# User Guide

## HOW TO

- **LOGIN**
- **MAKE A CALL**
- **START A MULTI-POINT CALL**
- **JOIN A MEETING**
- **INVITE A GUEST**
- **BEST PRACTICES**

- **MOBILE DEVICES**
- **CHANGE YOUR PASSWORD**
- **REQUEST NEW PASSWORD**
- **ADD PIN SECURITY**
- **LINUX USERS**

## TOOLBAR ICONS

- Change screen layout (Only functions with 3+ participants)
- Full Screen Mode
- Share an application window with other participants
- Toggle among shared application windows
- Turn on/off Self-view (the ability to see yourself), including Picture-in-Picture
- Speaker volume-up/down and muted
- Microphone volume-up/down and muted
- Privacy (Turns your camera off and on)
- Dial pad for calls to legacy and voice (telephone) endpoints
- Far End Camera Control (FECC) allows you to control a remote camera (if available)
- Configuration

## HAVE QUESTIONS??

**EMAIL:** CoroCallSupport@coroware.com

**PHONE:** 800-641-2676
Login

1. Browse to the URL address of your portal or nhms.vidcnf.com

2. Type your information into the following fields:
   - User Name: ________________
   - Password: ________________

3. Hit the ENTER key or mouse-click over LOGIN

Make a Call

1. In the search field, type the name of the user you want to call.
   
   NOTE: As you type in the name, it will create a drop-down list of names that match what you type.

2. Under SUGESTIONS, mouse-click over the selected user.
   
   NOTE: Check the user status on the right for availability prior to calling.

3. If the user is available, mouse-click Call Direct
Start a Multi-Point Call

1. Mouse-click over My Room, then click to begin your conference.

2. In the search field, type the name of the user you want to call.
   
   NOTE: As you type in the name, it will create a drop-down list of names that match what you type.

3. Under SUGESTIONS, mouse-click over the selected user.
   
   NOTE: Check the user status on the right for availability prior to calling.

4. Mouse-click

5. Repeat steps 3 and 4, until all of the desired users have joined your room.

Join a Meeting

1. In the search field, type the name of the user you want to call.
   
   NOTE: As you type in the name, it will create a drop-down list of names that match what you type.

2. Under SUGESTIONS, mouse-click over the selected user.
   
   NOTE: Check the user status and room status on the right for availability prior to calling.

3. Click
Invite a Guest

1. Click the **Invite by Email** link at the bottom right of the Portal home page.

   **NOTE:** If you have not created a link to your meeting room, you are prompted to do so. Your meeting room must have a link to invite a guest participant. Mouse-click **OK** to create a room link.

2. Check **Send a link to Room** and then select **Send**.

   **NOTE:** The Portal creates the link, and your default email application opens an email containing the link to your meeting room. This email also contains text inviting recipients to join your meeting.

3. Add the desired recipients and modify the subject line and message text, as necessary, and then send email.

4. After accessing the provided link, the guest will type their name and mouse-click **Join**.

**GUEST REMINDERS:**

- You can use the same URL for all guests and all meetings.
- Guests **DO NOT** require a login ID or password.
- The room link grants guests access to only your meeting room.
- You are **NOT** notified when a guest participant joins your meeting room. However, you can see all the participants in your meeting room, including guests, in the home page by selecting **My Room**. You must enter your room to join the meeting.
- A guest can join your meeting room before you join the meeting.
- To change your meeting room URL, click **Settings** and in the **My Room** page, click the **Create New** button. A new room link is generated and the old link no longer works.
Best Practices

CoroCall is designed to run on a regular PC or Mac. Like most software applications, there are recommended requirements to ensure your experience is optimal.

PC

The machine should be a dual core processor and 2GB of RAM. To find out your system configuration, go to Control Panel/System.

NOTE: While netbooks do not meet the aforementioned criteria the Intel Atom based processors work well.

Mac

The machine should be a dual core processor and 2GB of RAM. To find out how much RAM is installed:

Open the Apple menu (click on the little apple in the upper left corner of your screen), and choose either About This Macintosh or About This Computer. Look for the Total Memory line.

To find general information about your Mac:

Click the Apple in the upper left corner of the screen, and choose "About This Mac". That will show you a few basic details, but then clicking on "More Info..." in that window will open up System Profiler, which will show you all sorts of info about your system.

