. Likewise, you can direct call a user whose room is locked, full, or PIN protected.

Meeting Room Status

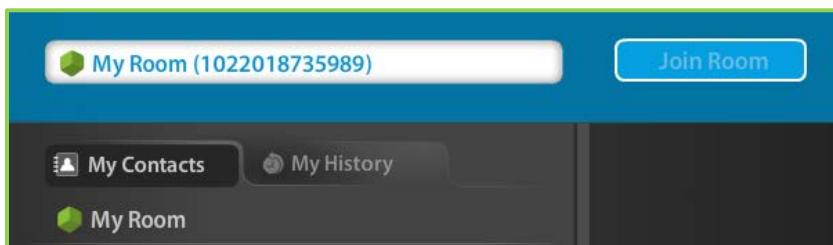
Each meeting room has a status icon that indicates whether it's available for you to join. It appears to the left of the room name, as shown in the screenshot below. In addition, a room may require a PIN number to gain access. When you cannot join a room, the **Join Room** button is inactive. There are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

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

In this screenshot, the **Join Room** button is active:



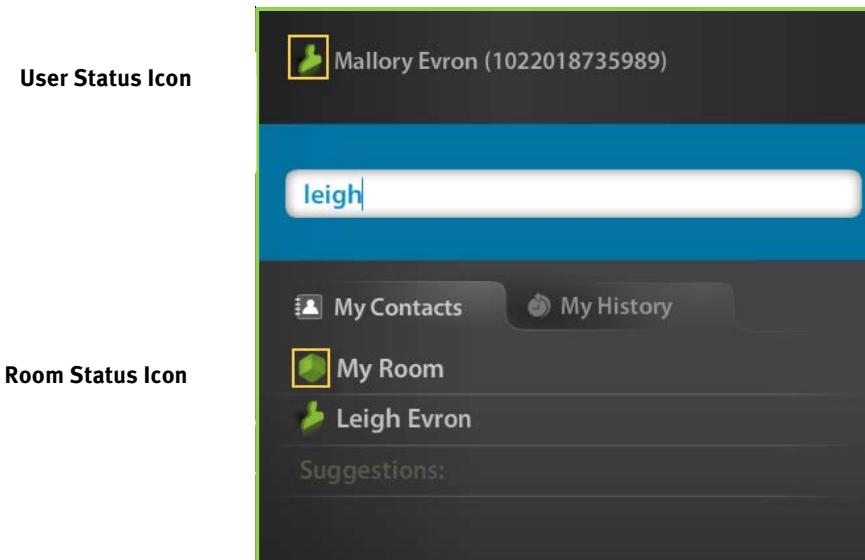
In this screenshot, the **Join Room** button is inactive:



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.

In the screenshot below, this VidyoPortal's owner, Mallory Eron, is online. Her room is empty. She has brought up Leigh Eron's listing by typing her name in the white Search Contact field. Leigh Eron is online.



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 that person with a direct call or invite him/her to join your room. You can join his/her room if it is available (not full or locked). The **Call Direct** button is inactive.
-  **In room** — The user is in his/her own room. You cannot call that person directly; therefore, the **Call Direct** button is inactive. You can join that person's 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 his/her own room and the room is full. You cannot call that person directly or join his/her room. They can leave their room and join yours if they choose to.
-  **In room/room locked** — The user is in his/her own room and the room is locked. You cannot call that person directly or join his/her room. They can leave their room and join yours if they choose to.
-  **In a PIN-protected room** — The user is in his/her own room and the room is PIN protected. You cannot call that person directly, but you can join his/her room if you have the PIN. 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 that person, but you can join his/her 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.)

JOINING A ROOM OR PLACING A CALL

Once you have found the user or room you want to call and that user or room is available, you can either join a room or place a call directly to the user. You can also call a legacy system, which uses traditional H.323 and SIP-based videoconferencing technology.

Joining a 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 VidyoPortal home page and then click the **Join Room** button.

To join another contact's room, search for a contact in the Contact Search field as described in the “Searching for Users or Rooms” section on page 20 (or select a user from your **My Contacts** list) and click the **Join Room** button.

To join a room:

1. Ensure that the user or room you want to call appears in the Contact Search field on the VidyoPortal home page.
2. Click the **Join Room** button.

Keep in mind that the **Join Room** button will be active only if you are allowed to join the room (that is, the status of the room is **Empty**, **Occupied**, or **PIN Protected**).

If you are hosting the meeting, you see a list of participants on the right side of the page under **In My Room**.

In My Room:

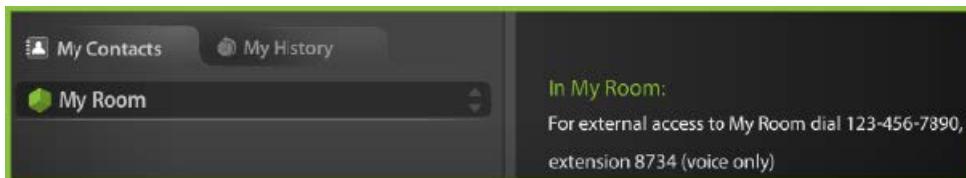
Alan B. Good, Homer Simpson, Jay Guiles, Ralph Cramden, Sophia Loren

The VidyoDesktop 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.

Placing a Voice-Only Call

A participant without access to a VidyoPortal 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 VidyoPortal 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 [56](#).



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

Placing a Direct Call

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 the “Searching for Users or Rooms” section on page [20](#) (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 VidyoDesktop 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. A direct call is always only between two people.

Placing an Inter-Portal Communication (IPC) Call

In the past, you could not join a conference with someone who was on a different VidyoPortal; however, with the Inter-Portal Communication (IPC) feature, now you can. IPC is built into all Vidyo systems running VidyoPortal version 2.2 or later. You can also use IPC with version 1.1 and later of VidyoMobile for iOS and VidyoMobile for Android (as long as you're also using VidyoPortal version 2.2 or later).

Your organization has the choice of enabling or disabling IPC. If it's enabled, you'll be notified.

Not only can IPC be enabled, but it can be based on an *Allowed List* or a *Blocked List*. In other contexts, you may have heard the terms "whitelist" and "blacklist." The lists in IPC are sort of like these. Your Administrator must determine if your organization will use an Allowed List or Blocked List. Here's the difference:

- With an Allowed List, you *cannot* communicate with any other Vidyo system *unless* it's in the list.
- With a Blocked List, you *can* communicate with any other Vidyo system in the world *except* those in the list.

Someone in your IT department or Help Desk should tell you what kind of list you're using and periodically let you know when a domain is added or deleted from the list.

Before placing an IPC call, keep the following in mind:

- In order to join the room of a user on another Vidyo system, *both* systems must have IPC enabled.
- You *can't* call a user of another Vidyo system directly (point-to-point). You can only join their room.

To place an IPC call:

1. In the Contact Search field, enter the Vidyo address of the person you want to call using this format: `user_name@portal_name`.



Note: Although this looks like an email address, it's not. Rather, it's a unique Vidyo address. Let's say this person, whose name is Hugh Hakston, uses the user name **hhakston** when making Vidyo calls from his VidyoPortal. If he's on a different VidyoPortal from you, when you want to call him, you'll have to enter his Vidyo user name (**hhakston**), the @ sign, and then the domain name of his VidyoPortal (in this case, it's **vidyo.phu.edu**).

One place you can find a person's Vidyo address is in guest email invitations (to read more about inviting guests and to see a sample email invitation, go to page [29](#)).

2. Click the **Join Room** button.

Remember that the **Join Room** button is the only way you can use IPC. The **Call Direct** button will be dimmed. You cannot use IPC to make a direct call.

Calling a Legacy System

A legacy system is a conferencing system that uses older video conferencing technologies. Cell phones (that don't have VidyoMobile installed) and landline phones are also considered legacy systems. Your Vidyo system must have the optional VidyoGateway component to interact with legacy systems.

To connect to a legacy system that has not been added as a user in the VidyoPortal, you must enter its extension number followed by the IP (Internet Protocol) address of the legacy system. To obtain the IP address of a legacy system, contact your Administrator.

To call a legacy system:

1. In the Contact Search field, enter the extension number of the legacy system followed by its IP address.

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

2. Click the **Call Direct** button.



Note: For additional ways to dial to a legacy system, see the *VidyoGateway Administrator Guide*.

VIEWING, ADDING, AND DELETING YOUR CONTACTS

If you have contacts that you meet with on a regular basis, you can save them to your My Contacts list for easy selection. You can also delete any of the contacts that you already have on your list.

Viewing Your Contacts

The My Contacts tab displays the following:

- A list of contacts that match the search criteria you entered in the Search field.
- The **My Room** button, which enables you to join your own room for a meeting that you are hosting.
- The permanent contacts you added to My Contacts using the **Add Contact** button. For more information, see the following section, “Adding and Deleting Your Contacts”.

The My Contacts list always remains visible so that you can easily select users or rooms to call.



Adding and Deleting Your Contacts

To add a contact:

1. Search for the contact on the VidyoPortal home page.
2. Click to select the contact.
3. Click the **Add Contact** button.



Your contact appears in alphabetical order on the My Contacts list. If you have many contacts, you may need to scroll to view them all.

To delete a contact:

1. Search for the contact on the VidyoPortal home page.
2. Click the **Delete Contact** button.



VIEWING MY HISTORY

The My History tab displays a list of users to whom you've recently placed a call. You can select one of these contacts to join their room or start a direct call. You can also add the contact to your My Contacts list, as described in the previous section.

History
Vinny Smith
Sandy Smith
Frank Normandy
Chuck Smith
Allen Bigsby

ACCESSING THE SETTINGS PAGE AND CONTROL MEETING PAGE

The VidyoPortal home page provides you with links to the Settings page and the Control Meeting page. The links are located at the top right of the home page.

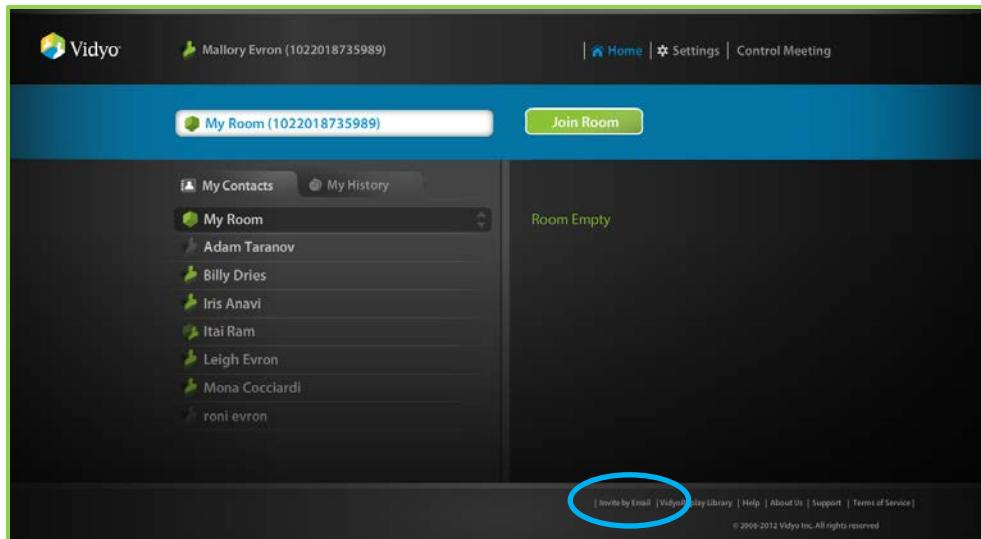
- **Settings** — Enables you to change the following settings: account, language, and My Room. For information, see the “Changing Your Settings” section on page [60](#).
- **Control Meeting**— Provides you with control over meetings hosted in your meeting room. You can invite participants to attend a meeting, lock your room, mute/unmute participants, disconnect participants, and more. For more information, see the “Controlling Your Meeting” section on page [55](#).

INVITING GUESTS BY EMAIL

Your Vidyo system gives you the ability to invite guest to join your conferences. For example, you may want to invite a customer or a vendor to a VidyoConference. If your invited guests don't have VidyoDesktop installed on their computers, they'll be prompted to download it the first time they're invited to a conference.

Guest users have these limitations:

- They can only join conferences; they cannot start them.
- They can neither make direct calls nor can they receive them.



To invite guests to your conference using the VidyoPortal home page, simple click the **Invite by Email** link at the bottom right of the page. When you click this link, your default email program opens with a prewritten message (in the system language that is set by your Administrator) inviting the recipient(s) to join your room. This is the message:

Hello,

*You have been invited to attend a VidyoConference taking place in virtual meeting room:
[DISPLAYNAME] at [TENANTURL] [PIN]*

To join as a Guest, please click on this link: [ROOMLINK]

To join from a telephone using VidyoVoice, dial this number: [DIALSTRING]

To call using IPC, enter [ROOMNAME]@[TENANTURL] on the VidyoPortal home page, and click Join. [PIN]

IMPORTANT: Any video, audio and/or materials viewed during this conference may be recorded. By joining, you consent to (i) such recording; and (ii) the later viewing of the recording by others at the discretion of the host. If you do not consent, discuss with the meeting host prior to the start of the recording or do not join the session. Note that any such recording may be subject to litigation-related discovery.

