

NASA/CSO

NASA Desktop Mobile ViTS (DMV)

v3.5 User Guide

01/21/2016



Table of Contents

What's New In VidyoDesktop 3.5	4
Desktop Mobile ViTS Network Architecture	6
Computer Requirements & Recommended Equipment	7
Guest Login – VidyoWeb	9
508 Compliance	9
Vidyo PC Installation	9
Vidyo Mac Installation	15
Tips for Video Conferencing	20
VidyoDesktop Toolbar	21
VidyoMobile Instructions	22
Mobile Device Requirements	22
VidyoDesktop F.A.Q.	24
Q - How do I install VidyoDesktop?	25
Q – How do I login to Vidyo?	26
Q – How do I make a direct video call to someone?	27
Q – How do I call a ViTS Conference Room?	28
Q – How do I call a DMV client from a ViTS room?	29
Q – How do I join a video conference call in someone else's room?	29
Q – I'm hosting a video conference. How do I invite participants and set up my room?	30
Q – How do I secure my room for SBU (Sensitive But Unclassified) meetings?	33
Q – Can I invite people outside of NASA to join my room?	34
Q – Can someone else control a meeting in my room?	34
Q – Can I add an audio teleconference to my DMV meeting?	35
Q – How do I record?	36
Q – Is there a way for me to have an audio only conference call?	37
Q – Is there a way to identify the other participants in a conference call?	37
Q – How do I change the screen layout when I'm in a video call?	37
Q – How do I change the view of myself?	38
Q – How do I share a presentation on my desktop?	38
Q – How do I mute my microphone?	40

Q – Can I mute the audio during a call?	40
Q – Can I turn off my camera?.....	40
Q – How do I end a call?	40
Q – How do I logout of Vidyo?.....	40
Known Issues	41
Appendix A: Room Operator’s Guide	43
I. Overview:.....	44
II. Requesting a DMV Account.....	45
III. Vidyo Client PC and Mac Installation.....	46
IV. Troubleshooting Support.....	47
V. Placing DVM Vidyo Calls	48
VI. Dialing ViTS Rooms from DMV Vidyo	49
VII. Dialing into a NASA ViTS Multipoint Conference from DMV Vidyo	49
VIII. Dialing NASA Instant Meeting audio bridge	49
IX. Dialing Telephone Endpoints.....	50
X. Dialing a Vidyo Desktop from a ViTS Room.....	50
XI. Dialing a Virtual Vidyo Room from a ViTS Room	51
XII. ViTS Multipoint Conference Configurations involving ViTS and Vidyo Endpoints	51
XIII. Configuring the Conference for SBU (using LOA1 Authentication)	52

What's New In VidyoDesktop 3.5

VidyoDesktop 3.5 has several new features that will improve the overall video conference experience. The new 3.5.4 VidyoDesktop client application supports enhanced NASA security requirements utilizing the NASA Launchpad two-factor authentication services. When the user opens the application, the application will redirect the user to Launchpad services for login authentication using the user's default browser. For most users, Single Sign-On (SSO) login will happen in the background unless their default browser is set to force the user to authenticate manually each time an application is opened.

New Features:

- New host controls for managing participant connectivity status during a live meeting.
 - The Vidyo Participants window pane now supports individual controls such as Add, Disconnect, Audio Mute/Unmute and Camera Mute/Unmute, making it easy for the Vidyo host to quickly manage participant connectivity status.
- New Schedule a Meeting icon
 - An icon has been added to the Vidyo Contacts List for quick convenient scheduling of a calendar event that will automatically include the necessary Vidyo URL links for guest users to join your Vidyo meeting.

Discontinued Features:

Hosting Videoconferences from VidyoMobile:

- The VidyoMobile application does not support NASA two-factor SAML authentication at this time. As a result, Vidyo account holders cannot host their videoconference from their VidyoMobile app. They must host from a computer. However, VidyoMobile users can still join a Vidyo conference as a guest through a guest URL.

VidyoDesktop Used as a Guest-only App:

- Vidyo is migrating (non-account) guest users to the VidyoWeb client and is reserving the VidyoDesktop client for Vidyo hosting, which requires a Vidyo account. Therefore, if you have any guest participants that do not have Vidyo accounts and are currently using the VidyoDesktop 3.4 client as a guest client, please encourage them to uninstall the client so that the VidyoWeb browser client will automatically launch for their meeting.

Note: Although VidyoDesktop 3.4 will no longer be supported by NASA, it will still allow a participant to join a Vidyo conference as a guest only. However, the VidyoDesktop 3.5.4 will not.

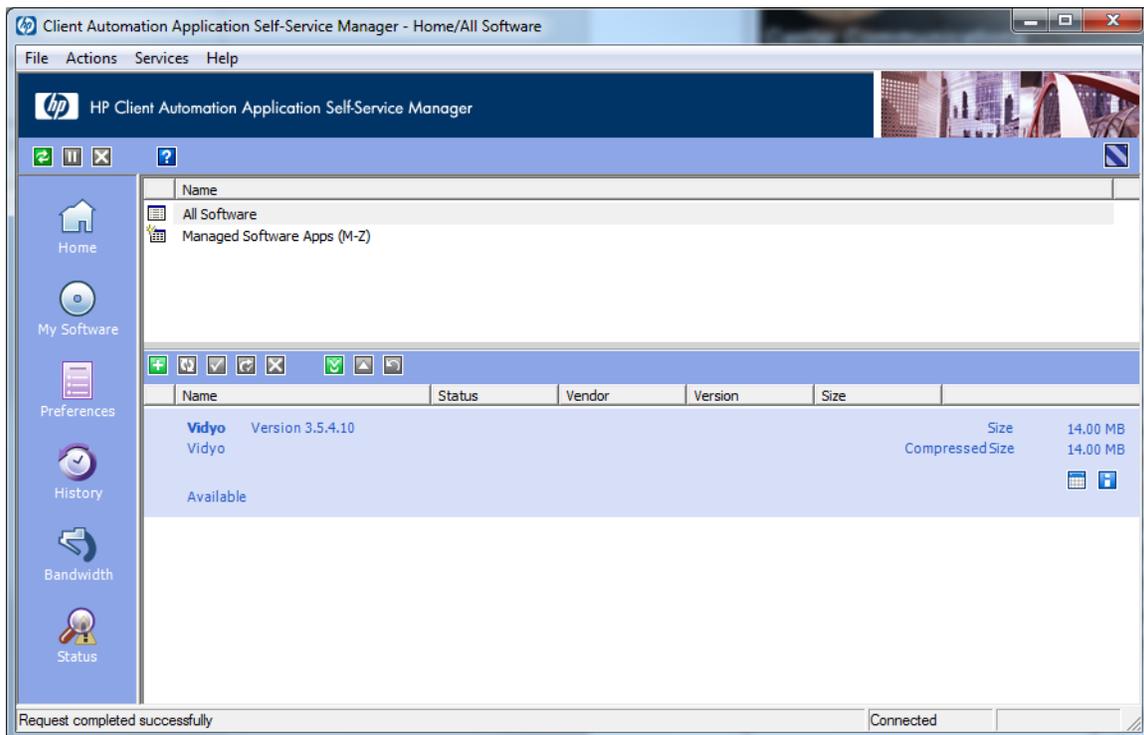
Note: The VidyoWeb client supports everything a guest user utilizes today with the exception of Chat. The Chat feature is supposed to be coming in a few months. The VidyoWeb client also automatically launches the Vidyo meeting inside the user's browser if the user doesn't have VidyoDesktop installed or running on their computer at the time they click on the Vidyo invite URL.

To Manually Install VidyoDesktop 3.5.4:

- The old VidyoDesktop 3.4 will no longer authenticate after the Vidyo services upgrade on January 22nd 2016.
- If you did not automatically receive the new VidyoDesktop 3.5.4 client upgrade by January 23rd, you can manually download and install the new client through the <https://dmv.cso.nasa.gov/download.html> link or the ACES SSM application that resides on your ACES computer.
- Mac users that do not have admin privileges may have to download the 3.5.4 VidyoDesktop client through their HP CA Self Service Manager (SSM) application on their computer. Search for HP CA SSM and run the application. It will list VidyoDesktop as an allowed application. Do a right mouse click to install.

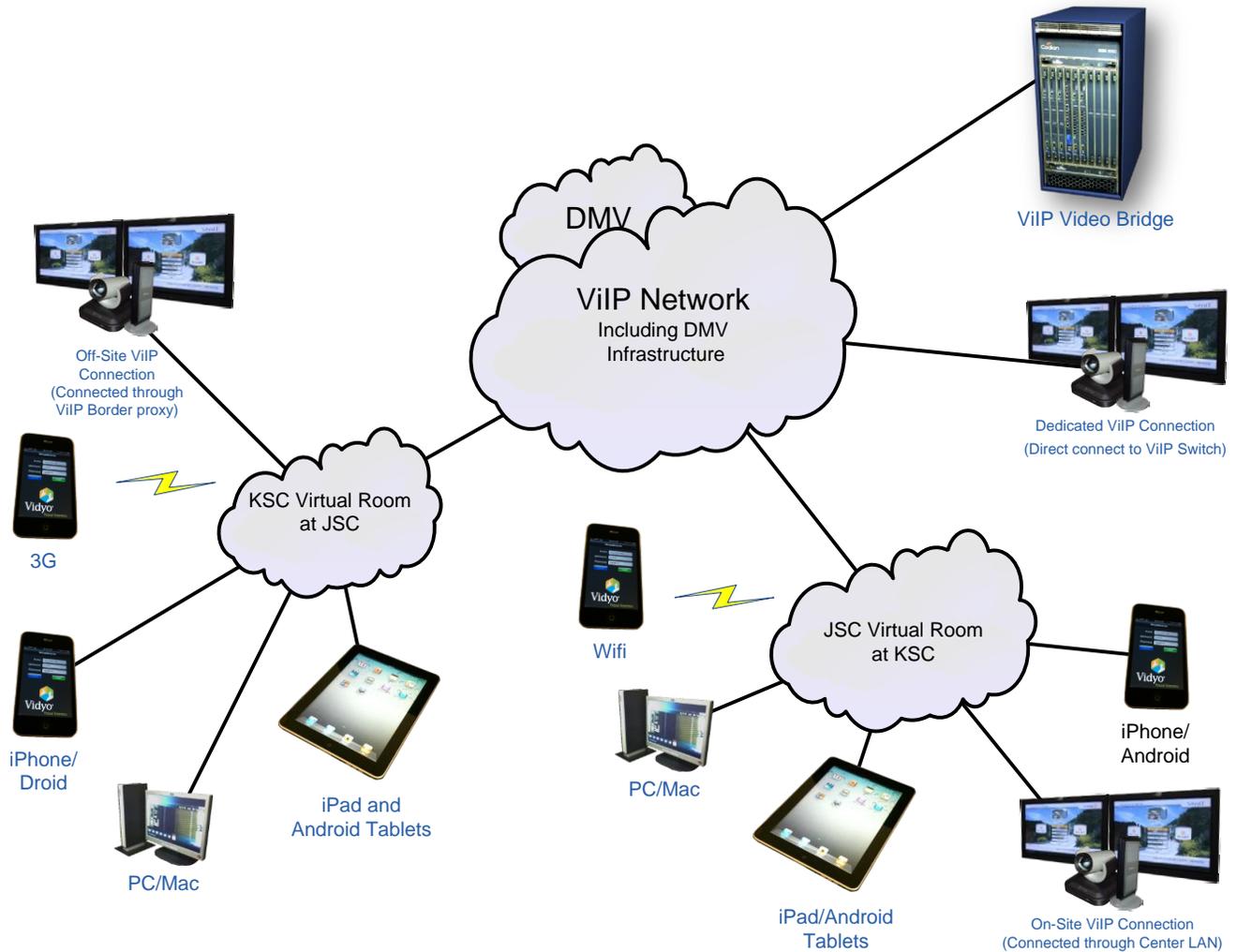
Note: If you already have VidyoDesktop installed on your computer, we recommend you uninstall it before loading the new software. To uninstall Vidyo on Windows, go to the Control Panel. Click *Uninstall a Program* and select Vidyo Desktop 3.4 Click *Change* to remove the program. To uninstall Vidyo on Mac, drag the application to the trash.

SSM Application



Desktop Mobile ViTS Network Architecture

The Desktop Mobile ViTS (DMV) system is an expansion of NICS Collaboration Services Audio and ViIP bridging services. It allows desktop and mobile clients to connect to our existing ViIP network. DMV users can dial-in and join existing ViTS conferences, much like our ViTS conference rooms.



Computer Requirements & Recommended Equipment

SUPPORTED Operating Systems

- **Windows** XP (32-bit), Windows 7 (32- and 64-bit), Windows 8 and 8.1 (32- and 64-bit)
- **Macintosh** OS X 10.6.8 Snow Leopard and later

MINIMUM CONFIGURATION FOR WINDOWS PC (ENCODES SD AND DECODES UP TO HD)

- Core 2 Duo 2 GHz
- 2 GB RAM
- 128 MB video RAM (VRAM)
- 40 MB of free hard disk space

RECOMMENDED CONFIGURATION FOR WINDOWS PC (ENCODES HD AND DECODES UP TO HD)

- Windows 7
- i7 based system
- Core 2 Quad with DDR2 or DDR3 memory
- Hyper-Threading Technology
- 2 GB or more RAM
- 256 MB or more video RAM (VRAM)
- Dedicated video card
- 40 MB of free hard disk space

AUDIO:

Minimum

- Built-in PC speakers & microphone

Recommended

- Built-in speakers and ear buds or headphones

Suggested

- Phoenix Duet Executive Speakerphone
- ClearOne Chat 50, Chat 60 or Chat 150

CAMERAS:

Minimum

- Built-in laptop camera
- Apple iSight (Built in Webcam)

Suggested

- Logitech Webcam HD C310

- Logitech Webcam C600
- Logitech Webcam C905
- Logitech B525 HD webcam
- Logitech Quickcam Sphere AF
- Logitech Quickcam Vision Pro
- Microsoft MS Lifecam NX-6000
- Logitech Pro B910 HD Webcam - Encodes up to HD
- Logitech HD Pro Webcam C920 - Encodes up to HD
- Logitech HD Pro Webcam C930 - Encodes up to HD
- Logitech HD Pro Webcam C910, B910
- Logitech Webcam Pro 9000
- Creative Live! Cam

Guest Login – VidyoWeb

VidyoWeb is a browser-based plugin that does not require admin rights to install. It allows guests to join Vidyo meetings via their browser. VidyoWeb's interface is different from VidyoDesktop but it is still easy to use. The main difference is that chat is not supported on VidyoWeb. A VidyoWeb quick reference guide is available online:

http://www.vidyo.com/wp-content/uploads/VidyoWeb_QuickUserGuide_1.0-A.pdf

508 Compliance

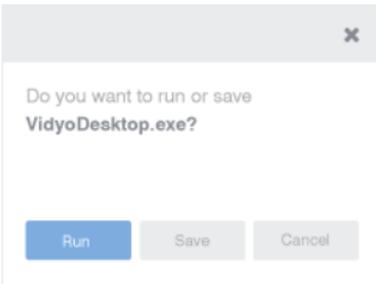
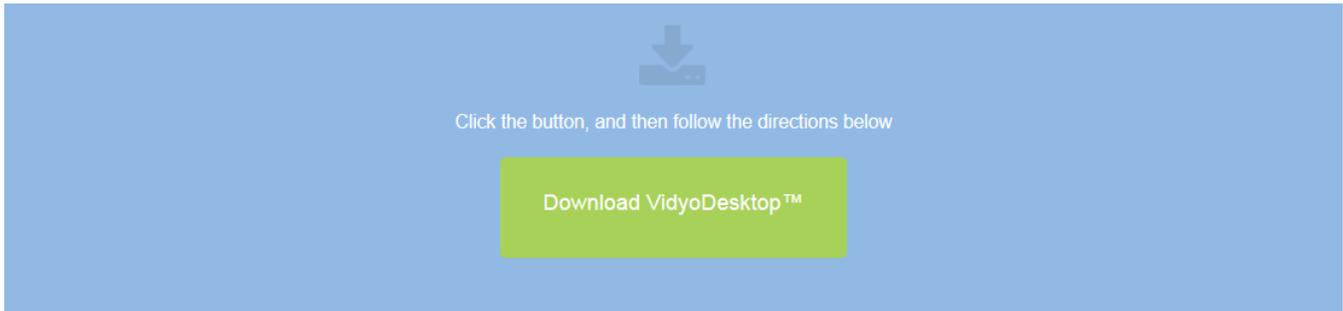
While VidyoWeb (the browser-based version of DMV) is 508 compliant, VidyoDesktop is not. VidyoWeb supports users joining as a guest using 508 accessibility tools. Host users utilizing 508 accessibility tools can send out room links to participants, but currently cannot control their meeting room. If you are a DMV host user, please contact the NTC at 1-877-857-6272 to request the link to your meeting room. The NTC can assist you with obtaining your room URL, creating a room PIN, bridging your Instant Meeting account and connecting to ViTS rooms.

