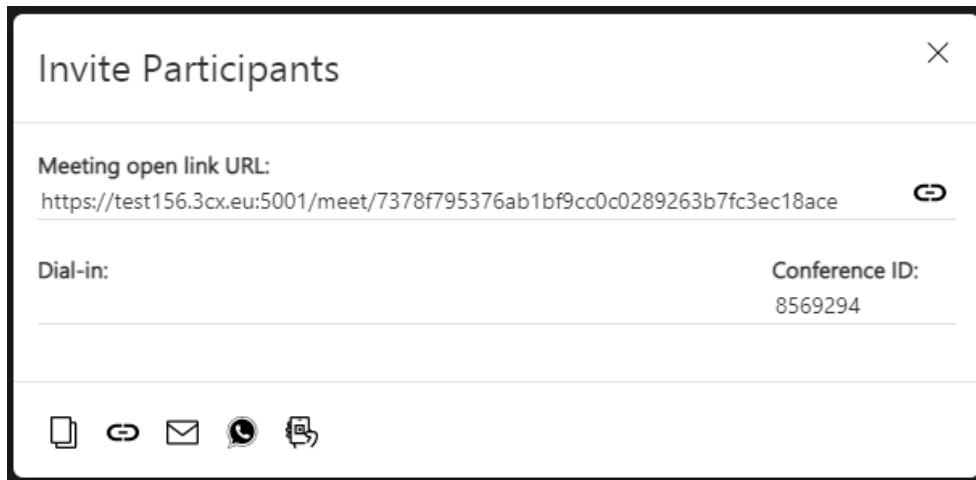



## 3CX Video Conferencing

3CX includes a powerful video conferencing solution that allows for effective, face to face communication and collaboration with colleagues and customers no matter where they are. With 3CX, your invitees can seamlessly join meetings with absolutely no login or sign up. All they need is your meeting link. They can join in-browser on Chrome or Firefox, or use one of the free video apps for [Android](#) or [iOS](#).

### Create an ad hoc video conference

Go to “**Meet**” in the web client or desktop app. By default, the Quick meeting will be ready for you to join and set up.




1. A pop-up window will appear to “**Invite Participants**”. Copy the meeting URL to send it or share it by email or WhatsApp.
2. To add more participants during the conference, simply click the “**Add Participants**”  button on the top right menu.
3. To join the conference, participants just need to open the meeting link.

## How to schedule an audio or video conference

The screenshot shows the 3CX Meet interface. On the left is a sidebar with icons for Team, Chat, Meet, Calls, Panel, and Apps. The main area is titled 'Meet' and contains a search bar and a 'New Conference' dialog box. The dialog box has the following fields and options:

- Type:** Radio buttons for Audio, Video (selected), and Webinar. A gear icon is to the right.
- When:** Radio buttons for Now and Later (selected).
- Date/Time:** A date field with '08/11/2021', a time field with '12' and '05' (with up/down arrows), and 'PM'.
- Time:** A field with '180' and 'min'.
- Subject:** A text field with 'Business Plan 2022'.
- Notes to Participants:** A text area with 'Ideas for 2022'.
- Select Email / Calendar to add to:** A dropdown menu with 'Google' selected.
- Buttons:** 'Create Meeting' (blue) and 'Cancel' (white).


To schedule a new conference:

1. Press the + sign.
2. Choose between audio conference, video conference or webinar.
3. Fill in the conference details.
4. In the drop-down “**Select Email / Calendar to add to**”, select “**Google**”, “**Microsoft 365**”, “**Outlook Online**” or “**Desktop Outlook (.ics)**”.
5. Click “**Create Meeting**” and a new tab will open in which you can create the calendar event for your meeting and invite participants.
  1. If you are using desktop Outlook, an .ics file will download. Open the file and a pre-filled calendar entry will open on your desktop.
  2. Invite your participants from within your calendar app.
  6. Click “**Save**” or “**Send**” to schedule your meeting and invite participants.
  7. To “**Join**” or “**Delete**” a scheduled conference, go to “**Conference**” and press the “**Scheduled Conferences**”  button.

