



UCi2i

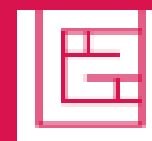
Getting the most from video

Hints and tips guide

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You and your video account. Wherever you are. UCi2i



You and your video account

- Keep your video account login details to hand – these will have been emailed to you by your partner or our V-Desk
- You can download your video software at our support website:
<http://www.uci2i.com/support>
- Make sure your video client is set to start up and sign in at your system login
- Support is always at hand. Contact V-Desk at:
 - APAC region: +852 3746 6000
 - EMEA region: +44 203 841 8555
 - Video or email: vdesk@uci2i.com

Getting the best experience. Wherever you are. UCi2i

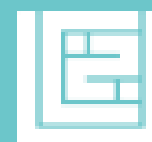


Getting the best video experience

- Use a high definition webcam – 720p or better
- Use a headset with a microphone
- Adjust your video bandwidth to suit your connection speed. A good connection should use 768kbps (connection of > 5mbps), a slow connection should use as low as 256kbps (connection < 1mbps)
- Avoid fabrics with complicated patterns such as checks, tight/close stripes, herringbones, tweeds, and loud plaids. Fabrics of this design tend to strobe on camera.
- Avoid extremes of lighting – low light or direct sunlight. These tend to silhouette or washout your displayed video
- If you're not going to be speaking for a long time, it's good etiquette to mute your audio to remove any background noises



Extending your video reach. Wherever you are. UCi2i

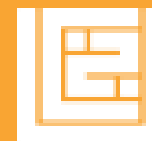


Extending your video reach

- Add your video address to your email signature
- Let your customers and colleagues know you're on video and we'll arrange them a 2 week free trial
- Add your video address to your business card
- Let people know on your social media sites that you're now available via video



Technical jargon. Wherever you are. UCi2i



Technical jargon – get the knowledge

- **VC-Connect** – this is the software video client that is installed on a computer or laptop to enable video conferencing
- **VMR** – a virtual meeting room. Where you and two or more persons can collaborate together
- **Conference PIN** – a four or five digit number used to allow access to a virtual meeting room
- **Service Plan** – think of it like a mobile phone contract, except for video
- **On-net** – using the UCi2i network to call other people on the UCi2i network
- **Off-net** – using the UCi2i network to call people off the UCi2i network, i.e. going over the public internet
- **High Definition** – a high quality resolution picture
- **720p** – the minimum resolution for a video call to be classed as high definition. Also used is 1080p, this is a better resolution than 720p
- **Firewall** – a hardware device that protects your network from bad people 😊
- **Ports** – an application specific number that allows internal and external systems or software to talk to each other.
- **SIP** – a video protocol, typically looks like an email address
- **H.323** – a video protocol, usually used on older systems. Can look like a bunch of numbers, e.g. 321@125.222.21.67
- **E.164** – is an international numbering plan for public telephone systems. Your own phone number is an E.164 number – did you know that?
- **IP address** – a unique network address assigned to a computer or video system
- **V-Desk** – the nice people at UCi2i who help support your video needs



Simple troubleshooting. Wherever you are. UCi2i



Simple troubleshooting – VC-Connect

Blocky video quality? Lower your bandwidth and try again

Can't sign in? Check your server addresses and login details

Still got problems? Make it our problem
Support is always at hand. Contact V-Desk at:

APAC region: +852 3746 6000

EMEA region: +44 203 841 8555

Video or email: vdesk@uci2i.com



Simple troubleshooting – Hardware Endpoint

Blocky video quality? Lower your bandwidth via the call settings option and try again

Can't sign in? Check your server addresses and login details. Do the SIP and H.323 statuses say 'Registered'. If not call V-Desk

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