VidyoRoom™ and VidyoPanorama™ 600

Administrator Guide

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About This Guide

The *VidyoRoom™ and VidyoPanorama™ 600 Administrator Guide* provides information on how to select and prepare a room for the VidyoRoom or VidyoPanorama 600 installation, as well as how to configure and manage the VidyoRoom or VidyoPanorama 600 using the Admin UI.

This guide is intended for you if you are an administrator who is responsible for preparing the room at your facility for the installation of the VidyoRoom or VidyoPanorama 600, or if you are responsible for the configuration and management of the VidyoRoom or VidyoPanorama 600.

Understanding the Conventions Used in This Guide

- Items marked with **Note** indicate that the information deserves special attention.

- Text you type into an on-screen field or a browser address bar appears in **bold Courier** font. Variables are shown in blue, surrounded by brackets:

  http://[IP Address or FQDN]

- Cross-references to pages are shown in <u>underlined blue</u>.

Getting More Information

For more information about VidyoRoom or VidyoPanorama 600, refer to:

- The <u>Installing VidyoRoom and Using the VidyoRoom Admin UI</u> section on the <u>Vidyo Help Center</u> for administrator information.

- The <u>Using the VidyoRoom Remote Control and VidyoRemote UI</u> section on the <u>Vidyo Help Center</u> for user information.

- The <u>Release Notes</u> section on the <u>Vidyo Help Center</u> for release information.

- The *VidyoRoom Getting Started Guide* that was shipped with your VidyoRoom model.

Contacting Customer Support

If you are a Vidyo reseller or end user with PLUS support, please contact the Vidyo Customer Support team via email or phone:

- Email: <u>support@vidyo.com</u>

- Phone: 1-866-99-Vidyo (International: +1 201-289-8597) - Option 3

If you are a Vidyo end user without PLUS support, please contact your Vidyo reseller for further assistance.

1. Room Design Considerations

When designing the room in which you are going to install a VidyoRoom or VidyoPanorama 600, you should take a number of factors into consideration, such as the placement of the windows, the noise level in the room, the lighting, and so on. This chapter describes these factors and provides recommendations to assist you in this process.

If your VidyoRoom or VidyoPanorama 600 is already installed and you simply need to configure the system, skip this chapter and continue with the next chapter, 2. Configuring the System Using the Admin UI.

VidyoRoom Room Design Considerations

This section describes the factors you should consider when designing a room for your VidyoRoom installation. If you have a VidyoPanorama 600, skip this section and continue with VidyoPanorama 600 Room Design Considerations.

Selecting and Preparing the Room

Windows

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

Flooring, Walls, and Ceilings

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

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

Noise and Temperature

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

- The room where the VidyoRoom is located must be equipped with Heating, Ventilation, and Air Conditioning (HVAC) equipment. Remember, however, that HVAC equipment can raise the noise level in the room.

- You should consider which rooms are nearby and try to select a room that is not adjacent to frequently noisy areas, such as cafeterias or reception areas.

Acoustics

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

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

Room Color

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

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

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

Lighting

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

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

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

Here is some additional information about the lighting positions:

- Key Light: Light shining on the participant from the front. These lights are generally placed high and at the center, or to each side of the seating area if two are required. Aim them downward at a 45° angle to light the participants' faces without causing their eyebrows to cast a shadow over their eye-sockets.

- Fill Light: Lights shining on the participant from the front, but placed at a low angle to soften shadows under the eyes and chin.

- Hair Light: Lights at the rear of the room, above the participants and aimed downward to help separate the participants from the background.

- Backdrop Lighting: Lights above and (if space allows) between the participants and the background. Two lights are usually required, each aimed toward the opposite half of the background to evenly light it.

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

Vibration

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

Installing the VidyoRoom Equipment

Once you have selected and prepared your room, you can begin installing the VidyoRoom system. For information about how to unpack and install the VidyoRoom, refer to the *VidyoRoom Getting*

Started Guide that was shipped with your VidyoRoom system. This guide also describes how to configure the account and network settings after your VidyoRoom powers up.

Controlling the VidyoRoom

You can control the VidyoRoom using the hand-held infrared remote control or the hand-held radio frequency remote control.

Alternatively, you can control your system using VidyoRemote 3 for iOS. VidyoRemote 3 is a native iPad application for controlling VidyoRoom and VidyoPanorama version 3.3.10 and later. It is available on the Apple® App Store.

For more information about how to use your remote control, refer to the *VidyoRoom and VidyoPanorama 600 Quick User Guide*.

VidyoPanorama 600 Room Design Considerations

Before you begin installing the VidyoPanorama 600, you should prepare the room for the installation. This section provides the high-level guidelines for how to set up the room. Ultimately, however, the quality of the audio and video in the room depends on numerous factors including lighting, room size and acoustics, furniture choice, placement of the displays, seating arrangements, camera position and angles, and many other factors. Therefore, to ensure the highest quality audio and video for your VidyoPanorama system, Vidyo recommends working with an AV engineer or integrator.

Selecting the Room

The most important factor that you should consider when selecting the room for your VidyoPanorama 600 is how you plan on using the room. Ask yourself these questions: What size

are the existing project teams? What size are the current meetings and phone conferences? Can the room you're considering comfortably accommodate the typical group size? Your goal is to select a room and design it for the most common use case while keeping it open for other uses as much as possible.

Some other basic principles to keep in mind during the room selection process include:

- Ensuring good eye contact between sites

- Hiding the technology (such as the camera and microphones)

- Trying to get an across-the-table feel

Not all of these principles are applicable to all meeting configurations, of course. For example, if you have six displays, all six of them may not provide a natural across-the-table feel between each participant. However, by attempting to follow as many of the design and integration principles, you can create your own tailored room and provide your conference participants with the best possible VidyoPanorama 600 experience.

Participant Location

One constant that you must consider when selecting your room is that the *on-camera participants should be between 7 ft. (2.13 m) and 12 ft. (3.66 m) from the camera.* This distance allows the camera to capture acceptable-sized images of all the participants.

As long as you remain within the 7 ft. (2.13 m) to 12 ft. (3.66 m) range, you have some flexibility with other room factors, such as room size and shape, table size and shape, and how many people you want to capture on screen. Keep in mind, however, that the wall that the participants face must be able to accommodate the VidyoPanorama displays and that the equipment rack should be within 15 ft. (4.57 m) of the displays (if you want to avoid using cable extenders or a DVI amplifier).

Display Size

Now that you have an idea of the room size you need, what display size should you select? Vidyo recommends that you select at least a 50" display, but if you often have more than four participants in a conference, displays measuring 60" to 65" provide the best experience.

The following table provides general guidelines for viewing distances for various display sizes:

16:9 Display Diagonal Screen Size	Recommended Viewing Distance
50"	6.3 ft. – 12.5 ft. (1.92 m – 3.81 m)
55"	6.9 ft. – 12.8 ft. (2.10 m – 3.90 m)
60"	7.5 ft. – 15.0 ft. (2.28 m – 4.57 m)
65"	8.1 ft. – 16.3 ft. (2.46 m – 4.96 m)

In many cases, the acceptable viewing distance is much farther than the recommended seating distance. For example, a 65 in. display can be viewed up to 16.3 ft. (4.96 m) away, which is beyond the 7 ft. (2.13 m) to 12 ft. (3.66 m) ideal seating range. However, the extra distance allows

an additional row of people to see the displays. These additional meeting participants may not appear full-size at the remote locations, but they will be able to see and participate in the conference.

To make it easier for you to visualize a room, let's use an example. Suppose you have six 55" displays and you want to mount them on one wall with a credenza below them. You will need a wall that's at least 15'-3" (4.64 m) wide and 8'-10¾" (2.70 m) high to accommodate the credenza and displays (as well as the camera and speakers):
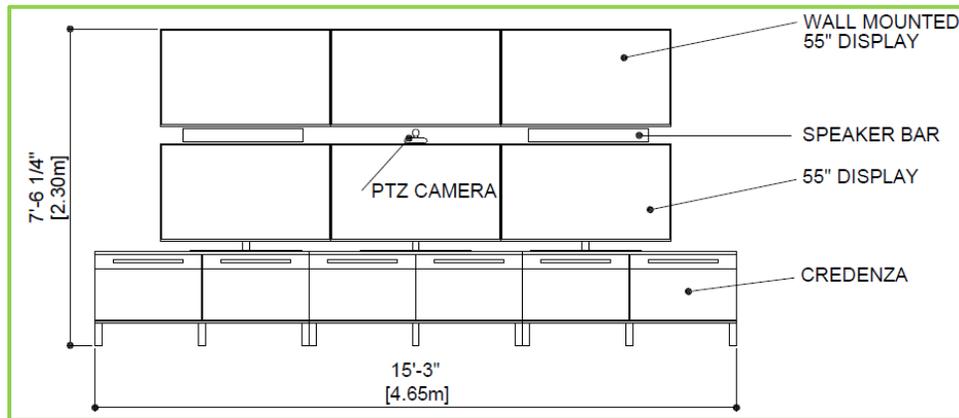
In a typical conference room, you will have a table, chairs, and perhaps some collaboration tools, such as a whiteboard or a ceiling-mounted visualizer. You should leave enough space behind the participants for them to move their chairs out from the table as well as walk behind the table. You also need to leave room for the door.

Therefore, our room with the six 55" displays would require a minimum 14 ft. ¾" (4.28 m) room depth and 21 ft. (6.40 m) room width as you can see here:
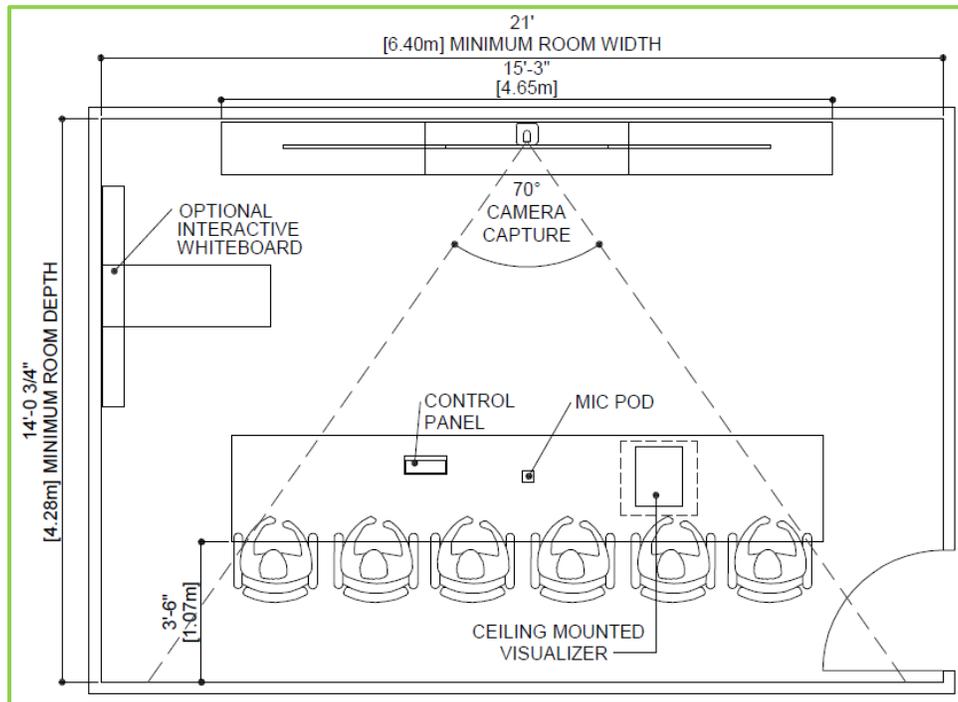
Determining the Room Layout

Before beginning the actual physical installation of the VidyoPanorama 600 equipment, you should plan the layout of the displays, camera, and table in the room. You should also determine where you will place the equipment rack.

Display Layout

The VidyoPanorama 600 gives you the flexibility to place your displays in any layout that you choose and on more than one wall. You can even choose displays of different sizes.

Many customers choose to place all the displays near each other on the same wall to enable the conference participants to more easily view all the screens at once.

When determining how to lay out your displays, consider the following:

- Do you want to line up the displays in one row? If not, how many rows do you want?
- Are all the displays the same size? If not, which displays do you want to place in which positions?

No matter how you lay out your displays, you should avoid having any of the displays below the level of the tabletop so that the table does not block the view of the display(s). In addition, if the displays are above eye level, consider slightly tilting the displays down towards the participants.

Here are three display layout examples:

- Example 1—Three screens: For this VidyoPanorama 600 room, we have three displays. We decide that we simply want to lay them out in one row side-by-side like this:

1	**2**	**3**

- Example 2—Six screens: For this VidyoPanorama 600 room, we have six displays. We could lay them out in one long row; however, we decide to lay them out in two rows with three displays each like this:

1	**2**	**3**
4	**5**	**6**

- Example 3 —Four screens: For this VidyoPanorama 600 room, we have four displays. Three are the same size, but one is larger. We could lay them out in a number of ways. For example:

  - In one row with the larger display at the left-center or right-center position.
  - In two rows with the three equal-sized displays in the top row and the larger display in the bottom row.

☐ In two rows with the larger display in the center of the top row and the three equal-sized displays in the bottom row. We decide this is what we want, so we lay out the displays like this:

```
        1

   2    3    4
```

When you have an unequal number of displays in the rows or you have displays of different sizes as in Example 3, you should carefully consider the placement of the displays depending on what you want to show in which position and on which size display. If, for example, showing content is of utmost importance to you, then you would want content to appear on the largest display. However, in what position do you want to place that display? Some people might want to place it alone on the top row as shown in our example above, but other people might want to place it alone on the bottom row so that it is at eye level. It's a matter of preference, but you must decide before you physically install the displays on the wall.

Camera Position

The camera that comes standard with the VidyoPanorama 600 has the following specifications:

■ 70° horizontal view angle

■ Recommended 7 ft. (2.13 m) to 12 ft. (3.66 m) distance between camera and participants to capture full-sized images of the participants

■ Requires a minimum distance of 10 ft. (3.05 m) to the back of the table to capture six participants

If you purchase your own camera, ensure that it meets these specifications.

In general, you should place your camera as close to eye-level as possible:

■ If your displays are laid out horizontally in one row like in Example 1 on page 8, Vidyo recommends that you place the camera directly above the displays at the vertical centerline. In this case, you would place the camera above display 2.

■ If your displays are laid out in more than one row like in Example 2 on page 8, Vidyo recommends placing the camera above the bottom row of displays at the vertical centerline. In Example 2, you would place the camera above display 5.

You can attach the camera on a shelf on the wall above or between the displays or you can install the camera on top of a display. Better still, if there is room available behind the wall on which the displays are located, you can recess your camera in the wall. Doing so will make the camera less obtrusive as well as provide you with access to the back of the camera.

No matter how you attach your camera, try to make it as unobtrusive in the room as possible since people tend to behave differently when "on camera." By recessing the camera in the wall or by

using other techniques to reduce to visibility of the camera, you can help conference participants be at ease and behave more naturally.

Once the camera is placed, ensure that it points in-between the two seats that will serve as the primary seats during a conference (your aim should be to capture and display the two primary participants at life-size proportions). You can use camera presets for capturing two participants, four participants, six participants, and the entire room. If you have a whiteboard, use a preset for capturing the whiteboard.

Table Location

With the VidyoPanorama 600, you're free to select any table of your choosing; however, Vidyo recommends following these guidelines:

- Choose an oblong-shaped table if you can. Oblong tables enable more participants to remain at the same distance from the camera lens, which avoids focus and sharpness issues.

- Allow 26.50 in. (67.31 cm) of space per seated participant. Let's say, for example, that you want to fit six participants on one side of the table. In that case, you should select a table that is *at least* 13.25 ft. (4.04 m) long. Typically, however, you should choose a table that is slightly longer than the minimum width to provide more room between participants.

- You should typically place the table so that the long side is parallel to the wall on which the displays are mounted. However, if you always have more than four participants at your conferences, you may want to place the table perpendicular to the display wall.

- Choose a table that does not have a reflective surface.

- If possible, choose a table that has power and Ethernet jacks so participants can easily share content from their laptops.

- When selecting chairs for your table, choose chairs that allow a width of 26.50 in. (.67 m) per participant, that have fairly low backs, and that are a muted or dark color.

When deciding where to place the table in the room, consider the location of the camera and displays. Remember that if you purchased the camera from Vidyo, it has a 70° horizontal view angle and requires a minimum distance of 10 ft. (3.05 m) to capture a 13.83 ft. (4.22 m) table and its participants. You must also ensure that you leave enough space behind the participants for them to move their chairs out from the table as well as walk behind the table.

For the best camera viewing angle, you should align the centerline of the table with the centerline of the displays, and place the chairs on the side of the table opposite the displays and camera as shown in the following two illustrations.
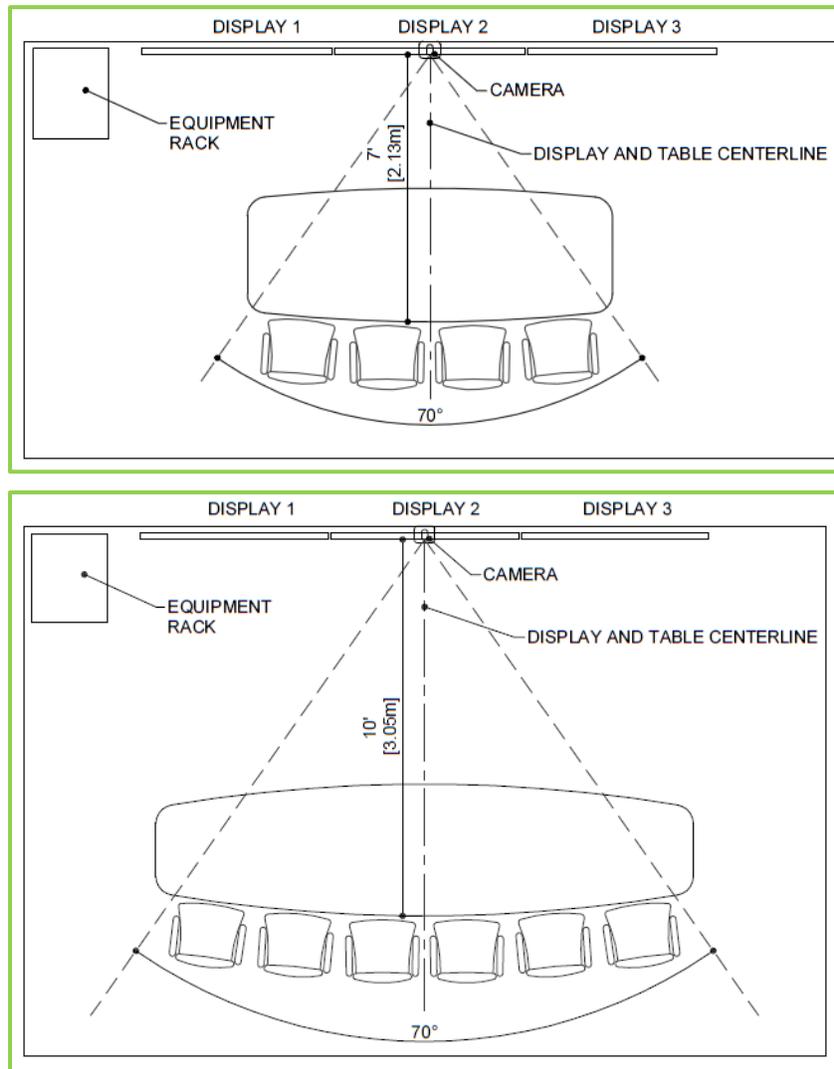
Equipment Rack Location

When determining where to place your equipment rack, keep in mind the distance between the rack and the displays. These must be in somewhat close proximity due to the physical limitations of HDMI transmission. If the distance is too great, you may need to purchase extender cables and a DVI amplifier.

One of the best places to place the equipment rack is in a server room behind the wall on which the displays are located. If the room behind that wall is available and you place your equipment rack in that room, you reap multiple benefits:

■ The distance between the displays and the equipment rack can be minimized (thereby reducing the need to purchase extender cables).

- You can recess the camera in the wall between or above the displays and have access to the back of the camera from that server room.

- Any noise and heat associated with the equipment rack is removed from the VidyoPanorama 600 room.

