Welcome to Cisco ūmi telepresence

User guide

Contents

1 Create your account online

To begin setup, you need to create a ūmi account on the web. This includes your account login and billing information. After you set up the account, you can return to the ūmi Connect website at any time to access website features.

Highlights

- Get your account up and running in just a few minutes

- Choose the service plan that works best for you

- Obtain your home ūmi number to give out to family and friends

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Before you begin

Please see Specifications to make sure you have the system requirements need to set up and use the ūmi system.

Enter your account information

To sign up for an account, you enter information about yourself, including an email address and password that you will use to log in to the ūmi Connect website in the future. You also enter the address where the ūmi console is being used.

1. On your computer, open a web browser and go to www.umiconnect.com.

2. If a security warning appears, click **Yes**.

3. Click **Sign up**.
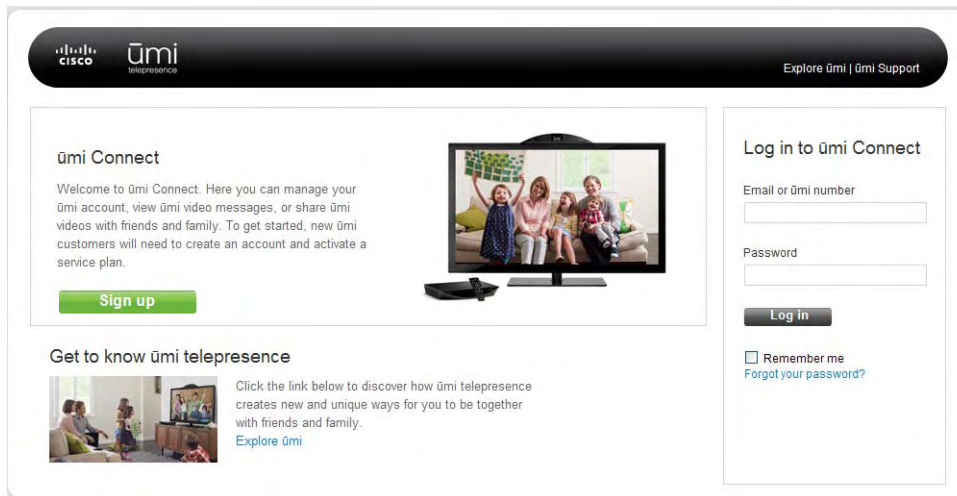
4. Enter or select the information in the fields.

Here are some tips:

- Be sure to enter a working email address. It will be used to send you notifications of messages and missed ūmi calls.

- Be sure to remember the email address and password you enter. You'll use them to log in when you come back to the ūmi Connect website.

- Your password must contain at least eight characters, including at least one letter and one number. It can also include the following symbols/special characters: \ @ # % * ( ) + = { } ? ~ ; : / ' " , . - _ | `.

5. Click **Next**.

Choose your billing method
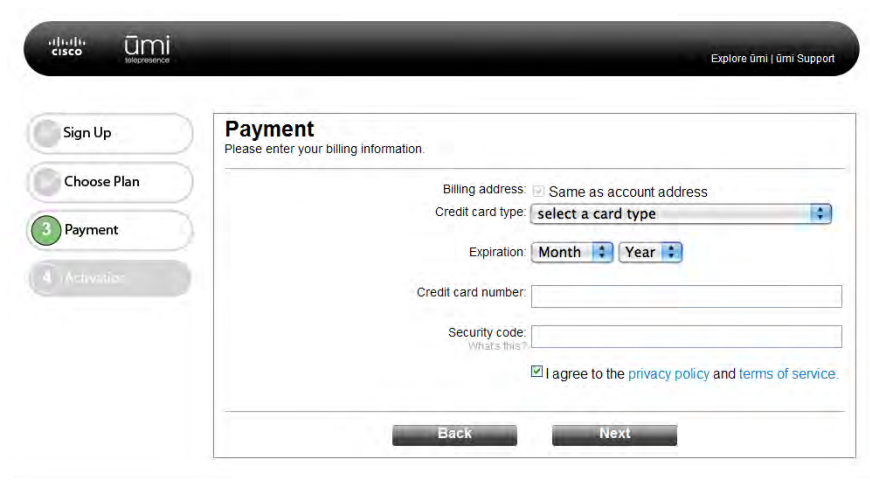
You have two billing choices for your ūmi service plan: to pay for a full year in advance, or to pay on a monthly basis. Paying for a year in advance provides a discount on the per-month cost.

1. For the billing option you want, click **Select**.

2. Click **Next**.

Enter your billing information

The credit card you enter here is charged for the full year, or automatically at the beginning of each month, depending on which billing method you chose.

1. Enter or select the information in the fields.

Here are some tips:

- If your billing address is the same as the account address you entered on the first screen, check the box. If the billing address is different, enter it after you click **Next**.
- Be sure to read the privacy policy and terms of service before checking the box.

2. Click **Next**.

3. If needed, enter your billing address, and then click **Next**.

4. Review your billing information. If you need to make any changes, click **Back**. If the information is correct, click **Submit**.

Write down your activation code and ūmi number

The Congratulations! screen shows your activation code and home ūmi number. Make sure to write them down.

- You need your activation code during TV setup.
- Your home ūmi number is the number other members use to call you.

> ℹ️ To find your home ūmi number in the future, go to **settings** > **my settings** > **profile**. The number appears in the upper-right corner of the screen.

Validate your email address

After you complete web setup, you will receive an email from Cisco containing your activation code and home ūmi number. This email also contains a link for you to click to validate the email address you entered when you created your account online.

Before you move on to the other parts of setup, be sure to click the link to validate your address. Your email address must be validated for you to access the full range of ūmi features online, such as email notifications of missed ūmi calls.

2 Connect the camera and the console

After you set up your account online, you need to set up the cable connections between the ūmi camera, the console, and your TV. Be sure to follow these steps in order.

Highlights

- Choose from a variety of configurations to use ūmi with your home entertainment system
- Position the camera to capture exactly the part of the room you want others to see
- Make a cabled or wireless connection to your home broadband network

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Tune the room

The arrangement of your TV room, including the way you position the ūmi console and camera, can help enhance your experience using ūmi. Before you begin connecting cables, follow these tips to ensure excellent video and audio quality.

Video

- A larger TV promotes the "life-size" experience of connecting to friends and family with ūmi.

- As a general rule of thumb, if your TV is centered across from your sofa, this encourages good eye contact when you are talking to someone.

- For best picture quality, try to keep the lighting level in the room consistent. Soft lighting produces a better picture than halogens.

- Windows facing the camera or behind the sofa can cause TV glare and reflection, and may need to be blocked with drapes or blinds.

- Ideally, do not place any lights or lamps where they are in direct view of the camera. The camera will dim to compensate for the bright light, so you may appear dark to the people on the other end of the ūmi call.

Audio

- When you're using ūmi, the quieter the room, the better the sound quality.

- Because the microphone can pick up sound in all directions, you can speak in a normal conversation tone–just as if you were in the same room as the people you are talking to.

Check box contents

Before connecting ūmi cables and components, check the box. It should contain all of the following. If anything is missing, please contact Cisco customer service at (877) 425-4864.

Console
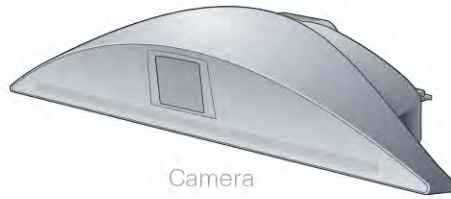
Camera

Remote and AAA batteries
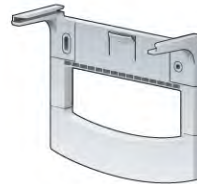
Camera bracket
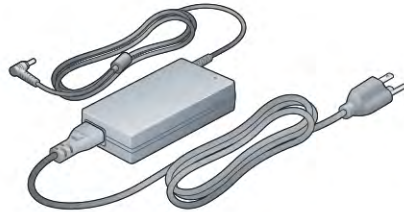
Power cord

Ethernet cable
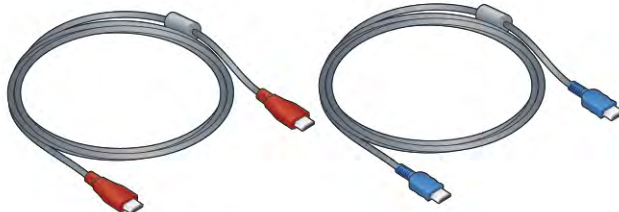
Two HDMI® cables

USB cable

Connect the camera cables

1. Insert the USB cable into the USB **Camera Out** port on the back of the camera.

2. Insert the red HDMI cable into the HDMI **Camera Out** port on the back of the camera.

⚠ Do not press on or move the camera motor.
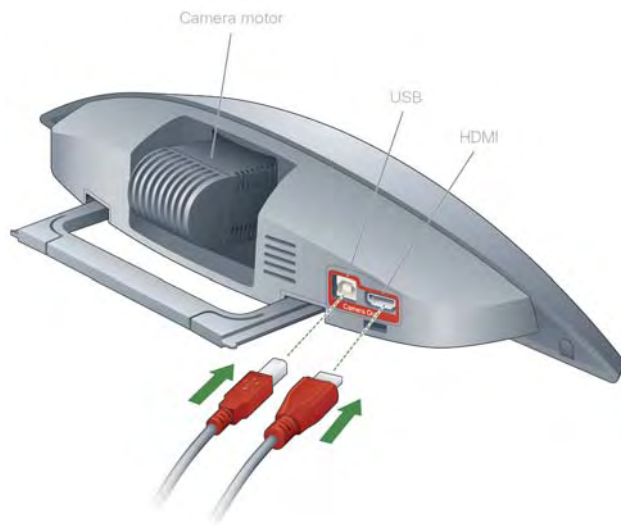
Mount the camera

Follow these instructions to mount your camera on top of your TV.

> ℹ If your TV is too thick to securely support mounting the camera on top, or if you need a different camera placement (such as wall mounting) for any other reason, see Alternate ways to mount the camera.

1. Align the camera rails with the camera bracket and carefully slide the bracket onto the camera, as follows:

    ▪ For thinner TVs (up to 2.75 inches thick), slide the bracket so the CISCO logo faces in, towards the back of the TV.

    ▪ For thicker TVs (2.75 inches thick or greater), slide the bracket so the CISCO logo faces out, away from the back of the TV.

Up to 2.75 inches thick

Camera rails

Camera bracket

2.75 inches thick or greater

Camera rails
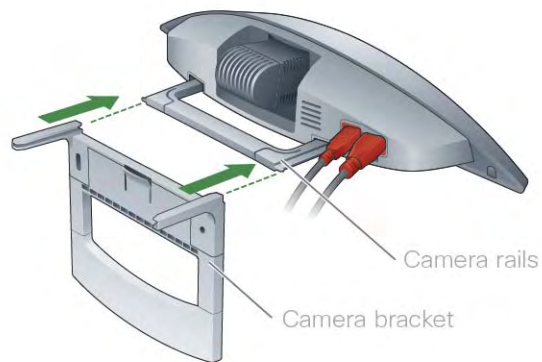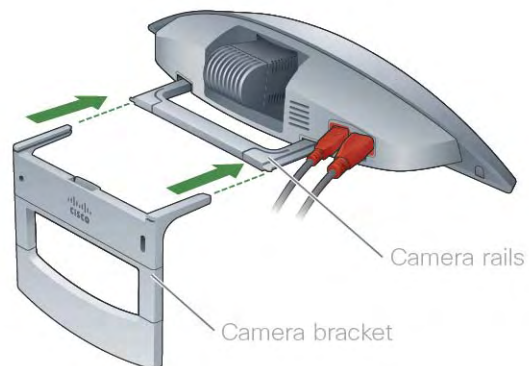
Camera bracket

2. Adjust the length of the bracket up or down to increase stability.
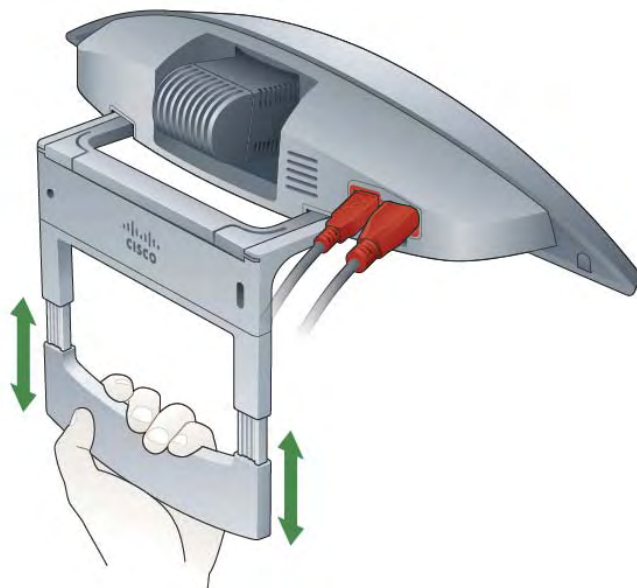
3. Squeeze the bracket firmly so that it rests snugly against the back of the TV.

⚠ Do not press on or move the camera motor.

Camera motor
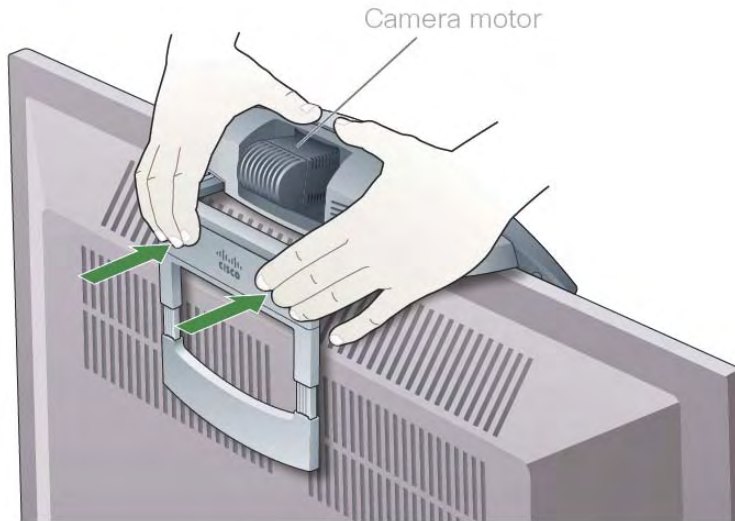
4. To ensure the camera is placed correctly, check the following:

- The camera sits flat against the top of the TV.

- The front lip of the camera overlaps and hangs flush against the front of the TV.

- The camera bracket extends down the back of the TV parallel to the TV screen. The bracket should not hang tilted either toward or away from the TV.
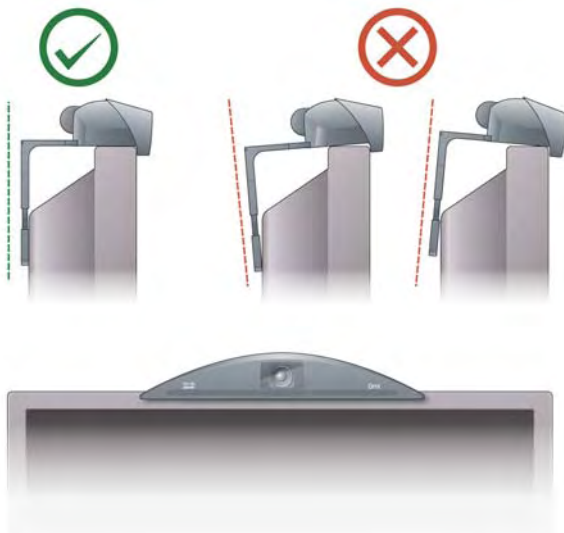
⚠ FOR USERS WHOSE TV HANGS ON A WALL MOUNT: Your TV wall mount is rated for a maximum number of pounds/kilograms. If you are planning to mount the ūmi camera on top of your TV, make sure that the combined weight of the camera and the TV does not exceed the maximum rating for the wall mount. If you are not sure of your TV wall mount's rating, contact the manufacturer. Note that the ūmi camera weighs 2.27 lbs./1.03 kg.

Connect the camera to the ūmi console

1. Insert the HDMI cable from the camera into the red HDMI port labeled **Camera In** on the back of the ūmi console.

2. Insert the USB cable from the camera into the red USB port labeled **Camera In** on the back of the ūmi console.

3. Place the ūmi console in a well-ventilated location. We recommend leaving a space of at least 1.5 inches (38mm) between the console and other components of your home entertainment system.

Connect the ūmi console to your TV

1. Insert either end of the blue HDMI cable into any available HDMI port on your TV.

2. Insert the other end of the cable into the blue **HDMI Out** port on the back of the ūmi console.
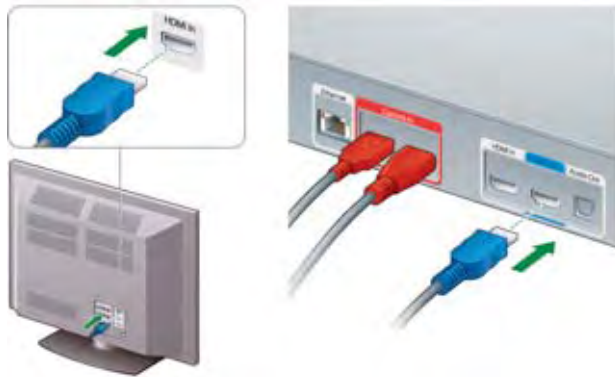
With this basic setup, when you want to use ūmi, you'll use your TV remote to switch to the HDMI input for the ūmi console (for example, HDMI2).

To watch TV, you switch the source back to the HDMI input for your TV service (for example, HDMI1).

Alternately, you can use umi and watch TV at the same time, without needing to switch TV input sources. If you want to do this, follow these connection steps instead:

> ℹ️ This connection method is sometimes called "pass-through mode."

1. On your TV, disconnect the HDMI cable that connects your set top box to your TV. If you have more than one HDMI cable connected to your TV, make sure to disconnect the one from your set top box.

2. Insert the cable you just disconnected into the gray **HDMI In** port on the back of the ūmi console. The ūmi console should now be connected to your set top box.

