VidyoMobile™ for iOS

User Guide

TABLE OF CONTENTS

Welcome to the world of *mobile* VidyoConferencing™. The age of high quality mobile audio/video person-to-person (what we call point-to-point) calling and teleconferencing has arrived. And VidyoMobile™ for iOS 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 VidyoMobile and to show you how it works.

Your VidyoPortal™ and VidyoDesktop™ enable you to have audio/video teleconferences with other users in your organization (and guests) from your desktop. VidyoMobile extends that capability to your Apple iPhone®, iPad® and iPod touch®. (You can tell your friends who use Android that VidyoMobile will work on Android later in 2011.)

VidyoMobile offers everything you need to make your video calls and conferences as effective as possible.

- You can use familiar iOS gestures like pinch to zoom and swipe to pan.

- On each person's image in a call or conference you can see their names superimposed on them.

- You can see which users are online, whether a conference room is occupied, and whether it's locked or requires a PIN to enter.

- You can manage your contact list.

- You can see what other participants are sharing from their desktops (like an Excel spreadsheet or Keynote slide) in both point-to-point calls and video conferences.

- You can switch between the front and rear facing cameras or turn your camera off (what we call Privacy mode).

- VidyoMobile automatically adjusts to changes in your available bandwidth and processing power.

- VidyoMobile uses H.264 Scalable Video Coding (SVC). (It's technical but all you need to know is that it's a Good Thing.)

- Depending on which device you're using you can encode (send video) in up to VGA resolution and decode (receive video) in up to 720p HD resolution.

If you're familiar with VidyoDesktop you should pick up VidyoMobile without too much trouble. However, throughout this guide we haven't assumed you're an expert VidyoDesktop user.

We know you don't like to read manuals. Nobody does. But if you give this one a quick read you'll get the most out of VidyoMobile right away. Promise. Besides, this guide isn't as brutally boring as most manuals. At least we think so. But then again we write this stuff for a living.

PREREQUISITES

All you need to use VidyoMobile is an account on a VidyoConferencing system using VidyoPortal 2.1 or later and one of the devices listed below running iOS version 4.x or later.

OPTIMAL/MINIMAL REQUIREMENTS

Supported OS

- **iOS** version 4.x or later.

Recommended Devices

- iPhone 4 or iPod touch fourth generation

- iPad 2

Compatible devices

- iPad

VidyoConferencing systems supported

- VidyoPortal version 2.1 or later

Connectivity

- Your mobile broadband connection or a Wi-Fi connection

Note: You know how cell phone and computer monitor ads always say "screen images simulated"? Not here. All of the images in this guide are actual screenshots taken directly from the actual devices. No Photoshopping. VidyoMobile really does look this good. Actually, it looks better. We had to compress the screenshots to keep this guide from being a huge file.

2. Enter your username.

3. Enter your password.

4. Tap the Login button.

The first time you login, you'll be asked to accept Vidyo's end user license agreement (EULA). Tap the button with the question mark on it to go to Vidyo's website to read the EULA and accept it. After you agree to the EULA VidyoMobile starts.

VidyoMobile opens to the Rooms screen. It shows your personal room labeled with your member name (called My Room in VidyoDesktop) and any other rooms you own. (Your member name is the name your system administrator used when creating your account. So if your name is Margaret Wade but you go by Peggy Wade, that's probably your member name.)
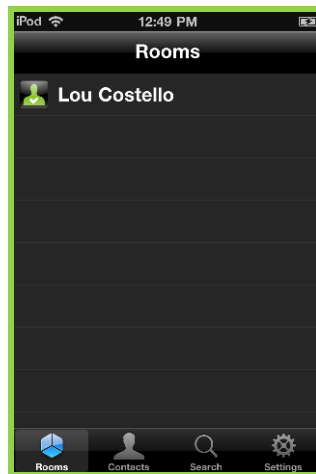
Basic Controls

The **Rooms** tab displays your personal room (every user has one—think of it as your online office) and any public rooms you own.

