



Appia Video Communicator

USER GUIDE

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THE AVC APPLICATION

Appia Video Communicator (AVC) is a small (about 5 MB) software application that enables you to hold or attend video conferences or broadcasts. Please take a moment now to become familiar with it and have it open as you read this User Guide. You may download it for free at

<https://www.appiavideo.com/Download.html>

When you first open AVC, you will see the interface called 'Open a Video Room'. It has three menus at the top and eight buttons at the bottom.



MENUS

- File – allows you to set up recordings and to exit
- My Account – for prepaid account holders; takes you to the Appia Video Website to see your account status or recharge your account balance
- Help – access to online support and automatic updates

BUTTONS

- Play – allows you to play recordings of video sessions
- Mute – use this if you do not want to send audio
- Invite – generates an email inviting guests to your session
- Rooms – add, edit or delete video rooms
- Call – opens a video room from the list that appears on the table
- Audio – set up and test your microphone and speakers
- Video – see the view from your video camera and adjust camera settings. Also allows you to start/stop sending video
- Frame – opens a sharing frame that allows you to share content on your screen with other participants

MESSAGES

You will also see a label called 'Message'. If it is flashing, click to see system messages.

VIDEO ROOMS

SETTING UP A VIDEO ROOM

When you signed up as a host (or when your host sent you an invitation to join a session), you received the following information:

- Video Room ID
- Host PIN (host only) and/or
- Guest PIN

Once you have this information, the next step is to set up your video room. To do so:

1. Open AVC
2. Go to 'Rooms' and then click 'Add'
3. Enter the settings information you received (you may use any name you wish for 'Video Room Name' and for 'Your Screen Name'; the latter will generally be your name)
4. Click 'Save' then 'Close' and the video room will be ready to use

EDITING VIDEO ROOM SETTINGS

1. Open AVC
2. Click on 'Rooms'
3. Click on the video room you wish to change
4. Click 'Edit'
5. Change the information as desired
6. Click 'Save' then 'Close' to save your changes

DELETING A VIDEO ROOM

Open AVC

1. Click on 'Rooms'
2. Click on the video room you wish to delete
3. Click 'Delete'. A message will appear asking if you really wish to delete the video room. Click
4. 'Yes' and the video room will be deleted
5. Click 'Close'

If you delete a video room and wish to use it again, you will need to set it up as if it were a new video room.

GETTING READY FOR A VIDEO SESSION

For the best experience, prepare your PC to ensure that as much of its resources are available for video as possible. See the section “Tips on Using AVC with a PC” in this User Guide. Details as to equipment may be found in “Conference Room User Configuration” and “Desktop and Laptop User Configuration” sections.

Turn off your screen saver to avoid interrupting your video session.

CAMERA

Before you add a new camera, be sure to close AVC so that the new camera will show on the list of cameras when you open AVC again.

1. Open AVC
2. Click ‘Video’ to open your local video window
3. Position your mouse over your local video window to reveal the control bar at the top. Click ‘Camera Set-Up’ and choose your camera from the list
4. Click on ‘Camera Settings’. You will see a dialog box; these are the options that are unique to your camera. We recommend that you use the default values for these settings. If a default frame rate is listed, be sure to note it for the next step
5. Return to ‘Camera Set-Up’ and choose your frame rate. The maximum is 30. If a default frame rate is provided in ‘Camera Settings’, be sure to match it here
6. Once you have completed camera set-up, click ‘Save’ and return to your local video window to see if you are sending video, which is indicated by a green border around the ‘Send Video’ button

Your local video window shows how the video stream you send (transmit) will look to other participants. It is a good idea to adjust your camera before you enter a session. Make adjustments to the angle of the camera or to the resolution as desired. Once you have done so, you may close this video window.

HEADSET OR SPEAKERPHONE

1. Open AVC
2. Click on ‘Audio’
3. Test both the microphone and speaker settings. Try to keep the meter in the green range shown on the test. You may either choose the ‘Default’ device or scroll down to the devices you wish to use

If you are using a 64-bit version of Windows (XP or Vista), you must choose your audio devices – do not use the ‘Default’ setting.

