

Advanced Video Conferencing


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This guide is about 3CX's advanced web conferencing features. For more information on creating a conference, please visit our video conferencing guide.

Video conference profiles

While creating your conference, in the Web Client or Windows, you can easily choose between two types of video conference: WebMeeting or Webinar.

To change the video conferencing profile in the Windows app:

1. Click the **"Settings"**  button.
2. Choose between **"WebMeeting Profile"** or **"Webinar Profile."**
3. There are default settings for each profile, but you can adjust them as per your preferences. You can specify:
 - Participants Rights: Audio, Video and Chat.
 - Meeting options: Allow Participant Control, everyone is an organizer, Organizer connects first, Hide Names.
 - Bandwidth Settings: Meeting Location and Bitrate.

Managing a Video Conference in WebMeeting

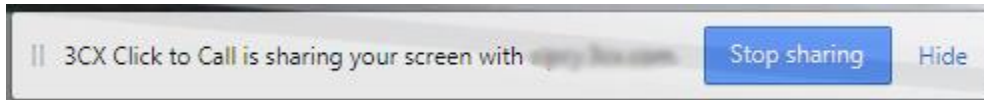


1. **“Turn Camera On/Off”** - Toggle on/off to enable/disable camera.
2. **“Mute/Unmute Audio”** - Toggle on/off to enable/disable microphone.
3. **“Record”** - select the recording format preset and click **“Start”** to begin recording your video conference or remote control session. When the meeting ends, the organizer receives an e-mail with the download link to the recorded video.
4. **“Screen Sharing”** - extremely helpful when conducting a product presentation or collaborating with colleagues. See more info below.
5. **“Share PDF”** - share documents on the spot.
6. **“Whiteboard”** - the ideal tool for brainstorming sessions, business presentations or online classrooms.
7. **“Polls”** - create surveys to get feedback from meeting participants.

Note: All shared PDF documents and recordings are kept on secure 3CX servers for up to seven (7) days after the meeting ends and then deleted.

Screen Sharing

Click on the **“Screen Sharing”** button on the top toolbar and select to share your whole screen or a single window, browser tab or application.



To stop screen sharing, click on the **“Stop Sharing”** button on the sharing status message.

Share PDF

Click the **“Share PDF”** button to upload and share PDFs from your **“Repository”** while in a meeting:

- The **“Shared Documents Repository”** window opens to **“Upload”**, **“Preview”** and **“Share”** PDF documents.
- All uploaded documents are saved automatically in the **“Shared Documents Repository”**.



- Double-click a document to share it on all of the participants' screens. Using the Share Document Toolbox at the bottom of the screen, participants can interact with the document using the Cursor, Marker, Eraser and Text tools.

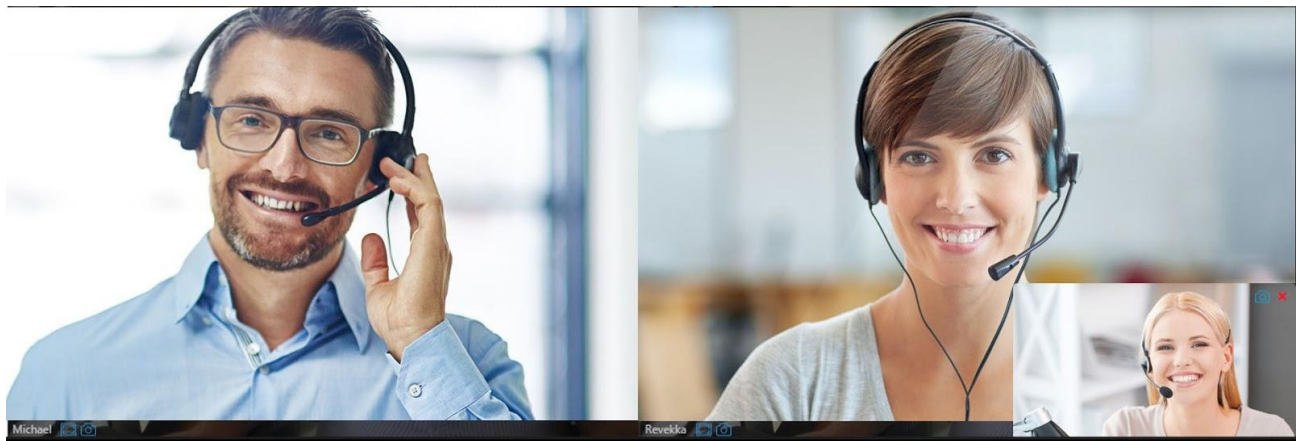
- To stop sharing the document, press the **“Stop Sharing”** button at the end of the toolbox.

