



## Optimizing Your Univago Experience

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## Introduction

Thank you for using Univago. This document will provide you helpful tips and guidelines to improve your Univago experience. Everyone's environment is different and many times, a user's local computer or device configuration issues are the root cause of most problems experienced. Remember help is only a call away.

## General tips and recommendations using Univago

- **Try it before your first call:** Make a test call by dialing "selftest@univago.com" on your desired device, to ensure everything is working correctly. The video self-test will help check your camera and microphone and give you a preview of your call quality. You may also want to take the time to get to know how to use the controls, especially after installing any new updates to your browser, applications and drivers.
- **Keep your software up to date:** Make sure you have the latest version of your preferred PC application, browser and any plug-ins/extensions installed before your meeting. Also make sure your operating system audio, video and display drivers are also the latest version to provide the best experience and performance.
- **Your network connection quality is important:** Use a wired network connection to provide the best performance in your office or home. Using Wi-Fi may impact the quality of your experience.
- **Be courteous and mute:** This reduces the background noise for the other participants on the call. Don't be "that person" that disrupts the call.
- **Office environments:** Some office networks will block you from being able to make calls from your computer or personal device. If for some reason you can't make a call to Univago while on your office network, check with your company's network administrator to see if allowances are needed.
- **Conference Room systems:** Office conference rooms are usually setup with a traditional H.323 or SIP standards based video system. These systems may not have the ability to call out to the public Internet. Check with your company's department that supports those rooms and inquire whether the systems can support calling to Univago.

## Information to Remember

Live Technical Support is available by calling our Technical Services team.

<b>Toll Free NA</b>	+1 (877) 212-2606
<b>Toll Free UK</b>	+44 (0)800 097 4137
<b>International</b>	+1 605 610-1251
<b>Email</b>	support@univago.com

To Login/Host a call or join someone's call, or manage your account, visit [www.univago.com](http://www.univago.com)

## Video Self-Test Tool

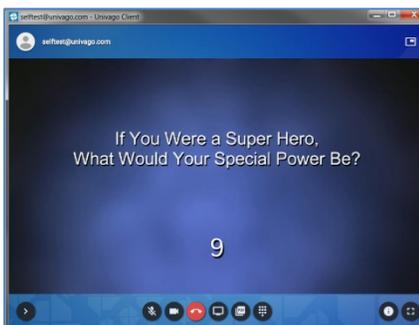
New Univago users can test their audio and video prior to placing their first call so they know how they're going to look and sound to others.



**1)** Begin the self-test by dialing "[selftest@univago.com](mailto:selftest@univago.com)" on your preferred client. Follow the instructions of the self-test to see if your devices are working properly.



**2)** The self-test will start with a woman welcoming you to the video self-test, if you can see and hear her clearly, you are receiving video fine.



**3)** Next, the self-test will record you for 10 seconds to test your camera and microphone. Answer the question on the screen aloud to test your microphone.

The self-test will then play back the recording so you can see how you look and sound to others in a video call.

If you look and sound clear, this means others will be able to see and hear you. You are now ready to start having video calls. If you experience any issues please contact your support organization to help you adjust your microphone and camera settings if needed.

## Calling using a web browser

Browser Comparison	 Chrome	 Firefox and Opera	 Microsoft Edge
Echo Cancellation	✓	✓	✓
Share Desktop/Application	✓	X	X
Share Image File	✓	✓	✓
Share PDF File	✓	✓	✓
Full Motion Content Viewing	✓	✓	X
Standard Image Content Viewing	✓	✓	✓
Select Audio Output Device (v.50+)	✓	X	X

*Note: We have discontinued support for Flash. Safari and Internet Explorer users should download the PC client or use one of the supported WebRTC browsers.*

## Web Browser Guidelines

Maximize your call quality and overall experience when using Univago with a web browser using these guidelines:

- **Use Google’s Chrome web browser:** We highly recommend using Google Chrome for your Univago browser based meetings. Chrome provides the fullest features and richest audio and video experience of any browser. Google Chrome V.50+ is also the only WebRTC experience that allows the user to select the device used for audio output.
- **Use a headset or ear buds:** Even though Google Chrome provides a good experience for audio, it can’t make up for all situations where background noise or low quality microphones commonly found in laptop computers. Better peripherals will always enhance and improve the experience.
- **LTE/4G/3G mobile devices:** Apple IOS devices (iPhone and iPad) do not support browser based video or audio calls. We recommend you download the mobile app on your device to perform Univago calls or use your company’s preferred application. Depending on your carrier’s network performance and your signal strength, these networks can support live video and audio calls on your mobile devices using the mobile applications.
- **Select the right microphone and camera before you connect:** Web browser calls do not provide the capability of adjusting your camera and microphone selection after you’ve already joined the call. If you need to make a change, just hang up, make the necessary adjustments before you join again.

