Tablet and Smartphone
Setup Guide

iOS devices.

Go to www.getconnectivity.com/test and tap on the green "Begin The Test in a New Window" button at the lower left of the screen.
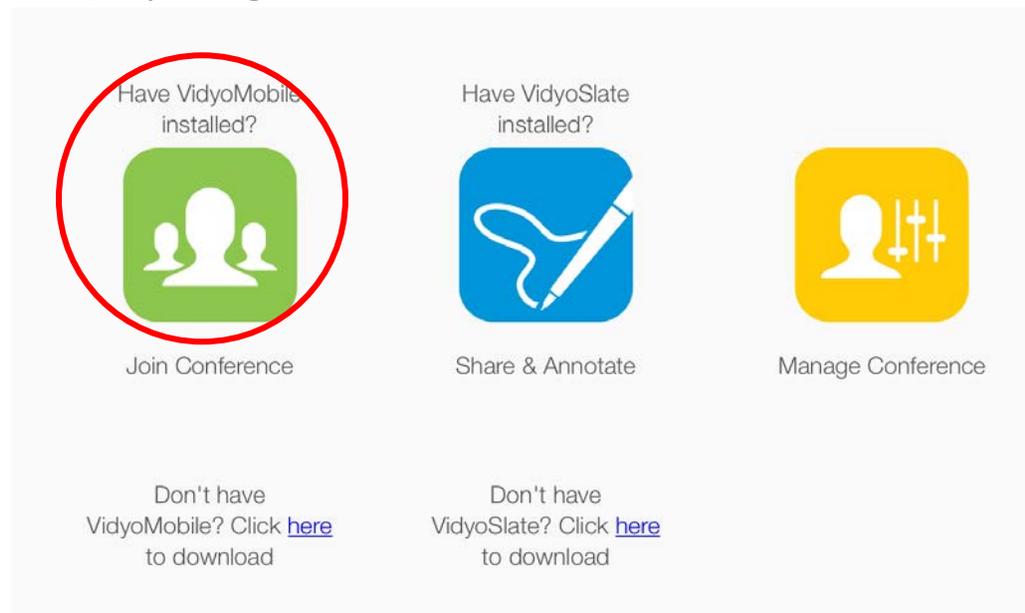

You must first install the free app to proceed. Tap the link to automatically launch the Apple App Store; download VidyoMobile.

Once the app is installed you will need to return to the test page and, as before, tap on the green "Begin The Test in a New Window" button at the lower left of the screen.

Now, tap the green Join Conferences button.

When prompted tap the "open" Button.

If prompted, you will need to accept the license agreement for the app.

I have read and understood the terms
of the license agreement.

View the license agreement

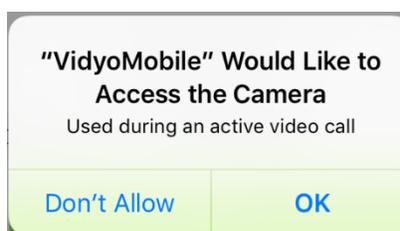Accept

Enter your name and tap "Join".

Welcome back!
Please enter your display name
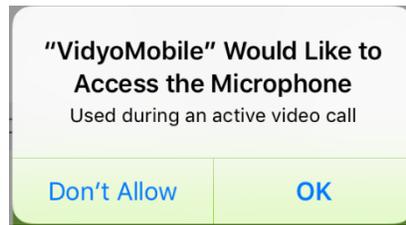before joining the room

Display Name   Required

Join

Exit

You may be prompted to allow access to the camera; tap "OK".

"VidyoMobile" Would Like to
Access the Camera
Used during an active video call

Don't Allow   OK

You may be prompted to allow access to the microphone; tap "OK".

"VidyoMobile" Would Like to
Access the Microphone
Used during an active video call

Don't Allow   OK

Once you click "Join" and allow camera and microphone-use, the connection test will begin. Now, you should be able to see an image from your camera and hear audio from the test site. Follow the instructions within the test.

If you are unable to see yourself, be sure the camera icon at the bottom left is black and does not have a line through it.

If you are unable to hear any audio, be sure the speaker icon at the bottom left is black and does not have a line through it.

If the test is not detecting your speaking, be sure the microphone icon at the bottom left is black and does not have a line through it.

