

vmeet.express

GETTING STARTED GUIDE HINTS, TIPS & TROUBLE SHOOTING

Pre-Conference Checklist

Before you start, or if you have trouble using vmeet.express, please run through this checklist.

1. Are you using **Google Chrome** as your web browser?
2. Do you have the **correct link**? <https://vmeet.express>
3. Did you complete **ALL** the fields when you logged in? First name, last name and access code?
4. Do you have the right **access code** and did you enter it correctly (you do not need to enter a # after your **access code**). Call us on 1300 849 300 (AUS) or 0800 480 257 (NZ) and we'll check your codes for you.
5. Are you or a participant **trying to share your screen from a mobile device**? – This is not currently available. Screen sharing is only possible from a desktop/laptop computer.
6. Are you or your participants **unable to see or hear you or each other**? See our section on: *Allowing microphone and camera access – page 1. For further trouble shooting see page 8.*
7. Have participants who **can't access your meeting online**? See our section on: *Connecting via your phone line – audio integration – page 9.*
8. **Experiencing low quality video**? Turn off receiving video from other participants to improve performance – see *page 3 for activating and deactivating your feed of a participant's audio and/or video.*

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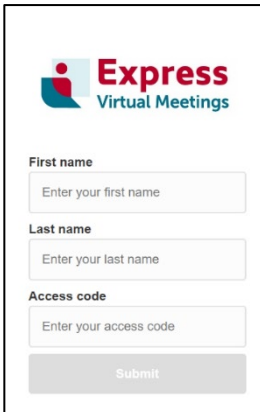
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Accessing vmeet.express

How to log in to your conference

1. Log in to **vmeet.express** by visiting <https://vmeet.express>
2. Enter your first name and last name in the appropriate fields.
3. Enter your Host code or Guest code in the 'Access code' field.
4. Click the submit button.
5. You are now connected into the conference.



The screenshot shows the login interface for vmeet.express. At the top left is the logo, which consists of a stylized person icon in red and blue, followed by the text 'Express Virtual Meetings'. Below the logo are three input fields: 'First name' with the placeholder 'Enter your first name', 'Last name' with the placeholder 'Enter your last name', and 'Access code' with the placeholder 'Enter your access code'. At the bottom of the form is a grey 'Submit' button.

Are you having trouble logging in or joining your vmeet.express conference?

If you do not complete the **first name, last name and access code** fields correctly when logging in, the **submit** button will not be clickable and the form will reset. You won't be able to join the conference.

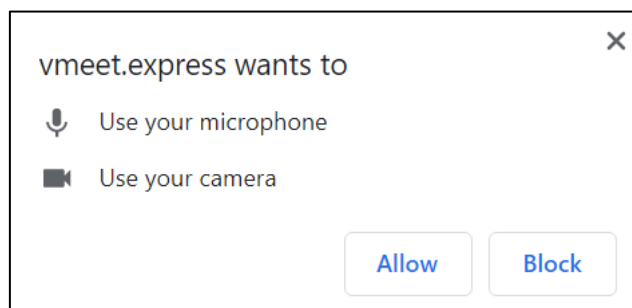
Please ensure you complete all fields and enter the access code correctly.

If you require further assistance, please contact us on 1300 742 024 (AUS) or 0800 480 257 (NZ), we're available over the phone 24/7/365.

Microphone and camera permissions - IMPORTANT

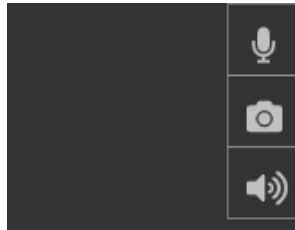
Allowing microphone and camera access

When using **vmeet.express** for the very first time, you will be prompted to allow access to your microphone or camera. Once you allow access, your audio and camera will automatically turn on and will be broadcast into the conference when the conference is active. If your camera and microphone has been approved previously, as soon as you click 'submit' to join the conference, your audio and video will be broadcast into the conference.

