



VidyoRoom™ Administrator Guide



Product Version 3.2

Document Version A

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About This Guide

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

This guide is intended for you if you are responsible for preparing the room at your facility for the installation of the VidyoRoom or if you are an IT administrator who needs to manage the VidyoRoom.

GETTING MORE INFORMATION

For more information about VidyoRoom, refer to the following documents:

- *VidyoRoom Release Notes*
- *VidyoRoom Getting Started Guide*
- *VidyoRoom Datasheet*
- *VidyoRemote™ for Android Quick User Guide*
- *VidyoRemote for Android Release Notes*
- *VidyoRemote for iOS Quick User Guide*
- *VidyoRemote for iOS Release Notes*
- *VidyoConferencing Administrator Guide*

The *VidyoRoom Getting Started Guide* for your VidyoRoom model is shipped with your VidyoRoom. The datasheets, which list the features and specifications for each VidyoRoom model, are available at www.vidyo.com. You can find the other documents at <https://selfservice.vidyo.com/> or at <http://support.vidyo.com>.

CONTACTING CUSTOMER SUPPORT

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

Email: support@vidyo.com

Phone: 1-866-99-Vidyo (Int'l: +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, 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 document describes these factors and provides recommendations to help you design an effective VidyoRoom.

If your VidyoRoom is already installed and you simply need to configure the system, skip this chapter and continue with Chapter 2.

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 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

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 and because 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

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 remote control that was shipped in the box with your VidyoRoom system. For information about how to use this remote control, refer to the *VidyoRoom Getting Started Guide*.

Alternatively, you can use the optional VidyoRemote for Android or VidyoRemote for iOS to control the VidyoRoom. The VidyoRemote app, a free download for Android tablets or iPads, delivers pre-conference and in-conference control features for VidyoRoom.

2. Configuring the VidyoRoom Using the Admin UI

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

LOGGING INTO AND OUT OF THE ADMIN UI

When you first boot up the VidyoRoom, the IP address of the system appears on the displays. You use this IP address to access the VidyoRoom Admin UI.

Note: If you need the IP address of the VidyoRoom 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.

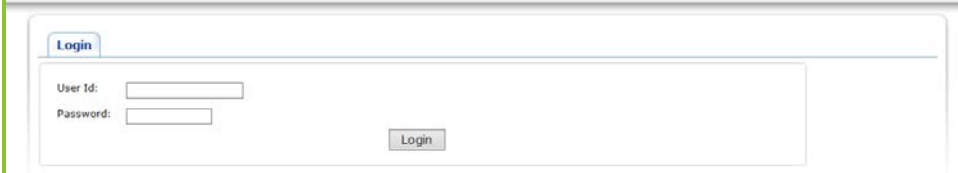
Logging In

To log in to the Admin UI:

1. In an internet browser, enter the IP address or FQDN of the VidyoRoom:

[IP address or FQDN]

The Admin UI Login tab appears.

A screenshot of the VidyoRoom Admin UI login page. The page has a white background with a light blue header bar. In the top left corner, there is a tab labeled 'Login'. Below the header, there are two input fields: 'User Id:' and 'Password:'. To the right of these fields is a 'Login' button. The entire login form is enclosed in a thin green border.

2. Enter the default log in credentials:

- User Id: **admin**
- Password: **password**

3. Click **Login**.

The rest of the Admin UI tabs appear.

Logging Out

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

To log out of the Admin UI:

1. Click the **Login** tab.



2. Click **Logout**.

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

CONFIGURING THE SETTINGS

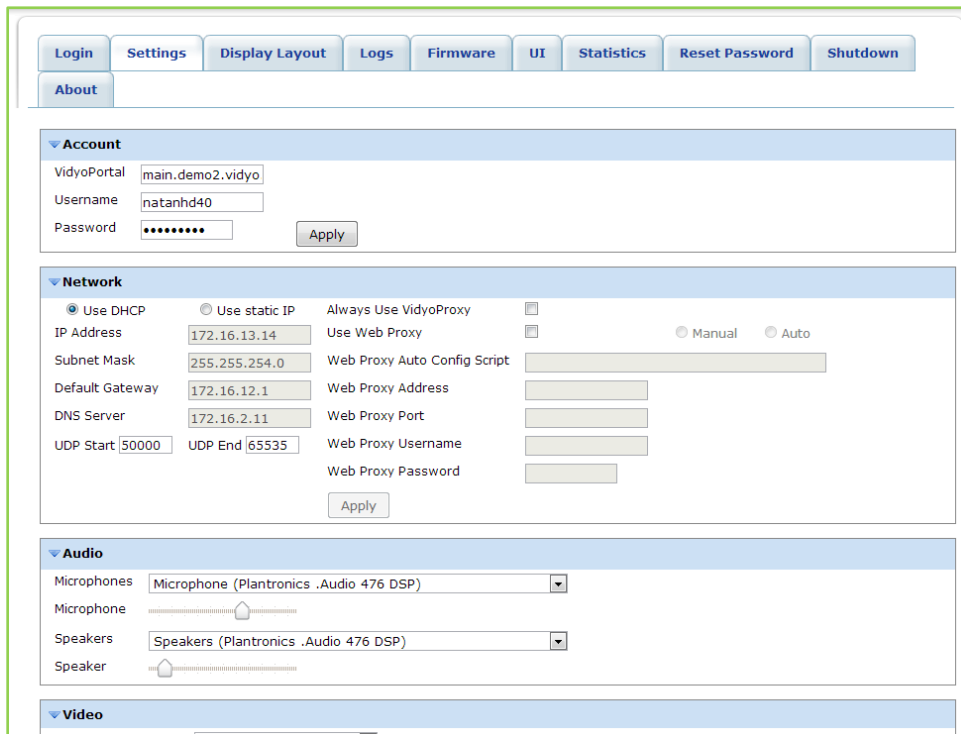
The Settings tab enables you to configure various VidyoRoom settings and options, including VidyoPortal™ account settings, network settings, audio and video preferences, content capturer settings, and other options. You should configure these settings immediately after logging in to the Admin UI for the first time.

After you make changes to the settings on the Settings tab, click the **Save** button. 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. If needed, click the blue triangle next to the word *Account* to view the account settings.

3. In the VidyoPortal field, enter the VidyoPortal FQDN.
4. In the User Name field, enter your VidyoPortal user name (as created on the VidyoPortal).
5. In the Password field, enter your VidyoPortal password (as created on the VidyoPortal).
6. Click **Apply**.

Configuring the Network Settings

To configure the network settings:

1. Click the **Settings** tab.

2. If needed, click the blue triangle next to the word *Network* to view the network settings.
3. Click either **Use DHCP** or **Use static IP**.

Use DHCP is the default. If you select **Use static IP**, enter this information:

- The static IP address you will be using.
 - The subnet mask.
 - The default gateway.
 - The primary DNS server.
4. Select the **Always Use VidyoProxy** check box if you want the VidyoRoom to connect via the assigned VidyoProxy.

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

5. If want the VidyoRoom to connect via the assigned Web Proxy, select the **Use Web Proxy** check box, select **Manual** or **Auto**, and then enter the following as needed:
 - The Web Proxy auto config script.
 - The Web Proxy address.
If you enter a Web Proxy address that requires authentication, you must enter the Web Proxy User Name and Web Proxy Password.
 - The Web Proxy port.
 - The Web Proxy username and password.
6. Click **Apply**.

