ONEVP

powered by ZVRS

USER GUIDE
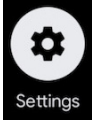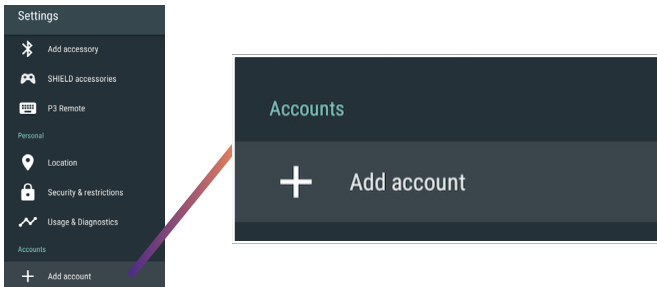
Welcome to the ZVRS Family!
Congratulations, you are now a user of our new OneVP!

QUICK START

Click on the Settings icon in the top right corner.

Go down the settings options to the bottom.
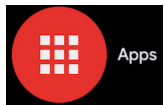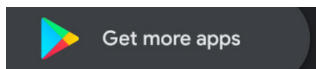

Enter your Gmail account user name and password.

After you set up your NVIDIA Shield -- connecting the power cable, HDMI, ethernet and Logitec web cam, and then entering your Gmail account -- follow the steps below to download OneVP app:
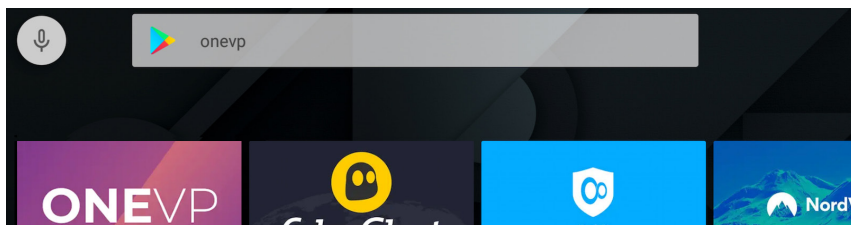
On NVIDIA Shield click on the Apps icon.

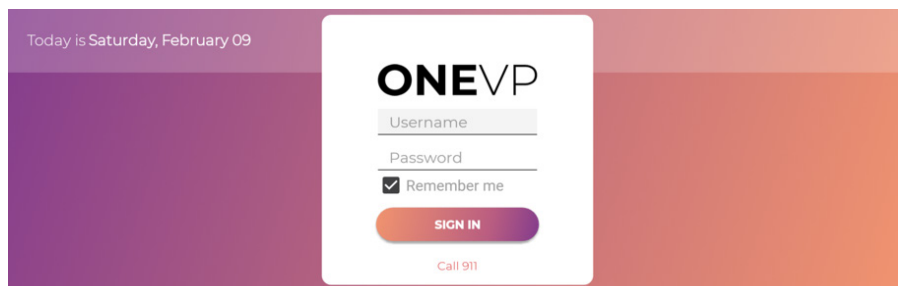Find and click on this icon to open it and more apps.

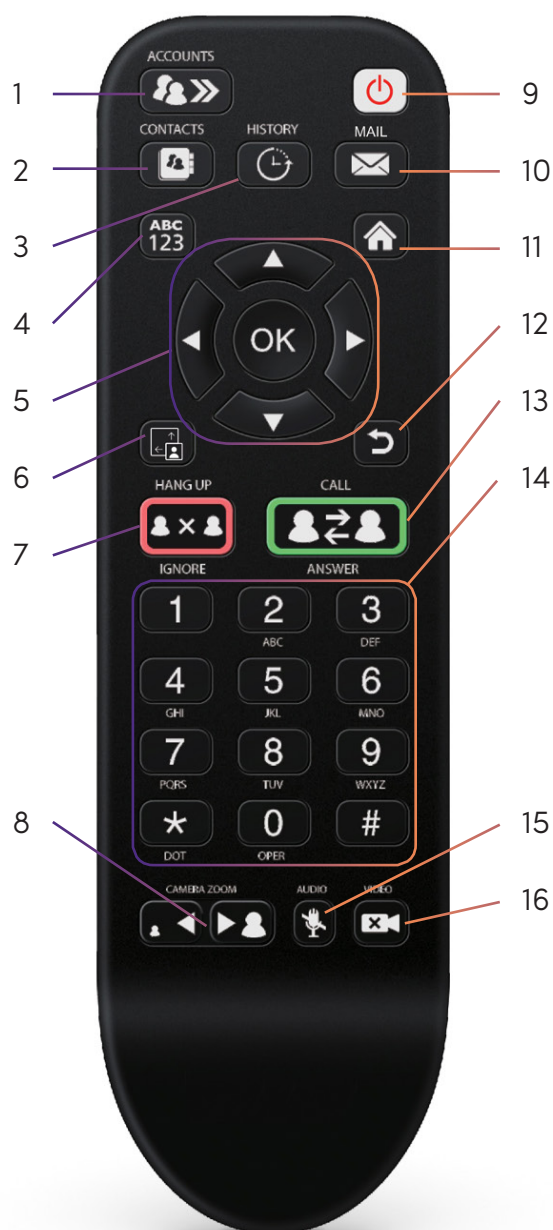Find and click on the magnifying glass on the top left corner to search for the app you want.

Type in "OneVP" to search Google Play.

2

Log into your account.

ONEVP **SMART REMOTE**

Volume Control: On the shield remote use the middle slider to adjust volume level.

1. **"Accounts" Button:** Use this to add up to five accounts. You can also use this button to view all accounts on your OneVP.
2. **"Contacts" Button:** Access all of your contacts with just one click. Add, edit, or delete contacts from the contact screen.
3. **"History" Button:** Stores missed, received and dialed calls.
4. **"Keyboard" Button:** Press this button to use the onscreen keyboard.
5. **"Arrow" and "OK" Buttons:** Use these buttons to navigate keyboards and screens; also, use the back arrow to delete characters while typing.
6. **"Picture within a Picture/Full-Screen" Button:** Adjusts the picture within a picture for a side-by-side video option or allows the caller's window to fill the entire screen.
7. **"Hang Up/Ignore" Buttons:** Press this button to hang up or ignore a call.
8. **"Camera Zoom" Button:** Use the arrow keys to adjust your camera settings.
9. **"ON/OFF" Button:** Currently this button is unavailable. This does not affect OneVP functionality or operability.
10. **"Video Mail" Button:** View, save and delete messages, as well as record your own personal Video Mail outgoing message.
11. **"Home" Button:** Press this button to return to OneVP's home screen.
12. **"Back" Button:** Press this button to return to the screen you were last on.
13. **"Call/Answer" Button:** Press this button to make or answer a call.
14. **"Alpha-Numeric Keypad" Buttons:** Use these buttons to dial numbers and operate other OneVP features.
15. **"Audio" Button:** Turn the microphone on or off.
16. **"Video Privacy" Button:** Turn video privacy function on or off.

ONEVP LOGIN SCREEN

How to Add an Account:

If your OneVP doesn't have an account signed in, log into your account for the first time on your OneVP.

1. Using your remote control buttons "Arrow/OK":
    a. Enter your username.
    b. Enter your password.
    c. Click on "Sign In."
    d. Check "Remember me" if you want it to auto-login from now on.
        i. If there is only one account, this screen will not appear again.
        ii. If there are multiple accounts, you'll be prompted to choose the one you want to use.*

Video Transmission: When actively transmitting video, a light will be visible at the top of the camera.

Adding a Bluetooth headset: Exit OneVP and click on the gear icon, go down until you see "Add Accessory" to pair the headset.
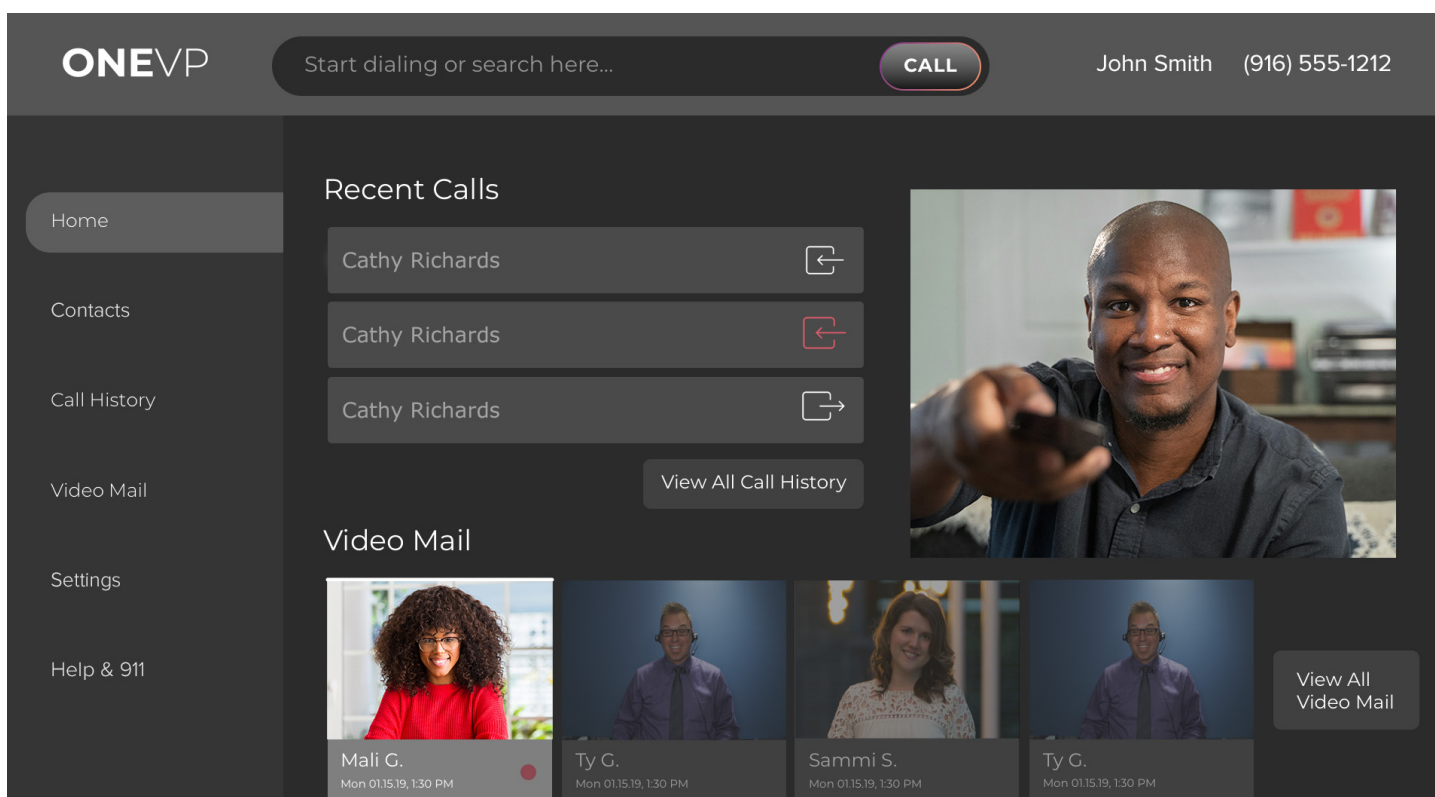
ONEVP incoming call alerts:
There are several ways you can be alerted to an incoming call on your OneVP.
1. **The OneVP will pop up a new window on screen.**
2. **You will receive an automated email notification.**
3. **You will receive a text message.**

To set up email and text notification, log in to your ZVRS account at zvrs.com.

ONEVP HOME SCREEN

1. **Call:** Enter the number you wish to call or a name to search for in Google Maps. Then, to make a call or search, click on the "Call" button at the top of the home page, the "OK" or "Call/Answer" button on your remote, or simply click "Done" on your on-screen keypad.
2. **Contacts:** Use this area to access or add a contact.
3. **Call History:** Use this area to view calls received, made, and missed. You can also delete your call history.
4. **Video Mail:** Use this area to view, save, and delete Video Mail received from other callers.
5. **Settings:** Here you can choose your calling preferences, time zone, and more.
6. **Help & 911:** Use this area to easily contact the ZVRS Customer Experience Team and get answers to frequently asked questions -- or call 911 to quickly connect to emergency services.

