

# Video Conferencing User Guide



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## 1. Introduction

This document explains how to use the managedIP UC video conferencing service. The managedIP UC platform allows you to schedule meetings, view meeting lists, join meetings, collaborate, and view recordings, etc. The video conferencing service allows you to host meetings with up to 50 meeting attendees. Note: Be sure to use Chrome as the default browser in Windows, MAC OS, and Android and Safari in iOS.

## **Minimum System Requirements**

#### **Windows Desktop:**

To ensure the softphone application runs smoothly, the user devices must meet certain minimum system requirements.

#### **OS Versions**

The minimum supported OS version is Windows 10 22h2.

### Hardware Recommendation

Our applications support a variety of hardware, and our recommendation are as follows:

- CPU Specifications: 64-bit architecture, minimum 4 cores, 2.4 GHz clock speed or higher
- CPU Model: Intel Skylake (6th generation, 2015), AMD Epyc, Ryzen, and newer models
- RAM: Minimum 8 GB RAM
- **Storage:** Solid-state drive (SSD)

#### Mac Desktop:

#### **OS Versions**

The devices should be running macOS 13 (Ventura) and onwards.

### **Android Mobile:**

### **OS Versions**

The minimum supported OS version is Android 8.

#### iOS Mobile:

#### **OS Versions**

The devices should be running iOS 16 and onwards.

## **Network Requirements**

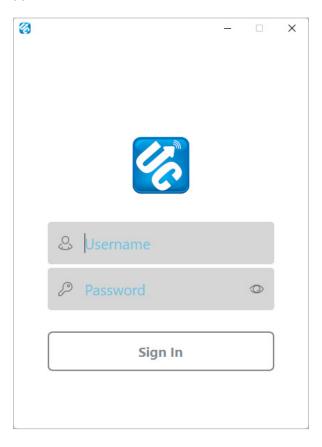
Please ensure your network is compatible with the following security system rules.

Firewall Rules for TDS managedIP UC					
Protocol	Ports	Source	Destination		
TCP	443, 8443, 9519, 773	TDS	Private IP/Public IP: 10.128.0.4/104.198.16.57		
UDP	3478, 45000 - 65000	TDS	Private IP/Public IP: 10.128.0.4/104.198.16.57		



## 2. managedIP UC Sign in

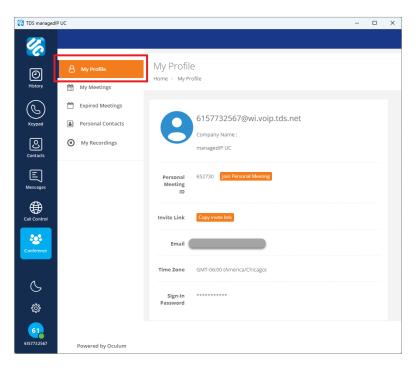
Launch and sign-in to the application.



After signing-in, click on **conference** tab, it will open a popup to update the user-email for the first time. Enter the registered email, click the **Update** button. You can now start using managedIP UC. (This step is only for first time users. Subsequent logins, you do not need to enter any email IDs.)

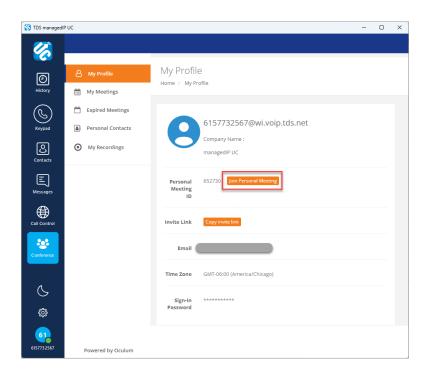
## 3. My Profile

Click the link 'My Profile' in the left pane of the managedIP UC after signing in.



## 3.1 Join Personal Meeting

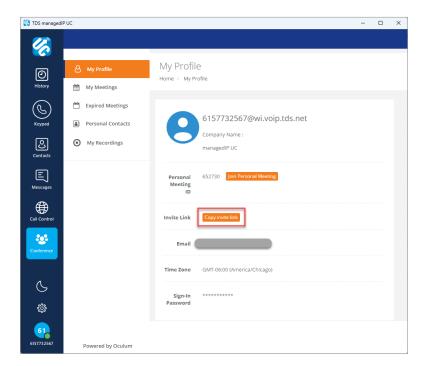
Click on 'Join Personal Meeting' button under 'My Profile' to join the personal meeting room.





## 3.2 Invite Link

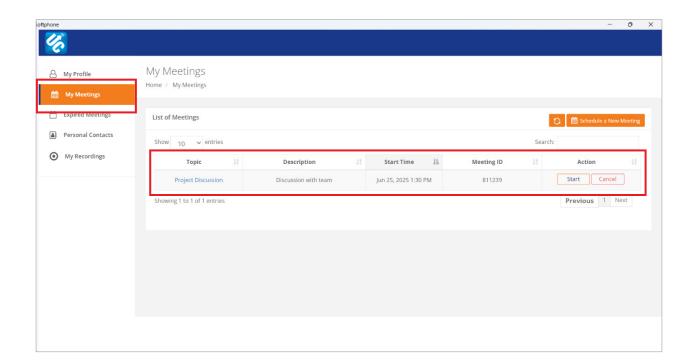
Click on 'Copy Invite link' button to copy the personal meeting URL.





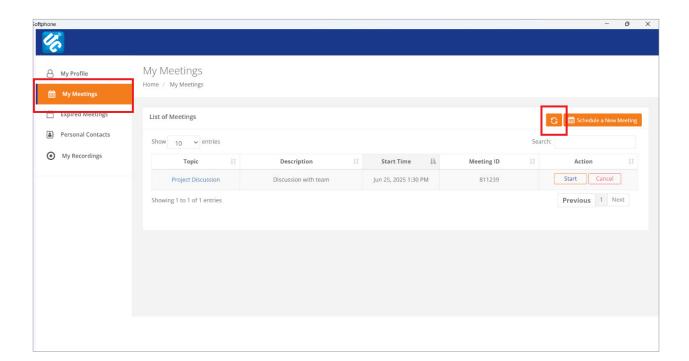
## 4. My Meeting

Click the 'My Meeting' button in the left pane of the managedIP UC page. A list of scheduled meetings will be displayed in the data table. (NOTE: Schedules for Personal Meeting room meetings are not maintained in this system and will not appear here).



## 5. Refresh Meeting list

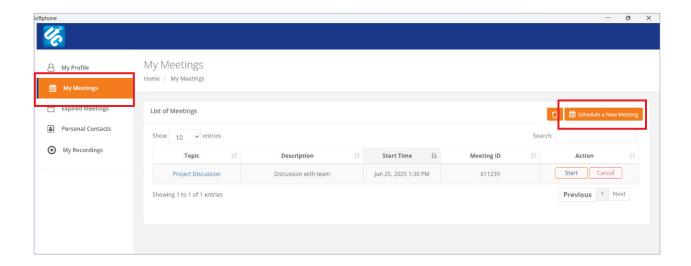
Click on the refresh button to get the latest list of meetings.





## 6. Schedule a new meeting

Click the 'Schedule a New Meeting' button to create a new meeting.

