Meeting room user guide

Contents:

Google Hangouts user guide

Hangouts are best for 1 on 1 conversations.
For large meetings use Google Meet or WebEx.

Contents:

Starting a Video Hangout:

1. Open **https://hangouts.google.com**

2. Select a person from your contact list or, search for their name or email address.

3. Click **Video call**

4. When you're done, click **End Call**

Starting a Video Hangout from chat:

1. Open the chat with the person you wish to video call.

2. Click **Video call**

3. When you're done, click **End Call**

Joining a call from calendar:

1. In **Calendar**, click the event you want to join.

2. Click the link next to **Video call.**
   A new window will open.

3. Click **Join.**

Share your screen:

Hangout attendees will see your screen displayed in real time, make sure that any sensitive information is closed e.g. emails, web browser tabs

If started the call from hangouts.google.com or from chat:

1. Open Hangouts and create or join a video meeting.

2. Click **More** ⋮

3. Select **Share screen.**
    A new window will appear.

4. Select to share your whole screen or just a window.
    For best video quality results it is recommended to share a single window rather than your entire screen.

5. To stop sharing return to the Hangout window and click **Stop.**

If started the call from Google Calendar:

1. On the top left of the screen, click **Screenshare.**
    A new window will open.

2. Select to share your whole screen, or just a window.
    For best video quality results it is recommended to share a single window rather than your entire screen.

3. To stop sharing return to the Hangout window and click **Stop.**

Troubleshooting:

Check your Hangout settings:

1. Open Settings ⚙

2. Make sure the correct device is selected for each option, to change it use the **Down Arrow**

3. Camera 🎥 : If your camera is working, you'll see your video on the top right.

4. Microphone 🎤 : To test your microphone, speak out loud and ask if the other person can hear you.

5. Speakers 🔊 : To test your speakers, click **Test**.

Is the audio or video glitching or patchy?

If joined or started a call from chat:

1. Open settings ⚙

2. Select **Bandwidth.**

3. Change the incoming video to a lower bandwidth.
This will reduce the video resolution while allowing the call to continue.

If joined or started a call from calendar:

1. Click the bandwidth 📶 to adjust the amount of bandwidth use.
This will reduce the video resolution while allowing the call to continue.

Mercury speakerphone user guide

For audio conferences and web conferencing calls.

Contents:

Making a call:

There are 3 ways to make an Audio call using the Crestron Mercury speakerphone:

1. **Audio**: Manual dialling using the Crestron interface.

2. **Bluetooth:** Pairing your mobile phone to the Crestron speakerphone and making a call using your mobile contact list.

3. **USB**: Making an audio call using Google Hangouts or Google Meet on your laptop and sharing the audio via the Crestron speakerphone.

Making an audio call:

1. Tap the **phone** at the bottom of the Crestron Mercury display.

2. Tap the **Audio icon.**

3. Use the keypad to dial the number.
   *Dial **0** before entering an external number.*

4. Tap the phone to connect the call.

5. *If entering a conference call, a PIN may be required:*

   5.1 Tap the keypad icon.

   5.2 Enter the conference pin code and then **#**

Making a Bluetooth call:

1. Tap the **phone** at the bottom of the Crestron Mercury display.

2. Tap the **Bluetooth icon.**

3. Turn on Bluetooth in your mobile settings.
Your mobile will search for the closest Bluetooth devices.

4. Select the Crestron Mercury's device name *e.g. 'SY-07-07'* on your mobile to pair it to the speakerphone.

5. Once paired, call the desired participant using your mobile.

6. Select the paired device name *e.g. 'SY-07-07'* as the audio output.

Making a call via USB:

1. Start or join a Google Hangout or Google Meet call.
Make sure that your laptop speakers and microphone are working.

2. Connect your laptop to the Crestron Mercury Speakerphone using the USB cable provided.
*If connection is successful, **Speakerphone** will be displayed on the Crestron Mercury interface.*

3. Open the Hangout or Meet settings.

4. Select **Echo Cancelled Speakerphone** from the dropdown list.

Making a video call:

Video calls are made using your laptop's Google Hangout, Google Meet or WebEx software.

1. Start or join a Google Hangout, Google Meet or WebEx call.
   Make sure that your laptop speakers and microphone are working.

2. Connect your laptop to the Crestron Mercury Speakerphone using the USB cable provided.
   Make sure that your Hangout, Meet or WebEx microphone and speaker setting are correct.

