



Intel Unite[®] Solution

Small Business User Guide



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Introduction

Welcome to the Intel Unite® solution, we are excited for you to experience the benefits of a smart and connected meeting space. Intel Unite software was designed to connect everyone in a meeting or session quickly and easily. The Intel Unite solution is a simple and instant collaboration solution today and a foundation for added capabilities and innovation in the future. This document will explain the process to install the Intel Unite software for Small Business, learn more about features and assist with troubleshooting.

What has changed?

The Small Business version of the Intel Unite Solution has gone through significant changes, below is a summary of the changes:

1. Name change: Formerly known as Standalone mode, the new software version (v3.1) has been named Intel Unite® for Small Business.
2. Plugin support: This version of the software does not support plugins. If your organization needs features obtained through plugins, please consider using the software for Enterprise/ Education version.
3. Shared Key: previously, a shared key was needed to install the software, in the Small Business version this step has been removed, there is no need to use a shared key.
4. PIN format: In earlier software versions, connecting to the Intel Unite® application required a 6 digit numeric PIN; in this newer software version, connecting requires to enter an 8 digit alphanumeric PIN displayed on the room display where the session is taking place.
5. The Hub is only supported on Windows* 10 OS.
6. Earlier software versions relied on UDP broadcast to resolve the PIN, limiting the Client and Hub to a single subnet, this limitation has been removed by setting a hexadecimal 8 digit PIN.

Terminology

Throughout this user guide, the following terms will be used:

Appliance – This term refers to the auto-configuration of the Hub that occurs during installation. Once a Hub is configured as an appliance, the Intel Unite application will automatically start when the Hub PC is turned on and the Intel Unite application will operate in full screen mode.

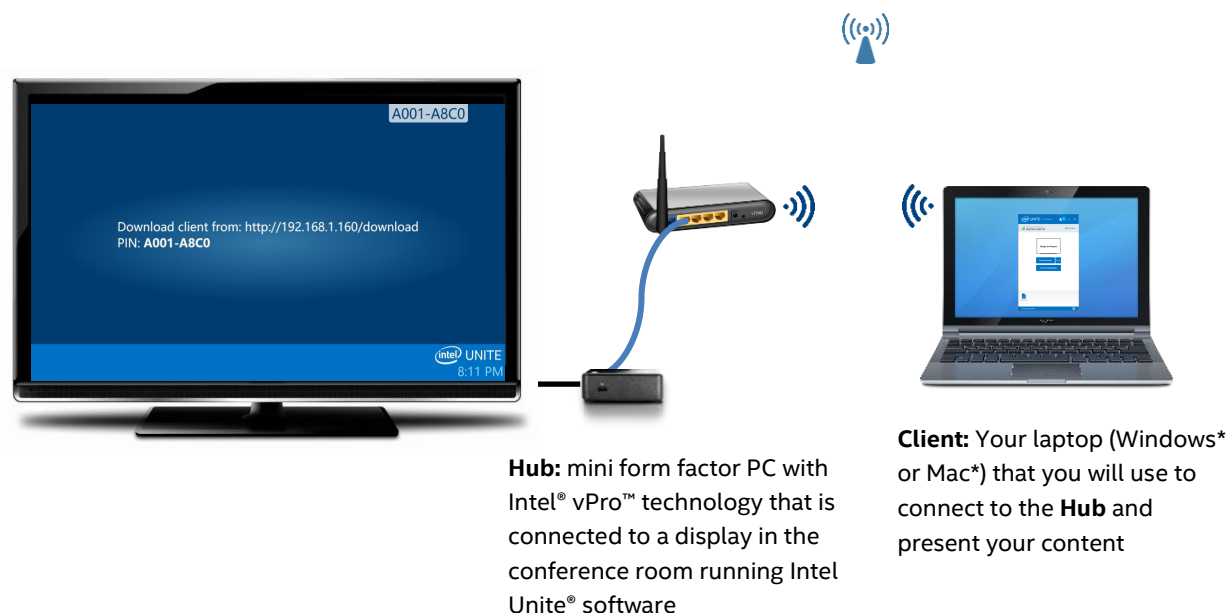
Client – This term refers to a laptop (Windows* or Mac*) that will be used to connect to the Hub.

Hub – This term refers to a mini form factor PC with Intel® vPro™ technology that is connected to a display in a conference room running the Intel Unite application. It is only supported on Windows* 10 OS.



Intel Unite® Solution Installation

Overview



The Intel Unite® solution consists of two applications – one that runs on the Client and one that runs on the Hub. The Hub is a mini form factor PC that is typically connected to a display or projector in a conference room. Clients follow the directions displayed on the Hub to download the Client software and connect to the Hub. Once connected, a Client can present, view and annotate content and share files with other participants connected to the same Hub.

This section will provide the requirements and software installation processes for each component.



System Requirements

Hub Requirements

- Supported SKU¹- 4th generation or newer Intel® Core™ vPro™ processor-based mini PC
- 4 GB RAM
- 1 GB available storage
- Microsoft* Windows* 10
 - Recommended latest patch level
- Microsoft .NET* 4.5 or greater
- Wired or wireless network connection

Client Requirements

- Microsoft* Windows* 7, 8.1 or 10
 - Recommended latest patch level
- Microsoft .NET* 4.5 or greater
- macOS* 10.10.5 or greater

¹ For supported SKUs, refer to your preferred OEM or an Intel representative



Client Compatibility Table

Use the following table as a guide when using available features in the Intel Unite application according to each Client Operating System (your laptop or device used as the Client).

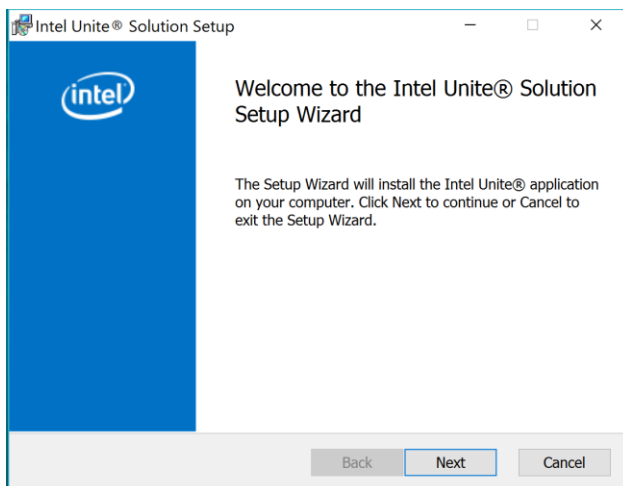
The table below shows features that are available in the latest software version of the Intel Unite application for Small Business v3.1.

FEATURE	Windows* 7, 8.1, 10	macOS*
View Presentation	✓	✓
Present Content	✓	✓
Present Physical Extended Display	✓	✓
Present Virtual Extended Display	✓	
Present Applications	✓	✓
Share screen with up to 4 presenters (Dynamic, screen shared displayed on Hub)	✓	✓
Take Over a Presentation	✓	✓
Annotation	✓	✓
Share a File	✓	✓
Meeting Lock	✓	✓
Auto Disconnect (close lid)	✓	✓
View Attendees	✓	✓
Host from your device (Intel® vPro* technology only)	✓	
Video with Audio (screen sharing)	✓	

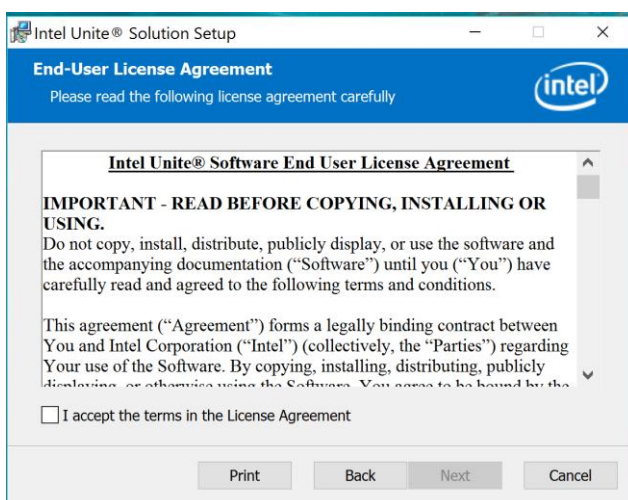


Intel Unite Hub Installation

1. Copy and run **Intel Unite Hub.mui.msi** on the system you intend to use as a Hub.
2. The Setup Wizard will open and the **Welcome** window will be displayed. Click on **Next** to continue.

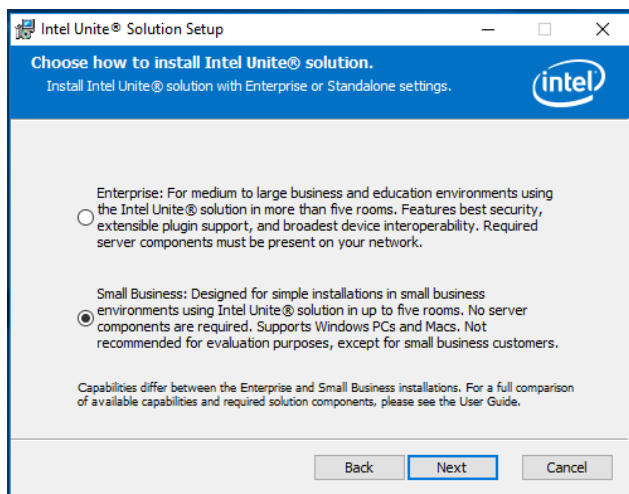


3. The **End User License Agreement** window will be displayed. After reviewing the end user license agreement, check the box **I accept the terms in the License Agreement** and click **Next** to continue.

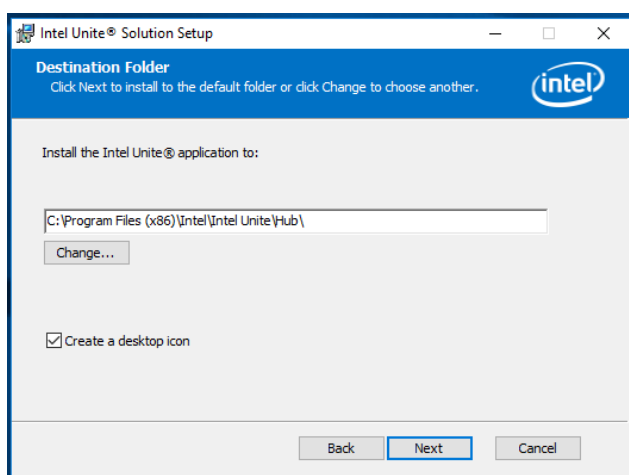




4. The **Choose how to install Intel Unite® Solution** window will open. Select **Small Business** and click **Next**.

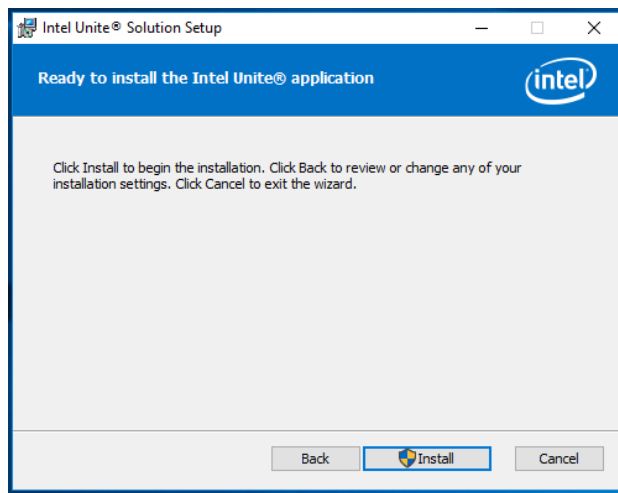


5. The **Destination folder** window will be displayed. Choose a destination or leave the default and click on **Next** to continue.

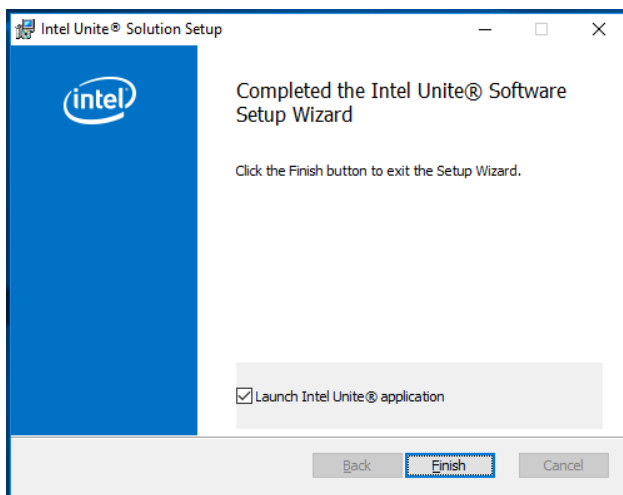




6. The **Ready to install** window will be displayed. Click on **Install** to continue.

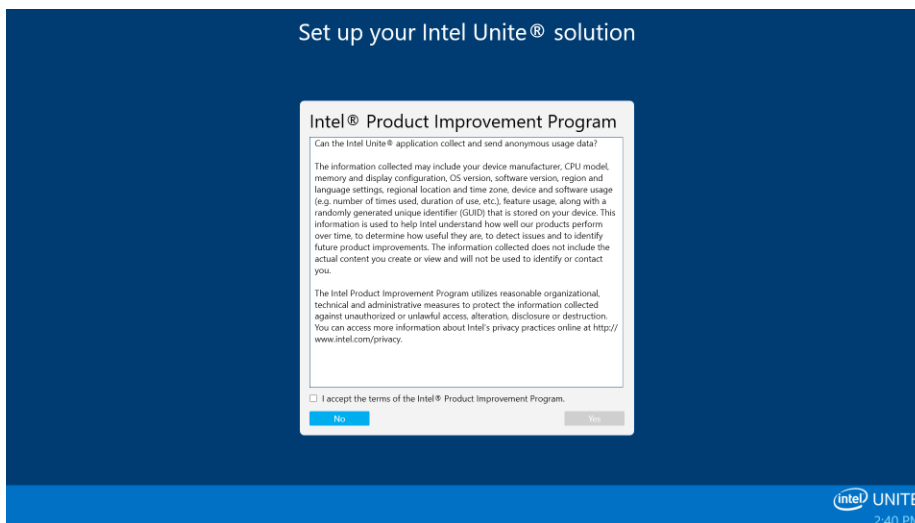


7. Once the installation process has completed, the **Finish** window will be displayed. Click on **Finish** to continue.



