

How to use Video Conferencing & Desktop Sharing on Magnet Voice



Video Conferencing and Collaboration

CONTENTS

User Guide

1. How to set up a video session	1
2. Running a video conference	4
3. Screen sharing.....	5
4. Schedule a video meeting	7
5. Technical operation	8
6. Security	8
7. Bandwidth requirements	9
8. Participant requirements	9

Troubleshooting

1. Can't reach your user portal	10
2. No room available	10
3. No license available	10
4. Participant can't reach the video room	10
5. Blanked image from a participant	10
6. Video image but no sound from a participant	11
7. Can't Share screen	12
8. Manually install the Google Chrome screen sharing extension	12

How to use Video Conferencing & Desktop Sharing on Magnet Voice

1. How to set up a video session

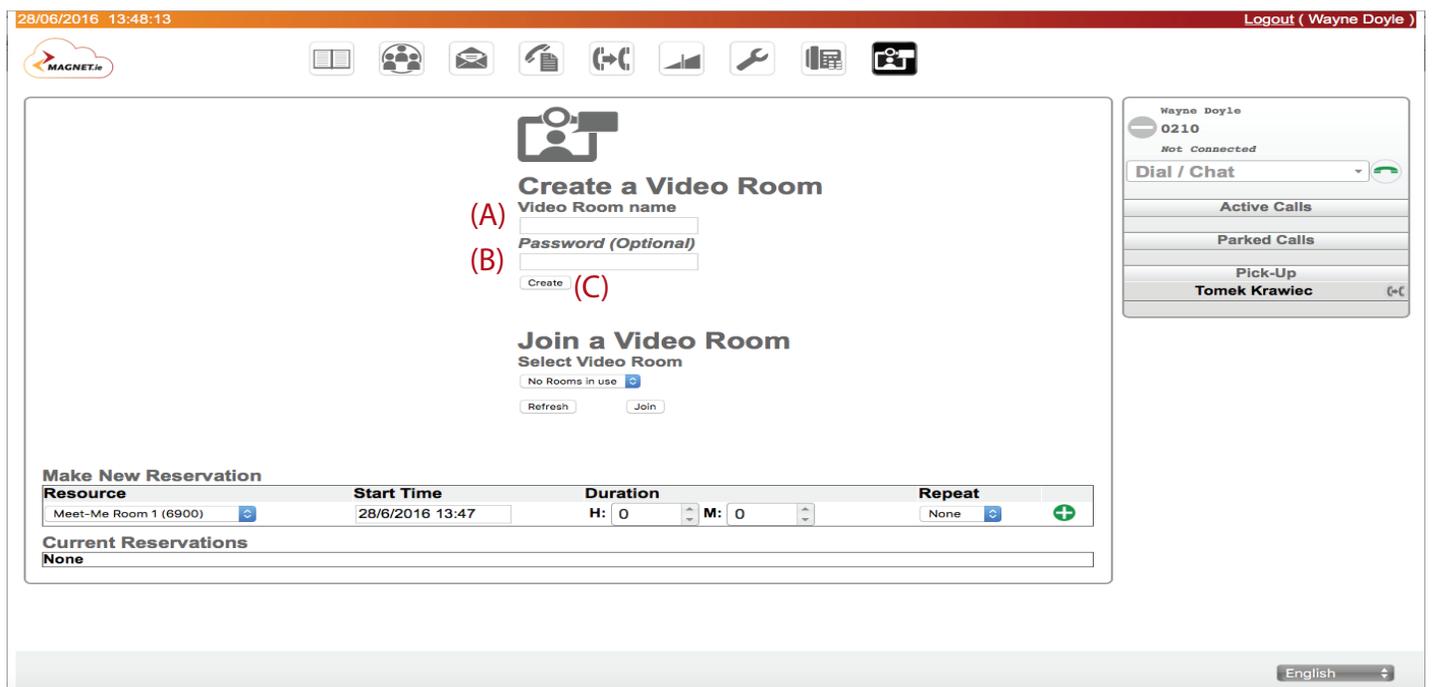
Go to your browser portal, by connecting to the server address given in your registration details, using an up-to-date version of Google Chrome. The server address normally has the format: murphyplumbers.magnetvoice.ie

Enter your Username and PIN to connect to your portal home page.