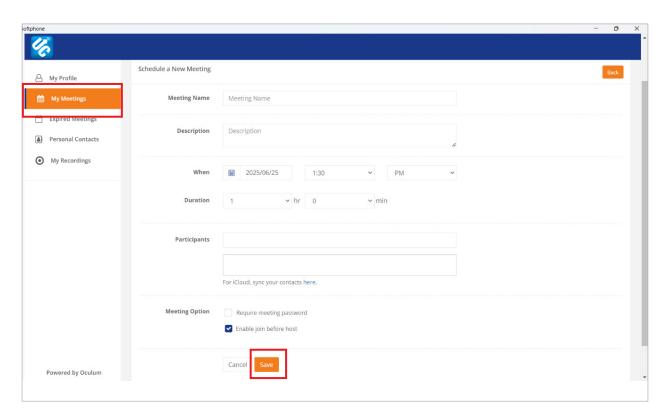


Enter the following required input details.

- Meeting Name
- Description (Optional)
- Date & Time
- Duration (Hour & Minutes)
- Participants' email (user can sync contacts from google, Microsoft Office 365,
  - iCloud and managedIP UC) NOTE: limited to 50 attendees.
- Meeting option (Click on checkbox)
  - Require meeting password
  - Enable join before host

After entering the required details, click the Save button to create a scheduled meeting.



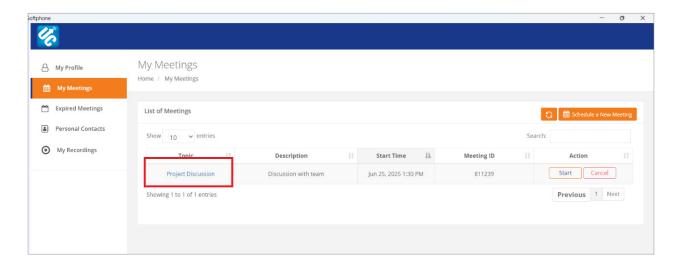


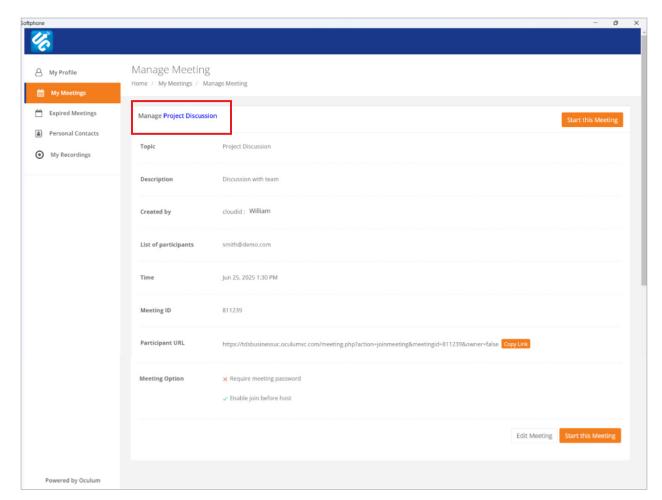
A new meeting will be created after the save button is clicked. Each participant will be notified via email along with an invitation .ics file to import into their calendar.



## 6.1 Meeting details

Click on the meeting topic name to view details for that specific meeting.

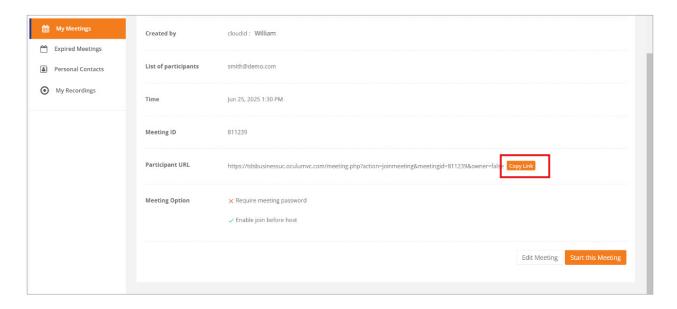






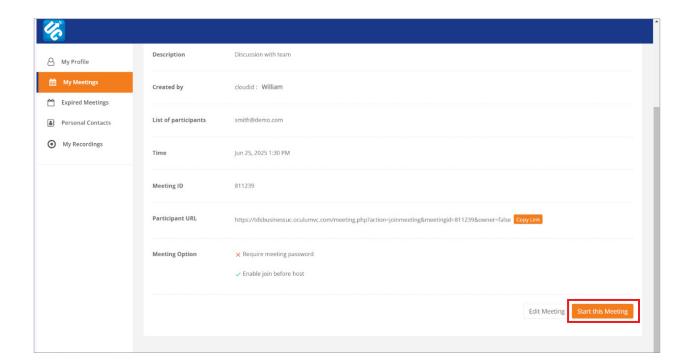
## 6.2 Copy link

Click 'Copy Link' to copy the participant URL.



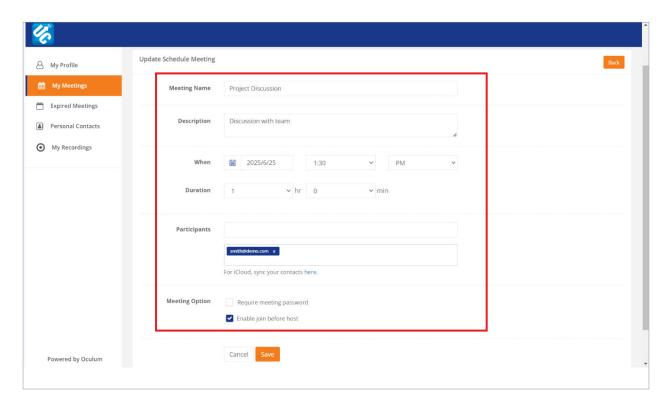
## 6.3 Edit meeting

Click on 'Edit meeting' button to modify created meeting details.

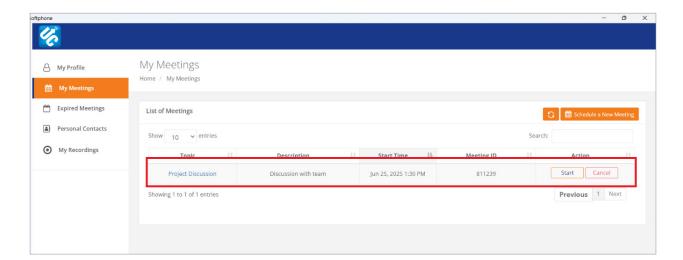




After modifying the meeting details, click the 'Save' button.



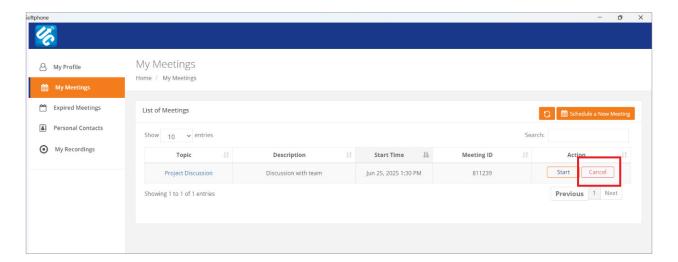
After saving, the meeting list will be modified.

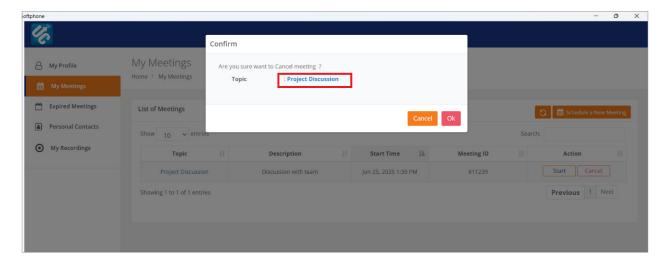




## 6.4 Cancel meeting

Click on the 'Cancel' button and confirm to remove meeting from the list. A cancellation notification email will be sent to all participants.

