

Online Meeting User Guide



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Here's a quick reference guide to help you get started with OnlineMeeting.

OnlineMeeting is a powerful online meeting solution built for businesses of all sizes. Our easy-to-use meeting experience is available on desktop and mobile devices to you can reliable, stress free meetings anywhere, anytime.

BASIC TOPICS

Download the OnlineMeeting Desktop app:

- [Download](#) the desktop app

Download the OnlineMeeting Mobile app:

- [Download](#) for iOS
- [Download](#) for Android

OnlineMeeting technical specs:

- [Technical specs](#) for Meeting attendees.

DETAILED TOPICS

- [Meeting Dashboard](#) – Start meetings and customize your meeting URL
- [Start a Meeting](#) – Start a meeting you previously scheduled
- [Set up audio and video](#) – Preview your webcam and test your audio
- [Schedule a Meeting](#) – Set up your meeting and invite participants
- [Share your Screen](#) – Share content during your meetings (PPT, Video, etc.)
- [Screen Annotation](#) – Meeting participants can annotate on shared content during a meeting
- [Join a Meeting on desktop](#) – Participate in someone else's meeting
- [Dial-in to a Meeting using your phone](#) – Use your phone instead of your computer
- [Host a Meeting on mobile](#) – Start a meeting from your mobile device

PLUG-INS

Integrate OnlineMeeting into popular branded software that you use everyday

- Microsoft Outlook / Microsoft Office 365
 - Administrators: [read this guide](#) to enable this integration for your end-users
 - End-users: [read this guide](#) to learn how to use this integration
- Microsoft Teams
 - Administrators: [read this guide](#) to enable this integration for your end-users
 - End-users: [read this guide](#) to learn how to use this integration
- Slack
 - [Read this guide](#) to learn how to use this integration

NEED MORE HELP?

- [OnlineMeeting Support Page](#)
- [Online Meeting Desktop app FAQs](#)
- [Recommendations for best audio quality during meetings](#)
- [Troubleshooting/Connectivity issues](#)
- [Troubleshooting Screen Sharing](#)

BEFORE YOUR MEETING

There are two ways for you to use OnlineMeeting. You can sign in and access OnlineMeeting using your Google Chrome browser (features are limited), or download the desktop app for access to our full feature set.

For quick access, log in using your [Google Chrome](#) browser

For the best meeting experience, download the [desktop app](#)

Meeting Dashboard

Once logged in, you will land on your Meeting Dashboard page. This is your personal OnlineMeeting hub, where you can:

- Create your own custom meeting URL
- See all of your meeting details (URL, conference call number and PINs)
- Start or schedule a meeting
- See past meetings
- View Recordings
- View meeting transcripts


The screenshot shows the OnlineMeeting dashboard for a user named John Smith. At the top, there is a profile section with the name 'John Smith' and a blue profile icon. Below this, there are three fields: 'Meeting URL: onlinemeeting.com/' with an edit icon, 'Optional Dial-In: 555-555-5555', and 'PIN: 55550001111#' with a copy icon. Two large blue buttons are present: 'START A MEETING NOW' and 'SCHEDULE A MEETING'. Below these are three tabs: 'My Meetings', 'Recordings', and 'Content Library'. The 'My Meetings' tab is active, showing two meeting cards. The first card is for a meeting on Tuesday, July 24, at 4:00 PM, titled 'Test Meeting' with a green 'START THIS MEETING' button and a link to 'gomeet.com/414-968-279 | 0 Attendees Invited'. The second card is for a meeting on Thursday, November 08, at 1:00 PM, titled 'App download' with a green 'START THIS MEETING' button and a link to 'gomeet.com/026-156-863 | 1 Attendees Invited'. Each card also features a group of stylized person icons on the right.

Custom Meeting URL

Your custom URL is like your own personal meeting channel—meetings will come and go, but your meeting URL will always stay the same.


Tip: Update your meeting URL to something that is easy to remember, and relevant to you and your business.



