

VideoOffice 6.5

User Manual

Anywhere, anytime, anybody video conference system

VIDEOCONFERENCE

The logo for 4NB MULTIMEDIA features the text "4NB" in a large, bold, black font, with "MULTIMEDIA" in a smaller, blue font below it. A red, stylized swoosh or ribbon graphic curves around the text.

4NB
MULTIMEDIA



Powered by **4NB**

Home page : <http://www.4nb.co.kr>
Customer Center : <http://help.4nb.co.kr>



Agentda

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1. Customer services



1. Features of VideoOffice

1. Requirement

For the proper use of VideoOffice, the following requirements are necessary.

1) H/W minimum requirement

Category	Description
CPU	Over Intel Pentium4 3.0 GHz or compatible
RAM	Over 1 GB
HDD	Over 5 GB
Network	Upload – 512Kbps or higher Download – 512Kbps or higher
OS	Windows 2000, XP, 2003 , Vista , Win 7, Windows 8

2) H/W recommended requirement

Category	Description
CPU	Over Intel Core2Duo 2.0 GHz or compatible
RAM	Over 2 GB
HDD	Over 10 GB
Network	Upload – 2Mbps or higher Download – 4Mbps or higher
OS	Windows 2000, XP, 2003 , Vista, Win7, Windows 8

3) Other peripherals for VideoOffice

The following peripheral devices are necessary for effective video conference with VideoOffice .

Device Name	Description
Video Camera	CCC or CMOS Camera over 300,000 Pixels. Support RGB24 ,YUY2 compression format
Sound Card	Internal or external bi-directional sound card
Head Set	Head Set with Microphone



1. Features of VideoOffice

2. Features of VideoOffice

VideoOffice of 4NM provides stable and convenient conference with following unique functions.

1) Excellent sound quality

VideoOffice provides high quality sound like MP3.

It provides clear and clean sound like actual environment to the participants in the video conference.

2) Available for the users in various network environments.

VideoOffice is available for the users in various network environments such as VPN, Fire Wall, Private IP. Specially, the single port technology containing HTTP Tunneling makes video conference in any network environment.

3) Support collaboration, presentation, and file sharing

VideoOffice provides various collaboration functions.

Through document sharing, Web sharing, File transfer and multi loading, it support Powerpoint , Word, Excel of Microsoft, HWP, Image files (Jpeg, gif, bmp, rgb) and txt file.

Also, through Web sharing, the participant scan see the identical Web screen at same time and distribute meeting materials real time with file transfer function.

4) Convenient use

Through the test of various users in different environment for years, VideoOffice is designed to be easy and convenient for use.

The easy use is the most strong point obtained through the test of user domestic and abroad.

 <p>Multi language support English, Japanese, Chinese and other language supported by Window.</p>	 <p>Available in any place in the world English, Japanese, Chinese and other language supported by Window.</p>
 <p>Sound quality as MP3 class High quality sound using voice compression technology</p>	 <p>Various sharing functions Web, Document, and wall paper</p>
 <p>Free transfer to video mode Multilateral screen, 3 dimensional screen</p>	 <p>Web Installing Easy to use by simple access to Internet without installation</p>
 <p>Support Fire Wall Private IP, NAT, Dynamic IP, VPN, Proxy and etc.</p>	 <p>Intra broadcasting mode Video conference available through broadcasting or 1:1 mode</p>
 <p>Remote-controlled camera Supports the usage of standard remote-controlled cameras such as Logitech cameras.</p>	 <p>Sharing desktop Users can view as well as remotely control other users' desktops that are placed in a shared mode.</p>



1. Features of VideoOffice

3. Enhanced function of VideoOffice

(1) Reinforced voice permit function

Maximum 8 participants in video conference can have voice permission. Also, with simple mouse movement, the permission can be given to a participant.

(2) Easy file sharing

From the list of files to be shared, the file can be uploaded or downloaded easily by simple mouse click. All participants in the conference can see the list of files shared and the progress at a glance.

(3) Stable document sharing system

Product stability has been reinforced so that the file sharing can be done in low end system.

(4) Easy set up of the quality of sound and image

While the fixed quality of sound and image were used in the existing product, VideoOffice has been updated to allow the administrator to adjust the sound and image according to the situation.

With this function, the user in low bandwidth can perform video conference smoothly.

(5) Support Eco Cancellation

Support echo-removing(echo cancelation) function that uses software technology. Video conference without echo is available through open microphone, speaker and notebook without headset.

(6) Support Windows8

Support Windows 8, the newest OS technology of Microsoft

Now you can experience all smooth functions of VideoOffice also at Windows8.

(7) Support increased mobile devices

VideoOffice mobile video conference, with increased quality and function, can make user experience softer and smoother video conference than before even in low bandwidth by loading mobile-only high functional video codec.



2. To install/ To delete VideoOffice

1. To install Web Launcher

(1) Installing Web Launcher

You must install web launcher to run VideoOffice. VideoOffice system automatically checks whether of installing and, when installation is necessary, installation guide screen is indicated.

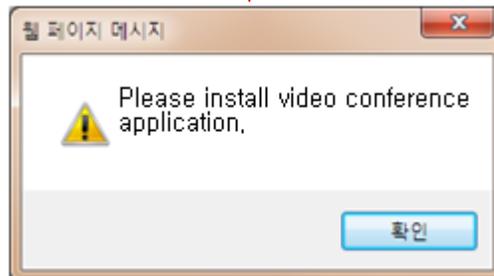
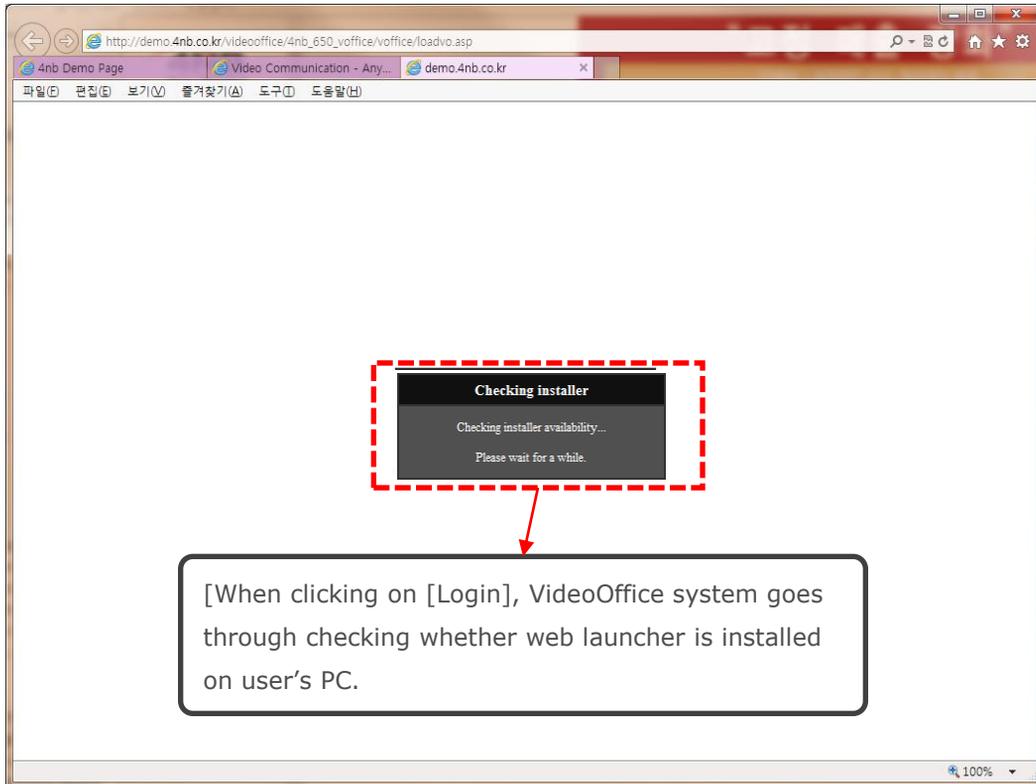
You can change your language.
(English, Korean, Japanese, Chinese)

Input your name and select your title and language then click "Login"



2. To install/ To delete VideoOffice

VideoOffice automatically runs most of process to minimize user's manual works. g and, when installation is necessary, installation guide screen is indicated.



If web launcher is already installed, it goes to the next stage, but, if not, a guide message appears and when user presses [Check] button, it automatically moves to installation guide page.



2. To install/ To delete VideoOffice

If web launcher is not installed, installation guide page below is indicated.

How to Install VideoOffice

* Please follow below steps to support various web browser versions. It requires to install one time only for first connection.

1. Click install button to start "[Installation.](#)"
2. Click run button to start installation when message box appears.

File Download - Security Warning

Do you want to run or save this file?

Name: WebLauncherSetup.exe
Type: Application, 3.00MB
From: demo.4nb.co.kr

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. [What's the risk?](#)

3. Click run button after program information box appears.

Internet Explorer - Security Warning

Do you want to run this software?

Name: 4NB VideoOffice
Publisher: 4NB Corp.

More options

While files from the Internet can be useful, this file type can potentially harm

9. After installation finishes, you may join conference with login or enter conference button.

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User can now install web launcher by clicking on [Installing the Program] according to installation guide page.
When installation is completed, user can again run VideoOffice by clicking on [Join the room]button.



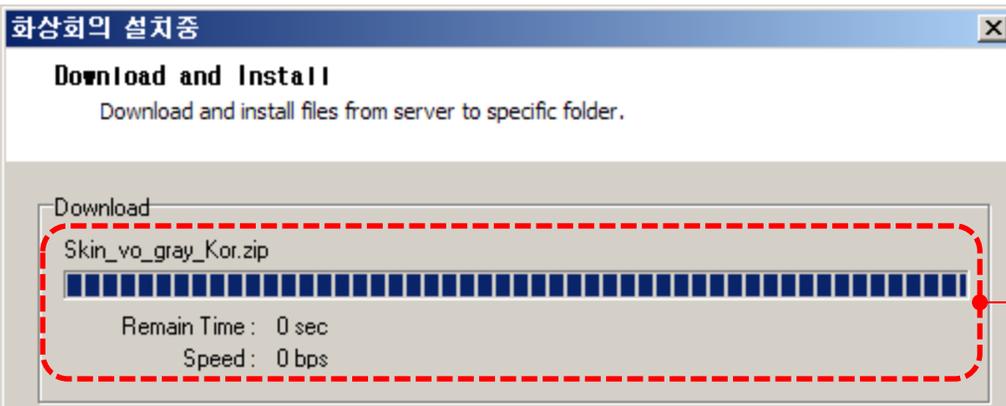
2. To install/ To delete VideoOffice

1. To install

When the Web launcher installation is completed, you can install the VideoOffice program on your computer as Following.



