

TELUS Business Connect™

Meeting User Guide

Video Conference. Web Share.



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TELUS Business Connect™ Meetings gives you the power to video conference and web share, as part of your complete business communications solution. Hold face-to-face meetings in high definition and share your desktop or documents with anyone, anytime, anywhere.

Participants can be invited to join a meeting by email, they do not have to be a TELUS Business Connect customer but can download and run the Business Connect Meetings app free and join your meetings without needing to create an account or log in.

TELUS Business Connect Meetings is designed for open exchange and interactive communications: Participants control their own audio and video display, and desktop web sharing control is shared by all participants.

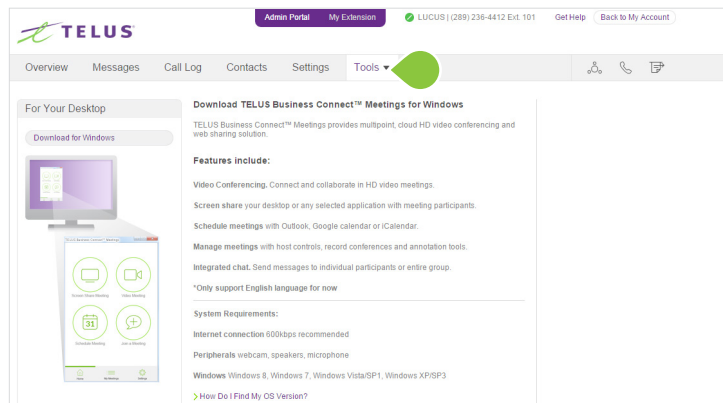
The TELUS Business Connect Meeting application can be installed on Mac OS, Microsoft XP, Vista, Windows 7 and 8 desktops, and mobile devices iPhone, iPad, and Android smartphones and tablets.

System requirements

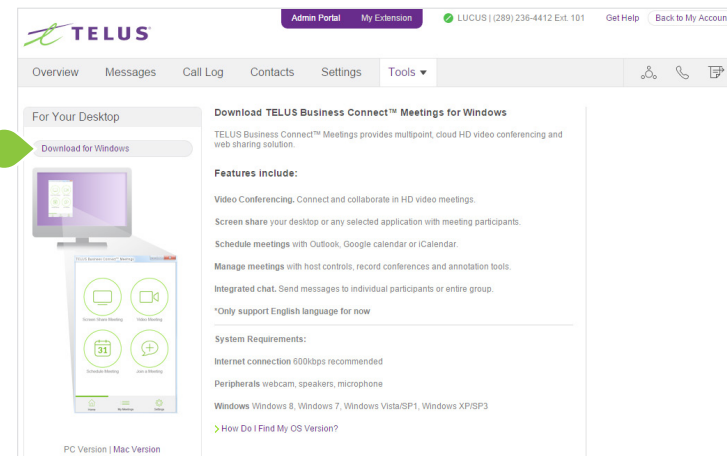
- Broadband wired or wireless Internet connection (3G/4G/LTE)
- TELUS Business Connect Meetings automatically adjusts for 3G/WiFi/wired environments.
 - Recommended for 1:1 video calling: 600Kbps (up/down) for HQ video, 1.2Mbps (up/down) for HD video
 - Recommended for group video, 600Kbps/1.2Mbps (up/down) for HQ video
- Webcam (for video), speakers, and microphone
- iOS 5.0 or later including iPad, iPhone 4, 4S, iPod Touch 4th Gen, iPhone 3
- Mac OS X with Mac OS 10.6 (Snow Leopard) or later
- Windows Vista/SP1 or later, Windows XP/SP3 or later, Windows 7/8
- Android 2.3.x Gingerbread; 3.x Honeycomb; 4.0.x Ice Cream Sandwich; 4.1/4.2 Jelly Bean
- 1 GHz or better processor

Download & Install

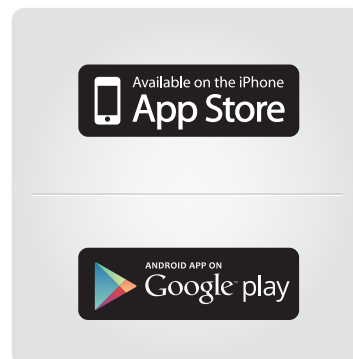
Desktop: Log into your **TELUS Business Connect** online account, download **TELUS Business Connect Meetings App** from the **Tools** menu, and install it on your desktop.



