

# Video Conferencing as a Service (VCaaS) powered by Cisco Solution

## Client Getting Started Guide

---

# Contents

1. [Introduction](#)
  2. [Overview](#)
    - 2.1 For VCaaS client users
    - 2.2 For guests
    - 2.3 VCaaS client user interface
    - 2.4 Before joining a coSpace meeting
    - 2.5 Joining & leaving a coSpace meeting
  3. [Using a coSpace](#)
    - 3.1 Chatting in a coSpace
    - 3.2 Inviting guests to a coSpace
    - 3.3 Sharing your desktop or application
-

# Contents

## 4. [Using multiple devices & switching devices](#)

4.1 Moving audio or video between devices

4.2 Moving a call or meeting to an associated SIP endpoint

4.3 Viewing a presentation on a PC or iPad

## 5. [Creating & editing a coSpace](#)

5.1 Creating a coSpace, adding/removing members

5.2 Editing a coSpace

## 6. [Scheduling audio & video calls](#)

6.1 Inviting only VCaaS or Acano users to scheduled meetings

6.2 Inviting VCaaS and non-VCaaS users to meetings

## 7. [Making ad hoc audio and video calls](#)

7.1 Making a call

---

# 1. Introduction

This guide explains how you can use the VCaaS client to communicate and share information with your colleagues, by creating and using coSpaces, the heart of the VCaaS Solution.

CoSpaces unify voice, video and the web, which improves the productivity of individuals and groups by making it extremely easy to communicate and share information.

A coSpace is a virtual meeting room that anyone can easily join whether they are in your organization, or an external supplier or customer; simply send them a link to your coSpace. They can join the meeting using the device of their choice: standard video endpoint, laptop (Mac and PC), or an iOS or Android device.

CoSpaces are always available; no reservations are required. They are unlimited; a coSpace can be created for every project and team in your organization. And just like a war room or huddle room, a team can see notes and an agenda at any time.

There are two type of users of coSpaces: members and guests. Members of a coSpace can join at any time, see who else has joined the coSpace, chat in the coSpace, see past chats, be notified that chats are occurring in the coSpace, and make a video call to all the other members of the coSpace. Guests can only be invited to join a coSpace. The guest is also able to chat in the coSpace during the call, but cannot view past chats.

The VCaaS client runs on Microsoft Windows, Apple Macs, iOS for iPhones and iPads and through a web browser (Chrome or Firefox) on a PC, Mac or Android device.

---

## 2. Overview

This section explains how to join a coSpace meeting and provides an overview of the VCaaS client's initial screen after signing in. In addition to advice on setting up your client for video conferencing.

The remainder of the guide covers how to:

- Use a coSpace as a member or as a guest, including sharing your desktop (PC and Mac only) and moving a coSpace to another device.
- Create a coSpace, add members, invite guests.
- Create scheduled audio and video coSpace meetings
- Use multiple devices when joining a coSpace
- Make ad hoc audio and video calls, including hosting calls with multiple participants

If you find that you are unable to do any of these tasks then contact your administrator, some of the tasks are not enabled by default and require an administrator to assign permission.

### 2.1 For VCaaS client users

Sign in to your VCaaS account. Tick the 'Sign me in when VCaaS starts' box to automatically sign into your account after restarting your device.

### 2.2 For guests

You may have received an email invitation to join a coSpace meeting at a specific time. The invitation provides several ways to join the coSpace, including:

- A link to join via the Chrome browser on a PC, Mac or Android device,
- By a video conferencing device
- By phone for audio only.

Join the coSpace meeting at the specified time using the method most convenient to you. You may need to enter the passcode if it is listed in the invitation.

**Note:** Examples in this guide are from the VCaaS PC and Mac Clients; however, the principles and look/feel applies to all VCaaS clients.

---

## 2.3 VCaaS client user interface

Create or schedule new calls with one or more multiple participants

View badge shows number of unread messages in a view

Access your coSpaces and create new coSpaces

Set up your call preferences, select and test your video camera, test your speakers and microphone

**+ Call**

**Activity** <sup>1</sup>

**People**

**coSpaces**

View and access calls in progress, upcoming calls and recent conversations

See and manage your favourites, contacts and search for people in the directory

Manage and connect video endpoints or phones for a multi-device experience

Call status indicates number of participants currently in a call

Conversation badge shows number of unread messages in a conversation.