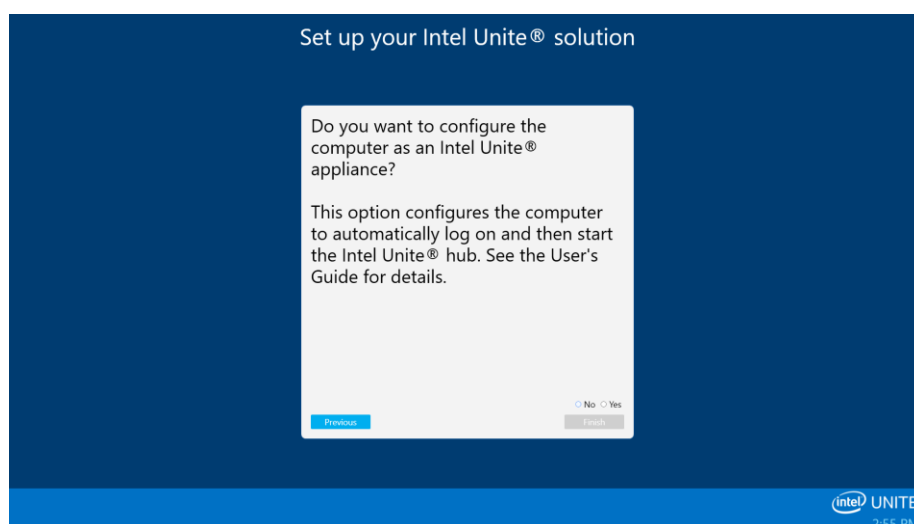
IMPORTANT NOTE: If you unchecked **Launch Intel Unite® application**, then you will need to launch the Intel Unite application using the desktop shortcut before continuing.

8. The screen **Set up your Intel Unite® solution – Intel® Product Improvement Program** – window will be displayed. After reviewing the agreement, select the box **I accept the terms of the Intel Product Improvement Program** and click **Yes**.



9. The **Set up your Intel Unite® solution – Do you want to configure the computer as an Intel Unite appliance** - window will be displayed, you will have two options to configure your application:

- Selecting **Yes** will configure your system as an Intel Unite appliance. When a Hub is configured as an appliance, the Intel Unite application will automatically start when the Hub PC is turned on and the Intel Unite application will operate in full screen mode. Select this option if you want this PC dedicated to run as an Intel Unite Hub.



The following changes will be made to your system:

- A new non-administrative user will be created:
 - **User name: UniteUser**
 - **Password: P@sswOrd**
- The computer will be set to automatically login as UniteUser and start the Intel Unite application when the system boots up.



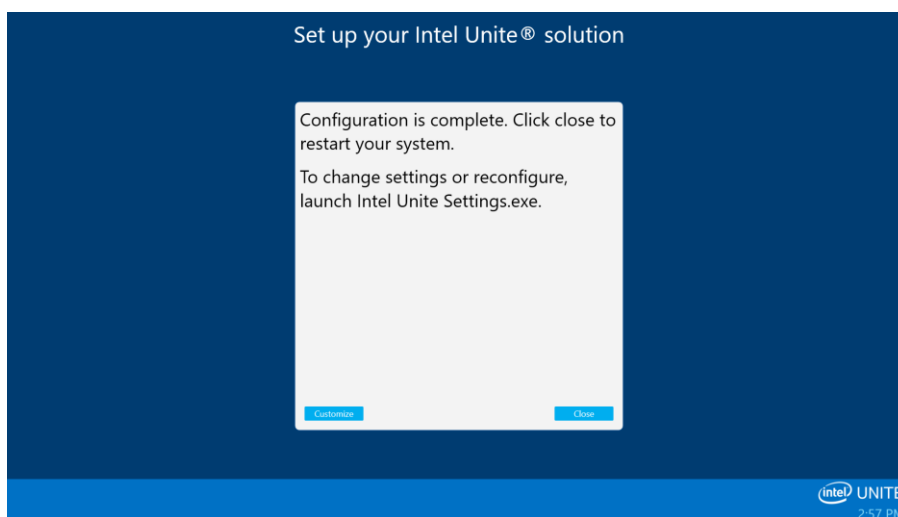
- A Windows firewall exception will be added to allow the Intel Unite application.
- The power settings will be set to “Always On.”

NOTE: This can be undone by using the Intel Unite Settings application or uninstalling the Intel Unite software.

- Selecting **No** will place a shortcut on your desktop and allow you to launch the Intel Unite application manually. Select this option if your system has multiple purposes and you want to be able to easily switch between the Intel Unite application and other applications.

10. Select **Yes** or **No** and click **Finish** to continue with the installation.

11. The **Configuration is complete** window will be displayed. Click on **Close**.

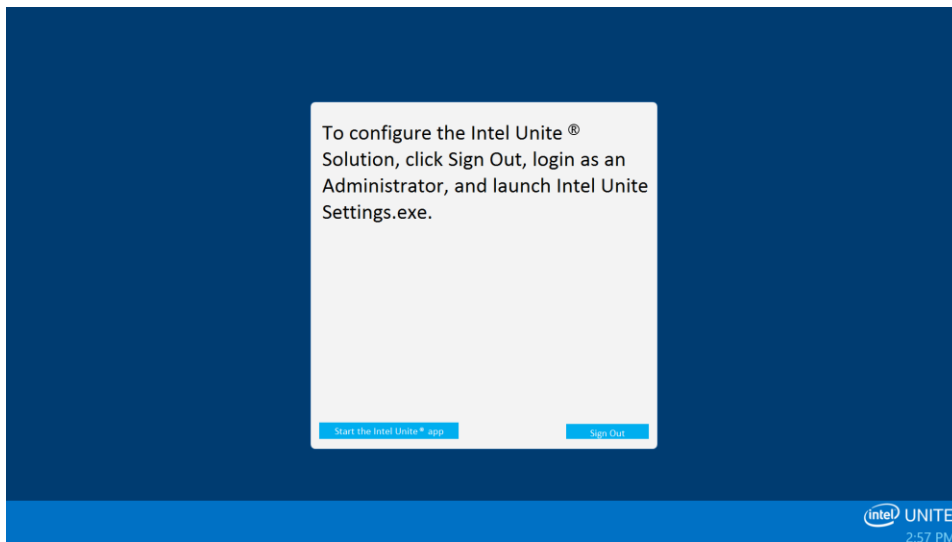


NOTE: You can access additional settings by clicking on the **Customize** button, or you can do this after completing the installation. See the [Customizing the Hub](#) section for more details.

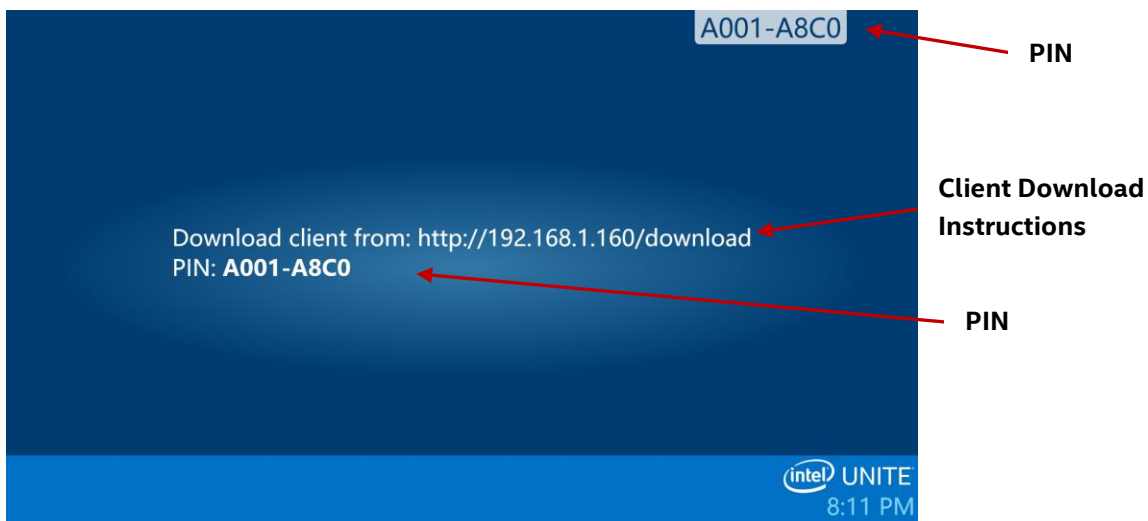
12. If you selected **Yes** during installation, your system will reboot once setup is complete. If you selected **No**, you will need to manually launch the Intel Unite application using the desktop shortcut.

13. When your system reboots the application settings will be displayed, see the [Customizing the Hub](#) section for more details, or click on Close to launch the Intel Unite application.

14. Click on **Sign Out** or **Start the Intel Unite** app to open the application.



15. When the Intel Unite application starts, it will display instructions for others to download the Client software and connect to the Hub.



On this screen you can see the instructions that each system will follow in order to connect to the Intel Unite Hub, with the PIN being the number you will enter after launching the application on the Client to connect to the Hub.



Closing the Intel Unite App on the Hub

If you configured the Intel Unite Hub as an appliance:

- Press **Alt+F4**, which will close the Intel Unite application and give you the option to **Start the Intel Unite® app** or **Sign out**.

If you run the Intel Unite application using the desktop shortcut:

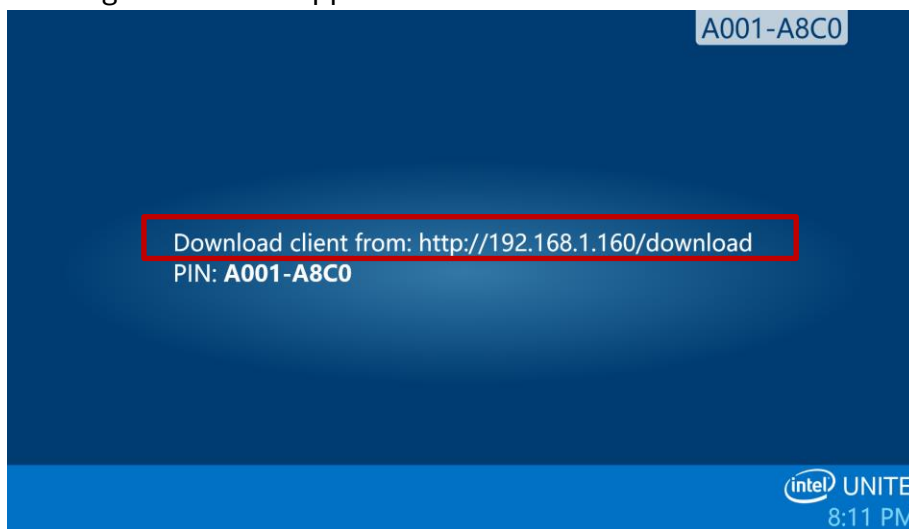
- To exit the Intel Unite application, press **Alt+F4**, which will close the full screen window.
- To fully exit, you need to close the application from the system tray:
In the system tray (next to the clock), right-click on the icon for the Intel Unite application and select **Close**.



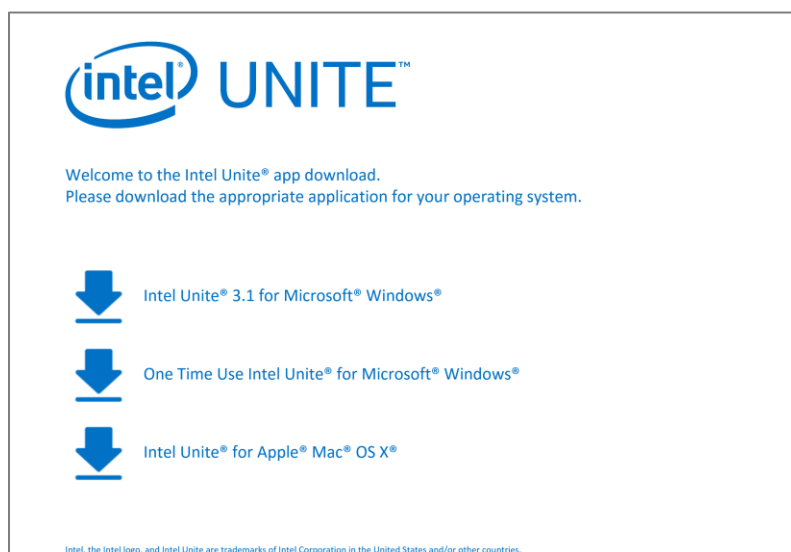
Intel Unite Client Installation

Once the Intel Unite application has been installed in the Hub, you need to install the application on each Client device that will connect to this Hub.

1. Open a web browser on your laptop or PC that will connect to the Intel Unite Hub by entering the URL that appears on the Hub.



2. When the **Welcome to the Intel Unite app download** webpage loads, click on the arrow that corresponds to the operating system on the laptop or PC device on which the Intel Unite application is being installed, or if you want to install the Intel Unite app for one time use (the app will not be saved on your device) click on the arrow **One Time Use**. Please note that this option is only available on a Windows* OS.

