



# TELUS Business Connect Video

User guide

# Contents

<b>What platforms are supported?</b>	<b>3</b>
<b>TELUS Business Connect Video overview</b>	<b>4</b>
Start using TELUS Business Connect Video in the TELUS app	4
Start using TELUS Business Connect Video in a browser	4
<b>Using TELUS Business Connect Video with Microsoft Outlook</b>	<b>5</b>
Installing TELUS Business Connect Video add-in for Outlook	5
Connecting your Outlook calendar	5
Schedule from Outlook	5
Using the Outlook add-in	5
<b>Using TELUS Business Connect Video with Google</b>	<b>6</b>
Connecting Google Calendar to TELUS Business Connect Video	6
Scheduling a meeting using Google Chrome	6
Scheduling from Google Calendar	7
Scheduling a meeting on behalf of others using Google Chrome	7
<b>Using the TELUS Business Connect Video app</b>	<b>8</b>
Scheduling a meeting in the TELUS Business Connect Video app	8
Adjusting audio settings before joining a meeting	8
<b>Audio settings for TELUS Business Connect Video</b>	<b>8</b>
Selecting audio options	9
Adjusting audio Settings after joining a meeting	10
Changing audio options while in a meeting	10
<b>Controlling TELUS Business Connect Video</b>	<b>11</b>
Meeting controls	11
Sharing content	11
Adding participants	12
Managing participants	12
Chatting with other participants	13
Record a meeting	13
Retrieving a recording	13
End meetings	13

# 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.

3. From Google Chrome, sign in to <http://v.ringcentral.com>.
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.

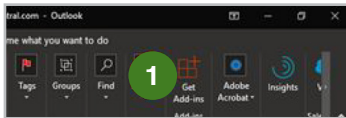


# Using TELUS Business Connect Video with Microsoft Outlook

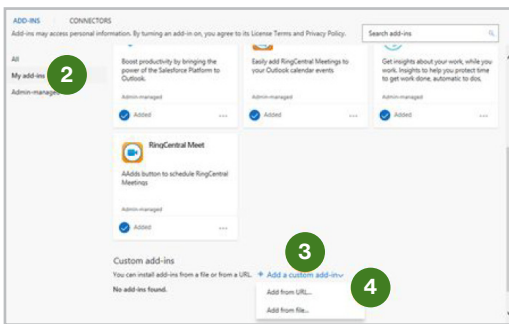
## Installing TELUS Business Connect Video add-in for Outlook.

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

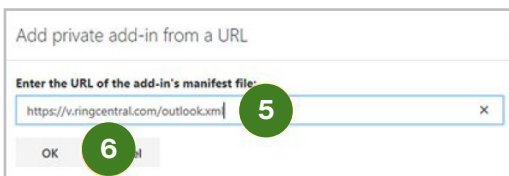
1. From Outlook, click **Get add-ins**.



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**.

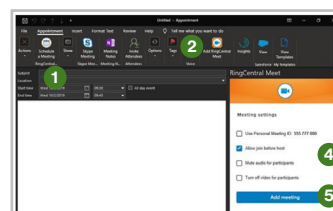
## Schedule from Outlook.

1. Once logged in, click **Schedule**.
2. Click the **Calendar** drop-down menu.
3. Select **Outlook**.
4. Click **Schedule**. A new browser tab with Outlook 365 opens.
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.

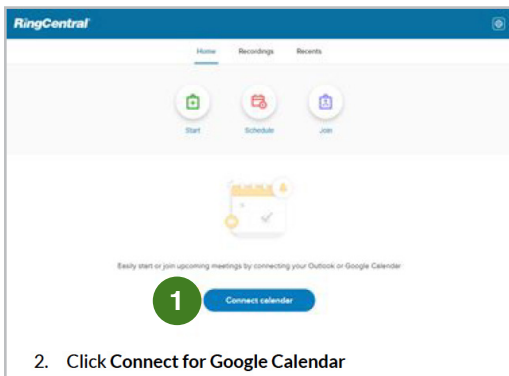


# Using TELUS Business Connect Video with Google

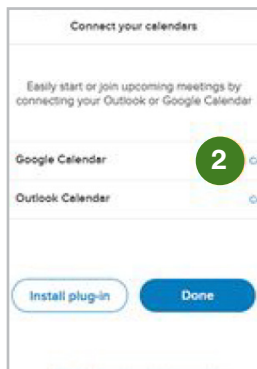
## Connecting Google Calendar to TELUS Business Connect Video.