OPENING, MANAGING, AND CLOSING VIDEO SESSIONS

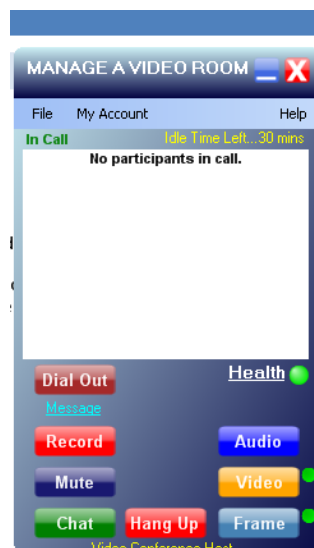
ENTERING A VIDEO ROOM

To enter a video room:

1. Open AVC
2. Click on the video room you wish to attend
3. Click 'Call'

Guests cannot enter a video room until the host has entered and will hear a message to that effect.

Once you have entered the video room, the 'Manage a Video Room' tab will appear. You will see a list of participants on the 'Manage a Video Room' tab. (If you are a guest in a broadcast session, you will only see the name of the host.)



You will see these buttons at the bottom:

- Dial Out (hosts only) – allows hosts to call guests who cannot attend by AVC
- Record – allows you to recordings video sessions
- Mute – use this if you do not want to send audio
- Chat – allows you to chat during a session
- Audio – set up and test your microphone and speakers
- Video – see the view from your video camera and adjust camera settings. Also allows you to start/stop sending video
- Frame – opens a sharing frame that allows you to share content on your screen with other participants
- Hang Up – closes the session

Once the host and at least one guest enter the session, you will see their display names.

Click on the 'V' next to the names of the participants whose video streams you wish to view. Clicking turns the button for that participant green. After a few seconds, a video will appear in a separate window

Click 'V' again and it will turn yellow and the video will disappear. (You will still receive audio even if you do not choose to see any video streams)

Adjust the size of the image if you wish. Simply drag the border with your mouse as you would normally do in Windows. Please note that images transmitted in low resolutions do not appear clear and crisp when they are expanded

Make sure you are connected. There is a light below the participant list on this tab called 'Health'. As long as you are connected, it is green. If it is red, you have lost your connection. You will need to close and reopen AVC.

Once the video session is over, click 'Hang Up'. (Video rooms close in any case whenever the host leaves.)

AVC automatically closes after each session, so you will need to reopen AVC to join a new session. See "Using AVC Features" for more information.

MANAGING PARTICIPATION (HOSTS ONLY)

As a host, you are able to exclude guests whom you do not want to attend your session. To do so, click the red 'X' to the right of the guest's name. The guest will be dropped from the video room.

CHECKING ON VIDEO FROM ANOTHER PARTICIPANT

You will see a button labeled 'i' in the control bar at the top of each video window. Click this button and the bottom control panel will open, showing information about that remote site. You will see a light on the lower right-hand side. If it is red, that site is not sending video.

USING AVC FEATURES

AVC includes video, chat messaging, and desktop sharing for interactive sessions (e.g., video conferences). For broadcasts, only the host can send video and audio and use desktop sharing; broadcast guests can see and hear the host and communicate using the chat messaging function.

FRAMES

To share a portion of your desktop, click on the 'Frame' button in the 'Manage a Video Room' screen.

This opens a red frame on your desktop. Whatever is inside the frame can be displayed to your guests during the meeting.

To view the contents of another participant's frame, click on the 'F' next to his or her display name. A new window will appear displaying the contents of the frame. The button will turn green to indicate you are viewing that particular frame.

You can move and size the frame as you would any Windows frame. Anything in the frame will be displayed, so if you share a PowerPoint presentation, for example, position the frame over the presentation and size it to fit the slide. The guests will see the presentation but nothing else on your desktop.

If you wish to use a whiteboard, open Microsoft Paint (under Accessories in Windows) or any drawing program you prefer and position the frame over it.

CHAT MESSAGING

To send chat messages, click the 'Chat' button. A chat window will appear; use it as you would use any other chat program. This is a public chat so all messages can be viewed by all participants in the session.

MUTE

To mute your sound from the other meeting participants, simply click on the 'Mute' button.

DIAL IN AND DIAL OUT (HOSTS ONLY)

As a host, you may wish to call someone who does not have access to a computer. The 'Dial Out' button allows you to conference them into the meeting. Select 'Dial Out' to open a dial pad.