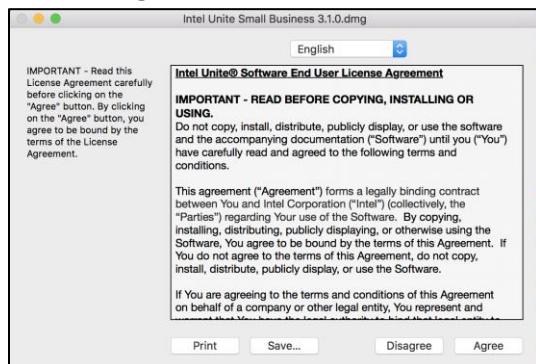


3. Continue the installation according to your operating system (details provided below).

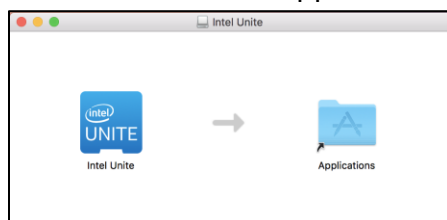


macOS Client Installation

1. Select the **Intel Unite for Apple macOS** option from the download webpage.
2. Once the **Intel Unite Client OS X.dmg** file is downloaded on your client machine, open the file to install the app.
3. The **Intel Unite Software End User License Agreement** window is displayed, review it and click on **Agree** to continue.



4. Move the Intel Unite app for Small Business to the Applications folder.



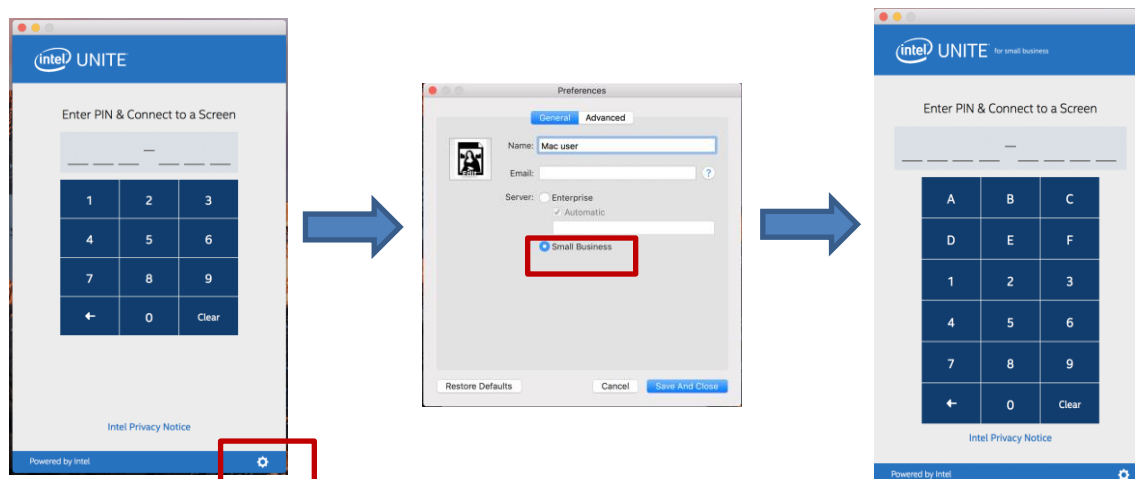
5. Launch the Intel Unite app from the Applications folder.
6. The **Enter PIN & Connect to a Screen** window is now displayed.
7. To connect to the Hub, enter the PIN displayed on the Hub.



8. Once the PIN has been entered, you will join the Intel Unite session.

NOTE:

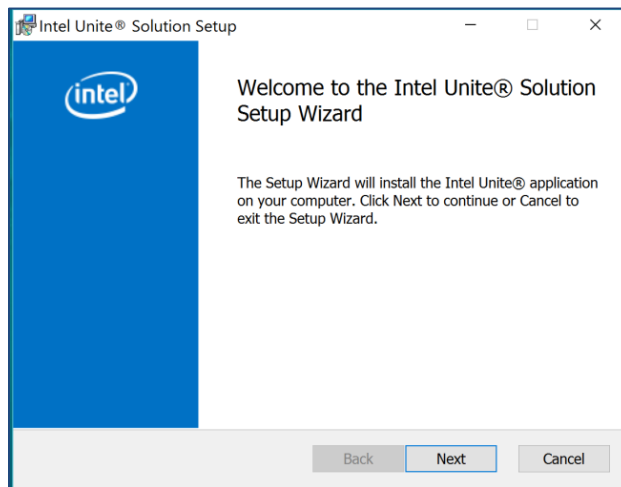
If you have previously installed the Intel Unite app on your macOS device (older software version), the **Enter PIN & Connect to a Screen** window displayed will show a 6 digit PIN number. If this is the case, click on the gear symbol at the lower right corner and select Small Business. Once you save and close this setting, the 8 digit PIN connect window will be displayed. You can also add your name and avatar in this step.



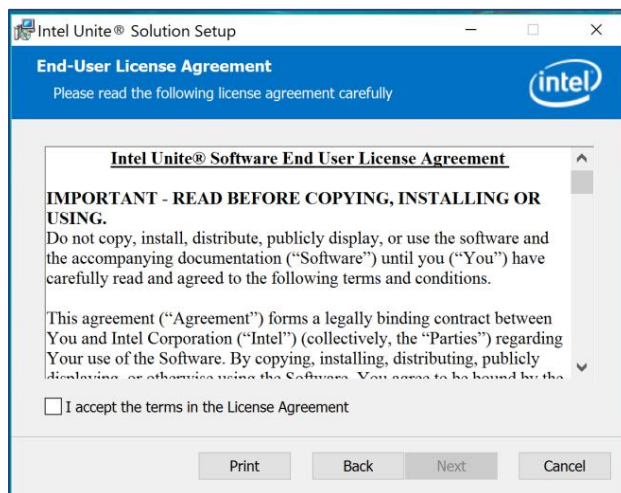


Windows Client Installation

1. Select the **Intel Unite 3.1 for Microsoft Windows** option from the download webpage.
2. The Setup Wizard will be displayed. Click on **Next** to continue.

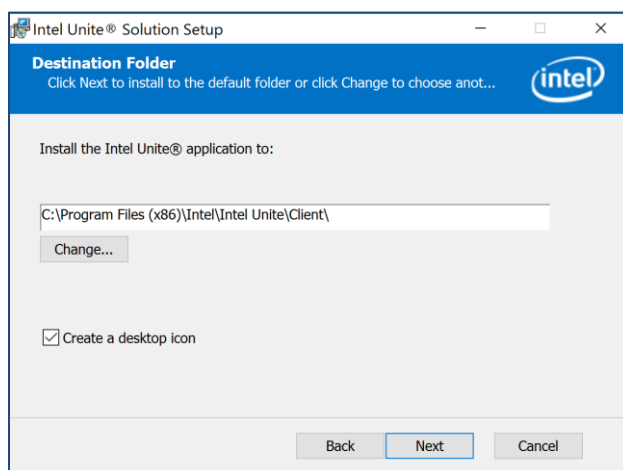


3. After reviewing the End User License Agreement, check the box **I accept the terms in the License Agreement** and click **Next**.

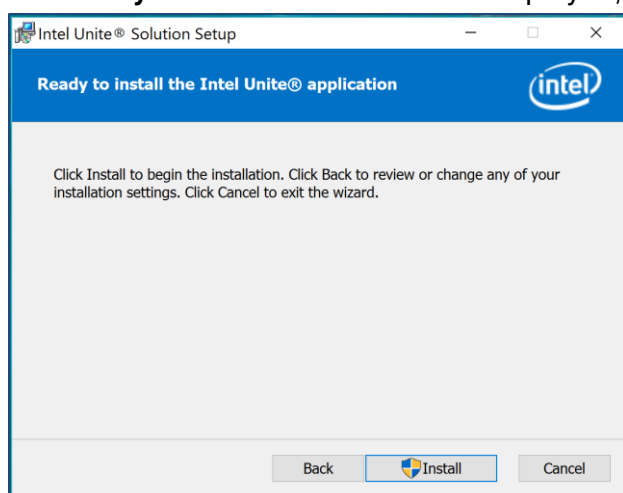




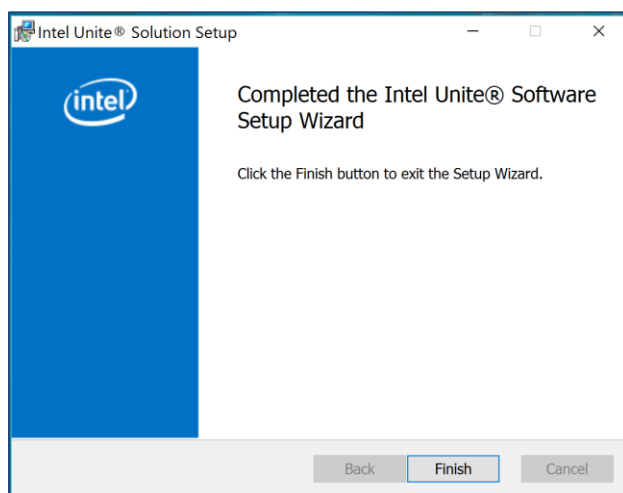
4. The **Destination Folder** window will be displayed. Choose a destination or leave the default and click on **Next** to continue.



5. The **Ready to install** window will be displayed, click on **Install** to continue.

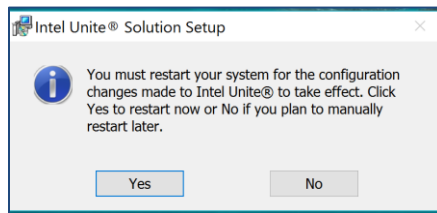


6. Once the Setup Wizard has ended, click on **Finish**.

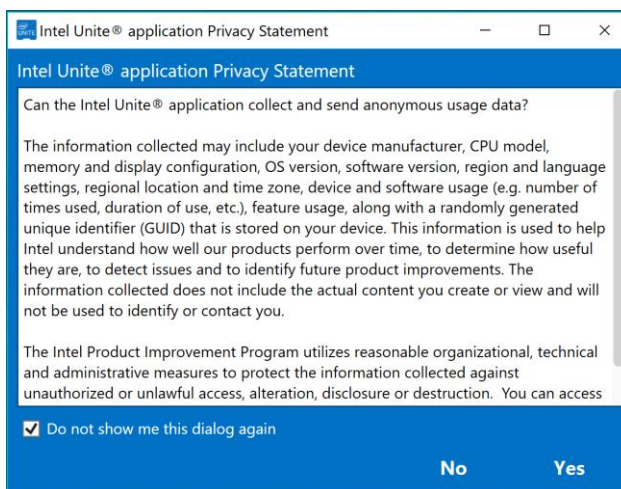




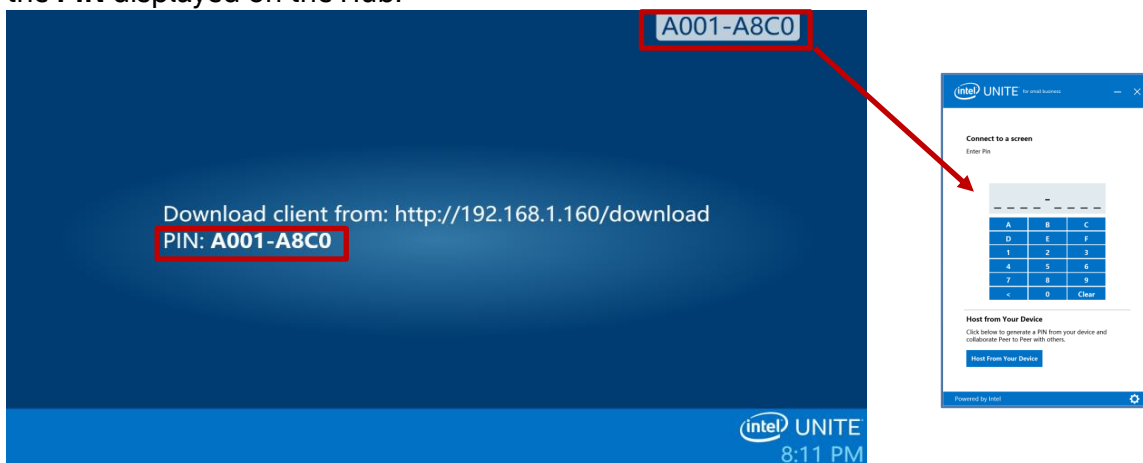
- The installer will request that you restart your system, click on **Yes** to continue with the installation.



- When the application launches, the **Intel Unite® application Privacy Statement** window will be displayed. The application will collect device data and usage information that will help Intel for future product improvements. After reviewing the statement, click on your choice of **Yes** or **No** and continue.



- The following **Connect to a screen** window will be displayed. To connect to the Hub, enter the **PIN** displayed on the Hub.



- Once the PIN has been entered you will join the session.



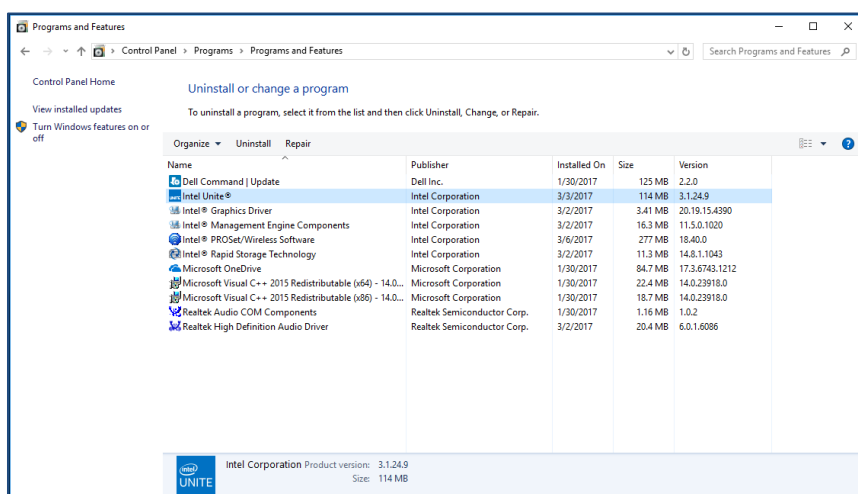
NOTE: If you are having problems connecting the Client to the Hub, make sure the firewalls are disabled or have exceptions in place for Intel Unite.exe; refer to the [Troubleshooting Section](#).

