

NEC Collaboration powered by ThinkHub FAQ

What videoconferencing integrations are available for ThinkHub?

ThinkHub has 4 ways for you to integrate videoconferencing capabilities:

1. T1V AirConnect App (Built-In) [COMING SOON...]

Overview

Video feed and Canvas feed go through T1V AirConnect App. There is 1 ThinkHub device and remote participants, who have downloaded the AirConnect App to their individual devices.

Features + Benefits

- AirConnect is FREE for all ThinkHub users
- AirConnect supports devices across all major platforms: Android, iOS, Linux, Mac OS, Windows
- Remote participants can view the Canvas in real time via AirConnect View
- Remote participants are displayed in the right column of the ThinkHub Canvas - may display video or device view
- Remote participants may connect device screen to Canvas via AirConnect app
- In-Room participants may drag and drop remote participant VC feeds to the Canvas for everyone to view - this includes video feeds and live device feeds
- Tap a VC feed to expand to full-screen mode

System Experience

Enter a ThinkHub room and share your AirConnect information (top right of the screen) with your remote participants. Remote participants, running the AirConnect App on their individual device, may join the ThinkHub Session from any network in the world. Remote participants may choose to share their screen or their camera view - this will appear in the VC window on the right side of the Canvas. In-room participants will be able to drag and drop remote feeds onto the ThinkHub Canvas, where all videoconference participants can view feeds in unison.

System Requirements

- T1V AirConnect App

2. Hardware-based [AVAILABLE NOW...]

Overview

Video feed and Canvas feed go through VC equipment. There is 1 ThinkHub device, remote participants, and the customer already has VC hardware equipment.

Features + Benefits

- Utilizes existing videoconferencing control equipment
- Ability to receive commands from Crestron/AMX to switch ThinkHub into Videoconference Mode
- VC Remote participants can view the Canvas in real time
- Remote participants are displayed in the right column of the ThinkHub Canvas - may display video or device view
- Remote participants may connect device screen to Canvas via AirConnect app
- In-Room participants may drag and drop remote participant VC feeds to the Canvas for everyone to view - this includes video feeds and live device feeds
- Tap a VC feed to expand to full-screen mode

System Experience

Enter a room and tap the videoconference button on the AV room controller. This will automatically activate ThinkHub's videoconference mode. The user will see a videoconference window expand on the right side of the ThinkHub Canvas. Remote participants will appear in this VC window. The active ThinkHub Canvas will be visible to remote participants in real-time. In-room participants will be able to drag and drop remote feeds onto the ThinkHub Canvas, where all videoconference participants can view feeds in unison.

System Requirements

- Hardware-based videoconferencing equipment with at least 1 HDMI output and 1 HDMI input. 2 HDMI outputs are recommended.
- 2 ThinkHub hardline inputs (ask your T1V Sales Manager for pricing).

Examples of Hardware Integrations to Date:

- Polycom
- Cisco

3. Software-based (Skype for Business) [COMING SOON...]

Overview

Video feed and Canvas feed go through Skype For Business (future 3rd party app integrations are also in development). There is 1 ThinkHub device and remote participants, who are using the Skype for Business application on their individual device.

Features + Benefits

- Remote participants can view the Canvas in real time via SFB App
- Remote participants are displayed in the right column of the ThinkHub Canvas - may display video or device view
- Remote participants may share device screen to ThinkHub Canvas within the SFB window
- In-Room participants may drag and drop remote participant VC feeds to the Canvas for everyone to view - this includes video feeds and live device feeds
- Tap a VC feed to expand to full-screen mode

System Experience

Enter a room and open the ThinkHub Menu. In-room participant will navigate to Skype for Business tab, then join a scheduled meeting or start a new meeting. Participants will appear in the SFB window that is running on the ThinkHub Canvas. The active ThinkHub Canvas will be visible to remote participants in real-time. In-room participants will be able to drag and drop remote feeds onto the ThinkHub Canvas, where all videoconference participants can view feeds in unison.

System Requirements

- Skype for Business Integration (ask your T1V Sales Manager for pricing)

4. Web-based [AVAILABLE NOW...]

Overview

Videoconferencing is done via the ThinkHub Web Browser. There is 1 ThinkHub device and remote participants, who are participating via a web-based videoconferencing app (such as Google Hangouts, Blue Jeans, Videxio, etc...)

