



# VidyoConnect™ Room and VidyoRoom™

## Administrator Guide

Version 23.1.0

May 2023

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# 1: Intro

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The *VidyoConnect™ Room and VidyoRoom™ Administrator Guide* provides information on how to select and prepare a room for the VidyoConnect Room or VidyoRoom installation, as well as how to configure and manage the VidyoConnect Room or VidyoRoom using the Admin UI.

This guide is intended for you if you are an administrator who is responsible for preparing the room at your facility for the installation of the VidyoConnect Room or VidyoRoom, or if you are responsible for the configuration and management of the VidyoConnect Room or VidyoRoom.

## What's new

### Version 23.1.0

VidyoConnect Room and VidyoConnect Room SE Admin UI now only listen on port 443 when certificates are available; therefore, to access the Admin UI, you must enter “https://[VIDYOCONNECTROOM\_IP]” into your browser.

Support for Logitech Rally Bar all-in-one unit.

HID integration with Dell SP3022 support.

### Version 22.4.0

This version is an anchor release.

### Version 22.3.0

Support for camera presets on VISCA cameras.

Installers no longer available for Windows 7-based hardroom systems. To continue using your system, you must upgrade to Windows 10 IoT.

## More info

For more information about VidyoConnect Room or VidyoRoom, refer to:

- The *VidyoConnect Room and VidyoRoom* section of the *Vidyo Help*
- The *VidyoConnect Room and VidyoRoom Release Notes*
- The *VidyoRoom Getting Started Guide* that was shipped with your VidyoRoom model or that is available in the *Vidyo Help*

## Support

If you need help or have questions, please feel free to do one of the following:

- **Vidyo Resellers and End Users with Plus coverage:** Contact the Vidyo Support Team via email or phone at the locations listed in the [Contact Us](#) article.
- **Vidyo End Users without Plus coverage:** Contact your authorized Vidyo Reseller at [support@vidyocloud.com](mailto:support@vidyocloud.com).

## 2. Room design considerations

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When designing the room in which you are going to install a VidyoConnect Room or VidyoRoom, you should take several factors into consideration, such as the placement of the windows, the noise level in the room, the lighting, and so on. This chapter describes these factors and provides recommendations to assist you in this process.

If your VidyoConnect Room or VidyoRoom is already installed and you simply need to configure the system, skip this chapter and continue with the next chapter, [3. Configure the system using the Admin UI](#).

### VidyoConnect Room and VidyoRoom Room design considerations

This section describes the factors you should consider when designing a room for your VidyoConnect Room or VidyoRoom installation.



## Select and prepare the room

### Windows

Because windows create audio reverberation, less than 20% of the room should have windows or other vertical glass walls. Also, natural light coming from windows varies considerably, which can affect the quality of the video. Therefore, if your room does have windows, you should install acoustical window treatments or blackout curtains.

### Flooring, walls, and ceilings

A room where the floor is carpeted, the walls are composed of drywall, and the ceiling is suspended typically provides the best acoustics. Of course, you can select a room with different surfaces (such as tile floors or concrete walls), but these are often more reverberant, and therefore, may affect the sound quality.

A cost effective way to improve acoustics is to add carpeting or rugs if your floor is not carpeted. You may also want to consider adding acoustical sound panels to the walls.

### Noise and temperature

When selecting the room in which to install your VidyoConnect Room or VidyoRoom, keep these noise and temperature considerations in mind:

- The room where the VidyoConnect Room or VidyoRoom is located must be equipped with Heating, Ventilation, and Air Conditioning (HVAC) equipment. Remember, however, that HVAC equipment can raise the noise level in the room.
- You should consider which rooms are nearby and try to select a room that is not adjacent to frequently noisy areas, such as cafeterias or reception areas.

### Acoustics

The quality of the sound is just as important as the quality of the video. You want the dialogue between participants to sound like everyone is in the same location, which means that you need quality microphones placed in the right spots. You may choose to hang microphones from the ceiling, embed them in the table, or place them on the table.

Microphones pick up sound reverberating off hard and flat surfaces in the room. You can dampen reverberations by installing noise-dampening ceiling tiles, fabric-wrapped acoustical panels on the walls, or a combination of both.

### Room color

The color of the walls within the camera field of view can impact how the far-end participants perceive the video quality. If you want the far-end participants to see higher quality video, ensure that the wall at which the camera is pointing is non-textured, non-patterned, and not reflective.

Painting the wall a muted color, such as beige or blue-gray, looks better on video than bright white or dark colors. Generally of thumb, the brighter the room is, the darker the walls should be. For example, if your room has no windows, dark carpeting, and the overhead lights are not extremely bright, you should consider painting your walls a lighter shade, such as pale blue or light beige. If, on the other hand, your room gets a lot of natural sunlight, has light-colored carpeting, and has bright overhead lights, you should consider painting your walls a slightly darker shade, such as tan or medium gray or blue.

If you want to test colors before painting the walls, try hanging fabric of various colors on the back wall to see which color looks best on video.

## Lighting

The room in which your VidyoConnect Room or VidyoRoom is located should have evenly dispersed, ambient lighting. For the best lighting, use LED lights. Although the upfront cost for these is higher, the long-term cost is lower. The direct fluorescent lighting that is common in offices is not recommended because it causes harsh shadows on the faces of the participants. In addition, its brightness can vary considerably at different parts of the room. If you cannot change the fluorescent fixtures, get full spectrum bulbs designed for video.

The ideal color temperature should be between 3,000° and 3,500° Kelvin, and about 70 foot candles of intensity at the subject.

Lighting for video can involve as many as four lighting positions (which are explained below), with the Key Light being the most important. For most multi-purpose conference rooms, a strong color-balanced Key Light supported by additional full spectrum lighting in the room will work well. Just remember that you don't want meeting participants feeling like they're in a television studio.

Here is some additional information about the lighting positions:

- **Key Light:** Light shining on the participant from the front. These lights are generally placed high and at the center, or to each side of the seating area if two are required. Aim them downward at a 45° angle to light the participants' faces without causing their eyebrows to cast a shadow over their eye-sockets.
- **Fill Light:** Lights shining on the participant from the front but placed at a low angle to soften shadows under the eyes and chin.
- **Hair Light:** Lights at the rear of the room, above the participants and aimed downward to help separate the participants from the background.
- **Backdrop Lighting:** Lights above and (if space allows) between the participants and the background. Two lights are usually required, each aimed toward the opposite half of the background to evenly light it.

In addition, always ensure that no lights are pointing in the camera lens and avoid pointing any lights directly at the displays. If possible, you may want to hire a lighting designer and have the lighting professionally installed.

### Vibration

Room or wall vibration can be caused by HVAC equipment, heavy machinery being used nearby, trains passing by, and other factors. If the wall on which the camera and displays are located vibrates excessively, the camera may also vibrate. This vibration may be noticeable by the far-end participants. Therefore, if you have known vibration issues, consult the building manager or an architect to determine the optimal placement for the camera.

### Install the equipment

Once you have selected and prepared your room, you can begin installing the VidyoConnect Room or VidyoRoom system. For information about how to unpack and install the VidyoConnect Room or VidyoRoom, refer to the *VidyoRoom Getting Started Guide* that was shipped with your VidyoConnect Room or VidyoRoom system. This guide also describes how to configure the account and network settings after your VidyoConnect Room or VidyoRoom powers up.

### Control the VidyoConnect Room or VidyoRoom

You can control the VidyoConnect Room or VidyoRoom using the VidyoControl app. This app is available for both Android and iOS. Alternatively, you can use the hand-held infrared remote control or the hand-held radio frequency remote control, or the older VidyoRemote 3 app.

For more information, refer to the *VidyoConnect Room and VidyoControl Application User Guide*.

# 3. Configure the system using the Admin UI

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This chapter describes how to configure the VidyoConnect Room or VidyoRoom using the Admin user interface (Admin UI).

After you first boot up the VidyoConnect Room or VidyoRoom, the Home screen typically appears. If you have more than one display, you will see the IP address of the system on one of the displays. You use this IP address to access the Admin UI. Alternatively, you can go to the Settings screen of the On-Screen UI to obtain the IP address.

### Note

If you need the IP address of the system once you are already logged into the Admin UI, click the **Identify** button on the Display Layout page. You can also use the **CTRL + I** keyboard command to get the IP address.

## Log in

To log in to the Admin UI:

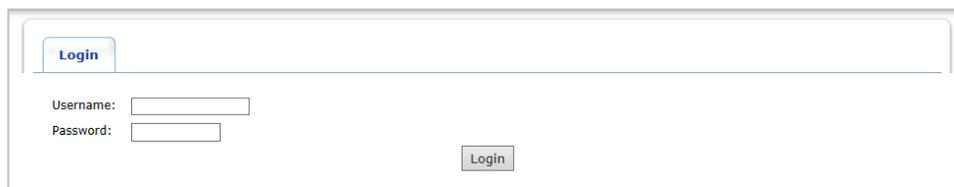
1. Enter the IP address or FQDN of the VidyoConnect Room or VidyoRoom in the URL bar of your web browser:

**[https://IP address or FQDN]**

### Note

Starting with version 23.1.0, when certificates are available, the application listens only on port 443; therefore, you must explicitly enter **https://**. When certificates are not available, the application will fall back to listening on port 80; in such cases, you must explicitly enter **http://**.

The Admin UI *Login* page appears.



2. Enter the default log in credentials:
  - o Username: **admin**
  - o Password: **password**
3. Click **Login**.

The rest of the Admin UI tabs display.

## Log out

If you are already logged in, the Login tab enables you to log out of the VidyoConnect Room or VidyoRoom.

To log out of the Admin UI:

1. Click the *Login* tab.



2. Click **Logout**.

All the tabs except for the *Login* tab disappear. You can then login again or exit your browser.

## Configure the settings

Starting with version 20.2.0, the VidyoConnect Room UI offers streamlined workflows with a branded appearance that models the same look and feel as our other video collaboration products.

From the *Settings* tab, you can configure various VidyoConnect Room or VidyoRoom settings and options, including VidyoPortal account settings, branded types, system types, network settings, audio and video preferences, and other options. You should configure these settings immediately after logging in to the Admin UI for the first time.

After you make changes to the settings on the *Settings* tab, click the **Save** button. Unless otherwise stated, you do not have to reboot the VidyoConnect Room or VidyoRoom in order for the settings to be applied.

## Configure the account settings

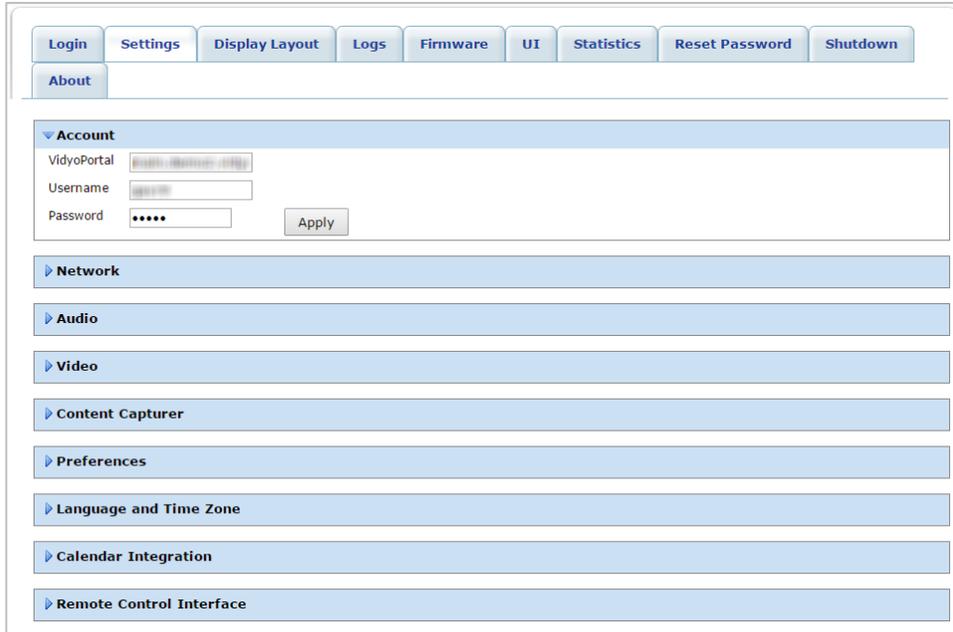
To configure the account settings:

1. Click the *Settings* tab.

VidyoRoom Version 19.2.1 and Earlier:

### 3. Configure the system using the Admin UI

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VidyoRoom SE Version 19.3.0 and Later (Using Windows 10):



VidyoConnect Room Version 20.2.0 and Later:

### 3. Configure the system using the Admin UI

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2. If necessary, click the blue triangle next to the word *Account* to view the account settings.
3. Enter the VidyoPortal FQDN in the **VidyoPortal** field.

#### Note

If a secured VidyoPortal is being used and port 80 is not open, you must explicitly add **https://** to the VidyoPortal FQDN; otherwise, the VidyoConnect Room or VidyoRoom will be unable to log in to the VidyoPortal.

4. Enter your VidyoPortal username (as created on the VidyoPortal) in the **Username** field.
5. Enter your VidyoPortal password (as created on the VidyoPortal) in the **Password** field.
6. Click **Apply**.

## Configure the branding type (VidyoConnect Room only)

In version 20.2.0 and later, the VidyoConnect Room UI comes with a default standard Home Screen background page (.jpg file) for the two system types (General Collaboration and Healthcare), as well as many screens that are branded with the “Vidyo” name and logo. If you prefer to remove the “Vidyo” name and logos from all the different system application screens, select the Whitelabel option.

To upload your own customized logos, screen saver, home screen, and help page, see [Upload UI backgrounds](#).

### 3. Configure the system using the Admin UI

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To configure the branding type:

1. Click the *Settings* tab.



2. If necessary, click the blue triangle next to the word *Branding Type* to view the branding types.
3. Select one of the following:
  - If you want to display the Vidyo name and logos in the VidyoConnect Room UI, click **Vidyo**.
  - If you want to remove all the Vidyo names and logos from the VidyoConnect Room UI, click **Whitelabel**.
4. Click **Apply**.

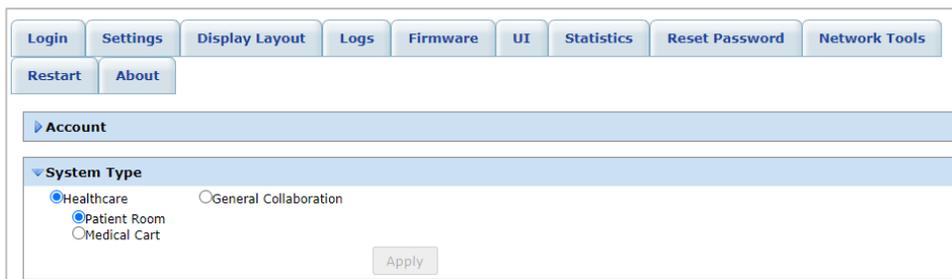
## Configure the system type (VidyoConnect Room only)

For VidyoConnect Room, you must configure the system type of the UI as either a Healthcare or General Collaboration video experience. If you choose the Healthcare system type, you must also select a Healthcare system sub-type as either a Patient Room (only for patients) or a Medical Cart (only for healthcare/medical personnel).

Vidyo's telehealth solution supports the Thinklabs One™ digital stethoscope, which enables a remote physician to hear auscultations during a visit, as well as the JEDMED Horus Scope, which is a hand-held video system that uses interchangeable attachments to take still images or videos for multi-discipline medical applications.

To configure the system type:

1. Click the *Settings* tab.



2. If necessary, click the blue triangle next to the word *System Type* to view the system types.

3. Select one of the following:
  - If you want to configure the UI as a Healthcare system type, click **Healthcare**. If you select this option, you must further select one of the following:
    - **Patient Room**: Allows the user access to limited functionality and fewer pages, such as the Home, Settings, and Help pages.
    - **Medical Cart**: Allows the user full access to all functionality and all pages, such as the Contacts, Search, and Settings pages, and more.
  - If you want to configure the UI as a General Collaboration system type (which is the default), click **General Collaboration**. (Note: This feature is available starting with version 20.3.0.)
4. Click **Apply**.
5. A pop-up displays the "An application restart is required to configure the right system type!" message.
6. Click **Ok** or **Cancel**.
7. The application will restart when changing the system type; however, your computer will not restart.

## Configure the network settings

### Note

If you are running VidyoConnect Room SE as a Standard User, the Network settings will be disabled since changing Network settings requires an Administrator account.

In addition, if you are running in Application mode, the Network settings will be disabled whether you are a Standard User or an Administrator.

When configuring the network settings as described in this section, you should also consider the following:

- VidyoConnect Room and VidyoRoom are automatically configured to respond to Wake-on-LAN (WoL) packet requests. Review your current firewall settings and make sure they permit WoL requests over ports 7 and 9.

To ensure proper functioning of the system and to support all of its features, the following ports are opened on the VidyoConnect Room or VidyoRoom side: 8090, 60777, and 63459. Please ensure that no firewall or other restriction is blocking these ports in your network. In addition:

- If you are using VidyoConnect Room or VidyoConnect Room SE and certificates are available, the application will listen only on port 443; therefore, you must ensure that port 443 is not blocked.
- In all other cases, either port 80 or port 443 can be blocked, but they cannot both be blocked at the same time.

To configure the network settings:

1. Click the *Settings* tab.

### 3. Configure the system using the Admin UI

The screenshot shows the 'Network' configuration page in the Admin UI. The page is organized into sections for IPv4 and IPv6 settings. The IPv4 section has 'Enable IPv4' checked and 'Use static IP' selected. The IPv6 section has 'Enable IPv6' checked and 'Stateless Auto Configuration' selected. Various IP addresses, subnet masks, and gateways are entered in the respective fields. There are also fields for UDP Start, UDP End, MTU, MAC Address, Link Speed, and Hostname. The 'Apply' button is located at the bottom right of the configuration area.

2. If necessary, click the blue triangle next to the word *Network* to view the network settings.
3. Select the **Enable IPv4** checkbox, the **Enable IPv6** checkbox, or both if your network uses IPv4 and/or IPv6.
4. Click either the **Use DHCP** radio button, or if you selected the **Enable IPv4** checkbox in the previous step, click the **Use static IP** radio.

If you click the **Use static IP** radio button, you must enter the following information:

- IPv4 Address
  - Subnet Mask
  - Default Gateway
  - Primary DNS Server
5. Click either the **Stateless Auto Configuration** radio button, or if you selected the **Enable IPv6** checkbox, click the **Use static IPv6** radio button box.

With either selection, you must enter the primary DNS Server. However, if you click the **Use static IPv6** checkbox, you must also enter the following information:

- IPv6 Address
  - Subnet Prefix Length
  - Default Gateway
6. Enter values in the **UDP Start**, **UDP End**, and **MTU (Maximum Transmission Unit)** fields if needed.

The **MAC Address** and **Link Speed** fields are read only and cannot be changed.

7. Enter the machine's hostname in the **Hostname** field.  
You can change the hostname of the VidyoConnect Room or VidyoRoom machine if you prefer to monitor and track the system by its hostname and not its IP. This field is disabled for VidyoRoom SE models.

8. Select the **Always Use VidyoProxy** checkbox if you want the VidyoConnect Room or VidyoRoom to connect via the assigned VidyoProxy.  
A VidyoProxy routes all data signals through a single port in order to traverse a firewall.
9. Select the **Use Web Proxy** checkbox if you want the VidyoConnect Room or VidyoRoom to connect via the assigned Web Proxy.
10. Select the **Manual** radio button or **Auto** radio button, and then enter the following information as needed:
  - Web Proxy Auto Config Script (only required when **Auto** has been selected)
  - Web Proxy Address (only required when **Manual** has been selected)
  - Web Proxy Port (only required when **Manual** has been selected)
  - Web Proxy Username and Web Proxy Password must be entered if you enter a Web Proxy address that requires authentication
11. Click **Apply**.

## Configure the application mode

### Note

This section only applies to VidyoConnect Room SE and VidyoRoom SE customers using Windows 10.

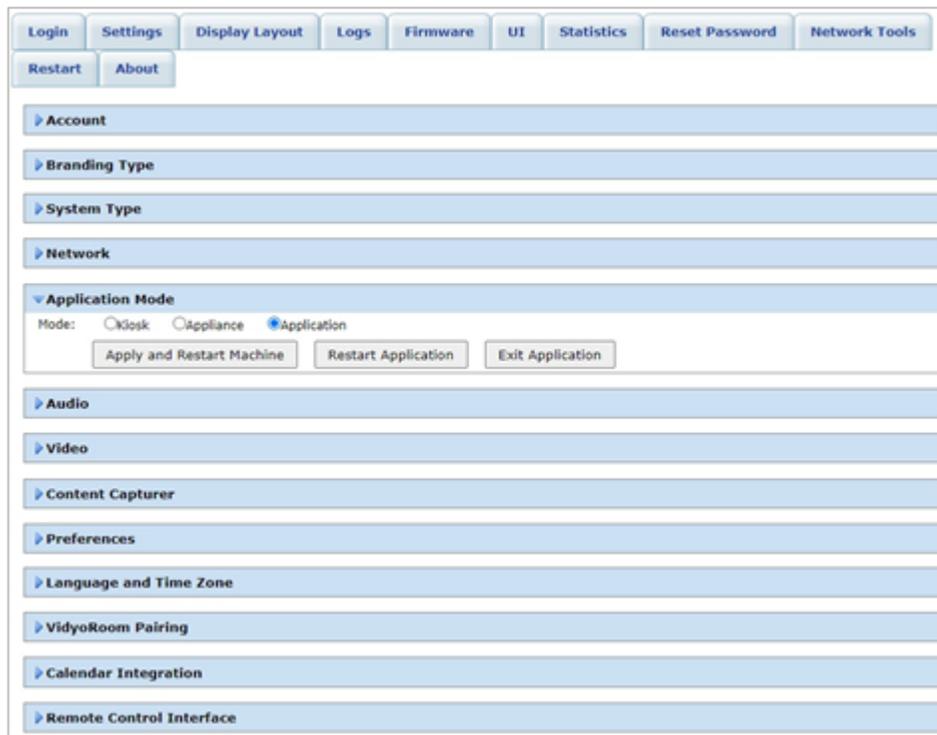
In addition, if you are running VidyoConnect Room SE as a Standard User, the Application Mode settings will be disabled since changing the Application Mode settings requires an Administrator account.

When running Windows 10 with VidyoConnect Room SE or VidyoRoom SE, you can use the Admin UI Settings tab to set the Application mode to the following:

- **Kiosk** — prevents the VidyoConnect Room SE or VidyoRoom SE application from modifying the OS and allows users to exit the app from the On-Screen UI. This mode is the default.
- **Appliance** — locks down the system by preventing Windows updates from automatically occurring, disables certain Windows notifications, creates inbound firewall rules for sharing, disables some special keys on the keyboard, hides the taskbar, and affects other functionality as described in the table later in this section.
- **Application** — enables you to run VidyoConnect Room SE as an application (this mode is *not* available for VidyoRoom SE). When in this mode, the VidyoConnect Room SE functions like other apps do. For example, you can minimize and maximize the VidyoConnect Room SE application, move it behind other apps, view the taskbar, work in other apps using the mouse and keys, and more.

To configure the Application mode for Windows 10:

1. Click the *Settings* tab.  
VidyoConnect Room SE or VidyoRoom SE (Using Windows 10):



2. If necessary, click the blue triangle next to the word *Application Mode* to view the Application Mode settings.
3. Select the **Kiosk**, **Appliance**, or **Application** radio button.
4. Click one of the following:
  - **Apply and Restart Machine** – This option is available for all three modes; however, there are different responses based on the mode you select:
    - Kiosk or Application — If you select the **Kiosk** or **Application** radio button and then select **Apply and Restart Machine**, your machine restarts with the application running in the mode you selected.
    - Appliance — If you select the **Appliance** radio button and then select **Apply and Restart Machine**, your machine restarts in Appliance mode. For impacted functions and system responses, see [Appliance mode](#) below.
  - **Restart Application** – This option is available for all three modes. When you select this option, the application restarts in the currently used mode.
  - Note that if you want to change modes, you must click **Apply and Restart Machine**; clicking **Restart Application** restarts the application but it does not change the mode.
  - **Exit Application** – This option is available for all three modes; however, there are different responses based on the mode you select:
    - Kiosk — If you select **Exit Application** when in Kiosk mode, you exit the VidyoConnect Room SE or VidyoRoom SE application, and the computer then becomes available for other uses. On reboot, the application restarts in Kiosk mode.

- **Appliance** — If you select **Exit Application** when in Appliance mode, you exit the VidyoConnect Room SE or VidyoRoom SE application, and the computer then unlocks and becomes available for other uses. On reboot, the application locks again and restarts in Appliance mode.
- **Application** — If you select **Exit Application** when in Application mode, you exit the VidyoConnect Room SE application. Since the computer is already available for other uses when in Application mode, exiting this mode does not affect other apps on the computer. On reboot, the application starts in Application mode.

## Appliance mode

If you select **Appliance** mode and click **Apply and Restart Machine**, certain functions will be set or disabled. The table below outlines the impacted functions and system responses.