If a separate server room is not available and you must place the equipment rack in the VidyoPanorama 600 room, you should purchase an equipment rack that has an office-quality appearance. The illustrations on page 11 show a preferred location for the equipment rack in the VidyoPanorama 600 room. By placing the rack near the displays as shown, you minimize the length of the cables needed to connect to the displays and other equipment in the room.

For more information about recommended extender cables and other recommended peripherals, refer to http://www.vidyo.com/services-support/technical-support/peripherals, the *VidyoPanorama 600 Installation Diagrams,* or contact your Vidyo sales representative.

Room Design Recommendations

When designing the room in which you are going to install VidyoPanorama, you should take a number of factors into consideration, such as the placement of the windows, the noise level in the room, the lighting, and so on. This section describes these factors and provides recommendations to help you design an effective conferencing room.

Windows

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

Flooring, Walls, and Ceilings

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

To simply and cost effectively improve the acoustics, add carpeting or rugs if your floor is not carpeted. You may also want to consider adding acoustical sound panels to the walls.

Noise and Temperature

The VidyoPanorama 600 room and the server room (if you are using one) must be equipped with Heating, Ventilation, and Air Conditioning (HVAC) equipment. Remember, however, that HVAC equipment can raise the noise level in the room.

You should also consider which rooms are nearby and try to select a room that is not adjacent to frequently noisy areas, such as cafeterias or reception areas.

The following table lists the noise specifications for the VidyoPanorama 600 server:

Operating Mode	Average Fan (RPM)	Sound Power Level LwA-UL (belsA)	Sound Pressure Level (dBA, avg of bystander locations)	Fan1 RPM	Fan2 RPM	Fan3 RPM	Fan4 RPM	Fan5 RPM	Fan6 RPM
10% PWM (Idle)	3120	4.9	31	3240	3120	3120	3000	3120	3120
35% PWM	6940	6.1	47	7080	6840	6960	6840	6960	6960
55% PWM	10000	7.3	56	10200	9960	9960	9840	10080	9960
75% PWM	13060	7.8	61	13200	12960	13080	12960	13080	13080
100% PWM	17260	8.3	66	17760	17040	17160	17040	17040	17520
90% CPU Load	6980	6.4	51	6840	7560	7680	6600	6600	6600

The following table lists the heat specification for the VidyoPanorama 600 server:

Specification	Idle	Full-Load
Heat Dissipation	245 BTU	645 BTU

Acoustics

The quality of the sound is just as important as the quality of the video. You want the dialogue between participants to sound like everyone is in the same location, which requires quality microphones placed in the right spots. In the VidyoPanorama room, microphones can be hung from the ceiling, embedded in the table, or placed on the table.

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

Room Color

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

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

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

Lighting

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

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

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

Here is some additional information about the lighting positions:

- Key Light: Light shining on the participant from the front. These lights are generally placed high and at the center, or to each side of the seating area if two are required. Aim them downward at a 45° angle to light the participants' faces without causing their eyebrows to cast a shadow over their eye-sockets.

- Fill Light: Lights shining on the participant from the front, but placed at a low angle to soften shadows under the eyes and chin.

- Hair Light: Lights at the rear of the room, above the participants and aimed downward to help separate the participants from the background.

- Backdrop lighting: Lights above and (if space allows) between the participants and the background. Two lights are usually required, each aimed toward the opposite half of the background to evenly light it.

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

Collaborative Tools

With the VidyoPanorama 600, you can easily share any content (such as spreadsheets, presentations, documents, and so on) from your PC or laptop onto your VidyoPanorama 600 displays. For information about how to connect a PC, laptop, and other equipment, refer to the *VidyoPanorama 600 Installation Diagrams*.

If your organization needs more collaboration capabilities, a number of additional tools can be incorporated into the VidyoPanorama environment. These include document cameras, ceiling-mounted visualizers, whiteboards, interactive whiteboards, and digital flipcharts.

Vibration

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

Power

When determining your power consumption, you may find this information useful:

- The VidyoPanorama 600 server requires 112 W power when idle and 210 W power with a full load.

- An average 55" LCD does not exceed 350 W (LED-based displays use less).

- The audio mixer and other audio components also use power. You should check the power consumption of each of these components.

Network

Use the following information to plan the network bandwidth for the VidyoPanorama 600.

- Upstream bandwidth: Up to 6 Mbps (720p or 1080p @ 60 fps).

- Downstream bandwidth: Considering the number of displays you have, calculate the approximate total bandwidth according to the resolutions of the streams expected to be received:

  - Each 1080p stream requires up to 6 Mbps.

  - Each 720p60 stream requires up to approximately 3 Mbps.

  - Each 360p30 stream requires up to approximately 700 Kbps.

- The maximum transmit bandwidth is 10 Mbps and the maximum receive bandwidth is 40 Mbps.

  For more information about network configuration, see Configuring the Network Settings.

Installing the VidyoPanorama 600 Equipment

Once you have selected and prepared your room, you can begin installing the VidyoPanorama 600 equipment. For information about how to install the VidyoPanorama 600, refer to the *VidyoPanorama 600 Installation Diagrams*.

As noted previously, Vidyo recommends working with an AV engineer or integrator when installing the system.

Controlling the VidyoPanorama 600

You can control the VidyoPanorama 600 using the hand-held infrared remote control or the hand-held radio frequency remote control.

Alternatively, you can control your system using VidyoRemote 3 for iOS. VidyoRemote 3 is a native iPad application for controlling VidyoRoom and VidyoPanorama version 3.3.10 and later. It is available on the Apple App Store.

For more information about how to use your remote control, refer to the *VidyoRoom and VidyoPanorama 600 Quick User Guide*.

2. Configuring the System Using the Admin UI

This chapter describes how to configure the VidyoRoom or VidyoPanorama 600 using the Admin user interface (Admin UI).

If you have a VidyoPanorama 600, check the following before you begin configuring the system:

■ Ensure that you have VidyoPortal™ version 2.3.2 or later.

■ Change any existing user accounts configured with the "VidyoPanorama" user type on your VidyoPortal to "VidyoRoom" user types so that they can be used with the VidyoPanorama 600. For more information, refer to the *VidyoPortal Administrator Guide.*

Logging Into and Out of the Admin UI

After you first boot up the VidyoRoom or VidyoPanorama 600, the Home screen typically appears. If you have more than one display, you will see the IP address of the system on one of the displays. You use this IP address to access the Admin UI. Alternatively, you can go to the Settings screen of the On-Screen UI to obtain the IP address.

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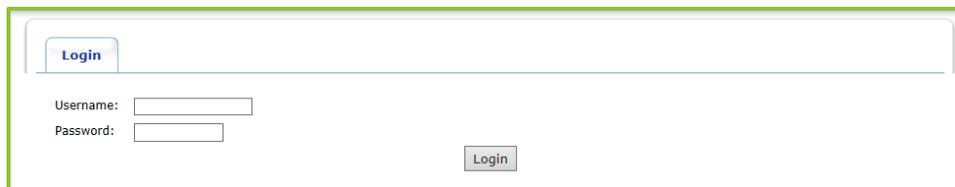
Logging In

To log in to the Admin UI:

1. Enter the IP address or FQDN of the VidyoRoom or VidyoPanorama 600 in the URL bar of your web browser:

   `[IP address or FQDN]`

   The Admin UI *Login* page appears.

2. Enter the default log in credentials:

- Username: **admin**

- Password: **password**

3. Click **Login**.

    The rest of the Admin UI tabs display.

Logging Out

If you are already logged in, the Login tab enables you to log out of the VidyoRoom or VidyoPanorama 600.

To log out of the Admin UI:

1. Click the *Login* tab.

2. Click **Logout**.

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

Configuring the Settings

The *Settings* tab enables you to configure various VidyoRoom or VidyoPanorama 600 settings and options, including VidyoPortal account settings, network settings, audio and video preferences, and other options. You should configure these settings immediately after logging in to the Admin UI for the first time.
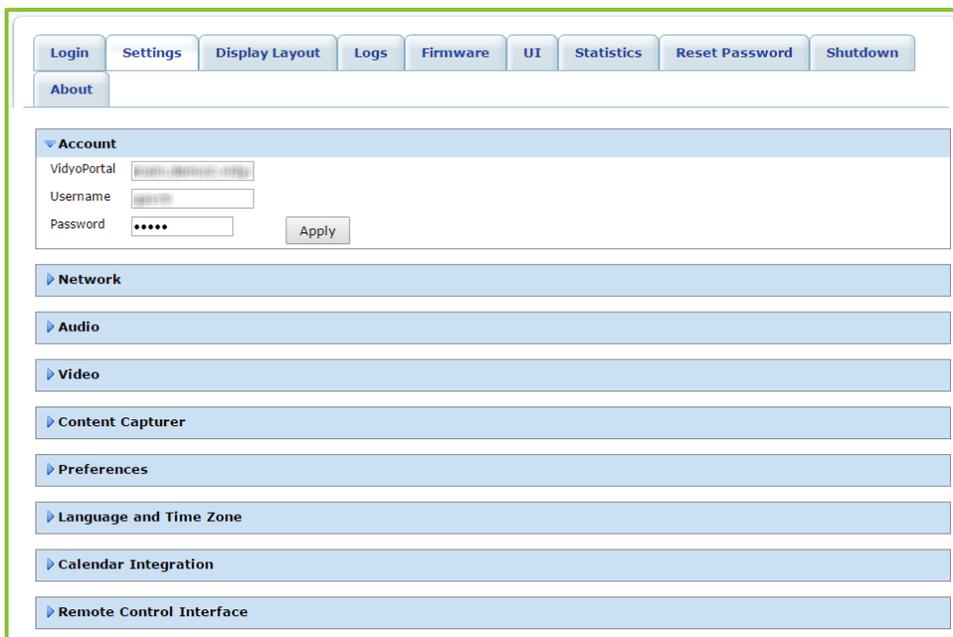
After you make changes to the settings on the *Settings* tab, click the **Save** button. Unless otherwise stated, you do not have to reboot the VidyoRoom in order for the settings to be applied.

Configuring the Account Settings

To configure the account settings:

1. Click the *Settings* tab.

2. Click the blue triangle next to the word *Account* to view the account settings if necessary.

3. Enter the VidyoPortal FQDN in the **VidyoPortal** field.

Note   If a secured VidyoPortal is being used and port 80 is not open, you must explicitly add https:// to the VidyoPortal FQDN; otherwise, the VidyoRoom or VidyoPanorama 600 will be unable to log in to the VidyoPortal.

4. Enter your VidyoPortal user name (as created on the VidyoPortal) in the **Username** field.

5. Enter your VidyoPortal password (as created on the VidyoPortal) in the **Password** field.

6. Click **Apply**.

Configuring the Network Settings

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

■ VidyoRoom and VidyoPanorama 600 are automatically configured to respond to Wake-on-LAN (WoL) packet requests. Review your current firewall settings and make sure they permit WoL requests over ports 7 and 9.

- To ensure proper functioning of the system and to support all of its features, the following ports are opened on the VidyoRoom side: 8090, 60777, and 63459. Please ensure that no firewall or other restriction is blocking these ports in your network. In addition, either port 80 or port 443 can be blocked, but they cannot both be blocked at the same time.

For additional VidyoPanorama 600 network considerations, see the Network section.

To configure the network settings:

1. Click the *Settings* tab.
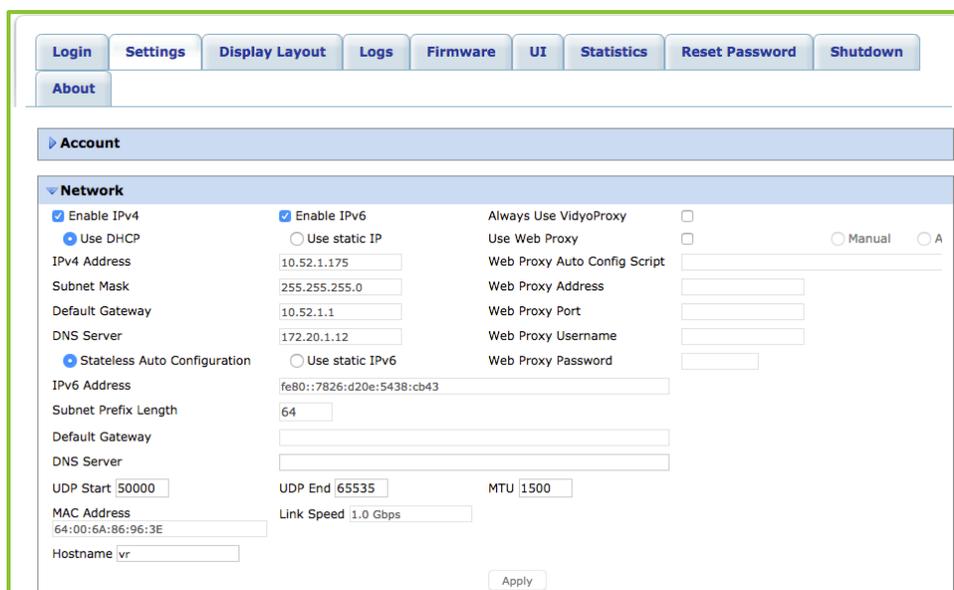
2. Click the blue triangle next to the word *Network* to view the network settings if necessary.

3. Select the **Enable IPv4** checkbox, the **Enable IPv6** checkbox, or both if your network uses IPv4 and/or IPv6.

4. Select the **Use DHCP** radio button or **Use static IP** radio button if you selected the **Enable IPv4** checkbox in the previous step.

   The **Use DHCP** radio button is selected by default. If you select the **Use static IP** radio button, you must enter the following information:

   - IPv4 Address
   - Subnet Mask
   - Default Gateway
   - Primary DNS Server

5. Select either the **Stateless Auto Configuration** radio button or **Use static IPv6** radio button if you selected the **Enable IPv6** checkbox.

The **Stateless Auto Configuration** radio button is selected by default. With either selection, you must enter the primary DNS Server. However, if you select the **Use static IPv6** checkbox, you must also enter the following information:

- IPv6 Address

- Subnet Prefix Length

- Default Gateway

6. Enter values in the **UDP Start**, **UDP End**, and **MTU (Maximum Transmission Unit)** fields if needed.

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

7. Enter the machine's hostname in the **Hostname** field.

   You can change the hostname of the VidyoRoom machine if you prefer to monitor and track the system by its hostname and not its IP. This field is disabled for VidyoRoom SE models.

8. Select the **Always Use VidyoProxy** checkbox if you want the VidyoRoom or VidyoPanorama 600 to connect via the assigned VidyoProxy.

   A VidyoProxy routes all data signals through a single port in order to traverse a firewall.

9. Select the **Use Web Proxy** checkbox if you want the VidyoRoom or VidyoPanorama 600 to connect via the assigned Web Proxy.

10. Select the **Manual** radio button or **Auto** radio button, and then enter the following information as needed:

    - Web Proxy Auto Config Script (only required when **Auto** has been selected)

    - Web Proxy Address (only required when **Manual** has been selected)

    - Web Proxy Port (only required when **Manual** has been selected)

    - Web Proxy Username and Web Proxy Password must be entered if you enter a Web Proxy address that requires authentication

11. Click **Apply**.

Configuring the WiFi Settings

If you are using an Iron Bow vCLINiC and you want to use WiFi, you must first have a wired connection in order to reach the Admin UI. Once you have accessed the Admin UI, you can then use the following steps to configure WiFi for your vCLINiC.

For more info about the Iron Bow vCLINiC, see the "About the Iron Bow vCLINiC" article on the Vidyo Help Center.

To configure the WiFi settings:

1. Click the *Settings* tab.
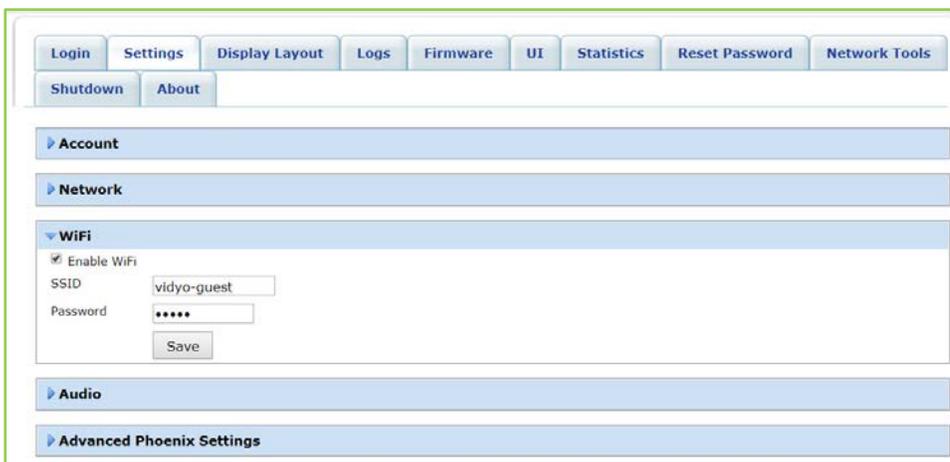
2. Click the blue triangle next to the word *WiFi* to view the WiFi settings if necessary.

3. Select the **Enable WiFi** checkbox if you want to access the WiFi network.

Note If you want to use WiFi with an Iron Bow vCLINiC, you must ensure that the antennas are installed according to the Iron Bow documentation.

4. Enter your SSID in the SSID field.

5. Enter your password in the Password field.

6. Click **Save**.

Configuring the Audio Settings

To configure the audio settings:

1. Click the *Settings* tab.
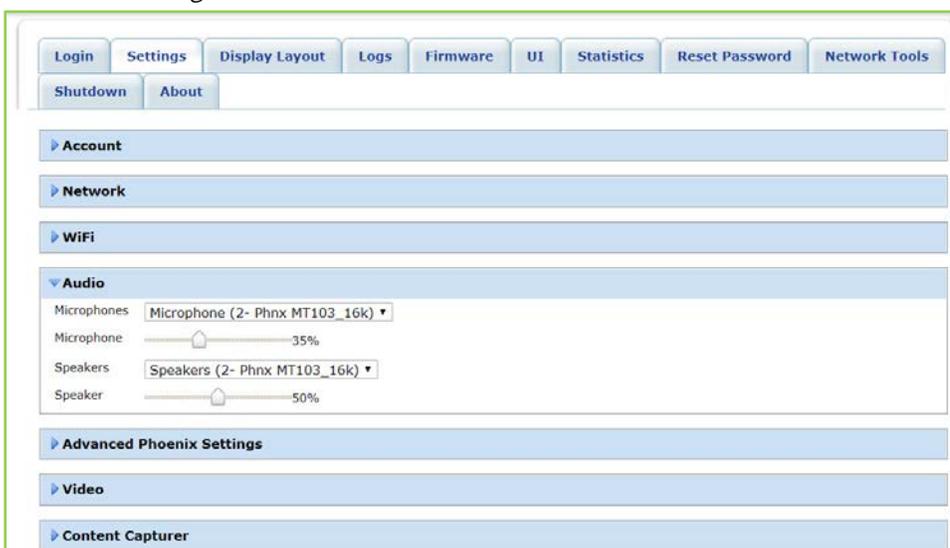
2. Click the blue triangle next to the word *Audio* to view the audio settings if necessary.

3. Select the microphone device that the VidyoRoom or VidyoPanorama 600 will use from the **Microphones** drop-down.

4. Slide the Microphone slider bar left or right as needed to decrease or increase the microphone volume.

5. Select the speaker device that the VidyoRoom or VidyoPanorama 600 will use from the **Speakers** drop-down.

6. Slide the Speaker slider bar left or right as needed to decrease or increase the speaker volume.

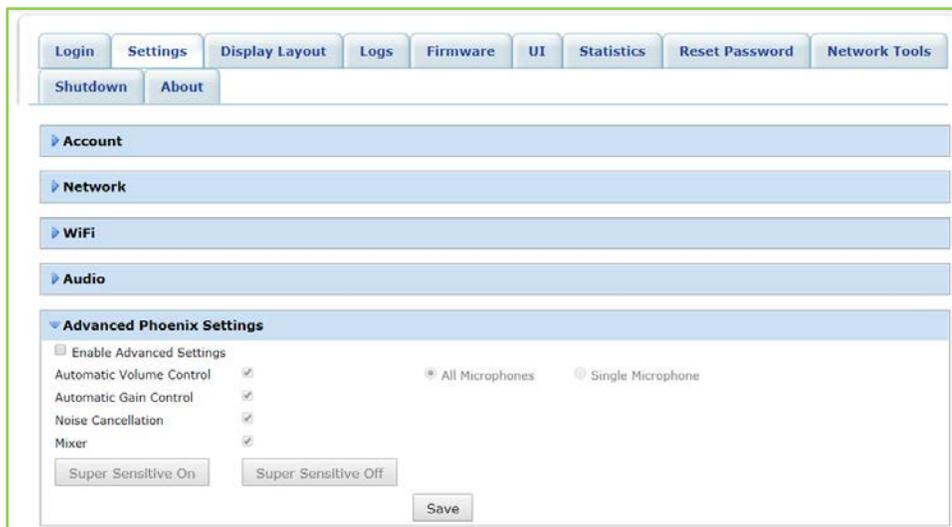## Configuring the Advanced Phoenix Settings

Firmware for your Phoenix device (such as the PowerHub or Quattro) is needed to support this functionality. This firmware is included as part of the VidyoRoom installer for versions 3.3.21 and later.

