

Ving User Guide v0.2



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Version History

Date	Version	Description	Author
01 October 2015	1.0	User Guide on base of 25 Sept design	Veronika Boyanova
28 October 2015	1.1	First page, formatting, pics and content updates (Dashboard, In Ving, Screen Sharing)	Veronika Boyanova
16 March 2016	2.0	Mute button, Favorites, Invite Guest, Mirror Mode	Martina Trajanoska

1 Login

Ving application is accessible at <https://ving.musala.com>

In order to log in to the web application, a Ving user needs to have an account created and related to one or more specific Ving room(s), based on the project(s) they are involved in.

A Ving user currently logs into the application with a 4-digit user name and a 4-digit password, provided to them on creation of their Ving account.

Every page load or reload, exit of Chrome browser or log out of the application lead the user to the Ving login page.

Ving application can (currently) only be used within the company network.

2 Dashboard

Ving dashboard is the main Ving application page. It serves as a home screen which gives information to a user about availability of their colleagues. Ving user can contact a team member only with a tap on their thumbnail.

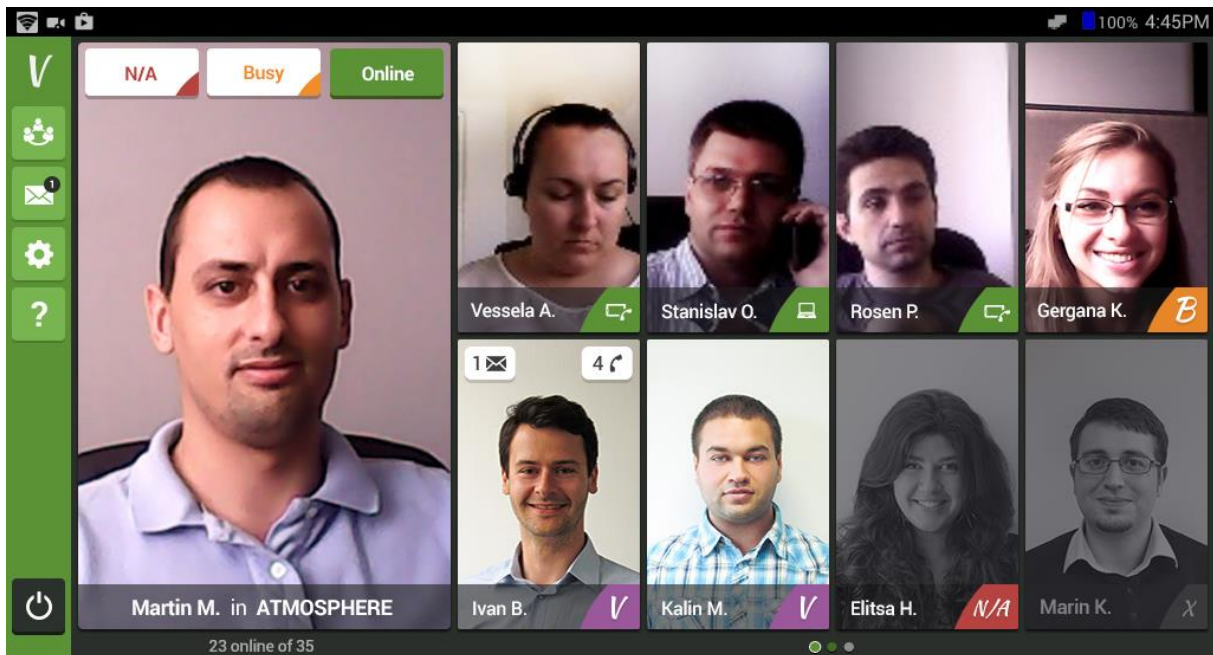


Figure 1 Ving Dashboard

Ving Dashboard includes a few elements as described below.

2.1 Action pane

The action pane includes Ving logo on top as well as action buttons which either lead to respective pages on tap/click or provide user with an opportunity to make a change.

- **Rooms** – gives opportunity for change of Ving rooms, i.e. switch of team view according to projects
- **Voicemail** – leads to a page with information concerning voicemail left
- **Settings** – leads to a page with settings and options for activation/deactivation of specific features
- **Help** – leads to a page with links to User Guide and Troubleshooting Guide documents
- **Logout** – leads user to logout confirmation page

2.2 Local preview screen

Information pane, related to the user of the Ving application.

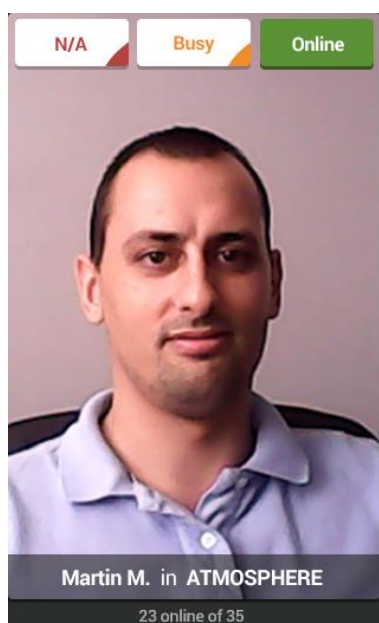


Figure 2 Local Preview

- **Video** – local video of the Ving user, streaming frames per second (FPS) – currently 1 FPS; same is being streamed to all members in all Ving rooms in which the user is included
- **Footer** – includes name and room of active Ving user as well as indication for number of online users
- **Header** – active status set-up – user can switch between N/A, Busy and Online statuses

Status	Availability	Video (FPS)
Online	User is available and can be contacted	Yes
Busy	User is busy, still can be contacted if urgent	Yes
Not available (N/A)	User is unavailable; voicemail functionality is directly activated if user contacted	Default user image with grey overlay
In Ving	User is in Ving call with another user and cannot be contacted; voicemail functionality is directly activated if user contacted	Default user image
Offline	User is logged off; voicemail functionality is directly activated if user contacted	Default user image with grey overlay

2.3 Thumbnails

The bigger part of the dashboard shows information about all other room participants – colleagues of the Ving user, according to project chosen – no matter their current status. If more users than the shown ones are included in the room, horizontal scrolling functionality is implemented in order to reach them. Each thumbnail includes the following elements:

- User **video** streaming FPS (online/busy status), default user **image** (In Ving status) or default user photo with grey overlay (N/A or offline status)
- **Footer** – user name, user status and currently used device
- **Header** – number of voicemail and missed calls* (potentially; functionality still not implemented) by this specific user

**Alternatively – call log currently appears on IP phone*

Thumbnail positions:

Every room has predefined thumbnails positioning in conformity to team members roles. Thumbnails get repositioned in accordance to the current state of the users which changes real-time:

- 1st positioned – online and busy users
- Middle positioned – N/A users
- Last positioned – offline users

The scroll coloring indicates this position ⇔ status relation.

