



Auralink User Guide

V2.1

8/31/2011

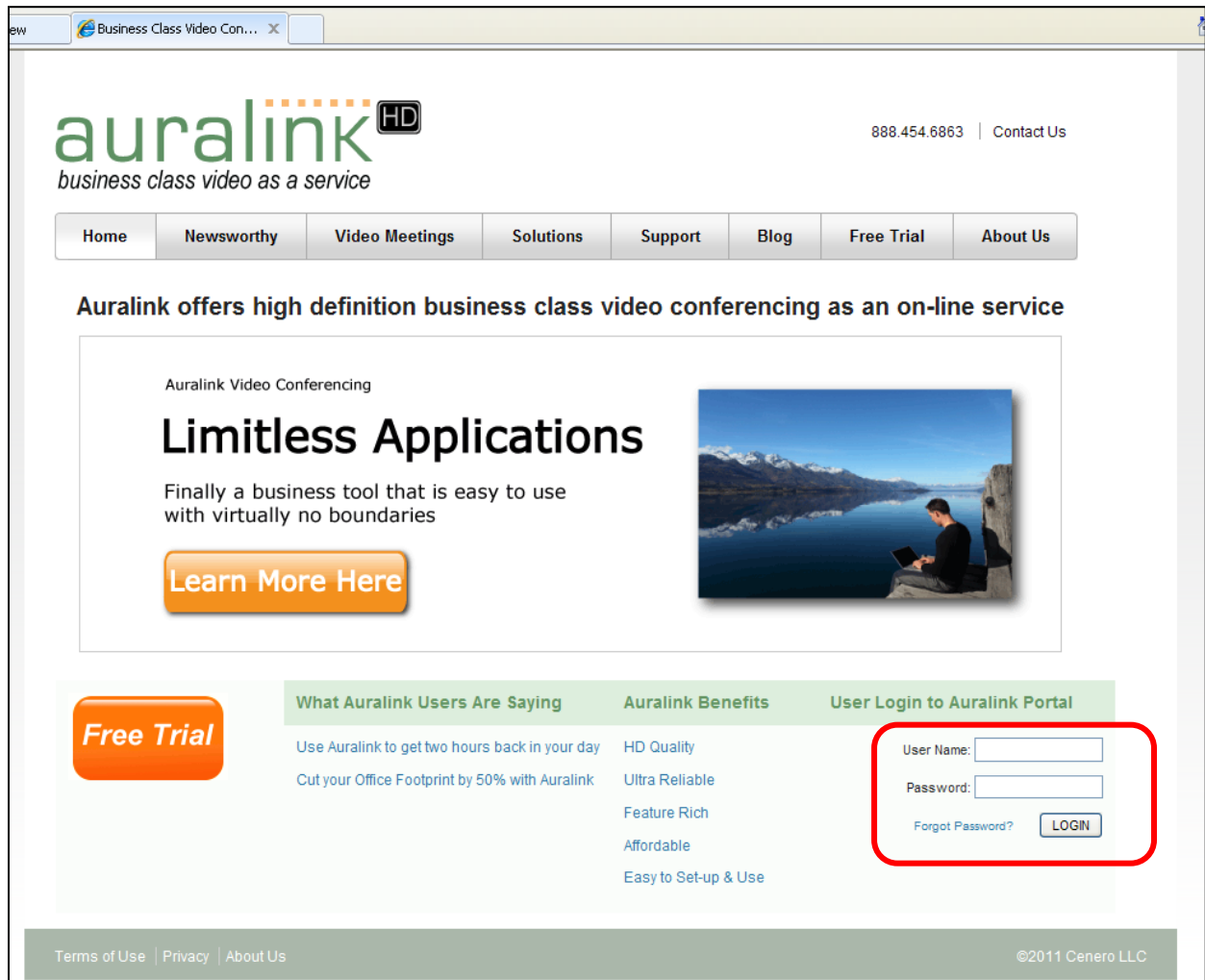
This document provides an in depth instruction on using the Auralink Desktop including login, navigation of the Auralink portal and the placing of Auralink calls. This document also includes Self Test Instructions and an Appendix that provides Instructions to make setting changes to the Microsoft Internet Explorer Browser, to enhance your Auralink experience.

Auralink Desktop User Guide

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Step One: Login

1. To access Auralink, direct your browser to <http://www.auralink.com>. You will be presented the Auralink.com home page. Enter your Auralink username and password and click the Login button.



2. If you have previously installed the current Desktop Client, but it is not active, you will have to start the Client by clicking Start->Programs->Vidyo Desktop-Vidyo Desktop when you are presented the “Please Install/ Auralink Client” page. If you have not installed the Client, click the download button and follow the onscreen instructions.



- a. Once you have successfully installed and started the client, you will see the Auralink Client in your System Tray (near the clock at the bottom right of your screen). The Auralink Client is “grayed out” at this point.