The **Contacts** tab displays all of the people you've added to your Contacts list.
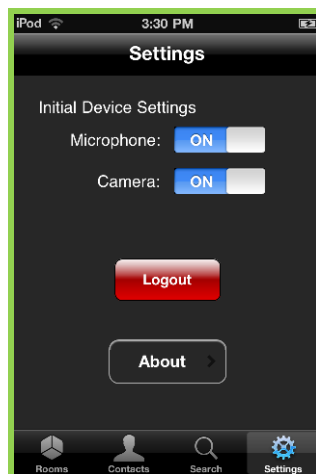
The **Search** tab allows you to search your VidyoConferencing system for members and rooms.

The **Settings** tab opens the Settings screen.

4

As you can see, on the Settings screen you can select whether you want your microphone and speaker to be on or off when you begin a call or conference. You also can logout or you can tap the About button to see which version of VidyoMobile you're running.

VIDYOMOBILE ICONS

Like VidyoDesktop, VidyoMobile has a menu with icons you can use for call control and icons to indicate the status of users and meeting rooms.

In-Call Controls

Whether you join a conference by tapping the Join Room button or place a call by tapping the Call Direct button on the Member Details screen, a self-hiding Button bar appears at the bottom of the video. It's visible for only a couple of seconds and then it hides. To view the Button bar once it's hidden, simply tap once anywhere in the main part of the screen.

Toggles between:
- No text in the video layout.
- Labeling of video sources (as shown above).
- Call statistics (resolution and frame rate and some technical stats that may come in handy for technical support, as shown below in this screenshot from an iPad in landscape mode).
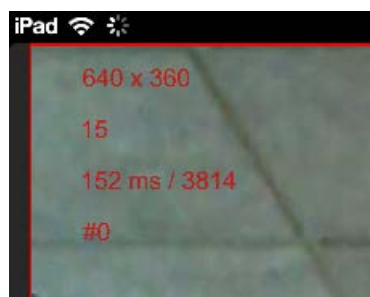
Toggles between:
- Front camera
- Rear camera
- Camera off (Privacy mode)

Mutes your microphone. (When muted the button has a slash through it. Click again to unmute.)

5

Mutes your speakers. (When muted the button has a slash through it. Click again to unmute.)

Ends a call or your participation in a conference. (The conference can go on—even if it's in one of your rooms.)

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 Contacts list. They're slightly different from their VidyoDesktop equivalents.

Available—The user is online and available for a direct call and to join a room. The Call Direct and Join Room buttons are available.

Busy—The user is online but in a direct call or a conference. You can't contact them with a direct call. You can join their room if it is available (not full or locked). The Call Direct button is not available.

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

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. 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:

Any Unoccupied Room—The Join Room button is active. (The room is not locked nor protected by a PIN).

Any Occupied Room—The Join Room button is active. However, if the room is full, you won't be able to enter it.

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

PIN-Protected Room—This user's room is PIN protected. When you attempt to join the room you will be prompted to enter a PIN. (The room owner can tell you the PIN in person, email it to you, send it via SMS and so on.)

Locked and PIN-Protected Room

HOW TO SEARCH FOR A MEMBER (OR ROOM) AND ADD THEM TO YOUR CONTACT LIST

A member is any user registered with your VidyoConferencing system. When you add a member to your contact list the member becomes a contact. A room is any public room, which is like an online conference room. You can make a room a contact too.
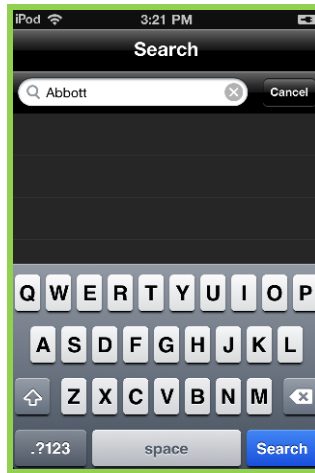
1. Tap the Search button at the bottom of the VidyoMobile screen.

