

OfficeSuite HD Meeting[®] User Manual

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Welcome to OfficeSuite HD Meeting. Our service unifies cloud video conferencing, simple online meeting, and mobile collaboration into one easy-to-use platform. Our solution offers the best video and web screen sharing quality across Windows, Mac, iOS and Android platforms.

Getting Started

Users will receive an OfficeSuite HD Meeting account activation email. The user must open the email and click the hyperlink 'Click here to activate your account' within 30 days or your account confirmation link will expire. When the user clicks the link they will be prompted to confirm their name, and enter and confirm a password. Follow the screen prompts to complete the activation process. Next, start a meeting by clicking 'Test Meeting' at the end of the activation process.

Save this link to your favorites. This is the link you can use to update your profile any time you wish.

<https://meeting.broadviewnet.com>

When you start your first meeting, OfficeSuite HD Meeting will automatically download the OfficeSuite HD Meeting Desktop Application to your computer. Depending on your browser, you may have to open the downloadable file in the bottom left of your web browser. Follow the on-screen prompts to complete the installation if it doesn't install automatically.

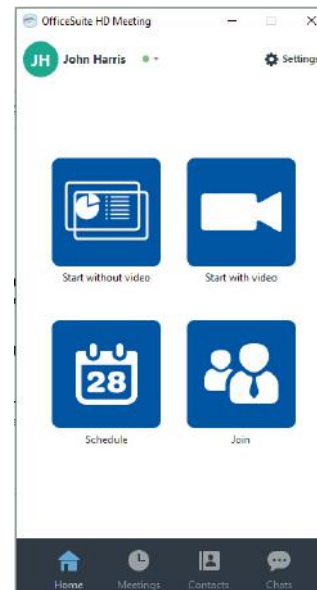
Desktop Application

You will see a new icon on your desktop.

Double-click the icon to open the main dialog box (shown). The default tab is **Home**.

This dialogue box allows you to:

- + Click on **Start without video** to start an instant meeting with video off.
- + Click on **Start with video** to start an instant meeting with video on.
- + Click on **Schedule** to set up a future meeting.
- + Click on **Join** to join a meeting organized by another host.



Starting a Meeting

If you would like to start an instant meeting without video, select the **Start without video** icon on the Home screen.

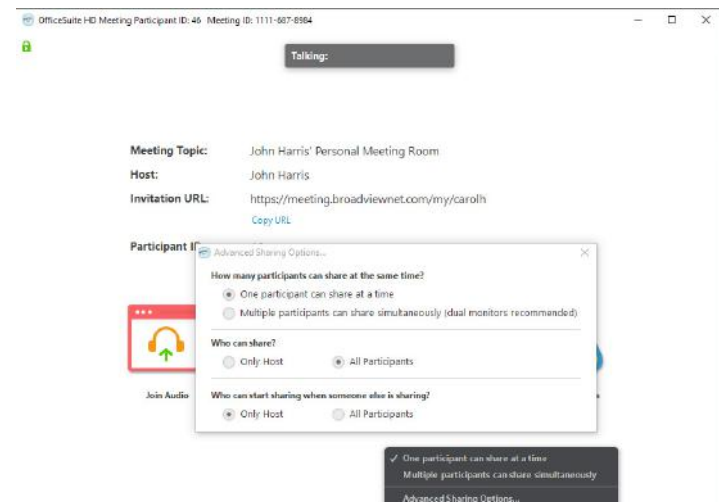
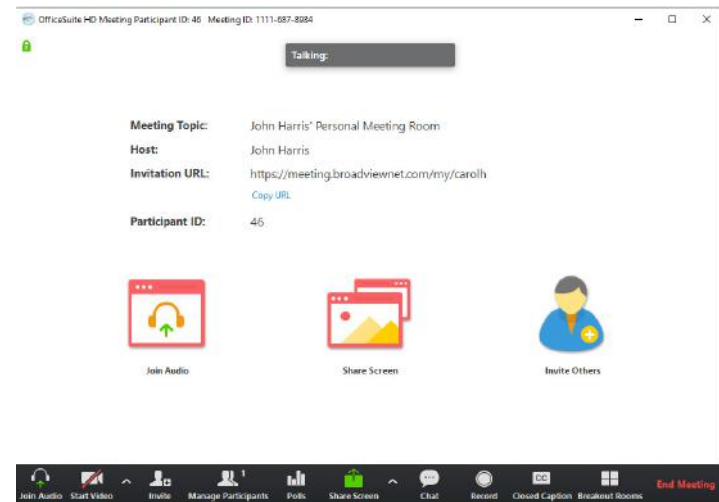
When the host starts, or a participant joins an OfficeSuite HD Meeting session without video three icons are presented in the center of their screens:

- + Join Audio – click **Join Audio** option to choose how to join the audio portion of the call, either by computer audio or by phone
- + Share Screen – click **Share Screen** to choose a specific window or application to share, or choose Desktop to share your entire desktop.
- + Invite Others – presents multiple ways in which you can invite others to your meeting: by email, by contact list, by room system (Room system option requires Room Connector licenses to connect SIP/H.323 devices into a meeting)

Video is not automatically turned on during the meeting, however anyone in the meeting can choose to click the Start Video icon in their meeting control bar to turn their video on during the meeting.

Screen Share Options

The host does not have to pass participant control for a participant to share their screen. Anyone in the meeting can share their screen by clicking the share screen icon on their control bar. The host can set screen share options during a meeting by clicking the arrow to the right of the share screen option in the control bar. If the host chooses **One participant can share at a time**, they can choose who shares and who can start sharing when someone else is sharing (**Host Only** or **All Participants**). If the hosts opts to allow multiple participants to share simultaneously dual monitors are recommended.



Starting a Video Meeting

If you would like to start an instant meeting with video, select the **Start with video** icon on the Home screen.

Please note video quality does depend on CPU and bandwidth available for the user. Learn more about [video quality](#).

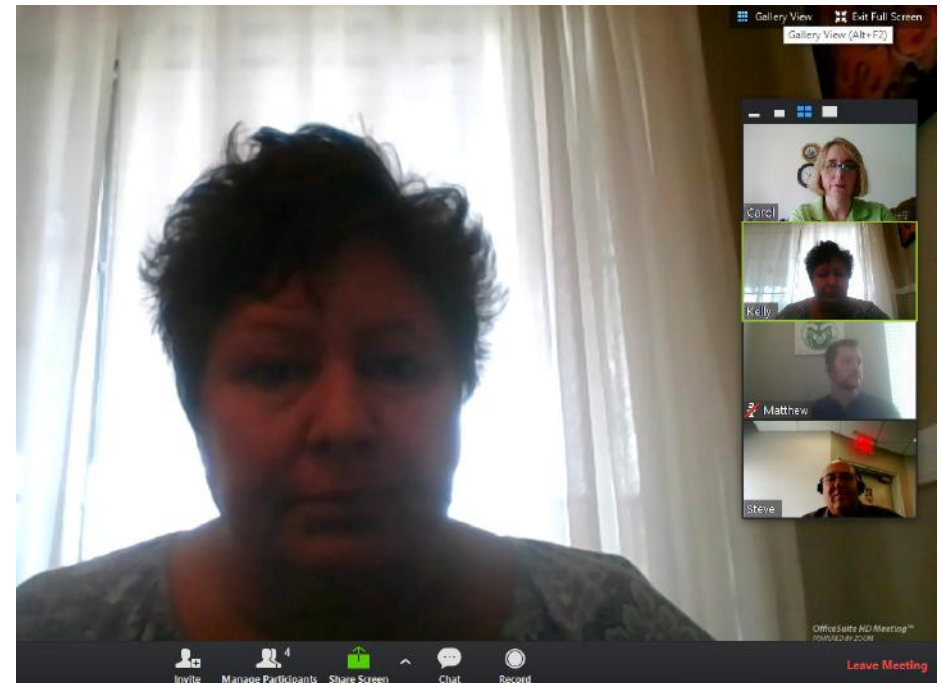
There are three video layouts when no one in the meeting is screen sharing: Active Speaker, Gallery and Mini. When someone is screen sharing, you can use the Side-by-Side mode, or view the screen share with Active Speaker or Gallery view. All of these layouts, with the exception of Mini, can be used in Full Screen mode or Window mode.

The host and participants can pin or spotlight a participant's video. Pin Video allows you to disable active speaker view to view a specific speaker/participant. Learn more about [Pin Video](#).

Spotlight video puts a user as the primary active speaker for all participants in the meeting. The host is the only one who can spotlight a speaker and it is only available when at least 3 participants are in the meeting with their video on. Learn more about [Spotlight Video](#).

All of the video layouts, with the exception of Mini, can be viewed in full screen by clicking on the icon with four arrows at the top right corner of your OfficeSuite HD Meeting window. To exit full screen click Exit Full Screen in the same location, or use the Esc key on your keyboard.