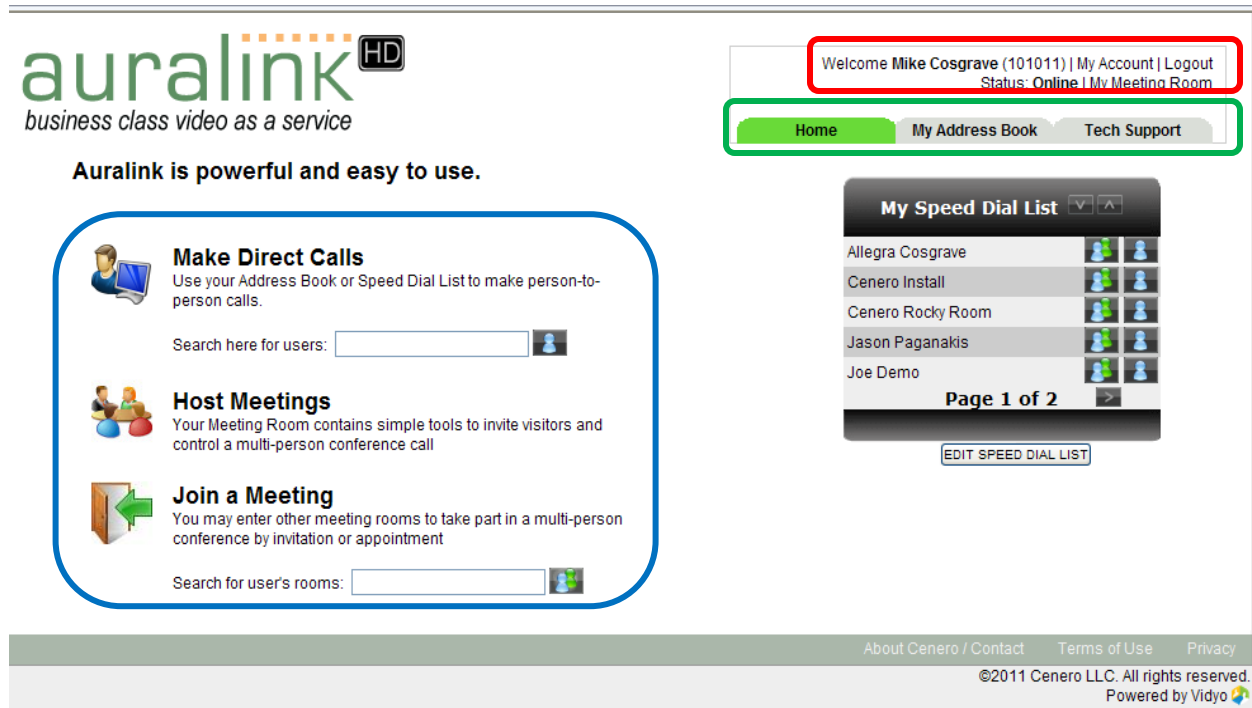
- b. The Auralink Portal will periodically refresh and the client will then turn to its fully enabled colorful state. This indicates a complete login.



NOTE: Mac users will start Auralink Client in Applications.

Tip: Auralink is by Default is Set to Start automatically when Windows starts.

- Once you have completely logged into the Auralink Portal, your Auralink Home Portal Page will display. Your Status will be displayed, indicated in the **red box**, below.



The Auralink Portal

The Auralink Portal has three main sections: 1) The “Account Control Interface”, highlighted in the **red box (above)** in the top right of the Auralink Portal, 2) The Make Direct Calls, Host Meetings, and Join a Meeting, shown in the **blue box (above)** and 3) The “Control Tabs”, shown in the **Green box (above)**.

1) Account Control Interface

The Auralink Portal Account Control Interface contains links to manage your account, indicate status, and control meetings.

General

When you are logged in, the Auralink Portal will welcome you, indicating the username you are logged in as, with the text “Welcome <username>” in the first information displayed.

My Account

Clicking on the My Account link, you will be presented account parameters page, where you can change your password, your Room URL



1. Account Control Interface
 - a. My Account
 - i. Password reset

Logout

Clicking the “Logout” link logs you out from the Auralink Portal. Your Auralink Client will continue to run in the System Tray in the background (grayed out); ready for the next time you would like to place an Auralink call. For additional information on the use of the “My Room URL” and “Set PIN Code” fields see the “Joining and Hosting Auralink Conferences” section below.

Status Indicator

The Status Indicator indicates your Auralink Portal/Client status. If you logged in, your status will be “Online”.

Control Meeting

The Control Meeting link enables those with Auralink meeting room privileges to invite users to meeting rooms.


2) Auralink Portal Tabs


Home Tab

The Home Tab includes the Speed Dialer, the Start Meeting Button and the “Place a Call to” field.

Speed Dial

The **Speed Dialer** is provided to allow for quickly placing Auralink calls to users you save in this area. Adding and deleting users to and from the Speed Dialer is covered in the Users/Rooms Tab section below.

Click the  icon to call the user directly (P2P).


Click the  button to call the user’s conference room.

Make Direct Calls or Join a Meeting

Used with the [Search here for users Box](#), below:

Click the  icon to make Direct Calls or Point to Point (P2P).

Used with the [Search user's rooms Box](#), below:

Click the  button to join a user's meeting. A conference room with 2 or more participants.



The screenshot displays the Auralink user interface. At the top left is the Auralink HD logo with the tagline "business class video conferencing as a service". Below the logo, it says "Auralink is powerful and easy to use." The main content area is divided into three sections: "Make Direct Calls" with a search box for users, "Host Meetings" with a search box for user's rooms, and "Join a Meeting" with a search box for user's rooms. On the right side, there is a "My Speed Dial List" window showing a list of users: Amy Sammartino, Jason Paganakis, Joe Demo, John Stuart, and Mike Cosgrave. Each user has a blue icon and a green icon. The list is on "Page 1 of 2" and has an "EDIT SPEED DIAL LIST" button. At the top right, there is a user profile for "Marty Rhoads" with status "Online" and a navigation menu with "Home", "My Address Book", and "Tech Support". At the bottom, there is a footer with "©2010 Cenero LLC. All rights reserved. Powered by Vidyo".