Note   The fields available in the Advanced Phoenix section of the *Settings* tab vary depending upon your system configuration. For example, you cannot enable the **Super Sensitive** feature if you do not have a Phoenix PowerHub or Spider connected to your system.

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

To configure the advanced Phoenix settings:

1. Click the *Settings* tab.

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

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

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

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

3. Deselect the **Automatic Volume Control** checkbox if you do not want to adjust the volume or loudness of the audio signal.

4. Deselect the **Automatic Gain Control** checkbox if you do not want to automatically control the gain of the audio signal.

5. Deselect the **Noise Cancellation** checkbox if you do not want to reduce background noise.

6. Deselect the **Mixer** checkbox if you do not want to route or change the volume level and dynamics of the audio signal.

Note   Keep the following in mind when performing the next steps:

You can enable the Super Sensitive feature only if you have a Phoenix PowerHub or Spider connected to your system.

The **All Microphones** and **Single Microphone** radio buttons will not display if your system has a Phoenix Quattro device connected to a Phoenix PowerHub.

7. Click the **Super Sensitive On** button if you want the audio to be received in its native state if not already enabled.

8. Click the **Super Sensitive Off** button if you want the audio to be processed by the Phoenix Quattro device if not already enabled.

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

9. Select the **All Microphones** radio button if you want audio to be heard from all microphones on the Phoenix Quattro device

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

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

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

11. Click the **Save** button.

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

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

Configuring the Video Settings

To configure the video settings:

1. Click the *Settings* tab.
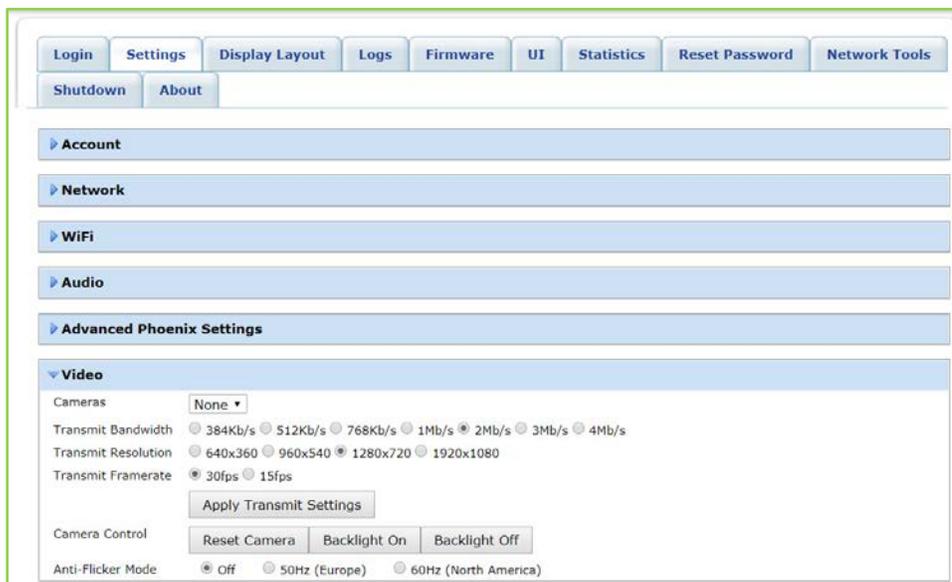
2. Click the blue triangle next to the word *Video* to view the video settings if necessary.

3. Select the camera that the VidyoRoom will use from the **Cameras** drop-down.

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

The options available depend upon the VidyoRoom model.

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

   The options available depend upon which Transmit Bandwidth you selected.

6. Select one of the **Transmit Framerate** radio buttons to set the frames per second of the camera.

   The options available depend upon which Transmit Bandwidth you selected.

7. Click **Apply Transmit Settings**.

8. Do any of the following for **Camera Control** if necessary:

   ■ Click **Reset Camera** to reset the camera.

   ■ Click **Backlight On** or **Backlight Off** as needed to compensate for backlighting.

9. Select one of the following **Anti-Flicker Mode** radio buttons:

   ■ Select the **50Hz** radio button if your VidyoRoom or VidyoPanorama 600 system is located in Europe

   ■ Select the **60Hz** radio button if your system is located in North America

   ■ Select the **Off** radio button to turn Anti-Flicker Mode off

10. Select the **Auto-reboot if INOGENI is not detected** checkbox if you have a VidyoRoom HD-40 Revision B system with an INOGENI device.
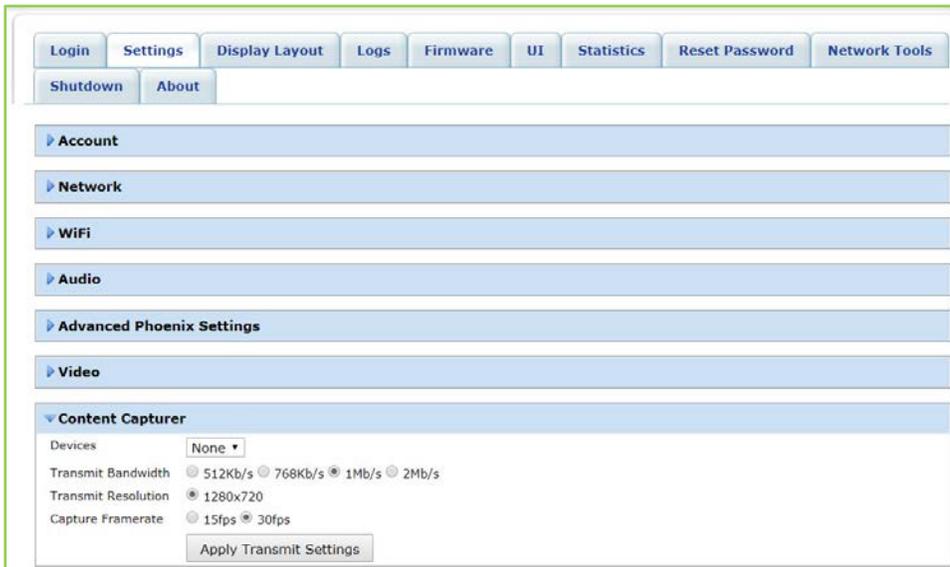
Configuring the Content Capturer

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

To configure the content capturer:

1. Click the *Settings* tab.

2. Click the blue triangle next to the words *Content Capturer* to view the content capturer settings if necessary.

3. Select the content capturing device from the **Devices** drop-down that the VidyoRoom or VidyoPanorama 600 will use, or select **None** if no content capturing device will be used.

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

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

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

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

   The available options depend upon which Transmit Bandwidth you selected.

6. Select one of the **Capture Framerate** radio buttons to set the frames per second.

7. Click **Apply Transmit Settings**.

Configuring Preferences

To configure preferences:

1. Click the *Settings* tab.
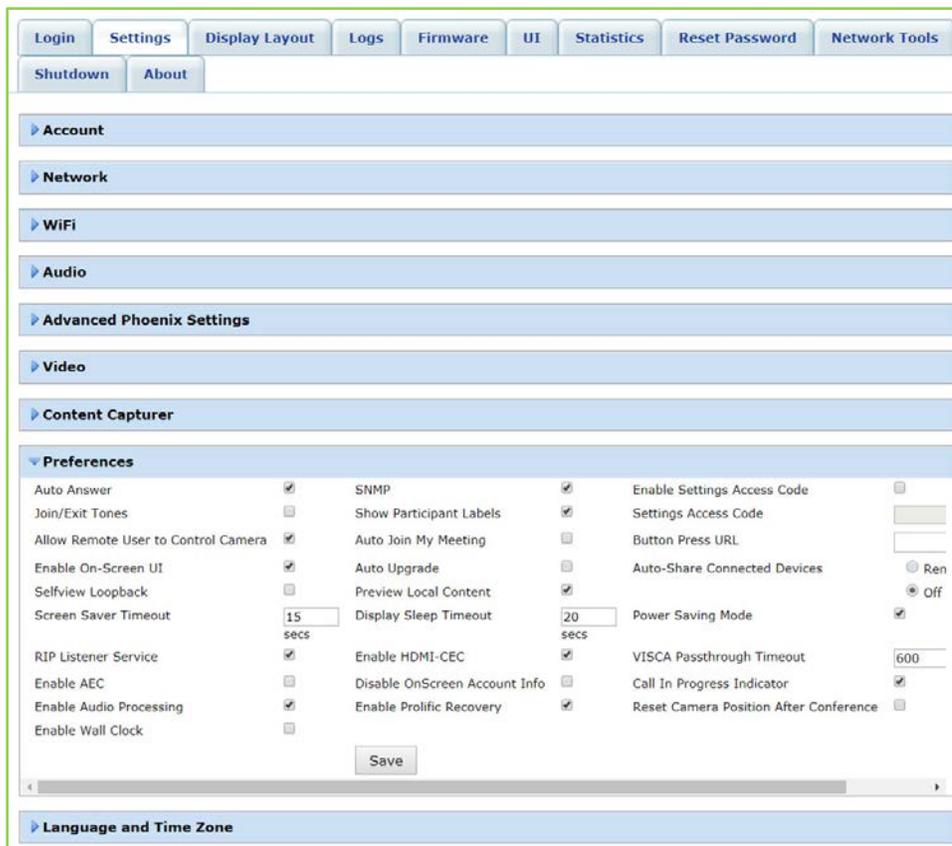
2. Click the blue triangle next to the word *Preferences* to view the preference settings if necessary.

3. Select the **Auto Answer** checkbox if you want the VidyoRoom or VidyoPanorama 600 to automatically answer incoming calls.

4. Select the **Join/Exit Tones** checkbox if you want to hear a tone whenever someone joins or exits a conference.

5. Select the **Allow Remote User to Control Camera** checkbox if you want to allow remote users to control your camera.

   For this option to work, the camera must be capable of pan, tilt, and zoom.

6. Select the **Enable On-Screen UI** checkbox if you want the VidyoRoom or VidyoPanorama 600 to display the on-screen user interface.

7. Select the **Selfview Loopback** checkbox if you want to view the loopback of your self-view from the VidyoRouter™ (as opposed to your local self-view) when you are the only one in the conference.

8. Enter the number of seconds after which the screen saver will display in the **Screen Saver Timeout** field, or enter **0** if you do not want the screen saver to display.

9. Select the **RIP Listener Service** checkbox if you want to enable the RIP listener service.

   Some corporate networks may have firewall rules that cause the VidyoRoom or VidyoPanorama 600 systems to scan for all available routes. As a result, the VidyoRooms or VidyoPanorama 600s can take up to five minutes to log into the VidyoPortal after reboot. For such environments, you can disable the RIP Listener Service to allow the VidyoRoom or VidyoPanorama 600 to log into the VidyoPortal as soon as it is up after reboot.

10. Configure the audio by doing the following:

    ■ Select the **Enable AEC** checkbox if you want to enable Acoustic Echo Cancellation (AEC).

      AEC removes echoes, which results in clearer audio.

    ■ Select the **Enable Audio Processing** checkbox if you want to enhance the audio signal of the speaker.

      Selecting this checkbox improves the audio quality by removing echo (AEC), removing unwanted background noise (noise suppression), and additional audio improvements.

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

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

12. Select the **SNMP** checkbox if you want to enable the SNMP interface.

    When enabled, a third party can use the SNMP protocol to configure and control VidyoRoom or VidyoPanorama 600 with their UI.

13. Select the **Show Participant Labels** checkbox if you want to display the participants' names on-screen during conferences.

14. Select the **Auto Join My Meeting** checkbox if you want to automatically join your room whenever you log in.

15. Select the **Auto Upgrade** checkbox if you want to automatically upgrade your VidyoRoom or VidyoPanorama 600 whenever a new version is available on the VidyoPortal.

Note   This upgrade is not the image upgrade, which you must manually initiate using either the *Firmware* tab or the Recovery Console. For more information about the *Firmware* tab, see Updating the Firmware. For more information about the Recovery Console, see Using the Recovery Console.

16. Select the **Preview Local Content** checkbox if you want to preview locally shared content before sharing it with other sites.

17. Enter the number of seconds in the **Display Sleep Timeout** field and select the **Power Saving Mode** checkbox if you want the displays to go to sleep after a specified number of seconds of inactivity.

   If you do not want the displays to go to sleep, deselect the **Power Saving Mode** checkbox.

   Once the displays go into Power Saving Mode, you can wake them up by pressing any button on the remote control or by joining a room using the VidyoRemote. Incoming calls will also wake up the displays.

18. Select the **Enable HDMI-CEC** checkbox if you want to use VidyoRoom to switch your TVs that are connected using a Pulse-Eight USB-CEC adapter on and off.

   This will work for most TV models. You can enable your VidyoRoom to switch the TVs on and off using the VidyoRoom Remote Control API commands. Using the commands, you can control the TV input and set it to where the VidyoRoom is connected. For more information about the VidyoRoom API commands, refer to the *VidyoRoom and VidyoPanorama 600 Remote Control API User Guide*.

19. Select the **Phoenix Super Sensitive Mode** checkbox if you want the audio to be received in its native state or leave the **Phoenix Super Sensitive Mode** checkbox deselected if you want the audio to be processed by the Phoenix device.

Note   Please note the following about the Phoenix Super Sensitive Mode fields:

If enabling Phoenix Super Sensitive Mode, please ensure that the **Enable Audio Processing** checkbox is deselected; otherwise, the audio will be processed by the VidyoRoom system.

The **Super Sensitive** fields only display if you have a Phoenix PowerHub or Spider connected to your system:
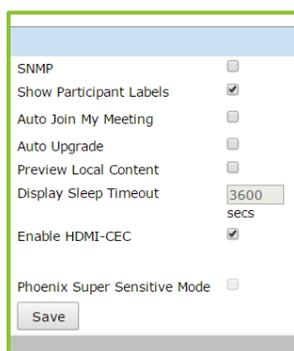
20. Select the **Enable Prolific Recovery** checkbox if you want your VidyoRoom system to automatically reboot in order to recover the camera when an issue occurs with a VISCA cable.

21. Select the **Enable Settings Access Code** checkbox and then enter the access code in the **Settings Access Code** field if you want to set an access code so that only those people who know the code can make changes to the VidyoRoom or VidyoPanorama 600 settings.

22. Leave the **Button Press URL** field blank in most cases.

    However, if you have a custom application that uses a dedicated button to activate a URL, enter the URL in the **Button Press URL** field.

23. Select one of the following **Auto-Share Connected Devices** radio buttons:

    ■ Select the **Remember Last** radio button if you want the VidyoRoom or VidyoPanorama 600 to remember the content share status from the last conference.

    For example, if content was being shared in a conference and the conference ended without stopping the content share, when the next conference started, sharing would start automatically if you selected the **Remember Last** radio button.

    ■ Select the **Off** radio button if you do not want VidyoRoom or VidyoPanorama 600 to automatically share when a conference starts.

    For example, if you selected the Off radio button, sharing would not start automatically. This option is not applicable for the VidyoRoom HD-40.

24. Edit the default 4000 ms value in the **VISCA Passthrough Timeout** field if you want to change the VISCA passthrough timeout value.

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

Note If a VISCA communication issue occurs with the camera, the VidyoRoom system will reboot once the conference is over in order to recover the camera. Note that when this issue occurs, the camera control may or may not work correctly, and there will be no indication of the cause of the reboot on the On Screen UI.

25. Deselect the **Call In Progress Indicator** checkbox if you do not want the Call In Progress Indicator to display during active calls; otherwise leave selected.

26. Deselect the **Reset Camera Position After Conference** checkbox if you want the camera position to remain unchanged at the end of each call.

    In order to use this feature, besides selecting the **Reset Camera Position After Conference** checkbox, you must also have a Sony® camera and you must have set the camera Preset 1 and 2 positions using the camera controls. If you have done so:

    ■ When the user joins a conference, the camera will move to Preset 2 and the message "RECALL 2 OK" will be displayed both locally and remotely for one or two seconds.

    ■ When the user disconnects from a conference, the camera will move to Preset 1 and the message "RECALL 1 OK" will be displayed locally only for about a half second.

Configuring the Language and Time Zone

To configure the language and time zone:

1. Click the *Settings* tab.
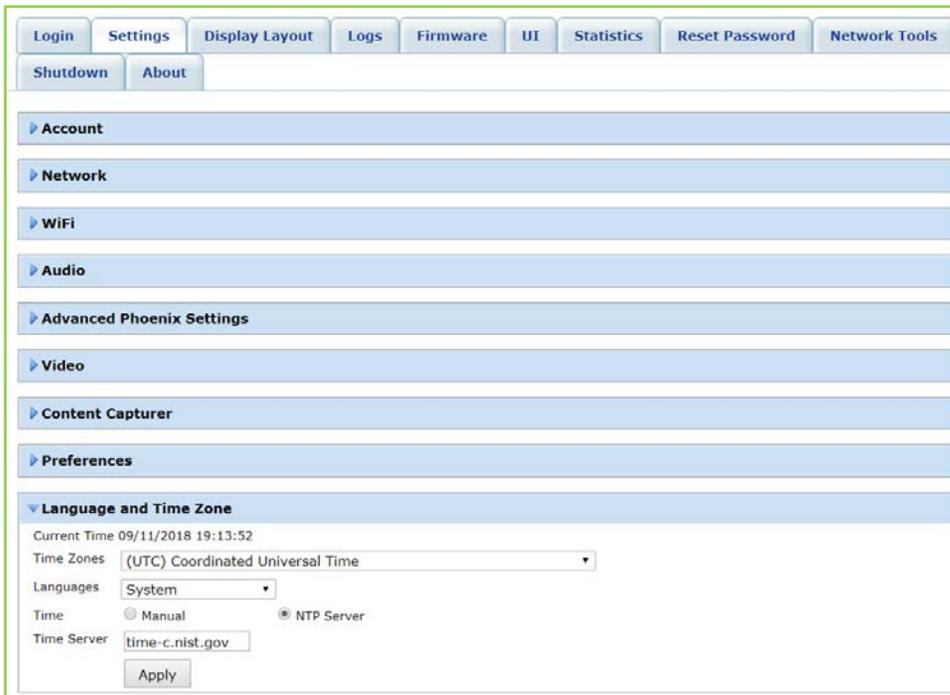
2. Click the blue triangle next to the words *Language and Time Zone* to view the language and time zone settings if necessary.

3. Select the time zone from the **Time Zones** drop-down in which the VidyoRoom or VidyoPanorama 600 is located.

4. Select the language that you want to display on the VidyoRoom or VidyoPanorama 600 user interface from the **Languages** drop-down.

5. Select **System** if you want the VidyoRoom or VidyoPanorama 600 to display in the system language selected on the VidyoPortal.

Configuring VidyoRoom Pairing (Preview Feature)

Note   The VidyoRoom Pairing feature is a new feature that is being introduced in phases. The first phase, which is part of the VidyoRoom version 3.3.11 release, is described in this section.

The VidyoRoom pairing feature enables you to use the cameras from two or more VidyoRoom or VidyoPanorama 600 systems in your conference. This feature is especially useful in larger conference rooms where you might want to use more than one camera to capture the active speaker.

