



GETTING STARTED GUIDE

Software 1.0 | July 2015 | 3725-71956-001VC

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# Veraview Connect

## MyVConnect Portal for End Users

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# Conventions Used in this Guide








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This guide contains graphical elements and a few typographic conventions. Familiarizing yourself with these elements and conventions will help you successfully perform tasks.

## Information Elements

This guide may include any of the following icons to alert you to important information.

### Icons Used in this Guide

Name	Icon	Description
Note		The Note icon highlights information of interest or important information needed to be successful in accomplishing a procedure or to understand a concept.
User Tip		The User Tip icon highlights techniques, shortcuts, or productivity related tips for users.
Administrator Tip		The Administrator Tip icon highlights techniques, shortcuts, or productivity related tips.
Caution		The Caution icon highlights information you need to know to avoid a hazard that could potentially impact device performance, application functionality, or successful feature configuration.
Warning		The Warning icon highlights an action you must perform (or avoid) to prevent issues that may cause you to lose information or your configuration setup, and/or affect phone, video, or network performance.
Web Info		The Web Info icon highlights supplementary information available online such as documents or downloads.
Troubleshooting		The Troubleshooting icon highlights information that may help you solve a relevant problem or to refer you to other relevant troubleshooting resources.

## Typographic Conventions

A few typographic conventions, listed next, are used in this guide to distinguish types of in-text information.

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## Typographic Conventions

<i>Convention</i>	<i>Description</i>
<b>Bold</b>	Highlights interface items such as menus, menu selections, window and dialog names, soft keys, file names, and directory names when they are involved in a procedure or user action. Also used to highlight text to be entered or typed.
<i>Italics</i>	Used to emphasize text, show example values or inputs (in this form: <example>), and show titles of reference documents available from the RealPresence Cloud support site and other reference sites.
<a href="#">Blue Text</a>	Used for cross references to other sections within this document and for hyperlinks to external resources such as third-party websites, documentation, and support.
<a href="#">Blue Text in italics</a>	Used for hyperlinks to resources such as service support and product webpages.
<code>Courier</code>	Used for code fragments and parameter names.

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# Get Started with the MyVConnect Portal

Manage your video-conferencing experience in a central location with the MyVConnect portal ([my.vconnect.vc](http://my.vconnect.vc)), a feature of Veraview Connect.

The MyVConnect portal provides the following features:

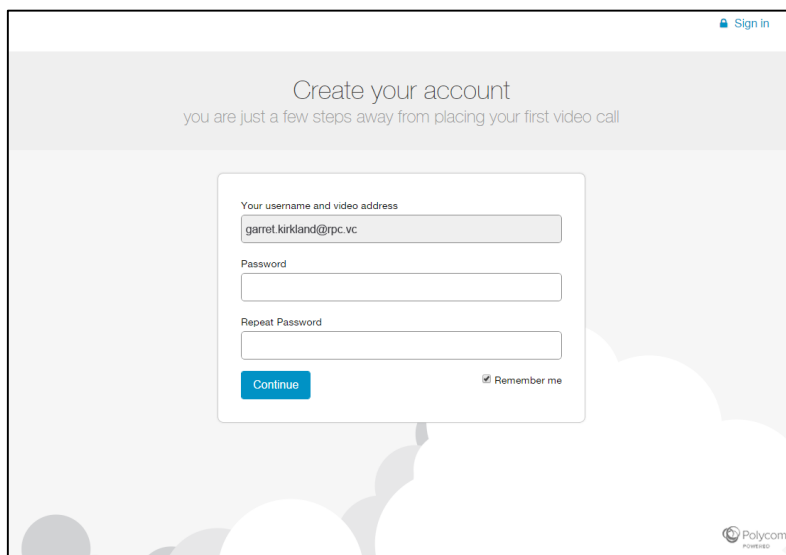
- An ability to set up and manage meetings in your virtual meeting room (VMR)
- A VMR that is always available
- Meeting support for up to 30 participants who can join via standard video-conferencing endpoints, web browser, Microsoft® Lync®, and audio

## Log In for the First Time

This section details how to log into the service as a first-time user.

