



[express.vc](https://www.express.vc)

HD video rooms

GETTING STARTED GUIDE

HINTS, TIPS & TROUBLE SHOOTING

Pre-conference checklist

Before you start, please run through this checklist

1. Have you tested your network and VC room system with Express Virtual Meetings? *If not, please call us on 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international).*
2. Do you require more than 20 video-enabled participants? *Please call us on 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international) for a customised solution.*
3. Has your IT department opened the required ports? *See page 2 – Firewall permissions.*
4. Do you have the right **passcodes**? *If not, please call us on 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international) and we'll check your codes for you.*
5. Do you have access to a supported web browser for WebRTC access? *See page 3 – Web browser guidelines.*
6. Do you have the **correct link** for WebRTC access? <https://express.vc>.

Glossary of terms

VC room system – video conferencing equipment designed for meeting spaces such as huddle rooms or conference rooms. Typically consists of a hardware endpoint, camera, microphone and display (television screen).

Hardware endpoint – a H.323 or SIP device that supports the H.264 video codec that allows users to dial-in to a video conference and control their video and audio system settings.

WebRTC – a technology that allows users to communicate via video and audio from within a web browser without the need for software applications. WebRTC allows your desktop, laptop, tablet or mobile device to behave as a 'soft' endpoint.

Contents

Connecting into a conference	1
Connecting via a VC room system.....	1
Connecting via WebRTC.....	1
Joining via a mobile or landline (audio integration feature).....	1
Firewall permissions – opening ports	2
Internet guidelines	3
Bandwidth requirements	3
Conference guest limit.....	4
Web browser guidelines	4
Security options	5
Encryption, additional passcodes and operator-assisted security	5
Operator-assisted services	5
Video event services	5
In-conference troubleshooting.....	5
User interface – what you’ll see on screen	6
VC room system interface.....	6
WebRTC interface	6
Login screen & settings	7
In-conference interface.....	8
Video modes and layouts	8
Video modes	8
Video layouts.....	8
Screen sharing.....	9
Screen sharing via VC room systems	9
Screen sharing via WebRTC.....	9
Troubleshooting guide.....	11
VC room system connections.....	11
WebRTC connections	11

Connecting into a video conference

Connecting via a VC room system

You can dial in to **express.vc** using a supported hardware endpoint.

1. Dial and video call the **express.vc** video bridge on 59.86.171.18 on your hardware endpoint.
2. Enter your access code, followed by #.
3. You are now joined into the conference.

PLEASE NOTE: The access URLs in the table above will work only if your hardware endpoint is able to dial a URL address. If in doubt, please dial in to the video conference by entering an IP address.

Connecting via WebRTC

In the absence of a VC room system, you can connect to **express.vc** using your desktop, laptop, tablet or mobile device via a web link on your web browser (Chrome or Firefox are recommended).

1. Go to <https://express.vc>
2. Enter your access code and click 'Submit'.
3. Enter your name and click 'Submit'.
4. You are now joined into the conference.

The conference host can also send guests a **one-click access link** that will allow guests to join the conference without entering a passcode. Simply add your unique guest code to the end of the URL below to create your one-click access link.

- <https://express.vc/conference/join?autoJoinPasscode=>

Joining via a mobile or landline (audio integration feature)

Participants can join an **express.vc video conference** using their landline or mobile phone, allowing them to **hear** the audio component of the video conference.

PLEASE NOTE: since the video conference needs to be initiated by a host, the conference host cannot join the video conference via a phone line.

1. Dial the dial-in number relevant to your location.
2. When prompted, enter the passcode (guest code) using your telephone keypad and press # to be joined into your meeting.

Audio integration is not a default feature. To activate the *audio integration* feature on your account, please call 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international).

If you have trouble joining a video conference and require further assistance, please call 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international). We're available over the phone 24/7 every day of the year.

Firewall permissions

express.vc is configured to work over port UDP/TCP port 80 and port 443.

