



# COMMUNICATION CART

## User Guide

### [Abstract](#)

A guide to the configuration and usage of the communication cart.  
Version 0.4

Crosby, Nicholas  
[npcrosby@sasktel.net](mailto:npcrosby@sasktel.net)

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## Introduction

The purpose of this document is to:

- Introduce you to the communication cart.
- Identify cart usage guidelines.
- Teach you how to set up video conferences using Church supplied PVC / Vidyo software.
- Provide answers to common questions.
- Provide contact information.

## Contact information

If you have any questions regarding the communication cart, please contact:

Nicholas Crosby

Assistant Stake Clerk / Technology Specialist

Home Phone Number: (306) 764-2987

Cell Phone Number: (306) 960-6727

Email Address: [npcrosby@sasktel.net](mailto:npcrosby@sasktel.net)

## Purpose

The purpose of the communication carts is to provide units in the Stake with a reliable and easy to use video conferencing platform.

## Description

Each communication cart consist of:

- Cart, with wheels
- Computer (with built in wireless networking)
- Mouse
- Keyboard
- Monitor
- Camera (mounted on monitor)
- USB conferencing microphone

## Ownership

The communication carts are Stake assets.

## Maintenance

The carts are maintained and supported by the Stake with the assistance of a local technical support specialist.

From time to time, stake technical support will remotely connect to the carts and will update software, clean up the systems (including deleting any unauthorized software and files), and make any changes necessary in order to keep them functioning properly.

*Note: In order to do this task, they may ask that the cart be left powered on and connected to the Internet at certain times.*

## Usage Guidelines

The main purpose of the communication carts is to provide an on-demand video conferencing system for church leadership.

The following usage is also allowed:

- Watching church videos (including videos streamed over the Internet from lds.org)
- Watching church DVD's in church meetings
- Watching church broadcasts (from both Salt Lake City, and the Stake)
- Home and visiting teaching remote members
- Extending auxiliary meetings to remote members
- Family search indexing
- Missionary meetings

**Please note that although other usage scenarios are permitted, video conferencing takes priority over every other usage scenario.**

The following is not approved usage:

- The carts are not intended as general purpose computers.
- The carts are not to be reconfigured in any way.
- Software is not to be installed.
- Do NOT install MSN or Windows Live products. This software changes the login process and will cause the cart to no longer function.
- Additional accounts are not to be created.
- Software is not to be reconfigured.
- The carts are not to be removed from the building.
- Do not unplug any of the connected accessories, such as the microphone.
- Do not plug in additional hardware, such as USB headsets / microphones.

***Note: Do NOT plug in USB audio devices such as headphone / microphone sets. They reconfigure the audio settings and the system does not work properly for the next user.***

**Unauthorized software and files will be deleted as part of ongoing maintenance.**

*Note: These lists do not cover every possible scenario. However, they should provide you with a general idea regarding proper usage.*

## Installed Software

The following software is installed on the communication carts:

- Vidyo / Personal Video Conferencing (PVC): This is the church supplied video conferencing solution. You must have an account on [pvc.lds.org](http://pvc.lds.org) to use this software. Only certain church leaders are authorized to use this system. Visit <http://pvc.lds.org> for further details.
- Skype: Skype can be used to video conference with other members. It works best one-to-one. Accounts are free.
- WebEx: WebEx can be used to video conference between several members. It works well for meetings or mostly one way meetings between multiple people.
- GoToMeeting: GoToMeeting works well for meetings involving multiple locations.

## Which software should I use?

Scenario	PVC / Vidyo	Skype	WebEx (Costs paid by local unit)	GoTo Meeting
Stake-Ward leadership training (one-one-one or multiple locations)	X			
Stake interviews / counselling (One-on-one)	X			
Home teaching (one-on-one)		X		
Visiting teaching (one-on-one)		X		
Invite remote members in multiple locations to a class on Sunday		X	X (preferred)	
Missionary meetings (multiple locations)			X	X

## Support for Skype, WebEx or GoTo Meeting

While this software is installed on the computers, the Stake does not provide support for them at this time. However, it is typically quite easy to use. Many people are familiar with them already. There is a lot of documentation and tutorials available on the Internet.