The OS should be at a minimum of OS Leopard 10.5. This can be verified by:

Click on the blue Apple icon in the left top corner and select "About This Mac". A small window will open showing a version of the system and the size of installed memory, which is also useful. See the screenshot on the right.

NOTE: The pre OS X the method is different.

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Audio/Visual Recommendations

It is strongly recommended that any external device be USB. Otherwise the device will use CPU cycles that may affect the overall performance.

Built in webcams work but often you will likely not experience the best results.

Audio – preferably use a USB connected headset or hands-free unit. Built in laptop/speaker combinations are problematic as they generate unwelcome echo. This can be mitigated by enabling echo cancelation but the audio experience will be affected. If you really have no option then even using ear bud headphones plugged into the plugged into the 3.5mm female jack is a decent accommodation.

General Equipment Recommendations

The following is an example of equipment we have found useful and perform well but it is not meant to be a buy recommendation.

- Most recent dual core, 2GB PCs or Mac’s
- Netbooks work well
  - Intel Atom processor
- USB webcam and audio strongly preferred
- Laptop webcams suffice
- Laptop mics and speakers – mic adequate but we prefer USB audio devices

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Network

While Wi-Fi works video likes bandwidth so if at all possible use a wired connection.

Minimum recommended network requirements:

- **Upload** – all the following are acceptable at differing noted quality levels:
  - 0,5Mbps (CIF – Common Interface Format)
  - 0,8 Mbps (SD – Standard Definition)
  - 1,2 Mbps (HD – High definition)

- **Download**:
  - 0,75M Mbps typically acceptable
  - 2 – 3 Mbps recommended for the highest quality depending on the number of participants

- **Ping** ≤ 200ms acceptable, ≤ 150ms optimal

There are a number of network checking websites. An example is **Speedtest**. Using this site check the performance to Seattle (state of Washington in USA) as that is where our data center is located. The following example was for my desktop:

To set to Seattle move around the map and select the city from the drop downs:

Then run the test by clicking “**Begin Test**”:

**Software Installed**

Flash is required – when you go to the CoroCall URL for the first time you may be requested to install it is already resident on most computers. You will be requested to install a small Vidyo applet required to run CoroCall. All in all five to ten minutes maximum should suffice for the install(s).
Mobile Devices

GENERAL REMINDERS:

- 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 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 call.
- If you are in a moving car or you are repositioning your device during a video conference, consider putting your camera in **privacy mode** to avoid jittery camera movement.
- Don’t forget that your **lighting matters**. Position yourself in a room with good lighting when possible to better illuminate your image.
- Keep in mind that performance is usually **better on Wi-Fi** rather than 3G/4G due to variation in backhaul support of the carriers’ 3G/4G networks.
- Be aware of your mobile carrier’s **data limit and bandwidth charges**. Ensure that you are not exceeding your plan, or increase your plan as necessary.
- Don’t forget to log off at the end of your call if you are using a shared device. Use two separate logins if you need to have both desktop and mobile online at the same time.

**Android Users**

**Optimal/Minimal Requirements:**

- Minimum Supported Android OS - Android v2.2 and later
- Recommended Android OS - Android v3.0 and later
- Recommended Device Hardware:
  - 1Ghz single core ARMv7 processor or higher
  - 512 MB RAM
  - Front-facing camera
- VidyoConferencing Systems Supported - VidyoPortal™ version 2.1 and later
  - Connectivity - 3G/4G 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.

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Installing the VidyoMobile App

1. Ensure that your Android device has Internet connectivity via a Wi-Fi network or 3G/4G wireless, and then access the Google Play Store from your Android device.
2. Search for VidyoMobile using the Google Play Store search function.
3. Tap to install the VidyoMobile app just like any other Android application.
4. Press the Home button on your device to exit the Android Market.

Logging In

1. Tap the VidyoMobile icon on the screen of your device to launch it. The first time you log in, you will be asked to accept Vidyo’s End User License Agreement.
2. Enter nhms.vidcnf.com in the Portal field.
3. Enter your account information in Username and Password fields.
4. Tap Login.

Joining a Conference in Someone Else’s Room

1. Tap My Contacts, and then tap the Search field at the top of the Contacts screen. An onscreen keyboard appears.
2. Type the name, or part of the name, of the user you’re searching for. When the user’s name appears in the Contacts list, tap the name to see the User Details for that contact.
3. From the **User Details** screen, tap the name of the room you wish to enter.

