



## *VidyoMobile™ for Android User Guide*



*Product Version 1.2  
Document Version 1.2-A*

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# 1. Welcome

Welcome to the world of *mobile* VidyoConferencing™. The age of high quality mobile audio/video person-to-person (what we call point-to-point) calling and teleconferencing has arrived. VidyoMobile™ for Android makes it possible.

Your organization has decided to join the revolution using Vidyo's products and services. The purpose of this guide is to introduce you to VidyoMobile and to show you how it works with Android devices.

Your VidyoPortal™ and VidyoDesktop™ enable you to have audio/video teleconferences with other users in your organization from your desktop. VidyoMobile extends that capability to your Android phone or tablet. You can make calls to and receive calls from other VidyoMobile users (who may be using the Android or iOS versions of VidyoMobile) or to and from any user of VidyoDesktop, VidyoRoom™, and VidyoPanorama™.

VidyoMobile offers everything you need to make your video calls and conferences as effective as possible. You can:

- Use familiar Android gestures, such as the pinch to zoom and swipe to pan.
- See each participant's display name while in a conference.
- See which users are online, whether a conference room is occupied, and whether it's locked or requires a PIN to enter.
- Manage your contact list.
- See what other participants are sharing from their desktops (like a spreadsheet or slide) in both point-to-point calls and VidyoConferences.
- Switch between the front- and back-facing cameras if your device has both, or turn your camera off (what we call Privacy mode).
- Receive video in up to 720p 30 frames per second (fps) high definition resolution<sup>1</sup>.
- Join conferences via a room link, whether you have a Vidyo account or you are a guest with no account (if you are using VidyoPortal version 2.2 or later).
- Use the Inter-Portal Communication (IPC) feature, which enables you to join conference rooms with users on any other VidyoPortal (if you are using VidyoPortal version 2.2 or later).
- View the application in these languages: English, German, Spanish, French, Italian, Japanese, Korean, Portuguese, Traditional Chinese, Simplified Chinese, Polish, Finnish, Thai, and Russian.

Note that your Android device must be set to the particular language in order for the VidyoMobile application to display in that language. For example, if your Android device is set to French, the

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<sup>1</sup> Your actual resolution will depend on the bandwidth and strength of your wireless connection (Wi-Fi, 3G or 4G) and the make and model of the Android device you're using. All of the newly certified devices can receive *up to* 720p 30 fps HD video.

VidyoMobile application will appear in French. If your device is set to a language that VidyoMobile does not support, such as Greek, the application will appear in English.

In addition:

- VidyoMobile uses innovative H.264 Scalable Video Coding (SVC).
- VidyoMobile automatically adjusts to changes in your available bandwidth and processing power.
- VidyoMobile can read user-installed Certificate Authority (CA) certificates that are installed on the Android devices and use them for server authentication (if you are using Android 4.0 or later).

If you install any CA certificates after you have already started using VidyoMobile, you will have to reinstall the app in order to be able to use those CA certificates.

## REQUIREMENTS

### Supported operating systems:

- Android version 2.2 (Froyo)
- Android version 2.3 (Gingerbread)
- Android version 3.0, 3.1, 3.2 (Honeycomb)
- Android version 4.0 (Ice Cream Sandwich)
- Android version 4.1 (Jelly Bean)

### Tested and certified devices:

Manufacturer	Model	Type	Android Version	Carrier
Acer	Iconia	tablet	3.2	Wi-Fi only
Amazon	Kindle Fire	tablet	6.3.1 (Kindle version)	Wi-Fi only
Asus	Transformer Prime	tablet	4.0.3	Wi-Fi only
Google	Nexus 7	tablet	4.1.1	Wi-Fi only
HTC	Evo	phone	4.0.3	Sprint
HTC	One X	phone	4.0.3	AT&T
HTC	Rezound	phone	4.0.3	Verizon
HTC	Thunderbolt	Phone	2.3.6	Verizon
HTC	Vivid	phone	4.0.3	AT&T
LG	Nitro HG	phone	2.3.5	AT&T
Motorola	Atrix 2	phone	2.3.5	AT&T
Motorola	RAZR	phone	4.0.4	Verizon
Motorola	Xoom	tablet	4.0.4	Verizon
Motorola	Xoom	tablet	4.0.3	Wi-Fi only
Samsung	Droid Charge 4G	phone	2.3.6	Verizon
Samsung	Epic 4G	phone	2.3	Sprint

Manufacturer	Model	Type	Android Version	Carrier
Samsung	Galaxy Nexus	phone	4.1.1	Unlocked GSM
Samsung	Galaxy Nexus S	phone	4.0.4	Unlocked GSM
Samsung	Galaxy Note	phone	2.3.6	Unlocked GSM
Samsung	Galaxy S II	phone	2.3.5	AT&T
Samsung	Galaxy S II	phone	4.0.4	T-Mobile
Samsung	Galaxy S II Skyrocket	phone	4.0.4	AT&T
Samsung	Galaxy S III	phone	4.0.4	AT&T, Verizon, Sprint
Samsung	Galaxy Tab 10.1	tablet	4.0.4	Verizon
Samsung	Galaxy Tab 2 10.1	tablet	4.0.4	Wi-Fi only
Samsung	Infuse 4G	phone	2.2.1	AT&T
Sony	Xperia S	phone	4.0.3	Unlocked GSM

Other Android devices running supported Android versions may work; however, since we haven't tested and certified them yet, we can't predict whether or not they will have full functionality.

**Note:** Dual-core devices can decode 720p 30 fps video under ideal conditions.

#### **VidyoConferencing systems supported:**

- VidyoPortal version 2.1.x and later

#### **Connectivity:**

- Your mobile broadband connection or a Wi-Fi connection

**Note:** VidyoMobile looks slightly different on phones and tablets. Rather than using two screenshots for every illustration in this guide, we used phones and tablets randomly to take screenshots. In addition, you'll notice that some of the screenshots have squiggly lines in the middle. This indicates we cut out some space in the middle of the picture so you can see the important parts. In other screenshots, we've simply cut off the bottom of the screen if it's not relevant to the subject at hand.

## 2. Getting Started with VidyoMobile

Perform all of the steps in this chapter from your Android device, not your desktop computer.

### GETTING THE VIDYOMOBILE APP FROM THE ANDROID MARKET

**To get the VidyoMobile app from the Android Market:**

1. On your Android device, go to the Android Market.  
(If you are a Kindle user, go to the Amazon Appstore for Android and look under Kindle Fire Apps instead.)
2. Search for *VidyoMobile*.  
You must search for that word **exactly**. If you do, you'll find the Android App Installation page.
3. Install the program.
4. Press the **Home** button on your device to exit the Android Market.

**Note:** There is no cost for you to download the app. However, the first time you connect with your organization's VidyoConferencing system an individual license will be deducted from the number your organization has purchased.

### ACCEPTING THE ENTERPRISE USER LICENSE AGREEMENT

The very first time you start the VidyoMobile app, you'll be shown the Enterprise User License Agreement (EULA), which you must accept in order to use the app.

**To accept the Enterprise User License Agreement:**

1. Find the VidyoMobile icon on your home screen.
2. Tap the icon.  
The EULA appears.
3. Read the entire EULA (scrolling down, if necessary).
4. Tap the **Accept** button to start using VidyoMobile.