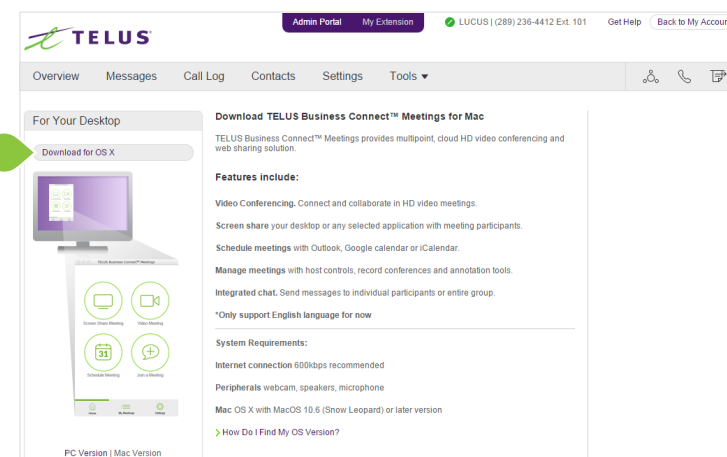
Select Meetings App from the Tools menu



Download for Windows



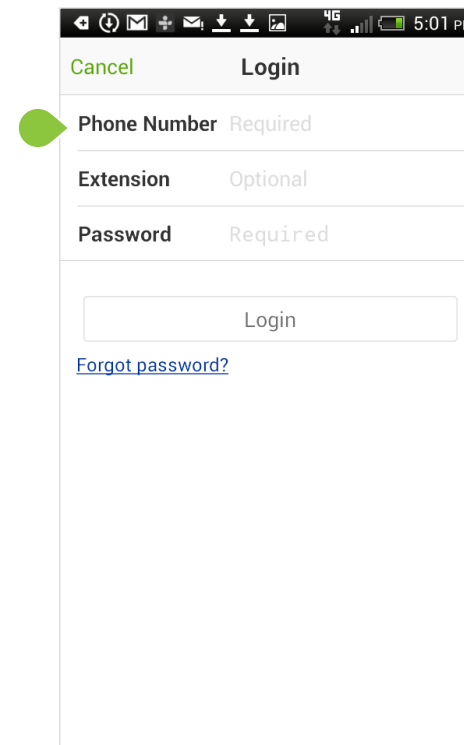
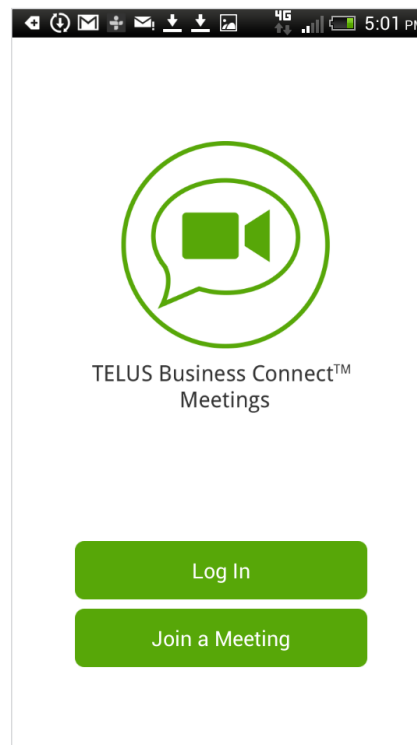
Mobile: Download TELUS Business Connect Meetings from the iTunes App Store or Google Play.



Download for Macintosh

Doubleclick or tap the app icon and log in with your **TELUS Business Connect Phone Number/ Extension** and **Password**. (Tip: Digits only, no dashes or parentheses - see example screen.)

Anyone you invite can attend your meeting. Invitees will be prompted to download the app if they do not already have it installed.

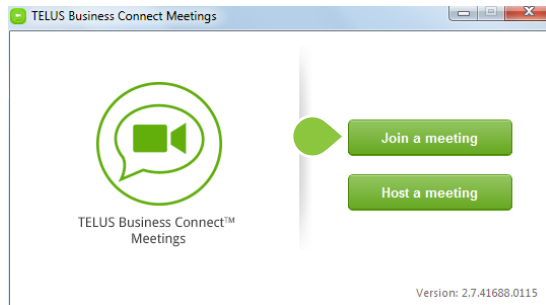


Meet: Host a Meeting

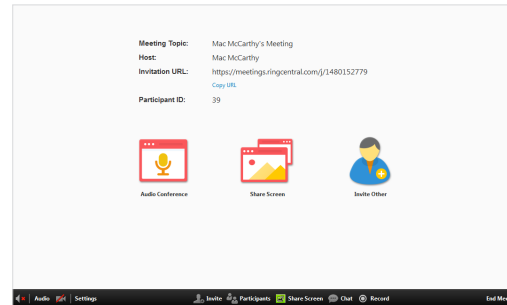
On the Desktop, choose **Video Meeting**. Or choose **Screen Share Meeting** and on the next screen choose **Audio Conference**, or **Share Screen**.

On iPhone, tap **Meet Now**, then choose **Screen Share Meeting** or **Video Meeting**. On Android, tap **Meet Now** to start Video Meeting.

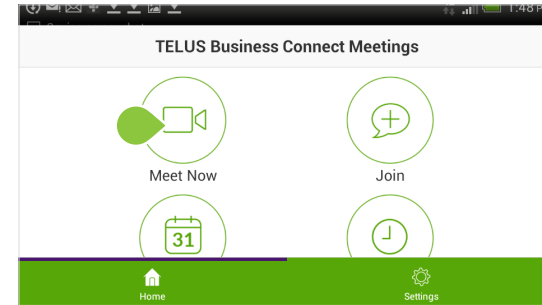
Depending on your settings, you may be offered the chance to choose audio via **Internet** (through the computer mike and speaker or your smartphone), or **Dial-in/Use Phone**.



Startup screen - Computer



Audio Conference or Share Screen



Startup screen - Mobile app (Android)



Meeting window on desktop



Meeting window on mobile app

Schedule a Meeting

Desktop: Click or tap **Schedule**. Select a date and time. **Enable** participants to join the meeting before the host arrives. Choose to start the meeting with **video** (from your Webcam) or with **screen sharing**. Create a meeting **password** if you wish.