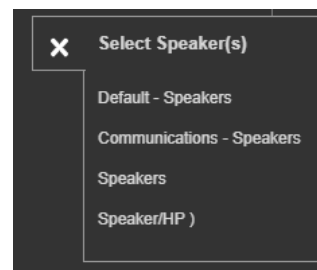
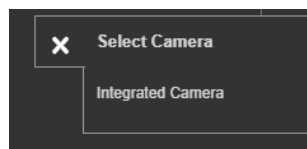
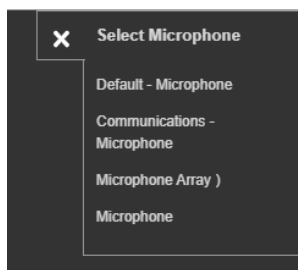


Devices with multiple inputs – microphone, camera, speakers

Once you have entered a conference, if you are using a device with multiple inputs (microphone, camera, speakers), you can choose which you would like to use by clicking on the icons in the top right corner of your screen. Select your preferred (or only) options.



Clicking on these icons allows you to select the microphone, camera and speaker you'd like to use. Your available options may be different to those options on the example below.

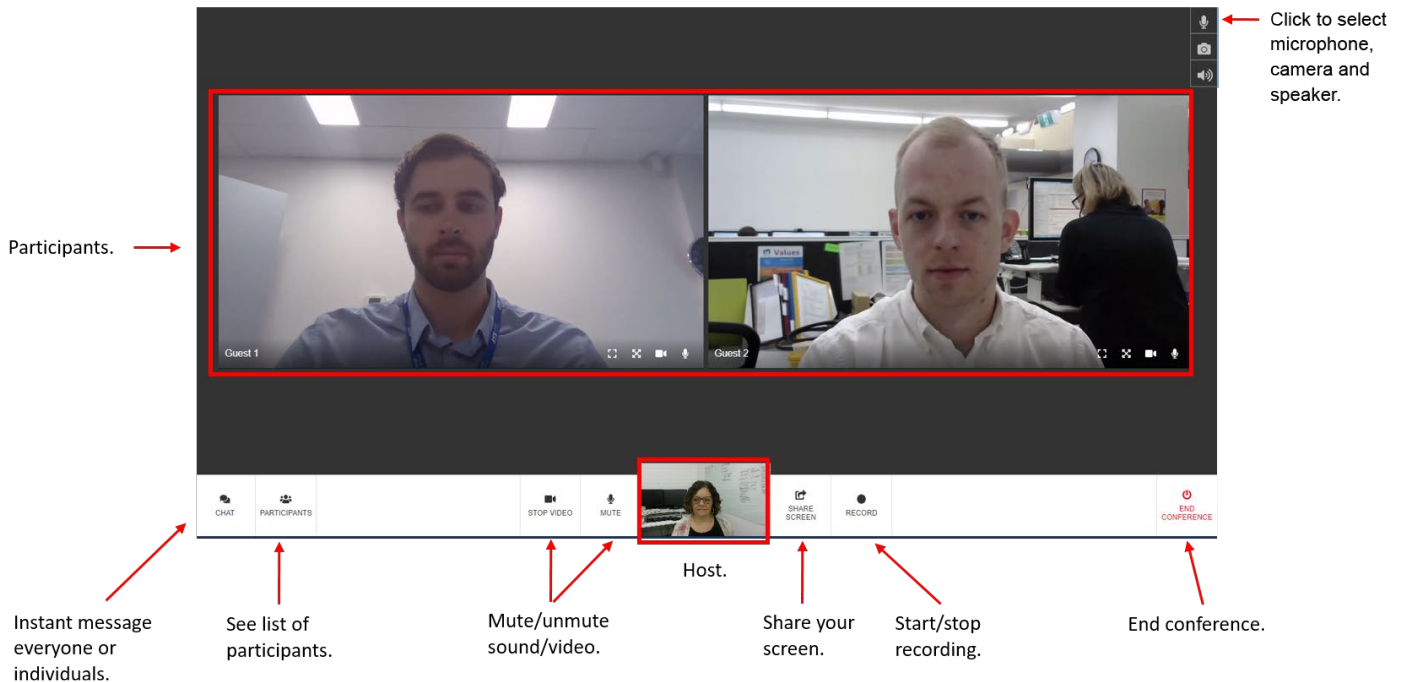


If you continue to experience issues with your camera and mic, please see page 8 - *Trouble shooting microphone and camera access*.

vmeet.express interface

Dashboard conference controls

See below to understand the interface and controls you will see when in a vmeet.express video conference. The image below features a conference of three and the interface will change to be optimised for conferences of different sizes.