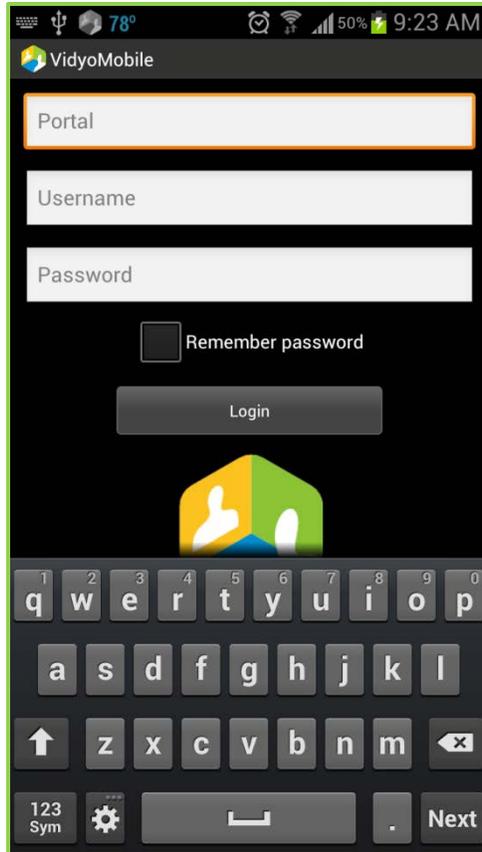


## LOGGING IN TO VIDYOMOBILE

To log in to VidyoMobile:

1. Find the VidyoMobile icon on your home screen.
2. Tap the icon.

The Login page opens.



3. Enter your VidyoPortal name, your username, and your password using the keyboard.

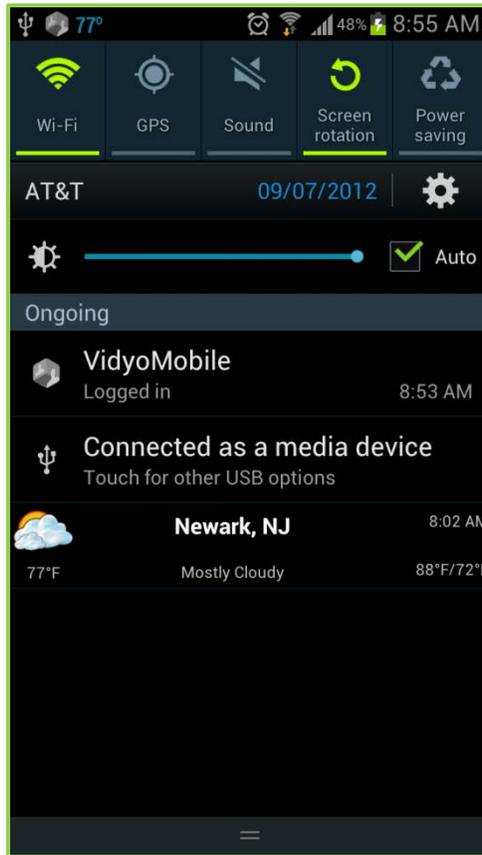
The onscreen keyboard appears at the bottom of the screen as soon as you tap in any of these fields.

4. Tap the **Login** button.

The Pre-Call menu appears.

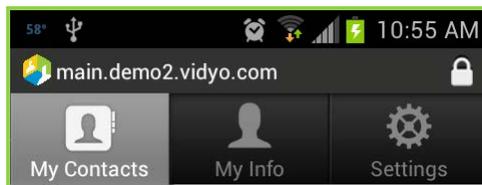
**Note:** Your system might require your VidyoMobile device to access your company’s VidyoPortal using what’s called a “Web Proxy.” If it does, see the “Setting Web Proxy Settings” section on page [11](#).

Whenever you want to check if you are logged in, you can go to the Notifications screen on your Android device. VidyoMobile will appear as “Logged in” when you are logged in.



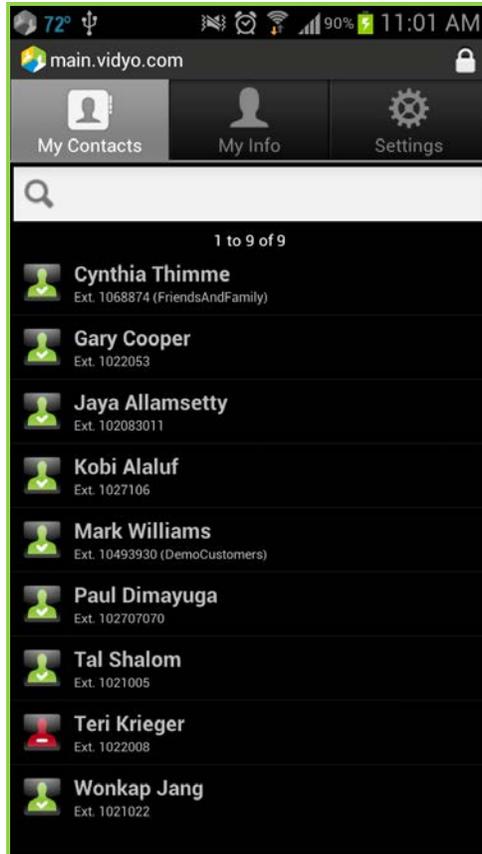
## USING THE PRE-CALL MENU

This section explains how to use the Pre-Call menu. Once you’re connected in a point-to-point call or conference, you use the In-Call menu. The In-Call menu is explained in its own section, which starts on page 16.



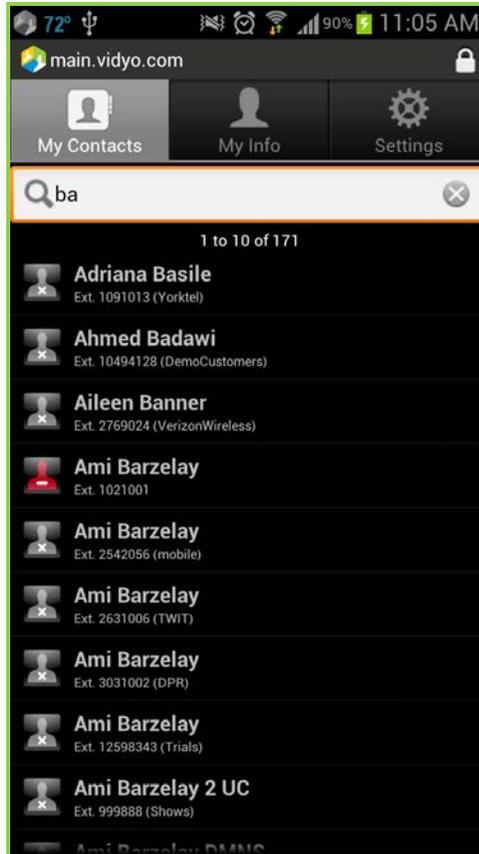
### To use the Pre-Call menu:

- Tap the My Contacts tab to display all of the people you’ve added to your Contact list.



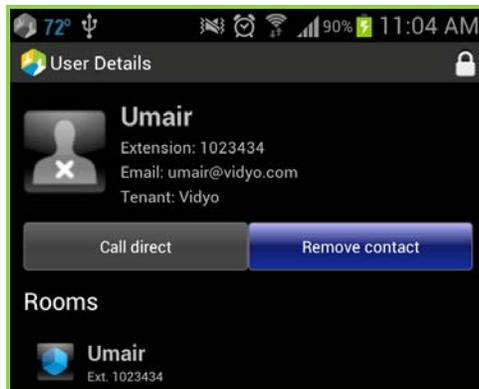
- To search for a contact or a room, start typing in the Search text box.

When you tap in the Search text box, the onscreen keyboard appears at the bottom of the screen. (To find out what the icons mean, see the “User Status” section on page 15 and the “Meeting Room Status” section on page 16.)



As soon as you start typing, VidyoMobile starts searching for any user, room, or legacy device that starts with the sequence of letters you’ve typed so far. (For more on searching for users and rooms, see the “Searching for a User (or Room) and Adding Them to Your Contact List” section on page 13.)

- Tap a contact’s name to see the User Details screen for that contact.



- Tap the My Info tab to display your extension, email address, tenant, and all the rooms you own. (For more information about tenants, refer to the *VidyoPortal and VidyoDesktop User Guide*.)



