



Movi Quick Guide

Version 4.0

Faculty of Medicine, Distributed Medical Education Program

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1. What is Movi?

Movi is a Tandberg desktop videoconferencing (VC) application that allows users to participate in standards-based VC sessions using a personal computer equipped with a webcam and a headset with a microphone.

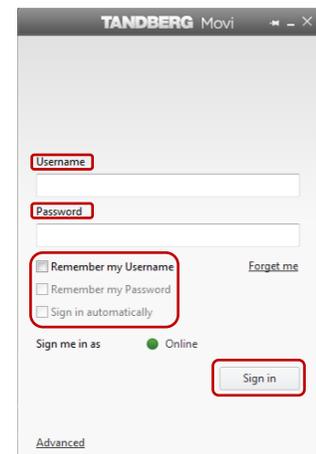
The Faculty of Medicine has deployed this tool to support and enhance the delivery of the distributed medical education program.

2. Getting Started

2.1 Signing In

Signing into Movi is similar to the way you would sign into a program like MSN Messenger, Skype, or even your web-based email account. The following steps will guide you through the sign in process:

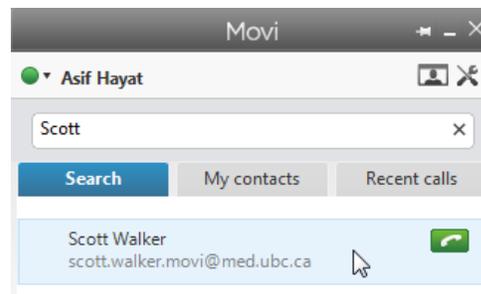
1. Enter your username and password. These will be provided to you by the MedIT Service Desk
2. If you do not want Movi to remember your username, please **deselect** the option “Remember my Username” so that you must enter your username each time you wish to log on.
3. If you do not want Movi to remember your password, please also **deselect** the option “Remember my Password”.
4. Click “Sign In”.



2.2 Making a Call

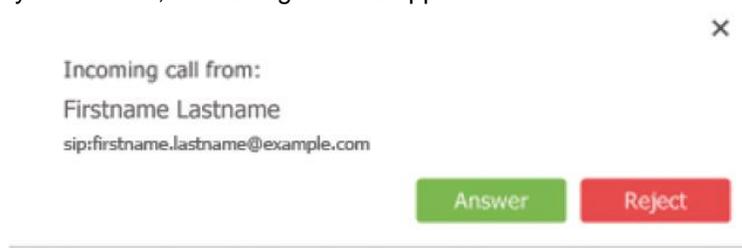
There are two ways to dial a call from Movi. By Name or Alias:

1. In the search field, start typing the name of the person to call. Click the name on the list or use your arrow keys to scroll down. Double-click the name, click or press **Enter**. A video window will now appear on screen.
2. Enter the 5 digit conference code (generally 302XX) provided by MedIT team and click the green button.



2.3 Receiving a Call

When someone calls you on Movi, this dialog box will appear:



You have 3 options:

1. Answer the call by clicking the green button.
2. Reject the call by clicking the red button. This will indicate to the caller that you have rejected their call.
3. Click the 'X' in the top right corner to ignore the call without indicating to the caller that you have done so. It will appear to the caller as though you have missed their call.

2.4 Contacts

The "My contacts" list contains endpoints and Movi users whose video addresses you have stored for quick retrieval and reuse.

Note: The "My contacts" list, the Recent calls list and your password are stored per Windows user and per Movi account. If there are other user accounts on your computer, they will not have access to your list.

2.4.1 Adding a contact

There are several ways of adding a new contact to the "My contacts list." To get started:

1. Use the search field or the Recent calls list to locate a person or endpoint.
2. Select the list entry you want using the mouse or arrow keys. This will make the link **Add to my contacts** appear.
3. Click **Add to my contacts**.
4. Enter the name you want for your contact.
5. Click **Save** or press Enter.

You can also add a video address as a contact directly:

1. Click **My contacts**.
2. Click **Add new contact**.
3. Enter the name you want for your contact.
4. Enter the video address (SIP URI).
5. Click **Save** or press Enter.

2.4.2 Deleting a contact

1. Click **My contacts**
2. Select the contact you want to delete using the mouse or arrow keys to make the link **Edit contact** appear.
3. Click **Edit contact**.
4. Click **Delete contact**.

