

USER GUIDE

# FusionWorks Pro UC Collaboration User Guide

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# Introduction to Collaboration

Collaboration, also known as Virtual Meeting Rooms, is a cloud-based service hosted by Fusion that combines audio, HD video, screen sharing, messaging, and presence in one virtual meeting. The MobileConnect client is required to act as the Host in a conference. The MobileConnect client or a web browser can be used to join a conference.

This manual is intended for Collaboration End Users.

This document does not describe the general use of the MobileConnect client. For information of other features of MobileConnect, see the MobileConnect User Guide.

## Client Requirements

This guide corresponds to:

- MobileConnect for Windows and Mac version 5.5.0
- MobileConnect for iOS version 5.5.3
- MobileConnect for Android version 5.5.3

Collaboration is available for use with MobileConnect for Windows and Mac version 5.2.0 or greater and with MobileConnect for iOS and Android version 5.2.2 or greater but may behave differently than noted in this document.

## Guest Web Browser Requirements

Guests can use Chrome, Firefox, Opera, or Safari to join a conference as a Guest. The following browsers are supported:

- **Chrome** version 70 or greater
- **Firefox** version 63 or greater
- **Opera** version 56 or greater
- **Safari** version 12 or greater

# User Roles in a Conference

Each member of the Collaboration conference has a role: Host, Participant, Presenter, or Guest. In addition, an Administrator must enable Collaboration and do some setup prior to the first conference. The member's role in the conference defines what tasks they are able to perform during a conference. Some of these tasks are shared by all of the members of the conference. Others are held only by members with a specific role. For example, while most roles allow a user to attend a conference, only the Host can create and schedule the conference.

This section provides an overview for each of the Collaboration roles.

## Host

Every Collaboration conference needs to have a Host. The Host is responsible for creating the conference and managing the conference while it is in progress. The conference uses the Host's bridge. During the conference call, a desktop Host can share their screen, send and receive video, allow a desktop Participant to share their screen, adjust the video layout, and manage the participants. A mobile Host can send and receive video, allow a desktop Participant to share their screen, adjust the video layout, and manage the participants.

[Being a conference Host – Desktop](#)

[Being a conference Host – Mobile](#)

## Participant

A Participant is a conference member who joins the conference through their MobileConnect softphone on a desktop computer or a mobile device. Participants receive conference audio, conference video and conference screen share through MobileConnect.

[Being a conference Participant - Desktop](#)

[Being a conference Participant – Mobile](#)

## Presenter

The Presenter is a MobileConnect Participant who is currently designated by the Host to share their screen during an active conference. The Host will likely be the initial Presenter, but any desktop Participant who is connected to the conference using a MobileConnect client can be designated as the Presenter by the Host.

[Being a conference Presenter – Desktop](#)

## Guest

A Guest is a participant who joins the conference through a web browser rather than through a MobileConnect client. The Guest see the screen share and the **Participants** panel during the screen share. The Guest can send and receive audio, or audio and video through the web browser, or they can dial in to the conference separately.

[Being a conference Guest](#)

# Being a Conference Host – Desktop

Every Collaboration conference needs to have a Host. The Host is responsible for creating the conference and managing the conference while it is in progress. The conference uses the Host's bridge. During the conference call, a desktop Host can share their screen, send and receive video, allow a desktop Participant to share their screen, adjust the video layout, and manage the participants. A mobile Host can send and receive video, allow a desktop Participant to share their screen, adjust the video layout, and manage the participants.

## Conference Settings

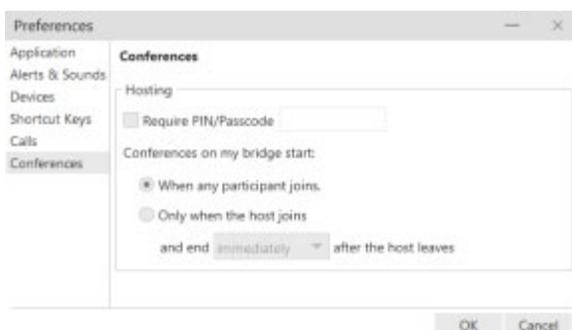
Before starting the first conference, the Host should review their conference settings. Conference settings can be found in **Preferences**. These settings control conference moderation, and PIN/Passcode requirements, the conference information that is sent on an invitation, default video settings, and conference recording options. You can also find information on conferences that you hosted in the past.

### Preferences

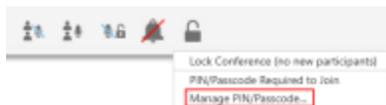
The settings in **Preferences** apply to conferences that you are hosting. To access the conference preferences, click **Softphone > Preferences** (Windows) or **MobileConnect > Preferences** (Mac). Choose the **Conferences** panel. You can also access **Preferences** from a conference you are hosting by clicking the lock icon and clicking **Manage PIN/Passcode**.

When you make changes in **Preferences**, the **Collaboration Management User Portal** is updated with the changes.

### Preferences Window



## In Conference



## PIN/Passcode

If you want your conferences to require a PIN for conference members to join, enable **Require PIN/Passcode**. With **Require PIN/Passcode** enabled, you can set the **Participant PIN** you want to use for the conference. This **Participant PIN** applies to conferences that are joined while this setting is enabled.

Tip: If you enable **Require PIN/Passcode** or change the **Participant PIN** after you send a calendar invitation for a conference, the PIN applies to upcoming scheduled conferences but the PIN is not updated in the previously sent invitations. Make sure to update the invitation or send the PIN to conference invitees in some other way.

## When Conferences Start and End

A conference can start only when the Host arrives or it can start when any conference member arrives. If you set **Conferences on my bridge start** to **Only when the host joins**, you can also set the length of time that a conference can continue are you have left the conference.

If **When any participant joins** is selected for **Conferences on my bridge start**, the Host is not required to join. This is useful when the Host is unavailable for a recurring conference.

If **Only when the host joins** is selected for **Conferences on my bridge start**, the Host must join the conference in order for other conference members to be able to join. The Host should join the conference promptly as the conference will not start until the Host arrives.

### Conferences on my bridge start:

- When any participant joins.

- Only when the host joins

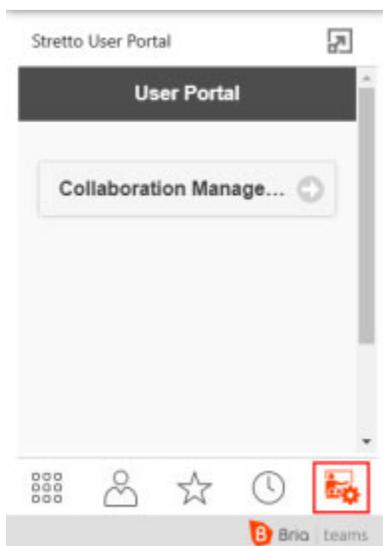
and end \_\_\_\_\_ after the host leaves

- immediately
- 1 minute
- 5 minutes
- 10 minutes
- 15 minutes
- 30 minutes

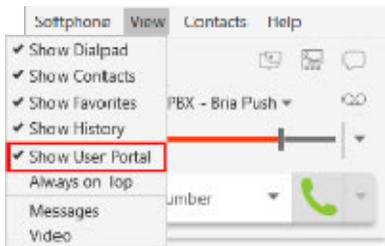
When the overrun time is reached, conference members hear a message that the conference has ended.

## Collaboration Management User Portal

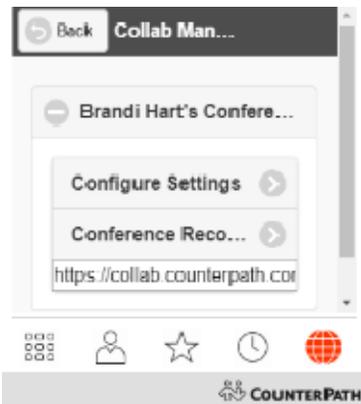
The Collaboration Management User Portal is used to configure settings for the Host's conference bridge. To open the Collaboration Management User Portal, click  **User Portal** on the resource panel and click **Collaboration Management**.



If you do not see  **User Portal** on the resource panel, go to the **View** menu and select **Show User Portal**. If you do not have see **Show User Portal** in the **View** menu, check with your Stretto Administrator.



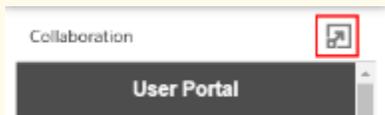
The Collaboration Management User Portal consists of two options: **Configure Settings** and **Conference Records**.



**Configure Settings** is used to configure the default settings for conferences where you are the Host.

**Conference Records** provide information on conferences that you hosted in the past.

Tip: On Windows, you can detach the **User Portal** into a separate window by clicking  **Detach window**. Click  **Move back to main window** to move the **User Portal** back into the MobileConnect softphone.



# Configure Settings

**Configure Settings** in the **Collaboration Management User Portal** is used to configure the Host's conference bridge settings: **General Options**, **Conference Moderation**, and **Conference Recording**.

Note: You must scroll to the bottom of **Configure Settings** and save your changes before they take effect.

## General Options

**General Options** establish the default settings for the Host's conference bridge. Some of the **video settings** can be changed during a conference as well.

### General Options Settings

**Title:** Type a short title for the conference. Descriptive titles with a consistent naming scheme can help when reading conference reports. The **Title** appears in the calendar invitations and in **History**.

**Description:** Enter a description of the conference. This is a free-form text box for any notes you might have. The **Description** appears in the email summary and in **History**.

**Email Summary:** If **Send email summary after conference ends** is selected, the Host receives an email summarizing the call: user info, SIP address, display name, XMPP name (if applicable), time stamps, and link to a recording (if enabled). The Administrator must have the Host's email address configured properly for this function to work.

**Entry/Exit tones:** If **Play tones when participants join or leave the conference** is selected, conference members hear a tone every time a conference member joins or leaves the conference.

**Conference Profile:** Select **720p** or **1080p** as the default resolution for Hosted conferences. All video streams at this resolution if available. If a conference member is sending video at a lower resolution, their video appears in the lower resolution in the video stream. 1080p video provides a crisper image but uses more data than 720p.

**Default Video Layout:** Select **Grid**, **Focus**, **Ribbon**, or **Townhall** as the default layout for your conference.

**Focus:** There is one main video feed – the video floor - that is larger in size than the rest of the video images. The other video images appear in a grid around the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Grid:** Video images appear equal in size in a rectangular grid formation. There is no video floor.

**Ribbon:** There is one main video feed – the video floor – that is larger in size than the rest of the video images. The other video images appear in a ribbon below the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Townhall:** Only one video feed – the video floor – is displayed. The video floor displays either the person who is currently speaking and switches as the speakers change, or it displays the person that the Host has assigned the video floor to.

**Video Name Tags:** Select **Show Name Tags** to display the conference member's display name on their video stream.

## Conference Moderation

**Conference Moderation** determines whether a PIN is required to join the conference, whether the Host needs to be present to start the conference, and what happens when the Host leaves the conference. These settings can also be changed in **Preferences > Conferences** as well. When you make changes in the **Collaboration Management User Portal, Preferences > Conferences** are updated with the changes.

### Conference Moderation Settings

**Moderator PIN:** If the conference is moderated and the Host dials in directly to the bridge, the Host must enter the moderator PIN to start the conference.

**Participant PIN:** If the conference is locked, conference members are prompted to enter this PIN to join the conference. The Host gives this access code to conference members before they call in.

**Moderation:** Select **Conference starts only when host joins** if conference members should wait in a virtual lobby until the Host joins the conference. If **Conference starts only when host joins** is cleared, conference members join the conference immediately without waiting for the Host.

**Grace Period After Host Leaves:** This setting specifies how long conference members can remain in a conference call after the Host has disconnected. After the time has elapsed, conference members are notified that the session is closing before they are disconnected. Select **0 Minutes**, **1 Minute**, **5 Minutes**, **10 Minutes**, **15 Minutes**, or **30 Minutes**.

## Conference Recording

This section is used to set up network conference recording. The Host can record the audio or the audio and video portions of a conference, and they can set up **Automatic Conference Recording**.

Each conference can use a different Dropbox account using a Dropbox token:

- Users can generate an access token for their own Dropbox account and enter it into MobileConnect through the Collaboration Management User Portal.
- An administrator can acquire an access token from each user and add it to the conference settings in Stretto Admin.

Note: An account with Dropbox is required to use this feature. You can read more about acquiring Dropbox access tokens at [dropbox.com](https://dropbox.com).

## Conference Recording Settings

**Automatic Conference Recording:** Select **Start conference recording after 2 participants join** to automatically record conferences with no user intervention.

**Automatic Audio/Video Recording:** If **Audio Only** is selected, only the audio portion of the call is recorded. If **Audio Only** is cleared, both the audio and the video portion of the call are recorded.

**Dropbox Token:** The access token that allows MobileConnect to link to Dropbox. The Administrator can add the Host's token or the Host can use the Set up Dropbox link and the Dropbox Token populates.

**Set up Dropbox:** A web link to Dropbox. If the Host does not have a Dropbox account, they can create one here. If they have a Dropbox account, the Host signs in here. When the Host has created or signed into their Dropbox account, a window appears asking permission to allow MobileConnect to access to Dropbox.

## Conference Records

**Conference records** in the Collaboration Management User Portal contains a list of hosted conferences with the date and time of each conference. Each entry can be expanded to show more data, but only one entry can be expanded at a time.

The expanded entry displays the start and end time, the number of conference members, and the conference members that joined the conference, and how they joined the conference. Participants who joined the conference using MobileConnect do not display their phone number. Instead, you will see something like **guestP8hzjYPLpikL** where **P8hzjYPLpikL** is a randomly generated string that changes with each conference.

If you created a **network recording** for a conference you hosted, you can also access the recording from **Conference Records**.

The following is an example of an expanded entry in MobileConnect for Windows.



Dec 11, 2017 4:41:11 PM

**Start:** Dec 11, 2017 4:41:11 PM  
**End:** Dec 11, 2017 4:45:21 PM  
**Participants:** 2

#	Type	Name	Number	Call time
0	DIAL_IN	Ava Phillips	guestBaAB8HRWGIV9	0:04:09
1	BRIA_MOBILE	Jack Shepard	1443	0:03:24

You can delete a record by clicking  **Expand** to expand the record and clicking **Delete Record**.

# Scheduling or Starting a Conference

The Host is responsible for creating a conference – either by scheduling one in advance or starting one immediately. The Host's conference bridge is used for the conference.

The Host's settings in **Preferences** and the **Collaboration Management User Portal** determine if the Host is required to join the Collaboration conference in order for other conference members to use the bridge.

## Scheduling a Conference

A scheduled conference is useful when you want to book the conference time with conference invitees in advance and for setting up recurring meetings.

Conferences are scheduled using your default calendar application.

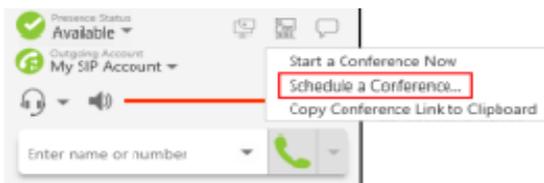
## To Schedule a Conference

### Windows

1. Click  **Start or schedule a conference** on the on-screen phone. A list of conference options appears.



2. Click **Schedule a conference....** MobileConnect opens your default calendar application.



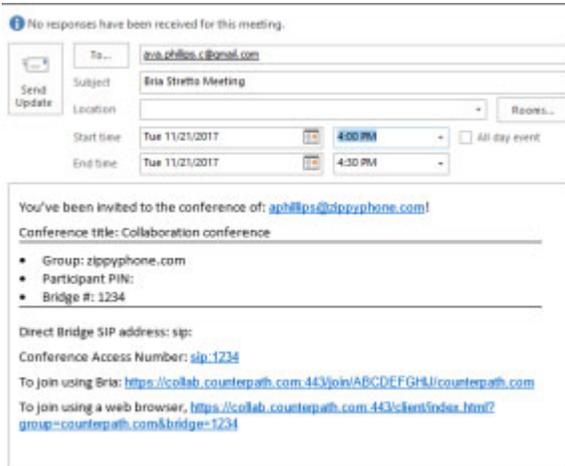
3. Add invitees, edit the **Start time** and **End time**, and edit any other details you would like to change in the invitation.

If the conference requires a PIN, the PIN appears in the invitation. If your conferences normally do not have a PIN, but you plan on setting one for this specific conference, you can add it to the invitation now.

If you want the conference to recur, make sure to set the recurrence to the invitation.

When the invitation is ready, click **Send**.

The example below shows a calendar invitation using Microsoft Outlook.



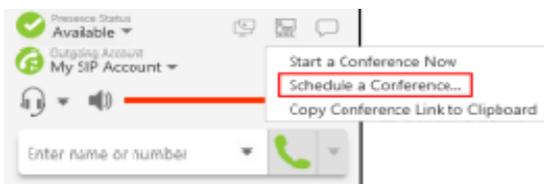
The invitation is sent to the invitees' email.

## Mac

1. Click  **Start or schedule a conference** on the onscreen phone. A list of conference options appears.



2. Click **Schedule a conference....**



3. Do one of the following:

#### **Mac calendar**

Choose the Calendar you want to use to add the conference. Open the calendar event that is created and add invitees, edit the **Start time** and **End time**, and edit any other details you would like to change in the invitation.

#### **Other calendar**

Add invitees, edit the **Start time** and **End time**, and edit any other details you would like to change in the invitation.

The invitation is sent to the invitees' email.

## **To Edit or Cancel a Schedule Conference**

1. Open your default calendar application.
2. Open the meeting and change the details of the conference or cancel the meeting.
3. Send the update or cancellation to the invitees.

Your calendar app sends the meeting update or cancellation to the invitees' email.

## **Starting a Conference**

The Host can start a conference and add conference members or the Host can start a conference that was previously scheduled. The Host can start a conference from the on-screen phone, from **History**, from **Messages** or from a link.

## **Using the On-screen Phone**

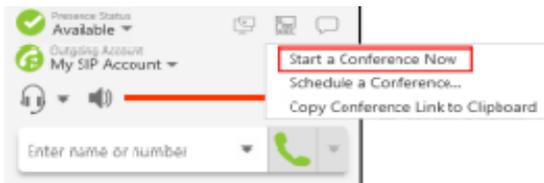
You can start a conference directly from the on-screen phone.

## To Start a Conference from the On-screen Phone

1. Click  **Start** or schedule a conference on the onscreen phone.



2. Click **Start a Conference Now**.



The conference console opens.

## Using History

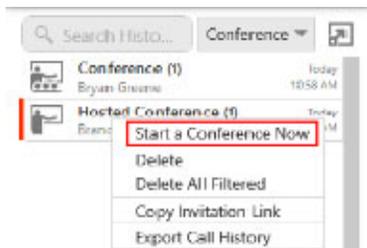
You can start a conference from **History** using the short-cut menu or the expanded **History** entry.

## To Start a Conference Using the History Shortcut Menu

1. On the **History** tab, find a call entry for a previous conference that you Hosted. To make the search easier, filter the entries to only show conferences. The entry displays **Hosted Conference**.



2. Right-click (Windows) or Control+Click (Mac) on the conference in MobileConnect's **History** and click **Start a Conference Now**.



The conference console opens in a new window.

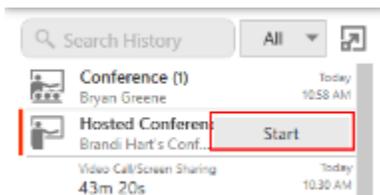
## To Start a Conference from the Expanded History Entry

1. On the **History** tab, click on a grouped entry for a conference that you Hosted. To make the search easier, filter the entries to only show conferences. The entry displays **Hosted Conference**.



The group expands.

2. Click **Start**.



The conference console opens.

## Using Messages

You can start a conference from an IM or a chat room or you can start a conference using a link from a previous invitation.

### To Start a Conference from an IM or Chat Room

1. Open the **Messages** window.
2. Open the conversation you want to start a conference from. You can start a conference from an IM in the **People** section or from a chat room in the **Rooms** section.



The MobileConnect conference console opens and MobileConnect sends an IM or a group chat message with a conference link.



## Using a Link

The Host may have sent a link in an email invitation or through some other method.

### To Join from an Email

- Click the link beside **To join using Bria**. The following example is an email invitation in Microsoft Outlook.

You've been invited to the conference of: [aphillips@zippyphone.com](mailto:aphillips@zippyphone.com)  
 Conference title: Collaboration conference

---

- Group: zippyphone.com
- Participant PIN:
- Bridge #: 1234

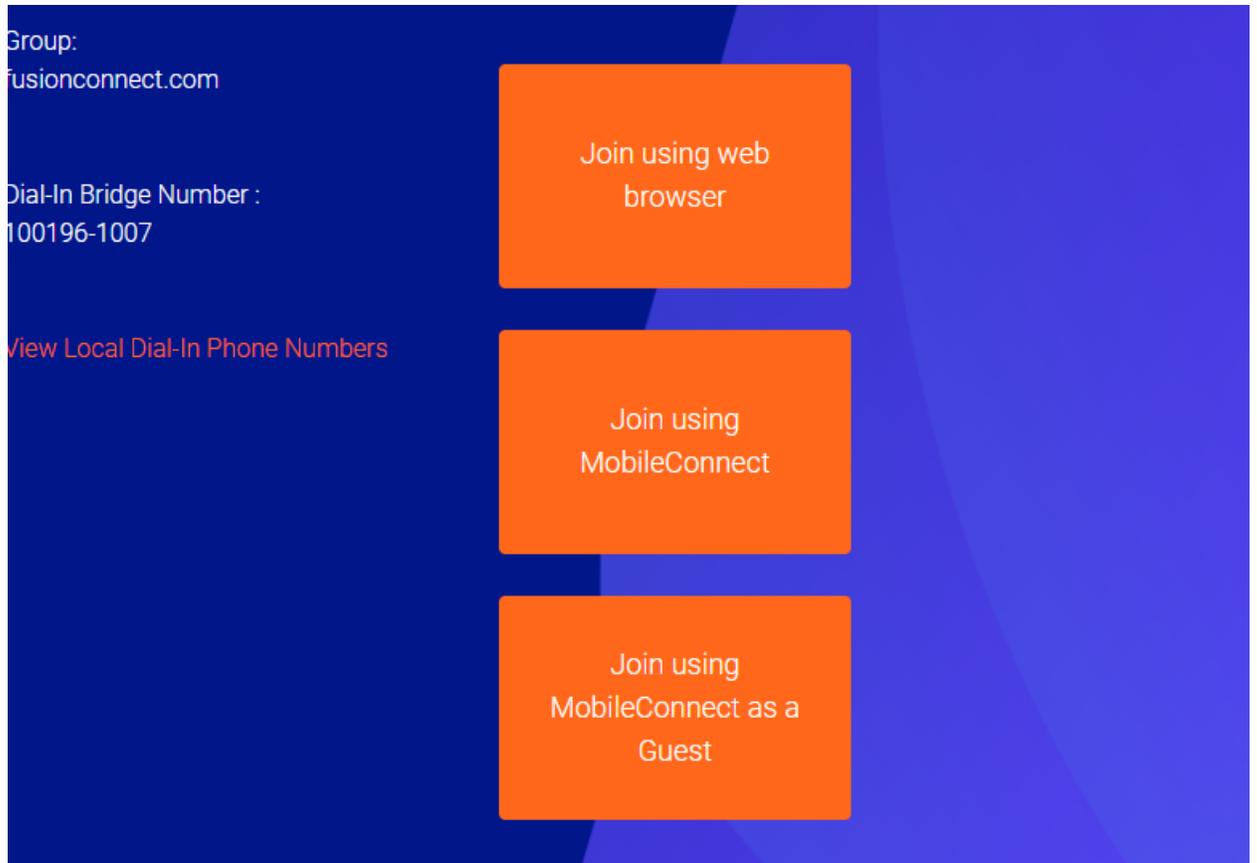
---

Direct Bridge SIP address: sip:  
 Conference Access Number: [sip:1234](tel:sip:1234)  
 To join using Bria: <https://collab.counterpath.com/443/join/ABCDEFQHM/counterpath.com>  
 To join using a web browser, <https://collab.counterpath.com/443/client/index.html?group=counterpath.com&bridge=1234>

The conference console opens in a new window.

## To Join Using a Link Sent Alternatively

1. Either click on the link or copy and paste the link into a web browser.
2. If the conference console does not open, click **Join using Bria**.



- 3.
4. If prompted, enter the conference PIN.

The conference console opens in a new window.

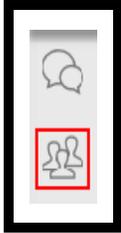
## To Invite Conference Members

You can invite conference members at any time during a conference. You can invite conference members by instant message, by email, or you can copy the conference link and send it by some other external method.

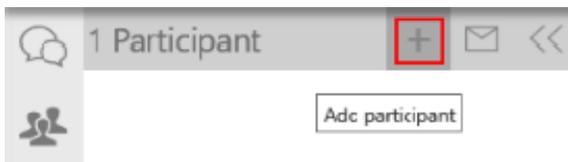
Tip: You can use more than one method to invite people to your conference. This might be useful if you can send an IM to some of the invitees but you only have the email address of others.

## To Invite Conference Member by IM

1. Tap  **Participants** to open the **Participants** panel.



2. Click **Add participant**.



3. Start typing the name of a contact that you want to invite. MobileConnect will make suggestions as you type.

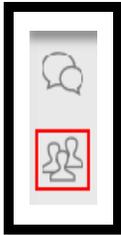


4. Click on the Participants name when it appears in the suggestions.

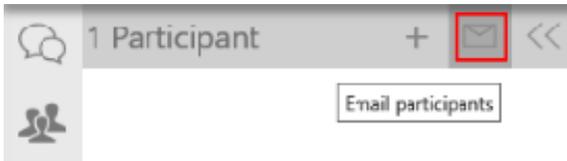
MobileConnect sends instant messages to the contact with your conference link.

## To invite Conference Members by Email

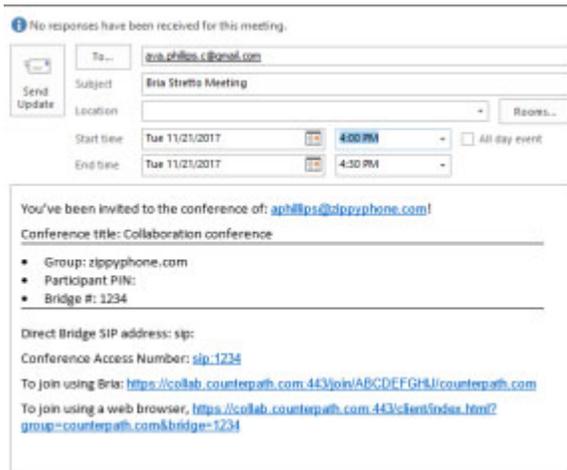
1. Tap to open the **Participants** panel.



2. Click **Email participants**. MobileConnect opens your default calendar application.



3. Add invitees and edit any details you would like to change in the invitation. When the invitation is ready, click **Send**.



The invitation is emailed to the address of the invitees with a link to the conference.

Note: If a person knows the conference link, they can join a conference without the Host sending an invitation.

# Managing the Conference

The Collaboration conference Host has all the same abilities as Participants as well as some additional abilities.

In addition to controlling their own audio, the Host can also control the **audio** for conference members. The Host has the additional ability to **share their screen** or **allow another desktop Participant to share their screen**. The Host can **control access** to the conference by setting a conference PIN or locking the conference bridge so no new members cannot join and by removing specific conference members from the conference. The Host controls the **video** layout that conference members see and sets the maximum quality of video that is streamed through the conference.

## Muting and Changing Volume

The Collaboration conference Host can control their own audio – using local mute – and the audio of other conference members – using network mute. The Host can prevent conference members from changing their mute status by locking the bridge mute.

### Using local mute

Local mute allows the Host to control whether or not the Host's outgoing audio can be heard by other conference members.

### To Use Local Mute

1. Click  /  **Mute or unmute microphone** on the conference toolbar.



MobileConnect mutes or unmutes the Host's outgoing audio.

## Network Mute

The Host can use network mute to place a conference member on mute remotely. If the Host mutes a conference member, the conference member hears the message that they are muted and sees a blue line across their mute icon . If the conference member has local mute on when the Host turns on network mute, the conference member sees both the local mute and network mute lines across their mute icon . The conference member can still turn off network mute.

### To Mute All Conference Members Using Network Mute

1. Click  **Mute all participants** on the conference console.



MobileConnect mutes all conference members currently in the conference. New people joining the conference after the Host mutes the bridge are not put on mute.

Conference members can unmute themselves if the Host does not lock the bridge mute.

### To Unmute All Conference Members Using Network Mute

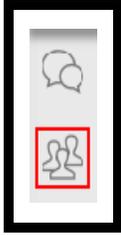
1. Click  **Unmute all participants** on the conference console.



MobileConnect unmutes all conference members. Conference members return to the mute state they have set. That is, if they muted themselves before the Host muted the bridge, they remain on mute. If they did not have themselves muted, they are no longer muted.

### To Mute a Single Conference Member Using Network Mute

1. Click  **Participants** to open the **Participants** panel.



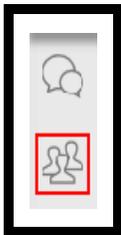
2. Click  **Mute microphone** beside the participant.



MobileConnect mutes the conference member. The conference member can unmute themselves if the Host does not lock the bridge mute. A blue line appears across their mute icon in the **Participants** panel.

## To Unmute a Single Conference Member Using Network Mute

1. Click  **Participants** to open the **Participants** panel.



2. Click  **Unmute microphone** beside the conference member.



MobileConnect unmutes the conference member.

## Locking the Bridge Mute

The Host can lock network mute on so conference members cannot unmute

themselves. This is useful during a presentation where the Presenter does not want to be interrupted. When the presentation is over, the Host can unlock the bridge mute.

When the Host locks network mute, the conference member sees a blue line with a lock across their mute icon . If the conference member has local mute on when the Host turns on network mute, the conference member sees both the local and network mute lines across their mute icon . The Host can still change the mute status of individual conference members even when network mute is locked on.

The Host can lock the bridge mute on so conference members cannot unmute themselves.

## To Lock the Bridge Mute

1. Click  **Mute all participants** on the conference console.



2. Click  **Lock the bridge mute**.



MobileConnect locks the bridge mute and conference members can no longer unmute themselves. The padlock in the icon changes to closed.

## To Unlock the Bridge Mute

1. Click  **Unlock the bridge mute**.



Conference members can use their local mute controls. The padlock in the icon changes to open.

## Muting Incoming Audio

At some point, the Host may want to mute the incoming conference audio.

### To Mute Conference Audio

1. Click  **Mute Volume** or  **Unmute Volume** in the conference toolbar.



MobileConnect mutes or unmutes the incoming conference audio coming through your speaker or headset.

## Adjusting Conference Volume

During a conference, the Host may find that the volume of other conference members is too loud or too quiet. The Host can adjust the volume level of the incoming conference audio to a comfortable level.

### To Control Conference Volume

1. Hover on **Mute Volume** and the **Adjust speaker volume** slider appears. Drag the slider up and down to adjust the volume.



MobileConnect adjusts the conference audio level.

## Changing Video During a Conference

This section describes how to add and remove video in a Collaboration conference, and how to change video settings from the default values. The Host can change the default values in the **Collaboration Management User Portal**, if it is provisioned, or in **Preferences**.

## Sending and Receiving Video

The Host can choose whether or not they want to share their video. If the Host does not share video, other conference members can still send and receive conference video. The layout of the video that conference members see varies depending on the Host's conference video settings.

### To Send and Receive Video

1. Click  **Start Video** in the conference tool bar.



MobileConnect starts sending your video to conference members and displays incoming conference video.

### To Pause Sending Video

1. Click  **Pause sending video**.



MobileConnect stops sending your video to conference members but continues to display incoming conference video.

### To Quit All Video

1. Click  **Stop video**.



MobileConnect removes all incoming and outgoing conference video from the call.

## Local Video Preview

The Host can see a preview of their outgoing conference video using local video preview.

### To Use Local Video Preview

1. Click  **Toggle local video view** at the bottom of the conference side tool bar.



MobileConnect shows or hides the local video preview.

## Controlling the Video Feed

During a conference, the Host controls the video layout for all conference members. Initially, the video is sent using the Host's default video settings. The Host can change the format of the video presented while the conference is in progress. The video that the Host and other conference members see varies depending on the conference video settings.

## Video Layout Options

The Host can select from built-in video layout options. All conference members see the video stream in the layout set by the Host.

## Video Layout Options

Video is displayed in one of the following layouts:

**Focus:** There is one main video feed – the video floor - that is larger in size than the rest of the video images. The other video images appear in a grid around the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Grid:** Video images appear equal in size in a rectangular grid formation. There is no video floor.

**Ribbon:** There is one main video feed – the video floor – that is larger in size than the rest of the video images. The other video images appear in a ribbon below the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

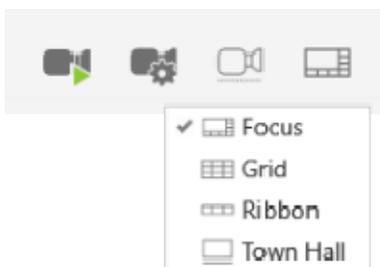
**Townhall:** Only one video feed – the video floor – is displayed. The video floor displays either the person who is currently speaking and switches as the speakers change, or it displays the person that the Host has assigned the video floor to.

## To Change the Video Layout

1. Click on the current video layout icon in the conference console toolbar (📄 **Grid**, 📄 **Focus**, 📄 **Ribbon**, 📄 **Townhall**).



2. Select the video layout you want to use for the conference.



The video layout changes for all conference members.

Note: If the Host changes the video layout after making a Participant a Presenter but before the Presenter starts sharing their screen, the Presenter loses the ability to share their screen. Either

change the layout before you make someone a Presenter, or wait until the Presenter starts sharing their screen.

## Video Floor

The video floor is the conference video stream that is in the main view. Unless the Host assigns the video floor, the video floor shows the video from the conference member that is speaking.

### To Assign Video Floor to Self

1. Click  **Assign video floor to myself.**



MobileConnect displays the Host in the main video feed.

### To Remove Video Floor from Self

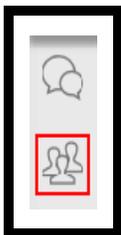
1. Click  **Remove video floor from myself.**



MobileConnect displays the active speaker in the main video feed.

### To Assign Video Floor to a Conference Member

1. Click  **Participants** to open the **Participants** panel.



2. Click  **Assign video floor** beside the conference member you want to give the video floor to.

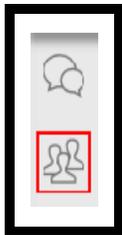


MobileConnect displays the conference member in the main video feed.

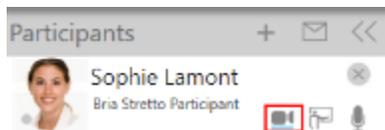
Note: If you do not see the  **Assign video floor** icon beside a conference member, they may not be sharing video.

## To Remove Video Floor from a Conference Member

1. Click  **Participants** to open the **Participants** panel.



2. Click  **Remove video floor** beside the conference member that has the video floor.



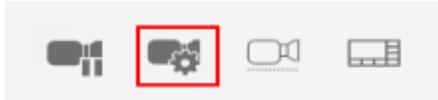
MobileConnect displays the active speaker in the main video feed.

## Video Settings

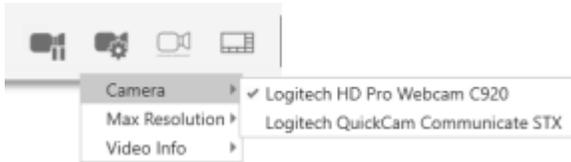
If the Host has more than one camera, the Host can choose the camera to use to send video. The Host can change their camera resolution, and view video information using the conference console toolbar. Using a higher video resolution provides a crisper image but uses more bandwidth.

### To Change Video Camera

1. Tap  **Video Settings...**



2. Hover on **Camera** and select the camera you want to use.



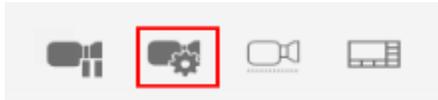
MobileConnect uses the selected camera for conference video. If you only have one camera connected to your computer, only the connected camera shows in the list.

### To Change Video Resolution

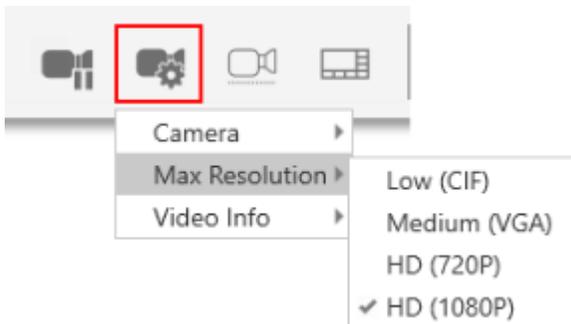
1. Click **Start Video** in the conference tool bar to start sending your video.



2. Tap **Video Settings...**



3. Hover over **Max Resolution** and select the resolution you want to use.

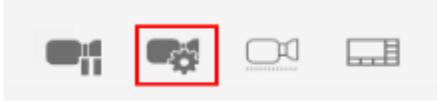


MobileConnect sets the maximum resolution for the video feed.

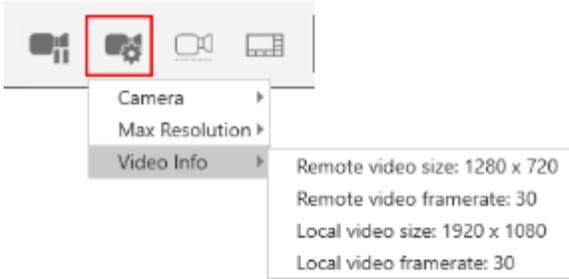
Note: Make sure to start sending your video before you change video resolution.

## To View Video Information

1. Tap  **Video Settings...**



2. Hover over **Video Info**.



MobileConnect displays the **Remote video size**, the **Remote video framerate**, the **Local video size**, and the **Local video framerate**.

# Sharing Your Screen

Collaboration allows a Presenter to share their screen during a conference call. When the Host initially joins the Collaboration conference with MobileConnect for Windows or Mac, the Host is the Presenter. The Host can make a desktop Participant the Presenter instead. The Presenter uses the conference toolbar to share their screen. If you need to stop sharing your screen during the conference, you can do so without ending the conference.

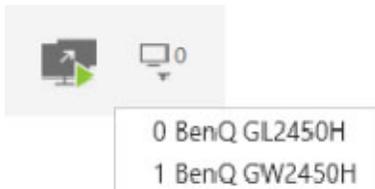
## Sharing Your Screen

As the Host, you can share your screen with other conference members.

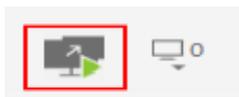
Tip: MobileConnect shares your full screen. Make sure you close any apps that contain confidential information before you start sharing your screen.

### To Share Your Screen

1. If you have more than one monitor, click  **Select the monitor that you want to share** and choose the monitor from the menu. A small number appears that indicates which monitor will be shared. You can also change monitors after you have started sharing your screen.



2. Click  **Start sharing your screen.**



Participants see your screen. A yellow bounding box outlines your screen as a visual cue to show what is being shared. If you have two monitors, the yellow bounding box only appears on the monitor that you are sharing.



## To Stop Sharing Your Screen

1. Click  **Stop sharing screen.**



MobileConnect stops sharing your screen.

## Change Monitors

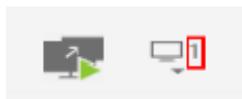
If you have multiple monitors, you can switch the screen share to your other monitor without ending the conference.

### To Switch Monitors

1. Click  **Select the monitor that you want to share.** The list of monitors you are using opens in a menu. If you only have one monitor, the menu will not open.
2. Select the monitor you want to share.



MobileConnect switches the screen share to the other monitor. A small number beside **Select the monitor you want to share** indicates the number of the monitor that you have selected.

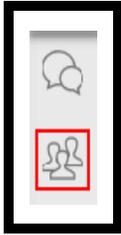


## Making Someone a Presenter

When the Host initially joins the Collaboration conference with MobileConnect for Windows or Mac, the Host is the Presenter – the Host can share their screen. The Host may want a desktop Participant to become the Presenter instead.

### To Make Someone a Presenter

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Make presenter**.



MobileConnect removes  **Start sharing your screen** and  **Select the monitor that you want to share** and adds  **Become presenter** to the conference toolbar.

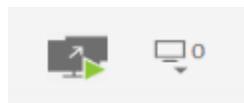


### To Become Presenter Again

1. Tap  **Become presenter** on the conference toolbar.



MobileConnect makes the Host the new Presenter and makes the old Presenter a Participant. MobileConnect removes  **Become presenter** and adds  **Start sharing your screen** and  **Select the monitor that you want to share** to the Host's conference toolbar.



## Controlling Access to the Conference

In general, the Host uses the same conference link for all conferences. In order to discuss confidential information, the Host may want to add a PIN to the conference or lock the bridge so no new Participants can join. At other times, the Host may just want to remove a specific Participants from a conference.

The Administrator or the Host can set up a PIN for all conferences on a bridge in advance. The Administrator sets up the PIN when they are [Setting up conferencing for an end user](#). The Host sets up the PIN in [Preferences](#) or in the [Collaboration Management User Portal](#). The Host can also change the conference PIN requirements during the conference.

## Conference Access

The current access to the conference can be determined by looking at the lock icon on the conference console toolbar or clicking on the lock icon and looking for check marks on the menu items.

## Conference Access Icons

-  **Unlocked (no PIN required to join):** The conference is unlocked and new conference members can join without a PIN.
-  **PIN required to join:** The conference is unlocked and new conference members can join with a PIN.
-  **PIN required to join and Locked (no new participants can join):** The conference is locked and no new conference members can join even with a PIN.
-  **Locked (no new participants can join):** The conference is locked and no new conference members can join.

## To Change Conference Access

1. Click on the lock icon and choose the desired options from the menu.



MobileConnect changes the conference access. Enabled options have a check mark beside them.

People trying to join when the conference is locked to new Participants see a message in MobileConnect that tells them that the Host has locked the conference and they cannot join.

## Managing the Conference PIN

If the Host does not have a PIN set up in advance or if the Host wants to use a different PIN for an ongoing conference, the Host can manage the PIN.

### To Manage the PIN

1. Click on the lock icon and select **Manage PIN/Passcode....**



**Preferences > Conferences** opens.

2. Select or clear **Require PIN/Passcode** (optional).
3. Type in a 3- to 12-digit PIN (required if you are settings a PIN).
4. Click **OK**.