If you are a first time user, please review our Quick Guest Guide before the call:

Windows: [WINDOWS_GUIDE]

Mac: [MAC_GUIDE]

Need help getting started? Check out the Vidyo Knowledge Center at <http://www.vidyo.com/knowledge-center/>

Your message may look slightly different depending on whether or not your Administrator edited it. Some common changes to the message that your Administrator may have already made include the following:

- If your organization doesn't use VidyoVoice, the line about using VidyoVoice may have been deleted.
- If your organization uses more than one VidyoVoice number, your Administrator may have added the additional number(s).
- If your organization doesn't use IPC, the line about using IPC may have been deleted. (For more information about IPC, see the "Placing an Inter-Portal Communication (IPC) Call" section on page [25](#).)

You can also edit the message yourself. For example, you might want to include:

- The time of your meeting. The time may appear automatically in the message header if you set up the meeting using your online Calendar feature. If not, you can include it in the Subject line of the email or in the body of the message.
- Additional information about the meeting, such as the purpose of the meeting, special requests, and so forth.

Keep in mind that due to some browsers' limitations, the message cannot contain more than 1300 characters.

Once the message appears the way you like it, you can email it to one or more guests.

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.

USING THE HOME PAGE INFORMATIONAL LINKS

Besides the **Invite by Email** link, there are some other links at the bottom right of the VidyoPortal home page. These links provide the following functionality:

- **Help** — Displays this *VidyoPortal and VidyoDesktop 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. (If your organization is a customer of one of our resellers, you'll see their information instead.)

- **Contact Us** — Displays information about contacting Vidyo by phone, fax and email. This information can be edited by an Administrator. Instead of information on Vidyo, it might have information on contacting your conferencing service provider or your organization's help desk.
- **Terms of Service** — Displays the Vidyo End User License Agreement including Limited Warranty and Disclaimer of Warranty.

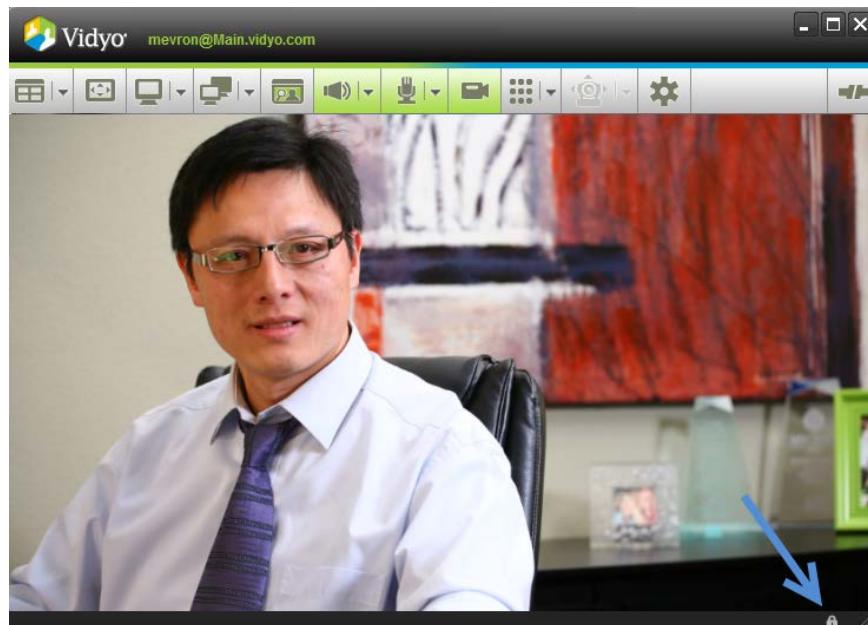
6. Using VidyoDesktop During a Meeting

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

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

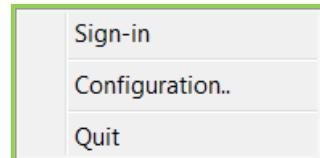
Once your call or meeting is in session, you can control the audio/video streams, share applications running on your computer with the other call participants, and perform other actions as described in this chapter.

Note: 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.



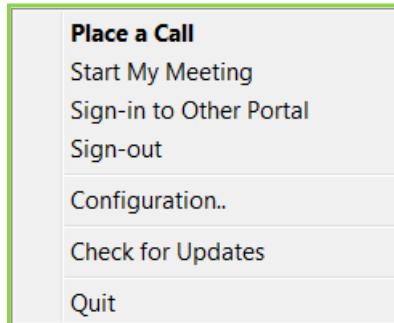
STARTING A VIDYOCOMFERENCE USING THE VIDYODESKTOP

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

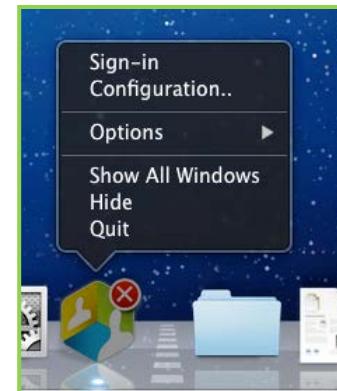


Windows context menu—not signed in

Once you're signed in, more options appear.



Windows context menu—signed in



Macintosh context menu—not signed in



Macintosh context menu —signed in

You then 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 **Sign-in** to enter the VidyoPortal.



- **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 and Status page so you can change settings. For information, see “Using the Configuration and Status Page” section on page [43](#).
- **Check for Updates** — This option allows you to check for updates without waiting for the system to prompt you.
- **Quit** — Closes the VidyoDesktop program.

On the Macintosh, you can also select Options that are standard for Mac apps.

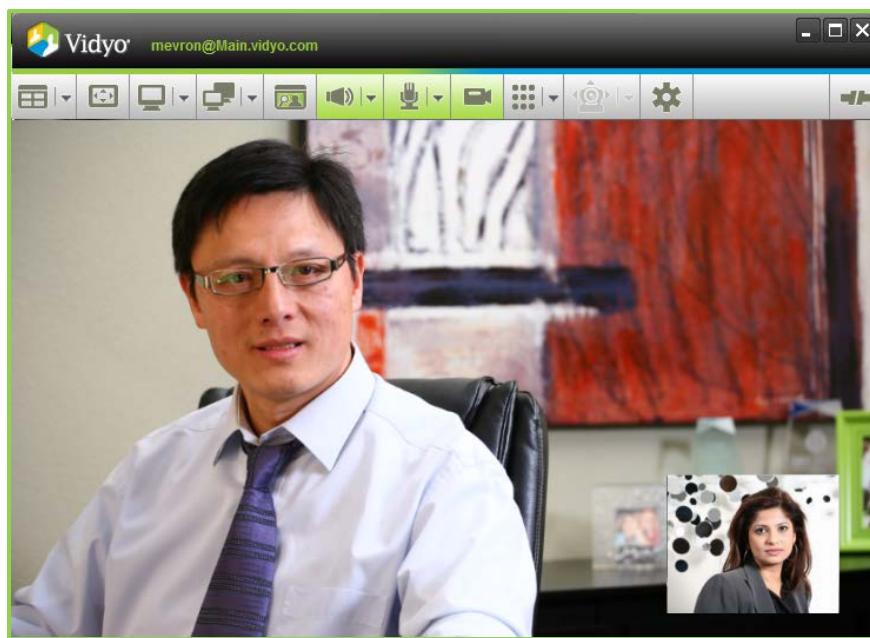
- **Keep in Dock**
- **Open at Login**
- **Show in Finder**

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, the next time you start VidyoDesktop you may see a notification box 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. The upgrade notice may also pop up 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.

USING THE VIDYODESKTOP 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.

Likewise, 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 the VidyoDesktop window 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 them that offer more options.



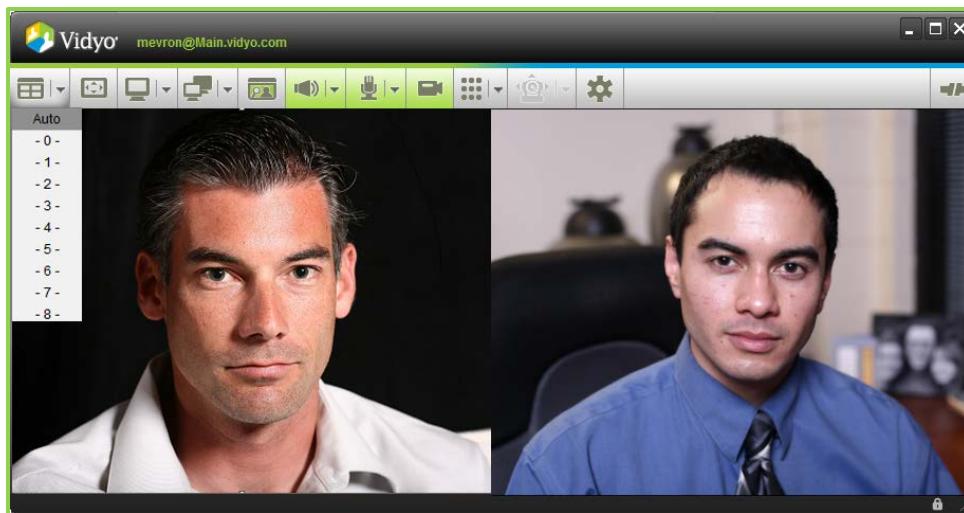
Layout

The **Layout** button  on the VidyoDesktop toolbar enables you to control the layout of your VidyoConference.

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). By clicking the dropdown menu near the **Layout** button, you can choose the number of participants you want to see (thereby overriding the default Auto mode). You can select a number in the 0-8 range (when you select 0, none of the participants are displayed).

Clicking on the **Layout** button 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 can also stretch and resize the VidyoDesktop window to change the size and presentation of the layout.

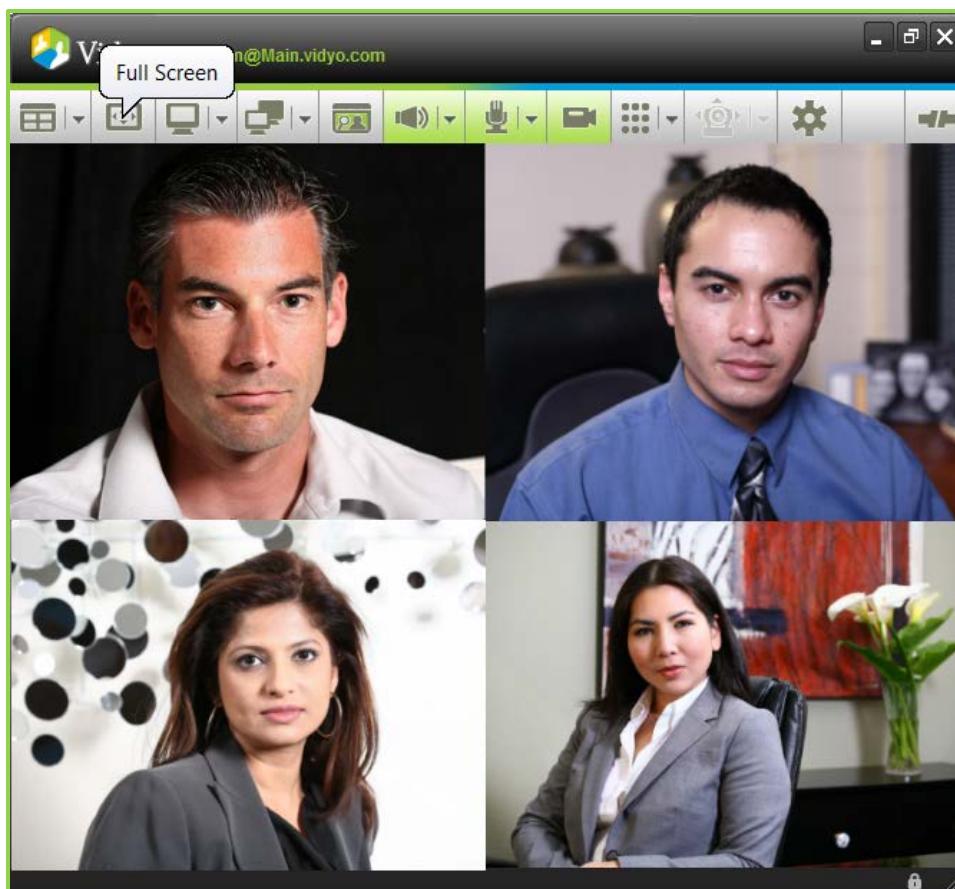


Keep the following in mind when changing the layout:

- In a direct (point-to-point) call, the range of screens will be 0-3 since you can turn on Self-View and you or your counterpart can share an application on your computer.
- 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. By clicking a third time, you can view the other participant only.
- Remember, while the default is set 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 hides itself after a few seconds. If you move your mouse even a little the tool bar will reappear. (Alternatively, you can choose to have the toolbar displayed even when you're in Full Screen mode as described in the "Configuration Options" section on page 50.)