3 Rooms

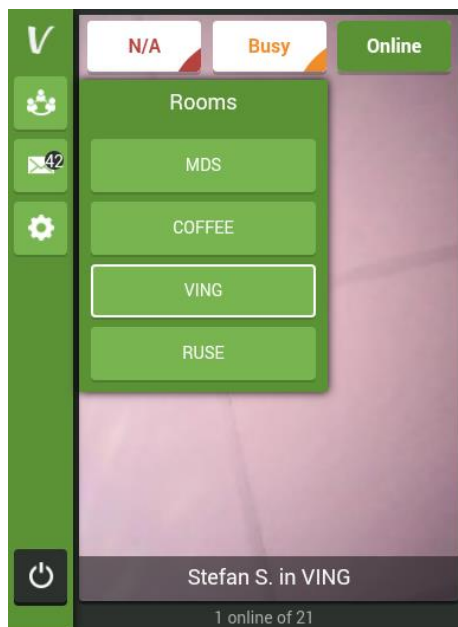


Figure 3 Rooms menu

The first button of the action pane leads to a list of active rooms for the specific user logged. The list might get shorter or longer based on the projects (departments) the user is involved in. Any change necessary in the list is to be requested to the company TR.

The currently active room is indicated as shown in the figure. A user may either change the room in order to reach colleagues involved in another project or leave the rooms menu by tapping:

- anywhere on the action pane
- on the local video canvas
- on the rooms menu where no room button appears

4 Voicemail

Voicemail is activated in the following situations:

- User does not answer for 30 secs
- User hangs up through the interface 'Hang up' button or through the 'Reject' button on the IP phone
- User is in N/A state
- User is 'In Ving'
- User is 'Offline'

Voicemail left is visualized to Ving users and can be reached through two places:

- Voicemail button on the action pane – the button shows the number of unread voicemail by all users in all rooms
- Voicemail button on a user thumbnail – the button shows the number of unread voicemail left by that specific user



Figure 4 Voicemail left by specific user indication

5 Settings

Ving settings change over time based on relevant business decisions. Therefore, some of the below mentioned might not be seen by a user in the current moment.

5.1 Auto Answer

When 'Auto answer' setting is 'On', the conversation starts immediately.

For users with Ving terminals, the audio starts on loudspeaker. The user may pick up the phone receiver or press the relevant button on the hardware IP phone in order to switch to 'non-loudspeaker' mode.

The setting does not have default value at new login. Last saved before log out is active until change.

5.2 Face Tracking

This setting is turned 'On' by default (if included in Settings) at each log in. Once the face of a Ving user is detected, it gets tracked in order to be kept present on the local video for more visibility to other people in the room.

5.3 Sound Volume

The setting provides possibility for regulation of application sound volume and indication of relevant percentage.

6 Help

7 In Ving

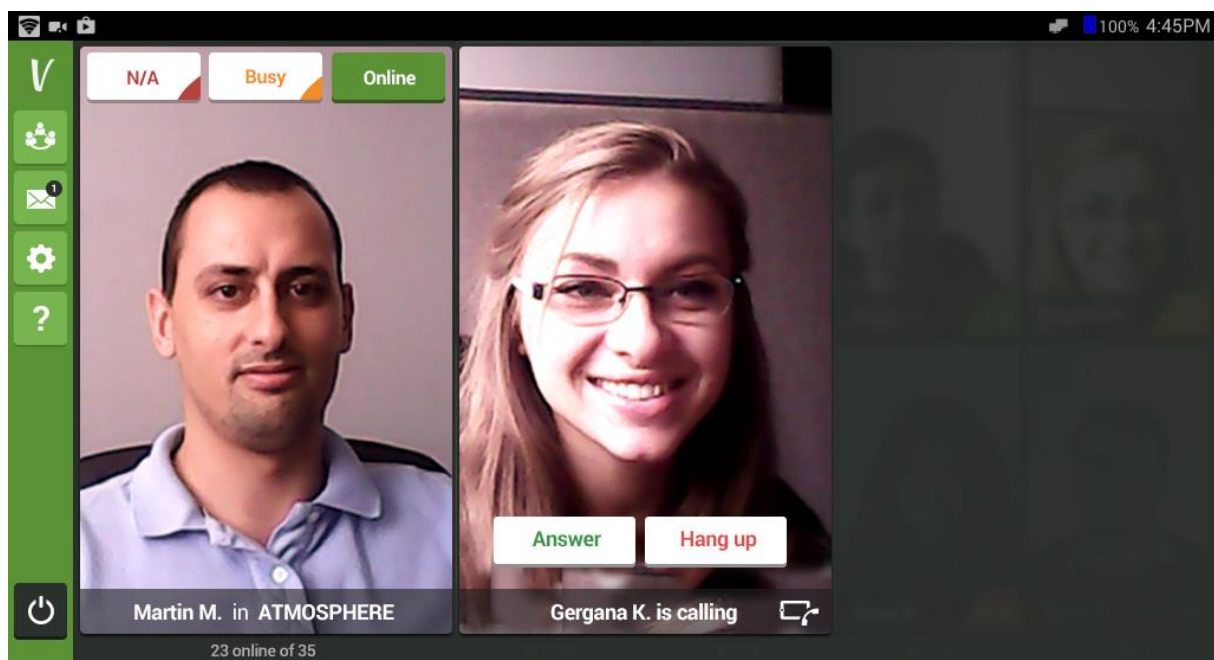


Figure 5 A colleague calling

A Ving user is able to call a colleague by tapping anywhere on their thumbnail. No matter the settings for auto answer (on/off) an "In Ving" screen appears immediately. It includes both videos (with FPS) of the users to set up a potential call. Once the call is already in place, peer-to-peer video starts.

