

Wizyconf Videoconference - User Guide WMS 5

i Wizyconf is the first professional easy-to-use video conference.

Min supported version: WMS 5

Created: June 2020

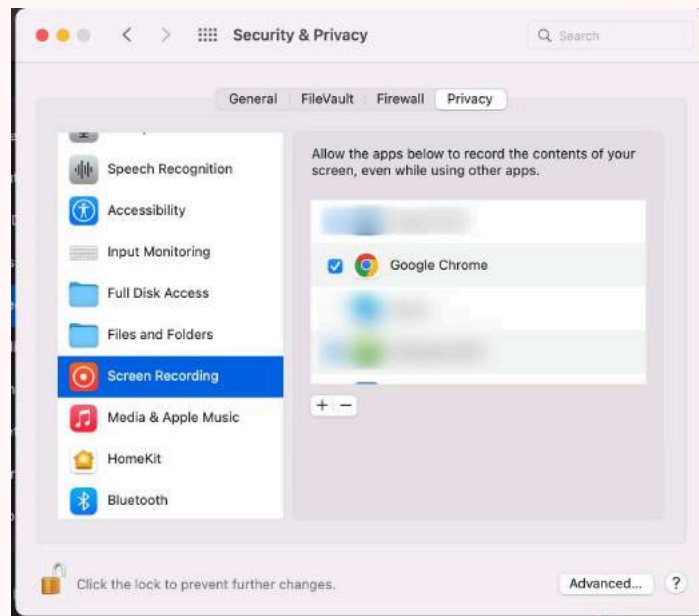
Updated: June 2022

Permalink: https://wildix.atlassian.net/wiki/x/_AL0AQ

! Screen sharing issue on macOS using Google Chrome
Due to detected issues in Google Chrome, it might be impossible to use screen sharing.

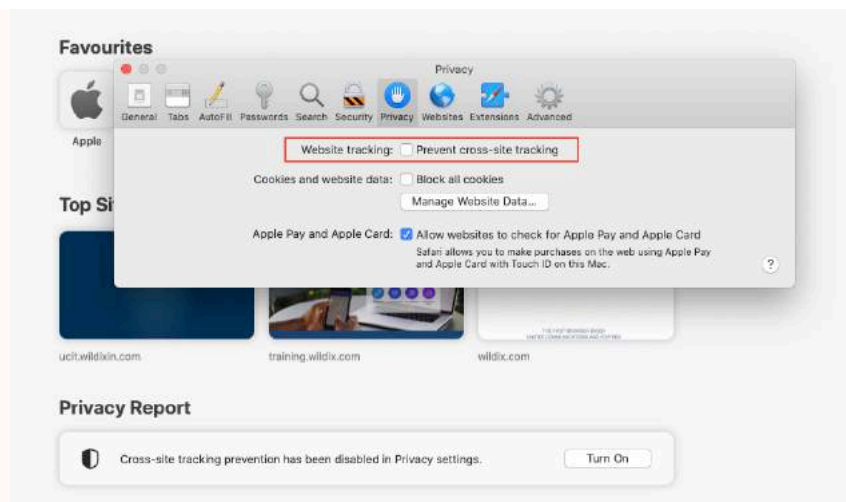
To resolve the issue, take the following steps:

1. Update Chrome to the latest version
2. Refresh permissions: go to macOS System Preferences -> *Security & Privacy* -> *Screen Recording* -> uncheck and check *Google Chrome* checkbox



! Temporal limitation for macOS users:
for the Wizyconf to work on Safari web browser, please follow the steps below:

1. Open Safari web browser -> *Preferences* -> *Privacy* tab
2. Make sure the option *Website tracking: Prevent cross-site tracking* is unchecked



This limitation concerns only PBX users. External participants using Safari web browser are not affected.

- Requirements
 - Limitations compared to Wizyconf web interface for WMS versions lower than 5
- Wizyconf additional equipment
- Create a conference room
 - Schedule a conference
- Access a conference room
 - Access from email invitation
 - Access for external users
 - Access from Collaboration
 - Video Conference dialog
 - Chat invitation
 - Access from smartphone
 - PBX user
 - External user
 - Access from Vision/ SuperVision phones
 - Access from Wizyconf Conference Room (Wizyconf station)
 - Access in audio-only mode
- Tutorials and updates
 - The basics tutorial
 - New features
- Conference controls
 - Users start with mic/ cam off
 - Microphone, Speakers and Camera settings
 - Set a background picture
 - Push-to-talk
 - Video quality
 - Language settings
 - Invite more participants / share the conference link
 - From within the conference
 - From Collaboration
 - Toggle between Tiles view and Sidebar view
 - Pin a user
 - Chat and private messages

- Polls
- Adjust microphone volume of certain participants
- Screen sharing
- Share a YouTube video
- Raise your hand/ Send reactions/gifs
- Moderator control options
 - Mute users
 - Disable users' camera
 - Expel users from a conference
 - Conference recording
 - Live streaming
- Exit and delete a conference room
- Miscellaneous
 - Speaker stats
 - Talk ratio and Hints
 - Enable Hints
 - Connection quality indication
 - Manage sound settings
 - Edit a conference room
 - Keyboard shortcuts

Requirements

Browser

- Google Chrome
- Chromium
- Safari 12.1.X and higher
- Microsoft Edge 79.0.309 and higher
- Firefox

For Screen Sharing:

- Chrome v. 72
- Firefox v. 66+

Wildix licenses:

- UC-Business or UC-Premium for each user who needs to be able to create a conference room (more information: <https://www.wildix.com/licensing/>)

Ports to open on firewall

Check here: [Ports used by Wildix services.](#)

Bandwidth requirements

The bandwidth used by Wildix Videoconference is adaptive and varies to provide the best experience on participants' network.

Minimum bandwidth required:

- Outbound from the participant: 300 kbps
- Inbound to the participant: 300 kbps

Ideal bandwidth:

- Two-person video calls:

- Outbound from the participant: 2.6 mbps
- Inbound to the participant: 2.6 mbps
- Group video calls:
 - Outbound from the participant in all situations: 2.6 mbps
 - Inbound to the participant with 5 participants: 3.2 mbps
 - Inbound to the participant with 10 participants: 4.0 mbps



It is possible to decrease bandwidth consumption by selecting a lower video quality level in options, see the chapter [Video quality](#).

Number of participants in a conference

- Video: Currently the number of users who can share their videos is not limited – it's possible to see all the users who are sharing their videos in Tiles view, however for the optimal performance we do not recommend to exceed 70 users in case all of them share their videos



You can also consider [live streaming](#) option--in this way you can create a conference only with those users who need to speak and stream their video, while others can watch and comment.

Limitations compared to Wizyconf web interface for WMS versions lower than 5

- Impossible to invite users directly from the Video conference web interface (it is possible to copy the link and send the invitation via email, but not via chat)
- No audio invitations (previously it was possible to call invited users right from the conference room)
- Impossible to start a screen sharing without entering a conference (currently impossible to start screen sharing to Wizyconf conference station without entering the conference)
- No link sharing option
- Audio/ video Settings dialog is no longer displayed when accessing a conference

Wizyconf additional equipment

To ensure efficient collaboration during videoconferencing in small and large meeting rooms, Wildix offers some additional equipment:

- Wizyconf Huddle-Room: for 2-3 people sitting in front of PC/ laptop – a speakerphone with a 120° wide angle Full HD webcam and 360° microphone. More information: [Wizyconf Huddle-Room Quick Start Guide](#)
- Wizyconf Conference Room - the first professional easy-to-use web conference – a fully equipped conference room: [Wizyconf Conference Room - Documentation](#)

Create a conference room



To be able to create a conference room, you need to be Wildix PBX user with a UC-Business or UC-Premium licence assigned.
Conference rooms can be created only from Collaboration interface.

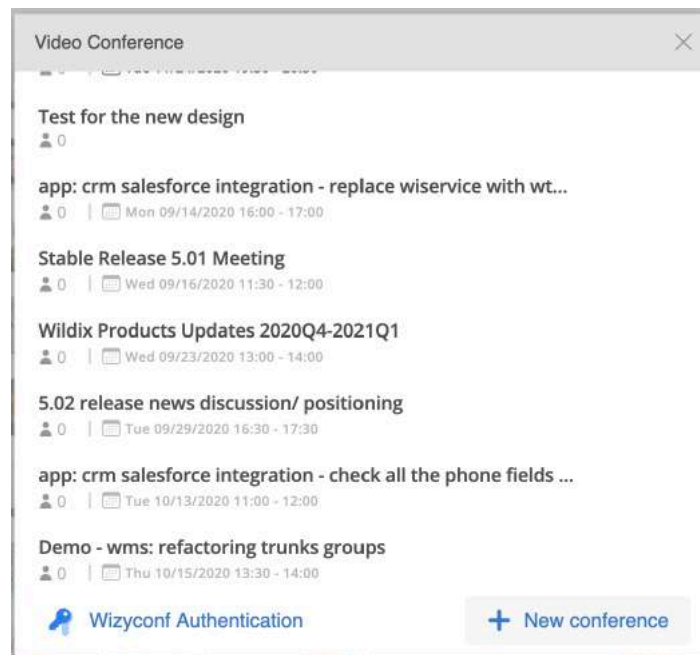
To create a new conference room:

1. Access Wildix Collaboration

2. Click on the blue **Video Conference** icon (Screen icon) in the top menu:

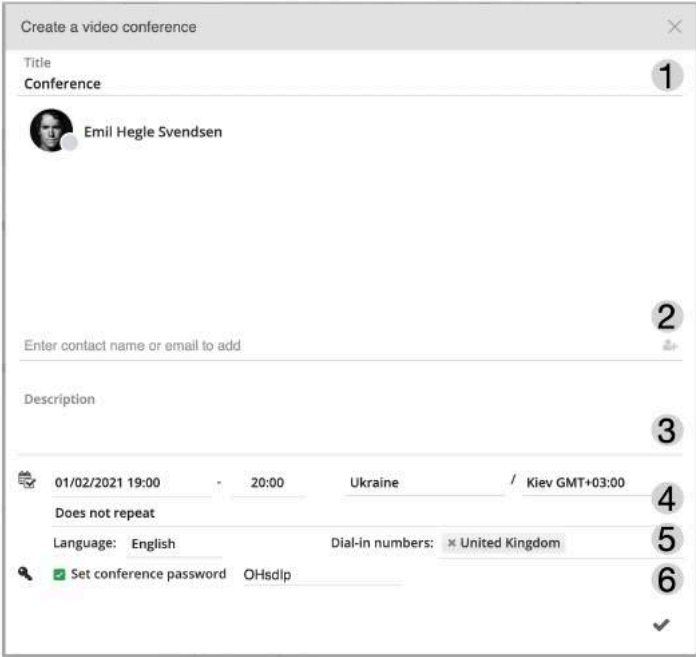


3. Video Conference dialog opens, click **+ New conference** in the lower right-hand side of the screen:



4. Fill out the following fields:

- 1 - *Title*: enter conference title
- 2 - *Invite participants* (optional): start typing a name into the search field to invite a user / a contact or enter the email address to invite any external user via email
- 3 - *Description* (optional): add a description of your event (if filled out, the description field will be present in the email invitation sent to participants)
- 4 - *Conference scheduling* (optional): tick off the **Calendar** icon, then select the date and the time of your conference, timezone and set up recurring video conferences (see the chapter [Schedule a conference](#))
- 5 - *Language* (optional): change the language of an invitation email and separately select dial-in numbers (you can select 2 countries)
- 6 - *Set conference password* (optional, available starting from WMS v. 5.02.20201023.2): protect a conference with a password, 2 passwords are generated automatically: 1 - for a web conference (can be changed), 2 - for dial-in numbers and Wizyconf Station (cannot be changed). For a web conference access, a password length is from 6 to 10 symbols, including numbers, upper and lower case letters; for dial-in and Wizyconf Station access, password consists of 6 numbers



Create a video conference

Title
Conference 1

Emil Hegle Svendsen

Enter contact name or email to add 2

Description 3

01/02/2021 19:00 - 20:00 Ukraine / Kiev GMT+03:00 4

Does not repeat

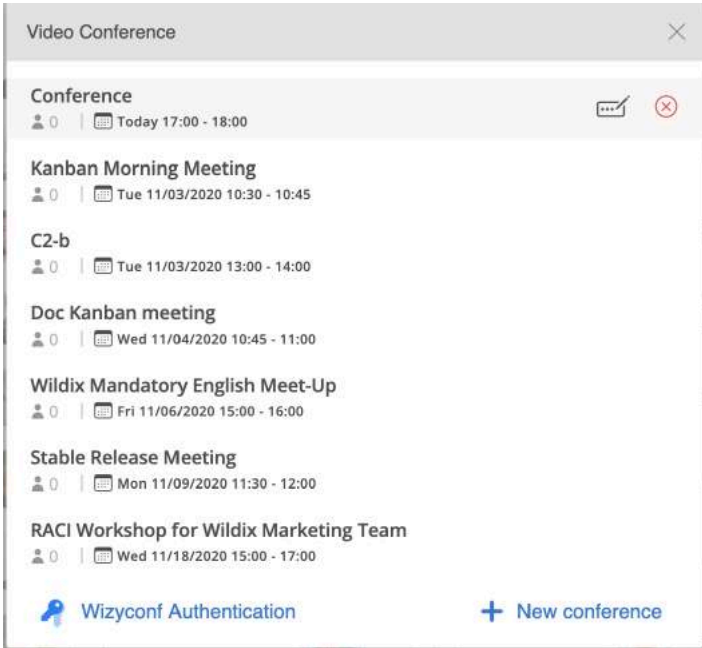
Language: English Dial-in numbers: x United Kingdom 5

☒ Set conference password OHsdlp 6

✓

(After you have filled in the fields): Click **Tick** icon to save the room

5. The conference is added to the list and you can find it by its title:



Video Conference

Conference

0 | Today 17:00 - 18:00

Kanban Morning Meeting

0 | Tue 11/03/2020 10:30 - 10:45

C2-b

0 | Tue 11/03/2020 13:00 - 14:00

Doc Kanban meeting

0 | Wed 11/04/2020 10:45 - 11:00

Wildix Mandatory English Meet-Up

0 | Fri 11/06/2020 15:00 - 16:00

Stable Release Meeting

0 | Mon 11/09/2020 11:30 - 12:00

RACI Workshop for Wildix Marketing Team

0 | Wed 11/18/2020 15:00 - 17:00

 Wizyconf Authentication  New conference

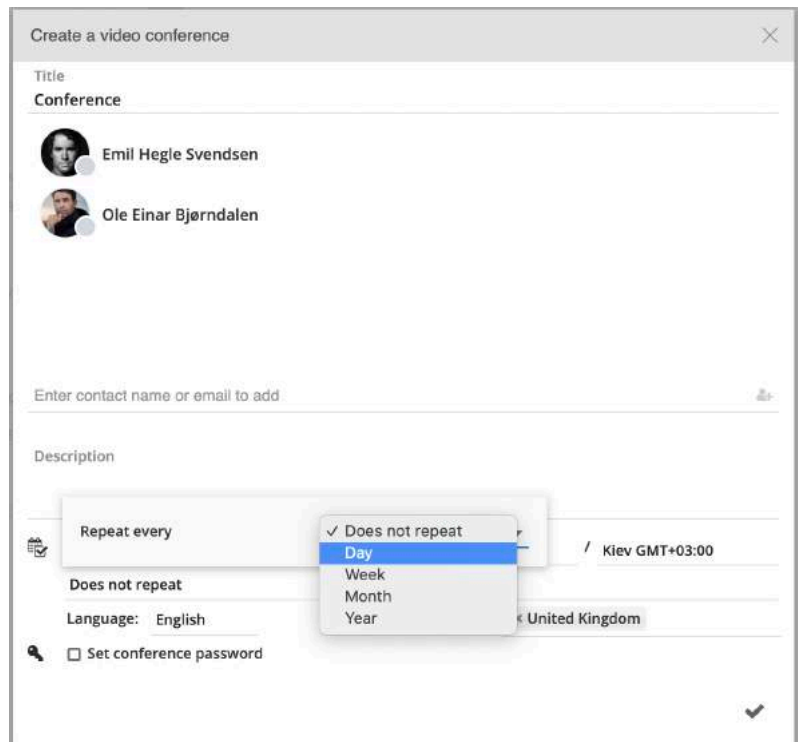
Now you can click on the conference to join it.

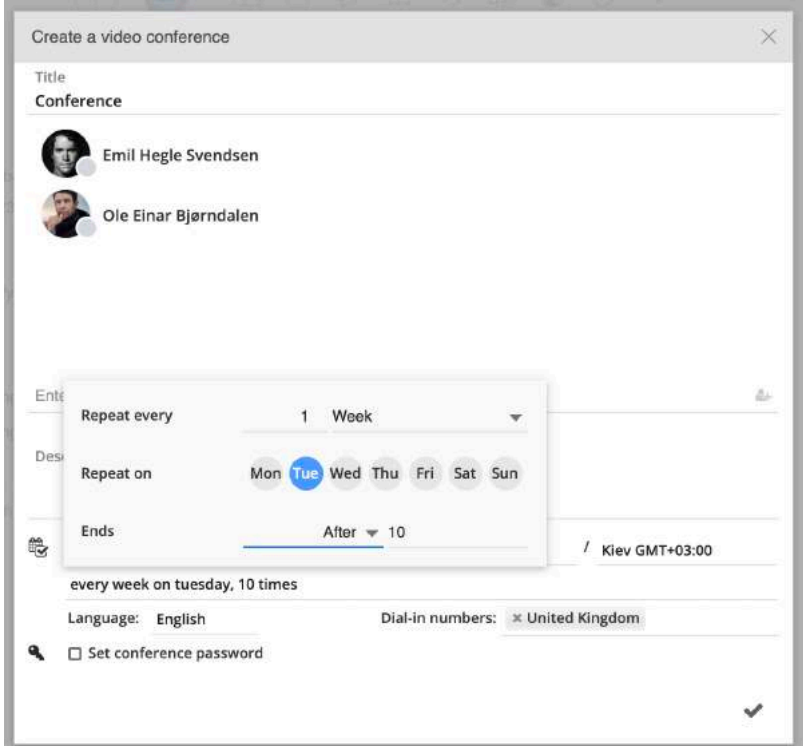
! Conference room is deleted automatically after 30 days of inactivity.

Schedule a conference

It is possible to schedule the conference or set it up as a recurring event the moment when you create a new conference room, or any time by editing an existing conference room:

1. Open the conference dialog from Collaboration
2. Tick off the *Calendar* icon (*Schedule*) in the bottom of the dialog
3. Select the date and the time of your conference, select the timezone
4. (If you wish to set up a recurrent event): click **Does not repeat** and set up the recurrence:





5. Click **Tick** icon in the lower right-hand side of the Video Conference dialog to save changes

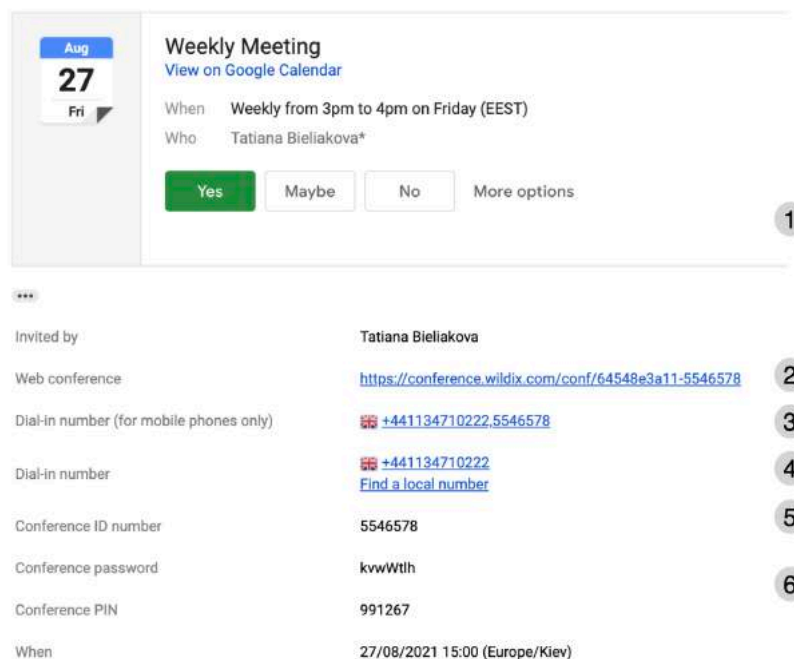
 Scheduled/ recurrent event is automatically added to your calendar with the link to the conference.

Access a conference room

It is possible to access a conference room via web (via a link), or in audio-only mode (by calling the provided phone number). If a conference is protected with a password, a participant is required to enter it before joining the room.