Configuring the Audio Settings

To configure the audio settings:

1. Click the **Settings** tab.

The screenshot shows the Admin UI with the following configuration details:

- Account:** VidyoPortal: main.demo2.vidyo, Username: natanhd40, Password: [masked]
- Network:**
 - Use DHCP (selected), Use static IP (unselected)
 - IP Address: 172.16.13.14, Subnet Mask: 255.255.254.0, Default Gateway: 172.16.12.1, DNS Server: 172.16.2.11, UDP Start: 50000, UDP End: 65535
 - Always Use VidyoProxy (unchecked), Use Web Proxy (checked), Manual (selected), Auto (unselected)
 - Web Proxy Auto Config Script, Web Proxy Address, Web Proxy Port, Web Proxy Username, Web Proxy Password (all fields are empty)
- Audio:**
 - Microphones: Microphone (Plantronics .Audio 476 DSP)
 - Microphone volume slider: [positioned at approximately 50%]
 - Speakers: Speakers (Plantronics .Audio 476 DSP)
 - Speaker volume slider: [positioned at approximately 50%]

2. If needed, click the blue triangle next to the word *Audio* to view the audio settings.
3. From the Microphones dropdown list, select the microphone that the VidyoRoom will use.
4. Slide the Microphone slider bar left or right as needed to decrease or increase the microphone volume.
5. From the Speakers dropdown list, select the speakers that the VidyoRoom will use.
6. Slide the Speaker slider bar left or right as needed to decrease or increase the speaker volume.

Configuring the Video Settings

To configure the video settings:

1. Click the **Settings** tab.

The screenshot shows the Admin UI with the 'Settings' tab selected. The 'Video' section is expanded, showing the following configuration options:

- Cameras:** BCC950 ConferenceCam
- Transmit Bandwidth:** 768Kb/s, 1Mb/s, 2Mb/s
- Transmit Resolution:** 1280x720
- Transmit Framerate:** 30fps
- Buttons:** Apply Transmit Settings, Reset Camera, Backlight On, Backlight Off
- Anti-Flicker Mode:** Off, 50Hz (Europe), 60Hz (North America)

The 'Preferences' section is also visible, with the following options:

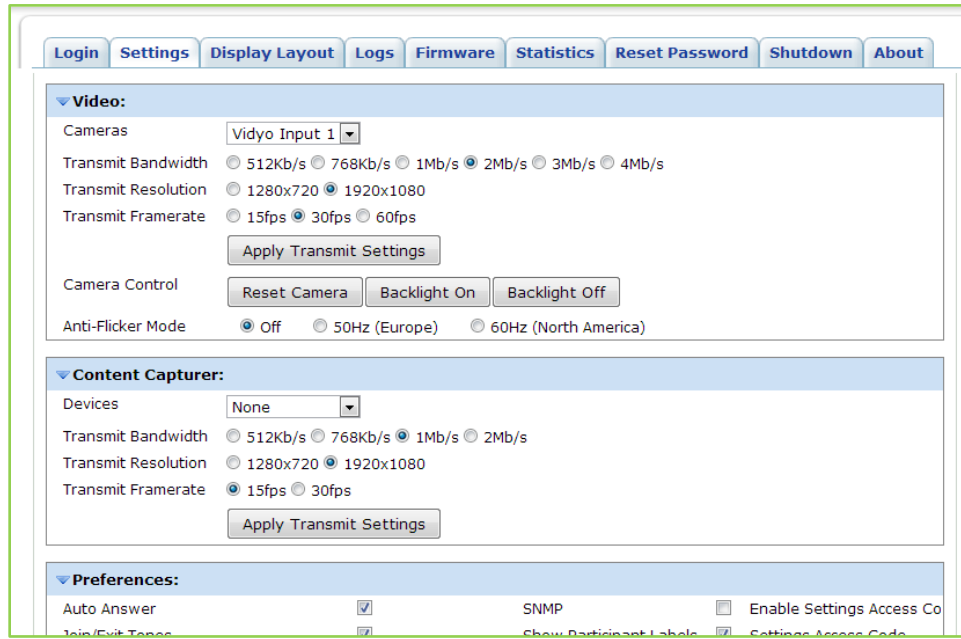
- Auto Answer:
- Join/Exit Tones:
- Allow Remote User to Control Camera:
- Automatic Gain Control:
- Selfview Loopback:
- Screen Saver Timeout: 900 secs
- SNMP:
- Show Participant Labels:
- Auto Join My Meeting:
- Auto Upgrade:
- Preview Local Content:
- Power Saving Mode:
- Enable Settings Access Code:
- Settings Access Code:
- Button Press URL:
- Auto-Share Connected Devices:
- Remember Last:
- Off:

2. If needed, click the blue triangle next to the word *Video* to view the video settings.
3. In the Cameras dropdown list, select the camera that the VidyoRoom will use.
4. In the Transmit Bandwidth field, select the maximum video transmit bandwidth.
5. In the Transmit Resolution field, select the video transmit resolution.
The options available in this field depend upon which Transmit Bandwidth you selected.
6. In the Transmit Framerate field, select the frames per second of the camera.
The options available in this field depend upon which Transmit Bandwidth you selected.
7. Click **Apply Transmit Settings**.
8. In the Camera Control field:
 - Select **Reset Camera** to reset the camera.
 - Select **Backlight On** or **Backlight Off** as needed to compensate for backlighting.
9. In the Anti-Flicker Mode field, select **50Hz** if your VidyoRoom system is located in Europe, select **60Hz** if your system is located in North America, or select **Off**.

Configuring the Content Capturer (Not Applicable for the VidyoRoom HD-40 or VidyoRoom HD-40 with Pro-Pack)

To configure the content capturer:

1. Click the **Settings** tab.

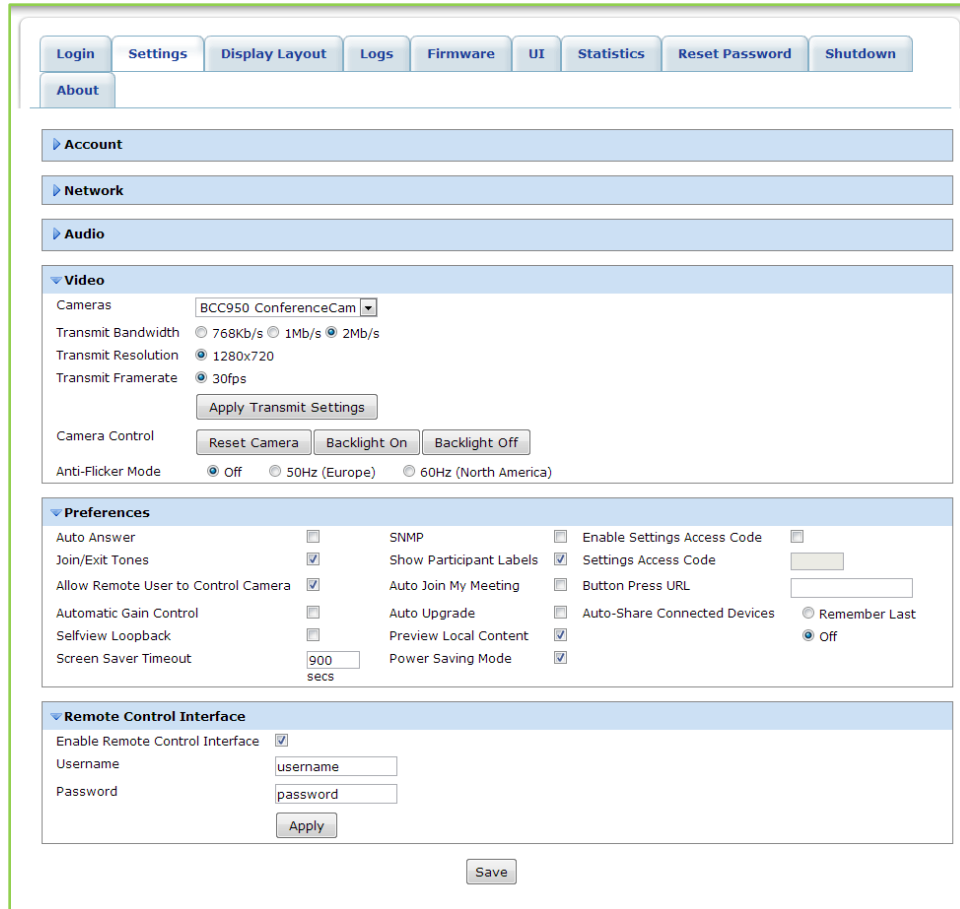


2. If needed, click the blue triangle next to the words *Content Capturer* to view the content capturer settings.
3. In the Devices dropdown list, select the content capturing device that the VidyoRoom will use.
4. In the Transmit Bandwidth field, select the maximum transmit bandwidth of the device.
5. In the Transmit Resolution field, select the transmit resolution of the device.
The options available in this field depend upon which Transmit Bandwidth you selected.
6. In the Transmit Framerate field, select the frames per second of the device.
The options available in this field depend upon which Transmit Bandwidth you selected.
7. Click **Apply Transmit Settings**.

Configuring Preferences

To configure preferences:

1. Click the **Settings** tab.



2. If needed, click the blue triangle next to the words *Preferences* to view the preference settings.
3. If you want the VidyoRoom to automatically answer incoming calls, select the **Auto Answer** check box.
4. If you want to hear a tone whenever someone joins or exits a conference, select the **Join/Exit Tones** check box.
5. If you want to allow remote users to control your camera, select the **Allow Remote User to Control Camera** check box.

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

6. If you want the microphone level to adjust automatically so your voice won't get louder or fainter as you move closer or farther from the microphone, select the **Automatic Gain Control** check box.
7. 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, select the **Selfview Loopback** check box.
8. In the Screen Saver Timeout text box, enter the number of seconds after which the screen saver will appear or enter 0 if you do not want the screen saver to appear.
9. If you want to enable the SNMP interface, select the **SNMP** check box.

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

10. If you want to display the participants' names on-screen during conferences, select the **Show Participant Labels** check box.
11. If you want to automatically join your room whenever you log in, select the **Auto Join My Meeting** check box.
12. If you want to automatically upgrade your VidyoRoom whenever a new version is available on the VidyoPortal, select the **Auto Upgrade** check box.

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 page 18. For more information about the Recovery Console, see page 25.

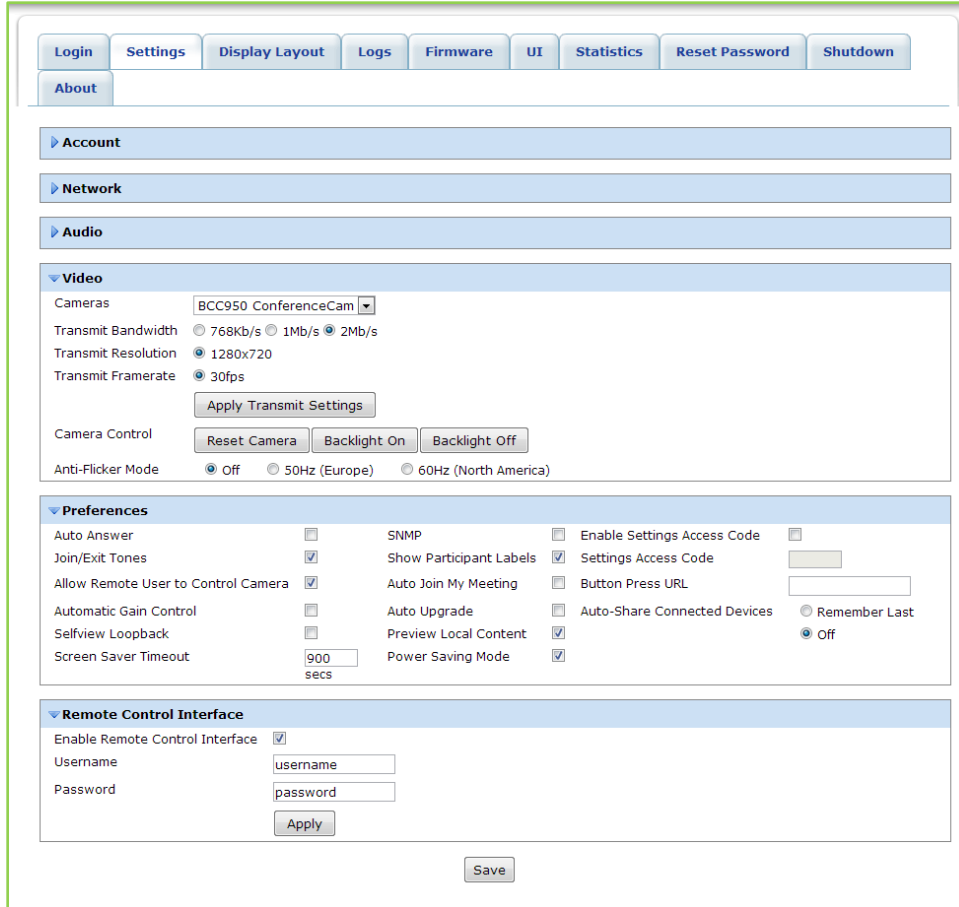
13. If you want to preview locally shared content before sharing it with other sites, select the **Preview Local Content** check box. This option is not applicable for the VidyoRoom HD-40 or HD-40 with Pro-Pack.
14. If you want your VidyoRoom to go into power saving mode when you are not using it, select the **Power Saving Mode** check box.
15. If you want to set an access code so that only those people who know the code can make changes to the VidyoRoom settings, select the **Enable Settings Access Code** check box and then enter the access code in the Settings Access Code text box.
16. In most cases, leave the **Button Press URL** text box blank. However, if you have a custom application that uses a dedicated button to activate a URL, enter the URL in the **Button Press URL** text box.
17. If you want the VidyoRoom to remember the content share status from the last conference, select **Remember Last** in the Auto-Share Connected Devices field, or select **Off** if you do not want VidyoRoom to automatically share when a conference starts. This option is not applicable for the VidyoRoom HD-40 or HD-40 with Pro-Pack.

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 **Remember Last**. If you selected **Off**, sharing would not start automatically.

Configuring the Remote Control Interface

To configure the remote control interface:

1. Click the **Settings** tab.



2. If needed, click the blue triangle next to the words *Remote Control Interface* to view the remote control settings.
3. If you want the VidyoRoom to be controlled by the VidyoRemote, select the **Enable Remote Control Interface** check box.
4. In the Username field, enter the username you use to access the VidyoRemote.
5. In the Password field, enter the password you use to access the VidyoRemote.
6. Click **Apply**.

