





# Vision Exchange™

## Frequently asked questions

Vision Exchange is our powerful yet intuitive active learning solution for universities, colleges and meeting rooms. These FAQs answer some of your questions about using Vision Exchange in educational and corporate environments.

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-  Solutions
-  Education
-  Active Learning

All versions

Version 1.0

Version 1.1 & 1.2

# All versions

## What's the main market for Vision Exchange?

Vision Exchange is primarily intended for higher education and corporate users.

## What devices support the mirroring (wireless presentation) function?

You can mirror a Windows PC, macbook, iOS tablet/smartphone and Android tablet/smartphone using the free Sony Vision Exchange mobile app.

## What operating systems does the Vision Exchange App work with?

It works with Windows OS, Android OS, macOS and iOS. Please contact your Sony sales rep for more information on supported OS versions.

## What else can I do with the Vision Exchange app?

You can control the screen, and download snapshots.

## What devices can I use to control Vision Exchange?

You can operate Vision Exchange using a touch panel, computer mouse or tablet/smartphone (web browser is required).

## What browser is supported for remote control?

- Chrome for Windows OS and Android OS (latest version)
- Safari for macOS and iOS (latest version)

## How much does the Vision Exchange App cost, and where can I get it?

You can download the app for free from [www.sony.com/VEapp](http://www.sony.com/VEapp).

## Are there any special network requirements that allow the Pod PC workgroup pods and user's BYOD devices to communicate with the main PEQ-C100/C130 hardware unit?

Wi-Fi router requirements: IEEE 802.11ac (5GHz), professional type (consumer Wi-Fi router not recommended).

Regarding network guidelines, please consult with your Sony sales representatives.

## **The PEQ-C100/C130 main unit has one audio output. How are various different audio sources managed, and what options are available for routing the various audio sources that are connected to this system?**

All audio sources will be mixed – whether it's from an HDMI input, BYOD mirroring input, Pod PC input or VC input. This also applies for the Pod PC software.

## **What are the USB ports on the PEQ-C100/C130 used for? Can I connect a USB webcam directly to them?**

The supported USB devices are the Sony SRG-120DU camera and the Yamaha YVC-300/1000 conference speakerphones. Sony will not be responsible for the operation of any other connected USB devices. System Integrators are responsible for connecting and running any other USB devices.

## **Can I implement Active Directory or LDAP with Vision Exchange users?**

Active Directory and LDAP are NOT supported with Vision Exchange Version 1.0 or 1.1

## **When starting Control on VE app while Mirroring has been on, the screen image repeats endlessly**

This is due to Mirroring and Control running simultaneously on the same BYOD. Please turn off the one that you're not using. This is only an image issue and has no effect on function.

## **Two IP address appear at the top of screen**

- Reboot main unit or Pod
- If it's not fixed, logoff Vision Exchange and setup Windows network setting again as follows
- Log in as the OS administrator
- Open (Control Panel) > (Network and Internet) > (Network and Sharing Center) > (Services)
- Select LAN port that is used
- Open (Properties) > (Internet Protocol Version 4(TCP/IPv4))
- Delete fixed IP address if any
- Select DHCP

Reboot OS to restart Vision Exchange

## I found that Windows Update and Windows Defender are turned off in the main Vision Exchange unit. Can I turn them on?

Windows Update and Windows Defender operation is blocked by default for the following reasons:

- If Windows Update starts the update process while using Vision Exchange, the performance of the application will be adversely affected
- Operation of the application may change as a result of using Windows Update
- If Windows Defender starts the scan process while using Vision Exchange, the performance of the application will be adversely affected

If you are obliged to run Windows Update and/or Windows Defender as part of a corporate security policy, use the following procedure:

- Configure the active time and reboot time so that the update process or scan process cannot start while Vision Exchange is running

### Running Windows Update

- Log in as the OS administrator
- Open (Control Panel) > (System and Security) > (Administrative Tools) > (Services)
- Open (Properties) for the (Windows Update) service
- Change the startup type to 'Manual', and click the (Start) button
- Select (Settings) > (Update & Security) from the Windows menu to perform the update
- After updating is completed, open (Properties) for the (Windows Update) service, press the (Stop) button, set the startup type to 'Disabled', and press the (OK) button
- Reboot the system

### Enabling Windows Defender

- Log in as the OS administrator
- Select (Run...) from the Windows menu and run the 'gpedit.msc' command to open the local group policy editor
- Open (Computer Configuration) > (Administrative Templates) > (Windows Components) > (Windows Defender) > (Turn off Windows Defender) setting
- Change the setting to (Not configured)
- Click the Settings icon in the Windows menu, select (Settings) > (Update & Security) > (Windows Defender) and press the (Open Windows Defender) button to open the dialogue box
- Click the (Turn on) button and configure settings as required

# Version 1.0

## **Can a Pod PC be used for other general purposes, like running WebEx or visiting YouTube?**

No. You can only run Pod PC software on a Pod PC. After installing the Pod PC software, it will run automatically before you open any software, and will be on the top layer of any software.

