

# ONSIGHT 5000HD RUGGED SMART CAMERA GUIDE



**Librestream**  
**Onsight 5000HD Rugged Smart Camera Guide**  
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**Name of Librestream Software** Onsight Connect

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## INTRODUCTION

Onsight Connect provides secure video collaboration for you and your colleagues, suppliers or customers. You can talk, see and share live video, images, or recordings, and draw onscreen with one or more Onsight participants to rapidly respond to issues or questions from the field. Capture pictures and record Onsight sessions for future training purposes.

### Setup Wizard

The Setup Wizard will guide you through first time setup and can be run at anytime from the login screen. It includes steps for:

- Date and time
- Certificates
- Network
- Bluetooth

### Onsight Connect - Log In

To log in to Onsight Connect, you need a User Name and Password. If you already have a User Name and Password, enter the information and select Login.

If you have forgotten your Password, press 'Forgot Password' to receive an email with the temporary Password.

If you do not have a User Name, contact your internal Onsight system administrator.

### Admin Account - Log In

The 5000HD is managed locally by the device's Admin Account. The default account is admin/admin. *It is highly recommended you change the default password. You may also wish to change the default admin username.*

The Admin account allows you to use the device without requiring an Onsight Connect user account and to manage the **Enhanced Security** feature. By default, standard users can install certificates and create VPN connections. If this is not desired, turn on Enhanced Security.

**To turn on Enhance Security** – go to Settings-System-Enhanced Security. You must enter a Enhanced Security Password (ESP) that will password protect the certificate install and VPN settings. Once enabled users must enter the Enhanced Security password before being granted permission to install certificates and configure VPN settings. You may set this to be the same as the device's Admin password by selecting 'Use same password for Admin Account'.

Any attempt by a user to install a certificate or create a VPN connection will require them to enter the ESP. Once they have entered the ESP, they will be granted permission on the device and will not be required to enter the ESP in the future.

### Onsight 5000HD Video Tutorial

The Video Tutorial runs by default and guides the user through the basic steps required to use the 5000HD. You may choose 'Do not show again' if you do not want it displayed on each login. It can be run by going to Help-User Manual-Tutorial. Press Play to view the video, tap the screen to access the playback controls (e.g. pause).

### Hardware Features

- **POWER BUTTON:** Press to power on. Press to enter Sleep mode, press again to Wake up. Press and hold to turn Off.
- **ON (Share):** Share video, still images and recordings.
- **PAUSE:** Freeze/unfreeze video.
- **SNAP SHOT:** Capture or Share still images.
- **ZOOM:** 10x digital zoom.
- **MIC MUTE:** Controls your local mic input.
- **VOLUME:** Controls your local speaker volume.
- **ILLUMINATION:** Built in light ring for dark environments and close-ups.
- **MACRO LENS:** Attach for close-ups within 3-8 cm (1-3 inches) of the camera lens. Align the magnetic connectors with the lens guides on the front of the 5000HD.
- **STREAMING LED:** Located on the front of the camera and turns red when video or media is streaming or shared from the camera.
- **CHARGING LED:** On when the battery is charging.
- **LASER:** Caution laser beam is emitted when using the Dimensioning feature.
- **PROXIMITY SENSOR:** Used to determine distance when using the Dimensioning feature, and displays on-screen ruler for approximate scale.
- **POWER CONNECTOR:** Attach the Power Supply to charge the battery.
- **HEADSET CONNECTOR:** Insert Onsight Headphones (3 pole mono port).
- **MULTI-PORT ADAPTER CLIP:** To attach, align the adapter clip with the clip on the 5000HD. The Multi-Port Adapter provides USB and HDMI input/output.
  - o Connect an external audio/video device using a Micro-B USB, C Mini HDMI, or Type A USB cables.
  - o Output video on a monitor using a Type C Mini HDMI cable.
  - o Transfer files by connecting a Type A USB cable to a computer.
- **TRIPOD CONNECTOR:** 1/4-20 UNC thread for tripod mounting.

