



## *VidyoMobile™ for iOS User Guide*



*Product Version 1.3  
Document Version 1.3-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 calling and teleconferencing has arrived. And VidyoMobile for iOS 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.

Vidyo's VidyoPortal™ and VidyoDesktop™ products enable you to have VidyoConferences™ with other users from your desktop. VidyoMobile extends that capability to your Apple iPhone, iPad and iPod touch. (There's also a version for Android.)

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

- You can use familiar iOS gestures like pinch-to-zoom and swipe-to-pan.
- When you're in a call, you can see the names of the other participants overlaid on each person's image.
- You can see which users are online, whether a conference room is occupied, and whether it's locked or requires a PIN to enter.
- You can manage your contact list.
- You can see what other participants are sharing from their desktops (like an Excel spreadsheet or slide).
- You can switch between the front and rear cameras and you can turn your camera off.

VidyoMobile uses H.264 Scalable Video Coding (SVC), which enables natural, affordable, high-quality video to work over the Internet, LTE, and 4G networks. In addition, VidyoMobile automatically adjusts to changes in your available bandwidth and processing power. Depending on which device you're using, you can encode (send video) in up to VGA resolution and decode (receive video) in up to 720p HD resolution.

## TECHNICAL SPECIFICATIONS

Specification	Description
Supported Operating Systems	iOS version 4.3 and later
Supported Devices	<ul style="list-style-type: none"><li>■ iPhone: 3GS, 4, 4S, and 5</li><li>■ iPod touch: 4<sup>th</sup> and 5<sup>th</sup> Generation</li><li>■ iPad: 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> Generation</li><li>■ iPad mini</li></ul>
Recommended Configuration	Dual-core processor (such as ARM Cortex A9 1 GHz); 512 MB RAM

Specification	Description
Supported Vidy Conferencing Systems	VidyoPortal version 2.2 and later
Connectivity	Your mobile broadband connection or a Wi-Fi connection
Supported Languages	Chinese (Simplified), Chinese (Traditional), English, Finnish, French, German, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Thai, and Turkish
Video	<ul style="list-style-type: none"> <li>■ Native Video Codec: H.264 Scalable Video Coding (SVC)</li> <li>■ Video Encoding: Up to 480 x 270</li> <li>■ Video Decoding: Up to 720p</li> <li>■ Cameras: Front and rear integrated cameras</li> <li>■ Number of participants displayed simultaneously: 4</li> <li>■ Select and change video devices on-the-fly</li> <li>■ Pinch-to-zoom participants</li> <li>■ Privacy mode</li> </ul>
Audio	<ul style="list-style-type: none"> <li>■ Codec: SPEEX wideband audio, up to 32 Khz sampling rate</li> <li>■ Automatic Echo Cancellation: Native to device</li> <li>■ Headsets: Device dependent</li> <li>■ Select, change, and mute devices on-the-fly</li> </ul>
Content Sharing	<ul style="list-style-type: none"> <li>■ View shared content up to 3 MP</li> <li>■ Pinch-to-zoom shared content</li> <li>■ Receive H.239 data with legacy endpoints via VidyoGateway™</li> </ul>
Management	<ul style="list-style-type: none"> <li>■ User accounts established at VidyoPortal</li> <li>■ Global Directory/personal speed-dial list</li> <li>■ Presence indication in directory</li> <li>■ Participant name display option</li> <li>■ On-screen call statistics by participant (through toggle)</li> <li>■ Call detail records</li> <li>■ Client software download from App Store</li> </ul>
Security	<ul style="list-style-type: none"> <li>■ Automatic firewall traversal</li> <li>■ STUN and ICE protocols for NAT traversal</li> <li>■ SSL and AES-128 bit encryption (with 3<sup>rd</sup>-party certificate)</li> </ul>

## 2. Getting Started with VidyoMobile

This chapter describes the basics you need to know to get started with VidyoMobile. It explains how to get the VidyoMobile app from the App Store, accept the EULA, launch the app, and log in to the VidyoPortal. Once you're logged in, follow the directions in this chapter to use the Main menu and configure the settings.

### GETTING THE VIDYOMOBILE APP FROM THE APP STORE

**To get the VidyoMobile app from the App Store:**

1. Search for "VidyoMobile" using the App Store search function.
2. Tap the VidyoMobile icon to install the app as you would for any other iOS application.

Once the VidyoMobile app is installed, you'll be returned to the Springboard.

**Note:** The same VidyoMobile app works with iPhone, iPad, and iPod. There is no cost to 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

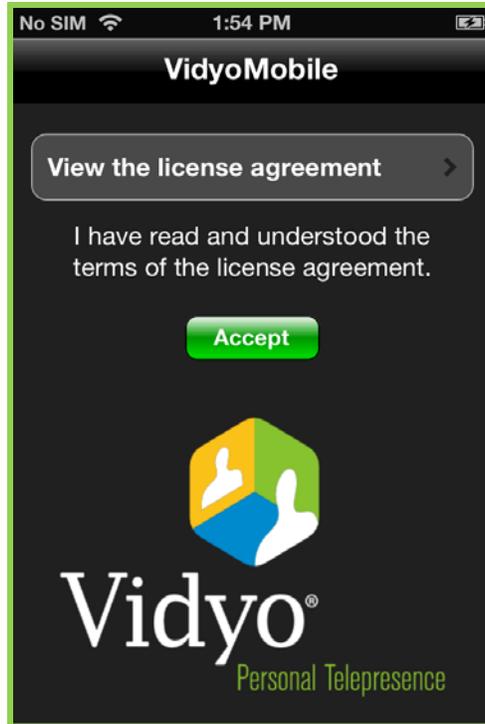
The very first time you start the VidyoMobile app, you'll be shown the Enterprise User License Agreement (EULA), which you must accept in order to use the app.

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

1. Find the VidyoMobile icon in the Springboard.
2. Tap the icon.

VidyoMobile starts. The very first time you start the program, you'll be given the opportunity to view the Enterprise User License Agreement (EULA) and accept it.

3. Tap the **View the license agreement** button to read the EULA.



4. After you've read the agreement, tap the **VidyoMobile** button to access the previous screen.



5. Tap **Accept**.

## LAUNCHING THE VIDYOMOBILE APP

Once you have accepted the EULA, you can launch the VidyoMobile app.

### To launch the VidyoMobile app:

1. Find the VidyoMobile icon in the Springboard.
2. Tap the icon.

VidyoMobile opens to the login page.

## LOGGING IN TO YOUR VIDYOPORTAL

### To log in to your VidyoPortal:

1. Enter the address of the VidyoPortal you want to connect to.  
If you don't know the correct address, ask your Help Desk or System Administrator.
2. Enter your user name and password.



3. Tap the **Login** button.

VidyoMobile opens to the Contacts screen. It shows your Contacts under your My Favorites list and a Search field at the top so you can find other users.

**Note:** Your system might require your VidyoMobile device to access your company VidyoPortal using what's called a Web Proxy. If it does, your System Administrator or Help Desk will let you know how to set up a Web Proxy on your device.