## Using Microsoft Lync or Skype for Business

*Microsoft Lync and Skype for Business are great options to experience a high quality meeting on your computer.*

We recommend Skype for Business for the best overall video and audio quality and functionality. Univago also supports Lync 2013 and O365. Consumer Skype accounts that use a Microsoft Live ID login are also supported.

- **Add your URoom to your contact list:** Add your URoom or the popular URooms you join into your contact list. Simply type the URoom address (example: your\_room@univago.com) into the “Find Someone” search field. Then right click on the contact in the search finding and add it to you contacts or just simply click “start a video call”. Your URoom address can be found in the settings tab when you log into [www.univago.com](http://www.univago.com).
- **Adjust your audio and video devices:** Unlike web browser calls, you have the ability to adjust your audio and video settings either before or during a call. Just go into your client settings to make the changes. If you’re in a call your client will put you on “hold” while you make these changes. Once the changes are made, you will be removed from hold and placed back in the call automatically.
- **Mac users:** Quality and performance challenges may be experienced using the Microsoft Lync for Mac 2011 client. Try using the Google Chrome web browser on your Mac for a better call performance and experience.

## Using the Univago Mobile Applications (iOS or Android)

Univago utilizes the Pexip Infinity mobile application available for iOS and Android devices. They can be found by searching the store for “Pexip”.

- **Install/Update:** Download the application or any updates prior to joining a meeting.
- **Network:** It is best to use Wi-Fi for mobile videoconferencing. LTE/4G/3G will work, but may lead to poor video and audio quality as well as use a large amount of data on your wireless account.
- **No assembly required:** There is no configuration necessary for the mobile clients. Just install it and dial the address of the URoom you wish to join.
- **Simplify dialing:** You can make it easier to dial URooms by entering “univago.com in the “Default domain” field in the settings menu. Once that is entered, you no longer need to dial the @univago.com of the URoom address.
- **Meeting Control:** The mobile apps can also be used as a meeting control device to mute, add and disconnect participants.

## Using the Univago Desktop Clients

The desktop client is available for PC and Mac. It is built off of the WebRTC client and provides similar functionality.

- **Install/Update:** Download the latest version of the client prior to joining a meeting.
- **Network:** Use a wired LAN connection if available. WiFi will work if needed, but provides a less predictable experience.
- **Clear your virtual work space:** Close other applications on your PC/Mac prior to joining a meeting. This allows your PC to provide a smooth experience while running the Univago client.
- **Use a high quality USB audio and video device:** A headset with a microphone or a microphone pod combined with a HD USB camera provides the best audio and video experience.

## Using a Videoconferencing Room System

Many companies have deployed and use standards based videoconferencing systems in their conference rooms. These systems are fully supported by Univago but each room may operate differently depending on the make and model. It is important you know how to use the room prior to placing a call.

- **Have dial info ready:** Make sure you have the Univago URoom address and PIN on hand prior to joining a meeting.
- **Will it even work:** Make sure the room system is capable of calling to external destinations prior to your call. To test, try dialing the URoom prior to the meeting or check with the room's administrator.

## Using Audio Dial-In

Univago allows participants to join via audio dial-in. Follow these tips for the best audio dial-in experience.

- **Have dial info ready:** Make sure you have the URoom connection information on hand while dialing into the room. You will be asked to input the 9-digit URoom Conference ID and PIN to join the meeting.
- **Use a headset or ear buds:** For the best audio we recommend using a wired headset or earbuds with a built in microphone.
- **Be courteous and mute:** Always mute yourself when you are not speaking. When used in public spaces, mobile devices pick up surrounding audio and can create echo and other unwanted audio feedback.
- **Use the iPhone's Extension Shortcut to save time:** When dialing-in from an iPhone, users may utilize the built in extension shortcut to quickly dial lengthy extensions and PINs. Dial into a meeting by clicking the number directly from the meeting invite, the phone will automatically dial the number and present you the extension on the bottom left of the screen. For a more detailed guide, click here - <https://sway.com/hSP81n4iMt3Pj1KI>

## General Video and Audio Tips

### Video

- If you do not see a video preview while connecting to the meeting, the browser is unable to access your camera. Another application may be using it. Close any applications that use your camera and microphone prior to joining a Univago meeting.
- Be considerate of the video you are sending to others. Remember they can see you or whatever your camera is pointing at.
- Lighting is important; make sure you have adequate light in front or above you. Avoid bright lights behind you as this will make it hard for other participants to see you.

### Audio

- The web browser will select your default microphone/PC speaker(s) as the audio source/destination for the Univago call. It is recommended to select your audio devices in the browser and test prior to joining the first call. To select a different audio out option, use your PC's audio settings to set a new default device.
- Avoid areas with ambient noise. Background noise will create distractions for other participants and make it hard for them to understand you.
- Avoid placing your microphone near your keyboard to prevent the sound of your keys from distracting other participants.
- If possible avoid joining a meeting in close proximity to other participants to prevent echo. Using a headset will help to mitigate echo in areas with multiple users or background noise.