

OMNI-SERIES

User Guide

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*Our Most
Valuable
Resource
Is Seeing
Eye to Eye*



BuffaloPacific

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FAQS

Q. What are Omni-Series machines?

Omni-Series machines are telepresence video-conferencing machines that allow conference participants to feel as though they are meeting face to face. Learn more at <http://www.buffalopacific.com>.

Q. Who makes and sells these machines?

Omni-Series machines are made by TelePresence Technologies, LLC and sold by Buffalo Pacific, a credit union service organization. They are also sold by CUSO CU*Answers, an authorized distributor.

Q. How are Omni-Series machines different from other video-conferencing tools such as Skype?

There are three things that make Omni-Series machines different from other video-conferencing tools. First, they project a life-size image of conference participants. Secondly, they can project conference participants in 3D. But what really sets these machines apart from their competition is that they provide direct eye contact.

Q. What is an Experience Center?

Equipped with Omni-Series machines and informational materials, Experience Centers welcome those who would like to learn more about these machines for tours and demonstrations. Experience Center locations include:

- CU*Answers in Kentwood, MI
- CU*NorthWest in Liberty Lake, WA
- EPL in Birmingham, AL
- MidUSA Credit Union in Middletown, OH
- TelePresence Technologies, LLC in Plano, TX

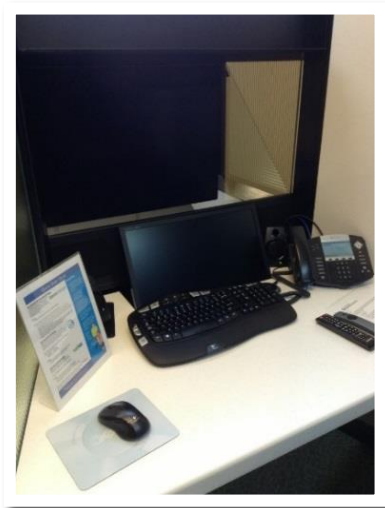
Q. How many Omni-Series machines does CU*Answers have?

CU*Answers has three machines at its headquarters in Grand Rapids, Michigan: the Omni-Suite, Omni-Bridge, and Omni-Station. Additionally, CU*Answers has a fourth Omni-Series machine, the Omni-Kiosk, at its 44th Street location in Kentwood, Michigan. These machines are pictured on the next page.

CU*Answers Omni-Series Machines



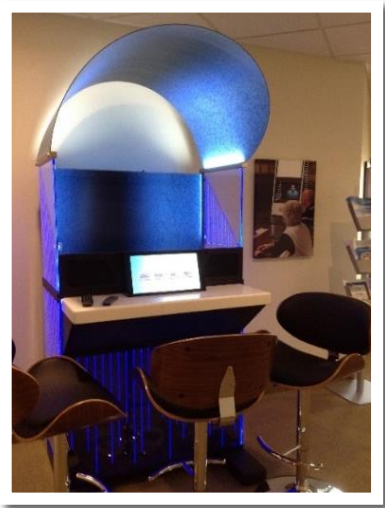
Omni-Suite
*CU*Answers, Grand Rapids, MI
Telepresence Conference Room
Ext. 6102*



Omni-Bridge
*CU*Answers, Grand Rapids, MI
Telepresence Broadcast Studio
Ext. 6101*



Omni-Station
*CU*Answers, Grand Rapids, MI
Portable Unit
Ext. 6103*



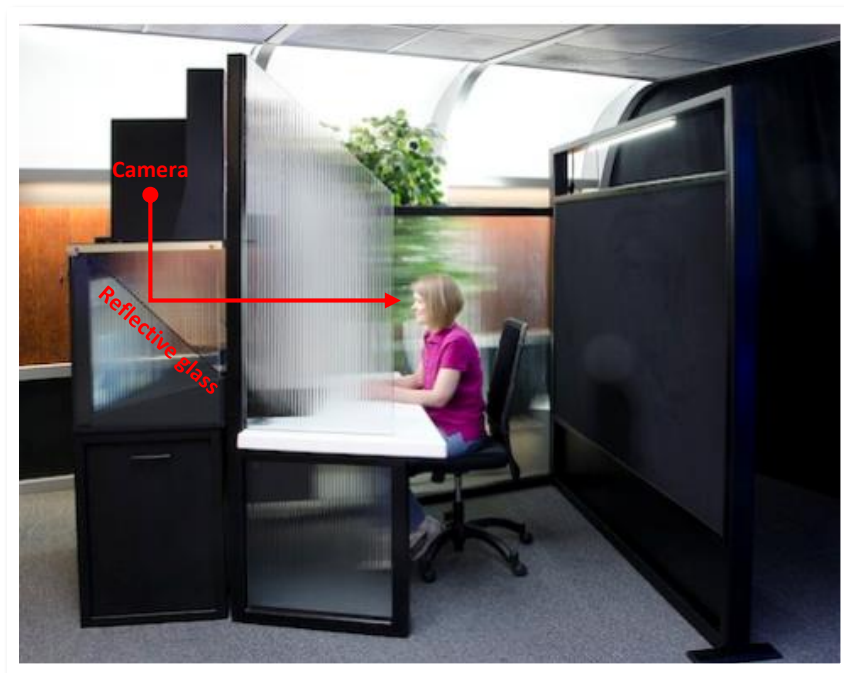
Omni-Kiosk
*CU*Answers, Kentwood, MI
Showroom
Ext. 6105*

Q. Which CU*Answers clients and partners have Omni-Series machines?

- CU*NorthWest
 - Omni-Bridge (ext. 6210)
 - Omni-Desk (ext. 6109)
- MidUSA Credit Union
 - Omni-Bridge (ext. 6212)
 - Omni-Kiosk (ext. 6213)
 - Omni-Suite (ext. 6214)