Whiteboard

Click the **“Whiteboard”** button on the top toolbar while in a meeting and:

1. Choose a **“Blank”** or **“Dotted Grid”** template to use.
2. Meeting participants can use the Sharing Toolbar’s tools on a shared whiteboard.
3. To stop sharing the whiteboard press the **“Stop Sharing”** button.

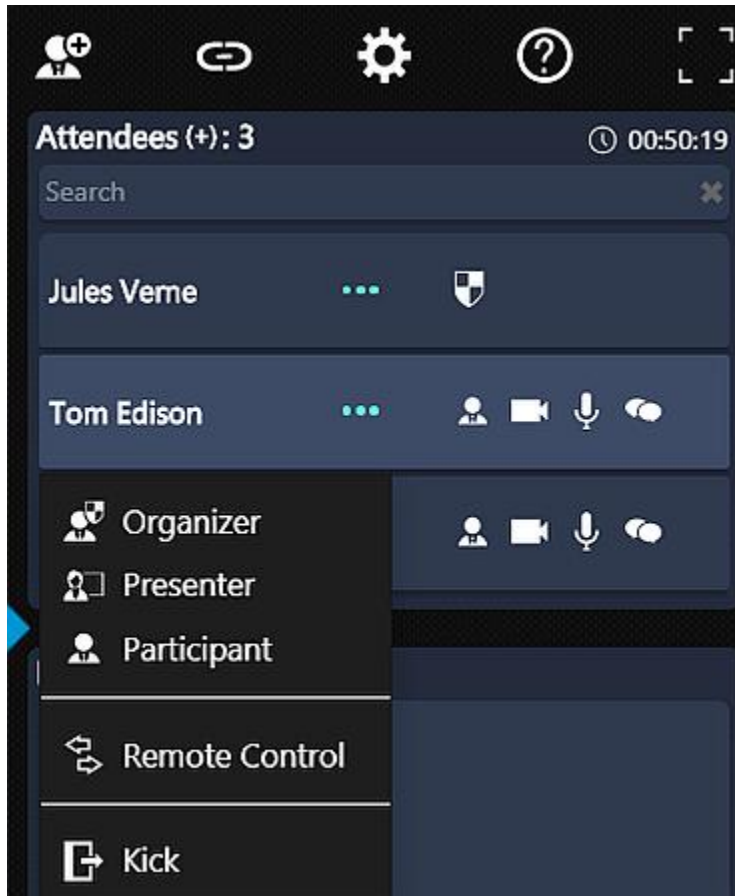
Screenshot



You can take quick screenshots via the **“Snapshot”** button on the lower left of each participant’s video frame. Screenshots taken are saved directly on the participant’s computer.

Moderate and Control Users

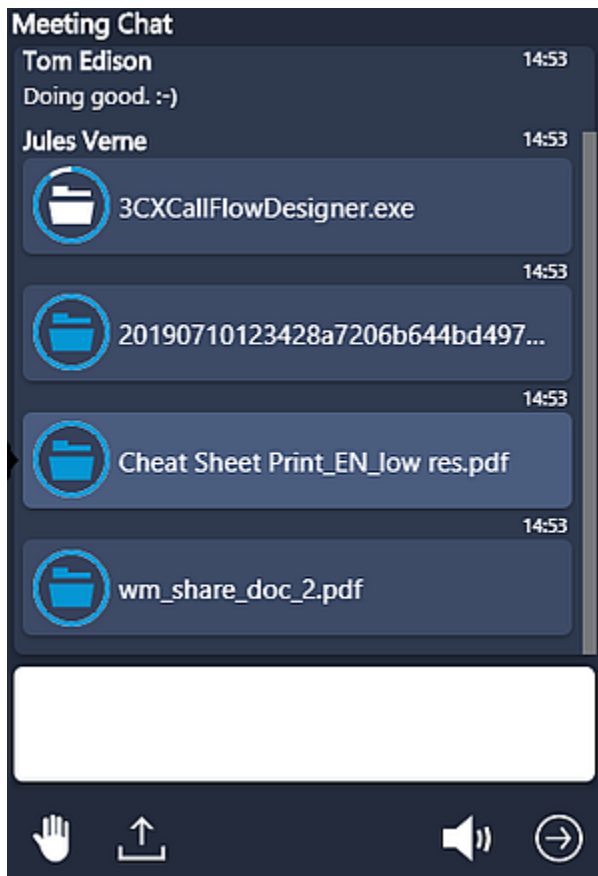
An organizer can perform actions and provide additional rights to participants depending on their role, by clicking on a participant's name and selecting:



- **“Organizer”** - Has full control of the web meeting and can use all the available features, as well as use the Remote Control function, control cameras, microphone and chat access. Organizers can also accept, reject or kick a user out of a meeting.
- **“Presenter”** - Can share screen, reply to remote control requests, polling and share files and PDF documents.
- **“Participant”** - Can participate, reply to remote control requests and polls, chat and open shared files.
- **“Remote Control”** - An excellent way to provide exceptional customer service and solve problems quickly and efficiently.
- **“Kick”** - Immediately remove a user out of a meeting. Kicked users can re-join a meeting, as **“kicking”** is not the same as banning a user.

Note: The meeting creator's role is denoted by a shield icon and cannot be moderated by other organizer(s).

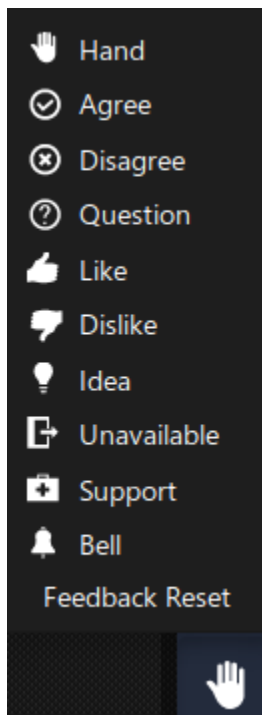
Shared Files



Use the **“Meeting Chat”** panel to share any file between meeting participants:

- Organizers and presenters can share files with size up to 64MB each, by:
- Drag-and-drop in the **“Meeting Chat”** panel.
- Clicking the **“File upload”** icon and selecting the file(s) to share.
- All participants can click on shared files to open and save on their PCs.
- Shared files are marked with a blue icon for the sharing participant and with a white icon to other participants.
- Shared files are kept on secure 3CX servers for the duration of the meeting and then deleted.

Reactions



All roles can react within a web meeting by clicking the **“React”** button and selecting their reaction, displayed in the **“Meeting Chat”** panel.

Remote Control Windows PCs

Remote Control Startup

You'll need to install the 3CX Remote Control application to use the remote control feature.

Please follow the steps below to continue.

The Remote Control application is not installed. It must be manually downloaded and installed.

Download and install

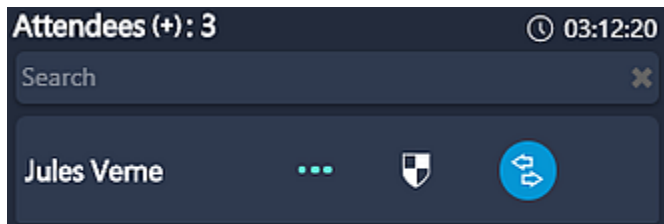
Cancel

This feature requires the **“3CX Remote Control Client”** for Windows 8.1+ x64 to be installed on a PC to be remotely controlled. If the Remote Control Client is not installed, you will be prompted to download and install it.

To initiate a WebMeeting remote control session:

1. Any meeting organizer can click on a participant's name in the **“Attendees”** panel and select to **“Remote Control”** their PC.
2. The participant on the other end can:

1. Click **“Yes”** on the **“Allow Remote Control”** on-screen prompt to accept the remote control request.
 2. Then click on **“Open 3CXWMMRemoteControl”** to authorize the Remote Control Client to open the associated link.
1. If the participant has multiple screens, the organizer needs to select the one to remotely control.