If you pull down your Contacts list (or a Search list), it will force the list to refresh as shown below. (This screenshot was taken a moment after the list was pulled down.)



**Hint:** Your contact list refreshes every minute or so (to show you who's online and offline). If you want to check it right now, just tap and drag down anywhere on the list and it will be refreshed immediately.

## USING THE MAIN MENU

This is the VidyoMobile for iOS Main menu:



- The Contacts tab displays all of the people you've added to your Contacts list. For more information about the Contacts list, see page 9.
- The My Rooms tab displays your personal room (every user has one—think of it as your online office). For more information about the My Rooms tab, see page 16.
- The Settings tab opens the Settings screen. For more information about the Settings tab, see the following section.

## CONFIGURING THE SETTINGS

The Settings screen enables you to configure settings for the microphone, camera, backgrounding, and network.

This screen runs longer than a single screen display; the following two screenshots show its entirety when scrolling down.



## Initial Device Settings

- **Microphone** – This setting enables you to select whether your microphone will be on or off when you first join a conference. A lot of people like to enter a conference with their microphone turned off as a courtesy to others, especially if it's a large conference. If you need to turn your microphone on later, you can use the **Microphone** button on the In-Call menu (for more information, see *Understanding the VidyoMobile In-Call Menu* on page 27).
- **Camera** – This setting enables you to select whether your camera will be on or off when you first join a conference. If you're joining a large conference where you're not expected to be an active participant, you might want to turn off your camera.

## Backgrounding Settings

- **Background Operations** – This setting enables VidyoMobile to continue to run in the background. If you turn off this setting, VidyoMobile is disabled when it is in the background.



## Network Settings

**Always Use Vidyoproxy** – This setting should be set according to the instructions provided to you by your System Administrator or Help Desk.

## 3. Searching

A user is anyone registered with your Vidyo Conferencing system. When you add a user to your contact list, the user becomes a contact. A room is any public room, which is like an online conference room. You can make a room a contact, too.

You can add up to 128 users and rooms to your contact list.

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

To search for a user or room and add it to your contact list:

1. Tap the Search field at the top of the Contacts screen. The onscreen keyboard is shown.



2. Enter the name or part of the name of the user you're searching for and tap the **Search** button to the right of the space bar on the keyboard.

You can search for:

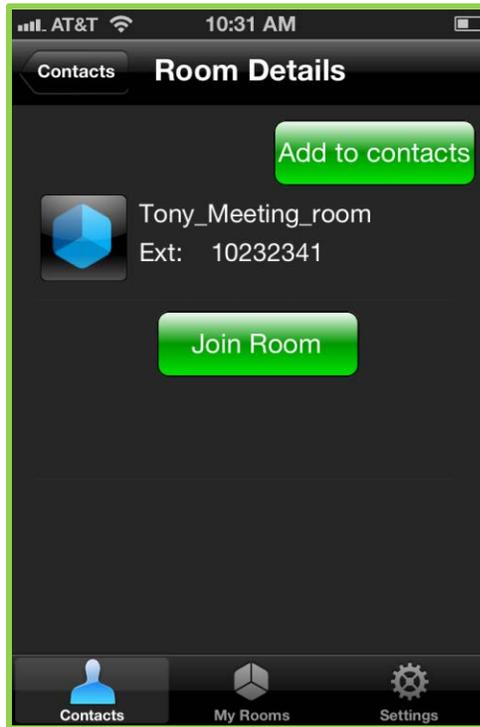
- A person

Search will match the first letters of any of the user's names. You can type the entire name or just part of it. The search begins automatically as soon as you pause or stop typing. 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 art or con or doy. All members whose names match

what you type will be listed. (If Arthur's user name was simply Arthur Doyle then typing con wouldn't work.)

- 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 **Cancel** button. On the iPad and iPad 2, you can also tap the standard iOS dismissal button in the lower right corner of the keyboard.

3. When you're done typing the name, tap the **Search** button. When you're presented with more than one match, just tap on the one you want.



The user or room you searched for is listed. (If not, you might want to try another spelling.)

4. If you want to add the person to your contact list, tap the **Add to contacts** button.

It may take a few seconds (less than a minute, though) for the person to appear on your contact list.

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

## UNDERSTANDING USER AND ROOM STATUS ICONS

### 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 Contacts list.

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 VidyPortal. The <b>Call Direct</b> button is not on screen. You cannot place a direct call to them, but you can join their room.

## 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 not on screen.

The **Join Room** button is not available when the room cannot be joined because of:

- Connectivity issues (you're in a cellular dead spot, no Wi-Fi, the VidyoPortal is down, and so on).
- The room owner has locked it.

For PIN-protected rooms, the **Join Room** button becomes visible upon starting the entry of a PIN and becomes active only after entering the first digit of a PIN to join the room.

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 not on screen.
	<b>PIN-Protected Room</b> — The room is PIN protected. When you attempt to join the room, you will be prompted to enter a PIN. (The room owner can tell you the PIN in person, email it to you, send it via SMS, and so on.)
	<b>Locked and PIN-Protected Room</b> — For the truly security-conscious user: the room is both locked and PIN-protected.

## 4. Making Point-to-Point Calls

This chapter describes how to make, answer, and end point-to-point calls.

### MAKING A POINT-TO-POINT CALL

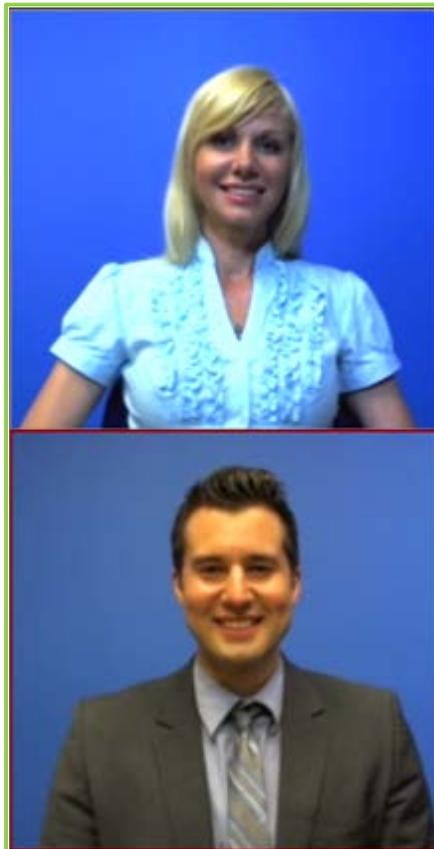
**To make a point-to-point call:**

1. From the Contacts tab, tap on the name of the contact you wish to call (or run a search for the person if they're not already on your Contacts list).

The person's User Details page opens.

