Elisa Videra Cloud Connect Meet

User Guide v1.8

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1. INTRODUCTION

The Elisa Videra Cloud Connect Meet service provides enterprise customers with a cloud-based global videoconferencing capability.

This guide has been designed to provide the user with simple step-by-step instructions on how to use Cloud Connect Meet and its key features with a number of devices.

1.1 Video best practice

Cloud Connect Meet makes it easy to host and participate in video meetings, regardless of the device you are using. It provides a consistent user experience that removes complexity from the user. However, there are a few tips that can make your video meeting as effective as possible:

- Remember that a video meeting is still a meeting and normal business codes of etiquette and dress code apply.
- Try to make yourself familiar with the system or application you intend to use for video prior to your video meeting to avoid an awkward ten minute delay while you try and work things out.
- If you are using a room-based system, ensure the microphone is not too close to the system speakers and near the attendees instead (please note participants do not need to be right on top of the microphone to be heard).
- Make sure there is nothing blocking the microphone for the participants that wish to speak.
- Make sure the microphone is positioned away from other noise sources such as computer fans or projectors

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2. WELCOME TO ELISA VIDERA CLOUD CONNECT MEET

All Elisa Videra Cloud Connect Meet users will be provided with a personal virtual meeting room where they can hold their meetings. In addition, users who also make use of Cloud Connect Meet additional services will have the ability to create one-time virtual meeting rooms. The Cloud Connect Meet add-in for Outlook enables users to create meeting invitations, add their meetings to their Outlook calendar and to manage their virtual meeting room settings. In this section, you will find information on all of the above functions.

Once an Elisa Videra Cloud Connect Meet user account has been created for you, you will receive either one or two emails from donotreply@elisa.com depending on how your account has been created.

The first email contains your username and your personal virtual meeting room details including its call address:
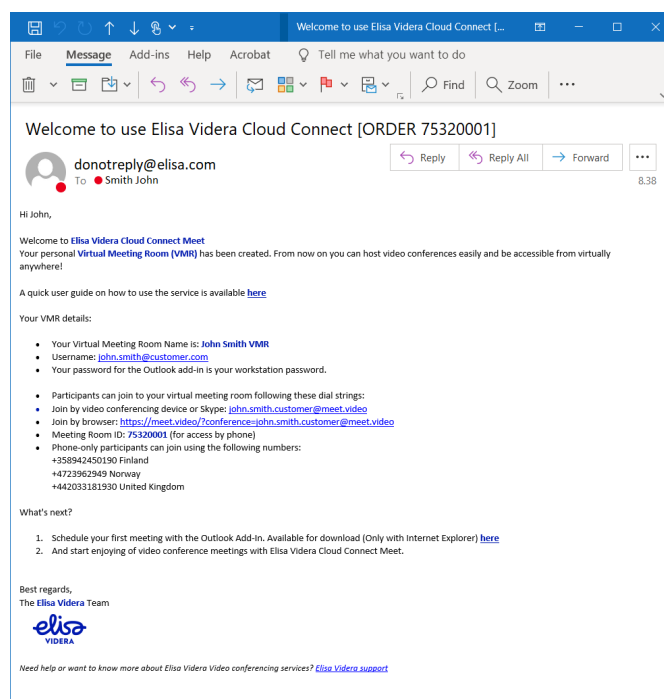
Picture 1: Virtual Meeting Room details

If you only receive one email (see Picture 1: Virtual Meeting Room details), your user account has been provisioned with Active Directory Integration and you can log into the service using your workstation password.

If your user account has been created manually, you will receive two emails. The second one contains a separate password that you should use for logging in (see Picture 2).
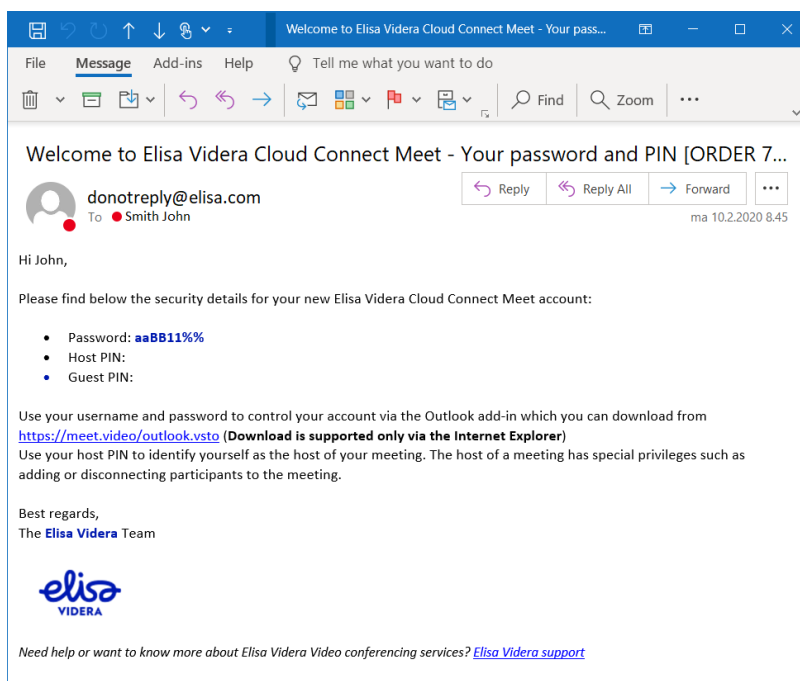
Picture 2: Cloud Connect Meet password

The Outlook add-in can be downloaded from https://meet.video/outlook.vsto.

Please note! The Outlook add-in must be downloaded using Internet Explorer. If the add-in is downloaded with another browser, it will not be installed properly.

Once you have downloaded and installed the Outlook add-in, take the following steps to sign in to Cloud Connect Meet:

Go to the main view in Outlook and click on *New Meeting* in the Cloud Connect Meet add-in in the upper right corner of the window. Choose *Credentials* and fill in your username and password.

The Cloud Connect Meet Outlook add-in supports the following functionalities:

- Meetings
    - Meeting invitations to your personal meeting room
    - Meeting invitations to a one-time virtual meeting room (additional service)
        - The meeting may be joined 30 minutes before its scheduled starting time
- Virtual meeting room settings
    - Manage your personal meeting room and one-time virtual meeting room PIN codes
    - Manage room layout and enable or disable speaker name visibility
    - Manage your user account password

2.1 Creating a meeting invitation

With the Outlook add-in, you can create a meeting invitation and add the meeting to your Outlook calendar. You can create an invitation to your personal meeting room or, if you also make use of the Cloud Connect Meet additional services, to a one-time virtual meeting room.

Please note! Outlook add-in is supported only in Windows and Outlook 2013 onwards.

2.1.1 Creating an invitation to your personal meeting room

You can create a meeting invitation to your personal meeting room by following these simple steps:
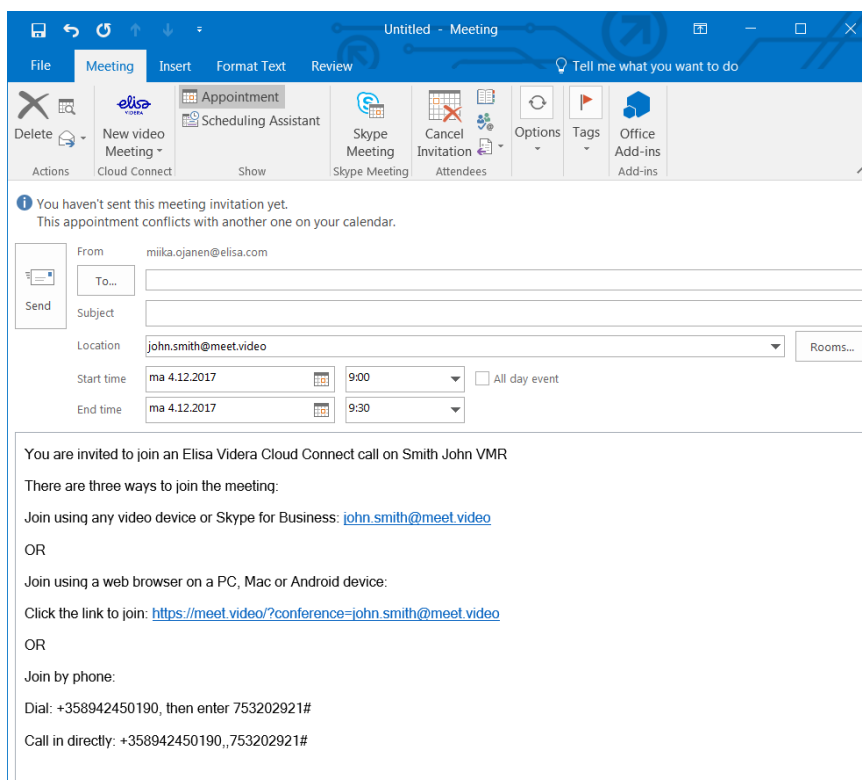
Create a new event in your Outlook calendar. Go to the Cloud Connect Meet add-in in the upper right corner of the window, click on *New Meeting* and choose *Settings.*
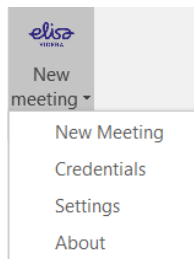
Picture 3: Cloud Connect Meet add-in in Outlook

Make sure that the option *Own VMR* is chosen in the *Setting* for field. Add or change the meeting PIN code (see section 2.2.2), adjust room layout and speaker name visibility settings (see section 2.3) and apply by clicking *Change*. If you do not wish to set a PIN code for the meeting and you do not make use of the Cloud Connect Meet additional services, you may skip this step.

Click on the Elisa Videra logo in the upper part of the Cloud Connect Meet add-in. A meeting invitation containing joining instructions is created automatically. Add the users you would like to invite to the meeting and fill in the meeting subject, start time and end time.

Picture 4: Meeting invitation to your personal virtual meeting room

2.1.2 Creating an invitation to a one-time virtual meeting room (additional service)

You can create a meeting invitation to a one-time virtual meeting room by following these simple steps:

Create a new event in your Outlook calendar. Go to the Cloud Connect Meet add-in in the upper-right corner of the window, click on *New Meeting* and choose *Settings.*
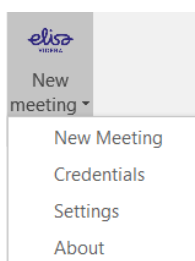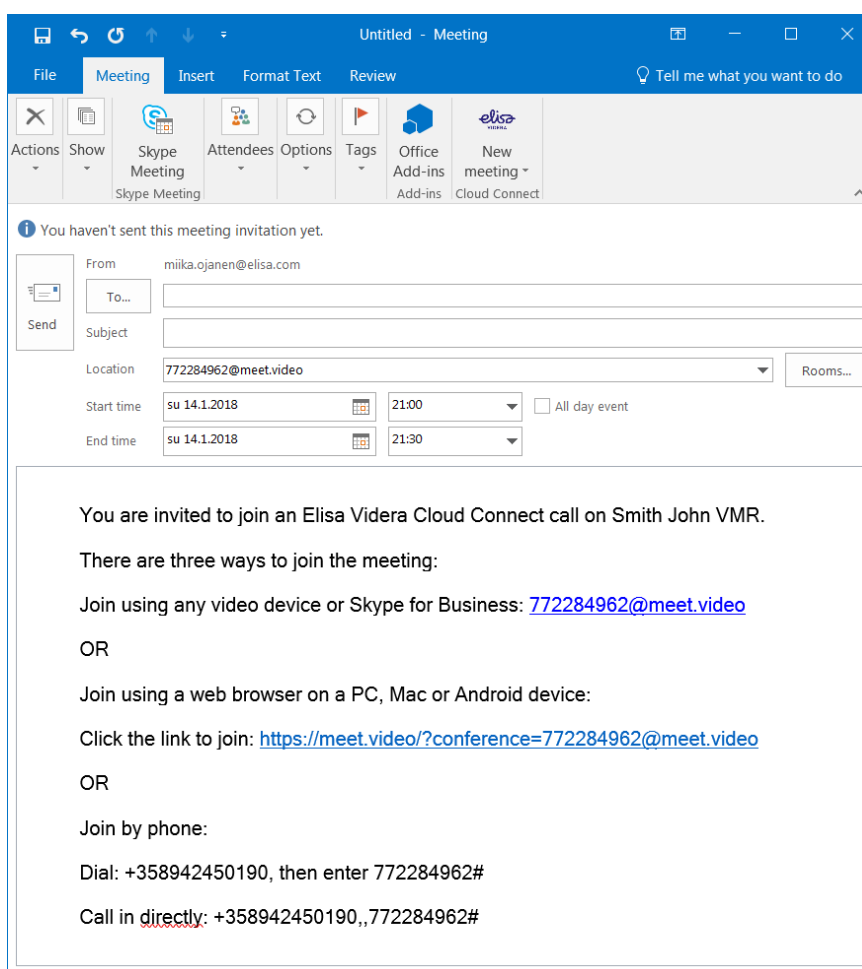

Picture 5: Cloud Connect Meet add-in in Outlook

In the *Setting* for field, choose *One time VMR* from the drop-down list. Add or change the meeting PIN code (see section 2.2.2), adjust room layout and speaker name visibility settings (see section 2.3) and apply by clicking *Change*.

