VidyoDesktop™ VE
Quick User Guide

Product Version 3.0

Document Version A

July, 2014

VidyoDesktop™ VE Quick User Guide

VidyoDesktop Virtual Edition (VE) Version 3.0 enables you to easily join Vidyo conference calls, make point-to-point calls, invite others to your meetings, and control your Vidyo conferencing experience all from a virtual environment using your Citrix Receiver™ and XenApp® or XenDesktop® environments.

Logging In

The procedure for logging in to VidyoDesktop VE varies depending on whether you are logging in with XenApp or XenDesktop. If you are logging in with XenApp, see the following section. If you are logging in with XenDesktop, see "Logging In with XenDesktop" on page 4.

Logging In with XenApp

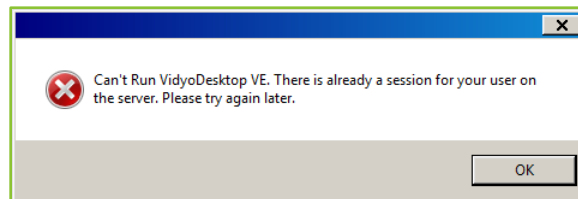**To log in with XenApp:**

1. Log in to your XenApp account.

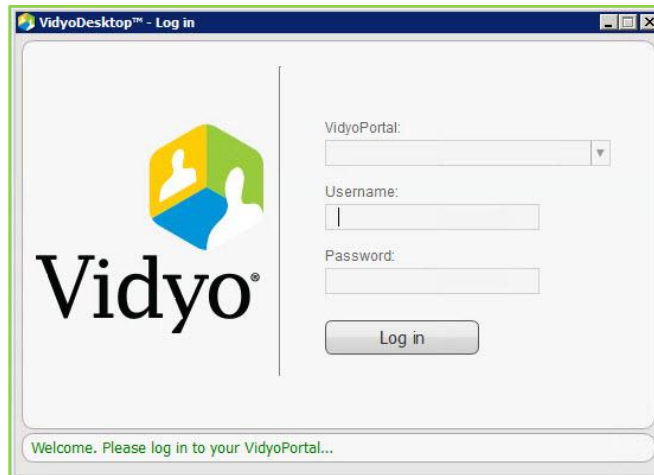   The XenApp Main Applications screen appears.
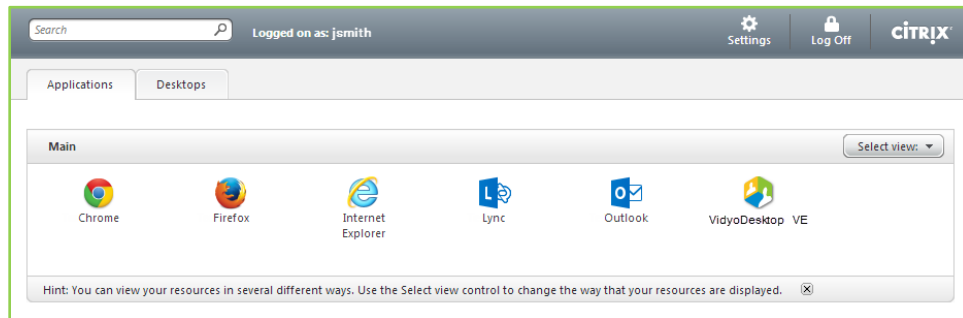
2. Click the **VidyoDesktop VE** icon.

   Note: If VidyoDesktop VE fails to initialize on XenApp, make sure any other versions of VidyoDesktop on your system are closed and then re-launch VidyoDesktop VE.

Citrix® and XenDesktop®/XenApp® are trademarks of Citrix Systems, Inc. and/or one or more of its subsidiaries, and may be registered in the United States Patent and Trademark Office and in other countries.

■ If you have previously used XenApp, the VidyoDesktop Log in dialog box appears.

■ If you have never used XenApp:

   a. If your browser asks if you want to "Run this time" or "Always run on this site", click **Always run on this site**.

   b. If the Citrix Receiver – Security Warning dialog box appears, click **Permit use**.
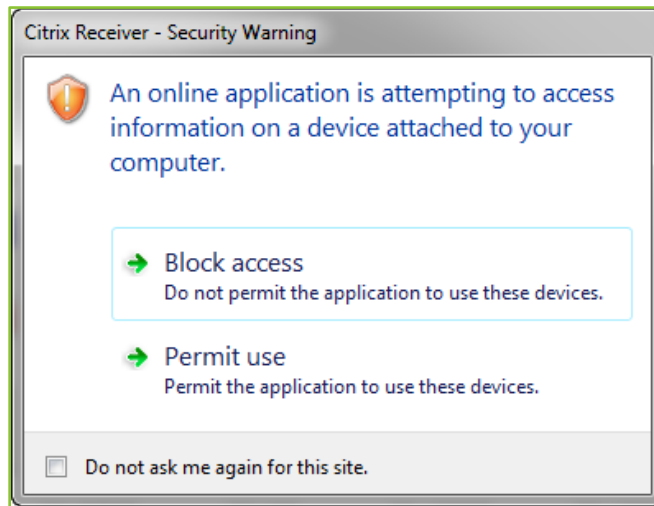
The "Installing device driver software" notification appears in the system tray.
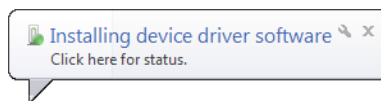
The "Your device is ready to use" notification appears in the system tray.
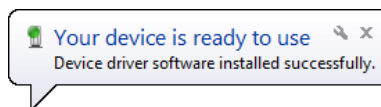
The VidyoDesktop Log in dialog box then appears.