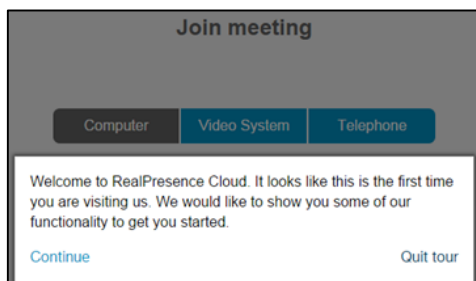
**To log into the portal for the first time:**

- 1 Click **Complete The Registration** in the activation email.
- 2 Create your password and click **Continue**.



The screenshot shows a web registration form titled "Create your account" with the subtitle "you are just a few steps away from placing your first video call". The form includes a "Sign in" link in the top right corner. The main form area contains a "Your username and video address" field with the value "garret.kirkland@rpc.vc", a "Password" field, and a "Repeat Password" field. A blue "Continue" button is located at the bottom left of the form, and a "Remember me" checkbox is at the bottom right. The Polycom logo is visible in the bottom right corner of the page.

- 3 Click **Continue** to tour the portal or **Quit tour** to begin using your service.



The screenshot shows a "Join meeting" dialog box with three tabs: "Computer", "Video System", and "Telephone". Below the tabs is a message: "Welcome to RealPresence Cloud. It looks like this is the first time you are visiting us. We would like to show you some of our functionality to get you started." At the bottom of the dialog, there are two buttons: "Continue" and "Quit tour".