The dialing convention is Country Code + Area/City Code + Number. For example, you would enter:

12319290970 for a call to area code 231 in the U.S.

You may use either the dial pad or your computer keyboard to enter numbers. If you wish to dial out to more than one number, wait until the first number you dialed appears on the participant list and then

click 'New' to make another call. To enter extensions (for example), be sure to click on the appropriate phone number on the participant list before entering the extension on the dial pad or keyboard.

Hosts can also arrange for guests to dial in. Guests call a number (which Appia provides), key in the host's room number and PIN, and are placed into the session.

RECORDING AND PLAYBACK

AVC includes an option to record and play back your session.

To record, click the 'Record' button on the 'Manage a Video Room' tab. A new tab will open.

Click 'Record' and you will be asked to name a file and indicate where you want to store it. Then follow the instructions on your screen.

Please note that if you stop (as opposed to pause) a recording, you cannot restart; you must open a new file. Also, AVC records only open video windows. Audio is recorded at all times.

To play back a recorded session, click 'Play' and browse to the file you created (it is in the format *.avc).

Please note that you need to use a PC that meets AVC requirements to receive the full benefits of playback. If you notice a lack of synchronization between the audio and the video, it probably means that your PC's processor is taxed. Just close one or more video windows.

You cannot be in an AVC session and play a recording at the same time.

Recording of others' audio and/or video may not be permitted by the laws of your state. You are responsible for abiding by such laws, which may include an obligation to notify others that you will record their audio and/or video, and may require their prior consent to such recording.

TIPS ON USING AVC WITH A PC

Even if your PC meets the system requirements, you may still encounter performance issues. The goal is to operate your PC so that as many of its resources as possible are available for your session.

Here are a few suggestions:

1. Reboot your computer before you begin a video session
2. Make sure AVC is the only application running during the video session. Unless you must run other applications, it is best to shut them down. This includes email, your Web browser, and anti-virus and anti-spyware software. If you are uncomfortable with shutting down the latter, set them to run at the lowest security levels and turn off automatic updating
3. Turn off automatic updates for Windows and other applications
4. Turn off Windows visual effects. Windows includes various visual effects. Turning these off will improve your computer's performance:
 - a. Click 'Start' and then right-click on 'My Computer' and choose 'Properties'
 - b. In Windows Vista, choose 'Advanced system settings'; in XP, choose 'Advanced'
 - c. Under 'Performance,' click 'Settings'
 - d. Choose 'Adjust for best performance'. You can turn these effects back on later, but keeping them off will also improve your computer's performance when you are not using AVC

If you are an advanced user, use Task Manager to choose processes to shut down

If you notice that the video streams you receive begin to break up (or if others in your video room tell you that the video stream you are sending is breaking up), it is usually because your PC's processor (CPU) is being overworked. To see if this is happening:

1. Right click on the Task Bar (usually at the bottom of your screen)
2. Select 'Task Manager'
3. Select the 'Performance' tab, which provides information about CPU and memory utilization. If the CPU utilization is 70% or higher, make sure that you close as many other applications running on your computer as possible:
4. Select 'Task Manager' and then the 'Applications' tab
5. Close the applications you don't need during the session

If this does not improve the situation, stop sending video:

1. Open 'Video'
2. Click the 'Send Video' button so that it turns red. To start sending video again, click the 'Send Video' button so that its border turns green

CONFERENCE ROOM USER CONFIGURATION

In addition to the information provided below, be sure that the environment of your conference room will produce the best video experience:

- Quiet
- Diffuse but consistent lighting
- Neutral colors for furniture, walls, floor coverings, and participant apparel

NETWORK

One or more dedicated T-1 connection(s) to Appia, depending on resolution and number of participants

EQUIPMENT

Appia's all-inclusive conference room equipment bundles offer plug-and-play convenience at a significant savings over comparable systems. They're perfect for boardrooms, classrooms, and other group settings. For more information, visit <http://www.appiavideo.com>.

DESKTOP AND LAPTOP USER CONFIGURATION

Please be sure to participate in a video session in a place that is well-lighted and quiet.