Share

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 which application to share from the open applications on your computer. 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.

Note: To more easily view shared presentations and documents on-screen, set your layout to preferred mode or to 0 (zero). You'll see only the shared application.

6. Using VidyoDesktop During a Meeting

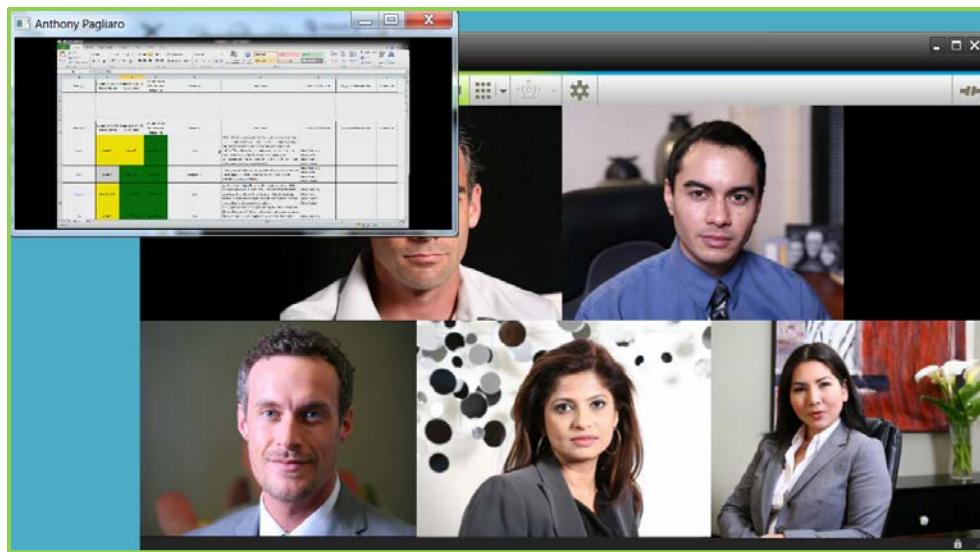


When another participant is sharing an application, it will show on the VidyoDesktop window. When layout is set to Preferred mode, the shared application appears largest. You may undock the shared screen (i.e., view it as a separate window) and re-dock the shared screen (i.e., snap it back into the main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

Here is an example of a shared application that is docked:



Here is an example of a shared application that is undocked:

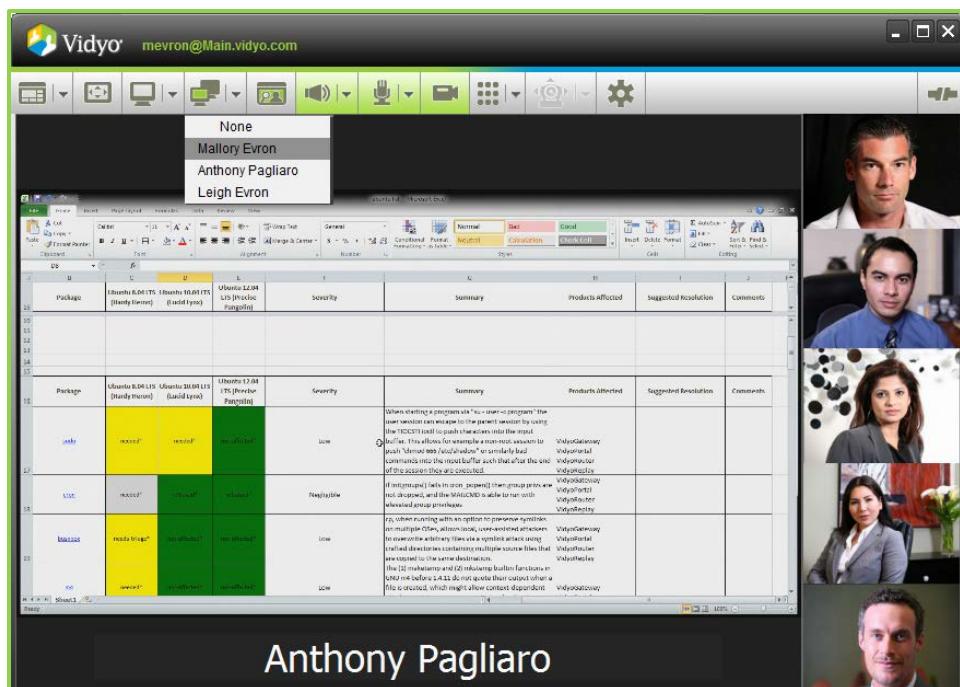


Toggle

Although more than one participant can share what's on their computer screens (like a PowerPoint slide, a spreadsheet, a Web page and so on), you can view only one shared screen at a time. When shared applica-

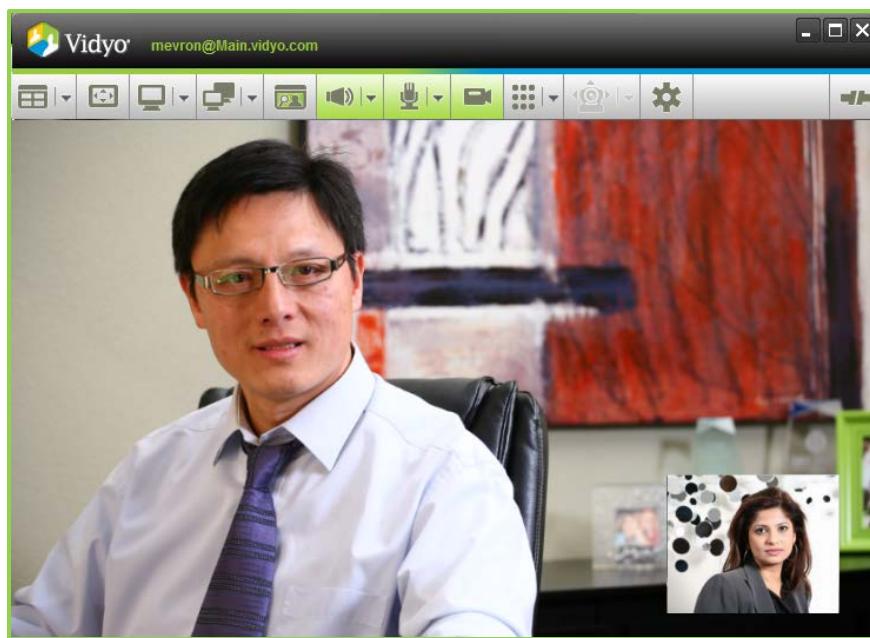
tions are available from multiple participants, the **Toggle** button turns green, indicating a share is available. You can toggle between multiple shared applications using the **Toggle** button. Click the button to cycle through the available shares.

When you click the **Toggle** 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 dropdown arrow to select a specific share from all available shared applications, including yours. The first option in the dropdown is always **None**. Selecting **None** means that you will not see any shared applications in the VidyoDesktop window.



Self-View

You can view your own video feed in “Picture-in-Picture” mode by clicking the **Self-View** button . Your video 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. The system remembers which mode you were in when you finished your last call and starts the next call the same way.



Volume

Click the **Volume** button  to mute/unmute the sound you're hearing. The button turns red  when mute is on. You can also use the dropdown arrow to change the volume level. You'll see a slider and a green line whose vertical movement reflects the volume level your speakers or headphones are outputting.



Microphone

Click on the **Microphone** button  to mute/unmute the sound you're broadcasting. You can also use the dropdown arrow to change the volume level. You'll see a slider and a green line whose vertical movement reflects the volume level your microphone is outputting.



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.

Privacy



Click on the **Privacy** button to stop the video you're sending (this is also known as 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.

Dialpad



When you connect to a legacy videoconferencing system or MCU, the grayed out **Dialpad** button becomes active. 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.



Far End Camera Control



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

In this version of VidyoDesktop, Far End Camera Control (FECC) is available only in the Windows edition. These are the other two requirements:

- The camera in the room must be powered to enable motion. This kind of camera is often referred to as PTZ (pan, tilt, zoom) camera.
- The room must be configured to allow FECC.



If the requirements are met, the previously dimmed **FECC** button will become active as shown above. If you click the dropdown 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

Click the **Configuration** button to configure your VidyoDesktop and access other VidyoDesktop pages, including Status, Attendees, Network, Devices, Video, Options, and About. The **Configuration** button turns red when there is an alarm, indicating that your settings need attention. For more information about the settings available through the Configuration button, refer to the “Using the Configuration and Status Page” section on page [43](#).

You can also access the configuration settings at any time by right-clicking the VidyoDesktop toolbar icon and choosing **Configuration** from the pop-up menu. All changes take place immediately.

Disconnect

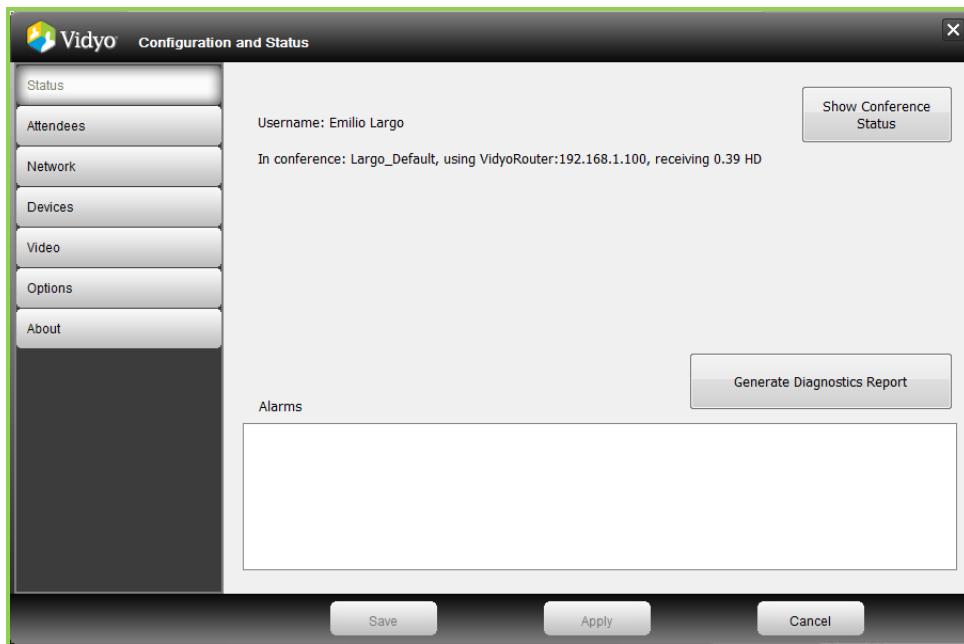
Clicking the **Disconnect** button immediately disconnects you from any call or conference you're in. When you disconnect from a direct call, you'll see a dialog box indicating that the call has ended.

USING THE CONFIGURATION AND STATUS PAGE

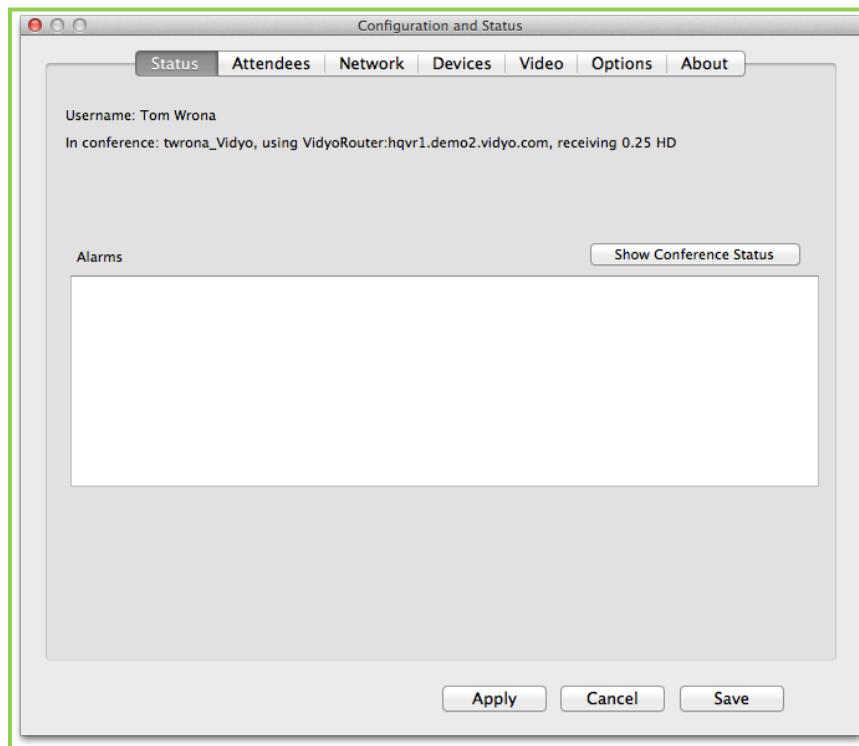
Clicking the **Configuration** button on the VidyoDesktop toolbar opens the Configuration and Status page. The tabs on the left side of the page allow you to configure various aspects of your VidyoDesktop or check the status of various settings.