Q. How is eye contact achieved by Omni-Series machines?

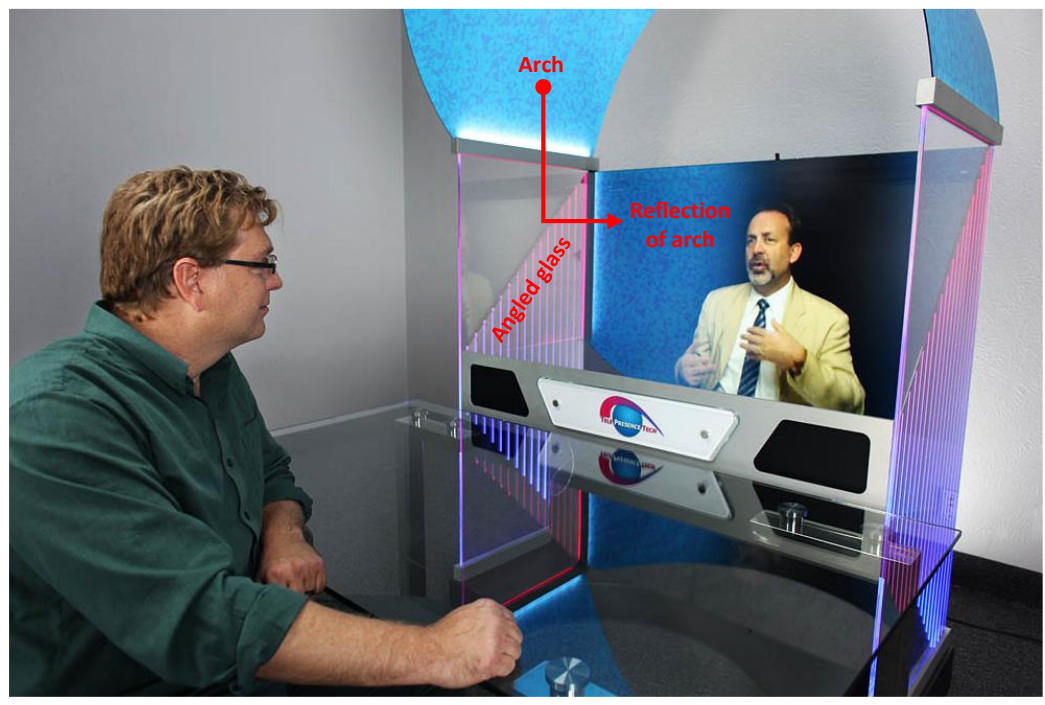
With conventional video-conferencing technology, users see one another looking slightly downward since their camera is positioned above eye level at the top of their computer monitor. With Omni-Series machines, however, users transmit or project direct eye contact by way of a special kind of reflective glass positioned on an angle below the camera and in front of the user. This piece of glass aligns the camera's view with the user's eyes so that the other conference participant sees the user directly in the eye. Omni-Series machines that transmit direct eye contact include the Omni-Bridge and the Omni-Station since both are equipped with the necessary piece of reflective glass. All other Omni-Series machines provide near eye contact with a camera that is positioned at the most optimal angle possible.



Omni-Bridge

Q. How do Omni-Series machines provide a 3D image?

Two pieces of equipment are needed for 3D capability: a black backdrop on the transmitting (projecting) end and an arch on the receiving (displaying) end. In order to transmit a 3D image, an Omni-Series machine must have a black backdrop positioned behind the conference participant. In order to receive a 3D image, an Omni-Series machine must have an arch positioned above the LCD screen. On the transmitting end, the black backdrop deletes all color from the background of the conference participant since cameras don't recognize black as a color. This makes it possible for the Omni-Series machine on the receiving end to superimpose the color of its arch onto the background of the conference participant's image on the screen. It is the distance between the background image of the arch and the foreground image of the conference participant that makes the conference participant's image appear three dimensional to the user on the receiving end. Omni-Series machines that can transmit a 3D image include the Omni-Bridge and Omni-Station since each comes with a black backdrop. Omni-Series machines that can receive a 3D image include the Omni-Suite, Omni-Kiosk, and Omni-Desk since each is equipped with an arch above the LCD screen.



Omni-Suite

Q. How do the Omni-Series machines differ from one another?

While all Omni-Series machines can make and receive calls, each machine is designed with unique features that support its intended purpose and that are dependent upon customer specification. Features of each machine are outlined below.

	Omni-Suite	Omni-Bridge	Omni-Station	Omni-Kiosk	Omni-Desk
Can transmit 3D image		✓	✓		
Can display 3D image	✓			✓	✓
Can display life-size image	✓	✓		✓	✓
Can display recorded video	✓			✓	✓
Can be equipped with computer	✓	✓		✓	✓
Can be equipped with touchscreen	✓			✓	✓
Screen size	55"	40"	24"	40"	40"

Q. Why are some machines called send units and some are called receive units?

Although all Omni-Series machines can send and receive calls, some machines, namely the Omni-Bridge and the Omni-Station, are referred to as "send" units because they are equipped with 3D and eye-contact capability to provide the most optimal viewing experience to the person on the receiving end of the call. These send units are designed for service professionals, and the receive units are designed for customers. For example, a credit union's mortgage expert would use a send unit to call several different branches to speak to members about mortgages. Members receiving the call from the mortgage expert would be able to see the expert in 3D and it would appear as though the mortgage expert were looking them directly in the eye. In this way, customers are able to receive a service experience almost identical to one they would receive in person.

Q. How can I learn more about Omni-Series machine features and settings not explained in this guide?

If there is a feature or setting you'd like to know more about, please contact CU*Answers VP of Professional Services Randy Trimm at 800.327.3478, ext. 578 or randy.trimm@cuanswers.com or your Buffalo Pacific sales representative.

HOW-TO

Basics

Omni-Series machines are operated using two remotes, pictured below. All steps in this booklet are accomplished using one of these two remotes.