A user has the opportunity to either receive or reject the call through a tap on the respective button.

- A call can be only received with "Answer" button in case the user does not have IP phone activated. If a user has an active IP phone, set-up for them, the audio flow will always pass

through it, no matter where is the user physically. When user is on auto answer 'On', audio starts immediately on speaker phone

- If the call is received by picking up the phone receiver, audio goes through it
- Call is rejected by the 'Hang up' button or by the 'Reject' button on the IP phone

The FPS video of the caller includes footer with name of the user as well as indication for the type of device that they are currently using.

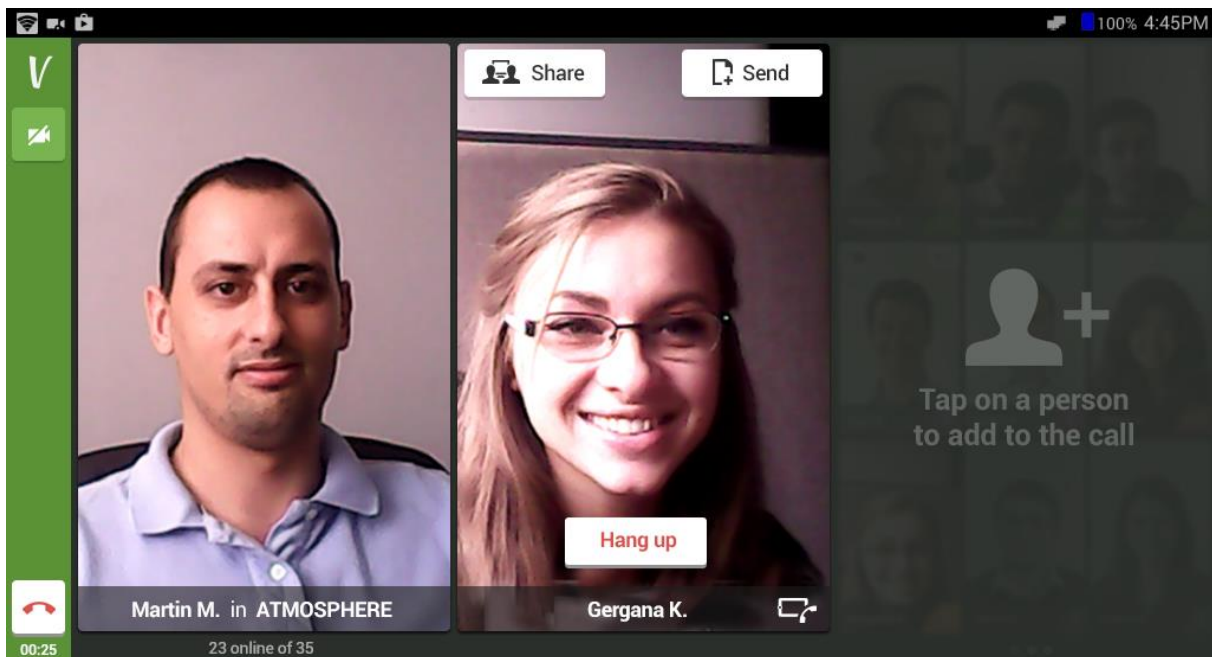


Figure 6 'In Ving' screen

Once a user has answered a call, the following elements with additional functionality appear on the screen.

7.1 Screen Sharing

Once in a call, users can share screen with each other in order to discuss some working piece for example. The functionality includes gain of control over the mouse of the colleague who shares screen. Thus, team members can work together on a project task or artifact.

Screen sharing functionality is accessible once a user has started desktop client. Before trying to use the sharing feature, a user should make sure that they have installed the file necessary on their desktop and they have logged in to the desktop application with their Ving credentials.

7.2 File sending

<not implemented>

7.3 Mute call

The Ving user is able to mute a call (both audio and video) while he is talking to someone so that he can pause the call for a while, e.g. while he is talking to someone else for a second and go back to it once he is ready. This is valid for all configs except terminal, i.e. computer, tablet only, and similar. Functionality(button) is showed when the browser is used as a phone, without terminal.

