



VidyoConnect™ SE and VidyoRoom™ SE

Installation Guide

Version 21.1.0

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1: Intro

This guide provides administrators with the information needed to install and create the following group video solutions using compatible Windows®-based (Windows 10 IoT) computers and peripherals:

- VidyoConnect Room SE (Modern UI)
- VidyoRoom SE (Classic/Older UI)

VidyoConnect Room SE is compatible with VidyoPortal™ version 20.1.0 and later. VidyoRoom SE is compatible with VidyoPortal™ version 19.1 and later.

More info

For more information about VidyoConnect Room SE and VidyoRoom SE, refer to:

- The *VidyoConnect Room and VidyoRoom* section of the *Vidyo Help*.
- The *VidyoConnect Room and VidyoRoom Administrator Guide*.
- The *VidyoRoom Getting Started Guide* that was shipped with your VidyoRoom model or that is available in the *Vidyo Help*.
- The *VidyoConnect Room and VidyoControl Application User Guide*.
- The *VidyoConnect Room Quick Guides* for Medical Cart Users and Patients.
- The *VidyoConnect Room and VidyoRoom Release Notes*.

Features and specifications for various VidyoRoom models are available at www.vidyo.com.

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.

2. Preparation

You can install VidyoConnect Room SE or VidyoRoom SE as an application on a compatible Windows-based computer. This chapter explains how to select the appropriate computer and provides other information you need to prepare for your installation.

If you are upgrading your VidyoConnect Room SE or VidyoRoom SE software, you must repeat the installation using an updated installation file. For more information, see [3. Install VidyoConnect Room SE \(Modern UI\)](#).

Select a computer for your group video solution

Carefully select your Windows 10 or Windows 7 computer based on your specific room design specifications and performance requirements.

Group video solution (and installation file)	Huddle (small) room experience	Mid-large meeting room experience	Executive boardroom experience
VidyoConnect Room SE with Modern UI (VidyoConnectRoomInstaller)	VidyoConnect Huddle Room SE	VidyoConnect Meeting Room SE	VidyoConnect Board Room SE
VidyoRoom SE with Classic UI (VidyoRoomSEInstaller)	HD-1 SE	HD-2 SE	HD-3 SE

We recommend selecting your computer based on three specific performance aspects:

1. CPU model and speed, which affects encoding and decoding capabilities (regarding rate and resolution).
2. Memory configuration, which affects the content encode capabilities (regarding rate and resolution).
3. Graphics cards, which affects the number of active displays.

You can select a suitable PC for your group video solution installation by determining the performance required, by understanding the hardware component requirements, and then by finding a PC that fulfills the requirements. To learn more about the recommended hardware for our new modern UIs, refer to the [VidyoRoom SE datasheet](#).

If you are a healthcare customer using VidyoConnect Room SE version 21.1.0 or later, you can benefit from the Epic Context-Aware Linking (CAL) integration with VidyoConnect Room SE, that enables healthcare providers to access VidyoConnect Room meetings from within their Epic EHR

(Electronic Health Record) system. For more information, refer to *Epic integration* in the *Healthcare* section of the *Vidyo Help*.

Hardware configuration example

If you are using our Classic UI and you would like your VidyoRoom SE to get the performance equivalent to an HD-3C, you must select hardware capable of doing so. Enghouse Vidyo has qualified the HP Z2 Mini G4 Workstation as HD-3C equivalent, and its specifications can be used as a reference for selecting your hardware. For more information about the HP Z2 Mini G4 Workstation, refer to <https://www8.hp.com/h20195/v2/GetPDF.aspx/c05987462.pdf>.

Select peripherals for your system

Carefully select your video group solution peripherals based on your specific room design specifications for VidyoConnect Room SE and VidyoRoom SE. For example, if you are running VidyoRoom SE on Windows 10, We recommend the Logitech Meetup and Logitech Group as peripherals.

For a complete list of the peripherals supported and recommended by Enghouse Vidyo, including healthcare peripherals such as Horus Scopes and stethoscopes, refer to *Supported peripherals for VidyoConnect Room and VidyoRoom systems* in the *Vidyo Help*.

Installation best practices

We recommend an incremental approach to the initial installation of our group video solutions as follows:

- Validate installations on approximately two to five systems. In a lab environment, test the performance and stability, as these can be impacted by your hardware and software configurations.
- Perform a trial installation within your organization in less-critical installation sites.
- After a successful two- to four-week trial installation, expand the installation throughout your organization.

Licensing

An Executive SE license is required to register your group video solution on your VidyoPortal. For more information, refer to *Apply system license keys to your system* in the *VidyoPortal and VidyoRouter Administrator Guide*.

Please contact your Sales Engineer to understand all licensing requirements for your group video solution as additional requirements may apply.

System management

Our group video solutions are designed with the goal of providing a deterministic level of performance (with respect to encoding, decoding, and rendering) for a given system configuration.

System configuration includes both your room system hardware and software. Software elements that can impact performance include:

- Device drivers
- Operating system updates
- Virus scan software
- Any other software demanding system resources concurrently with the execution of our group video solutions.

Note

Because the updating of these software components can impact the performance of our group video solutions, it's recommended that any such updates are tested on one or more systems before the updates are deployed to the group video solutions installation base within your organization.

The VidyoConnect Room SE and VidyoRoom SE installations should be treated as a distinct class of devices from an IT administration perspective. This can facilitate isolating potentially deleterious updates from being applied to VidyoConnect Room or VidyoRoom SE systems.

Prepare your computer

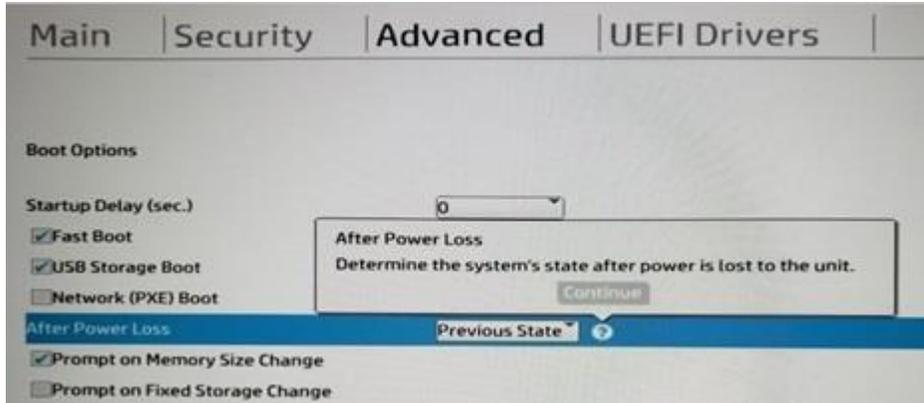
After you purchased your VidyoConnect Room or VidyoRoom SE, you should have received a VidyoConnect Room or VidyoRoom SE installation.exe file via email from Vidyo Support. If you did not receive your installer via email, contact Vidyo Support.

Caution

Before you install VidyoConnect Room or VidyoRoom SE, you must install all available Windows service packs, security updates, and all other Windows updates available from Microsoft, as well as driver updates from the machine manufacturer and the actual driver manufacturer. If you skip this step, the VidyoConnect Room or the VidyoRoom SE may not work.

To prepare your computer:

1. Log in to the computer on which you wish to install VidyoConnect Room SE or VidyoRoom SE.
2. Apply all Windows updates on the computer.
3. Update your graphics driver to the latest version provided from the graphics card manufacturer.
4. Set up the system for automatic login if you wish it to do so.
5. To prevent the need to manually restart the VidyoRoom system after a loss of power, set up the system to restore to its previous state after a power loss. This is a BIOS setting that is typically available under Boot Options.



6. Copy the VidyoConnect Room SE or the VidyoRoom SE installation .exe file you received via email from Vidyo Support to your desktop.
You may now proceed with your installation as described in the following chapter.

Restart your machine after a power failure

To prevent your system from going into Windows Recovery/Repair mode after an ungraceful reboot (such as after a power loss), configure the following from the Windows command prompt in Administrator mode:

- `bcdedit.exe /set {current} bootstatuspolicy ignorerealfailures` (note that this assumes a single Windows OS on the machine)
- `bcdedit /set {current} recoveryenabled no`
- `bcdedit.exe -set {globalsettings} advancedoptions false`

After making these configurations, you should restart the system gracefully.

Configure Windows

Complete the following configurations after installing VidyoConnect Room SE or VidyoRoom SE to ensure the best conference experience on both Windows 10 and Windows 7 platforms.

VidyoConnect Room will only work on a Windows 10 machine.

These additional procedures also ensure that the screen saver functionality will work correctly.

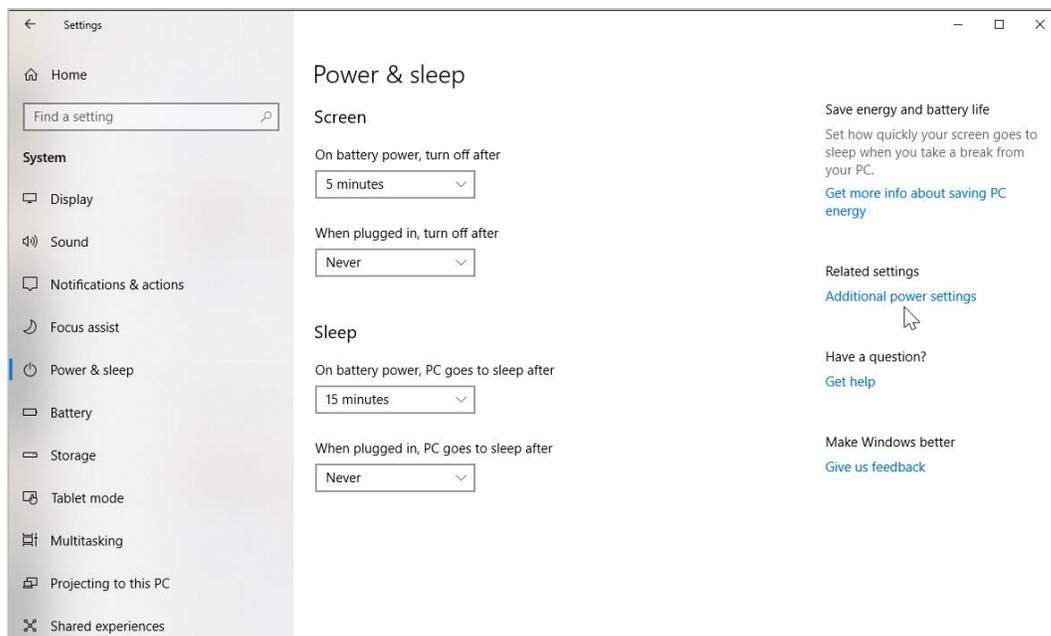
Configure Windows to always run in high performance mode

Follow the Windows 10 or Windows 7 instructions, depending on your operating system version.

Windows 10

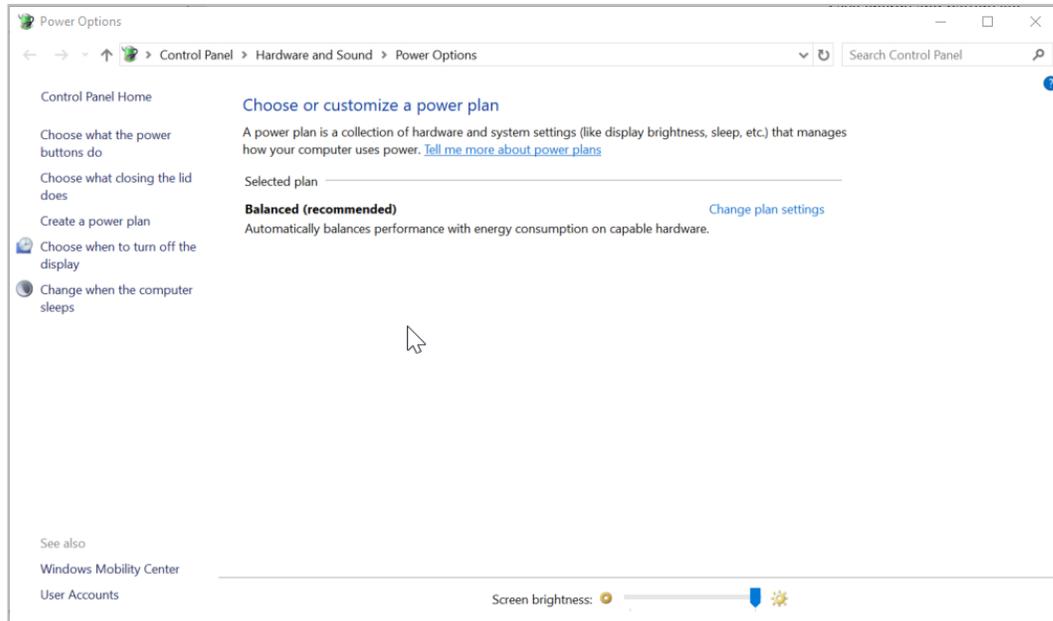
To configure Windows 10 to always run in high performance mode:

1. Click the **Settings**  button from the Start menu. The *Windows Settings* screen displays.
2. Click **System**.
3. Click **Power & sleep** from the left menu. The *Power & sleep* screen displays.