## Managing a Video Conference

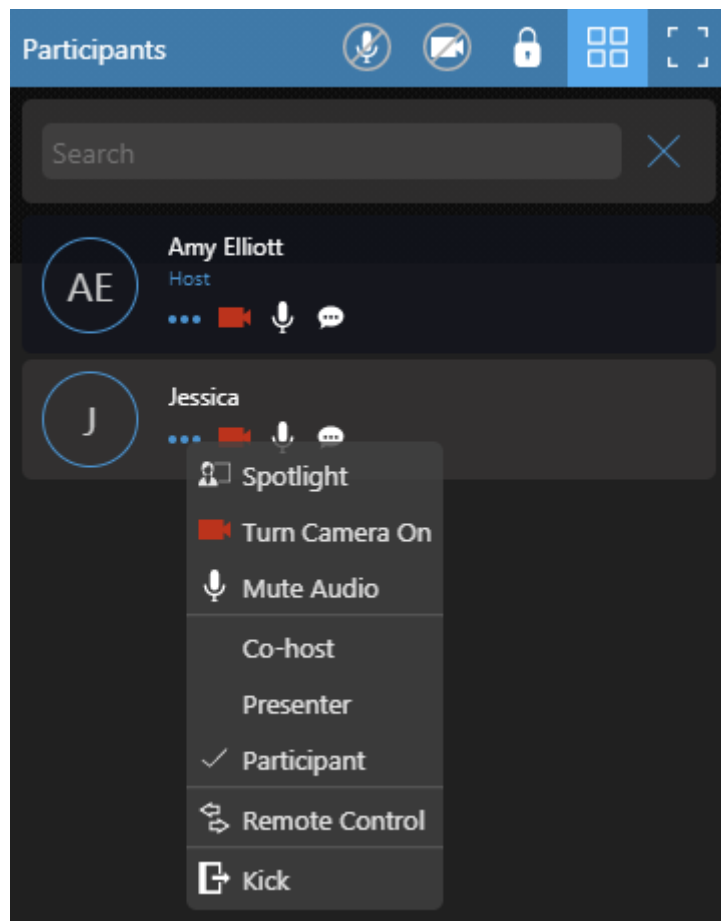


- **“Turn Camera On/Off”** - Toggle on/off to enable/disable camera.
- **“Mute/Unmute Audio”** - Toggle on/off to enable/disable microphone.
- **“Present”** - Access empty documents for whiteboard, chalk board, share PDF, share screen, camera sharing or start a poll.
- **“Chat”** - Open the chat window.
- **“Raise your hand”** - Select to indicate you would like to participate.
- **“Participants”** - View and manage meeting participants.
- **“Add Participants”** - Invite participants via email or WhatsApp or copy your meeting link.
- **“Record”** - Select the recording format and click **“Start”** to begin recording your video conference. When the meeting ends, the organiser receives an e-mail with the download link to the recorded video.
- **“Options”** - Manage devices and meeting quality, and view statistics.


 **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.

## Moderate and Control Users

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



- **“Spotlight”** - Enlarges the participant's window so that they can present or speak.
- **“Turn Camera On”** - Requests permission to enable the participant's camera.
- **“Mute Audio”** - Enables and disables the participant's microphone.
- **“Co-host”** - Has full control of the web meeting and can use all the available features, as well as control cameras, microphone, and chat access. Co-hosts 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 from 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 the title of **“Host”** and cannot be moderated by other organiser(s).

## Collaboration Tools

### Whiteboard


Click the “**Present**” button and then “**Whiteboard**” and:

1. Choose a blank or dotted document, or chalkboard template to use.
2. Meeting participants can use the Whiteboard Toolbar’s tools on a shared whiteboard.
3. To stop sharing the whiteboard press the “**Stop Sharing**” button.