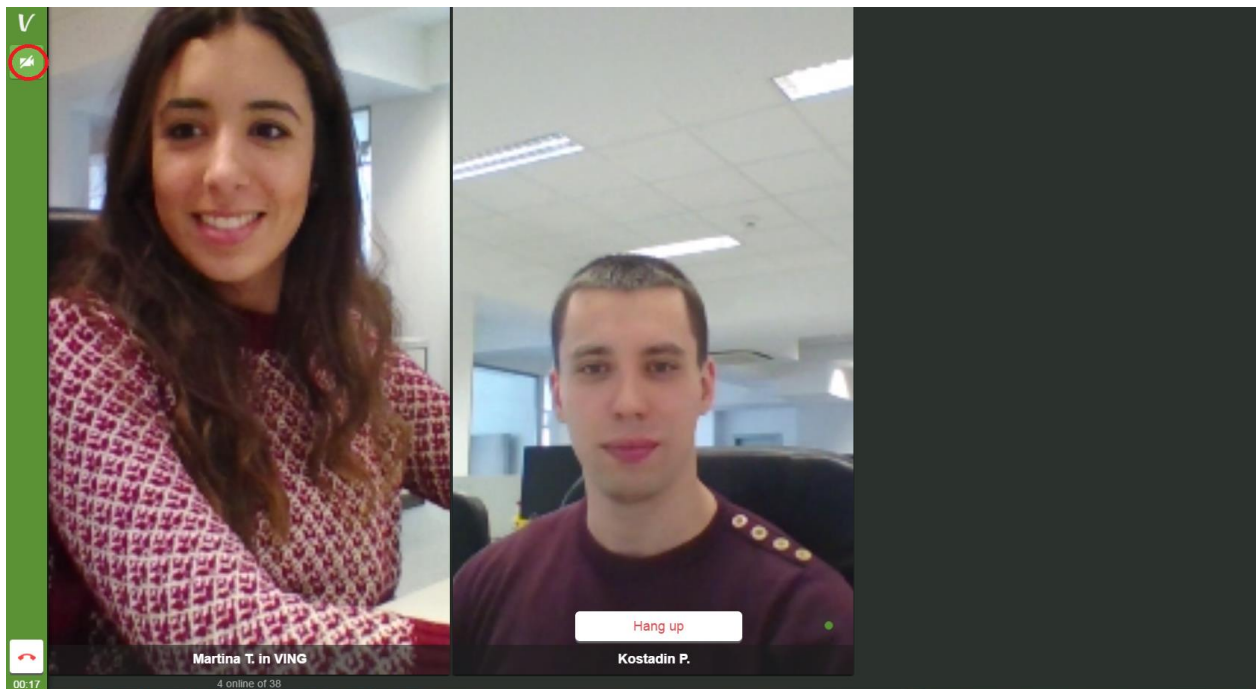


Figure 7. Mute a call – button

7.4 Add 3rd party

<not implemented>

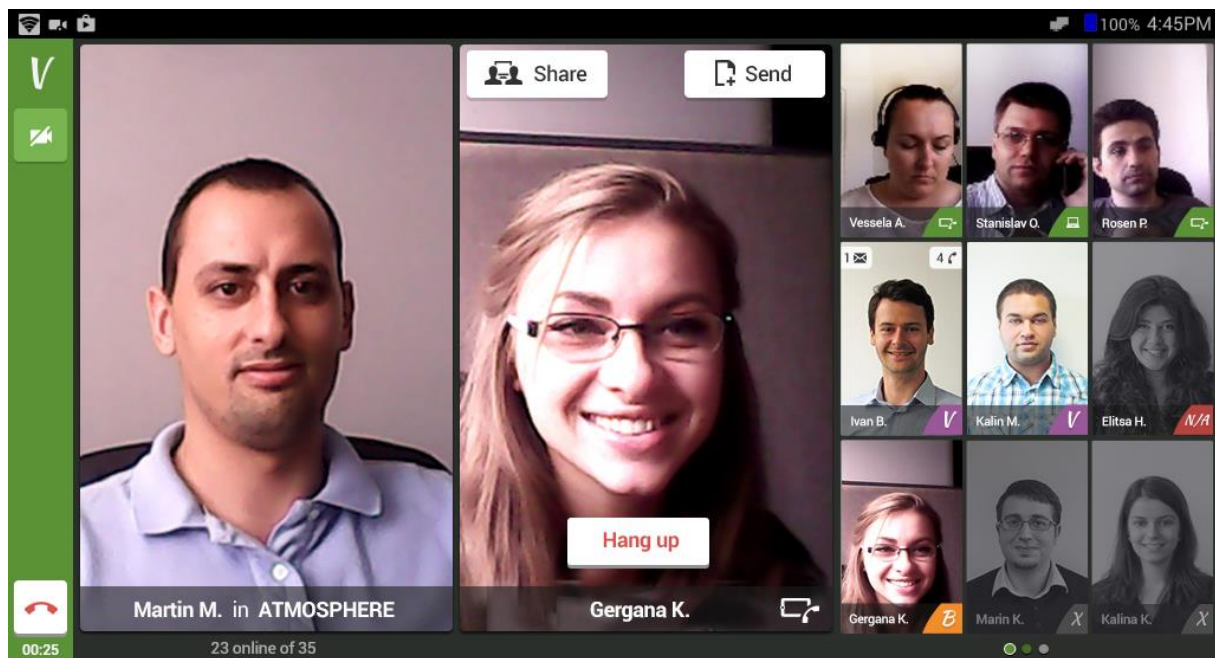


Figure 8 'In Ving': Add 3rd party to call

8. INVITE GUEST

Is a functionality that enables you invite a guest (without a Ving account) to call him within specific time frame (date and hours, defined by user in advance through the Ving app interface) so that user can be able to talk to anyone he want out of the current Ving network/accounts/users.

If the user wants to invite a guest click on the icon shown and a invite view will appear after that fill in the required fields. (Figure 9).