6. Using VidyoDesktop During a Meeting

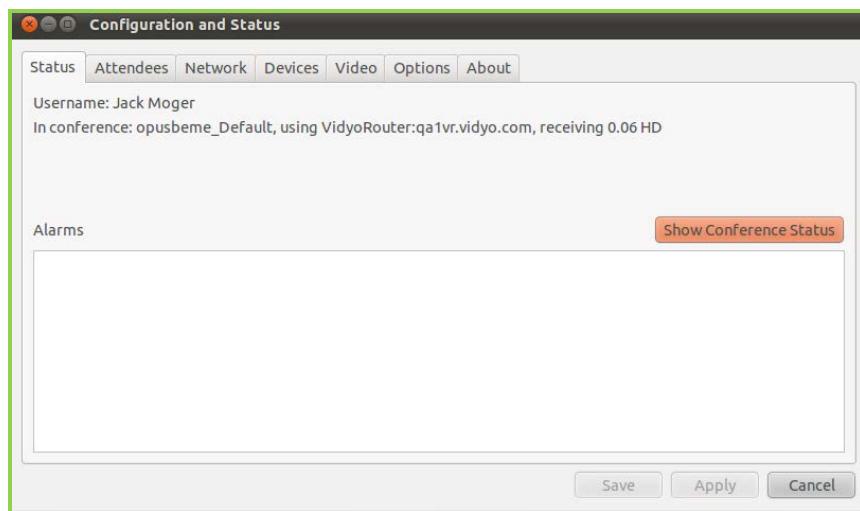
This is what the Configuration and Status page looks like in Windows 7:



This is what the Configuration and Status page looks like in Mac OS X Lion:



This is what the Configuration and Status page looks like in Linux:



Checking Your Status

This tab indicates whether or not you're 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.

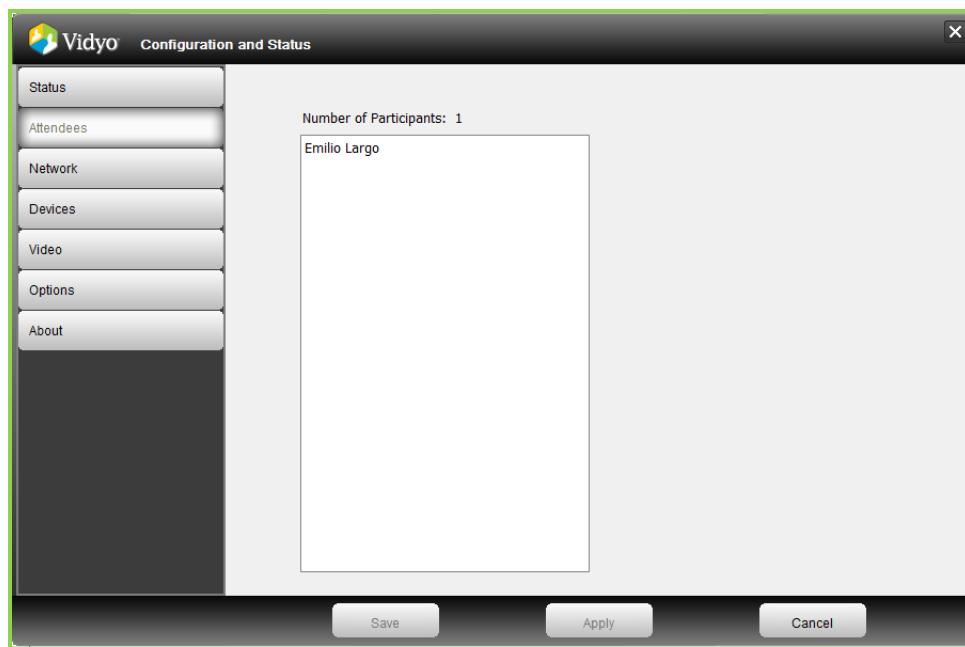
It also features a display of any alarms, which may include **High CPU utilization limits quality of conference**. If you see this alarm, it means that CPU utilization has been elevated for an extended period of time. You should try quitting applications other than VidyoDesktop. If the problem persists:

- If you are using a camera with a USB connection, make sure the camera is plugged directly into the computer and not to a USB port or docking station.
- If you are using a notebook, verify that power management is set for high CPU performance.
- Make sure the camera being used has been updated with the latest drivers available for it.
- Make sure that your computer meets the minimum or recommended configuration for running VidyoDesktop.

Viewing the List of Attendees

The Attendees tab shows the list of participants in the conference.

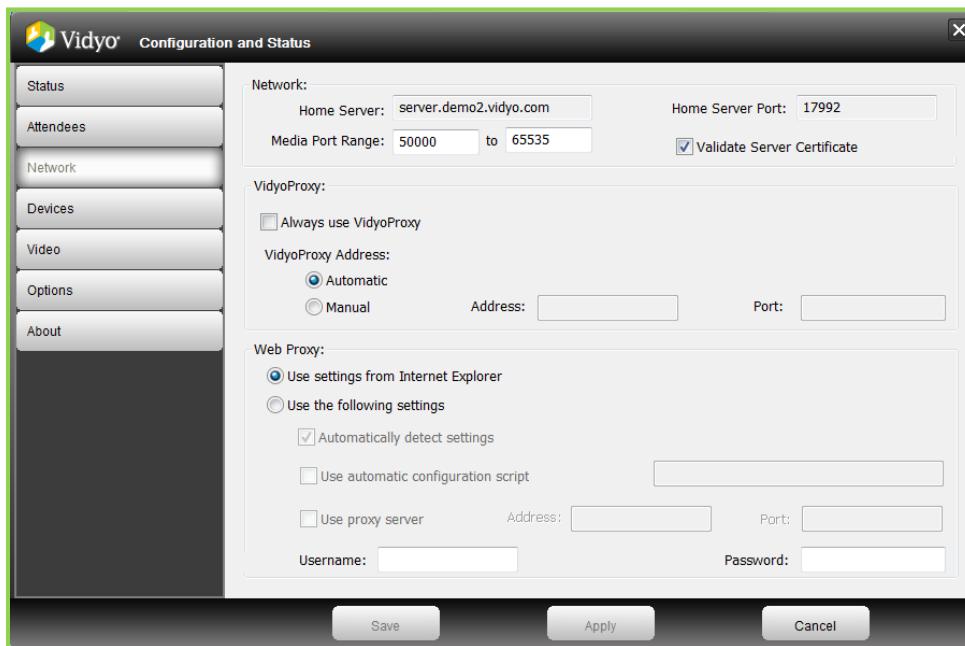
Note: If you see small boxes instead of understandable text in the participants list, the user's name is written in a foreign language font that is not installed on your computer.



Viewing Network Information

The Network tab enables you to view network information.

This section contains technical information which, for the most part, you need not concern yourself with when using VidyoDesktop. Feel free to skip it for now. 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.



Network

In the Network section of the Configuration and Status page:

- Do not change the numbers in the Media Port Range field unless directed to by your Administrator or other technical support person.
- Do not change the Validate Server Certificate checkbox setting unless directed to by your Administrator or other technical support person.

VidyoProxy and Web Proxy

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 the **Always use VidyoProxy** checkbox 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.

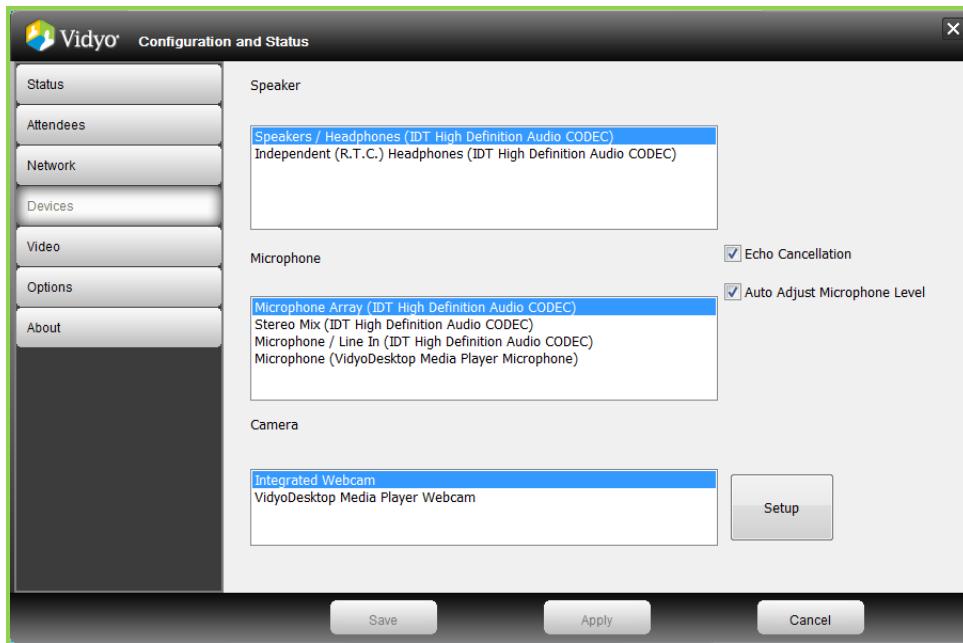
You can also select the checkbox for **Automatically detect settings**. This enables the VidyoDesktop to auto connect to the server through the Web Proxy, if necessary. If the Web Proxy is not necessary, it is used when setting up the connection to the server. This may be useful for users who are traveling 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 User name and Password fields. To manually set Web Proxy settings, select the **Use proxy server** checkbox and enter your IP address, port, user name, and password.

Selecting Which Devices to Use

The Devices tab shows the speaker, microphone, and camera devices available on your computer; however, you will probably rarely need to use this tab. That's because VidyoDesktop comes with *Automatic Device Selection*. This feature enables VidyoDesktop to automatically select the appropriate device based on your past selections.



For example, let's say you're working at the office with a laptop that has its own built-in camera. However, your company has invested in better devices, such as the Logitech C910 and a ClearOne Chat-60 speaker-phone. VidyoDesktop will automatically select the C910 over your built-in cam. Likewise, it will select the Chat-60 over your built-in audio.

Now let's say you're at home where you have a less expensive Logitech C-510 and a ClearOne Chat-50. When you start up VidyoDesktop on that computer, it won't ask you where the C910 and Chat-60 went. It will automatically select the best devices you have. It remembers what devices are on which machines and chooses the best available. Of course you can always choose devices manually if you want to.

Other occasions when you may want to choose a device manually include:

- If you want 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.
- When you unplug a device. If automatic device selection cannot find an alternative device, you will be asked to select a device manually (if an alternative device is found, a pop-up will appear indicating which device is being used instead).

Echo Cancellation – If you use a non-echo canceling audio device, you can still 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. This feature is also known as “automatic echo suppression” (AES). When you use an audio device that's not rec-

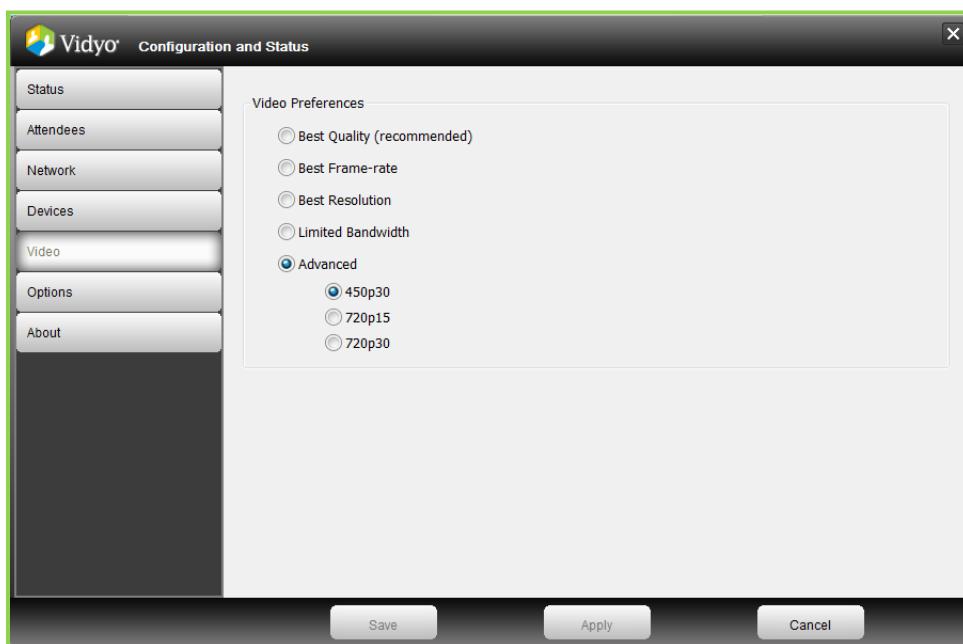
ommended and other meeting participants say they can hear an echo when you talk, you should enable echo cancellation.