If you make changes to the settings on the Settings tab, click the **Save** button.

DESIGNING THE DISPLAY LAYOUT

The VidyoRoom 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 displays the IP address of the VidyoRoom.

It's important to view the display IDs before designing the display layout because the displays may not be numbered in order from left to right beginning with Display #1, and the display IDs can change if you plug the displays in and out of the back of the VidyoRoom 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.

3. In the **Height** and **Width** drop-down lists, select the numbers that reflect the physical layout of your displays.

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

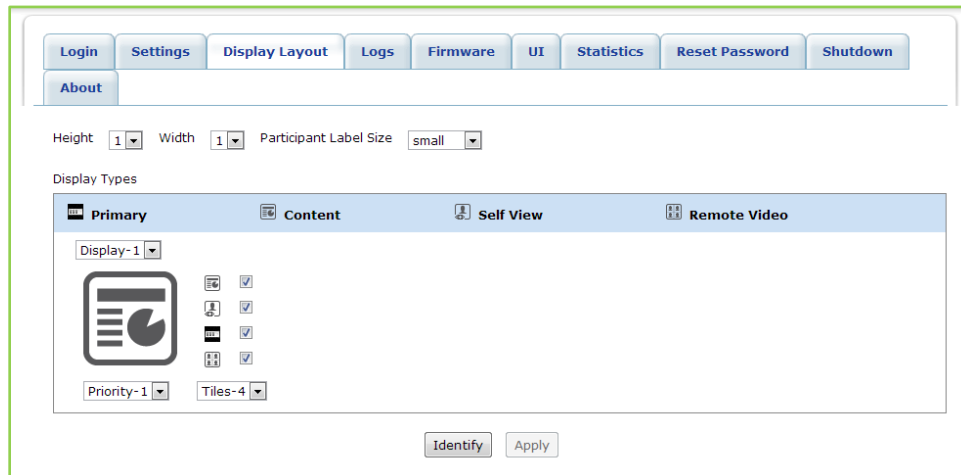
Example:

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



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

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



4. In the Display-# drop-down list for each display, select the number of the display. **None** appears automatically if your VidyoRoom model supports additional displays but you do not have any physically connected; however, you can also select **None** if you have an additional physical display connected but you do not want anything to be displayed on it.

Example (continued):

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

1

2

5. For each display on the page, select the check box near the stream type 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. This option is not applicable for the VidyoRoom HD-40 or HD-40 with Pro-Pack.
 - **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).
 - **Remote Video:** A Remote Video stream shows video from a remote site.
For the VidyoRoom HD-40, you can select Remote Video for only one display because the second display is reserved for content. 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 check box for both displays so that you can view video from the remote sites on both displays when no content is being shared.

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

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

In other words, as long as one display has the **Content** check box 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** check boxes for that display.

Example (continued):

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

1

2

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

We want to see our own site on the right, so we select the **Self-View** check box 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 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:

C/R

R/SV/P

6. For the Priority dropdown, select the order in which the displays will be populated as video and content streams are received.

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, we select Display-2 as higher priority for remote video:

P2

P1

7. The stream from each site is shown in a *tile*. In the Tiles dropdown for each display, select the maximum number of tiles that you want to show on the display.

You can select from 1 to 8 tiles. For example, if you select 4, you can show video from four different sites on that one 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.

Example (continued):

In our 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

8. 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.

OBTAINING LOG FILES

The Logs tab enables you to obtain log files for the VidyoRoom.

To obtain log files:

1. Click the **Logs** tab.

The screenshot shows the Admin UI for VidyoRoom. The 'Logs' tab is selected. The 'Time' section shows the current system time set to 2013-12-23 20:52:27. The 'Log Levels' section has two empty input fields and buttons for 'Apply Permanently' and 'Apply Temporarily'. The 'Log File List' section displays a table of log files:

<input type="checkbox"/>	Log File Name	Size	Date Modified
<input type="checkbox"/>	VidyoDesktop_20131213_144233.log	778916	Dec 13 2013 18:21:09
<input type="checkbox"/>	VidyoDesktop_20131216_135458.log	2994206	Dec 17 2013 09:47:04
<input type="checkbox"/>	VidyoDesktop_20131217_145837.log	6080528	Dec 18 2013 16:46:50
<input type="checkbox"/>	VidyoDesktop_20131218_175348.log	17022734	Dec 19 2013 14:30:48
<input type="checkbox"/>	VidyoDesktop_20131219_143602.log	52164	Dec 19 2013 17:20:34
<input type="checkbox"/>	VidyoDesktop_20131219_172116.log	142869	Dec 19 2013 17:23:32
<input type="checkbox"/>	VidyoDesktop_20131220_112400.log	23574	Dec 20 2013 11:24:21
<input type="checkbox"/>	VidyoDesktop_20131220_112522.log	2405915	Dec 23 2013 10:09:03
<input type="checkbox"/>	VidyoDesktop_20131223_100931.log	23351	Dec 23 2013 10:09:55
<input type="checkbox"/>	VidyoDesktop_20131223_101101.log	8676967	Dec 23 2013 20:35:02

A 'Delete' button is located at the bottom left of the table.

2. If needed, click the blue triangle next to the word *Time* to view the time settings.
3. Enter the system time of the VidyoRoom and click **Set Time**.
4. If needed, click the blue triangle next to the words *Log Levels* to view the log level settings.
5. Enter the log name and click either **Apply Permanently** or **Apply Temporarily**.
6. If needed, click the blue triangle next to the words *Log File List* to view the list of log files.
7. If you want to obtain a log file, right-click on the log file that you want and select one of the options. For example, you can select **Save link as...** to copy the log file to a specific location on your system.
8. If you want to delete a log file, select the check box to the left of the file you want to delete and click **Delete**. If you want to delete all of the log files except for the last one (which is the currently active log file), select the check box to the left of Log File Name and click **Delete**.

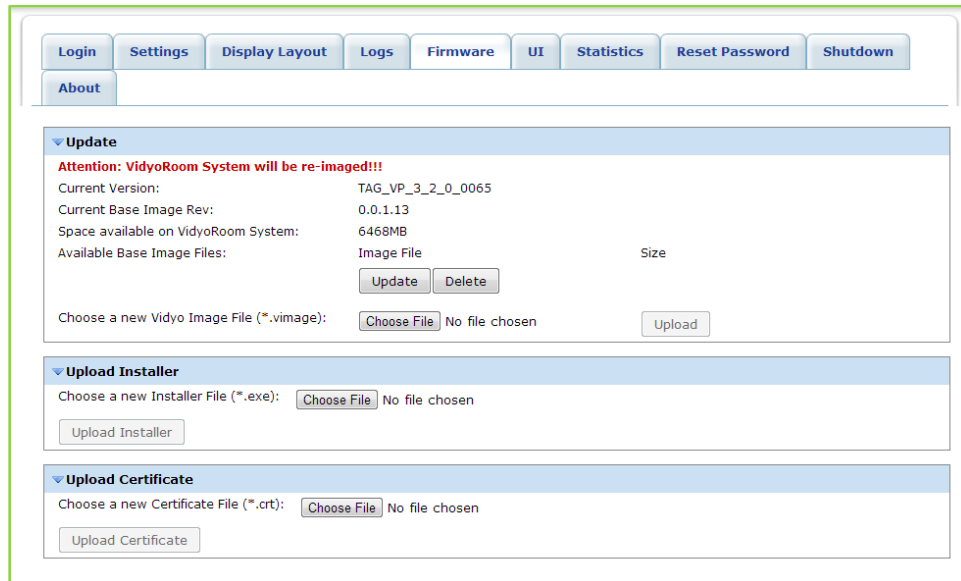
UPDATING THE FIRMWARE

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

Once you have uploaded an image file, you can also use the Firmware tab to update the image. Alternatively, you can re-image the system using the Recovery Console. However, using the Firmware tab is generally preferable because you can perform the upgrade remotely and while the system is running. For more information about the Recovery Console, see Chapter 4 on page 25.