Click on the Elisa Videra logo in the upper part of the Cloud Connect Meet add-in. A meeting invitation containing joining instructions is created automatically. Add the users you would like to invite to the meeting and fill in the meeting subject, start time and end time.

Please note! One-time virtual meeting room is available for joining 55min before the scheduled meeting start time and it will be removed from the service 120min after the end time if there is no participants on the it. If the meeting start time is less than 55min from now the one-time VMR creation takes around 5min.

Picture 6: Meeting invitation to a one-time virtual meeting room

2.2 User role privileges and managing PIN codes

Participants can join the meeting either as *Guests* or *Hosts*, and the meeting organizer can manage role assignation with PIN codes. If no PIN code has been set, all participants will join the meeting as *Hosts* by default. In this section, you will find information on *Host* and *Guest* privileges and managing PIN codes.

2.2.1 User role privileges

Host and *Guest* participants are granted a different set of privileges:

Hosts	Guests

• determine the start time of the meeting: the meeting begins once the first *Host* has joined the meeting
• determine the end time of the meeting: the meeting ends five minutes after the last *Host* has left the meeting
• are able to join a locked conference that has a *Host* PIN by entering the PIN code upon joining
• can use a wider set of in-call controls than *Guest* participants. Only *Hosts* have access to the following controls:
 	
    o disconnecting participants from the meeting
 	
    o adding participants to the meeting
 	
    o transferring participants to another virtual meeting room
 	
    o changing the role of other participants in the meeting
 	
    o muting and unmuting an individual participant or all *Guest* participants simultaneously
 	
    o stop sharing content to certain participants
 	
    o locking and unlocking a conference and allowing users to join a locked meeting
 	
    o sending DTMF tones
 	
    o disconnecting all participants from the meeting
	• cannot join the meeting before the first *Host* has joined but will be redirected to wait in the lobby. Guest will see a holding image and hear a message stating that they are waiting for the conference *Host* to join
	• will be automatically disconnected from the meeting five minutes after the last *Host* has left the conference
	• cannot join a locked conference without the acceptance of a *Host* participant
	• have limited access to in-call controls

You will find more detailed information on the above mentioned in-call controls in sections 3.4 (when joining the meeting via a browser), 4.1 (when joining the meeting via Skype for Business), 5 (when joining the meeting with a videoconferencing device) and 6 (when joining the meeting with a mobile phone).

2.2.2 Managing PIN codes

You can set a PIN code for your personal meeting room or for a one-time virtual meeting room in the *Settings* tab in the Cloud Connect Meet Outlook add-in. You can set a PIN code for *Host* participants only or, alternatively, different PIN codes for *Hosts* and *Guests*. Please note that the PIN code needs to be set before creating a meeting invitation.

If you set a PIN code for your personal meeting room (*Own VMR* selected in the *Setting* for field), the change will take two minutes to be applied and will apply until the PIN code is modified again.

If you set a PIN code for a one-time virtual meeting room, the PIN code needs to be set when creating the meeting invitation. The PIN code will apply to that meeting only.

In the table below, you can find a description on how setting a PIN code affects the meeting and participant privileges.

	Effect on the meeting	Setting the *Host* PIN code	Setting the *Guest* PIN code
PIN code for *Host* participants only	Participants who would like to join the meeting as *Hosts* and have *Host* privileges must enter the PIN code upon joining. The meeting will start when the first *Host* has joined and end five minutes after the last *Host* has left the meeting. Other participants do not need to enter a PIN code and they will have *Guest* privileges. *Guest* participants will see the notification *Great, you're in! Waiting for others to join* until the first *Host* has joined the meeting. **Please note!** Remember to forward the *Host* PIN to the users you would like to grant *Host* privileges. The PIN code will not be visible in the meeting invitation.	Go to the Cloud Connect Meet Outlook add-in, click on *New Meeting* and choose *Settings*. Enter a PIN code of your choice in the *New Host Pin Code* field.	Leave the *New Guest Pin Code* field blank.
Different PIN codes for *Host* and *Guest* participants	Participants who would like to join the meeting as *Hosts* and have *Host* privileges must enter the PIN code upon joining. The meeting will start when the first *Host* has joined and end five minutes after the last *Host* has left the meeting.	Enter a PIN code of your choice in the *New Host Pin Code* field. *Host* and *Guest*	Enter a PIN code of your choice in the *New Guest Pin Code* field. *Host* and *Guest*

	Effect on the meeting	Setting the *Host* PIN code	Setting the *Guest* PIN code
	Other participants must enter the *Guest* PIN code upon joining and they will have *Guest* privileges. *Guest* participants will see the notification *Great, you're in! Waiting for others to join* until the first *Host* has joined the meeting. **Please note!** Remember to forward the *Host* PIN to the users you would like to grant *Host* privileges. Only the *Guest* PIN will be visible in the meeting invitation.	PINs must be different.	PINs must be different.

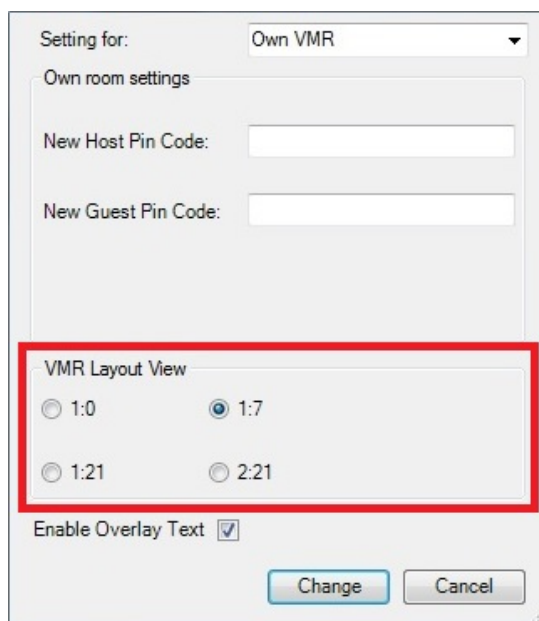## 2.3 Managing room layout and speaker name visibility

The meeting room default layout is the following:

Picture 7: Virtual room default layout

The speaker's video is shown in the main window and other participants are shown in a row of thumbnails at the bottom of the screen. Up to seven participants' video can be shown in the thumbnail row, and the number of additional participants is indicated in the lower right corner. Phone participants are shown on the left side.
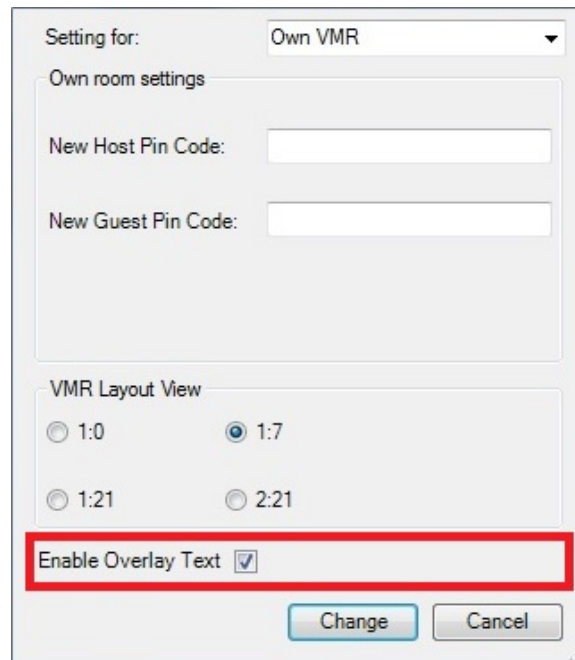
You can edit the room layout by going to the Cloud Connect Meet Outlook add-in, clicking on *New Meeting* and selecting *Settings*. Available layouts are shown under *VMR Layout View.*

Picture 8: Edit virtual meeting room layout

If you edit your personal meeting room layout settings (*Own VMR* selected in the *Setting* for field – see Picture 8), the change will take two minutes to be applied and will apply until the layout settings are modified again.

If you edit a one-time virtual meeting room layout settings, the changes need to be made when creating the meeting invitation. The changes will apply to that meeting only.

The layout option *1:7* means that the default layout is chosen (see Picture 7).

Choosing the option *1:0* will show the speaker's video in full screen and the number of additional participants in the lower right corner.

Picture 9: Option *1:0*. The speaker's video is shown in full screen and the number of additional participants in the lower right corner

Choosing the option *1:21* will show the speaker's video in the main window and other participants in three rows of thumbnails at the bottom of the screen. Up to 21 participants' video can be shown in the thumbnail rows, and the number of additional participants is indicated in the lower right corner. Phone participants are shown on the left side.

Picture 10: Option *1:21*. The speaker's video is shown in the main window, other participants' video in three thumbnail rows, the number of additional participants in the lower right corner and phone participants on the left side

Choosing the option *2:21* will show two participants' video in the main window and other participants in three rows of thumbnails at the bottom of the screen. Up to 21 participants' video pictures can be shown in the thumbnail rows, and the number of additional participants is indicated in the lower right corner. Phone participants are shown on the left side.

Picture 11: Option *2:21*. Two participants' video is shown in the main window, other participants' video in three thumbnail rows, the number of additional participants in the lower right corner and phone participants on the left side

By default, the current speaker's or presenter's name is visible to all participants. You can hide the speaker's name by going to the Cloud Connect Meet Outlook add-in and unselecting the *Enable Overlay Text* option in the *Settings* menu.

Picture 12: Speaker name visibility. Hide the speaker's or the presenter's name by unselecting *Enable Overlay Text*

If you edit speaker name visibility in your personal meeting room (*Own VMR* selected in the *Setting for* field – see Picture 12), the change will take two minutes to be applied and will apply until the setting is modified again.

If you the edit speaker name visibility in a one-time virtual meeting room, the changes need to be made when creating the meeting invitation. The changes will apply to that meeting only.

2.4 Managing user account password

You can change your password in the *Settings* menu in the Cloud Connect Meet Outlook add-in.

If you have logged in to the service with your workstation password, your user account password will change when your workstation password changes. Therefore if you change your workstation password, you will need to update your new password to the Outlook add-in manually. You can do this by clicking on *New meeting* and choosing *Credentials*. Type your new password into the *Password* field and select *Save*.

3. JOINING A MEETING VIA A BROWSER

The Elisa Videra Cloud Connect Meet service can be accessed from any browser that supports WebRTC technology. This technology enables the browser to send and receive high-quality real-time video. In this section, you will find information on the Cloud Connect Meet web interface and its functionalities.

NEW! You can now also place calls with Android and iOS mobile devices. You can find the technical requirements in section 3.1.2 and instructions for joining in section 3.3.

3.1 Technical requirements

3.1.1 Technical requirements for workstations

The browser-specific technical requirements and special features for workstations are listed in the table below.

Note We strongly recommend using the latest publicly-released version (i.e. "stable version" or "supported release") of your chosen browser.