MobileConnect updates the PIN requirements for the ongoing and future conferences.

## Removing a Participant

In some instances, the Host may want to remove a conference member from the conference without ending the conference.

## To Remove a Participant

1. Tap  **Participants** to open the **Participants** panel.
2. Tap  **Remove user from conference**.



The Participant sees a message that the conference has ended.

## Controlling the Entry and Exit Chime

Collaboration conferences can be set up so that a chime is heard each time a conference member joins or leaves a conference. The chime can be set up in the Collaboration Management User Portal or it can be enabled and disabled during the conference. This section explains how to enable and disable the chime during a conference.

### To Disable the Chime

1. Tap  **Disable chime**.



A chime is not heard when conference members join and leave the conference.

### To Enable the Chime

1. Tap  **Enable chime**.



A chime is heard when conference members join and leave the conference.

## Putting the Conference on Hold

You can place a Collaboration conference on hold at any time during the conference.

### To Put the Conference on Hold

1. Click  **Put conference call on hold.**



MobileConnect places the conference on hold.

### To Return to the Conference

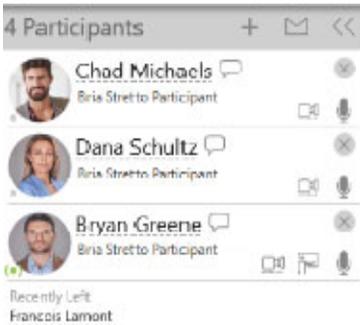
1. Click  **Take this call off hold** in the conference toolbar or in the call panel.



MobileConnect takes the conference off hold.

## Seeing Who is Speaking

The **Participants** panel shows other conference members attending the Collaboration conference as well as the conference members who recently left the conference.



## Voice Activity and Audio Detection

The **Participant** panel can be used to see who is speaking. This is helpful when you do not recognize a speaker's voice.

Every user displays a voice activity level indicator on the detailed view of the **Participants** panel. The indicator appears below the conference member's avatar.



### Voice Activity Levels:

— : Network mute on

• : Inactive

• : Low

(•) : Medium

((•)) : High

(•••) : Very loud

# Messaging in a Conference

During a conference call, you can send and receive instant messages (IMs) to other conference members.

## Sending Messages

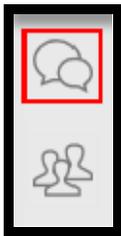
You can send a group IM to all conference members or you can send a private IM to a single conference member as long as the conference member is on the same XMPP server.

### Group Messages

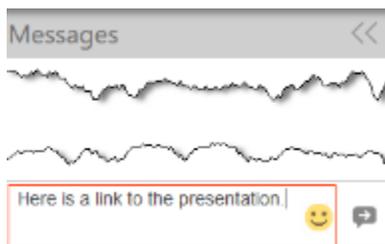
Group IMs can be sent to all conference members.

#### To send a group IM

1. Click  **Messages** on to conference sidebar.



2. Type your message and click  **Send Message**.



MobileConnect sends the message to the conference members.

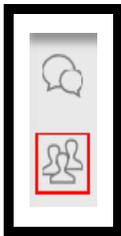
Note: Once the conference ends, the messages are deleted.

## Private Messages

Private IMs can be sent to a conference member on the same XMPP server. You cannot send private messages to web participants.

### To Send a Private IM

1. Tap  **Participants** on the conference sidebar.



2. Tap  **Instant message participant** beside the conference member you want to message.



The **Messages** window opens outside of the conference.

3. Type your message and tap  **Send Message**.

MobileConnect sends the IM to the conference member outside the conference.

## Receiving Messages

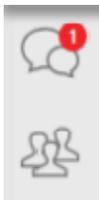
You may receive group IMs or private IMs during a Collaboration conference.

## Group Messages

When you receive a new group IM, the badge count updates to show the number of new group IMs.

### To View a New Group IM

1. Click  **Messages** on to conference sidebar.



The **Messages** panel in the conference opens and displays all group IMs.

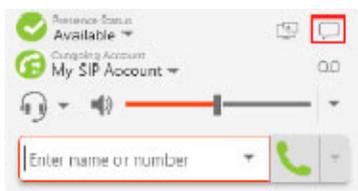
Note: Once the conference ends, the messages are deleted.

## Private Messages

When you receive a new private IM, the badge count on the resource panel updates to show the number of new private IMs.

### To View a Private IM

1. Open the **Messages** window by clicking **Show the messages window** on the onscreen phone or by clicking on the IM notification (outside of the conference window).



2. Click on the new conversation.

MobileConnect displays the new IM in **Messages** outside the conference window.

## Recording a Conference

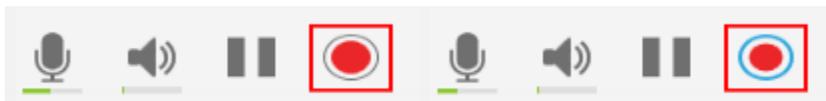
The audio portion of a Collaboration conference can be recorded locally by conference members who joined the conference using MobileConnect. Audio recordings are stored locally by the person who recorded the conference in a .wav file format.

### Recording a Conference

Both the Host and Participants can record conferences.

#### To Start Recording a Conference

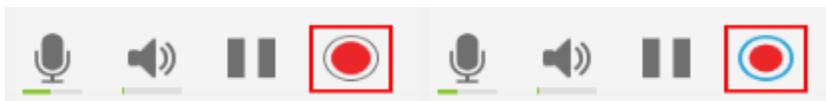
1. Click  **Start local recording** or  **Start sever recording**.



MobileConnect starts recording the audio portion of the conference and **Stop local recording** flashes in the conference toolbar.

#### To Stop Recording a Conference

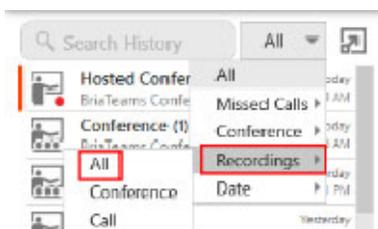
1. Click  **Stop local recording** or  **Stop server recording**.



MobileConnect stops recording the audio portion of the conference.

#### To Filter for Calls with Recordings

1. Click on **Filter Options** and select **Recordings**, then **Conference**.



MobileConnect displays conference calls with recordings.



## Is the Conference Being Recorded?

If the conference is being recorded, conference members see a red, flashing dot on **Participants** on the conference sidebar, and a flashing, red dot by the conference member's name in the **Participants** panel.



## Listening to Recordings

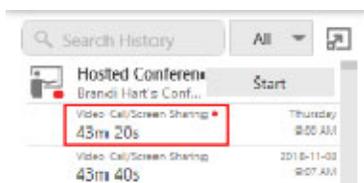
You can listen to local recordings from **History**.

### To Listen to a Local Recording

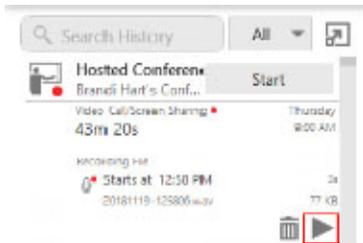
1. Click on the **History** group that has the recording indicator. If desired, filter for conferences with recordings.



2. If there are more than one conference in the grouped entry, click on the conference call that has the recording indicator.



3. Tap **Play Recording**.



The recording opens and starts playing in your default media player.

## Deleting Recordings

Local recordings can be deleted from **History**. You can delete network recordings from your Dropbox account.

### To Delete a Local Recording

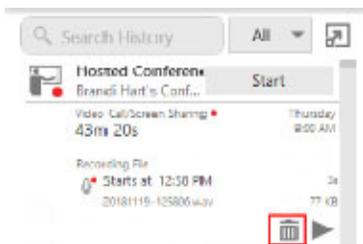
1. Click on the **History** group that has the recording indicator.



2. If there are more than one conference in the grouped entry, click on the conference call that has the recording indicator.



3. Tap **Delete Recording**.

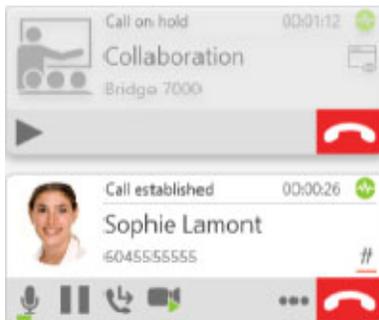


MobileConnect deletes the recording.

## Handling Incoming Calls

While attending a Collaboration conference, the Host may receive an incoming call. If the Host accepts the incoming call, the Host puts the conference on hold. The conference continues without the Host.

The incoming call is displayed on a notification and in the call panel. The Host can use either to answer, decline, or forward the call. The Host can also switch between the new call and the conference call. Both calls are displayed in the call panel. See the [MobileConnect User Guide](#) for information on handling incoming calls.



### To Return to the Conference

1. Click ► **Take this call off hold** in the conference toolbar or in the call panel.



The Host returns to the conference.

## Disabling Call Waiting

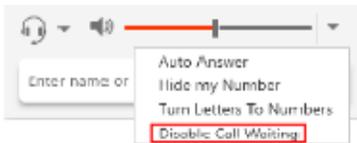
If the Host does not want to receive incoming calls, the Host can disable call waiting, either before the conference begins or during the conference.

### To Disable Call Waiting

1. Click the **More call options** drop-down menu.



2. Select **Disable call waiting**.



A **Call Waiting is disabled** icon appears beside **More call options** and a check mark appears beside the **Disable call waiting** on the **More call options** drop-down menu.



# Ending a Conference Call

The Collaboration conference Host can leave a conference call at any point. If the conference is still active, the Host can rejoin the conference by using any of the methods to [join](#) a conference.

## To End a Conference

1. Click  **End Conference** in the conference toolbar or click **Close Window**.



The Host exits the conference.

Note: Clicking  **End call** ends the audio or the audio and video portion of the call. If screen share is a part of the conference, the screen share continues after you click  **End call**.

## When the Host Leaves the Conference

When the Host leaves the conference, the Host's conference settings determine how long the conference can continue. The call may end immediately, or it may continue for up to 30 minutes.

# Conference Summary Information

Depending on the way the Administrator has configured the Host, the Host may receive a **Conference Summary Report** by email at the end of the call.

If the Administrator has provisioned the Collaboration Management User Portal, the Host can also view conference information in the **Conference Records**.

MobileConnect's **History** provides an overview of conference information.

## Conference Summary Report

The Host receives a summary of the conference details by email. The summary includes the bridge information, start and end time, and information about the conference members. The summary also shows the device the conference member used to join the conference and a link to network recording, if configured.

Conference Summary Report

**Bridge Information**

- Title: Collaboration Conference
- Bridge #: 1234
- Owner: sub@host@myphone.com
- Description: Description of your conference here

**Conference Information**

Start Time: Mon Nov 20 13:54:58 EST 2007  
 End Time: Mon Nov 20 14:59:14 EST 2007

Number of Participants entered: 0

Total Number of Participants: 7

- Desktop: 0
- Mobile: 2
- Tablet: 1
- Dial In: 3
- Web: 1

**Participants Information**

#	User Info	Sip Number	Display Name	XMPP Username	Joined	Call Start	Duration	Recorded
1	Dial In (Guest)	guestP8hzyPLpikL	Ava Phillips	avph@host@myphone.com	13:54:58	13:54:58	01:04:15	✓
1	Mobile	1991009	Emily Winking	emw@host@myphone.com	13:55:06	13:58:50	01:00:15	
1	Mobile	175319	Jessica Lee	jlee@myphone.com	13:55:05	13:55:06	01:03:33	
1	Tablet	148319	Jack Shepard	jshep@host@myphone.com	13:55:35	13:55:36	01:02:47	
1	Dial In	144319	Richard Davis	rdavis@host@myphone.com	13:55:48	13:55:49	01:02:57	
4	Dial In	205009	Ram Patel	rpatel@myphone.com	13:55:54	13:55:55	01:01:39	
4	Web	guest@hmgA7qUMbN	Sophie Lamore	slamor@myphone.com	13:55:55	13:57:43	01:01:28	

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## Conference Records

**Conference records** in the Collaboration Management User Portal contains a list of hosted conferences with the date and time of each conference. Each entry can be expanded to show more data, but only one entry can be expanded at a time.

The expanded entry displays the start and end time, the number of conference members, and the conference members that joined the conference, and how they joined the conference. Participants who joined the conference using MobileConnect do not display their phone number. Instead, you will see something like **guestP8hzyPLpikL**

where **P8hzjYPLpikL** is a randomly generated string that changes with each conference.

The following is an example of an expanded entry in MobileConnect for Windows.



You can delete a record by clicking **+** **Expand** to expand the record and clicking **Delete Record**.

## Conference History

All Collaboration conferences joined using MobileConnect are captured in MobileConnect's **History**. Conferences that were joined using a web browser do not show in MobileConnect's **History**. Conferences are grouped in **History** by the conference Host.

### View Conference Details

If you were the Host of a conference, the **History** group is titled **Hosted Conference** and displays **Host**. If you were a Participant in a conference, the **History** entry is titled **Conference** and displays **Participant**.



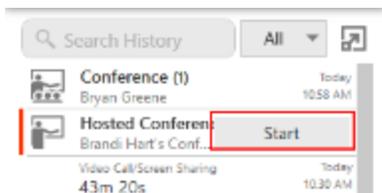
When you click on a conference group, MobileConnect displays all the conference entries for that Host. The list automatically shows the last 20 conferences with the most recent displayed at the top of the list. If you need to see even more conference, click **Show All**.

The expanded group displays whether the conference was a **Voice Call**, a **Video Call**, whether there was screen sharing, the length of the conference, and the date and time

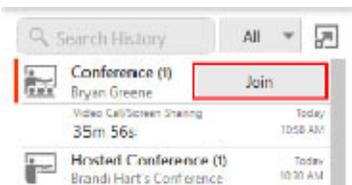
for each conference.



For conferences that you hosted, a **Start** button appears when the group is expanded. Start a new conference by clicking **Start**.



For conferences that you were a Participant in, a **Join** button appears when the group is expanded. Join a new conference with this Host by clicking **Join**.



## Filter Conference History

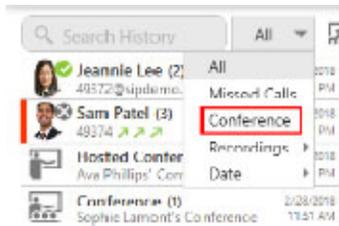
You can filter calls in **History** into **All**, **Missed Calls**, **Conference**, **Recordings**, and **Date**. Recordings can be further filtered into **All**, **Conference**, and **Call**.

For information on filtering by **Missed Calls** or **Date**, see the [MobileConnect User Guide](#).

For information on filtering for recordings, see [Recording a conference](#).

## To Filter Conference Calls

1. Click on **Filter Options** and select **Conference**.



MobileConnect displays the recent conference calls.

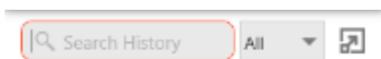


## Search History

You can search for a specific conference call using **Search History**. If you do not use **Filter Options**, MobileConnect displays all calls and conference calls that match your search terms. If you use the **Conference** filter before you type in your search terms, you will only see conferences that match.

### To search conference history

1. Click on **Filter Options** and select **Conference** if desired. MobileConnect displays the recent conference calls.
2. Type your search term into **Search History**.



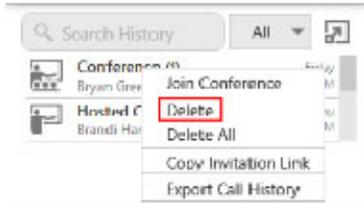
MobileConnect displays the results that match the search term.

## Delete History Entries

The shortcut menu can be used to delete one conference group or all conference **History** entries. You can also delete all History using the shortcut menu.

### To Delete a Single Conference group

1. Right-click (Windows) or CONTROL+Click (Mac) and select **Delete**.

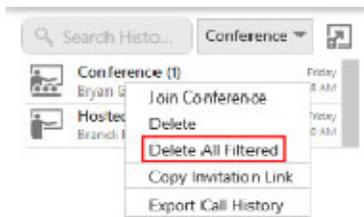


The **History** group or all **History** entries are deleted.

Warning: There is no warning before MobileConnect deletes the **History** group.

### To Delete All Conference History

1. Click on **Filter Options** and select **Conference**. MobileConnect displays the recent conference calls.
2. Right-click (Windows) or CONTROL+Click (Mac) and select **Delete** for a single **History** group or **Delete All Filtered**.



3. Click **OK** on **Confirm Delete**.



The **History** group or all **History** entries are deleted.

# Being a Conference Host – Mobile

Every Collaboration conference needs to have a Host. The Host is responsible for creating the conference and managing the conference while it is in progress. The conference uses the Host's bridge. During the conference call, a desktop Host can share their screen, send and receive video, allow a desktop Participant to share their screen, adjust the video layout, and manage the participants. A mobile Host can send and receive video, allow a desktop Participant to share their screen, adjust the video layout, and manage the participants.

## Conference settings

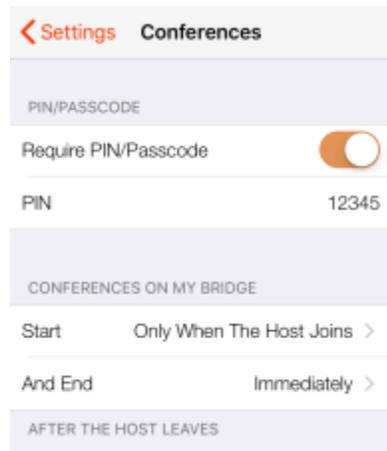
Before starting the first conference, the Host should review their conference settings. Conference settings can be found in **Settings > Conferences** and, if provisioned, in the **Collaboration Management User Portal**.

These settings control whether the Host is required to join a conference and the PIN/Passcode requirements.

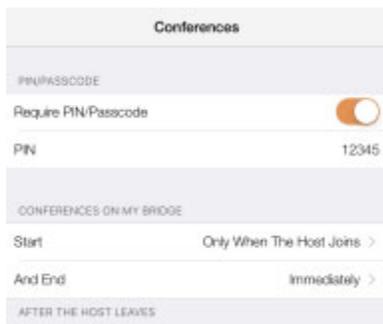
## Conferences in the Settings Menu

The settings in **Conferences** apply to conferences that you are hosting. To access the conference preferences, tap **Settings > Conferences**. When you make changes in **Settings**, the **Collaboration Management User Portal** is updated with the changes.

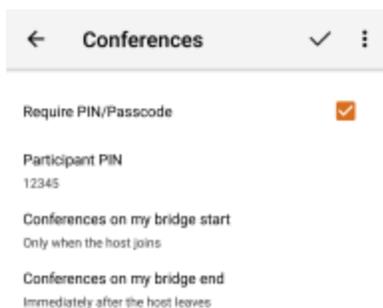
### iPhone



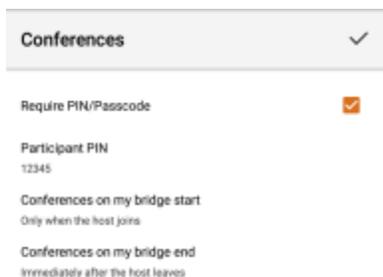
## iPad



## Android phone



## Android tablet



## PIN/Passcode

If you want your conferences to require a PIN for conference members to join, enable **Require PIN/Passcode**. With **Require PIN/Passcode** enabled, you can set the **Participant PIN** you want to use for the conference. This **Participant PIN** applies to conferences that are joined while this setting is enabled.

Tip: If you enable **Require PIN/Passcode** or change the **Participant PIN** after you send a calendar invitation for a conference, the PIN applies to upcoming scheduled conferences but the PIN is not updated in the previously sent invitations. Make sure to update the invitation or send the PIN to conference invitees in some other way.

## When Conferences Start and End

A conference can start only when the Host arrives or it can start when any conference member arrives. If you set **Conferences on my bridge start** to **Only when the host joins**, you can also set the length of time that a conference can continue are you have left the conference.

If **When any participant joins** is selected for **Conferences on my bridge start**, the Host is not required to join. This is useful when the Host is unavailable for a recurring conference.

If **Only when the host joins** is selected for **Conferences on my bridge start**, the Host must join the conference in order for other conference members to be able to join. The Host should join the conference promptly as the conference will not start until the Host arrives.

### iOS

#### Conferences on my bridge start

- When any participant joins
- Only when the host joins

#### and end \_\_\_\_\_ after the host leaves

- immediately
- 1 minute
- 5 minutes
- 10 minutes
- 15 minutes
- 30 minutes

### Android

#### Conferences on my bridge start

- When any participant joins
- Only when the host joins

### Conferences on my bridge end

- Immediately after the host leaves
- 1 minute after the host leaves
- 5 minutes after the host leaves
- 10 minutes after the host leaves
- 15 minutes after the host leaves
- 30 minutes after the host leaves

When the overrun time is reached, conference members hear a message that the conference has ended.

## Collaboration Management User Portal

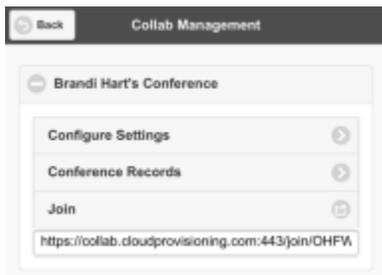
The Collaboration Management User Portal is used to configure settings for the Host's conference bridge.

### To Open the Collaboration Management User Portal

1. Go to the **Settings** tab on the resource panel.
2. Tap **End User Portal**.
3. Tap **Collaboration Management**.

The Collaboration Management User Portal opens.

The Collaboration Management User Portal consists **Configure Settings**, **Conference Records** and **Join**.



**Configure Settings** is used to configure the default settings for conferences where you are the Host.

**Conference Records** provide information on conferences that you hosted in the past.

## Configure Settings

**Configure Settings** in the **Collaboration Management User Portal** is used to configure the Host's conference bridge settings: **General Options**, **Conference Moderation**, and **Conference Recording**.

Note: You must scroll to the bottom of **Configure Settings** and save your changes before they take effect.

### General Options

**General Options** establish the default settings for the Host's conference bridge. Some of the **video settings** can be changed during a conference as well.

#### General Options settings

**Title:** Type a short title for the conference. Descriptive titles with a consistent naming scheme can be helpful when reading conference reports. The **Title** appears in the calendar invitations and in **History**.

**Description:** Enter a description of the conference. This is a free-form text box for any notes you might have. The **Description** appears in the email summary and in **History**.

**Email Summary:** If **Send email summary after conference ends** is selected, the Host receives an email summarizing the call: user info, SIP address, display name, XMPP name (if applicable), time stamps, and link to a recording (if enabled). The Administrator must have the Host's email address configured properly for this function to work.

**Entry/Exit tones:** If **Play tones when participants join or leave the conference** is selected, conference members hear a tone every time a conference member joins or leaves the conference.

**Conference Profile:** Select **720p** or **1080p** as the default resolution for Hosted conferences. All video streams at this resolution if available. If a conference member is sending video at a lower resolution, their video appears in the lower resolution in the video stream. 1080p video provides a crisper image but uses more data than 720p.

**Default Video Layout:** Select **Grid**, **Focus**, **Ribbon**, or **Townhall** as the default layout for you conference.

**Focus:** There is one main video feed – the video floor - that is larger in size than the rest of the video images. The other video images appear in a grid around the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Grid:** Video images appear equal in size in a rectangular grid formation. There is no video floor.

**Ribbon:** There is one main video feed – the video floor – that is larger in size than the rest of the video images. The other video images appear in a ribbon below the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Townhall:** Only one video feed – the video floor – is displayed. The video floor displays either the person who is currently speaking and switches as the speakers change, or it displays the person that the Host has assigned the video floor to.

**Video Name Tags:** Select **Show Name Tags** to display the conference member's display name on their video stream.

## Conference Moderation

**Conference Moderation** determines whether a PIN is required to join the conference, whether the Host needs to be present to start the conference, and what happens when the Host leaves the conference. These settings can also be changed in **Settings > Collaboration** as well. When you make changes in the **Collaboration Management User Portal**, **Settings > Collaboration** are updated with the changes.

### Conference Moderation settings

**Moderator PIN:** If the conference is moderated and the Host dials in directly to the bridge, the Host must enter the moderator PIN to start the conference.

**Participant PIN:** If the conference is locked, conference members are prompted to enter this PIN to join the conference. The Host gives this access code to conference members before they call in.

**Moderation:** Select **Conference starts only when host joins** if conference members should wait in a virtual lobby until the Host joins the conference. If **Conference starts**

**only when host joins** is cleared, conference members join the conference immediately without waiting for the Host.

**Grace Period After Host Leaves:** This setting specifies how long conference members can remain in a conference call after the Host has disconnected. After the time has elapsed, conference members are notified that the session is closing before they are disconnected. Select **0 Minutes**, **1 Minute**, **5 Minutes**, **10 Minutes**, **15 Minutes**, or **30 Minutes**.

## Conference Recording

This section is used to set up network conference recording. The Host can record the audio or the audio and video portions of a conference, and they can set up **Automatic Conference Recording**.

Each conference can use a different Dropbox account using a Dropbox token:

- Users can generate an access token for their own Dropbox account and enter it into MobileConnect through the Collaboration Management User Portal.
- An administrator can acquire an access token from each user and add it to the conference settings in Stretto Admin.

Note: An account with Dropbox is required to use this feature. You can read more about acquiring Dropbox access tokens at [dropbox.com](https://dropbox.com).

## Conference Recording Settings

**Automatic Conference Recording:** Select **Start conference recording after 2 participants join** to automatically record conferences with no user intervention.

**Automatic Audio/Video Recording:** If **Audio Only** is selected, only the audio portion of the call is recorded. If **Audio Only** is cleared, both the audio and the video portion of the call are recorded.

**Dropbox Token:** The access token that allows MobileConnect to link to Dropbox. The Administrator can add the Host's token or the Host can use the Set up Dropbox link and the Dropbox Token populates.

**Set up Dropbox:** A web link to Dropbox. If the Host does not have a Dropbox account, they can create one here. If they have a Dropbox account, the Host signs in here. When

the Host has created or signed into their Dropbox account, a window appears asking permission to allow MobileConnect to access to Dropbox.

## Conference Records

**Conference records** in the Collaboration Management User Portal contains a list of hosted conferences with the date and time of each conference. Each entry can be expanded to show more data, but only one entry can be expanded at a time.

The expanded entry displays the start and end time, the number of conference members, and the conference members that joined the conference, and how they joined the conference. Participants who joined the conference using MobileConnect do not display their phone number. Instead, you will see something like **guestP8hzjYPLpikL** where **P8hzjYPLpikL** is a randomly generated string that changes with each conference.

If you created a **network recording** for a conference you hosted, you can also access the recording from **Conference Records**.

The following is an example of an expanded entry in MobileConnect for Windows.



Dec 11, 2017 4:41:11 PM

**Start:** Dec 11, 2017 4:41:11 PM  
**End:** Dec 11, 2017 4:45:21 PM  
**Participants:** 2

#	Type	Name	Number	Call time
0	DIAL_IN	Ava Phillips	guestBaAB8HRWGIV9	0:04:09
1	BRIA_MOBILE	Jack Shepard	1443	0:03:24

You can delete a record by clicking **+** **Expand** to expand the record and clicking **Delete Record**.

# Scheduling or Starting a Conference

The Host is responsible for creating a conference – either by scheduling one in advance or starting one immediately. The Host's conference bridge is used for the conference.

The Host's settings in **Conferences** and the **Collaboration Management User Portal** determine if the Host is required to join the Collaboration conference in order for other conference members to use the bridge.

## Scheduling a Conference

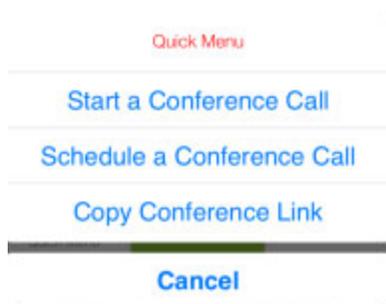
A scheduled conference is useful when you want to book the conference time with conference invitees in advance and for setting up recurring meetings.

Conferences are scheduled using your default calendar application.

## To Schedule a Conference

### iPhone

1. Tap the **Phone** tab on the resource panel.
2. Tap  **Quick Menu** and tap **Schedule a Conference Call**.



3. Add **Invitees**, edit the **Starts** time and **Ends** time, and edit any other details you would like to change in the **New Event**.

4. Tap **Add**.

The invitation is sent to the invitees' email.

## iPad

1. Tap  **Dial pad** in the tool bar.
2. Tap  **Quick Menu** and tap **Schedule a Conference Call**.

3. Add **Invitees**, edit the **Starts** time and **Ends** time, and edit any other details you would like to change in the **New Event**.

Cancel	New Event	Add
Conference call		
Location		
All-day <input type="checkbox"/>		
Starts	Feb 8, 2018	12:00 PM
Ends	1:00 PM	
Repeat	Never >	
Travel Time	None >	
Calendar	• Work >	
Invitees	None >	

#### 4. Tap **Add**.

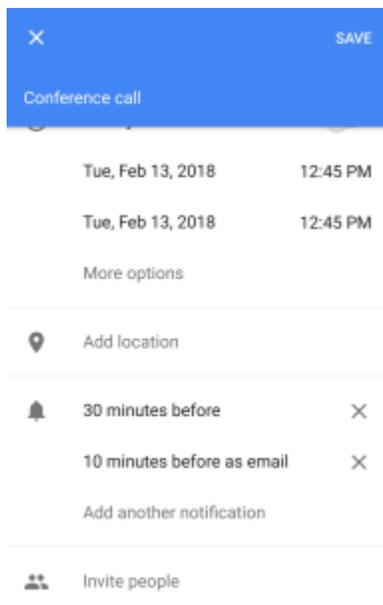
The Invitation is sent to the invitees' email.

## Android phone

1. Tap the **Phone** tab on the resource panel.
2. Tap  **Quick Start** and tap  **Schedule a Conference Call**.

Quick Start	
	Start a Conference
	Schedule a Conference Call
	Copy Conference Link to Clipboard
	Voice Mail

3. Choose a calendar application to schedule the conference, if required.
4. Add **Invitees**, edit the **Starts** time and **Ends** time, and edit any other details you would like to change in the **New Event**. The following example is from Google Calendar.

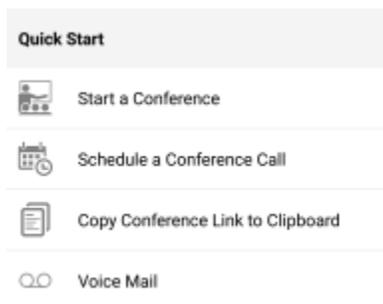


5. Tap **Save**.

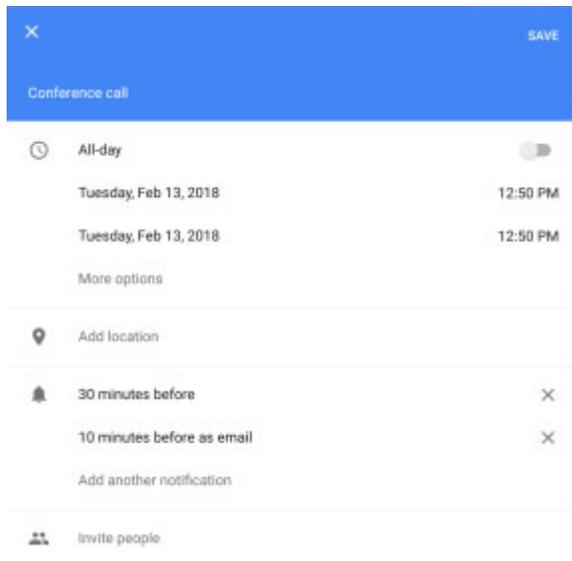
The invitation is sent to the invitees' email.

## Android tablet

1. Tap  **Dial pad** in the tool bar.
2. Tap  **Quick Start** and tap  **Schedule a Conference Call**.



3. Choose a calendar application to schedule the conference, if required.
4. Add **Invitees**, edit the **Starts** time and **Ends** time, and edit any other details you would like to change in the **New Event**. The following example is from Google Calendar.



5. Tap **Save**.

The invitation is sent to the invitees' email.

## To Edit or Cancel a Schedule Conference

1. Open your default calendar application.
2. Open the meeting and change the details of the conference or cancel the meeting.
3. Send the update or cancellation to the invitees.

Your calendar app sends the meeting update or cancellation to the invitees' email.

## Starting a Conference

The Host can start a conference and add conference members or the Host can start a conference that was previously scheduled. The Host can start a conference from the dial pad, from **History**, from **Messages** or from a link.

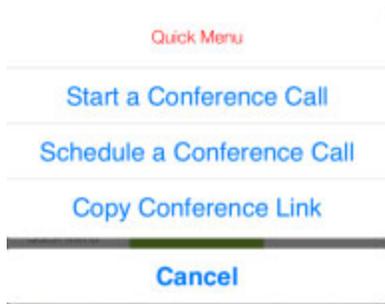
## Using the Dial Pad

You can start a conference call from the dial pad.

### To start a conference from the dial pad

#### iPhone

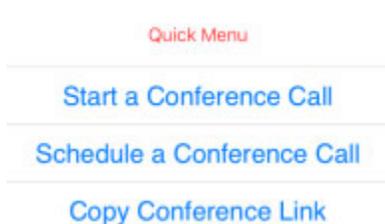
1. Tap the **Phone** tab on the resource panel.
2. Tap  **Quick Menu** and tap **Start a Conference Call**.



The conference console opens.

#### iPad

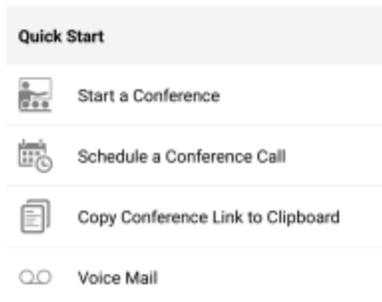
1. Tap  **Dial pad** in the tool bar.
2. Tap  **Quick Menu** and tap **Start a Conference Call**.



The conference console opens.

#### Android phone

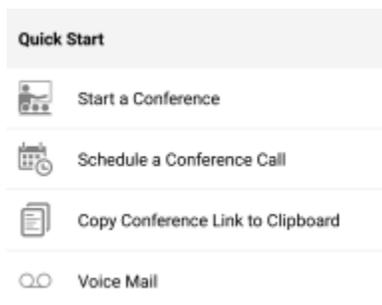
1. Tap the **Phone** tab on the resource panel.
2. Tap  **Quick Start** and tap  **Start a Conference**.



The conference console opens.

## Android tablet

1. Tap  **Dial pad** in the tool bar.
2. Tap  **Quick Start** and tap  **Start a Conference**.



The conference console opens.

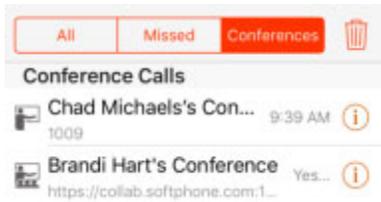
## Using History

You can start a call from History using the **History** entry, **History** details (iOS) and the long-press menu (Android).

### To Start a Conference from a History Entry

#### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).

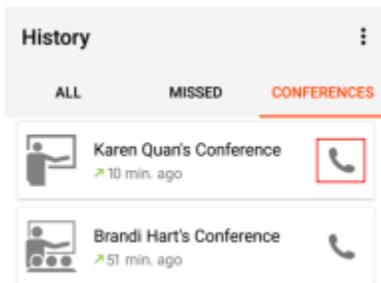


3. Tap an entry for a conference that you previously hosted.

The conference opens in the full screen.

## Android

1. Go to the **History** tab on the resource panel.
2. Tap  **Start a Conference Again** on a conference you previously hosted.

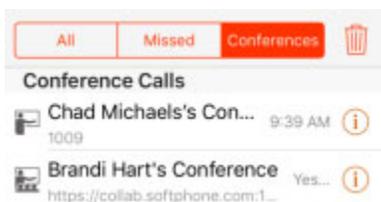


The conference console opens in the full screen.

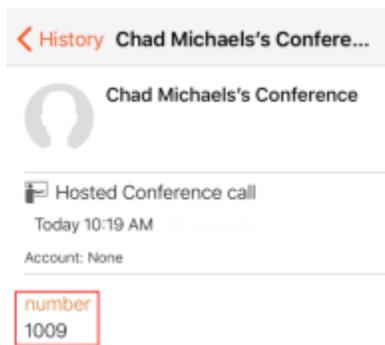
## To Start a Conference from History Details – iOS only

### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



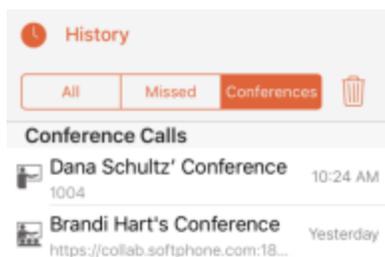
3. Tap  **More Info** beside the History entry.
4. Tap **Number**.



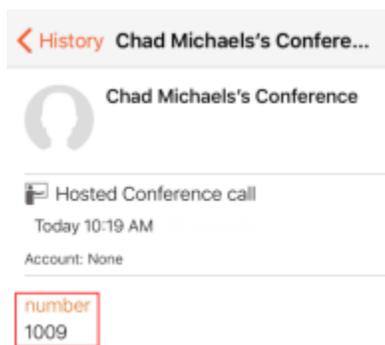
The conference console opens in the full screen.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



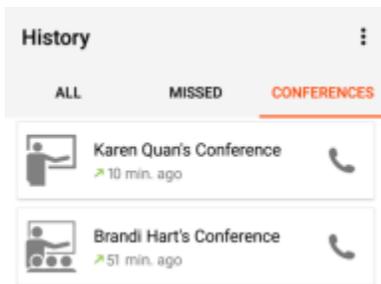
3. Tap **Number**.



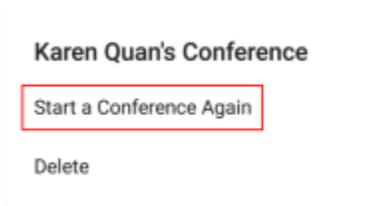
The conference console opens in the full screen.

## To Start a Conference from History Using Long-press – Android only

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



3. Long-press an entry for a conference that you hosted previously.
4. Tap **Start a Conference Again**.



The conference opens in the full screen.

## Using Messages

You can start a conference from an IM or a chat room or you can start a conference using a link from a previous invitation.

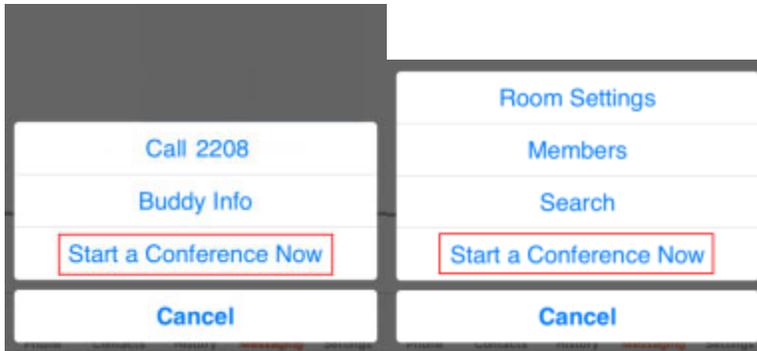
### To Start a Conference from an IM or Chat Room

#### iPhone

1. Go to the **Messaging** tab on the resource panel.
2. Open the conversation you want to start a conference from. You can start a conference from an IM in the **People** section or from a chat room in the **Rooms** section.
3. Tap **More**.



4. Tap **Start a Conference Now**.



The MobileConnect conference console opens and MobileConnect sends an IM with a conference link to the chat members.

## iPad

1. Go to the **Messaging** tab on the resource panel.
2. Open the conversation you want to start a conference from. You can start a conference from an IM in the **People** section or from a chat room in the **Rooms** section.
3. Tap  **Start a Conference Now**.



The MobileConnect conference console opens and MobileConnect sends an IM with a conference link to the chat members.

## Android phone

1. Go to the **Messaging** tab on the resource panel.
2. Open the conversation you want to start a conference from. You can start a conference from an IM in the **People** section or from a chat room in the **Rooms** section.
3. Tap  **Start a Conference**.



The MobileConnect conference console opens and MobileConnect sends an IM with a conference link to the chat members.

## Android tablet

1. Go to the **Messaging** tab on the resource panel.
2. Open the conversation you want to start a conference from. You can start a conference from an IM in the **People** section or from a chat room in the **Rooms** section.
3. Tap  **Start a Conference**.

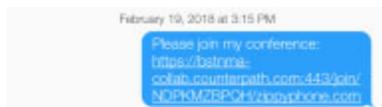


The MobileConnect conference console opens and MobileConnect sends an IM with a conference link to the chat members.

## To Start a Conference from a Previous Invitation

### iOS

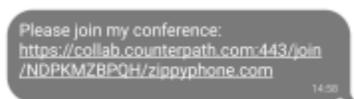
1. Tap the link in the conference invitation.



The conference console opens in a new window.

### Android

1. Tap the link in the conference invitation.



The conference console opens in a new window.

## Using a Link

The Host may have sent a link in an email invitation or through some other method.

## To Join from an Email

- Click the link beside **To join using Bria**. The following example is an email invitation in Microsoft Outlook.