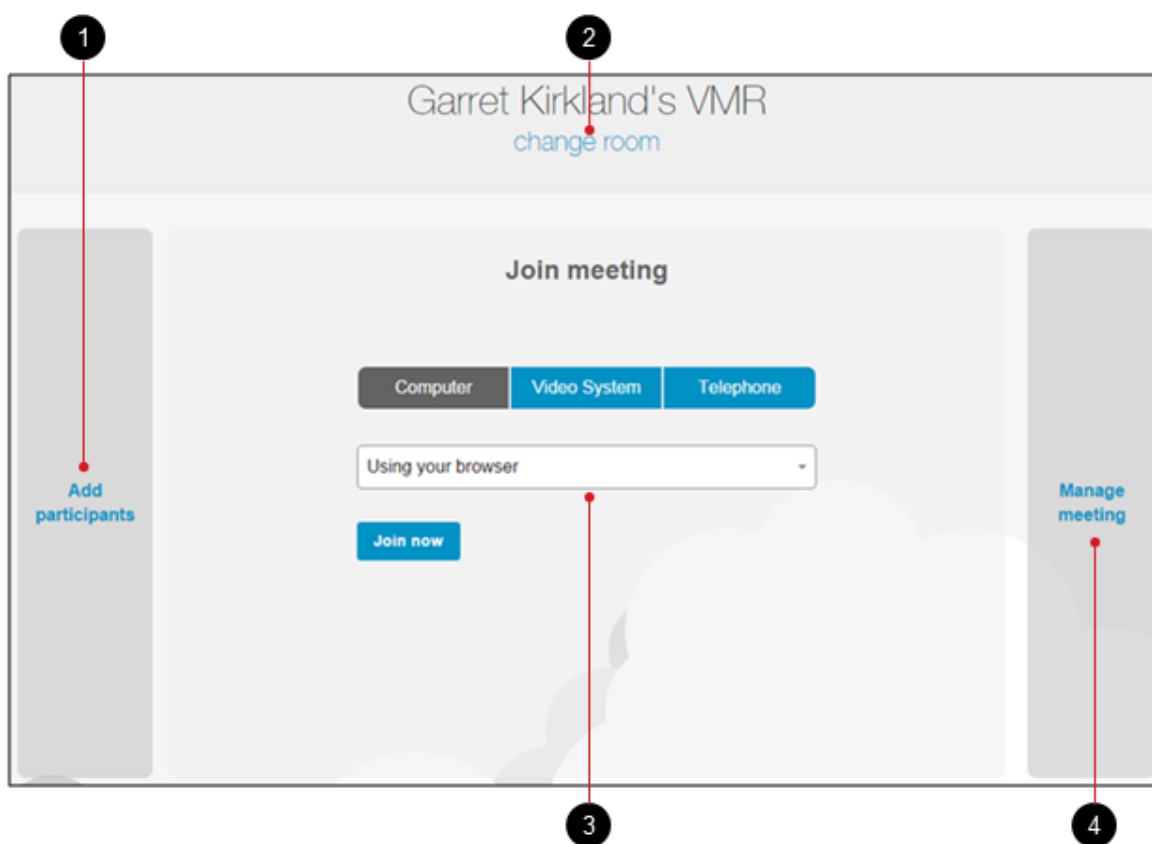
# Add, Join, and Manage Participants

The MyVConnect portal gives you control of your meeting experience.

**To add, join, and manage participants using the MyVConnect portal:**

- 1 Open your browser and go to **my.vconnect.vc**.
- 2 Enter your login credentials:
  - Video username: **<john.doe@vconnect.vc>**  
This is also your video address.
  - Password

**MyVConnect home page**



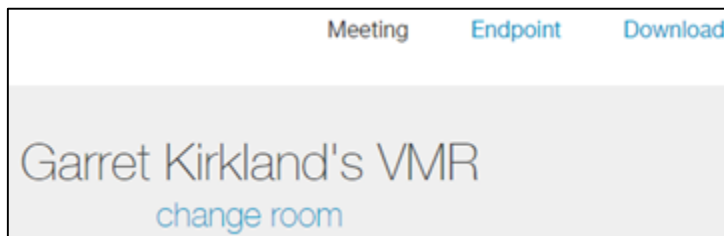
Ref.	Description
1	Invite participants to your meeting by email or call them directly during an ongoing meeting.
2	Select <b>change room</b> to search for contacts in your directory.
3	Join your meeting by <b>Computer</b> (software client), <b>Video System</b> (hard endpoint), or <b>Telephone</b> .
4	Manage your active meetings.

# Join Your Meeting with Software Clients

The MyVConnect portal allows you to join meetings using a web browser, Polycom® RealPresence® Desktop, Polycom® RealPresence® Mobile, or third-party conferencing applications.

## To install conferencing applications:

- 1 Select **Download** on the top right of the portal.



- 2 Choose **Download** for any of the following options:
  - **Polycom RealPresence** to download the RealPresence Desktop application.
  - **My Meeting Audio** to download a mobile application for joining calls via audio.
  - **Outlook add-in** to download the conferencing add-in for Outlook, which schedules conference calls in your calendar.

## To join your meeting:

- 1 On the portal home page, select the **Join meeting** menu.
- 2 Click the **Computer** tab, and from the dropdown menu, join your meeting with the following options:
  - **Using your browser** Click the **Join now** button that appears to connect to your meeting.
  - **RealPresence / Jabber** Provides you the video address to be dialed with RealPresence Desktop, RealPresence Mobile, etc.
  - **Skype for Business (Lync)** Click the **Join now** button that appears or manually enter the address in Lync to connect to your meeting.  
Clicking **Join now** automatically dials your meeting through Lync.