IP	Direction	Protocol	Port/Range
59.86.168.133			
59.86.171.14			
59.86.171.18			
59.86.171.20			
59.86.171.27			
59.86.171.28			
59.86.163.133	Inbound/Outbound	TCP/UDP	80 & 443
59.86.171.52			
59.86.171.53			
59.86.171.54			
59.86.171.55			
59.86.171.56			
59.86.171.57			

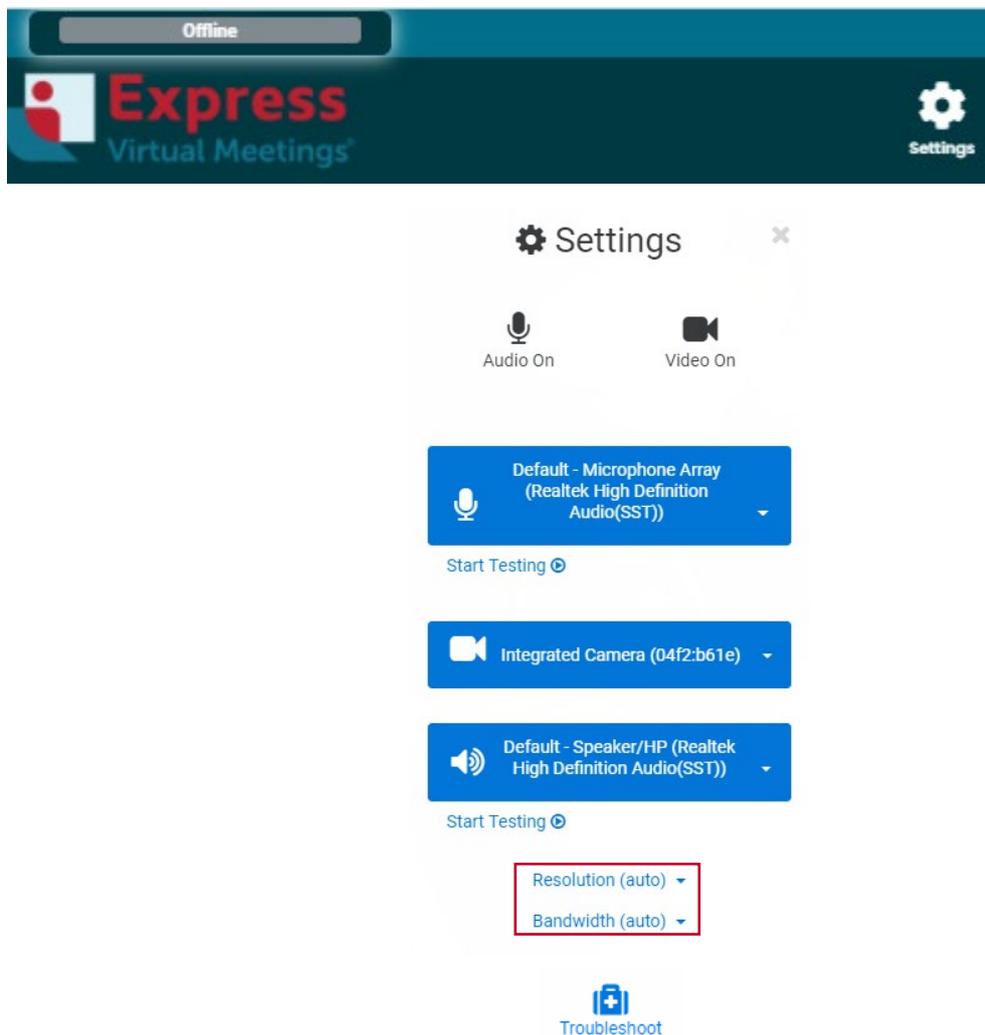
Internet guidelines

Bandwidth requirements

To have an optimal experience with **express.vc**, we recommend internet connection speeds greater than 2Mb/s upload/download.

