



IDVideoPhone Upgrade Announcement

ID Solutions will be performing a platform upgrade to IDVideoPhone that will require a short period of down time.

The Update is Scheduled for:

Sunday, February 21st , 2016 1:00 AM-4:00 AM EST

The upgrade will take approximately three hours, but may be shorter.

During the upgrade, there will be some periods where ongoing calls will be disconnected, or users may be unable to join calls. If you have a critical meeting scheduled during this time, please contact us and we will provision a complimentary meeting room to accommodate your needs.

As part of the upgrade, a new version of VidyoDesktop will be made available. When you next connect to IDVideoPhone ,you will be prompted to upgrade to the latest version. The user guide for the new software can be found at http://www.vidyo.com/wp-content/uploads/VidyoDesktop_QuickUserGuide_3.6-A.pdf

For users with VidyoRoom systems a software update will be automatically downloaded on the next log in to IDVideoPhone.

If you are not the current system administrator for your service, please pass this information on to your current system administrator, and your other IDVideoPhone users. If you have any questions concerning the upgrade, please contact the IDVideoPhone Help desk:

Help Desk (Video Support Services):

advpsupport@e-idsolutions.com

Account Questions, Test Calls, Training, or Contract Upgrades:

Sandy Cassella

Adoption Services & Sales Support

scassella@e-idsolutions.com

203-479-3506

The IDSolutions team is dedicated to the quality of every video call you hold. We look forward to continuing our relationship with you and your team.

Thank you,

Your IDSolutions Support Team