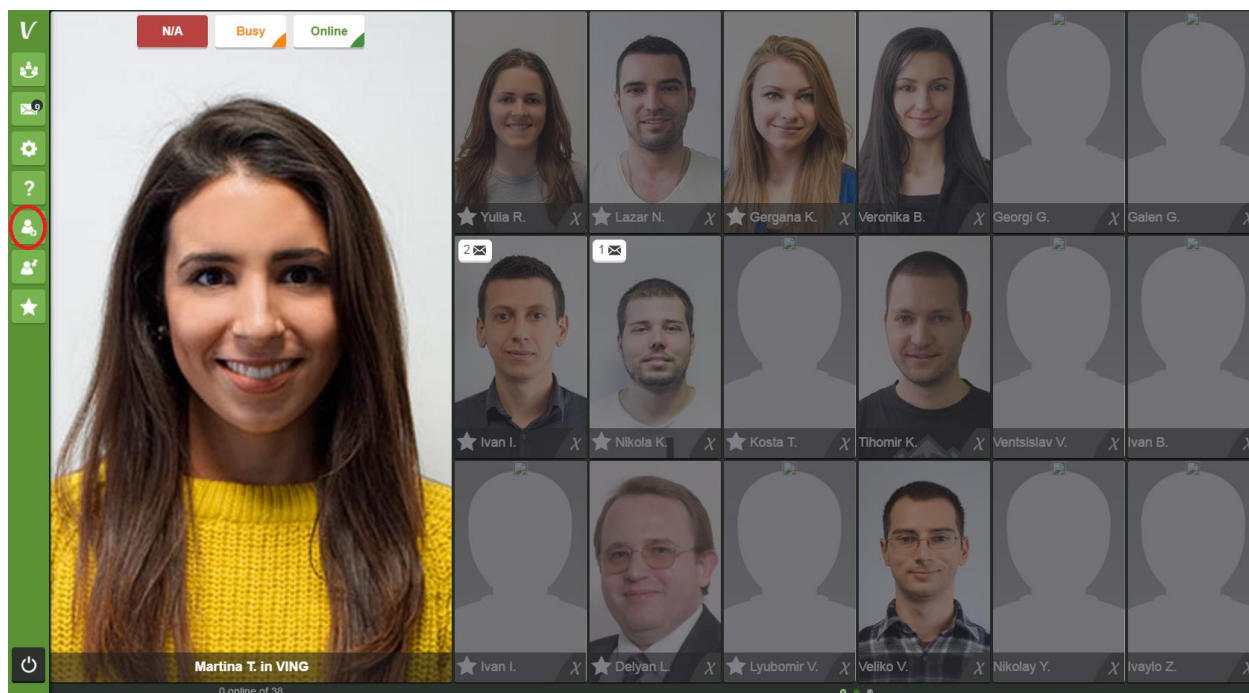
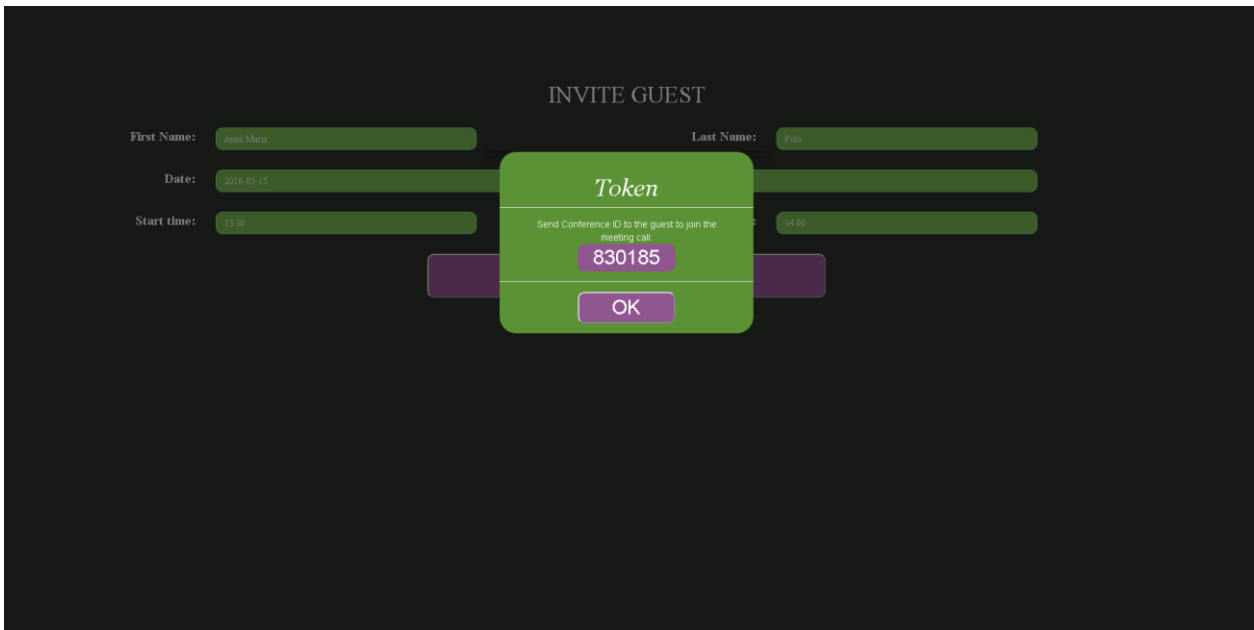


Figure 9. Invite guest button

After all the fields are filled in press the invite button, a pop up will appear with a token that the user will have to write down.



INVITE GUEST

First Name: Last Name:

Date:

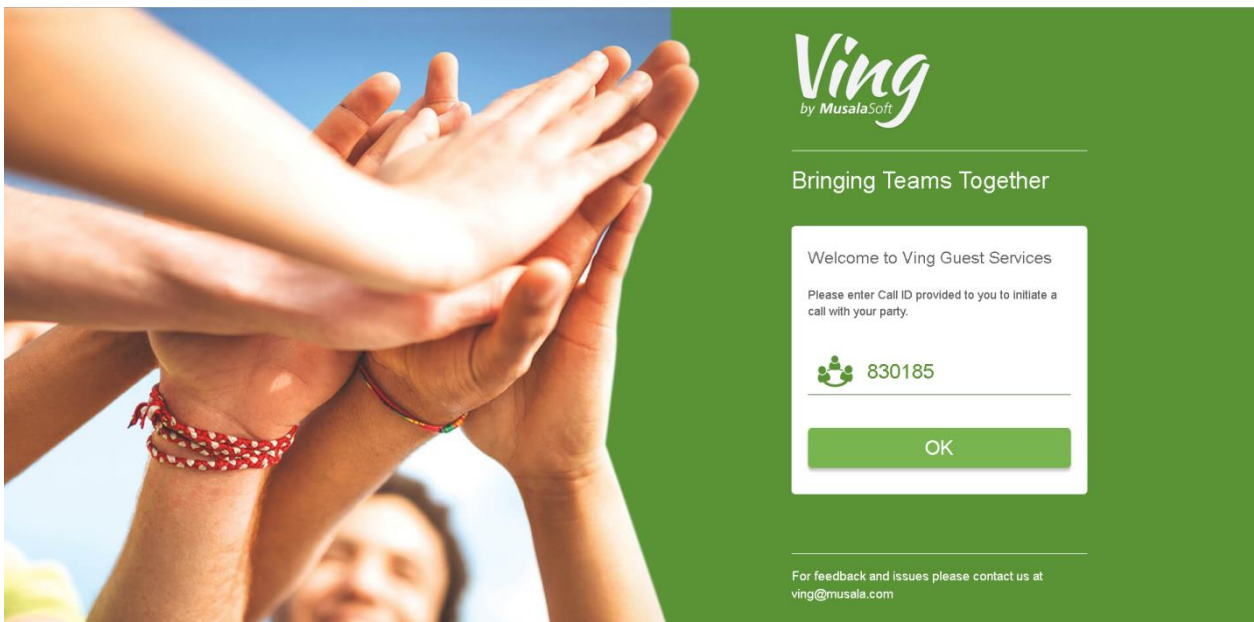
Start time:

Token

Send Conference ID to the guest to join the meeting call

Figure 10. Guest invitation

The Ving guest is able to visit the <https://ving-guest.musala.com> web site and enter a 6-digit Call ID (token) given to him in advance (by his inviter = any Ving user) so that guest can reach a Ving. When the call is in state 'CONNECTED' p2p video will start at the both sides.




