TELUS Business Connect Video
User guide
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What platforms are supported?

Use TELUS Business Connect Video on any of these supported platforms.

**Operating systems**
- Windows 10 and later
- Mac OS X 10.7 and later

**Browsers**
- Google Chrome 75 and later
- Microsoft Edge 79 and later

**Mobile devices**
- iOS 10.0 and later
- Android 5.0 and later
TELUS Business Connect Video overview

TELUS Business Connect Video gives you the power to video conference with face-to-face meetings and enables you to share your desktops or documents with anyone, anywhere, at any time. Business Connect Video is designed for open exchange and interactive communications. Use Business Connect Video to start instant meetings, invite participants and record meetings for later reference.

Start using TELUS Business Connect Video in the TELUS app.

After your system administrator has installed the Business Connect Video app, you can start or join a Business Connect Video meeting directly in the TELUS app on any supported device.

1. In the TELUS app, select Meetings to start, schedule or join meetings.
2. Press Start to launch instant meetings or Join to enter a meeting by providing a Meeting ID.

Start using TELUS Business Connect Video in a browser.

After your system administrator has installed the Business Connect Video app, you can start or join a Business Connect Video meeting directly via a Google Chrome browser window on any supported device.

4. At the prompt, choose whether to Allow or Block use of microphone and camera.
5. Click Sign in to access the full range of Video application options, or click Join a Meeting and enter the meeting ID and your name to join a scheduled meeting. Click Start to instantly begin a new meeting.
Using TELUS Business Connect Video with Microsoft Outlook

Installing TELUS Business Connect Video add-in for Outlook.
You can install TELUS Business Connect Video add-in to Outlook to schedule meetings more easily.

1. From Outlook, click Get add-ins.

2. Click My add-ins.

3. Click Add a custom add-in.

4. Click Add from URL.

5. Enter the add-in manifest file URL.

6. Click OK.

7. Click Install.

Connecting your Outlook calendar.
Link Microsoft Outlook 365 to TELUS Business Connect Video.

1. Log in to TELUS Business Connect Video and Connect calendar.

2. Click Connect for Outlook Calendar.

3. Log in to Microsoft.

4. If already logged in, select your account.

5. When prompted, click Accept.

To use a plug-in feature to schedule a Business Connect Video, click Install Plug-in. Follow the installation instructions and click Done.

Schedule from Outlook.

1. Once logged in, click Schedule.

2. Click the Calendar drop-down menu.

3. Select Outlook.


5. Update the meeting information.

Using the Outlook add-in.
Automatically populate the meeting details in your invite.

1. In Outlook, create a new meeting.
   Set the time and invite the participants

2. Click Add TELUS Business Connect Video.

3. Sign in.

4. Select options.

5. Click Add meeting.

6. Send the invitation.
Using TELUS Business Connect Video with Google

Connecting Google Calendar to TELUS Business Connect Video.
Link Google Calendar to Business Connect Video, allowing you to schedule meetings for the way you work.

1. Once logged in, click **Connect calendar**.

2. Click **Connect for Google Calendar**.

   ![Connect Calendar](image1)

3. Log in to Google.
4. If already logged in, select your account.
5. When prompted, click **Allow**.
6. Select the appropriate options.
7. Click **Allow** to confirm.
8. Click **Done**.

Scheduling a meeting using Google Chrome.
You can schedule TELUS Business Connect Video meetings directly in a Google Chrome browser window on any supported device.

1. Once signed in, click **Schedule**.

2. Select setting choices for your meeting.
3. In the **Calendar** drop-down menu, select the preferred app. If you select **Other**, you can copy and paste the meeting invitation to your preferred app.
4. Click **Schedule**. TELUS Business Connect Video opens a new browser tab for your calendar where you can set the meeting date and time, check attendees' schedules, and invite others. If using iCal on a Mac, the iCal file automatically downloads.
Scheduling from Google Calendar.
Using TELUS Business Connect Video to automatically add your information.

1. Log in and click **Schedule**.
2. Click the **Calendar** drop-down menu.
3. Select **Google Calendar**.
4. Click **Schedule Meeting**. A new browser tab for Google Calendar opens.
5. Update the meeting information and click **Save**.

Scheduling a meeting on behalf of others using Google Chrome.
You can schedule TELUS Business Connect Video meetings for others directly in a Google Chrome browser window on any supported device. Using the **Schedule for** drop-down menu, you can designate the name for whom the meeting is being scheduled without having to access the other account.

Ensure your system administrator has assigned permission to create meetings for others.

1. Sign in and click **Schedule**.
2. Click the **Schedule for** drop-down menu and designate for whom you will be scheduling the meeting.
3. Choose the name for whom you are scheduling the meeting.
4. In the **Calendar** drop-down menu, select the preferred app. If you select Other, you can copy and paste the meeting invitation to your preferred app.
5. Click **Schedule**. TELUS Business Connect Video opens a new web tab or page for your selected or default calendar where you can set a meeting date and time, check coworkers’ schedules and invite others. If using iCal on a Mac, the iCal file automatically downloads.
Using the TELUS Business Connect Video app

Scheduling a meeting in the TELUS Business Connect Video app.

You can schedule Business Connect Video meetings directly in the TELUS Business Connect Video app on any supported device.

1. From the Video option, click **Schedule**.
2. Choose the meeting date, time and options.
3. Click **Next** (the arrow icon).
4. Click **Schedule**.

Audio settings for TELUS Business Connect Video

Adjusting audio settings before joining a meeting.

By default, TELUS Business Connect Video uses your system settings for the microphone, speakers or headphones, and camera.