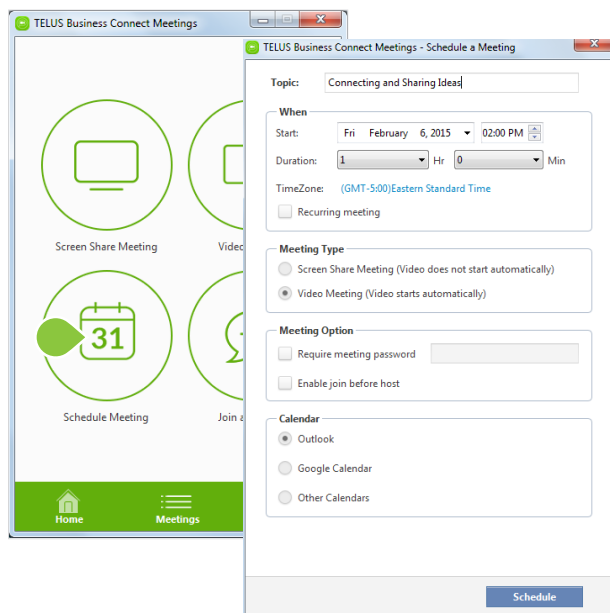
On the Desktop version, select your **Calendar**: Microsoft Outlook (PC), iCal (Macintosh), Google Calendar, or Other Calendar, which copies the meeting to the clipboard so you can paste it into another calendar program. For smartphones, the meeting can be added to calendar on your device.

Click or tap **Schedule**. A Meeting is created in your selected Calendar program. Edit meeting details; use the calendar program to Invite participants. For **Other Calendars**, copy meeting details to the Clipboard, open and paste meeting details into your other calendar program, and invite participants.

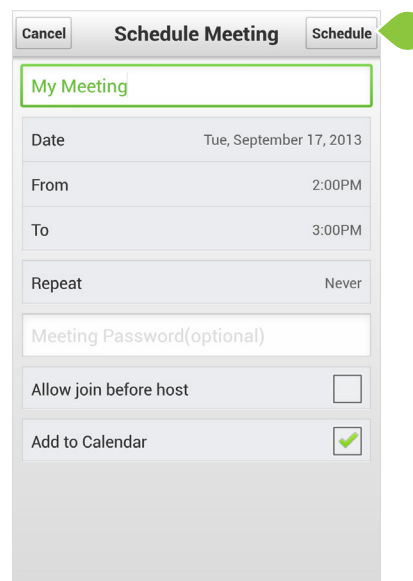
Upcoming Meetings

Get details on and modify upcoming meetings. On the smartphone app, tap **Upcoming Meetings** to view details, start the meeting, add invitees, or delete the meeting. On the desktop app, click **Meetings** on the bottom menu to bring up details and start, edit, delete, or copy the meeting.

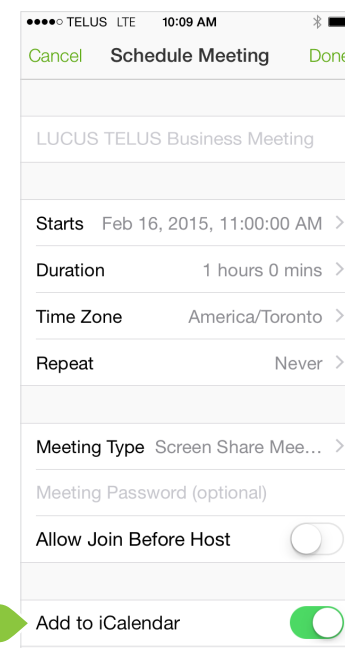
The desktop version also has a tab showing Recorded meetings, which you can play and manage.



Schedule a Meeting – PC Desktop



Schedule a Meeting – Android® smartphone

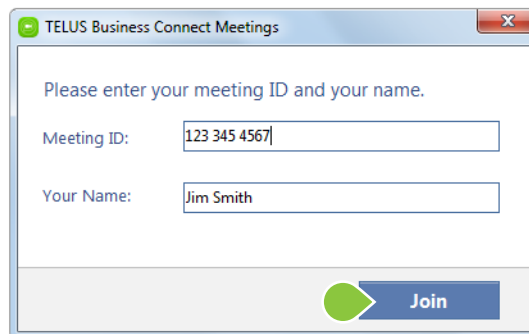


Schedule a Meeting – iPhone

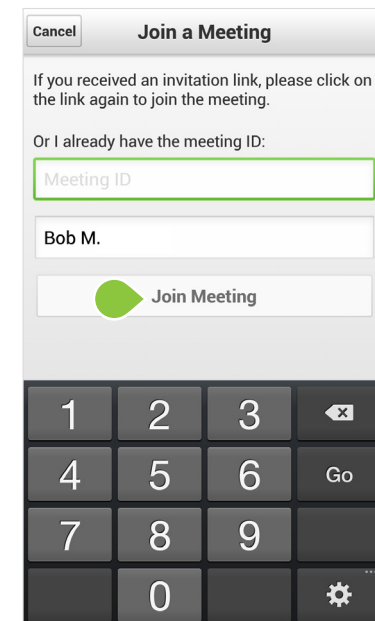
Join a Meeting as participant

Click the **link** in the invitation email, IM, or other message. Or click or tap **Join** in the Meeting app, and paste or type in the meeting ID and your name.