2.5 Your Status

Your Movi status is reflected in others' search results and contact lists. It indicates whether you are available for someone to call you. The options are:

- Online (online Movi user)
- Registered (connected endpoint)
- Away (status set by user)
- Busy in a call (automatically set by Movi or endpoint when in use)
- Busy (status set by user)
- Offline (automatically set by Movi or endpoint, may also have been set by user)
- No Status (no information about user)

Movi will automatically change your status to "Busy" when you are in a call. Alternatively, users can manually change their status to indicate to other users that they are Online, Away, Busy, Appear Offline, or Offline.

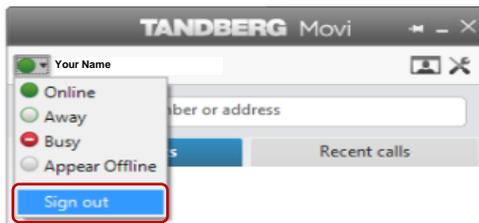
2.6 Ending a Call

2.6.1 Hanging Up

To end the call, click on the toolbar. This severs the connection with other participants. Once you hang up a call, you are no longer broadcasting your webcam and microphone. However, your status will remain as "Online" enabling you to make or receive additional calls.

2.6.2 Signing Off

To sign off, click the status button next to your name and select "Sign out". This will prevent you from making or receiving any further calls until you sign in again.



2.6.3 Closing the Program

When you close the Movi window, the program will minimize to your system tray in the bottom right of your screen. The icon will display your current status.

To close the program entirely, right click on the icon in the system tray and click "Exit".



3. Controlling Movi

3.1 Using the Toolbar

Movi has a pop-up toolbar that appears when you move the mouse pointer over the Movi window. When the mouse is inactive or moved off the Movi window, the toolbar disappears.



3.2 Self-view

To see your own camera image, click  on the toolbar. You can use this function whether or not a call is active. Before a call, for example, you can check that the camera angle is appropriate, the lighting is good, or that your hair is neat.

During a call, the self-view window will show as a “picture-in-picture” which can be moved around inside the Movi window by clicking and dragging.

3.3 Controlling your Camera

You can turn your camera on or off by clicking  on the toolbar.

Turning the camera off during a call will freeze the last video frame of you as a still image to other call participants.

Turning the camera off before the call will show no image of you to other participants.

3.4 Muting your Microphone

To mute your microphone, click  on the toolbar. It should be standard practice to mute your microphone when you are not speaking to minimize background noise for other users.

Some headset microphones have a mute option as well. When you wish to be heard, check to ensure that both your headset microphone and the Movi application are un-muted.

3.5 Changing your Speaker Volume

To change your speaker or headset volume, you can use the Windows volume control found in your system tray to the bottom right of your screen. Movi also has its own volume control, found by clicking  on the Movi toolbar. In addition, many headsets have their own volume control. Make sure that none of these are muted.

3.6 Full Screen Video

To view the video in full screen, click  on the toolbar or double-click inside the video window.

3.7 Keeping Movi on Top

To keep the Movi window on top of other applications, click  in the upper right corner of the Movi window. This is useful when sharing an application such as a PowerPoint presentation because it allows you to work in the other window without losing sight of the Movi window.

4. Sharing a Presentation

During a call, you can share one of your application windows, such as a PowerPoint presentation.

1. Activate the full screen or slideshow view during a call. Movi will ask you whether you want to share that window. Exiting full screen view will stop sharing that window.
 - a. Keep in mind that if you have other applications open that you do not want to share, when Movi asks you to select an application to share, be sure to select the correct one to avoid sharing confidential or sensitive information.
2. Click  on the toolbar to bring up a list of open applications. Select the one you want to start sharing. This can be useful for editing documents, showing your calendar, or drawing a diagram live during the meeting.



Note: When sharing documents with other participants, you may need to zoom in, as it will be displayed as a picture-in-picture window for the other participants and so will be smaller for them.

5. Using Other Applications during a Session

While participating in a videoconferencing session using Movi, you can use other applications. However, when you open an application, Movi will ask you whether you want to start sharing that window. Be sure to select appropriately. By selecting 'No', you can continue participating in the session while working privately on other documents.

Note: If you are typing while engaged in a VC session using Movi, it is good practice to mute your microphone as the sound of typing can be quite loud to other participants.

Note: Depending on how much RAM your computer has, using other applications while running Movi may cause the quality of your sending audiovisual signal to diminish for other participants.

6. Changing Your Window Layout

To change the layout of your Movi window during a conference, click  to display the number keypad.

- Press 2 or 8 to choose between layout options.
- Press 4 or 6 to change which participant appears in the largest pane.

In order for the keypad to work, your microphone must not be muted.

