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The Cyviz Easy Control Platform
Standardized. Configurable. Upgradable.

easy BY cyviz

Cyviz Easy is the industry's most comprehensive platform for room control and management. It's fully standardized and upgradable like any other software solution.

Cyviz Easy is designed to control and manage a wide range of meeting and collaboration rooms. It offers an excellent user experience independent of underlying and changing technology. With a predictable deployment process and an unprecedented IT-driven efficiency, it enhances the business value of collaboration and reduces the cost of support and maintenance.

"Perfection is achieved, not when there is nothing more to add, but when there is nothing left to take away."

Antoine de Saint-Exupéry

The Cyviz Experience makes life easier

An IT-driven platform that improves user experience, is intuitive to use, predictable to deploy and vastly reduces costs of support.

Collaboration technology should be easy to use, solve the tasks at hand and work every time. Employees depend on technology and the cost of faults and poor user experiences is substantial.

Our ambition is to make technology invisible so people can get the job done, effectively and without obstacles. Cyviz meets these objectives by pursuing an IT approach along with standardisation for both produ-

cts and processes. The Cyviz Easy Control Platform is ideal for large organizations. It is upgradable and will improve over time as new challenges arise from user requirements and introduction of new technologies.

The Cyviz Experience is built on three pillars: Easy to Use, Easy to Deploy and Easy to Support. Everything we do is tied to constantly improving these perspectives.

Easy to use	Easy to deploy	Easy to support
Intuitive	Standardised	Immediate connection
Consistent over time	No programming	Full overview
Consistent across systems	Accurate	Remote user support
Predictable	Simple design	Remote diagnostics
Engaging	Few components	Remote remedy
Improves over time	Minimised risk	Upgradable

An intuitive and consistent user experience

Cyviz Easy is designed to solve a fundamental challenge for end-users: Ease of use. Historically, room control systems have been difficult to operate, mainly because the user experience has been different across room types, buildings and locations. Lack of consistency is the core reason why users are struggling.

When the user interface is predictable and consistent, over time, users will perceive it to be intuitive and easy to use. The best way to achieve a consistent user experience is to utilize standardized technology. Cyviz has developed a unique solution which is standardized, configurable and flexible. It enables our customers to equip a wide range of meeting and collaboration spaces with the same control system experience.

The Cyviz Easy Control Platform ensures that the user experience stays the same, independent of changes in underlying technology, room capabilities and room type.

Users need support, when they need it

Even if a control system is easy to use, there will be a need to help end-users. Either because they are newly employed or maybe there is a technical fault. The cost of delayed meetings or aborted collaboration

sessions is very high. Waiting for technical assistance wastes time. The ability to provide immediate assistance is of huge importance for the whole company.

Cyviz Easy is designed to avoid operational problems and to offer responsive support when needed. A Cyviz controlled room will automatically monitor itself and report exceptions to a centralized Easy Server. The server has a range of capabilities which allows operators to remotely diagnose and correct problems, ideally before the meeting starts. If an end-user calls for help, support operators get immediate remote access to the Touch monitor and can assist the end-user within seconds. Helping end-users should not require a physical presence.

On time, on budget and with expected performance

Implementation of function rich control systems are known to be an unpredictable process. Customer specific software development and lack of standards increases the risk of higher cost, delayed delivery and lack of functionality.