- To enable echo cancellation, select the **Echo Cancellation** checkbox on the Devices tab.
- To cancel it, clear the checkmark from the **Echo Cancellation** checkbox .

Auto Adjust Microphone Level – Normally, if you’re using a speakerphone and you turn around as you’re talking, the volume of your voice will go down. However, by selecting the **Auto Adjust Microphone Level** checkbox, the microphone level will adjust automatically so your voice won’t get louder or fainter as you move closer or farther from the microphone. This feature is known as “automatic gain control” (AGC). If you find that your voice volume is changing, make sure the checkbox is selected. If you’re using a headset, you probably won’t need to select this checkbox.

Configuring Video Preferences

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



These are the settings available on this tab:

- **Best Quality** – Select this radio button for the best user experience.
- **Best Frame-Rate** – Allows encoding software to encode at 30fps for resolutions higher than VGA. This mode allows for smooth video and is the default video mode.
- **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, thereby 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 and Macintosh) 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 bandwidth environments usage only, so make sure you have enough available bandwidth.

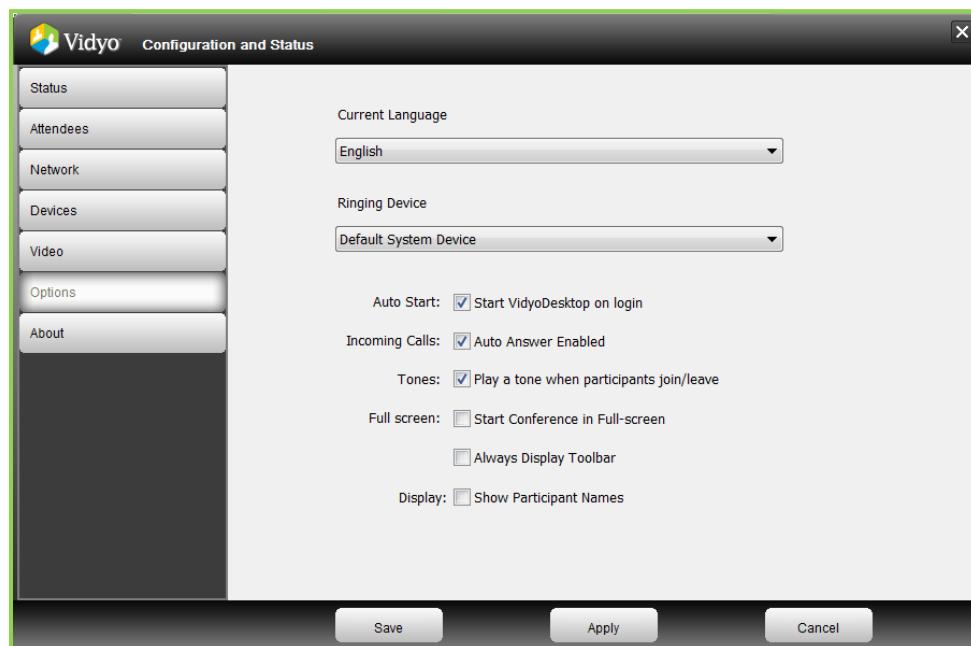
Note: The Advanced mode works properly only when your system meets the one of the following minimum hardware requirements:

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

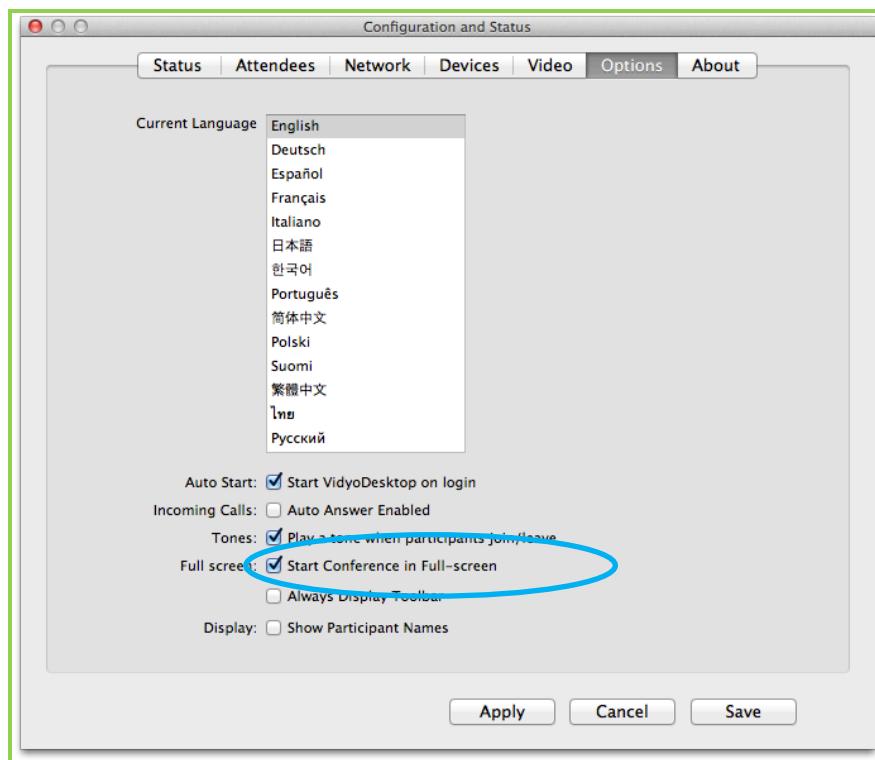
Configuring Optional Settings

The Option tab enables you to configure optional settings, such as the language, ringing device, auto answer, and more.

This is what the Options tab on the Configuration and Status page look like in Windows 7:



This is what the Options tab on the Configuration and Status page look like in MacOS X (10.7 Lion):



If you've used earlier versions of VidyoDesktop for Macintosh you may notice a new option: Start Conference in Full-screen. If you want to exit full screen mode before the conference ends, just press the **Esc** key on your keyboard.

Changing Your Preferred Language in the VidyoDesktop

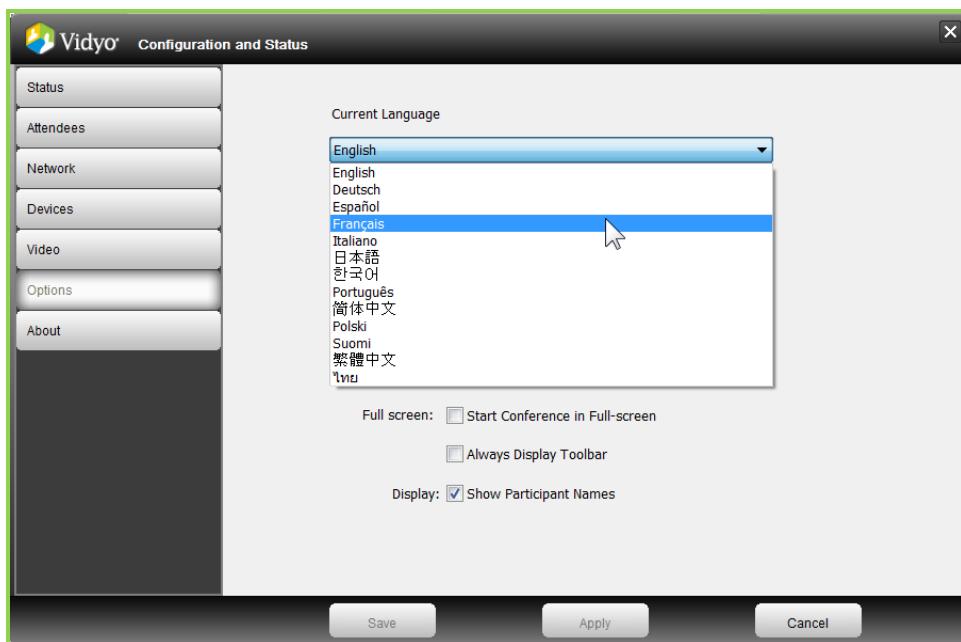
You can change your preferred language in the VidyoDesktop as well as in the VidyoPortal. For information about how to change the language in the VidyoPortal, see the “Changing Your Preferred Language in the VidyoPortal” section on page [61](#).

These are the 14 languages available:

- | | | |
|-----------|------------------------|-------------------------|
| ■ English | ■ Chinese (Simplified) | ■ Chinese (Traditional) |
| ■ Finnish | ■ French | ■ German |
| ■ Italian | ■ Japanese | ■ Korean |
| ■ Polish | ■ Portuguese | ■ Spanish |
| ■ Thai | ■ Russian | |

The VidyoDesktop inherits the default language set in the VidyoPortal. To change the language in the VidyoDesktop, select the language you want to change to from the Current Language dropdown menu, and click the **Save** button.

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 or weird characters instead of understandable text for a language name, you don't have the necessary foreign language font installed on your system.

Selecting Your Ringing Device

On the Options tab in the Windows version, there's a Ringing Device dropdown menu. 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.

Selecting Other Options

The Options tab provides other checkboxes that enable you to:

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

This option is available for Windows and, beginning with VidyoPortal version 2.2, for Macintosh. When you've selected this option, VidyoDesktop occupies your entire screen and the menu disappears. Move your mouse pointer near the top of the screen and the menu bar will reappear. Click the **Full Screen** button again to go back to windowed mode.

- Display the Toolbar even in full-screen mode.

When you've selected this option, VidyoDesktop occupies your entire screen but the menu stays visible.

6. Using VidyoDesktop During a Meeting

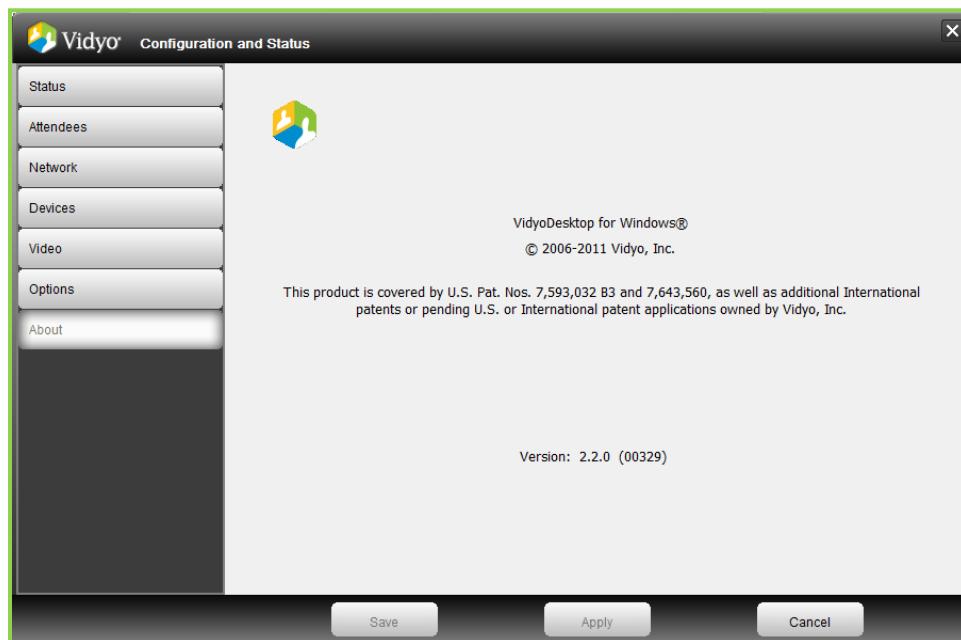
- Show the participant names at the bottom of the VidyoDesktop screen.

This is especially useful if you're not familiar with some of the participants.