3. Insert either end of the blue HDMI cable into any available HDMI port on your TV.

4. Insert the other end of the cable into the blue **HDMI Out** port on the back of the ūmi console.
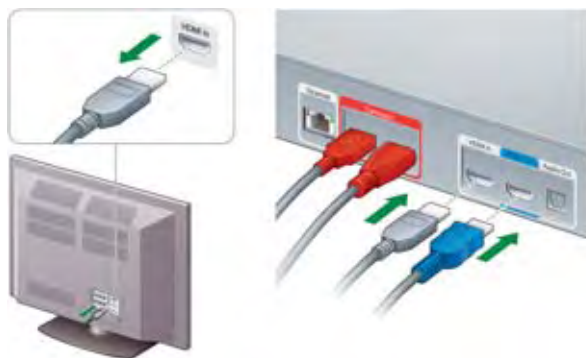
ℹ If you have a different setup for your TV and other home entertainment system components, see Alternate ways to connect the console to your TV service.

Connect to the Internet: Ethernet cable

There are two ways to connect ūmi to the Internet: over a wireless network, or using an Ethernet cable. If you'd prefer to connect to the Internet wirelessly, skip to Connect to an outlet. You will connect to your wireless network during TV setup.

ℹ You need a cable long enough to reach from your TV to your router or Internet connection jack. You may need to purchase a cable longer than the one that came in the ūmi box.

1. Insert the Ethernet cable into the **Ethernet** port on the back of the ūmi console.

2. Insert the other end of the cable into any available port on your router or Internet connection jack.

Router (not included)

Connect to an outlet

1. Make sure you have securely connected all the cables between the camera, the ūmi console, and your TV.

2. Insert the power cord into the **Power** jack on the back of the ūmi console.

3. Plug the power cord into a working outlet.

4. Turn on your TV and make sure the volume (from the TV or other speakers) is set to a comfortable level.

> ℹ When you plug in the cord, it may take a few minutes for the Welcome screen to appear on your TV as ūmi prepares for setup.
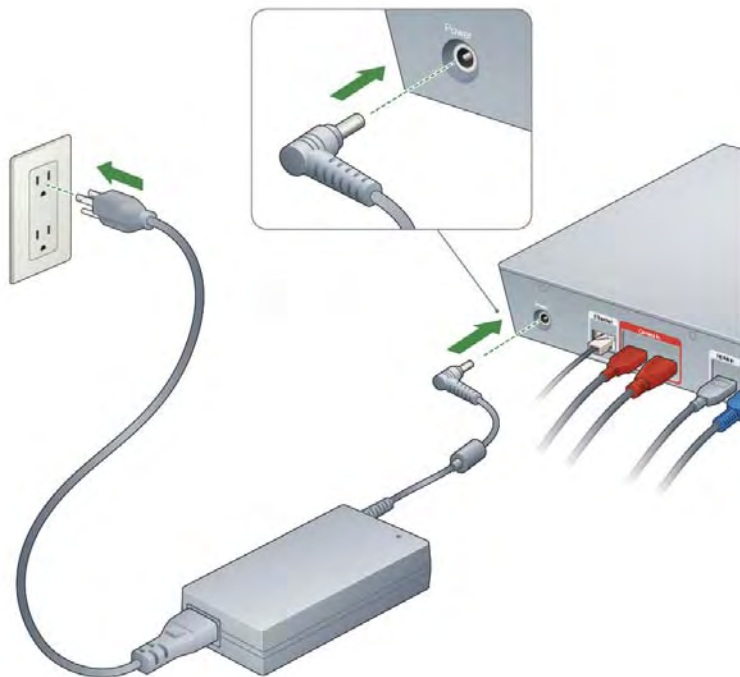
3 Complete TV setup

In the last part of setup, you use your remote to make selections on your TV screen. Options include everything from language selection to taking a profile photo to fine-tuning your microphone, speaker, and camera settings to ensure the best ūmi experience. Key tools you use when working with ūmi on your TV screen are the remote, the onscreen clover, the onscreen keyboard, and the onscreen keypad.

Highlights

▪ Learn about the key tools for using ūmi with your TV: the remote and the onscreen clover

▪ Complete a check of the microphone, speakers, and camera to ensure the best ūmi experience

▪ Take a profile photo for a personal touch when other members add you as a contact

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Tools for working with ūmi on your TV screen

For almost everything you do with ūmi, you use two tools: the remote and the onscreen clover. When you need to enter letters or numbers, you also make use of the onscreen keyboard and keypad.

Install the remote batteries

1. Remove the battery cover on the back of the remote by pressing the tab near the bottom.

2. Insert the batteries. Be sure to match the + and – ends of each battery with the graphic shown in the battery compartment.

3. Replace the battery cover.

Get to know your remote

Here is a quick reference guide to ūmi remote buttons.

Infrared (IR) port

Home

Make/answer call

End call

Turn off camera

Turn off mic

Arrow buttons

Checkmark

Self-view

Back

Zoom camera

Playback controls

- **Infrared (IR) port:** When you press a button on the remote, the IR port sends the information to the IR port on the camera.

> ℹ️ Be sure to point the IR port on the remote at the camera, not at the console or your TV.

- **Home** 🔘: Press to display the onscreen clover if it isn't displayed. The clover is your home base for accessing all ūmi features on your TV (see Get to know the clover).

- **Make/answer call** 📞: Press to answer an incoming ūmi call or to dial an outgoing ūmi call.

- **End call** 📞: Press to ignore an incoming ūmi call or to end an active ūmi call.

- **Turn off camera** 📷: See Turn the camera on/off for details.

- **Turn off mic** 🎤: See Turn the microphone on/off for details.

- **Arrow buttons** ⌃, ⌄ ‹, › : Press to navigate the clover and menu (see Get to know the clover), make selections on the onscreen keyboard and keypad (see Use the onscreen keyboard and Use the onscreen keypad), and adjust the camera (see Adjust the camera).

- **Checkmark** ✓ : Press to select the currently highlighted item.
- **Self-view** 🖼 : See Hide/show self-view for details.
- **Back** ↩ : Press to return to the previous screen.
- **Zoom camera** 🔍 : Press to show more or less of the room when adjusting the camera (see Adjust the camera).
- **Playback controls** ⏪ , ⏯ , ⏩ : Press to play, pause, rewind, and fast forward through a video you recorded or a video message you received (see View your videos and View your messages).

Get to know the clover

The clover you see onscreen is your home base for accessing all ūmi features on your TV.

👤 : Add, view, and connect to your contacts.

🎬 : Record and send videos.

📞 : Make ūmi calls.

📧 : View video messages sent to you.

⚙ : Customize your profile information, console and privacy settings, and more.

Press 🔼 , 🔽 ◀ , and ▶ on the remote to move among the five clover feature icons. Press ✓ to open the highlighted feature.

When you select one of the five main features, the clover presents a menu of options for that feature. Menus can appear in clover form or as a long bar. Here are some examples:

When a menu is displayed, press ,   , and on the remote to move among the options. Press to select the highlighted option.

Use the onscreen keyboard

When you need to enter text, symbols, or numbers onscreen, the onscreen keyboard is displayed. For example, you use the keyboard to enter contact information (see Create a new contact) or wireless network settings (see Set up your network connection).

Here are tips on using the onscreen keyboard:

- To access the onscreen keyboard from most screens, you need to select **edit** next to the field where you want to enter text (see, for example, Create a new contact).
- Press ⬆, ⬇ ◀ , and ▶ on the remote to navigate the onscreen keyboard and highlight a key.
- Press ✓ to select the key.
- To switch keyboard layouts, navigate to and select **ABC 123**, **symbols**, or **international**.
- To delete the last character you entered: Select **delete**.
- When you have finished entering the text: Select **done**.

Use the onscreen keypad

The onscreen keypad is similar to the onscreen keyboard, except it appears when you need to enter numbers only–for example, when you need to enter your activation code or dial a ūmi number.

Here are tips on using the onscreen keypad:

- Press ⬆, ⬇ ◀ , and ▶ on the remote to navigate the onscreen keypad and highlight a key.
- Press ✓ to select the key.
- To delete the last number you entered: Select ◀ or **delete**, depending on which option is displayed on the keypad.

Select your language

The language you select here will be used for all onscreen TV text, both during setup and when you use ūmi. You can change the display language at any time (see Change your language).
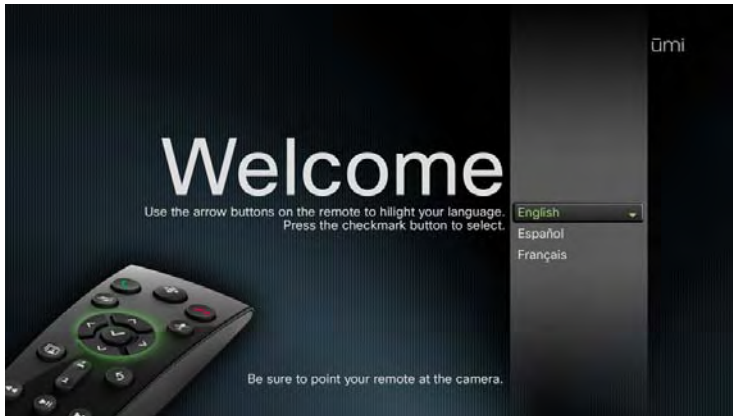
1. Press ⌃ or ⌄ on the remote to highlight your language.
2. Press ✓ on the remote to select the language.

Set up your network connection

During this part of setup, you select whether to use ūmi with a cabled (Ethernet) connection, or to make a wireless connection to your broadband network. If you choose to make a wireless connection, you select or enter the name of the network you want to use.
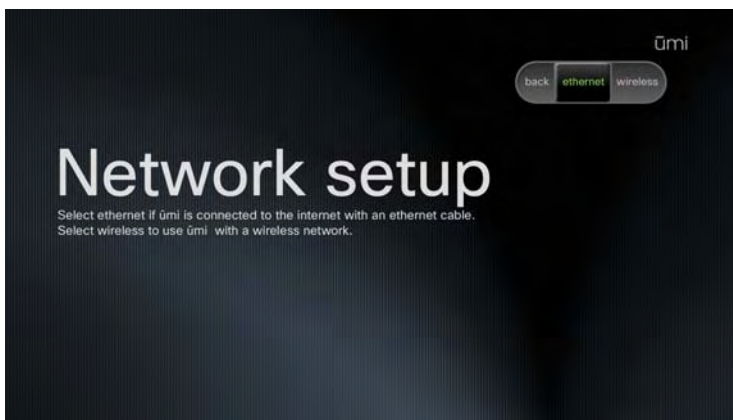
1. Do one of the following:

   ▪ If you connect to the Internet using an Ethernet cable: Select **ethernet**. If you have connected ūmi to your router or Internet jack using the cable, you're done with network setup.

   ▪ If you connect to the Internet wirelessly: Select **wireless**. Continue with step 2.

   🔴 Make sure your router is set to broadcast your network name (SSID). Otherwise, ūmi cannot detect the network.
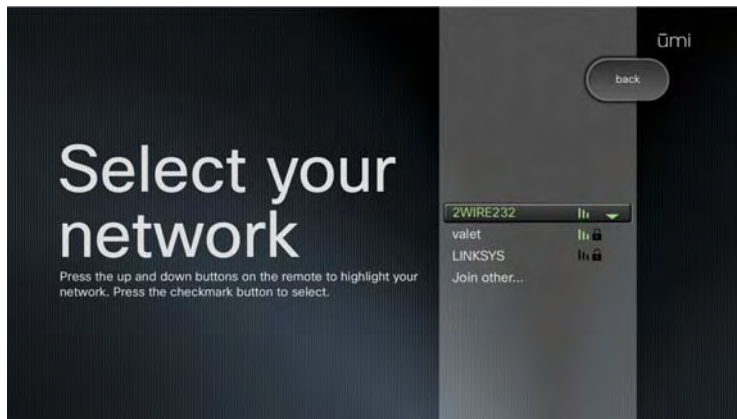
2. Press ⌃ or ⌄ on the remote to highlight your network.

3. Press ✓ on the remote to select the network.

4. If your network requires a password (network key), use the onscreen keyboard to enter the password (see Use the onscreen keyboard).

   ℹ️ Check with the company that provides your network if you do not know the network name or password.

Enter your activation code

You received this code when you signed up for service at www.umiconnect.com. Go to the website if you don't have or know your code.

ℹ️ If you signed up for ūmi service through your broadband service provider, you obtained your activation code from that provider.
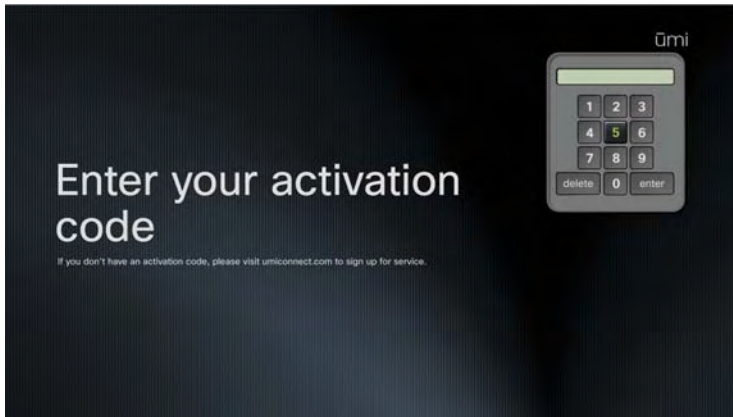
Enter your activation code by doing the following:

- Use the onscreen keypad to enter your activation code (see Use the onscreen keypad).

- When you have finished entering the activation code, select **enter**.

Check speaker, microphone, and camera settings

During the next part of setup, ūmi checks your speaker, microphone, and camera settings to ensure the best experience.

> ⓘ The camera check here is different from the camera adjustment you do in the next step of setup. In this step, ūmi automatically checks and adjusts camera settings to work best in your room. In the next step, you manually position the camera lens to capture the part of the room you want other people to see.
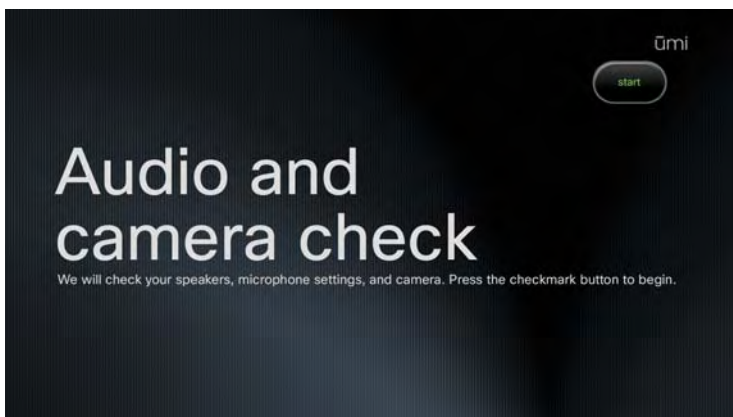
1. Make sure your system volume (from the TV or other speakers) is set to a comfortable level.

2. Select **start**. This part of setup takes place automatically, so you don't need to do anything.

3. When the check is complete, select **continue**.

Adjust the camera

In this part of setup, you adjust your camera to capture the area of the room you want people to see when you are on a ūmi call with them. You can skip this step and adjust your camera later (see Adjust the camera in the Calls chapter).
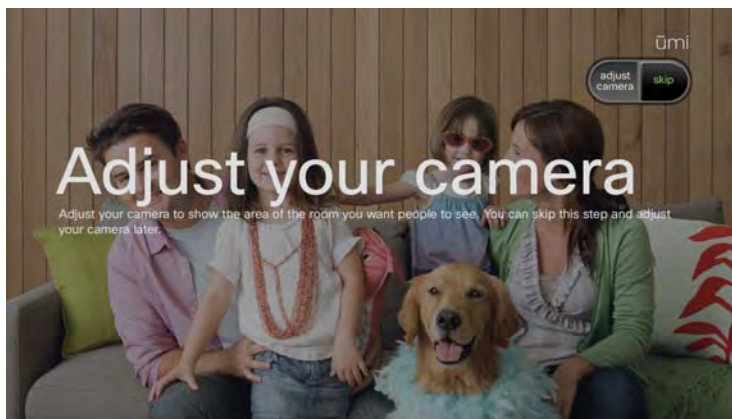
1. Select **adjust camera**.

2. Press ⌃, ⌄, ‹ , and › on the remote to pan and tilt the camera. Press ▯ to capture more or less of the room.

3. Your TV screen shows the area that will be captured by the camera. When it looks correct, press ✓.

Take a profile photo

Take a photo that your family and friends will see when they select your contact information to call you. You can skip this step and take a profile photo later (see Change or delete your profile photo).
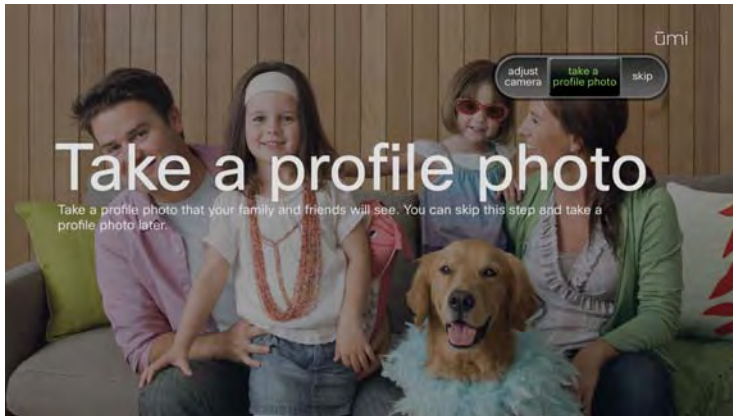
1. Select **take a profile photo**.

2. The ūmi camera takes your profile photo and displays it onscreen. If you're happy with the photo, select **use photo**.To retake the photo, select **retake photo**. You can adjust the camera before you retake the photo (see Adjust the camera).

Check for software updates

After setup is complete, the ūmi system checks to see if a system software update is available. If an update is available, the system reboots to install the update. During the reboot process, the startup screen appears one or more times. This process may take up to 15 minutes.
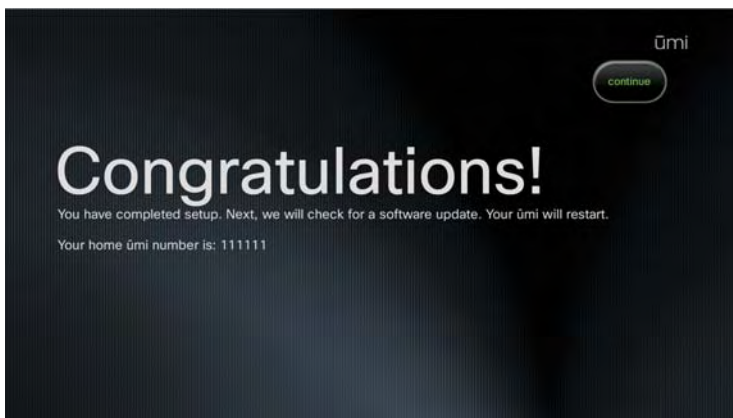
1. When the Congratulations! screen appears, click **continue**. This starts the process of checking for an update. You don't have to do anything during the update, but be sure to leave your TV and ūmi console on.