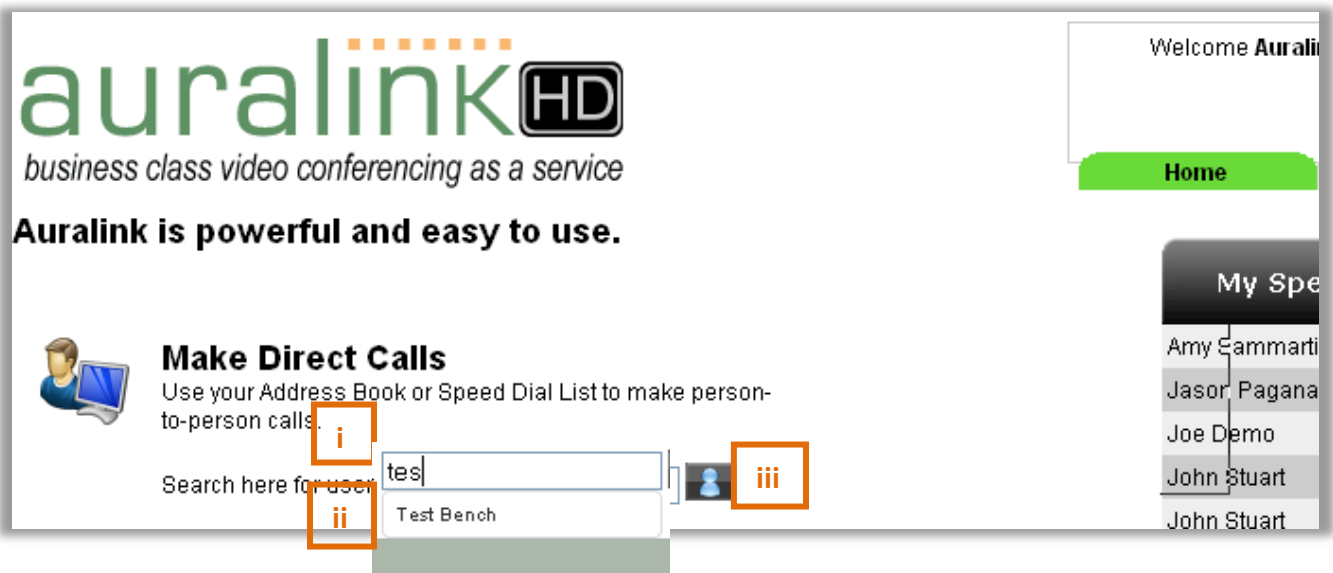
"Make Direct Calls" Field


Simply start typing the Auralink user's name you want to conference with here and the box will suggest matching users. Then click on the user you want to call, and this will produce a drop-down list if more than one user has the same letters in their first name, select the name from the list, click the Blue Icon, and the call will be placed.

You may also perform a quick self test to the Test Bench Automated Auralink computer (with the Auralink Mascot – a yellow chicken). Directions below:

1. You may run a quick self-test to the Test Bench Auralink Test Conference.
 - a) If you require additional help, please refer to the attached User Guide. Just invite, from your Home Page, the Test Bench Computer by, see example below:

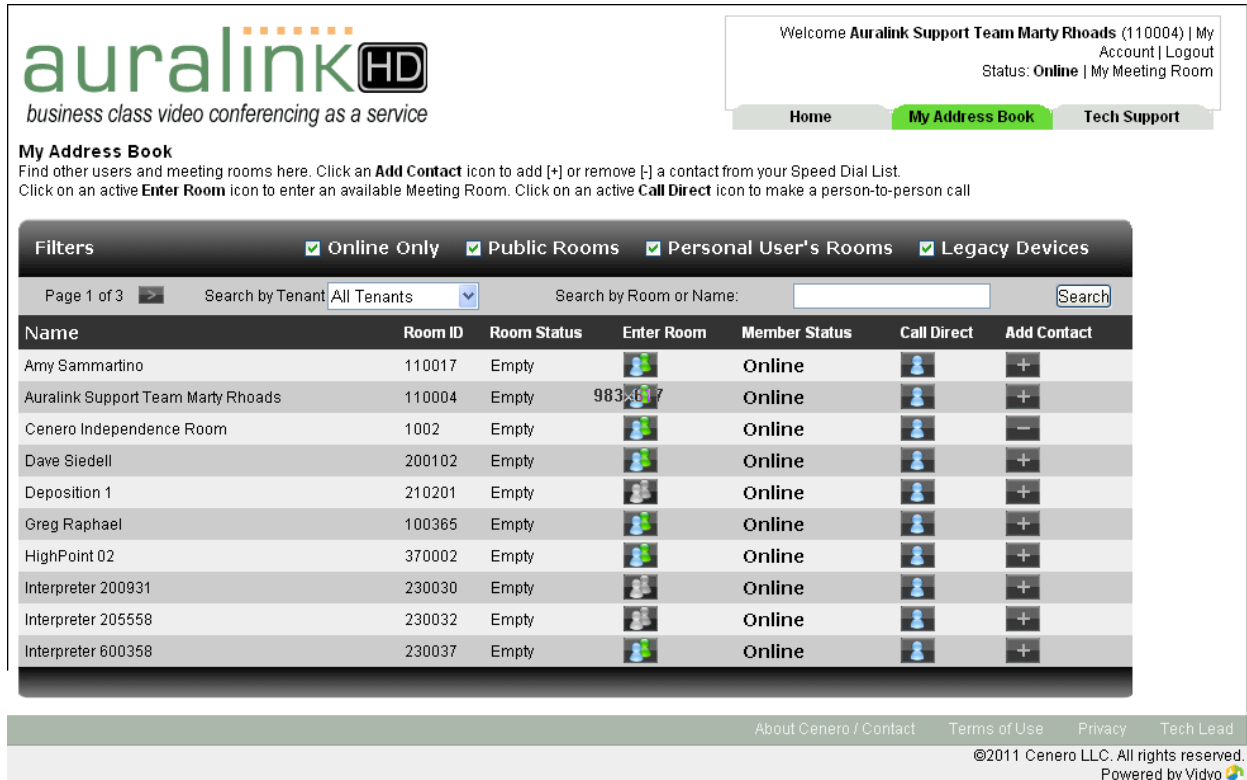
- i. Type 'Test Bench' in the "Make Direct Calls" Box.
- ii. Select Test Bench from the list. It will populate the "Make Direct Calls" Box.
- iii. And click the blue Icon. This action will invite 'Test Bench' to your P2P Meeting, and should automatically launch your Desktop client (the audio/video conference).