Vidyo PC Installation

Note – Before using Vidyo, make sure your webcam and speakerphone are plugged in and the drivers are installed (if necessary).

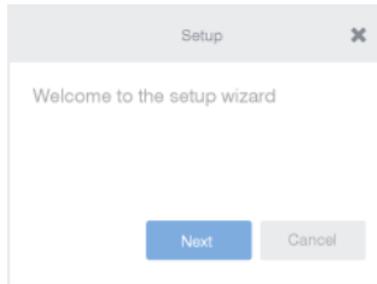
Begin by downloading the client from <https://dmv.cso.nasa.gov/download.html> (Figure 1). Follow the user prompts to install the software. If you do not have admin rights on your PC you can download the client from the Client Automation Application Self-Service Manager (SSM) under the Start Menu on your NASA/ACE'S supplied computer (Figures 2 & 3).

Figure 1: VidyoDesktop Download Page



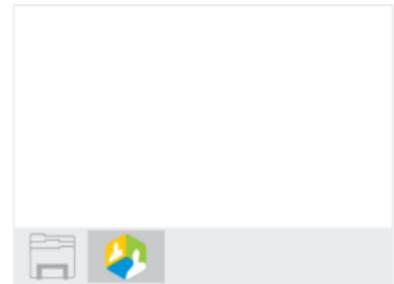
1. Run the downloaded file

Run the .exe file from the browser's download prompt.



2. Start installing

Select Next on the VidyoDesktop installer.



3. Ready to go!

Log in or click a Vidyo link to start a conference.

Need help? [Contact Support](#)

Figure 2: Start Menu

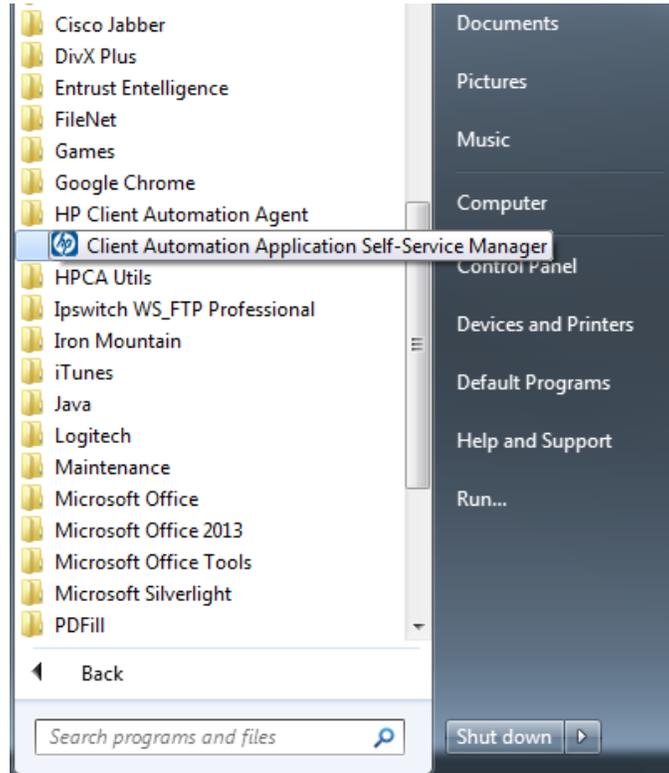
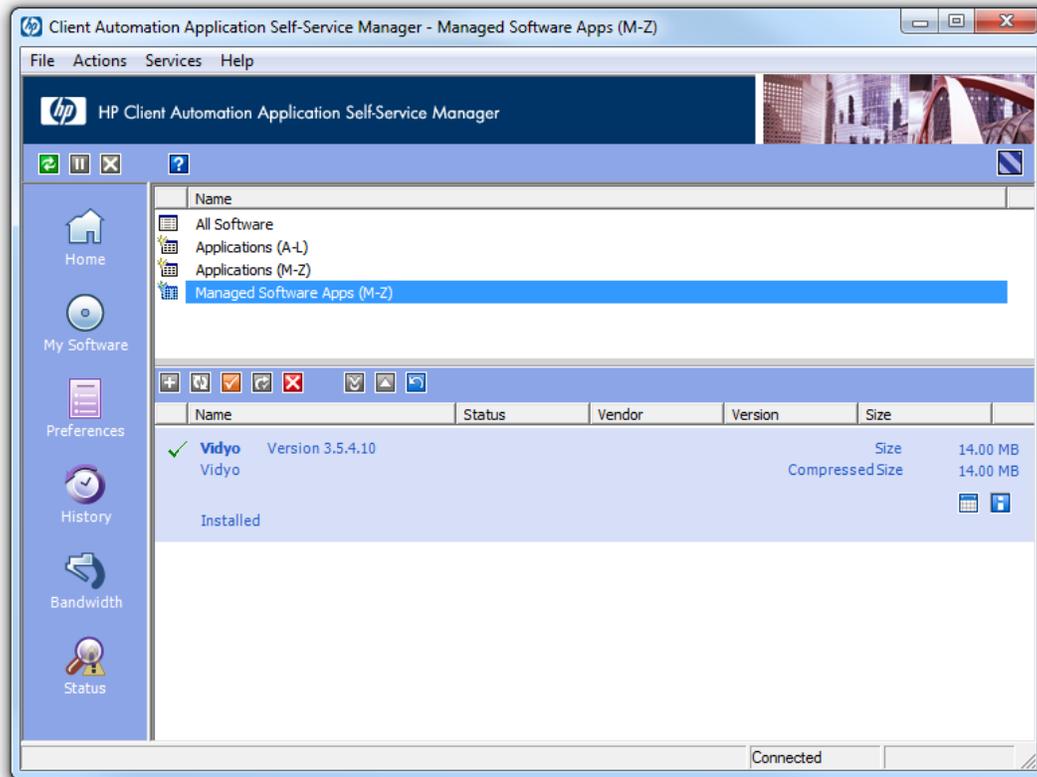
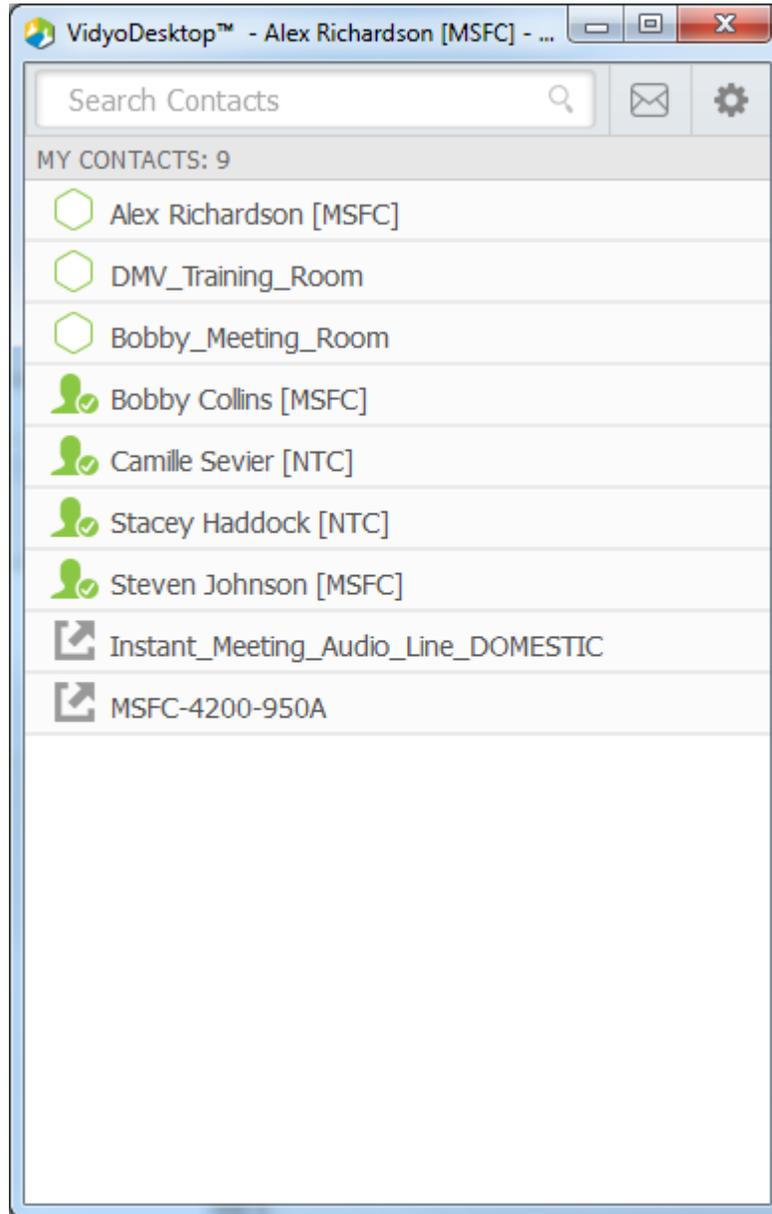


Figure 3: Client Automation Application Self-Service Manager



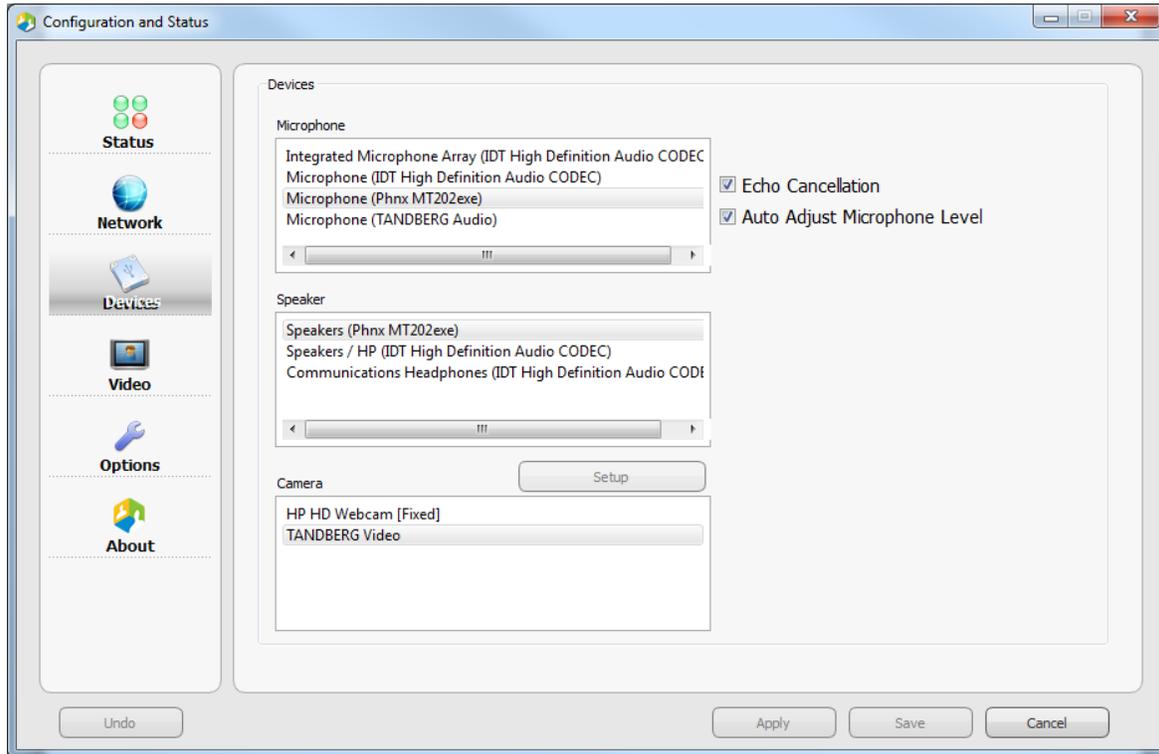
Once the installation is complete, go to the Start menu and open the VidyoDesktop application. Your default browser will automatically open and log you into your Vidyo account based on your LaunchPad credentials. The Contacts directory will open once you login (Figure 4). From here, you can call a conference room (legacy device), join your own room or call someone directly. The search bar allows you to search the DMV directory for users and NASA ViTS rooms. If you want to do a test call, search for *DMV_Training_Room* and click Join Room.

Figure 4: Contacts Directory



To setup your camera and microphone, click the Configuration button  (Figure 4). Under the Devices tab, select the camera and microphone you want to use. If your microphone does not have echo cancellation built-in, please use earbuds/headphones (see Figure 5).

Figure 5: Mic & Speaker Configuration



*If you are using the Phoenix Duet Executive speakerphone, select the *Phnx MT202exe* device for your speaker and microphone.

Click *Apply* to save changes, then click the *X* to close. A Contacts directory opens when you login (Figure 4). From here, you can call a conference room (legacy device), join your own room or call someone directly. The search bar allows you to search the DMV directory for users and NASA ViTS rooms. If you are the only person in the conference room you will only see yourself. You will see the other participants as they join.

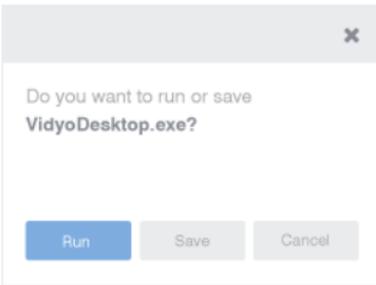
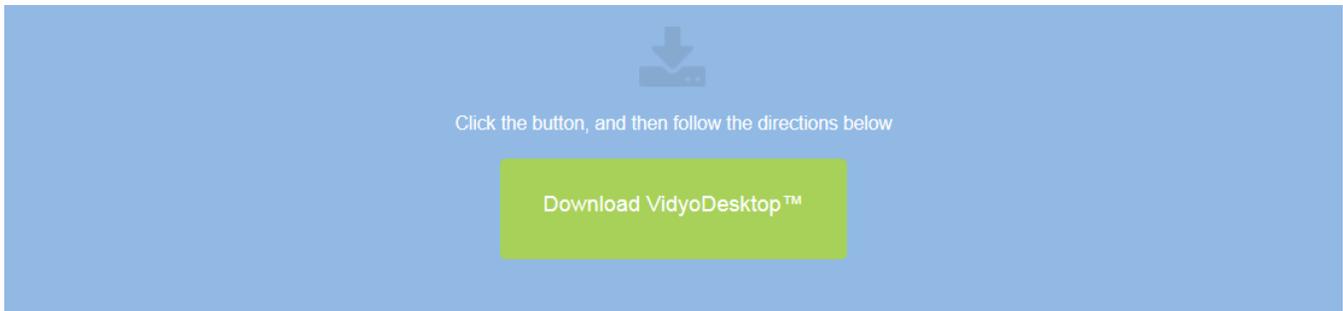
If you want to do a test call, search for *DMV_Training_Room* and click Join Room. You will see a looping video when you join.

Vidyo Mac Installation

Note – Before using Vidyo, make sure your webcam and speakerphone are plugged in and the drivers are installed (if necessary).