Samsung Remote

- Used primarily when machine is in HDMI mode



LifeSize Remote

- Used to make a call
- Used when machine is in DVI mode

Placing a Call

GETTING THE ROOM READY

1. Adjust the lighting to allow conference participants to see you as clearly as possible.
 - *The Omni-Suite, Omni-Desk, and Omni-Kiosk all require that the lights be on for the best viewing experience.*
 - *The Omni-Bridge is the only machine that requires that the lights be off as it needs a dark room for the black backdrop, which provides 3D imaging. When the Omni-Station is used with its optional black backdrop, then the lights must be off with this machine as well.*
2. Be sure your colleagues know the room is in use to prevent surrounding noise from interrupting your conference.

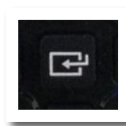
- In the Telepresence Broadcast Studio located at CU*Answers headquarters, you can indicate that the room is in use by turning on the On Air switch.

GETTING THE MACHINE READY

Set the machine to DVI mode by pressing the **DVI B** button on the Samsung remote.



- You can also press the **Source** button on the Samsung remote, select **DVI**, and then press the **Enter** button on the Samsung remote.



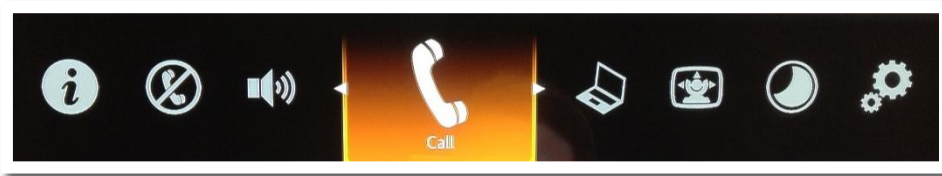
- When DVI mode is selected, the Omni-Series screen will display your image.
- When using the Omni-Bridge, which is equipped with a computer, the computer monitor will display the Windows desktop in DVI mode.

SELECTING THE CALL OPTION

1. Press the **center navigation** button on the LifeSize remote to view the top menu bar that displays your call options.
 - Use the **left/right** and **up/down navigation** buttons on the LifeSize remote for all other steps in this process.



2. Select the **Call** option from the top menu bar.



DIALING THE NUMBER

To dial a number to call, you have a few different options, which are outlined below.

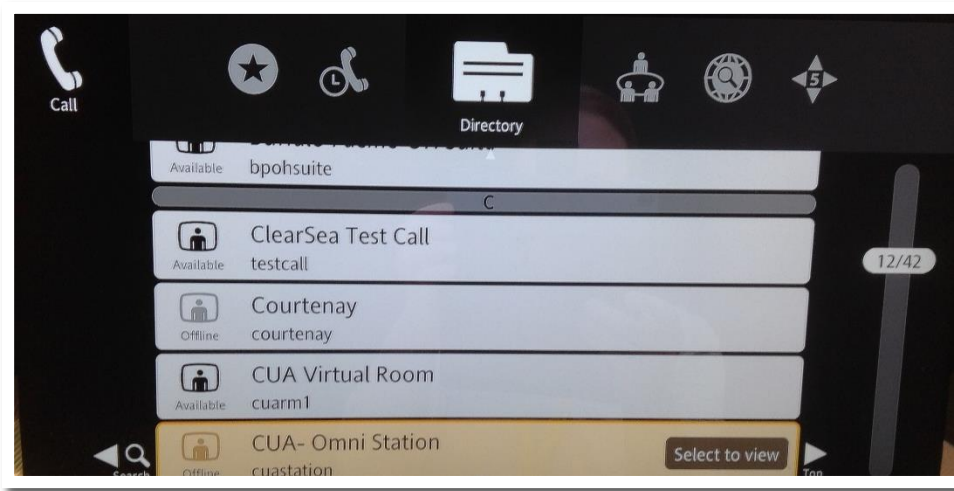
Option 1: Directory

This is one of the most popular dialing options as it lists all numbers of Omni-Series machines belonging to CU*Answers and their partners in the cuasterisk.com network.

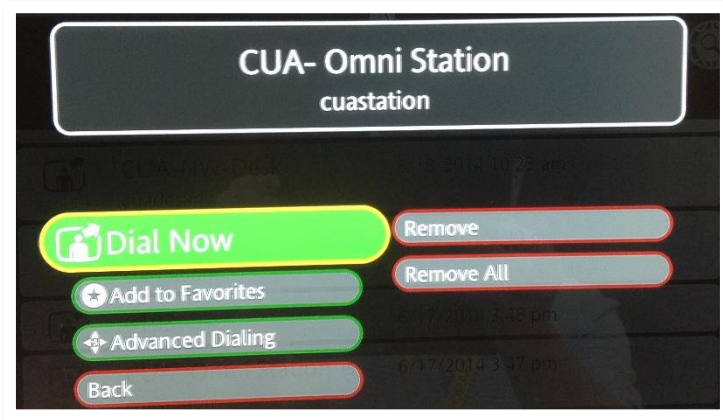
1. Select the **Directory** option.



2. Select the machine you'd like to call.



3. Select **Dial Now**.



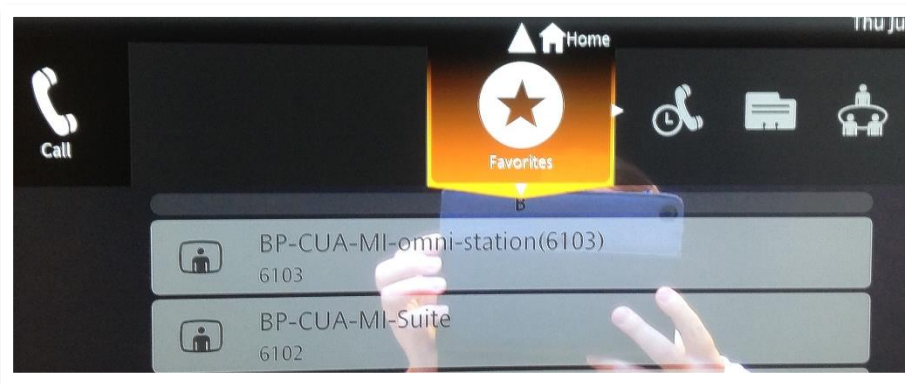
Option 2: Favorites

This option is used if the number you're calling has been entered as a favorite.

