Using INOGENI products with zoomrooms

Prerequisites

- Using Zoom Rooms v5.15
- INOGENI device must run appropriate firmware to support HID integration. See end of document to see minimal firmware version.

Cameras VS HDMI screen sharing devices.

Inside Zoom Rooms, there are two types of video devices: cameras and HDMI screen sharing devices. Cameras are used to film the audience, while capture devices can be used to do HDMI screen sharing. HDMI screen sharing is useful if you want to share content from another HDMI source such as a laptop for example. Capture device behaves differently from cameras, since the audio of a capture device is mixed with the primary audio source of the room. Also, the "Switch Camera" button inside the meeting control panel of your controller can only be used to switch between cameras.
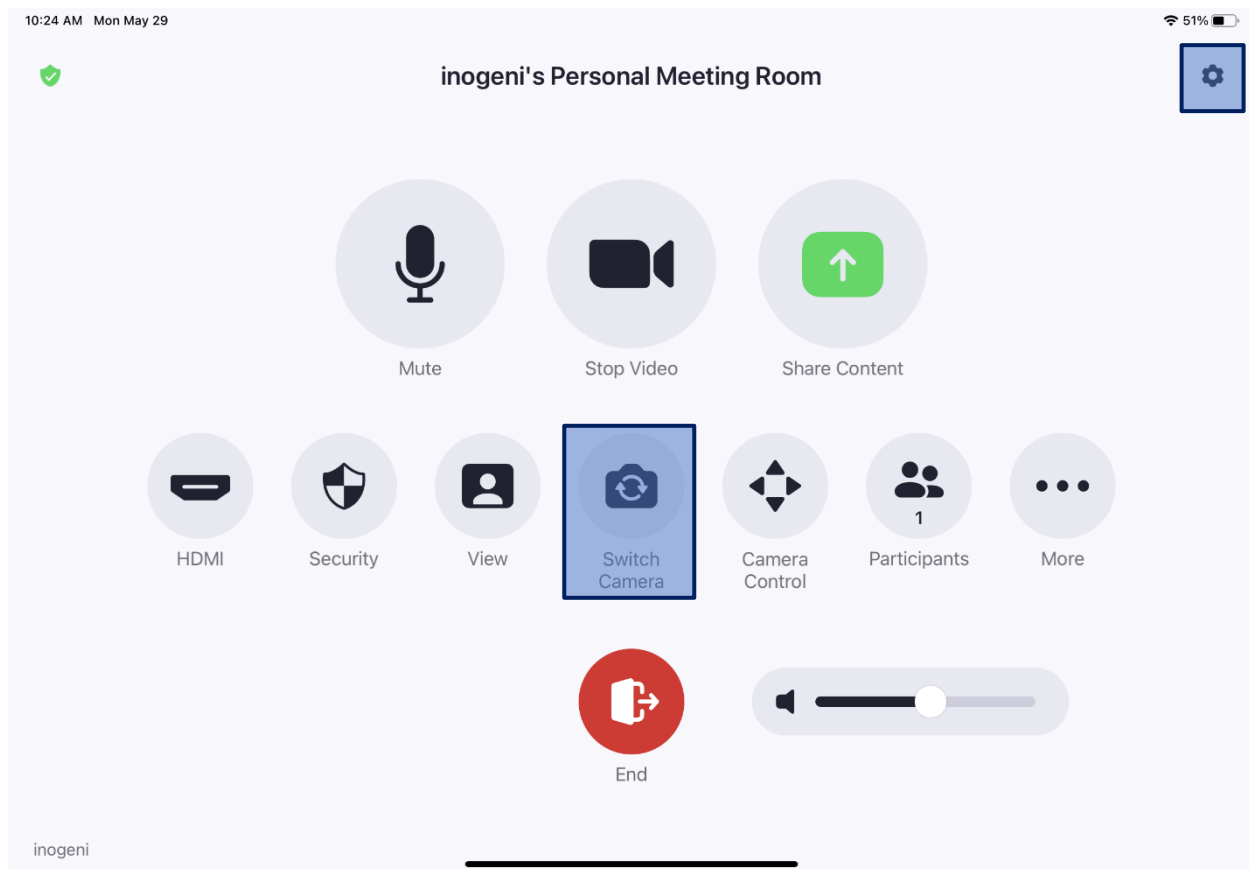

Figure 1: Zoom Rooms Meeting Configuration Panel.

Using the 4K2USB3, HD2USB3 and 4KX-PLUS with Zoom Rooms.