When accessing express.vc via WebRTC, it is possible to change the bandwidth and resolution settings of your computer in order to improve the performance of your conference.

To do this, click on the **settings** tab in the menu (top right corner of the VC interface) and scroll down to the **bandwidth and resolution** options.



PLEASE NOTE: you will only be able to change your bandwidth if you are not currently in an active conference. If you are connected in a video conference and need to change your bandwidth, you will need to leave the conference and change the bandwidth setting before re-joining the conference.

Conference guest limit

For conferences with **more than 20 video-enabled participants**, please call 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international) for a customised solution.

PLEASE NOTE: Should you require more participants in your conference, up to 1000 additional participants can dial-in via their mobile phone or landline using the audio integration feature. To activate the *audio integration* feature on your account, please call 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international).

Web browser guidelines

When connecting into a video conference via WebRTC, we recommend using one of the web browsers listed below.

Supported web browsers on **laptop or desktop computer**:

- Google Chrome 65 or later
- Mozilla Firefox 52 or later
- Safari 12.2 or later

Supported web browsers on **tablet or mobile device**:

- Google Chrome 65 or later (Android devices only)
- Mozilla Firefox 52 or later
- Safari 12.0 or later

PLEASE NOTE: Some versions of Safari may be limited in the quality that is able to be transmitted and received.

Security options

Encryption, additional passcodes and operator-assisted security

The **express.vc** platform provides access to the Advanced Encryption Standard (AES).

When conference security is non-negotiable and your content needs to remain private and confidential, we can provision a variety of security options for one or all of your video conferences at no extra charge. This includes encryption settings, additional passcodes and operator-assisted security services.

To enquire about video conferencing security options, please call 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international).

Operator-assisted services

Managed video event services

Our expert event team works with you to manage your complex video conference events end-to-end to ensure a seamless and professional video event. Our experienced operators can;

- connect your guests into the video conference
- collect guest information such as their name and company
- monitor your event from behind the scenes to ensure sound and video are seamless
- facilitate a video (and/or audio) question and answer session

To learn more about our managed video event services, please call 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international). We're available over the phone 24/7, every day of the year.

In-conference troubleshooting

In addition to offering specialised event services, our operators are always on standby to help with in-conference troubleshooting. Should you need additional guests added to your conference, specific guests muted, or video layouts adjusted, our operators are on hand to assist.

To request an operator's assistance during your video conference, simply dial *0 on your hardware endpoint keypad or select the on-screen 'alert operator' button when connecting via WebRTC.

If the 'alert operator' button is not available, please contact us on *1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international)*.

User interface – what you'll see on screen

VC room system interface

After dialling into a video conference via your hardware endpoint, you will see an Express branded hold screen. To be connected to the conference, you are required to enter your access code followed by a #.

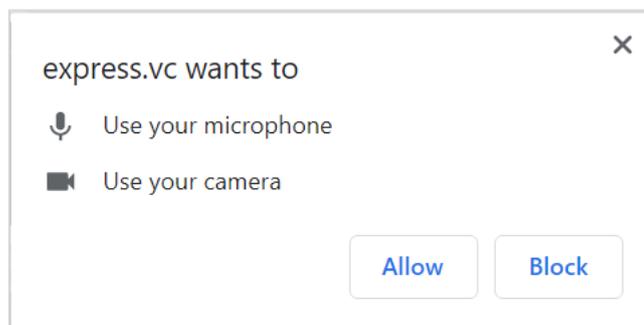


All functions and changes to system settings will need to be applied to the user's specific hardware endpoint. Please refer to your endpoint's instruction manual to adjust picture quality, camera and microphone preferences, and screen sharing.