Input your name and select your title and language then click "Login"
You can change your language. (English, Korean, Japanese, Chinese)



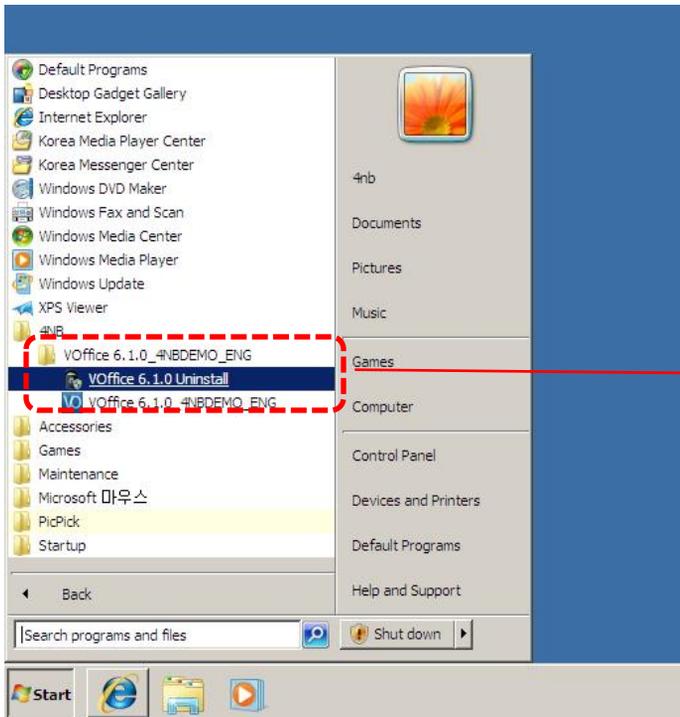
Installation administrator will be executed for the installation and upgrade of VideoOffice and install the necessary files for the system. It takes from several seconds for 30 seconds, highly dependent on your network. When installation and upgrade are completed, VideoOffice program runs automatically.



2. To install/ To delete VideoOffice

3. To delete

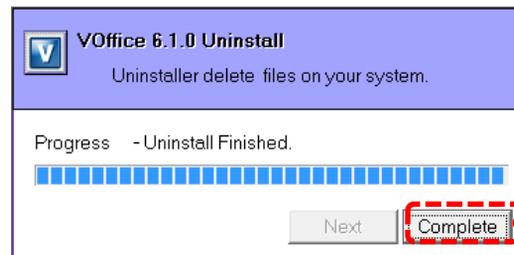
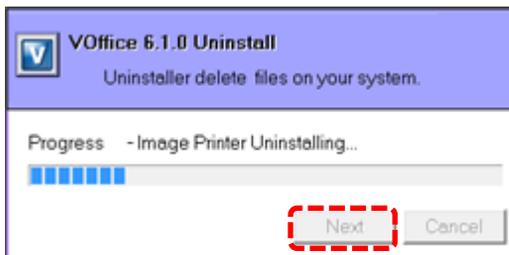
To remove the VideoOffice program from your computer, follow step



Click "Windows Start", "4NB", and then click "VideOffice Uninstall".

Or, From the Control Panel, click "Add or Remove Programs".

* Before deletion, please first close VideoOffice program.



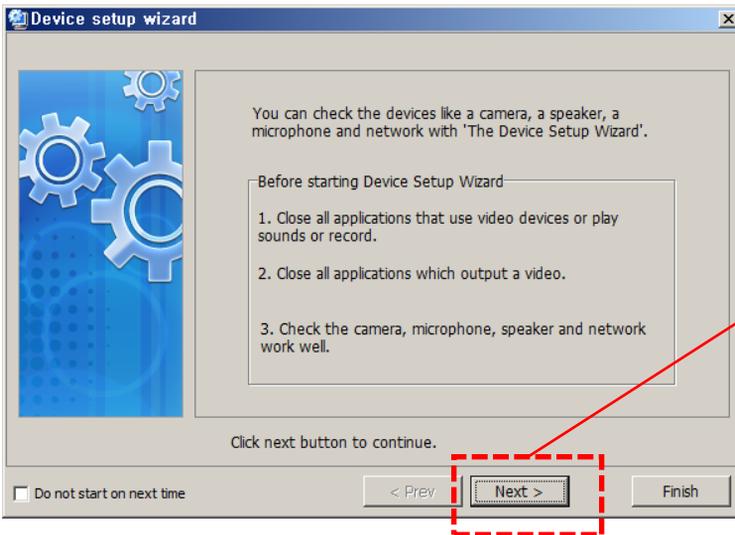
To finish Click [complete].



3. To use VideoOffice

1. Device set up wizard

Once the installation is completed, the following [Device set up wizard] will show up and then User can check the volume and normal running of camera and sound device to use at VideoOffice.



Set up by clicking on [Next] after checking the details on the screen.



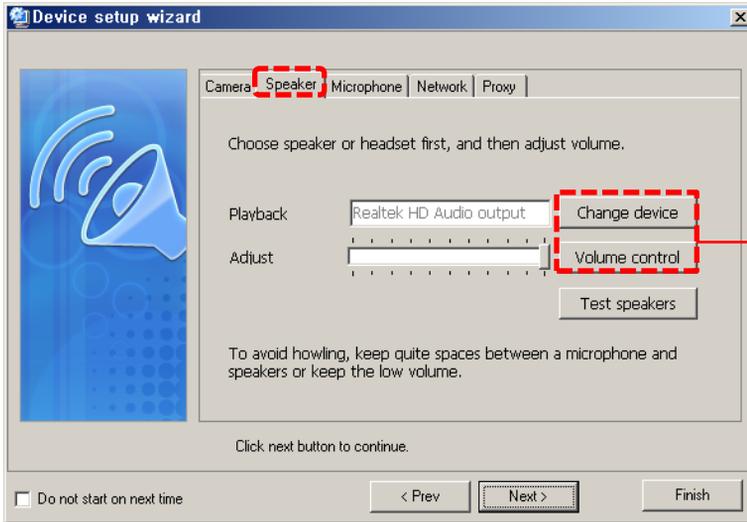
You can test if your image appear in camera tab. In case that there are multiple cameras, you can select one of them.



3. To use VideoOffice

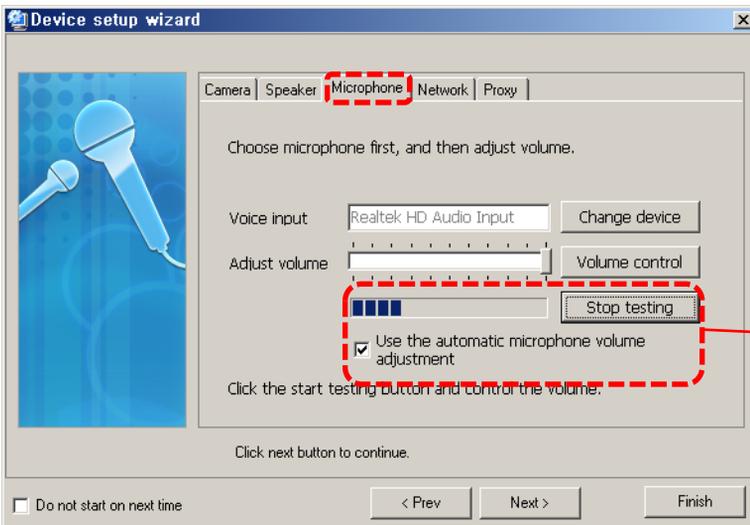
1. Device set up wizard

You can change the sound card, control the volume and test microphone in speaker tab.



Change device : In case of multiple sound cards, set up the desired sound card.

Volume control : User can set the volume of speaker for each stage.



Microphone test: You can confirm if the microphone works normally.

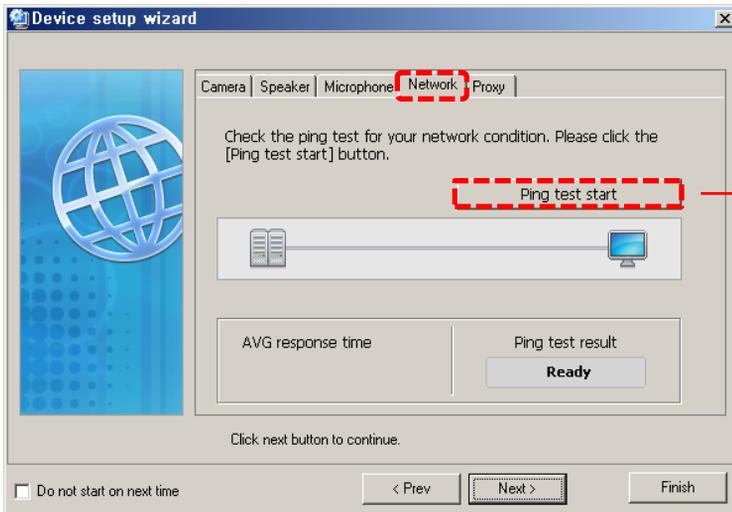
Use the autoTo control the microphone volume automatically : The microphone volume will be adjusted properly.



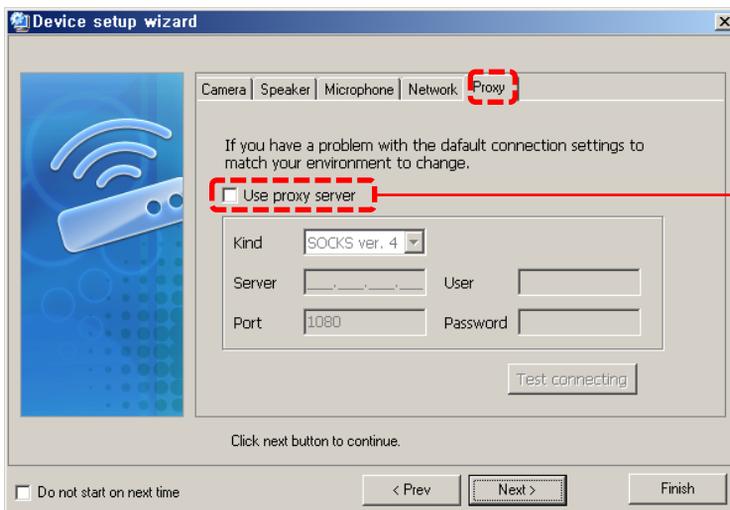
3. To use VideoOffice

1. Device set up wizard

You can test the speed of your internet connection in Network and Proxy tab.