**Joining a Conference in Your Own Room**

1. If your conference is scheduled to take place in your own room, tap **My Info** on the Pre-Call menu.

2. If you have more than one room, each of the rooms is listed, and you must tap the room you want to join. The Room Details screen appears.

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

   **NOTE:** If you are the first to join the meeting, you will see yourself on screen. If others were connected prior to your joining, you will see them on the screen and you will see yourself in a smaller window at the bottom right corner.

**Disconnecting from a Conference**

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

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iOS Users

**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
- 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.

**Installing the VidyoMobile App**

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**

1. 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.
2. Enter **nhms.vidcnf.com** in the **Portal** field.
3. Enter your account information in the **Username** and **Password** fields.
4. Tap **Login**.

(Continued)
Joining a Conference in Someone Else’s Room

1. Tap the Search field at the top of the Contacts screen. An onscreen keyboard appears.

2. Type the name, or part of the name, of the user or room you’re searching for and then tap Search.

3. If you’re presented with more than one match, tap the one you want.

4. Tap Join Room.

Joining a Conference in Your Own Room

1. Tap My Rooms at the bottom of the My Contacts screen. The My Rooms screen appears.

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

3. 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 InCall menu at the bottom of the screen, and then tap the red phone icon on the far right.
Change your Password

1. Mouse-click Settings at the top right corner of Portal homepage.

2. Click Account.

3. Click Change Password, type your new password twice, and then click Save.

Request New Password

1. Click the Forgot Your Password? link on the Login page.

2. Enter your email address and click Submit.

3. Check your email and follow the directions.

Add PIN Security

1. Click the Settings link at the top right of the Portal homepage.

2. In the My Room page, enter a PIN number in the Room PIN field and click Save.

   NOTE: If you have set a PIN, it will automatically be included in invitations to your room that you email to others.
Linux Users

Supported Distributions

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

- Ubuntu 10.04, 10.10, 11.04 and 11.10
- Scientific Linux (SLC) 5.5 and 5.7
- Fedora Core 14, 15, and 16
- Debian 5.0 and 6.0.3

Desktop Environments

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

System Configuration

<table>
<thead>
<tr>
<th>Recommended Hardware</th>
<th>Minimum Hardware</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 GB of RAM or higher</td>
<td>1 GB of RAM</td>
</tr>
<tr>
<td>40 MB of free space on hard drive</td>
<td>40 MB of free space on hard drive</td>
</tr>
<tr>
<td>Core2Duo 2.4 GHz or better</td>
<td>Pentium 4</td>
</tr>
<tr>
<td>128 MB or more of VRAM</td>
<td>128 MB of VRAM</td>
</tr>
</tbody>
</table>

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Required software:

- 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:
  \texttt{apt-get install flashplugin-installer}
- To install on other distros, run the following command in terminal:
  \texttt{yum install flash-plugin}

NOTE: Chrome includes Flash by default.

Video Card Configuration

On all systems, CoroCall recommends using the latest video card drivers available.

- ATI: http://support.amd.com/us/Pages/AMDSupportHub.aspx
- Intel: http://intellinuxgraphics.org/index.html

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 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)

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Installing Vidyodesktop for Linux

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

2. Log in.

   NOTE: The appropriate 32-bit vs. 64-bit installer should be automatically detected with two download links presented:
   - DEB installer package – Recommended for Debian and Ubuntu (and derivatives).
   - RPM installer package – Recommended for most other Linux distributions.

3. Click the appropriate link for your distribution.

4. Run the installer package.

   NOTE: After the package is installed, will usually automatically start. If Vidyodesktop does not start automatically, start by command-line or by the menu item found in Applications > Internet > Vidyodesktop.

Setting up Audio

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

NOTE: 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.

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Configuring 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.

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.

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6. If available, click the **Test Speakers** button. Use the Test buttons to verify that audio playback is working correctly. You should hear a soft tone when clicking the **Test button**.

![Test Speakers](image)

7. Select the **Input** tab.

   NOTE: 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.

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. 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.

12. Click the **Close** button.

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Launching and Testing VidyoDesktop

1. Launch 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. 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.

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Known Audio Issues

- 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 Gatherlogs 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.