Click on the video icon in the top right hand corner.

A screen, similar to the following, displays.

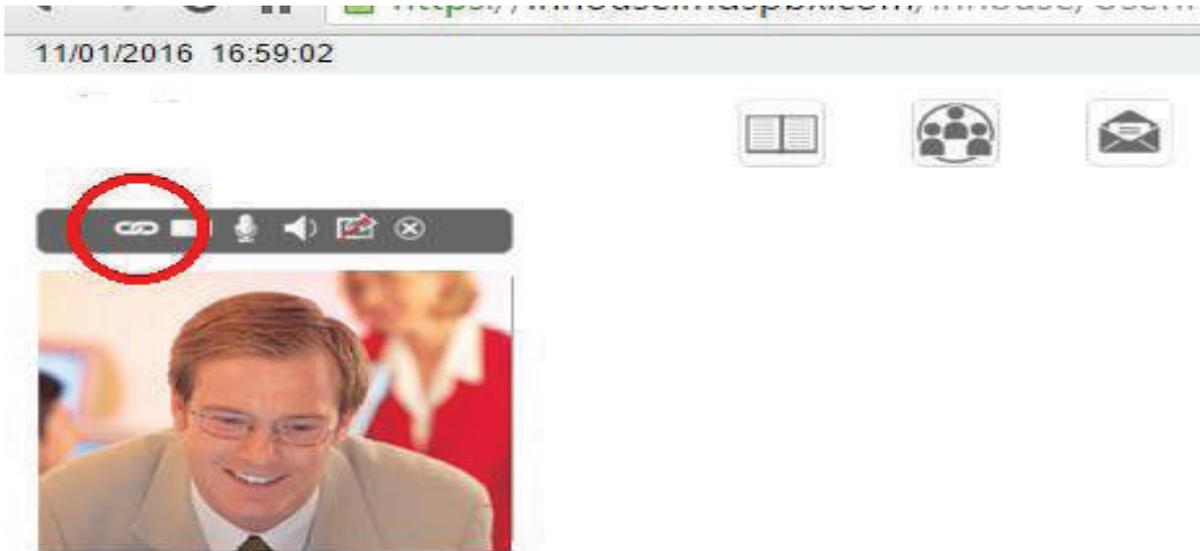


Enter the name for your (A) Video Conference room (e.g. sales45) and a (B) Password, if required, and click (C) Create. Alternatively, join an existing room from the drop-down menu on the lower dialogue box.

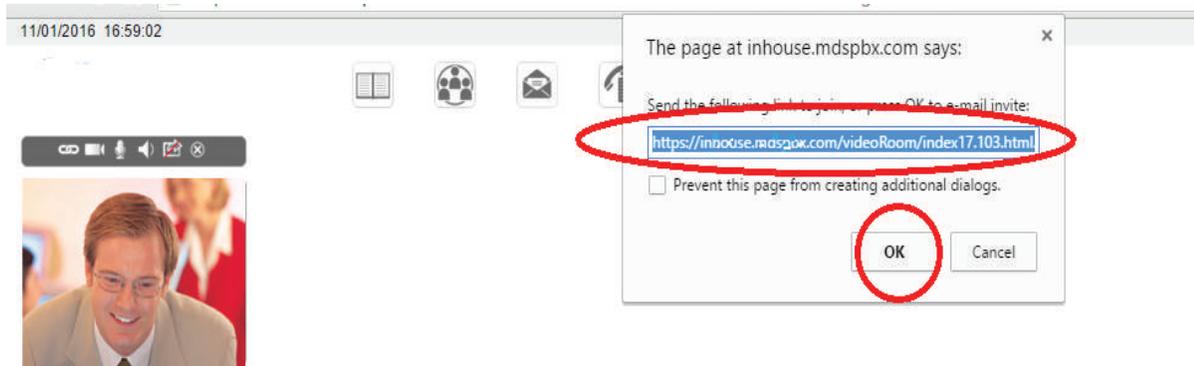


The first time you use the platform to create a video room, you need to enable your camera and microphone by clicking Allow. If you have more than one camera or microphone, you can select which ones to use.

