

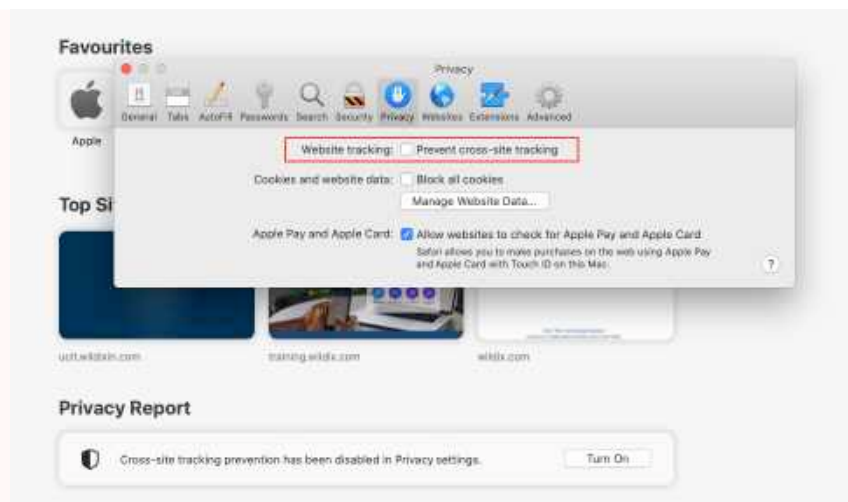
Wizyconf Videoconference - User Guide WMS 5

- i** Wizyconf is the first professional easy-to-use video conference.
Min supported version: WMS 5
Created: June 2020
Updated: December 2023
Permalink: https://wildix.atlassian.net/wiki/x/_AL0AQ

- !** Screen sharing issue on macOS using Google Chrome
Due to detected issues in Google Chrome, it might be impossible to use screen sharing.
To resolve the issue, take the following steps:
1. Update Chrome to the latest version
 2. Refresh permissions: go to macOS System Preferences -> *Security & Privacy* -> *Screen Recording* -> uncheck and check *Google Chrome* checkbox



- !** Temporal limitation for macOS users:
for the Wizyconf to work on Safari web browser, please follow the steps below:
1. Open Safari web browser -> *Preferences* -> *Privacy* tab
 2. Make sure the option *Website tracking: Prevent cross-site tracking* is unchecked



This limitation concerns only PBX users. External participants using Safari web browser are not affected.

- Requirements
- Wizyconf additional equipment
- Create a conference room
 - Schedule a conference
- Access a conference room
 - Access from email invitation
 - Access for external users
 - Access from Collaboration
 - Video Conference dialog
 - Chat invitation
 - Access from smartphone
 - PBX user
 - External user
 - Access from Vision/ SuperVision phones
 - Access from Wizyconf Conference Room (Wizyconf station)
 - Access in audio-only mode
- Tutorials and updates
 - The basics tutorial
 - New features
- Conference controls
 - Users start with mic/ cam off
 - Microphone, Speakers, and Video settings
 - Set a background picture
 - Push-to-talk
 - Noise suppression
 - Video quality
 - Language settings
 - Invite more participants / share the conference link
 - From within the conference
 - From Collaboration
 - Toggle between Tiles view and Sidebar view
 - Pin a user
 - Chat and private messages

- Polls
- Adjust microphone volume of certain participants
- Screen sharing
- Remote control
 - Give remote control
 - Request remote control
 - Disable remote control
- Share a YouTube video
- Raise your hand/ Send reactions/gifs
- Use Whiteboard
- Moderator control options
 - Mute users
 - Disable users' camera
 - Allow users to unmute/ enable video
 - Remove users from a conference
 - Conference recording
 - Live streaming
- Exit and delete a conference room
- Miscellaneous
 - Timer
 - Participants stats
 - Talk ratio and Hints
 - Enable Hints
 - Connection quality indication
 - Manage sound settings
 - Edit a conference room
 - Keyboard shortcuts
- Integration with Calendly

Requirements

Browser

- Google Chrome
- Chromium
- Safari 12.1.X and higher
- Microsoft Edge 79.0.309 and higher
- Firefox

For Screen Sharing:

- Chrome v. 72
- Firefox v. 66+

Wildix licenses:

- UC-Business or UC-Premium for each user who needs to be able to create a conference room (more information: <https://www.wildix.com/licensing/>)

Ports to open on firewall

Check here: [Ports used by Wildix services.](#)

Bandwidth requirements


The bandwidth used by Wildix Videoconference is adaptive and varies to provide the best experience on participants' network.

Minimum bandwidth required:

- Outbound from the participant: 300 kbps
- Inbound to the participant: 300 kbps


Ideal bandwidth:

- Two-person video calls:
 - Outbound from the participant: 2.6 mbps
 - Inbound to the participant: 2.6 mbps
- Group video calls:
 - Outbound from the participant in all situations: 2.6 mbps
 - Inbound to the participant with 5 participants: 3.2 mbps
 - Inbound to the participant with 10 participants: 4.0 mbps

 It is possible to decrease bandwidth consumption by selecting a lower video quality level in options, see the chapter [Video quality](#).

Number of participants in a conference

- Video: Currently the number of users who can share their videos is not limited – it's possible to see all the users who are sharing their videos in Tiles view, however for the optimal performance we do not recommend to exceed 70 users in case all of them share their videos


 You can also consider [live streaming](#) option--in this way you can create a conference only with those users who need to speak and stream their video, while others can watch and comment.

Wizyconf additional equipment

To ensure efficient collaboration during videoconferencing in small and large meeting rooms, Wildix offers some additional equipment:

- Wizyconf Huddle-Room: for 2-3 people sitting in front of PC/ laptop – a speakerphone with a 120° wide angle Full HD webcam and 360° microphone. More information: [Wizyconf Huddle-Room Quick Start Guide](#)
- Wizyconf Conference Room - the first professional easy-to-use web conference – a fully equipped conference room: [Wizyconf Conference Room - Documentation](#)

Create a conference room

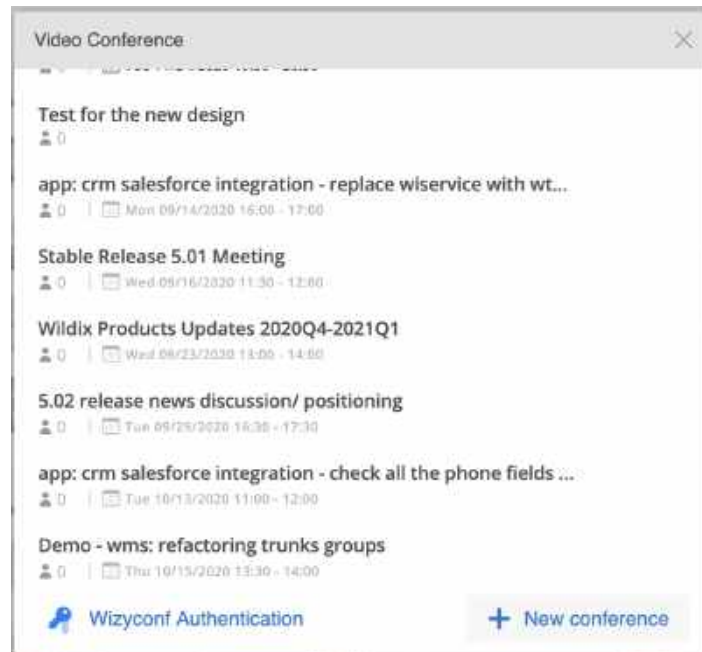
 To be able to create a conference room, you need to be Wildix PBX user with a UC-Business or UC-Premium licence assigned.
Conference rooms can be created only from Collaboration interface.

To create a new conference room:

1. Access Wildix Collaboration
2. Click on the blue **Video Conference** icon (Screen icon) in the top menu:



3. Video Conference dialog opens, click **+ New conference** in the lower right-hand side of the screen:



4. Fill out the following fields:

- **1 - Title:** enter conference title
- **2 - Invite participants** (optional): start typing a name into the search field to invite a user / a contact or enter the email address to invite any external user via email
- **3 - Description** (optional): add a description of your event (if filled out, the description field will be present in the email invitation sent to participants)
- **4 - Conference scheduling** (optional): tick off the **Calendar** icon, then select the date and the time of your conference, timezone and set up recurring video conferences (see the chapter [Schedule a conference](#))
- **5 - Language** (optional): change the language of an invitation email and separately select dial-in numbers (you can select 2 countries)
- **6 - Set conference password** (optional, available starting from WMS v. 5.02.20201023.2): protect a conference with a password, 2 passwords are generated automatically: 1 - for a web conference (can be changed), 2 - for dial-in numbers and Wizyconf Station (cannot be changed). For a web conference access, a password length is from 6 to 10 symbols, including numbers, upper and lower case letters; for dial-in and Wizyconf Station access, password consists of 6 numbers



Create a video conference

Title
Conference 1

Emil Hegle Svendsen

Enter contact name or email to add 2

Description 3

01/02/2021 19:00 - 20:00 Ukraine / Kiev GMT+03:00 4

Does not repeat 5

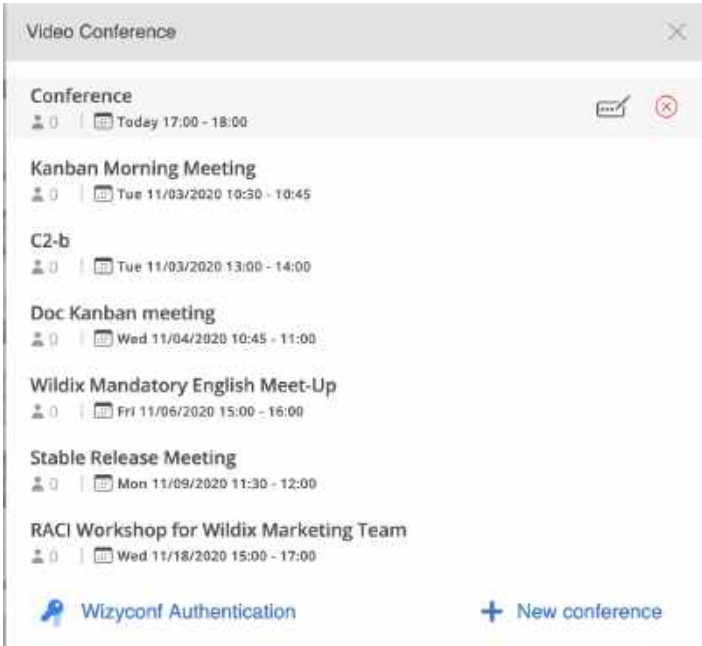
Language: English Dial-in numbers: United Kingdom 6

☒ Set conference password 0Hsdip 7

✓

(After you have filled in the fields): Click **Tick** icon to save the room

5. The conference is added to the list and you can find it by its title:



Video Conference

Conference

Today 17:00 - 18:00

Kanban Morning Meeting
Tue 11/03/2020 10:30 - 10:45

C2-b
Tue 11/03/2020 13:00 - 14:00

Doc Kanban meeting
Wed 11/04/2020 10:45 - 11:00

Wildix Mandatory English Meet-Up
Fri 11/06/2020 15:00 - 16:00

Stable Release Meeting
Mon 11/09/2020 11:30 - 12:00

RACI Workshop for Wildix Marketing Team
Wed 11/18/2020 15:00 - 17:00

Wizyconf Authentication + New conference

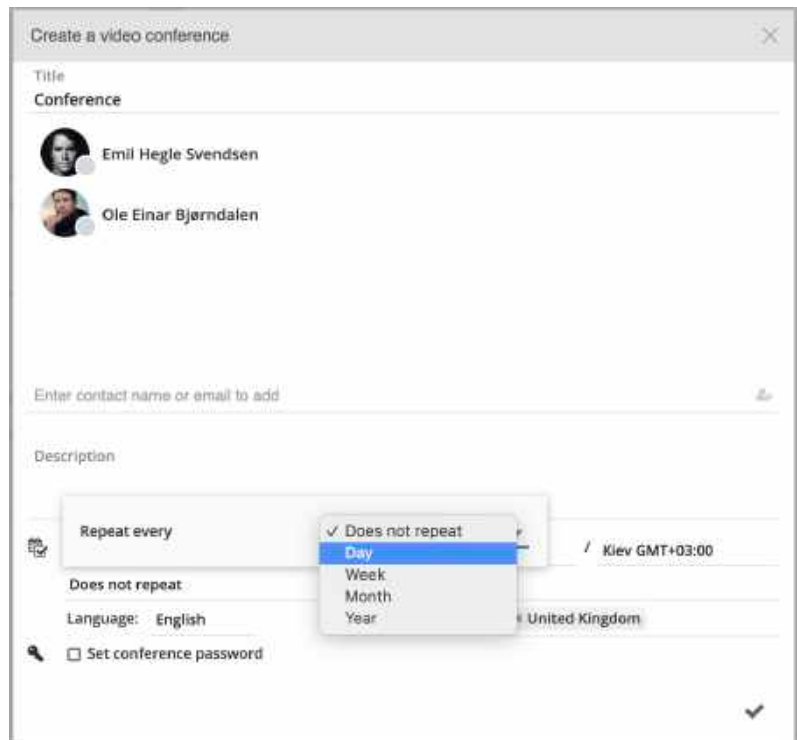
Now you can click on the conference to join it.

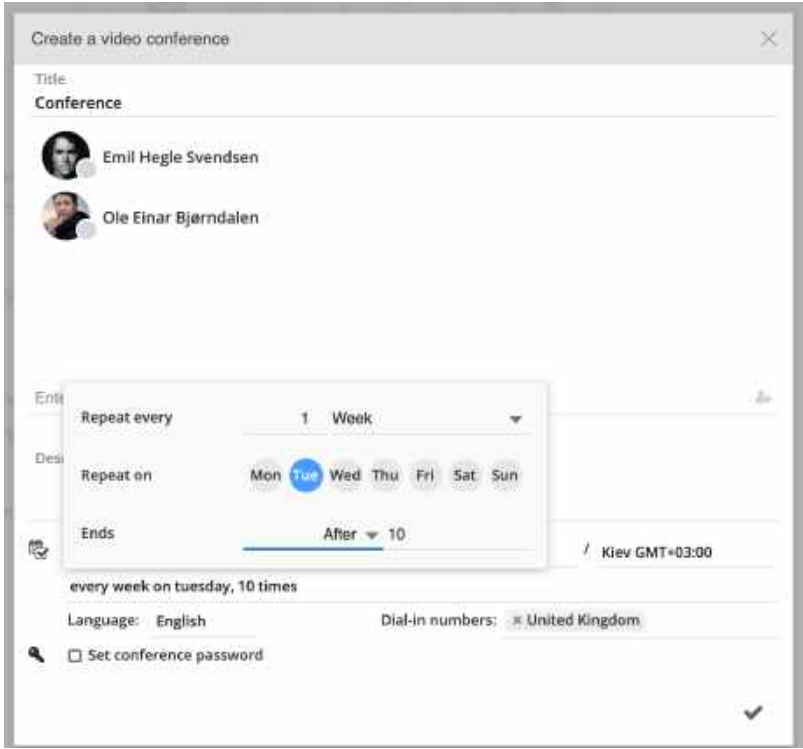
⚠ Conference room is deleted automatically after 30 days of inactivity.

Schedule a conference


It is possible to schedule the conference or set it up as a recurring event the moment when you create a new conference room, or any time by editing an existing conference room:

1. Open the conference dialog from Collaboration
2. Tick off the *Calendar* icon (*Schedule*) in the bottom of the dialog
3. Select the date and the time of your conference, select the timezone
4. (If you wish to set up a recurrent event): click **Does not repeat** and set up the recurrence:





5. Click **Tick** icon in the lower right-hand side of the Video Conference dialog to save changes

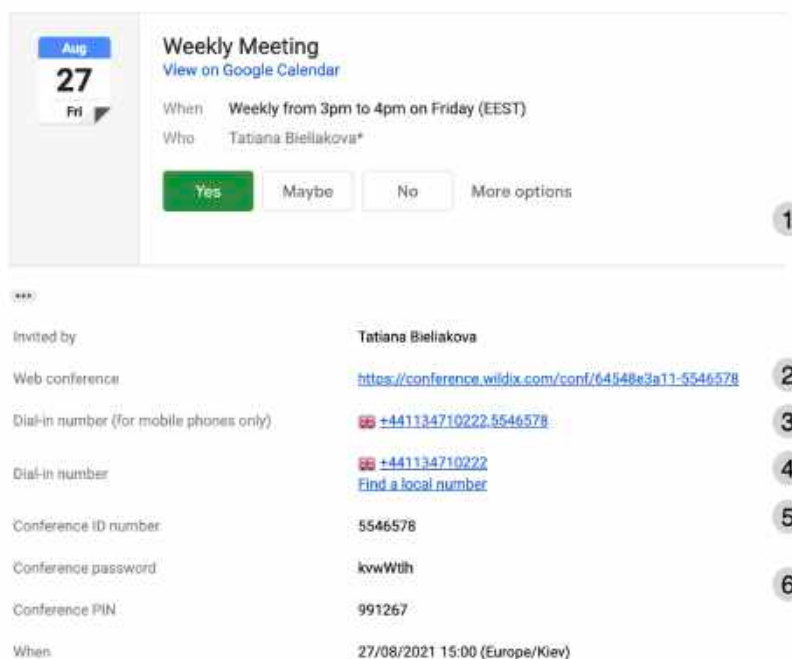
 Scheduled/ recurrent event is automatically added to your calendar with the link to the conference.

Access a conference room

It is possible to access a conference room via web (via a link), or in audio-only mode (by calling the provided phone number). If a conference is protected with a password, a participant is required to enter it before joining the room.

Access from email invitation

All invited users receive an invitation via email:



- 1 - Scheduled event is automatically added to your calendar

⚠ Note: According to the [new Google settings](#), you need to turn on specific options in order to guarantee that scheduled events are automatically added to you calendar. Follow these instructions:

- Go to Gmail **Settings** -> **See all settings**
- Go to **General** tab and scroll to *Smart features and personalization*
- Turn on **Smart features and personalization** if you use Gmail email client or **Smart features and personalization in other Google products** if you use other mail clients, (Outlook, Apple Mail etc) under Gmail account

More information is available here: https://support.google.com/mail/answer/10079371?hl=en&ref_topic=3394219.

- 2 - You can access the conference via the link provided in the email
- 3 - You can also access the conference in the audio-only mode, by using dial-in numbers. This is the option for mobile phones, which allows you to join the conference without manually entering the conference ID (as it is already included in the click-to-call dial-in number)
- 4 - This option is not restricted to mobile phones. It also lets you access the conference in the audio-only mode by calling the local number for your country. Click **Find a local number** to view the full list
- 5 - This is the ID number of the conference
- 6 - Use conference passwords to access the conference: conference password is designed for web conference, conference PIN - for dial-in numbers and Wizyconf Station

Access for external users

When an external user clicks on the provided link, they need to enter their name and (optionally) their email or sign in via social networks:



The image shows a dark-themed login interface for Wizyconf. At the top, the 'Wizyconf' logo is displayed in yellow. Below it, a message reads 'Please introduce yourself to join the conference'. There are two input fields: one labeled 'Name' with the text 'Elena' and another labeled 'Email'. A prominent yellow 'JOIN' button is centered below the fields. At the bottom, there is a link 'or sign in with' followed by social media icons for Facebook, Google+, Twitter, and LinkedIn.

- ❗ Conference room is locked for external users unless there is at least one PBX user inside. A conference room can be unlocked by any PBX user:
- by joining via the web
 - by joining in audio-only mode

Access from Collaboration

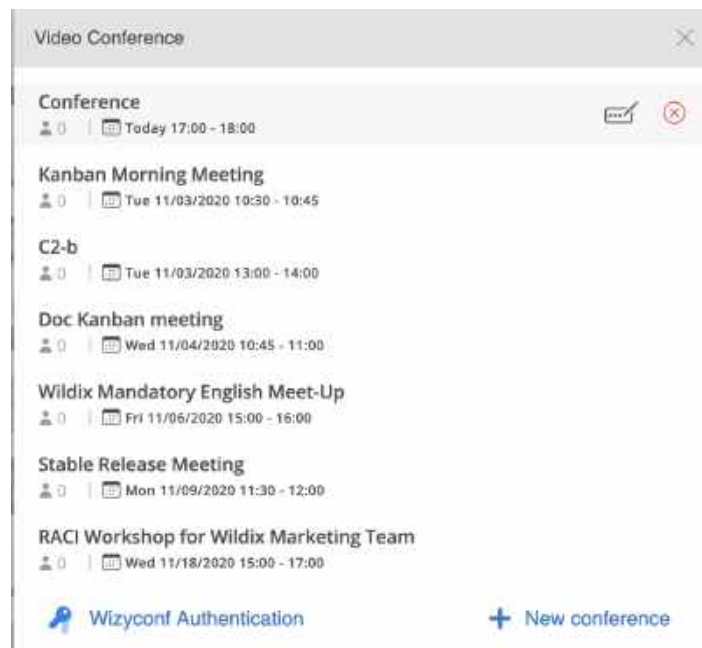
Video Conference dialog

PBX users can access any conference created previously by them and the ones to which they were invited, from the Video Conference dialog:

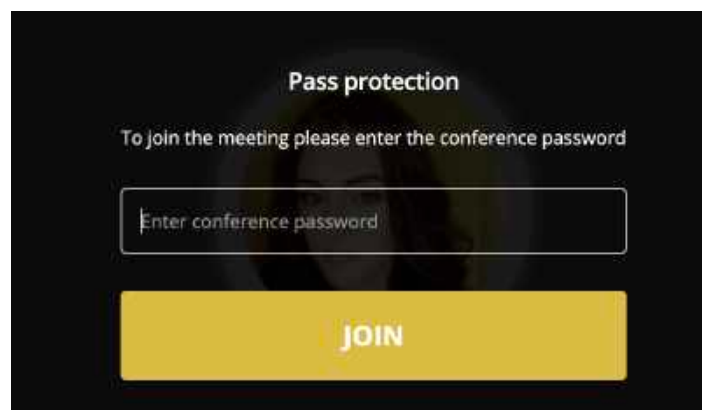
1. Click on the blue **Video Conference** icon in the top menu:




2. Find the conference by its title and click on it to join:



3. If the conference is protected with a password, you need to enter a conference password (check the password in an invitation or ask a conference moderator for it) and click **Join**



-  Conferences are sorted in the following order in Collaboration:
1. conferences created in the last hour (unscheduled)
 2. scheduled conferences (starting from the ones scheduled for the nearest future)
 3. unscheduled conferences
 4. conferences scheduled in the past

Chat invitation


A PBX user invited to a conference receives an invitation via chat and can access it by clicking on the link (or by calling the indicated phone number from their Wildix device to access in audio-only mode):



A PBX user can access a conference room by clicking on the link received via chat, from:

- Collaboration
- Vision/ SuperVision desk phones
- iOS/ Android app

Access from smartphone

-  You cannot create a conference room from smartphone app, but you can access conference rooms to which you were invited. More details on how to join a video conference from Wildix Collaboration smart phone apps can be found in:
- [iOS Collaboration Mobile App - User Guide](#)
 - [Android Collaboration Mobile App - User Guide](#)


PBX user

When a PBX user is invited to a conference, they receive an invitation via email/ chat with a link to join the conference via web and a phone number, allowing them to join the conference in audio-only mode from their Wildix device.


External user

All invited users receive an invitation via email with a link to join the conference via web and a local phone number that they can dial to join the conference in audio-only mode.

Access from Vision/ SuperVision phones


-  You cannot create a conference room from Vision/ SuperVision phones, but you can access conference rooms to which you were invited. More details on how to join a video conference from Vision/ SuperVision can be found in:
- [Vision User Guide](#)
 - [SuperVision User Guide](#)

Access from Wizyconf Conference Room (Wizyconf station)

 You cannot create a conference room from Wizyconf Conference Room, but you can access conference rooms to which the Wizyconf user was invited.
More information in [Wizyconf Station Quick Start Guide](#).

Access in audio-only mode


PBX users can access the conference in the audio-only mode by calling the number 98XXXXXXX, where 98 is the Feature code Conference (by default) and XXXXXXX is the conference ID number (Conference ID is provided in the email invitation).


 Note: you can set an alternative code/ prefix instead of [Feature code](#) "Conference" 98. After it is changed, it is also displayed in email / chat invitations.

External users can access the conference in the audio-only mode by calling the local phone number provided in the email invitation: use the option *Dial-in number* or *Dial-in number (for mobile users only)*.

To access the conference:

- Call the provided phone number
- External users are requested to enter the conference ID number and say their name (Conference ID number is provided in the invitation email), after which they access the conference (other participants present in the conference are notified when audio-only users are connected and disconnected).

 Note: Mobile phone users can choose the option *Dial-in number (for mobile users only)* and join the conference without entering the conference ID.

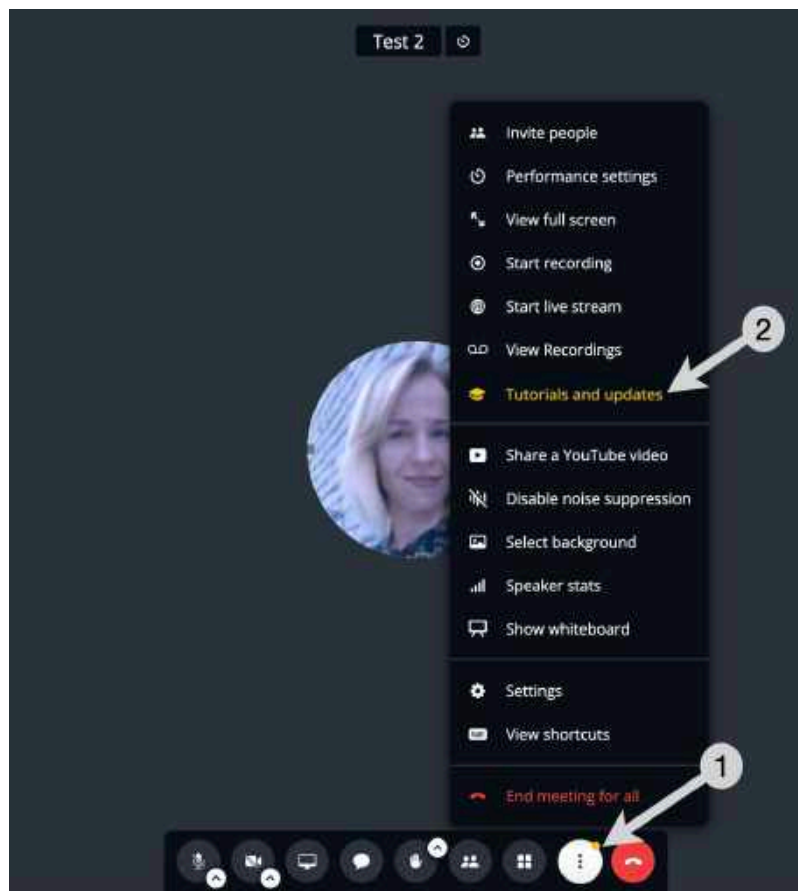
 Current limitation: no visual indication for muted users who access a conference in audio-only mode.

Tutorials and updates

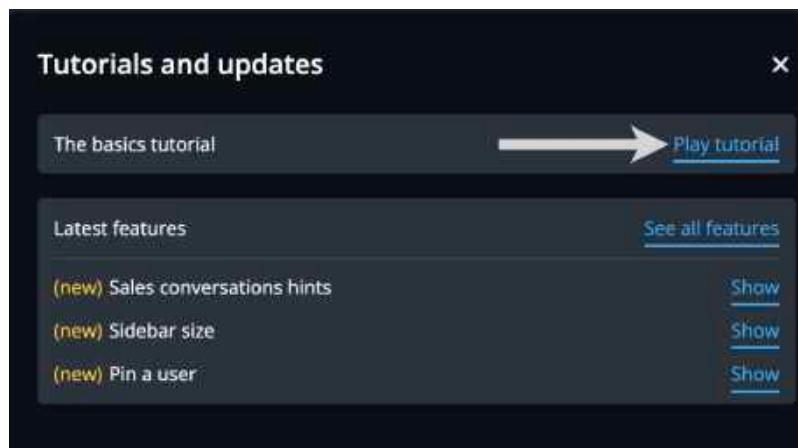
The basics tutorial

The basics tutorial is a great way for new users to explore Wizyconf functionality in a convenient and interactive way. When reaching the tutorial for the first time, a yellow dot appears next to **More options** in the bottom menu and you can see Tutorials and updates, highlighted in yellow.