WebRTC interface

Allowing microphone and camera access

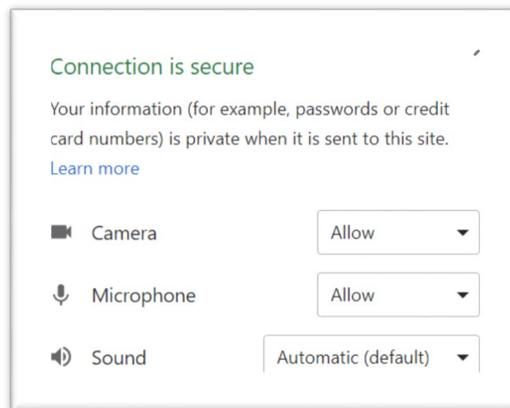
Upon signing into an **express.vc conference** for the first time, a small window will appear asking for permission to use your computer's microphone and camera. Once you allow the **express.vc** platform to access your camera and microphone, your audio and video will automatically feed into the live conference.



If your web browser is not seeing your camera or picking up your microphone, you may need to allow access again. To do this, click the padlock next to the URL in your web browser's search bar.

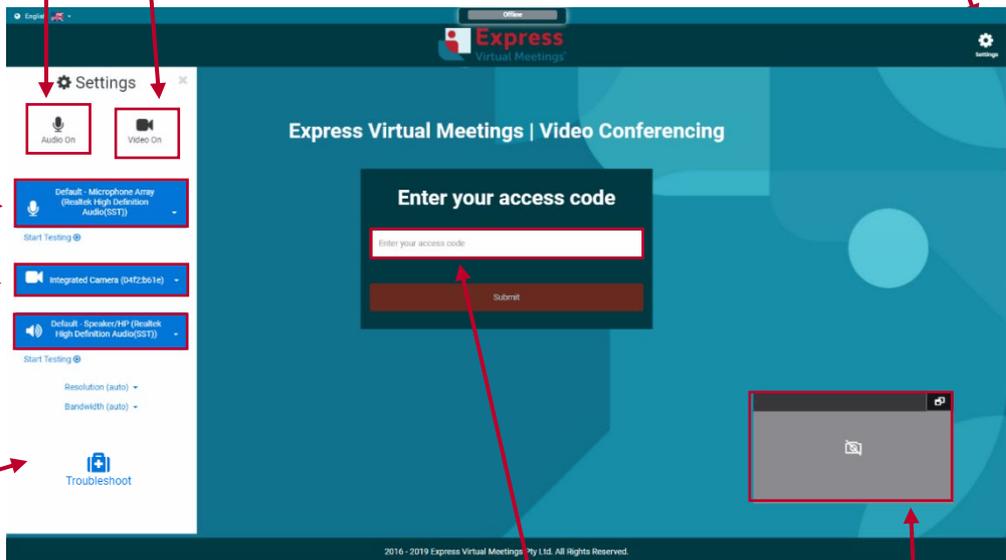


You must then select 'Allow' or 'Ask' for Camera/Microphone and select 'Automatic' for sound.



PLEASE NOTE: If you do not see the option to allow your Camera and/or Microphone, please ensure they are connected and accessible by your device. Please contact your IT Department for support in the first instance.

Login screen and settings



Turn on and off your audio and video feed

Make the settings tab appear on the left of the screen

Select your preferred microphone.

Select your preferred camera.

Select your preferred speakers.

Select to open the video/audio troubleshooter.

Enter your passcode.

User camera feed appears here.