To update the firmware:

1. Click the **Firmware** tab.



2. If you want to update the image or delete the image file that has been uploaded to the local disk:
 - a. If needed, click the blue triangle next to the word *Update*.
 - b. If there is more than one image file listed, select the check box next to the file you want to update or delete.
 - c. Click either **Update** to update the image or click **Delete** to delete the file from the local disk.
3. If you want to upload a new image file:
 - a. If needed, click the blue triangle next to the word *Update*.
 - b. Click **Choose File** to choose the image file that you want to upload.
 - c. Click **Upload**.

The file is now uploaded to the local disk, but it is not updated until you click **Update**.

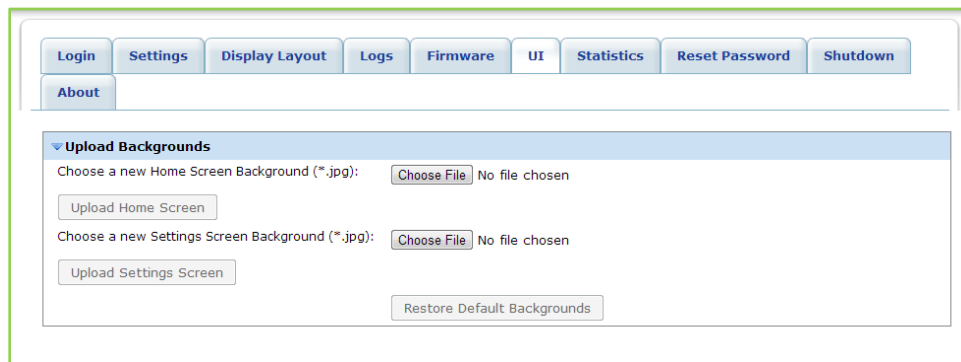
4. If you want to upload a new Installer file:
 - a. If needed, click the blue triangle next to the word *Upload Installer*.
 - b. Click **Choose File** to choose the Installer file that you want to upload.
 - c. Click **Upload Installer**.
5. If you want to upload a new Certificate file:
 - a. If needed, click the blue triangle next to the word *Upload Certificate*.
 - b. Click **Browse** to browse to the Certificate file that you want to upload.
 - c. Click **Upload Certificate**.

UPLOADING UI BACKGROUNDS

The UI tab enables you to upload backgrounds for the Home screen and Settings screen.

To upload UI backgrounds:

1. Click the **UI** tab.



2. If needed, click the blue triangle next to the word *Upload Backgrounds* to view background settings.
3. If you want to upload a new background for the Home screen:
 - a. Click **Choose File** and choose the .jpg file that you want to upload.
 - b. Click **Upload Home Screen**.
4. If you want to upload a new background for the Settings screen:
 - c. Click **Choose File** and choose the .jpg file that you want to upload.
 - d. Click **Upload Settings Screen**.
5. If you want to revert back to the default backgrounds, click **Restore Default Backgrounds**.

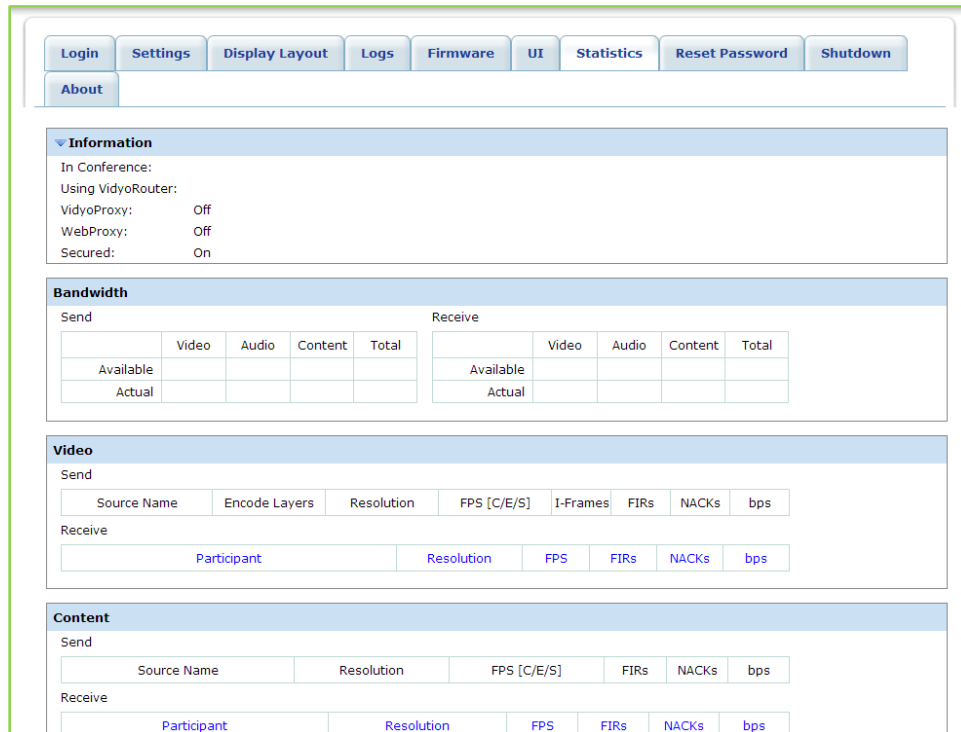
VIEWING THE STATISTICS

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

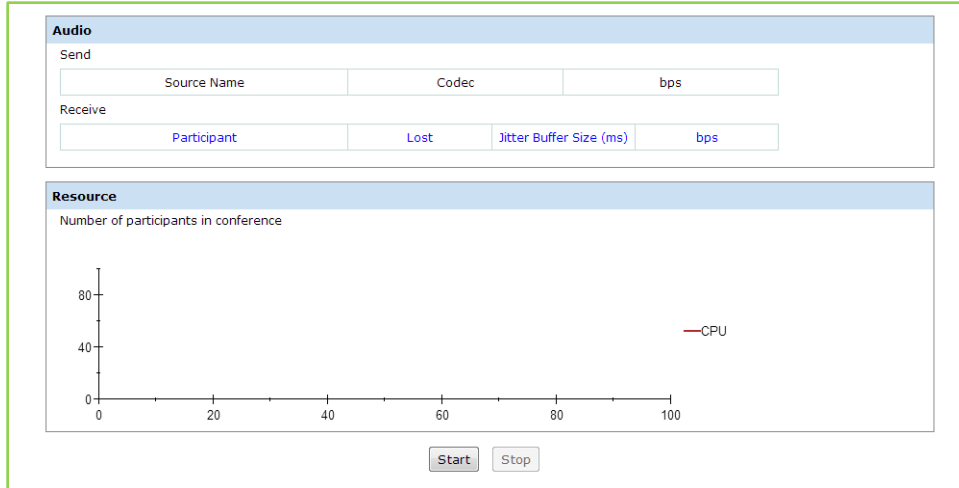
- The Information portion of the tab indicates if you are in a conference, if you are using the VidyoRouter, VidyoProxy, or a Web Proxy, and if you are using a secured connection.
- The Bandwidth portion of the tab provides statistics for both the actual and available send and receive bandwidth for video, 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 password for the VidyoRoom and VidyoRemote as well as to set the user name for VidyoRemote.