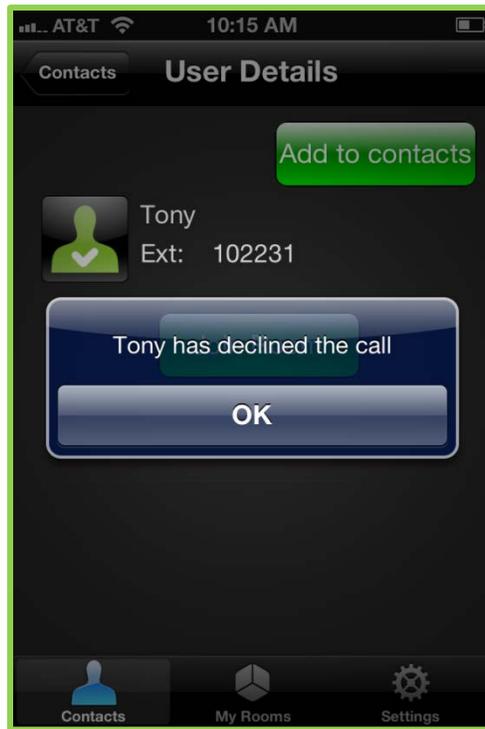
2. Tap the **Call Direct** button.

When the person you're calling answers, you'll see their camera's view and your camera's view.



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.



If you get declined, don't take it personally. Tap the **OK** button and move on. Maybe the person is on the phone talking to your boss 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 **Answer** button and you'll be connected.

**Note:** Vidyomobile must be running in the foreground 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 the call.

## 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.



## 5. Joining VidyoConferences

This chapter describes how to join VidyoConferences in your own room or in someone else's room, how to join VidyoConferences using Inter-Portal Communication or using a guest link, how to leave a VidyoConference, and how to call legacy devices.

### JOINING VIDYOCONFERENCES

#### Joining a VidyoConference in Your Own Room

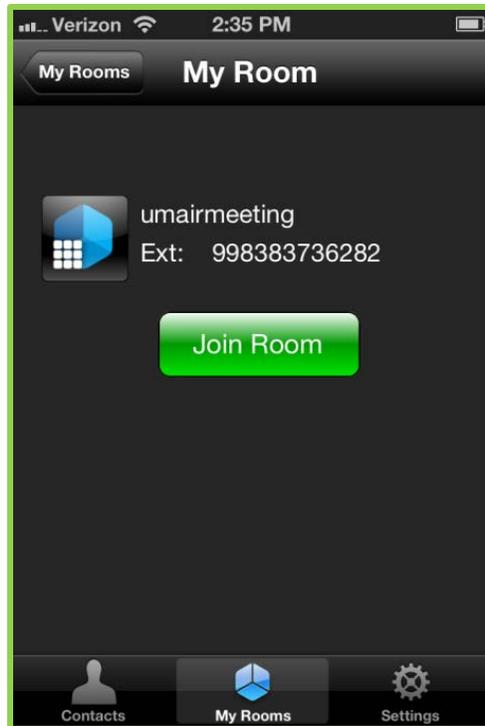
To join a VidyoConference in your own room:

1. If the conference is going to take place in your own room, simply tap on your name at the top of the My Rooms screen.

The My Room screen is then shown. If you have more than one room, each of the rooms is listed.



2. If needed, tap the room you want to join.
3. Tap the **Join Room** button.



You'll now be in your room and see yourself on screen (unless you've set your camera to be off when you join a meeting or you don't have a camera). That's called Self-View. If others were connected prior to your joining, you'll see them on the screen and you'll see your own image.

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

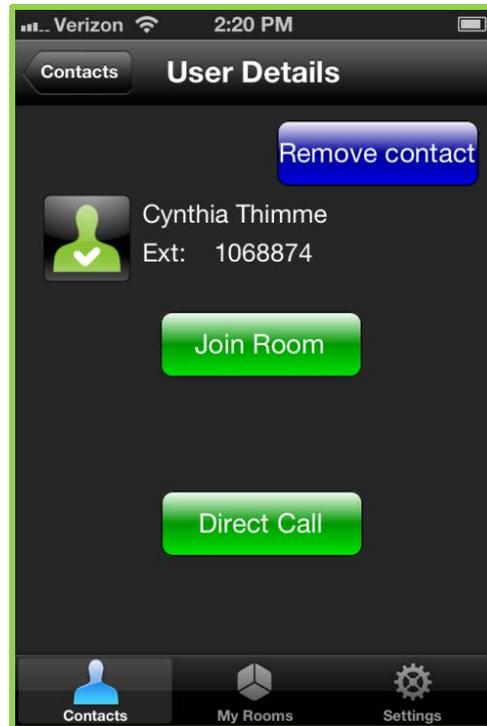
### Joining a VidyoConference in Someone Else's Room

To join a VidyoConference in someone else's room:

1. If the conference is scheduled to take place in someone else's room or a public room, use the Search function to find the room as described on page 9.



2. From the search results, tap on the name of the host to bring up the User Details screen or tap the name of the room to bring up the Room Details screen.
3. To join the conference, simply tap the **Join Room** button.



**Tip:** If you'll be meeting in this room frequently, tap the **Add to contacts** button to add it to your contacts list. In the screenshot above the user already has.

### 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 1.2 and later of VidyoMobile for iOS (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 joining 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.

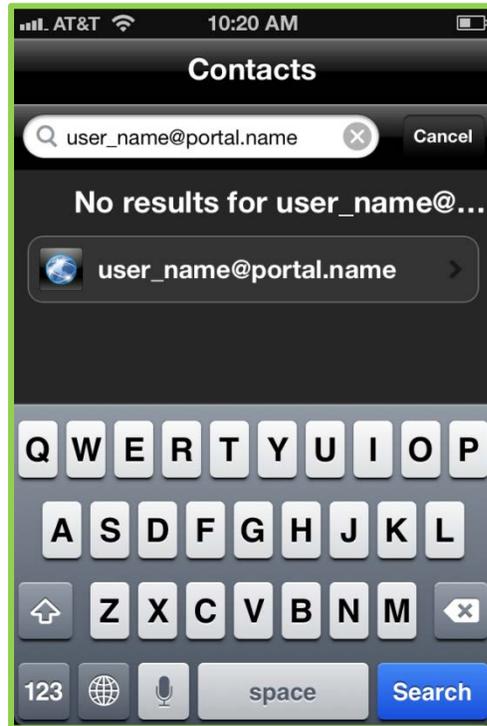
#### To join a conference using IPC:

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.**

Let's say the person you want to call is named Joseph Anthony and he uses the user name **joey** 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 (**joey**), the **@** sign, and then the domain name of his VidyoPortal (in this case, it's **main.vidyo.com**). Therefore, to call Joey, you would need to enter **joey@main.vidyo.com**.

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



4. Tap the new contact.

The External Call Options page appears.