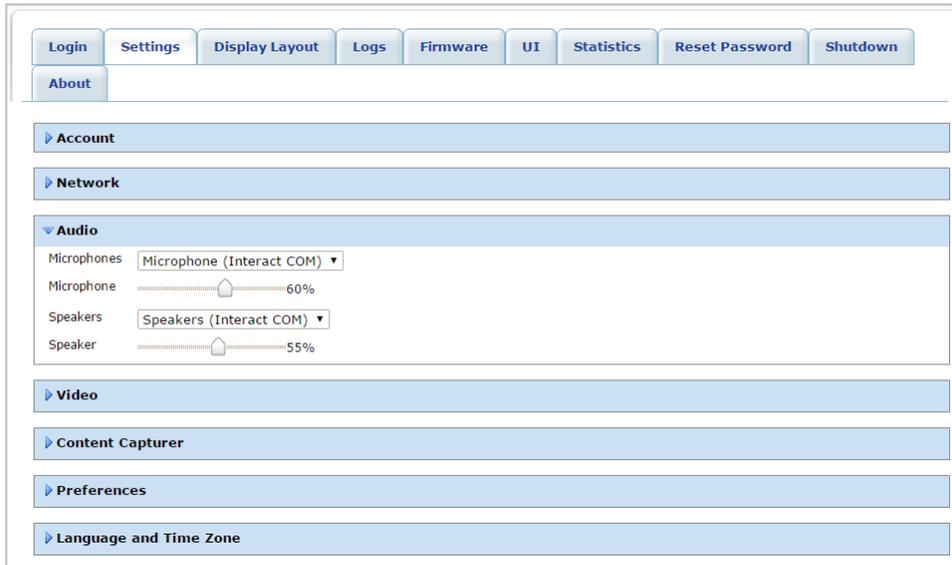
Appliance mode impacted function	Appliance mode system response
Task Manager	This function will be disabled and Ctrl + Alt + Del will not work to access the Task Manager.
Notification Center	The pop up from the Notification Center will not display.
Disable Push Notification	The Windows pop up for push notification will not display.
User Account Control	The administrator consent prompt will be disabled when starting the application in Appliance mode.
Sound Effects	All sound notifications will be disabled, such as calendar sound notifications.
Taskbar	The taskbar will be hidden.
Inbound Firewall Rules	You cannot create inbound firewall rules, such as file and printer sharing.
Windows Auto Update	Automatic Window updates will not occur in Appliance mode; therefore, your system will not be interrupted during calls. You need to manually update Windows as per your company policy.
Display Scaling	The display will be set to 100%.

<b>Appliance mode impacted function</b>	<b>Appliance mode system response</b>
Special Keys on Keyboard	The following keys will be disabled in Appliance mode: // Left Alt // F7 // Prev Track // Next Track // Mute // Calculator // Play/Pause // Stop // Eject/Audio Preset // Vol Down // Vol Up // Web: Home // Right Alt // Left Win Key // Right Win Key // Application Menu // Power // Sleep // Web: Search // Web: Favorites // Web: Refresh // Web: Stop // Web: Forward // Web: Back // My Computer // Web: Mail // Web: Media

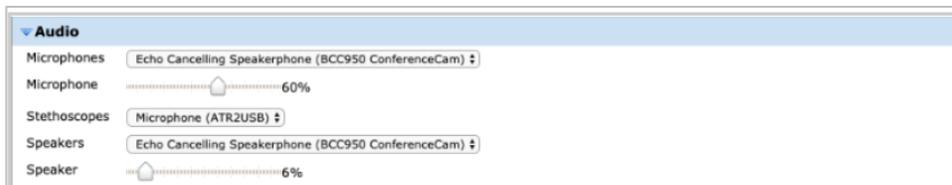
## Configure the audio settings

To configure the audio settings:

1. Click the *Settings* tab.



2. If necessary, click the blue triangle next to the word *Audio* to view the audio.



3. Select the microphone device that the VidyoConnect Room or VidyoRoom will use from the **Microphones** drop-down.
4. Slide the **Microphone** slider bar left or right as needed to decrease or increase the microphone volume.
5. If you have a stethoscope connected to the VidyoConnect Room or VidyoRoom, select the device from the Stethoscopes drop-down. (This feature is only available in version 19.2.0 and later.)
6. Select the speaker device that the VidyoConnect Room or VidyoRoom will use from the **Speakers** drop-down.
7. Slide the **Speaker** slider bar left or right as needed to decrease or increase the speaker volume.

## Configure the advanced Phoenix settings

Up-to-date firmware for the Phoenix PowerHub and Quattro is needed to support this functionality. This firmware will be included as part of the VidyoConnect Room or VidyoRoom installer for versions 3.3.21 and later. Phoenix will provide the firmware for the Phoenix Spider devices to support these controls soon.

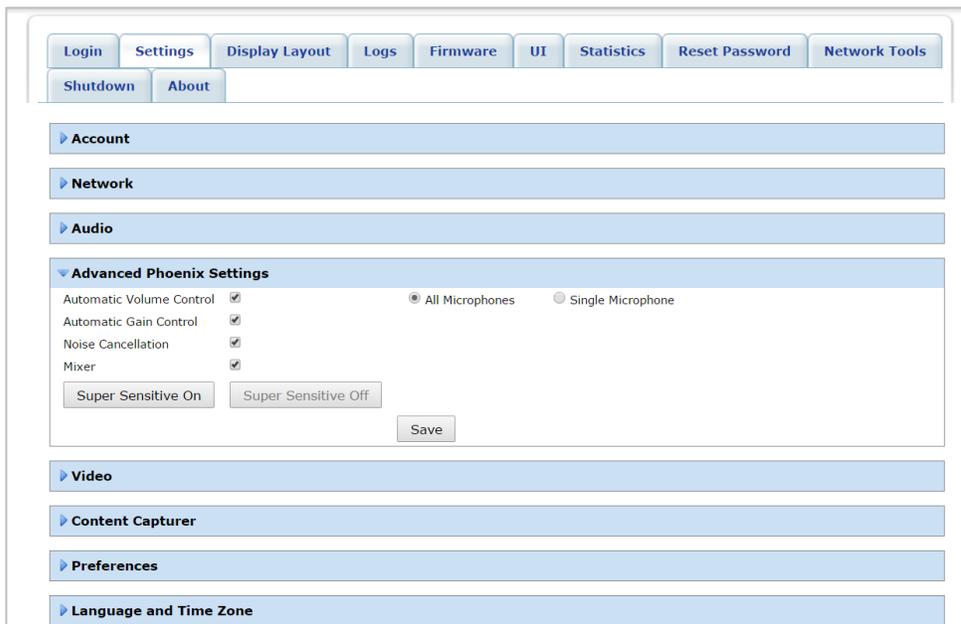
### Note

The settings described in this section are not applicable to VidyoRoom HD-230 Rev A and Rev B or to VidyoRoom SE running on any hardware.

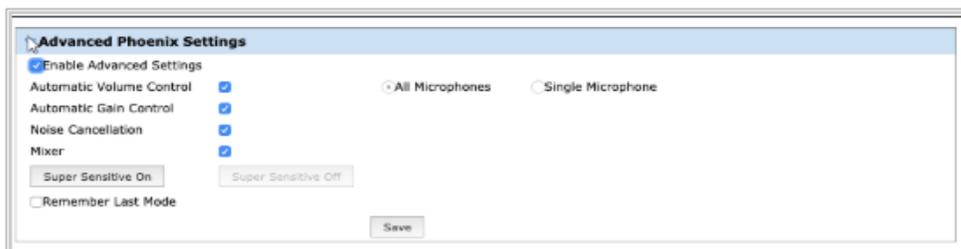
To configure the advanced Phoenix settings:

1. Click the *Settings* tab.

Version 3.3.x and Earlier:



Version 19.2.0 and Later:



2. Click the blue triangle next to the word *Advanced Phoenix Settings* to view the advanced Phoenix settings if necessary.

By default, Phoenix Super Sensitive Mode is disabled, enabling the **Automatic Volume Control**, **Automatic Gain Control**, **Noise Cancellation**, and **Mixer** settings.

Deselecting the **Automatic Gain Control**, **Noise Cancellation**, and **Mixer** checkboxes enables Phoenix Super Sensitive Mode. If you do not want to retain these default settings, then you can always make configuration changes to meet your specific needs.

#### Caution

You should only adjust the advanced Phoenix settings if you have the knowledge and expertise to make configuration changes. Otherwise, consult an expert or retain the default system configurations.

3. Deselect the **Automatic Volume Control** checkbox if you do not want to adjust the volume or loudness of the audio signal.
4. Deselect the **Automatic Gain Control** checkbox if you do not want to automatically control the gain of the audio signal.
5. Deselect the **Noise Cancellation** checkbox if you do not want to reduce background noise.
6. Deselect the **Mixer** checkbox if you do not want to route or change the volume level and dynamics of the audio signal.
7. Click the **Super Sensitive On** button if you want the audio to be received in its native state.
8. Click the **Super Sensitive Off** button if you want the audio to be processed by the Phoenix Quattro device.

The remote control API can still be used to enable or disable Phoenix Super Sensitive Mode. Phoenix Super Sensitive Mode remains in effect until the end of the call. Since Phoenix Super Sensitive Mode is automatically disabled by default, it has to be re-enabled at the beginning of each call.

#### Note

If the Phoenix Quattro device is connected to a Phoenix PowerHub, then the **All Microphones** and **Single Microphone** radio buttons will not display.

9. Select the **All Microphones** radio button if you want audio to be heard from all microphones on the Phoenix Quattro device
10. Select the **Single Microphone** radio button if you want audio to be heard from only one microphone on the Phoenix Quattro device.

The Admin UI does not allow you to select a specific microphone. The second microphone inside the Phoenix Quattro device is selected as the single microphone by default when the **Single Microphone** radio button is selected.

#### Note

Selecting the **Single Microphone** radio button is only allowed when the Phoenix Quattro device is plugged directly into the VidyoRoom system instead of being daisy chained via the Power Hub.

11. Select the **Remember Last Mode** checkbox if you would like the next call to start with the last user setting.

If **Remember Last Mode** is disabled, all new calls start with the Super Sensitive mode disabled. (This feature is only available in version 19.2.0 and later.)

12. Click the **Save** button.

**Note**

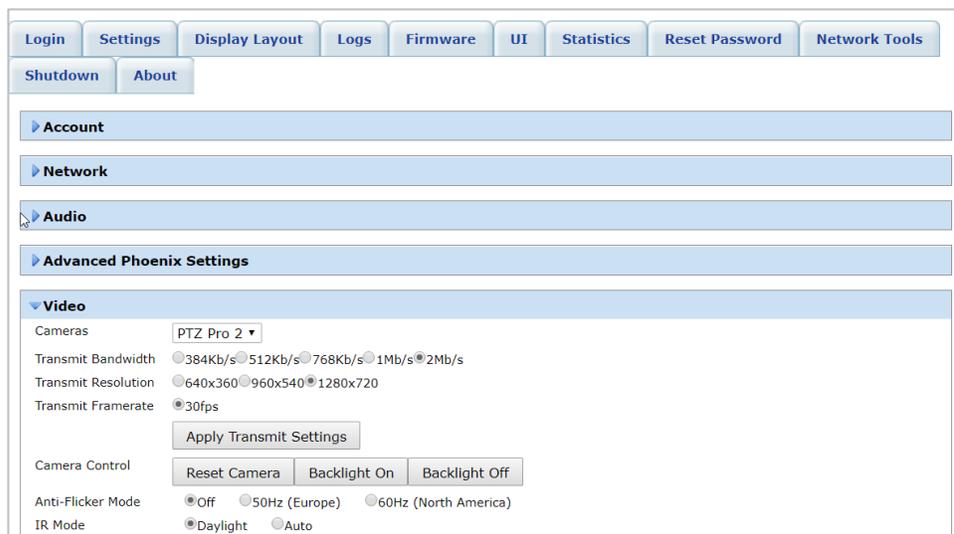
Changes made here are not applied to the Phoenix device until the **Save** button is clicked.

If Write Protection Mode is enabled, Phoenix Super Sensitive Mode will automatically be disabled after clicking the **Save** button. After the VidyoConnect Room or VidyoRoom system is rebooted, Phoenix Super Sensitive Mode will revert to its previous state prior to Write Protection Mode being enabled.

## Configure the video settings

To configure the video settings:

1. Click the *Settings* tab.



2. If necessary, click the blue triangle next to the word *Video* to view the video settings.
3. Select the camera that the VidyoConnect Room or VidyoRoom will use from the **Cameras** drop-down.
4. Select one of the **Transmit Bandwidth** radio buttons to set the maximum video transmit bandwidth.  
The options available depend upon the VidyoConnect Room or VidyoRoom model.
5. Select one of the **Transmit Resolution** radio buttons to set the video transmit resolution.  
The options available depend upon which Transmit Bandwidth you selected.
6. Select one of the **Transmit Framerate** radio buttons to set the frames per second of the camera.  
The options available depend upon which Transmit Bandwidth you selected.

7. Click **Apply Transmit Settings**.
8. Do any of the following for **Camera Control** if necessary:
  - Click **Reset Camera** to reset the camera.
  - Click **Backlight On** or **Backlight Off** as needed to compensate for backlighting.
9. Select one of the following **Anti-Flicker Mode** radio buttons:
  - Select the **50Hz** radio button if your VidyoConnect Room or VidyoRoom system is located in Europe.
  - Select the **60Hz** radio button if your system is located in North America.
  - Select the **Off** radio button to turn Anti-Flicker Mode off.
10. Select the **Auto-reboot if INOGENI is not detected** checkbox if you have a VidyoRoom HD-40 Revision B system with an INOGENI device.
11. Select one of the following **IR Mode** radio buttons:
  - Select the **Daylight** radio button for daytime use.
  - Select the **Auto** radio button for nighttime use. This is useful in cases where you want to see in low-light situations, such as when you need to monitor a patient in their room during the night.

## Configure the camera presets

Camera presets allow you to store specific camera settings, such as the camera's position and PTZ settings, so that you can quickly move the camera to those stored positions. For example, you may want the camera on a VidyoConnect Room system in a patient's room to point at the bed, the monitor, and the doorway.

This feature enables you to configure and name up to 16 presets per VISCA camera (numbered from 0 to 15).

To use this feature, you must have:

- A VISCA camera
- VidyoConnect Room or VidyoRoom version 22.3.0 or later
- VidyoPortal and VidyoRouter version 22.3.1 or later

### 3. Configure the system using the Admin UI

To configure camera presets:

1. Click the *Settings* tab.

The screenshot shows the Admin UI Settings page. At the top, there are navigation tabs: Login, Settings (selected), Display Layout, Logs, Firmware, UI, Statistics, Reset Password, and Network Tools. Below these are Restart and About buttons. The main content area is divided into several sections:

- Account:** Fields for VidyoPortal (https://neo.alpha), Username (tarun1), and Password (masked with dots). An Apply button is present.
- Branding Type:** A blue bar with a right-pointing triangle.
- System Type:** A blue bar with a right-pointing triangle.
- Network:** A blue bar with a right-pointing triangle.
- Application Mode:** A blue bar with a right-pointing triangle.
- Audio:** A blue bar with a right-pointing triangle.
- Video:** A section with several settings:
  - Cameras: INOGENI DVIUSB (dropdown)
  - Transmit Bandwidth: Radio buttons for 384Kb/s, 512Kb/s, 768Kb/s, 1Mb/s (selected), 2Mb/s, 3Mb/s, 4Mb/s, 6Mb/s.
  - Transmit Resolution: Radio buttons for 640x360, 960x540, 1280x720 (selected), 1920x1080.
  - Transmit Framerate: Radio buttons for 30fps (selected), 15fps, 60fps.
  - Apply Transmit Settings button.
  - Camera Control: Buttons for Reset Camera, Backlight On, and Backlight Off.
  - Anti-Flicker Mode: Radio buttons for Off, 50Hz (Europe), and 60Hz (North America) (selected).
- Camera Preset:** A table with columns for Name and Preset Index. It lists four presets: Home (Index 0), Window (Index 1), Bed (Index 2), and Door (Index 3). Each row has a checkbox to its left. Below the table are Add, Delete, and GoTo buttons.

2. If necessary, click the blue triangle next to the word *Camera Preset* to view the camera preset settings.

The camera preset named “Home” with Preset Index 0 automatically appears in the list, and you do not have to set it up. This preset points the camera to the center position.

3. To add a new preset, move the camera to the position you want, enter a Name and Preset Index for the preset, and then click **Add**.

For example, if you move the camera so that it points at a window, you can use “Window” as the Name and use 1 as the Preset Index.

You can use the numbers from 0 through 15 as the Preset Index numbers. If you select a number outside of that range or if you select a Preset Index that’s already being used, an error message appears.

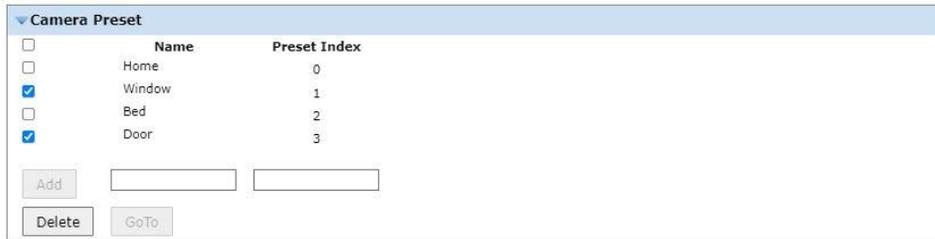
4. To move the camera to a preset position, select the checkbox to the left of the preset you want to move the camera to and then click **GoTo**.

For example, to move the camera so that it points at the patient’s bed, select the checkbox near the preset named “Bed” and then click **GoTo**.

### 3. Configure the system using the Admin UI

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5. To delete a preset, select the checkbox to the left of the preset you want to delete and then click **Delete**.
6. If you want to delete more than one preset at a time, simply click the checkbox to the left of each preset you want to delete and then click **Delete**.



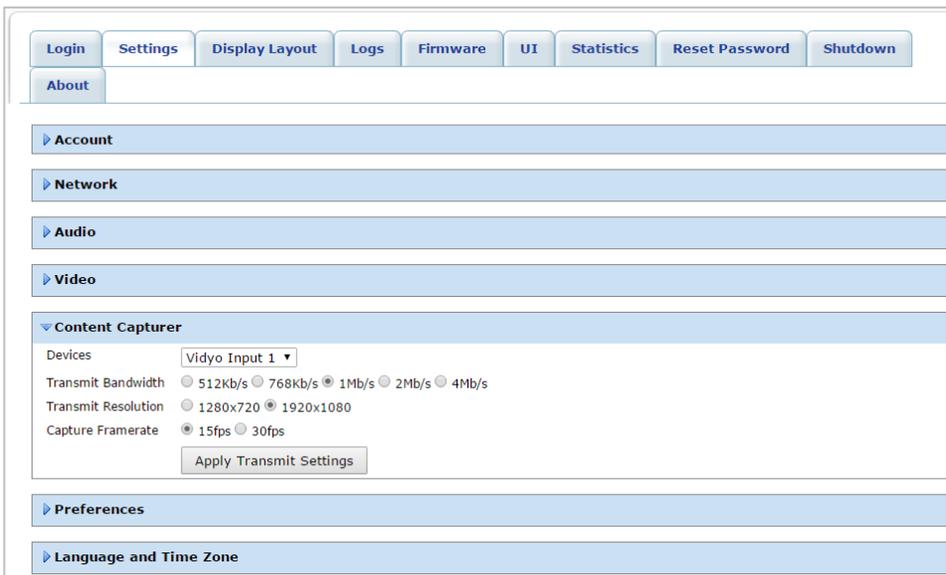
## Configure the content capturer

With VidyoPortal version 3.1 or later and either a VidyoRoom HD-230 version 3.2.2 or later, HD-100 Revision D, or HD-40 Revision B, you can use the Audio/Video Projection feature. This feature enables you to play local audio and video content when not in a call at native resolution and frame rate.

To configure the content capturer:

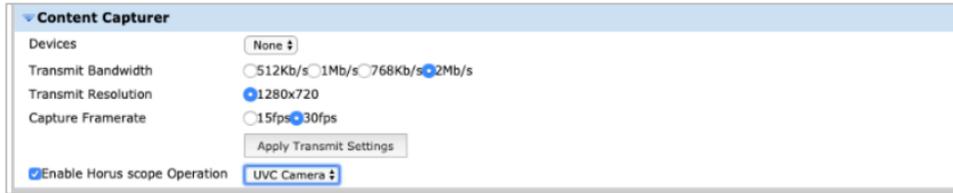
1. Click the *Settings* tab.

Version 19.1.0 and Earlier:



### 3. Configure the system using the Admin UI

Version 19.2.0 and Later:



2. Click the blue triangle next to the words *Content Capturer* to view the content capturer settings.
3. From the **Devices** drop-down, select the content capturing device that the system will use, or select **None** if no content capturing device will be used.

The options available depend upon which content capturing device you selected from the **Devices** drop-down. In addition, depending upon which device you select, the other fields in the Content Capturer section may or may not display.

4. Select one of the **Transmit Bandwidth** radio buttons to set the maximum transmit bandwidth of the device.

For the best audio/video projection experience, select **4Mb/s** if available.

5. Select one of the **Transmit Resolution** radio buttons to set the transmit resolution of the device.

The available options depend upon which Transmit Bandwidth you selected.

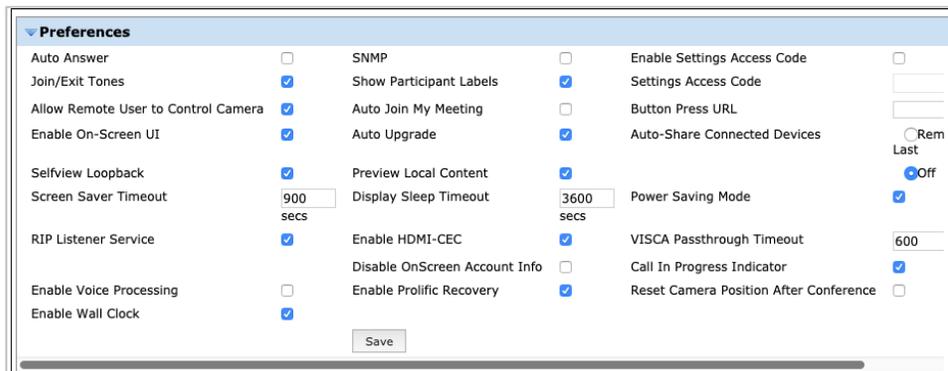
6. Select one of the **Capture Framerate** radio buttons to set the frames per second.
7. If applicable, select the **Enable Horus scope Operation** checkbox and then select a camera from the Enable Horus scope Operation drop-down.
8. This option is only available in version 19.2.0 and later.
9. Click **Apply Transmit Settings**.

## Configure preferences

To configure preferences:

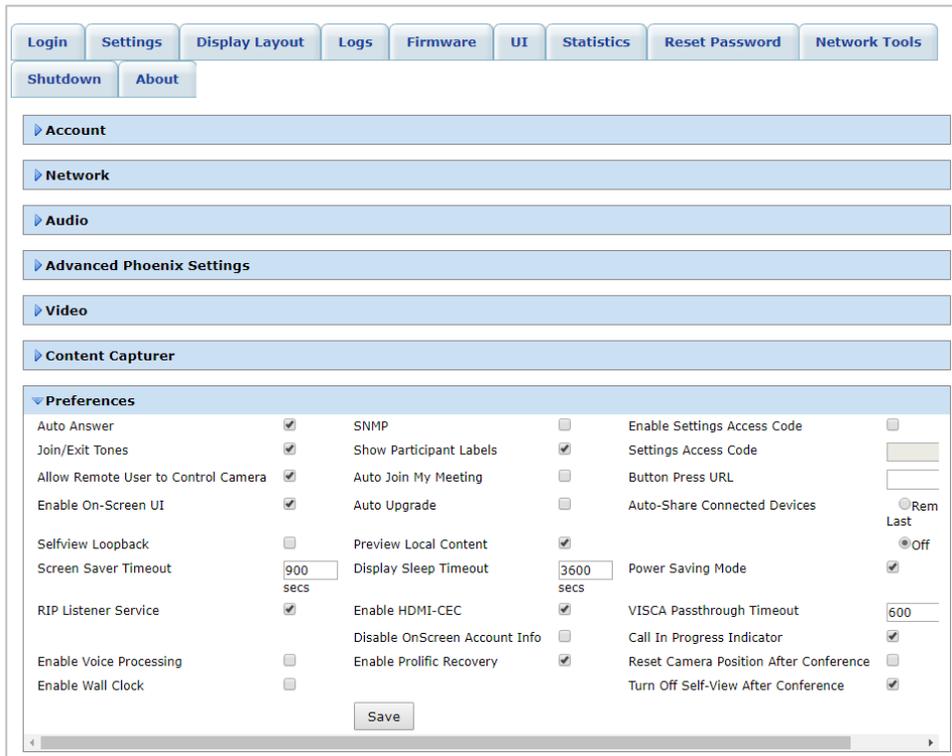
1. Click the *Settings* tab.

Version 19.2.0:

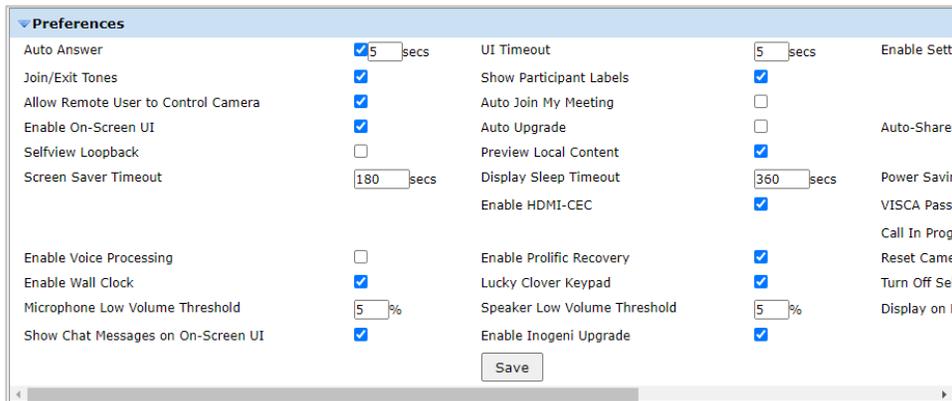


### 3. Configure the system using the Admin UI

Version 19.2.1:



Version 20.2.0 and Later — Left Side of Preferences (Only for VidyoConnect Room UI):



### 3. Configure the system using the Admin UI

#### Version 20.2.0 — Right Side of Preferences (Only for VidyoConnect Room UI):

The screenshot shows the 'Preferences' window for Version 20.2.0, focusing on the right side. The settings are as follows:

UI Timeout	5 secs	Enable Settings Access Code	<input type="checkbox"/>
Show Participant Labels	<input checked="" type="checkbox"/>	Button Press URL	<input type="text"/>
Auto Join My Meeting	<input type="checkbox"/>	Auto-Share Connected Devices	<input type="radio"/> Remember Last <input checked="" type="radio"/> Off
Auto Upgrade	<input checked="" type="checkbox"/>	Power Saving Mode	<input checked="" type="checkbox"/>
Preview Local Content	<input checked="" type="checkbox"/>	VISCA Passthrough Timeout	600 ms
Display Sleep Timeout	3600 secs	Call In Progress Indicator	<input checked="" type="checkbox"/>
Enable HDMI-CEC	<input checked="" type="checkbox"/>	Reset Camera Position After Conference	<input type="checkbox"/>
Enable Prolific Recovery	<input checked="" type="checkbox"/>	Turn Off Self-View After Conference	<input checked="" type="checkbox"/>
Lucky Clover Keypad	<input checked="" type="checkbox"/>	Display on Home Screen	<input checked="" type="radio"/> Calendar <input type="radio"/> Contacts
Speaker Low Volume Threshold	5 %		

A 'Save' button is located at the bottom left of the window.