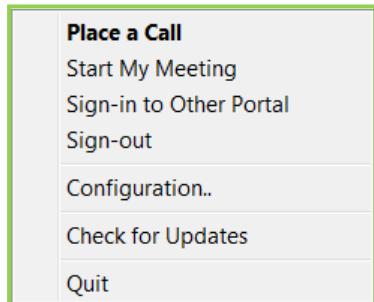
Viewing About Information

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

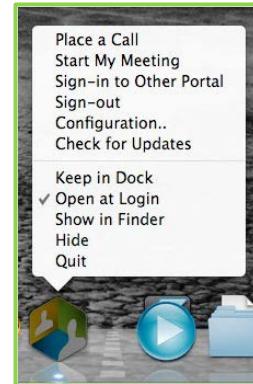


LOGGING OUT

You can sign-out or quit by right clicking on the VidyoDesktop icon in the notification area (also called the system tray) in Windows or simply clicking the VidyoDesktop icon in the dock in Mac OS. In this version LDAP users can now also use the Context menu.



Windows Context Menu

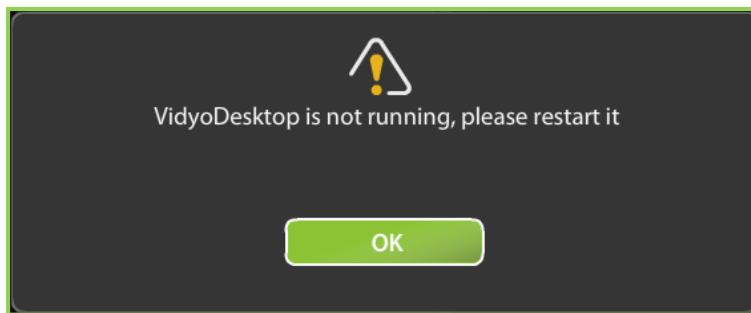


Macintosh Context Menu

This is the difference between signing out and quitting:

- When you sign-out, you end your call or exit your meeting, but 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 to start the program.

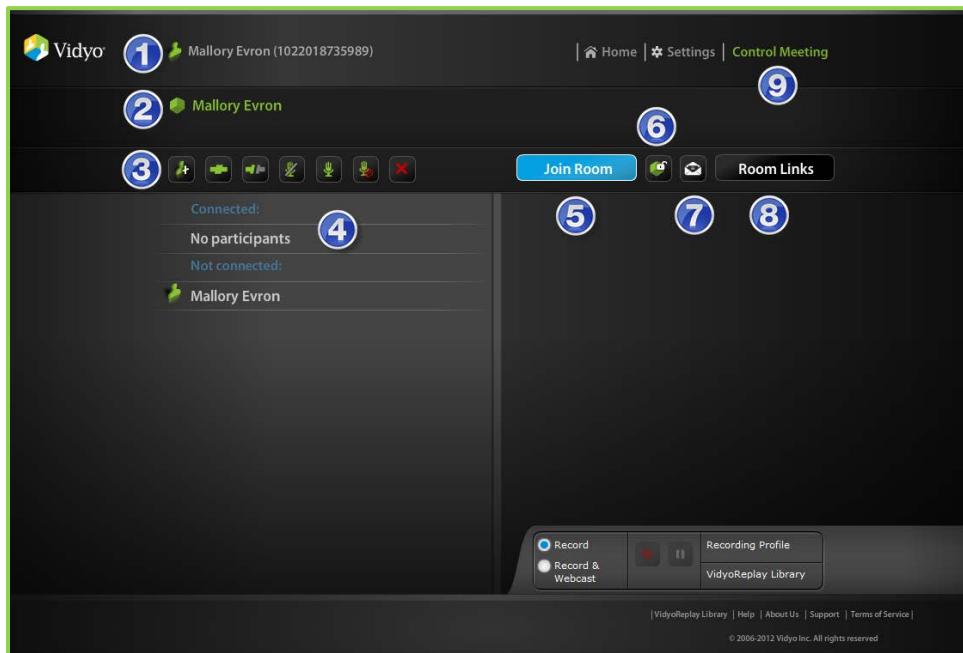
7. Using the Settings and Control Meeting Pages

From the VidyoPortal home page, you can click the **Control Meeting** link to access the Control Meeting page and click the **Settings** link to access the Settings page. This chapter describes the tasks you can perform from both of these pages.

CONTROLLING YOUR MEETING

The Control Meeting page enables you to control the meeting by adding, muting, and disconnecting participants, viewing the list of participants that are currently connected or not connected, and more.

Note: If you are an Administrator, you can control the meeting from the page without having to access the Admin portal. If you are a user but you want to your Administrator to control your conference, simply ask the Administrator to log in to your meeting, and the Administrator can perform all the tasks on your behalf.



Each of the numbered items below corresponds to the numbers on the screenshot above:

1. Your online status, name, and extension
2. Status of your room and your username
3. Global meeting controls

For more information about how to use the global meeting controls, see the “Using the Global Meeting Controls” section on page [56](#).

4. List of participants that are currently connected or not connected, and their statuses.

5. 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.

6. Lock/Unlock Room button

For more information about how to lock and unlock a room, see the “Locking and Unlocking a Room” section on page [57](#).

7. Invite By Email button

This button enables you to invite guests to join your conferences. For example, you may want to invite a customer or a vendor. For more information about inviting guests by email, see the “Inviting Guests by Email” section on page [28](#).

8. Room Links button

Clicking the **Room Links** button opens a page where you can create and change room links and PINs. For more information, see the “Creating and Changing Room Links and PINs” section on page [58](#).

9. Control Meeting link

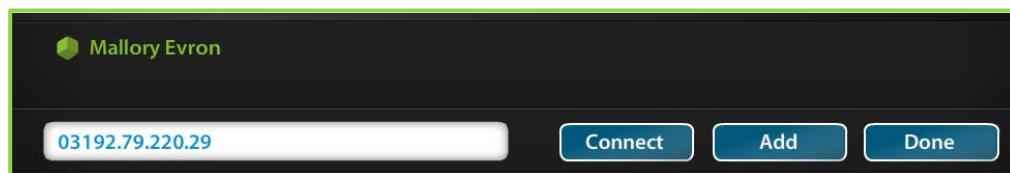
Using the Global Meeting Controls

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



Add Participants — Displays the Contact Search field so you can invite additional participants to the meeting. Select and invite users as you normally would using the Contact Search field on the VidyoPortal home page. (For more information, see the “Searching for Users or Rooms” section on page [20](#).) Invited users appear in the Not Connected list until they join the meeting.

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



Connect All — Reconnects all participants you’ve disconnected from the meeting. This comes in handy if you accidentally click the **Disconnect All** button. Participants who have set Auto Answer to **On** will be automatically reconnected. Others will receive a pop-up inviting them to rejoin. The button also works for participants who’ve voluntarily left 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 microphone input from all current participants. They'll see the microphone button on their VidyoDesktop turn red with a red line through it. **Mute All** applies to all participants as well as to legacy devices.



The participants cannot unmute themselves. Only the room owner (or an Administrator) can unmute all participants. If participants click the **Microphone** button to try to unmute themselves, the button changes to this:



After the room owner (or system Administrator) has unmuted all participants, their buttons will remain reddened but when they click the button, they'll be unmuted.

To mute and unmute individual participants, see the “Using the Participant Controls” section page [57](#).



Unmute All — Allows participants to unmute themselves.



Silence All — Similar to the **Mute All** button, but individual users *can* unsilence themselves. The microphone button looks like this:



Users can unsilence themselves by clicking the button. Legacy devices can't be silenced.



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

Locking and Unlocking a Room

The **Lock Room** and **Unlock Room** buttons enable you to do the following:



Lock Room — This icon means your room is locked and participants cannot join the room. You can lock your room even if you don't currently have a meeting in it. If you click the button, it will change to the one shown below and the room will be unlocked.

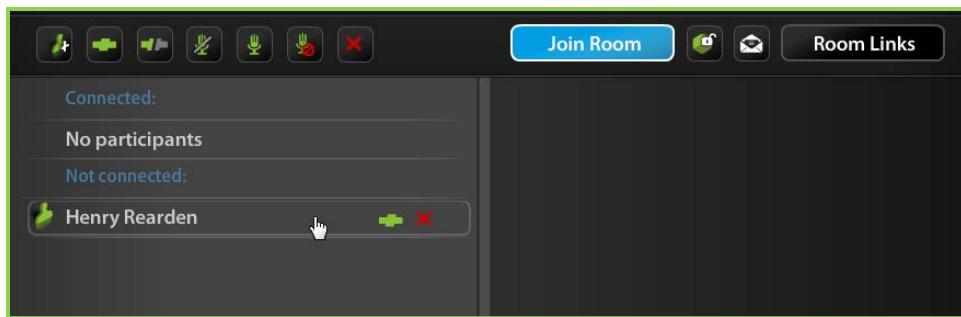


Unlock Room — This icon means your room is unlocked and participants can join the room. If you click the button, it will change to the one shown above and the room will be locked.

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

Using the 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 users mute their own sounds or choose 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 users that are connected and not connected:

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; when privacy mode is off (not using privacy) the camera has no gray slash. When a participant is in privacy mode, the icon remains visible until privacy mode is turned off. This icon also changes when participants set their own privacy mode.

Not Connected Users

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

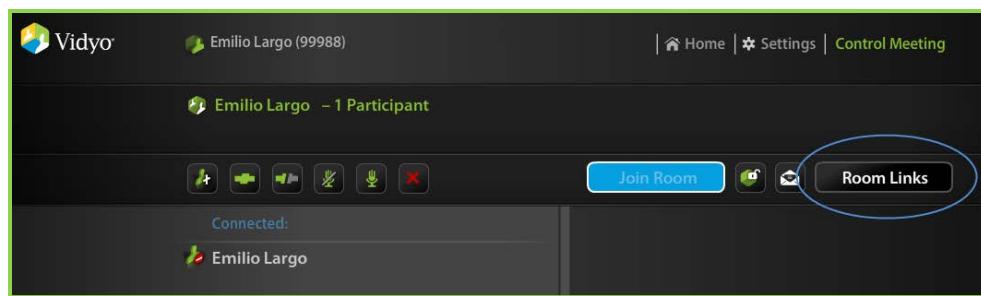
Creating and Changing Room Links and PINs

The **Room Links** button on the Control Meeting page enables you to create or change room or Webcast links, remove links, and set PINs. When you invite a user or a guest to a meeting or to view a Webcast, the link (and optionally the PIN) that you create here will be included in the invitation you send.

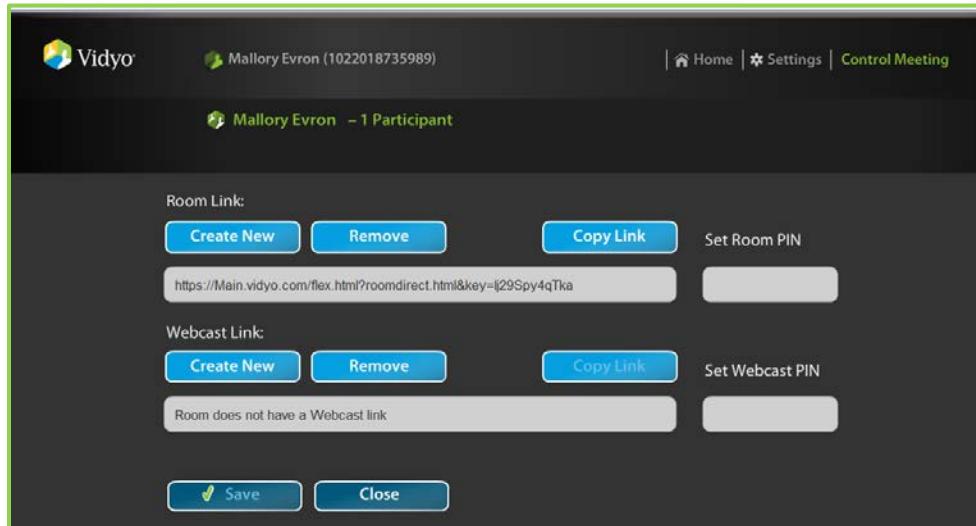
You can perform all of the tasks described in this section whether or not you're in a meeting.

To create or change your room or Webcast link:

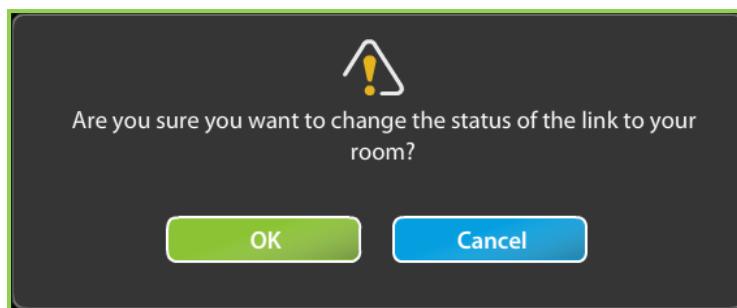
1. On the Control Meeting page, click the **Room Links** button.



2. To create a new room or Webcast link, click the **Create New** button.



If you already have a room link, the Change Link Status dialog box will appear to let you know that you will overwrite the existing link.