**Project Planning**  
Call: 1 hours 39 minutes

**User Statuses**

Available: **GC**

Offline: **LH**

In a call: **GC**

No status available: **JF**

**+ Call** **Activity** **People** **coSpaces**

**Project Planning**

Aciano coSpace  
Call: 10 hours 10 minutes

**Project Planning**  
what time is the meeting today?

Matt Clark  
what time is the meeting today?

Gary Clark  
Hello Matt, I am in meetings from 11:30 to 12:15 but you could try calling me after that

Matt Clark  
Cool, talk to you later

Write a message

Chat window (persistent chat)

## 2.4 Before joining a coSpace meeting – Check your audio & video

Before joining a coSpace video meeting check the audio settings (microphone and speakers) and video self-view on the device(s) that you will be using. These steps ensure the best possible meeting experience.

**Tip:** It is best to have your full face, from forehead to shoulders, in the self-view picture

The following covers the setup of video and audio using a Mac or PC client. On iPads, iPhones and Android devices use the controls on the device.

1. Select the **User Menu** icon.
2. Select the **System Settings** icon.
3. Select the camera, microphone, and speakers to use. By default, the built-in camera, microphone, and speakers will be selected.
  - a. Check that the selected microphone is working; a blue bar below the microphone drop-down box will indicate the sound levels picked up by the microphone.
  - b. Check that your speakers are working using the **Test Speakers** button.

4. Check the image from your camera in the self-view box, adjust the camera position until your face is in view.

The **Advanced** button allows you to change the default audio and video settings, and the upload and download bandwidth settings.

**Note:** This client feature is not available for your iPhone, iPad, or Android device.

## 2.5 Joining & leaving a coSpace meeting



1. Lists the coSpaces that you have been invited to join as a member. To Join a coSpace, select the coSpace from your list.
2. Select the **Join** icon.
3. Use the **Self-View Window** to check on the video that your camera is transmitting.
4. Close the self-view window.
5. Use the **Camera Mute** button to turn your self-view camera on and off. If the icon is blue, then your client is not transmitting video.
6. Use the **Microphone Mute** button to mute and unmute your microphone. If the icon is blue, then you are muted.
7. Select the **Share** icon to share your desktop or a specific application with call participants.
8. Select the **Call Panel** icon to:
  - Add participants to a call in progress
  - Change your screen layout
  - Enter a call ID or passcode
  - Change your video and audio settings
  - View the participants in the call
  - View the chat panel and contribute to the chat
  - Display dial-in information for the coSpace (video address, phone number, call ID, and web address).
9. Exit the coSpace by selecting the **Leave Call** icon.

**Note:** You may need to ask colleagues to invite you to their previously setup coSpaces.



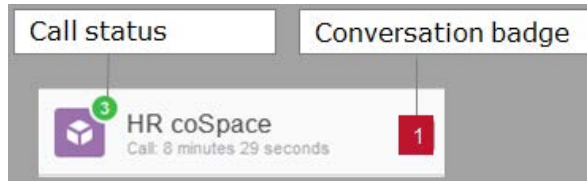
# 3. Using a coSpace

Use coSpaces for persistent meetings, allowing members to hop in and out of a coSpace as needed. They are particularly suitable for teams working in an agile manner.

CoSpaces can also be used for scheduled and ad hoc meetings. Scheduled meetings ensure regular project meetings are recorded in the attendees' calendars. Ad hoc calls enable a group to meet up for an impromptu meeting on a specific topic or issue.