> ℹ The Congratulations! screen displays your home ūmi number. To find the number in the future, go to **settings** > **my settings** > **profile**. The number appears in the upper-right corner of the screen.
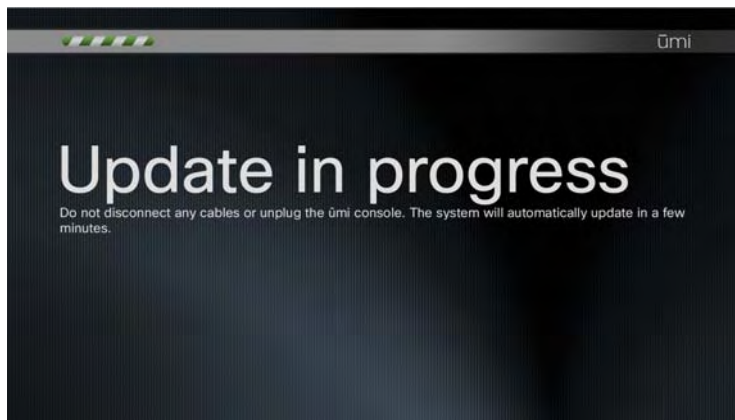
2. If an update was installed, the onscreen clover appears after installation has finished.

4 Calls

The ūmi call experience takes communication to a whole new level. You can easily make and receive ūmi calls with fellow ūmi members and enjoy the video conversation on the big screen, from the comfort of your TV room sofa. Camera and microphone settings make sure you are in control of the ūmi calling experience at all times.

Highlights

- Easily call ūmi contacts, other ūmi numbers, or your Google video chat contacts

- Leave a video message so you can make a personal connection even when someone doesn't answer your ūmi call

- Turn the camera and microphone on and off during a ūmi call to ensure the communication experience you want

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Make a ūmi call

Who do you want to call: a ūmi contact, a member who isn't in your contacts list, or a Google video chat contact who doesn't use ūmi? You can do all three easily, so you can stay in touch with all the important people in your life.

Make a ūmi call to a contact

A few button presses on the remote is all it takes to call your closest friends and family members.

1. On the clover, select ⬚ or ⬚ .

2. Press ⬚ or ⬚ on the remote to highlight the contact you want.

3. Press ⬚ or ⬚ on the remote to call the contact.

Dial a ūmi number

For ūmi members who are not on your contacts list, dial their ūmi number directly to call them.

1. On the clover, select [☎].

2. Select **dial by number**.

3. Use the onscreen keypad to enter the number (see Use the onscreen keypad).

4. Select **call** or press [☎] on the remote.

Dial a Google video chat contact

To keep in touch with your wider circle, even those who are not ūmi members, you can call people who are in your Google video chat contacts. The other caller communicates with you using a webcam.

To use ūmi to make calls with a Google video chat contact, note the following:.

▪ You must have your own Google video chat account. You will need to enter your Google video chat ID and password either on your TV or on the ūmi Connect website (see Edit your Google video chat account information). When you enter your Google video chat ID, you must enter a full email address, including everythinf following the @ symbol.

▪ You must then enter or import any Google video chat contacts you want to call into your ūmi contacts list (see Add a contact or Import Google video chat contacts).

After you enter or import a Google video chat contact, the simplest way to call that contact is to follow the steps in Make a ūmi call to a contact. Simply select the Google video chat contact you want to call. If the contact entry contains both a ūmi number and a Google video chat ID, when you select the contact, you are asked to select which method you want to use to call the contact.

> ⓘ You cannot make ūmi calls between your home ūmi system and the Google video chat ID you enter here. So, for example, if you are traveling and want to call your home ūmi number using Google video chat, you cannot do so using the ID you enter here. Instead, you can create a second Google video chat account, enter the ID for that account as a contact in your first Google video chat account, and then add your ID from the first account as a contact in the second account. This enables you to use the second account to call your home ūmi.

Alternately, you can call a Google video chat contact by dialing his or her Google video chat ID directly. To do so, follow these steps:

1. On the clover, select [☎].

2. Press [▲] or [▼] on the remote to highlight the contact you want.

3. Press [✓] on the remote to select the contact.

4. Select **video chat ID**.

5. If you have not already entered your Google video chat ID and password, a prompt appears. Use the onscreen keyboard to enter the information (see Use the onscreen keyboard). Be sure to enter a full email address for your Google video chat ID. When finished, select **log in**.

6. Use the onscreen keyboard to enter the Google video chat ID you want to call (see Use the onscreen keyboard).

7. Select **done**.

End a ūmi call

Do one of the following:

- On the clover, select **end call**.
- On the remote, press .

Leave a video message

If the person you want to reach isn't available, you can still make an "in person" connection by leaving a video message.

> ⓘ To leave a video message, you must be calling a ūmi number. You cannot leave a message if you call a Google video chat ID.

1. If the person you are calling does not answer, his or her greeting plays.

2. After the three-second onscreen countdown ends, begin recording your message.

3. When you have finished your message, select **stop recording**.

4. On the clover, select one of the following:
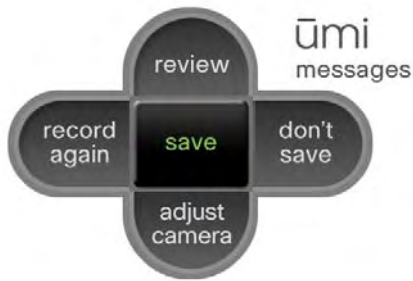
- **review:** See and hear your message before sending.
- **record again:** If you are unhappy with the message, select this option and repeat steps 2 and 3.
- **adjust camera:** Before recording your message again, you can adjust the camera to change the area shown in the message (see Adjust the camera).
- **don't save:** If you don't want to send a message after all, select this option to cancel video message recording completely.
- **save:** Select this option when you are happy with your message.

> ℹ️ If you see the person's video greeting but don't want to leave a message, press ✓ or 📞 on the remote while the greeting is playing to end the call.

Answer a ūmi call

When a ūmi call comes in, you hear the camera ring. This happens whether your TV is turned on or not.

To answer the ūmi call, do the following:

1. If the TV is off, turn on the TV.
2. If you have ūmi set up to watch TV and use ūmi separately, switch the TV source to the HDMI input for ūmi. (If you have ūmi set up to watch TV and use ūmi at the same time, you can skip this step.)
3. On the remote, press 📞 or ✓.

Ignore a ūmi call

If you don't answer an incoming ūmi call, the caller hears your greeting and has the option to leave a video message. You can also choose to ignore an incoming ūmi call and send it directly to your greeting.

> ℹ By default, ūmi plays a system greeting when you don't answer or ignore a ūmi call. You can also record a personal video greeting (see Record or delete your personal video greeting).

When you see a ūmi call coming in, do one of the following:

- On the clover, select **ignore**.
- On the remote, press 📞 .

Options during a ūmi call

When you first set up ūmi, you set a default position for the camera (see Adjust the camera in the TV setup chapter). When you're on a ūmi call, you can adjust the camera on the fly to change what you are showing to the other callers. You can also manage your privacy during a ūmi call by turning the camera and the microphone on or off.
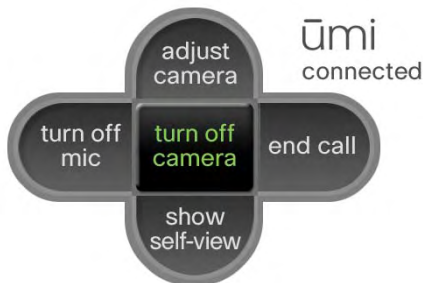
> ℹ When you're on a ūmi call, the light on the ūmi camera glows green.

Turn the camera on/off

At any point during a ūmi call, you can turn the camera off so that the other caller can't see you.

Do one of the following:

- On the clover, select **turn off camera** or **turn on camera**.
- On the remote, press 📷 . Press again to turn the camera back on.

> ℹ When the camera is off, an icon 📷 appears on your TV screen. If self-view is displayed, the icon appears at the bottom of the self-view window. If self-view hidden, the icon appears below the clover.

Adjust the camera

During a ūmi call, you can adjust the camera to change the area of the room that the other callers can see.

1. On the clover, select **adjust camera**.

2. Press ⌃, ⌄, ‹ , and › on the remote on the remote to pan and tilt the camera. Press to capture more or less of the room.

3. Your TV screen shows the area that will be captured by the camera. When it looks correct, press .

Hide/show self-view

The self-view window lets you see how you appear to the other caller, so you can move around or adjust the camera as needed. If you want more of the screen available to see the other caller, you can hide the self-view window.

Do one of the following:

▪ On the clover, select **show self-view** or **hide self-view**.

▪ On the remote, press to show the self-view window. Press again to hide the self-view window.

Turn the microphone on/off

If you want to speak privately to someone in your room without the other caller hearing, you can turn the microphone off.

Do one of the following:

▪ On the clover, select **turn off mic** or **turn on mic**.

▪ On the remote, press . Press again to turn the microphone back on.

> ℹ When the microphone is off, an icon appears on your TV screen. If self-view is displayed, the icon appears at the bottom of the self-view window. If self-view hidden, the icon appears below the clover.

5   Contacts

Friends, family, coworkers–you can easily manage the important members of your ūmi calling circle by adding them as contacts. You can request to be added to another member's contact list, and receive requests from callers. It is also easy to edit and delete contacts.

Highlights

- Easily create new contacts either on your TV or on the web

- Add a number you dialed to your contacts

- Respond to friend requests to add incoming callers as contacts

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Create a new contact

Use the onscreen keyboard to create a new contact on your TV (see Use the onscreen keyboard). When you're not at your TV, you can create new contacts at the ūmi Connect website (see Add a contact). Contacts you create in either location appear automatically in the other.

1. On the clover, select ![icon].

2. Select **new contact**.

3. To move among fields, do one of the following:

   - On the new contact screen, press ![up] or ![down] on the remote to move among fields. The field with the word **edit** to the right is the currently active field. Press ![select] to select the field and enter information.

   - If the onscreen keyboard is open, select **previous** or **next** to move to the next field in either direction.

4. Use the onscreen keyboard to enter information in the field (see Use the onscreen keyboard). Here are some tips:
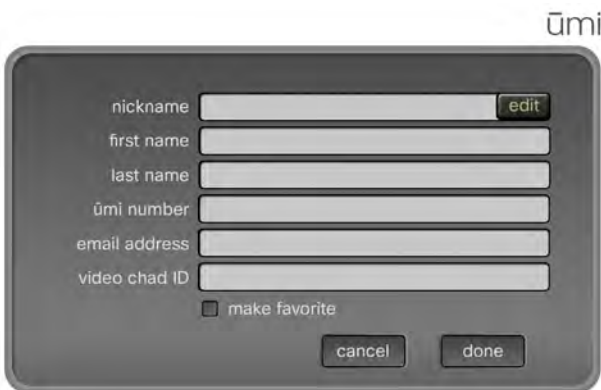
- The nickname you enter is the name that appears onscreen when you make a ūmi call to or receive a ūmi call from the contact.

- If you enter an email address for a contact, when you send the contact a video, the person receives the video both through ūmi and through an email link (see Send a video and Share a video).

- If you want to call a Google video chat contact using his or her chat ID, enter the video chat ID in the **video chat ID** field. See Dial a Google video chat contact for more information.

- Check the **make favorite** box to designate the contact as a favorite. When you open your call list, favorites appear at the top of the list.

ⓘ You can also add Google video chat contacts by importing them on the ūmi Connect website (see Import Google video chat contacts).

5.   When you have finished entering information in a field, select **done**.

> ⚠️ To create a valid contact, you must enter information in at least one of the following fields: **nickname**, **first name**, or **last name**.

6.   When you have finished entering all the information for the contact, select **done** on the new contact screen.

Send a friend request

The ūmi privacy options allow a member to choose to receive ūmi calls from contacts only (see Set permissions for incoming ūmi calls). If you call someone who has chosen this option, and you are not on that person's contact list, ūmi automatically sends the person a friend request. If the person accepts the request, you are added to his or her contacts list and can call him or her in the future.

1.   Dial the person's ūmi number (see Dial a ūmi number).

2.   If the person accepts ūmi calls from his or her contacts only, a screen appears notifying you that ūmi has sent a friend request.

3.   Select **OK** to close the notification.

> ℹ️ You do not receive a notification if someone accepts your friend request.

Add a number you dialed to Contacts

If you call someone who is not a contact, and ūmi sends a friend request to that person (see Send a friend request), you have the option to add that number to your contacts list.

1. Dial the person's ūmi number (see Dial a ūmi number). If that person accepts ūmi calls from contacts only, and you are not a contact, ūmi sends a friend request.

2. After the friend request is sent, a notification appears. Select **add to contacts** on the notification screen.
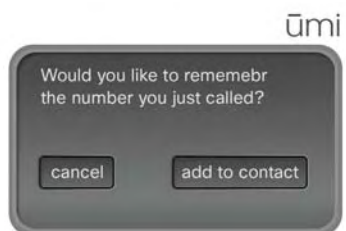
3. Enter the contact information (see Create a new contact).

Respond to a friend request

The ūmi privacy options allow you to choose to receive ūmi calls from contacts only (see Set permissions for incoming ūmi calls). If you choose this option and someone calls you who is not in your contacts list, ūmi automatically sends you a friend request from that person. If you accept the request, the person is added to your contacts list and can call you in the future.

1. On the clover, select . A dot appears on the icon to indicate that you have a friend request.

2. Pending friend requests are listed at the top of your contacts list and are indicated by a + on the list entry. Do one of the following:

- To accept the request: Select the entry displaying the request. If you accept a friend request, the person does not receive a notification. You can call the person to let him or her know.

- To deny the request: Select **block**. This adds the sender to your blocked list. You cannot receive ūmi calls, messages, or videos from this person unless you remove him or her from your blocked list (see Edit your blocked list). To protect your privacy, the person you are blocking does not receive any type of notification.

Edit a contact

You can edit a contact's information either on your TV or on the ūmi Connect website (see Edit a contact in the ūmi Connect website chapter). If you edit a contact in one location, the updated information appears in the other location.

1. On the clover, select ![icon].

2. Press ![up] or ![down] on the remote to highlight the contact you want.

3. Select **edit**.

4. Edit the information in the contact entry fields. See Create a new contact for information on moving among fields, and see Use the onscreen keyboard for details on entering information using the onscreen keyboard.

Delete a contact

You can delete a contact either on your TV or on the ūmi Connect website (see Delete a contact in the ūmi Connect website chapter). If you delete a contact in one location, the contact is deleted in the other location automatically.

1. On the clover, select .

2. Press or on the remote to highlight the contact you want.

3. Select **delete**.

4. Select **delete contact** to confirm.

6   Messages

You never have to worry about missing ūmi calls, because callers can leave a personalized video message. What's more, other ūmi members can send you videos directly–for example, mom and dad can send a video of the kids to the grandparents. In addition to viewing messages, you can manage them in multiple ways, including calling back the sender, adding the sender to contacts, and forwarding videos sent to you.

Highlights

▪ View messages on your TV screen or on your computer when you're on the go

▪ Add a caller as a contact directly from his or her message

▪ Maintain your privacy by blocking message senders

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View your messages

You can view messages either on your TV or on the ūmi Connect website (see View a message in the ūmi Connect website chapter). You can view two types of messages: video messages left when someone called you but you were unavailable, and videos sent directly from another member (for example, parents sending a video of the kids to their grandparents). Both items appear in the Messages section on your TV and on the ūmi Connect website.

1.   On the clover, select 🖾. A blue dot on the icon indicates that you have new messages.

> ℹ When you have messages waiting, the light on the camera glows blue.

2.   Messages are listed by date and time sent, with the most recent at the top. Each message entry shows the sender. Press ⌃ or ⌄ on the remote to highlight the message you want. If you have multiple messages from the same sender, each one is listed separately.

3.   Press ✓ to play the message.

4. While the message is playing, do any of the following:

- To fast-forward through the message: Press ⏩ on the remote.
- To rewind the message: Press ⏪ on the remote.
- To quit the message: Press ✔ on the remote.

5. When you have finished viewing the message, select **done**.

Call back the sender

You can call back the sender of either type of message: a message left because you missed a ūmi call, or a video sent to you directly.

1. On the clover, select ✉.

2. Messages are listed by date and time sent, with the most recent at the top. Each message entry shows the sender. Press ⌃ or ⌄ on the remote to highlight the message you want. If you have multiple messages from the same sender, each one is listed separately.
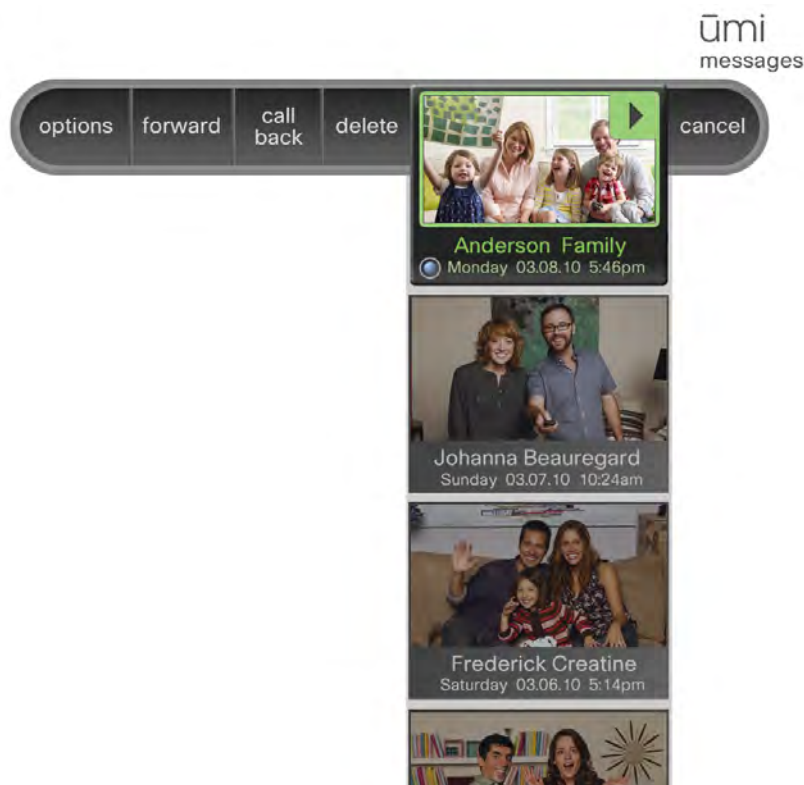
3. Select **call back**.