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

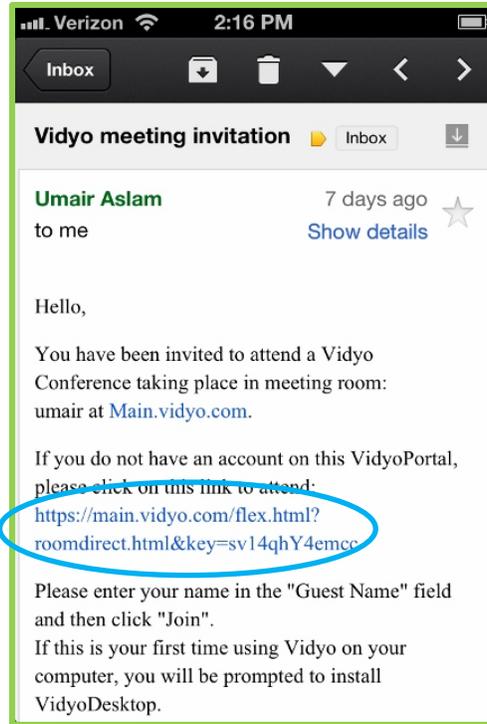
Remember that the **Join Room** button is the only way you can use IPC. You cannot use the **Direct Call** button to make an IPC call.

### 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).

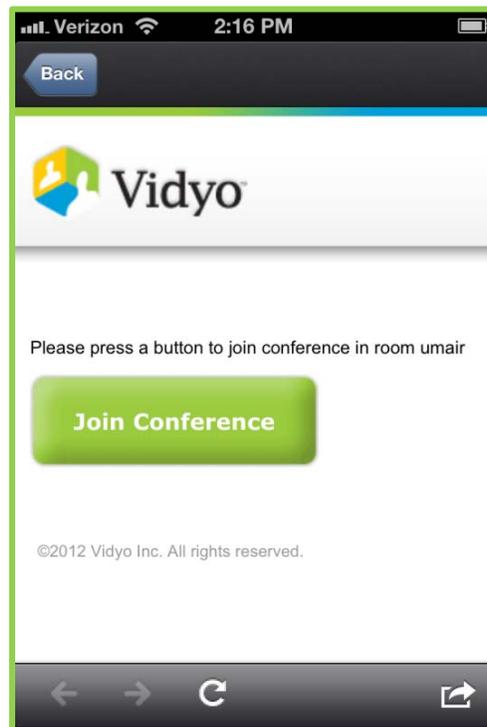
#### To join a conference using a guest link:

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).
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. Just as you would in a call, tap the screen once to open the In-Call menu.
2. Tap the red phone icon on the far right.



## CALLING LEGACY DEVICES

A legacy device is an ordinary cell<sup>1</sup> or landline telephone or conferencing system that uses non-Vidyo standards. A legacy device has no personal room. (Working with legacy devices requires an optional VidyoGateway™ component be installed in your system.) You may want to call a vendor or customer who uses a legacy device.

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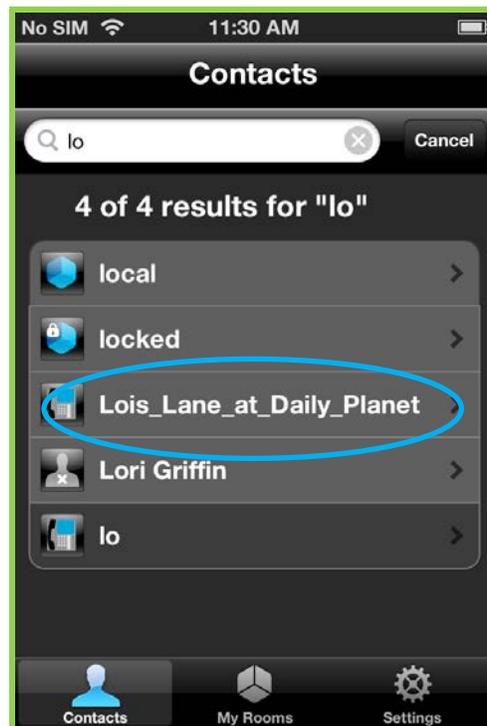
<sup>1</sup> If a cell phone or tablet has VidyoMobile installed it's not considered a legacy device.

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.

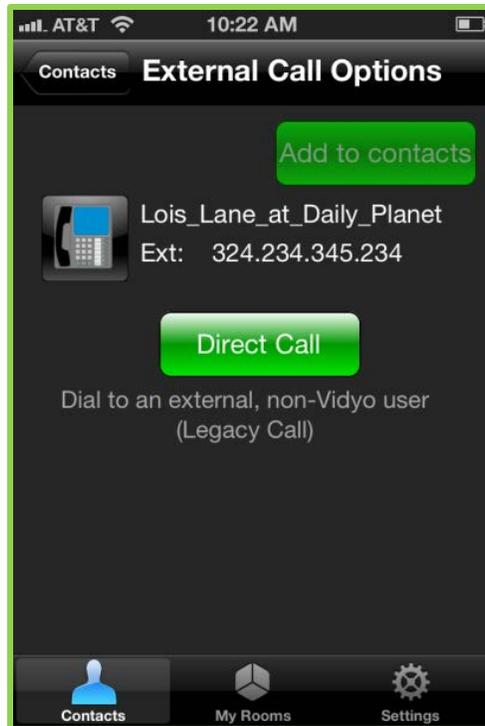
### Calling a User on a Legacy Device That Has Been Added by Your Administrator

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

1. In the Pre-Call menu tap on the Contacts tab.
2. Tap the Search bar.



3. Start to enter the name your System Administrator has given to the person (who uses the legacy system) you want to call.
  4. Tap the contact as soon as he or she shows up in the search results.
- Once you tap the name, the Legacy Device Details page opens.



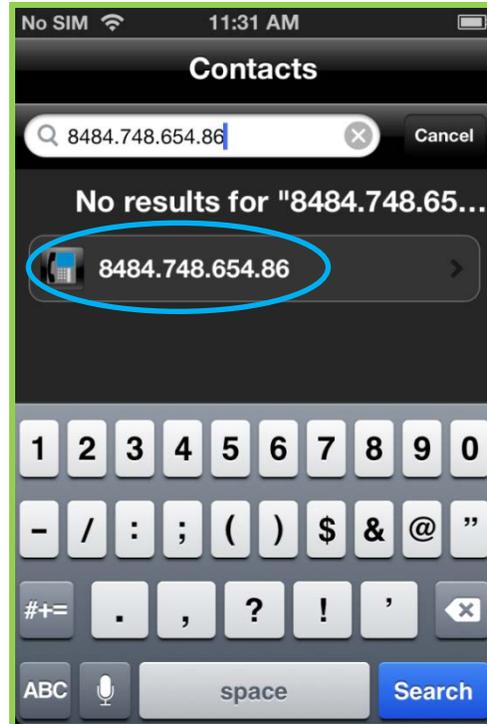
5. Tap the **Direct Call** button to connect to the contact at the legacy system.