Uninstalling from Windows (Hub and Client)

IMPORTANT NOTE: Before you uninstall the Intel Unite application from a Hub, you need to make sure that the Intel Unite application is not running and that UniteUser is not signed in (only applicable if the Hub was configured as an Appliance). Refer to section **Closing the Intel Unite App on the Hub**.

If you want to uninstall the Intel Unite software, follow the standard process for removing software from Windows:

1. Go to **Control Panel < Programs < Uninstall a program** or through **Settings < System < Apps & Features**.
2. Locate **Intel Unite®** in the list and double-click on the icon.



3. Follow the prompts to uninstall the application.

Uninstalling from macOS devices

If you want to uninstall the Intel Unite app, drag the program from the Applications folder to the Trash.



Customizing the Hub

The Intel Unite Hub can be customized to fit the needs of your organization. Additional options allow you to add a theme to the Hub or enable/disable features such as file share.

This section will guide you through customizing the Hub using the Intel Unite Settings application.

Launching the Settings Application

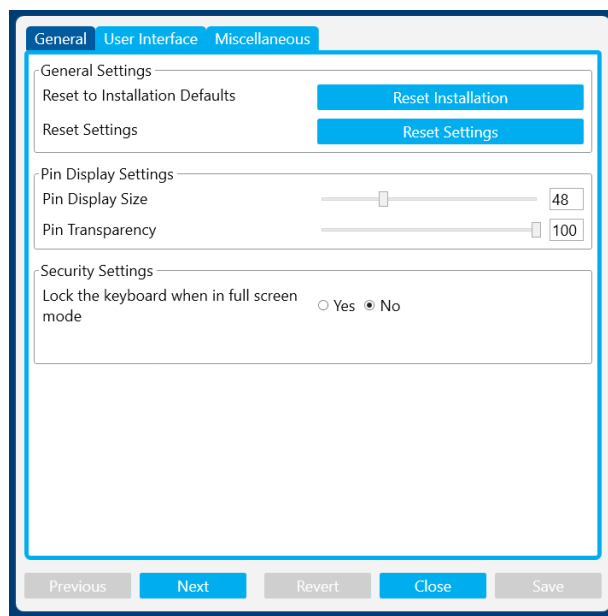
To launch the settings application, you will need to close the Intel Unite application running on the Hub and open **Intel Unite Settings** by clicking on the desktop launcher, or from the start menu.

Settings are organized in three tabs:

- **General:** This tab contains the common settings.
- **User Interface:** This tab contains the settings which will allow you to customize the background, look, and instructions when running in full screen mode.
- **Miscellaneous:** This tab contains functionality and advanced settings.

The buttons at the bottom will allow you to navigate, revert and save changes. To close the application, click **Close**.

General Settings Tab



Reset to Installation Defaults: This option will remove all system changes made during installation and will reset all settings back to default. The Intel Unite software will remain on the system, but you will be guided through the **Set up your Intel Unite® solution** wizard the next time the application is started. This option is useful if you want to change the appliance mode selection you made during installation.

Reset Settings: This option will return all settings back to default. This will not remove any system changes made during installation.

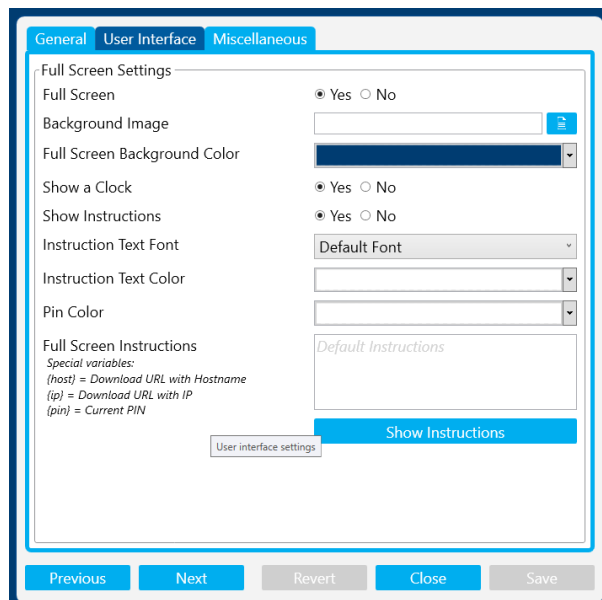
PIN Display Size: This option will allow you to customize the text size of the PIN that is displayed in the upper-right corner of the screen. Note that as you change the value, the example pin 0000-0000 will provide a preview.

PIN Transparency: This option will allow to change the transparency of the PIN, where 0= transparent and 100= default color mode. Values of 1-99 will provide different opacity.

Lock the Keyboard when in full screen mode: If set to **Yes**, the **Hub Unlock Password** window will be displayed. The Intel Unite application will run in a KIOSK mode, which will block key combinations that will allow a user to exit the application. To exit, you must enter the **Hub Unlock Password**.

Hub Unlock Password: This text field is only present if **Lock the Keyboard when in full screen mode** is set to **Yes**. The option Hub Unlock Password is used while the Intel Unite application is running in KIOSK mode. When you enter it, the Intel Unite application will exit. Note that there is no indication that you are entering the password in KIOSK mode.

User Interface Tab



Full Screen: If this option is set to **Yes**, the Intel Unite application will take over the entire screen. If you select **No**, all other settings will be hidden.

Background Image: This will allow you to select a background image. You can type a filename, or use the browse button to find a local image.

Full Screen Background Color: This will set the background color used in Full Screen mode. To pick a color, click on the text box and a color-picker will appear; you can click on the color you want or, if you want to specify your own hex value, you can use the RGB color sliders.

Show a Clock: If set to **Yes**, the current system time will be displayed in the lower right corner of the screen.

Show Instructions: If set to **Yes**, text directions will be centered on the display. You can use the default instructions, or specify your own.

Instruction Text Font: This will set the font that will be used for the instructions.

Instruction Text Color: This will set the color of the instructions. To pick a color, click on the text box and a color-picker will appear; you can click on the color you want or, if you want to specify your own hex value, you can use the RGB color sliders.

Pin Color: Within the instructions, you can choose to have the PIN displayed. This option will allow you to choose a different color for the PIN for emphasis. To pick a color, click on the text box and a color-picker will appear; you can click on the color you want or, if you want to specify your own hex value, you can use the RGB color sliders.

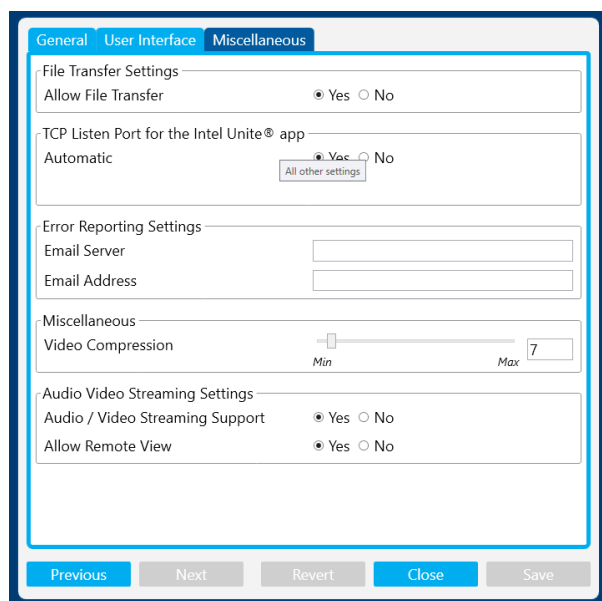


Full Screen Instructions: This textbox will allow you to customize the text instructions displayed on the Hub. If blank, the default instructions will appear. There are three special variables you can use:

- {host} This will display the hostname of the Hub.
- {ip} This will display the IP address of the Hub.
- {pin} This will display the current PIN.

Show Instructions: Click this button to preview the current settings. To exit the preview, click on **Hide Instructions**.

Miscellaneous Tab



Allow File Transfer: When set to **Yes**, connected clients will be able to send files to other users connected to the same Hub. See the **Intel Unite Solution Features** section for details on how to use this feature.

TCP Listen Port for the Intel Unite® app: This is an advanced network setting that will specify the TCP port that Intel Unite should listen on. It is recommended that you leave **Automatic** set to **Yes**. If you set **Automatic** to **No**, you can pick the TCP port that the Intel Unite Hub will listen on for incoming connections.

Error Reporting Settings: The email server settings are an advanced option that gives you a way of getting notified if errors occur. You will need to specify the following options:

Email Server: Enter a valid SMTP server

Email Address: Enter a valid email address to receive the emails

Video Compression: This advanced setting specifies how much compression should be applied when screen sharing. Higher values will require less bandwidth but can degrade the image since more compression is being applied. Lower values give you better quality but may require more bandwidth.

Audio / Video Streaming Settings: Display and share video content with accompanying audio for in-room participants only, up to 1080p at 20-30fps. The client PC requires a 3rd generation Intel Core processor or newer with Intel graphics, running Windows 7, 8.1 or 10.

Audio/ Video Streaming Support: this feature is enabled by default, select **No** if you wish to disable it.

Allow Remote View: Allow users to view remotely (in a different room).



Intel Unite Solution Features for Windows* Client Devices

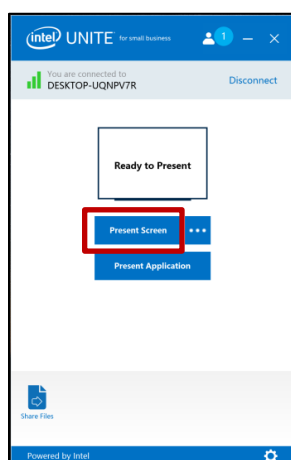
Once the Client connects to a Hub, the solution provides useful collaboration features that include the ability to present content side-by-side, share files, and annotate. This section will provide instructions on how to use the features included with the Intel Unite solution.

Launch the Intel Unite application on your Client device and **Connect to a screen** by entering the PIN located on the Hub.

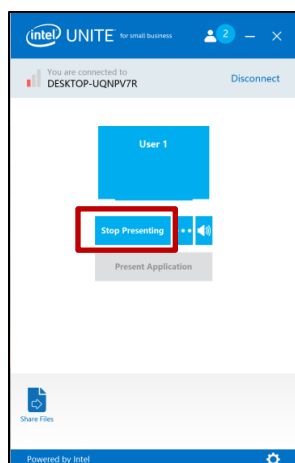
Presenting Content

The Intel Unite solution allows you to quickly present content to the display the Hub is connected to.

Click **Present Screen** to present the content of your primary display.



To stop presenting, click **Stop Presenting**.





In addition to being able to present your primary display, the Intel Unite application will allow you to share content in the following ways:

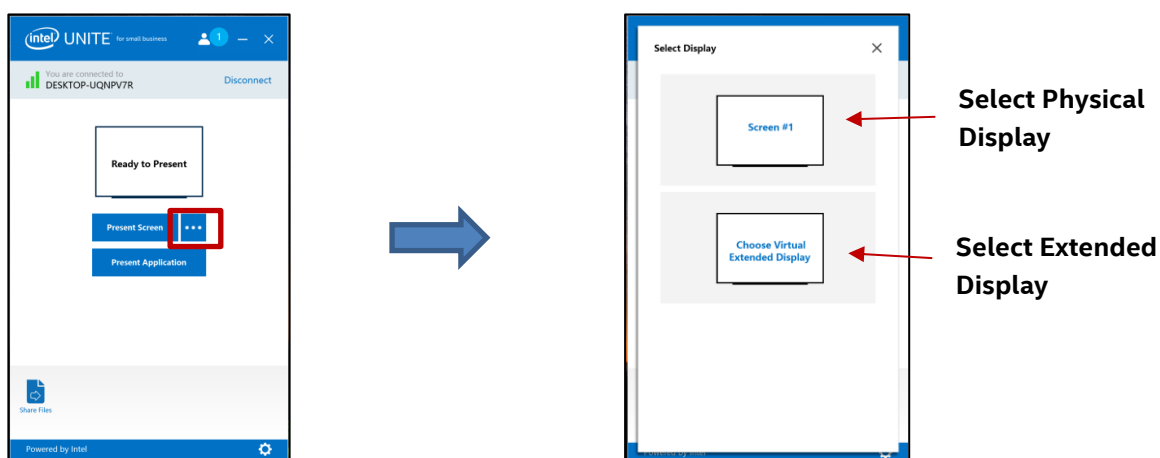
- Present a physical extended display
- Present a virtual extended display
- Present selected applications

Presenting on the Extended Display

If your system has multiple physical monitors connected, which are configured as extended displays, the Intel Unite application will allow you to share those extended desktops, keeping your primary desktops private. If your system has only one display, an additional option to create a virtual extended display will be available.

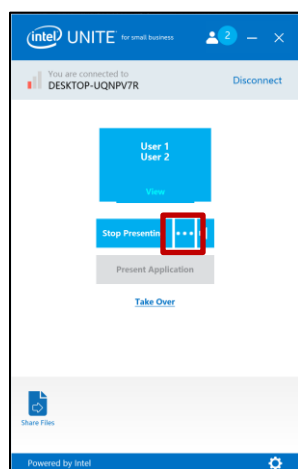
To present on an extended display:

Click on the More (...) button next to **Present Screen**.