## **Which video conference systems are compatible with Vision Exchange?**

Sony PCS-XG100, XG77, XC1 and MCS1 have been confirmed to connect successfully. Other VC systems supporting H.323 may also work, but support is not guaranteed.

## **Can I use multi-point video conferencing if the remote communication license is installed?**

Vision Exchange has a single codec and does not have an integrated MCU, so multi-point video conferencing is not available. A separate MCU is required.

## **What's the streaming output license used for?**

Vision Exchange can live stream lectures or presentations to a third party recording/streaming server.

## **Are there any contextual help balloons to explain icons when my mouse cursor hovers over them?**

No, there is not a balloon help function for icons.

## **Can the annotations made on the main unit be shared to all Pod PCs?**

Yes, except for the Pod PC that is being displayed (with Version 1.0).

## **Can I reduce the image size of the sources for both the main unit and POD PC, to increase the size for the main content area?**

No you can't – image sizes are fixed.

## **Why is the shared image quality on each Pod PC screen lower than the Vision Exchange main unit?**

Shared image quality on the Pod PC is not the same as the main unit, since images are encoded and decoded for transmission over the network.

## How long does it take for the whiteboard function start up on the Pod PC?

The whiteboard can take up to half a minute to start up for the initial startup. The main unit is much quicker.

## Why doesn't IP address auto search show any recommended IP?

At your first login, you need to enter the IP address directly without using the auto search function.

## What is the maximum picture size that I can attach on the whiteboard?

You can attach a picture size up to 3MB.

# Version 1.1 & 1.2

**Audio can't be mirrored with Vision Exchange App on an iOS device.**

Upgrade Vision Exchange to the latest version on the main unit or Pod PC.

**Notifications aren't pushed to Vision Exchange App on an iOS device.**

Enable notifications for Vision Exchange App from Settings -> Notifications in iOS.

**Photos aren't displayed in Vision Exchange App on an iOS device**

Allow Vision Exchange App to have read/write access to photos from Settings -> Privacy -> Photos in iOS.

**Snapshots can't be saved on an iOS device.**

Allow Vision Exchange App to have read/write access to photos from Settings -> Privacy -> Photos in iOS.

**With Vision Exchange App V1.0 used, "Save to Vision Exchange App" icon doesn't appear on the action sheet on an iOS device for saving a PDF file in Vision Exchange App.**

Enable "Vision Exchange App" from "Others" on the action sheet.

**With Vision Exchange App V1.0 used, "Broadcast to Vision Exchange" icon doesn't appear on the action sheet on an iOS device.**

Enable "Vision Exchange App" from "Others" on the action sheet.

**Installation of Vision Exchange App fails on an iOS device.**

Check the version of iOS. iOS10 or later is a requirement for Vision Exchange App V1.0 and iOS11 for VE app V1.1 for iOS.

**Photos taken by Camera app in iOS can't be pasted on a whiteboard.**

Allow Vision Exchange App to access camera from Settings -> Privacy -> Camera in iOS.

**Snapshots can't be saved on an Android device.**

Allow Vision Exchange App to have read/write access to internal storage from Settings -> Apps -> Vision Exchange Apps -> Permissions in Android.

## **Installation of Vision Exchange App fails on an Android device.**

Check the version of Android. Version 5.0 (Lollipop) or later is a requirement for Vision Exchange App.

## **Audio can't be mirrored with Vision Exchange App on an Android device.**

Audio mirroring isn't supported.

## **Remote control from Vision Exchange App doesn't work on a Macbook.**

Check the version of macOS. Version 10.12 (Sierra) or later is a requirement for Vision Exchange App.

## **Installation of Vision Exchange App fails on a Macbook.**

Check the version of macOS. Version 10.12 (Sierra) or later is a requirement for Vision Exchange App.

## **Audio can't be mirrored with Vision Exchange App on a Macbook.**

Audio mirroring isn't supported.

## **Can't log in to a main unit or Pod PC from a web browser on a user device. Even though the right IP address of the main unit is entered at web browser's address bar, either an error or an old login screen is displayed and login attempts result in failure.**

Please try clearing browser cache by following the procedure below.

- When Chrome is used on a Windows device, press Shift and F5.
- When Chrome is used on an Android device, go to Chrome's Help and search for "Clear Browsing Data" for the procedure.
- When Safari is used on a Mac, press Command and R.
- When Safari is used on an iOS device, open Settings -> Safari -> Clear History and Website Data to erase cached data.

## **During H.323 video conferencing, sessions are unexpectedly terminated when users try to remotely adjust the camera connected to the main unit from their devices at the same time.**

Remote camera adjusting from two or more user devices isn't recommended.