- iv. You may also check the Preview feature by pressing this Icon.  Additional pressing of this Icon will toggle through several options:
 - a) Turn on PIP/Large Image/Off, Video Preview (the ability to see yourself) and picture-in-a-picture (PIP).
2. You can test your network (bandwidth), Video, and Audio with Test Bench with this test. It will show you that your Auralink Software install and Desktop conference software is working.

Users/Rooms Tab

When you open the My Address Book Tab, the Users/Rooms Grid is displayed.



My Address Book
Find other users and meeting rooms here. Click an **Add Contact** icon to add [+] or remove [-] a contact from your Speed Dial List. Click on an active **Enter Room** icon to enter an available Meeting Room. Click on an active **Call Direct** icon to make a person-to-person call

Filters Online Only Public Rooms Personal User's Rooms Legacy Devices

Page 1 of 3 Search by Tenant: All Tenants Search by Room or Name: Search

Name	Room ID	Room Status	Enter Room	Member Status	Call Direct	Add Contact
Amy Sammartino	110017	Empty		Online		+
Auralink Support Team Marty Rhoads	110004	Empty		Online		+
Cenero Independence Room	1002	Empty		Online		-
Dave Siedell	200102	Empty		Online		+
Deposition 1	210201	Empty		Online		+
Greg Raphael	100365	Empty		Online		+
HighPoint 02	370002	Empty		Online		+
Interpreter 200931	230030	Empty		Online		+
Interpreter 205558	230032	Empty		Online		+
Interpreter 600358	230037	Empty		Online		+

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The “Filters” section of the grid contains four select boxes to help limit or expand your search. The next row in the grid contains a pagination area for paging through search results. The Tenant selection drop-down allows users in tenants, tantamount to World Wide Web domains, to restrict searches to those Tenants. The “Search by Room or Name” field works similarly to the “Place Call to” search field described above, where simply typing a user’s name provides suggested matches, where clicking one of the suggested in the field, and clicking Search refreshes the grid.

Tech Support Tab



Clicking this tab will redirect you to the Support Pop-Up of the Auralink website. Within the Pop-up you may indicate your questions, issues, or difficulties you may be experiencing using Auralink. Upon entering your phone number for contact and Clicking Contact, you will be directed to the next available Auralink Support Technician and also submit a Trouble Report.



Placing Auralink Calls

Understanding Auralink terminology is important as it relates to the types of calls you can and will make. All Auralink users have the ability to place direct calls to those in their tenants, which are similar to local area networks. Typically each organization is represented by one tenant, but sometimes the organization chooses to divide itself into several different tenants. Tenants can be configured such that members of one can communicate with members of another to enable partner organizations or inter-departmental Auralink calls. An Auralink Meeting Room is like a physical conference room. You can conduct Auralink Conferences in the predefined meeting rooms named during signup and highlighted in your initial training.


Placing Direct Calls

To call an Auralink user directly, you can click on that users'  button in your Speed Dialer, type the users' name in the "Place a Call to" field on the Home Tab, or search for the user on the Users/Rooms Tab, and click on the  button to place the call.


Joining and Hosting Auralink Conferences

NOTE: ONLY USE CONFERENCE ROOMS FOR MULTI-PARTY CALLS!

Join a Conference Room

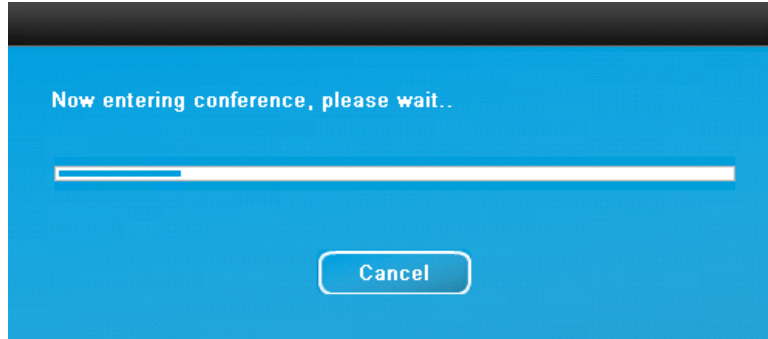
To join a multi-party Auralink conference, simply find the conference host in the Users/Rooms tab grid using the Search feature and click on the  button in the "Enter Room column".

Host a Conference

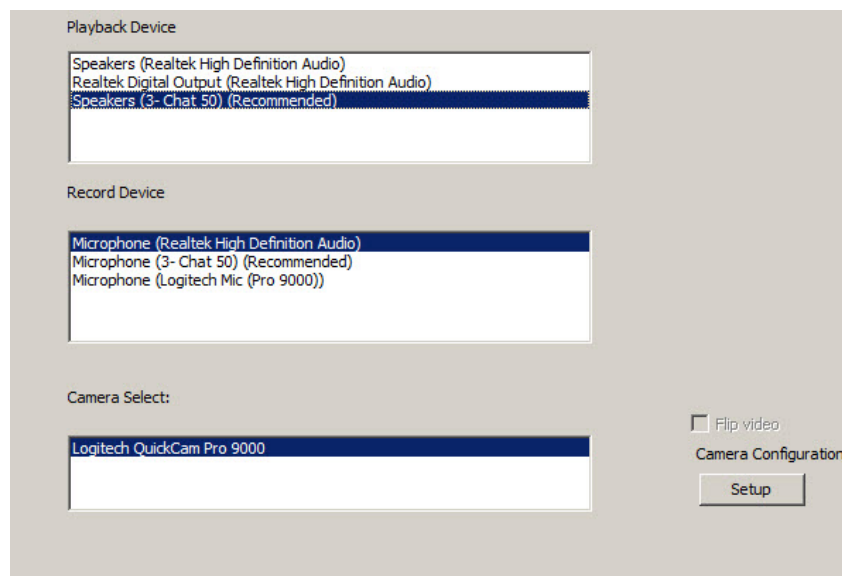
To start hosting a multi-party Auralink Conference click on the "Start Meeting" button on the Home Tab. Then, to invite participants, either click on  button for the Speed Dial listed user or find the user/meeting room name using the Search field in the "Invite to Room" section of the page.

