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## Instruction – Virtual meeting room

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#### Company information

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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.

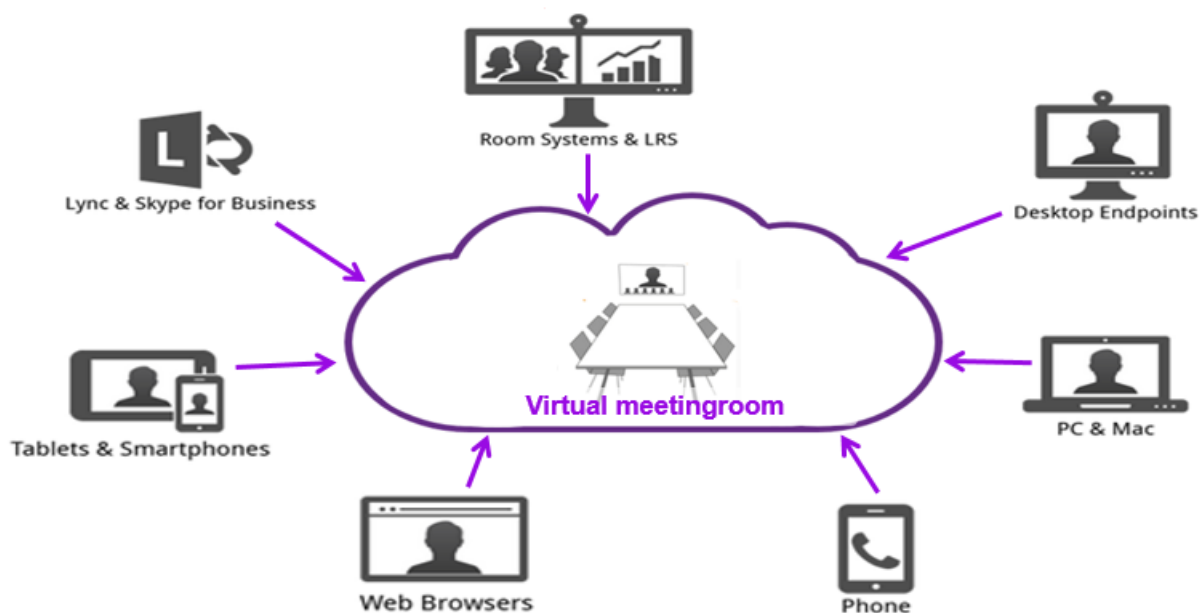
The Virtual meeting room consists of a video address (like a telephone number) a chairman code and a participant code. If you send out the video address and participant codes to your meeting participants, you can meet in the Virtual meeting room, see and share presentations.

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 eg 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 differ from participant and chairman.



### 3. Functions and limitations

#### 3.1. Call from video system

Video system	General functions	Limitations
Cisco	Participate with high definition video and high quality sound. See and share presentations	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.
Polycom	Participate with high definition video and high quality sound. See and share presentations	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

#### 3.2. Dial in from different clients

Clients	General functions	Limitations
Lync/Skype for business	Participate with video and sound. See and share presentations. Chat.	Not possible to put specific participants in silent mode.
Jabber	Participate with video and sound. See and share presentations. Chat.	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.



### 3.3. Dial in with phones and tablets

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

### 3.4. Dial in from web browsers

Web browsers	General functions	Limitations
Microsoft Internet Explorer	<ul style="list-style-type: none"> <li>Participate with sound and video</li> <li>Share and see presentation</li> <li>Chat</li> </ul> <p><b>As chairman:</b></p> <ul style="list-style-type: none"> <li>Put all participants in silent mode.</li> <li>Putting individual participants in listening mode</li> <li>Invite more participants</li> <li>Lock the conference call</li> <li>Delegate chairman role</li> </ul>	Requires version 10 or later Requires Flash 11 or later Requires ActiveX® plug-in Presentation: Only possible to present pictures (e.g. JPEG) and PDF.
Microsoft Edge	<ul style="list-style-type: none"> <li>Participate with sound and video</li> <li>Share and see presentation</li> <li>Chat</li> </ul> <p><b>As chairman:</b></p> <ul style="list-style-type: none"> <li>Put all participants in silent mode.</li> <li>Putting individual participants in listening mode</li> <li>Invite more participants</li> <li>Lock the conference call</li> <li>Delegate chairman role</li> </ul>	Requires Flash 11 or later Presentation: Only possible to present pictures (e.g. JPEG) and PDF.