Features + Benefits

- Included in standard ThinkHub software
- VC apps are running via the built-in ThinkHub Web Browser
- Note: users can NOT share the Canvas, they can only do videoconferencing

System Experience

Enter a ThinkHub room and open a Web Browser window. Use the keyboard to type in the URL for your preferred web-based videoconferencing application. Use your credentials to login and join videoconferencing session (or start a new session). In-room user can pinch-zoom, annotate, manipulate Web Browser window running VC app on the ThinkHub Canvas. Users can NOT share the Canvas; they can only participate in videoconferencing with remote participants (audio and visual feeds).

System Requirements

- ThinkHub Web Browser
- ThinkHub Display with camera (visual feed) and speakers/microphone (audio feed)

Because ThinkHub runs on a Mac appliance, does this mean that it is running on a Mac Operating System as well?

Yes, ThinkHub is running on Mac OS. However, it is a fully locked-down appliance, which serves only one purpose - running the ThinkHub application. Once the computer is powered on, all the end user will ever see is ThinkHub (they will never see the desktop, will never have access to any of the standard Mac interface, etc...).

If a customer is trying to install software on the ThinkHub that isn't included, will they be dealing with Mac compatibility issues?

Customers cannot install software on the ThinkHub appliance (other than ThinkHub, which is pre-installed).

Do ThinkHub products come with a webcam and mic component?

In general, standard Web cams can be plugged in and utilized in ThinkHub. NEC has preferred cameras available through the NEC Collaboration Powered by ThinkHub program, please ask your NEC Sales contact.

Can you run other applications on the T1V computer? For example, AutoCad?

No. The T1V computer (appliance) is dedicated to running ThinkHub software. The whole system is optimized for speed/touch response time to run ThinkHub. If there are other applications that you'd want to run, we'd recommend doing so through a hardline input (additional fees apply) via the T1V ThinkHub appliance.

If for example you want to run AutoCad, we'd recommend connecting a dedicated computer running AutoCad via hardline input to the ThinkHub appliance. Alternatively, you can always run AutoCad (or whatever application you'd like to use) on your individual device, and stream wirelessly to the ThinkHub Canvas via T1V AirConnect.

In multipanel configurations (i.e. a 1x3 portrait wall), can ThinkHub inherently display on those 3 displays in portrait mode, or do I need another processor to deal with the video wall?

No, you do not need another processor.

How many devices can I connect to ThinkHub?

ThinkHub supports an unlimited number of connected devices.

If you are running ThinkHub Base, we limit the number of devices that you can live stream on the Canvas display to two at a time (though as many as are connected can live in the Device Tray at the bottom of the screen, making it easy to switch between views). ThinkHub Standard and ThinkHub Premium support an unlimited number of live device streams on the Canvas at a time.

Can I Save/Resume/Print/Email ThinkHub Canvases?

Yes to all of the above.

Save/Resume

You can save your Session through the Menu - tap and hold to open the Menu anytime. Once saved, the Session will be there for you when you are ready to resume your ThinkHub Session. It will even reload Web Browser windows to the exact URLs that you were last on. You also have the option to password-protect your Sessions for added confidentiality.

Note: this feature is not available for ThinkHub Base.

Print/Email

Depending on whether you want to share the entire Canvas, or just a piece of content from the Canvas, ThinkHub can support both actions.

Use the Canvas Menu (tap and hold to open) to print or email your entire Canvas. You can print the entire ThinkHub Canvas, or just the area of the Canvas that is in view (toggle between 'All' and 'In View' to do this). You can also select a printer and the page orientation you'd like your ThinkHub PDF to print. You'll use the same Canvas Menu to email the entire Canvas. The recipient will receive a PDF. All annotations will be reflected when printing/emailing your ThinkHub Canvas.

Use the Content Window Toolbar to print or email individual pieces of content from the Canvas (Notes, Sketches, Web Browsers, device windows, or shared media).

Note: this feature is not available for ThinkHub Base.

What is TouchControl™?

TouchControl™ gives ThinkHub users the ability to control their connected devices from the Canvas itself. So if for your example you're giving a presentation on the Canvas, but your laptop is on the other side of the room, you can tap the device window on the Canvas to advance slides. You can also make edits to any program running on your device from the Canvas.

TouchControl™ supports all Windows and Mac laptops running the latest version of T1V AirConnect.

Note: this feature is not available for ThinkHub Base.