3. Enter the address of the VidyoPortal™ you want to connect to or select the address from the VidyoPortal drop-down.
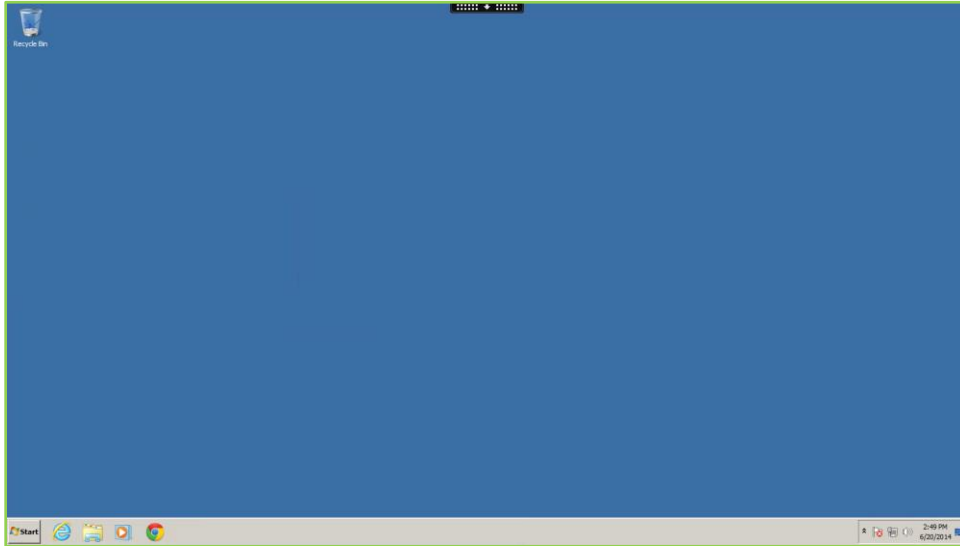
4. Enter the username and password you use to log in to the VidyoPortal.

5. Click **Log in**.

Logging In with XenDesktop

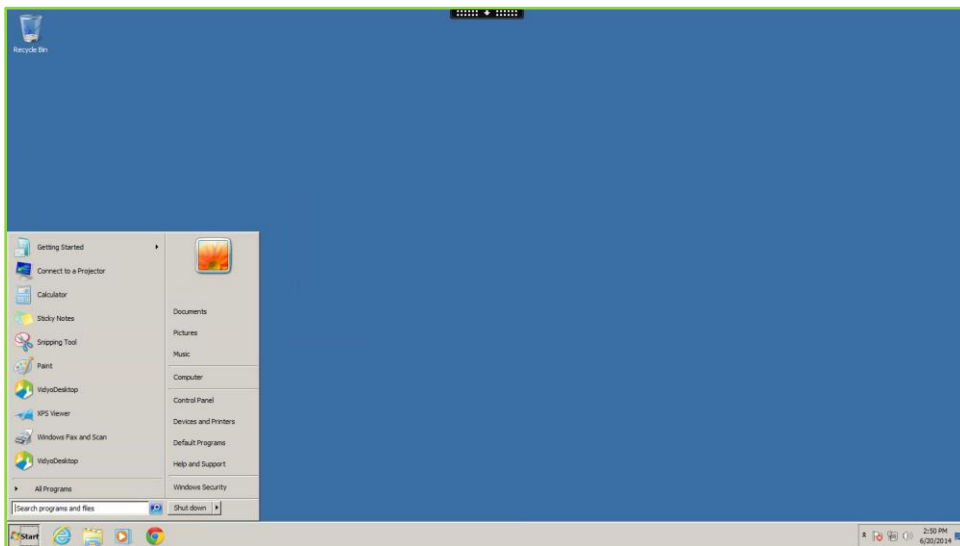**To log in with XenDesktop:**

1. Log in to your XenDesktop.

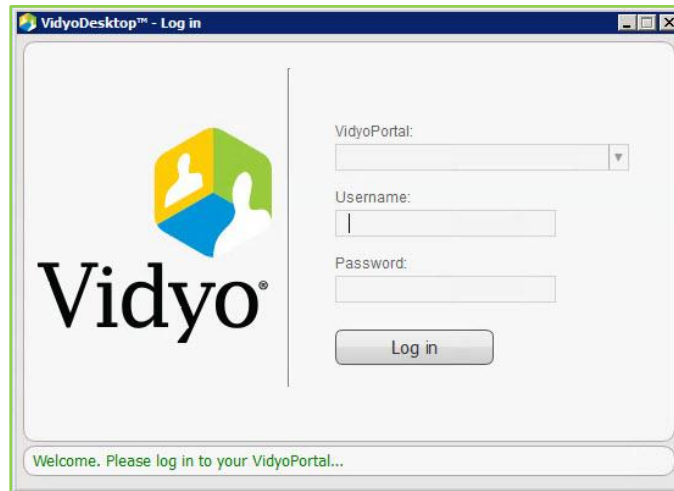   The Desktop Viewer screen appears.

