

Make a Video Call Checklist

Checklist A – Before Your First Ever Call

Setting up Vidyo™ personal 'Telepresence' is much simpler than traditional videoconferencing and more rewarding, but there are still some things that need to be done for a smooth first experience.

To be guided through the steps listed below online by clicking the following link:
www.attendanywhere.com/setupvideo. You need to do this well BEFORE the video call.

- STEP 1:** Is my **download** and **upload** speed at least **512kbps**?
- STEP 2:** Does my desktop computer or laptop meet the **minimum system requirements**?

For **PC's** we recommend a **minimum system setup** of:

- Operating System: Microsoft Windows 7, XP or Vista
- Processor (CPU): 2 GHz Intel Dual Core
- Memory (RAM): 1 GB (2 GB if running Windows Vista)
- Hard disk: 10 MB free (40MB recommended)
- Web Browser: Internet Explorer 7 or 8, Firefox or Google Chrome

For **Mac's** we recommend a **minimum system setup** of:

- Operating System: Mac OS X 10.5 Leopard
- Processor (CPU): 2 GHz Intel Dual Core
- Memory (RAM): 2 GB
- Hard disk: 30 MB free
- Web Browser: Safari, Firefox or Camino

NOTE: The minimum system specifications are provided as a guide line. Systems with a lower specification may not run the Vidyo™ application correctly and will usually result in either poor quality or it not working at all.

- STEP 3:** Do I have the right camera?

In-built cameras are getting better and the MAC ones work the best but the performance and optics of the new HD (720p) Logitech *Webcam* (not Quickcam) Pro 9000 web cams makes a huge difference.

The camera must have auto-focus, especially for groups of more than one.

- STEP 4: IMPORTANT.** Have I selected the right microphone and speaker?

For individuals a combination of earphones and the Logitech camera mic works fine unless it's a noisy environment in which case a USB headset and in-built mic is the best option.

For small groups (up to 8 people) the Clear One Chat 50 speakerphone we have found works the best.

For larger groups a single or daisy chained Phoenix Audio Quattro speakerphone is a good solution.

Large conference rooms and auditorium need specifying on a case by case basis.

- STEP 5:** Have changes to my corporate firewall rules been made (if required, refer to Network Admin guide)?
- STEP 7:** Does my PC or Mac have the latest version of Java?
- STEP 8:** Get started! Once all steps are complete please see Checklist B.

Checklist B – Before Every Call

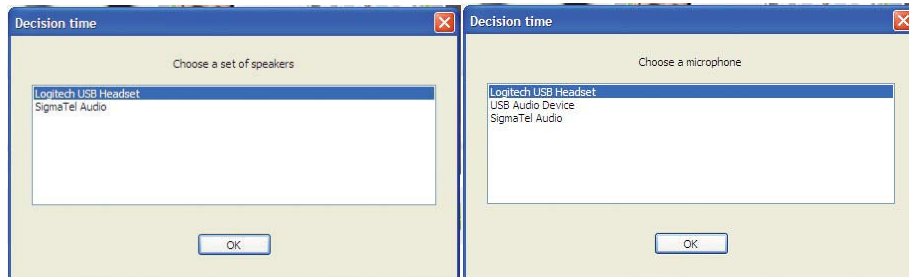
Here are some important things to check before **EVERY** video call:

- Is your camera plugged in and in a good position?
- Have you shut down other programs that may be using your camera?
 - If the camera is being used by multiple applications this can have a negative effect on your video experience.
- IMPORTANT.** Is your AUDIO setup? Have you plugged in either earphones or a headset or an echo-cancelling speakerphone?
- If there will be more than one person in the room with you, check that the display screen, speakers, microphones and camera are suitable for the size of the room and local audience?
 - Note: Check and test this PRIOR to any video call

- If asked when connecting, have you selected the correct video & audio devices from the list to match your equipment?



The below screen will display if Vidyo™ detects multiple devices when start a session

Scenario 1: If you are using a Logitech USB Headset you need to select both the Logitech Microphone AND Speakers



Scenario 2: If you are using ear-buds you need to choose the microphone built in to the CAMERA (i.e. Logitech) but select the speakers on the COMPUTER

Scenario 3: If you are using an echo cancelling speaker box or headset you need to select this device for BOTH the microphone AND speaker.

- To check that you have selected the right video & audio devices, go to the Vidyo™ configuration menu / audio tab:
 - To get to the configuration menu EITHER click  in the top right of the video screen OR right click on this icon  in the system tray (bottom right-hand corner of your computer screen) and select "configuration".



This example shows a person who is using a Logitech USB echo cancelling Headset, and has correctly selected it for both the Playback (Speakers) and Record (Microphone) device.