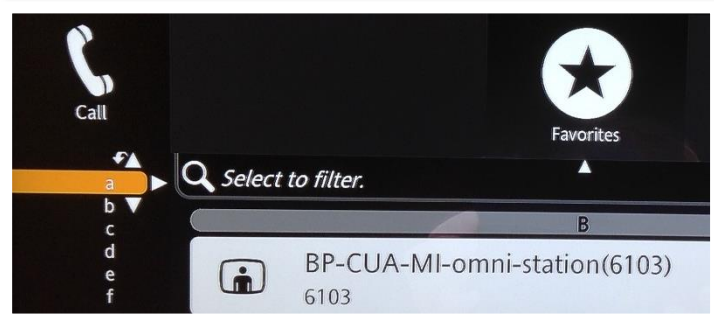
1. Select the **Favorites** option.



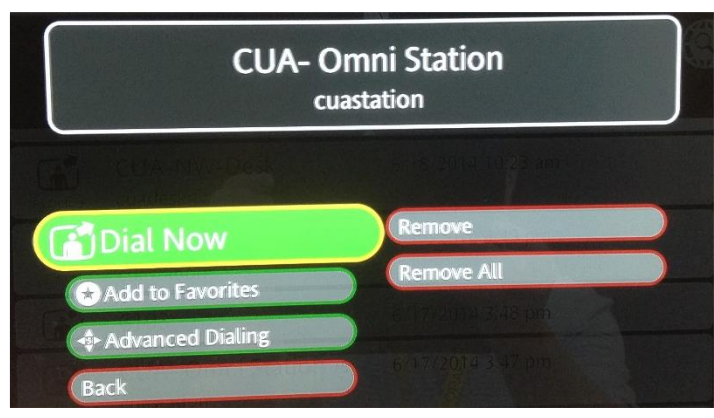
2. Select the machine you'd like to call.



- With the Favorites option, you can search alphabetically among the numbers by pressing the **down navigation** button of the LifeSize remote so a number is highlighted and then pressing the **left navigation** button.



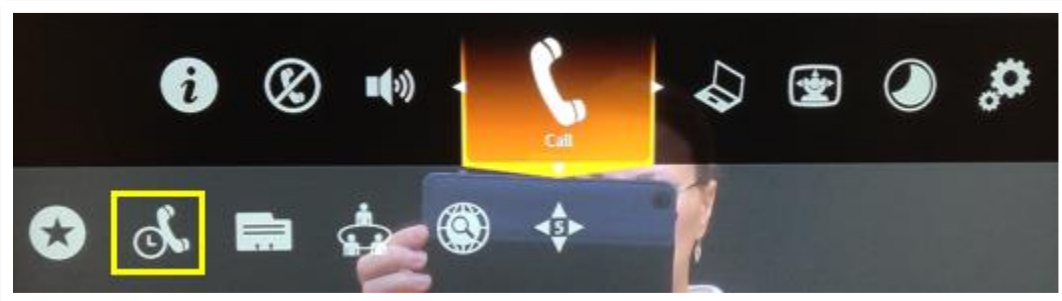
3. Select **Dial Now**.



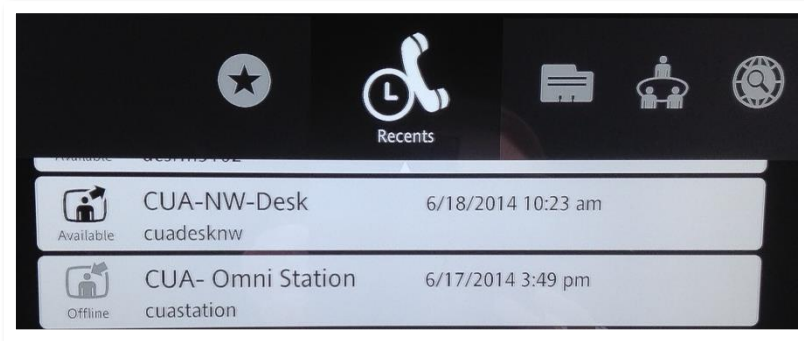
Option 3: Recents

This option is used if the number you're calling was recently dialed.

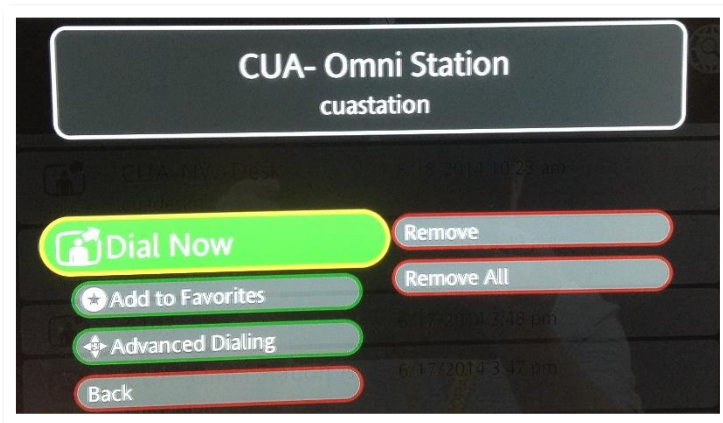
1. Select the **Recents** option.



2. Select the machine you'd like to call.



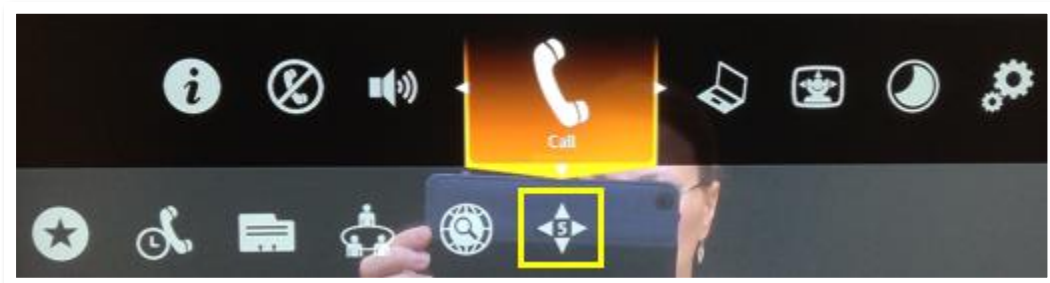
3. Select **Dial Now**.