2. Tap the Search field.

   As soon as you do the onscreen keyboard appears

3. Enter the name or part of the name of the member you're searching for and tap the Search button to the right of the space bar on the keyboard.

   You can search for:

   ■ A person

   Search will match the first letters of any of the user's names. You can type the entire name of just part of it before tapping the Search button. To search for user Sherlock Holmes you could type `sher`... or `holm`... but not, for example, `lock`. To search for user Arthur Conan Doyle you could type `art`... or `con`... or `doy`... All members whose names match what you type will be listed. (If Arthur's member name was simply Arthur Doyle then typing `con` wouldn't work.)

   ■ A public room

   For example, if there's a public room in your system named West Coast Sales you could enter the beginning of any of those three words.

   ■ A legacy device that your system administrator has added to your VidyoConferencing system.

   A legacy device is a conferencing system that uses earlier technology. One of your company's clients or vendors may use one. Your VidyoConferencing system can work with many legacy devices.

   If you want to get the keyboard off your screen for any reason tap the Cancel button. The Cancel button doesn't end a search in progress nor does it clear the search box.

4. When you're done typing the name tap the Search button. When you're presented with more than one match just tap on the one you want.
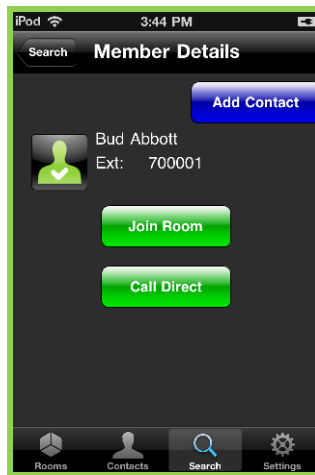
The member or room you searched for is listed. (If not try another spelling.)

5. If you want to add the person to your contact list tap the Add Contact button.

   Note: It may take a few seconds (less than a minute, though) for the person to appear on your contact list.

   Once you've added a contact, the Add Contact button changes to a Remove Contact button. All contacts you've added to your Contact list have one[1]. Tap it to remove the contact whose details you're viewing.

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[1] Note that search results always show the Add Contact button, even if the person (or room) is already in your Contact list. There's no need to add the contact again. Just ignore the Add Contact button.
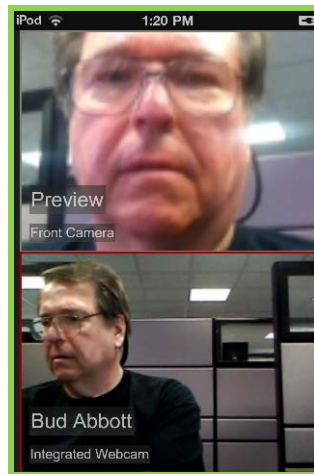
HOW TO MAKE A POINT TO POINT CALL

1. From the Contacts tab or, if you've just run a search, from the Search tab, tap on the name of the contact you wish to call.

   The person's Member Details page opens.
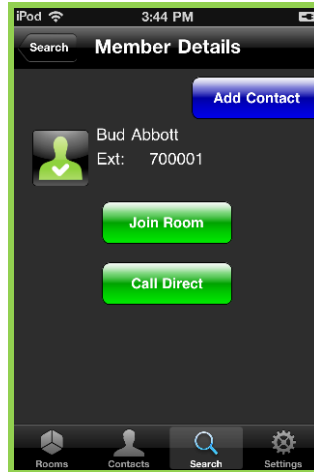
2. Tap the Call Direct button.

   When the person you're calling answers, you'll see their camera's view and your camera's view.

   To make either image fill your entire screen simply double tap it.

   Note: In the screenshot above Lou Costello has called Bud Abbott from his iPod. Yes, we know they look a lot alike. They're identical twins who were separated at birth. Yeah, that's it—identical twins.

