HDMeet

Enterprise User Guide

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
HDMeet | Enterprise User Guide

Welcome to the HDMeet meeting solutions user guide. This document has been designed to help familiarize you with our new video conferencing software and some of its features. For the best experience, please use the latest version of Google Chrome or the Android and iOS mobile applications.

Getting Started

LOGGING IN TO YOUR HDMEET ACCOUNT

1 Navigate to **HDMeet.com** and click **Login.**
OneCloud users can also access HDMeet via your MyOneCloud web portal from the Apps menu.

2 Enter your email address (default) or you can select the OneCloud toggle, located on the top right of your screen, and use your extension@domain to login. Then click **Next.**

3 Enter your password and select **Login**.

EDITING YOUR CUSTOM MEETING ID (optional)

Once logged into your HDMeet account, click the edit pencil icon next to the meeting URL. After making any edits, click the check mark to save the changes.

Now when you start or schedule meetings, your Meeting ID and URL will use your custom meeting ID. This is convenient if you meet with a group regularly, as the meeting ID can remain the same for every meeting.

Note: With the enterprise version, you can save up to five URLs and swap between them before starting a meeting.

HDMEET UPDATES | CACHE CLEARING

In order to ensure you have the latest HDMeet release updates, we recommend cache clearing before getting started. Here's an example using Google Chrome, the suggested browser for HDMeet:

1 Navigate to your Chrome settings > clear browser data (chrome://settings/clearBrowserData).

2 Check the boxes that say **Cookies and other site data** and **Cached images and files**.

3 Then select **Clear data**. Re-launch Chrome and navigate to HDMeet as normal.

Starting a Meeting

To start a meeting, check that you are logged in, then simply click on **Start Meeting** from your home screen.
Note: You must be logged in to see all features.

If the lobby feature is enabled (enabled by default) and your meeting is not password protected (disabled by default), you as the moderator will have to allow your guests to join the meeting. When someone requests to join the meeting, you will be prompted to **Allow** or **Reject** the guest(s).

LOBBY MODE | Lets you protect your meeting by only allowing people to enter after a formal approval by a moderator

PASSWORD PROTECTION | Requires participants to provide a password before they are allowed to join the meeting.

NAVIGATION MENU

MUTE
Select the **Mute** icon to mute your microphone during a meeting. It will have a strike through the microphone when muted. Select the Mute icon again to un-mute yourself.

Select the arrow, located on the mute icon, for microphone and speaker settings.

PUSH TO TALK | While already muted, simply press and hold the spacebar to unmute yourself temporarily and begin speaking. When finished release the spacebar and your microphone will return to muted status.

MUTING PARTICIPANTS | As the moderator, in tile view ⊞, click on the three-ellipsis icon ••• in the upper right corner of a participant's video. Click **Mute** to silence the microphone of this participant or click **Mute Everyone Else** to silence everyone but the user selected.

CAMERA
Select the **Camera** icon to turn on/off your camera during a meeting. It will have a strike through the camera when turned off and your initials or Avatar will appear on the screen.

Select the arrow, located on the camera icon, for video settings.

SHARE YOUR SCREEN
Select the **Share Your Screen** icon for screen share options. Select whether to share your entire screen, a specific window, or a Chrome tab. Then select **Share**. Select the **Share Your Screen** icon again to turn off screen share.

Note: Multiple participants can share their screen at one time.

CHAT
Select the **Chat** icon to open the chat window. Type your message in the chat window and press **Enter** to send your message. Select the **Chat** icon again to hide the chat window. You will receive chat notifications for new messages.

To send a private message, click the ellipsis menu on another attendee's tile, then select **Send private message**.

REACTIONS
Select the **Reaction** icon, then **Raise your hand (R)** to acknowledge you would like to speak during a meeting. A blue hand icon that is visible to everyone will appear over your meeting tile. You also have the option to share reactions (emojis). The reactions will show on the HDMeet screen and in the chat.

PARTICIPANTS
Select the **Participants** icon to view a list of meeting participants. To invite a new participant into the meeting, select:

👤 Invite Someone

You will be prompted to enter either their 10-digit number, share the meeting link, or share the dial-in information and pin number.

TOGGLE TILE VIEW
Select the **Toggle Tile View** icon to switch between Tile View and Speaker View. **Tile View** lets you see thumbnail displays of participants in grid format, allowing you to see all participants on your screen at the same time (or split between pages). The current speaker will always be highlighted and on the gallery page, you are viewing. **Speaker View** will display the current speaker in a large video window with the other participants' thumbnail displays to the right of your screen.