**While logging on to a main unit or Pod PC in Viewer mode from a web browser on an iOS device, the entire content control bar isn't shown in the Capture screen after a snapshot of enlarged content is captured.**

Please refrain from capturing a snapshot of an enlarged content at the Live screen.

**When a user device is rotated during video conferencing with Skype for Business, it takes much longer time than expected until the change of the video is mirrored to the main unit or Pod PC.**

Rotating a user device during video conferencing with Skype for Business isn't recommended.

**After a series of H.323 video conferencing call attempts from a web browser on a user device, the web browser runs very slow.**

Please try clearing browser cache by following the procedures below.

- When Chrome is used on a Windows device, press Shift and F5.
- When Chrome is used on an Android device, go to Chrome's Help and search for "Clear Browsing Data" for the procedure.
- When Safari is used on a Mac, press Command and R.
- When Safari is used on an iOS device, open Settings -> Safari -> Clear History and Website Data to erase cached data.

In some cases, re-login to Vision Exchange might be required.

**A sticky note pasted on a main unit isn't displayed in the same size on a user device which uses Controller mode or a Pod.**

The size of a sticky note varies depending on a device used.

**Some emojis aren't available on a sticky note.**

Emoji isn't supported on a sticky note.

**When XPERIA XA, XPERIA X or XPERIA XA ULTRA is rotated while Vision Exchange App mirrors an image from a camera app to the main unit or Pod PC, no changes happen with the mirrored image on the main unit or Pod PC.**

When an image from a camera app is mirrored with Vision Exchange App on XPERIA XA, XPERIA X or XPERIA XA ULTRA, rotating the user device isn't recommended.

**I want to scale the Vision Exchange App's screen in both vertical and horizontal directions on a Microsoft Surface. But it can't be realized in one step. Two steps - vertically and horizontally separately - are required.**

One step scaling of Vision Exchange App in both vertical and horizontal directions isn't available on a Microsoft Surface.

**A wrong mouse cursor is displayed while drawing something on a whiteboard.**

Please refrain from connecting both a touch screen monitor and a mouse together to the main unit or Pod PC unless they are needed for maintenance. While both of them are connected to the main unit or Pod PC, a wrong mouse cursor can be displayed while working on with a whiteboard.

**When a user device is rotated, part of annotations disappear.**

Rotating a user device where an image with some annotations is being mirrored isn't recommended.

**While logging on to a main unit or Pod PC in Viewer mode on an iOS device, the content area is displayed in much smaller size than expected after an enlarged content is reverted back to normal in size.**

When content area is displayed in smaller size, tap twice the grey area in the back to revert it back to normal.

**With Vision Exchange App used on a user device, when logging on to another main unit after logging off from one main unit, some functions such as video conferencing, notifications and participants aren't available.**

Close Vision Exchange App and relaunch it.

**The displayed size of a sticky note differs depending on the screen position of a user device. When the screen is in an horizontal position, larger part of content area is hidden behind a sticky note.**

When the screen of a user device is in a horizontal position and the content area is too small to operate, close the keyboard to expand the content area.

**While logging on to a main unit or Pod PC, where a Skype for Business video conferencing session is established, in Controller mode from a user device, the video from the remote camera isn't displayed at Thumbnail Area, and the video from the local camera is displayed instead**

When no camera is used in Skype for Business video conferencing at a remote party, this phenomenon is seen because of the specifications of Skype for Business.

**With iPhoneX with VE app for iOS, if you paste a sticky note on the lower area of Whiteboard and type letters, the toolbar is hidden and cannot be operated**

Rotate the device to change screen aspect, or go back to Home screen from Whiteboard.

**When performing a video conference between Vision Exchange and Skype for Business Client on a mobile terminal, the remote image of Vision Exchange pauses when resuming the camera transmitting after pausing the camera transmitting function on mobile terminal**

This error is caused by Microsoft LyncSDK.

There are two workarounds:

- Reconnect Skype for Business
- In a multi position video conference, the camera image is displayed by speaking out after switching to the other user with remote image once.

**No picture or control is available for USB camera**

The camera may have crashed. Pull out the power of the camera once and put it back in a few seconds later to reboot it. This may happen if its USB cable is unplugged. If this is the case, unplug the cable again and put it back a few seconds later, or reboot Main Unit.

**Main Unit failed software update and the software doesn't start up (Home screen is not open)**

This may happen if the unit is shutdown unexpectedly during its software update. In this case, please follow "Restoring to factory default values" on p.95, SI guide V1.2 to restore the system, and then update again. Before restoring, please save backup of setting data and license information by referring to "backup/Restore" on p.87 of SI guide V1.2 since the restoring procedure overwrites all settings to its default values.

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Contact us for more information

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