Select the screen/display from which you want to present.

You can also change your selection by clicking on the More (...) button next to **Stop Presenting**.

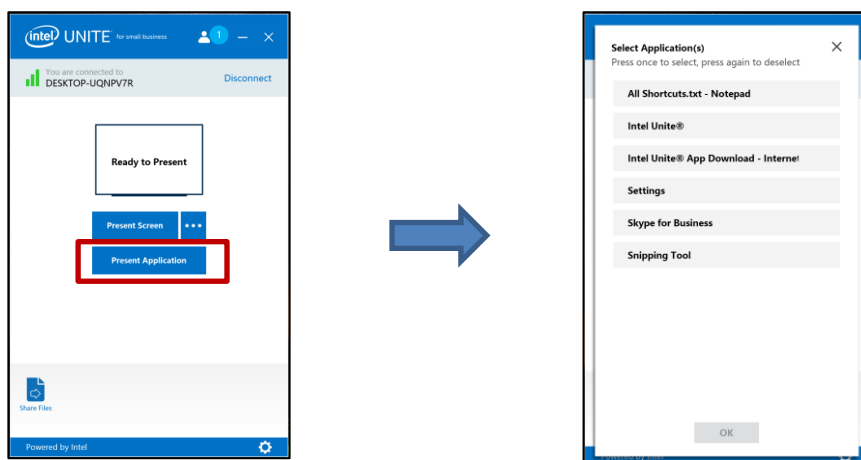


Presenting Applications

This option allows you to select one or multiple applications to present while keeping the rest of the content on your display private. Please note that only one application is shared at a time. If multiple applications are selected, only the active application window will be shared to the Hub.

To present an application:

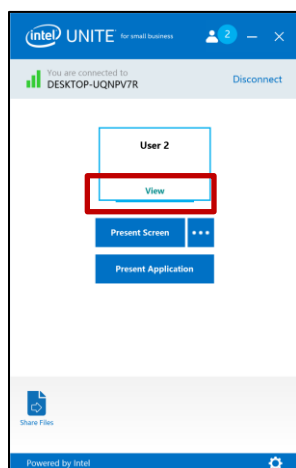
Click on **Present Application**.



Select the application you want to share from the list and click **OK**.

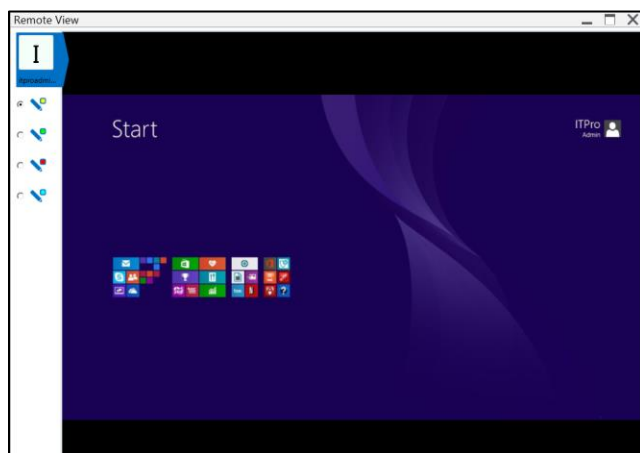
View Presentation

When a connected user shares content, you can view and annotate the presentation locally. To view a presentation while a connected user is presenting, click on **View**.



This will open a new window that will show you the content being presented and also allow you to annotate over the content.

If multiple people are presenting, you can switch users by clicking on their avatar. Up to 4 people can present (on the hub) at the same time. If additional participants want to share in the main screen, they will not be able to present until one of the 4 presenters stops presenting.



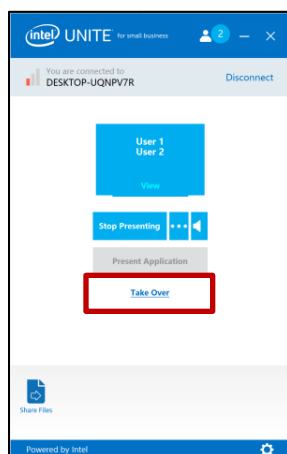


Take Over a Presentation

When multiple users are presenting, a single user may want to take over the Hub screen. To do this, the user who wants to take over the screen can use the **Take Over** option.

To take over a presentation:

Start presenting your content.



Click **Take Over**. You will see the **Take Over** option only when you are presenting your content screen simultaneously with other users.

NOTE: This action will not remove the other presenters from the collaboration session, it only stops them from sharing their content. They can re-share at any time.

Annotation

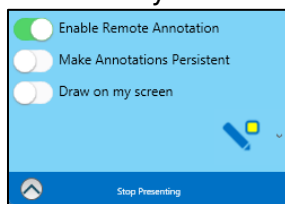
Annotation is used to quickly highlight and point out a specific item or section on a displayed screen. The ink shown will slowly fade after five seconds. To use annotation while presenting:

1. Present your content.
2. A persistent tool menu will appear in the top, center of your display. Click on the down arrow to expose a set of options.

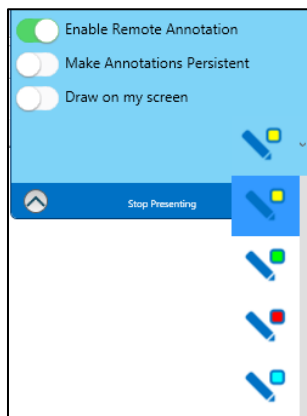


The annotation menu has three options:

- Enable Remote Annotation
- Make Annotations Persistent
- Draw On My Screen



You can also change the pen color using the pen dropdown menu.



When you toggle **Draw On My Screen** to the right, you can make annotations on your own screen.

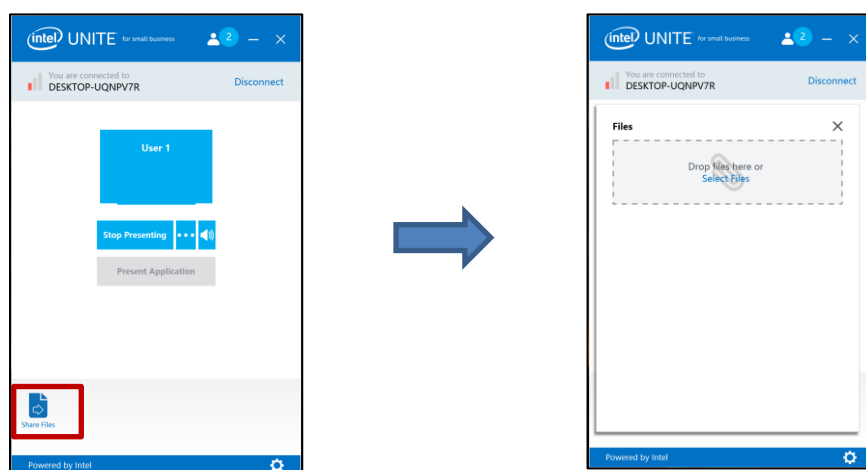
To exit annotation mode, toggle **Draw On My Screen** to the left.

To annotate when someone else is presenting, choose the **View Presentation** link and begin drawing.

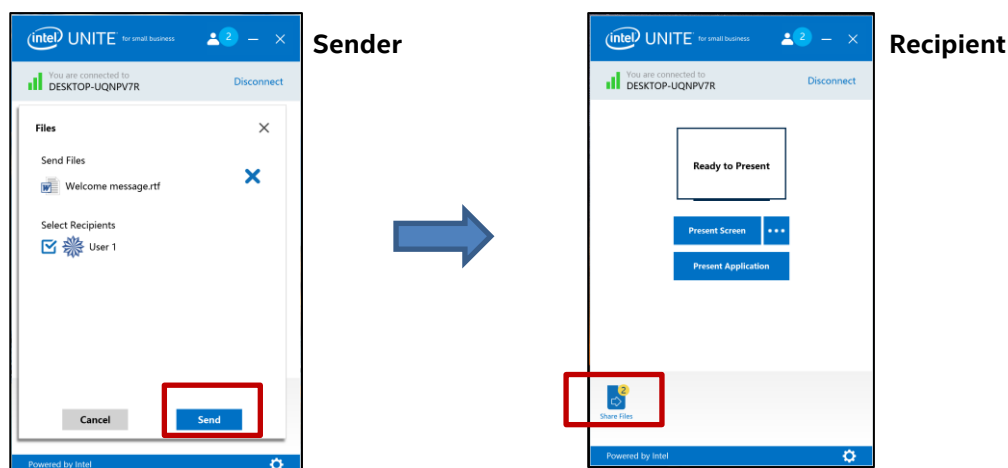
Share a File

This option is enabled by default, but your IT administrator can disable it on the Configuration Settings under the **Miscellaneous** tab (**Allow File Transfer** is set by default to **Yes**). The **Share Files** feature provides an easy way for users to share presentations, meeting minutes, pictures or other files with other users connected to the same Hub. To send a file using the Intel Unite application:

Click on **Share Files**.



Click on **Select Files** and navigate to the file to be sent, or drag and drop files to the **Select Files** area. Please note that the maximum file size is 2GB.



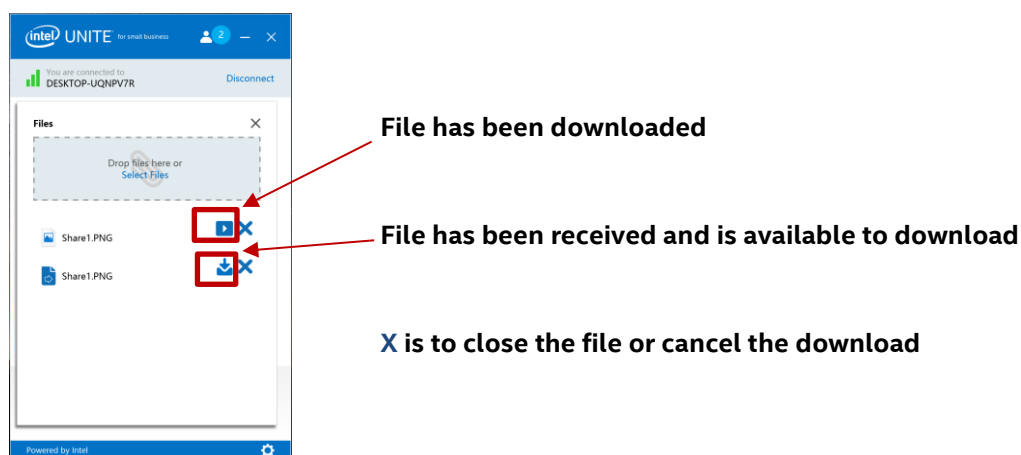
Once the files are ready to send, select the recipients and click on the **Send** button.

Recipients will receive an indicator on the **Share Files** button that files are waiting for them. Click **Share Files** to retrieve files.

In the file list, click on the download button next to the file you want to download. Files will be placed in the **Received Files** folder on your desktop.

On this window you will notice different icons next to the file:

- An arrow pointing down is for files which are received and available for download.
- When the arrow is pointing to the right the file has been downloaded, click on the right-side pointing arrow to open the file.
- The "X" is to close the file or cancel the download. When the user clicks on the "X" the download list is updated as well as the number of files.

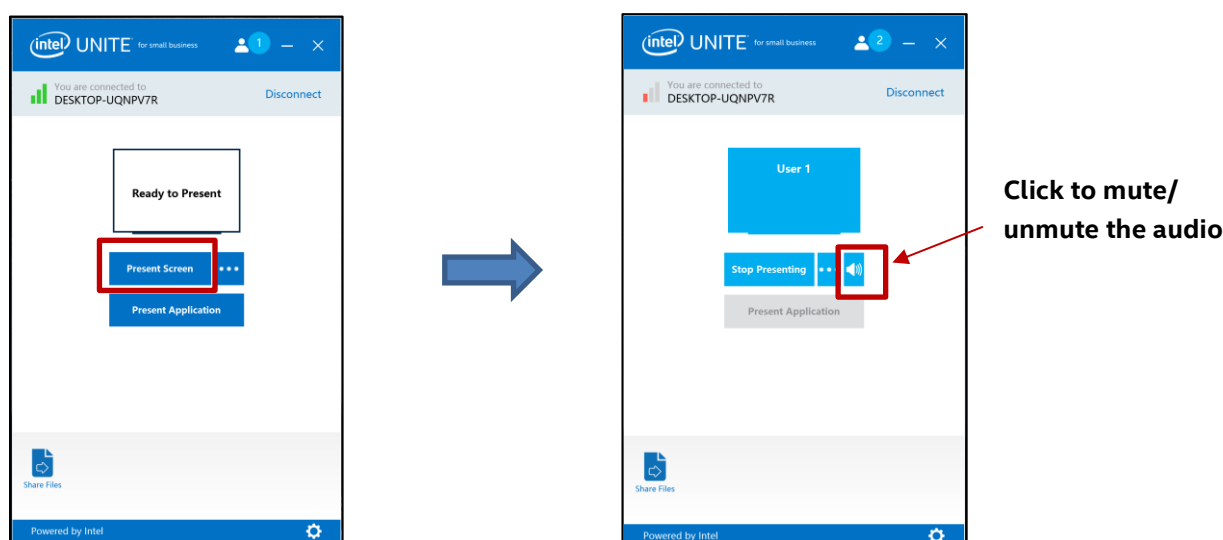


Video Playback with Audio Support

Windows users have the ability to present their desktop with full audio and video capabilities. The audio and video streaming feature allows in room attendees to view movies or video clips during presentations and is available only when you are sharing your screen.

This option is enabled by default, but your IT administrator can disable it on the Configuration Settings under the **Miscellaneous** tab (**Audio/ Video Streaming Settings** is set by default to Yes). If this feature has not been disabled, a speaker button will be displayed after you click on **Present Screen**. This button will allow you to mute or unmute your audio to the room.