**Tip:** The **Call Status** indicator shows the number of participants currently in a call.

**Tip:** The **Conversation** badge shows the number of unread messages in a conversation.

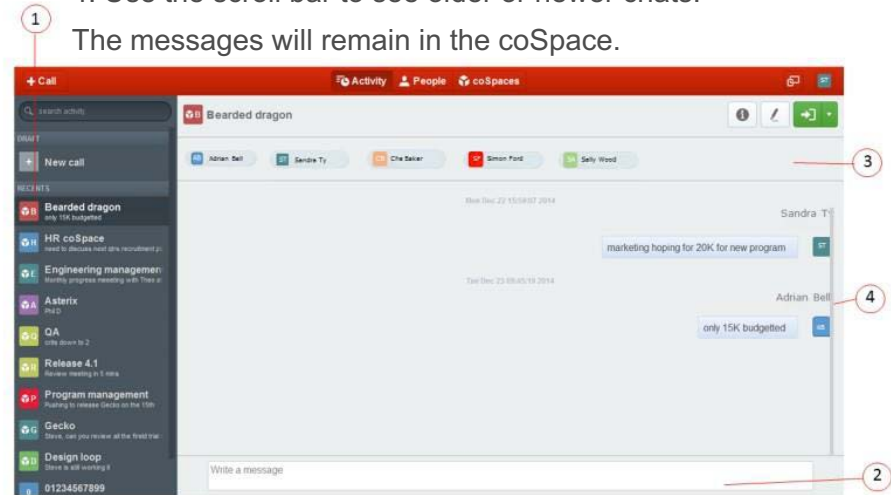


This section covers:

- Chatting in a coSpace
- Inviting guests to a coSpace
- Sharing your desktop (PC and Mac only).

## 3.1 Chatting in a coSpace

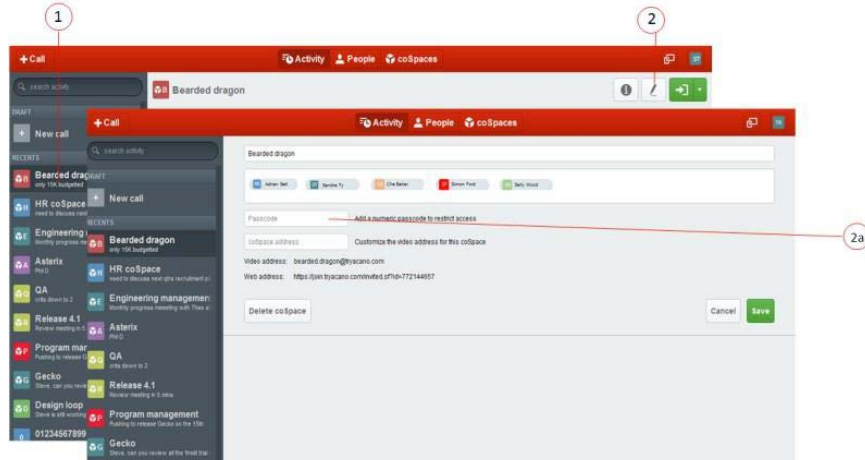
1. Select the coSpace from your coSpaces list on the left.
  2. Click in the text box and enter your message.
  3. All of the members in the coSpace will see your message.
  4. Use the scroll bar to see older or newer chats.
- The messages will remain in the coSpace.



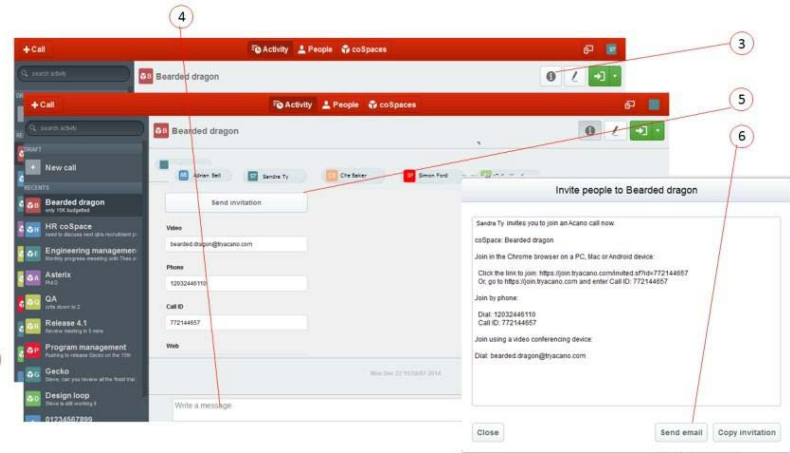
**Tip:** If you add urls or images to the chat, the images will be displayed.

### 3.2 Inviting guests to a coSpace

Full members of a coSpace can invite guests to join the coSpace. Guests are non-VCaaS client users, and typically external to an organization (i.e. customers or suppliers).