> 🛈 You can also call back the sender by highlighting the message and pressing 📞 on the remote.

Add the sender to your contacts

When you receive a message from a caller who is not in your contacts list, you can add the sender to contacts directly from the message.

1. On the clover, select 📧.

2. Messages are listed by date and time sent, with the most recent at the top. Each message entry shows the sender. Press ⌄ or ⌄ on the remote to highlight the message you want. If you have multiple messages from the same sender, each one is listed separately.

3. Select **options**.

4. Select **add to contacts**.

5.   Enter the contact information (see Create a new contact).

Block a sender

If you do not want to receive ūmi calls, messages, or videos from a sender, you can block the sender to prevent future communication from this person.

> ℹ️ If you block a sender, you can unblock the person later (see Edit your blocked list).

1.   On the clover, select 📧.

2.   Messages are listed by date and time sent, with the most recent at the top. Each message entry shows the sender. Press ⌃ or ⌄ on the remote to highlight the message you want. If you have multiple messages from the same sender, each one is listed separately.

3.   Select **options**.

4.   Select **block caller**. To protect your privacy, the person you are blocking does not receive any type of notification.

5.   Select **block caller** again to confirm.

Forward a video from your message list

If someone sends you a video directly, you can forward the video from your message list to any of your ūmi contacts. You cannot forward messages left if someone tried to call you but you were not able to take the ūmi call.

1. On the clover, select ✉.

2. Videos are listed by date and time sent, with the most recent at the top. Each video entry shows the sender. Press ⌃ or ⌄ on the remote to highlight the videos you want. If you have multiple videos from the same sender, each one is listed separately.

3. Select **forward**. Your contacts list opens.

4. Press ⌃ or ⌄ on the remote to highlight the contact you want.

5. Press ✓ on the remote to select the contact.

6. (Optional) Repeat steps 4 and 5 to select other recipients for the message.

7. Select **send message**.

Delete a message

You can delete a message either on your TV or on the ūmi Connect website (see Delete a message in the ūmi Connect website chapter). If you delete a message in one location, the message is deleted in the other location automatically.

1. On the clover, select ✉.

2. Messages are listed by date and time sent, with the most recent at the top. Each message entry shows the sender. Press ⌃ or ⌄ on the remote to highlight the message you want. If you have multiple messages from the same sender, each one is listed separately.

3. Select **delete**.

4. Select **delete message** to confirm.

7   My videos

In profile settings, you can record a personal video greeting that callers see if they try to call you but you can't take the ūmi call (see Record or delete your personal video greeting). You can also use the ūmi camera to record videos anytime you want, and share those videos with other ūmi members. Capture the kids on camera for the grandparents, or record a special message for a friend's birthday.

Highlights

▪ Record, review, and re-record videos to capture the experience exactly as you want

▪ View videos you recorded on your TV screen, or view them on your computer when you're on the go

▪ Share videos with friends and family

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Record a video

During video recording, it's easy to review your video and re-record if needed, so you can create exactly the video you want.

1.   On the clover, select .

2.   Select **record video**.

3.   After the three-second onscreen countdown ends, begin recording your message.

4.   When you have finished your message, select **stop recording**.

5. On the clover, select one of the following:

- **review:** See and hear your video before saving or discarding it.
- **record again:** If you are unhappy with the video, select this option and repeat steps 3 and 4.
- **adjust camera:** Before recording your video again, you can adjust the camera to change the area shown in the video (see Adjust the camera).
- **don't save:** If you don't want to save the video at all, select this option to cancel video recording completely.
- **save:** Select this option when you are happy with your video. Then select **done**.

View your videos

After you use ūmi to record a video (see Record a video), you can view your videos either on your TV or on the ūmi Connect website (see View a video in the ūmi Connect website chapter).

> ⓘ Videos you record are different from video messages other users leave for you or send to you directly. For information on viewing videos and messages sent to you, see View your messages.

1. On the clover, select 🖹 .
2. Select **my videos**.
3. Press ⌃ or ⌄ on the remote to highlight the video you want.
4. Press ✓ to play the video.

5. While the video is playing, do any of the following:

- To fast-forward through the message: Press ▶▶ on the remote.
- To rewind the message: Press ◀◀ on the remote.
- To quit the video: Press ✓ on the remote.

6. When you have finished viewing the video, select **done**.

Send a video

You can send a video to any of your ūmi contacts. You can send the same video to multiple contacts at the same time.

You can also share a video from the ūmi Connect website (see Share a video in the ūmi Connect website chapter). If you use the website, you have the option to share the video with one or more ūmi contacts, send the video via email, or upload the video to Facebook or YouTube.

> ⓘ If you send a video to someone who accepts ūmi calls from contacts only, and you are not on the person's contacts list, the video is not sent.

1. On the clover, select ◢ .
2. Select **my videos**.
3. Press ⌃ or ⌄ on the remote to highlight the video you want.

4. Select **send**. Your contact list opens.

5. Press ⌃ or ⌄ on the remote to highlight the contact you want.

6. Press ✓ on the remote to select the contact.

7. (Optional) Repeat steps 5 and 6 to select other recipients for the video.

8. Select **send video**.
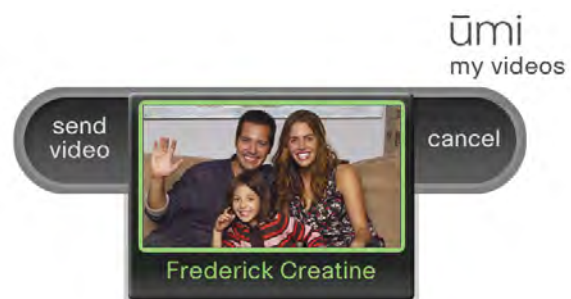
Delete a video

You can delete a video either on your TV or on the ūmi Connect website (see Delete a video in the ūmi Connect website chapter). If you delete a video in one location, the video is deleted in the other location automatically.

1. On the clover, select ⬕.

2. Select **my videos**.

3. Press ⌃ or ⌄ on the remote to highlight the video you want.

4. Select **delete**.

5. Select **delete** to confirm.

8   Settings

Customize ūmi settings to create the ūmi experience that works best for you. Settings are grouped into three broad categories: profile, which includes your profile photo and personal video greeting; privacy, which enables you to control access to the console and who can call you; and console, which includes functional items such as network settings.

Highlights

- Update your profile photo and video greeting any time you are ready for a change
- Use privacy settings to help ensure the ūmi experience you want
- Access console settings to update network and other device-related information

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Profile settings

Your profile settings include the ūmi items that pertain directly to you: your profile photo, your personal video greeting, and your language. It takes only a few remote button presses to update any of these options.

Change or delete your profile photo

Don't like your profile photo, or just ready for a new one? It's easy to update your photo. When you do so, your photo is automatically updated in your family and friends' contact lists.

> ℹ️ Follow these steps if you skipped taking a profile photo during setup, and now want to create one.

1.   On the clover, select .

2.   Select **my settings**.

3.   Select **profile**.

4. Select **my photo**.
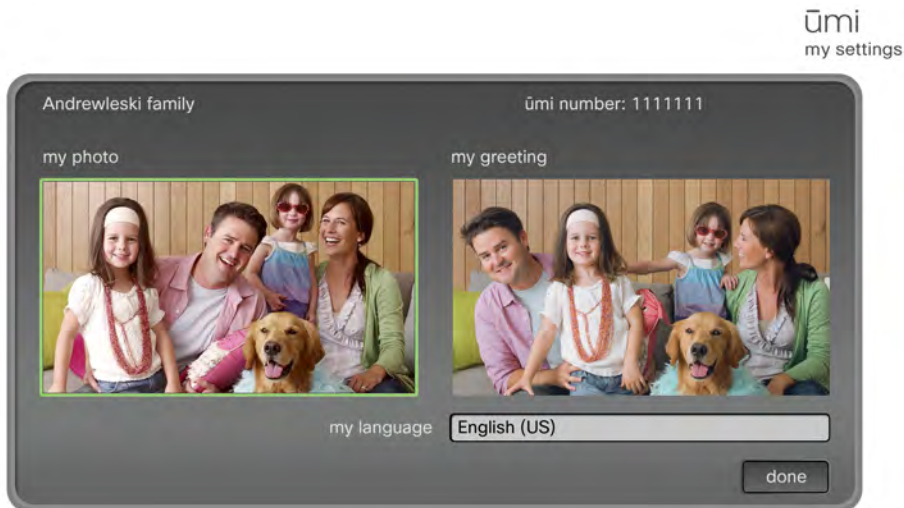
5. Do one of the following:

- To take a new photo: Select **take new photo**. Continue with step 6.
- To delete your current photo without taking a new one: Select **delete**.
- To keep your current photo: Select **cancel**.

6. (Optional) To adjust the camera to capture a different area of the room, select **adjust camera** (see Adjust the camera).

7. Select **take photo**.

8. The photo is displayed on the screen. Do one of the following:.

   ▪ To save the photo: Select **save**.

   ▪ To retake the photo: Select **retake photo** and repeat steps 6 and 7.

9. On the profile settings screen, select **done**.

Record or delete your personal video greeting

You can record a personalized video greeting that plays if someone calls you and you can't take the ūmi call. During video recording, you have the chance to review, adjust the camera, and record again—so you can create exactly the message you want others to see.

Also follow these steps if you want to replace your current video greeting with a new one.

1. On the clover, select ⚙.

2. Select **my settings**.

3. Select **profile**.

4. Select **my greeting**.

5. Do one of the following:

- To play your current greeting: Select **play**.
- To delete your current greeting without recording a new one: Select **delete**.
- To record a new greeting: Select **record new** and continue with step 6.
- To keep your current greeting: Select **done**.

6. After the three-second onscreen countdown ends, begin recording your message.

7. When you have finished your message, select **stop recording**.

8. On the clover, select one of the following:

- **review:** See and hear your greeting before saving.
- **record again:** If you are unhappy with the greeting, select this option and repeat steps 6 and 7.
- **adjust camera:** Before recording your greeting again, you can adjust the camera to change the area shown in the greeting (see Adjust the camera).

- **don't save:** If you don't want to record a new greeting after all, select this option to cancel greeting recording completely.

- **save:** Select this option when you are happy with your greeting.

9. On the profile settings screen, select **done**.

Change your language

The language you select here is used for all onscreen text. You can also change your onscreen display language on the ūmi Connect website (see Edit your display settings in the ūmi Connect website chapter).

1. On the clover, select ⚙.

2. Select **my settings**.

3. Select **profile**.

4. Select **my language**.
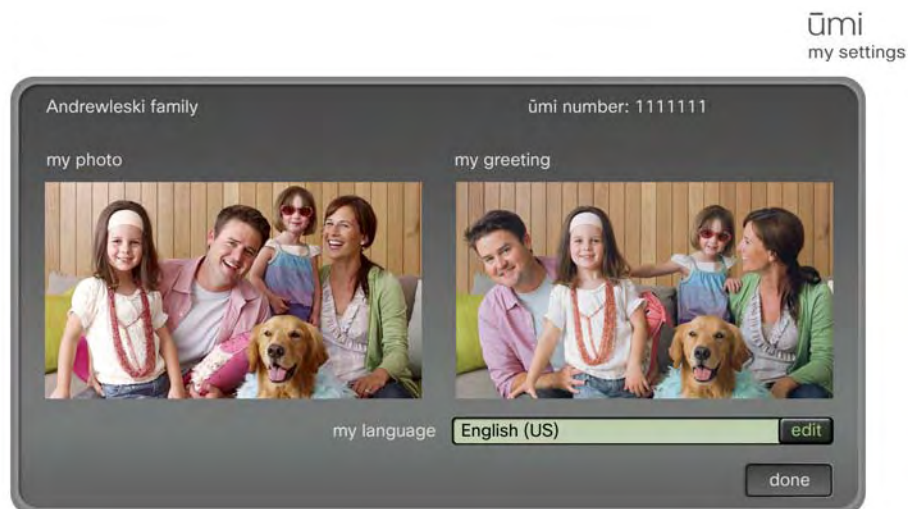
5. Press ⌃ or ⌄ on the remote to highlight the language you want.

6. Press ✓ to select the language.

7. On the profile settings screen, select **done**.

Privacy settings

Privacy settings let you customize the ūmi experience to connect how and with whom you choose. You can limit incoming ūmi calls to contacts, set a system lock code so no one can access your home ūmi without your permission, and block people to prevent communication from them.

Set permissions for incoming ūmi calls

You can choose to accept incoming ūmi calls from anyone, or from people on your contacts list only. If you accept ūmi calls from contacts only and someone who is not a contact tries to call you, you receive a friend request asking if you want to add the person as a contact (see Respond to a friend request).

You can also set permissions for incoming ūmi calls on the ūmi Connect website (see Set permissions for incoming ūmi calls in the ūmi Connect website chapter).

1. On the clover, select ⬡.

2. Select **my settings**.

3. Select **privacy**.

4. Select **allow incoming calls from anyone** or **only allow incoming calls from my contacts**.
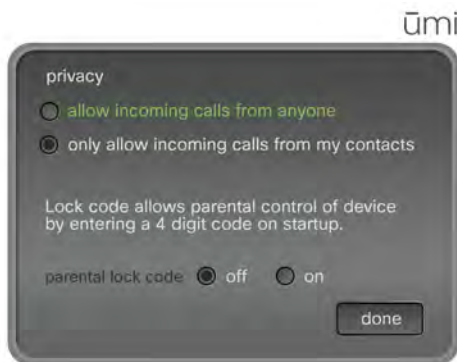
5. Select **done**.

Turn parental lock code on/off

If you turn parental lock code on, the ūmi system locks when you're not using it. To unlock the system, you must enter a four-digit code to use ūmi.

You can also turn parental lock code on and off on the ūmi Connect website (see Turn parental lock code on/off in the ūmi Connect website chapter).

1. On the clover, select 🔅.

2. Select **my settings**.

3. Select **privacy**.

4. Next to **parental lock code**, select **on**.

5. Use the onscreen keypad to enter a four-digit lock code of your own choosing (see Use the onscreen keypad).
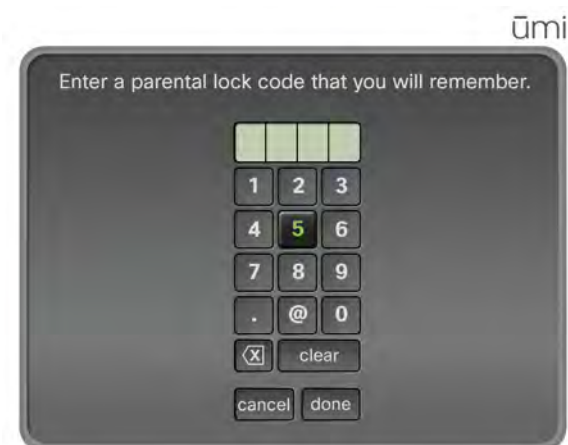
6. Select **done** on the parental lock code screen, and then select **done** on the privacy settings screen.

Console settings

Use console settings to update your network settings if you make any changes to your network. Console settings also let you recheck the camera and microphone and synchronize contacts, messages, and videos between your TV and the web.

Change your network settings: Ethernet connection

If you connect ūmi to your broadband network using an Ethernet cable, update the settings here if you make any changes to the network—for example, if you change the network IP address. Also use these settings if you switch from a wireless network connection to an Ethernet cable connection.

1. On the clover, select .

2. Select **console settings**.

3. Select **network**.

4. Select **change settings**.

5. Select **use ethernet**.

6. Do one of the following:

    ▪ To have umi detect your IP address automatically, select **obtain an IP address automatically**.

    ▪ To use a specific IP address, select **use the following IP address**. Use the onscreen keyboard to enter your IP address, gateway, and DNS server name (see Use the onscreen keyboard). When finished, select **done**.
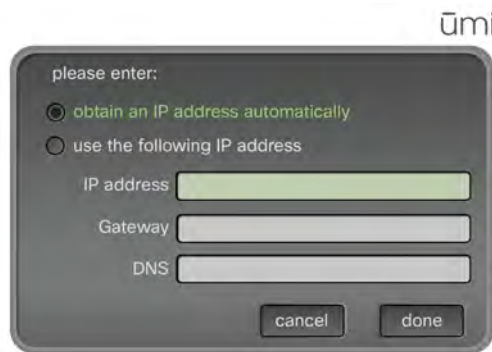
Change your network settings: Wireless network connection

If you connect ūmi to your broadband network wirelessly, update the settings here if you make any changes to the network–for example, if you change the network name. Also use these settings if you switch from an Ethernet cable network connection to a wireless network connection.

1. On the clover, select ⚙.

2. Select **console settings**.

3. Select **network**.

4. Select **change settings**.

5. Select **choose wifi**.

> ◆ Make sure your router is set to broadcast your network name (SSID). Otherwise, ūmi cannot detect the network

6. Press ⌃ or ⌄ on the remote to highlight your network.

7. Press ✓ to select your network.

8. If the following screen appears, use the onscreen keyboard to enter your network name (SSID) and, if required, your wireless password (see Use the onscreen keyboard). When finished, select **done**.

9. If the following screen appears, use the onscreen keyboard to enter your IP address, gateway, and DNS server name (see Use the onscreen keyboard). When finished, select **done**.

Recheck speaker, microphone, and camera settings

If you move the camera after initial setup—for example, if you take it off the top of your TV and place it on a table or wall—you should recheck the camera, microphone, and speaker settings to ensure the best ūmi experience. You should also recheck these settings if you change TVs or switch your system setup to run your TV service through the ūmi console so you can use ūmi and watch TV at the same time.

1. Make sure your system volume (from the TV or other speakers) is set to a comfortable level.

2. On the clover, select ⚙.

3. Select **console settings**.

4. Select **general**.
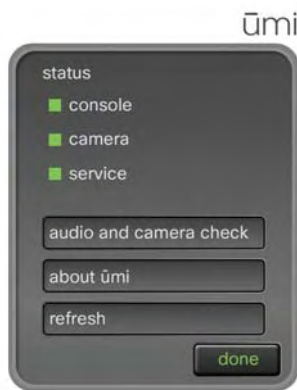
5. Select **audio and camera check**.

6. Select **run check**. The check takes place automatically, so you don't need to do anything.

Synchronize contacts, messages, and videos between your TV and the web

If you notice that your ūmi contacts, messages, and/or videos on your TV do not match those on the ūmi Connect website, you can refresh web settings to bring the items in sync in both locations.