1. Click the gear icon to access **Settings**.
2. Scroll down to **Meetings** and choose **Meeting Settings** and click **Edit**.
3. Select **Audio and video** to choose speakers, microphone and camera, other than the default selections.
4. Click **Done**.
Selecting audio options.

Choose how you listen to meeting audio by selecting from your computer, dialing in or having Business Connect Video call you.

1. If using computer audio through your connected device, select either:
   - **Join Audio by Computer:** TELUS Business Connect Video uses the default speak settings on your connected device.
   - **Or Continue Without Audio:** Select this option if you’re already dialed in or are receiving audio from another source like a conference room speaker and don’t need audio playback.

You also can choose to automatically use computer audio when joining meetings in the future.

2. If you choose to dial into the meeting, click **Dial In.**

Use the information presented to connect to the meeting.

Then, click **Got it.**

3. If you choose to have TELUS Business Connect Video call you, click **Call me.**

Enter the telephone number. If used previously, select the preferred telephone number from the drop-down list.

Then, click **Call Me.**

Answer the incoming call.
Adjusting audio settings after joining a meeting.
By default, TELUS Business Connect Video uses your device settings for the microphone, speakers/headphones and camera.

1. Click Settings.
2. Click Audio and video.
3. To test the speakers, click Test. If you can’t hear the test audio, change the playback settings by clicking the Speakers drop-down menu and selecting a new device.
4. The microphone becomes active and updates as the system detects audio input. If you’re not seeing it move, click the Microphone drop-down menu and select a new device.
5. If the correct video doesn’t display under the Camera section, click the Camera drop-down menu and select a new camera.
   Note: If the video preview is black, ensure your camera isn’t covered.
6. Click Save.

Changing audio options while in a meeting.
Change how you listen to the meeting audio by selecting an option: from computer, dialing in or having TELUS Business Connect Video call you.

1. Click Join Audio.
2. If choosing to use computer audio through your connected device, select:
   Join Audio by Computer
   TELUS Business Connect Video uses the default speaker settings on your connected device.
   or
   Continue Without Audio
   Select this option if you already dialed in or are receiving audio from another source like a conference room speaker.
   You also can choose to automatically use computer audio when joining meetings in the future.
3. If you choose to dial into the meeting, click Dial in.
4. Use the information presented to connect to the meeting, then click Got it.
5. If you choose to have Business Connect Video call you, click Call me.
6. Enter the telephone number. If used previously, select the telephone number from the drop-down list, then click Call Me.
7. Answer the incoming call.
Controlling TELUS Business Connect Video

Meeting controls

1. **Full screen**
   Change the window size to full screen.

2. **Join Audio or Mute/Unmute**
   Change your audio option. When joined, use the same button to mute/unmute your microphone.

3. **Turn on/off video**

4. **Share your screen**
   Shows options to display your screen.

5. **Invite**
   Add additional participants to the meeting.

6. **Show participants**
   Display meeting participants.

7. **Chat**
   Display the chat window to further collaborate with participants.

8. **Record**
   Start recording the meeting.

9. **Settings**
   Show settings for Visible participants, Audio and video, Calendar, Manage delegates, Preferences, and My account, and send feedback.

10. **Leave meeting**
    Options for ending or leaving the meeting.

Sharing content

Choose what content to share during the meeting. You can choose to share your screen, a specific application or a browser tab.

1. Click **Share Your Screen**.

2. If choosing to share an entire screen, select **Your Entire Screen**. When using multiple screens, select the appropriate screen to share.

3. If you choose to share a specific application, select **Application Window**. When multiple applications are open, select the appropriate app.

4. If you choose to share a specific browser tab, select **Chrome Tab**. When you have multiple tabs, select the appropriate tab.

5. Click **Share**.
Adding participants
As a host, add new participants to a meeting by copying a meeting link, calling directly or sending an invite by email.

1. Click the Add Participants icon.
2. To invite a new participant by calling them, choose Invite by Phone from the selection list and enter the number to call.
3. To invite a new participant by email, choose Invite by Email from the selection list. Your default mail client will open. Enter the invitee’s email information and send.
4. If you choose to copy a meeting link, click Copy meeting link. Then, paste the meeting link into your message or other app.

Managing participants
As host, you have options to control participant interaction within the meeting.

Click Show Participants.
The following options are available:

1. Search
   Find participants within the meeting.
2. Lock/Unlock
   Allow or prevent others from joining the meeting.
3. Mute all
   Mute all participants during the meeting.
4. Unmute all
   Unmute all participants during the meeting.
5. Mute/Unmute participant
   Mute or unmute a specific participant.
6. Turn On/Off video
   Turn camera on or off for a specific participant.
   Note: the participant must have turned on their camera for their video to display.
Chatting with other participants
During a meeting, you can chat with other participants.

1. Click **Show participants**
2. Click **Chat**
3. Enter your message
4. Other chat messages display
5. Click **Close** to close the Chat window

Retrieving a recording
Access your previous recordings during a meeting or any time by accessing TELUS Business Connect Video.

1. Click **Recordings**
2. Locate the appropriate meeting by scrolling through the meeting list or by searching for the meeting.
3. Click the meeting. Once displayed, you can select the following options.
4. **Play recording**
   Play the audio and any shared content.
5. **Player controls**
   Fast-forward or rewind the recording.
6. **Full Screen**
   Play the recording in full screen.
7. **Download recording**
   Save a recording locally on your connected device.
8. **Delete**
9. **Share recording**
   Locate the team member with whom you want to share the recording.
10. When complete, click **Back** to recordings.

End meetings
As a host, you can leave the meeting or end the meeting for all.

11. Click **Leave meeting**
12. To leave the meeting, click **Leave meeting**.
13. To end the meeting as a host, click **End meeting for all**.

If the meeting is being recorded, the recording stops.