3. For internal staff users share screen via AirMedia.
   If external user, refer to the 'External Presenters' section.

Screenshare via AirMedia:

Sharing your screen using AirMedia means that everything on your screen is displayed in real time to meeting participants. Make sure that any sensitive information is closed.

1. Search for and open the AirMedia application in the programs menu of your laptop/computer.

2. Enter the room name and click **Connect**.

3. Enter the room code and click **Connect**.

Screensharing for external users:

Sharing your screen means that everything on your screen is displayed in real time to meeting participants. Make sure that any sensitive information is closed.

1. Connect your laptop to the Crestron Mercury Speakerphobne using the HDMI cable.
   It may be necessary to use an adapter depending on the external users laptop.

2. To remove cable, gently press down on the large arrow and remove.

user guide

Wireless presenting for internal Roche staff.

Contents:

Connecting to AirMedia:

Sharing your screen using AirMedia means that everything on your screen is displayed in real time to meeting participants. Make sure that any sensitive information is closed.

1. Search for and open the AirMedia application in the programs menu of your laptop/computer.

2. Enter the room name and click **Connect**.

3. Enter the room code and click **Connect**.

Privacy mode:

When sharing your screen via AirMedia, you can freeze your screen temporarily for privacy reasons. This provides a user with the opportunity to use their laptop without displaying what they are doing to meeting participants.

1. Click **Pause** to start Privacy mode.

2. Click **Pause** to end privacy mode.

Switch to another presenter:

1. Click **Stop** to return to the AirMedia default screensaver.
   This will allow for other meeting participants to see the details required to connect and present.

Disconnect from AirMedia:

Ensure that all attendees connected to AirMedia disconnect at the end of the meeting.

1. Click the **X** in the top right of the control bar pop-up to return the display screen to the AirMedia screensaver.
This will ensure that the next room occupants won't be able to see everything you do on your laptop once you have left the meeting room.

SMART kapp

whiteboard user guide

Interactive whiteboard

Contents:

Before you start:

1. Download and install the SMART kapp app by visiting the Apple App store or Google Play, or you can install the app on your mobile device by scanning the board's QR code.
When opened for the first time a tutorial will take you through how to use the app.

2. The Kapp iQ whiteboard should active when a user walks towards it.
If the whiteboard is in sleep mode press the moon shaped button on the bottom left hand corner of the whiteboard.

Starting a new session:

A new session is created any time a user walks towards the whiteboard or it is manually woken from sleep mode.

Invite participants:

1. Scan the QR code on the board with your mobile phone.

2. Tap the **Add People icon** on your mobile.

3. Share the link provided.

Continue a session from a mobile device:

1. If you're currently in a session, disconnect (see Ending a session).

2. Tap Sessions.
   The Sessions screen will appear.

3. In the snapshot library, select the session you want to view and tap **Continue**.
   The QR scanner will appear.

4. Scan the board's QR code.
   The last snapshot from your session appears on the board and your mobile device. You can then invite others to join the continued session just as you would with a regular session.

Delete a previous session:

1. Press the **Library icon** in your SMART Kapp app.

2. Select a session by tapping the session's checkbox.

3. Press **Trash** to delete the selected sessions.

End a session:

1. To end a session manually, tap **Disconnect** in the top left corner of the SMART kapp screen or tap **Disconnect** on the board.

The app will disconnect from a current session in the following situation:

* When you close the app.

* Automatically after a period of non-use.

* When the board is outside of your mobile phone's Bluetooth communication range.

Display mode:

This mode doesn't allow for collaboration, however it is possible to connect people to the presentation using WebEx.

1. Connect your laptop using HDMI and USB cable.
   You may have to download and install SMART Product Drivers and SMART Ink on your computer.

2. Tap the arrow at the bottom of the screen to bring up the toolbar.

3. Tap **Input.**
   The board will look for a connection and the computer display will appear on the whiteboard screen.

Whiteboard pen features:

When a pen is picked up in display mode, a SMART ink icon will appear. When tapped this icon provides pen options and toolbox.

Pen options:

* Pen colours

* Thickness

* Highlights

Toolbox:

* Spotlight

* Magnify

* Screen shade

* Capture

* Text editor – converts writing to text and places where you select.

Annotating documents:

When annotating directly on to any PDF, or Microsoft office documents make sure you save
the file under a different name to avoid overwriting the original file.

Annotating websites or Google Drive documents:

When annotating directly on a website, remember to take screenshots of annotations to
avoid losing them when a session ends.