How to use Video Conferencing & Desktop Sharing on Magnet Voice



Once your camera is turned on, your image should appear on the left hand side of your screen. Click on the Share link icon, on the left, for the web address of the Video Conference room you created, so you can invite participants, by forwarding the link.



Click OK to open a standard Invite mail in your default mail client. Enter the addresses of the required video room participants, edit the text and Send.

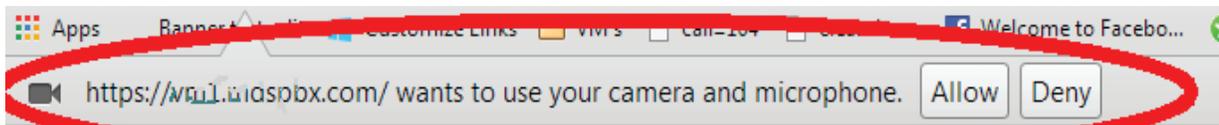
You must remain in the room, to keep the room alive, until the people invited join. Rooms cease to exist once empty. But you can create a new room later with the same name.

How to use Video Conferencing & Desktop Sharing on Magnet Voice

2. Running a video conference

The other participant(s) join by clicking on the url, using a supported browser, i.e. Chrome, Firefox or Opera.

Each participant must click Allow use of their camera and microphone, the first time they use this video application.



Once in the conference room, participants may click on the icons above their image to Share the link, turn on/off the Camera, Microphone, Speaker, Screen share or to leave the conference room.



How to use Video Conferencing & Desktop Sharing on Magnet Voice

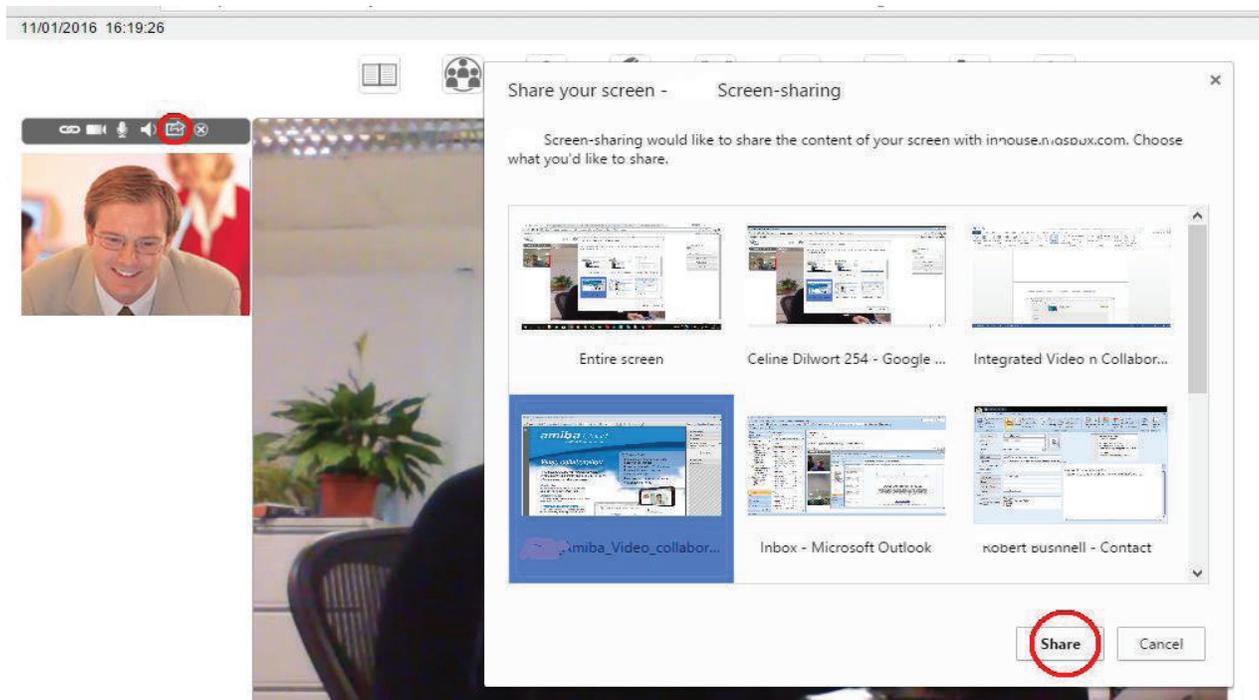
3. Screen sharing

To share your screen, click on the screen sharing icon, second from the right, above your image.