   If the person you called declines your call you'll get a notification.

If you get declined don't take it personally. Tap the OK button and move on. Maybe Bud is on the phone talking to your boss about getting you a raise. You never know.

How to Answer a Point to Point Call

When you receive a call you'll hear the distinctive VidyoMobile ringtone and a dialog box will pop up announcing the call.
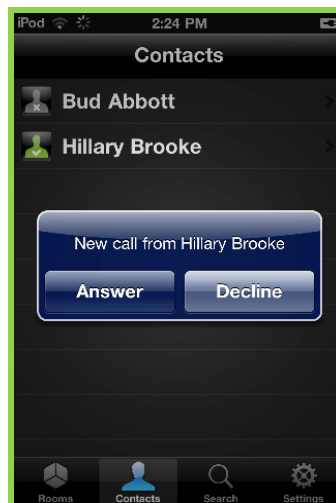
1. Tap the Answer button and you'll be connected.

    Note: VidyoMobile must be running in the foreground in order for you to receive notification of an incoming call.

    If you can't accept the call right now tap the Decline button. The calling party will be notified that you declined the call.

How to End a Call

2. Tap the screen once to open the Button bar and tap the red phone icon on the far right.

VIDYOCONFERENCING

There's no way built in to this initial version of VidyoMobile to send an invitation to a video conference from within the program. (But members using VidyoDesktop can invite you to a conference and you can accept the invitation.) If you want to have a conference you can tell the people you'd like to have participate...

- In person
- By phone
- By email
- By SMS
- In Chat (Yahoo, MSN etc.)

How to Join a Conference in Your Own Room

To enter a conference room:

1. If the conference is going to take place in your own room, simply tap on your name at the top of the Rooms screen to be connected and begin your meeting.
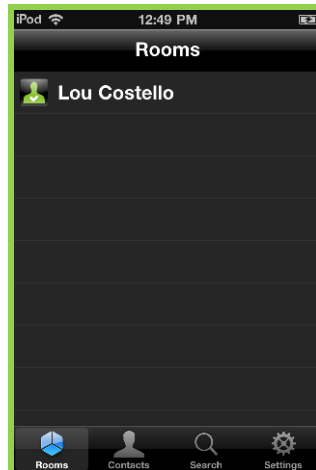
You'll be in your room. You'll see yourself on screen (unless you've set your camera to be off when you start a call or meeting or don't have a camera). If others were connected prior to your joining, you'll see them on the screen and you'll see your own image.

Tip: to remove your preview window, double tap it to expand it; then tap the ✖ in the upper right-hand corner.

### How to Join a Conference in Someone else's Room

1. If the conference is scheduled to take place in someone else's room or a public room use the Search function to find the room as described on page **6** .

2. From the search results tap on the name of the host to bring up the Member Details screen or tap the name of the room to bring up the Room Details screen.

3. To join the conference, simply tap the Join Room button.
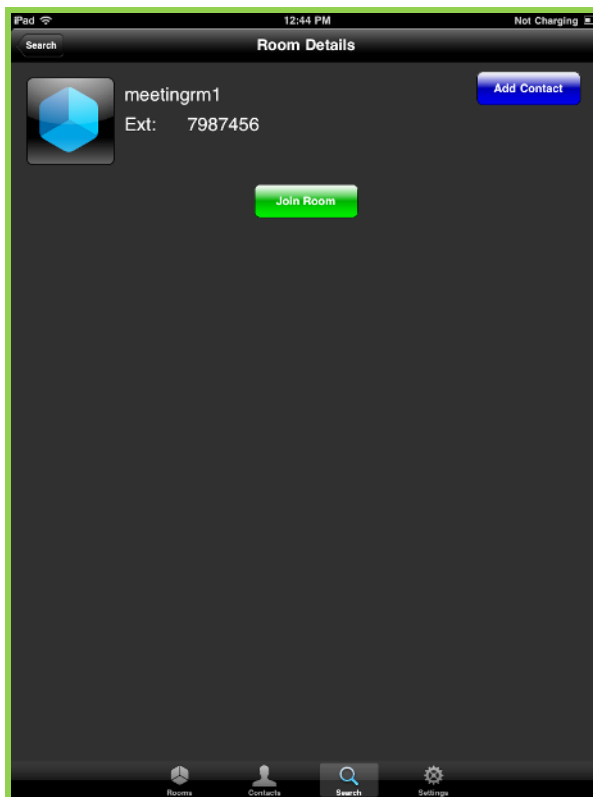
Tip: If you'll be meeting in this room frequently, tap the "Add Contact" button to add it to your contacts list.