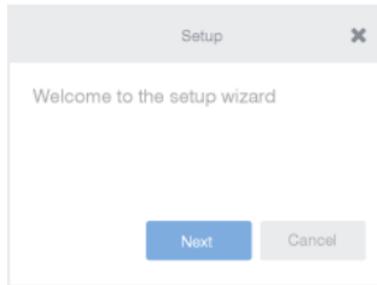
Begin by downloading the client from <https://dmv.cso.nasa.gov/download.html> (Figure 6).

Figure 6: Download Vidyo Desktop



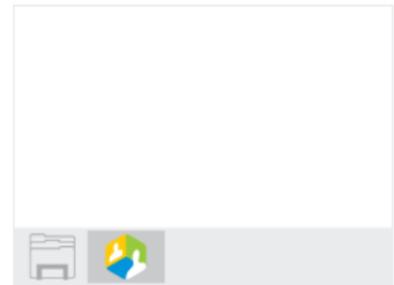
1. Run the downloaded file

Run the .exe file from the browser's download prompt.



2. Start installing

Select Next on the VidyoDesktop installer.

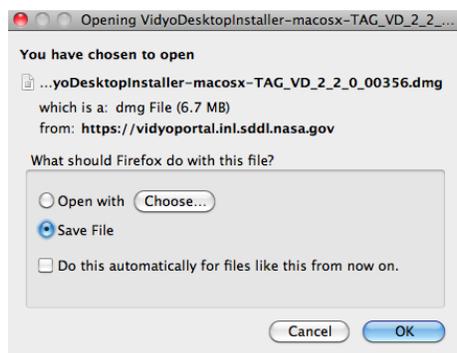


3. Ready to go!

Log in or click a Vidyo link to start a conference.

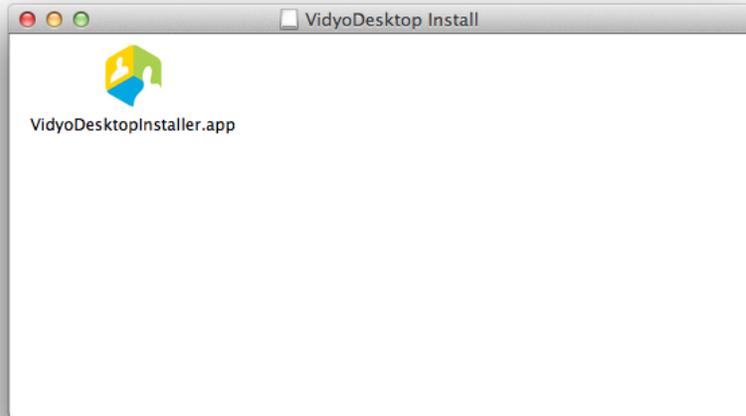
Click to download VidyoDesktop. Select Save File in the dialog box and click OK. (Figure 7)

Figure 7: Download VidyoDesktop Software



The image file will create the installation file in a VidyoDesktop Install folder. Double-click *VidyoDesktopInstaller* to begin the installation (Figure 8).

Figure 8: Open Downloaded Vidyo Software



Follow the prompts to complete the installation (see Figures 9-11).

Figure 9: Open VidyoDesktopInstaller

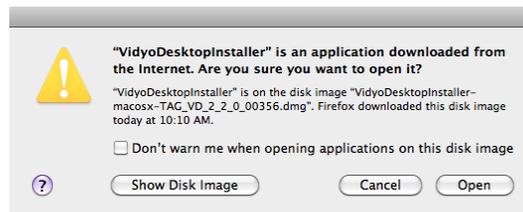


Figure 10: Open VidyoDesktop

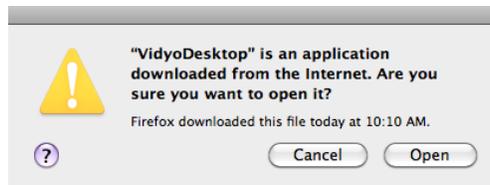
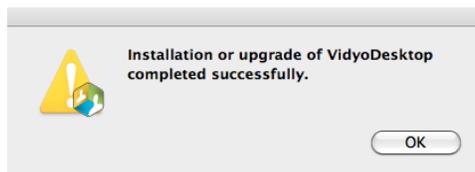


Figure 11: Installation Complete



If you do not have admin rights on your Mac, you can install the client from the HP Client Automation Self-Service Manager (SSM). Do a search for *HPCA* and open the SSM (Figure 12). VidyDesktop will be listed under Applications M-Z (Figure 13).

Figure 12: Search for HPCA

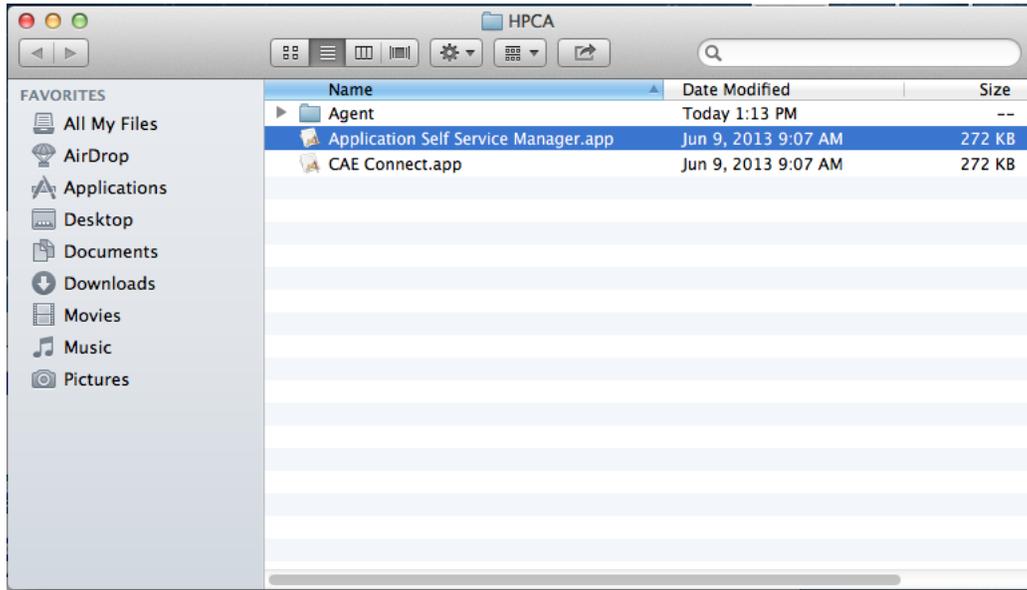
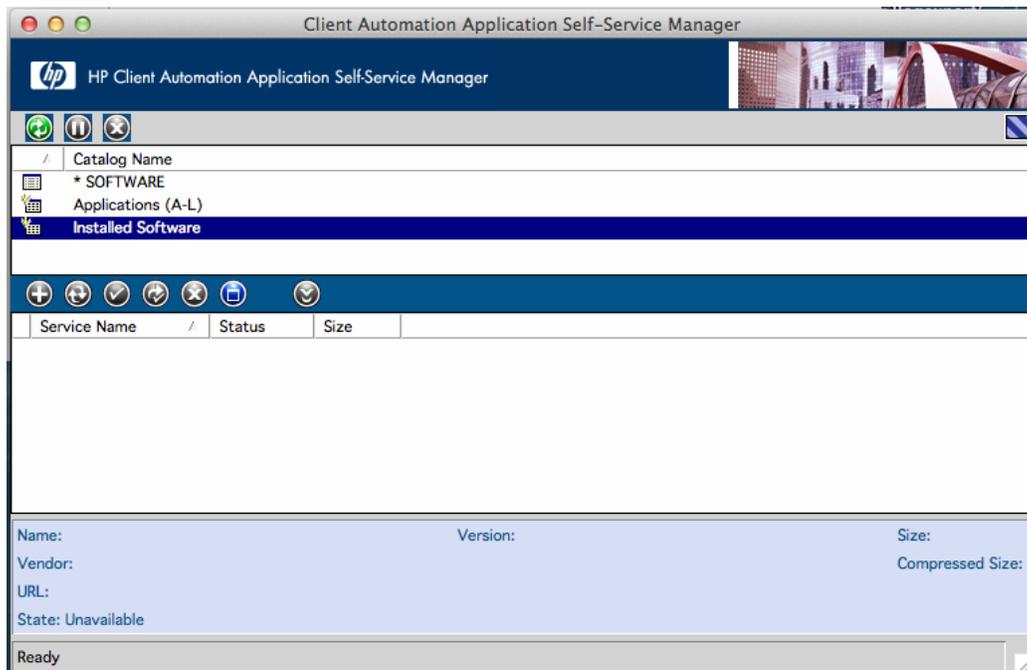


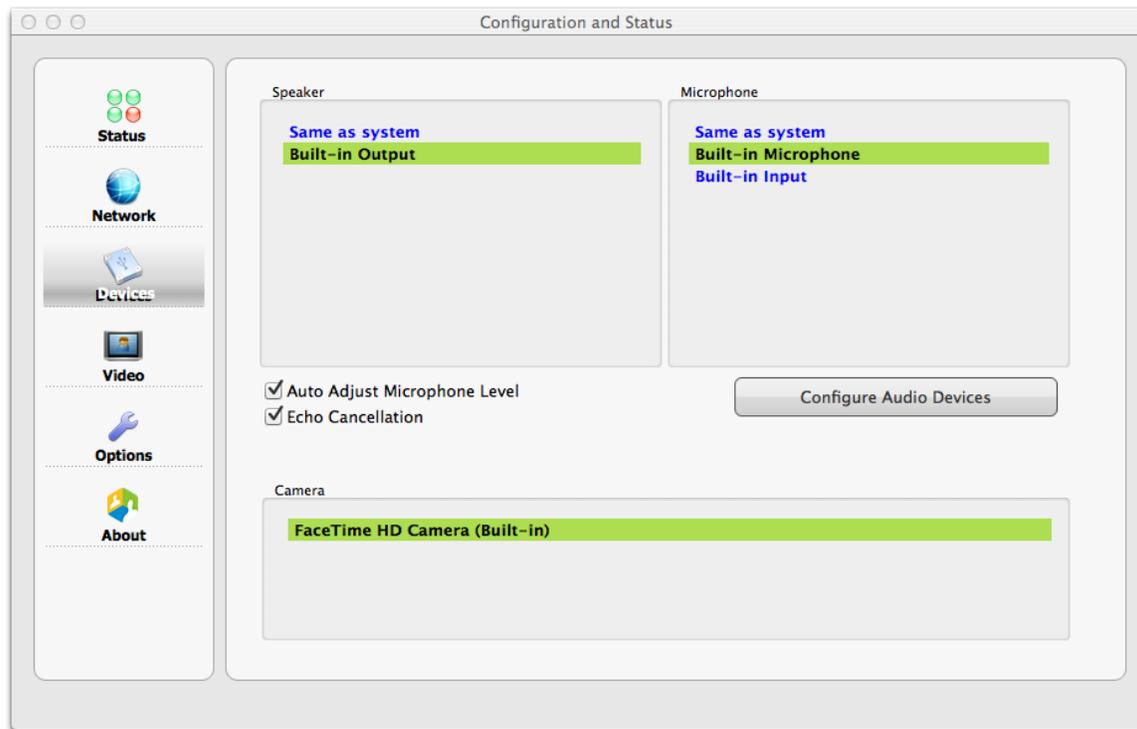
Figure 13: HP Self-Service Manager



To start VidyoDesktop, go to Applications → Vidyo → Vidyo Desktop → and launch VidyoDesktop.

The Configuration and Status box should appear for you to select your speaker, microphone and camera. If the Configuration and Status box does not appear, click the Configuration button  to setup your equipment. If you are using a USB camera or microphone, make sure that they are selected in their respective fields. If your microphone does not have echo cancellation built-in, please use earbuds/headphones. (see Figure 14)

Figure 14: Mic & Speaker Configuration

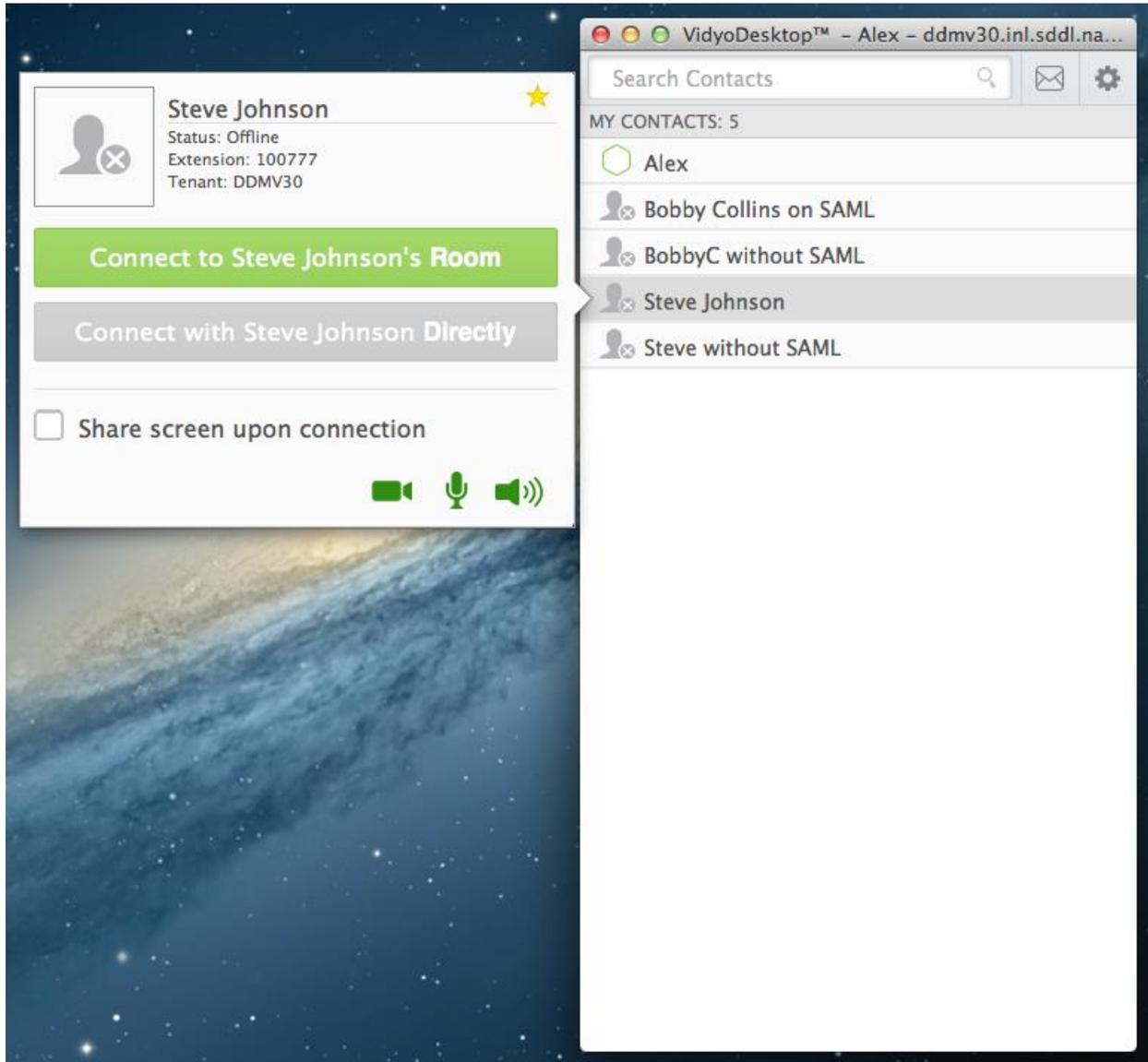


*If you are using the Phoenix Duet Executive speakerphone, select the *Phnx MT202exe* device for your speaker and microphone.

After you verify your devices, click the red dot to close. The Contacts directory opens when you login (Figure 15). From here, you can call a conference room (legacy device), join your own room or call someone directly. The search bar allows you to search the DMV directory for users and NASA ViTS rooms. If you are the only person in the conference room you will only see yourself. You will see the other participants as they join.