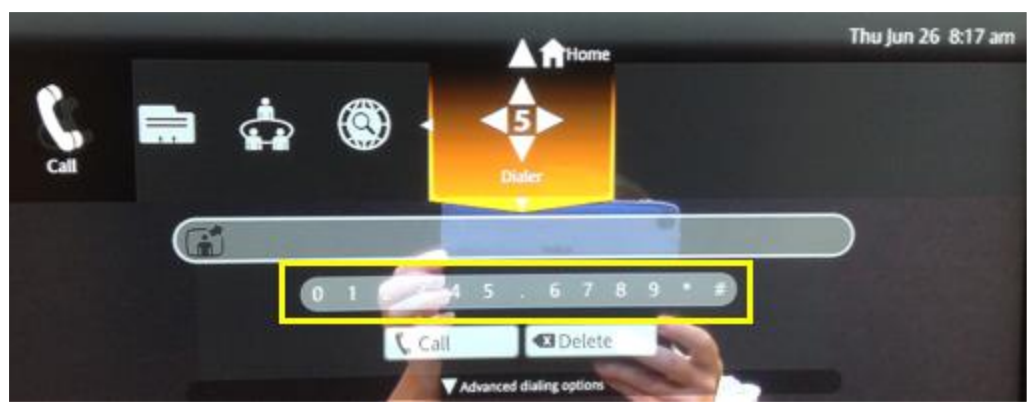
Option 4: Dialer

This option is used if you already know the extension of the machine you'd like to call.

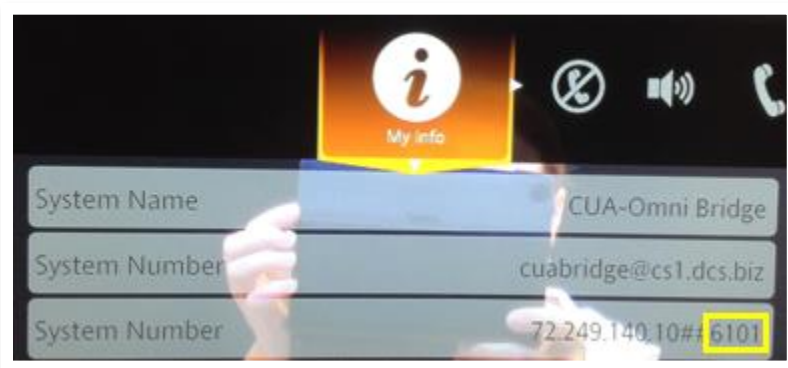
1. Select the **Dialer** option.



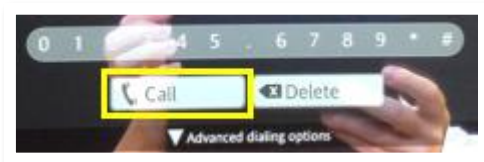
2. Enter the extension of the Omni-Series machine you'd like to call by selecting the numbers one at a time.
 - If you select an incorrect digit, select the **Delete** option, which serves as a backspace key.



- If you're not sure what the extension is of the machine you'd like to call and neither is the callee, contact the callee by phone and ask the callee to select **My Info** and the extension of the machine will be listed beside System Number.

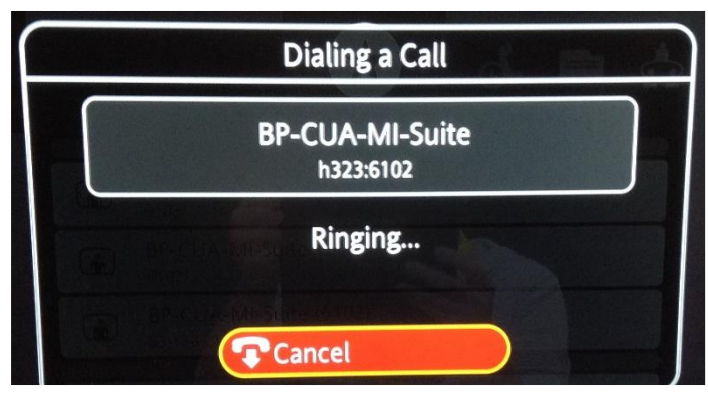


3. After selecting a number to call, select the **Call** option.



AFTER DIALING THE NUMBER

No matter which call option you choose, Dialer, Favorites, Recents, or Directory, the end result is the same. After dialing the number, you'll see a message indicating that the machine is dialing, then ringing.

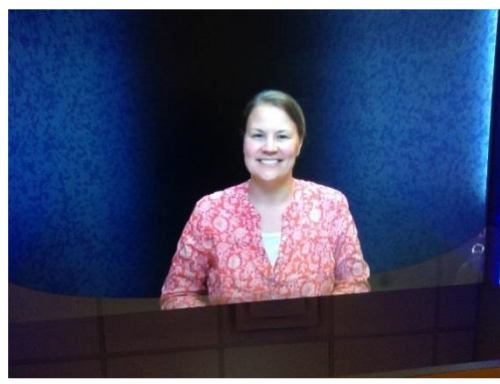


If the machine you called is plugged in, you will then be able to see and hear the callee.