1. On the clover, select ⚙.

2. Select **console settings**.

3. Select **general**.

4. Select **refresh**.

View system information

You can see the current hardware version, software version, and serial number for your console, as well as other information about your system. This information may be useful if you need to contact customer service.

1. On the clover, select ⚙.

2. Select **console settings**.

3. Select **general**. The top of the general settings screen shows the status for your console, camera, and ūmi service. A green box indicates that the item is working normally. If you see a red box, contact customer service for information.

4. Select **about ūmi**. Select **credits** or **legal info** to view more detailed information.
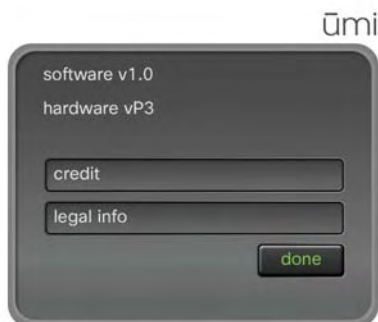
5. Select **done**.

9   ūmi Connect website

When you're not at your TV, the ūmi Connect website lets you access many ūmi features from your computer. You can check messages, manage contacts, change account settings, and more.

Highlights

- Check ūmi messages, record and share videos, and more when you are away from your TV

- Add contacts on the web and have them appear automatically in contacts on your TV

- Use web-only features such as downloading videos to your computer, uploading videos to Facebook or YouTube, and importing your Google video chat contacts

Table of contents

Log in to the website

To use any of the features of the ūmi Connect website, you first need to log in.

> ⓘ If you have not yet set up a ūmi account on the web, see Create your account online for instructions.

1. Go to www.umiconnect.com.
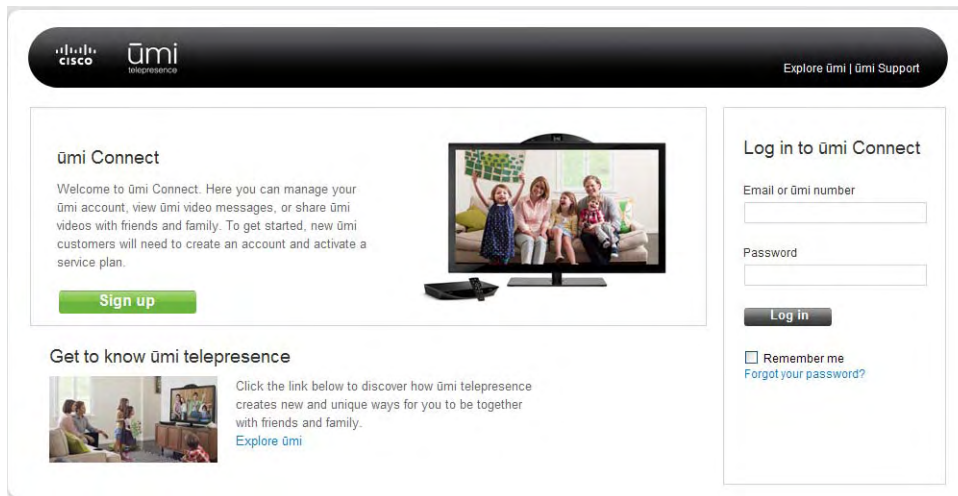
2. On the right navigation panel, enter the email address and password you entered during online account setup. You can enter your home ūmi number instead of the email address.

3. If you do not want to enter your login information each time you visit the website, check the **Remember me** box.

4. Click **Log in**.

Check your messages

You can view messages either on the ūmi Connect website or on your TV (see View your messages in the Messages chapter). You can view two types of messages: video messages left when someone called you but you were unavailable, and videos sent directly from another member (for example, a video your sister made of her kids). Both items appear in the Messages section on your TV and on the ūmi Connect website.

Sort the message display

You can sort your messages from newest to oldest, or oldest to newest.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Messages**.
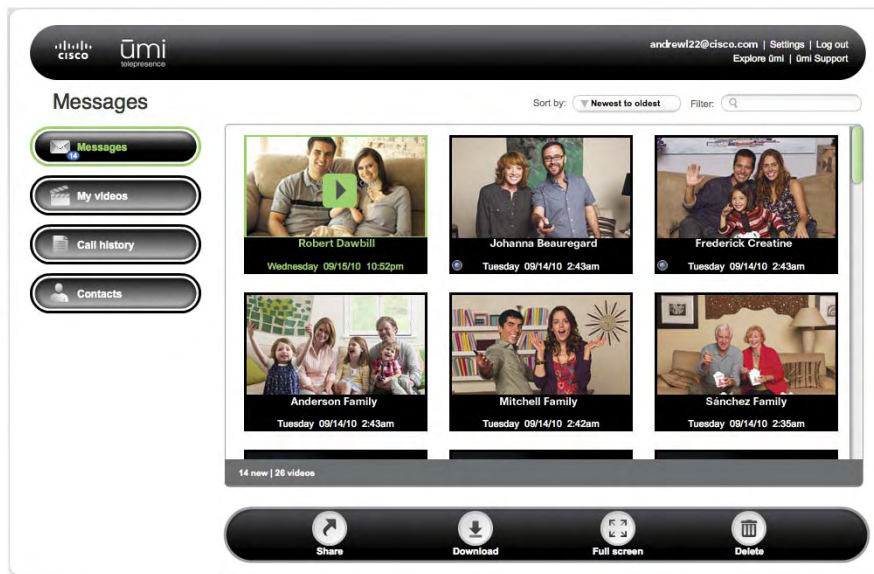
3. In the **Sort by** box at the top of the screen select the **Newest to oldest** or **Oldest to newest**.

Filter the message display

You can enter a search term, and then display only messages that contain that term in the title or description.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Messages**.
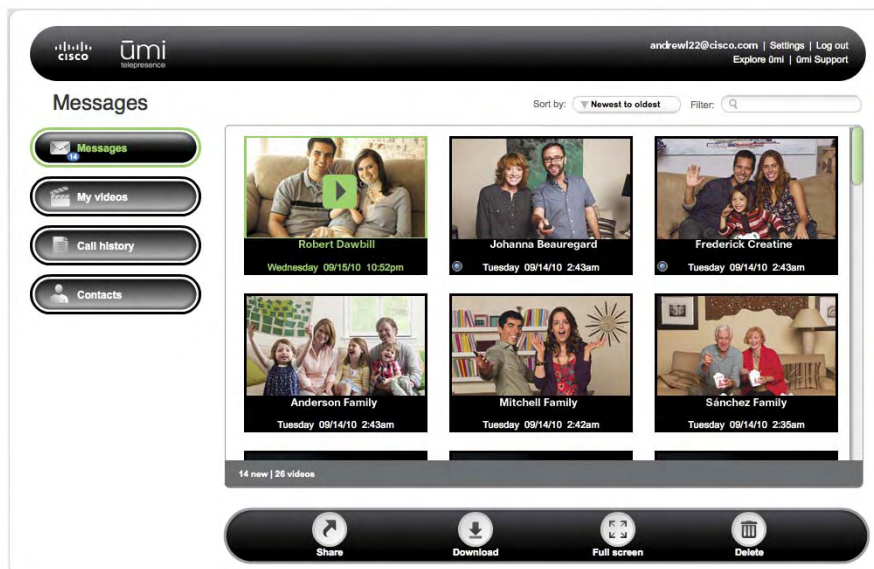
3.   In the **Filter** box at the top of the screen, enter the search term you want to filter by.

4.   Press **Enter** on your computer keyboard.

> ℹ To return to the full message list, delete the search term you entered in the **Filter** box, and press **Enter** on your computer keyboard.

View a message

1.   Log in to the ūmi Connect website (see Log in to the website).

2.   On the left navigation panel, click **Messages**.

3.   If you have more messages than can fit one on screen, scroll down to see more messages.

4.   Click the message you want to view to highlight it.

5.   Click ▶ on the message you want to play.

6.   During playback, do any of the following:

- To pause playback: Click ⏸.
- To resume playback: Click ▶.
- To move forward or backward through the message: Drag the playback slider right or left.
- To adjust the volume: Drag the volume slider right or left.
- To view the message full-screen: Click **Full screen** 📷.
- To quit the video and return to the message list: Click ☒ in the upper-right corner of the video screen.

Share a video from your message list

If someone sends you a video directly, you can send the video from your message list to a ūmi number, an email address, or an online account such as Facebook or YouTube. You cannot share a video message left if someone tried to call you but you were not able to take the ūmi call.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Messages**.

3. Click the message you want to share to highlight it.

4. Click **Share** 🔗.

5. Select the option you want to use to share the message:

   ▪ To send to a ūmi number: Click **ūmi**. Enter the recipient's ūmi number, and click **Send**.

   ▪ To send via email: Click **Email**. Enter the recipient's email address, a subject, and a message. Click **Send**.

   ▪ To upload to Facebook or YouTube: Click **Facebook** or **YouTube**. Log in to your account, and follow the onscreen instructions to upload the file.

Download a video from your message list

If someone sends you a video directly, you can download the video from your message list to your computer. You cannot download a video message left if someone tried to call you but you were not able to take the ūmi call.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Messages**.

3. Click the message you want to download to highlight it.

4. Click **Download** ⬇.

5. Browse to the location where you want to save the file.

6. (Optional) Enter a new name for the file.

7. Click **Save**.

Delete a message

You can delete a message either on the ūmi Connect website or on your TV (see Delete a message in the Messages chapter). If you delete a message in one location, the message is deleted in the other location automatically.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Messages**.

3. Click the message you want to delete to highlight it.

4. Click **Delete** 🗑.

5. Click **Yes** to confirm the deletion.

Manage your videos

You can view videos you record either on the ūmi Connect website or on your TV (see View your videos in the My Videos chapter).

ⓘ Videos you record are different from video messages other users leave for you or send to you directly. For information on viewing videos and messages sent to you, see View your messages.

Sort the video display

You can sort your videos from newest to oldest, or oldest to newest.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **My videos**.

3. In the **Sort by** box at the top of the screen, select **Newest to oldest** or **Oldest to newest**.

Filter the video display

You can enter a search term, and then display only videos that contain that term in the title or description.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **My videos**.

3. In the **Filter** box at the top of the screen, enter the search term you want to filter by.

4. Press **Enter** on your computer keyboard.

> ℹ To return to the full video list, delete the search term you entered in the **Filter** box, and press **Enter** on your computer keyboard.

View a video

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **My videos**.

3. If you have more videos than can fit one on screen, scroll down to see more videos.

4. Click the video you want to view to highlight it.

5. Click ▶ on the video you want to view.

6. During playback, do any of the following:

    ▪ To pause playback: Click ⏸.

    ▪ To resume playback: Click ▶.

    ▪ To move forward or backward through the video: Drag the playback slider right or left.

    ▪ To adjust the volume: Drag the volume slider right or left.

    ▪ To view the video full-screen: Click **Full screen** 🖵.

    ▪ To quit the video and return to the video list: Click ✕ in the upper-right corner of the video screen.

Share a video

You can send any of your videos to a ūmi number, an email address, or an online account such as Facebook or YouTube. You can also share a video from your TV (see Send a video in the Videos chapter).

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **My videos**.

3. Click the video you want to share to highlight it.

4. Click **Share** [icon].

5. Select the option you want to use to share the video:

   ▪ To send to a ūmi number: Click **ūmi ūmi**. Enter the recipient's ūmi number, and click **Send**.

   ▪ To send via email: Click **Email**. Enter the recipient's email address, a subject, and a message. Click **Send**.

   ▪ To upload to Facebook or YouTube: Click **Facebook** or **YouTube**. Log in to your account, and follow the onscreen instructions to upload the file.

Download a video

You can download any video you recorded to your computer.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **My videos**.

3. Click the video you want to download to highlight it.

4. Click **Download** ⬇.

5. Browse to the location where you want to save the video file.

6. (Optional) Enter a new name for the file.

7. Click **Save**.

Delete a video

You can delete a video either on the ūmi Connect website or on your TV (see View your videos in the My Videos chapter). If you delete a video in one location, the video is deleted in the other location automatically.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **My videos**.

3. Click the video you want to delete to highlight it.

4. Click **Delete** 🔲.

5. Click **Yes** to confirm the deletion.

Work with your ūmi call history

Your ūmi call history is more than just a place to view incoming and outgoing ūmi calls. You can also add contacts and block callers directly from your ūmi call history.

View your ūmi calls

Your ūmi call history displays the type of ūmi call (incoming, outgoing, or missed); the ūmi call date and time; and the contact name and photo, if available.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Call history**.

ℹ️ If someone calls you and leaves a video message, that call does not appear in your ūmi call history.

Sort the ūmi call history display

You can sort your ūmi call history entries from newest to oldest, or oldest to newest. You can also sort by call type (incoming, outgoing, missed) or by contact name.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Call history**.

3. In the **Sort by** box at the top of the screen, select **Newest to oldest**, **Oldest to newest**, **Type**, or **Contact**.

Filter the ūmi call history display

You can enter a search term, and then display only ūmi call history entries that contain that term.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Call history**.

3. In the **Filter** box at the top of the screen, enter the search term you want to filter by.

4. Press **Enter** on your computer keyboard.

> ⓘ To return to the full ūmi call history list, delete the search term you entered in the **Filter** box, and press **Enter** on your computer keyboard.

Add a contact from your ūmi call history

If you add a contact from your ūmi call history, it appears automatically in your contacts list on your TV.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Call history**.

3. If you have more ūmi call history items than can fit one on screen, scroll down to see more items.

4. Click the ūmi call history item you want to add to highlight it.

5. Click **Add as contact** ➕.

6. Click **Yes** to confirm.

7. Enter the contact information (see Add a contact).

Block someone in your ūmi call history

If you do not want to receive ūmi calls, messages, or videos from someone who appears in your ūmi call history list, you can block the person to prevent future communication.

> ⓘ If you block someone in your ūmi call history list, you can unblock the person later (see Edit your blocked list).

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Call history**.

3. Click any ūmi call history item to or from the person you want to block to highlight it.

4. Click **Block** ✖.

5. Click **Yes** to confirm. To protect your privacy, the person you are blocking does not receive any type of notification.

Manage your contacts

You can view, add, edit, and delete contacts on the ūmi Connect website. You can also import contacts from video chat accounts such as Google video chat. Any changes you make here appear in your contacts list on your TV.

View a contact

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Contacts**.

3. Contacts are listed alphabetically. If you have more contacts than can fit one on screen, scroll down to see more contacts.

4. Double-click the contact you want to view.

Add a contact

You can create new contacts on the ūmi Connect website or on your TV (see Create a new contact in the Contacts chapter). Contacts you create in either location appear automatically in the other.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Contacts**.

3. Click **Add** ➕.

4. Enter the contact information.

Here are some tips:

- The nickname you enter is the name that appears onscreen when you make a ūmi call to or receive a ūmi call from the contact.

- If you enter an email address for a contact, when you send the contact a video, the person receives the video both through ūmi and through an email link (see Send a video and Share a video).

- Check the **Make favorite** box to designate the contact as a favorite. When you open your call list, favorites appear at the top of the list.

- Use the **Ringtone** list to select a custom ringtone for incoming ūmi calls from this contact. This does not affect your default ringtone.

Import Google video chat contacts

If you have contacts in Google video chat account, you can import the contacts directly to your contacts list. Contacts you import appear in the contacts list on your TV automatically.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Contacts**.

3. Click **Import** ⬇.

4. If prompted, enter your Google video chat ID and password. Click **Log In**.

5. Select the Google video chat contacts you want to import, and then click **Import**.

ⓘ You cannot make ūmi calls between your home ūmi system and the Google video chat ID you enter here. So, for example, if you are traveling and want to call your home ūmi number using Google video chat, you cannot do so using the ID you enter here. Instead, you can create a second Google video chat account, enter the ID for that account as a contact in your first Google video chat account, and then add your ID from the first account as a contact in the second account. This enables you to use the second account to call your home ūmi.

Edit a contact

You can edit a contact's information either on the ūmi Connect website or on your TV (see Edit a contact in the Contacts chapter). If you edit a contact in one location, the updated information appears in the other location automatically.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Contacts**.

3. Click the contact you want to edit to highlight it.

4. Click **Edit** ✎.

5. Edit the contact information. See Add a contact for tips on entering information.

Block a contact

If you do not want to receive ūmi calls, messages, or videos from someone who appears in your contacts list, you can block the person to prevent future communication.

> ℹ If you block someone in your contacts list, you can unblock the person later (see Edit your blocked list).

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Contacts**.

3. Click the contact you want to block to highlight it.

4. Click **Block** ⊗.

5. Click **Yes** to confirm. To protect your privacy, the person you are blocking does not receive any type of notification.

Delete a contact

You can delete a contact's information either on the ūmi Connect website or on your TV (see Edit a contact in the Contacts chapter). If you delete a contact in one location, the contact is deleted in the other location automatically.

1. Log in to the ūmi Connect website (see Log in to the website).

2. On the left navigation panel, click **Contacts**.

3. Click the contact you want to delete to highlight it.

4. Click **Delete** 🗑.

5. Click **Yes** to confirm the deletion.

Edit your account settings

When you created a ūmi account online, you entered account information including your name, address, email address and password, and billing information. You also selected a service plan. If you change any of this information, use the Accounts tab in the Settings section of the ūmi Connect website to enter the updated account details.

Edit your account information

Under Your account information, enter any changes to the name, address, email address, or password associated with your account.

1. Log in to the ūmi Connect website (see Log in to the website).

2. Click **Settings** at the top of the screen.

3. Click the **Account** tab.

4. Under **Your account information**, do either of the following:
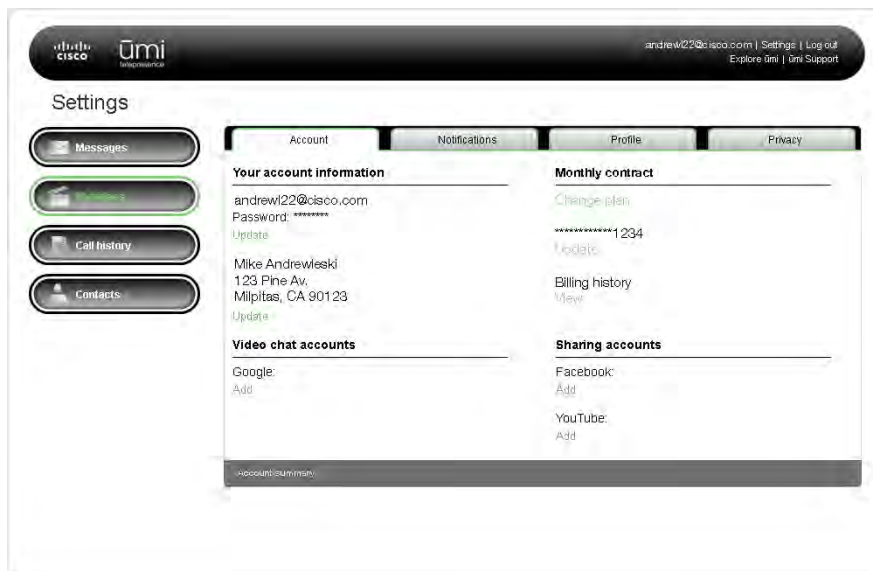
- To change your account username or password: Under the existing username and password, click **Update**. Enter the new information and click **Save**.