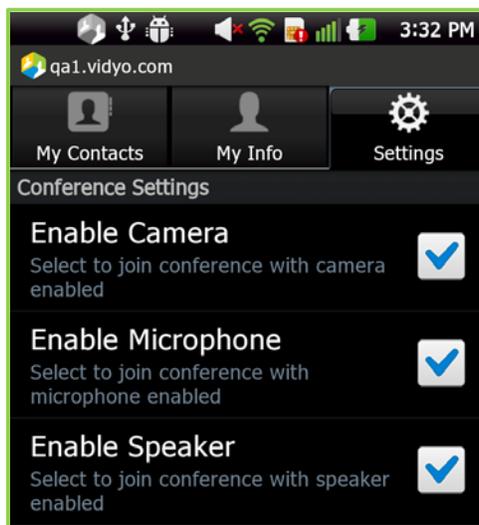
## CONFIGURING THE SETTINGS

The Settings tab enables you to configure a number of options for your VidyoMobile device.

### Conference Settings

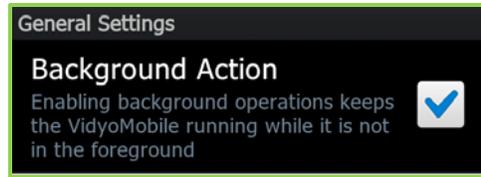
You can tap any of the Conference Settings selections to enable or disable these functions. The settings determine what's turned on or off *when you enter a conference*. Once you're in the conference, you can mute your camera, microphone, and speaker by using the In-Call controls.

- **Enable Camera** – You can “mute or unmute” (turn off or turn on) your camera. You might, for example, want to mute your camera when you're in a large conference where there's no need for you to be seen.
- **Enable Microphone** – You can enter a conference with your mic turned off as a courtesy to others, especially if it's a large conference. When someone asks you a question or you have something to add to the discussion, you can turn your mic on using the **Microphone** button on the In-Call menu.
- **Enable Speaker** – If you're in a public place and you enter a conference, you might want disable the speaker for a moment until you can plug in your earphones.



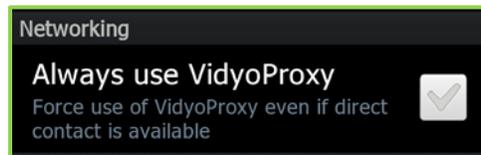
## General Settings

- **Background Action** – Tap to select the checkbox if you want VidyoMobile to continue to run in the background. If the checkbox is not selected, VidyoMobile will not run while it is in the background.



## Networking Settings

- **Always Use VidyoProxy** – Tap to select this checkbox if your System Administrator or help desk instructs you to.



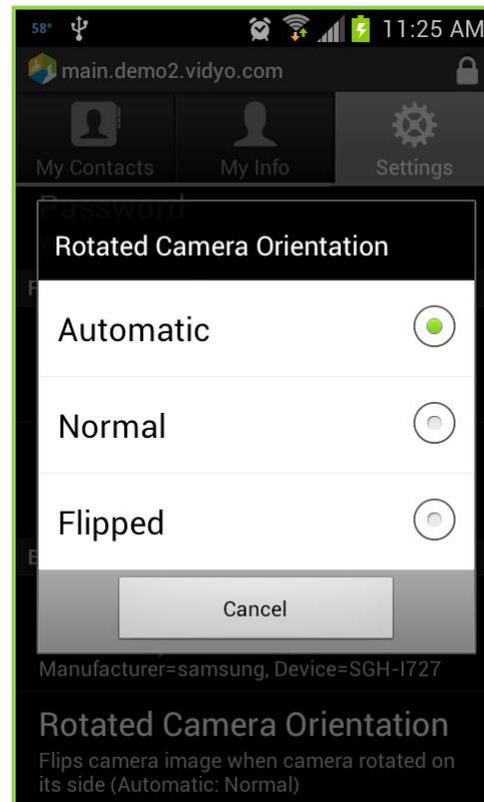
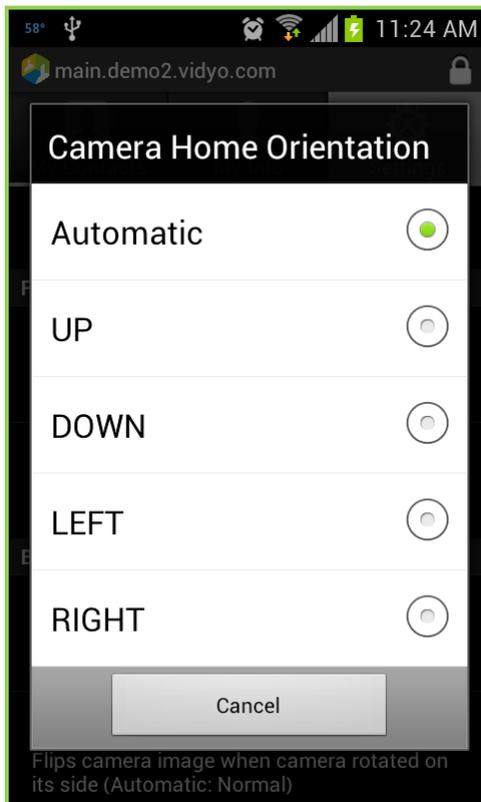
## Web Proxy Settings

- **Settings from OS** – Android allows you to designate proxy settings. Selecting this checkbox means you want VidyoMobile to use those settings.
- **Manual Settings** – In order to use this option, you must tap to clear the checkmark from the **Setting from OS** checkbox. This will cause Manual Settings to no longer be dimmed. If you select **Manual Settings**, you'll need to provide technical information. If you need assistance, contact your System Administrator or Help Desk.
- **Username and Password** – Some proxies require “authentication”. If yours does, you'll need to enter the proxy's username and password (*not* your own username and password—the proxy itself has a username and password to prevent unauthorized use). It's different from your system or Vidyo-Desktop login information. Contact your System Administrator or Help Desk for this information.



### Front and Back Camera Settings

Devices display camera orientation in different ways; therefore, some devices may not send your video in the correct orientation. Your image may be upside down, or rotated to the left or right. You can check your image's orientation by using Self-View. If it's not correct you can use the Orientation settings to correct it.



If you have a phone:

- To fix the camera's orientation in portrait view, use the Camera Home Orientation setting.
- To fix your camera's orientation in landscape view, use the Rotated Camera Orientation.

If you have a tablet:

- To fix the camera's orientation in portrait view use Rotated Camera Orientation setting.
- To fix your camera's orientation in landscape view use the Camera Home Orientation setting.

For some devices, you might never have to use either one of these dialog boxes. But if your picture looks upside down or sideways, it's in these dialog boxes that you can fix the problem. After a short period of trial and error, you should be able to get your device to send your picture exactly as you want.

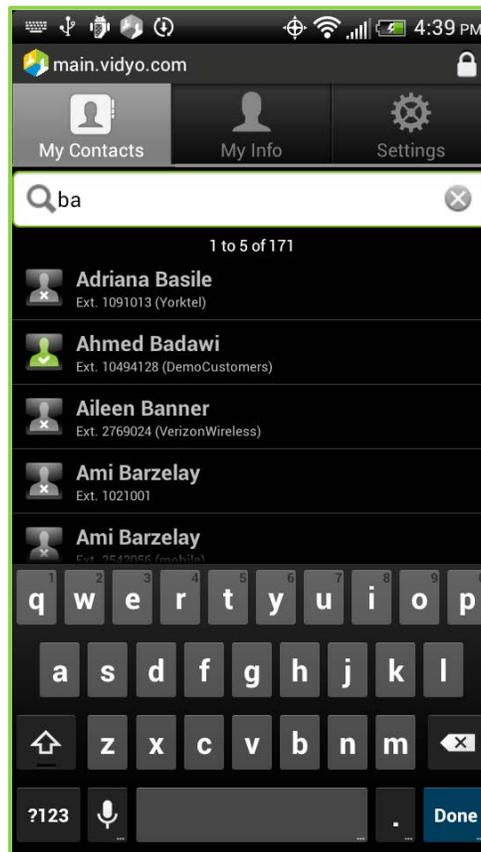
## SEARCHING FOR A USER OR ROOM AND ADDING THEM TO YOUR CONTACT LIST

When you add a user to your contact list, he or she becomes a contact. A room is any public room, which is like an online conference room.