These three icons should all be black and "unmuted" during the test.
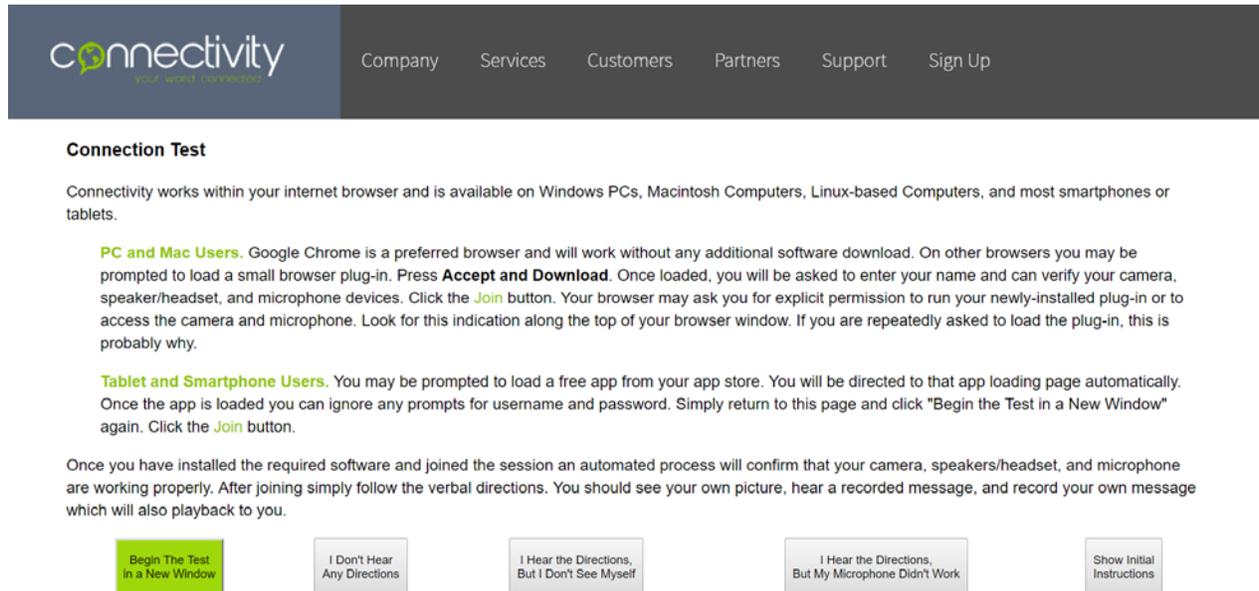
When the test is complete, close the VidyoMobile App and return to the Connectivity Test window. If necessary, select the appropriate button to help troubleshoot any problems with the camera, microphone, or speakers you may have experienced during testing. Read and follow the instructions provided.

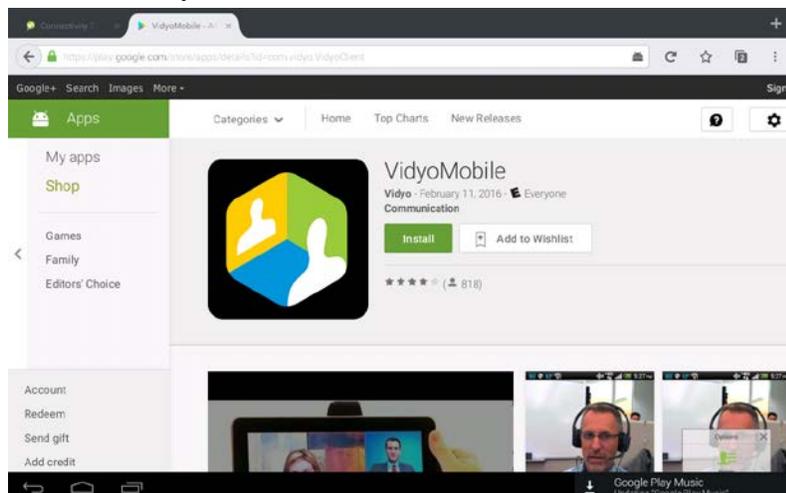If your test was successful, you are ready to join your connection.

Android devices.

Go to the test page and tap on the green "Begin The Test in a New Window" button at the lower left of the screen.
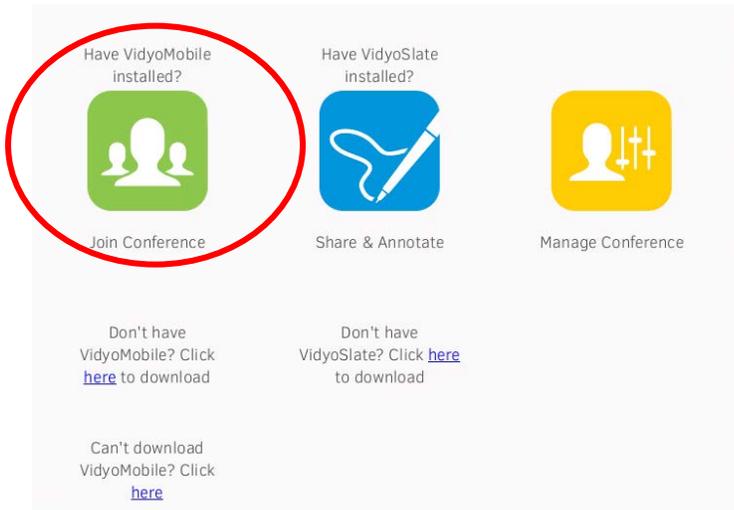

You must first install the free app before proceeding. Tap the link provided on the screen to launch the Google Play store. Download and install VidyoMobile.