Clicking on the 'participants' button will provide more control for the audio and video of your conference participants. See the 'audio and video controls' section on page 3 of this document for more information.

Recording your video conference

The host can stop or start recording at any time during the conference. Recordings are available for download from [customer recording portal](#).

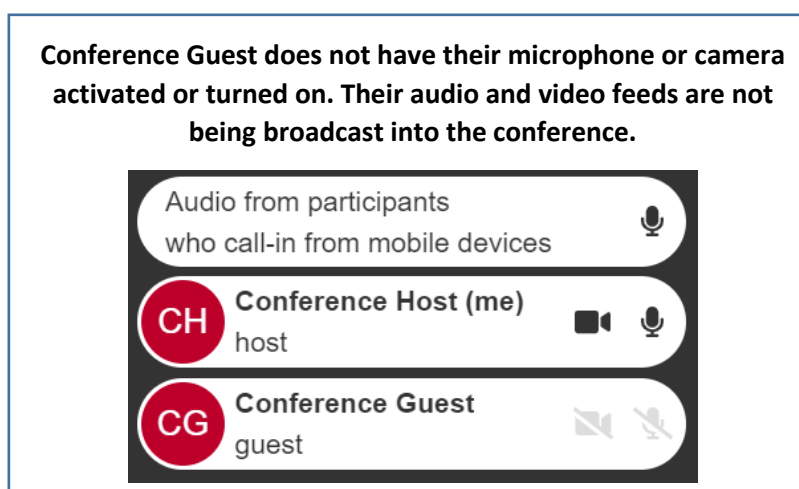
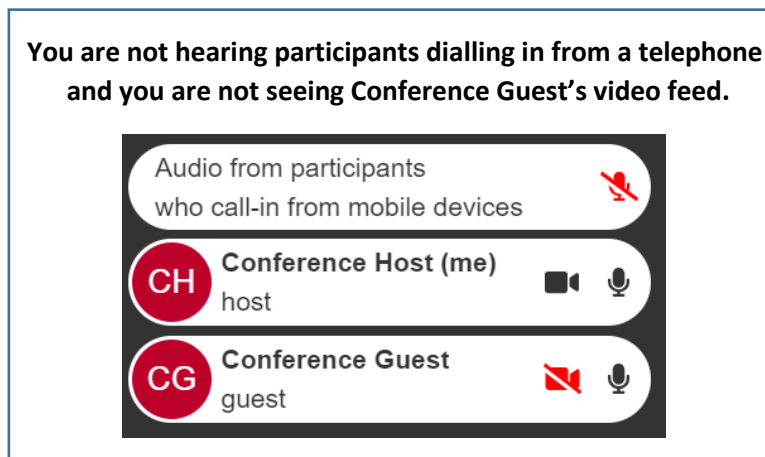
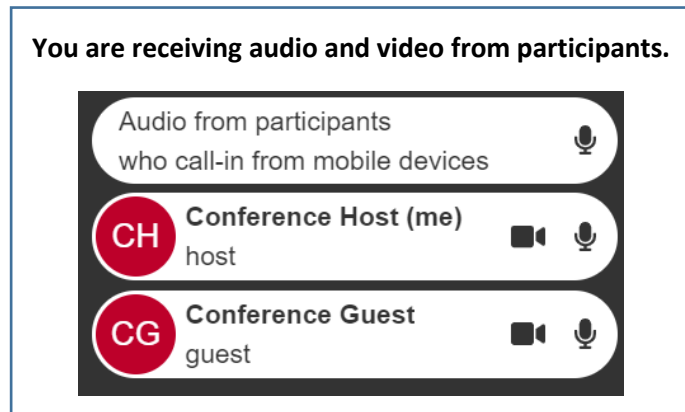
Please note: Your recordings will appear once processed by our system. Processing times depend on the length of your conference. For example, a 30-minute conference recording will take approximately 60 minutes to process and be ready for download.