2. Click **Start** and select **VidyoDesktop**.

   If the VidyoDesktop icon is already on your screen, you can click that instead.

The VidyoDesktop Log in dialog box appears.

3. Enter the address of the VidyoPortal you want to connect to or select the address from the VidyoPortal drop-down.

4. Enter the username and password you use to log in to the VidyoPortal.

5. Click **Log in**.

Using the VidyoDesktop VE Pre-Call Features

As soon as you log in to VidyoDesktop VE, the My Contacts list appears.

Using the My Contacts List
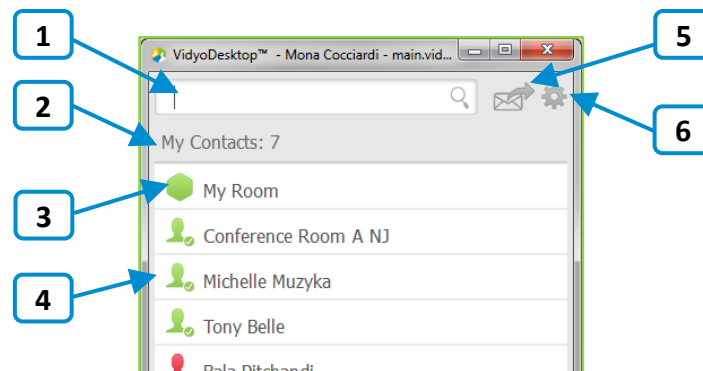
1. Enter a name in this text box to search for a contact.

   As soon as you begin typing, search results appear.

2. The number of contacts in your My Contacts list.

3. Click to access your room.

   For more information about accessing your own room, see "Joining a Conference in Your Own Room" on page 6.

4. The status and name of the contact or room. Click to view information about the contact or room, place a direct call to the contact, join the contact's room, or join a public room.

   For more information about placing a call or joining a contact's room, see "Making a Direct Call or Joining a Conference in Someone Else's Room" on page 7.

5. Click to invite guests to a Vidyo meeting.

   A meeting invitation automatically opens in your default desktop mail application, and pre-fills with your personal Vidyo room information. You can enter the email addresses of the guests you want to invite to the meeting and edit the email content before sending.

6. Click to open the Configuration and Status screen.

   For more information, see "Accessing the Configuration Settings" on page 14.

# Joining a Conference in Your Own Room
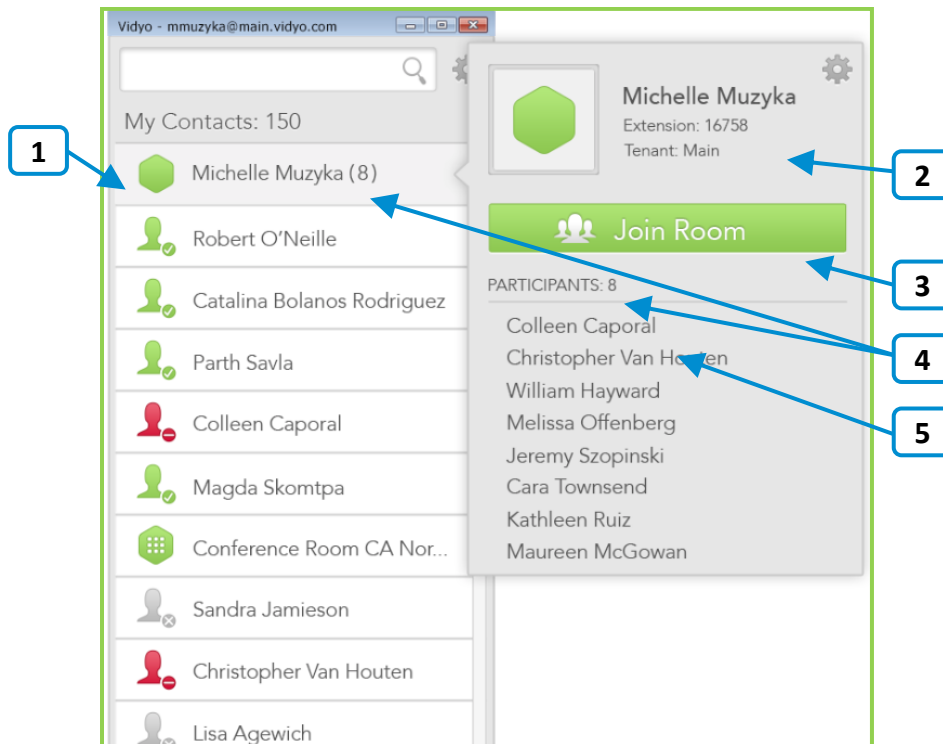
1. Click to view more information about your room or to join your room.

   Your personal room is always the first entry in the list of contacts.

2. The status of the room, the room's extension, and the tenant name.

   For more information about status, see "Understanding the Status Icons" on page 8.