USING THE SEARCH BAR

HOW TO PLACE A CALL
To make VRS or P2P calls

Using the Home Screen:

ONEVP

pizza   CALL   John Smith   (916) 555-1212

Home

Contact

Call History   4

Video Mail   1

Setting

Help & 911

Search Result for pizza
Contacts

No Search Results

Call History

No Search Results

Directory

Pizza Express	**(408) 995-6666**
A Slice of New York	**(408) 247-5423**
4th St **Pizza** Co	**(408) 286-7500**

1. Using your remote control "Arrow/OK" buttons, press the "Right" and "Up" arrows.
2. Enter the number you wish to call in the "Start dialing or search here..." bar.
3. Press the "OK" or "Call/Answer" button on your remote control.
4. Your call will be placed.

Using the Contacts Screen:
1. Press the "Contacts" button located on your remote control.

ONEVP

                                                         CALL   John Smith   (916) 555-1212

Home

Contact

Call History

Video Mail

Setting

+ ADD NEW CONTACT

All ★ A B C D E F G H I J K L M N O P Q R S T U V W X Y Z #

		Jim's Dry Cleaners	
Faye Valentine	★		
Jim's Dry Cleaners	★	**PHONE NUMBER**	**TYPE**
John Goldman	★	9165554334	Main
Jordan Lane	★		
Kevin's Krispy Chicken	★		

1. Highlight "Contacts" on the home screen and press "OK."
2. Highlight the person you wish to call.
3. Select the Phone number you want to call.
4. Press the "Call/Answer" or "OK" button on your remote control.
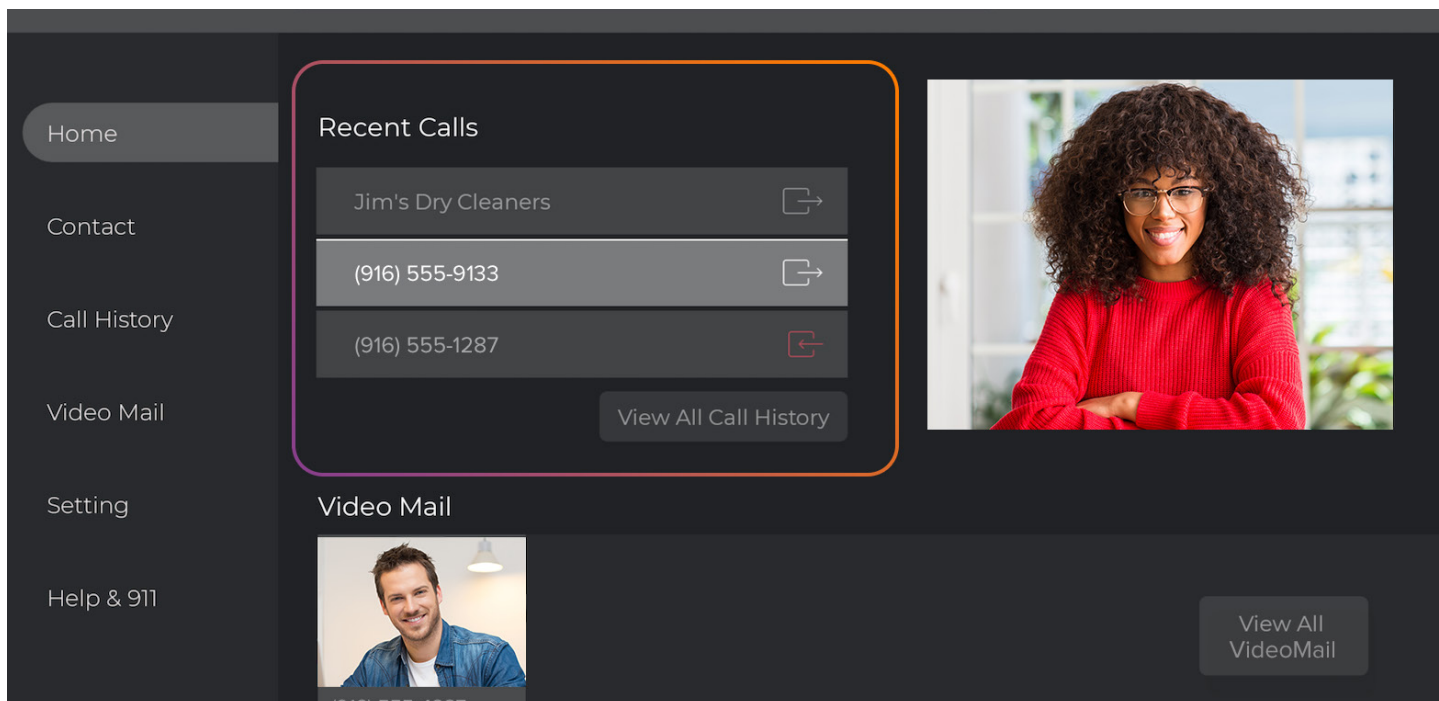5. Your call will be placed.

Using the Call History Screen:
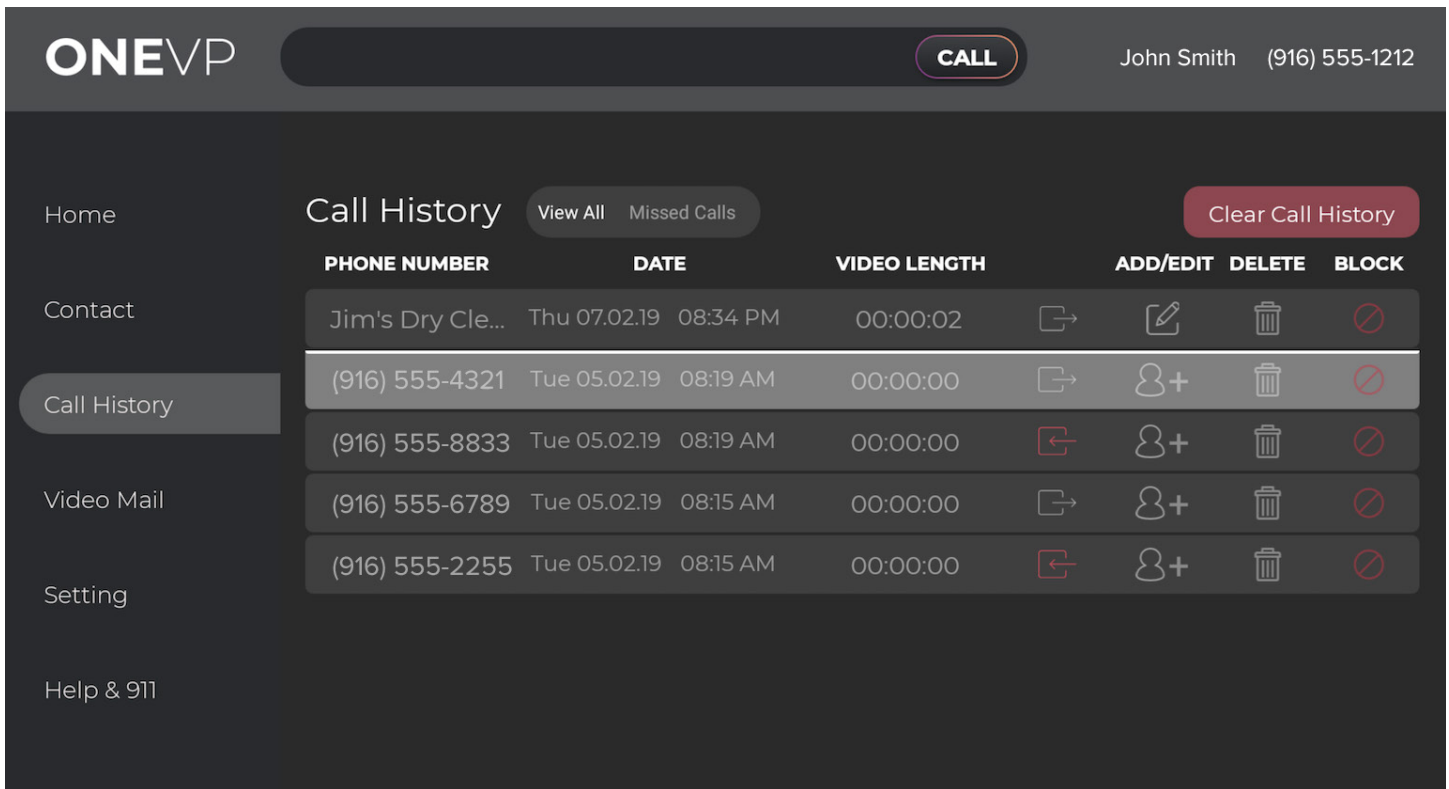
1. Using your remote control, highlight the "Call History" screen.
2. Choose an option: "All," "Missed," or "Clear History."
3. Highlight the person you wish to call and press the "Call/Answer" or "OK" button on your remote control.
4. Your call will be placed.
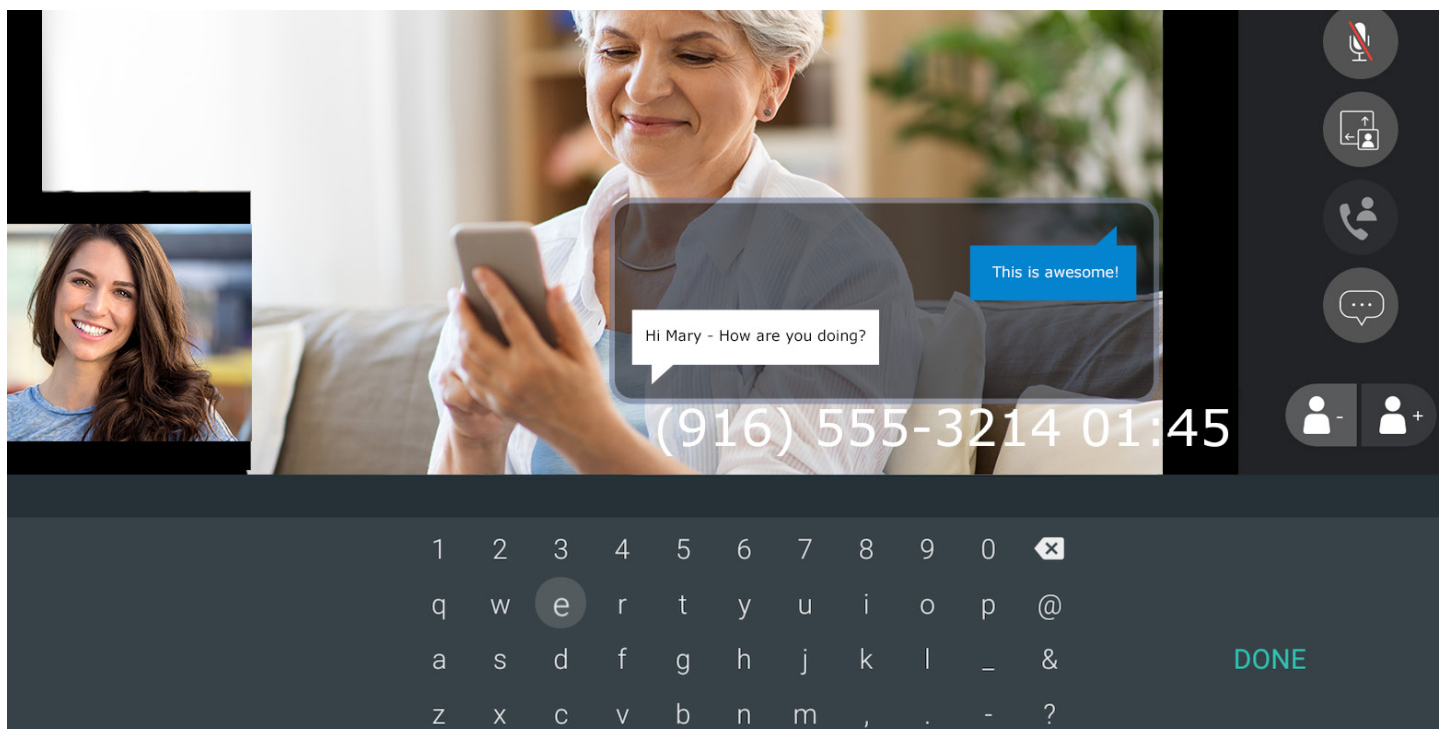
Using the Recent Calls Screen (home page):

1. Using your remote control's "Arrow/OK" buttons, press the "Right" and then "Down" arrows.
2. Highlight the 10D number you want to call and press "Call/Answer" or "OK" button on your remote control.
3. Your call will be placed.