Browser	Version	Notes	Screen sharing
Google Chrome WebRTC (VP8/VP9/H.264)	61 or later		Supports screen sharing and PDF and image file sharing via plugin
Mozilla Firefox	68 or later		Supports screen sharing and PDF and image file sharing
Microsoft Internet Explorer	11 or later	Requires Flash Player 11 and later ActiveX® plugin, and must not be in Compatibility View. As IE always uses the legacy web application, it is preferable to use another browser	Supports PDF and image file sharing only
Microsoft Edge	all chromium-based versions, and HTML versions 41 and later		Supports PDF and image file sharing only
Apple Safari on macOS	11.1 or later	Safari versions 6-10 require Adobe Flash Player 11 and the later plug-in, and uses the legacy web application	Supports PDF and image file sharing only
Opera	53 or later		Supports PDF and image file sharing only

Additional notes:
- All browsers support RTMP media streaming
- All browsers support instant messaging between the web interface and the Skype for Business client

3.1.2   Technical requirements for mobile devices

Technical requirements for mobile devices are listed in the table below.

| Operating system	Supported browsers	Screen sharing
Android	Google Chrome WebRTC only	Supports image file sharing only
iOS 11.2 or later	Apple Safari only	Supports image file sharing only

Additional notes:

- Use of the latest browser version is recommended
- Mobile devices support instant messaging between the web interface and the Skype for Business client

3.2 How to adjust call settings prior to joining a meeting

When you go first time to https://meet.video, you will be asked to allow access to your camera and microphone, and to provide your name. This is all that is needed before you make a call, but there are also additional settings you can configure.

1. If prompted, allow access to your camera and microphone
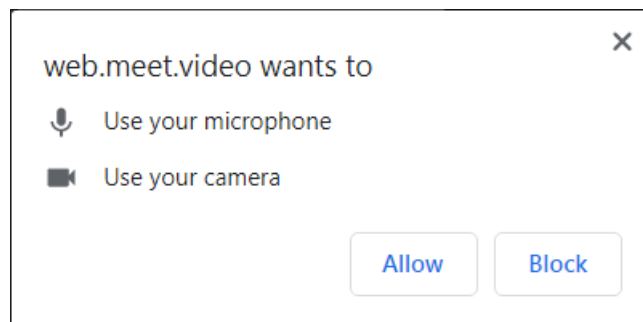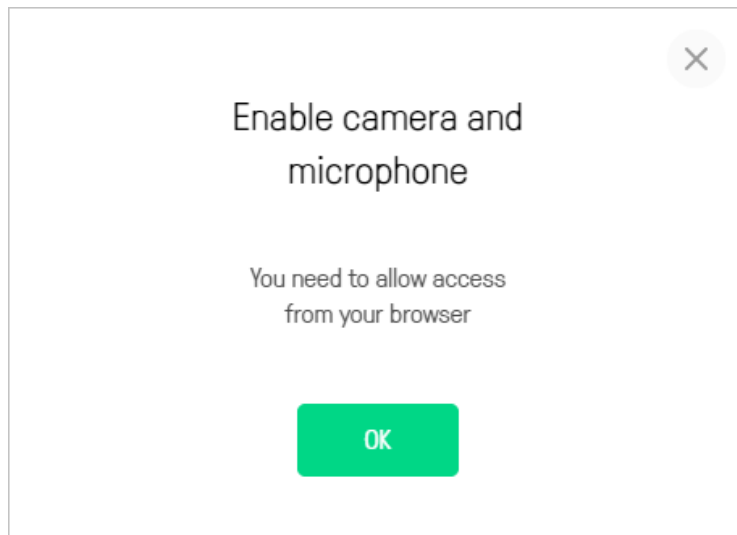
2. If prompted, enter your name
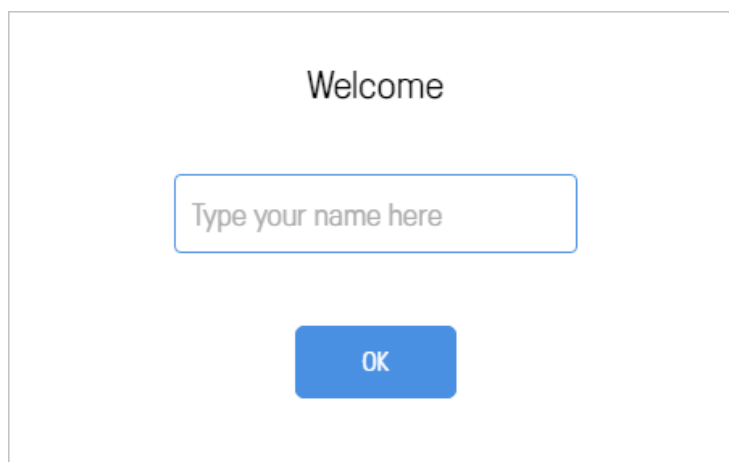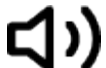
3. If required, turn on your camera and microphone by clicking on the Use camera icons in the middle and unmute icon in the bottom right of the video window:
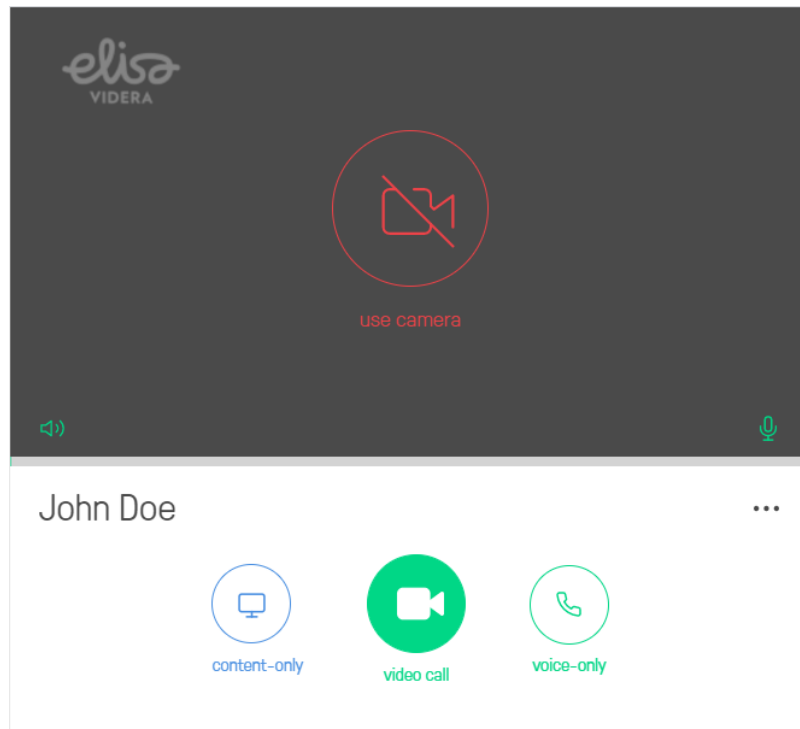
4. If required, select the **Settings** icon ○○○ underneath the video window to select which camera, microphone and speakers to use:
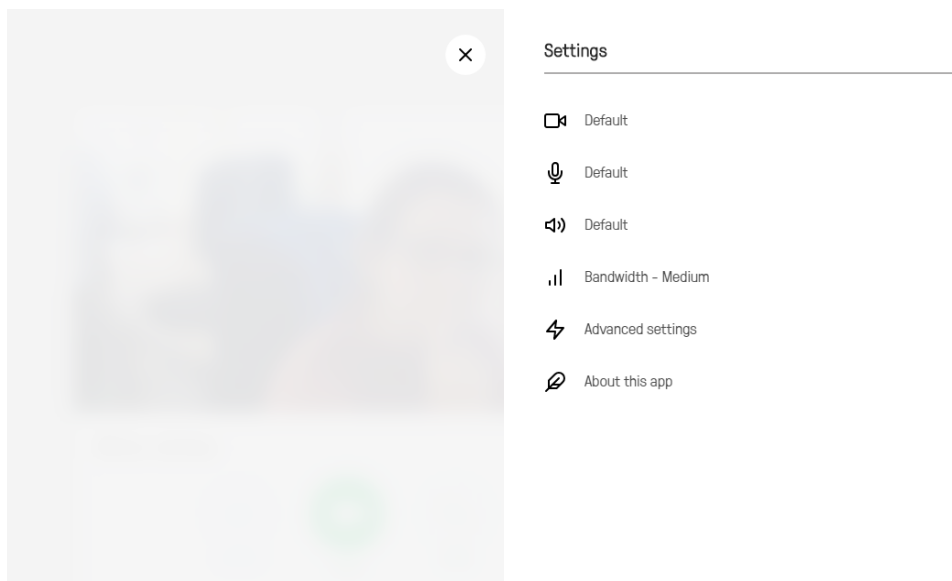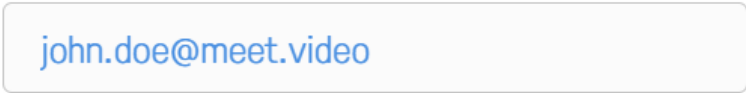
Configuring your client:

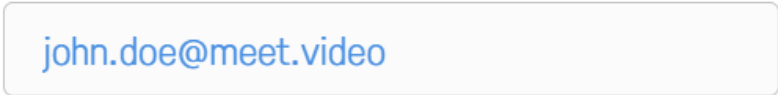| Setting	Description
Home page	
Name	The name that will appear to other conference participants. You'll be asked to enter your name the first time you use the client, but you can change your name from the home page by clicking on it.
○ ○ ○ Settings	
Camera	Shows the currently selected camera. Select this option to change the camera to use. When the selected camera is working properly, your self-view will be shown in the main video window.
Microphone	Shows the currently selected microphone. Select this option to change the microphone to another. When the selected microphone is working properly, a green bar will appear under the main video window when audio is detected. The length of the bar represents the level of audio volume being picked up by the microphone.
Speakers	Shows the currently selected speakers or headset. Select this option to change the speakers to use. To check that the selected speakers are working properly, select the speaker icon from the bottom left of the main video window and then select the speaker to use. A tone will be played from that speaker.
Bandwidth	The maximum bandwidth for the call, and the bandwidth at which the initial call attempt will be made. Note that calls may be temporarily down speeded due to network conditions. The default is **Medium (up to 576kbps)**, but if you are on a cellular connection or slow Wi-Fi connection you may wish to reduce this to **Low (up to 256kbps)**. You should also reconnect using a lower bandwidth if you experience slow or low-quality video.
Language	Allows you to select the language from a drop-down menu to use in your Cloud Connect Meet client. **Note** If your browser or device's default language is supported by the web app, that language will be used automatically.
⚡ Advanced settings	
Confirm when disconnecting	When this option is selected, you must confirm each time you wish to disconnect from a meeting. This prevents you from accidentally disconnecting yourself. This is on by default.

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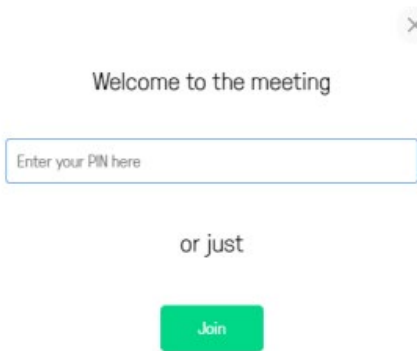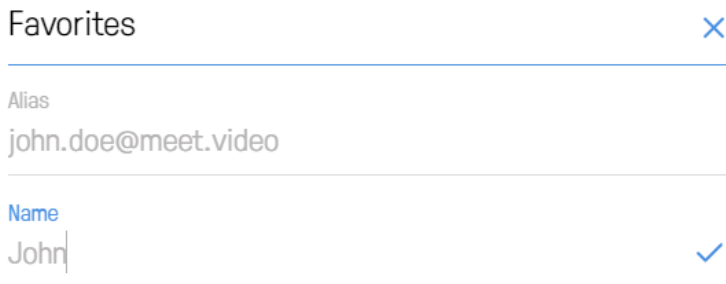| Setting	Description
View incoming presentation in full motion	This setting determines how presentations from other participants are initially received by you. Presentations can be received in two formats: • A lower-bandwidth series of **still images** (suitable for documents and screens being shared). With this option, Cloud Connect Meet periodically takes a snapshot of the presentation and converts it to JPG format, and sends that to the Cloud Connect Meet client at between 0.5 to 1 fps. For this reason, presentations that contain a lot of movement may appear jerky to clients using this option. • A higher-bandwidth **full motion** stream (suitable for presentations with a lot of movement). With this option, Cloud Connect platform sends the presentation to the Cloud Connect Meet client as a video stream at up to 30 fps, so movement will appear smooth. • The actual frame rate used will depend on the capabilities of the endpoint that is sending the presentation. Cloud Connect Meet clients can send presentations at up to 15 fps; other clients may send at a higher frame rate. This setting is off by default: presentations are initially received as still images, and you can subsequently elect to view them in full motion by selecting the HD button at any time during the call. However, when View incoming presentation in full motion is selected, presentations received by you will always be shown in full motion by default, and you can then elect to view them as still images.
Send anonymous statistics	When this option is selected, anonymous information about how the client is being used is sent to Elisa Videra for product improvement purposes. This is on by default.
High contrast	When this option is enabled, there is a higher contrast between the foreground and background elements of the user interface, making them more legible. This is off by default.
Screen sharing quality	This setting determines the frame rate used when you share your screen with other participants. A lower frame rate will result in images with greater definition or Sharpness and is best for static presentations; a higher frame rate will be less sharp and is best used for content where there is more Motion. The default framerate is 2 frames per second.
About this app	
Reset app	The **Reset** option clears the app storage and any registration settings.
Logs	If you are having issues with your web app, Elisa Videra may ask you to **Download logs** to obtain logging information about the last call.