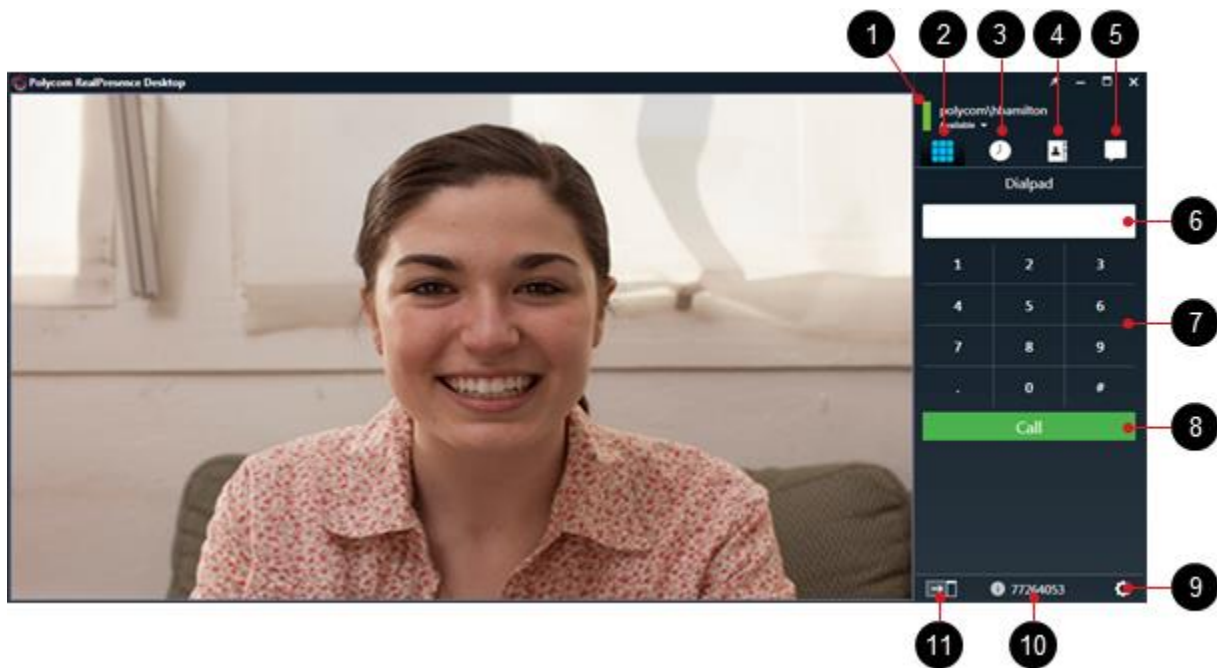
## Use RealPresence Desktop or RealPresence Mobile

This section provides general instructions for using RealPresence Desktop for Windows® or Mac® and RealPresence Mobile for Apple® iOS or Android™ with the service.

For specific information, refer to the Quick Tips for your endpoint.

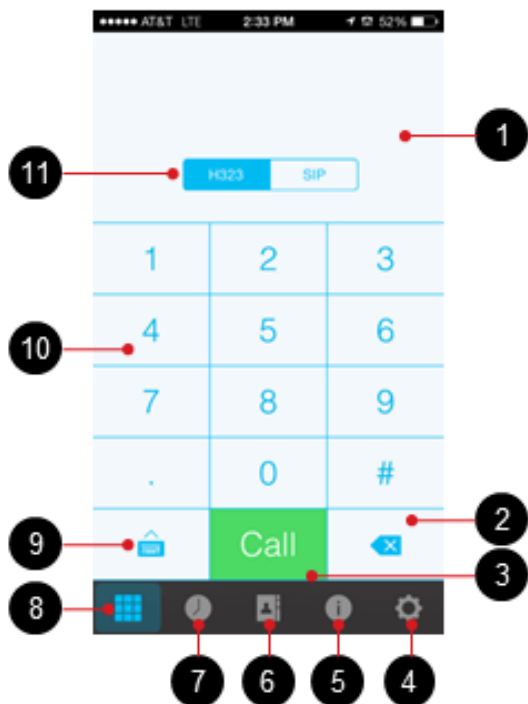


## RealPresence Desktop for Windows dialing window



Ref.	Description
1	Presence status
2	Open the dialpad
3	View recent calls
4	View local address book/search directory
5	Chat
6	Displays numbers entered
7	Enter numbers to dial
8	Place call
9	Specify application settings
10	View your number and connection information
11	Close the video window

## RealPresence Mobile for iPhone® dialing screen



Ref.	Description
1	Displays numbers entered
2	Delete characters entered
3	Place a call
4	Specify application settings
5	View connection status
6	View local address book
7	View recent calls
8	Open dialpad
9	Open keyboard
10	Enter numbers
11	Select call type