Ping test start : The result of a ping test includes confirmation that connection was successful, along with a series of numbers that represent the communication (video and sound) delay in milliseconds (ms)



Use proxy server : To use proxy server, check this box. Enter proxy-related information and press [Next].

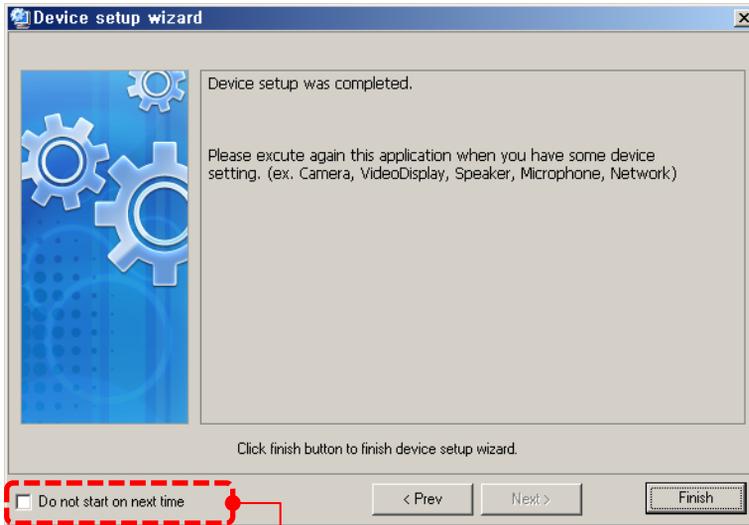
* We just support proxy server type is SOCK4, SOCKS5 only.



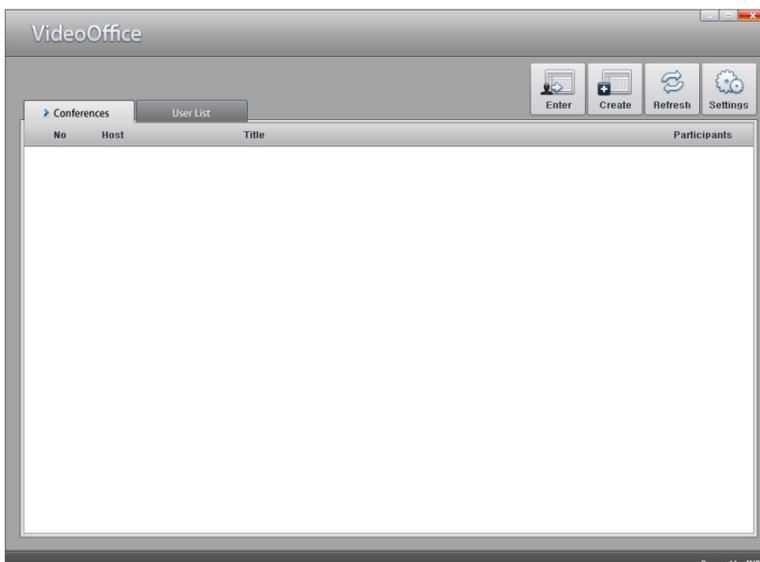
3. To use VideoOffice

1. Device set up wizard

To complete the Device set up wizard, just click [Finish]



Check if you don't want to execute device set up wizard afterward.



When the installation is completed, waiting screen will be displayed as following.



3. To use VideoOffice

2. Lobby

(1) Conferences

In the Lobby, you can create conference room and participate in the conference room.

Conferences : List of conference room.

No	Host	Title	Participants
1	FNB(President)	Manual	1/20

The information of on-going conference will appear.
Number of Participants, conference title and quorum in the conference room

Powered by 4NB



3. To use VideoOffice

2. Lobby mode

(2) User List

In the video conference lobby, the location of current connected person and conference on-going can be found.

The screenshot shows the VideoOffice interface with the 'User List' tab selected. A callout box points to the 'User List' button, stating: **List of participants** : the location of counterpart logged in can be found.

The main interface displays a table with the following data:

User Name	Location
4NB(Ass. Manager)	Lobby
FNB(President)	# 1 (Manual)

A second callout box points to the table, explaining the columns: **User Name** : it indicates the nickname of logged-in person. **Location** : it indicates the location of logged in person.

At the bottom right of the interface, it says 'Powered by 4NB'.

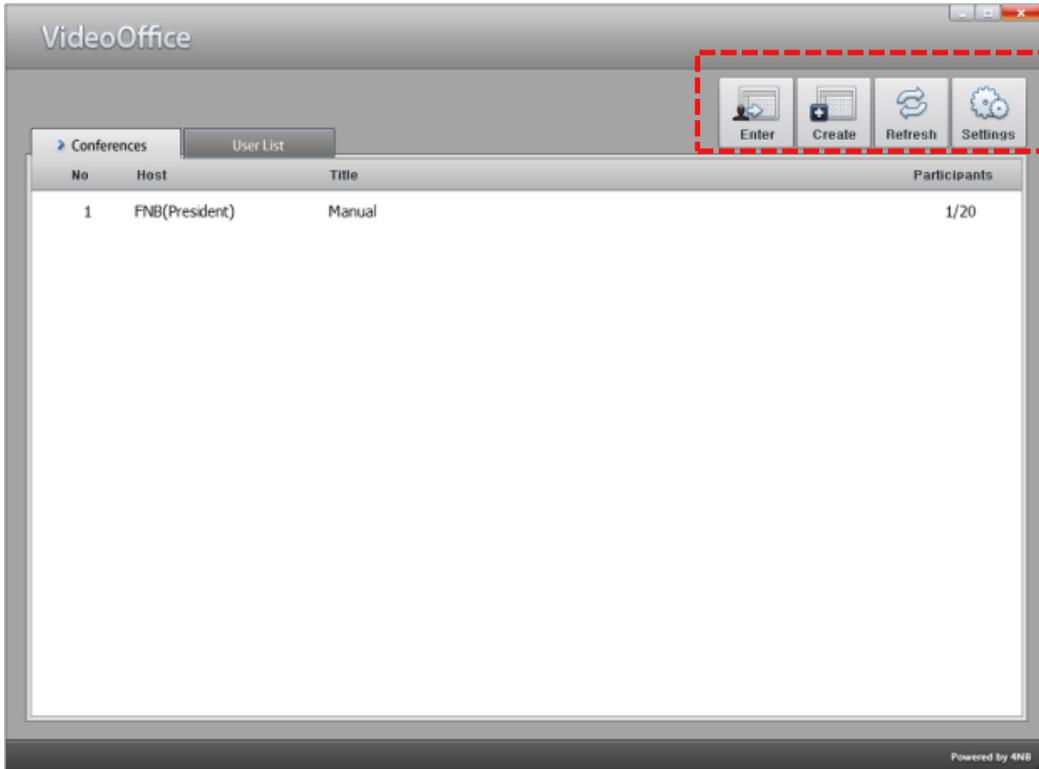


3. To use VideoOffice

2. Lobby mode

(3) Others

In the Lobby, you can create conference room , refresh information and enter the conference room.



Select the desired conference room and click "Enter" button to enter the conference room..



To create a conference room, click "Open conference room" button.



Click " Refresh" to update the information of Lobby.

Though VideoOffice system automatically updates the list, use can use it when the list is not updated.



3. To use VideoOffice

2. Lobby mode

(4) Create Conference

To create conference room, click [Create]. And user can set up the title of video conference, quorum, authority and password.

Information

Room Title

20 Max No of the Conference Room

Video Confer...

Getting Voice Right Automatically when Entering Conference

Security

Set Password

Ok Cancel

After entering all information of conference room, go into conference room by pressing [OK] button.



3. To use VideoOffice

3. Chat

All conference users can use the Chat function to share information during a conference.

The screenshot shows the VideoOffice interface with a chat window open. The chat window displays the following text:

Sarah(Manager) :
Today's meeting will be conducted according to majority rule.
Have you all seen the agenda?
Stephen William Hawking (Director) :
Yes, Can I start with the first item?

Below the text is a text input area with formatting icons (bold, italic, color) and a 'Send' button.

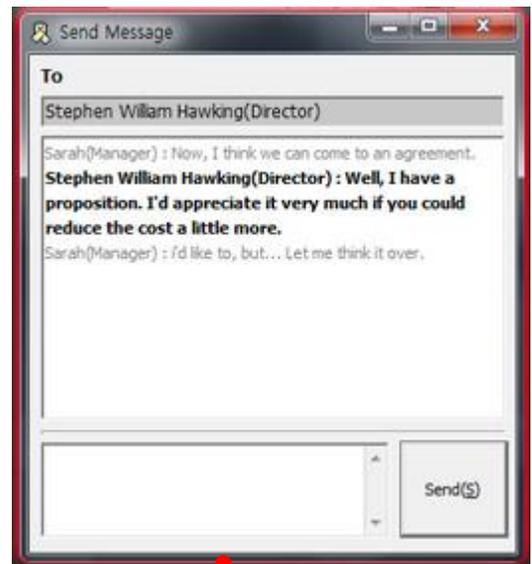
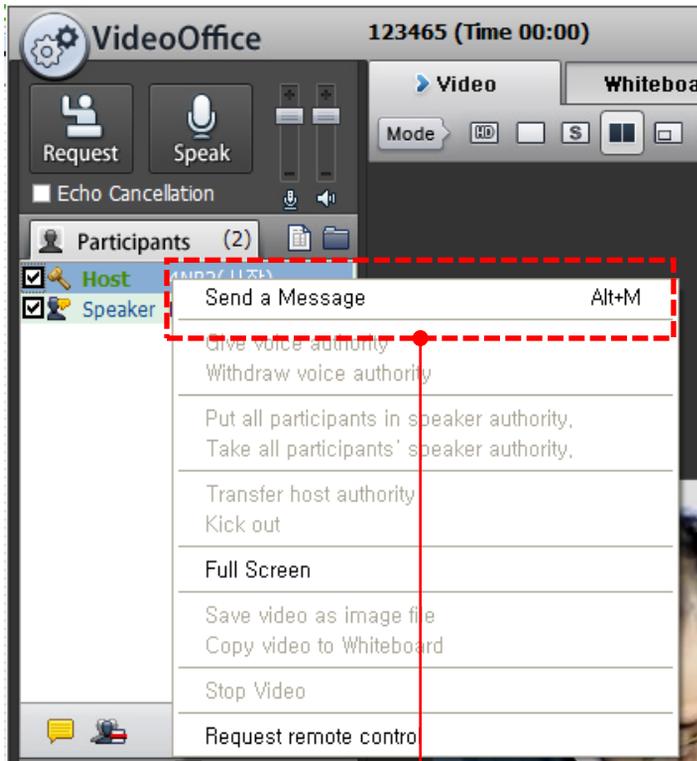
User can exchange text conversation with participants, and set the feature of the text(color, thickness, gradient) entered and save the conversation.