**To search for a user (or room) and add them to your contact list:**

1. Tap the My Contacts tab at the top of the VidyoMobile screen.
2. Tap the Search text box.

The onscreen keyboard appears.



3. Enter the full name or part of the name of the user you'd like to find.

As soon as you start typing, VidyoMobile starts returning search results.

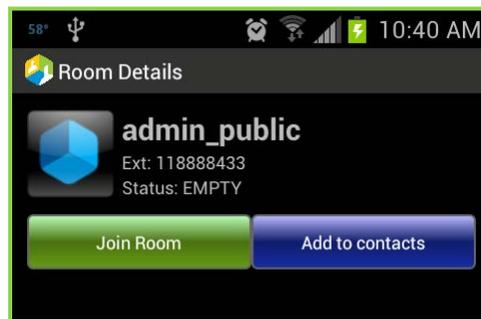
You can search for:

- A person

Search will match the first letters of any of the user's names. You can type the entire name or just part of it. To search for user "Sherlock Holmes" you could type sher or holm but not, for example, lock. To search for user "Arthur Conan Doyle" you could type ar or con or doy. All users whose names match what you type will be listed. (If Arthur's member name was simply Arthur Doyle, then typing con wouldn't work.) You can also search by the member's shorter user name. For instance, the user named Sherlock Holmes may have the user name sholmes, so searching for sh would also find him.

- A public room

For example, if there's a public room in your system named "West Coast Sales" you could enter the beginning of any of those three words.

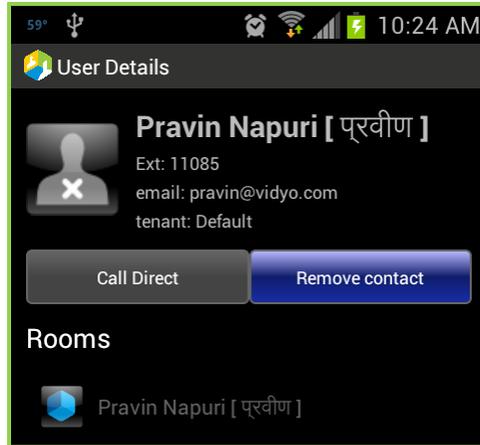


- A legacy device that your System Administrator has added to your VidyoConferencing system  
A legacy device is a conferencing system that uses earlier technology. One of your company's clients or vendors may use one. Your VidyoConferencing system can work with many legacy devices.

If you want to get the keyboard off your screen for any reason, tap the Android **Back** button. The **Back** button doesn't end a search in progress nor does it clear the Search text box.

4. When you see the entry you want among those listed, tap it.

If you don't see the user or room you're looking for, you might want to try another spelling.



The user or room you tapped on is then listed.

5. If you want to add the entry (person, room, or legacy device) to your contact list, tap the **Add to contacts** button.

**Note:** It may take up to ten seconds for the entry to appear on your contact list.

Once you've added a contact, the **Add to contacts** button changes to a **Remove Contact** button. All contacts you've added to your contact list have one. Tap it to remove the contact whose details you're viewing.

Note the icon with the "X" in the screenshot above. It means the person isn't available. There are a number of icons that identify the status of users and rooms. These are described in the following subsections.

### User Status

A user's status determines whether you can place a direct call to them, join their room, or invite them to attend a meeting. This icon appears to the left of the user's name in the contact list. They're slightly different from their VidyoDesktop equivalents.

Icon	Description
	<b>Available</b> — The user is online and available for a direct call and to join a room. The <b>Call Direct</b> and <b>Join Room</b> buttons are available.
	<b>Busy</b> — The user is online but in a direct call or a conference. You can't contact them with a direct call. You can join their room if it is available (not full or locked). The <b>Call Direct</b> button is not available.
	<b>Offline</b> — The user is not logged into the VidyoPortal. The <b>Call Direct</b> button is inactive. You cannot place a direct call to them, but you can join their room (if it's not locked or, if it's PIN-protected, you know its PIN).

## Meeting Room Status

Each meeting room has a status icon that indicates whether it's available for you to join. It appears to the left of the room name. In addition, a room may require a PIN number to gain access. When you cannot join a room, the Join Room button is inactive. There are five room statuses:

Icon	Description
	<b>Any Unoccupied Room</b> —The <b>Join Room</b> button is active. (The room is not locked nor protected by a PIN).
	<b>Any Occupied Room</b> —The <b>Join Room</b> button is active. However, if the room is full, you won't be able to enter it.
	<b>Locked</b> — The room is locked and you can't join it. The <b>Join Room</b> button is inactive.
	<b>PIN-Protected Room</b> — This user's room is PIN protected. When you attempt to join the room you'll be prompted to enter a PIN. (The room owner can tell you the PIN in person, email it to you, send it to you via SMS and so on.)
	<b>Locked and PIN-Protected Room</b> — For the truly security-conscious user. Lock <i>and</i> PIN-protect your room.

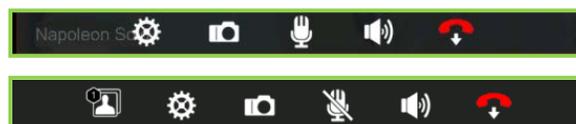
## USING THE IN-CALL MENU

### To use the In-Call menu:

VidyoMobile has a menu with icons you can use for call control and icons to indicate the status of users and meeting rooms.

Whether you join a conference by tapping the name of the room on the user's User Details screen or place a call by tapping the Call button on the User Details screen (or accept an incoming call), a self-hiding In-Call menu appears at the bottom of the screen. It's visible for only a couple of seconds and then it hides. To view the In-Call menu once it's hidden, simply tap once anywhere in the main part of the screen.

As you can see below the In-Call menu's appearance can change.



Icon	Description
	<p>Toggles between displaying the participant’s name alone and additionally displaying their resolution and frame rate (in the upper left hand corner of the tile), and displaying no text.</p> <div data-bbox="732 327 967 489" style="border: 1px solid green; padding: 5px; text-align: center; margin: 10px auto;"> <p>180 x 320 16</p> </div> <p style="text-align: center;">Resolution and frame rate</p>
	<p>Toggles between:</p> <ul style="list-style-type: none"> <li>■ Using your front camera</li> <li>■ Using your rear camera</li> <li>■ Camera off (Privacy mode)</li> </ul> <p>The camera switching functions may not work on all devices. (For instance, if your device has only one camera—or because of other limitations.)</p>
	<p>Mutes your microphone. (When muted the button has a slash through it. Tap again to unmute.)</p>
	<p>Mutes your speakers. (When muted the button has a slash through it. Tap again to unmute.)</p>
	<p>Ends a call or your participation in a conference. (The conference can go on—even if it’s in one of your rooms.)</p>
	<p>The number in this icon’s upper left-hand corner represents the number of participants currently in the dock, an area at the bottom of the screen that holds small images of participants. For more on minimizing participants to the dock see the “Changing Viewing Modes” chapter on page 31. To see what the dock looks like with a couple of users in it see the illustration on page 33. This icon appears only when you have placed one or more participants in the dock. (The buttons to its right are visible as soon as you enter a room, empty or occupied.)</p>

# 3. Making Point-to-Point Calls

## MAKING A POINT-TO-POINT CALL

To make a point-to-point call:

1. From the Contacts tab or, if you've just run a search, from the Search tab, tap the name of the contact you wish to call.

The person's User Details page opens.

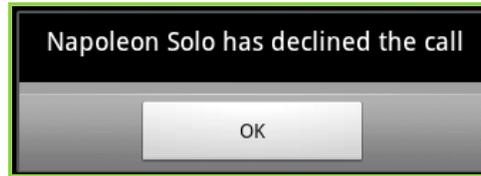


2. Tap the **Call Direct** button.

When the person you're calling answers, you'll see their camera's view and your camera's view. (By the way, if you want to cancel the call while it's still being dialed just tap the **Back** button.)



To make either image fill your entire screen, simply double tap it.  
If the person you called declines your call you'll get a notification.