USING TEXT CHAT WHILE ON A CALL

Use Text Chat to communicate with your ZVRS Video Interpreter (VI).

1. While on a call with your ZVRS Video Interpreter (VI), press the "Keyboard Button" (labeled "ABC123") on your remote control OR select the Chat Icon at the bottom of the right column on your screen.
2. Text Chat will appear.
3. Press the "Keyboard Button" again to bring up the keyboard, using your remote control "Arrow/ OK" buttons to navigate between the keys and press "OK" to enter a letter.
4. Click "Enter" to send.

USING "DTMF" ON THE CALL

DTMF (Dual Tone Multi-Frequency) enables a OneVP user to press the numbers on their OneVP remote control keypad to send information to the party they are calling. It is often used for automated menu systems. (For example: if the menu asks you to enter an account number, or to select a number to reach a certain department extension, or to choose between English and Spanish). Instead of signing the number to the video interpreter, the ZVRS user can simply press the numbers on their keypad. The interpreter will never see the numbers you entered. To use this feature on the remote control, press the appropriate numeric key on the remote control keypad.
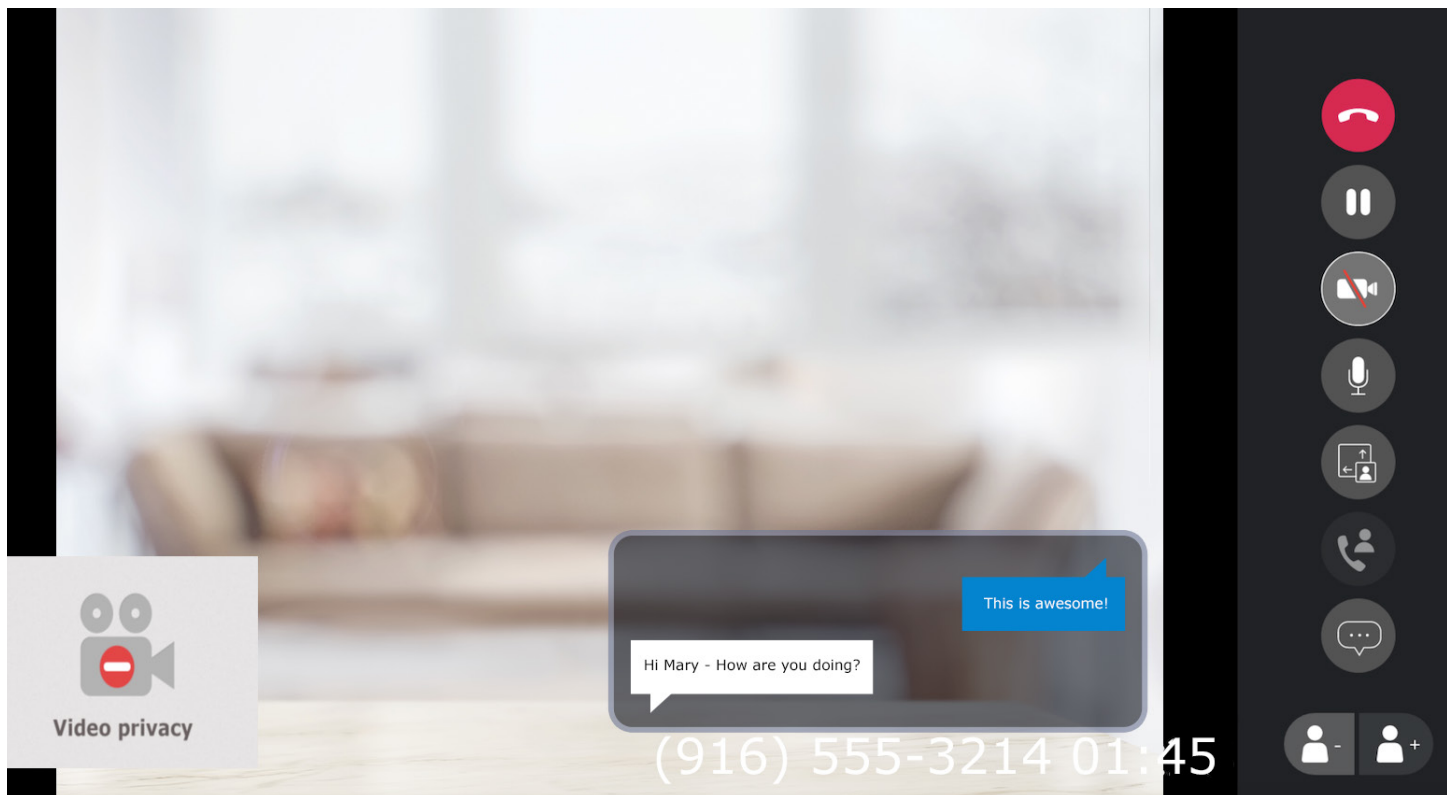
ADJUSTING WHILE ON A CALL

You will be able to enable video privacy by pressing the "Video" button on your remote control or select the "Video" icon on the right column on your screen.

You will be able to mute audio by pressing the "Audio" button on your remote control or select the "Audio" icon on the right column on your screen.

You will be able to switch between different video modes: side-to-side; full screen with smaller local screen, with the option to move the local screen to any of the 4 corners; and full remote screen without a smaller local screen. You can also use your remote to select video modes on the right column.

While being connected to a VI, you can choose to make another call by selecting the "Another Call" icon and select the number you want to call.

You will have access to a call time tracker to indicate how long you have been on the call and the 10 digit number you dialed.

MANAGING CONTACTS

You have one Contact List that can be updated directly from OneVP, Z5 mobile, the New Z5 Desktop, or the website at zvrs.com. Enter a new number once and it shows up on all devices. Contacts lists of shorter than 20 Entries will be organized into the following categories: ABC, DEF, MNO, PQR, STU, VWXZ; whereas contacts lists of longer than 20 Entries will be organized as such: A,B,C,D,E,F,...
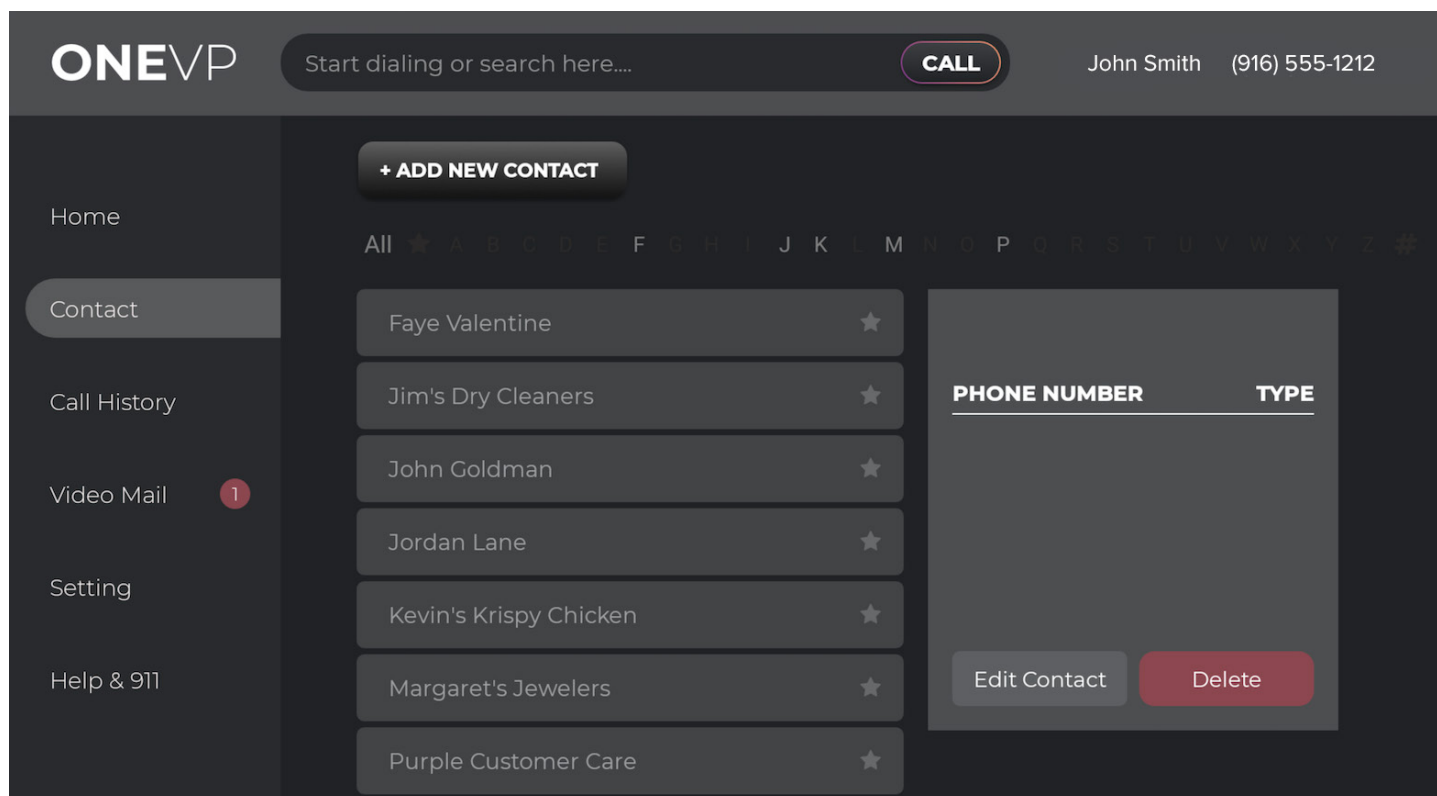
Adding Contacts:

1. Press the "Contacts" button located on your remote control.
   – OR –
1. Using your remote control "Arrow/OK" buttons, highlight the "Contacts" icon.
2. Highlight the "+Add New Contact" icon.
3. Enter contact information.
4. Highlight "Options" to set up VI language and VCO settings for this contact.

5. You can also select your "Favorites" by highlighting the star and pressing "OK." The star will be yellow after being enabled.
6. You can also block the contact from calling you again by highlighting the "Block" icon. If the blocked individual attempts to call you, your OneVP will not ring but instead will immediately divert to Video Mail and that person will have the ability to leave a message.

Adding A Contact From Call History:

1. Press the "History" button located on your remote control.
   – OR –
1. Using your remote control "Arrow/OK" buttons, highlight the "Call History" icon.
2. Using the "Arrow" buttons, find a 10D number you would like to edit.
3. Click the "OK" button.
4. Click "Add to Contacts."
5. "Edit Contact: (Contact's name)" will pop up and you can now edit the contact.
6. Click "Save" to save the settings.