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

To configure VidyoRoom Pairing:

1. Click the *Settings* tab.
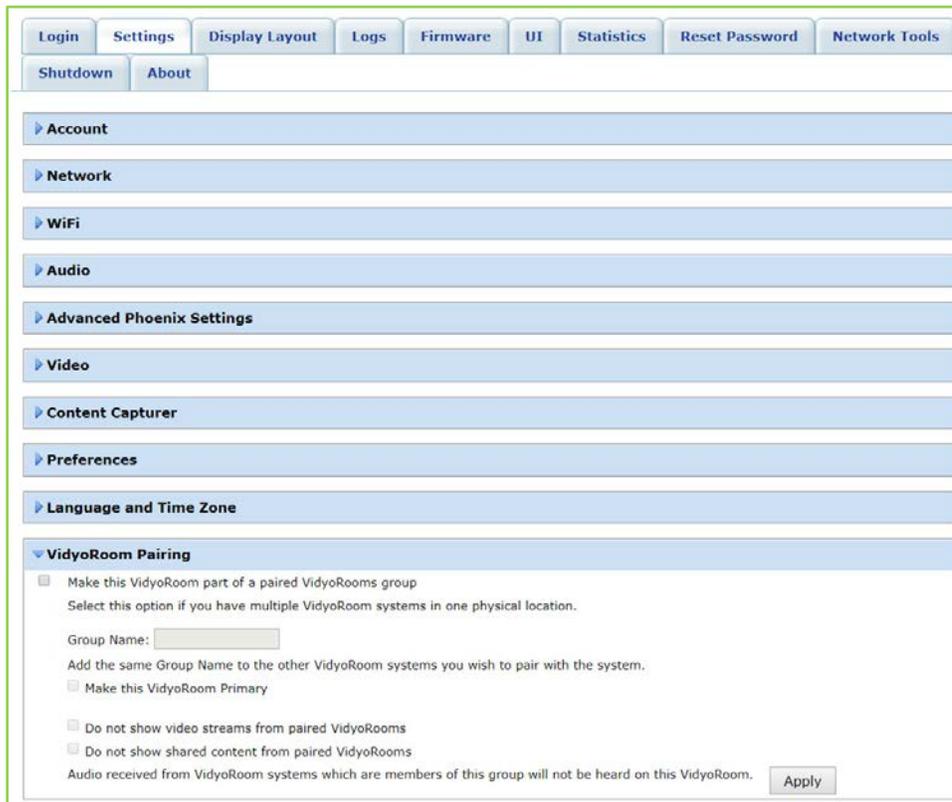
2. Click the blue triangle next to the words *VidyoRoom Pairing* to view the VidyoRoom pairing settings if necessary.

3. Select the **Make this VidyoRoom part of a paired VidyoRooms group** checkbox if you want to pair this VidyoRoom with other VidyoRoom(s).

4. Enter a name for the group of paired VidyoRooms in the **Group Name** field.

   You must give the same group name to the other paired VidyoRooms in the group. For example, if you want to pair an HD-230 and a VidyoPanorama 600 that are both located in Conference Room A, you must give both the HD-230 and VidyoPanorama 600 the same group name, such as "Conference Room A."

5. Select the **Make this VidyoRoom Primary** checkbox if you want this to be the Primary VidyoRoom among the paired VidyoRooms.

   If you select a VidyoRoom as the Primary VidyoRoom, only that VidyoRoom will broadcast the incoming audio.

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

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

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

7. Click **Apply**.

Configuring Calendar Integration

The calendar integration feature enables the VidyoRoom or VidyoPanorama 600 to display upcoming scheduled meetings from a Microsoft Exchange® calendar or a Google Calendar™ that you specify. This feature enables the system to display meetings that are taking place up to three hours in the future and up to one hour in the past, as well as display or hide meeting details.

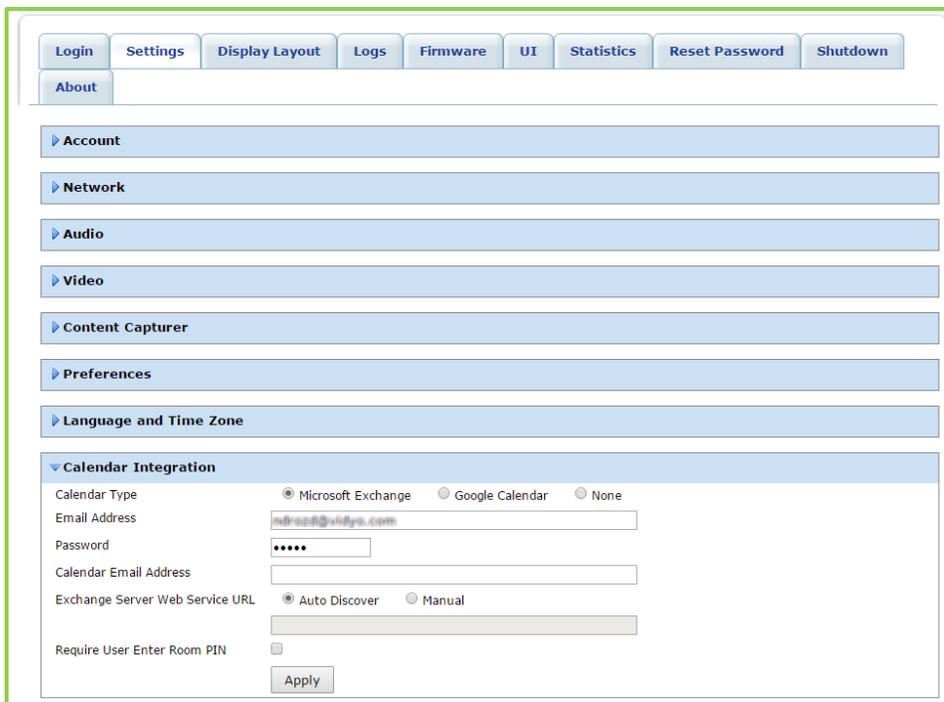## Configuring Microsoft Exchange Calendar Integration

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

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

To configure Microsoft Exchange calendar integration:

1. Click the *Settings* tab.

2. Click the blue triangle next to the words *Calendar Integration* to view the Calendar Integration settings if necessary.

3. Select the **Microsoft Exchange** radio button for the **Calendar Type** if you want the system to display meetings from a Microsoft Exchange calendar.

4. Enter the credentials of the account in the **Email Address** and **Password** fields that has access to the calendar that you want to synchronize with the VidyoRoom or VidyoPanorama 600 (typically, this is the email address and password of the calendar administrator).

5. Enter the email address of the calendar that you want to synchronize with the VidyoRoom or VidyoPanorama 600 in the **Calendar Email Address** field (this is needed if the email address you entered is associated with more than one calendar resource).

   The meetings from this calendar are the ones that will display on your VidyoRoom or VidyoPanorama 600 home screen.

6. Select one of the following **Exchange Server Web Service URL** radio buttons:

   ■ Auto Discover

   ■ Manual (If you select **Manual**, you must enter the URL.)

7. Select the **Require User Enter Room PIN** checkbox if a room PIN is included in a calendar invite and you want to force users to enter the PIN when joining that meeting.
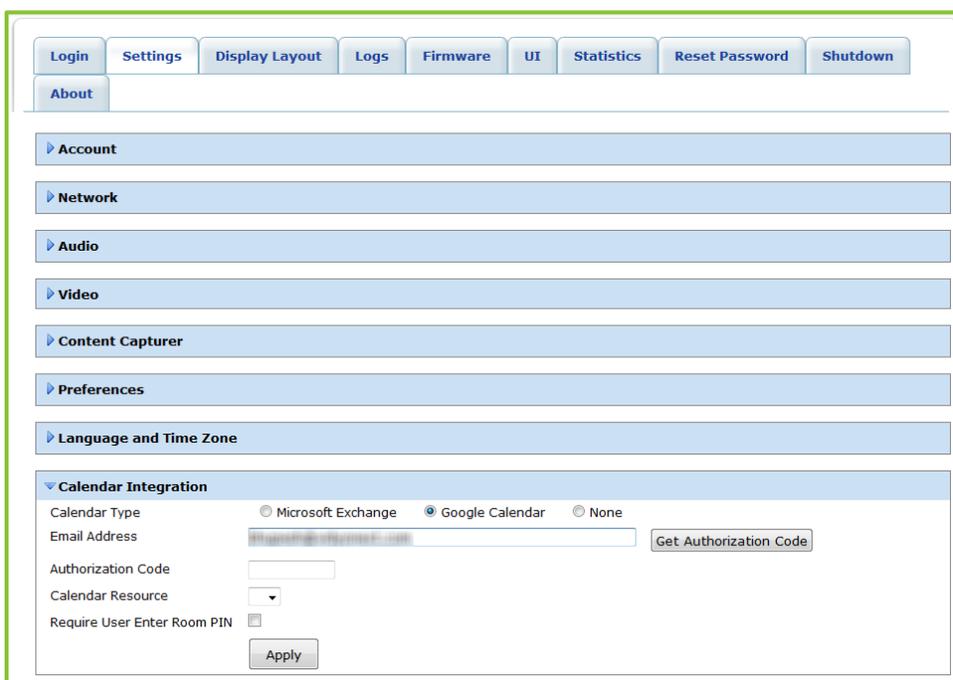
8. Click **Apply**.

Configuring Google Calendar Integration

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

To configure Google Calendar integration:

1. Ensure that you are logged into the Google account whose calendar you want to synchronize with VidyoRoom or VidyoPanorama 600.

2. Navigate to the Admin UI using a new tab within the same browser window.

3. Click the *Settings* tab.

4. Click the blue triangle next to the words *Calendar Integration* to view the Calendar Integration settings if necessary.

5. Select the **Google Calendar** radio button for the **Calendar Type** if you want the system to display meetings from the Google Calendar.

6. Enter the email address of the Google account that you want to synchronize with the VidyoRoom or VidyoPanorama 600 in the **Email Address** field.

    The meetings from this calendar are the ones that will appear on your home screen.

7. Click **Get Authorization Code**.

    By default, your browser will block the pop-up that you need to access.

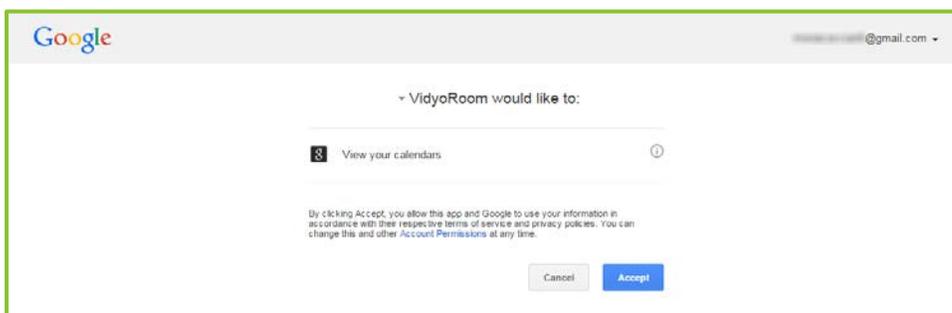8. Click the red X that appears in your browser address bar.

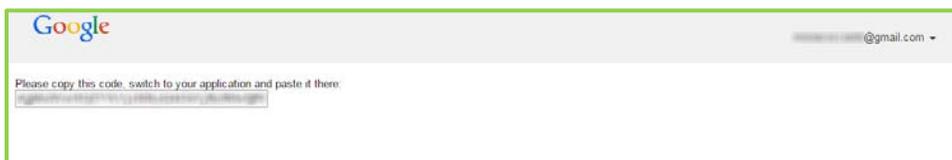The "The following pop-ups were blocked on this page" pop-up appears.
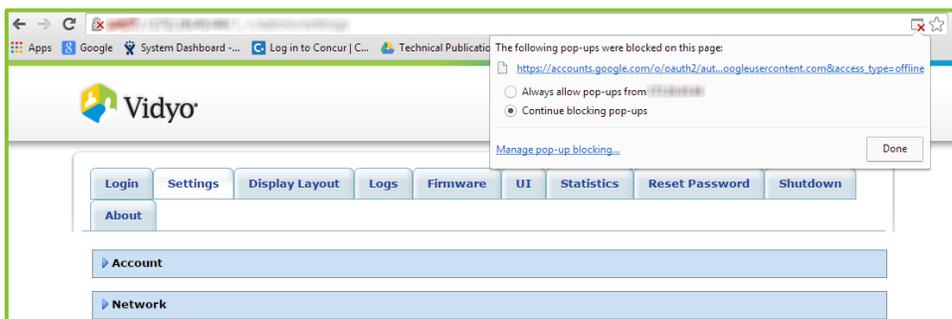
9. Select **Always allow pop-ups from [**`IP Address`**]** and then click the link that appears in the pop-up.

The "VidyoRoom would like to" pop-up appears.

10. Click **Accept**.

You will be provided with an Authorization Code.

11. Click **Ctrl-A** or **Command-A** to select all, and copy it to the clipboard.

12. Return to the *Admin UI Settings* screen, and paste the code into the **Authorization Code** field.

13. Select the appropriate calendar from the **Calendar Resource** drop-down that you want to synchronize with the VidyoRoom or VidyoPanorama 600.

Note   This is needed if the email address you entered is associated with more than one calendar resource.

The meetings from this calendar are the ones that will appear on your VidyoRoom or VidyoPanorama 600 home screen.

14. Select the **Require User Enter Room PIN** checkbox if a room PIN is included in a calendar invite and you want to force users to enter the PIN when joining that meeting.

15. Click **Apply** once.

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

The meetings will now display on the On Screen UI. If the meetings do not display, start this procedure again at step 6. You can also go to the *Logs* tab as described in the Obtaining Log Files section, and view the `GoogleCalendar.log` which contains information about any failures.
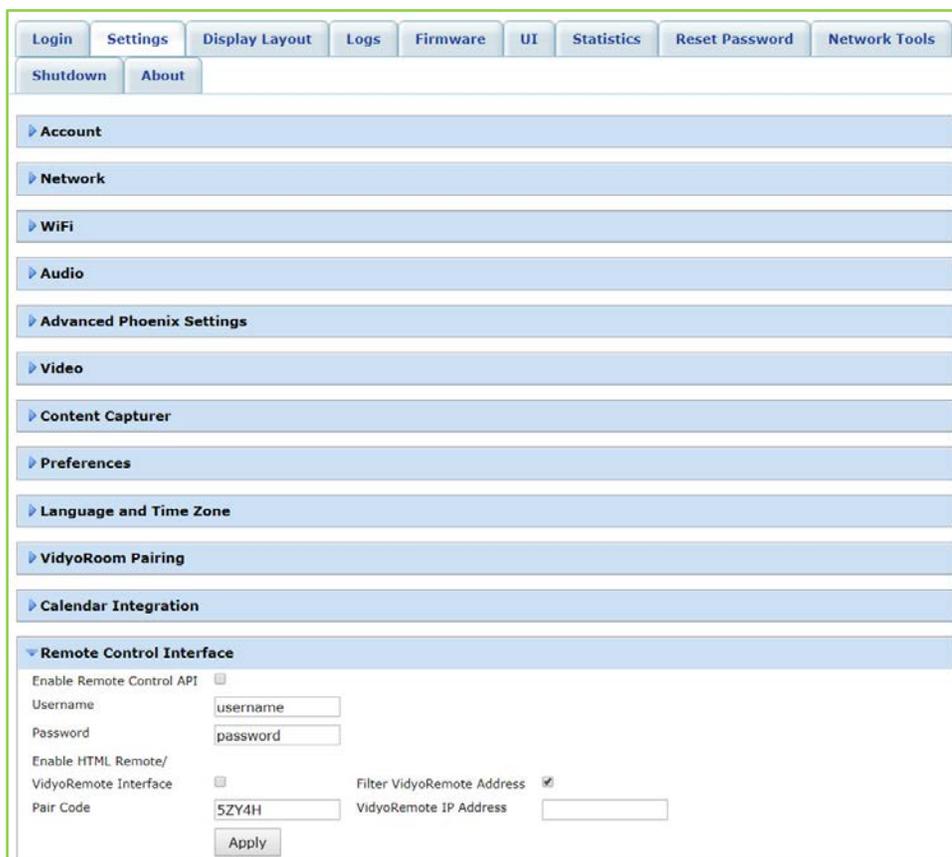
Configuring the Remote Control Interface

The settings in this section provide external applications with the ability to integrate with the VidyoRoom system.

For more information, refer to the *VidyoRoom and VidyoPanorama 600 Remote Control API User Guide*.

To configure the remote control interface:

1. Click the *Settings* tab.

2. Click the blue triangle next to the words *Remote Control Interface* to view the remote control settings if necessary.

3. Select the **Enable Remote Control Interface API** checkbox if you want to provide developers and/or applications with the ability to connect and control the VidyoRoom or VidyoPanorama 600 using Remote Control APIs.

4. Enter the username that the developers and/or applications will need to use in order to authenticate with the system in the **Username** field.

5. Enter the password that the developers and/or applications will need to use in order to authenticate with the system in the **Password** field.

6. Select the **Enable HTML Remote/VidyoRemote Interface** checkbox if you want to connect and control the VidyoRoom or VidyoPanorama 600 using the HTML Remote / VidyoRemote Interface.

7. Enter the code that will be requested by the VidyoRemote 3 in order to connect with your VidyoRoom or VidyoPanorama 600 system in the **Pair Code** field.

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

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

9. Click **Apply**.

Designing the Display Layout

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

To design the display layout:

1. Click the *Display Layout* tab.

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

   The **Identify** button indicates the display IDs and also shows the IP address of the VidyoRoom or VidyoPanorama 600.

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

   - The display IDs can change if you plug the displays in and out of the back of the Vidyo server. Therefore, before and during the display layout configuration, you should click **Identify** to make sure your configuration is mapping to the displays as you intend.

- You should remove any Mini DisplayPort to DVI adapters from ports where there is no display connected. If you leave these adapters connected (even with no displays connected to the adapters themselves), the displays will display as if they are connected since these are active adapters.

- Irrespective of which ports you connect the displays and adapters to, the display IDs are sequential. There is no correlation between the physical ports on the back and the virtual display IDs that you see on the screens. Therefore, if you connect a display to port 5 and 6, the display IDs will be 1 and 2. Vidyo recommends that when connecting displays, do not leave gaps between the ports and always start with port 1. For example, if you have three displays, connect the displays and adapters to ports 1, 2, and 3, and leave ports 4, 5, and 6 empty.

- If you have a VidyoPanorama 600 and you do not want the display IDs to change if you plug the displays in and out of the back of the VidyoPanorama 600 server, you should click the **Lock EDIDs** button at the bottom of the screen. You can unlock the displays at any time by clicking the **Unlock EDIDs** button. For more information about the **Lock/Unlock EDIDs** button, see step 14.

3. Select the numbers that reflect the physical layout of your displays from the **Height** and **Width** drop-downs.

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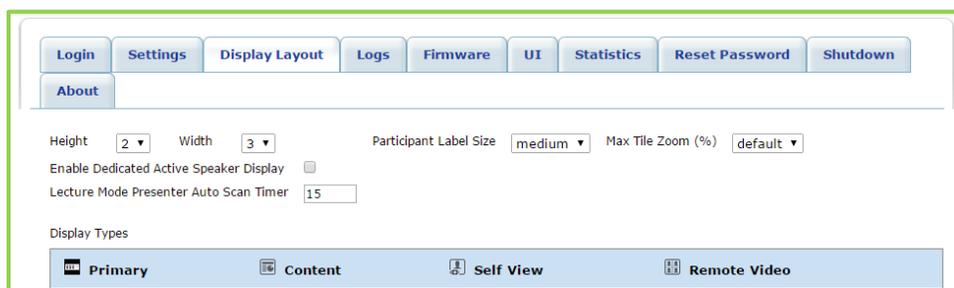
VidyoRoom Display Layout Design Example

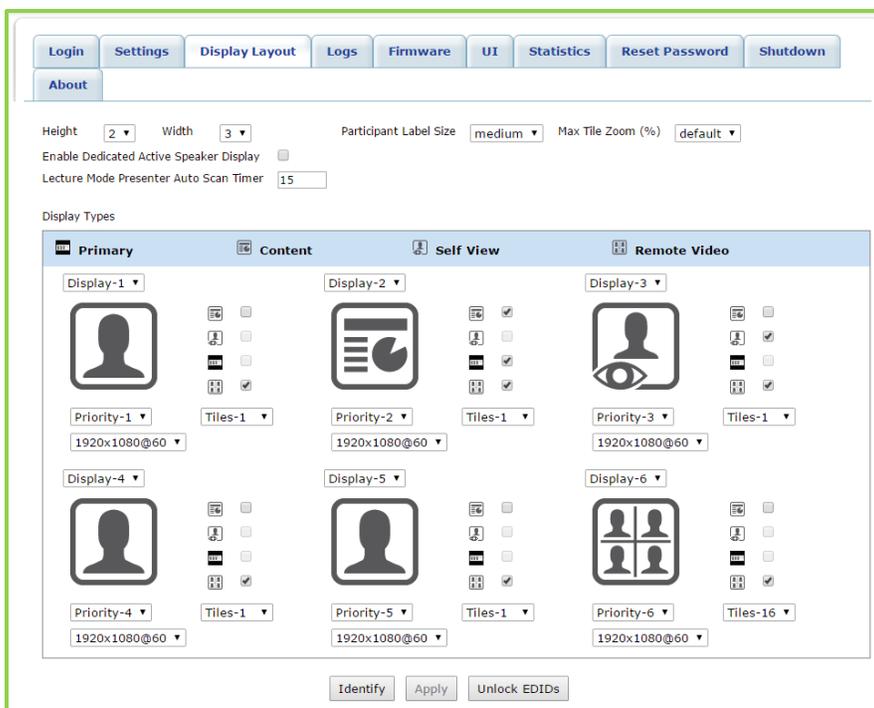Let's say your VidyoRoom displays are physically laid out like this:

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

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

VidyoPanorama 600 Display Layout Design Example

Let's say your VidyoPanorama 600 displays are physically laid out like this:

Since there are two rows of displays (the top row that contains display #1 and the bottom row that contains displays #2, #3, and #4), your height would be **2**. Your width would be **3** since the longest row (which is the bottom row) has three displays.