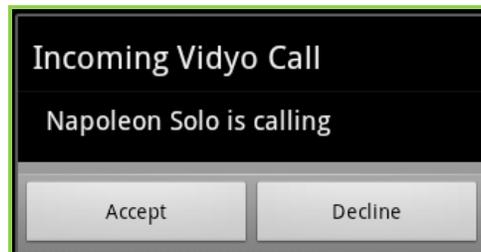


Tap the **OK** button and perhaps you'll want to try again later. Maybe Napoleon is talking to Mr. Waverly about getting you a raise. You never know.

## ANSWERING A POINT-TO-POINT CALL

When you receive a call, you'll hear the distinctive VidyoMobile ringtone and a dialog box will pop up announcing the call.

**To answer a point-to-point call:**



1. Tap the **Accept** button and you'll be connected.

**Remember:** VidyoMobile must be running (in the foreground or background) in order for you to receive notification of an incoming call.

If you can't accept the call right now, tap the **Decline** button. The calling party will be notified that you declined as shown above (or in a similar message on VidyoDesktop).

## ENDING A POINT-TO-POINT CALL

**To end a point-to-point call:**

1. Tap the screen once to open the In-Call menu.
2. Tap the red phone icon on the far right.

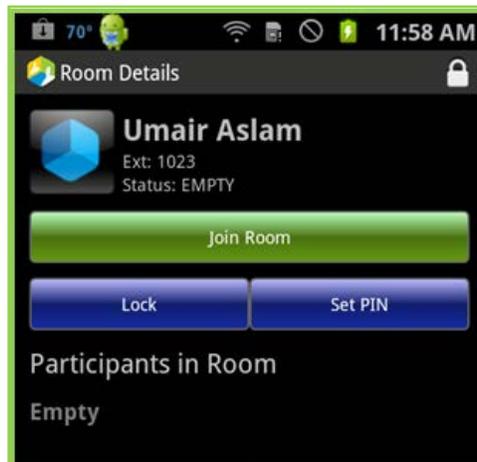


## 4. Joining VidyoConferences

This chapter describes how to use your room page, how to join VidyoConferences, how to leave a VidyoConference, and how to call legacy devices.

### USING YOUR ROOM PAGE

You can think of this page as the “front door” of your room.



From this page you can perform a number of tasks.

- Join your room.

If you're the first person in your room, you'll see your own video.

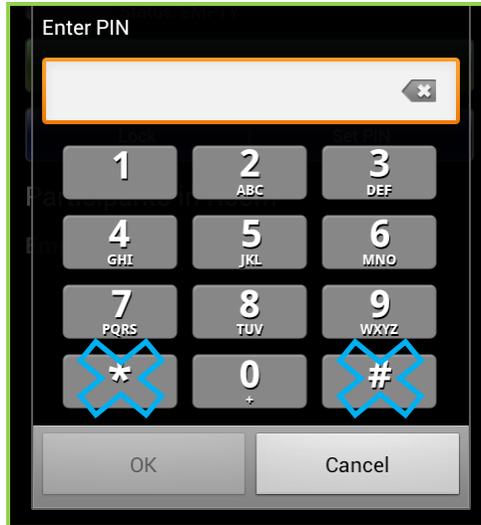
- Lock your room.

If you lock your room, nobody but you can enter it. When locked, the room icon has a little white padlock on it and the **Lock** button  changes to an **Unlock** button. Just tap it to unlock your room.

- Set a PIN that people will be prompted to enter when they attempt to join your room.

You can set a PIN of 3 to 12 characters. As soon as you tap the **Set PIN** button, a dialog box with a data entry field opens and the numeric keyboard appears at the bottom of the screen.

**Note:** Use only numerals when setting a PIN. Don't use the star (\*) or pound (#) characters.



## JOINING CONFERENCES

### Joining a Conference in Your Own Room

To join a conference in your own room:

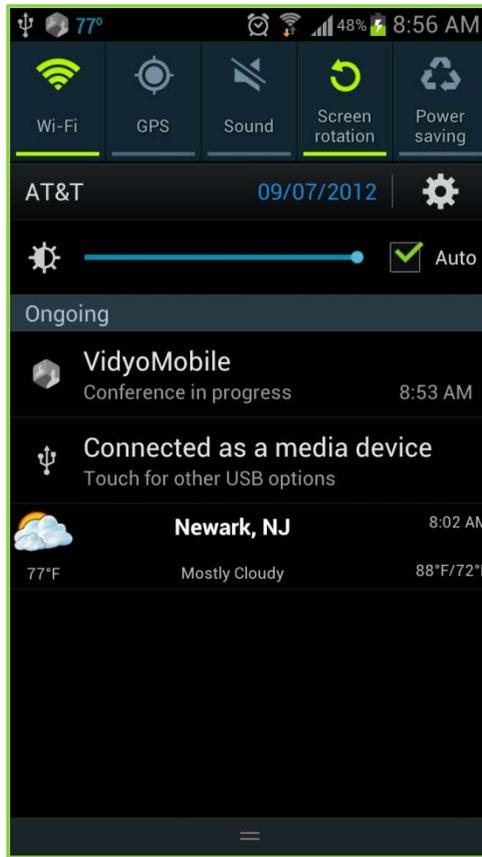
1. Tap your name at the top of the Rooms screen.
2. Tap the **Join** button.



You'll be in your room. You'll see yourself on screen (unless you've set your camera to be off when you start a call or meeting or don't have a camera). If others connected prior to your joining, you'll see them on the screen and you'll see your own image.

**Tip:** To remove your preview window, double tap it to expand it; then tap the **X** in the upper right-hand corner.

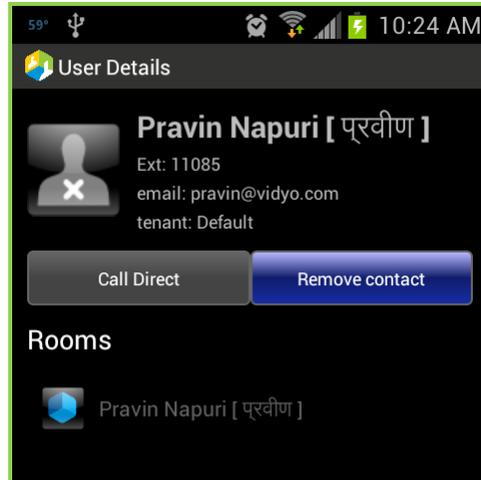
Whenever you want to check if you are in a conference (whether you joined your own room, someone else's room, or by using IPC or a guest link), you can go to the Notifications screen on your Android device. VidyoMobile will appear as "Conference in progress" when you are in a conference.



### Joining a Conference in Someone Else's Room

To join a conference in someone else's room:

1. Use the Search function to find the room as described in the "Searching for a User (or Room) and Adding Them to Your Contact List" section on page 13 **OR** if the person is already in your contact list, go to his or her listing.
2. Tap the name of the room you wish to enter from the person's User Details screen.  
(Remember any person can have more than one public room.) You'll join the conference.



### Joining a Conference Using Inter-Portal Communication (IPC)

In the past, you could not join a conference with someone who was on a different VidyoPortal; however, with the Inter-Portal Communication (IPC) feature, now you can. You can use IPC with version 1.1 and later of VidyoMobile for Android (as long as you're also using VidyoPortal version 2.2 or later).

Your organization has the choice of enabling or disabling IPC. If it's enabled, you'll be notified. In addition, someone in your IT department or Help Desk should periodically let you know when a domain is added or deleted from the list.

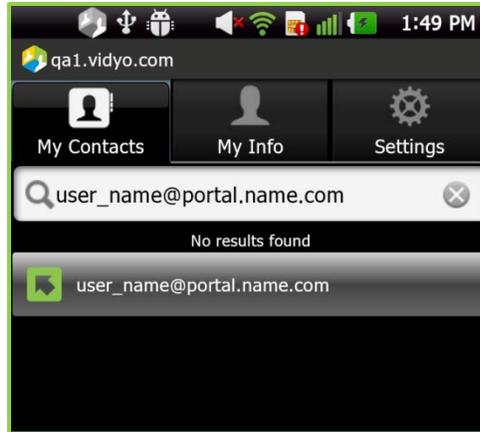
Before join a conference using IPC, keep the following in mind:

- In order to join the room of a user on another Vidyo system, *both* systems must have IPC enabled.
- You can't call a user of another Vidyo system directly (point-to-point). You can only join their room.