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**.

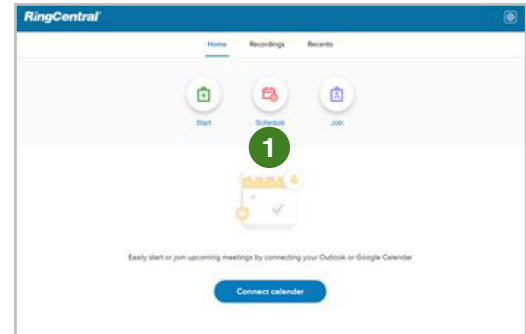


3. Log in to Google.
4. If already logged in, select your account.
5. When prompted, click **Allow**.
6. Select the appropriate options.
7. Click **Allow** to confirm.
8. Click **Done**.

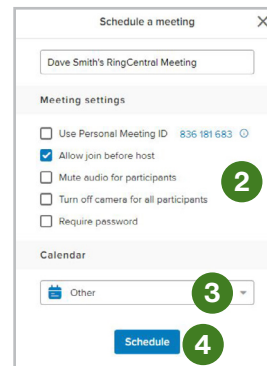
## Scheduling a meeting using Google Chrome.

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**.



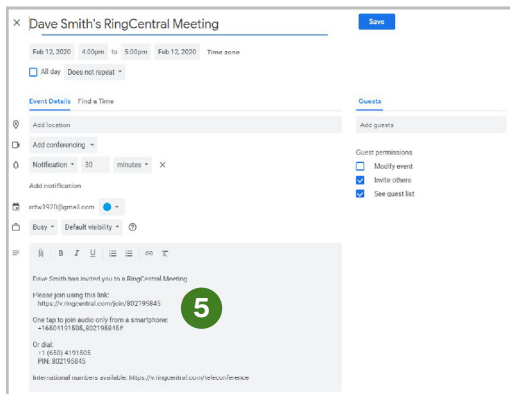
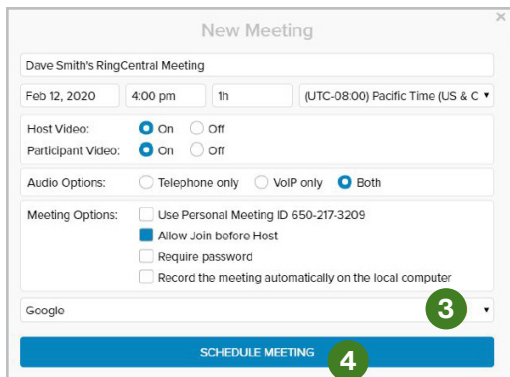
2. Select setting choices for your meeting.
3. In the **Calendar** drop-down menu, select the preferred app. If you select **Other**, you can copy and paste the meeting invitation to your preferred app.
4. Click **Schedule**. TELUS Business Connect Video opens a new browser tab for your calendar where 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**.

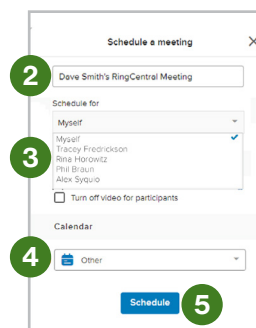
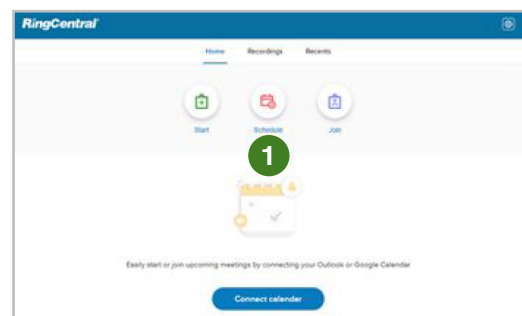


## Scheduling a meeting on behalf of others using Google Chrome.

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.