- To change the name or address associated with your account: Under the existing name and address, click **Update**. Enter the new information and click **Save**.

> ⓘ The address you enter here is the address where the ūmi console is located.

Edit your billing information

Under Billing, enter any changes to the credit card associated with your account, or choose a different payment method for your ūmi service plan.

> ⓘ If you purchased ūmi service from your broadband service provider, you should make any billing changes on the service provider's website, not on the ūmi Connect website.

1. Log in to the ūmi Connect website (see Log in to the website).

2. Click **Settings** at the top of the screen.

3. Click the **Account** tab.

4. Under **Billing**, do either of the following:
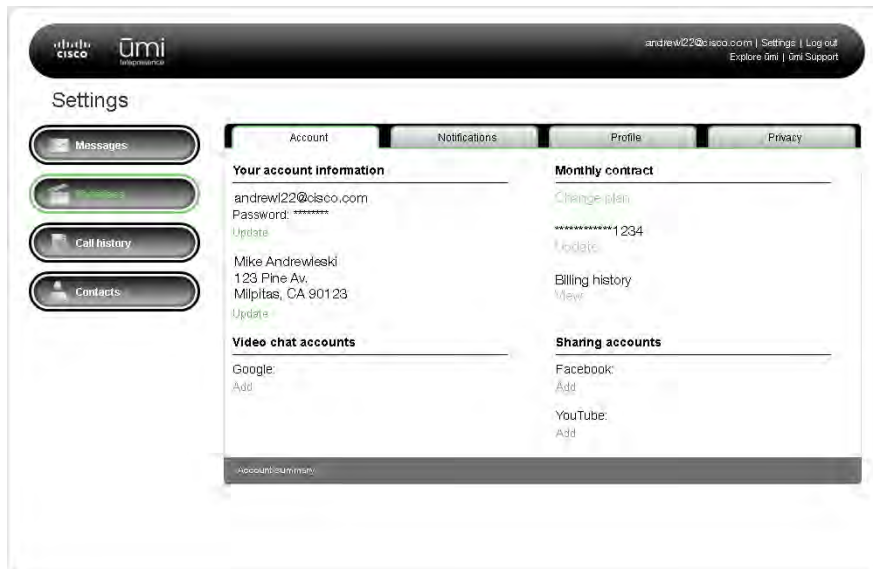
- To change your payment method: Under the existing plan, click **Change plan**. Select whether to pay for service on a monthly basis or to pay for a year of service in advance, and click **Save**.

- To edit your credit card information: Under the existing credit card name, click **Update**. Enter the new information and click **Save**.

- To view your billing history: Under **Billing history**, click **View**.

Edit your Google video chat account information

If you want to use ūmi to make and receive ūmi calls with people who are not ūmi members but who have a Google video chat account, you must also have an account with Google video chat. You enter your Google video chat ID and password when you import Google video chat contacts (see Import Google video chat contacts).

If you need to edit your Google video chat account ID or password, follow these steps.

1. Log in to the ūmi Connect website (see Log in to the website).

2. Click **Settings** at the top of the screen.

3. Click the **Account** tab.

4. Under **Video chat accounts**, click **Add**.
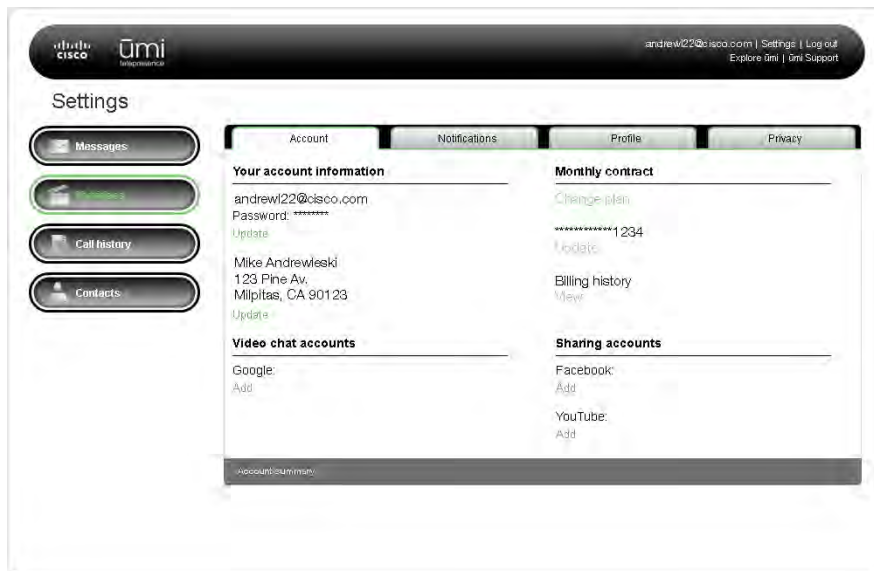
5. Enter your new Google video chat ID or password and click **Log in**.

Edit your Facebook or YouTube login information

The first time you upload a video to Facebook or YouTube (see), you are prompted to enter your Facebook or YouTube username and password. Anytime you upload a video after that, ūmi uses the information you entered to log in to Facebook or YouTube automatically. If you change your Facebook or YouTube username or password, enter the new information here so that ūmi can log you in correctly.

1. Log in to the ūmi Connect website (see).

2. Click **Settings** at the top of the screen.

3. Click the **Account** tab.

4. Under **Sharing accounts**, under **Facebook** or **YouTube**, click **Add**.
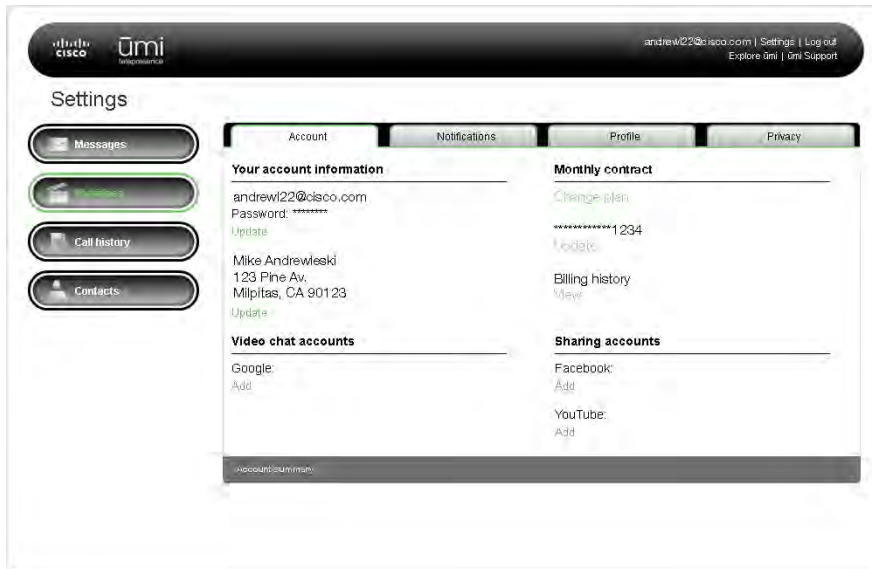
5. Enter your new username and password and click **Log in**.

Edit your notification settings

Use the Notifications tab in the Settings section of the ūmi Connect website to customize when and how you receive notifications from ūmi.

Edit your notification types

Under Notify me, select or change when you want to receive notifications.

1. Log in to the ūmi Connect website (see Log in to the website).

2. Click **Settings** at the top of the screen.

3. Click the **Notifications** tab.

4. Under **Notify me**, check the box next to each option for when you want to be notified: when someone sends you a message, when you miss a ūmi call from a contact, or when a ūmi offer or service update is available. You can select one, two, or all three options.

5. Click **Save**.

Edit your SMS notification settings

You can receive ūmi notifications by text message, email message, or both. If you want to receive text message notifications, enter your mobile phone number here.

1. Log in to the ūmi Connect website (see Log in to the website).

2. Click **Settings** at the top of the screen.

3.   Click the **Notifications** tab.

4.   Under **SMS settings**, enter the number where you want notifications sent.

5.   Click **Select service provider**, and then select the phone service provider for the number you entered.

6.   Click **Save**.

Edit your email notification settings

By default, you always receive notifications at the email address you entered when you created your account. This is considered your primary email address. You can enter a different email address as your primary email address, and also enter a second address where you want to receive notifications.

1.   Log in to the ūmi Connect website (see Log in to the website).

2.   Click **Settings** at the top of the screen.

3.   Click the **Notifications** tab.

4. Do either of the following:
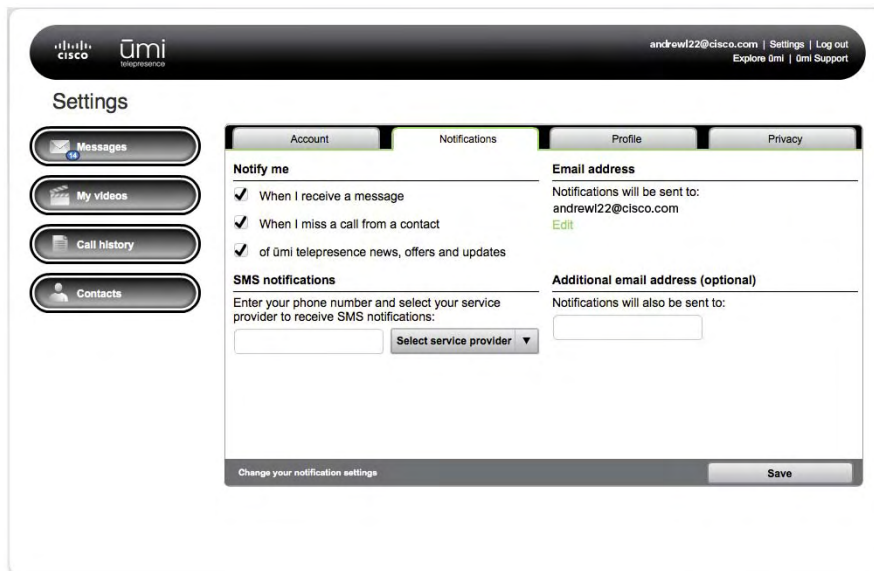
- To change the primary email address where you receive notifications: Under **Email address**, click **Edit**. Enter the new address and click **Save**.

- To add a second email address where you want to receive notifications: Under **Addtional email address (optional)**, enter the address.

5. Click **Save**.

Edit your display settings

You can change the language used for all text displayed when you use ūmi on your TV. You can also choose the time format and date format you want displayed on your TV screen, as well as your time zone.

You can also change the onscreen TV language on your TV (see Change your language in the Settings chapter).

1. Log in to the ūmi Connect website (see Log in to the website).

2. Click **Settings** at the top of the screen.

3. Click the **Profile** tab.

4. Do any of the following:
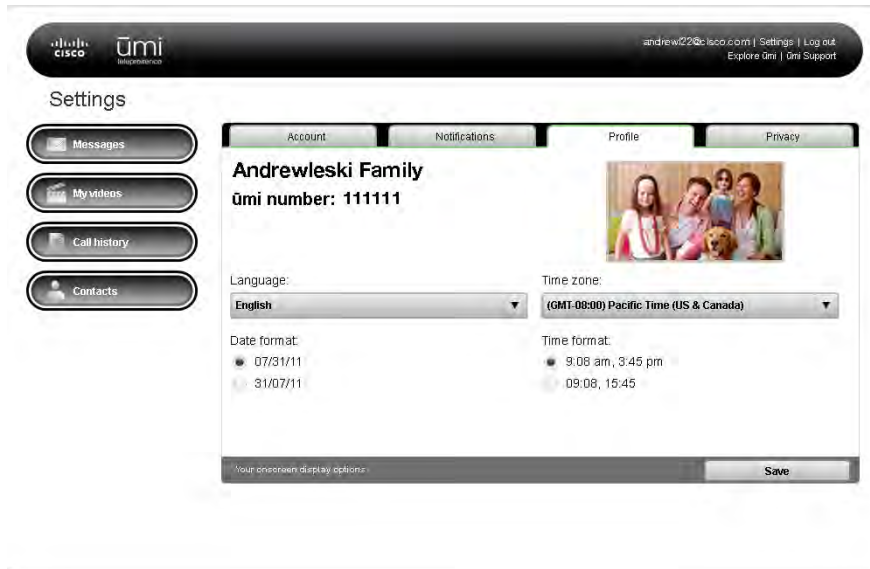
- To change the display language: Under **Language**, select the language you want.
- To change the date display format: Under **Date format**, select the format you want.
- To change the time zone: Under **Time zone**, select the time zone you want.
- To change the time display format: Under **Time format**, select the format you want.

5. Click **Save**.

Edit your privacy settings

Privacy settings let you customize the ūmi experience to connect how and with whom you choose. You can limit incoming ūmi calls to contacts, set a system lock code so no one can access your home ūmi without your permission, and block people to prevent communication from them.

Set permissions for incoming ūmi calls

You can choose to accept incoming ūmi calls from anyone, or from people on your contacts list only. If you accept ūmi calls from contacts only and someone who is not a contact tries to call you, you receive a friend request asking if you want to add the person as a contact (see Respond to a friend request).

You can also set permissions for incoming ūmi calls on your TV (see Set permissions for incoming ūmi calls in the Settings chapter).

1. Log in to the ūmi Connect website (see Log in to the website).

2. Click **Settings** at the top of the screen.

3. Click the **Privacy** tab.

4. Under **Incoming calls and messages**, select one of the following:
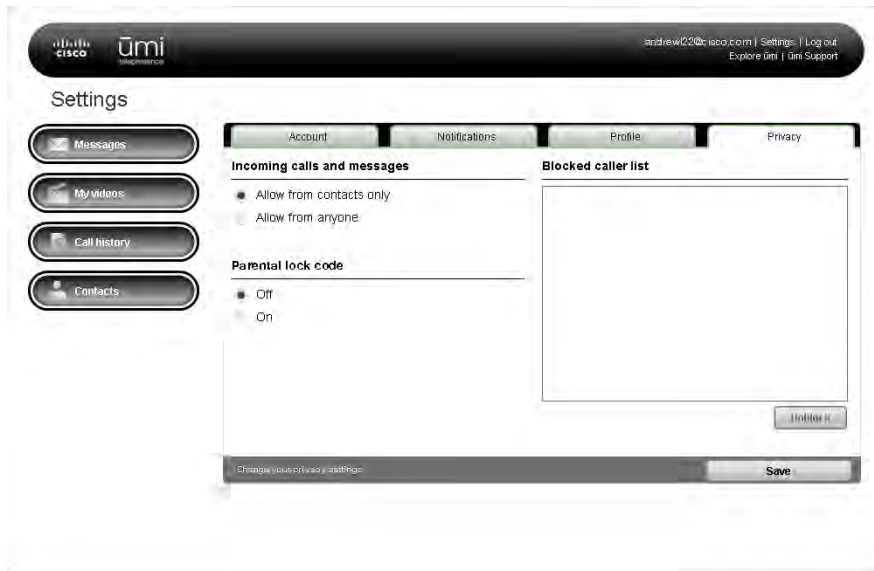
- **Allow from contacts only:** You can receive ūmi calls from contacts only. If someone not on your contacts list tries to call you, you receive a request asking you to add them as a contact (see Respond to a friend request).

- **Allow from anyone:** This lets you receive ūmi calls from callers whether or not they are on your contacts list.

5. Click **Save**.

> ℹ To change your lock code, under **PIN number**, enter a new 4-digit code. Click **Save**.

Turn parental lock code on/off

If you turn parental lock code on, the ūmi system locks when you're not using it. To unlock the system, you must enter a four-digit code to use ūmi.

You can also turn parental lock code on or off on your TV (see Turn parental lock code on/off in the Settings chapter).

1. Log in to the ūmi Connect website (see Log in to the website).

2. Click **Settings** at the top of the screen.

3. Click the **Privacy** tab.

4. Under **Parental lock code**, select **On** or **Off**.
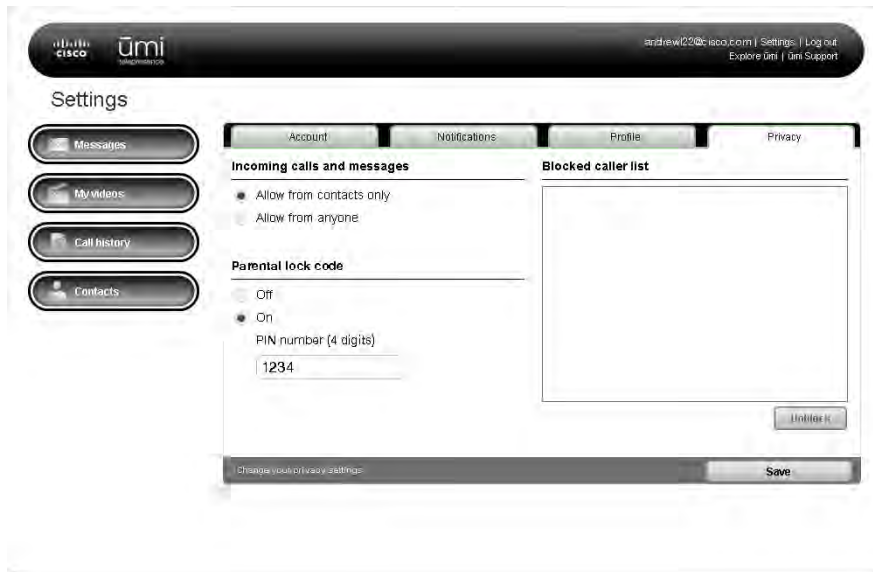
5. If you turn parental lock code on, enter a four-digit lock code.

6. Click **Save**.

Edit your blocked list

You can edit your blocked list to remove people you no longer want to block.