Because you entered **2** for the height and **3** for the width, two rows and three columns of displays would appear in the center of the *Display Layout* page. If your room physically has fewer displays than what appears on the page, you can eliminate them in the next step. In our case, six displays appeared on the page even though we physically have only four displays in our VidyoPanorama 600 room, but we will be able to eliminate those two unused displays in the next step.

4. Select whether you want the participants' names to appear small, medium, or large on the displays during the conferences in the **Participant Label Size** field.

5. Select the percentage at which you want to zoom low resolution content from the **Max Tile Zoom (%)** drop-down.

   For example, if a participant using a mobile device sends content at a low resolution to an Ultra HD 4K VidyoRoom or VidyoPanorama 600 screen, that participant's video will zoom in

16 times (1600%). If this is not desirable for you, you can use this drop-down to cap the zoom at a 200, 300, or 400%.

6. Select the **Enable Dedicated Active Speaker Display** checkbox if you want the active speaker to be displayed in the single stream Remote Video display that has the highest priority.

   In other words, selecting this checkbox enables you to dedicate a display for showing the active speaker. For more information, see step 10 on page 46.

7. Enter the number of seconds to wait before displaying a different participant in the **Lecture Mode Presenter Auto Scan Timer** field.

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

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

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

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

VidyoRoom Display Layout Design Example (Continued)

In our example, our VidyoRoom can only support two displays, so this is what we see:
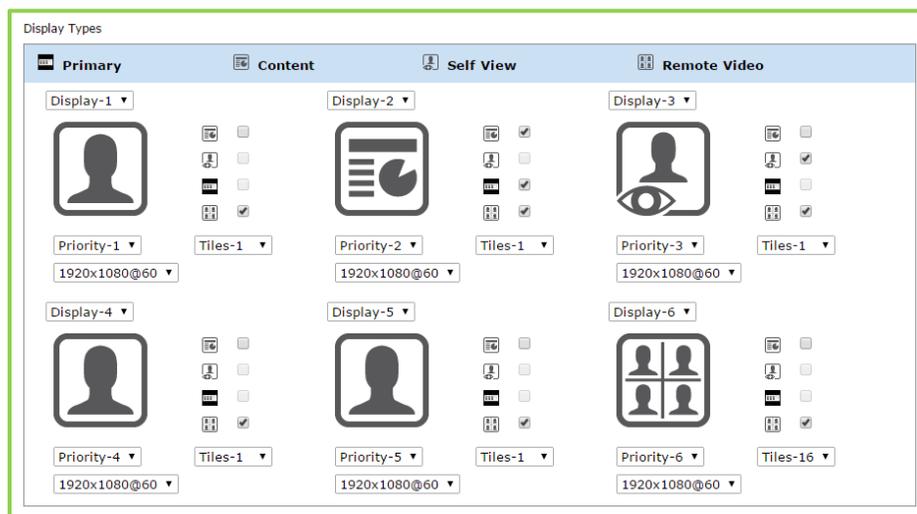
VidyoPanorama 600 Display Layout Design Example (Continued)

In our example, we only have four displays in our VidyoPanorama 600 room. Therefore, we select **None** for Display-1 and Display-3 since we do not have physical displays at those locations:

None		2		None
	4	5	6	

9. Select the checkbox near the stream type for each display on the page that you want to assign to that display: Primary, Content, Self-View, or Remote Video.

■ Primary: A Primary stream shows on-screen indicators, such as the speaker and microphone mute icons.

   You can designate only one screen as the Primary screen.

■ Content: A Content stream shows any content shared from the local or remote sites.

   □ For VidyoRoom systems: The second display for the VidyoRoom HD-40 Revision A and Revision B and for the HD-100 Revision D is set to display content only and cannot be changed.

   □ For VidyoPanorama 600 systems: The VidyoPanorama 600 Multi-Participant Content Sharing feature shows shared content from up to six participants at the same time. Vidyo recommends placing content in the center display(s) since it is usually important for all the meeting participants to view it clearly.

■ Self-View: A Self-View stream shows the video from the camera at your local site (that is, a view of yourself or your site).

   For VidyoPanorama 600 systems, Vidyo recommends placing the Self-View where your eyes are least interested in looking, such as the far left or right.

■ Remote Video: A Remote Video stream shows video from a remote site.

   □ For VidyoRoom systems: The second display for the VidyoRoom HD-40 Revision A and Revision B and for the HD-100 Revision D is set to display content only and cannot be changed; therefore, you can select Remote Video for only one display. However, if you have a VidyoRoom model that supports video on more than one display (such as the HD-230), you can select the **Remote Video** checkbox for both displays so that you can view video from the remote sites on both displays when no content is being shared.

   □ For VidyoPanorama 600 systems: Typically, you should select the **Remote Video** checkbox for all or most of your displays so that you can view video from the remote sites rather than having blank screens.

You can select more than one checkbox per display, but as you do so, keep in mind that VidyoRoom or VidyoPanorama 600 determines what gets shown on the displays based on this sorting order:

1. Local content

2. Remote content

3. Local video

4. Remote video

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

VidyoRoom Display Layout Design Example (Continued)

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

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

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

If no content is being shared, we don't want either display to be blank, so we select **Remote Video** for Display-1 and Display-2 (note that the option to display remote video on both displays is not available for the HD-40 Revision A and Revision B and for the HD-100 Revision D since the second display is reserved for content).
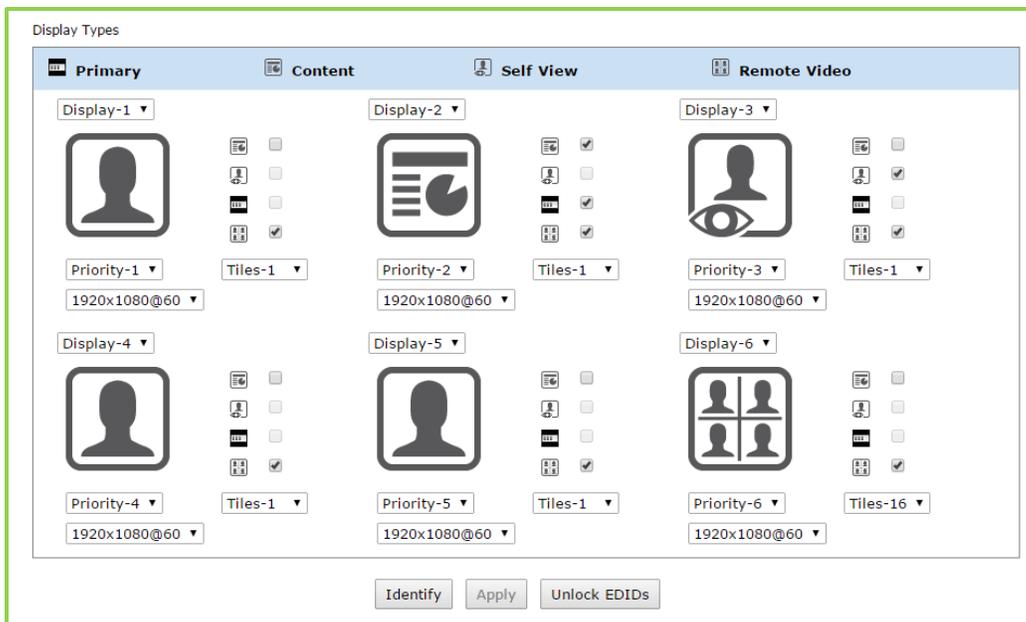
We also select Display-2 as the **Primary** display so that the on-screen indications appear on that display.
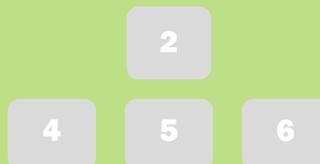
This is what we now have selected for each display:

VidyoPanorama 600 Display Layout Design Example (Continued)

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


Since showing any shared content is of utmost importance, we are going to select the top center display as a Content display. To do so, we select the **Content** checkbox for Display-2. If two sites share content at the same time, we want to see both, so we also select **Content** for Display-5.

We decide that we want to see our own site on the right, so we select the **Self-View** checkbox for Display-6.

If no content is being shared, we don't want Display-2 or Display-5 to be blank, so we select the **Remote Video** for Display-2 and Display-5. Because we want to view remote video on all displays if we have many participants, we select the **Remote Video** checkbox for all the other displays as well.

We also select Display-2 as the **Primary** display so that the on-screen indications appear on that display. This is what we now have selected for each display:
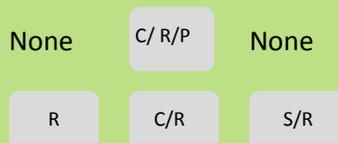
10. Select the order in which the displays will be populated as video and content streams are received from the **Priority** drop-down.

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

Display Layout Design Example (Continued)

In our example, we had selected Display-1 and Display-2 as Remote Video displays. Since we want content to display on Display-1 when content is being shared, and we want the active speaker to appear on it if no content is being displayed, we select Display-1 as higher priority:
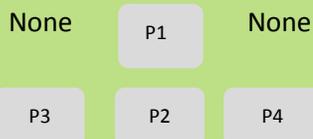
P1   P2

VidyoPanorama 600 Display Layout Design Example (Continued)

In our example, we had selected Display-2 and Display-5 as Content displays. If a site shares content, we prefer it to be displayed on Display-2, so we select a higher priority for Display-2 than for Display-5.

```
        2
  4     5     6
```

Therefore, this is the priority we decide upon:

None   P1   None

P3   P2   P4

Based on this priority (and because we selected Display 2 and Display 5 as Remote Video displays), if we also selected the **Enable Dedicated Active Speaker Display** checkbox, the active speaker would appear on Display 2 when no content was shared and on Display 5 when it was shared.

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

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

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

■ For VidyoRoom systems: The number of tiles you can select depends on which VidyoRoom model you have. For more information, refer to the datasheet for your model or to the *VidyoRoom and VidyoPanorama 600 Release Notes*.

■ For VidyoPanorama 600 systems: You can select up to 16 tiles per display.

When selecting the number of tiles, remember the sorting order described in the previous step (that is, local content gets displayed first, then remote content, then local video, and finally remote video). Also keep in mind that participants like to see content clearly, so avoid selecting a high number of tiles on the Content display.

VidyoRoom Display Layout Design Example (Continued)

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

1	8

VidyoPanorama 600 Display Layout Design Example (Continued)

In our VidyoPanorama 600 example, we could select the following in the **Tiles** drop-down for each display:

■ Select 1 for the top center display since that's where we want our content to be displayed and we want it to appear as large as possible. Additionally, if no content is displayed, we want our active speaker to appear there so we also selected the **Enable Dedicated Active Speaker Display** checkbox.

■ Select 8 for the bottom left display since that display is used for video only and we want to view as many participants as possible.

■ Select 1 for the bottom center display since that display may also be used for content, and if no content is being displayed, we want the active speaker to appear full screen.

■ Select 4 for the bottom right display so we can see our Self-view in a fairly large tile, but still have tiles available for other participants.

None	1	None
8	1	4

12. Select the resolution and frame rate from the drop-down for each display.

The drop-down lists every available resolution and frame rate that the TV display supports.

13. Click **Apply**.

At this point, you may want to make a call to see if you like the display layout that you just set up. If you do not like it, you can make changes on the *Display Layout* tab, and then make another call. Continue making changes and checking them in a call until the layout is the way you like it.

14. Click **Lock EDIDs**.

Vidyo highly recommends that you click this button after configuring your display layout— especially when using 4K monitors. Not doing so may cause issues such as the displays not getting detected when they come back from sleep mode, the display order changing, etc.

If you need to unplug a display from the VidyoRoom or VidyoPanorama setup, Vidyo recommends following these steps:

a. Click **Unlock EDIDs**.

b. Add, remove, or change the order of the displays.

c. Reboot the VidyoRoom system.

d. Configure the displays with the desired settings.
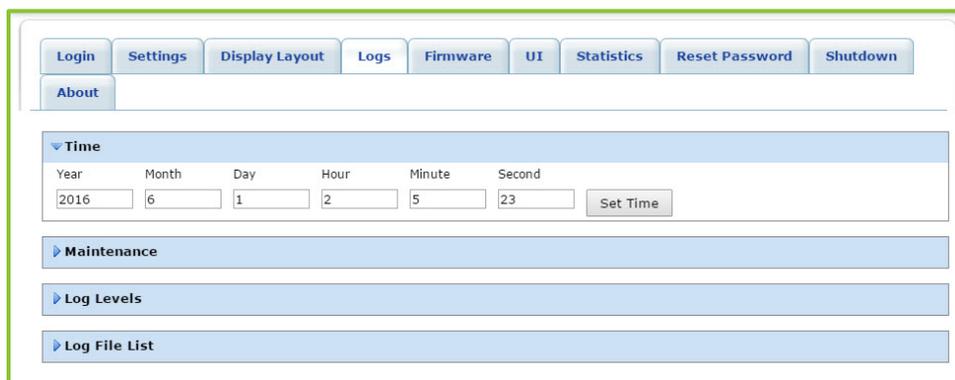
e. Click **Lock EDIDs**.

Obtaining Log Files

The *Logs* tab enables you to set the system time, set the reboots to take place on a recurring schedule, enable your Splunk® forwarder (if available), and obtain log files for the VidyoRoom or VidyoPanorama 600.

Setting the System Time

To set the system time:

1. Click the *Logs* tab.

2. Click the blue triangle next to the word *Time* to view the time settings if necessary.

3. Enter the system time of the VidyoRoom or VidyoPanorama 600.

4. Click **Set Time**.

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

CMOS Battery Warning

The CMOS Battery is Probably Dead! Please Replace it to Ensure Proper System Operation
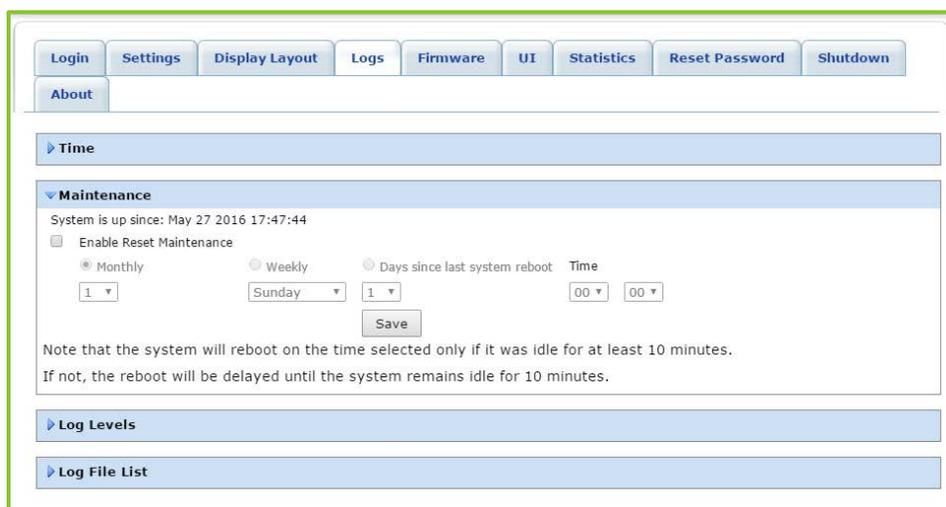
Ok

Configuring the Reboot Maintenance Schedule

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

To configure the reboot maintenance schedule:

1. Click the *Logs* tab.

| Login | Settings | Display Layout | Logs | Firmware | UI | Statistics | Reset Password | Shutdown |

About

▸ Time

▾ Maintenance

System is up since: May 27 2016 17:47:44

☐ Enable Reset Maintenance

⦿ Monthly ◯ Weekly ◯ Days since last system reboot **Time**

1 ▾ Sunday ▾ 1 ▾ 00 ▾ 00 ▾

Save

Note that the system will reboot on the time selected only if it was idle for at least 10 minutes.
If not, the reboot will be delayed until the system remains idle for 10 minutes.

▸ Log Levels

▸ Log File List

2. Click the blue triangle next to the words *Maintenance* to view the maintenance settings if necessary.

3. Select the **Enable Reset Maintenance** checkbox to set a recurring reboot schedule:

   a. Select the **Monthly** radio button and select a number to set your system to reboot after that number of months has elapsed.

   b. Select the **Weekly** radio button and select a day to set your system to reboot on that day each week.

       c. Select the **Days since last system reboot** radio button and select a number to set your system to reboot after that number of days has elapsed.

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

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

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

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

Setting the Log Levels and Accessing the Log Files

The VidyoRoom and VidyoPanorama 600 systems create log files that you can download. For example, you can download Recovery Console logs which contain timestamped information about actions performed in the Recovery Console (e.g., rebooting, changing the Admin UI settings, restoring factory settings, upgrading, etc.).

Note   For VidyoRoom HD-40 Rev A, B, and C, HD-100 Rev D and Rev 4A, HD-230, and VidyoPanorama 600, the ability to download Recovery Console logs is available only when the VidyoRoom systems are running Recovery Console versions 5.0.28 and later. Earlier versions of the Recovery Console will not make the logs available for download.

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

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

To set the logs levels and access the log files:

1. Click the *Logs* tab.
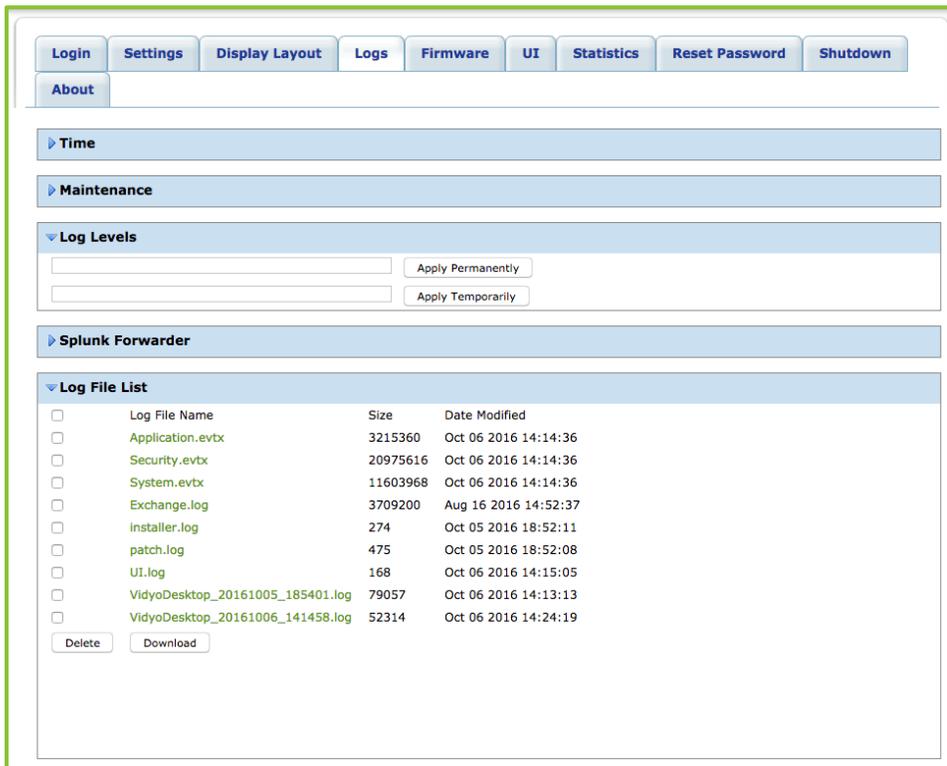
2. Click the blue triangle next to the words *Log Levels* to view the log level settings if necessary.