## Make a Call

- Select the Contacts tab.
- Tap or Click on one of the contacts listed to initiate a call.
- Calls also can be initiated by pressing the handset button beside a contact on the Call History tab.
- If the contact you need is not listed, see Add a Contact below.

## Share Video

When you are in an active OnSight call, press the 'ON' Share button to immediately share the live video from your camera. The 'ON' Share button will glow when you are actively sharing.

To stop sharing your live video, simply press the 'ON' Share button again.

Tip: If you want to see live video from another Participant's camera, ask them to select their 'ON' Share button or go to the Participants panel and select their 'ON' button yourself.

## End a Call

Press the red End Call button at the top right of the Viewer screen.

## Add a Contact

There are two ways to add a Contact:

### 1. Search the Directory

- o On the Contact tab, type the name of the Contact in the Search bar. If they are already in your Contact list, they will appear in the Search results.
- o To Search the Global Directory, enter text in the Search bar and press the Global Search button.
- o Select the contact(s) you want to add to your Contacts list.
- o Press the '+' button on the right to add them to the Contacts list.

### 2. Create an External Contact

An External Contact is a person or video endpoint who is not listed in the Global Directory, e.g., a third-party supplier or video conference room.

- o On the Contact tab, press the '+' button.
- o Enter the name and SIP address of the external contact and press 'ok'. If you do not know the SIP address of your external contact, ask your internal OnSight system administrator.

The new contact will now appear in your Contacts list. You can click or press on their name to make a call.

## Invite a Guest

You can invite guests to join your OnSight session if your company has enabled this service.

- Select the Contacts tab.
- Press the Invite button.
- Fill out the Details: enter First Name, Last Name.
- Select the Method (Email or SMS). Enter the email address or phone number.
- Enter the Expiry Time (days).
- Enable the 'Include option for guest to call me immediately' if you want your guest to automatically call you.
- Enter your Invite Message (optional). Do not exceed 100 characters when sending SMS messages.
- Press the 'Send' button.
- Your Guest will receive an email that includes instructions on how to download and install OnSight Connect.
- You and your Guest will automatically appear on each other's Contacts list. Either of you can call the other person.

## Call History

- Select Call History to display a list of previous calls.  
Note: Calls are listed by Contact name.
- Press the handset button beside the Contact name to initiate a new call to that contact.
- Press the right arrow to view/edit Call properties including date, time, duration, title, images, recordings,

## Files

- On the Dashboard, press Files.
- The My Files tab will list all images and recordings sorted by most recent date.
- Select an image or recording thumbnail to preview it.
- Once you have selected the image or recording, you can do the following to the file:
  - o Play, Delete, or View its properties.
  - o Press the 'ON' Share button, below the file, to share the file when in an OnSight call.

## System Health

The color of the System Health button provides a visual indicator. If the button is green, all the underlying services are available. If the button is red, one or more of the services is not available and could cause an issue. To view the details:

- On the Dashboard, press the System Health button.
- View the Network Interface, Onsight Account Service status, SIP Registration, and TeamLink Registration. If enabled, Remote Management status is also available.

## Settings

Settings are typically configured by your Onsight Connect system administrator. In order to make changes to settings, you must be granted Client Administrator privileges. Contact your administrator if you need to make changes.

- On the Dashboard, press the Settings button.
- Select the setting you wish to edit.
- Go to System to configure the following:
  - WiFi
  - Bluetooth for headsets
  - Location
  - Enhanced Security
  - Certificates
  - VPN
  - NFC
  - Display
  - Date/Time
  - Device Info
- Select 'Media Configurations' to access the list of custom media configurations. Press the '+' button to add a new Media Configuration. Enter a Name for the Custom Configuration and select the following:
  - Device Type: NTSC or PAL
  - Resolution
  - FPS
  - GOP – the default values are recommended and should not be changed unless you are an advanced user.
  - Target Bit Rate
  - Press OK to accept

## Search

You can search for specific Onsight Calls, Recordings, and Images:

- On the Dashboard, press the Search button (magnifying glass).
- Select the date range.
- Enter the Text in the Search bar and press the Search button.
- Search Results will be sorted on 3 tabs - Calls, Images, and Recordings. Select the tab you wish to view.