You've been invited to the conference of: [aphillips@zippyphone.com](mailto:aphillips@zippyphone.com)  
Conference title: Collaboration conference

---

- Group: zippyphone.com
- Participant PIN:
- Bridge #: 1234

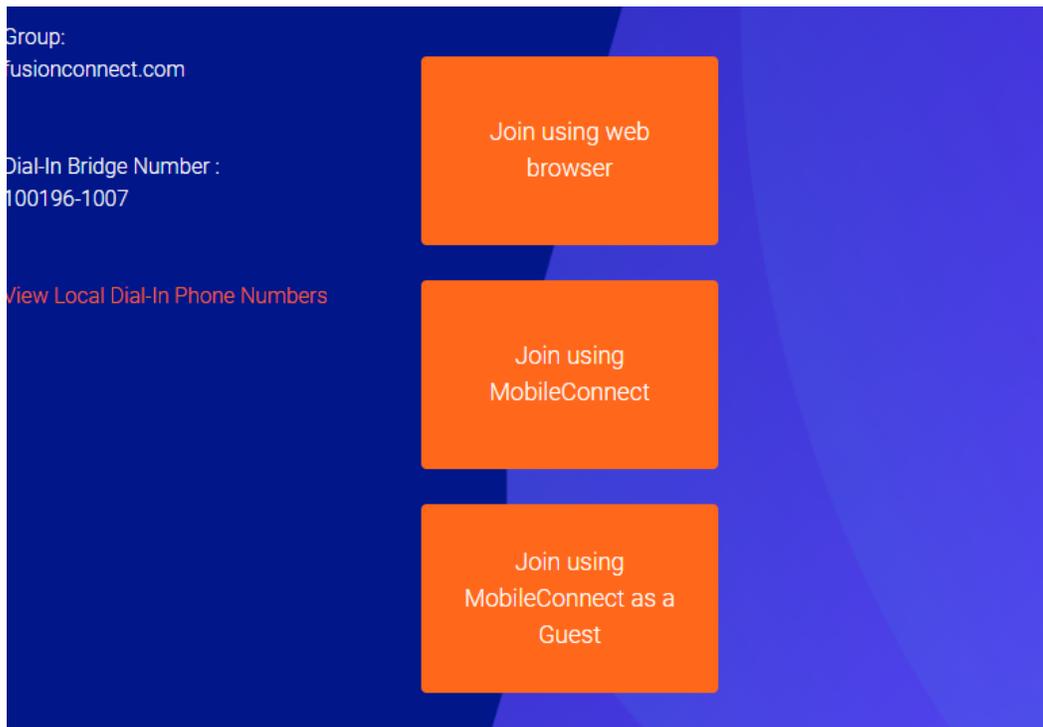
---

Direct Bridge SIP address: sip:  
Conference Access Number: [sip:1234](tel:sip:1234)  
To join using Bria: <https://colab.counterpath.com:443/join/ABCDEFGHIJ/counterpath.com>  
To join using a web browser, <https://colab.counterpath.com:443/client/index.html?group=counterpath.com&bridge=1234>

The conference console opens in the full screen.

## To Join Using a Link Sent Alternatively

1. Either tap the link or copy and paste the link into a web browser.
2. If the conference console does not open, tap **Join using Bria**.



3. If prompted, enter the conference PIN.

The conference console opens in a new window.

## To Invite Conference Members

You can invite conference members at any time during a conference. You can invite conference members by instant message, or you can copy the conference link and send it by some other external method.

Tip: You can use more than one method to invite people to your conference. This might be useful if you can send an IM to some of the invitees but you only have the email address of others.

## To invite Conference Member by IM

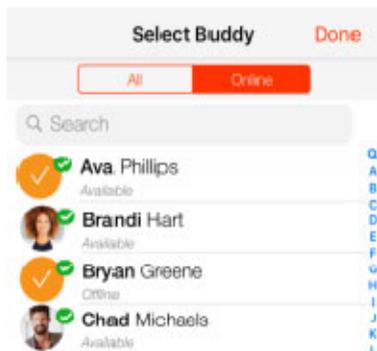
MobileConnect sends instant messages to the contact with your conference link.

### iPhone

1. Tap  **Participants** to open the **Participants** panel.



2. Click +.
3. Tap the Buddies you want to invite or start typing the name of a contact and tap the Buddies that you want to invite. MobileConnect makes suggestions as you type.

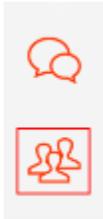


4. Tap **Done**.

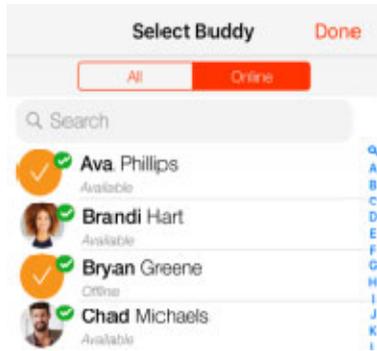
MobileConnect sends an IM to each of the invitees.

## iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Click +.
3. Tap the Buddies you want to invite or start typing the name of a contact and tap the Buddies that you want to invite. MobileConnect makes suggestions as you type.



4. Tap **Done**.

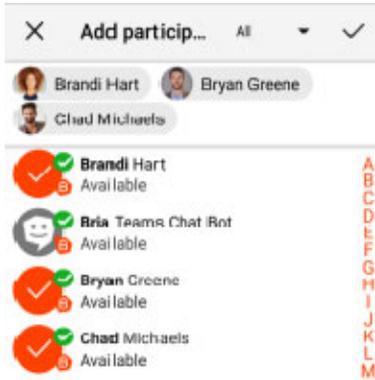
MobileConnect sends an IM to each of the invitees.

## Android Phone

1. Tap  **Participants** to open the **Participants** panel.



2. Click +.
3. Tap the Buddies you want to invite or start typing the name of a Buddy and tap the Buddies that you want to invite. MobileConnect makes suggestions as you type.

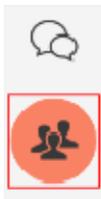


4. Tap  **Check mark**.

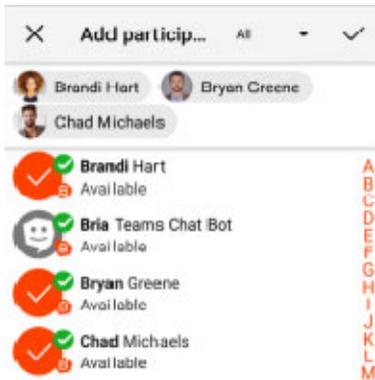
MobileConnect sends an IM to each of the invitees.

## Android tablet

1. Tap  **Participants** to open the **Participant** panel.



2. Tap +.
3. Tap the Buddies you want to invite or start typing the name of a Buddy and tap the Buddies that you want to invite. MobileConnect makes suggestions as you type.



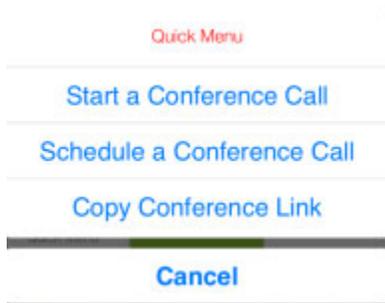
4. Tap  **Check mark**.

MobileConnect sends an IM to each of the invitees.

## To Invite Conference Members with a Link

### iPhone

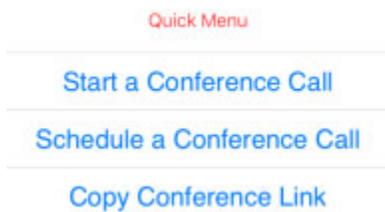
1. Tap the **Phone** tab on the resource panel.
2. Tap  **Quick Menu** and tap **Copy Conference Link**.



MobileConnect copies your conference link to the clipboard. Use any method to send the link to a conference member.

### iPad

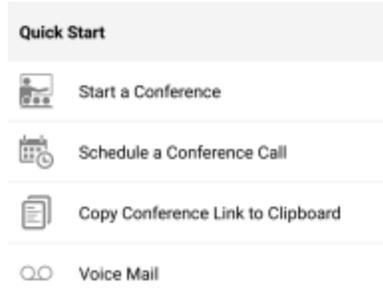
1. Tap  **Dial pad** in the tool bar.
2. Tap  **Quick Menu** and tap **Copy Conference Link**.



MobileConnect copies your conference link to the clipboard. Use any method to send the link to a conference member.

### Android Phone

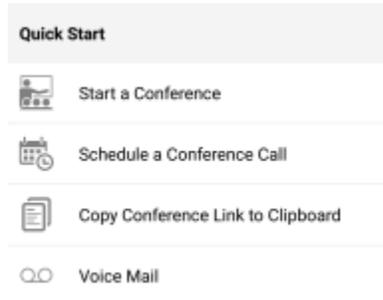
1. Tap the **Phone** tab on the resource panel.
2. Tap  **Quick Start** and tap  **Copy Conference Link to Clipboard**.



MobileConnect copies your conference link to the clipboard. Use any method to send the link to a conference member.

## Android tablet

1. Tap  **Dial pad** in the tool bar.
2. Tap  **Quick Start** and tap  **Copy Conference Link to Clipboard**.



MobileConnect copies your conference link to the clipboard. Use any method to send the link to a conference member.

Note: If a person knows the conference link, they can join a conference without the Host sending an invitation.

## Managing the Conference

The Collaboration conference Host has all the same abilities as Participants as well as some additional abilities.

In addition to controlling their own audio, the Host can also control the **audio** for conference members. The Host has the additional ability to **allow another desktop Participant to share their screen**. The Host can **control access** to the conference by setting a conference PIN or locking the conference bridge so no new members can join and by removing specific conference members from the conference. The Host controls the **video** layout that conference members see.

### Muting and Changing Volume

The Collaboration conference Host can control their own audio – using local mute – and the audio of other conference members – using network mute. The Host can prevent conference members from changing their mute status by locking the bridge mute.

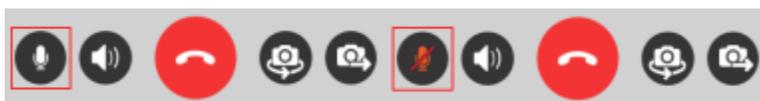
### Using Local Mute

Local mute allows the Host to control whether or not the Host's outgoing audio can be heard by other conference members.

### To Use Local mute

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Mute** or  **Unmute**.



MobileConnect mutes or unmutes the Host's outgoing audio.

#### iPad

1. Tap  **Mute** or  **Unmute** on the conference console toolbar.





MobileConnect mutes or unmutes the Host's outgoing audio.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap / **Mute microphone**.



MobileConnect mutes or unmutes the Host's outgoing audio.

## Android tablet

1. Tap / **Mute microphone** on the conference console toolbar.



MobileConnect mutes or unmutes the Host's outgoing audio.

## Network Mute

The Host can use network mute to place a conference member on mute remotely. If the Host mutes a conference member, the conference member hears the message that they are muted and sees a blue line across their mute icon . If the conference member has local mute on when the Host turns on network mute, the conference member sees both the local mute and network mute lines across their mute icon . The conference member can still turn off network mute.

## To Mute All Conference Members Using Network Mute

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Mute all participants** at the bottom of the **Participants** panel.

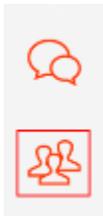


MobileConnect mutes all conference members currently in the conference. New people joining the conference after the Host mutes the bridge are not put on mute.

Conference members can unmute themselves if the Host does not lock the bridge mute.

### iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Mute all participants** at the bottom of the **Participants** panel.



MobileConnect mutes all conference members currently in the conference. New people joining the conference after the Host mutes the bridge are not put on mute.

Conference members can unmute themselves if the Host does not lock the bridge mute.

### Android phone

1. Tap the screen to show the call controls if they are hidden.

2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Mute all participants** at the bottom of the **Participants** panel.



MobileConnect mutes all conference members currently in the conference. New people joining the conference after the Host mutes the bridge are not put on mute.

Conference members can unmute themselves if the Host does not lock the bridge mute.

## Android tablet

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Mute all participants** at the bottom of the **Participants** panel.



MobileConnect mutes all conference members currently in the conference. New people joining the conference after the Host mutes the bridge are not put on mute.

Conference members can unmute themselves if the Host does not lock the bridge mute.

## To Unmute All Conference Members Using Network Mute

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



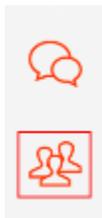
3. Tap  **Unmute all participants** at the bottom of the **Participants** panel.



MobileConnect unmutes all conference members. Conference members return to the mute state they have set. That is, if they muted themselves before the Host muted the bridge, they will remain on mute. If they did not have themselves muted, they will not be muted.

## iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Unmute all participants** at the bottom of the **Participants** panel.



MobileConnect unmutes all conference members. Conference members return to the mute state they have set. That is, if they muted themselves before the Host muted the bridge, they will remain on mute. If they did not have themselves muted, they will not be muted.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **More options** at the bottom of the **Participants** panel.



4. Tap **Unmute All Participants**.



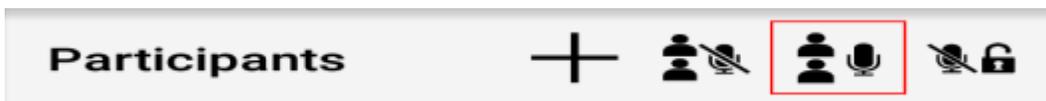
MobileConnect unmutes all conference members. Conference members return to the mute state they have set. That is, if they muted themselves before the Host muted the bridge, they will remain on mute. If they did not have themselves muted, they will not be muted.

## Android tablet

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Unmute all participants** at the bottom of the **Participants** panel.



MobileConnect unmutes all conference members. Conference members return to the mute state they have set. That is, if they muted themselves before the Host muted the bridge, they will remain on mute. If they did not have themselves muted, they will not be muted.

## To Mute a Single Conference Member Using Network Mute

### iPhone

1. Tap the screen to show the call controls if they are hidden.

2. Click  **Participants** to open the **Participants** panel.



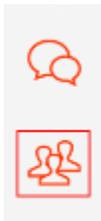
3. Tap  **Mute microphone** beside the participant.



MobileConnect mutes the conference member. The conference member can unmute themselves if the Host does not lock the bridge mute. A blue line appears across their mute icon in the **Participants** panel.

## iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Mute microphone** beside the Participant.



MobileConnect mutes the conference member. The conference member can unmute themselves if the Host does not lock the bridge mute. A blue line appears across their mute icon in the **Participants** panel.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Click  **Participants** to open the **Participants** panel.



3. Tap  **Mute microphone** beside the Participant.



MobileConnect mutes the conference member. The conference member can unmute themselves if the Host does not lock the bridge mute. A blue line appears across their mute icon in the Participant list.

## Android tablet

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Mute microphone** beside the Participant.



MobileConnect mutes the conference member. The conference member can unmute themselves if the Host does not lock the bridge mute. A blue line appears across their mute icon in the Participant list.

## To Unmute a Single Conference Member Using Network Mute

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Click  **Participants** to open the **Participants** panel.



3. Tap  **Unmute microphone** beside the Participant.



MobileConnect unmutes the conference member.

## iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Unmute microphone** beside the Participant.



MobileConnect unmutes the conference member.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Unmute microphone** beside the Participant.



MobileConnect unmutes the conference member.

## Android tablet

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Unmute microphone** beside the Participant.



MobileConnect unmutes the conference member.

## Locking the Bridge Mute

The Host can lock network mute on so conference members cannot unmute themselves. This is useful during a presentation where the Presenter does not want to be interrupted. When the presentation is over, the Host can unlock the bridge mute.

When the Host locks network mute, the conference member sees a blue line with a lock across their mute icon . If the conference member has local mute on when the Host turns on network mute, the conference member sees both the local and network mute lines across their mute icon . The Host can still change the mute status of individual conference members even when network mute is locked on.

The Host can lock the bridge mute on so conference members cannot unmute themselves.

## To Lock the Bridge Mute

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Mute all participants** at the bottom of the **Participants** panel.



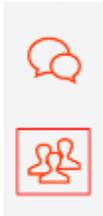
4. Tap  **Lock the bridge mute**.



MobileConnect locks the bridge mute and conference members can no longer unmute themselves. The padlock in the icon changes to closed.

## iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Mute all participants** at the bottom of the **Participants** panel.



3. Tap  **Lock the bridge mute**.



MobileConnect locks the bridge mute and conference members can no longer unmute themselves. The padlock in the icon changes to closed.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



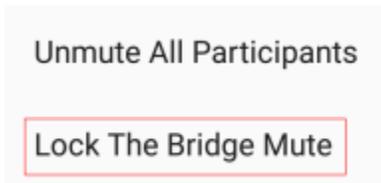
3. Tap  **Mute all participants** at the bottom of the **Participants** panel.



4. Tap  **More options** at the bottom of the **Participants** panel.



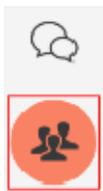
5. Tap **Lock The Bridge Mute**.



MobileConnect locks the bridge mute and conference members can no longer unmute themselves. The padlock in the icon changes to closed.

## Android tablet

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Mute all participants** on the **Participants** panel.



3. Tap  **Lock the bridge mute**.



MobileConnect locks the bridge mute and conference members can no longer unmute themselves. The padlock in the icon changes to closed.

## To Unlock the Bridge Mute

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Unlock the bridge mute** at the bottom of the **Participants** panel.



Conference members can use their local mute controls. The padlock in the icon changes to open.

### iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Unlock the bridge mute**.



Conference members can use their local mute controls. The padlock in the icon changes to open.

### Android phone

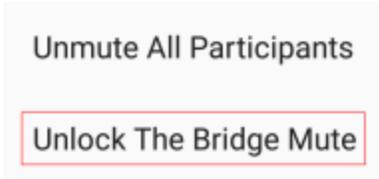
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap **More options** at the bottom of the **Participants** panel.



4. Tap **Unlock The Bridge Mute**.



Conference members can use their local mute controls. The padlock in the icon changes to open.

## Android tablet

1. Tap **Participants** to open the **Participants** panel.



2. Tap **Unlock the bridge mute** on the **Participants** panel.



Conference members can use their local mute controls. The padlock in the icon changes to open.

## Adjusting Conference Volume

During a conference, the Host may find that the volume of other conference members is too loud or too quiet. The Host can adjust the volume level of the incoming conference audio to a comfortable level.

### To Control Conference Volume

1. Use the volume buttons on your mobile device to adjust the volume.

MobileConnect adjusts the conference audio level.

## Changing Video During a Conference

This section describes how to add and remove video in a Collaboration conference, and how to change video settings from the default values. The Host can change the default values in the [Collaboration Management User Portal](#), if it is provisioned, on MobileConnect.

## Sending and Receiving Video

The Host can choose whether or not they want to share their video. If the Host does not share video, other conference members can still send and receive conference video. The layout of the video that conference members see varies depending on the Host's conference video settings.

### To Send and Receive Video

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Send**.



MobileConnect starts sending your video to conference members and displays incoming conference video.

## iPad

1. Tap  **Send** on the conference console toolbar.



MobileConnect starts sending your video to conference members and displays incoming conference video.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Sending video**.



MobileConnect starts sending your video to conference members and displays incoming conference video.

## Android tablet

1. Tap  **Sending video** on the conference console toolbar.



MobileConnect starts sending your video to conference members and displays incoming conference video.

## To Pause Sending Video

### iPhone

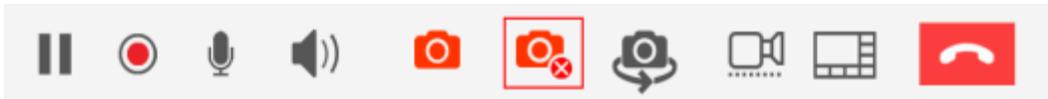
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Stop**.



MobileConnect stops sending your video to conference members but still displays the incoming conference video.

## iPad

1. Tap  **Stop** on the conference console toolbar.



MobileConnect stops sending your video to conference members but still displays the incoming conference video.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Sending video**.



MobileConnect stops sending your video to conference members but still displays the incoming conference video.

## Android tablet

1. Tap  **Sending video** on the conference console toolbar.



MobileConnect stops sending your video to conference members but still displays the incoming conference video.

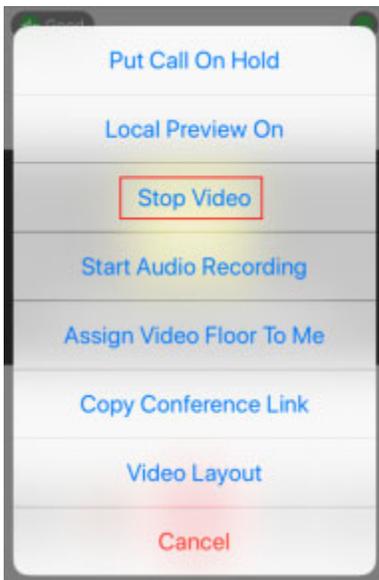
## To Quit All Video

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



3. Tap **Stop video**.



MobileConnect removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

### iPad

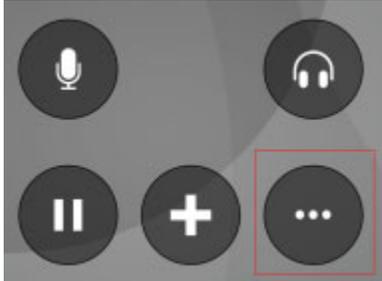
1. Tap  **Stop video** on the conference console toolbar.



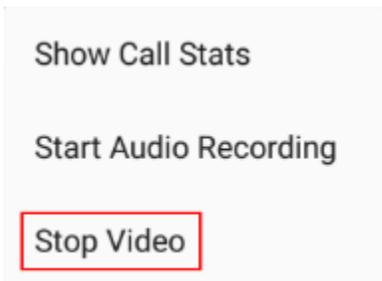
MobileConnect removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

## Android phone - Call Controls

1. Swipe right on the screen.
2. Tap  **More Options**.



3. Tap **Stop video**.



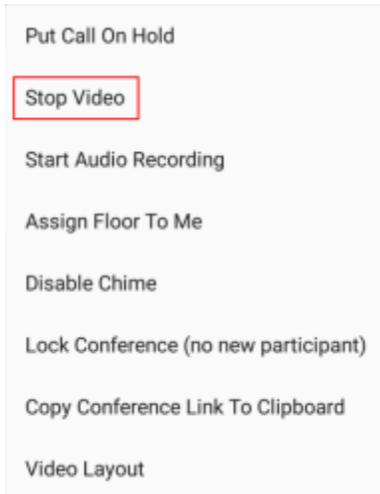
MobileConnect removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

## Android phone - More Options Menu

1. Tap  **More options**.



2. Tap **Stop video**.



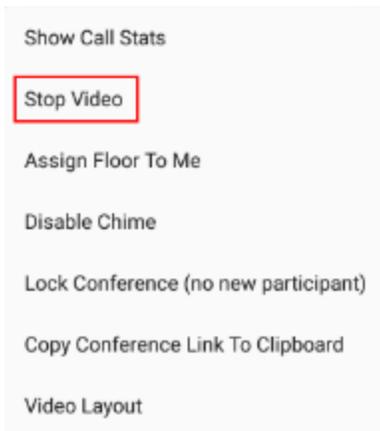
MobileConnect removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

## Android tablet

1. Tap  **More options**.



2. Tap **Stop video**.



MobileConnect removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

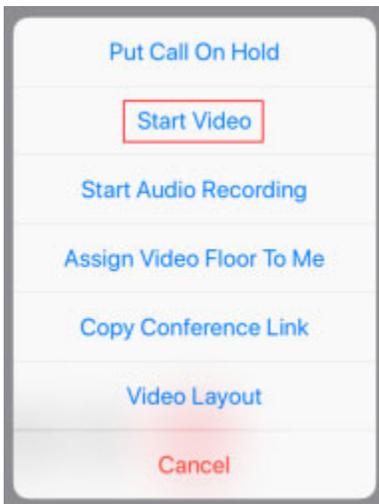
## To Resume Sending Video

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



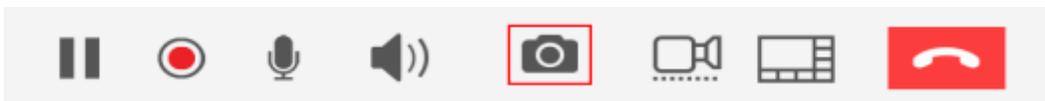
3. Tap **Start Video**.



MobileConnect starts sending your video and receiving remote video.

### iPad

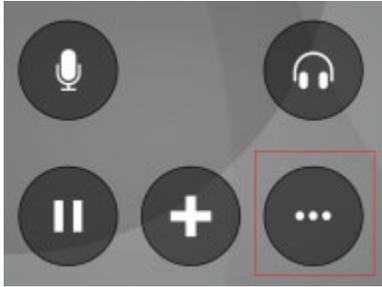
1. Tap  **Add video**.



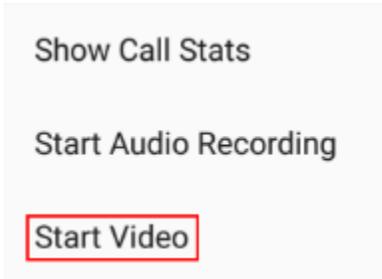
MobileConnect starts sending your video and receiving remote video.

## Android phone – Call Controls

1. Tap  **More Options**.



2. Tap **Start Video**.



MobileConnect starts sending your video and receiving remote video.

### **Android phone – Swipe left**

1. Swipe left.

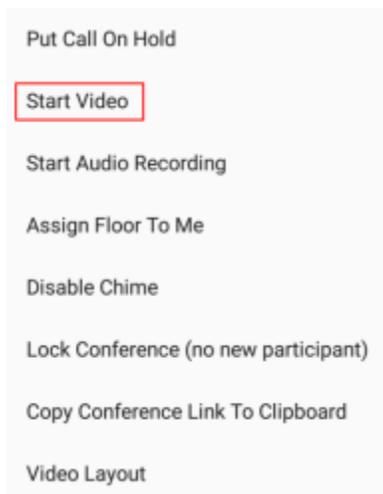
MobileConnect starts sending your video and receiving remote video.

### **Android phone – More Options menu**

1. Tap  **More options**.



2. Tap **Start Video**.



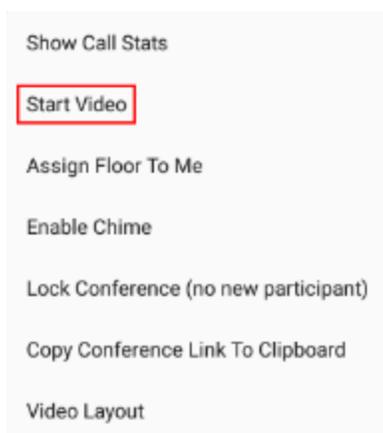
MobileConnect starts sending your video and receiving remote video.

## Android tablet – More options menu

1. Tap  More options.



2. Tap **Start Video**.



MobileConnect starts sending your video and receiving remote video.

## Android tablet – Conference toolbar

1. Tap  Sending video.



MobileConnect starts sending your video and receiving remote video.

## Local Video Preview

The Host can see a preview of their outgoing conference video using local video preview.

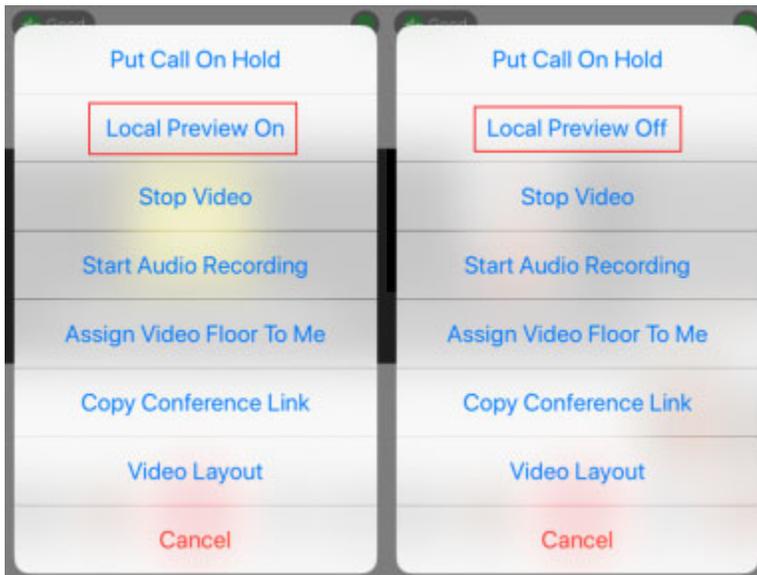
### To Use Local Video Preview

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



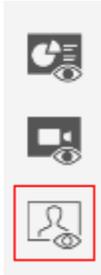
3. Tap **Local Preview On** or **Local Preview Off**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect shows or hides the local video preview.

## iPad

1. Click  **Toggle local video view** in the side toolbar.



MobileConnect shows or hides the local video preview.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Local Video Visibility**.



MobileConnect shows or hides the local video preview.

## Android tablet

1. Tap  **Local Video Visibility** on the side toolbar.



MobileConnect shows or hides the local video preview.

## Controlling the Video Feed

During a conference, the Host controls the video layout for all conference members. Initially, the video is sent using the Host's default video settings. The Host can change the format of the video presented while the conference is in progress. The video that the Host and other conference members see varies depending on the conference video settings.

## Video Layout Options

The Host can select from built-in video layout options. All conference members see the video stream in the layout set by the Host.

### Video Layout Options

Video is displayed in one of the following layouts:

**Focus:** There is one main video feed – the video floor - that is larger in size than the rest of the video images. The other video images appear in a grid around the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Grid:** Video images appear equal in size in a rectangular grid formation. There is no video floor.

**Ribbon:** There is one main video feed – the video floor – that is larger in size than the rest of the video images. The other video images appear in a ribbon below the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Townhall:** Only one video feed – the video floor – is displayed. The video floor displays either the person who is currently speaking and switches as the speakers change, or it displays the person that the Host has assigned the video floor to.

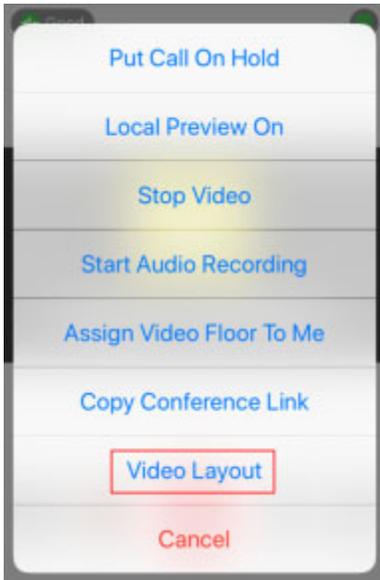
## To Change the Video Layout

### iPhone

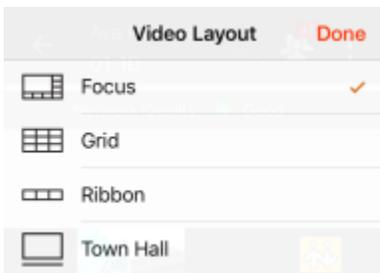
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



3. Tap **Video Layout**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



4. Tap the video layout you want to use.



5. Tap **Done**.

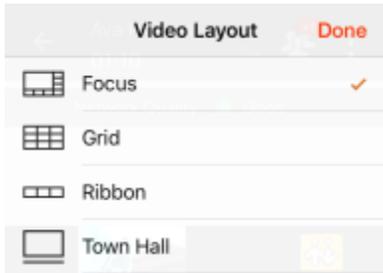
MobileConnect changes the video layout for all conference members.

## iPad

1. Tap **Video Layout** on the conference console toolbar. The icon displayed is the icon for your current video layout. The following example uses the Focus layout.



2. Tap the video layout you want to use.



3. Tap **Done**.

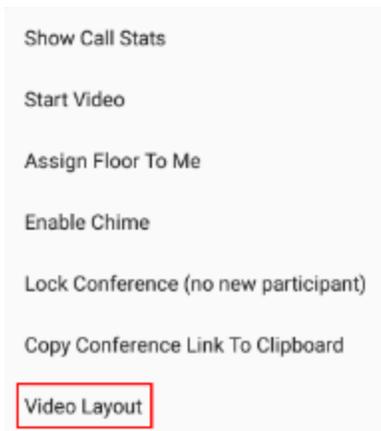
MobileConnect changes the video layout for all conference members.

## Android phone

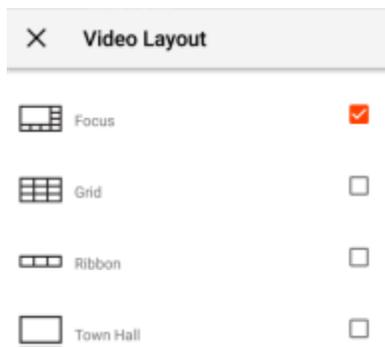
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Video Layout**.



4. Tap the video layout you want to use.



5. Tap **Done**.

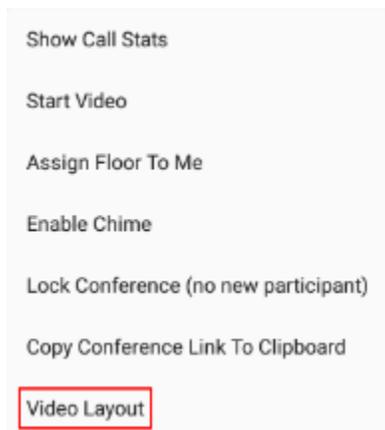
MobileConnect changes the video layout for all conference members.

## Android tablet

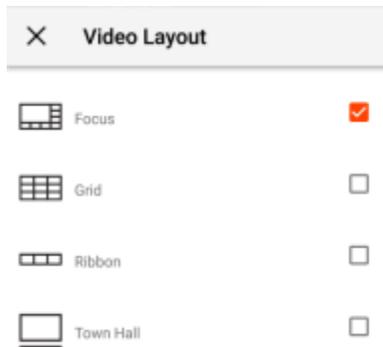
1. Tap **More options** on the conference console toolbar.



2. Tap **Video Layout**.



3. Tap the video layout you want to user.



4. Tap **X Close**.

MobileConnect changes the video layout for all conference members.

## Video Floor

The video floor is the conference video stream that is in the main view. Unless the Host assigns the video floor, the video floor shows the video from the conference member that is speaking.

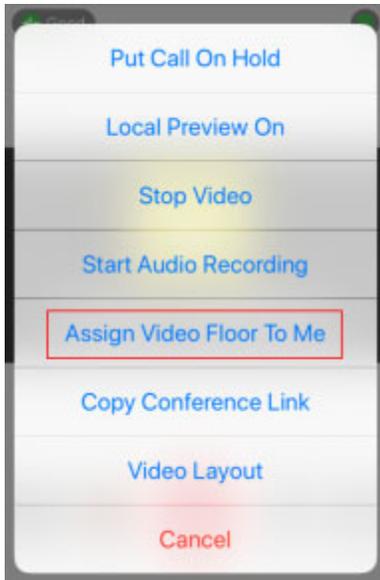
### To Assign Video Floor to Self

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



3. Tap **Assign Video Floor To Me**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect displays the Host in the main video feed.

## iPad

1. Tap  **Assign Video Floor To Me** on the conference console toolbar.



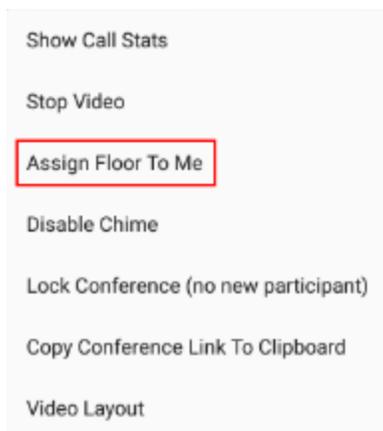
MobileConnect displays the Host in the main video feed.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Assign Floor To Me**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



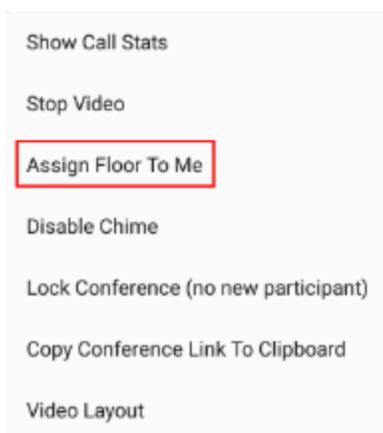
MobileConnect displays the Host in the main video feed.

## Android tablet

1. Tap  **More options** on the conference console toolbar.



2. Tap **Assign Floor To Me**.



MobileConnect displays the Host in the main video feed.

## To Remove Video Floor from Self

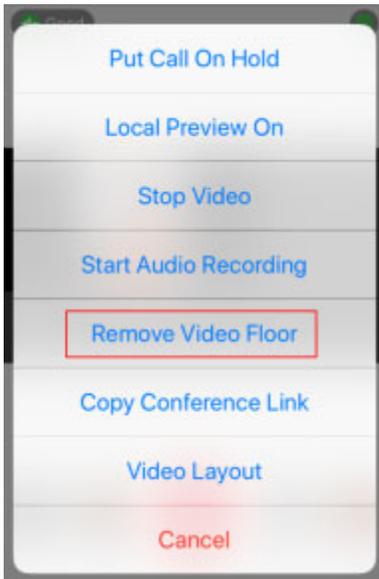
### iPhone

1. Tap the screen to show the call controls if they are hidden.

2. Tap  **More**.



3. Tap **Remove Video Floor**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect displays the active speaker in the main video feed.

## iPad

1. Tap  **Remove Video Floor** on the conference toolbar.



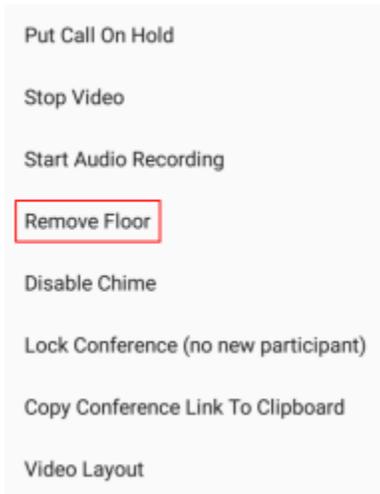
MobileConnect displays the active speaker in the main video feed.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Remove Floor**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



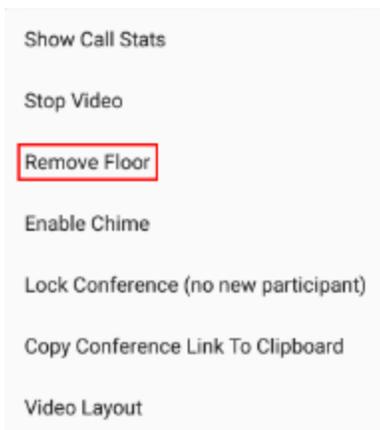
MobileConnect displays the active speaker in the main video feed.

## Android tablet

1. Tap  **More options**.



2. Tap **Remove Floor**.



MobileConnect displays the active speaker in the main video feed.

## To Assign Video Floor to a Conference Member

### iPhone

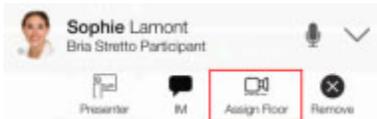
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Conference Expand** to display more options for the conference member you want to assign the video floor to.



4. Tap  **Assign Floor**.



MobileConnect displays the Participant in the main video feed.

### iPad

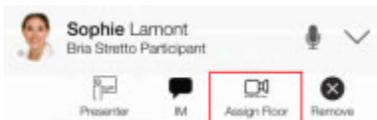
1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Conference Expand** to display more options for the conference member you want to assign the video floor to.



3. Tap  **Assign Floor**.



MobileConnect displays the conference member in the main video feed.

## Android phone

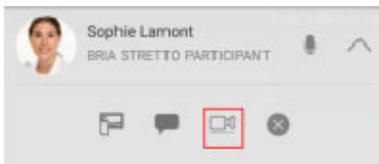
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **More Options** to display more options for the conference member you want to assign the video floor to.



4. Tap  **Assign Floor**.



MobileConnect displays the conference member in the main video feed.

MobileConnect display the Participant in the main video feed.

## Android tablet

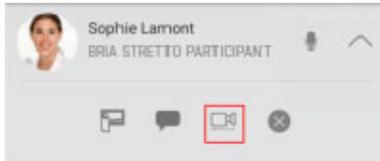
1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **More Options** to display more options for the conference member you want to assign the video floor to.



3. Tap  **Assign Floor**.



MobileConnect displays the Participant in the main video feed.

Note: If you do not see the  **Assign Floor** icon beside a conference member, they may not be sharing video.

## To Remove Video Floor from a Conference Member

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Conference Expand** to display more options for the conference member that has the video floor.



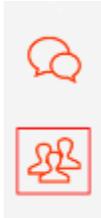
4. Tap  **Remove floor**.



MobileConnect displays the active speaker in the main video feed.

### iPad

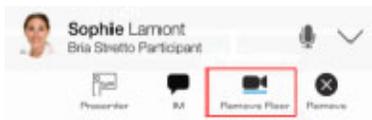
1. Tap  **Participants** to open the **Participants** panel.



2. Tap **Conference Expand** to display more options for the conference member that has the video floor.



3. Tap **Remove floor**.



MobileConnect displays the active speaker in the main video feed.

## Android phone

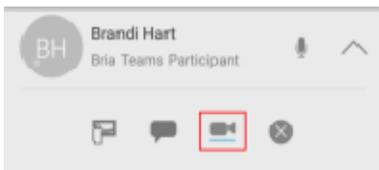
1. Tap the screen to show the call controls if they are hidden.
2. Tap **Participants** to open the **Participants** panel.



3. Tap **More Options** to display more options for the conference member who has the video floor.



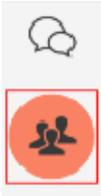
4. Tap **Remove floor**.



MobileConnect displays the active speaker in the main video feed.

## Android tablet

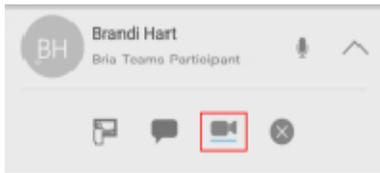
1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **More Options** to display more options for the conference member that has the video floor.



3. Tap  **Remove floor**.



MobileConnect displays the active speaker in the main video feed.

## Video Settings

The Host can swap between the front- and rear-facing cameras, change their camera resolution, and view video information. Using a higher video resolution provides a crisper image but uses more bandwidth.

### To Swap Cameras

#### iPhone

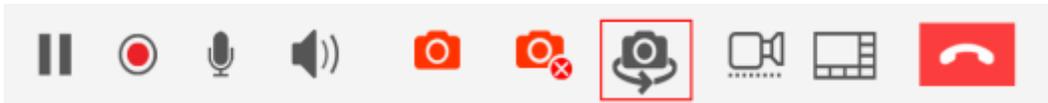
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Swap Camera**.



MobileConnect switches between the front- and the rear-facing cameras.

## iPad

1. Tap  **Swap Camera**.



MobileConnect switches between the front- and the rear-facing cameras.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Swap Camera**.



MobileConnect switches between the front- and the rear-facing cameras.

## Android tablet

1. Tap  **Swap Camera**.



MobileConnect switches between the front- and the rear-facing cameras.

## Making Someone a Presenter

When the Host initially joins the Collaboration conference using MobileConnect for iOS or Android, the conference does not display a screen share. The Host may want a desktop Participant to share their screen by changing the Participant to a Presenter.

### To Make Someone a Presenter

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Conference Expand** to display more options for the desktop Participant you want to make the Presenter.