NETWORK

- Office – Dedicated T-1 connection(s) to Appia
- Traveling or at home – Broadband

CAMERAS AND HEADSETS

DO NOT use the camera, microphone or speakers in your computer.

Cameras

Microsoft LifeCam NX-6000
Logitech QuickCam Vision Pro
Logitech QuickCam Pro 5000
Logitech QuickCam Pro 9000
Logitech QuickCam C905 (portable)

Headsets

Plantronics Audio .610
Plantronics Audio .470
Logitech ClearChat Comfort USB
Logitech ClearChat Pro

You may use either a headset or a speakerphone. Almost any headset will work as long as it includes both the microphone and the headphone(s).

SPEAKERPHONES

ClearOne Chat 50

A NOTE ON USB DEVICES

If you choose a USB device, it will come with drivers. Once you have installed the drivers:

1. Go to Start -> Control Panel
2. Open Sounds (Vista) or Sounds and Audio Devices (XP)
3. Choose the device and set it as 'Default'

As to cameras, USB is limited in the amount of information it can handle. So it is best to set your camera at the lowest resolution possible consistent with the demands of your video session, but no higher than 640 x 480.

SETTING UP A LOGITECH CAMERA

Please be sure to follow these instructions when using your Logitech camera.

1. Open the 'Logitech QuickCam' application by double-clicking on the camera icon using the left button on your mouse
2. Click on the QuickCapture icon (at the top of the menu) and then close it. Be sure that it remains closed
3. Click on Settings (the fourth icon down on the menu, represented by two gears)
4. Select the Microphone icon and under 'Select Microphone' choose the headset you installed. If you are using an analog headset, choose the audio (sound) card that is built into your PC
5. Click on the Eye icon and turn off 'Automatic RightLight'. You may use 'Automatic Settings' if you wish.

DESKTOP AND LAPTOP COMPUTER REQUIREMENTS

PROCESSOR

- If you wish to send video at resolutions of up to 1280x720 – Intel Quad Core
- If you wish to send video at resolutions of up to 640x480 – Intel Dual Core

CPU CLOCK SPEED

2 GHz or higher

OPERATING SYSTEM

- Windows XP (SP 3 or higher)
- Vista (SP 1 or higher)
- Windows 7

You may also use AVC with a Mac if you install it in Parallels or another Mac-approved virtual machine.

MEMORY

- 1 GB or higher for XP
- 2 GB or higher for Vista or Windows 7

MICROSOFT .NET FRAMEWORK

- 3.5, SP1 or higher (The AVC application will install .NET if it does not find it on your PC)

AUDIO CARD

- Physical or onboard

VIDEO CARD

- 256 MB with acceleration

NETWORK SETTINGS

FOR SYSTEM ADMINISTRATORS

Make sure that you will have enough bandwidth to accommodate video services. See

<http://www.appiaservices.com/pages/white-papers/thefourwaystosavevideoconferencing.html>

Also see the *AVC Bandwidth and Savings Calculators* at

<http://www.appiavideo.com/BW%20requirements.html>

Please add 69.54.94.* to your router and/or firewall access lists.

Set the MTU at 1,500 if possible; if not, at 1,420. (Lower MTUs increase overhead and therefore bandwidth requirements.)

Be sure that your routers and switches are set up for quality of service. The settings vary by vendor, so contact your vendor for the commands that need to be entered.

FOR HOME/SOHO ROUTERS

The best practice is to bypass your router and connect your cable or DSL line directly to the computer you will be using with AVC. If you must use a router, choose the factory default settings.

On some routers, the following settings must be disabled:

- Any SIP settings, including a SIP application layer gateway (ALG)
- Stateful packet inspection (SPI) firewall

If you are having problems and if you are an advanced user: Please ensure that the following ports are neither blocked nor forwarded to a specific destination:

- 5060
- Range 16384 - 65535
- 4000

DO NOT use AVC over a wireless home/SOHO connection as it usually results in much degraded audio.

SUPPORT CONTACTS

TECHNICAL SUPPORT

- 877-277-4297, option 3
- support@appiaservices.com
- Technical support is available 24/7/365

BILLING QUESTIONS

- 877-277-4297, option 5
- billing@appiaservices.com
- Billing support is available Monday-Friday, 8 AM–5 PM US Eastern Time (GMT-5 in winter, GMT-4 in summer)