Click on **Present Screen** or select the display you want to use by clicking (...).



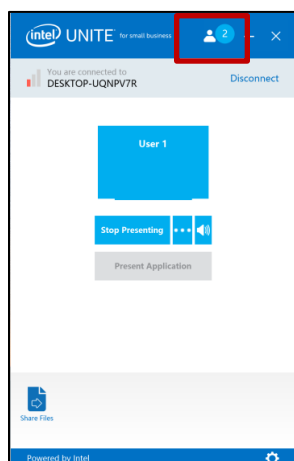
The speaker button will allow you to mute or unmute your audio to the room with a simple click.

You can now share video content with accompanying audio.

Note: the audio and video experience is only available if you are sharing your display and not when using the feature **Present Application**. To share video content, your client PC requires a 3rd generation Intel Core processor (or greater) running Windows 7, 8.1 or 10.

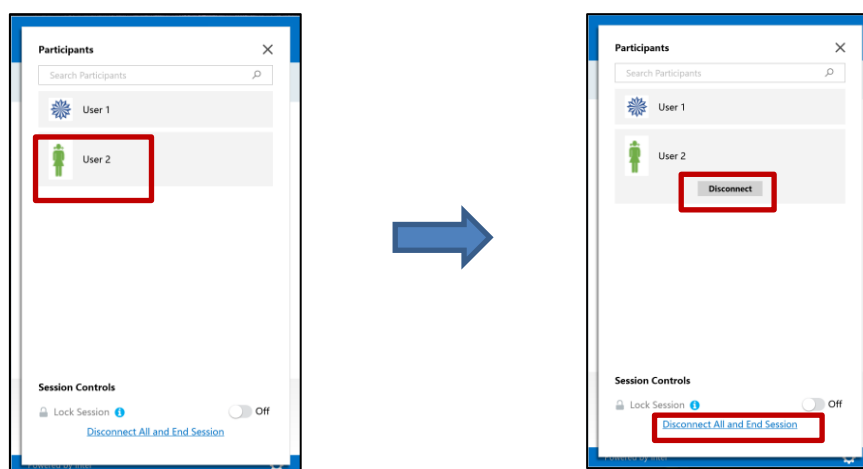
Disconnect User

Any user connected to a session can view a list of participants and disconnect other participants by clicking on the participant icon located on the upper navigation bar.

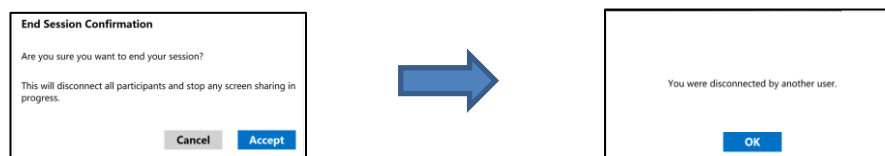


To disconnect a user, click on the user's icon to view the **Disconnect** button next to the user.

To disconnect all users and end the meeting, click on **Disconnect All and End Session**.



When you click on **Disconnect All and End Session** you will see the **End Session Confirmation** window to confirm the end of session. When accepting, other users will be notified they were disconnected by another user.

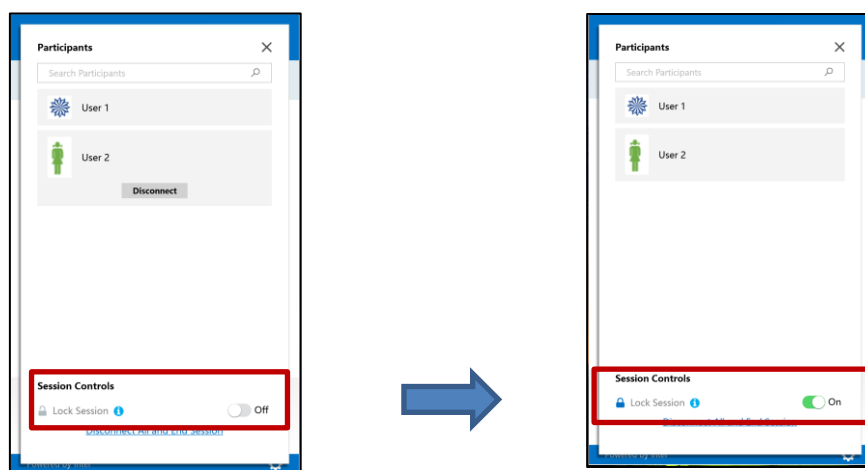


Meeting Lock

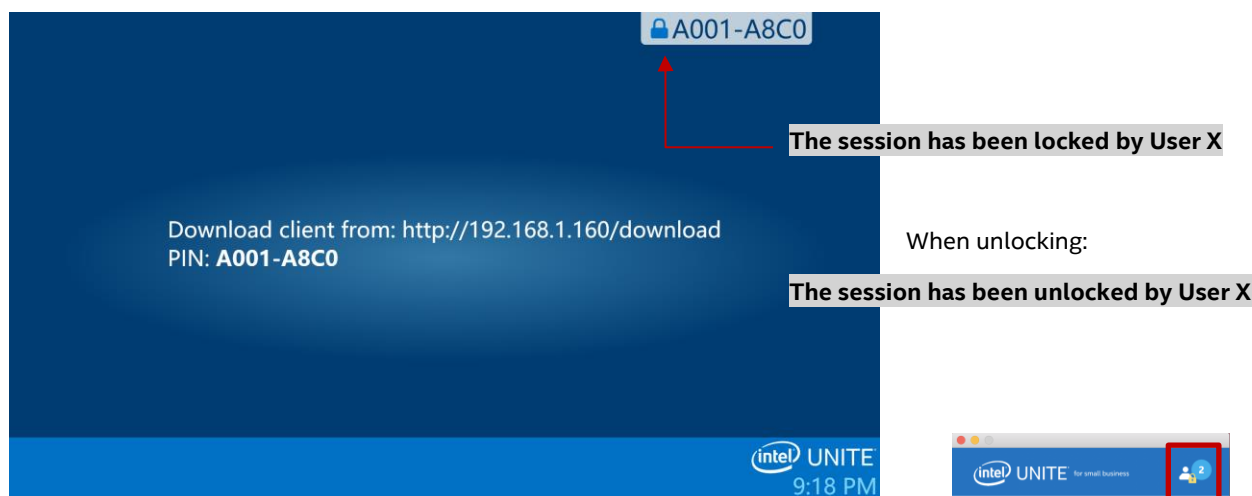
This feature allows users to lock a session to prevent other Intel Unite application users from joining and viewing the content being shared. When a session is locked, no other Intel Unite application users will be able to connect.

To lock a meeting or session, click on the participant button to view the list of participants that have joined the session.

When ready to lock the session, move the toggle button to the **On** position. To unlock the session move the toggle button to the **Off** position. The session can be locked or unlocked by any participant on the list at any time during the session.



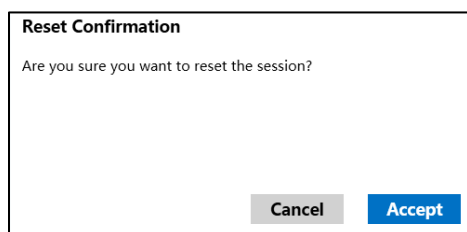
When locking a session, the hub will display a “lock” icon next to the PIN and a toast message will appear for a few seconds indicating the session has been locked. The Client device also will display a lock next to the participants on the main window.



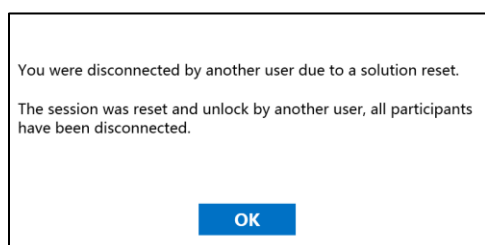
If a user wants to join a locked session the following message will be displayed:



If the user chooses to reset the locked session, all the participants will be disconnected and the user resetting the session will be connected when accepting the Reset Confirmation.



All the participants connected to the locked session will receive a message indicating that another user has reset the session.

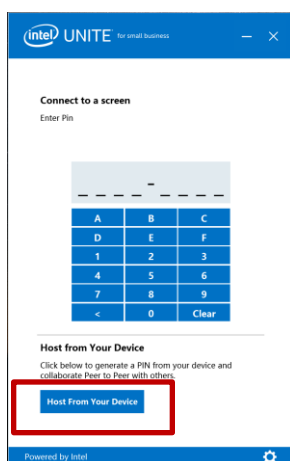


If a session is unlocked while you are presenting, content sharing will be stopped to avoid any Intel Unite application users from being able to see the content until the content is shared again.

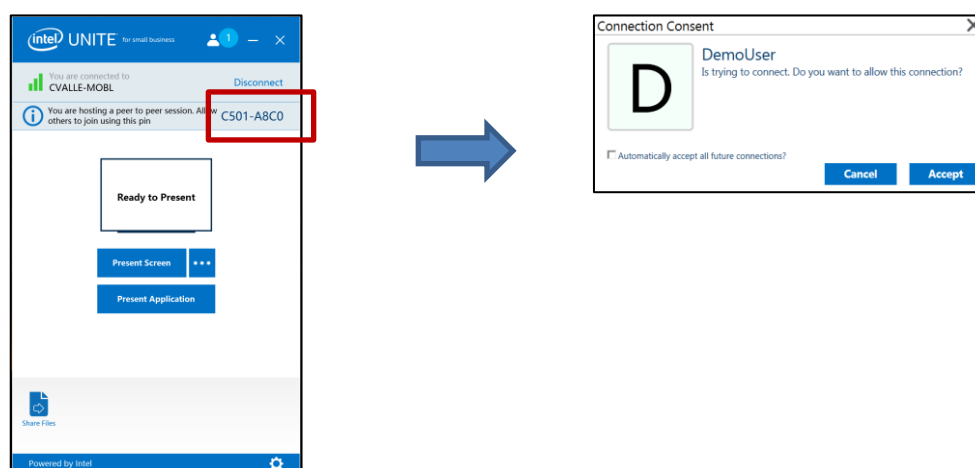
Host from Your Device

This feature is a peer-to-peer collaboration tool. If there is a need for a collaborative meeting when a meeting or session room is unavailable or you don't have access to a monitor to display your content, you can start a peer-to-peer session hosted from your device. This feature is only available on Windows client devices (no macOS), it requires systems with Intel® vPro™ technology to be able to start and host a peer-to-peer session.

To start a peer to peer session, click **Host From Your Device**.



To allow other users to join your peer-to-peer session, share the PIN with them.

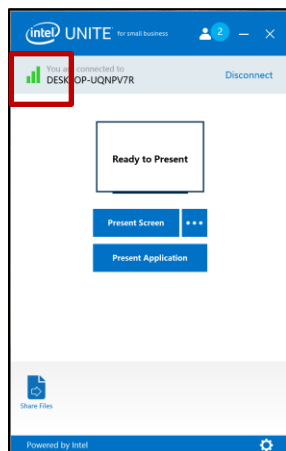


The **Connection Consent** window will be displayed, click on **Accept** to start your hosted session. If you don't want to see this message every time you host a session check the box **Automatically accept all future connections**.



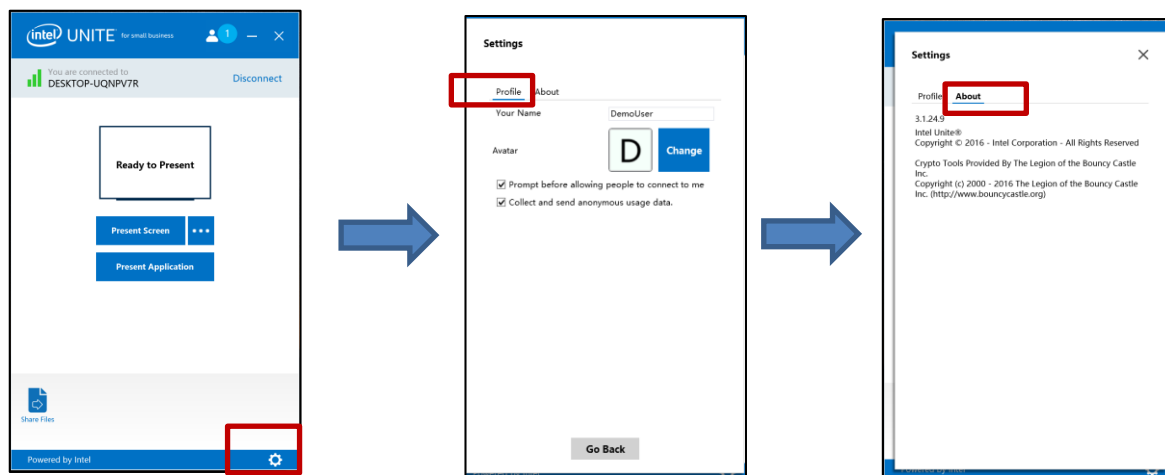
Connection Status Indicator

The connection status indicator provides a reliability indicator of the connection between a Hub and Client. When the connection becomes less reliable, the icon will turn yellow and then red.



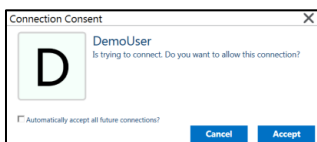
Intel Unite Application Settings

Intel Unite application settings are located at the right lower corner of the window. You can change your name, add an avatar or enable/disable app configurations. Click on the gear symbol to access your options.

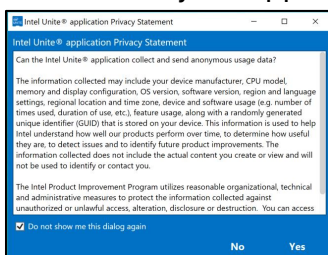


Under the **Profile** tab you will find:

- **Your Name:** Enter your user name or chosen name.
- **Avatar:** Click on **Change** to select a desired .png, .gif, or .jpg file.
- **Prompt before allowing people to connect to me:** Used in a peer to peer connection. When this option is checked, the app will send a connection request message before another user can connect to your session.