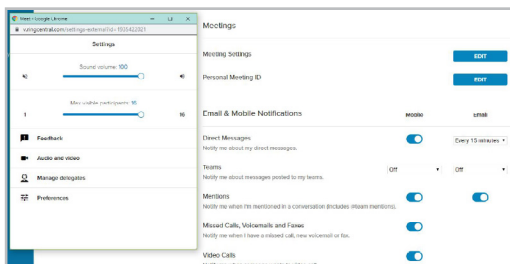
1. From the Video option, click **Schedule**.
2. Choose the meeting date, time and options.
3. Click **Next** (the arrow icon).
4. Click **Schedule**.

## 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.

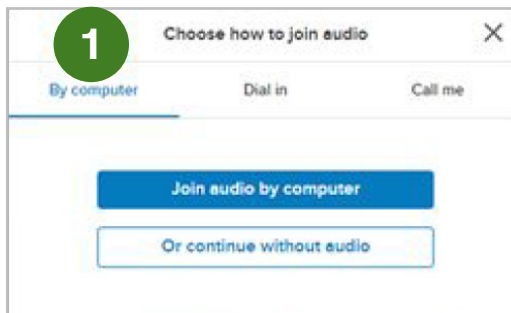
Choose how you listen to meeting audio by selecting from your computer, dialing in or having Business Connect Video call you.

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.

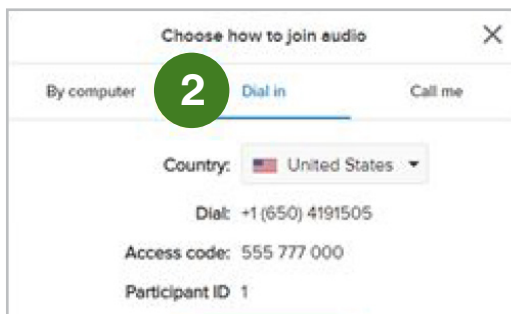
You also can choose to automatically use computer audio when joining meetings in the future.



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**.

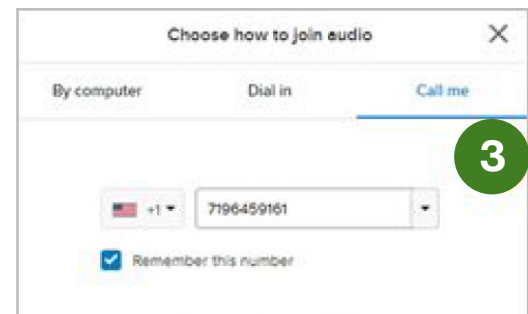


3. If you choose to have TELUS Business Connect Video call you, click **Call me**.

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.

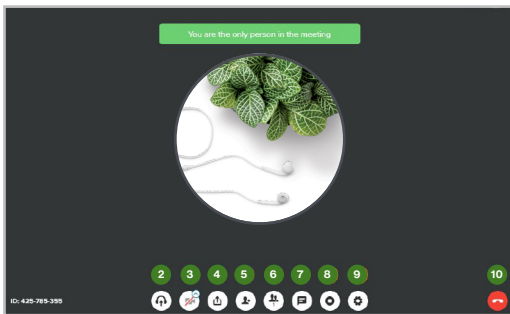
You also can choose to automatically use computer audio when joining meetings in the future.

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.