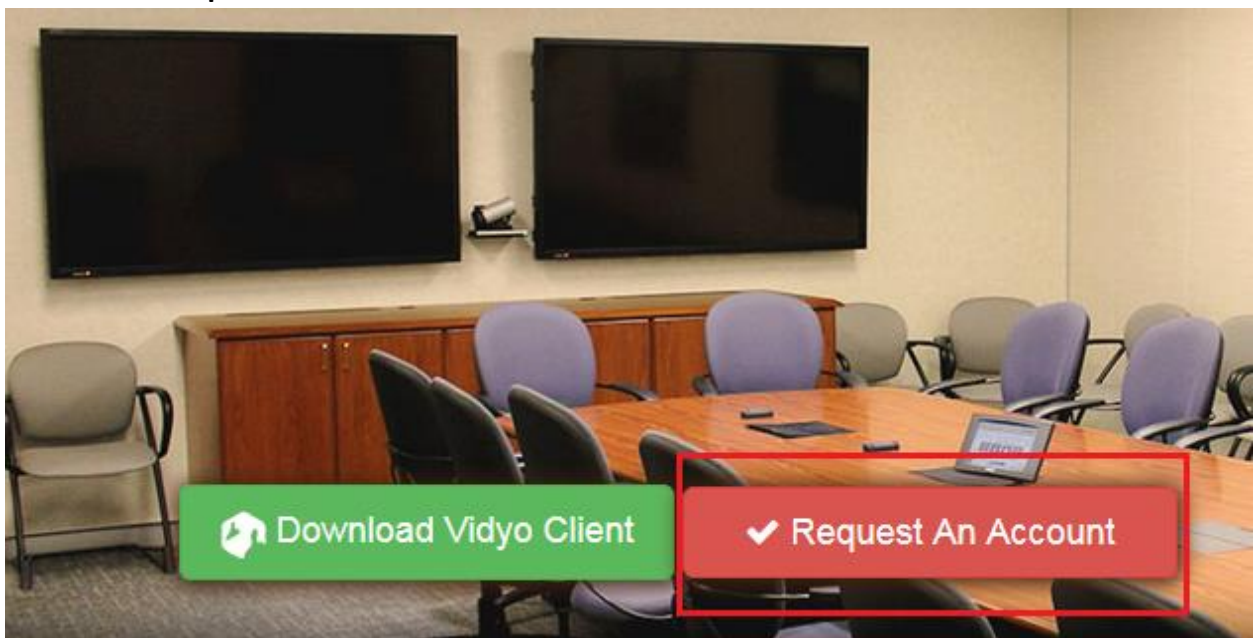
## Obtaining a PVC Account

The church has pre-authorized many leadership positions to be able to obtain PVC accounts. The list of pre-authorized positions can be found at:

- <https://www.lds.org/help/support/pvc-who-can-use?lang=eng>

To obtain a PVC username and password:

1. Ensure that your position is listed in the above link.
2. Open a web browser and go to <http://pvc.lds.org>
3. Click on the **Request an Account** button.



4. You will be requested to provide your LDS account name and password. Please follow the instructions provided from there.

## Setting Up the Communication Cart

To set up a cart for a video conference, please do the following:

1. Wheel the cart to the end of a table. The cart and monitor are set up to be at the right height when all participants are seated at a table.
2. Place the microphone on the table, just in front of the cart. The microphone cable should be towards the cart.

*Note: Do NOT place the microphone in the middle of the table. It will not pick up properly.*

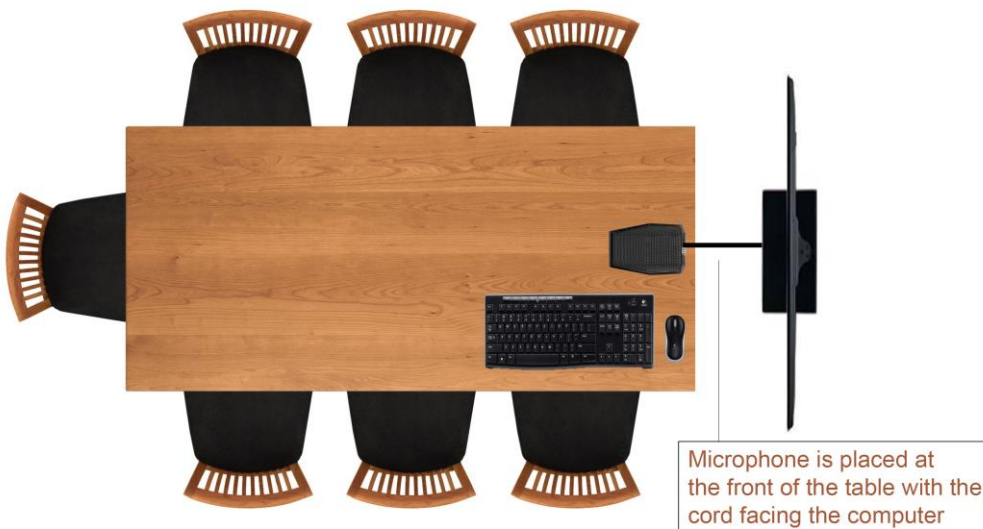
3. Plug the cart into a wall outlet. Route the power cable so that it is not a trip hazard. Tape to the floor if necessary with gaffer's tape or duct tape.
4. Connect the computer to the Internet using a wired connection if possible. If a wired connection is not available, the built in wireless Internet will be automatically used.
5. Using the remote control, turn on the monitor. Wait for the logo to appear on the monitor before proceeding.

***Note: If the monitor is not turned on before the computer, the audio may not work properly.***

6. Using the button on the front of the computer, turn on the computer.
7. Log into windows with the Video Conferencing or PVC account using the supplied password.



### Communications Cart Room Setup





## PVC / Vidyo – Starting the Program

1. Start Vidyo by double clicking on the Vidyo icon on the computer desktop.



2. Log in using the following information:

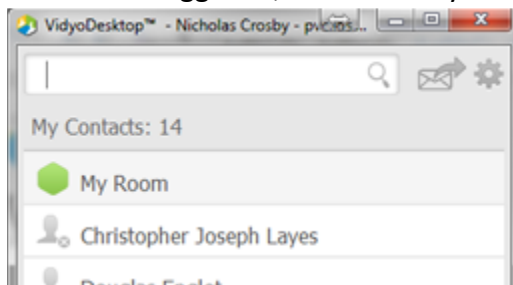
VidyoPortal: <http://pvc.lds.org>

Username: Your PVC username

Password: Your PVC password



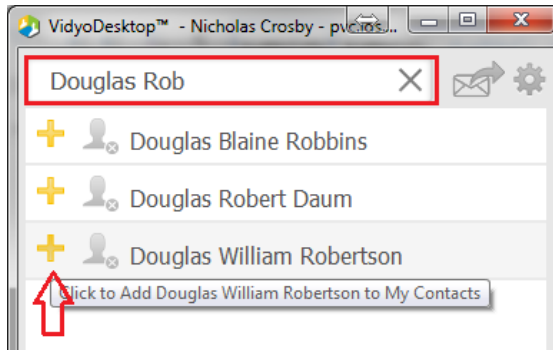
3. You will be logged in, and a list of your contacts will be shown.



## PVC / Vidyo – Adding Names to Your Contact List

The **Contact List** is the list of names that appears in the Vidyo Desktop client. It contains selected names of PVC account holders. It is initially empty. Adding names to this list is simple:

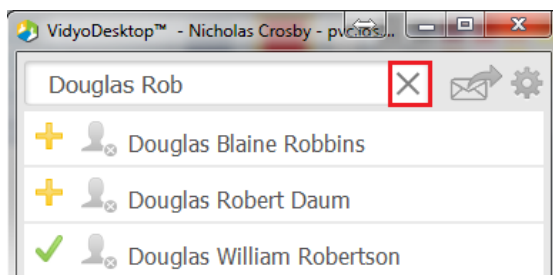
1. Click in the search box at the top of the screen. Start typing in the name of the person that you wish to add as a contact. As you type, matches will show below. In this example, Douglas Robertson (Stake President) is being added as a contact.



2. Click on the yellow plus sign to add the person as a contact. A green check mark will appear when they have been added to your contact list.

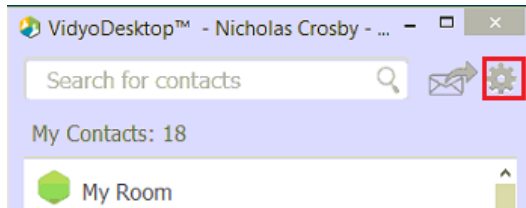


3. To stop searching for names to add and to return to the main Vidyo Desktop Screen, click on the X in the search box.

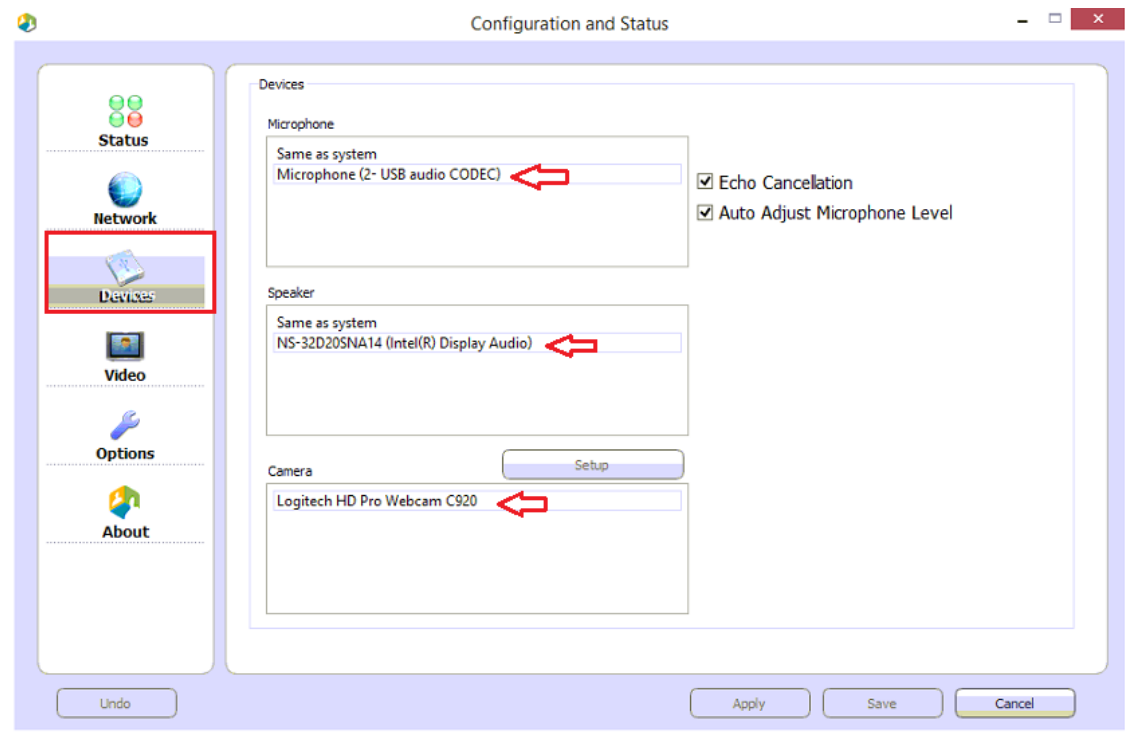


## PVC / Vidyo – Configuring the Audio – Making sure the right devices are selected

1. Open the settings by clicking on the gear icon.



2. Click in the **Devices** icon and ensure that the following devices are selected:



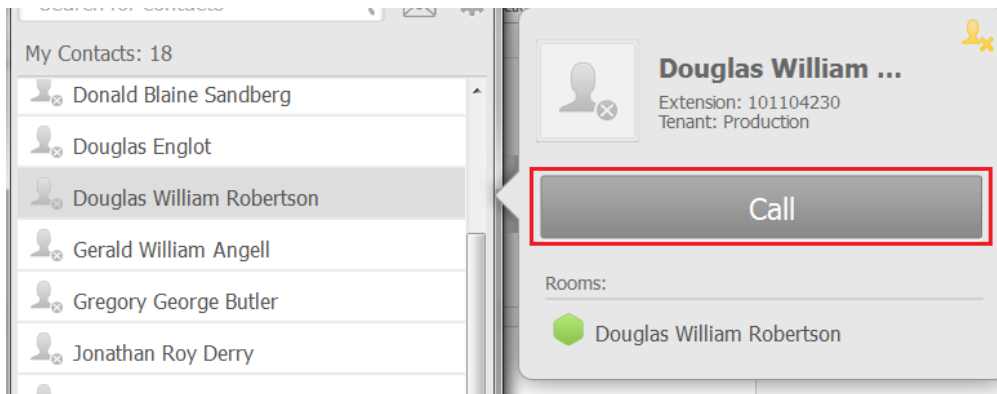
3. If these devices are selected on your computer, then everything is correct and you may click on the **Cancel** button. If other devices are selected, then select the correct devices and click on the **Save** button.
4. If the devices listed above are not available, then do the following:
  - a. Check to make sure the camera and microphone are plugged in.
  - b. Restart the computer. (Leave the television on while restarting)
  - c. Start PVC, log in and go through this section again.
  - d. If this does not work, then contact either your local technical support person or Nicholas Crosby (306) 960-6727

## PVC / Vidyo – Calling Someone on Your Contact List

This method works well when establishing a one-on-one video conferencing session with someone who has a PVC account.

A user's name will be bright and colored when they are logged onto PVC. You may call them by:

1. Click on their name.
2. A pop up window will open beside their name. Click on the **Call** button.

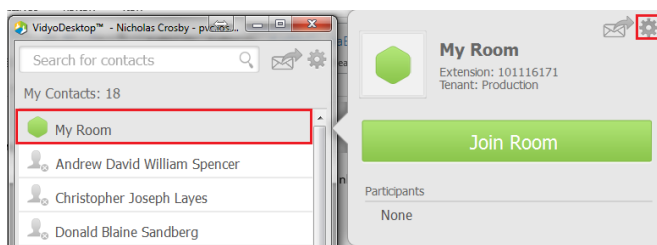


## PVC / Vidyo – Inviting Multiple People to a Meeting

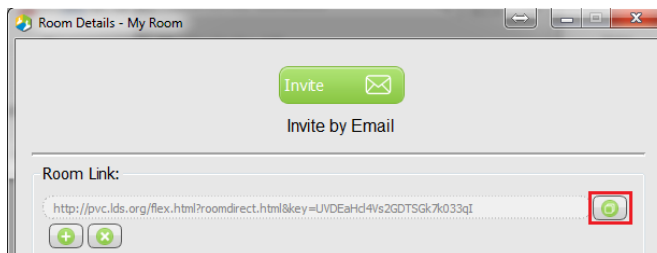
This method works well when a person with a PVC account is inviting other people to a video conference. The invitees do not have to have a PVC account, but must have PVC installed on their computers.

In order to invite multiple meeting to a meeting, it is necessary to email them a link to your meeting room.

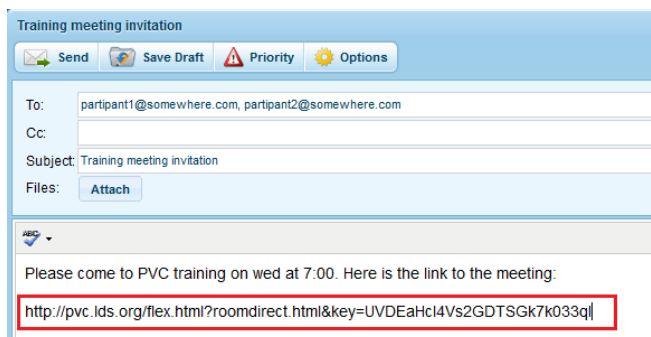
1. Get the link to your conference room. First: click on **My Room**, then click on the **Settings Icon (gear)** in the pop up window.



2. Copy the link by clicking on the **Copy Link** button in the popup window.



3. Open your email, create a new message, and paste the link (ctrl + V on a PC) into your message. Send to the participants.



4. Recipients of your email can click on the link, and PVC will be opened on the remote computer and they can join the meeting. (*Note: participants must have PVC installed.*)

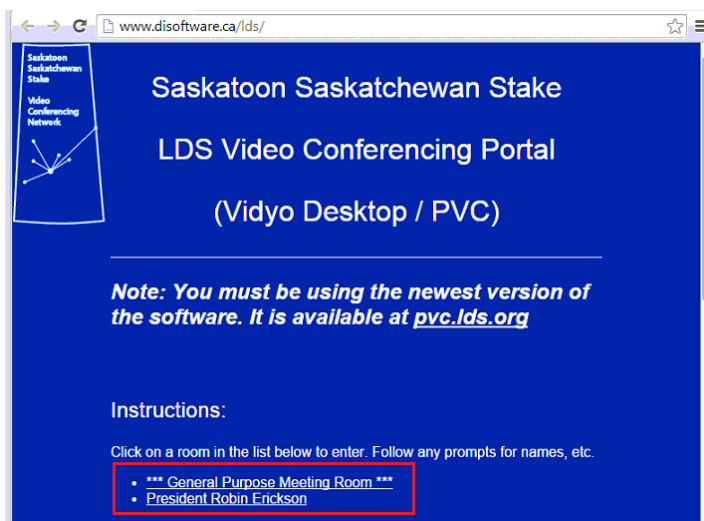
## PVC / Vidyo – Using a Web Browser to Join a Meeting

The communication carts all have the Chrome web browser installed. It is configured to automatically go to a video conferencing start up page. This page can be used by any user, with or without a PVC account, to video conference with PVC / Vidyo.

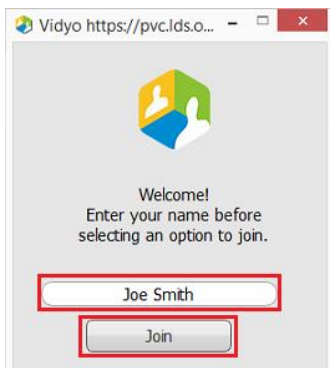
1. Double click on the **Chrome** icon on the desktop.



2. Chrome will open and show the default stake video conferencing page. To join a meeting, click on one of the room links. (Note: determine beforehand which room you will use and let all participants know.)



3. A Vidyo window will open. Enter your name and click on the **Join** button.
















## PVC / Vidyo – Common Controls

When you move your mouse to the bottom of the video screen, the Vidyo common controls will show. Here is a summary of the controls: (from the quickstart guide

<https://pvc.lids.org/PvcPortal/installer/PVC3XQuickstartGuide.pdf>)

A horizontal bar containing icons for participants, chat, window management, screen sharing, self-view, settings, a timer showing 00:00:15, and a red end conference button.

	View a list of all the conference participants and chat with them individually; invite participants to the conference.		Select which application or screen you wish to share in the conference.		Mute, unmute, and control your microphone volume.
	Chat with all participants as part of the conference group chat.		Toggle among the applications or screens that are being shared during the conference.		Mute, unmute, and control your speakerphone volume.
	Select how to view the participants' video windows during the conference, and control the maximum number of windows.		Toggle your self-view preference.		Open the Settings page.
	Enter and exit full screen.		Show or hide the video feed from your camera.		Toggle between the conference duration and a clock.
					End the conference.

Here are some common tasks:

Make the video fill the screen:

- Click on the **Enter and Exit Full Screen** button.



Mute and unmute the microphone:

- Click on the microphone button.



It will turn red when muted.

Adjust the microphone volume:

- Click on the triangle on the top of the microphone button. A volume slider will appear. You can slide the slider up and down to increase or decrease microphone volume.



Adjust the speaker volume:

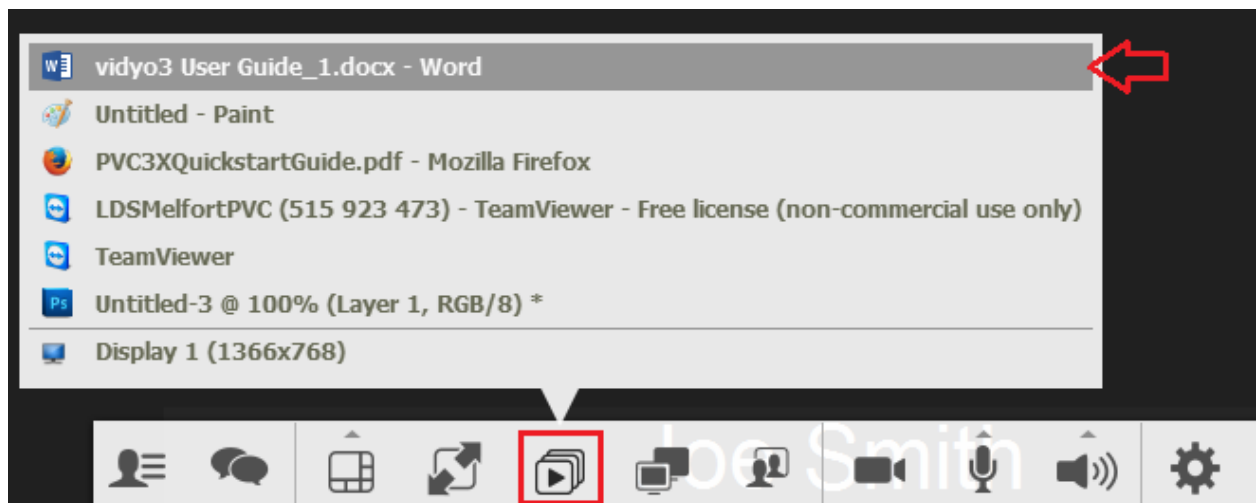
- Use the remote control to adjust the volume on the TV / Monitor. (recommended)

## PVC / Vidyo – Sharing Documents with Remote Users

It is possible to share documents, such as meeting agendas, with remote users. Note: Participants will only be able to view the documents. They will not be able to edit the documents.

To share a document with remote users, do the following;

1. Open the document on your computer. For example, if it is a word processing document, open the document with the installed Libre Office software.
2. Click on the **Share** button. A list of open applications will appear. Choose the application and document that you wish to share.



In this case, I am choosing to share the Vidyo3 User Guide – this very document!

All remote users will be able to see the shared document as well as view video of the participants themselves.

*Hint: As the screen will be divided up into sections for participant videos, documents, etc. it is best to share documents that have text in a large font. Be sure to ask that participants if they see the document clearly.*

*Note: Videos playing back on the local computer can not be shared at this time.*



## PVC / Vidyo – Sharing Movies Playing On Your Screen

- Sharing video that is playing on your screen is not possible at this time.

## PVC / Video - Using PVC on Other Devices Such as Tablets or Phones

PVC can be used on many types of devices. Clients are available for:

- Windows – Download from <http://pvc.lds.org>
- MacOS - Download from <http://pvc.lds.org>
- IOS devices (iPhone, iPad)
  - Video conferencing - Download the VidyoMobile app from the App Store.
  - Document sharing – Download the VidyoSlate app from the App Store.
- Android devices
  - Video conferencing - Download VidyoMobile from Google Play.
  - Document sharing – Download the VidyoSlate app from Google Play.

## PVC / Vidyo – Logging Out

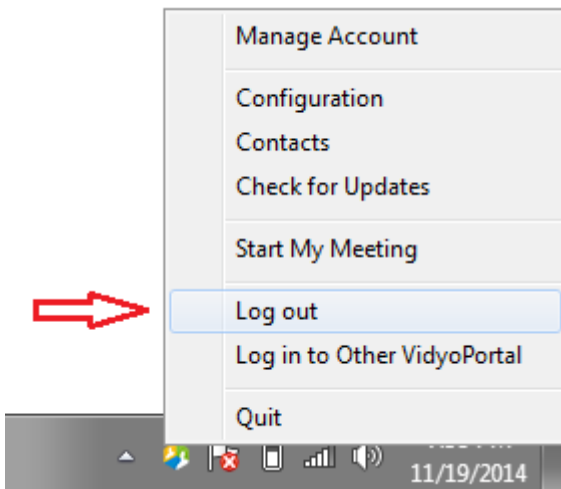
Closing PVC / Vidyo will close the program. However, if you have logged in, the next time that the program is started, it will automatically log in with your account. To prevent this, you should log out of PVC after using it.

To log out of PVC / Vidyo, do the following:

1. Right click the mouse on the Vidyo icon in the tray at the bottom right hand corner of the screen.



2. Select **Log Out** from the menu.



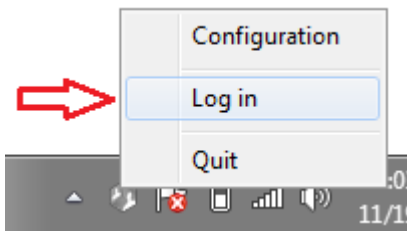
## PVC / Vidyo – Logging in when Vidyo is already running

Sometimes, the log in window does not show. To force the login window to show, do the following:

1. Right click on the Vidyo icon in the tray at the bottom right hand corner of the screen.



2. Choose **Log In** from the pop-up menu.



The login window will appear.

## Tips

### Preparing for a video conference:

1. Setup early.
2. Set up the room as specified. Be sure to locate the microphone properly.
3. Verify that the audio is working well.
4. Call the remote locations and test the system.

### Tips for sharing documents:

1. Use a larger typeface than normal, perhaps 16 to 18 point.
2. As if the remote people can read the document.
3. You may wish to distribute documents by email before the meeting and have participants print them.

### Tips for participating:

1. Remove distractions.
2. Do not fiddle with papers and such on the table. The noise will be picked up.
3. Use the “self view” to ensure that you are in the camera’s field of view. Yes, you do need to be seen by all!

### Speaking etiquette:

1. Speak clearly.
2. Speak at a normal volume – not quietly and not loudly.
3. In order to ensure that communications are clear, it is often good to rephrase. If someone asks you a question ... rephrase and say something like “Sister Smith asked ....”
4. You may need to raise your hand to attract attention if you would like to speak.
5. Ask if others can hear you.
6. Let people know if you can not hear them.

## Frequently Asked Questions

Question: **The audio is not working.**

Answer: Did you remember to turn the TV on first? If not, then leave the TV on and restart the computer. The audio should work now.

Question: **The audio is still not working.**

Answer: Make sure that you have the right audio device selected. See the section in this document titled **PVC / Vidyo – Configuring the Audio – Making sure the right devices are selected.**

Question: **I do not have an account. Can I use PVC?**

Answer: Yes. There are 2 options:

1. Ask your local Executive Secretary to set the meeting up for you.
2. Set up the meeting yourself by following the instructions in the section in this document titled **PVC / Vidyo – Using a Web Browser to Join a Meeting.**

Question: **How can I play a video on my computer and have the other's see it? Like a church video.**

Answer: Sorry, but that will not work at this time.

Question: **The other participants say that the text is too small to see in documents that I share. How do I fix that?**

Answer: Make the text in your document bigger.

Question: **Why should I use a wired Internet connection rather than the wireless?**

Answer: It is simply much more reliable.

Question: **Who do I call if I have trouble?**

Answer: Contact the following people, in this order:

1. Your local tech specialist.
2. Nicholas Crosby (contact information at the front of this document)
3. Kim Carlson

Question: **How can they help me if I am halfway across the province?**

Answer: There is software installed on the computer that allows them to remotely access the computer. They will be able to see the screen and make any required changes.

Question: **I had some files on the desktop and had installed some software. I can't find it. Where did it go?**

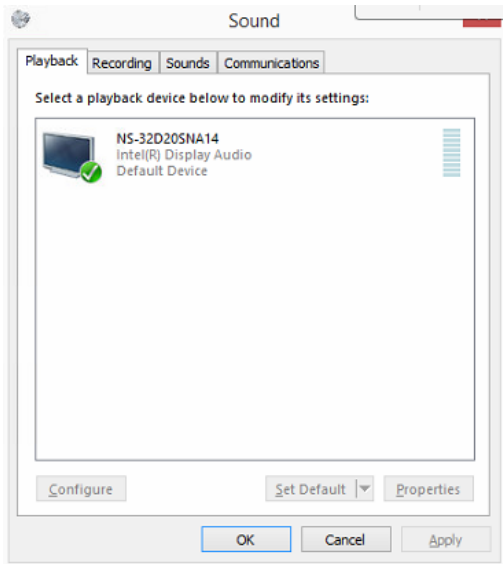
Answer: It was likely deleted as part of routine maintenance. It is not possible to recover.

## Technical Reference

### Sound Settings in Windows

Ensure that the following devices are selected. Deactivate all other audio devices. Hide all deselected devices (by right clicking and choosing to hide deactivated devices)

- Playback



- Recording

