Instruction – Virtual meeting room

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1 Introduction

Congratulations on your purchase of Telia's Virtual meeting room!
The purpose of this document is to give the user an easy to use step-by-step description of how to start and participate in a Virtual meeting room.

2 Description of the Virtual meeting room

2.1 Description of the service

The Virtual meeting room allows visual communication between participants with different technical conditions such as:
- Video system,
- various computer clients, telephones, tablets and browsers.
Users can communicate with audio and video, and share documents and presentations.

The Virtual meeting room consists of a video address (like a telephone number) a chairman code and a participant code. If you send out the video address and participant codes to your meeting participants, you can meet in the Virtual meeting room, see and share presentations.

A customer can choose a number of Virtual meeting rooms and decide whether to have a fixed price on a number of participants per room or have an unlimited amount of Virtual meeting rooms and let every meeting room split on a specific amount of participants.
If the number of participants exceed the maximum capacity of the room, the meeting will continue, but a fee, per minute will be charged.

The customer also has the option to buy meeting rooms for single use e.g. the extra-large meetings.

Every Virtual meeting room includes a general dial-in-number for participants dialing in by phone, which is the same number for all Virtual meeting rooms. In addition, each Virtual meeting room has a unique meeting ID and PIN code. The PIN-code differs from participant and chairman.
3. Functions and limitations

3.1. Call from video system

<table>
<thead>
<tr>
<th>Video system</th>
<th>General functions</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco</td>
<td>Participate with high definition video and high quality sound. See and share presentations</td>
<td>Not possible to call directly to a Lync or Skype for business client. Not possible to put all participants in silent mode. Not possible to participate in chat.</td>
</tr>
<tr>
<td>Polycom</td>
<td>Participate with high definition video and high quality sound. See and share presentations</td>
<td>Not possible to call directly to a Lync or Skype for business client. Not possible to put all participants in silent mode. Not possible to participate in chat. To reach Virtual meeting room the IP address to VMR is required. For further instructions, please see 4.1.6 and 4.2.6</td>
</tr>
</tbody>
</table>

3.2. Dial in from different clients

<table>
<thead>
<tr>
<th>Clients</th>
<th>General functions</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lync/Skype for business</td>
<td>Participate with video and sound. See and share presentations. Chat.</td>
<td>Not possible to put specific participants in silent mode.</td>
</tr>
<tr>
<td>Jabber</td>
<td>Participate with video and sound. See and share presentations. Chat.</td>
<td>Not possible to call directly to a Lync or Skype for business client. Not possible to put all participants in silent mode. Not possible to participate in chat.</td>
</tr>
</tbody>
</table>
3.3. Dial in with phones and tablets

<table>
<thead>
<tr>
<th>Example of phones and tablets</th>
<th>General functions</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPhone</td>
<td>Participate with sound</td>
<td>Only possible to dial in to the meeting and participate with sound. If you use Telia meeting app, please see 3.5</td>
</tr>
<tr>
<td>iPad</td>
<td>Participate with sound</td>
<td>Only possible to dial in to the meeting and participate with sound. If you use Telia meeting app, please see 3.5</td>
</tr>
<tr>
<td>Windows phone</td>
<td>Participate with sound</td>
<td>Only possible to dial in to the meeting and participate with sound. If you use Telia meeting app, please see 3.5</td>
</tr>
<tr>
<td>Other tablets</td>
<td>Participate with sound and video</td>
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<tr>
<td></td>
<td>Share presentation.</td>
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</tbody>
</table>