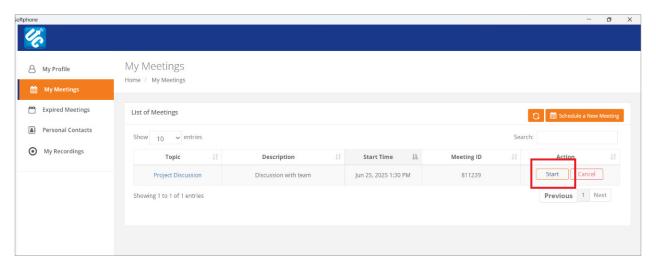






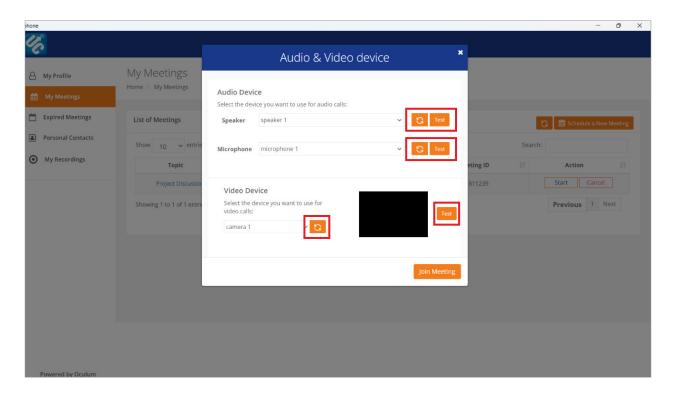
## 6.5 Start meeting

Click the 'My Meeting' button in the left pane of the managedIP UC, then click the 'Start' button to join the meeting as the host. When the user starts a meeting, the session will be taken to the default browser on that device, and the meeting automatically be held. Please make sure to use Chrome as the default browser in Windows, MAC OS and Android, and Safari in iOS.



### 6.5.1 Check Audio & Video device

After clicking on the '**Start**' button, Audio & Video device modal window will open. Here the host can test **Speaker, Microphone and Camera devices**. Click on refresh button if connected to any external Audio & Video devices.

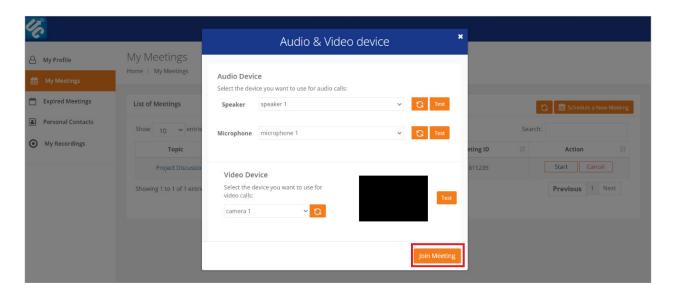


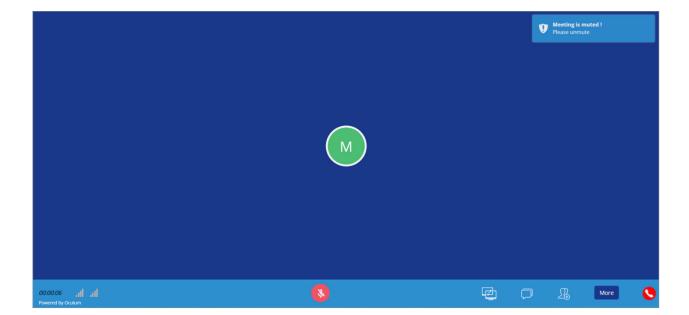


## 6.6 Join meeting

Click on the 'Join Meeting' button. Meetings will open in the default browser based on the operating system (Windows/Mac/Android/iOS).

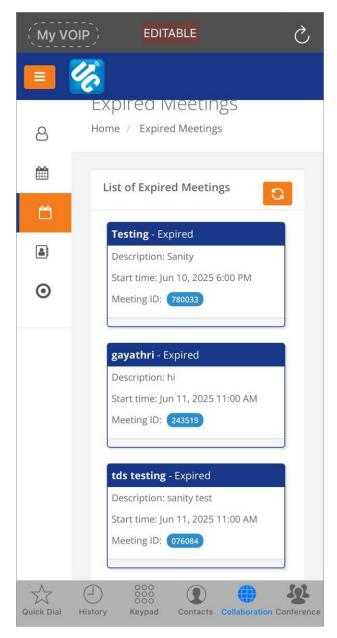
On desktop, it will appear as follows,

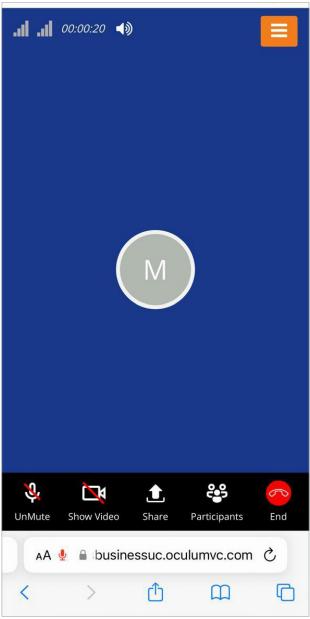






On mobile devices, it will appear as follows,







#### 6.6.1 Bottom menu icons

After joining a meeting, both the host and participant will have bottom menu icons.



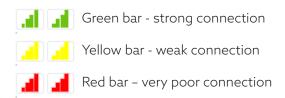
#### 6.6.2 Call duration

Call duration is the amount of time the meeting has been active — from the moment you join until you leave (or the meeting ends). You can find that on the left side of the bottom menu bar.



## 6.6.3 Audio & Video signal Indicators

These indicators are on the left corner of the bottom menu bar. After enabling mic/camera, these indicators will show how the user's audio and video are doing. The first indicator is for audio and the second is for video. Each participant will have these indicator lights, and each refers to that specific user experience rather than the session.



## 6.6.4 Microphone and Camera button

You can find it in the center of the Bottom Menu bar.



Microphone Button	Camera Button
Click to <b>mute/unmute</b> your mic.	Click to turn your camera <b>on or off</b> .
When <b>muted</b> , the icon has a <b>slash (⊘)</b> through it.	When the camera is off, the icon shows a <b>slash</b> $(\bigcirc)$ .
If you are unmuted and speaking, you may see <b>green bars/waves</b> moving — showing your voice being detected.	If it is on, your video feed shows either as a thumbnail (small square) or main screen.

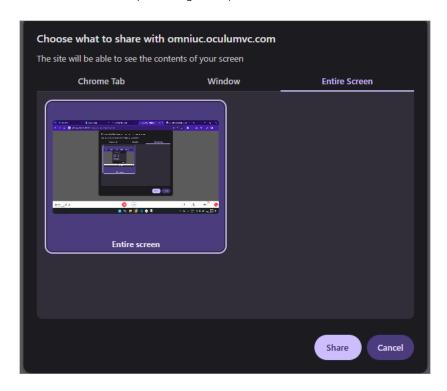


### 6.6.5 Screen Share

Screen Share is helpful when you want to present slides or documents, demonstrate software or a process, collaborate on files, and show videos or websites.