3. Click **Join** to join your room

4. The number of participants in your room (if any).

5. The list of participants in your room (if any).

Making a Direct Call or Joining a Conferencing in Someone Else's Room
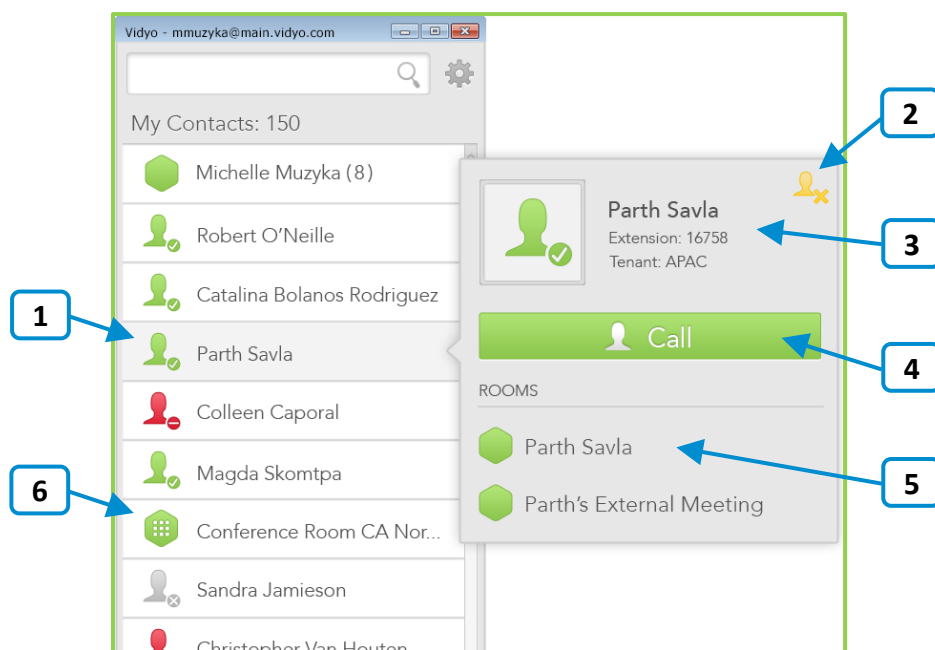
1. Click to view more information about the contact, place a direct call to a contact, or join the contact's room.

2. Click this icon to add or remove this contact from your My Contacts list.

3. The status and name of the contact, the contact's extension, and the tenant name.

   For more information about status, see "Understanding the Status Icons" on page 8.

4. Click **Call** to place a direct call to the contact.

   If this contact is in a busy or offline state, the Call button will be disabled.

5. The list of that contact's rooms. Click a room to join it.

6. For public rooms, tap the room to view more information about the public room or to join the public room. You cannot make a direct call to a public room.

Calling a Contact Who Is Not in the Directory
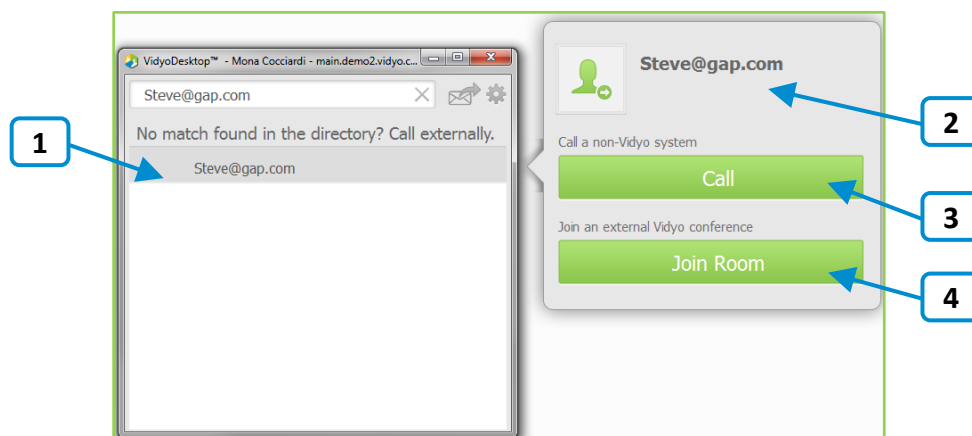
1. Tap to place an external call to the contact who was not found in the directory.

2. Since these contacts are not in your directory, no status is available.

3. If you are calling a non-Vidyo system (that is, a legacy H.323/SIP endpoint), tap **Call** to place a direct call to that endpoint.

4. If you are joining an external Vidyo conference on another VidyoPortal, tap **Join Room** to join that room.

   The Join Room button appears only if the address you entered is in a valid format for an address on a different VidyoPortal.

Understanding the Status Icons

The Status icons appear next to the contacts or rooms on the My Contacts list when you are not in a call, and they appear next to the participant names in the Participants list when you are in a call.

Contact Status

Icon	Description
	The contact is online and available to receive a direct call or to join a room.
	The contact is online but is currently in a call or conference. You cannot make a direct call to this contact; however, you can join the contact's room.
	The contact is offline (not logged into the VidyoPortal). You cannot make a direct call to this contact; however, you can join the contact's room.