Mozilla Firefox	<ul style="list-style-type: none"><li>• Participate with sound and video</li><li>• Share and see presentation</li><li>• Chat</li></ul> <ul style="list-style-type: none"><li>• <b>As chairman:</b></li><li>• Put all participants in silent mode.</li><li>• Putting individual participants in listening mode</li><li>• Invite more participants</li><li>• Lock the conference call</li><li>• Delegate chairman role</li></ul>	Requires version 38 or later Presentation: Only possible to present pictures (e.g. JPEG) and PDF.
Google Chrome	<ul style="list-style-type: none"><li>• Participate with sound and video</li><li>• Share and see presentation</li><li>• Chat</li></ul> <ul style="list-style-type: none"><li>• <b>As chairman:</b></li><li>• Put all participants in silent mode.</li><li>• Putting individual participants in listening mode</li><li>• Invite more participants</li><li>• Lock the conference call</li><li>• Delegate chairman role</li></ul>	Requires version 27 or later
Opera	<ul style="list-style-type: none"><li>• Participate with sound and video</li><li>• Share and see presentation</li><li>• Chat</li></ul> <ul style="list-style-type: none"><li>• <b>As chairman:</b></li><li>• Put all participants in silent mode.</li><li>• Putting individual participants in listening mode</li><li>• Invite more participants</li><li>• Lock the conference call</li><li>• Delegate chairman role</li></ul>	Requires version 23 or later Presentation: Only possible to present pictures (e.g. JPEG) and PDF.
Apple Safari	<ul style="list-style-type: none"><li>• Participate with sound and video</li><li>• Share and see presentation</li><li>• Chat</li></ul> <ul style="list-style-type: none"><li>• <b>As chairman:</b></li><li>• Put all participants in silent mode.</li><li>• Putting individual participants in listening mode</li><li>• Invite more participants</li><li>• Lock the conference call</li><li>• Delegate chairman role</li></ul>	Requires version 6 or later. Only Mac OS X Requires Flash 11 plug in or later.



### 3.5. Call with Telia Meeting app

Webbläsare t.ex.	Generella funktioner	Begränsningar
iOS	<ul style="list-style-type: none"><li>Participate with sound and video</li><li>Share and see presentation</li><li>Chat</li> <li><b>As chairman:</b></li><li>Put all participants in silent mode.</li><li>Putting individual participants in listening mode</li><li>Invite more participants</li><li>Lock the conference</li></ul>	<ul style="list-style-type: none"><li>Only possible to present pictures from phone</li><li>Only possible to call Telia Video meeting service.</li></ul>
Android	<ul style="list-style-type: none"><li>Participate with sound and video</li><li>Share and see presentation</li><li>Chat</li> <li><b>As chairman:</b></li><li>Put all participants in silent mode.</li><li>Putting individual participants in listening mode</li><li>Invite more participants</li><li>Lock the conference</li></ul>	<ul style="list-style-type: none"><li>Only possible to present pictures from phone</li><li>Only possible to call Telia Video meeting service.</li></ul>

## 4. Using the Virtual meeting room

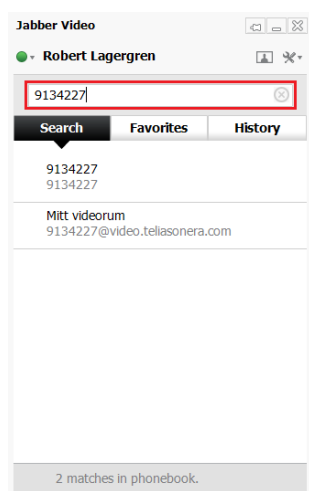
This section describes how you, as a chairman, starts a meeting.