4. Tap  **Presenter**.



MobileConnect changes the Participant to a Presenter. The  **Presenter** icon is shown in bold.



#### iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap **Conference Expand** to display more options for the desktop Participant you want to make the Presenter.



3. Tap **Presenter**.



MobileConnect changes the Participant to a Presenter. The **Presenter** icon is shown in bold.



## Android phone

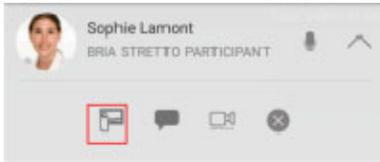
1. Tap the screen to show the call controls if they are hidden.
2. Tap **Participants** to open the **Participants** panel.



3. Tap **More Options** to display more options for the desktop Participant you want to make the Presenter.



4. Tap **Presenter**.



MobileConnect changes the Participant to a Presenter. The  **Presenter** icon display beside the Presenter in the **Participants** Panel.



## Android tablet

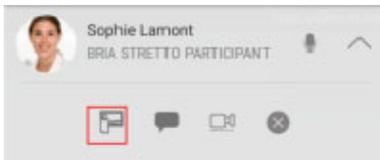
1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **More Options** to display more options for the desktop Participant you want to make the Presenter.



3. Tap  **Presenter**.



MobileConnect changes the Participant to a Presenter. The  **Presenter** icon display beside the Presenter in the **Participants** Panel.



## To Return a Presenter to a Participant

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Conference Expand** to display more options for the Presenter.



4. Tap  **Presenter**.



The Presenter returns to a being a Participant and can no longer share their screen.

### iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Conference Expand** to display more options for the Presenter.



3. Tap  **Presenter**.



The Presenter returns to a being a Participant and can no longer share their screen.

## Android phone

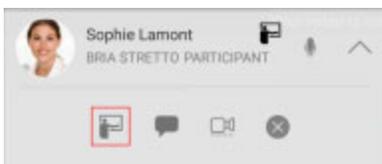
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **More Options** to display more options for the Presenter.



4. Tap  **Presenter**.



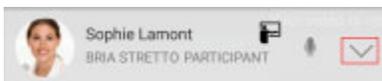
The Presenter returns to being a Participant and can no longer share their screen.

## Android tablet

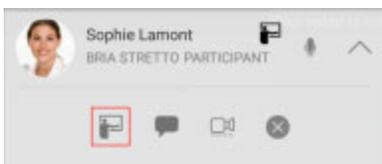
1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **More Options** to display more options for the Presenter.



3. Tap  **Presenter**.



The Presenter returns to being a Participant and can no longer share their screen.

## Controlling Access to the Conference

In general, the Host uses the same conference link for all conferences. In order to discuss confidential information, the Host may want to add a PIN to the conference or lock the bridge so no new Participants can join. At other times, the Host may just want to remove a specific Participants from a conference.

The Administrator or the Host can set up a PIN for all conferences on a bridge in advance. The Administrator sets up the PIN when they are [Setting up conferencing for an end user](#). The Host sets up the PIN in **Conferences**. The Host can also change the conference PIN requirements during the conference.

### Conference Access

For iOS, current access to the conference can be controlled using the toolbar in the expanded **Participants** panel. For Android, current access to the conference can be controlled using the **More options** menu.

### To Lock the Conference to Additional Conference Members

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap the  **Lock Conference** to prevent new Participants from joining the conference.



MobileConnect locks the conference. People trying to join when the conference is locked see a message in MobileConnect that tells them that the Host has locked the conference and they cannot join.

#### iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap the  **Lock Conference** to prevent new Participants from joining the conference.



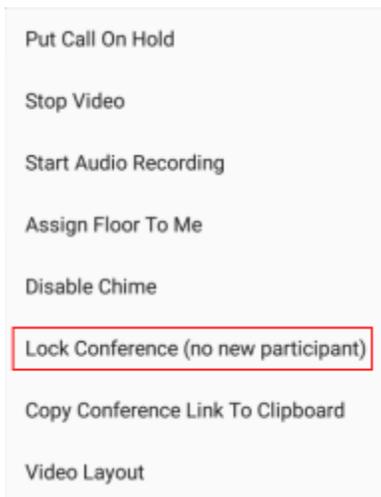
MobileConnect locks the conference. People trying to join when the conference is locked see a message in MobileConnect that tells them that the Host has locked the conference and they cannot join.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Lock Conference (no new participants)** to prevent new Participants from joining the conference.



MobileConnect locks the conference. People trying to join when the conference is locked see a message in MobileConnect that tells them that the Host has locked the

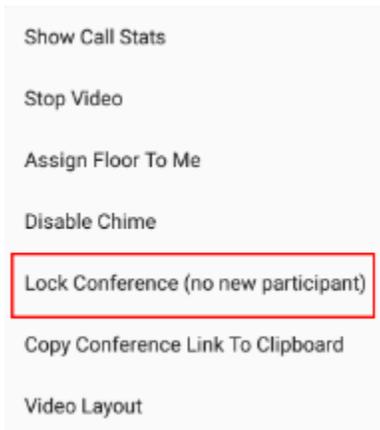
conference and they cannot join.

## Android tablet

1. Tap  **More options**.



2. Tap **Lock Conference (no new participant)** to prevent new Participants from joining the conference.



MobileConnect locks the conference. People trying to join when the conference is locked see a message in MobileConnect that tells them that the Host has locked the conference and they cannot join.

## To Unlock the Conference

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap the  **Unlock Conference** to allow new Participants to join the conference.



MobileConnect unlocks the conference.

## iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap the  **Unlock Conference** to allow new Participants to join the conference.



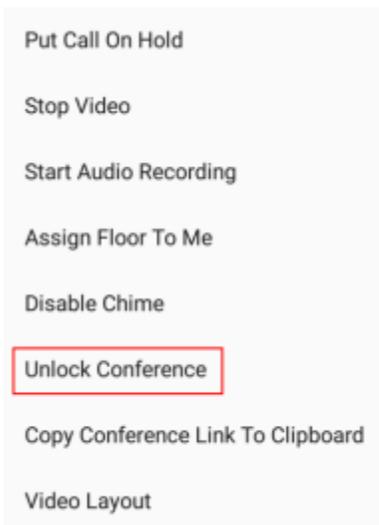
MobileConnect unlocks the conference.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Unlock Conference** to allow new Participants to join.



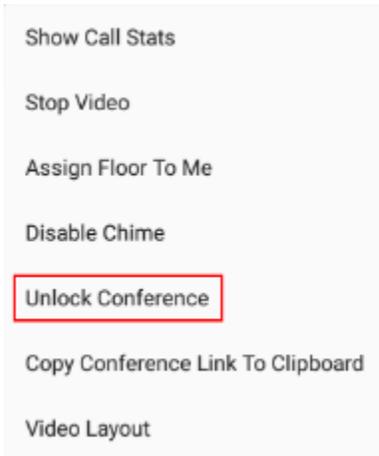
MobileConnect unlocks the conference.

## Android tablet

1. Tap  More options.



2. Tap **Unlock Conference** to allow new Participants to join.



MobileConnect unlocks the conference.

## Managing the Conference PIN

The Host cannot change the PIN when they are Hosting a conference. The Host can set up a PIN in advance in **Settings > Conference**.

## Removing a Participant

In some instances, the Host may want to remove a conference member from the conference without ending the conference.

## To Remove a Participant

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Conference Expand** to display more options for the Participant.



4. Tap  **Remove** below the Participant you want to remove.



The Participant sees a message that the conference has ended.

### iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Conference Expand** to display more options for the Participant.



3. Tap  **Remove** beside the Participant you want to remove.



The Participant sees a message that the conference has ended.

## Android phone

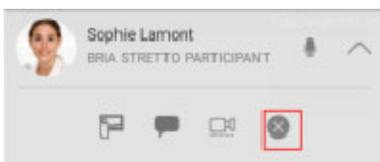
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **More Options** to display more options for the Participant.



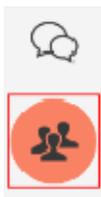
4. Tap  **Remove** beside the Participant you want to remove.



The Participant sees a message that the conference has ended.

## Android tablet

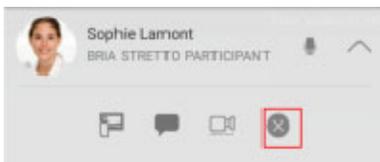
1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **More Options** to display more options for the Participant.



3. Tap  **Remove** beside the Participant you want to remove



The Participant sees a message that the conference has ended.

## Controlling the Entry and Exit Chime

Collaboration conferences can be set up so that a chime is heard each time a conference member joins or leaves a conference. The chime can be set up in the Collaboration Management User Portal or it can be enabled and disabled during the conference. This section explains how to enable and disable the chime during a conference.

### To Disable the Chime

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



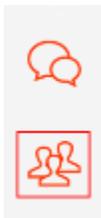
3. Tap  **Disable chime**.



A chime is not heard when conference members join and leave the conference.

#### iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Disable chime**.



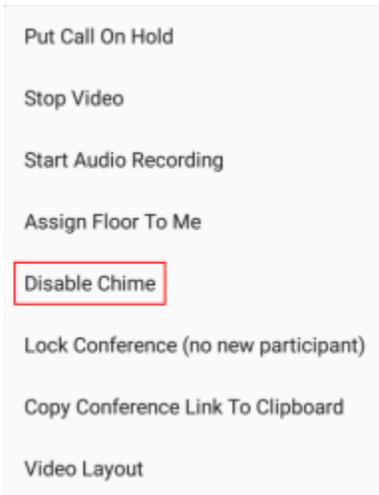
A chime is not heard when conference members join and leave the conference.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Disable chime**.



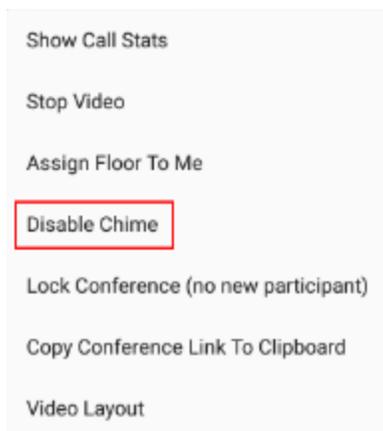
A chime is not heard when conference members join and leave the conference.

## Android tablet

1. Tap  **More options**.



2. Tap **Disable chime**.



A chime is not heard when conference members join and leave the conference.

## To Enable the Chime

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** to open the **Participants** panel.



3. Tap  **Enable chime**.



A chime is heard when conference members join and leave the conference.

### iPad

1. Tap  **Participants** to open the **Participants** panel.



2. Tap  **Enable chime.**



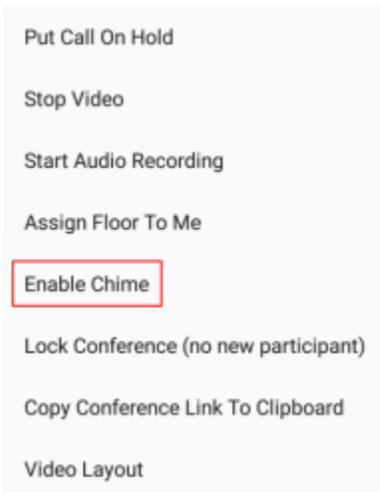
A chime is heard when conference members join and leave the conference.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options.**



3. Tap **Enable chime.**



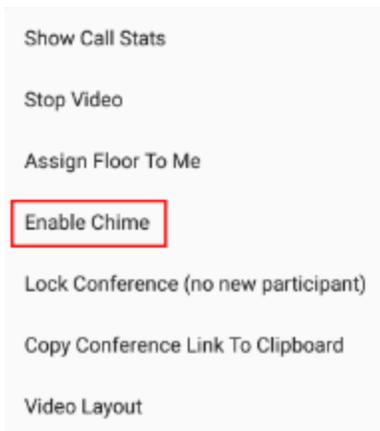
A chime is heard when conference members join and leave the conference.

## Android tablet

1. Tap  **More options.**



2. Tap **Enable chime.**



A chime is heard when conference members join and leave the conference.

## Putting the Conference on Hold

You can place a Collaboration conference on hold at any time during the conference.

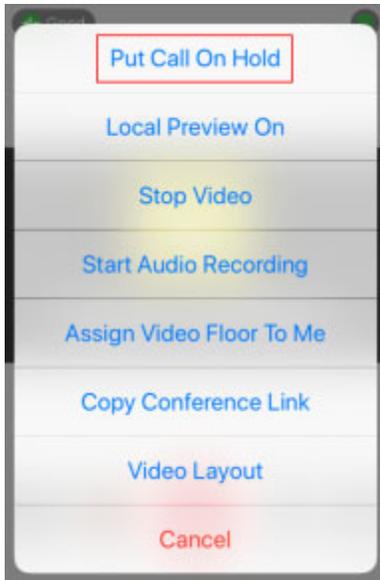
### To Put the Conference on Hold

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



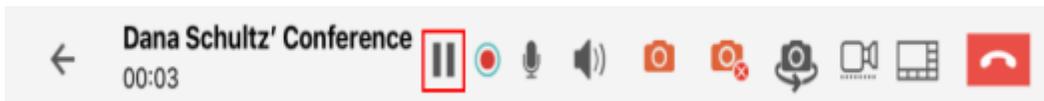
3. Tap **Put Call On Hold**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect places the conference on hold.

## iPad

1. Tap  **Put Call On Hold** on the conference toolbar.



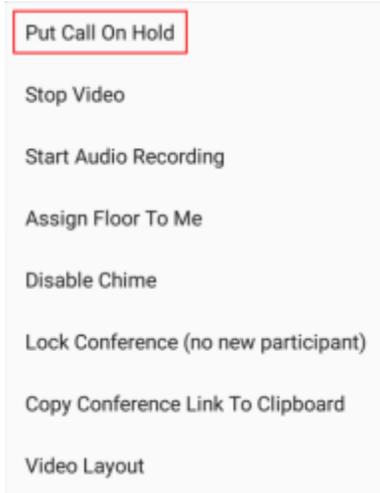
MobileConnect places the conference on hold.

## Android phone – More Options

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Put Call On Hold**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect places the conference on hold.

## Android phone – Call controls

1. Swipe right.
2. Tap the screen to show the call controls if they are hidden.
3. Tap  **Put Call On Hold**.



MobileConnect places the conference on hold.

## Android tablet

1. Tap  **Put Call On Hold**.



MobileConnect places the conference on hold.

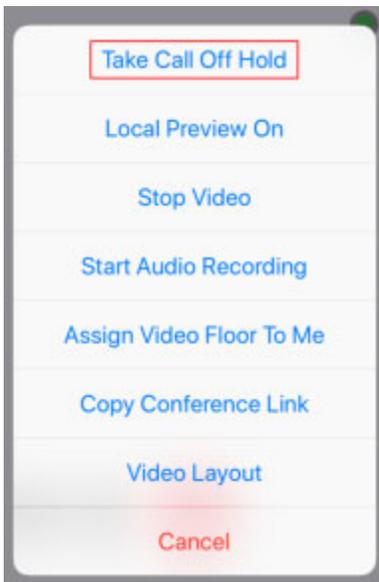
## To Return to the Conference

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



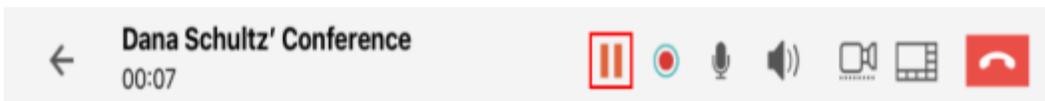
3. Tap **Take Call Off Hold**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect takes the conference off hold.

### iPad

1. Tap  **Take Call Off Hold** on the conference toolbar.



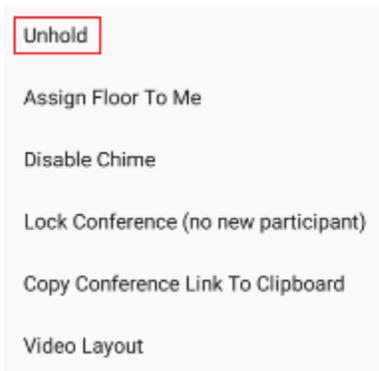
MobileConnect takes the conference off hold.

## Android phone – More Options Menu

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Unhold**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect takes the conference off hold.

## Android phone- Call controls

1. Swipe right.
2. Tap **Unhold**.



MobileConnect takes the conference off hold.

## Android tablet

1. Tap  **Unhold**.



MobileConnect displays the active speaker in the main video feed.

# Seeing Who is Speaking

The **Participants** panel shows other conference members attending the Collaboration conference as well as the conference members who recently left the conference.

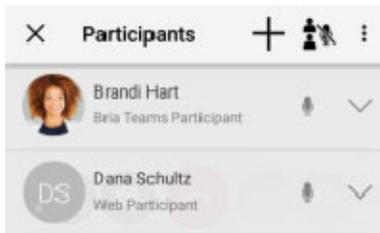
## iPhone



## iPad



## Android phone



## Android tablet



## Voice Activity and Audio Detection

The **Participant** panel can be used to see who is speaking. This is helpful when you do not recognize a speaker's voice.

Every user displays a voice activity level indicator on the detailed view of the **Participants** panel. The indicator appears below the conference member's avatar.



### Voice activity levels:

— : Network mute on

• : Inactive

• : Low

(•) : Medium

((•)) : High

(••) : Very loud

# Messaging in a Conference

During a conference call, you can send and receive instant messages (IMs) to other conference members.

## Sending Messages

You can send a group IM to all conference members or you can send a private IM to a single conference member as long as the conference member is on the same XMPP server.

## Group Messages

Group IMs can be sent to all conference members.

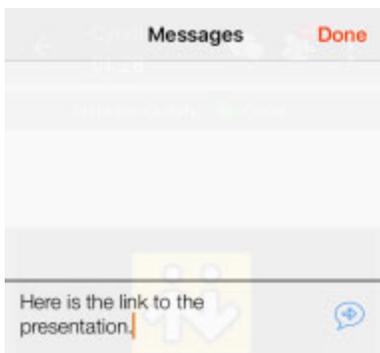
### To Send a Group IM

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Messages** on the top toolbar.



3. Type your message and tap  **Send**.



4. Tap **Done** to close the **Messages** panel.

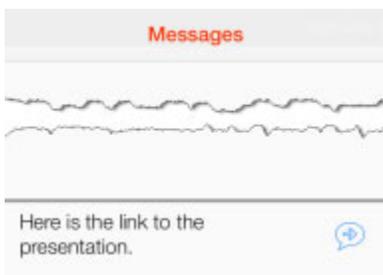
MobileConnect sends the IM to the conference members.

## iPad

1. Tap  **Messages** to on the conference sidebar.



2. Type your message and tap  **Send**.



3. Tap  **Messages** to close the **Messages** panel.

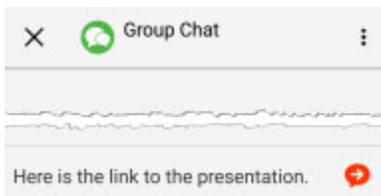
MobileConnect sends the message to the participants.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Group Chat**.



3. Type your message and tap  **Send**.



4. Tap the **Android Back** button to exit **Tap To Compose** and tap **X** to close the

## Group Chat panel

MobileConnect sends the message to the participants.

### Android tablet

1. Tap  **Group Chat** on the conference sidebar.



2. Type your message and tap  **Send**.



3. Tap  **Group Chat** to close the **Group Chat** panel.

MobileConnect sends the message to everyone in the group chat.

Note: Once the conference ends, the messages are deleted.

## Private Messages

Private IMs can be sent to a conference member on the same XMPP server. You cannot send private messages to web participants.

### To Send a Private IM

#### iPhone

1. Tap the screen to show the call controls if they are hidden.

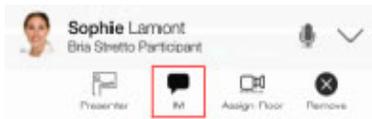
2. Tap  **Participants** on the top toolbar.



3. Tap  **Conference Expand** to display more options for the Participant.

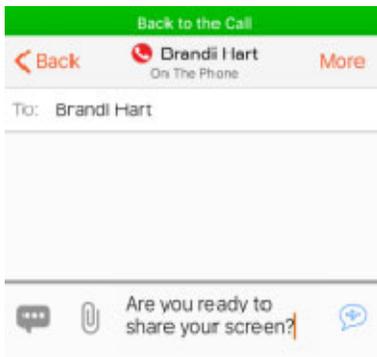


4. Tap  **IM** beside the Participant you want to message.



The **Messages** tab on MobileConnect opens.

5. Type your message and tap  **Send**.



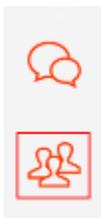
6. Tap the green **Back to the Call** element to return to the conference.



MobileConnect sends the IM to the conference member outside the conference.

## iPad

1. Tap  **Participants** on the conference sidebar.



2. Tap  **Conference Expand** to display more options for the Participant.



3. Tap  **IM** beside the Participant you want to message.



4. Type your message and tap  **Send**.



5. Tap the blue **Back to the Call** element to return to the conference.



MobileConnect sends the IM to the conference member outside the conference.

## Android phone

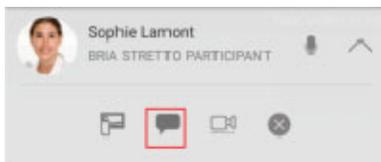
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** on the conference controls.



3. Tap  **More Options** to display more options for the conference member.

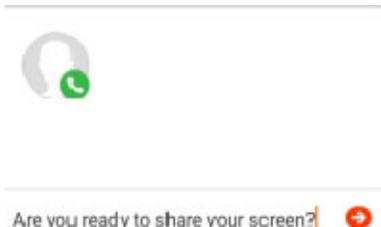


4. Tap  **IM** beside the conference member you want to message.



The **Messaging** tab opens in MobileConnect.

5. Type your message and tap  **Send**.



6. Tap the Call Head to return to the conference.

MobileConnect sends the IM to the conference member outside the conference.

## Android tablet

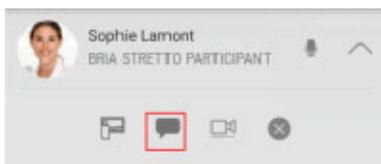
1. Tap  **Participants** on the conference sidebar.



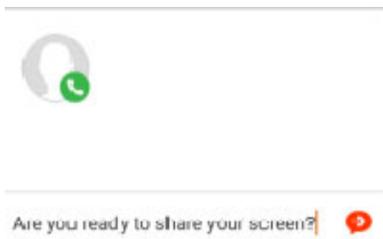
2. Tap  **More Options** to display more options for the Participant.



3. Tap  **IM** beside the Participant you want to message.



4. Type your message and tap  **Send**.



5. Tap the Call Head to return to the conference.

MobileConnect sends the IM to the conference member outside the conference.

## Receiving Messages

You may receive group IMs or private IMs during a Collaboration conference.

## Group Messages

When you receive a new group IM, the badge count updates to show the number of new group IMs.

### To View a New Group IM

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Messages** on the conference controls.



3. Tap **Done** to return to the conference screen share and video.

The **Messages** panel opens and displays group messages.



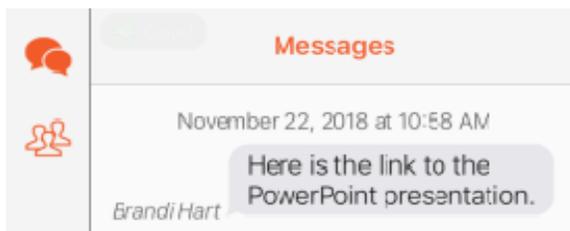
#### iPad

1. Tap  **Messages** to on the conference sidebar.



2. Tap  **Messages** to close the **Messages** panel.

The **Messages** panel opens and displays group messages.



#### Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Group Chat** on the conference controls.



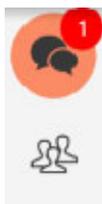
3. Tap **X** to return to the conference screen share and video.

The **Group Chat** panel opens and displays group messages.



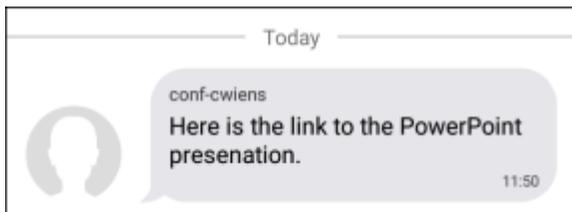
## Android Tablet

1. Tap  **Group Chat** to on the conference sidebar.



2. Tap  **Group Chat** to close the **Group Chat** panel.

The **Group Chat** panel opens and displays group messages.



Note: Once the conference ends, the messages are deleted.

## Private Messages

When you receive a new private IM on an iPhone, iPad, or Android tablet, a badge appears by the back arrow. When you receive a new private IM on an Android phone, a notification appears in the Android status bar.

## To View a Private IM

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap on the arrow to leave the conference window.



3. Go to the **Messaging** tab on the resource panel.
4. Tap on the new message.
5. Tap the green **Back to the Call** element to return to the conference.



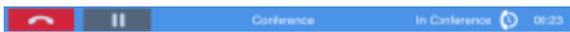
MobileConnect displays the new IM in **Messages** outside the conference window.

### iPad

1. Tap on the arrow to leave the conference window.



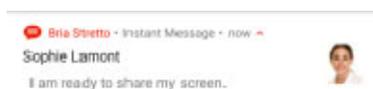
2. Go to the **Messaging** tab on the resource panel.
3. Tap on the new message.
4. Tap the blue **Back to the Call** element to return to the conference.



MobileConnect displays the new IM in **Messages** outside the conference window.

### Android phone

1. Open the notification drawer by swiping down on the Android status bar.
2. Tap on the IM notification.



3. Tap the Call Head to return to the conference.

MobileConnect displays the new IM in **Messages** outside the conference window.

### Android tablet

1. Tap on the arrow to leave the conference window.



2. Go to the **Messaging** tab on the resource panel.
3. Tap on the new message.
4. Tap the Call Head to return to the conference.

MobileConnect displays the new IM in **Messages** outside the conference window.

# Recording a Conference

The audio portion of a Collaboration conference can be recorded locally by conference members who joined the conference using MobileConnect. Audio recordings are stored locally by the person who recorded the conference in a .wav file format.

## Recording a Conference

Both the Host and Participants can record conferences.

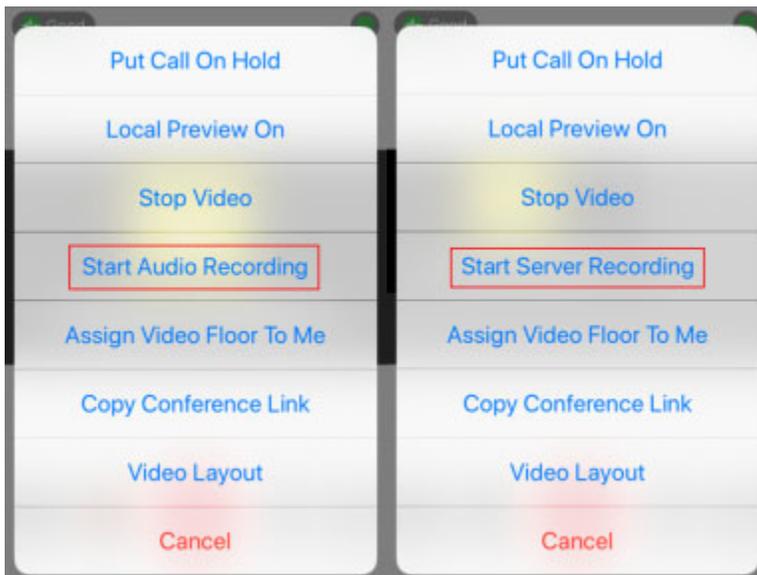
### To Start Recording a Conference

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



3. Tap **Start Audio Recording** or **Start Server Recording**.



MobileConnect starts recording the audio portion of the conference for local recording and starts recording the audio and video portion of the conference for server recording.

## iPad

1. Click  **Start local recording** or  **Start sever recording**.



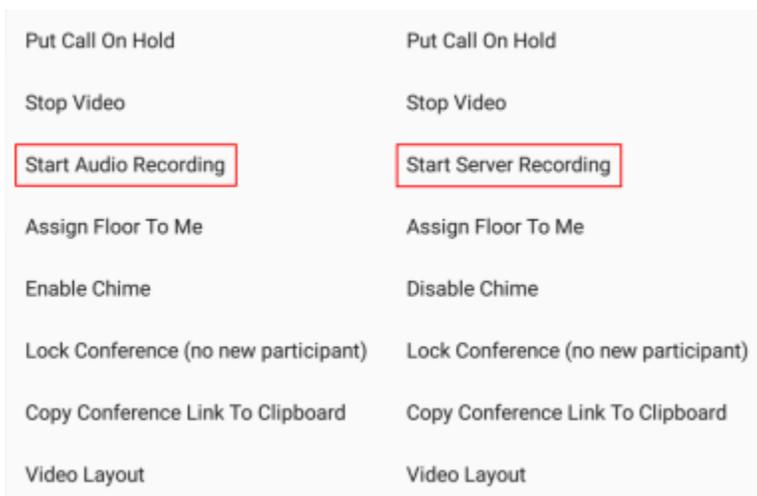
MobileConnect starts recording the audio portion of the conference for local recording and starts recording the audio and video portion of the conference for server recording  **Stop local recording** or  **Stop server recording** flashes in the conference console toolbar.

## Android phone – Using the More Options menu

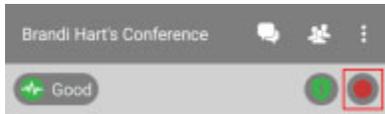
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Start Audio Recording** or **Start Server Recording**.

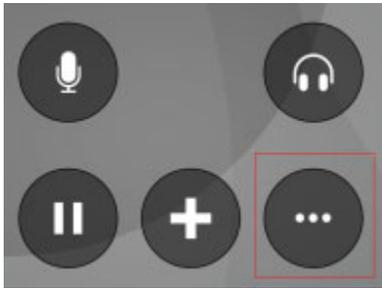


MobileConnect starts recording the audio portion of the conference. **Recording** displays on the screen.

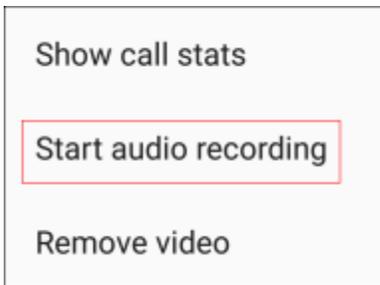


## Android phone – Using the call controls

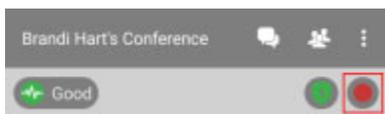
1. Swipe the screen right.
2. Tap  **More Options**.



3. Tap **Start audio recording**.



MobileConnect starts recording the audio portion of the conference. **Recording** displays on the screen.



## Android tablet

Conference recording is controlled using the conference console toolbar.

1. Click  **Start local recording** or  **Start sever recording**.



MobileConnect starts or stops recording the audio portion of the conference.  **Stop local recording** or  **Stop server recording** flashes in the conference console toolbar.

## To Stop Recording a Conference

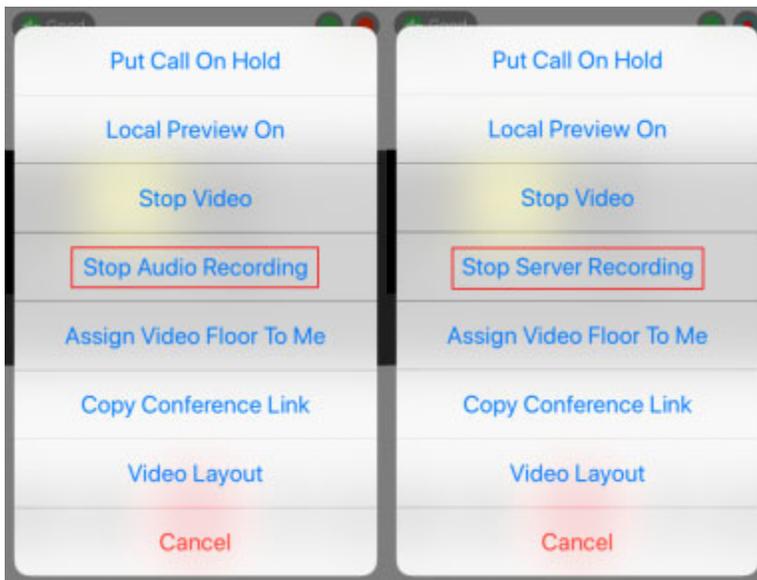
### iPhone

Conference recording is controlled using the  **More** menu.

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



3. Tap **Stop Audio Recording** or **Stop Server Recording**.



MobileConnect stops recording the audio portion of the conference.

### iPad

Conference recording is controlled using the conference console toolbar.

1. Click  **Stop local recording** or  **Stop server recording**.

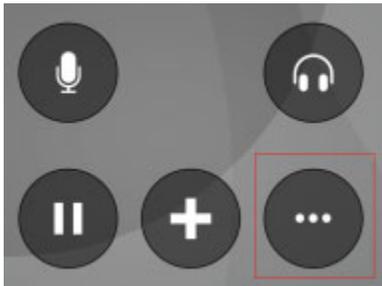


MobileConnect stops recording the audio portion of the conference.

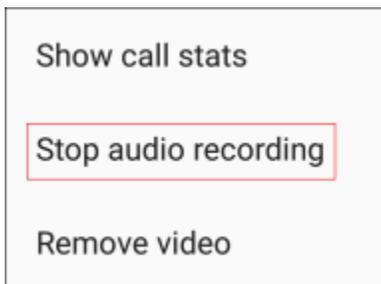
## Android phone

Conference recording is controlled using the **More** menu.

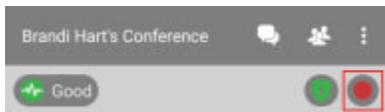
1. Swipe the screen right.
2. Tap  **More Options**.



3. Tap **Stop audio recording**.



MobileConnect stops recording the audio portion of the conference.



## Android tablet

Conference recording is controlled using the conference console toolbar.

1. Click  **Stop local recording** or  **Stop server recording**



MobileConnect stops recording the audio portion of the conference.

## Is the Conference Being Recorded?

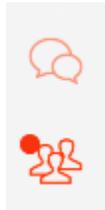
If the conference is being recorded, conference members see a red, flashing dot on **Participants** on the conference sidebar, and a flashing, red dot by the conference member's name in the **Participants** panel.

## Conference recording indicator

### iPhone



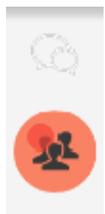
### iPad



### Android phone



### Android tablet



Note: If you experience a network change while you are making a local conference recording,

multiple recording files are created, one before the network change, and one after you reconnect.

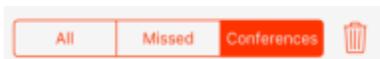
## Listening to Recordings

You can listen to local recordings from **History**. You can listen to network recordings from Dropbox.

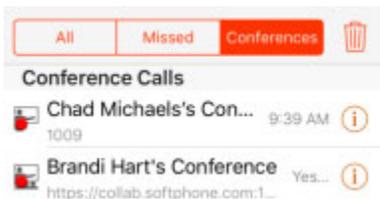
### To Listen to a Local Recording

#### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



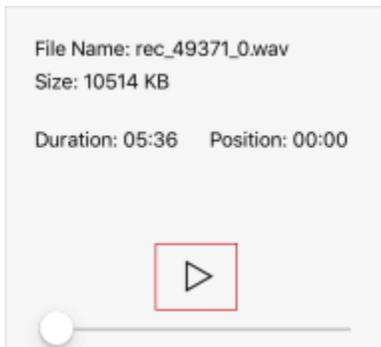
3. Tap **More Info** (i icon) beside the call with the call recording indicator.



4. Tap **Listen to Call Recording**.



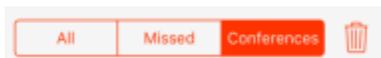
5. Tap **Play**.



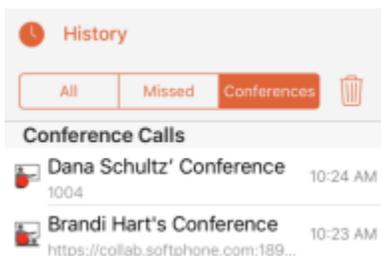
MobileConnect plays the call recording.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



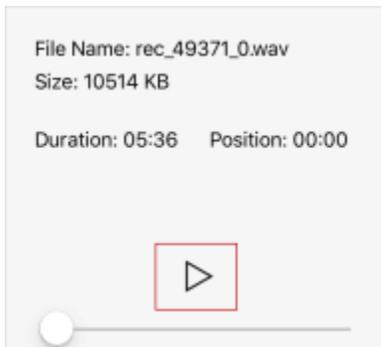
3. Tap the call entry with the call recording indicator.



4. Tap **Listen to Call Recording**.



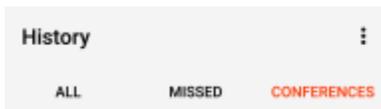
5. Tap **Play** to listen to the recording.



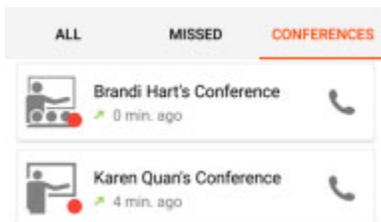
MobileConnect plays the call recording.

## Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional),



3. Tap the grouped entry with the call recording indicator.



4. Tap **Listen to Call Recording**.



MobileConnect plays the file in Google Play Music.

## Deleting Recordings

Local recordings can be deleted from **History**. You can delete network recordings from your Dropbox account.

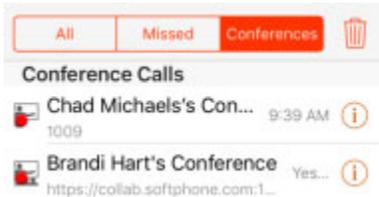
## To Delete a Local Recording

### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



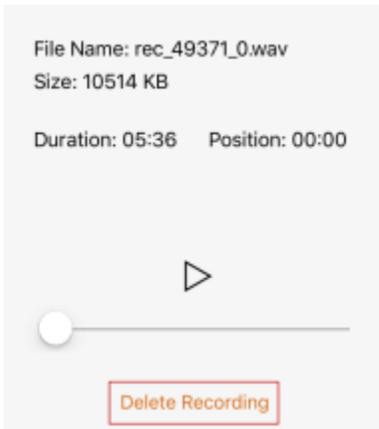
3. Tap **More Info** beside the call with the call recording indicator.



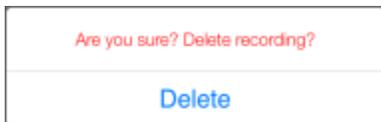
4. Tap **Listen to Call Recording**.



5. Tap **Delete Recording**.



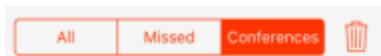
6. Tap **Delete**.



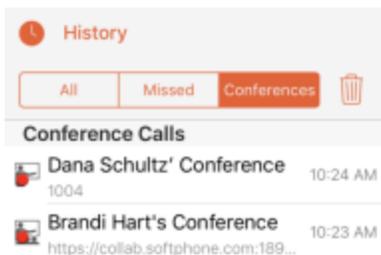
MobileConnect deletes that call recording. MobileConnect removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



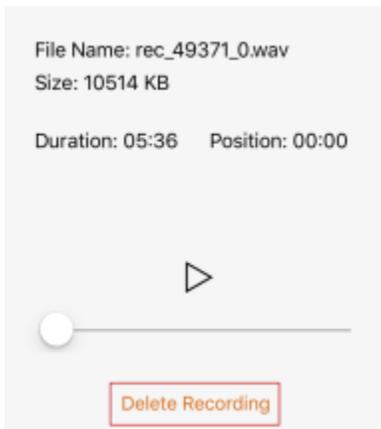
3. Tap the call entry with the call recording indicator.



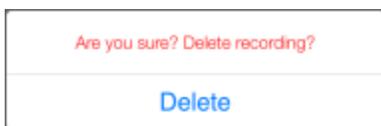
4. Tap **Listen to Call Recording**.



5. Tap **Delete Recording**.



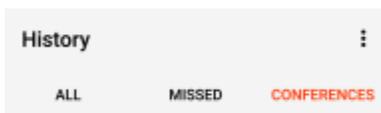
6. Tap **Delete**.



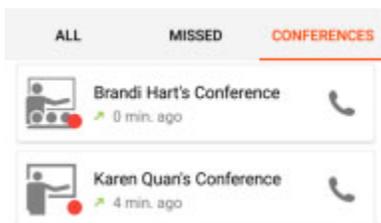
MobileConnect deletes that call recording. MobileConnect removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

## Android

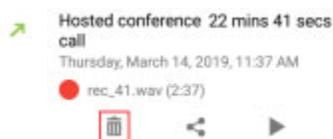
1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional),



3. Tap the grouped entry with the call recording indicator.



4. Tap **Delete Recording** and tap **Yes**.



MobileConnect deletes that call recording. MobileConnect removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

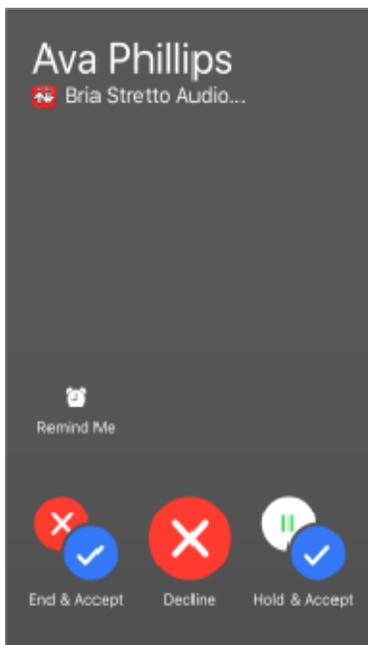
# Handling Incoming Calls

While attending a Collaboration conference, the Host may receive an incoming call. If the Host accepts the incoming call, the Host puts the conference on hold. The conference continues without the Host.