Room Status

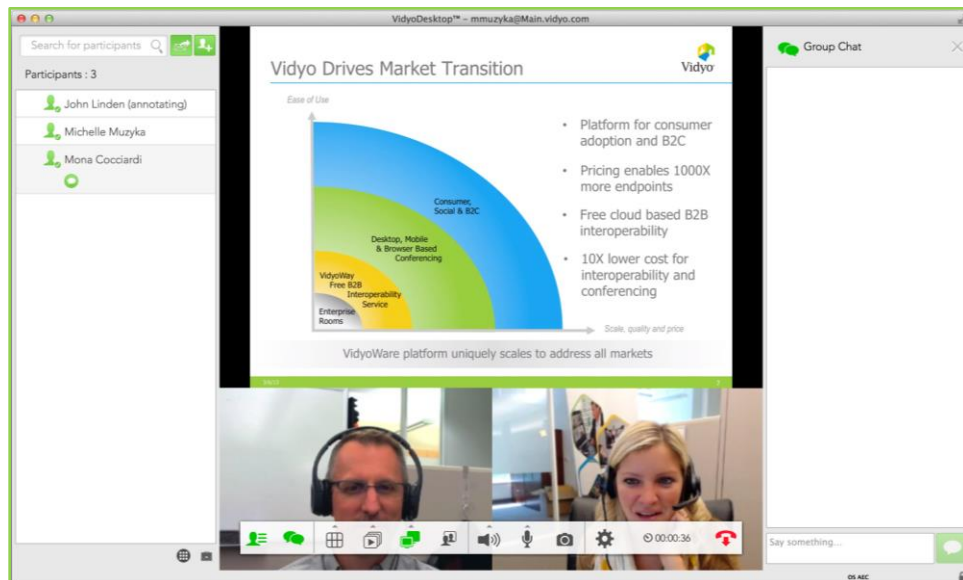| Icon	Description
	The room is available and empty, so you can enter the room.
	The room is available and PIN-protected. If you attempt to join the room, you will be asked to enter a PIN.
	The room is occupied but available to enter.
	The room is locked, so you cannot enter it.
	The room is full, so you cannot enter it.

Using the VidyoDesktop VE In-Call Features

As soon as you join a call, you see yourself and any other participants that are already in the call. If anyone is sharing an application or screen, you will see what they are sharing in another tile on the screen.

To use the VidyoDesktop VE in-call features:

1. Move your mouse on the VidyoDesktop VE window.

   A pop-up toolbar appears.

2. Perform any of the following tasks:

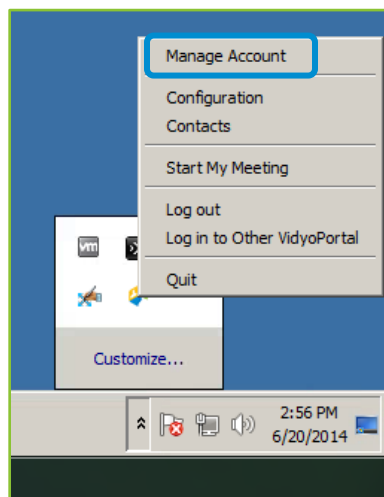| Click…	To..
👤≡	View a list of the conference participants and chat with them. From the conference Participants list, you can also: ■ Invite participants to the conference via the list of contacts 👤+ or by email ✉️. If you click choose to invite by email, a meeting invitation automatically opens in your default desktop mail application, and pre-fills with your personal Vidyo room information. You can enter the email addresses of the guests you want to invite to the meeting and edit the email content before sending. ■ Launch the Control Meeting page which provides access to the conference moderator options. For more information about using the Control Meeting page, see "Controlling the Meeting" on page 11.
💬	Chat with all participants as part of the conference group chat.
⊞	Select how to view the participants' video windows during the conference; control the maximum number of windows.
⤡	Enter and exit full screen.
▶	Select to share your entire display in the conference. If you have multiple monitors, VidyoDesktop VE will share what is shown on display #1.
🖥	Toggle among the applications or screens that are being shared during the conference.
👥	Toggle your self-view preference.
🔊	Mute, unmute, and control your speakerphone volume.
🎤	Mute, unmute, and control your microphone volume.
📷	Show or hide the video feed from your camera.
⚙	Open the Configuration and Status page. For more information, see "Accessing the Configuration Settings" on page 14.
⏱	Toggle between the conference time and a clock.
📞	End the conference.

Controlling the Meeting

To control the meeting:

1. Do one of the following:

   - If you are not in a call, right-click on the My Contacts list and select **Manage Account.**
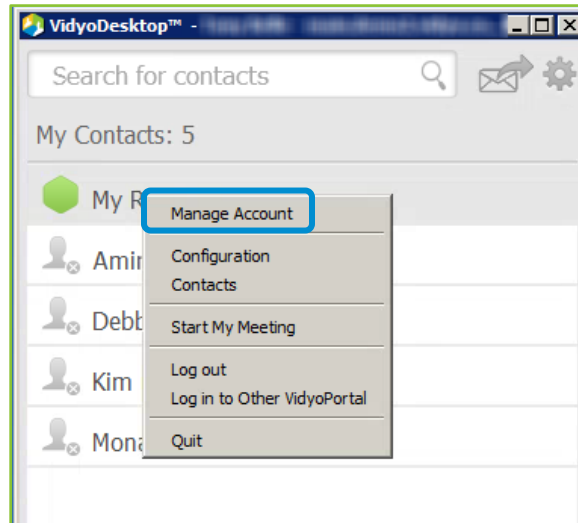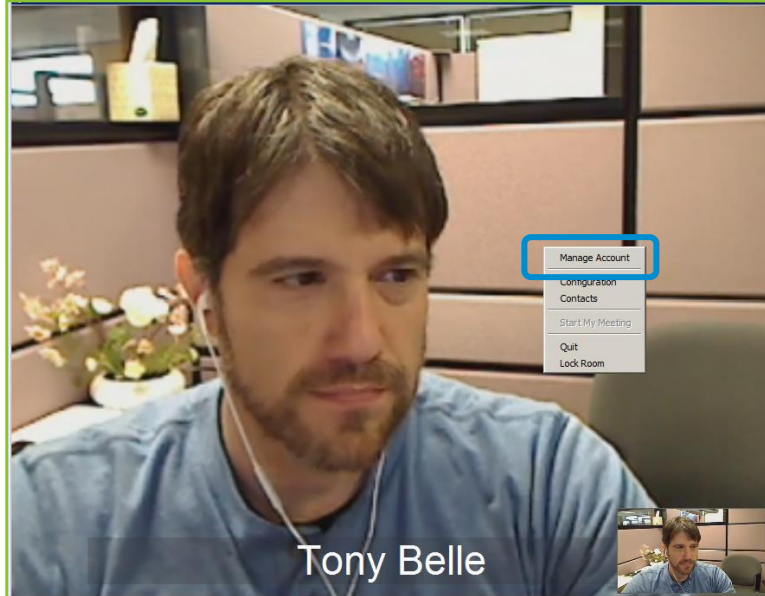