3.3 How to join a meeting via a browser

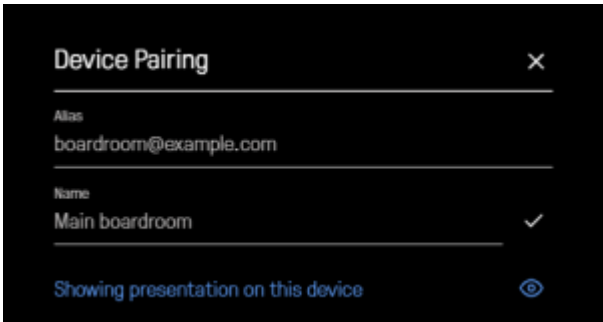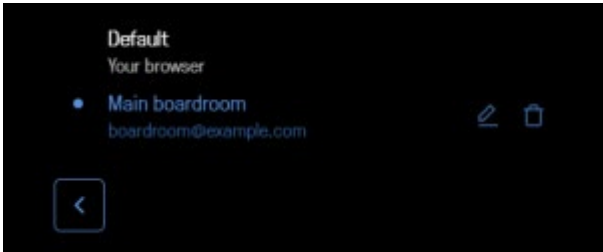Use of a headset is recommended when using the web application.

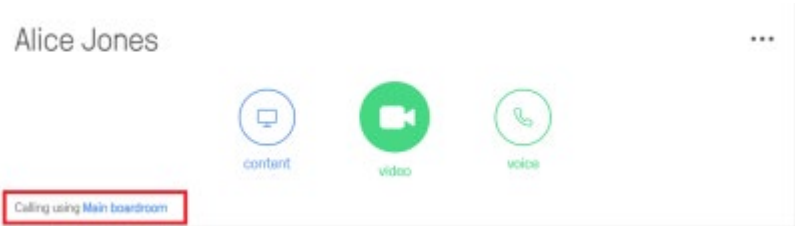To join a meeting, follow the steps below:

What	How

Joining a call with audio and video	1. Ensure that your camera and microphone are enabled and working correctly:
	
	   o You should see your own image in the video window.
	
	   o The microphone icon should be green 🎤 and you should see a green bar under the video image indicating the volume of audio being detected.
	
	2. Select video .
	3. In the box at the top right of the window, enter the address of the person or meeting you wish to join:
	
	   john.doe@meet.video
	
	4. Either click on the icon to the right of the box, or press enter.

Joining a call with audio only	1. Ensure that your microphone icon is green 🎤 and you see a green bar under the video image indicating the volume of audio being detected. 2. Select voice . 3. In the box at the top right of the window, enter the address of the person or meeting you wish to join: john.doe@meet.video 4. Either click on the icon to the right of the box, or press enter. When you have joined the call, you will be able to hear other participants and they will be able to hear you, and you will be able to send and receive content, but you will not send or receive any video. Instead, in the main video window you will see an infographic of the participants in the call:

What	How
Joining a meeting as a presentation and control-only participant	1. Select content . 2. In the box at the top right of the window, enter the address of the meeting you wish to join: john.doe@meet.video 3. Either click on the icon to the right of the box, or press enter. You will join the meeting as a presentation and control-only participant - you will not be sending any audio or video, and you will not receive any audio or video from other participants. However, you will be able to view content that others are sharing, and share content with others. You will also have access to the participant list and events, and be able to control the conference (if you are a Host).
Entering the PIN	For some meetings, you will be offered the ability to enter a PIN. If this is your VMR, enter your Host PIN. If not, the meeting organizer should have informed you of the PIN to use. If you haven't been given a PIN or no PIN is required, select *Join* to join as a Guest:

| What	How
	  The PIN determines whether you join the meeting as a Host or Guest. Hosts can control the meeting and the other participants; Guests can't control the meeting but can still see and hear the other participants, and share content.
Other ways to select the person or meeting to call	
Favourites	You can add the addresses of people or meetings you call frequently to your Favourites list. To do this: 1. Select the add icon + to the right of the Favourites section. 2. Enter the address of the person or meeting room, and the name you want to remember it by: 3. Select the ✓ icon or press enter. You can also add a favourite from the Recents list (see below).
Recents	The addresses of any people or meetings you have previously called, or received calls from, will appear in the Recents list. • To call anyone in this list again, simply click on the address. • To use an address in the list as a basis for a new address to call (for example if you have mis-typed an address), select the edit icon ✎ to the right of the address. The existing address will appear in the box at the top of the list; from here you can edit it before placing the call. • To add an address in the list to your Favourites (see above), select the star icon ☆ to the right of the address.

What	How
Advanced options	
Pairing with an alternative video/audio device	You can use the Cloud Connect Meet web app to pair with another video (or audio) device. When paired, your web app will join the meeting as a presentation and control-only participant, and the paired device will join with video (or audio). Paired devices are added automatically to any Virtual Meeting Room or Virtual Auditorium you join as a Host from the web app. The paired device will be disconnected automatically from the meeting when you disconnect your client. Pairing is useful if, for example, you often make calls from a dedicated meeting room with a videoconferencing endpoint that you use for the main video, but you also want to use web app to control the meeting and view content. To pair with an alternative device: 1. From the bottom of the call panel, select Pair with a device. 2. From the Device Pairing panel, select the + icon in the top right corner. 3. Enter the address of the device, and the name by which you want to remember it. By default, the paired device will be set to *Showing presentation on this device*, meaning that any content being shared, as well as the main video, will be shown. If you don't want content to be sent to the device (for example, if you intend to view content on your Cloud Connect Meet client), click on the option; it will change to *Presentation hidden on this device*, meaning that the device will only show the main video stream. Click the option again to toggle back to showing content. 4. Select the ✓ icon or press Enter. 5. The new device will appear in the list. To use it for your next call, click on it - the selected device will appear in blue:

What	How
	6. To return to the main call page, select the [icon] icon at the bottom left of the panel.
	Now, at the bottom left of the home screen you'll see *Calling using* …followed by the name of the selected paired device:
	Alice Jones ···
	content video voice
	Calling using Main boardroom
	When a paired device is selected, whenever you place a video (or audio-only) call to a VMR, the selected device will be added to that VMR as a video (or audio-only) participant, and the web app will join the VMR as a presentation and control-only participant.
	To stop using the additional device:
	1. Click on the *Calling using ...* link at the bottom left of the home screen.
	2. From the list of devices, select *Default*.
	The button at the bottom of the call panel will change to *Pair with a device* — this means that only web app will be used the next time you place a call.

3.4 In-call controls

When you connect to a meeting using a browser, you can make use of several in-call controls.

You can find the participant list in the upper left corner of the window. Participant icons show each user's status:
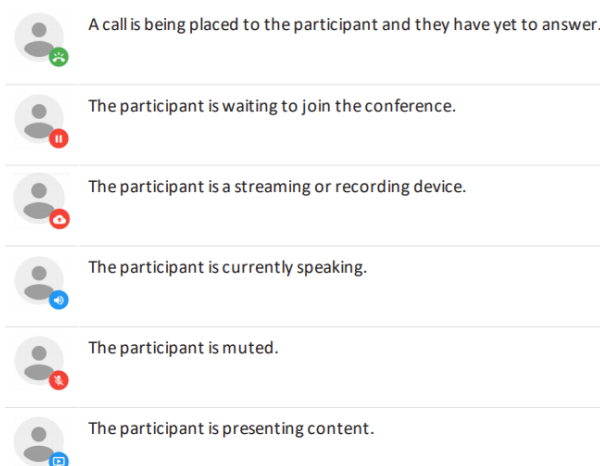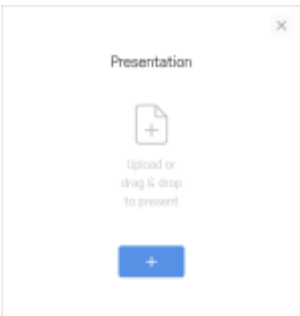
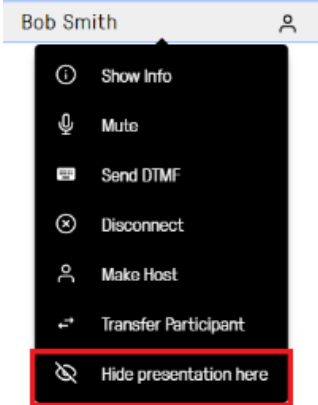**Picture 13: Participant icons show each user's status**

In the top left corner of the window, you can find a chat window where participants who have joined the meeting either via browser or Skype for Business can chat with each other. The chat window will not be visible for phone or videoconferencing endpoint participants.
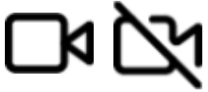
Other in-call controls are listed in the table below. Screen sharing is supported in both Google Chrome and Mozilla Firefox. Other browsers only support PDF and image file sharing. For more information on enabling and using screen sharing, go to section 3.4.1.
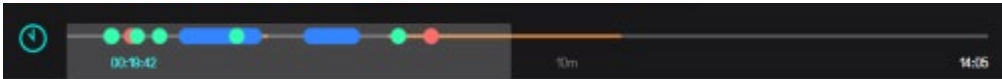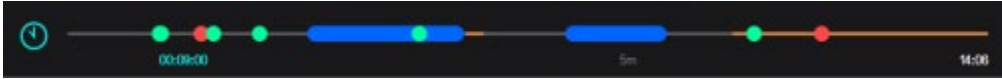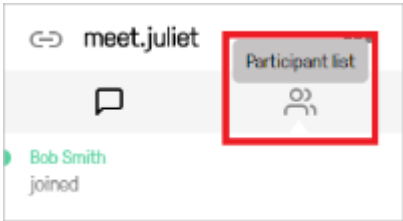
Please note! This guide has been designed for Google Chrome, Mozilla Firefox, Safari and Internet Explorer. If you join a meeting using another browser, you may notice slight differences in the in-call controls. In the *What* column, icons indicate which browsers support each in-call control if it is not support by all of them (Google Chrome 	, Mozilla Firefox 	 and Safari 	).
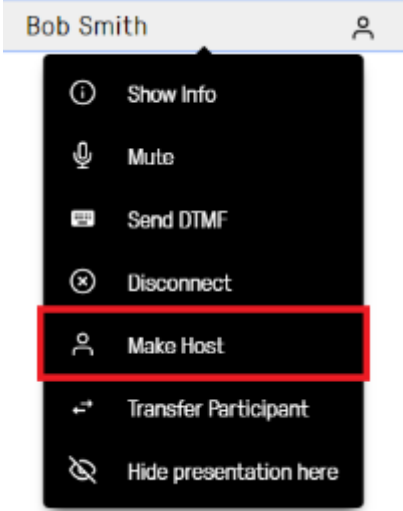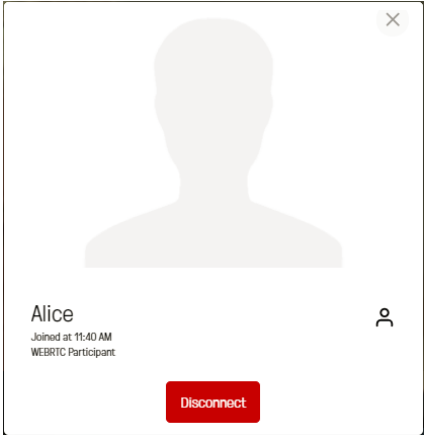
What ?	How ?
Enter Host PIN (if joined as guest)	From the toolbar at the bottom of the window, select Enter Host PIN.
Change your camera, microphone or speakers during a call	1. From the top right of the side panel, select *Control* ● ● ●. 2. Select *Select media devices*. 3. Select the camera, microphone or speakers/headset, and then choose a new one from the list of available options.
	From the toolbar at the bottom of the screen, select *Float video window*.

