User Guide

TANDBERG Movi 3.0

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What's in this guide?

Getting started

The Movi software client is usually made available to you by your company's IT administrator.

A web camera, a microphone, and loudspeakers or a headset must be connected to your PC for Movi to work correctly (see page 9).

Signing in

For some users, sign-in will be automatic and you may not even notice the sign-in screen. Otherwise, your IT administrator should have supplied you with a username and password.

1. Start by entering your username and password in the sign-in form.
2. Movi will sign you in automatically from now on, unless you de-select the options Remember my Username, Remember my Password, and Sign in automatically.
3. Click SIGN IN or press ENTER.

Making a call

1. In the search field, start typing the name of the person to call.
2. Click the name on the list or use your arrow keys to scroll down.
3. Double-click the name, click 📞 or press ENTER. A video window will now appear on screen.

There are three more ways to initiate a new call:

a. Click MY CONTACTS and select a name from your list (see page 5).
b. Click RECENT CALLS and select a name from that list (see page 5).
c. Enter a video address (SIP URI) for a person or an endpoint directly. A video address for a person is usually the same as their e-mail address.

Tip: To see your own video address, click on the button with your name on it near the top of the Movi control window.

Receiving a call

When someone calls you on Movi, this dialog will appear:

Answer or reject the call by clicking the buttons, or close the dialog using the X to ignore the call without this being visible to the caller.

Pop-up toolbar

A toolbar with these buttons will appear when you move the mouse pointer over the video window:

Selfview – see yourself on camera (see page 4).

Camera – turn your camera off (see page 4).

Microphone – mute when not participating.

Speaker volume – click to mute, or drag slider to adjust.

Fullscreen – use entire screen for video.

Presentation sharing – share an application (see page 4).

Numeric keypad – use for tone-based input (see page 7).

End call – "hang up".

Move the mouse pointer away from the toolbar to make it disappear.

Window and camera control

Selfview

Selfview is the option to see your own camera image.

▣ in the Movi control window opens the video window in selfview mode even when a call is not active. You may for example want to check that your camera angle is correct before initiating a call.

During a call, selfview will appear to you as a picture-in-picture (PiP) inside the video window. Double-click a PiP to focus it, or click and drag to move it around inside the window.

Controlling your camera

▣ on the video pop-up toolbar switches your camera on and off.

Should you switch off the camera during a call, Movi will continue to show the last video frame as a still image to other call participants.

If you switch the camera off before the recipient answers your call, there will be no image of you available. You may still turn the camera on during the call.

Note: This setting does not affect the cameras of other participants.

Keeping Movi on top

▣ in the top right corner of your Movi windows will keep the window visible on top of any other applications that may be active.

This is particularly useful when sharing a presentation, as you can keep the video window visible while working in a different application.

Fullscreen video

▣ on the video pop-up toolbar toggles fullscreen video. You can also do this by double-clicking inside the video window.

Presentation sharing

During a call, you can share one of your application windows, such as a PowerPoint presentation.

How to share

There are two ways to share an application window:

a. Turn on fullscreen or slideshow view in an application during a call, and Movi will ask you whether you want to share that window. When you exit fullscreen view, Movi will stop sharing.

b. ▣ brings up a list of your open application windows. Select any of them to start sharing. To stop, click the same button again, then click STOP SHARING PRESENTATION.

Tip: If bandwidth or system resources are limited, turning off your camera during a presentation will improve presentation quality.

What to share

Participants will see everything that happens in the shared window as it occurs. This feature has many potential uses. Here are a few examples:

- Share your word processor and let call participants see your meeting notes as you type.
- Share pictures from your computer as a slideshow.
- Draw as you go, share an image editor or other visualization tool.
- Share your web browser, e-mail inbox, calendar ...

Notes:

- You cannot share the Movi windows or your Windows desktop.
- Conference participants will not see your mouse cursor in the shared window.
- Your shared window will appear to you as a picture-in-picture (PiP) inside the video window. Double-click a PiP to focus it.

Contacts

The My contacts list contains endpoints and Movi users whose video addresses you have stored for quick retrieval and reuse.

