



**StartMeeting<sup>®</sup>**

Participant Reference Guide

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# Introduction

StartMeeting® is an easy-to-use collaboration tool that provides the freedom and flexibility to hold online meetings with HD audio, video conferencing and screen sharing.

During a conference, use phone keypad commands to mute, hear instructions and more. Access the host's Meeting Wall to find important information and resources for a meeting.

For assistance, please contact our award-winning 24/7 Customer Care team at [support@startmeeting.com](mailto:support@startmeeting.com) or call (877) 553-1680.

## System Requirements

StartMeeting audio conferencing can be accessed at any time by calling from a landline, mobile phone, VoIP call (through the internet using a computer, tablet or mobile device) or a third-party VoIP call. In order to access the StartMeeting website and use online meetings with screen sharing and video conferencing, the following system requirements must be met:

Browsers:

- Chrome™ 29 or newer (recommended)
- Firefox® 22 or newer
- Safari® 6.0 or newer (Mac only)
- Internet Explorer® 10 or newer (Windows only) (Javascript)

Operating systems:

- Windows 7 and up
  - Mac OS X 10.7 and up
  - Ubuntu 14.04 and up
- Note for Linux:**
- Preferred Windows Manager environment: Compiz
  - Desktop Environment: Unity, Gnome
  - Bandwidth 100Kb/s (HD Audio), 400Kb/s (screen sharing), 500 Kb/s (video)
  - Video camera supported by OS, integrated or external

## Definitions

In order to use the StartMeeting reference guide effectively, the following list of terminology has been provided:

- **Dial-in number** - A phone number that is dialed to join a meeting.
- **Access node** - A number code used to join a conference call after dialing the dial-in number.

- **Host** - The most privileged role in a meeting. Hosts have additional commands available to record, mute/unmute participants, secure the conference and much more.
- **Host PIN** - A numeric PIN that allows a user to be authorized as a host and receive additional privileges.
- **Conference** - An audio meeting hosted on a bridge and consisting of PSTN and/or VoIP participants.
- **Online meeting** - An audio meeting (conference) that includes screen sharing and/or video conferencing
- **Online meeting ID** - A unique meeting identifier that is used by hosts and participants to join online meetings with screen sharing and video conferencing.
- **Participant** - A person in the conference who can actively participate in a meeting by both talking and listening.
- **Playback number** - A phone number that is dialed to listen to a recorded conference. The host must provide participants with the playback number that is different from the conference dial-in number.
- **PSTN** - Public Switched Telephone Network, the traditional phone system.
- **VoIP** - Voice over Internet Protocol, a term that refers to calling through the internet.

## Audio Conferencing

A conference call is the easiest way to connect with a group.

### How to Join

To join an audio conference call:

1. Call the dial-in number provided. A link to local in-country dial-in numbers is also available in the invitation from the host.
2. When prompted, enter the host's access code, followed by **pound** or **hash (#)**.

## Phone Keypad Commands

### Participant Keypad Commands

Control certain aspects of the conference from the telephone with the following commands:

Command	Description	Details
*3	Breakout Rooms	Leave the main conference to join a sub-conference: <ul style="list-style-type: none"> <li>● Press *3 followed by the number of the sub-conference, from 1 to 9.</li> </ul>

- Press **\*3\*** to return to the main conference room at any time.

<b>*4</b>	Instructions	Hear the list of available keypad commands.
<b>*6</b>	Self Mute	Mute your individual line. Press <b>*6</b> again to unmute the line.
<b>#PIN# Audio Sync</b>	Integrate your audio with the online meeting	Integrate your audio with the online meeting. Press <b>#</b> , enter the <b>PIN</b> listed on the Meeting Dashboard and press <b>#</b> again.  <b>Note:</b> This command is used only for online meetings.

## Playback Instructions

There are two options for playing back a recorded conference.

1. The host provides participants with the playback number, access code and reference number.

Please note that the playback number is different from the conference dial-in number. Call into the recording playback number, then enter the access code and reference number for a specific recording when prompted. Once confirmed, the system will play back the recorded conference. During playback, scroll forward or backward through the recorded conference using the following phone keypad commands:

<b>4</b>	Rewind one minute
<b>5</b>	Pause/Resume
<b>6</b>	Fast forward one minute

2. The host shares a link to the recording.

# Online Meetings

Use online meetings to join a web conference to screen share and show video using a webcam.

## How to Join

Join the online meeting by clicking the host's online meeting link to connect with either the StartMeeting desktop application (recommended) or Web Viewer.

**Note:** We recommend Chrome™ web browser for full participant functionality, including VoIP audio, video and viewing screen sharing with chat.

What you need:

- Host's online meeting link or online meeting ID (desktop application only)
- If you are dialing in for the audio portion (recommended), have the dial-in number and access code ready

To join with the desktop application (recommended):

1. Launch the StartMeeting desktop application.
2. Click **Join** and enter your name, email address and the host's online meeting ID.
3. Join the audio portion of the online meeting by first clicking **Phone** on the Meeting Dashboard. Then click **Telephone** and call the dial-in number and enter the access code followed by **pound** or **hash (#)** or **Mic & Speakers** and **Connect Now** to connect through VoIP.

**Note:** If you do not have the StartMeeting desktop application, go to [www.startmeeting.com](http://www.startmeeting.com) and click **Get desktop app** at the bottom of the page to download.

To join with Web Viewer (no download necessary):

1. Open the online meeting link in a browser to load Web Viewer.
2. On the Web Viewer pop-up window, enter your name and email address and click **Join**.
3. Click **Phone** and/or **Camera** on the Meeting Dashboard then follow the prompts to connect with audio and/or video. You will be placed on hold until the next participant arrives.

**Note:** To share your screen, you will need the desktop application. Download the app by selecting **Info** on the Meeting Dashboard and clicking **Download Desktop App**. You can also download the desktop app anytime by going to [www.startmeeting.com](http://www.startmeeting.com) and clicking **Get desktop app** at the bottom of the page.

If using video conferencing, the following controls are available:

- Start/stop video

- Lock view
  - To lock the primary video feed, click **Lock View** from the top left toolbar on an active speaker seen in the main video screen. To unlock, select **Lock View** again.
  - To lock any other video feed, click **Attendee List** on the Meeting Dashboard to view all participants' names. Select a participant and right click, then choose **Lock View** from the drop-down menu. To unlock, select **Lock View** again.
- Mute self
- Hide/expand sidebar

## Meeting Wall

### Meeting Resources

Find links, files or pictures on the Meeting Resources panel that may be useful before, during or after the meeting.

1. Click the URL for the host's Meeting Wall.
2. Click any links or documents listed in the Meeting Resources section.

### Chat

View and send messages before, during or after the meeting (if enabled by the host).

1. Go to the host's Meeting Wall.
2. Read any messages posted in the Chat section.
3. Type a message for visitors to read and click **Send**.

### Radio

Listen to a live stream of the conference from the Meeting Wall (if enabled by the host).

1. Go to the host's Meeting Wall at the time of the conference.
2. Scroll to the Radio section.
3. If the conference has started and Radio has been enabled, "on air" will appear and you will hear the audio through your computer speakers.

# Technical Support

If you have any questions or need technical assistance, contact StartMeeting Customer Care 24/7 at (877) 553-1680 or [support@startmeeting.com](mailto:support@startmeeting.com) or visit [www.startmeeting.com/support](http://www.startmeeting.com/support).