The Cyviz Easy Control Platform is based on new technology and solves these challenges. With a fully standardized and configurable control system, Cyviz has removed the need for programming customer specific control systems. A combination of well proven design principles, pre-selected components and a standard user experience ensures a highly effective installation procedure. As a result, roll-out and installation of Easy based solutions become a predictable experience.
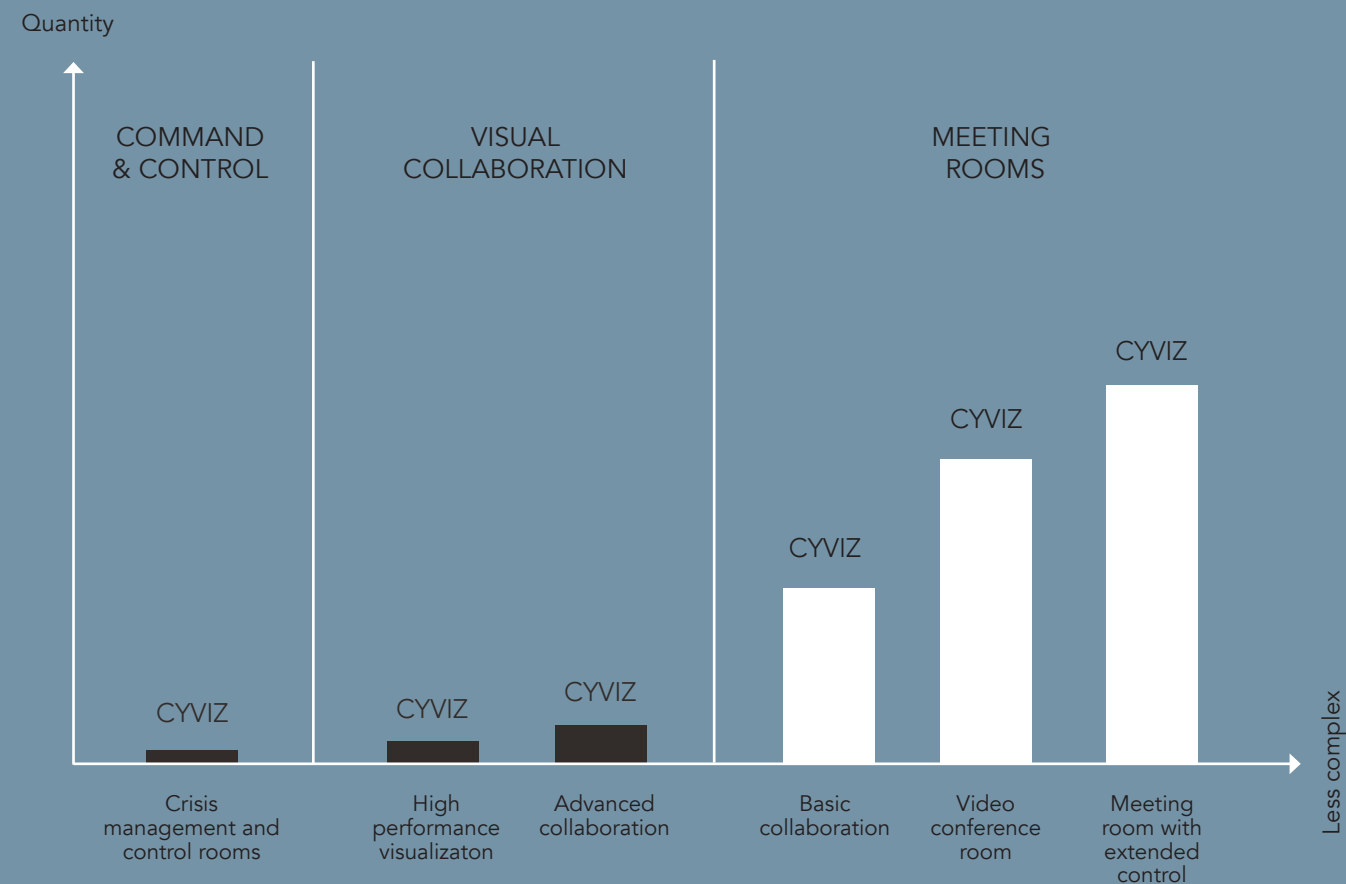
The Easy platform supports a complete portfolio of room types

Most companies need to deploy a range of room categories to solve different tasks. Typically there will be a moderate number of rooms for visual collaboration; a higher number of rooms for video conferencing, and an even greater number of rooms that are not video enabled but are still used for other types of collaboration.

The challenge is to maintain consistency across all these room types and technologies. Even if you standardize on one programmable control platform, there are challenges related to maintaining legacy systems whilst embracing innovation when building new systems. The goal should be to maintain a consistent user interface across all generations of systems.

The Cyviz Easy Control Platform supports a full range of system categories. It's exactly the same software used for controlling both a small meeting room and an advanced facility for crisis management. End-users will benefit from a predictable experience, independent of room type and technical capabilities.

Quantity

COMMAND & CONTROL	VISUAL COLLABORATION		MEETING ROOMS		
CYVIZ	CYVIZ	CYVIZ	CYVIZ	CYVIZ	CYVIZ
Crisis management and control rooms	High performance visualizaton	Advanced collaboration	Basic collaboration	Video conference room	Meeting room with extended control

Less complex

Full flexibility with the Easy M and X series

Cyviz delivers standardized building blocks that power a full range of room systems, all the way from the basic meeting room to your most advanced collaboration room. The Cyviz Easy Control Platform is an essential building block and is available in two variants: the Easy M-Series and the Easy X-Series. These variants are flexible and can be configured to comply with different functional requirements.

Easy M Series

The M-Series is designed to control small to medium sized meeting rooms and can be used with a wide range of displays and relevant technologies. Installation of an M-Series controller is made simple by the use of templates, reducing the time needed to minutes.

Easy X Series

The X-Series is our most advanced controller software. It is designed to offer the best experience in visual collaboration environments. In addition, it is built to control the most advanced command and control systems. All X-Series systems are based on the high performance Cyviz xpo4 Video Processor.

Cyviz Solutions, turn-key systems for all collaboration

Modern organizations need a wide range of collaboration spaces, from small meeting rooms to larger collaboration environments. Cyviz offers a family of turn-key solutions, all based on the Cyviz Easy Control Platform, which are designed to offer the best collaboration experience possible.

Experience shows that a common control system across all rooms increases utilization and improves end-user satisfaction. Cyviz Easy is the first standardized Control Platform that can be used in such a wide variation of room types. The combination of Easy M series and Easy X series covers environments from the most basic meeting room to the most advanced command and control center.