### To join your meeting with RealPresence Desktop or RealPresence Mobile applications:

- 1 Open and log into RealPresence Desktop or RealPresence Mobile.
- 2 Join your meeting with one of the following options:

- Enter the VMR number on the **Dialpad**.
  - ◆ As a registered user, enter your or another user's video address:  
 <john.doe.vmr@vconnect.vc> for multipoint calls and <john.doe@vconnect.vc> for point-to-point calls.
  - ◆ As an unregistered user, you must dial via H.323: <91.240.204.151##63257958>.
- Select a contact or VMR from **Recent Calls**.
- Select a contact or VMR from your directory.

## Join Your Meeting with a Video System

The MyVConnect portal allows you to join meetings using your video system (hard endpoint).

### To join your meeting with a video system:

- 1 On the portal home page, select the **Join meeting** menu.
- 2 Select the **Video System** tab.

Information about dialing your meeting using a video system appears.

### Video System tab on MyVConnect portal

**Join meeting**

Computer | **Video System** | Telephone

1

Enter these details on your remote control or touch panel

Address: garret.kirkland.vmr@rpc.vc 2

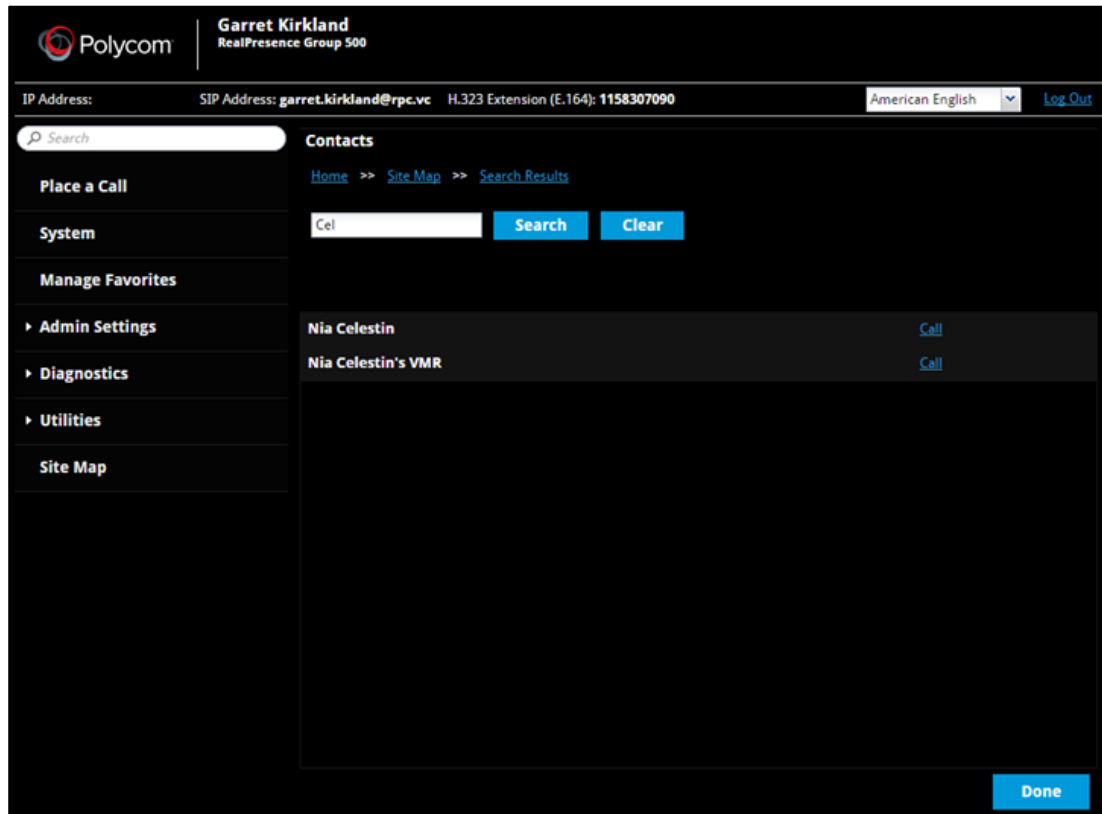
[Alternative dial-in address](#)

3

Ref.	Description/Instructions
1	Select the manufacturer of your video system.
2	The video address (URI) to your meeting room. Enter this address into your video system.
3	If your video system only can dial an IP address, enter the alternative address using the provided format.

If your video system is connected to RealPresence Cloud, search for your meeting room in the directory on the video system interface.

### Video system directory

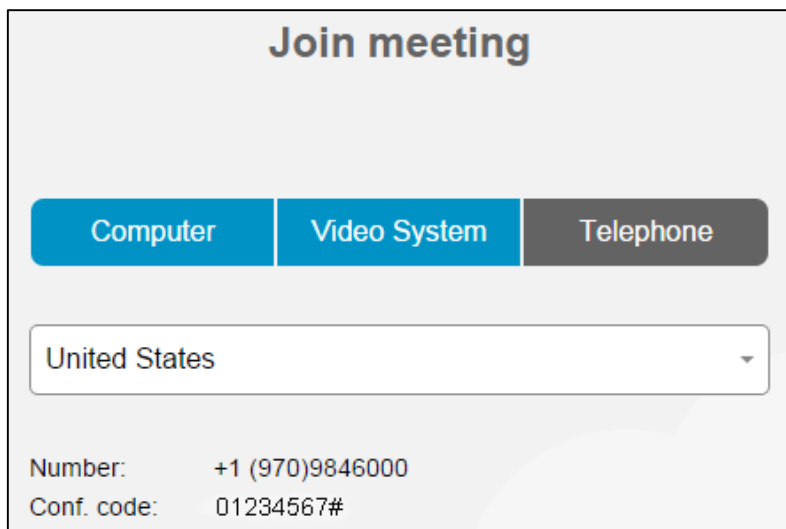


## Join Your Meeting with a Telephone

The MyVConnect portal provides dialing information for joining meetings with your phone.

### To join your meeting using a phone:

- 1 On the portal home page, select the **Join meeting** menu.
- 2 Select the **Telephone** tab.  
The default dial-in number for your location appears.
  - If you want to change your location, select your country using the dropdown menu.
- 3 Dial the number and enter the conference code as displayed.

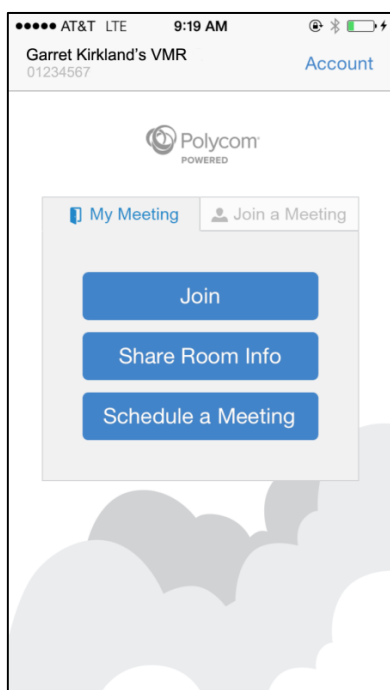


The My Meeting Audio application allows you to join a meeting with and without RealPresence Cloud login credentials.

**To join a meeting with My Meeting Audio if you have login credentials:**

- » Do one of the following depending on your situation:
  - **You want to join your meeting** Log into My Meeting Audio using your video address and password and touch **Join** to dial into your meeting room.
  - **You want to join someone else’s meeting** Log into My Meeting Audio using your video address and password, touch **Join a Meeting**, enter the Conference ID (conference code), and touch **Join**.

**My Meeting Audio home screen**



**To join a meeting with My Meeting Audio if you do not have login credentials:**

- Start My Meeting Audio, enter the Conference ID (conference code), and touch **Join** to dial into your meeting.