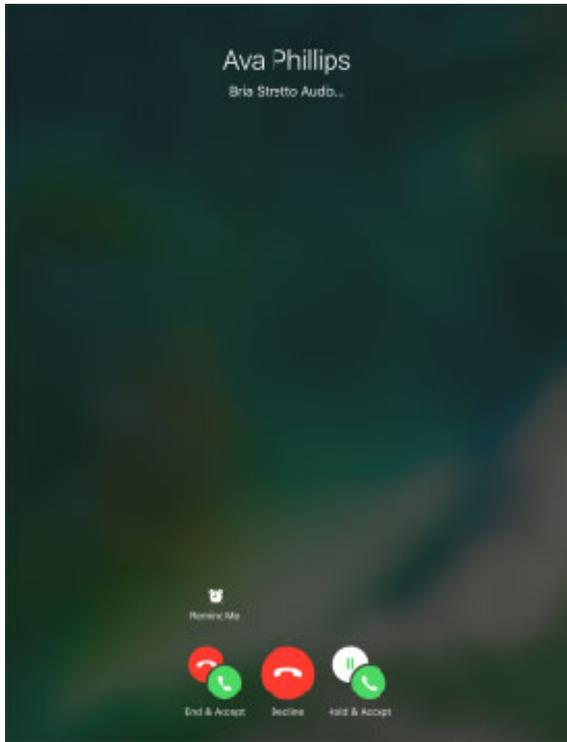
The incoming call notification is displayed on a notification. The Host can use either to answer or decline the call. After answering the second call, the Host can also switch between the new call and the conference call.

## Incoming Call Notification

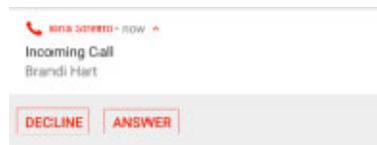
### iPhone



### iPad



## Android phone



## Android tablet



# Ending a Conference Call

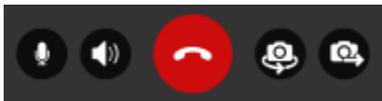
The Collaboration conference Host can leave a conference call at any point. If the conference is still active, the Host can rejoin the conference by using any of the methods to [join](#) a conference.

## To End a Conference

Note: Clicking  **End call** ends the audio or the audio and video portion of the call. If screen share is a part of the conference, the screen share continues after you click  **End call**.

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **End Call**.



MobileConnect ends the conference call.

### iPad

1. Conference members leave the conference by tapping  **End Call**.



MobileConnect ends the conference call.

### Android phone

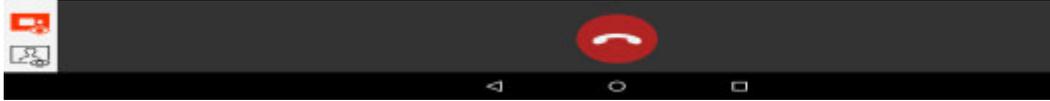
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **End Call**.



MobileConnect ends the conference call.

## Android tablet

1. Tap the screen to show the conference controls if they are hidden.
2. Tap  **End Call**.



MobileConnect ends the conference call.

## When the Host Leaves the Conference

When the Host leaves the conference, the Host's conference settings determine how long the conference can continue. The call may end immediately, or it may continue for up to 30 minutes.

# Conference Summary Information

Depending on the way the Administrator has configured the Host, the Host may receive a Conference Summary Report by email at the end of the call.

If the Administrator has provisioned the [Collaboration Management User Portal](#), the Host can also view conference information in [Conference Records](#).

## Conference Summary Report

If configured, the Host receives a summary of the conference details by email. The summary includes the bridge information, start and end time, and information about the conference members. The summary also shows the device the conference member used to join the conference and a link to network recording, if configured.

Conference Summary Report

**Bridge Information**

- Title: Collaboration Conference
- Bridge #: 1234
- Owner: [ash@ncc.com](mailto:ash@ncc.com)
- Description: Description of your conference here

**Conference Information**

Start Time: Mon Nov 20 13:54:58 EST 2017  
 End Time: Mon Nov 20 14:09:14 EST 2017

Number of Participants removed: 0

Total Number of Participants: 7

- Desktop: 0
- Mobile: 2
- Tablet: 1
- Dial In: 2
- Web: 1

**Participants Information**

#	User Info	Sip Number	Display Name	XMPP Username	Joined	Call Start	Duration	Recorded
1	Dial-in	guest@ncc.com	Ava Phillips	ash@ncc.com	13:54:58	13:54:58	01:04:15	✓
2	Mobile	195009	Emily Winking	emilwinc@ncc.com	13:55:06	13:58:50	01:00:15	
3	Mobile	175319	Benita Lee	ben@ncc.com	13:55:05	13:55:06	01:03:33	
4	Tablet	148319	Jack Shepard	jshep@ncc.com	13:55:35	13:55:36	01:02:47	
5	Dial-in	144319	Richard Davis	rdavis@ncc.com	13:55:48	13:55:49	01:02:57	
6	Dial-in	203009	Sam Patel	sapat@ncc.com	13:55:54	13:55:55	01:01:39	
7	Web	guest@ncc.com	Repha Lamont	remon@ncc.com	13:55:55	13:57:43	01:01:28	

Powered by CounterPath

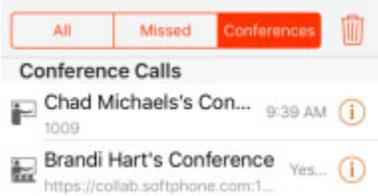
## Conference History

All Collaboration conferences joined using MobileConnect are captured in MobileConnect's **History**. Conferences that were joined using a web browser do not show in MobileConnect's **History**.

## View Conference Details

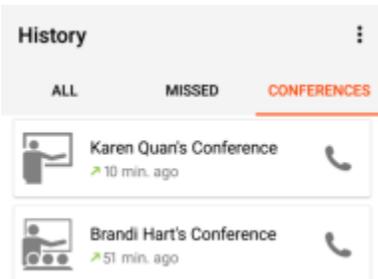
### iOS

If you were the Host of conference, the **History** entry display the  **Host** icon and the Host's conference title. If you were a Participant in the conference, the **History** entry displays the  **Participant** icon, and the Host's conference title.



### Android

If you were the Host of conference, the **History** entry display the  **Host** icon and the Host's conference title. If you were a Participant in the conference, the **History** entry displays the  **Participant** icon, and the Host's name.



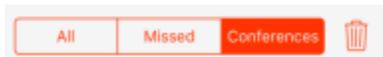
## Filter Conference History

You can filter calls in **History** into **All**, **Missed**, or **Conference** on iPhone and iPad.

## To Filter Conference Calls

### iOS

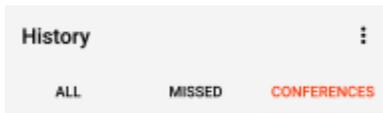
1. Go to the **History** tab on the resource panel.
2. Tap **Conferences**.



MobileConnect displays the recent conference calls.

### Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences**.



MobileConnect displays the recent conference calls.

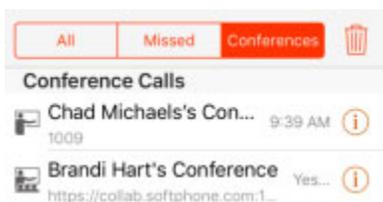
## Delete History Entries

You can delete a single conference or all conference from **History**.

### To Delete a Single Entry

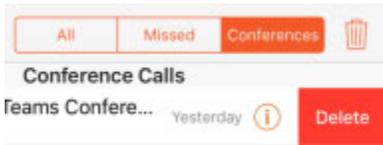
#### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



3. Swipe the entry you want to delete to the left.

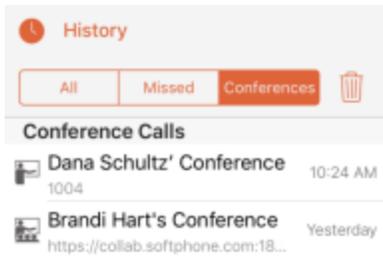
4. Tap **Delete**.



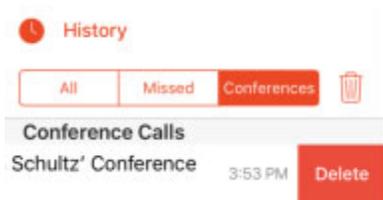
The **History** entry is deleted.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



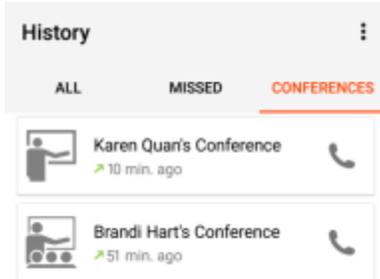
3. Swipe the entry you want to delete to the left.
4. Tap **Delete**.



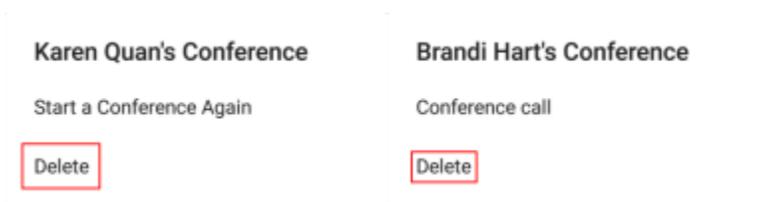
The **History** entry is deleted.

## Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



3. Long-press the entry you want to delete.
4. Tap **Delete**.

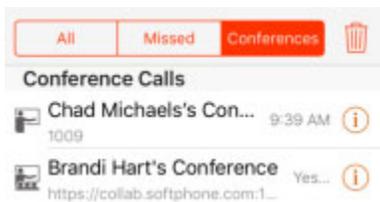


The **History** entry is deleted.

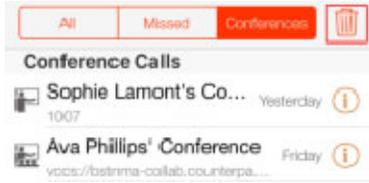
## To Delete All Conference Entries

### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results so only conferences are deleted.



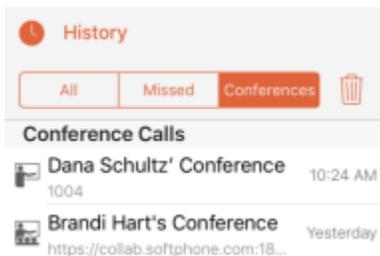
3. Tap  **Delete**.



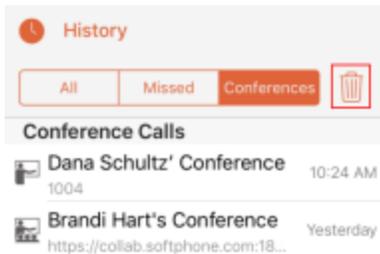
All **History** conference entries are deleted.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results so only conferences are deleted.



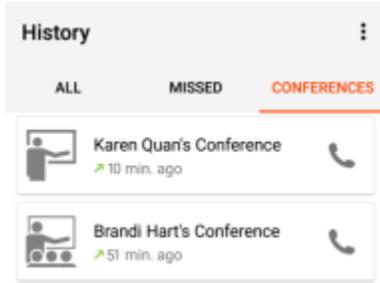
3. Tap  **Delete**.



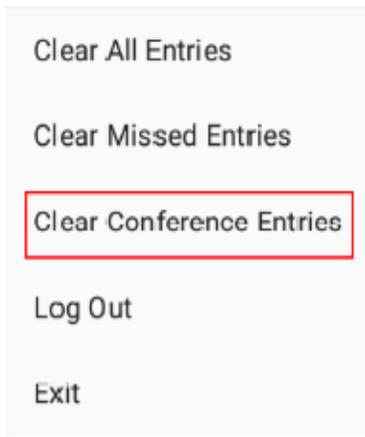
All **History** conference entries are deleted.

## Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results so only conferences are deleted.



3. Tap **More Options**.
4. Tap **Clear Conference Entries**.



All **History** conference entries are deleted.

# Being a Conference Participant – Desktop

A Participant is a conference member who joins the conference through their MobileConnect softphone on a desktop computer or a mobile device. Participants receive conference audio, conference video and conference screen share through MobileConnect.

This section describes how to join a conference, adjust audio, add video, view conference members, send instant messages, record a conference, and exit a conference using a desktop computer.

[Being a Participant - Mobile](#) describes the Participant role on a mobile device.

## Joining a Conference

When you join a conference, you may enter the conference immediately or you may have to wait until the Host joins the conference.

The Participant can join a Collaboration conference using a link, using **History**, or using **Contacts**.

### Using a Link

The Host may have sent a link in an email invitation, an IM invitation, or through some other method.

### To Join From an Email

1. Click the link beside **To join using Bria**. The following example is an email invitation in Microsoft Outlook.

You've been invited to the conference of: [aphillips@zippyphone.com](mailto:aphillips@zippyphone.com)  
 Conference title: Collaboration conference

---

- Group: zippyphone.com
- Participant PIN:
- Bridge #: 1234

---

Direct Bridge SIP address: sip:  
 Conference Access Number: [sip:1234](tel:sip:1234)  
 To join using Bria: <https://collab.counterpath.com:443/join/ABCDEFGHJ/counterpath.com>  
 To join using a web browser, <https://collab.counterpath.com:443/client/index.html?group=counterpath.com&bridge=1234>

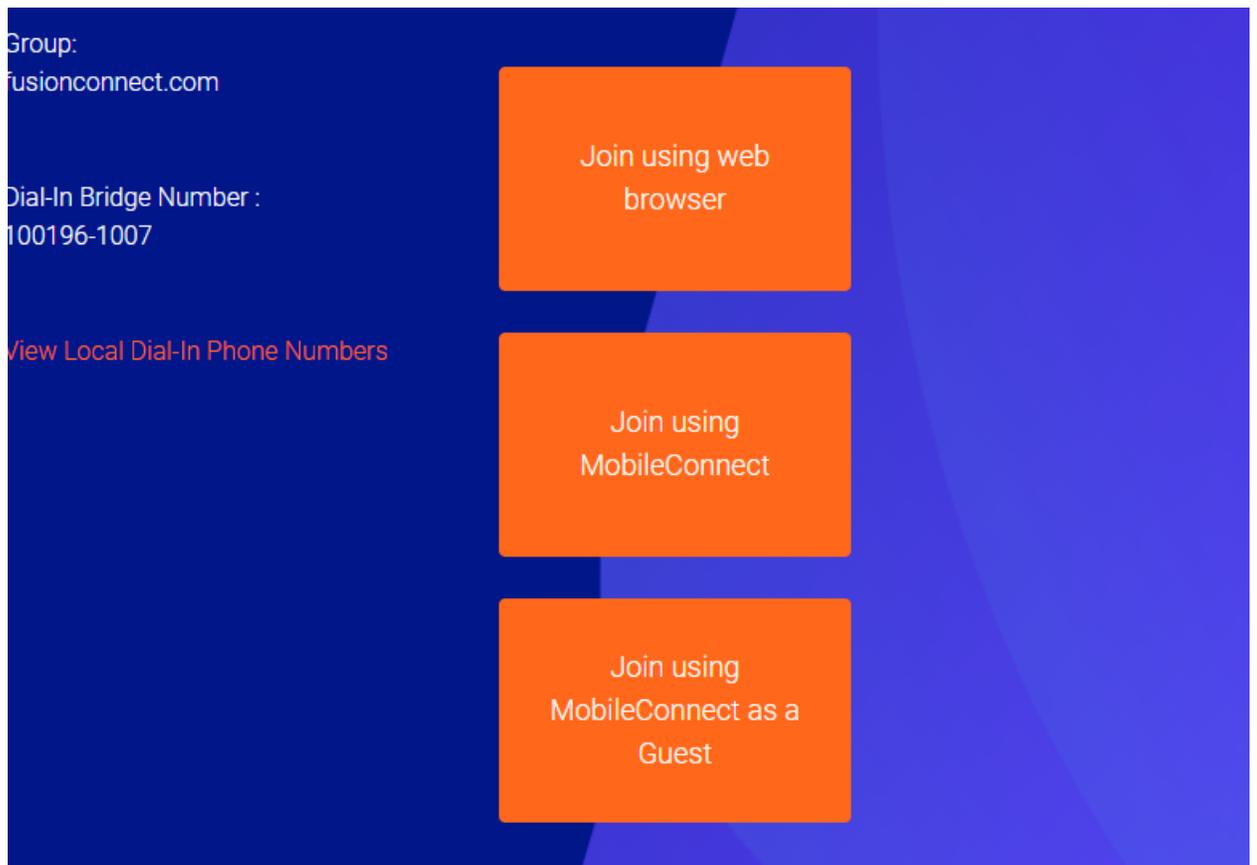
2. If prompted, enter the conference PIN.

The conference console opens in a new window.

### To Join Using a Link Sent Alternatively

The Host may have some other method of sending the conference link.

1. Either click on the link or copy and paste the link into a web browser.
2. If the conference console does not open, click **Join using Bria**.



3. If prompted, enter the conference PIN.

The conference console opens in a new window.

## Using History

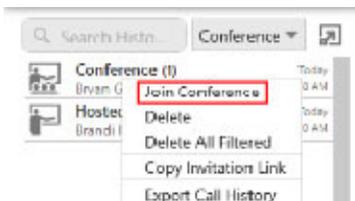
Collaboration conferences are shown in MobileConnect's **History**. The Participant can use an entry from a conference they already attended.

### Using the Shortcut Menu

1. On the **History** tab, find a call entry for a previous conference with the Host. To make the search easier, filter the entries to only show conferences and start typing the Host's name in **Search History**.



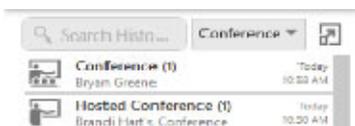
2. Right-click (Windows) or Control+Click (Mac) on a conference and click **Join Conference**.



The conference console opens in a new window.

### By Expanding the History Group

1. On the **History** tab, click on a History group for a conference with the Host. To make the search easier, filter the entries to only show conferences and start typing the Host's name in **Search History**.



The History group expands.

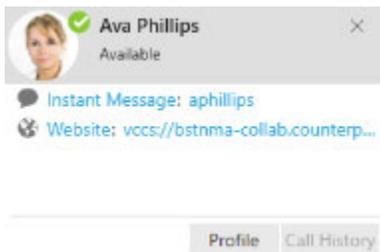
The conference console opens in a new window.

## Using Contacts

Contacts may have a Collaboration link in their **Contact Details**.

### To Join Using Contacts

1. Go to the **Contacts** tab on the resource panel.
2. Select the **Contact** that is hosting the conference by clicking on the **Contact** or using **Search** and clicking on the **Contact**.
3. Tap on the conference link.



The conference opens in a new window.

## Using Messages

The Host may invite you by sending a link in an IM.

### To Join From an IM Invitation

1. Click **Join** in an IM invitation.



2. If prompted, enter the conference PIN.

The conference console opens in a new window.

Note: When a Participant joins a conference, they may be placed in the lobby until the Host joins the conference, or they may join the conference immediately depending on the Host's conference settings.

# Changing Video During a Conference

This section describes how to add and remove video in a Collaboration conference.

## Sending and Receiving Video

The Participant can choose whether or not they want to share their video even if the Host does not share video. The layout of the video that conference members see varies depending on the Host's conference video settings.

### To Send and Receive Video

1. Click  **Start Video** in the conference tool bar.



MobileConnect starts sending your video to conference members and displays incoming conference video.

### To Pause Sending Video

1. Click  **Pause sending video**.



MobileConnect stops sending your video to conference members but continues to display incoming conference video.

### To Quit All Video

1. Click  **Stop video**.



MobileConnect removes all incoming and outgoing conference video from the call.

## Local Video Preview

The Participant can see a preview of their outgoing conference video using local video preview.

### To use local video preview

1. Click  **Toggle local video view** at the bottom of the conference side tool bar.



MobileConnect shows or hides the local video preview.

## Video Options

The way video appears to the Participant varies depending on the Host's video settings. The Host sets the video layout and the video floor. The Participant sets the camera to use for outgoing video and the maximum video resolution for their incoming video. The Participant can view conference video information.

### Video Layout Options

The Host can select from built-in video layout options. All conference members see the video stream in the layout set by the Host.

### Video Layout Options

Video is displayed in one of the following layouts:

**Focus:** There is one main video feed – the video floor - that is larger in size than the rest of the video images. The other video images appear in a grid around the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Grid:** Video images appear equal in size in a rectangular grid formation. There is no video floor.

**Ribbon:** There is one main video feed – the video floor – that is larger in size than the rest of the video images. The other video images appear in a ribbon below the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Townhall:** Only one video feed – the video floor – is displayed. The video floor displays either the person who is currently speaking and switches as the speakers change, or it displays the person that the Host has assigned the video floor to.

## Video Floor

The video floor is the conference video stream that is in the main view. Unless the Host assigns the video floor, the video floor shows the video from the conference member that is speaking.

## Video Settings

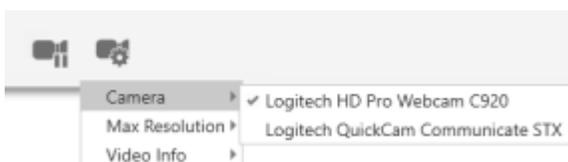
If the Participant has more than one camera, the Participant can choose the camera to use to send video. The Participant can change their camera resolution, and view video information using the conference console toolbar. Using a higher video resolution provides a crisper image but uses more bandwidth.

### To Change Video Camera

1. Tap  **Video Settings....**



2. Hover on **Camera** and select the camera you want to use.



MobileConnect uses the selected camera for conference video. If you only have one camera connected to your computer, only the connected camera shows in the list.

## To Change Video Resolution

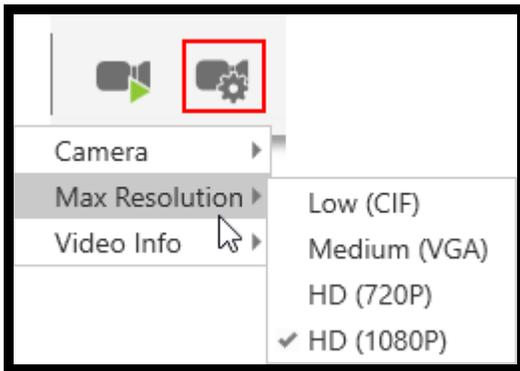
1. Click  **Start Video** in the conference tool bar to start sending your video.



2. Tap  **Video Settings...**



3. Hover over **Max Resolution** and select the resolution you want to use.



MobileConnect sets the maximum resolution for the video feed.

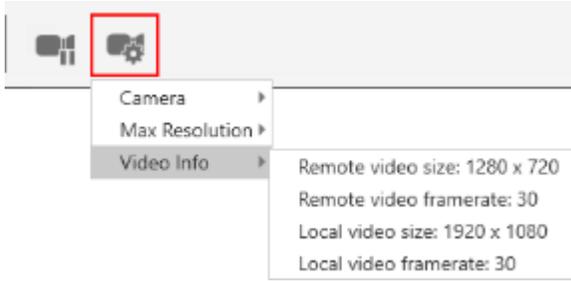
Note: Make sure to start sending your video before you change video resolution.

## To View Video Information

1. Tap  **Video Settings...**



2. Hover over **Video Info**.



MobileConnect displays the **Remote video size**, the **Remote video framerate**, the **Local video size**, and the **Local video framerate**.

## Changing Your Main View

A Collaboration conference can have two components – conference video and the Presenter's screen share.

If the conference is audio only, a white screen appears in the main view.

Use the icons on the side toolbar to change the main view.

### To Show or Hide Screen Share

1. Click  **Toggle screen share view** to display the screen share.
2. Click  **Toggle screen share view** to hide the screen share.



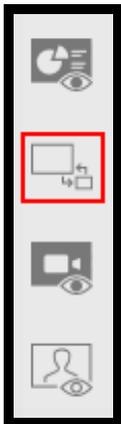
### To Show or Hide Conference Video

1. Click  **Toggle remote video** to show the conference video.
2. Click  **Toggle remote video** to hide the conference video.



## To Change Your Main View

1. Click  **Swap main view** to change your primary view or click on the inset view.



The view swaps between screen share and video.

# Muting and Changing Volume

Participants can use local mute to mute their outgoing audio so other conference members cannot hear them.

Participants can also change the volume on the incoming conference audio.

At times, the Host may change a Participant's mute status remotely using a network mute function. If the Host does not lock the bridge mute, Participants can still change their mute state. Participants can see if the Host has muted or unmuted them remotely by looking at the conference console.

## Using Local Mute

Local mute allows the Participant to control whether or not the Participant's outgoing audio can be heard by other conference members.

## To Use Local mute

1. Click  /  **Mute or unmute microphone** on the conference toolbar.



MobileConnect mutes or unmutes the Participant's outgoing audio.

## Working with Network Mute

The Host can use network mute to place a Participant on mute remotely. If the Host mutes a Participant, the Participant hears the message that they are muted and sees a blue line across their mute icon . If the Participant has local mute on when the Host turns on network mute, the Participant sees both the local mute and network mute lines across their mute icon .

Clicking  **Mute or unmute microphone** when only network mute is on turns off both

local mute and network mute.



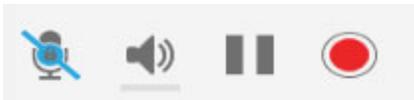
Clicking  **Mute** or **unmute microphone** when both local mute and network mute are on turns off both local mute and network mute.



## Locking the Bridge Mute

The Host can lock network mute on so conference members cannot unmute themselves. This is useful during a presentation where the Presenter does not want to be interrupted. When the presentation is over, the Host can unlock the bridge mute.

When the Host locks network mute, the Participant sees a blue line with a lock across their mute icon . If the Participant has local mute on when the Host turns on network mute, the Participant sees both the local and network mute lines across their mute icon .



Clicking  **Mute** or  **Mute** when network mute is on toggles local mute on and off but the Participant cannot change their network mute status.

## Muting Incoming Audio

At some point, the Participant may want to mute the incoming conference audio.

### To Mute Conference Audio

1. Click  **Mute Volume** or  **Unmute Volume** in the conference toolbar.



MobileConnect mutes or unmutes the incoming conference audio coming through your speaker or headset.

## Adjusting Conference Volume

During a conference, the Participant may find that the volume of other conference members is too loud or too quiet. The Participant can adjust the volume level of the incoming conference audio to a comfortable level.

### To Control Conference Volume

1. Hover on **Mute Volume** and the **Adjust speaker volume** slider appears. Drag the slider up and down to adjust the volume.



MobileConnect adjusts the conference audio level.

# Putting the Conference on Hold

You can place a Collaboration conference on hold at any time during the conference.

## To Put the Conference on Hold

1. Click  Put conference call on hold.



MobileConnect places the conference on hold.

## To Return to the Conference

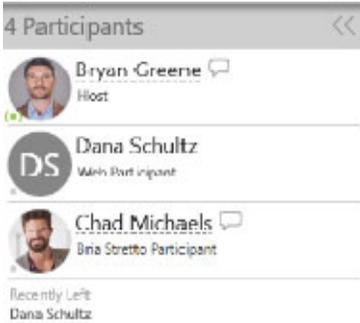
1. Click  Take this call off hold in the conference toolbar or in the call panel.



MobileConnect takes the conference off hold.

## Seeing Who is Speaking

The **Participants** panel shows other conference members attending the Collaboration conference as well as the conference members who recently left the conference.



## Voice Activity and Audio Detection

The **Participant** panel can be used to see who is speaking. This is helpful when you do not recognize a speaker's voice.

Every user displays a voice activity level indicator on the detailed view of the **Participants** panel. The indicator appears below the conference member's avatar.



### Voice Activity Levels:

— : Network mute on

• : Inactive

• : Low

(•) : Medium

((•)) : High

(•••) : Very loud

# Messaging in a Conference

During a conference call, you can send and receive instant messages (IMs) to other conference members.

## Sending Messages

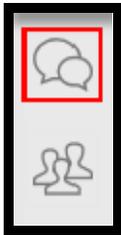
You can send a group IM to all conference members or you can send a private IM to a single conference member as long as the conference member is on the same XMPP server.

### Group Messages

Group IMs can be sent to all conference members.

#### To send a group IM

1. Click  **Messages** on to conference sidebar.



2. Type your message and click  **Send Message**.



MobileConnect sends the message to the conference members.

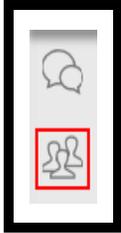
Note: Once the conference ends, the messages are deleted.

## Private Messages

Private IMs can be sent to a conference member on the same XMPP server. You cannot send private messages to web participants.

### To Send a Private IM

1. Tap  **Participants** on the conference sidebar.



2. Tap  **Instant message participant** beside the conference member you want to message.



The **Messages** window opens outside of the conference.

3. Type your message and tap  **Send Message**.

MobileConnect sends the IM to the conference member outside the conference.

## Receiving Messages

You may receive group IMs or private IMs during a Collaboration conference.

## Group Messages

When you receive a new group IM, the badge count updates to show the number of new group IMs.

## To View a New Group IM

1. Click  **Messages** on to conference sidebar.



The **Messages** panel in the conference opens and displays all group IMs.

Note: Once the conference ends, the messages are deleted.

## Private Messages

When you receive a new private IM, the badge count on the resource panel updates to show the number of new private IMs.

### To View a Private IM

1. Open the **Messages** window by clicking **Show the messages window** on the onscreen phone or by clicking on the IM notification (outside of the conference window).



2. Click on the new conversation.

MobileConnect displays the new IM in **Messages** outside the conference window.

## Recording a Conference

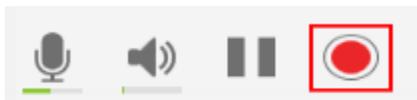
The audio portion of a Collaboration conference can be recorded locally by conference members who joined the conference using MobileConnect. Audio recordings are stored locally by the person who recorded the conference in a .wav file format. The location of conference recordings is set up by the Stretto Administrator.

### Recording a Conference

Both the Host and Participants can record conferences. Participants can only record the audio portion of a conference. If the Host has their Dropbox account set up, they can record both the audio and video portion of calls they are hosting as a server recording.

#### To Start Recording a Conference

1. Click  **Start local recording**.



MobileConnect starts recording the audio portion of the conference and **Stop local recording** flashes in the conference toolbar.

#### To Stop Recording a Conference

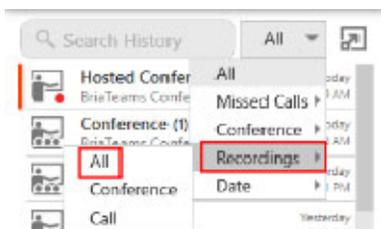
1. Click  **Stop local recording**.



MobileConnect stops recording the audio portion of the conference.

#### To Filter for Calls with Recordings

1. Click on **Filter Options** and select **Recordings**, then **Conference**.



MobileConnect displays conference calls with recordings.



## Is the Conference Being Recorded?

If the conference is being recorded, conference members see a red, flashing dot on **Participants** on the conference sidebar, and a flashing, red dot by the conference member's name in the **Participants** panel.



## Listening to Recordings

You can listen to recordings from **History**.

### To Listen to a Recording

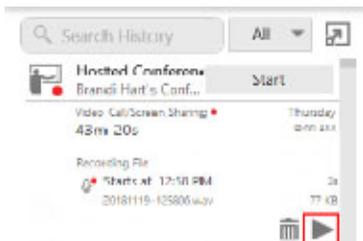
1. Click on the **History** group that has the recording indicator. If desired, filter for conferences with recordings.



2. If there are more than one conference in the grouped entry, click on the conference call that has the recording indicator.



3. Tap **Play Recording**.



The recording opens and starts playing in your default media player.

## Deleting Recordings

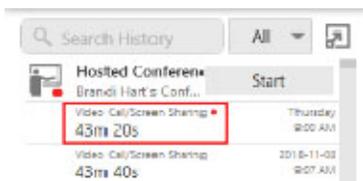
Local recordings can be deleted from **History**.

### To Delete a Recording

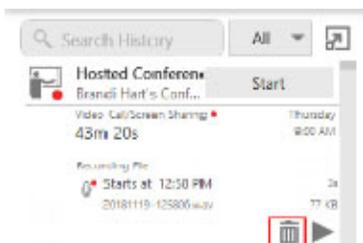
1. Click on the **History** group that has the recording indicator.



2. If there are more than one conference in the grouped entry, click on the conference call that has the recording indicator.



3. Tap **Delete Recording**.



MobileConnect deletes the recording.

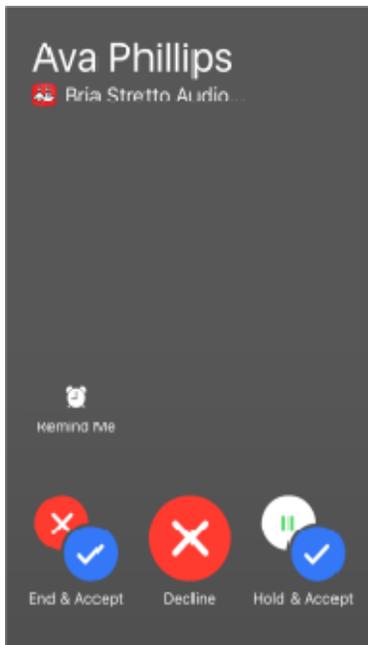
# Handling Incoming Calls

While attending a Collaboration conference, the Participant may receive an incoming call. If the Participant accepts the incoming call, the Participant puts the conference on hold.

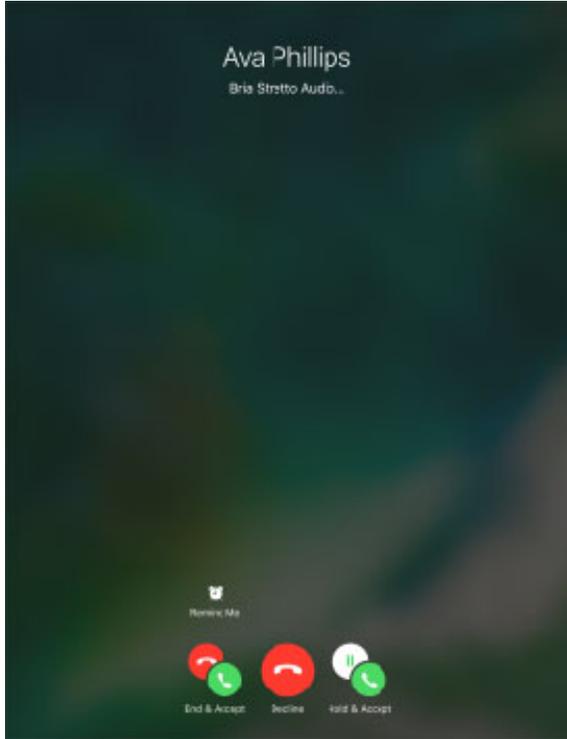
The incoming call notification is displayed on a notification. The Participant can use either to answer or decline the call. After answering the second call, the Participant can also switch between the new call and the conference call.

## Incoming Call Notification

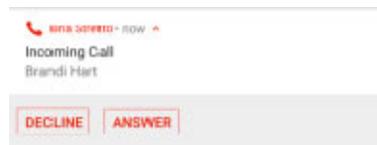
### iPhone



### iPad



## Android phone



## Android tablet



# Leaving a Conference Call

The Collaboration conference Participant can leave a conference call at any point. If the conference is still active, the Participant can rejoin the conference by using any of the methods to [join](#) a conference.

## To Leave a Conference

1. Click  **End Conference** in the conference toolbar or click **Close Window**.



The Participant exits the conference.

Note: Clicking  **End call** ends the audio or the audio and video portion of the call. If screen share is a part of the conference, the screen share continues after you click  **End call**.

## When the Host Leaves the Conference

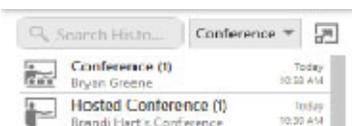
When the Host leaves the conference, the Host's conference settings determine how long the conference can continue. The call may end immediately, or it may continue for up to 30 minutes.

## Conference History

All Collaboration conferences joined using MobileConnect are captured in MobileConnect's **History**. Conferences that were joined using a web browser do not show in MobileConnect's **History**. Conferences are grouped in **History** by the conference Host.

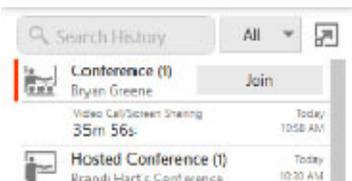
### View Conference Details

If you were the Host of a conference, the **History** group is titled **Hosted Conference** and displays  **Host**. If you were a Participant in a conference, the **History** entry is titled **Conference** and displays  **Participant**.

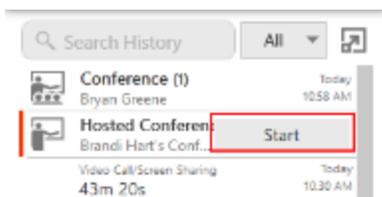


When you click on a conference group, MobileConnect displays all the conference entries for that Host. The list automatically shows the last 20 conferences with the most recent displayed at the top of the list. If you need to see even more conference, click **Show All**.

The expanded group displays whether the conference was a **Voice Call**, a **Video Call**, whether there was screen sharing, the length of the conference, and the date and time for each conference.



For conferences that you hosted, a **Start** button appears when the group is expanded. Start a new conference by clicking **Start**.



For conferences that you were a Participant in, a **Join** button appears when the group is expanded. Join a new conference with this Host by clicking **Join**.



## Filter Conference History

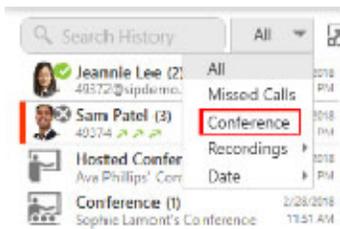
You can filter calls in **History** into **All**, **Missed Calls**, **Conference**, **Recordings**, and **Date**. Recordings can be further filtered into **All**, **Conference**, and **Call**.

For information on filtering by **Missed Calls** or **Date**, see the [MobileConnect User Guide](#).

For information on filtering for recordings, see [Recording a conference](#).

## To Filter Conference Calls

1. Click on **Filter Options** and select **Conference**.



MobileConnect displays the recent conference calls.

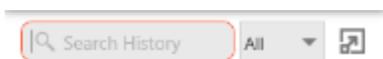


## Search History

You can search for a specific conference call using **Search History**. If you do not use **Filter Options**, MobileConnect displays all calls and conference calls that match your search terms. If you use the **Conference** filter before you type in your search terms, you will only see conferences that match.

### To Search Conference History

1. Click on **Filter Options** and select **Conference** if desired. MobileConnect displays the recent conference calls.
2. Type your search term into **Search History**.



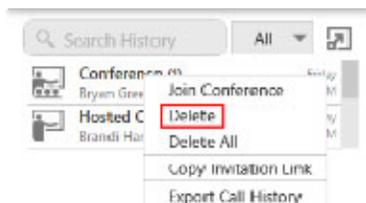
MobileConnect displays the results that match the search term.

## Delete History Entries

The shortcut menu can be used to delete one conference group or all conference **History** entries. You can also delete all History using the shortcut menu.

### To Delete a Single Conference Group

1. Right-click (Windows) or CONTROL+Click (Mac) and select **Delete**.



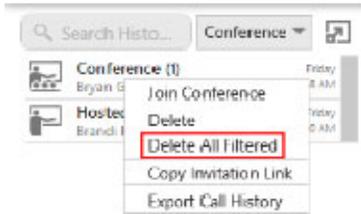
The **History** group or all **History** entries are deleted.

Warning: There is no warning before MobileConnect deletes the **History** group.

### To Delete All Conference History

1. Click on **Filter Options** and select **Conference**. MobileConnect displays the recent conference calls.

2. Right-click (Windows) or CONTROL+Click (Mac) and select **Delete** for a single **History** group or **Delete All Filtered**.



3. Click **OK** on **Confirm Delete**.



The **History** group or all **History** entries are deleted.

# Being a Conference Participant – Mobile

A Participant is a conference member who joins the conference through their MobileConnect softphone on a desktop computer or a mobile device. Participants receive conference audio, conference video and conference screen share through MobileConnect.

This section describes how to join a conference, adjust audio, add video, view conference members, send instant messages, record a conference, and exit a conference using a mobile computer.

[Being a Participant – Desktop](#) describes the Participant role on a desktop computer.

## Joining a Conference

When you join a conference, you may enter the conference immediately or you may have to wait until the Host joins the conference.

The Participant can join a Collaboration conference using a link, using **History**, or using **Contacts**.

### Using a Link

The Host may have sent a link in an email invitation, an IM invitation, or through some other method.

### To Join from an Email

1. Click the link beside **To join using Bria**. The following example is an email invitation in Microsoft Outlook.

You've been invited to the conference of: [aphillips@zippyphone.com](mailto:aphillips@zippyphone.com)  
 Conference title: Collaboration conference  


---

- Group: zippyphone.com
- Participant PIN:
- Bridge #: 1234

---

 Direct Bridge SIP address: sip:  
 Conference Access Number: [sip:1234](tel:sip:1234)  
 To join using Bria: <https://colab.counterpath.com/443/join/ABCDEFGHJ/counterpath.com>  
 To join using a web browser, <https://colab.counterpath.com/443/client/index.html?group=counterpath.com&bridge=1234>

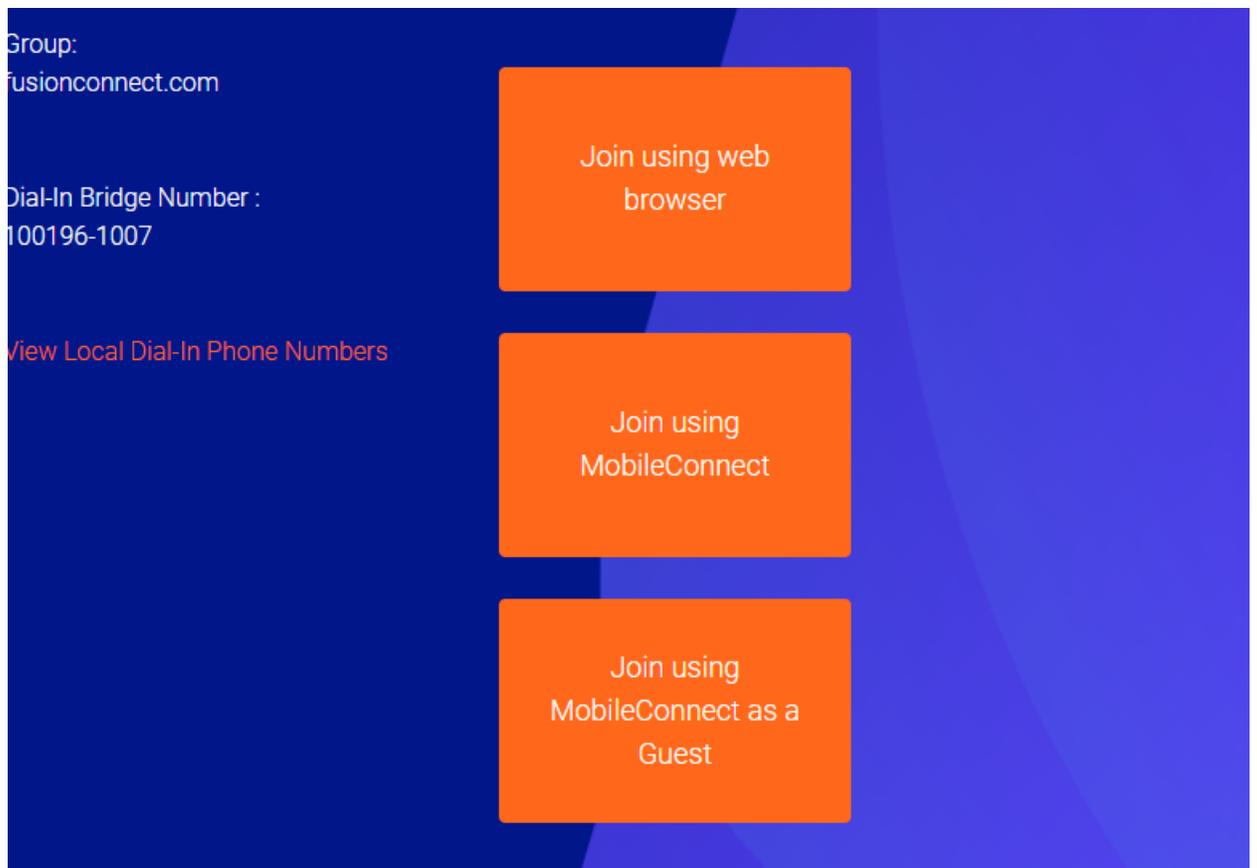
2. If prompted, enter the conference PIN.