   - If are not in a call, right-click the VidyoDesktop VE icon in the system tray and select **Manage Account.**
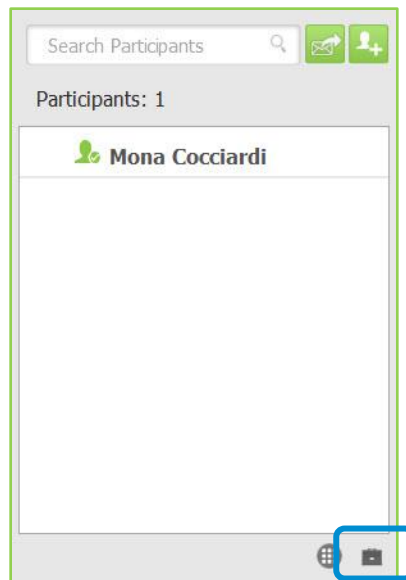
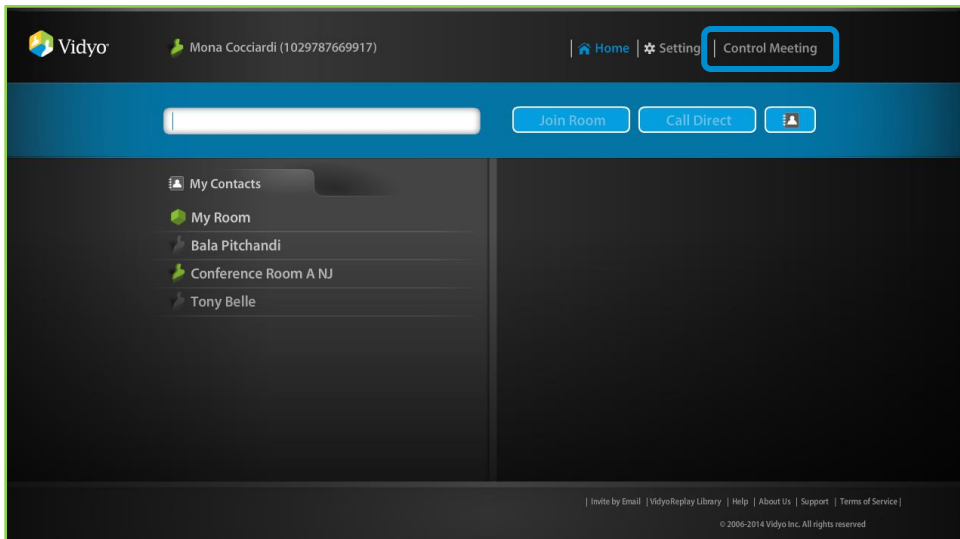   **Note**: This option is not available for XenApp.

- If you are in a call, right-click the VidyoDesktop VE icon in the system tray and select **Manage Account**, or right-click anywhere on the screen and select **Manage Account.**
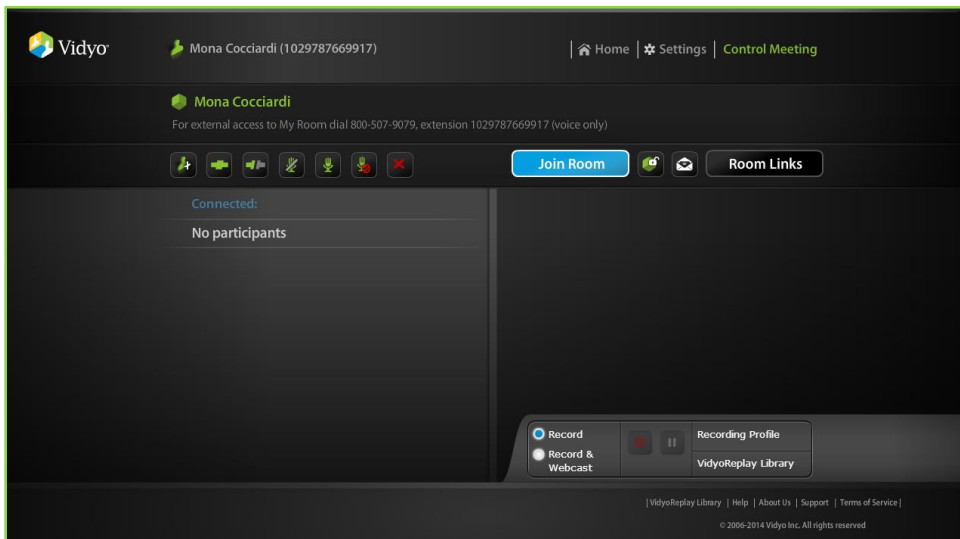

- If you are in a call, click to open the Participants list, and then click the icon.