Advanced collaboration

Executive meeting rooms that combine high performance visualization with video conferencing and data sharing, as well as a range of features for content management and collaboration.

Auditorium

This system is a subset of advanced collaboration rooms, but is designed with a large display wall that is optimal for presentations and large venues.

Video conference

Designed for user scenarios where the prime purpose is video conferencing and standard data sharing. Works with any screen and supports video from both Cisco and Polycom.

High performance visualization

Systems that are designed for a dedicated purpose. Typically involves presenting a special software application in high resolution. This picture is from a client site in the FMCG industry, presenting a virtual shop-shelf on a seamless and touch-enabled display wall.

Crisis management and control rooms

Systems that combine high performance visualization with video conferencing and data sharing, normally with a large amount of sources and a requirement for setting up complex work-flows in a swift and easy manner.

"Rooms controlled
by Cyviz Easy just
get better and better"

Eirik Simonsen – COO, Cyviz

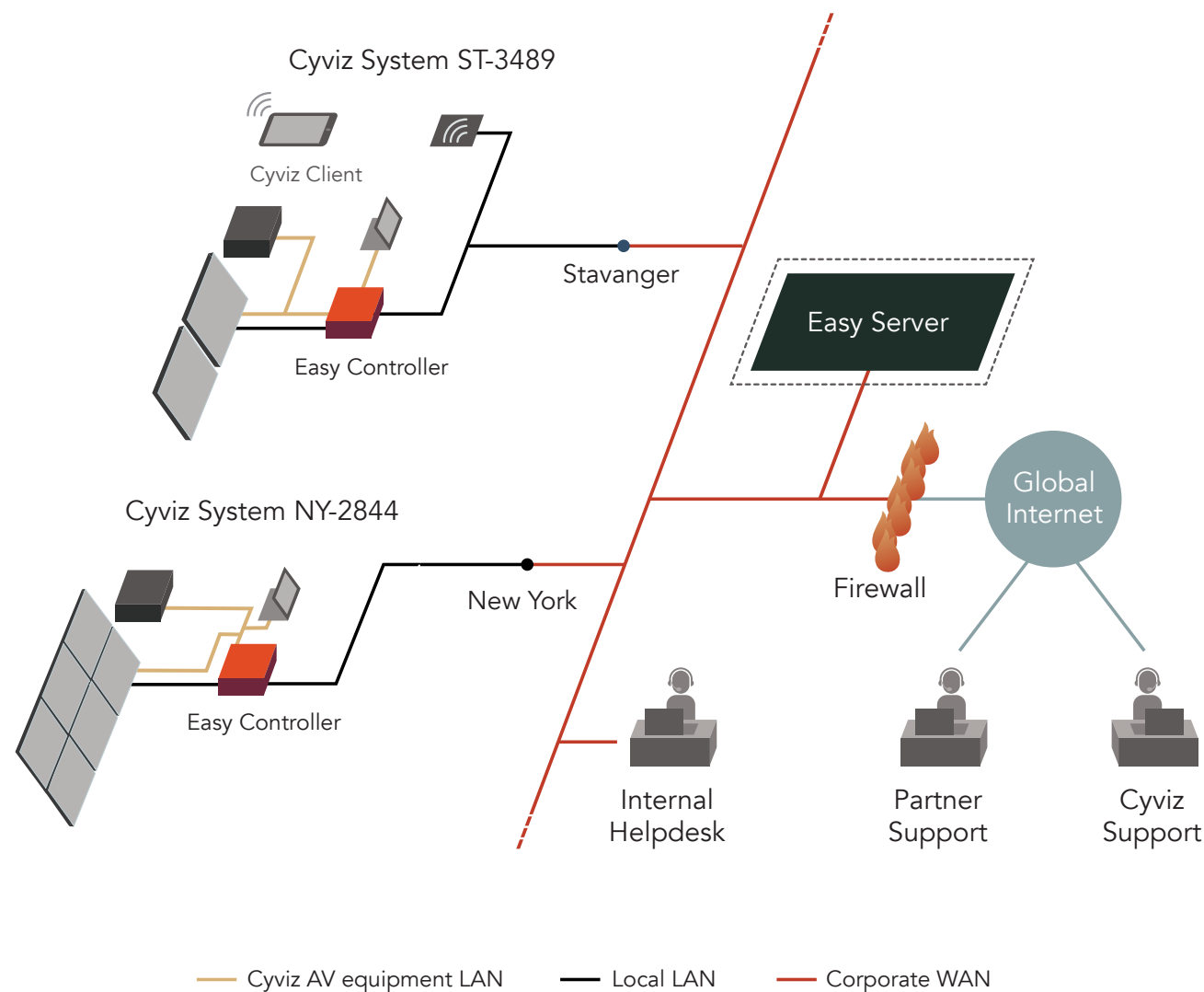# A complete platform designed for centralized monitoring, support and management

The Cyviz Easy Control Platform is built for large and distributed organizations.