Initiating the Call

When you perform most of these steps you will see the “Now Entering Conference” pop-up.



Once you have entered an Auralink Conference you will see the Auralink Desktop Client application. It may prompt you to select your audio and/or video devices. This will occur if you have more than one device to choose from. If you have plugged in a USB headset, make sure to select that as your audio input and output sources. Then click Save and you will complete the joining of the conference/call.



Note: If you have plugged in a USB headset, be sure to select it as your audio input and output source.

Managing the Call

Once you have initiated the call you will be presented the Auralink Desktop Client.

You enter the Auralink Conference. If no one else is in the room, you see only yourself.



1. If you are in a call with another person and you want to see yourself, you can click on the **Preview** button and you will see yourself in the window.
 - a. **Note:** *If no one else is in the room, you see only yourself.*
2. As seen, the Icon turns Green when this feature is enabled.
3. When you have more than 2 people in a call you can activate preferred speaker as demonstrated below.
 - a. Default on Icon #1 Screen Layout (below) is AUTO for a preferred speaker.

Using the Auralink Desktop

The Toolbar

The toolbar across the top of the Auralink Desktop contains the following commands:



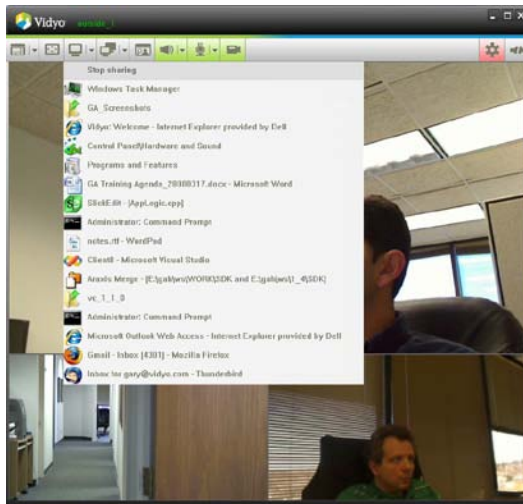
1. Change screen layout (Only functions with 3+ participants)
2. Full Screen Mode
3. Share an application window with other participants
4. Toggle among shared application windows
5. Turn on/off Video Preview (the ability to see yourself) and picture-in-a-picture
6. Speaker volume-on/off
7. Microphone volume-on/off
8. Privacy
9. Pull-down Dialer
10. Settings
11. Disconnect (end meeting)



Screen Sharing:

One of the most exciting features in Auralink is the ability to share content and applications with call participants.

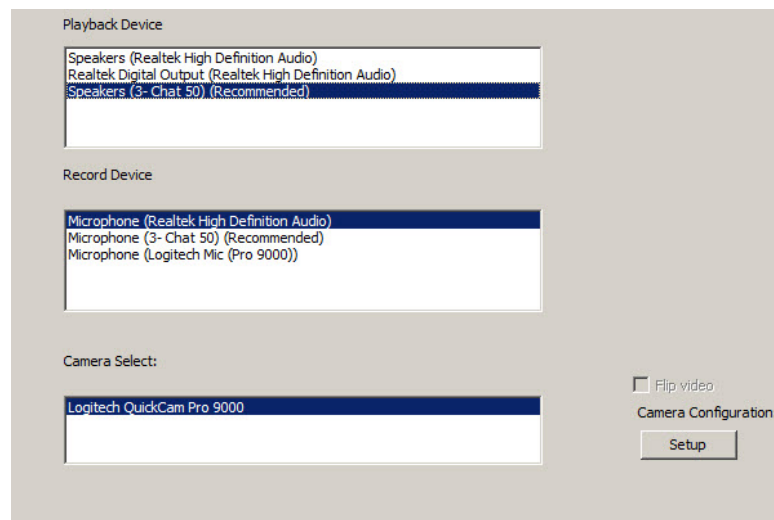
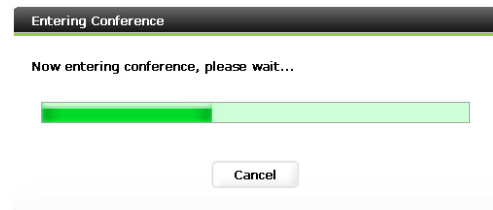
Joining a Conference (Guest User)



After you have completed the Auralink Desktop installation, the following progress bar appears as the

Auralink Desktop launches and you join the conference as a guest user.

You are prompted to select the webcam, microphone and speakers you want to use for your Auralink conference and then click *Save* or *Apply*.



Note: If you have plugged in a USB headset, be sure to select it as your audio input and output source.

For more information about logging in as a guest user, see the Auralink 2.0 Quick Guest Guide.

You enter the Auralink Conference. If no one else is in the room, you see only yourself.



The Auralink Desktop window can be stretched and custom-sized to create an optimal viewing experience. When the window is smaller, you can drag your mouse over the user's video and pan to see a larger area than what's displayed in the window. The toolbar across the top of the window features button controls. All buttons result in actions when clicked. Some buttons allow you to toggle between actions, and others have dropdown arrows beside them to offer more detailed options. An introduction to the Auralink Desktop toolbar buttons follows.