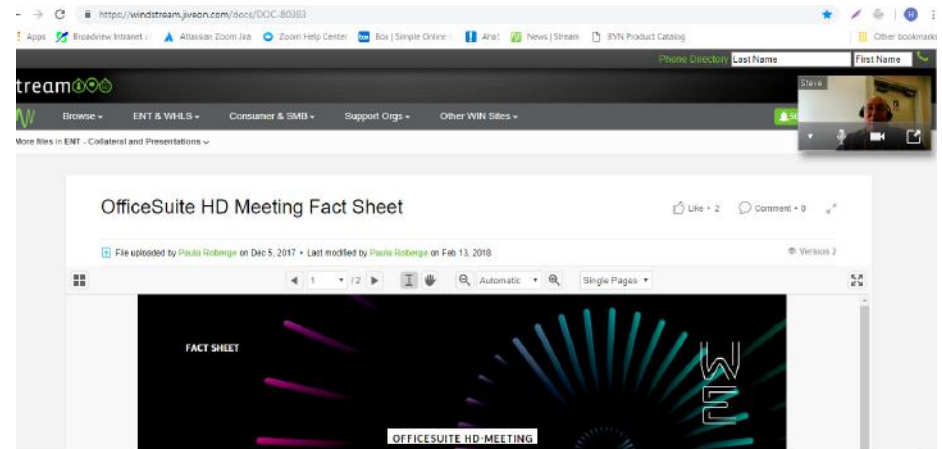
Active Speaker is the default video layout. The large video window will switch to show who is speaking. If it is a one-on-one meeting, the large video screen will show the other person in the meeting. Click Gallery View in top right corner to enter Gallery View.



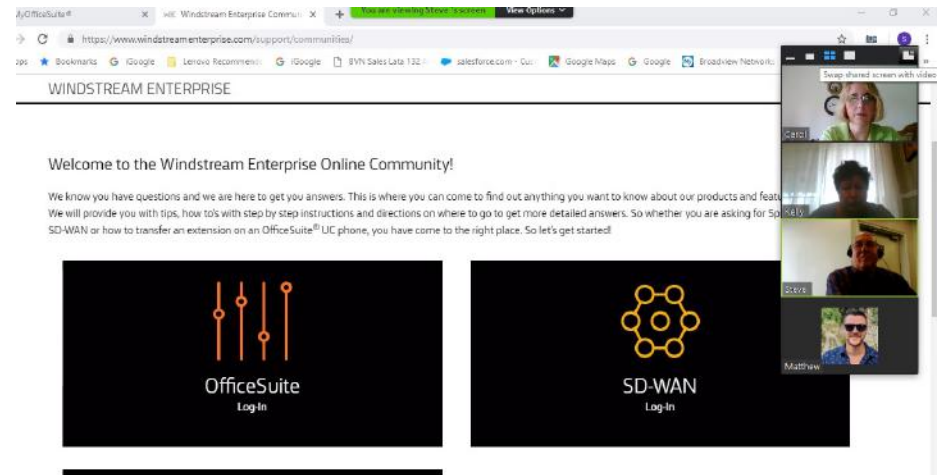
Gallery View shows up to 25 participants at a time. If there are more than 25 participants in the meeting, you will have an arrow to scroll through the remaining participants.



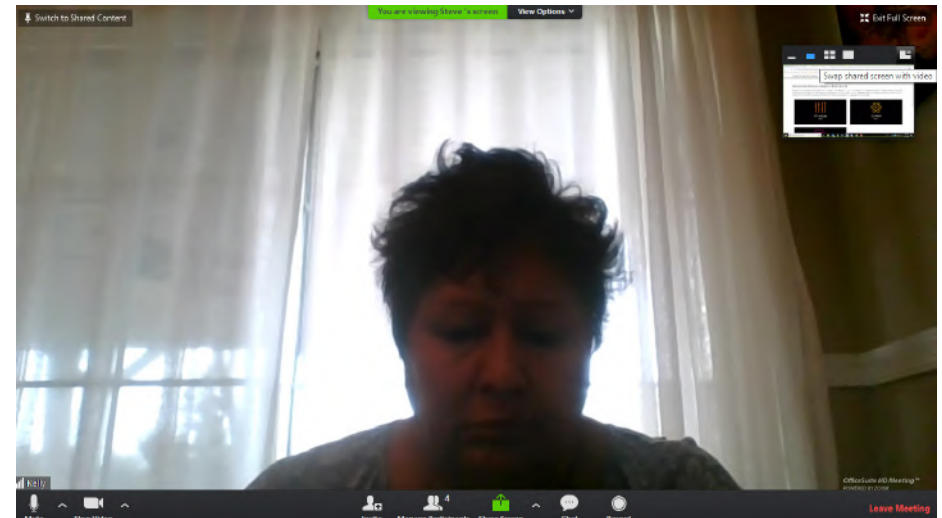
Mini minimizes the OfficeSuite HD Meeting window, but keeps it on top of other windows open on a computer. The mini windows can be moved around the screen. To switch to mini view click on the minimize icon at the top of your screen. To minimize the video click the arrow on the lower left of the screen. To expand screen click the expand icon in the lower right.