Access from email invitation

All invited users receive an invitation via email:



- 1 - Scheduled event is automatically added to your calendar

 **Note:** According to the [new Google settings](#), you need to turn on specific options in order to guarantee that scheduled events are automatically added to you calendar. Follow these instructions:

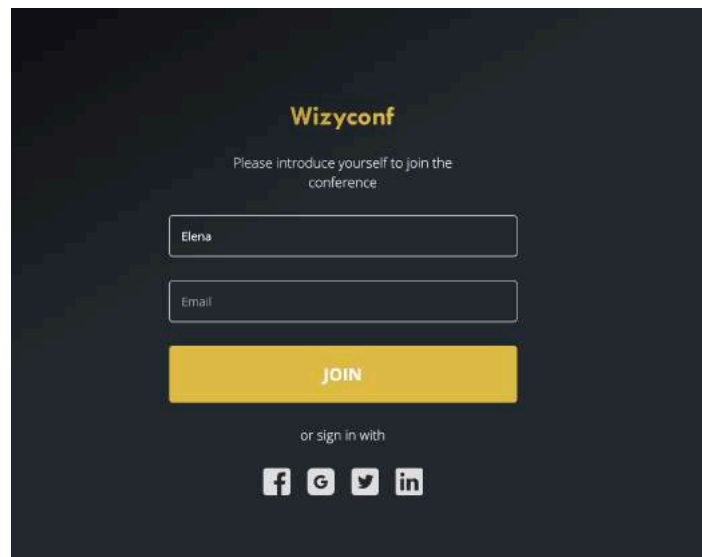
- Go to Gmail **Settings** -> **See all settings**
- Go to **General** tab and scroll to *Smart features and personalization*
- Turn on **Smart features and personalization** if you use Gmail email client or **Smart features and personalization in other Google products** if you use other mail clients, (Outlook, Apple Mail etc) under Gmail account

More information is available here: https://support.google.com/mail/answer/10079371?hl=en&ref_topic=3394219.

- 2 - You can access the conference via the link provided in the email
- 3 - You can also access the conference in the audio-only mode, by using dial-in numbers. This is the option for mobile phones, which allows you to join the conference without manually entering the conference ID (as it is already included in the click-to-call dial-in number)
- 4 - This option is not restricted to mobile phones. It also lets you access the conference in the audio-only mode by calling the local number for your country. Click **Find a local number** to view the full list
- 5 - This is the ID number of the conference
- 6 - Use conference passwords to access the conference: conference password is designed for web conference, conference PIN - for dial-in numbers and Wizyconf Station

Access for external users

When an external user clicks on the provided link, they need to enter their name and (optionally) their email or sign in via social networks:



Wizyconf

Please introduce yourself to join the conference:

Elena

Email

JOIN

or sign in with

f G t in

- ❗ Conference room is locked for external users unless there is at least one PBX user inside. A conference room can be unlocked by any PBX user:
- by joining via the web
 - by joining in audio-only mode

Access from Collaboration

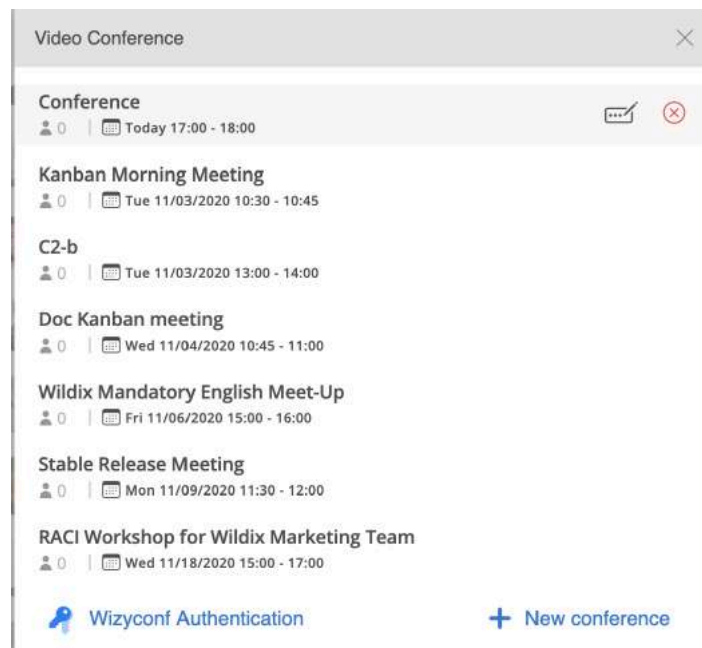
Video Conference dialog

PBX users can access any conference created previously by them and the ones to which they were invited, from the Video Conference dialog:

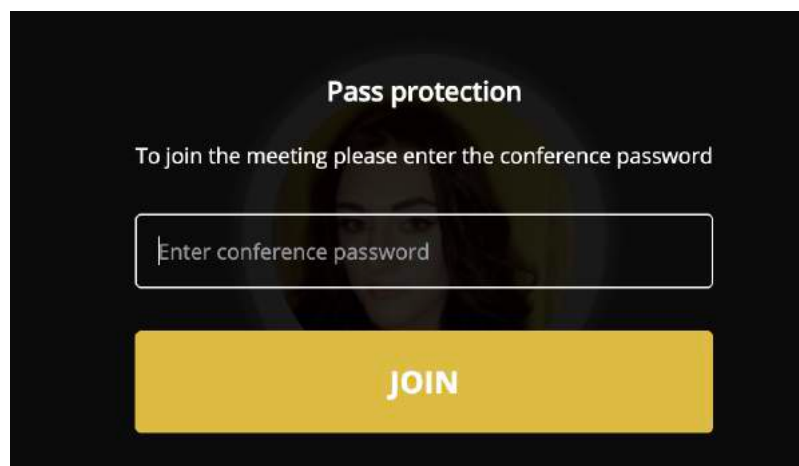
1. Click on the blue **Video Conference** icon in the top menu:



2. Find the conference by its title and click on it to join:



3. If the conference is protected with a password, you need to enter a conference password (check the password in an invitation or ask a conference moderator for it) and click **Join**



-  Conferences are sorted in the following order in Collaboration:
1. conferences created in the last hour (unscheduled)
 2. scheduled conferences (starting from the ones scheduled for the nearest future)
 3. unscheduled conferences
 4. conferences scheduled in the past

Chat invitation

A PBX user invited to a conference receives an invitation via chat and can access it by clicking on the link (or by calling the indicated phone number from their Wildix device to access in audio-only mode):

Wed 03/16/2022



Conference: x-bees translations @ 21/03/2022 11:00 - 21/03/2022 11:30 (Europe/Madrid)
or call *98

Authorization required

16:29

A PBX user can access a conference room by clicking on the link received via chat, from:

- Collaboration
- Vision/ SuperVision desk phones
- iOS/ Android app

Access from smartphone



You cannot create a conference room from smartphone app, but you can access conference rooms to which you were invited.

More details on how to join a video conference from Wildix Collaboration smart phone apps can be found in:

- [iOS Collaboration Mobile App - User Guide](#)
- [Android Collaboration Mobile App - User Guide](#)

PBX user

When a PBX user is invited to a conference, they receive an invitation via email/ chat with a link to join the conference via web and a phone number, allowing them to join the conference in audio-only mode from their Wildix device.

External user

All invited users receive an invitation via email with a link to join the conference via web and a local phone number that they can dial to join the conference in audio-only mode.

Access from Vision/ SuperVision phones



You cannot create a conference room from Vision/ SuperVision phones, but you can access conference rooms to which you were invited.

More details on how to join a video conference from Vision/ SuperVision can be found in:

- [Vision User Guide](#)
- [SuperVision User Guide](#)

Access from Wizyconf Conference Room (Wizyconf station)

 You cannot create a conference room from Wizyconf Conference Room, but you can access conference rooms to which the Wizyconf user was invited.
More information in [Wizyconf Station Quick Start Guide](#).

Access in audio-only mode

PBX users can access the conference in the audio-only mode by calling the number 98XXXXXXX, where 98 is the Feature code Conference (by default) and XXXXXXX is the conference ID number (Conference ID is provided in the email invitation).

 Note: you can set an alternative code/ prefix instead of [Feature code](#) "Conference" 98. After it is changed, it is also displayed in email / chat invitations.

External users can access the conference in the audio-only mode by calling the local phone number provided in the email invitation: use the option *Dial-in number* or *Dial-in number (for mobile users only)*.

To access the conference:

- Call the provided phone number
- External users are requested to enter the conference ID number and say their name (Conference ID number is provided in the invitation email), after which they access the conference (other participants present in the conference are notified when audio-only users are connected and disconnected).

 Note: Mobile phone users can choose the option *Dial-in number (for mobile users only)* and join the conference without entering the conference ID.

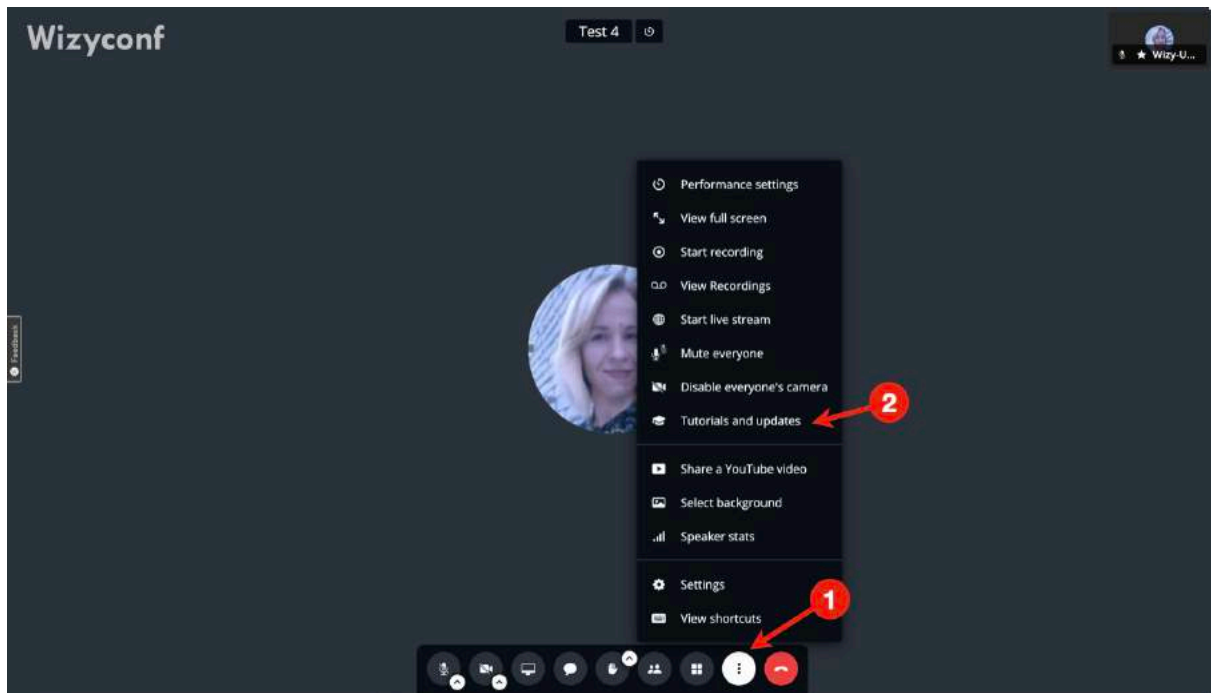
 Current limitation: no visual indication for muted users who access a conference in audio-only mode.

Tutorials and updates

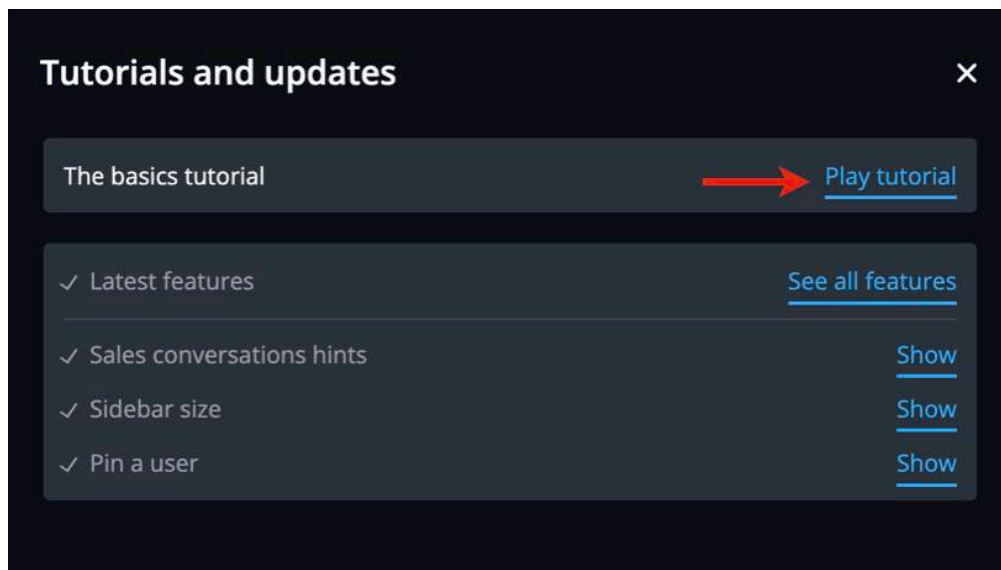
The basics tutorial

The basics tutorial is a great way for new users to explore Wizyconf functionality in a convenient and interactive way.

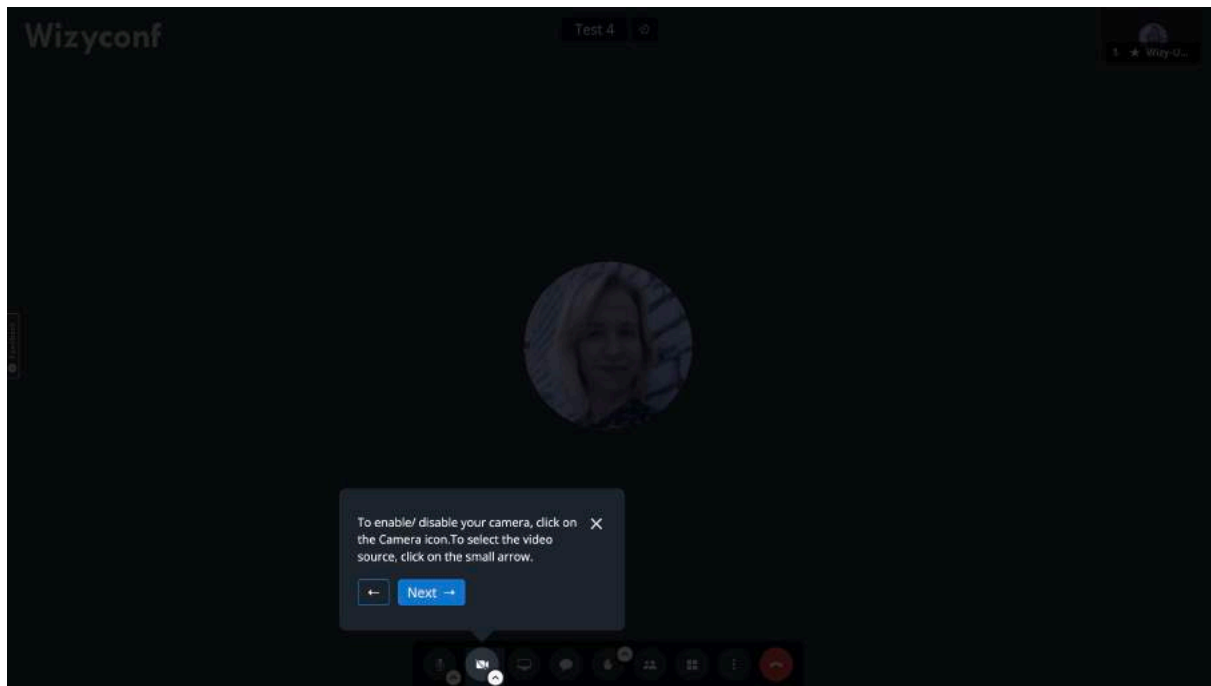
1. Click on the **More options** (1) button (three dots) and proceed to **Tutorials and updates** (2):



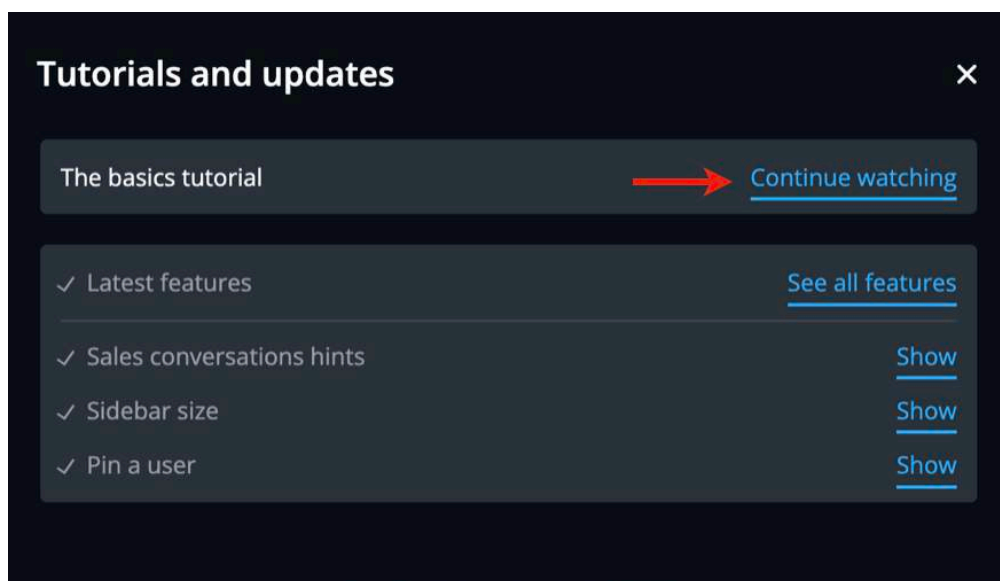
2. Next to The basics tutorial, press **Play tutorial**:



3. The tutorial opens up and guides you through the main features of Wizyconf. Click **Next** to proceed to another feature or back arrow to return to the previous one:

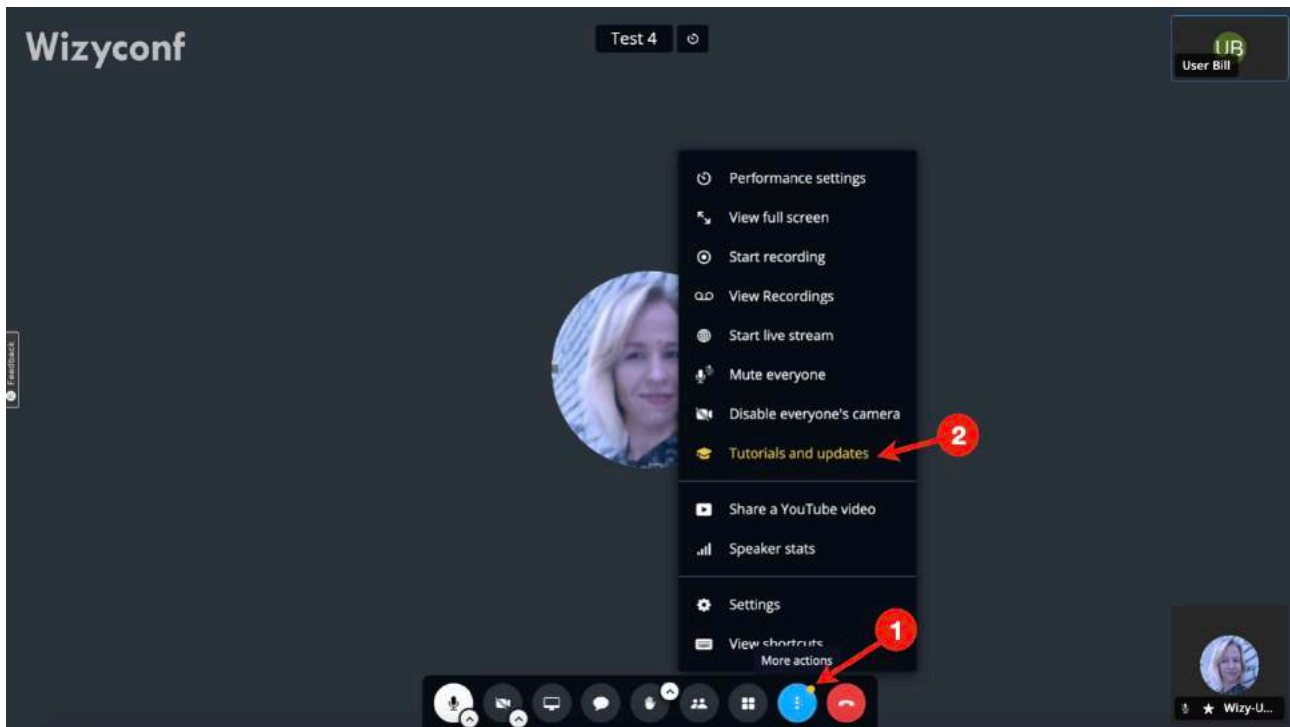


If you close the tutorial, you can continue from the moment you stopped. Go to More options -> Tutorials and updates -> click **Continue watching**:



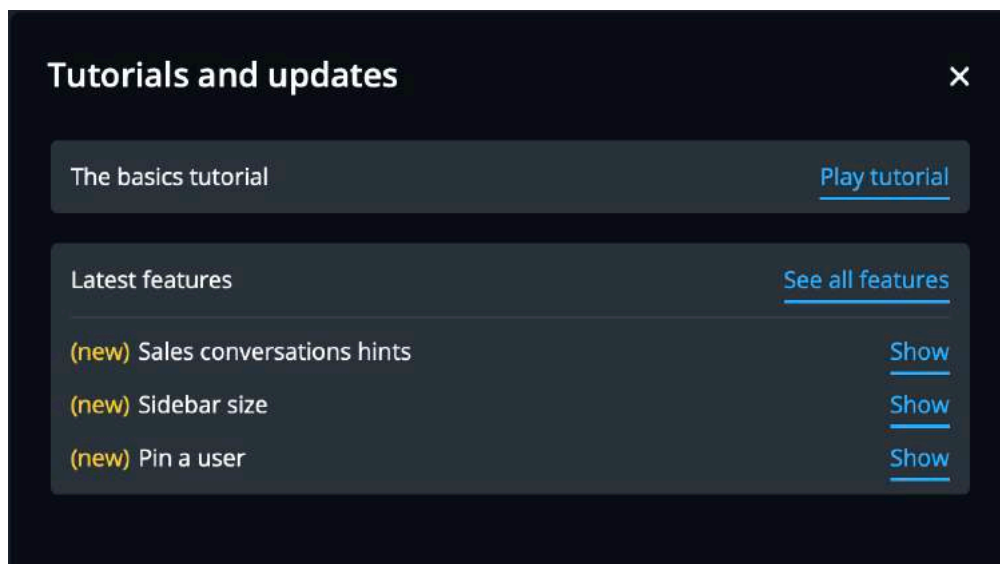
New features

When there are new features available, a yellow dot appears next to *More options* (1) and the *Tutorials and updates* (2) in the More options list is highlighted in yellow:

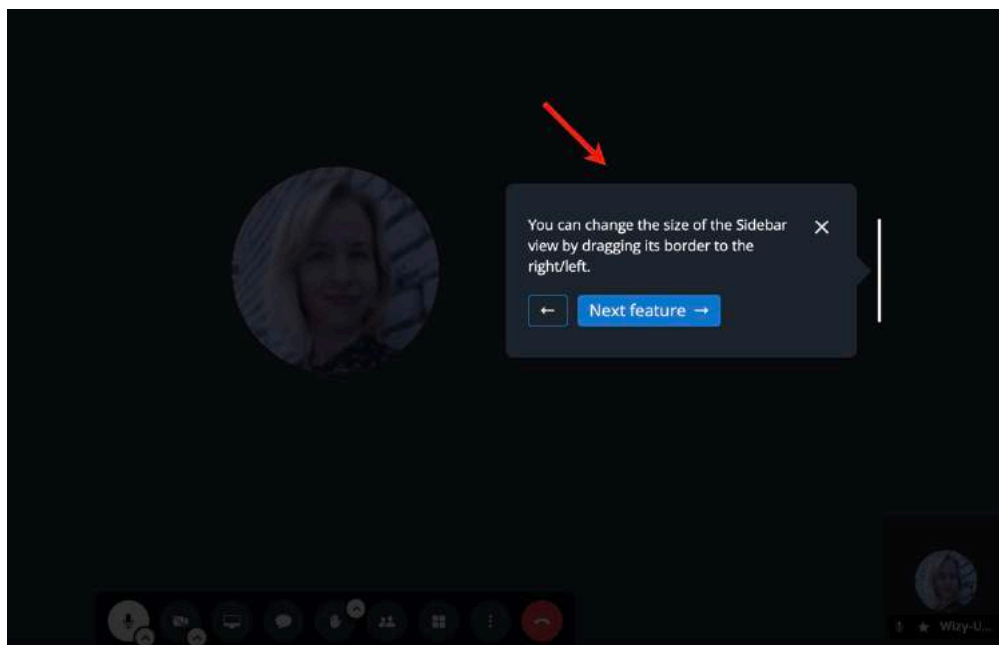
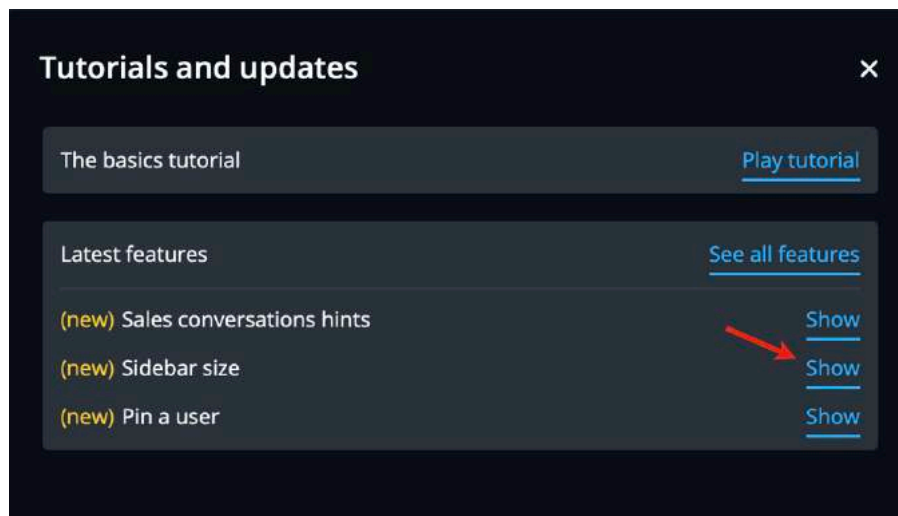


 Note: The yellow dot remains until you click Tutorials and updates and view the new features.

When you click on *Tutorials and updates* the following pop-up screen appears, which includes *The basics tutorial* and the list of latest features:



When you click **Show**, a pop-up screen appears demonstrating how the new feature works:



Conference controls

Users start with mic/ cam off

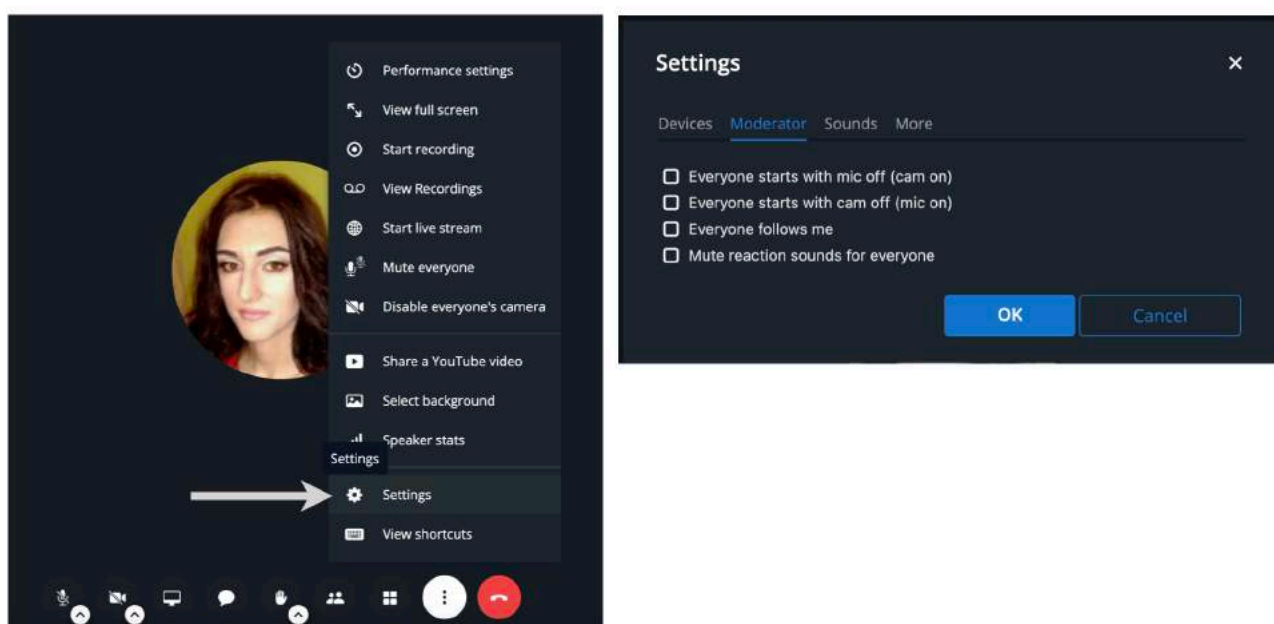
 This option is reserved for the conference moderator only.

By default all users access the conference with their microphones enabled and cameras disabled.

 Note: In case you change mic or camera settings, they are preserved upon the next time you enter the same conference room.

The option to decide whether users should access the conference with their webcams enabled/ microphones disabled is reserved to the conference moderator:

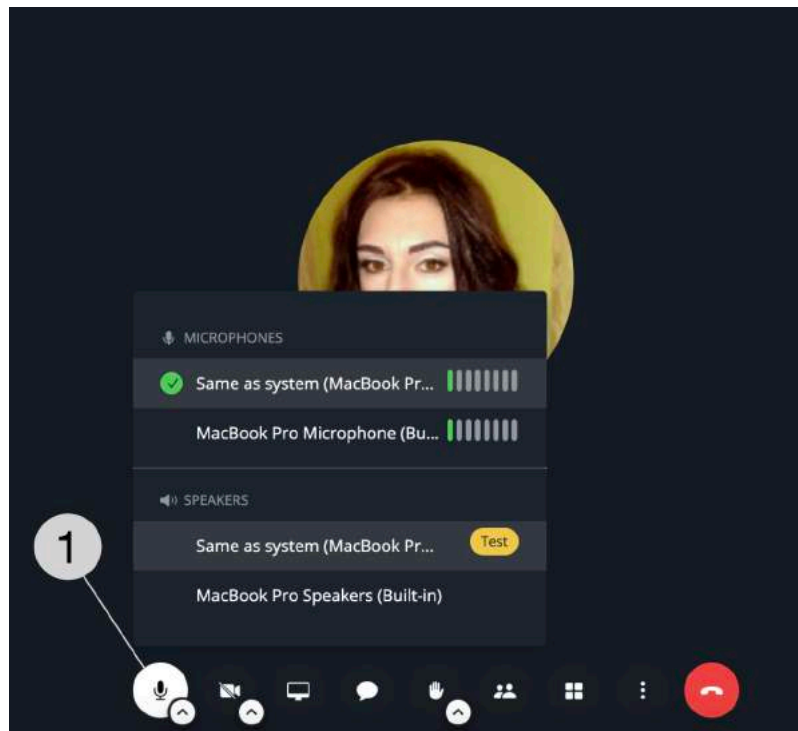
1. Click **three dots** next to the *Leave the meeting* button at the bottom of the screen
2. Click **Settings**
3. Click on **Moderator** tab; here are the options available only for the Moderator:
 - *Everyone starts with mic off (cam on)*: users join the conference with their webcams enabled and microphones disabled
 - *Everyone starts with cam off (mic on)*: users join the conference with their microphones enabled and webcams disabled
 - *Everyone follows me*: users see on the screen what the moderator shows (tiles view/ sidebar view with selected user)
 - *Mute reaction sounds for everyone*: users do not hear reaction sounds inside the conference
4. Tick off the the options and click on **OK** to apply



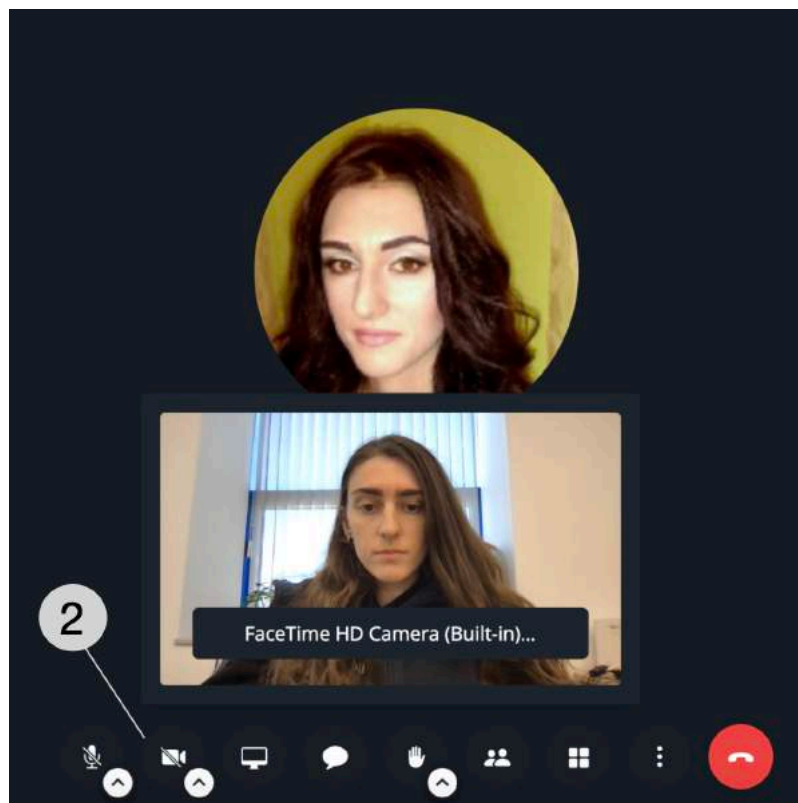
 Tick off both *Everyone starts with mic off* and *Everyone starts with cam off* if you would like users to access the conference with both their webcams and microphones disabled.

Microphone, Speakers and Camera settings

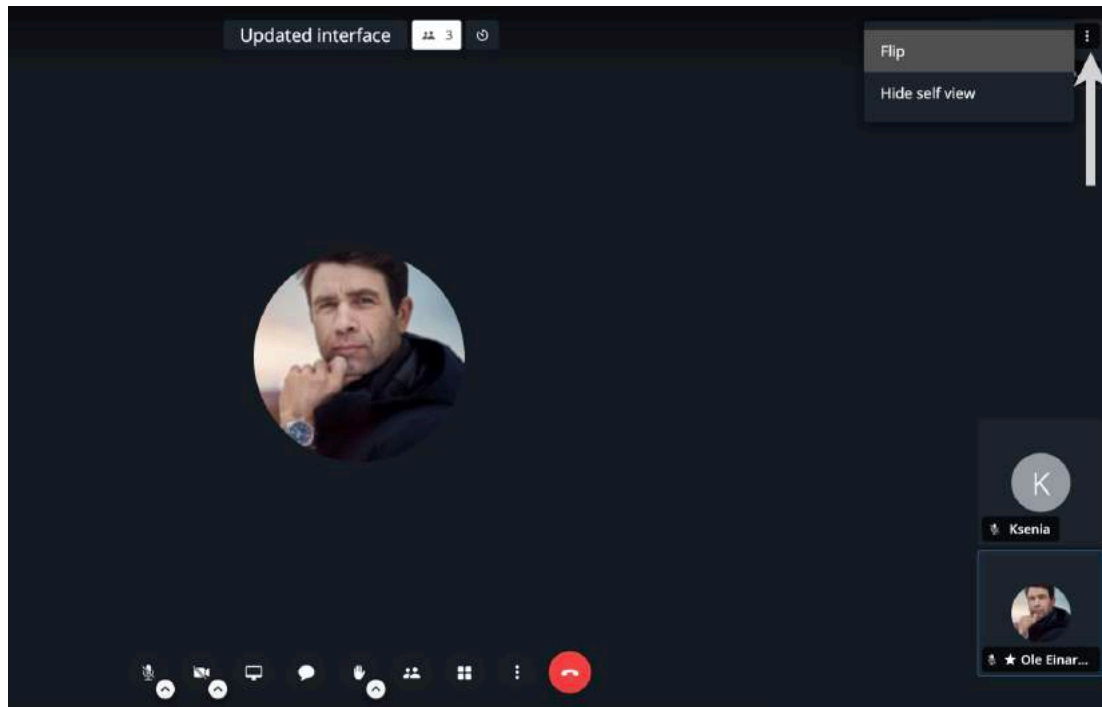
- 1 - Click to **Mute/ Unmute** your microphone or click the small **Arrow up** icon to access your microphone and speakers settings:



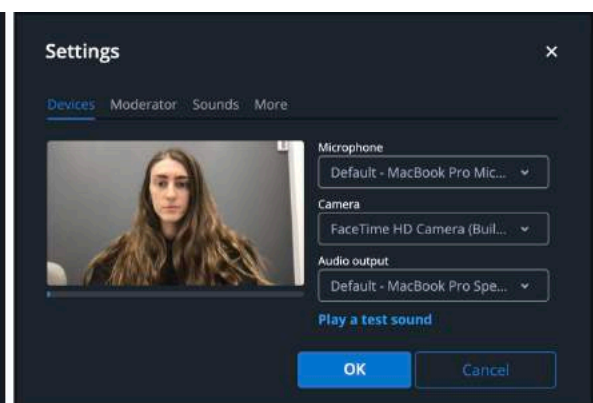
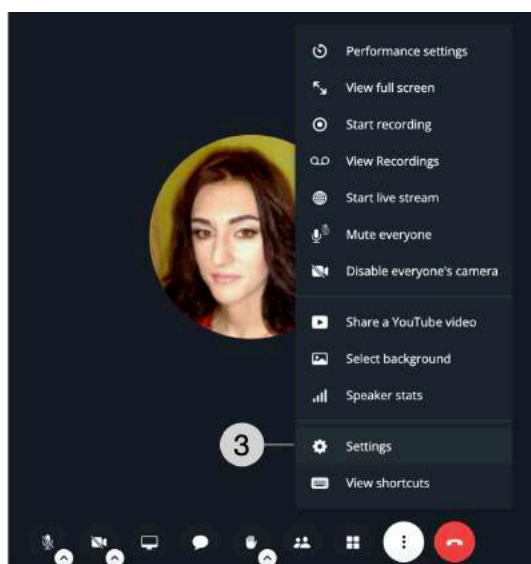
- 2 - Click to **Start/ Stop camera** or click the small **Arrow up** icon to access your webcam settings:



You can locally flip your video or hide your video preview, for other conference participants your video remains regular. To achieve this, hover the mouse cursor over **three dots** in the upper right-hand side of your video preview (both Sidebar and Tiles views) and select **Flip** or **Hide self-view** (you can manage this option in *Settings -> More*):



- 3 - Access Microphone/ Speakers/ Camera settings
 - a. Click **three dots** (*More actions*) in the lower central side of the screen
 - b. Click **Settings**: in this dialog you can choose your devices as well as play a test sound

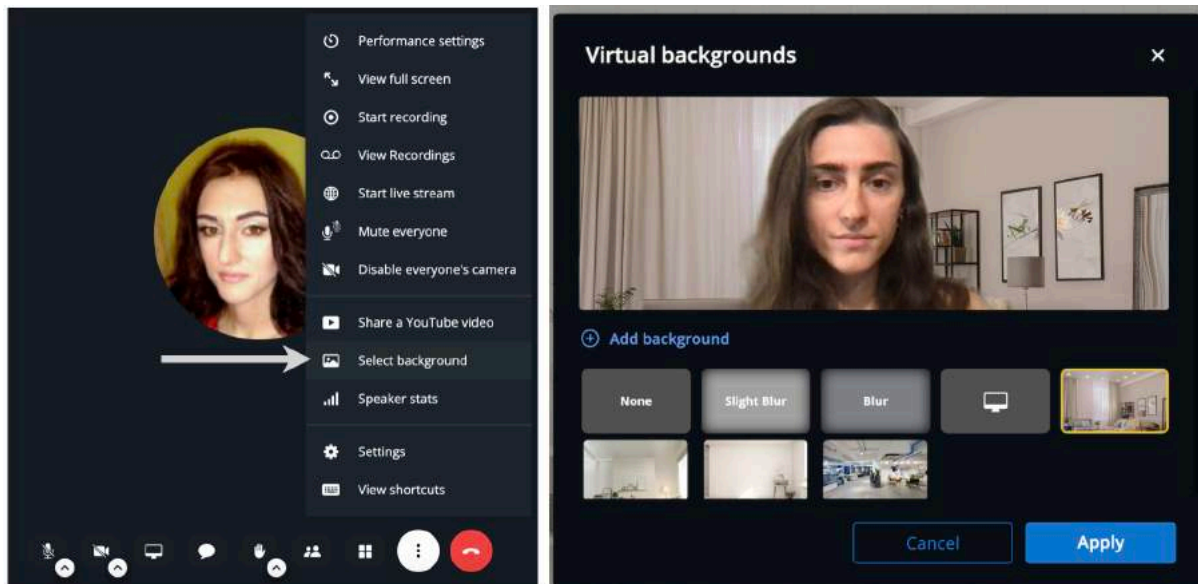


Set a background picture

Additionally, you can set a virtual background picture:

1. Click **three dots** (*More actions*) in the lower central side of the screen
2. Click **Select background**
3. Select a picture from the list or upload your own background and click **Apply**

To upload your own backgrounds, click **Add backgrounds**.