3. To use VideoOffice

4. Private messages

You can send private messages during a conference.



Select the user you wish to send the private message to. Right-click and in the message entry window that appears, type in your message. Click the [Send] button once you are done.



3. To use VideoOffice

5. Video mode

The top each functional tabs comprising video, paint and web sharing. Main menu comprises as followings. users can simultaneously engage in a face-to-face conference from distant locations.

When clicking on [Video] tap, user can see the video screen of conference that supports various video modes. Through this screen user can operate video conference in the mode they want.



Easy to move the screen by mouse drag and drop.



3. To use VideoOffice

5. Video mode

VideoOffice provides the total of 21 video modes and 3 small video modes.

To view a specific video in full screen, click right mouse on the video and click on [Full Screen] menu. Each video mode is as follows.



Mode		Description
	HD Screen	HD Resolution 1 Screen mode
	1 Screen (Big)	SD Resolution 1 Screen mode
	1 Screen (Small)	Identical to screen but small in size
	2 Screen	2 screens split mode
	PIP Mode	Picture-in-picture split mode
	4 Screen	4 screens split mode (medium 4 screen)
	5 Screen	5 screens split mode (Big1, small 4 screen)
	6 Screen	6 screens split mode (medium 4 screen)
	8 Screen	8 screens split mode (Big1, small 7 screen)
	10 Screen	10 screens split mode (medium 2, small 8 screen)
	13 Screen	13 screens split mode (medium 1, small 12 screen)
	16 Screen	16 screens split mode (small 16 screen)
	25 Screen	25 screens split mode (small 25 screen)
	36 Screen	36 screens split mode (small 36 screen)
	46 Screen	46 screens split mode (medium 2, small 45 screen)
	49 Screen	49 screens split mode (small 49 screen)
	52 Screen	52 screens split mode (medium 4, small 48 screen)
	64 Screen	64 screens split mode (small 64screen)
	Virtual Screen	Virtual conference mode (medium 3 screen)
	Virtual Screen	Virtual conference mode (small 7screen)
	Virtual Screen	Virtual conference mode (small 8 screen)
	Full Screen	Change Full screen mode

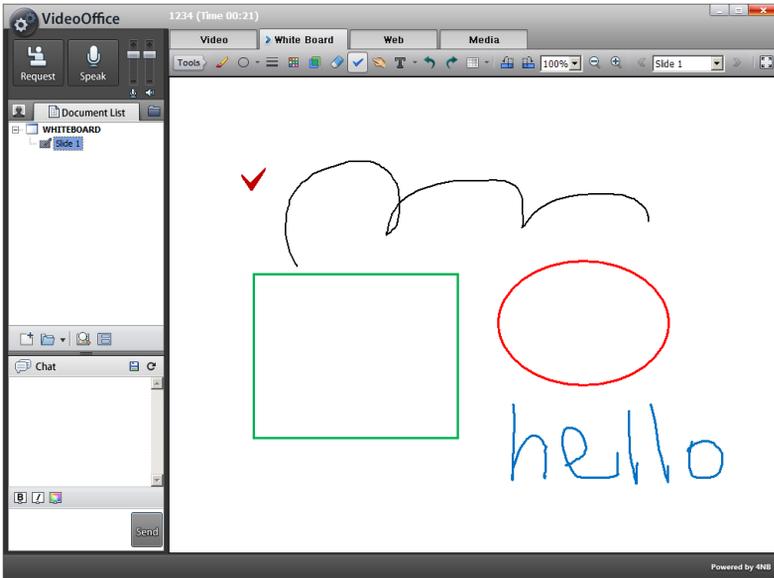


3. To use VideoOffice

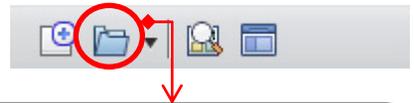
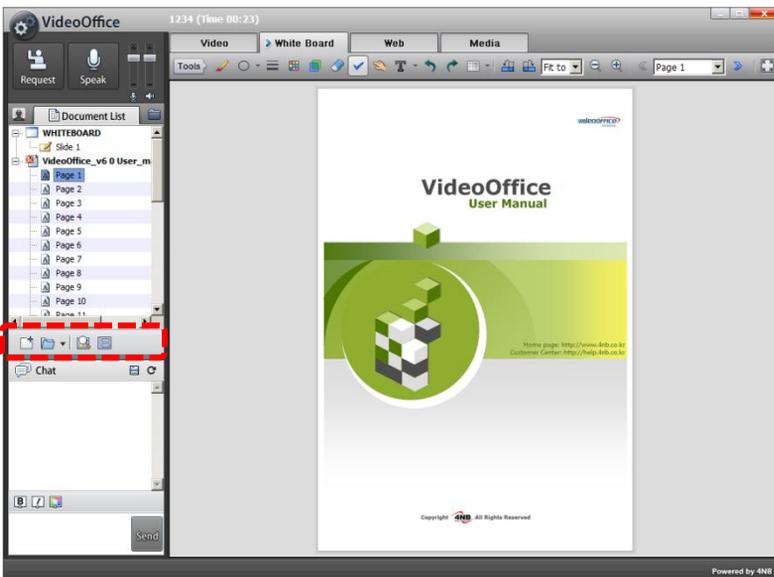
6. Whitboard mode

Like a whiteboard, you can mark on the figure and picture during the conference.

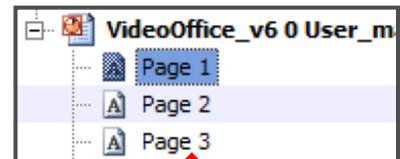
And Can share documents in varied formats (Microsoft Excel, Word, PowerPoint, etc ...) .



You can write various writing on the Paint. As the video mode is minimized, you can move it to any position you want.



To share a document, press "Open file" as shown on the figure to load the document



In case of multiple pages in document, press "Pagetab" to move to desired page.



3. To use VideoOffice

6. Whiteboard mode

Paint mode provides various painting tool and functions and the description of each function is as following table.



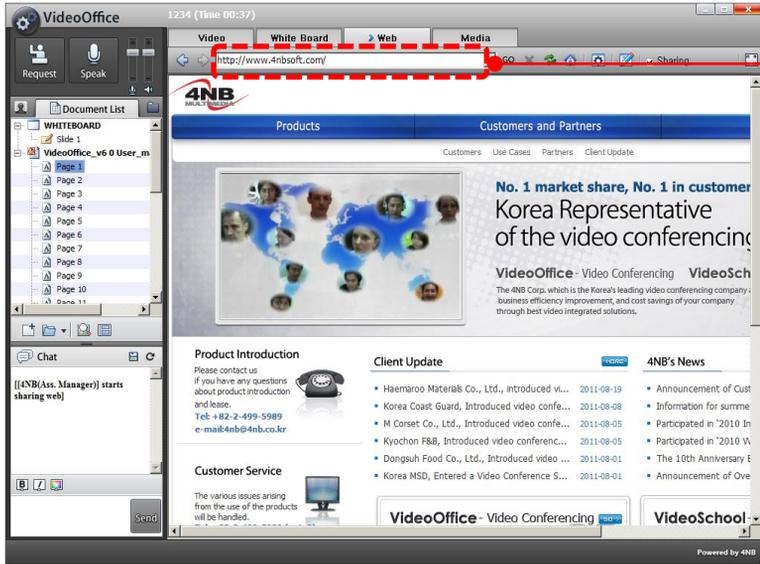
Icon	Function
Drawing tool	Draw with Pen. Straight line, level line, rectangular, and circle
Line thickness	To select the line thickness
Color selection	To select the color
Highlighter pen	To mark highlighting
Eraser	To remove the writings
Check	To mark V on the important part and the color is selectable.
Baton	To point at certain part which will be explained to the participants
Text	To input text on the screen by clicking
Font size	To set up font size , click ▼
Delete writing	To delete the writings made by drawing tool or text input
New document	To refresh current figure or document
Open file	In case of document, Tab type page will be displayed under the icon of Paint.
Capture	To capture the screen executing
Save	To save the loaded document or image as JPG or BMP format.
Print	To print the loaded document or image.
Rotation	To rotate document or image
Zoom in/out	To zoom in / out the loaded document or image
Zoom in/out	To zoom in / out the loaded document or image
Maximization	To set up full screen mode
Preview	To preview the shared document alone



3. To use VideoOffice

7. Web sharing mode

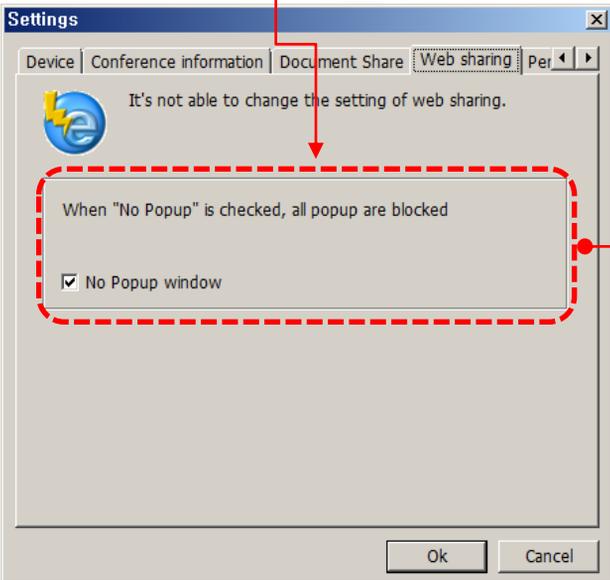
The conference can be performed while seeing internet with the participant in real time. Once the internet screen is shared, you can work with document in Paint.



The user interface of Web sharing is very similar to Internet Web browser, so just input internet address into address filed to share the web.



To quit Web sharing. Or close up Web sharing to quit.