● ● ●   **MORE ACTIONS**
Selecting **More Actions** provides the following actionable items:

PARTICIPANT

| ACTION	DESCRIPTION
HD Manage Video Quality	Choose between low and standard bandwidth and low and high definition.
View Full Screen	To display HDMeet over your entire monitor screen. To Exit Full Screen press the Esc key on your keyboard.
Security Options	To enable and disable Lobby mode or to add a password to a current meeting.
Share Video	Enter a YouTube link or direct video link into the prompt and select Share.
Share Audio	Allows you to share the audio either from a monitor screen, specific window, or specific Google Chrome tab. Select the Share audio box located in the bottom left corner of your screen and then select Share on the bottom right of your screen.
Select Background	Choose between default background options or select Add Background to choose from saved images on your computer.
Speaker Stats	View the amount of time you and other participants have spoken during the meeting.
Settings	Provides the option to choose between a different camera, microphone, and audio output devices. You may also edit your display name, set your gravatar email, and change the language.
Shortcuts	To view a list of keyboard shortcuts, such as push to talk, mute/unmute, toggle tile view, and more!
Download Our Apps	Brings you to TelWare's website with links to download our mobile app for iOS and Android. You may also find instructions on our HDMeet Mobile guide at the end of this guide.
Help	Help brings you to an online version of our HDMeet user guide on TelWare's website.

MODERATOR

ACTION	DESCRIPTION
CC Start Subtitles	To display auto-generated subtitles when a meeting participant is speaking.
Start Recording	To start/stop recording a meeting. Recorded meetings can be found on your HDMeet home screen and are available to download for up to one (1) year.
Mute Everyone	To mute everyone except the moderator. Once muted, you won't be able to unmute them, but the participants can unmute themselves at any time.
Disable Everyone's Camera	To disable everyone's camera except the moderator. Once the camera is disabled, you won't be able to turn it back on, but the participants can turn it back on at any time.
Start Live Stream	To start a YouTube live stream using a YouTube live stream key link.
Settings	In the More section, the moderator will have additional settings such as everyone starts muted, everyone starts hidden, and everyone follows me.

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LEAVE

PARTICIPANT | Select the **Leave** icon to leave the meeting. The meeting will still continue until the moderator has ended the call.

MODERATOR | Select the **Leave** icon to end the meeting. Alternatively, if you are the moderator, but do not want to end the meeting upon leaving, simply select a participant to become the moderator.

Grant Moderator Rights: Click on the participant navigation icon, select the participant you would like to make the moderator and select **Grant Moderator.**

MY RECORDINGS

As a moderator, you'll find the ability to record active meetings in the More Actions tab on the navigation menu. To find those recorded meetings, on your HDMeet homepage, next to **My Meetings**, you will find the **Recordings** tab. Click on Recordings to see a list of all recorded meetings. Select the download icon 🔽 to download and listen to the recording.

Scheduling a Meeting

To schedule a meeting, check that you are logged in, then simply click [Schedule Meeting] from your home screen. You must be logged in to see all features.

1 Select your meeting date from the calendar.

2 Select your meeting start time and end time.

3 Enter your Meeting Name.

4 Enter a meeting password (optional).

5 Enter guest email addresses, separated by a comma.

Note: You may host up to **100 participants**.

You and the participants will receive a calendar invite from HDMeet, that includes all the meeting details above, with options to join from a browser, mobile app, or to call in via a 10-digit number and password.

Note: You can also start a meeting from Outlook or Google Chrome, as shown later in this guide.

Schedule Meeting						
«	‹	March 2021			›	»
MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

MY MEETINGS

Your HDMeet home screen will show you a list of your upcoming scheduled meetings, as well as past meetings. Simply click the refresh icon 🔄 if you do not see your upcoming meeting.

Joining a Meeting

CALENDAR INVITE

Calendar invites from HDMeet provide invitees an email with the following information:

- Meeting ID
- Password (if applicable)
- Date and Time
- Link to the web browser
- Phone number to call into the meeting

WEB BROWSER

To join a meeting, check that you are logged in (optional), then simply click on [Join Meeting] from your home screen. You must be logged in to see all features.

1 Enter the HDMeet Meeting ID and password (if required), found in the email invite, then select **Join Meeting**.

2 Once accepted into the meeting by the moderator (if lobby mode is enabled), you will see the same navigation menu as if you started the meeting, without the moderator rights.

