firstcom eUrope

Universe
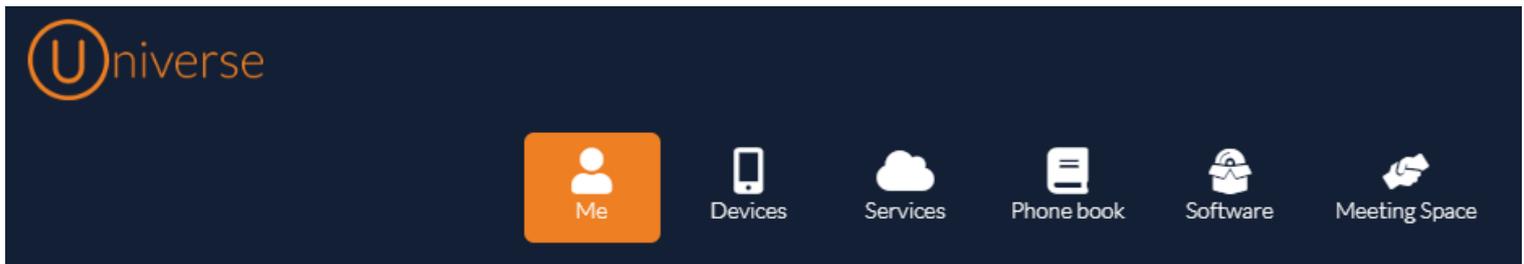### Meeting Space

Universe Meeting Space – User Guide
Hold a video conference, chat online and share screens

Contents

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1. Before you begin

i   Make sure you have a Universe account and that you know your Firstcom Universe Email and Password

ii   Make sure you are connected to Wi-Fi.

iii   On your computer, log into your Universe Self Care portal (Selfcare.voip.co.uk in the UK).

iv   Check that you have the "Meeting Space" icon (see below on the right-hand side). If you do not, contact your administrator. If you do, you are ready to go.

v   If you are the organiser of a meeting you are the "Host", otherwise you are a "Guest". Guests do not need to be Universe customers, but Hosts do.

U niverse

    Me   Devices   Services   Phone book   Software   Meeting Space

2. Organizing an Instant Meeting

Meetings that are created in a moment

i   **Select Create Meeting** from the left side of your screen

ii   **Name your meeting**
Free text field. Let Guests know to what this meeting is about. This field is shown on the mail invitation

iii   **Agenda (optional)**
Create an agenda, this also will appear on the invitation

iv   **Add members**
Guests will available for selection once you start typing only if they have an email address included in their details in your Phonebook. For guests not in your Phonebook, type out their email addresses. Press enter after each new address

v   **Auto-fill participants from template (optional)**
If you have meetings with the same people several times, then create a template. With a template you add users and write email addresses only once and then select the template each time you need to meet with them. These templates are editable

vi   Select **Create Meeting** from the right side of your screen this time

vii   This will send out an invitation to your Guests via email and upon clicking the link, see the screen below. However, Hosts will go directly to the same screen, without the email.
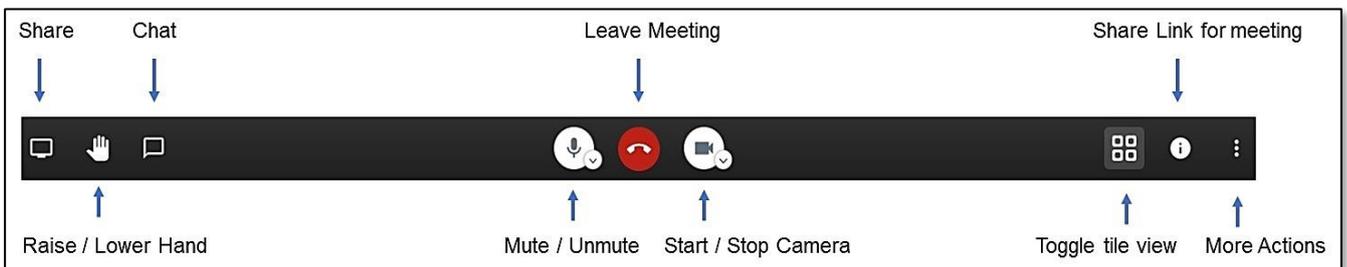
viii To enter the meeting, click on your name.