How to Leave a Conference

4. Just as you would in a call, tap the screen once to open the Button bar and tap the red phone icon on the far right.
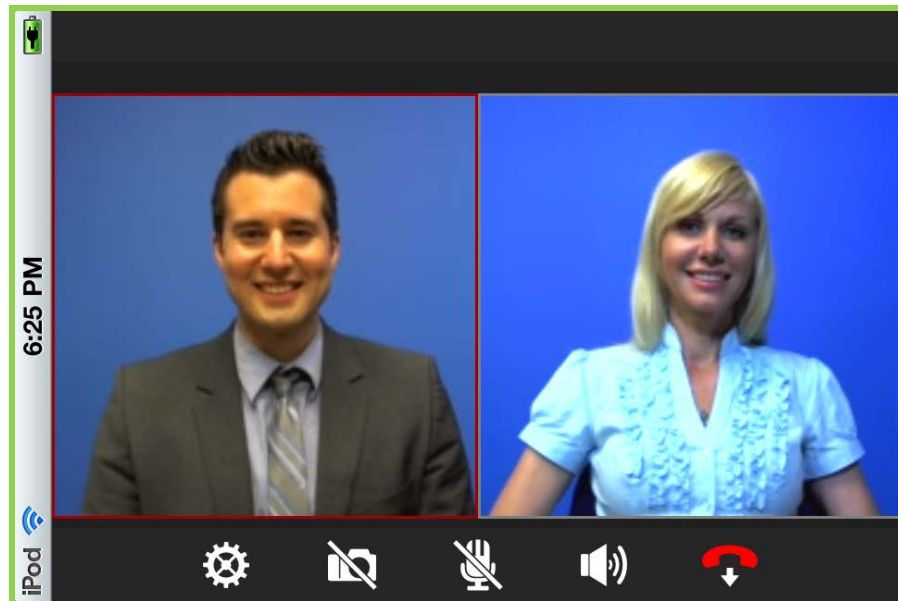
4. VidyoConferencing

What Vidyoconferences Look Like

This is what a conference with four other people might look like on an iPad in landscape mode.

Of course on an iPhone or iPod touch you have less screen real estate so you're limited to viewing two participants at a time. You see the most recent speaker and the next most recent speaker on your screen.

CHANGING VIEWING MODES

When you double tap an image you'll see the ⭐ and the ✖ in the upper right-hand corner or the screen. If you tap an image's ⭐ it becomes the Preferred (largest) image and the star turns to ⭐. Single tap the ⭐ to take the image out of Preferred mode.

If you tap the image's ✖ it's minimized to the dock. And the ✖ turns to ✖. Tap the ✖ and the image goes back to the main screen.

When you've minimized people to the dock note that a new icon appears on the far left of the Button bar. The number in the icon's upper left-hand corner represents the number of participants you've minimized to the dock.
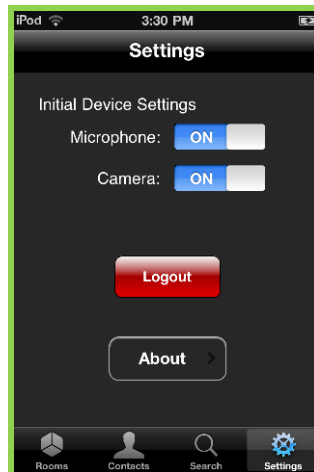
For more instructions on how to operate the VidyoDesktop, refer to the VidyoPortal and VidyoDesktop User Guide.