Bluetooth user guide

General instructions

Paring a Bluetooth device to a PC laptop/computer:

1. Make sure the Bluetooth device is switched on.
The On/Off button may be located on the back or side of the device.

2. Once the device is in pairing mode, go to the start menu on your computer, search and select **Drives and printers.**

3. Click **Add a device.**
Your computer will search for all discoverable Bluetooth devices near you.

4. Select the device you want to pair with.
You may have to enter a code that appears on your screen.

5. If successful, you should be able to use your Bluetooth device.

webex™

user guide

Scheduled meetings, up to 150 participants.

Contents:

Join a meeting from Google Calendar:

1. Click **Join WebEx.**
   This will take you to a secondary page.

2. On the Meeting Information page, enter any requested information.

3. Click **Join.**

Set an alternate host:

Ensure that your WebEx meetings can start even if you are delayed, by assigning an Alternate Host.

1. Create a new WebEx meeting in **Google Calendar.**

2. Next to Alternate hosts click **Add a Host.**

3. Enter a name or email address.

4. **Save** event.

Find original host's Leader PIN:

1. Open roche.webex.com

2. Select **My WebEx.**

3. Select **My Meetings**.

4. Search for the meeting you want to start as an Alternate Host.

5. Click on the meeting title.

6. Expand the **More Information** drop down.
   This is where the Leader PIN is located.

7. Start the meeting.

Change a recurring WebEx Meeting:

1. Open the calendar event and remove WebEx details.

2. **Save.**

3. Reopen the calendar meeting and add new details e.g. new date/time.

4. Add a new WebEx to the meeting.

5. **Save** and update participants.

Troubleshooting:

Participants appearing as Call-in 'User 1' etc. :

Remind participants to enter their Attendee ID on their telephone when connecting audio.

Call-in participant can't unmute:

Dial **#6** on your device.

Noise or echo?

Mute everyone using the WebEx participant menu.

If in a conference room, other participants in the room must not connect to audio. Simply use the in room speakerphone.

In-call assistance:

* Dial ***0** for Operator help in the conference.

* Dial **00** for individual Operator assistance.

Google Meet user guide

For up to 30 participants, an easy alternative to WebEx.

Contents:

Schedule a video meeting in calendar:

1. Go to **Google Calendar** and create an event.

2. On the Guests tab, go to **Add Guests** to invite guests from inside or outside Roche.

3. Click **Save.**

4. Click **Send** to notify guests.

Start a video meeting from your web browser:

Chrome browser only

1. In Chrome web browser, enter: **https://meet.google.com**

2. Click **Start a new meeting.**
   A new window will open.

3. Click **Start Meeting.**

4. Click **Copy joining info** to copy the meeting link details and share the details with your guests.

Join a meeting from Calendar:

1. In **Calendar**, click the event you want to join.

2. Click **Join hangouts Meet.**
   A new window will open.

3. Click **Join Meeting.**

Join from Meet:

Chrome browser only.

1. In a web browser, enter: **https://meet.google.com**

2. Select the meeting from your list of scheduled events.

3. Click **Join Meeting.**

Join meeting from URL:

1. Click the meeting link sent to you in a text or email.

2. Follow the onscreen prompts to join the meeting.

Join from Meeting code:

The meeting code is the unique code at the end of the meeting link

1. In a web browser, enter: **https://meet.google.com**

2. Click **Use a meeting code.**

3. Enter the meeting code and click **Join.**

Present your screen:

Meeting attendees will see your screen displayed in real time, make sure that any sensitive information is closed.

1. Open Meet and join or create a video meeting.

2. Click **Present** and choose what to share:

    * Your entire screen

    * A window

3. Select **Share.**

4. When you're done presenting, click **Stop sharing**, or at the bottom corner, click **You are presenting** and then **Cancel your presentation.**

5. To take over presenting from someone else, under presenting controls, select **Present instead**.

Troubleshooting:

Mute a guest's microphone:

If you're experiencing feedback or background noise during a video meeting.

1. Open Meet and create or join a video meeting.

2. To mute your microphone, at the bottom of the screen click **Mute.**

3. To mute other people, next to the person in the People display, click **Mute.**

Adjust your video quality:

1. Open Meet and create or join a video meeting and click **More.**

2. Click **Settings.**

3. Click **Network** and choose a setting you want to change:

   * To change the image quality from your device that other see,
     click Send resolution (maximum).

   * To change the image quality that you see from other participants,
     click Receive resolution (maximum).

4. Click **Done.**