ix If you are the guest, you will have to wait for the host to open the meeting.

x Your meeting will begin

3. Control Icons

Move your mouse to the bottom of the screen and the main control icons will appear. If you hover over the icons the name of the icon will appear

4. Organizing a Scheduled Meeting

If you wish to organize a meeting at some point in the future (Scheduled Meeting), follow instructions (i) to (v) above.

i   Move the slider for "Schedule Meeting" to the right

ii   Enter the date, time and duration and select "Create Meeting" and follow steps (vii) to (ix) above.

iii Note that with Scheduled Meetings you can make regular recurring meetings by moving the slider

iv   In the example above, there will be a regular recurring meeting each Monday at 10:00am for one hour

v   When you create a recurring meeting, it will run forever. If you at some point need to stop the series of meetings you can cancel the recurrence

vi   For Weekly meetings you can have as many recurrences as you want to. There can be one for each day in the week

vii If you are running a status meeting twice a day, you must create two separate recurring meeting events. One for the morning meetings and one for the afternoon meetings

viii Trying to keep Monthly recurring meetings as simple as possible, monthly meetings are limited to a day of the week in the first and last week of the month

ix Both Guests and Hosts must accept their invitations for the invitation to appear in their Calendars. Universe supports Google, Outlook and Apple mail calendars. Notifications in the email includes; Name of Meeting, Agenda, Time and Host. The host will be automatically notified.

x   If you use Outlook, you will have to select the icon on the left side of the email and select; Arrow down => Open => Yes => Accept.

5. Creating a template

i   Select the "Creating and editing Templates" button (see diagram in section 4 in red)

ii   If it is a new template give the template a name

iii Add template members by either the drop-down list by typing part of their name and selecting. Alternatively type in their email address but do not forget to press enter after each typed email address

iv   Select "Save as new template"

v   If a template needs to be modified, select it from the drop-down box in the "Templates" field

vi   Add template members by either the drop-down list by typing part of their name and selecting. Alternatively type in their email address but do not forget to press enter after each typed email address

vii Save "Update selected template"

6. My Meetings

i   By selecting the My Meetings

MY MEETINGS   📅

icon you are able to view the upcoming meetings you host

ii   By selecting "Starting", the order of the meetings changes from latest to earliest and vice versa by selecting again. Note that filters can be applied to searching for the This Week or for meetings in either the next or past 30 or 90 days. You can also search for the name of a meeting

iii On this page you can see who will attend and when. You can start your meetings from here

iv   If you add or subtract members, only they will be notified. On the contrary, if you change a schedule, or cancel a meeting, all Guests will be notified

v   Acceptances or rejections by Guests are not recorded here. This appears in email responses.

vi   To see if you are connected, toggle between My Meetings and Create Meetings. The platform will log you off after a period of inactivity

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📅 My Meetings

| 10 ▼ items per page	This week (entire week) ▼	Search 🔍

Starting ▼	Name	Recurring ↕	Members		
Fri, Jul 3, 17:20	Test 9		Tony Robinson (tony.robinson@firstcomeurope.com) (Creator) Tony Home (tony.robinson8@totalise.co.uk) (Guest)	Start meeting ➔] Edit members 👤+ Edit scheduling 📅 Cancel meeting 🗑	
Fri, Jul 3, 13:18	Mail Out		Tony Robinson (tony.robinson@firstcomeurope.com) (Creator) Julie Cox (julie.cox@voip.co.uk) (Guest) sam@samisaacscreative.co.uk (Guest)	Start meeting ➔] Edit members 👤+ Edit scheduling 📅 Cancel meeting 🗑	

