






















MICROSOFT SURFACE HUB

Names of Surface Hubs in other Academies...

-  uob-bath-hub@resources.bristol.ac.uk
-  uob-gloucester-hub@resources.bristol.ac.uk
-  uob-north-bristol-hub@resources.bristol.ac.uk
-  uob-north-bristol-hub2@resources.bristol.ac.uk
-  uob-north-somerset-hub@resources.bristol.ac.uk
-  uob-north-somerset-hub2@resources.bristol.ac.uk
-  uob-south-bristol-hub@resources.bristol.ac.uk
-  uob-south-bristol-hub2@resources.bristol.ac.uk
-  uob-swindon-hub@resources.bristol.ac.uk
-  uob-swindon-hub2@resources.bristol.ac.uk
-  uob-taunton-hub@resources.bristol.ac.uk
-  uob-taunton-hub2@resources.bristol.ac.uk
-  uob-taunton-hubMH@resources.bristol.ac.uk
-  uob-yeovil-hub@resources.bristol.ac.uk
-  uob-yeovil-hub2@resources.bristol.ac.uk
-  uob-yeovil-hubMH@resources.bristol.ac.uk
-  simulation-suite-hub@resources.bristol.ac.uk (UoB Physiology)
-  anat-VeterinaryDR@resources.bristol.ac.uk (UoB Applied Anatomy)
-  hub-1wlr-brms@resources.bristol.ac.uk 1-5 Whiteladies Road
-  5TA – 1.10 (book large meeting room at 5 Tyndall Avenue)
-  uob-5ta-hub@resources.bristol.ac.uk (meeting room 1.16 5TA)

CONTACT US

For technical support call:

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James Lepoittevin j.lepoittevin@bristol.ac.uk 0117 4282820

Surface Hub web resource: <http://bristol.cfme.org.uk/SurfaceHub/>



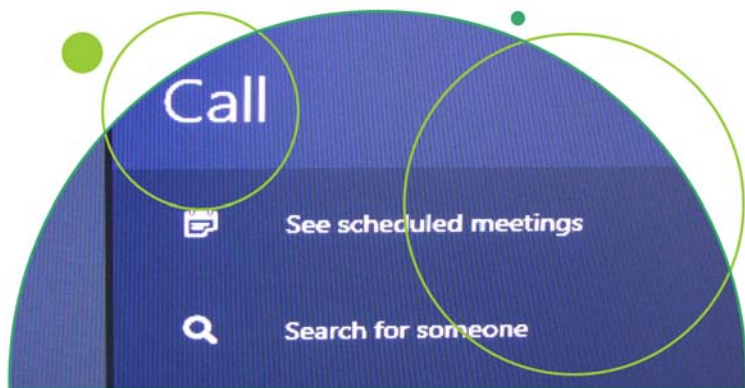
Microsoft Surface Hub



Getting started
with Skype

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RESOLVING ISSUES

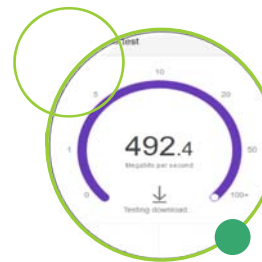
Hub or navigation unresponsive



If the Hub becomes unresponsive or doesn't behave as normal e.g. unable to share the screen in a call or not connecting to the WiFi, the best course of action is to restart the Hub.

To restart, you can either tap on the up arrow  at the bottom of the screen followed by restart or, press the button on the right-hand side of the Hub to turn it off (the led will turn orange), press it again to restart.



Poor audio or video



Audio or video issues may be caused by the network connection. If you are using a network cable, make sure it's plugged into the correct socket. To test the connection, open the Edge web browser and search for 'speed test'. Run the test. If you are getting less than 5Mbps upload or download, you should report the problem to technical support (see back page).

To exit the full screen mode



If you have put your presentation into Full Screen mode (with the double arrow icon ) you can get back to the controls by pulling down the top right of the screen with your finger. 

SHARING OR PRESENTING

To present your PowerPoint or Whiteboard to all of the other connected Hubs, tap the Present Screen button at the top of your screen. Note that this is only available when you are in a call or conference.

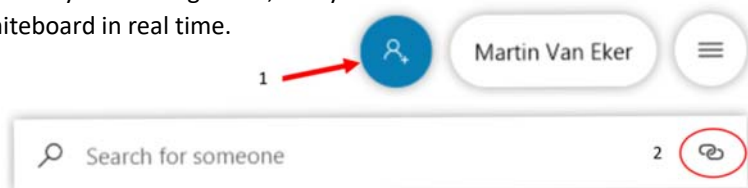
To end the presentation, tap the top right of the screen to access the PowerPoint toolbar.

To access your OneDrive presentation or documents, sign in with your UoB or personal username – e.g. ab1234@bristol.ac.uk



Collaborating with the Whiteboard

To share and collaborate on your Whiteboard with other Hubs, sign into the Microsoft Whiteboard, tap the + icon and then tap on the link icon. Send this link via the Skype chat facility to all of the other connected sites. Once they have all signed in, everyone can then write on the same Whiteboard in real time.



VIDEO CONFERENCING

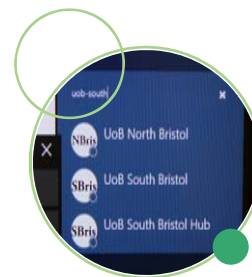
Skype for Business



The Surface Hub has its own Skype for Business account built into the Hub so there is no need for you to login.

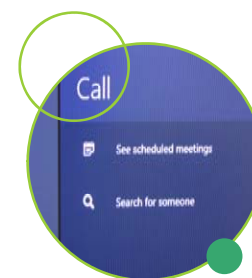
Simply tap on the Skype Icon from the homepage to begin or if you are already in the Whiteboard app, tap on the Windows Icon (bottom of the screen) and then Skype.

Making a Skype call



You can only call another member of staff or another University Surface Hub (see page 6 for the Hub names). Tap the Search option and type in their name and choose from the names in the search list. A red icon indicates they are either busy or already in a call or conference, so you will be unable to connect. If you know their mobile number, you could ask them to call your Hub.

Joining a conference call



From the start screen, swipe through the scheduled meetings and then tap to join your meeting. This will take you straight into the conference.

If you are already in Skype, you can click on See scheduled meetings and then choose your meeting.

MANAGING A SKYPE MEETING

Wireless keyboard

The wireless keyboard (often found in the rear cupboard of the Hub) is useful for remotely controlling the Hub and the Skype call. It's also very useful if you need to type in your Password in front of an audience!

With the keyboard you can mute your microphone and change the volume and use it to ask questions in the Skype chat facility.

If the keyboard doesn't appear to be working, check the switch on the right-hand edge.

Once you close your session (Exit Session at the bottom of the screen), any files and login details are wiped clean.

Camera, Action

The Hub is equipped with dual cameras which automatically switch to the opposite side to where you are standing. This means that the remote audience will see you from the front rather than you back. This can be off-putting to a remote audience so you might want to fix it to either the left or the right.

You can also make the image of the remote presenter full screen. This is a great way for your local audience to connect with the remote presenter, as if they were in the same room. Once the remote site switches to presentation mode, their image will disappear. If they stop presenting, you may want to enable full screen image again.

ADD PEOPLE TO A CALL IN PROGRESS

If you're already in a conference call and need to add another Hub or colleague, tap People at the bottom of the Skype pane, select the add person icon, and then search for the person or Hub.

NB. Currently, you can only call people or Hubs within the University Skype network.

