MobiKEY 7.1

General Tips and Recommendations

Table of Contents

Using your Microphone, Speakers or Camera in a MobiKEY Data Session

When either Microphone, Speakers or Camera capture is enabled, a red dot will appear above the icon (see images below).

Enabling the MobiKEY Microphone

Turn on Microphone Capture by clicking on the microphone symbol located on the right side of the MobiKEY taskbar. It can be disabled by clicking on it once as well.

Using the MobiKEY Microphone

In the application you are using inside your Data Session, ensure that the "Mic 1 (MobiNET Audio)" device is used. See the example image below where Teams is configured to use the MobiKEY Microphone.

Note: When you've ended your data session and physically return to your Host machine, remember to set your Microphone back to the desired device. "Mic 1 (MobiNET Audio)" is intended to work only in a Data Session.

Enabling the MobiKEY Speakers

Turn on Speaker Capture by clicking on the speaker symbol located on the right side of the MobiKEY taskbar. It can be disabled by clicking on it once as well.

Note: *Speakers are usually on by default*

Using the MobiKEY Speakers

Nothing needs to be done by the user to use the MobiKEY speakers in a Data Session.

Note: *You may notice an audio device named "Line 1 (MobiNET Audio)"; this is a device which should never be used.*

Enabling the MobiKEY Camera

Turn on Camera Capture by clicking on the camera symbol located on the right side of the MobiKEY taskbar. This will bring up a quality selection window. Ensure the "Capture camera" checkbox is checked, then click on the "OK" button to close the quality selection window.

☑ Capture camera

Capture Quality
◉ Minimal
◯ Low
◯ Medium
◯ High

OK
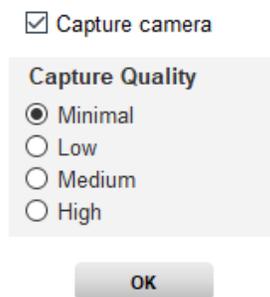
Using the MobiKEY Camera

In the application you are using inside your Data Session, ensure that the "MobiNET Camera" device is used. See the example image below where Teams is configured to use the MobiKEY Camera.
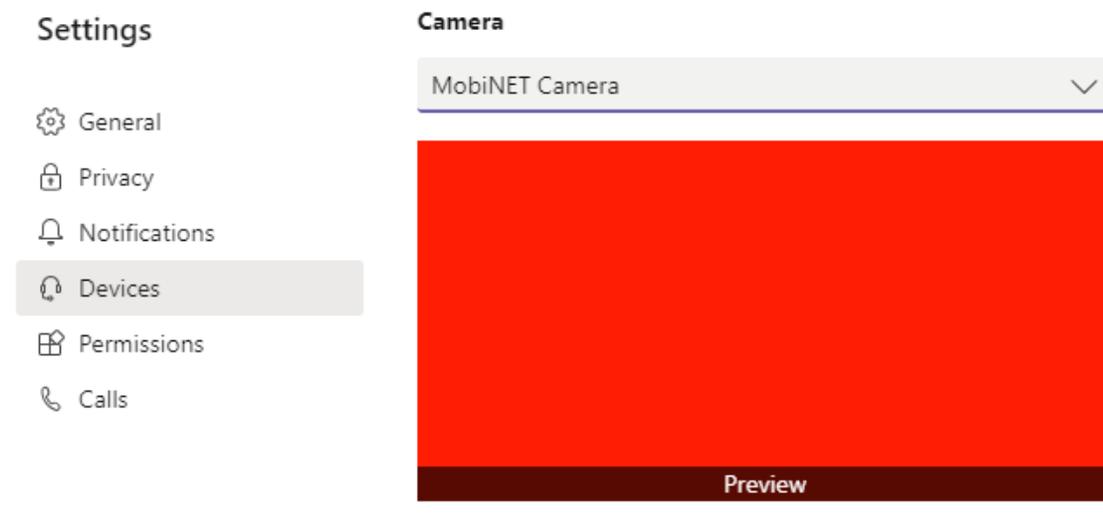
Settings

⚙ General
🔒 Privacy
🔔 Notifications
🎧 Devices
▦ Permissions
📞 Calls

Camera

MobiNET Camera ⌄

Preview

Note: When you've ended your data session and physically return to your Host machine, remember to set your Camera back to the desired device. "MobiNET Camera" is intended to work only in a Data Session.

Mode Selector 🖥️ 🎬

On the MobiKEY Taskbar, located at the left (near the Red Pin), you will find an icon. It initially looks like a monitor with a moon on the screen. This represents "Productivity" mode. Clicking on it cause the icon to switch to a different graphic (see the red icon below). This is "Video Playback" mode.

Productivity mode 🖥️

This mode is ideal for graphically intensive websites, PDFs, etc and Video Conferencing applications such as Teams, Skype, etc. This mode provides the most responsiveness during your Data Session.

Video Playback mode 🎬

This mode is ideal for viewing videos (whether they be loose mp4 files or videos via Youtube). This will make video playback smoother. It is recommended to not use this mode during Video Conferencing. If you're experiencing responsiveness issues during this mode, we recommend switching to Productivity mode.

Solving Audio Delay

If you are experiencing audio delay, whether it be from a Youtube video or Video Conferencing application, the delay can be resolved by simply doing a re-capture of the MobiKEY Speakers and/or Microphone.

For audio delay during a video:

1. Find the Speaker Icon
2. Click on it to disable it
3. Click on it to enable it

For audio delay during a video conference (or voice chat):

1. Find the Speaker Icon
2. Click on it to disable it
3. Click on it to enable

"Desktop Productivity" Settings

If you are a user that primarily uses applications such as Microsoft Outlook, text editors, and applications that are generally not graphically intensive, we recommend using the settings below (Before starting a Data Session, click on "Settings" at the top, "Host Session" on the left then the "Display" tab on the right):

Click on "Apply" to save these settings. Your next Data Session(s) will now use these settings. If you're seeing any signs of latency, try to lower the Color Quality and Limit FPS.

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Available from 12 am on Monday to 11 pm on Friday, and 8 am to 8 pm on each of Saturday and Sunday. All times are Eastern)

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