

# Bell Aliant Unified Communications.

## Online Conferencing Quick Start Guide

Bell Aliant makes it easy to collaborate remotely, boost productivity and speed up decision-making for teams on the go, all while saving on travel expenses and time. We offer a complete set of advanced, feature-rich audio, video and web conferencing, group chat, online presentations and shared applications.

### Getting started

As a moderator, there are two ways to access the Online Conferencing feature on your desktop:

1. On the PC Phone client, click on the  collaboration navigation icon then click  again to auto-login to your collaboration room.
2. Input your collaboration room URL into a browser
  - Click on the moderator tab and enter your Bell Aliant username (e.g. 5063451234a@companydomain.ca) and password.
  - Check **'Remember Me'**.
  - Click **'Enter Room'**.



**NOTE:** When experiencing problems connecting or if you get 'disconnected' immediately, click 'can't connect' and select the 'connect using proxy mode' option.



**NOTE:** On the PC phone client, you can copy a shared URL, which you can then share via email or into documents.

Select contacts and click on 'Email Invitation' or 'Email Meeting' and the URL will auto populate. If contacts are UC users, click the IM Collaboration URL button to send an IM message with URL.

Participants will need to click on the provided collaboration URL and then enter their name and click on **'Enter Room'**. Participants can also join by phone (please see 'Joining with a phone connection' below).

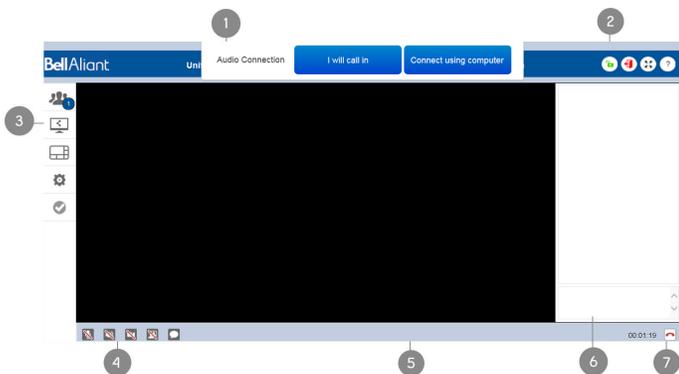
The first time you or a participant access the URL, a prompt will appear to run/save and install the plug-in. Once the plug-in has been installed a message will appear requesting permission to use your camera and microphone for video conferencing, click 'Yes'. If you do not wish to receive future prompts, click 'do not ask again'.



**NOTE:** Online Conferencing is supported on Internet Explorer 11 and Safari.

### Accessing Online Conferencing

The following describes key functions you will see upon entering the collaboration room:



**NOTE:** The audio and video functions are not available if the moderator is only subscribed to the Online Presentation feature.

1. **Audio connection** - select how you would like to connect to conference for audio. Your desktop microphone and speaker will be disabled until an option is selected.

2. **Room controls** - the moderator has controls to lock or unlock and close the collaboration room. All participants can expand to full screen and access help.
3. **Room functions** - view participants, share your display or a document, activate layout, change settings and monitor quality of service of the conference.
4. **Participant controls** - enable or disable microphone, speaker, camera, self view and group chat.
5. **Display area** - presents video tiles of participants and their sharing screen.
6. **Group chat** - allows participants to group chat with all participants.
7. **Exit collaboration** - allows the moderator to exit collaboration room while other participants continue the conference.



**NOTE:** Double-click share to expand into a separate window (move to dual display).



**NOTE:** Click  to end a conference and remove all participants from your collaboration room.

## Joining with a phone connection

Participants can join the conference using a desk phone or cell phone by dialing 1 844 722-8400 and entering participant code when calling from Canada and the U.S.

For connections outside of Canada and the U.S., participants can dial 506 631-1180 and enter in participant code (please note calls are subject to long distance charges for participants).



**NOTE:** Participants without a USB headset for desktop may also join using a phone connection.

## Locking or unlocking your room

The moderator has the option to lock and unlock the collaboration room by clicking the lock icon at the top of the room. When locked, new participants will not be able to enter into the collaboration room.



**NOTE:** When the room is locked, participants will be presented with the message "Room is locked, please try later".

## Video conferencing

Participants with the video camera setting selected will display as a video tile in the display area. The display area will present up to 8 video tiles.



**NOTE:** In the active large layout the active speaker will appear as a large tile.



**TIP:** The moderator has the option to disable the camera of a participant or all participants.



**NOTE:** If a participant with video has dialed in on a phone connection, video tile will not recognize active speaker.

## Viewing and managing participants

Click the participant function button to see a list of participants who are currently in the collaboration session. You can also see moderator controls to:

- Remove, mute or disable camera of a participant.
- Manage global session controls of a participant's microphone and camera.



**NOTE:** A pop up notification will appear when participants join or exit the session and a blue notification bubble will indicate the number of current participants.

## Sharing display or document

Easily share your display or a single document with other participants and quickly switch between windows by clicking the display or document you want to share. When you want to stop screen sharing click "Stop Sharing".



**TIP:** Double-click the share area to expand into a separate window. This is great for dual displays.



**NOTE:** When the share has been expanded into a separate window, the window will automatically close each time a new document is shared or a new participant shares.

### Sharing a window

Click on what you would like to share (e.g. display, document, application). Once you have made your selection, click into it from the share list in order for participants to view it.



**TIP:** When you need to reference multiple documents use the sharing display feature.



**NOTE:** If more than 40 documents are opened, only the display can be shared. When a PowerPoint document is shared and slideshow mode is on, the share window will end at the end of the slideshow.

### Viewing or stop viewing shares

Multiple participants can share screens. To view a participants screen share, click on the participant's name. You can stop viewing a screen share by clicking "Stop Viewing Share".



**NOTE:** By clicking "Stop Viewing Share", you may not be able to view a participants share later in the conference meeting.

## Activate layout

Click on the grid layout function button to switch display area from grid to large layout.



**TIP:** Participants with dual displays can have the conference client on one display and use the other display for expanded share window.

## Settings

Click on the settings function to see options to select or change camera, speaker and microphones settings.

## Quality of service

Key quality indicators monitor local area network (LAN) and desktop utilization during collaboration sessions to assist participants with any troubleshooting. Quality of service (QoS) indicators are measured in real-time and the QoS icon will change during the conference when quality indicators fall below pre-defined targets.



Indicates all quality indicators are above acceptable targets.



Indicates one or more quality indicator(s) are below target and may impact conference experience.



Indicates one or more quality indicator(s) are below acceptable target and will impact conference experience.

Indicator status remaining in a poor/bad status for a period of time can result in the participant experiencing issues with their screen (freezing/ black out) and audio degradation. For audio issues, the participant can join with a phone connection.

## Closing and exiting collaboration room

Click  to close your collaboration room and end the Online Conference. This will remove all participants from the session.

Click  on the bottom right to exit your collaboration room while allowing participants to continue the conference.