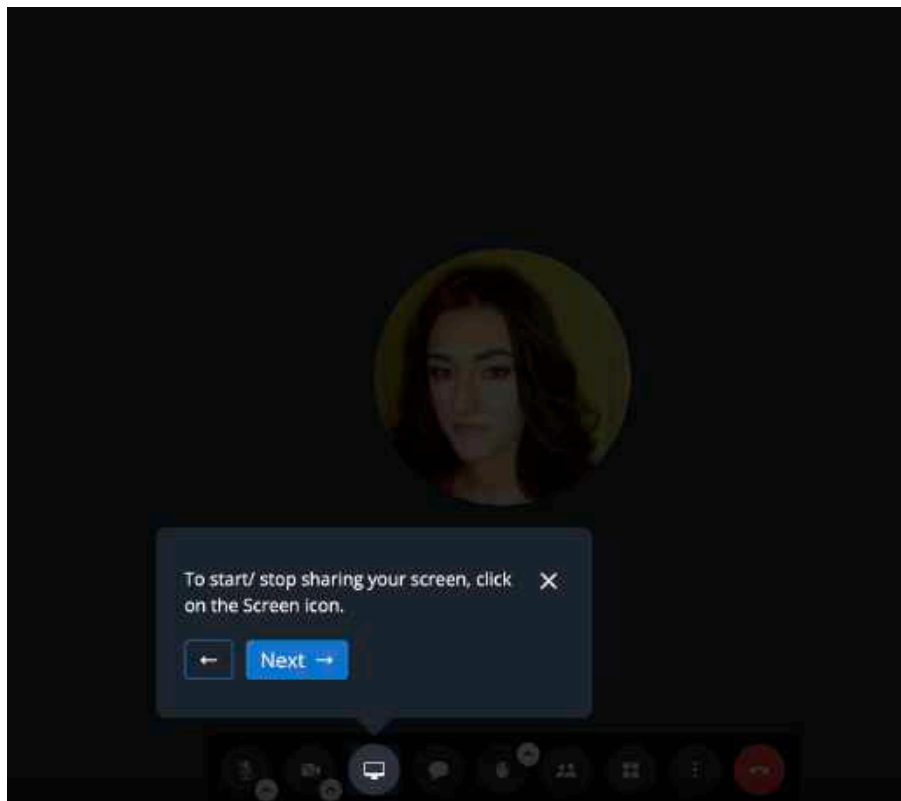
1. Click on the **More options** (1) button (three dots) and proceed to **Tutorials and updates** (2):



2. Next to The basics tutorial, press **Play tutorial**:



3. The tutorial opens up and guides you through the main features of Wizyconf. Click **Next** to proceed to another feature or back arrow to return to the previous one:

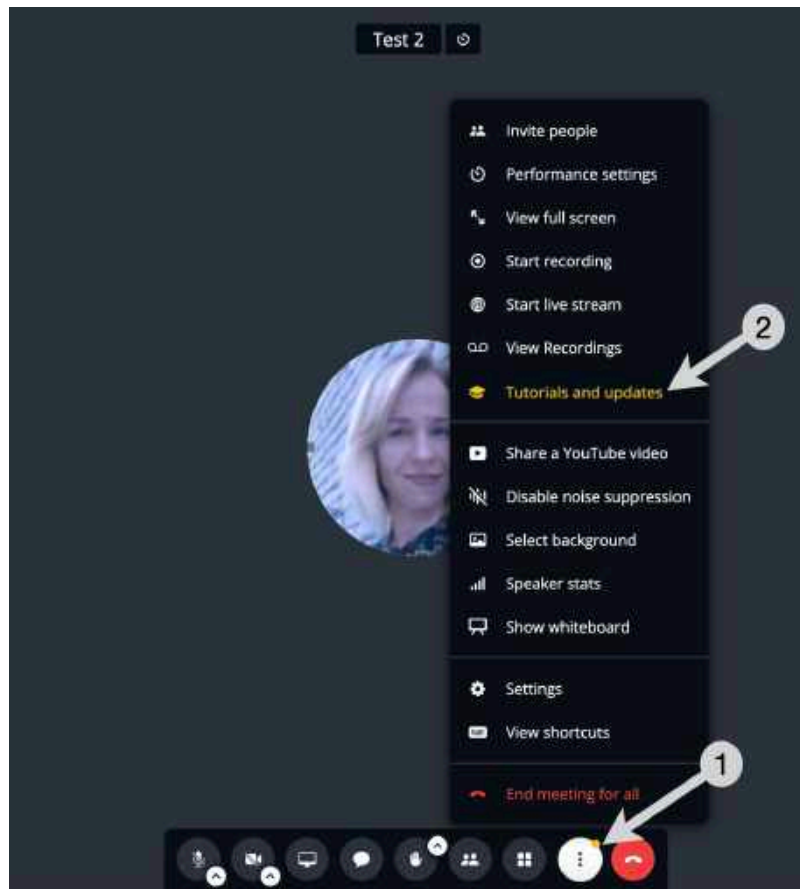


If you close the tutorial, you can continue from the moment you stopped. Go to **More options** -> **Tutorials and updates** -> click **Continue watching**:



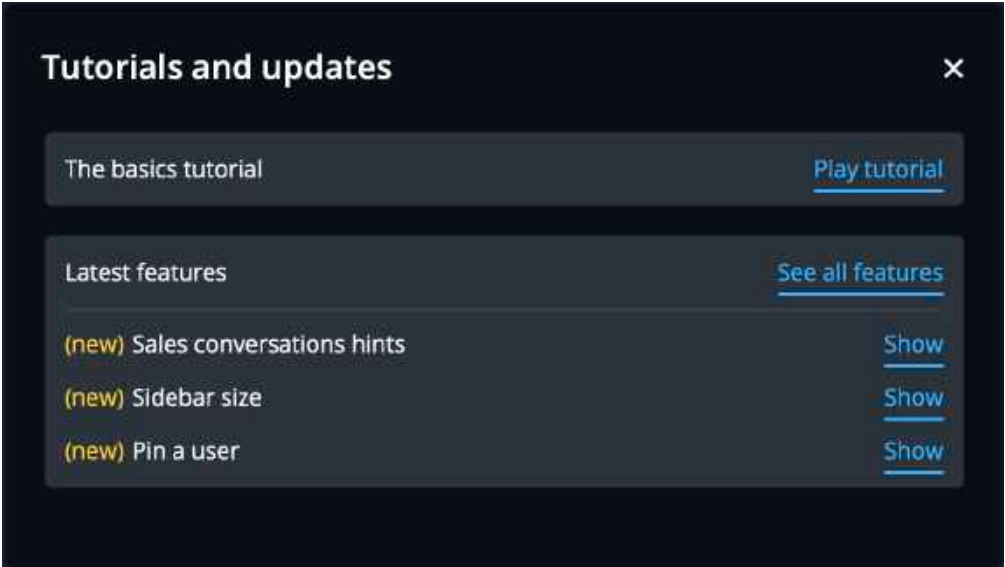
New features

When there are new features available, a yellow dot appears next to *More options* (1) and the *Tutorials and updates* (2) in the **More options** list is highlighted in yellow:

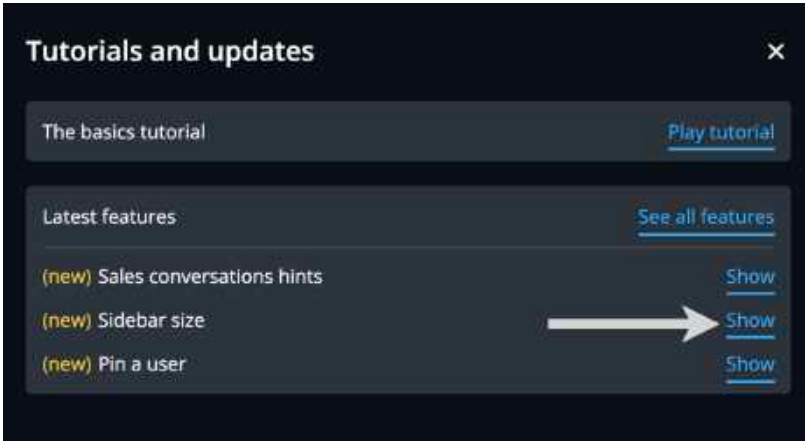


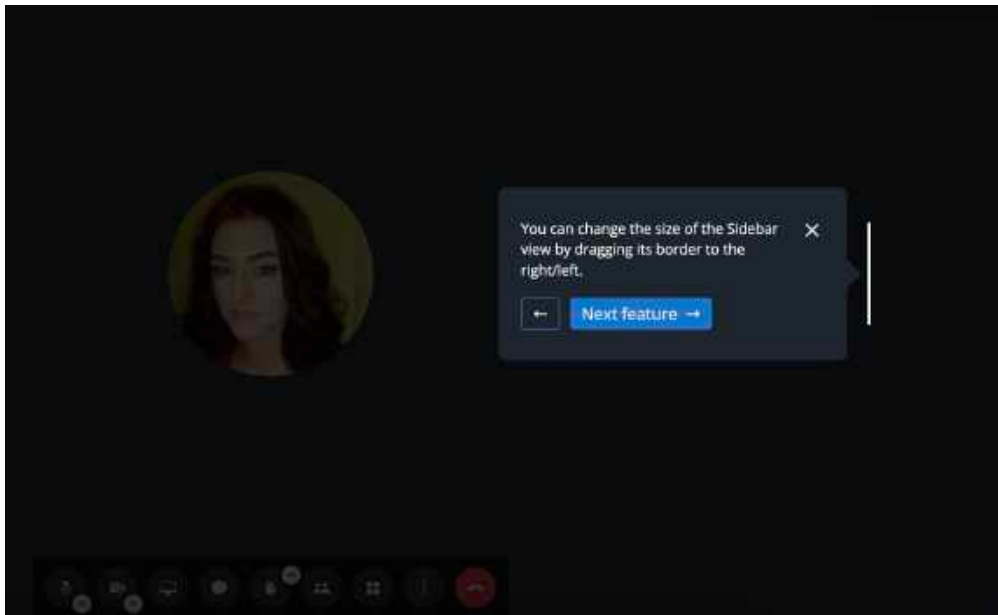
 Note: The yellow dot remains until you click **Tutorials and updates** and view the new features.

When you click on **Tutorials and updates** the following pop-up screen appears, which includes *The basics tutorial* and the list of latest features:



When you click **Show**, a pop-up screen appears demonstrating how the new feature works:





Click **Next feature** to move further or **X** to close the pop-up screen.

Conference controls

Users start with mic/ cam off

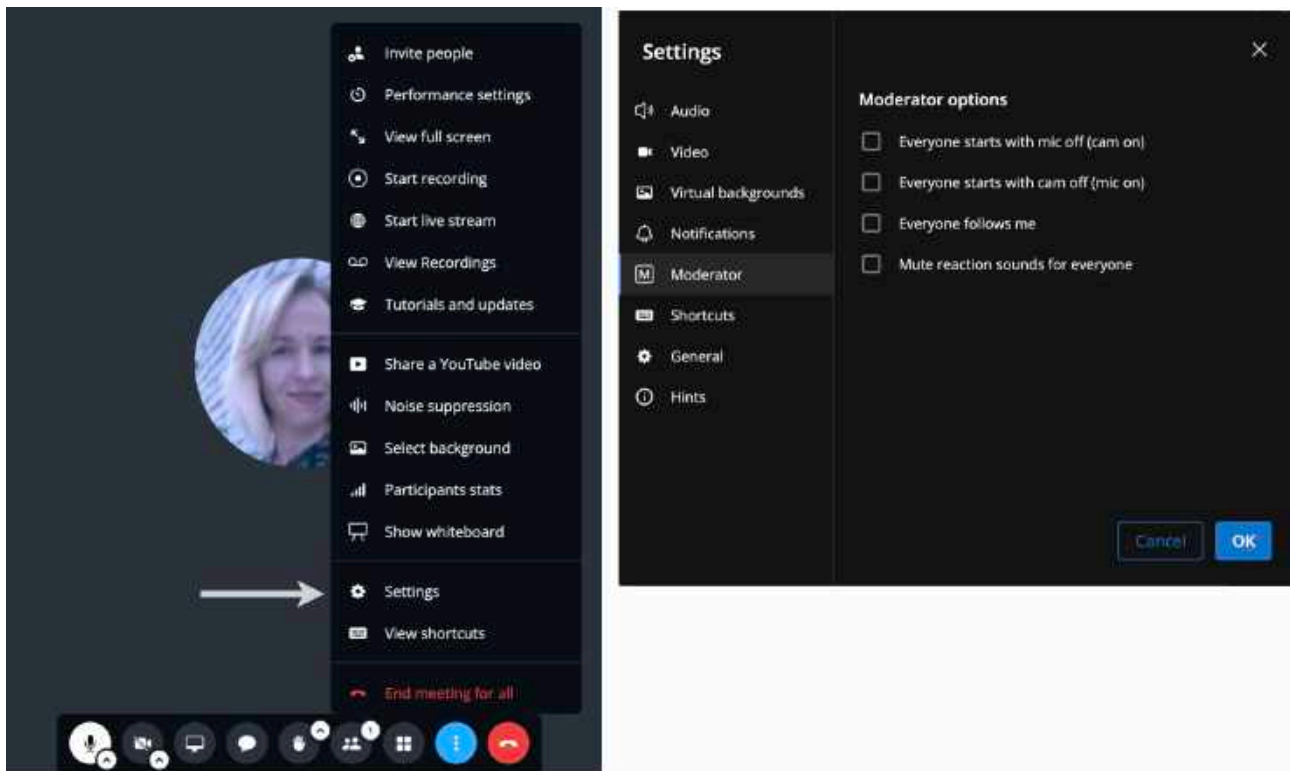
⚠ This option is reserved for the conference moderator only.

By default all users access the conference with their microphones enabled and cameras disabled.

⚠ **Note:** In case you change mic or camera settings, they are preserved upon the next time you enter a conference room.
Example: If you enable the camera in the current conference, it remains enabled in all future meetings you participate in.

The option to decide whether users should access the conference with their webcams enabled/ microphones disabled is reserved to the conference moderator:

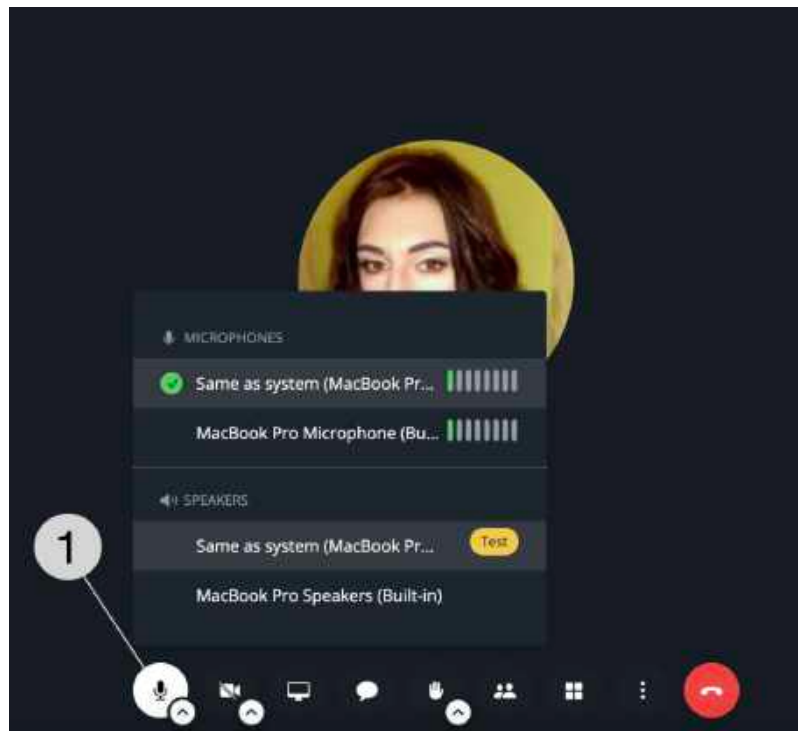
1. Click **three dots** next to the *Leave the meeting* button at the bottom of the screen
2. Click **Settings**
3. Click on **Moderator** tab; here are the options available only for the Moderator:
 - *Everyone starts with mic off (cam on):* users join the conference with their webcams enabled and microphones disabled
 - *Everyone starts with cam off (mic on):* users join the conference with their microphones enabled and webcams disabled
 - *Everyone follows me:* users see on the screen what the moderator shows (tiles view/ sidebar view with selected user)
 - *Mute reaction sounds for everyone:* users do not hear reaction sounds inside the conference
4. Tick off the the options and click on **OK** to apply



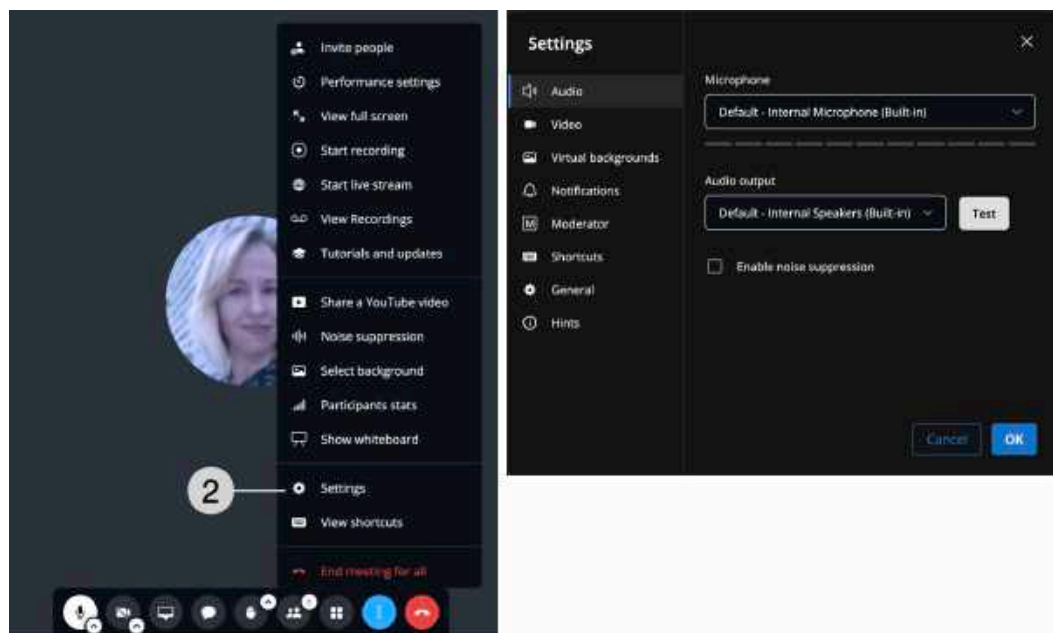
- ⚠ Tick off both *Everyone starts with mic off* and *Everyone starts with cam off* if you would like users to access the conference with both their webcams and microphones disabled.

Microphone, Speakers, and Video settings

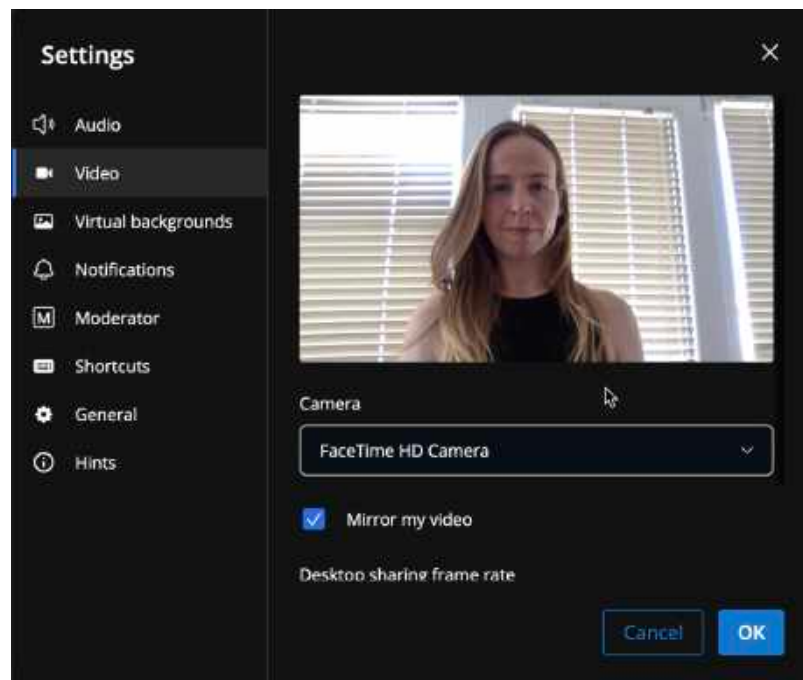
- 1 - Click to **Mute/ Unmute** your microphone or click the small **Arrow up** icon to access your microphone and speakers settings:



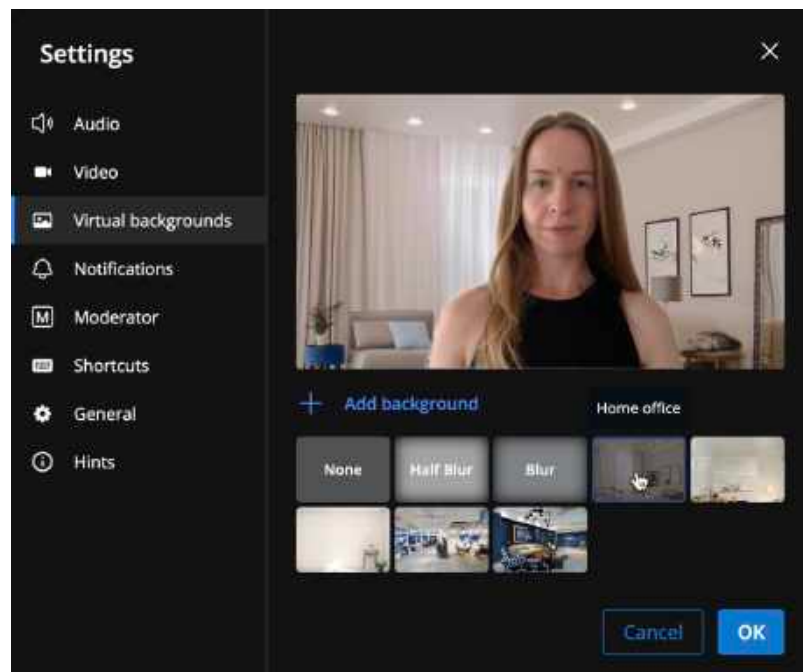
- 2 - Access Microphone/ Speakers/ Camera settings
 - a. Click **three dots** (*More actions*) in the lower central side of the screen
 - b. Click **Settings**: on the settings screen, you can navigate between the necessary tabs (Audio, Video, Virtual backgrounds)
 - i. On the *Audio* tab you can choose your devices as well as play a test sound and enable noise suppression



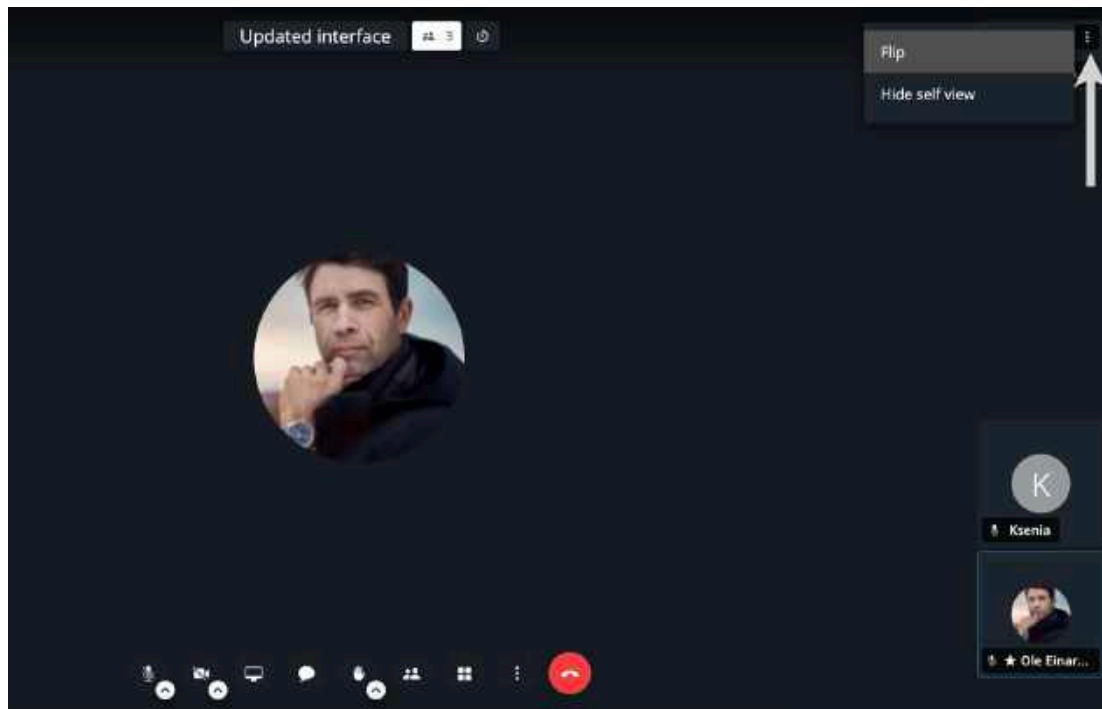
- ii. On the *Video* tab you can select camera, whether you want to mirror your video, and choose desktop sharing frame rate:



- iii. On the *Virtual backgrounds* tab, you can select a virtual background from the list of available ones or add your own background:



You can locally flip your video or hide your video preview, for other conference participants your video remains regular. To achieve this, hover the mouse cursor over **three dots** in the upper right-hand side of your video preview (both Sidebar and Tiles views) and select **Flip** or **Hide self-view** (you can manage this option in *Settings -> More*):

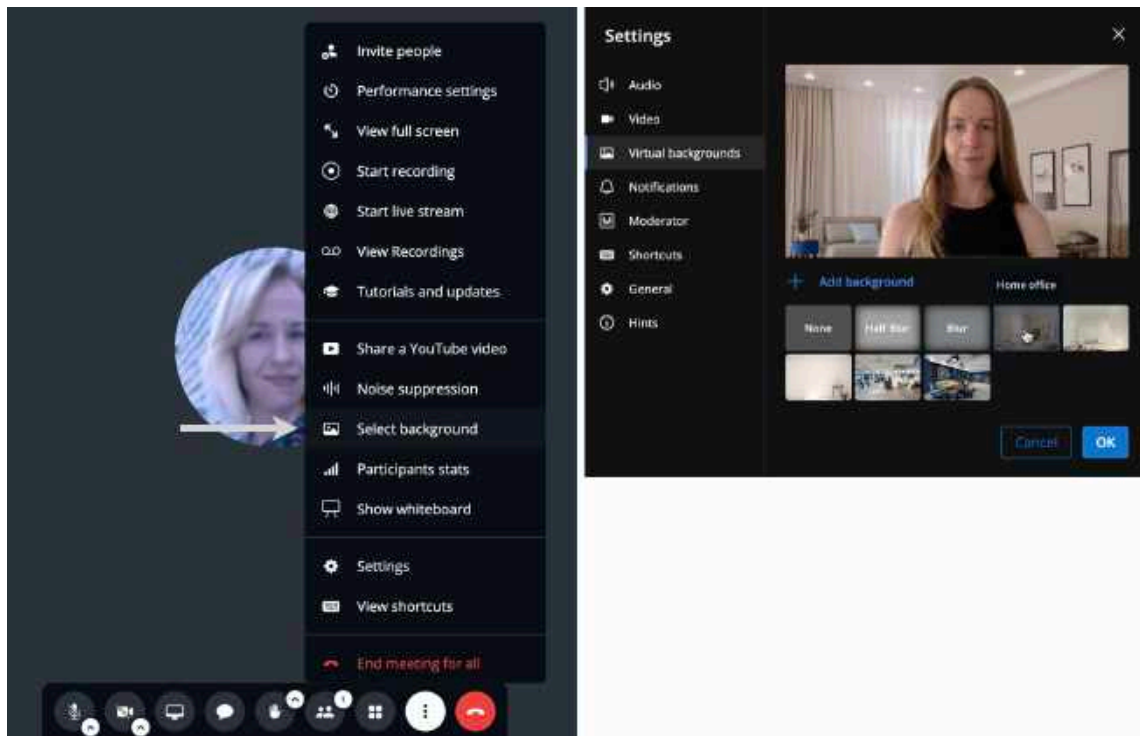


Set a background picture

Additionally, you can set a virtual background picture:

1. Click **three dots** (*More actions*) in the lower central side of the screen
2. Proceed to the **Virtual backgrounds** tab
3. Select a picture from the list or upload your own background and click **OK**

To upload your own backgrounds, click **Add background**.



Push-to-talk

In case you prefer to keep your microphone muted and unmute only when you speak, you can use Push-to-talk option:

1. (When you are muted) Make sure your mouse cursor is on browser tab in which the web conference is running
2. Press **Space** on your keyboard
3. Your microphone is unmuted and you can now speak
4. Release the **Space** button as soon as you finish speaking to mute your microphone again

Otherwise you can use **M** shortcut to Mute/ Unmute your microphone:

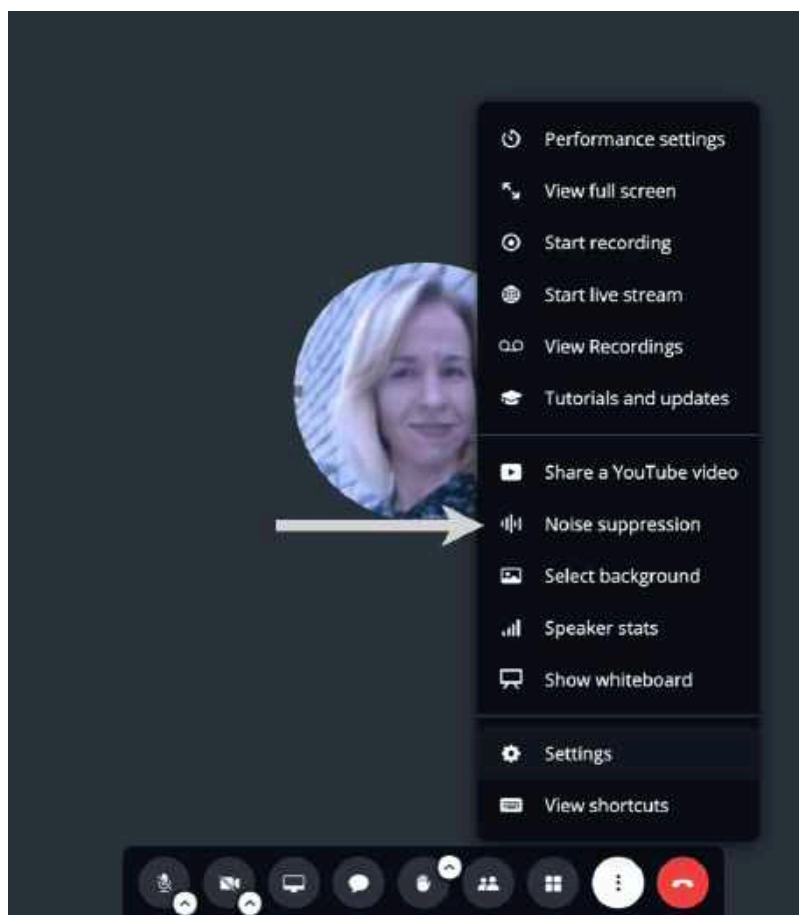
- Press **M** to toggle between mute/ unmute

Read more in the chapter [Keyboard shortcuts](#).