All Easy Controllers are connected to a centralized Easy Server for real-time monitoring and management. IT and support operators use the web-based server to monitor systems, act on faults and help end-users.

External service providers can be given remote access without compromising IT security policies.

Cyviz offers third level support with experienced staff who can assist in diagnosing faults and problems. A Cyviz Easy Controller is equipped with multiple communication interfaces for device control. This will remove the need for connecting a high number of AV devices to a company wide AV-LAN. The result is a leaner and more efficient installation process with less management overhead.

AV equipment is monitored by the Cyviz Easy Controller and relevant data is stored on the Control Server which is a fully automated AV-equipment asset management system. Operators will have access to "as-is" information about the location of devices and information like brand, model, serial number, firmware, lamp hours, etc.

Cyviz System ST-3489
Cyviz Client
Easy Controller
Stavanger
Easy Server
Cyviz System NY-2844
New York
Easy Controller
Firewall
Global Internet
Internal Helpdesk
Partner Support
Cyviz Support

— Cyviz AV equipment LAN   — Local LAN   — Corporate WAN

The Cyviz Easy Controller

The Cyviz Easy software runs on a dedicated Cyviz Controller with a Cyviz Touch Monitor.

Users will find a simple to understand control interface with few choices and meaningful terminology. Our goal is to hide underlying technology and focus on the task at hand.

In addition to using the touch panel, Cyviz solutions can be controlled from portable devices like tablets and laptops. A browser based version is available and does not require any pre-installed software. For operators in more advanced environments the Easy Windows Client offers the best user experience for mouse and keyboard centric usage scenarios.

The Cyviz Easy Control Platform is a standardized, configurable and upgradable software solution. As the platform develops, gets new capabilities and innovations, customers can upgrade their existing systems. In many ways, the Cyviz Easy Controller is the new OS for collaboration environments. The system actually gets better over time while the user experience remains consistent.

- Easy to use.
- Remains consistent over time.
- Full integration of video conferencing.
- Seamless interoperability with MS Skype for Business.
- Tight integration with MS AD and MS Exchange.
- Swift, low cost deployment.
- No programming. Yes, really!
- Built in monitoring of AV equipment.
- Low and predictable operational cost.

Using the Cyviz Easy Controller

It's easy. Every screen contains as few choices as possible, making it logical for users to operate and explore the controller. The terminology reflects tasks users want to do, without references to underlying technology.
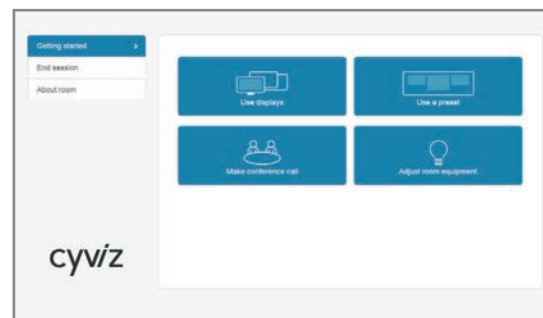

GET STARTED

The start screen shows the capabilities of the system. Each button refers to recognizable actions like "Use preset" or "Make conference call". A company logo can be added at the left side.
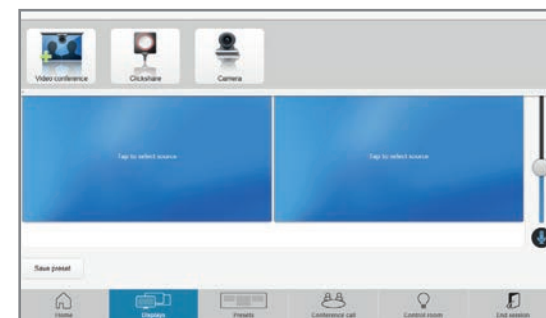

SELECT SOURCE

One of the most used features is controlling what is displayed on the screen. Tap the blue screen and select the video source from an easy to read list. M-Series systems will show individual monitors and X-Series systems will show a display with movable PiPs.
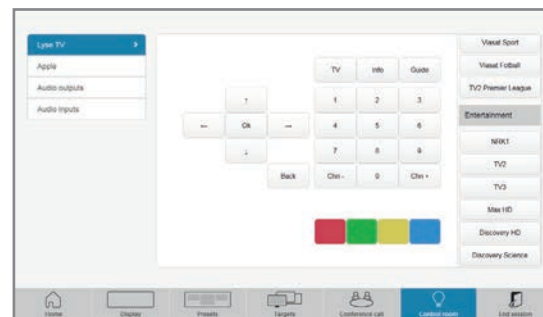
CONTROL ROOM

A room may have different kinds of control capabilities, ranging from adjusting lights to switching the channel on a TV tuner. The Cyviz Easy Controller has configurable control components for a wide range of devices and building management systems.
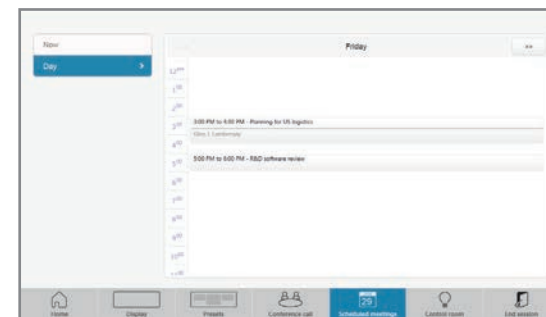
SCHEDULED MEETINGS