Inside Zoom Rooms, the 4K2USB3, HD2USB3 and 4KX-PLUS devices are not seen as cameras by default, they are seen as a HDMI screen sharing devices:

One typical setup would be to use two cameras to film the audience, plus the 4K2USB3 devices to share content from a laptop present inside the conference room. Depending on your Zoom Rooms settings, connecting any valid HDMI source to your device will automatically share its content while you are inside a meeting. If not enabled, you can click on the "Share Content" icon on controller and click on "Share to Meeting".
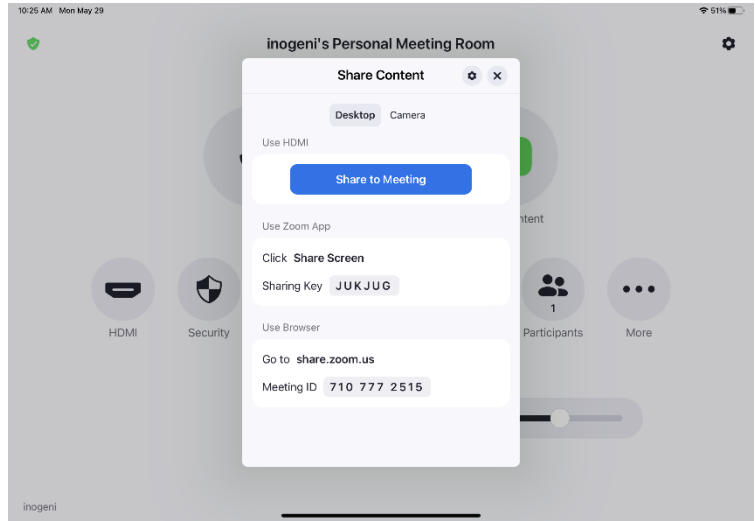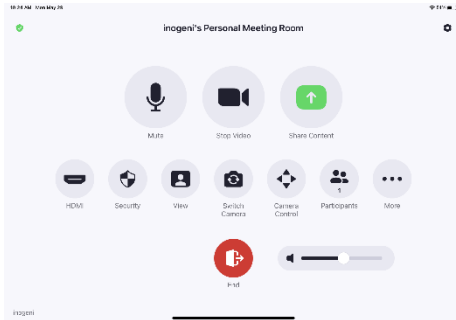

Figure 2: Enable Share Content.

You can stop HDMI sharing by clicking on "Stop Sharing" button inside the "Sharing Content" menu of your tablet control app.
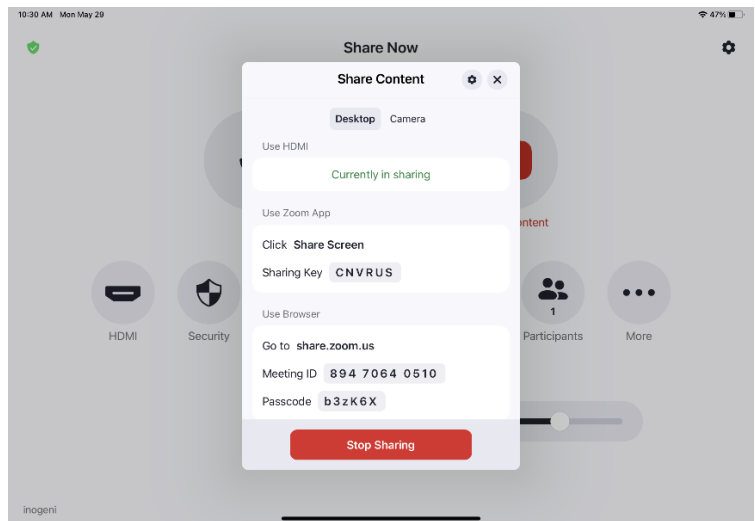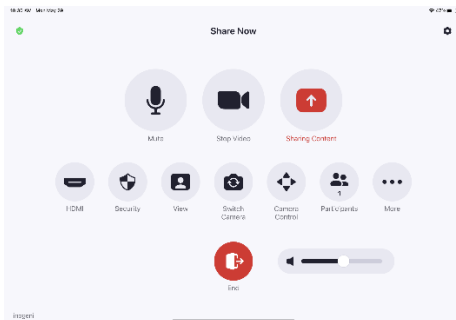

Figure 3: Disable Share Content.

You can also use the INOGENI as a camera device:

To do so, you need to specify the INOGENI device as the primary camera inside the Zoom Rooms settings. It is possible to do this modification with the control tablet of the Zoom Rooms (you may need a passcode from the room administrator to change Zoom Rooms settings). For example, with the controller connected to your room, click "Settings", then click "Camera" and select INOGENI 4K2USB3 as the primary camera. The 4K2USB3 won't be a capture device anymore and you will be able to switch between it and any other camera sources if any with the "Switch Camera" button inside the tablet control app. Note that you may need to start a new meeting if you change the 4K2USB3 from a capture device to a camera source.
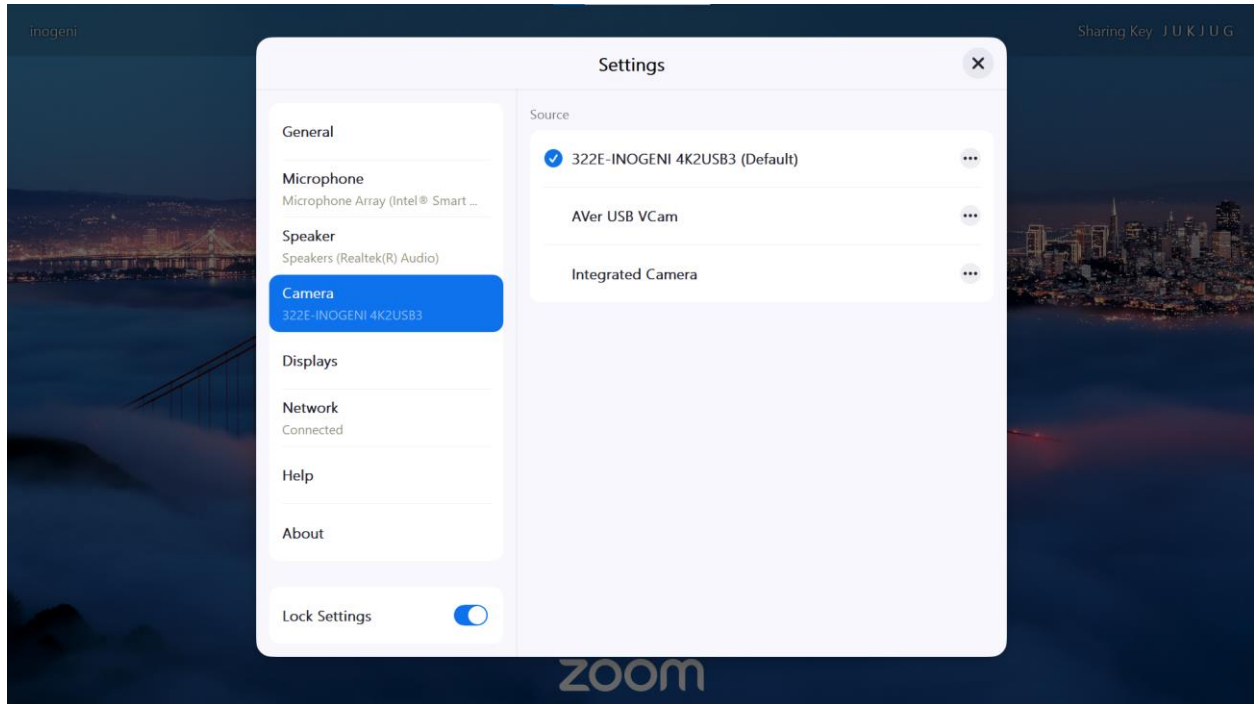

Figure 4: Setting device as camera.

INOGENI devices with Zoom Rooms.

All other INOGENI devices are seen as a camera inside Zoom Rooms. It means that the SDI2USB3, 4KXUSB3, U-CAM, SHARE2, SHARE2U, CAM300 and CAM230 are all seen as a camera inside Zoom Rooms. You can switch between them, and any other camera sources added to your room with the "Switch Camera" button of your controller.

	HDMI screen sharing devices (Type-A)	
4K2USB3	HD2USB3	4KX-PLUS

Camera devices	
SDI2USB3 – Type-C	4KXUSB3 – Type-B

- **Type-A:** A capture card with HDMI or NDI or SDI converting to USB function only supports HDMI screenshare from laptop or HDMI video sources.
- **Type-B:** A capture card with HDMI or NDI converting to USB function supports extra AV capture or even VISCA control to work as a Zoom Rooms main ("people") camera.
- **Type-C:** A capture card with HDMI converting to USB function supports extra USB AV capture control to support both HDMI screen share or BYOD mode on Zoom Rooms.

Troubleshooting

Here is the troubleshooting section. You may find useful information here.

Problem	Resolution
We do not have any audio when capturing feed from our device.	Please check if your system is accessing your audio devices. Some systems have an audio management system which may interfere with USB audio devices. For example, using Dell computers, they install the Dell Optimizer software, and this software interferes with our device when the "Remove My Background Noise" is turned on. Disabling it will solve your issue.
Do we need a specific INOGENI firmware to operate the Zoom Room?	Yes, here is the compatible firmwares.

Product	Type	Firmware release
4K2USB3	Type-A	June 2023 FW: 8.75
HD2USB3	Type-A	June 2023 FW: 8.75
4KX-PLUS	Type-A	June 2023 FW: 1.63
4KXUSB3	Type-B	June 2023 FW: 1.63
SDI2USB3	Type-C	June 2023 FW: 8.75