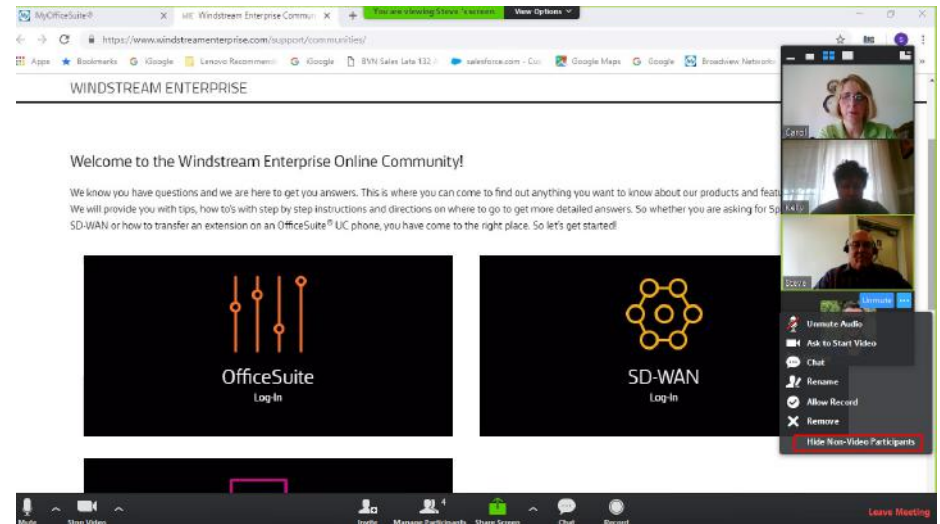
When you are viewing a screen share, you can view the screen share with active speaker or gallery view at the top of your screen, or in side-by-side mode.



Click the swap icon in the upper right corner of your screen to switch the video and the content share. Now the content share is in a small box at the top of your screen, and the video feed is in the screen share section. Click the icon in the upper right to swap the content and video back, or click Switch to Sharing Content.



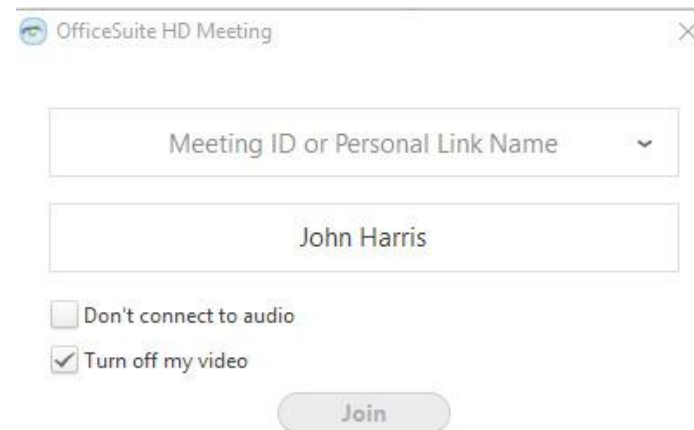
Non-Video participants can be hidden. When in Gallery View, right click on any participant that has their video off or is dialed in via telephone, then choose Hide Non-Video Participants to hide all users with their video off. To show non-video participants again, click Total Non-Video Participants at the top of the screen, then select Show Non-Video Participants.



Join a Meeting

If you would like to join a meeting, select the **Join** icon on the Home screen. Type the Meeting ID or the personal link name in the pop up. You can modify your name by clicking on the name field, and opt to not connect to audio or video prior to selecting **Join** to enter in the meeting.

Another way to join into a meeting is to click the URL in the meeting invite:
<https://meeting.broadviewnet.com/j/1126949744>



Schedule a Meeting

If you would like to schedule a meeting, select the **Schedule** icon on the Home screen and complete the fields.

Topic – enter a topic or modify the default topic.