The conference console opens in the full screen.

### To join Using a Link Sent Alternatively

The Host may have some other method of sending the conference link.

1. Either tap the link or copy and paste the link into a web browser.
2. If the conference console does not open, tap **Join using Bria**.



3. If prompted, enter the conference PIN.

The conference console opens in a new window.

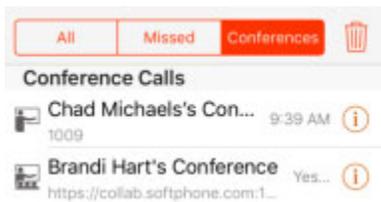
## Using History

Collaboration conferences are shown in MobileConnect's **History**. The Participant can use an entry from a conference they already attended.

### To Join Using a History Entry

#### iPhone and iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).

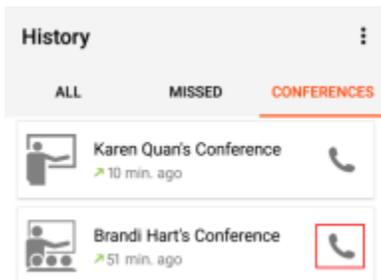


3. Tap an entry for a conference from the Host..

The conference opens in the full screen.

#### Android

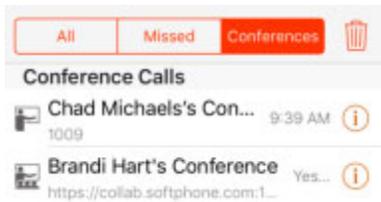
1. Go to the **History** tab on the resource panel.
2. Tap  **Conference call** on an entry from the Host.



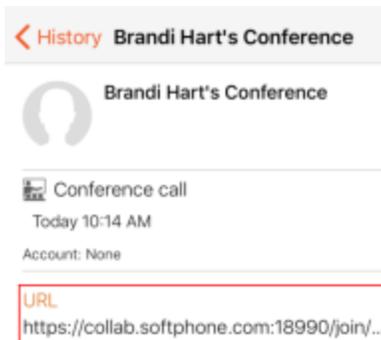
The conference console opens in the full screen.

### To Join a Conference from History Details – iOS Only

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



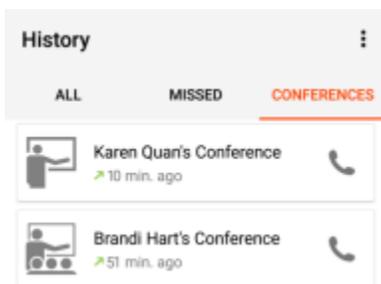
3. Tap **i** **More Info** beside the History entry.
4. Tap **URL**.



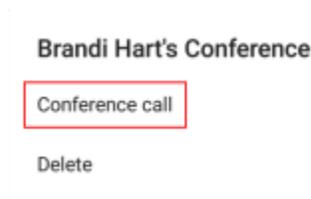
The conference console opens in the full screen.

## To Join A Conference Using Long-Press – Android Phone Only

1. Go the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



3. Long-press an entry belonging to the Host.
4. Tap **Conference call**.



The conference opens in the full screen.

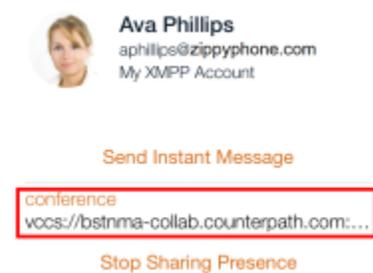
## Using Contacts

Buddies may have a Collaboration link in their Buddy **Details**.

## To Join Using Contacts

### iOS

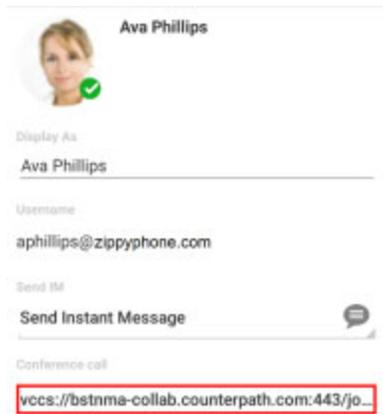
1. Go to the **Contacts** tab on the resource panel and tap Buddies.
2. Select the Buddy that is hosting the conference by tapping on the Buddy or using **Search** and tapping on the Buddy.
3. Tap on the conference link.



The conference opens in the full screen.

### Android phone and tablet

1. Go to the **Contacts** tab on the resource panel and tap Buddies.
2. Select the Buddy that is hosting the conference by tapping on the Buddy or using **Search** and tapping on the Buddy.
3. Tap on the conference link.



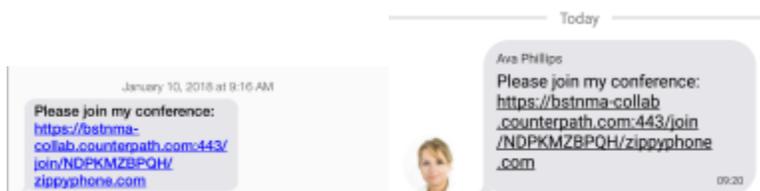
The conference opens in the full screen.

## Using Messages

The Host may invite you by sending a link in an IM.

### To Join from an IM Invitation

1. Tap the link in the IM invitation.



2. If prompted, enter the conference PIN.

The conference console opens in a new window.

Note: When a Participant joins a conference, they may be placed in the lobby until the Host joins the conference, or they may join the conference immediately depending on the Host's conference settings.

# Changing Video During a Conference

This section describes how to add and remove video in a Collaboration conference.

## Sending And Receiving Video

The Participant can choose whether or not they want to share their video even if the Host does not share video. The layout of the video that conference members see varies depending on the Host's conference video settings.

### To Send And Receive Video

#### iPhone

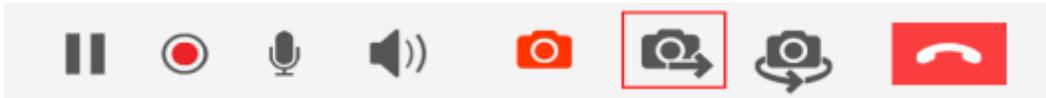
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Send**.



MobileConnect starts sending your video to conference members and displays incoming conference video.

#### iPad

1. Tap  **Send** on the conference console toolbar.



MobileConnect starts sending your video to conference members and displays incoming conference video.

#### Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Sending video**.



MobileConnect starts sending your video to conference members and displays incoming conference video.

## Android tablet

1. Tap  **Sending video** on the conference console toolbar.



MobileConnect starts sending your video to conference members and displays incoming conference video.

## To Pause Sending Video

### iPhone

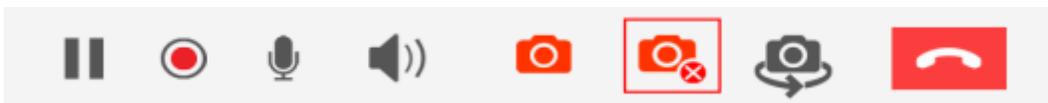
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Stop**.



MobileConnect stops sending your video to conference members but still displays the incoming conference video.

### iPad

1. Tap  **Stop** on the conference console toolbar.



MobileConnect stops sending your video to conference members but still displays the incoming conference video.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Sending video**.



MobileConnect stops sending your video to conference members but still displays the incoming conference video.

## Android tablet

1. Tap  **Sending video** on the conference console toolbar.



MobileConnect stops sending your video to conference members but still displays the incoming conference video.

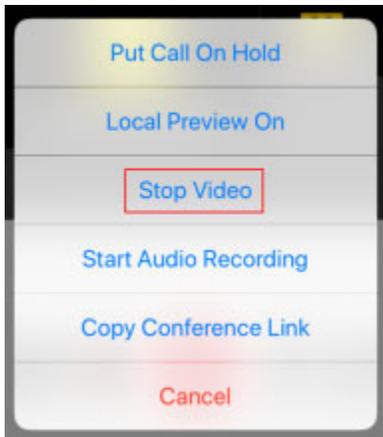
## To Quit All Video

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



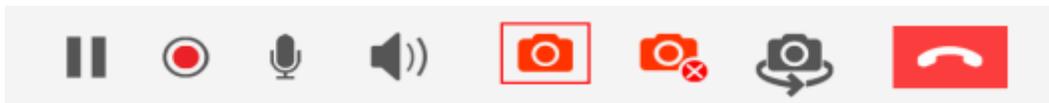
3. Tap **Stop video**.



MobileConnect removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

## iPad

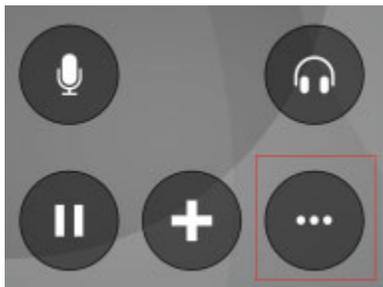
1. Tap  **Stop video** on the conference console toolbar.



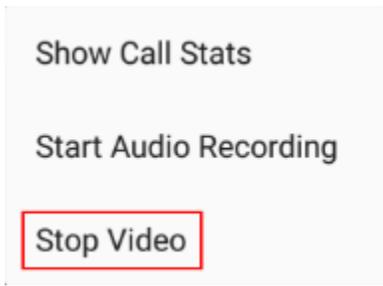
MobileConnect removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

## Android phone - Call controls

1. Swipe right on the screen.
2. Tap  **More Options**.



3. Tap **Stop video**.



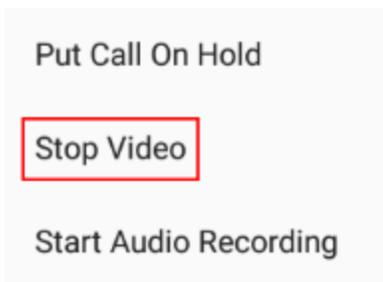
MobileConnect removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

### Android phone - More options menu

1. Tap  **More options.**



2. Tap **Stop video.**



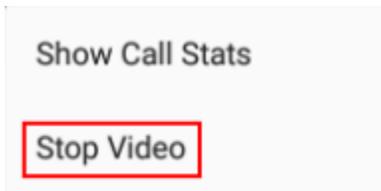
MobileConnect removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

### Android tablet

1. Tap  **More options.**



2. Tap **Stop video.**



MobileConnect removes all incoming and outgoing conference video from the call. The video buttons are no longer appear in the call controls.

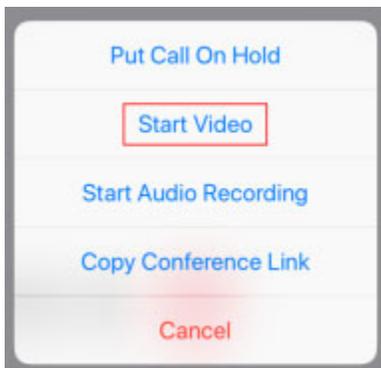
## To Resume Sending Video

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



3. Tap **Start Video**.



MobileConnect starts sending your video and receiving remote video.

### iPad

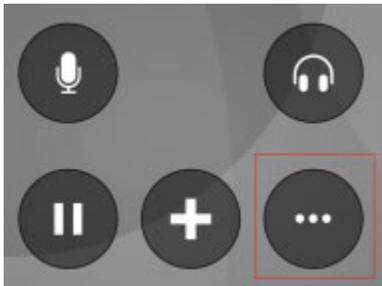
1. Tap  **Add video**.



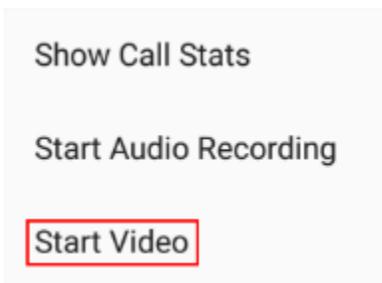
MobileConnect starts sending your video and receiving remote video.

## Android phone – Call Controls

1. Tap  **More Options**.



2. Tap **Start Video**.



MobileConnect starts sending your video and receiving remote video.

## Android phone – Swipe left

1. Swipe left.

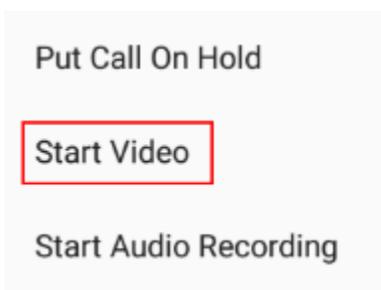
MobileConnect starts sending your video and receiving remote video.

## Android phone – More Options menu

1. Tap  **More options**.



2. Tap **Start Video**.



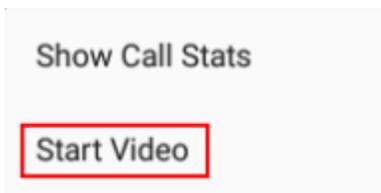
MobileConnect starts sending your video and receiving remote video.

## Android tablet – More options menu

1. Tap  More options.



2. Tap **Start Video**.



MobileConnect starts sending your video and receiving remote video.

## Android tablet – Conference toolbar

1. Tap  Sending video.



MobileConnect starts sending your video and receiving remote video.

## Local Video Preview

The Participant can see a preview of their outgoing conference video using local video preview.

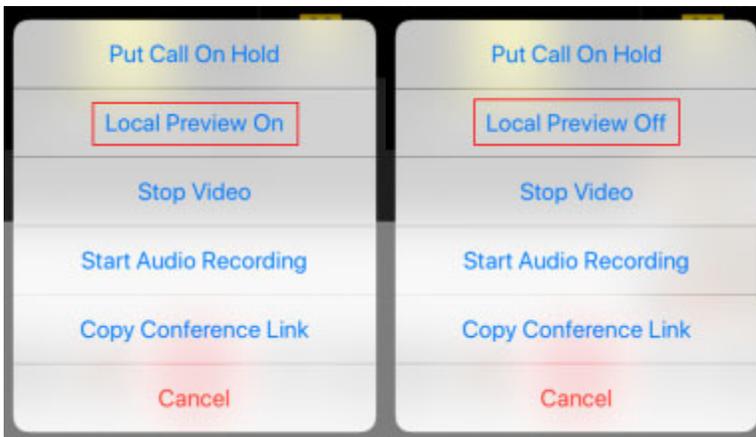
## To Use Local Video Preview

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



3. Tap **Local Preview On** or **Local Preview Off**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect shows or hides the local video preview.

### iPad

1. Click  **Toggle local video view** in the side toolbar.



MobileConnect shows or hides the local video preview.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Local Video Visibility**.



MobileConnect shows or hides the local video preview.

## Android tablet

1. Tap  **Local Video Visibility** on the side toolbar.



MobileConnect shows or hides the local video preview.

## Video Options

The way video appears to the Participant varies depending on the Host's video settings. The Host sets the video layout and the video floor. The Participant sets the camera to use for outgoing video and the maximum video resolution for their incoming video. The Participant can view conference video information.

### Video Layout Options

The Host can select from built-in video layout options. All conference members see the video stream in the layout set by the Host.

### Video Layout Options

Video is displayed in one of the following layouts:

**Focus:** There is one main video feed – the video floor - that is larger in size than the rest of the video images. The other video images appear in a grid around the video

floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Grid:** Video images appear equal in size in a rectangular grid formation. There is no video floor.

**Ribbon:** There is one main video feed – the video floor – that is larger in size than the rest of the video images. The other video images appear in a ribbon below the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Townhall:** Only one video feed – the video floor – is displayed. The video floor displays either the person who is currently speaking and switches as the speakers change, or it displays the person that the Host has assigned the video floor to.

## Video Floor

The video floor is the conference video stream that is in the main view. Unless the Host assigns the video floor, the video floor shows the video from the conference member that is speaking.

## Video Settings

The Participant can swap between the front- and rear-facing cameras, change their camera resolution, and view video information. Using a higher video resolution provides a crisper image but uses more bandwidth.

### To Swap Cameras

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Swap Camera**.



MobileConnect switches between the front- and the rear-facing cameras.

#### iPad

1. Tap  **Swap Camera**.



MobileConnect switches between the front- and the rear-facing cameras.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Swap Camera**.



MobileConnect switches between the front- and the rear-facing cameras.

## Android tablet

1. Tap  **Swap Camera**.



MobileConnect switches between the front- and the rear-facing cameras.

## Changing Your Main View

A Collaboration conference can have two components – conference video and the Presenter's screen share.

A Collaboration conference on an iPhone or an Android phone can display either the Presenter's shared screen or the conference video. If the conference has both screen share and video, you can swap between them during the conference. If the conference has only video or screen share, the active component is displayed.

A Collaboration conference on an iPad or Android tablet can display both screen share and video – one in a main view and one in an inset view. You can swap the video and screen share between the full screen and the inset view. The inset view can also be moved around the screen to improve the viewing experience. If the conference has only video or screen share, the active component is displayed in the main view and no inset window appears.

If the conference is audio only, a white screen appears in the main view.

## Changing Your Primary View – iPhone and Android Phone

When MobileConnect is running on an iPhone or on an Android phone, you only see either the screen share or the conference video. Use the **Screen share view** and **Remote video view** buttons to swap the view.

On an Android Phone, the **Screen share view** and **Remote video view** buttons can be moved around the screen.

If the conference does not have both screen share and video, you do not see the **Screen share view** and **Remote video view** buttons.

## To Show Screen Share in the Primary View

1. Tap the screen to show the conference controls if they are hidden.
2. Click  **Screen share**.

MobileConnect displays the screen share on the full screen.

Note: When screen share is the main view on Android phones, users cannot use any other call controls. Swap to video as the main view to access the call controls.

## To Show Video in the Primary View

1. Tap the screen to show the conference controls if they are hidden.
2. Tap  **Remote video**.

MobileConnect displays the conference video on the full screen.

## Swapping Your Main View – iPad and Android tablet

On an iPad or an Android tablet, you can show or hide the screen share and video, as well as swap the main view. MobileConnect running on an iPad or an Android tablet uses icons on the side toolbar to change your main view.

## To Show or Hide Screen Share

1. Click  **Toggle screen share view** to display the screen share.
2. Click  **Toggle screen share view** to hide the screen share.

MobileConnect shows or hides the screen share.

## To Show or Hide Conference Video

1. Click  **Toggle remote video** to show the conference video.
2. Click  **Toggle remote video** to hide the conference video.

MobileConnect shows or hide the conference video.

## To Change Your Main View

1. Tap the inset view.

MobileConnect swaps the images between the primary and the inset view.

## Adjusting the Screen Share View

The screen share on a mobile device may be difficult to see. To improve the view, you can zoom in and out, and you can move the screen share around your screen when screen share is your main view.

There are two modes for viewing screen share on Android phone – zoom mode and control mode. In zoom mode, you can adjust the screen share image on the phone. In control mode, you can access the collaboration toolbar and the call controls.

Use the following gestures to adjust the screen share view:

- **Pan:** A gesture used to move an image around your screen. Move your finger

across the screen to pan the image.

- **Pinch:** A gesture used to decrease the size of images on touch screen devices. Place two fingers on the screen and move them together
- **Stretch:** A gesture used to enlarge images on touch screen devices. Place two fingers on the screen and separate them.

## To Zoom In

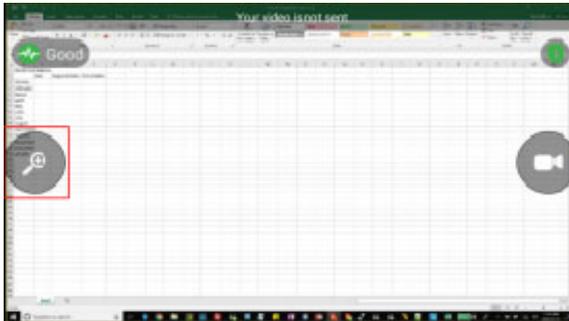
### iPhone and iPad

1. Stretch the image on the screen.

MobileConnect enlarges the screen share image.

### Android phone – Stretch

1. Tap  **Zoom** if the conference is not in zoom mode.

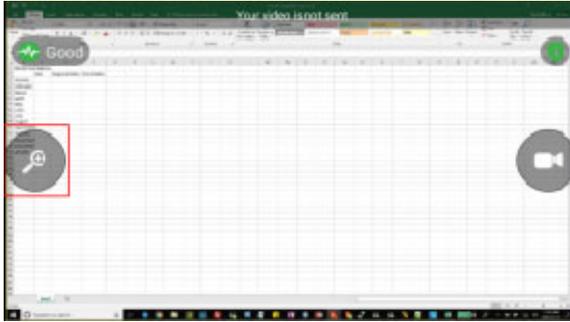


2. Stretch the image on the screen.

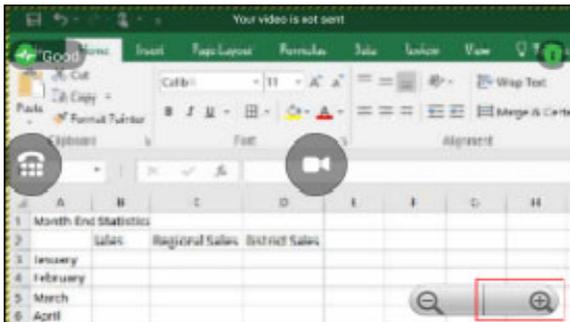
MobileConnect enlarges the screen share image.

### Android phone – Zoom buttons

1. Tap  **Zoom** if the conference is not in zoom mode.



2. Tap **Zoom In**.



MobileConnect enlarges the screen share image.

## **Android tablet**

1. Stretch the image on the screen.

MobileConnect enlarges the screen share image.

## **To Zoom Out**

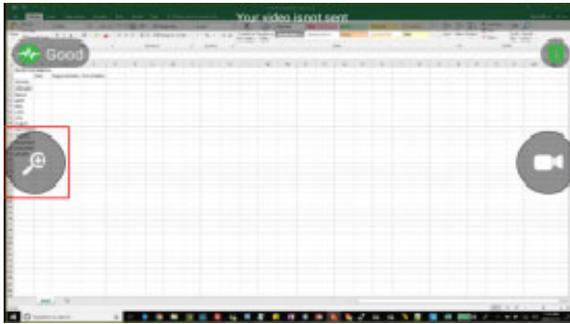
### **iPhone and iPad**

1. Pinch the image on the screen.

MobileConnect shrinks the screen share image.

### **Android phone – Pinch**

1. Tap  **Zoom** if the conference is not in zoom mode.

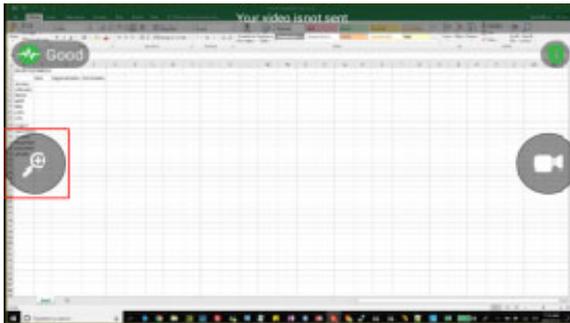


2. Pinch the image on the screen.

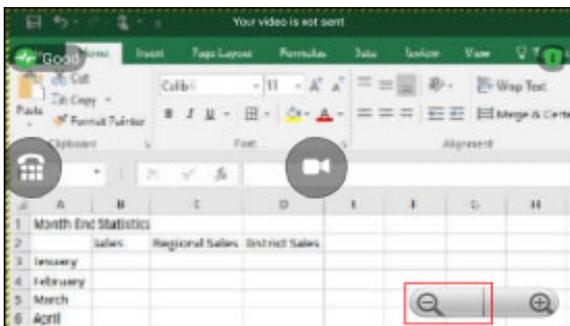
MobileConnect shrinks the screen share image.

## Android phone – Zoom buttons

1. Tap  **Zoom** if the conference is not in zoom mode.



2. Tap **Zoom Out**.



MobileConnect shrinks the screen share image.

## Android tablet

1. Stretch the image on the screen.

MobileConnect shrinks the screen share image.

## To Move the Screen Share

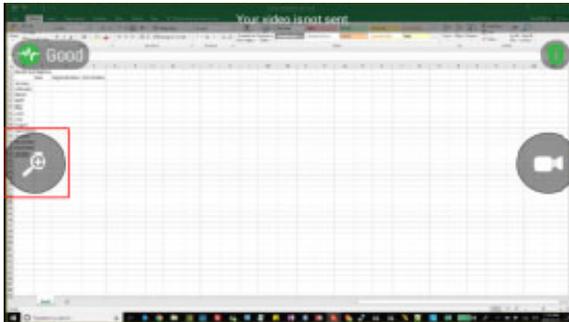
### iPhone and iPad

1. Pan the image on the screen.

MobileConnect moves the screen share around the screen.

### Android phone

1. Tap  **Zoom** if the conference is not in zoom mode.



2. Pan the image on the screen.

MobileConnect moves the screen share around the screen.

### Android tablet

1. Pan the image on the screen.

MobileConnect moves the screen share around the screen.

## Muting and Changing Volume

Participants can use local mute to mute their outgoing audio so other conference members cannot hear them.

Participants can also change the volume on the incoming conference audio.

At times, the Host may change a Participant's mute status remotely using a network mute function. If the Host does not lock the bridge mute, Participants can still change their mute state. Participants can see if the Host has muted or unmuted them remotely by looking at the conference console.

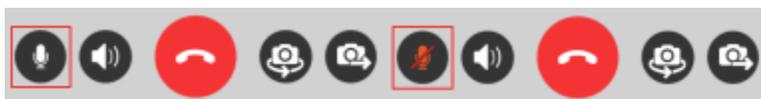
### Using Local Mute

Local mute allows the Participant to control whether or not the Participant's outgoing audio can be heard by other conference members.

### To Use Local Mute

#### iPhone

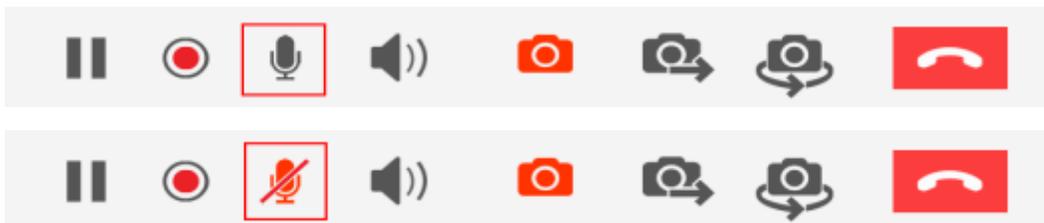
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Mute** or  **Unmute**.



MobileConnect mutes or unmutes the Participant's outgoing audio.

#### iPad

1. Tap  **Mute** or  **Unmute** on the conference console toolbar.



MobileConnect mutes or unmutes the Participant's outgoing audio.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  /  **Mute microphone**.



MobileConnect mutes or unmutes the Participant's outgoing audio.

## Android tablet

1. Tap  /  **Mute microphone** on the conference console toolbar.



MobileConnect mutes or unmutes the Participant's outgoing audio.

## Working with Network Mute

The Host can use network mute to place a Participant on mute remotely. If the Host mutes a Participant, the Participant hears the message that they are muted and sees a blue line across their mute icon . If the Participant has local mute on when the Host turns on network mute, the Participant sees both the local mute and network mute lines across their mute icon .

## iPhone

Clicking  **Unmute** when only network mute is on turns off both local mute and network mute.

Clicking  **Unmute** when both local mute and network mute are on turns off both local mute and network mute.

## iPad

Clicking  **Unmute** when only network mute is on turns off both local mute and network mute.

Clicking  **Unmute** when both local mute and network mute are on turns off both local mute and network mute.

## Android phone

Clicking  **Mute microphone** when only network mute is on turns off both local mute and network mute.

Clicking  **Mute microphone** when both local mute and network mute are on turns off both local mute and network mute.

Android tablet

Clicking  **Mute microphone** when only network mute is on turns off both local mute and network mute.

Clicking  **Mute microphone** when both local mute and network mute are on turns off both local mute and network mute.

## Locking the Bridge Mute

The Host can lock network mute on so conference members cannot unmute themselves. This is useful during a presentation where the Presenter does not want to be interrupted. When the presentation is over, the Host can unlock the bridge mute.

When the Host locks network mute, the Participant sees a blue line with a lock across their mute icon . If the Participant has local mute on when the Host turns on network mute, the Participant sees both the local and network mute lines across their mute icon .

Clicking  **Mute** or  **Mute** when network mute is on toggles local mute on and off but the Participant cannot change their network mute status.

## Adjusting Conference Volume

During a conference, the Participant may find that the volume of other conference members is too loud or too quiet. The Participant can adjust the volume level of the incoming conference audio to a comfortable level.

### To Control Conference Volume

1. Use the volume buttons on your mobile device to adjust the volume.

MobileConnect adjusts the conference audio level.

# Putting the Conference on Hold

You can place a Collaboration conference on hold at any time during the conference.

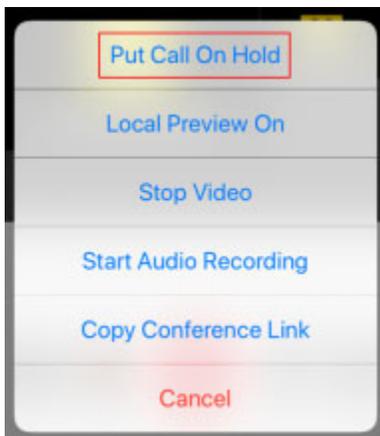
## To Put the Conference on Hold

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



3. Tap **Put Call On Hold**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect places the conference on hold.

### iPad

1. Tap  **Put Call On Hold** on the conference toolbar.



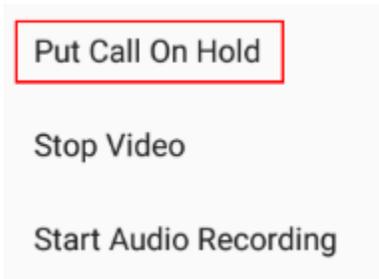
MobileConnect places the conference on hold.

## Android phone – More Options

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Put Call On Hold**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect places the conference on hold.

## Android phone – Call controls

1. Swipe right.
2. Tap the screen to show the call controls if they are hidden.
3. Tap  **Put Call On Hold**.



MobileConnect places the conference on hold.

## Android tablet

1. Tap  **Put Call On Hold**.



MobileConnect places the conference on hold.

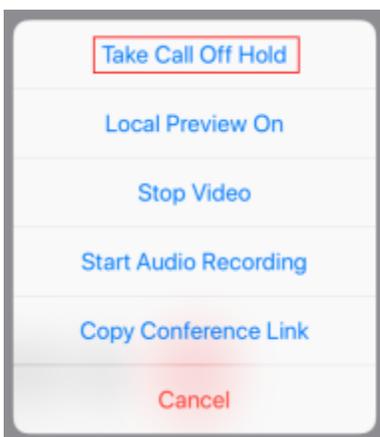
## To Return to the Conference

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



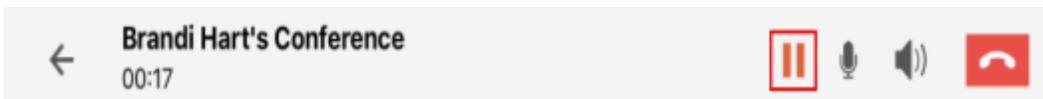
3. Tap **Take Call Off Hold**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect takes the conference off hold.

### iPad

1. Tap  **Take Call Off Hold** on the conference toolbar.



MobileConnect takes the conference off hold.

### Android phone – More Options Menu

1. Tap the screen to show the call controls if they are hidden.

2. Tap  **More options**.



3. Tap **Unhold**. If you are using your phone in landscape mode, you may have to scroll to see all the options.



MobileConnect takes the conference off hold.

## Android phone- Call controls

1. Swipe right.
2. Tap **Unhold**.



MobileConnect takes the conference off hold.

## Android tablet

1. Tap  **Unhold**.

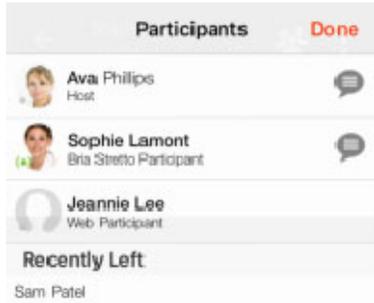


MobileConnect displays the active speaker in the main video feed.

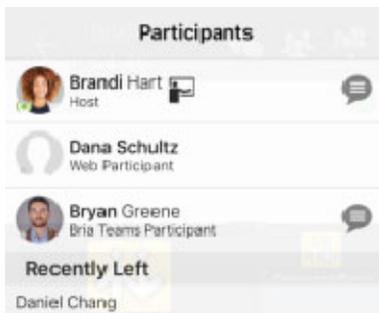
# Seeing Who is Speaking

The **Participants** panel shows other conference members attending the Collaboration conference as well as the conference members who recently left the conference.

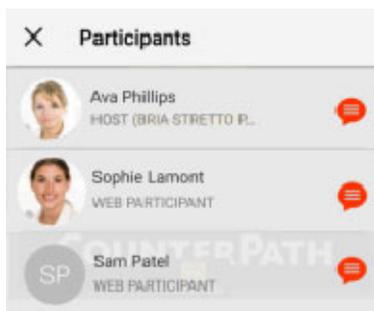
## iPhone



## iPad



## Android phone



## Android tablet



## Voice Activity and Audio Detection

The **Participant** panel can be used to see who is speaking. This is helpful when you do not recognize a speaker's voice.

Every user displays a voice activity level indicator on the detailed view of the **Participants** panel. The indicator appears below the conference member's avatar.



### Voice activity levels:

— : Network mute on

• : Inactive

• : Low

(•) : Medium

((•)) : High

(•) : Very loud

# Messaging in a Conference

During a conference call, you can send and receive instant messages (IMs) to other conference members.

## Sending Messages

You can send a group IM to all conference members or you can send a private IM to a single conference member as long as the conference member is on the same XMPP server.

## Group Messages

Group IMs can be sent to all conference members.

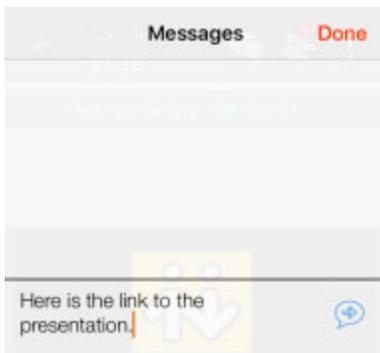
## To Send a Group IM

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Messages** on the top toolbar.



3. Type your message and tap  **Send**.

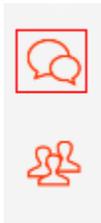


4. Tap **Done** to close the **Messages** panel.

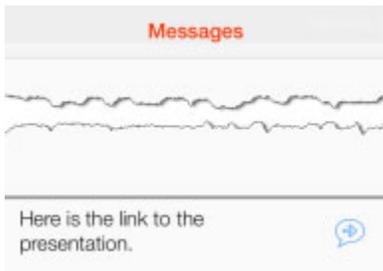
MobileConnect sends the IM to the conference members.

## iPad

1. Tap  **Messages** to on the conference sidebar.



2. Type your message and tap  **Send**.



3. Tap  **Messages** to close the **Messages** panel.

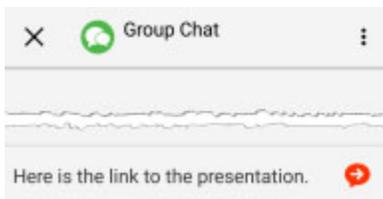
MobileConnect sends the message to the participants.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Group Chat**.



3. Type your message and tap  **Send**.

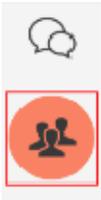


4. Tap the **Android Back** button to exit **Tap To Compose** and tap **X** to close the **Group Chat** panel

MobileConnect sends the message to the participants.

## Android tablet

1. Tap  **Group Chat** on the conference sidebar.



2. Type your message and tap  **Send**.



3. Tap  **Group Chat** to close the **Group Chat** panel.

MobileConnect sends the message to everyone in the group chat.

Note: Once the conference ends, the messages are deleted.

## Private Messages

Private IMs can be sent to a conference member on the same XMPP server. You cannot send private messages to web participants.

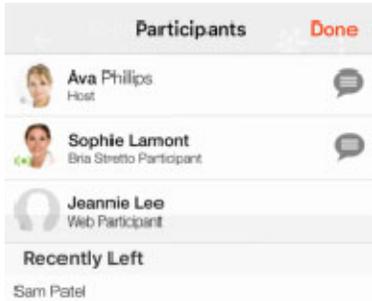
### To Send a Private IM

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** on the top toolbar.

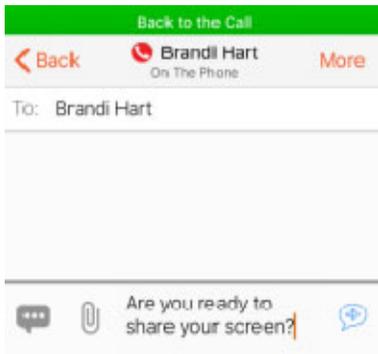


3. Tap  **IM** beside the participant you want to message.



The **Messages** tab on MobileConnect opens.

4. Type you message and tap  **Send**.



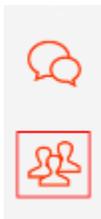
5. Tap the green **Back to the Call** element to return to the conference.



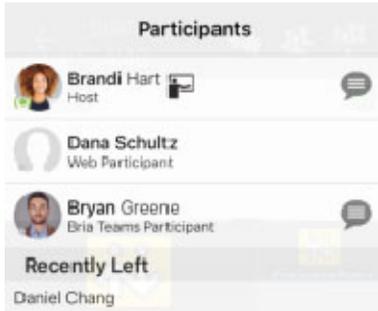
MobileConnect sends the IM to the conference member outside the conference.

## iPad

1. Tap  **Participants** on the conference sidebar.



2. Tap  **IM** beside the participant you want to message. The **Messaging** tab opens.



3. Type your message and tap  **Send**.



4. Tap the blue **Back to the Call** element to return to the conference.



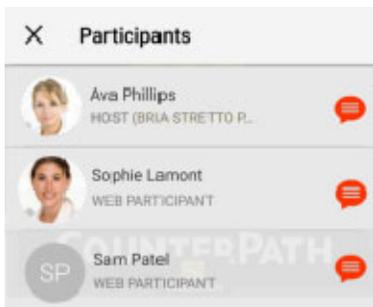
MobileConnect sends the IM to the conference member outside the conference.

## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Participants** on the conference controls.

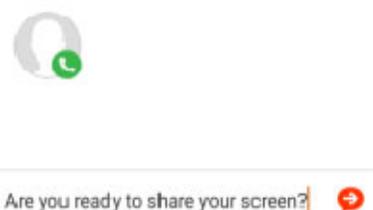


3. Tap  **IM** beside the participant you want to send an IM to.



The **Messaging** tab opens in MobileConnect.

4. Type your message and tap  **Send**.



5. Tap the Call Head to return to the conference.

MobileConnect sends the IM to the conference member outside the conference.

## Android tablet

1. Tap  **Participants** on the conference sidebar.

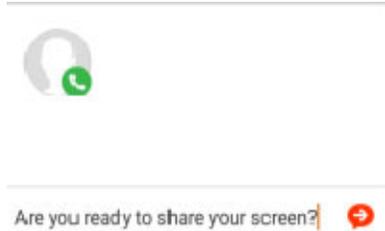


2. Tap  **IM** beside the conference member you want to send a message to.



The Messages tab open in MobileConnect.

3. Type your message and tap  **Send**.



4. Tap the Call Head to return to the conference.

MobileConnect sends the IM to the conference member outside the conference.

## Receiving Messages

You may receive group IMs or private IMs during a Collaboration conference.

### Group Messages

When you receive a new group IM, the badge count updates to show the number of new group IMs.

### To View a New Group IM

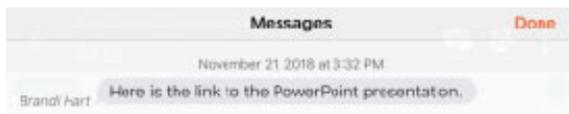
#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Messages** on the conference controls.



3. Tap **Done** to return to the conference screen share and video.

The **Messages** panel opens and displays group messages.



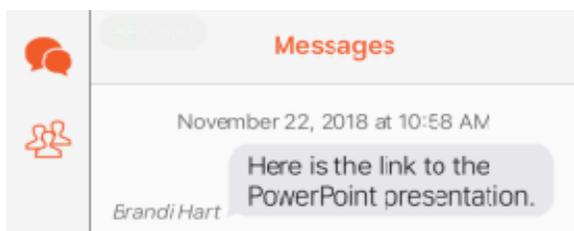
## iPad

1. Tap  **Messages** to on the conference sidebar.



2. Tap  **Messages** to close the **Messages** panel.

The **Messages** panel opens and displays group messages.