Participants do not need to be TELUS Business Connect customers. If they do not have a TELUS Business Connect account, clicking the Invitation link on email (using computer, smartphone, or tablet) will bring up a dialog letting them download and install TELUS Business Connect Meetings, then send them to the Join a Meeting screen.



Joining a Meeting Log In screen – PC



Joining a Meeting Log In screen – Android® smartphone

Invite participants to your Meeting

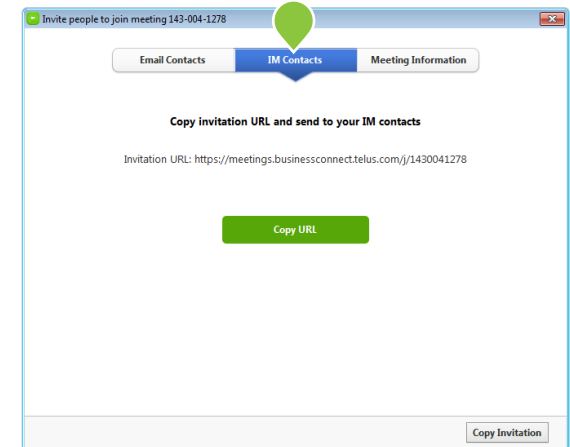
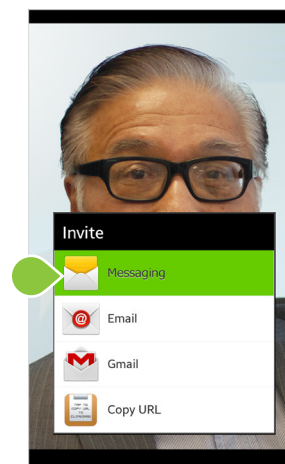
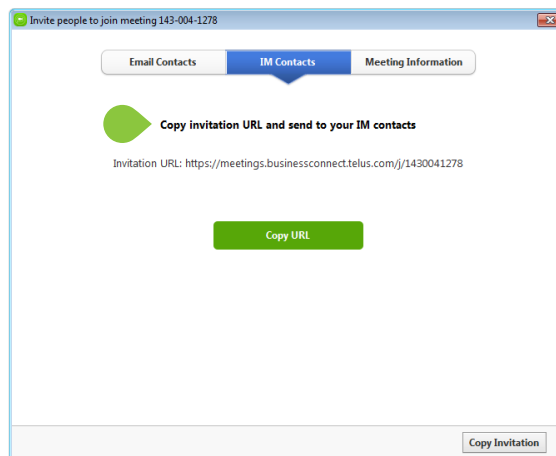
Click **Invite** on the bottom bar of your device to invite participants by email.

On the desktop Meetings app, click the **Email Contacts** tab and choose **Default Email** on your device, or **Gmail** or **Yahoo Mail** if you use these mail applications.

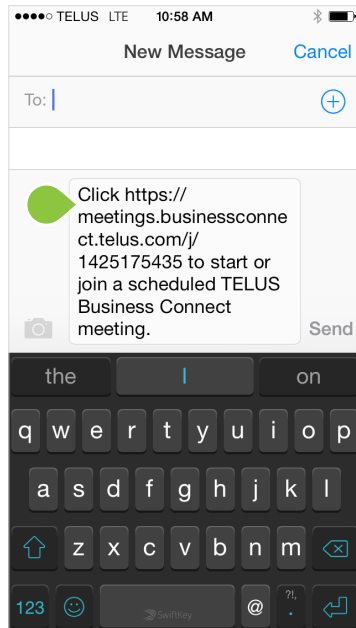
On iOS devices such as the iPhone, tap the **Send Email** button to send the invitation information by way of the native email system on your phone. On Android devices, tap **Email** to send the invite via the email system of your phone, or tap **Gmail** to send the invite by way of Gmail.

Or send as a **text message** (SMS): On the desktop, select the **IM Contacts** tab, copy the meeting URL, and send it to invitees via your desktop SMS utility (or some other method).

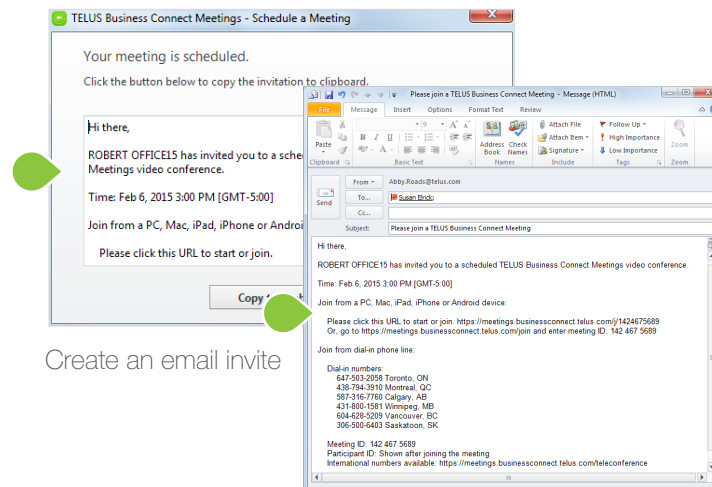
You can have up to 4 participants per meeting.



