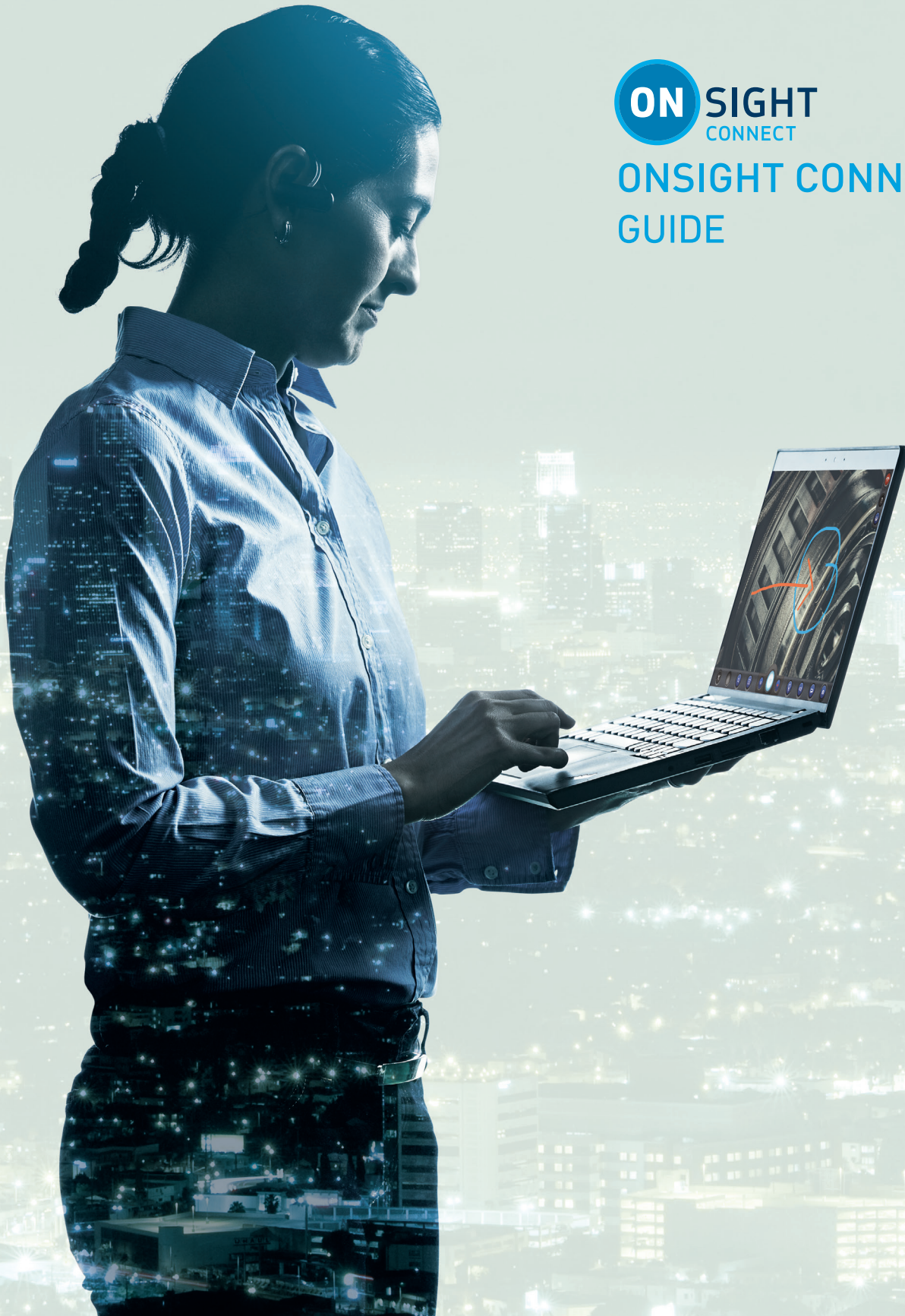




ONSIGHT CONNECT GUIDE



Librestream
Onsight Connect Guide
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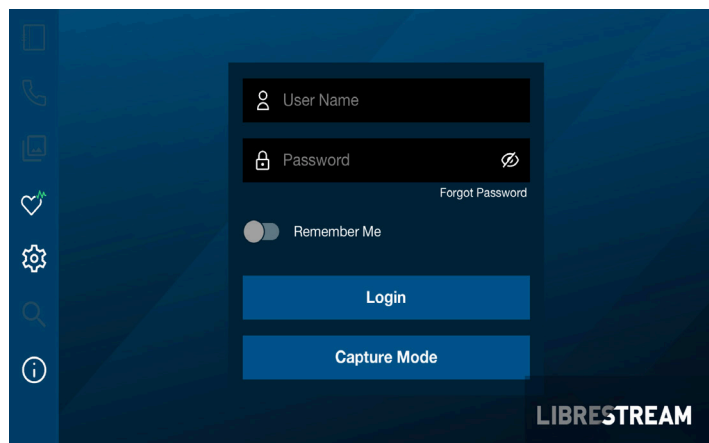
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OVERVIEW

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

BASIC FUNCTIONS




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 Onsight Connect Password, click **Forgot Password** at the login screen to receive an email with a temporary Password. If you do not have an Onsight Connect user account, you may use **Capture Mode**. Contact your system administrator to get an Onsight Connect user account.