### 4.1. Start a meeting with chairman code.

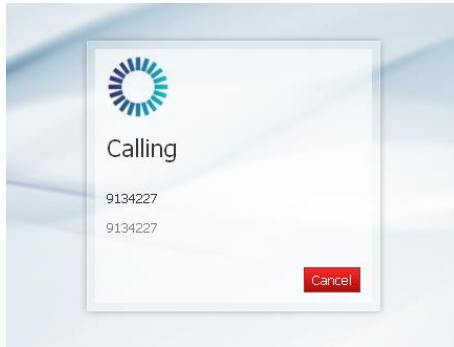
#### 4.1.1. From PC and Jabber

a.) Open Jabber

b.) Write the video address in the address field and press Enter.



c.) Jabber calls the Virtual meeting room.



d.) Enter your chairman code.

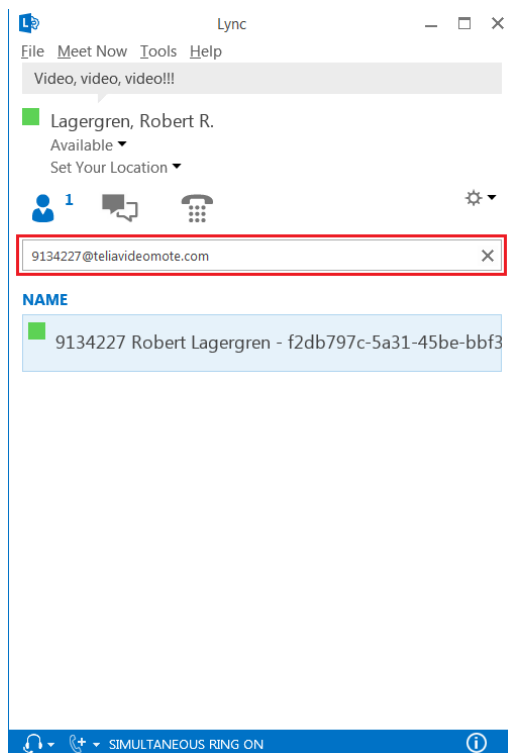


e.) The meeting starts

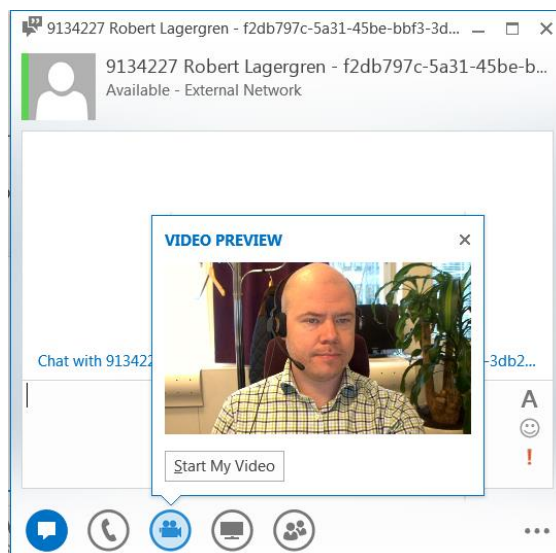


#### 4.1.2. From PC och Lync

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".

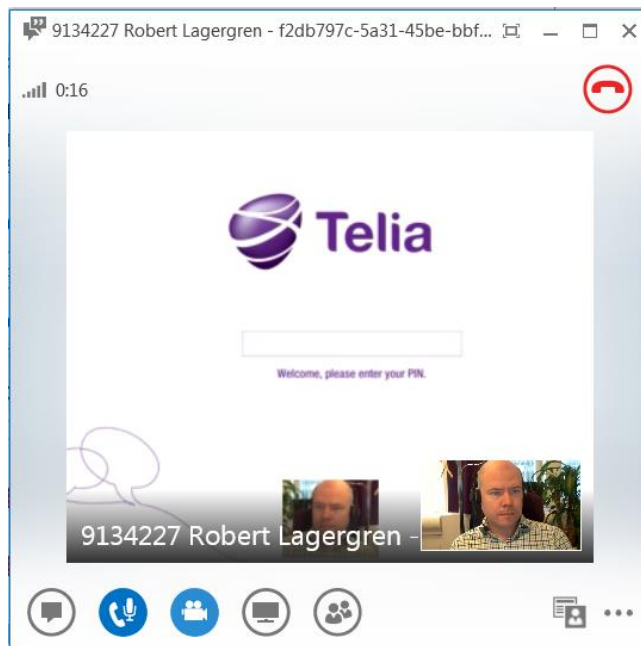




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c.) Enter your chairman PIN.



