

Quick Start Guide

Welcome to Broadview Networks OfficeSuite HD Meeting®. Our service combines cloud video conferencing, online meetings and mobile collaboration into one easy-to-use unified platform. Our solution offers the best video, audio and screen-sharing quality across Windows, Mac, iOS and Android™.

STEP 1

Once you sign up for OfficeSuite HD Meeting®, we send you an email. Within the email, click on the link, **Click here to activate your account** and then click **Go** which will take you to our website where you can create your password.

STEP 2


After logging in, click the **My Profile** tab to add your personal information, upload a photo, and customize settings, then click the **Save Changes** button. *Note: You can save this link to your favorites to get back to this page easily if you desire. You'll also have the ability to get to this website via the desktop application.*

STEP 3



Click the **My Meetings** tab. On the far right of the screen, there is a **Start** button. Click on it to start a meeting. Have a look around the HD Meeting application to get familiar with the options available. End the Meeting when you are finished looking around, and you will have a new icon on your desktop that looks like the image below.





STEP 4

Double click on this icon  to open your OfficeSuite HD Meeting® service. *Note: From here, you can start or join screen-sharing meetings, video meetings or schedule meetings from your desktop without having to login via the web.*

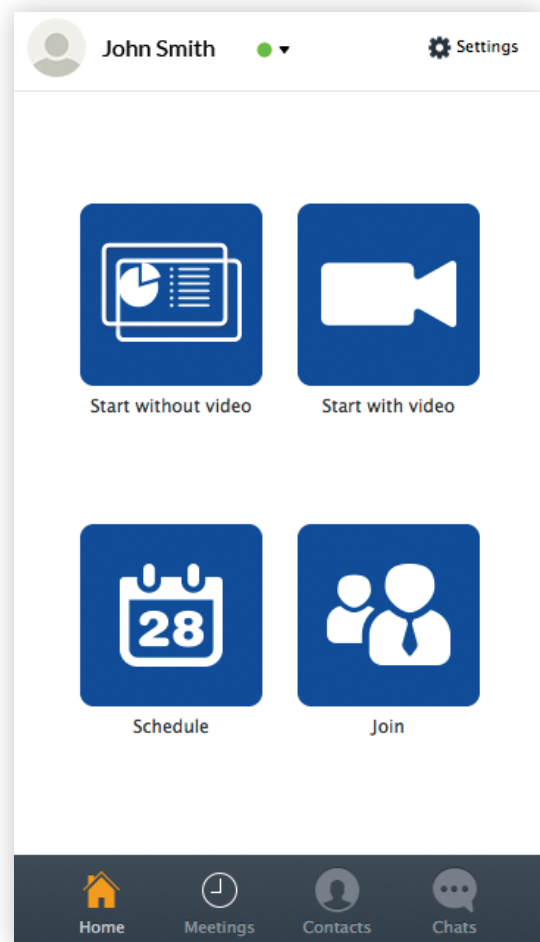
STEP 5

Clicking **Screen Share Meeting**  will allow you to show participants anything on your screen that you want to present. Clicking **Video Meeting**  will open a video meeting to start an instant face-to-face conversation with everyone on the call. Click either button to start a meeting. *Note: As a host, you will need to initiate all calls (even audio only calls) from the HD Meeting web application or from your smartphone.*

Use the **Schedule Meeting**  button to schedule future meetings. Use the **Join a Meeting**  button to join another host's call using his or her meeting ID.

To get more information on using this product, visit: www.broadviewnet.com/HDmeeting-support.

Report any problems you have to:
1-800-BROADVIEW (276-2384).



Best Practice Tips

The following tips are recommendations for hosting the highest quality conference calls using OfficeSuite HD Meeting®.

AUDIO TIPS

Tip 1: To control unnecessary meeting noise after opening the meeting, click the **Mute All** button on the participant list. This will mute everyone on entry. Participants can unmute themselves if you leave the Allow participants to unmute themselves check-box checked.

Tip 2: Personalize your Meeting ID (conf bridge #). When logged in, click the **Meetings** tab, select **edit**, then select **Change Your Personal Meeting ID** and enter a personalized meeting ID. *Note: You can customize the last 7 digits. For example, using your 7 digit phone number. The first 4 digits must be 1111.*

Tip 3: If a participant's PC microphone or cellular device is picking up a lot of noise, have him or her dial into OfficeSuite HD Meeting® using their phone line. To dial in, have the participants click the **Audio** menu option and dial the information on their screen to connect via their phone.

*Note: When dialing in using a telephone, participants should dial their Participant ID when prompted to ensure they take up only one participant space for both web and audio (otherwise, they will consume two spaces in the conference). Also, by using the participant ID, the PC microphone will be turned off automatically (otherwise, both the phone and PC microphone will be on for the same user, which could cause more background interference). Click the **Disconnect Computer Audio** button to turn the PC microphone off. Only participants can see their own Participant ID. Their Participant ID can be found at the top of the OfficeSuite HD Meeting® window, next to their name on their participant list or under **Audio** on the bottom left of the OfficeSuite HD Meeting® window with the rest of the telephone instructions.*

TIP 4: If a host or participant is connected to the internet via a non-wired LAN (Wi-Fi for example), disruptions in the audio and video may occur. To avoid these disruptions, connect via a wired LAN connection.

TIP 5: If you use a mobile device to join a meeting, use the **Safe Driving Mode** to mute your device and suppress the video. A large button on the screen will unmute the mobile device when speaking is required.

VIDEO TIPS

Tip 1: If you started a video-only meeting, you may want to lock screen share. If you do not lock screen share, anyone on the call can open his or her screen share (even if by accident). To lock screen share, click the **Lock Screen Share** button on the Participant menu option.

Tip 2: If you start a meeting in screen share mode (like you would for a PowerPoint), suppress your participant's video to limit disruption. To suppress video, click the **Hide Video Panel** option under the **More** menu option.

Tip 3: For larger meetings, you may find hosting is easier when someone other than the presenter controls the on-screen presentation. Have someone else host the meeting to manage the slides or even control the Chat function to monitor questions.

RECOMMENDED SPEAKERS, MICROPHONES AND WEBCAMS

Here is a list of speakers, microphones and webcams that we have tested on the OfficeSuite HD Meeting® service. For the best experience possible, we recommend these devices, which are available on our online accessory store at www.broadviewnet.com/HDmeeting-accessories.

Your current device may be fine, so we encourage you to test your current setup using **Settings** on the main OfficeSuite HD Meeting® panel.

More questions? **Click here** to view the User Guide.
Visit Broadview's **Community** for FAQs.

		Brand	Model
Speaker/ Microphone combinations:		Plantronics	Calisto 620 USB Wireless Speakerphone
		Logitech	USB Headset H530 with Premium Laser-Tuned Audio
		Phoenix Audio	DUET MT202-PCO USB Speakerphone
Webcams:		Logitech	HD Pro Webcam C920
		Microsoft	LifeCam Studio 1080p HD Webcam (Q2F-00013)
		Logitech	HD Pro Webcam C910
Buy Online:	http://www.broadviewnet.com/meeting-accessories		