Noise suppression

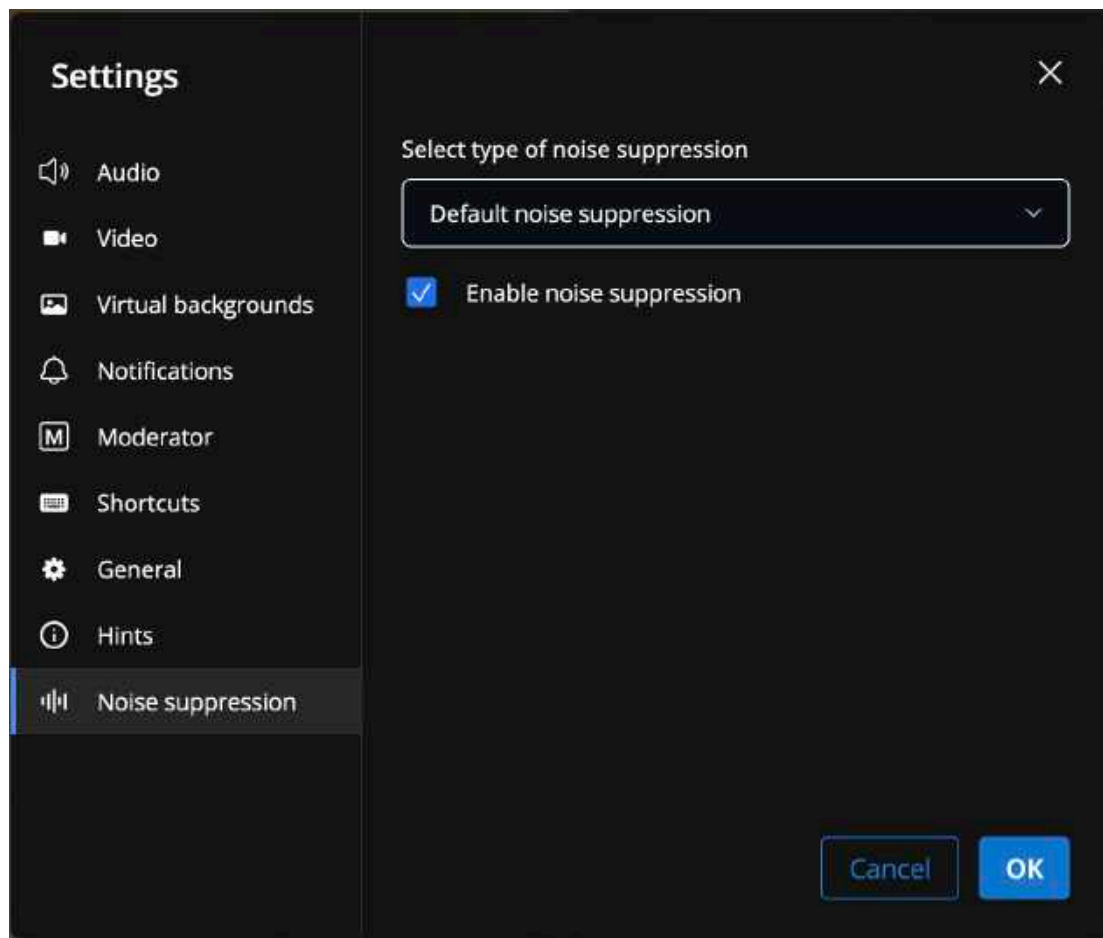
The feature reduces background noise and echo. Ideal for cases when several participants are in the same meeting room.


1. Click **three dots** (*More actions*) button
2. Click **Noise suppression**:



You can also access manage Noise suppression via Settings:

1. Click **three dots** (More actions)
2. Proceed to the tab **Noise suppression**, where you can enable/ disable the feature and choose type of noise suppression

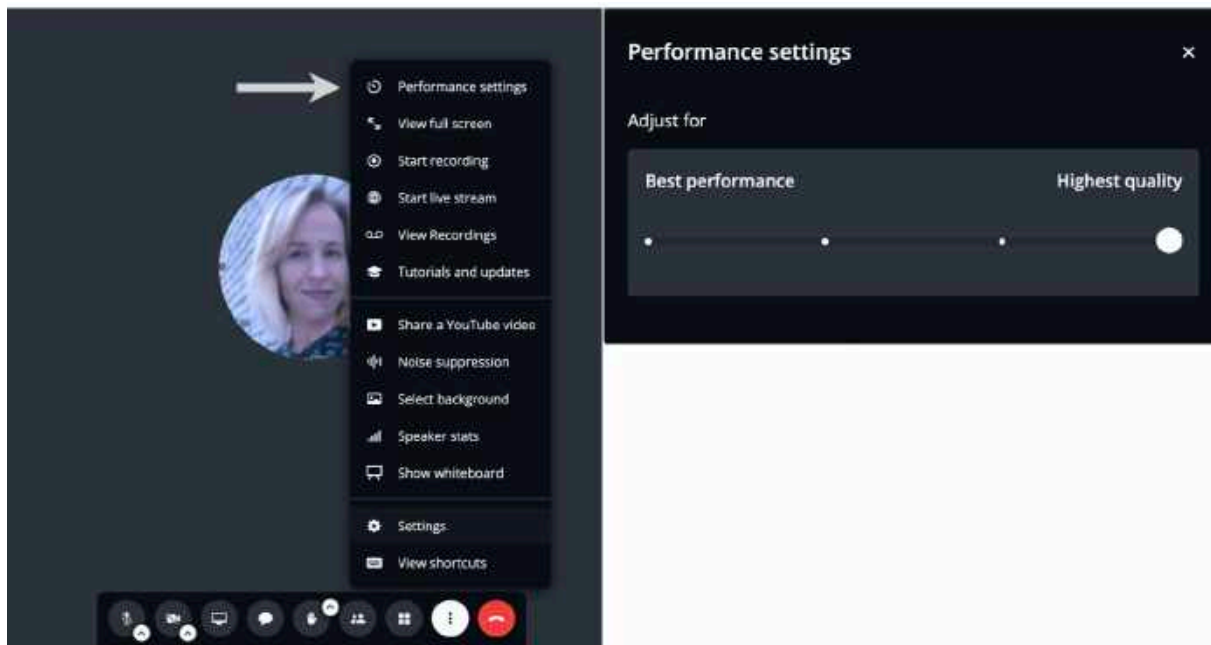


 **Note:** Noise suppression settings are saved separately for different audio devices.
Example: If you connect a Bluetooth headset and disable noise suppression, this preference is stored specifically for that headset. The next time you connect that headset, noise suppression remains disabled. If you switch to a different audio device, noise suppression is enabled by default until you manually disable it.

Video quality

You can adjust the quality for your video streaming.

1. Click **three dots** (*More actions*) in the lower central side of the screen
2. Click **Performance settings**



Or click on the icon in the upper central side of the screen:

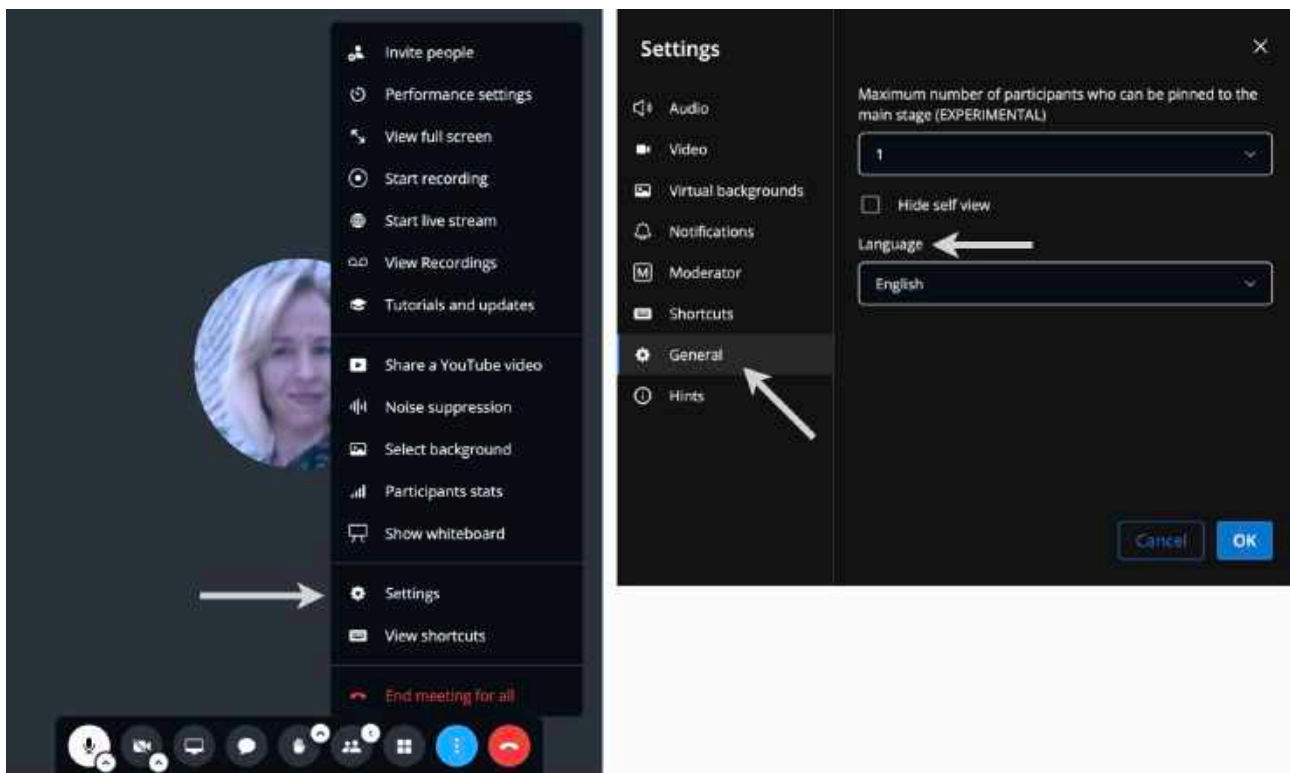


Performance settings chosen for the current conference are saved and automatically applied for future conferences.

Language settings

To change the language of the interface:

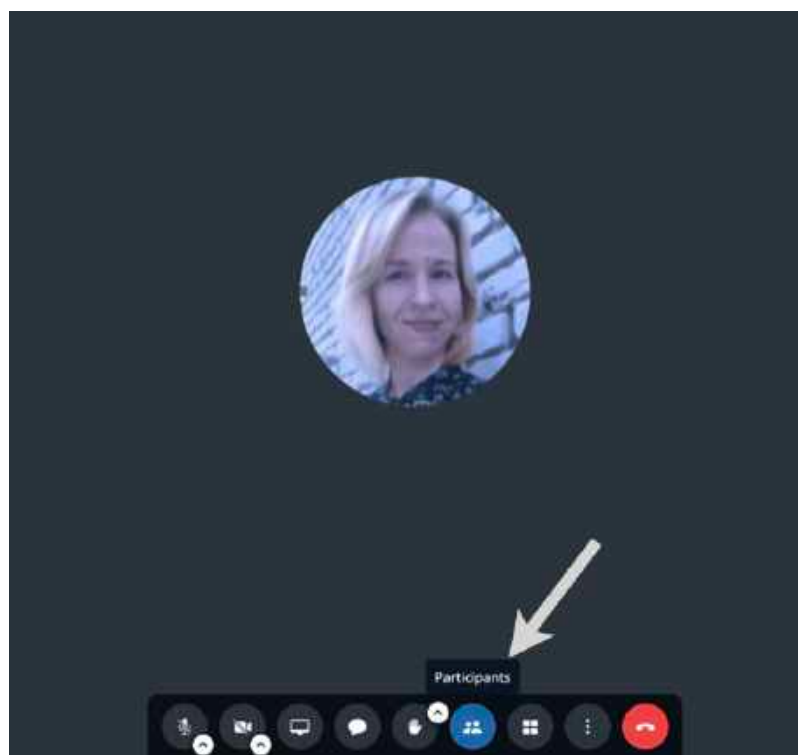
1. Click **three dots** (*More actions*) in the lower central side of the screen
2. Click **Settings**
3. Settings dialog opens, click on the tab **General**
4. Select the language from the drop-down list and click **OK** to apply



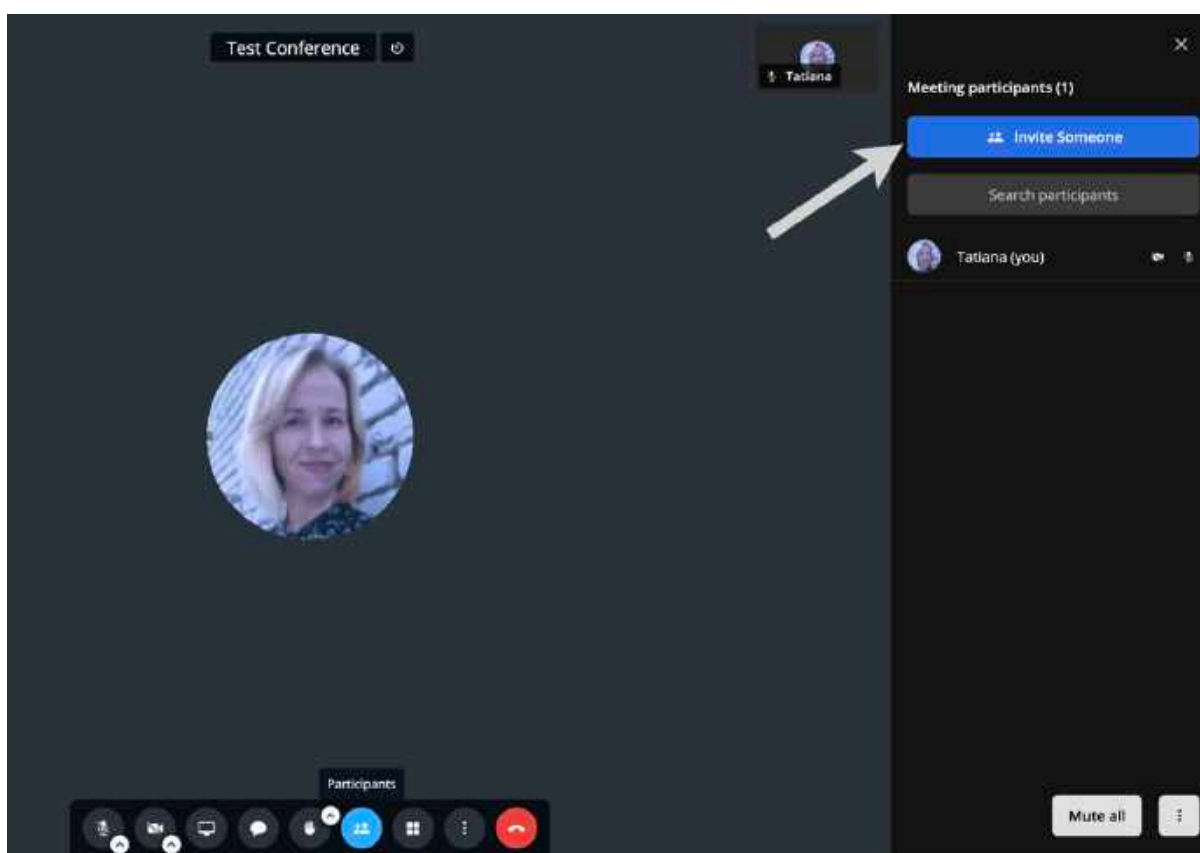
Invite more participants / share the conference link

From within the conference

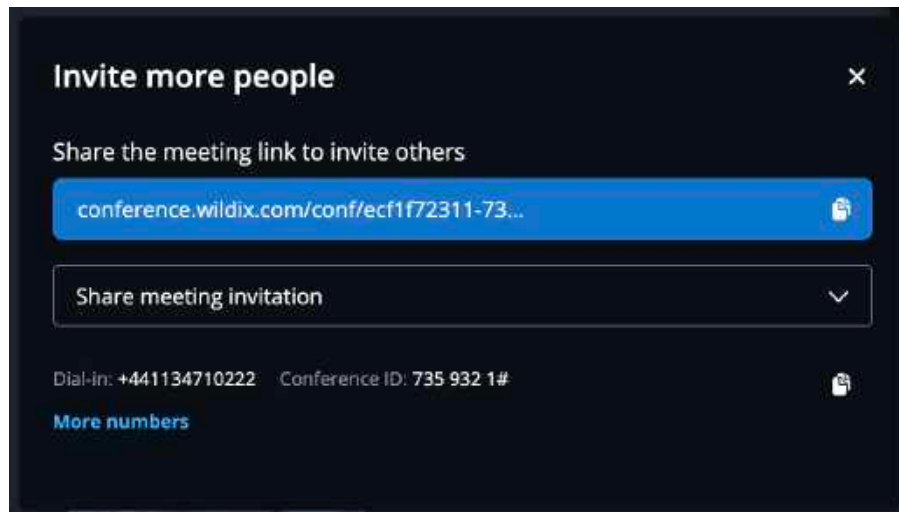
1. Click the **Participants** icon in the lower central side of the screen



2. On the panel that opens at the right side of the screen, click **Invite Someone**:

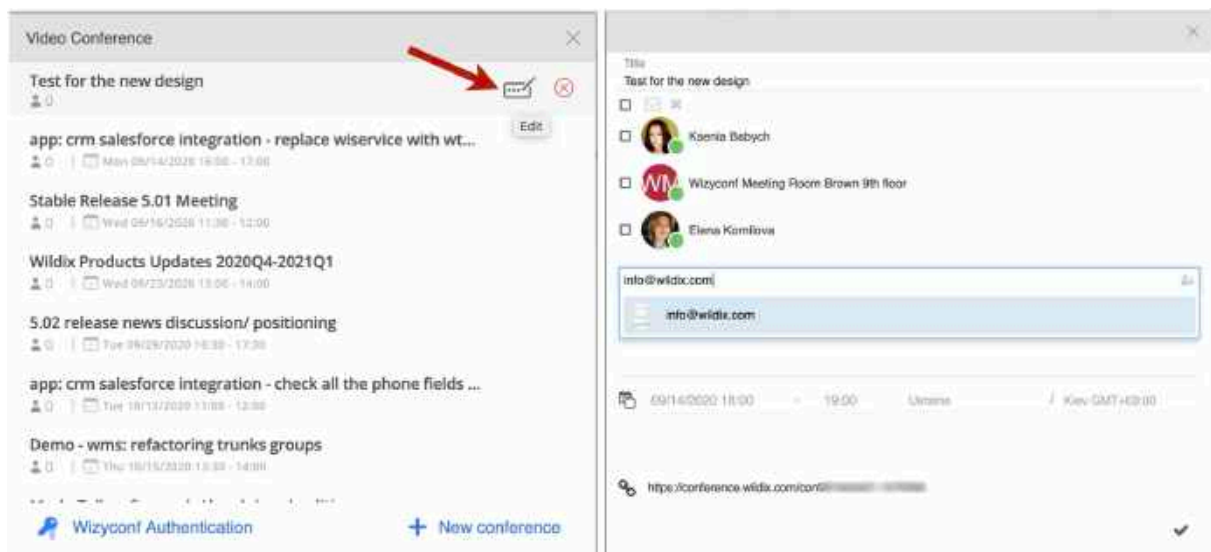


- Copy the meeting link and send it to people who you wish to invite, or click **Share meeting invitation** to send the invitation link via email. You can also view the local Dial-in phone numbers to enter the conference in audio-only mode (click **More numbers**):



From Collaboration

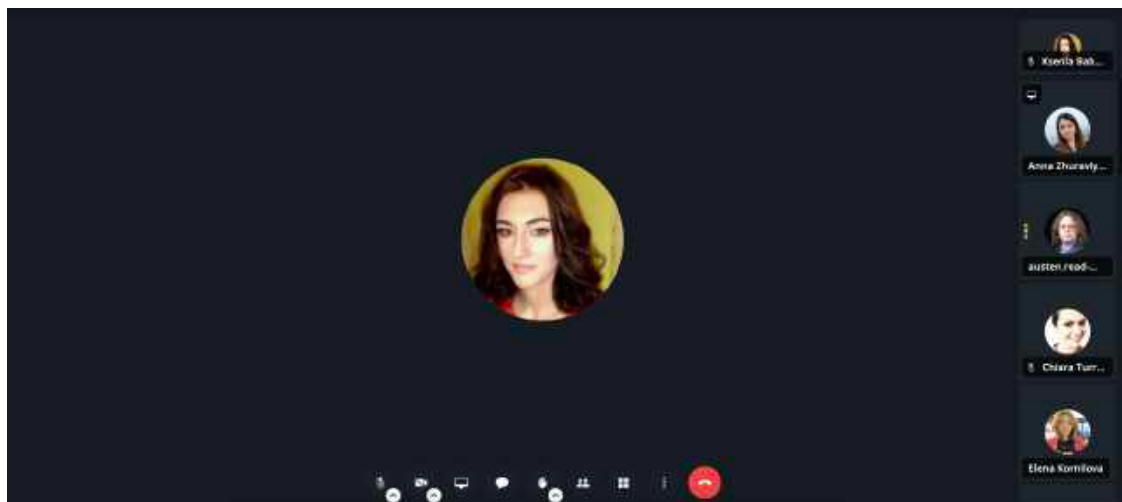
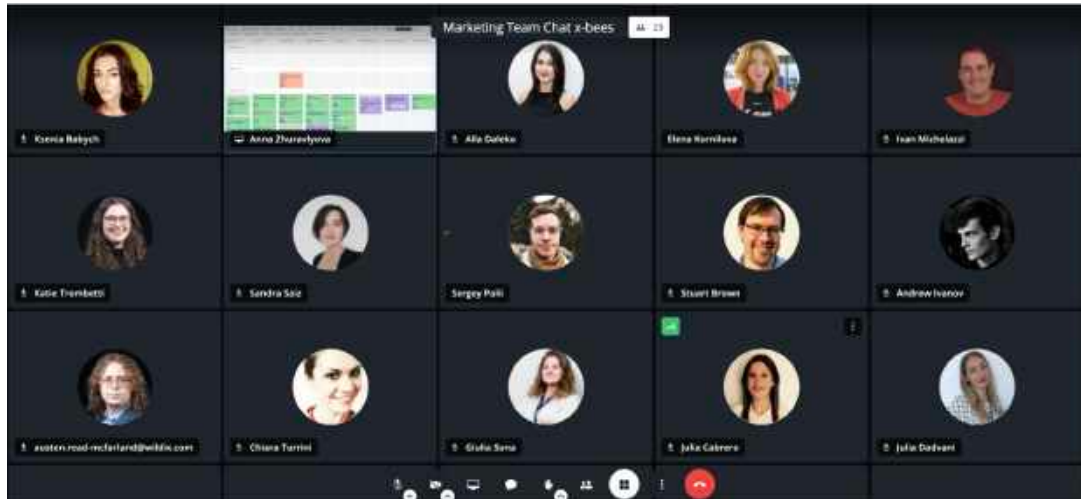
- Open the **Video Conference** dialog
- Find your conference room in the list and hover the mouse cursor over it
- Click the **Pencil with three dots** icon (*Edit*) next to it
- Start typing a name into the search field to invite a user / a contact or enter the email address to invite any external user via email:



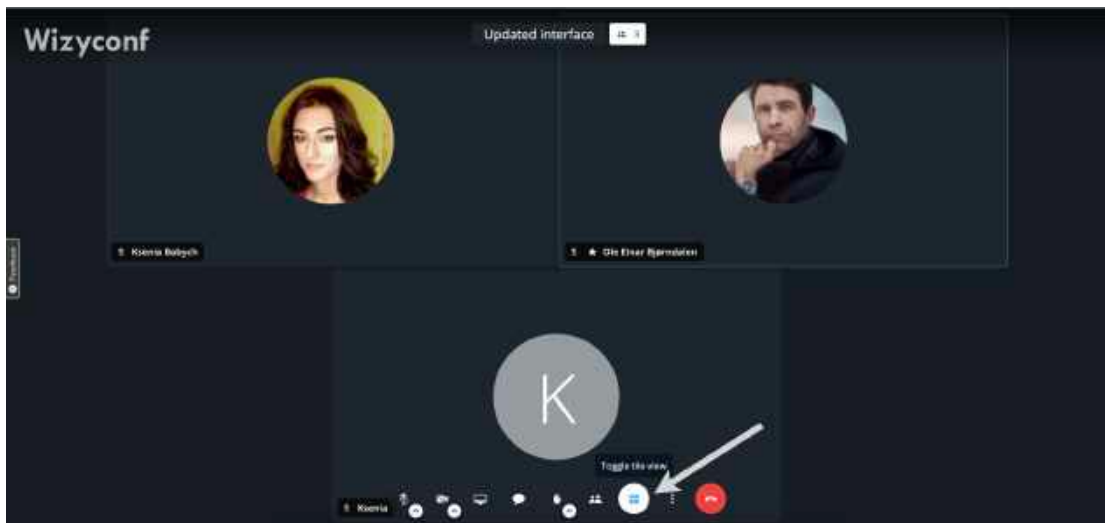
- Click **Tick** icon in the lower right-hand side of the Video Conference dialog to save changes

Toggle between Tiles view and Sidebar view

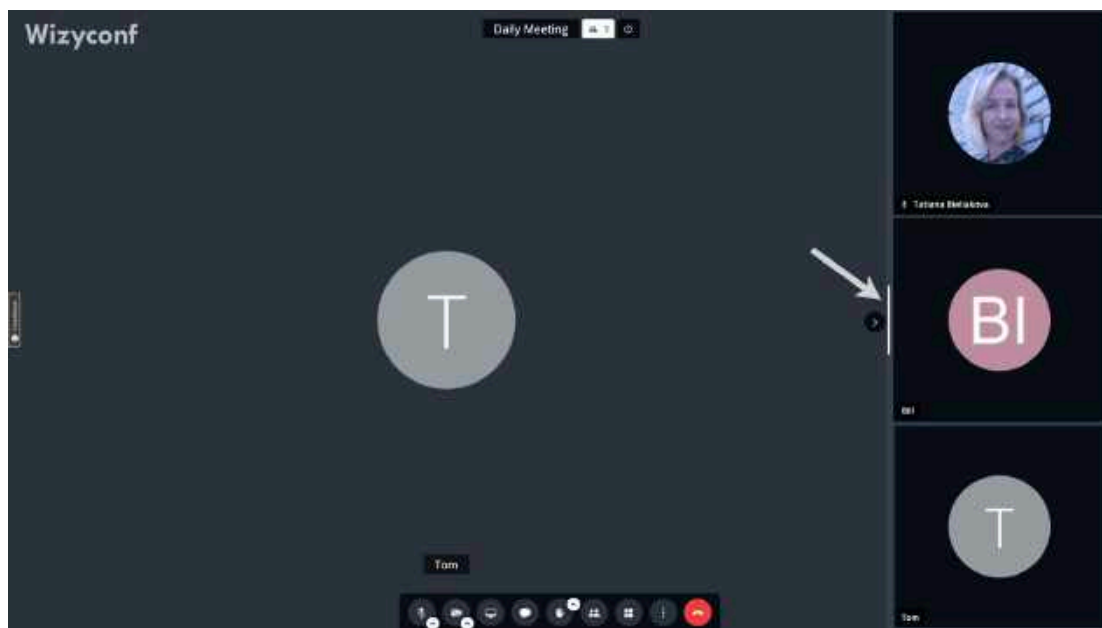
Tiles view (on the left) and Sidebar view (on the right):



- Click **Toggle tile view** (Tiles icon) in the lower central side of the screen to switch between Tiles view and Sidebar view:

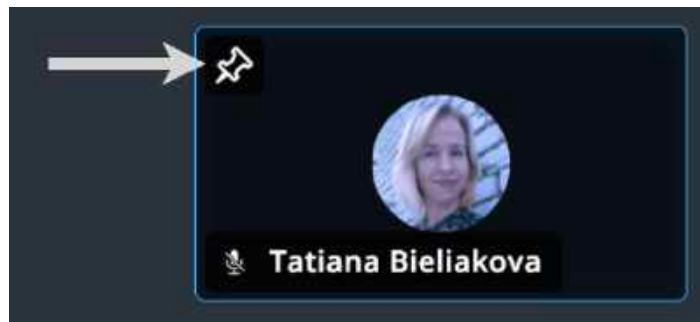


If required, you can change size of Sidebar view by dragging its border to the right/left:



Pin a user

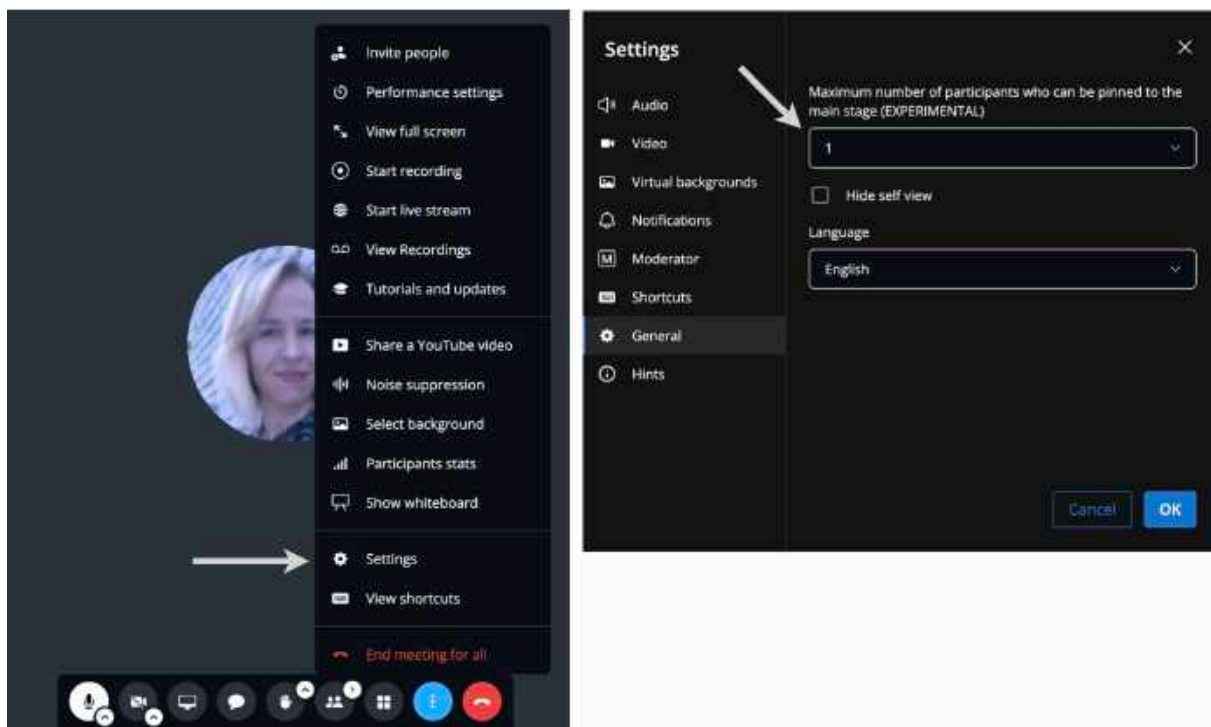
To have a particular participant visible at all times, regardless of who is speaking, you can pin a user. For this, just click on the relevant user during the conference. Pinned user is displayed with the following icon:



To unpin a user, simply click on them a second time.