Layout

A single Auralink Conference can host up to 50 participants; however, up to 8 remote parties can be displayed at once (last active speakers based on Voice Activity). Each user can control their personal layout, choosing a lower number (overriding the default Auto mode) by clicking on the drop down menu and selecting a number in the 0-8 range (when 0 is selected, none of the participants will be displayed). Clicking on the Layout icon itself changes the screen to *preferred* mode, in which the person who is speaking has the largest screen real estate. In *Preferred* mode, the participant shown in the largest screen changes as the speaker changes. The *Preferred* mode is also automatically activated when a third party shares an application. You may also stretch and resize the Auralink Desktop window to change the size and presentation of the layout.



Note:

- In a Direct Call (Point-to-Point), the range of screens will be 0-1 since only 1 remote site is available.
- In a Multipoint call, the maximum number of displayed participants might be lower than 8 (even if there are more than 8 remote participants) in the case in which computer specifications or the available network bandwidth are not sufficient.
- The number of displayed screens can total up to 10 if a user is using *Preview* and viewing a document share.
- You can display a thumbnail image of yourself in the lower right corner of the screen by clicking the *Preview* button once. Click a second time to view yourself and the other participant. Click a third time to view only the other participant.

Full Screen

Clicking on the Full Screen toggles the screen between sizing the window to utilize the entire screen real estate and restoring the window to the previous size. When in *Full Screen* mode, the toolbar is hidden unless you mouse over the screen. Mac users will see the application maximized.



Share Screen



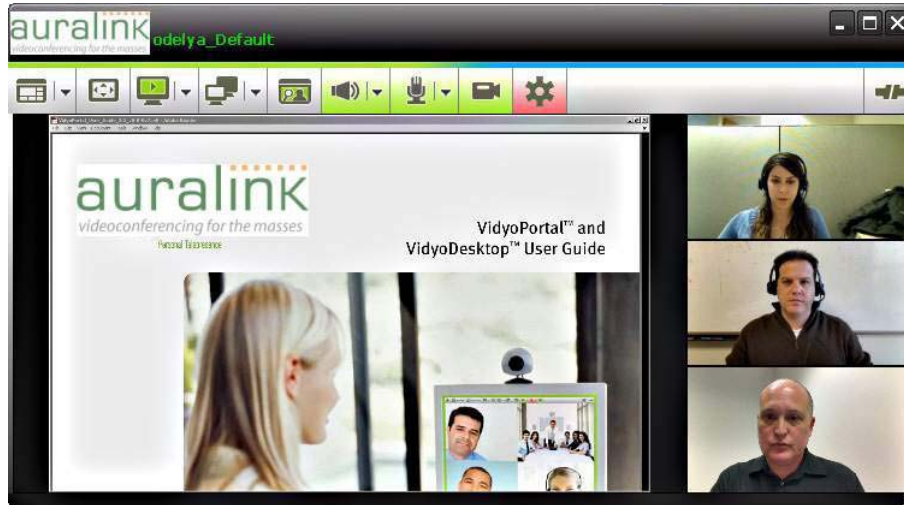
Participants can share applications on their computers by clicking the *Share* button. Clicking on the button itself toggles between sharing and stopping the share. Click on the drop-down arrow to select from the open applications on your local machine to share with other meeting participants.

You can see the screen with your shared application by clicking the Toggle button next to the Share button and choosing your name from the list. If you choose not to view your shared application, you know you are sharing because the Share icon is green.

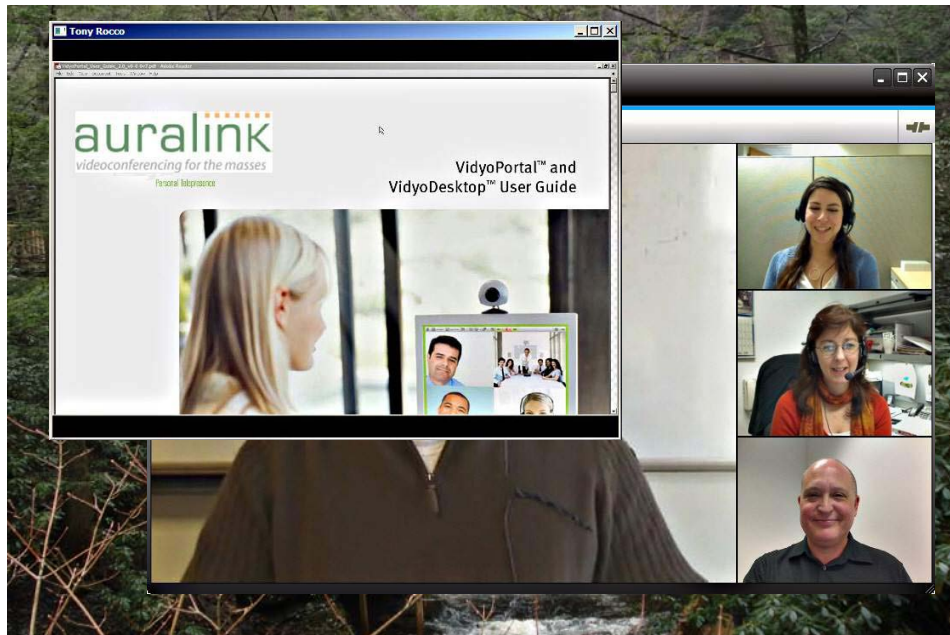


When another participant is sharing an application, it will show on the Auralink Desktop window. When layout is set to *preferred* mode, the shared application appears largest. You may undock the shared screen (i.e., view it as a separate window) and re-dock the shared screen (i.e., snap it back into the main Auralink Desktop window) by double-clicking the contents of the application window.

DOCKED



UNDOCKED



Toggle



Many participants may share their screens, but you may view only one screen at a time. When shared applications are available from multiple participants, the *Toggle* button turns green, indicating a share is available. You may toggle between multiple applications using the *Toggle* button. Click the button to cycle through the available shares.