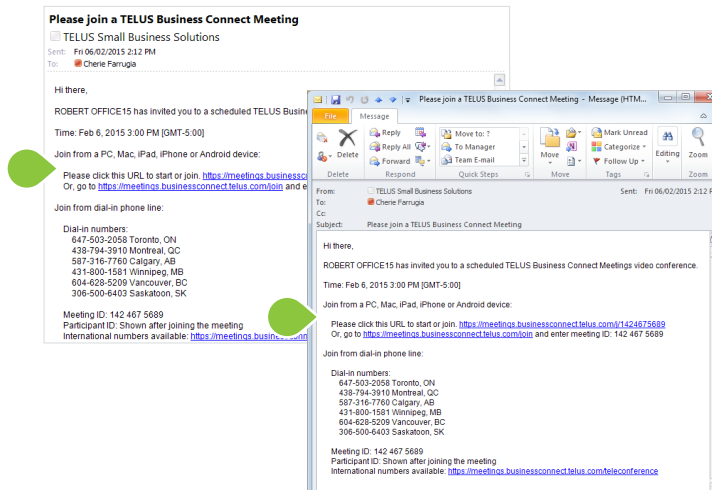
On the iPhone, tap **Send Message**; on Android devices, tap **Messaging**. Each brings up your IM with the invitation information inserted, which you can edit and then send to selected attendees.



Those you invite will receive a message, by whatever means you selected, containing the call-in number and Meeting ID. They can click or tap the URL link, if available, to automatically log-in; or go to the URL indicated and enter the Meeting ID provided in the message - whichever is most convenient.

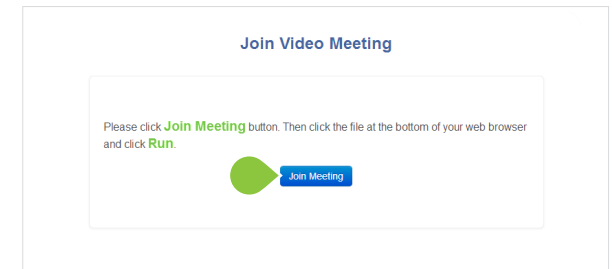


Create an email invite



Received an email invite

If the invitee does not have the TELUS Business Connect Meetings app installed on their desktop or smartphone, when they click to join the meeting they are invited to download and install the app so they can participate. They do not have to sign up for an account.



You can start your video conference as soon as participants start showing up. You will see their video and audio as each joins the meeting.

Note: You can invite anyone to a TELUS Business Connect Meeting, even if they have not yet downloaded the TELUS Business Connect Meetings app, and even if they are not a TELUS Business Connect customer. When they click the Meeting link in the invitation message, they will be prompted to download the TELUS Business Connect Meetings app that matches their platform (Windows PC, Macintosh iOS computer, iPhone, or iPad, or Android device). Once installed, the app will take them directly to the Meetings Log In page.

Note: All participants need to be aware that when they Meet or Join a Video Meeting, their device immediately displays the video and audio from its camera to the other meeting participants. Once they have joined the meeting, any participant can then mute their audio and/or video.

HD Video Conference and Web Share

TELUS Business Connect Meetings is a video conferencing system with a rich set of screen-sharing capabilities.

When you start or join a meeting, you will see the Meetings screen, which, depending on the settings, will show images of the other attendees as they join. It can also show the desktop or specific windows or applications displayed on the desktop of the host or one of the participants.

The Meetings screen offers options and settings, depending on your device and whether you are host or participant. TELUS Business Connect Meetings is designed for open exchanges and interactive communications. Participants can control their own audio and video display, and share their desktop screens; control is not limited to the host.



Meeting screen on iPhone



Meeting screen on desktop

1. **Audio Adjust/Mute iPhone**
2. **Audio Mute/Desktop**
3. **Audio Adjust/Desktop**
4. **Video on/off**
5. **Settings (PC only):** Test and adjust speakers and mic; check and troubleshoot video; General settings for the application and for content/screen sharing including dual monitors; Feedback; and Account information.
6. **Invite** people to join this meeting.
7. List of current meeting Participants; Mute and Unmute all or selected attendees; Lock or Unlock Screen Share; and Lock the meeting (block any more people from joining). Remove attendees from the meeting; and Make another attendee the Host.
8. **Share Screen:** Choose windows and apps to share on screen (desktop and iOS only; Web Share is not supported on Android.)
9. Start a group or individual Chat/Desktop
10. **Record:** Start and stop recording the meeting/Desktop
11. **Leave/End Meeting:** the Meeting (for everyone), or Leave the Meeting (leaving others to continue the Meeting).

Sharing the screen

While in a Meeting, any participant can click or tap Share Screen on the desktop or mobile app to share files, windows, applications, or their entire desktop display.