#### Version 20.3.0 — Right Side of Preferences (All Systems Except for General Collaboration):

The screenshot shows the 'Preferences' window for Version 20.3.0, focusing on the right side. The settings are as follows:

UI Timeout	5 secs	Enable Settings Access Code	<input type="checkbox"/>
Show Participant Labels	<input checked="" type="checkbox"/>	Button Press URL	<input type="text"/>
Auto Join My Meeting	<input type="checkbox"/>	Auto-Share Connected Devices	<input type="radio"/> Remember Last <input checked="" type="radio"/> Off
Auto Upgrade	<input type="checkbox"/>	Power Saving Mode	<input checked="" type="checkbox"/>
Preview Local Content	<input type="checkbox"/>	VISCA Passthrough Timeout	600 ms
Display Sleep Timeout	3600 secs	Call In Progress Indicator	<input checked="" type="checkbox"/>
Enable HDMI-CEC	<input checked="" type="checkbox"/>	Reset Camera Position After Conference	<input type="checkbox"/>
Enable Prolific Recovery	<input checked="" type="checkbox"/>	Turn Off Self-View After Conference	<input checked="" type="checkbox"/>
Lucky Clover Keypad	<input checked="" type="checkbox"/>	Display on Home Screen	<input checked="" type="radio"/> Calendar <input type="radio"/> Contacts
Speaker Low Volume Threshold	5 %	Epic API	<input checked="" type="checkbox"/> Production <input type="checkbox"/> Test
Enable Inogeni Upgrade	<input checked="" type="checkbox"/>		

A 'Save' button is located at the bottom left of the window.

#### Version 21.1.0 — Left Side of Preferences:

The screenshot shows the 'Preferences' window for Version 21.1.0, focusing on the left side. The settings are as follows:

Auto Answer	<input type="checkbox"/>	UI Timeout	5 secs	Enable Sel
Join/Exit Tones	<input checked="" type="checkbox"/>	Show Participant Labels	<input checked="" type="checkbox"/>	
Allow Remote User to Control Camera	<input checked="" type="checkbox"/>	Auto Join My Meeting	<input type="checkbox"/>	
Enable On-Screen UI	<input checked="" type="checkbox"/>	Auto Upgrade	<input type="checkbox"/>	Auto-Shar
Selfview Loopback	<input type="checkbox"/>	Preview Local Content	<input checked="" type="checkbox"/>	
Screen Saver Timeout	900 secs	Display Sleep Timeout	3600 secs	Power Sav
Enable Voice Processing	<input type="checkbox"/>	Enable HDMI-CEC	<input checked="" type="checkbox"/>	VISCA Pas
Enable Wall Clock	<input type="checkbox"/>	Enable Prolific Recovery	<input checked="" type="checkbox"/>	Call In Pro
Microphone Low Volume Threshold	5 %	Lucky Clover Keypad	<input checked="" type="checkbox"/>	Reset Carr
Show Chat Messages on On-Screen UI	<input checked="" type="checkbox"/>	Speaker Low Volume Threshold	5 %	Turn Off S
Self-View Label	Self View	Enable Inogeni Upgrade	<input checked="" type="checkbox"/>	Display on
		Show Local Content Label	<input checked="" type="checkbox"/>	Reboot if s

A 'Save' button is located at the bottom center of the window.

### 3. Configure the system using the Admin UI

#### Version 21.1.0 — Right Side of Preferences:

Preferences	
Enable Settings Access Code	<input type="checkbox"/>
Show Participant Labels	<input checked="" type="checkbox"/>
Auto Join My Meeting	<input type="checkbox"/>
Auto Upgrade	<input checked="" type="checkbox"/>
Preview Local Content	<input checked="" type="checkbox"/>
Display Sleep Timeout	<input type="text" value="3600"/> secs
Enable HDMI-CEC	<input checked="" type="checkbox"/>
Disable OnScreen Account Info	<input type="checkbox"/>
Enable Prolific Recovery	<input checked="" type="checkbox"/>
Epic API	<input type="checkbox"/>
Show Local Content Label	<input checked="" type="checkbox"/>
Button Press URL	<input type="text"/>
Auto-Share Connected Devices	<input type="radio"/> Remember Last <input checked="" type="radio"/> Off
Power Saving Mode	<input checked="" type="checkbox"/>
VISCA Passthrough Timeout	<input type="text" value="600"/> ms
Call In Progress Indicator	<input checked="" type="checkbox"/>
Reset Camera Position After Conference	<input type="checkbox"/>
Turn Off Self-View After Conference	<input checked="" type="checkbox"/>
Reboot if stethoscope is missing on restart	<input type="checkbox"/>

Save

#### Version 21.2.0 — Left Side of Preferences:

Preferences	
Auto Answer	<input type="checkbox"/>
Join/Exit Tones	<input checked="" type="checkbox"/>
Allow Remote User to Control Camera	<input checked="" type="checkbox"/>
Add Authentication to Button Press URL	<input checked="" type="checkbox"/>
Enable On-Screen UI	<input checked="" type="checkbox"/>
Selfview Loopback	<input type="checkbox"/>
Screen Saver Timeout	<input type="text" value="30"/> secs
UI Timeout	<input type="text" value="5"/> secs
Show Participant Labels	<input checked="" type="checkbox"/>
Auto Join My Meeting	<input type="checkbox"/>
Button Press URL Username	<input type="text" value="username"/>
Auto Upgrade	<input type="checkbox"/>
Preview Local Content	<input checked="" type="checkbox"/>
Display Sleep Timeout	<input type="text" value="60"/> secs
Enable Voice Processing	<input type="checkbox"/>
Enable Wall Clock	<input type="checkbox"/>
Microphone Low Volume Threshold	<input type="text" value="5"/> %
Speaker Low Volume Threshold	<input type="text" value="5"/> %
Show Chat Messages on On-Screen UI	<input checked="" type="checkbox"/>
Self-View Label	<input type="text" value="My Camera"/>
Enable Prolific Recovery	<input checked="" type="checkbox"/>
Lucky Clover Keypad	<input checked="" type="checkbox"/>
Enable Inogeni Upgrade	<input checked="" type="checkbox"/>
Show Local Content Label	<input type="checkbox"/>
HDMI-CEC Port Number	<input type="text" value="Port 1"/>

Save

#### Version 21.2.0 — Right Side of Preferences:

Preferences	
UI Timeout	<input type="text" value="5"/> secs
Show Participant Labels	<input checked="" type="checkbox"/>
Auto Join My Meeting	<input type="checkbox"/>
Button Press URL Username	<input type="text" value="username"/>
Auto Upgrade	<input type="checkbox"/>
Preview Local Content	<input checked="" type="checkbox"/>
Display Sleep Timeout	<input type="text" value="60"/> secs
Enable Settings Access Code	<input type="checkbox"/>
Button Press URL	<input type="text" value="http://www.url.co"/>
Button Press URL Password	<input type="text" value="password"/>
Auto-Share Connected Devices	<input type="radio"/> Remember Last <input checked="" type="radio"/> Off
Power Saving Mode	<input checked="" type="checkbox"/>
VISCA Passthrough Timeout	<input type="text" value="600"/> ms
Call In Progress Indicator	<input checked="" type="checkbox"/>
Reset Camera Position After Conference	<input checked="" type="checkbox"/>
Turn Off Self-View After Conference	<input checked="" type="checkbox"/>
Display on Home Screen	<input checked="" type="radio"/> Calendar <input type="radio"/> Contacts
Epic API	<input type="checkbox"/>
Reboot if stethoscope is missing on restart	<input type="checkbox"/>
Single participant auto-disconnect	<input checked="" type="checkbox"/> <input type="text" value="300"/> secs

Save

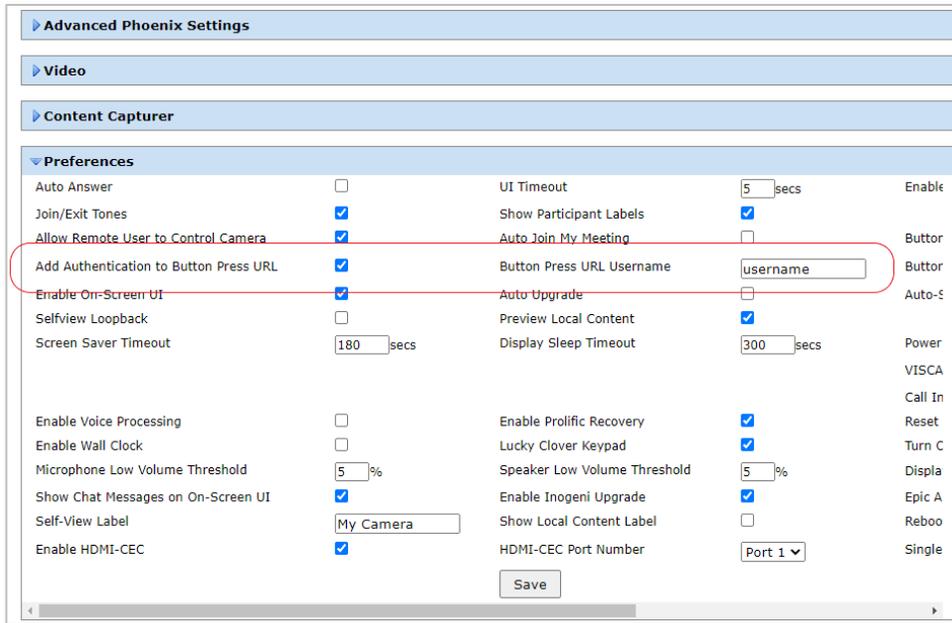
#### Note

Version 3.3x and prior will display “Enable Audio Processing” and version 19.2.0 and later will display “Enable Voice Processing”. Version 19.2.1 and later will display “Turn Off Self-View After Conference”.

When upgrading to version 19.2.0, you can select the “Enable Voice Processing” checkbox in the Preferences window if your VidyoRoom audio device has audio quality issues and external voice processing is needed. First test your audio quality. Then, if you have an audio quality issue, you can select this option. Next, determine the correct setting for “Enable Voice Processing”, and then test the audio device with this new setting. (If your audio is already working well, you do not need to “Enable Voice Processing”).

2. If necessary, click the blue triangle next to the word *Preferences* to view the preference settings.
3. Select the **Auto Answer** checkbox if you want the VidyoConnect Room (Modern UI) to automatically answer incoming calls in 5 seconds (default value).
4. If you want the call answered quicker or you want to increase the seconds before answering, enter the new value in the **Auto Answer** field. If you have a VidyoRoom Classic UI (older system), you can select the **Auto Answer** checkbox, but you cannot configure the seconds.
5. Select the **Join/Exit Tones** checkbox if you want to hear a tone whenever someone joins or exits a conference.
6. Select the **Allow Remote User to Control Camera** checkbox if you want to allow remote users to control your camera.  
For this option to work, the camera must be capable of pan, tilt, and zoom.
7. If you use the **Button Press URL** field to activate a URL, starting with the 21.2.0 release, you can add authentication by selecting the **Add Authentication to Button Press URL** checkbox. Doing this adds two input fields for Username and Password to the **Button Press URL** field. When a user provides the required information in these fields, the system adds the standard Basic Authentication header to the outbound web request.

### 3. Configure the system using the Admin UI



8. Select the **Enable On-Screen UI** checkbox if you want the VidyoConnect Room or VidyoRoom to display the on-screen user interface.
9. Select the **Selfview Loopback** checkbox if you want to view the loopback of your self-view from the VidyoRouter (as opposed to your local self-view) when you are the only one in the conference.
10. Enter the number of seconds after which the screen saver will display in the **Screen Saver Timeout** field, or enter **0** if you do not want the screen saver to display.
11. Select the **RIP Listener Service** checkbox if you want to enable the RIP listener service. (Not available for VidyoRoom SE.)
12. Some corporate networks may have firewall rules that cause the VidyoConnect Room or VidyoRoom system to scan for all available routes. As a result, the VidyoConnect Rooms or VidyoRooms can take up to five minutes to log into the VidyoPortal after reboot. For such environments, you can disable the RIP Listener Service to allow the VidyoConnect Room or VidyoRoom to log into the VidyoPortal as soon as it is up after reboot.
13. Select the **Enable Voice Processing** checkbox if your VidyoConnect Room or VidyoRoom audio device has audio quality issues and external voice processing is needed.
14. Once you determine the correct setting for "Enable Voice Processing", test the audio device with this new setting. (If your audio is already working well, you do not need to select **Enable Voice Processing**.)

#### Note

When upgrading to version 19.2.0, the system will not display the "Enable Audio Processing" checkbox; however, the system will automatically save your last settings in the configuration file as enabled (checkbox selected) or disabled (checkbox not selected).

15. Select the **Enable Wall Clock** checkbox if you want a clock to be displayed at the bottom center of the screen during video calls.

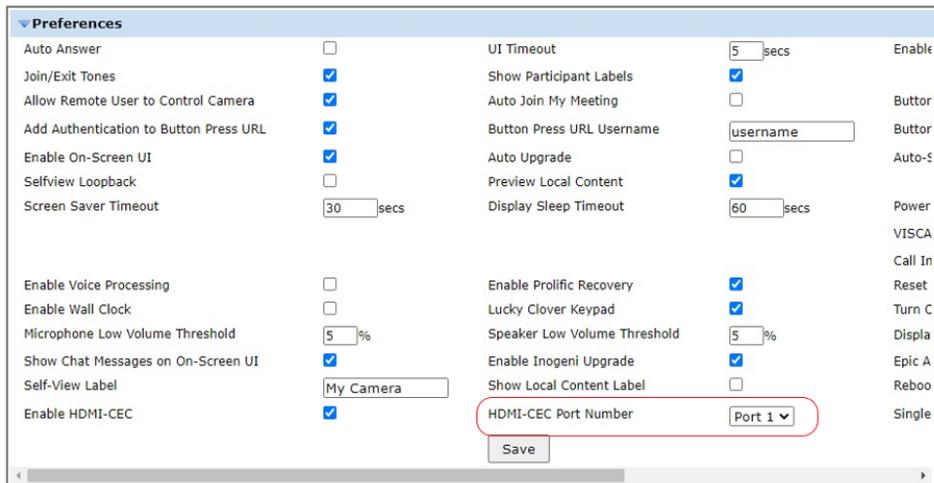
16. Select the **SNMP** checkbox if you want to enable the SNMP interface. (Not available for VidyoRoom SE version 20.2.0 and later.)
17. When enabled, a third party can use the SNMP protocol to configure and control VidyoConnect Room or VidyoRoom with their UI.
18. Enter a threshold percentage value in the **Microphone Low Volume Threshold** field for the Microphone volume.
19. The default is 5%. If the Microphone volume is less than the configured, a notification will always display in the UI (for VidyoConnect Room only).
20. Select the **Show Chat Messages on On-Screen UI** checkbox if you do want chat messages to display on the On-Screen UI.
21. This option is available only for VidyoConnect Room version 20.2.0 and later.
22. In the **Self-View Label** field, enter the label you want to display on your Self-View tile.
23. If you selected a UI language other than English and you want to see your label displayed in that language, enter translated text into this field.
24. In the **UI Timeout** field, enter a number from 1-30.
25. When you multiply this number by 6, it equals the number of seconds after which the UI will return to the home page when there is "No Activity". For example, if you enter 10 seconds and multiply this number by 6, the amount of time before the UI returns to the home page is 60 seconds (i.e.,  $10 \times 6 = 60$  seconds). The default value is 5 which equals 30 seconds before the UI returns to the home page (i.e.,  $5 \times 6 = 30$  seconds). (Available only for VidyoConnect Room version 20.2.0 and later.)
26. Select the **Show Participant Labels** checkbox if you want to display the participants' names on-screen during conferences.
27. Select the **Auto Join My Meeting** checkbox if you want to automatically join your room whenever you log in.
28. Select the **Auto Upgrade** checkbox if you want to automatically upgrade your VidyoConnect Room or VidyoRoom whenever a new version is available on the VidyoPortal.

**Note**

This upgrade is not the image upgrade, which you must manually initiate using either the *Firmware* tab or the Recovery Console. For more information about the *Firmware* tab, see [Update the firmware](#). For more information about the Recovery Console, see [Use the Recovery Console](#).
29. Select the **Preview Local Content** checkbox if you want to preview locally shared content before sharing it with other sites.
30. Enter the number of seconds in the **Display Sleep Timeout** field and select the **Power Saving Mode** checkbox if you want the displays to go to sleep after a specified number of seconds of inactivity.

If you do not want the displays to go to sleep, deselect the **Power Saving Mode** checkbox.
31. Once the displays go into Power Saving Mode, you can wake them up by pressing any button on the remote control or by joining a room using the VidyoControl app. Incoming calls will also wake up the displays.

32. Select the **Enable HDMI-CEC** checkbox if you want to use VidyoConnect Room or VidyoRoom to switch your TVs that are connected using a Pulse-Eight USB-CEC adapter on and off. This will work for most TV models.
  - By default, the HDMI-CEC feature is enabled and "Port 1" is selected. If your Room System is connected to any other HDMI port, change the HDMI Port on TV to Port 1 or change the "HDMI-CEC Port Number" in Admin UI to the connected HDMI Port on TV (Ex: Port 2)."



33. Select the **Enable Prolific Recovery** checkbox if you want your VidyoConnect Room or VidyoRoom system to automatically reboot in order to recover the camera when an issue occurs with a VISCA cable.
34. Select the **Lucky Clover Keypad** checkbox if you want to use the Lucky Clover remote control keypad, which is an alphanumeric character input method for your VidyoConnect Room or VidyoRoom infrared remote control.
35. Enter a threshold percentage value using the **Speaker Low Volume Threshold** field for the Speaker volume.
36. The default is 5%. If the Speaker volume is less than the configured value, a notification will always display in the UI. (Available only for VidyoConnect Room UI.)
37. Select the **Enable Inogeni Upgrade** if you want your system to upgrade to the firmware version provided in the VidyoConnect Room or VidyoRoom software.
38. If you do not want the Inogeni upgraded with the firmware version that comes with the VidyoConnect Room or VidyoRoom software package, deselect this checkbox.
39. Select the **Show Local Content Label** checkbox if you want to see a label when content is being shared. If you don't want a label to be shown, deselect this checkbox.
40. Select the **Enable Settings Access Code** checkbox and then enter an alphanumeric access code in the field if you want to set an access code so that only those people who know the code can make change.
41. From the VidyoConnect Room UI, the Settings screen will open without the access code, but the **Settings>Network** page and **Settings>Reboot** page will require the user to enter an access code.

#### Note

If you are using an older VidyoRoom UI, the user will need to provide the access code to access the Settings screen itself.

42. Select the **Enable AEC** checkbox if you want to enable Acoustic Echo Cancellation (AEC).
43. AEC removes echoes, which results in clearer audio. Selecting this checkbox improves the audio quality by removing echo (AEC), removing unwanted background noise (noise suppression), and additional audio improvements.

#### Note

Since the ability to configure AEC existed in the product before Audio Processing was added to the *Settings* page, the two options remain configurable for the user via this page. However, because AEC is a component of Audio Processing, Vidyo highly recommends leaving both checkboxes in the same state (that is, either both selected or neither selected).

44. Select the **Disable Onscreen Account information** checkbox to remove the account information from the On-Screen UI. (Not available for VidyoConnect Room UI.)
45. Select the **Phoenix Super Sensitive Mode** checkbox if you want the audio to be received in its native state; otherwise, leave the **Phoenix Super Sensitive Mode** checkbox unselected if you want the audio to be processed by the Phoenix device.

#### Note

If enabling Phoenix Super Sensitive Mode, ensure that the **Enable Audio Processing** checkbox is not selected; otherwise, the audio will be processed by the VidyoConnect Room or VidyoRoom system. The Super Sensitive fields only display if you have a Phoenix PowerHub or Spider connected to your system.

46. Leave the **Button Press URL** field blank in most cases. However, if you have a custom application that uses a dedicated button to activate a URL, enter the URL in the **Button Press URL** field and select a Method, POST or GET, from the dropdown to use to invoke the request. The default method is POST.

If you are an Epic API user, see step 55.

The screenshot shows the 'Preferences' section of the Vidyo Admin UI. The 'Button Press URL' field is highlighted with a red arrow pointing to the dropdown menu, which is set to 'POST'. Other settings include UI Timeout (5 secs), Show Participant Labels (checked), Auto Join My Meeting (unchecked), Button Press URL Username (empty), Auto Upgrade (unchecked), Preview Local Content (checked), Display Sleep Timeout (3600 secs), Enable Prolific Recovery (checked), Lucky Clover Keypad (checked), Speaker Low Volume Threshold (5%), Enable Inogeni Upgrade (checked), Show Local Content Label (checked), HDMI-CEC Port Number (Port 1), Enable Settings Access Code (unchecked), Button Press URL Password (empty), Auto-Share Connected Devices (Remember Last unselected, Off selected), Power Saving Mode (checked), VISCA Passthrough Timeout (600 ms), Call In Progress Indicator (checked), Reset Camera Position After Conference (unchecked), Turn Off Self-View After Conference (checked), Display on Home Screen (Calendar selected, Contacts unselected), Epic API (unchecked), Reboot if stethoscope is missing on restart (unchecked), and Single participant auto-disconnect (checked, 300 secs).

47. Select one of the following **Auto-Share Connected Devices** radio buttons:
  - Select the **Remember Last** radio button if you want the VidyoConnect Room or VidyoRoom to remember the content share status from the last conference.

For example, if content was being shared in a conference and the conference ended without stopping the content share, when the next conference started, sharing would start automatically if you selected the **Remember Last** radio button.
  - Select the **Off** radio button if you do not want VidyoConnect Room or VidyoRoom to automatically share when a conference starts.

For example, if you selected the Off radio button, sharing would not start automatically. This option is not applicable for the VidyoRoom HD-40.
48. Edit the default 4000 ms value in the **VISCA Passthrough Timeout** field if you want to change the VISCA passthrough timeout value.

The four-second (4000 ms) VISCA passthrough timeout was added to prevent the VidyoConnect Room or VidyoRoom from returning “buffer full” messages in response to VISCA commands.

**Note**

If a VISCA communication issue occurs with the camera, the VidyoConnect Room or VidyoRoom system will reboot once the conference is over in order to recover the camera. Note that when this issue occurs, the camera control may or may not work correctly, and there will be no indication of the cause of the reboot on the On-Screen UI.
49. Select the **Call In Progress Indicator** checkbox if you do want the Call In Progress Indicator to display during active calls; otherwise, deselect it.
50. Deselect the **Reset Camera Position After Conference** checkbox if you want the camera position to remain unchanged at the end of each call.
51. In order to use this feature, besides selecting the **Reset Camera Position After Conference** checkbox, you must also have a Sony® camera and you must have set the camera Preset 1 and 2 positions using the camera controls. If you have done so:
  - When the user joins a conference, the camera will move to Preset 2 and the message “RECALL 2 OK” will be displayed both locally and remotely for one or two seconds.
  - When the user disconnects from a conference, the camera will move to Preset 1 and the message “RECALL 1 OK” will be displayed locally only for about a half second.
52. Select the **Turn Off Self-View After Conference** checkbox if you want the self-view tile to close at the end of every call. Deselect the checkbox if you want the self-view tile to remain open if it was open at the end of the call and remain closed if it was closed at the end of the call.
53. Select the **Calendar** option to **Display on Home Screen** to display the calendar on the Home page on startup or select **Contacts** to display the Contacts page on the Home page on startup.
54. This field is available only when using the VidyoConnect Room UI.
55. Select the **Epic API** checkbox if you are an Epic API user, and then select either the **Production** or **Test** radio button (the default is Test). Based on your selection, the linked Client ID will be used in a custom header when **Button Press URL** is also used.
56. This field applies to all system types except General Collaboration.

### 3. Configure the system using the Admin UI

57. Select the **Reboot if stethoscope is missing on restart** checkbox if you are using a stethoscope device and, if the stethoscope is *not* detected during room system reboot, you want the system to automatically restart one more time. Deselect this checkbox if you do *not* want the room system to reboot even if the stethoscope is not detected during the initial reboot.
58. To automatically disconnect a VidyoConnect Room from a single party conference after a specified time, select the **Single participant auto disconnect checkbox** and enter duration (e.g., 300 secs). When auto-disconnect is enabled, the auto-disconnect timer starts as soon as the last participant leaves the conference IF the VidyoConnect Room is the only participant remaining in the call. Once the specified time is reached, the VidyoConnect Room automatically disconnects from the conference.