## TOOLS TIPS

### Dashboard

The Dashboard provides a quick index to navigate between Contacts, Call History, Files, System Health, Settings, Search, and Help.

### Status Icons

Status icons are displayed on the Viewer Screen.

- Battery - indicates battery percentage and charging status.
- Wireless - indicates Signal Strength of the Wireless Network Connection.
- Bluetooth - indicates an active Bluetooth connection.
- Recording - displayed when recording locally.
- Flash - indicates Flash state for Snapshots. Flash, No Flash or Auto.
- Illumination - indicates the Illumination ring is On.
- Speaker Mute - indicates the Speaker volume is off.
- Mic Mute - displayed when the Mic is disabled.
- Vibrate - indicates the Volume is disabled and the 5000HD will vibrate for incoming calls.
- Warnings - displayed when call conditions are affected, e.g., packet loss.

### Participants Panel

Press the Participants button located on the tool bar to change telestration colors, request live video from another participant, or erase another participant's telestration. To request live video from another participant (typically if the Onsight device is unmanned), select the 'ON' Share button beside that participant's name.

### Tool Bar Tab

Hide or Show the Tool Bar by pressing the Tool Tab button on the far left of the Tool Bar.

### Erase Telestration

Tap to immediately erase all telestration visible on the image or video.

In the Participant Panel, you can change telestration colors and delete another participant's telestration. You also can make another participant the live video source.

### Pause Video

Press to pause or restart the live video. You can also pause and restart video just by tapping within the Viewer collaboration window on touch panel displays.

Tip: Pause the video when you are moving between locations or you want to discuss and telestrate on a specific visual.

## Share Video

When in a call, tap the 'ON' Share button to immediately share the live video from your camera (or an image or a recording). This button will glow when you are actively sharing. To stop sharing your live video, simply tap the Share button again.

When not in a call, the play button will start the playback of a recording.

Tip: If you want to see live video from another participant's camera, ask them to tap their 'ON' Share button or go to the Participants Panel and tap their 'ON' button yourself.

## Record

Press the Record button to record the Onsight session. The Onsight recordings include live video, audio, telestration and shared images.

Tip: If any Onsight participant has selected Record, a red circle indicator light will appear in the right-hand corner. Onsight recordings also can be made when not in a call.

## Take a Picture

Press the Snapshot button to take a picture. You can take a picture from your own camera if you are the current source of live content or if you are not in an active Onsight call. If another participant is the live video source, you can take a picture with their camera.

Your picture also will be saved as a JPG image in your Onsight media album. If you are in a live call, a message will appear asking if you want to share the image with other participants. This prompt can be disabled for users who prefer to use the press and hold method of sharing images.

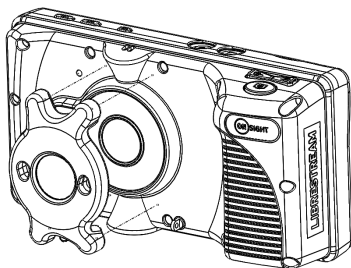
Hold to Share: Press and hold this button for 3 seconds to immediately share the picture with all the Onsight session participants.

## Camera Controls

Press to display the additional Onsight camera control options including focus, illumination, muting and video source options. The options you can control will depend on the device that is sharing the live video.

## Macro Lens

Attach for close-ups within 3-8 cm (1-3 inches) of the camera lens. When the Macro Lens is attached, digital zoom is automatically set to 2X. Adjust Zoom as required. Turn on Illumination if lighting is poor on close-ups.



## Main Controls

Press to display the main Onsight control options including erase telestration, zoom, play/pause, share video, record and image capture. Zoom is also included here on Tablets. The options you can control will depend on the device that is sharing the live video.