d.) The meeting starts

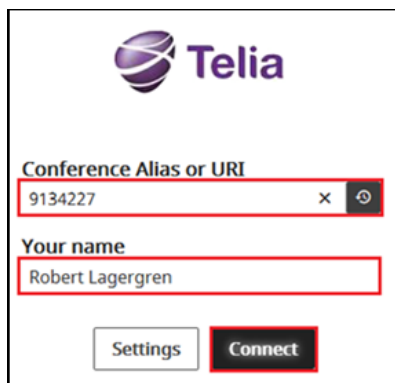


#### 4.1.3. From PC and web browser

- a.) Type the following address in the address bar: <https://teliavideomote.com/> and press Enter.



- b.) Type the video address  
c.) Type your name  
d.) Click "Connect"

A screenshot of the Telia Videomöte web interface. At the top is the Telia logo. Below it is a form with two input fields: 'Conference Alias or URI' containing '9134227' and 'Your name' containing 'Robert Lagergren'. At the bottom of the form are two buttons: 'Settings' and 'Connect'. Red boxes highlight the input fields and the 'Connect' button.

- e.) Enter your chairman PIN.

A screenshot of the Telia Videomöte web interface showing a PIN entry screen. The Telia logo is at the top. Below it is a form with a single input field labeled 'PIN'. At the bottom of the form are two buttons: 'Cancel' and 'Connect'. Red boxes highlight the 'PIN' label and the input field.

- 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 chairman PIN.



c.) The meeting starts

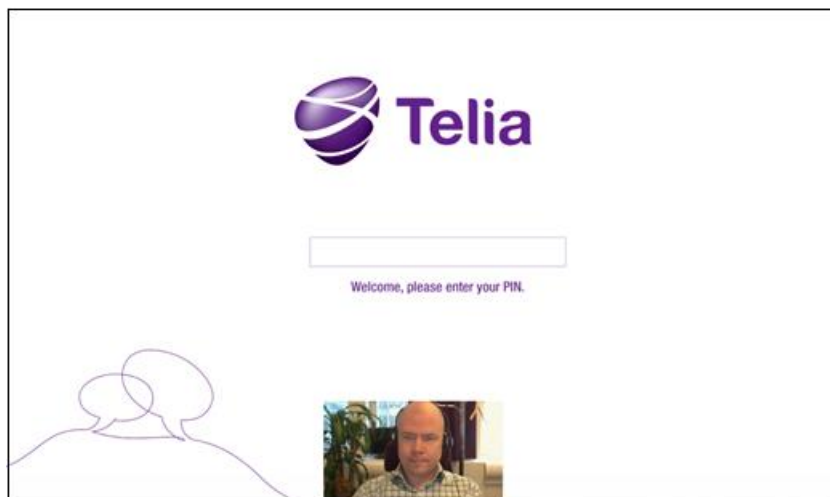


#### 4.1.5. From video system (Cisco) with remote control

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



b.) Enter your chairman PIN.



c.) The meeting starts



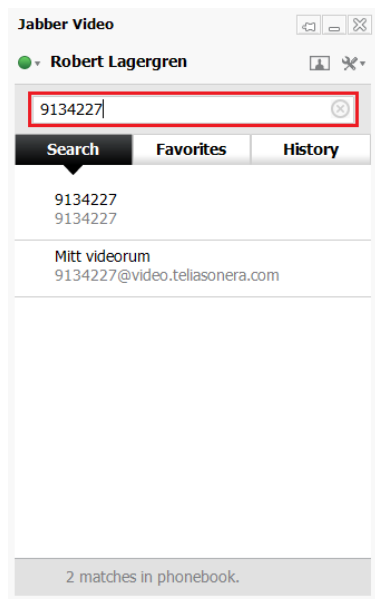
#### 4.1.6. Från Videosystem (Polycom)

- 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.