- Click  next to your meeting URL
- A dialogue box will pop up, enter your new meeting URL here
- Click the Update Meeting URL button

You can change your personalized URL as many times as you want. You can also refresh your attendee PIN as many times as you want. Your dial-in number and presenter PIN are uniquely your own as well but cannot be customized.

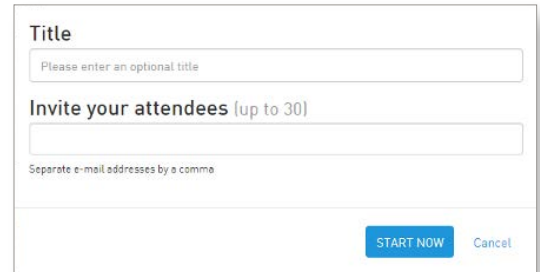
Reset Pin

 Click this button to generate a new set of PINs for your conference bridge. Once you do this, you cannot retrieve your old pins, so be careful. Any old invitations you sent out would be instantly invalidated.

Start a Meeting Now

Starting a meeting on OnlineMeeting is very easy. It only takes two clicks from the Meeting Dashboard:

- Click “Start a Meeting Now”
- Enter a Title
- Invite attendees by entering their email addresses
 - Alternatively, you can simply send them your Meeting URL via email or external IM
- Click “Start Now”



The screenshot shows a web form for starting a meeting. It features a 'Title' field with a placeholder text 'Please enter an optional title'. Below this is a section titled 'Invite your attendees (up to 30)' with a text input field and a note 'Separate e-mail addresses by a comma'. At the bottom right of the form are two buttons: 'START NOW' and 'Cancel'.

Scheduling Meetings

Use Your Existing Calendar

One of the simplest ways to schedule meetings is to use your existing calendar, such as Outlook or Gmail. This will give you access to your contact list, availability information and more. To do this:

1. Create a calendar invite like you normally would (in Outlook or Gmail)
2. Add your OnlineMeeting shortcut URL into the location field
3. All attendees will easily be able to join your meeting from their calendar invitation.
Plus, you and your attendees will get a calendar notification when the meeting is about to start

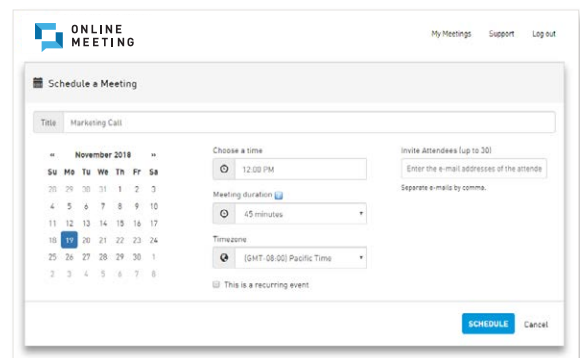
Scheduling using OnlineMeeting’s Meeting Dashboard

The Meeting Dashboard gives you the ability to schedule a single meeting in advance, recurring meetings in advance, or instantly start ad-hoc meetings. In most cases, scheduling is not required, except for the following benefits:



- Create a unique meeting code that only works for that specific meeting
- You want to invite many attendees to your meeting, using our e-mail send functionality
- Keep in mind however, that using the Meeting Dashboard for scheduling you won’t be able to see RSVPs to your meeting

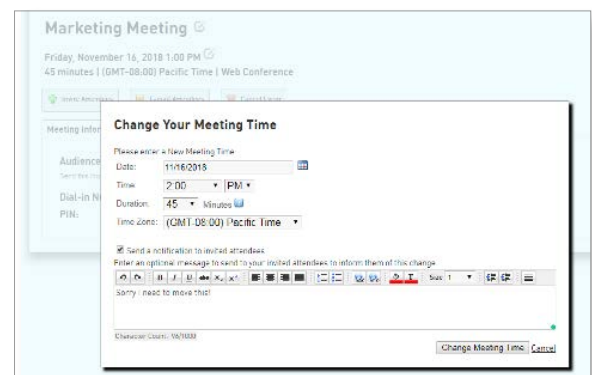
To Schedule a Single Meeting

- Click [SCHEDULE A MEETING](#)
- Create a Meeting Title
- Select the date, time, duration and time zone of your meeting
- Invite attendees
- Click [SCHEDULE](#)