## Android phone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **Group Chat** on the conference controls.



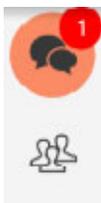
3. Tap **X** to return to the conference screen share and video.

The **Group Chat** panel opens and displays group messages.



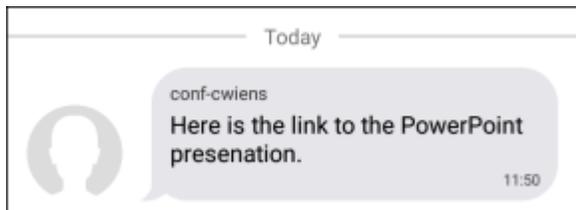
## Android Tablet

1. Tap  **Group Chat** to on the conference sidebar.



2. Tap  **Group Chat** to close the **Group Chat** panel.

The **Group Chat** panel opens and displays group messages.



Note: Once the conference ends, the messages are deleted.

## Private Messages

When you receive a new private IM on an iPhone, iPad, or Android tablet, a badge appears by the back arrow. When you receive a new private IM on an Android phone, a notification appears in the Android status bar.

### To View a Private IM

#### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap on the arrow to leave the conference window.



3. Go to the **Messaging** tab on the resource panel.
4. Tap on the new message.
5. Tap the green **Back to the Call** element to return to the conference.



MobileConnect displays the new IM in **Messages** outside the conference window.

#### iPad

1. Tap on the arrow to leave the conference window.
2. Go to the **Messaging** tab on the resource panel.



3. Tap on the new message.
4. Tap the blue **Back to the Call** element to return to the conference.



MobileConnect displays the new IM in **Messages** outside the conference window.

## Android phone

1. Open the notification drawer by swiping down on the Android status bar.
2. Tap on the IM notification.



3. Tap the Call Head to return to the conference.

MobileConnect displays the new IM in **Messages** outside the conference window.

## Android tablet

1. Tap on the arrow to leave the conference window.



2. Go to the **Messaging** tab on the resource panel.
3. Tap on the new message.
4. Tap the Call Head to return to the conference.

MobileConnect displays the new IM in **Messages** outside the conference window.

# Recording a Conference

The audio portion of a Collaboration conference can be recorded locally by conference members who joined the conference using MobileConnect. Audio recordings are stored locally by the person who recorded the conference in a .wav file format. The location of conference recordings is set up by the Stretto Administrator.

## Recording a Conference

Both the Host and Participants can record conferences. Participants can only record the audio portion of a conference. If the Host has their Dropbox account set up, they can record both the audio and video portion of calls they are hosting as a server recording.

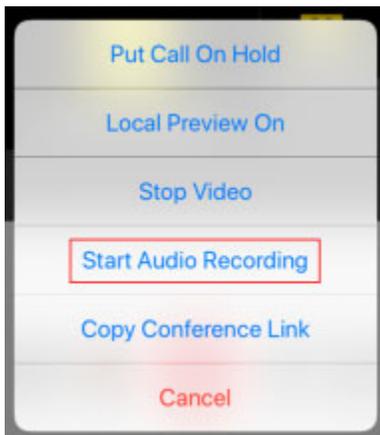
## To Start Recording a Conference

### iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



3. Tap **Start Audio Recording**.



MobileConnect starts recording the audio portion of the conference.

## iPad

1. Click  **Start local recording**.



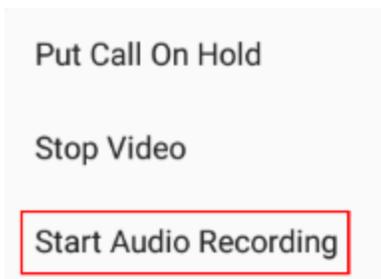
MobileConnect starts recording the audio portion of the conference  **Stop local recording** flashes in the conference console toolbar.

## Android phone – Using the More Options menu

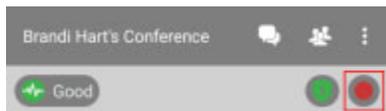
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More options**.



3. Tap **Start Audio Recording**.

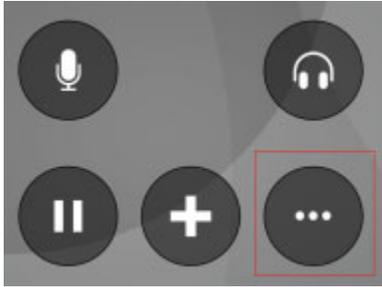


MobileConnect starts recording the audio portion of the conference. **Recording** displays on the screen.

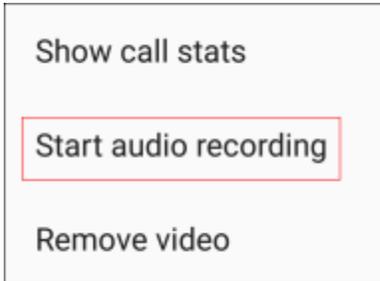


## Android phone – Using the call controls

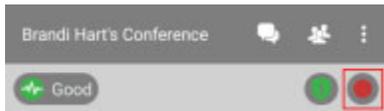
1. Swipe the screen right.
2. Tap  **More Options**.



3. Tap **Start audio recording**.



MobileConnect starts recording the audio portion of the conference. **Recording** displays on the screen.



## Android tablet

Conference recording is controlled using the conference console toolbar.

1. Click  **Start local recording**.



MobileConnect starts or stops recording the audio portion of the conference.  **Stop local recording** flashes in the conference console toolbar.

## To Stop Recording a Conference

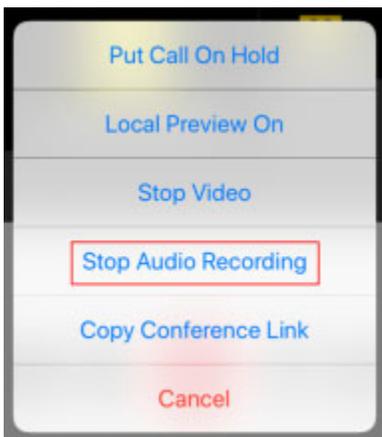
### iPhone

Conference recording is controlled using the  **More** menu.

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **More**.



3. Tap **Stop Audio Recording** or **Stop Server Recording**.



MobileConnect stops recording the audio portion of the conference.

### iPad

Conference recording is controlled using the conference console toolbar.

1. Click  **Stop local recording**.

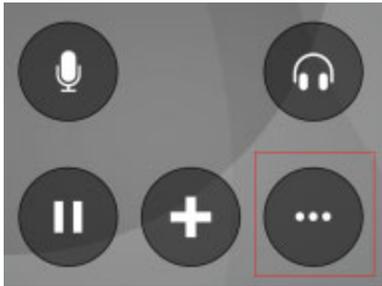


MobileConnect stops recording the audio portion of the conference.

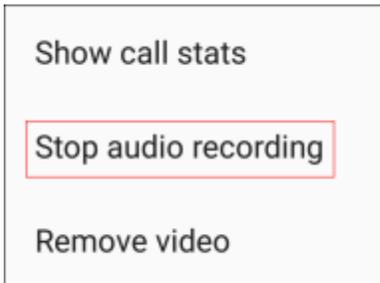
## Android phone

Conference recording is controlled using the **More** menu.

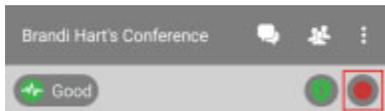
1. Swipe the screen right.
2. Tap  **More Options**.



3. Tap **Stop audio recording**.



MobileConnect stops recording the audio portion of the conference.



## Android tablet

Conference recording is controlled using the conference console toolbar.

1. Click  **Stop local recording**



MobileConnect stops recording the audio portion of the conference.

## Is the Conference Being Recorded?

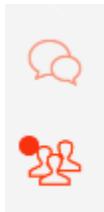
If the conference is being recorded, conference members see a red, flashing dot on **Participants** on the conference sidebar, and a flashing, red dot by the conference member's name in the **Participants** panel.

### Conference Recording Indicator

#### iPhone



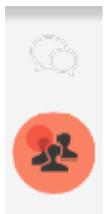
#### iPad



#### Android phone



#### Android tablet



Note: If you experience a network change while you are making a local conference recording, multiple recording files are created, one before the network change, and one after you reconnect.

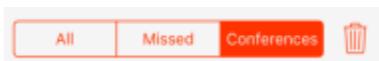
## Listening to Recordings

You can listen to recordings from **History**.

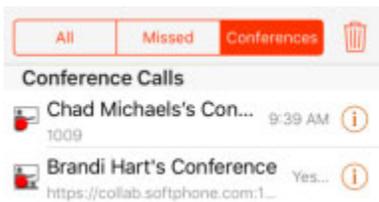
### To Listen to a Recording

#### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



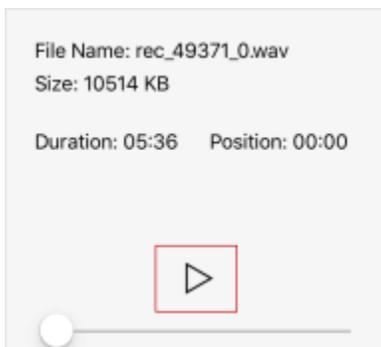
3. Tap **More Info** beside the call with the call recording indicator.



4. Tap **Listen to Call Recording**.



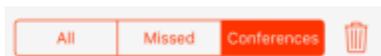
5. Tap **Play**.



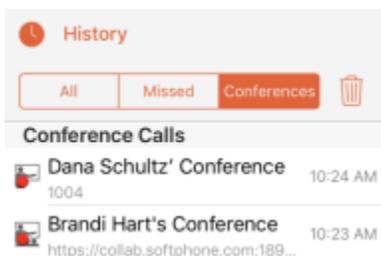
MobileConnect plays the call recording.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



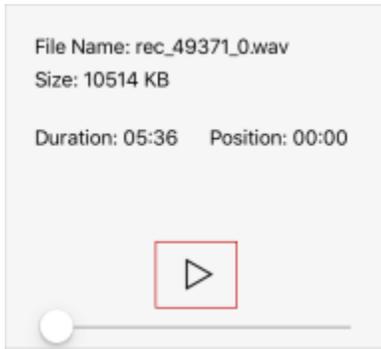
3. Tap the call entry with the call recording indicator.



4. Tap **Listen to Call Recording**.



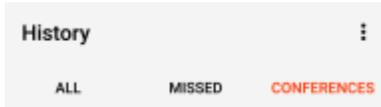
5. Tap **Play** to listen to the recording.



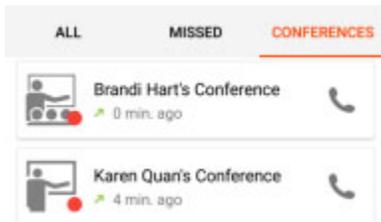
MobileConnect plays the call recording.

## Android

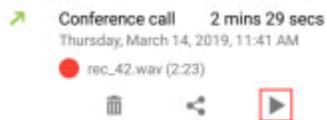
1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional),



3. Tap the grouped entry with the call recording indicator.



4. Tap **Listen to Call Recording**.



MobileConnect plays the file in Google Play Music.

## Deleting Recordings

Local recordings can be deleted from **History**.

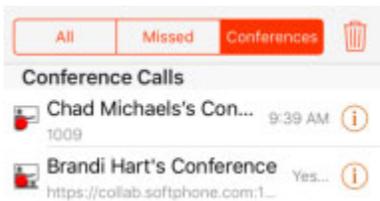
### To Delete a Recording

#### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



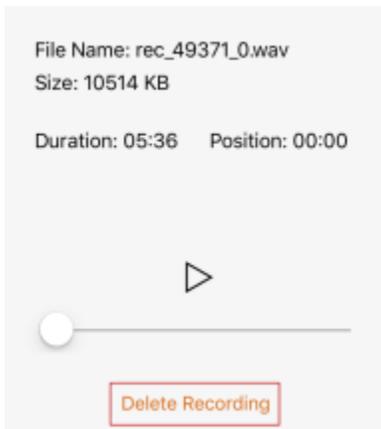
3. Tap **More Info** beside the call with the call recording indicator.



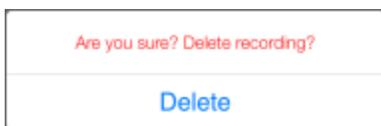
4. Tap **Listen to Call Recording**.



5. Tap **Delete Recording**.



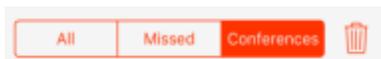
6. Tap **Delete**.



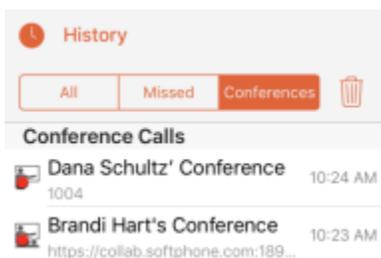
MobileConnect deletes that call recording. MobileConnect removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter results (optional).



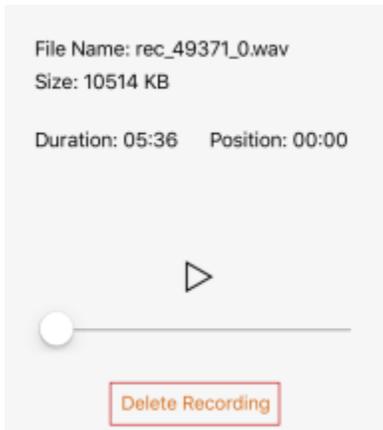
3. Tap the call entry with the call recording indicator.



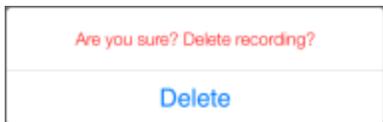
4. Tap **Listen to Call Recording**.



5. Tap **Delete Recording**.



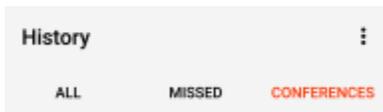
6. Tap **Delete**.



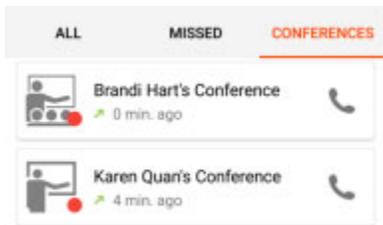
MobileConnect deletes that call recording. MobileConnect removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

## Android

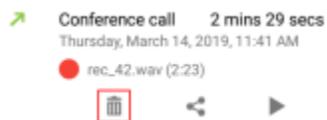
1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional),



3. Tap the grouped entry with the call recording indicator.



4. Tap **Delete Recording** and tap **Yes**.



MobileConnect deletes that call recording. MobileConnect removes the call recording indicator from the call log in **History**. All other details of the call remain unchanged.

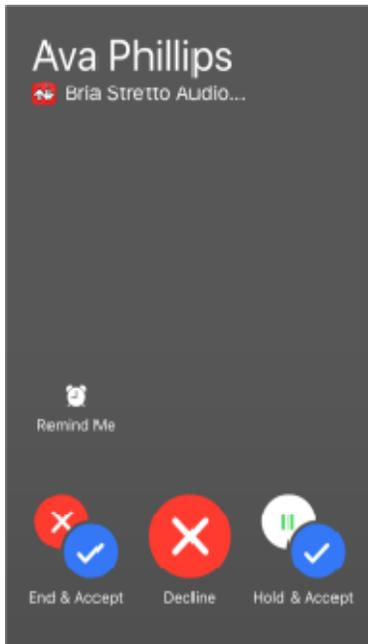
# Handling Incoming Calls

While attending a Collaboration conference, the Participant may receive an incoming call. If the Participant accepts the incoming call, the Participant puts the conference on hold.

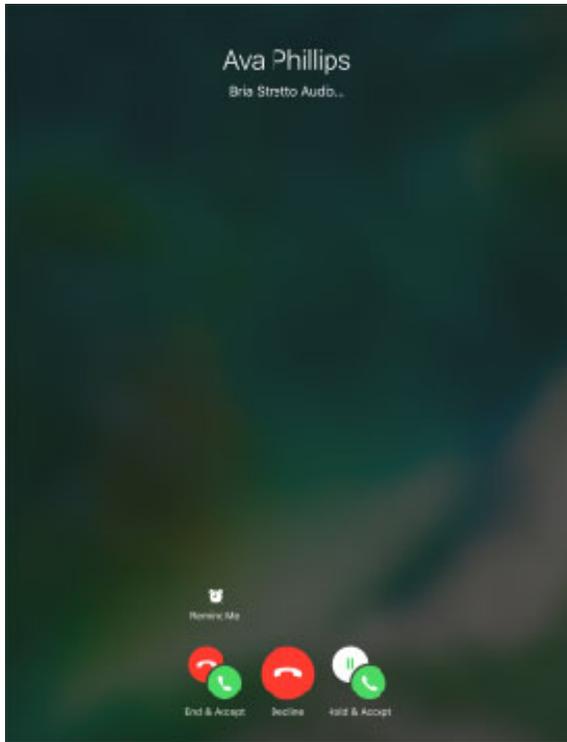
The incoming call notification is displayed on a notification. The Participant can use either to answer or decline the call. After answering the second call, the Participant can also switch between the new call and the conference call.

## Incoming Call Notification

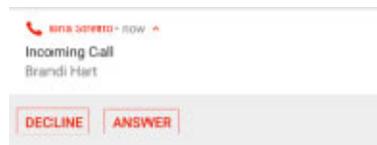
### iPhone



### iPad



## Android phone



## Android tablet



## Ending a Conference Call

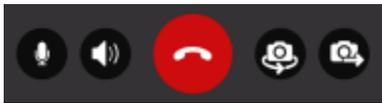
The Collaboration conference Host can leave a conference call at any point. If the conference is still active, the Host can rejoin the conference by using any of the methods to [join](#) a conference.

# To End a Conference

Note: Clicking  **End call** ends the audio or the audio and video portion of the call. If screen share is a part of the conference, the screen share continues after you click  **End call**.

## iPhone

1. Tap the screen to show the call controls if they are hidden.
2. Tap  **End Call**.



MobileConnect ends the conference call.

## iPad

1. Conference members leave the conference by tapping  **End Call**.



MobileConnect ends the conference call.

## Android phone

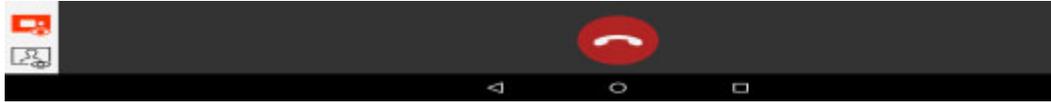
1. Tap the screen to show the call controls if they are hidden.
2. Tap  **End Call**.



MobileConnect ends the conference call.

## Android tablet

1. Tap the screen to show the conference controls if they are hidden.
2. Tap  **End Call**.



MobileConnect ends the conference call.

## When the Host Leaves the Conference

When the Host leaves the conference, the Host's conference settings determine how long the conference can continue. The call may end immediately, or it may continue for up to 30 minutes.

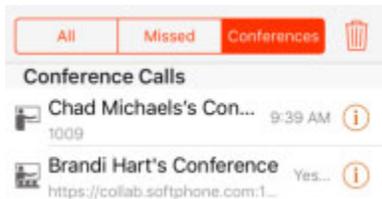
# Conference History

All Collaboration conferences joined using MobileConnect are captured in MobileConnect's **History**. Conferences that were joined using a web browser do not show in MobileConnect's **History**.

## View Conference Details

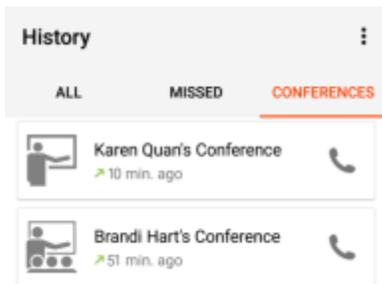
### iOS

If you were the Host of conference, the **History** entry display the  **Host** icon and the Host's conference title. If you were a Participant in the conference, the **History** entry displays the  **Participant** icon, and the Host's conference title.



### Android

If you were the Host of conference, the **History** entry display the  **Host** icon and the Host's conference title. If you were a Participant in the conference, the **History** entry displays the  **Participant** icon, and the Host's name.



## Filter Conference History

You can filter calls in **History** into **All**, **Missed**, or **Conference** on iPhone and iPad.

## To Filter Conference Calls

### iOS

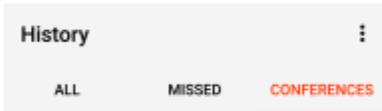
1. Go to the **History** tab on the resource panel.
2. Tap **Conferences**.



MobileConnect displays the recent conference calls.

### Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences**.



MobileConnect displays the recent conference calls.

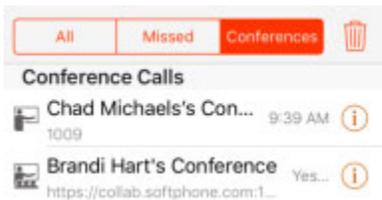
## Delete History Entries

You can delete a single conference or all conference from **History**.

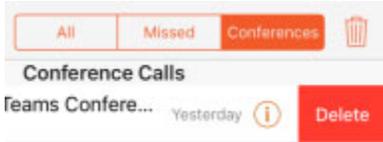
### To Delete a Single Entry

#### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



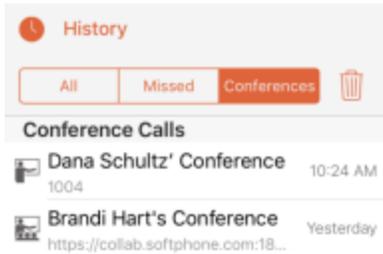
3. Swipe the entry you want to delete to the left.
4. Tap **Delete**.



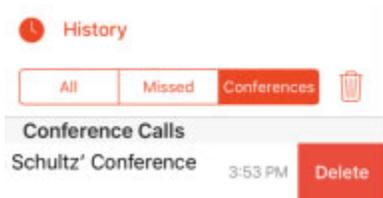
The **History** entry is deleted.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



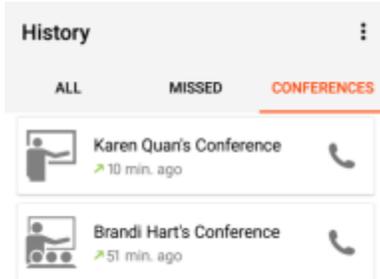
3. Swipe the entry you want to delete to the left.
4. Tap **Delete**.



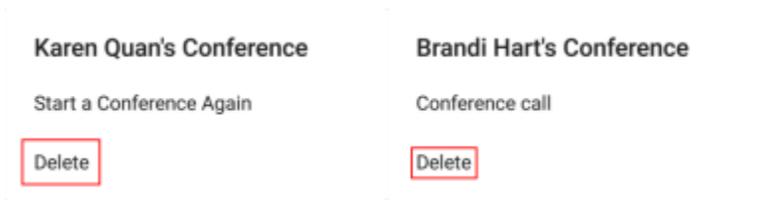
The **History** entry is deleted.

## Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results (optional).



3. Long-press the entry you want to delete.
4. Tap **Delete**.

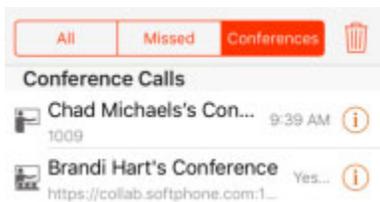


The **History** entry is deleted.

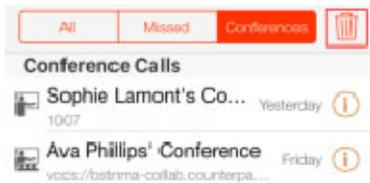
## To Delete All Conference Entries

### iPhone

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results so only conferences are deleted.



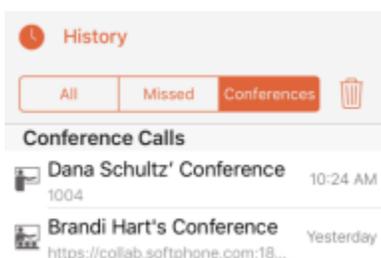
3. Tap  **Delete**.



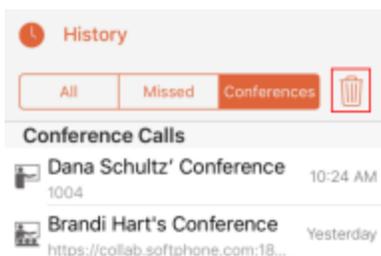
All **History** conference entries are deleted.

## iPad

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results so only conferences are deleted.



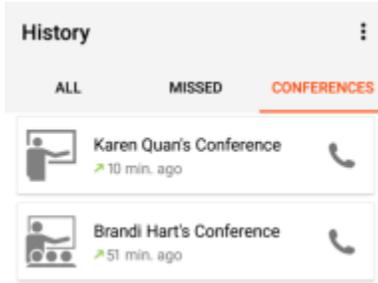
3. Tap  **Delete**.



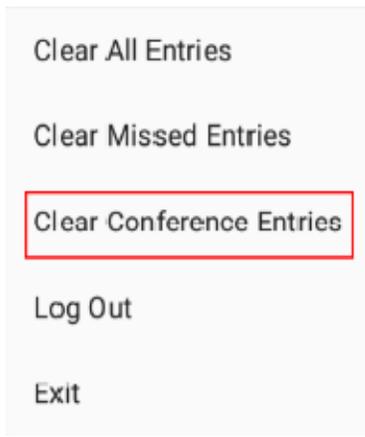
All **History** conference entries are deleted.

## Android

1. Go to the **History** tab on the resource panel.
2. Tap **Conferences** to filter the results so only conferences are deleted.



3. Tap **More Options**.
4. Tap **Clear Conference Entries**.



All **History** conference entries are deleted.

# Being a Conference Presenter – Desktop

The conference Presenter is either the conference Host or a Participant that the Host has designated as a Presenter. The Presenter has the added ability to share their screen. This section explains how to share your screen when you are the Presenter.

All other Presenter tasks are found in [Being a Participant – Desktop](#) and [Being a Participant – Mobile](#).

## Sharing Your Screen

Collaboration allows a Presenter to share their screen during a conference call. When the Host initially joins the Collaboration conference with MobileConnect for Windows or Mac, the Host is the Presenter. The Host can make a desktop Participant the Presenter instead. The Presenter uses the conference toolbar to share their screen. If you need to stop sharing your screen during the conference, you can do so without ending the conference.

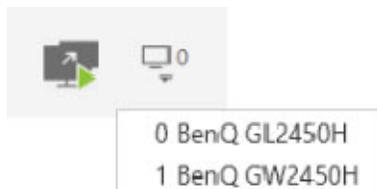
### Sharing Your Screen

If the Host makes you a Presenter, you can share your screen with other conference members. After the Host makes you the Presenter, you see the screen sharing button on the conference toolbar.

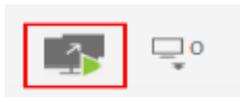
Tip: MobileConnect shares your full screen. Make sure you close any apps that contain confidential information before you start sharing your screen.

### To Share Your Screen

1. If you have more than one monitor, click  **Select the monitor that you want to share** and choose the monitor from the menu. A small number appears that indicates which monitor will be shared. You can also change monitors after you have started sharing your screen.



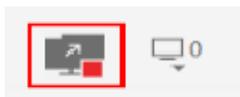
2. Click  **Start sharing your screen.**



Participants see your screen. A yellow bounding box outlines your screen as a visual cue to show what is being shared. If you have two monitors, the yellow bounding box only appears on the monitor that you are sharing.

## To Stop Sharing Your Screen

1. Click  **Stop sharing screen.**



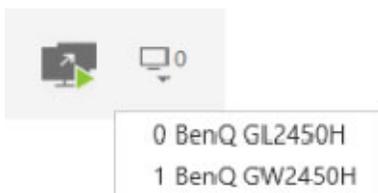
MobileConnect stops sharing your screen.

## Change Monitors

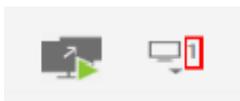
If you have multiple monitors, you can switch the screen share to your other monitor without ending the conference.

### To Switch Monitors

1. Click  **Select the monitor that you want to share.** The list of monitors you are using opens in a menu. If you only have one monitor, the menu will not open.
2. Select the monitor you want to share.



MobileConnect switches the screen share to the other monitor. A small number beside **Select the monitor you want to share** indicates the number of the monitor that you have selected.



# Being a Conference Guest

A conference Guest is a participant who joins the conference using a Chrome, Firefox, Opera, or Safari web browser.

## Supported web browsers

Web browser	Version
Chrome	65 and greater
Firefox	58 and greater
Opera	51 and greater
Safari	11 and greater

A Guest can use the web interface for screen share, audio, and video; screen share and audio; or screen share only and can dial into the conference separately.

A conference Guest has most of the same abilities as other conference members. However, the Guest cannot send or receive group or private IMs.

# Joining a Conference

When you join a conference, you may enter the conference immediately or you may have to wait until the Host joins the conference.

Guests can use the web browser for audio or audio and video, or they can use a dial-in phone number for conference audio and use the web browser to view the screen share.

If the browser does not support audio and video, the **Join Conference** dialog box does not appear and  **Use browser to join call** is disabled.

The Guest can join a Collaboration conference using a link, using **History**, or using **Contacts**.

## Joining From a Link

The Host may have sent a link in an email invitation or through some other method.

## To Join From an Email

1. Click the link beside **To join using a web browser**. Alternatively, you can copy the link and paste it in a browser.

You've been invited to the conference of: [aphillips@zippyphone.com](mailto:aphillips@zippyphone.com)  
 Conference title: Collaboration conference

---

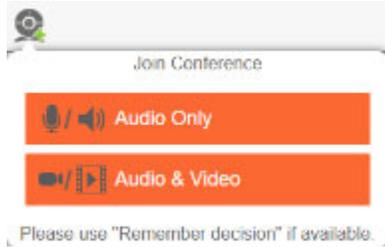
- Group: zippyphone.com
- Participant PIN:
- Bridge #: 1234

---

Direct Bridge SIP address: sip:  
 Conference Access Number: [sip:1234](tel:sip:1234)  
 To join using Bria: <https://colab.counterpath.com/443/join/ABCDEFGHIJ/counterpath.com>  
 To join using a web browser, <https://colab.counterpath.com/443/client/index.html?group=counterpath.com&bridge=1234>

The **Conference Portal Login** opens in your default browser.

2. Click **Audio Only** or **Audio & Video** in the **Join Conference** dialog box depending on how you want to join the call. If you only want to use screen share, click outside the **Join Conference** dialog box. If you click outside the dialog box but want to use audio or video, click  **Use browser to join call** to re-open the **Join Conference** dialog box.

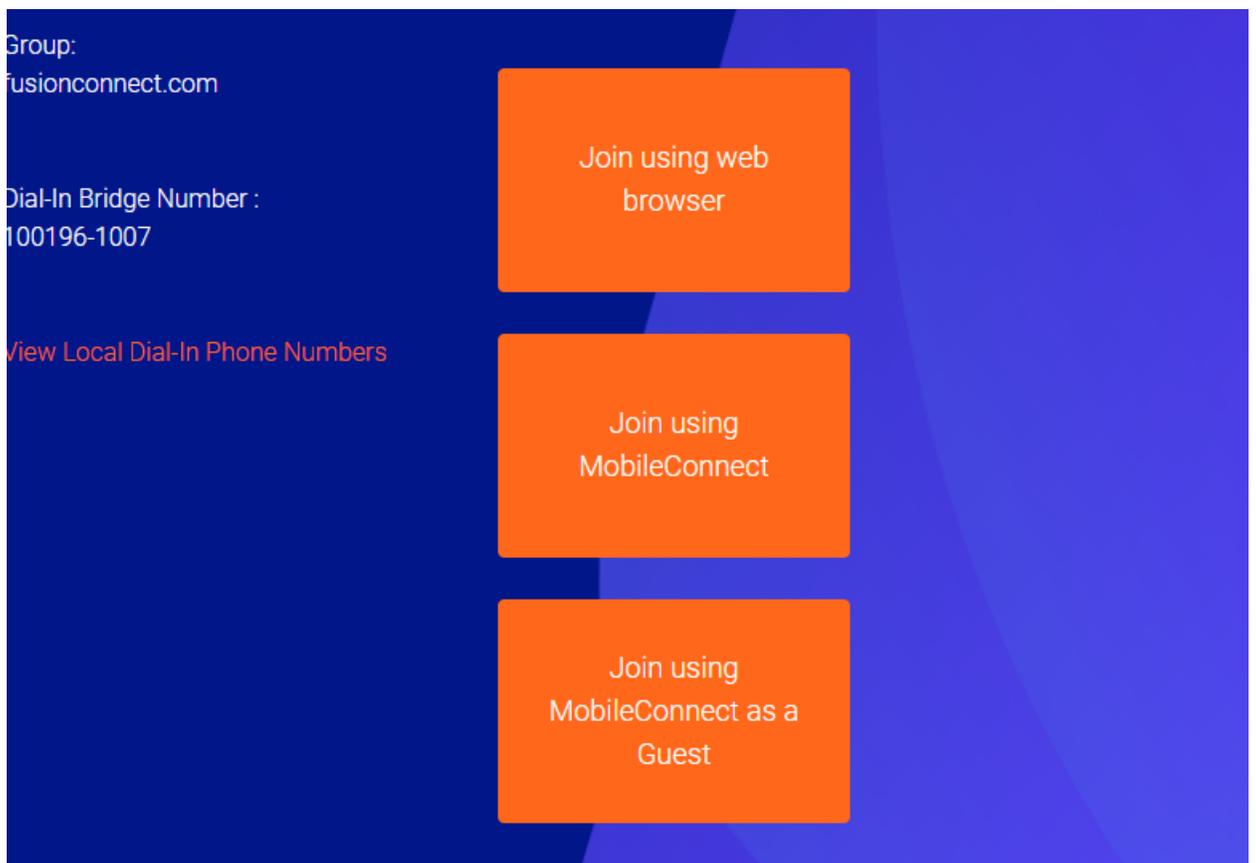


The Guest joins the conference.

## To Join Using a Link Sent Alternatively

The Host may have some other method of sending the conference link.

1. Either click on the link or copy and paste the link into a web browser.
2. Click **Join using web browser**.



3. **Group** and **Bridge** auto-fill from the conference link. If the conference requires a **PIN**, type it here. Type the **Display Name** you would like to use in the conference. All other conference members see this name in the **Participants** panel.

The conference console opens in the web browser. Guests see the conference screen share if the Host is sharing their screen.

4. Click **Audio Only** or **Audio & Video** in the **Join Conference** dialog box depending on how you want to join the call. If you only want to use screen share, click outside the **Join Conference** dialog box. If you click outside the dialog box but want to use audio or video, click  **Use browser to join call** to re-open the **Join Conference** dialog box.

5. If prompted, enter the conference PIN.

The Guest joins the conference.

Note: When a Guest joins a conference, they may be placed in the lobby until the Host joins the conference, or they may join the conference immediately depending on the Host's conference settings.

# Changing Video During a Conference

This section describes how to add and remove video in a Collaboration conference.

## Sending and Receiving Video

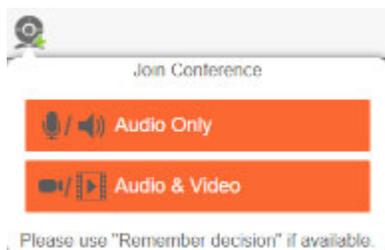
The Guest can choose to add video when they **join the conference call**. If they chose not to add video when they joined, the Guest can add video to an audio or screen share only conference. If the Guest joined the conference with audio and video, they can downgrade to audio only. The layout of the video that the Guest sees varies depending on the Host's conference video settings.

## Upgrading from Audio to Audio and Video

When a Guest is using the browser for audio only, the Guest must first remove the audio, then add audio and video.

### To upgrade to video

1. Tap  **End call**. The conference audio stops coming through the web browser. If the conference includes screen share, you continue to see the screen share.
2. Tap  **Use browser to join call**. The **Join Conference** dialog box opens.
3. Select **Audio & Video**.



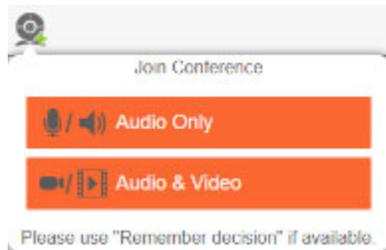
Conference audio and video are played through the browser.

## Adding Video to Screen Share

If a Guest joins the conference with screen share only, they can add video to the conference.

### To Add Video to Screen Share

1. Tap  **Use browser to join call**. The **Join Conference** dialog box opens.
2. Select **Audio & Video**.



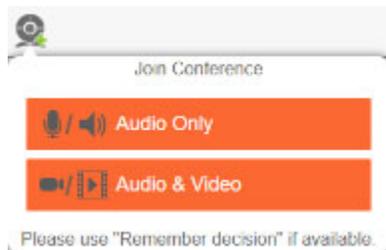
Conference audio and video are played through the browser.

## Downgrading to Audio

If a Guest joins the conference with both audio and video, the Guest can downgrade the call to just audio.

### To downgrade to audio

1. Tap **End call**. Both audio and video stop coming through the web browser. If the conference includes screen share, you continue to see the screen share.
2. Tap **Use browser to join call**. The **Join Conference** dialog box opens.
3. Select **Audio Only**.



Conference audio is played through the web browser.

## Pausing and Resuming Sending Video

A Guest can temporarily pause sending video and still see incoming video. When ready, the Guest can resume sending video.

### To Pause Sending Video

1. Click **Stop/Start sending your video**.



MobileConnect stops sending your video to conference members but continues to display incoming conference video.

## To Resume Sending Your Video

1. Click  **Stop/Start sending your video.**



MobileConnect starts sending your video to conference members and continues to display incoming conference video.

## Video Options

The way video appears to the Guest varies depending on the Host's video settings. The Host sets the video layout and the video floor.

### Video Layout Options

The Host can select from built-in video layout options. All conference members see the video stream in the layout set by the Host.

### Video Layout Options

Video is displayed in one of the following layouts:

**Focus:** There is one main video feed – the video floor - that is larger in size than the rest of the video images. The other video images appear in a grid around the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Grid:** Video images appear equal in size in a rectangular grid formation. There is no video floor.

**Ribbon:** There is one main video feed – the video floor – that is larger in size than the rest of the video images. The other video images appear in a ribbon below the video floor. The video floor displays the person who is currently speaking and switches as the speakers change, or the person the Host has assigned the video floor to.

**Townhall:** Only one video feed – the video floor – is displayed. The video floor displays either the person who is currently speaking and switches as the speakers change, or it displays the person that the Host has assigned the video floor to.

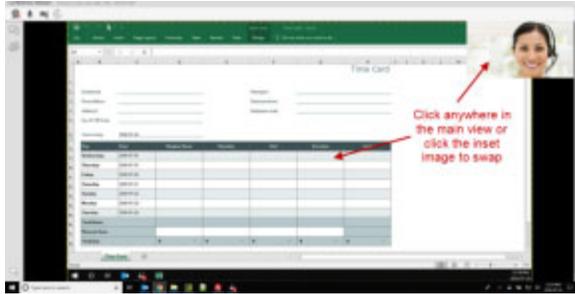
## **Video Floor**

The video floor is the conference video stream that is in the main view. Unless the Host assigns the video floor, the video floor shows the video from the conference member that is speaking.

## Changing Your Main View

A Collaboration conference can have two components – conference video and the Presenter's screen share.

To swap between video and screen share in the main view, click anywhere in the main view or click the inset image.



## Muting and Changing Volume

Guests can use local mute to mute their outgoing audio so other conference members cannot hear them.

At times, the Host may change a Guest's mute status remotely using a network mute function. If the Host does not lock the bridge mute, Guests can still change their mute state. Guests can see if the Host has muted or unmuted them remotely by looking at the conference console.

### Using Local Mute

Local mute allows the Guest to control whether or not the Guest's outgoing audio can be heard by other conference members.

#### To Use Local Mute

1. Click  /  **Toggle Mute** on the conference toolbar.



MobileConnect mutes or unmutes the Guest's outgoing audio.

### Working With Network Mute

The Host can use network mute to place a Guest on mute remotely. If the Host mutes a Guest, the Guest hears the message that they are muted and sees a blue line across their mute icon . If the Guest has local mute on when the Host turns on network mute, the Guest sees both the local mute and network mute lines across their mute icon .



Clicking  **Toggle mute** when only network mute is on turns on both local mute and network mute .

Clicking  **Toggle mute** when both local mute and network mute are on turns off both local mute and network mute.

## Locking the Bridge Mute

The Host can lock network mute on so conference members cannot unmute themselves. This is useful during a presentation where the Presenter does not want to be interrupted. When the presentation is over, the Host can unlock the bridge mute.

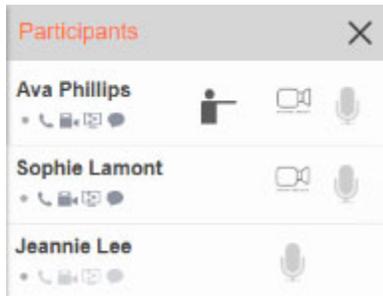
When the Host locks network mute, the Guest sees a blue line with a lock across their mute icon . If the Guest has local mute on when the Host turns on network mute, the Guest sees both the local and network mute lines across their mute icon .



Clicking  **Toggle Mute** or  **Toggle Mute** when network mute is on turns local mute on and off but the Guest cannot change their network mute status.

## Seeing Who is Speaking

The **Participants** panel shows other conference members attending the Collaboration conference as well as the conference members who recently left the conference.



## Voice Activity and Audio Detection

The **Participant** panel can be used to see who is speaking. This is helpful when you do not recognize a speaker's voice.

Every user displays a voice energy level indicator on the detailed view of the **Participants** panel. The indicator appears below the conference member's name.

### Voice energy levels:

— : Network mute on

• : Inactive

• : Low

(•) : Medium

((•)) : High

(•••) : Very loud

# Messaging in a Conference

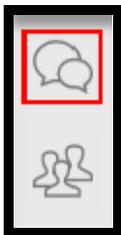
During a conference call, you can send and receive instant messages (IMs) to other conference members.