Express Virtual Meetings | Video Conferencing

Enter your access code

Audio On Video On

Default: Microphone Army (Bluetooth High Definition Audio(SST))

Start Testing

Integrated Camera (04f2361d)

Default: Speakers/HP (Realtek High Definition Audio(SST))

Start Testing

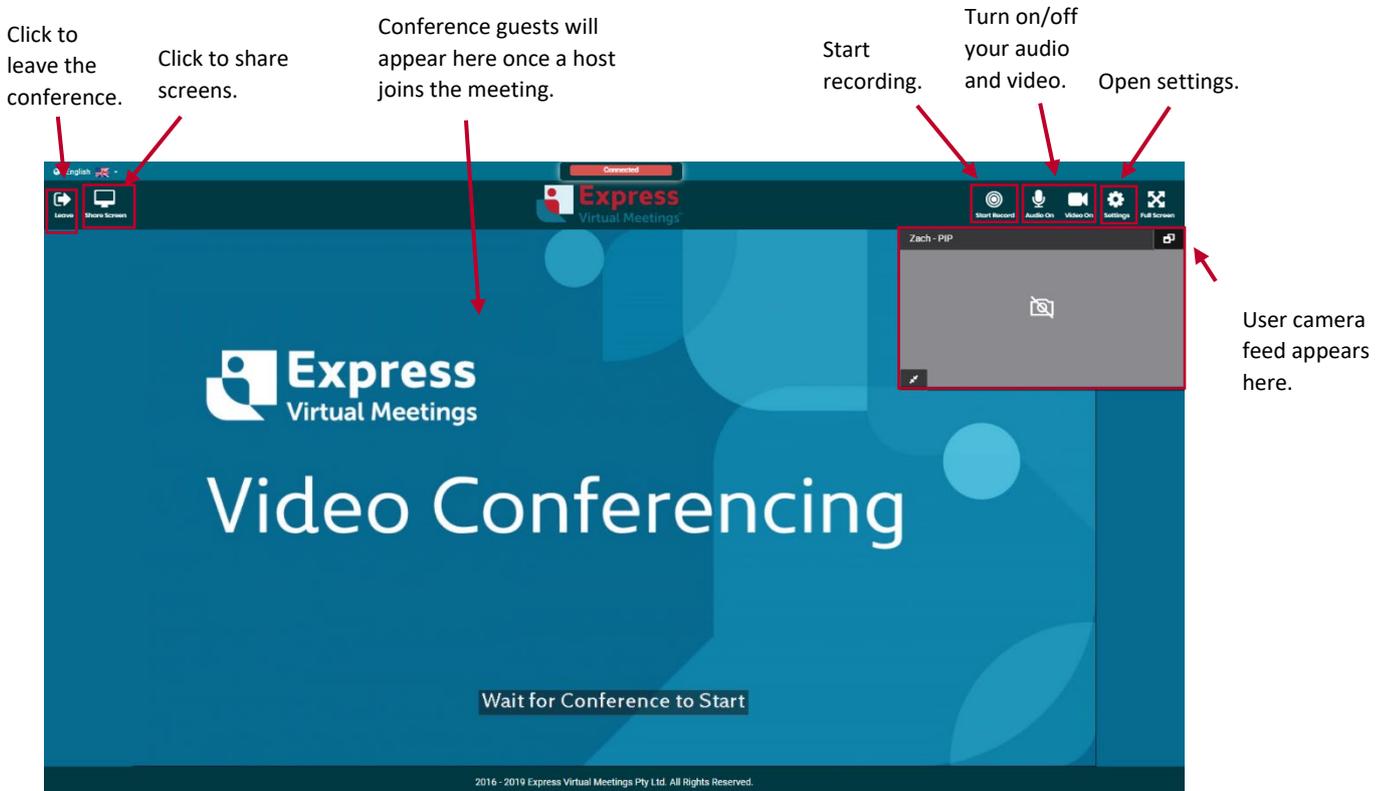
Resolution (auto)

Bandwidth (auto)

Troubleshoot

2016 - 2019 Express Virtual Meetings, Pty Ltd. All Rights Reserved.

In-conference interface



Video layouts

Video layouts refer to the way video panels are displayed on the screen when using **express.vc**. By default, **video layouts will adapt automatically** depending on how many participants are in the conference. Alternatively, **specific layouts can be applied to a conference by an operator**.

PLEASE NOTE: To select or change your video mode or video layout, please contact us on 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international).