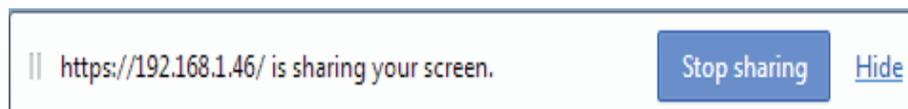


The first time you do this, a Screen-sharing Extension will be automatically added to your Chrome browser, provided you give the necessary acceptance.

Your browser may ask for confirmation that you want to share your screen.



Images of all your open tabs are displayed, as shown in the above example. Scroll down to, and click on, the tab you wish to share and then click Share.



You can stop sharing your screen at any point, by clicking the Stop sharing button, or by clicking the screen sharing icon, .

How to use Video Conferencing & Desktop Sharing on Magnet Voice



You do not see a dedicated image of your own shared screen. The other parties do!

Each party may click on any of the lower, remote, elements on the left of their screen, so that it occupies the larger element of their screen. Click on the larger element to make it full screen.

4. Bandwidth requirements

Each video stream requires about 1Mbit/sec.
A shared screen requires about 0.5Mbits/sec.
The number of participants in any conference room is restricted by the bandwidth.

5. Participant requirements

Up-to-date Chrome browser, rev 34 or higher, Firefox or Opera.

How to use Video Conferencing & Desktop Sharing on Magnet Voice

6 Schedule a video meeting

A meeting room may be reserved by clicking on the Video icon in the User Portal and proceeding to Make New Reservation.

Make New Reservation

Resource	Start Time	Duration	Repeat
Video Room: 1	14/1/2016 10:08	H: 0 M: 0	None

Current Reservations

Resource	User	Start Time	End Time	Repeat	Cancel
Meet-Me Room (6900)	Declan Gibbons	02/10/2015 14:45	02/10/2015 15:45	Weekly	

This reservation sheet does not prevent clashes, but gives the users and the system administrator an overview of meeting room demand.

The lower section of the page lists the Current Reservations, including audio rooms.

Select the room, having checked in Current Reservations, that the room is free when required.

Make New Reservation

Resource	Start Time	Duration
Video Room: 1	28/03/2016 11:30	H: M:

Current Reservations

Resource	User	Start Time
Meet-Me Room (6900)	Declan Gibbons	02/10/2015 14:45

Create a Video Room

Video Room name

Password (Optional)

Create

Join a Video Room

Select Video Room

No Rooms in use

Refresh

How to use Video Conferencing & Desktop Sharing on Magnet Voice

Click on the Start Time dialog box and select a month, date and Hour, then Minute and click Done.

No Rooms in use ▼
Refresh Join

Make New Reservation					
Resource	Start Time	Duration	Repeat		
Video Room: 1 ▼	28/03/2016 10:30	H: 1 M: 20	None ▼	+	
Current Reservations					
Resource	User	Start Time	End Time	Repeat	Cancel
Meet-Me Room (6900)	Declan Gibbons	02/10/2015 14:45	02/10/2015 15:45	Weekly	
Meet-Me Room (6900)	Dave S	18/11/2015 17:00	18/11/2015 18:00	Weekly	
Meet-Me Room (6900)	Dave S	19/11/2015 12:00	19/11/2015 13:00	Weekly	

Click the Duration in Hours and Minutes and, if required, select a Repeat from the drop-down menu and press the green + key to confirm the reservation.