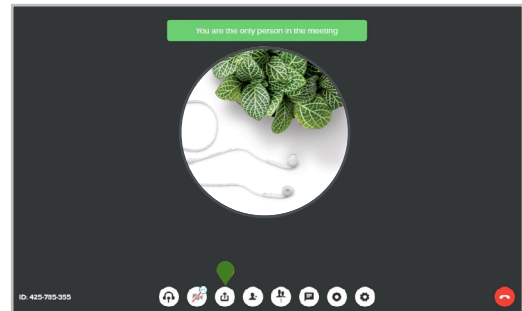


- 6. Show participants**  
Display meeting participants.
- 7. Chat**  
Display the chat window to further collaborate with participants.
- 8. Record**  
Start recording the meeting.
- 9. Settings**  
Show settings for Visible participants, Audio and video, Calendar, Manage delegates, Preferences, and 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.

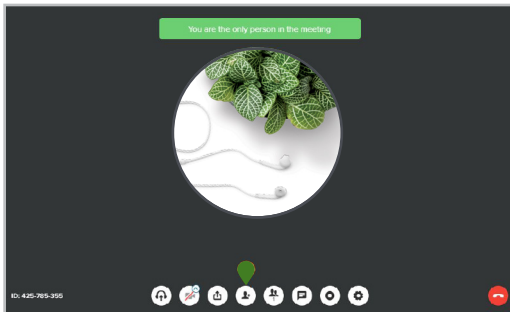
- 1. Click Share Your Screen.**
- 2. If choosing to share an entire screen, select Your Entire Screen.** When using multiple screens, select the appropriate screen to share.
- 3. If you choose to share a specific application, select Application Window.** When multiple applications are open, select the 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.



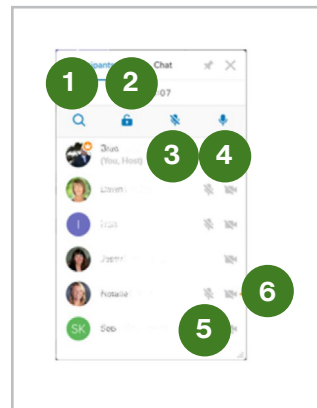
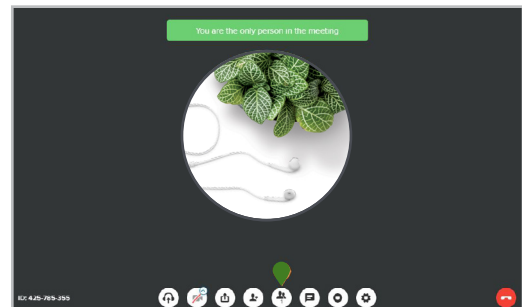
## Managing participants

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

Click **Show Participants**.

The following options are available:

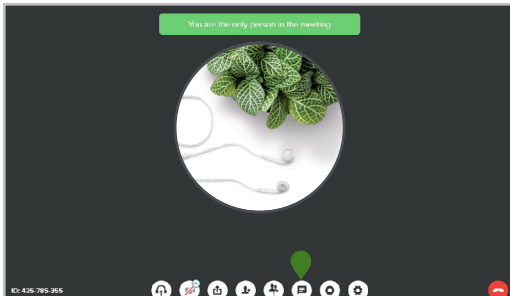
1. **Search**  
Find participants within the meeting.
2. **Lock/Unlock**  
Allow or prevent others from joining the meeting.
3. **Mute all**  
Mute all participants during the meeting.
4. **Unmute all**  
Unmute all participants during the meeting.
5. **Mute/Unmute participant**  
Mute or unmute a specific 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



## Record a meeting

To record your meeting:

1. Click **Record**.



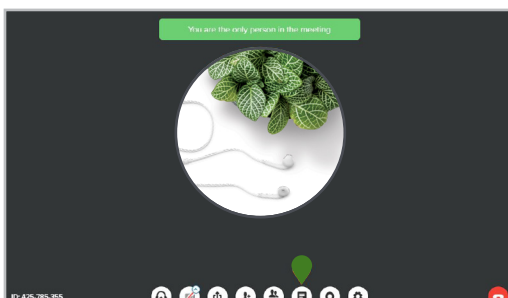
2. The recording timer appears.



3. To stop recording, click **Stop**.



The recording automatically stops when the meeting is over.



## 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.