- *The callee does not need to do anything to accept your call. As long as their machine is plugged in, no matter what mode it is in, you will be able to see and hear the callee, even if they cannot see you, although they will be able to hear you. If the callee is having trouble seeing you, refer to Page 21.*



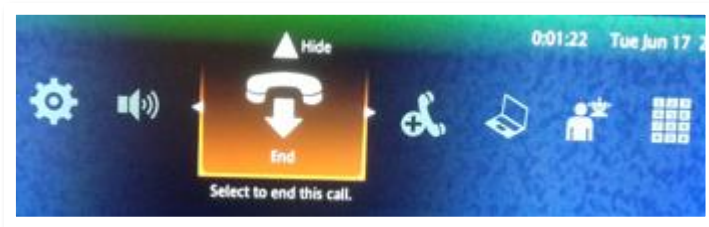
This conference participant is sitting at an Omni-Suite machine. The other conference participant in the picture to the right is viewing her from an Omni-Bridge machine, from which this picture was taken.



This conference participant is sitting at an Omni-Bridge machine. The other conference participant in the picture to the left is viewing her from an Omni-Suite machine, from which this picture was taken.

Ending a Call

1. Press the **center navigation** button on the LifeSize remote.
2. Scroll to the left and select **End**.



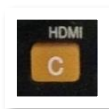
- Once you select **End**, you'll see yourself on the screen again instead of seeing the other conference participant.

Extras

Conducting a Webinar

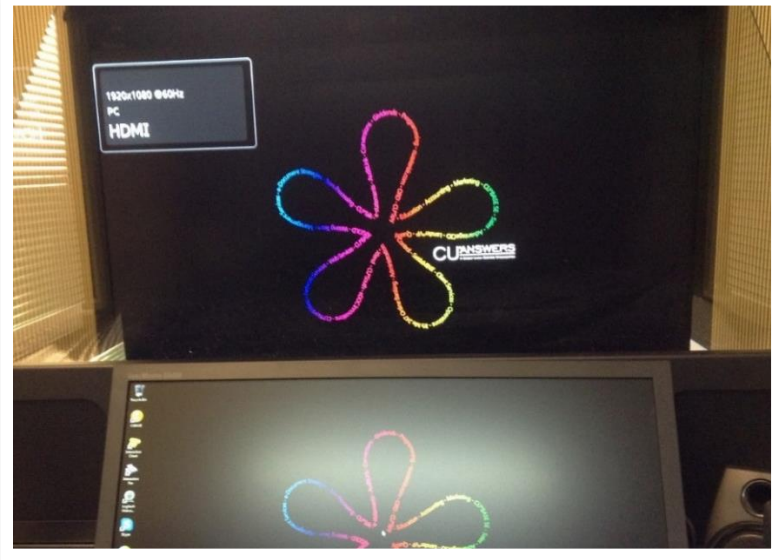
Connected to some of the Omni-Series machines, such as the Omni-Bridge at CU*Answers in Grand Rapids, MI, is a fully functioning computer with which you have the ability to conduct WebEx video conferences/webinars. To start a WebEx session, follow the steps below.

1. Press the **Power** button on the computer connected to the Omni-Bridge machine.
 - At CU*Answers headquarters, the computer is in the back of the Omni-Bridge machine.
 - Even if the large Omni-Bridge LCD screen is on, it doesn't necessarily mean the computer is on as the two machines have different power sources.
2. Press the **HDMI C** button on the Samsung remote.



- You can also press **Source** and then select **HDMI**.

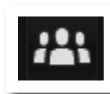
- After selecting **HDMI**, the large Omni-Bridge screen functions like a computer monitor. Essentially, in this mode, you have two computer monitors.



3. Using the computer keyboard, navigate to the WebEx login page and enter your login credentials.
4. When you begin your webinar, click the **camcorder icon** beside your name in the WebEx Participants panel so that participants can see you.



5. To look at your audience, look directly into the center of the screen.
6. To provide webinar participants with a full screen of your image, click the **people icon** in the top right corner of your picture in WebEx.



Waking a Machine in Sleep Mode

When an Omni-Series machine is in sleep mode, the screen appears blank (black). While you can manually put a machine into sleep mode, it is not recommended as the machines automatically go into sleep mode after a period of inactivity. To wake a machine from sleep mode, simply press any button on the LifeSize remote.

- *While you cannot see anything when your machine is in sleep mode, a person calling you will still have the ability to see and hear you. That's why it's so important to keep confidentiality in mind when using an Omni-Series machine. See Page 26 for details.*
- *When you wake a machine from sleep mode, it takes a few seconds for the machine to wake up.*
- *When the machine wakes up from sleep mode, it will be in the mode it was in the last time it was awake (DVI, HDMI, etc.).*
- *When you wake the Omni-Station from sleep mode, it will always be in DVI mode, as it does not have an HDMI mode.*
- *If you're not sure what mode the machine is in after waking it, press the **Info i** button.*



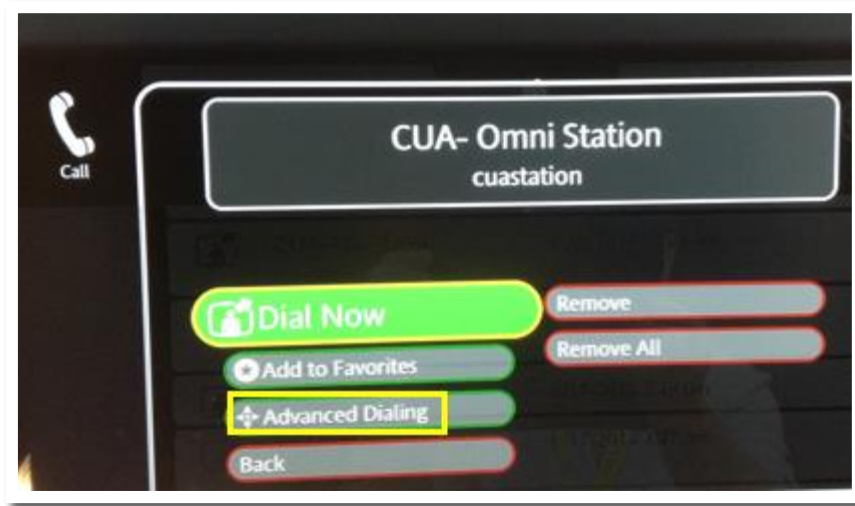
Calling Someone as Voice Only

There are two ways to call another Omni-Series machine as voice only, meaning that you will be able to hear the callee, but you will not be able to see them. Instead, you'll see a blank screen. However, the callee will be able to both see and hear you. The option you use to call someone as voice only depends on the call option you select.