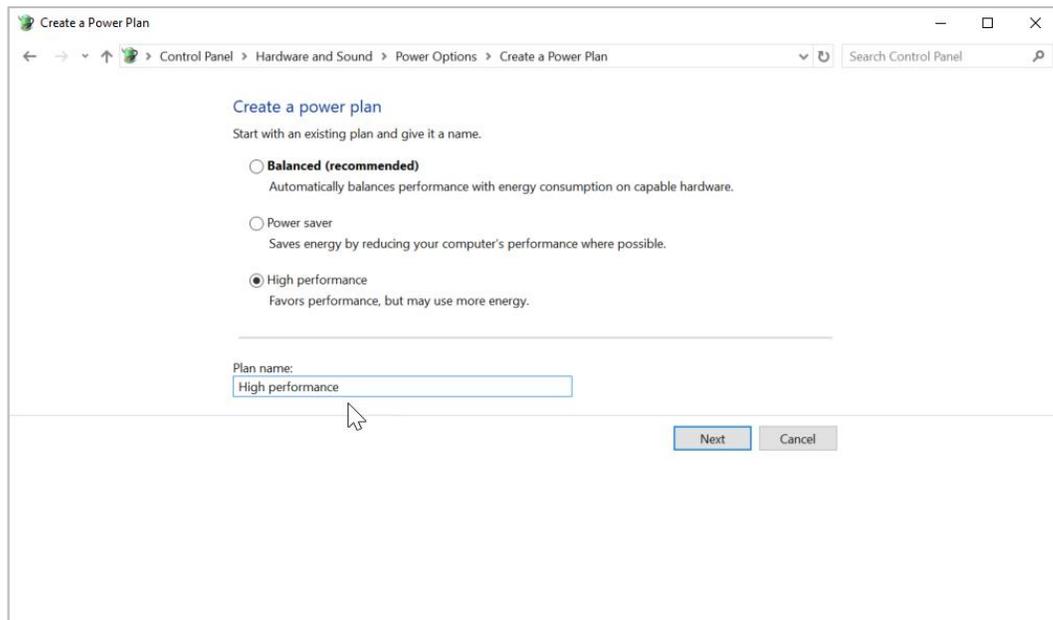


4. Click **Additional power settings** under **Related settings**. The *Choose or customize a power plan* screen displays.

2. Preparation

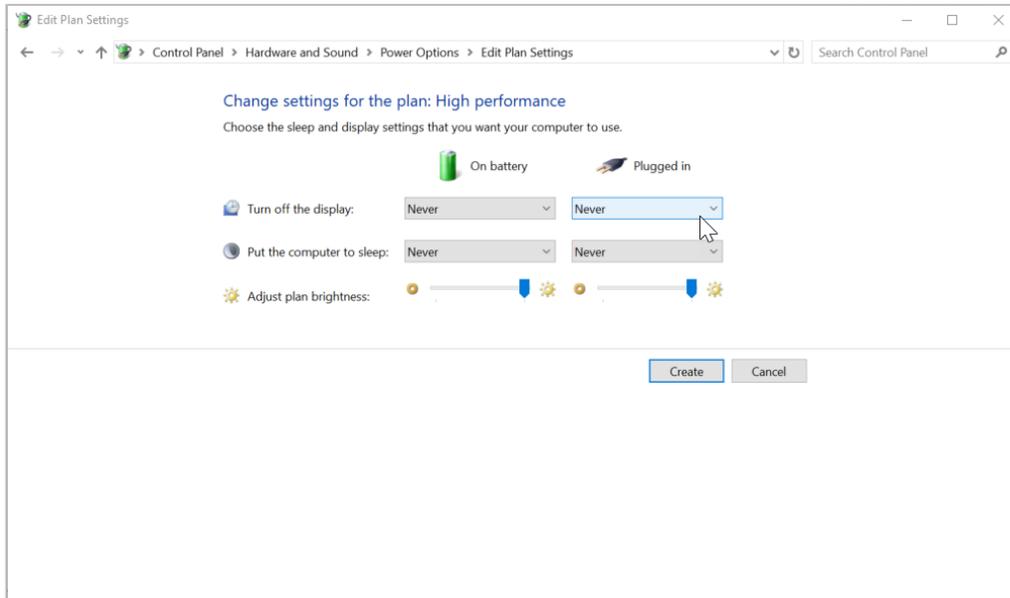


5. If the **High performance** option appears, proceed to step 13.
6. If the **High performance** option doesn't appear, proceed with the next step.
7. Click **Create a power plan** from the left menu. The *Create a power plan* screen displays.

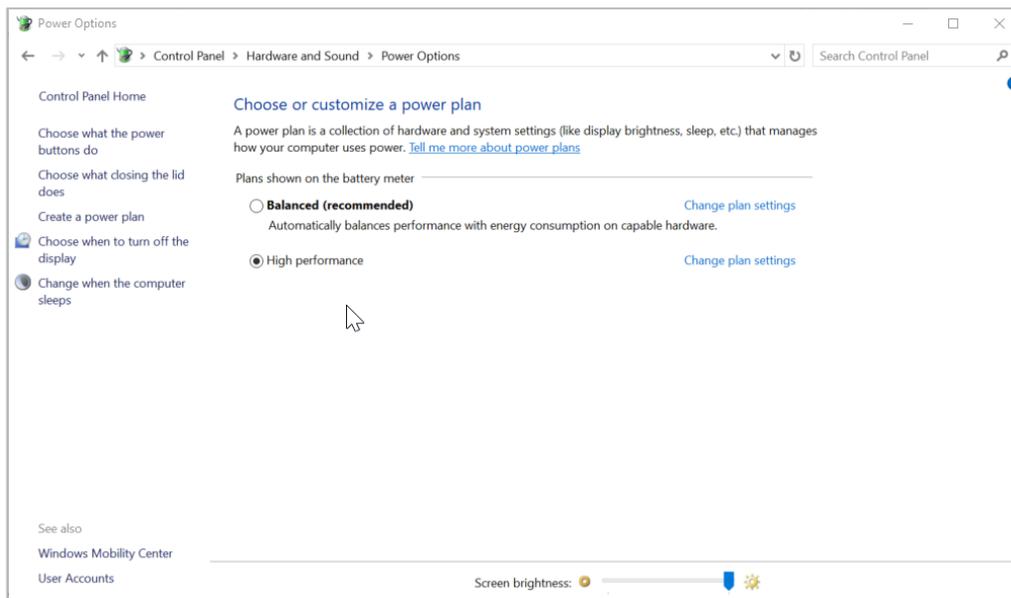


8. Select the **High performance** option.
9. Type **High performance** in the **Plan name** field.
10. Click **Next**. The *Change settings for the plan: High performance* screen displays.

2. Preparation



11. Select **Never** from all four drop-downs.
12. Click **Create**. The *Choose or customize a power plan* screen displays with the **High performance** option available.



13. Select **High performance** if it's not already selected.
14. Close the *Choose or customize a power plan* screen.
15. Reboot your computer before proceeding.

Note

If you do not configure Windows to operate in High Performance mode, the screen saver will display.

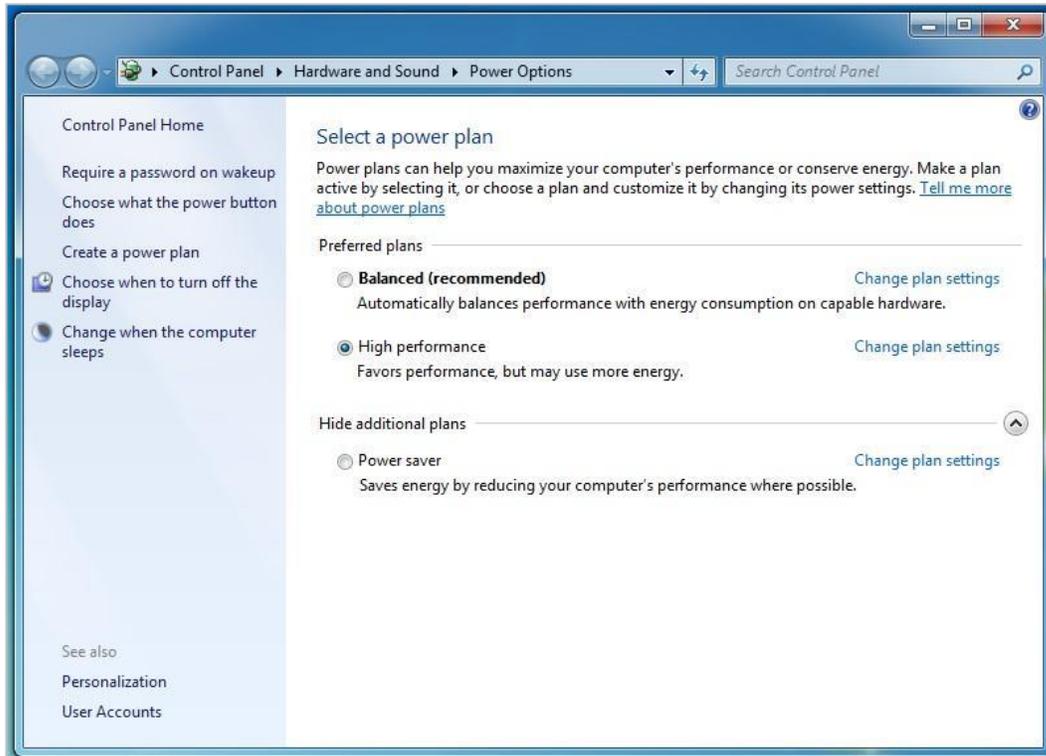
Windows 7

Note

VidyoConnect Room SE will only run on Windows 10 machines.

To configure Windows 7 to always run in high performance mode:

1. Type **Power Options** in the Search field on the Windows *Start* menu.
2. Press the **Enter** key. The *Power Options* screen displays.



3. Select the **High performance** option.
4. Click **Choose when to turn off the display** on the left menu.
5. From the **Turn off the display** drop-down, select **Never**.
6. From the **Put the computer to sleep** drop-down, select **Never**.
7. Click **Save changes**.
8. Close the *Power Options* screen.
9. Reboot your computer before proceeding.

Note

If you do not configure Windows to operate in High Performance mode, the screen saver will display.

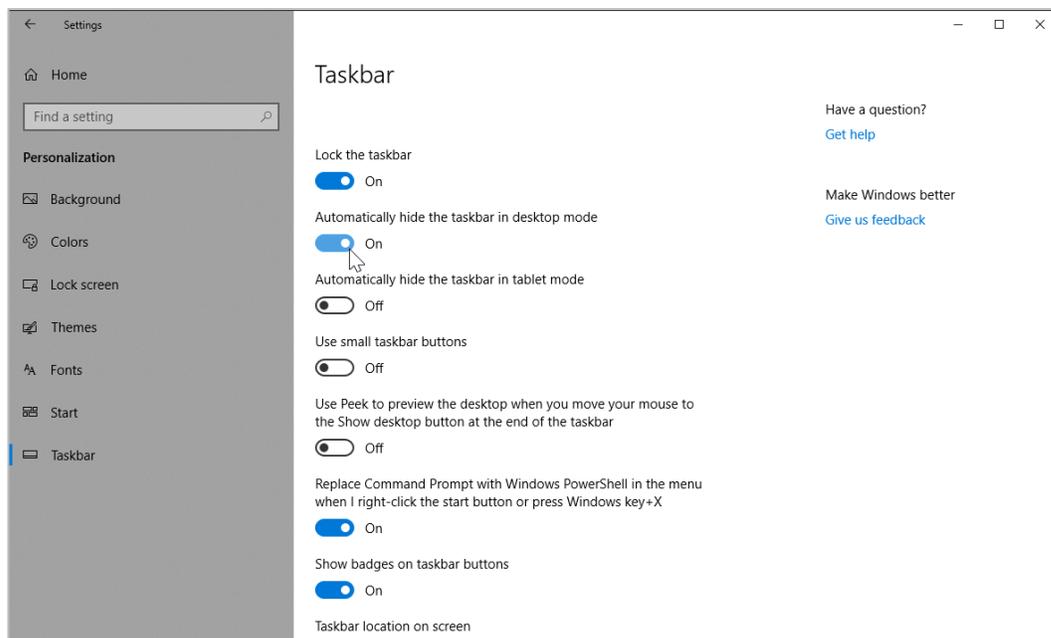
Configure the Windows task bar to auto-hide

Follow the Windows 10 or Windows 7 instructions, depending on your operating system version.