The screenshot shows the 'Preferences' section of the Admin UI. The 'Single participant auto-disconnect' checkbox is checked and highlighted with a red circle. The value '300' is entered in the text field next to it. Other settings include 'UI Timeout' (5 secs), 'Show Participant Labels' (checked), 'Auto Join My Meeting' (unchecked), 'Button Press URL Username' (username), 'Auto Upgrade' (unchecked), 'Preview Local Content' (checked), 'Display Sleep Timeout' (60 secs), 'Enable Prolific Recovery' (checked), 'Lucky Clover Keypad' (checked), 'Speaker Low Volume Threshold' (5%), 'Enable Inogeni Upgrade' (checked), 'Show Local Content Label' (unchecked), 'HDMI-CEC Port Number' (Port 1), 'Enable Settings Access Code' (unchecked), 'Button Press URL' (http://www.url.co), 'Button Press URL Password' (password), 'Auto-Share Connected Devices' (Remember Last), 'Power Saving Mode' (checked), 'VISCA Passthrough Timeout' (600 ms), 'Call In Progress Indicator' (checked), 'Reset Camera Position After Conference' (checked), 'Turn Off Self-View After Conference' (checked), 'Display on Home Screen' (Calendar), 'Epic API' (unchecked), and 'Reboot if stethoscope is missing on restart' (unchecked).

## Configure the language and time zone

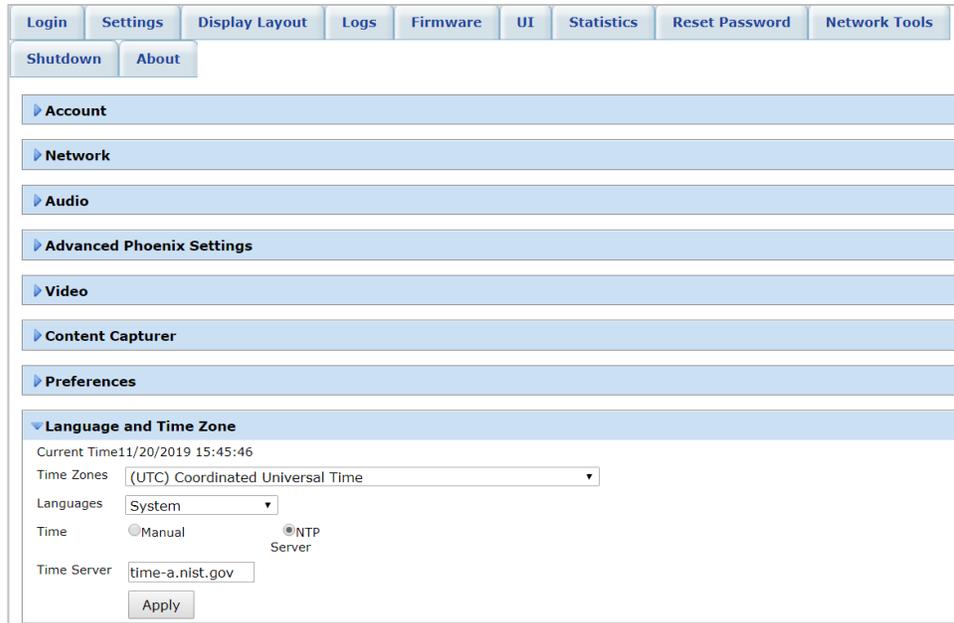
### Note

If you are running VidyoConnect Room SE as a Standard User, the Language and Time Zone settings will be disabled since changing these settings requires an Administrator account.

In addition, if you are running in Application mode, the Language and Time Zone settings will be disabled whether you are a Standard User or an Administrator.

To configure the language and time zone:

1. Click the *Settings* tab.



2. If necessary, click the blue triangle next to the words *Language and Time Zone* to view the language and time zone settings.
3. Select the time zone from the **Time Zones** drop-down in which the VidyoConnect Room or VidyoRoom is located.
4. Select the language that you want to display on the VidyoConnect Room or VidyoRoom user interface from the **Languages** drop-down.
5. Select **System** if you want the VidyoConnect Room or VidyoRoom to display in the system language selected on the VidyoPortal.
6. In the **Time** section, select Manual or NTP Server.
7. The **Time Server** will populate with information.
8. Click **Apply**.

## Configure VidyoRoom and VidyoConnect room pairing

This section is comprised of two subsections: [Configure pairing with VidyoRoom](#) and [Configure pairing with VidyoConnect Room](#). Please refer to the subsection that corresponds to the type of room you want to pair.

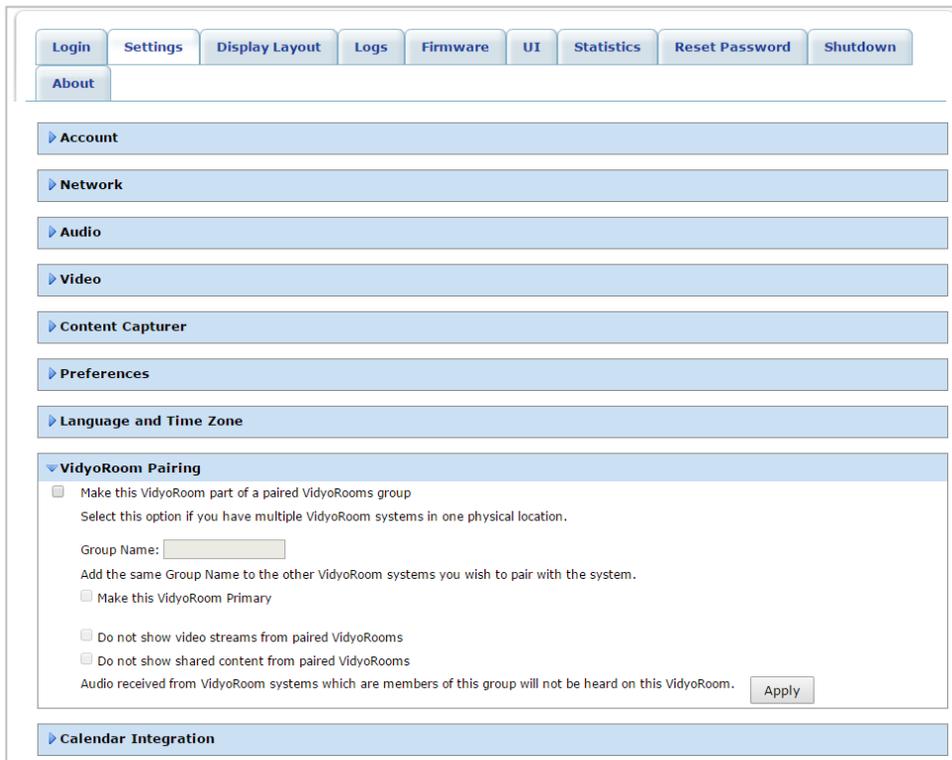
### Configure pairing with VidyoRoom

The VidyoRoom pairing feature enables you to use the cameras from two or more VidyoRoom systems in your conference. This feature is especially useful in larger conference rooms where you might want to use more than one camera to capture the active speaker.

We recommend this feature only for use at sites that have a device that can balance and route the transmitted audio (such as a Biamp®).

To configure VidyoRoom Pairing:

1. Click the *Settings* tab.



2. Click the blue triangle next to the words *VidyoRoom Pairing* to view the VidyoRoom pairing settings if necessary.
3. Select the **Make this VidyoRoom part of a paired VidyoRooms group** checkbox if you want to pair this VidyoRoom with other VidyoRoom(s).
4. Enter a name for the group of paired VidyoRooms in the **Group Name** field.
5. You must give the same group name to the other paired VidyoRooms in the group. For example, if you want to pair an HD-230 and another VidyoRoom that are both located in Conference Room A, you must give both the HD-230 and VidyoRoom the same group name, such as "Conference Room A."
6. Select the **Make this VidyoRoom Primary** checkbox if you want this to be the Primary VidyoRoom among the paired VidyoRooms.
7. If you select a VidyoRoom as the Primary VidyoRoom, only that VidyoRoom will broadcast the incoming audio.

**Note**

To ensure clear audio, you should use this feature only if your configuration includes a device that can balance and route transmitted audio (such as a Biamp).

8. Select the **Do not show video streams from paired VidyoRooms** checkbox and the **Do not show shared content from paired VidyoRooms** checkbox if you want only the Primary VidyoRoom to show video or shared content.

9. These checkboxes give you more control over what the VidyoRooms display. For example, if the Primary VidyoRoom has a large screen, you may want it to display only shared content, while the other VidyoRooms display video.
10. Click **Apply**.

## Configure pairing with VidyoConnect Room

### Note

If you are running VidyoConnect Room SE as a Standard User, the Pairing settings will be disabled since changing these settings requires an Administrator account.

The VidyoConnect Room pairing feature (available on VidyoConnect Room version 20.3.0 and later) enables you to see a greater number of remote video tiles in your conference by pairing multiple VidyoConnect Room systems into a group.

This feature is especially useful in larger conference calls where you want to increase the number of participants that you can see on your displays while you are in a call. For example, you could pair an HD-3 with four displays and an HD-3C with four displays into a group and see 128 participants on the eight displays. The maximum is 16 tiles per screen and a total of 192 tiles displayed per conference.

- When you create a paired group of systems, you select one system in the group as the Primary. Only the Primary system can be controlled by the user. All the other Secondary systems in the group will be passive, meaning that users cannot interact with them directly (such as with a remote control), and they will be completely controlled by the Primary system.
- Different physical room models can be in the same group (such as one HD-2 system with two HD-3C systems, for example).
- Audio devices (mic and speakers), video devices (cameras), and content share devices (such as INOGENI or AV.io) can be connected to the Primary room system only. Secondary systems will not detect those devices even if the devices are physically connected to them.
- The purpose of the Secondary systems is simply to join meetings that the Primary system is joining and display the video tiles from remote participants. If the Primary system is not up and online, Secondary systems cannot join calls. Conversely, the Primary system can join calls when the Secondary systems are off.

To configure VidyoConnect Room pairing:

1. Click the *Settings* tab.

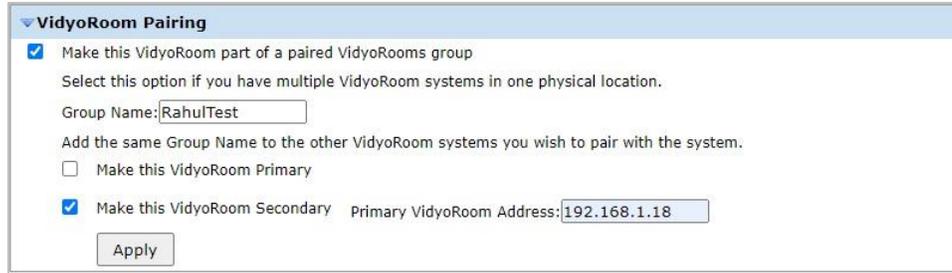
### 3. Configure the system using the Admin UI

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The screenshot shows the 'VidyoRoom Pairing' configuration window. It includes a checkbox for 'Make this VidyoRoom part of a paired VidyoRooms group' which is checked. Below it is a 'Group Name' field containing 'RahulTest'. There is another checkbox for 'Make this VidyoRoom Primary' which is also checked. A table titled 'List of Secondary VidyoRooms' contains one entry with IP '192.168.1.18', status 'joined', and capacity '16'. There are 'Delete' and 'Add Secondary RoomSystem' buttons. At the bottom, there is a checkbox for 'Make this VidyoRoom Secondary' which is unchecked, and an 'Apply' button.

List of Secondary VidyoRooms			
<input type="checkbox"/>	Secondary Room Address	Status	Capacity
<input type="checkbox"/>	192.168.1.18	joined	16

2. If necessary, click the blue triangle next to the words *VidyoRoom Pairing* to view the pairing setting.
3. Select the **Make this VidyoRoom part of a paired VidyoRooms group** checkbox if you want to pair this VidyoConnect Room with other room systems to form a group.
4. Enter a name for the group of paired VidyoConnect Rooms in the **Group Name** field.  
To form a group, you must give the same group name to the other paired systems. For example, if you want to create a group from an HD-3 and an HD-3C that are both located in Conference Room A, you must give both the HD-3 and HD-3C the same group name, such as "Conference Room A."
5. To set up the Primary room system, do the following (to set up a Secondary system, go to the next step):
  - a. Select the **Make this VidyoRoom Primary** checkbox to select this VidyoConnect Room to be the Primary system among the paired room systems in the group.
  - b. The system you select as the Primary will be the only one that broadcasts the incoming audio, and only that system can be controlled by the user with the VidyoControl app and/or the physical remote control. Users will be able to join meetings from the Primary system only, and when the Primary joins a call, it will automatically pull the Secondary systems in the group into the call.
  - c. Enter the IP address or FQDN of another room system that you want to add to the group as a Secondary system, and then click **Add Secondary RoomSystem**.
  - d. Continue entering the IP address or FQDN of each Secondary room system that you want to add to the group and click **Add Secondary RoomSystem** for each room system that you add.
  - e. Click **Apply**.
  - f. Click **OK** on the confirmation pop-up.
  - g. The VidyoConnect Room application restarts and the system comes up as the Primary system.
6. To set up a Secondary room system, do the following *on the Admin UI of each system you want to set up as a Secondary* (to set up the Primary system, return to the previous step):
  - a. Select the **Make this VidyoRoom Secondary** checkbox to select this VidyoConnect Room to be a Secondary system among the paired room systems in the group.



The screenshot shows a configuration window titled "VidyoRoom Pairing". It contains the following elements:

- A checked checkbox: "Make this VidyoRoom part of a paired VidyoRooms group". Below it is the text: "Select this option if you have multiple VidyoRoom systems in one physical location."
- A text input field labeled "Group Name:" containing the value "RahulTest". Below it is the text: "Add the same Group Name to the other VidyoRoom systems you wish to pair with the system."
- An unchecked checkbox: "Make this VidyoRoom Primary".
- A checked checkbox: "Make this VidyoRoom Secondary". To its right is a text input field labeled "Primary VidyoRoom Address:" containing the value "192.168.1.18".
- An "Apply" button at the bottom.

- b. In the **Primary VidyoRoom Address** field, enter the IP address or FQDN of the VidyoConnect Room system that you previously set up as the Primary system in the paired group.
- c. Click **Apply**.
- d. Click **OK** on the confirmation pop-up.
- e. The VidyoConnect Room application restarts and the system comes up as a Secondary system.

## Configure calendar integration

The calendar integration feature enables the VidyoConnect Room or VidyoRoom to display upcoming scheduled meetings from a Microsoft Exchange® calendar, Google Calendar™, or Office 365 calendar that you specify. This feature enables the system to display meetings that are taking place up to three hours in the future and up to one hour in the past, as well as display or hide meeting details.

### Configure Microsoft Exchange calendar integration

For the Microsoft Exchange calendar integration to work, the Microsoft Exchange Auto Discover service must be enabled. For more information about this service, refer to the Microsoft documentation.

The Microsoft Exchange calendar integration feature has been tested and qualified to work with Microsoft Exchange Server 2010, Microsoft Exchange Server 2013, and Office 365 Exchange. It may run successfully in environments other than these; however, only these have been tested and are supported by Vidyo.

To configure Microsoft Exchange calendar integration:

1. Click the *Settings* tab.

The screenshot shows a web interface with a sidebar on the left containing menu items: Audio, Video, Content Capturer, Preferences, Language and Time Zone, VidyoRoom Pairing, Calendar Integration (expanded), and Remote Control Interface. The main content area displays the 'Calendar Integration' settings. It includes a 'Calendar Type' section with radio buttons for 'Microsoft Exchange' (selected), 'Google Calendar', and 'None'. Below this are input fields for 'Email Address' and 'Password'. A 'Calendar Email Address' field is also present. The 'Exchange Server Web Service URL' section has radio buttons for 'Auto Discover' (selected) and 'Manual'. There is an empty input field for the URL. A 'TLS Version (1.2)' checkbox is checked, and a 'Require User Enter Room PIN' checkbox is unchecked. An 'Apply' button is at the bottom of the form.

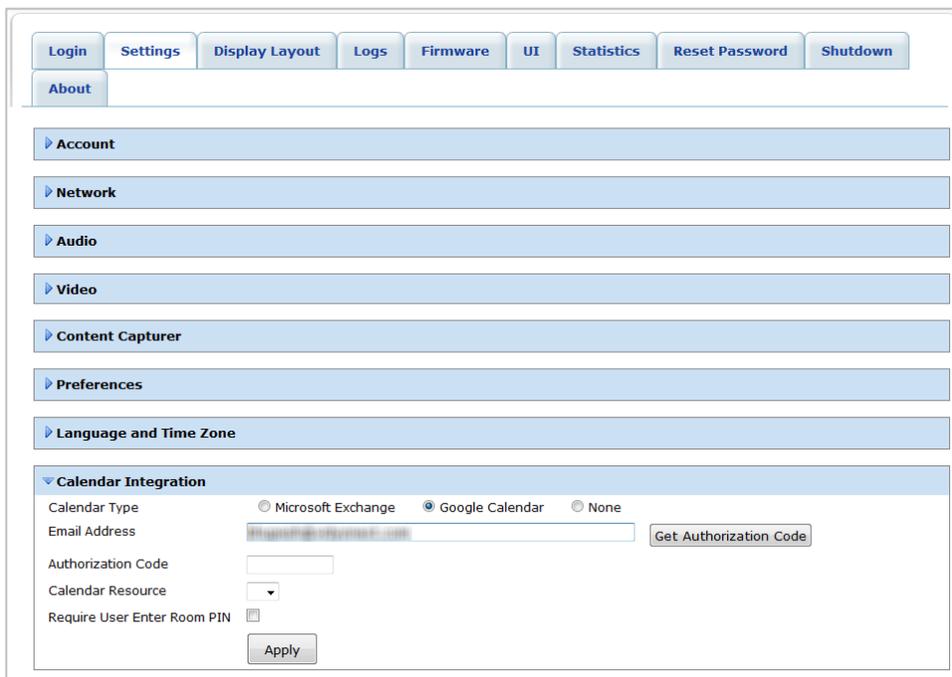
2. If necessary, click the blue triangle next to the words *Calendar Integration* to view the Calendar Integration settings.
3. Select the **Microsoft Exchange** radio button for the **Calendar Type** if you want the system to display meetings from a Microsoft Exchange calendar.
4. Enter the credentials of the account in the **Email Address** and **Password** fields that has access to the calendar that you want to synchronize with the VidyoConnect Room or VidyoRoom (typically, this is the email address and password of the calendar administrator).
5. Enter the email address of the calendar that you want to synchronize with the VidyoConnect Room or VidyoRoom in the **Calendar Email Address** field (this is needed if the email address you entered is associated with more than one calendar resource).  
The meetings from this calendar are the ones that will display on your VidyoConnect Room or VidyoRoom home screen.
6. Select one of the following **Exchange Server Web Service URL** radio buttons:
  - o Auto Discover
  - o ManualIf you select **Manual**, you must enter the URL.
7. Leave the **TLS Version (1.2)** checkbox selected if you want your system to connect to Microsoft Exchange via TLS version 1.2. If you do *not* have TLS 1.2 enabled on your Microsoft Exchange server, deselect the checkbox to connect with TLS version 1.0 instead.
8. Select the **Require User Enter Room PIN** checkbox if a room PIN is included in a calendar invite and you want to force users to enter the PIN when joining that meeting.
9. Click **Apply**.

## Configure Google Calendar integration

The Google Calendar integration feature has been tested and qualified to work on Google Chrome™ web browsers on Windows and Mac OS X only. It may run successfully in environments other than these; however, only these have been tested and are supported by Vidyo. Both personal Google® accounts and Google Apps™ accounts have been tested and qualified to work.

To configure Google Calendar integration:

1. Ensure that you are logged into the Google account whose calendar you want to synchronize with the VidyoConnect Room or VidyoRoom.
2. Navigate to the Admin UI using a new tab within the same browser window.
3. Click the *Settings* tab.

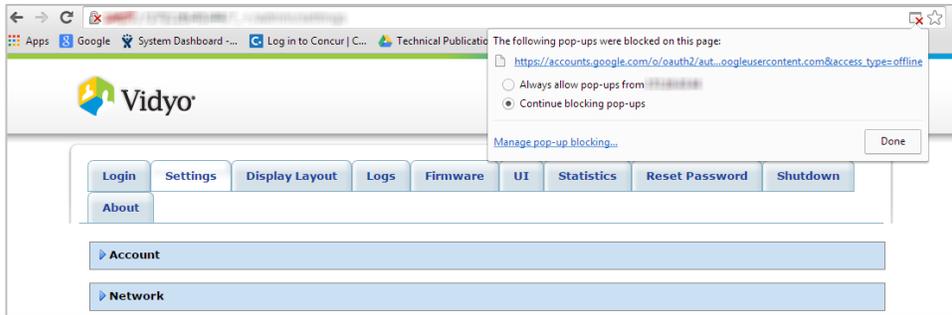


The screenshot shows the Admin UI interface. At the top, there is a navigation bar with tabs: Login, Settings, Display Layout, Logs, Firmware, UI, Statistics, Reset Password, and Shutdown. Below this is an 'About' tab. The main content area contains several expandable sections: Account, Network, Audio, Video, Content Capturer, Preferences, and Language and Time Zone. The 'Calendar Integration' section is expanded, showing the following fields and options:

- Calendar Type: Radio buttons for Microsoft Exchange, Google Calendar (selected), and None.
- Email Address: A text input field containing a partially visible email address and a 'Get Authorization Code' button.
- Authorization Code: A text input field.
- Calendar Resource: A dropdown menu.
- Require User Enter Room PIN: A checkbox.
- An 'Apply' button at the bottom.

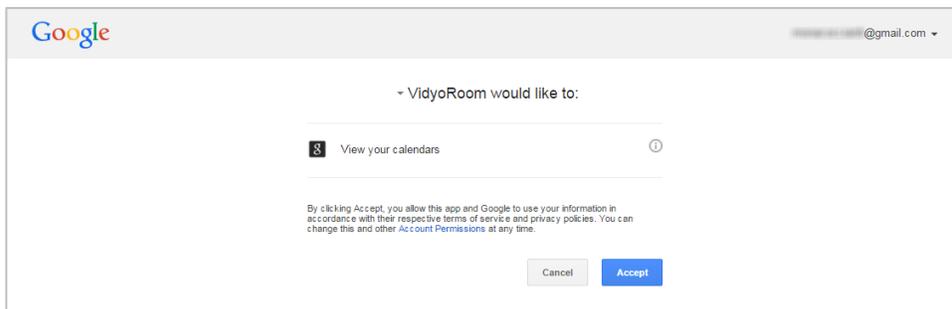
4. Click the blue triangle next to the words *Calendar Integration* to view the Calendar Integration settings if necessary.
5. Select the **Google Calendar** radio button for the **Calendar Type** if you want the system to display meetings from the Google Calendar.
6. Enter the email address of the Google account that you want to synchronize with the VidyoConnect Room or VidyoRoom in the **Email Address** field.  
The meetings from this calendar are the ones that will appear on your home screen.
7. Click **Get Authorization Code**.  
By default, your browser will block the pop-up that you need to access.
8. Click the red X that appears in your browser address bar.  
The "The following pop-ups were blocked on this page" pop-up appears.

### 3. Configure the system using the Admin UI



9. Select **Always allow pop-ups from [IP Address]** and then click the link that appears in the pop-up.

The “VidyoRoom would like to” pop-up appears.



10. Click **Accept**.

You will be provided with an Authorization Code.



11. Click **Ctrl-A** or **Command-A** to select all and copy it to the clipboard.
12. Return to the *Admin UI Settings* screen and paste the code into the **Authorization Code** field.
13. Select the appropriate calendar from the **Calendar Resource** drop-down that you want to synchronize with the VidyoConnect Room or VidyoRoom.
14. This is needed if the email address you entered is associated with more than one calendar resource.  
The meetings from this calendar are the ones that will appear on your VidyoConnect Room or VidyoRoom home screen.
15. Select the **Require User Enter Room PIN** checkbox if a room PIN is included in a calendar invite and you want to force users to enter the PIN when joining that meeting.
16. Click **Apply** once.

#### Note

If you click **Apply** twice, the authorization code will be invalidated.

The meetings will now display on the On Screen UI. If the meetings do not display, start this procedure again at step 6. You can also go to the *Logs* tab as described in the [Obtain log files](#) section and view the *GoogleCalendar.log* which contains information about any failures.

## Configure Microsoft Office 365 calendar integration

The Microsoft Office 365 calendar integration feature integrates your Microsoft Office 365 calendar with VidyoConnect Room. This feature enables the VidyoConnect Room to display upcoming scheduled meetings from your Microsoft Office 365 calendar.

### Note

Office 365 integration is **not** available for Windows 7-based VidyoRoom systems.

To configure Microsoft Office 365 calendar integration:

1. Click the *Settings* tab.
2. If necessary, click the blue triangle next to the words *Calendar Integration* to view the Calendar Integration settings.
3. Select the **Office 365** radio button as the **Calendar Type** if you want the system to display meetings from a Microsoft Office 365 calendar.

Selecting **Office 365** activates the **Get Authorization Code** button.



4. Click **Get Authorization Code**.

The Office 365 pop-up displays. This pop-up explains what happens when you press **Ok** to sync your calendar for the first time.

### 3. Configure the system using the Admin UI

**VideoRoom Pairing**

Make this VidyoRoom part of a paired VidyoRooms group  
Select this option if you have multiple VidyoRoom systems in one physical location.  
Group Name:   
Add the same Group Name to the other VidyoRoom systems you wish to pair with the system.