To Edit a Scheduled Meeting

- Go to the My Meetings tab on your Meeting Dashboard
- Click the Meeting Title
- Click  next to the Meeting Title to update the title
- Click  next to the date and time to update meeting details
- Update the meeting details (feel free to include a message to attendees here)
- Click Change Meeting Time on the bottom right



OnlineMeeting Integrations

OnlineMeeting integrates with popular third-party business applications to streamline workflows and improve your team's collaboration.



Add OnlineMeeting details to new or existing calendar events. When you start meetings from your Office 365 calendar, meetings will include the meeting title, start time and end time, attendee list, meeting agenda, and more. Contact your account administrator to get access to this integration.



Start meetings in Slack messages with /meet command.
[Get the app](#)

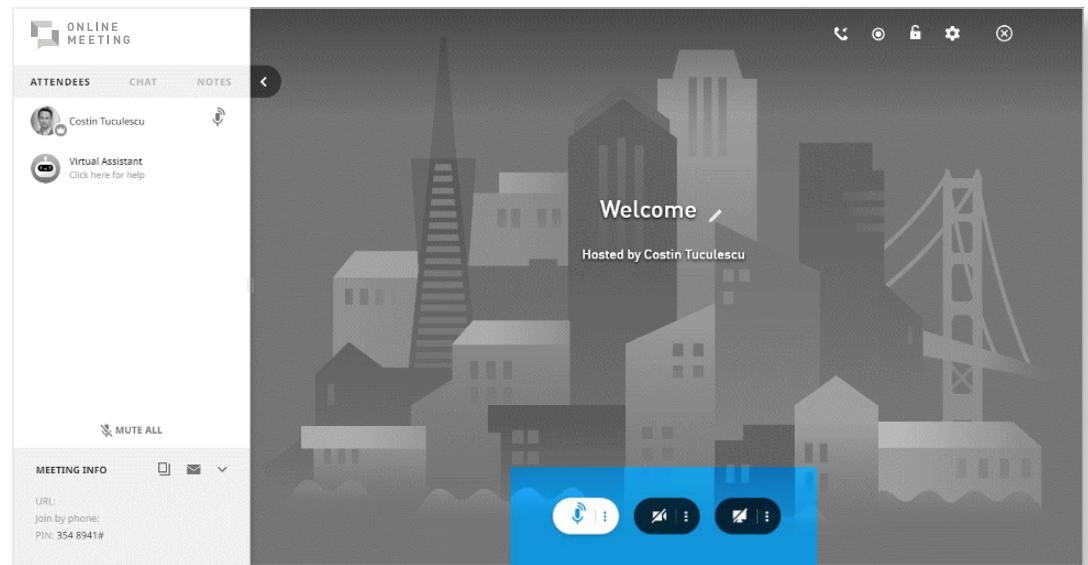


Start meetings in Teams by typing @OnlineMeeting meet command.
[Get the app](#)

DURING YOUR MEETINGS

When you start your meeting, the meeting interface will load to help you effectively communicate and collaborate with others. You will be able to use your computer's audio or phone to talk. All meeting participants can share their cameras, screens, or videos for more interactive and collaborative meeting experiences.