Meeting rooms are a scarce resource and are normally booked from MS Outlook. Cyviz has a seamless integration with MS Exchange so room booking information can be displayed on the Touch Monitor. The calendar will show if the room is booked, booking details are available and participant email addresses can be used to make video calls.
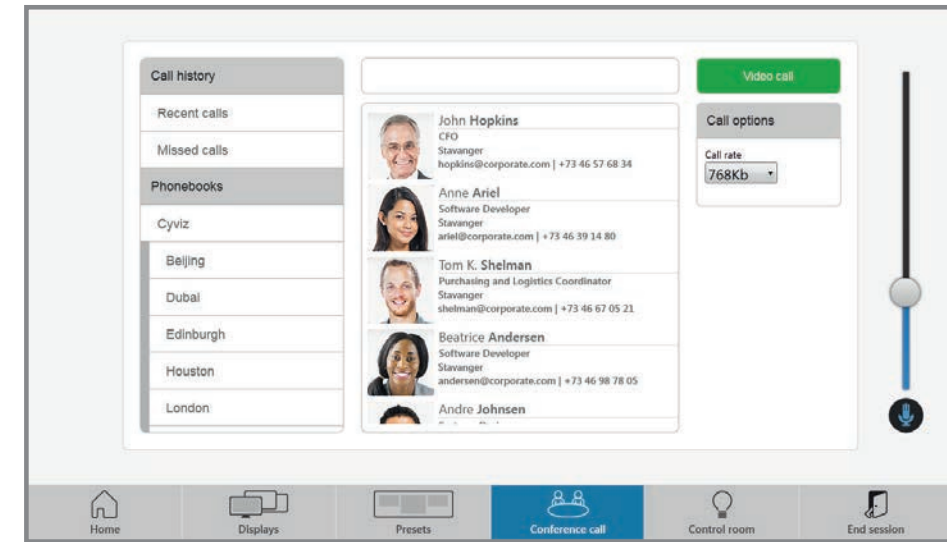
PLACE VIDEO CALL

The Controller has excellent integration with video conference end-points from Cisco and Polycom in addition to support for a range of phone enabled audio DSPs.

MS AD can be used as the phone book, giving users access to photos of personnel with title, location and presence. Cyviz has a unique integration with the Pexip VMR solution which adds full interoperability with MS Skype for Business.
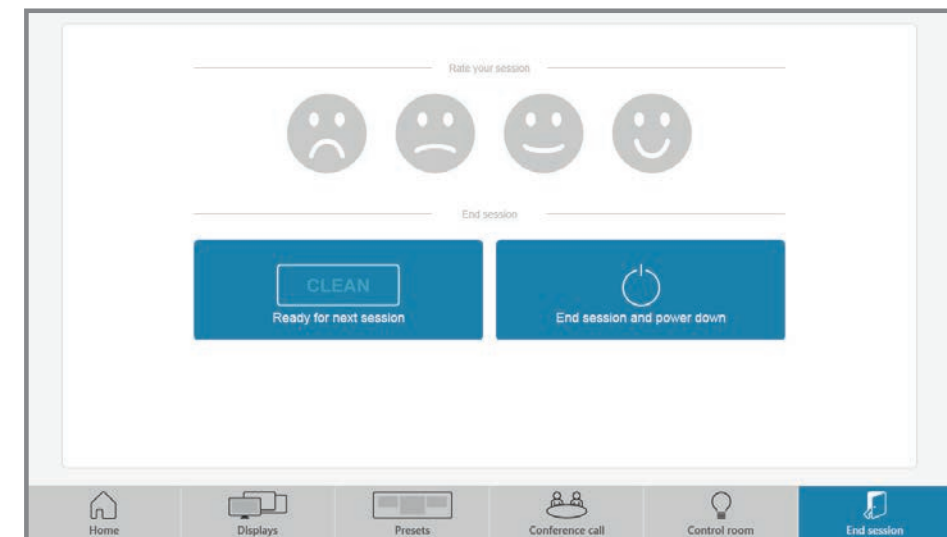
RATE YOUR MEETING

When ending a session, users will be asked to rate the technical aspect of the meeting. One can simply tap a smiley or add a more detailed feedback which is sent to the Easy Server. Emails are sent to support personnel and a ticket can be raised in the support system when the feedback is negative. The Easy Server has tools for analyzing trends in user satisfaction enabling the support team to act on growing problems.

The Cyviz Easy Server offers the best tools for monitoring and supporting a large number of systems.

Despite substantial spending on service and support, most companies struggle to maintain a meeting room portfolio that is reliable and easy to use.