Screen sharing

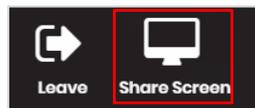
Screen sharing via VC room systems

Screen sharing will vary depending on the specific system in use. For the most accurate information, please refer to your hardware endpoint instruction manual.

In general, screen sharing via a VC room system involves connecting a HDMI cable from your laptop to your hardware endpoint. When this connection is detected, your screen will automatically be displayed in the conference for all participants to see.

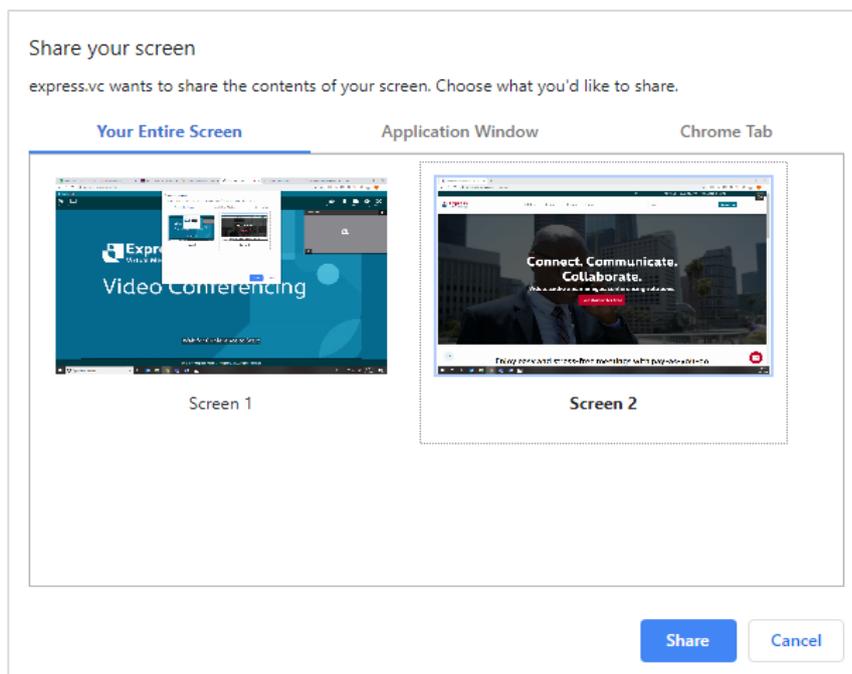
Screen sharing via WebRTC

1. To begin screen sharing, click on the **share screen button** in the top left of the platform interface.



PLEASE NOTE: If you are using a version of Google Chrome prior to Version 72, you will be prompted to download the 'Companion Screenshare Utility' Google Chrome extension.

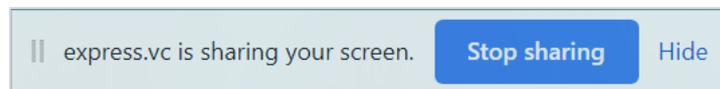
2. A window will open that **allows you to choose the screen or application** you would like to share with your guests. Select the thumbnail of the screen or application to share and click on the blue Share button.



3. Once you begin **screen sharing**, the button in the bottom tab will turn red. Clicking on this button again will stop your screen share.



4. **Screen sharing** will prompt a movable pop-up bar to appear at the bottom of your screen that will allow you to stop screen sharing. This bar can also be hidden. If you hide this bar, it will become a separate 'window' in your web browser. You must select this window from your browser application pinned to your task bar to make it re-appear.



For further assistance, or for more information on using express.vc

Please call **1300 742 024 (AUS)** or **0800 480 257 (NZ)** or **+61 3 8687 0548 (international)**. We're available over the phone 24/7, every day of the year.