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

To remove a room or Webcast link:

1. On the Control Meeting page, click the **Room Links** button.
2. Click the **Remove** button.

The Change Link Status dialog box opens.

3. Click the **OK** button to remove the link to your room or Webcast.
4. Click the **Save** button.

To create a PIN:

You can set a three to ten character PIN that users must enter to access your room. If you set a PIN, it will be sent along with your room link to the people you invite to your room.

1. On the Control Meeting page, click the **Room Links** button.
2. Type a three to ten character PIN in the Set Room PIN field or the Set Webcast PIN field.
3. Click the **Save** button.

CHANGING YOUR SETTINGS

The Settings page enables you to change your password, change your preferred language, and view About information.

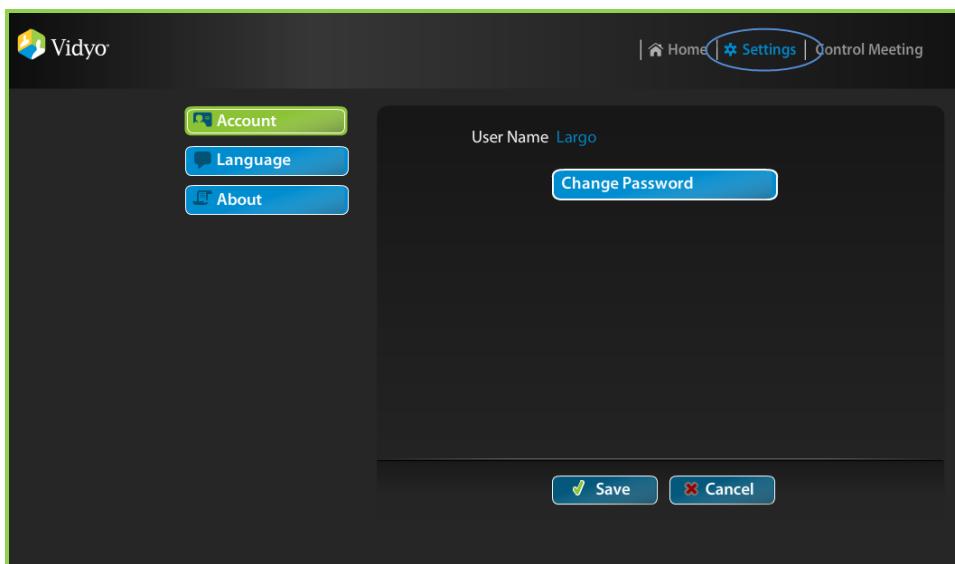
Changing Your Account Password

If you want to change your password, but you forgot your current password, you can click on the **Forgot your password?** link on the VidyoPortal login page. You will be taken to a new page where you provide the email address associated with your account. (If you provide an incorrect email address, you will receive an error message indicating your email address is invalid.) After submitting the valid email 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.

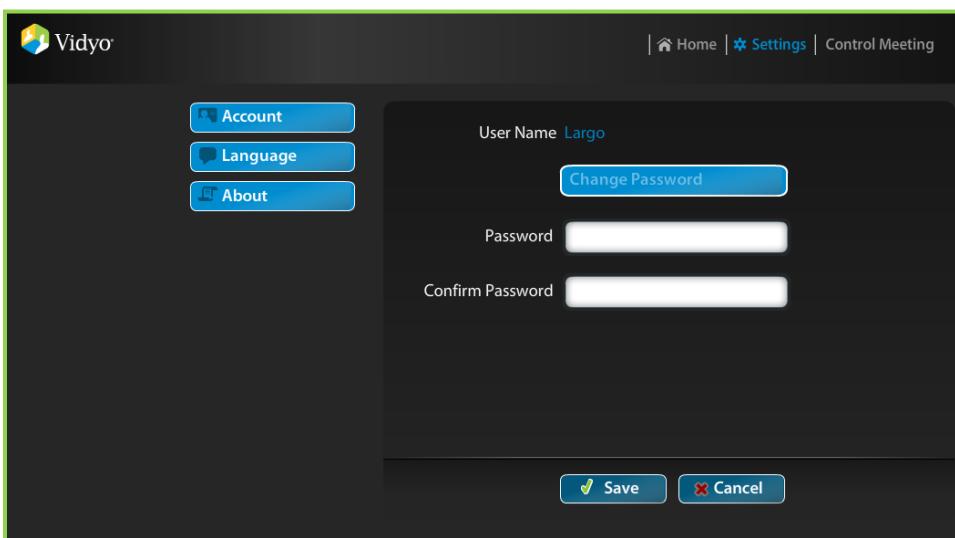
Note: If the **Forgot your password?** link on your VidyoPortal login page and the Change Password link on your My Account page are disabled, it's because your system is using an authentication method called LDAP. You'll need to contact your system Administrator to reset your password.

To change your password:

1. On the VidyoPortal Home page, click the **Settings** link.
2. Click the **Account** button.



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.

Changing Your Preferred Language in the VidyoPortal

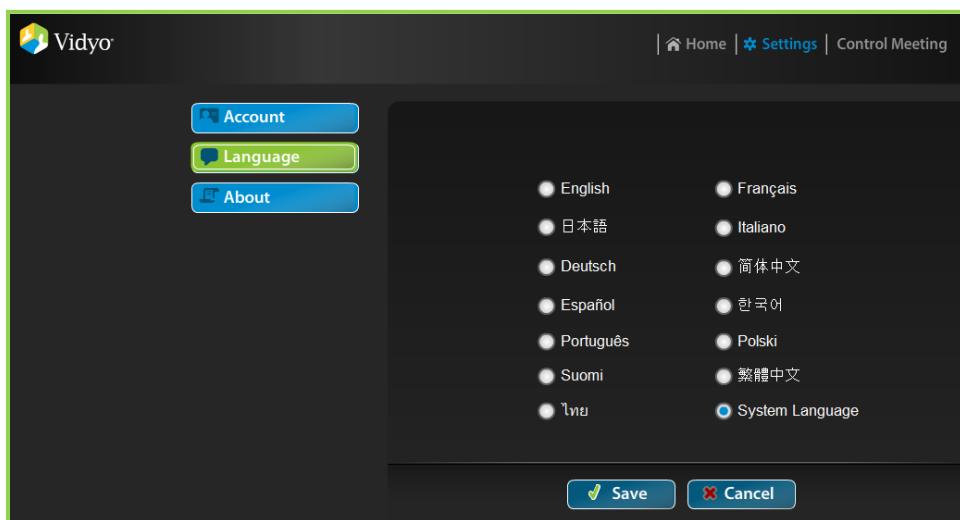
Your Administrator sets the default system language, but you can change your preferred language in the VidyoDesktop as well as in the VidyoPortal. Changing your language in your VidyoPortal doesn't change the language in your VidyoDesktop. (For information about how to change the language in the VidyoDesktop, see the "Changing Your Preferred Language in the VidyoDesktop" section on page [51](#).)

These are the 14 languages available:

- English
- Chinese (Simplified)
- Chinese (Traditional)
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Polish
- Portuguese
- Spanish
- Thai
- Russian

To change your preferred language in the VidyoPortal:

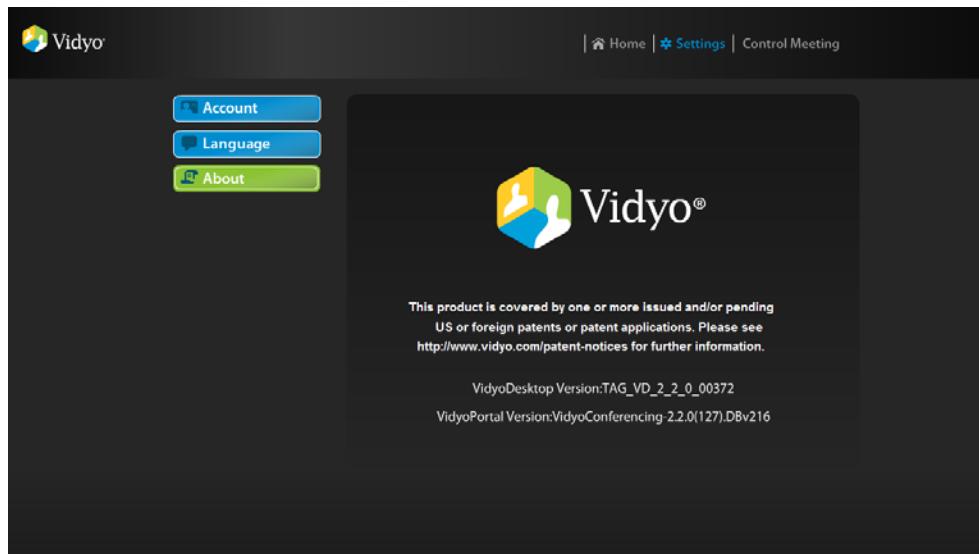
1. On the VidyoPortal Home page, click the **Settings** link.
2. Click the **Language** button.
3. Click the radio button next to the language you want to use.



4. Click the **Save** button.

Viewing About Information

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



8. Using VidyoDesktop for Linux

With VidyoPortal version 2.2, Vidyo has added VidyoDesktop for Linux to our stable of Windows and Mac clients. It looks very much like the other versions as you can see from the screenshot below. Following the recommendations in this chapter will enable you to most effectively use VidyoDesktop on Linux systems.

Installing and using VidyoDesktop for Linux requires a reasonable degree of proficiency in using and supporting Linux OS-based workstations.



SPECIFICATIONS

This section lists the supported distributions, supported desktop environments, and system and video card configurations required to use VidyoDesktop for Linux. It also lists the VidyoDesktop features that are available in the Windows and Mac versions, but are not yet available in the Linux version.

Supported Distributions

Vidyo officially supports both the 32-bit and 64-bit versions of the following Linux distributions:

- Ubuntu 10.04 , 10.10, 11.04⁴ and 11.10
- Scientific Linux (SLC) 5.5 and 5.7
- Fedora Core 14, 15, and 16
- Debian 5.0 and 6.0.3

Official support for other Linux distributions will be released in the future. In the meantime, if you're using VidyoDesktop on other currently unsupported distros, we'd like your feedback on any issues you discover. You can use the Vidyo Linux Profiler described later in this chapter to provide us with helpful information.

⁴ 11.04 has exhibited stability issues.

Desktop Environments

Vidyo has tested the following Linux desktop environments:

- GNOME 2
- KDE⁵
- XFCE⁷
- GNOME 3 and Unity⁷

For further information, please contact your Administrator.

System Configuration

This table lists the recommended and minimum hardware needed to use VidyoDesktop for Linux:

Recommended Hardware	Minimum Hardware
2 GB of RAM or higher	1 GB of RAM
40 MB of free space on hard drive	40 MB of free space on hard drive
Core2Duo 2.4 GHz or better	Pentium 4
128 MB or more of VRAM	128 MB of VRAM

This is the software you need:

- Web Browser: Firefox or Chrome (to access the User Portal)
- Flash Plug-in: The VidyoDesktop client is not Flash-based; however, the user interface of the User Portal is Flex-based (an open source framework included in Flash).
 - To install on Ubuntu, run the following command in a terminal:
`apt-get install flashplugin-installer`
 - To install on other distros, run the following command in terminal:
`yum install flash-plugin`

Note: Chrome includes Flash by default.

Video Card Configuration

On all systems, Vidyo recommends using the latest video card drivers available. For all systems, Direct Rendering must be on. Usually, if a system has the latest graphics drivers installed, Direct Rendering will be enabled.

VidyoDesktop will warn you with a popup message if Direct Rendering is not supported or configured incorrectly on your machine when it is started.

⁵ Limited testing completed.

We highly recommend that you download the latest drivers from the manufacturer's website and read the relevant Linux release notes.

- nVidia: <http://www.nvidia.com/Download/index.aspx?lang=en-us>
- ATI: <http://support.amd.com/us/Pages/AMDSupportHub.aspx>
- Intel: <http://intellinuxgraphics.org/index.html>

We have tested VidyoDesktop for Linux with graphics cards using these drivers:

- AMD Catalyst 12.2
- nVidia 270.41.06
- nVidia 295.20

Ubuntu systems can natively download and install proprietary graphics drivers through Ubuntu's Hardware Drivers utility, which you can reach via System > Administration > Hardware Drivers. These drivers have been tested by the Ubuntu community.