The VidyoPortal Home page appears.
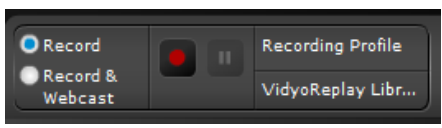
3. Click **Control Meeting**.

The Control Meeting page appears.

4. Perform any of the following tasks:

Click…	To…
	Add a participant to your room.
	Reconnect all participants you've disconnected from the meeting.
	Disconnect all participants from the meeting and move them to the Disconnected list.
	Mute audio on all participants' microphones without allowing them to re-enable.

13

Click…	To…
	Allow participants to unmute themselves.
	Mute audio on all participants' microphones and allow them to re-enable.
	Disconnect all participants and remove them from both the Connected and Not Connected lists.
Join Room	Join your room.
	Toggle between locking and unlocking your room. Locking prevents additional users from accessing your room.
	Invite a participant to your room via email.
Room Links	Set, change, or remove room or Webcast PINs and links.
	Record or record and webcast a meeting using a selected VidyoReplay™ Record profile, pause the recording or webcast, or stop the recording or webcast. These functions are only available if your system includes VidyoReplay.

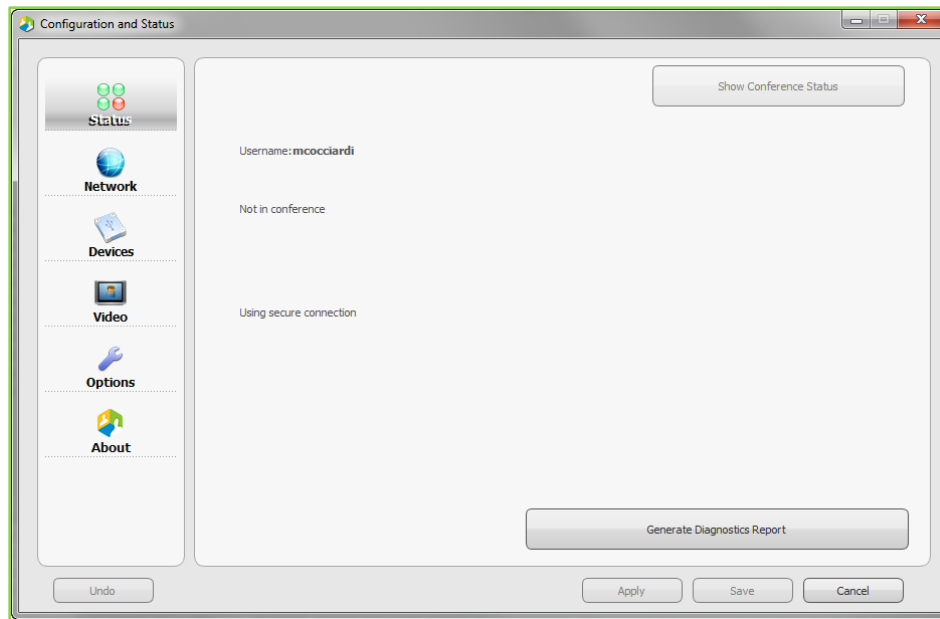# Accessing the Configuration Settings

To access the VidyoDesktop VE configuration settings:

1. Do one of the following:

   - If you are in a call, click on the VidyoDesktop VE pop-up toolbar.

   - If you are not in a call, click on the My Contacts list, or right-click the VidyoDesktop VE icon in the system tray and select **Configuration**.

   The Configuration and Status screen appears.

2. Perform any of the following tasks:

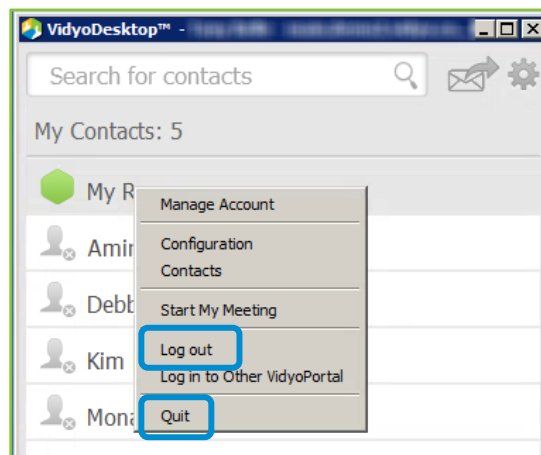| Click…	To…
Status	View user and conference status information; generate diagnostics reports.
Network	Configure the network settings: 1. VidyoPortal section: - Select the **Validate Server Certificate** check box only if you are testing encryption with a self-signed certificate. Otherwise, do not select this check box. - Enter the allowed media port range (between 50000 and 65535). 2. VidyoProxy section: - Select the **Always use VidyoProxy** check box if you want VidyoDesktop VE to always connect via the assigned VidyoProxy. Vidyo recommends that you try to connect directly. 3. Web Proxy section: - Select the **Use settings from operating system** check box if you want VidyoDesktop VE to follow the Internet Explorer Local Area Network settings on Windows or the OS settings on Mac. Otherwise, select the **Use the following settings** check box and then select: **Automatically detect settings** to configure VidyoDesktop VE to try to connect using WPAD (Web Proxy Auto-Discovery Protocol). **Use automatic configuration script** to configure VidyoDesktop VE to use a specific PAC script for connection.