Editing A Contact:
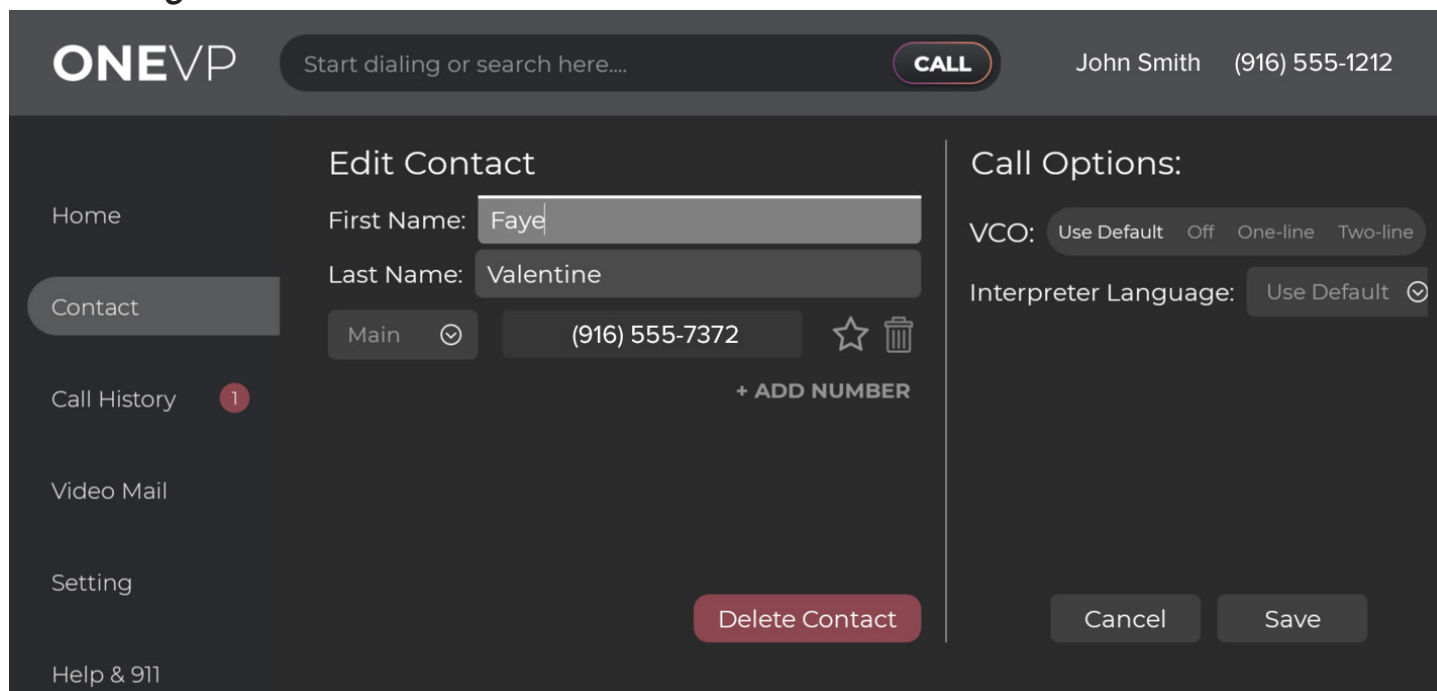
1. Press the "Contacts" button located on your remote control.
   – OR –
1. Using your remote control "Arrow/OK" buttons, highlight the "Contacts" icon.
2. Using the "Arrow" buttons, find a contact you would like to edit.
3. Click "Edit."
4. "Edit Contact: (Contact's name)" will pop up and you now can edit the contact.
5. Click "Save" to save the settings.

Adding A Contact To Favorites:

1. Press the "Contacts" button located on your remote control.
   – OR –
1. Using your remote control "Arrow/OK" buttons, highlight the "Contacts" icon.
2. Using the "Arrow" buttons, find a contact you would like to add to Favorites.
3. Click "Edit."
4. "Edit Contact: (Contact's name)" will pop up. Click the "Star" icon. The "Star" icon will change from gray to yellow to indicate that it has been added to Favorites.
5. Press "Save" to save your settings.

How To View Favorites From Contacts:

1. Press the "Contacts" button located on your remote control.
   – OR –
1. Using your remote control "Arrow/OK" buttons, highlight the "Contacts" icon.
2. Use the "Arrow" button to highlight the "Star" icon.
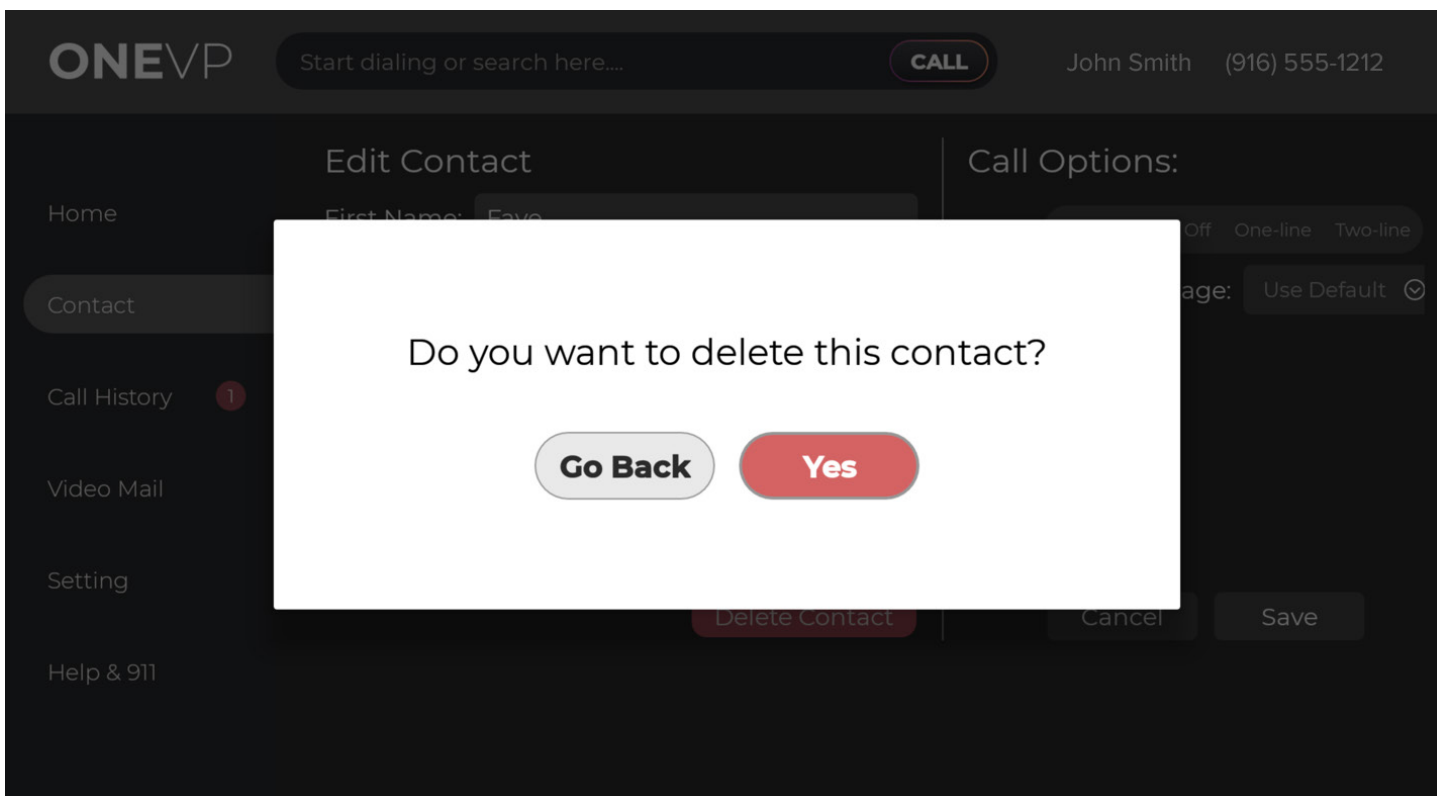
How To Delete A Contact:
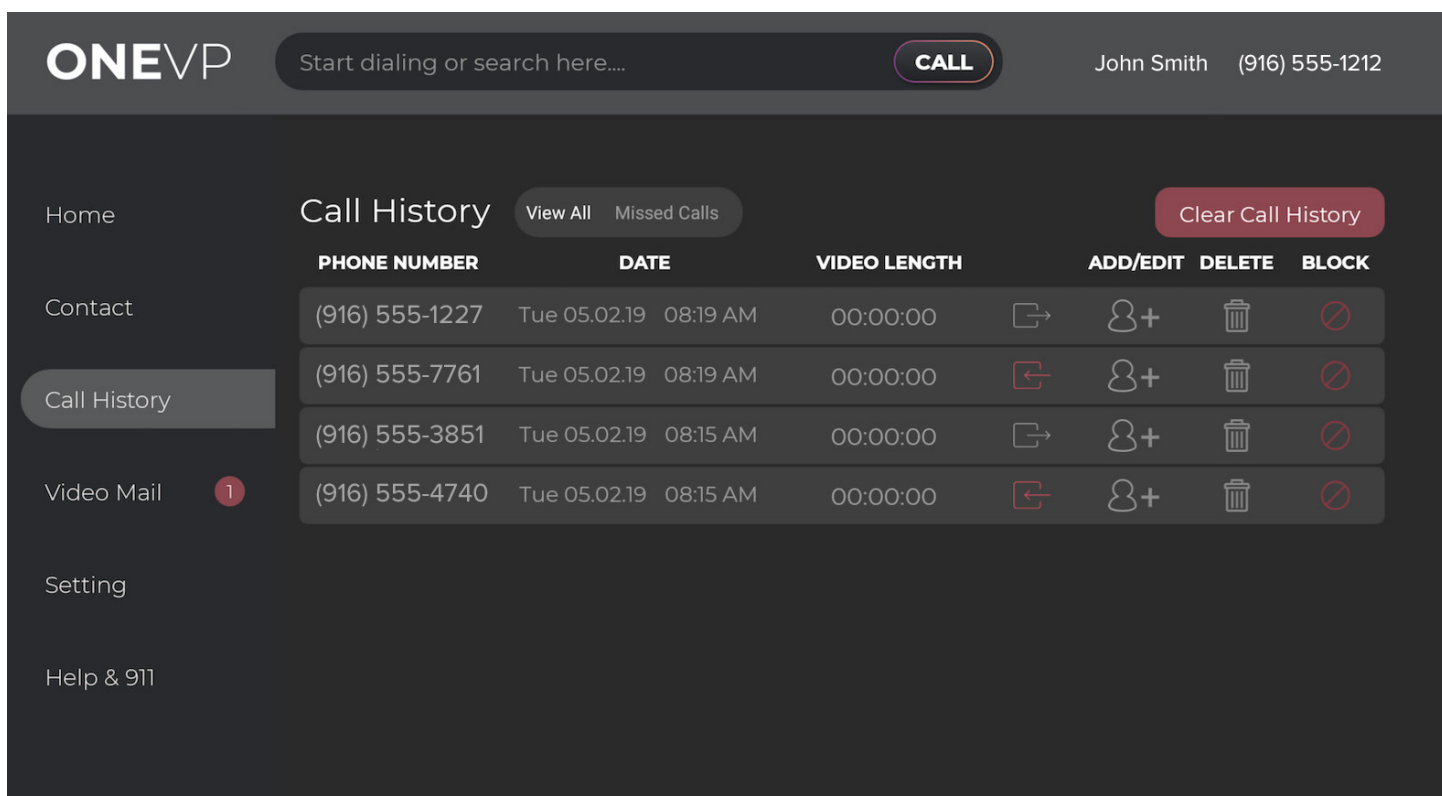
1. Press the "Contacts" button located on your remote control.
   – OR –
1. Using your remote control "Arrow/OK" buttons, highlight the "Contacts" icon.
2. Using the "Arrow" buttons, find a contact you would like to delete.
3. Use the "Arrow" buttons to highlight the "Delete" icon on the bottom right corner.
4. A pop-up will ask if you want to delete this contact. Click "OK."

CALL HISTORY

Legend:

RED RIGHT ARROW: Outbound Missed Call

GREY RIGHT ARROW: Outbound Connected Call

RED LEFT ARROW: Inbound Missed Call

GREY LEFT ARROW: Inbound Connected Call

MISSED CALL INDICATOR: Tells you how many missed calls you have.

How To Sort Call History:

VIEW ALL: Show the entire Call History.

MISSED CALLS: Only show all missed calls.

CLEAR CALL HISTORY: Delete all calls in Call History.

How To Delete In Call History:

Delete a single call in Call History.

1. Press the "History" button located on your remote control.
   – OR –
1. Using your remote control "Arrow/OK" buttons, highlight the "Call History" icon.
2. Highlight a 10D number you want to delete then click "OK."
3. A pop-up screen will come up. Click "Delete."
4. Another pop-up screen will come up, asking "Do you wish to delete this call history item?"
5. Click "OK" to delete the 10D number from Call History.