To reset the password:

1. Click the **Reset Password** tab.

The screenshot shows the 'Reset Password' tab selected in the navigation bar. Below the navigation bar, there are three input fields: 'Current Admin Password', 'New Admin Password', and 'New Admin Password (repeat)'. A 'Reset Admin Password' button is located at the bottom of the form.

2. In the Current Admin Password field, enter the current password you use to log in to the VidyoRoom Admin UI.
The default password for the VidyoRoom is **password**.
3. In the New Admin Password field, enter the new admin password for the VidyoRoom.
4. In the New Admin Password (repeat) field, enter the new admin password for the VidyoRoom again.
5. Click **Reset Admin Password**.

SHUTTING DOWN

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

To shut down or restart the VidyoRoom:

1. Click the **Shutdown** tab.



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

VIEWING THE ABOUT INFORMATION

The About tab provides information about the VidyoRoom.

To view the About information:

1. Select the **About** tab.



2. View the VidyoRoom version number, model number, image revision, and the serial number of the motherboard.

3. Managing VidyoRooms from the VidyoPortal

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

To manage VidyoRooms 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.)
2. Select the **Meeting Rooms** tab.
 3. Select **Manage VidyoRooms**.

The Manage VidyoRooms page lists all of your VidyoRooms. If a VidyoRoom has been offline for more than five days, it will not be displayed on the list.

If you want to view a VidyoRoom that isn't displayed on the first Manage VidyoRooms page, you can easily select another page using the controls at the bottom of the screen.

Display Name	IP Address	Status
Arpit Desai	main.vidyo.com	DOWN
BoardRoom Eyes	172.16.1.172	UP
Conference Room A NJ	172.16.1.142	UP
ConfRoom - CA - VidyoRoom	172.17.1.220	UP
ConfRoom-MA-Fenway	172.18.1.108	UP
Damon_VidyoRoom	172.16.1.166	UP
Japan VR220	192.168.5.220	DOWN
LaMar VidyoRoom	172.16.2.126	UP
Medical Cart CA	172.17.1.138	UP
Medical Cart CA	172.16.2.216	UP

4. View information about each of the VidyoRooms:
 - Display Name: The descriptive name given to the VidyoRoom when it was installed.

- IP Address: The IP address assigned to the VidyoRoom.
 - Status: Whether the VidyoRoom is Up (online) or Down (offline).
5. If you want to change any of the VidyoRoom settings, click on the IP address of the VidyoRoom to access the Admin UI for that VidyoRoom.

For more information about the VidyoPortal, refer to the *VidyoConferencing 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 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.

UPGRADING THE VIDYOROOM

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

Alternatively, you can upgrade the VidyoRoom 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” on page [18](#).

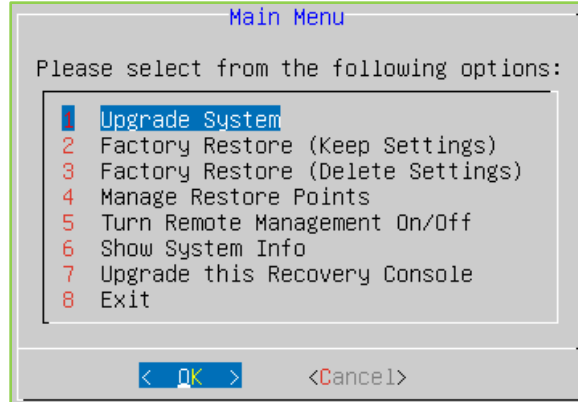
Upgrading the VidyoRoom Using an Image File from the Local Disk

To upgrade the VidyoRoom 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.

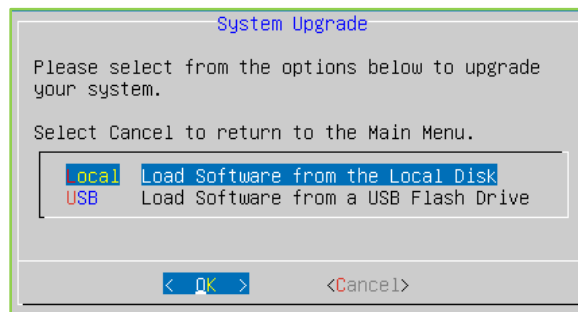
For more information about how to use the Admin UI Firmware tab, see “Updating the Firmware” on page [18](#).

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

1. Select **1. Upgrade System**.

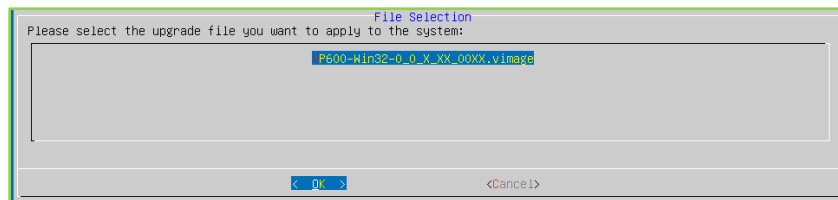


2. Select **Local Load Software from the Local Disk** and select **OK**.

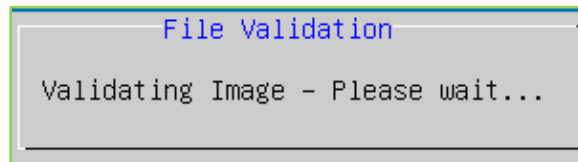


A list of available image files appears.

3. Select the file you want to use to upgrade the VidyoRoom and select **OK**.



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



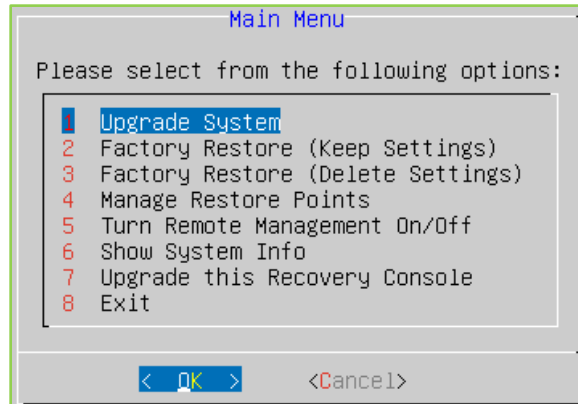
The new image file is applied to the VidyoRoom.

Upgrading the VidyoRoom Using a USB Flash Drive

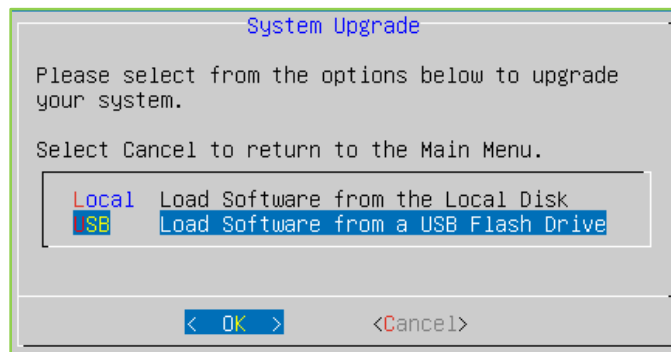
You can upgrade the VidyoRoom by copying the upgrade image to a USB flash drive, and then inserting that flash drive directly into the VidyoRoom system. If you choose this method, you must copy the upgrade file to the top-level directory of the USB flash drive.