## Sending Messages

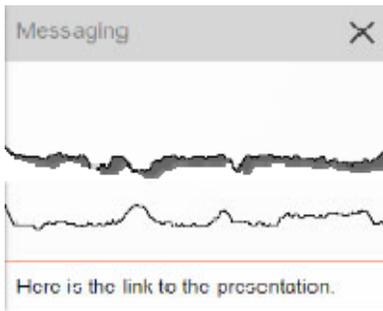
You can send a group IM to all conference members.

### To Send a Group IM

1. Click  **Messaging** on to conference sidebar.



2. Type your message and type ENTER to send.



MobileConnect sends the message to the conference members.

## Receiving Messages

You may receive group IMs during a Collaboration conference.

## To View a New Group IM

1. Click  **Messaging** on to conference sidebar.



The  **Messaging** panel in the conference opens and displays all group IMs.

# Leaving a Conference Call

The Collaboration conference Guest can leave a conference call at any point. If the conference is still active, the Guest can **rejoin** the conference.

## To Leave a Conference

1. Refresh the browser or close the browser window.

The Guest exits the conference.

Note: Clicking  **End call** ends the audio or the audio and video portion of the call. If screen share is a part of the conference, the screen share continues after you click  **End call**.

## When the Host Leaves the Conference

When the Host leaves the conference, the Host's conference settings determine how long the conference can continue. The call may end immediately, or it may continue for up to 30 minutes.

# The Conference Console

The conference console is the window that opens during a conference.

This section provides an overview of the conference console based on each role:

[Host conference console – Desktop](#)

[Host conference console – Mobile](#)

[Participant conference console - Desktop](#)

[Participant conference console – Mobile](#)

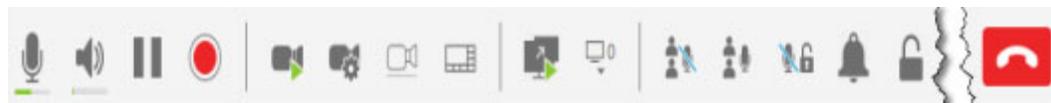
[Presenter conference console - Desktop](#)

[Guest conference console](#)

## Host Conference Console – Desktop

The Host conference console is used to control audio, video, and screen share, as well as to send messages to and to view other conference members. The Host can also manage the conference using the conference console.

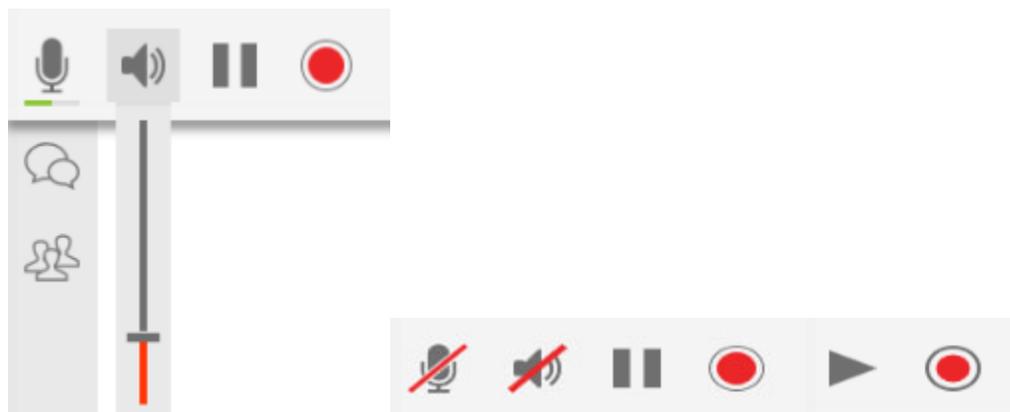
### Conference Toolbar



The conference toolbar is divided into sections:

### Audio Controls

The Host controls their own audio with the audio controls. The Host can also record the audio (local recording) or the audio and video (network recording).



### Audio Control Icons

 **Mute or unmute microphone:** Local mute and network mute are off. Click to turn on local mute so other conference members cannot hear you.

 **Mute or unmute microphone:** Local mute is on and network mute is off. Click to turn off local mute so other conference members can hear you.

 **Mute or unmute microphone:** Local mute is off and network mute is on. Click to turn off network mute so conference members can hear you.

 **Mute or unmute microphone:** Local mute and network mute are on. Click to turn off local mute and network mute so other conference members can hear you.

 **Mute or unmute microphone:** Local mute is off and network mute is locked on. Click to turn on local mute. Network mute stays on.

 **Mute or unmute microphone:** Local mute is on and network mute is locked on. Click to turn off local mute. Network mute stays on.

 **Mute speaker:** You can hear the conference audio. Click to mute the audio output so you cannot hear the conference.

 **Unmute speaker:** You cannot hear the conference audio. Click to unmute the audio output so you can hear the conference.

 **Put this call on hold:** Click to place the conference on hold.

 **Take this call off hold:** Click to take the conference off of hold.

 **Start local recording / Stop local recording:** Click to toggle local recording on or off. All conference members hear a message saying the saying that the call is being recorded or that the call is no longer being recorded.

 **Start server recording / Stop server recording:** Click to toggle network recording on or off. Network recording must be set up by the Administrator, or if provisioned, in the [Collaboration Management User Portal](#). Conference members hear a message saying that the conference is being recorded or that the conference is no longer being recorded.

## Video Controls

The Host controls whether or not to send and receive video. The video controls are also used to change video settings during a conference.



### Video Control Icons

 **Start Video:** Start sending your video feed to the conference participants.

 **Pause sending video:** Pause sending your video feed to the conference participants. You can still see incoming video feed.

 **Video Settings...**: Click to select which **Camera** you want to use (if you have more than one), adjust your **Max Resolutions**, and view conference **Video Info**.

 **Assign video floor to myself**: The video floor is not assigned. Click to assign the video floor to yourself.

 **Remove video floor**: The video floor is assigned to you. Click to remove yourself from the video floor.

 **Focus video layout**: The conference member who is speaking or the conference member with the video floor is displayed in a larger image. Other conference members with video enabled are shown in a grid view.

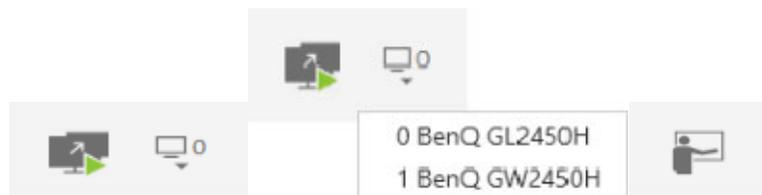
 **Grid video layout**: Conference members with video enabled are shown in a grid.

 **Ribbon video layout**: Conference members with video enabled are shown in a strip.

 **Townhall video layout**: Only the video of the conference member who is speaking or the conference member who has the video floor assigned to them is visible.

 **Pause sending video**: Removes the incoming video feed and turns the conference into audio only or audio and screen share only.

## Screen Share



### Screen Share Icons

 **Start sharing your screen**: Starts sharing your screen with conference members.

 **Stop sharing your screen**: Stop sharing your screen with conference members.

 **Select the monitor you want to share**: Use the drop down to choose which monitor you want to share. Only appears if you have more than one monitor.

 **Become presenter**: Become the presenter again after making a Participant a Presenter.

## Conference Controls



The conference controls let you allows the Host to work with group IMs and manage individual participants.

### Conference Control Icons

 **Mute all participants:** Mutes all conference members that are currently in the conference. Conference members can still mute and unmute themselves.

 **Unmute all participants:** Unmutes all conference members that are currently in the conference. Conference members can still mute and unmute themselves.

 **Lock the bridge mute:** Network mute is unlocked. Click the lock network mute on.

 **Unlock the bridge mute:** Network mute is locked on. Click to unlock network mute.

 **Disable chime:** The chime conference members hear when a new conference member joins the conference is turned on. Click to disable the chime.

 **Enable chime:** The chime conference members hear when a new conference member joins the conference is turned off. Click to enable the chime.

 **Unlocked (no PIN required to join):** The conference is unlocked and new conference members can join without a PIN.

 **PIN required to join:** The conference is unlocked and new conference members can join with a PIN.

 **Locked (no new participants can join):** The conference is locked. No new conference members can join even if they have a PIN.

## Conference Sidebar

The conference sidebar allows the Host to send and receive group IMs in the **Messages** panel, manage individual conference members in the **Participants** panel , and toggle the local video preview on and off.



### Conference Sidebar Icons

 **Messages:** Click to open the **Messages** panel to send and receive group IMs.

 **Messages:** Click to close the **Messages** panel.

 **Participants:** Click to open the **Participants** panel.

 **Participants:** Click to close the **Participants** panel.

 **Toggle local video view** Click to display the preview of your video.

 **Toggle local video view:** Click to hide the preview of your video.

## Messages Panel

The **Messages** panel is used for group chat.



## Messages Panel Icons

- ◀ **Collapse Messages:** Click to close the **Messages** panel.
- 😊 **Select an emoticon:** Click to display available emoticons.
- 🗨️ **Send Message:** Click to send your message to all conference members.

## Participants Panel

The **Participants** panel is used to send private IMs, add participants, assign video floor, make a presenter, and see who is speaking.



## Participant Panel Icons

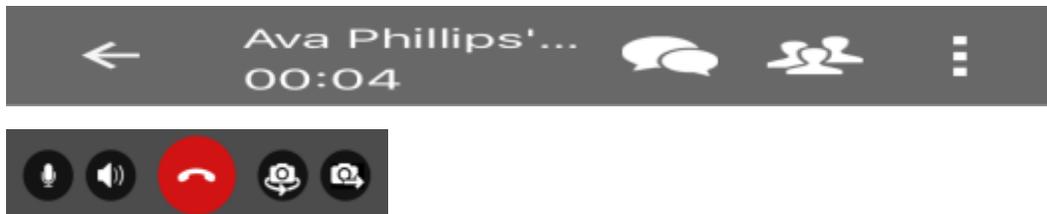
- ◀ **Collapse Participants:** Click to close the **Participants** panel.
- +
- ✉️ **Add participant:** Click to send an IM to invite a new participant.
- ✉️ **Email participant:** Click to send an email to invite a new participant.
- 🗨️ **Instant message participant:** Click to open a separate **Messages** window and send an IM to this conference member.
- ✖️ **Remove user from conference:** Click to remove this conference member from the conference.
- 📺 **Assign video floor:** Click to assign the video floor to this conference member.
- 📺 **Remove video floor:** Click to remove the video floor from this conference member.
- 🖥️ **Make presenter:** Click to allow this conference member to share their screen.
- 🔇 **Mute microphone:** Click to mute this conference member.
- 🔊 **Unmute microphone:** Click to unmute this conference member.

## Host Conference Console – Mobile

The Host conference console is used to control audio, video, and screen share, as well as to send messages to and to view other conference members. The Host can also manage the conference using the conference console.

## Icons and Meanings

### iPhone



 **Messages:** Tap to open and close the **Messages** panel.

 **Participants:** Tap to open and close the **Participants** panel.

 **More:** Tap to open a menu for additional options.

 **Mute:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.

 **Unmute:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.

 **Unmute:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.

 **Unmute:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.

 **Mute:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.

 **Unmute:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.

 **Speaker:** The conference audio is being played through the headset connected to the iPhone.

 **Speaker:** The conference audio is being played through the iPhone's speaker.

 **Speaker:** The conference is being played through the Bluetooth device connected to the iPhone.

 **End Call:** Tap to leave the conference call. The conference may proceed without you.

 **Swap Camera:** Tap to change between the front- and rear-facing cameras.

 **Send:** Tap to start sending your video stream to other conference members.

 **Stop:** Tap to stop sending your video to other conference members. You still see the incoming video stream.

 **Remote video:** Brings the conference video to the foreground and minimizes the conference screen share.

 **Screen share:** Brings the conference screen share to the foreground and minimizes the conference video.

## iPad



 **Put Call On Hold:** Tap to place the conference on hold.

 **Take Call Off Hold:** Click to take the conference off of hold.

 **Start local recording / Stop local recording:** Tap to record the audio portion of the conference.

 **Mute:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.

 **Unmute:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.

 **Unmute:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.

 **Unmute:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.

 **Mute:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.

 **Unmute:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.

 **Speaker:** The conference audio is being played through the headset connected to the iPad.

 **Speaker:** The conference audio is being played through the iPad's speakers.

 **Speaker:** The conference audio is being played through the Bluetooth device

connected to the iPad.

 **Send:** Tap to start sending your video stream to other conference members.

 **Stop:** Tap to stop sending your video to other conference members. You still see the incoming video stream.

 **Stop video:** Tap to stop sending and receiving conference audio. The call is downgraded to audio only.

 **Swap Camera:** Tap to change between the front- and rear-facing cameras.

 **Assign video floor to myself:** The video floor is not assigned. Tap to assign the video floor to yourself.

 **Focus video layout:** The conference member who is speaking or the conference member with the video floor is displayed in a larger image. Other conference members with video enabled are shown in a grid view.

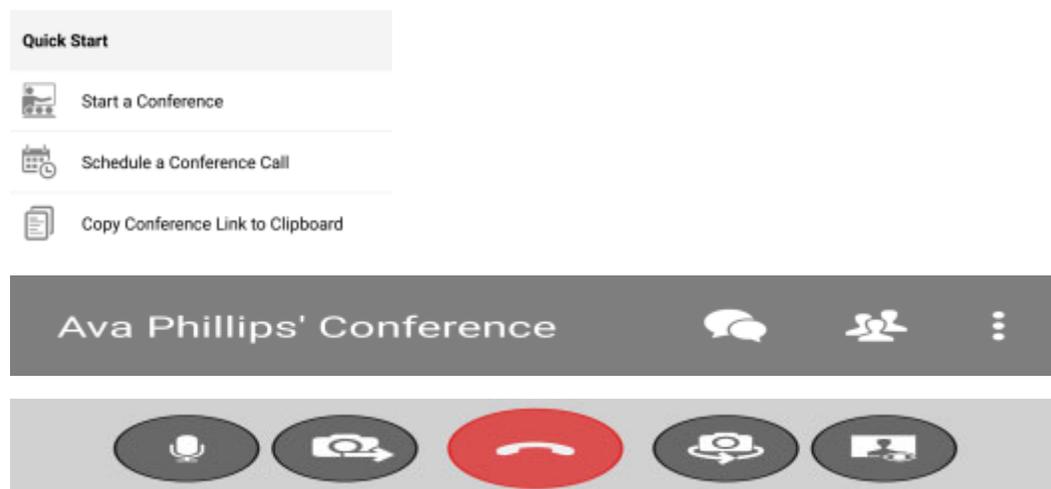
 **Grid video layout:** Conference members with video enabled are shown in a grid.

 **Ribbon video layout:** Conference members with video enabled are shown in a strip.

 **Townhall video layout:** Only the video of the conference member who is speaking or the conference member who has the video floor assigned to them is visible.

 **End Call:** Tap to leave the conference call. The conference may proceed without you.

## Android phone



 **Start a Conference:** Using the  **Quick Start**, tap to start a conference as the Host

immediately.

 **Schedule a Conference:** Using the  **Quick Start**, tap to schedule a conference and send invitations with your default calendar applications.

 **Copy Conference Link to Clipboard:** Using the  **Quick Start**, tap to copy your conference link to your clipboard where you can paste it in any other application.

 **Group Chat:** Tap to open or close the **Messages** panel.

**Participants** panel: Tap to open or close the **Participants** panel.

 **More options:** Tap to open a menu for additional options.

 **Mute microphone:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.

 **Mute microphone:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.

 **Mute microphone:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.

 **Mute microphone:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.

 **Mute microphone:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.

 **Mute microphone:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.

 **Sending video:** Tap to start sending your video stream to other conference members.

 **Sending video:** Tap to stop sending your video to other conference members. You still see the incoming video stream.

 **End Call:** Tap to leave the conference call. The conference may proceed without you.

 **Swap Camera:** Tap to change between the front- and rear-facing cameras.

 **Local preview off:** The local video preview is turned off. Tap to show the preview of your local video.

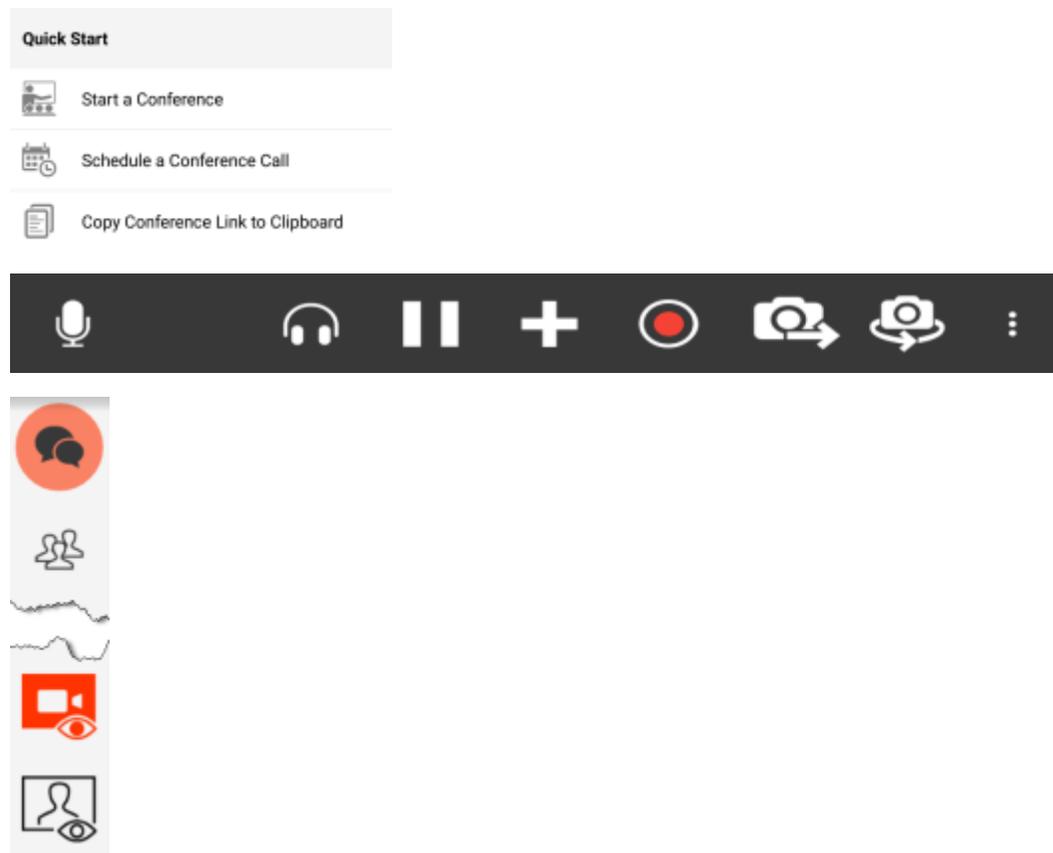
 **Local preview on:** The local video preview is turned on. Tap to hide the preview of

your local video.

🔴 **Remote video:** Brings the conference video to the foreground and minimizes the conference screen share.

📺 **Screen share:** Brings the conference screen share to the foreground and minimizes the conference video.

## Android tablet



📺 **Start a Conference:** Using the 🗉 **Quick Menu**, tap to start a conference as the Host immediately.

🗉 **Schedule a Conference Call:** Using the 🗉 **Quick Menu**, tap to schedule a conference and send invitations with your default calendar applications.

📄 **Copy Conference Link to Clipboard:** Using the 🗉 **Quick Menu**, tap to copy your conference link to your clipboard where you can paste it in any other application.

-  **Mute microphone:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.
-  **Mute microphone:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.
-  **Mute microphone:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.
-  **Mute microphone:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.
-  **Mute microphone:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.
-  **Mute microphone:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.
-  **Toggle Speakerphone:** The conference audio is being played through the headset connected to the Android tablet.
-  **Toggle Speakerphone:** The conference audio is being played through the Bluetooth device connected to the Android tablet.
-  **Toggle speakerphone:** The conference audio is being played through the Android tablet's speakers.
-  **Put Call On Hold:** Tap to place the conference on hold.
-  **Unhold:** Click to take the conference off of hold.
-  **Add Call:** Tap to start a new MobileConnect call.
-  **Start local recording / Stop local recording:** Tap to start or stop recording the audio portion of the conference.
-  **Sending video:** Tap to start sending your video stream to other conference members.
-  **Sending video:** Tap to stop sending your video to other conference members. You still see the incoming video stream.
-  **Swap Camera:** Tap to change between the front- and rear-facing cameras.
-  **More options:** Tap to open a menu for additional options.
-  **Group Chat:** The **Group Chat** panel is closed. Tap to open the **Group Chat** panel.

-  **Group Chat:** The **Messages** panel is open. Tap to close the **Group Chat** panel.
-  **Participants:** The **Participants** panel is closed. Tap to open the **Participants** panel.
-  **Participants:** The **Participants** panel is open. Tap to close the **Participants** panel.
-  **Toggle screen share view:** Tap to show the conference video.
-  **Toggle screen share view:** Tap to hide the conference video.
-  **Swap main view:** Tap to swap between having the screen share or the conference as the main view.
  
-  **Toggle remote video:** Tap to show the conference video.
-  **Toggle remote video view:** Tap to hide the conference video.
-  **Toggle local video view:** Tap to hide the conference video.
-  **Toggle local video view:** Tap to show the preview of your local video.

## Participant Conference Console – Desktop

The Participant conference console is used to control audio and video, as well as to send messages to and to view other conference members.

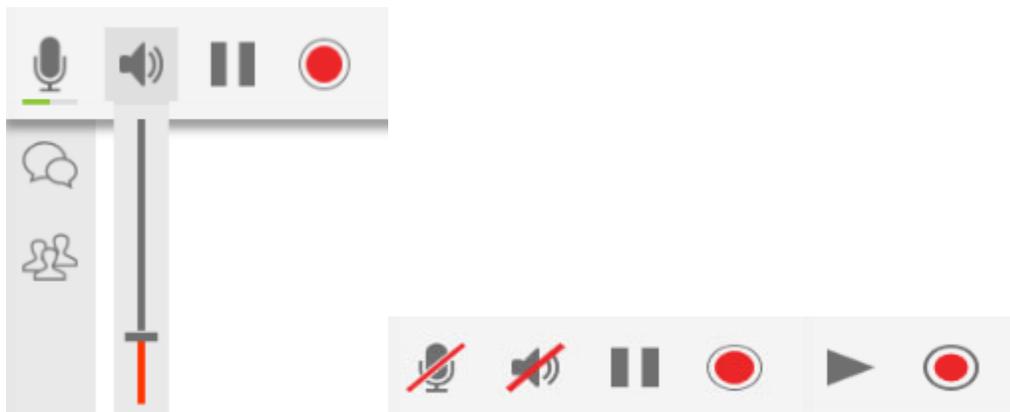
### Conference Toolbar



The conference toolbar is divided into sections:

### Audio Controls

The Participant controls their own audio with the audio controls. The Participant can also record the audio (local recording) or the audio and video (network recording).



### Audio Control Icons

 **Mute or unmute microphone:** Local mute and network mute are off. Click to turn on local mute so other conference members cannot hear you.

 **Mute or unmute microphone:** Local mute is on and network mute is off. Click to turn off local mute so other conference members can hear you.

 **Mute or unmute microphone:** Local mute is off and network mute is on. Click to

turn off network mute so conference members can hear you.

 **Mute or unmute microphone:** Local mute and network mute are on. Click to turn off local mute and network mute so other conference members can hear you.

 **Mute or unmute microphone:** Local mute is off and network mute is locked on. Click to turn on local mute. Network mute stays on.

 **Mute or unmute microphone:** Local mute is on and network mute is locked on. Click to turn off local mute. Network mute stays on.

 **Mute speaker:** You can hear the conference audio. Click to mute the audio output so you cannot hear the conference.

 **Unmute speaker:** You cannot hear the conference audio. Click to unmute the audio output so you can hear the conference.

 **Put this call on hold:** Click to place the conference on hold.

 **Take this call off hold:** Click to take the conference off of hold.

 **Start local recording / Stop local recording:** Click to toggle local recording on or off. All conference members hear a message saying the saying that the call is being recorded or that the call is no longer being recorded.

## Video Controls

The Participant controls whether or not to send and receive video. The video controls are also used to change video settings during a conference.



### Video Control Icons

 **Start Video:** Start sending your video feed to the conference participants.

 **Pause sending video:** Pause sending your video feed to the conference participants. You can still see incoming video feed.

 **Video Settings...:** Click to select which **Camera** you want to use (if you have more than one), adjust your **Max Resolutions**, and view conference **Video Info**.

 **Pause sending video:** Removes the incoming video feed and turns the conference into audio only or audio and screen share only.

## Conference Sidebar

The conference sidebar allows the Participant to send and receive group IMs in the **Messages** panel, view individual conference members in the **Participants** panel , and toggle the local video preview on and off.



### Conference Sidebar Icons

 **Messages:** Click to open the **Messages** panel to send and receive group IMs.

 **Messages:** Click to close the **Messages** panel.

 **Participants:** Click to open the **Participants** panel.

 **Participants:** Click to close the **Participants** panel.

 **Toggle screen share view:** Click to show the screen share:

 **Toggle screen share view:** Click to hide the screen share.

 **Swap main view:** Click to swap between having the screen share or the conference video as the main view.

 **Toggle remote video:** Click to show the conference video.

 **Toggle remote video:** Click to hide the conference video.

 **Toggle local video view** Click to display the preview of your video.

 **Toggle local video view:** Click to hide the preview of your video.

## Messages Panel

The **Messages** panel is used for group chat.



### Messages Panel Icons

 **Collapse Messages:** Click to close the **Messages** panel.

 **Select an emoticon:** Click to display available emoticons.

 **Send Message:** Click to send your message to all conference members.

## Participants Panel

The **Participants** panel is used to send private IMs, see who is speaking.



### Participant Panel Icons

 **Collapse Participants:** Click to close the **Participants** panel.

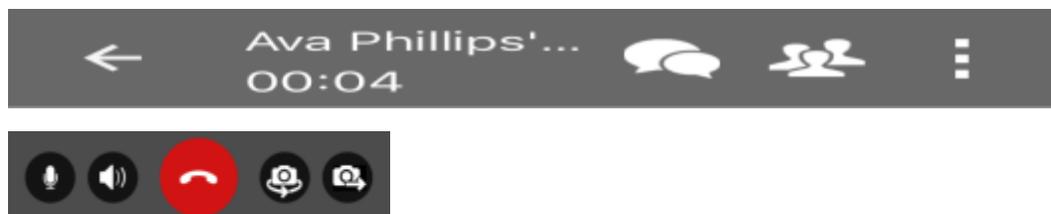
 **Instant message participant:** Click to open a separate **Messages** window and send an IM to this conference member.

# Participant Conference Console – Mobile

The Participant conference console is used to control audio and video, as well as to send messages to and to view other conference members.

## Icons And Meanings

### iPhone



 **Messages:** Tap to open and close the **Messages** panel.

 **Participants:** Tap to open and close the **Participants** panel.

 **More:** Tap to open a menu for additional options.

 **Mute:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.

 **Unmute:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.

 **Unmute:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.

 **Unmute:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.

 **Mute:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.

 **Unmute:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.

 **Speaker:** The conference audio is being played through the headset connected to the iPhone.

 **Speaker:** The conference audio is being played through the iPhone's speaker.

 **Speaker:** The conference is being played through the Bluetooth device connected to

the iPhone.

 **End Call:** Tap to leave the conference call. The conference may proceed without you.

 **Swap Camera:** Tap to change between the front- and rear-facing cameras.

 **Send:** Tap to start sending your video stream to other conference members.

 **Stop:** Tap to stop sending your video to other conference members. You still see the incoming video stream.

 **Remote video:** Brings the conference video to the foreground and minimizes the conference screen share.

 **Screen share:** Brings the conference screen share to the foreground and minimizes the conference video.

## iPad



 **Put Call On Hold:** Tap to place the conference on hold.

 **Take Call Off Hold:** Click to take the conference off of hold.

 **Start local recording / Stop local recording:** Tap to record the audio portion of the conference.

 **Mute:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.

 **Unmute:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.

 **Unmute:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.

 **Unmute:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.

 **Mute:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.

 **Unmute:** Local mute is on and network mute is locked on. Tap to turn off local mute.

Network mute stays on.

 **Speaker:** The conference audio is being played through the headset connected to the iPad.

 **Speaker:** The conference audio is being played through the iPad's speakers.

 **Speaker:** The conference audio is being played through the Bluetooth device connected to the iPad.

 **Send:** Tap to start sending your video stream to other conference members.

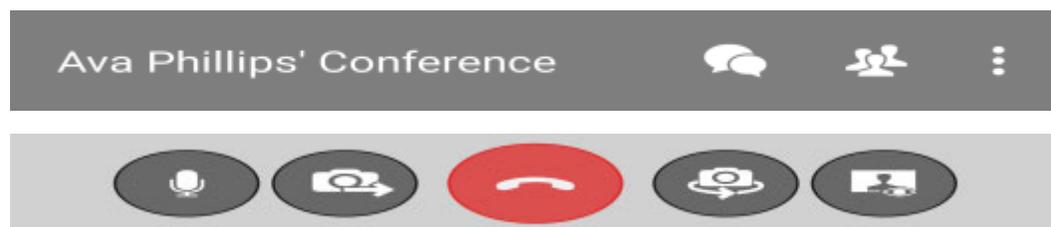
 **Stop:** Tap to stop sending your video to other conference members. You still see the incoming video stream.

 **Stop video:** Tap to stop sending and receiving conference audio. The call is downgraded to audio only.

 **Swap Camera:** Tap to change between the front- and rear-facing cameras.

 **End Call:** Tap to leave the conference call. The conference may proceed without you.

## Android phone



 **Group Chat:** Tap to open or close the **Messages** panel.

 **Participants:** Tap to open or close the **Participants** panel.

 **More options:** Tap to open a menu for additional options.

 **Mute microphone:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.

 **Mute microphone:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.

 **Mute microphone:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.

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and network mute so other conference members can hear you.

**Mute microphone:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.

**Mute microphone:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.

**Sending video:** Tap to start sending your video stream to other conference members.

**Sending video:** Tap to stop sending your video to other conference members. You still see the incoming video stream.

**End Call:** Tap to leave the conference call. The conference may proceed without you.

**Swap Camera:** Tap to change between the front- and rear-facing cameras.

**Local preview off:** The local video preview is turned off. Tap to show the preview of your local video.

**Local preview on:** The local video preview is turned on. Tap to hide the preview of your local video.

**Remote video:** Brings the conference video to the foreground and minimizes the conference screen share.

**Screen share:** Brings the conference screen share to the foreground and minimizes the conference video.

## Android tablet





 **Mute microphone:** Local mute and network mute are off. Tap to turn on local mute so other conference members cannot hear you.

 **Mute microphone:** Local mute is on and network mute is off. Tap to turn off local mute so other conference members can hear you.

 **Mute microphone:** Local mute is off and network mute is on. Tap to turn off network mute so other conference members can hear you.

 **Mute microphone:** Local mute and network mute are on. Tap to turn off local mute and network mute so other conference members can hear you.

 **Mute microphone:** Local mute is off and network mute is locked on. Tap to turn on local mute. Network mute stays on.

 **Mute microphone:** Local mute is on and network mute is locked on. Tap to turn off local mute. Network mute stays on.

 **Toggle Speakerphone:** The conference audio is being played through the headset connected to the Android tablet.

 **Toggle Speakerphone:** The conference audio is being played through the Bluetooth device connected to the Android tablet.

 /  **Toggle speakerphone:** The conference audio is being played through the Android tablet's speakers.

 **Put Call On Hold:** Tap to place the conference on hold.

 **Unhold:** Click to take the conference off of hold.

-  **Add Call:** Tap to start a new MobileConnect call.
-  **Start local recording / Stop local recording:** Tap to start or stop recording the audio portion of the conference.
-  **Sending video:** Tap to start sending your video stream to other conference members.
-  **Sending video:** Tap to stop sending your video to other conference members. You still see the incoming video stream.
-  **Swap Camera:** Tap to change between the front- and rear-facing cameras.
-  **More options:** Tap to open a menu for additional options.
-  **Group Chat:** The **Group Chat** panel is closed. Tap to open the **Group Chat** panel.
-  **Group Chat:** The **Messages** panel is open. Tap to close the **Group Chat** panel.
-  **Participants:** The **Participants** panel is closed. Tap to open the **Participants** panel.
-  **Participants:** The **Participants** panel is open. Tap to close the **Participants** panel.
-  **Toggle remote video:** Tap to show the conference video.
-  **Toggle remote video view:** Tap to hide the conference video.
-  **Toggle local video view:** Tap to hide the conference video.
-  **Toggle local video view:** Tap to show the preview of your local video.

# Presenter Conference Console – Desktop

The Presenter conference console is used to control audio, video, and screen share, as well as to send messages to and to view other conference members.

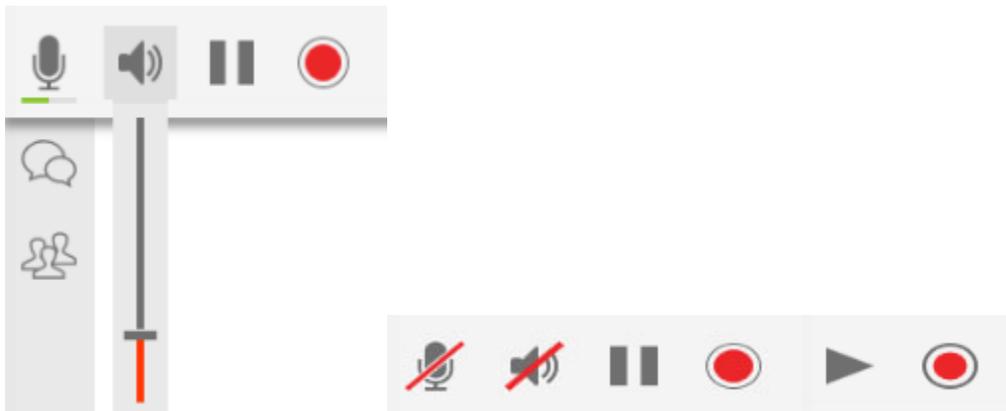
## Conference Toolbar



The conference toolbar is divided into sections:

### Audio Controls

The Presenter controls their own audio with the audio controls. The Presenter can also record the audio (local recording) or the audio and video (network recording).



### Audio Control Icons

 **Mute or unmute microphone:** Local mute and network mute are off. Click to turn on local mute so other conference members cannot hear you.

 **Mute or unmute microphone:** Local mute is on and network mute is off. Click to turn off local mute so other conference members can hear you.

 **Mute or unmute microphone:** Local mute is off and network mute is on. Click to turn off network mute so conference members can hear you.

 **Mute or unmute microphone:** Local mute and network mute are on. Click to turn off local mute and network mute so other conference members can hear you.

 **Mute or unmute microphone:** Local mute is off and network mute is locked on. Click to turn on local mute. Network mute stays on.

 **Mute or unmute microphone:** Local mute is on and network mute is locked on. Click to turn off local mute. Network mute stays on.

 **Mute speaker:** You can hear the conference audio. Click to mute the audio output so you cannot hear the conference.

 **Unmute speaker:** You cannot hear the conference audio. Click to unmute the audio output so you can hear the conference.

 **Put this call on hold:** Click to place the conference on hold.

 **Take this call off hold:** Click to take the conference off of hold.

 **Start local recording / Stop local recording:** Click to toggle local recording on or off. All conference members hear a message saying the saying that the call is being recorded or that the call is no longer being recorded.

## Video Controls

The Presenter controls whether or not to send and receive video. The video controls are also used to change video settings during a conference.



### Video control icons

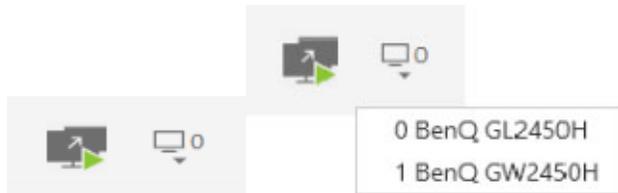
 **Start Video:** Start sending your video feed to the conference participants.

 **Pause sending video:** Pause sending your video feed to the conference participants. You can still see incoming video feed.

 **Video Settings...:** Click to select which **Camera** you want to use (if you have more than one), adjust your **Max Resolutions**, and view conference **Video Info**.

 **Pause sending video:** Removes the incoming video feed and turns the conference into audio only or audio and screen share only.

## Screen Share



## Screen Share Icons

- Start sharing your screen:** Starts sharing your screen with conference members.
- Stop sharing your screen:** Stop sharing your screen with conference members.
- Select the monitor you want to share:** Use the drop down to choose which monitor you want to share. Only appears if you have more than one monitor.

## Conference Sidebar

The conference sidebar allows the Presenter to send and receive group IMs in the **Messages** panel, view individual conference members in the **Participants** panel, and toggle the local video preview on and off.



## Conference Sidebar Icons

- Messages:** Click to open the **Messages** panel to send and receive group IMs.
- Messages:** Click to close the **Messages** panel.
- Participants:** Click to open the **Participants** panel.
- Participants:** Click to close the **Participants** panel.

## Messages Panel

The **Messages** panel is used for group chat.



### Messages Panel Icons

- ◀◀ **Collapse Messages:** Click to close the **Messages** panel.
- 😊 **Select an emoticon:** Click to display available emoticons.
- **Send Message:** Click to send your message to all conference members.

## Participants Panel

The **Participants** panel is used to send private IMs, see who is speaking.



### Participant Panel Icons

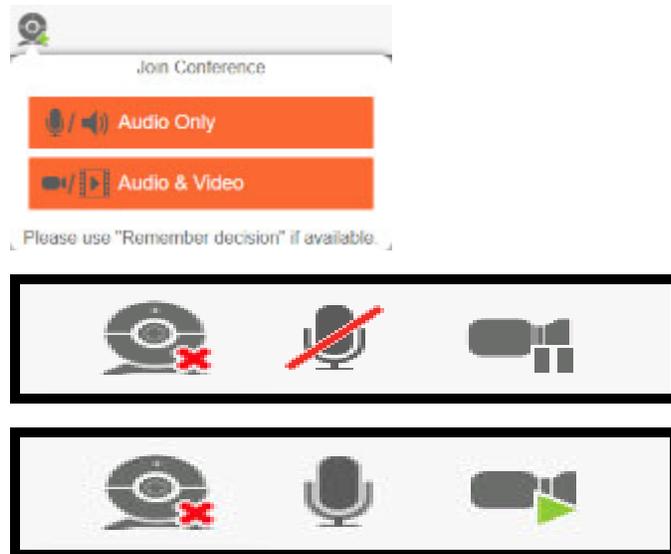
- ◀◀ **Collapse Participants:** Click to close the **Participants** panel.
- 💬 **Instant message participant:** Click to open a separate **Messages** window and send an IM to this conference member.

## Guest Conference Console

The Guest conference console is used to control audio and video, as well as to send messages to and to view other conference members.

### Conference Toolbar

The Guest controls their own audio and video using the conference console toolbar.



### Conference Toolbar Icons

 **Use browser to join call:** Click to open the **Join Conference** dialog box and choose whether to join the conference using audio only or using audio and video. The **Join Conference** dialog box appears automatically when you initially join the conference. However, if you click away from the choices before picking one, you can use this button to open the **Join Conference** choices again.

 **End call:** Click to end the audio and video portion of the conference. If the Host has not ended the conference and the conference includes screen share, you continue to see the screen share. To end the conference call, either close or refresh the browser.

 **Toggle mute:** Local mute and network mute are off. Click to turn on local mute so other conference members cannot hear you.

 **Toggle mute:** Local mute is on and network mute is off. Click to turn off local mute

so other conference members can hear you.

 **Toggle mute:** Local mute is off and network mute is on. Click to turn off local mute and network mute so conference members can hear you.

 **Mute or unmute microphone:** Local mute and network mute are on. Click to turn off local mute and network mute so other conference members can hear you.

 **Toggle mute:** Local mute is off and network mute is locked on. Click to turn on local mute. Network mute stays on.

 **Toggle mute:** Local mute is on and network mute is locked on. Click to turn off local mute. Network mute stays on.

 **Stop/Start sending your video:** Click to pause sending your video. Conference members no longer see your video stream but you can still see the incoming video stream.

 **Stop/Start sending your video:** Click to resume sending your video. Conference members can see your video stream again.

## Conference Sidebar

The conference sidebar allows the Guest to send and receive group IMs in the **Messaging** panel , and view individual conference members in the **Participants** panel.



### Conference Sidebar Icons

 **Messaging:** Click to open the **Messaging** panel to send and receive group IMs.

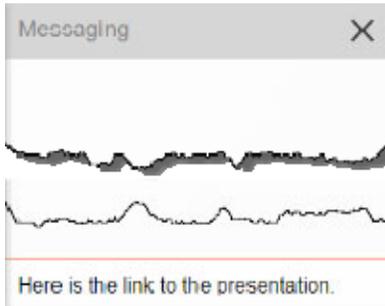
 **Messaging:** Click to close the **Messaging** panel.

 **Participants:** Click to open the **Participants** panel.

 **Participants:** Click to close the **Participants** panel

## Messaging Panel

The **Messaging** panel is used for group chat.

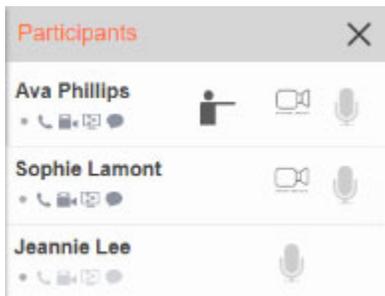


### Messaging Panel Icons

 **Close Messaging:** Click to close the **Messaging** panel.

## Participants Panel

The **Participants** panel is used to send private IMs, see who is speaking.



### Participant Panel Icons

 **Close Participants:** Click to close the **Participants** panel.

 **Conference audio:** This conference member is using conference audio.

 **No conference audio:** This conference member is not using conference audio.

-  **Conference video:** This conference member is sending conference video.
-  **No conference video:** This conference member is not sending conference video.
-  **Screen share:** This conference member is sharing their screen.
-  **No screen share:** This conference member is not sharing their screen.
- \_\_\_\_\_ **Group chat:** This conference member can use group chat.
- \_\_\_\_\_ **No group chat:** This conference member cannot use group chat.
-  **Host:** This conference member is the Host.
-  **Video floor:** This conference member has the video floor.
-  **No video floor:** This conference member does not have the video floor.
-  **Network mute off:** This conference member has not been put on network mute by the Host.
-  **Network mute on:** This conference member has not been put on network mute by the Host.