Push-to-talk

In case you prefer to keep your microphone muted and unmute only when you speak, you can use Push-to-talk option:

1. (When you are muted) Make sure your mouse cursor is on browser tab in which the web conference is running
2. Press **Space** on your keyboard
3. Your microphone is unmuted and you can now speak
4. Release the **Space** button as soon as you finish speaking to mute your microphone again

Otherwise you can use **M** shortcut to Mute/ Unmute your microphone:

- Press **M** to toggle between mute/ unmute

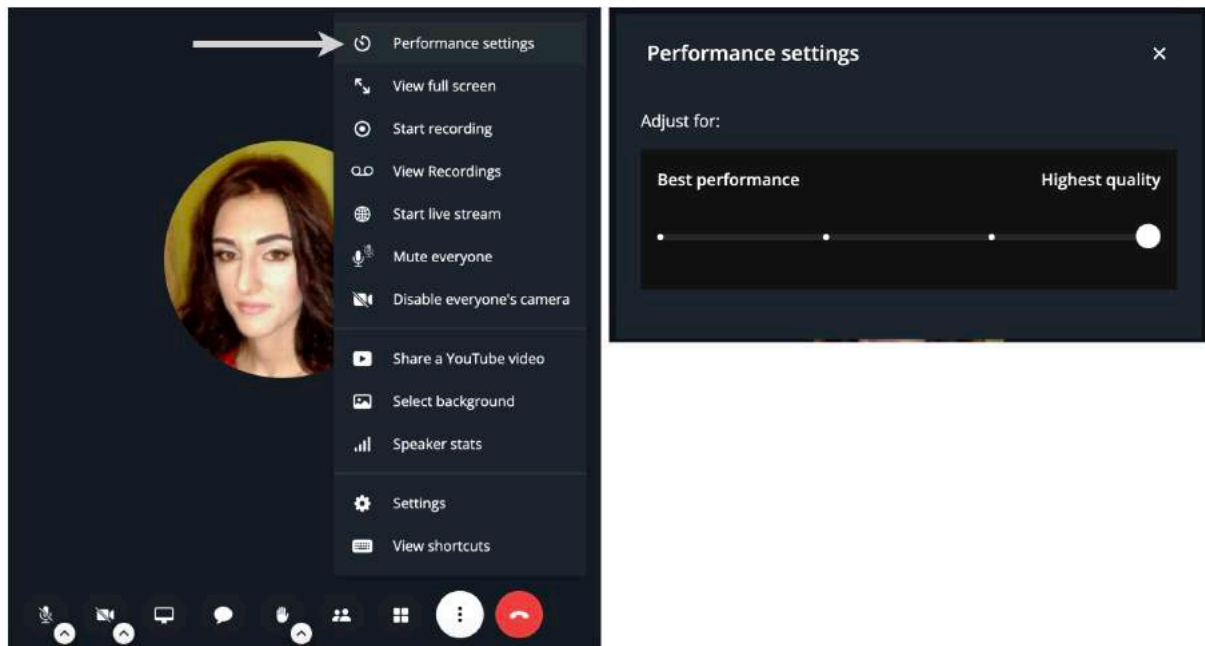
Read more in the chapter [Keyboard shortcuts](#).

Video quality

You can adjust the quality for your video streaming.

1. Click **three dots** (*More actions*) in the lower central side of the screen

2. Click **Performance settings**



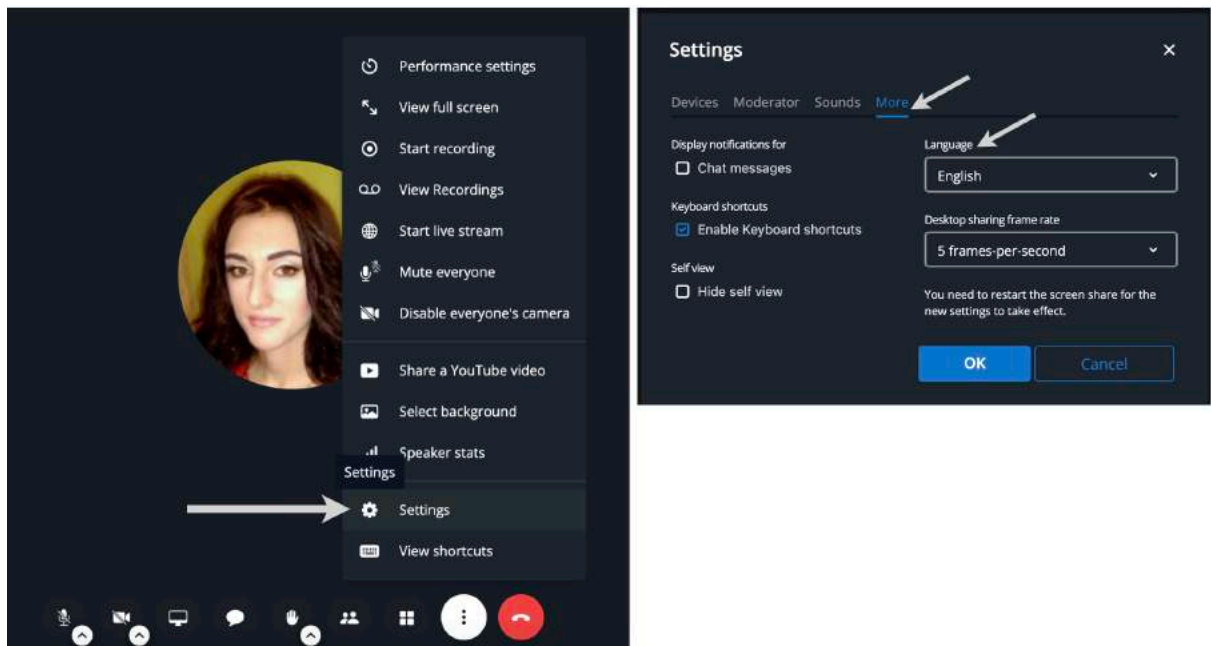
Or click on the icon in the upper central side of the screen:



Language settings

To change the language of the interface:

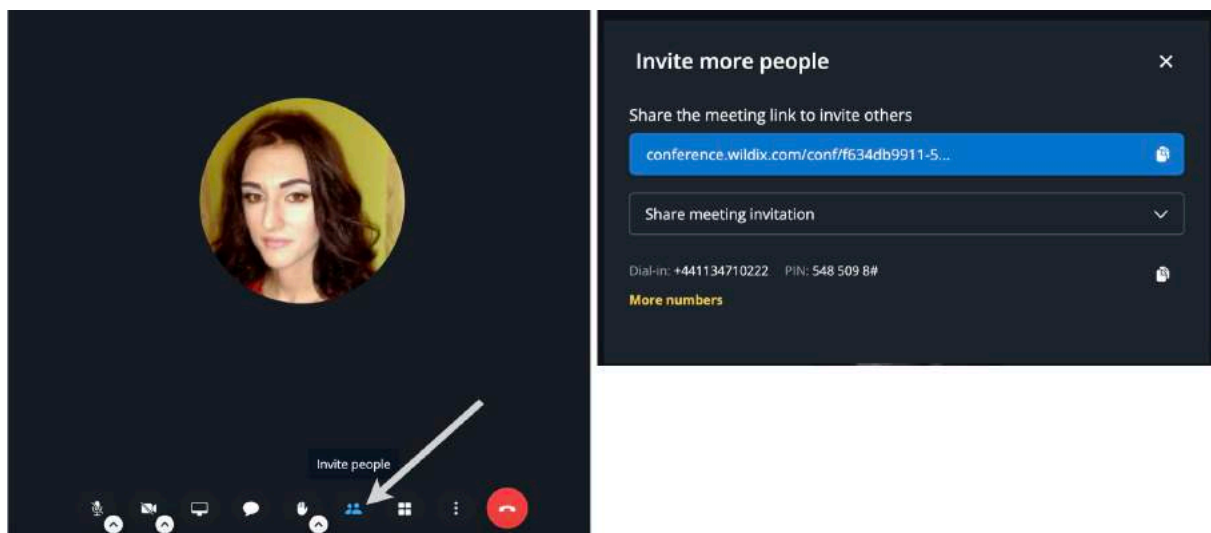
1. Click **three dots** (*More actions*) in the lower central side of the screen
2. Click **Settings**
3. Settings dialog opens, click on the tab **More**
4. Select the language from the drop-down list and click **OK** to apply



Invite more participants / share the conference link

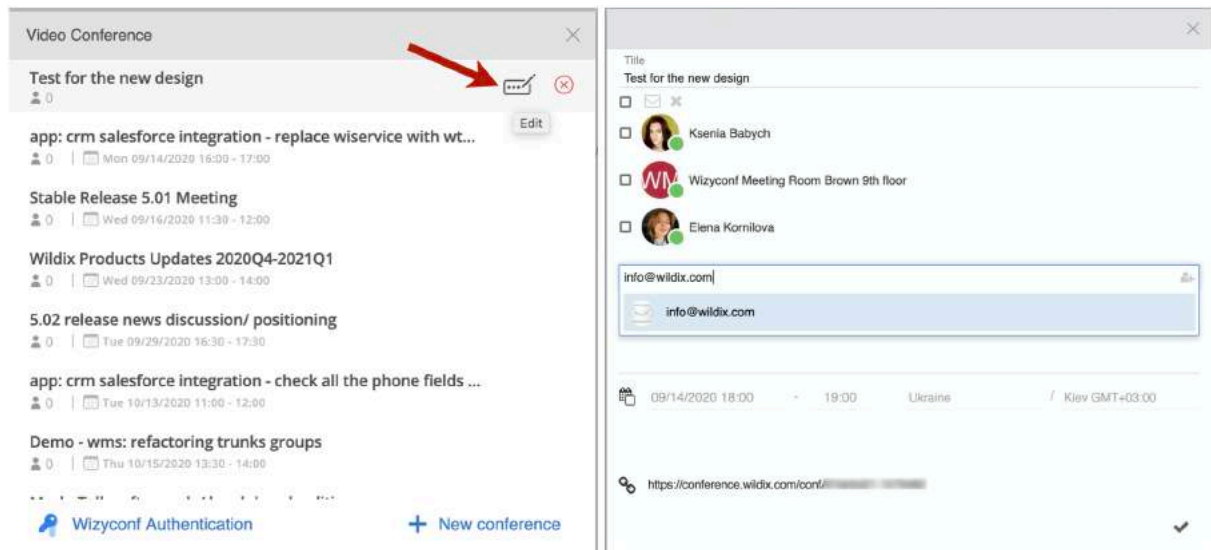
From within the conference

1. Click **Invite people** icon in the lower central side of the screen
2. Copy the meeting link and send it to people who you wish to invite, or click **Share meeting invitation** to send the invitation link via email. You can also view the local Dial-in phone numbers to enter the conference in audio-only mode (click **More numbers**):



From Collaboration

1. Open the **Video Conference** dialog
2. Find your conference room in the list and hover the mouse cursor over it
3. Click the **Pencil with three dots** icon (*Edit*) next to it
4. Start typing a name into the search field to invite a user / a contact or enter the email address to invite any external user via email:

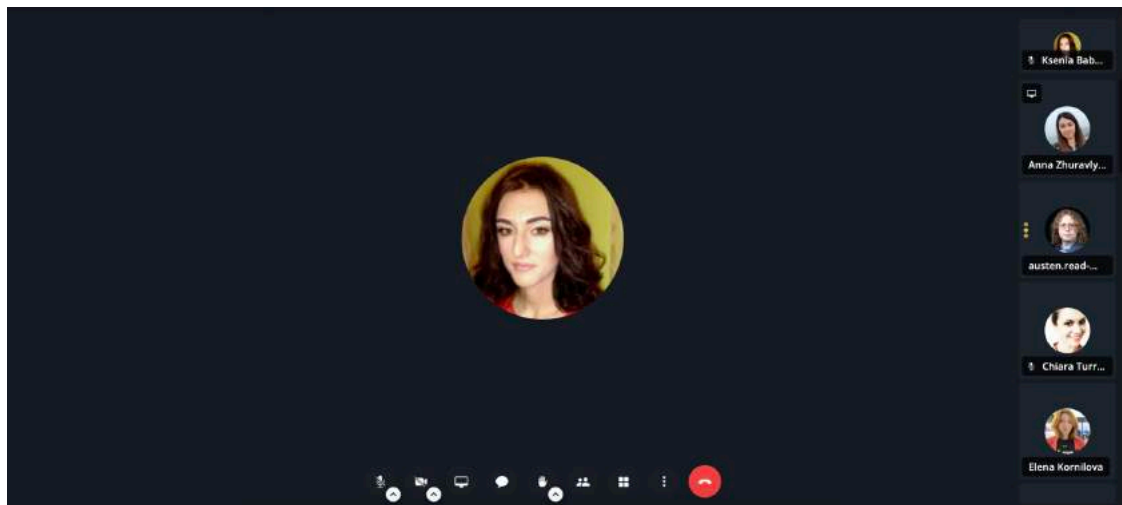


5. Click **Tick** icon in the lower right-hand side of the Video Conference dialog to save changes

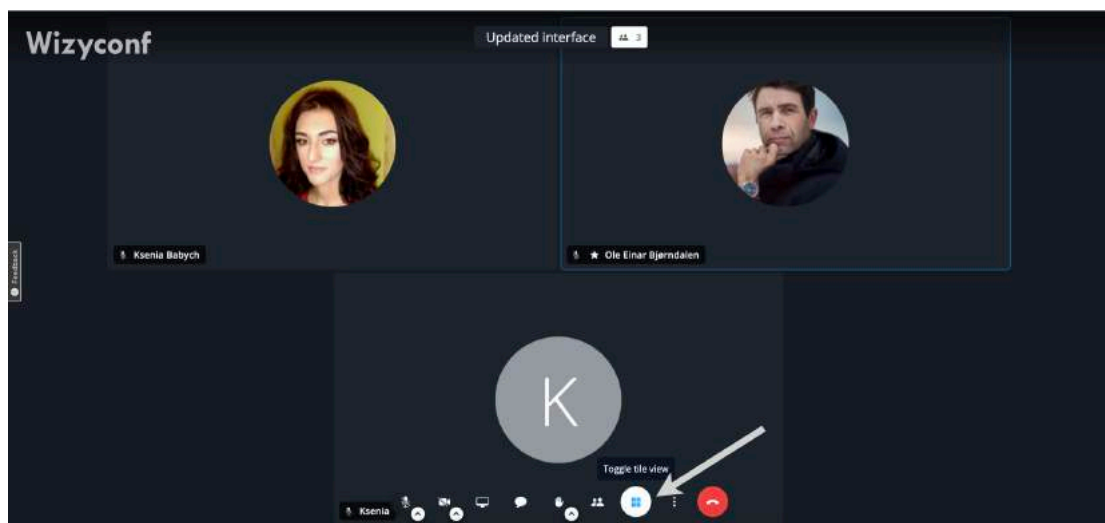
Toggle between Tiles view and Sidebar view

Tiles view (on the left) and Sidebar view (on the right):

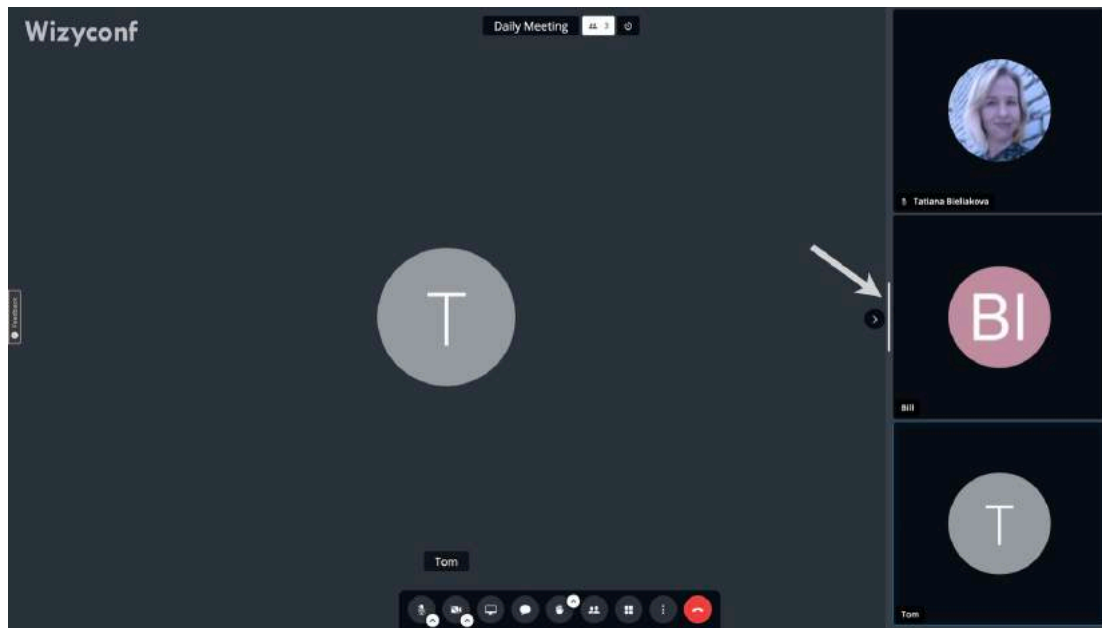




- Click **Toggle tile view** (Tiles icon) in the lower central side of the screen to switch between Tiles view and Sidebar view:

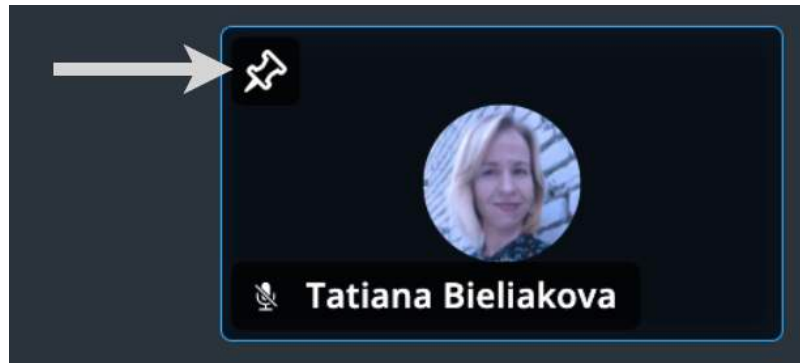


If required, you can change size of Sidebar view by dragging its border to the right/left:



Pin a user

To have a particular participant visible at all times, regardless of who is speaking, you can pin a user. For this, just click on the relevant user during the conference. Pinned user is displayed with the following icon:

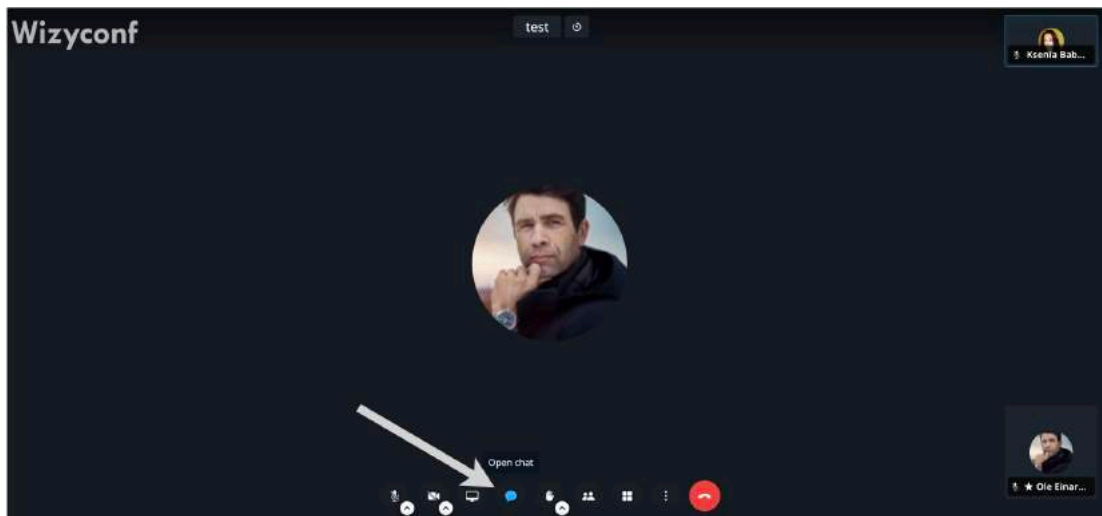


To unpin a user, simply click on them a second time.

