**VideoHub – 1.2 User instructions**

**QuickStart**

If you are familiar with the software and it has all been configured for you, the following are the quick steps to follow. The InDepth section contains more detailed information about usage and other options.

Start the software from the VideoHub shortcut – this may be on your desktop, pinned to your Taskbar, or in your Start Menu.

Select **Refresh**, then select the hub you will be using from the right-hand menu - hosts

Graphical user interface

Description automatically generated with medium confidence

Click the **Join conversation** button – this will put you in the meeting room, ready for talking to client.

If you have an appointment, use the **Control Hub** menu to connect to the Hub at the required time.

If you are waiting for ad-hoc users to join, the software will notify you when they are waiting. At that time. use the **Control Hub** menu to connect to the Hub.

Use the Control Hub menu if you need to scan documents – first you need to **Start Hub Document Camera**, and then when the client has placed their document, you can **Scan Hub Document**.

Scanned documents will appear in a small list, double click to view the image (you may need to login with your SharePoint credentials at this point). You can left-click images to zoom in/out and right-click to print. To save an image, choose to print to PDF. **Close Image** from the menu bar when finished. To remove an image from the list, select it with a left-click, then right-click to delete it.

When finished with a meeting, delete any whiteboards or chats, and **Logout Hub** from the **Control Hub** menu. Generally you would want to delete any scans, too.

**In Depth**

The VideoHub software will allow advisors to connect to and control the VideoHub equipment in various public locations, to meet remotely with clients.

The software has 3 main functions:

1. Control a remote hub to log it in and get it connected
2. Chat with video to the client at a remote hub and share your screen and documents if required.
3. Control a camera at the remote hub to easily get clear images of documents that the client may need to share with you.

Upon starting the program, you will be presented with a login screen, and above that a menu.

If there are any updates available, a notification will pop-up listing fixes and inviting you to install the update. Normally you should install updates as soon as they become available – it’s a very quick process. There is also an option under **Config** to manually **Check for Update**.

The **Options** menu should already be configured for you and there should be a tick against **Advisor Meeting**. Clicking **Advisor Meeting** will reload the Vectera meeting page, if required. The **Advisor Dashboard** option is used to log into Vectera – you need to be logged in to have all features available in the meeting – this should have already been configured.

The **Choose Hub** menu is on the right and is used to choose which Hub you will be working with. Its name will change to the currently selected Hub. You can Refresh to get an up-to-date list of hubs that are online and not currently in a meeting. You can click to select a Hub that is ready and waiting. The default hub that it attempts to connect to can be changed in **Config->Settings** menu. Online Hubs can be in one of two states – waiting for a meeting to be initiated remotely or waiting to be let into the meeting (drop in initiated by the Hub side). Hub status is colour coded – the colours can be adjusted in the config menu. Hubs that are busy or offline and unavailable to be connected to are displayed in red by default.

Graphical user interface

Description automatically generated with medium confidence

Once a Hub is selected, the **Control Hub** menu is used to remotely control the Hub – options are greyed out if they are not currently available (you can’t do most things until you connect the Hub to the meeting):

**Login Hub** will connect the Hub to the meeting.

**Logout Hub** will stop the document camera if it is running and disconnect the Hub from the meeting.

**Reset Hub** is always available and resets the Hub in case the Hub and Advisor are out of sync. This will logout the hub and put it back to the welcome screen.

**Start Hub Document Camera** will start a preview on the Hub, so the client can place their document to be scanned.

**Stop Hub Document Camera** will close the preview on the Hub.

**Scan Hub Document** will take a picture from the document camera and upload it to SharePoint. A small list will show on the lower-right side of the application allowing the Advisor to view uploaded documents and delete uploaded documents.

The **Config** menu can be used to change some settings, you should only change settings in there if directed by IT support. Changing settings in this menu can prevent the system working. When the software is first configured the Network Username and Network Password will need to be configured. Some options are only displayed and cannot be changed here.

The **Debug** menu enables a small window to display troubleshooting messages – useful for IT support to troubleshoot any issues. Again, not required in normal operation.

At the main screen you, after selecting the Hub you will be working with, you can configure and test your audio and video devices, and then **Join conversation** to join the meeting.

Once in the meeting, you should log the Hub in from the **Control Hub** menu, and after a few seconds you will see a video preview from the Hub and it will knock to be let in – if it is the first meeting of the day it could take a bit longer for this to happen.

At the bottom of the screen are controls to turn off your camera and microphone, end the meeting, adjust audio/video devices and quality via Settings menu, (Recordings is not enabled), Invite other people into the meeting, send text messages via Chat, which will pop-up on the Hub screen – a client at the hub cannot respond with chat as they do not have a keyboard. Private notes will only be displayed to other CAS staff who have logged in to the platform.

Leaving the meeting should only be used, after the Hub has been logged out, and the meeting room cleared up of Whiteboards and Scanned Documents – see below.



On the top right you have options to display a white board, upload a file from your computer to show the client, or **Share your screen**. (Cobrowse is not enabled).

Sharing your screen will share your whole screen with the Hub – if you have only got one screen, you will need to move/minimise the VideoHub window out of the way to stop the “hall of mirrors” effect.

You can stop screen sharing by clicking the red X top right.

The client can upload documents for you to see, by placing them under the document camera that is attached to the right side of the hub. Once you have **Started the Hub Document Camera** from the **Control Hub** menu, they will have a large preview window, and should place the document on the table and align it with the preview. Once they are happy, you can click the **Scan Hub Document**, wait a few seconds and a list of scanned documents will be displayed in the lower-right. The client will need to leave the page in place for a few seconds until the scan completes.

You can scan repeated pages, by choosing **Scan Hub Document** again, once they have lined up the next page, and they will be added to the list.

You can view the documents by double-clicking an item in the list – this will then be displayed in a large window. You may be prompted to login to SharePoint in this window. You will be given the details to enter here, and you should choose to be remembered to reduce how often you have to login here.

You can click on the scan image to zoom in a bit.

If needed you can right-click on the viewed scan and choose Print if you need a PDF or hard copy of the document.

You can close the viewed scan with the **Close Image** menu option – this does not remove scans from the list, so you can open them again.

When the meeting has finished, you should choose **Logout Hub** out in the **Control Hub** menu, delete any scans from SharePoint and reset the room to remove any chat logs, whiteboards, etc. You can save a copy of the whiteboard, using the down arrow in the top left of the whiteboard, or delete it using the trashcan icon.



To delete a scan from the system, click it with your left mouse button to highlight it, then click it with your right mouse button to delete it. There are no confirmation prompts, so be sure you are finished with the scans.

To reset the room, click **Settings** -> **Reset meeting room**, this will also log you out of the meeting.

**Hub Setup**

The client will see this screen on the Hub:

Graphical user interface, text, application, email

Description automatically generated

Below the screen are four physical buzzer buttons that the client can press to join an ad-hoc meeting.

To the right of the screen is the document camera, under which the client will place documents to be scanned. It is adjustable but should normally be positioned appropriately. A preview will be displayed on the Hub in the bottom-right corner when the Document Camera has been started, to assist the client with placing the document properly.