3.4. Dial in from web browsers

<table>
<thead>
<tr>
<th>Web browsers</th>
<th>General functions</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Internet Explorer</td>
<td>• Participate with sound and video</td>
<td>Requires version 10 or later</td>
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<tr>
<td></td>
<td>• Share and see presentation</td>
<td>Requires Flash 11 or later</td>
</tr>
<tr>
<td></td>
<td>• Chat</td>
<td>Requires ActiveX® plug-in</td>
</tr>
<tr>
<td></td>
<td><strong>As chairman:</strong></td>
<td>Presentation: Only possible to present pictures (e.g. JPEG) and PDF.</td>
</tr>
<tr>
<td></td>
<td>• Put all participants in silent mode.</td>
<td></td>
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<tr>
<td></td>
<td>• Putting individual participants in listening mode</td>
<td></td>
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<tr>
<td></td>
<td>• Invite more participants</td>
<td></td>
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<tr>
<td></td>
<td>• Lock the conference call</td>
<td></td>
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<tr>
<td></td>
<td>• Delegate chairman role</td>
<td></td>
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<tr>
<td>Microsoft Edge</td>
<td>• Participate with sound and video</td>
<td>Requires Flash 11 or later</td>
</tr>
<tr>
<td></td>
<td>• Share and see presentation</td>
<td>Presentation: Only possible to present pictures (e.g. JPEG) and PDF.</td>
</tr>
<tr>
<td></td>
<td>• Chat</td>
<td></td>
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<tr>
<td></td>
<td><strong>As chairman:</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Put all participants in silent mode.</td>
<td></td>
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<tr>
<td></td>
<td>• Putting individual participants in listening mode</td>
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<tr>
<td></td>
<td>• Invite more participants</td>
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<tr>
<td></td>
<td>• Lock the conference call</td>
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<tr>
<td></td>
<td>• Delegate chairman role</td>
<td></td>
</tr>
<tr>
<td>Browser</td>
<td>Participate with sound and video</td>
<td>Share and see presentation</td>
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<td>Mozilla Firefox</td>
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<td>Google Chrome</td>
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<td>Apple Safari</td>
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</tbody>
</table>

Presentation: Only possible to present pictures (e.g. JPEG) and PDF.
3.5. Call with Telia Meeting app

<table>
<thead>
<tr>
<th>Webbläsare t.ex.</th>
<th>Generella funktioner</th>
<th>Begränsningar</th>
</tr>
</thead>
</table>
| iOS              | • Participate with sound and video  
|                  | • Share and see presentation  
|                  | • Chat  
|                  | • As chairman:  
|                  | • Put all participants in silent mode.  
|                  | • Putting individual participants in listening mode  
|                  | • Invite more participants  
|                  | • Lock the conference  
|                  | Only possible to present pictures from phone  
|                  | Only possible to call Telia Video meeting service. |
| Android          | • Participate with sound and video  
|                  | • Share and see presentation  
|                  | • Chat  
|                  | • As chairman:  
|                  | • Put all participants in silent mode.  
|                  | • Putting individual participants in listening mode  
|                  | • Invite more participants  
|                  | • Lock the conference  
|                  | Only possible to present pictures from phone  
|                  | Only possible to call Telia Video meeting service. |

4. Using the Virtual meeting room
This section describes how you, as a chairman, starts a meeting.

4.1. Start a meeting with chairman code.

4.1.1. From PC and Jabber

a.) Open Jabber

b.) Write the video adress in the address field and press Enter.
c.) Jabber calls the Virtual meeting room.

d.) Enter your chairman code.

e.) The meeting starts
4.1.2. From PC och Lync

a.) Enter the whole video adress (as shown below) in the address field and press Enter.

b.) A dialog box opens. Press the video icon to have a video meeting and the phone icon if you only want a "sound meeting".
c.) Enter your chairman PIN.

d.) The meeting starts
4.1.3. From PC and web browser
   a.) Type the following address in the address bar: https://teliavideomote.com/ and press Enter.

   ![Telia Videomote](https://teliavideomote.com/)

   b.) Type the video address
   c.) Type your name
   d.) Click “Connect”

   ![Telia Conference](https://teliavideomote.com/conference)

   e.) Enter your chairman PIN.

   ![Telia PIN](https://teliavideomote.com/pin)

   f.) The meeting starts.