If you want to do a test call, search for *DMV_Training_Room* and click Join Room.

Figure 15: Contacts Directory



Tips for Video Conferencing

Below are some tips to help minimize potential issues during your video conference.

- When not speaking, please ensure that your microphone is muted.
- Ensure that when speaking, you are speaking into an active microphone.
- Use headphones/earbuds whenever possible (unless you are using a USB Speakerphone). Audio from your speakers may be picked up by your mic and create an echo during the call.
- Place your camera in a position that allows your face to be clearly seen. Be mindful of lighting and try to avoid bright backgrounds (an open window for example).
- Use a wired network connection when possible and disable wireless (802.11 b, g, n).
- Plug each device (camera, microphone etc.) directly into one of your computer's USB ports whenever possible rather than a USB hub.
- If you're using a laptop avoid running on battery—it reduces performance and video quality.
- If your computer has a Power Plan (All Windows and Mac laptops do) choose "High Performance."
- Make sure you have the latest drivers for the devices you use during VidyoConferencing (camera, microphone etc.).
- Please keep side-bar conversations to a minimum. If required, leave your desk or turn off your camera to continue your discussion.
- Please keep mobile devices on mute/vibrate.
- Keep mobile devices away from microphones to alleviate feedback/additional noise.

Check out the Vidyo Knowledge Center for additional resources: <http://www.vidyo.com/knowledge-center/>

VidyoDesktop Toolbar

VidyoDesktop now has a floating toolbar at the bottom of the Vidyo window.



Show Participants



Show Group Chat*



Change Layout – Click arrow to select layout



Full Screen



Start Sharing – Click arrow to select content to share



Toggle Conference Shares – Click arrow to select share to view



Change Self-view Options



Camera Privacy – Click to show/hide the video from your camera



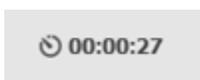
Mute/adjust microphone volume – Click arrow to adjust volume



Mute/adjust speaker volume – Click arrow to adjust volume



Settings



Toggle conference duration & time



End Call

*Participants will not see chat history prior to them joining a conference. For example, late comers will not see a welcome message posted at the start of a meeting. Guests using VidyoWeb do not have chat capability.

VidyoMobile Instructions

The VidyoMobile application does not support NASA two-factor SAML authentication at this time. As a result, Vidyo account holders cannot host their videoconference from their VidyoMobile app. They must host from a computer. However, VidyoMobile users can still join a Vidyo conference as a guest through a guest URL.

When you join a meeting link using a mobile device you will automatically be directed to the VidyoMobile app. If you don't already have the app installed, you will be prompted to download the VidyoMobile app (see Mobile Device Requirements below).

Note – For best results, make sure you have a strong 3G/4G signal or WiFi connection. Be sure to check your connections before using the VidyoMobile app.

Mobile Device Requirements

Vidyo is available for both Android and iOS devices. The VidyoMobile app can be downloaded free from the App Store and Google Play. The following is a list of mobile devices that are supported by Vidyo.

VidyoMobile for iOS (All devices require iOS 7.1 or higher)

iPhone – 4 or higher

iPod Touch

- 4th Generation
- 5th Generation

iPad/Air/Mini/Pro

- 1st Generation
- 2nd Generation
- 3rd Generation
- 4th Generation

VidyoMobile for Android

Most Android devices will work with VidyoMobile if they meet the following minimum requirements:

- 1GHz single core ARMv7 processor
- 512 RAM
- OS version 2.2 and above
- Speakers
- Wireless connectivity
- Screen resolution of at least. 480×800 pixels
- Camera, microphone

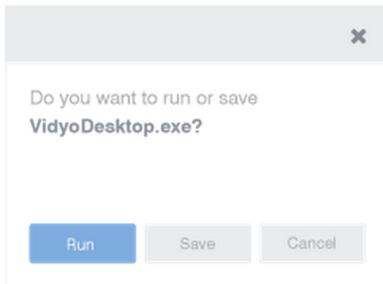
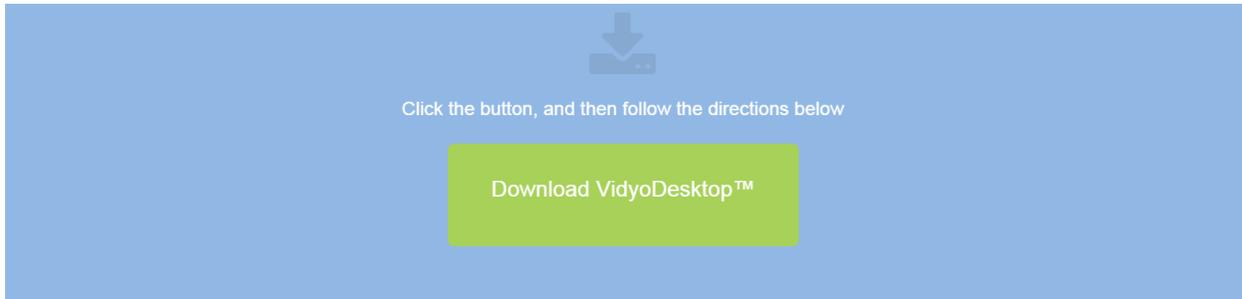
VidyoDesktop F.A.Q.

1. [How do I install VidyoDesktop?](#)
2. [How do I login to Vidyo?](#)
3. [How do I make a direct video call to someone?](#)
4. [How do I join a video conference call in someone else's room?](#)
5. [How do I call a ViTS Conference Room?](#)
6. [How do I join a conference call in someone else's room?](#)
7. [I'm hosting a video conference. How do I invite participants and set up my room?](#)
8. [How do I secure my room for SBU \(Sensitive But Unclassified\) meetings?](#)
9. [Can I invite people outside of NASA to join my room?](#)
10. [Can someone else control a meeting in my room?](#)
11. [Can I add an audio telecon to my DMV meeting?](#)
12. [How do I record?](#)
13. [Is there a way for me to have an audio only conference call?](#)
14. [Is there a way to identify the other participants in a conference call?](#)
15. [How do I change the screen layout when I'm in a video call?](#)
16. [How do I change the view of myself?](#)
17. [How do I share a presentation on my desktop?](#)
18. [How do I mute my microphone?](#)
19. [Can I mute the audio during a call?](#)
20. [Can I turn off my camera?](#)
21. [How do I end a call?](#)
22. [How do I logout of Vidyo?](#)

Q - How do I install VidyoDesktop?

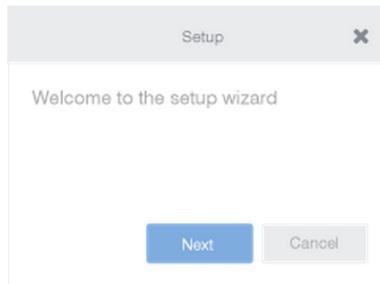
A – Go to <https://dmv.cso.nasa.gov/download.html> (see Figure 15). Click *Download VidyoDesktop* to download the Vidyo Client software. Follow the prompts to complete the installation. Vidyo will automatically load after the installation. If you do not have admin rights on your PC you can download the client from the HPCA Self-Service Manager (SSM) under the Start Menu on your NASA/ACES computer (Figure 16).

Figure 15: Install VidyoDesktop



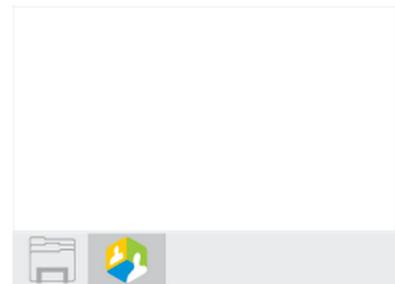
1. Run the downloaded file

Run the .exe file from the browser's download prompt.



2. Start installing

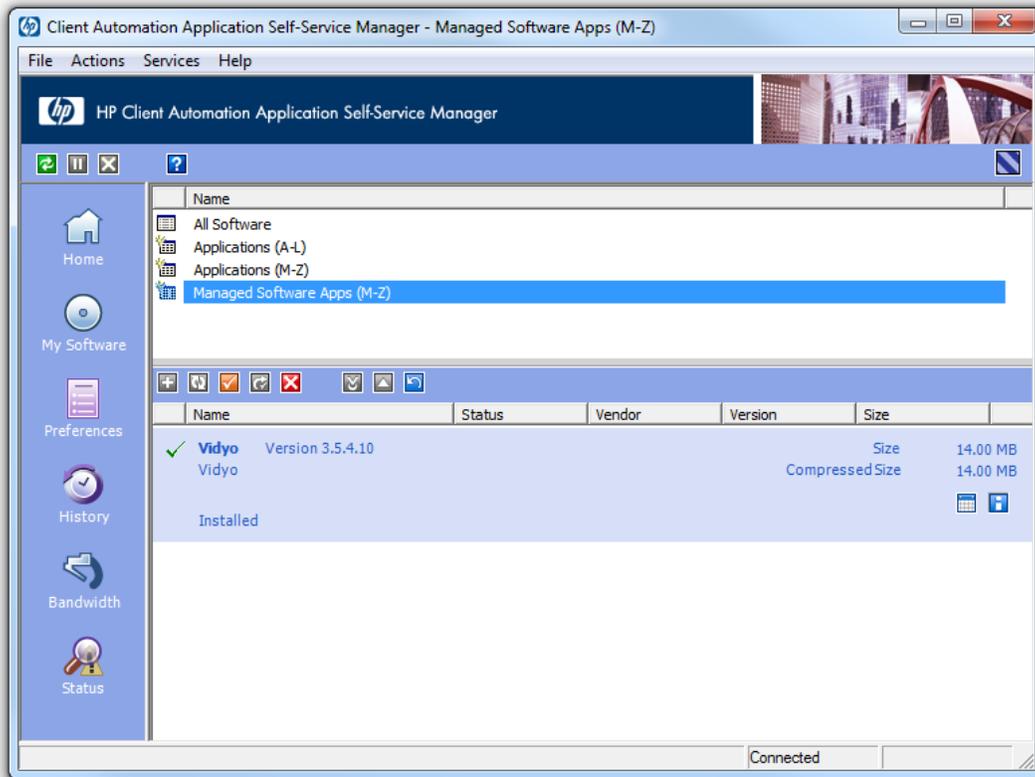
Select Next on the VidyoDesktop installer.



3. Ready to go!

Log in or click a Vidyo link to start a conference.

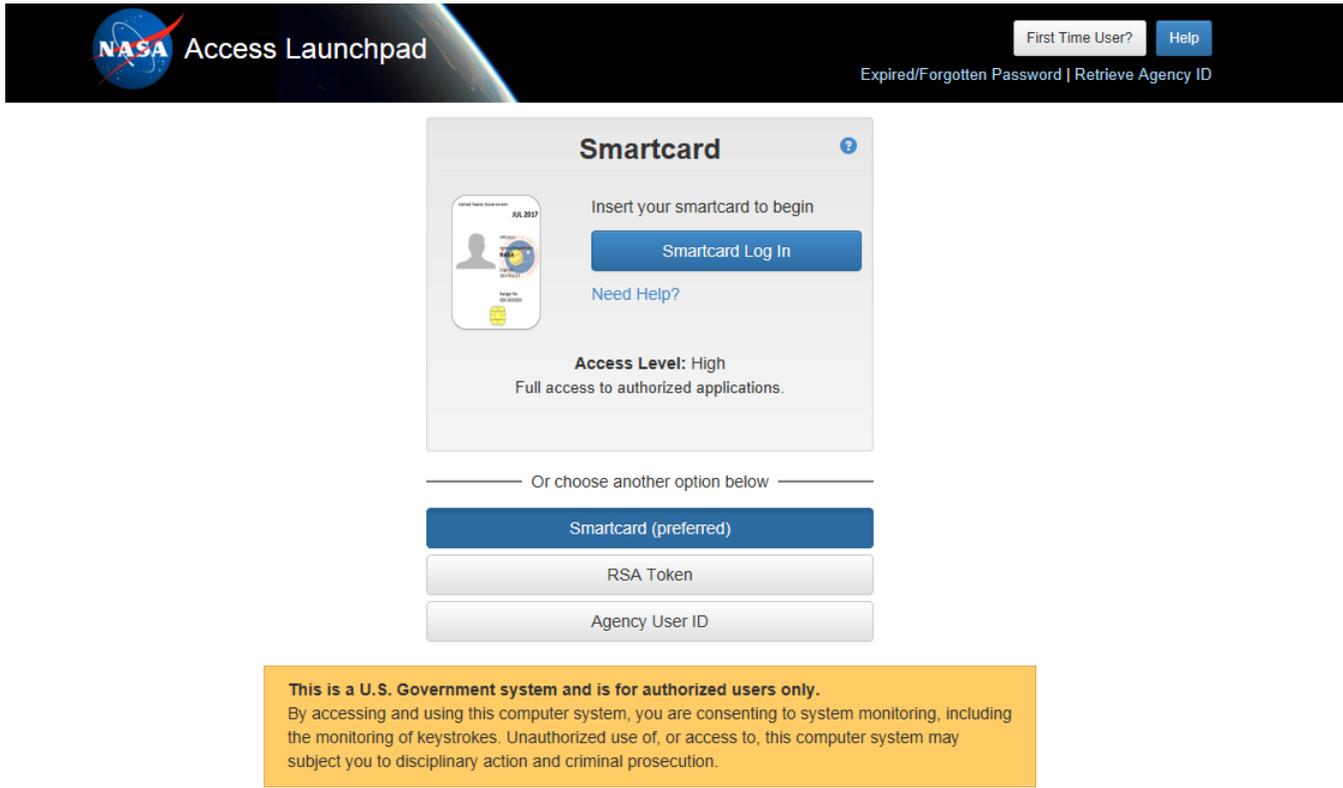
Figure 16: Client Automation Application Self-Service Manager



Q – How do I login to Vidyo?

A – Open the VidyoDesktop application. It will automatically log you in using Single Sign-On (SSO). If SSO is disabled you will be directed to the LaunchPad page (Figure 17). Enter your credentials using one of the authentication methods provided.

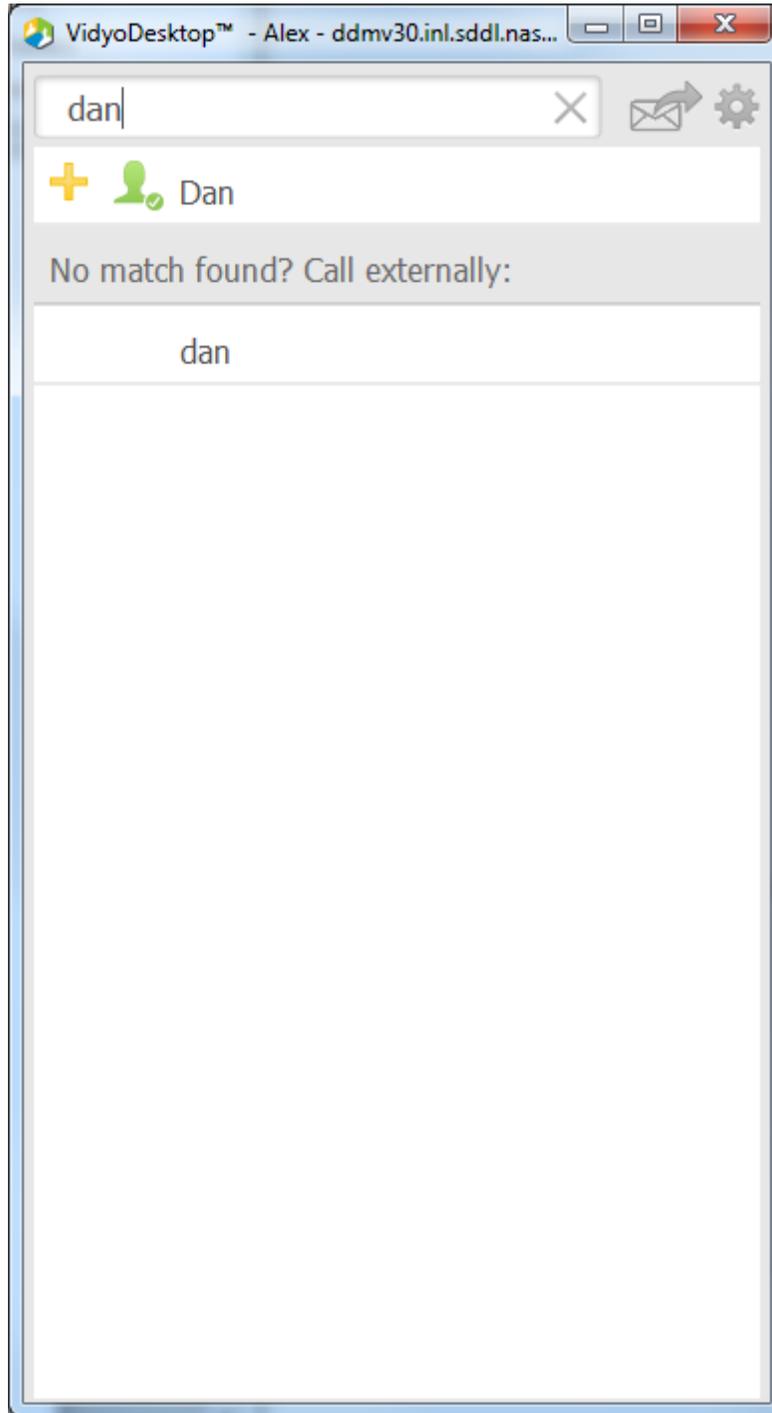
Figure 17: LaunchPad Page



Q – How do I make a direct video call to someone?