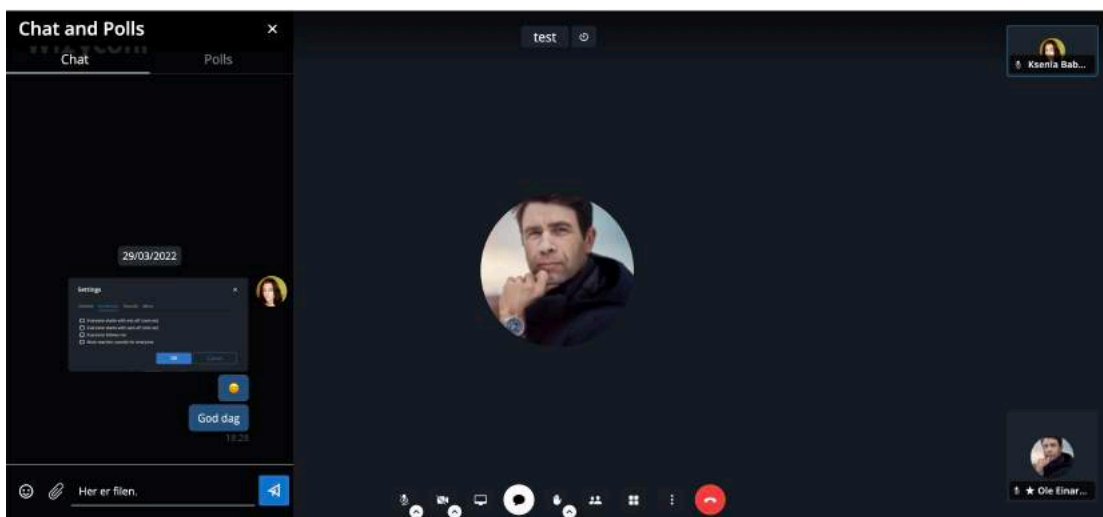
Chat and private messages

To enter group chat (with all the users):

- Click on the **Chat** icon (Bubble icon) in the lower central side of the screen



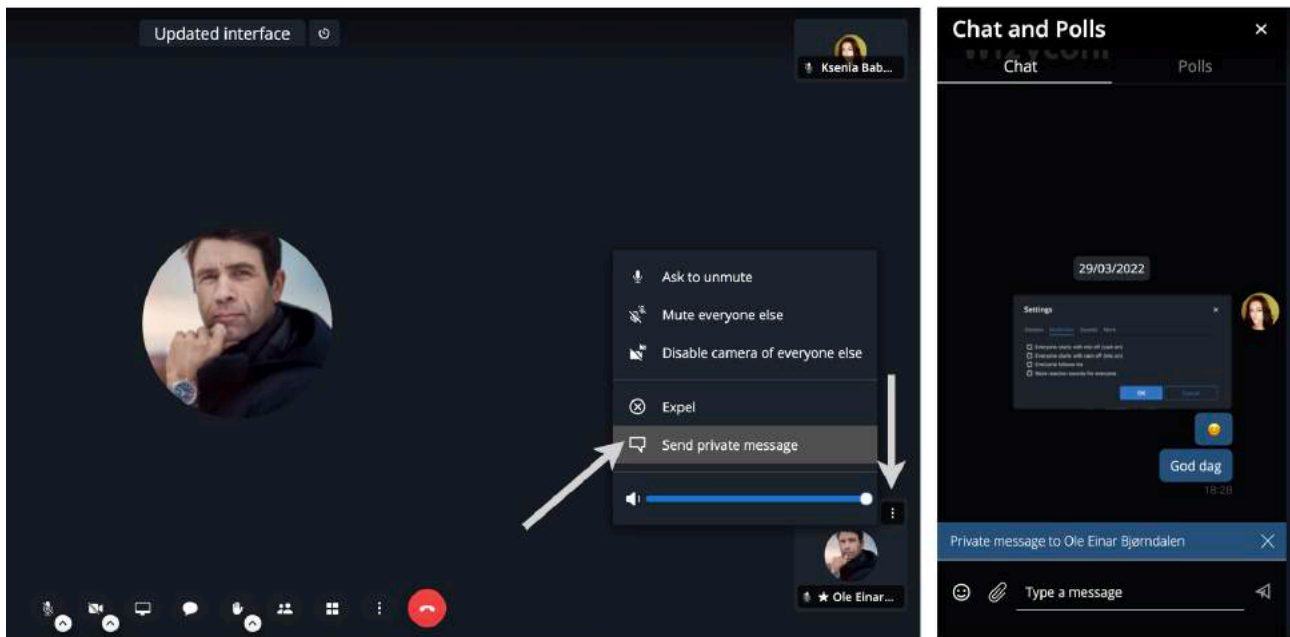
- You can use emoticons and attach files (also via Drag&Drop)



To send a private message:

1. Find the user who you want to send a private message to
2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Click **Send private message**

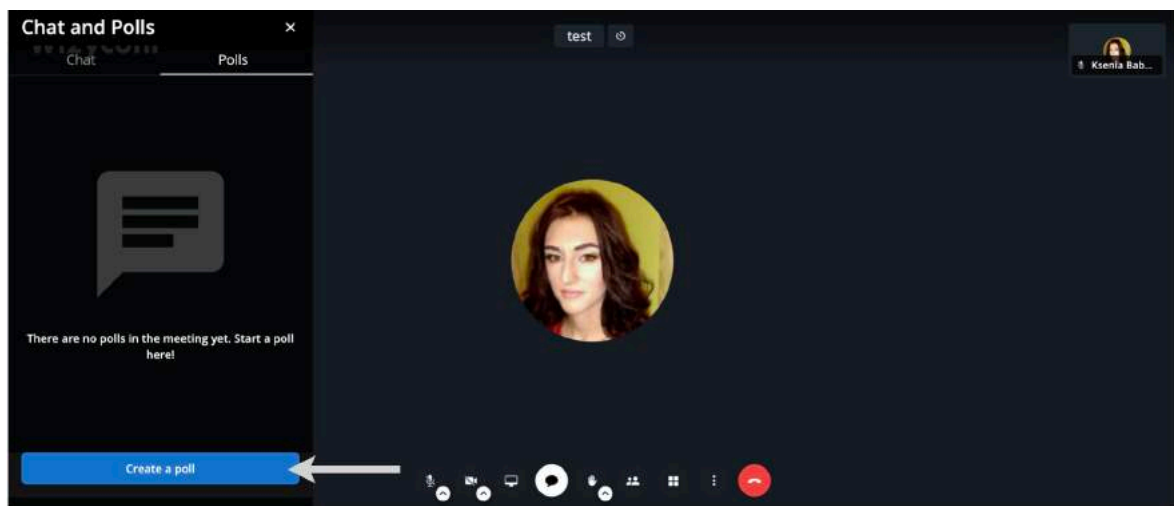
Private message is sent only to the selected user and can be viewed in the chat only by you and that user. Private messages are labeled as "Private message to" (in the bottom of the message):



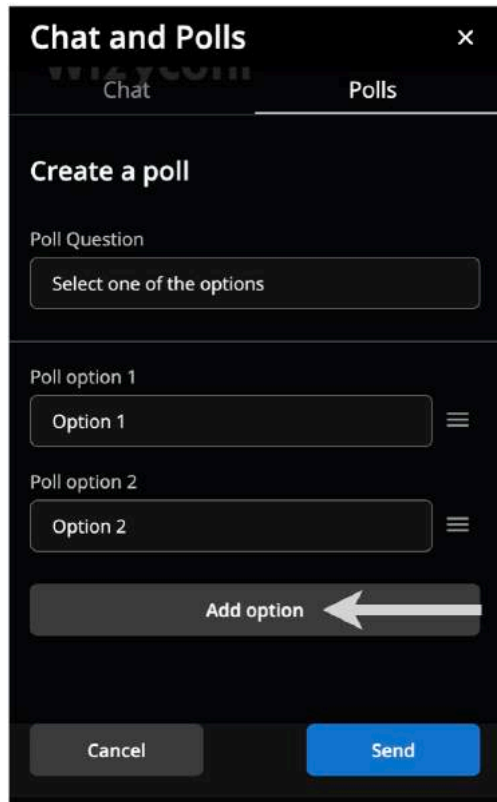
Polls

To create a poll:

1. Open **Chat**, in *Chat and Polls*, go to the *Polls* tab
2. Click **Create a poll**:



3. Type your question into the field *Poll Question* and answer options – in the fields *Poll option 1* and *Poll option 2*. If you need more options, click **Add option**:

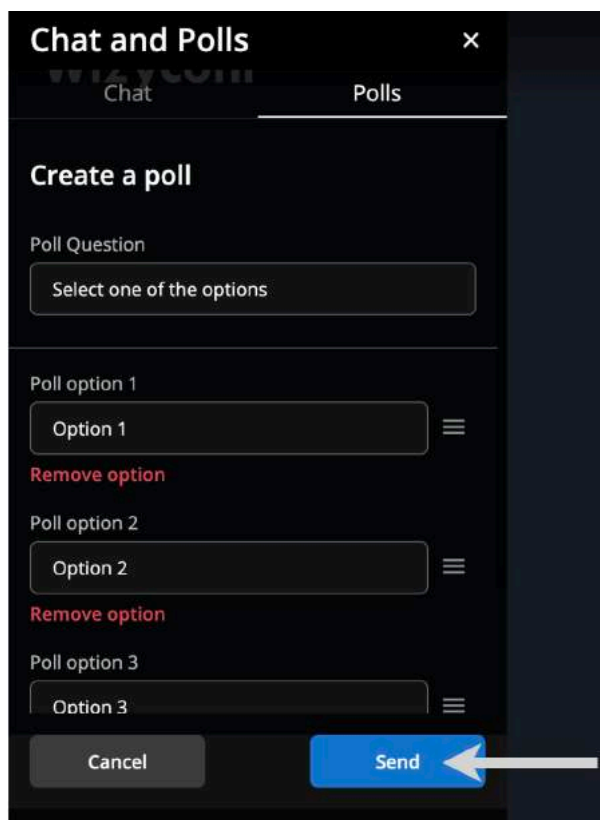


You can perform the following actions with poll options:

- 1) Reorder options. For this, click on the three-line button next to the necessary option and move it to the preferred place in the list.
- 2) Remove options. If there are more than 2 options, the **Remove option** button appears. Click on it if you want to delete the option.



4. Once you've finished editing the poll, click **Send**:



Chat and Polls ×

Chat Polls

Create a poll

Poll Question

Select one of the options

Poll option 1

Option 1 Remove option

Poll option 2

Option 2 Remove option

Poll option 3

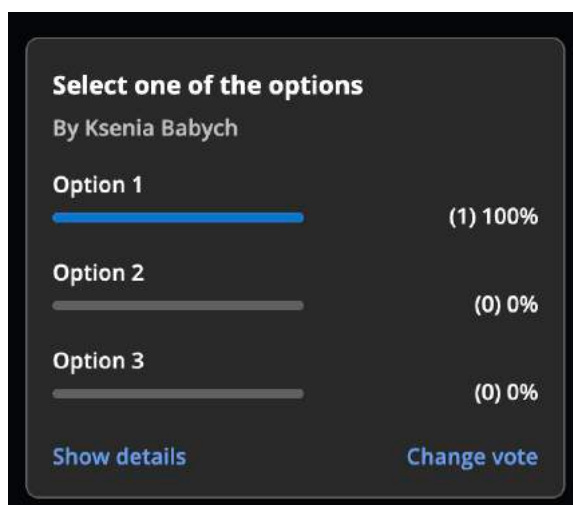
Option 3

Cancel Send

The poll gets available for all members of the conference on the *Polls* tab of *Chats and polls*. To vote, select the necessary option and click **Submit**.

 Note: By default, the poll supports multiple answers, so a user can choose and submit more than 1 option.

To change your decision, click **Change vote**. All users can view details of the poll by clicking the **Show details** button.



Select one of the options

By Ksenia Babych

Option 1 (1) 100%

Option 2 (0) 0%

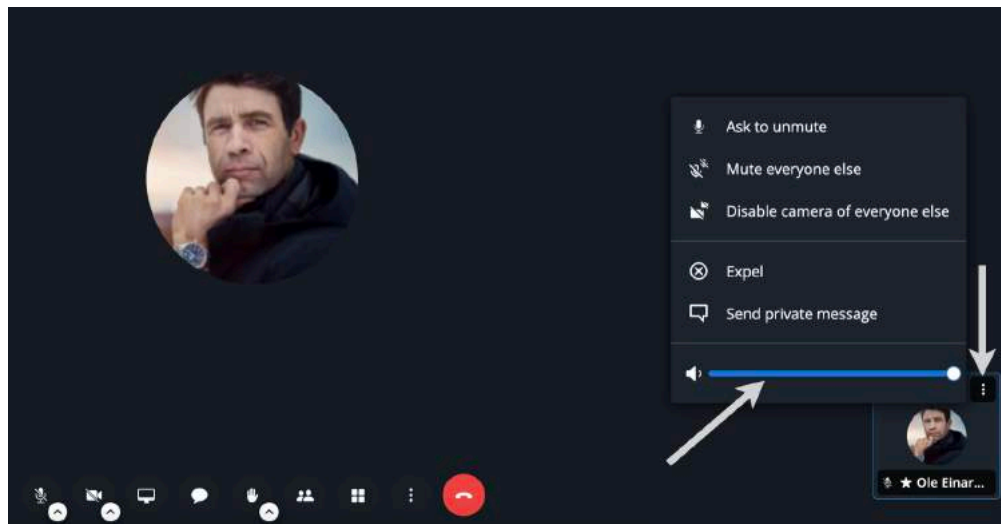
Option 3 (0) 0%

Show details Change vote

Adjust microphone volume of certain participants

You can decrease mic volume for separate users or completely mute them (for yourself):

1. Find the user whose microphone volume you wish to adjust
2. However the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Move the blue indicator to the left to decrease the volume / to the right to increase the volume:

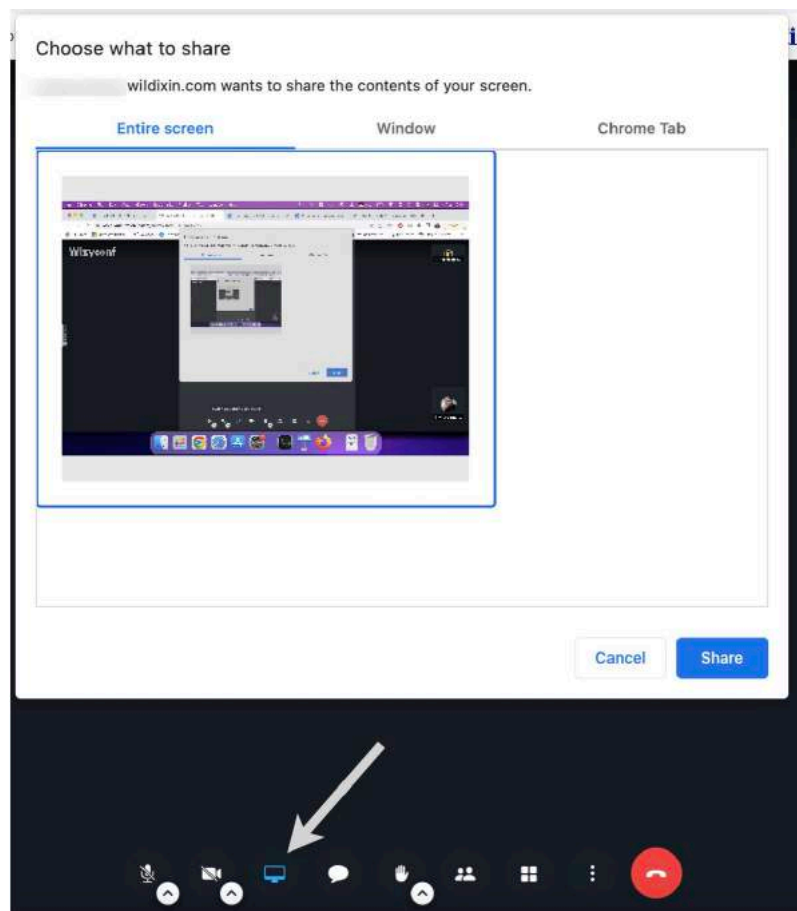


Screen sharing

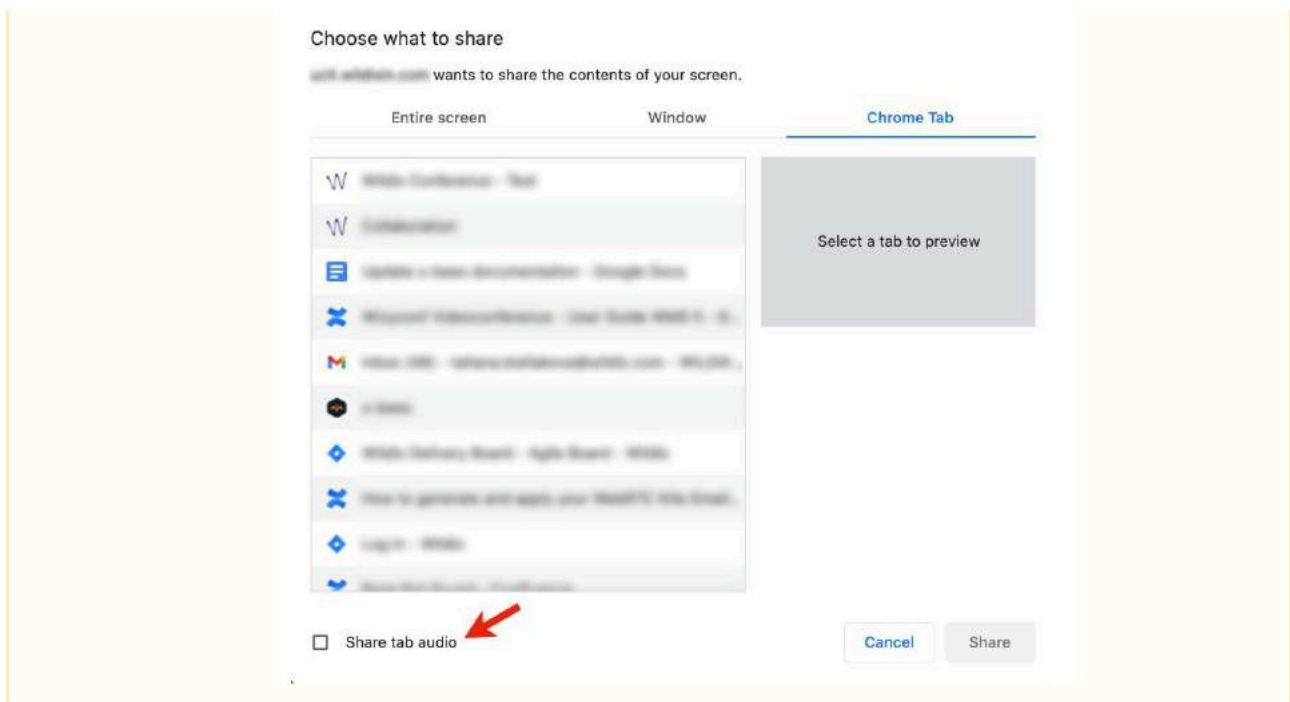
- ! Supported browsers:
- Chrome v. 72+
 - Firefox v. 66+

To share your screen:

1. Click on the **Screen** icon (*Share your screen*) in the lower central side of the screen
2. Select the content you want to share: the entire screen, separate application windows or your browser's tab and click **Share** button



 Note: When sharing Chrome tab with a muted mic, there may be an issue with unmuting. To avoid it, make sure to disable the option “Share tab audio” (enabled by default) before you start the screen sharing.



Screen icon in the lower central side of the screen turns yellow for the person who is sharing the screen.

To terminate the screen sharing session:

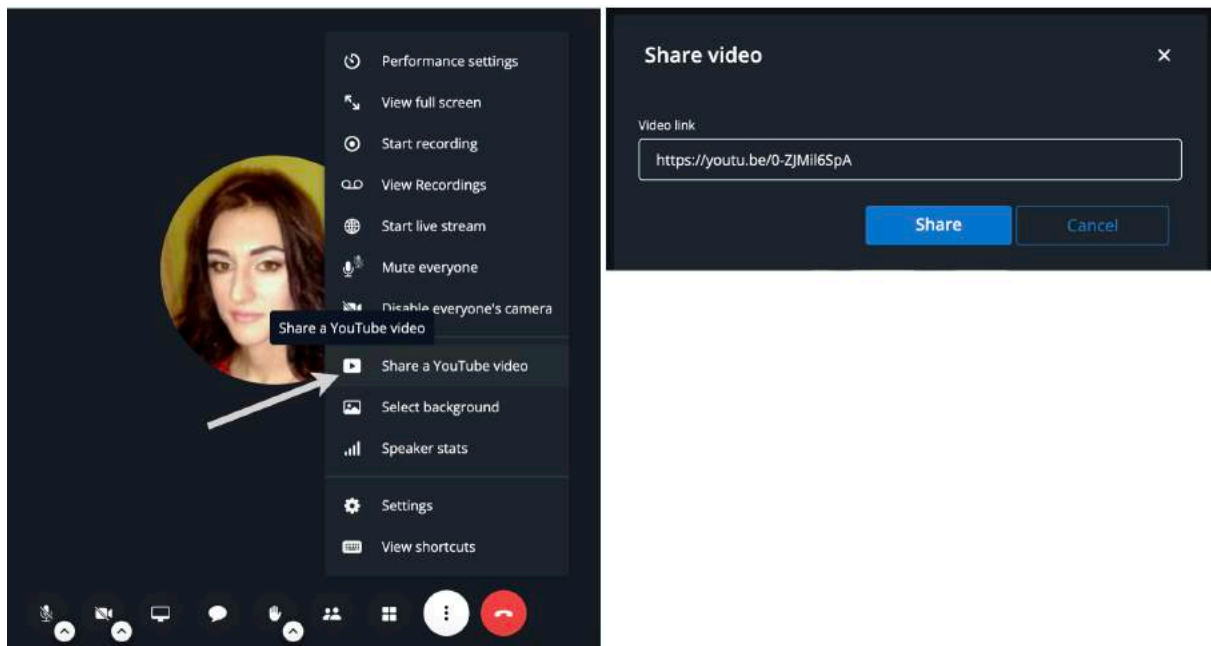
- Click **Stop** or **Stop sharing** button (depending on the content you are sharing)

Otherwise, you can click again the **Screen** icon (the icon turns white again when the screen sharing session is terminated).