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

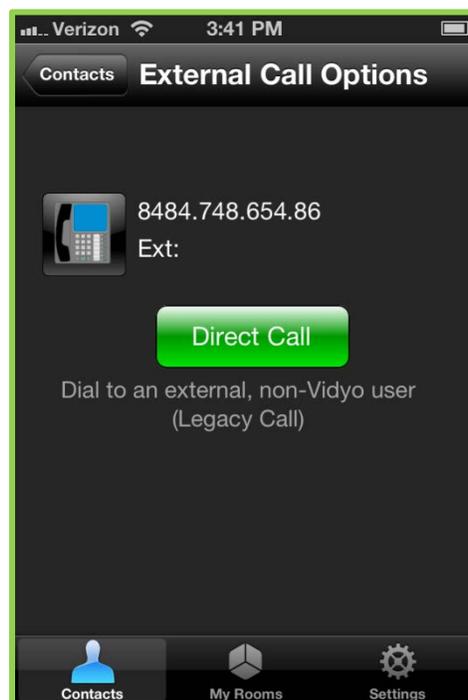
To call a user on a legacy device that hasn't been added by your administrator:

1. In the Pre-Call menu tap on the Contacts tab.
2. Tap the Search bar.
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 an example is circled in blue.



**Note:** The **No results found for...** 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.



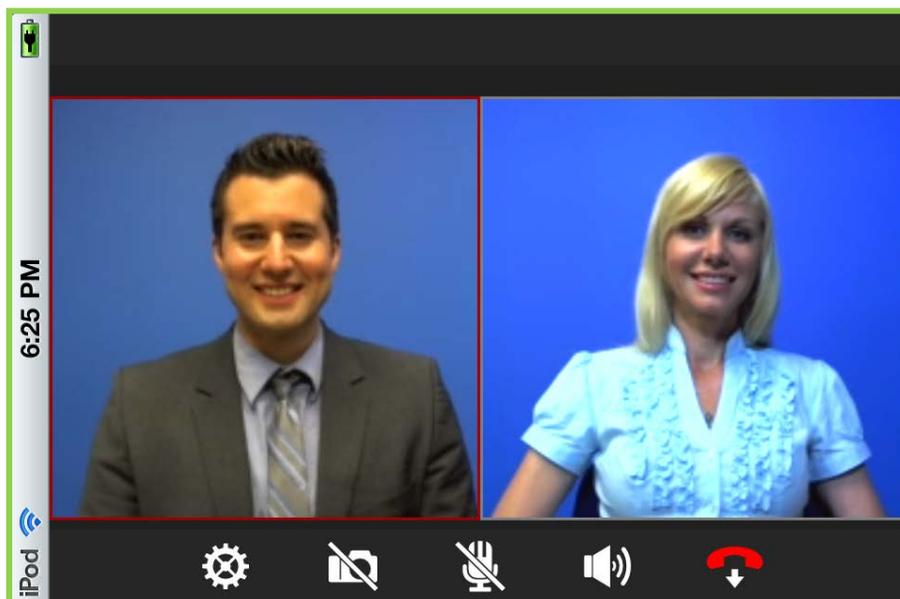
4. Tap the **Direct Call** button to connect.

## 6. Using VidyoMobile During a VidyoConference

If you're using VidyoMobile in a conference with four other people on an iPad or an iPhone 4S in landscape mode, you'll see something like this on your screen:



Of course, on an iPod touch, you have a less powerful processor so you're limited to viewing two participants at a time. You see the most recent speaker and the next most recent speaker on your screen among other variations. iPhones that were produced before the iPhone4S are also limited to viewing two participants at a time.



Here is an example of VidyoMobile in a conference with an iPhone 5 in portrait mode:



## UNDERSTANDING THE VIDYOMOBILE IN-CALL MENU

Whether you join a conference by tapping the **Join Room** button or place a call by tapping the **Call Direct** button on the User Details screen, a self-hiding In-Call menu appears at the bottom of the video. 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.

Icon	Description
	<p>Toggles between:</p> <ul style="list-style-type: none"> <li>Showing participant names (including your own).</li> <li>Showing participant names plus resolution and frame rate:</li> </ul> <div style="border: 1px solid green; padding: 5px; display: inline-block; margin-top: 10px;"> <p>108 x 192</p> <p>15</p> </div>

Icon	Description
	<ul style="list-style-type: none"> <li>No text in the video layout.</li> </ul>
	Toggles between: <ul style="list-style-type: none"> <li>Front camera</li> <li>Rear camera</li> <li>Camera off</li> </ul>
	Mutes your microphone. (When muted, the button has a slash through it. Tap it again to unmute.)
	Mutes your speakers. (When muted, the button has a slash through it. Tap it again to unmute.)
	Ends a call or your participation in a conference. (The conference can go on—even if it's in one of your rooms.)

## CHANGING VIEWING MODES

When you double-tap an image, it dominates the screen and you'll see a ★ and a ✕ in the upper right-hand corner of the screen.



If you tap an image's ★ it joins the Starred group and the ★ turns to ★. Gold-starred participants have precedence over un-starred participants (that is, those with no star or with a gray star) in determining who will 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 on 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. VidyoMobile enables you to have up to 16 participants in the dock, regardless of the device you're using.

When you've minimized people to the dock, a new icon 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 you've minimized to the dock.



## USING FAR-END CAMERA CONTROL

Far-end camera control (FECC) enables you to pan, tilt, and zoom the cameras at far-end sites as long as those cameras are capable of PTZ.

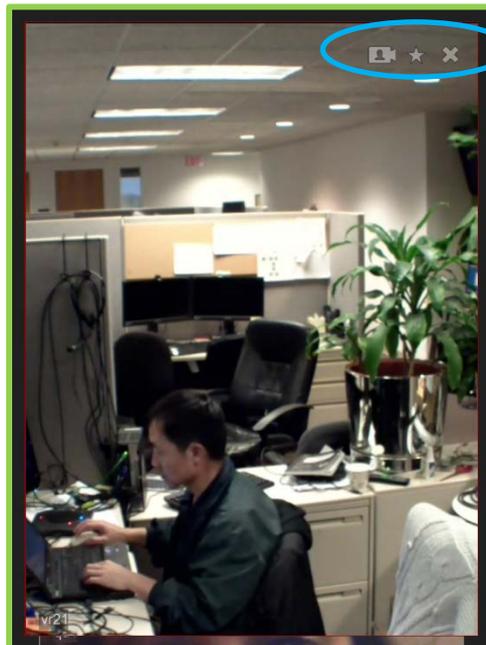
### To use FECC:

1. Double-tap on the window of the site whose camera you want to control.

For example, if you want to pan, tilt, or zoom the camera at the Texas site, double-tap the window of the participant who is located at that site.



When you double-tap the window, the window expands and you see three icons (a camera, a star, and an X) in the upper-right corner of the window.