Windows 10

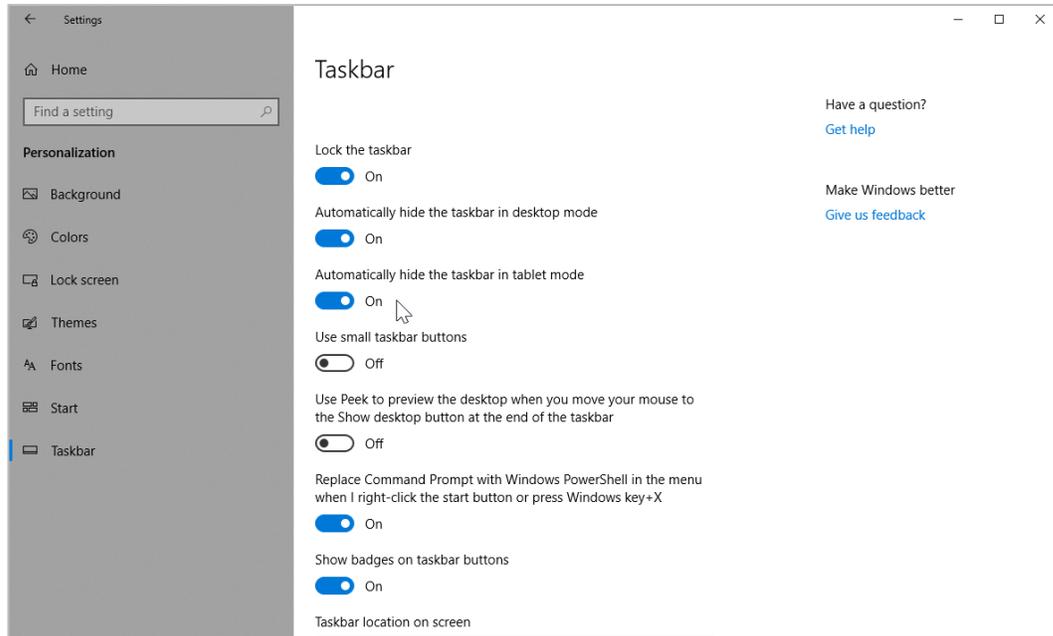
To configure the Windows task bar to auto-hide with Windows 10:

1. Click the **Settings**  button from the Start menu. The *Windows Settings* screen displays.
2. Click **Personalization**.
3. Click **Taskbar** from the left menu. The *Taskbar* screen displays.



4. Slide the *Automatically hide the taskbar in desktop mode* button to **On**.
5. Slide the *Automatically hide the taskbar in tablet mode* button to **On**.

2. Preparation



6. Close the *Taskbar* screen.

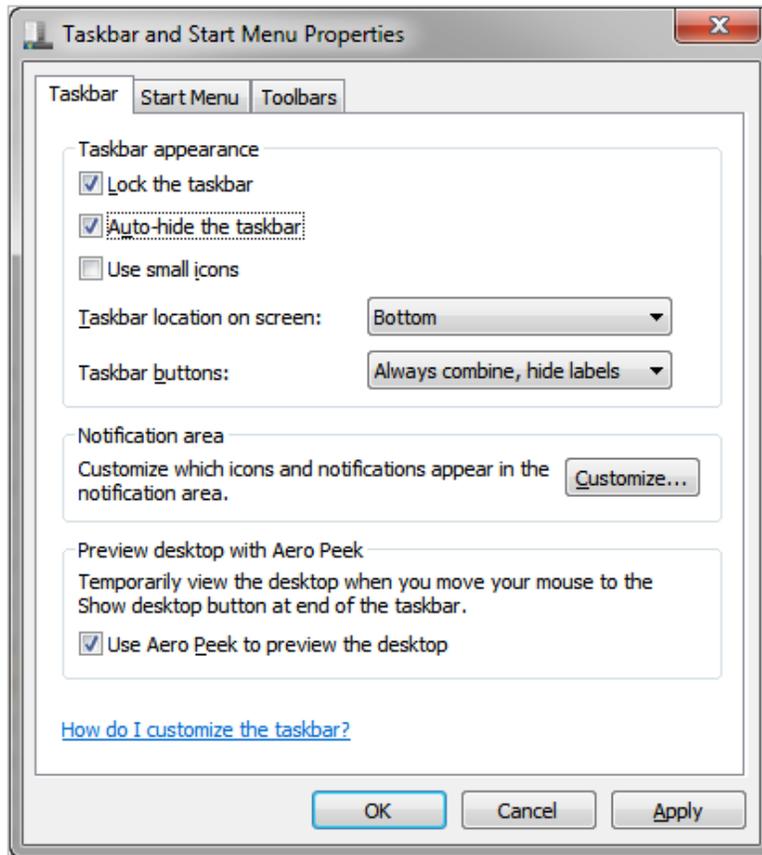
Windows 7

Note

VidyoConnect Room SE will only run on Windows 10 machines.

To configure the Windows task bar to auto-hide with Windows 7:

1. Type **Taskbar** in the Search field on the Windows *Start* menu.
2. Press **Enter**. The *Taskbar and Start Menu Properties* dialog box displays.



3. Select the **Auto-hide the taskbar** checkbox.
4. Click **OK**.

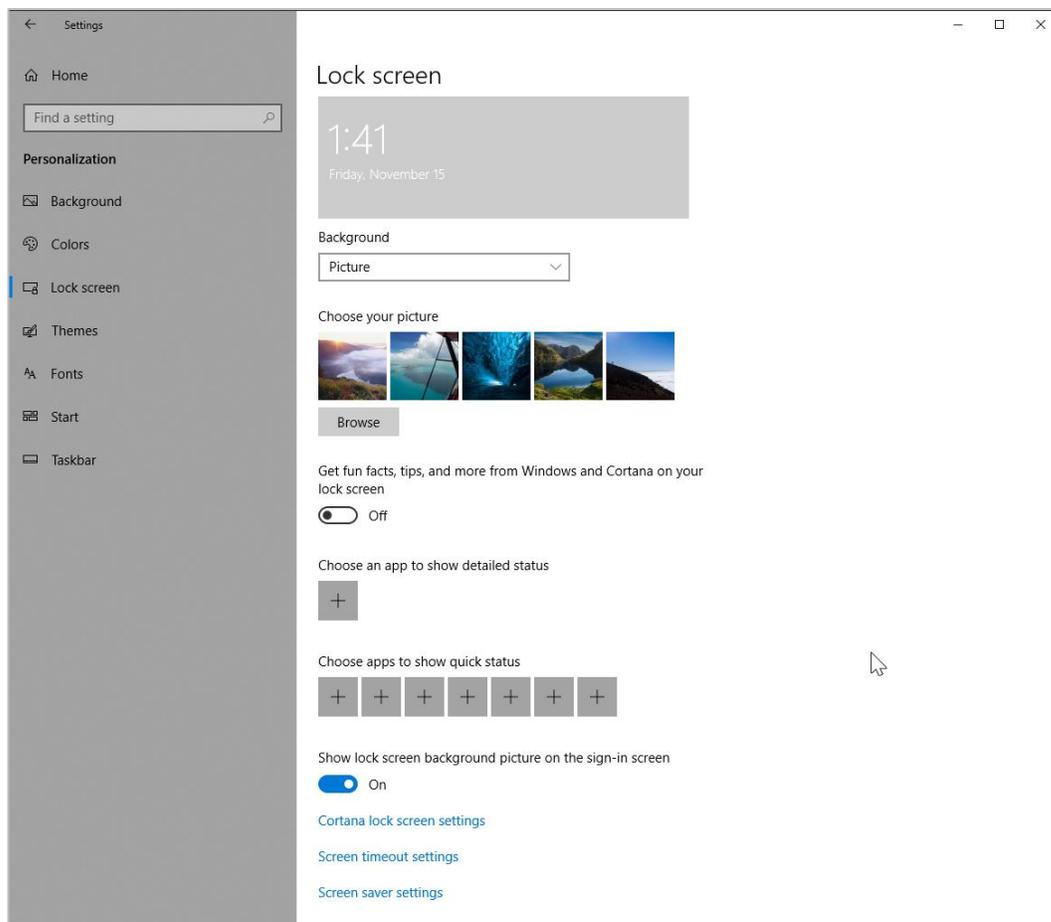
Configure your screen saver

Follow the Windows 10 or Windows 7 instructions, depending on your operating system version.

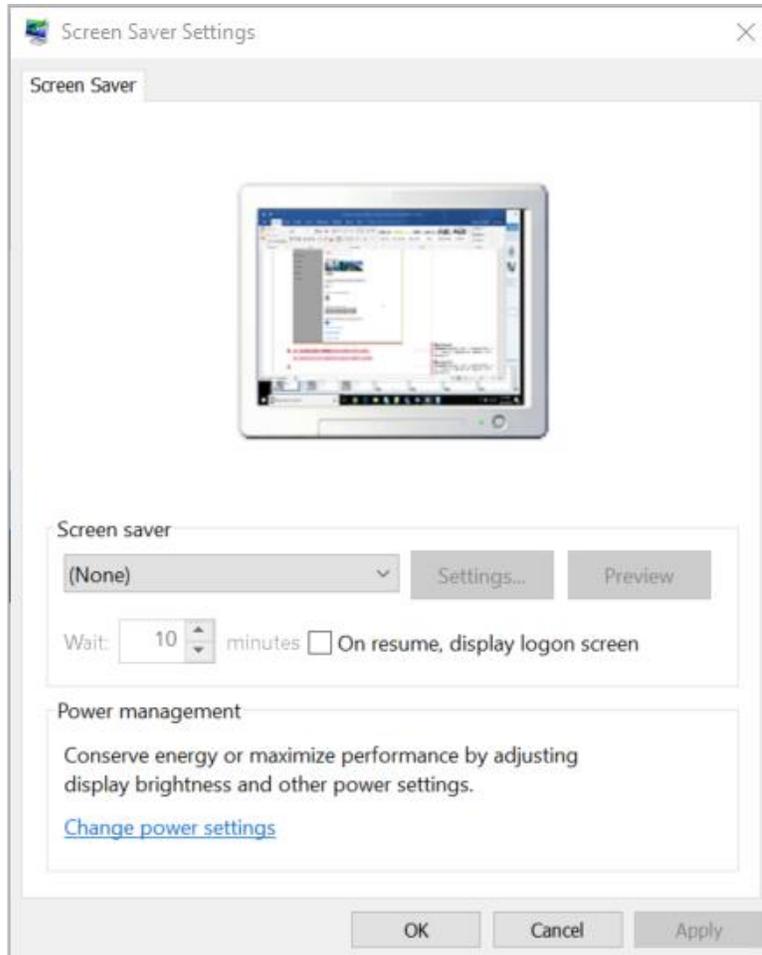
Windows 10

To configure your screen saver with Windows 10:

1. Click the **Settings**  button from the Start menu. The *Windows Settings* screen displays.
2. Click **Personalization**.
3. Click **Lock screen** from the left menu. The *Lock screen* displays.



4. Click **Screen saver settings** at the bottom of the screen. The *Screen Saver Settings* dialog box displays.



5. From the **Screen saver** drop-down, select a screen saver of your choice.
6. Click **Apply**.
7. Click **OK**.
8. Close the *Lock screen*.
9. Reboot your computer before proceeding.

Note

Until you change the Windows default screen saver setting from (None) to a screen saver of your choice, the screen saver will not run on your system.

If you have branding enabled, your screen saver will be automatically changed after your first log in to the VidyoPortal.