Troubleshooting guide

VC room system connections

Problem	Possible Cause/s	Possible Solution/s
I have joined a conference, but I am seeing a black screen.	<p>You are the first person in the conference.</p> <p>There may also be other participants who are using audio only.</p> <p>If conference guests are using audio only, then you will not see their video feed.</p>	<p>Please ensure there is another participant in the conference, who is using video (not just audio).</p> <p>If you continue to experience this issue, please call EVM customer service on 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international).</p>
I am unable to present/screen share in the conference.	<p>‘Presentation mode’ has not been enabled on your conference. Someone in the conference is already sharing their screen.</p>	<p>Contact EVM customer service on 1300 742 024 (AUS) or 0800 480 257 (NZ) or +61 3 8687 0548 (international) to request that presentation mode be enabled for your video conference.</p>
I have poor video quality.	<p>Some VC room systems can produce poor video quality due to the hardware endpoint running on outdated firmware.</p> <p>You are transmitting/receiving at a higher rate than your bandwidth allows.</p> <p>You may have connected to the standard definition IP address.</p> <p>You have connected in Standard Definition Mode.</p>	<p>Consult your hardware endpoint instruction manual for information about how to update your firmware or reduce the quality of your transfer rates.</p> <p>Please speak to support for further information.</p>

WebRTC connections

Problem	Possible Cause/s	Possible Solution/s
“SIP_SIGNAL_ERROR” message is displayed when connecting.	<p>Your network is most likely blocking certain ports.</p>	<p>Consult your IT team/provider and ensure your network opens the required ports: see <i>page 2 – firewall permissions</i>.</p>
Participants are unable to see or hear me using WebRTC.	<p>Your web browser may not be able to detect your web camera or has blocked its access.</p>	<p>Check that your web browser has allowed access to the express.vc URL by clicking the padlock in the far left of your browser’s URL search bar.</p>

Ensure your computer has a webcam installed and it is not in use by another program and/or you specify the correct webcam.

Please run the Troubleshooting Guide by clicking on Settings → Troubleshoot

I am unable to share my screen.

You may be using an unsupported web browser.

You may not have the required screen sharing (Chrome) extension enabled.

You may have tried to present more than once when using Firefox.

You have not clicked on the screen or application window you would like to share. Select the thumbnail for the Share button to turn blue.

Download the Google Chrome extension – *Companion Screenshot Utility*.

Ensure you have granted your browser has permission to share your screen.

Refresh your browser window if you are unable to share your screen a second time.

I am unable to share a specific application.

You may not have the required web browser extension.

You may be using a web browser that does not support this feature.

The application you are trying to share may have inbuilt security controls preventing its content to be shared.

Download the Google Chrome extension – *Companion Screenshot Utility*.

Ensure you have granted your browser permission to share your screen: *See page 11 – screen sharing*.

Please try sharing full screen, rather than a specific application window.

I cannot connect or I am having a poor experience.

You may be using an unsupported web browser.

Ensure you are using an express.vc supported web browser: *See page 5 – web browser guidelines*.

I keep dropping out of conference.

Your internet connection is unstable or low bandwidth.

You may be using Wi-Fi or Mobile Internet.

Switch to a different internet connection if available. We recommend LAN rather than Wi-Fi.

Click on 'Settings' and adjust your resolution and bandwidth rate. We recommend 348K for mobile data and 512K for Wi-Fi.

I receive an error saying my browser is not supported.

Some web browsers such as Internet Explorer and Microsoft Edge do not support the WebRTC standard.

Ensure you are using an express.vc supported web browser: *See page 5 – web browser guidelines*.



express.vc

HD video rooms

Express Virtual Meetings Pty Ltd

68 Playne Street
Frankston Victoria 3199
AUSTRALIA

Our expert customer service team is available 24/7 every day of the year.

Phone:

Australia 1300 849 300
New Zealand 0800 480 257
International +61 3 8687 0548

Website:

www.expressvirtualmeetings.com

Email:

service@expressvirtualmeetings.com