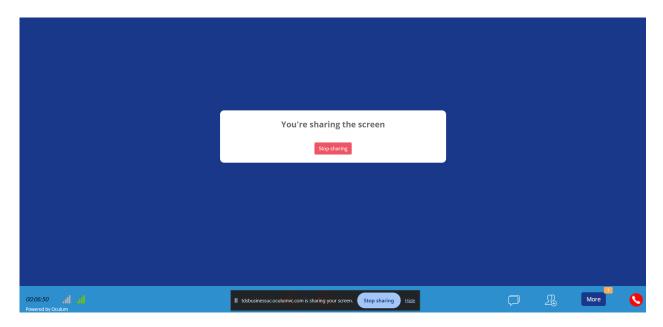
When you click "Screen Share" icon, you will get 3 options to share;



- 1. Your entire screen everything on your display
- 2. A window just one specific application window (like PowerPoint or a PDF)
- **3. A tab** a specific tab from your Chrome browser (best for sharing videos or animations with sound)

Choose anything you like and click "**Share**." You will see the window below confirming you are sharing your screen.



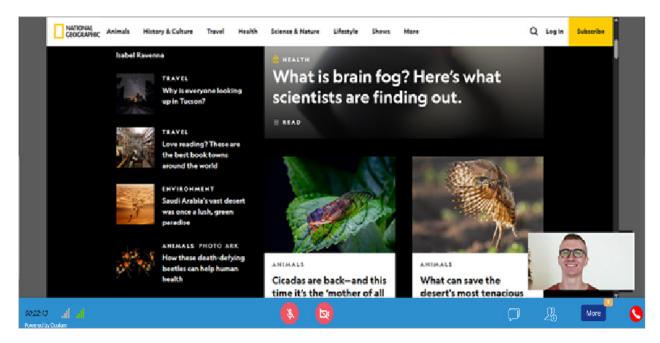


Others will get a "Screen share initiated" alert. Clicking "Start" will show the shared screen.



The shared screen appears as follows.





The presenter may stop sharing by clicking the "Stop sharing" button.



## 6.6.6 Chat with everyone

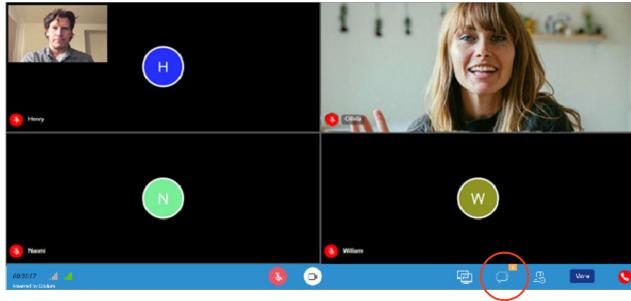
Click the **chat icon** (looks like a speech bubble). The chat panel will open on the right side of the browser window.



Type your message in the box and hit **Enter** to send.



Other participants will see a badge count indicating that they have "received a message." Everyone in the meeting can see it. Great for sharing links, notes, or quick questions without interrupting the speaker.





Any participants can also elect to ONLY chat with another single participant rather than all attendees. See section **6.8.6 - Chat with participant**.

## 6.6.7 File share with everyone

Click the **chat icon** (looks like a speech bubble). The chat panel will open on the right side of the browser window.



When the view opens select up arrow button and select the files to be shared with all attendees:



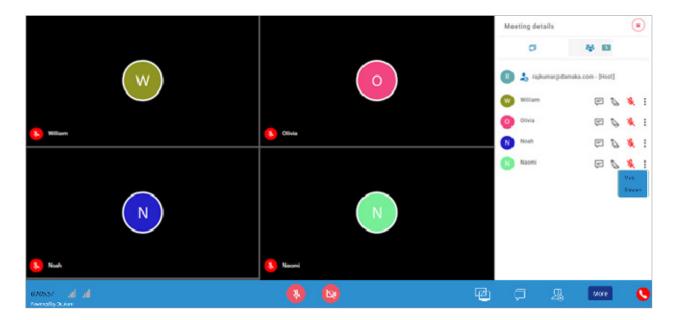


## 6.6.8 Show everyone

The Participants list in managedIP UC meeting is where you can see who is in the meeting, what they are doing (mic/camera status), and even take some control if you are the host.



Click the **People icon** in the **bottom-right corner**. A panel will open on the right, showing all participants. If you are the host, you can mute others, remove participants, and chat with them.





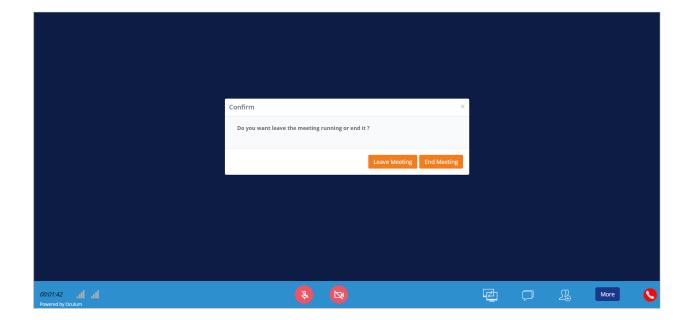
### 6.6.9 End Button

The **End button** in **managedIP UC meeting** is what you use to **leave** or **end the meeting** — and there is a difference depending on your role. It is the **red phone icon** (\subseteq) at the bottom center of your screen.



If you are the **Host** (Meeting Organizer), when you click the red phone icon, you will usually see two options:

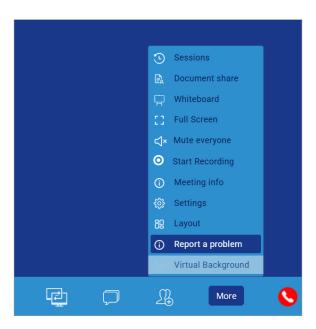
- Leave meeting You exit, but the meeting continues for others.
- End meeting This kicks everyone out and officially ends the session.





## **6.7 Show more option**

This pop-up menu is packed with useful tools and settings. Click the **more** button in the **bottom-right corner** of your screen. It will open a menu.



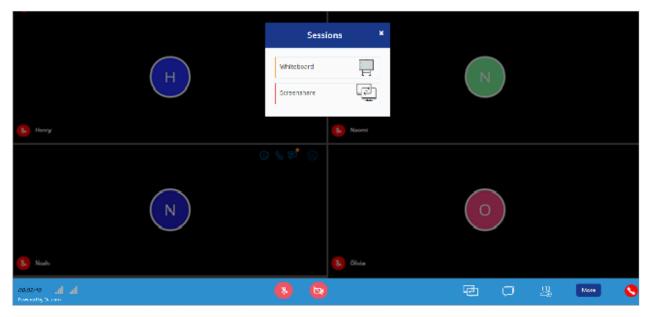
Use this to access the following features:

Option	What It Does
Sessions	It will show a list of sessions. You can navigate through the sessions generated/started already.
Document share	Share a document with everyone and collaborate with them.
Whiteboard	Start a collaborative whiteboard session.
Full screen	Enter or exit full-screen mode.
Mute everyone	You can mute everyone instantly.
Start recording	Start/stop recording the meeting.
Meeting info	It will show the meeting information and link to join.
Settings	Change audio/video devices, and more.
Layout	Switch between grid and speaker layouts.
Report a problem	Users can send diagnostic logs to the admin during a call if they encounter any issues.
Virtual Background	Add background blur.