Audio, Video and Sharing Controls



Located at the bottom center of the screen, where you can:



Mute or unmute your audio

- You can also select your audio devices from the "More menu (3 dots)" next to this button



Turn your webcam on/off

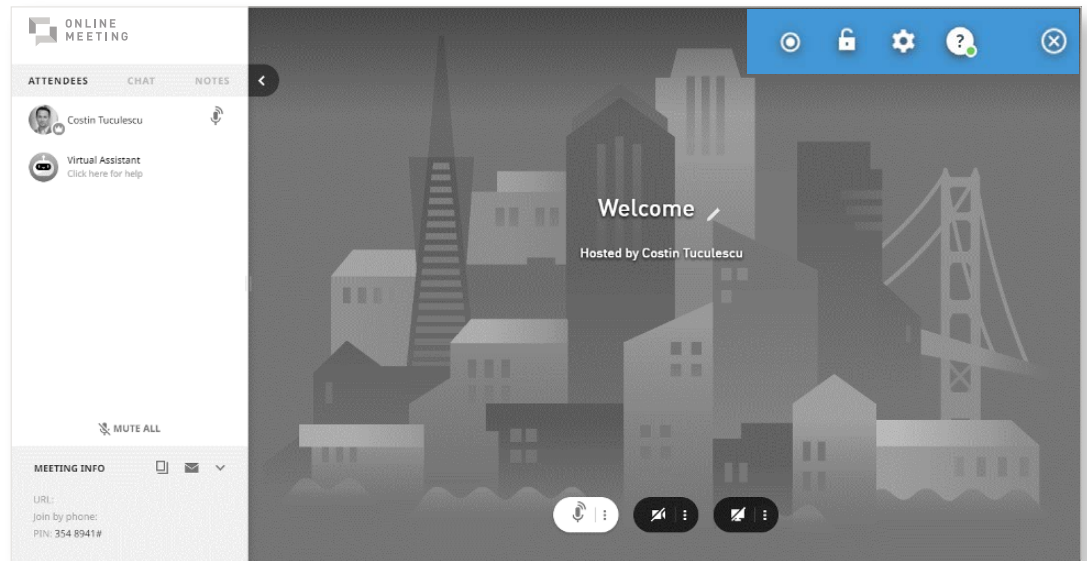
- You can also select your webcam devices from the "More menu (3 dots)" next to this button








Share your screen

- You can share your screen any time, even if someone else is sharing. You will be prompted if you want to interrupt them, and you'll be able to decide the appropriate action
- We've built our application this way to reduce barriers to sharing, and make it more like a real world meeting, in the same physical location

Secondary Controls



Located in the Upper Right of your screen, you can:

-  **Switch to Phone / Microphone**
 - Switch to Phone will bring up dial-in information for the meeting
-  **Record meetings**
 - You can start a recording, as well as Append or Overwrite a previous one
-  **Lock your meeting**
 - Locking your meeting prevents any new attendees from joining this meeting
 - If someone leaves while your meeting is locked, they can return later if they wish, because they were part of the original group when the meeting was locked
-  **Check your network connection**
 - This icon will only show up in the case of a poor network connection
-  **Meeting Settings**
 - Audio & Video settings with Preview – fine tune your webcam and audio settings
 - Custom Branding – upload a custom logo and/or background for your meeting
 - Virtual Assistant – Determine if transcripts should be produced for all meetings, or just the ones you record
 - General
 - Participant Management
 - Force new attendees to Join Muted
 - Enable or disable entry and exit chimes for your meetings

- **Video Layout**

- Enable Active Talker – This will bring the current talker to the center of the screen, if their webcam is enabled
- **Bandwidth Settings** – choose Auto or High, Medium, Low bandwidth options to control your video quality. Choosing options other than Auto may result in a poor experience if you don't have the adequate bandwidth