A –Type the name (or part of the name) of the person you want to call in the search bar at the top of the contact directory (see Figure 18). Click on the name of the person you are looking for. Select *Call* to call the person directly or click on one of the rooms listed to join their room. (You can add this person to your favorites by clicking the gold plus sign beside the contact’s name.) **Note:** You can also manually dial numbers to call endpoints, conference rooms, or people not listed in the Vidyo Contacts directory.

Figure 18: Selecting a Contact for Direct Call



Q – How do I call a ViTS Conference Room?

A – Search for the ViTS conference room you want to call by entering this string [Site-Building-Room](#). It

should look like this [MSFC-4200-106](#). You can also dial the alias of the conference room you want to call. Type [01 + Alias of the ViTS room](#) in the search bar on the home page. The number should look like this [012565559330](#). Click Call Direct to place the call. If you don't know the name of the conference room or its alias, contact the NASA Teleconferencing Center (NTC) at 877-857-6272 to obtain the information for the room you are trying to call. If you are dialing a codec outside of NASA you can dial the IP address of the codec: [01 + xxx.xxx.xxx.xxx](#)

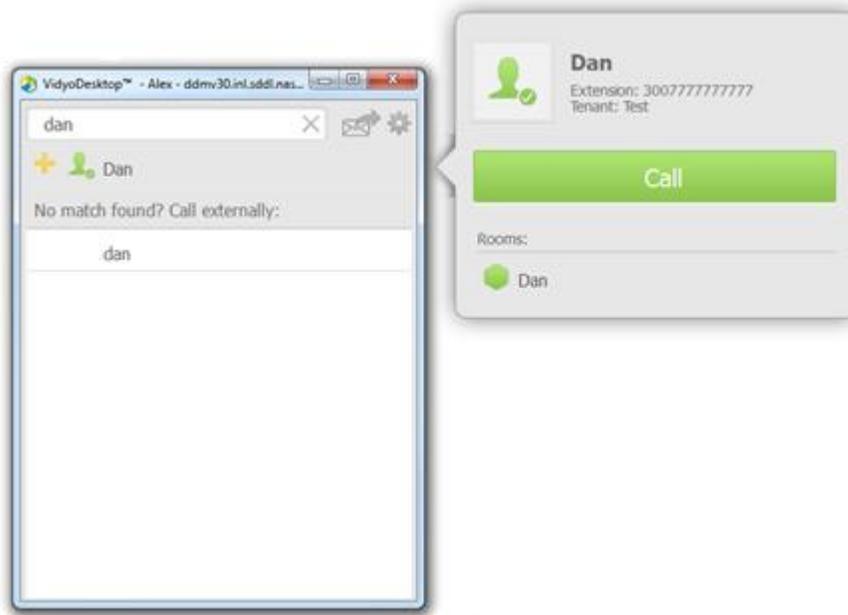
Q – How do I call a DMV client from a ViTS room?

A – To join a DMV room from a NASA ViTS room dial [00 + Alias of the DMV Room](#) (i.e - [00702561110364](#)).

Q – How do I join a video conference call in someone else's room?

A – The preferred option is to click the invitation link of the person who is hosting the video call. If this is not available, type the name of the person who is hosting the conference call in the search bar of the contacts directory. Click the name of the host and then select the room you want to join (see Figure 19). (You can add this person to your favorites by clicking the *Add Contact* button beside the *Call Direct* button.)

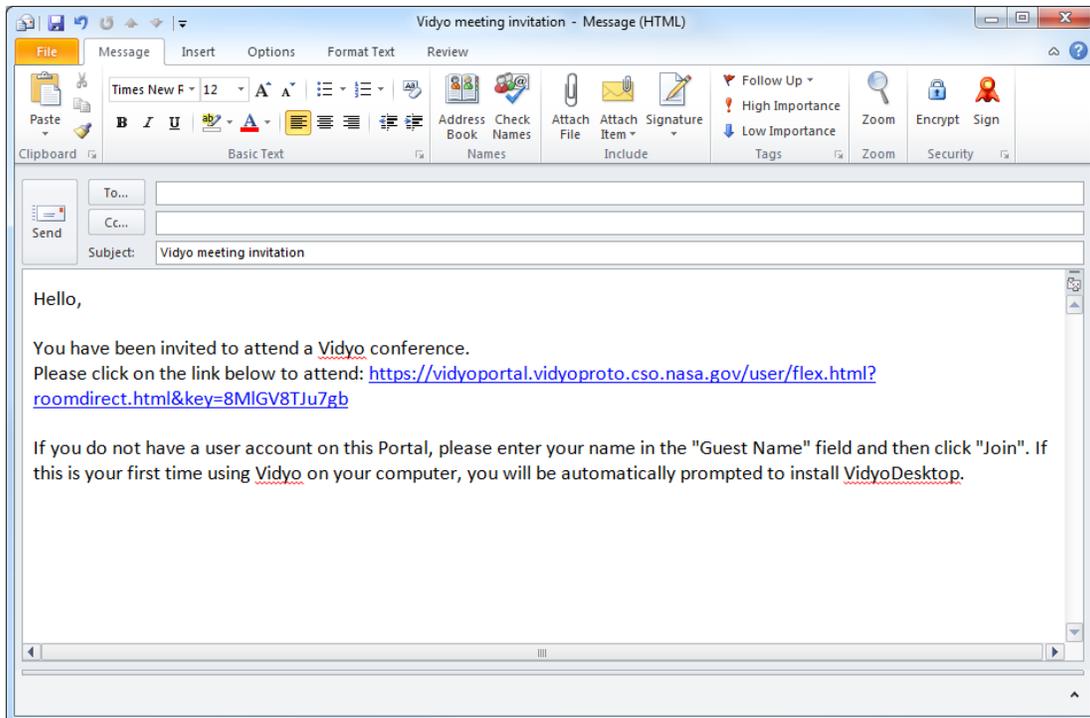
Figure 19: Joining Someone's Room



Q – I'm hosting a video conference. How do I invite participants and set up my room?

A – Right click on the VidyoDesktop icon in the toolbar and click Contacts. Select the *Invite by Email*  button. Your email client will load with a prepopulated email message (Figure 20). Simply add the email addresses of your invitees and send the message.

Figure 20: Email Message



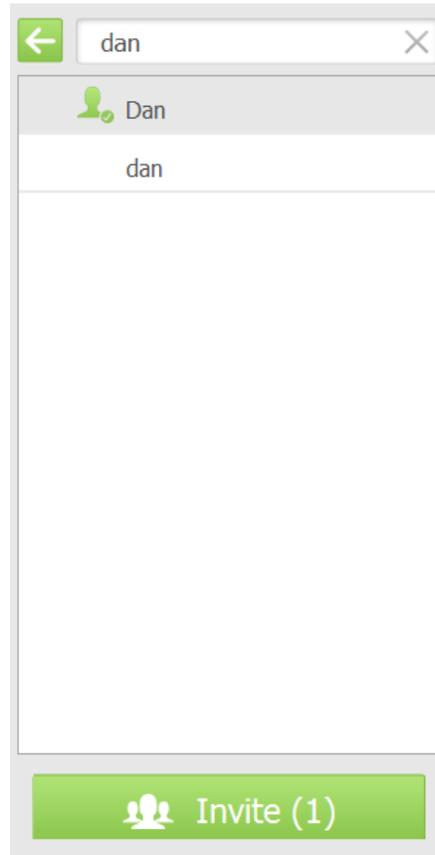
If you are hosting a meeting in your room and want to add additional participants, click on the

Participants button  on the toolbar and then click the *Add Participants* button . Enter the name of the person or ViTS room (example – *MSFC-4200-106*) you want to add in the search bar. Select the contact and click the *Invite* button (Figure 21).

To add your Instant Meeting Account search for *Instant_Meeting_Audio_Line*. Select it and click the

Invite button. When prompted, enter conference PIN using the DTMF keypad  in your Vidyo window. When the meeting is finished, go to the Control Meeting page and disconnect the audio line. To call any other telephone number, enter the number in the Search bar using this string: *0103 + 1 + Area code + phone number* (i.e – *010312021234567* **Note** – Use toll numbers only. Toll free numbers are not supported.)

Figure 21: Add Participant



You can also invite participants to your room from the *Control Meeting* page (see Figure 22). Click the

Add Participants button  to add individuals to your conference room. Type the name of person you want to add. Click the name and then click *Invite* to connect the person to your room (Figure 23). To add a ViTS room enter the *Site-Building-Room* in the search bar on the home page. The room will be listed like this [MSFC-4200-106](#). Click *Add* to join the room to the call.

Figure 22: Control Meeting Page

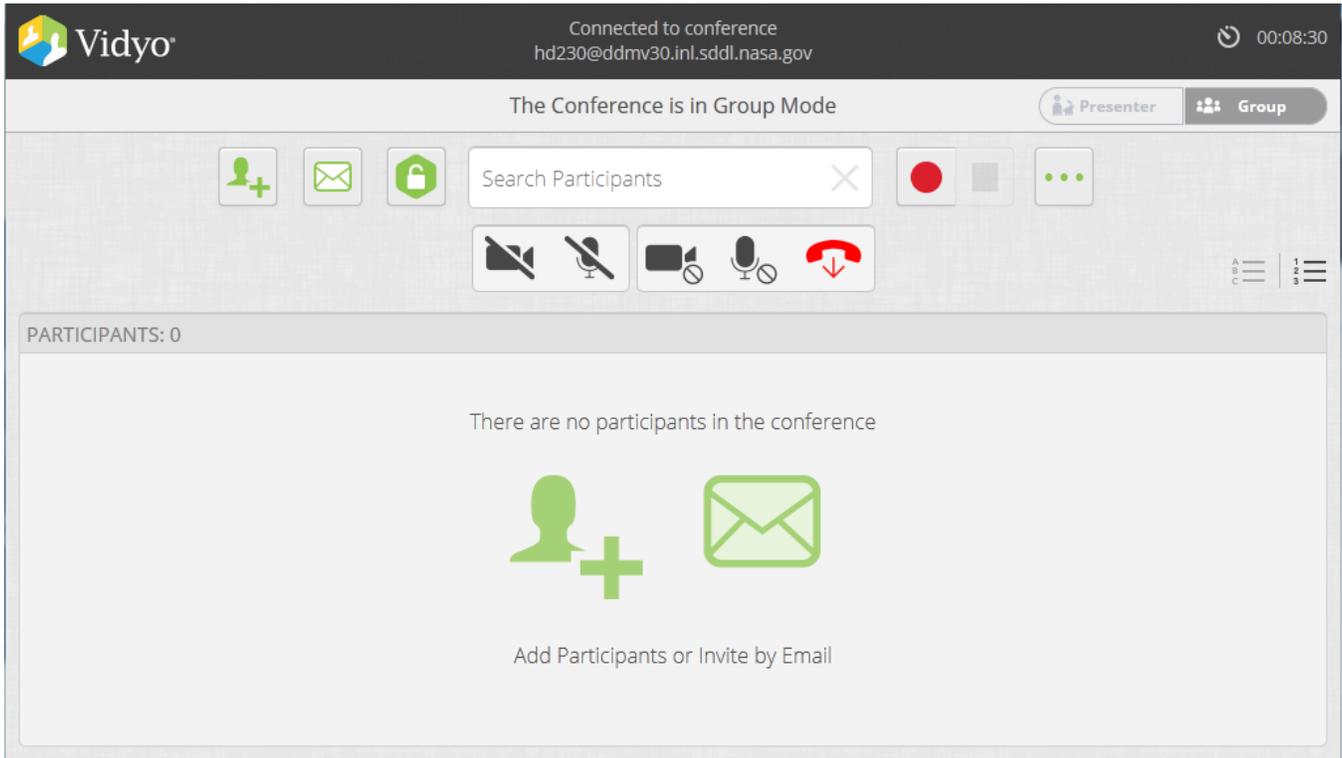


Figure 23: Add Contact to Conference Room

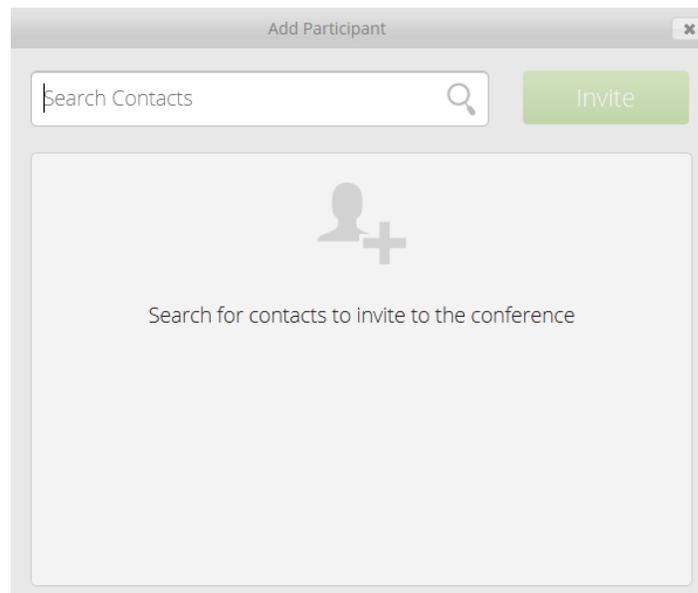


Figure 24: Host Options for Meeting Room

The screenshot shows a dialog box titled "Options" with a close button in the top right corner. The dialog is organized into several sections:

- VidyoReplay:** A section with a "Go to Library" button.
- Moderator PIN:** A section with an empty text input field and a "Save" button.
- Room Link:** A section with a text input field containing the URL "https://ddmv30.inl.sddl.nasa.gov/flex.html?room", plus and minus buttons, and a "Room PIN:" input field with a "Save" button.
- Webcast Link:** A section with an empty text input field, plus and minus buttons, and a "Webcast PIN:" input field with a "Save" button.
- Presenter Mode:** A section with a toggle switch.

A "Close" button is located at the bottom center of the dialog.

Q – How do I secure my room for SBU (Sensitive But Unclassified) meetings?

A – There are two options for securing your room: using a PIN and locking the room. For both options, you need to go to the Control Meeting page of the room. To set a PIN, click on the *Room Links* button. Set a numeric room PIN and then click *Save*. Users should create a unique PIN for each SBU conference.