## **6.7.1 Sessions**

Sessions refers to a list of active collaboration features running at the current time. A list of sessions will be displayed when you click on the "Sessions" option.

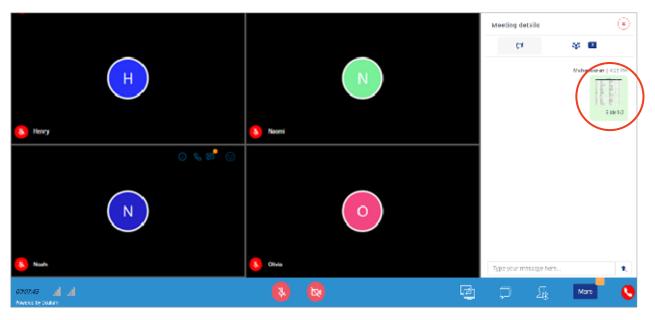


You can navigate between the live sessions that are active.

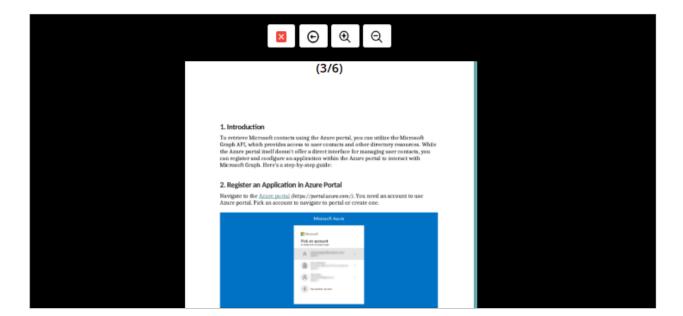


#### 6.7.2 Document share

Any attendee can share a document with everyone in the meeting and collaborate with them in real time. When you select the document share option, it will ask you to select a document or file to share with everyone. Once selected, a panel will open on the right showing documents you have shared.

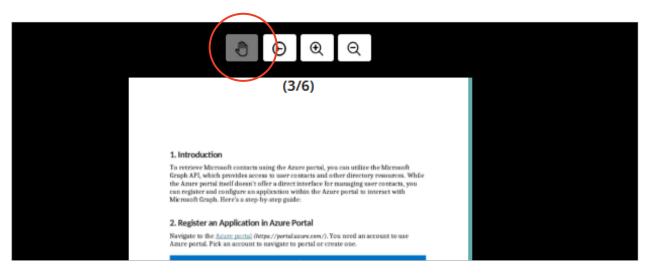


Open the document by double clicking on it. The host / presenter will see the following;



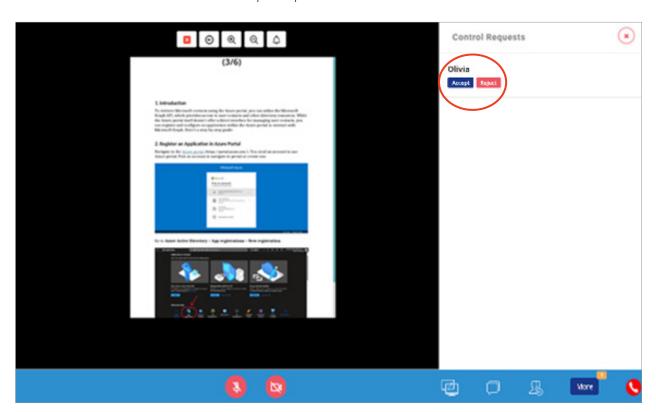


Presenting the document can only be done by the host. The participants will see the following;



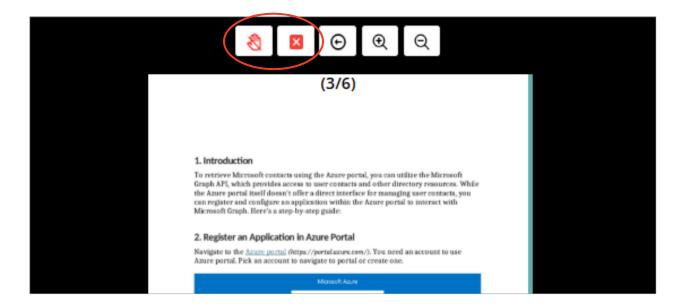
Other participants can present the document by requesting permission from the host by clicking on the hand icon.

The host will be asked to allow another participant to share.



Accepting the request will allow the participant to get control of the presentation. The host can remove shared control by clicking the hand icon again.



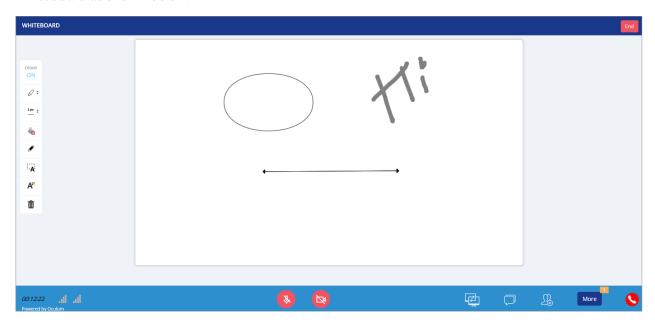


The host can also close the "File share" by clicking on the close icon.



## 6.7.3 Whiteboard

A whiteboard that allows participants to draw, write, and collaborate in real time during the managedIP UC meeting session. To start a whiteboard, click the "**Whiteboard**" option listed. It will open a new whiteboard as shown below.



After finishing your interactive session, you close it by clicking on the "End" button.

### 6.7.4 Full Screen

The Full Screen mode expands the managedIP UC meeting to fill your entire display — hiding browser tabs, the address bar, and any other distractions on your screen. It is great for:

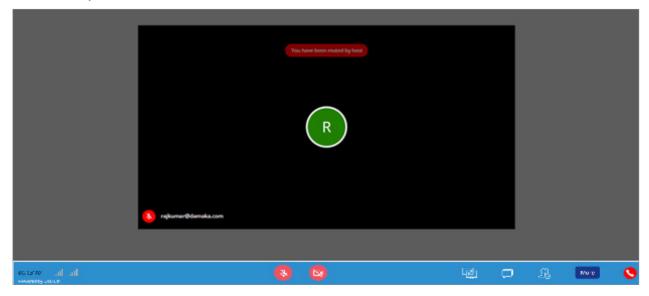
- Watching presentations
- Focusing on the speaker
- Getting a more immersive meeting experience

Click the "Full screen" option to enable the full screen mode. Press Esc on your keyboard to exit full-screen mode.



### 6.7.5 Mute everyone

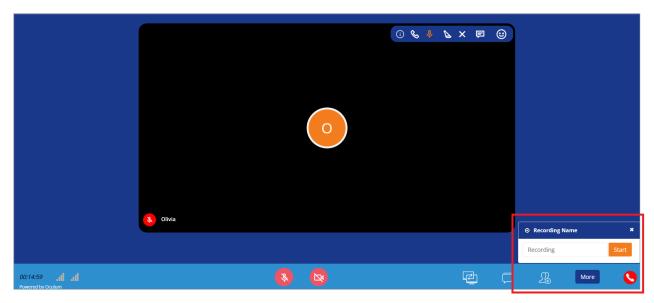
Click the "Mute everyone" to instantly mute all participants, except yourself (host). Participants will see that they have been muted.