Experience indicates that this problem is caused by several factors. Traditional rooms are custom made, utilize a range of different components and are controlled by a programmable platform. The complexity of the control aspect has grown in parallel with increased demand for functionality. The legacy approach of the AV industry is not sustainable and there is a need for a new model based on a standardized platform and the principles found in the IT industry.

An important part of the Cyviz Easy Control Platform is the Easy Server. It's an extremely powerful tool with a

multitude of functions. For example, it serves as a repository for all Cyviz controlled systems, handles automated backup of controller settings, offers a centralized overview of all AV devices controlled by a Cyviz Easy Controller and has a dashboard for real-time support and diagnosing.

The Easy Server is based on industry standard technology from Microsoft and is installed on customer provided Windows Server machines. All functions are available from a browser based user interface. Authentication is done via MS AD and an advanced access control system allows authorization for individual users on system and function level.

By introducing an IT approach to both systems and processes, Cyviz greatly improves the end-user experience while reducing resources and costs spent on management and support. By working smart you can do a lot more with less.

Cyviz controlled room   Support Operator   Cyviz Easy Server

Dispatch technician

The Cyviz Easy Server gives support operators the best tools possible to assist end-users, diagnose a technical fault and if needed, dispatch a technician with the right competence.

Supporting rooms from the Cyviz Easy Server.
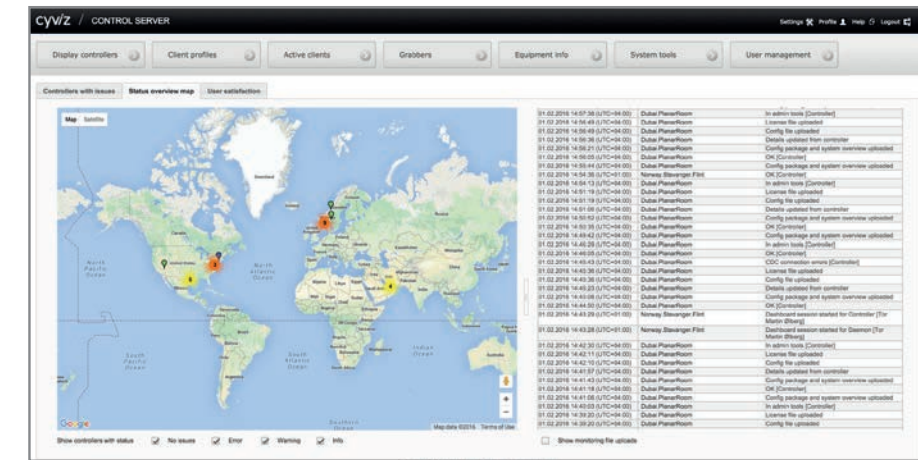
SYSTEM OVERVIEW

An overview of Cyviz Easy Controllers is available in a convenient overview, either in a map or in a list. Criteria can be used to filter on terms like issue severity, location, etc. The overview also shows a real-time log of events coming from connected Controllers.

AV EQUIPMENT OVERVIEW

A Cyviz Easy Controller will constantly monitor the health status of connected AV equipment. This information is stored on the Easy Server and warnings are sent if exceptions are detected. Information about AV devices can be viewed per room or across rooms, giving operators a company wide repository of AV equipment.

Centralized remote support.
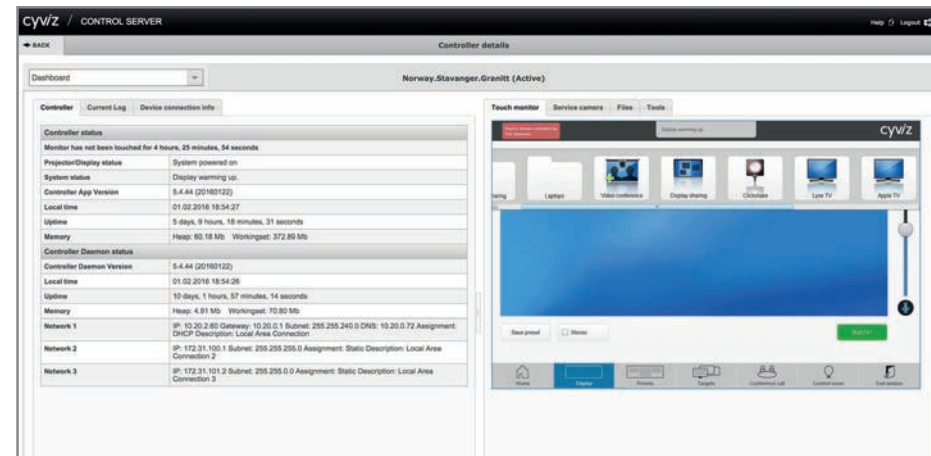

REMOTE USER SUPPORT.