To lock the room once all the participants have joined, click on the lock icon . This will prevent anyone from joining the room, whether a PIN is set or not. If anyone drops out of the call prematurely

you will need to unlock your room to allow them to rejoin. Be sure to unlock the room when you are finished.

Note – NASA DMV users have the responsibility to protect NASA SBU data they are discussing and/or sharing while using the DMV service. The meeting host should be familiar with NASA SBU policies, the conference endpoint environments, and the capabilities of the DMV system to adequately secure a SBU meeting.

When DMV services are utilized for SBU communications, all Vidyo endpoints must meet LOA-1 (Level of Assurance) specifications at a minimum, which requires user authentication for accessing the Vidyo room. Guest users will be required to authenticate by providing their name and the room PIN number to access the meeting room. ViTS endpoints will also be required to enter a PIN to access the conference. The host user is required to setup their Vidyo meeting room for LOA-1 compliance prior to any scheduled SBU meetings. All participants are listed in the Participants list as they join the Vidyo room and can be disconnected by the host any time during the session. Although all content is encrypted (using AES encryption), it is the responsibility of the host user to make all users aware of SBU content being discussed or shared. **Recording of SBU content is forbidden.**

Q – Can I invite people outside of NASA to join my room?

A – Absolutely! Simply send them a link to your room and they can join as a guest. Guests will join via using the VidyoWeb plugin in their browser. **Note:** VidyoWeb **does not** include chat. If your guests need to use the chat feature, have them download the client software from <https://dmv.cso.nasa.gov> and then click on the meeting link to join as a guest.

Q – Can someone else control a meeting in my room?

A – Yes, if you create and provide the moderator pin for the meeting room. Select the room you want using the *Contacts* directory. Click the *Room Settings* button  and there you can create a moderator pin (Figure 25).

Figure 25: Set Moderator Pin

The screenshot shows a window titled "Room Details - DMV_Training_Ro...". It contains several input fields and buttons:

- ROOM PIN:** An empty text input field.
- ROOM LINK:** A text input field containing "rect.html?key=fHGzAnzZbRg7" and a "COPY" button to its right.
- Below the Room Link field are two small buttons: a plus sign (+) and a minus sign (-).
- WEBCAST PIN:** An empty text input field.
- WEBCAST LINK:** A text input field that is currently disabled (greyed out) and a "COPY" button to its right.
- Below the Webcast Link field are two small buttons: a plus sign (+) and a minus sign (-).
- MODERATOR PIN:** An empty text input field.
- At the bottom of the window are two large green buttons: "Cancel" and "Save".

Also you can right click on the VidyDesktop icon in your toolbar and select *Manage Account*. Click on *Control Meeting* on the top right. Click on *Room Links* and create a moderator pin. Provide this pin to the person(s) you want to control your meeting room.

Q – Can I add an audio teleconference to my DMV meeting?

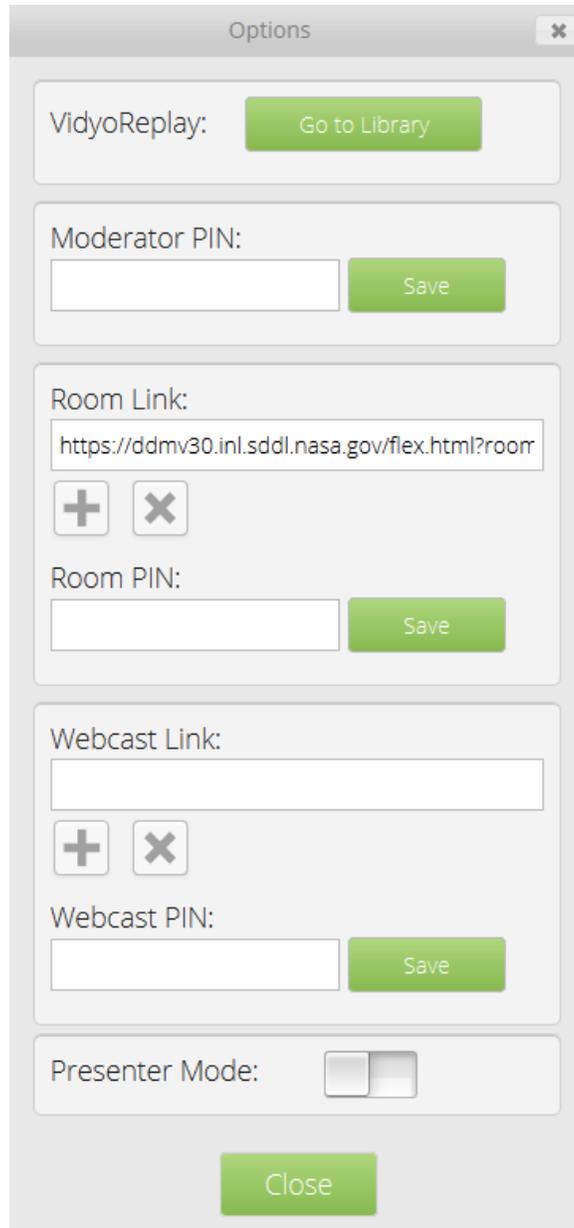
A – Yes. First join the meeting room for your conference. Click the *Show Participants* button on the toolbar and then click *Add Participant* . Search for *Instant_Meeting_Audio_Line*. Select it and click the *Invite* button below. If you are using a non-NASA Meet-Me number, enter the toll number in the Search bar using this string: *0103 + 1 + Area code + phone number* (i.e – *010312021234567* **Note** – Use toll numbers only. Toll free numbers are not supported.) When prompted, enter conference PIN using the

DTMF keypad  in your Vidy window. When the meeting is finished, go back to the Control Meeting page and disconnect the audio line.

Q – How do I record?

A – Go to the Control Meeting page for your meeting. Click the red button to start recording and select the video quality you want (Basic, Standard or High Quality). We recommend using High Quality if you plan on sharing content (such as documents or PowerPoint presentations). Click the red square to stop recording. Click the *Settings* button  to access your videos (Figure 26).

Figure 26: Access Replay Library



Options

VidyoReplay:

Moderator PIN:

Room Link:

Room PIN:

Webcast Link:

Webcast PIN:

Presenter Mode:

You can also access the replay library directly by going to <https://v-msfc-rp1-vidyo.vidyoproto.cso.nasa.gov> and logging in with your Launchpad credentials. From here you can

share links to your videos, but they are only accessible from the NASA Network. You can also download the video and send it via Large File Transfer or upload it to another server. Click [here](#) to learn more about using Large File Transfer (LFT). **NOTE – Videos will be deleted after 30 days.**

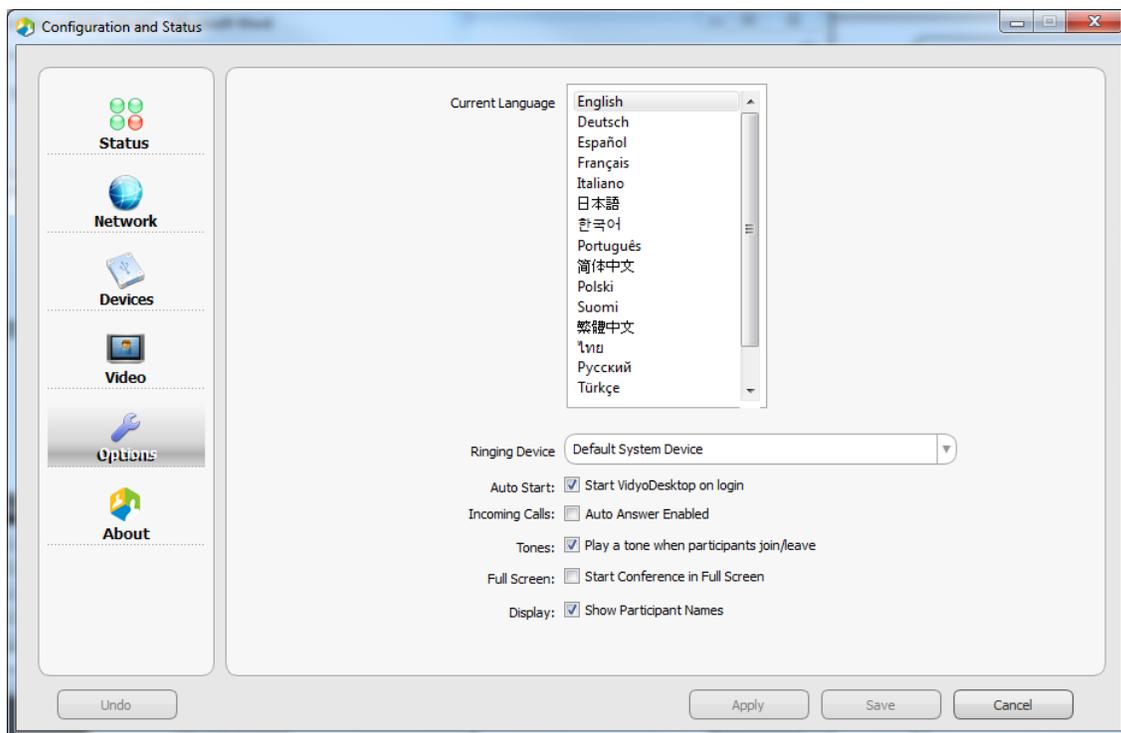
Q – Is there a way for me to have an audio only conference call?

A – Officially no. However, you can turn your camera off during a call. Click the Camera button  to turn your camera off and on. You can also dial telephone numbers by entering *0103 + 1 + Area code + phone number* (i.e – *010312021234567*).

Q – Is there a way to identify the other participants in a conference call?

A – Yes. Click the Configuration button  to open the configuration box. Under Options, check the box beside *Show Participant Names* (see Figure 27). Click Apply and then Cancel.

Figure 27: How to Show Participants



Q – How do I change the screen layout when I'm in a video call?

A – Click the Layout button on the toolbar to toggle between an active speaker  and Hollywood squares  layout.

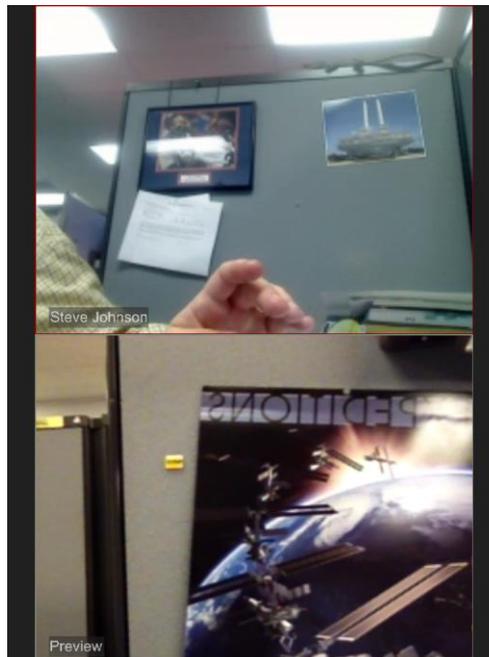
Q – How do I change the view of myself?

A – Click the Self-View button  to turn off your self-view or toggle between different screen layouts (Figures 28 & 29).

Figure 28



Figure 29

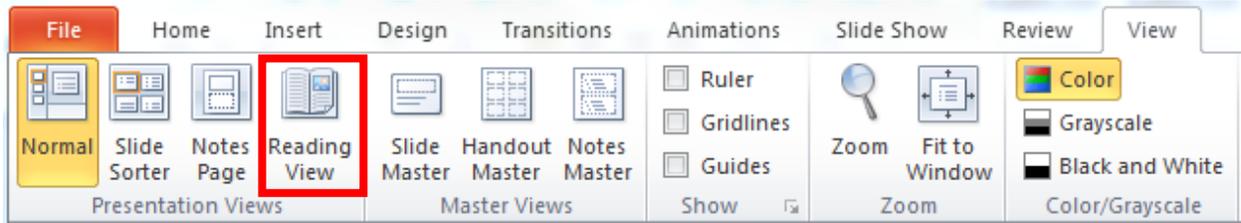


Q – How do I share a presentation on my desktop?

A – Click the share screen button  to start sharing. Click the arrow to select the application or display you want to share. Click the share button again to stop sharing.

If you are using a Windows PC with a single display and want to share a PowerPoint presentation, we recommend using the *Reading View* and sharing the presentation in VidyoDesktop. Go to the *View* tab and click on *Reading View* (Figure 30). This will display your presentation in a window and maintain the animations in the slide show.

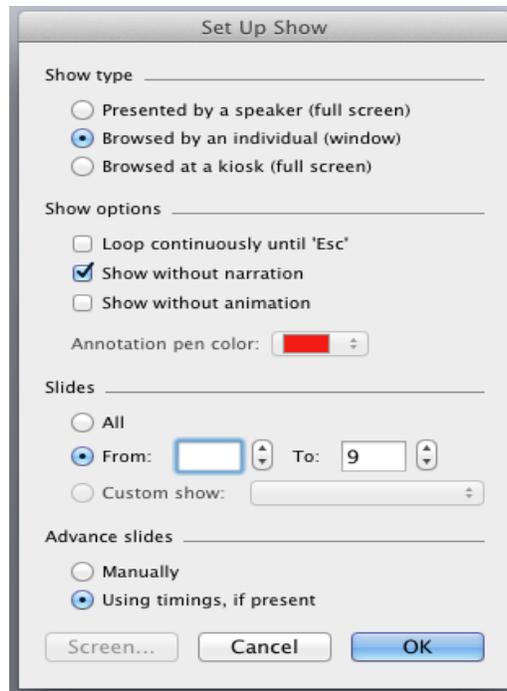
Figure 30



Go back to your Vidyo window and click the share button to share your PowerPoint slide show.

If you are using a Mac with a single display and want to share a PowerPoint presentation, we recommend changing the show to “Browsed by an individual” and sharing the presentation in VidyoDesktop. Go to the *Slide Show* tab and click on *Set Up Show*. Set the show type to “Browsed by an Individual Window (window)” (Figure 31).

Figure 31



Click OK and click the Play button under the *Slide Show* tab to begin the presentation (Figure 32).

Figure 32



Go back to your Vidyo window and click the share button to share your PowerPoint slide show.

Q – How do I mute my microphone?

A – Click the microphone button  to mute your microphone. Click the arrow to adjust the microphone volume.

Q – Can I mute the audio during a call?

A – Click the speaker button  to mute the audio. Click the arrow to adjust the audio level.

Q – Can I turn off my camera?

A – Yes. Click the camera button  to turn off and on your camera. Of course, you are encouraged to leave it on. After all, that’s the whole point of a video conference. ☺

Q – How do I end a call?

A – Click the disconnect button  on the bottom right in the toolbar.

Q – How do I logout of Vidyo?

A – Click the up arrow in your Windows taskbar and look for the Vidyo Desktop icon . Right click the icon and select *Log out*. Select *Quit* if you want to completely close out Vidyo.

Known Issues

Issue	Solution
High CPU utilization during a Vidyo call.	A couple of things can cause your CPU to run at high levels. First, review the application specs in the user guide. Older computers will run at higher CPU rates. Also, be sure to plug webcam directly into your computer, not your docking station or USB hub.
Content sharing with ViTS Conference Rooms.	Lync & WebEx are the standard applications for sharing graphics in a ViTS Conference Room. Vidyo content sharing cannot be received by some codecs, depending on the model of codec. If you are conferencing with a ViTS room and you need to share content, you may need to use Lync/WebEx for content or have the operator in the ViTS room to join your Vidyo meeting so that they can share the content in the ViTS room.
When sharing an application, drop-down lists within the shared application are not displayed.	If you need to display dropdown menus, share your display instead of the application.
No video on older codecs	Older video codecs running H.261 are not compatible with the new H.264 standards that Vidyo uses. The Polycom VS4000 and VSX8000 support audio only. If you need to conference using an older codec, contact the NTC to connect using the bridge.
Invalid username or password error	This is usually a password issue. Use your Launchpad password. This password may not be the same as your NDC password. If you aren't sure and need to reset your password, go to https://launchpad.nasa.gov .
Browser logs you in, but hangs at "Signing into Vidyo Portal..."	This could be one of two things: 1. SSL Certificate Issue – Right click the VidyoDesktop icon in your Windows taskbar and click Configuration. Click the Network tab and

uncheck the Validate Server Certificate box. Click Apply and close the dialog box. This should immediately sign you in.