To upgrade the VidyRoom using a USB flash drive:

1. Select **1. Upgrade System**.



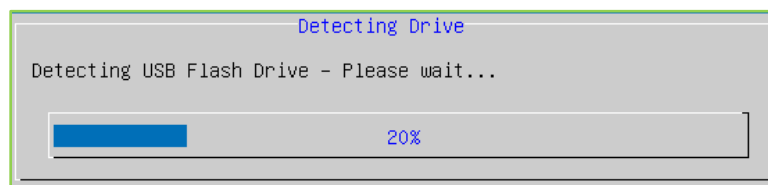
2. Select **USB Load Software from a USB Flash Drive** and select **OK**.



3. Ensure that the upgrade file is in the top-level directory of the USB flash drive, and then insert the flash drive into the VidyRoom system and select **OK**.

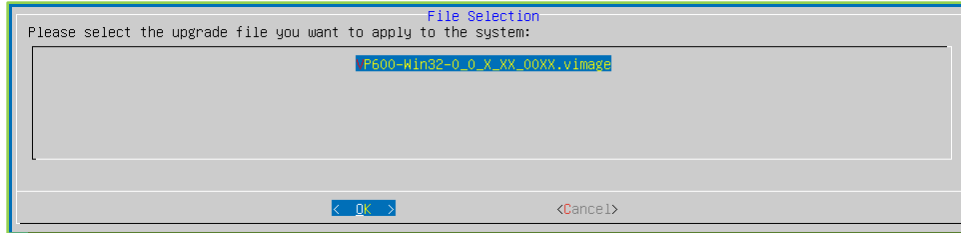


The Detecting Drive screen appears.

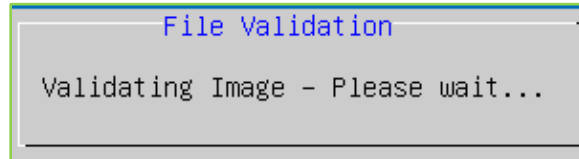


If no image files are found, an error message appears. If image files are found, a list of available files appears.

4. Select the file you want to use to upgrade the VidyRoom and select **OK**.



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



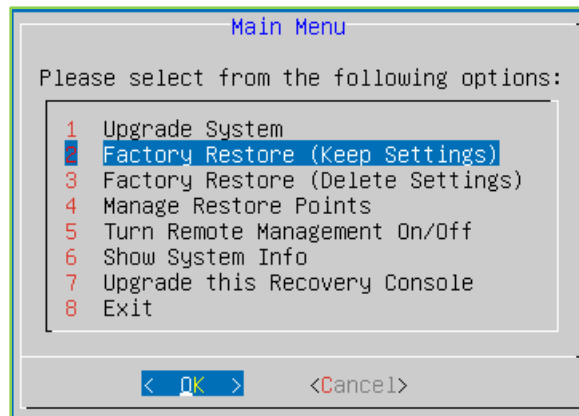
The new image file is applied to the VidyoRoom.

PERFORMING A FACTORY RESTORE

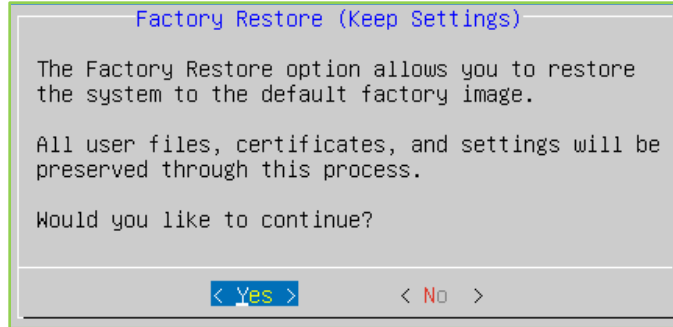
The Factory Restore options in the Recovery Console enable you to restore your VidyoRoom to the default factory image. You can choose to either perform the restore and preserve all of your settings or perform the restore and remove all of your settings.

To perform a factory restore:

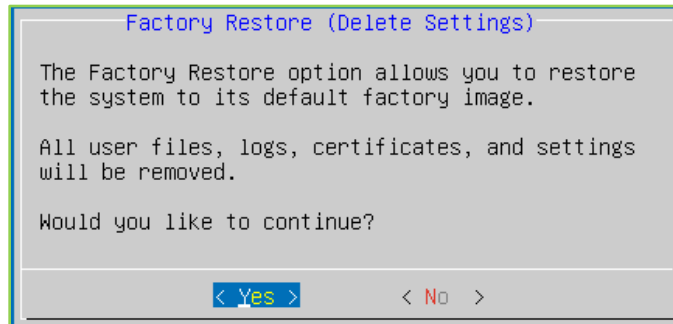
1. Select **2. Factory Restore (Keep Settings)** or select **3. Factory Restore (Delete Settings)**.



- If you select **2. Factory Restore (Keep Settings)**, the VidyoRoom is restored to the default factory image but all of your settings are preserved.

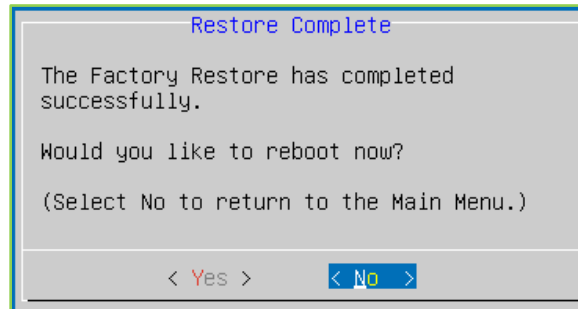


- If you select **3. Factory Restore (Delete Settings)**, the VidyRoom is restored to the default factory image and all of the user files, logs, certificates, and settings are removed.



2. Select **Yes** to perform the factory restore.

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



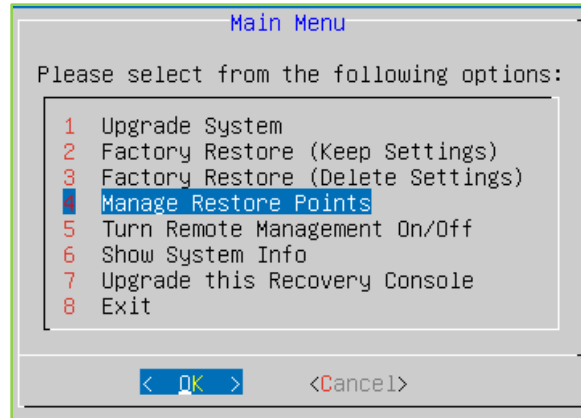
3. Select **Yes** to reboot.