Note: Your shared window will appear to you as a picture-in-picture (**PiP**) inside the video window. Double-click a **PiP** to focus it.

Self-view and camera control

Self-view is the functionality that lets you see your own camera image. Click on the **Self-view**

button  during a call. Self-view will appear to you as a picture-in picture (PiP) inside the video window. You can:

- Double-click a PiP to focus and enlarge it.
- Click and drag to move a PiP around inside the window.

7. Settings

Movi's default settings should work for most users.

For additional information, please see the complete TANDBERG Movi 4.0 for Windows:

http://www.tandberg.com/collateral/documentation/User_Manuals/D1440905_Movi_4_User_Guide_Windows.pdf

For Mac:

http://www.tandberg.com/support/dl.php?id=1281&dir=User_Manuals&fn=D1473301_Movi_4_User_Guide_Mac.pdf

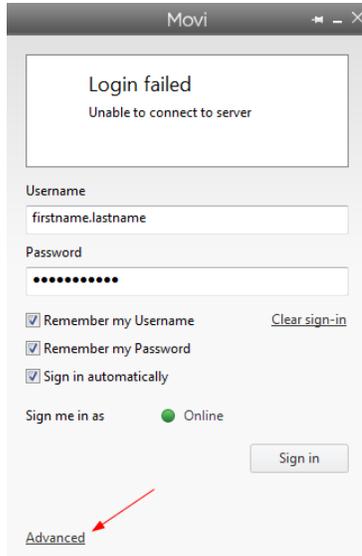
8. Troubleshooting

Note: For Windows XP only, sharing Internet Explorer 6.0 or 8.0 as a presentation makes the presentation video flash on and off.

8.1 Sign In Issues

Unable to Connect to Server

Confirm that the advanced settings are filled in by clicking at the “Advanced” Link on the login interface:



The screenshot shows a web browser window titled "Movi" with a "Login failed" error message: "Unable to connect to server". Below the error message are input fields for "Username" (containing "firstname.lastname") and "Password" (masked with dots). There are three checked checkboxes: "Remember my Username", "Remember my Password", and "Sign in automatically". A "Clear sign-in" link is next to the first checkbox. Below these are "Sign me in as" options with a radio button selected for "Online". A "Sign in" button is at the bottom right. A red arrow points to the "Advanced" link at the bottom left of the form.

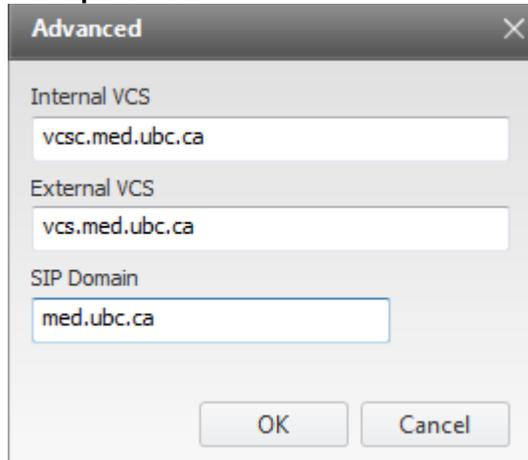
Confirm that following settings are populated in the fields:

Internal VCS: vcsc.med.ubc.ca

External VCS: vcs.med.ubc.ca

SIP Domain: med.ubc.ca

Transport: Auto



If you are still unable to login, contact MedIT Service Desk at 1-877-266-0666 or MedIT.servicedesk@ubc.ca.

8.2 Audio Issues

You cannot hear others

If you cannot hear the other participant(s), make sure your loudspeakers or headphones are connected. Then check all volume controls:

- Your headphones or loudspeakers may have their own volume buttons or switches.
- The Windows volume settings will override all other volume controls. Look for the loudspeaker icon in your system tray to open and/or unmute.

If this does not solve the problem, it may be that audio is not being sent from the other end. Ask the other participant(s) to perform the microphone check described below.

Others cannot hear you

If the other call participant(s) cannot hear you, make sure your microphone is properly connected and not muted.

Low or distorted sound

If call participants are experiencing distorted sound, very low sound, or echos:

1. Check whether any of you have enabled microphone boost, echo cancellation, gain control, noise reduction, digital effects or similar features for your audio devices.
2. Turn all such audio device features off for Movi to work optimally.

8.3 Further Troubleshooting

If all local devices are turned on and working and audio and/or video issues remain, please contact MedIT Service Desk at 1-877-266-0666 or MedIT.servicedesk@ubc.ca.