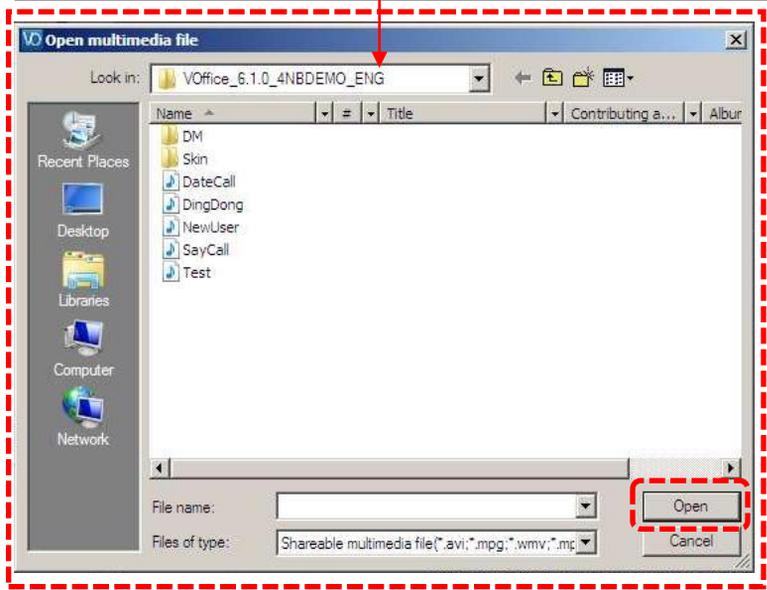
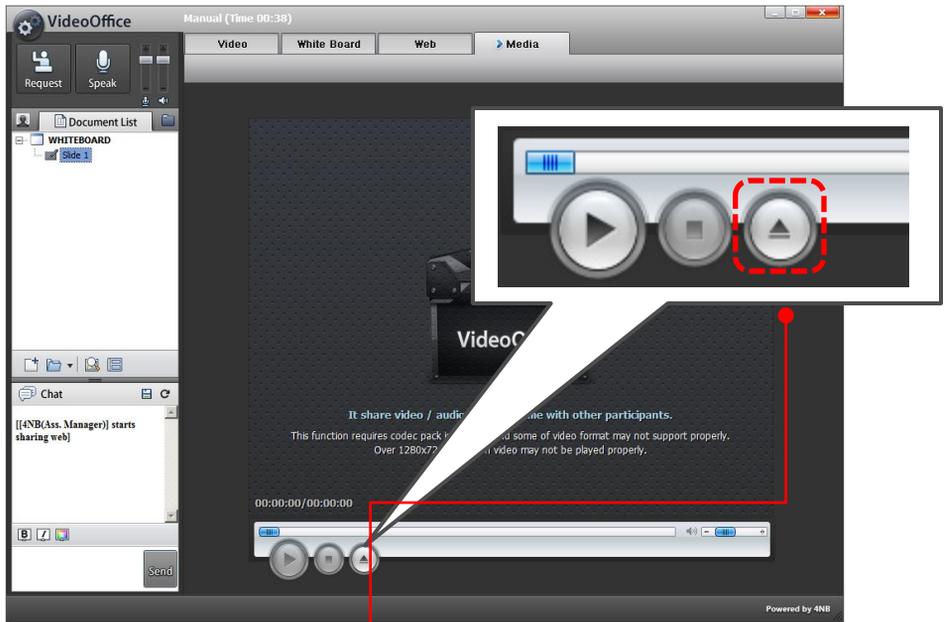
Users can block Pop - up window. After click "icon", at the setting windows check the "No Popup windows"



3. To use VideoOffice

8. Media sharing

Easy to sharing media files with the participant in the conference room.(MP3, AVI)



You can sharing media files with the participant in the conference Room. Click "File open" Button for sharing

Support files list

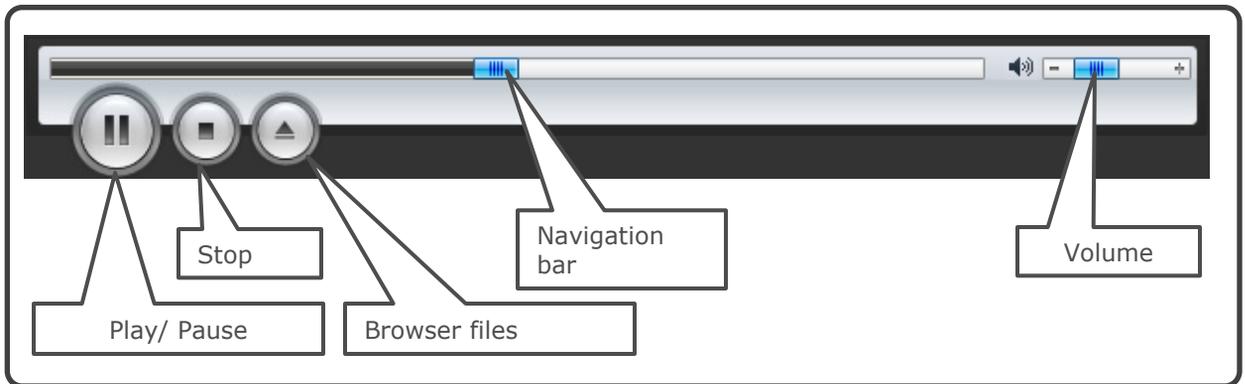
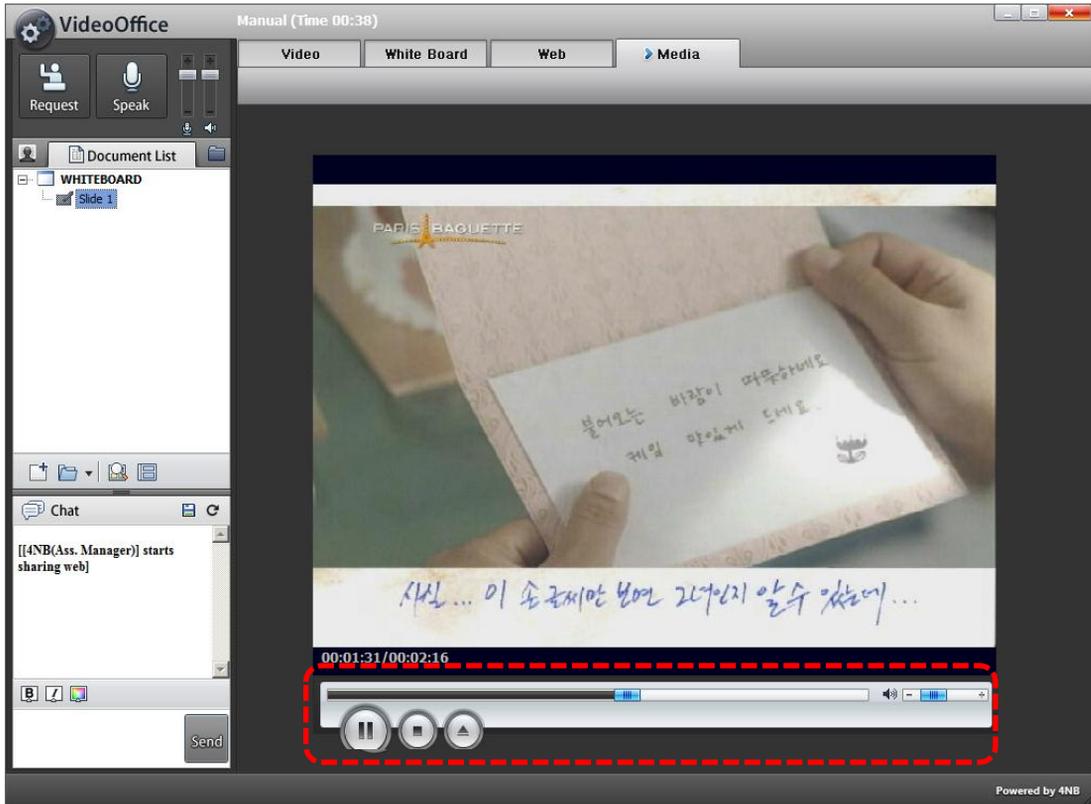
- Video : Xvid , MPEG4
- Audio : Mp3, Wav



3. To use VideoOffice

8. Media sharing

The description of each function is as following .

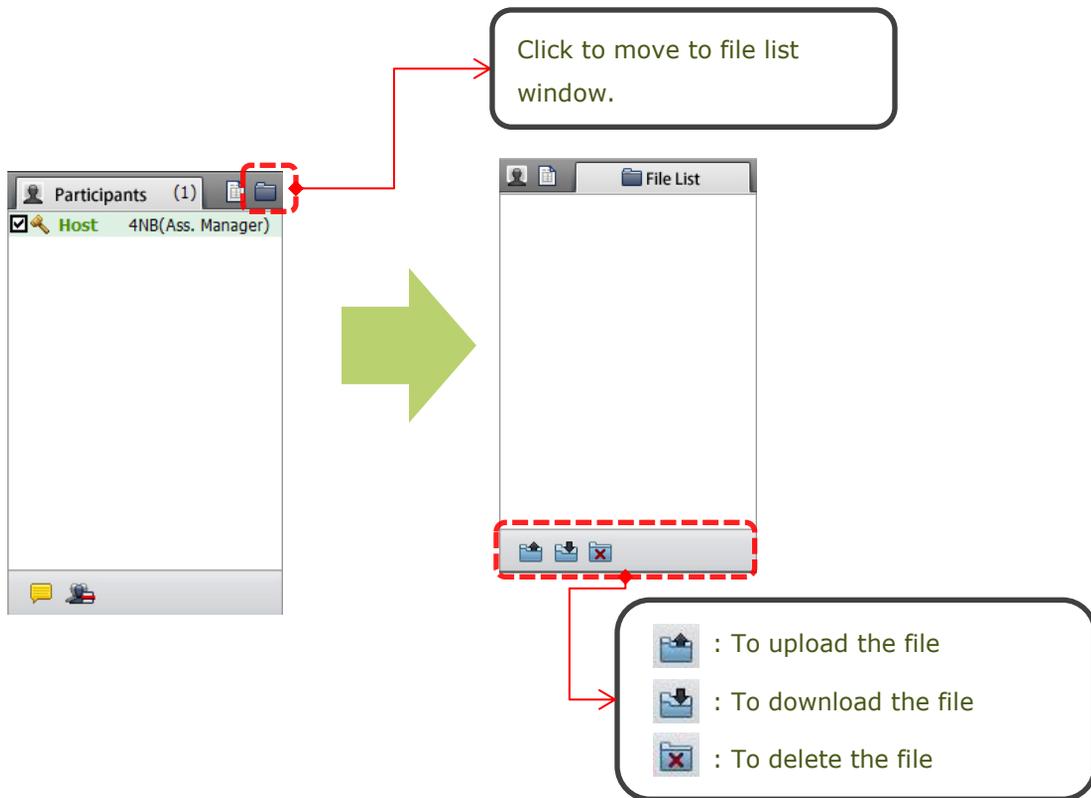




3. To use VideoOffice

9. File sharing

With VideoOffice, you can attach files to share with other participants.