Ving
by MusalaSoft

Bringing Teams Together

Welcome to Ving Guest Services

Please enter Call ID provided to you to initiate a call with your party.



For feedback and issues please contact us at ving@musala.com

Figure 11. Guest Login page

The Ving user is available and is able to talk to Guest . In order to make conversation with Ving user, Guest should press the “Call” button. (Figure 12)

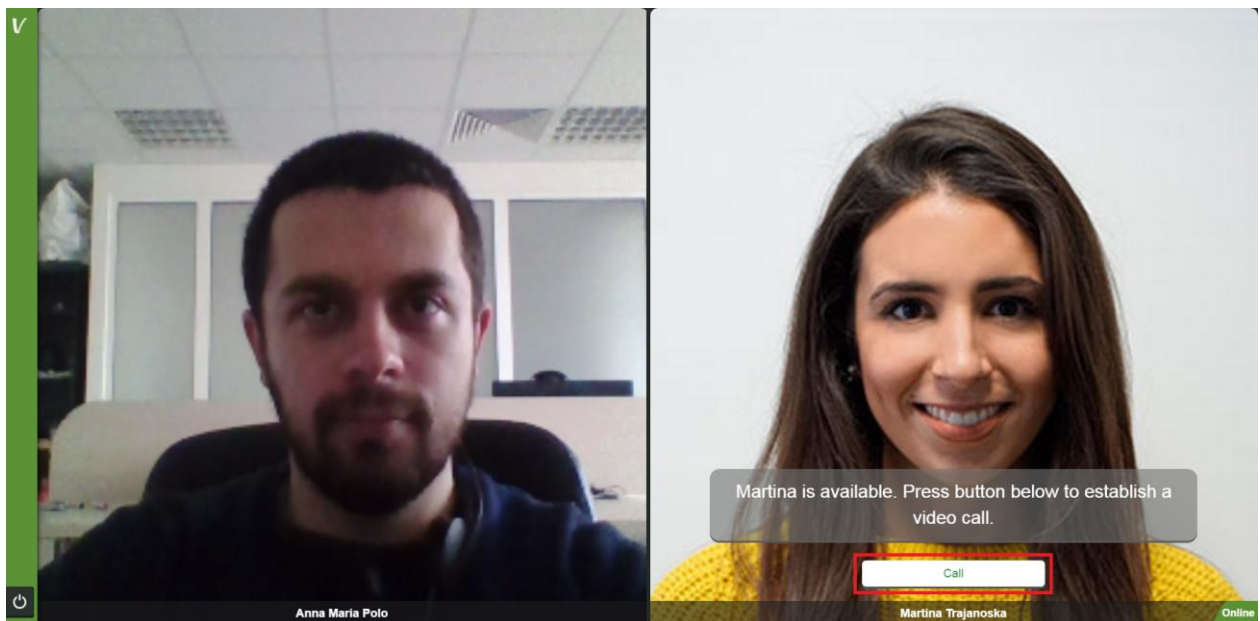


Figure 12 User-Guest Call: User is currently available

The Ving user is Busy but is able to talk to Guest . In order to make conversation with Ving user, Guest should press the “Call” button. (Figure 13)

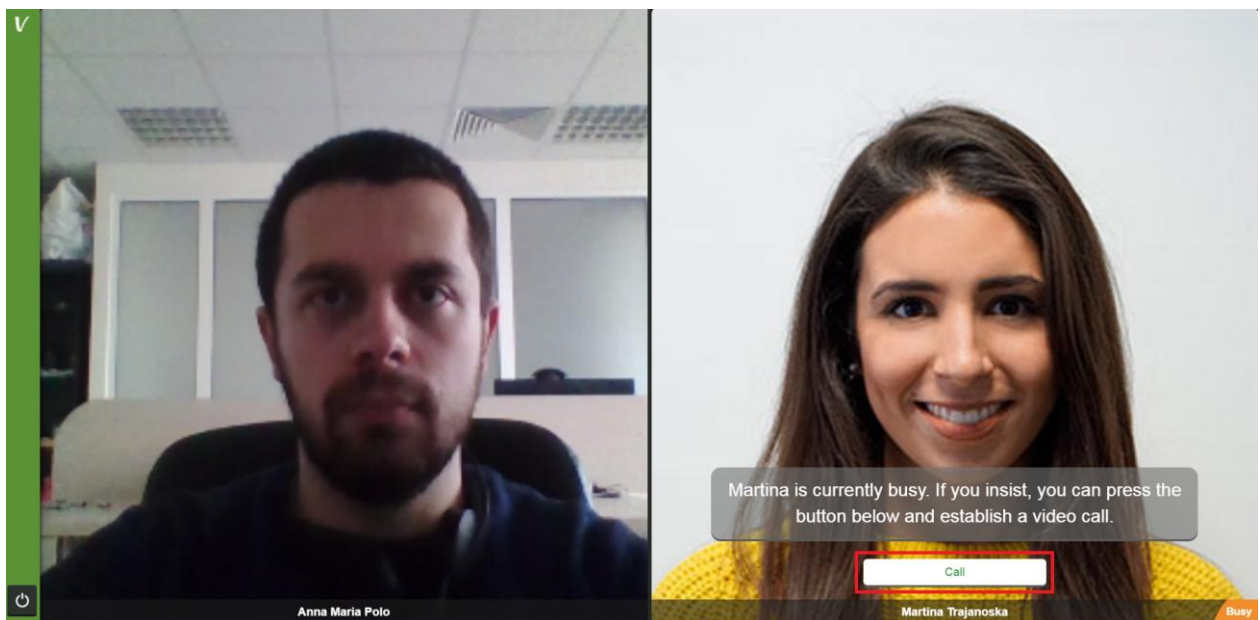


Figure 13 User-Guest Call: User is currently busy

The Ving user is currently not available and there isn't the "Call" button. Guest should wait until the user becomes online. (Figure 14)