Capture Mode provides offline use of the Cube without requiring an Onsight Connect login. Onsight calls are not supported in Capture mode.

Logout

If you logged in using your Onsight account, click the **Logout**  button to return to the login screen. If you are in Capture mode, click the **Exit** button to return to the login screen.

Make a Call



1. Click the **Contacts**  button within the Dashboard.
2. Select one of the contacts listed to initiate a call.
3. Calls can also be initiated by clicking the **Handset**  icon beside a contact on the **Call History** tab.
4. If the contact you need is not listed, see **Add a Contact**.



Tip: If your call is disconnected, Onsight Connect will attempt to reconnect the call.

End a Call

Click the red **Hang Up**  button at the top right of the Viewer screen.


Share Video

When you are in an active Onsight call, click the **Share Video**  button in the middle of the Viewer collaboration window to immediately share the live video from your camera, a snapshot, or a recording. The **Share Video**  button will glow when you are actively sharing. To stop sharing your live video, simply click the **Share Video** button again.


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

Add a Contact



There are two ways to add a Contact:

1. Search the Directory.
2. Click the **Contacts**  button within the Dashboard and type the name of the Contact in the **Search** field. If they are already in your Contact list, they will appear in the Search results.

To Search the Global Directory, enter text in the **Search** field and click the Global **Search** button.

1. Select the contact(s) you want to add to your Contacts list.
2. Click the **Plus**  icon on the right to add them to the Contacts list.


Create a New Contact

1. Click the **Contacts**  button within the Dashboard and click the **Plus**  button.
2. Enter the name and SIP address of the contact and click **OK**. If you do not know the Session Initiation Protocol (SIP) address of your contact, ask your internal Onsight System administrator.

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

Invite an External Guest


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

1. Click the **Contacts**  button within the Dashboard.
2. Click the **INVITE** button.
3. Fill out the Details: enter **First Name**, **Last Name**.
4. Select the **Method**: Email or Short Message Service (SMS) text. Enter the email address or phone number with country code (if applicable) and area code.
5. Select the **Language**: English, French, Chinese, Japanese,



German, Italian, Portuguese (Portugal and Brazil), Swedish, Russian, and Korean.

6. Enter the **Expiry Time** (days).
7. Enable the **Include option for guest to call me immediately** if you want your guest to automatically call you.
8. Enter your Invite Message (optional). Do not exceed 100 characters when sending SMS messages.
9. Click the **Send** button.
10. Your Guest will receive an email or SMS that includes instructions on how to download and install Onsight Connect. It is important that steps in the invitation are followed in sequence to ensure the license details are registered correctly on our servers.
11. You and your Guest will automatically appear in each other's Contact list. Either of you can call the other person.

Call History

1. Select **Call History**  button within the Dashboard to display a list of previous calls.
Note: Calls are listed by contact name.
2. Click the **Handset** button beside the Contact name to initiate a new call to that contact.
3. Click the **Right arrow** (>) to view/edit Call properties including date, time, duration, title, snapshots, recordings, etc.


Files

1. Click **Files**  button to access your files.
2. The **My Files** tab will list all images and recordings sorted by most recent date.
3. Select an image or recording thumbnail to preview.
4. When an image or recording is selected, you can:
 - Play, Print, Email, Delete, or View its properties by right clicking the selection.
 - Click the **Share Video**  button to share the file when in an Onsight call.


Tip: Smart devices can access their Gallery or Camera Roll from the Files panel. When sharing images from the Gallery/Camera Roll, file size is compressed to conserve bandwidth. See the [High-Res Image Guide](#) for details on sharing images at their native resolution.

System Health

The color of the **System Health**  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:

1. On the Dashboard, click the **System Health**  button.
2. View the Network Interface, Onsight Account Service status, SIP Registration, TeamLink Registration, Workspace status and CPU usage.



Tool Tips

When in the Viewer collaboration window click the **Tool Tips**  button to show helpful tips for buttons and gestures. Select a link to view more information on that function.




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.