Note: The My contacts list is stored per user. If there are other user accounts on your computer, they will not have access to your list.

Adding a contact

There are several ways of adding a new contact to the My contacts list:

1. Use the search field or the Recent calls list to locate a person or endpoint.
2. Select the list entry you want using the mouse or arrow keys. This will make the link ADD TO MY CONTACTS appear.
3. Click ADD TO MY CONTACTS.
4. Enter the name you want for your contact.
5. Click SAVE or press ENTER.

You can also add a video address as a contact directly:

1. Click MY CONTACTS.
2. Click ADD NEW CONTACT.
3. Enter the name you want for your contact.
4. Enter the video address (SIP URI).
5. Click SAVE or press ENTER.

Deleting a contact

1. Click MY CONTACTS
2. Select the contact you want to delete using the mouse or arrow keys to make the link EDIT CONTACT appear.
3. Click EDIT CONTACT.
4. Click DELETE CONTACT.

Recent calls

Recent calls is an overview of your latest outgoing, incoming, and missed calls. You can use the list to redial and to add callers and recipients from the list as contacts.

Note: The list of recent calls is stored per user. If there are other user accounts on your computer, they will not have access to your list.

Call information

Each entry in the recent calls list has an icon indicating status:

» You made an outgoing call.

« You answered an incoming call.

« You missed an incoming call.

If you have answered a call from a different Movi installation or endpoint, this will be noted in the list as "Answered elsewhere".

Each list entry also contains information on:

- Date and time of call
- Call duration (click on each entry to display)
- Video address of the caller (incoming) or the recipient (outgoing)

Deleting call information

To clear the Recent calls list:

1. Click the RECENT CALLS button.
2. Click the link CLEAR HISTORY in the lower right corner.

Presence status

Status messages in Movi

Your Movi presence status is reflected in search results and contact lists.

🟢 Online – this is an online Movi user.

🟢 Registered – this is a connected endpoint.

⚪ Away – the user has set this status.

🔴 Busy in a call – set by Movi or endpoint when user is in a call.

🔴 Busy – the user has set this status.

⚪ Offline – set by Movi or endpoint when user signs out or exits, but may also have been set by user.

⚪ No status – no status information is available for this user, who may be online or offline.

Setting your status

You can manually change your status by clicking on the status button next to your name in the Movi control window. The alternatives are:

🟢 Online

⚪ Away

🔴 Busy – turns off the ring tone, depending on settings (see page 8)

⚪ Appear offline – remain logged in while appearing offline to others

Note: Your status will change automatically from Online to Busy in a call.

Closing Movi

Closing and reopening the control window

1. Click on the X in the upper right corner to close the Movi window while remaining available to receive calls.
2. Movi is now placed in your computer's systray in the lower right corner of your screen. Your current status will be displayed on top of the Movi icon.
3. To reopen the Movi window, double-click the systray icon, or right-click it and select Open.

Signing out

To sign out from Movi, for example to allow another user to log in:

1. Click the status button in the Movi control window.
2. Select SIGN OUT.
3. If your username and password are already filled in, click the CLEAR SIGN-IN link to empty the fields for the next user.

Exiting Movi

To exit the Movi application completely:

1. Right-click on the Movi icon in the systray.
2. Select EXIT.

When you exit Movi, you will also be signed out.

Using the keypad (DTMF)

When to use the keypad

Dual-tone multi-frequency (DTMF) signaling is used for telephone calls in the voice-frequency band. A tone is sent representing each number pressed on the keypad.

The tone-based keypad in Movi has several uses, notably:

- The keypad can be used to create and/or enter passwords for multi-part conferences.
- Setting up a new conference may in other ways involve equipment that requires DTMF.
- Voice systems frequently have tone-based menu navigation (such as, "To speak to an operator, please press 1").

How to use the keypad

⠿ on the video pop-up toolbar brings up the keypad. You may then enter a number using the mouse.

Note: Sending DTMF may fail if the microphone is muted.

Using the keypad during conferences

The keypad may also be used for changing the layout of your video window and far-end camera control during conferences.