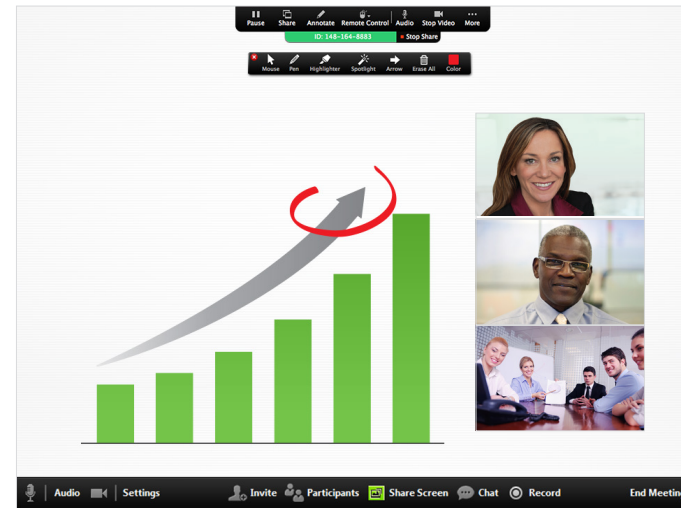
Desktop: Click **Share Screen** and choose a window or application from among those listed as running on your desktop. A green outline shows which is the shared window on your desktop - or highlights the whole screen if you are sharing the desktop. If you are using two computer displays, you can select either one to share. Click **Show All Windows** to select from among additional windows on your taskbar.

Check **Share computer audio during screen sharing** so participants can hear the application audio; for example, while playing a video, or a slideshow with audio. (This does not affect the Meetings audio from the microphone of your device, so participants can still be heard even if this box is not checked.)



Click to choose a window or application to share, and audio, on the desktop app.

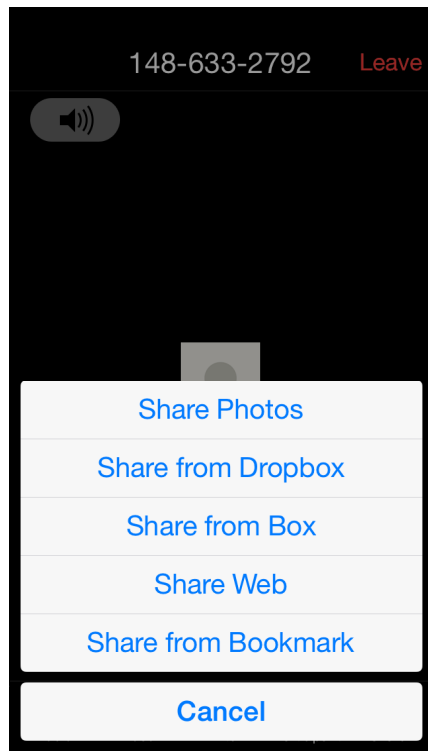
On a PC, click **Stop Share** screen to discontinue screen sharing.



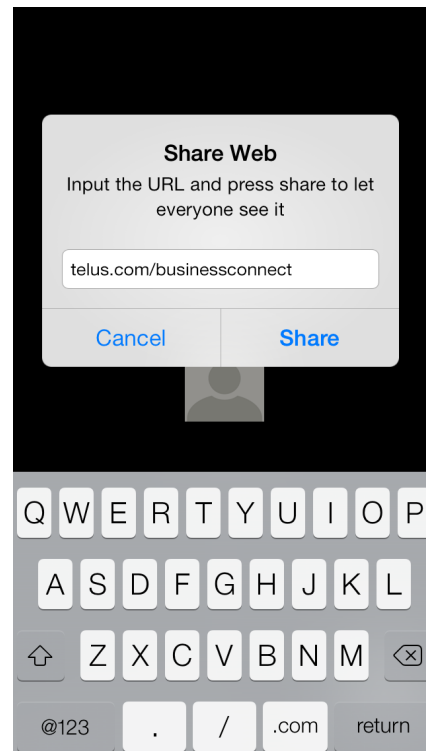
Sharing a slideshow, with Chat on the lower left, and Participants list. On the right, the host and three other participants are visible on the video gallery.

Mobile: Share Screen on iOS devices (iPhone and iPad) lets you share documents from a variety of sources: your **Photos**, documents in Dropbox or Box; or, by tapping **Share from Bookmarks**, share documents from your **Google Drive**, **Microsoft Skydrive**, or **Amazon Cloud Drive** accounts.

Or tap **Share Web** and enter a URL to share a Web page. (Tap the red Stop button to end screen sharing on the iOS device). (Screen sharing is not supported on Android.)



iPhone Share Screen options



iPhone – enter Web URL to share a Web screen



iPhone – Share Photos



iPhone sharing a website video.

Record Meetings

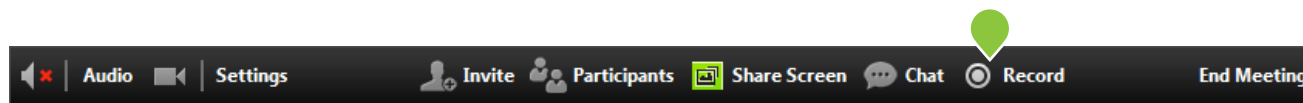
The Meeting host can record meetings from the desktop app by clicking the red Record icon on the bottom menu bar while a meeting is in progress. The host can record audio-only meetings, video meetings, and screen share meetings. Click again to stop recording. Recordings are saved to the desktop computer, in the Documents folder, when the meeting ends, and can be shared with others by forwarding or posting the multimedia file.