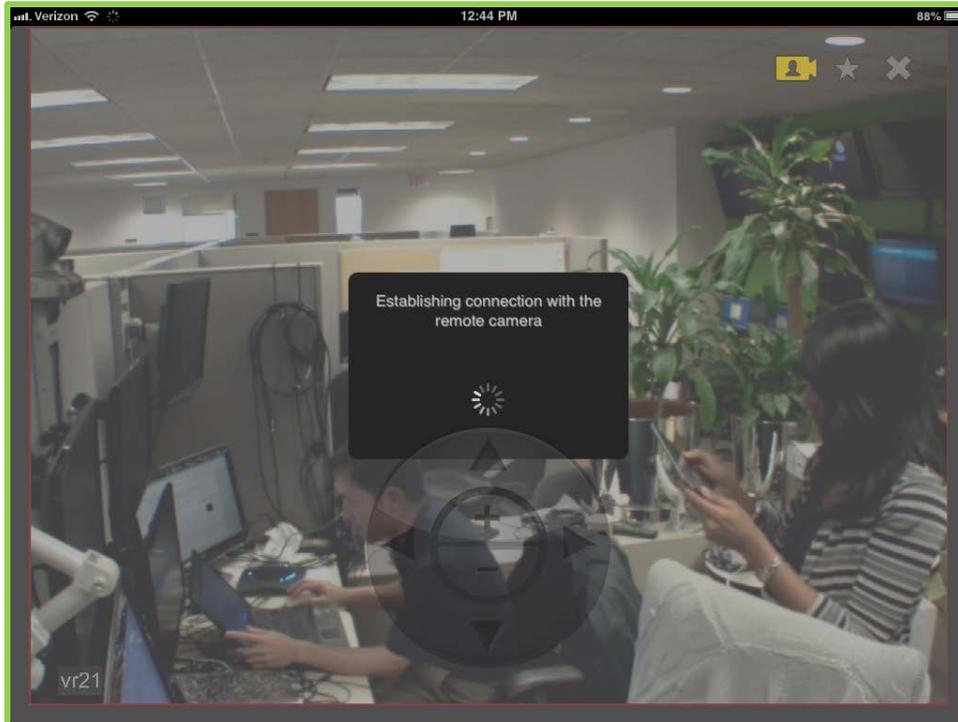


If the far-end site does not have a camera that is capable of PTZ, the camera icon does not appear.

2. Tap the camera icon.

The camera icon turns yellow, a message saying **Establishing connection with the remote camera** is displayed, and the camera controller appears on the window.

**Note:** You may notice a slight degradation in the video quality when using FECC. This occurs because some of the bandwidth is used to control the camera. However, as soon as you stop using FECC (as described in Step 4), the video quality immediately returns.

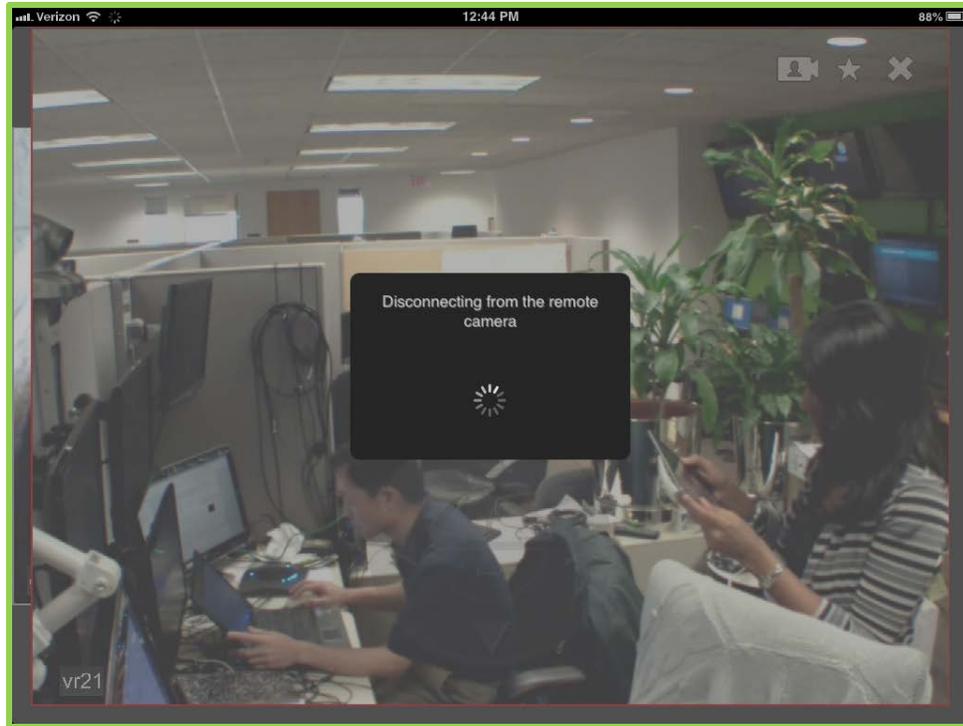


3. Adjust the camera as needed:
  - Tap the arrows to pan or tilt the camera.
  - Tap the plus sign to zoom in or tap the minus sign to zoom out.

If you do not use the camera controller, it eventually disappears from the window. To make it appear again, simply tap the window.

4. When you are done adjusting the camera, tap the camera icon.

The camera icon turns silver, a message saying **Disconnecting from the remote camera** is displayed, and the camera controller disappears from the window.



## UNDERSTANDING NOTIFICATIONS AND ALERTS

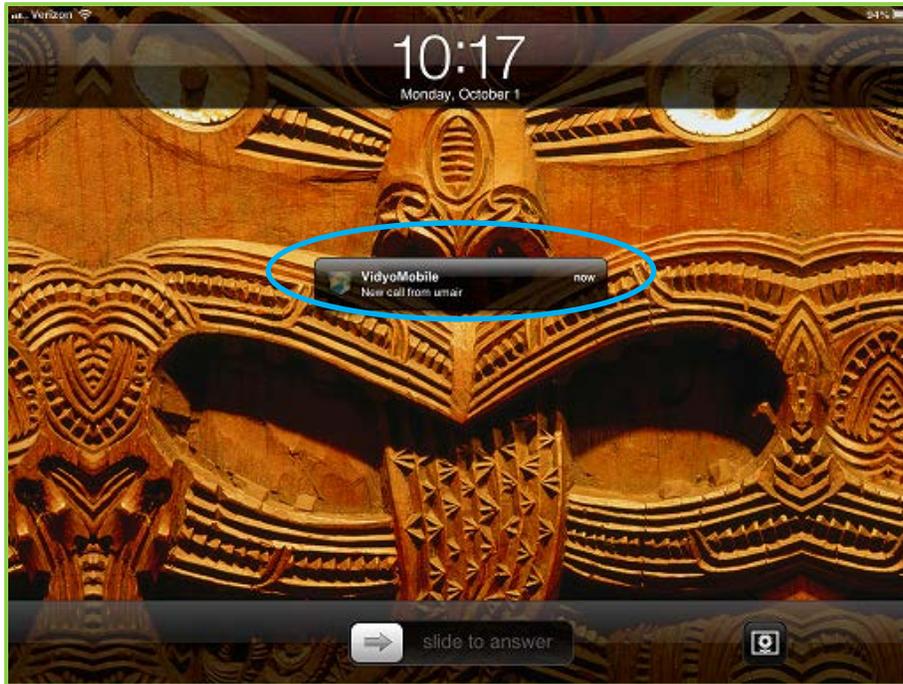
This section explains some of the notifications and alerts that you may see when using VidyoMobile.