Audio and video controls

Activating and deactivating your feed of a participant's audio and/or video

Clicking on the microphone or camera icons on a conference participant will activate (black) or deactivate (red strikethrough) the audio or video feed on *your* device only, the audio or video feed will not be deactivated for the conference guests unless they do it themselves.

Please see the following examples of how to control audio and video feeds in your conference;



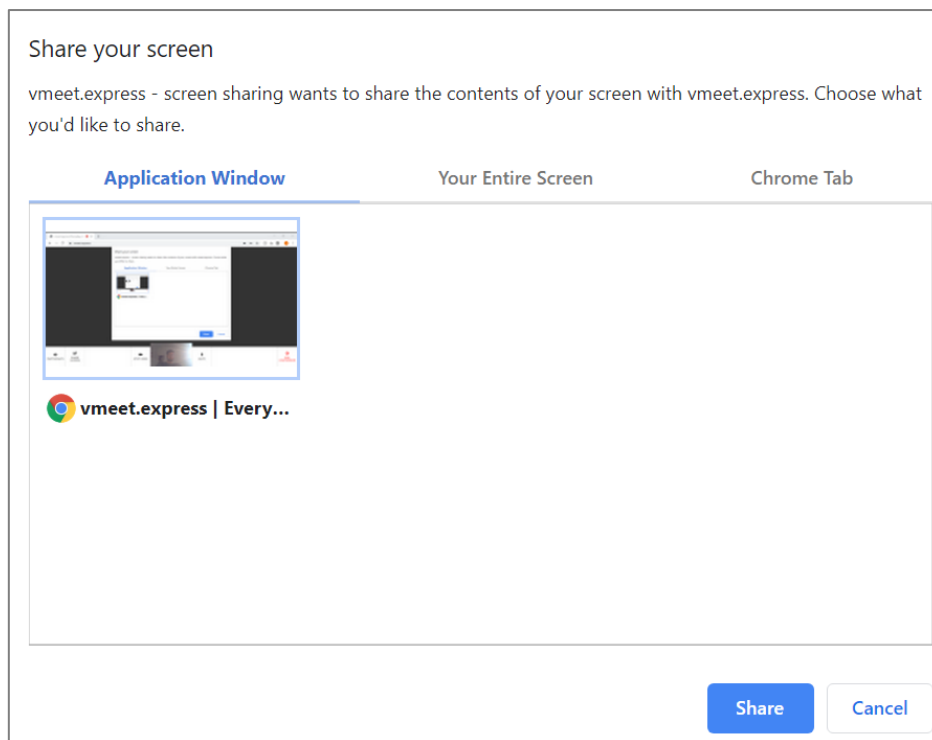
Screen sharing

1. How to use screen sharing

2. To begin screen sharing, click on the screen **share button** in the bottom centre of the platform interface.



3. Clicking on the screen sharing button will open a window that allows you to choose which screen or application you would like to share.

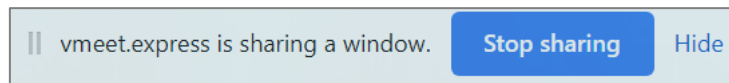


4. Once you begin **screen sharing**, the button in the bottom tab will go pink. Clicking on this button again will stop your screen share.



5. **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 via your browser application pinned to your task bar to make it re-appear.



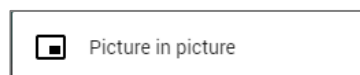
Advanced Use - picture in picture mode

Use **picture in picture mode** if you want to view a guest's video feed while you are screen sharing.