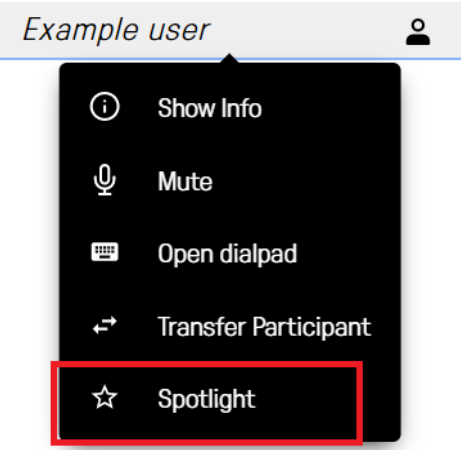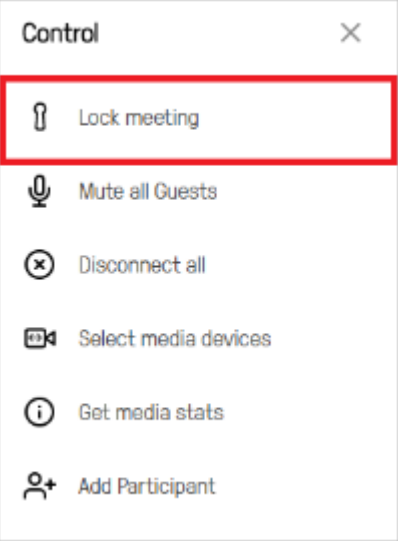| What ?	How ?
Pin a minimized version of the video window to your screen	The main video window (including thumbnails) will shrink and be pinned on top of all your other application windows. You can drag it to a suitable location. To return to the Chrome tab with the video window resized within it, from the pinned window select *Back to tab*. To close the pinned video window, from the toolbar select *Reset video window*.
Share your screen with all other participants	1. From the toolbar at the bottom of the window, select *Share my screen*. 2. Select the window, screen or tab you want to share. When you are sharing, the icon changes to blue. To stop sharing, select the *Stop presenting* button. The best way to share a PowerPoint presentation is to start the Slide Show from within PowerPoint first, and then tab to Cloud Connect Meet client, share your screen, and select the *Slide Show* window. Note that the ability to present into a conference may have been restricted to Hosts only.
Share images or PDFs with all other participants	1. From the toolbar at the bottom of the screen, select *Present files*. The Presentation screen will appear: 2. Select +, or drag and drop the file(s) you want to share into the Presentation window. You can add multiple files, and they can be a combination of images (.JPEG, .BMP, .PNG, or .GIF) and PDFs (if supported by your device). Each image will be converted into an individual slide, as will each page of each PDF. 3. By default, every slide will be selected for presenting, but you can click on individual slides to select and deselect them: 4. When you have selected all the slides you want to share, select *Present*. Use the left < and right > on-screen controls, or the arrow keys on your keyboard, to

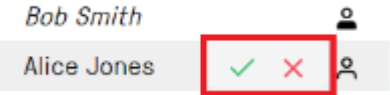| What ?	How ?
	scroll through the slides. You also have the option to ⬈ View presentation in a separate window. 5. To stop sharing the slides, from the toolbar select *Stop presenting*. Note that the ability to present into a conference may have been restricted to Hosts only.
View a presentation being shown by another participant	When a participant starts a presentation, you will automatically see the content they are sharing as your main image, and the image of the participants will reduce to a small thumbnail at the top left corner. You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail. You can also click and drag this window to move it.
⬈ ⬋ View a presentation in a separate window	Whether you are the presenter or a participant, you can view the current presentation in a separate pop-out window. To do this, from the bottom right of the screen select *View presentation in new window*. To close the window, from the bottom right of the screen select Close separate presentation window.
HD ⏸ View a presentation at a higher (or lower) refresh rate	When a participant is showing a presentation, by default you receive it as a series of still images. This is suitable for documents and screens being shared, but if the presentation contains a lot of movement it may appear jerky. If this is the case, you can elect to receive the presentation in full motion as HD video. To do this, from the bottom right of the screen select *View full motion presentation*. To return to the default view, select View normal presentation.
Stop/start sending presentation to a participant	(Requires Host privileges) When a participant is sharing a presentation, other participants receive both the presentation and the main video. However, you may want to receive just the main video on a particular endpoint (for example, if you are using a meeting room system for audio and video, but you are already viewing the presentation on your Cloud Connect Meet client, you could stop sending presentation to the meeting room system). To do this, from the Participant list, select the participant and then select *Hide presentation here*. Bob Smith 👤 ⓘ Show Info 🎤 Mute ⌨ Send DTMF ⊗ Disconnect 👤 Make Host ↪ Transfer Participant ⦸ Hide presentation here

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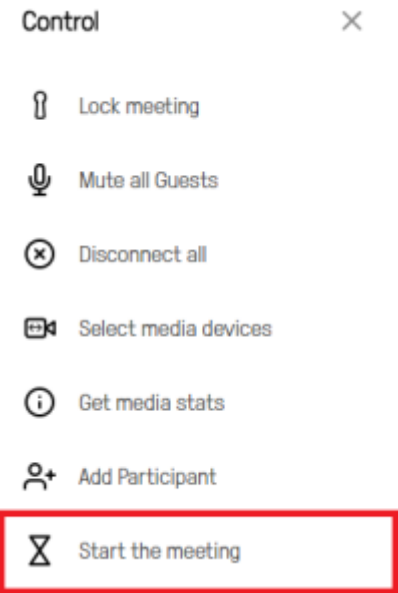
What ?	How ?
Start sending and receiving video	(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select *Start Video.*
Start sending and receiving audio	(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select *Start audio.*
Stop/start sending your video to other participants	From the toolbar at the bottom of the window, select *Turn my camera off* or *Turn my camera on.* Other participants will no longer be able to see you, but you will be able to see them.
Stop/start sending your audio to other participants	From the toolbar at the bottom of the window, select *Turn my microphone off* or *Turn my microphone on*. Other participants will no longer be able to hear you, but you will be able to hear them.
Stop/start viewing the video of yourself	The video of yourself that is being sent to other participants is shown in a thumbnail at the top right of the screen. To hide this, click on the image. It will be replaced by a small Show self-view icon; select this to view your image again.
Show or hide the side panel	To hide or show the side panel (containing the Participant list tab and the Events tab, and the Control menu), select the *Hide side panel* < and *Show side panel* > icons. These will be at the middle left or bottom of the screen, depending on your device and screen width.
View details of events	For a complete list and details of each of the events represented in the timeline at the bottom of the screen, from the top of the side panel select the *Events* tab:
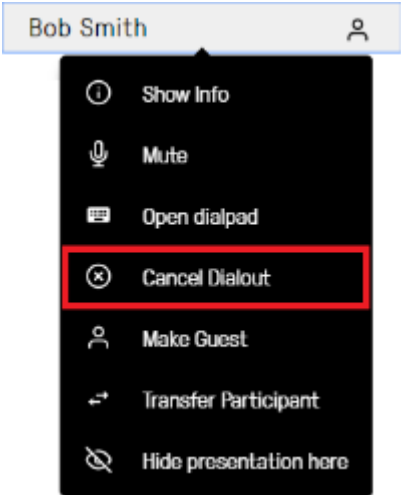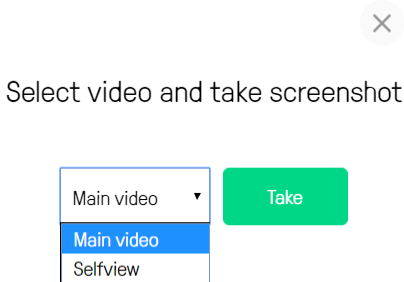
What ?	How ?
Timeline	The timeline shown at the bottom of the screen gives a visual overview of the events during the course of the call: You can click on any of the events for more information about it (note that this feature is not available if the desktop or web app window has been narrowed to the point where the control panel moves below the video window). After you have been in the call for more than 10 minutes, you will see a clock icon at the far left of the timeline. To zoom in on any 10-minute period within the timeline, click on the clock icon. You'll see a shaded selector: Drag the selector to the period you wish to zoom in on: When you are zoomed in, you can again click on any of the events to view more information about them. To return to the full timeline, click on the clock icon again.
View a list of other conference participants	A list of all other conference participants will be shown in the 🖧 Participant list tab of the control panel (which is to the left of or at the bottom of the screen, depending on the screen width). You can scroll through this list, or use the search box at the top of the list, to view the names of other participants or select a particular participant to control. You can show and hide the side panel by clicking on the *Hide side panel* < and *Show side panel* > icons.
View an individual participant's role	Each person in the Participant list has an icon next to their name, representing their role: 👤 Hosts, who can control the meeting and other participants 👤 Guests

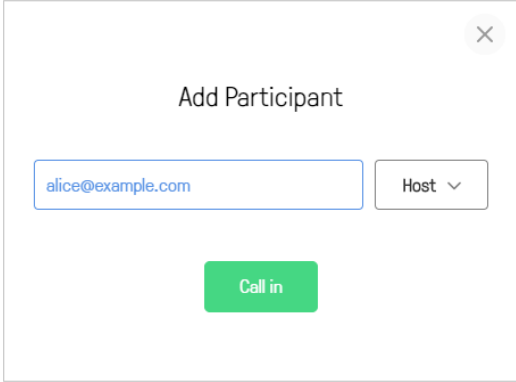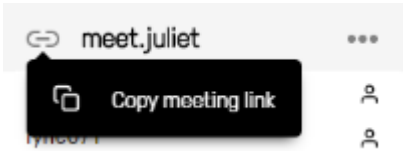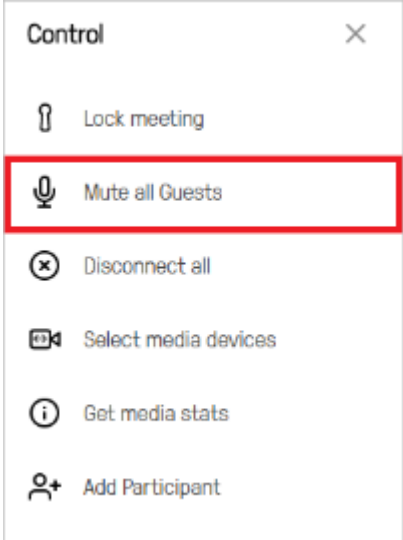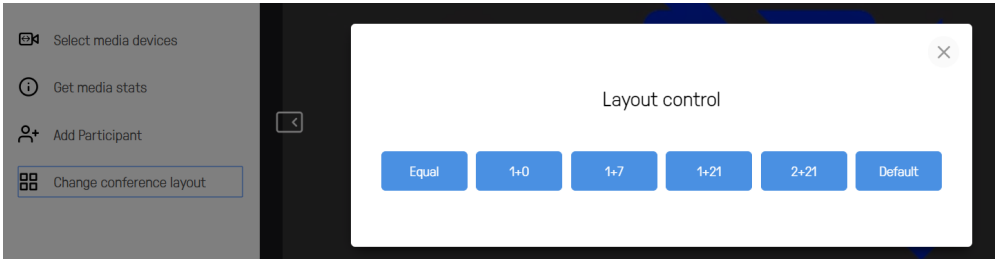| What ?	How ?
Change a participant's role	(Requires Host privileges; you cannot change your own role to Guest.) From the Participant list, select the participant and then select *Make Host* or *Make Guest.*
View individual participant's details	From the Participant list, select the participant and then select *Show Info*. This brings up an overlay dialog containing details of the participant, including their avatar or image if available (otherwise a placeholder image is shown).
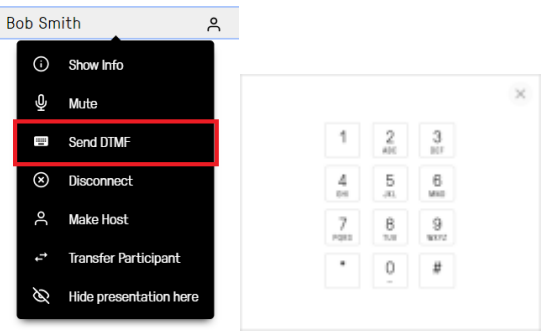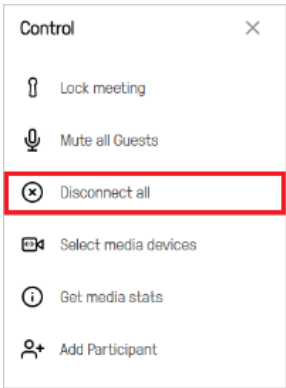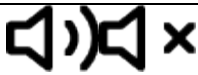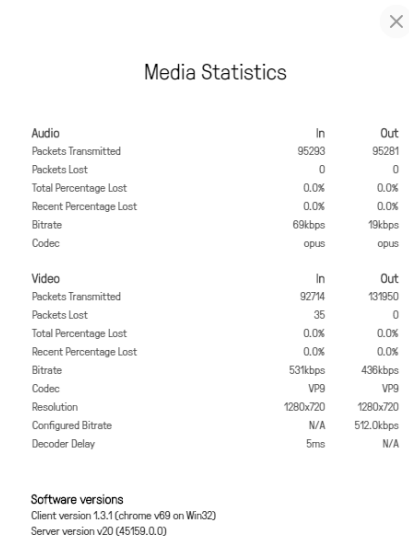
What ?	How ?
Spotlight specific user as active speaker	Click users name and select *Spotlight*. Spotlight will lock specific user to the main view not the active speaker Example user 👤 ⓘ Show Info 🎤 Mute ⌨ Open dialpad ⇄ Transfer Participant ☆ **Spotlight**
Send and receive chat messages, and share online videos and images	All events, including chat messages, are shown in the ▭ Events tab of the side panel (which is to the left of or at the bottom of the screen, depending on the screen width). To send a message, type it in the text box at the bottom of the panel: Write a message Messages are visible to everyone else in the conference with a chat-capable client (such as Skype for Business or Cloud Connect Meet client). You can also share videos and images by pasting their URL into the text box.
Prevent/allow others from joining the meeting	From the top left of the screen, select *Control* ● ● ● and then select *Lock meeting* or *Unlock meeting*: The impact of locking depends on whether or not the meeting has a Host PIN. Control ✕ 🔒 Lock meeting 🎤 Mute all Guests ⓧ Disconnect all 🎥 Select media devices ⓘ Get media stats 👤+ Add Participant