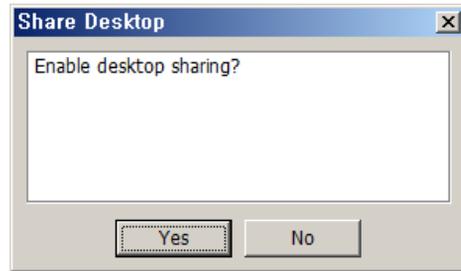




3. To use VideoOffice

10. Desktop sharing

You can share your own PC screen and specific application screen with participants through screen share function and grant the control right to the other party.



Click "sharing desktop" button, then the screen on the right will appear. Click "Yes" to share PC screen with counterpart.



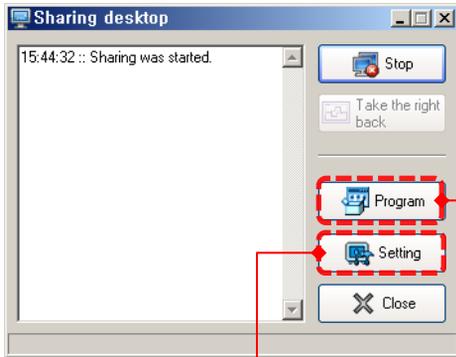
Once the desktop sharing begins, the counterpart can see the shared screen after being loaded for 1 second as shown on the left screen.



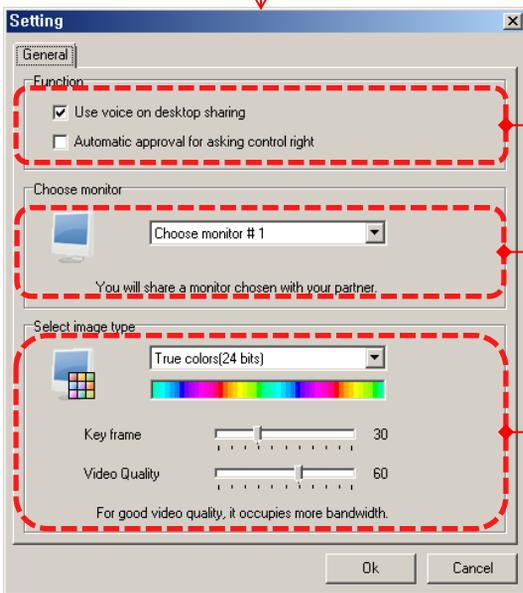
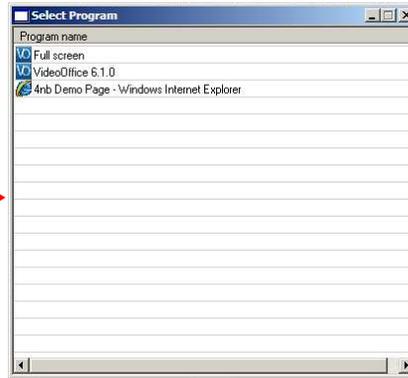
3. To use VideoOffice

10. Desktop sharing

The description of each function is as following .



Once desktop sharing begins, the following screen will appear. Click "Program" button to select the screen to be shared.



To confirm if conference voice will be used on not during the sharing. The request of counterpart for control right can be set up automatically

Select a monitor to show when dual monitor mode.

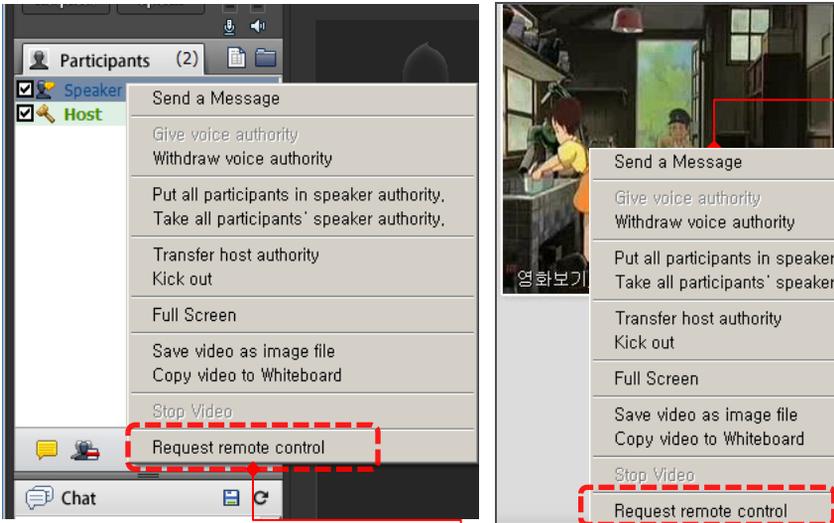
To adjust the color according to network condition and control the frame and video quality.



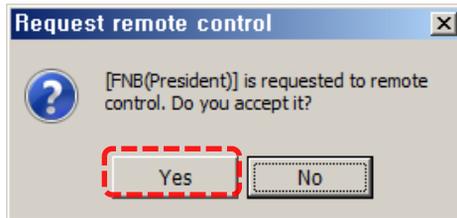
3. To use VideoOffice

10. Desktop sharing

With VideoOffice, you can have remote control over the other person's PC during the conference. Any failure can be immediately recovered.



Remote control can be activated by placing your mouse on the desired counterpart and clicking left button of mouse.



Once the counterpart accepts your request, the screen of counterpart will show up after 1 second as following screen.



3. To use VideoOffice

11. To use dual mode

A dual monitor setup enable you to view the video mode and paint mode side by side



To use Dual monitor feature, click [Dual Mode] then you to view the video mode And paint(or Web sharing) mode side by side.
If you want to single monitor mode then click it again.



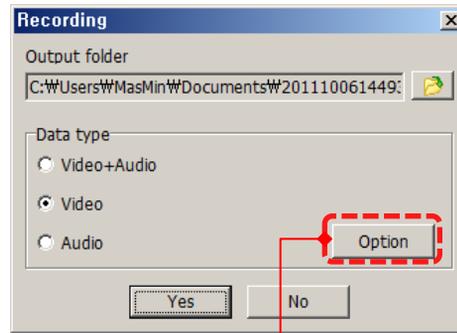


3. To use VideoOffice

12. To record

Recording function is to record the scene of video conference into video, or record voice only separately. Through this function you can notify the users who couldn't participate in the meeting the details of meeting.

Recording(into video and sound) is saved in wmv format and you can view it through Windows Media Player or general-purpose player.



Click [start record] button to select the folder where the recorded file will be saved. Also, recording quality is selectable and only the voice can be recorded.

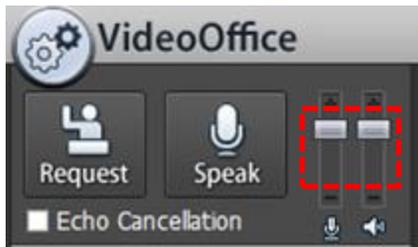
You change recording [option]



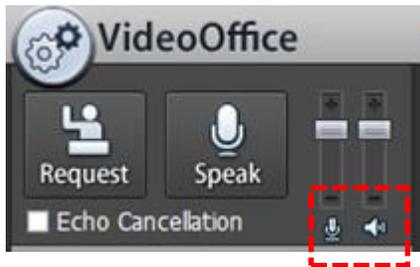
3. To use VideoOffice

13. To adjust Sound

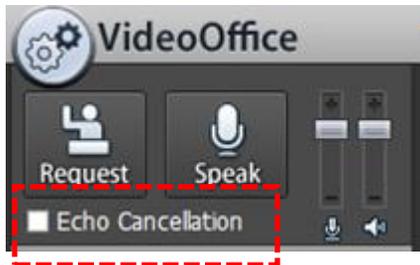
To adjust the volume of microphone and speakers, you can do it as following picture.
And you can mute the microphone or speaker beside volume adjustment and remove echo through Echo Cancellation function.



The volume of microphone/speaker can be adjusted by moving volume adjusting scroll.



Clicking on the icon of microphone/speaker can use the mute function of the device.



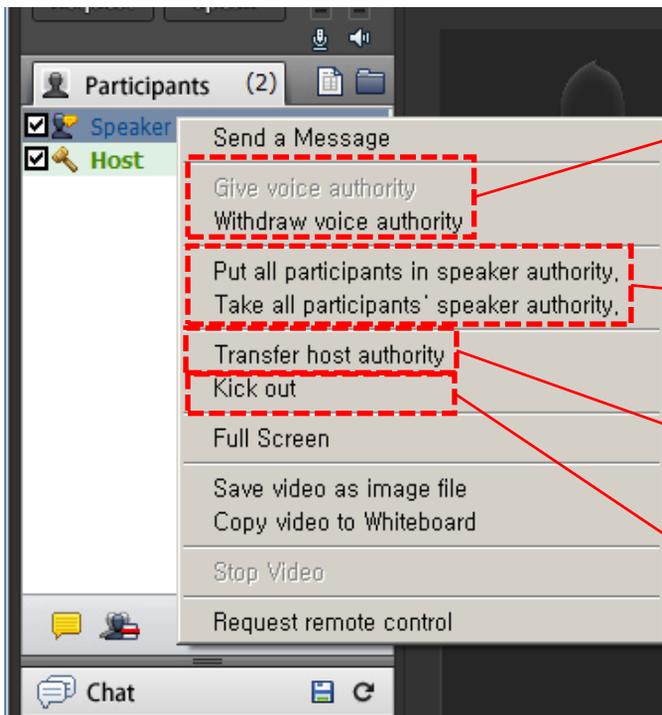
You can use Echo Remove function by clicking on [Echo Cancellation]. Especially, it's useful for the users who open speaker system or notebook.



3. To use VideoOffice

14. Participants Control (Participants)

With right mouse button after selecting participant in the list, you can use various user control functions.



You can grant or retrieve the right of presentation to and from specific participant.

You can grant or retrieve in batches the right of presentation to and from entire participants.

Hand over the right of host to a specific participant.

Forcibly give exit from conference room to a specific participant.



3. To use VideoOffice

15. Authority

VideoOffice is categorized largely into "Host", "Speaker" and "Participant" and each has different function.



User	Authority	Remark
	<p>Host</p> <ul style="list-style-type: none"> - Who create conference room. - Have right to perform the conference (entitled to control Video, Paint, Web sharing) - Permit Speaker, accept the request from Speaker and Participant. - Transfer the entitlement of host, forced exit, cancellation of permission of Speaker - Right to perform web sharing and paint 	<p>Right button of mouse</p>
	<p>Speaker</p> <ul style="list-style-type: none"> - Speaker who has the right to speak. - Right to perform web sharing and paint (identical authority with host) 	<p>The entitlement of Speaker and Guest can be changed by the host.</p>
	<p>Participant</p> <ul style="list-style-type: none"> -Identical to presenter but have no right to speak (can speak while left Ctrl key or Speak button) 	



3. To use VideoOffice

15. Authority

The user having no speak can request authority by simple click.