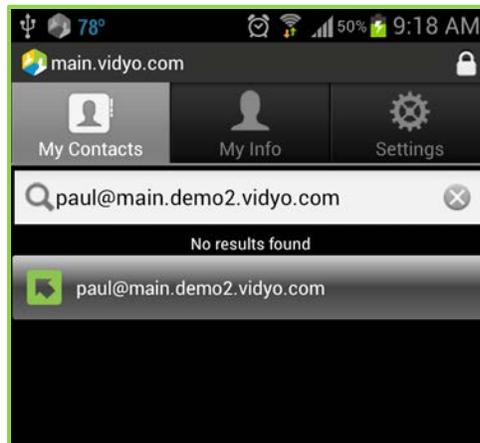
#### To join a conference using IPC:

1. In the Pre-Call menu, tap the Contacts tab.
2. Tap the Search text box.
3. Enter the Vidyo address of the person you want to call using this format:  
**user\_name@portal\_name.**

When you type in the person's address, a contact with that exact address appears below the Search text box on the screen.

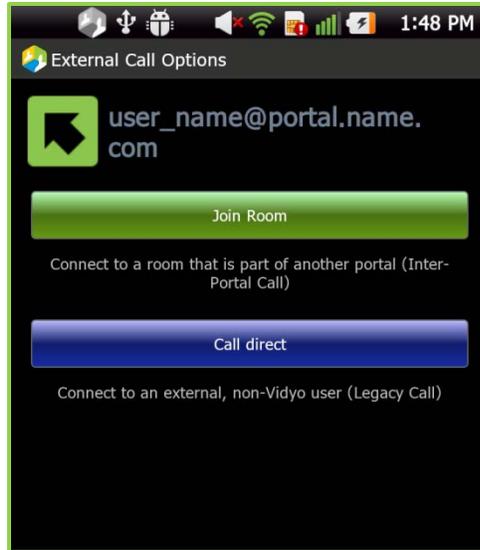


Although this looks like an email address, it's not. Rather, it's a unique Vidyo address. Let's say the person you want to call is named Paul Shapiro and he uses the user name **paul** when making Vidyo calls from his VidyoPortal. If he's on a different VidyoPortal from you, when you want to call him using IPC, you'll have to enter his Vidyo user name (**paul**), the @ sign, and then the domain name of his VidyoPortal (in this case, it's **main.demo2.vidyo.com**, but typically the format for the domain name is **portal\_name**).



4. Tap the new contact.

The External Call Options page appears.



5. Tap the **Join Room** button.

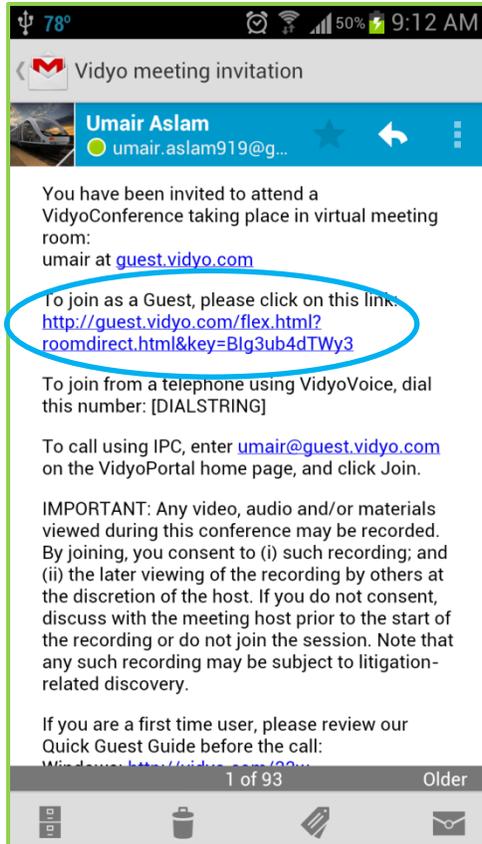
Remember that the **Join Room** button is the only way you can use IPC. You cannot use the **Call Direct** button to make an IPC call.

### Joining a Conference Using a Guest Link

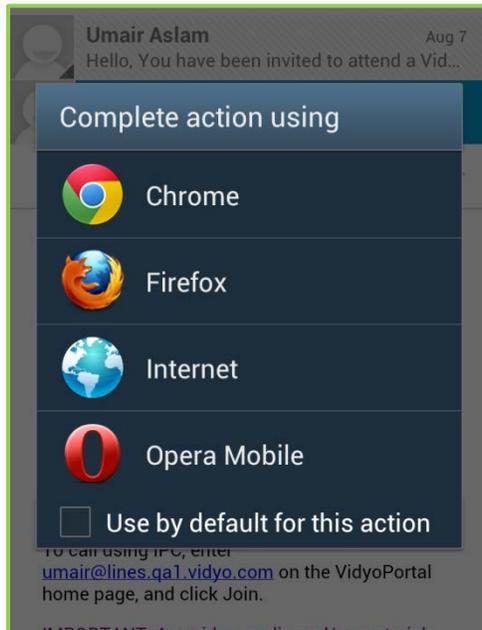
You can join conferences as a guest, whether you have a Vidyo account or you have no account (as long as you are using VidyoPortal version 2.2 or later).

#### To join a conference using a guest link:

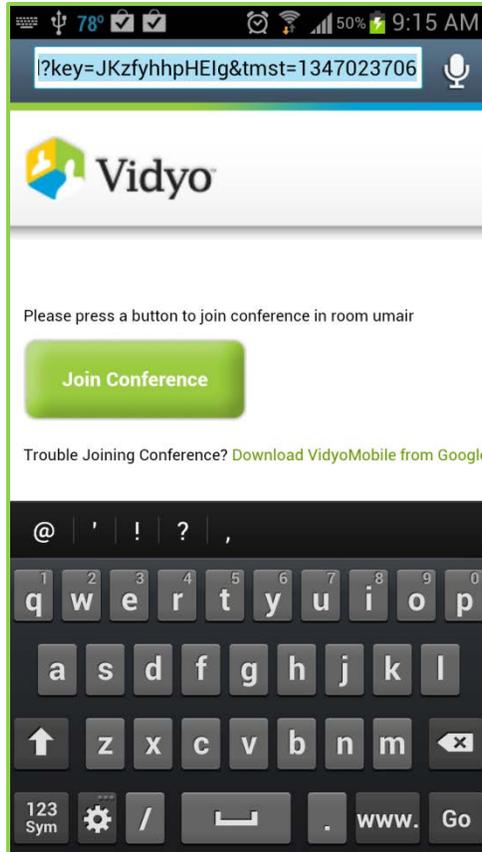
1. When you receive an invitation to a VidyoConference, open the email using any email program or browser.



2. Tap on the link (circled in blue in the illustration above).  
A dialog box appears asking which browser you would like to use.

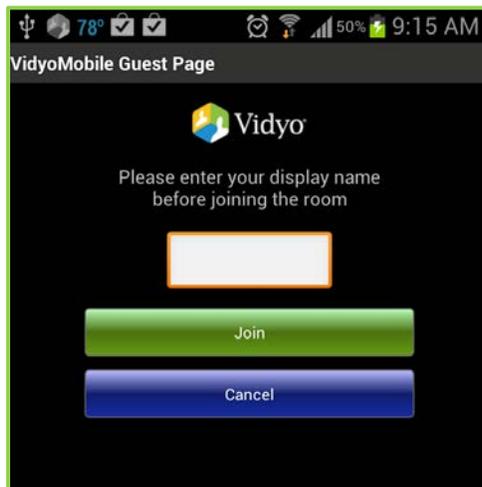


3. Tap on the browser you want to use.  
The Vidyo page appears.



4. Tap the **Join Conference** button.

The VidyoMobile Guest Page appears.



5. Enter a display name.  
This is the name that will appear on-screen when you are in the conference.
6. Tap the **Join** button to join the conference.

## LEAVING A CONFERENCE

To leave a conference:

1. Tap the screen once to open the In-Call menu.
2. Tap the red phone icon.



## CALLING LEGACY DEVICES

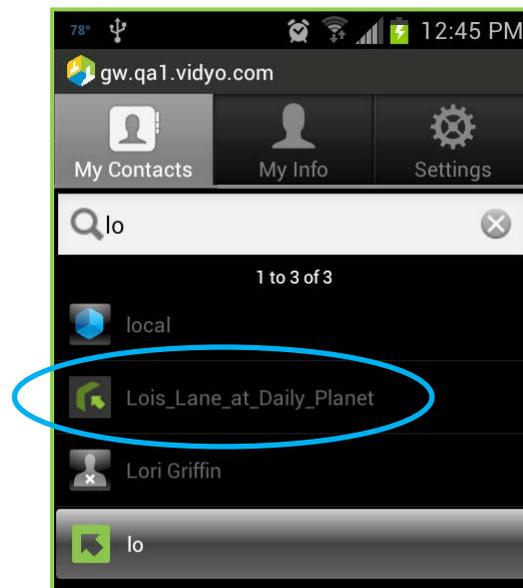
A legacy device is an ordinary cell<sup>2</sup> or landline telephone or conferencing system that uses non-Vidyo standards. You may want to call a vendor or customer that uses a legacy device. A legacy device has no personal room. (Working with legacy devices requires an optional VidyoGateway™ component be installed in your system.)

There are, for our purposes, two kinds of legacy devices. Your System Administrator can add a legacy device to your system by entering all of the calling information required to call the device. You can also call a legacy device whose information hasn't been added to your system if you know the legacy device's calling information.

### Calling a User on a Legacy Device That Has Been Added by Your Administrator

To call a user on a Legacy device that has been added by your administrator:

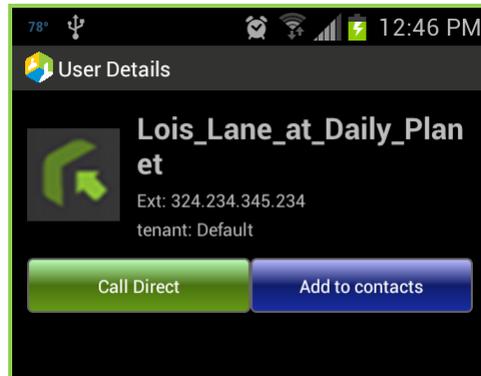
1. In the Pre-Call menu, tap the Contacts tab.
2. Tap the Search text box.



<sup>2</sup> If a cell phone or tablet has VidyoMobile installed it's not considered a legacy device.

3. Enter the name your System Administrator has given to the person (who uses the legacy system) you want to call.
4. Tap the search result for the contact.

It's circled in blue in the screenshot above. Once you tap the name, the User Details page opens.



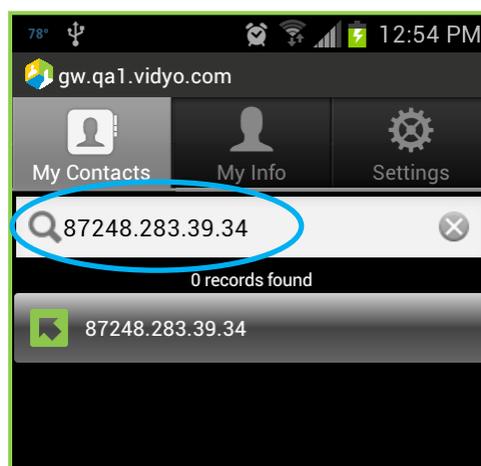
5. Tap the **Call Direct** button to connect to the contact at the legacy system.

### Calling a User on a Legacy Device That Hasn't Been Added by Your Administrator

To call a user on a Legacy device that hasn't been added by your administrator:

1. In the Pre-Call menu, tap the Contacts tab.
2. Tap the Search text box.
3. Enter the service prefix for your VidyoGateway and the address of the user you want to contact.

The service prefix followed by the address is called the *dialing string*. You'll need to ask your System Administrator or Help Desk for this information. In the screenshot below the dialing string is circled in blue.

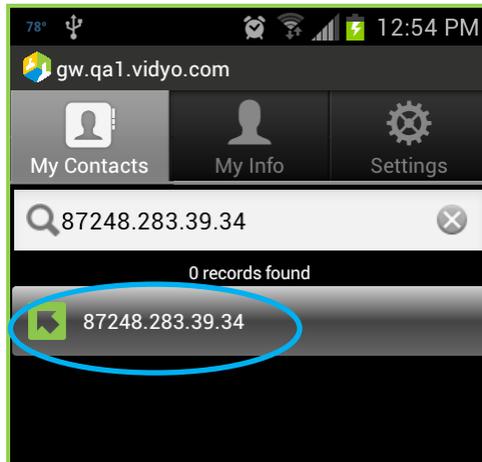


**Note:** The **0 records found** message appears because VidyoMobile checked to see if the dialing string you entered is already in the database. Of course it isn't! You're dialing a legacy device and

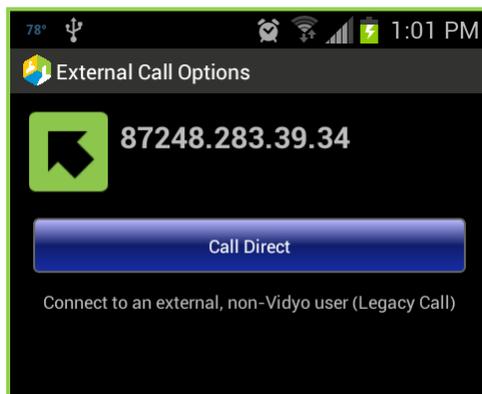
user you *know* isn't in the database. But the program doesn't know that so it dutifully searches your contacts for the dialing string and reports back that it couldn't find it.

4. Tap the **Outbound Call** button to connect.

It's circled in blue in the screenshot below.



The External Call Options page opens.



5. Tap the **Call Direct** button to connect.

## 5. Changing Viewing Modes

VidyoMobile has multiple viewing modes. You can decide to view only a single person, you can let the loudest speaker appear in a bigger window than the others, and you can move people to the dock at the bottom of the screen.

In a VidyoConference using VidyoMobile on a tablet, you can see your preview and up to three other people. If you remove your own preview, you can see up to four other people. On a phone, the maximum is likely to be fewer. However, you can send images to the dock to view even more people. The number of people you can have in the dock is limited only by system resources (effectively unlimited), and you can drag it to the left or right to see those who are currently off screen.



In the screenshot above, the image has been double-tapped and it is the only one visible on the screen.

When you double-tap an image, it dominates the screen and you'll see a ★ and an ✕ in the upper right-hand corner of the screen, as seen above. If you tap an image's ★ it joins the Starred group and the ★ turns to ⭐. Starred participants have precedence over unstarred participants (★ or no star) in determining who would appear in the largest tile (Preferred mode).

These are some examples that help illustrate how the symbols work:

- If you have one starred participant, that person will always appear in the largest tile regardless of other participants who may speak louder.

- If the number of starred participants matches the maximum number of participants your device can display, you'll never see an unstarred participant.
- If there's more than one starred participant, those participants will switch in and out of the largest tile according to the loudest speaker among the starred group.
- To remove a participant from the starred group tap the ★ . The user will become unstarred (★).

Tapping a participant's ✕ sends him or her to the dock, excluding that person from appearing in the main layout. The ✕ turns into an ✕ for a user in the dock. If you tap the ✕, the participant is no longer excluded from appearing in the main layout.



Default mode for portrait view on a tablet is shown above.



Default mode for landscape view on a tablet is shown above.



In the screenshot above, the two people in the small images at the bottom of the screen are “in the dock”.