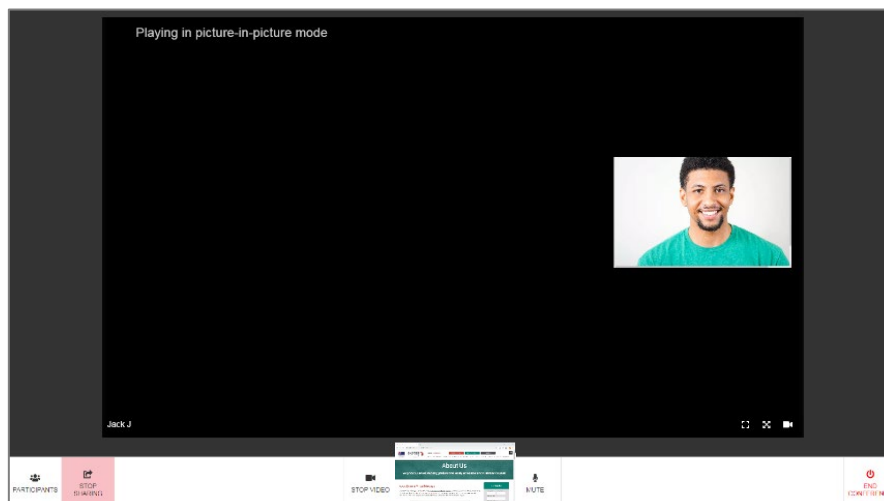
1. To activate this mode, make your selected conference guest's video full screen.



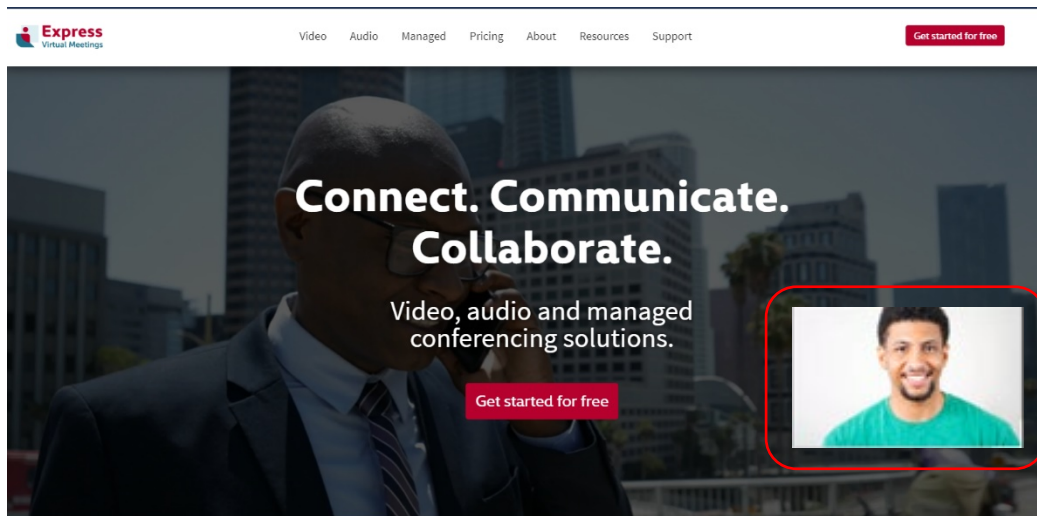
2. Then click the three-dot button in the bottom right of the screen and select 'picture in picture'.