During a meeting, if an attendee clicks their Record button, they receive the message, "Please request recording permission from the meeting host". The host can allow other attendees to record the meeting: During the meeting, click **Participants** and choose **Allow Record**. Recording is a

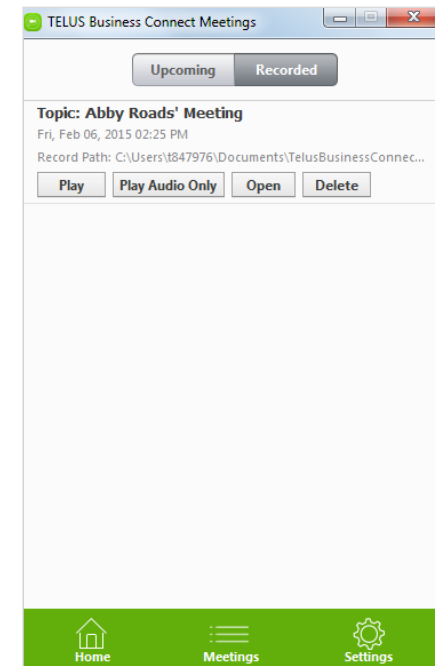
desktop feature; mobile users do not have Record. The host can also **Forbid Record** for an attendee who had been given recording permission.

The host can also **make another attendee the host** from this menu. **Spotlight Video** allows the host to bring a video forward from one of the attendee onto all participating screens. The host can also **expel** an attendee from the meeting.

Recorded meetings can be played back from the desktop app under **Meetings** tab.

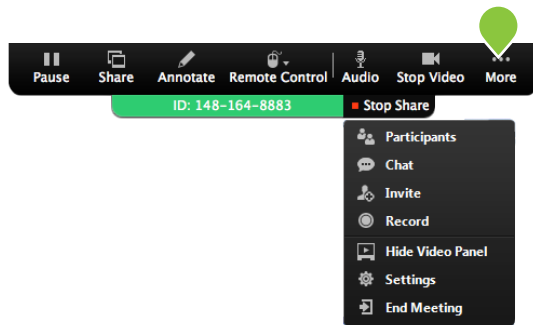


Record Meetings icon on desktop



Meetings tab

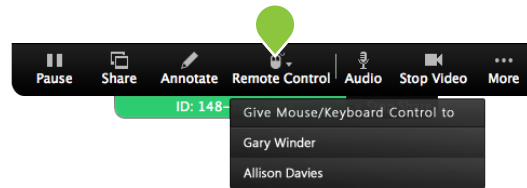
Meeting controls



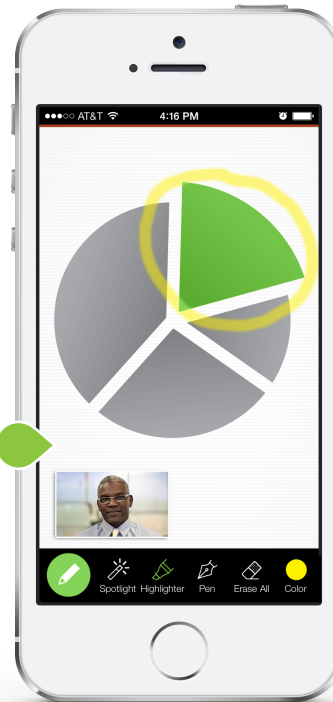
On the PC or Macintosh desktop the **More** dropdown allows the meeting organizer to manage features of the meeting: from adding and removing participants, controlling audio and screen sharing, to recording the meeting.



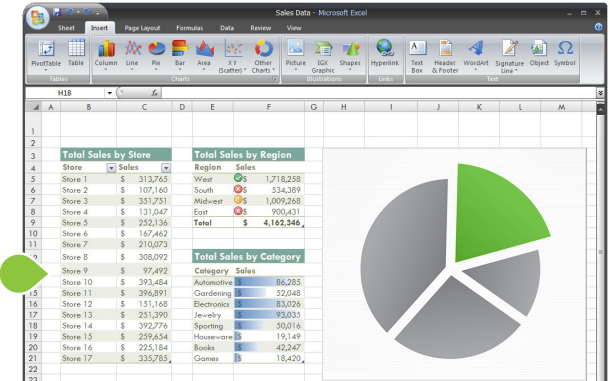
TELUS Business Connect Meetings also offers **markup features**, useful for highlight parts of the shared window or application. Markup includes a **Highlighter** (you can **Choose the Color** for the highlighter - especially useful if several members mark up a shared desktop in turn); a **Pen** for sketching, an **Arrow** (with the participants name on it); and the **Spotlight** pointer.



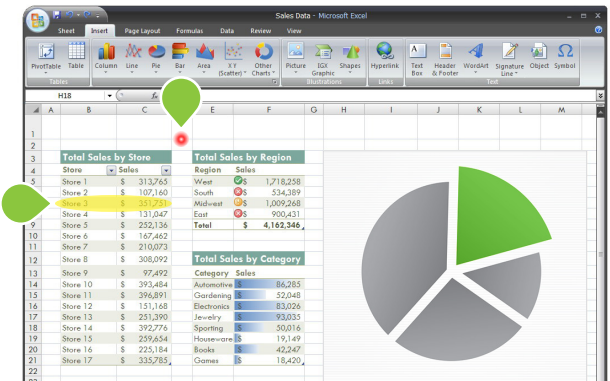
Anyone sharing in Meetings can pass desktop control to another attendee with **Remote Control**.