Delete all calls in Call History:

1. Press the "History" button located on your remote control.
   – OR –
1. Using your remote control "Arrow/OK" buttons, highlight the "Call History" icon.
2. Highlight and click on "Clear History."
3. A pop-up screen will come up, asking "Do you wish to clear your entire call history?"
4. Click "Ok" to delete all calls in Call History.

Video Mail is a video–based message system that allows you to record a personal outgoing message, receive messages, and leave messages for other Video Mail users.

MANAGING VIDEO MAIL
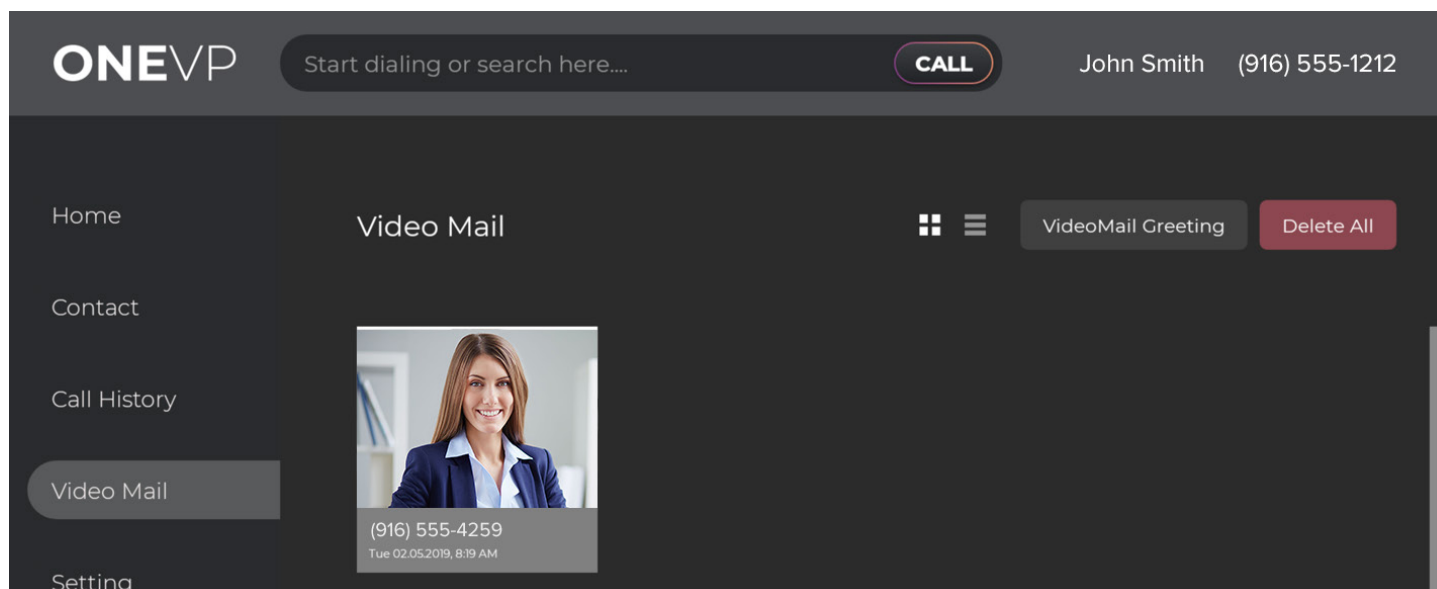
1. Press the "Mail" button located on your remote control.
   – OR –
1. Using your remote control's "Arrow/OK" buttons, highlight the "Video Mail" icon.
2. Use the "Arrow/OK" button to highlight a message you would like to view.
3. While your Video Mail message plays and the video screen is highlighted, press the "OK" button to pause the message. Press "OK" again to un–pause.
4. Click "Close" or use your remote control's "Return" button to exit from the Video Mail message that you were viewing.
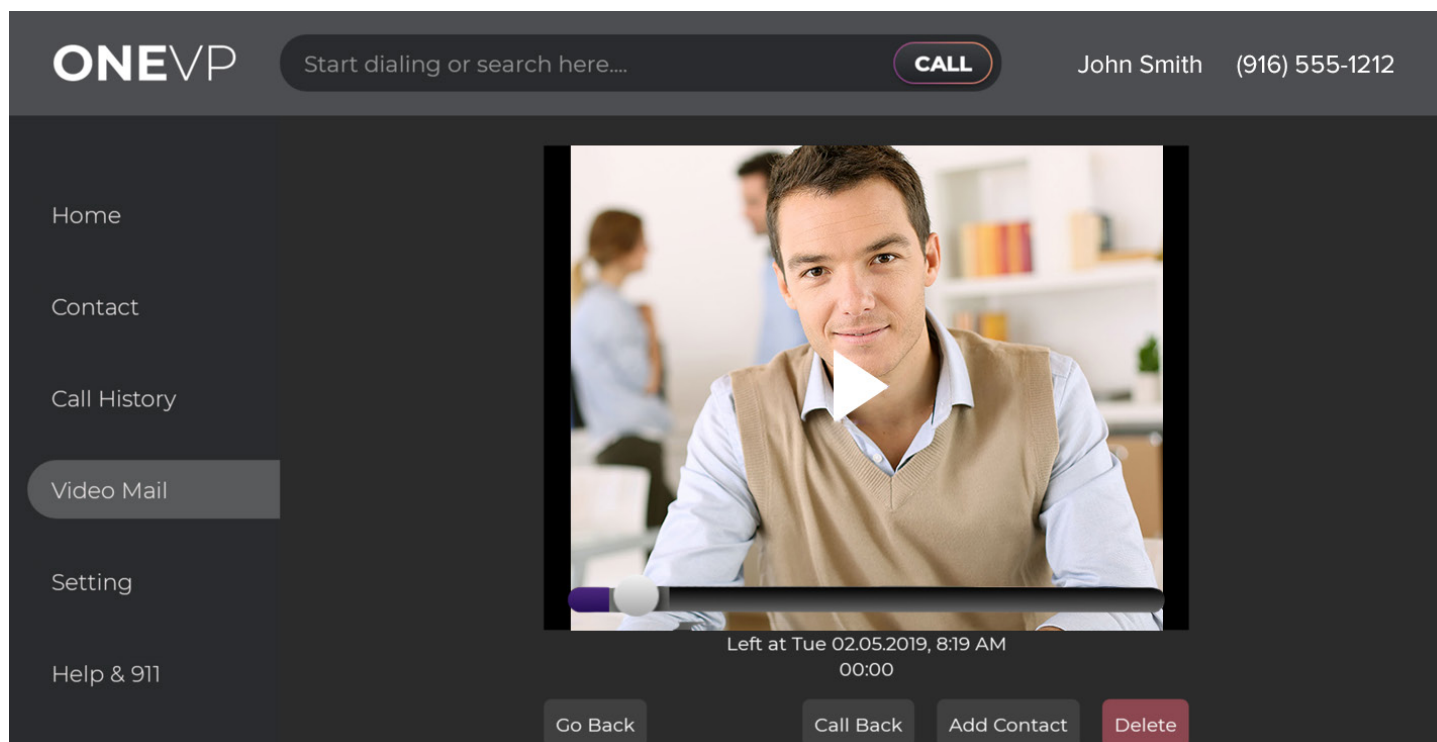
How To Delete Video Mail:
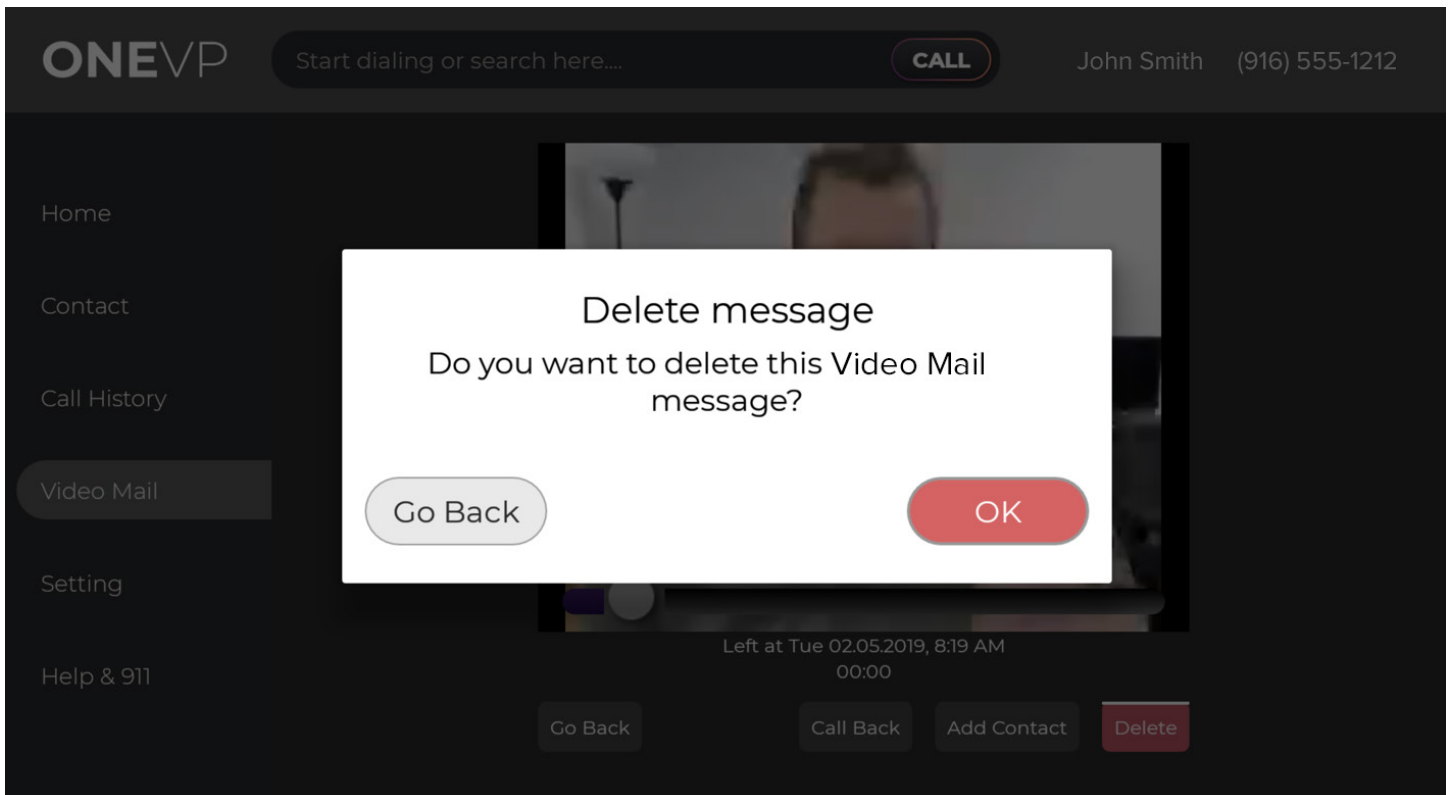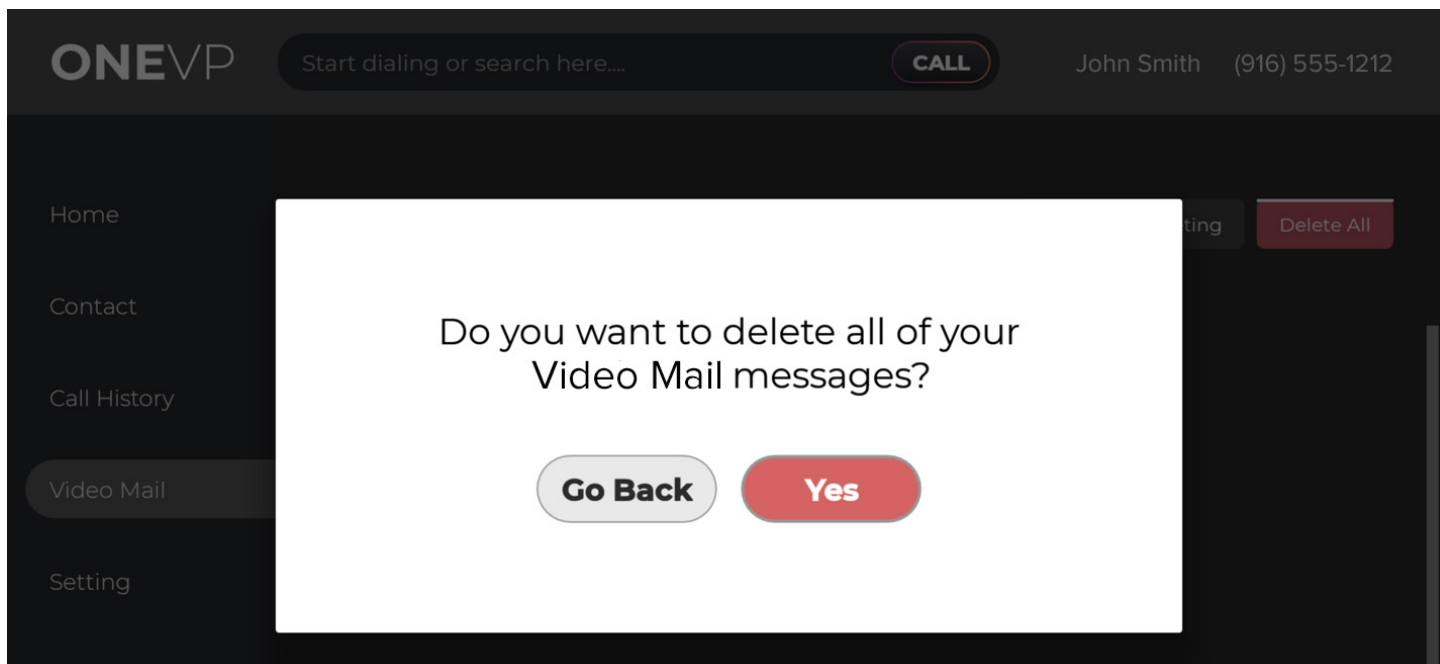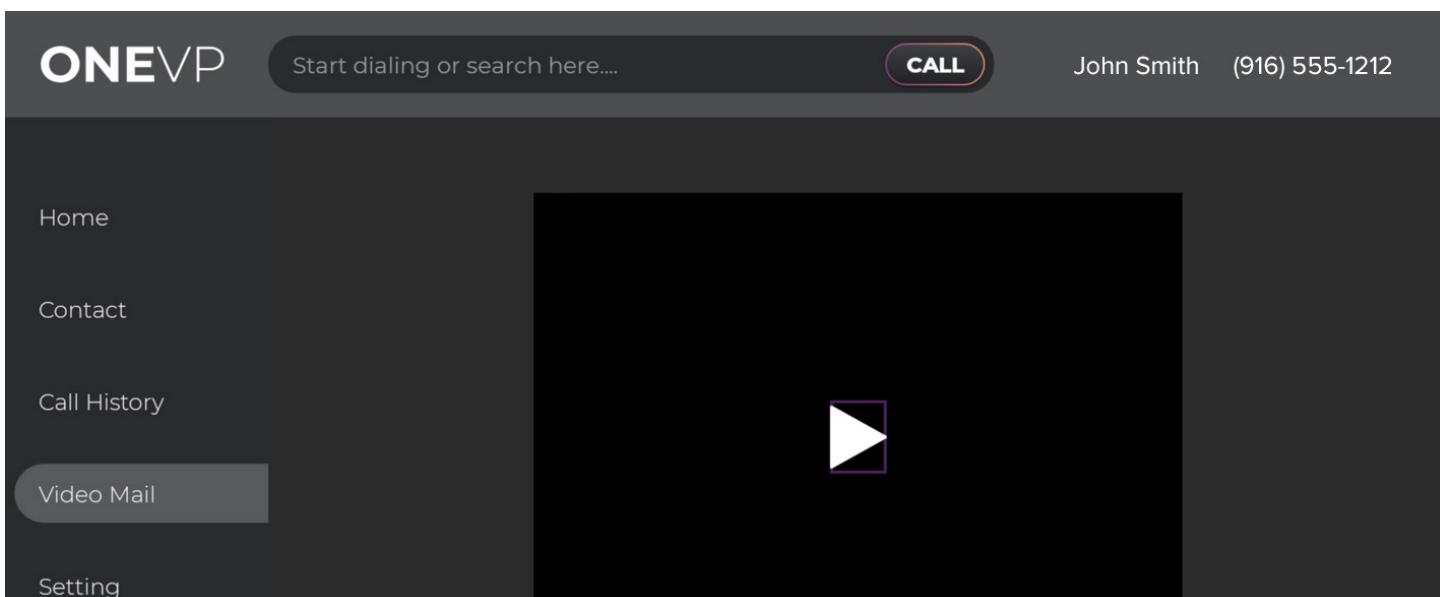