### Share PDF

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

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

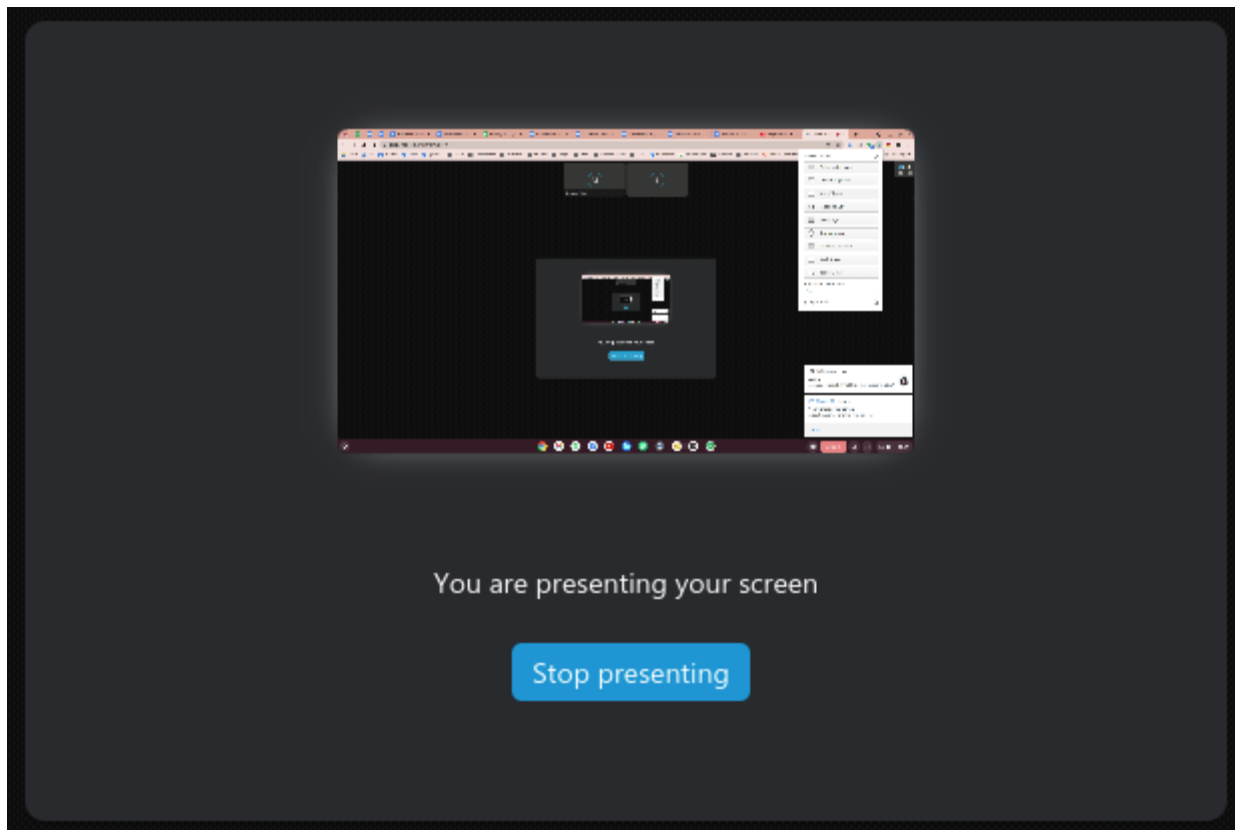
- Click the share  button to share the document on all of the participants’ screens.
- Using the Share PDF Toolbar at the bottom of the screen, participants can interact with the document using the Cursor, Pen, Eraser and Text tools as well as ask questions related to the specific document.



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

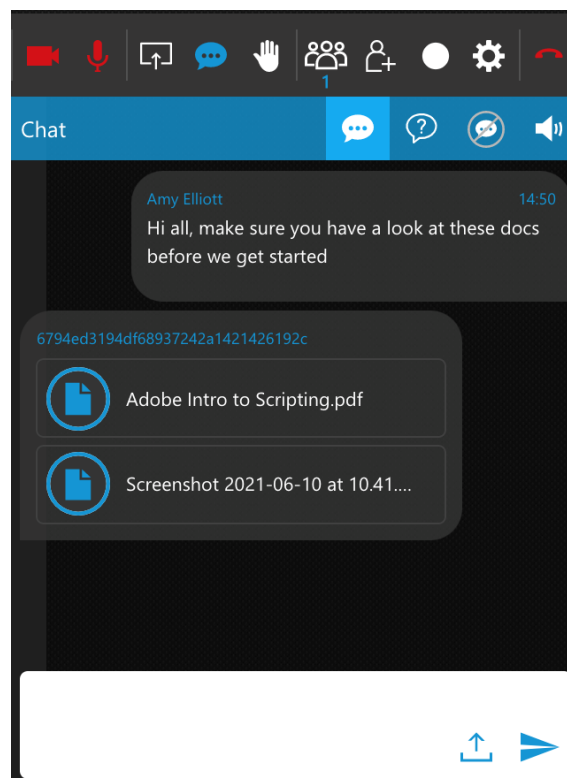
### Screen Sharing

Click on the “**Present**” button and select “**Start Screen Sharing**” to share your whole screen or a single window, browser tab or application. The option to “**Share audio**” is separate.



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

## Shared Files



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


- Organisers and presenters can share files with size up to 64MB each, by:
- Drag-and-drop in the Chat panel.