## 6.7.6 Start Recording

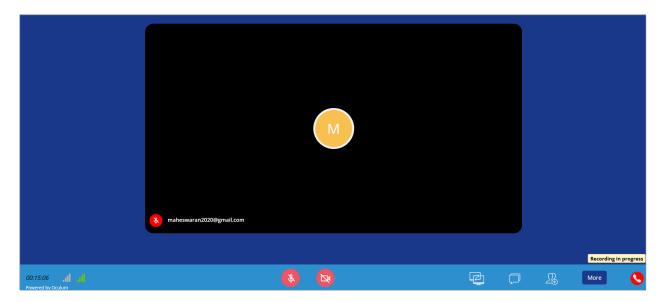
It is a helpful feature if you want to **save the session** for later viewing, note-taking, or sharing with people who cannot attend. Only the **host** can record the meeting; recordings are saved for **5 days**. Be sure to download and save in a personal folder if additional storage is needed.

In the **More** options pop-up menu, select "**Start Recording**." You will see a prompt to enter a recording name.

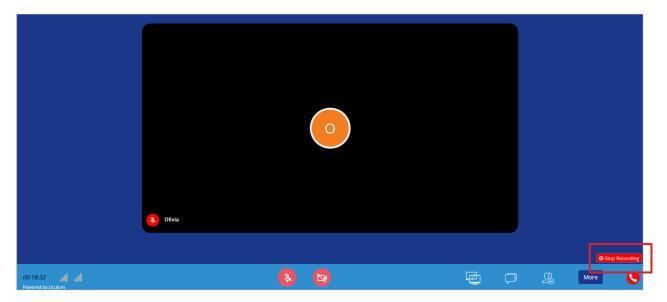


After entering the name, hit the **start** button to begin recording. You will see a red "**Recording**" indicator, and everyone will see the "Recording has started" label on the top of the screen.





To end the recording, click the "Stop Recording" button on the bottom right corner.

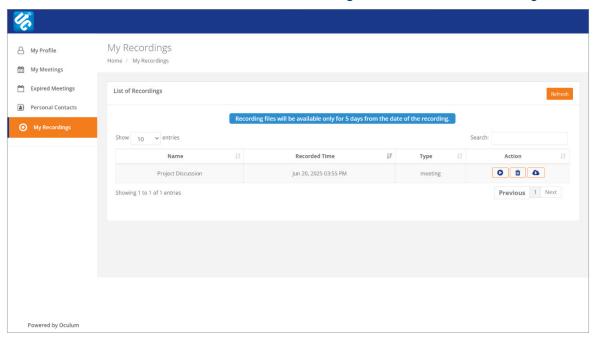


Attendees will see the "Recording has ended" label on the top.



The meeting organizer can access the recorded video through the dashboard.





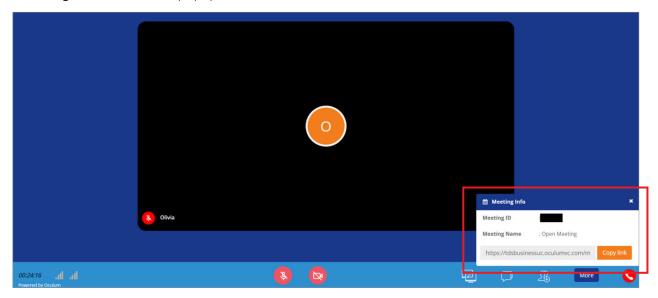
A **video link** is also emailed to the meeting organizer.





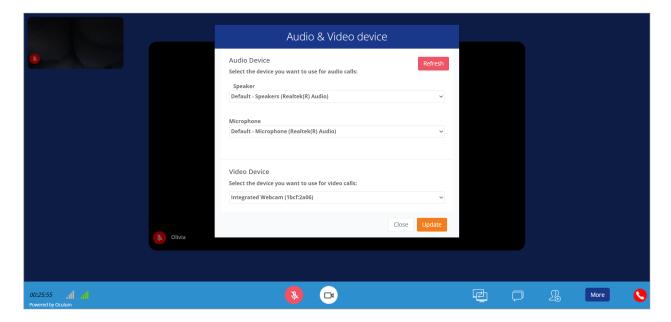
### 6.7.7 Meeting info

It is a small popup window that shows the Meeting ID, title, and joining link. In **More** options, select "**Meeting info**" to view the popup.



## 6.7.8 Settings

The **Settings** menu in **managedIP UC meetings** is where you can customize your audio, video, and general meeting experience — it is like your personal control panel to make sure everything runs smoothly.



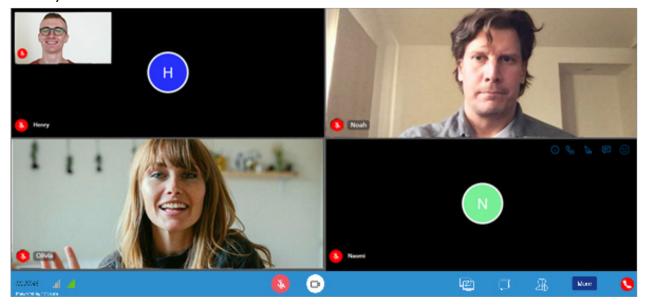


## 6.7.9 Layouts

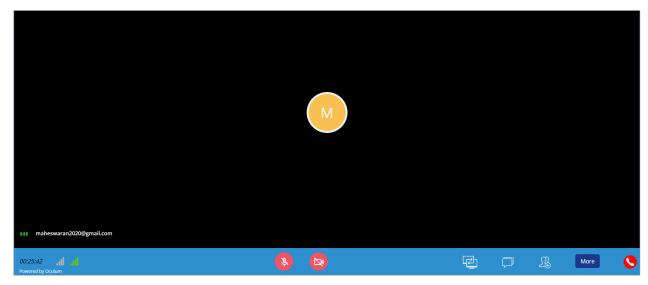
"Layouts" describes the visual experience you get when you are in a meeting — how the participants appear on your screen. We have two layouts, they are follows.



## **Grid Layout:**



## **Speaker Layout:**

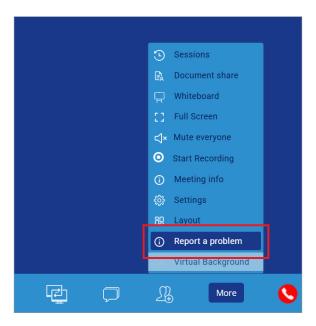




#### 6.7.10 Report a Problem

managedIP UC includes a convenient "**Report a problem**" option so users can send user specific session logs to the admin during a call. Here is how it works:

During the Meeting,



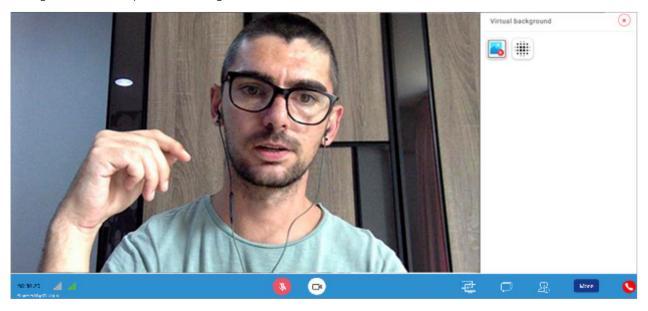
- Click **More options** in the bottom-right corner.
- Select "Report a problem."

Your browser logs are attached and sent to the admin automatically to help the managedIP administrator and TDS Support troubleshoot. When opening a support case, be sure to list the "Meeting ID Number" that these logs are associated with. Meeting ID can be found on the My Meeting dashboard.

