VidyoMobile Best Practices

Big Head Syndrome - When you are too close to the camera, your head appears very large. Consider investing in a hardware stand if you plan on using your mobile device often for your VidyoConferences. A hardware stand will allow you to position your iOS device at an appropriate distance (1 to 2 feet in front of you). This will also help eliminate unnecessary movement of your device that can be distracting on a Vidyo Call.

Privacy Mode - If you are in a moving car or you are repositioning your iOS device during a VidyoConference, consider putting your camera in privacy mode to avoid jittery camera movement.

Lighting Matters - Don't forget that your lighting matters. Position yourself in a room with good lighting when possible to better illuminate your image.

Performance - Keep in mind that performance is usually better on WiFi rather than 3G due to variation in backhaul support of the carriers 3G Network.

Mobile Carrier - Be aware of your mobile carrier's data limit and bandwidth charges as you begin using VidyoMobile on a frequent basis. Ensure you are not exceeding your plan or increase your plan as necessary.

Quick Tips - Don't forget to log off at the end of your VidyoConference if you are using a shared iOS device. Use two separate logins if you need to have both desktop and mobile online at the same time.

Optimal/Minimal Requirements

Supported OS

- iOS version 4.3 and later

Recommended Devices

- iPhone: 3GS, 4, 4S, and 5
- iPod Touch: 4th Generation
- iPad: 1st, 2nd, and 3rd Generation

Compatible Devices

- iPad

VidyoConferencing Systems Supported

- VidyoPortal™ version 2.1 and later

Connectivity

- Your mobile broadband connection or a Wi-Fi connection

Audio

- If you are in a noisy environment, consider using ear buds to cut down on the background noise that your participants will hear.

Vidyo®

Quick User Guide

VidyoMobile™ for iOS

Getting Started

VidyoMobile allows you to conduct a videoconference from your Apple iPod touch, iPad, and iPhone. All you need to use VidyoMobile is an account on a VidyoConferencing system using VidyoPortal 2.1 or later and one of the supported iOS devices running iOS version 4.3 or later.
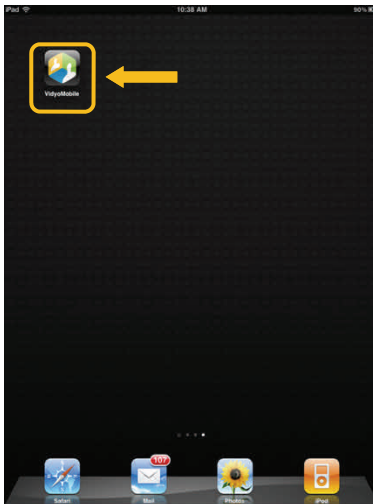
Installing the VidyoMobile App

Ensure that your iOS device has Internet connectivity via WiFi or 3G/4G wireless network, and then tap the App Store icon on your iOS device.
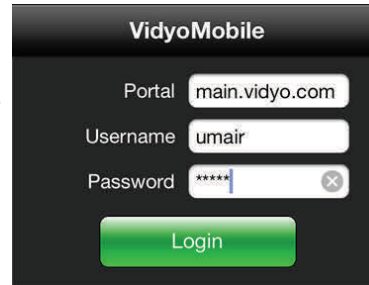
1. Search for **VidyoMobile** using the App Store search function.
2. Tap to install the VidyoMobile app just like any other iOS application.
3. The app will automatically begin downloading onto your iOS device.

Logging In

Now that you have VidyoMobile installed on your iOS device, simply tap the **VidyoMobile** icon on the desktop of your device to launch the application. The first time you attempt to log in, you will be asked to accept Vidyo's End User License Agreement.

1. Enter the URL provided by your IT department in the Portal field.
2. Enter your Vidyo account username and password in the Username and Password fields.
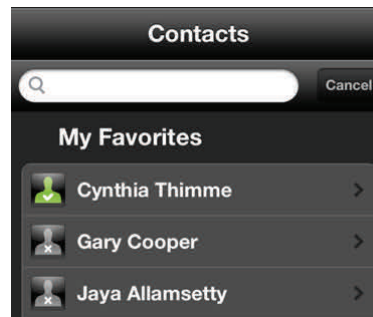3. Tap **Login**.

Joining a Conference
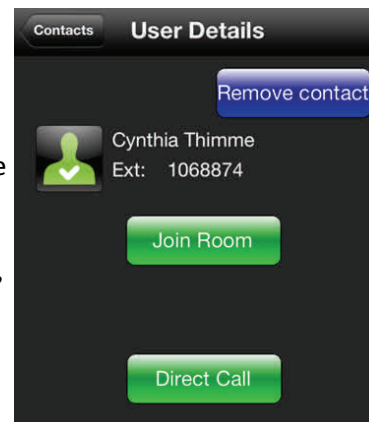
When you log in, you'll see the Contacts screen.

Joining a Conference in Someone Else's Room

If the conference is scheduled to take place in someone else's room, tap the **Search** field at the top of the Contacts screen. An onscreen keyboard appears.

Type the name, or part of the name, of the user or room you're searching for and then tap **Search**. If you're presented with more than one match, tap the one you want.
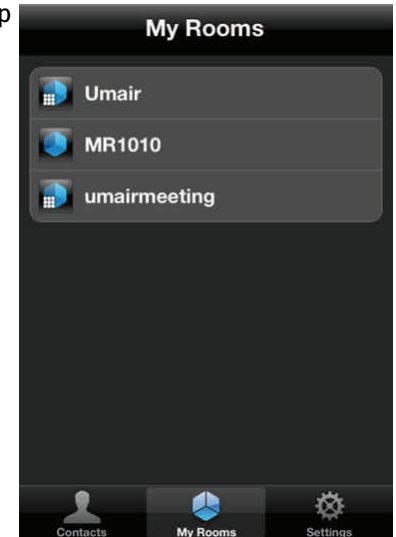
To join the conference, simply tap **Join Room**.

Joining a Conference in Your Own Room

If your conference is scheduled to take place in your own room, tap **My Rooms** at the bottom of the My Contacts screen. The My Rooms screen appears.

If you have more than one room, each of the rooms is listed, and you must tap the room you want to join.

To join the conference, simply tap **Join Room**.

Disconnecting from a Conference

When you are ready to disconnect from your call or conference, tap the screen once to bring up the In-Call menu at the bottom of the screen, and then tap the red phone icon on the far right.