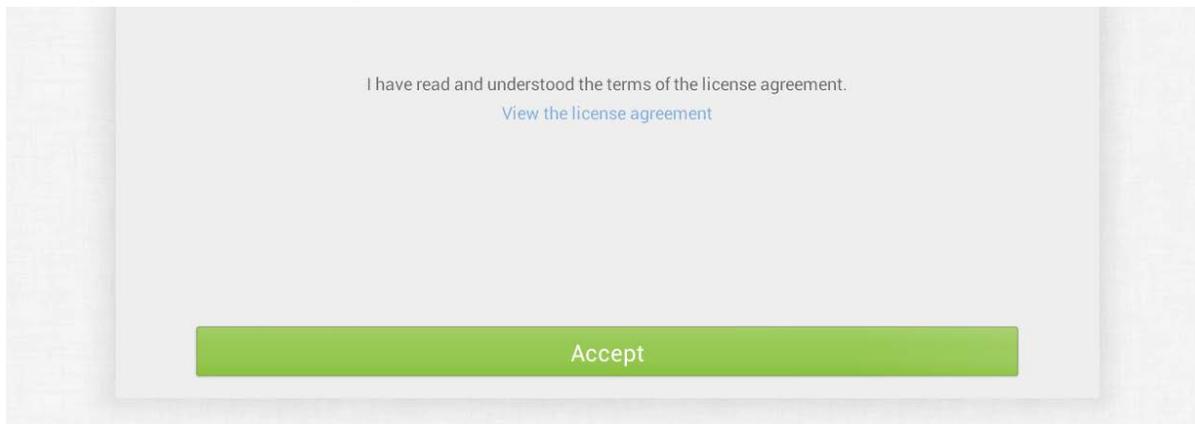Once the app has been installed, return to the test page. Again, select the green "Begin The Test in a New Window" button at the lower left of the screen.
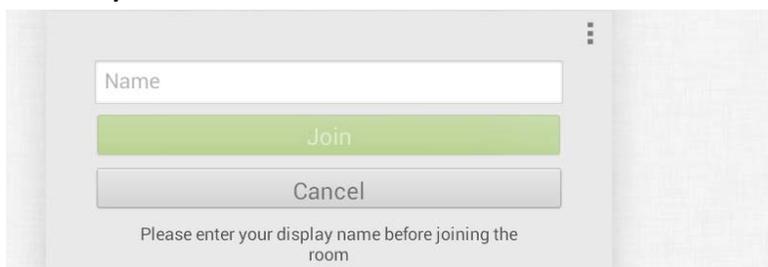
Now, tap the green Join Conference button.

Accept the license agreement.

Enter your name and click "Join". This will connect you to the test now.

Once you click "Join" the connection test will begin. You should be able to see an image from your camera and hear audio from the test site. Follow the instructions within the test.

If you are unable to see yourself, be sure the camera icon at the bottom left is black and does not have a line through it.

If you are unable to hear any audio, be sure the speaker icon at the bottom left is black and does not have a line through it.

If the test is not detecting your speaking, be sure the microphone icon at the bottom left is black and does not have a line through it.

These three icons should all be black and "unmuted" during the test.

When the test is complete, close the VidyoMobile App and return to the Connectivity Test window. If necessary, select the appropriate button to help troubleshoot any problems with the camera, microphone, or speakers you may have experienced during testing. Read and follow the instructions provided. If your test was successful, you are ready to join!

Join the Meeting

You should have received an email or text invitation with the date and time of your collaboration. *Be sure to test all your equipment and connectivity before this time.* Once you confirm your device is ready and when you are ready to join the meeting, you will need to select the web link provided to you.

This link will bring you to the Vidyo website, or prompt you to open the VidyoMobile app; this should be familiar as it is the same process and screens you used to initially test your equipment.

Enter a display name. *Please note, this name will be visible to all participants of the call and will likely be you first or first and last name.* Click the green "Join" button when you are ready to join the meeting.

Guide to Controls Used Within the Call

When you are connected to the call, you will see various icons on your screen. These enable to you control the layout and appearance of your screen and allow you to choose your level of participation by muting certain features. Icons are explained below.

Tablet and Smartphone Users:

- Click ▣ to toggle your camera view to other conference users. When this icon has a bar through it your picture is not sent to other participants.
- Click 🎤 to toggle your local microphone. When this icon has a bar through it your microphone is muted and other users in the meeting will not hear you.
- Click 🔊 to toggle your local speakers. When this icon has a bar through it you will not hear anything that happens in the meeting.
- Click ☎ to leave the meeting.