Make New Reservation					
Resource	Start Time	Duration	Repeat		
Video Room: 0 ▼	13/04/2016 10:30	H: 1 M: 0	None ▼	+	
Current Reservations					
Resource	User	Start Time	End Time	Repeat	Cancel
Meet-Me Room (6900)	Declan Gibbons	02/10/2015 14:45	02/10/2015 15:45	Weekly	
Meet-Me Room (6900)	Dave S	18/11/2015 17:00	18/11/2015 18:00	Weekly	
Meet-Me Room (6900)	Dave S	19/11/2015 12:00	19/11/2015 13:00	Weekly	
Video Room: 2	Celine Dilwort 254	28/03/2016 10:30	28/03/2016 11:50	Weekly	✗
Video Room: 1	Celine Dilwort 254	13/04/2016 10:30	13/04/2016 11:30	None	✗

The booking may be cancelled by the person who made the reservation or by the system administrator, by clicking on the red X. Only the system administrator can remove the record of the reservation.

To set up the conference, proceed as described earlier.

- ☒ Create the room with a unique name, e.g. sales47.
- ☒ Forward the link or click the Invite email to the required participants, advising them of the scheduled time for the meeting.
- ☒ Leave the room.
- ☒ Just before the scheduled meeting time, go to the video room area on your user portal and create a room with the unique name you used, e.g. sales47.
- ☒ Wait for those invited to arrive.

7. Technical operation

The video conference is set up and managed from the PBX infrastructure. The communication between parties is peer-to-peer, except in cases where a server in the PBX infrastructure must be used to manage the traffic through a firewall.

8. Security

All communication between participants is securely encrypted. Browsers use https.

How to use Video Conferencing & Desktop Sharing on Magnet Voice

Troubleshooting

Following are the most common issues that arise with use of the video collaboration.

1. Can't reach your user portal

Check that your user name and password are correct. Please note that both are case sensitive and space in the user name must be respected.

Make sure you're using an up-to-date Google Chrome, Firefox or Opera browser.

2. No room available

The invited party sees a message 'No Such Video Room', if the person who created the room has left. The originator should create a new room with the same name.

3. No license available

The license covers the maximum number of rooms for simultaneous use. Where no room is available to cover a request, a message 'No available Licensed Room' is displayed. You may add a license for additional rooms, where required.

4. Participant can't reach the video room

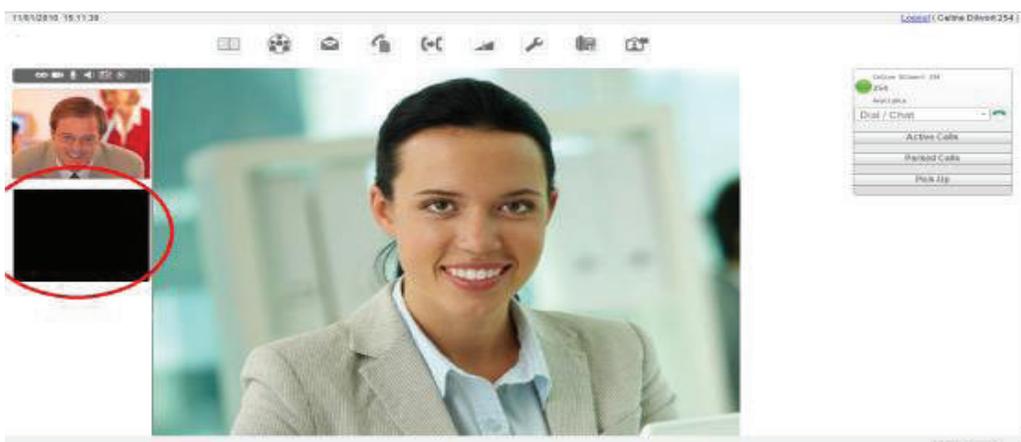
The link to the conference room must be opened in an up-to-date Google Chrome, browser. Otherwise, the user will not be able to enter the room and may reach a blank screen.

Access to Web RTC video conference rooms is not supported on iPhones, iPads and Android even those running Google Chrome.

Web RTC is not supported on Microsoft Internet Explorer.

Up-to-date Chrome running on Apple Mac does support Web RTC and setting up and participating in video rooms work.