1. Click the **Settings**  button within the Dashboard.
2. Select the setting you wish to edit.
 - Select **Media Configurations** to access the list of custom media configurations. Click the **Plus**  icon to add a new **Media Configuration**. Enter a Name for the Custom configuration and select the following:
 - Device Type: National Television Standards Committee (NTSC) or Phase Alternate Line (PAL)
 - Resolution
 - Frames per Second (FPS)
 - Group of Pictures (GOP) - Optional
 - Target Bit Rate
 - Click **OK** to accept

Search


You can search for specific Onsight Calls, Recordings and Snapshots.

1. Click the **Search**  button, within the Dashboard.
2. Select the date range.
3. Enter the text in the **Search** field and click the **Search** icon.
4. Search Results will be sorted on 3 tabs - **Calls**, **Images** and **Recordings**. Select the tab you wish to view.
5. Click within the collaboration window to return to the Dashboard.

Dashboard


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

Participants Panel

Click the **Participants**  button to 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 **Share Video**  button beside that participant's name.

Pause Video

Click the **Pause**  button to stop or restart the live video.

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, click the **Share Video**  button to immediately share the live video from your camera (or a snapshot or a recording). This button will glow when you are actively sharing. To stop sharing your live video, simply click the **Share** button again.


NOTE: 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 click their **Share Video** button or go to the **Participants Panel** and click their **Share Video** button yourself.

Record

Click the **Record**  button to record the OnSight session. The OnSight recordings include live video, audio, telestration, and shared images.

Take a Picture

Click the **Take a Picture**  (Camera) button to take a picture. You will 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 sharing the live video source, you will take a snapshot with their camera. Your picture will also be saved as a Joint Photographic Experts Group (JPG) image in your Files. If you are in a live call, a message will appear asking if you want to share the picture with other Participants. This prompt can be disabled for users who prefer to use the click and hold method of sharing pictures.


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

Share High-Res: Click to share a higher resolution version of the picture with all the OnSight session participants. Refer to the [High-Res Image Guide](#) for details.

Copy to Captured Images to Gallery/Camera Roll:


Smart devices can automatically copy OnSight captured pictures to their Gallery or Camera Roll. Refer to the High-Res Image Guide for details.

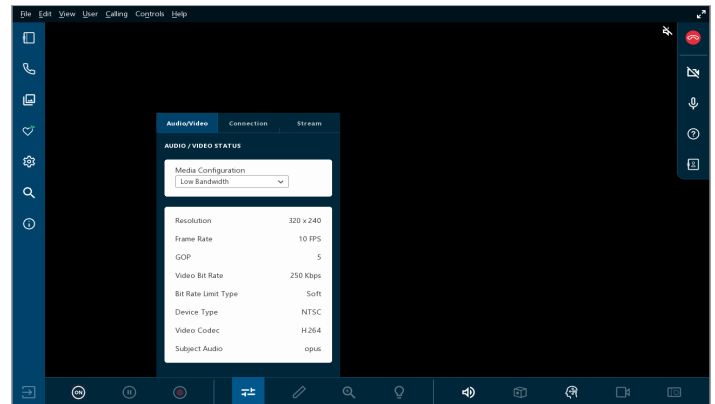
Camera Controls

Click the **Down arrow**  button 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.

Main Controls

Click the **Up arrow**  button to return to the main OnSight control options including erase telestration, zoom, play/pause, share video, record, and snapshot capture. Zoom is also included here on Tablets. The options you can control will depend on the device that is sharing the live video.



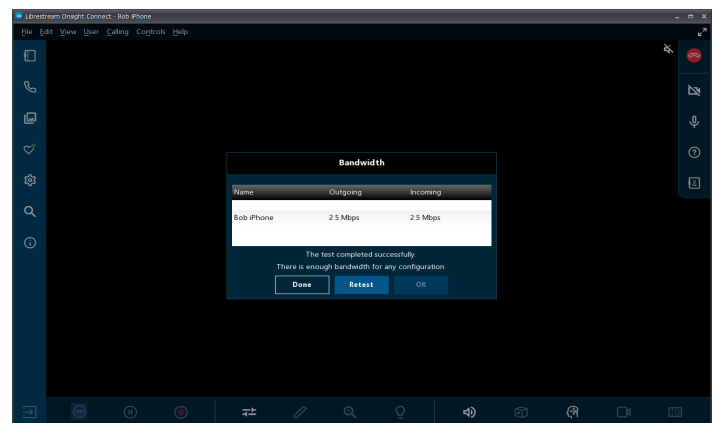
Video Settings and Stats

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:

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 don't know what to choose, go to **Calling > Test Bandwidth**, the results will suggest the appropriate media configuration for your session. See image next page.



Tip: When you select another Media Configuration, it will immediately become active.