3. Enter the log name and click either **Apply Permanently** or **Apply Temporarily**.

4. Click the blue triangle next to the words *Log File List* to view the list of log files if necessary.

5. Do any of the following:

   a. Select the checkbox to the left of the specific file that you want to delete, and click **Delete**.

   b. If Write Protection Mode is enabled, the **Delete** button will be grayed out. Therefore, to delete the file, you must first disable Write Protection Mode. For more information about Write Protection Mode, see Updating the Firmware and Using Write Protection Mode.

   c. Select the checkbox to the left of "Log File Name", and then click **Delete** if you want to delete all the log files except for the last one (which is the currently active log file).

   d. If Write Protection Mode is enabled, the **Delete** button will be grayed out. Therefore, to delete the files, you must first disable Write Protection Mode. For more information about Write Protection Mode, see Updating the Firmware and Using Write Protection Mode.

e. Select the checkbox to the left of the file(s) you want to download, and then click **Download**.

f. If Write Protection Mode is enabled, the **Download** button will be grayed out. Therefore, to download a file, you can either click on the file name of the specific log file at the bottom of the download list that you want to download, or you can disable Write Protection Mode. For more information about Write Protection Mode, see Updating the Firmware and Using Write Protection Mode.

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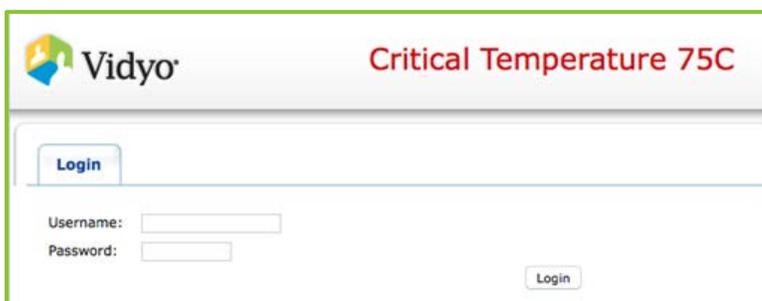
The following table specifies the temperatures at which the word "High" or "Critical" appears per VidyoRoom model.

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

Enabling the Splunk Forwarder

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

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

Splunk Forwarder

Hostname must be something other than 'vr' when enabling Spunk Forwarder

Ok
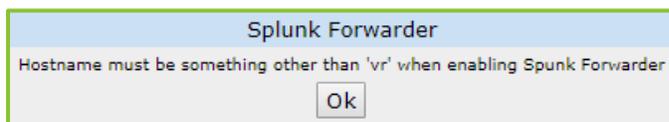
For information about how to set the hostname, see Configuring the Network Settings.

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

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

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

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

- WinEventLog:System
- WinEventLog:Application
- WinEventLog:Security
- WinEventLog:Setup
- exception
- exchange
- googlecalendar

- ■ installer

- ■ patch

- ■ ui

- ■ vidyodesktop

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

    - ☐ MAX_TIMESTAMP_LOOKAHEAD = 20

    - ☐ NO_BINARY_CHECK = true

    - ☐ TIME_FORMAT = %m-%d %H:%M:%S.%3N

    - ☐ Category = Custom

    - ☐ Pulldown_type = 1

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

Note   The creation of the vidyodesktop sourcetype on the Splunk server **must** be done before starting a Splunk forwarder. If this is not done, the events from the vidyodesktop sourcetype may have incorrect time extraction. The other sourcetypes can be auto-created by Splunk and everything will work seamlessly.

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

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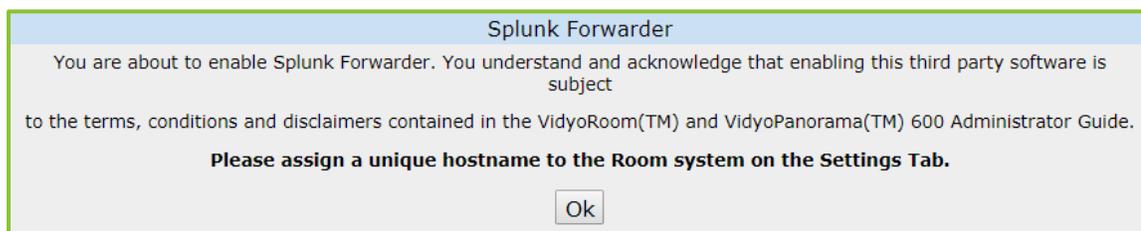

To enable the Splunk forwarder:

1. Click the *Logs* tab.
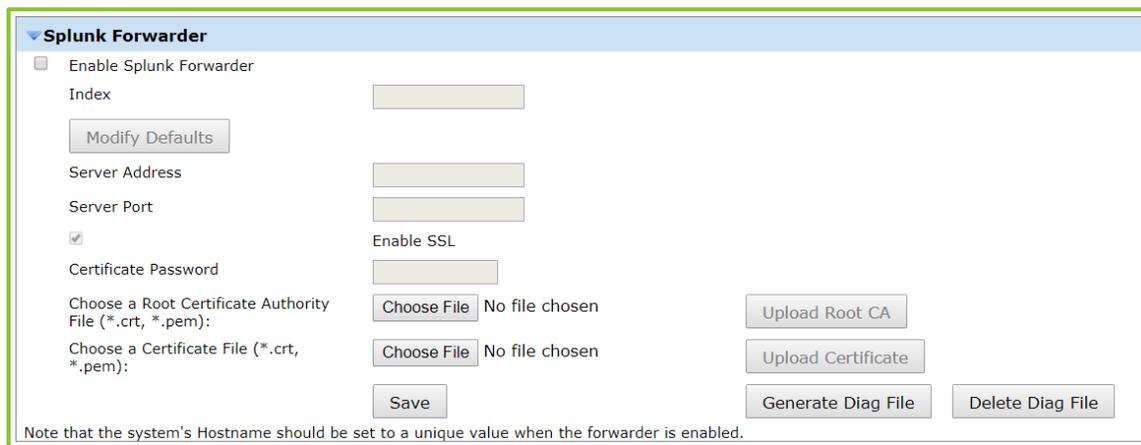
2. Click the blue triangle next to the words *Splunk Forwarder* to view the Splunk Forwarder settings if necessary.

3. Select the **Enable Splunk Forwarder** checkbox.

   The *Splunk Forwarder* pop-up appears.

4. Click **Ok**.

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

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

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

7. Enter the listening port of the Splunk Server in the **Server Port** field.

8. Select the **Enable SSL** checkbox if you want to encrypt the log data that you are sending to the server.

9. Enter the password for the RSA private key contained in the server certificate file in the **Certificate Password** field.

Note Vidyo recommends that you do not upload your own certificate files if you are using our Splunk server.

---

10. Upload a new root Certificate Authority file if necessary:

    a. Click **Choose File** and choose the .crt file that you want to upload.

    b. Click **Upload Root CA**.

11. Upload a new Certificate file if necessary:

    a. Click **Choose File** and choose the .pem file that you want to upload.

    b. Click **Upload Certificate**.

12. Click the **Generate Diag File** button if Splunk forwarder issues arise.

    The dialog file appears in the Log File List section with a .tar.gz extension for you to download. This file will help you troubleshoot any Splunk forwarder issues. For information about how to download log files, see Setting the Log Levels and Accessing the Log Files. You can click the **Delete Diag File** button to delete the dialog file from the system if necessary.

13. Click **Save**.

Modifying the Splunk Forwarder Defaults

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

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

For information about how to set the hostname, see Configuring the Network Settings.

To modify the Splunk forwarder defaults:

1. Click the *Logs* tab.

2. Click the blue triangle next to the words *Splunk Forwarder* to view the Splunk Forwarder settings if necessary.

3. Click the **Modify Defaults** button.

   The *Splunk Forwarder* pop-up appears.

4. Click **Ok**.

   The fields become active.

5. Modify the appropriate fields as necessary.

   For information about how to configure these fields, see <u>Enabling the Splunk® Forwarder</u>.

6. Click **Save**.

Updating the Firmware

The *Firmware* tab enables you to upload a new image file or a new certificate file to the VidyoRoom or VidyoPanorama 600 local disk. Normally, the client installer is downloaded from the VidyoPortal to the VidyoRoom or VidyoPanorama 600; however, you can use the *Firmware* tab as another option for uploading the client. This is useful when the VidyoPortal does not have a client installer file available or when the VidyoPortal version does not support uploading the client.

Configuring Your Internet Explorer Settings

Please do the following prior to uploading an image or client installer file if accessing the Admin UI via your Internet Explorer browser:

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

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

3. Click **OK**.
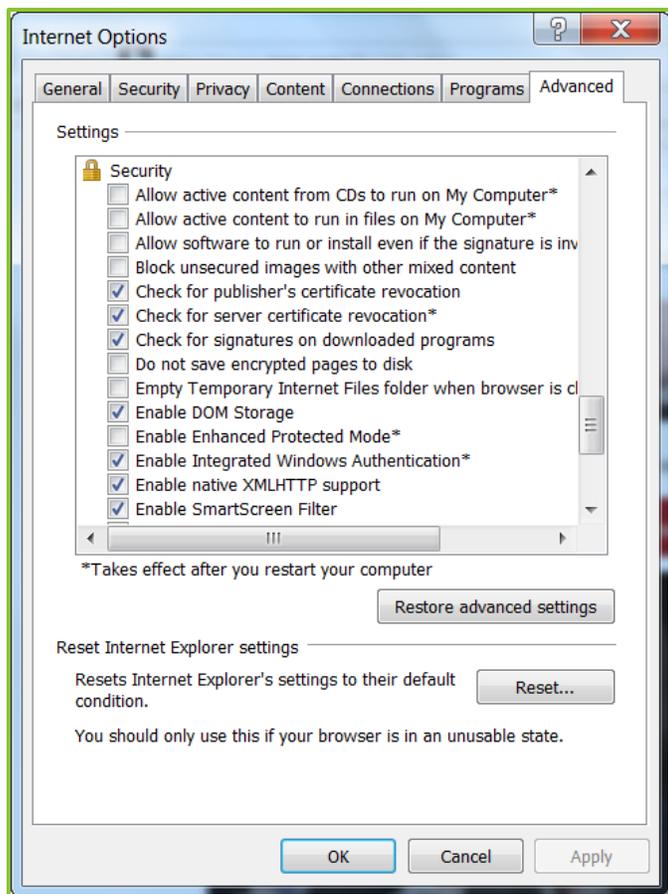
4. Navigate to *Internet Options > Connections*.

5. Click the **LAN Settings** button.

   The *Local Area Network (LAN) Settings* pop-up appears.

6. Ensure that the **Automatically detect settings**, **Use automatic configuration script**, and **Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections)** checkboxes are deselected.

7. Click **OK**.
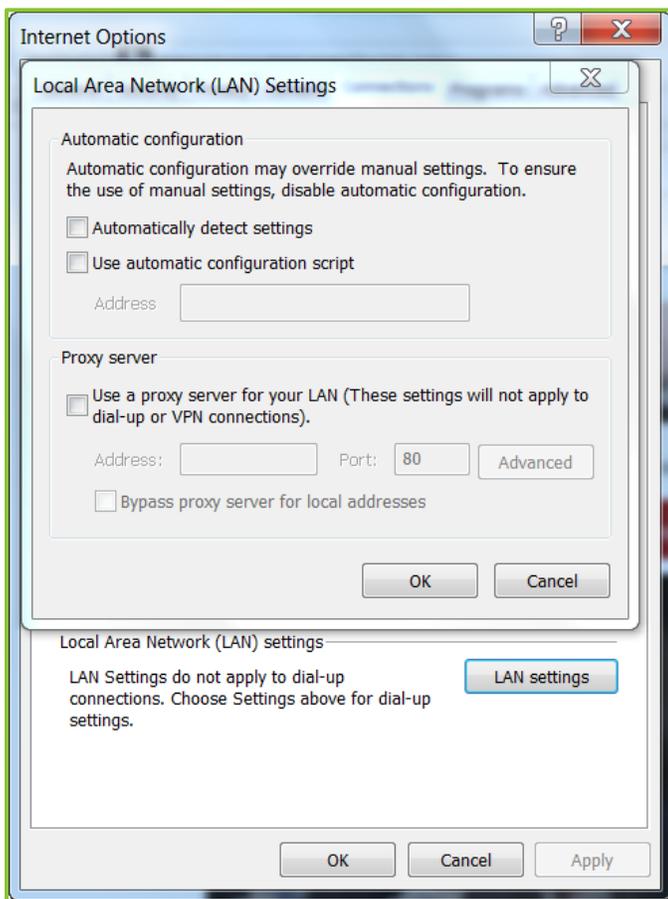
Performing the Firmware Update

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

Please read the following **important notices** before you begin the update:

| Caution	Starting with VidyoRoom or VidyoPanorama 600 version 3.2.5, five days after uploading a new image, that image automatically becomes the factory default base image the system reverts to when using the "Restore to Factory Image" feature. Therefore, if you perform a factory restore **within** five days of applying a new image for the VidyoRoom or VidyoPanorama 600, it will revert back to the image that was originally on the system. If you perform a factory restore **after** five days, it will revert to the last image uploaded for that VidyoRoom or VidyoPanorama 600.

> **Note** If you are using an Iron Bow vCLINiC, you must upload the image using a wired connection. If you try to perform an image upload via WiFi, the upload may take a very long time and/or it may be interrupted, which would require you to restart the upload. For more info about the Iron Bow vCLINiC, see the "About the Iron Bow vCLINiC" article on the Vidyo Help Center.
>
> Additionally, in order to upload an image file for VidyoRoom systems other than the vCLINiC, Write Protection Mode must be disabled. For more information about Write Protection Mode, see step 7 below as well as Using Write Protection Mode.

To update the firmware:

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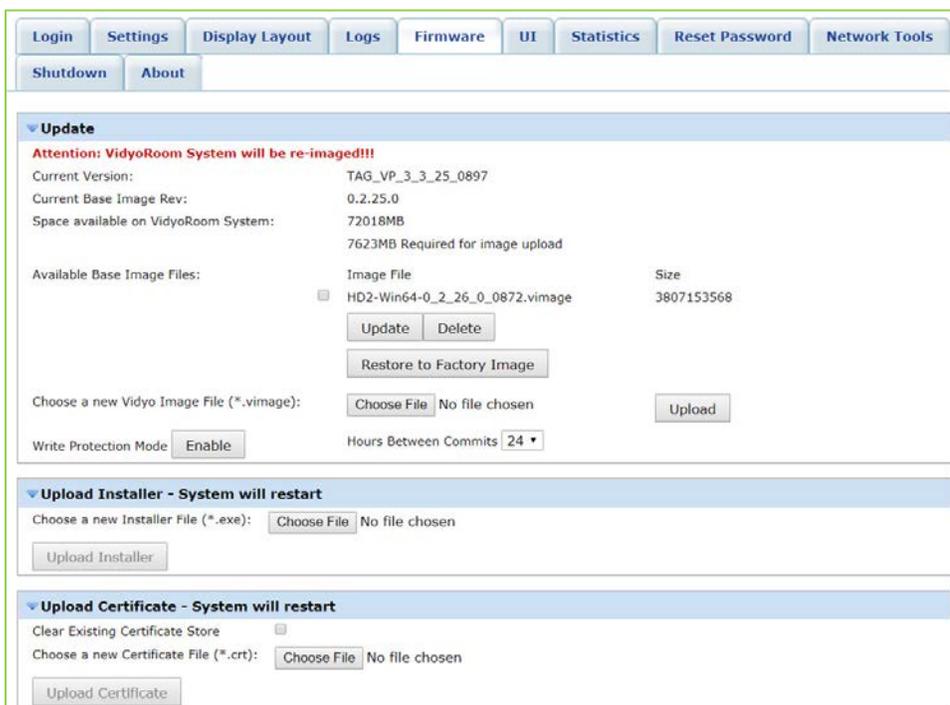
2. Click the blue triangle next to the word *Update* if necessary.

3. Update the image or delete the image file that has been uploaded to the local disk if necessary:

   a. Select the checkbox next to the file you want to update or delete if there is more than one image file listed.

   b. Click either **Update** to update the image or click **Delete** to delete the file from the local disk.

4. Click **Restore to Factory Image** if you want to restore the VidyoRoom system to the factory image.

Note Please read the caution on the previous page if you are performing a factory restore after installing the Vidyo image file.

5. Upload a new image file if necessary:

   a. Click **Choose File** and choose the image file that you want to upload.

   b. Click **Upload**.

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

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

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

- **1**: A commit takes place every hour. For example, 1:15, 2:15, 3:15, etc.

- **2**: A commit takes place every two hours. For example, 2:15, 4:15, 6:15, etc.

- **3**: A commit takes place every three hours. For example, 3:15, 6:15, 9:15, etc.

- **4**: A commit takes place every four hours. For example, 4:15, 8:15, 12:15, etc.

- **6**: A commit takes place every six hours. For example, 6:15, 12:15, 18:15, etc.

- **8**: A commit takes place every eight hours. For example, 8:15, 16:15, 0:15, etc.

- **12**: A commit takes place every 12 hours. For example, 12:15, 0:15, etc.

- **24**: A commit takes place every 24 hours. For example, 0:15.

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

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

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

   a. Click **Enable**.

   b. Click **Yes** in the *Reboot Required* pop-up that appears.
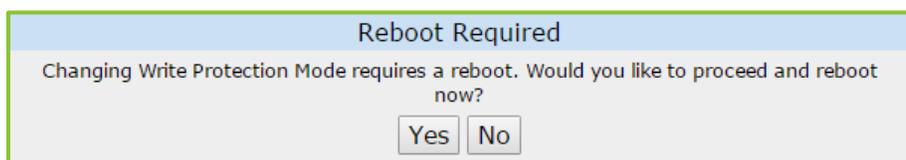
> The system reboots. In order for the reboot process to fully complete, you are not allowed to click the **Enable** button more than once.

Note   The Write Protection Mode field does *not* appear for the Iron Bow vCLINiC. If you have an Iron Bow vCLINiC, your screen will look as shown here:

8. Upload a new Installer file if necessary:

    a. Click the blue triangle next to the words *Upload Installer*.

    b. Click **Choose File** and choose the Installer file that you want to upload.

    c. Click **Upload Installer**.

Note   To upload a new installer or a new certificate file, Write Protection Mode must be disabled. For more information about Write Protection Mode, see step 7 above as well as Using Write Protection Mode.

9. Upload a new certificate file if necessary:

    a. Click the blue triangle next to the words *Upload Certificate* if necessary.

    b. Select the **Clear Existing Certificate Store** checkbox if you want to clear the existing certificate upon uploading the new one.

    ☐ If you select this checkbox, only the new certificate bundle will be effective.

    ☐ If you do not select this checkbox, the new certificate will be appended to the one that already exists for the VidyoRoom system.

    Appending is limited to the current session of the system image. That is, if you ever need to re-image the system, only the latest certificate file uploaded via the Admin UI will then be effective and any other previously appended certificates will not be preserved.

    ☐ The default is that this checkbox is unselected; therefore, the new certificate will be appended to the existing one.

    c. Click **Browse** to browse to the certificate file that you want to upload.

d. Click **Upload Certificate**.

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

Using Write Protection Mode

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

For more information about restarting the VidyoRoom system, see Shutting Down.

