



ON SIGHT
CONNECT

5000HD GUIDE



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Name of Librestream Software Onsite Connect

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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, 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.

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 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.

Make a Call

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

End a Call

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

Share Video

When you are in an active Onsight call, press the 'on' Share button to immediately share the live video from your camera, an image, or a recording. 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.

Add a Contact


There are two ways to add a Contact: 

1. Search the Directory.
2. 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.

To Search the Global Directory, enter text in the Search bar and press the Global Search button.

1. Select the contact(s) you want to add to your Contacts list.
2. Press the '+' button on the right to add them to the Contacts list.


Create a New Contact

1. On the Contact tab, press the '+' button. 
2. Enter the name and SIP address of the contact and press 'ok'. If you do not know the 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 press 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. Select the Contacts tab. 
2. Press the INVITE button.
3. Fill out the Details: enter First Name, Last Name.
4. Select the Method (Email or SMS). Enter the email address or phone number.
5. Enter the Expiry Time (days).
6. Enable the 'Include option for guest to call me immediately' if you want your guest to automatically call you.
7. Enter your Invite Message (optional). Do not exceed 100 characters when sending SMS messages.
8. Press the 'Send' button.
9. Your Guest will receive an email that includes instructions on how to download and install Onsight Connect.
10. You and your Guest will automatically appear on each other's Contacts list. Either of you can call the other person.

Call History


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

Files

1. On the Dashboard, press 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 it.
4. Once you have selected the image or recording, you can do the following to the file:
 - Play, Print, Email, Delete, or View its properties.
 - Press the 'on' Share button to share the file when in an Onsight call.


Search

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

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


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.

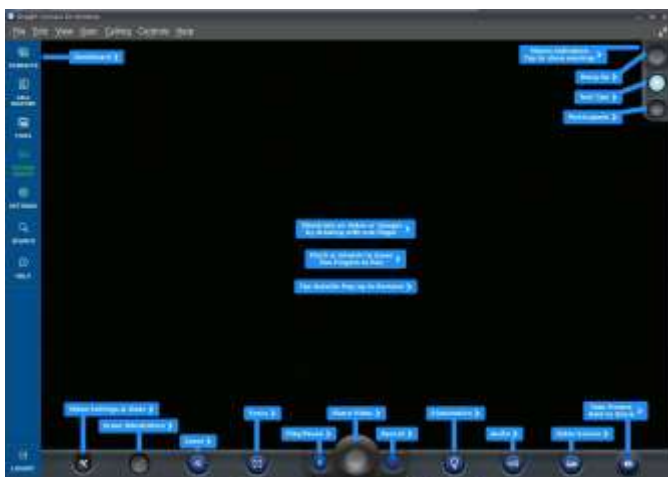
1. On the Dashboard, press the Settings button. 
2. Select the setting you wish to edit.
3. Select 'Media Configurations' to access the list of custom media configurations. Press the '+' button to add a new Media Configuration. Enter a Name for the Custom configuration and select the following:
 1. Device Type: NTSC or PAL
 2. Resolution
 3. FPS
 4. GOP - optional
 5. Target Bit Rate
 6. Press OK to accept

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:

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

TOOL TIPS



Tool Tips

When in the Viewer collaboration window press '?' to show tool tips for buttons and gestures. Press a link to see the definition.

Dashboard

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

Participants Panel

Press the Participants button 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.

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 can also 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.

Take a Picture

Press 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 the live video source, you will take a picture with their camera.

Your picture will also be saved as a JPG image in your Files. 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.

Main Controls

Press to return to 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

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:

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 and select Run Bandwidth Test, the results will suggest the appropriate media configuration for your session. See image above.

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

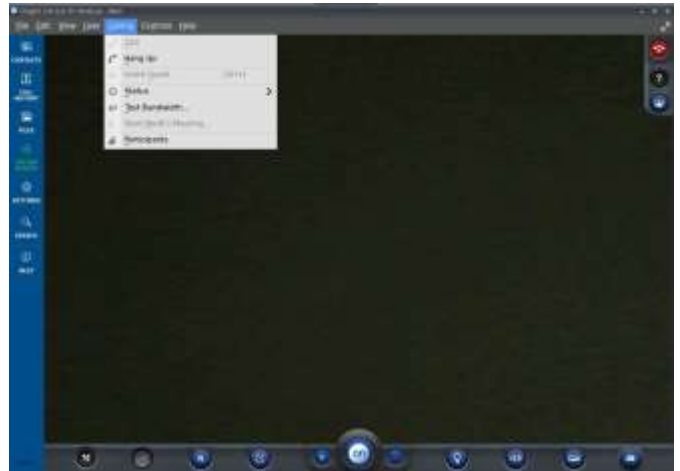
1. The Connection tab displays a summary of the call and includes an option to run a Bandwidth Test. This test will recommend the A/V Setting you should use to optimize performance.
2. The Stream tab includes a summary of the transmit and receive statistics for the current call. Tap 'More Detail' to 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 Onsite participant, you can remotely zoom their camera. Again, 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'.

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:

If you are sharing, viewing, or recording video on your smart device or Tablet, you can turn the torch light 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 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:

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 for Playback Audio to be included in the live video stream or recording.

3. Microphone Audio: To mute your own microphone, select this option. The other Onsight Participants will no longer hear you.

Video Source

Tap 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. 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 borescope or microscope. This 3rd party device is attached to the S-video port on the Onsight mobile device.
3. If the live source is an **iOS device with an attached Onsight Collaboration Hub**, you can select between front, back and Onsight Hub as the video source.

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.

Telestration

Telestrate (draw) on a picture or video with your finger, mouse or stylus.

Tip: Pause the video before you draw.

Supported Gestures

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

CONTACT SUPPORT

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