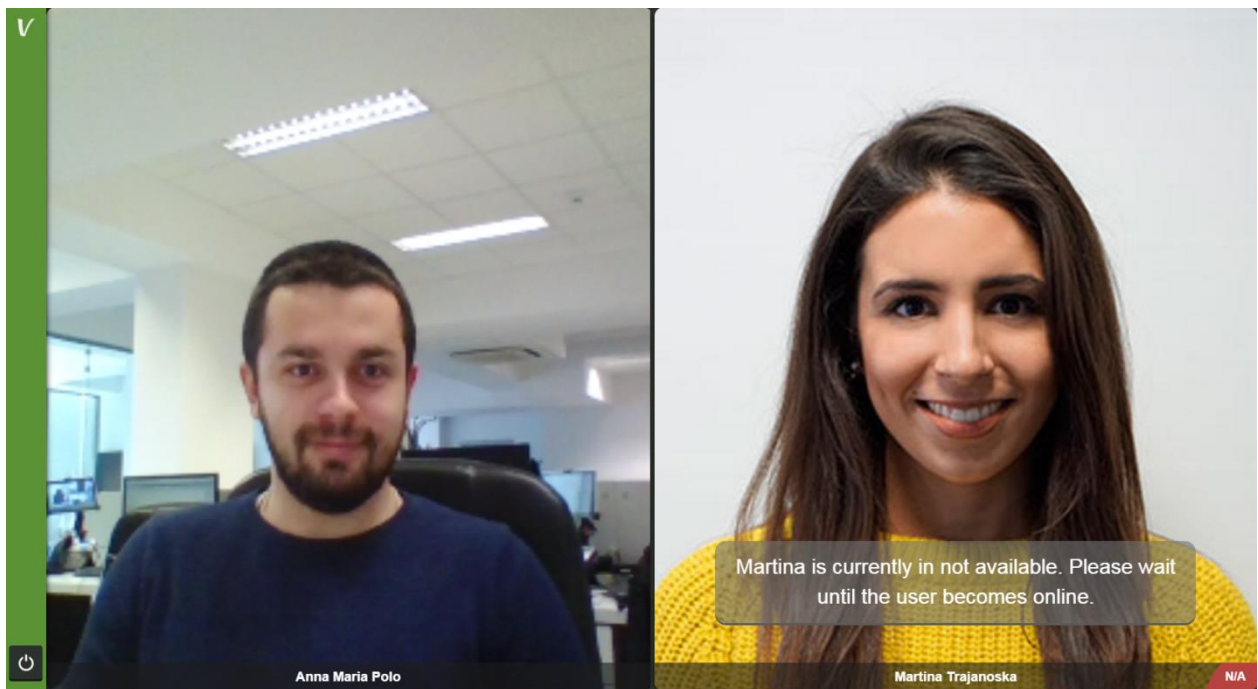


Figure 14 User-Guest Call: User is currently in not available

The Ving user is currently in call and there isn't the "Call" button. Guest should wait until the user finishes the ongoing conversation. (Figure 15)

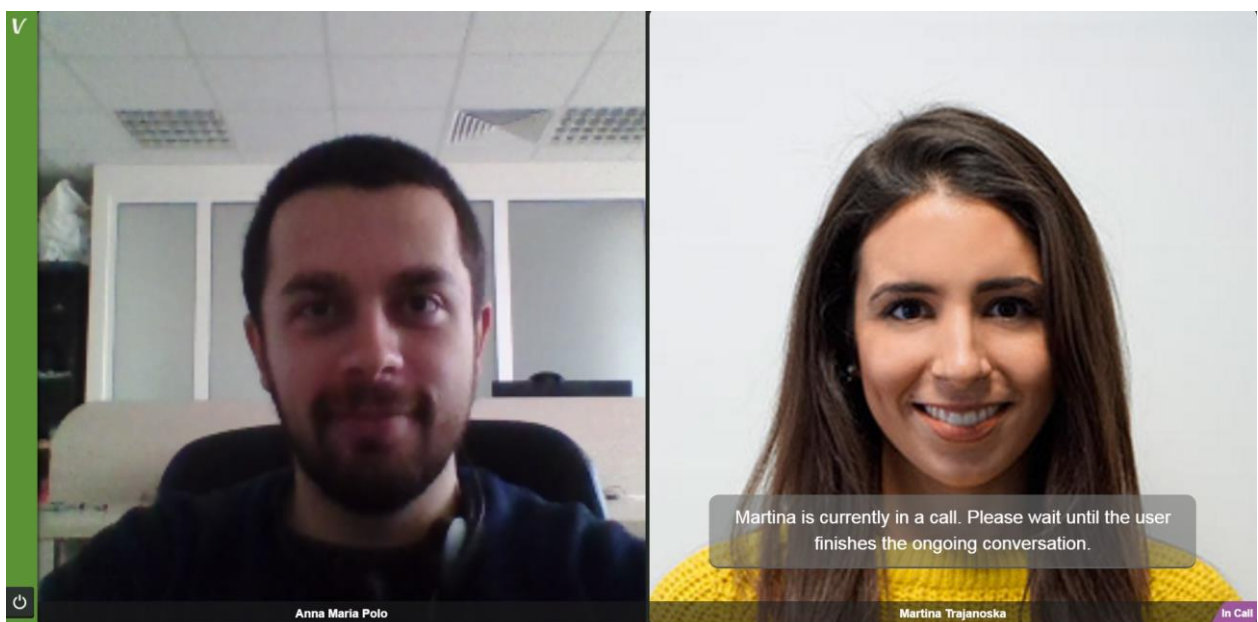


Figure 15. User-Guest Call: User is currently in a call

9. MIRROR MODE

There is additional button on the action pane called "Mirror Mode". On click, user's local video pane is switched to live stream so he can adjust the position of his equipment according to his position. As mirror mode is switched on, camera gets centered.

Live mode is active for 60 secs. All background tasks are turned off and except for mirror mode are disabled. Mirror mode can get turned off by the same button where it was switched on from.

User status and respective behavior remain the same - user is respectively callable (if online or busy) and VM is left if user is N/A, In Ving or offline. If user is callable, mirror mode is interrupted.