**To place a person in the dock:**

1. Double tap his or her image so it fills the screen.
2. Tap the ✕ in the upper right-hand corner of the screen.



When you've minimized people to the dock, note the icon that appears on the far left of the In-Call menu. The number in the icon's upper left-hand corner represents the number of participants currently in the dock, based on the extent to which the number of participants exceeds the number your device can display. The number of participants your device can display is limited to four people (on a tablet).

If there are more participants in the dock than will fit on your screen you can scroll it left or right to see the others.

## 6. Sending Logs to Support

This chapter describes how to send logs to support. If you need additional help with your VidyoMobile application, please contact your System Administrator or the Help Desk.

### To send logs to Support:

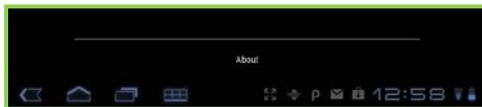
1. Press the **Menu** button.

Every Android device has a **Menu** button. On many tablets it's an onscreen button, as on the Motorola Xoom, shown here.



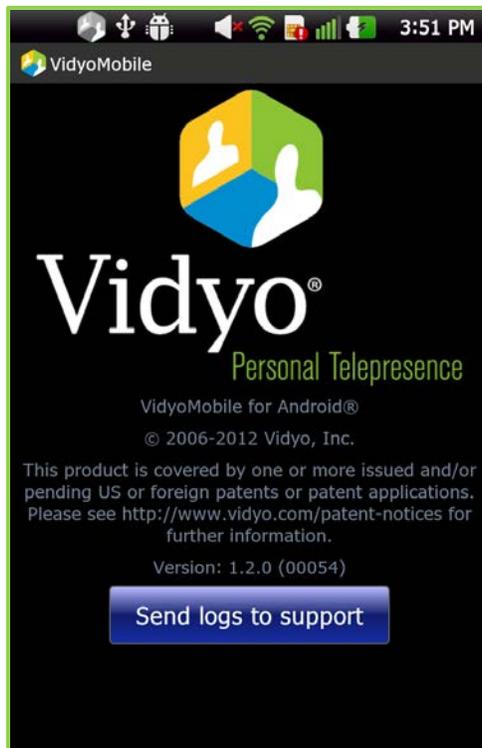
On many phones it's a hardware button below the screen.

Once you tap the **Menu** button the word **About** will appear above the menu.



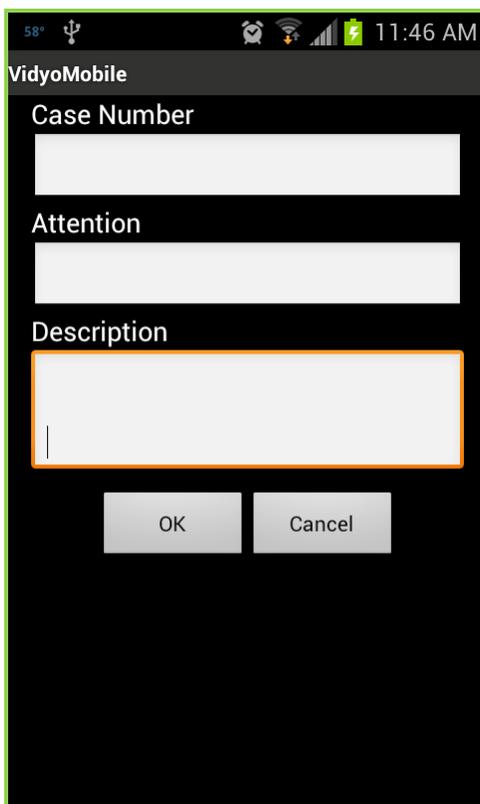
2. Tap **About**.

The About screen opens. Note that it shows you what version of VidyoMobile you're running.



3. Tap the **Send logs to support** button.

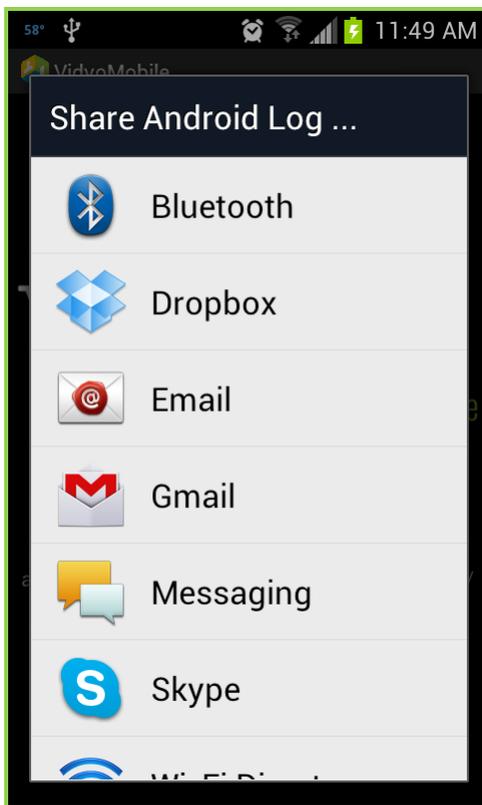
It will take a few seconds for your device to prepare the log files.



The screenshot shows a mobile application interface with a black background. At the top, there is a status bar with icons for temperature (58°), USB, alarm, Wi-Fi, cellular signal, and battery, along with the time 11:46 AM. Below the status bar is a dark grey header with the text 'VidyoMobile'. The main content area contains three input fields: 'Case Number', 'Attention', and 'Description'. The 'Description' field is highlighted with an orange border. At the bottom, there are two buttons: 'OK' and 'Cancel'.

After your device has finished preparing the files a dialog box containing three fields pops up.

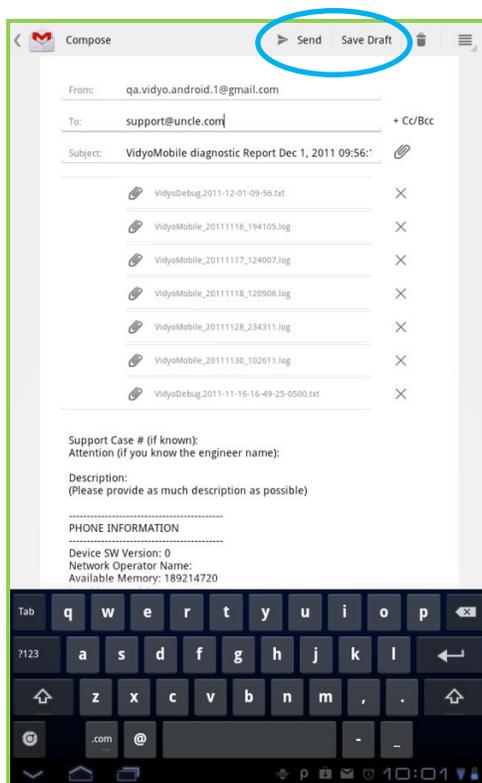
4. If you have previously been issued a case number for the issue, enter it here.  
If you have no case number, simply ignore this field.
5. In the Attention field, enter the name of the person your Administrator or Help Desk instructed you to send logs to, or the person you last sent logs concerning this issue.
6. In the Description field, enter a brief description of the issue you encountered.  
This might include what you were doing when the issue arose, whether you encountered the issue before, and so on.
7. Tap the **OK** button.  
The Share Android Log screen opens.



The accounts on your screen may differ from the ones shown here.

8. Tap the account of your choice.

The email you're going to send opens up.



The **From** address will be populated with your chosen email address.

9. Enter the **To** address.

This field is initially blank. Your help desk, System Administrator or tech support department will have told you the address to send the logs to. Note that the email shows all of the log files it's sending. These files contain only technical information related to VidyoMobile. They don't contain other information like non-VidyoMobile calls or contacts or that you spent twenty minutes shopping online on cyber Monday.

10. When you're finished, tap the **Send** button.

If you need to stop before you have a chance to send the email tap the **Save Draft** button. When you have the time you can find the email in your mail application's Drafts folder, re-open it, finish it and send it on its way.