

FYI: Scopia Desktop Client Upgrade

An important update from the REANNZ Video Conferencing Service team

We're getting in touch to let you know that we're doing an upgrade to our software. To continue using our service after this upgrade, you'll need to upgrade your desktop Scopia client software.

What do you need to do?

1. The upgrade is happening on Saturday 29 March from 9am to 6pm - so, you'll need to upgrade your client after this and before you next join a VC meeting.
2. To make the change - please go to <http://sds.karen.net.nz> and click on the link "click here to install these updates" and follow the simple instructions.
Mac users - you'll only be offered one option to download the "Scopia Desktop Client", so that's nice and easy.
PC users - you'll see that you have three check boxes - please select the "Conference Client/" option.
Mobile and VC room users - no need to make any changes, you won't be impacted by this upgrade.
3. **Tip:** After you've downloaded the new software - it's always best to test it and make sure it's all working ok. Remember, we have a test room that you can use. Just go to <http://sds.karen.net.nz>, type your username in, then "6222" into the meeting ID and click the "Participate Now" button.
4. **Please pass this on!** We've contacted everyone in our community with an iview account (that's people who are able to set up VC meetings). If you know other people that use this VC service but don't set up meetings like you, please let them know that they also need to upgrade their client.

If you're having any issues or if you're unsure if this change affects you, please contact your organisation's video conferencing or desktop support. Of course, if you're not sure who helps within your organisation - please reply to this email and we'll point you in the right direction.

Thanks!
Biju,
REANNZ Help Desk Support