Share a YouTube video

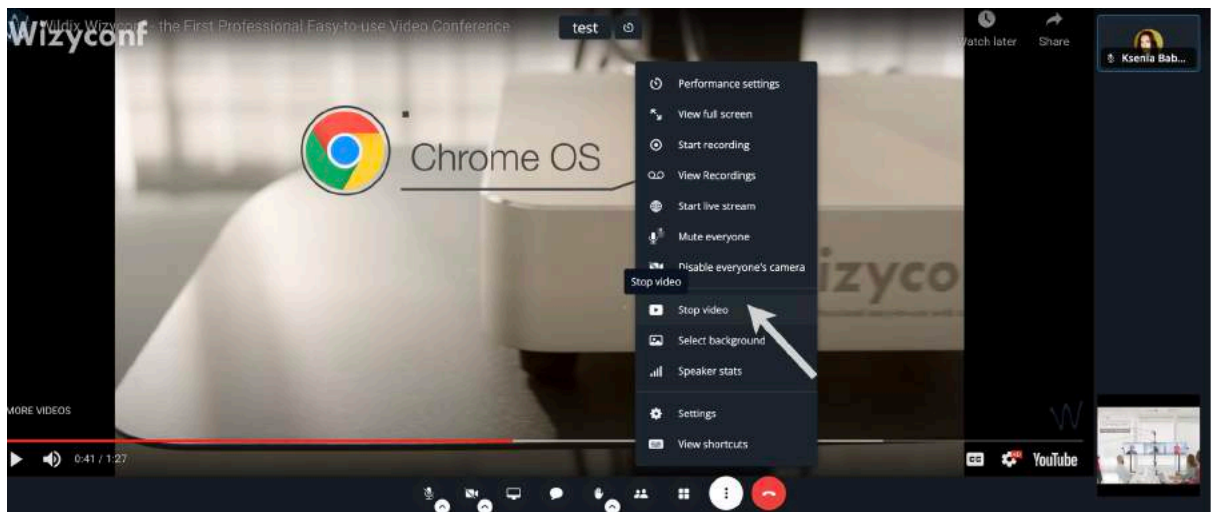
To start sharing a YouTube video:

1. Click **three dots** (*More actions*) in the lower central side of the screen
2. Click **Share a YouTube video**
3. A new dialog opens; paste the link to the YouTube video and click on **Share**



To stop sharing the video:

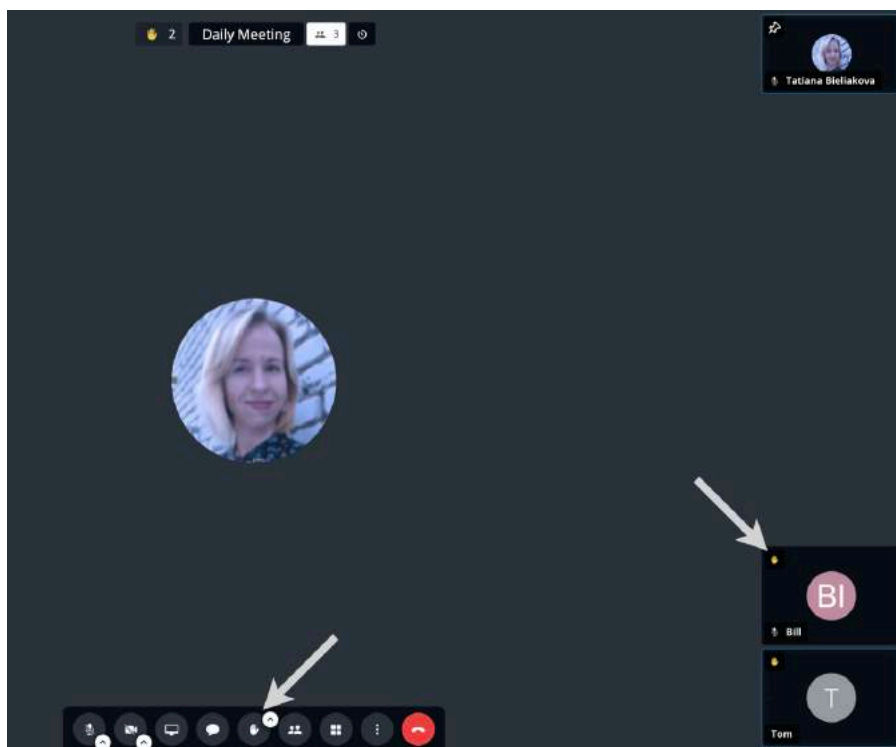
1. Click again **three dots** (*More actions*) in the lower central side of the screen
2. Click **Stop video**, the video sharing is stopped



Raise your hand/ Send reactions/gifs

To raise your hand:

- Click on the **Hand** icon (*Raise/ Lower your hand*) in the lower central side of the screen
- The Hand icon turns yellow for the user who has raised the hand. A yellow Hand icon is displayed in the upper part of the preview of the user who has raised the hand:

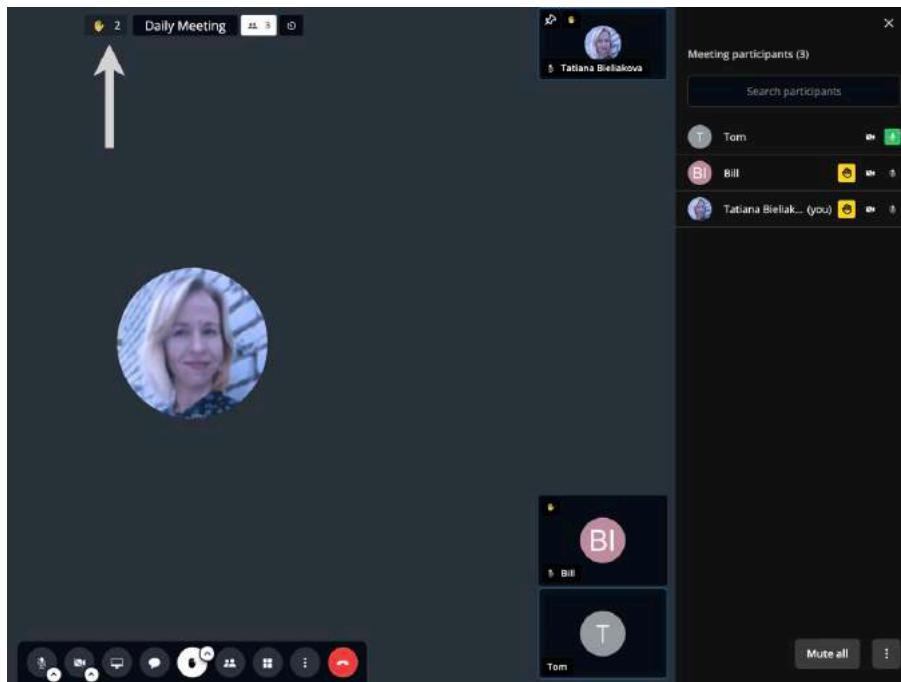


User who has raised a hand can click the **Hand** icon once again to lower the hand (in this case the Hand icon will turn white again).

 Note: the Hand is automatically lowered if a participant starts talking.

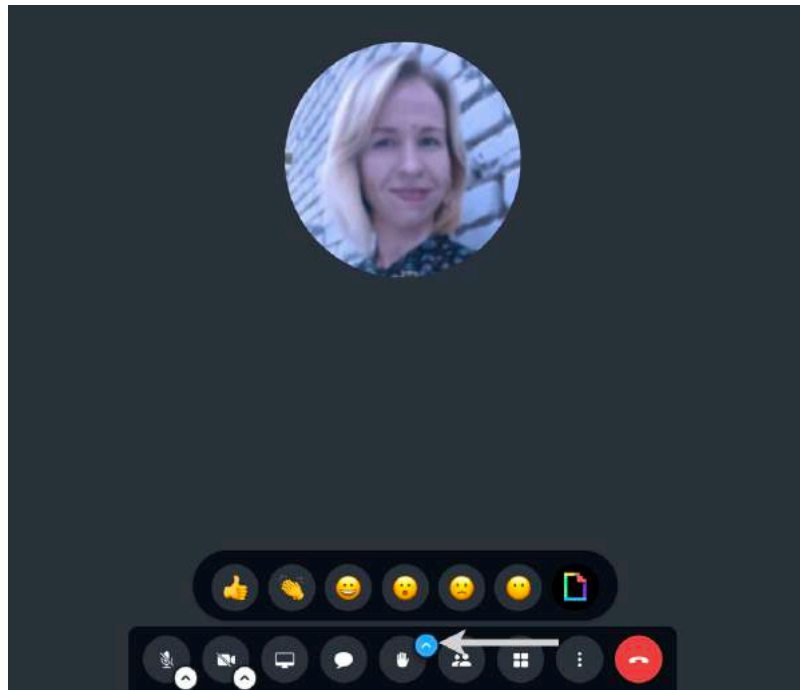
To view all users who raised their hands:

- Click on the **Yellow Hand** icon in the upper central side of the screen:



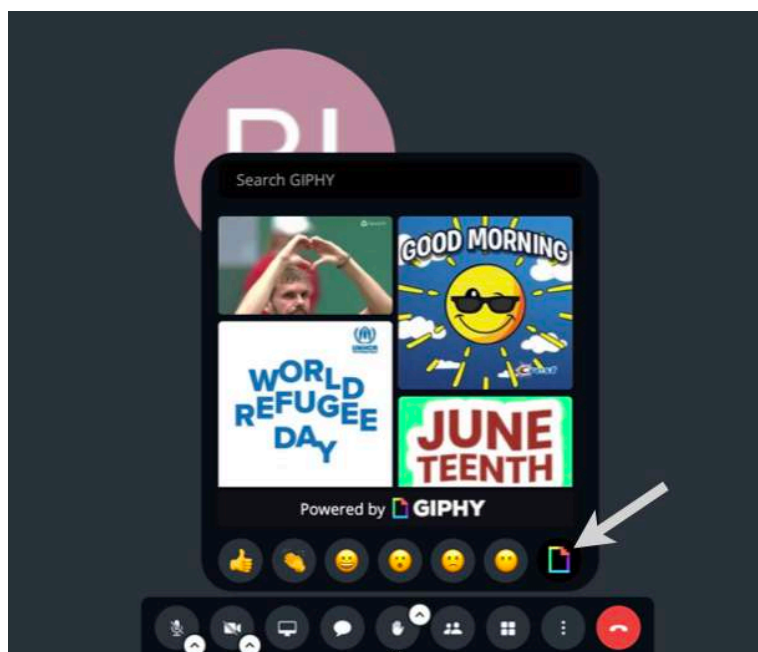
To send a reaction:

- Click on the **Arrow up** icon (*Open reactions menu*) and click on a reaction

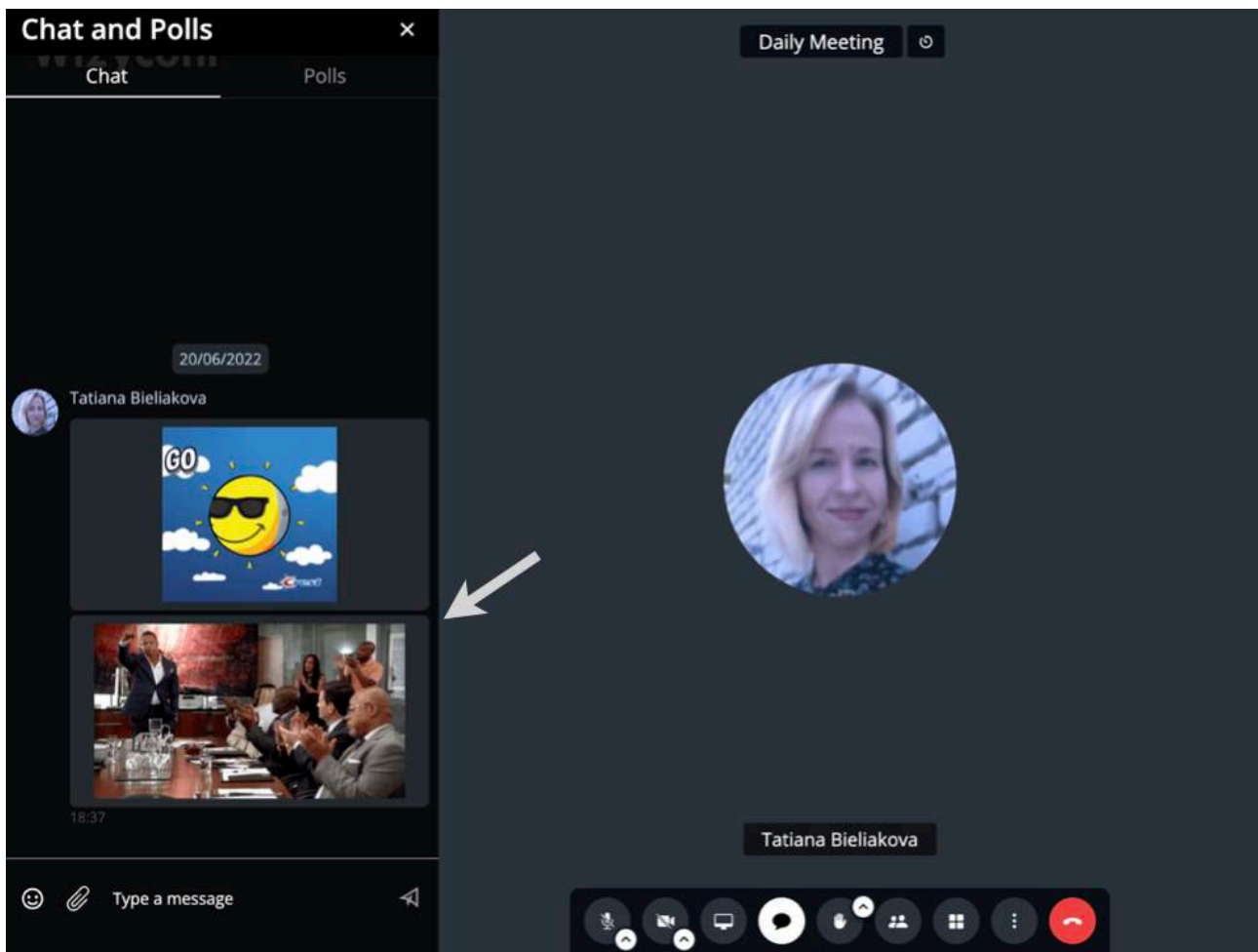


To send a gif:

- Click on the **Arrow up** icon (*Open reactions menu*) -> click on a **GIPHY** icon -> choose a gif:



The gif you sent is displayed in the conference chat:



Moderator control options

In addition to being able to decide whether participants should start with their webcams and microphones enabled/ disabled, there are other options reserved for the conference moderator:

- Mute separate users or ask them to unmute
- Mute all users except for one
- Disable camera of separate users
- Disable camera of all users except for one
- Expel users from the conference
- Conference recording
- Live streaming

Mute users

! This option is reserved for the conference moderator only.

To mute a user:

1. Find the user you want to mute
2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview

3. Click **Mute**
4. A new dialog opens, click on **Mute** to confirm

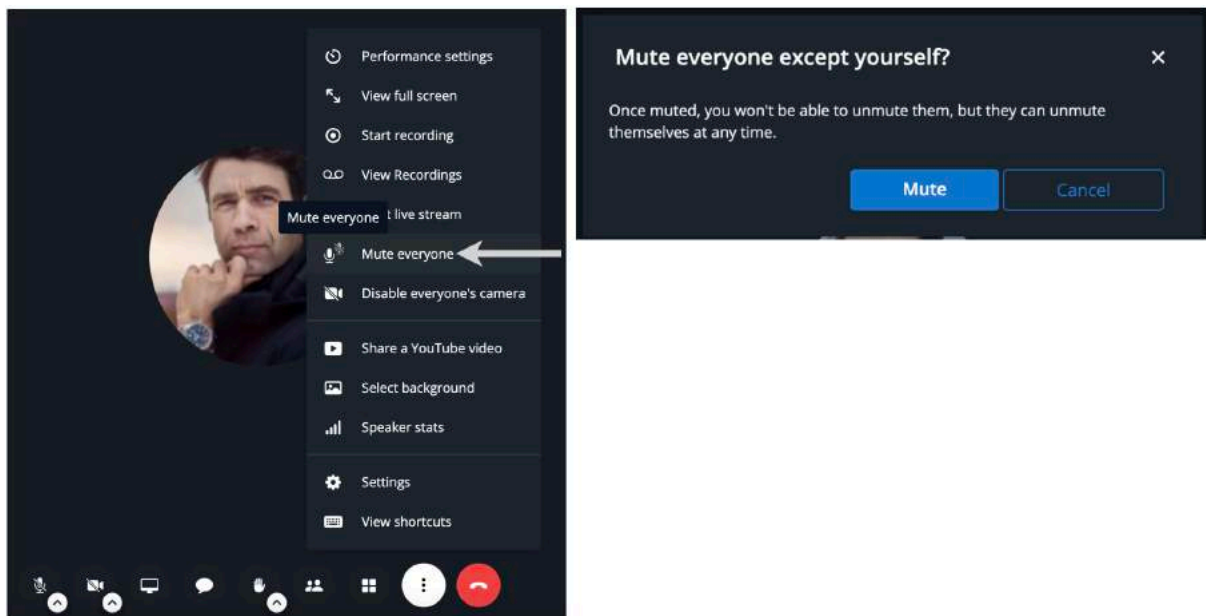
 Note: Users who joined in audio-only mode are notified once they are muted.

You can ask a user to unmute:

1. Find the user you want to be unmuted
2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Click **Ask to unmute**

To mute everyone:

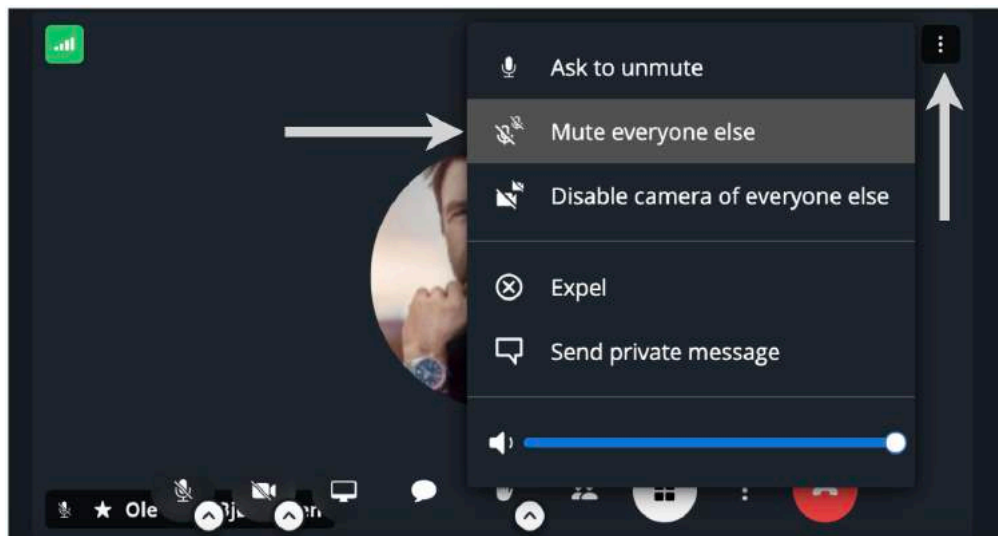
1. Click **three dots** (*More actions*) in the lower central side of the screen
2. Click **Mute everyone**
3. A new dialog opens, click on **Mute** to confirm



 In this way you can mute everyone except yourself. You cannot unmute other users, but they can unmute themselves.

To mute everyone else except for one user:

1. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
2. A new dialog opens, click on **Mute** to confirm

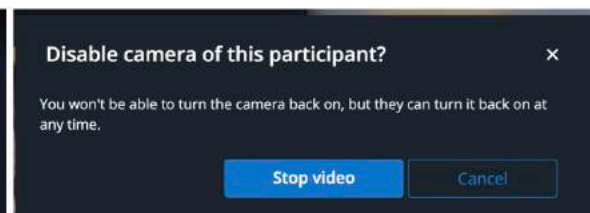
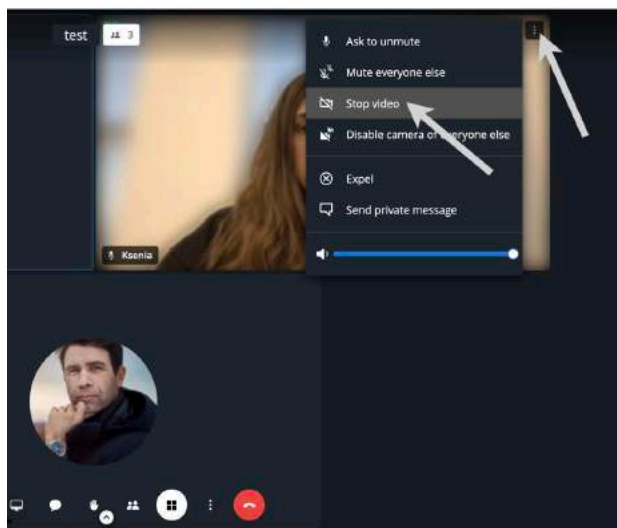


Disable users' camera

! This option is reserved for the conference moderator only.

To disable user's camera:

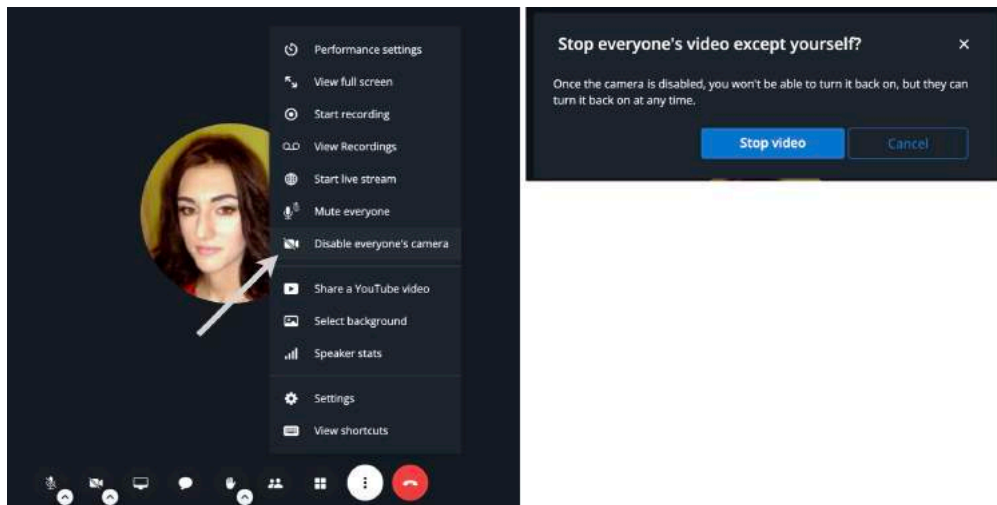
1. Find the user you want to disable camera for
2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Click **Stop video**
4. A new dialog opens, click on **Stop video** to confirm



To disable everyone's camera:

1. Click **three dots** (*More actions*) in the lower central side of the screen

2. Click **Disable everyone's camera**
3. A new dialog opens, click on **Stop video** to confirm



To disable everyone's camera except for one user:

1. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
2. Click **Disable camera of everyone else**
3. A new dialog opens, click on **Stop video** to confirm

Expel users from a conference

⚠ This option is reserved for the conference moderator only.