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

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

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

■ Write Protection Mode is not available with the Iron Bow vCLINiC. Therefore, if you are using an Iron Bow vCLINiC, the Write Protection Mode field will not appear on the *Firmware* tab.
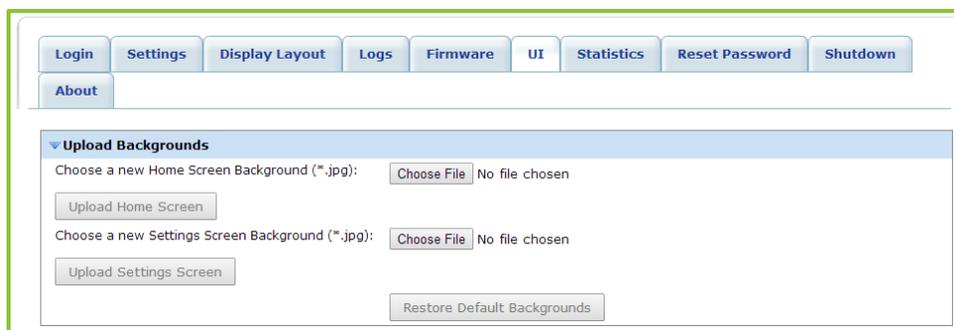
Uploading UI Backgrounds

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

To upload UI backgrounds:

1. Click the *UI* tab.

2. Click the blue triangle next to the word *Upload Backgrounds* to view background settings.

3. Upload a new background that can be used for the *Home* screen if necessary:

   a. Click **Choose File** and choose the .jpg file that you want to upload.

   b. Click **Upload Settings Screen**.

4. Upload a new background that can be used for the *Settings* screen if necessary:

   a. Click Choose File and choose the .jpg file that you want to upload.

   b. Click Upload Settings Screen.

5. Click **Restore Default Backgrounds** if you want to revert back to the default backgrounds.

Viewing the Statistics

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

■ The Information portion of the tab indicates if you are in a conference, if you are using the VidyoRouter, VidyoProxy, or a Web Proxy, and if you are using a secured connection.

■ The Bandwidth portion of the tab provides statistics for both the actual and available send and receive bandwidth for video, audio, and content.

■ The Video portion of the tab provides statistics about the send video (such as the source that's sending the video, the resolution, the frame rate, and so on) and the receive video (such as which participant is receiving the video, the resolution, the frame rate, and so on).

■ The Content portion of the tab provides statistics about the send content (such as the source that's sending the content, the resolution, the frame rate, and so on) and the receive content (such as which participant is receiving the content, the resolution, the frame rate, and so on).

■ The Audio portion of the tab provides statistics about the send audio (such as the source that's sending the audio, the bit rate, and so on) and the receive audio (such as which participant is receiving the audio, the bit rate, and so on).

■ The Resource portion of the tab provides information about the CPU state of your system in real time. It shows the current CPU usage for a time span of 100 seconds.

To view the statistics:

1. Click the *Statistics* tab.

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

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

Resetting the Password

The *Reset Password* tab enables you to change the Admin UI password for the VidyoRoom or VidyoPanorama 600.

To reset the password:

1. Click the *Reset Password* tab.

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

   The default password is `password`.

3. Enter the new admin password for the VidyoRoom or VidyoPanorama 600 in the **New Admin Password** field.

4. Enter the new admin password again in the **New Admin Password (repeat)** field.

5. Click **Reset Admin Password**.

Using the Network Tools

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

To use the network tools:

1. Click the *Network Tools* tab.
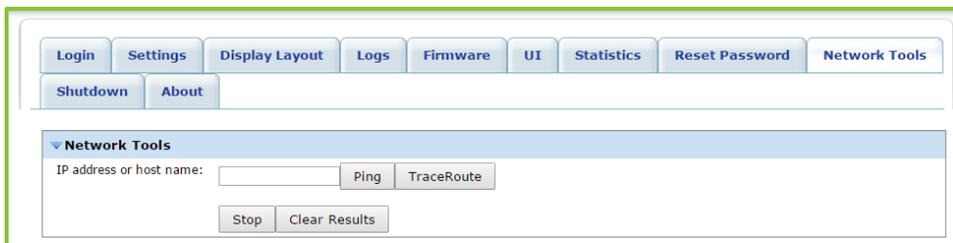
2. Enter the IP address or host name of the system that you want to ping or that you want to trace the path of in the **IP address or host name** field.

3. Click **Ping** or **TraceRoute**.

The results appear on the page.
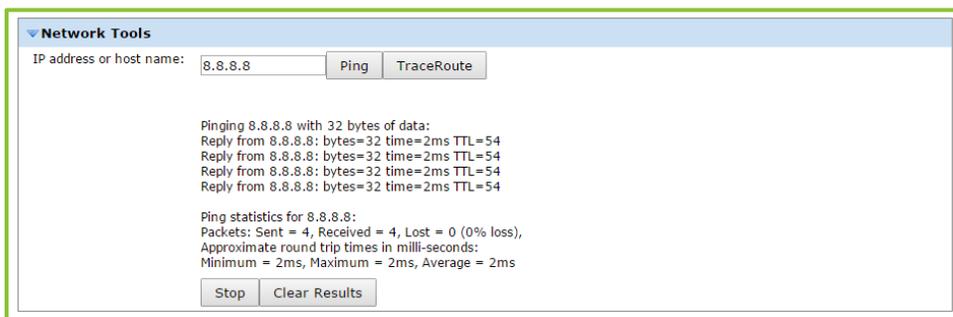
4. Click **Stop** to stop the ping or traceroute command.

   The Ping, TraceRoute, and Clear Results buttons are grayed out while a ping or traceroute command is in progress. You must click **Stop** or allow the command to complete in order to enable these buttons.

5. Click **Clear Results** to remove the results from the page.

Shutting Down

The *Shutdown* tab enables you to shut down or restart the VidyoRoom or VidyoPanorama 600.

To shut down or restart the VidyoRoom or VidyoPanorama 600:

1. Click the *Shutdown* tab.

2. Enter the user name you use to log in to the Admin UI in the **Username** field.

3. Enter the password you use to log in to the Admin UI in the **Password** field.

4. Click **Restart** or **Shutdown**.

Viewing the About Information

The *About* tab provides information about the system VidyoRoom or VidyoPanorama 600. The information displayed on the screen varies depending on the model.

To view the About information:

1. Select the *About* tab.

2. View the following information:

- For all VidyoRoom models except HD-230 systems:

  - ☐ Version
  - ☐ Model Number
  - ☐ Image Revision

- For VidyoPanorama 600 and VidyoRoom HD-230 systems:

  - ☐ Version
  - ☐ Model Number
  - ☐ Image Revision
  - ☐ Dextera PCI FPGA
  - ☐ Dextera PCI Driver
  - ☐ Dextera PCI EDID

| Login | Settings | Display Layout | Logs | Firmware | UI | Statistics | Reset Password | Shutdown |

About

VidyoRoom Version:	3.3.19 (0649)
Model Number:	HD-230A
Image Revision:	0.2.22.0
Dextera PCI FPGA:	2.31 Dextera PCI Driver: 1.29
Dextera PCI EDID:	8
Sony SRG-120DH:	2.0 Phoenix Version 6.12

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

3. Managing a VidyoRoom or Vidyo-Panorama 600 from the VidyoPortal

If you are logged in as an Admin on the VidyoPortal, you can view information about each VidyoRoom or VidyoPanorama 600, as well as access the Admin UI.
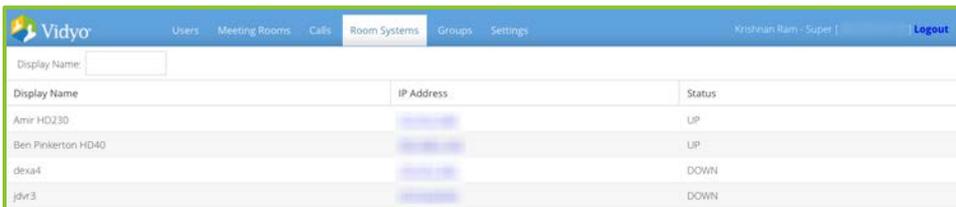
To manage a VidyoRoom or VidyoPanorama 600 from the VidyoPortal:

1. Log in to the Admin portal using your Admin account:

   a. Enter the FQDN or IP address for the VidyoPortal in the address bar of a web browser, followed by a forward slash and the word "admin":

      `http://<FQDN or IP>/admin`

   b. Enter the Admin user name and password.

      (Alternatively, you can log in as a Super Admin.)

      The *Users* page appears by default.

2. Click the *Room Systems* tab.

   The *Room Systems* page lists all of your VidyoRoom and VidyoPanorama 600 systems. If a VidyoRoom or VidyoPanorama 600 has been offline for more than five days, it will not be displayed on the list.

   If the list of VidyoRoom and VidyoPanorama 600 systems goes beyond one page, you can easily select another page using the controls at the bottom of the screen.

3. View information about each of the VidyoRoom or VidyoPanorama 600 systems:

   ■ Display Name: The descriptive name given to the VidyoRoom or VidyoPanorama 600 when it was installed.

   ■ IP Address: The IP address assigned to the VidyoRoom or VidyoPanorama 600.

   ■ Status: Whether the VidyoRoom or VidyoPanorama 600 is Up (online) or Down (offline).

4. Click on the IP address of the VidyoRoom or VidyoPanorama 600 to access the Admin UI for that system if you want to change any of the settings.

The *Log In* page for the room system opens in a new browser window if the room system is up and running.

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

4. Using the Recovery Console

This chapter describes how to use the Recovery Console. The Recovery Console enables you to:

- Upgrade the system

- Perform a factory restore

- Manage restore points

- Turn remote management on or off

- Upgrade the Recover Console software

Accessing the Recovery Console

To access the Recovery Console:

1. Connect a keyboard directly to the VidyoRoom or VidyoPanorama 600 server.

2. While the server is rebooting, press and hold the **Left Shift** key, and then immediately press and hold the **Right Shift** key and release the **Left Shift** key, and then immediately press and hold the **Left Shift** key and release the **Right Shift** key.

3. Keep repeating the previous step until the Recovery Console Main Menu appears.

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

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

Upgrading the System

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

Alternatively, you can upgrade the system using the *Admin UI Firmware* tab. The *Firmware* tab enables you to perform the upgrade remotely. For more information about the *Admin UI Firmware* tab, see Updating the Firmware.

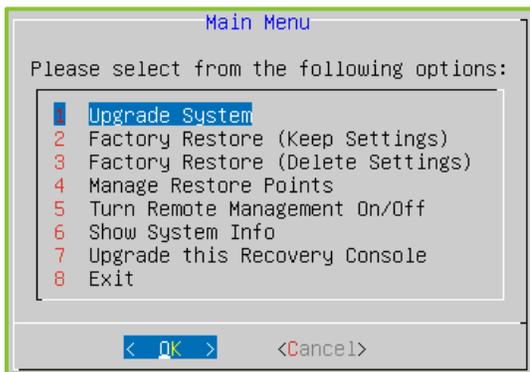|	
Note	If you are using an Iron Bow vCLINiC, you must upload the image using a wired connection. If you try to perform an image upload via WiFi, the upload may take a very long time and/or it may be interrupted, which would require you to restart the upload.

Upgrading the System Using an Image File from the Local Disk

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

For more information about how to use the *Admin UI Firmware* tab, see Updating the Firmware.
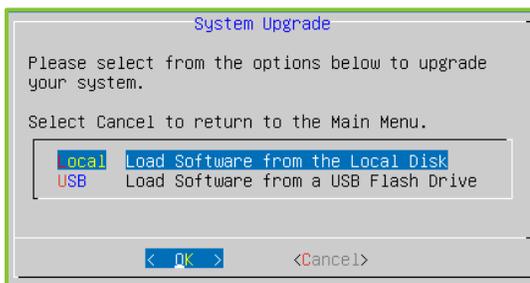
To upgrade the system using an image file from the local disk:

1. Enter **1** to select the **Upgrade System** option.

2. Press the **Enter** key on your keyboard to select **OK**.

```
                    Main Menu

   Please select from the following options:

       1  Upgrade System
       2  Factory Restore (Keep Settings)
       3  Factory Restore (Delete Settings)
       4  Manage Restore Points
       5  Turn Remote Management On/Off
       6  Show System Info
       7  Upgrade this Recovery Console
       8  Exit


            <   OK   >        <Cancel>
```

    The *System Upgrade* window appears.

3. Select the **Local Load Software from the Local Disk** option.

4. Press the **Enter** key on your keyboard to select **OK**.

```
                  System Upgrade

   Please select from the options below to upgrade
   your system.

   Select Cancel to return to the Main Menu.

       Local  Load Software from the Local Disk
       USB    Load Software from a USB Flash Drive


            <   OK   >         <Cancel>
```

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

5. Select the file you want to use to upgrade the system and select **OK**.
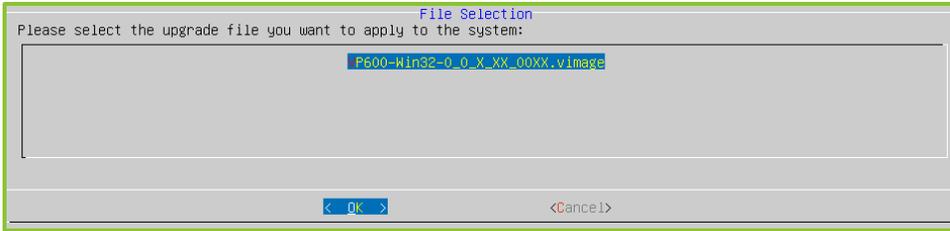
A message appears asking you to confirm the upgrade, and then another message appears as the system validates the file.

The new image file is applied to the VidyoRoom or VidyoPanorama 600 system.

Upgrading the System Using a USB Flash Drive

You can upgrade the system by copying the upgrade image to a USB flash drive, and then inserting that flash drive directly into the VidyoRoom or VidyoPanorama 600 server. If you choose this method, you must copy the upgrade file to the top-level directory of the USB flash drive.

To upgrade the system using a USB flash drive:

1. Enter **1** to select the **Upgrade System** option.

2. Press the **Enter** key to select **OK**.
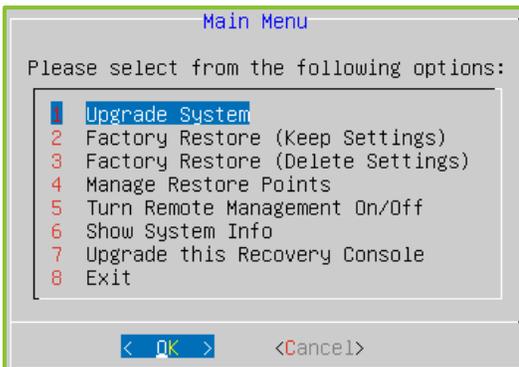
The *System Upgrade* window appears.

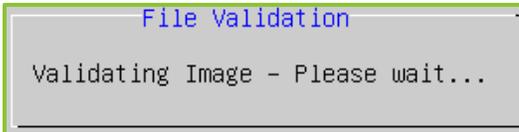3. Select the **USB Load Software from a USB Flash Drive** option.

4. Press the **Enter** key to select **OK**.
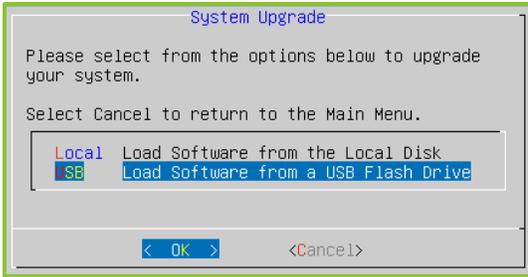
The *USB Upgrade* window appears.

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

6. Insert the flash drive into the VidyoRoom or VidyoPanorama 600 server.

7. Press the **Enter** key on your keyboard to select **OK**.

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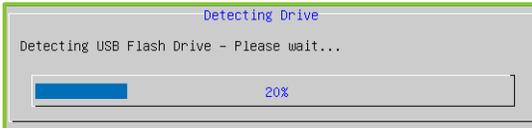
If no image files are found, an error message appears. If image files are found, the *File Selection* window appears with a list of available files.

8. Select the file you want to use to upgrade the system and select **OK**.
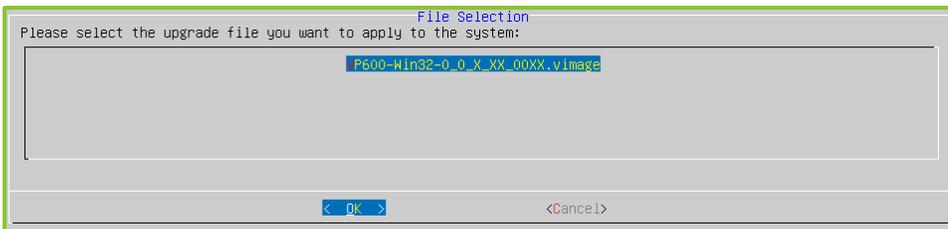
A message appears asking you to confirm the upgrade, and then another message appears as the system validates the file.


The new image file is applied to the VidyoRoom or VidyoPanorama 600 system.

Performing a Factory Restore

The Factory Restore options in the Recovery Console enable you to restore your VidyoRoom or VidyoPanorama 600 to the default factory image. You can choose to either perform the restore and preserve all of your settings or perform the restore and remove all of your settings.

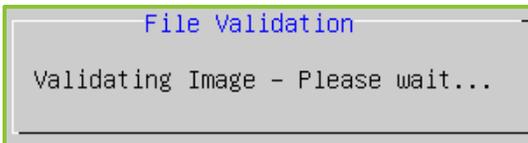**Caution**   Starting with VidyoRoom or VidyoPanorama 600 version 3.2.5, five days after uploading a new image, that image automatically becomes the factory default base image the VidyoRoom or VidyoPanorama 600 system reverts to when using the "Factory Restore" feature. Therefore, if you perform a factory restore **within** five days of applying a new image for the VidyoRoom or VidyoPanorama 600, it will revert back to the image that was originally on the system; if you perform a factory restore **after** five days, it will revert to the last image for uploaded for that VidyoRoom or VidyoPanorama 600.

To perform a factory restore:

1. Enter **2** to select the **Factory Restore (Keep Settings)** option or enter **3** to select the **Factory Restore (Delete Settings)** option.

2. Press the **Enter** key on your keyboard to select **OK**.
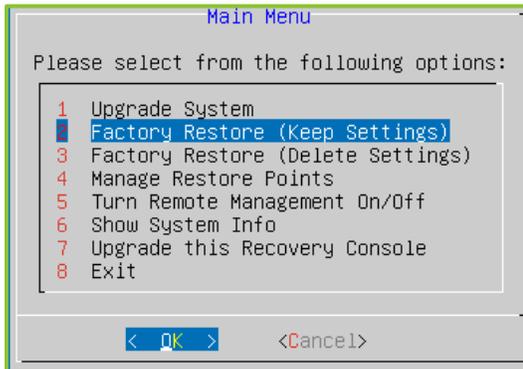
■ If you select the **Factory Restore (Keep Settings)** option, the VidyoRoom or VidyoPanorama 600 is restored to the default factory image but all of your settings are preserved.
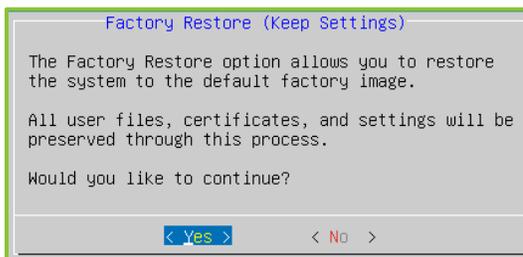
- If you select the **Factory Restore (Delete Settings)** option, the VidyoRoom or VidyoPanorama 600 is restored to the default factory image, and all of the user files, logs, certificates, and settings are removed.

```
Factory Restore (Delete Settings)

The Factory Restore option allows you to restore
the system to its default factory image.

All user files, logs, certificates, and settings
will be removed.

Would you like to continue?

              < Yes >        < No  >
```

3. Press the **Enter** key on your keyboard to select **Yes** to perform the factory restore.

   When the restore successfully completes, a message asks you to reboot.

```
Restore Complete

The Factory Restore has completed
successfully.

Would you like to reboot now?

(Select No to return to the Main Menu.)

              < Yes >        < No  >
```
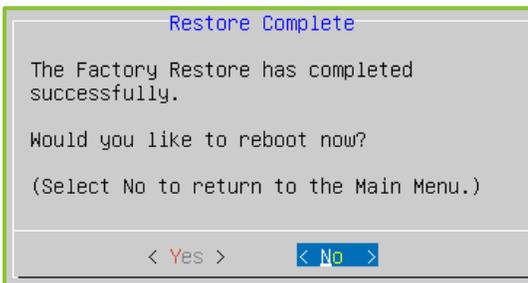
   No is selected by default.