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What ?	How ?
Allow a participant to join a locked conference	Participants who are waiting to join a locked conference are shown in the Participant list with a tick and cross next to their names. To allow these participants to join the conference, select the green tick. If you do not want them to join, select the red cross. *Bob Smith* Alice Jones ✓ ✗
Allow waiting Guests to join a new meeting without a Host	If a Guest joins a meeting without a Host, they will be kept waiting to join until the first Host joins, at which point all waiting Guests will automatically be allowed into the meeting. However, this only applies if the Host has joined with audio or video; presentation and control-only Hosts will not automatically allow Guests to join. If you have joined a meeting as a presentation and control-only Host and want Guests to join, from the top left of the screen, select the menu ○ ○ ○ icon and then select *Start the meeting.* Control ✗ � Lock meeting 🎤 Mute all Guests ⊗ Disconnect all ▣◀ Select media devices ⓘ Get media stats 👤+ Add Participant ⧗ Start the meeting
👤+ Add a participant to the conference	1. From the toolbar at the bottom of the screen, select Add participant. 2. At the prompt, enter the address of the person you want to dial. 3. Select whether you want the participant to have Host or Guest privileges. 4. Select *Call in*. The call is placed from the VMR to the participant and they will appear in the participant list with a green line under their name while their endpoint is ringing. If and when the participant answers the call they will join the conference; if they do not answer, or do not accept the call, they will disappear from the participant list. Note. Sometimes the address you have been given to dial will start with a prefix such as sip: or mssip: or h323: or rtmp: — if so, you should enter the prefix as well as the address. If you adding a streaming or recording service to the meeting, the

What ?	How ?
	address that you are dialing must start with rtmp: followed by the address of the service. **Add Participant** alice@example.com Host ⌄ Call in
Cancel a call to a participant	(Requires Host privileges) Outbound calls are placed from a Virtual Meeting Room to a participant when a Host uses the *Add participant* option, or if the Virtual Meeting Room has an automatically dialled participant configured. To cancel an outbound call, from the Participant list, select the participant and then select *Cancel Dialout*. **Bob Smith** ⓘ Show Info 🎤 Mute ⌨ Open dialpad ⊗ Cancel Dialout 👤 Make Guest ⇄ Transfer Participant 🚫 Hide presentation here
⊐ Take screenshot of the main video or selfview	With the screenshot capture plugin you may take snapshot of the main video window or from the selfview. ✕ Select video and take screenshot Main video ▾ Take Main video Selfview

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What ?	How ?
Share a link to the meeting	If you want to send a link to the meeting to someone so that they can join you, select the *Share* icon at the top left of the screen and then select *Copy meeting link*. You can then send this link to other participants who may paste it into their browser to join the meeting.
Mute/unmute another participant	(Requires Host privileges) From the Participant list, select the participant and then select *Mute* or *Unmute*. When muted, an 🎤 icon is shown next to the participant's name.
Muting all Guests	(Requires Host privileges) From the top right of the side panel, select *Control* ● ● ● and then select *Mute all Guests.*
Change conference layout from all the participants	(Requires Host privileges) Host user may change the conference layout between Equal(4+0), 1+0, 1+7, 1+21 or 2+21. See more from 2.3 Managing room layout and speaker name visibility.

What ?	How ?
Send DTMF tones to another participant (when in a VMR	(Requires Host privileges; you must be joined over audio, or video and audio) From the Participant list, select the participant to whom you want to send DTMF tones, and then select *Send DTMF*. This will open a keypad: This feature is generally used to communicate with external systems (such as audio bridges, automated switchboards, and recording devices) after they have been added to the conference.
Send DTMF tones to the other participant (when in a person-to-person call)	From the toolbar at the bottom of the window, select *Open dialpad*. This will open a keypad.
Disconnect another participant	(Requires Host privileges) From the participant list, select the participant's name and then select *Disconnect*.
Disconnect all participants (including yourself)	(Requires Host privileges) From the top right of the side panel, select *Control* ⬤ ⬤ ⬤ and then select *Disconnect all*.

What ?	How ?
Disconnect yourself from the conference	From the toolbar at the bottom of the screen, select *Disconnect*.
Mute/unmute the audio coming from the conference	From the toolbar at the bottom of the screen, select *Mute/Unmute incoming audio*.
Change the volume of the audio coming from the conference	From the toolbar at the bottom of the screen, use the slider to adjust the volume level (which is indicated by the green bar under the toolbar).
View diagnostic information about your call and client	(Available when connected with audio or video) From the top right of the side panel, select *Control* ● ● ● and then select *Get media stats.* This brings up an overlay dialog that displays statistics such as the codec usage, incoming and outgoing audio and video bitrates, and how many data packets have been lost and received. It also shows the software version of the client and the Cloud Connect deployment it is connected to. **Media Statistics** Audio — In / Out Packets Transmitted — 95293 / 95281 Packets Lost — 0 / 0 Total Percentage Lost — 0.0% / 0.0% Recent Percentage Lost — 0.0% / 0.0% Bitrate — 69kbps / 19kbps Codec — opus / opus Video — In / Out Packets Transmitted — 92714 / 131950 Packets Lost — 35 / 0 Total Percentage Lost — 0.0% / 0.0% Recent Percentage Lost — 0.0% / 0.0% Bitrate — 531kbps / 436kbps Codec — VP9 / VP9 Resolution — 1280x720 / 1280x720 Configured Bitrate — N/A / 512.0kbps Decoder Delay — 5ms / N/A Software versions Client version 1.3.1 (chrome v69 on Win32) Server version v20 (45159.0.0)

3.4.1   Enabling and using screen sharing

You can share your screen to other participants with Google Chrome, Mozilla Firefox and Edge Chromium. In addition, Google Chrome allows sharing an individual application window.

You can choose the frame rate you would like to be used during screen sharing. Different frame rates suit different types of content. The lower the frame rate, the sharper the image - a low frame rate is suitable for sharing static content. A higher frame rate, in turn, is ideal for content that contains movement. You can adjust the frame rate in the web application *Settings* menu prior to joining the meeting (*Settings > Advanced > Screen sharing quality*).

If you are using a version of **Google Chrome** prior to v72, before you can use Cloud Connect Meet to share your computer screen with other conference participants, you must install the Pexip Screensharing Extension. To do this:

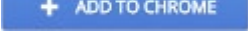1. When connected to a meeting, select *Share my screen* at the bottom of the window.

If the extension has not yet been installed, you will see the following message:
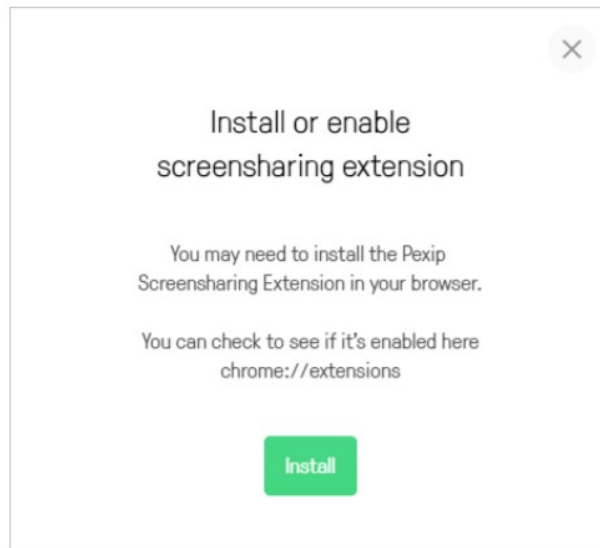
Picture 14: Install Pexip Screensharing Extension

Select *Install*. You will be redirected to the Pexip Screensharing Extension download page in Chrome web store.

2. Install the extension by clicking on [+ ADD TO CHROME] in the upper right corner of the window.
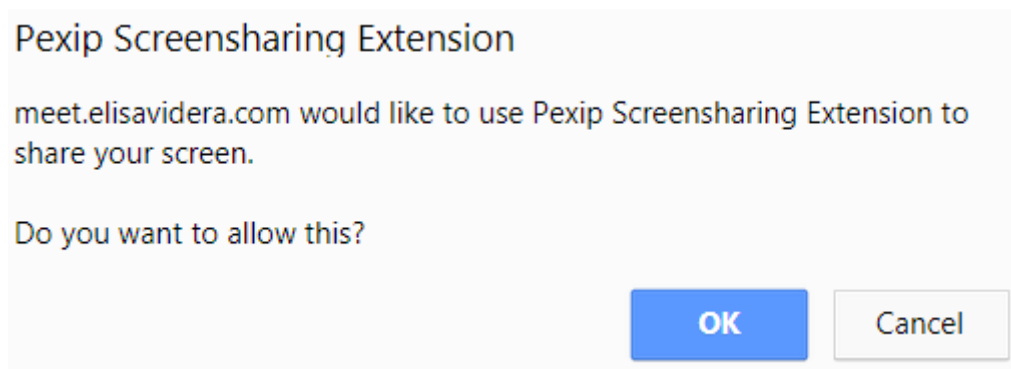
    The following window will appear. Select *Add extension*.
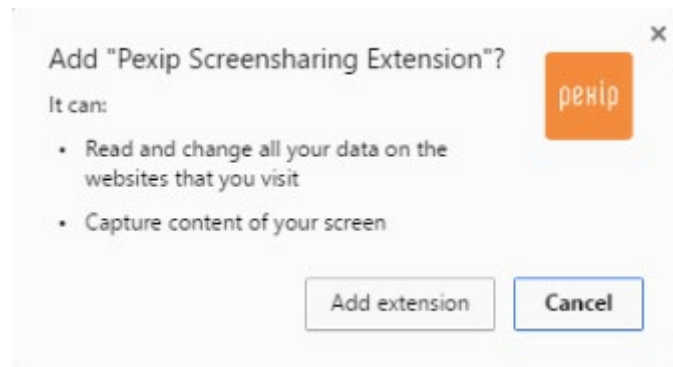
Picture 15: Finalize installation by selecting *Add extension*

You are now ready to start sharing your screen.

When sharing content on a particular domain for the first time, you will be asked to allow using Pexip Screensharing Extension. Select *OK* to continue.