## Video Settings

Select to change your video settings, run a Bandwidth Test, or view call performance statistics. There are three tabs of related content and functions as follows:

1. The Audio/Video Status tab displays the active Media Configuration as well as a list of the alternate Media Configurations. If you are experiencing choppy video or audio, you may not have sufficient bandwidth to support your current Media Configuration. Select a lower bandwidth media configuration. If you do not know what to choose, go to the Connection tab and select Run Bandwidth Test. The results will suggest the appropriate media configuration for your session. Tip: When you select another Media Configuration, it will immediately become active.
2. The Connection tab displays a summary of the call and includes an option to run a Bandwidth Test. This test will recommend the A/V Setting you should use to optimize performance.
3. The Stream tab includes a summary of the transmit and receive statistics for the current call. Tap 'More Detail' to see the Total, Current and Average Bytes Transmitted and Received for each media stream (audio, video, voice, data).

## Zoom

Press the Zoom button to access the digital zoom function. When in a call, all participants will see the effects of the Zoom.

If you are viewing video from another Onsight participant, you can remotely zoom their camera. Again, all Participants will see the effects of the Zoom.

Pan a zoomed video/image by dragging with two fingers.

## Focus

Onsight supports Auto Focus mode on all camera devices. The Manual Focus option is available if you are in a call with an Onsight Rugged Smart Camera. If so, select the 'Manual' option to remotely control the Onsight device Manual Focus feature. To return to Automatic Focus, select 'Auto'.

Reminder: Manual focus is not available when the live video source is a Smartphone or Tablet. These devices only support Auto Focus mode.



## Illumination

Different illumination options are available depending on the device in use:

1. If you are sharing, viewing, or recording video on your Smartphone or Tablet, you can turn the torch light on or off. You also can select flash options for pictures including flash On, Auto or Off.
2. If you are viewing video coming from an Onsight Rugged Smart Camera, you can select between two types of torch light - Distance and Macro. You can also control the level of lighting with seven illumination levels. There is no Flash option with the Onsight devices.

Tip: Use 'Macro' for close-up visuals and 'Distance' for objects that are far away.

## Audio Mute

Select to mute any or all of the three Onsight supported forms of audio as follows:

- Conversation Audio: The main audio channel between Onsight participants. If you mute this, you will not hear the other Onsight participants. Tip: You can also mute the speaker using the standard Smartphone or Tablet buttons.
- Playback Audio: If you are streaming video or watching an Onsight recording, this option will mute the audio coming from the video stream or recording. You will still hear the main Conversation Audio. Subject Audio must be enabled for Playback Audio to be included in the live video stream or recording.
- Microphone Audio: To mute your own microphone, select this option. The other Onsight participants will no longer hear you.

## Hang Up

Tap to disconnect the current Onsight call. This button will hang up the call for all participants.

When you are viewing a recording and not in a live call, this button will exit the Viewer collaboration window.

## Indicators/Warnings

View the current status of illumination, recording, microphone, focus and speaker audio options. You also will see any Warnings that may indicate a problem with the call. Touch the Warning icon to view a summary of the Warning message.

Tip: Onsight only displays an indicator if the default status was changed. For example, a red recording light only displays if someone is recording the session. The microphone indicator only appears if the microphone is muted.

## Telestration

Telestrate (draw) on a picture or video with your finger, mouse or stylus. Tip: Pause the video before you draw.

### Pan/Zoom

- Pinch open to zoom in. Pinch close to zoom out.
- Pan a zoomed video/image by dragging with two fingers

## Supported Gestures

- Tap in the Viewer collaboration window to Pause or Restart live video.
- Tap outside a popup to make the popup disappear.
- Double-tap on the display to switch between full screen and actual video size.

## CONTACT SUPPORT

If your issue is not listed, then follow the steps in for "Onsight Hub is Non-responsive". If this does not resolve your issue, please contact [support@librestream.com](mailto:support@librestream.com) or call **1.800.849.5507** or **+1.204.487.0612**.