Make this VidyoRoom Primary  
 Make this VidyoRoom Secondary Primary VidyoRoom Address:

**Office 365**

When you sync for the first time, we shall open Office 365 web site in your browser so you can login and grant us permission to access your calendar

None

**Calendar Integration**

Calendar Type  Microsoft Exchange  Google Calendar

**Remote Control Interface**

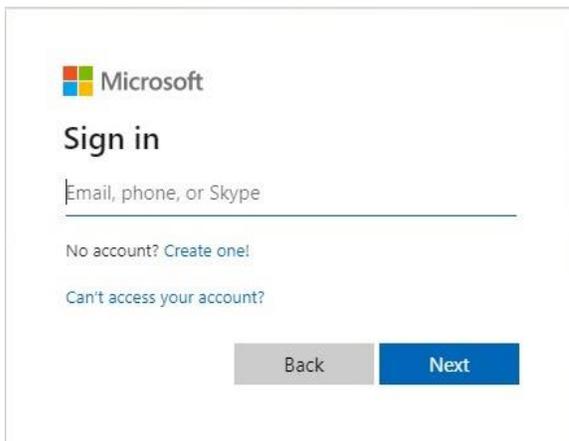
Enable Remote Control API

Username   
Password

Enable HTML Remote/VidyoRemote Interface  Filter VidyoRemote Address

Pairing Code  VidyoRemote IP Address

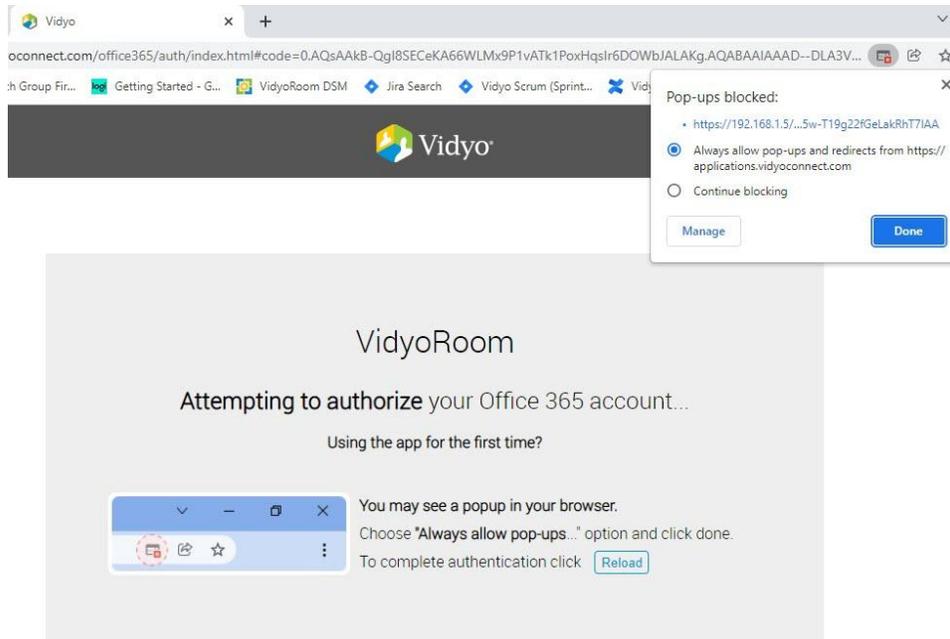
5. Click **Ok** in the Office 365 pop-up.  
A new tab opens in your browser, displaying the Microsoft Sign in page.



6. Enter your login credentials.  
VidyoConnect Room then starts to authorize your Office 365 account. However, to continue, you may need to allow pop-ups in your browser. If so, you'll see messages like the ones shown here:

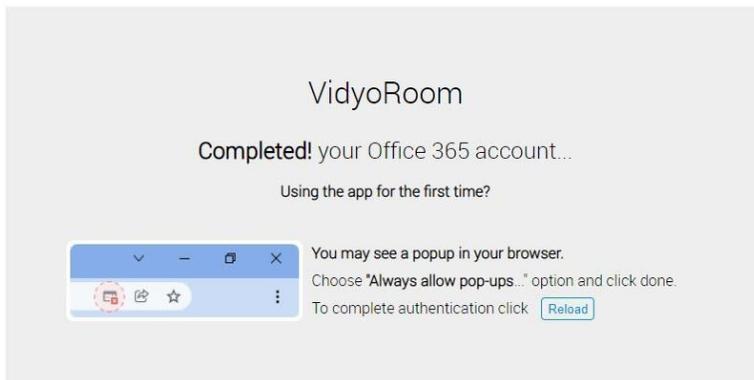
### 3. Configure the system using the Admin UI

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7. If you see messages such as these, click **Always allow pop-ups...**, click **Done**, and then click **Reload** to complete the authentication.

When VidyoConnect Room successfully integrates your Office 365 calendar, a message appears indicating that the integration was successful.



8. Click **Apply**.

## Configure the remote control interface

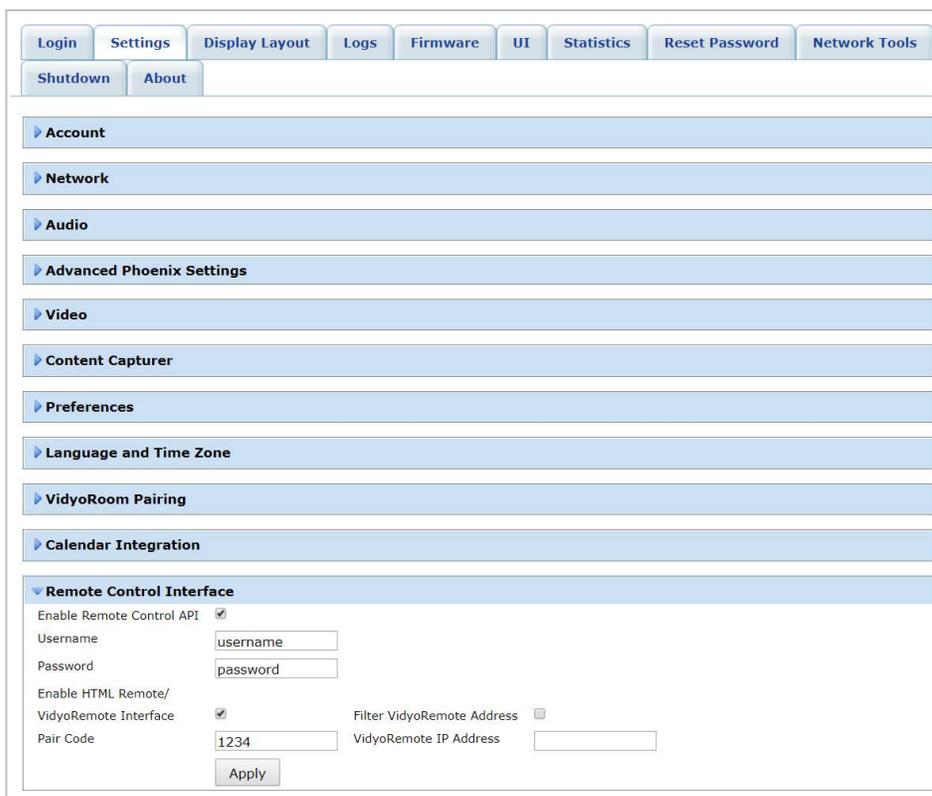
### Note

If you are running VidyoConnect Room SE as a Standard User, the Remote Control Interface settings will be disabled since changing these settings requires an Administrator account.

The settings in this section provide external applications, such as the VidyoControl app or third-party applications, with the ability to integrate with the VidyoConnect Room or VidyoRoom system.

To configure the remote control interface:

1. Click the *Settings* tab.



The screenshot shows the Admin UI interface with the 'Settings' tab selected. The 'Remote Control Interface' section is expanded, revealing the following configuration options:

- Enable Remote Control API:
- Username:
- Password:
- Enable HTML Remote/VidyoRemote Interface:
- Filter VidyoRemote Address:
- Pair Code:
- VidyoRemote IP Address:
- Apply button

2. If necessary, click the blue triangle next to the words *Remote Control Interface* to view the remote control settings.
3. Select the **Enable Remote Control Interface API** checkbox if you want to provide developers and/or applications with the ability to connect and control the VidyoConnect Room or VidyoRoom using Remote Control APIs.
4. Enter the username that the developers and/or applications will need to use in order to authenticate with the system in the **Username** field.
5. Enter the password that the developers and/or applications will need to use to authenticate with the system in the **Password** field.

### 3. Configure the system using the Admin UI

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6. Select the **Enable HTML Remote/VidyoRemote Interface** checkbox if you want to connect to and control the VidyoConnect Room or VidyoRoom using the VidyoConnect app or the older HTML Remote/VidyoRemote Interface.
7. In the **Pair Code** field, enter the pairing code that will be used to connect your VidyoConnect app with your VidyoConnect Room or to connect your VidyoRemote 3 app with your VidyoRoom system.

After a user downloads and opens the VidyoControl app or the VidyoRemote 3 app on their iOS or Android device, the app prompts them to enter a pairing code to connect their device with their VidyoConnect Room or VidyoRoom system. The pairing code the user must enter on their device is same the pairing code you enter in this field.

For more information, refer to the *VidyoConnect Room and VidyoControl Application User Guide*.

8. Select the **Filter VidyoRemote Address** checkbox if, for added security, you want your VidyoConnect Room or VidyoRoom system to communicate solely with the iOS or Android tablet that you are using for your VidyoControl or VidyoRemote app. If you select this checkbox, you must then enter the IP address of the iOS or Android tablet in the **VidyoRemote IP Address** field.

Once you have done this, the VidyoConnect Room or VidyoRoom will ignore traffic from sources other than the VidyoConnect app, thereby helping to prevent hackers or others with malicious intent from accessing private communications.

9. Click **Apply**.

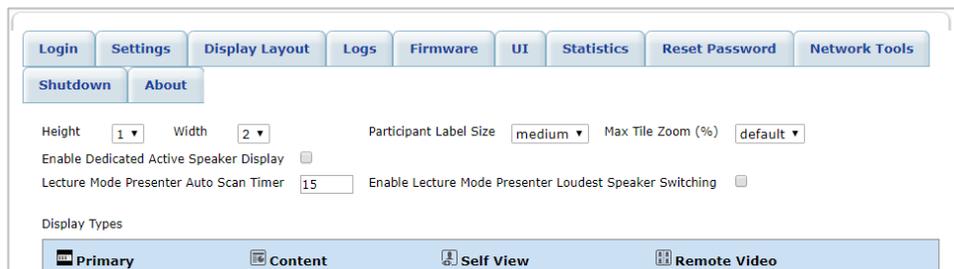
## Design the display layout

The *Display Layout* tab enables you to design the layout of the displays. You should carefully read this section before you begin designing your layout.

To design the display layout:

1. Click the *Display Layout* tab.

VidyoRoom and Primary Display of VidyoConnect Room:



### Secondary Display of VidyoConnect Room Version 20.3.0 and Later:



2. Click **Identify** at the bottom of the *Display Layout* page.

The **Identify** button indicates the display IDs and also shows the IP address of the VidyoConnect Room or VidyoRoom.

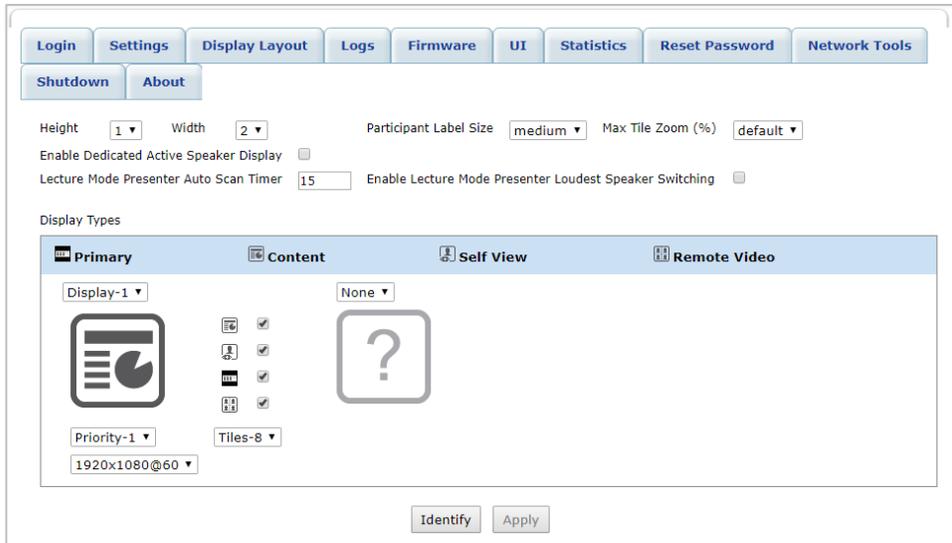
It's important to view the display IDs before and during the display layout design for these reasons:

- The display IDs can change if you plug the displays in and out of the back of the Vidyo server. Therefore, before and during the display layout configuration, you should click **Identify** to make sure your configuration is mapping to the displays as you intend.
  - You should remove any Mini DisplayPort to DVI adapters from ports where there is no display connected. If you leave these adapters connected (even with no displays connected to the adapters themselves), the displays will display as if they are connected since these are active adapters.
  - Irrespective of which ports you connect the displays and adapters to, the display IDs are sequential. There is no correlation between the physical ports on the back and the virtual display IDs that you see on the screens. Therefore, if you connect a display to port 5 and 6, the display IDs will be 1 and 2. We recommend that when connecting displays, do not leave gaps between the ports and always start with port 1. For example, if you have three displays, connect the displays and adapters to ports 1, 2, and 3, and leave ports 4, 5, and 6 empty.
3. Select the numbers that reflect the physical layout of your displays from the **Height** and **Width** drop-downs.

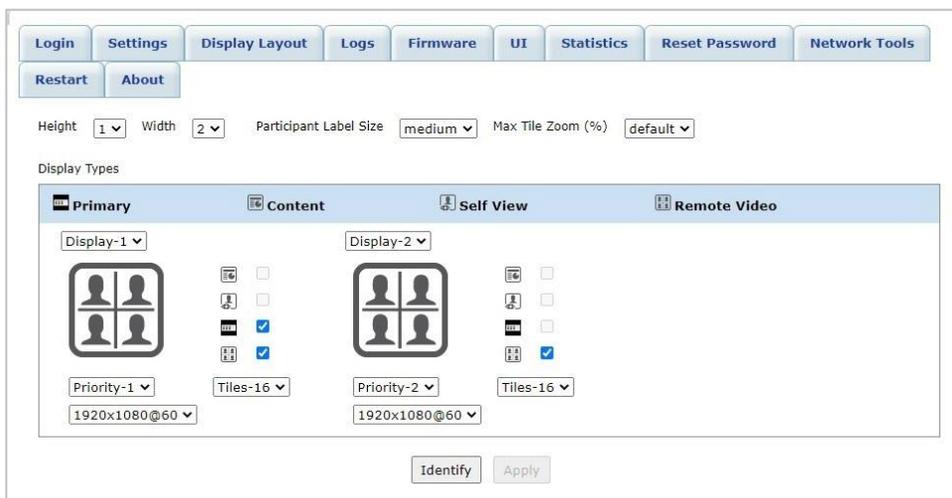
When you enter the height and width, the corresponding number of rows and columns of displays appears on the *Display Layout* page.

VidyoRoom and Primary Display of VidyoConnect Room:

### 3. Configure the system using the Admin UI



Secondary Display of VidyoConnect Room Version 20.3.0 and Later:



#### VidyoRoom Display Layout Design Example

Let's say your VidyoRoom displays are physically laid out like this:



Since there are two displays in one row, the height would be 1 and the width would be 2.

Because you entered 1 for the height and 2 for the width, one row and two columns of displays would appear on the *Display Layout* page. If your room physically has fewer displays than what appears on the page, you can eliminate them in the next step.

4. Select whether you want the participants' names to appear small, medium, or large on the displays during the conferences in the **Participant Label Size** field.
5. Select the percentage at which you want to zoom low-resolution content from the **Max Tile Zoom (%)** drop-down.

For example, if a participant using a mobile device sends content at a low resolution to an Ultra HD 4K VidyoRoom screen, that participant's video will zoom in 16 times (1600%). If this is not desirable for you, you can use this drop-down to cap the zoom at a 200, 300, or 400%.

6. Do one of the following:

- For VidyoRoom systems and for the Primary display of VidyoConnect Room systems: Select the **Enable Dedicated Active Speaker Display** checkbox if you want the active speaker to be displayed in the single stream Remote Video display that has the highest priority.

In other words, selecting this checkbox enables you to dedicate a display for showing the active speaker. For more information, see step 11 on page 58.

- For the Secondary display of VidyoConnect Room systems: The **Enable Dedicated Active Speaker Display** checkbox does not display.

7. Do one of the following:

- For VidyoRoom systems and for the Primary display of VidyoConnect Room systems: Enter the number of seconds to wait before displaying a different participant in the **Lecture Mode Presenter Auto Scan Timer** field.

For example, if you enter **15** in this field, a different participant would be displayed on-screen every 15 seconds. Therefore, if you configured your layout to display a maximum of 12 participants, but there are 20 participants in the conference, one of the 12 currently displayed participants would be replaced by one of the remaining 8 participants every 15 seconds. This feature enables the presenter to view all the participants who are listening to the presentation over time.

For more information about configuring Presenter Mode, refer to the *VidyoPortal and VidyoRouter Administrator Guide*.

- For the Secondary display of VidyoConnect Room systems: The **Lecture Mode Presenter Auto Scan Timer** field does not display.

8. Do one of the following:

- For VidyoRoom systems and for the Primary display of VidyoConnect Room systems: Select the **Enable Lecture Mode Presenter Loudest Speaker Switching** checkbox to allow a lecturer or presenter to see a participant speaking in a tile in the VidyoConnect Room or VidyoRoom display. If this checkbox is not enabled (by default), the lecturer may or may not see the speaking participant in a tile in the VidyoConnect Room or VidyoRoom display as the participants will rotate in the display based on applicable Admin UI settings (e.g., frequency of rotation, layout, number of tiles per display, etc.).
- For the Secondary display of VidyoConnect Room systems: The **Enable Lecture Mode Presenter Loudest Speaker Switching** checkbox does not display.

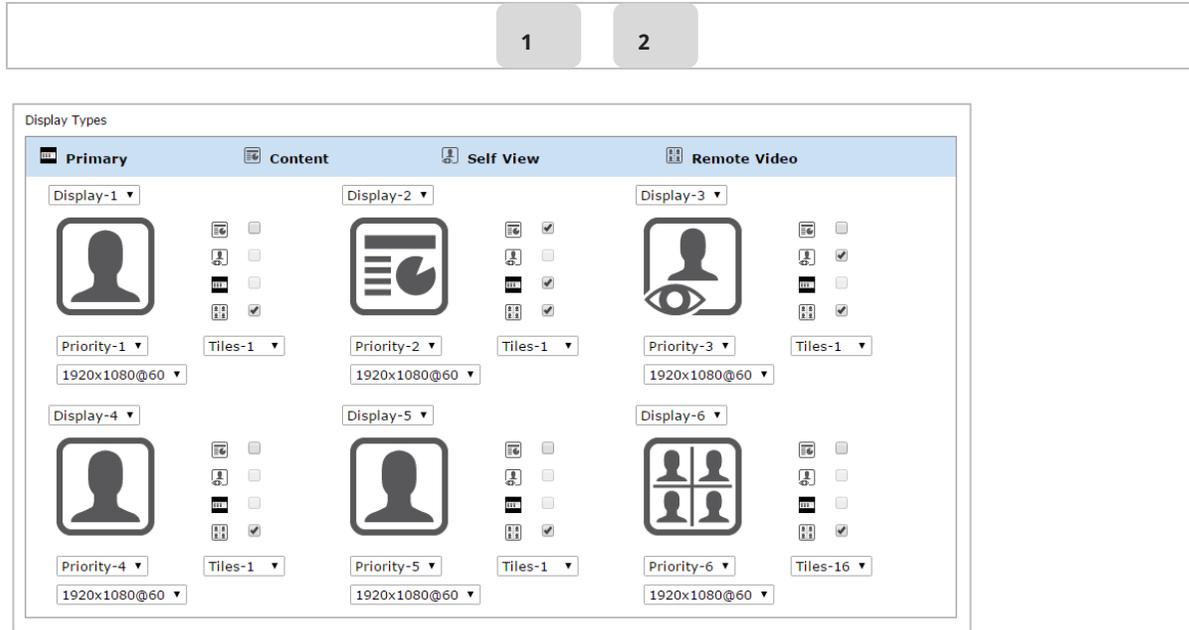
9. Select the number of the display in the **Display-#** drop-down for each display.

**None** appears automatically if your system supports additional displays but you do not have any physically connected. You can also select **None** if you have an additional physical display connected but you do not want anything to be displayed on it.

#### **VidyoRoom Display Layout Design Example (Continued)**

In our example, our VidyoRoom can only support two displays, so this is what we see:

### 3. Configure the system using the Admin UI



10. Select the checkbox near the stream type for each display on the page that you want to assign to that display: Primary, Content, Self-View, or Remote Video.
  - Primary: A Primary stream shows on-screen indicators, such as the speaker and microphone mute icons. You can designate only one screen as the Primary screen.
    - For VidyoConnect Room systems: When you create a paired group of systems, you select one system in the group as the Primary. The system you select as the Primary will be the only one that broadcasts the incoming audio, and only that system can be controlled by the user with the VidyoControl app and/or the physical remote control. Users will be able to join meetings from the Primary system only, and when the Primary joins a call, it will automatically pull the Secondary systems in the group into the call. For more information, see [Configure pairing with VidyoConnect Room](#).
  - Content: A Content stream shows any content shared from the local or remote sites.
    - For VidyoRoom systems: The second display for the VidyoRoom HD-40 Revision A and Revision B and for the HD-100 Revision D is set to display content only and cannot be changed.
    - For the Secondary display of VidyoConnect Room systems: This field is disabled.
  - Self-View: A Self-View stream shows the video from the camera at your local site (that is, a view of yourself or your site).
    - For the Secondary display of VidyoConnect Room systems: This field is disabled.
  - Remote Video: A Remote Video stream shows video from a remote site.
    - For VidyoRoom systems: The second display for the VidyoRoom HD-40 Revision A and Revision B and for the HD-100 Revision D is set to display content only and cannot be changed; therefore, you can select Remote Video for only one display. However, if you have a VidyoRoom model that supports video on more than one display (such as the HD-230), you can select the **Remote Video** checkbox for both displays so that you can view video from the remote sites on both displays when no content is being shared.

You can select more than one checkbox per display, but as you do so, keep in mind that VidyoRoom determines what gets shown on the displays based on this sorting order:

1. Local content
2. Remote content
3. Local video
4. Remote video

In other words, if one display has the **Content** checkbox selected, content will be shown whenever content is being shared. If you want a display to show content when a site is sharing content, but to show video when no content is being shared, then you should select both the **Content** and **Remote Video** checkboxes for that display.

#### VidyoRoom Display Layout Design Example (Continued)

If you recall, in our example, our displays are physically laid out like this:



1 2

Showing any shared content is of utmost importance, so the first step we take is to select the **Content** checkbox for Display-1.

We want to see our own site on the right, so we select the **Self-View** checkbox for Display-2.

If no content is being shared, we don't want either display to be blank, so we select **Remote Video** for Display-1 and Display-2 (note that the option to display remote video on both displays is not available for the HD-40 Revision A and Revision B and for the HD-100 Revision D since the second display is reserved for content).

We also select Display-2 as the **Primary** display so that the on-screen indications appear on that display.

This is what we now have selected for each display:



R/SV/P

### 3. Configure the system using the Admin UI



11. Select the order in which the displays will be populated as video and content streams are received from the **Priority** drop-down.

When selecting the Priority, remember that content is always displayed before video. If you selected the **Enable Dedicated Active Speaker Display** checkbox and no content is being shared, the single stream Remote Video display with the highest priority display will show the active speaker. If content is being shared, the single stream Remote Video display with the next highest priority display will show the active speaker.

#### Display Layout Design Example (Continued)

In our example, we had selected Display-1 and Display-2 as Remote Video displays. Since we want content to display on Display-1 when content is being shared, and we want the active speaker to appear on it if no content is being displayed, we select Display-1 as higher priority:

P1

P2

The stream from each site is shown in a *tile*.

12. Select the maximum number of tiles that you want to show on the display from the **Tiles** drop-down for each display.

For example, if you select **4**, you can show video from four different sites on that one display.

- For VidyoRoom systems: The number of tiles you can select depends on which VidyoRoom model you have. For more information, refer to the datasheet for your model or the *VidyoConnect Room and VidyoRoom Release Notes*.

### VidyoRoom Display Layout Design Example (Continued)

In our VidyoRoom example, we select 1 for Display-1 since that's where our content is displayed first and we do not want it to appear too small. We select 8 for Display-2 since we want as many sites as possible to appear on that display.

1

8

- For VidyoConnect Room systems: The maximum is 16 tiles per screen and a total of 192 tiles displayed per conference (achievable when you create a paired group of room systems). For more information, see [Configure pairing with VidyoConnect Room](#).
13. Select the resolution and frame rate from the drop-down for each display.  
The drop-down lists every available resolution and frame rate that the TV display supports.
  14. Click **Apply**.  
At this point, you may want to make a call to see if you like the display layout that you just set up. If you do not like it, you can make changes on the *Display Layout* tab, and then make another call. Continue making changes and checking them in a call until the layout is the way you like it.
  15. Click **Lock EDIDs**.  
Vidyo highly recommends that you click this button after configuring your display layout—especially when using 4K monitors. Not doing so may cause issues such as the displays not getting detected when they come back from sleep mode, the display order changing, etc.  
If you need to unplug a display from the VidyoConnect Room or VidyoRoom setup, we recommend following these steps:
    - a. Click Unlock EDIDs.
    - b. Add, remove, or change the order of the displays.
    - c. Reboot the VidyoConnect Room or VidyoRoom system.
    - d. Configure the displays with the desired settings.
    - e. Click Lock EDIDs.

## Obtain log files

The *Logs* tab enables you to set the system time, set the reboots to take place on a recurring schedule, enable your Splunk® forwarder (if available), and obtain log files for the VidyoConnect Room or VidyoRoom.

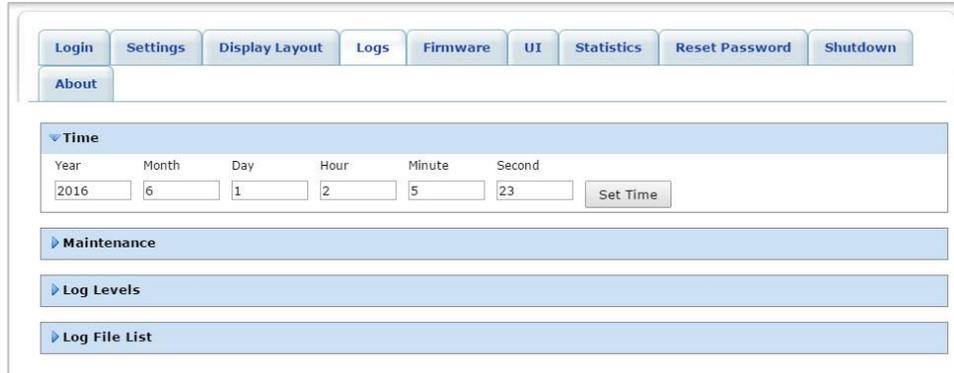
## Set the system time

To set the system time:

1. Click the *Logs* tab.

### 3. Configure the system using the Admin UI

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2. Click the blue triangle next to the word *Time* to view the time settings if necessary.
3. Enter the system time of the VidyoConnect Room or VidyoRoom.
4. Click **Set Time**.