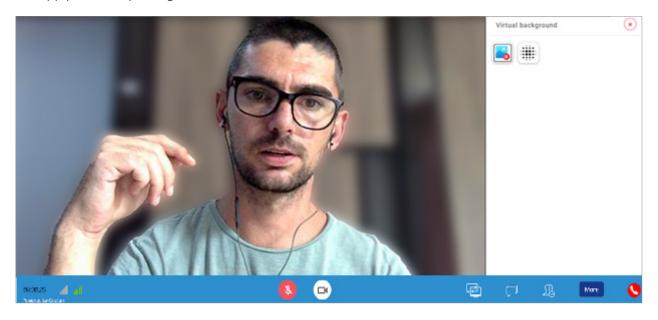


## **6.7.11 Virtual Background**

A **virtual background** replaces or blurs your real background with a **blurred effect**. It helps when your background is messy or distracting.



Click the **More** button, Select **Virtual Background**. It will open the right panel. Then select **Blur icon**. It will apply the blurry background as follows.

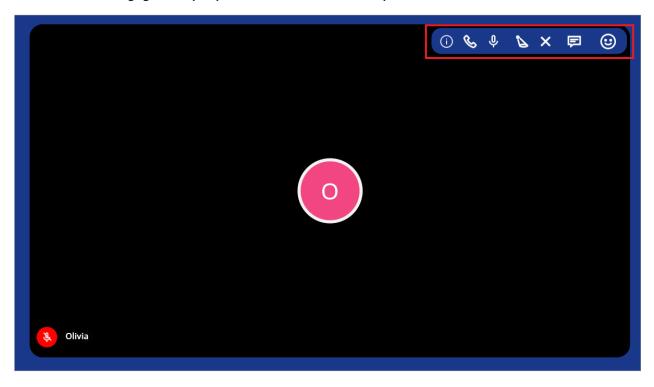


To **remove** blur background, click on remove icon. It will remove the blur effect.



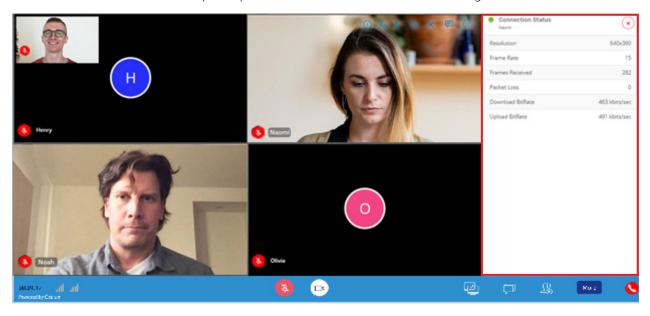
# 6.8 Individual participant options

You can manage or interact with **individual participants** using several options. These tools help you **maintain order, engage with people**, or **focus on someone specific**.



#### **6.8.1 Connection Status**

The **info icon** (**i**) appears on a participant's video tile or when you hover over their grid. Where the status indicator on the bottom left of the screen shows each participant's own status, clicking this icon shows **extra details** about that participant's connection status in the meeting.



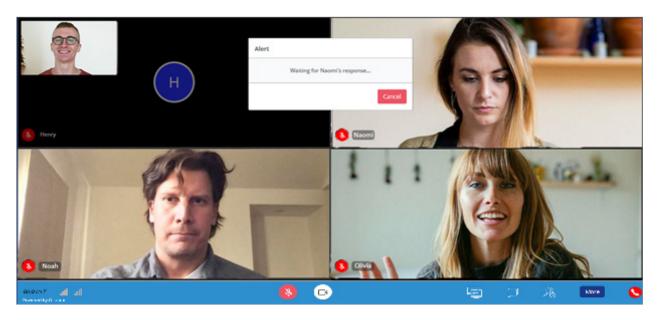


#### 6.8.2 Private audio

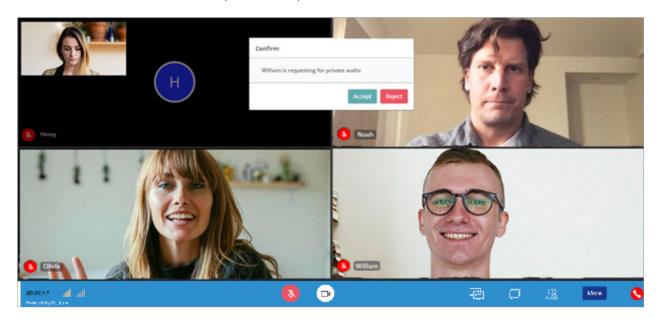
This feature is typically used to enable a **person-to-person** audio channel within a meeting without everyone else hearing. Clicking "**call**" will send "private audio" to the relevant participant.



The waiting alert is visible. You will have a connection with them once they accept your response.

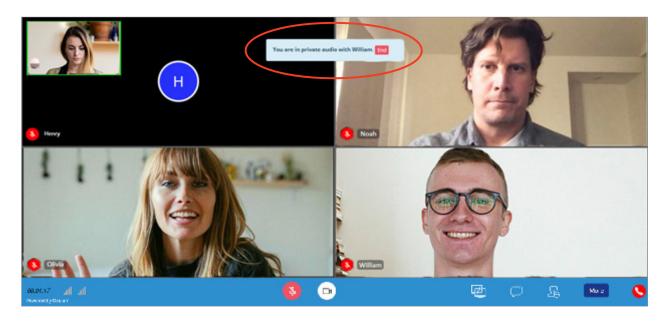


The confirmation alert will show up once accepted.





The "Connection info label" appears once the call has been connected. Clicking the "**End**" button on the label will end the Private Audio portion of the session.



## 6.8.3 Mute participant

A useful tool to keep meetings organized, especially when there's background noise or someone forgets to mute themselves. If you are the **host**, you can **mute anyone** in the call **individually**.



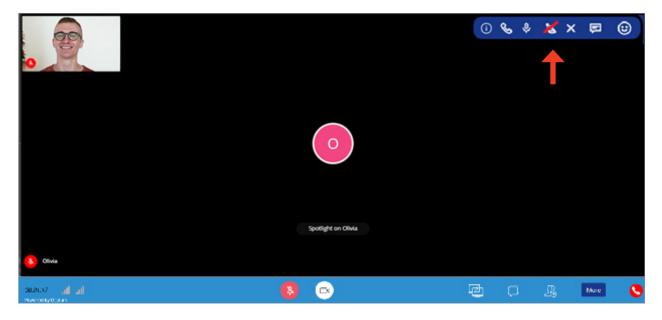


### 6.8.4 Spotlight

**Spotlight** is a **layout mode** that makes **one video tile fill the entire screen** — usually the **speaker** or someone you **manually select** (like a presenter).



Clicking on the spotlight icon enables the individual's spotlight as follows:



To remove the spotlight, click on the "Remove spotlight" icon.

#### 6.8.5 Remove participant

You can **remove (kick out) an individual participant** from the managedIP UC meeting session if you are the **host**.

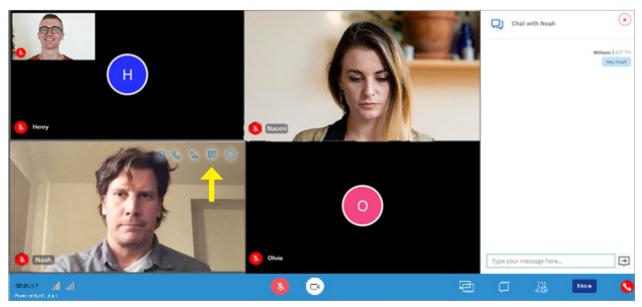


Click "X" icon to remove the participant. The person is removed immediately.