1. Log in to the ūmi Connect website (see Log in to the website).

2. Click **Settings** at the top of the screen.

3. Click the **Privacy** tab.

4. Under **Blocked caller list**, check the box next to any contact you want to unblock.
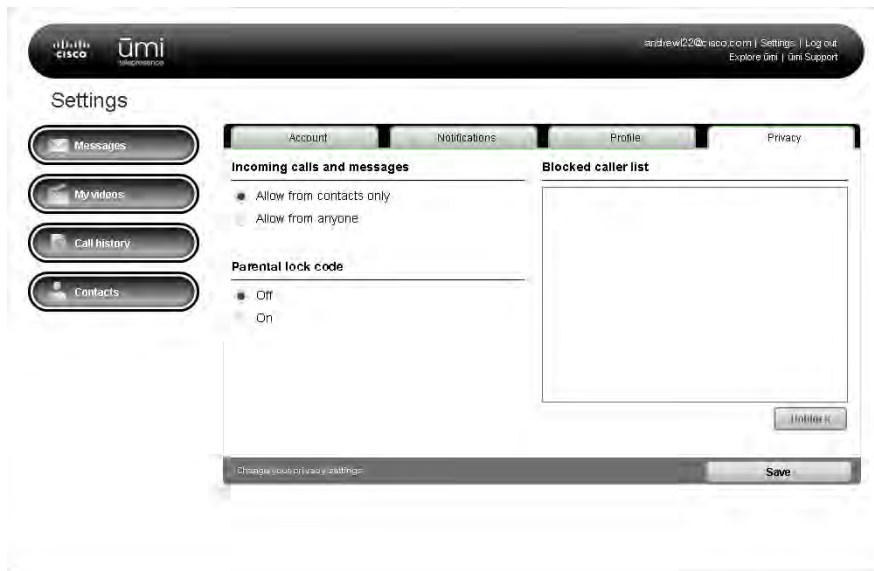
5. Click **Unblock**.

6. Click **Save**.

10 Advanced topics

With ūmi, you can customize your setup to work best with your room and home entertainment system. You have options for mounting the camera and connecting the console to your TV service and other components.

Highlights

▪ Set up the room to enjoy the best ūmi experience

▪ Place the camera on a table or mount it on a wall

▪ Connect the console to your cable set top box, AV receiver, DVR, Blu-Ray player, and other home entertainment system components

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Alternate ways to mount the camera

If your TV size, shape, or placement does not allow you to mount the camera on top of the TV (see Mount the camera), you can place the camera on a table, or mount it on a wall.

Place the camera on a table

You can simply place the camera on any table or flat surface near your TV, as long as it is close enough to connect the camera, console, and TV cables.

> ⬧ If you use your TV's speakers and the speakers are on the front of the TV, you need to place the camera far enough from the TV so that the speaker audio does not interfere with the camera microphone. Otherwise, you will not be able to hear ūmi calls correctly.

After placing the camera, continue setup with Connect the camera to the ūmi console.

Mount the camera on a wall

If you can't place the camera on top of your TV–for example, your TV hangs on a wall–you can mount the camera on a wall above, next to, or below the TV.

1. Fully extend the camera mount.
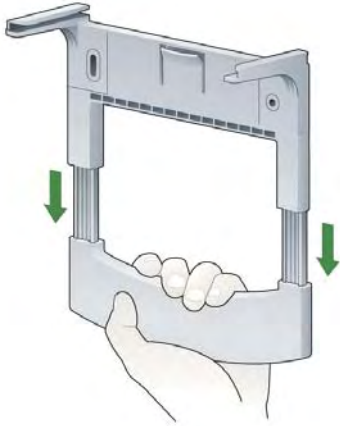
2. Pull the tab forward. At the same time, push on the curve of the rail with your other thumb. This causes one half of the mount to slide out–use both thumbs to push and separate the two halves.
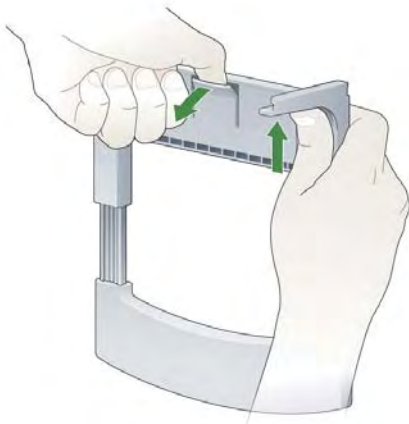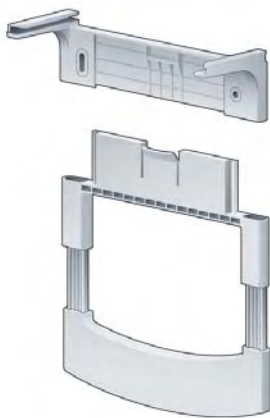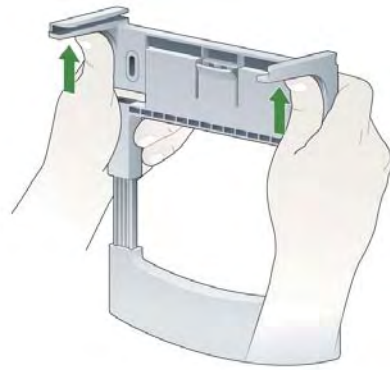
3. Attach the upper portion of the bracket to the wall in the desired location. Note the following:

- Position the bracket so that the bracket rails are on the bottom, as shown below.

- Be sure to use the correct screws and anchors (sold separately) for your wall type.

- You must use anchors to ensure the camera is secured to the wall. We recommend metal anchors to guarantee the most secure mount.

- Use a level to make sure the bracket is level before you tighten the screws.
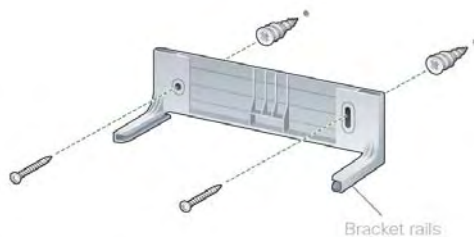
Bracket rails

4. Slide the camera onto the bracket rails.

Alternate ways to connect the console to your TV service

Depending on your home entertainment system setup, you have several options for connecting ūmi to your TV. If the standard setup does not work with your system (see Connect the ūmi console to your TV), choose the option below that best fits your situation.

I want to use ūmi with my AV receiver, and I want to hear the sound through external speakers

> ℹ This setup method works if you want to watch TV and use ūmi at the same time, without switching HDMI inputs.

Starting with your TV service set top box, be sure to connect the ūmi console, receiver, and TV in this order:

set top box → ūmi console → receiver → TV

Note the following:

- Make sure your receiver is connected directly to your TV. If you connect your receiver to the console and then the console to the TV, you will not be able to hear ūmi call audio through your speakers.

- Make sure your TV speakers are off. On your receiver, select your set top box as the input. This ensures that you can see ūmi call video on your TV, and hear the audio through your external speakers.

- If you have other devices such as a Blu-ray player or game controller, connect them to your receiver as you would normally.
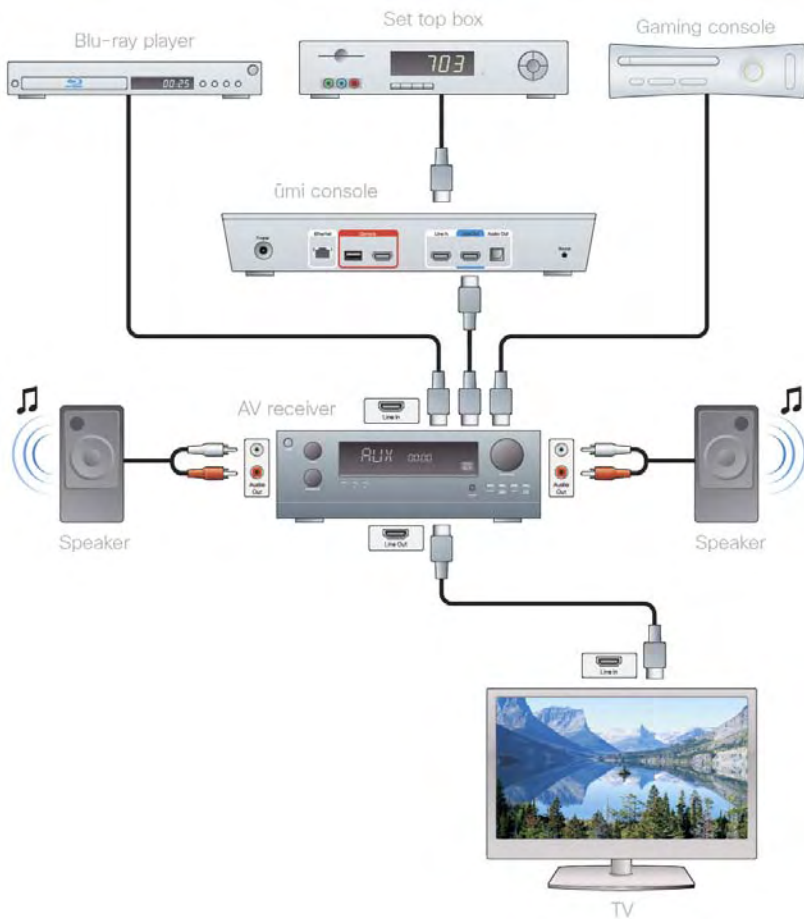
I want to use ūmi with my AV receiver and hear the sound through external speakers, but there's no available HDMI input on the receiver

ℹ This setup method works if you want to watch TV and use ūmi at the same time, without switching HDMI inputs. For setups where you switch HDMI inputs to watch TV or use ūmi, follow the diagram shown below, but connect your set top box directly to your TV—not to the ūmi console.

Starting with your TV service set top box, be sure to connect the ūmi console, receiver, and TV in this order:

set top box → ūmi console → receiver (for audio)
                            ↘ TV (for video)

Note the following:

- Connect the ūmi console to your TV directly using the HDMI cable. Insert the cable into the HDMI Out port on your console, and into any available HDMI port on your TV.

- Connect the ūmi console to your receiver using an optical cable (sold separately). Insert the cable into the Audio Out port on your console, and into the optical port on your receiver.

- To view ūmi call video, you need to switch your TV to the HDMI source connected to your console.

- To correctly hear ūmi call audio, you need to switch the audio source on your receiver to your console. Make sure your TV speakers are off.

- If you have other devices such as a Blu-ray player or game controller, connect them to your receiver as you would normally.
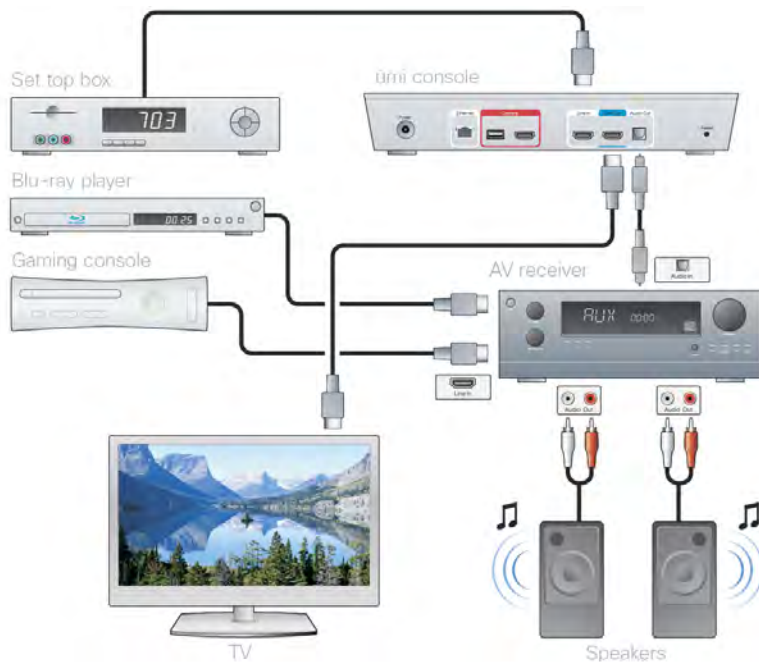
Tips for using ūmi with Google video chat

If you want to use ūmi to make calls to and receive calls from Google video chat contacts, keep the following tips in mind:

- You need to follow certain steps before you can make ūmi calls with Google video chat contacts (see Dial a Google video chat contact).

- If you change your Google video chat account or update your account settings, you need to enter the new account information in ūmi (see Edit your Google video chat account information).

- If you want to call your home umi number from Google video chat (for example, when you are traveling), you need to set up a second Google video chat account (see I am traveling out of town and am trying to use my Google video chat account to call my home ūmi. Why can't I make the call?).

- To make a ūmi call to a Google video chat contact, the contact must be logged in to his or her Google video chat account.

- If a Google video chat contact is calling you and want to take the call using ūmi, you must be logged out of Google video chat on your computer. Then the ūmi camera will ring when the call comes in.

- Likewise, if you want to take a Google video chat call on your computer, you must be logged into your Google video chat account.

- To add a new Google video chat contact to ūmi, you must first add the contact in Google on your computer, and then import the contact into your ūmi contacts (see Import Google video chat contacts).

- If you delete a Google video chat contact from ūmi, this does not delete the entry from your Google video chat contacts (see Delete a contact in the Contacts chapter or Delete a contact in the umi Connect website chapter).

- If you block a Google video chat contact with ūmi, this blocks all communication with this contact through ūmi only. It does not block communication with the contact through Google video chat on the web (see Block a contact).

11 Troubleshooting

This chapter contains troubleshooting tips for some of the more commonly asked questions. If your issue isn't included here, please visit umisupport.com for assistance.

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Cable connections

The HDMI ports on our TV are all being used. Can we use an HDMI splitter to connect the console to the TV?

Instead of using a splitter, we recommend the following:

1. Find the HDMI cable that goes from your TV service (set top box or other TV service component) into your TV.

2. Disconnect that cable from your TV.

3. Insert that cable into the **HDMI In** port on the back of the ūmi console.

4. Take the blue HDMI cable that came in the ūmi box and insert one end of the cable into the **HDMI Out** port on the back of the ūmi console.

5. Insert the other end of the blue HDMI cable into the free HDMI port on your TV.

You can now use ūmi and watch TV at the same time.

The Ethernet cable isn't long enough to reach my router. What should I do?

You can purchase a longer Ethernet cable at an office supply or electronics store.

Call quality (audio/video)

I am hearing high-pitched feedback when I'm on a ūmi call. What should I do?

Try the following steps in sequence. You can stop when the problem is resolved.:

- Re-check the speaker and microphone settings (see Recheck speaker, microphone, and camera settings). Be sure your TV or external speakers are set at a comfortable listening level before running the check.
- Try reducing your TV or speaker volume. The feedback may happen on certain TV models when the volume level is set high.
- If reducing the volume does not eliminate the feedback, try moving the ūmi camera further away from your TV speakers and repeating the audio and camera check from Settings (see Recheck speaker, microphone, and camera settings). For example, try placing the camera on a table or surface to the side or in front of the TV so that the microphone on the camera is further away from the TV speakers.
- Finally, try connecting the console to a your home theater speakers through an AV receiver, using the optical audio port on the console (see I want to use ūmi with my AV receiver and hear the sound through external speakers, but there's no available HDMI input on the receiver).

Why does the quality of my ūmi calls seem to vary among calls occasionally?

Call quality can vary depending on the available network bandwidth, on both your network and the network of the other person on the call. During a ūmi call, the umi system automatically adapts to network conditions to ensure the best call quality.

Care and maintenance

How do I clean the console and the camera?

Use standard alcohol wipes for electronics equipment to clean the exterior of both the console and the chemical. Avoid harsh solvents or chemicals. Do not try to open any ūmi system component.

Google video chat

I am trying to call my Google video chat friend, but the call doesn't go through. What do I do?

First, make sure you have followed the requirements you need to make ūmi calls with Google video chat contacts. See Dial a Google video chat contact for details.

Then, for you to make a ūmi call to a Google video chat contact, the contact must be logged in to his or her Google video chat account.

My Google video chat friend is calling me, but ūmi doesn't ring. What do I do?

First, make sure you have followed the requirements you need to make ūmi calls with Google video chat contacts. See Dial a Google video chat contact for details.

Then, if a Google video chat contact is calling you and want to take the call using ūmi, you must be logged out of Google video chat on your computer. Then the ūmi camera will ring when the call comes in.

I am traveling out of town and am trying to use my Google video chat account to call my home ūmi. Why can't I make the call?

You cannot make ūmi calls between your home ūmi system and the Google video chat ID you enter for your ūmi account. So, for example, if you are traveling and want to call your home ūmi number using Google video chat on your computer, you cannot call the Google video chat ID you used to log in to Google video chat on your computer. Instead, you can create a second Google video chat account (such as umihome@gmail.com) that is different from the account you use on your computer (such as myname@gmail.com).

Then, log in to the first account (myname@gmail.com) on your computer, and add the second account (umihome@gmail.com) as a contact.

Finally, on your TV or on the ūmi Connect website, create a new contact, and enter the first account (myname@gmail.com) as the Google ID for that contact. When prompted to log in to Google, use the login information for the second account (umihome@gmail.com).

Note that the restriction on calling your home ūmi number from the Google video chat ID associated with your ūmi account is based on the Google video chat service.

My videos

Why am I unable to record a new video?

Your limit for recorded videos is 100 minutes. If you are at that limit, you need to delete one or more existing videos before you can record a new one (see Delete a video in the My videos chapter or Delete a video in the ūmi Connect website chapter).

Router connections

I connected ūmi to my new router using an Ethernet cable, but I can't connect to the Internet. What should I do?

Disconnect the ūmi console from the router, and see if you can access the Internet using the router. If so, connect the ūmi console to the router and try accessing the Internet again. If you cannot access the Internet using the router, please contact the router manufacturer for support—the Cisco ūmi team does not provide support for router issues.

I connected ūmi to an enterprise router from my company, but my ūmi calls have poor video quality. What should I do?