1. Select the coSpace from your list of coSpaces.
2. If you wish to restrict access for the guest to this invite only, then select the **Edit** icon.
3. Select the **Info** icon to view the coSpace's contact information: video address, telephone number or call-ID for audio call-in, and the web address to call-in using the browser client.



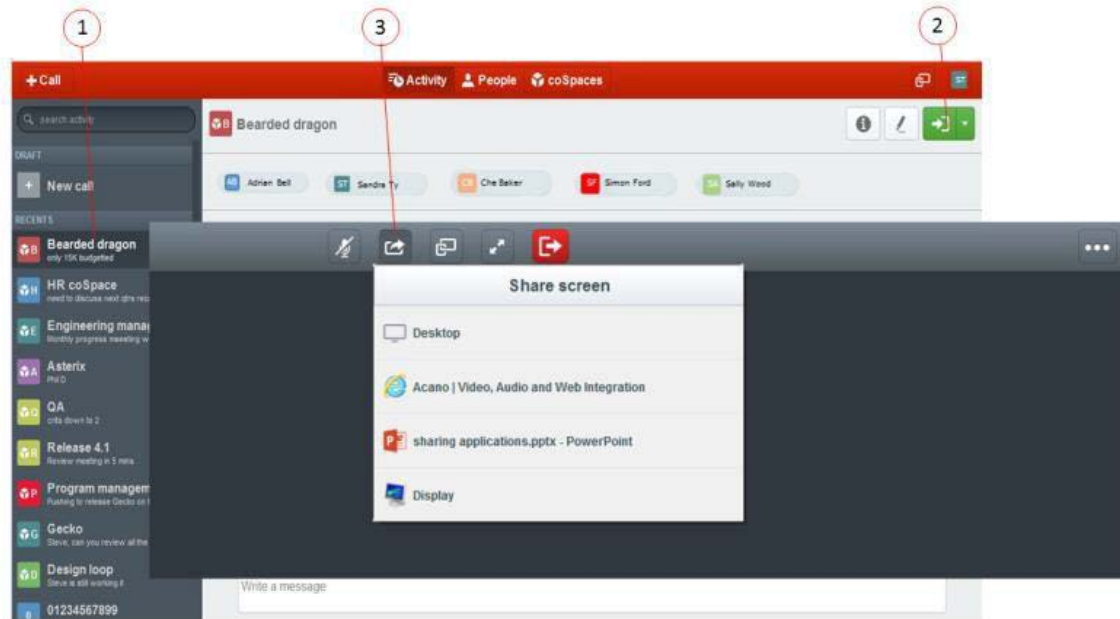
Either:

4. Type a message into the chat window and type the contact information.
- Or
5. Select **Send Invitation**, a pop-up box will appear with all of the send information for the coSpace.
6. Select **Send Email**, a copy of this contact information will appear in the body of a new email from you. Customize the email as you wish.