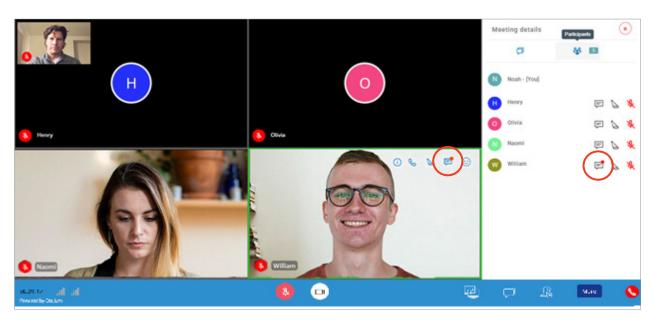


## 6.8.6 Chat with participant

managedIP UC does support private 1-on-1 chats within the meeting chat itself. By Click the "Chat icon "at the top right of the individual participant grid, you can open a private chat panel.



On the recipient's screen, a **badge** (dot) will indicate that they have "received a private message."



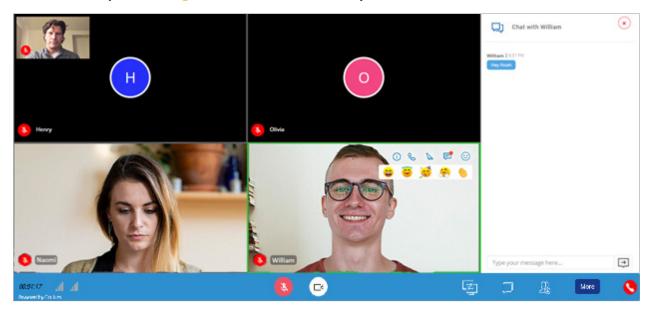
The chat panel can be opened by clicking on it to chat further.



## 6.8.7 Emoji (Reactions)

**Reactions** are **emoji-based responses** that participants can send during a meeting, without interrupting the speaker.

Click the "smiley face icon  $\bigcirc$ ," choose from a list of emojis.



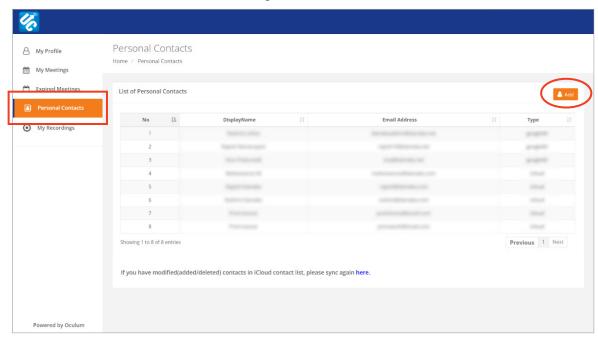
Click one — it will appear **briefly on top of the video tile** and float across the screen.





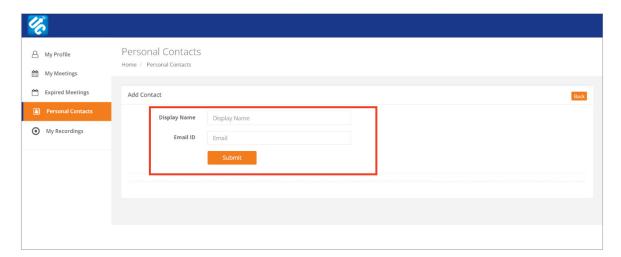
# 7. Personal Contacts

Click the 'Personal Contacts' link on the left side of the panel. A list of contacts will be displayed in the data table. When the user is scheduling a meeting, the participant drop down will auto populate with these email ID's, so the user can send meeting invitations to contacts.



#### 7.1 Add contacts

You can add contacts by clicking the "Add" button. On that page, the user can manually add contacts by entering the email ID and display name.

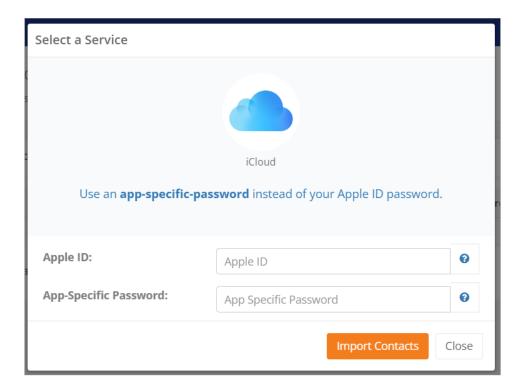


Alternatively, click "here" to sync contacts from iCloud. It will display a popup.



#### 7.2 Importing iCloud Contacts

Select the **iCloud** icon; it will ask the user to fill in the Apple account's credentials.



Make sure you are using:

- Your full **Apple ID email**
- A valid app-specific password (not your normal Apple password)\*

You can generate one here:

https://appleid.apple.com/account/manage ➤ Security ➤ App-Specific Passwords

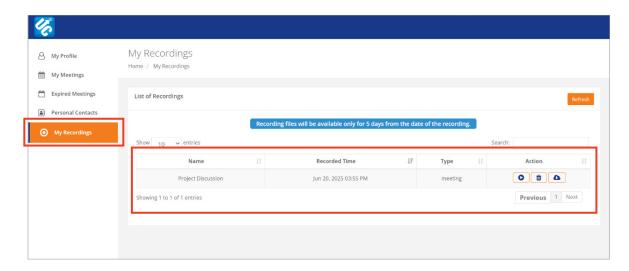
Then, click the **Import Contacts** button. Your iCloud contacts will be synced to your managedIP UC account.

\*For security reasons, Apple 's iCloud will not sync with any 3rd party system unless an app-specific password is used.



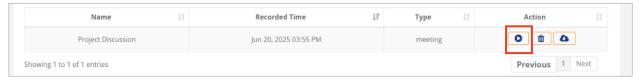
# 8. My Recordings

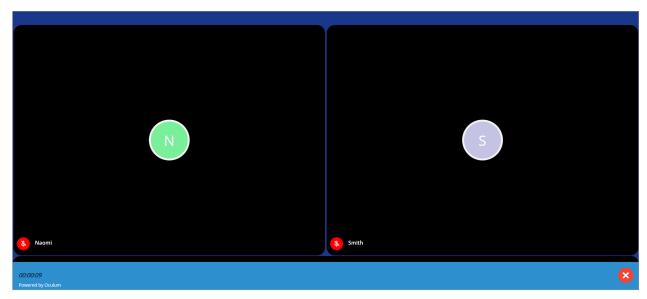
Click the 'My Recordings' link in the left pane. A list of recordings captured during meetings will be shown in the data table. You can play, download to save or share, and remove the recordings.



# 8.1 View Recording

Recordings can be viewed by clicking on the **Play** button. The recording will open in the default browser.

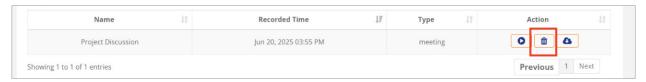






# 8.2 Delete Recording

You can delete (remove) the recording by clicking the **Remove** button. Please note that by deleting the recording, the host cannot access the recording anymore. Make sure to download the recording before deleting it.



# 8.3 Download Recording

You can save the recording by clicking the **Download** button. It will open the default browser and start downloading.