When the participant wants to speak, he may ask Host for permission.



The participant having not right to speak, The participant can speak while pressing [speak] button or, Ctrl simultaneously.



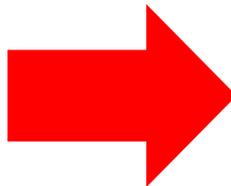
3. To use VideoOffice

16. Connect to Phone

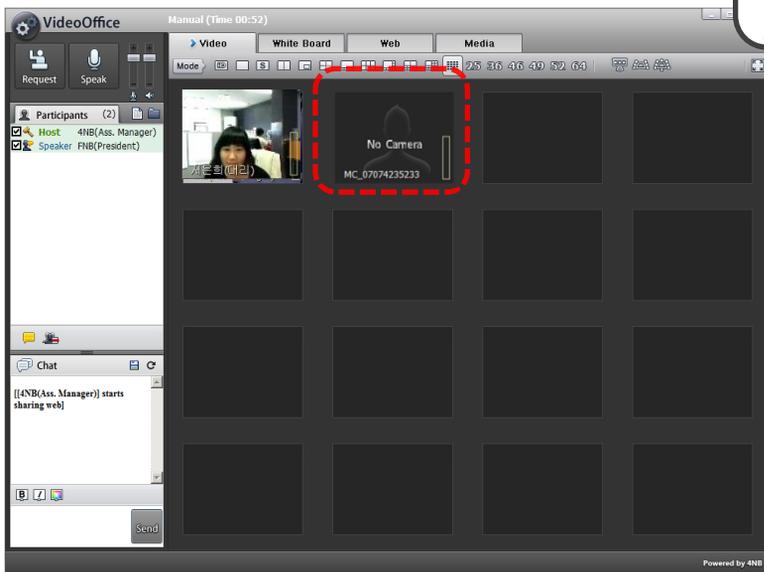
During the conference, you can invite other phone call user by this feature



Click "phone" icon, then appear Dial pad



Press select local number without country code by pressing keypad or keyboard number key. And click {send} button



Participants are invited to a conference can use the VideoOffice.



3. To use VideoOffice

17. Connect to H/W conferencing systems

Provides the function to participate in video conference by calling H/W codec (H323 device) like VideoOffice Polycom, Tandberg and LifeSize.

When clicking on the [H/W codec link] in participants list, a calling window appears, and you can call/invite H/W codec users by inputting already registered users or IP(SIP) address at the calling window.

No.	Device Name	SIP Address	Call
69	대회의실1	polycom.4nb.co.kr	Call
68	대회의실2	wrong@211.47.206.100	Call
67	대회의실3	211.47.206.34	Call
66	대회의실4	6000@211.47.206.100	Call
65	VSX-6000-H.323	211.47.206.100	Call
64	소회의실_영업1부	211.47.206.340	Call
63	소회의실_영업2부	211.47.206.341	Call
62	소회의실_영업3부	211.47.206.342	Call
61	소회의실_영업4부	211.47.206.343	Call

H/W codec users appears as the same figure of general PC users in video conference(But, you can't use the same function as PC user)



3. To use VideoOffice

18. Connect to smart device

(1) To use

VideoOffice provides the function to participate in from Smart Device(Mobile phone, Tablet).





3. To use VideoOffice

18. Connect to smart device

(2) functions

Mobile VideoOffice provides the following functions.



Video mode

Comes out to the screen of video mode designated by PC-use VideoOffice



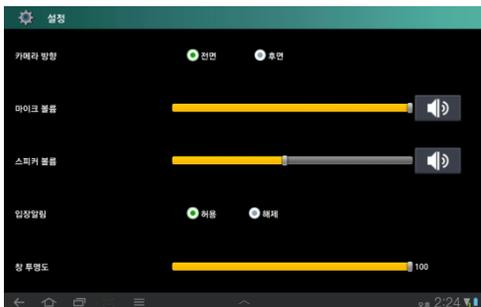
Memo

You can use with minutes composition function in the middle of conference.



Documents Sharing

You can view the documents shared at PC-use VideoOffice.
Mobile VideoOffice limits some functions like writing.



Setting

You can set several environmental variables of Mobile VideoOffice like setup of microphone/speaker volume.



3. To use VideoOffice

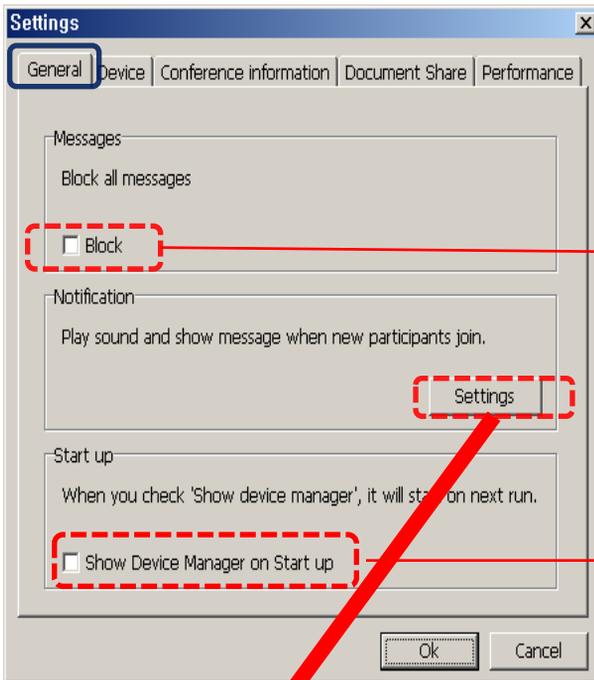
19. Settings

(1) General

In [General] tap you can do configuration for general function used at VideoOffice.

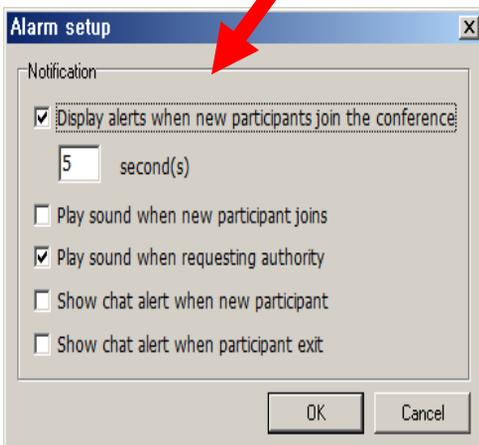


Setting necessary for video conference, camera, head set or quality of video conference can be adjusted.



Accept or refuse messages sent by conference participants.

Check if you don't want to execute the device set up wizard afterward.



Set whether of notifying through sound and message upon new participant's admission to video conference.

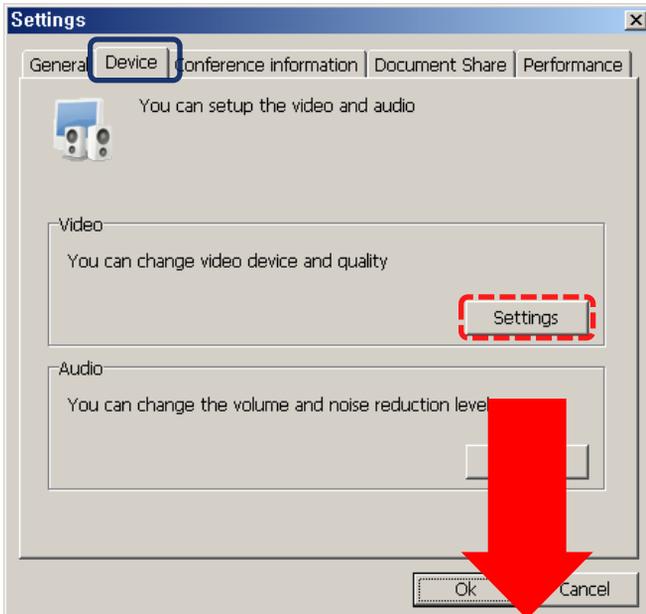


3. To use VideoOffice

19. Settings

(2) Device

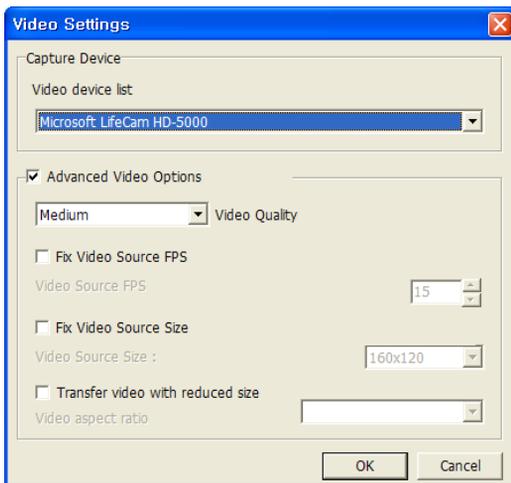
In [Device] tap you can set video and audio quality and device at VideoOffice.



Video setup is used for detailed setup like camera device, video quality and FPS.

Video Devices list
Select the device to be used in VideoOffice when PC has more than 2 camera devices.

Advanced Setup of Video
Set the quality of video to be used at video conference. Advanced setup is used only for special cases and it is recommended to use basic setup. When advanced setup goes wrong, the video and sound of video conference stops or cuts off. Please use this when you well understand the details of each setup.