Note: This feature relies on the TANDBERG MCU, which may or may not be part of your TANDBERG setup. If in doubt, talk to your IT administrator.

When the keypad is active during multi-part conferences, you may:

- Press 2 or 8 to change the layout.
- Press 4 or 6 to change which participant appears in the largest pane.
- Press 1 or 7 to enable far end camera control.

  1 and 7 will then zoom in and out if supported

  2, 4, 6, and 8 will work as arrows to move the camera of the participant in the largest pane.

Settings

Movi comes with predefined settings that should work out of the box for most users.

⚒ on the Movi control window brings up the Settings dialog.

Remember to store changes to settings by clicking **OK** when you are done.

Note: Most of Movi's settings can be changed at any time, including during a call.

Network

If you know that more bandwidth than the default setting is available, you may increase the bandwidth setting for better video quality.

Note: Your IT administrator may limit the bandwidth options available to you.

Video resolution

The video resolution will always be the highest resolution available to you with the resources available.

If Movi detects that it is using too high a share of your system resources, the resolution will be lowered automatically.

Note: Your IT administrator may limit the video resolution options available to you.

Automatic startup

By default Movi starts up when you log on to Windows.

De-select the Start TANDBERG Movi at Windows logon check box to change this setting.

Notifications and ring tone

You can decide when and how Movi shall notify you when calls come through.

To change the ringtone, follow these steps:

1. Use the drop-down menu and select one of the alternatives.
2. Listen to the tone by clicking the **PLAY** button. Note that you must stop one ring tone before you can try another.
3. Click **OK** when you are happy with your selection.

You may also want to tweak the following settings:

- Do not play notification when I am busy. You will see the pop up dialog when you have set your status to Busy, but no ring tone will be played. This setting is enabled by default.
- Do not play notification when I am in a call. You will see the pop up dialog when you are already in a call, but no ring tone will be played. This setting is disabled by default.
- Enable tray icon notifications. Movi provides "balloon"-style notifications from the systray, for example if you have missed calls. This setting is enabled by default.

Device selection

You may want to use different audio and video devices than those Movi has picked by default. For example, your camera and your PC may both have built-in microphones.

The drop-down lists let you choose from all devices detected on your system:

- Microphones (audio input)
- Loudspeakers and/or headphones (audio output)
- Cameras (video input)

Troubleshooting

Others cannot hear you

If the other call participant(s) cannot hear you, make sure your microphone is properly connected and not muted.

You cannot hear others

If you cannot hear the other participant(s), the problem could be audio not being sent from their end. If you think this is the case, ask them to perform the microphone check described above.

If audio is indeed being sent, make sure your loudspeakers or headphones are connected. Check all volume controls:

- Your headphones or loudspeakers may have their own volume buttons or switches.
- The Windows volume settings will override all other volume controls. Look for the loudspeaker icon in your systray to open and/or unmute.
- Movi has its own volume settings.

Other audio issues

If call participants are experiencing distorted sound, very low sound, or echos:

1. Check whether any of you have enabled microphone boost, echo cancellation, gain control, noise reduction, digital effects or similar features for your audio devices.
2. Turn all such audio device features off for Movi to work optimally.

Conference information

Move the cursor over the video window to display i in the top right corner, which opens **Conference information**. Your IT administrator may request this information from you for troubleshooting purposes.

System requirements

PC requirements

- **Processor**

  Any processor supporting SSE2 (such as Pentium IV) or better

- **Memory**

  512MB RAM or more

- **Operating system**

  Windows XP SP2 or later, Windows Vista, or Windows 7

- **Connection**

  IP network connection (broadband, LAN, wireless)

  At least 24 kbps is required for an audio connection. For a video connection, the recommended minimum is 128 kbps.

- **Graphics card**

  OpenGL version 1.2 or higher

  Hardware support for DirectX 8 or higher

- **Sound card**

  Any standard sound card (full-duplex, 16-bit or better) should work with Movi.

Multimedia device requirements

- **Microphone**

  All microphones work well with Movi. Note that some cameras have built-in microphones.

- **Camera**

  Movi works with most common web cameras. For more information, see Frequently asked questions on the TANDBERG website.

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