Picture 16: Allow using Pexip Screensharing Extension

Choose the screen you would like to share from the *Your Entire Screen* tab or an application window from the *Application Window* tab. Please note that any minimized windows will not appear on the list. Start sharing by clicking on *Share*.
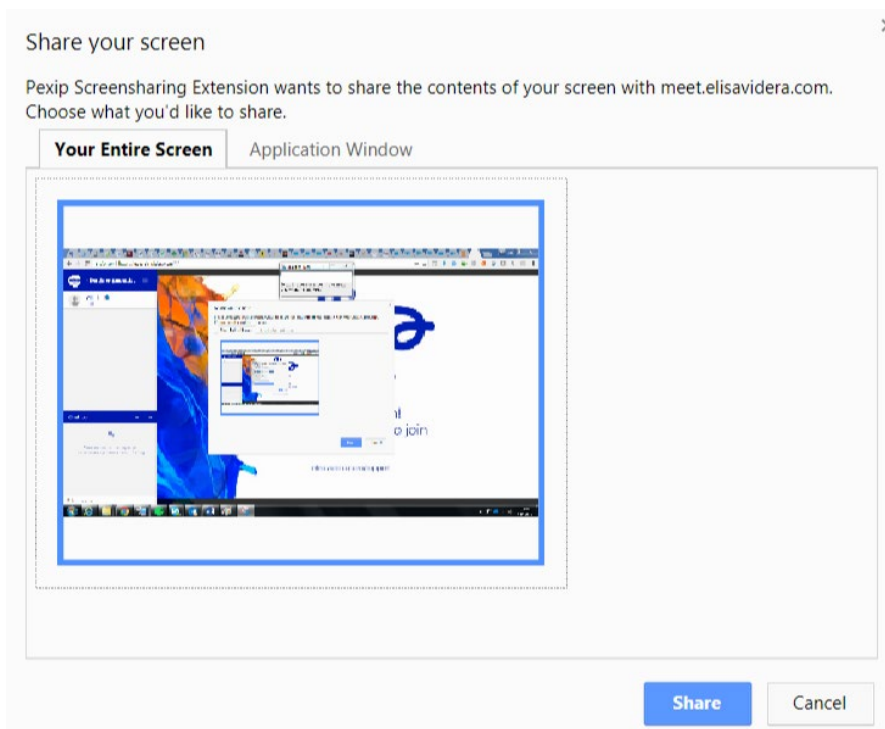
Picture 17: Choose the screen or application window you would like to share

Stop sharing by selecting *Stop presenting* 🖥 at the bottom of the window.

If you would like to share a PowerPoint presentation, start the slide show first. Then, click on *Share screen* 🖥, go to the *Application Window* tab and select the PowerPoint Slide Show window. Start sharing by selecting *Share*.

Mozilla Firefox supports content sharing without add-in. To share your screen to other participants, follow the steps below:

1. Click on *Share screen* 🖥 at the bottom of the window.

2. Choose the screen you would like to share from the drop-down list. Confirm by clicking on *Share screen*.
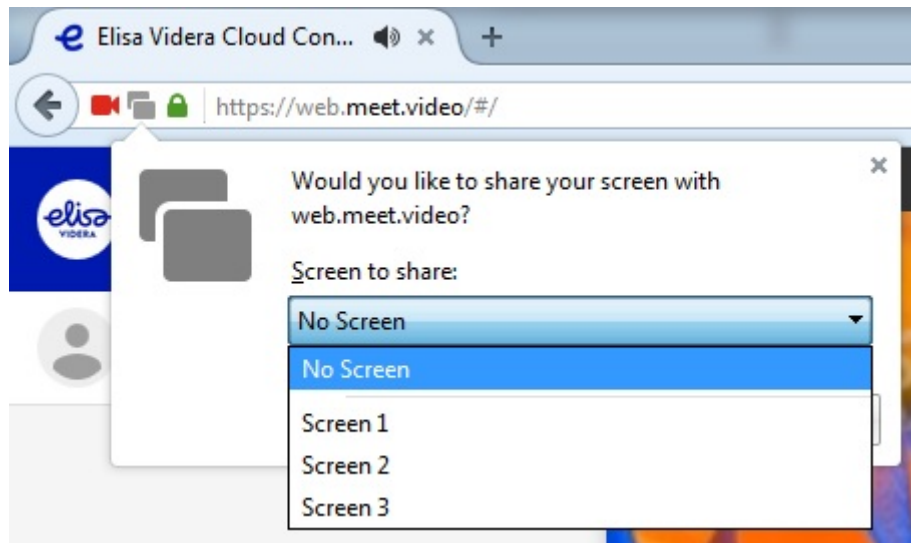
Picture 18: Choose the screen to be shared

3. Stop sharing by selecting *Stop presenting* at the bottom of the window.

3.4.1.1 Screen sharing enablement on Mac OS X device

Users of macOS must explicitly grant permission to individual apps to access the screen sharing functionality of the OS. This permission must be granted to any browsers used to access the Cloud Connect Meet in order for screen sharing to be enabled. This is done via the device's System Preferences > Security & Privacy > Screen Recording setting.

3.5 Internet Explorer web application

When you go to https://meet.video with Internet Explorer you are using an older version of the web application. To use the latest version use Chrome.

3.5.1   How to place a call with Internet Explorer

To make a call to a conference in a Virtual Meeting Room:

1. Open the link that was provided to you by the conference organizer or go to https://meet.video and type the details manually. You will be prompted to enter any information not provided by the link

2. In the **Person or conference to call** field, enter the alias of the conference you wish to join.

You can click on **History** to select from a list of previous calls.

3. Enter **Your name**. When you join the conference, this name will be visible to everyone else. It will appear in the participant list on the left of the screen - this is a roster of all participants, and appears in all applications.

4. Select **Connect** . By default this will make a call with video and audio, but you can also use the drop-down menu to **Connect with audio only** , or join in **Conference control and receive/send presentation only** mode (i.e. without audio or video).

Each time you make a call, application will remember your most recent connection choice.

If you get an **Invalid conference** message, this is most likely because the **conference to call** text was entered incorrectly.

5. If the address you have been given is for an IVR/reception service, you will be asked to enter the **Extension**. This should have been provided to you in the meeting invitation. When you have entered it, select **Connect**.

6. If the conference is PIN-protected, you may be prompted to select whether to join as a **Host** or **Guest**, or asked to enter an appropriate **PIN**. When you have done so, select **Connect**.

7. The first time you use the application, you will be asked to select your camera, microphone and speakers from the drop-down lists. In order to activate your camera on Internet Explorer, Safari versions 6-10 and Edge 20.10531 or earlier, you must enable Adobe Flash by selecting **Allow**, and checking **Remember.**

8. Microphone, camera and speaker can be tested on the view before the meeting.

After the right microphone has been selected you should see the blue bar going from left to right below of the chosen microphone. If this is not happening please check your microphone settings from your device settings.
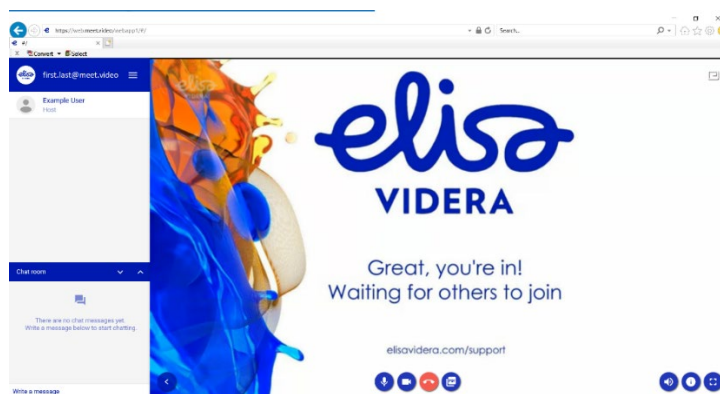
After the right camera has been selected you should see the camera picture below of the chosen camera. If this is not happening please check your camera settings from your device settings.

After the right speaker has been selected you can test the device by clicking the PLAY TEST SOUND button, you should hear a sound but if you don't please check your speaker settings from your device settings.
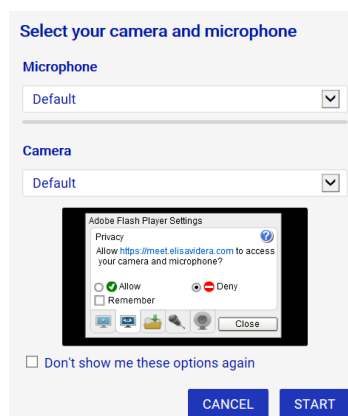
Picture 19: Allow devices on Internet Explorer
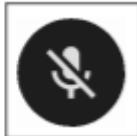
9. Select **Start**.
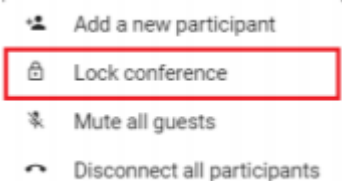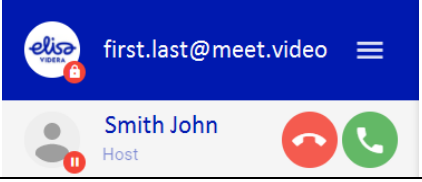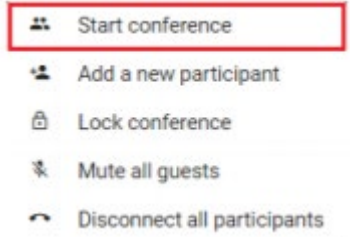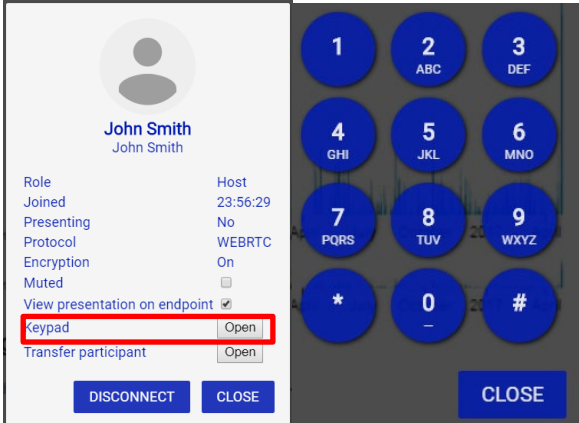
Picture 6: On a conference

3.5.2   In-call controls in Internet Explorer

Action	Description
Share images or PDFs with all other participants	1. From the toolbar at the bottom of the window, select Share images or PDFs 2. Drag and drop the file(s) you want to share into the application window. You can add multiple files, and they can be a combination of images and PDFs. Each image will be converted into an individual slide, as will each page of each PDF 3. Select Start presenting. The first slide will appear in a presentation thumbnail at the top left of the screen (or in the main video window if you are presentation-only). Use the left < and right > on-screen controls to scroll through the slides. You can make the slides appear in your main video window by clicking on the presentation thumbnail 4. To stop sharing the slides, from the toolbar select Stop presenting NB The ability to present into a conference may have been restricted to Hosts only.
View a presentation being shown by another participant	When a participant starts a presentation, you will automatically see the content they are sharing as your main image, and the image of the participants will reduce to a small thumbnail at the top left corner. You can toggle between viewing the presentation and viewing the participants by clicking on the thumbnail.
View a presentation in a separate window	Whether you are the presenter or a participant, you can view the current presentation in a separate pop-out window. To do this, from the bottom right of the screen select Open presentation in new window. To close the window, from the bottom right of the screen select Close.
Start sending and receiving video	(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select Connect with audio and video. Select the camera and microphone you wish to use, and then select Start
Start sending and receiving audio	(For users who have initially joined without audio and video) From the toolbar at the bottom of the window, select Connect with audio only.
Stop/start sending your video to other participants	From the toolbar at the bottom of the window, select Disable my camera or Enable my camera

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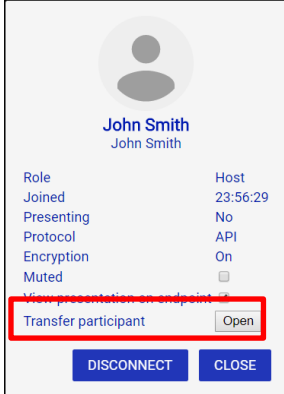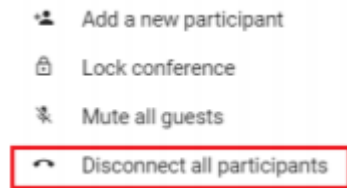
Action	Description
Stop/start sending your audio to other participants	From the toolbar at the bottom of the window, select Mute my microphone or Unmute my microphone.
View the video image full screen/exit full screen	From the toolbar at the bottom of the window, select Go full screen or Exit full screen.
Stop/start viewing the video of yourself	The video of yourself that is being sent to other participants is shown in a thumbnail at the top right of the screen. To hide this, select the Hide self view ⬤ icon at the top right of the image. It will be replaced by a small Show self view icon; select this to view your image again.
View a list of other conference participants	When using application, a list of all other conference participants will be shown to the left of or at the bottom of the screen. You can scroll through this list, or use the search box at the top of the list, to view other participants. You can show and hide this participant list by clicking on the Hide side bar < and Show side bar > icons at the bottom right of the list.
Send and receive chat messages, and share online videos and images	(Available when chat has been enabled by the administrator) At the bottom of the screen there is a Chat room area or tab, which shows the messages sent by participants in the conference. To send a message, type it in the text box. Messages are visible to everyone else in the conference with a chat-capable client (such as Lync / Skype for Business or application). You can also share videos and images by pasting their URL into the text box.
Show or hide the roster or chat room	To hide or show the side panel (containing the list of participants and the chat room), select the arrows at the bottom left of the screen. To hide the chat room within the side panel so that only the roster is shown, or to expand it so that only the chat room is shown, select the arrows to the right of the chat room title bar.