To expel a user:

1. Find the user you want to expel
2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Click on **Kick out**

Conference recording

⚠ Only users within a PBX can manage recordings (start, stop, access the list of recordings); not unavailable for external users.

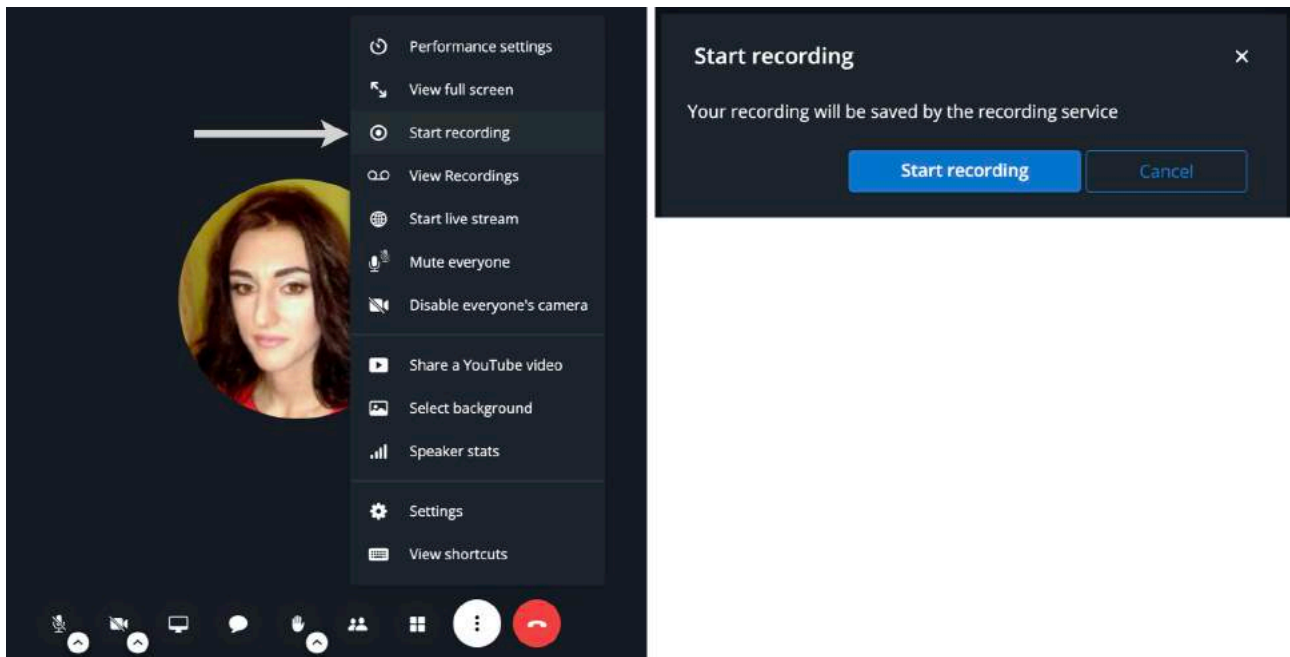
⚠ Limitation: a recording is automatically stopped after reaching 2 hours or if a file size exceeds 2 GB. Once it is stopped, you can start it again.
Note, that live streaming option is disabled when conference recording is running.

To start recording:

1. Click on **three dots** (*More actions*) in the lower central side of the screen
2. Click **Start recording**
3. A new dialog opens, click **Start recording** to confirm

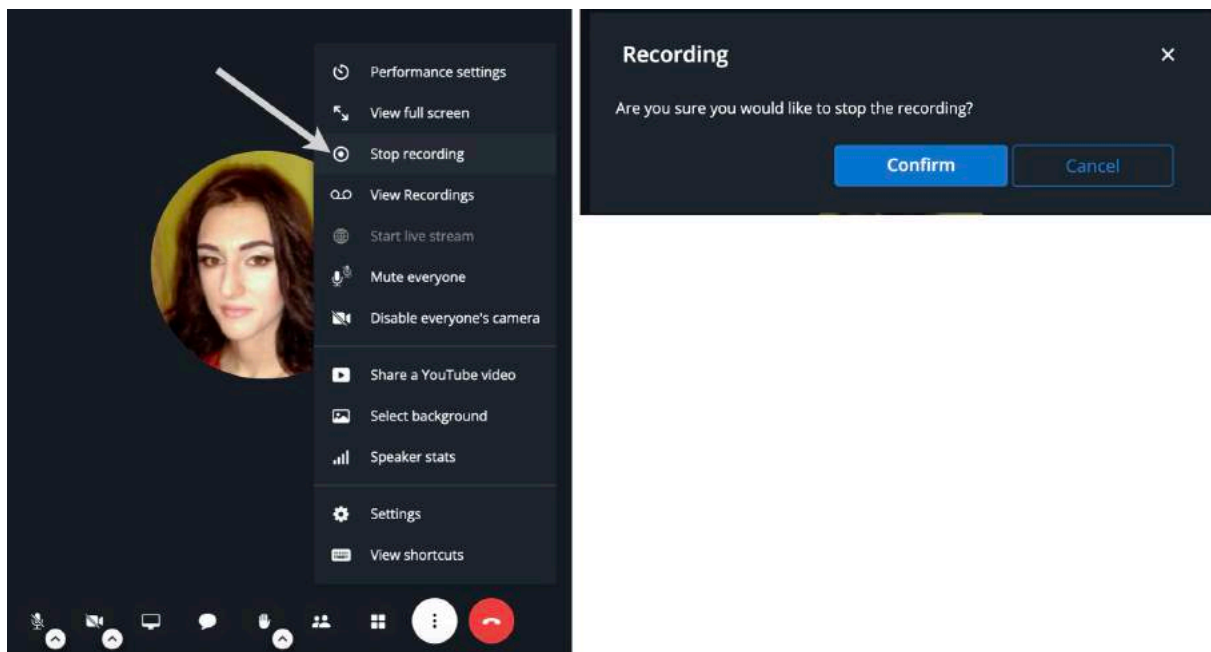
Recording starts in several seconds. Red **REC** icon is displayed in the upper right-hand part of the screen when the recording is running.

 Note: watermark and list of participants are now not included in recordings.



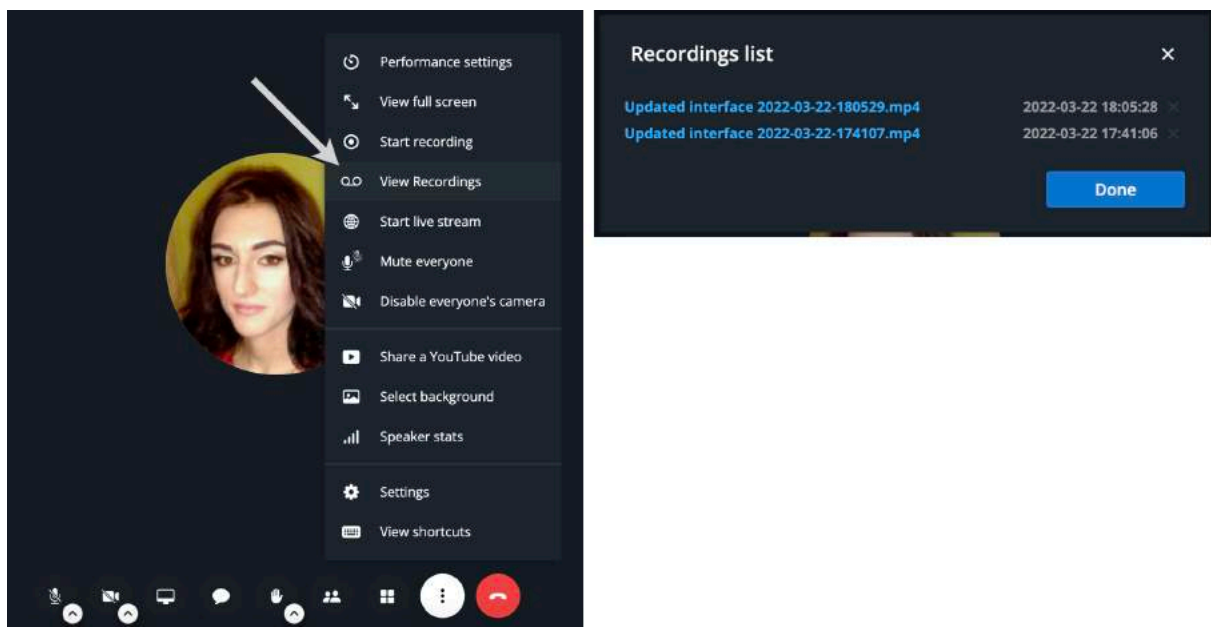
To stop recording:

1. Click again on **three dots** (*More actions*) in the lower central side of the screen
2. Click **Stop recording**
3. A new dialog opens, click **Confirm**



To download recording files:

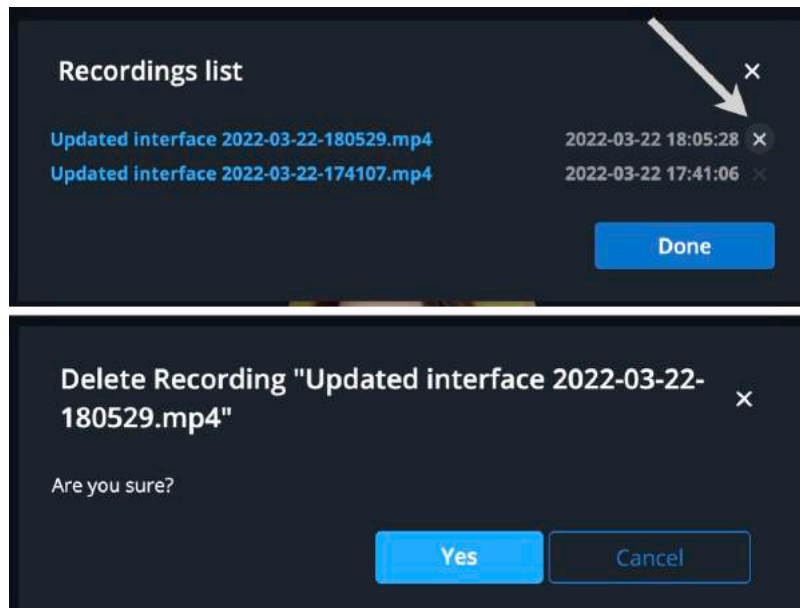
1. Click again on **three dots** (*More actions*) in the lower central side of the screen
2. Click **View Recordings**
3. A new dialog *Recordings list* opens, click on the file(s) to download
4. Click **Done** to close the dialog



To delete recording files manually:

1. Access *Recordings list* as described above

2. Click on **X** next to a recording you want to delete (you can only delete your own recordings, recordings started by other participants cannot be deleted):
3. To confirm, click **Yes**



! Files are automatically deleted after 6 months or in case conference room is deleted. Please take into account that conference room is automatically deleted after 30 days of inactivity.

Live streaming

! Only users within a PBX can start or stop live streams; not unavailable for external users.

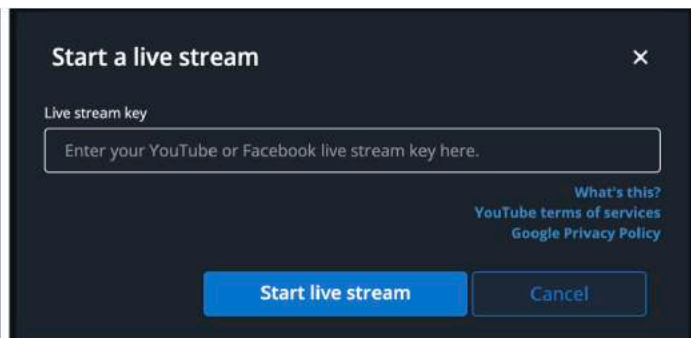
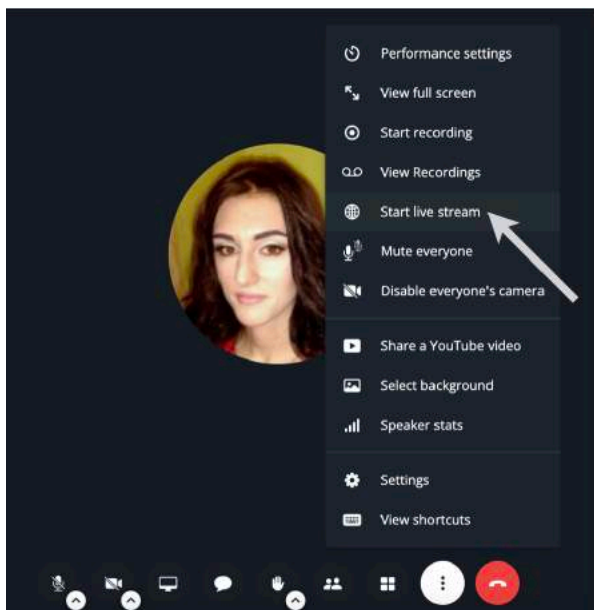
! Limitation: a live streaming is automatically stopped after reaching 2 hours or if a file size exceeds 2 GB. Once it is stopped, you can start it again.
Note, that conference recording option is disabled when live streaming is running

This feature allows you to make live streaming of your conference to YouTube and Facebook.

To start live streaming:

1. Click on **three dots** in the lower central side of the screen
2. Click **Start live stream**
3. New dialog opens; enter the Live stream key and click **Start live stream**

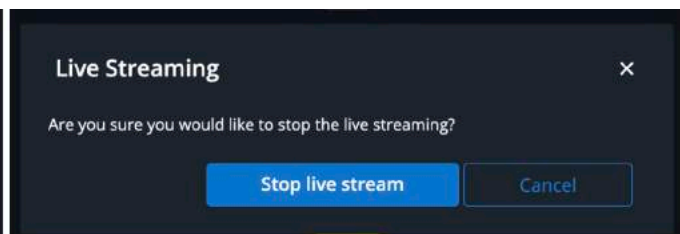
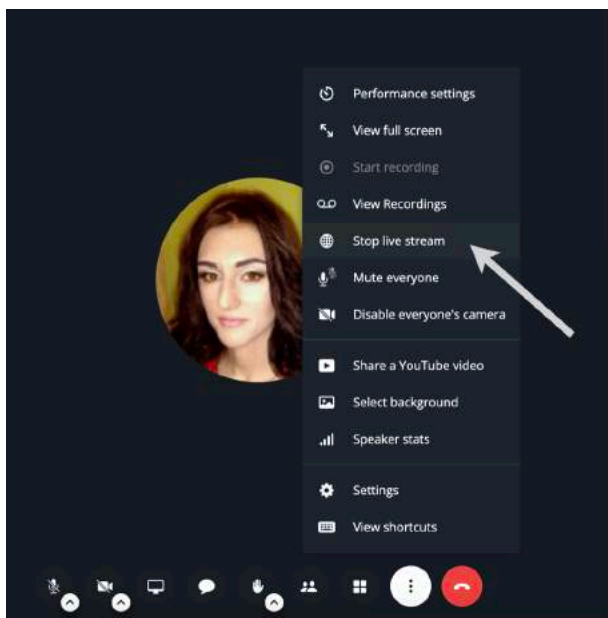
Blue *LIVE* icon is displayed in the upper right-hand part of the screen when the live streaming is running.



 For information on how to retrieve the Streaming Key for Facebook and YouTube, refer to [Live Streaming Guide](#).

To stop live streaming:

1. Click once again on **three dots** in the lower central side of the screen
2. Click **Stop live stream**
3. New dialog opens; click **Stop live stream** to confirm

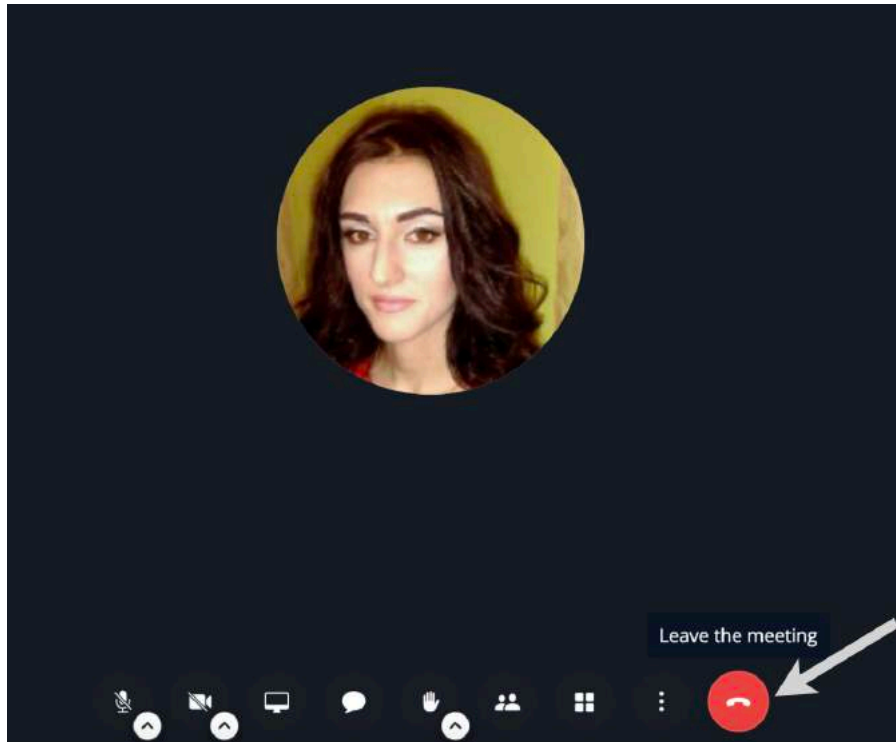


Exit and delete a conference room

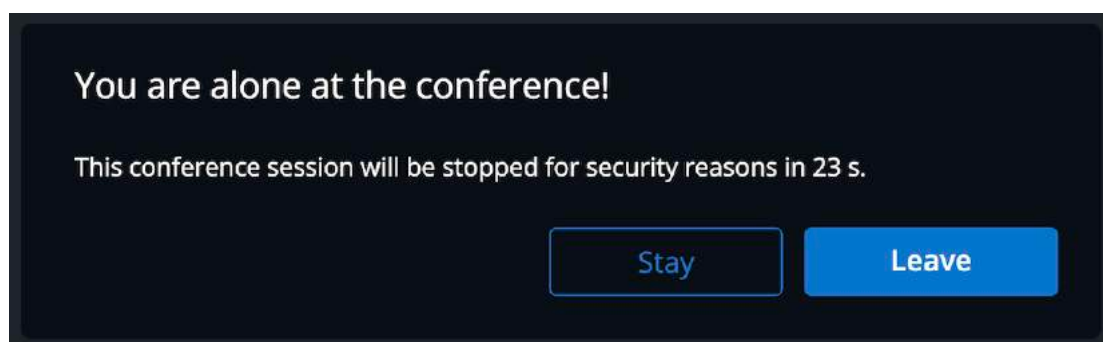
-  Only the conference moderator can delete a conference room. If you are an invited user, you can exit from the room. The room is removed from your list of conferences in Collaboration.

To leave the conference:

- Click the **red handset** icon (*Leave the meeting*) in the lower central side of the screen to leave the conference:



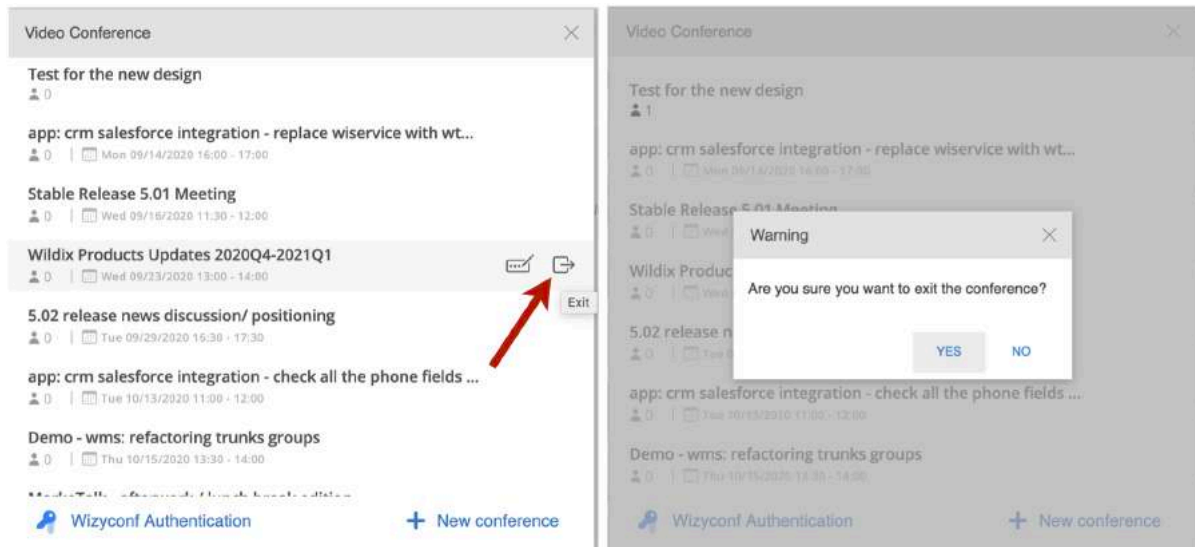
If a user is left alone in a conference for more than a minute, the relevant notification is displayed and the conference session is stopped automatically within 30 seconds:



-  Note: Conference is stopped automatically if it had at least 2 participants.