MANAGING RESTORE POINTS

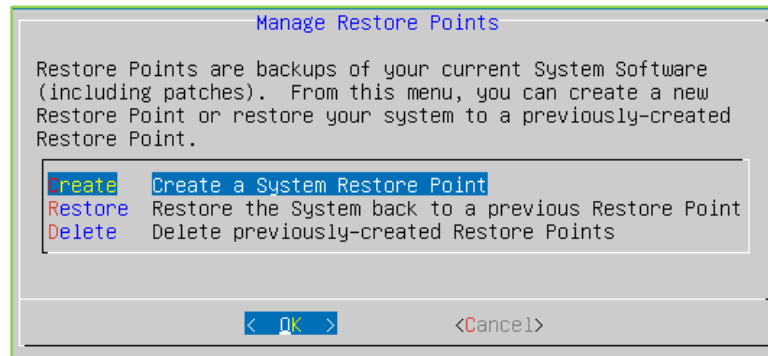
Restore points are backups of your system software (including patches). By using the Manage Restore Points option in the Recovery Console, you can restore your VidyRoom to a restore point that you had previously created, you can create new restore points, and you can delete previously created restore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

To manage restore points:

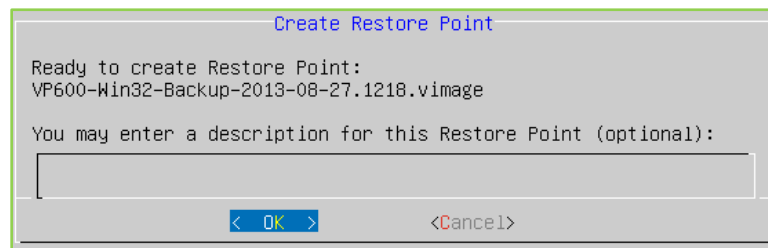
- Select **4. Manage Restore Points**.



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

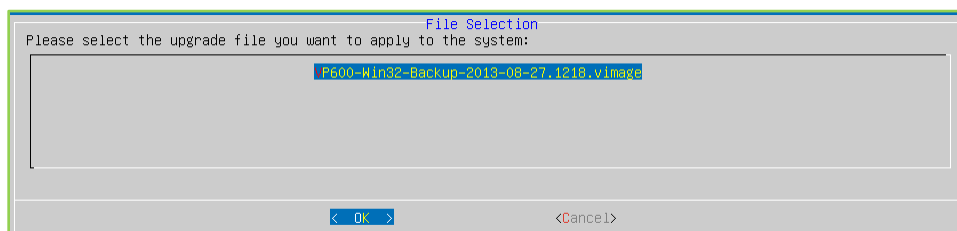


- If you select **Create** **Create a System Restore Point**, the system automatically sets the file name but you can enter a description (such as “August Upgrade to 2.5”), and then select **OK**.



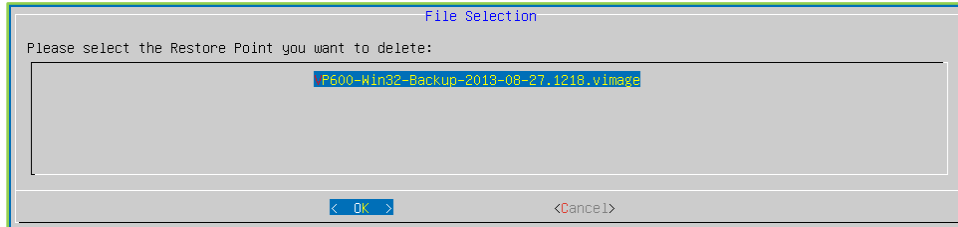
The new restore point is created.

- If you select **Restore** **Restore the System back to a previous Restore Point**, select the file you want to apply to the VidyRoom and select **OK**.



The VidyoRoom is restored back to the selected restore point.

- If you select **Delete Delete previously-created Restore Points**, select the file you want to delete and select **OK**.



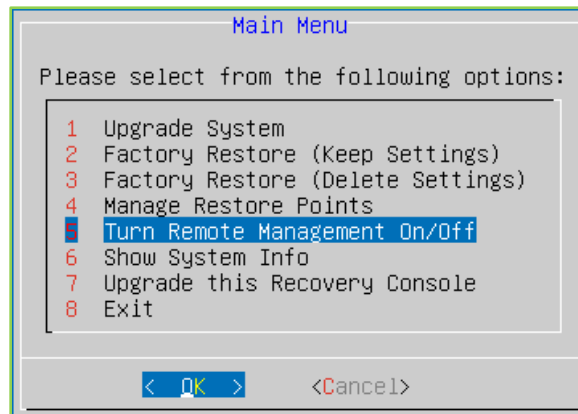
The restore point is deleted.

TURNING REMOTE MANAGEMENT ON OR OFF

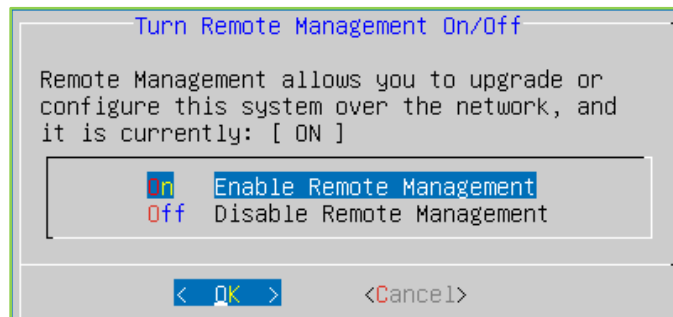
Remote management enables you to upgrade and configure your VidyoRoom over the network.

To turn remote management on or off:

1. Select **5. Turn Remote Management On/Off**.



2. Select **On Turn Remote Management On** or select **Off Turn Remote Management Off**.



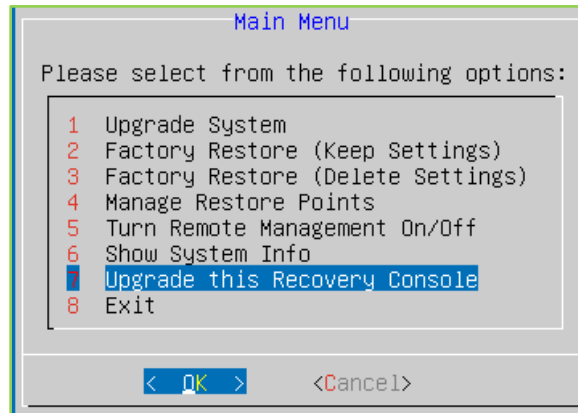
3. Select **OK**.

UPGRADING THE RECOVERY CONSOLE

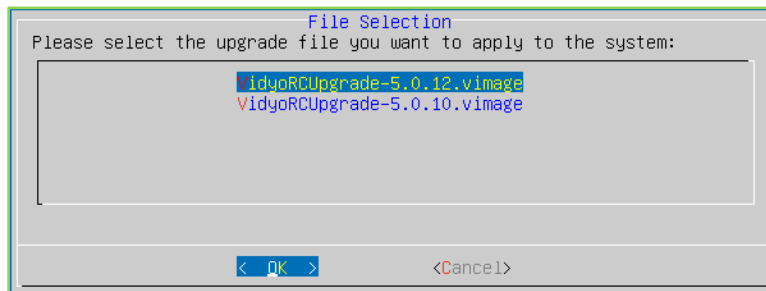
The last option on the Recovery Console Main Menu enables you to upgrade the Recovery Console software without having to reimage the whole system.

To upgrade the Recovery Console:

1. Select 7. Upgrade this Recovery Console.



2. Insert the USB flash drive into the VidyoRoom system.
3. Select an upgrade file.



4. Select OK.

The software for the Recovery Console itself is updated.