MOBILE APP

To join a meeting from your mobile app, select the join meeting icon and follow the same web browser instructions. The navigation menu will be condensed, but you will still have most of the actions available to you.

CALLING IN

To call into a meeting, find the dial-in number and pin located in the e-mail invite. When you call the number you will be prompted to enter a Conference ID (pin number) followed by the # sign. Then you will be prompted to enter the Conference Bridge Password (if enabled and provided in the e-mail). If there is not a password, press # again to enter the meeting.

You will not have the standard navigation options available to you when calling in, however, you will be able to mute/unmute yourself per your phone settings.

Troubleshooting

Below are tips for troubleshooting HDMeet. If you are still having issues, please reach out to our TelWare Support Team for assistance.

- We recommend following the **Cache Clearing** guidelines on page 2 of this user guide to make sure you have the latest updates and bug fixes.

- Your web browser will need access to the microphone and camera for HDMeet. You will typically be prompted to grant access when you start or join a meeting for the first time.

- We recommend checking your cell phone settings regarding the HDMeet app to make sure specific features are enabled. Such as access to your calendar and microphone.

> TelWare Support Team
> *If you are having any service-related issues, visit our website* <u>*support.telware.com*</u> *or call 1-800-637-3148 to open a service ticket.*
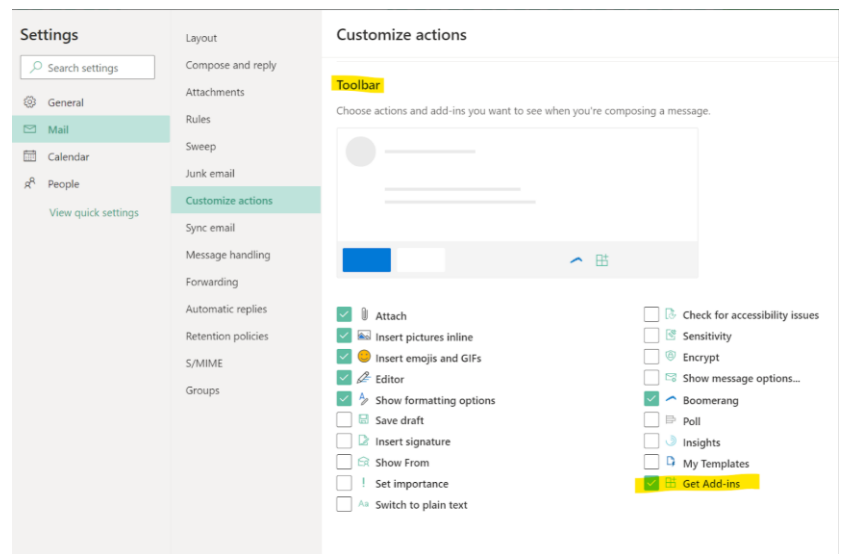
| For Outlook

Schedule meetings directly from Microsoft Outlook with this easy-to-use add-in.

INSTALLING THE HDMEET ADD-IN

1 In Outlook, select the **Settings** icon ⚙️ from the menu at the top right of your screen. Then select **View all Outlook settings**, linked at the bottom of the settings sidebar.

2 Navigate to **Mail** (default), then **Customize actions**. Scroll down to the Toolbar section and check **Get Add-ins.**

3 Select **Save**, then close the settings window.

From here, you now have two different options to search and add the HDMeet Add-in for Outlook; via Mail or Calendar.

4 Select **New Message (Mail)** from your Outlook home screen OR select **New Event (Calendar)** from your Outlook Calendar home screen.

5 From the New Message toolbar, select the icon for **Get Add-ins** OR from the New Event toolbar, select the three ellipses icon and then select the **Get Add-ins** icon.

An Add-ins for Outlook window will pop up.

6 In the search bar, enter "HDMeet for Outlook" and select **Add**. Then the HDMeet add-in has successfully been installed.

HDMeet for Outlook

TelWare Corporation | ★★★★★ (3) | May require additional purchase

By clicking on add, you agree to the add-in's License terms and Privacy policy

Add

HDMEET FOR OUTLOOK

1 In Outlook Calendar, select **New Event** (or More Options if scheduling from the calendar directly).

2 Select the HDMeet icon 📹 from the navigation menu at the top of the event screen. You will be prompted to log in to HDMeet if you are not already logged in.

Note: You have the option to log in with your OneCloud credentials or your email.