You see the list of people who share and you can choose the person whose share you want to view. You see your own name on the list as well if you are sharing something. Click the drop-down arrow to select a specific share from all available shared applications, including yours. The first option in the dropdown is always none. Selecting none means that you will not see any shared applications in the Auralink Desktop window.



Preview



You can view your own video feed in “picture-in-a-picture” mode by clicking the *Preview* button. Your feed appears as a thumbnail image in the lower right corner of the screen. Click the *Preview* button a second time to include yourself in the screen layout. Click the *Preview* button a third time to remove yourself from the layout and view only the other meeting participant.



Volume

Click on the speaker button to mute/un-mute the sound you're hearing. Button will turn red when mute is on. Or use the dropdown to change the volume levels and the checkbox to mute/un-mute.



Mic

Click on the Microphone button to mute/unmute the sound you're broadcasting. Or use the drop-down to change the mic levels and the checkbox to mute/ unmute.



The microphone button turns red when you mute yourself and a small red circle with a line through it appears under the microphone icon.



When the room owner or admin mutes you, the microphone button turns red and a red circle with a line through it appears over the microphone icon.



When you mute yourself and the room owner or admin also mutes you, the microphone button turns red; you see a red circle with a line through it over the microphone icon and a small red circle with a line through it under the microphone icon.

Privacy

Click on the Camera button to stop the video you're sending (i.e., privacy mode). You stay on the call but other participants will not be able to see you. If you are showing a document, it will continue to be visible.



The camera button turns red when you put yourself in privacy mode and a small red circle with a line through it appears under the camera icon.





When the room owner or admin puts you in privacy mode, the camera button turns red and a red circle with a line through it appears over the camera icon.



When you put yourself in privacy and the room owner or admin also puts you in privacy mode, the camera button turns red; you see a red circle with a line through it over the camera icon and a small red circle with a line through it under the camera icon.

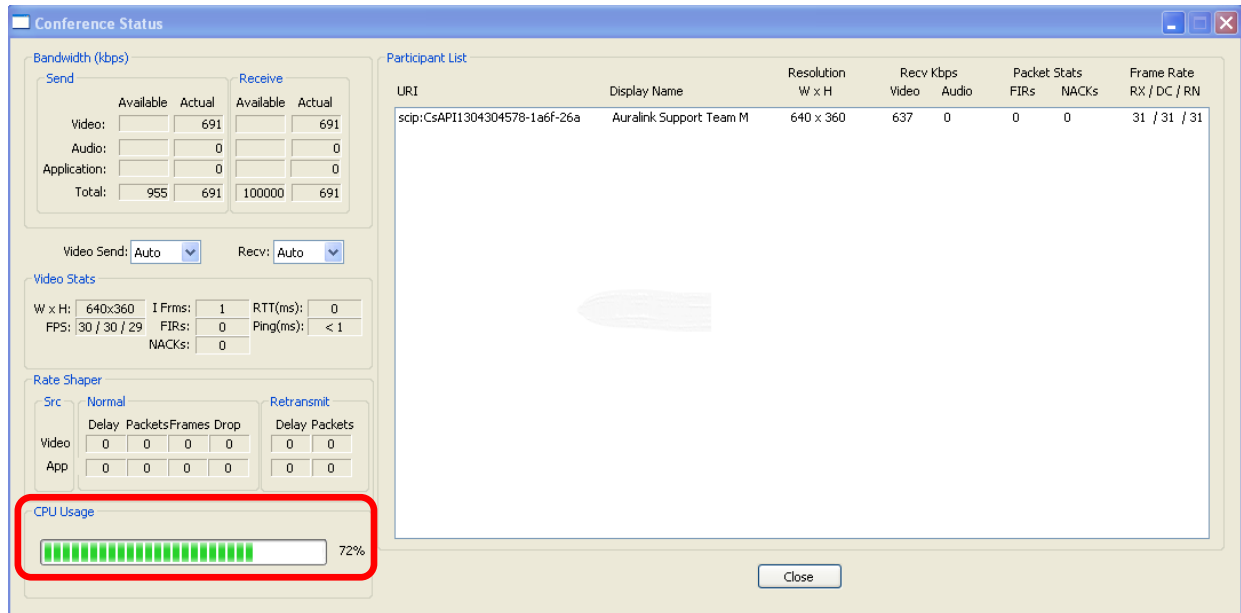
Configuration

The *Configuration* button  turns red  when there is an alarm and indicates that your settings need attention. Click the configuration button to configure your Auralink Desktop, including status, attendees, network, devices, video, options and about. The following settings are accessible when Not in Conference as well. You may access the configuration settings at any time by right-clicking the Auralink Desktop taskbar icon and choose Configuration. All changes take place immediately.

STATUS This tab (**Tab above**) indicates if you are in a conference, with whom, and your current bandwidth. It also features a display of any alarms, which may include:



Show Conference Status Button (previous page) produces the below Window:



High CPU utilization limits quality of conference – (window above) CPU utilization has been elevated for an extended period of time. You should try quitting applications other than Auralink Desktop. If the problem persists:

- If using a camera with a USB connection, make sure the camera is plugged directly into the computer
- If using a notebook, verify that power management is not set for low CPU performance
- Make sure the camera is being used with the latest drivers available for it.
- Make sure that your computer meets the minimum or recommended configuration for running the Auralink Desktop.