Features Not Yet Implemented in VidyoDesktop for Linux

These features, which are available in the Macintosh and Windows versions, are *not* yet available in Vidyo-Desktop for Linux:

- Options Tab: Multi-language support
- Options Tab: Full screen – Start conference in full-screen
- Options Tab: Full screen – Always display toolbar
- Options Tab: Display – Show participant names
- Video Tab: Advanced options – 450p20 / 720p15 / 720p30
- Network Tab: Validate server certificate option
- Network Tab: Web Proxy configuration
- In-call: Share pop-out
- In-call: Audio-in and audio-out energy levels display
- In-call: Far-End Camera Control
- Self-View mode preference (not stored)

INSTALLING VIDYODESKTOP FOR LINUX

VidyoPortal Administration Note: The VidyoPortal and/or Tenant must have the Linux VidyoDesktop client(s) uploaded to it prior to users being able to download, install, and use VidyoDesktop for Linux. Please refer to the *VidyoConferencing Administrator Guide* for details about uploading Vidyo clients. VidyoDesktop for Linux clients are available via the support.vidyo.com Web site. Note that there are separate packages for 32-bit and 64-bit architectures.

In order to install VidyoDesktop on a system, the user must have appropriate install permissions to do so on that system.

To install the VidyoDesktop for Linux:

1. Using a supported browser, go to the User Portal page.
2. Log in.

If you have issues logging in, contact your Administrator.

Two download links will be presented:

- DEB installer package – Recommended for Debian and Ubuntu (and derivatives).
- RPM installer package – Recommended for most other Linux distributions.

Note: The appropriate 32-bit vs. 64-bit installer should be automatically detected.

3. Click the appropriate link for your distribution.
4. Run the installer package.

After the package is installed, VidyoDesktop will usually automatically start. If it doesn't, you can start VidyoDesktop by command-line or by the menu item found in Applications > Internet > Vidyo-Desktop.

Note: Some desktop environments may not offer a system tray or won't display the icon in the system tray. In Ubuntu Unity, the system tray is normally disabled by default. When this is the case, the installer will enable the system tray and add the Vidyo Desktop client to it, but this change won't take effect until the user logs out and logs back in.

SETTING UP AUDIO ON VIDYODESKTOP FOR LINUX

In order for audio to work with VidyoDesktop for Linux, the audio devices need to be set within the OS. Prior to configuring the Sound Preferences, determine which audio devices are going to be used. This section describes how to check and set up the audio in Ubuntu. Follow a similar process for other distributions.

VidyoDesktop for Linux uses ALSA to provide audio support. It doesn't currently integrate with the PulseAudio sound server. Consequently, there may be conflicts if multiple applications attempt to use audio devices at the same time.

For Ubuntu 10.xx 11.xx 32 bit and 64 bit, prior to configuring the Sound Preferences, determine which audio devices are going to be used. The following are the most common options:

Playback

- Onboard speakers (usually on a laptop)
- Line out or headphone jack (speakers or headset)
- USB device

Recording

- Onboard microphone (usually on a laptop)

- Line in microphone (sometimes coupled with a headset)
- USB device

Most USB headset devices can be configured within the VidyoDesktop interface without modifying the OS Sound Preferences. However, internal audio devices will need to be configured within the OS first.

Configuring Internal Audio

To configure internal audio:

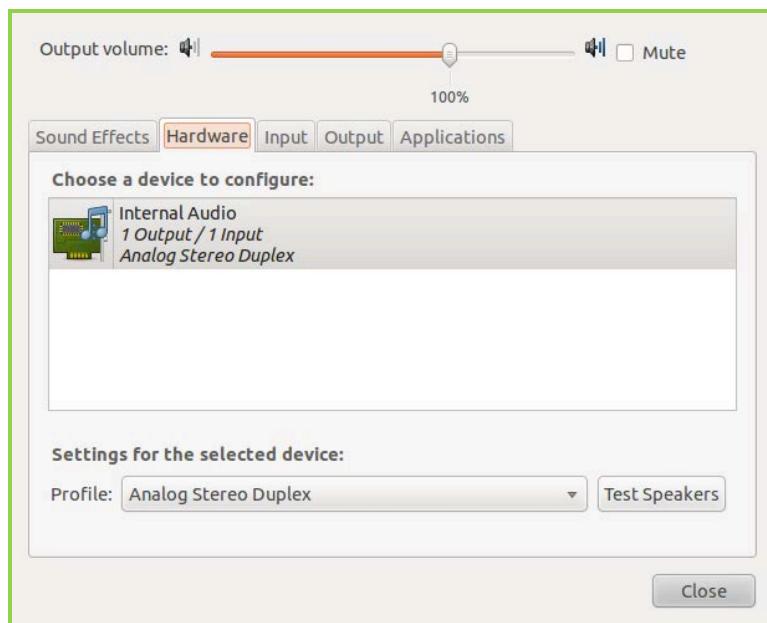
1. Verify that VidyoDesktop is not running.
If it is, right-click on the icon and select Quit.
2. If there are any other applications running that are using audio, close them.
3. Open the Sound Preferences menu.

You can do this by going to System > Preferences > Sound as shown in the screenshot below.



4. Select the Hardware tab.

For most machines, at least one device should be available (for internal audio). Any other sound cards or USB devices will also show up here. Not all machine configurations will display the **Test Speakers** button.



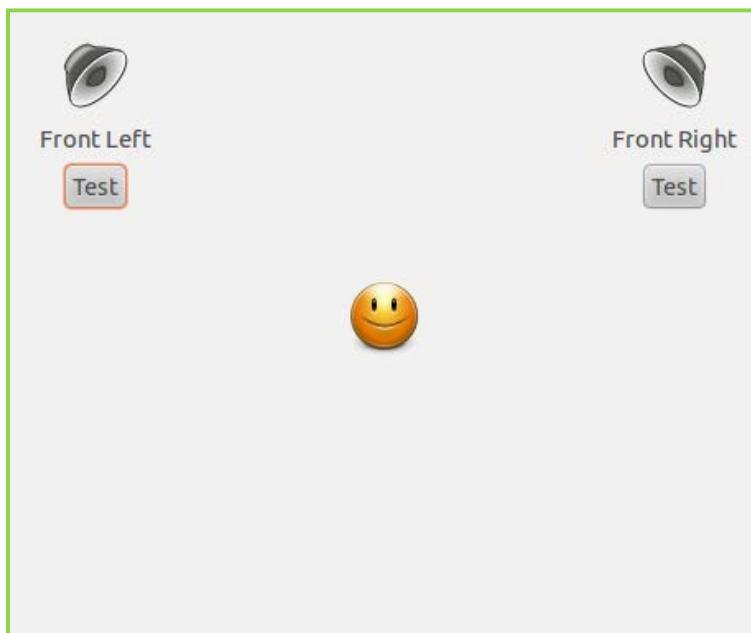
At the bottom of the window is a dropdown menu for Profile.

5. Click the Profile dropdown menu and select the appropriate profile for the machine being configured.

In most cases, **Analog Stereo Duplex** will suffice for standard laptop speakers or a Line out device.

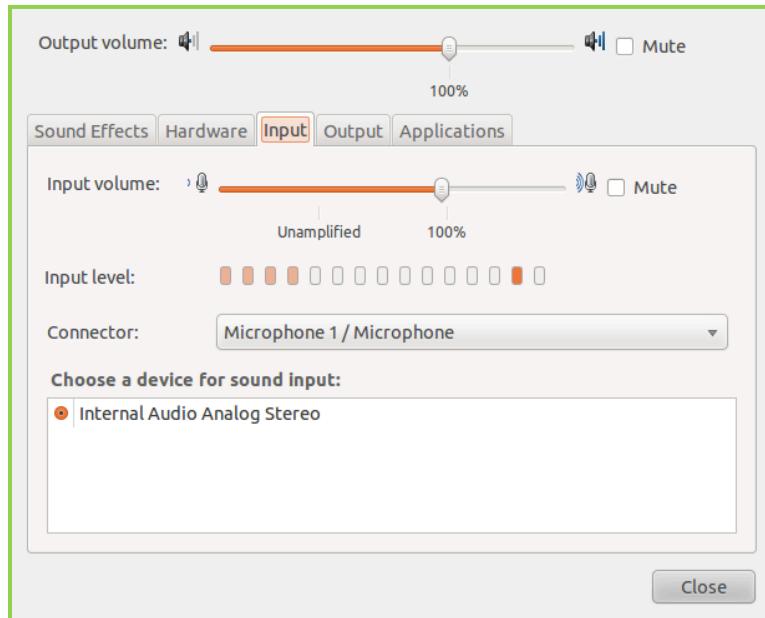
6. If the Test Speakers button is available, click the button and then use the Test buttons to verify that audio playback is working correctly.

You should hear a soft tone when clicking the Test buttons.



7. Select the Input tab.

There's a slide control for Input volume, a drop-down menu for Connector, as well as an Input level indicator. Below this are radio buttons for selecting a device for sound output. As mentioned before, these settings need to be modified only if using Internal Audio. USB devices, even though they might be shown here, will be configured with VidyoDesktop.



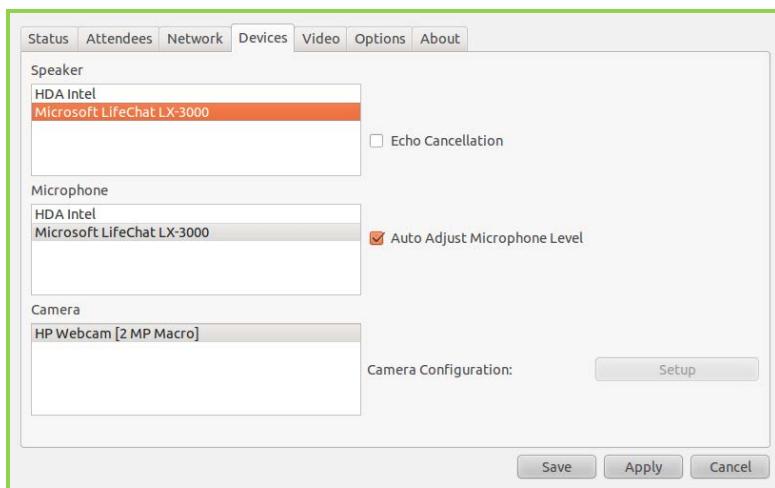
8. Ensure that the Mute checkbox is not selected.
9. Adjust the Input volume to about 3/4 of the way for testing purposes.
10. Select the appropriate Connector from the dropdown menu for Input.
11. When the appropriate device is select, test that the system is receiving audio in by tapping on the Mic device (onboard or headset).
The input level should spike in correlation to the tapping. If no spikes are seen, then the right connector is not selected.
12. Click the Close button.

Launching and Testing VidyoDesktop

To launch and test VidyoDesktop:

1. Launch VidyoDesktop by clicking on the VidyoDesktop icon in the menu.
2. Log in to your VidyoPortal.
3. Click the My Room button.
4. Click the Configuration icon on the top right of the page.
5. Select the Devices tab.

6. Verify that the correct devices are selected for both Speaker and Microphone. For many HP machines, the onboard devices (if used) will show up as **HDA Intel**. For USB devices, these devices will be listed separately as seen below. Select the appropriate devices.



7. Click the Save button to use the new configuration.
8. Test the setup by making a call to another user.

IMPORTANT: On distributions using Intel graphics running OpenGL version Mesa 7.9 or later, video rendering continually freezes. Moving the mouse cursor into the VidyoDesktop window unfreezes video for a short period. This is due to a bug in the Mesa driver described on this page:

https://bugs.freedesktop.org/show_bug.cgi?id=40372

Consequently, a machine using an Intel graphics card and running Ubuntu 11.04 or 11.10 or Fedora 14 or 15 will not work with VidyoDesktop.

Known Audio Issues

Audio Playback using Internal Audio devices:

- Prior to initiating a call, if the audio playback device is actively playing audio from another program, such as YouTube or a Media player application (Rhythmbox, etc.), audio will not be heard on a VidyoDesktop conference. To hear audio in VidyoDesktop, the other application's audio feed needs to be stopped. For some applications, such as YouTube, simply pausing the playback will not suffice. The YouTube video page must be completely closed. This is because YouTube's flash player still locks the audio playback device, even when paused.
- When on an active VidyoDesktop call, playback of audio media from other programs such as YouTube and Media players, will not work. Only when the VidyoDesktop call is ended will the other audio media start to play.

USING THE VIDYO LINUX PROFILER TO GATHER LOGS AND SYSTEM DETAILS

The Mesa utilities need to be installed prior to running the Vidyo Linux Profiler.

- To install on Ubuntu, run the following command in a terminal:
apt-get install mesa-utils
- To install on other distributions, run the following command in terminal:
yum install mesa-utils

Execute the profile script (vidyo-profile.sh) via a terminal session on the account on which VidyoDesktop was being used. You can run it directly from /opt/vidyo/VidyoDesktop/vidyo-profile.sh.

The script will package up all the VidyoDesktop log files and cores, gather some system information (such as graphics information, CPU, etc.), and place a tarred zip file on the desktop.

Send this file and a detailed description of the problem to linuxsupport@vidyo.com. Please include a detailed description of the problem experienced, such as what you saw, heard, and experienced, any pop-ups that appeared, and so on.