#### Note

If the CMOS battery fails, the system date reverts back a few years. When you attempt to manually change correct the system date via the Admin UI, the CMOS Battery Warning notification may appear to remind you to check if the CMOS battery needs to be replaced.



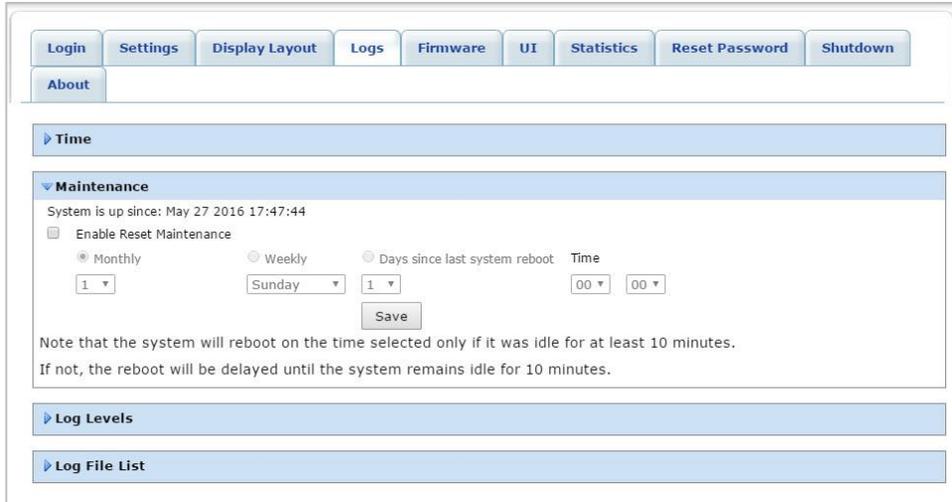
## Configure the reboot maintenance schedule

This *Maintenance* section enables you to schedule your reboots on a monthly or weekly basis or by the number of days since the last reboot.

To configure the reboot maintenance schedule:

1. Click the *Logs* tab.

### 3. Configure the system using the Admin UI



2. If necessary, click the blue triangle next to the words *Maintenance* to view the maintenance settings.
3. Select the **Enable Reset Maintenance** checkbox to set a recurring reboot schedule:
  - a. Select the **Monthly** radio button and select a number to set your system to reboot after that number of months has elapsed.
  - b. Select the **Weekly** radio button and select a day to set your system to reboot on that day each week.
  - c. Select the **Days since last system reboot** radio button and select a number to set your system to reboot after that number of days has elapsed.

If Write Protection Mode is enabled in the *Firmware > Update* section, the number of days since the last system reboot cannot be set to more than seven days.

4. Select the hour and minute at which you want the system to reboot from the **Time** drop-down.

#### Note

To prevent the system from rebooting while your users are using it, the reboot only occurs if the system has been idle for at least 10 minutes. If 24 hours pass from the time the reboot was scheduled to occur and the system is not idle for at least 10 minutes during that 24-hour period, the reboot is skipped.

For example, if a reboot is scheduled for every Tuesday at 1 AM, but the VidyoConnect Room or VidyoRoom is in a call on Tuesday at 1 AM, the reboot does not occur. The system would then wait for the VidyoConnect Room or VidyoRoom to be idle for 10 minutes so that it could reboot. However, in this case, the VidyoConnect Room or VidyoRoom continues to have users joining and leaving calls every 5 or so minutes until Wednesday at 1 AM. At that time, the reboot window would pass, and the VidyoConnect Room or VidyoRoom would not attempt to reboot until the following Tuesday at 1 AM (that is, six days later).

## Set the log levels and access the log files

The VidyoConnect Room or VidyoRoom system creates log files that you can download. For example, you can download Recovery Console logs which contain timestamped information about actions performed in the Recovery Console (e.g., rebooting, changing the Admin UI settings, restoring factory settings, upgrading, etc.).

### Note

For HD-40 Rev A, B, and C, HD-100 Rev D and Rev 4A, and HD-230, the ability to download Recovery Console logs is available only when the VidyoConnect Room or VidyoRoom systems are running Recovery Console versions 5.0.28 and later. Earlier versions of the Recovery Console will not make the logs available for download.

For HD-2 and HD-3 systems, the Recovery Console logs are available via the Admin UI *Logs* tab.

Starting with VidyoRoom version 3.3.19 Revision B, you can no longer select multiple log files to download when Write Protection Mode is enabled. The log file will automatically download after you click on the file. If the Splunk® forwarder has been enabled, these logs will be forwarded to your Splunk server. A new log file is created when the file size reaches 110 MB.

To set the logs levels and access the log files:

1. Click the *Logs* tab.

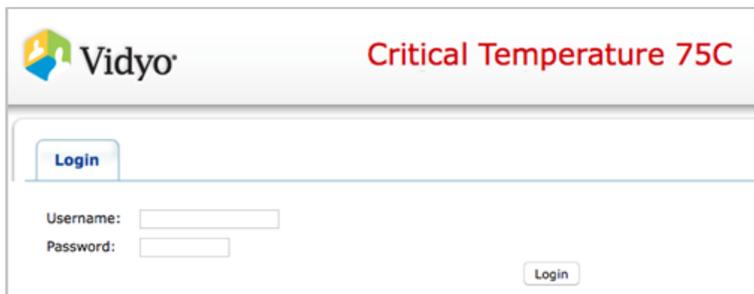
Log File Name	Size	Date Modified
Application.evtx	4263936	Nov 18 2019 21:56:01
Security.evtx	7409664	Nov 18 2019 21:56:01
Setup.evtx	1052672	Aug 15 2018 16:14:16
System.evtx	13701120	Nov 18 2019 21:56:01
splunkd.log	38888	Mar 27 2017 18:52:05
Exception_20191110205304.dmp	17400317	Nov 10 2019 20:53:05
Exception_20191110205304.log	1968	Nov 10 2019 20:53:05
installer.log	266	Nov 18 2019 21:55:25
patch.log	237	Nov 18 2019 21:55:25
UI.backup.log	109	Nov 10 2019 20:54:15
UI.log	0	Nov 18 2019 21:56:05
VidyoDesktop_20191031_202107.log	1188291	Oct 31 2019 21:49:59
VidyoDesktop_20191031_215038.log	3780136	Nov 01 2019 02:50:23
VidyoDesktop_20191101_025102.log	23076137	Nov 02 2019 13:35:59
VidyoDesktop_20191102_133639.log	31349124	Nov 04 2019 12:11:29
VidyoDesktop_20191104_121209.log	725254	Nov 04 2019 13:16:41
VidyoDesktop_20191104_131720.log	2727856	Nov 04 2019 16:28:02
VidyoDesktop_20191104_162827.log	18468003	Nov 06 2019 16:53:28
VidyoDesktop_20191106_165407.log	58311010	Nov 10 2019 20:53:05
VidyoDesktop_20191110_205350.log	27015689	Nov 18 2019 21:55:00
VidyoDesktop_20191118_215607.log	5997760	Nov 20 2019 19:09:02

### 3. Configure the system using the Admin UI

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2. If necessary, click the blue triangle next to the words *Log Levels* to view the log level settings.
3. Enter the log name and click either **Apply Permanently** or **Apply Temporarily**.
4. If necessary, click the blue triangle next to the words *Log File List* to view the list of log files.
5. Do any of the following:
  - a. Select the checkbox to the left of the specific file that you want to delete, and click **Delete**.
  - b. If Write Protection Mode is enabled, the **Delete** button will be grayed out. Therefore, to delete the file, you must first disable Write Protection Mode. For more information, see [Update the firmware](#) and [Use Write Protection Mode](#).
  - c. Select the checkbox to the left of “Log File Name”, and then click **Delete** if you want to delete all the log files except for the last one (which is the currently active log file).
  - d. If Write Protection Mode is enabled, the **Delete** button will be grayed out. Therefore, to delete the files, you must first disable Write Protection Mode. For more information, see [Update the firmware](#) and [Use Write Protection Mode](#).
  - e. Select the checkbox to the left of the file(s) you want to download, and then click **Download**.
  - f. If Write Protection Mode is enabled, the **Download** button will be grayed out. Therefore, to download a file, you can either click on the file name of the specific log file at the bottom of the download list that you want to download, or you can disable Write Protection Mode. For more information, see [Update the firmware](#) and [Use Write Protection Mode](#).

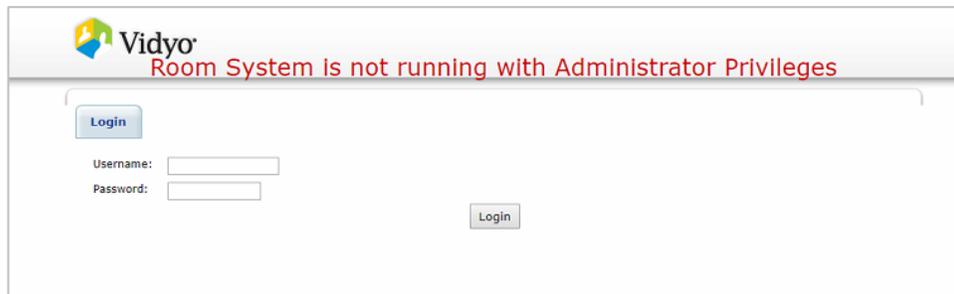
The system will download a compressed package of the selected logs called *vrlogs.tar*. The *TemperatureLog.csv* file will be included in the *vrlogs.tar* package. The VidyoConnect Room or VidyoRoom system updates the *TemperatureLog.csv* file every five minutes. If the temperature of the VidyoConnect Room or VidyoRoom CPU rises above a particular high or critical level, a temperature reading appears in Celsius at the top of the Admin UI page that is currently being accessed with the word “Critical” or “High” in front of it.



The following table specifies the temperatures at which the word “High” or “Critical” appears per VidyoRoom model.

VidyoRoom model	High (temperature in Celsius)	Critical (temperature in Celsius)
VidyoRoom HD-2, HD-3, HD-40 Revision B, and HD-230 Revisions A and B	90° or above	99° or above
VidyoRoom HD-40 Revisions A, C, and D	95° or above	104° or above
VidyoRoom HD-100 Revision 4A	77° or above	85° or above
VidyoRoom HD-100 Revision D	83° or above	91° or above

If you are running VidyoRoom SE version 19.3.0, without Administrator privileges, the “Room System is not running with Administrator Privileges” message will display.



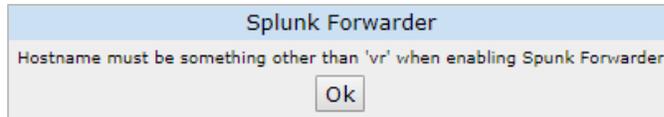
## Enable the Splunk forwarder

### Note

If you are a VidyoConnect Room or VidyoRoom customer using Windows 10, this feature is no longer available with version 19.3.0 and later. This feature is still available for customers using VidyoRoom version 19.2.1 and earlier.

If your organization is using the Vidyo-hosted Splunk server, you can automatically forward your VidyoRoom logs to that server once you provide the hostname and index. The other fields are automatically populated with default values if left empty.

For the Splunk forwarder to work correctly, your VidyoRoom system hostname must be set to a unique value and the index provided in the Index field must match the index on the Splunk server. Additionally, if 'vr' is entered in the **Hostname** field in the *Settings > Network* section, then the Splunk forwarder settings will not be saved. A pop-up will appear alerting you of this issue as follows:



#### Caution

You understand and acknowledge that Splunk forwarder is a third party software and Vidyo will have no liability for any failures, corruption or loss of data and/or information caused to your devices or systems as a result of the implementation or use of Splunk forwarder by you.

By enabling this feature, you are warranting that you have permission to use the Splunk Enterprise instance which listens at the configured IP address and you agree to assume all risks and all costs associated with your use of any Splunk software or service.

Further, you understand that unauthorized access to the Splunk Enterprise system may allow unauthorized actors to gather metadata (participant lists, time/date, phone numbers, etc.) about conferences in which your VidyoRoom systems have participated. This feature is being provided on an “AS IS” and “AS AVAILABLE” basis and Vidyo is not obligated to provide any maintenance, technical or other support for any Splunk software or service.

The following sourcetypes are used when setting up the Splunk forwarder:

- WinEventLog:System
- WinEventLog:Application
- WinEventLog:Security
- WinEventLog:Setup
- exception
- exchange
- googlecalendar
- installer
- patch
- ui
- vidyodesktop

The vidyodesktop sourcetype requires additional changes to the props.conf file on the Splunk server. Make direct changes to the file or use the Splunk Server UI as follows:

```
MAX_TIMESTAMP_LOOKAHEAD = 20
NO_BINARY_CHECK = true
TIME_FORMAT = %m-%d %H:%M:%S.%3N
Category = Custom
Pulldown_type = 1
```

Restart Splunk or use debug refresh if making direct changes to the props.conf file.

#### Note

The creation of the vidyodesktop sourcetype on the Splunk server must be done before starting a Splunk forwarder. If this is not done, the events from the vidyodesktop sourcetype may have

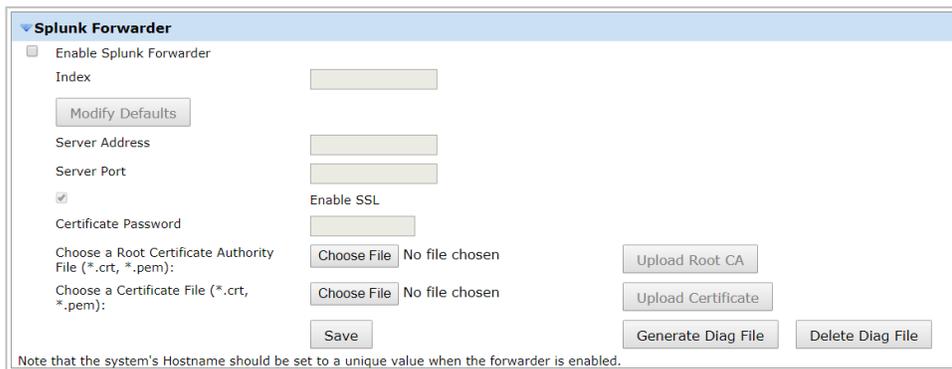
incorrect time extraction. The other sourcetypes can be auto-created by Splunk and everything will work seamlessly.

If any of these sourcetypes have been configured already on the Splunk server, the Splunk server may extract or index in the information in an unexpected manner. For example, if the `TIME_FORMAT` for the sourcetype does not match the time format of the file we are monitoring, the time may be extracted incorrectly. Currently, we do not have an option for the user to be able to customize the name of the sourcetype on the Splunk forwarder.

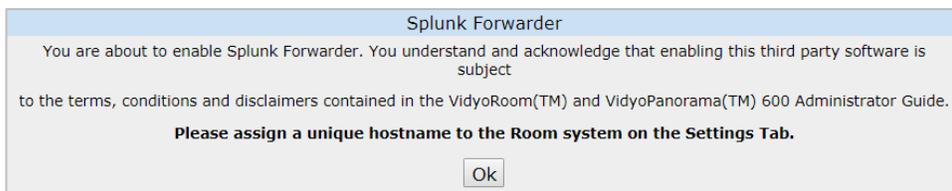
Lastly, delete any older log files prior to enabling the Splunk forwarder; otherwise, there will be a delay in syncing new log files with the server.

To enable the Splunk forwarder:

1. Click the *Logs* tab.



2. Click the blue triangle next to the words *Splunk Forwarder* to view the Splunk Forwarder settings if necessary.
3. Select the **Enable Splunk Forwarder** checkbox.  
The *Splunk Forwarder* pop-up appears.



4. Click **Ok**.
5. Enter which index on the Splunk server you want to send the logs to for analysis in the **Index** field.

For more information about who to properly configure the values for your Splunk forwarder, refer to the Splunk documentation at <http://docs.splunk.com/Documentation/Forwarder/6.4.3/Forwarder/Configuretheuniversalforwarder>.

6. Enter the IP address or the hostname of the Splunk server in the **Server Address** field.

7. Enter the listening port of the Splunk Server in the **Server Port** field.
8. Select the **Enable SSL** checkbox if you want to encrypt the log data that you are sending to the server.
9. Enter the password for the RSA private key contained in the server certificate file in the **Certificate Password** field.

**Note**

We recommend that you do not upload your own certificate files if you are using our Splunk server.

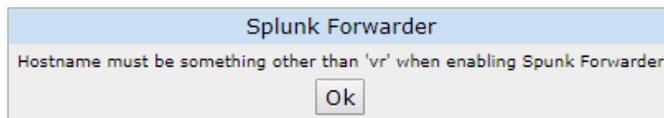
10. Upload a new root Certificate Authority file if necessary:
  - a. Click **Choose File** and choose the .crt file that you want to upload.
  - b. Click Upload Root CA.
11. Upload a new Certificate file if necessary:
  - a. Click **Choose File** and choose the .pem file that you want to upload.
  - b. Click Upload Certificate.
12. Click the **Generate Diag File** button if Splunk forwarder issues arise.

The dialog file appears in the Log File List section with a .tar.gz extension for you to download. This file will help you troubleshoot any Splunk forwarder issues. For information about how to download log files, see [Set the log levels and access the log files](#). You can click the **Delete Diag File** button to delete the dialog file from the system if necessary.
13. Click **Save**.

## Modify the Splunk forwarder defaults

If the Splunk forwarder is enabled and you want to send logs to the Splunk server, the hostname and index must be provided. The other fields are automatically populated with default values if left empty. If your organization has its own Splunk server deployed, you can modify these default values by clicking the Modify Defaults button. The Modify Defaults button becomes disabled after the **Save** button is clicked.

For the Splunk forwarder to work correctly, your VidyoRoom system hostname must be set to a unique value and the index provided in the Index field must match the index on the Splunk server. Additionally, if 'vr' is entered in the **Hostname** field in the *Settings > Network* section, then the Splunk forwarder settings will not be saved. A pop-up will appear alerting you of this issue as follows:



To modify the Splunk forwarder defaults:

1. Click the *Logs* tab.

### 3. Configure the system using the Admin UI

2. If necessary, click the blue triangle next to the words *Splunk Forwarder* to view the Splunk Forwarder settings.
3. Click the **Modify Defaults** button.  
The *Splunk Forwarder* pop-up appears.

4. Click **Ok**.  
The fields become active.
5. Modify the appropriate fields as necessary.  
For information about how to configure these fields, see [Enable the Splunk forwarder](#).
6. Click **Save**.

## Update the firmware

The *Firmware* tab enables you to upload a new image file or a new certificate file to the VidyoRoom local disk (for VidyoRoom version 19.3.0 and earlier). If you use VidyoRoom SE version 19.3.0, you **cannot** upload a new image file.

Normally, the client installer is downloaded from the VidyoPortal to the VidyoRoom; however, you can use the *Firmware* tab as another option for uploading the client. This is useful when the VidyoPortal does not have a client installer file available or when the VidyoPortal version does not support uploading the client.

## Configure Internet Explorer settings

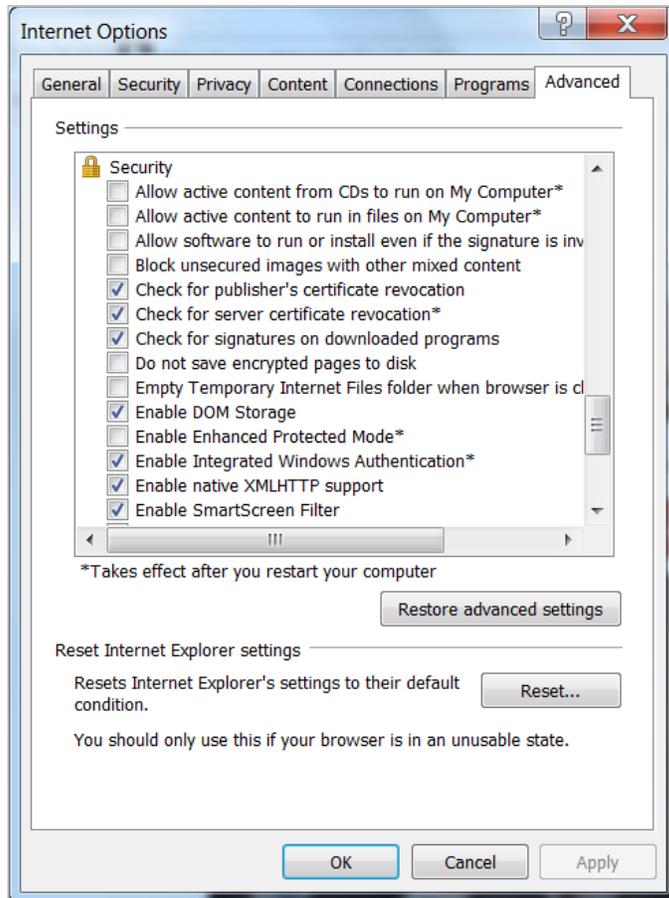
You must do the following prior to uploading an image or client installer file if you are accessing the Admin UI via an Internet Explorer browser:

1. Navigate to *Internet Options > Advanced > Security*.

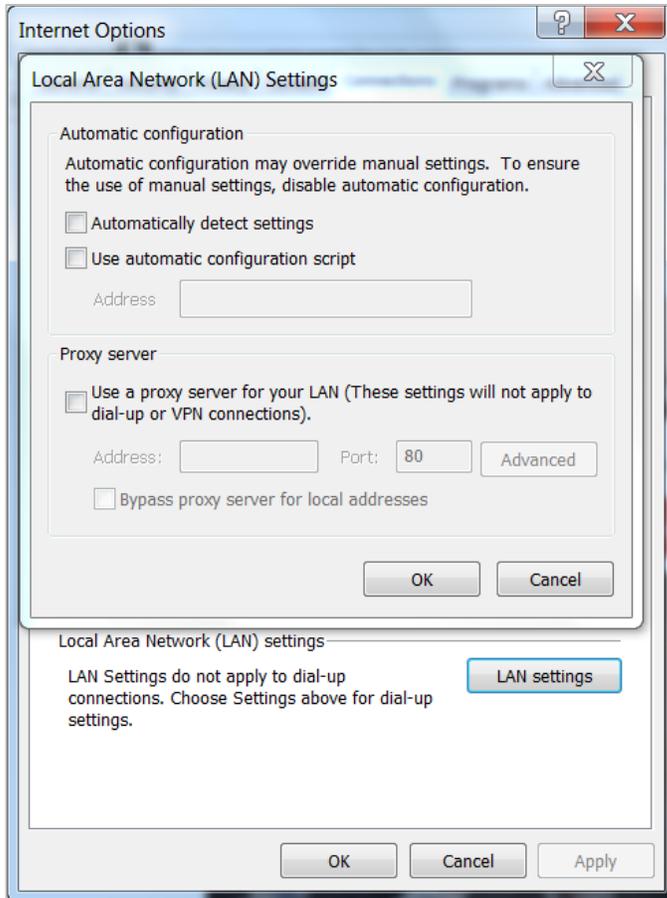
3. Configure the system using the Admin UI

---

2. Ensure that the **Enable SmartScreen Filter** and **Send Do Not Track requests to sites you visit in Internet Explorer\*** checkboxes are selected.
3. Click **OK**.



4. Navigate to *Internet Options* > *Connections*.
5. Click the **LAN Settings** button.  
The *Local Area Network (LAN) Settings* pop-up appears.
6. Ensure that the **Automatically detect settings**, **Use automatic configuration script**, and **Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections)** checkboxes are deselected.
7. Click **OK**.



## Perform the firmware update

Once you have uploaded an image file, you can also use the *Firmware* tab to update the image. Alternatively, you can re-image the system using the Recovery Console. However, using the *Firmware* tab is generally preferable because you can perform the upgrade remotely and while the system is running. For more information, see [Use the Recovery Console](#).