Start – select a date and time for your meeting. You can start your meeting at any time before the scheduled time.

Duration – choose the approximate duration of the meeting. Note that this is only for scheduling purposes. The meeting will not end after this length of time.

Time Zone – by default, OfficeSuite HD Meeting will use your computer's time zone. Click on the drop down list to select a different time zone.

Recurring meeting – choose to schedule a recurring meeting. The Meeting ID will remain the same for each session.

Host Video – choose if host video is On or Off when joining the meeting. Even if Off is chosen, the host will have the option to start their video.

Participant Video – choose if the participants' videos will be On or Off when joining the meeting. Even if Off is chosen, the participants will have the option to start their video.

Audio Options – choose whether to allow participants to call in via Telephone only, VoIP only (Computer audio), or both.

Require Meeting Password – select and input your meeting password. Participants will be required to input this before joining the meeting.

Advanced Options – click on the arrow to view additional meeting options:

- + **Enable join before host** – allow participants to join the meeting without you or before you join.
- + **Use Personal Meeting ID** – check this if you want to use your Personal Meeting ID. If not selected, a random unique Meeting ID will be generated.
- + **Schedule For** – if you have scheduling privileges for another user, you can choose who you want to schedule for from the drop down.

- + **Calendar** – add to any selected calendar and send out invites to participants. Choosing Other Calendar will allow you to copy and paste the scheduled meeting information such as date, time, and meeting URL into an email that you send to invitees.
- + Click **Schedule** to finish and open up the calendar you have selected.

The screenshot shows the 'Schedule a new meeting' dialog box. The 'When' section is set to 'Tue, October 2, 2018' at '12:00 AM' with a duration of '1 Hr' and '0 Min'. The 'Time Zone' is '(GMT-400)Eastern Daylight Time'. The 'Video (when joining a meeting)' section has 'Host' set to 'Off' and 'Participants' set to 'Off'. The 'Audio Options' section has 'Both' selected. The 'Meeting Options' section has 'Enable join before host' checked, 'Use Personal Meeting ID' checked with the ID '1111-887-9994', and 'Schedule for' set to 'Dina Rosenberg'. The 'Calendar' section has 'Outlook' selected. A blue 'Schedule' button is located at the bottom right of the dialog.

Outlook invite

i You haven't sent this meeting invitation yet.

Send	To...	
	Subject	Staff Meeting
	Location	https://meeting.broadviewnet.com/j/1117075145
	Start time	Tue 10/2/2018 12:00 AM <input type="checkbox"/> All day event
	End time	Tue 10/2/2018 1:00 AM

John Harris is inviting you to a scheduled OfficeSuite HD Meeting.

Join from PC, Mac, Linux, iOS or Android: <https://meeting.broadviewnet.com/j/1117075145>

Or iPhone one-tap (US Toll): +16467415292,1117075145# or +16467415293,1117075145#

Or telephone:

Dial: +1 646 741 5292 (US Toll) or +1 646 741 5293 (US Toll)
Meeting ID: 111 707 5145

Or an H.323/SIP room system:

H.323: meet.officesuitehdmeeting.com (US)
Meeting ID: 111 707 5145

SIP: 1117075145@meet.officesuitehdmeeting.com (US)

Other calendar

OfficeSuite HD Meeting - Schedule a Meeting

Your meeting is scheduled.

Click the button below to copy the invitation to clipboard.

John Harris is inviting you to a scheduled OfficeSuite HD Meeting.

Topic: John Harris' OfficeSuite HD Meeting Meeting
Time: Oct 2, 2018 12:00 AM Eastern Time (US and Canada)

Join from PC, Mac, Linux, iOS or Android:
<https://meeting.broadviewnet.com/j/1122074883>

Or iPhone one-tap (US Toll): +16467415292,1122074883# or +16467415293,1122074883#

Or telephone:
Dial: +1 646 741 5292 (US Toll) or +1 646 741 5293 (US Toll)
Meeting ID: 112 207 4883

Or an H.323/SIP room system:
H.323: meet.officesuitehdmeeting.com (US)
Meeting ID: 112 207 4883

SIP: 1122074883@meet.officesuitehdmeeting.com (US)

Copy to Clipboard

Meetings

The Meetings icon shows your upcoming scheduled meetings, previously recorded meetings, and Personal Meeting ID (PMI) settings

Select the **Meetings** tab to view, start, edit, or delete your upcoming meetings.