Highlight markup



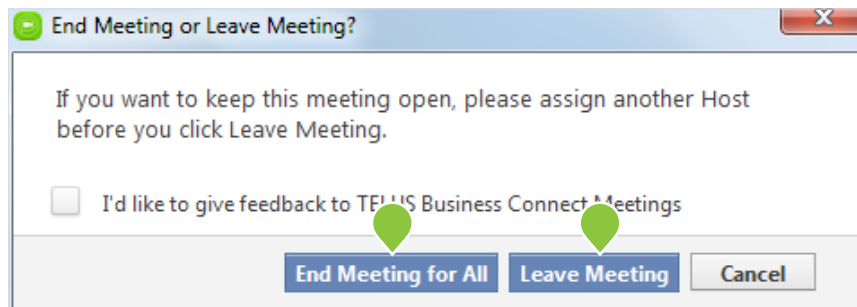
Arrow and Pen highlighting specific dates on a slideshow.



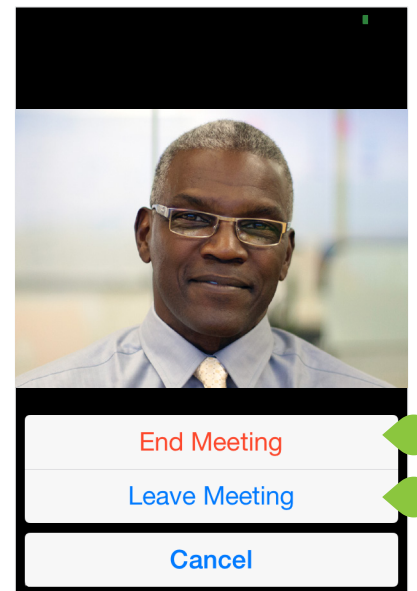
Spotlight (that red dot) and highlight.

End/leave meeting

End the meeting, or leave the meeting after assigning another Host.

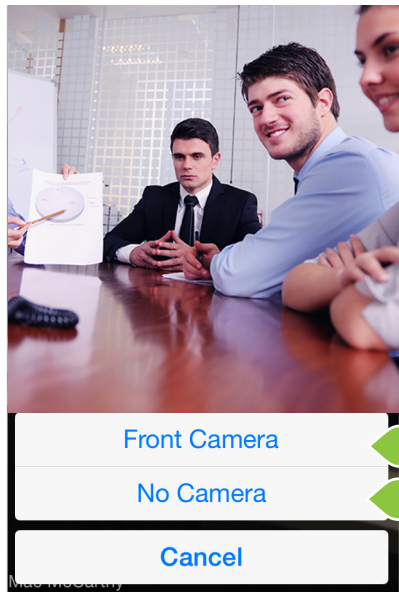


End meeting – PC



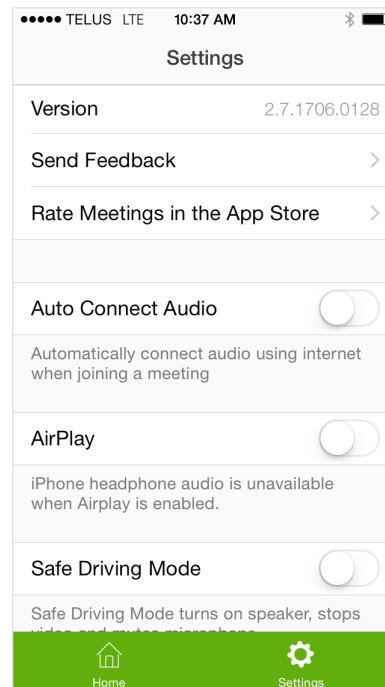
End meeting – iPhone

Mobile App Settings

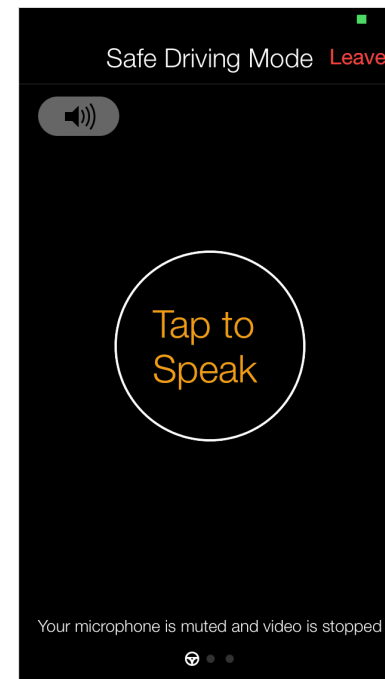


While in a meeting, tap the **Video** icon on the bottom of the screen to switch between the front and rear-facing cameras (if present on your device).

Tap the **Audio** icon to Mute/Unmute or to Disconnect audio. After disconnecting audio, tapping the Audio icon lets you choose to reconnect using Internet Audio or by dialing in to the meeting.



From the **Home** screen, tap the **Settings** icon on the bottom menu bar. Choices include **Auto-Connect Audio** when joining a meeting; toggling **AirPlay** to display your meeting screen via Apple TV; and turn on **Safe Driving Mode** by default.



Simply swipe the screen from left to right during a meeting and you go into **Safe Driving Mode**. Your microphone is muted and the video stops. You can tap the button in the center to speak.