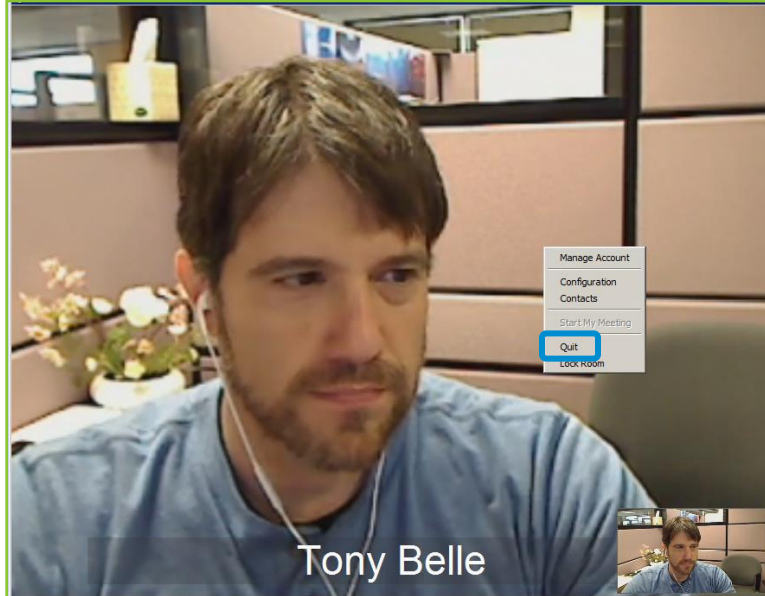| Click…	To…
	• **Use proxy server** to configure VidyoDesktop VE to connect through a specific Web Proxy server. If you select this check box, enter the Web Proxy address, port, username, and password. ▪ If you are trying to connect to a Web Proxy that requires authentication, you must enter the username and password regardless of the selected method. **Note:** For help with configuring your network settings, talk to your system administrator.
Devices	Select the microphone, speaker, and camera you are using; control echo cancellation; set whether you want the microphone level to be automatically adjusted.
Video	Select your video quality preferences.
Options	Select the language of the user interface, whether you want VidyoDesktop VE to automatically answer incoming calls, whether you want to play a tone when participants join and leave conferences, and more.
About	View the VidyoDesktop VE version being used; check for software updates.

Logging Out

To log out:

1. To log out of VidyoDesktop VE, do one of the following:

   ▪ If are not in a call, right-click on the My Contacts list and select **Log out** to log out of VidyoDesktop VE while keeping the application running, or select **Quit** to log out of VidyoDesktop VE and close the application.

   Note: Logging out enables you to keep the application running so that you can receive conference invitations.

- If you are in a call, right-click anywhere on the screen and select **Quit** to log out of VidyoDesktop VE and close the application.
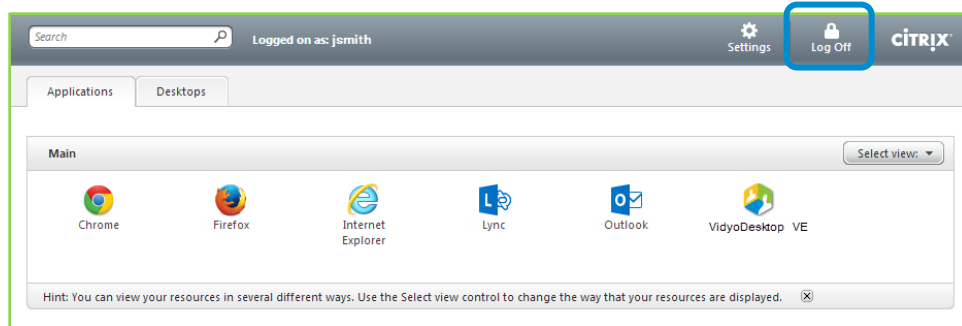

- If you are or are not in a call, right-click the VidyoDesktop VE icon in the system tray and select **Log out** to log out of VidyoDesktop VE while keeping the application running, or select **Quit** to log out of VidyoDesktop VE and close the application.
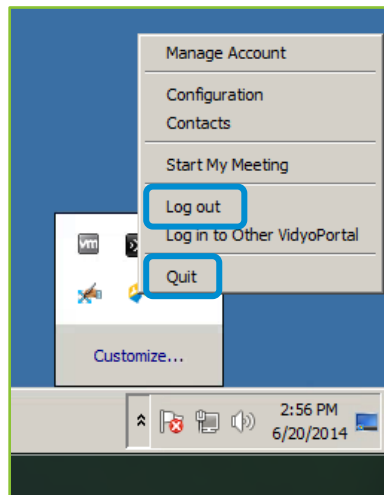
2. To log out of XenApp or XenDesktop:

- To log out of XenApp, click **Log Off** on the Applications Main screen.

- To log out of XenDesktop, select **Log Off** from the drop-down in the upper-right corner of the Citrix Receiver screen.