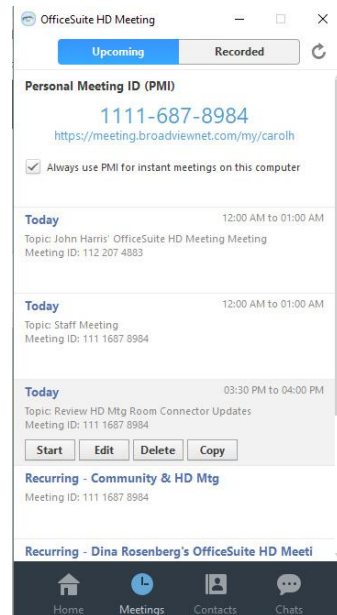
Start – select Start to begin the pre-scheduled meeting that is listed in upcoming meetings.

Edit – you can Edit or update your scheduled meeting.

Delete – selecting Delete will permanently delete your scheduled meeting.

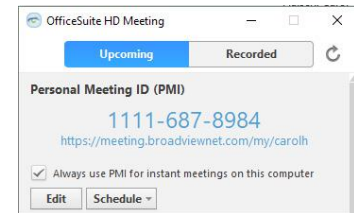
Copy URL – copy your scheduled meeting(s) URL and manually paste into an email, IM, or SMS text message.

Note: if you do not see your scheduled meeting, click the refresh tab in the upper right-hand corner to update/refresh the meeting list.

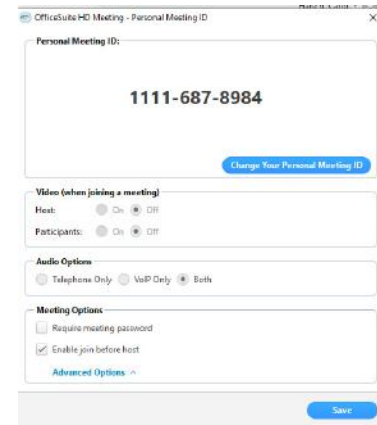


The upcoming meetings page also shows your Personal Meeting ID (PMI) information.

Your personal meeting room is a virtual meeting room permanently reserved for you that can be accessed with your PMI or personal link. You can start instant meetings with your PMI, or you can schedule a meeting that uses your PMI. Customize your Personal Meeting ID to something you can remember by clicking the Personal Meeting ID section, then the **Edit** button.



Click **Change Your Personal Meeting ID** to change your PMI, then **Apply**. Change the desired video, audio and meeting option settings. Click **Save**.



The **Recorded** tab to view your recorded meetings.

Play – play the video file.

Play Audio – play the audio-only file.

Open – open the folder where recordings are stored.

Delete – delete this meeting recording from the OfficeSuite HD Meeting client. The files will still be stored on your computer.



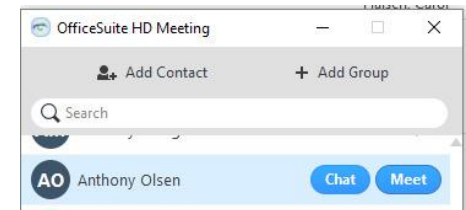
Contacts

Your contacts list automatically includes other users from your OfficeSuite HD Meeting account. Search your contact's name to find the user to chat, share images and files, and meet instantly.

Choose **Add Contact** and enter an email address to add any OfficeSuite HD Meeting user as a contact. The user will need to approve your contact request.

Choose **Add Group** to create a new group or join a public group.

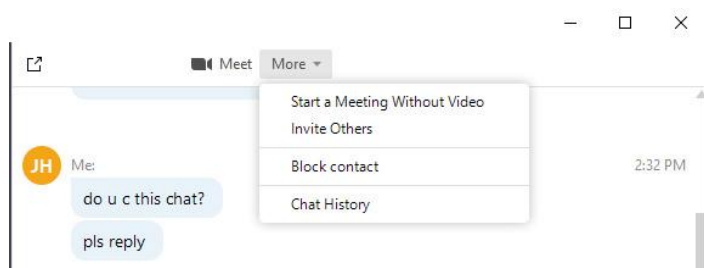
Hover over a contact to chat or meet. Selecting Chat will open up the chat window where you can message them or send them images or files. Selecting Meet will ring the other participant to join your instant meeting (OfficeSuite HD Meeting must be running on your contact's device).



Chats

Chat with a contact. When chatting you can meet instantly with video or without video, invite others into a chat session, block contacts or bring up chat history to review and clear history.