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

Managing Restore Points
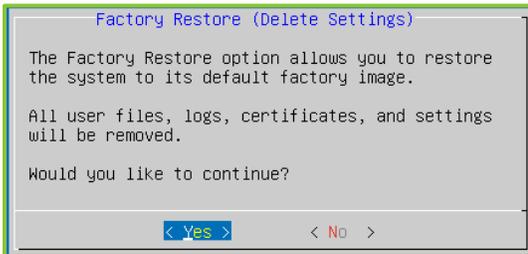
Restore points are backups of your system software (including patches). By using the Manage Restore Points option in the Recovery Console, you can restore your VidyoRoom or VidyoPanorama 600 to a restore point that you had previously created, you can create new restore points, and you can delete previously created restore points.

To manage restore points:

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

2. Press the **Enter** key on your keyboard to select **OK.**
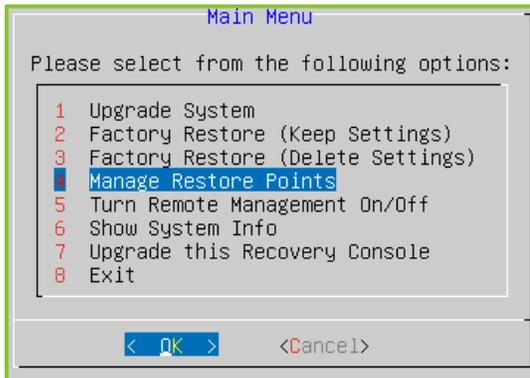
The *Manage Restore Points* window appears.

3. Select the **Create Create a System Restore Point** option, **Restore Restore the System back to a previous Restore Point** option, or **Delete Delete previously-created Restore Points** option.

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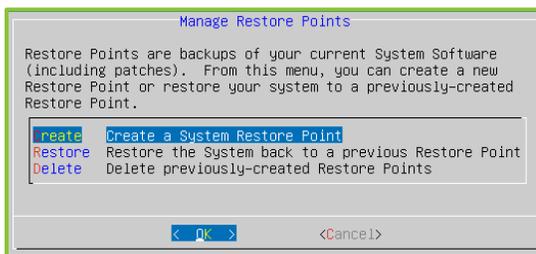
■ If you select the **Create Create a System Restore Point** option, the system automatically sets the file name but you can enter a description (such as "August Upgrade to 2.5"), and then press the **Enter** key on your keyboard to select **OK.**
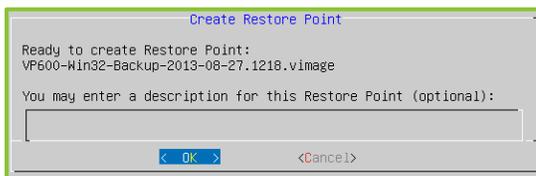
The new restore point is created.

■ If you select the **Restore Restore the System back to a previous Restore Point** option, select the file you want to apply to the VidyoRoom or VidyoPanorama 600 and press the **Enter** key on your keyboard to select **OK.**
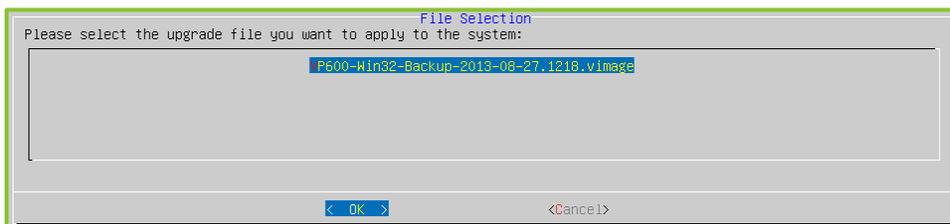
4. Using the Recovery Console

The VidyoRoom or VidyoPanorama 600 is restored back to the selected restore point.

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

```
                              File Selection
Please select the Restore Point you want to delete:

                    P600-Win32-Backup-2013-08-27.1218.vimage




                  <  OK  >              <Cancel>
```

The restore point is deleted.

Turning Remote Management On or Off

Remote management enables you to upgrade and configure your VidyoRoom or VidyoPanorama 600 over the network.

To turn remote management on or off:

1. Enter **5** to select the **Turn Remote Management On/Off** option.

2. Press the **Enter** key on your keyboard to select **OK.**

```
                      Main Menu

        Please select from the following options:

         1  Upgrade System
         2  Factory Restore (Keep Settings)
         3  Factory Restore (Delete Settings)
         4  Manage Restore Points
         5  Turn Remote Management On/Off
         6  Show System Info
         7  Upgrade this Recovery Console
         8  Exit


              <  OK  >      <Cancel>
```
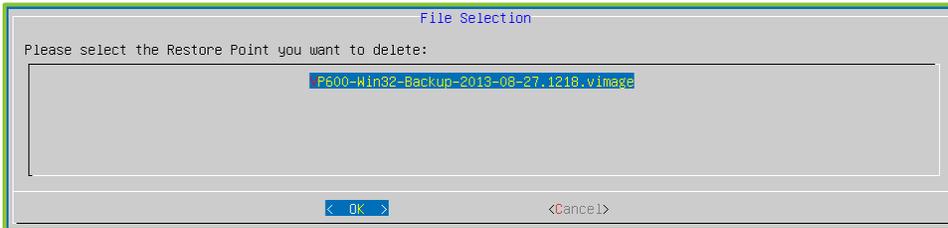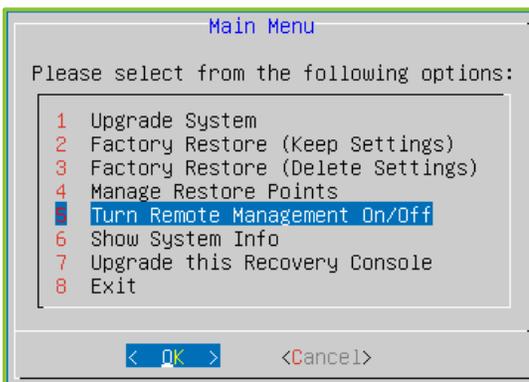
The *Turn Remote Management On/Off* window appears.

3. Select the **On Enable Remote Management** or select the **Off Disable Remote Management** option.

```
           Turn Remote Management On/Off

     Remote Management allows you to upgrade or
     configure this system over the network, and
     it is currently: [ ON ]

            On   Enable Remote Management
            Off  Disable Remote Management


              <  OK  >      <Cancel>
```

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

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Upgrading the Recovery Console

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

To upgrade the Recovery Console:

1. Enter **7** to select the **Upgrade this Recovery Console** option.

2. Press the **Enter** key on your keyboard and select **OK.**

```
                    Main Menu

     Please select from the following options:

         1   Upgrade System
         2   Factory Restore (Keep Settings)
         3   Factory Restore (Delete Settings)
         4   Manage Restore Points
         5   Turn Remote Management On/Off
         6   Show System Info
         7   Upgrade this Recovery Console
         8   Exit


              <   OK   >        <Cancel>
```
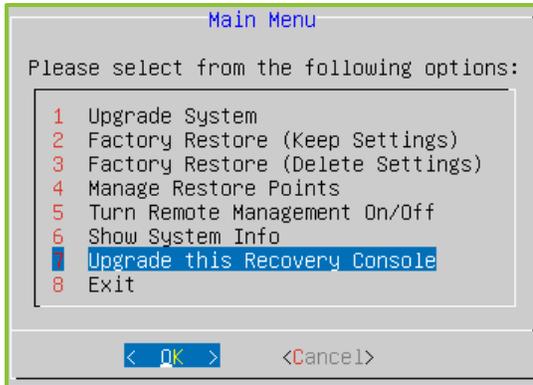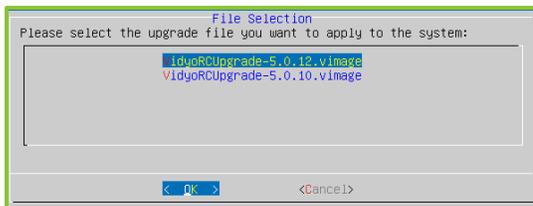
The *File Selection* window appears.

3. Insert the USB flash drive into the VidyoRoom or VidyoPanorama 600 server.

4. Select an upgrade file.

```
                    File Selection
     Please select the upgrade file you want to apply to the system:

              VidyoRCUpgrade-5.0.12.vimage
              VidyoRCUpgrade-5.0.10.vimage




              <   OK   >        <Cancel>
```

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

The software for the Recovery Console itself is updated.

Running the File System Check

The Run File System Check option only appears in the Recovery Console Main Menu when using VidyoRoom HD-100 Rev 4A to run VidyoRoom version 3.3.19 and later.
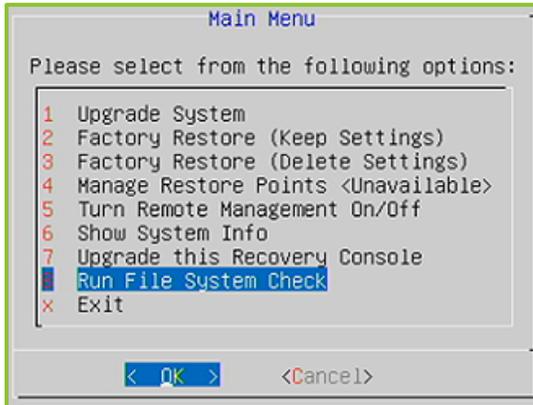
The File System Check is used to fix common errors in the Windows file system that are often caused by an unexpected shutdown (e.g. power outage). Additionally, Windows will occasionally fail to load due to file system inconsistencies, so this check can also be used to fix these errors.

Note   In some circumstances, the File System Check can be used to fix a VidyoRoom system that won't boot properly. If the File System Check does not successfully fix the system, use the Factory Restore option. For more information, see Performing a Factory Restore.
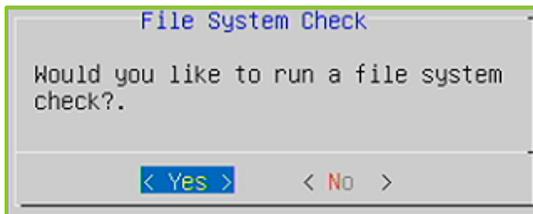
To run the file system check:

1. Enter **8** to select the **Run File System Check** option.

2. Press the **Enter** key on your keyboard to select **OK**.

```
                    Main Menu

    Please select from the following options:

     1  Upgrade System
     2  Factory Restore (Keep Settings)
     3  Factory Restore (Delete Settings)
     4  Manage Restore Points <Unavailable>
     5  Turn Remote Management On/Off
     6  Show System Info
     7  Upgrade this Recovery Console
     8  Run File System Check
     x  Exit


           <  OK  >        <Cancel>
```
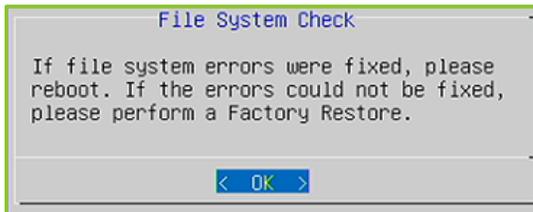
   The *File System Check* window appears.

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

```
              File System Check

    Would you like to run a file system
    check?.



        < Yes >        < No  >
```

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

```
              File System Check

    If file system errors were fixed, please
    reboot. If the errors could not be fixed,
    please perform a Factory Restore.


            <  OK  >
```

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

5. Perform a reboot if the file system errors were fixed, or perform a factory restore if the errors could not be fixed.

   For more information about performing a factory restore, see Performing a Factory Restore.

5. VidyoPanorama 600 Troubleshooting

Problem	Resolution
Unable to determine the display ID	When the VidyoPanorama 600 server is placed on the rack in the standard position, the display IDs for the six ports are 1 through 6 from left to right on the back of the VidyoPanorama 600 server. To identify the display IDs on-screen, click Identify on the Admin UI *Display Layout* tab.
Display doesn't come out of standby mode	Check for a loose cable connection to the display. In addition, check the Power setting option on the display. The Power setting should ensure that the display will go into standby/sleep mode based on the inactivity timer, but it should prevent the power from going off completely.
"Disconnecting UEFI drives. Please wait…" message appears during system initialization	Wait for one minute and then power cycle the VidyoPanorama 600 again. It should recover on the next restart.
Self-view freezes when connecting the VISCA cable / Unable to control the camera remotely	The USB VISCA cable is not supported. Use the serial port VISCA cable instead.

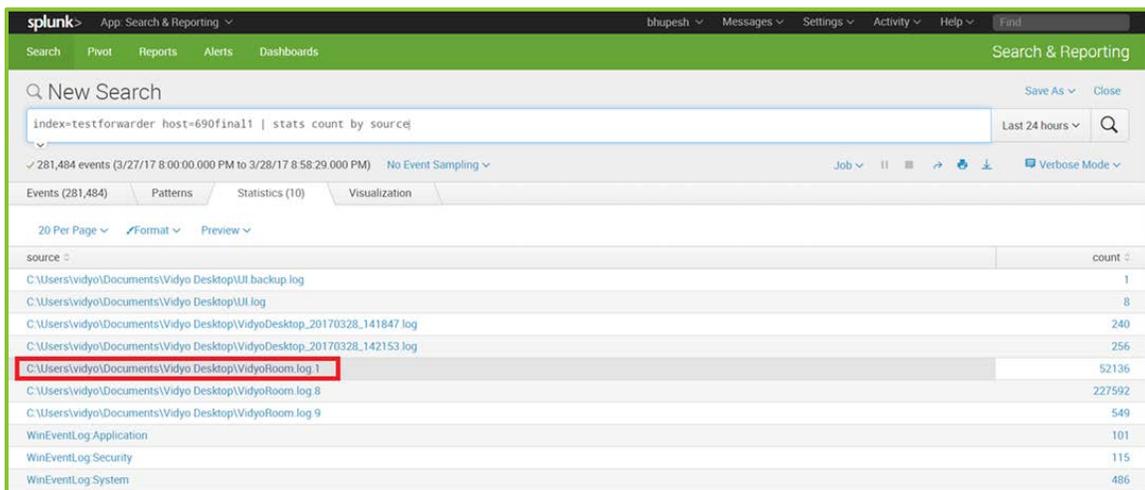# Appendix A: Guidelines for Retrieving VidyoRoom Logs

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

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

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

1. Run a query similar to the following: "index=testforwarder host= 690final1 | stats count by source".

   The output will look similar to the output displaying in the screenshot shown here.

2. Click on the appropriate log file.

   As an alternative, you can run a query similar to the following to gain access to the appropriate log file: "index=testforwarder host= 690final1 source="C:\\Users\\vidyo\\Documents\\Vidyo Desktop\\VidyoRoom.log.1|reverse".

3. Export the log file as a raw event.

Appendix B. Reliability

THE VIDYO INFORMATION OR THIRD PARTY VENDOR DATA CONTAINED HEREIN IS PROVIDED STRICTLY "AS IS", WITHOUT WARRANTY, AND VIDYO EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE OR FITNESS FOR A PARTICULAR PURPOSE REGARDING SAID INFORMATION OR DATA, EVEN IN THE EVENT VIDYO HAS KNOWLEDGE OF DEFICIENCIES IN SAID INFORMATION OR DATA. VIDYO DOES NOT ENSURE OR GUARANTEE THE ACCURACY OF ANY SUCH VIDYO INFORMATION OR THIRD PARTY VENDOR DATA AND SUCH INFORMATION AND/OR DATA IS UTILIZED BY RECIPIENT SOLELY AT ITS OWN RISK AND EXPENSE. VIDYO DISCLAIMS LIABILITY FOR ANY AND ALL CLAIMS, DAMAGES , COSTS OR EXPENSES, INCLUDING SPECIFICALLY BUT WITHOUT LIMITATION, LOST PROFITS, LOST DATA OR LOST BUSINESS EXPECTANCY, COMPENSATORY, INCIDENTAL AND OTHER CONSEQUENTIAL DAMAGES, ARISING OUT OF OR IN ANY WAY RELATING TO RECIPIENT'S RECEIPT, USE OF, RELIANCE OR ALLEGED RELIANCE UPON THE INFORMATION OR DATA, OR VIDYO'S ACTS OR OMISSIONS REGARDING SUCH INFORMATION OR DATA, EVEN IF RECIPIENT INFORMS VIDYO, WHETHER EXPRESSLY OR BY IMPLICATION, OF ITS RECEIPT, USE OR RELIANCE UPON SUCH INFORMATION, AND EVEN IF SUCH LOSSES ARE DUE OR ALLEGED TO BE DUE IN WHOLE OR IN PART TO VIDYO'S NEGLIGENCE, CONCURRENT NEGLIGENCE OR OTHER FAULT, BREACH OF CONTRACT OR WARRANTY, VIOLATION OF DECEPTIVE TRADE PRACTICES LAWS OR STRICT LIABILITY WITHOUT REGARD TO FAULT. RECEIPT OF THE INFORMATION HEREIN IS DEEMED ACCEPTANCE OF THE TERMS HEREOF.

Limitations of Reliability Prediction Models

- Reliability prediction models provide MTBF point estimates. Model inputs include base component failure rates, environmental, quality, and stress factors.

- Base failure rates use failure data from multiple sources, including industry field data, research lab test results, and government labs.

- Environmental, quality and stress factors may differ from field conditions.

- Predictions assume a constant failure rate which does not account for failures due to early life quality issues or wearout phenomena.

General Prediction Methodology

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

Electronic Equipment Procedure

- Other methods may be used to estimate the reliability of certain products and/or subsystems.

- System reliability predictions take into account the impact of redundant components.

Component Parameters and Assumptions

- The default methodology for MTBF predictions is Telcordia method 1, case 3.

- Assumptions include 25˚ C system inlet air temperature, quality level II components, ground-based, fixed, controlled environment, and 100% duty cycle. Components internal to the system are generally assumed to be operating at 40˚ C ambient and 50% electrical stress.

Supplier MTBF Data

- In developing system MTBF predictions, VIDYO uses MTBF data provided by suppliers.

- Apart from using industry standard prediction methodologies, suppliers may derive MTBF data from reliability demonstration testing, life testing, actual field failure rate, or specification and datasheets.

- Supplier data is provided as is to VIDYO, and VIDYO generally does not verify the accuracy of Supplier data.

Subsystem MTBF Data Release Policy

VIDYO does not release MTBF data below the system level.

The reasons for this policy are:

- VIDYO considers internally designed subsystem MTBF data to be confidential intellectual property.

- VIDYO obtains supplier subsystem MTBF data under NDA and is prohibited from sharing such data outside of VIDYO.

MTBF Reliability

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

Product	Part Number	MTBF
HD-2	PKG-RM-HD2-GROUP, DEV-RM-HD2-SA	61,115 hours
HD-3	PKG-RM-HD3-NTPM-GROUP, PKG-RM-HD3-GROUP, DEV-RM-HD3-SA, DEV-RM-HD3-NTPM-SA	179,500 hours
HD-40B	DEV-RM-HD40-B-SA-0A	66,640 hours
HD-40C	DEV-RM-HD40-C-SA-0A	61,825 hours

Product	Part Number	MTBF
HD-100D	DEV-RM-HD100-D9020-SA-0A & DEV-RM-HD100-D-NTPM-SA-0A	75,400 hours
HD-230	DEV-RM-HD230-NTPM-SA-0A & DEV-RM-HD230-SA-0A	80,520 hours
VidyoGateway	DEV-SRV-GW-N2-0B	29,900 hours
VidyoGateway XL	DEV-SRV-GW-XL-N3-0A	121,400 hours
VidyoOne	DEV-SRV-ONE-N2-0B	29,900 hours
VidyoPanorama 600	DEV-SRV-PAN600-N2-0A	109,186 hours
VidyoPortal	DEV-SRV-PT-N2-0B	29,900 hours
VidyoPortal XL	DEV-SRV-PT-XL-N3-0A	116,700 hours
VidyoReplay	DEV-SRV-REP-N3-0A	116,700 hours
VidyoRouter	DEV-SRV-RTR-N2-0B	29,900 hours
VidyoRouter XL	DEV-SRV-RTR-XL-N3-0A	103,600 hours

Supplier Real-Time Clock Data

■ In developing system Real-Time Clock predictions, VIDYO uses data provided by suppliers.

■ Apart from using industry standard prediction methodologies, suppliers may derive Real-Time Clock data from reliability demonstration testing, life testing, actual field failure rate, or specification and datasheets.

■ Supplier data is provided as is to VIDYO, and VIDYO generally does not verify the accuracy of Supplier data.

Real-Time Clock Data

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

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

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