You cannot connect the ūmi console to the Internet directly through an enterprise router. Instead, you should use a standard router, and connect both the ūmi console and the enterprise router as shown in the following diagram:
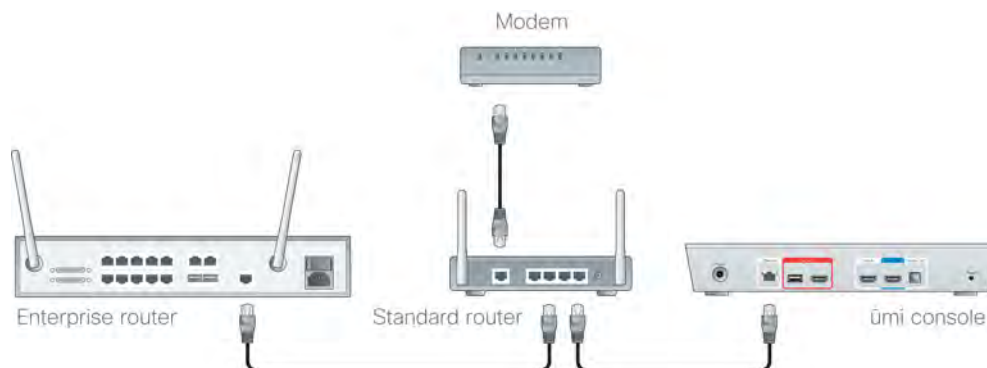
Settings

I forgot my four-digit parental lock code. What should I do?

Log in to www.umiconnect.com, click **Settings**, and then click the **Privacy** tab. Your parental lock code is displayed under **PIN number**.

I need to enter my IP address, gateway, and DNS. Where do I find this information?

This information is available through your router. Contact your router manufacturer for instructions on how to locate these settings.

ūmi Connect website

I forgot my ūmi Connect website password. What should I do?

Go to the website and click **Forgot your password?** on the login screen. After you enter the information requested, your will receive a password reset email. Click the link in the email to enter a new password.

12 Glossary

activation code
A code you receive when you create a ūmi account on the ūmi Connect website. You enter your activation code when you set up ūmi on your TV. See Create your account online.

block
To mark a person as someone from whom you do not want to receive ūmi calls, messages, or videos. When you block a person, that person cannot communicate with you through ūmi. You can unblock any person that you block. See Block a sender, Block someone in your ūmi call history, and Edit your blocked list.

Checkmark
A button on the remote. Press to select the item that is highlighted on your TV screen. See Get to know your remote.

clover

A menu that appears on your TV screen. The clover is your home base for accessing all ūmi features on your TV. The clover includes five options: **Calls**, **Contacts**, **My videos**, **Messages**, and **Settings**. See Get to know the clover.

console
Along with the camera, the main component of the ūmi system. You connect the console to the camera and to your TV. See Connect the camera to the ūmi console and Connect the ūmi console to your TV.

favorite
A contact that appears at the top of your contacts list. If you have more than one favorite, they appear at the top of the list in alphabetical order, before the rest of your contacts. You designate a contact as a favorite when you create or edit the contact. See Create a new contact or Edit a contact.

friend request
A request to be added to another ūmi member's contact list. See Send a friend request or Respond to a friend request.

Home
A button on the remote. Press to display the clover if it is not displayed. See Get to know your remote.

member
A person who has a ūmi account and service plan.

menu
A grouping of options that appears for a feature when you select one of the five clover icons. Menus can appear in clover form or as a long bar. See Get to know the clover.

Messages

The ūmi TV feature and the section of the ūmi Connect website that contains messages sent to you—both video messages left when someone called you but you were unavailable, and videos sent directly from another member. This is different from My videos, which contains videos you record. See Messages and the Check your messages section of the ūmi Connect website chapter.

My videos

The ūmi TV feature and the section of the ūmi Connect website that contains videos you recorded. This is different from Messages, which contains videos and messages sent to you. See My videos and the Manage your videos section of the ūmi Connect website chapter.

nickname

The name you enter for a contact that appears when you display the contact's entry. This can be the same as or different from the contact's actual name. You enter a nickname when you create or edit a contact. See Create a new contact or Edit a contact.

profile photo

The photo other ūmi members see when you call them or when they look up your contact. You can take a profile photo during initial TV setup, and can retake the photo at any time. See Take a profile photo or Change or delete your profile photo.

self-view

A small window on your TV screen that lets you see how you appear to the person you are on a ūmi call with, so you can move around or adjust the camera as needed. If you want more of the screen available to see the other caller, you can hide the self-view window. See Hide/show self-view.

set top box

The component of your home entertainment system that connects your TV service (such as your cable) to your TV. See Connect the ūmi console to your TV.

system lock

A privacy setting you can turn on that requires a person to enter a four-digit code to use ūmi. See Turn parental lock code on/off.

ūmi Connect

The website where you sign up for a ūmi account, and where you can check ūmi messages, manage contacts, record and share videos, and more when you are away from your TV. The address for the ūmi Connect website is www.umiconnect.com. See ūmi Connect website.

ūmi number

The number other ūmi members use to call you. You receive your home ūmi number when you create a ūmi account on the ūmi Connect website.

video chat account

An account with an online video chat service such as Google video chat. If you have a Google video chat account, you can make ūmi calls to your Google video chat contacts. The other person communicates with you through a webcam. See Edit your Google video chat account information.

video greeting
The greeting other ūmi members see and hear when they call you but you are unable to answer the ūmi call. After viewing your greeting, the caller can leave a video message. See Record or delete your personal video greeting.

www.umiconnect.com
The web address of the ūmi Connect website.

13 Specifications

Specification	Description
Video resolution	▪ Full HD 1080p video calling (1920 x1080 pixels) and 720p recording at 30 frames per second ▪ Dynamic resolution scaling based on available bandwidth (1080p, 720p, and 480p supported)
Camera	▪ Optical zoom ▪ Multi-glass lens ▪ Auto focus, auto exposure, and auto white balance ▪ Motorized aim: pan, tilt, and zoom ▪ Motorized shutter for privacy control
Microphone/ speaker	▪ Built-in microphone array with software beamforming ▪ Embedded speaker for incoming call ringing
TV compatibility	Compatible with high-definition widescreen TVs capable of 1080p or 720p with available HDMI port
Networking	▪ Wi-Fi (802.11 b/g/n) ▪ 10/100 Ethernet (RJ-45)
Video inputs and outputs	▪ HDMI Out: ūmi console to TV ▪ HDMI In: media pass-through supported with select cable set top boxes and Blu-Ray equipment
Audio output	Digital audio over HDMI or optical audio
Infrared	Built-in infrared (IR) receiver for ūmi remote
What's in the box	▪ ūmi camera ▪ ūmi console ▪ ūmi remote (AAA batteries included) ▪ Multi-purpose camera bracket for TV and wall mount ▪ 1 console-to-TV HDMI cable (approx. 5 ft./1.5m) ▪ 2 camera-to-console cables (HDMI and USB, approx. 5 ft./1.5m) ▪ 1 Ethernet cable (5 ft./1.5m) ▪ AC adapter (10 ft./3m) ▪ Let's Get Started guide
Warranty	Limited 1-year warranty on parts and labor

Specification	Description
Minimum system requirements	- ūmi service plan - HDTV with available HDMI port - High-speed broadband network* - Internet-capable PC (512 MB RAM, 1GHz) or MAC (Intel Core Duo 1.33GHz or PowerPC G3 500MHz) with a minimum of 128MB of graphics memory for Flash Player 10.x browser plug-in - Browser supported by www.umiconnect.com, which includes Internet Explorer 7 or greater, Firefox 3 or greater, and Safari 3.2 or greater
Environmental requirements	- Operating temperature: 32° to 104° F (0° to 40° C) - Storage temperature: -40° to 185° F (-40° to 85° C) - Relative humidity: 5% to 90% noncondensing

*Full 1080p HD video calling requires a minimum of 3.5Mbps upload and download speed. 720p video requires a minimum of 1.5Mbps upload and download speed. Performance will vary based on sustainable broadband connection speed between ūmi calling parties.

14 Legal and compliance information

Limited warranty

FOR CONSUMERS WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRY OF PURCHASE OR, IF DIFFERENT, THEIR COUNTRY OF RESIDENCE, THE BENEFITS CONFERRED BY THIS WARRANTY ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS. THIS WARRANTY DOES NOT EXCLUDE, LIMIT OR SUSPEND ANY RIGHTS OF CONSUMERS ARISING OUT OF NONCONFORMITY WITH A SALES CONTRACT. SOME COUNTRIES, STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION MAY LAST, SO THE LIMITATIONS OR EXCLUSIONS DESCRIBED BELOW MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY COUNTRY, STATE OR PROVINCE. THIS LIMITED WARRANTY IS GOVERNED BY AND CONSTRUED UNDER THE LAWS OF THE COUNTRY IN WHICH THE PRODUCT PURCHASE TOOK PLACE.

This warranty is provided to you by Cisco Systems, Inc. and/or its affiliated entities ("Cisco"). Cisco warrants the hardware in this Cisco product against defects in materials and workmanship under normal use for the Warranty Period, which begins on the date of purchase by the original end-user purchaser and lasts for the period specified below:

• Twelve (12) months for new product

• Ninety (90) days for refurbished product

Your exclusive remedy and Cisco's entire liability under this limited warranty will be for Cisco, at its option, to (a) repair the product with new or refurbished parts, (b) replace the product with a reasonably available equivalent new or refurbished Cisco product, or (c) refund the actual purchase price of the product less any rebates and discounts, or (d) pay the cost of repair of the product. Any repaired or replacement products will be warranted for the remainder of the original Warranty Period or thirty (30) days, whichever is longer. All products and parts that are replaced become the property of Cisco.

Exclusions and limitations

This limited warranty does not apply if: (a) the product assembly seal has been removed or damaged, (b) the product has been altered or modified, except by Cisco, (c) the product damage was caused by use with non-Cisco products, (d) the product has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Cisco, (e) the product has been subjected to abnormal physical or electrical stress, misuse, negligence, or accident, (f) a repair has been attempted by anyone other than a facility authorized by Cisco to repair the Product, (g) the serial number on the Product has been altered, defaced, or removed, or (h) the product is supplied or licensed for beta, evaluation, testing or demonstration purposes for which Cisco does not charge a purchase price or license fee.

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Obtaining warranty service

If you have a question about your product or experience a problem with it, please go to umisupport.com where you will find a variety of online support tools and information to assist you with your product. If the product proves defective during the Warranty Period, then return the product to the point of sale when possible or a location designated by Cisco Technical Support. Otherwise, contact Cisco Technical Support (or, if you purchased your product from a service provider, contact the service provider) for instructions on how to obtain warranty service. The telephone number for Cisco Technical Support in your area can be found by clicking the "Contact Us" link on the home page of umisupport.com. Have your product serial number and proof of purchase on hand when calling. A DATED PROOF OF ORIGINAL PURCHASE IS REQUIRED TO PROCESS WARRANTY CLAIMS. If you are requested to return your product, you will be given a Return Materials Authorization (RMA) number. You are responsible for properly packaging and shipping your product at your own cost and risk, and you are responsible for all shipping and handling charges, in addition to any applicable customs duties, VAT or other associated taxes or charges when returning your product. You must include the RMA number and a copy of your dated proof of original purchase when returning your product. Products received without a RMA number and dated proof of original purchase will be rejected. Do not include any other items with the product you are returning. If you purchased your product within the European Union, Norway, or Switzerland, you must return such product to Cisco's designated central exchange center within the European Union.

Defective product covered by this limited warranty will be repaired or replaced and returned to you without charge. Cisco does not ship replacement products to locations outside the country from which the original product was purchased. Repairs or replacements not covered under this limited warranty will be subject to charge at Cisco's then-current rates.

Technical support

This limited warranty is neither a service nor a support contract. Information about Cisco's current technical support offerings and policies (including any fees for support services) can be found at umisupport.com. Telephone support may not be available where you live.

Please direct all inquiries to:

Cisco
P.O. Box 18558
Irvine, CA 92623
U.S.A.

Regulatory and Safety Information for the Cisco ūmi Telepresence

Caution   Only use the Cisco-specified power supply with this product.

Translated safety warnings

Statement 331—Power Supply Installation Warning

Warning   The power supply must be placed indoors. Statement 331

Attention   Le bloc d'alimentation électrique doit être placé à l'intérieur.

¡Advertencia! Este módulo funciona con pilas de litio. No intente cargarlas, descargarlas ni recambiarlas.

Statement 1004—Installation Instructions

Warning	Read the installation instructions before connecting the system to the power source. Statement 1004
Attention	Avant de brancher le système sur la source d'alimentation, consulter les directives d'installation.
¡Advertencia!	Lea las instrucciones de instalación antes de conectar el sistema a la red de alimentación.

Statement 1019—Main Disconnecting Device

Warning	The plug-socket combination must be accessible at all times, because it serves as the main disconnecting device. Statement 1019
Attention	La combinaison de prise de courant doit être accessible à tout moment parce qu'elle fait office de système principal de déconnexion.
¡Advertencia!	El conjunto de clavija y toma ha de encontrarse siempre accesible ya que hace las veces de dispositivo de desconexión principal.

Statement 1024—Ground Conductor

Warning	This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available. Statement 1024
Attention	Cet équipement doit être mis à la masse. Ne jamais rendre inopérant le conducteur de masse ni utiliser l'équipement sans un conducteur de masse adéquatement installé. En cas de doute sur la mise à la masse appropriée disponible, s'adresser à l'organisme responsable de la sécurité électrique ou à un électricien.
¡Advertencia!	Este equipo debe estar conectado a tierra. No inhabilite el conductor de tierra ni haga funcionar el equipo si no hay un conductor de tierra instalado correctamente. Póngase en contacto con la autoridad correspondiente de inspección eléctrica o con un electricista si no está seguro de que haya una conexión a tierra adecuada.

Statement 1045—Short-circuit Protection

Warning	This product requires short-circuit (overcurrent) protection, to be provided as part of the building installation. Install only in accordance with national and local wiring regulations. Statement 1045
Attention	La protection de ce produit contre les courts-circuits (surtensions) doit être assurée par la configuration électrique du bâtiment. Vérifiez que l'installation a lieu uniquement en conformité avec les normes de câblage en vigueur au niveau national et local.
¡Advertencia!	Este producto necesita estar conectado a la protección frente a cortacircuitos (sobretensiones) que exista en el edificio. Instálelo únicamente en conformidad con las regulaciones sobre cableado, tanto locales como nacionales, a las que se tenga que atener.

Statement 1071—Warning Definition

Warning   IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

Attention   IMPORTANTES INFORMATIONS DE SÉCURITÉ

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant entraîner des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers liés aux circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions des avertissements figurant dans les consignes de sécurité traduites qui accompagnent cet appareil, référez-vous au numéro de l'instruction situé à la fin de chaque avertissement.

CONSERVEZ CES INFORMATIONS

¡Advertencia! INSTRUCCIONES IMPORTANTES DE SEGURIDAD

Este símbolo de aviso indica peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considere los riesgos de la corriente eléctrica y familiarícese con los procedimientos estándar de prevención de accidentes. Al final de cada advertencia encontrará el número que le ayudará a encontrar el texto traducido en el apartado de traducciones que acompaña a este dispositivo.

GUARDE ESTAS INSTRUCCIONES

Statement 1074—Comply with Local and National Electrical Codes

Warning   Installation of the equipment must comply with local and national electrical codes. Statement 1074

Attention   L'équipement doit être installé conformément aux normes électriques nationales et locales.

¡Advertencia! La instalación del equipo debe cumplir con las normativas de electricidad locales y nacionales.

European Directives

Statement 287—Declaration of Conformity to R&TTE Directive 1999/5/EC for the European Community, Switzerland, Norway, Iceland and Liechtenstein

English: This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Español: Este equipo cumple con los requisitos esenciales y otras provisiones relevantes de la Directiva 1999/5/EC.

Français: Cet équipement répond aux exigences et provisions de la Directive 1999/5/EC.

Statement 2002—EMC Directive 2004/108/EC

English: This equipment complies with the essential requirements and other provisions of Directives 2006/95/EC and 2004/108/EC. For more information, please refer to the Declaration of Conformity.

Español: Este equipo cumple con los requisitos esenciales y otras disposiciones de las Directrices 2006/95/EC y 2004/108/EC. Para obtener más información, consulte a la Declaración de Conformidad.

Français: Cet appareil remplit les principales conditions requises et autres dispositions des Directives 2006/95/EC et 2004/108/EC. Pour plus d'informations, s'il vous plaît se référer à la Déclaration de Conformité.

Statement 2019–FCC Declaration of Conformity Information (for USA only)

Product: Cisco ūmi telepresence

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

· Reorient or relocate the receiving antenna.

· Increase the separation between the equipment and receiver.

· Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

· Consult the dealer or an experienced radio/TV technician for help.

Note: Equipment must be installed and operated using the relevant manuals and only installed with the correct cables and connectors. Cisco Systems Inc. is not responsible for any radio or television interference caused by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the users authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible party:

Cisco Systems Inc.
170 West Tasman Drive
San Jose, CA 95134
USA
+408 526-7208

Regulatory standards compliance

This section includes all regulatory, safety, EMC (Class A or Class B), telecom, and NEBS standards.

The Cisco ūmi telepresence is in compliance with national and international standards as described in Table 1.

Regulatory standards compliance: Safety & EMC

Specification	Description
Regulatory Compliance (Mandatory)	Products with the CE Marking indicate compliance with the 1999/5/EC directive, which includes the safety and EMC standards listed.
Safety (Mandatory)	UL 60950-1 CAN/CSA-C22.2 No. 60950-1 EN 60950-1 IEC 60950-1 AS/NZS 60950-1

Specification	Description
EMC – Emissions (Mandatory)	47CFR Part 15 Class B AS/NZS CISPR22 Class B CISPR22 Class B EN55022 Class B ICES003 Class B VCCI Class B CNS13438 Class B KN22 Class B EN61000-3-2 EN61000-3-3
EMC – Immunity (Mandatory)	EN55024 EN300386 CISPR24 KN24

Regulatory standards compliance: Radio

Specification	Description
Radio (Mandatory)	FCC Part 15.247 (CFR 47) FCC OET 65C (01-01) EN301489-17 EN301489-1 RSS-102 RSS-210 EN300328 IDA TS SRD HKTA 1039 ARIB STD – T66 ARIB STED – T70, T71 ANSI C95.1 (91) AS/NZS 4268 EN50360 EN50385

Listed/Certified safety and stability testing for this product was performed on a Sharp LC-52D85UN display.

EMC class B notices and warnings

This section includes the EMC Class B warnings for the Cisco ūmi telepresence.

Statement 2018—Class B Notice for FCC

Modifying the equipment without Cisco's authorization may result in the equipment no longer complying with FCC requirements for Class B digital devices. In that event, your right to use the equipment may be limited by FCC regulations, and you may be required to correct any interference to radio or television communications at your own expense.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be

determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Statement 2022—Class B Notice for Canada

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.