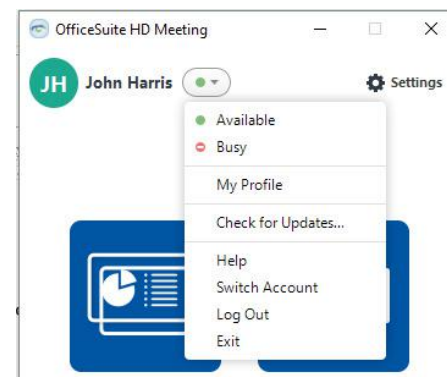
Learn more about chat: [recall chat message](#) and [how to capture a screen, send a file or picture](#).



Menu Options

Click the down arrow next to your name to access the general drop down menu.

- + **Available, Busy** – change your presence status. Your status will change automatically to busy if in an active OfficeSuite HD Meeting session.
- + **My Profile** – brings you to a web page to manage your meeting settings.
- + **Check for Updates** – if a software update is available you will be prompted to install the new version.
- + **Help** – brings you to help page.
- + **Switch Account** – logs out of current OfficeSuite HD Meeting host license and prompts user to log in to another account.
- + **Log Out** – logs your account out of the application. You must sign in upon re-opening the application.
- + **Exit** – Exits the OfficeSuite HD Meeting application while keeping your account signed in. Does not require sign in when re-opening the application.



Settings

There are several settings that can be adjusted from the Desktop Application. Click Settings in the top right corner of the Desktop Application home page to access the settings menu.

General – change settings related to joining and starting meetings.

Audio – set microphone and speaker, test them, adjust volume, and change other settings.

Video – view video feed and change the camera.

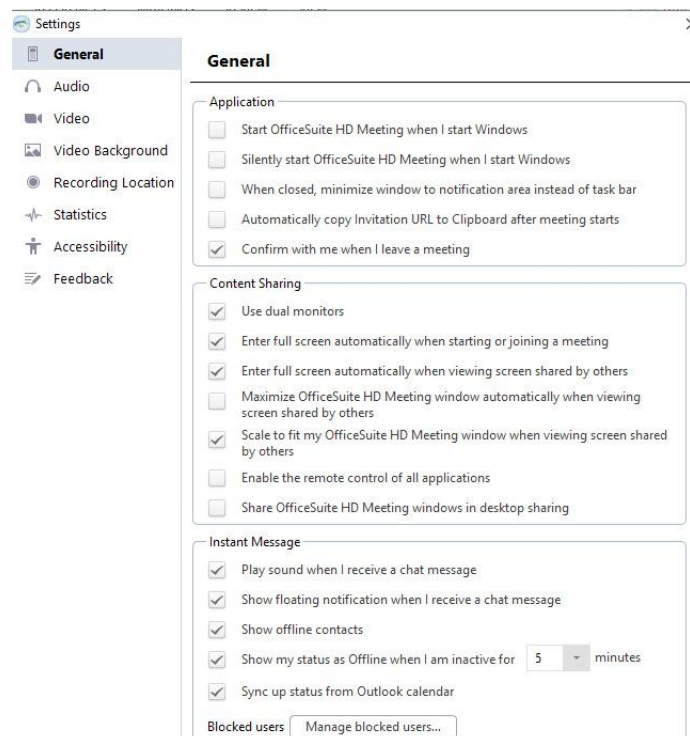
Virtual Background – select a virtual background, the color (green screen) behind you, and upload virtual background images. Learn more about [virtual background](#).

Recording Location – select the location for local recordings or opt to choose location when each meeting ends.

Statistics – how much CPU and memory OfficeSuite HD Meeting is using. When in a meeting, it will show network statistics.

Accessibility – options for accessibility and lists the keyboard shortcuts that can be used with OfficeSuite HD Meeting. Learn more about [shortcut keys](#).

Feedback – send feedback to OfficeSuite HD Meeting including ideas, requests or general comments.



Meeting Settings

Meeting Settings lists features that helps the host manage active meetings. The features must be enabled on the hosts My Meeting Settings web page. You can get to the [My Meeting Setting](#) page from the Desktop Application by clicking **My Profile** in the drop list next to your name. Some of the features may have already been enabled by default.

To modify Meeting Settings click the Edit button across from the appropriate section. Check the relevant features on or off, then click Save Changes.