**Note:** How notifications and alerts are displayed is dependent upon how you configured your device in your device's Notification Center. The Notification Center is available for every app and is not specific to Vidyo-Mobile.

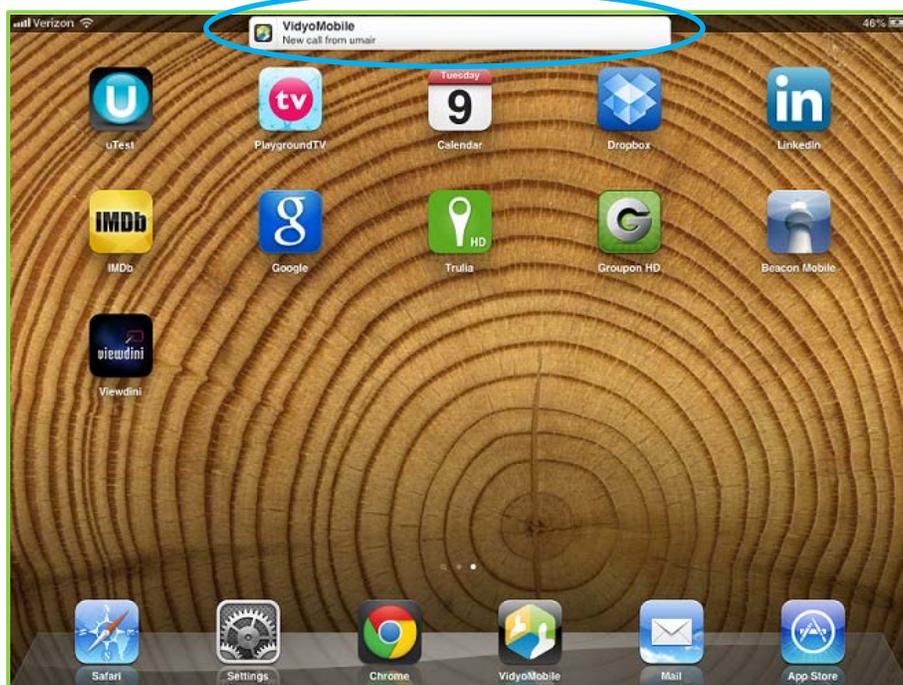
### Incoming Call Notifications

When the VidyoMobile app is running in the background and you receive a call, the message "New Call from [name of caller]" appears.

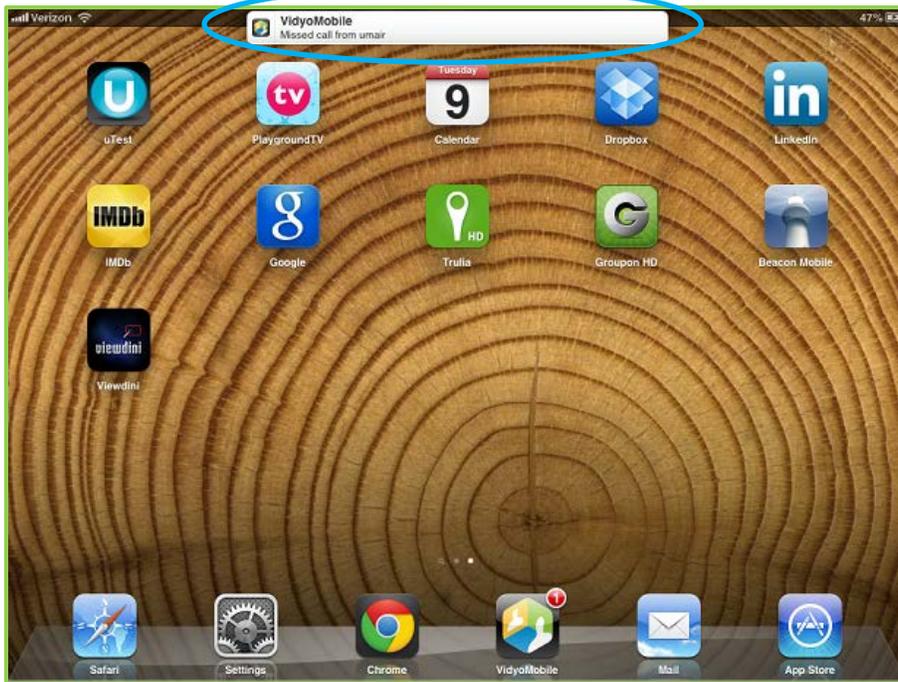
Depending on how you have configured your device to show notifications and alerts, here's how the message might appear on your locked screen when your device screen is off and the VidyoMobile app is running in the background:



Here's how the message might appear if your device screen is on and the VidyoMobile app is running in the background:

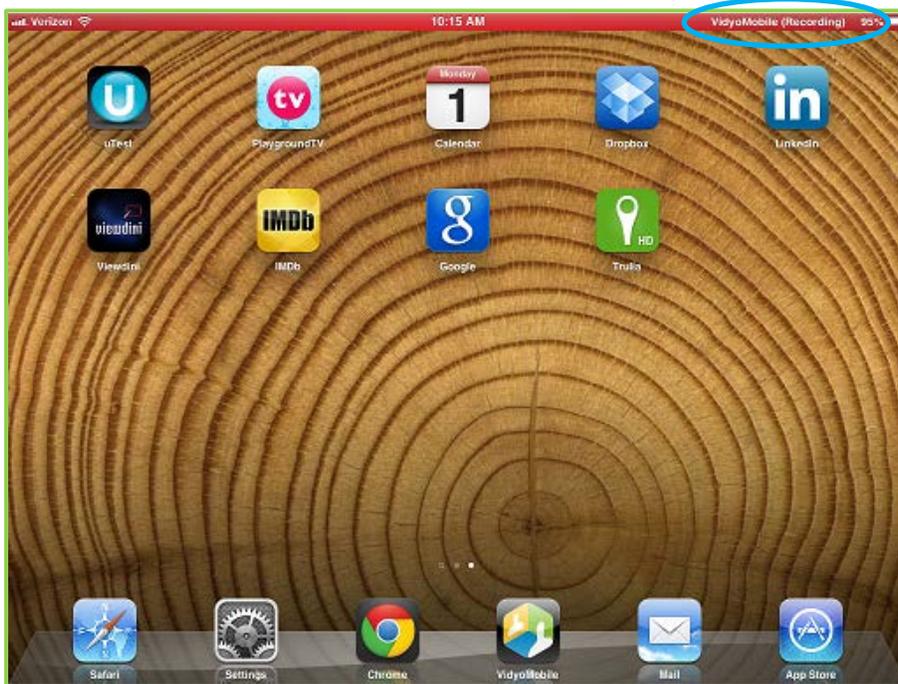


If you do not answer the call, the message “Missed Call from [name of caller]” appears. Here’s how this message might appear:



### “VidyoMobile (Recording)” Notification

Whenever a VidyoConference is running in the background, the notification “VidyoMobile (Recording)” appears on the screen to remind you that the conference is ongoing and capturing audio. This notification does **not** mean that the call is being recorded.