To Delete a Single Message:

1. Press the "Mail" button located on your remote control.
   – OR –
1. Using your remote control's "Arrow/OK" buttons, highlight the "Video Mail" icon.
2. Use the "Arrow" button to highlight a message you would like to delete.
3. Press the "Hang Up/Ignore" button.
   – OR –
1. Press the "OK" button and click "Delete Message."
2. A "Delete Message" pop-up will ask you to confirm that you are sure you want to delete the message from (10D number) on (Date/time).
3. Click "Go Back" or press the "Return" button if you do not want to delete the message.
4. Click "OK" to delete the message.

To Delete All Messages:

1. Press the "Video Mail" button located on your remote control.
   – OR –
1. Using your remote control "Arrow/OK" buttons, highlight the "Video Mail" icon.
2. Click "Clear all messages."
3. A pop up will ask you to confirm that you are sure you want to delete all your Video Mail messages.
4. Click "Go Back" or press the "Return" button if you do not want to delete the messages.
5. Click "Yes" to delete the messages.

How To Use The "ZVRS Greeting" In Video Mail:

1. Press the "Video Mail" button located on your remote control.
   – OR –
1. Using your remote control's "Arrow/OK" buttons, highlight the "Video Mail" icon.
2. Highlight "ZVRS Greeting" and press "OK."
3. Under "Video Mail Greeting":
   a. Press *View* – to see your current video greeting.
   b. Press *Change* – to record a new video greeting.
   c. Press *Use Default* – to change back to the default video greeting.

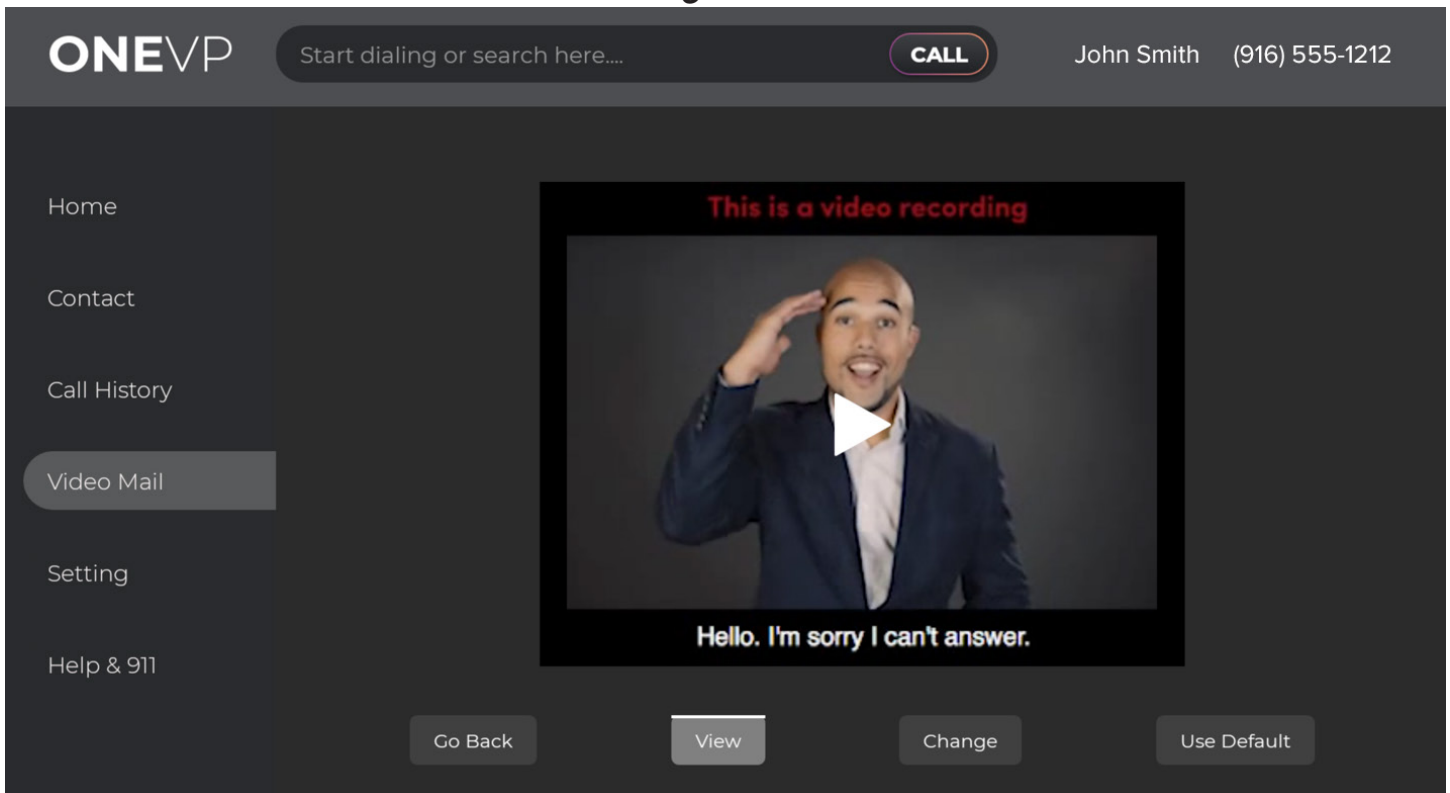### *How To Create A New Video Mail Greeting:*

1. Press the "Video Mail" button located on your remote control.
   – OR –
1. Using your remote control's "Arrow/OK" buttons, highlight the "Video Mail" icon.
2. Highlight "Change" and press "OK."
3. It will bring up a Video Mail greeting display to record a new video.
4. It will let you know when it starts recording.
5. Hang up when you are done recording your Video Mail greeting.

How To View Your Video Mail Greeting:

It is better to view the Video Mail greeting on the new Z5. To view the Video Mail greeting on OneVP, you will have to create a new Video Mail greeting first before having the ability to view it.

1. Press the "Video Mail" button located on your remote control.
   – OR –
1. Using your remote control's "Arrow/OK" buttons, highlight the "Video Mail" icon.
2. Highlight "View" and press "OK."