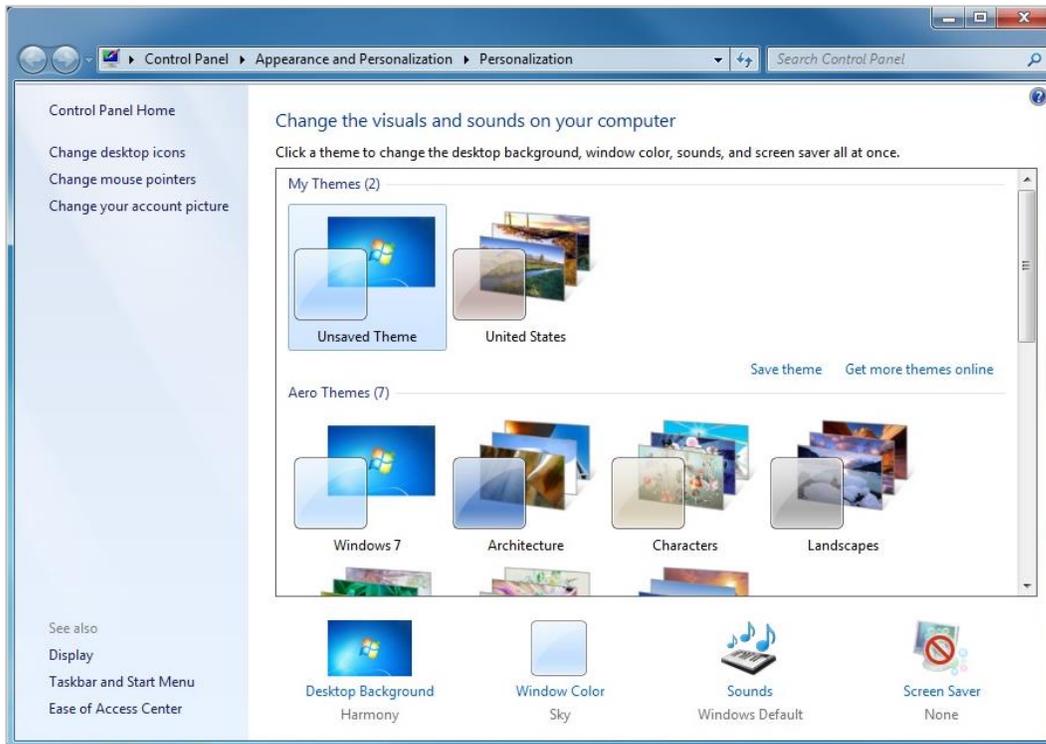
Windows 7

Note

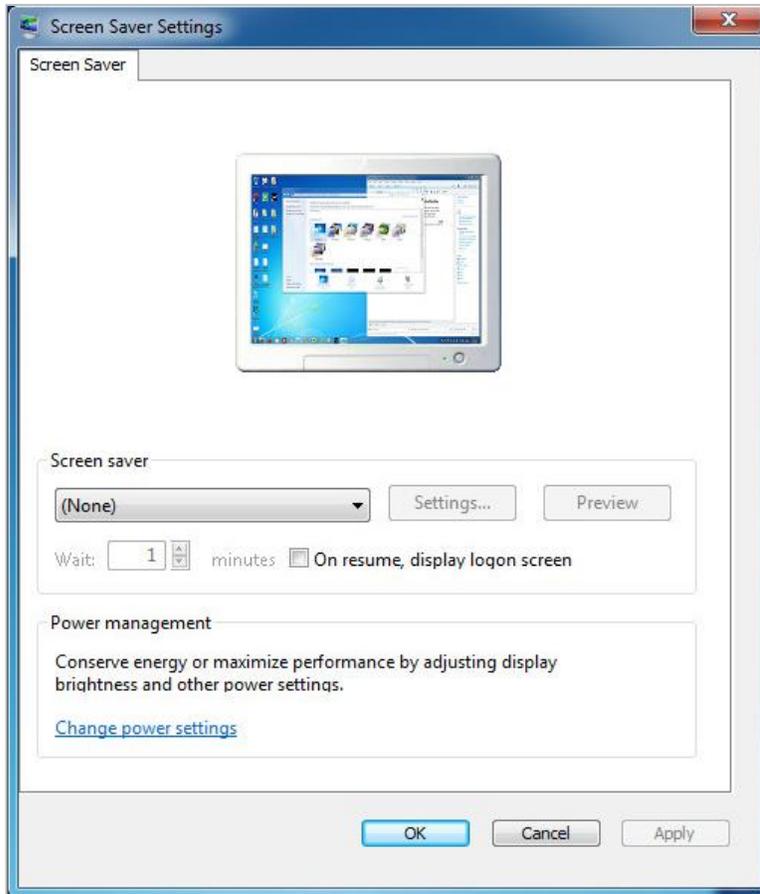
VidyoConnect Room SE will only run on Windows 10 machines.

To configure your screen saver with Windows 7:

1. Type **Personalization** in the Search field on the Windows *Start* menu.
2. Press **Enter**. The *Personalization* screen displays.



3. Click **Screen Saver**. The *Screen Saver Settings* dialog box displays.



4. From the **Screen saver** drop-down, select a screen saver of your choice.
5. Click **Apply**.
6. Click **OK**.
7. Reboot your computer before proceeding.

Note

Until you change the Windows default screen saver setting from “None” to a screen saver of your choice, the screen saver will not run on your system.

If you have branding enabled, your screen saver will be automatically changed after your first log in to the VidyoPortal.

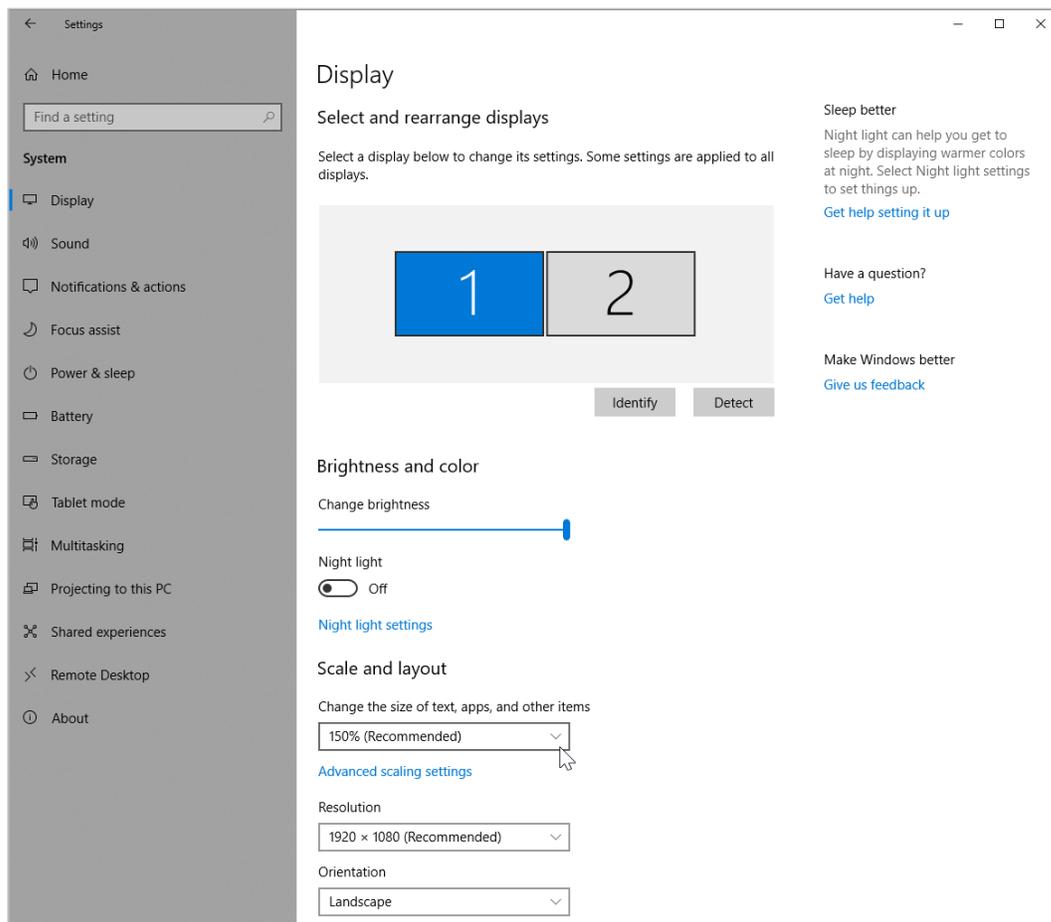
Configure your display zoom

Follow the Windows 10 or Windows 7 instructions, depending on your operating system version.

Windows 10

To configure your Display zoom with Windows 10:

1. Click the **Settings**  button from the Start menu. The *Windows Settings* screen displays.
2. Click **System**. The *Display* screen displays.



3. Select **100%** from the **Scale and layout** section.
4. You may see a message such as *Some apps won't respond to scaling changes until you close and reopen them. Sign out now.*
5. Click **Sign out now** and then sign back in to ensure that the scaling is applied.

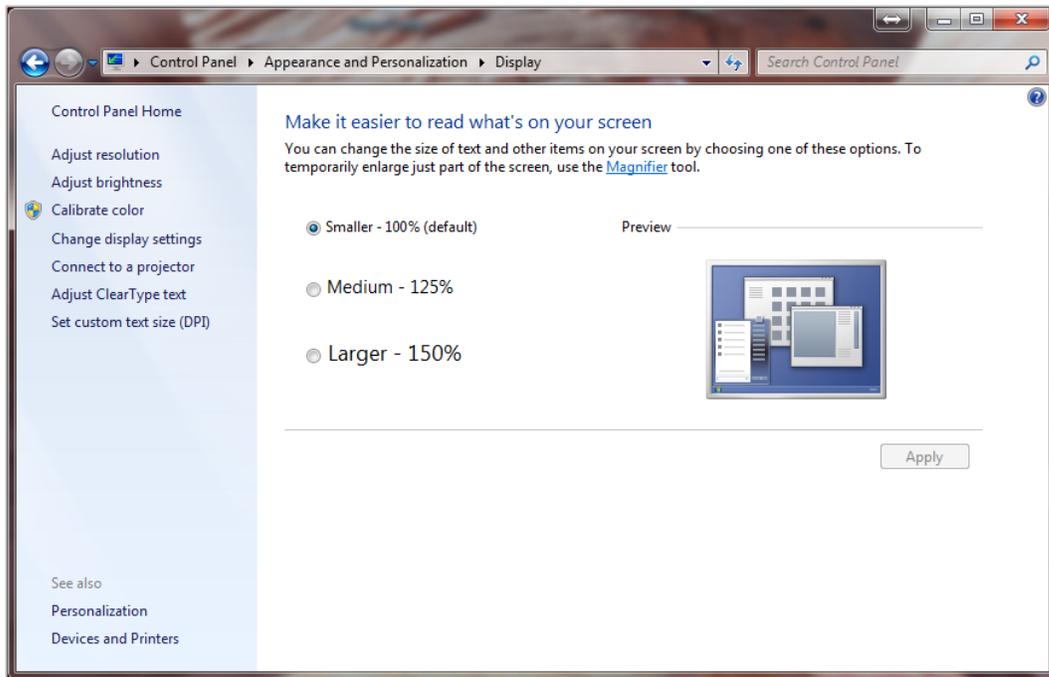
Windows 7

Note

VidyoConnect Room SE will only run on Windows 10 machines.

To configure your Display zoom with Windows 7:

1. Type **Display** in the Search field on the Windows *Start* menu.
2. Press **Enter**. The *Display* screen displays.



3. Ensure that the **Smaller - 100% (default)** radio button is selected. If it's not selected, select it.
4. Click **Apply**.

Add a serial port for VISCA controls

If your Windows-based machine does not have a dedicated RS-232 serial port, you can add a USB-to-serial port adapter as a port to manage any necessary VISCA controls.

To configure a USB port as a COM port for VISCA controls:

1. Log in to the computer on which you wish to configure a USB port as a COM port for VISCA controls.
2. Connect your USB to VISCA adapter from your Windows-based machine to your VISCA device.

Note

Carefully choose the specific USB port you wish to use. After completing this procedure, this specific USB port is the only one which can be used for your USB to VISCA adaptor connection.

3. Update Windows:
 - a. Type **Windows Update** in the Search field on the Windows *Start* menu.
 - b. Click **Check for updates** on the left menu.
 - c. Select the optional update named "Prolific – Other hardware – Prolific USB-to-Serial Comm Port".
If this optional update is not shown, you may already have the update.
 - d. Click **OK**.
 - e. Click **Install Updates**.
4. Configure the port:
 - a. Type **Device Manager** in the Search field on the Windows *Start* menu.
 - b. Press **Enter**. The *Device Manager* screen displays.
 - c. Right-click **Prolific USB-to-Serial Comm Port** under Ports.
 - d. Select **Properties**.
 - e. Click the *Port Settings* tab.
 - f. Click **Advanced**.
 - g. In the **COM Port Number** drop-down, select **COM1**.
 - h. Click **OK**. If a dialog box displays asking you if you want to proceed, click **Yes**.

3. Install VidyoConnect Room SE (Modern UI)

This chapter explains how to install and run the following group video solutions as an application on your computer (running Windows 10) and how to make Windows performance configurations:

- VidyoConnect Board Room SE (Boardroom experience)
- VidyoConnect Meeting Room SE (Mid-size to large meeting rooms)
- VidyoConnect Huddle Room SE (Small meeting rooms)

Note

Starting with version 21.1.0, VidyoConnect Room SE offers support for an MSI installer. The MSI installer enables IT admins and enterprises to provision VidyoConnect Room seamlessly across their user base. The MSI installer works with Windows 10 and later only, installs the Modern UI, and can be used as a silent installer.

For more information about how to use the MSI installer, refer to the *VidyoConnect Room SE MSI installer* article in the Vidyo Help.

Run the VidyoConnect Room SE installer

To run the VidyoConnect Room SE installer:

1. Click the VidyoConnectRoomInstaller **Download** button.
The VidyoConnectRoomInstaller.exe will start downloading in the left-corner of the window and will display the License Agreement window.

Note

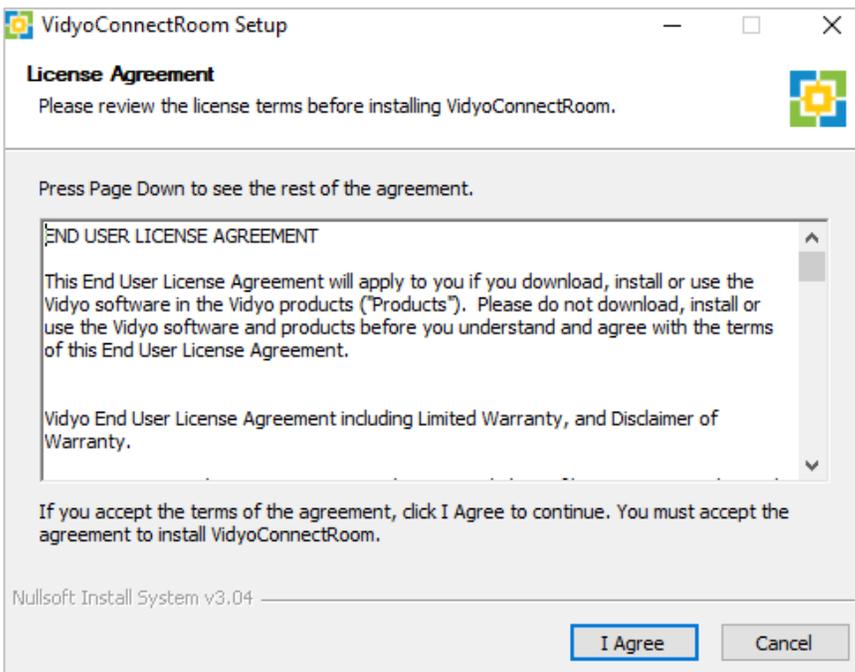
You must run the VidyoConnect Meeting Room SE installer as an Administrator in order to have all the privileges required to change the OS settings, use other driver APIs, etc. If you do not run it as an Administrator, the VidyoRoom Admin UI will display the *Application is NOT running with Admin privileges* warning.

2. When installing or upgrading the VidyoConnect Board Room, Meeting Room, or Huddle Room SE software, you may encounter a prompt from Windows asking *Do you want to allow the following program to make changes to this computer?*, and you must select **Yes** for the installation to proceed.
3. Click **Open** to permit the installer to run. Note that if the Defender SmartScreen does not display, the License Agreement page will display as in the next step.
The Windows screen will display.

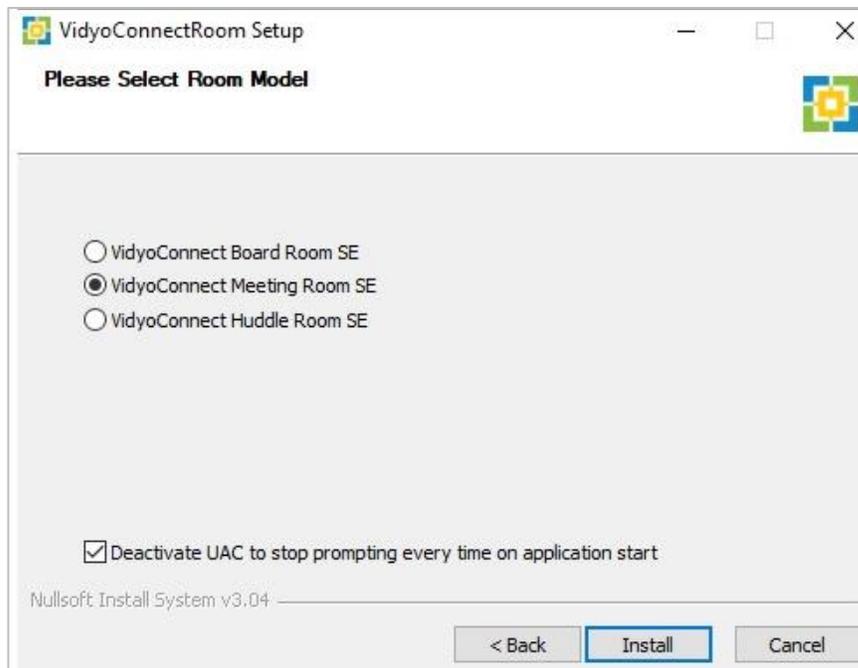
3. Install VidyoConnect Room SE (Modern UI)



4. Click **More info** and then click **Run anyway**. The *License Agreement* page displays.



5. Read the End User License Agreement and then select **I Agree**. The *Please Select Room Model* pop-up displays.



Note

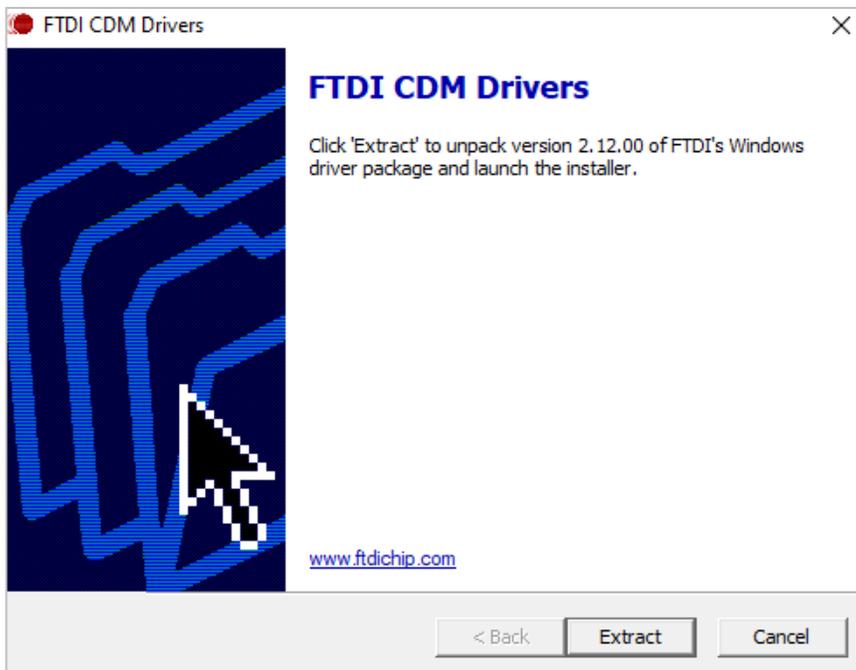
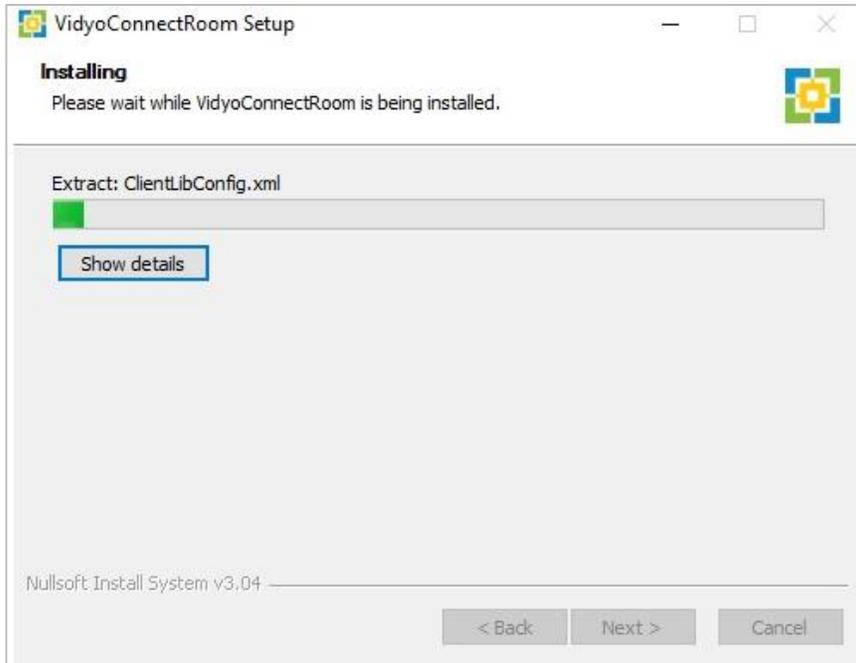
UAC (User Account Control) is a feature in Microsoft Windows that warns users with a dialog whenever a program tries to make changes to the system. The dialog asks *Do you want to allow the following program to make changes to this computer?*, then provides details about the program name and publisher along with a selection to choose Yes or No.

If you want your VidyoConnect Room to start automatically, keep the **Deactivate UAC to stop prompting every time on application start** checkbox selected. If you want your group video solution to run only after your consent, uncheck the box.

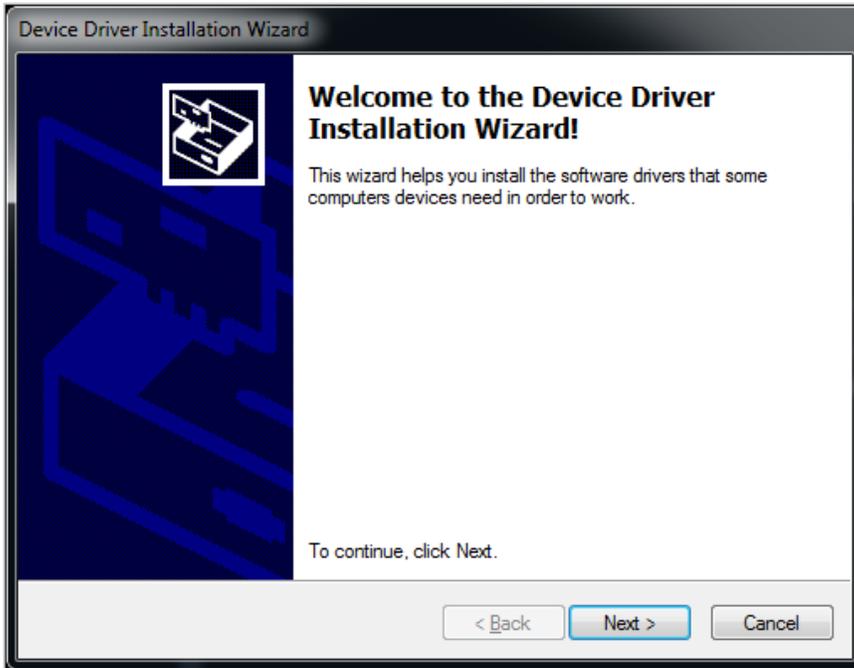
6. Click the **VidyoConnect Room** that you want to install.

During the installation, the Installation and the FTDI CDM Drivers screens display. This part of the installation runs one time for all computers and provides the necessary drivers for using the IR remote control.

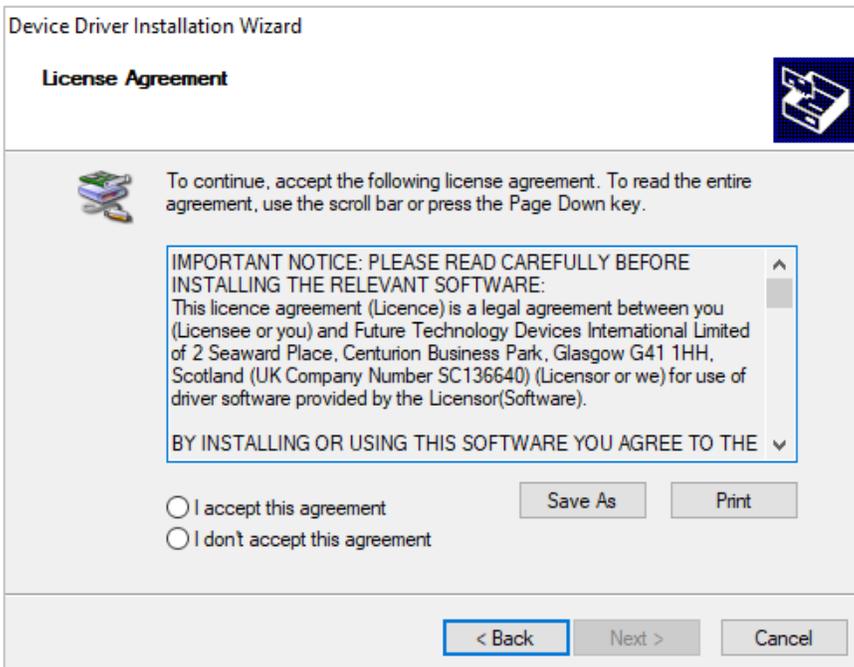
3. Install VidyoConnect Room SE (Modern UI)



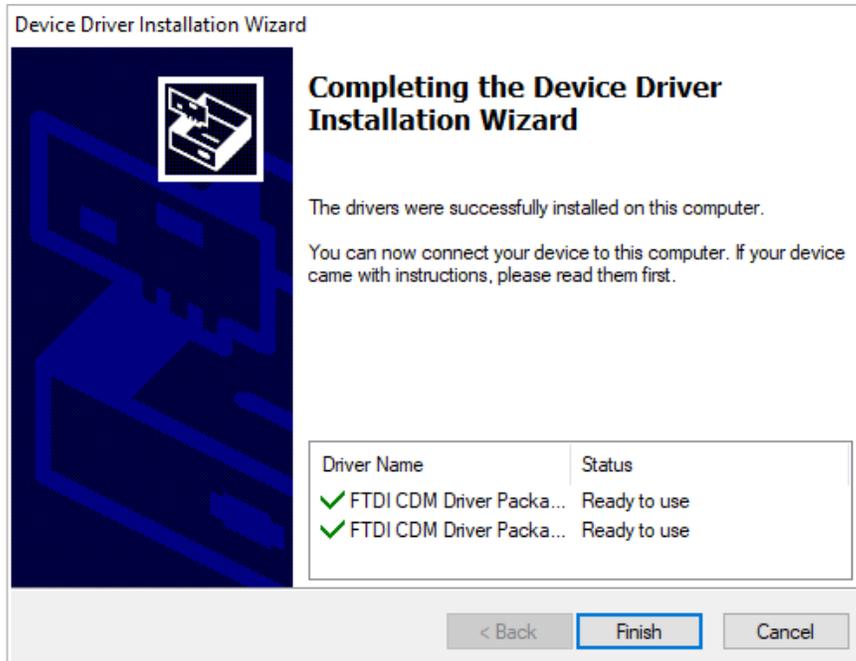
7. Click **Extract**. The *Welcome to the Device Driver Installation Wizard* screen displays.



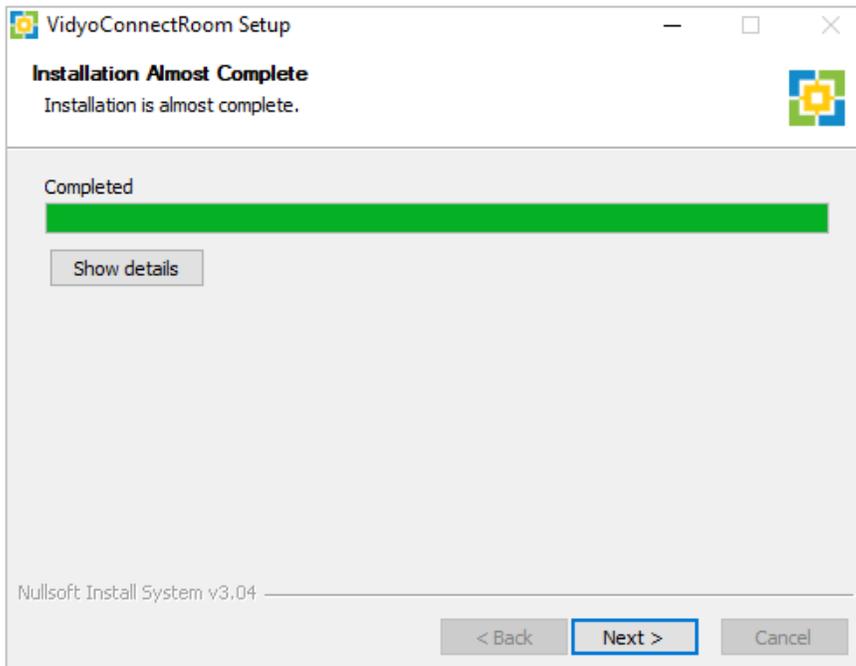
8. Click **Next**. The *License Agreement* screen displays.



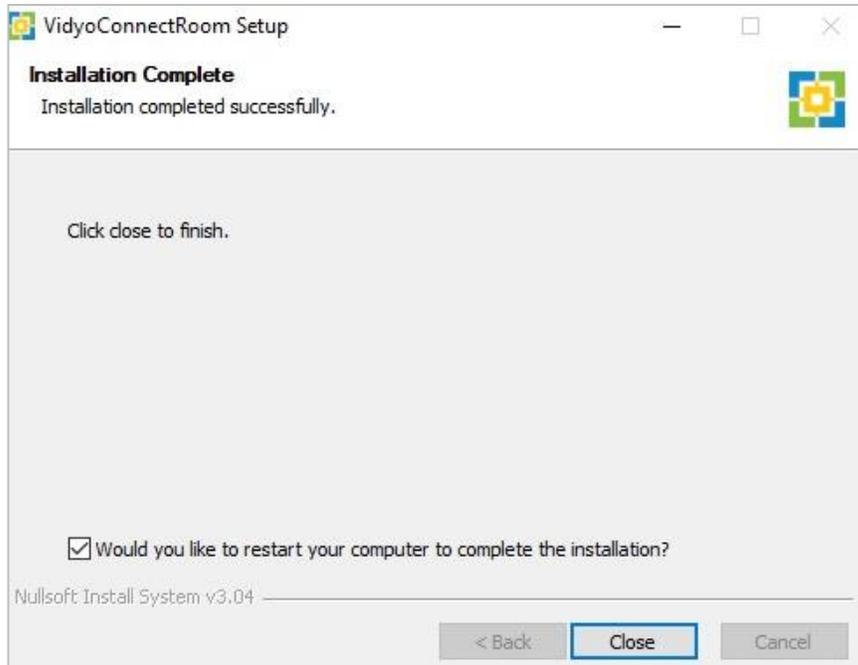
9. Read the Important Notice and then click **I accept this agreement**.
The *Completing the Device Driver Installation Wizard* pop-up appears lets you know that the drivers were successfully installed on the computer.



10. Click **Finish**. The *Installation Almost Complete* window displays.



11. Click **Next**. The *Installation Complete* window displays this message, *Would you like to restart your computer to complete the installation?*



12. Click **Close** and your installation is complete and the application starts (if you did not deselect the **Would you like to restart your computer to complete the installation?** checkbox).

4. Install VidyoRoom SE (Classic UI)

This chapter explains how to install VidyoRoom SE to run as an application on your computer and how to make Windows performance configurations.

Run the VidyoRoom SE installer

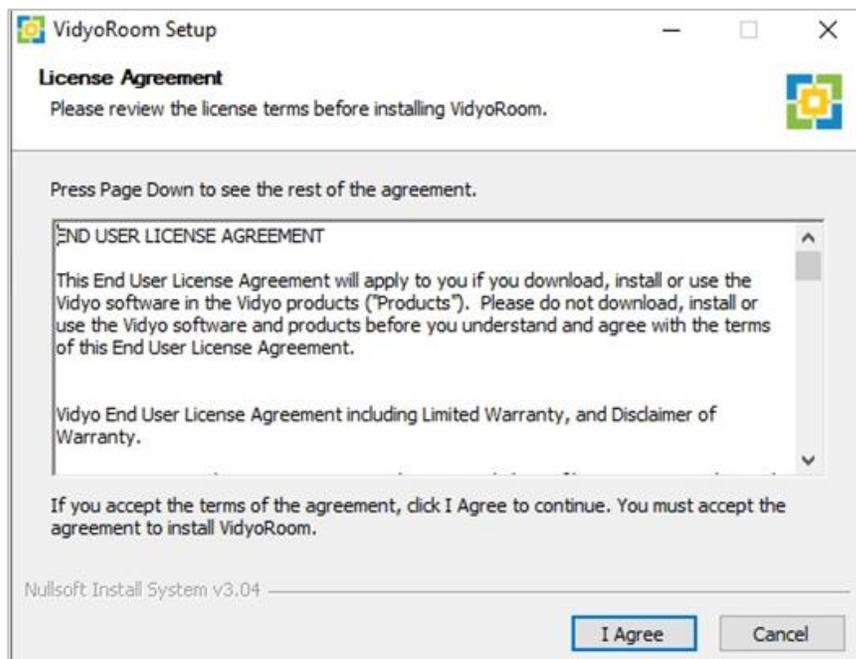
To run the VidyoRoom SE installer:

1. Right-click the VidyoRoom SE installation .exe file on your desktop and select **Run as administrator**.

Note

You must run the VidyoRoom SE installer as an Administrator to have all the privileges required to change the OS settings (if switching between Kiosk and Appliance mode), use other driver APIs, etc. If do not run it as an Administrator, the VidyoRoom Admin UI will display the *Application is NOT running with Admin privileges* warning.

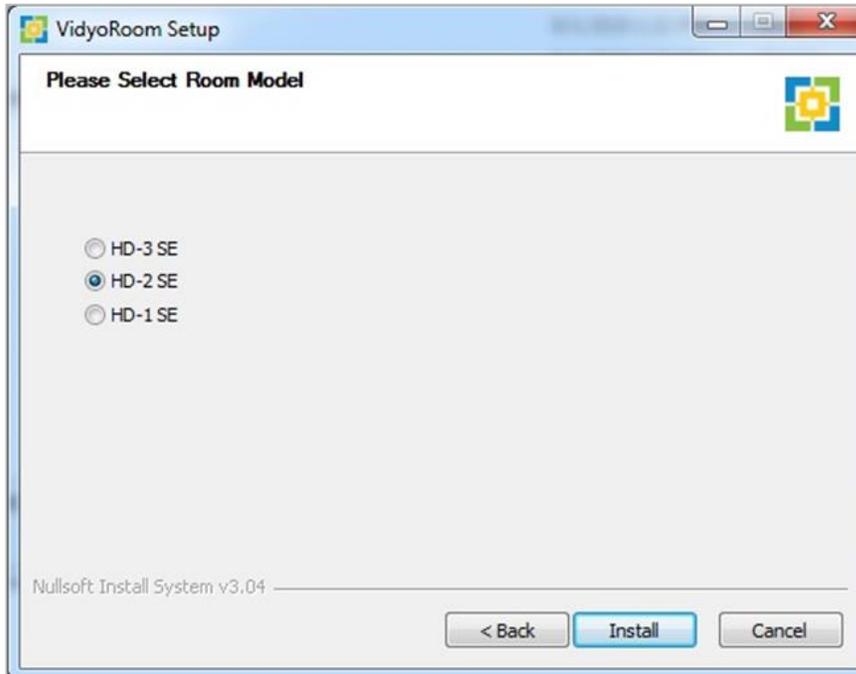
2. When installing or upgrading the VidyoRoom SE software, you may encounter a prompt from Windows asking *Do you want to allow the following program to make changes to this computer?*, and you must select **Yes** for the installation to proceed.
3. Click **Yes** to permit the installer to run. The *License Agreement* screen displays.



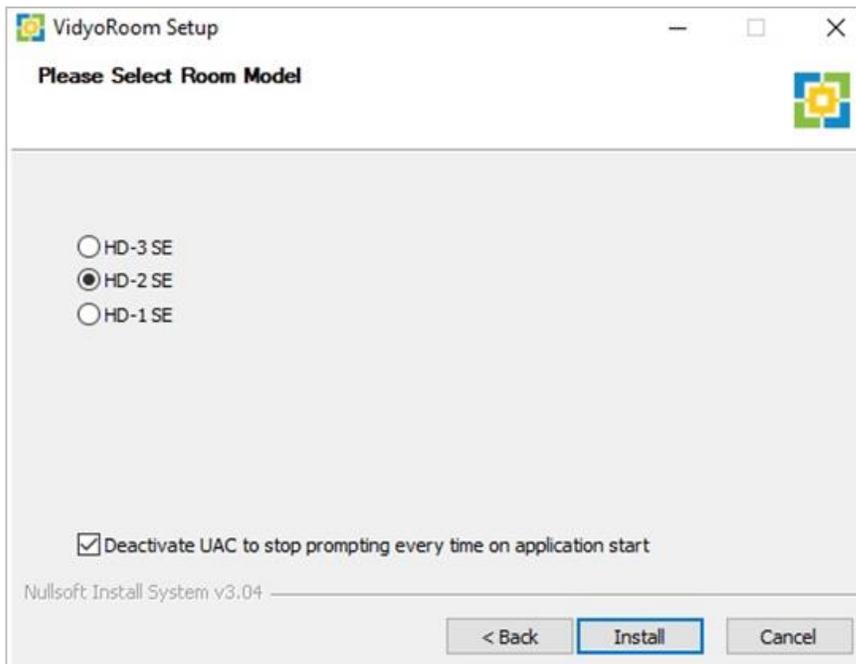
4. Install VidyoRoom SE (Classic UI)

4. Click **I accept this agreement** and then click **Next**. The *Please Select Room Model* dialog box displays.

Windows 7:



Windows 10:

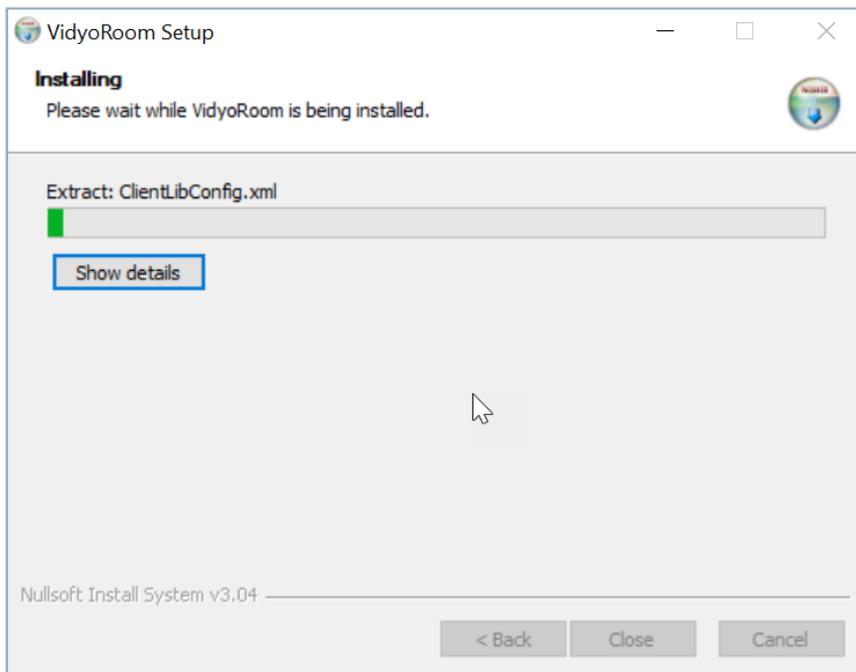


Note

UAC (User Account Control) is a feature in Microsoft Windows that warns users with a dialog whenever a program tries to make changes to the system. The dialog asks *Do you want to allow the following program to make changes to this computer?*, then provides details about the program name and publisher along with a selection to choose Yes or No.

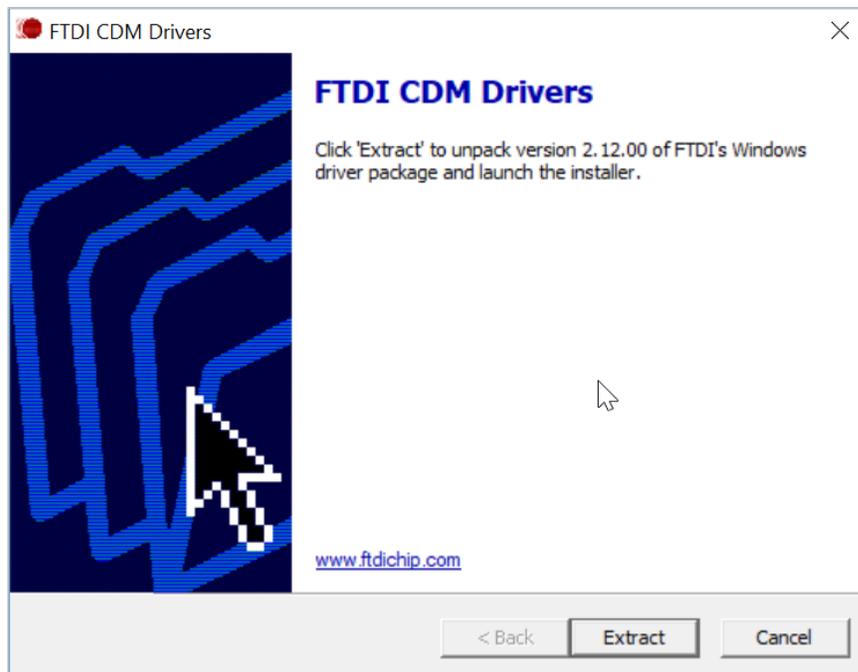
If you want your VidyoConnect Room to start automatically, keep the **Deactivate UAC to stop prompting every time on application start** checkbox selected. If you want your group video solution to run only after your consent, uncheck the box.

5. Select the appropriate model. The following options are available:
 - **HD-3C SE:** (Performance equivalent to HD-3C)
 - **HD-2 SE** (Performance equivalent to the HD-2)
 - **HD-1 SE** (Performance equivalent to the HD-40C)
6. Click **Install**. The *VidyoRoom Setup* screen displays and the VidyoRoom SE installation begins.

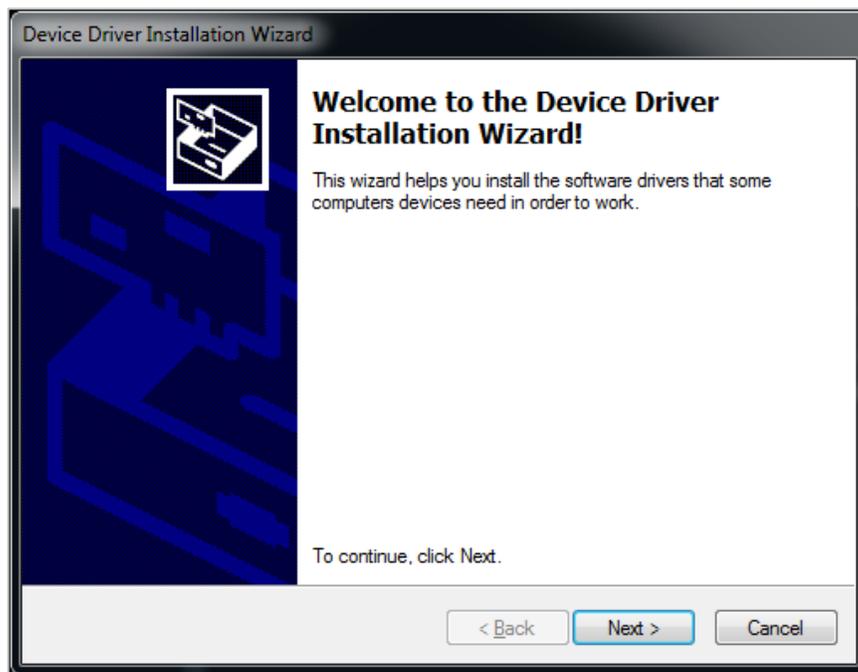


During the installation, the *FTDI CDM Drivers* screen displays. This part of the installation runs one time for all computers and provides the necessary drivers for using the IR remote control.

4. Install VidyoRoom SE (Classic UI)

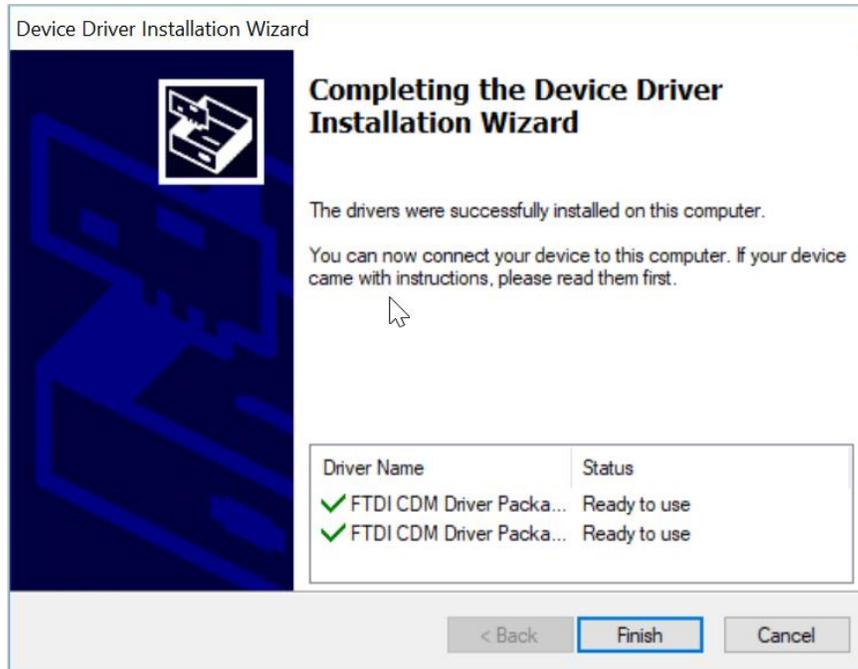


7. Click **Extract**. The *Welcome to the Device Driver Installation Wizard* screen displays.

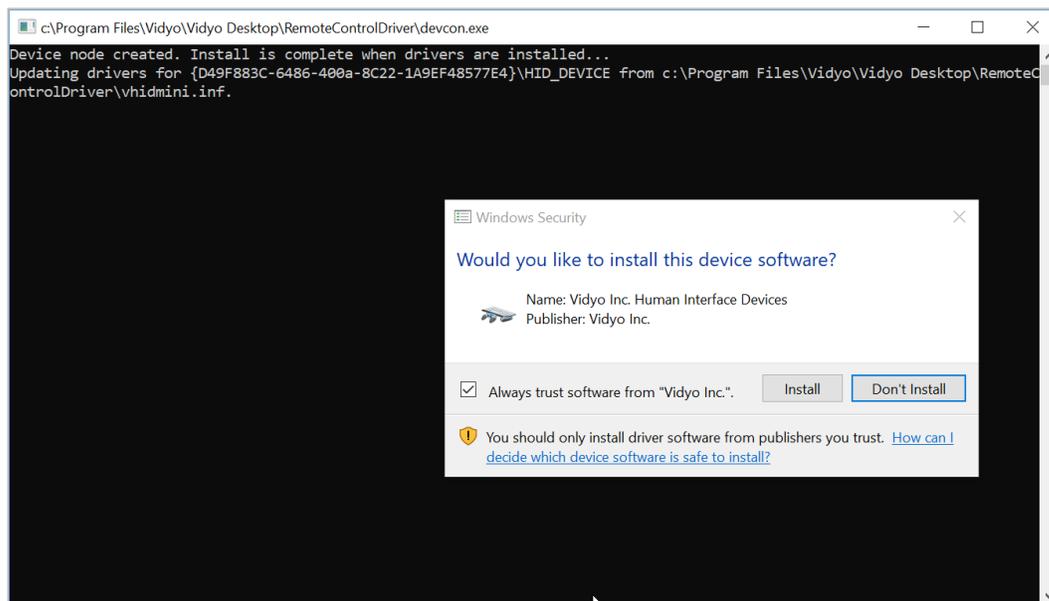


8. Click **Next**. The *Completing the Device Driver Installation Wizard* screen displays.

4. Install VidyoRoom SE (Classic UI)

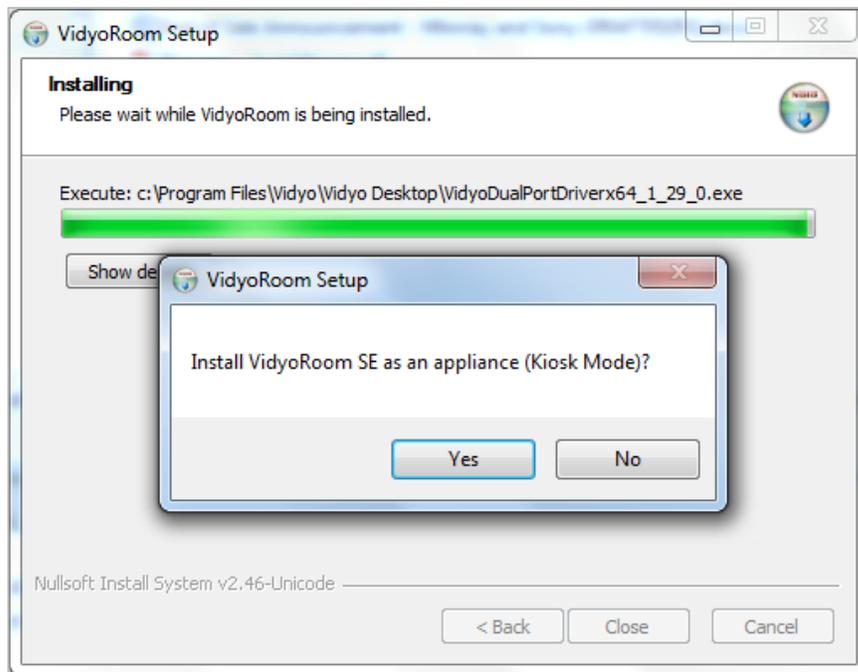


9. Click **Finish**. A pop-up appears asking if you would like to install this device software.

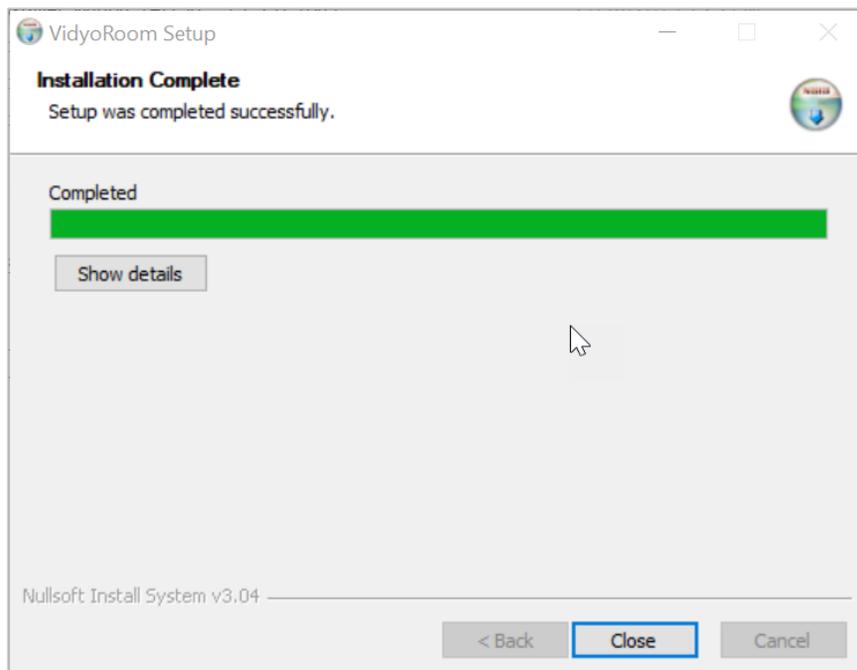


10. Click **Install**.
11. If you are using Windows 7, a pop-up appears asking if you want to install VidyoRoom SE as an appliance (Kiosk Mode), and you can click **Yes** or **No**.

4. Install VidyoRoom SE (Classic UI)



The VidyoRoom installation resumes until the status bar indicates *Completed*.



12. Click **Close**.

5. Use the VidyoRoom Admin UI

The VidyoRoom Admin UI enables administrators to configure and manage their VidyoRooms. To prepare your VidyoConnect Room SE and VidyoRoom SE, you should access the Admin UI and set the Application Mode as described in this section.

Access the VidyoRoom Admin UI

To access the VidyoRoom Admin UI:

1. Enter **<http://[IP]>** in a browser window.
2. Enter the username and password of the VidyoRoom Administrator account.



3. For more information, refer to the *VidyoConnect Room and VidyoRoom Administrator Guide*.

Note

Use http and not https when accessing your VidyoRoom Admin UI.

VidyoConnect Room SE and the VidyoRoom SE does not come with a Vidyo self-signed certificate bundle. You can use your own certificate, at which point https will work with your IP address.

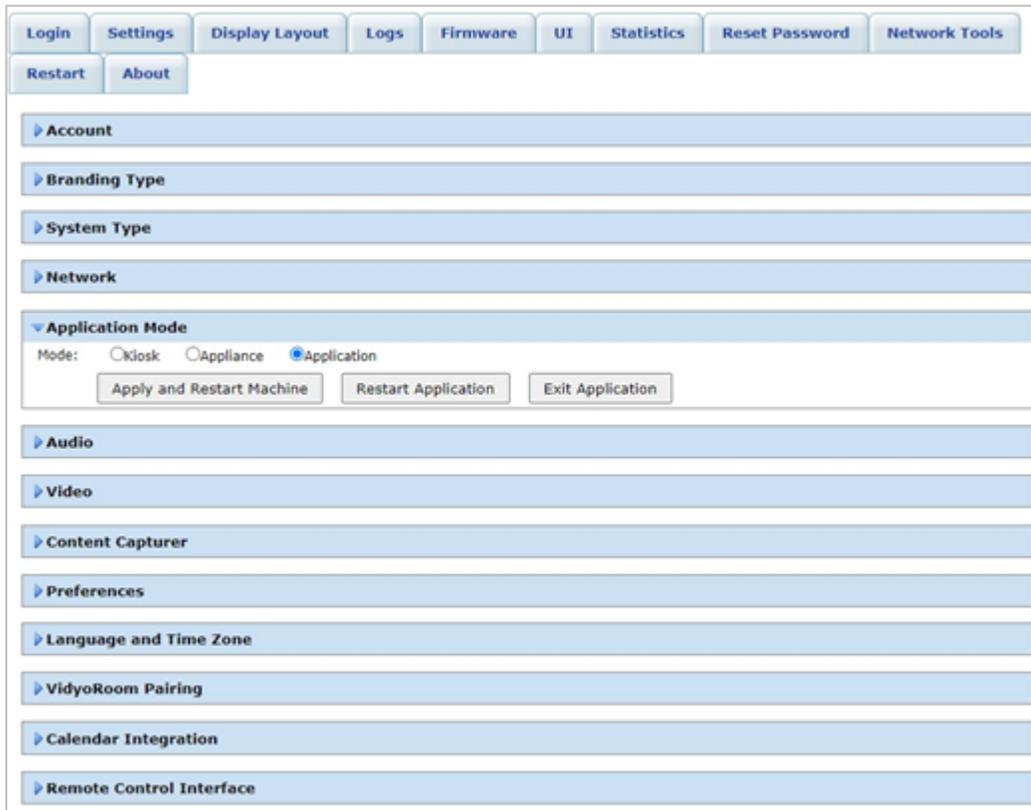
Configure the VidyoConnect Room SE/VidyoRoom SE Application Mode

If you are an administrator of a VidyoRoom SE with Windows 10, you must configure the VidyoRoom SE Application Mode via the Admin UI.

To configure the VidyoConnect Room SE or VidyoRoom SE Application Mode:

1. Access the VidyoRoom Admin UI as described in the previous section.
2. Click the *Settings* tab.

VidyoConnect Room SE or VidyoRoom SE (using Windows 10):



3. Click the blue triangle next to the word *Application Mode* to view the Application Mode settings for your group video solution.
4. Select either the **Kiosk**, **Appliance**, or **Application** radio button:
 - **Kiosk** prevents the 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.
 - **Application** enables you to run VidyoConnect Room SE as an application and is only available with VidyoConnect Room SE running on Windows 10 (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.

Note

For more information (such as other functionality affected when selecting Appliance mode), refer to *Configure the Application Mode* in the *VidyoConnect Room and VidyoRoom Administrator Guide*.

5. Click one of the following:

- **Apply and Restart Machine** – This option is available for all three modes. If you select this option when in Appliance Mode, your machine will restart in Appliance mode (that is, it will block certain functions in Windows to make the PC an appliance). For details about the impacted functions, refer to *Configure the application mode* in the *VidyoConnect Room and VidyoRoom Administrator Guide*.

If you select this option when in Kiosk or Application Mode, the machine will not restart but the application will start running in the mode you selected.

- **Restart Application** – This option is available for all three modes. When you select this option, the VidyoConnect Room SE or VidyoRoom SE application restarts in the selected mode.

Note

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 system 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.

6. Launch and close VidyoConnect Room SE/VidyoRoom SE

This chapter explains how to launch, log in to, close, and uninstall VidyoConnect Room SE or VidyoRoom SE on your computer. It also provides information about the VidyoConnect Room SE or VidyoRoom SE remote control options and keyboard shortcuts.

Launch VidyoConnect Room SE/VidyoRoom SE

The VidyoConnect Room SE and VidyoRoom SE should automatically launch when your computer is powered on. However, in the event you close the application or if you want to re-launch it, double-click the VidyoRoom SE shortcut on your desktop.

If the VidyoConnect Room SE and the VidyoRoom SE shortcut on your desktop is missing, you can re-create one by right-clicking the VidyoRoom SE application located in the *C:\Program Files\Vidyo\Vidyo Desktop* folder.

If you need to configure static IP addresses while using VidyoRoom SE, you must launch the application with administrative privileges.

If you need to configure static IP addresses from the Room System Admin UI, you must set the System Operating Language as English.

Log in to VidyoConnect Room SE/VidyoRoom SE

To log in to the VidyoConnect Room SE/VidyoRoom SE:

1. Double-click the VidyoConnect Room SE or VidyoRoom SE shortcut on your desktop.
2. Enter the username and password of the Executive account you are using for this VidyoConnect Room SE or VidyoRoom SE installation.
3. Enter the VidyoPortal to which you are connecting.
4. Select **OK**.

Remote control options

If you have a VidyoConnect Room system, you can control it using the VidyoControl App for iOS and Android or the handheld infrared remote and keyboard and mouse.

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

The VidyoRoom SE is compatible with the Vidyo physical Infra-red (IR) and Radio Frequency (RF) remote controls.

Note

The Radio Frequency (RF) Remote Control reached its End of Life as of June 30, 2020 (End of Support June 30, 2021). As an alternative, use Vidyo's hand-held Infrared (IR) Remote Control.

Keyboard shortcuts

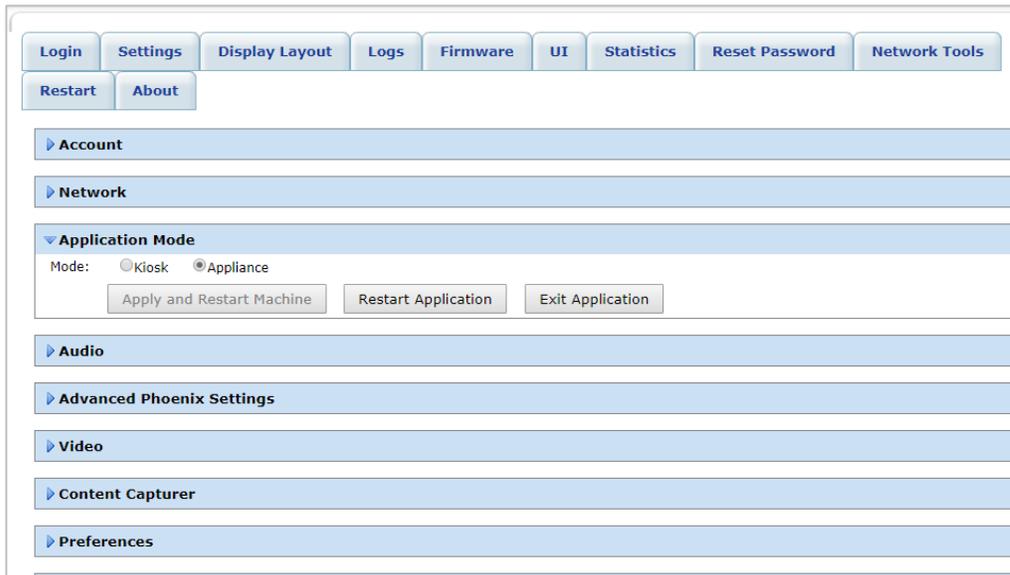
The following keyboard shortcuts are available when running your VidyoConnect Room SE or VidyoRoom SE application.

Command	Keyboard shortcut
Connect	F2
Disconnect a Call	Ctrl+Backspace
Content Share	Ctrl+Shift+P
Go Back	Esc
Manage (show the Manage screen)	Ctrl + M
Horus Scope	Ctrl+Shift+H
Mute the Microphone	End
Privacy	Ctrl + P
Self-View (on/off)	Ctrl + V
Settings (show the Settings screen)	F3
Share (share/unshare)	Ctrl + H
Stethoscope	Ctrl+Shift+S
Toggle Shares	Ctrl + T
Volume Down	Ctrl + Alt + - (non-numpad)
Volume Up	Ctrl + Alt + + (numpad)
Zoom In	Page up
Zoom Out	Page down

Close VidyoConnect Room SE/VidyoRoom SE

To close VidyoConnect Room SE:

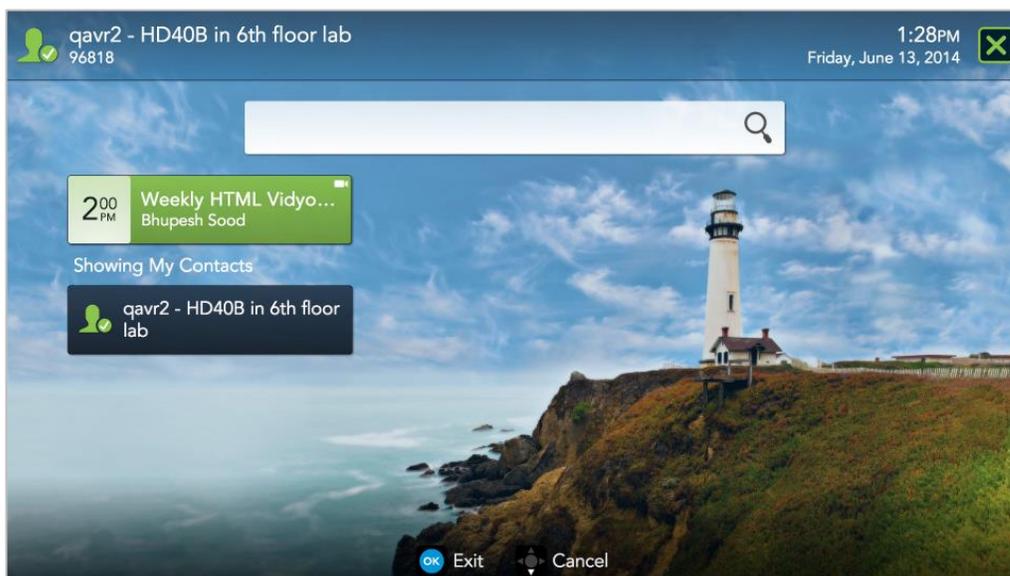
1. From the Admin UI, select **Settings>Application Mode**.



2. Select **Exit Application**.

To close VidyoRoom SE:

1. Press the up arrow key on your remote control until the **Close** button is highlighted in the upper-right corner of the screen.



2. Select **Exit**.

Uninstall VidyoConnect Room SE/VidyoRoom SE

Follow the Windows 10 or Windows 7 instructions, depending on your operating system version.

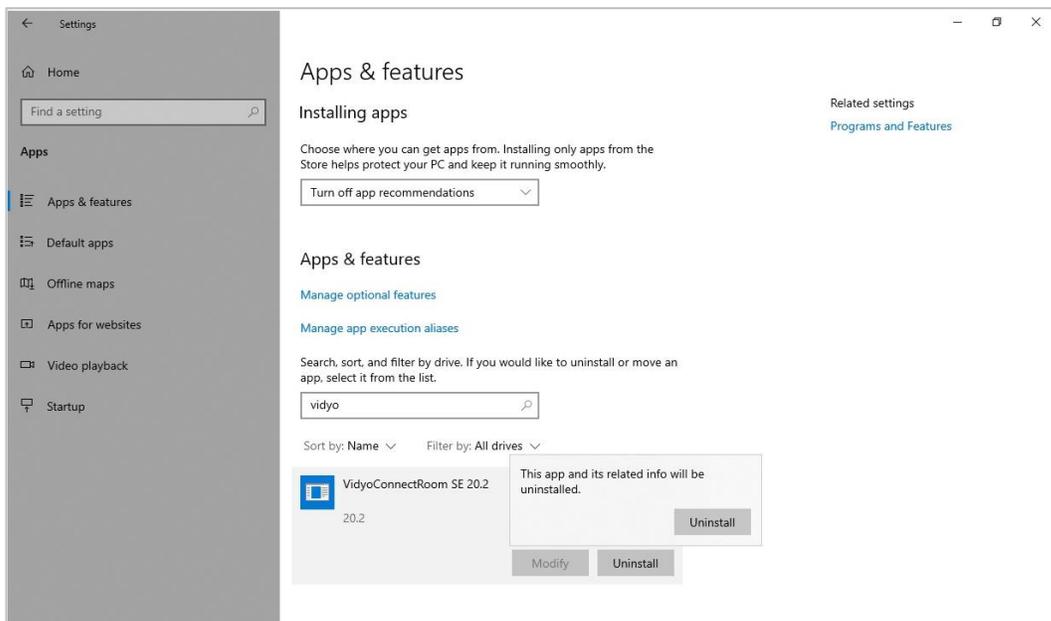
Note

VidyoConnect Room SE is only available with Windows 10 machines.

Windows 10

To uninstall VidyoConnect Room SE or VidyoRoom SE with Windows 10:

1. Click the **Settings**  button from the Start menu. The *Windows Settings* screen displays.
2. Click **Apps**. The *Apps & features* screen displays.



3. Scroll down to find the program named "**VidyoRoom <version number here>**".
4. Click **VidyoRoom <version number here>**. The **Modify** and **Uninstall** buttons appear.
5. Click **Uninstall**.

Windows 7

To uninstall VidyoRoom SE with Windows 7:

1. Type **Programs and Features** in the Search field on the Windows *Start* menu.
2. Press **Enter**. The *Programs and Features* screen displays.
3. Scroll down to find the program named "VidyoRoom <version number here>".
4. Click **Uninstall**.

Note

If you decide to reinstall VidyoRoom SE, you will be able to reselect the appropriate model and re-enter all account information.