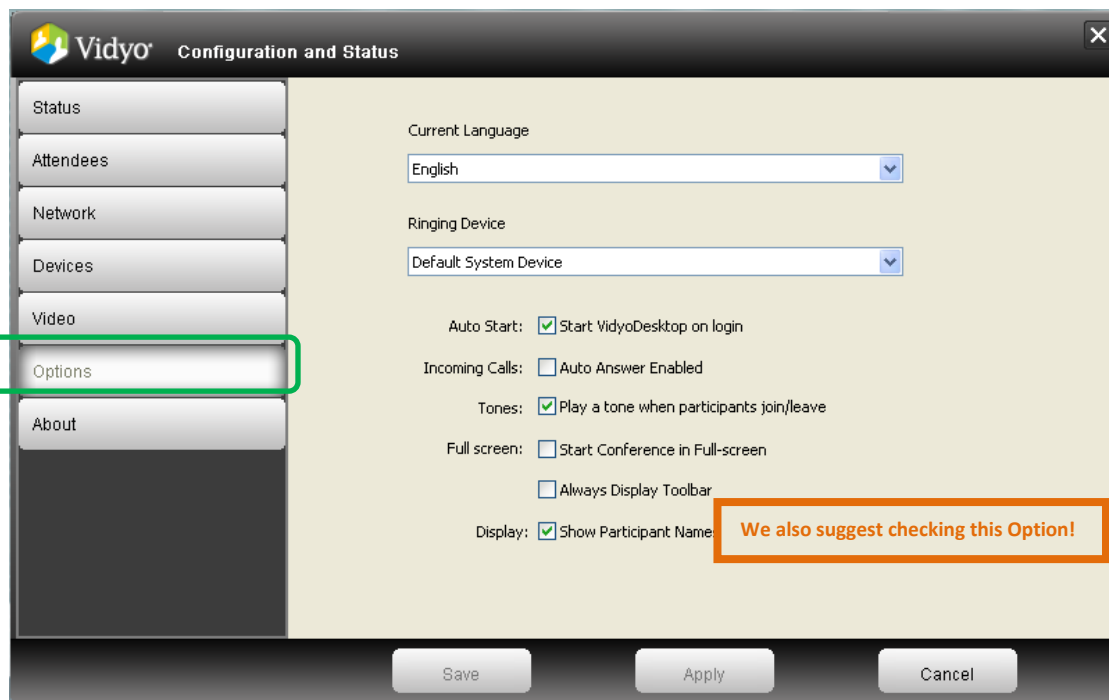
Generate a Diagnostic Report Button (previous page image) generates a Report consisting of the following:

- Most recent Log Files of the logs generated automatically by Auralink
 - Chronological logging of all steps of the Auralink Desktop Client
 - Errors indicated, if any
 - Version of the Desktop Client
- Computer information:
 - CPU
 - OS
 - Memory
 - Direct X information
 - Apps running
- The Diagnostic Report will be created as a ZIP file and placed on your Desktop

- You may the Attach this ZIP file onto an E-mail and sent it to Support@Cenero.com
- This Diagnostic Report is used to determine where and / or what caused the issue/s or error/s.












ATTENDEES this tab shows (previous pages) a list of participants in conference. Note: if you're seeing small boxes instead of understandable font, the user's name is written in a foreign language font not supported by your machine.

OPTIONS This tab shows (below) shows the Default (checked in green in the image below) and additional Options that may be configured to your styles as follows, in the below image:

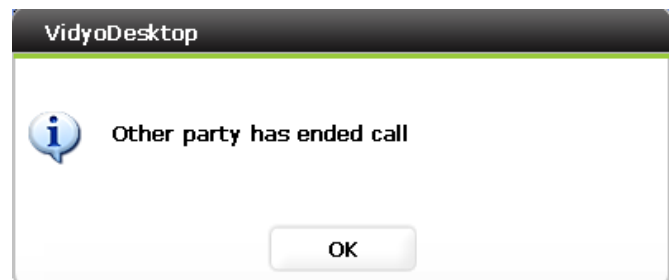


Toolbar Icons Quick Reference

The following quick reference guide describes the Auralink Desktop toolbar icons (from left to right):

-  Change screen layout (Only functions with 3+ participants)
-  Full Screen Mode
-  Share an application window with other participants
-  Toggle among shared application windows
-  Turn on/off Video Preview (the ability to see yourself) and picture-in-a-picture
-  Speaker volume-on/off
-  Microphone volume-on/off
-  Privacy
-  Dial Pad (Only works in a Direct, Point to Point call)
-  Configuration / Settings
-  Disconnect (end meeting)

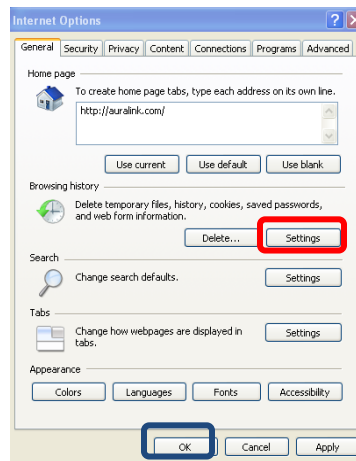
Pop-up Window that is produced when the other party has ended the call. Just click OK, to close the window.



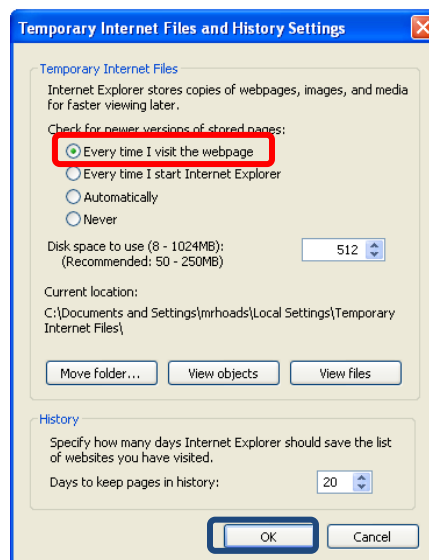
Appendix

When using MSIE Microsoft Internet Explorer, you may enhance your Auralink experience by making the following setting:

1. From the top Menu Bar – Select Tools – Internet Options
2. In the window that opens, press the Settings Button for Browsing History



1. In the Section: Check for newer versions of stored pages: - Select – Every time I visit the web page. By default the Automatically is selected



2. Click “OK” in both windows