For technical support please contact your help desk or system administrator.

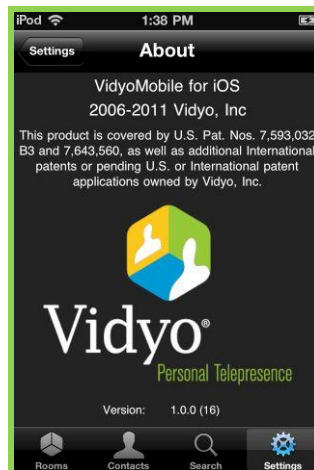## How to Tell Which Version of VidyoMobile You're Running

If you need to know which version of VidyoMobile you're running:

1. Tap the Settings button.

2. Tap the About button.

   The version number is at the bottom of the screen.

How to Access Log Files

VidyoMobile for iOS keeps log files (lists of things it's done and when it did them). For troubleshooting your help desk or a Vidyo Customer Support person may ask you to send one or more of your device's log files. It's easy to get to them. You just need a copy or iTunes.
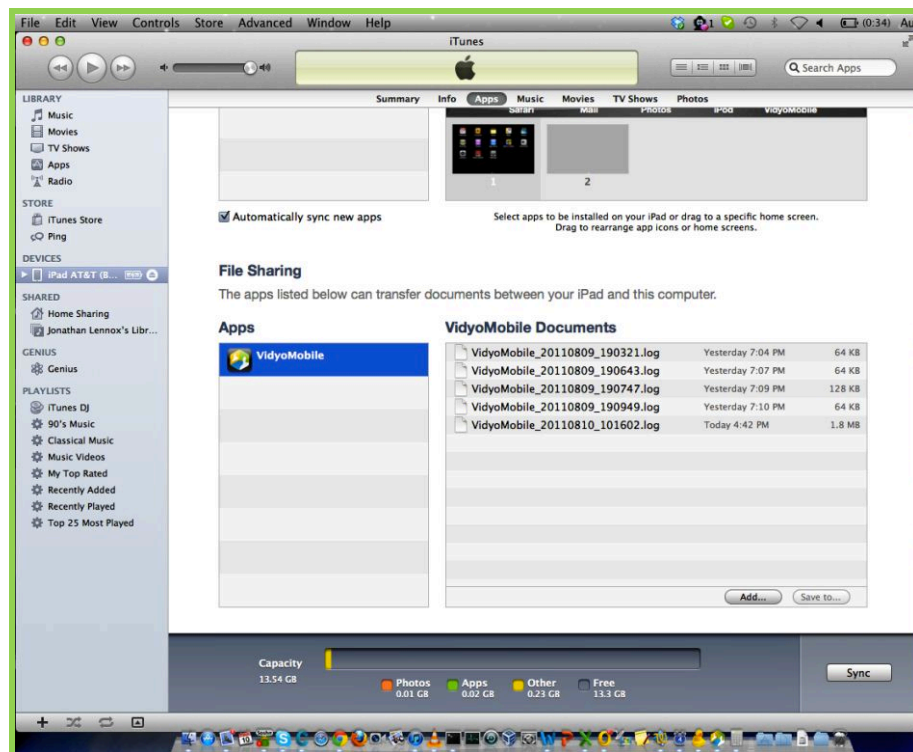
1. Plug your device into your PC or Macintosh.

    iTunes should start automatically. If it doesn't, start it.

2. Select your device from the DEVICES list on the left

3. Scroll down to the Apps section of the window.

4. Click on VidyoMobile.

5. Drag one or more of the log files listed under VidyoMobile Documents to your desktop.

6. Now you can email the requested log files to your help desk or Vidyo Customer Support.