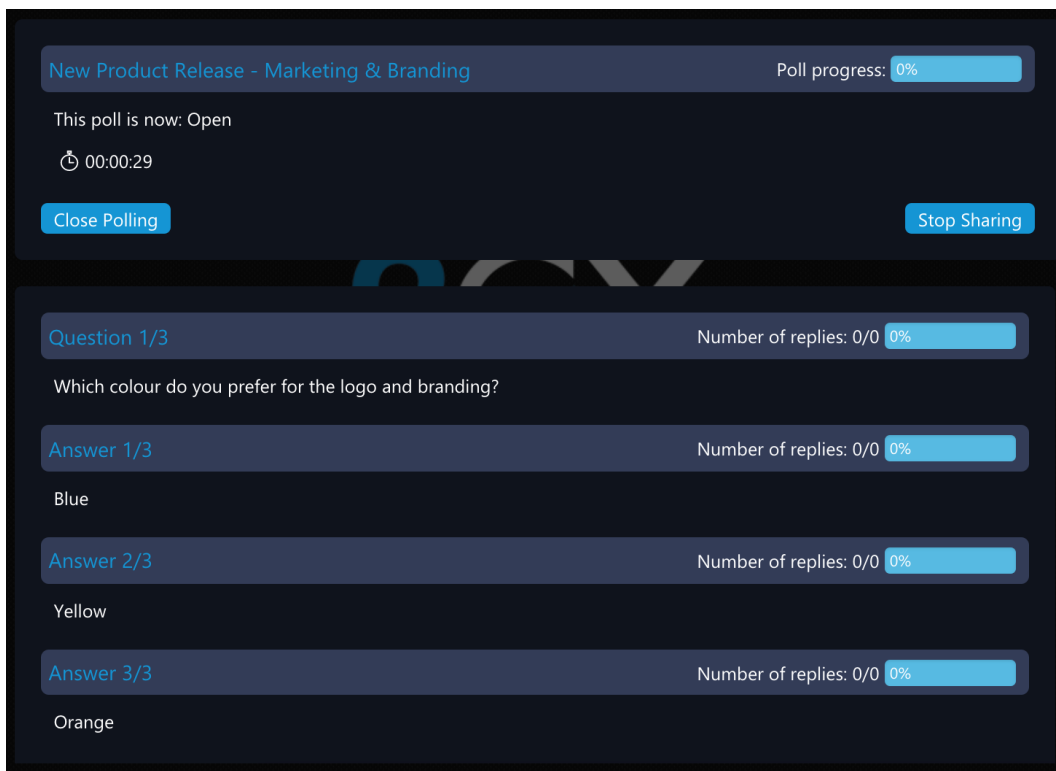
- Clicking the **“File upload”** icon and selecting the file(s) to share.
- All participants can click on shared files to open and save on their PCs.
- Shared files are marked with a blue icon for the sharing participant and with a white icon to other participants.
- Shared files are kept on secure 3CX servers for the duration of the meeting and then deleted.

## Get Feedback

### Create Polls

Organisers can actively engage with their audience and get their feedback by creating polls.

1. Click on the **“Present”** button to bring up the Presentation options.
2. Select **“Start a new poll”** . Here you can view previously created polls, share them, edit them and delete them.
3. Click the **“plus”** icon to create a new one.
4. To create a new poll, add questions and respective answer choices for the participants and click on **“Save”** to store the new poll.
5. To share a poll with users to vote on, click the **“Share”** button on the desired poll. The poll will be displayed for all participants to engage with.



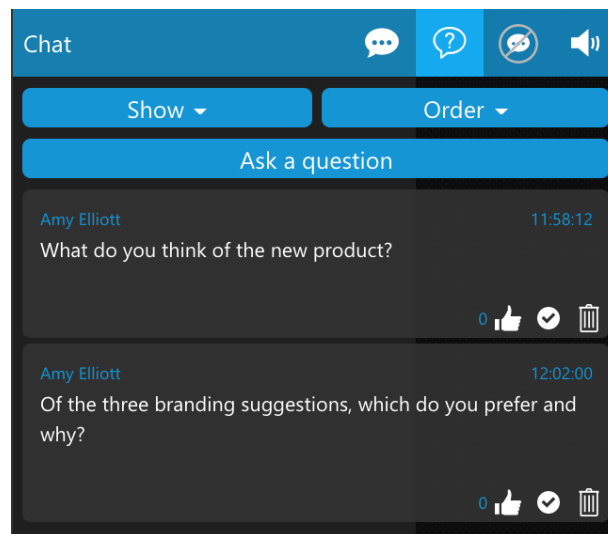
6. Organisers can monitor an active poll, the percentage completed, its status (Open or Closed), the time elapsed and a real-time summary of the participants’ answers.

7. Clicking on the “**Close Polling**” button completes the participant polling. Organisers 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.
8. Organisers can click on the “**Stop Sharing**” button to remove the poll from the participants’ screens and resume the meeting.

## Chat Q&A

In the Chat windows, you can create questions for and participate in a Q&A by clicking the “**Q&A**”

 button.



- You can view questions that you have “**Answered**”, are “**Unanswered**” or “**All**”.
- Sort questions by “**Oldest**”, “**Newest**” and “**Popular**”.
- You can easily add your own questions by clicking the “**Ask a Question**” button.

## Options

To change the WebMeeting settings, click on the “**Options**” icon on the right sidebar to control:

- Video input source - Select Webcam to use
- Audio input source - Select Microphone to use
- Audio output device - Select Speaker to use
- Device test - click on the “**Test**” button to test your device
- Meeting Quality - choose between “**Stability**”, “**Balanced**” and “**Quality**” profiles
- 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 speaker’s output
- Noise suppression - filters out very specific noises like keyboard typing