1. The Connection tab displays a summary of the call and includes an option to run a Bandwidth Test. This test will recommend the ideal A/V Setting to optimize performance.
2. The **Stream** tab includes a summary of the transmit and receive statistics for the current call. Click **More Detail** to see the Total, Current and Average Bytes Transmitted and Received for each media stream (audio, video, voice, data).

Zoom

Click 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. All Participants will see the effects of the Zoom.

On a smart device, pan a zoomed video/image by dragging with two fingers or use a mouse to right-click and drag. Pinch to zoom in, and pinch close to zoom out.

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**.

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

Illumination

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

If you are sharing, viewing, or recording video on your smart device or Tablet, you can turn the **Flashlight** on or off. You can also select flash options for pictures including flash **On**, **Auto** or **Off**.

If you are viewing video coming from an Onsight Rugged Smart Camera, you can select between two types of Flashlights - **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.

Video Source

Click the **Video Source**  button to change the source of the live camera content.

1. When the live source is a smart device, you can select between the front and back camera.
2. When a **smart device** is paired with an **Onsight Cube** you can select between Cube, Thermal or Fusion.
3. If the live source is an **Onsight Rugged Smart Camera**, you can select between the Onsight camera and an external 3rd party


video device such as a bore scope or microscope.

This 3rd party device is attached to the S-video port on the Onsight mobile device.

If the live source is an iPhone Operating System (iOS) device with an attached **Onsight Collaboration Hub**, then you can select between front, back and Onsight Hub as the video source.

Audio

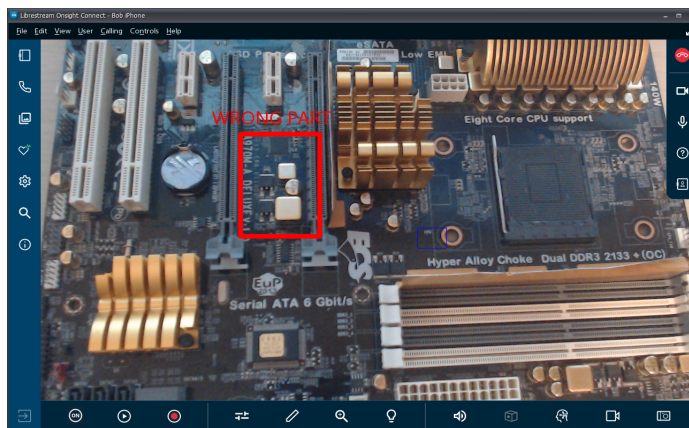
Select **Audio**  to mute sound for:

1. **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.
2. **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 on the video source device for Playback Audio to be included in the live video stream or recording.
3. **Mute Microphone** : Click to mute your own microphone. The other Onsight Participants will no longer hear you.


Indicators/Warnings

View the current status of illumination, recording, microphone, focus and speaker audio options. You will also see any Warnings that may indicate a problem with the call. Touch this area 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.



Advanced Telestration

Click the **Telestrate**  button to draw on an image or video with your finger, mouse, or stylus.

Advanced telestration features include Color, Undo, Erase, Freehand, Square, Line, Arrow, Circle, and Text box.

Tip: Pause the video before you telestrate.

Conference Calls

Onsight Connect for Windows can act as a host for Onsight conference calls. The Windows client must be the first participant in the call to connect to another call participant in order to act as the host. Once the initial call is established between the Windows client and any other Onsight client, the Windows client can call another Onsight user to join the call.

The number of participants that can join the call is dependent on the Windows client's **Maximum number of connections allowed** setting under **Settings > Calls**. This can also be controlled by a Client Policy setting as configured by your Onsight Administrator. It is common to be able to easily support 4 call participants in a conference call. However, regardless of the maximum number of connections allowed, the host PC must be able to support the bandwidth and processing overhead associated with the number of participants in the call. That is, it must have the system resources to support the call. If you are unsure, you can check the **CPU usage** of your PC under **System Health > Details** to see if the host PC can support adding multiple participants to a call.

Snip Tool

Onsight Connect for Windows Includes a **Snip Tool** for capturing screen shots and sharing them in Onsight Calls. Using the Snip Tool, teams can quickly share a snapshot of a PC screen displaying content such as product manuals or schematics. The **Snip Tool** is accessible from the menu under **Controls > Snip Tool**.

Supported Gestures

1. Click outside a popup to make the popup disappear.
2. Double-click on the display to switch between full screen and actual video size.

Supported Languages

Onsight Connect supports the following languages:

English, French, Chinese, German, Italian, Portuguese (Portugal and Brazil), Swedish, Russian, and Korean.

CONTACT SUPPORT

If you need assistance, please contact support@librestream.com or call **1.800.849.5507** or **+1.204.487.0612**.