Mirror mode can be stopped by user interaction - when click on the button before time out or by call

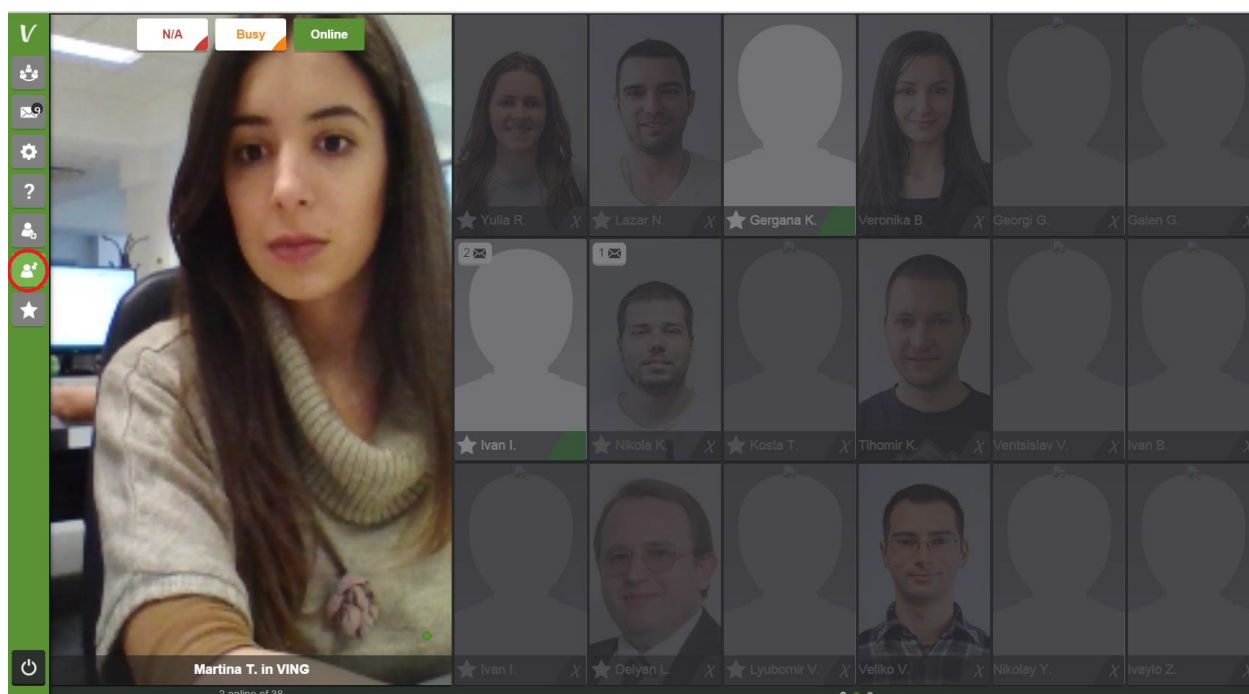


Figure 16. Mirror mode

10. FAVORITES

The Ving user should be able to mark any of his 'roommates' from any of his rooms (while the user has already entered the room) as his favorite user so that they can always stay (locked) on 1st positions on user's dashboard no matter which room he has entered. The Ving user should be able to reorder his roommates thumbnails/tiles on dashboard so that he can see whoever he need on the position he define. Option to mark as favorite/not favorite is star indication down left corner in status lane.

When user click on star button dashboard gets frozen (local video and thumbnails). Button changes from a star to a star with a tick. You can have only 9 favorites. If a 10th is tried to be added as a favorite, a message 'Favorite users cannot be more than 9.' is displayed.

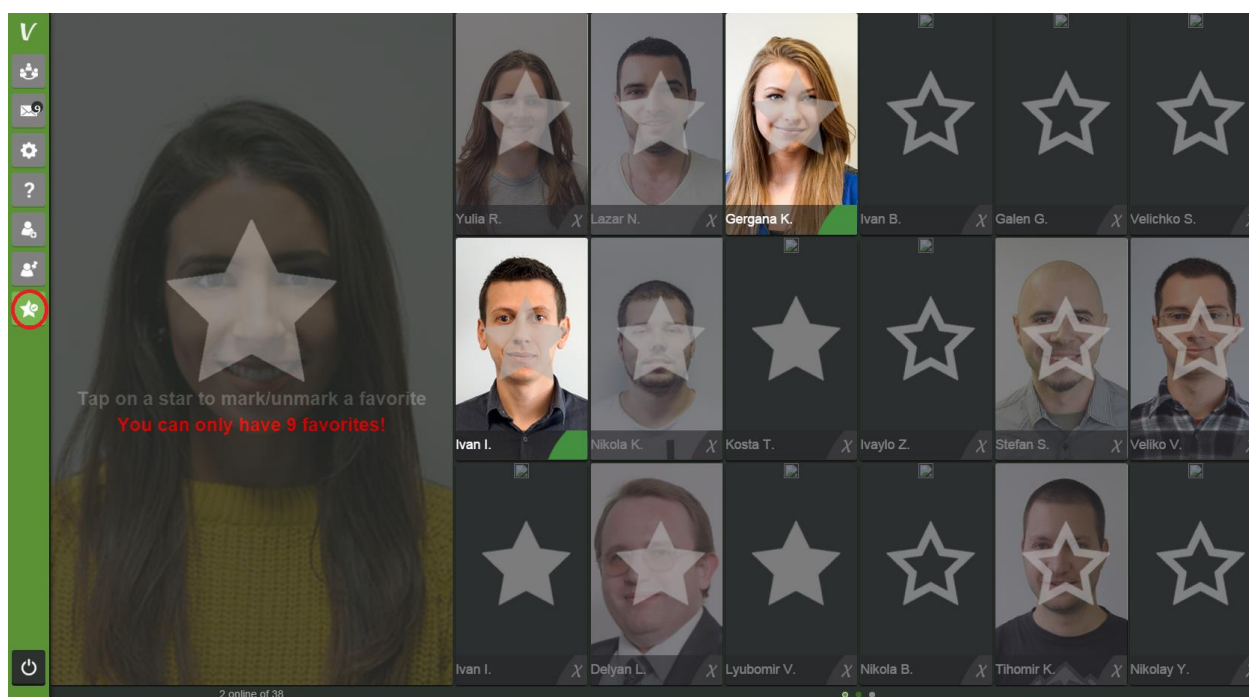


Figure 17. Favorites menu