1. The organizer can click on the blue **“Remote Control”** icon to open the remote session dialog and optionally select another screen to control or end the remote session.

Note: To use a shared bidirectional text clipboard during the remote control session, the **“3CX Remote Control Client”** needs to be installed on both the organizer’s and participant’s PCs.

Meeting Rooms

3CX supports these virtual meeting rooms, as set by your system administrator:

- Private - For one-on-one meetings, ideal for support and customer service queues. Your personal extension’s or assigned queues’ Click to Meet URL can be used as a virtual Private room, enabling anyone to join from their browser as a participant via a:
 - Personal WebMeeting link - the system sends a notification e-mail or chat to the assigned extension.
 - Queue WebMeeting link - all member agents assigned to the queue receive a notification email or chat. Once a member agent clicks on the link and joins the WebMeeting, other members cannot join.
 - Shared - Organize group meetings, if the option **“Requires you to connect to meeting first”** is enabled by your PBX Administrator. Participants can join the meeting via the WebMeeting link:
 - Directly if the organizer has already joined.
 - After the organizer’s approval if the **“Approve Participants”** option is set by the PBX administrator for your extension to moderate participants.

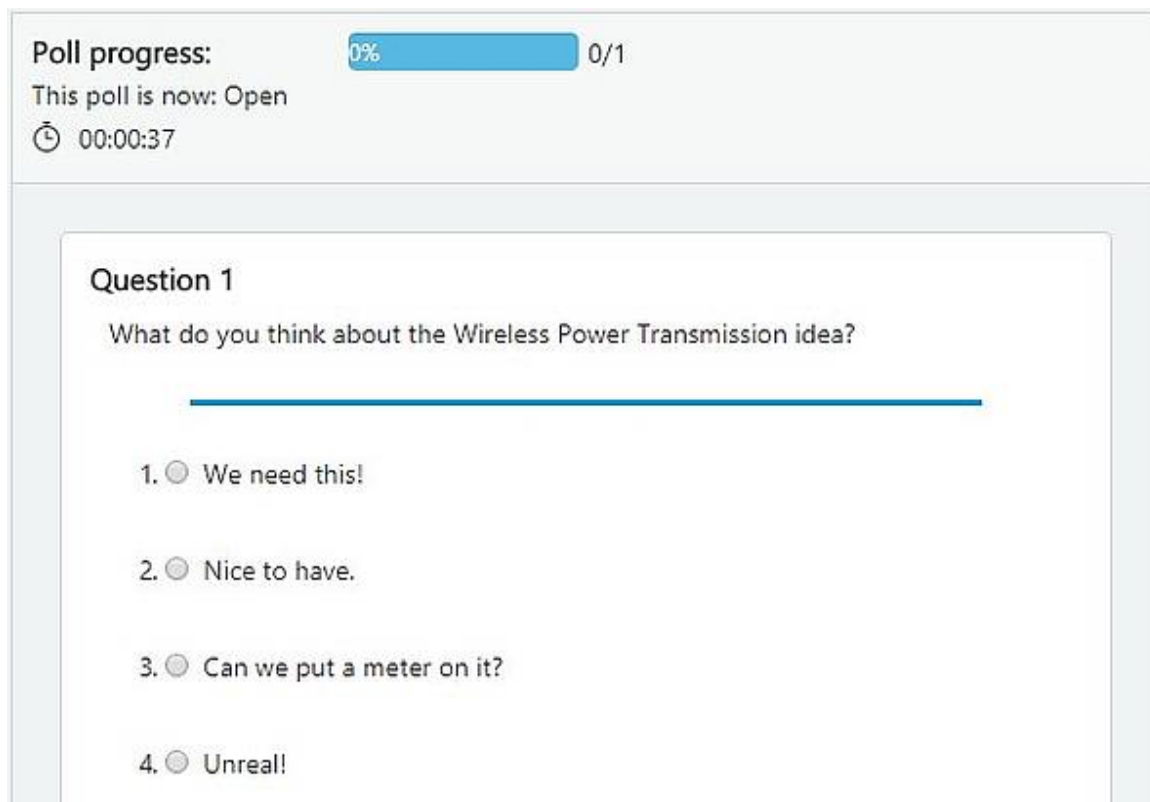
Notes:

- If the **“Approve Participants”** option is set, kicking a participant out of a WebMeeting enables the organizer to keep them from rejoining.