3. Your guest's video feed will then be pulled into a small window that you can click and drag.



4. Drag the guest's video feed onto the screen you are sharing with the conference.



Hints tips & trouble shooting

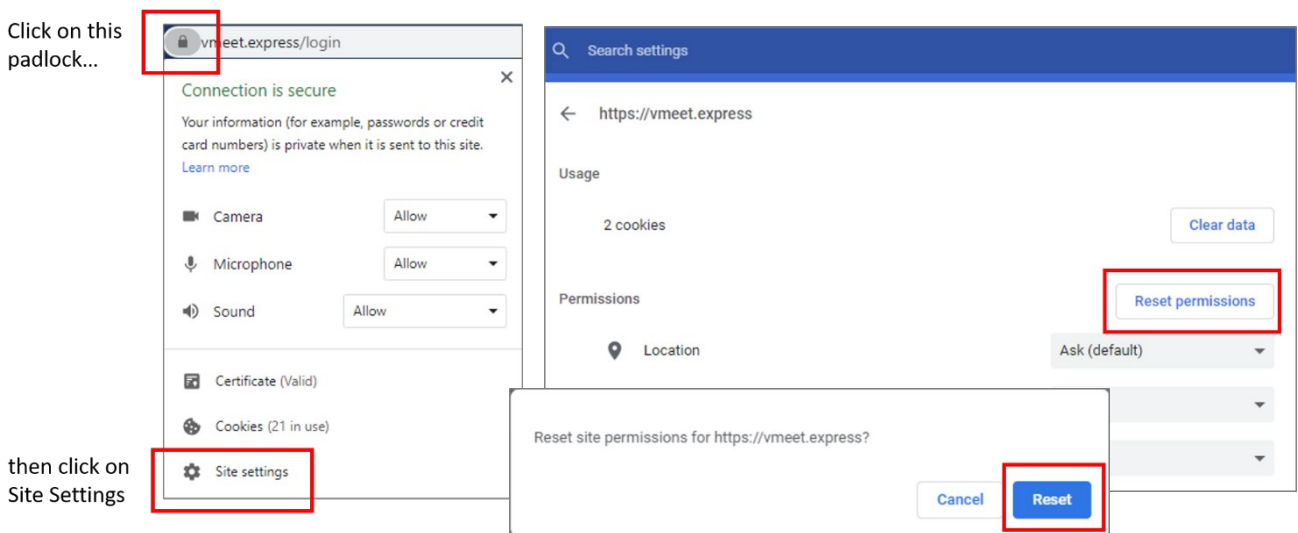
Device guidelines – using a computer, mobile or phone line

Conferencing on laptop or desktop computer

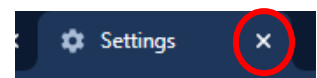
vmeet.express has been designed to **work most effectively on a laptop or desktop computer**, providing you with an easy and complete conferencing experience. For your video feed to be broadcast into the conference, please ensure the device you use has a functional webcam or integrated camera.

Trouble shooting microphone and camera access

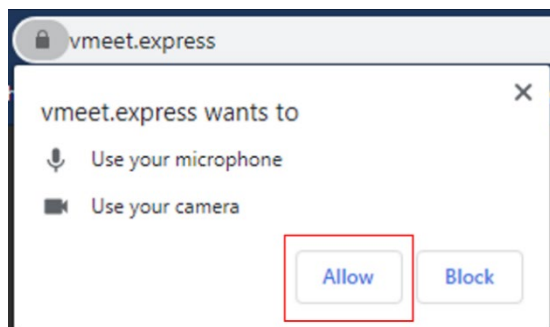
If your browser is not seeing your camera or hearing your microphone, you may need to allow access again. Example below shows Google Chrome. Settings may vary from browser to browser.



Then close the settings tab.....



Log into vmeet.express again and allow access to your mic and camera when prompted.



Conferencing on a mobile device

To use **vmeet.express** on your mobile device, simply type <https://vmeet.express> into your mobile device's web browser. For optimal functionality, we recommend using the Safari web browser for iPhone and Chrome or Firefox for android devices.

Screen sharing from a mobile device is not currently available.

Connecting via your phone line – audio integration

Those without access to the internet can easily dial in to a **vmeet.express** conference using their mobile phone or landline via our audio integration, by dialling a number from our comprehensive [dial-in number list](#) and when prompted by our system, entering the appropriate access code.

Please note that using audio integration incurs Express Virtual Meetings' standard per line, per minute audio conferencing dial-in rates.

Internet guidelines

Bandwidth requirements

Each conference participant's video stream uses about 0.5 Mbps. If your network does not have the required bandwidth and the quality of your conference is suffering, you can deactivate your feed of a participant's audio and/or video. See **page 3** of this guide for more information.

Conference participant limits

Currently, **vmeet.express** supports a **maximum of 20 guests** in an individual conference at one time.

Web browser guidelines

Supported web browsers

vmeet.express works best on **Google Chrome** for desktop and laptop computers.

For optimal functionality on mobile devices, we recommend using the Safari web browser for iPhone and Google Chrome or Firefox for android devices.

Screen sharing

Please note that **screen sharing from your mobile device is not currently available**. However, you can view the screen being shared by others on desktop or laptop computers.

Questions?

Should you have any further questions or concerns, please contact us on 1300 849 300 (AUS) or 0800 480 257 (NZ). We're available 24/7 every day of the year.

vmeet.express

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