To choose how many participants can be pinned on the main screen:

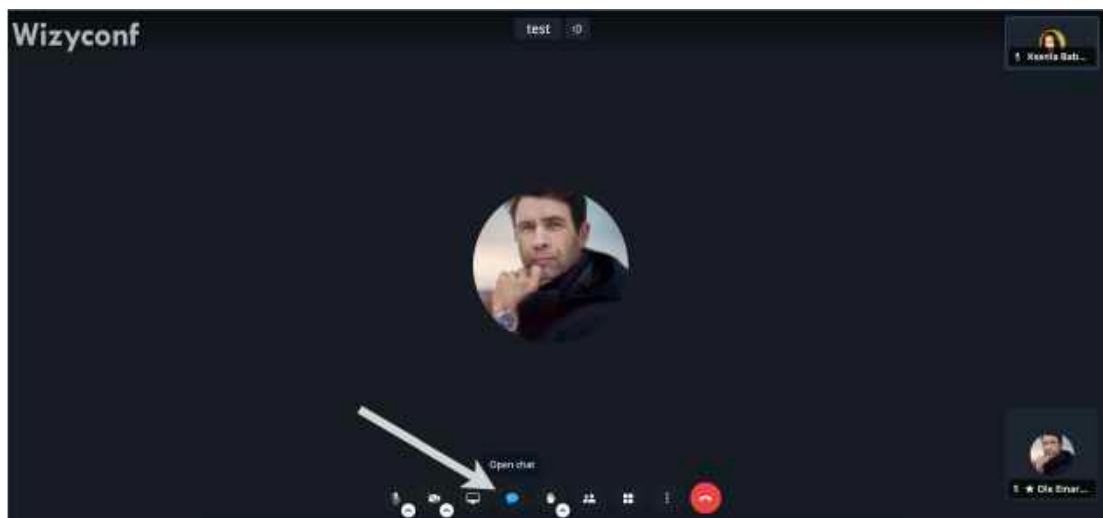
1. Go to More actions -> Settings
2. Proceed to the **General** tab and set the max number of participants to be pinned:



Chat and private messages

To enter group chat (with all the users):

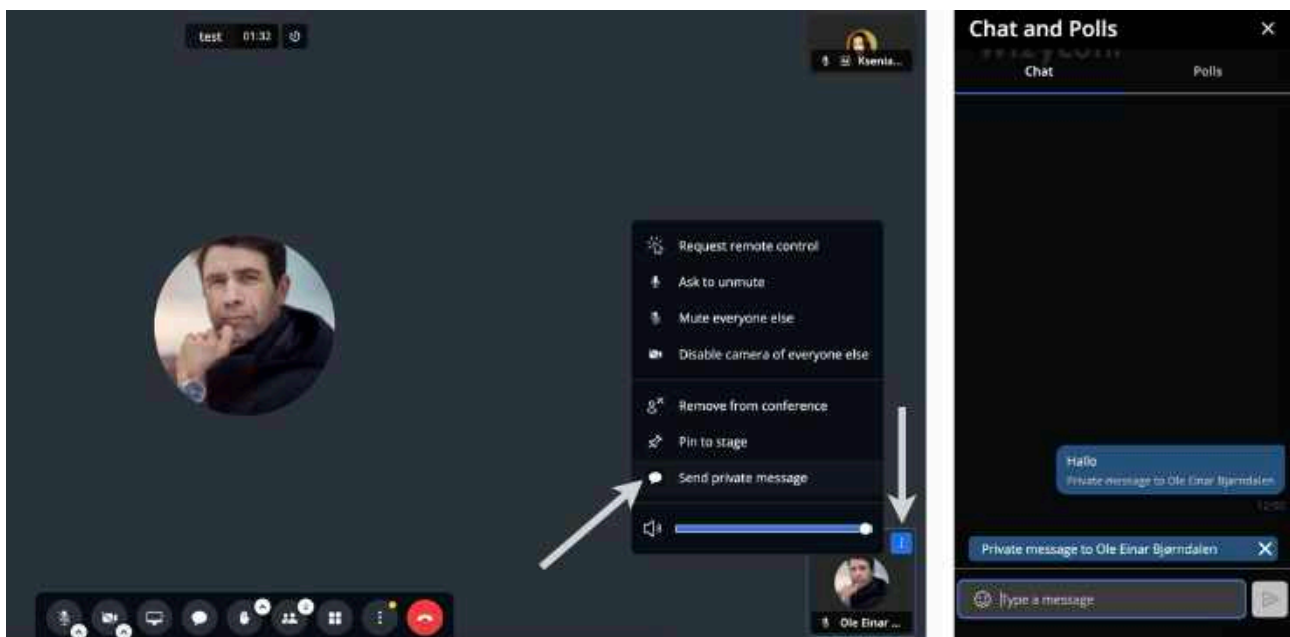
- Click on the **Chat** icon (Bubble icon) in the lower central side of the screen



To send a private message:

1. Find the user who you want to send a private message to
2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Click **Send private message**

Private message is sent only to the selected user and can be viewed in the chat only by you and that user. Private messages are labeled as "Private message to" (in the bottom of the message):

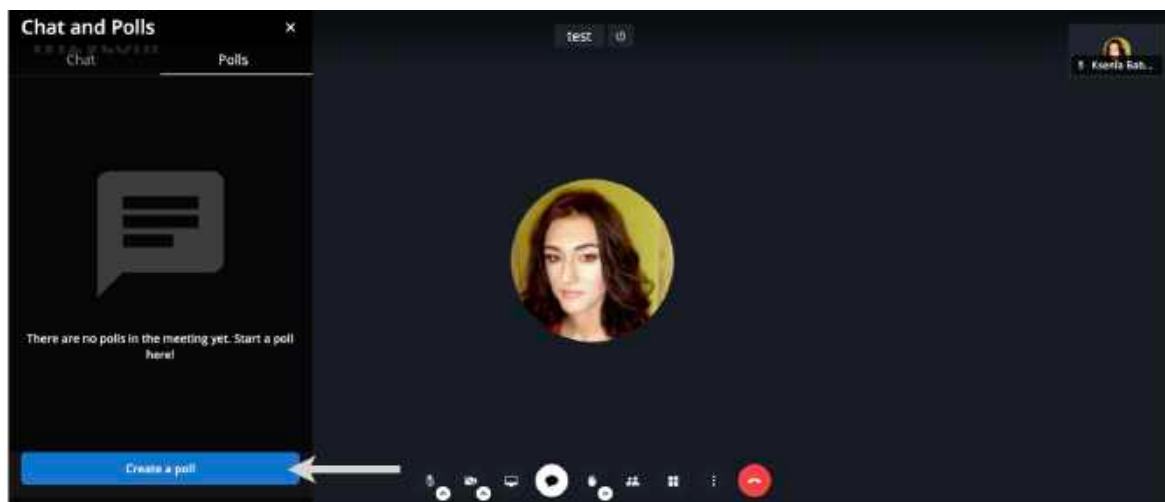


Polls

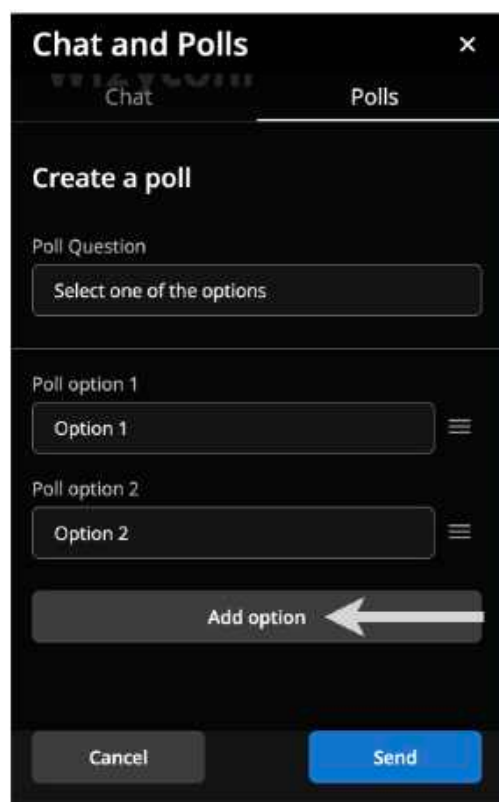
To create a poll:

1. Open **Chat**, in *Chat and Polls*, go to the *Polls* tab

2. Click **Create a poll**:



3. Type your question into the field *Poll Question* and answer options – in the fields *Poll option 1* and *Poll option 2*
 2. If you need more options, click **Add option**:

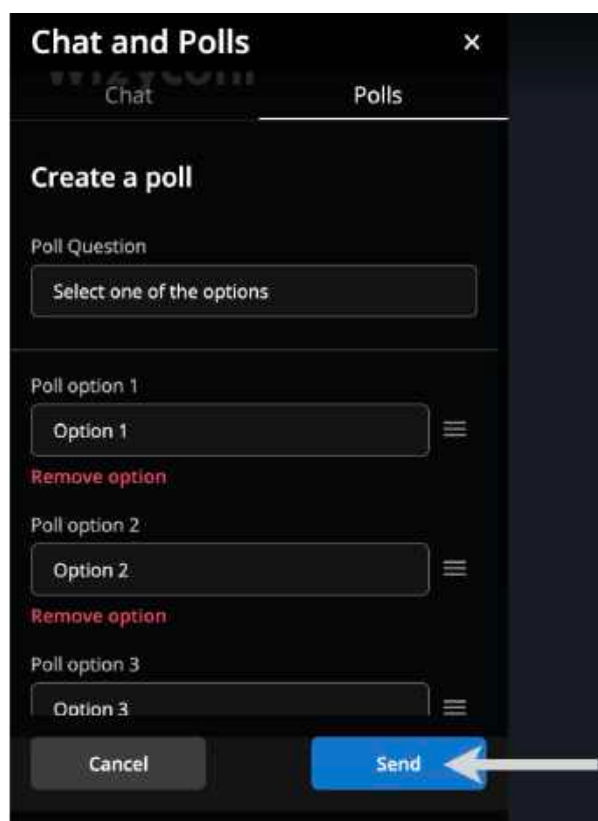


You can perform the following actions with poll options:

- 1) Reorder options. For this, click on the three-line button next to the necessary option and move it to the preferred place in the list.
- 2) Remove options. If there are more than 2 options, the **Remove option** button appears. Click on it if you want to delete the option.



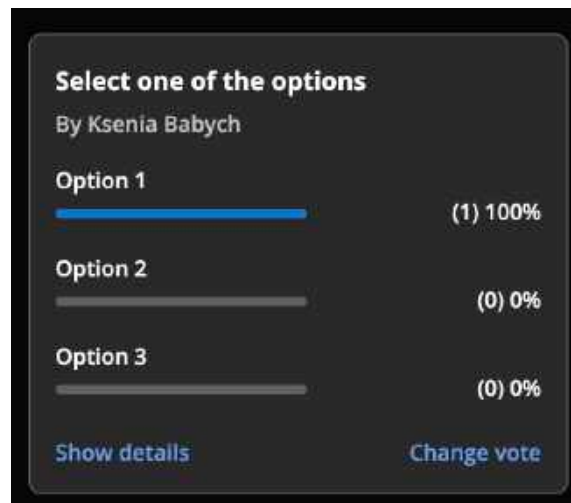
4. Once you've finished editing the poll, click **Send**:



The poll gets available for all members of the conference on the *Polls* tab of *Chats and polls*. To vote, select the necessary option and click **Submit**.

 **Note:** By default, the poll supports multiple answers, so a user can choose and submit more than 1 option.

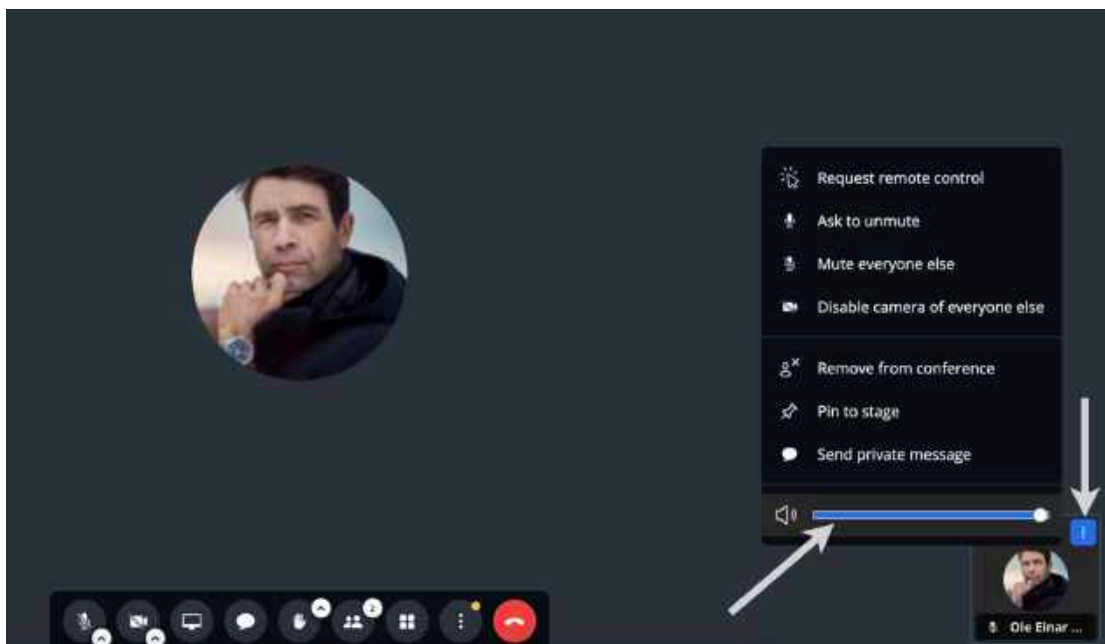
To change your decision, click **Change vote**. All users can view details of the poll by clicking the **Show details** button.



Adjust microphone volume of certain participants

You can decrease mic volume for separate users or completely mute them (for yourself):

1. Find the user whose microphone volume you wish to adjust
2. However the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Move the blue indicator to the left to decrease the volume / to the right to increase the volume:



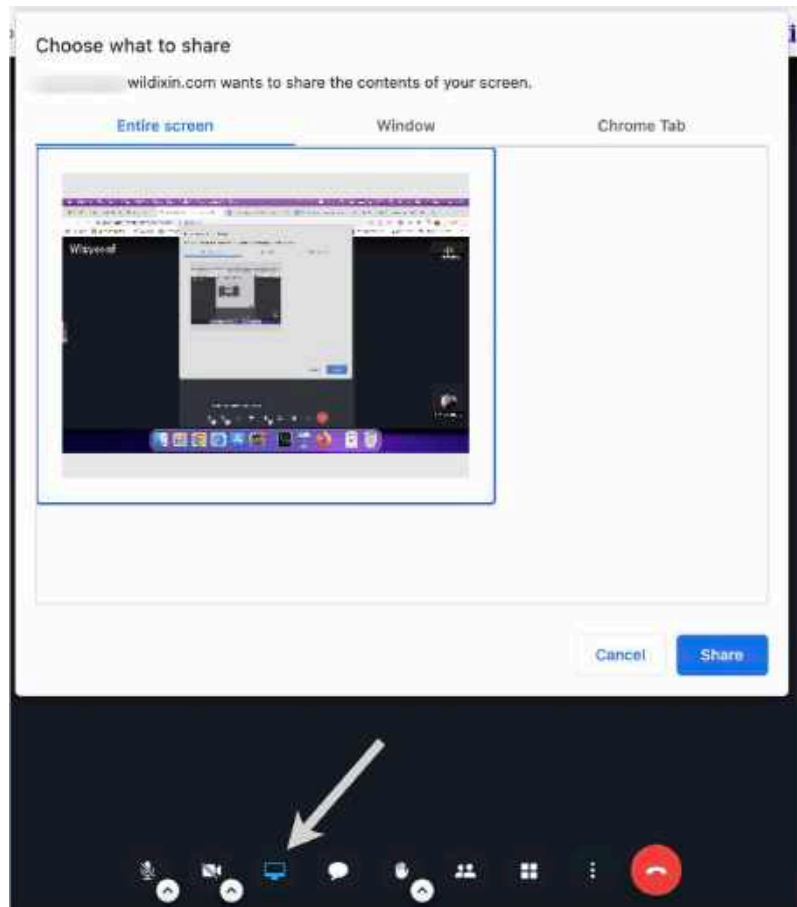
Screen sharing


Supported browsers:

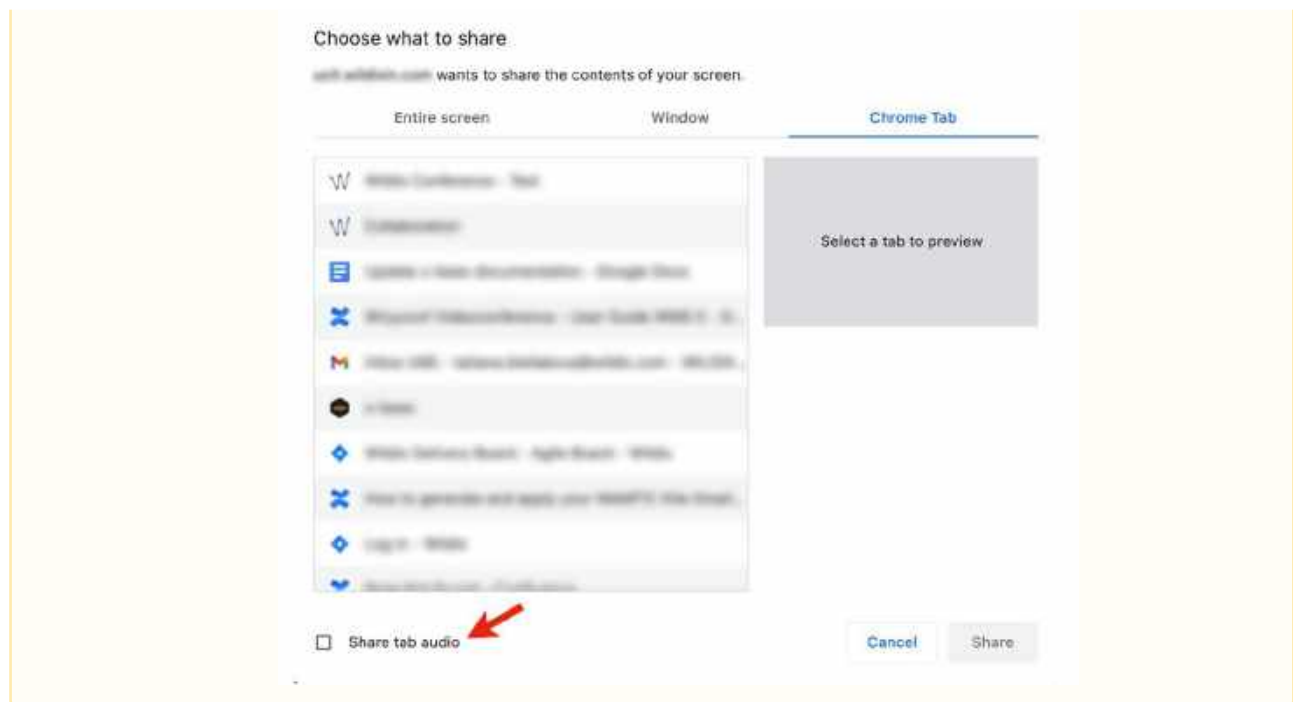
- Chrome v. 72+
- Firefox v. 66+

To share your screen:

1. Click on the **Screen** icon (*Share your screen*) in the lower central side of the screen
2. Select the content you want to share: the entire screen, separate application windows or your browser's tab and click **Share** button



 **Note:** When sharing Chrome tab with a muted mic, there may be an issue with unmuting. To avoid it, make sure to disable the option “Share tab audio” (enabled by default) before you start the screen sharing.



When user shares the screen, the screen shared is displayed as a separate participant with the name "User's screen".

To terminate the screen sharing session:

- Click **Stop** or **Stop sharing** button (depending on the content you are sharing)

Otherwise, you can click again the **Screen** icon (the icon turns white again when the screen sharing session is terminated).

Remote control

During screen sharing, it is possible to request or provide remote control of the shared screen.



Notes:

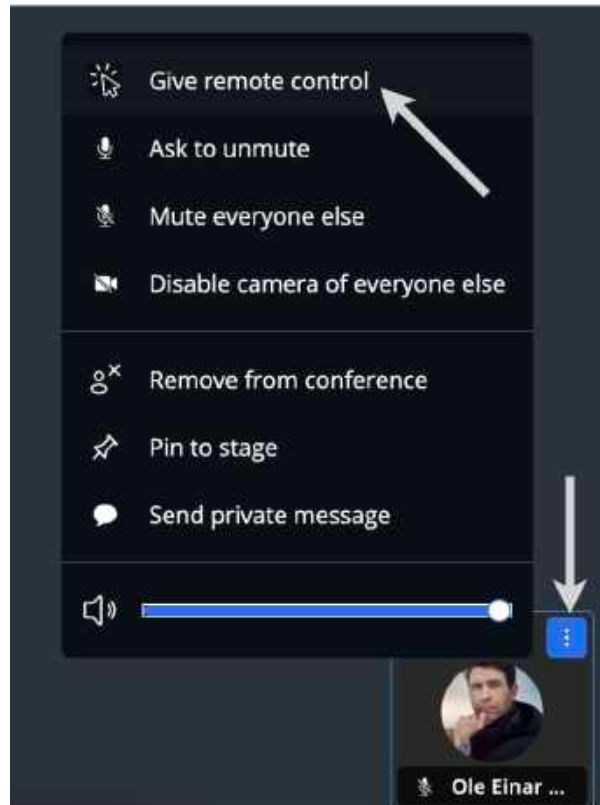
- Remote control is available only if users have WIService version 3.10.4 or higher
- WIService should be run on the side of the user whose laptop is being controlled
- To run Remote control, user should share Entire screen or Window. Remote control of screen shared tab is not supported.
- Firefox browser is not supported.
- If the original screen shared is removed from the screen (e.g. if another user started screen sharing), remote control is disabled till the original screen is back

Give remote control

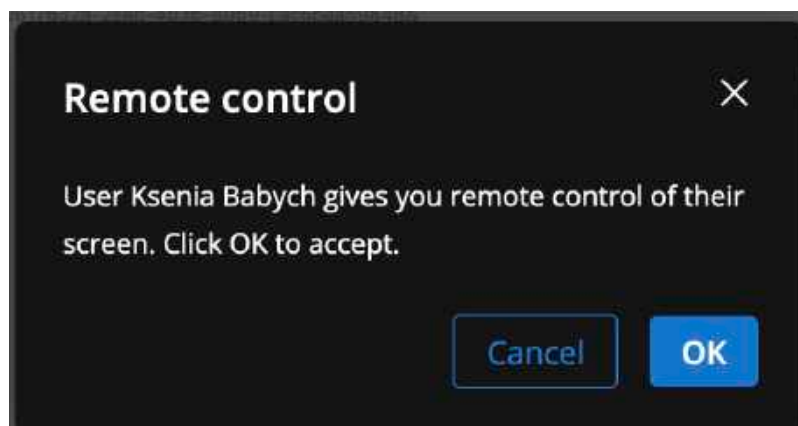
To give remote control of the screen you're sharing:

1. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview

2. Click **Give remote control**:



User, whom you are giving remote control to receives the following notification:



Once user clicks **Ok**, remote control gets enabled and the user can manage the mouse cursor on the screen shared.

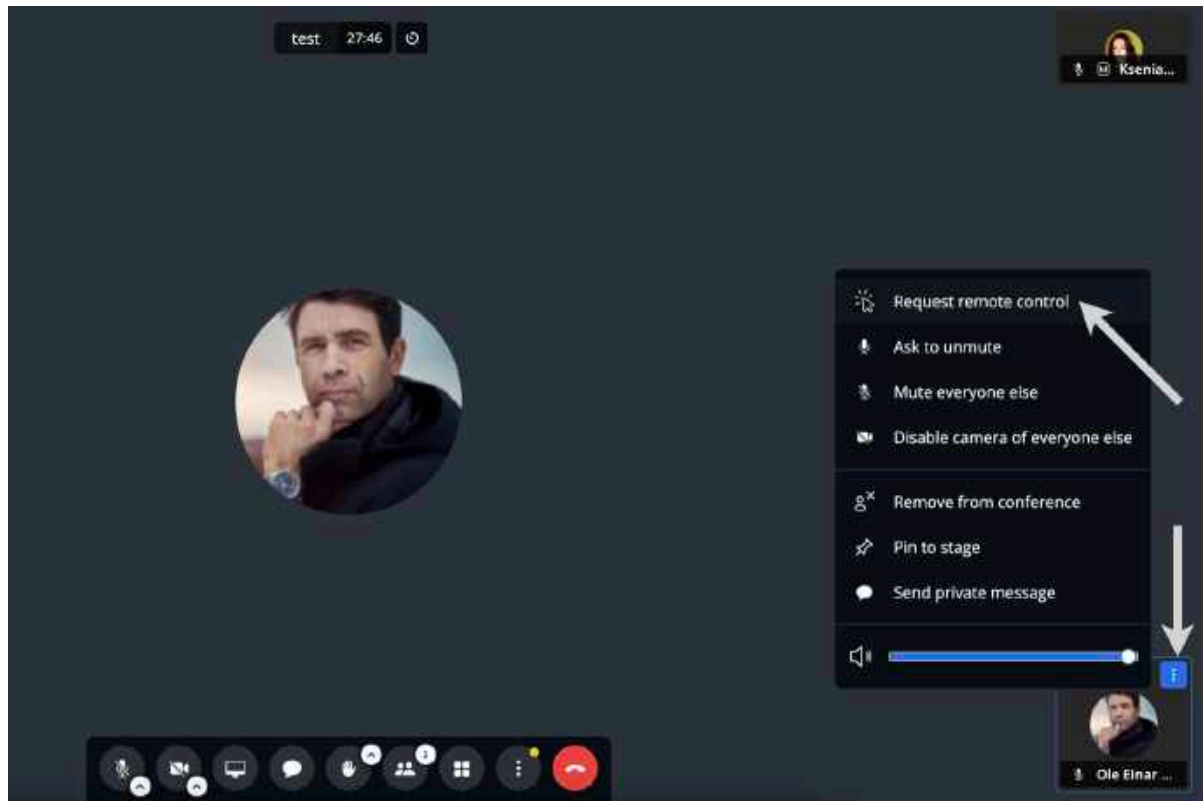
Request remote control

a) Via Participants panel:

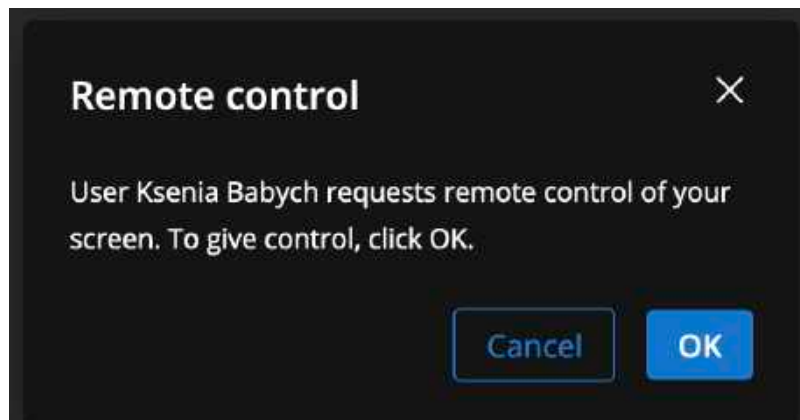
To request remote control:

1. Find the necessary participant

2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Click **Request remote control**:



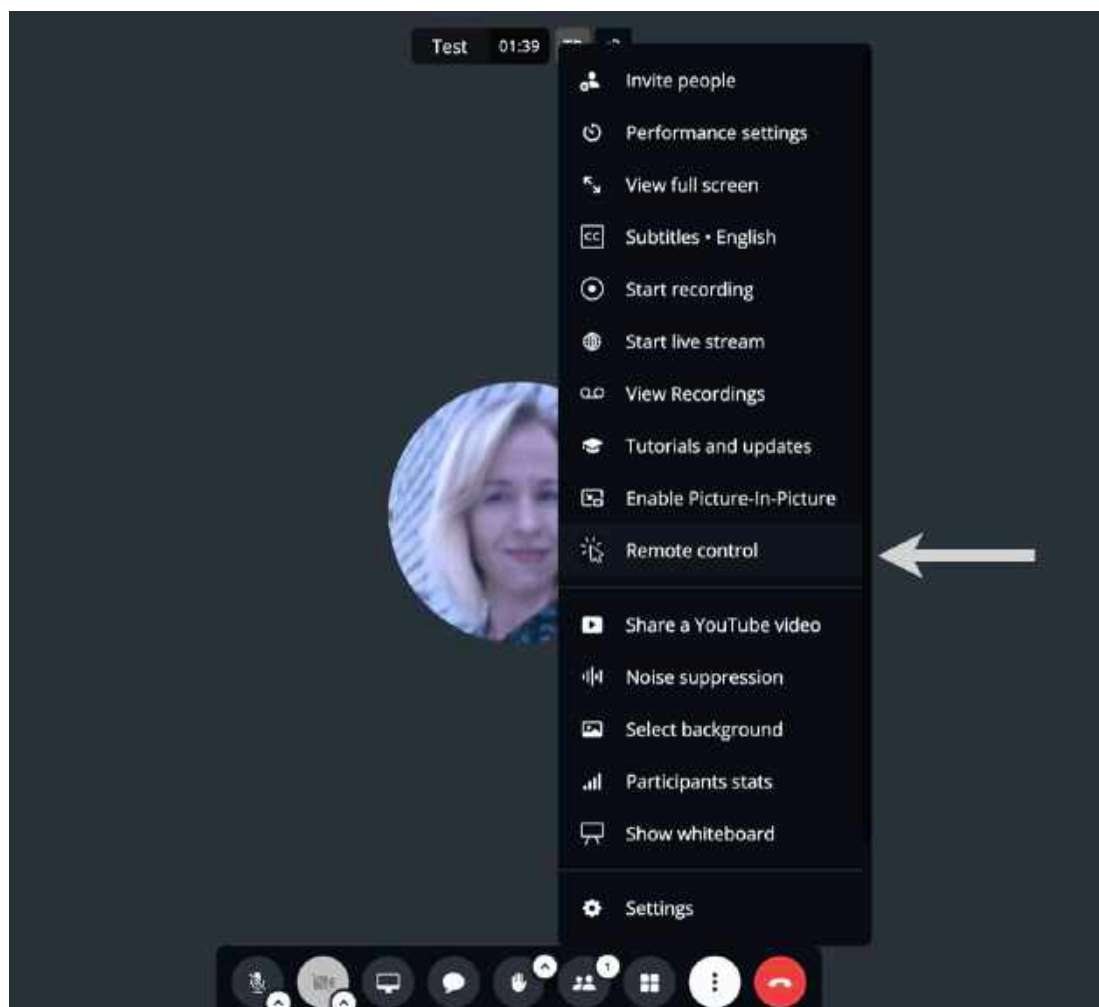
User, from whom you are requesting remote control receives the following notification:



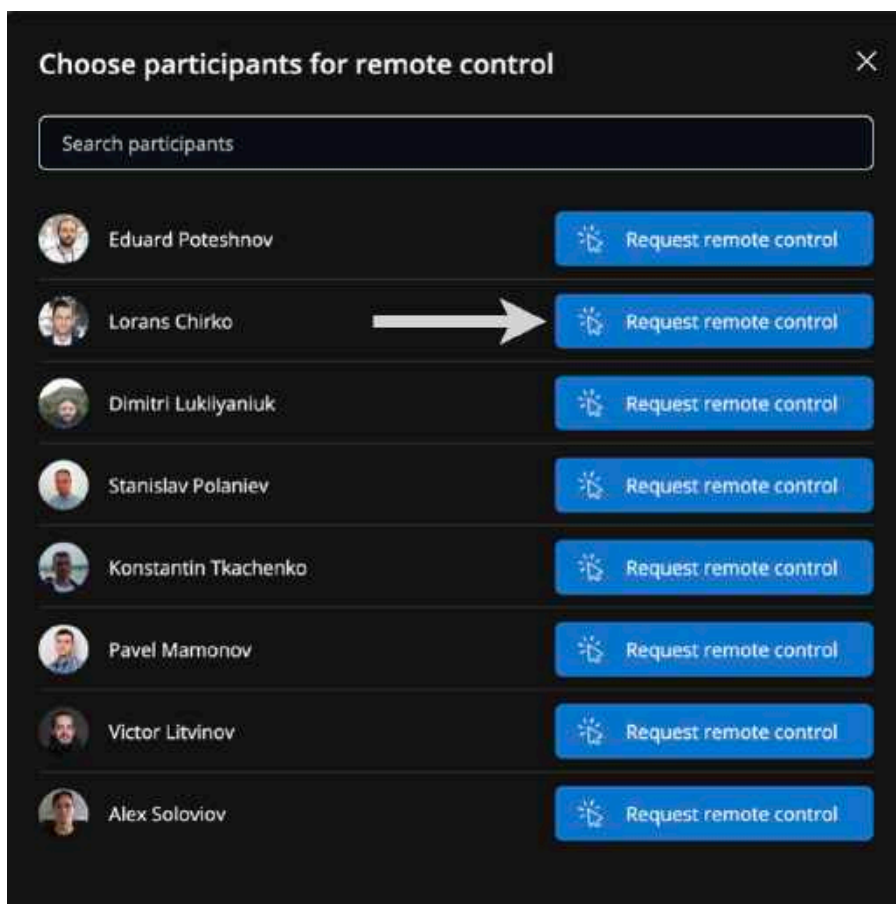
To accept the request and give control, click **Ok**. If you are not sharing your screen yet, you are suggested to start screen sharing now. Once you've enabled screen sharing, user can manage the mouse cursor of the screen you've shared.

b) Via More actions:

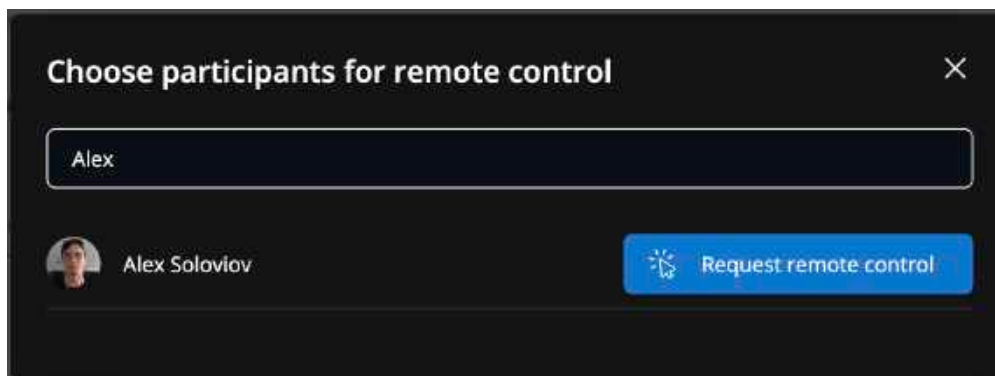
1. Click on the More actions (three dots) button and select Remote control:



2. A window with the list of participants pops up. Choose the user you want request remote control from and click **Request remote control** button in front of the necessary user:

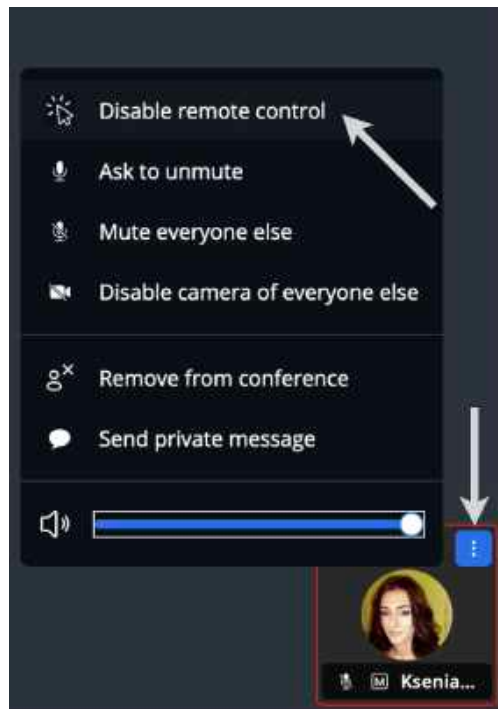


To easily find the necessary participant, you can enter the participant name in the *Search* field:

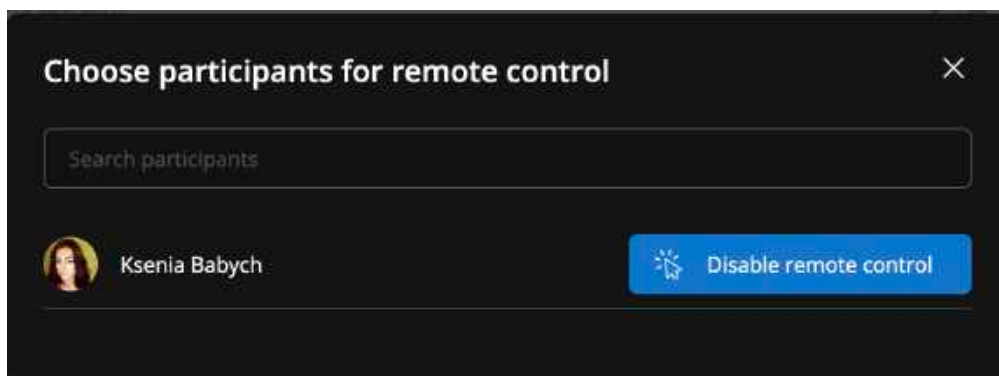


Disable remote control

Remote control can be disabled either by the user who is sharing the screen, or by the user who has control. To disable remote control, hover the mouse cursor over **three dots** of the preview of user and click **Disable remote control**:



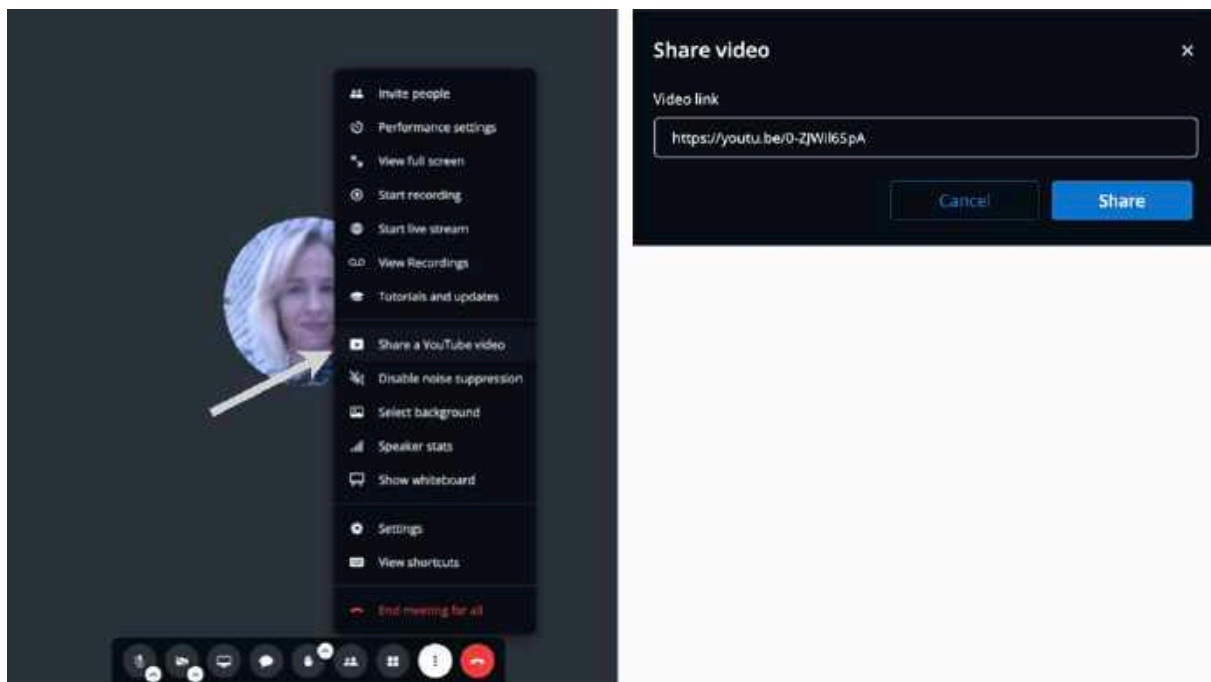
You can also disable remote control via *More actions* -> *Remote control* -> click **Disable remote control** next to the relevant user:



Share a YouTube video

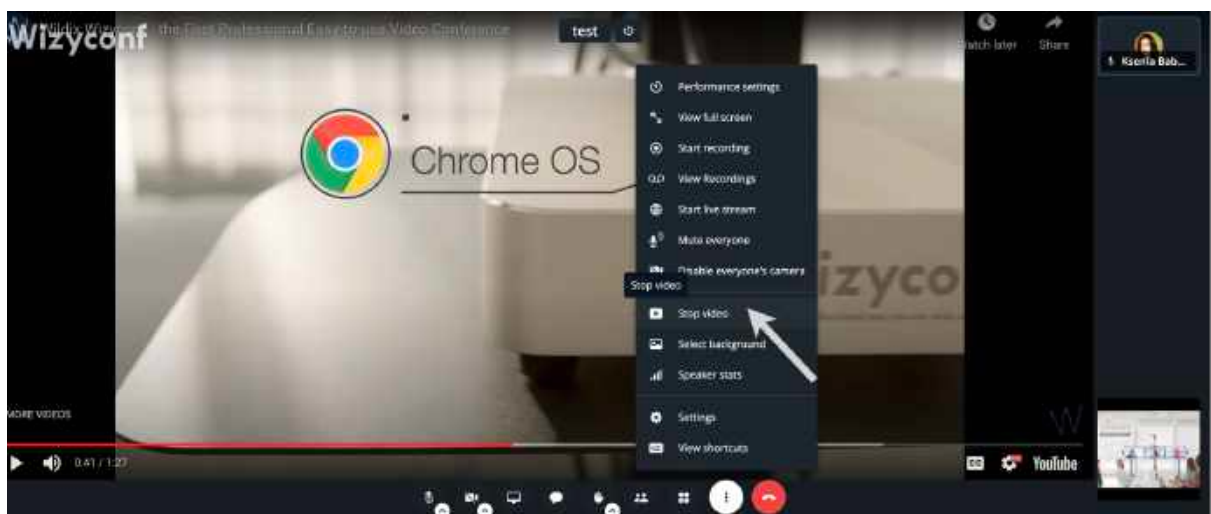
To start sharing a YouTube video:

1. Click **three dots** (*More actions*) in the lower central side of the screen
2. Click **Share a YouTube video**
3. A new dialog opens; paste the link to the YouTube video and click on **Share**



To stop sharing the video:

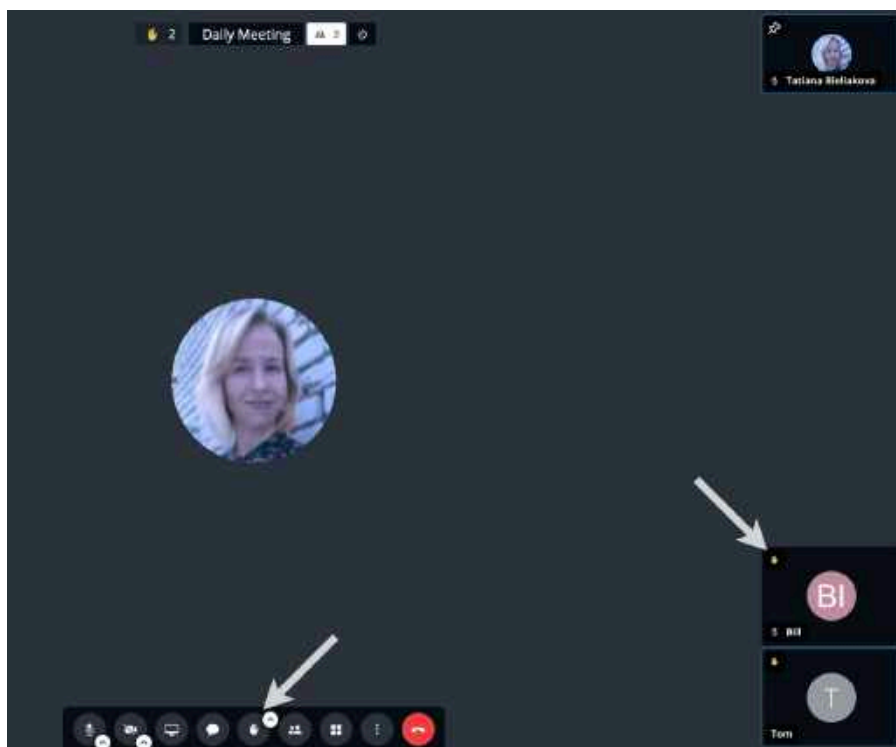
1. Click again **three dots** (*More actions*) in the lower central side of the screen
2. Click **Stop video**, the video sharing is stopped




Raise your hand/ Send reactions/gifs

To raise your hand:

- Click on the **Hand** icon (*Raise/ Lower your hand*) in the lower central side of the screen
- The Hand icon turns yellow for the user who has raised the hand. A yellow Hand icon is displayed in the upper part of the preview of the user who has raised the hand:

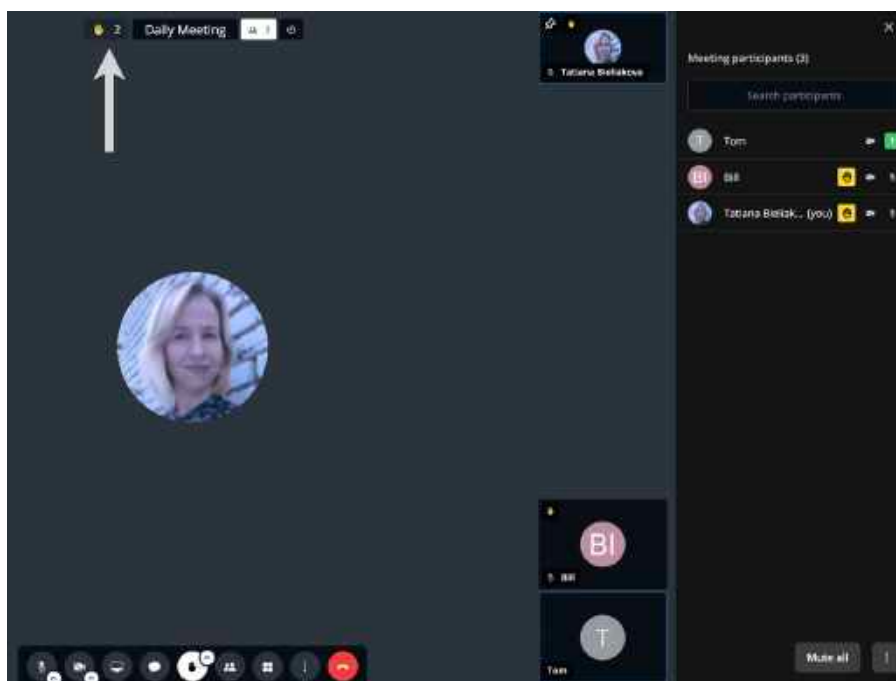


User who has raised a hand can click the **Hand** icon once again to lower the hand (in this case the Hand icon will turn white again).

 **Note:** the Hand is automatically lowered if a participant starts talking.

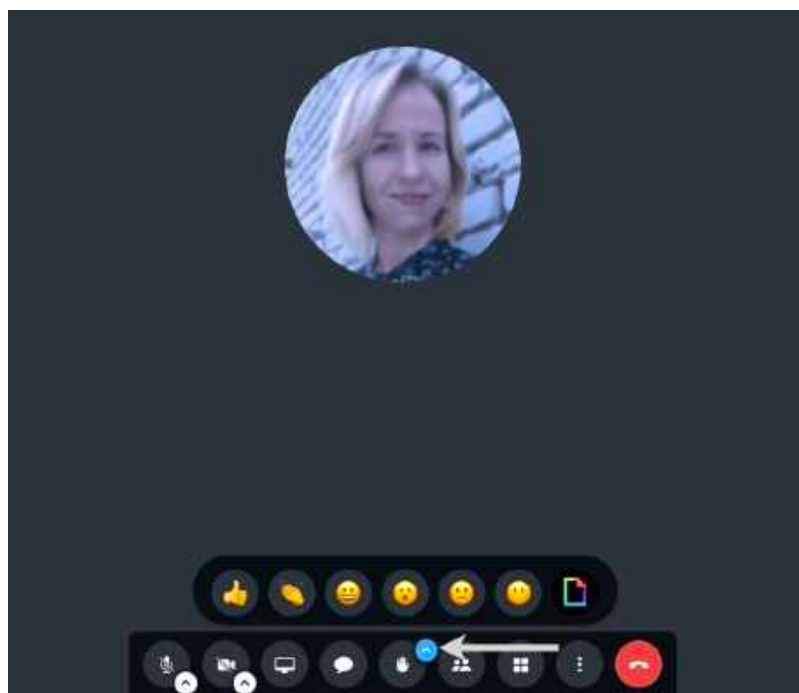
To view all users who raised their hands:

- Click on the **Yellow Hand** icon in the upper central side of the screen:



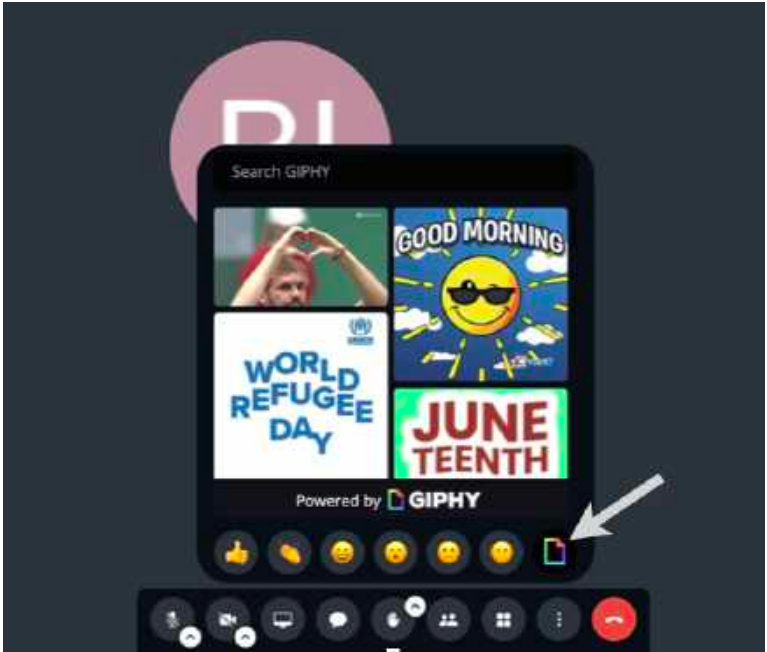
To send a reaction:

- Click on the **Arrow up** icon (*Open reactions menu*) and click on a reaction

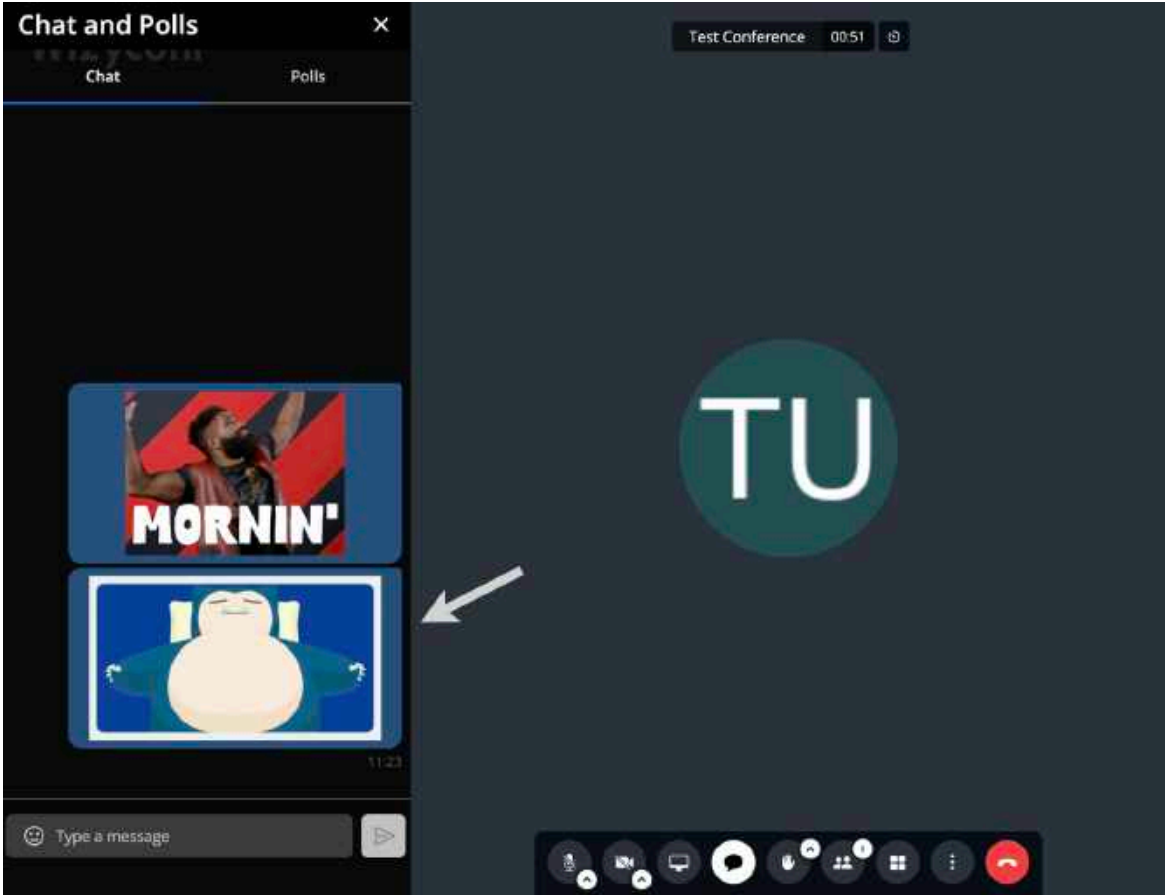


To send a gif:

- Click on the **Arrow up** icon (*Open reactions menu*) -> click on a **GIPHY** icon -> choose a gif:




The gif you sent is displayed in the conference chat:

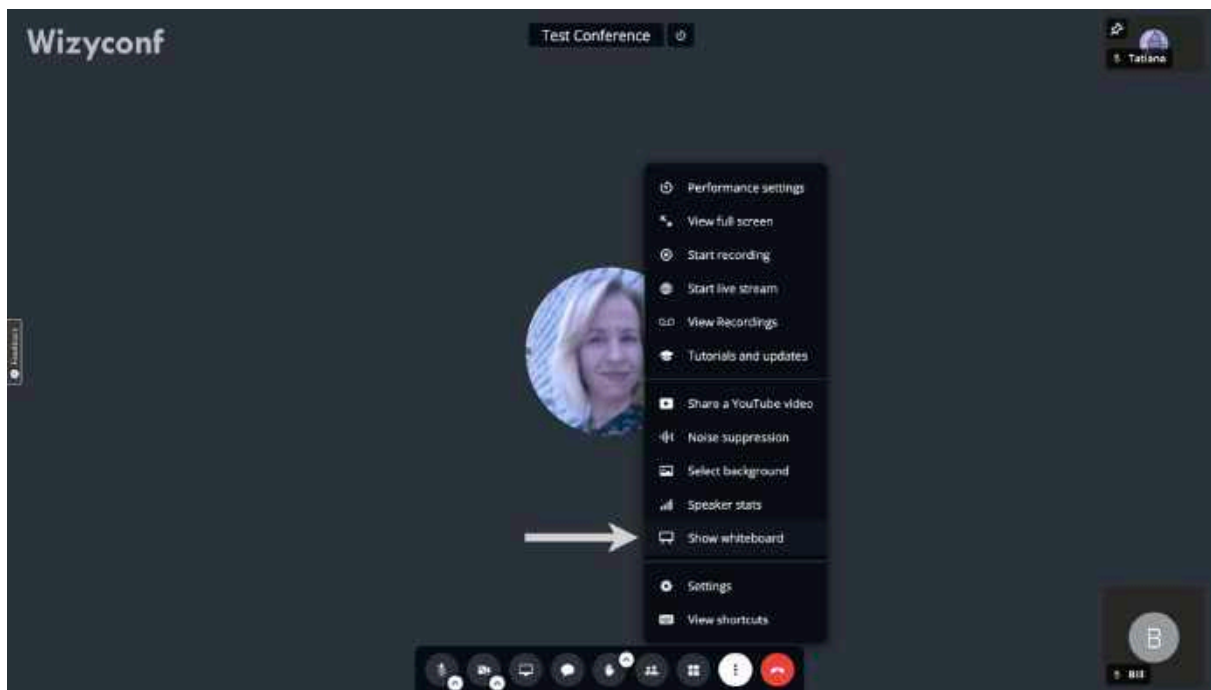


Use Whiteboard

Whiteboard feature includes a set of tools to draw different shapes, elements, add text, which allows to share your ideas with other participants in a visual way.

 Note: Whiteboard can be started by a PBX user.
For guests, this option is greyed until a PBX enables Whiteboard.

1. To use the feature, click **three dots** (*More actions*) -> **Show whiteboard**:



2. Use the available tools to visualize your ideas (draw line, rectangle, diamond, ellipse, arrow, add text, etc.)



On the Whiteboard, at the top of the screen, you can choose the tool you want to work with (1), modify the selected tool on the left-side panel (2), zoom in/ zoom out, turn the Whiteboard or use eraser at the bottom (3):



The Whiteboard can be used by any participant simultaneously.