7. Moderator's Controls

i   The speed of connection can be shown for each person on the call by going into the right-hand corner of their screen and selecting the green icon
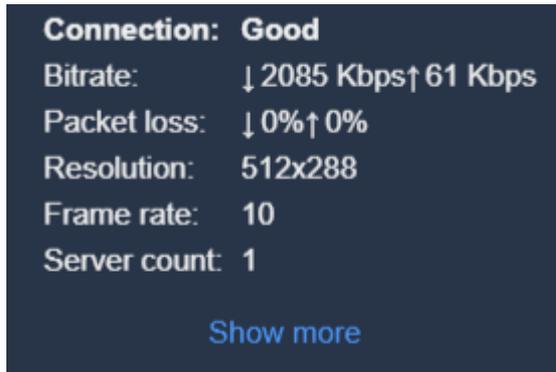
ii   By showing Gallery View and selecting the three vertical dots in a Guest's picture, the following controls are available to the Moderator
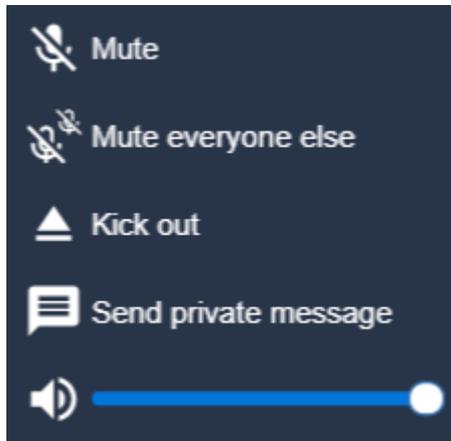
a.   the Moderator can Mute the Guest selected or

b.   Mute everyone except the Guest

c.   Kick the Guest out of the call

d.   Send them a private message

e.   Increase the volume of the Guest's voice

8. Features of Meeting Space

Once a video call has started there are many things that you can do to enhance your call.

i   Toggle the View
There are two options available; Follow Me which shows on the screen, in large format, the person who is speaking. The second option is Gallery view which shows all participants on equal sized screens

ii   Share a Link
Click on the button and select copy. Then go to your email client and in the body select Ctrl C. Address the email and the Guest will be able to join your call

iii   Share your screen
Selecting the Share button creates three options;
   a. **Your Entire Screen** – means that whatever document you are looking at, will appear on the shared screen
   b. **Application Window** – Means that you select the document you wish to share
   c. **Chrome Tab** – allows you to share websites on the video including audio
   d. To stop sharing, click on the Sharing button again

iv   Raise or Lower your Hand
If you click on this button a little hand appears on the video screen with your face. It tells the Host that you wish to speak

v   Chat
By clicking on this button, you can type a message for everyone on the call to read and respond to.

vi   If you wish to send a private message. Go to Gallery View and click on the three dots on the right-hand top corner of the person's video screen you wish to speak to. Click on "send private view"

vii   Mute / Unmute
Apart from muting or unmuting your microphone, you can click on the down arrow and select your devices. It allows you to check that both your microphone and speakers are working
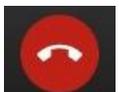
viii   Leave Meeting
Click on the red button to leave the meeting. Note that even if you are the host, you will not be able to close the meeting when you leave

ix   Start / Stop Camera
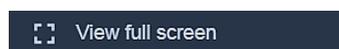Allows you to listen to a call without being seen, or alternatively to join as a video participant.

x   More Actions
As you select this icon, the following pop ups will appear

HD Manage video quality	Choose a bandwidth setting to suit your current download speed availability
View full screen	Show video and screen shares in full screen mode
Share a YouTube video	Find the address of a view tube video and paste it in the field provided. Sound is also heard by the Guest

Blur my background BETA	The background behind the members on the call is blurred
Settings	Devices: Selection of camera, microphone and speakers. More: Select whether callers enter the call with the following settings; muted, hidden and on follow me Language: Select language
Mute everyone	All those on the call are muted by the moderator. Note, they have to unmute themselves
Speaker stats	This totals the amount of time that each speaker has spoken for during the call
View shortcuts	The "View shortcuts" feature allows on letter selections to perform the actions on lists on the Shortcuts menu

9. Mobile Access

You can be a Guest on a Meeting Space call on your mobile phone, but you cannot be a Host.
To download the Meeting Space App, go to the App Store for Apple phones and Play Store for Android phones.