- **Help Menu**

- Get access to our Knowledge Base and other support materials

End the Meeting

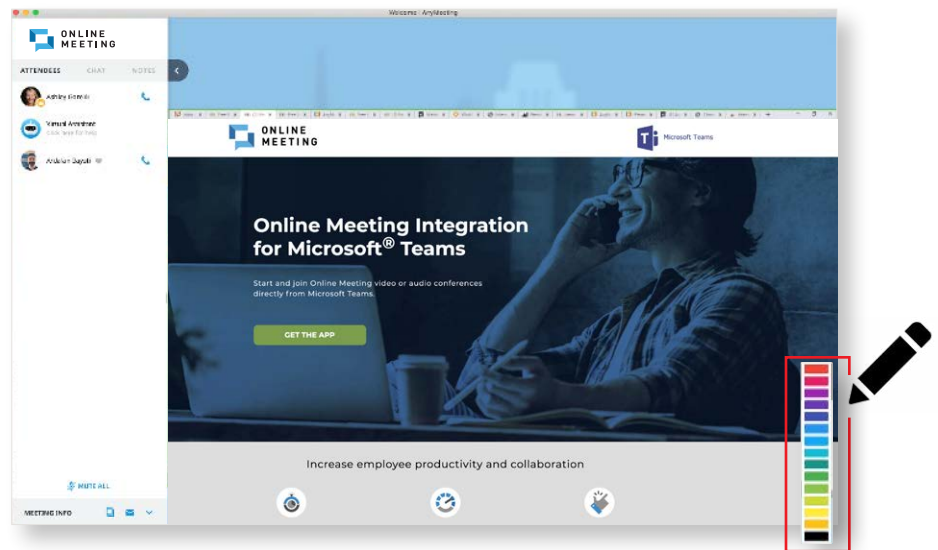
- As a host, you can leave the meeting and leave it running for others. Keep in mind, meetings without a host will automatically end after 20 minutes
- Also as a host, you can end the meeting, disconnecting everyone. This will allow the meeting to process meeting notes, recordings, transcriptions and others

Share your screen

- Click 
- Choose what you'd like to share. (Power Point, Video, Webpage etc.)
- A widget will appear at the top of your screen to stop screen sharing

Annotation Tools

When you're sharing your screen from the OnlineMeeting Desktop App, your attendees will be able to draw on your screen, as will you. Attendees are presented with a Pen button in the lower right corner of the screen:



Annotations will disappear after 3 seconds.

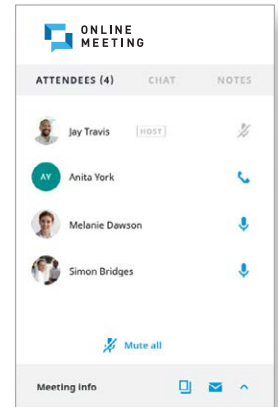
If you'd like to retain the drawings, simply record your meeting so you can review the annotations later.

Left Panel

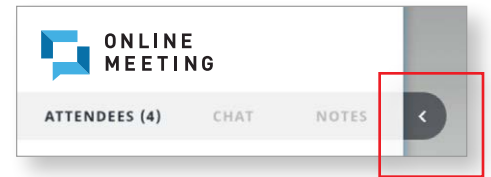
The left part of the screen gives you access to the following features:

Attendee list:

- See who has joined your meeting and how their audio is connected to the meeting
- See if anyone is having networking issues (the main cause of poor-quality experiences)
- Mute individual attendees if they're making noise
- Hosts can mute all attendees at once. For privacy reasons, Attendees will need to unmute themselves
- Phone attendees can press *6 to unmute
- All attendees have the ability to mute/unmute themselves



The left panel can be hidden or brought back by clicking the < arrow



Meeting info:

- Quick access to your meeting URL and dial in information, in case you or any of your attendees need to invite others to your meeting

Chat:

- Exchange messages with all attendees, links and emojis during your meeting
- Typing indicator lets you know if other meeting attendees are typing

Notes:

- Host and attendees can capture meeting notes (like action items, next steps, and more) in real-time during the meeting
- At the end of the meeting, all notes are automatically sent to all attendees via email



DID YOU KNOW?