3. If needed, you can save the Whiteboard image in png or svg format:

1) Click on the Save as image button in the top left corner:

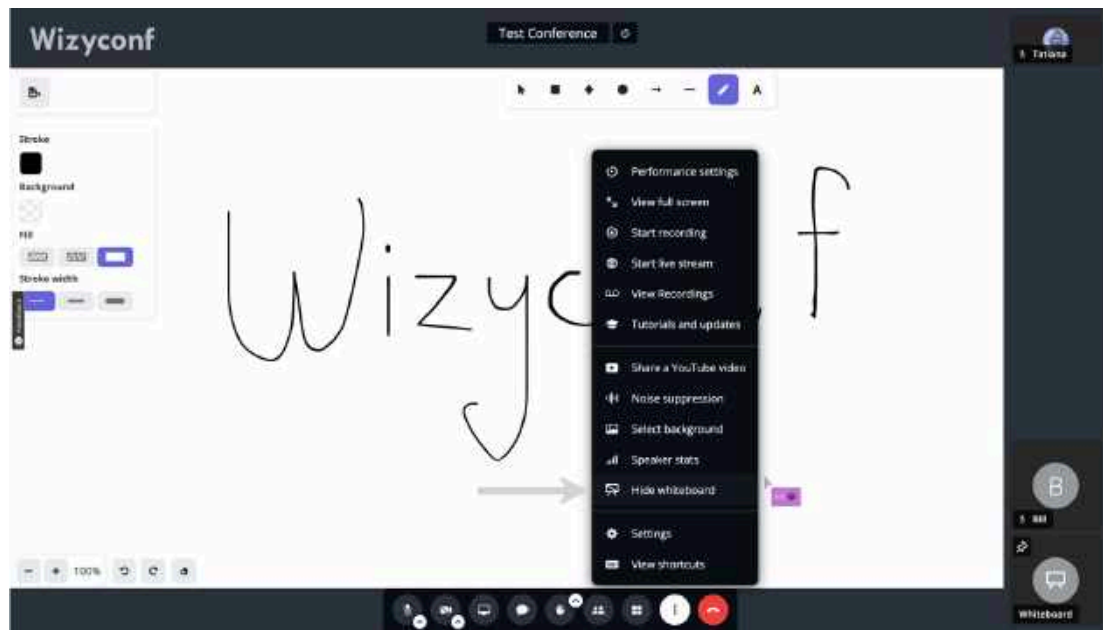


2) Choose the desired format:



3) Enter name of the file, where to save to and click Save.

4. To hide Whiteboard, click three dots (More actions) -> Hide whiteboard:



Note: When user clicks **Hide whiteboard**, the Whiteboard gets hidden for this user only and not all participants of the conference. Other users, who want to hide the Whiteboard, also need to click More actions -> Hide whiteboard.

Moderator control options

In addition to being able to decide whether participants should start with their webcams and microphones enabled/ disabled, there are other options reserved for the conference moderator:

- Mute separate users or ask them to unmute
- Mute all users except for one
- Disable camera of separate users
- Disable camera of all users except for one
- Remove users from the conference
- End meeting for all
- Conference recording
- Live streaming

Moderator has the "M" icon displayed next to their name:



Mute users

⚠ This option is reserved for the conference moderator only.

To mute a user:

1. Find the user you want to mute
2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Click **Mute**
4. A new dialog opens, click on **Mute** to confirm

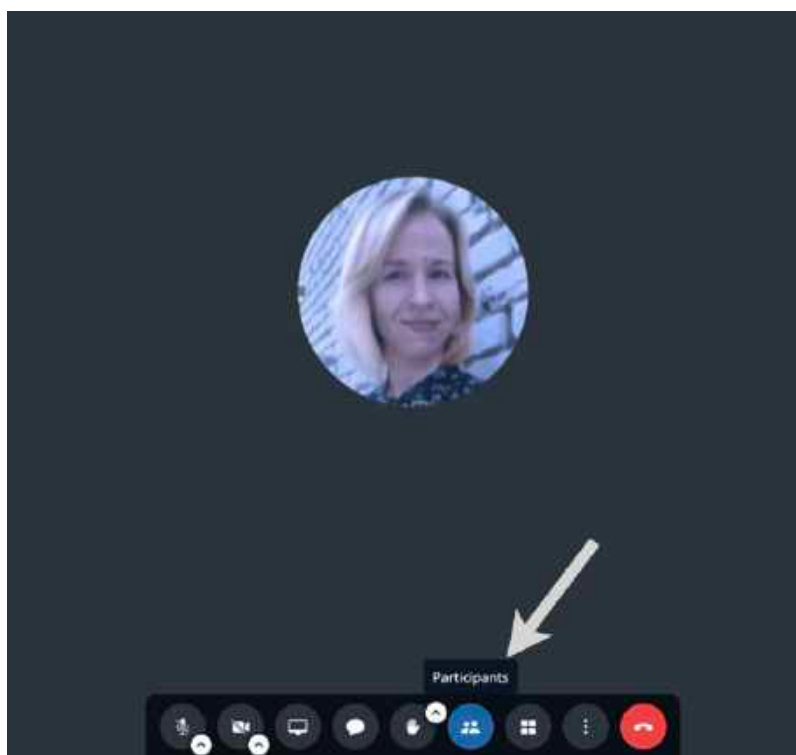
⚠ Note: Users who joined in audio-only mode are notified once they are muted.

You can ask a user to unmute:

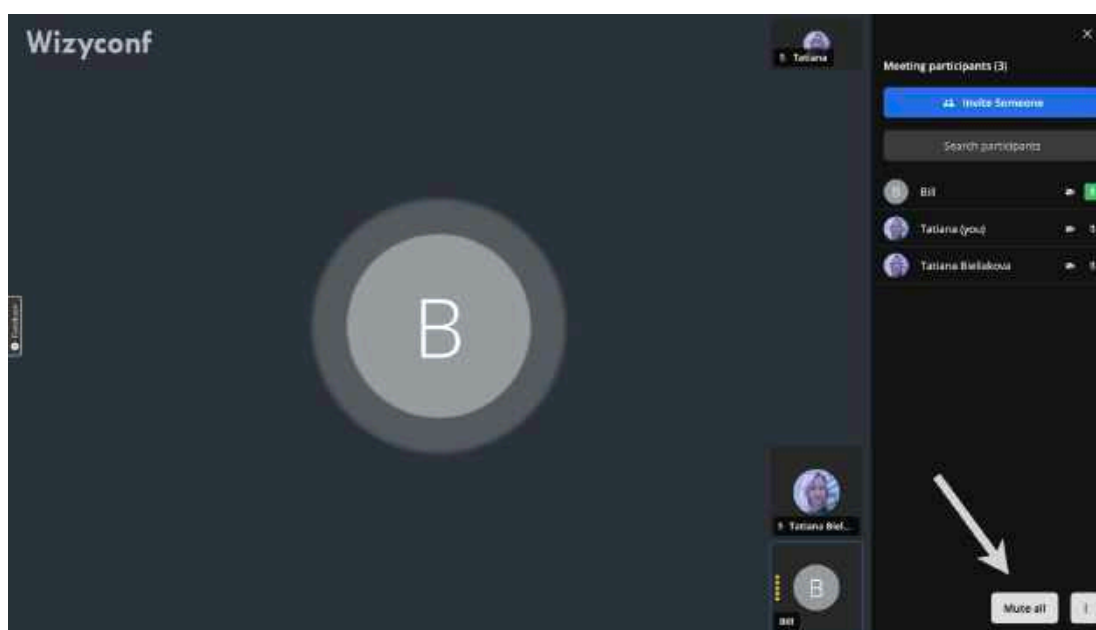
1. Find the user you want to be unmuted
2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Click **Ask to unmute**

To mute everyone:

1. Click the **Participants icon** in the lower central side of the screen



2. On the panel that opens on the right side of the screen, click **Mute all**:




3. A new dialog opens, click on **Mute** to confirm:



Here, you can also choose if you want to allow attendees to unmute themselves:

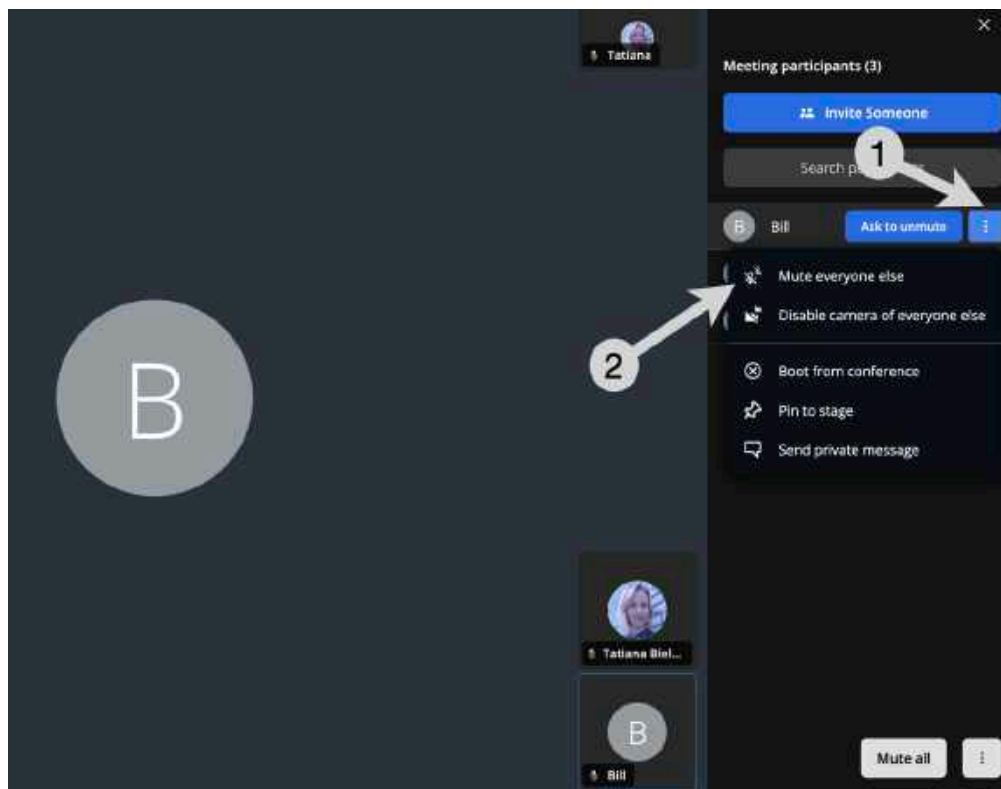


 In this way you can mute everyone except yourself. You cannot unmute other users, but they can unmute themselves.

To mute everyone else except for one user:

Via Meeting participants panel

1. Click the **Participants** icon in the lower central side of the screen
2. Click **three dots** next to the user that should stay unmuted (1) and press **Mute everyone else** (2):

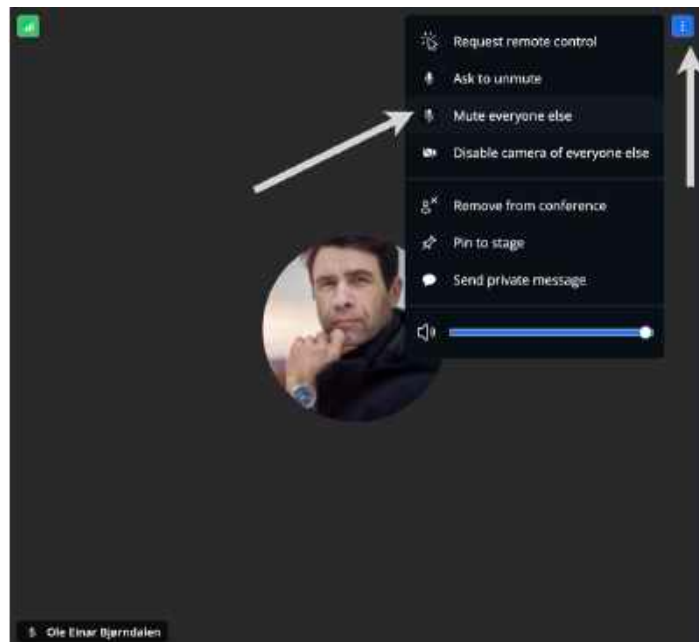


3. A new dialog opens, click **Mute** to confirm:



Via user's preview

1. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
2. A new dialog opens, click on **Mute** to confirm

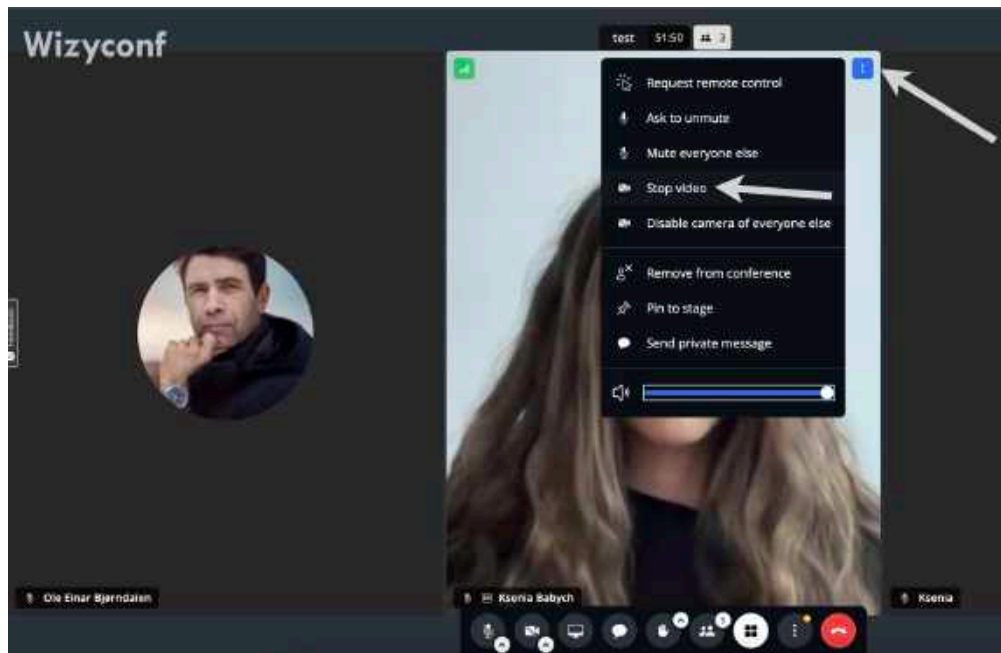


Disable users' camera

⚠ This option is reserved for the conference moderator only.

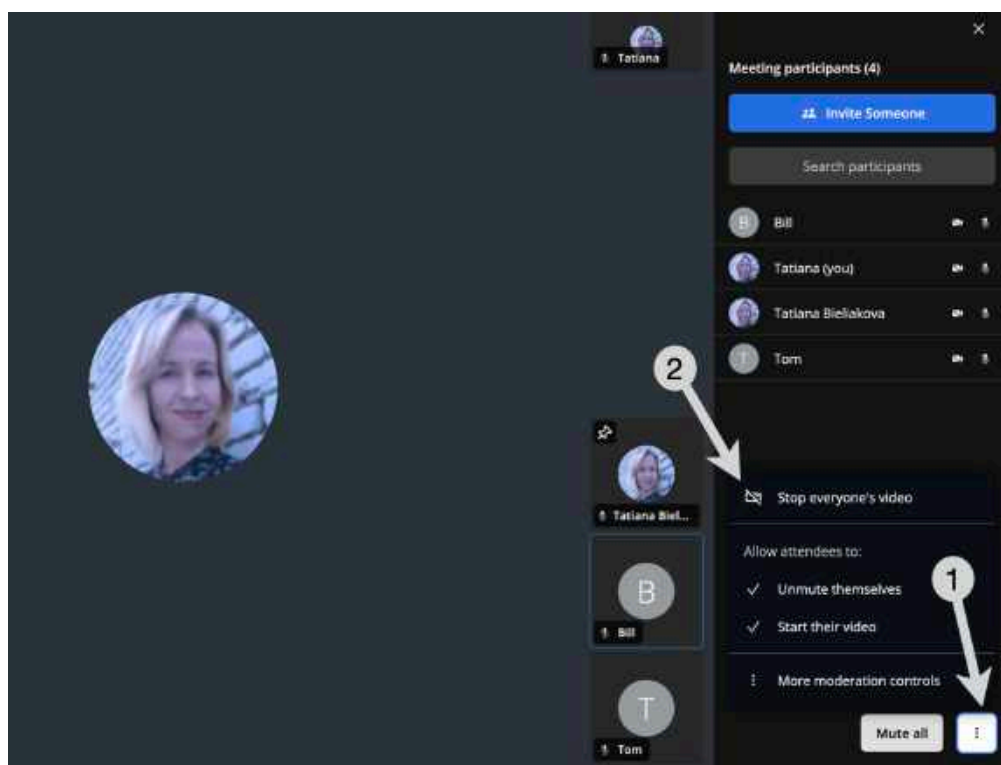
To disable user's camera:

1. Find the user you want to disable camera for
2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Click **Stop video**
4. A new dialog opens, click on **Stop video** to confirm

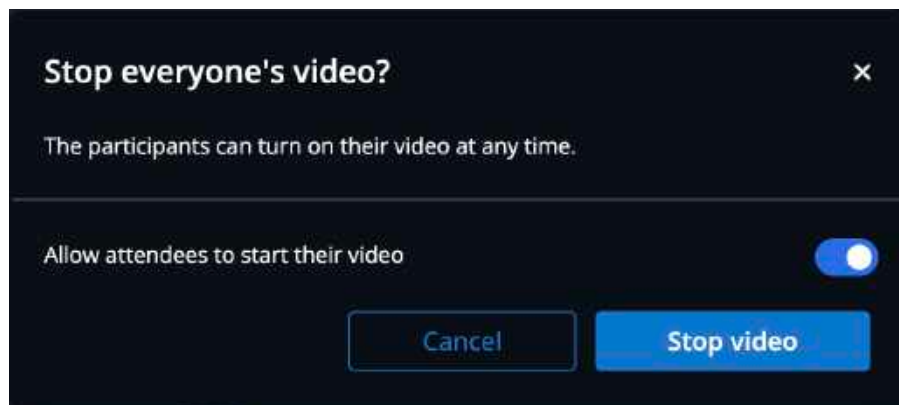


To disable everyone's camera:

1. Click the **Participants** icon in the lower central side of the screen
2. Click **three dots** next to the **Mute all** button (1) and press **Stop everyone's video** (2):



3. A new dialog opens, click on **Stop video** to confirm

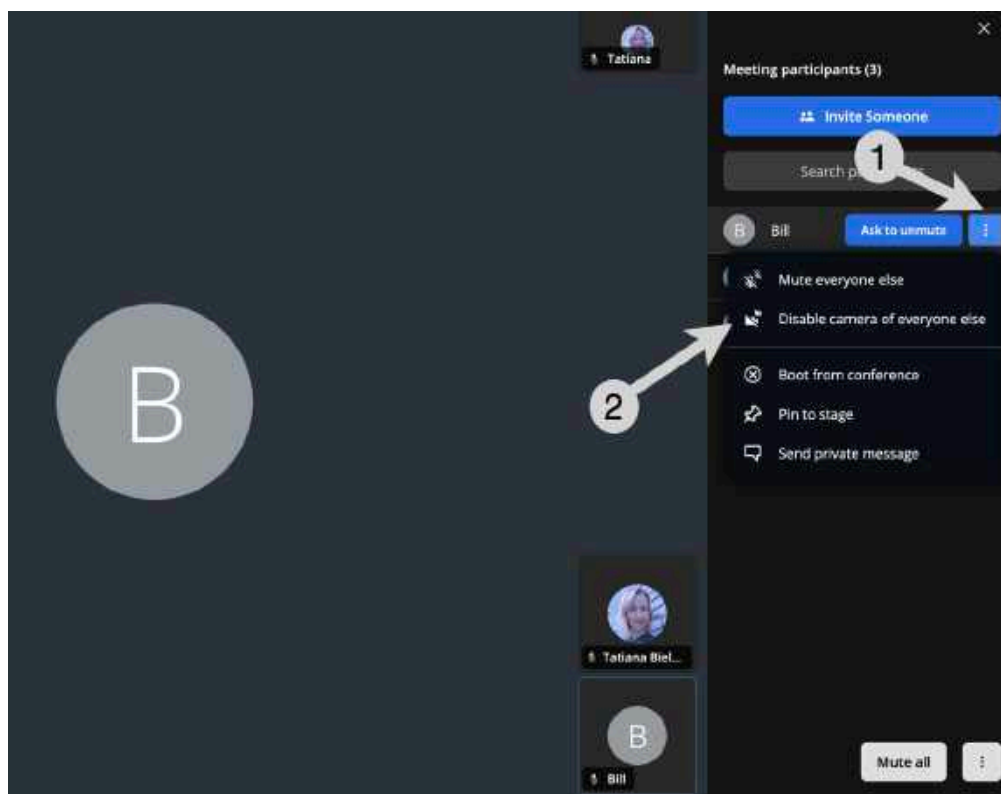


Here you can also choose if you want to allow attendees to start their video or not.

To disable everyone's camera except for one user:

Via Meeting participants panel

1. Click the **Participants** icon in the lower central side of the screen
2. Click **three dots** next to the user that should stay with enabled video (1) and press **Disable camera of everyone else** (2):

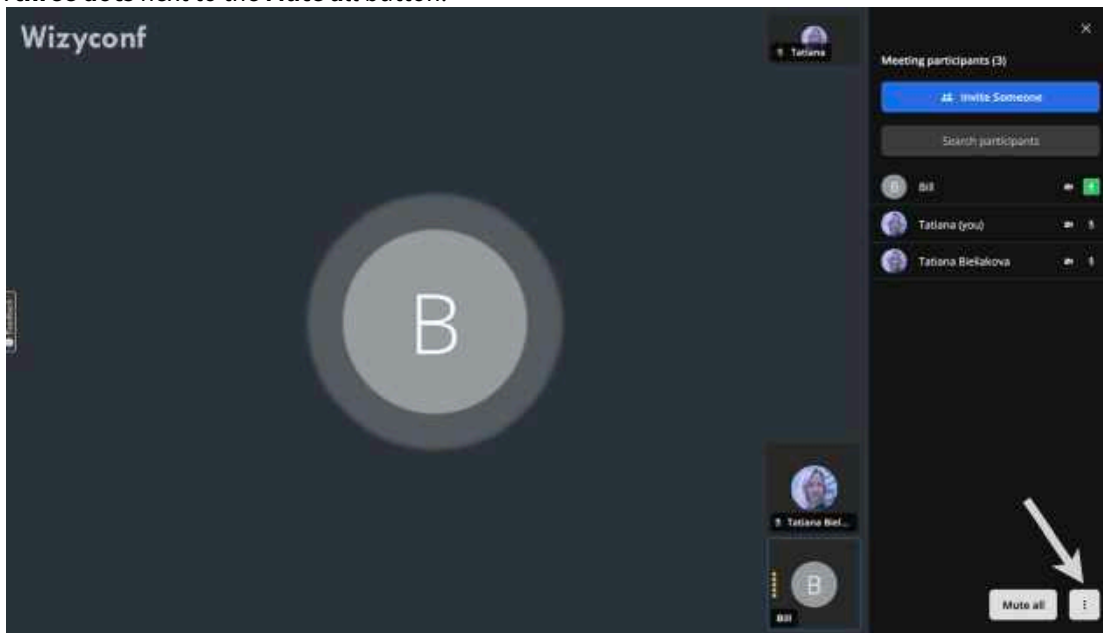


1. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
2. Click **Disable camera of everyone else**
3. A new dialog opens, click on **Stop video** to confirm

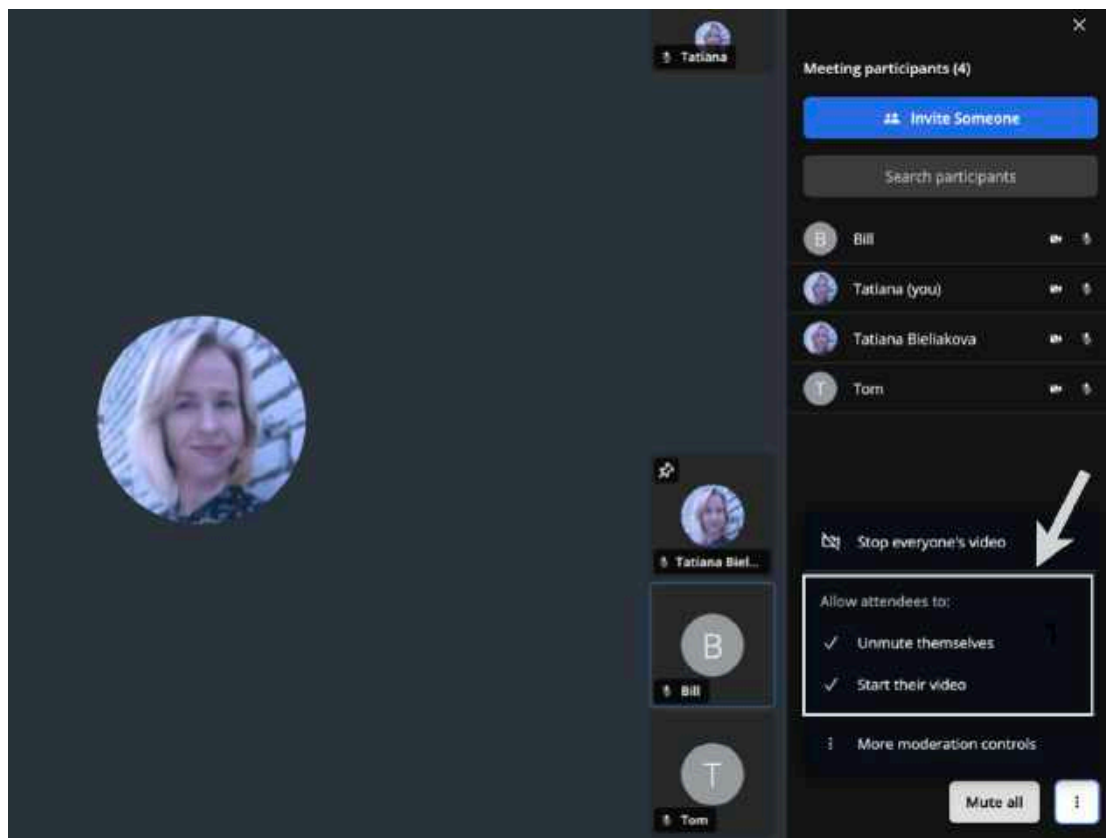
Allow users to unmute/ enable video

By default, meeting participants can mute/ unmute themselves and enable/disable camera when they want. But if required, you can disallow them to unmute or to enable video:

1. Click the **Participants** icon in the lower central side of the screen
2. Click **three dots** next to the **Mute all** button:



3. Under *Allow attendees to*, tick on/off the options below:
 - a. Unmute themselves
 - b. Start their video



Note: In case moderator disallowed unmuting/enabling video, to unmute themselves or to enable video, meeting participants should raise a hand -> moderator should press *Ask user to unmute* -> the participants gets possibility to unmute/ enable video.

Remove users from a conference

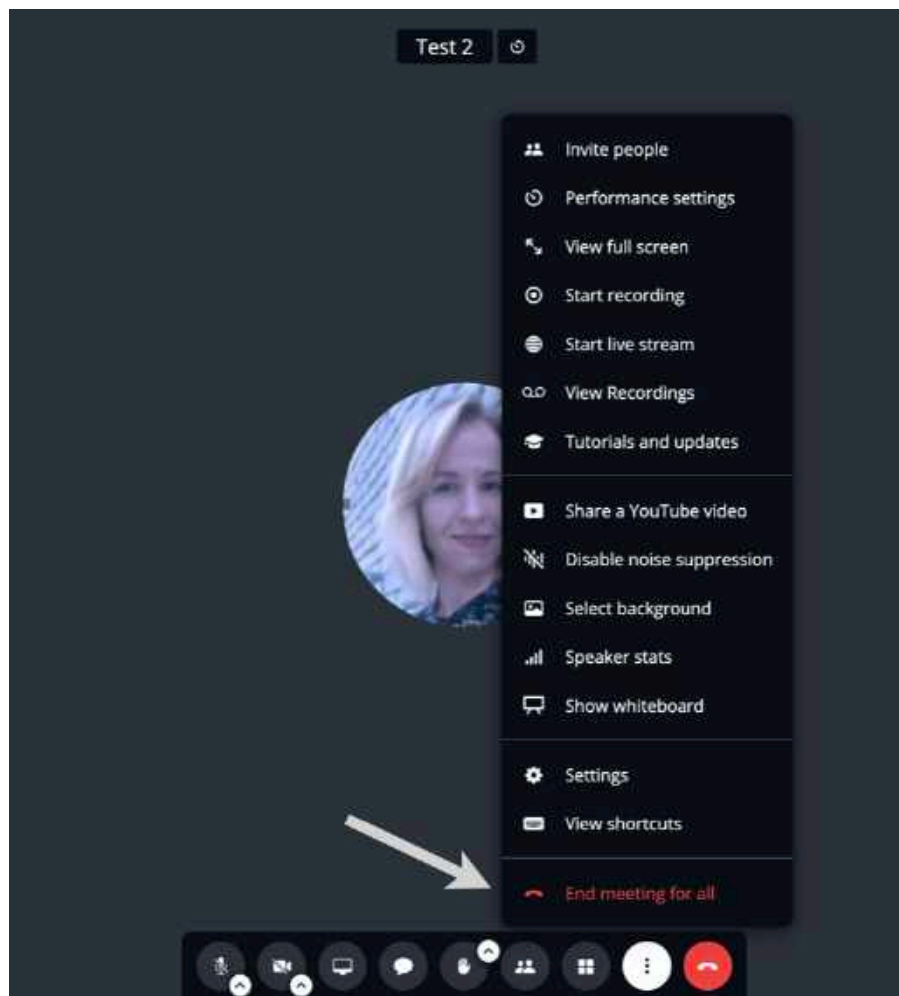
! This option is reserved for the conference moderator only.