- **Collect and send anonymous usage data:** By selecting this option the user allows the Intel Unite application to collect and send anonymous usage data. The Privacy Statement displayed when the application is launched has details on what information is collected by the application.



Under the **About** tab you will find information about the Intel Unite application, such as software version and licenses.



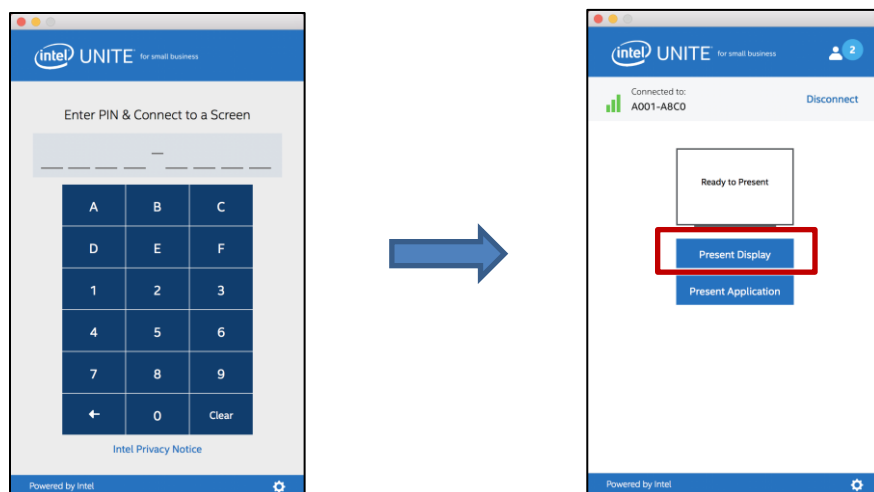
Intel Unite Solution Features for macOS* Client Devices

Once the Client connects to a Hub, the solution provides useful collaboration features. This section will provide instructions on how to use the features included with the Intel Unite solution on macOS client devices.

Presenting Content

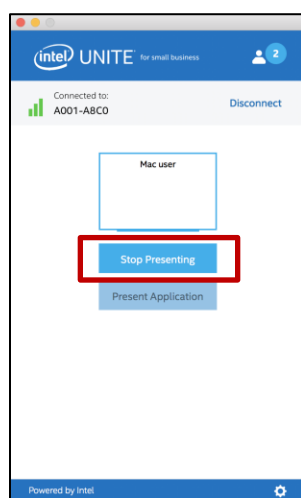
The Intel Unite solution allows you to quickly present content to the Hub display to which you are connected. To present your screen:

Connect a Client to a Hub.



Click **Present Display** to present the content of your primary display.

To stop sharing, click on **Stop Presenting**.

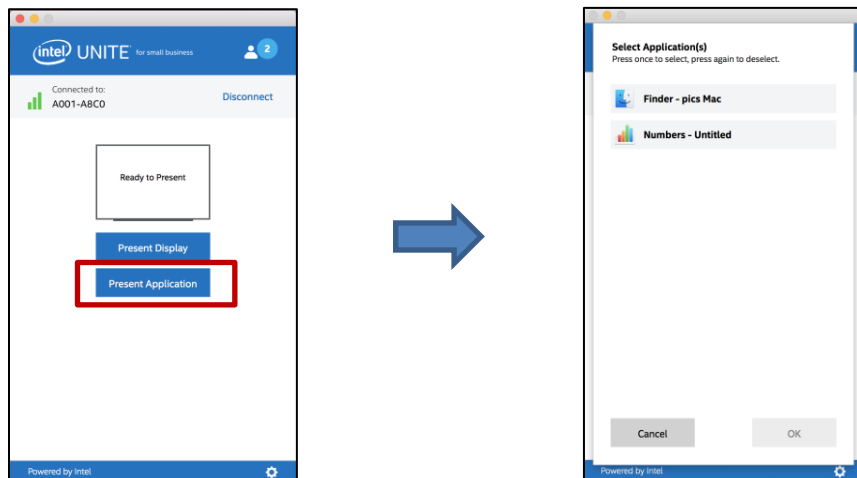


In addition to being able to present your primary display, the Intel Unite application will allow you to share selected applications.

Presenting Applications

This option allows you to select one or multiple applications to present while keeping the rest of the content on your display private. Please note that only one application is shared at a time. If multiple applications are selected, only the active application window will be shared to the Hub.

To present an application, click on **Present Application**.



Select the application you want to share from the list and click **OK**.

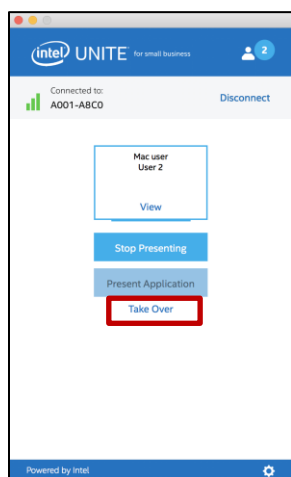
NOTE: To change your selection, click on **Stop Presenting** and select another option.



Take Over a Presentation

When multiple users are presenting, a single user may want to take over the Hub screen. To do this, the user who wants to take over the screen can use the **Take Over** option.

To take over a presentation, start presenting your content.



Click on **Take Over**.

You will see the **Take Over** option only when you are presenting the contents of your screen simultaneously with other users.

NOTE: This action will not remove the other presenters from the collaboration session, it only stops them from sharing their content. They can share again at any time.



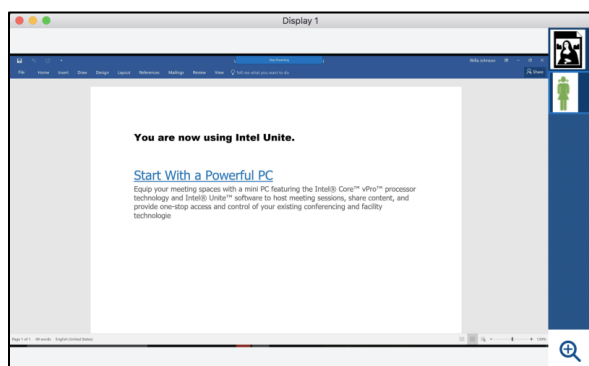
View Presentation

When a connected user shares content, you can view and annotate the presentation locally. To view a presentation while a connected user is presenting, click on **View**.



This will open a new window that will show you the content being presented. You will also be able to annotate over the content.

If multiple people are presenting, you can switch users by clicking on their avatar on the right. **Up to 4 people can present at the same time.** If additional participants want to share in the main screen, they will not be able to present until one of the 4 presenters stop presenting.

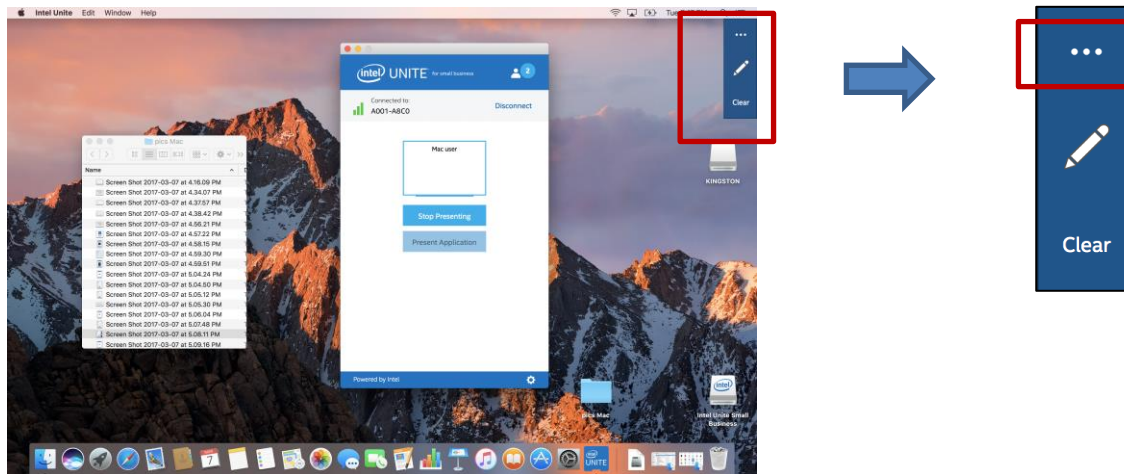


Annotation

Annotation is used to quickly highlight and point out a specific item or section on a displayed screen. The ink shown will slowly fade after five seconds. To use annotation while presenting:

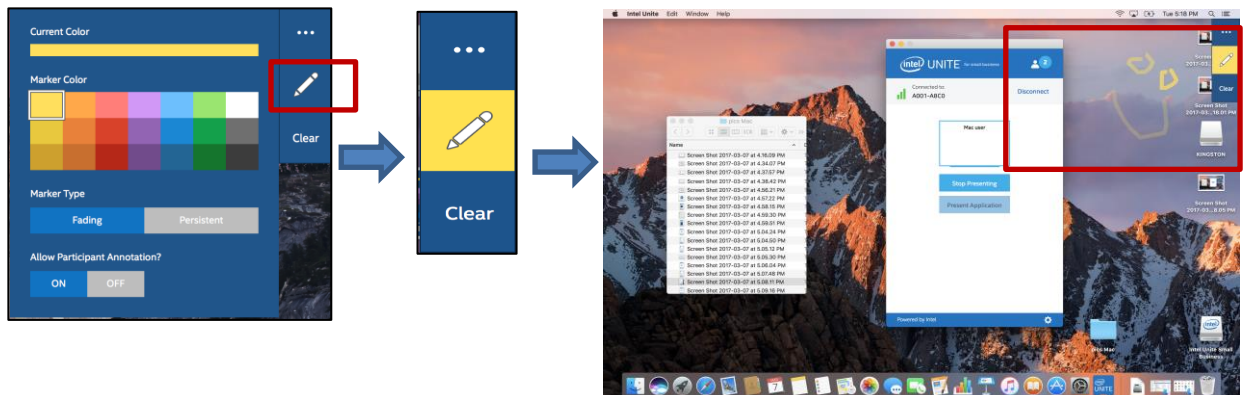
Present your content.

A persistent tool menu will appear on the right side of your display.



Click on the ... button to view more Annotation options.

- Choose marker color for annotations.
- Choose either fading or persistent annotations.
- Allow other participants to annotate.

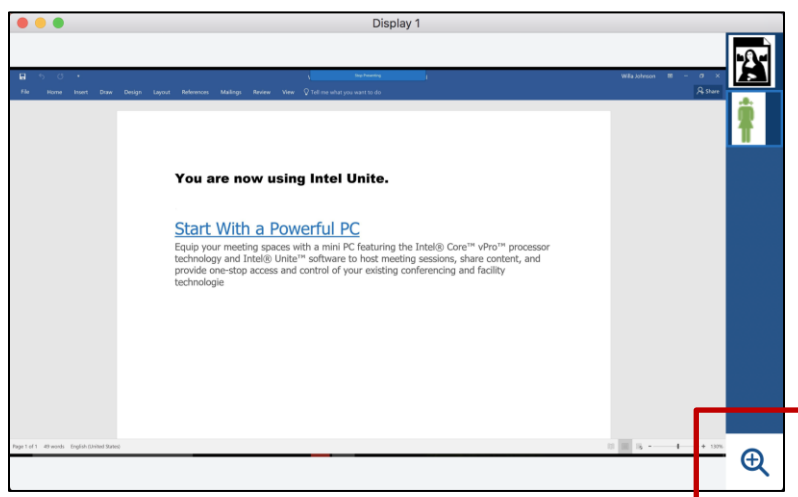


Click on the marker to start drawing on the screen. To clear your annotations, click on Clear.

To annotate when someone else is presenting, choose the **View Presentation** link and begin drawing.

Zoom

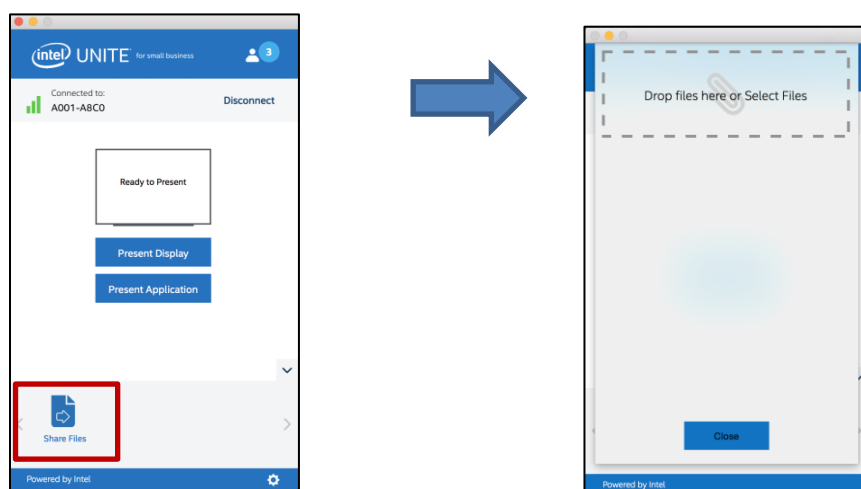
The zoom view is a 1:1 versus scaled view. Depending upon the size of the presenter's screen as well as your own, you will either see a change or not. A quick and easy way of understanding this is to take the View Presentation window, grab a corner and make it smaller. When clicking on the magnifying glass, as mentioned above, the view depends on the size of your screen.