When an end-user calls the helpdesk and requests assistance, the support operator will use the Control Server dashboard to get immediate access to the Cyviz Touch Monitor. Within a few seconds the operator will see exactly what the end user is seeing. The operator can start addressing the issue either by taking over the control of Cyviz Easy Controller or by guiding the person over phone. The support operator may use a mouse pointer on the Cyviz Easy Controller to better explain to the end-user.
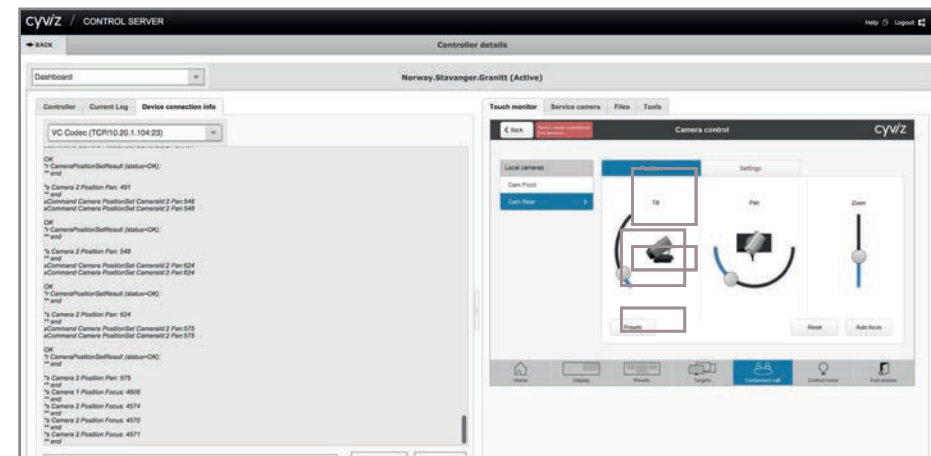

REMOTE TECHNICAL SUPPORT

If there is a technical problem, early diagnosis will speed up the process of mobilizing the right resource to fix the issue. The Easy Server dashboard offers a range of advanced capabilities for re-mote diagnostics and debugging. It is possible to intercept the communication between the Cyviz Easy Controller and connected devices and also connect to these devices and start an interactive debug session. Several operators can be connected to the same system for joint debugging efforts.

Centralized management.
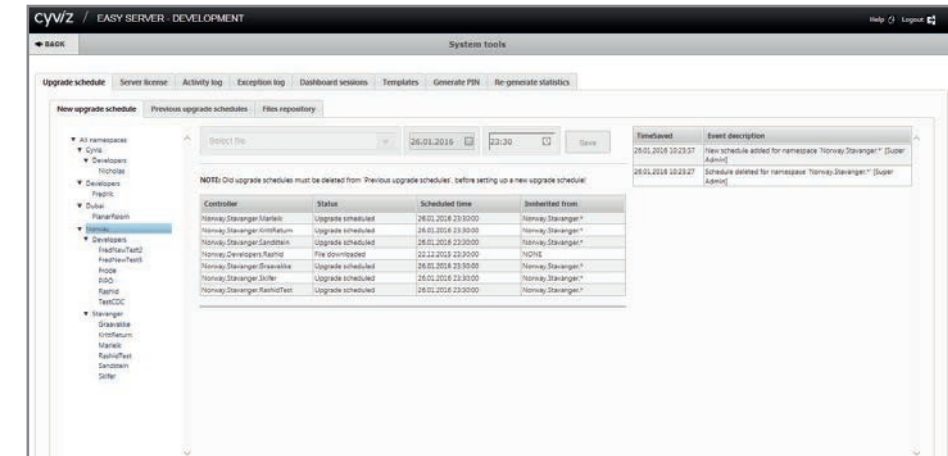
SYSTEM UPDATES

Cyviz releases new software versions on a regular basis and every release contains im-provements and new features. A unique aspect of the Cyviz Easy Control Platform is the ability to initiate a company wide upgrade of Cyviz Easy Controllers. The software dis-tribution module has an advanced tool for pushing new software versions to Cyviz Easy Controllers for automated upgrading. Upgrades can be grouped and timed so they happen during out of business hours. The upgrade progress can be monitored from the Easy Server.
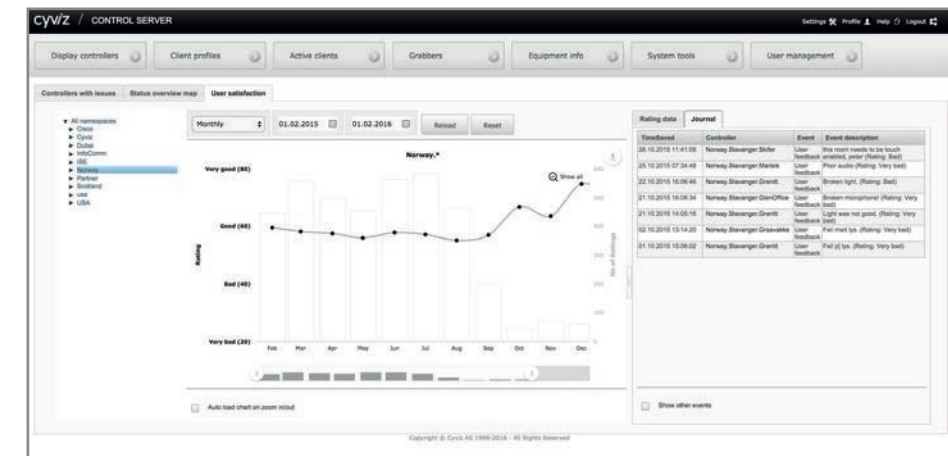
USER SATISFACTION STATISTICS

Measuring user satisfaction in meeting and collaboration spaces has traditionally been quite difficult. With the Cyviz Easy Controller end-users get an easy way of giving feed-back and the Easy Server offers a great tool for analyzing and handling user feedback. Statistics are available per system or accumulated for groups of systems.