In Meeting (Basic) features:

- + **Chat** – send chat messages to other users within a meeting.
- + **Private Chat** – send a private message to an individual user.
- + **In-Meeting Chat** – allows you to send chat messages to other users within a meeting. You can send a private message to an individual user or you can send a message to an entire group. As the host, you can choose who the participants can chat with or disable chat entirely.
- + **Auto Saving Chats** – auto saving chat will automatically save your in-meeting chat locally on your computer.
- + **Allow Host to put attendee on hold** – host can stop the video and audio transmission to a participant or participants.
- + **Play sound on join/leave** – option to play sound when participants join/leave the meeting to be heard by host only, or host and participants.
- + **When each participant joins by telephone** – each participant who joins by phone must state their name prior to joining audio.
- + **Feedback to OfficeSuite UC** – participants can provide feedback to Windstream Enterprise.
- + **Co-Host** – share hosting privileges with another user in a meeting. This allows the other user to manage the administrative side of the meeting including muting participants, starting/stopping recording.
- + **Annotation** – meeting participants can annotate on a shared screen as a viewer by drawing and highlighting on the screen share.
- + **Polling** – ask your participants questions, get consensus, opinions and pull a report of data.

In Meeting (Advanced) features:

Breakout Room – split your OfficeSuite HD Meeting into 50 separate sessions.

Remote Support – access a desktop, application or restart a Windows or Mac computer remotely.

Virtual Background – present a more professional background.

Closed Captioned – host or participant can type the meeting conversation for hearing impaired.

Far End Camera Control – allows another user to take control of your camera and use Pan-Tilt-Zoom (PTZ) functionality of the camera. The webcam must have these features for this to work. The host of the meeting is the only user that can request far end camera control.

Share Dual Camera – use two web cameras at once.

Attention Tracking – host sees an indicator letting them know if a participant doesn't have the meeting in focus for more than 30 seconds while someone is screen sharing.

Waiting Room – host controls when a participant joins the meeting.

In Meeting (Advanced)	<ul style="list-style-type: none">✓ Breakout room× Remote support✓ Virtual background✓ Closed caption× Far end camera control× Share dual camera✓ Attention tracking ⓘ✓ Waiting room ⓘ
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Recording:

Local Recording – allows users to record meeting video and audio locally to a computer.

Automatic Recording – allows the host to start local recording automatically when the meeting starts. Automatic local recording will only start when the host joins from the OfficeSuite HD Meeting desktop application.

Recording	<ul style="list-style-type: none">✓ Local recording× Automatic recording
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Email Notification

When attendees join meeting before host – notify host when participants join before them.

When a meeting is cancelled – notify host and participants when meeting is cancelled.

When an alternate host is set or removed from a meeting – notify user they are the alternative host of a meeting, or if they have been removed as alternative host.

Email Notification	<ul style="list-style-type: none">✓ When attendees join meeting before host✓ When a meeting is cancelled✓ When an alternate host is set or removed from a meeting
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Security:

End-to-end encryption – encrypts all presentation content at the application layer using TLS 1.2 with Advanced Encryption Standard (AES) 256-bit algorithm.

Generate and require password for participants joining by phone –requires participants joining by phone to enter a password.

In Meeting (Advanced)

- ✓ Breakout room
- × Remote support
- ✓ Virtual background
- ✓ Closed caption
- × Far end camera control
- × Share dual camera
- ✓ Attention tracking ⓘ
- ✓ Waiting room ⓘ

Invitation Email Template

Invitation email template sends host the invitation email to preview.

Invitation Email Template

[Send me a preview email](#)

Schedule Privilege

A host can assign users on the account to schedule meetings on their behalf. A host can also schedule meetings on behalf of someone that has assigned them scheduling privileges.

Schedule Privilege ⓘ

Assign scheduling privilege to

×

[Edit](#)

I can schedule for

×

Host Controls

A host has many controls to help them manage a meeting once the meeting has started.

- + Mute/Unmute All
- + Mute Participants on Entry
- + Play Enter/Exit Chime:
- + Lock meeting
- + Lock Screen Share
- + Merge to Meeting Window
- + Chat
- + Stop/Ask to Start Video
- + Make Host
- + Allow Record
- + Assign to type Closed Caption
- + Rename
- + Put Attendee on hold
- + Remove

Click [here](#) to learn more about each of the [host controls](#).

Registration

The registration feature allows a host to schedule a meeting that requires participants to register before attending the meeting. This lets you choose questions or create custom questions to collect information such as name, email, job title, department, time frame to purchase, etc. Learn more on how to setup and manage [registration](#).

Microsoft Outlook Plug-In and Mobile Applications

Visit [OfficeSuite HD Meeting download page](#) to access the Microsoft Outlook Plug-In and Mobile Applications.