FAVORITES/RECENTS

If you call another machine using the Favorites or Recents option, then the only option you'll see when you're ready to make the call is **Dial Now**, which is the option that will automatically dial as video. To dial as voice only, follow the steps on the next page.

1. Select **Advanced Dialing**.



2. Select **voice**.



3. Select **Call**.



DIALER

If you call another machine using the Dialer option, then the only option you'll see when you're ready to make the call is Call, which is the option that will automatically dial as video. To dial as voice only, follow the steps on the next page.

1. Select **Advanced dialing options**.



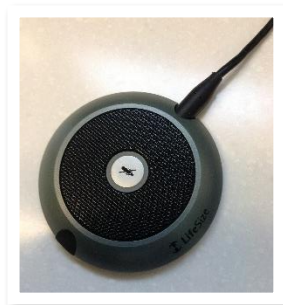
2. Select **voice**.
3. Select **Call**.

Muting the Sound

To turn off the sound, press the **MUTE** button on the Samsung remote.



- *In the Telepresence Broadcast Studio at CU*Answers headquarters, you can also press the center button on the speaker unit attached to the Omni-Bridge.*

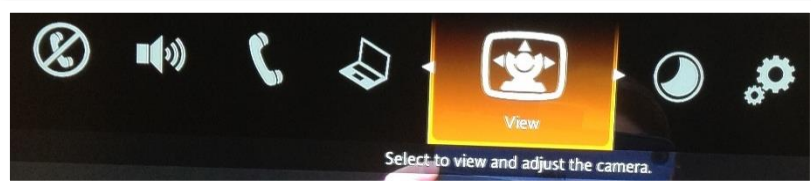


Hiding the Top Menu Bar

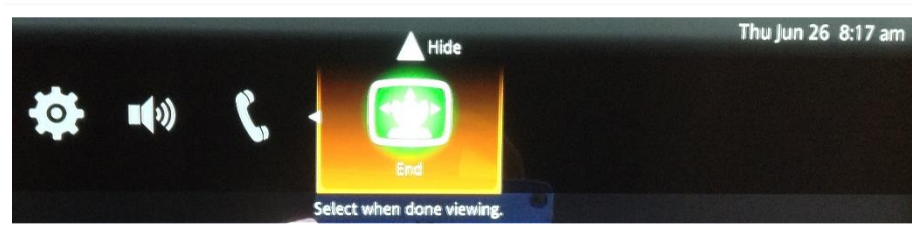
After you place your call and are no longer using the top menu bar, it will disappear automatically after a few seconds. But if you would like to hide it manually, follow the steps below.

- *The callee cannot see the top menu bar or any other menus on your screen.*

1. Using the LifeSize remote, select **View**.



2. Press the up button on the LifeSize remote to select **Hide**.



Adjusting the Volume

There are a few different ways to adjust volume, depending on what feature needs volume adjustment: the pre-recorded video or the call. The methods for adjusting volume are explained below.

PRE-RECORDED VIDEO VOLUME

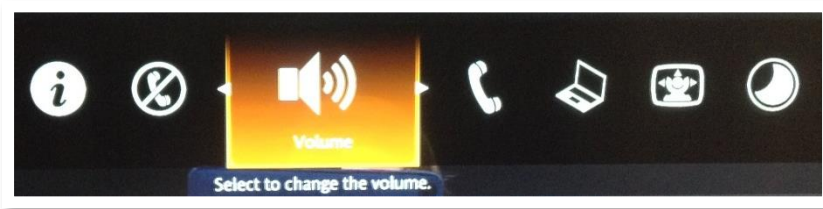
To manually adjust the volume of the pre-recorded video (played when the machine is in HDMI mode), press the **VOL** button on the Samsung remote.



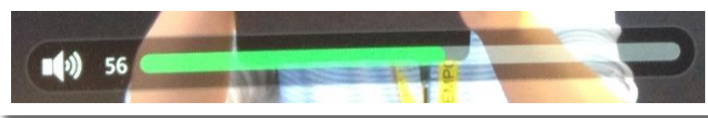
CALL VOLUME

The ring/voice volume on a call should always be within a range of 35-40. If you find that it is not within that range and has been changed, follow the steps below to return the volume to the appropriate range.

1. Using the navigation buttons on the LifeSize remote, select **Volume**.



2. Scroll to the right or left on the green bar to adjust the volume to a range within 35-40.



TROUBLESHOOTING

Problem: The conference participants cannot see me, even though I can see them.

1. If the conference participants' machine is in sleep mode, they'll need to wake it up. See Page 17 for details.
2. If the problem persists, make sure conference participants have their machine set to DVI mode. See Page 8 for details.
3. If the problem persists, try adjusting your room lighting. See Page 7 for details.

Problem: I can't see the conference participants, even though they can see me.

1. If your machine is in sleep mode, wake it up. See Page 17 for details.
2. If the problem persists, ensure your machine is set to DVI mode. See Page 8 for details.
3. If the problem persists, try having the conference participants adjust their room lighting. See Page 7 for details.

Problem: The machine won't turn on.

1. Ensure it's plugged in.
2. If the problem persists, ensure it's not in sleep mode. If it is, wake it up. See Page 17 for details.
3. If the problem persists, ensure the machine is in the correct mode. To set the machine to DVI mode, which is the mode it needs to be in for making a call, see Page 8.

Problem: There's no sound.

Press the **Mute** button on the Samsung remote in case the volume was muted by the previous user.