In the case of loud noise and echoes on your meeting, the easiest thing to do is: Click "MUTE ALL"

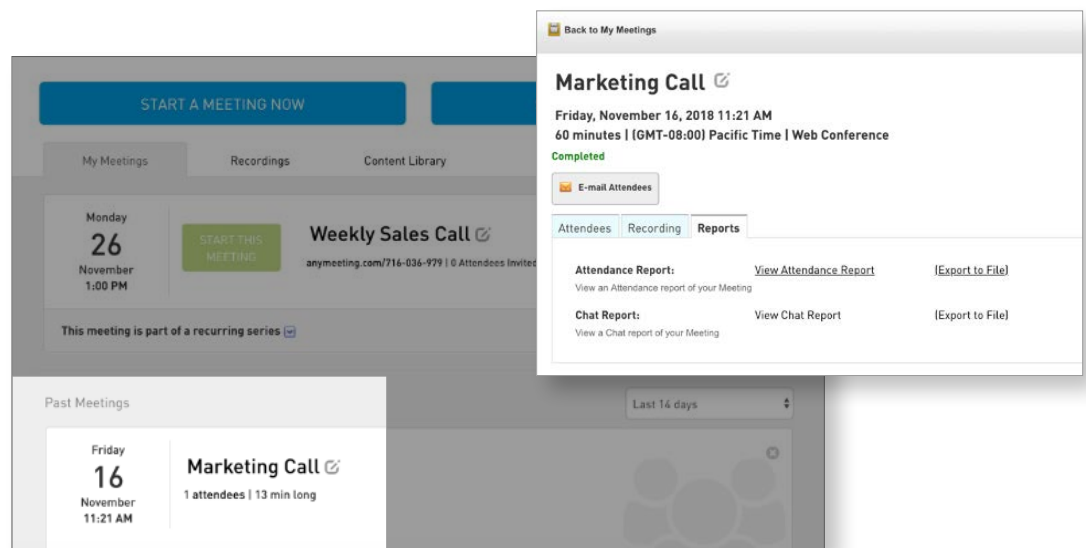
AFTER THE MEETING

Meeting Reports

Meeting reports enable you to see who attended past meetings as well as chat history for every meeting.

To view these reports:

- Under Past Meetings, click on the Meeting Title of a past meeting
- Under the Reports tab, click to view individual reports to export files



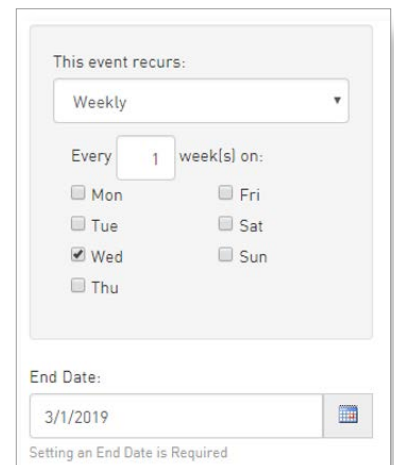
Advanced Scheduling using Meeting Dashboard

While most users won't need to use the Meeting Dashboard for these features, they are available.



Schedule a reoccurring Meeting

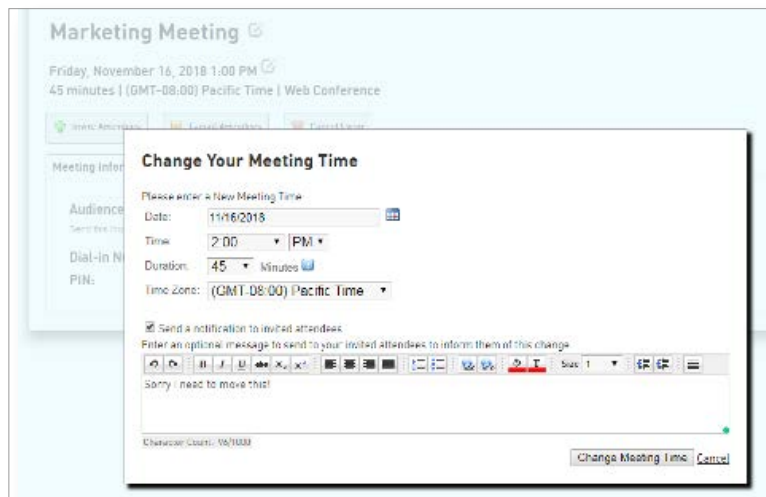
Follow the same steps as above, and:

- Check This is a recurring event
- Include recurring details (daily, weekly, monthly)
- Set an end date (this is required)



To Edit a Scheduled Meeting



- Go to the My Meetings tab on your Meeting Dashboard
- Click the Meeting Title
- Click  next to the Meeting Title to update the title
- Click  next to the date and time to update meeting details
- Update the meeting details (feel free to include a message to attendees here)
- Click Change Meeting Time on the bottom right



To Start a Scheduled Meeting

All scheduled meetings will show on your Meeting Dashboard page under the My Meetings tab. You can launch a scheduled meeting up to one hour before the scheduled meeting times.

To start a meeting in the OnlineMeeting desktop:

- Click 
- Choose an audio source for the meeting:
 - **Computer:** Use computer microphone/speakers to connect. If you have poor WiFi connection, we recommend that you use a phone to dial into the meeting to avoid any interruptions
 - **Phone:** OnlineMeeting will provide you with a US toll conference bridge to dial into your meeting
- To make a change to your audio source during the meeting, click  in the top navigation to access the Audio & Video options

To start a meeting from your Outlook calendar:

- Open your calendar invite
- Click the "Join Meeting Now" link in the body of your email

ONLINEMEETING MOBILE


Download the OnlineMeeting mobile app for a truly on-the-go experience.



OnlineMeeting Mobile features include:

- High quality video conferencing
- High quality audio, through phone or Bluetooth
- Attendee list

Join a mobile meeting

- Enter the meeting code, full name, and email address
- Click 

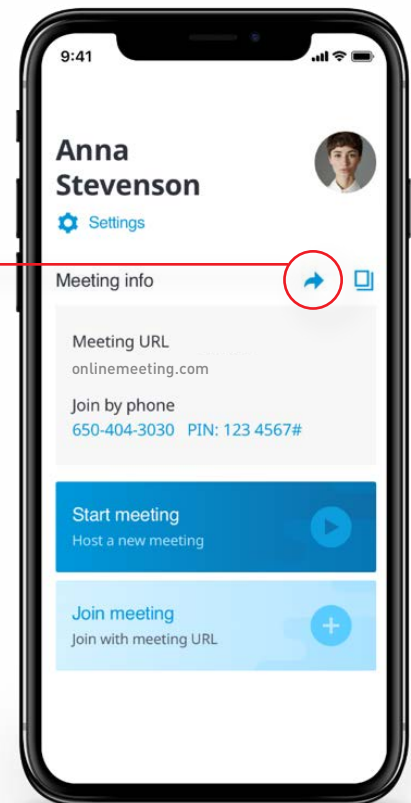
Click this arrow to invite and share meeting details from your mobile device

Launch a mobile meeting

Once logged into the OnlineMeeting app, you will see:

- Meeting URL and dial-in information
- Start A Meeting button
- Join Meeting button

To launch a meeting, click "Start meeting"



In Your Mobile Meeting

Once launched, you will see videos of current participants sharing their camera, or screen sharing if available. You can swipe between video conferencing, screen sharing and attendee list as needed.



Controls

Once launched, you will see videos of current participants sharing their camera, or screen sharing if available. You can swipe between video conferencing, screen sharing and attendee list as needed.

- **Mute/Unmute Mic** – toggle your microphone to be heard in the meeting
- **Mute/Unmute Webcam** – turn your camera on/off in the meeting
- **Swipe** – use a swiping gesture switch screens
- **Audio output** – select what audio device you'd like to use.
- **Leave** – Leave or end this meeting.



Exit Meeting

Click Leave located on the top left of your Meeting Info. You will have two options to leave the meeting.