Action	Description
Prevent/allow others from joining the conference	(Requires Host privileges) From the top left of the screen, select the menu ☰ icon and then select Lock conference or Unlock conference. The impact of locking depends on whether or not the Virtual Meeting Room or Virtual Auditorium being used has a Host PIN.
Allow a participant to join a locked conference	(Requires Host privileges) Participants who are waiting to join a locked conference are indicated in the roster by a red "waiting" icon 👤 . To allow these participants to join the conference, click on the green telephone icon next to their name.
Allow waiting Guests to join a new conference without a Host	(Requires Host privileges) Normally, Guests can join a conference only after first Host has joined. However, this does not apply if the Host joins as control-only. If you have joined a conference as a control-only Host and want Guests to join, from the top left of the screen, select the menu ☰ icon and then select Start conference.
Add a participant to the conference	(Requires Host privileges) 1. Select the menu ☰ icon and then select Add a new participant. 2. At the prompt, enter the address of the person you want to dial. 3. If you want to use a protocol other than SIP (the default)select either Automatic, H.323, Lync/Skype or RTMP. Automatic means that the protocol will be selected according to how your administrator or service provider has configured the system. RTMP is typically used when connecting to a streaming or recording service. 4. Select whether you want the participant to have Host or Guest privileges. 5. Select OK.

Action	Description
 Mute/unmute another participant	(Requires Host privileges) From the participant list, to the right of the participant's name select Mute participant or Unmute participant.
Muting all Guests	(Requires Host privileges) From the top left of the screen, select the menu ▬ icon and then select Mute all guests.
Send DTMF tones	(Requires Host privileges; you must be joined to the call using audio, or video and audio) From the participant list, select the participant to whom you want to send DTMF tones, and then next to Keypad select Open. This feature is generally used to communicate with external systems(such as audio bridges, automated switchboards, and recording devices) after they have been added to the conference

Action	Description
Change the role of a participant	(Requires Host privileges; you cannot change your own role to Guest.) From the participant list, select the participant's name, and then use the radio buttons to select whether their role will be Host or Guest. **Smith John** sip:john.smith@elisa.com Role Host ● Guest ○ Joined 08:32:27 Presenting No Protocol MSSIP Encryption On Muted ☐ View presentation on endpoint ☑ Keypad Open Transfer participant Open DISCONNECT CLOSE
Stop sending presentation to a participant	(Requires Host privileges) When a participant is sharing a presentation, other participants receive both the presentation and the main video. However, you may want to receive just the main video on a particular endpoint (for example, if you are using a meeting room system and you are already viewing the presentation on your mobile device). To do this, from the participant list, select the participant's name and then uncheck View presentation on endpoint **John Smith** John Smith Role Host Joined 23:56:29 Presenting No Protocol WEBRTC Encryption On Muted ☐ View presentation on endpoint ☑ Keypad Open Transfer participant Open DISCONNECT CLOSE

Action	Description
Transfer a participant to another VMR	(Requires Host privileges) From the participant list, select the participant's name and then next to Transfer participant select Open. Enter the alias of the conference you wish to transfer the participant to, whether they should join as a Host or Guest, and the PIN if applicable, then select OK. You can transfer any participant, including yourself. John Smith John Smith Role Host Joined 23:56:29 Presenting No Protocol API Encryption On Muted ☐ View presentation on endpoint ☑ Transfer participant Open DISCONNECT CLOSE
Disconnect another participant	(Requires Host privileges) From the participant list, select the participant's name and then select Disconnect. John Smith John Smith Role Host Joined 23:56:29 Presenting No Protocol API Encryption On Muted ☐ View presentation on endpoint ☑ Transfer participant Open DISCONNECT CLOSE
Disconnect all participants (including yourself)	(Requires Host privileges) From the top left of the screen, select the menu ☰ icon and then select Disconnect all participants. 👤 Add a new participant 🔒 Lock conference 🔇 Mute all guests 📞 Disconnect all participants
Disconnect yourself from the conference	From the toolbar at the bottom of the screen, select Disconnect

Action	Description
Mute or change the volume of the audio coming from the conference	From the bottom right of the screen, select Volume.
View diagnostic information about your call (when connected with audio or video)	From the bottom right of the screen, select Call statistics. This brings up an overlay dialog that displays the server version of the host system. Further statistics may also be displayed, if available, such as incoming and outgoing audio and video bitrates, and how many data packets have been lost and received etc.

4. JOINING A MEETING VIA SKYPE FOR BUSINESS

In this section, you will find information on how to join a Cloud Connect Meet meeting via Skype for Business.

The following Skype for Business versions support Cloud Connect Meet calls:

Skype for Business version	Operating system
Skype for Business 2016	Windows and OSX
Skype for Business 2015	Windows
Skype for Business Mobile	iOS/Android/Windows
Lync 2013 desktop client	Windows and OSX
Lync 2011 desktop client	OSX
Lync 2010 desktop client	Windows

Skype for Business client supports both screen sharing and chat functions.

4.1 How to join a meeting via Skype for Business

You can join a meeting via Skype for Business either by clicking on the link *Join using any video device* or *Skype for Business* on the meeting invitation or by copying the call address on it (e.g. firstname.lastname@meet.video) to your Skype for Business client. When you have typed the call address in the address field, point your mouse at the contact's picture on the left and click on the video icon to place a call to the virtual meeting room (third icon from the right, see Picture 20).
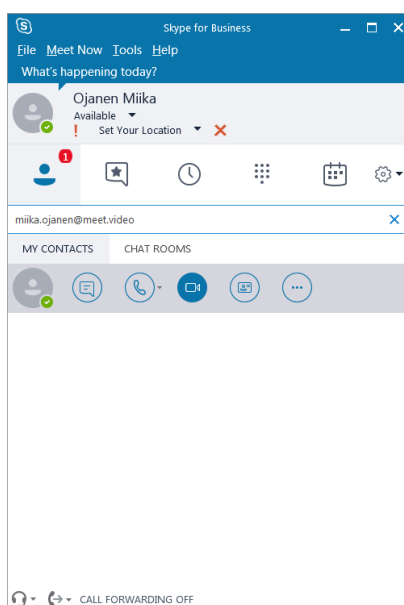
Picture 20: Type in the call address and start a video call
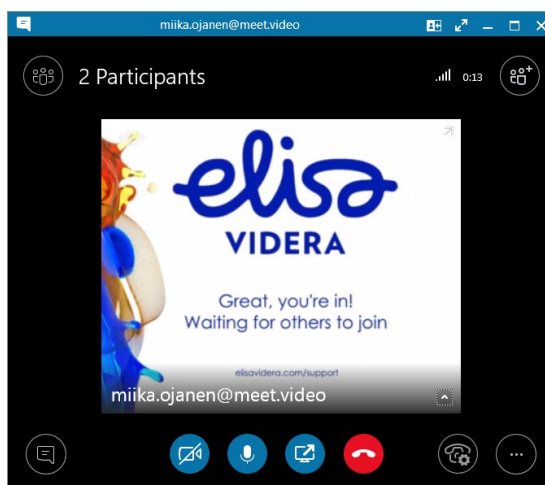
Picture 21: You are connected to the meeting

If the meeting has a PIN code, you can enter it by following the steps below:

1. Open the keypad by clicking on the phone icon in the bottom right corner of the window.
2. Enter the PIN code.

You will be connected to the meeting.

You can skip entering the PIN code by adding the PIN to the call address directly. To do this, type the call address in format firstname.lastname**PIN@meet.video and start a video call as described above.

If the conference is locked and the meeting has a *Host* PIN, *Host* participants can join the locked meeting by bypassing the PIN code as described above.

Host participants can control the meeting by sending DTMF tones with their keypad, which can be opened by clicking on the phone icon in the bottom right corner of the window. Available DTMF controls are listed in the table below.

DTMF digits	Call control
*7	Lock or unlock conference. Prevents or allows participants to join the meeting.
*5	Mute or unmute all Guest participants.
##	End conference. All participants will be disconnected from the meeting including yourself.

5. JOINING A MEETING VIA A VIDEOCONFERENCING DEVICE

The Cloud Connect Meet service is accessible from all videoconferencing endpoints.

To join a meeting with your videoconferencing device, type in the call address firstname.lastname@meet.video in the call address field and start a video call as usual.

If you are using a device that only supports H.323 protocol, type in the call address in the format conf_ID@meet.video.

If the meeting has a PIN code and you would like to skip entering the PIN, you can join the meeting directly by adding the PIN code to the call address. In this case, type the call address in the format firstname.lastname**PIN@meet.video.

If you are using a device that only supports the H.323 protocol and you would like to skip entering the PIN, type the call address in format conf_ID#PIN@meet.video.

If the conference is locked and the meeting has a *Host* PIN, *Host* participants can join the locked meeting by bypassing the PIN code as described above.

Host participants can control the meeting by sending DTMF tones with their keypad. Available DTMF controls are listed in the table below.

DTMF digits	Call control
*7	Lock or unlock conference. Prevents or allows participants to join the meeting.
*5	Mute or unmute all *Guest* participants.
##	End conference. All participants will be disconnected from the meeting including yourself.

6. JOINING A MEETING VIA A MOBILE PHONE (AUDIO ONLY)

You can also join Cloud Connect Meet virtual meeting rooms by placing a traditional phone call. Place a call to one of the phone numbers listed on the meeting invitation and enter the conference ID with your keypad upon request.

If there is a sequence on the meeting invitation in the same format as shown below, you can join the meeting directly by entering the entire sequence. If meeting is secured, you are prompt to type the PIN code, otherwise you are connected directly to the meeting.

+358975971820,,796677#

Conference ID

Host participants can control the meeting by sending DTMF tones with their keypad. Available DTMF controls are listed in the table below.

DTMF digits	Call control
*7	Lock or unlock conference. Prevents or allows participants to join the meeting.
*5	Mute or unmute all Guest participants.
##	End conference. All participants will be disconnected from the meeting including you.

7. TRANSFERRING CALLS BETWEEN DEVICES

Currently the service does not support transferring a call between different devices, e.g. from videoconferencing endpoint to laptop.

If you have *Host* and *Guest* roles enabled on the meeting room and you are the only *Host* in the meeting, this means that when you leave the call, the call ends. You can prevent the call from disconnecting by calling in to the ongoing call as *Host* with another device.

In the following sections there is a description of how to do this with different types of devices. It is preferable to disconnect the currently used device from the call before initiating a call with a new device to prevent an unwanted echo in the meeting.

7.1 Dialing in via a web browser

You can dial in to an ongoing meeting as the Host as you would dial in to any call via a browser (see section 3 for further information joining a meeting via a browser). You will be asked to choose a user role and enter any required PIN code before you get connected to the meeting.

7.2 Dialing in via Skype for Business

You can dial in to the ongoing meeting as the Host via Skype for Business by adding the Host PIN code to the calling address. Type in the call address in the format firstname.lastname**PIN@meet.video (see section 4.1 for further information).

7.3 Dialing in via a videoconferencing endpoint

You can dial in to an ongoing meeting as the Host via a videoconferencing endpoint by adding the Host PIN code to the calling address. Type in the call address in the format firstname.lastname**PIN@meet.video or, if you are using a device that only supports the H.323 protocol, conf_ID#PIN@meet.video (see section 5 for further information).

7.4 Dialing in via a mobile phone

You can dial in to the meeting via a mobile phone by dialing the sequence visible on your meeting invitation. The sequence will appear in the same format as shown below (see section 6 for further information). If meeting is secured, you are prompt to type the PIN code, otherwise you are connected directly to the meeting.

+358975971820,,796677#

Conference ID