To remove a user:


1. Find the user you want to remove
2. Hover the mouse cursor over **three dots** in the upper right-hand side of the user's preview
3. Click on **Remove from conference**


End meeting for all

1. Click **three dots** (*More actions*) at the bottom menu
2. Press **End meeting for all:**



Conference recording

 Only users within a PBX can manage recordings (start, stop, access the list of recordings); not unavailable for external users.

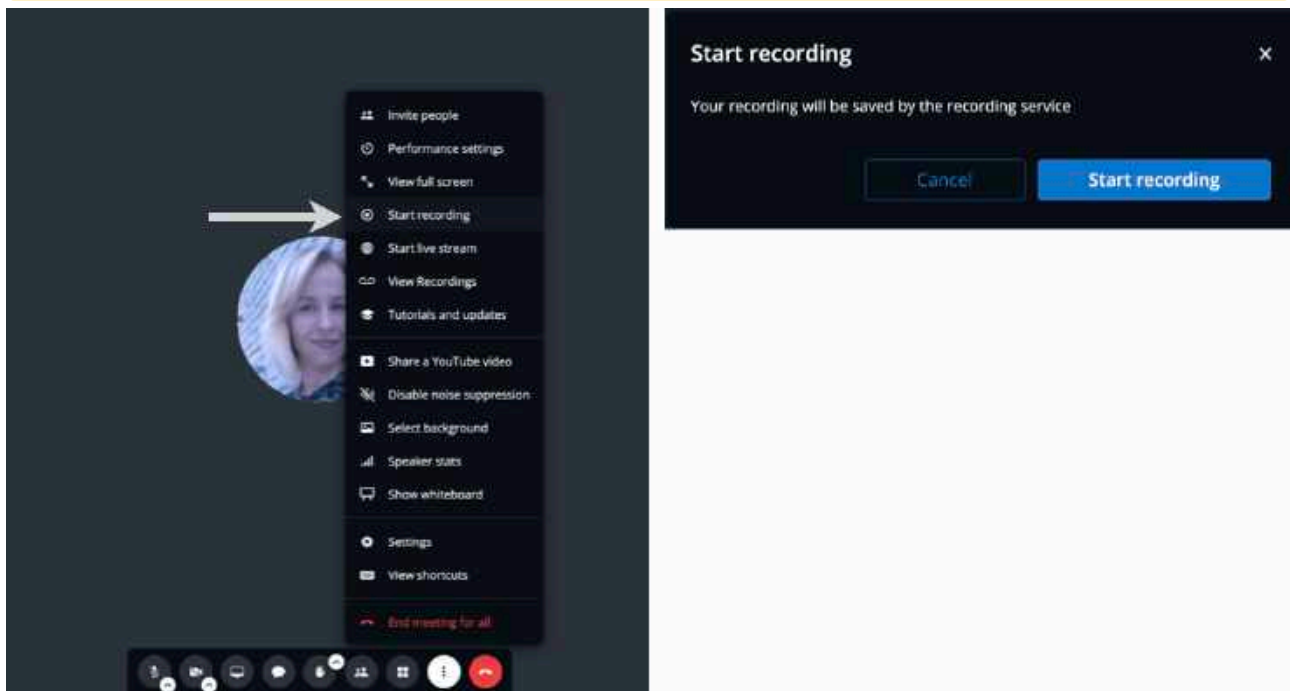
 Limitation: a recording is automatically stopped after reaching 2 hours or if a file size exceeds 2 GB. Once it is stopped, you can start it again.
Note, that live streaming option is disabled when conference recording is running.

To start recording:

1. Click on **three dots** (*More actions*) in the lower central side of the screen
2. Click **Start recording**
3. A new dialog opens, click **Start recording** to confirm

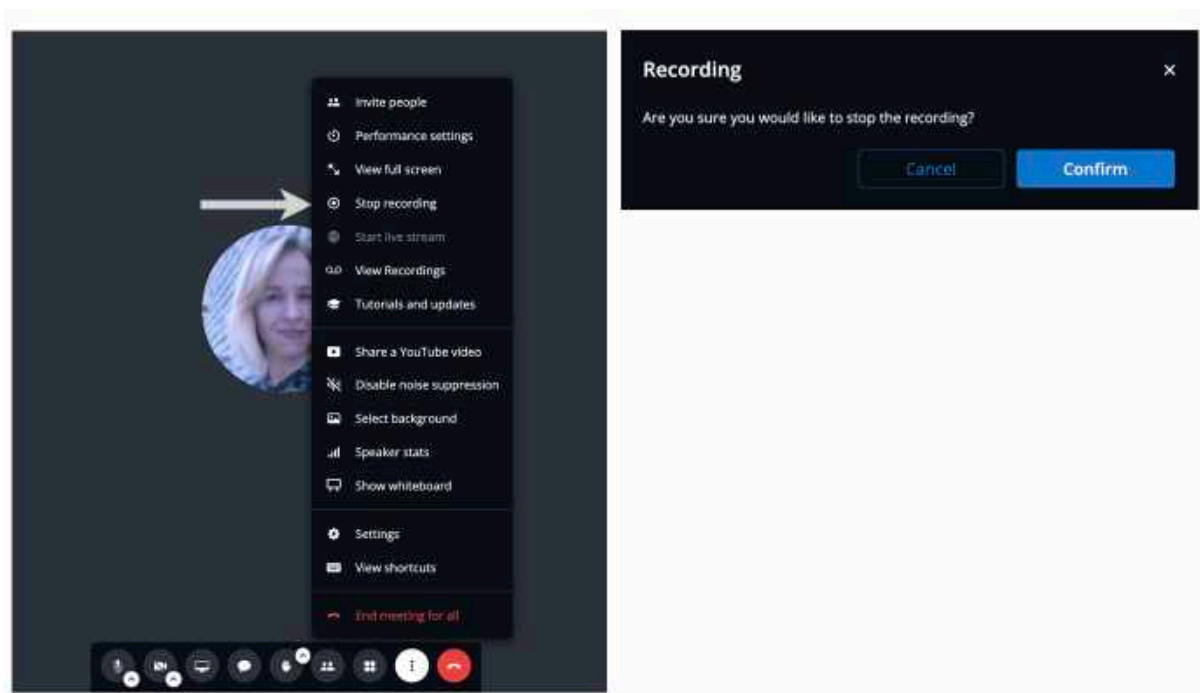
Recording starts in several seconds. Red *REC* icon is displayed in the upper right-hand part of the screen when the recording is running.

 Note: watermark and list of participants are now not included in recordings.



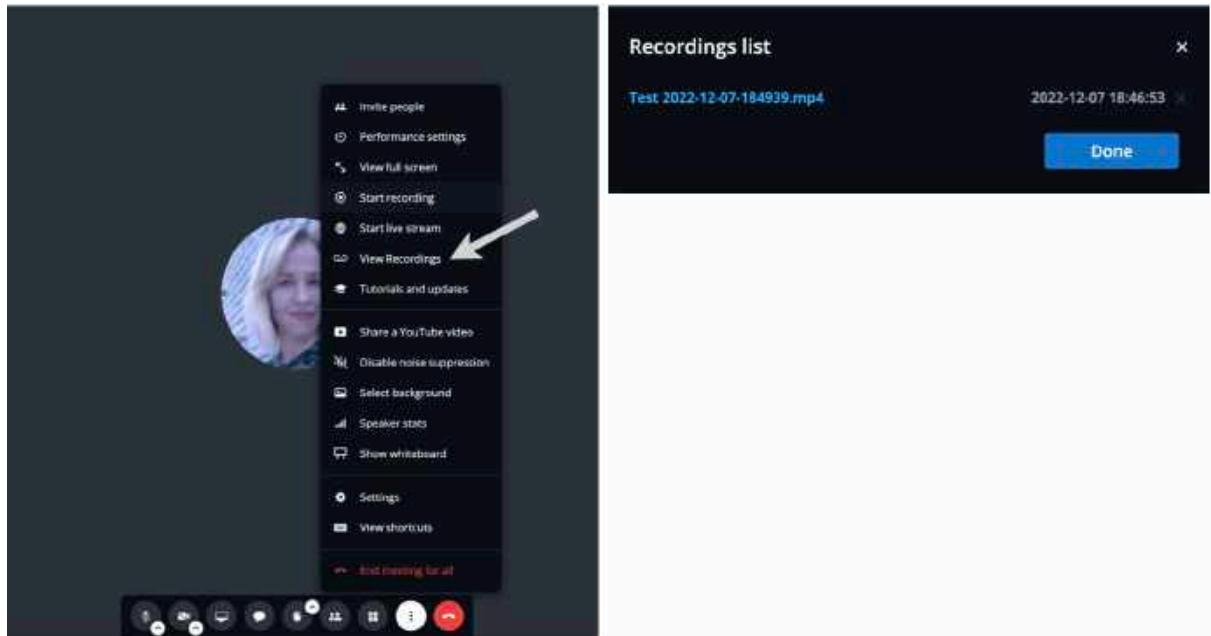
To stop recording:

1. Click again on **three dots** (*More actions*) in the lower central side of the screen
2. Click **Stop recording**
3. A new dialog opens, click **Confirm**



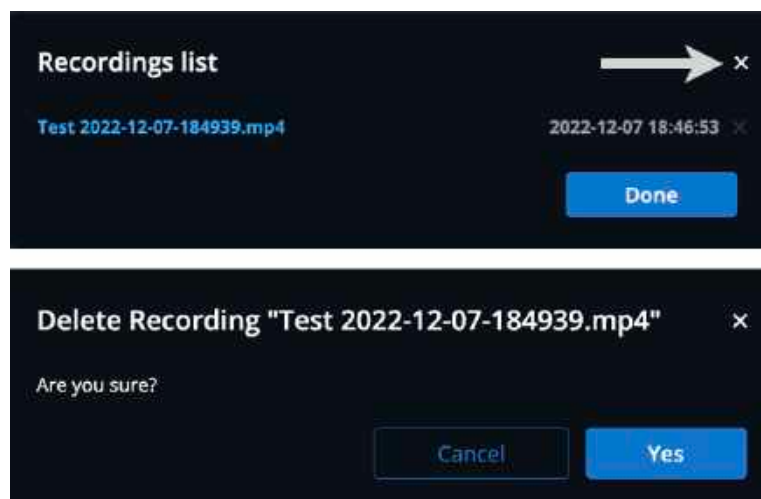
To download recording files:


1. Click again on **three dots** (*More actions*) in the lower central side of the screen
2. Click **View Recordings**
3. A new dialog *Recordings list* opens, click on the file(s) to download
4. Click **Done** to close the dialog



To delete recording files manually:


1. Access *Recordings list* as described above
2. Click on **X** next to a recording you want to delete (you can only delete your own recordings, recordings started by other participants cannot be deleted):
3. To confirm, click **Yes**




 Important:

- Files are automatically deleted after 6 months or in case conference room is deleted.
- Please take into account that conference room is automatically deleted after 30 days of inactivity.
- In case there was a recording file in the conference, the room was deleted due to inactivity and 6 month time has not yet passed, the recording file can be accessed upon request to Customer Care team.

Live streaming

 Only users within a PBX can start or stop live streams; not available for external users.

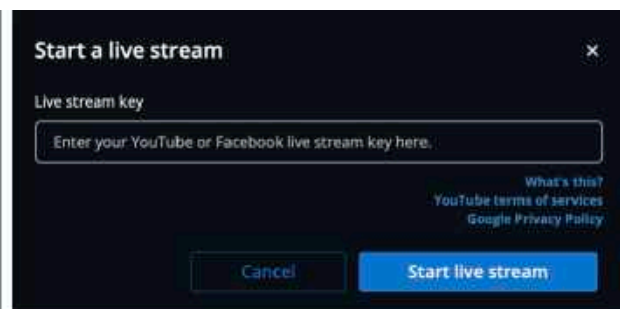
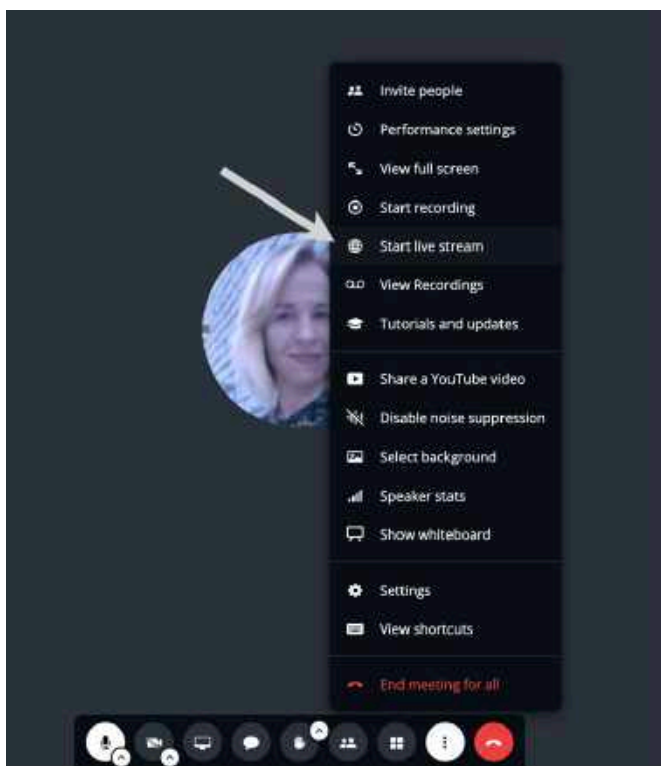
 Limitation: a live streaming is automatically stopped after reaching 2 hours or if a file size exceeds 2 GB. Once it is stopped, you can start it again.
Note, that conference recording option is disabled when live streaming is running


This feature allows you to make live streaming of your conference to YouTube and Facebook.

To start live streaming:

1. Click on **three dots** in the lower central side of the screen
2. Click **Start live stream**
3. New dialog opens; enter the Live stream key and click **Start live stream**

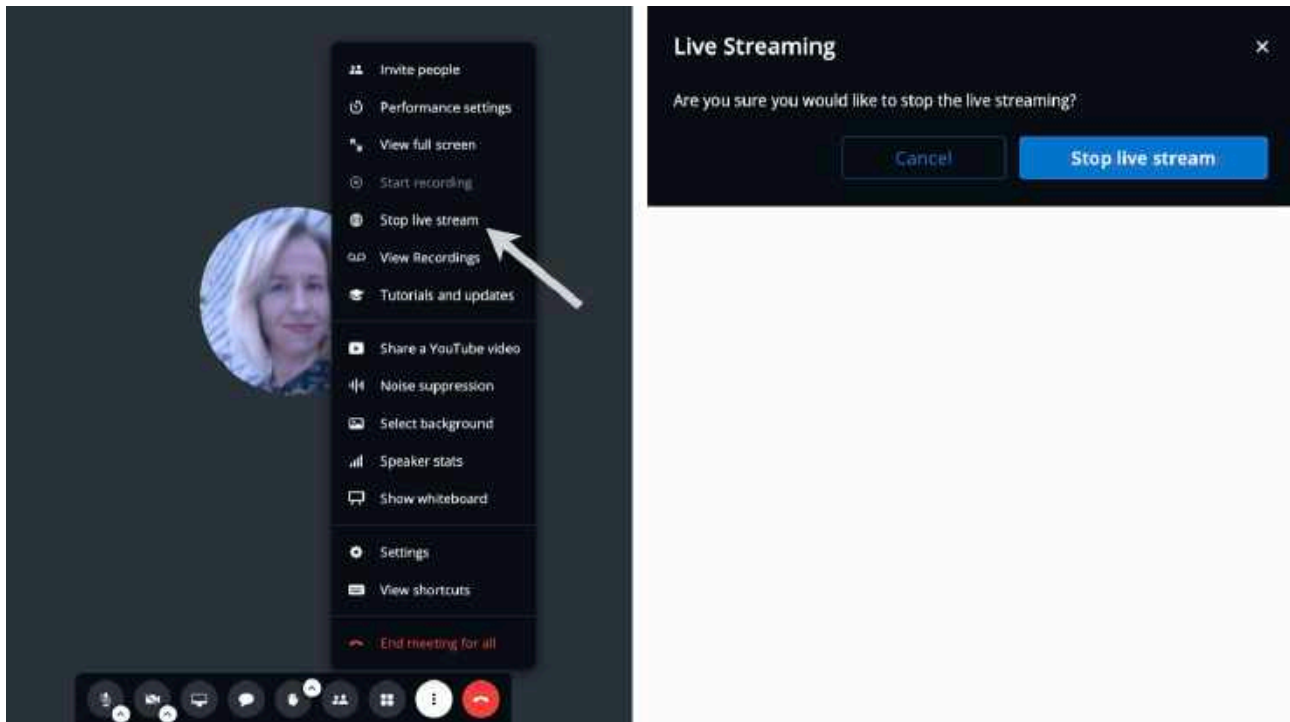
Blue *LIVE* icon is displayed in the upper right-hand part of the screen when the live streaming is running.




 For information on how to retrieve the Streaming Key for Facebook and YouTube, refer to [Live Streaming Guide](#).

To stop live streaming:

1. Click once again on **three dots** in the lower central side of the screen
2. Click **Stop live stream**
3. New dialog opens; click **Stop live stream** to confirm

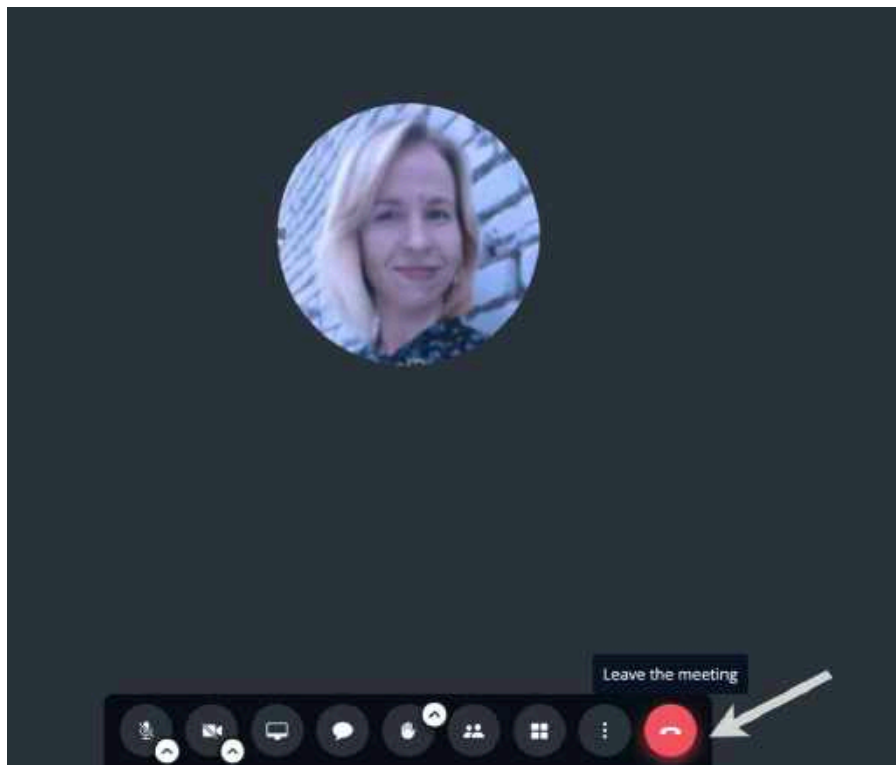


Exit and delete a conference room

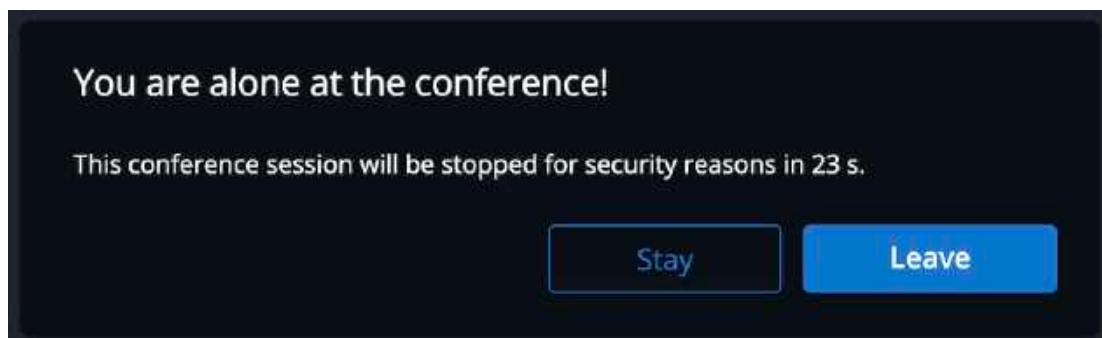
 Only the conference moderator can delete a conference room. If you are an invited user, you can exit from the room. The room is removed from your list of conferences in Collaboration.


To leave the conference:

- Click the **red handset** icon (*Leave the meeting*) in the lower central side of the screen to leave the conference:



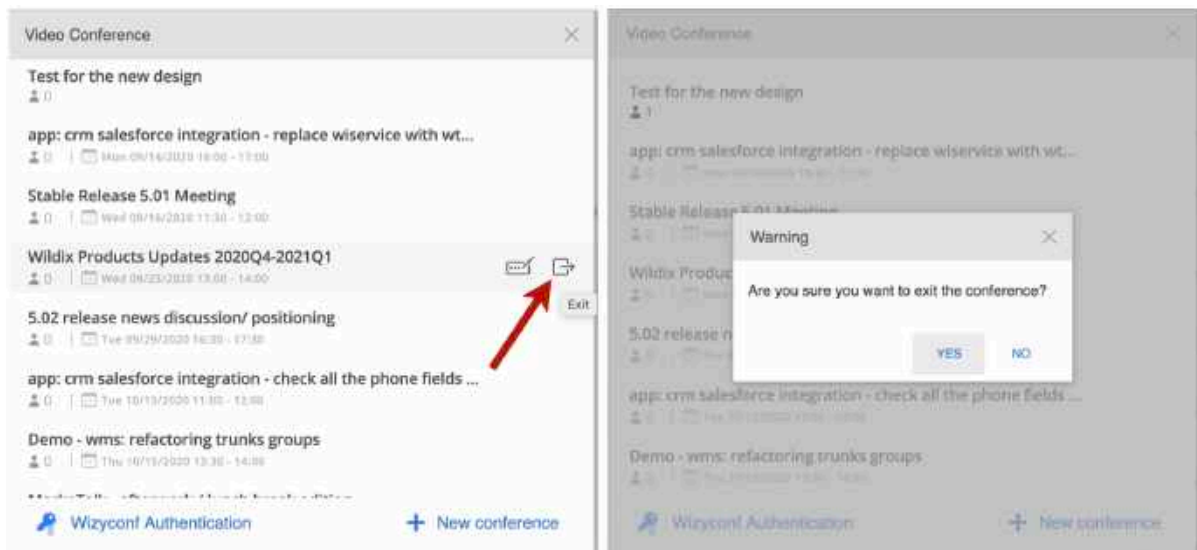
If a user is left alone in a conference for more than a minute, the relevant notification is displayed and the conference session is stopped automatically within 30 seconds:



 Note: Conference is stopped automatically if it had at least 2 participants.

To leave the conference and remove it from the list of conferences in Collaboration:

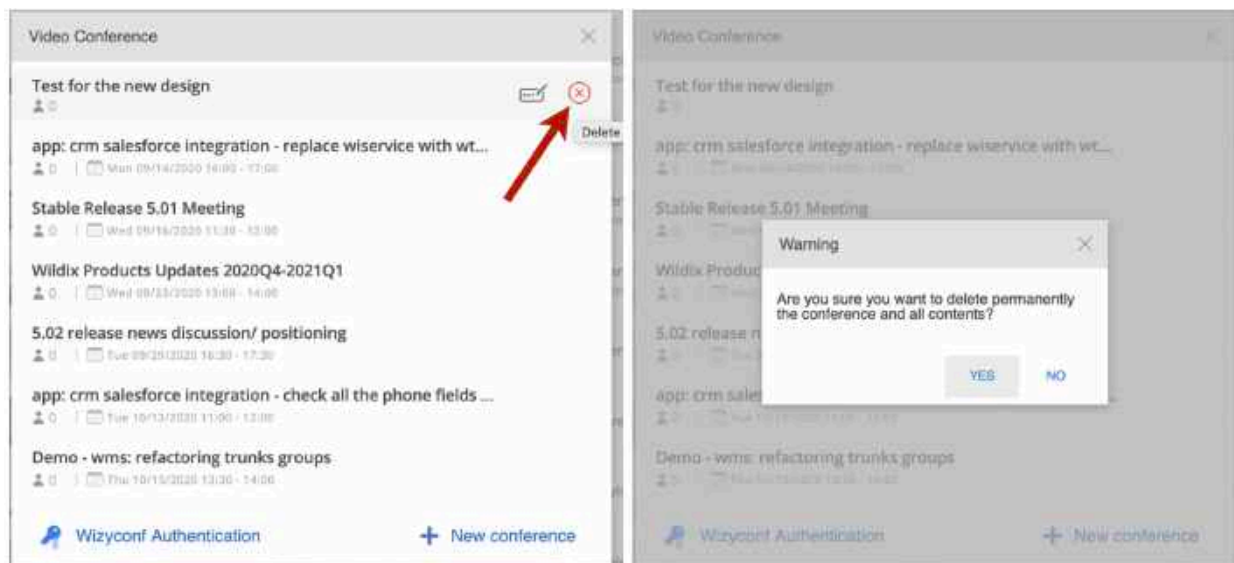
1. Open the **Video Conference** dialog in Collaboration
2. Find the conference in the list and hover the mouse cursor over it
3. Click on the **Leave** icon (*Exit*) on the right-hand side of the conference title
4. Click **YES** to exit the conference (the conference will no longer appear in the list of conferences in Collaboration for you)



To delete the conference:

To delete:

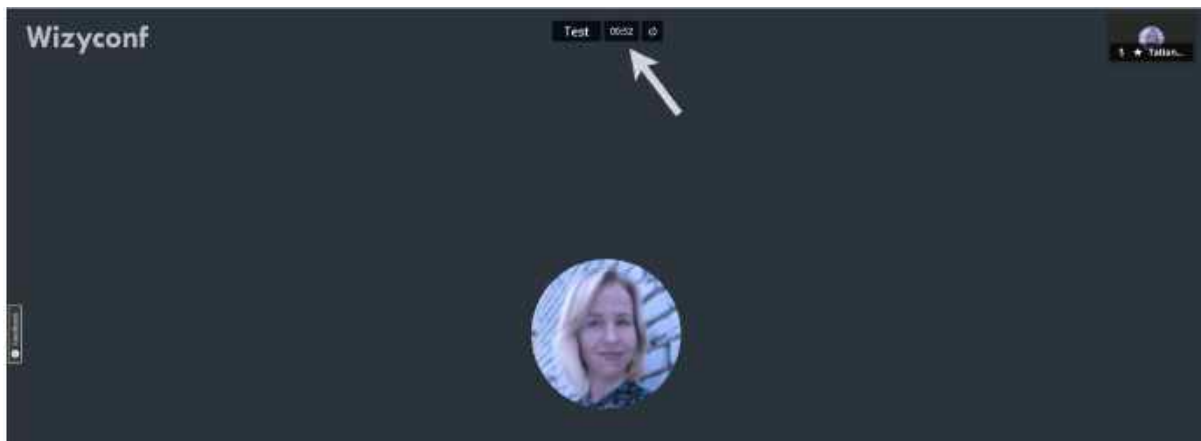
1. Open **Video Conference** dialog in Collaboration
2. Find the conference in the list and hover the mouse cursor over it
3. Click on the **X icon** (Delete) on the right-hand side of the conference title
4. Click **YES** to permanently delete the conference and all its contents (the conference will no longer be available)



Miscellaneous

Timer

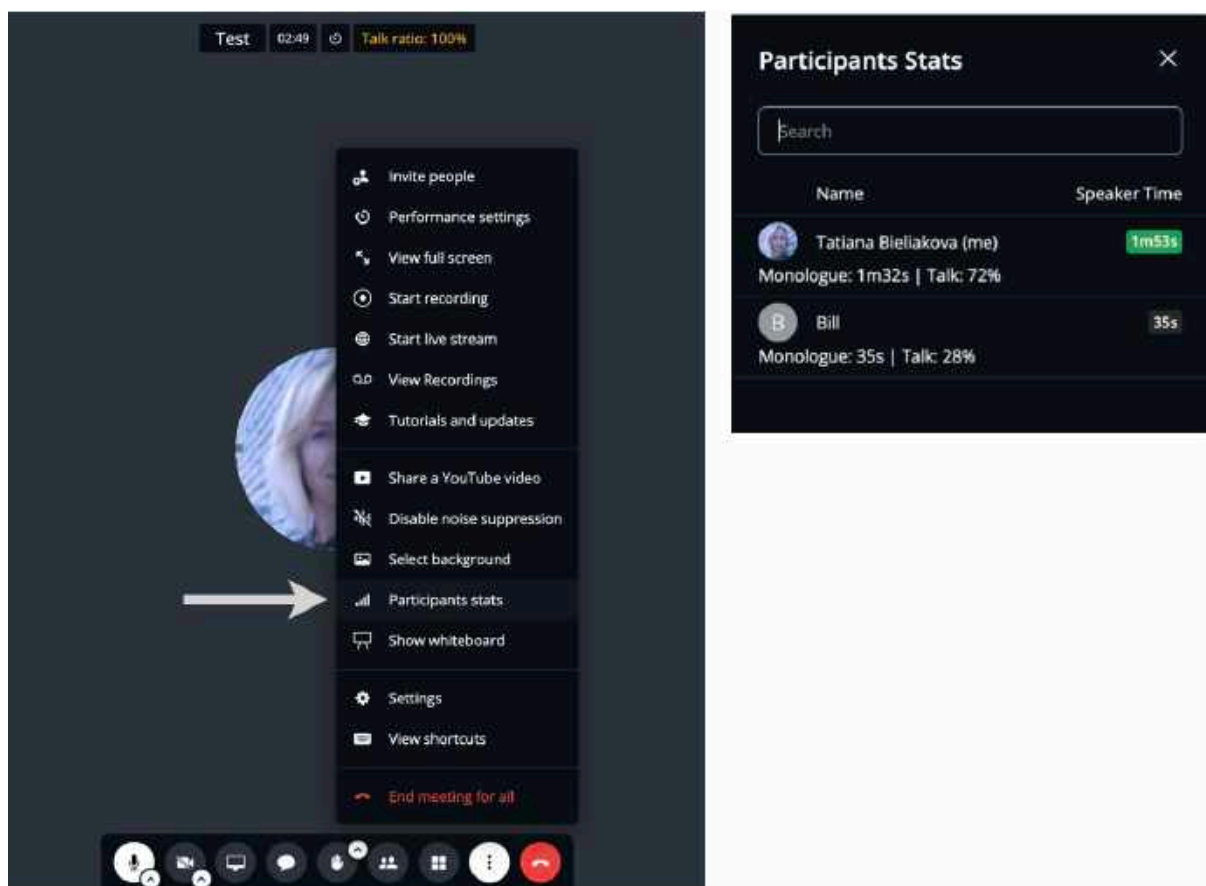
Next to the conference title, you can see the timer which shows how long the conference has been going on:



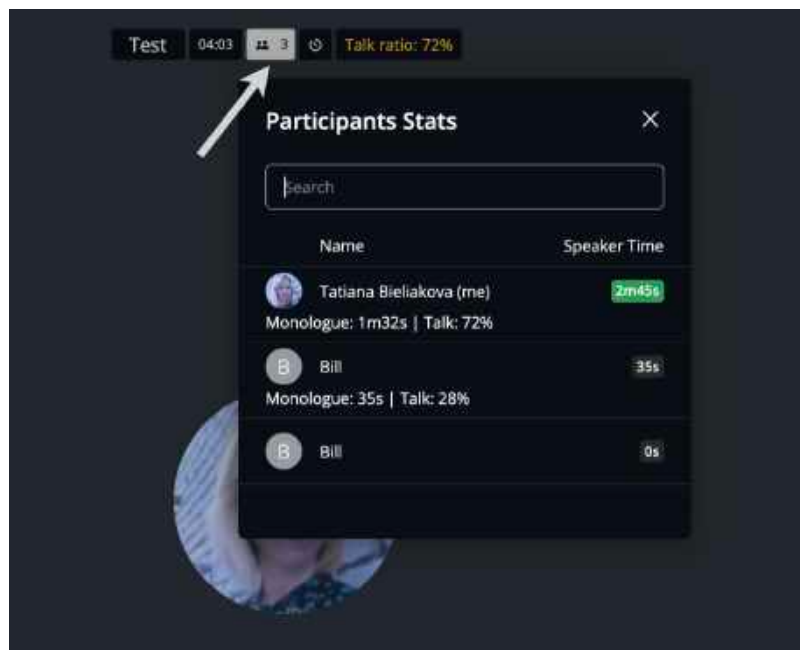
Participants stats

You can view participants statistics, to understand how much time each user spoke during the conference:

1. Click on **three dots** in the lower central side of the screen
2. Click **Participants stats**
3. New dialog *Participants Stats* opens:



The same dialog can be also opened when you click on the number of participants in the top of the conference (displayed if there are at least 3 participants in the conference):



⚠ Participants stats gets reset each time you leave/ access again the conference room or in case you refresh the browser tab.