2. Firewall Issue – If option one didn't work, this could be a firewall issue. The required ports are probably being blocked by your local center's firewall. Contact Alex Richardson, Bobby Collins or Steve Johnson from the DMV support team for further assistance.

You aren't sending or receiving audio from your USB device or you hear high-pitched sounds during a call.

Unplug and reconnect your USB device.

Appendix A: Room Operator's Guide

I.	Overview:.....	55
II.	Requesting a DMV Account.....	56
III.	Vidyo Client PC and Mac Installation.....	467
IV.	Troubleshooting Support.....	58
V.	Placing DVM Vidyo Calls	59
VI.	Dialing ViTS Rooms from DMV Vidyo	61
VII.	Dialing into a NASA ViTS Multipoint Conference from DMV Vidyo	61
VIII.	Dialing NASA Instant Meeting audio bridge	61
IX.	Dialing Telephone Endpoints.....	62
X.	Dialing a Vidyo Desktop from a ViTS Room.....	62
XI.	Dialing a Virtual Vidyo Room from a ViTS Room	63
XII.	ViTS Multipoint Conference Configurations involving ViTS and Vidyo Endpoints	63
XIII.	Configuring the Conference for SBU (using LOA1 Authentication).....	64

I. Overview:

As the video conferencing industry and the new working culture are quickly adapting mobility solutions, it is important to assure mobility and desktop solutions remain backwards compatible with the existing NASA ViTS investments. The DMV Vidyo infrastructure was created to be an extension of ViTS services that enhances and standardizes video collaboration for the Agency, allows ViTS rooms and DMV endpoints to seamlessly collaborate, and preserves the Agency's ViTS investments. ViTS Room Operators can use this section to provide a quick reference on how to most effectively support DMV Vidyo endpoints in your Point to Point and Multipoint ViTS conferences.

As shown in the diagram below, DMV interfaces directly into the core of the ViTS services. This section will describe how to connect the following; ViTS to Vidyo Desktop, ViTS to Vidyo Rooms, Vidyo to ViTS Rooms, Vidyo to ViTS Bridge, and Vidyo to telephone or to the Instant Meeting audio bridge.

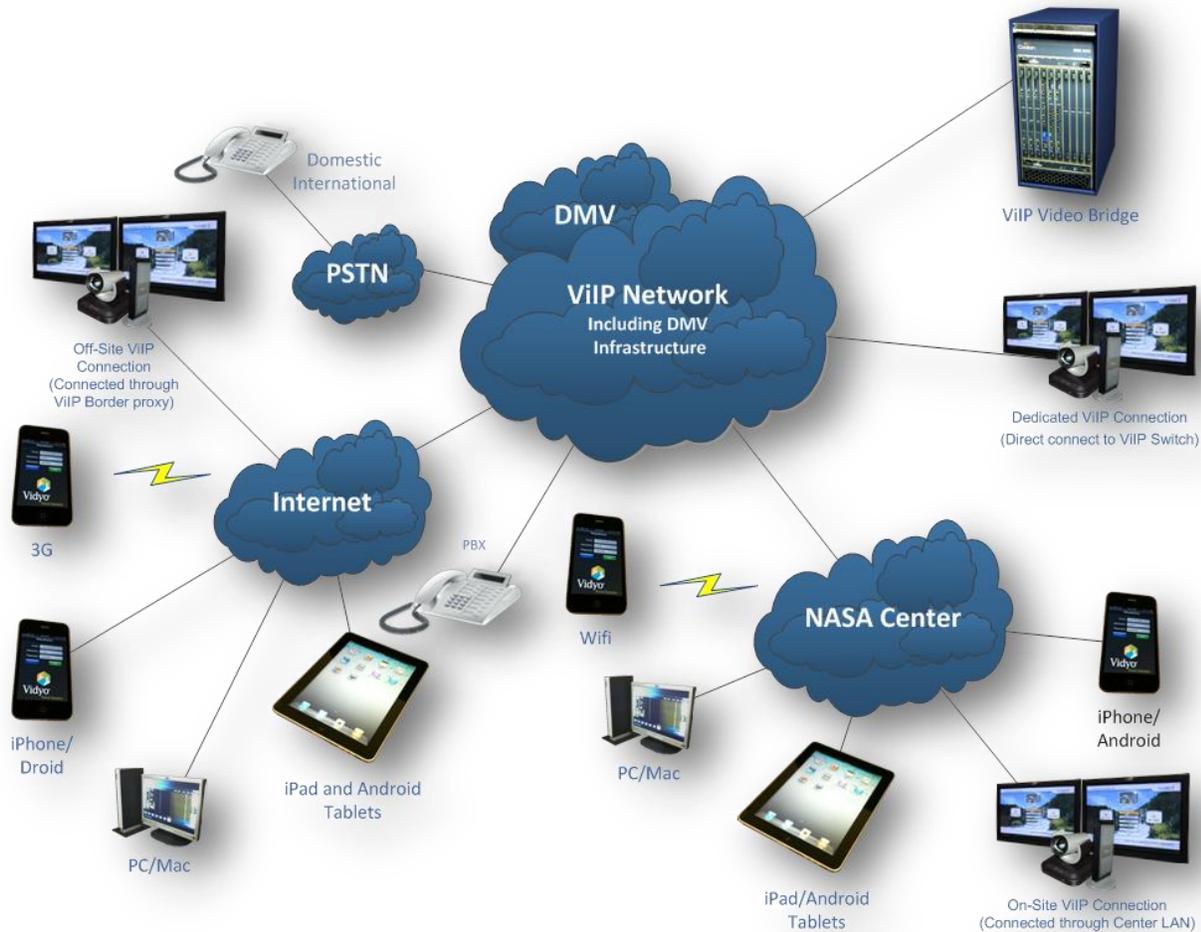


Figure 1: DMV ViTS System Overview Diagram

II. Requesting a DMV Account

Note: Users can join Vidyo conferences as a Guest without having an account. However, if users want to dial ViTS endpoints and other Vidyo users, they must have an account.

To obtain a DMV account:

Go to esd.nasa.gov,

- select Order Services
 - click Collaboration Services
 - Select “Request Now” next to Desktop Mobile ViTS

Note: The user will be redirected to NAMS

- Select Request or Modify an Account
 - Type DMV in the Search field under Find NAMS Resource
 - Click “Add to Request” and scroll down to bottom of page.
 - Click “Continue” and fill out the request details (sample below).
 - Click “Continue to Submit” and then click “Submit Request.”

The screenshot shows a web browser window displaying the NAMS (NASA Account Management System) interface. The browser's address bar shows the URL: <https://idmaxsbx.ndc.nasa.gov/idm/user/namsAdmin/workItemEdit.jsp?id=%23ID%23DA04-%3A165D56C01>. The page title is "Application Request Attributes for AGCY DMV Collaboration Services". The interface includes a navigation menu with options like Home, Identity Management, Credential Management, Access Management, Self Service, Support, and Administration. Below the menu, there are several tool links such as "NAMS Admin Tools", "Resource Maintenance Tool", "IMART", "NAMS Audit Viewer", "Bulk Load Tool", "Bulk Close Request Tool", "Bulk NAMS Clean-up Tool", and "UUPIC Association". The main content area is titled "Request Details" and contains several form fields: "Urgency" (with radio buttons for Normal and Pro), "Business Justification", "Special Instructions", "Sponsored NASA Center" (with a dropdown menu), and "Group" (with a dropdown menu). A red asterisk indicates a required field. At the bottom of the page, there is a footer with the text "Web Site Owner: Sharon Ing" and "Curator: IdMAX Project Team".

Figure 2: NAMS Request Page

Once the user’s account has been approved and set up, the new user will receive an email from **the DMV Support Team** containing a link to the ongoing Friday User orientation and a link to the User’s Guide, and 508 accessibility tools instructions. The user will also have the ability to host calls and dial out with DMV.

III. Vidyo Client PC and Mac Installation

A DMV Account Holder can download the DMV VidyoDesktop application from the DMV Portal or from the ACES Software Refresh Portal.

PC and Mac Users may download the client from <https://dmv.cso.nasa.gov>. If you do not have Elevated Privileges on your Mac, download the client from the software refresh portal at <http://hpsrp.nasa.gov>. Click the Enterprise Plugins tab on the left. (Note: If your center only allows https traffic, then you will need to contact ACES for further assistance in downloading and installing the client.)

Note: DMV Vidyo Guest users do not need to download the VidyoDesktop client to participate in a meeting. When a Guest user clicks on the Vidyo url link, it will automatically install a plugin into their browser and allow them to join the meeting as a Guest without having an account. Guests cannot chat and cannot make outgoing calls.

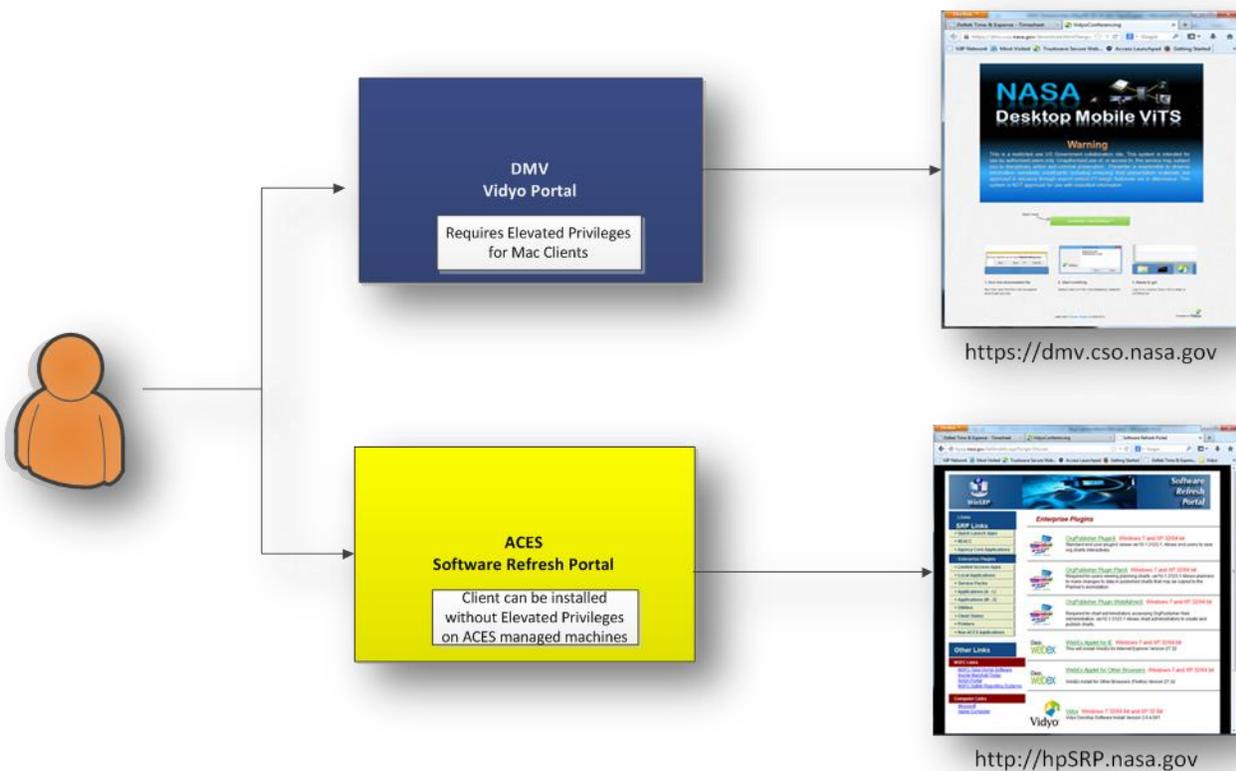


Figure 3: Downloading the VidyoDesktop Client

IV. Troubleshooting Support

If a customer requires technical assistance, there are three options you can direct them to provided that you are unable to resolve the issue first;

- Enterprise Service Desk - Open an Incident with ESD helpdesk at <http://esd.nasa.gov> .
- NTC Operations - If troubleshooting in preparation for or during a live conference, the customer should contact the NTC directly at 256-961-9387
- DMV Support Team – Contact the NTC and ask for someone on the DMV Support Team

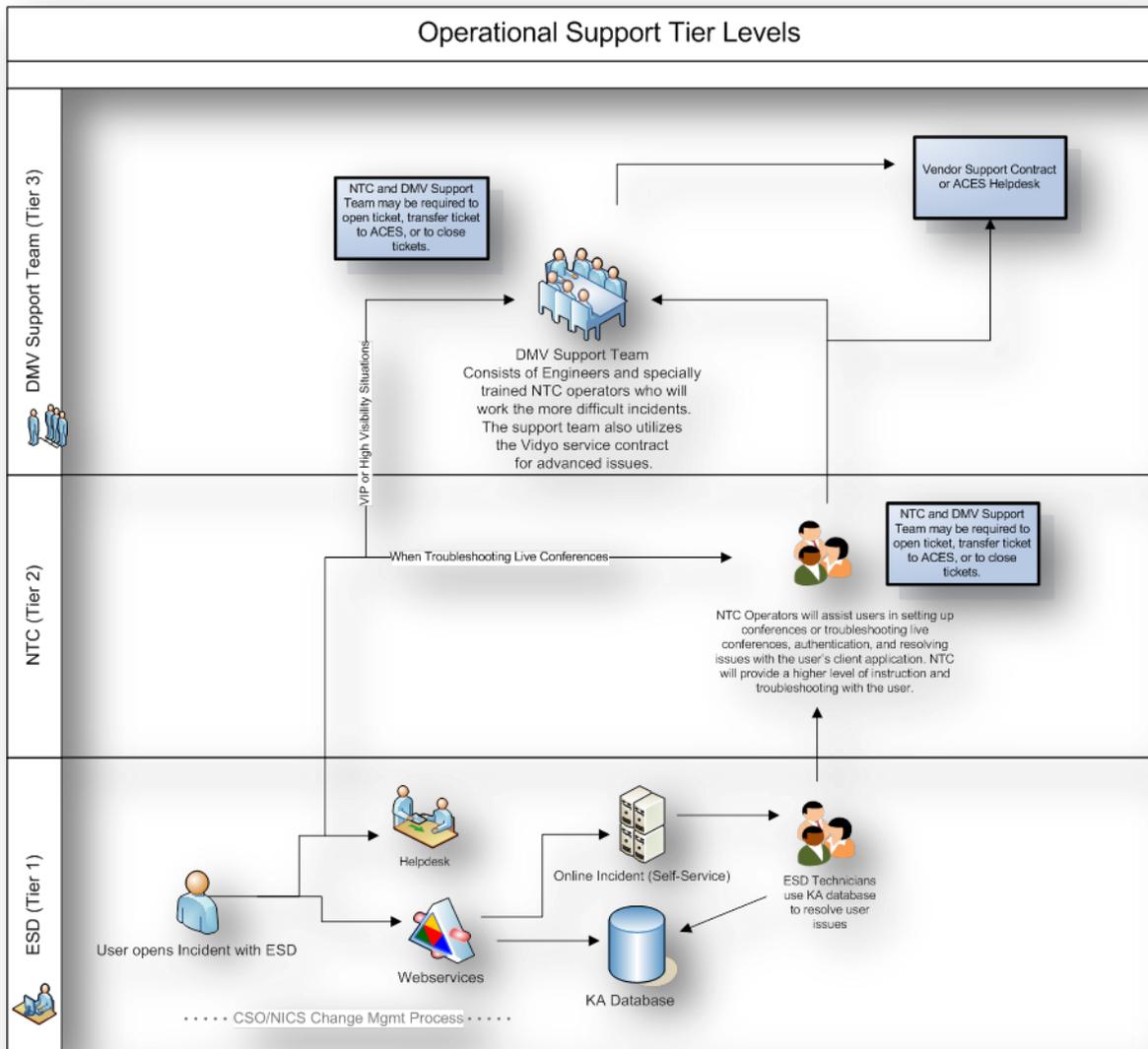


Figure 4: Technical Support Flow

V. Placing DVM Vidyo Calls

DMV Vidyo supports a variety of calling options for a Vidyo account holder. Using the VidyoDesktop application, the user can directly dial ViTS rooms, ViTS bridges, and even the NASA audio bridge. This is the only NASA I3P service that supports desktop and mobile video calls into ViTS rooms. As shown below. Vidyo clients can call ViTS rooms onsite or offsite and NASA registered ViTS rooms can call Vidyo users directly. Note: Offsite endpoints cannot call into NASA ViTS rooms or Vidyo endpoints without being registered with the NASA NTC border controller.