Create Surveys and Poll your Audience

With 3CX WebMeeting, organizers can actively engage with their audience and get their feedback by creating polls:

2. Click on the **“Start a new Poll”** button on the top toolbar to bring up the **“Polling Repository”** window.
3. In the **“Polling Repository”** window, you can create a **“New”** poll/survey and **“Edit”**, **“Delete”** or **“Submit”** an existing one.
4. Click on **“New”** to create a new poll.
5. Specify the poll’s title, duration, add questions and respective answer choices for the participants and click on **“Save”** to store the new poll in the **“Polling Repository”**.



The screenshot displays a poll interface. At the top, it shows 'Poll progress: 0%' with a blue progress bar and '0/1' next to it. Below this, it states 'This poll is now: Open' and a timer icon followed by '00:00:37'. The main content area is titled 'Question 1' and contains the question 'What do you think about the Wireless Power Transmission idea?'. Below the question is a horizontal line, and then four radio button options are listed: '1. We need this!', '2. Nice to have.', '3. Can we put a meter on it?', and '4. Unreal!'.

1. To share a poll with users to vote on, select the poll from the **“Polling Repository”** window and click on **“Submit”** to open on all participants’ screens (as shown above) with the questions and choices specified.
2. Organizers can monitor an active poll, the percentage completed, its status (Open or Closed), the time elapsed and a real-time summary of the participants’ answers.
3. Clicking on the **“Close Polling”** button completes the participant polling. Organizers can enable the **“Share Results”** option and then click on **“Create Report”**, to notify participants to download a PDF file with the poll results via the **“Open Report”** button.
4. Organizers can click on the **“Stop Sharing”** button to remove the poll from the participants’ screens and resume the meeting.

Retrieve your Personalized Click2Meet URL

Hi Nik,

Welcome to 3CX! This email contains important information about your extension and getting started - check out [Your Quick Reference Guide](#) for tips and how to's.

Your extension details

- Your extension number is "063"
- Your extension PIN is "5481". Check your voicemail from your deskphone by dialling 666 and entering your PIN.
- Your Click2Meet link is: <https://my-pbx.com/join/niktesla>. Share this link with your customers and colleagues to initiate an ad hoc web meeting.

Your Click2Meet URL set by the 3CX administrator, e.g.

, is sent to you in your Welcome Email and can be personalized to share via your email signature or on your website.

Important: We recommend using your personalized Click2Meet URL in **"Private Rooms"**.

Joining via a Click2Meet URL

People can join you in a video conference via the Click2Meet URL, if the PBX administrator has set the **"Notify me"** option for your extension or queue:

1. A third party clicks on the Click2Meet URL and 3CX WebMeeting opens in their browser.
2. An email and a chat message is sent to you, as a request by the participant to have an online meeting.
3. Click on the link provided in the message to join the meeting or ignore.

Note: For queues, once an agent joins the web meeting no other party can join, unless they are invited from within the meeting. When the meeting ends, agents receive a report via email.

Settings

To change the WebMeeting settings, click on the **"Settings"** icon on the right sidebar to control:

- **"Multimedia"** options including:
 - Video input source - Select Webcam to use
 - Audio input source - Select Microphone to use
 - Audio output device - Select Speaker to use
 - Meeting Quality
 - Device test - click on the **"Test"** button to do a device test
- Advanced Settings:
 - Full HD resolution in Quality Mode (High CPU usage)
 - Auto Gain Control - increases or decreases your mic's input and output automatically
 - Echo cancellation - removes echo caused by the mic picking up the speakers output

- Noise suppression - filters out very specific noises like keyboard typing
- **“Network”** - Technical info, ignore network warnings option, advanced statistics and graphs for troubleshooting connectivity issues
- **“Info”** - For more info on the current meeting and software version