### Caution

Starting with VidyoRoom version 3.2.5, five days after uploading a new image, that image automatically becomes the factory default base image the system reverts to when using the “Restore to Factory Image” feature. Therefore, if you perform a factory restore within five days of applying a new image for the VidyoRoom, it will revert to the image that was originally on the system. If you perform a factory restore after five days, it will revert to the last image uploaded for that VidyoRoom

To update the firmware:

1. Click the *Firmware* tab.

### 3. Configure the system using the Admin UI

#### VidyoRoom Systems Using Windows 7:

Login Settings Display Layout Logs Firmware UI Statistics Reset Password Network Tools

Shutdown About

**Update**

**Attention: VidyoRoom System will be re-imaged!!!**

Current Version: TAG\_VP\_\_19\_2\_1\_1004  
Current Base Image Rev: 0.2.29.1  
Space available on VidyoRoom System: 31621MB  
7751MBRequired for image upload

Available Base Image Files:	Image File	Size
<input type="checkbox"/>	HD40C-Win64-0_2_29_2_1000.vimage	3903885408

Update Delete

Restore to Factory Image

Choose a new Vidyo Image File (\*.vimage): Choose File No file chosen Upload

Write Protection Mode: Enable Hours Between Commits: 24

#### VidyoRoom SE Version 19.3.0 and Later Using Windows 10:

Login Settings Display Layout Logs Firmware UI Statistics Reset Password Network Tools

Restart About

**Update**

Current Version: TAG\_VP\_\_19\_3\_0\_1041  
OS Version: Windows 10

**Upload Installer - System will restart**

Choose a new Installer File (\*.exe): Choose File No file chosen

Upload Installer

**Upload Certificate - System will restart**

Clear Existing Certificate Store

Choose a new Certificate File (\*.cert): Choose File No file chosen

Upload Certificate

#### VidyoRoom Version 20.1.1 Using Windows IoT:

Login Settings Display Layout Logs Firmware UI Statistics Reset Password Network Tools

Restart About

**Update**

**Attention: VidyoRoom System will be re-imaged!!!**

Current Version: TAG\_VP\_\_20\_1\_1\_1101  
Current Base Image Rev: 3.1.1.1101  
Space available on VidyoRoom System: 424602MB

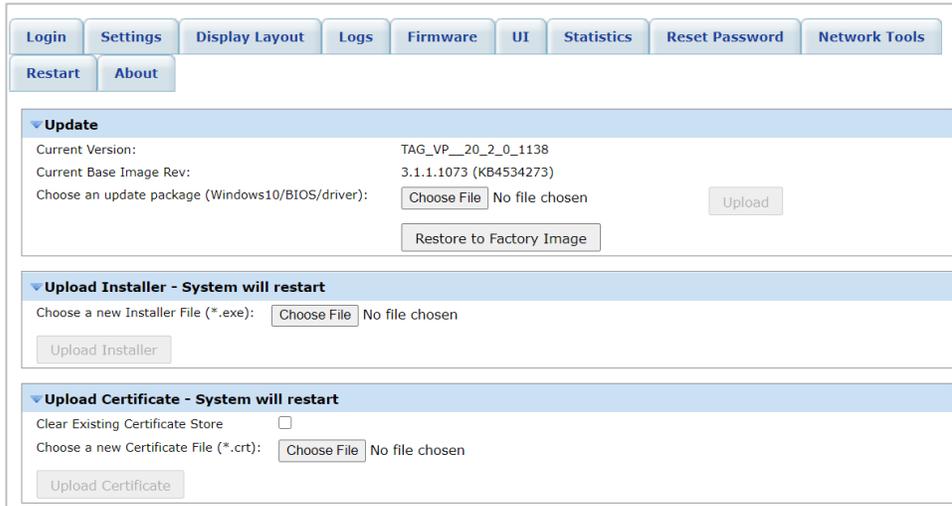
Available Base Image Files:	Image File	Size
<input type="checkbox"/>		

Update Delete

Restore to Factory Image

Choose a new Image File (\*.wim): Choose File No file chosen Upload

VidyoConnect Room and VidyoRoom Version 20.2.0 and Later Using Windows 10 IoT:



2. Click the blue triangle next to the word *Update* if necessary.

**Note**

If you need more information about upgrading your system to Windows 10 IoT, refer to *Upgrade VidyoRoom to Windows 10 IoT* in the *Vidyo Help*. This article describes how to upgrade and re-image your VidyoRoom system from Windows 7 to Windows 10 IoT.

If you are running Windows 10 using VidyoRoom SE version 19.3.0 and later, you can only view the Current Version and OS Version in this window. You will not be able to update the image or restore to factory image. Update the image or delete the image file that has been uploaded to the local disk if necessary.

- a. Select the checkbox next to the file you want to update or delete if there is more than one image file listed.
  - b. Click either **Update** to update the image or click **Delete** to delete the file from the local disk.
3. Click **Restore to Factory Image** if you want to restore the VidyoConnect Room or VidyoRoom system to the factory image. Please read the caution on the previous page if you are performing a factory restore after installing the Vidyo image file.

**Note**

If you need to restore your VidyoRoom HD-3C System, refer to *Restore your VidyoRoom Windows 10 IoT system* in the *Vidyo Help*.

4. Upload a new image file if necessary:
  - a. Click **Choose File** and choose the image file that you want to upload based on your VidyoConnect Room or VidyoRoom version and Windows version:
    - Windows 7 hardroom systems – Upload a .vimage file.
    - Windows 10 IoT hardroom systems using version 20.1.1 – Upload a .wim file.

- Windows 10 IoT hardroom systems using version 20.2.0 and later: Upload an update package provided by Enghouse Vidyo, such as Windows 10 IoT, Bios, or Drivers.

b. Click **Upload**.

**Note**

To upload an image file, Write Protection Mode must be disabled. For more information about Write Protection Mode, see step 6 below and [Use Write Protection Mode](#).

5. Select **1, 2, 3, 4, 6, 8, 12,** or **24** from the **Hours Between Commits** drop-down to specify the number of commits per day when the Splunk forwarder is not enabled.

**Note**

The **Hours Between Commits** drop-down does not appear when the Splunk forwarder is enabled in the *Logs > Splunk Forwarder* section.

Here are examples of the time intervals when the following values are selected:

- **1:** A commit takes place every hour. For example, 1:15, 2:15, 3:15, etc.
- **2:** A commit takes place every two hours. For example, 2:15, 4:15, 6:15, etc.
- **3:** A commit takes place every three hours. For example, 3:15, 6:15, 9:15, etc.
- **4:** A commit takes place every four hours. For example, 4:15, 8:15, 12:15, etc.
- **6:** A commit takes place every six hours. For example, 6:15, 12:15, 18:15, etc.
- **8:** A commit takes place every eight hours. For example, 8:15, 16:15, 0:15, etc.
- **12:** A commit takes place every 12 hours. For example, 12:15, 0:15, etc.
- **24:** A commit takes place every 24 hours. For example, 0:15.

The **Hours Between Commits** drop-down is inactive when Write Protection Mode is enabled.

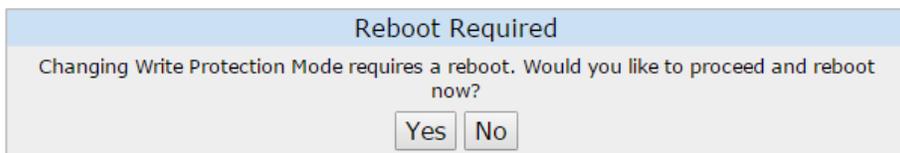
**Note**

If the VidyoConnect Room or VidyoRoom is busy in a call at the time of a scheduled commit, then the commit will initiate after the call ends. Additionally, if the VidyoConnect Room or VidyoRoom is occupied with a long duration call, then one or more scheduled commits may be skipped; however, one commit will be initiated after the call ends.

6. Enable Write Protection Mode to prevent Windows corruption if necessary:

a. Click **Enable**.

b. Click **Yes** in the *Reboot Required* pop-up that appears.



The system reboots. For the reboot process to fully complete, you are not allowed to click the **Enable** button more than once.

7. Upload a new Installer file if necessary:

- a. Click the blue triangle next to the words *Upload Installer*.
- b. Click **Choose File** and choose the Installer file that you want to upload.
- c. Click Upload Installer.

**Note**

To upload a new installer, Write Protection Mode must be disabled. For more information about Write Protection Mode, see step 6 above and [Use Write Protection Mode](#)

8. Upload a new Certificate file if necessary:

**Note**

If you are running VidyoConnect Room SE as a Standard User, the Upload Certificate settings will be disabled since changing these settings requires an Administrator account.

- a. If necessary, click the blue triangle next to the words *Upload Certificate*.
- b. Select the **Clear Existing Certificate Store** checkbox if you want to clear the existing certificate upon uploading the new one.
  - If you select this checkbox, only the new certificate bundle will be effective.
  - If you do not select this checkbox, the new certificate will be appended to the one that already exists for the VidyoConnect or VidyoRoom system. Appending is limited to the current session of the system image. That is, if you ever need to re-image the system, only the latest certificate file uploaded via the Admin UI will then be effective and any other previously appended certificates will not be preserved.
  - The default is that this checkbox is unselected; therefore, the new certificate will be appended to the existing one.
- c. Click **Browse** to browse to the Certificate file that you want to upload.
- d. Click **Upload Certificate**.

As soon as the certificate is uploaded, the system will reboot. You cannot cancel the reboot once it begins.

**Note**

To upload a new Certificate file, Write Protection Mode must be disabled. For more information about Write Protection Mode, see step 6 above and [Use Write Protection Mode](#)

## Use Write Protection Mode

When Write Protection Mode is enabled, all configuration changes and new logs are kept in a cache. Logs are automatically saved to the hard drive at 2:00 AM daily, or upon restarting the VidyoConnect Room or VidyoRoom system. If your VidyoConnect Room or VidyoRoom system loses power prior to the next commit, all logs that have not been saved will be lost. Additionally, configuration files will not be saved and the system will restart with the previously saved configuration before Write Protection Mode was enabled.

For more information about restarting the VidyoConnect Room or VidyoRoom system, see [Shut down or restart](#).

If the VidyoConnect Room or VidyoRoom system attempts to download a new Installer from the VidyoPortal but there is not enough room in the write cache (93 MB for 32-bit systems and 154 MB for 64-bit systems), the VidyoConnect Room or VidyoRoom will not download the Installer. Instead, it will continue to check every three hours, and it will download the Installer when there is enough room.

Additionally, when Write Protection is enabled, the log files are named as follows: VidyoRoom.0 – VidyoRoom.9. The limitation on the file size is 110 MB. Therefore, when the log file size reaches this level or upon restarting the VidyoConnect Room or VidyoRoom system, a new log file is created.

Lastly, when Write Protection Mode is enabled, a message appears at the top of every page of the Admin UI indicating that Write Protection Mode is enabled.

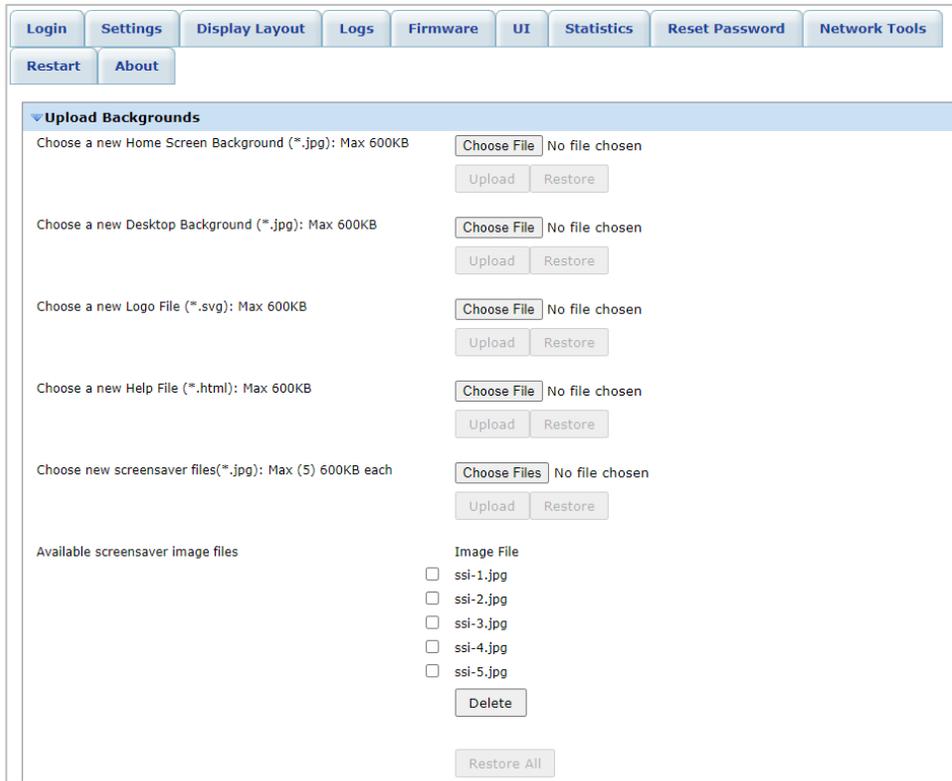
## Upload UI backgrounds

The *UI* tab enables you to upload backgrounds for the *Home* screen and *Settings* screen. Users can then choose the image they want from among the uploaded images to set as their background image. The maximum resolution for an uploaded image is 3840 x 2160, and the size must be less than 10 MB.

To upload UI backgrounds:

1. Click the *UI* tab.

### 3. Configure the system using the Admin UI



2. Click the blue triangle next to the word *Upload Backgrounds* to view background settings.
3. Upload a new Home Screen Background to replace the background image of the VidyoConnect UI Home screen (Calendar screen), if necessary:
  - a. Click **Choose File** and then click **Open** to select the .jpg file that you want to upload.
  - b. Click **Upload** to upload the new .jpg file.
  - c. Click **Restore** to return to the original Home Screen Background.
4. Upload a new Desktop Background to replace the Vidyo image screen which displays during a Reboot of your system, if necessary:
  - a. Click **Choose File** and then click **Open** to select the .jpg file that you want to upload.
  - b. Click **Upload** to upload the new .jpg file.
  - c. Click **Restore** to return to the original Desktop Background
5. Upload a new Logo file to display on the upper-left corner above the Home Menu button of the Home page, if necessary:
  - a. Click **Choose File** and the click **Open** to select the .svg file that you want to upload.
  - b. Click **Upload** to upload the new .svg file.
  - c. Click **Restore** to return to the original logo.
6. Upload a new Help .html file to display helpful contact information (e.g., phone numbers, emails, web pages, troubleshooting details, etc.) for your users on the Help page, if necessary:
  - a. Click **Choose File** and the click **Open** to select the .html file that you want to upload.
  - b. Click **Upload** to upload the new .html file.
  - c. Click **Restore** to return to the original help file.

7. Upload a new Screensaver file to display as your screensaver, if necessary:
  - a. Click **Choose File** and then click **Open** to select the .jpg file that you want to upload.
  - b. Click **Upload** to upload the new .jpg file.
  - c. Click **Restore** to return to the Screensaver file.

**Note**

You are permitted to use the system default screensaver images or your own screensaver images; however, you cannot use a mix of the default and your own screensaver images.

You can delete up to three of the default screensaver images. You must have at least two of the five screensavers to avoid screen burn-in.

If you want to upload your own screensavers, you can upload the maximum of five images and must at least upload two images to avoid screen burn-in.

8. Click **Restore All** if you want to revert to the default backgrounds.

## View the statistics

The *Statistics* tab enables you to view statistics about the system.

- The Information portion of the tab indicates if you are in a conference, if you are using the VidyoRouter, VidyoProxy, or a Web Proxy, and if you are using a secured connection.
- The Bandwidth portion of the tab provides statistics for both the actual and available send and receive bandwidth for video, audio, and content.
- The Video portion of the tab provides statistics about the send video (such as the source that's sending the video, the resolution, the frame rate, and so on) and the receive video (such as which participant is receiving the video, the resolution, the frame rate, and so on).
- The Content portion of the tab provides statistics about the send content (such as the source that's sending the content, the resolution, the frame rate, and so on) and the receive content (such as which participant is receiving the content, the resolution, the frame rate, and so on).
- The Audio portion of the tab provides statistics about the send audio (such as the source that's sending the audio, the bit rate, and so on) and the receive audio (such as which participant is receiving the audio, the bit rate, and so on).
- The Resource portion of the tab provides information about the CPU state of your system in real time. It shows the current CPU usage for a time span of 100 seconds.

To view the statistics:

1. Click the *Statistics* tab.

### 3. Configure the system using the Admin UI

The screenshot shows the Admin UI navigation menu with buttons for Login, Settings, Display Layout, Logs, Firmware, UI, Statistics, Reset Password, and Shutdown. Below the menu is an 'About' button and an 'Information' section. The Information section displays the following details:

- In Conference:
- Using VidyoRouter:
- VidyoProxy: Off
- WebProxy: Off
- Secured: On

Below the Information section is a 'Bandwidth' section with two tables for Send and Receive data. The Send table has columns for Video, Audio, Content, and Total, with rows for Available and Actual. The Receive table has columns for Video, Audio, Content, and Total, with rows for Available and Actual.

Below the Bandwidth section is a 'Video' section with two tables for Send and Receive data. The Send table has columns for Source Name, Encode Layers, Resolution, FPS [C/E/S], I-Frames, FIRs, NACKs, and bps. The Receive table has columns for Participant, Resolution, FPS, FIRs, NACKs, and bps.

Below the Video section is a 'Content' section with two tables for Send and Receive data. The Send table has columns for Source Name, Resolution, FPS [C/E/S], FIRs, NACKs, and bps. The Receive table is currently empty.

2. Click **Start** (located at the bottom of the page) to start viewing the statistics.

The screenshot shows the Admin UI statistics section. It features an 'Audio' section with two tables for Send and Receive data. The Send table has columns for Source Name, Codec, and bps. The Receive table has columns for Participant, Lost, Jitter Buffer Size (ms), and bps.

Below the Audio section is a 'Resource' section. It displays a line graph titled 'Number of participants in conference'. The Y-axis ranges from 0 to 80, and the X-axis ranges from 0 to 100. A red line labeled 'CPU' is shown at the 0 level. Below the graph are 'Start' and 'Stop' buttons.

3. Click **Stop** (located at the bottom of the page) to stop viewing the statistics.

## Reset the password

The *Reset Password* tab enables you to change the Admin UI password for the VidyoConnect Room or VidyoRoom.

To reset the password:

1. Click the *Reset Password* tab.



2. Enter the current password you use to log in to the Admin UI in the **Current Admin Password** field.

The default password is **password**.

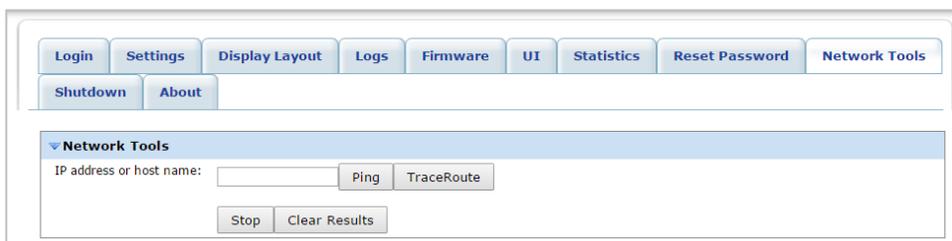
3. Enter the new admin password for the VidyoConnect Room or VidyoRoom in the **New Admin Password** field.
4. Enter the new admin password again in the **New Admin Password (repeat)** field.
5. Click **Reset Admin Password**.

## Use the network tools

The *Network Tools* tab provides you with access to the Ping and TraceRoute network tools.

To use the network tools:

1. Click the *Network Tools* tab.

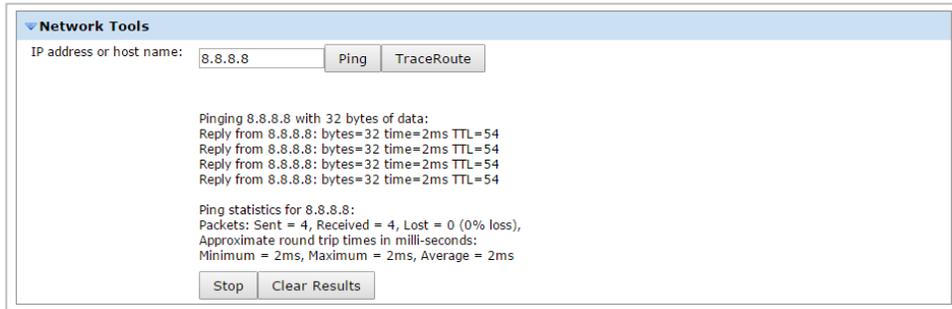


2. Enter the IP address or host name of the system that you want to ping or that you want to trace the path of in the **IP address or host name** field.
3. Click **Ping** or **TraceRoute**.

### 3. Configure the system using the Admin UI

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4. The results appear on the page.



5. Click **Stop** to stop the ping or traceroute command.
6. The Ping, TraceRoute, and Clear Results buttons are grayed out while a ping or traceroute command is in progress. You must click **Stop** or allow the command to complete in order to enable these buttons.
7. Click **Clear Results** to remove the results from the page.

## Shut down or restart

The *Shutdown* tab enables you to shut down or restart the VidyoConnect Room or VidyoRoom.

### Note

Customers using VidyoRoom version 19.3.0 will no longer see this tab in the Admin UI.

To shut down or restart the VidyoConnect Room or VidyoRoom:

1. Click the *Shutdown* tab.



2. Enter the user name you use to log in to the Admin UI in the **Username** field.
3. Enter the password you use to log in to the Admin UI in the **Password** field.
4. Click **Restart** or **Shutdown**.

## View the About information

The *About* tab provides information about the system VidyoConnect Room or VidyoRoom. The information displayed on the screen varies depending on the model.

To view the About information:

1. Select the *About* tab.
2. VidyoRoom Version 19.2.1 and Earlier:



3. VidyoConnect Room or VidyoRoom Version 19.3.0 and Later Using Windows 10:



4. View the following information:
  - For all VidyoRoom models except HD-230 systems:
    - Version
    - Model Number
    - Image Revision
  - For VidyoRoom HD-230 systems:
    - Version
    - Model Number
    - Image Revision
    - Dextera PCI FPGA
    - Dextera PCI Driver
    - Dextera PCI EDID

### Note

When the Phoenix Quattro, Spider, or Power Hub devices and certain cameras (such as the Sony SRG or Minrray UV950A) are connected, the firmware version appears on the *About* tab as well.

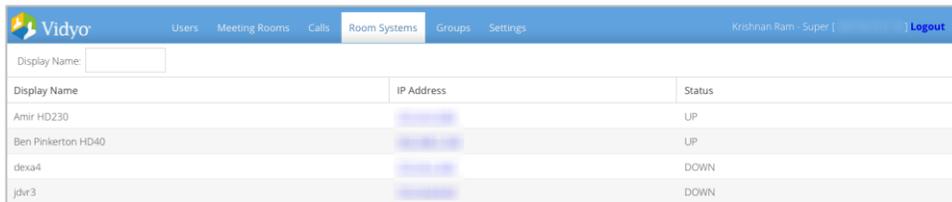
# 4. Manage a VidyoConnect Room or VidyoRoom from the VidyoPortal

If you are logged in as an Admin on the VidyoPortal, you can view information about each VidyoConnect Room or VidyoRoom, as well as access the Admin UI.

To manage a VidyoConnect Room or VidyoRoom from the VidyoPortal:

1. Log in to the Admin portal using your Admin account:
  - a. Enter the FQDN or IP address for the VidyoPortal in the address bar of a web browser, followed by a forward slash and the word "admin". For example:  
**http://<FQDN or IP>/admin**
  - b. Enter the Admin username and password. (Alternatively, you can log in as a Super Admin.)  
The *Users* page appears by default.
2. Click the *Room Systems* tab.  
The *Room Systems* page lists all of your room systems. If a system has been offline for more than five days, it will not be displayed on the list.

If the list of systems goes beyond one page, you can easily select another page using the controls at the bottom of the screen.



Display Name	IP Address	Status
Amir HD230	<a href="#">192.168.1.100</a>	UP
Ben Pinkerton HD40	<a href="#">192.168.1.101</a>	UP
dexa4	<a href="#">192.168.1.102</a>	DOWN
jdvr3	<a href="#">192.168.1.103</a>	DOWN

3. View information about each of the VidyoConnect Room or VidyoRoom systems:
  - Display Name: The descriptive name given to the VidyoConnect Room or VidyoRoom when it was installed.
  - IP Address: The IP address assigned to the VidyoConnect Room or VidyoRoom.
  - Status: Whether the VidyoConnect Room or VidyoRoom is Up (online) or Down (offline).
4. Click on the IP address of the VidyoConnect Room or VidyoRoom to access the Admin UI for that system if you want to change any of the settings. The *Log In* page for the room system opens in a new browser window if the room system is up and running.

### Note

Starting with version 23.1.0, when certificates are available, the application listens only on port 443; therefore, you must explicitly enter **https://**. When certificates are not available,

the application will fall back to listening on port 80; in such cases, you must explicitly enter **http://**.

For information about the VidyoPortal, refer to the *VidyoPortal and VidyoRouter Administrator Guide*.

# 5. Use the Recovery Console

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The Recovery Console enables you to:

- Upgrade the system
- Perform a factory restore
- Manage restore points
- Turn remote management on or off
- Upgrade the Recover Console software

## Access the Recovery Console

To access the Recovery Console:

1. Connect a keyboard directly to the VidyoRoom server.
2. While the server is rebooting, press and hold the **Left Shift** key, and then immediately press and hold the **Right Shift** key and release the **Left Shift** key, and then immediately press and hold the **Left Shift** key and release the **Right Shift** key.
3. Keep repeating the previous step until the Recovery Console Main Menu appears.

### Note

If using VidyoRoom HD-100 Rev 4A to run VidyoRoom version 3.3.19 and later, do the following to access the Recovery Console:

While the server is rebooting, press the **Esc** key on your keyboard repeatedly until the GRUB boot menu appears. Once it appears, select the **Recovery Console** option using the arrow keys on your keyboard, and then press the **Enter** key.

## Upgrade the system

In version 20.2.0 and later, the VidyoConnect Room is available with a new and improved user interface (also known as the Modern UI). Only the HD-2, HD-3, and HD-3B can upgrade to the Modern UI and must upgrade to Windows 10 IoT first before downloading the VidyoConnect Room installer. If you need more information about upgrading your system to Windows 10 IoT, refer to *Upgrade VidyoRoom to Windows 10 IoT* in the *Vidyo Help*. This article describes how to upgrade and re-image your VidyoRoom system from Windows 7 to Windows 10 IoT.

You can upgrade your system using an image file from the local disk or an image file from a USB flash drive that you insert directly into the Room System.

Alternatively, you can upgrade the system using the Admin UI Firmware tab. The Firmware tab enables you to perform the upgrade remotely. For more information about the Admin UI Firmware tab, see [Update the firmware](#).

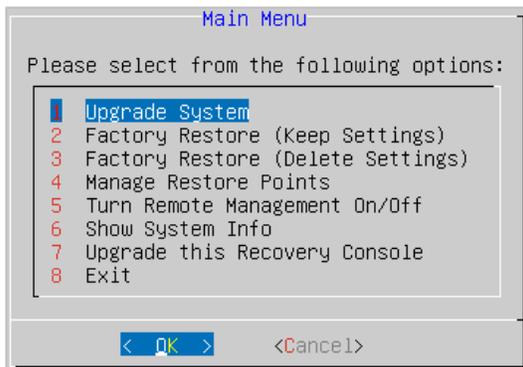
## Upgrade the system using an image file from the local disk

To upgrade the system using an image file from the local disk, you must first upload the upgrade image using the *Admin UI Firmware* tab. You can then reboot the server to access the Recovery Console and perform the upgrade.