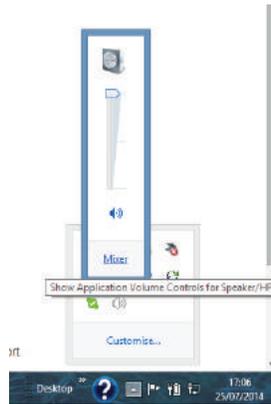
5. Blanked image from a participant



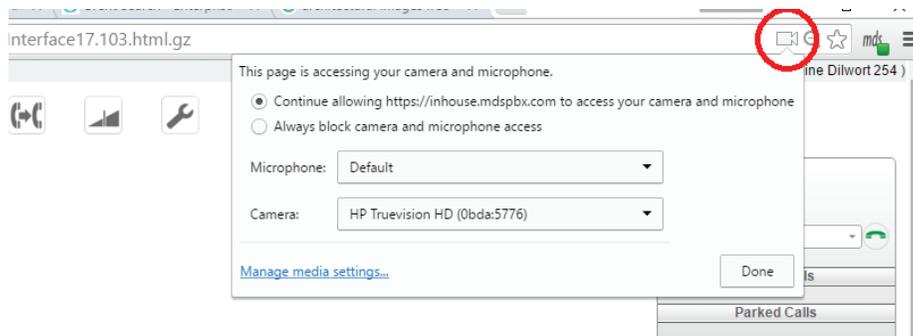
There may not be sufficient bandwidth at one or other of the participant's devices. A participant may not have activated their camera or given permission for their image to be forwarded.

How to use Video Conferencing & Desktop Sharing on Magnet Voice

6. Video image but no sound from a participant



Check the sound settings on the PC.



When in the video room, click on the camera option (circled above) to the right hand side of your url dialogue box, for a drop down menu of the microphone and camera being used by Chrome and options to change:



How to use Video Conferencing & Desktop Sharing on Magnet Voice

7. Can't share screen

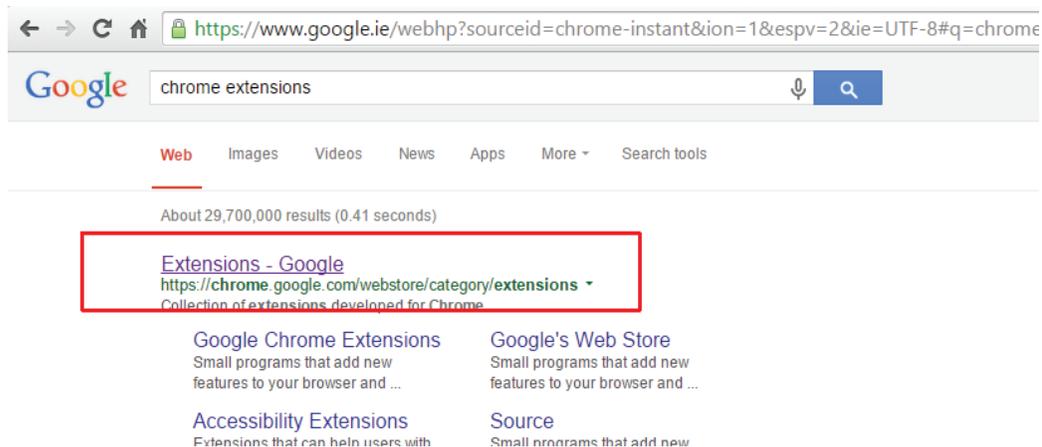
Chrome flag setting must be enabled by the screen sharing Chrome extension. This should be automatically offered for installation the first time you click on your Screen sharing icon, .

Smart phone screens cannot be shared, although participants on up-to-date Android devices may view another participant's shared screen; in this case, the image must be enlarged using a two finger spread, rather than a single touch.

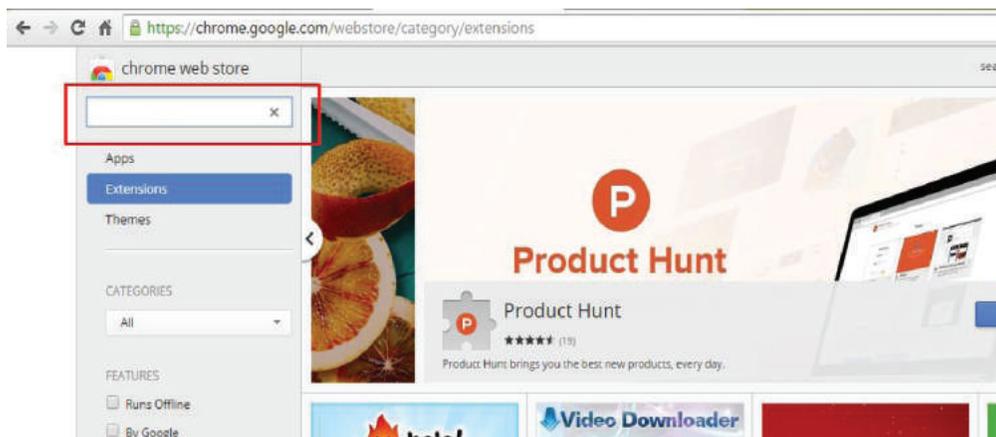
Participants on Apple Mac, running up-to-date Chrome, may not be able to have the Google Chrome extension installed automatically the first time they click on the Screen Share icon. It is however possible to manually install the Google Chrome extension, as described below

8. Manually install the Chrome screen sharing extension

Open the Chrome browser and search for "Chrome extensions".



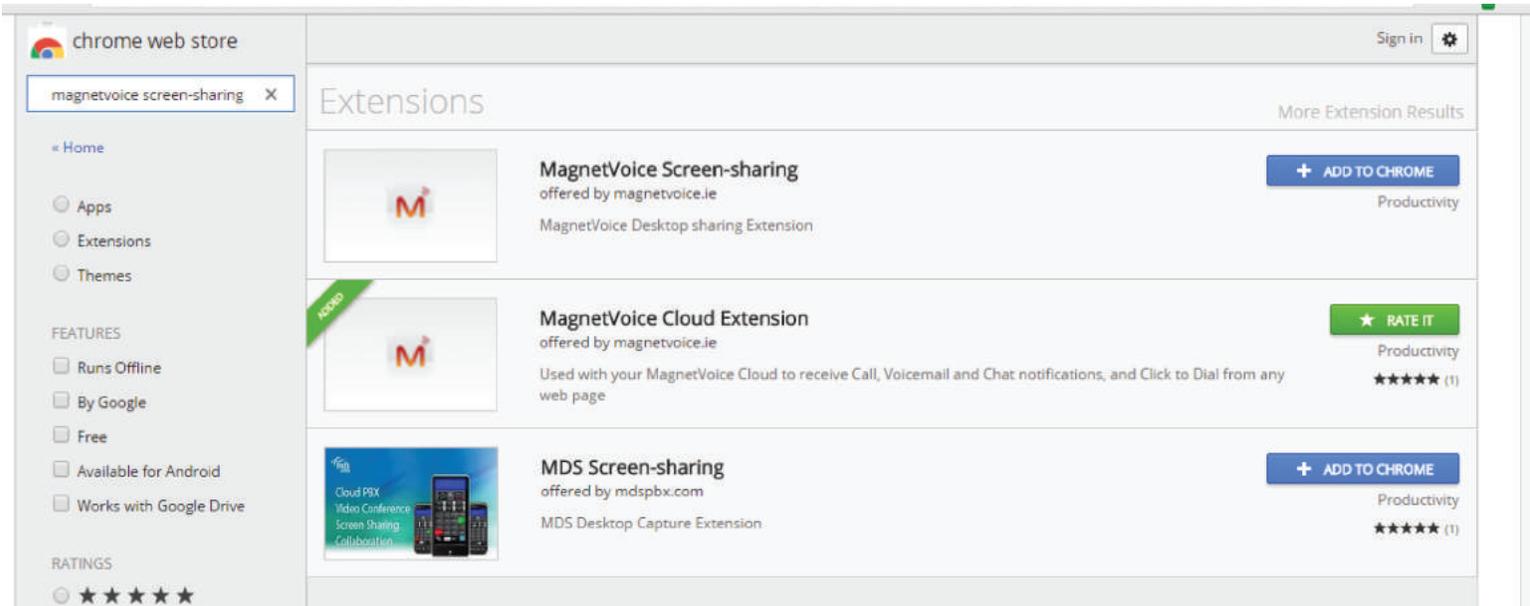
Click on the link to get to the following page.



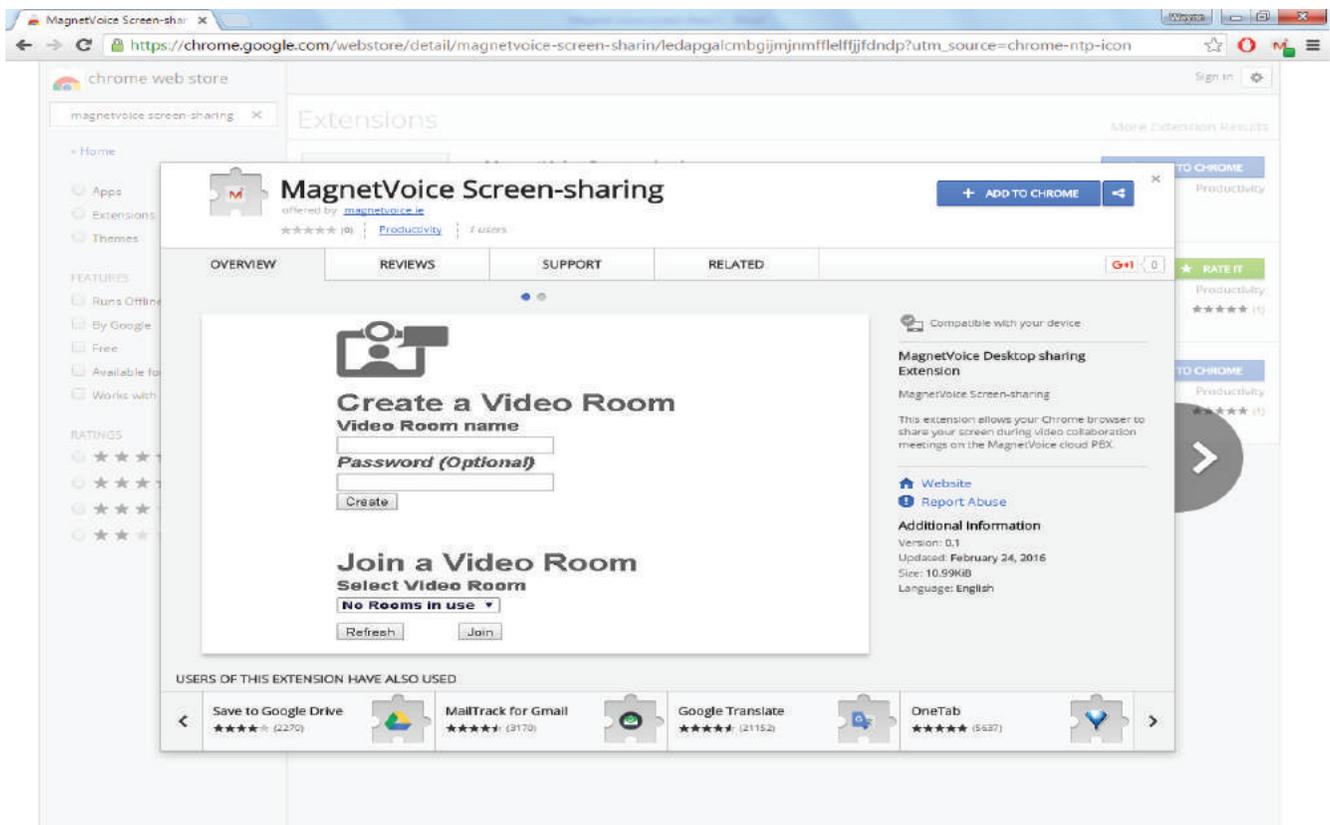
How to use Video Conferencing & Desktop Sharing on Magnet Voice

Cloud-based Video Conference and Collaboration Guide

Enter "Magnet Voice" in the search box, as shown above, and click Enter/Return, to get to the following page.



Click on the link and you get following confirmation that the MDS Screen-sharing Extension has been added to your Google Chrome browser.



You should now be able to share your screen.