### *Return To Default Video Mail Greeting:*
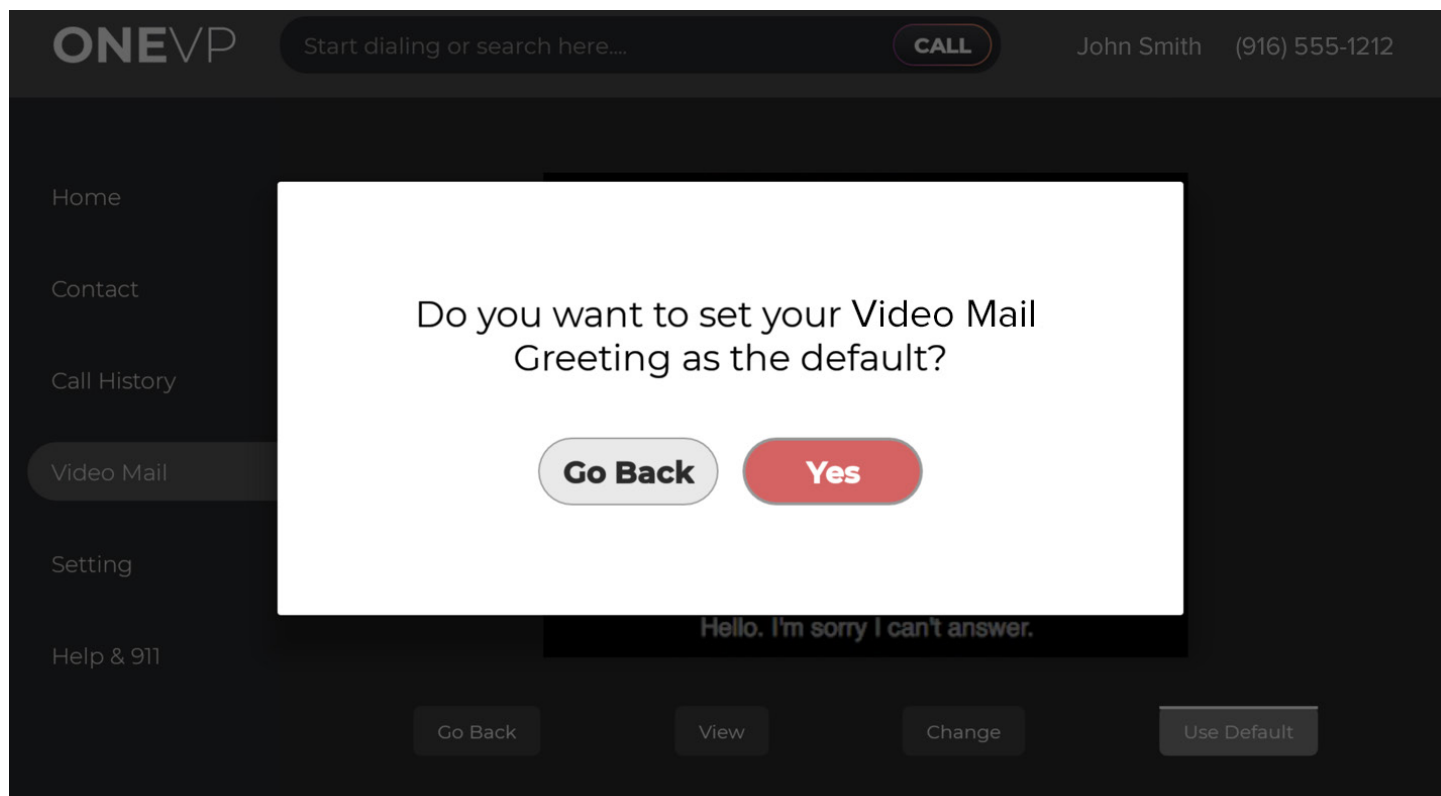
ZVRS's default Video Mail greeting will show a gentleman leaving a video message asking you to leave a message.

1. Press the "Video Mail" button located on your remote control.
   – OR –
1. Using your remote control's "Arrow/OK" buttons, highlight the "Video Mail" icon.
2. Highlight "Video Mail greeting" and press "OK."
3. Press *Use Default.*
4. A pop-up will appear asking if you want to set your Video Mail Greeting as the default. Press "Yes" to change it to the default option.

GENERAL SETTINGS
Under Settings, first tab
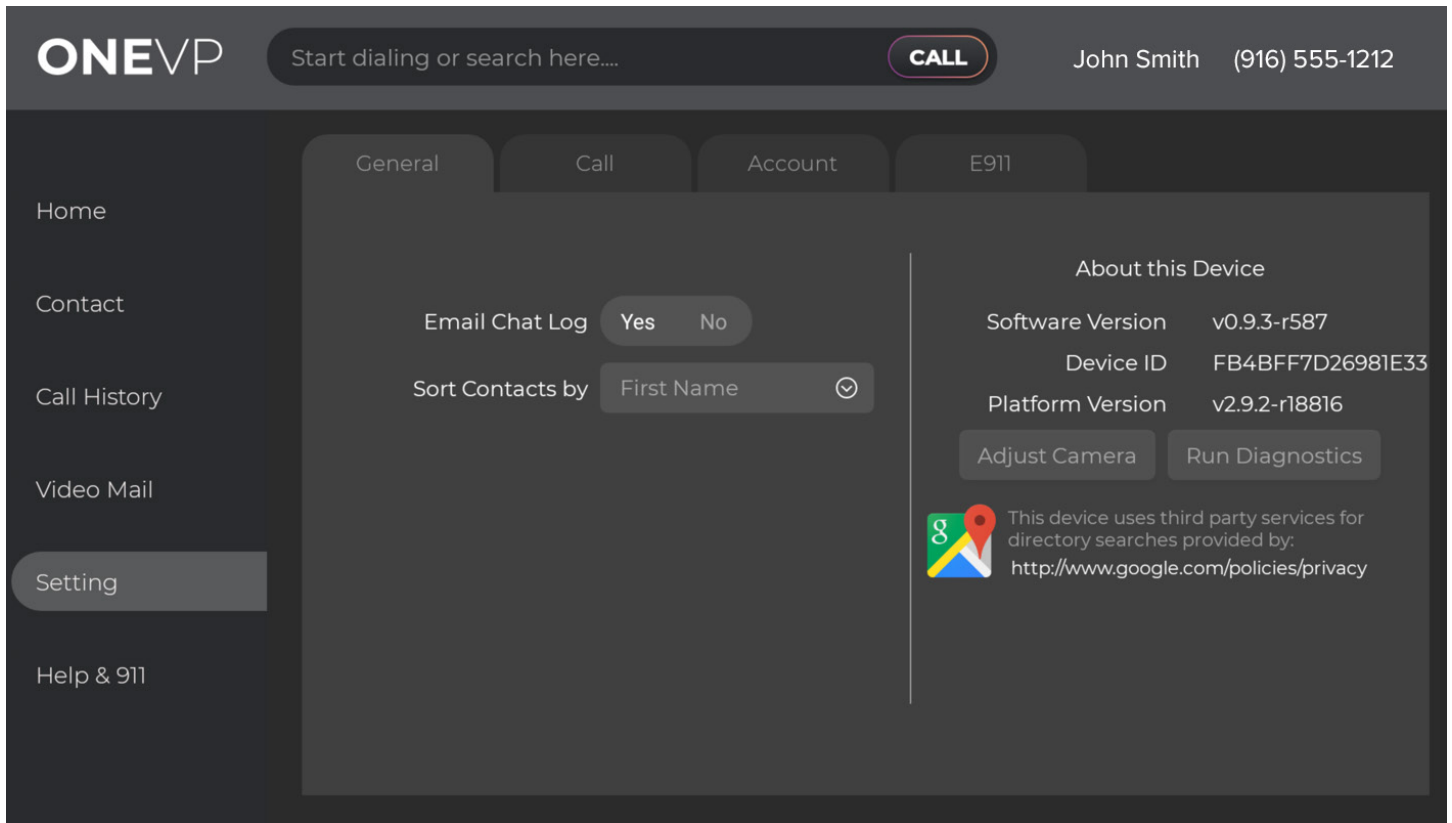
Email Chat Log: If you want to receive a log of every text chat after every call, select Yes. (Your options toggle between Yes and No.)

Sort Contacts: Contacts can be sorted by first name or last name.

About this device:
- Software version – This identifies the current version you are using.
- Device ID – This identifies your product Mac ID.

Adjust Camera: Select this to adjust zooming on your camera. Once you are finished, push "Done. *Note: You can also use your OneVP remote to control zooming without having to go into settings.*

Run Diagnostics:
- Select this to see the information about the hardware such as:
  o CPU Usage
  o Memory Usage
  o Update
- Auto Answer: If you want calls to be answered automatically, choose Yes or No.
- Call Stats Overlay: To see the call stats, choose Yes or No.
- Maximum Call Speed
  o By default it is set for 1024, but can go up or down based on drop-down options.
  o Preferred Resolution: this will help you determine what resolution to use.
- The drop-down menu has many options – it is currently set for Auto.

CALL SETTINGS
Under Settings, second tab
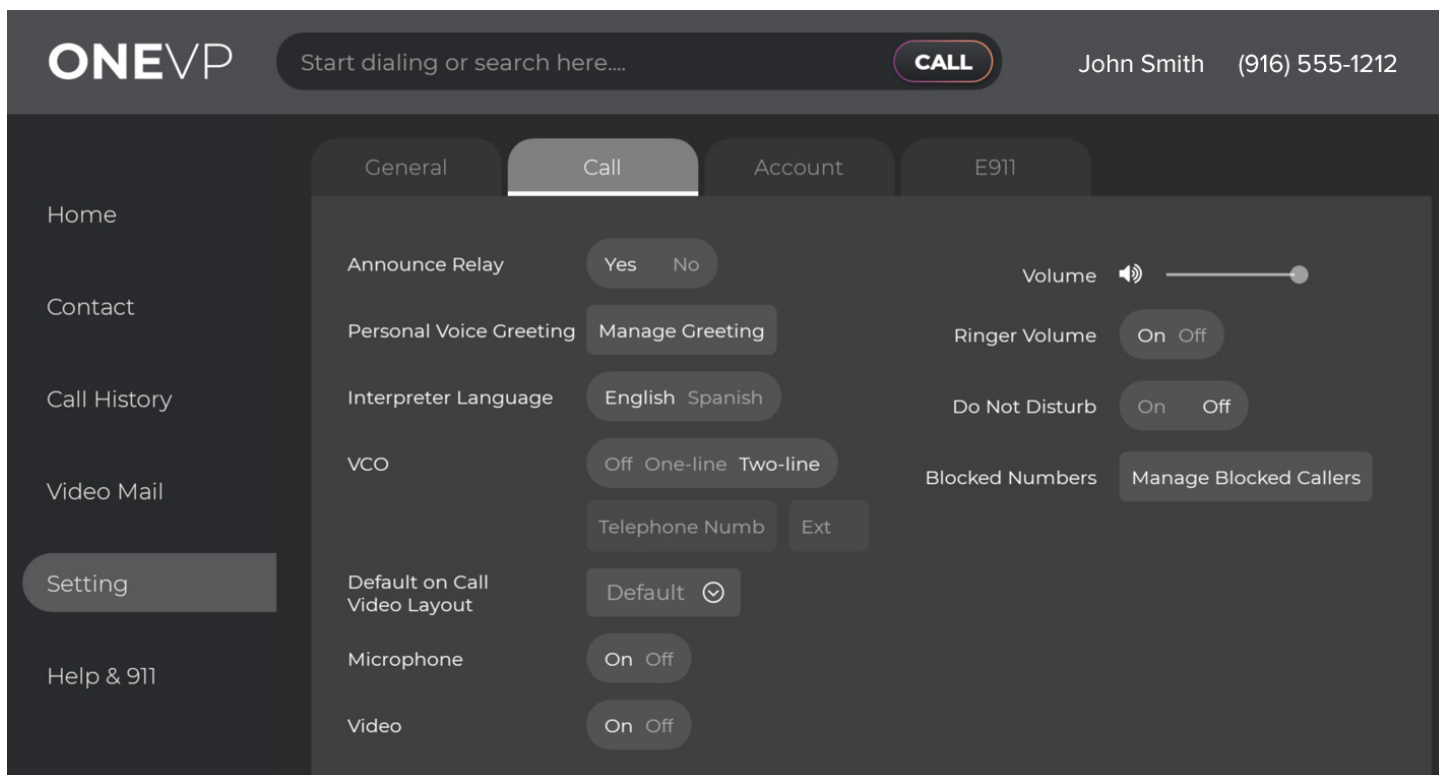
Announce Relay: Do you want the VI to announce that this is a relay call? Your choice of Yes or No would be the default for every call.

Personal Voice Greeting: This is what you want the VI to say to the hearing caller when they try to call you. This is text based; you can change it any time.

Interpreter Language: This is to set up your preferred language for every call. The language chosen in your Contact settings will override this choice, but you can have it set for English or Spanish as a default.

VCO: You can choose this if you prefer to use VCO for every call.
- One-line – This option will not use a telephone; it would use your OneVP's built-in audio.
- Two-line – this will enable the VI to call your mobile or landline)
- Enter in the preferred number to receive your VCO calls on (mobile or landline).