To leave the conference and remove it from the list of conferences in Collaboration:

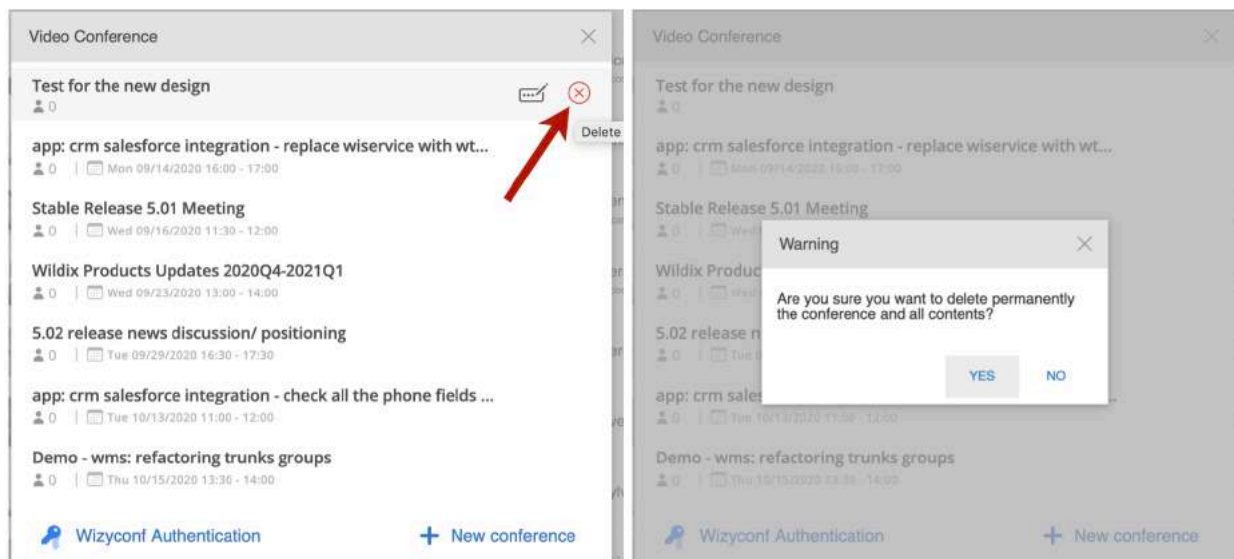
1. Open the **Video Conference** dialog in Collaboration
2. Find the conference in the list and hover the mouse cursor over it
3. Click on the **Leave** icon (*Exit*) on the right-hand side of the conference title
4. Click **YES** to exit the conference (the conference will no longer appear in the list of conferences in Collaboration for you)



To delete the conference:

To delete:

1. Open **Video Conference** dialog in Collaboration
2. Find the conference in the list and hover the mouse cursor over it
3. Click on the **X icon** (*Delete*) on the right-hand side of the conference title
4. Click **YES** to permanently delete the conference and all its contents (the conference will no longer be available)

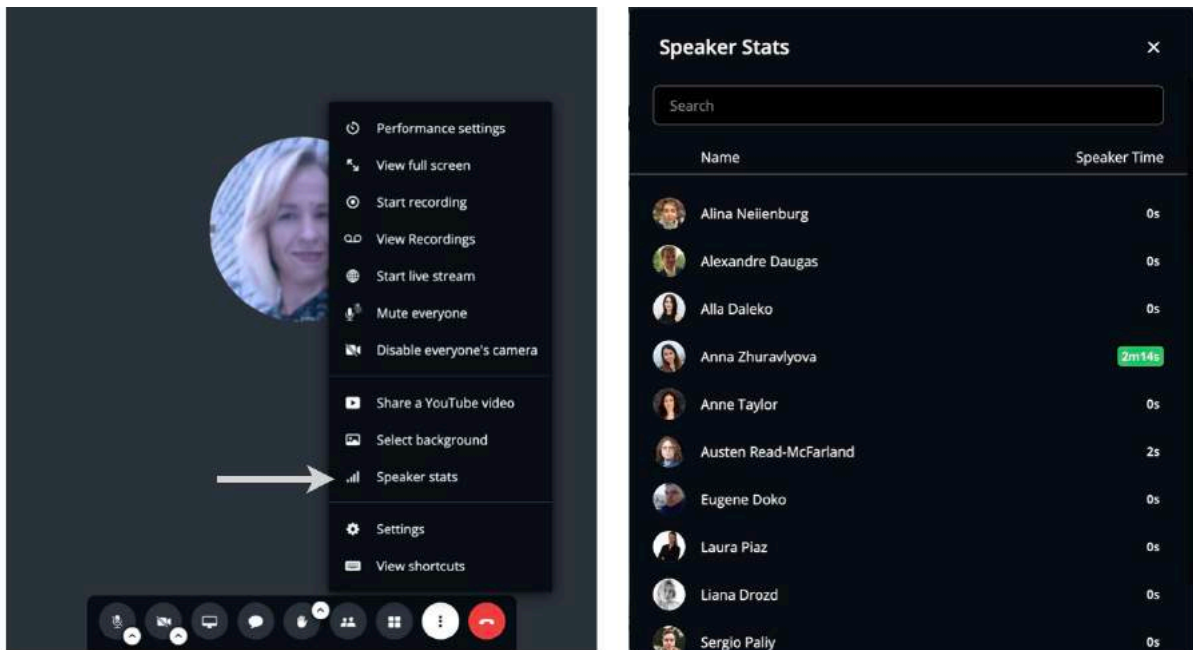


Miscellaneous

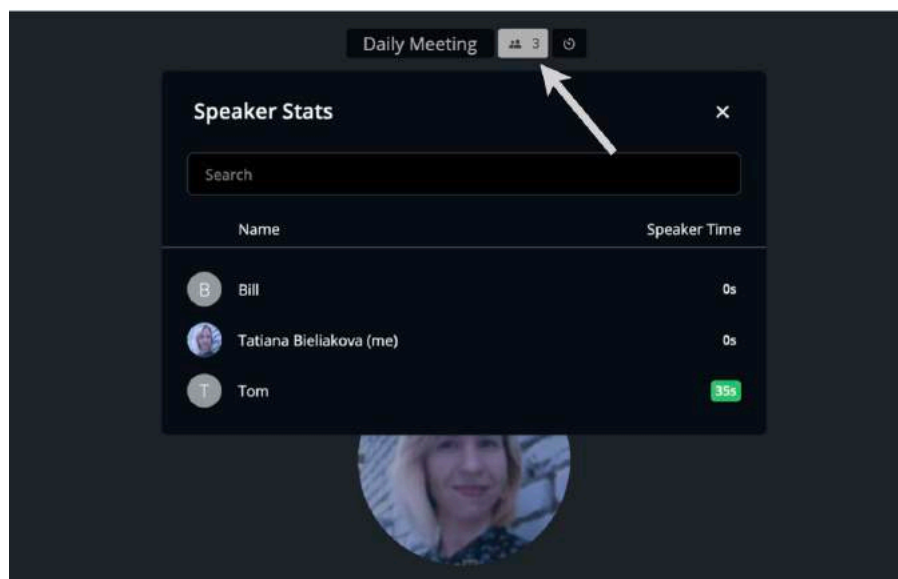
Speaker stats

You can view speaker statistics, to understand how much time each user spoke during the conference:

1. Click on **three dots** in the lower central side of the screen
2. Click **Speaker stats**
3. New dialog *Speaker Stats* opens:



The same dialog can be also opened when you click on the number of participants in the top of the conference (displayed if there are at least 3 participants in the conference):



⚠ Speaker stats gets reset each time you leave/ access again the conference room or in case you refresh the browser tab.

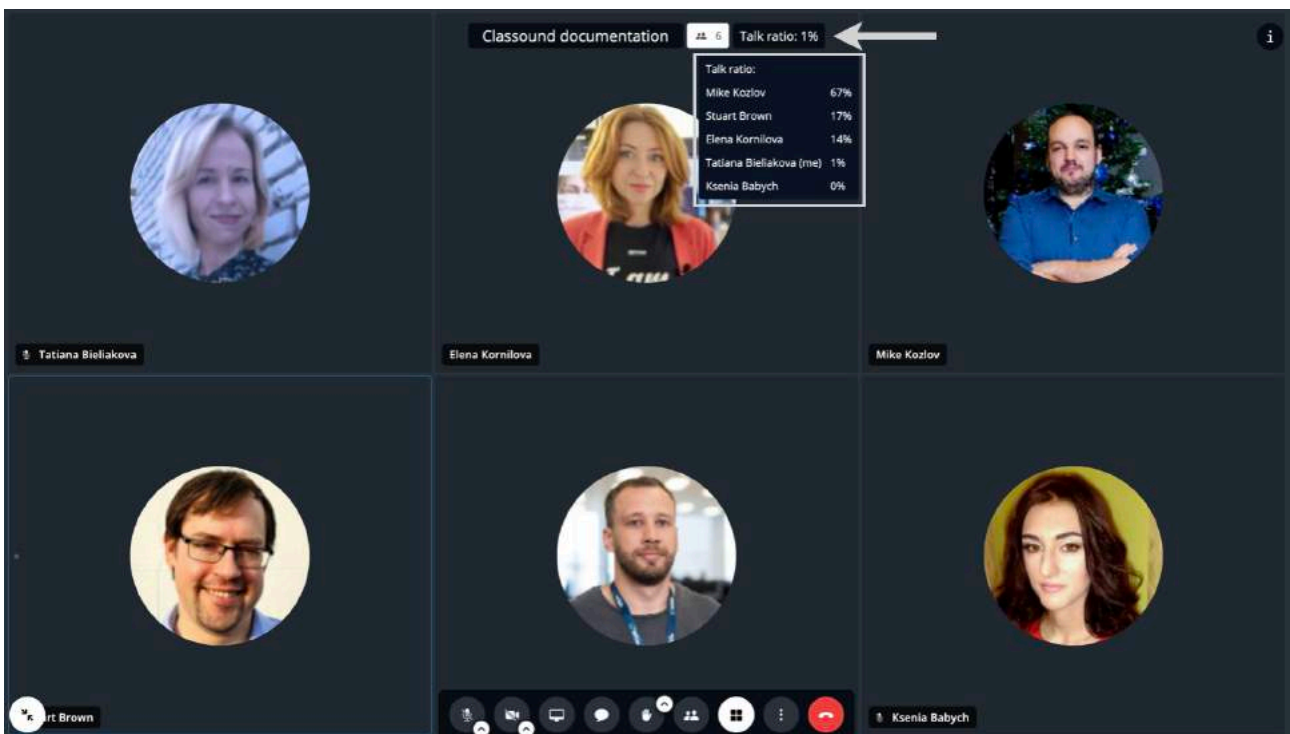
Talk ratio and Hints

Wizyconf offers functionality, especially useful for sales people, that allows to monitor the talk ratio, duration of the longest monologue and shows hints to agents during the conference.

⚠ Note: The functionality is available for PBX users only.

Talk ratio is shown at the top, next to the number of participants, after at least two conference participants have talked in the conference.

Click on it to see top 5 participants with the highest talk ratio:



Talk ratio:	
Mike Kozlov	67%
Stuart Brown	17%
Elena Kornilova	14%
Tatiana Bieliakova (me)	1%
Ksenia Babych	0%

Talk ratio is also displayed on *Speaker Stats* window under *Speaker Time*, which includes *total talk time* | *the longest monologue* | *talk ratio* compared to other participants:

Speaker Stats

X

Search

Name

Speaker Time

BI

Bill (me)

17s | Monologue: 6s | Talk: 19%

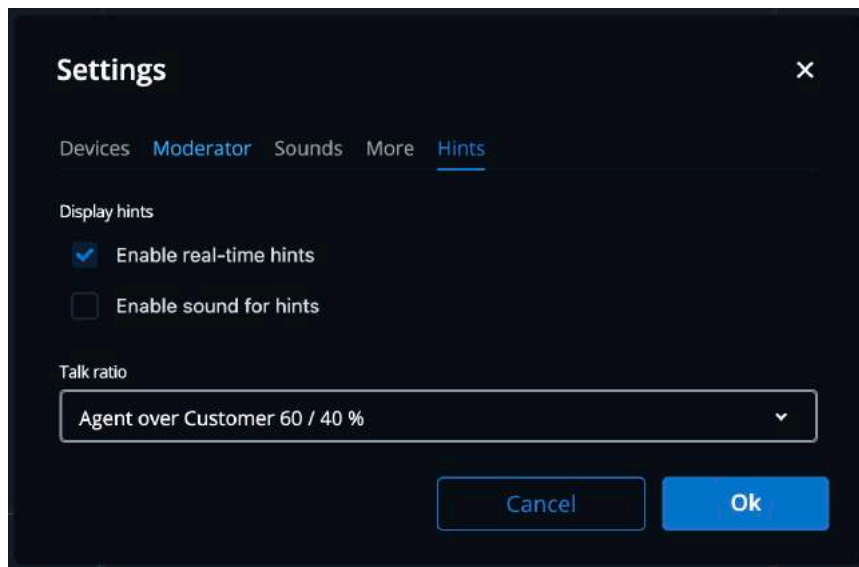


Wizy-User

28s | Monologue: 26s | Talk: 81%

Enable Hints

You can enable real-time sales coaching hints to be shown to agents during the conference. To activate hints, go to *More actions* -> *Settings* -> *Hints* -> tick off **Enable real-time hints**:



Settings X

Devices Moderator Sounds More Hints

Display hints

☒ Enable real-time hints

☐ Enable sound for hints

Talk ratio

Agent over Customer 60 / 40 %

Cancel Ok

If you want hints to be accompanied with sound, tick off **Enable sound for hints**. In *Talk ratio* section, choose one of the below options:

- *Agent over Customer 40 / 60 % (for discovery calls)*
- *Agent over Customer 60 / 40 %*
- *Agent over Customer 80 / 20 % (for demos)*

In case the chosen talk ratio is not kept, hint is shown to agent displaying information about agent's talk ratio and duration of the longest monologue:

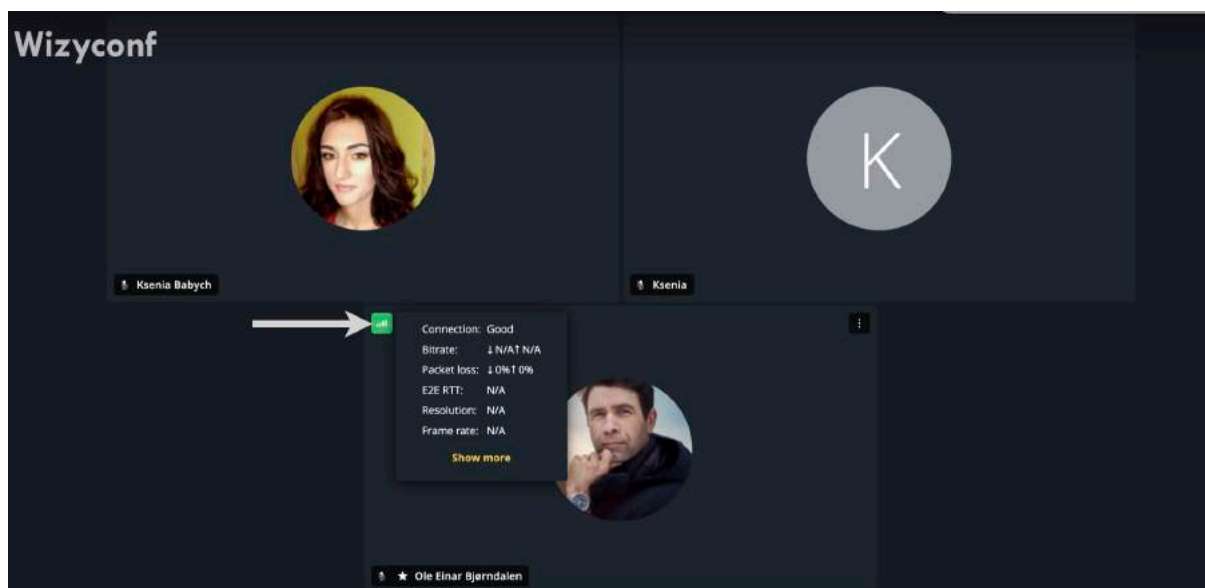


 Note: The first notification is shown not earlier than in 5 minutes after the conference start. Further notifications are displayed in the following intervals: after 3 minutes, 7 minutes, 15 minutes.

Connection quality indication

You can see the current connection quality for each user participating in the conference:

1. Hover the mouse cursor over the user whose connection status you would like to check
2. Hover the mouse cursor over the green or yellow **Connection quality icon** (color depends on the current connection quality) in the upper left-hand corner of the preview
3. New dialog is displayed with the information on connection, bitrate, packet loss etc
 - (available only if you hover the mouse cursor over your own preview) Click **Show more** in that dialog to see more details about your own connection quality

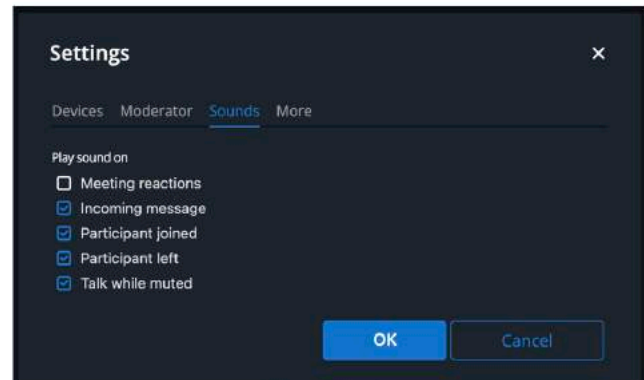
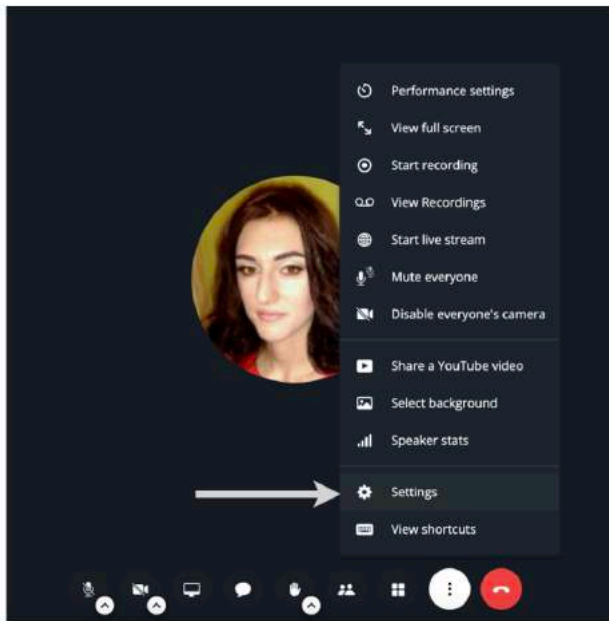


Manage sound settings

By default, you hear a system sound whenever a user joins or leaves a conference, etc. You can manage these sounds in Settings:

1. Click **three dots** (*More actions*) in the lower central side of the screen and click **Settings**

2. On the Settings screen, navigate to the **Sounds** tab and choose on which occasions you want the sound to be played:
 - a. Meeting reactions
 - b. Incoming message
 - c. Participant joined
 - d. Participant left
 - e. Talk while muted
3. Click **OK**

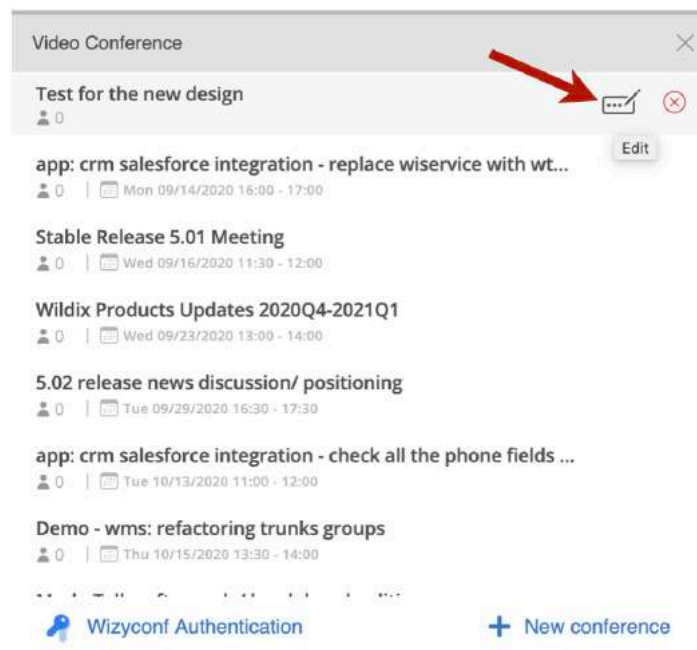


The sound settings are saved and used for your future conferences.

Edit a conference room

You can edit any existing conference rooms: edit the conference title, its description, the list of participants, schedule the conference, resend the email invitation, copy the conference link.

1. Open the **Video Conference** dialog from Collaboration
2. Find your conference in the list and hover the mouse cursor over it
3. Click on the **Pencil with three dots** icon (*Edit*) on the right-hand side of the conference title:



Keyboard shortcuts

For your convenience you can use keyboard shortcuts.

To view the list of the available keyboard shortcuts:

1. Click on **three dots** in the lower central side of the screen
2. Click **View shortcuts**
3. A new dialog *Keyboard shortcuts* opens:

