VidyoConnect

User Guide

June 2023

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Contents

1: Intro

VidyoConnect is a meeting solution for team collaboration that speeds global alignment across your enterprise, allowing for better-informed decisions, faster responses and deeper trust. With a unified user experience across mobile, desktop and conference room endpoints, VidyoConnect delivers the consistency, ease-of-use and rich features that drive adoption.

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: VidyoConnect pre-call and in-call features

Pre-call features

This section describes some of the features you can access before you join a VidyoConnect call or after you hang up from a call.

See also Change settings on Mobile.

Feature	Description	Minimum version
General tab		
Language	Enables you to view the VidyoConnect UI in English, French, German, Italian, Japanese, Korean, Simplified Chinese, or Spanish.	Desktop and WebRTC: 18.1.0
Launch VidyoConnect when my computer starts	Automatically starts the VidyoConnect application whenever the desktop system reboots.	Desktop: 18.4.0 WebRTC: N/A
Enable dark theme	Decreases the brightness of the VidyoConnect desktop application background.	Desktop: 20.1.0 WebRTC: N/A
Automatically answer incoming calls	Automatically answers incoming calls and meeting invitations.	Desktop: 18.4.0 WebRTC: 20.1.0
Default tab	Enables you to select which tab opens when the VidyoConnect desktop application launches.	Desktop: 19.4.1 WebRTC: 20.1.0
Enable webinars	Enables you to create webinars and invite participants to your event in the VidyoConnect desktop app	Desktop: 21.1.0 WebRTC: N/A
Always keep application on top	Enables you to keep the VidyoConnect desktop application window on top of other application windows.	Desktop: 20.3.0 WebRTC: N/A

Feature	Description	Minimum version
	If you didn't enable the ALWAYSONTOP MSI parameter (which was released in version 20.1.2) during installation, you can select this checkbox instead of using the parameter. If you did enable the ALWAYSONTOP MSI parameter during installation, this checkbox will be selected by default.	
Always start conference in mini mode	Starts calls in the small Mini Player mode window.	Desktop: 20.3.0 WebRTC: N/A
Enable conference duration timer	Displays a conference duration timer in the upper-right corner of the VidyoConnect desktop app. When the conference ends, a message appears indicating your total participation time.	Desktop: 21.1.0 WebRTC: N/A
Audio/Video tab		
Microphone, speaker, ringing device, and camera	Enables you to select the microphone, speaker, ringing device, and camera to use for your VidyoConnect calls.	Initial release
Allow remote camera control	Enables call participants to remotely control supported Pan-Tilt-Zoom (PTZ) cameras connected to far-end VidyoConnect desktop or VidyoRoom endpoints.	Desktop and WebRTC: 18.3.0
Friendly device selection	Helps users to view which speaker, microphone, and camera they're using while they're in a VidyoConnect call, easily switch to a new device, and clearly see whenever the device selection has been changed.	Desktop 20.2.0 Mobile and WebRTC: N/A
Customize background	Enables you to display a blurred, virtual , or customized background.	Desktop: 21.6.0 Mobile: 22.1.0 (blurred only)
Real-time microphone audio levels	Displays the audio level of your microphone in real-time.	Desktop: 19.2.0 WebRTC: 20.1.0
Enable notification sounds	Plays a notification sound every time a person joins or leaves a call.	Desktop: 20.3.0 WebRTC: N/A
Conference profile	Enables you to choose whether to use video, camera, and/or content sharing.	Desktop: 21.5.0

Feature	Description	Minimum version
		Mobile and WebRTC: N/A
Outbound processing setting	Enables you to choose whether to conserve processing power.	Desktop: 21.5.0 Mobile and WebRTC: N/A
Video preferences	Enables you to choose the balance between video quality and bandwidth use.	Desktop 20.2.0 Mobile and WebRTC: N/A
Ringing device	Enables you to choose a specific speaker as your ringing device.	Desktop: 21.5.0 Mobile and WebRTC: N/A
Account tab		
Account information	Displays your account information, such as your display name.	Initial release
Sign out	Signs you out of the application and returns you to the login screen.	Initial release
Integrations tab		
Calendar	Integrates your Google or Outlook system calendars so you can see your video meetings and join them from within the VidyoConnect app.	Desktop: 18.4.0 WebRTC: 20.1.0
About tab		
About VidyoConnect	Displays the VidyoConnect version and copyright information, and provides links to the End User License Agreement, User Terms & Conditions, and Privacy Policy.	Initial release
End User License Agreement, Terms and Conditions, and Privacy Policy	Allows you to read and accept the End-User License Agreement (EULA), the Vidyo User Terms and Conditions, and the Privacy Policy (in accordance with data privacy regulations). For more information about GDPR, refer to the GDPR Readiness - Vidyo article.	Desktop: 18.3.0 WebRTC: 20.1.0 for Terms and Conditions and Privacy Policy; EULA is not available

Feature	Description	Minimum version
Help tab		
Generate diagnostic reports (logs)	Generates a diagnostic report (logs) in .vcab format for Windows or as a .zip file for Mac or .var file. Note: VidyoConnect also gives you the ability to view call quality statistics. To view these statistics, press CTRL+SHIFT+T and CTRL+SHIFT+I (for mobile, enable this via Chat messaging).	Desktop and WebRTC: Initial release; 18.2.1 for .vcab format

In-call features

This section describes some of the features you can access during a VidyoConnect call.

Feature	Description	Minimum version
Invite participants to join an ongoing call	Ability to invite others to your call by dialing out or by using SMS. Note: The dial out and SMS features are available to VidyoCloud Health customers only.	Desktop: 21.2.0 Mobile: 21.2.0 (dial out) Mobile: 21.3.0 (SMS)
Capture images of participants' video and shared content when using Epic	Enables Epic healthcare providers to easily capture images during a consult and add them to a patient's file in the Epic ERP.	Desktop: 21.6.2 WebRTC: 21.5.1 Mobile: N/A
Content/screen share for Desktop and WebRTC or Screen share for Mobile (Android and iOS)	Ability to share your content and screen while in a video conference. Note: The Mini-View Share pop-up and functionality are not available for WebRTC or Mobile.	Desktop and WebRTC: 17.1.0 Mobile: 19.1.1 for Android; 19.1.0 for iOS
Digital in-band stethoscope support	Ability to perform reliable and accurate auscultations from any location during telehealth visits.	Desktop: 18.3.0 WebRTC: 20.1.0 Mobile: N/A

Feature	Description	Minimum version
Far End Camera Control (FECC) (increments by nudge)	Ability to remotely pan, tilt, and zoom far-end cameras by small "nudges".	Desktop and WebRTC: 17.1.0 Mobile: 18.3.0
Far End Camera Control (FECC) (smooth control)	Ability to remotely pan and tilt far-end cameras continuously and smoothly.	Desktop: 19.3.0 WebRTC: 20.1.0 Mobile: 18.3.0
Group text chat	Ability to chat, share links, and ask questions in a group chat.	Desktop and Mobile: 17.1.0 WebRTC: 20.1.0
HD video	Ability to provide high-definition video.	Initial release
Media encryption	Ability to protect the content of your video conferences from being intercepted and decoded without your knowledge (AES encryption over industry standard SRTP for audio, video, and shared content).	Initial release
Meeting moderation and claim moderation rights	Ability to moderate a call (including hard and soft muting, silencing, and disconnecting participants) from within the call interface. Note: The ability for room owners to create, lock, and delegate the meeting moderator via a PIN has been a feature since the first VidyoConnect release.	Desktop: 19.2.0 WebRTC: 20.1.0 Mobile: N/A
Meeting moderator PIN	Ability for call participants to claim moderator privileges via a pre-configured PIN. Note: The ability for room owners to create, lock, and delegate the meeting moderator via a PIN has been a feature since the first VidyoConnect release.	Desktop: 19.2.0 WebRTC: 20.1.0 Mobile: N/A
Meeting recording	Ability to record audio and video in real-time with one-click.	Desktop and WebRTC: 17.1.0 Mobile: N/A
Mobile incoming calls	Ability to answer direct calls when the VidyoConnect mobile app is active in the foreground and auto answer has been set.	Desktop and WebRTC: N/A Mobile: 19.2.0
Multi-tasking mode support	Ability to use split view and slide over while using the VidyoConnect mobile app.	Desktop and WebRTC: N/A

Feature	Description	Minimum version
		Mobile: 19.1.0
Snapshot - split screen	Ability to capture a snapshot (i.e., still image) of a remote participant's video tile or shared content tile and store it locally on your mobile Android or iOS device, as well as the ability to use split-screen multitasking mode on Android 7+ (phones and tablets) and Split View on iOS 11+ (tablets only)	Desktop and WebRTC: N/A Mobile: 19.1.1
Speaker button (device control)	Ability to control your speaker in a call similarly to how you mute and unmute your microphone and camera.	Desktop and WebRTC: 18.2.0 Mobile: N/A
	Ability to use a whiteboard to collaborate with meeting participants to visualize concepts and ideas.	Desktop: 18.1.0 WebRTC and Mobile: Users can launch whiteboard, but cannot annotate

3: Get started

Download VidyoConnect

Technical specifications

Operating system and browser requirements

Recommended peripherals

Download VidyoConnect

PC/Mac	Go to the link you received by email and download the installer.
Android	Scan the QR code or click here to go to the Play Store.
iPhone	Scan the QR code or click here to go to the App Store.

VidyoConnect technical specifications

VidyoConnect for Desktop

VidyoConnect for Mobile

VidyoConnect for Desktop

Video	
Native video codec	VP8/VP9 (since the release of VidyoConnect for Desktop version 22.1.0)
Video encoding	Up to 1080p30
Video decoding	Up to 1080p30 per stream and overall 4K (2160p30) for multi-stream
Cameras	Built-in cameras USB webcams PTZ USB cameras (Windows-only over USB 3.0)
Select/change and control video devices on-the-fly	Yes
Minimum requirements for a multi-party call	16, including self-view Note Device specifications needed to display 16 include: • CPU: i5 3rd Generation dual core 1.8 GHz • Network: Uplink 500 kbs; Downlink (16 participants each at 640X360) 8Mbs Since these specification are subject to change, Enghouse Vidyo recommends that if you purchase new equipment, please select higher specifications than those listed here. Doing so will enable you to get better use of these devices for a longer period of time as we will be making changes to our platform moving forward.
Display multiple participant streams at up to 720p each	Yes, in a conferencing workspace up to 3840 x 2160

Audio	
Codec	SPEEX Wideband Audio, up to 32 kHz sampling rate (only in certain scenarios)

Audio	
	Opus, up to 48 kHz sampling rate
	Note
	Sample rates such as 22050 Hz are not supported.
Automatic Echo Suppression (AES)	Yes
Select, change, and control audio devices on-the-fly	Yes

Collaboration	
Far end camera control (pan/tilt/zoom)	Yes
Share any application or connected display	Yes
Pop out shared content to a separate window	Yes
Software content share complement to VidyoRoom™	Yes (Only content profile)
BFCP/H.239 data sharing with legacy endpoints via VidyoCloud™ or VidyoGateway™	Yes

Language support	
Language support	English, French, German, Italian, Japanese, Korean, Simplified Chinese, Polish, Spanish, and Ukrainian

Network and security	
Automatic firewall traversal	Yes
STUN and ICE protocols for NAT traversal	Yes
TLS 1.2 and AES 256-bit encryption (with third-party certificate)	Yes

System requirements	
Operating system	See VidyoConnect operating system and browser requirements.
Minimum system requirements	System: Core 2 Duo 2GHz; 4 GB RAM; 500 MB free disk space For HD: Graphics capabilities that support HD resolutions on one or more displays
Devices and accessories	See VidyoConnect recommended peripherals.

VidyoConnect for Mobile

Video	
Native video codec	H.264 SVC (UCIF Mode 2s)
Video encoding	Up to 720p
Video decoding (to display multiple remote participants)	Up to 720p
Cameras	Toggle between front and rear integrated cameras
Pinch-to-zoom participants	Yes (device dependent)
Number of participants displayed simultaneously	4
Privacy mode	Yes

Audio	
Codec	SPEEX Wideband Audio, up to 32 Khz sampling rate
Automatic Echo Cancellation	Native to device
Headsets	Device dependent
Select, change, and mute devices on-the-fly	Yes

Content Sharing	
Maximize shared content	Yes (for version 18.1.0 or later)
Toggle between shared content from multiple participants	Yes
Pinch-to-zoom shared content	Yes
H.239 data sharing with legacy endpoints via VidyoGateway™	Yes (receive only)

Management	
User accounts established at the portal	Yes
Global Directory with personal speed-dial	Yes

Management	
Presence indication in directory	Yes
Participant name and call statistics display options	Yes
Call detail records	Yes
Languages	Version 18.1.0 and later: English, French, German, Italian, Japanese, Simplified Chinese, and Spanish Version 17.3.1 and earlier: English
Licensing	When connected in conference, consumes a shared concurrent use license (VidyoLine)
Client software download	iOS: App Store Android™: Google Play™ Store

Security	
Automatic firewall traversal	Yes
STUN and ICE protocols for NAT traversal	Yes
TLS 1.2 and AES-128 bit encryption (with third-party certificate)	Yes

System requirements	
Operating system and browser support	See VidyoConnect operating system and browser requirements.
Minimum recommended configuration	Dual-core processor (such as ARM Cortex A9 1 GHz); 512 MB RAM
Peripheral support	See VidyoConnect recommended peripherals.

VidyoConnect operating system and browser requirements

VidyoConnect for Desktop app

VidyoConnect for Mobile app

VidyoConnect for WebRTC

VidyoConnect for WebRTC (transcoded)

Portal compatibility

The minimum Windows® and Mac® operating system requirements, and the compatible browsers for the VidyoConnect desktop, mobile, and WebRTC applications are listed below.

Other platforms or browsers may work but they are not officially supported.

VidyoConnect for Desktop app

- **Windows**:
    - Windows 11
    - Windows 10
- **MacOS**:
    - macOS 13 (Ventura)
    - macOS 12 (Monterey)

VidyoConnect for Mobile app

- **Android**:
    - Android 13 (Tiramisu)
    - Android 12 (Snow Cone)
- **iOS**:
    - iOS 16
    - iOS 15
- **iPadOS**:
    - iPadOS 16
    - iPadOS 15

The VidyoConnect mobile application has been tested and works successfully with a broad range of industry-standard Android and iOS phones and tablets. These include many of the most commonly used Samsung® Galaxy phones and tablets, Google Pixel™ phones, iPhones®, and iPads®.

VidyoConnect for WebRTC

Provides a download-free, in-browser experience.

- **Windows 11 and 10 devices:**
    - Google Chrome
    - Microsoft Edge
- **macOS 13 and 12 devices:**
    - Safari
    - Microsoft Edge
- **Android devices:**
    - Safari
    - Microsoft Edge
- **iOS devices:**
    - Safari

VidyoConnect for WebRTC (transcoded)

> Note
> WebRTC (transcoded) is discontinued as a new product offering.

- **Other supported platforms:**
    - Linux (Ubuntu 16.04 and 18.04 LTS)
    - ChromeOS (version cap coming soon)

Portal compatibility for on-premises VidyoConnect customers

If you are an on-premises customer, refer to the Vidyo compatibility matrix for on-premises to determine which version of the portal your VidyoConnect release is compatible with.

VidyoConnect recommended peripherals

All VidyoConnect endpoints work with a broad range of industry-standard peripheral devices, so you can choose the headsets, webcams, pan-tilt-zoom (PTZ) cameras, and speakers that work best for you. However, to make it easier for you to choose your devices, we recommend the ones listed in the tables below.

Your VidyoConnect endpoint may work successfully with devices other than those listed here; however, only these have been tested by Vidyo. If you experience any issues with these or any other devices, please inform Vidyo Support.

Headsets

Headset manufacturer	Model
Jabra	Easygo Bluetooth Headset
Jabra	US Voice 550a MS
Logitech	USB Headset H390
Logitech	B530
Logitech	H540
Microsoft	LifeChat LX-3000
Plantronics	520 Blackwire Headset
Plantronics	C720 M
Plantronics	Voyager Legend

Webcams and pan-tilt-zoom cameras

Webcams

Webcam manufacturer	Model
Logitech	C170

Webcam manufacturer	Model
Logitech	C270
Logitech	C310
Logitech	C525
Logitech	C615
Logitech	C910HD Pro
Logitech	C920
Logitech	HD Pro C920
Logitech	HD Webcam C270
Logitech	BCC950 ConferenceCam
Logitech	CC3000e ConferenceCam
Logitech	Group ConferenceCam
Marshall Electronics	CV610-U3-V2 Camera

Pan-tilt-zoom (PTZ) cameras

The following table lists the PTZ cameras Enghouse Vidyo tests and supports when using the Far End Camera Control (FECC) capability.

PTZ camera manufacturer	Model
Logitech	Group
Logitech	Meetup
Logitech	PTZ Pro 2
Logitech	Rally
Sony	SRG-120DU 1080p60 PTZ camera Note This camera moves by "nudges" only and does not provide the smooth FECC movement that is supported in VidyoConnect version 19.3.1 and later.

Speakers

Speaker manufacturer	Model
ClearOne	Chat 60 personal speakerphone
Logitech	GROUP Vidyo Conferencing System
Phoenix	Quattro 3
Yamaha	PJP-20UR

4: Configure VidyoConnect-Admin

Desktop MSI installer

Custom Invocation

Tenant Admin: Configure a post-call URL

Tenant Admin: Manage users

Desktop MSI installer

VidyoConnect for Desktop includes an admin installer that enables IT admins and enterprises to provision VidyoConnect seamlessly across their tenant base.

The values are stored in: *HKLM\SOFTWARE\Classes\VidyoConnect\InstallParameters*.

Parameters

The VidyoConnect MSI installer supports the following parameters.

Parameter	Description	Value type	Default value	Notes
ALWAYSONTOP	Causes the VidyoConnect desktop application window to always remain on top of other windows.	Boolean: 1 to enable 0 to disable	Disabled	If the parameter is passed with a value = 1, the VidyoConnect desktop application will always remain on top of other applications. If the parameter is not passed or is passed with a value = 0, the VidyoConnect desktop application will remain on top of other applications only while content is being shared.
AUTOANSWER	Sets VidyoConnect to accept any incoming calls automatically.	Boolean: 1 to enable 0 to disable	Disabled	Calls are answered after three seconds. If this parameter is configured, users are not able to override it.
AUTOSTART	Sets VidyoConnect to automatically start when the user logs in to Windows.	Boolean: 1 to enable	Disabled	If set to 1 (enable), auto start is enabled on the local machine and the user cannot override it.

Parameter	Description	Value type	Default value	Notes
	By default, VidyoConnect is disabled for autostart.	0 to disable		If set to 0 (disable) or the parameter is not passed by the admin, auto start is disabled but users can enable it for their own account.
DEFAULTTAB	Specifies the default tab VidyoConnect will select after login to one of these values: [Meetings|Contacts|Rooms|Dialout]	String	Rooms	If this parameter is configured, users are not able to override it.
DISABLENOTIFICATIONSOUNDS	Disables notification sounds. By default, notification sounds are enabled.	Boolean: 1 to disable 0 to enable	Enabled	None
OPENCHATONJOIN	Enables or disables the chat panel from displaying when a user joins a call.	Boolean: 1 to enable 0 to disable	Disabled	If this parameter is configured, users can override it from the VidyoConnect Settings > General screen.
OPENPARTICIPANTLISTONJOIN	Enables or disables the participants list from displaying when a user joins a call.	Boolean: 1 to enable 0 to disable	Enabled	If this parameter is configured, users can override it from the VidyoConnect Settings > General screen.
PERFORMANCEPROFILE	Specifies the video preferences by passing the argument with one of these values: • High for High Quality Video • Low for Resource-Optimized Video • Voice for Voice + Content • Share for Room Content Share	String	Low	If this parameter is configured, users are not able to override it.
PORTALURL	Specifies the VidyoPortal tenant URL.	String	None	None
SHOWTIMER	Displays a conference duration timer in the upper-right corner of the VidyoConnect desktop app to let	Boolean: 1 to enable	Disabled	If this parameter is configured, users can override it from the VidyoConnect Settings >

Parameter	Description	Value type	Default value	Notes
	conference participants know how long they've been in the conference.	0 to disable		General screen.

Installation

There are two ways to execute the .msi:

- Execute the .msi with command line properties
- Provide the parameters through an .mst file

Execute the .msi with command line properties

To execute the MSI with command line properties, run the MSIEXEC command with the properties as the command line arguments, for example:

```
msiexec /i path_to_the_msi_folder\VidyoConnectMsiInstaller-
winXBitX-TAG_VCOND_X_Y_Z_R.msiPORTALURL="https://vidyocloud.com" AUTOSTART=0 DISABLENOTIFICATIONSOUNDS=0
```

Provide the parameters through an .mst file

1. Generate an .mst file in a tool such as Orca that contains the values for the custom parameters to be used for the installation.

2. To execute the MSI with the transforms, run the following MSIEXEC command through a command line or in a batch script:

```
msiexec /i path_to_the_msi_folder\VidyoConnectMsiInstaller-
winXBitX-TAG_VCOND_X_Y_Z_R.msi TRANSFORMS=path_to_the_mst_folder\demomsi.mst
```

Custom Invocation

Vidyo understands that third-party partners and developers would like to customize VidyoConnect by embedding Vidyo technologies into workflows in various ways. This includes everything from slightly changing features that are available out-of-the-box to embedding our C SDK libraries. Therefore, we offer Custom Invocation of VidyoConnect, which is a solution that lies halfway along that spectrum.

With Custom Invocation, third-party partners and developers can customize the VidyoConnect client and invoke it from their platform. You should use Custom Invocation only if you want the existing client features and interactions, as well as a little more of your own functionality, such as passing behaviors for in-call screen features like public chat, device control, and content sharing.

Requirements

You can customize the VidyoConnect for Desktop behavior either during installation or at runtime. However, before you can do so, you must install the VidyoConnect for Desktop app.

The following VidyoConnect clients are supported:

- VidyoConnect for Desktop
  - Windows® 32-bit
  - Windows 64-bit
  - macOS®
- VidyoConnect for WebRTC
  - Mozilla Firefox®
  - Google® ChromeTM

Invoke VidyoConnect with parameters

The VidyoConnect application can be executed using a platform protocol handler. Platform protocol handlers allow you to inform the browser that your web app can handle URIs with certain schemes. Multiple schemes can be created with the protocol handler approach such as registering a web application to invoke parameters that we have defined in the Parameters section below.

To use Custom Invocation from VidyoConnect, you must have a middleware solution in place that will work with the Custom Invocation feature to enable a particular endpoint behavior. This is essentially any mechanism that will allow you to create a protocol handler so that you can use the Custom Invocation parameters.

By using a platform protocol handler, you can pass the parameters listed in the Custom Invocation Parameters section. This allows you to use a room link to execute the customized VidyoConnect application behavior. For more information about executing VidyoConnect directly from within your web application or a third-party web application to start a video conference with the customized behavior, see Use VidyoConnect Custom Invocation with Web Applications below.

The URI that should be used to modify the VidyoConnect application behavior upon joining a room is as follows:

- If using Windows, the URI should look similar to the following:
  explorer vidyo://join?portal=[portal URI]&roomkey=[room key]&isCustom=true&<Custom Invocation parameters> start neo and join the room and modify XXX.

- If using OS X, the URI should look similar to the following:
  open vidyo://join?portal=[portal URI]&roomkey=[room key]&isCustom=true&<Custom Invocation parameters>

If VidyoConnect is already running at the time of execution, the URI will cause VidyoConnect to join the specified room with the customized behavior.

To further clarify how Custom Invocation works, let's use an example where the VidyoConnect application is executed from a platform protocol handler via a web server. At a high level, the following occurs:

1. HTTPS sends a request to the web server with a room link.

2. The web server processes the room link and redirects the web application to a page that contains the Vidyo URI scheme, which also includes all of the Custom Invocation parameters similar to the URI shown here (with added line breaks for legibility).

```
vidyo://join?portal=&roomKey=
&isCustom=true&userName=&displayName=Guest
&beautySc=true&loginMod=true
&welcomePage=true&labels=true&chat=true
&share=true&leftPanel=true&camMuteCntrl=true
&micMuteCntrl=true&muteCameraOnJoin=false
&muteMicOnJoinfalse&devSetting=true
&autoUpdate=true&participantNot=true
&remoteContentAccesstrue&shareOnJoin=false
&invite=true&search=true&lockUserName=false
&quituserHangup= false&autoAns=false
&winSzH=592&winSzW=900
&winPosX=23&winPosY=23
```

3. The web server executes VidyoConnect via the platform protocol handler using the Vidyo URI scheme.

Parameters

The Custom Invocation parameters that you have specified in the URI are not visible in the room link when being invoked with VidyoConnect for Desktop.

Window parameters

Parameter	Required	Default value	Description
winSzW and winSzH	No	592 (height) 900 (width)	The height and width of the VidyoConnect for Desktop window. Note This parameter is not available for WebRTC
inPosX and winPosY	No	Center of screen	• Defines the top left corner position of the window. • Use this parameter in conjunction with the height and width parameters. • If this parameter is not specified, VidyoConnect will launch in the default position which is in the center of the computer screen for all screen sizes. Note This parameter is not available for WebRTC

Login parameters

Parameter	Required	Default value	Description
loginMod	No	Enabled	Controls whether the Login module is displayed. When disabled, users can only access VidyoConnect as guests.
lockUserName	No	Disabled	Controls whether the username can be modified by the user. When this option is enabled, the Mac username is used as the default username.
userName	No	N/A	The username that the user enters in the Username field upon logging in to the application. If provided, then the user will not have to enter the username when

Parameter	Required	Default value	Description
			logging in to the application.
password	No	N/A	This parameter is used in conjunction with the portal and userName parameters to log in users automatically. If provided, then the user will not have to enter the password when logging in to the application.
logoutIfLogin	No	N/A	Logs out the user before logging them in with Custom Invocation. If the user is already logged in and Custom Invocation login is invoked without this parameter, VidyoConnect will do nothing. For an example of how this parameter can be used, see Common use cases below.
keepMeSignIn	No	N/A	Keep users logged in to the VidyoConnect application when provided along with their username, password, and logoutIfLogin parameter. Available only if supported by the portal and only for non-SAML authentication. For an example of how this parameter can be used, see Common use cases below.

Invoke time parameters

Parameter	Required	Default Value	Description
displayName	No	Guest	The user's display name upon connecting to VidyoConnect for Desktop. If passed, the VidyoConnect for Desktop client should display the name instead of prompting the user to enter the Guest Display Name. If the admin has disabled the

Parameter	Required	Default Value	Description
			Welcome screen, then the default string "Guest" should only be used. Otherwise, the value should remain empty, forcing the user to specify their own Display Name.
portal	Yes	N/A	The Fully Qualified Domain Name of the VidyoPortal^{TM}. If passed, VidyoConnect for Desktop logs in to the VidyoPortal when launched. The HTTPS prefix should be assumed if not specified.
roomKey	Yes	N/A	The key for the room retrieved from the room link. If passed, VidyoConnect for Desktop logs in as a guest and joins the specified room.
roomPin	No	N/A	The PIN used to protect the room. If passed, VidyoConnect for Desktop prompts the user to enter the room PIN prior to joining a conference.

Welcome page parameters

Parameter	Required	Default value	Description
welcomePage	No	Enabled	Controls whether the user can bypass the Welcome page and join a conference.
beautyScreen	No	Enabled	Controls whether the Beauty screen is displayed.

In-call parameters

Parameter	Required	Default value	Description
camMuteCntrl	No	Enabled	Controls whether the camera mute feature on the in-call and beauty screens is displayed.

Parameter	Required	Default value	Description
chat	No	Enabled	Controls whether all public chat-related features are displayed.
devSetting	No	Enabled	Controls whether the user can change device settings by clicking the Device Settings menu item or right-clicking on the muted icons.
invite	No	Enabled	Controls whether the Invite button is displayed.
labels	No	Enabled	Controls whether labels with the user's name are displayed.
leftPanel	No	Enabled	Controls whether the left panel that contains the Participants List and Contacts is displayed.
micMuteCntrl	No	Enabled	Controls whether the audio mute feature on the in-call and beauty screens is displayed.
muteCameraOnJoin	No	Disabled	Controls whether the camera is muted upon entering a conference.
muteMicOnJoin	No	Disabled	Controls whether the microphone is muted upon entering a conference.
remoteContentAccess	No	Enabled	Controls whether the users are able to view content shared by other participants.
search	No	Enabled	Controls whether all search-related features are displayed.
share	No	Enabled	Controls whether the Content Sharing button is displayed.
shareOnJoin	No	Disabled	Controls whether the Content Share Preview Selection dialog is displayed when the user first enters the conference. This does not affect the ability to start a content share later in the conference. Note This parameter is not available for WebRTC.

Disconnection parameter

Parameter	Required	Default value	Description
quituserHangup	No	Disabled	Controls whether VidyoConnect will automatically shut itself down after a user disconnects from a call. Note This parameter is not available for WebRTC.

Auto-update parameter

Parameter	Required	Default value	Description
autoUpdate	No	Enabled	Controls whether to automatically check for new versions. Note This parameter is not available for WebRTC.

Direct dial parameter

Parameter	Required	Default value	Description
directDial	No	N/A	Specifies which entityID to invoke a Direct Dial call to. Note This parameter is not available for WebRTC.

Other configuration parameters

Parameter	Required	Default value	Description
disableAudio	No	Disabled	This controls all audio including notification sounds and hides all audio related controls. Enable this parameter if you want to use the VidyoConnect video capabilities, but not its audio capabilities.

Parameter	Required	Default value	Description
autoAns	No	Disabled	Controls whether incoming calls and invitations are answered automatically. This only applies to the default tenant that is provided to users that are logged in. Note This parameter is not available for WebRTC.
participantNot	No	Enabled	Controls whether an audio indicator is heard when other participants join or leave the conference.
perfProfile	No	Low Other supported values: High, Voice, Share	Defines the Video Preferences profile. The perfProfile Custom Invocation parameter is ignored if VidyoConnect was installed with the MSI performance profile parameter.
wrac	No	N/A	Controls whether audio content is displayed in the waiting room while Epic customers wait for the physician to join the VidyoConnect call. This parameter must match the parameter entered in the Key field on the Tenant Admin Settings > Feature Settings > Custom Parameters page. For example, if wrac7 is entered in the Key field, you must use wrac=7 as your custom parameter. For more information, see Play content or display a custom background in a waiting room under Epic integration.
wrbc	No	N/A	Controls whether background content is displayed in the waiting room while Epic customers wait for the physician to join the VidyoConnect call. This parameter must match the

Parameter	Required	Default value	Description
			parameter entered in the Key field on the Tenant Admin Settings > Feature Settings > Custom Parameters page. For example, if wrbc7 is entered in the Key field, you must use wrbc=7 as your custom parameter.
			For more information, see Play content or display a custom background in a waiting room under Epic integration.
wrvc	No	N/A	Controls whether video content is displayed in the waiting room while Epic customers wait for the physician to join the VidyoConnect call.
			This parameter must match the parameter entered in the Key field on the Tenant Admin Settings > Feature Settings > Custom Parameters page. For example, if wrvc7 is entered in the Key field, you must use wrvc=7 as your custom parameter.
			For more information, see Play content or display a custom background in a waiting room under Epic integration.

Common methods

There are various ways in which you may choose to use Custom Invocation, but the most common method involves customizing the VidyoConnect behavior and executing that behavior from your own web application or a third-party web application.

Use VidyoConnect custom invocation with Web applications

With URI schemes, you can communicate with other apps through a platform protocol handler that you have defined. If you would like to execute VidyoConnect directly from within your web application or a third-party web application to start a video conference with the customized VidyoConnect behavior, please follow the steps below:

1. Provision a mapping from the VidyoPortal URL room key to a platform protocol handler that is structured as follows:
   <portal><key> = vidyo://join/?portal=xxx&key=yyy&params

2. Obtain a room link from VidyoPortal or VidyoConnect.

3. Point your web application to a link that is structured as follows:
   https://myapp.com/linkredirect?https://portal/join/key

   The initial web application link is redirected to a page that executes *vidyo://join/?portal=xxx&key=yyy&params*

Common use cases

There are various use cases that you may want to implement for your users. We have provided only some of the most common use cases below.

Keeping VidyoConnect users logged in

Admins can keep users logged in to the VidyoConnect app by providing their credentials along with the logoutIfLogin and keepMeSignIn parameters.

For example: *vidyo://login?portal=https://portal address&username=user&password=password&logoutIfLogin=true&keepMeSignIn=true*

Bypassing the Welcome, Beauty, and Login pages to join a conference

To bypass the Welcome, Beauty, and Login pages to provide users with direct access to a conference, use the following parameters and values:

- beautyScreen= false
- loginMod= false
- welcomePage= false
- displayName= enter a unique value (for example, Agent_009)

Disabling the left panel

To disable the left panel, set the leftPanel parameter to false.

Muting the camera and microphone upon joining a conference

To mute the camera and microphone upon joining a conference, use the following parameters and values:

- muteCameraOnJoin= false
- muteMicOnJoin= false

Invoke VidyoConnect with iFrames

iFrames are the pre-call, in-call, and post-call URLs that allow enterprise organizations to load content from their domains or a third-party system into VidyoConnect per tenant.

- Pre-call iFrames appear before the user joins the call.
- In-call iFrames appear around the window (that is, top, bottom, left, and right) of the main in-call experience. By default, in-call iFrames are hidden.
- Post-call iFrames appear at the conclusion of the call.

For security reasons, iFrames cannot be passed as parameters using the protocol handler approach. However, iFrames can currently be passed as parameters using the Web Services APIs via the VidyoPortal. The VidyoConnect application will only support the iFrame URLs provided in the endpoint behavior object.

To configure iFrames, do the following:

1. Select the Enable Custom Roles checkbox on the Settings > Feature Settings > Custom Roles page using your Super Admin VidyoPortal account.
   For additional information, refer to the VidyoPortal and VidyoRouter Administrator Guide.
2. Select the Enable Custom Roles checkbox for the appropriate tenants on the Tenants page using your Super Admin VidyoPortal account.
   For additional information, refer to the VidyoPortal and VidyoRouter Administrator Guide.
3. Configure the iFrame window size using the appropriate IframeSize, windowSizeHeight, and windowSizeWidth Web Services APIs.
   These specific window dimensions can be passed along with the iFrame. For additional information, refer to the SOAP APIs under Web Services APIs.
4. Enable the endpoint behavior object and provision it via the SOAP endpoint APIs (createEndpointBehavior, getEndpointBehavior, and updateEndpointBehavior).
   For more information about these SOAP endpoint APIs, refer to the SOAP APIs under Web Services APIs.
5. Install the VidyoConnect for Desktop app if not already installed.
6. Launch the VidyoConnect for Desktop app and log in.

When the endpoint behavior becomes available, the following occurs:

- The VidyoConnect application joins the room with the specified behavior.
- VidyoConnect receives the endpoint behavior data from the login response for both guest and logged-in users.

We recommend that all iFrame URLs be hosted on the same domain.

Using pre-call iFrames

The pre-call iFrame displays after the user logs in to VidyoConnect for Desktop or WebRTC or clicks a guest link (pre-call iFrames are not yet supported on the VidyoConnect mobile app). You can use the pre-call iFrame as a welcome page, which allows you to display your company's branding, to invite your guests into a call. By default, the pre-call iFrame size is set to full. You can configure the time in which the pre-call iFrame remains open before the user joins the call.
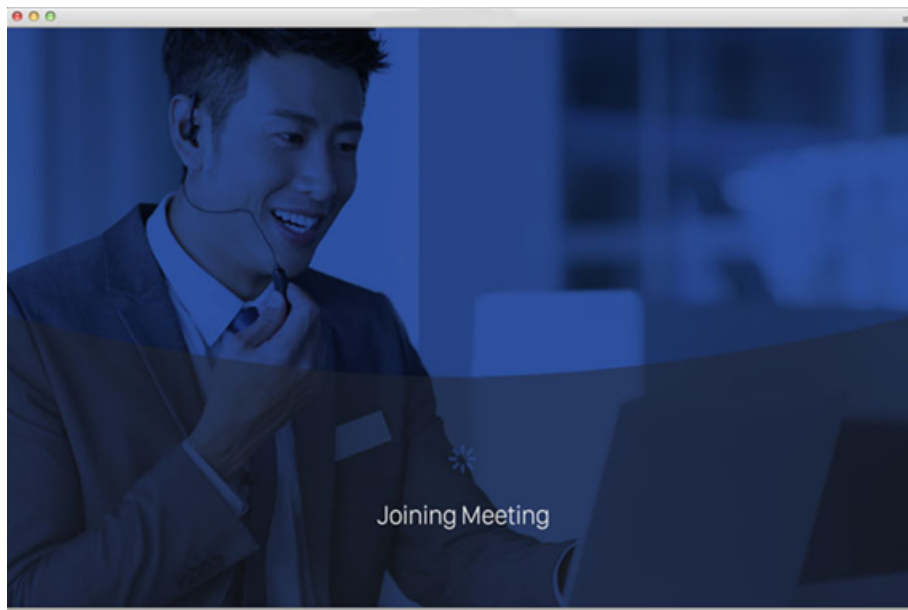
Using in-call iFrames

You can use the in-call iFrame to display content at the top, bottom, left, or right of the main in-call window. By default, the in-call iFrame is set to 20% of the window's default height and width dimensions. However, you can change this value when necessary.
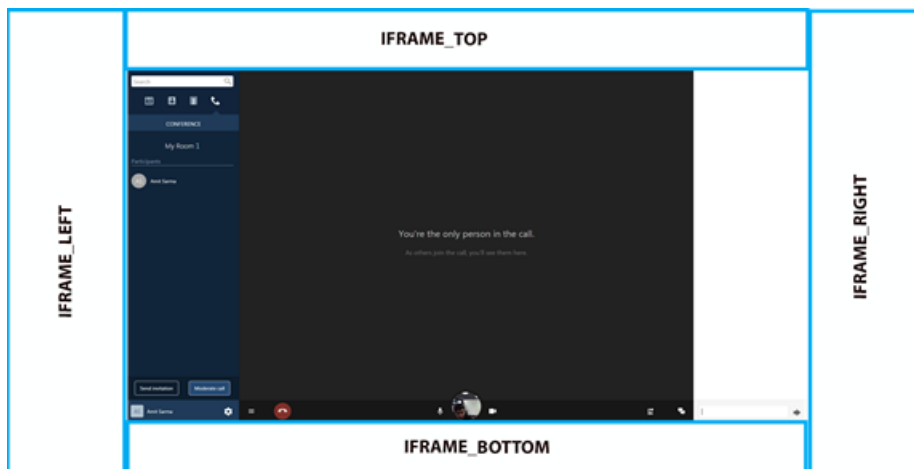
Using post-call iFrames

You can use the post-call iFrame, for example, to display a simple thank you message to your users after the call ends. For VidyoConnect for Desktop, the post-call iFrame displays until the user closes the VidyoConnect app; for VidyoConnect for WebRTC, the post-call iFrame displays until the user closes browser window. Post-call iFrames are not yet supported on the VidyoConnect mobile app.
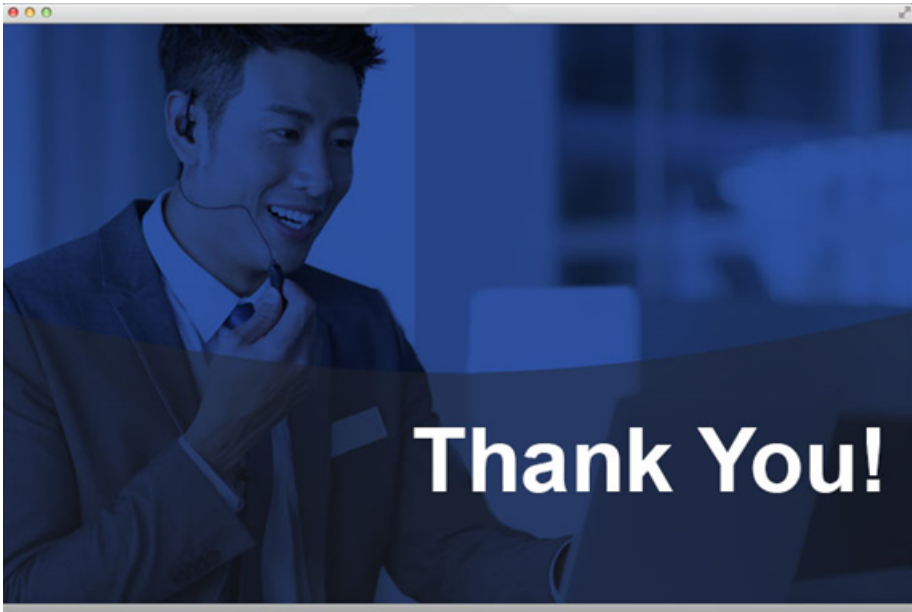
Tenant Admin: Configure a post-call URL

Tenant Admins can configure a post-call URL to redirect registered or guest participants to a web page at the end of a call to complete surveys, make purchases, or download products. The configured URL opens in the participant's default browser.

Only HTTP and HTTPS are supported. Minimum portal version required is 20.2.0.

1. Log in to the Tenant Admin portal.
2. On the top menu, click **Settings**.
3. On the left panel, expand **Feature Settings** and click **Custom Parameters**.
4. Select the **Enable Custom Parameters** checkbox and click **Save**.
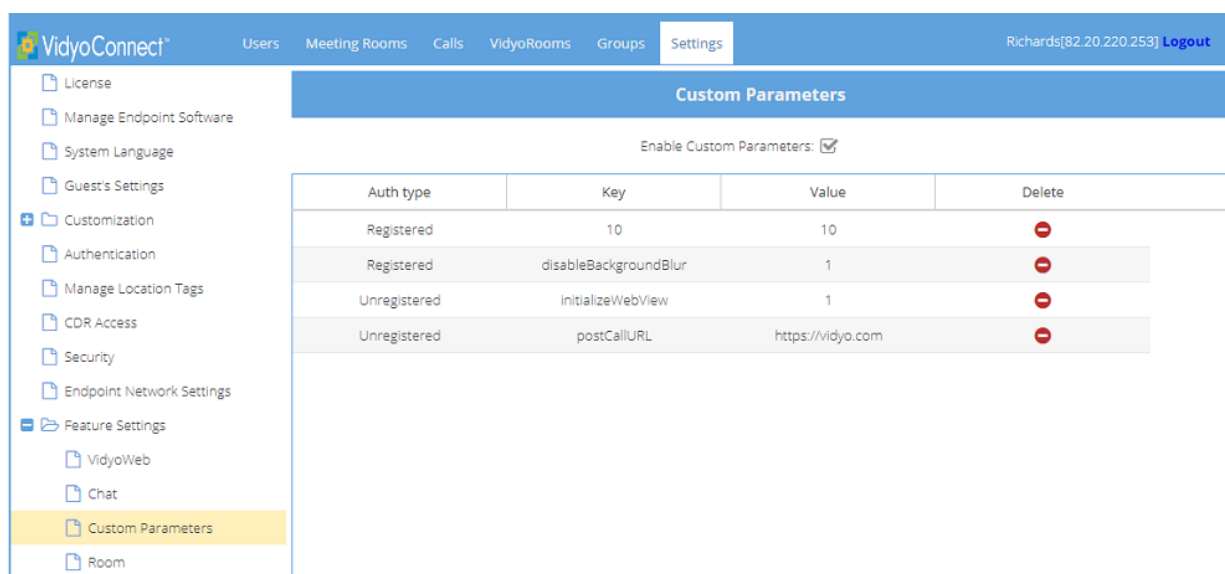
5. At the bottom of the page, click **Add Custom Parameters** . The **Add Custom Parameters** dialog displays.
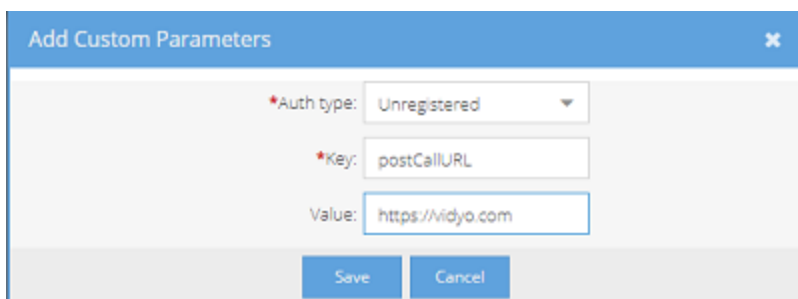
6. In **Auth type**, select whether registered or unregistered (guest) users will be able to use the URL.
7. In **Key**, type **postCallURL**.

8. In **Value**, type the URL that opens in the user's default browser when the call ends.

9. Click **Save**. The URL you configured appears on the **Custom Parameters** list.

Tenant Admin: Manage users

Log in to the Tenant Admin portal

View user details

Add a user

Edit a user

Delete a user

Export users
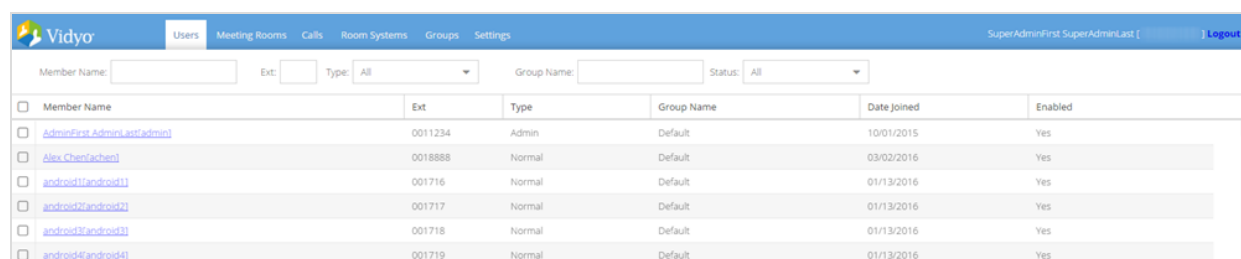
Import users

Log in to the Tenant Admin portal

1. Enter the IP address or FQDN for the VidyoPortal™ in the address bar of a web browser as follows: **http://[IP address or FQDN]/admin**. The **Login** dialog displays.

2. Optionally change the language for the Admin portal only.

3. Enter the default Admin user name and password:

   ○ User Name: **admin**

   ○ Password: **password** (case sensitive)

4. Click **Login**.

View user details

The **Users** page displays by default. This page lists the users in a table format. You can drag and drop the column headings to arrange them in the order you prefer.

You can search by member name, extension, type, group name, and whether or not the user account is enabled using the various fields above the table. The member name search works for both display names and usernames. These names are the ones that display in the VidyoPortal™ and may not necessarily be the user's full name.

You can change your view by using the buttons at the bottom of the table:

- Click **Refresh** to update your view of the table.
- Click the **First Page**, **Previous Page**, **Next Page**, and **Last Page** direction arrows to scroll through multiple pages of results in the table.
- Enter a page number to access a specific page of results in the table.

Add a user

As the administrator, you can add yourself and others as users.

1. On the **Users** page, click **Add User** at the bottom of the page. The **Add User: New User** dialog displays.

2. Enter the following mandatory information.

Field	Description
User Type	Select one of the following:

Field	Description
	• **Admin** to provide the new user with administrative privileges and capabilities.
	• **Operator** to provide the user with the ability to manage users and meeting rooms. The operator has the same rights as the administrator except an operator cannot change any system settings or manage groups.
	• **Normal** to provide the user with the ability to join meetings, control their own meetings, and place direct calls. Normal users can also change their passwords, set their PIN codes, and invite guests, unless the administrator has disabled these capabilities.
	• **VidyoRoom** to create an account for a physical Vidyo® endpoint appliance. A VidyoRoom™ has the same rights as a normal user.
	• **Executive** to create Executive Desktop users. Executive Desktop licenses are a feature of the standard VidyoLines™ licensing model; however, Executive Desktop licenses are purchases as separate licenses in your VidyoLines package. Each Executive Desktop has guaranteed system access. Therefore, if you purchase 100 VidyoLines and five Executive Desktops, then even when your system is at full capacity, your five users with Executive Desktop privileges can still make calls.
Display Name	For VidyoRoom , the display name is the system name set by the administrator and the name that displays in the top-left corner of the home page. For VidyoConnect, the users' display name appears below their video images when they are in a conference and on the Participants List.
User Name	Enter the name the user provides when logging in to the system. The user name must be alphanumeric, and it cannot contain any spaces or punctuation except for the @ sign, periods, underscores, or dashes. The maximum length is 80 characters. If your intended entry has already been taken, you are prompted to select a different name.
Password and Verify Password	You must enter the password two times to set it. Users may change their own passwords later. Like the user name, the password also has a maximum length of 40 characters, but there is no limitation regarding which characters you can use.
E-Mail Address	Enter a valid email address for the user. This is the address to which the new account email is sent. If notifications are enabled and a user's email address is not set correctly, the user may not be able to use the Forgot Password function.
Extension	Enter the numeric extension you want associated with the user. This value must be unique for each user. If your intended entry has already been taken, you'll be prompted to select a different extension.
Group	Select either the default group or another group you have created. Changing the group may change the maximum number of users and the bandwidth allowed for the user's personal meeting room. The groups must be defined before you can assign users to them.

Field	Description
Proxy	Select either the default proxy or another proxy you have created. You must define proxies before assigning them.
Location Tag	Select the user's location tag.
Language Preference	Select **System Language** to apply the currently selected system-wide language. Otherwise, select any other language to change the language for this specific user only.

3. If you want to disable the user's ability to log in to the User portal, clear the **Allowed to log in to user portal** check box.

4. If you want to put a user on hold with all of their information intact, clear the **Status** check box.

5. If you want to add information about the user's phone number, department, title, location and IM address, select the **Additional Information** check box and enter the information.

6. Click **Save**. When all required fields are complete and valid, the data is saved to the database, the main table is displayed, and a success message is displayed at the top of the page.

Edit a user

1. On the **Users** page, find the user you wish to edit by using the search filters, sorting on the headers, or by pagination.

2. Click the name of the user that needs to be edited. The **Edit User** dialog displays.

3. Edit the user's information as needed. You can edit any of the settings. For a description of these settings, see Add a user.

4. Click **Save**.

Delete a user

Note

- Deleting a user also deletes all of the personal, public, and scheduled rooms they created. Once a user is deleted from the system, it cannot be undone.

- As an alternative to deleting a user, you can clear the **Enabled** check box on that user's page to change the user's status to disabled. Disabling a user puts them on hold with all of his or her information intact. That user will not show up in searches in the VidyoPortal™ and will not be able to log in; however, you can re-enable them at any time. For more information, see Editing Users above.

1. On the **Users** page, find the user you wish to delete by using the search filters, sorting on the headers, or by pagination.

2. Select one or more check boxes at the left of the row of the user(s) that need to be deleted.

3. Click **Delete** at the bottom of the page and answer **Yes** to all prompts.

Export users

If you need to add multiple user accounts, you can do so by first exporting a **.csv** or **.veb** file that contains the user information, and then importing that file.

1. On the **Users** page, click **Export Users** at the bottom of the page. The **Export Users** dialog displays.
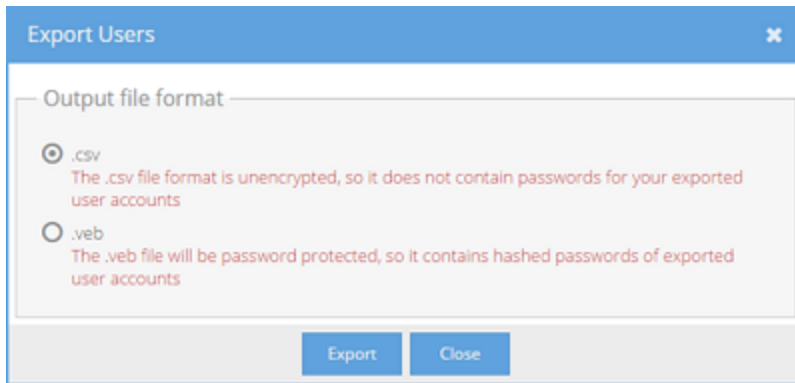
2. Do one of the following:

- To export the user account data without corresponding passwords in the standard comma-separated value format, select **.csv**. For more information, see Export .csv files.

- To export the user account data along with corresponding hashed passwords in an encrypted and password-protected format, select **.veb**.

3. Click **Export**.

Export .csv files

When exporting a .csv file, the first line of the file is considered the header and is not imported as one of the added users. All .csv files must use UTF8 encoding.

The columns in the .csv file are as follows.

Column	Description
User Type	Shows the various user types. You can import all types of users including admins, operators, VidyoRooms, executives, and legacy devices. However, when imported, they are all created as the Normal user type.
Username, Password, Fullname, and Email	Provide details about the user.
Extension	Shows the user's unique extension. The extension values must be numeric values.

Column	Description
Group	Shows the provisioned group to which the user belongs. The groups must be defined before you can assign users to them. For more information about groups, contact Vidyo Support.
Language	Shows the two-letter language code for the user.
Description	Shows the optional information that may have been entered when the user was added.
Proxy	Shows the optional proxy to which the user has been assigned.
LocationTag	Shows the location tag to which the user has been assigned.

Except for **Proxy** and **Description**, all user account fields are required when importing users.

Import users

If you need to add multiple user accounts, you can do so by importing a .csv or .veb file that contains the user information.

> Note
>
> - All imported users are created as the Normal user type.
>
> - Imported users do not trigger new user account notifications. Administrators must directly email the login credentials to all imported users.

1. On the **Users** page, click **Import Users** at the bottom of the page. The **Import Users** dialog displays.
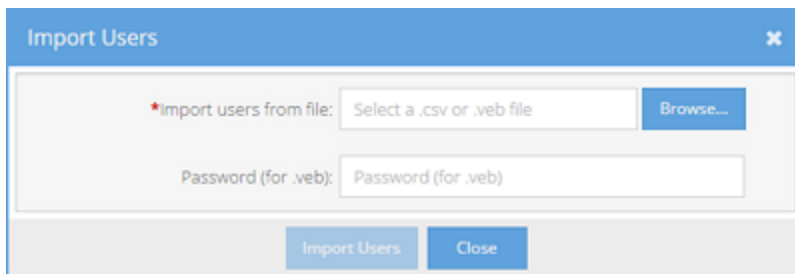
2. Click **Browse…**.
3. Locate and open your .csv or .veb file.
4. If you want to import a .veb file, enter a password to protect the .veb file bundle.
5. Click **Import Users**. A message displays confirming the number of imported users.

5: Configure VidyoConnect-User

Change settings on Desktop and WebRTC

Change settings on Mobile

Change call settings

Change audio/video settings

Integrate your calendar

Enable screen readers

When you join a conference on Mobile, you can enable **Voice+Content Only** by tapping the toggle on the initial screen.

When you join a conference on Desktop or WebRTC, you can change your speaker, microphone, and camera, and test the conference hardware.
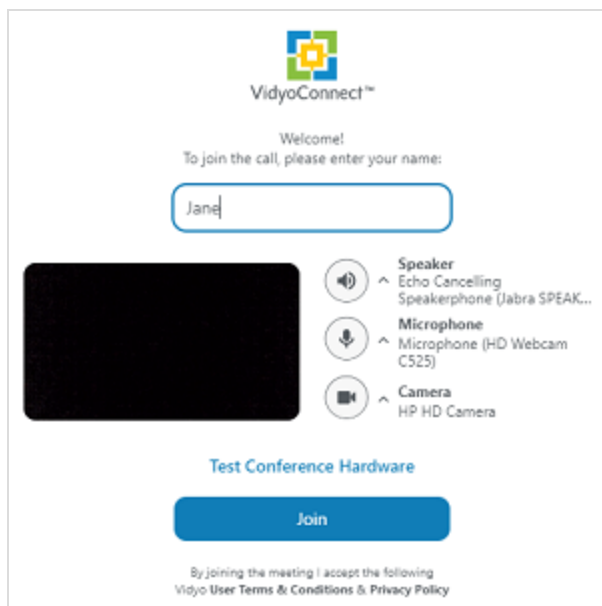
Change settings on Desktop and WebRTC

Click ⚙ **Settings** at the top-right corner of the VidyoConnect screen.

The settings are arranged on the following tabs.

- **General**—click to change your call settings.
- **Audio/Video**—click to change your device settings.
- **Account**—click to view your account details such as your display name, and sign out of the application.
- **Integrations**—click to integrate your Google or Outlook system calendar so you can see your video meetings and join them from within the VidyoConnect app. (*Desktop only*)
- **About**—click to view the VidyoConnect version and Vidyo legal information.
- **Help**—click to generate a diagnostic report to send to Vidyo Support.

Change settings on Mobile

Tap ••• More at the bottom of the screen and then tap **Settings**.

The information on the **Settings** tab is arranged as follows:

- **Your name**—tap to view your account details.
- Preferences—tap to view the **Preferences** page.
- **About VidyoConnect**—tap to view the VidyoConnect version and copyright information.
- **Terms & Privacy**—tap to view the Vidyo legal information.
- **Generate Logs**—tap to generate a diagnostic report to send to Vidyo Support.
- **Sign out**—tap to sign out of the application.

Preferences
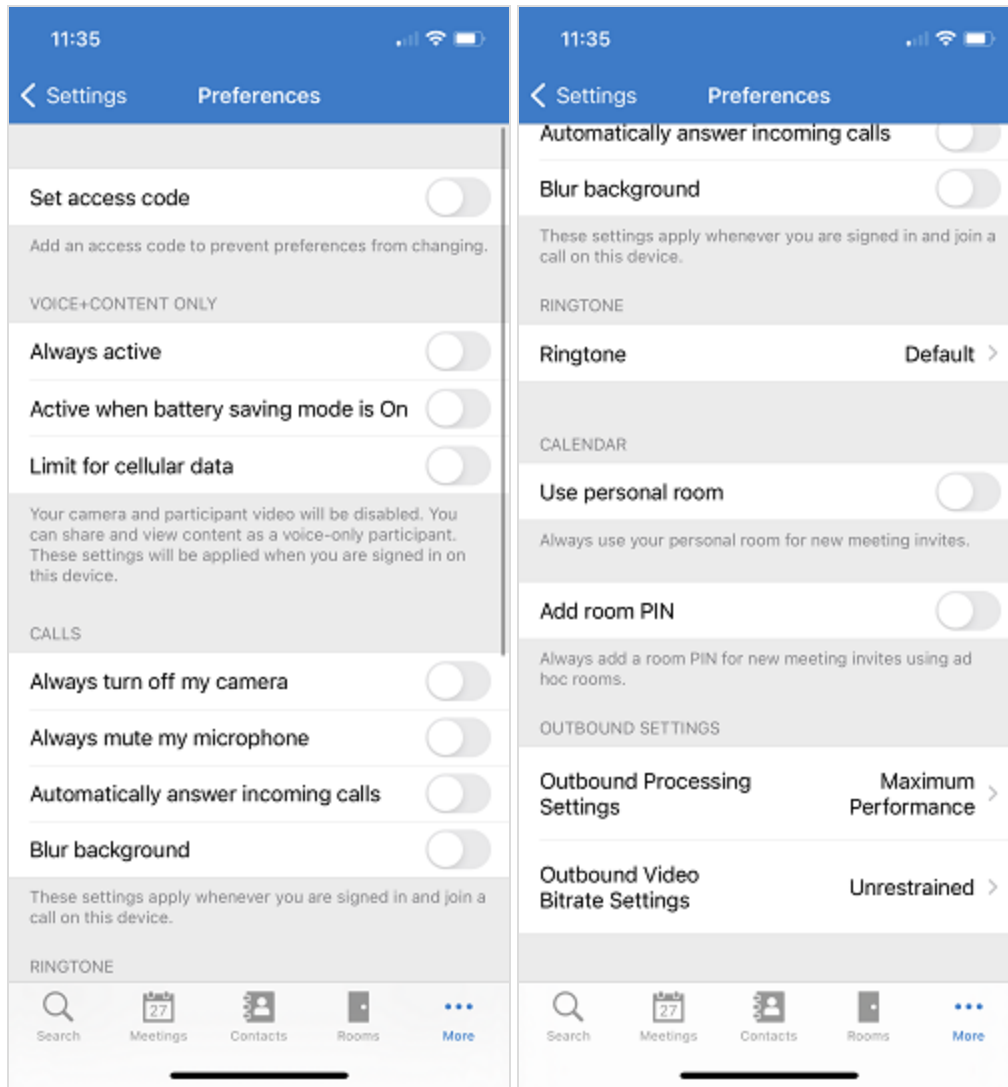
To...	Do this...	More info
Add an access code to prevent your preferences from changing	Select **Set access code**.	
Voice+content only		
Join conferences as voice-only participants who can share and view content	Under **Voice+content only**, select as appropriate:	Allows registered and guest users to join conferences as voice-only participants who can share and view

To...	Do this...	More info
	• Always active • Active when battery saving mode is On • Limit for cellular data	content. Limit for cellular data is only available on devices that have or support SIM cards.
Calls		
Disable your camera when you sign in and join a call using this device	Under **Calls**, select **Always turn off my camera**.	You can re-enable your camera before each call and during calls.
Mute your microphone when you sign in and join a call	Under **Calls**, select **Always mute my microphone**.	You can unmute your microphone before each call and during calls.
Automatically answer any incoming VidyoConnect calls and accept meeting notifications	Under **Calls**, select **Automatically answer incoming calls.**	
Use a blurred background	Under **Calls**, select **Blur background**.	
Ringtone		
Change the ringtone	Under **Ringtone**, select **Default** or **Vintage**.	The vintage ringtone sounds like a traditional landline ringtone.
Calendar		
Use the link to your personal room whenever you create a new meeting invitation	Under **Calendar**, select **Use personal room**.	
Add a room PIN whenever you create a new meeting invitation using an ad hoc room	Under **Calendar**, select **Add room PIN**.	The room PIN provides an extra level of security.
Outbound Settings		
Configure your **Outbound Processing Settings** before a call	To conserve processing power, select **Resource Optimized**. To have the best experience possible on your processing power, select **Maximum Performance**.	
Configure your **Outbound Video Bitrate Settings** before	To use the minimum possible bandwidth, select **Restricted**.	

To...	Do this...	More info
a call	To balance video quality and bandwidth use, select **Recommended**. To send maximum possible quality video, select **Unrestrained**.	

Change call settings

For Mobile, see Change settings on Mobile.
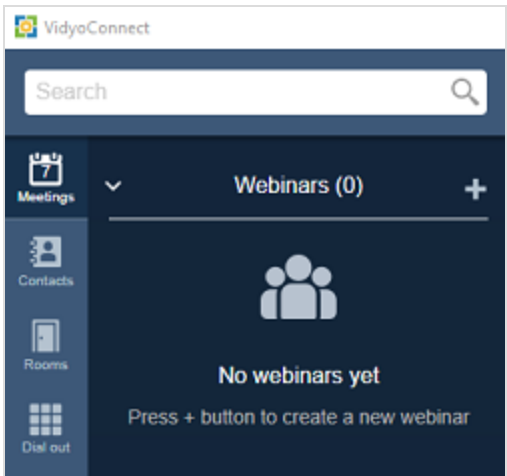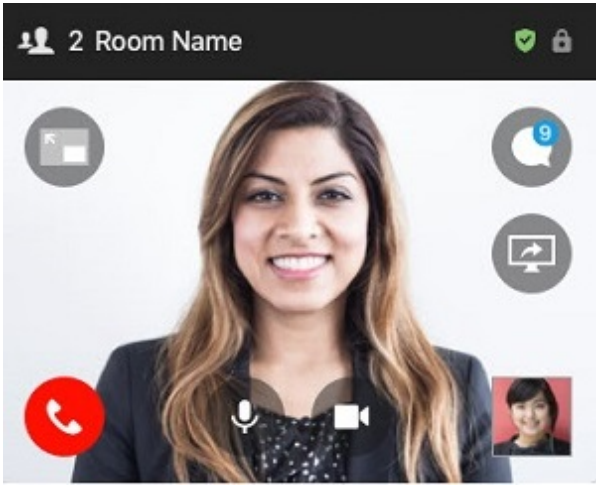
> Note
>
> - Some settings are determined by your administrator and you cannot change them. For details, see Desktop MSI installer.
> - For WebRTC, only **Language** appears on the **General** tab.
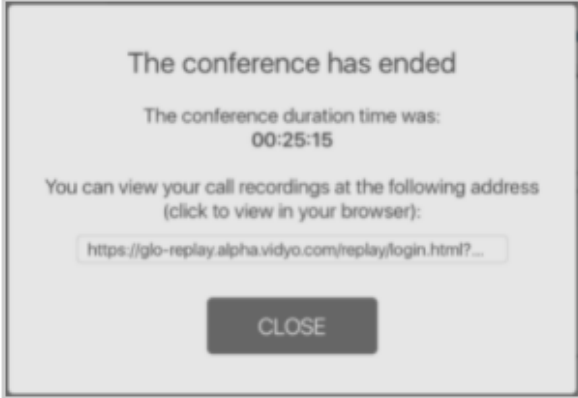
Click ⚙ **Settings** at the top-right corner of the VidyoConnect screen. If necessary, click the **General** tab.

To...	Do this...	More info
Change the language	In the **Language** list, select the language for your VidyoConnect application.	The VidyoConnect user interface is available in these languages: English, French, German, Italian, Japanese, Korean, Polish, Simplified Chinese, Spanish, and Ukrainian. For more information about setting the language as a Super Admin, refer to *Setting the Language for the Super Admin Interface* in the *VidyoPortal and VidyoRouter Administrator Guide*.
Launch VidyoConnect	Select the **Launch**	If your administrator has enabled this setting, you

To...	Do this...	More info
when you log in to Windows	**VidyoConnect when my computer starts** checkbox.	cannot change it.
Change your VidyoConnect application background from white to black	Select the **Enable dark theme** checkbox.	Dark theme is especially useful in a hospital to enable patients to rest while they have a computer monitor near them for a nurse at a nurse's station to observe them in their rooms. If your administrator has enabled this setting, you cannot change it.
Set VidyoConnect to accept any incoming calls automatically	Select the **Automatically answer incoming calls** checkbox.	When enabled, whenever you receive an incoming call, VidyoConnect displays a message for three seconds indicating who is calling you. If you do not manually answer or decline the call within three seconds, the VidyoConnect application automatically answers and connects you to the call. If your administrator has enabled this setting, you cannot change it.
Set the participants list to display automatically when you join a call	Select the **Open participants list when joining the call** checkbox.	
Set the chat panel to display automatically when you join a call	Select the **Open chat panel when joining the call** checkbox.	
Set a specific tab to display when you open VidyoConnect	In the **Default Tab** list, select the tab you want to view when you open VidyoConnect.	By default, the Rooms tab displays when you open VidyoConnect. You can select a different tab. If your administrator has enabled this setting, you cannot change it.
Create webinars and invite participants to your event in the VidyoConnect desktop app	Select the **Enable webinars** checkbox.	When enabled, the Meetings tab displays Webinars and the number of webinars you have created. The initial number is (0).

To...	Do this...	More info
Set the VidyoConnect desktop application window to always remain on top of other windows	Select the **Always keep application on top** checkbox.	
Always start conferences in mini mode	Select the **Always start conference in mini mode** checkbox.	You can set VidyoConnect to start calls in the small Mini Player mode window, if you have a small screen or you need to easily and quickly maneuver from one application to another during a meeting. In the call, to change from Mini Player mode, click the Layout button.
Set VidyoConnect to start your calls with your VidyoConnect screen in maximized mode	Select the **Always start conference maximized** checkbox.	From version 22.1.0.
Display a conference	Select the **Enable**	When the conference ends, a message appears

To...	Do this...	More info
duration timer in the upper-right corner of the VidyoConnect desktop app to let conference participants know how long they've been in the conference	**conference duration timer** checkbox.	indicating your total participation time. If you recorded the conference, the message also provides a link to the recording. The conference has ended The conference duration time was: 00:25:15 You can view your call recordings at the following address (click to view in your browser): https://glo-replay.alpha.vidyo.com/replay/login.html?... CLOSE

Change audio/video settings

For Mobile, see Change settings on Mobile.

> **Note**
>
> - For WebRTC, only **Camera, Microphone,** and **Speaker** appear on the **Audio/Video** tab, and you can only select the device to use from the list.
> - You must set your **Conference Profile**, **Outbound Processing Setting**, and **Outbound Video Bitrate Setting** prior to your calls because you cannot change these settings during an active call.
> - Conference Profile, Outgoing Processing Setting, and Ringing Device require at least version 21.5.0.
> - Customize background requires at least version 21.6.0.
> - To view call quality statistics, press CTRL+SHIFT+T and CTRL+SHIFT+I.

Camera

Microphone

Speaker

Conference Profile

Outbound Processing Setting

Outbound Video Bitrate Setting

Ringing Device

Click ⚙ **Settings** at the top-right corner of the VidyoConnect screen. Click the **Audio/Video** tab and then follow the instructions for the device, profile, or outbound setting.
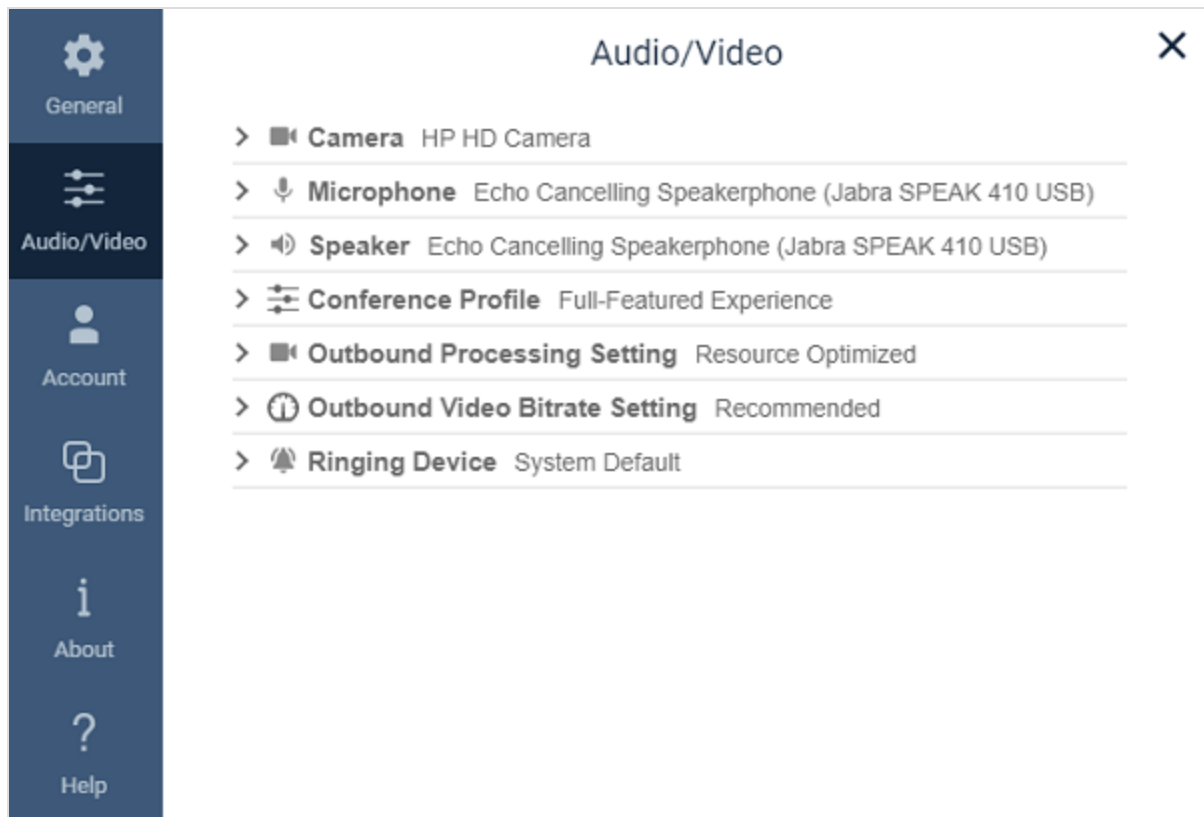
Camera

To view the settings, click the **>** in front of **Camera**.

To...	Do this...
Use a different camera	Select it in the list.
Make the selected camera your preferred device	Select the **Select as preferred device** checkbox.
Start calls/conferences with your camera turned off	Select the **Turn off my camera by default** checkbox.
Enable call participants to remotely control supported Pan-Tilt-Zoom (PTZ) cameras connected to far-end VidyoConnect desktop or VidyoRoom endpoints	Select the **Allow remote control** checkbox.
Use a blurred background	Click **Blur background.**
Use a virtual background	Click the background.
Use a custom background	Click **Select local image**, and select a PNG or JPG image. The maximum size is 2MB.
Clear the customized background	Click **Clear effect** .
Delete a custom background image	Click on the custom image.

Microphone

To view the settings, click the **>** in front of **Microphone**.
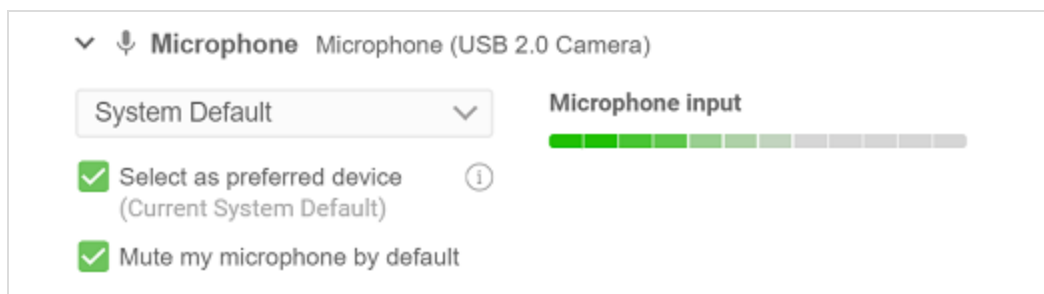
To...	Do this...
Use a different microphone	Select it in the list.
View the real-time microphone audio levels	Speak into the microphone and view the input level.

To...	Do this...
Make the selected microphone your preferred device	Select the **Select as preferred device** checkbox.
Start calls/conferences with your microphone muted	Select the **Mute my microphone by default** checkbox.

Speaker

To view the settings, click the **>** in front of **Speaker**.

To...	Do this...	More info
Use a different speaker	Select it in the list.	
Test the sound	Click the blue arrow next to **Test Sound.**	You should hear the ringtone playing and the see the bar moving. If you can see the bar moving but there is no audio, check that the volume is not turned down and that you have selected the correct speaker.
Make the selected speaker your preferred device	Select the **Select as preferred device** checkbox.	
Hear a notification sound every time a person joins or leaves a call	Select the **Enable notification sounds** checkbox.	
Start calls/conferences with your speaker muted	Select the **Mute my speaker by default** checkbox.	
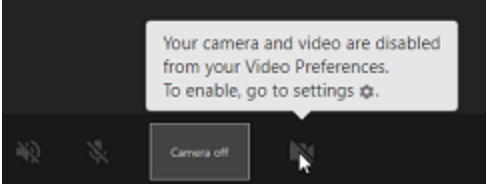
Conference Profile

Desktop only.

Conference Profile is used for specifying the settings that are associated with a user's calls or conferences. You can select these settings based on how you use the VidyoConnect for desktop app. You can also change these settings at any time, including during an ongoing call.

To view the settings, click the **>** in front of **Conference Profile**.

For...	Do this...	More info
A video and audio experience with the ability to view and share content	Select **Full-Features Experience.**	This is the default setting.
An audio-only experience with the ability to view and share content	Select **Voice+Content.**	Your video and cameras will be muted/disabled.
If you are a VidyoRoom system conference user, for wireless content sharing and viewing	Select **Room Content Share.**	Benefits include reduced audio issues such as echo and no need for extra cables. The application displays a message that *Video and audio are disabled because of your selected Video Preference.*

Outbound Processing Setting

Desktop only.

To view the settings, click the **>** in front of **Outbound Processing Setting**.

To...	Do this...
Conserve processing power	Select **Resource Optimized**.
Have the best experience possible on your processing power	Select **Maximum Performance**.

Outbound Video Bitrate Setting

Desktop only.

To view the settings, click the **>** in front of **Outbound Video Bitrate Setting**.

To...	Do this...
Use the minimum possible bandwidth	Select **Restricted.**
Balance video quality and bandwidth use	Select **Recommended.**
Send maximum possible quality video	Select **Unrestrained.**

Ringing Device

Desktop only.

The ringing device is a speaker that plays an incoming call ringtone. You have the option to use the system default or a specific speaker as your ringing device. You can also test the sound and disable the incoming call ringtone.

To view the settings, click the **>** in front of **Ringing Device**.
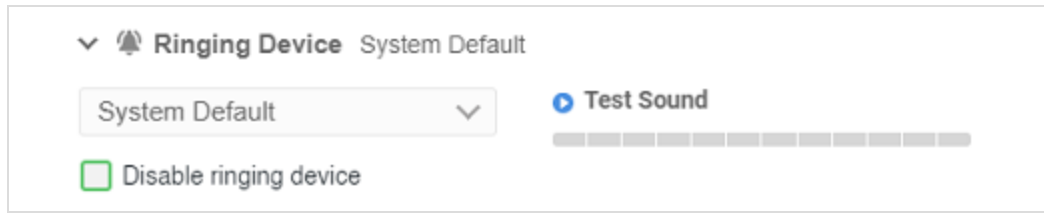
To...	Do this...	More info
Use a different ringing device	Select it in the list.	
Test the sound	Click the blue arrow next to **Test Sound.**	You should hear the ringtone playing and the see the bar moving. If you can see the bar moving but there is no audio, check that the volume is not turned down and that you have selected the correct ringing device.
Disable the ringing device	Select the **Disable ringing device** checkbox.	

Integrate your calendar

> **Note**
>
> For mobile, you enable calendar integration in the Settings of your device.

Desktop only.

Office 365 calendar

Outlook calendar (PC only)

Google calendar

Exchange calendar (Mac only)

Install the Google Calendar Add-on

You can integrate your Google or Outlook calendar so you can see your upcoming meetings and create new ones from the VidyoConnect app.

You can install the Google Calendar Add-on or the Outlook add-in so you can create meetings directly from the calendar.

Click ⚙ **Settings** at the top-right corner of the VidyoConnect screen. Click the **Integrations** tab and then follow the instructions for your calendar.
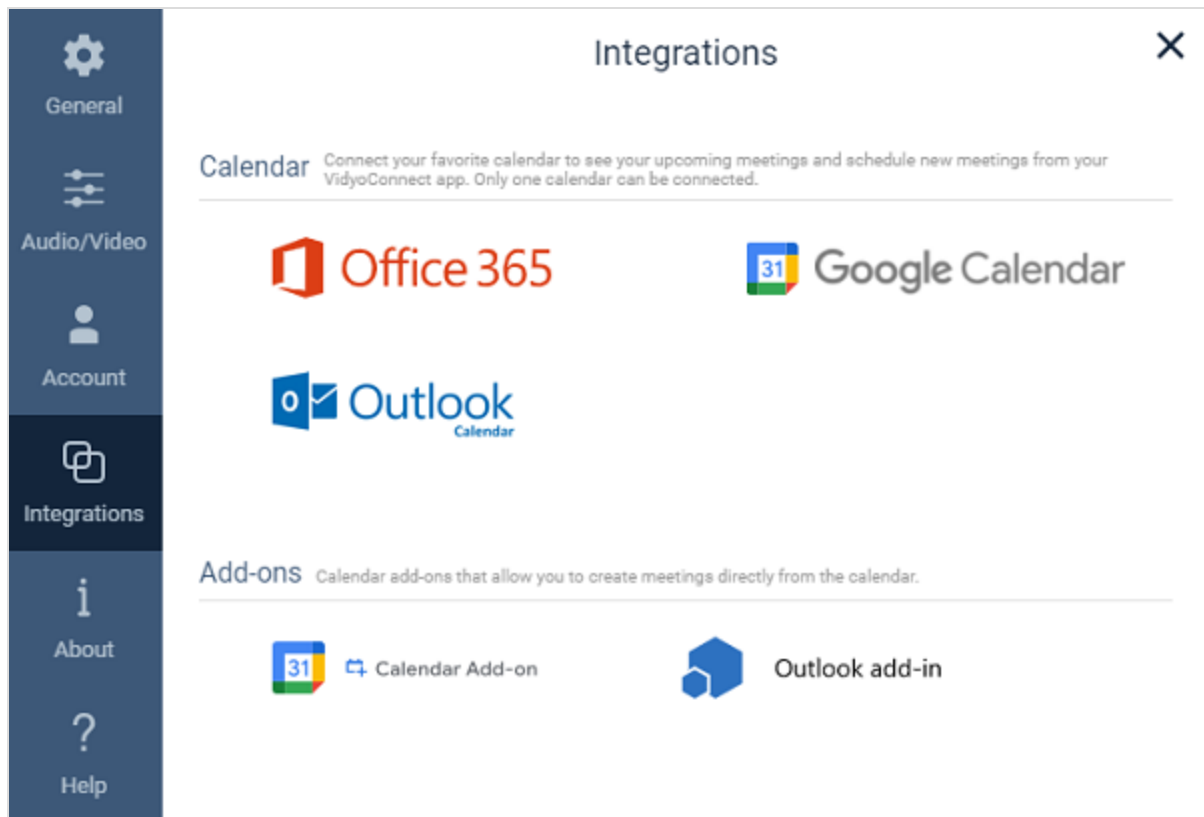
Office 365 calendar

1. Click **Office 365.** The **Office 365 Calendar** (connect) window displays.

2. Click **Connect.** The Microsoft **Pick an account** dialog displays.

3. Select an account and sign in. The Microsoft **Stay signed In?** dialog box displays.

4. Click **Yes** to reduce the number of time you are asked to sign in. The **Open VidyoConnect?** dialog box displays.

5. Click **Open VidyoConnect.** Your calendar connects with the VidyoConnect app.

To disconnect, in the **Integrations** window, click **Office 365 Calendar** again.

Outlook calendar (PC only)

> Note
>
> You must have the Outlook application on your PC.

1. Click **Outlook Calendar**. The **Outlook Calendar** (connect) window displays.

2. Click **Connect.** Your **Outlook Calendar** connects with the VidyoConnect app.

To disconnect, in the **Integrations** window, click **Outlook Calendar** again.

Google calendar

1. Click **Google Calendar.** The **Google Calendar** (connect) window displays.

2. Click **Connect.** If you have Google accounts, a dialog appears, showing those Google accounts.

3. From the list, select the Google account you want to connect with the VidyoConnect app. If you do not have an account, create one on the sign-up page.

4. Enter your username and password for your Google account. The **Grant VidyoConnect permission** dialog displays (page 1/2).

5. Click **Allow.** Page 2/2 of the **Grant VidyoConnect permission** dialog displays.

6. Click **Allow.** The **Google confirm your choices** page displays.

7. Click **Allow.** The **Open VidyoConnect?** dialog box displays.

8. Click **Open VidyoConnect.** Your Google calendar connects to the VidyoConnect app.

To disconnect, in the **Integrations** window, click **Google Calendar** again.

Exchange calendar (Mac only)

Note

Vidyo uses Exchange Web Services (EWS) when integrating with your Exchange calendar. We use email addresses to authenticate users instead of a username, which may confuse most exchange security admins since they don't usually authenticate in this manner.

1. Click **Exchange.** The **Exchange** (connect) window displays.

2. Enter the **Exchange URL.**

3. Enter your Exchange **Email Address** and **Password** in the designated fields.

4. Click **Connect.**

To disconnect, in the **Integrations** window, click **Exchange** again.

Install the Google Calendar Add-on

Note

You can enhance the event scheduling capability of your Google calendar by adding the VidyoConnect Calendar Add-On to it. Installing this add-on allows you to add and edit Vidyo meetings from your Google calendar and invite participants to the event by sending Vidyo meeting links.

1. Click **Calendar Add-On.** You are directed to the app store to install VidyoConnect.
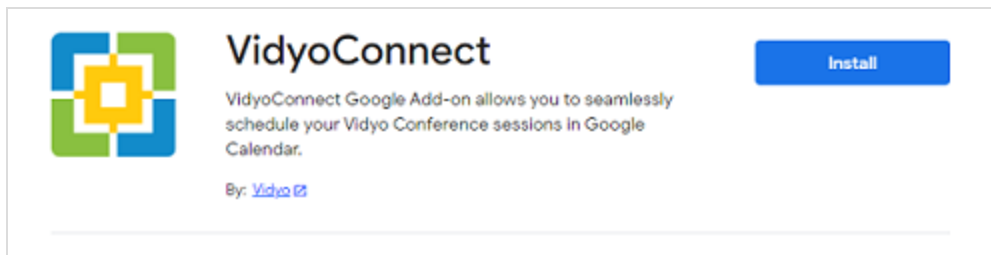
2. Click **Install.** The **Get ready to install** dialog displays.

3. Click **Continue.** The **Choose an account** dialog displays.

4. Select an account. The allow access dialog displays.

5. Click **Allow.** A dialog confirming the installation of **Calendar add-on** displays.

6. Go to your Google account, look for on the right panel and click on it. The sign in page displays.

7. Click **Sign in.** The **VidyoConnect Login** page displays.

8. Click **Continue.** A page on which you are asked to sign in with your organization account displays.

9. Sign in with your credentials. If you log in successfully, the VidyoConnect page appears in your calendar (on the right) and you can now schedule or edit a Vidyo meeting.
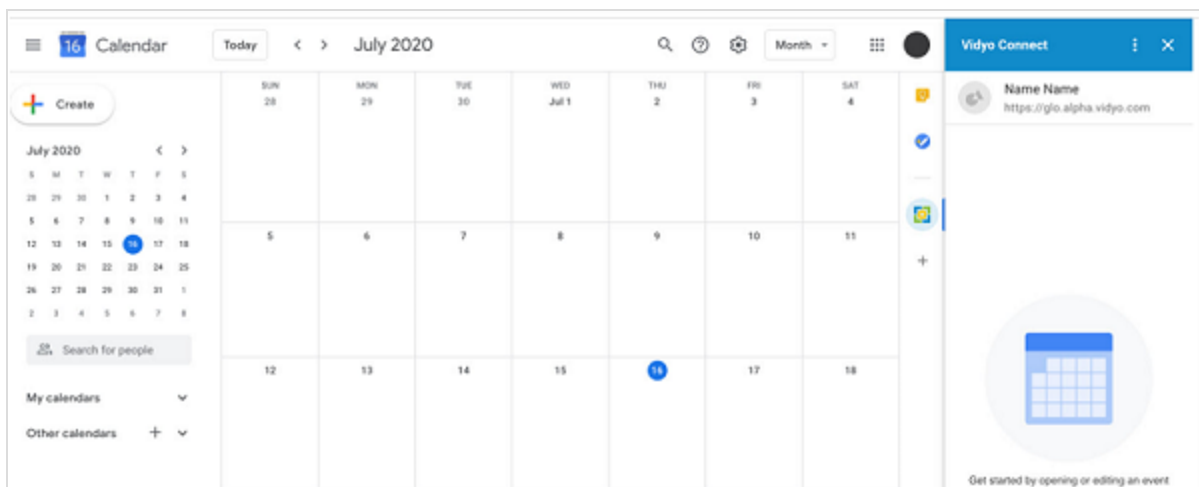
10. To schedule a meeting, click on a date in the calendar, provide all the required meeting details and click **Create Vidyo Meeting.**

Enable screen readers (Android and iOS)

Starting with version 21.6.0 of the VidyoConnect for mobile app, users with visual impairment can now use the built-in screen readers of their mobile devices to navigate their Vidyo calls. Screen readers allow a visually impaired user to read the text on their device with a speech synthesizer that reads out the text on display. When a user presses and focuses on a button or icon, the screen reader will announce what that button or icon is used for. Also, when a user uses gestures such as swiping left or right and causes a change on the screen, the screen reader will announce the change that occurs. These screen readers can be used to navigate the VidyoConnect menus, dropdown menus, toolbars, meeting controls, etc.

Screen readers must be enabled on the **Settings menu of your mobile device** (not the VidyoConnect for mobile app Settings).

Enable TalkBack on Android

1. Go to the **Settings o**f your device.
2. Select **Accessibility > TalkBack.**
3. Turn on **Use TalkBack.**
4. Select **OK.**

Enable VoiceOver on iOS

1. Go to the **Settings o**f your device.
2. Select **General.**
3. Select **Accessibility.**
4. Select **VoiceOver.**
5. Turn on **VoiceOver.**

6: Use VidyoConnect

Desktop/WebRTC pre-call

Desktop/WebRTC in-call

Mobile pre-call

Mobile in-call

Moderate a meeting

Record a meeting

Invite participants to join an ongoing call

Create a webinar

Desktop/WebRTC pre-call

Search for a person, room or SIP endpoint

Join or schedule a meeting or webinar

Add or call a contact

Add, join, create, or delete a room

Call an IP or SIP address

> **Note**
>
> If you want to configure any settings/preferences, see Configure VidyoConnect-User.

To view the Participants and Search panel, click **Search and participants** at the top left of the screen.
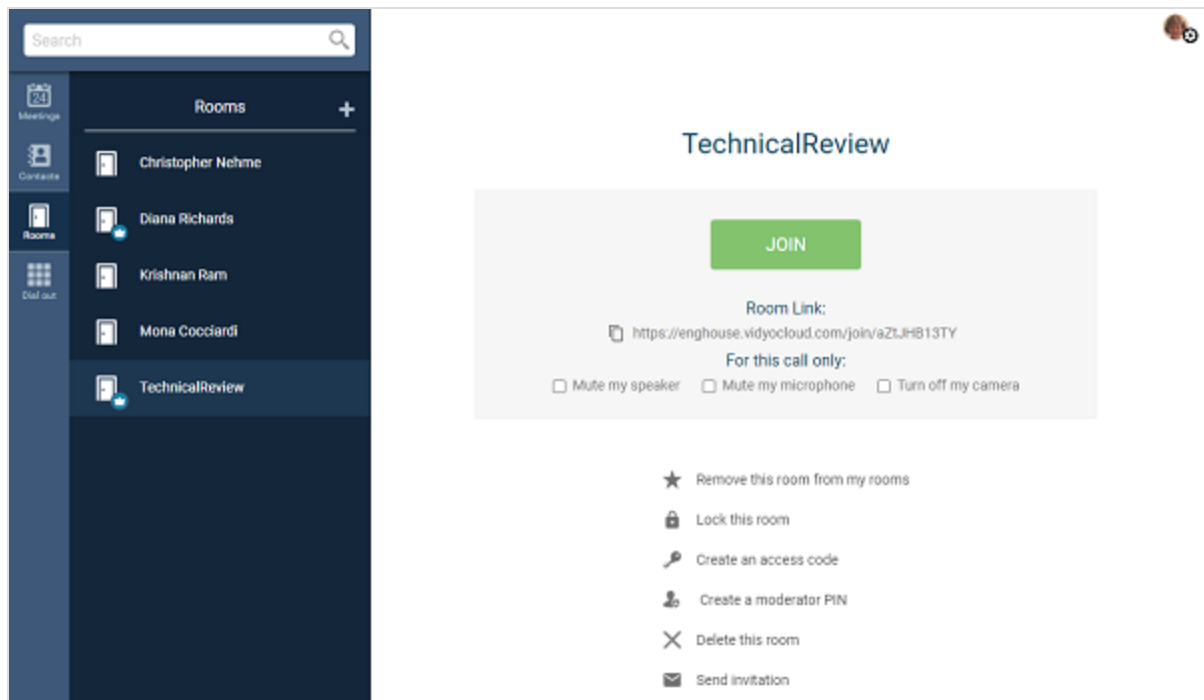
Search for a person, room or SIP endpoint

Start typing in the **Search** box. As soon as you type two characters, items that contain those characters appear. Matching is case-insensitive.

Results are listed under H.323/SIP endpoints, people, and rooms.

To add the item as a favorite to your **Contacts** list, click the ⭐ next to the result.

Join or schedule a meeting or webinar

If you have integrated your Google or Outlook system calendar with your VidyoConnect app (see Integrate your calendar) or if you have set up any webinars, the **Meetings** tab lists the video meetings you have scheduled for the day and enables you to join them from within the VidyoConnect app. If you have any webinars scheduled, they also appear on the **Meetings** tab.

Schedule a meeting

To schedule a meeting, click ➕. A Vidyo meeting invitation opens in your default email application that includes the link to the meeting and other information about the video call. You can then edit the invitation as needed and send it to your invitees.

To create a webinar, see Create a webinar.

Add or call a contact

To add a contact to the **Contacts** list, search for the person, and then click ★ next to the name.

On the **Contacts** tab, when you click a contact's name, more options appear on the right side of the VidyoConnect app. You can use these options to view the contact's status, call them directly, mute your speaker or microphone and turn off your camera for that call, email the contact, schedule a video meeting with them, or remove them from your **Contacts** list.

Add, create, join, or delete a room

To add a room to the **Rooms** list, search for the room, and then click ★ next to the name.

On the **Rooms** tab, when you click the name of a room that you own (indicated by a crown icon), more options appear on the right side of the VidyoConnect app. You can use these options to join your room, see your room link, mute your speaker or microphone and turn off your camera for the next call, remove your room from the **Rooms** list, lock your room, create an access code or moderator PIN (see Moderate a meeting). If you created the room, an option to delete the room also appears.

If you click the name of a room that you do not own, fewer options appear on the right side of the app. You can join the room, mute your speaker or microphone and turn off your camera for the next call, or remove that room from your **Rooms** list.

To create a room, click ✚. The **Create a new room** dialog appears. Enter a name for the room and click **Save**. If you want this room to appear on your **Rooms** list, keep the **Add this room to my favorites** checkbox selected.

To join a room, click on the name of the room you want to join, and then click **Join**.

For all rooms, you can do the following before you join the room:

- Mute or unmute your speaker for your next call.
- Mute or unmute your microphone for your next call.
- Turn off your camera for your next call.
- Add or remove the room from the **Rooms** list.
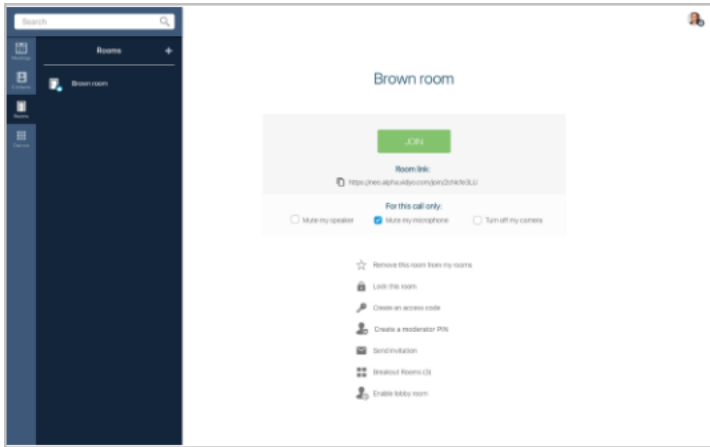
In addition to the list of room control options above, if you own the room (as indicated by a crown icon beside your name in the Rooms list), you can:

- See your room link.
- Lock or unlock your room.
- Create an access code or moderator PIN (see the Create, change, or remove the moderator PIN section of Moderate a meeting).
- Send an invitation to a meeting in the room.
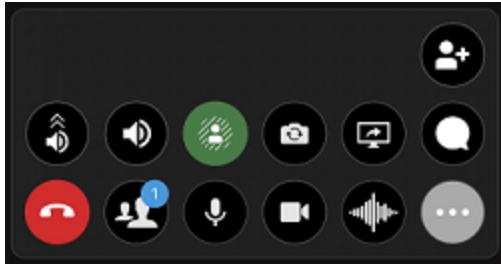- Create a webinar in the room (see Create a webinar).

Call an IP or SIP address

On the **Dial out** tab, enter an IP address or SIP address and click **Call**.
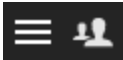
If you want to mute/unmute your speaker or microphone or turn on/off your camera for the current call, click the icons before you click **Call**.

Desktop/WebRTC in-call

When you are in a call, a toolbar appears at the bottom of the VidyoConnect application. If you are the meeting moderator, additional controls appear when you click [icon] **Participants and search** . If your window is not large enough, all the buttons shown below may not appear on your screen. If so, the **More** button [icon] appears, and you can click it to view the additional options.

Click...	To...
[icon] **Leave the call**	Disconnect the call.
[icon] or [icon] **Speaker**	Mute or unmute your speaker. Click **^** to change the device. See also Change audio/video settings.
[icon] or [icon] **Microphone**	Mute or unmute your microphone. Click **^** to change the device. See also Change audio/video settings.
Self-view window	Pin or unpin the larger-sized window. Hover over the self-view window to enlarge it.
[icon] or [icon] **Camera**	Turn on or turn off your camera. Click **^** to change the device. See also Change audio/video settings.
[icon] **More**	View more call controls.
[icon] **Closed captioning**	View closed captioning on your screen during calls.
[icon]	Change the layout and select the number of participants to view. See also Change call settings.

Click...	To...
Layout	Theater view / Grid view / Mini View
Invite to call	Invite a participant to the call. You can search for the participant and then call them, email them, or send them a link to the call. See Inviting participants to join an ongoing call.
Share	Share your applications, screens, whiteboard, or other content.
Chat	Access and join the group chat. The chat panel opens on the right. Click again to close the chat panel.
Participants and search	View the participants list and search. This control appears at the top left of the screen. If you are the meeting moderator, additional controls appear in this list that enable you to record and moderate the call, and send invitations. See Moderate a meeting and Record a meeting.
Copy room link	Copy the room link to the clipboard. This control appears at the top right of the meeting host's screen.
Far-end camera control	Remotely control a participant's camera, if enabled. This control appears on the participant's video.

Mobile pre-call

Search for a person, room or SIP endpoint

Join or schedule a meeting

Add or call a contact

Add, join, create, or delete a room

Call an IP or SIP address

> **Note**
>
> If you want to configure any settings/preferences, see Change settings on Mobile.

The **Search**, **Meetings**, **Contacts**, **Rooms**, and **More** tabs appear at the bottom of the screen.
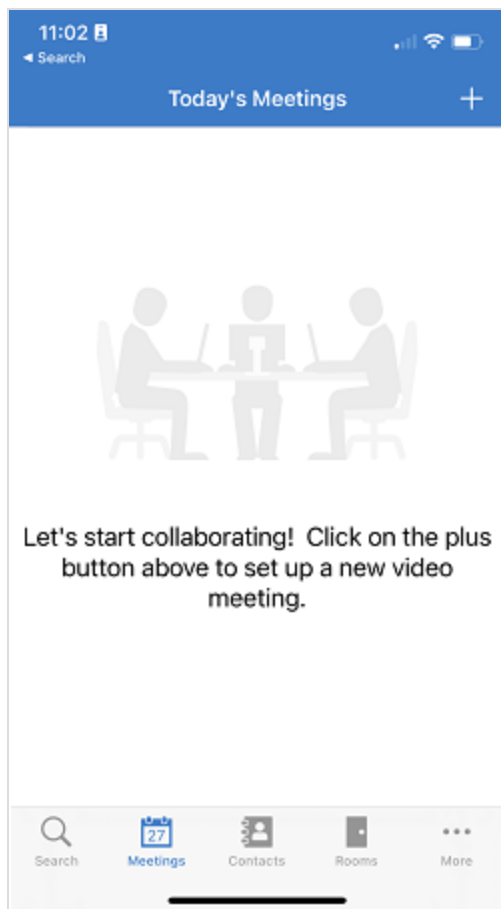
Search for a person, room or SIP endpoint

On the **Search** tab, start typing in the **Search** box at the top of the screen. As soon as you type two characters, items that contain those characters appear. Matching is case-insensitive and you can tap

 to filter the results.

To add the item as a favorite to your **Contacts** list, tap the next to the result.

Results are listed under H.323/SIP endpoints, people, and rooms.

Join or schedule a meeting

If you have integrated your Google or Outlook system calendar with your VidyoConnect app, the **Meetings** tab lists the video meetings you have scheduled for the day and enables you to join them from within the VidyoConnect app. See Integrate your calendar.

To schedule a meeting, tap . A Vidyo meeting invitation opens in your default email application that includes the link to the meeting and other information about the video call. You can then edit the invitation as needed and send it to your invitees.

Add or call a contact

To add a contact to the **Contacts** list, on the **Search** tab, search for the person, and then tap next to the name.

To remove the contact from your **Contacts** list, tap .

On the **Contacts** tab, when you tap a contact's name, more options appear on a new screen. You can use this screen to to view the contact's status, call them directly, mute your speaker or microphone and turn off your camera for that call, email the contact, or schedule a video meeting with them.

Add, join, create, or delete a room

To add a room to the **Rooms** list, on the **Search** tab, search for the room, and then tap next to the name.

To remove the room from your **Rooms** list, tap the room and then tap .

On the **Rooms** tab, when you click the name of a room that you own (indicated by a crown icon), more options appear on a new screen. You can use this screen to join your room, see your room link, mute your speaker or microphone and turn off your camera for the next call, remove your room from the **Rooms** list, lock your room, create an access code or moderator PIN (see Moderate a meeting). If you created the room, an option to delete the room also appears.

If you click the name of a room that you do not own, fewer options appear on the new screen. You can join the room, mute your speaker or microphone and turn off your camera for the next call, and remove the room from your **Rooms** list.

To create a room, tap . The **Create a new room** dialog appears. Enter a name for the room and tap **Create**. The room appears on your **Rooms** list.

To join a room, tap the **Rooms** tab, tap on the name of the room you want to join, and tap **Join**.

For all rooms, you can do the following before you join the room:

- Mute or unmute your microphone for your next call.

- Turn off your camera for the next call.

If you own the room (as indicated by a crown icon), you can also use the **Rooms** tab to:

- Lock or unlock your room.

- Create an access code or moderator PIN (see Moderate a meeting).

- Schedule a new meeting.

- Delete the room (if you created the room).

Call an IP or SIP address

Tap the **More** tab and then tap **Dial Out**.

On the **Dial out** tab, enter an IP address or SIP address and tap **Call**.

If you want to mute/unmute your speaker or microphone or turn on/off your camera for the current call, tap the icons before you click **Call**.

Mobile in-call

Mobile in-call controls

When you are in a call, a toolbar appears at the bottom of the VidyoConnect mobile application.

Click...	To...
Leave the call	Disconnect from the meeting.
Participants	View the participants list. If you are the meeting moderator, additional controls appear in this list. See Moderate a meeting and Record a meeting.
or **Microphone**	Mute or unmute your microphone. See also Change settings on Mobile.
or **Camera**	Turn on or turn off your camera. See also Change settings on Mobile.
or **Voice-only**	Disable all video and become a voice-only participant. The icon changes to green when enabled. Voice-only participants can still share and view content. See also Change settings on Mobile.
More	View more call controls.
or **Boost**	Boost the volume by 5x. The icon changes to green when enabled.

Click...	To...
Speaker	Mute or unmute your speaker.
Closed captioning	View closed captioning on your screen during calls.
Blur	Blur your background during video calls. The icon changes to green when enabled. See also Change settings on Mobile.
Reverse camera	Reverse the camera.
Share	Share your device screen.
Chat	Access and join the group chat. Click again to close the chat panel.
Invite to call	Invite a participant to the call. You can search for the participant and then call them, email them, or send them a link to the call.
Far-end camera control	Remotely control a participant's camera, if enabled. This control appears on the participant's video.

Moderate a meeting

Overview

This capability enables a smooth meeting experience for room owners and designated meeting moderators from within the VidyoConnect for Desktop application.

- Room owners can create or modify a room moderator PIN, so if necessary other participants can switch to moderator by entering the PIN in the call.

- In-call moderators can soft mute all audio/video or per participant. A soft mute action mutes the selected device, microphone, or camera, but allows the remote users to re-enable if desired. Additionally, in-call moderation can disconnect a selected participants or all participants from a call.

- Additional moderation controls, like hard mute and selecting a meeting recording profile are available through the Vidyo Control Meeting web page, which is accessible when clicking Open Browser from the Moderate call pop-up window.

Moderators and participants can:

- Host sensitive team discussions and easily lock a room to prevent other participants from joining.

- Moderate group sessions and webinars by hard muting all participants' audio and video to minimize disruption to the presenter and shared content.

- Collaborate with corporate groups to soft mute all participants' audio while presenting a strategic plan.

- Lead a company town hall meeting and easily and effectively disconnect all participants once the meeting has ended.

Create, change, or remove the moderator PIN

If you know you want to delegate permissions to another moderator during a call, you can create a PIN in advance. This way participants can switch anytime to moderator by entering the PIN in the call.

1. As the conference owner, open the VidyoConnect for desktop application.
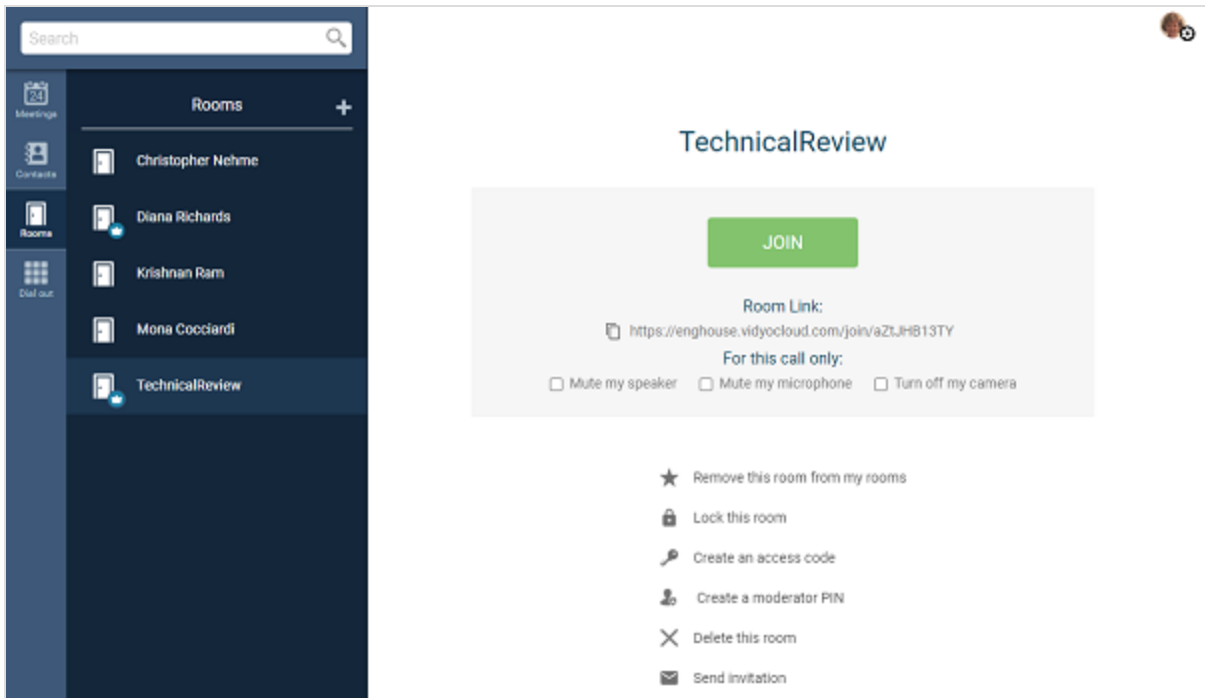
2. On the right side of the VidyoConnect app, click **Create a moderator PIN**. The Moderator PIN pop-up displays.
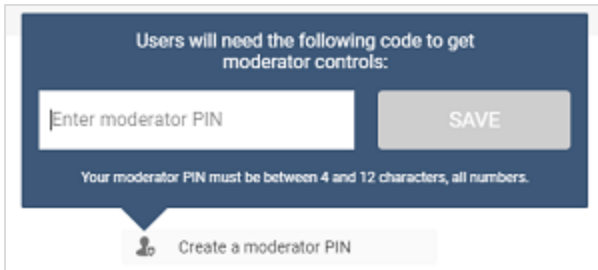
3. Enter a 4 to 12 character code with all numbers and click **Save**. The system generates a moderator PIN and **Change or remove moderator PIN** displays instead.

   > Note
   >
   > Minimum and maximum PIN length is configured in the VidyoPortal.

4. To change or remove a moderator PIN, click **Change or remove moderator PIN**. The Change or Remove Moderator PIN pop-up displays.

Change or remove moderator PIN
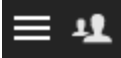
5. To change the moderator PIN, enter a new moderator PIN and click **Change**. To remove the moderator PIN, click **Remove Moderator PIN**.

Switch to moderator

Before becoming a moderator, you must obtain the moderator PIN from the conference room owner via email or other communication channel.

To switch to moderator:

1. As the conference participant, open the VidyoConnect for desktop application and join the conference.

2. Click to view the participants list.

3. At the bottom of the participants list, click **Switch to moderator**. The Moderator PIN pop-up displays.
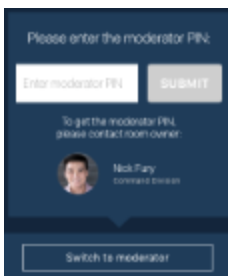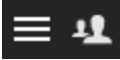
4. Enter the Moderator PIN you received from the conference room owner and **Submit**. This number is a 4 to 12 character code with all numbers. The message *You are now a moderator* displays in the upper right corner of the page and the **Moderate call** button displays instead.
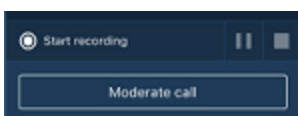
Use the in-call moderator controls

After you join a VidyoConnect for Desktop conference, you can immediately start using the moderator capability and moderator controls. The meeting moderator is labeled *Moderator* under their name in the participants list to the right of the microphone and camera icons.

1. As the conference moderator, click [icon] **Participants and Search** at the top-left of the VidyoConnect in-call screen to view the participants list.

2. At the bottom of the participants list, click **Moderate call**. The **Moderate call** pop-up displays.

Click...	To...
Lock room	Lock your own room when you join a call as a moderator or presenter. Once the room is locked, the message *Room is now locked. Additional participants cannot join the conference* appears in the upper-right corner of the application.
Mute all microphones	Soft mute audio on participants' microphones and allow participants to re-enable and then click Cancel or Continue. Clicking this button locally mutes the audio on all the participants' microphones. The conference participants then have to unmute their microphones to be heard. You cannot unmute participants' microphones remotely. Note The unmute option is not available for WebRTC version 20.1.0.
Turn off all cameras	Soft mute video on all the participants' cameras and allow participants to re-enable and then click Cancel or Continue. Clicking this button locally disables the video on all the participants' cameras. The conference participants then have to re-enable their cameras to be seen. You cannot re-enable participants' cameras remotely.
Disconnect all participants	Disconnect all participants and end the conference.
Open in	Open the Control Meeting page from which to hard mute all audio/video, add and invite

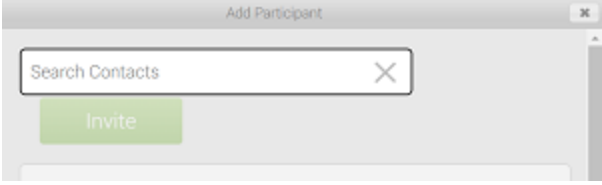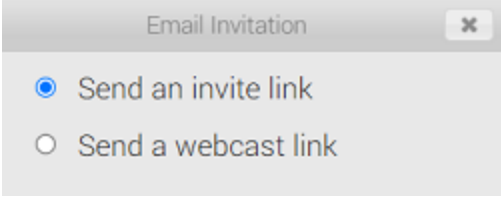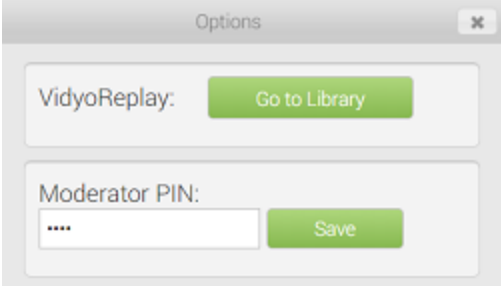| Click...	To...
browser	participants, lock/unlock the room, record the meeting, or open the Options pop up. See Use the browser-based moderator controls below.

Use the browser-based moderator controls

The Control Meeting page allows you to apply additional actions to all participants in the meeting room or to selected participants in the meeting room.

In the **Moderate call** pop-up, click **Open in browser**. The Control Meeting page displays.

Click...	To...
 Hard mute camera	Disable video on participants' cameras which will disable all cameras without allowing participants to re-enable. Once hard muted, all existing participants in the call will see the current hard mute tooltip over their camera button, 'Disabled by moderator'. You can hard mute the camera of all or individual participants.
 Soft mute camera	Disable all participants' cameras and allow participants to re-enable. Once soft muted, all existing participants in the call will see the current soft mute tooltip over their camera button. 'Disabled by moderator. Click to re-enable.'
 Hard mute microphone	Mute all participants' microphones which will disable all microphones without allowing participants to re-enable. Once hard muted, all existing participants in the call will see the current hard mute tooltip over their microphone button, 'Disabled by moderator'. You can hard mute the microphone of all or individual participants.
 Soft mute microphone	Mute all participants' microphones and allow participants to re-enable. Once soft muted, all existing participants in the call will see the soft mute tooltip over their microphone button: 'Disabled by moderator. Click to re-enable.'
	Disconnect all participants from the conference call. You can disconnect all or individual participants.

Click...	To...
Disconnect participants	
Add participant	Open the Add Participant pop-up from which to search and invite participants.
Invite via email	Open the Email Invitation pop-up, where you can select whether to send an invite link or a webcast link, and then click OK.
Lock/Unlock room	(Green) Lock the room and prevent any other participants from joining the call. When you click this button, this message displays in the lower left corner of the page, "This room is now locked. Additional participants cannot join the call." (Red) Unlock the room and this message displays in the lower left corner of the page, "Room unlocked."
Record	Open the Recording Options pop-up, where you can select whether to record or record & webcast, select the record profile, and start recording the meeting. For more information, see Record a meeting.
Pause/Stop	Pause and stop the recording. These buttons only display when recording.
Settings	Open the Options pop-up, where you can go to the VidyoReplay Library, and enter a moderator PIN, room PIN, webcast link or webcast PIN.

Click...	To...
Sort participants	Sort participants alphabetically or by order of attendance.
Presenter/Group	(Presenter) Start presenter mode and assign a presenter. (Group) Exit this mode.
Presenter	(Grey) Set a participant as the presenter. This button turns blue. (Blue) Remove presenter rights from this participant.

Invite participants to join an ongoing call

> **Note**
>
> Currently, the dial out and SMS features are available to VidyoCloud Health customers only.

Dial out to invite participants

Send an SMS to invite participants

In the VidyoConnect desktop app, if you are a registered user and you launch a video call, you can invite others to your call by dialing out or by using SMS. Additionally, if you become the call moderator using the moderator PIN, you can invite others to join the call by dialing out, but you cannot invite them using SMS.

If you are a participant or guest that has joined the call, you cannot invite other users to join that call.

Dial out to invite participants

As a moderator, while your meeting/conference is in progress, you can use the **Call** feature in the app to invite others to join the meeting by dialing out**.**

1. Click the **Call** tab on the left side of the VidyoConnect desktop app.
2. In the **Invite a participant to the call** pop-up, enter the phone number of the person you want to invite.
3. You are required to enter a country code before you can complete your call. Click the down arrow beside the flag to display a list of available country codes in the app.

   > **Note**
   >
   > As of version 21.2.0, service to support the dial out feature is limited to the United States and Canada.

4. After you have entered the phone number click **CALL.**

A message appears on the upper right corner of the VidyoConnect app indicating that an outgoing call is being placed to that number.

- If the user you invited answers, they are automatically added to your ongoing call.
- If the user does not pick up, you can try calling again. A pop-up displays for you to confirm that you want to place the call again.

Send an SMS to invite participants

You can also invite others to join the meeting in progress by sending a text message though SMS.

1. Click the **Call** tab on the left side of the VidyoConnect app.
2. In the **Invite a participant to the call** pop-up, click **SMS** on the left panel.
3. Enter the phone number of the person you want to invite.
4. You are required to enter a country code before you can complete your call. To view the country codes that are available for use in the app, click the down arrow beside the flag.

> **Note**
>
> As of version 21.2.0, service to support the dial out feature is limited to the United States and Canada.

5. In the **Enter text message** text box, you can either leave the default text message or change the message as you desire.

> **Note**
>
> If the room has a PIN code, a message below the **Enter text message** text box reminds you to tell the invited participant the PIN code so they can join the meeting successfully.

6. Click **Send SMS**.

A message appears on the upper-right of the VidyoConnect app indicating that an SMS message was sent to the number you entered.

- If the invited participant receives the message, they can open the link to join your ongoing call. Where a PIN code is required, the participant must enter that code before having access to the meeting.

- If the invited participant doesn't respond you can try sending the text message again. A pop-up displays for you to confirm that you want to re-send the message.

Record a meeting

You can record your VidyoConnect conferences and then send the link of the recordings to the participants in the call and to others who may have missed the call. If enabled, you can also send a Webcast link to non-Vidyo users so they can watch the conference from their browser for the duration of the recording.

By default, recordings display both the shared content and the conference participants. You can change the recording profile to display only the shared content.

Record a meeting

1. As the conference moderator, join a call using the VidyoConnect desktop application.

2. Click to view the participants list.

3. At the bottom of the participants list, click **Start recording**.
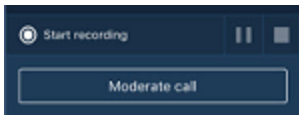
4. When you click stop, the **Stop recording** button appears.
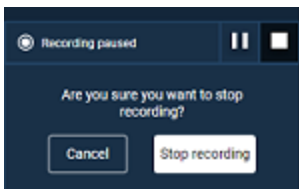
5. Click **Stop recording**.

Send a call recording link

1. After you click **Stop recording**, the recording URL appears at the bottom of the participants list.
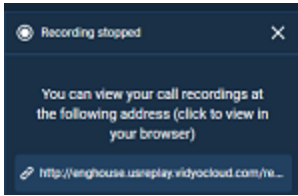

2. Click the link to open the VidyoReplay library page.
3. On the VidyoReplay library page, click **My Videos** on the top right of the page. The recording opens in a new window.
4. Under the video, click **Share**. Alternatively, click **Edit**, add more information, and then click **Share**.

Change the recording profile

You need to access the Control Meeting page to change the recording profile.

1. Join a call using the VidyoConnect desktop application.
2. At the bottom of the participants list, click **Moderate call**. The Moderate call pop-up displays.
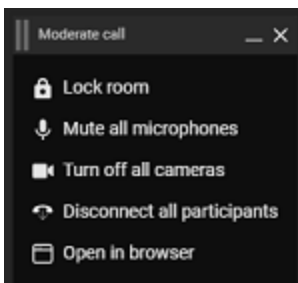
3. Click **Open in browser**. The Control Meeting page displays.
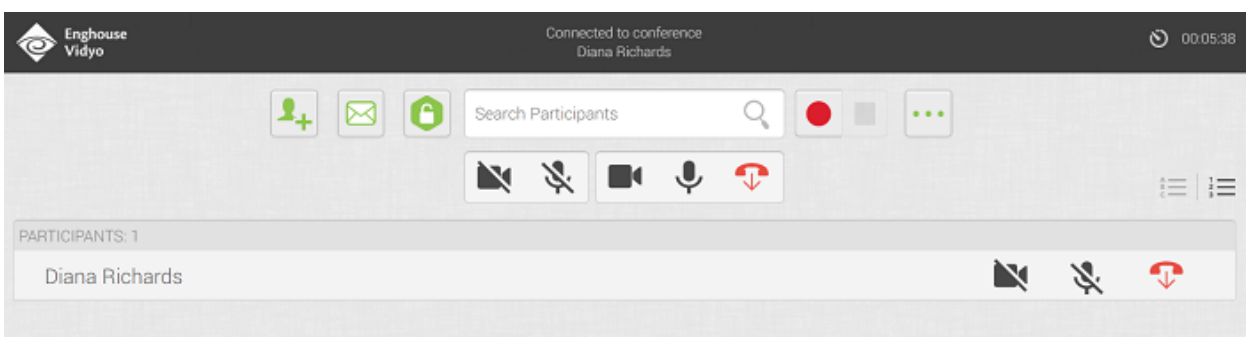
4. Click 🔴 Record. The Recording Options pop-up displays.
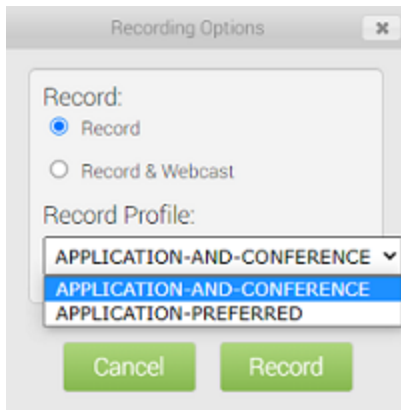
5. Under **Record Profile**:

    ◦ If you want to display both the shared content and the conference participants, select **Application and Conference** (the default).

    ◦ If you want to display only the shared content, select **Application-preferred**. If you do not share content during the conference, the participants will display in the recording.
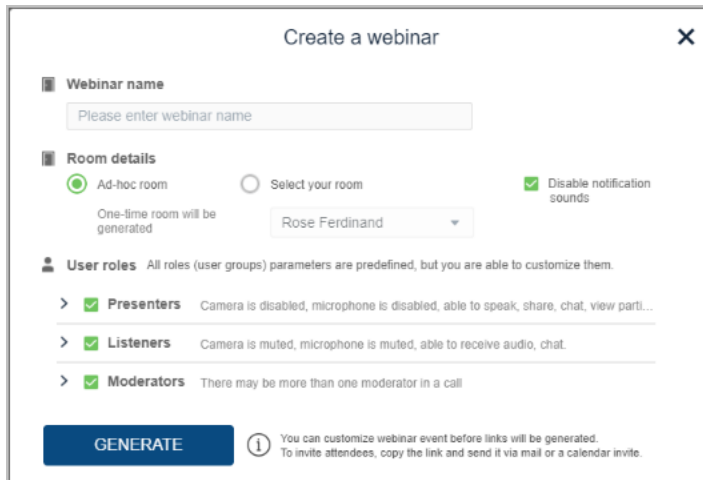
6. Click **Record**.

Create a webinar

To create a webinar:

1. Either click the **Meetings** tab and then click ![+] next to **Webinars** or click **Create webinar in this room** from the VidyoConnect main screen. The **Create a webinar** dialog box displays.


2. In the **Webinar name** field, enter a name for the webinar.

3. In **Room details**, select **Ad-hoc room** to generate a room for one-time use only or choose **Select your room** to pick one of the rooms you own for the webinar.

4. Enable/disable notification sounds as you wish. The **Disable notification sounds** checkbox is selected by default to minimize interruptions as participants join the webinar.

5. In **User roles**, click **>** beside each role to display the functions you want to allow for that role.
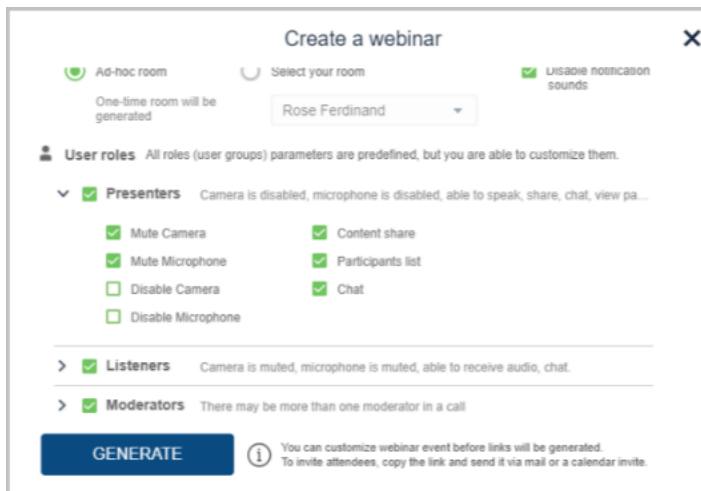
The roles that invited participants can take fall into three categories:

- **Presenters:** This role gives permission for participants to conduct a presentation during the webinar.
- **Listeners:** Audio only. This role gives participants the ability to listen to an audio-only feed of the webinar.
- **Moderators:** This role is for those who are assigned the ability to moderate the webinar. You must enter the moderator PIN to become a moderator.

For each role, you can:

- Mute, unmute, disable, or enable their microphones.
- Mute, unmute, disable, or enable their cameras
- Allow participants to share content.
- Allow participants to view participants lists.
- Allow participants to chat.
- For the moderator role, you can also enter a PIN.

15. Click **Generate**. Your webinar page displays with the name you used to create it. This page contains links that you can copy and paste into an email and send to those you want to invite to the webinar.

16. To invite an attendee to your webinar, click **Copy link** next to the role you want to assign that attendee. For example, if you want to invite an attendee to listen in only, click **Copy link** next to **Listeners**. A pop-up displays to confirm that the link is copied.
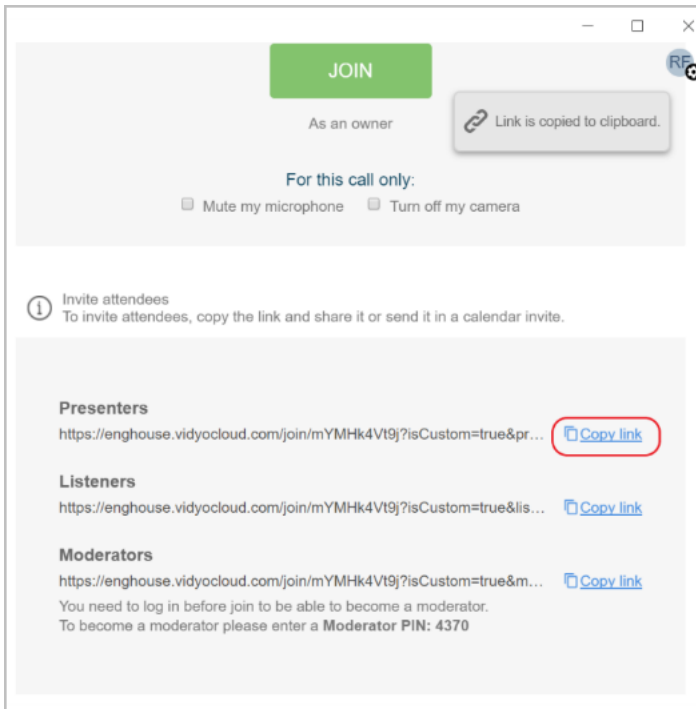
17. Paste the link in an email and send it to the attendee.