4.1.4. From video system (Cisco) with touch panel
   a.) Enter your video address on the touch panel and press Start/Call.
b.) Enter your chariman PIN.

c.) The meeting starts
4.1.5. From video system (Cisco) with remote control

a.) Enter the video address on the remote control and then green phone symbol.

b.) Enter your chairman PIN.

c.) The meeting starts
4.1.6. Från Videosystem (Polycom)
   a.) Type the following IP-adress: 193.108.6.43
   b.) Press "Call"
   c.) Press 1
   d.) Type the video address and # two times
   e.) Type the chairman PIN.
   f.) The meeting starts.

4.2. Participate in a meeting with a participant code
   4.2.1. From PC and Jabber

   a.) Open Jabber
   b.) Type the video address in the address field and press Enter:

   c.) Jabber now calls the Virtual meeting room.
d.) Enter your participant PIN.

![Telia welcome screen]

e.) The meeting starts.

4.2.2. From PC and Lync/Skype for business

a.) Enter the video address and press Enter:
b.) A dialog box opens. Press the video icon to have a video meeting or the phone icon if you only want a "sound meeting".

c.) Enter your participant PIN.

d.) The meeting starts.
4.2.3. **Från PC och Webbläsare**

a.) Enter the following address in the adress bar: [https://teliavideomote.com/](https://teliavideomote.com/) and press Enter.

b.) Enter the video addressen

c.) Enter your name

d.) Click "Connect"

e.) Type your participate PIN.

f.) The meeting starts.
4.2.4 From videosystem (Cisco) with touchpanel

a.) Enter the video address and then press Start/Call.

b.) Enter your participant PIN.

d.) The meeting starts.

4.2.5 From video system (Cisco) with remote control
a.) Enter the video address on the remote control and press the green phone symbol.

b.) Enter participant PIN.

c.) The meeting starts.
4.2.6. From Videosystem (Polycom)

g.) Enter the following IP-adress: 193.108.6.43
h.) Press "Call"
i.) Press 1
j.) Enter the video address and # two times
k.) Enter the chairman PIN.

5. Meeting signature

A meeting signature makes it easy for your participants to connect to your meeting.

Attach a signature to your Outlook meeting as shown below. The meeting participants can then click one of the links to enter the meeting.
5.1. Signature Telia Video meeting

Below is an example of how a signature might look like. Feel free to use it as your own signature. Just make sure to change the X:s to your meeting room credentials. Please note that all devices can’t read HTML. The signature will, in those cases, appear just as text.

Join from Telia meeting app

Join from Lync or Skype
Click on video symbol then PIN: XXXX

Join from web browser
https://teliavideomote.com/tvm/#/?conference=XXXXXXXX&pin=XXXX

Join from video system or Jabber
XXXXXXXX@teliavideomote.com PIN:XXXX

Join from phone
+46 10-470 80 00, Meeting ID: XXXXXXX#, PIN: XXXX
5.2. Welcome letter

TELIA VIDEO MEETING

Thank you for choosing Telia Video meeting service. Here are your login credentials to your Virtual meeting room. This e-mail contains important information so please store it somewhere safe.

Your login credentials:

Address to your Virtual meeting room: 1234567@teliavideomote.com
Chariman PIN: 1234
Participant PIN: 5678

How to connect to your Virtual meeting room:

Connect via Lync or Skype for Business
Enter videoaddress: 1234567@teliavideomote.com and PIN: 5678 and click on the video symbol.

Connect to a meeting from a video system:
Enter video address: 1234567@teliavideomote.com och PIN: 5678

Connect from web browser (Internet Explorer, Chrome, Firefox, Safari)

Connect to meeting by phone:
+46 10 470 80 00 och ange Mötes-ID: 1234567 # och PIN: 5678

Support:

If you have questions, please contact our support:
From video system: servicedesk@cygate.se or call
By e-mail: servicedesk@cygate.se
By phone: +46 10 8788 800 (mon-fri 8:AM to 5 PM)

Learn more about the virtual meeting room on www.telia.se
6. **Instruction movie**

We've also created an instructional film (swedish)

7. **Support**

Our service desk is available Monday to Friday from 8 AM to 5 PM.

Via video: servicedesk@cygate.se
Via phone: +46 10-8788800
Via e-mail: servicedesk@cygate.se