## 7. Getting Help

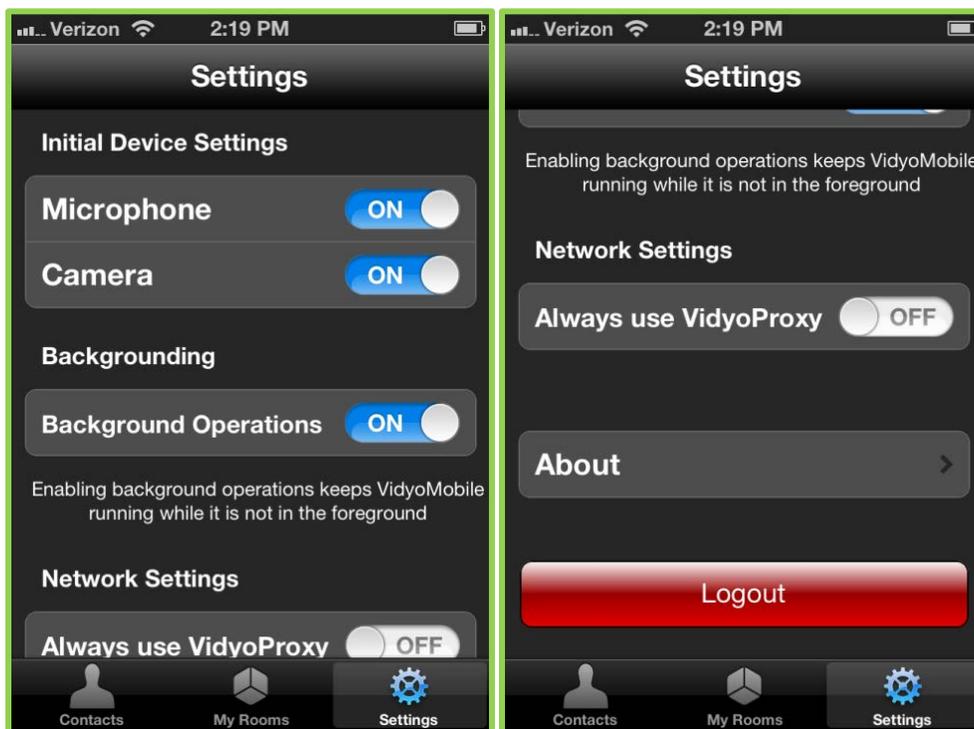
For technical support, please contact your Help Desk or System Administrator.

### DETERMINING WHICH VERSION OF VIDYOMOBILE YOU'RE RUNNING

To determine which version of VidyoMobile you're running:

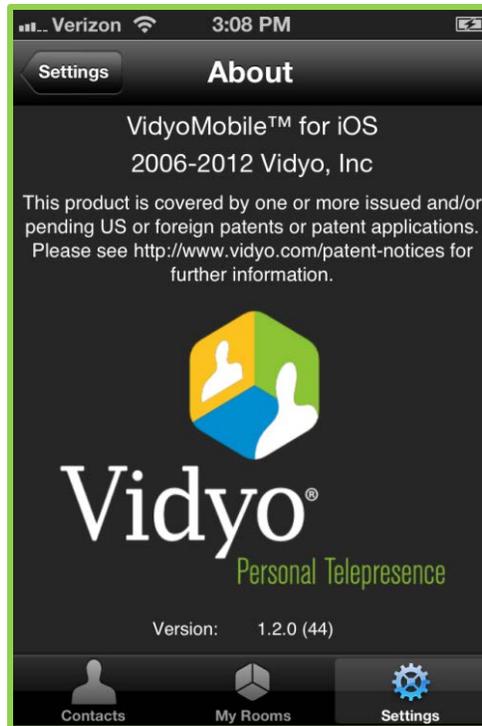
1. Tap the **Settings** button.

The Settings screen runs longer than a single screen display. The following two screenshots show its entirety when scrolling down.



2. Tap **About**.

The version number is at the bottom of the screen.



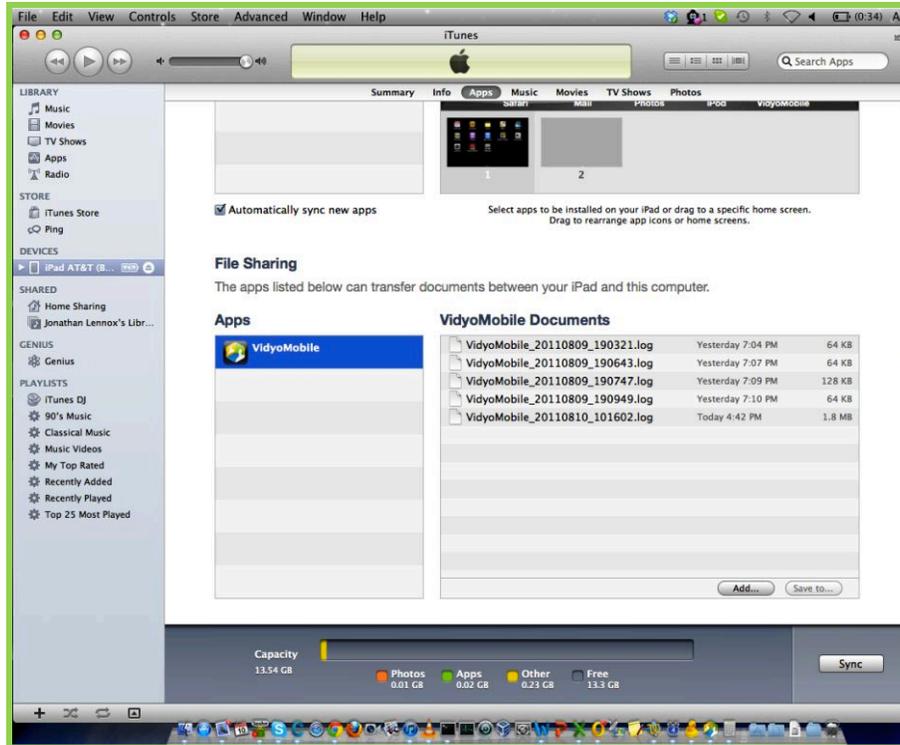
## ACCESSING LOG FILES

VidyoMobile for iOS keeps log files (lists of things it's done and when it did them). For troubleshooting, your Help Desk or a Vidyo Customer Support person may ask you to send one or more of your device's log files. It's easy to get to them. You just need to have iTunes installed on your computer. In addition to a MacOS version, there's a version for Windows too. iTunes is free and available on Apple's Web site.

### To access the log files:

1. Plug your device into your PC or Macintosh.

iTunes should start automatically. If it doesn't, start it.



2. Select your device from the DEVICES list on the left.
3. Scroll down to the Apps section of the window.
4. Tap VidyoMobile.
5. Drag one or more of the log files listed under VidyoMobile Documents to your desktop.
6. Now you can email the requested log files to your Help Desk or Vidyo Customer Support.