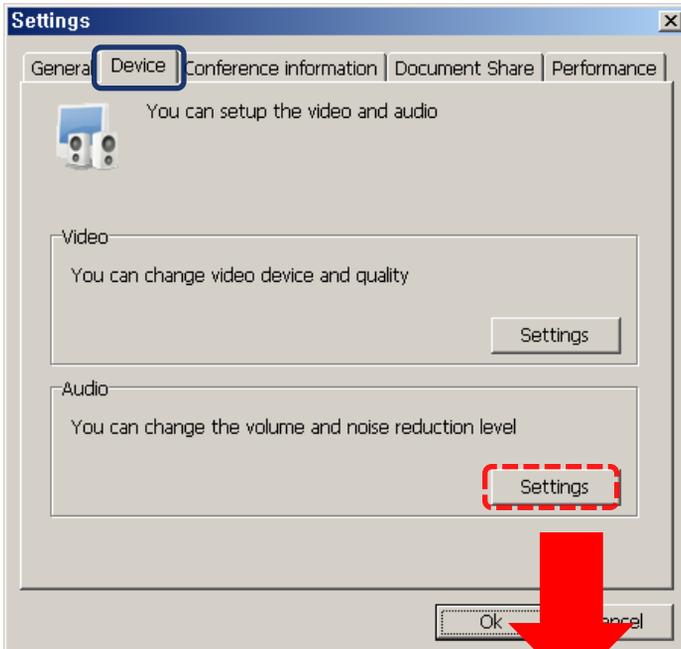


3. To use VideoOffice

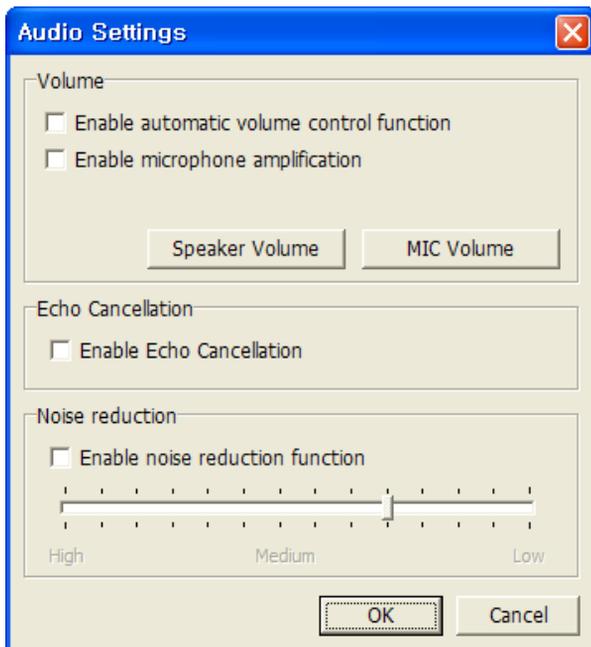
19. Settings

(2) Device

In [Device] tap you can set video and audio quality and device at VideoOffice.



Audio setup is done when using VideoOffice in microphone/speaker volume and special environment.



Volume

You can do setup related to microphone/speaker volume.

Echo Cancellation

Set when unavailable to use device, like headset, in which no echo happens. It is recommended to use headset.

Noise reduction

Use when surrounding noise comes into microphone, affecting on video conference.

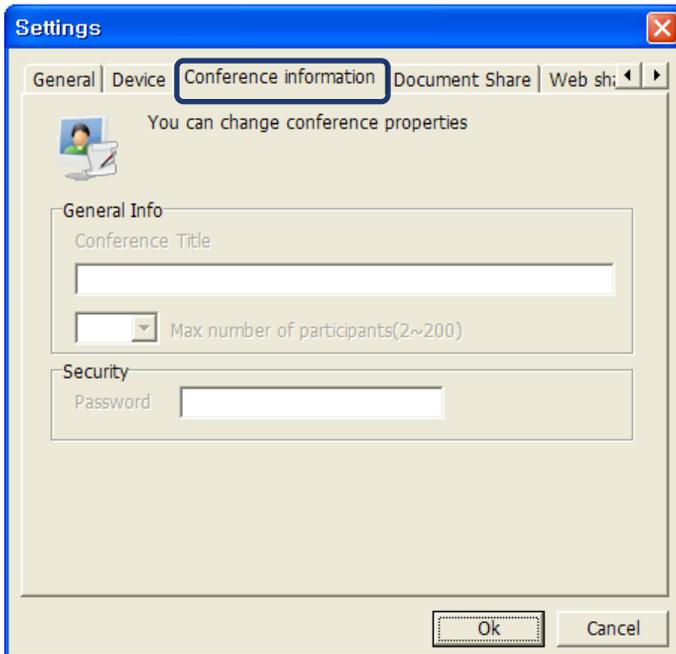


3. To use VideoOffice

19. Settings

(3) Conference information

In [Conference information] tap, can view basic information of conference room, and in case of your being a host, can change the information of conference room.



General Info

Show the title of conference and the number of participants.

Security

You can limit admission through password setup. Use this in open conference room. Don't use this in reserved admission through web page.

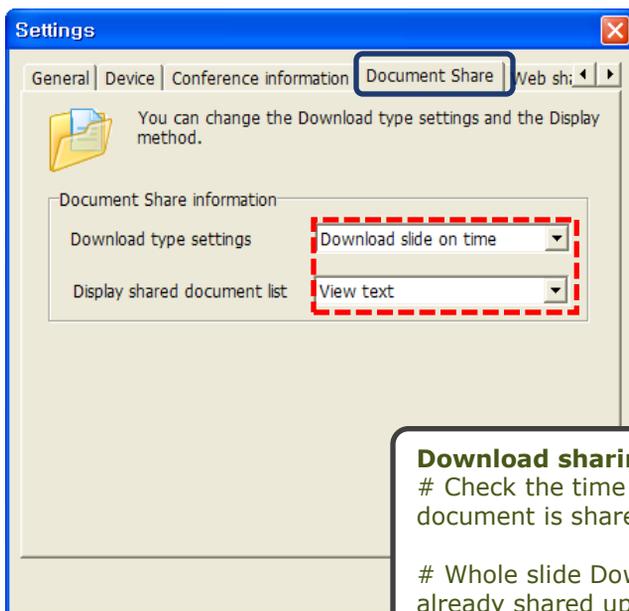


3. To use VideoOffice

19. Settings

(4) Document Share

In [Documents Share] tap you can do setup related to download upon documents sharing.



Download sharing information

Check the time: Ask user whether of download every time document is shared.

Whole slide Download: Download at a time all the documents already shared upon admission to conference room. When there's much amount of shared documents, the sound or video can be stopped or cut off during download.

Download slide on time: Download the page only when the page of document being shared changes.

Display type

View by Text: Shows documents list in text base.

View by image: Shows documents list in thumbnail type of icon type.

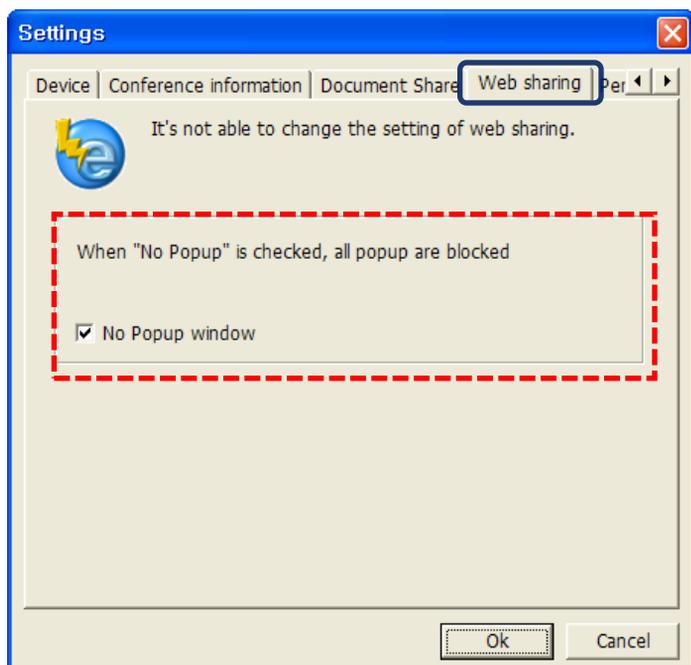


3. To use VideoOffice

19. Settings

(5) Web sharing

[Web Share] tap is used when changing the setup of pop-up window upon web sharing.



Set whether of blocking pop-up window that additionally pops up when loading webpage. It is recommended to use basic setup because pop-up window is not shared with participants in video conference.

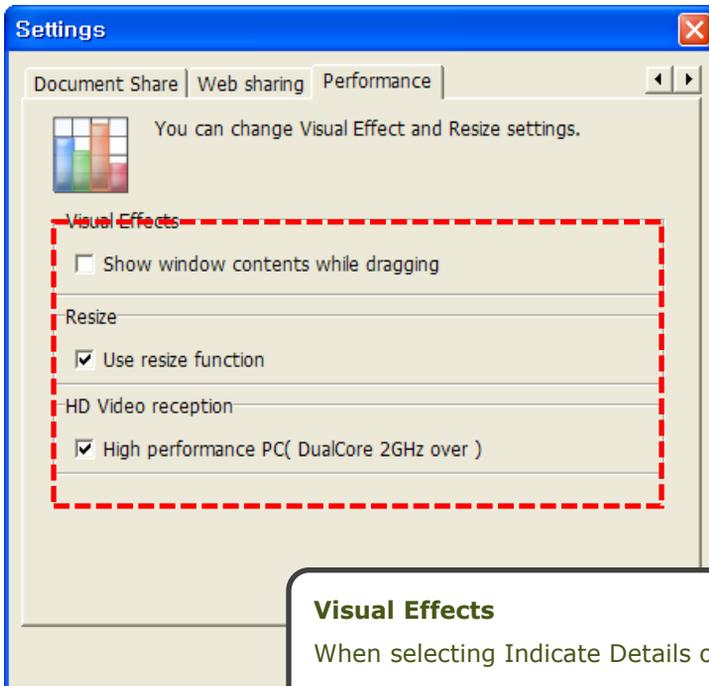


3. To use VideoOffice

19. Settings

(6) Performance

[Performance] tap sets up the items related to the function of VideoOffice.



Visual Effects

When selecting Indicate Details of Window while dragging mouse, it requires a little higher function. It is not recommended to low specification PCs.

Resize

Don't use Resize in low specification PC. It can cause stops/cut-off of sound, video.

Use this when having video conference in large screen in high specification PC.

HD Video reception

Set whether of outputting HD video of the other party in all HD or low resolution. It is recommended to use this only in high specification PC, as it can cause cut-off of sound/video when using this option in low specification PC.



5. Customer Service

1. Customer Service

4NB is providing various service to customers from technical support for Video Office products and customer support to service consulting.

1) Remote Control Service

Our service are available at AM 9:00 ~ PM 10:00 from Monday to Friday . If any problem you encounter during the use of our product line, fee free to contact to our customer support center.

2) On-line Service

We make best effort to support customers who request assistance through email, fax or telephone. On -line Service will be provided continuously to the customers who purchased our product.

3) On-Site Service

To help users use in proper manner, we can provide on site service if necessary.

▶ Internet

4NB Homepage : <http://www.4nb.co.kr/>

▶ Technical support and email

Customer support : <http://help.4nb.co.kr>

Email : 4nb@4nb.co.kr

▶ Address, telephone and fax

(133-825) 685-295 4NB Mokcheon Building 6fl Seungsoo1ga SeongdongGu,
Seoul

Telephone : 02-499-5989 Fax : 02-498-3051