### 3.3 Sharing your desktop or application

Only available on Mac and PC Clients

1. Select the coSpace from your list of coSpaces.
2. Join the coSpace.
3. Share you desktop or an open application.

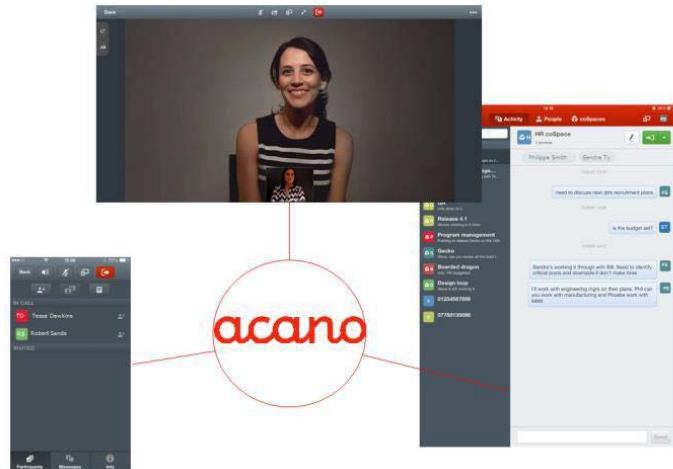


# 4. Using multiple devices & switching devices

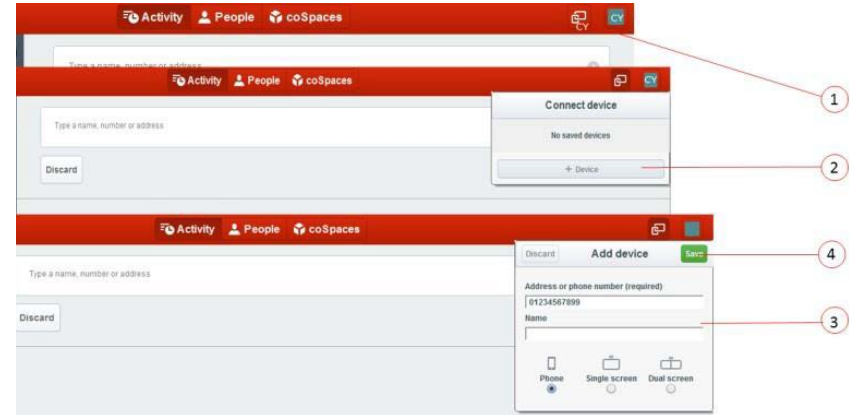
If you have the VCaaS clients (PC, Mac, iPad, iPhone and WebRTC) installed on multiple devices, you can tailor the way you use coSpaces to meet your requirements at the time of the meeting.

You can be logged in to the VCaaS clients simultaneously on all of your devices. The VCaaS solution knows what devices are connected; therefore, you can move the call between your connected devices, or in case of a phone, split the audio and video between the phone and another device.

The figure below exhibits the split use of multiple devices: an iPhone for audio, a PC for video, and an iPad for chat.



To use multiple devices, you first need to add the addresses or phone numbers of the devices, to the VCaaS solution.



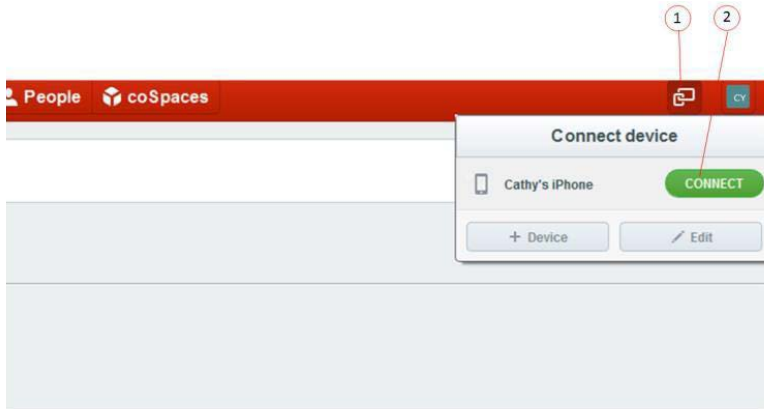
Follow these steps on your computer:

1. Select the **Connect Device** icon.
2. Select **+ Device** or **New Device**.
3. Add each of your devices.
  - Enter the address or the phone number of the device.

**Tip:** You can find the IP address of your iPad by selecting Wi-Fi in the Settings app.

#### 4.0 Using multiple devices & switching devices cont.

- Give the device a name.
  - Select the icon that best represents the device:
    - Select the **Phone** icon if the device is an iPhone.
    - Select screen for iPad, SIP endpoints with a single screen.
    - Dual screen for SIP or TIP endpoints with multiple screens.
4. After entering all of your devices click on **Save**.
  5. Connect to each device.
    - 1) Select the **Connect Device** icon.
    - 2) Select each device to be used and click on **Connect**.



You can now join a coSpace on one device and switch to another device during the meeting, without losing your connection to the meeting.

#### 4.1 Moving audio or video between devices

1. Login on all of your clients
2. Join a coSpace on one of them, e.g. a PC client.
3. On the iPad and iPhone a **Return** button is visible in the top right corner of the client.
4. To move the video and audio from a PC client to an iPad, click the **Return** button on the iPad client.
5. To move the audio to an iPhone, click the **Return** button on the iPhone client.

**Note:** The iPhone client currently only supports audio.

After the video and audio are split, the audio will stay on the iPhone so long as you continue the call on the iPhone, but you can move the video.