"If you know how to use one Cyviz room, you can use a million."

Cyviz Hardware.

Cyviz has a family of products that are the core building blocks in all Cyviz Solutions. These products are available in several form factors and configurations and are required to be used when implementing the Cyviz Easy Controller platform. In addition to the Cyviz Easy Controller products, Cyviz delivers a high performance video processor called Cyviz xpo4.

Cyviz Touch Controller and Monitor

The Cyviz Touch Monitor is a vital part of the user experience. Based on capacitive multi-touch technology, it comes in 10" and 15" sizes. The Touch Monitor is available in two models. One with an integrated controller for M-Series meeting rooms. The other model is mainly used in X-Series systems with an integrated CATx extender and must be used in combination with a rack mounted Cyviz 1U Controller or the Cyviz xpo4 Video Processor.
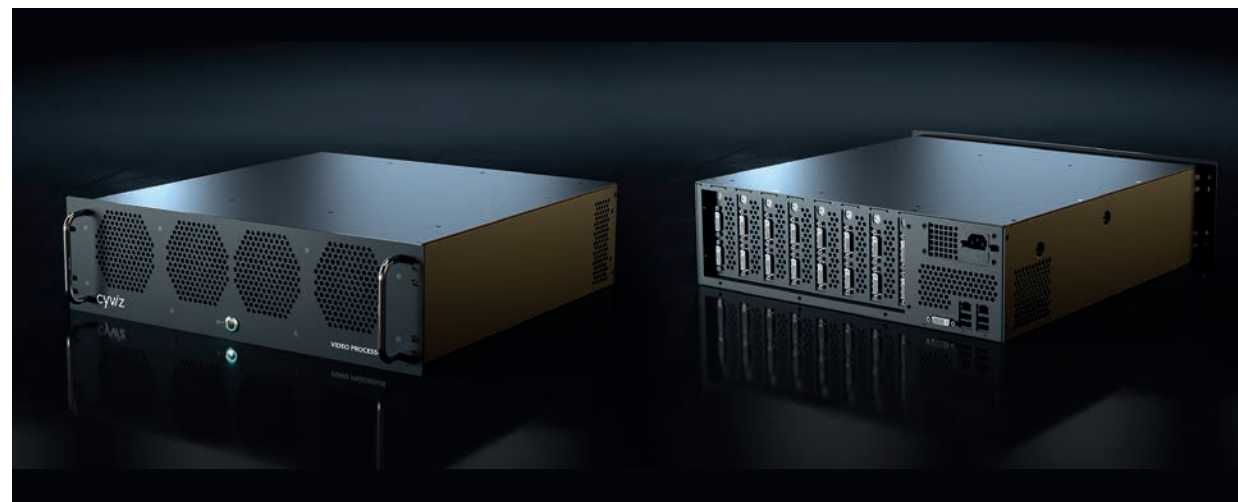
Cyviz Video Processor

The Cyviz xpo4 Video Processor with integrated Cyviz Controller adds a new dimension to Visual Collaboration. It is extremely powerful with up to 5 gigapixels/second bandwidth, support for 4K and comes in two models with either 4x4 or 8x8 slots. Cyviz X solutions are built on the Cyviz xpo4 Video Processor and controlled by Easy X.

Product overview.

SOFTWARE	
Cyviz Easy Controller M Series	
M3	Meeting rooms without video conferencing
M5	Meeting rooms with video and audio conferencing
M7	Complex meeting rooms with the addition of larger matrixes.
Cyviz Easy X Series for systems with Cyviz Video Processor	
X3	High performance visualization without collaboration
X5	Visual collaboration systems with support for advanced collaboration
X7	Command and control rooms with support for the full range of Cyviz features
Cyviz Easy Control Server Software licenses for connecting Controllers to the Control Server	
Server connectivity	5
Server connectivity	20
Server connectivity	50
HARDWARE	
Cyviz 1U Controller	Rack mounted controller
Cyviz Video Processor xpo4	Rack mounted video processor with embedded controller
Cyviz Touch Monitor	Table mounted 10" or 15" Touch monitor with CATx extender
Cyviz Touch Controller	Table mounted 10" Touch monitor with embedded controller

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THE CYVIZ EXPERIENCE CENTERS
EXHIBIT THE MOST POWERFUL
TECHNOLOGIES FOR
VISUAL COLLABORATION

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