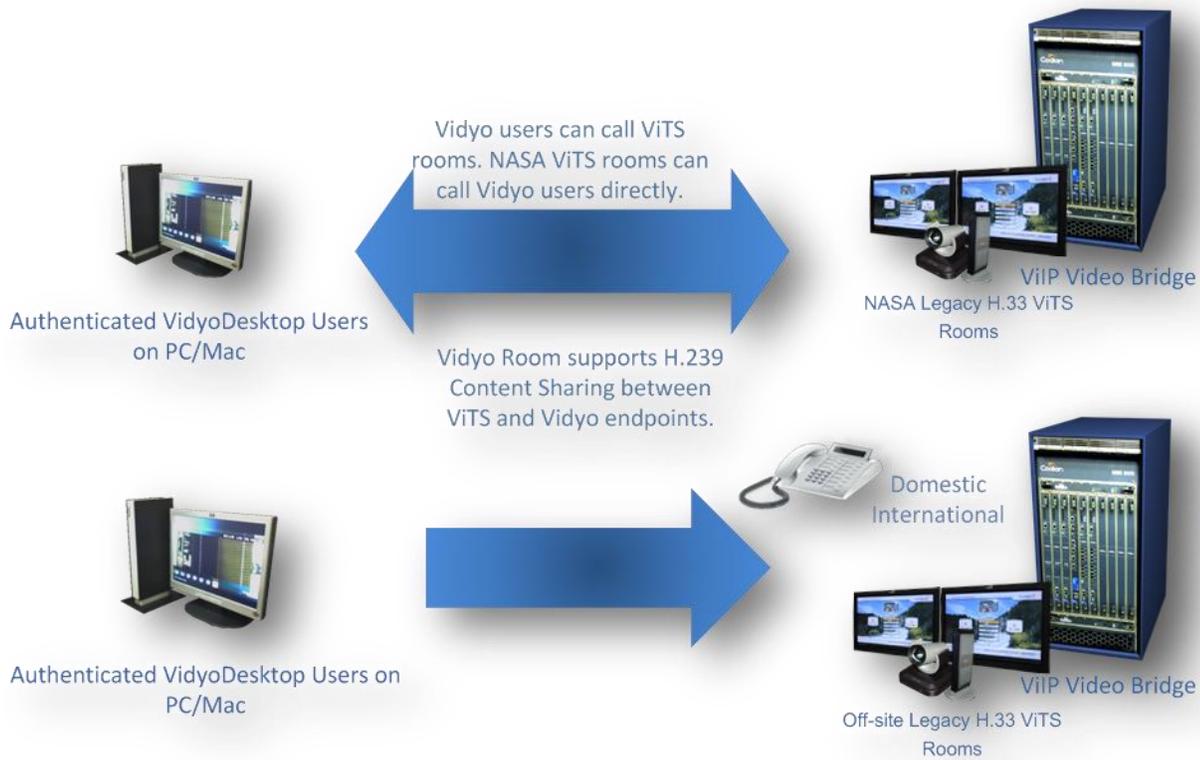


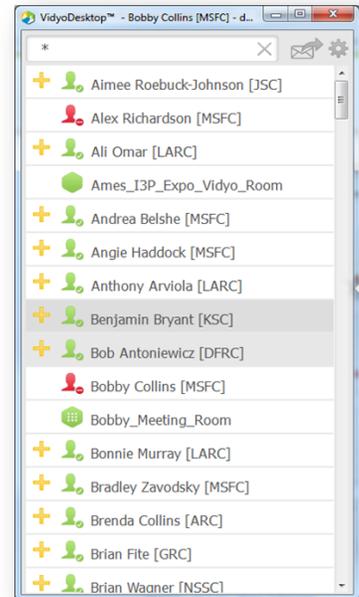
Figure 5: High Level Endpoint Capabilities

VI. Dialing ViTS Rooms from DMV Vidyo

A DMV (Vidyo) account holder can call a ViTS room directly from the VidyoDesktop Contacts Directory (opens when you login to Vidyo). Users can utilize the contact list to look up the ViTS room by name or if the user knows the alias of the ViTS room, the user can dial 01 followed by the ViTS room alias (ex. 011235551234). If dialing a codec outside of NASA type 01 followed by the IP address (ex. 01xxx.xxx.xxx.xxx).

VII. Dialing into a NASA ViTS Multipoint Conference from DMV Vidyo

A DMV (Vidyo) account holder can also call into a Multipoint ViTS conference if the DMV account holder has been given the conference number to dial. Every Multipoint ViTS conference that is hosted on the ViTS Bridge has a conference alias number. The conference alias number usually changes for each conference. However, it is important to realize conference alias numbers are reused for different conferences throughout the week so unless you have a non-expiring conference alias number you should never use the number unless you know it has been assigned to your conference. The conference number can be obtained from NTC once the conference is scheduled in TMS. The number can be distributed in a calendar invite but you should include a note that states the number is only to be used for the particular conference it was assigned to support by the NTC.



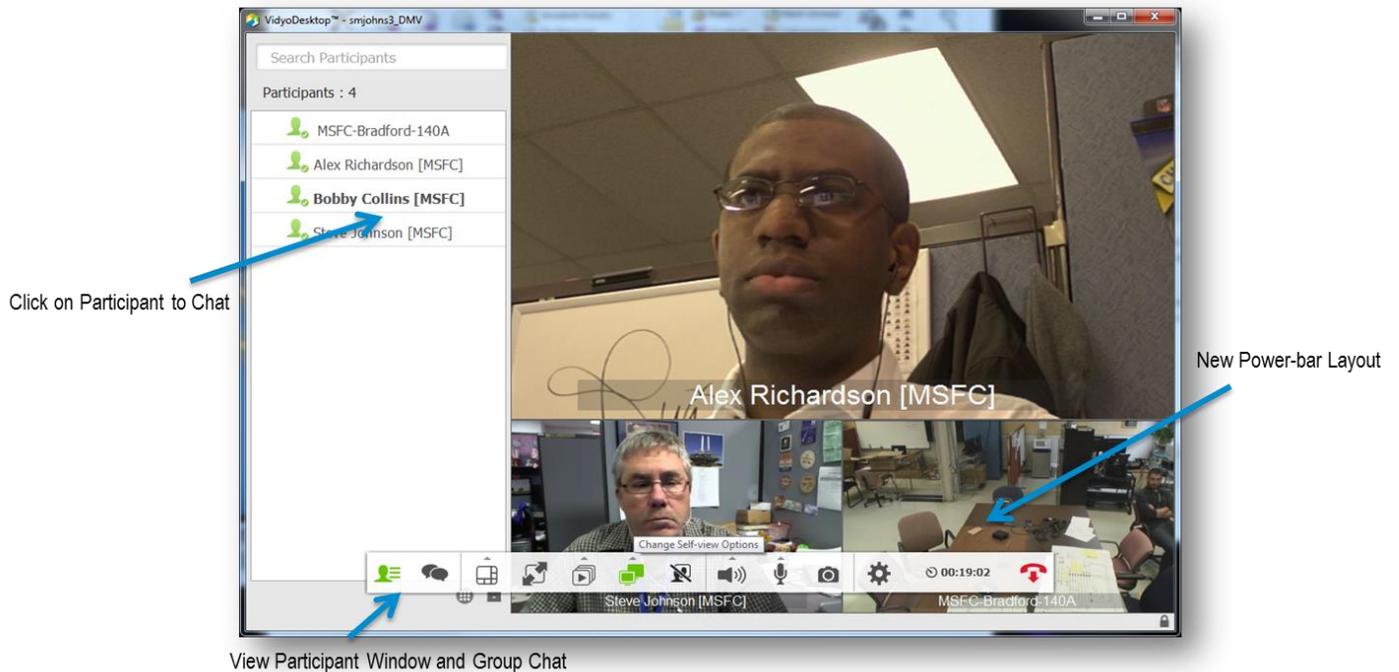
VIII. Dialing NASA Instant Meeting audio bridge

If the DMV (Vidyo) account holder also has a NASA Instant Meeting account, the account holder can connect their Vidyo Room into the Instant Meeting telephone conference, allowing telephone endpoints to communicate with Vidyo endpoints in the same conference. There are multiple ways to connect the Instant Meeting into your Vidyo room. We will describe the most common method. The process consists of three steps;

- Join your Vidyo room
- Open your Participants List window pane and select the Add Participants button in the top right corner of the pane.
- Search and select Instant Meeting in the Vidyo Contacts list.
- Select Invite button at the bottom of the Participants Pane and wait 20 seconds for the call to connect. You will not hear dial tone or ringing during this process.
- Once connected, the Instant Meeting Bridge will ask you to enter your audio conference PIN number to be joined to the audio bridge. Use your DTMF tone pad (round button at bottom right corner of Participants pane) to enter the PIN number followed by a # sign.

Note: your mic must be unmuted. Also, if the audio bridge is having difficulty accepting your DTMF numbers, try wearing a headset instead of using your computer's speakers. Some computers can generate an echo tone, causing the DTMF numbers to be duplicated.

To manually hang up the Instant Meeting call, click the Control Meeting button (small briefcase button located on bottom right corner of Participants Pane). This button opens a separate web browser for controlling your entire meeting room. You can manually hang up or reconnect any calls from this page.



IX. Dialing Telephone Endpoints

Telephone endpoints can be manually dialed through the Vidyo Contacts List. Although there are also multiple ways to dial a telephone using Vidyo, we will review just one of the simplest ways.

- Open the Vidyo Contacts List
- Manually type in the telephone prefix 0103 followed by 1 and the area code and number you wish to dial. Wait 20 seconds for the call to connect. You will not hear dial tone or ringing during this process.

Note: Toll Free numbers are not support by ViTS or DMV. However, you can dial international numbers.

X. Dialing a Vidyo Desktop from a ViTS Room

A registered NASA ViTS room can directly dial any Vidyo Desktop client that is online. This type of call is considered as a Direct Call to the Vidyo Desktop client computer... not to be confused with dialing into the Vidyo

account holder's virtual conference room. To dial a Vidyo Desktop client from a ViTS room, simply dial the prefix 01 plus the alias of the Desktop client. This will ring the Vidyo Desktop client similar to a telephone call. **Note:** None registered ViTS systems and off-net ViTS systems cannot call into Vidyo endpoints. Most ViTS rooms at NASA are registered to the NASA ViTS infrastructure.

XI. Dialing a Virtual Vidyo Room from a ViTS Room

A registered NASA ViTS room can dial into any Virtual Vidyo Room by dialing 00 followed by the alias of the Virtual Vidyo Room. You must obtain the room alias from the Vidyo account holder. A Virtual Vidyo Room is available 24/7 and does not have to be occupied by the Vidyo owner for someone to use. It is like owning your own Ad Hoc ViTS Bridge.

XII. ViTS Multipoint Conference Configurations involving ViTS and Vidyo Endpoints

As mentioned earlier, the DMV Vidyo infrastructure allows NASA to conduct video conferences with almost any type of device connected to the conference using a combination of ViTS rooms, Vidyo endpoints, and mobile endpoints. However, to make the best use of the DMV/ViTS resources, it is important to setup multipoint conferences based on the ratio of Vidyo endpoints vs. ViTS endpoints.

As shown in Figure 6, the ViTS Bridge can be used to host large ViTS meetings where most endpoints are ViTS rooms and one or two endpoints are Vidyo clients. Graphics can be shared with all endpoints. **Note:** Guest Vidyo users cannot call a ViTS room or a ViTS bridge. If you plan on distributing guest urls, you may prefer to host the meeting in a Vidyo room rather than a ViTS bridge.



Figure 6: Hosting a Multipoint Conference on a ViTS Bridge

As shown in Figure 6, the Vidyo room of a Vidyo account holder can be used to host large Vidyo meetings where most of the endpoints are Vidyo clients and one or two endpoints are ViTS rooms. This makes better use of the ViTS resources.



Figure 7: Hosting a Multipoint Conference in a Virtual Vidyo Room

XIII. Configuring the Conference for SBU (using LOA1 Authentication)

The Virtual Vidyo Rooms (as shown in Figure 7) can be used for SBU meetings if they are configured prior to the meeting. The host account holder must assign a new PIN number for entering the room. Any users connecting to the Virtual Vidyo Room will be prompted to enter a PIN number to join the room. If you are joining a SBU meeting from a ViTS room, use the DTMF tone pads on the ViTS remote control or the room controller to enter the DTMF PIN number. For assistance, refer to Room system user's guide or contact the NTC. Different ViTS codecs have different methods of entering DTMF tones.

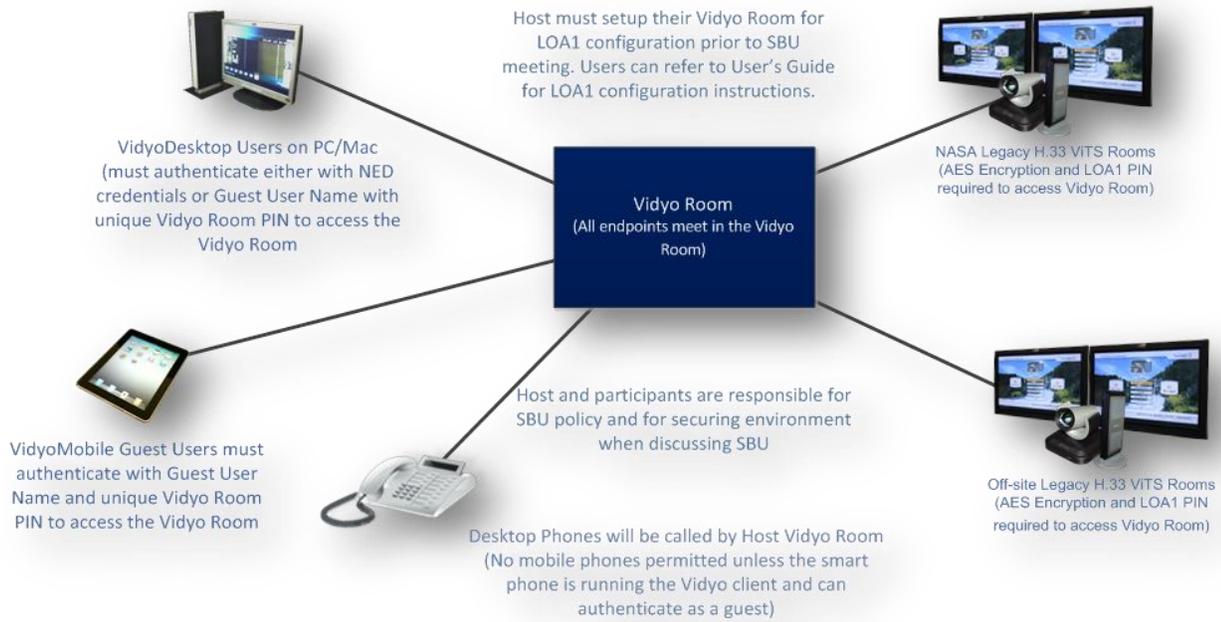


Figure 8: SBU Conference Configuration