Selecting the red **Leave Call** button on an iPhone gives you the choice of ending the call completely or disconnecting the iPhone – if you disconnect the iPhone, the audio transfers back to the PC client. Similarly, when audio is on an iPhone, you can disconnect the call on the PC or iPad. The call will continue on the iPhone as an audio-only call.

On an iPad and PC client, you can change the screen layout to see a presentation, the main speaker, all participants equally, or other mixed layouts.

## 4.2 Moving a call or meeting to an associated SIP endpoint

The clients also have the ability to move a call to an associated SIP endpoint. Use the **Connect** button as described above and enter the SIP address of the endpoint and select the type of endpoint – single or dual screen. After configuration, you can move the call to that endpoint but still keep the presentation on your WorkSpace client. You can use this combination to present on a SIP endpoint from your PC without physically connecting to it.

## 4.3 Viewing a presentation on a PC or iPad

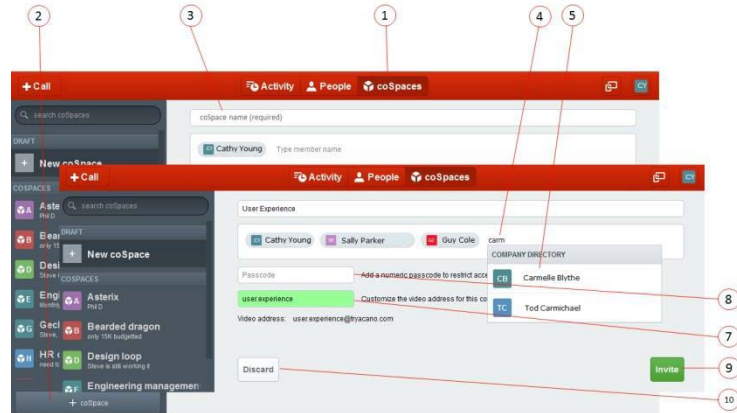
Another use for the coSpace facility of split video and presentation is in a meeting room, where the video participants are displayed on the room's endpoint but you view the presentation on your PC or iPad.

---

# 5. Creating & editing a coSpace

## 5.1 Creating a coSpace & adding/removing members

Create coSpaces for different activities; there is no limit on the number of coSpaces you are able to create.



1. Select the **coSpace** tab from the top bar.
2. Select the **+coSpace** button in the button left hand corner.
3. In the **coSpace Name** field enter a name. The name will be used as the prefix of the video address (known as the URI) for the coSpace. For example, if the name entered for the coSpace is “Sales Update”, then the URI will be sales.update@vgconnectus.com.
4. In the **Member** field begin typing the name of the first person you’d like to invite to be a member of the coSpace

5. Select the name from the matching entry.
6. Repeat steps 4-5, until you have chosen everyone within the directory that you want to be a member of the coSpace. This directory consists of VCaaS coSpace users within your organization. To invite non-VCaaS users to your coSpace, see [Inviting quests to a coSpace](#).

**Note:** These members will become full members of the coSpace, which includes the ability to add other members.

7. The URI of the coSpace is in the **coSpace Address** field. All coSpace addresses must be unique. If you choose a coSpace name that is already in use, then the video address will automatically be customized to form a unique address. Alternatively, you can customize the video address of the coSpace, providing it remains unique.
8. If necessary for security purposes, enter a number code in the **Passcode** field.

**Note:** Numbered passcodes are not a requirement.

9. Select the **Invite** button.

You can edit the coSpace at any time to invite additional participants, simply repeat steps 3-5. However, to remove a member from the coSpace, click on the member’s name within the Member field, and select **Remove Member**.