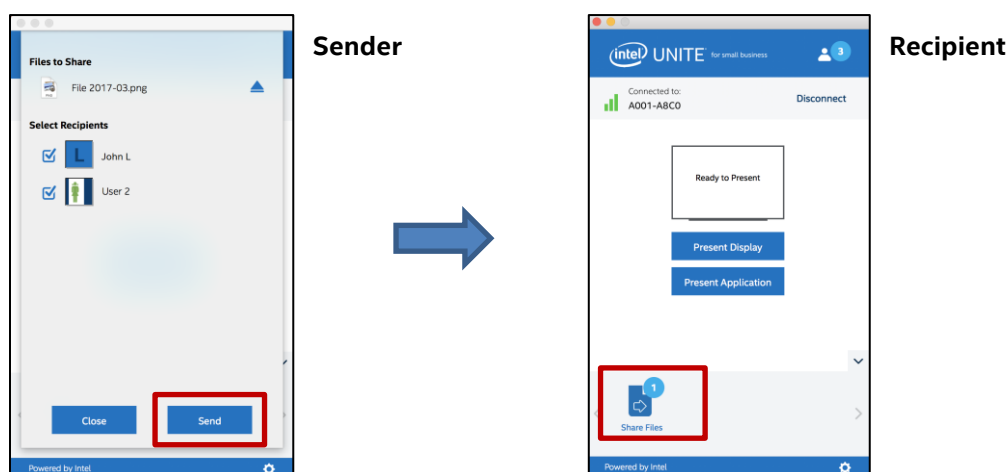
Share a file

This option is enabled by default, but your IT administrator can disable it on the Configuration Settings under the **Miscellaneous** tab (**Allow File Transfer** is set by default to Yes). The **Share Files** feature provides an easy way for users to share presentations, meeting minutes, pictures or other files with other users connected to the same Hub. To send a file using the Intel Unite application:

Click on **Share Files**.



Drag and drop files to the **Drop files here or Select files** area. Please note that the maximum file size is 2GB.



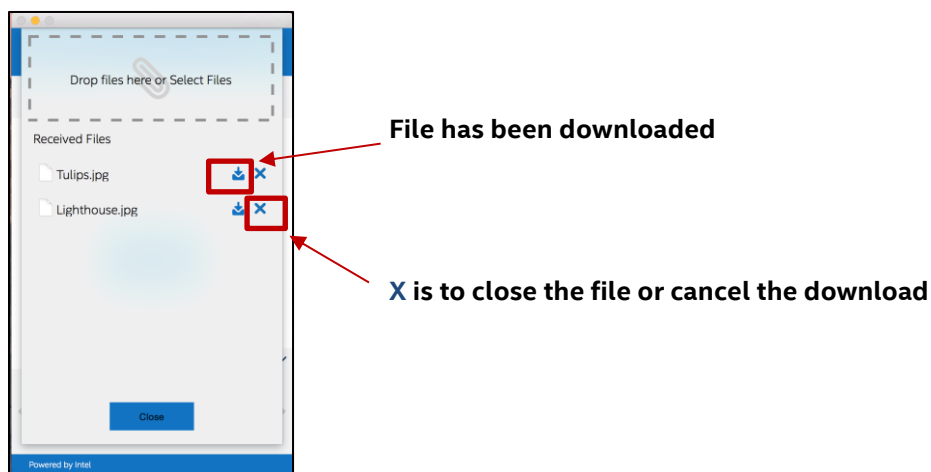
Once the files are ready to send, select the recipients and click on the **Send** button.

Recipients will receive an indicator on the **Share Files** button that files are waiting for them. Click on **Share Files** to retrieve files.

In the file list, click on the download button next to the file you want to download. Files will be placed in **Downloads**.

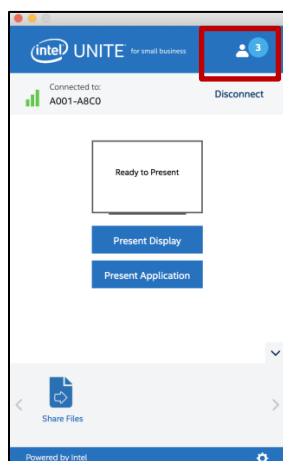
On this window you will notice different icons next to the file:

- An arrow pointing down is for files which are received and available for download
- When the arrow is pointing to the right the file has been downloaded. Click on the right-side pointing arrow to open the file.
- The "X" is to close the file or cancel the download. When the user clicks on the "X" the download list is updated as well as the number of files.

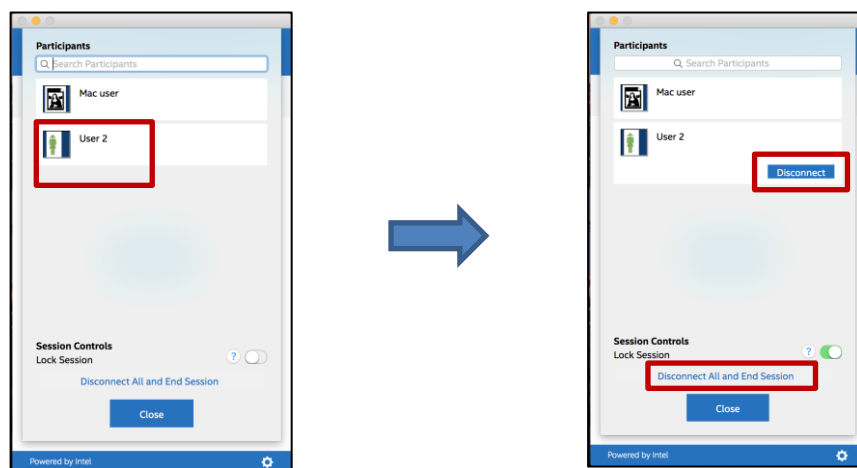


Disconnect User

Any user connected to a session can view a list of participants and disconnect other participants by clicking on the participant icon located on the upper navigation bar.

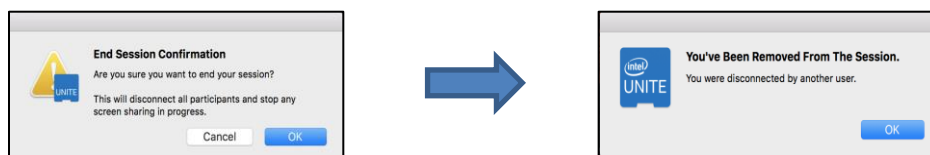


To disconnect a user, click on it to view the **Disconnect** button next to the user.



To disconnect all users and end the meeting, click on **Disconnect All and End Session**.

When you click on **Disconnect All and End Session** you will see the **End Session Confirmation** window to confirm the end of session. When accepting, other users will be notified they were disconnected by another user.

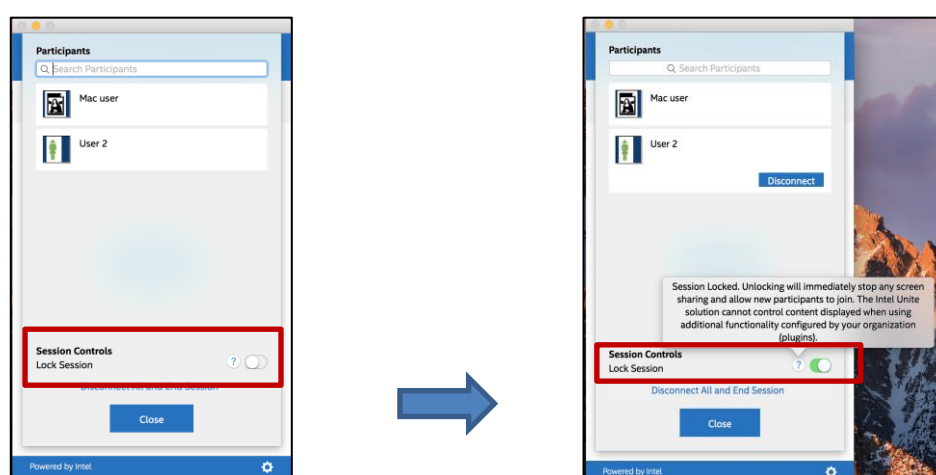


Meeting Lock

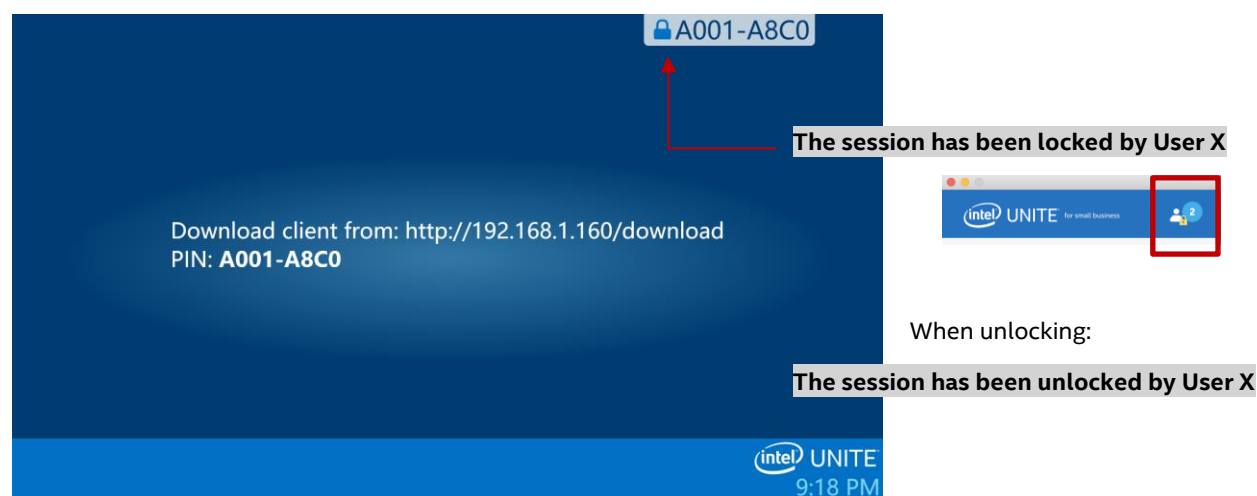
This feature allows users to lock a session to prevent other Intel Unite application users from joining and viewing the content being shared. When a session is locked, no other Intel Unite application users will be able to connect.

To lock a meeting or session, click on the participant button to view the list of participants that have joined the session.

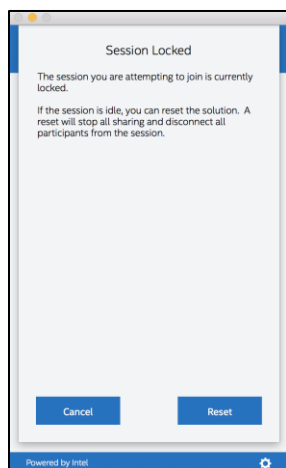
When ready to lock the session, move the toggle button to the on position (green). To unlock the session move the toggle button to the off position. The session can be locked or unlocked by any participant on the list at any time during the session.



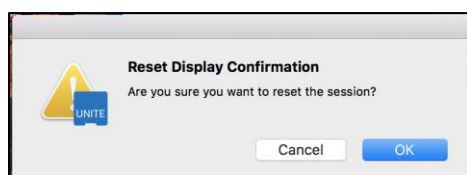
When locking a session, the hub will display a “lock” icon next to the PIN and a toast message will appear for a few seconds indicating the session has been locked. The Client device also will display a lock next to the participants on the main window.



If a user wants to join a locked session the following message will be displayed:



If the user chooses to reset the locked session, all the participants will be disconnected and the user resetting the session will be connected when accepting the Reset Confirmation.

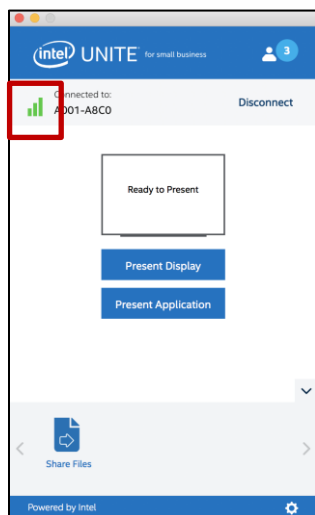


All the participants connected to the locked session will receive a message indicating that another user has reset the session.

If a session is unlocked while you are presenting, content sharing will be stopped to avoid any Intel Unite application users from being able to see the content until the content is shared again.

Connection Status Indicator

The connection status indicator provides a reliability indicator of the connection between a Hub and Client. When the connection becomes less reliable, the icon will turn yellow and then red.





Troubleshooting

This section will walk you through common issues.

Client PC not connecting to Hub

- Verify that the firewall is allowing the Intel Unite app traffic to reach the network.

Invalid PIN

If the message “**The PIN you entered could not be found. Please try again**” appears when trying to connect to the Intel Unite Hub:

- Verify you have entered a valid and current PIN.

Performance Issues

The Intel Unite Hub and each Client device needs to meet the requirements mentioned at the start of this user guide.

You may also see performance issues if you are operating on a congested network. It is recommended that the PC acting as the Hub uses a wired Ethernet connection to minimize lag caused by wireless congestion.

Network Issues

Hub: If you experience network issues, you must log out. Make sure that you are connected; then log back in.

NOTE: These directions assume that you selected “Yes” to the auto-configuration during the Hub setup process.

- Press <CTRL>+<ALT>+<DELETE>.
- Select **Switch User**.
- Log in as a different user.
- Use Windows to connect to a wired or wireless network.
- Press <CTRL>+<ALT>+<DELETE>.
- Select **Switch User**.
- Select **UniteUser** (password is: P@sswOrd).

Firewall Issues

- If you experience firewall issues, please refer to the **Firewall Help Guide** to configure Firewall Settings.



Shortcut Does Not Open Application

This usually happens when the Intel Unite application is already running in the background. Reboot your system and try again. You can also use Task Manager to force the Intel Unite application to close.

For more information about Intel Unite® software: <http://intel.com/unite>