3 Enter your meeting details (event name, attendees, date, time, etc.). Note, HDMeet will appear in the location section, and you will see your HDMeet details in the description section. Then select **Send** and you have successfully scheduled your HDMeet meeting.

7

Schedule meetings directly from Google Chrome with this easy-to-use add-in.

INSTALLING THE HDMEET CHROME EXTENSION

Using the Google Chrome browser, navigate to **chrome.google.com/webstore**. Then "Search the store" by typing **HDMeet** in the search box in the top left. You will then click on the HDMeet application where you will be taken to a new page.

Press **Add to Chrome**.

A pop up will appear. Click **Add Extension**.

PINNING THE EXTENSION

Once installed, you will then need to navigate to the extensions by clicking the Puzzle Piece in the top right of your browser.

After clicking the Puzzle Piece, a drop-down menu will appear showing "HDMeet Integration" with a clear Pin next to it.

Click the Pin (it will change to solid blue) to have the extension accessible while browsing.
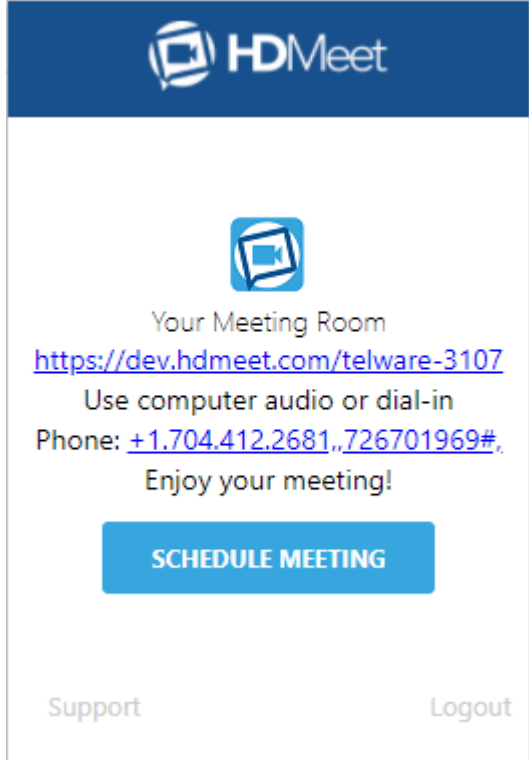
LOGGING IN

Click on the HDMeet extension button in your Chrome Browser to open the extension app. A login window should appear. Use your email or OneCloud credentials to log in.

DIRECT ACCESS TO YOUR MEETING ROOM

You can navigate directly to your meeting room from the Google Chrome extension by clicking on your meeting room link.

SCHEDULING A MEETING

Press the **SCHEDULE MEETING** button. Your Google Calendar will open in a new tab. The calendar invite will auto-populate your HDMeet information. From that page, you can edit any meeting details (such as the subject), time and date, and attendees.

HDMeet

Your Meeting Room
https://dev.hdmeet.com/telware-3107
Use computer audio or dial-in
Phone: +1.704.412.2681,,726701969#,
Enjoy your meeting!

SCHEDULE MEETING

Support   Logout

HDMeet | Mobile

The full power of HDMeet on your mobile device. Start, join, and schedule a meeting just as you would from your web browser.

INSTALLING THE HDMEET APP | iOS & ANDROID

1 Visit the App Store or the Google Play Store on your iOS or Android device. Search "HDMeet" or "TelWare" and download the HDMeet app.

2 Open the app and click on the menu icon ☰ in the top right corner and select **Settings.** Enter your display name and email address. You're all set to begin using the app!

NAVIGATING THE HDMEET MOBILE APP

START
Select the **Start** icon to begin a meeting. You will have nearly all the same actions available to you as if you were using your browser.

From the meeting home screen, the navigation icons provide easy access to invite others, mute/unmute, leave the meeting, and turn on/off your camera. You also have a navigation button for more options, such as raising your hand, sharing a video, muting everyone, and more!

JOIN
Select the **Join** icon to join a scheduled meeting. You will be prompted to enter a meeting ID (and password if enabled).

SCHEDULE
Select **Schedule** to schedule a meeting.

1 Select **Continue** to further scheduling prompts

2 Select a time and date

3 Edit any additional New Event details, such as invitees, or edit the time and date. Then press Add. Your event has been successfully scheduled.

Note: The mobile apps do not support logging in currently. If you start a meeting on the mobile app, it will not use your custom URL and will not include all the enterprise features. Use the browser for the full feature set.