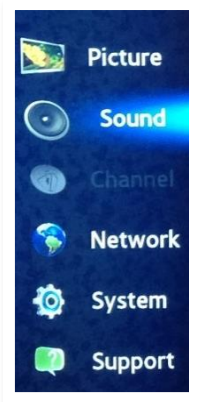


If the problem persists, follow the steps below.

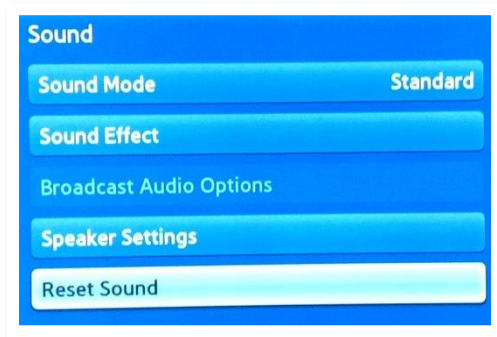
1. Press the **Menu** button on the Samsung remote.



2. Using the **down arrow** on the Samsung remote, select **Sound**.



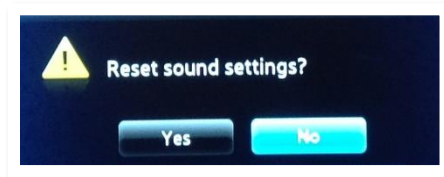
3. Select **Reset Sound**.



4. Press **Enter** on the Samsung remote.

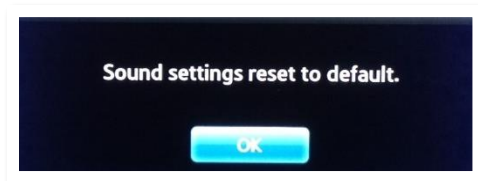


5. Select **Yes**.



6. Press **Enter** on the Samsung remote again.

7. Select **OK**.



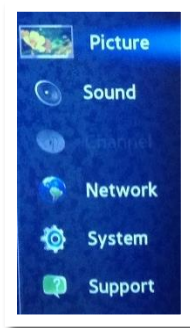
Problem: The picture is not that good.

You can adjust basic picture light, color, and sharpness settings by following the steps below.

1. Press the **Menu** button on the Samsung remote.



2. Select **Picture**.



3. Adjust settings as needed.



4. If the picture is still not that good and is hazy/fuzzy, this may be a network issue.

- *For those working at CU*Answers, start a help desk ticket with Network Services.*

Problem: The screen is showing something unfamiliar.

If your machine is set to a mode you're not familiar with or if you're not sure how to get the machine to work like you need it to, try pressing the **Off** button on the Samsung remote and then the **Power** button.

Problem: There's a "Severe Packet Loss" message on the screen.

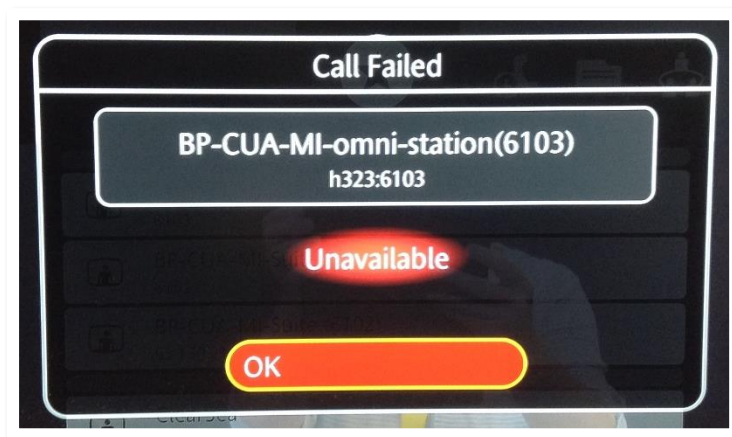
For those working at CU*Answers, start a help desk ticket with Network Services. All others should contact their Omni-Series system administrator.

Problem: There's a "Total Packet Loss" message on the screen.

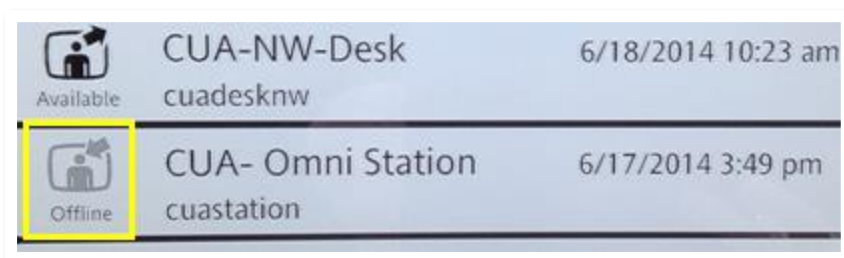
This happens when you attempt to call an Omni-Series machine that is unplugged. Simply contact the callee by phone or other method and ask them to plug in their machine.

Problem: The call failed.

If you attempt to call another Omni-Series machine and see this message on your screen, it could mean the other machine is unplugged. In this case, simply contact the callee by phone or other method and ask them to plug in their machine.



- To see if a machine you'd like to call is unplugged, go to the Favorites or Recents option and look for the label "Offline" beside the machine name.



CONFIDENTIALITY

As long as your Omni-Series machine is plugged in, no matter what mode you have set it to (HDMI, sleep, etc.), anyone with another Omni-Series machine can call your machine and see and hear any people who may be in front of or near your machine, even if the people cannot see or hear the caller. That's why it's so important to keep confidentiality in mind when using the space surrounding an Omni-Series machine.

In some modes such as DVI mode, you'll be able to see the caller, but when the machine is in HDMI or sleep mode, you will not, even though they will be able to see and hear you. To view the difference between HDMI and DVI mode, see the chart below.

Callee Mode

	HDMI		DVI	
	Caller	Callee	Caller	Callee
Can see conference participant	✓		✓	✓
Can hear conference participant	✓	✓	✓	✓
Can see pre-recorded video (if applicable)		✓		
Can hear pre-recorded video (if applicable)	✓	✓		