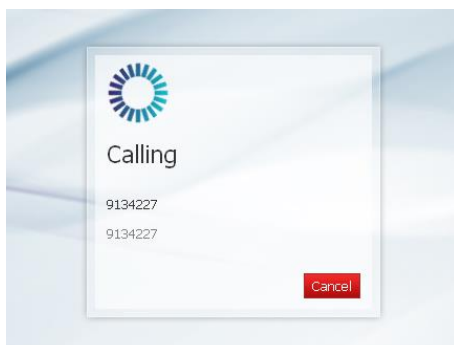
### 4.2. Participate in a meeting with a participant code

#### 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.



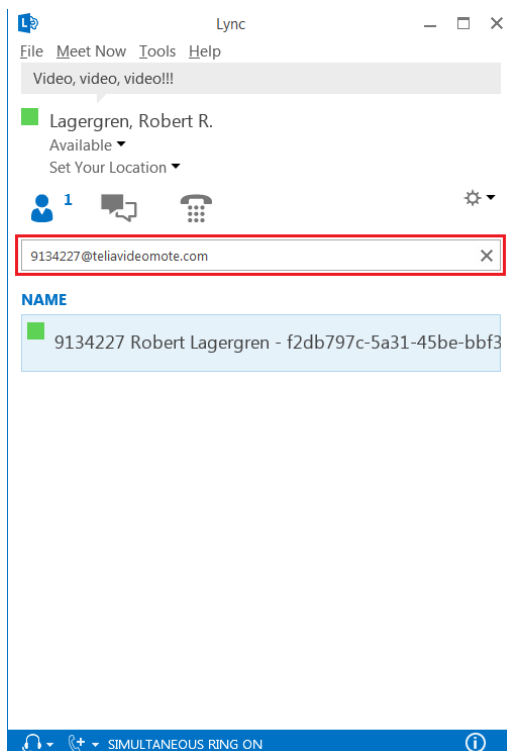
d.) Enter your participant PIN.



e.) The meeting starts.

#### 4.2.2. From PC and Lync/Skype for business

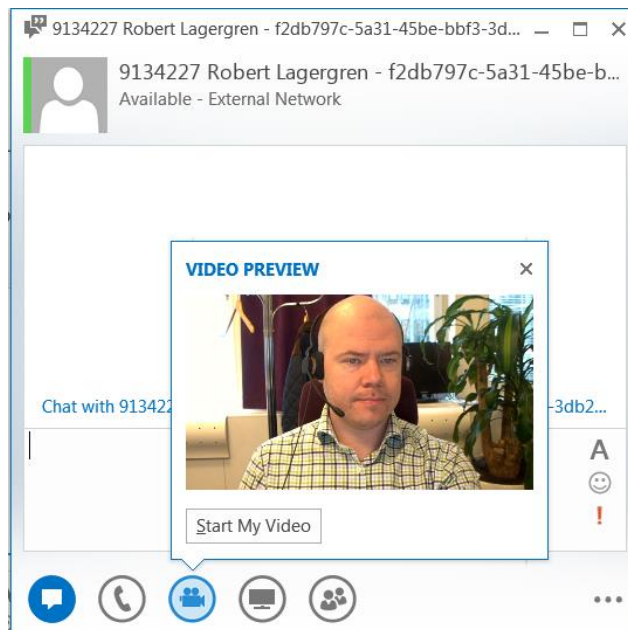
a.) Enter the video address and press Enter:



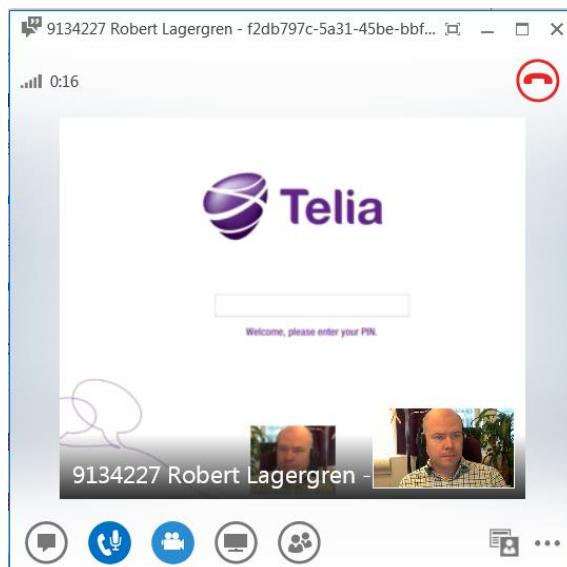
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2016-07-15  
**Identifier**  
Document id  
**Relation**  
Object id.

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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.

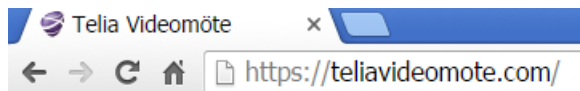


d.) The meeting starts.

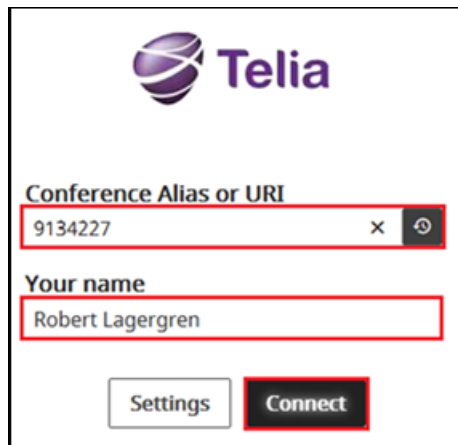


#### 4.2.3. Från PC och Webbläsare

- a.) Enter the following address in the adress bar: <https://teliavideomote.com/> and press Enter.



- b.) Enter the video adressen  
c.) Enter your name  
d.) Click "Connect"

A screenshot of the Telia Videomöte connection interface. At the top is the Telia logo. Below it is a form with two input fields. The first field is labeled "Conference Alias or URI" and contains the text "9134227". The second field is labeled "Your name" and contains the text "Robert Lagergren". At the bottom of the form are two buttons: "Settings" and "Connect".

- e.) Type your participate PIN.

A screenshot of the Telia Videomöte PIN entry screen. At the top is the Telia logo. Below it is a form with a single input field labeled "PIN". At the bottom of the form are two buttons: "Cancel" and "Connect".

- f.) The meeting starts.



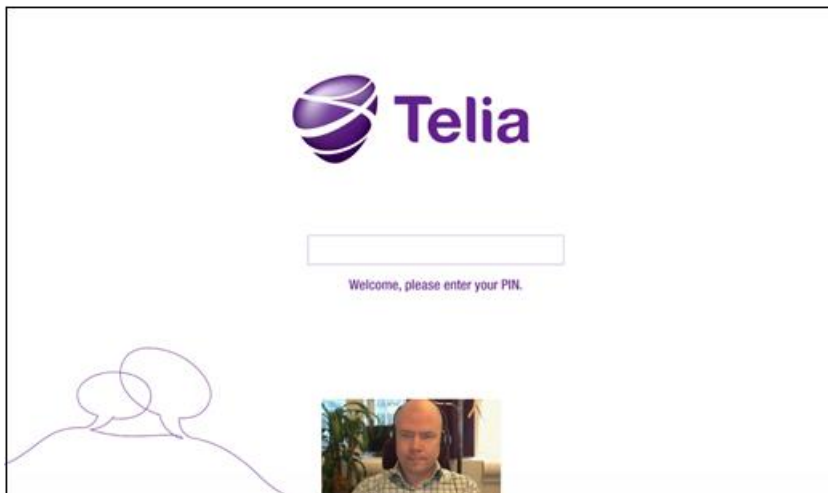


#### 4.2.4 From videosystem (Cisco) with touchpanel

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



- b.) Enter your participant PIN.