Default on call Video Layout: You can choose where you want your self-view window to appear.
- Side by side
- Bottom or top corners
- Don't show your self-view

Microphone: Use this setting to decide whether the microphone should be on or off as a default for every call.

Video: Use this setting to decide whether video should be on or off as a default for every call.

Volume: Use this setting to decide how loud you want the TV to be for P2P or VCO calls.

**Ringer Volume:** Use this setting to enable or disable ringing for incoming calls.

Do not disturb: If this is enabled, you will not get calls at all. Use this setting to prevent interruptions to your movie or video streaming experience.

Blocked Numbers: Use this setting to block specific callers based on 10D number.

Manage Blocked Callers: Select this option to see who is blocked. The number must be in your contact list to be blocked.

ACCOUNT SETTINGS
Under Settings, third tab
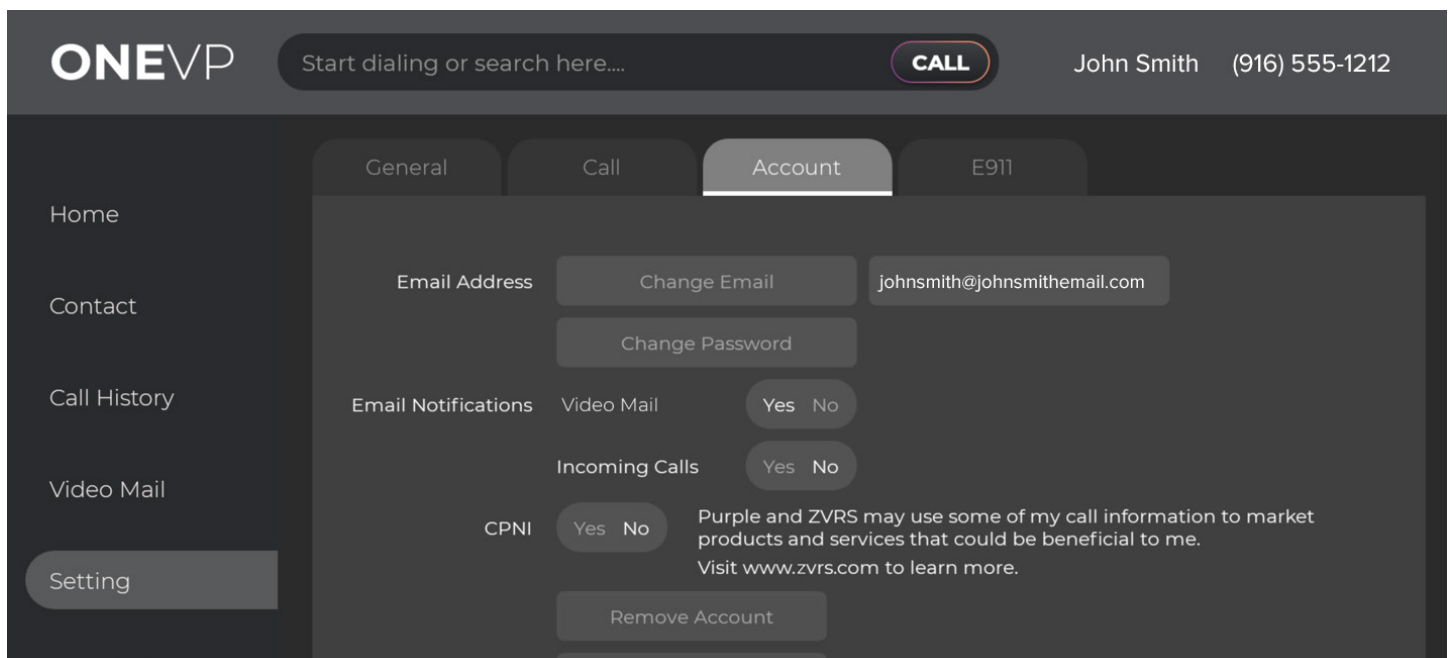
Email Address: This setting shows the email address that is currently tied to your profile.

- If want to change your email, you can enter it here and click "Save."
- Change Password - If you click on this, a password box will pop-up. Enter the password you want to change, confirm, then save.
- Email notifications
  - o To get emails for Video mail, choose Yes or No.
  - o To get emails for incoming calls, choose Yes or No.
- CPNI
  - o This gives permission to use your call information to market products and services that could be beneficial to you.
- Remove Account
  - o This option will remove your account. If it is the only account, OneVP will default back to the login screen.
- Sign Out
  - o This allows you to log into another account if you have multiple accounts set up on OneVP.

E911 SETTINGS
Under Settings, fourth tab

On the E911 settings page, you can change the following information:

- First Name
- Last Name
- Address
- City
- State
- Zip Code

Once you have made changes, if you've made a mistake or want to go back, you can click "Revert." Otherwise, to commit to your changes, click "Save."

HOW TO ADD AN ADDITIONAL ACCOUNT

Up to five accounts can be logged into your OneVP. Additional accounts can be logged in or removed at any time.

1. Under Settings, open the Account tab and click on "Sign Out." (You can also navigate to this option using the "Accounts" button on the top left of your OneVP remote.)
2. Choose "Sign into another account."
3. Put in your username and password, then check "Remember Me" if you want to stay logged into the device.

HOW TO SWITCH BETWEEN ACCOUNTS

1. Using your remote control, press the "Accounts" button or go to your Settings Account tab, then click "Sign Out."
2. An Accounts page will come up.
3. Using your remote control's "Arrow/OK" buttons, select which account you want to log into.

HELP & 911
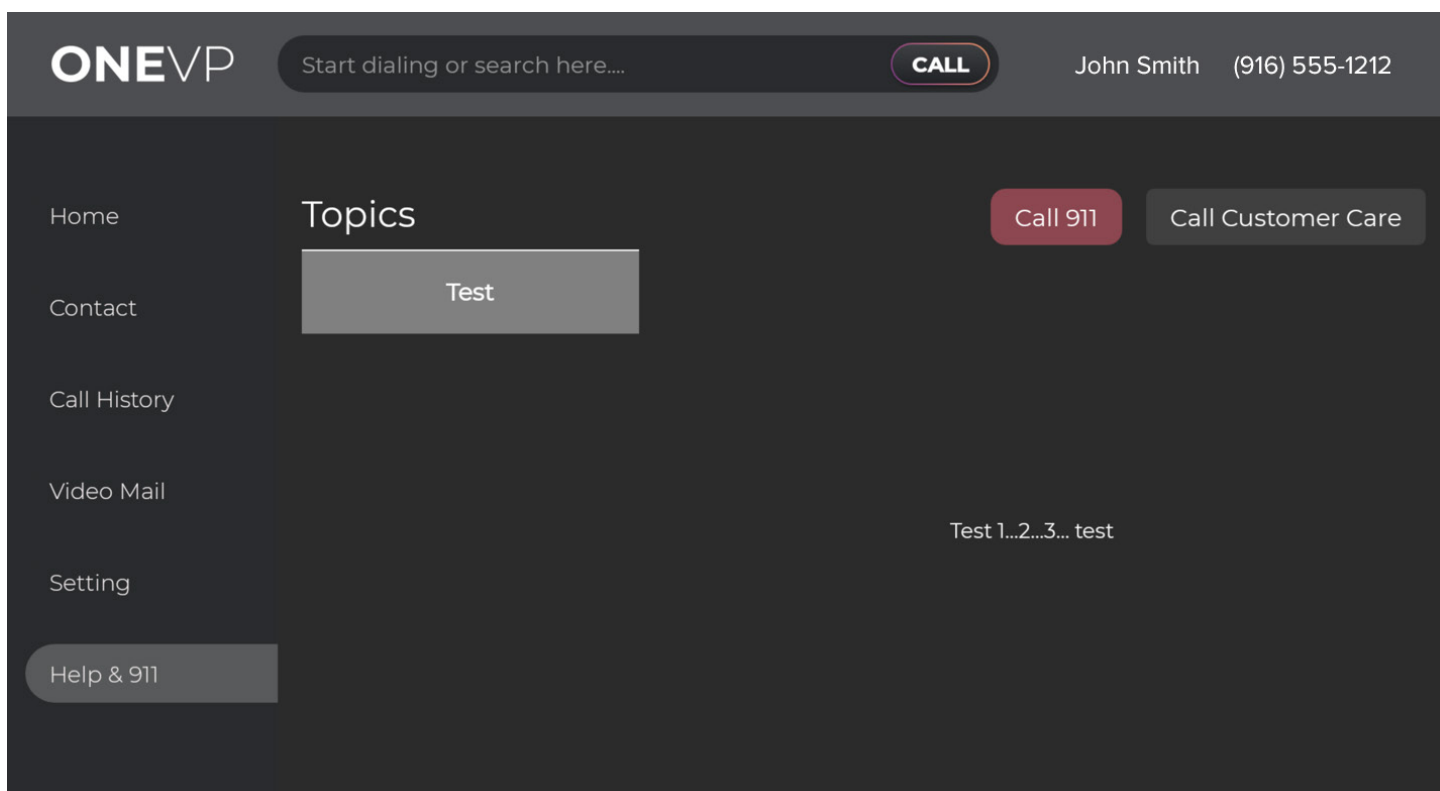
Topics: FAQ will be listed under the "Topics" heading for quick troubleshooting.

Calling the ZVRS Customer Experience Team for account or technical help:
1. Using your remote control's "Arrow/OK" buttons, highlight the "Help" icon.
2. Highlight "Call Customer Care."
3. Click to make the call.
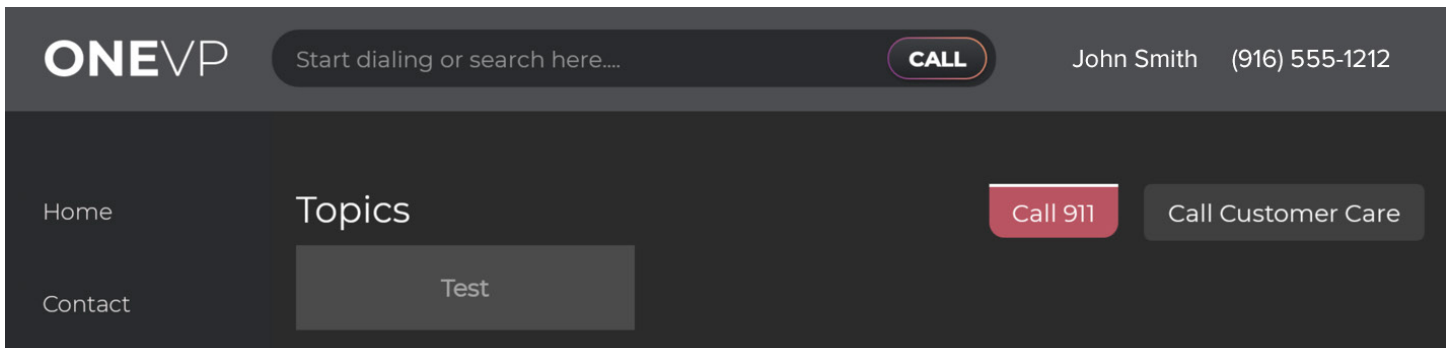
Calling 911: Click on "Call 911" and you will see a message asking you to confirm that you really want to make the call. Call 911 in any situation that requires immediate assistance from the police, fire department, or an ambulance. Examples include:

- A fire
- A crime, especially if in progress
- A car crash, especially if someone is injured
- A medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention

When you call 911, be prepared to answer the call-taker's questions, which may include:

- The location of the emergency, including the street address
- The phone number you are calling from
- The nature of the emergency
- Details about the emergency, such as a physical description of a person who may have committed a crime, a description of any fire that may be burning, or a description of injuries or symptoms being experienced by a person having a medical emergency

If you dial 911 by mistake, or if a child in your home dials 911 when no emergency exists, do not hang up. That could make 911 officials think that an emergency exists, and possibility send responders to your location. Instead simply explain to the call-taker what happened.

A 911 call can be made anytime without needing to sign in.

For questions about how to connect your device or download other apps, please visit http://support-shield.nvidia.com/shield-tv-user-guide/#t=About_SHIELD.htm.