Talk ratio and Hints

Wizyconf offers functionality, especially useful for sales people, that allows to monitor the talk ratio, duration of the longest monologue and shows hints to agents during the conference.

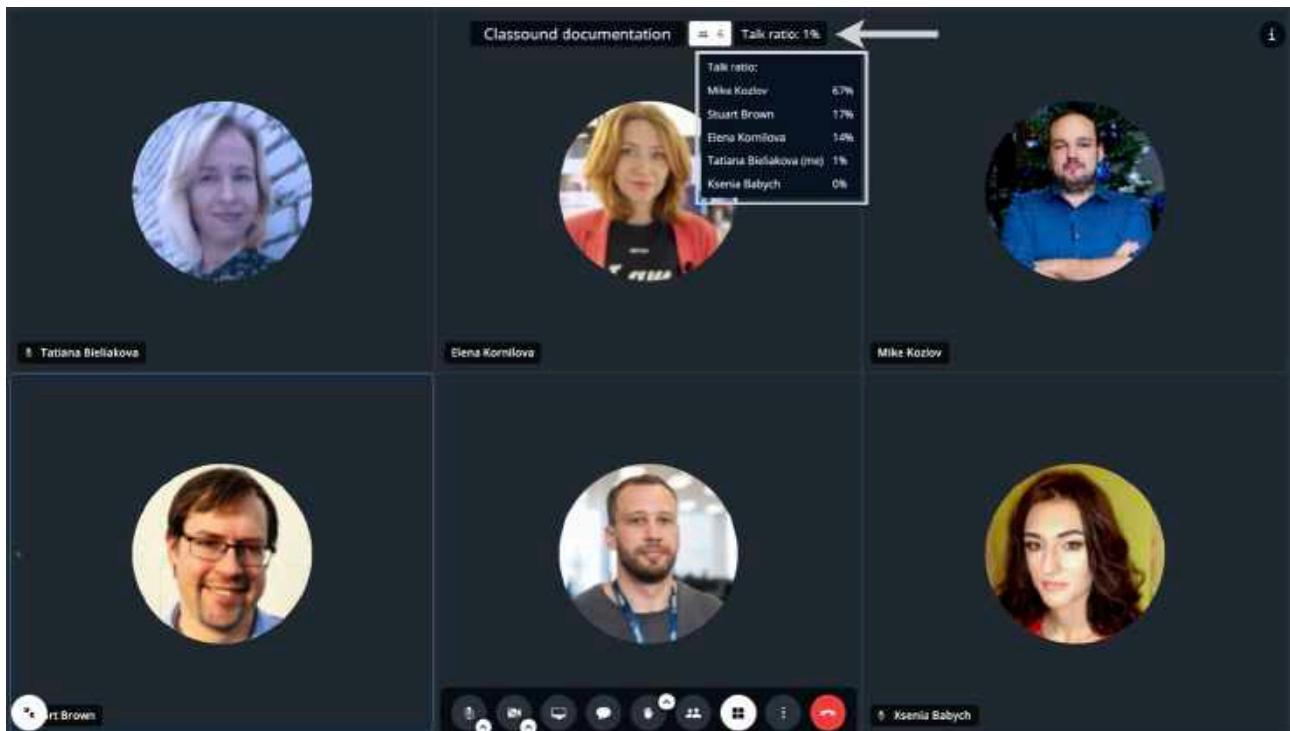
⚠ Note: The functionality is available for PBX users only.

Talk ratio is shown at the top, next to the number of participants, after at least two conference participants have talked in the conference.

⚠ Note: Currently, there are some conditions that can influence talk ratio data:

- If the user speaks quietly, talk ratio may be not counted correctly.
- When the user was talking and then mutes himself, talk ratio continues to be counted for the user.

Click on it to see top 5 participants with the highest talk ratio:

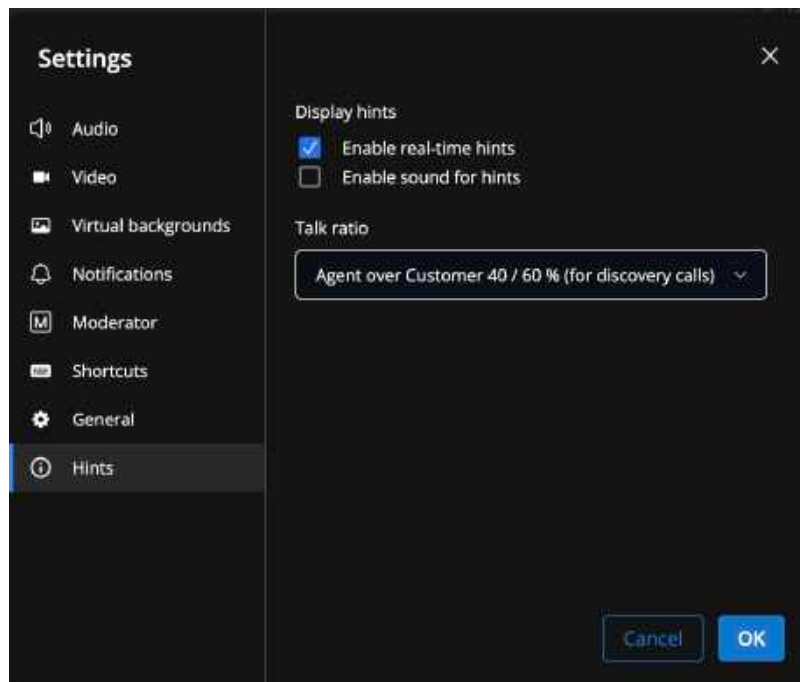


Talk ratio is also displayed on *Speaker Stats* window under Speaker Time, which includes *total talk time* | *the longest monologue* | *talk ratio* compared to other participants:

Participants Stats		
<input type="text" value="Search"/>		
Name	Speaker Time	
 Tatiana Bieliakova (me) Monologue: 1m32s Talk: 72%	1m53s	
 Bill Monologue: 35s Talk: 28%	35s	

Enable Hints

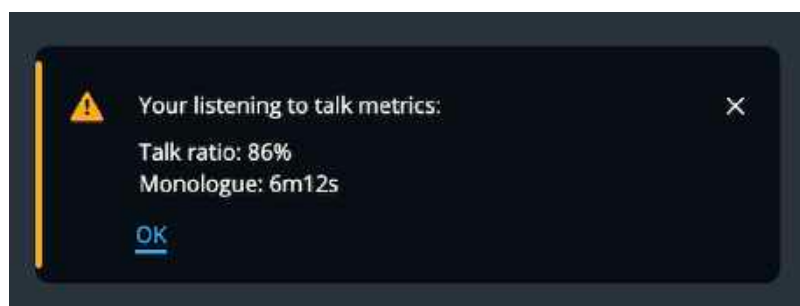
You can enable real-time sales coaching hints to be shown to agents during the conference. To activate hints, go to *More actions* -> *Settings* -> *Hints* -> tick off **Enable real-time hints**:




If you want hints to be accompanied with sound, tick off **Enable sound for hints**. In *Talk ratio* section, choose one of the below options:

- *Agent over Customer 40 / 60 % (for discovery calls)*
- *Agent over Customer 60 / 40 %*
- *Agent over Customer 80 / 20 % (for demos)*

In case the chosen talk ratio is not kept, hint is shown to agent displaying information about agent's talk ratio and duration of the longest monologue:

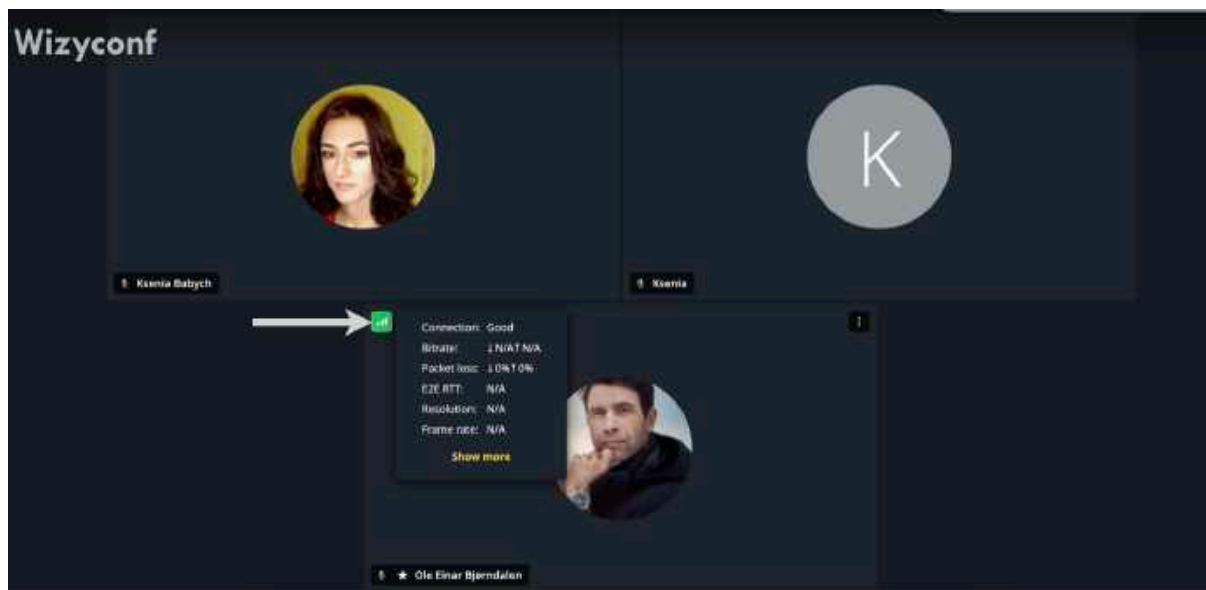


 **Note:** The first notification is shown not earlier than in 5 minutes after the conference start. Further notifications are displayed in the following intervals: after 3 minutes, 7 minutes, 15 minutes.

Connection quality indication

You can see the current connection quality for each user participating in the conference:

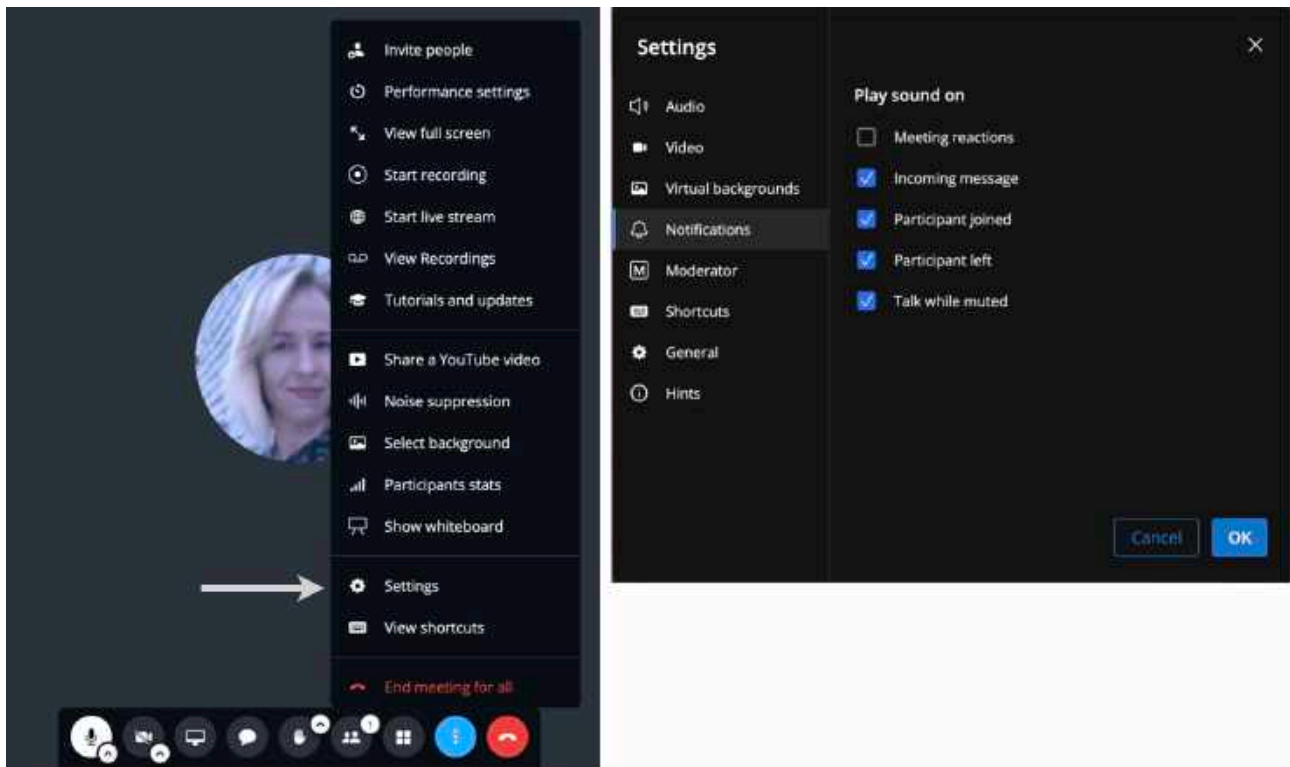
1. Hover the mouse cursor over the user whose connection status you would like to check
2. Hover the mouse cursor over the green or yellow **Connection quality icon** (color depends on the current connection quality) in the upper left-hand corner of the preview
3. New dialog is displayed with the information on connection, bitrate, packet loss etc
 - (available only if you hover the mouse cursor over your own preview) Click **Show more** in that dialog to see more details about your own connection quality



Manage sound settings

By default, you hear a system sound whenever a user joins or leaves a conference, etc. You can manage these sounds in Settings:

1. Click **three dots** (*More actions*) in the lower central side of the screen and click **Settings**
2. On the Settings screen, navigate to the **Notifications** tab and choose on which occasions you want the sound to be played:
 - a. Meeting reactions
 - b. Incoming message
 - c. Participant joined
 - d. Participant left
 - e. Talk while muted
3. Click **OK**

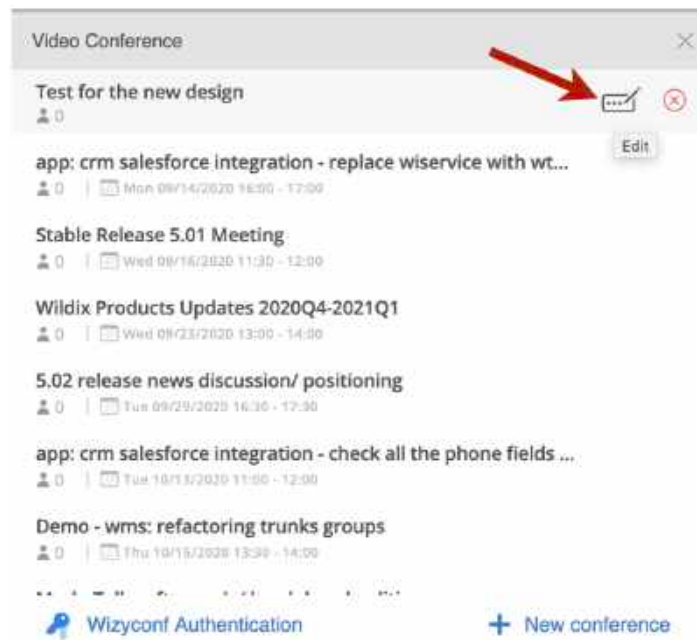


The sound settings are saved and used for your future conferences.

Edit a conference room

You can edit any existing conference rooms: edit the conference title, its description, the list of participants, schedule the conference, resend the email invitation, copy the conference link.

1. Open the **Video Conference** dialog from Collaboration
2. Find your conference in the list and hover the mouse cursor over it
3. Click on the **Pencil with three dots** icon (*Edit*) on the right-hand side of the conference title:

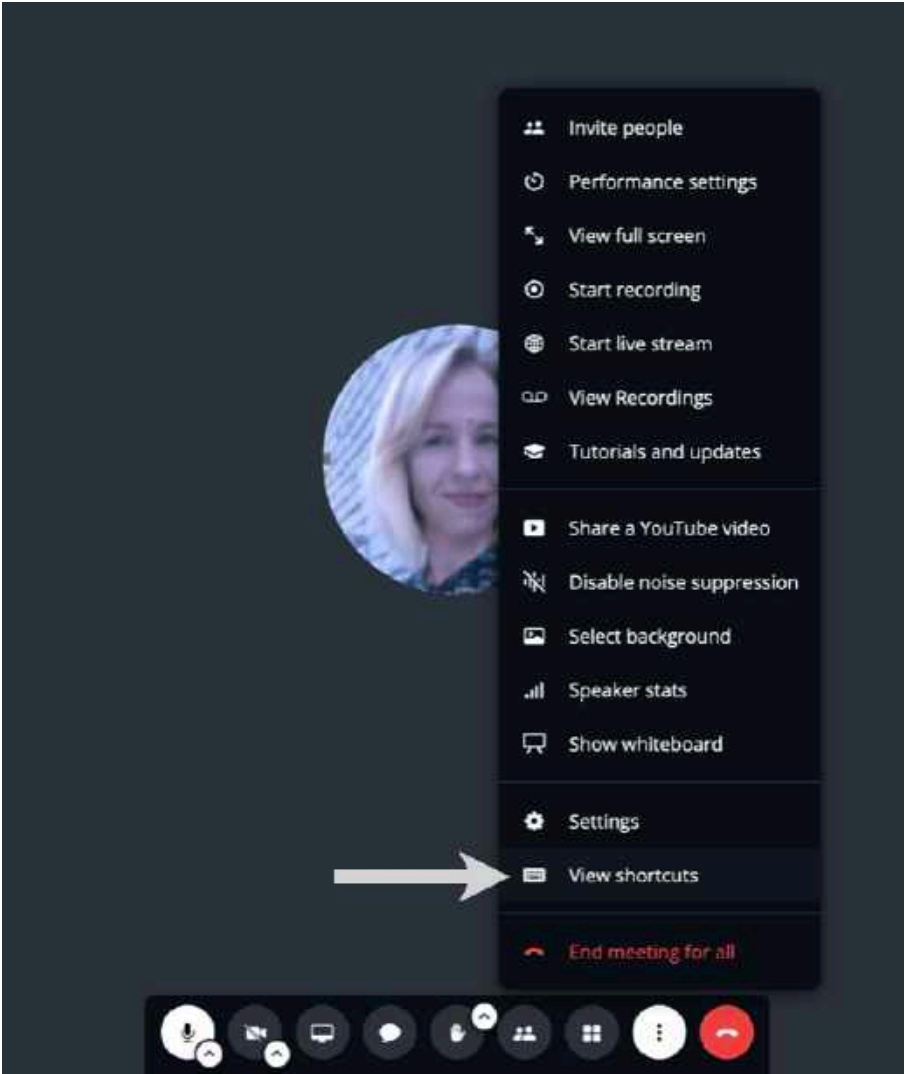


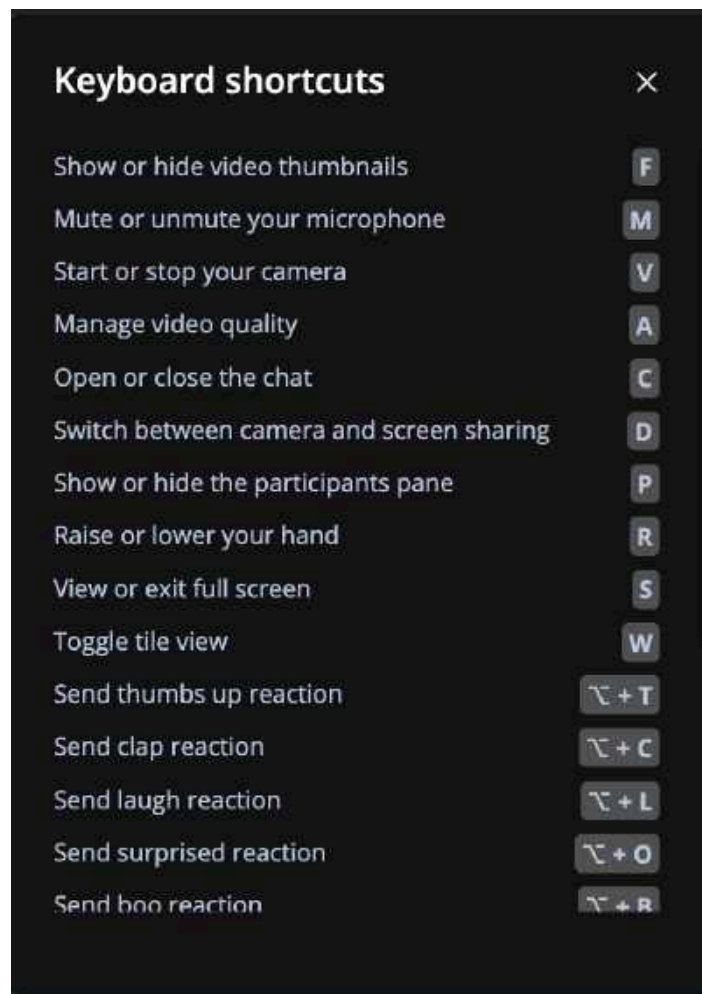
Keyboard shortcuts

For your convenience you can use keyboard shortcuts.

To view the list of the available keyboard shortcuts:

1. Click on **three dots** in the lower central side of the screen
2. Click **View shortcuts**
3. A new dialog *Keyboard shortcuts* opens:

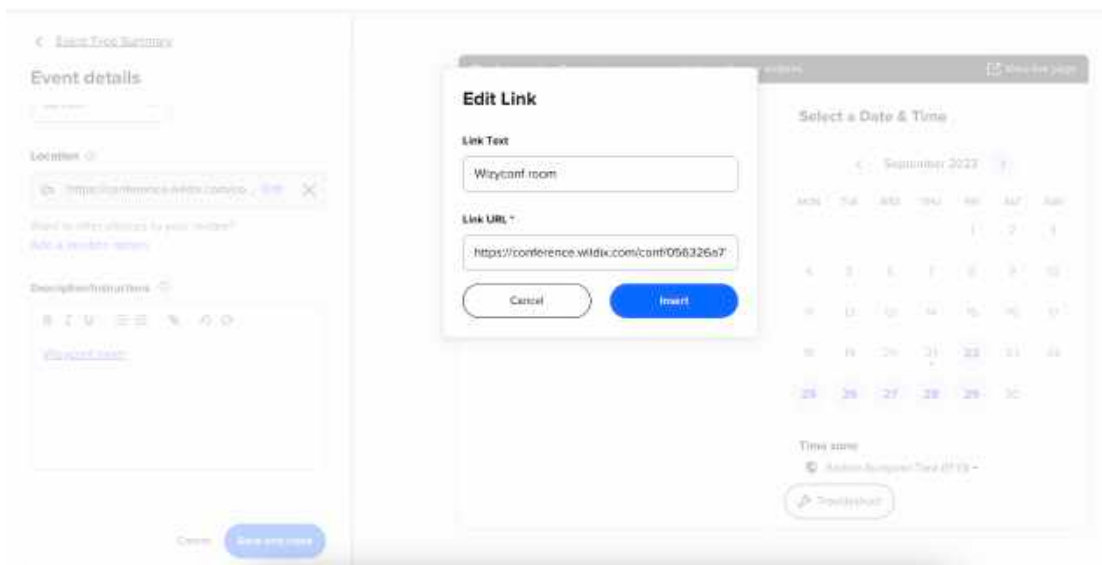




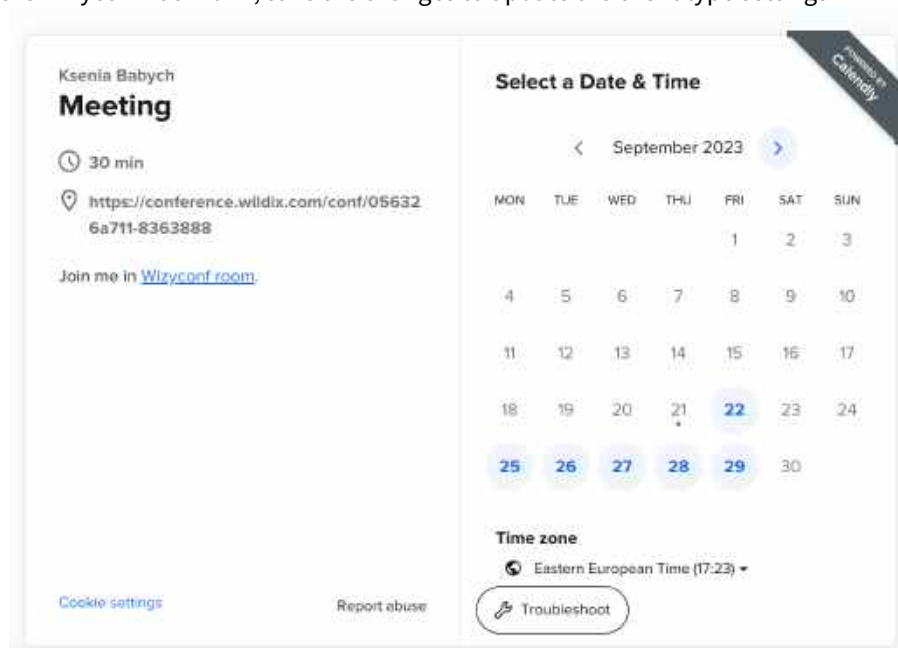
Integration with Calendly

Integration with Calendly allows you to include a Wizyconf room link into your scheduled meetings. By adding the link to your settings, participants who book meetings through Calendly will receive the virtual meeting room link along with their meeting confirmation. This simplifies the process of joining virtual meetings, providing a convenient and efficient experience for both hosts and participants.

- Create a new Wizyconf room or use an existing one, copy its link
- In Calendly settings, select the specific event type for which you want to include the Wizyconf room link and edit its details
- Under *Location* or *Description/Instructions* fields, add the Wizyconf room link



- After adding the Wizyconf room link, save the changes to update the event type settings



- After booking a meeting, a participant receives the confirmation with included link to Wizyconf room



XB

Xenia Babych <xenia.babych@wildix.it>

To: You

Thu 21/09/2023 17:45

Ksenia B and Ksenia Babych

Fri 22/09/2023 10:00 - 10:30

No conflicts

<https://conference.wildix.com/conf/056326a711-8363888>

RSVP to this event

☒ Email organiser

Add a message (optional)

✓ Yes

? Maybe

✗ No

Event Name: Meeting

Join me in [Wizyconf room](#).

Location: <https://conference.wildix.com/conf/056326a711-8363888>