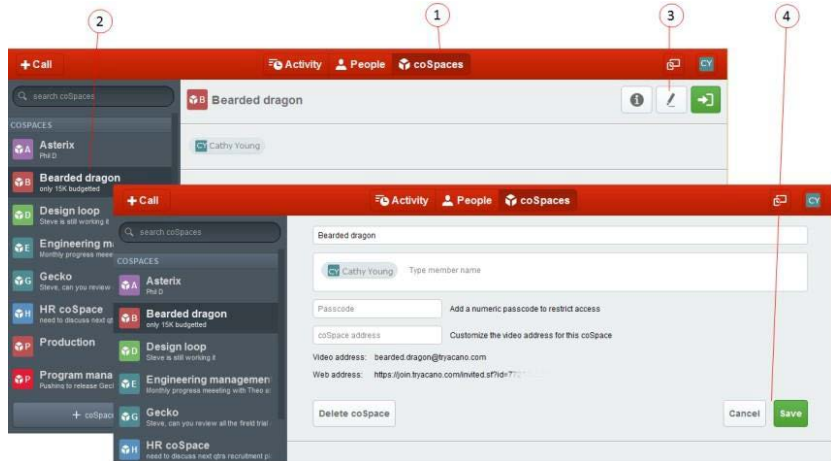
10. To remove any recent changes to your coSpace, select **Discard**.

## 5.2 Editing a coSpace

If you are a full member of a coSpace, you can add other members, remove members, change the coSpace details, and delete the coSpace, provided the administrator has not disabled the permission.

1. Select the **coSpace** tab from the top bar.
2. Select the specific coSpace you want to edit.
3. Select the **Edit** button and make the required changes.
4. Select the **Save** button to finish or select the **Cancel** button to ignore the changes.

**Note:** If you change the password or coSpace address, then the existing members will be unable to join the coSpace unless you send them updated details.





# 6. Scheduling audio & video calls

Schedule one-time and recurring meetings with VCaaS and non-VCaaS users by utilizing Microsoft Outlook.

## 6.1 Inviting only VCaaS users to scheduled meetings

1. Create a coSpace using the steps outlined [above](#).
2. Arrange a recurring meeting in Outlook using the name of the coSpace as the meeting location.
3. Send the meeting invite to the VCaaS users.
4. At the scheduled time(s), log in to your VCaaS client and select the coSpace you're joining.
5. Select the **Join** icon.

## 6.2 Inviting VCaaS and non-VCaaS users to meetings

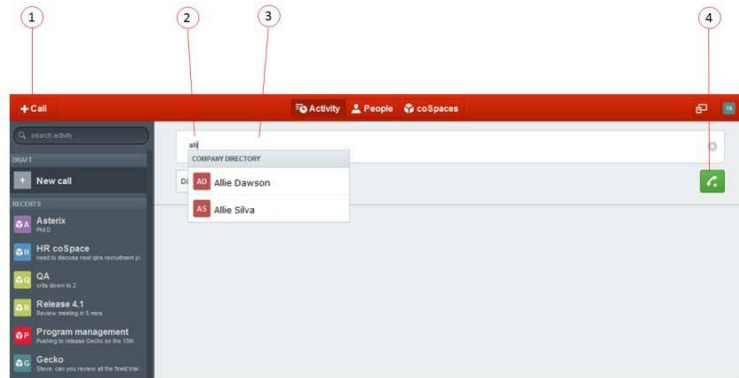
1. Select the **coSpace** tab from the top bar.
  2. Select the coSpace for the meeting(s) from your list of available coSpaces.
  3. Select the **Info** icon to view the coSpaces contact information.
  4. Copy and paste the contact information into the Outlook calendar invite.
  5. Add the email addresses of the invitees (VCaaS and non-VCaaS users).
  6. Send out the invite.
  7. Attendees can join at the scheduled time via their VCaaS client or via the VCaaS web browser client using the address in the calendar invite.
-

# 7. Making ad hoc audio & video calls

Call one or multiple VCaaS users and non-VCaaS users for a quick impromptu audio and video call at any time. Chat messages will be deleted when the call hangs up.

**Tip:** This is a useful means of making private calls as no other individuals, beside those in the call, will be notified that the call is occurring.

## 7.1 Making a call



1. Select the **+Call** button.
2. Add VCaaS users:
  - In the **Address** bar, type the name of the first VCaaS user you'd like to call.
  - Select the user's name from the matching entry. If you do not see the user's name, contact your administrator.
  - Repeat the process until you have chosen every VCaaS user that you would like to call.
3. Add guests:
  - In the **Address** bar enter one of the following:
    - a) The phone number, you may need to add a prefix
    - b) The SIP URI, e.g. john.smith@vgconnectus.com
    - c) The IP Address, e.g. 50.59.87.241
  - Repeat the process until you have chosen everyone you would like to call.
4. Select the **Call** icon to start the call.