- d.) The meeting starts.

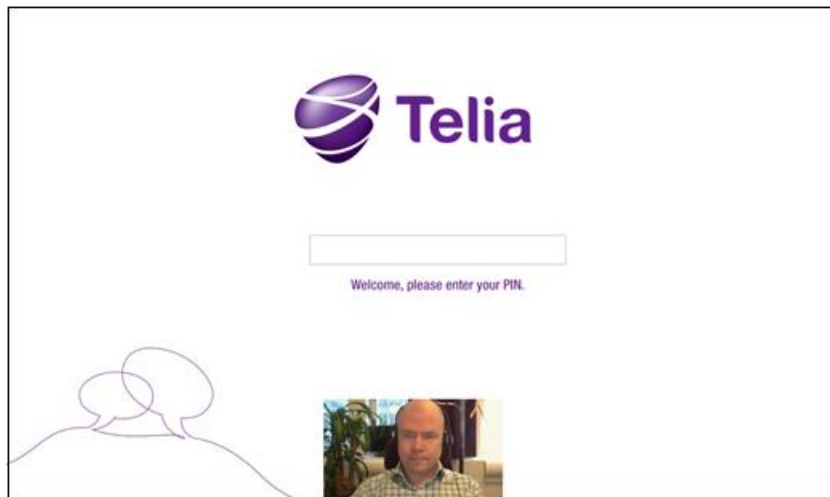
#### 4.2.5 From video system (Cisco) with remote control



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



b.) Enter participant PIN.



c.) The meeting starts.



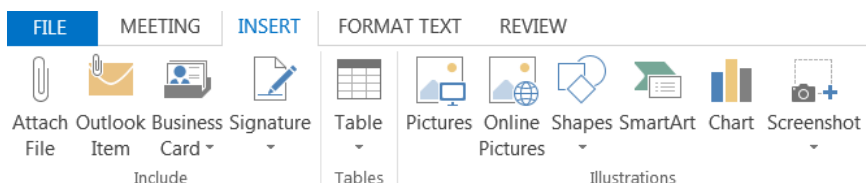
#### 4.2.6. From Videosystem (Polycom)

- 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.



**i** You haven't sent this meeting invitation yet.  
This appointment conflicts with another one on your calendar.

Send	To...	<input type="checkbox"/> Lagergren, Robert R.;		
	Subject			
	Location			
	Start time	mån 2016-07-18	15:00	<input type="checkbox"/> All day event
End time	mån 2016-07-18	15:30		

Welcome to the meeting!

#### Agenda:

- Finances
- Structure
- Goals



[Join from Telia meeting app](#)



[Join from Lync or Skype](#)

Click on video symbol then PIN: 9464



[Join from web browser](#)

<https://teliavideomote.com/tvm/#/?conference=9134227&pin=9464>



Join from video system or Jabber

9134227@teliavideomote.com PIN:9464



[Join from phone](#)

+46 10-470 80 00, Meeting ID: 9134227#, PIN: 9464



## 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: XXXXXXXX#, 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.

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### Your login credentials:

Address to your Virtual meeting room: [1234567@teliavideomote.com](mailto:1234567@teliavideomote.com)  
Chairman PIN: 1234  
Participant PIN: 5678

---

### How to connect to your Virtual meeting room:

Connect via **Lync** or **Skype for Business**

Enter video address: [1234567@teliavideomote.com](https://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](https://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

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### Support:

If you have questions, please contact our support:

**From video system:** [servicedesk@cygate.se](mailto:servicedesk@cygate.se) or call

**By e-mail:** [servicedesk@cygate.se](mailto: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](http://www.telia.se)



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## 6. Instruction movie

We've also created an instructional film (swedish)

<https://publisher.qbrick.com/Embed.aspx?mcid=6AA6B13A416916d9&width=640&height=360>

## 7. Support

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

Via video: [servicedesk@cygate.se](mailto:servicedesk@cygate.se)

Via phone: +46 10-8788800

Via e-mail: [servicedesk@cygate.se](mailto:servicedesk@cygate.se)