For more information about how to use the *Admin UI Firmware* tab, see [Update the firmware](#).

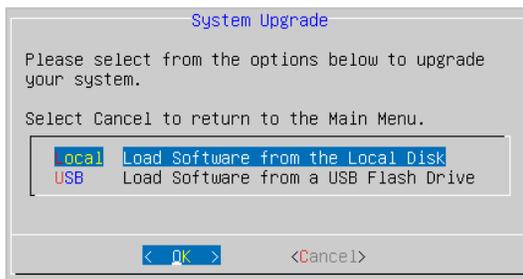
To upgrade the system using an image file from the local disk:

1. Enter **1** to select the **Upgrade System** option.
2. Press the **Enter** key on your keyboard to select **OK**.



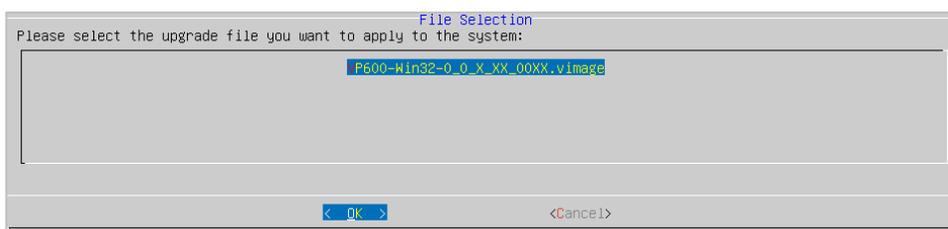
The *System Upgrade* window appears.

3. Select the **Local Load Software from the Local Disk** option.
4. Press the **Enter** key on your keyboard to select **OK**.



The *File Selection* window appears with a list of available image files.

5. Select the file you want to use to upgrade the system and select **OK**.



A message appears asking you to confirm the upgrade, and then another message appears as the system validates the file.



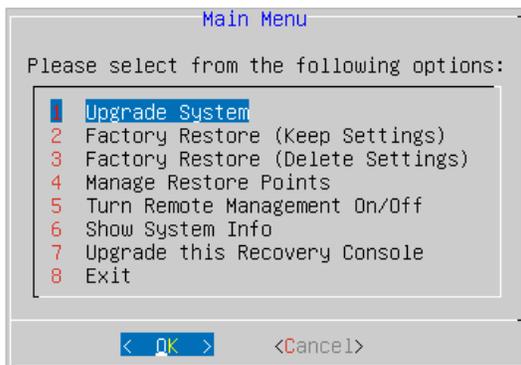
The new image file is applied to the VidyoRoom system.

## Upgrade the system using a USB flash drive

You can upgrade the system by copying the upgrade image to a USB flash drive, and then inserting that flash drive directly into the VidyoRoom server. If you choose this method, you must copy the upgrade file to the top-level directory of the USB flash drive.

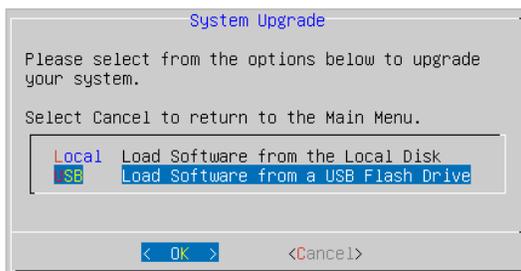
To upgrade the system using a USB flash drive:

1. Enter **1** to select the **Upgrade System** option.
2. Press the **Enter** key to select **OK**.



The *System Upgrade* window appears.

3. Select the **USB Load Software from a USB Flash Drive** option.
4. Press the **Enter** key to select **OK**.



The *USB Upgrade* window appears.

5. Ensure that the upgrade file is in the top-level directory of the USB flash drive.

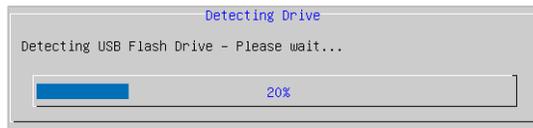
## 5. Use the Recovery Console

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6. Insert the flash drive into the VidyoRoom server.
7. Press the **Enter** key on your keyboard to select **OK**.

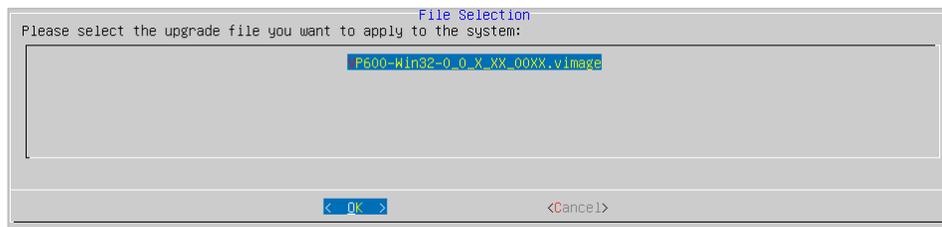


The *Detecting Drive* window appears.



If no image files are found, an error message appears. If image files are found, the *File Selection* window appears with a list of available files.

8. Select the file you want to use to upgrade the system and select **OK**.



A message appears asking you to confirm the upgrade, and then another message appears as the system validates the file.



The new image file is applied to the VidyoRoom system.

## Perform a factory restore

The Factory Restore options in the Recovery Console enable you to restore your VidyoRoom to the default factory image. You can choose to either perform the restore and preserve all of your settings or perform the restore and remove all of your settings.

### Caution

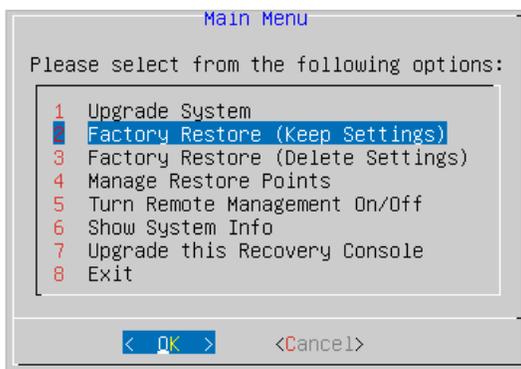
Starting with VidyoRoom version 3.2.5, five days after uploading a new image, that image automatically becomes the factory default base image the VidyoRoom system reverts to when using the "Factory Restore" feature. Therefore, if you perform a factory restore within five days of applying a new image for the VidyoRoom, it will revert back to the image that was originally on the system; if you perform a factory restore after five days, it will revert to the last image for uploaded for that VidyoRoom.

To perform a factory restore for Windows 10 IoT-based systems:

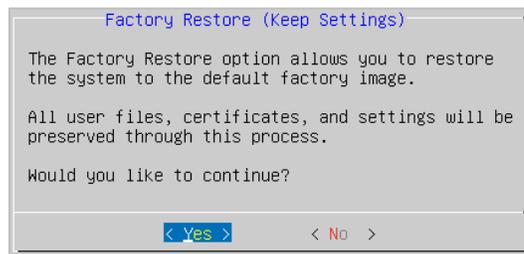
For Version 20.2.0 and later, if you need to restore your VidyoRoom system, follow the steps in the [Restoring Your VidyoRoom System](#) article.

To perform a factory restore for Windows 7-based systems:

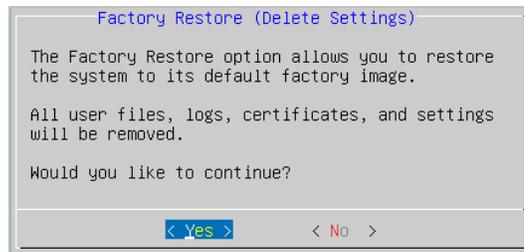
1. Enter **2** to select the **Factory Restore (Keep Settings)** option or enter **3** to select the **Factory Restore (Delete Settings)** option.
2. Press the **Enter** key on your keyboard to select **OK**.



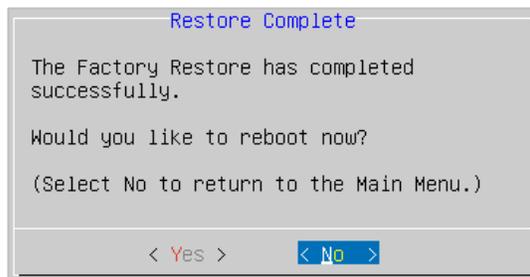
- If you select the **Factory Restore (Keep Settings)** option, the VidyoRoom is restored to the default factory image but all of your settings are preserved.



- If you select the **Factory Restore (Delete Settings)** option, the VidyoRoom is restored to the default factory image, and all of the user files, logs, certificates, and settings are removed.



3. Press the **Enter** key on your keyboard to select **Yes** to perform the factory restore. When the restore successfully completes, a message asks you to reboot.



**No** is selected by default.

4. Press the left arrow key on your keyboard to select **Yes**, and then press the **Enter** key on your keyboard to reboot.

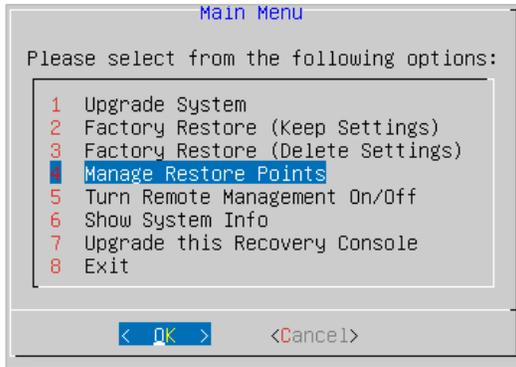
## Manage restore points

Restore points are backups of your system software (including patches). By using the Manage Restore Points option in the Recovery Console, you can restore your VidyoRoom to a restore point that you had previously created, you can create new restore points, and you can delete previously created restore points.

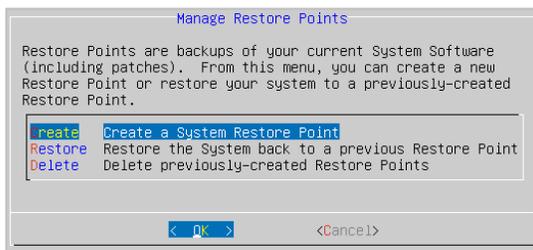
To manage restore points:

1. Enter **4** to select the **Manage Restore Points** option.

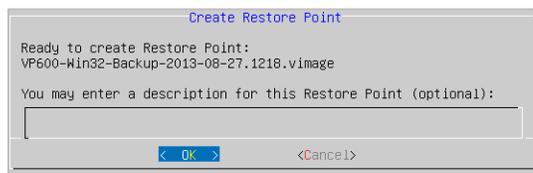
## 5. Use the Recovery Console



2. Press the **Enter** key on your keyboard to select **OK**.  
The *Manage Restore Points* window appears.
3. Select the **Create a System Restore Point** option, **Restore the System back to a previous Restore Point** option, or **Delete previously-created Restore Points** option.
4. Press the **Enter** key to select **OK**.

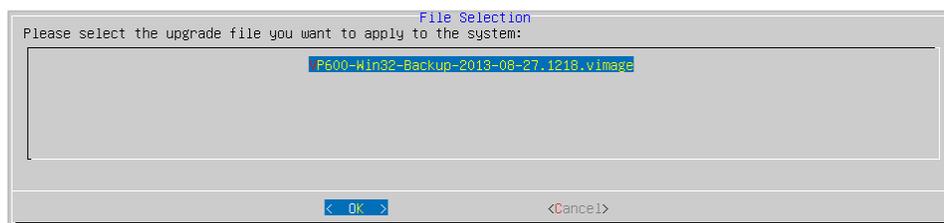


- If you select the **Create Create a System Restore Point** option, the system automatically sets the file name but you can enter a description (such as "August Upgrade to 2.5"), and then press the **Enter** key on your keyboard to select **OK**.



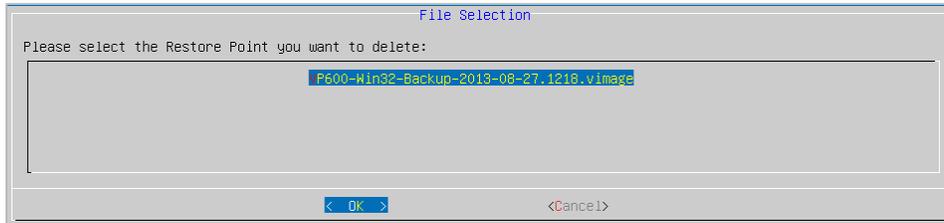
The new restore point is created.

- If you select the **Restore Restore the System back to a previous Restore Point** option, select the file you want to apply to the VidyoRoom and press the **Enter** key on your keyboard to select **OK**.



The VidyoRoom is restored back to the selected restore point.

- If you select the **Delete Delete previously-created Restore Points** option, select the file you want to delete and press the **Enter** key on your keyboard to select **OK**.



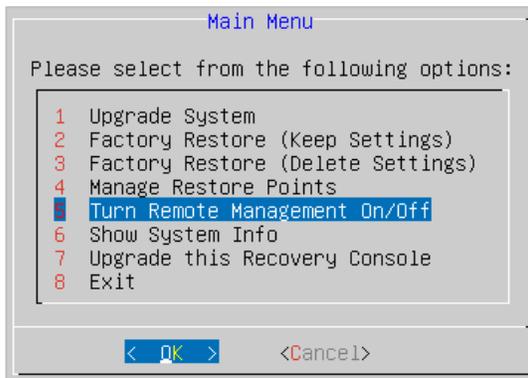
The restore point is deleted.

## Turn remote management on or off

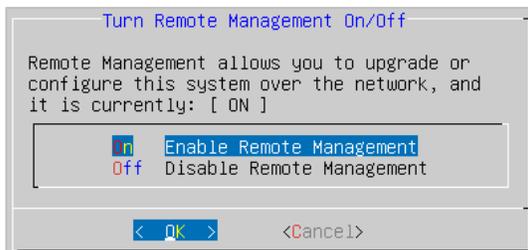
Remote management enables you to upgrade and configure your VidyoRoom over the network.

To turn remote management on or off:

1. Enter **5** to select the **Turn Remote Management On/Off** option.
2. Press the **Enter** key on your keyboard to select **OK**.



3. The *Turn Remote Management On/Off* window appears.
4. Select the **On Enable Remote Management** or select the **Off Disable Remote Management** option.



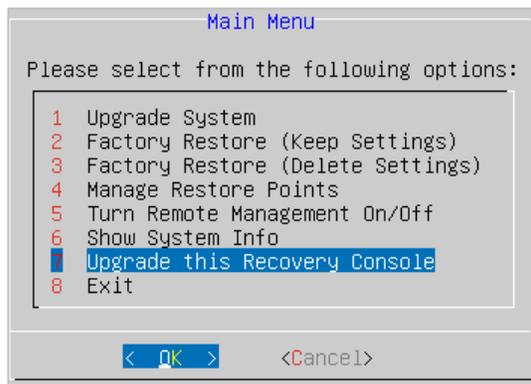
5. Press the **Enter** key to select **OK**.

## Upgrade the Recovery Console

You can upgrade the Recovery Console software without having to reimage the whole system.

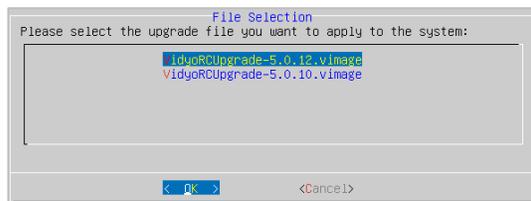
To upgrade the Recovery Console:

1. Enter **7** to select the **Upgrade this Recovery Console** option.
2. Press the **Enter** key on your keyboard and select **OK**.



The *File Selection* window appears.

3. Insert the USB flash drive into the VidyoRoom server.
4. Select an upgrade file.



5. Press the **Enter** key to select **OK**.  
The software for the Recovery Console itself is updated.

## Run the file system check

The Run File System Check option only appears in the Recovery Console Main Menu when using VidyoRoom HD-100 Rev 4A to run VidyoRoom version 3.3.19 and later.

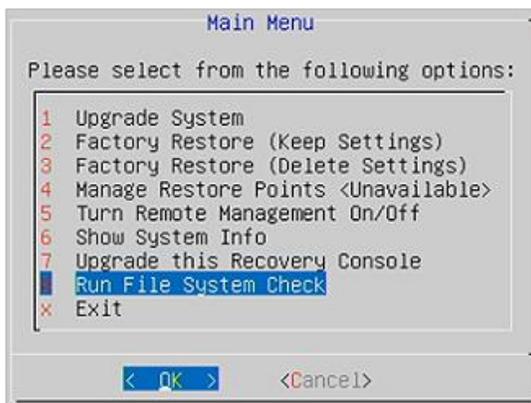
The File System Check is used to fix common errors in the Windows file system that are often caused by an unexpected shutdown (e.g. power outage). Additionally, Windows will occasionally fail to load due to file system inconsistencies, so this check can also be used to fix these errors.

### Note

In some circumstances, File System Check can be used to fix a VidyoRoom system that won't boot properly. If the File System Check does not successfully fix the system, use the Factory Restore option. For more information, see [Perform a factory restore](#).

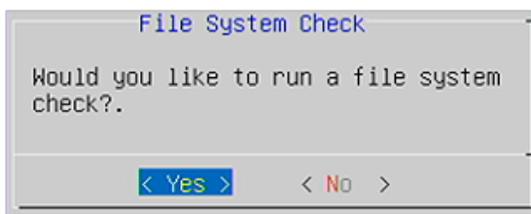
To run the file system check:

1. Enter **8** to select the **Run File System Check** option.
2. Press the **Enter** key on your keyboard to select **OK**.

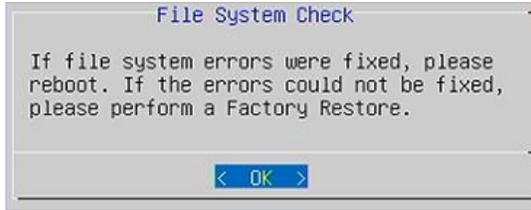


The *File System Check* window appears.

3. Press the **Enter** key on your keyboard to select **Yes** confirming that you would like to run a file system check.



The system performs a file check on the next window. After the file check is completed, a message appears as follows:



4. Press the **Enter** key to select **OK**.
5. Perform a reboot if the file system errors were fixed, or perform a factory restore if the errors could not be fixed. For more information, see [Perform a factory restore](#).

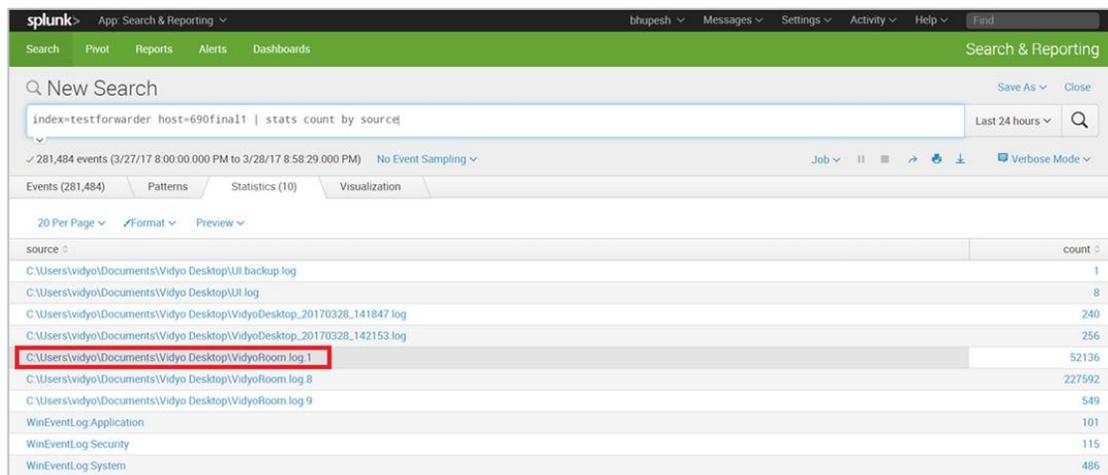
# Appendix A: How to retrieve VidyoRoom logs

Adhere to the following guidelines when retrieving VidyoRoom logs for debugging purposes while the Splunk forwarder and Write Protection Mode are enabled.

You must configure unique hostnames for each VidyoRoom system that will be forwarding logs to the Splunk forwarder server. Each VidyoRoom system should be grouped with a defined and unique index (that is, building unit). Please use index “A” to share log files throughout various VidyoRoom systems.

When Vidyo requests VidyoRoom logs from you, do the following:

1. Run a query like the following: “index=testforwarder host= 690final1 | stats count by source”.
2. The output will look like the output displaying in the screenshot shown here.



source	count
C:\Users\vidyo\Documents\Vidyo Desktop\UII backup.log	1
C:\Users\vidyo\Documents\Vidyo Desktop\UII.log	8
C:\Users\vidyo\Documents\Vidyo Desktop\VidyoDesktop_20170328_141847.log	240
C:\Users\vidyo\Documents\Vidyo Desktop\VidyoDesktop_20170328_142153.log	256
C:\Users\vidyo\Documents\Vidyo Desktop\VidyoRoom.log.1	52136
C:\Users\vidyo\Documents\Vidyo Desktop\VidyoRoom.log.8	227592
C:\Users\vidyo\Documents\Vidyo Desktop\VidyoRoom.log.9	549
WinEventLog Application	101
WinEventLog Security	115
WinEventLog System	486

3. Click on the appropriate log file.
4. As an alternative, you can run a query like the following to gain access to the appropriate log file: “index=testforwarder host= 690final1 source="C:\\Users\\vidyo\\Documents\\Vidyo Desktop\\VidyoRoom.log.1 | reverse”.
5. Export the log file as a raw event.

# Appendix B. Reliability

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## Limitations of reliability prediction models

- Reliability prediction models provide MTBF point estimates. Model inputs include base component failure rates, environmental, quality, and stress factors.
- Base failure rates use failure data from multiple sources, including industry field data, research lab test results, and government labs.
- Environmental, quality and stress factors may differ from field conditions.
- Predictions assume a constant failure rate which does not account for failures due to early life quality issues or wearout phenomena.

## General prediction methodology

- VIDYO's default prediction methodology is Telcordia SR332, Reliability Prediction.

## Electronic equipment procedure

- Other methods may be used to estimate the reliability of certain products and/or subsystems.
- System reliability predictions consider the impact of redundant components.

## Component parameters and assumptions

- The default methodology for MTBF predictions is Telcordia method 1, case 3.
- Assumptions include 25° C system inlet air temperature, quality level II components, ground-based, fixed, controlled environment, and 100% duty cycle. Components internal to the system are generally assumed to be operating at 40° C ambient and 50% electrical stress.

## Supplier MTBF data

- In developing system MTBF predictions, VIDYO uses MTBF data provided by suppliers.
- Apart from using industry standard prediction methodologies, suppliers may derive MTBF data from reliability demonstration testing, life testing, actual field failure rate, or specification and datasheets.
- Supplier data is provided as is to VIDYO, and VIDYO generally does not verify the accuracy of Supplier data.

## Subsystem MTBF data release policy

VIDYO does not release MTBF data below the system level.

The reasons for this policy are:

- VIDYO considers internally designed subsystem MTBF data to be confidential intellectual property.
- VIDYO obtains supplier subsystem MTBF data under NDA and is prohibited from sharing such data outside of VIDYO.

## MTBF reliability

The MTBF prediction is calculated using component and subassembly random failure rates. The calculation is based on the Telcordia SR-332 Issue 2, Method I, Case 3.

Product	Part number	MTBF
HD-2	PKG-RM-HD2-GROUP, DEV-RM-HD2-SA	61,115 hours
HD-3	PKG-RM-HD3-NTPM-GROUP, PKG-RM-HD3-GROUP, DEV-RM-HD3-SA, DEV-RM-HD3-NTPM-SA	179,500 hours
HD-40B	DEV-RM-HD40-B-SA-0A	66,640 hours
HD-40C	DEV-RM-HD40-C-SA-0A	61,825 hours
HD-100D	DEV-RM-HD100-D9020-SA-0A & DEV-RM-HD100-D-NTPM-SA-0A	75,400 hours

Product	Part number	MTBF
HD-230	DEV-RM-HD230-NTPM-SA-0A & DEV-RM-HD230-SA-0A	80,520 hours
VidyoGateway	DEV-SRV-GW-N2-0B	29,900 hours
VidyoGateway XL	DEV-SRV-GW-XL-N3-0A	121,400 hours
VidyoOne	DEV-SRV-ONE-N2-0B	29,900 hours
VidyoPortal	DEV-SRV-PT-N2-0B	29,900 hours
VidyoPortal XL	DEV-SRV-PT-XL-N3-0A	116,700 hours
VidyoReplay	DEV-SRV-REP-N3-0A	116,700 hours
VidyoRouter	DEV-SRV-RTR-N2-0B	29,900 hours
VidyoRouter XL	DEV-SRV-RTR-XL-N3-0A	103,600 hours

## Supplier real-time clock data

- In developing system Real-Time Clock predictions, VIDYO uses data provided by suppliers.
- Apart from using industry standard prediction methodologies, suppliers may derive Real-Time Clock data from reliability demonstration testing, life testing, actual field failure rate, or specification and datasheets.
- Supplier data is provided as is to VIDYO, and VIDYO generally does not verify the accuracy of Supplier data.

## Real-time clock data

The information below applies to HD-40A, HD-40B, HD-40C, and HD-100 products.

A coin-cell battery (CR2032) powers the real-time clock and CMOS memory. When the kit is not plugged into a wall socket, the battery has an estimated life of three years. When the kit is plugged in, the standby current from the power supply extends the life of the battery. The clock is accurate to  $\pm 13$  minutes/year at 25 °C with 3.3 VSB applied via the power supply 5 V STBY rail.

NOTE: If the battery and AC power fail, date and time values will be reset and the user will be notified during POST. When the voltage drops below a certain level, the BIOS Setup program settings stored in CMOS RAM (for example, the date and time) might not be accurate.