



Swyx Meeting User Documentation

As of: February 2020

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1 Collaboration with Swyx Meeting

With Swyx Meeting you can start your online meeting directly from the browser without having to download additional software. You can also start a meeting with your conversation partners during a phone call via SwyxIt!. Swyx Meetings take place in a virtual meeting room and are started and controlled by a host. Guest participants do not need a Swyx Meeting account or a SwyxIt!. They simply follow the link in the invitation email or dial-in via phone. Guests with their own SwyxIt! are automatically forwarded to the Swyx Meeting website, when their conversation partner has started Swyx Meeting.



When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.



If the host loses the connection to Swyx Meeting, e.g. because his internet connection has been interrupted, he has 30 seconds to log in again and continue the meeting. All participants will be informed about this situation. If the host does not log in again within this period, the guests must log in again.

1.1 Features

Swyx Meeting offers the following features:

- Online video conferences
- Online chat
- Screensharing
- File sharing
- Record meeting (only Swyx Meeting 10)
- Broadcast video (only Swyx Meeting 10)
- Dial-in via phone (only Swyx Meeting 10)

1.2 Swyx Meeting with SwyxIt!

For using Swyx Meeting via SwyxIt! the following information applies:



Starting Swyx Meeting from SwyxIt! is not available in CTI mode. You can reach Swyx Meeting at any time via the following address: <https://meeting.swyx.com>

1.2.1 Requirements

- Your administrator has allowed you to use Collaboration
- You have selected Swyx Meeting during the installation of SwyxIt!, see also the SwyxIt! User Documentation.
- Collaboration is activated in your SwyxIt! (menu "Settings | User Profile, see also the SwyxIt! User Documentation, chapter „Configuration“, section „User Profile“)
- You are using Microsoft Windows Version 7, 8, 8.1 or 10
- You are using Google Chrome (desktop or mobile version) from version 72 or Mozilla Firefox from version 65, Apple Safari or iOS from version 13



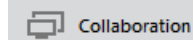
It is not recommended to use Swyx Meeting via mobile data connection because of high data consumption.

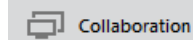
- If you want to invite participants from SwyxIt! via email, you have selected Outlook as your standard email program

1.2.2 Setting Swyx Meeting as your standard collaboration app

To always start meetings with Swyx Meeting, you can set the application as default.


To set Swyx Meeting as your standard app



- 1 Right-click on the  button and select "Properties" in the context menu.

The dialog field for the local configuration is opened.


- 2 Select "Swyx Meeting - Internal and external".
- 3 Click on "OK".

- ✓ Clicking on the  Collaboration button will open Swyx Meeting directly in the future.


1.2.3 Starting meetings via SwyxIt!

You can start meetings during or outside a call.

To start a meeting via SwyxIt!

- 1 If you have set Swyx Meetings as your standard app, click on the  Collaboration button.

When you start Swyx Meeting from within SwyxIt! for the first time,

right-click on the  Collaboration button and in the context menu select from the dropdown list "Swyx Meeting - Internal and external".

- ✓ A new Outlook window appears. When you start Swyx Meeting from within a call, your call partner is already registered as the email recipient. If you start Swyx Meeting outside a call or if you are connected to two conversation partners, you have to enter the corresponding recipient(s).
- ✓ If you start Swyx Meeting from SwyxIt! for the first time, a login dialog appears, to which you have to enter the login data you received via welcome email or from your administrator.
- ✓ The Swyx Meeting website appears in your selected standard browser.
- ✓ The Swyx Meeting website appears in the selected standard browser of your call partner.



If you are connected to two conversation partners and start a meeting, the Swyx Meeting web page does not appear and the conversation partners have to follow the link in the email instead.

See also section *To add guests during a meeting*, page 7 and *Accepting or declining guests*, page 7.

1.2.4 Joining meetings via SwyxIt!

If your SwyxIt! conversation partner has invited you to a Swyx Meeting, the Swyx Meeting website automatically appears in your selected default browser. Additionally, you can dial in to the meeting.

See section *Joining meetings*, page 8.

1.3 General requirements

1.3.1 Software

- Desktop: Google Chrome or Edge Chromium from version 72, Mozilla Firefox from version 65 or Apple Safari from version 13
- Mobile: Google Chrome from version 72 or Apple Safari from version 13



It is not recommended to use Swyx Meeting via mobile data connection because of high data consumption.

1.3.2 Hardware

- CPU: 2.0 GHz dual-core intel core i5 or faster
- RAM: min. 4 GB physical RAM, 2 GB of it free
- HDD: 1 GB or more

1.3.3 System

- Internet connection: Fixed line broadband connection or mobile broadband connection (LTE)



It is not recommended to use Swyx Meeting via mobile data connection because of high data consumption.

- Audio output/microphone: Built-in, USB or Bluetooth speaker and microphone or headset
- Camera: Built-in or USB webcam (optional HD)

1.3.4 Bandwidth

- Standard video quality (960 x 480) => 3 Mbps (upload/download) for optimal experience
- Low video quality (360 x 180) => 1 Mbps (upload/download) for optimal experience

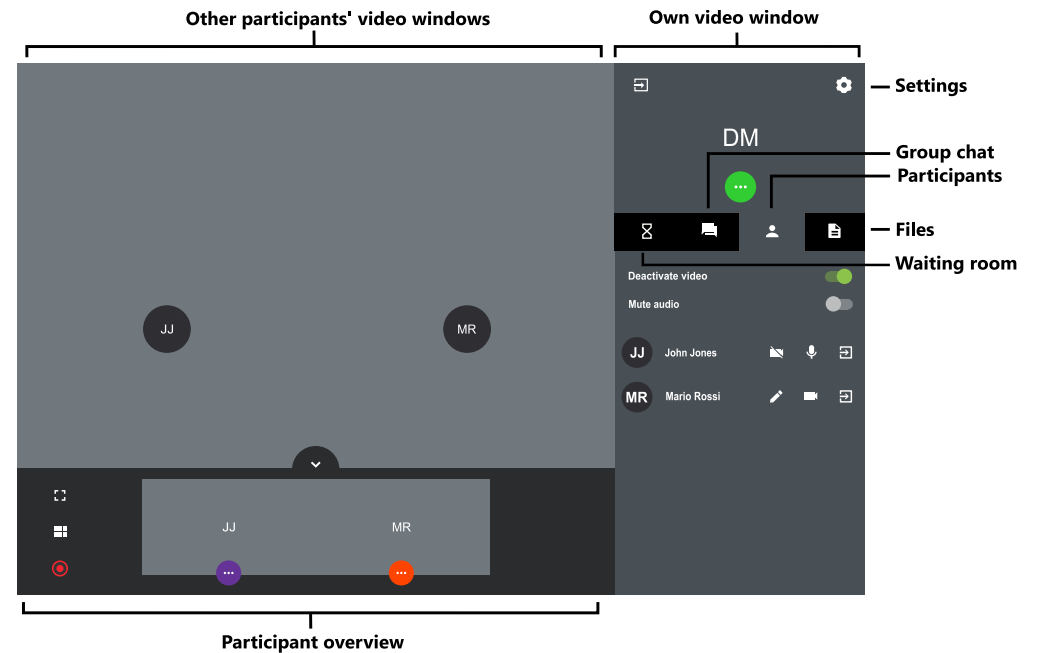
1.3.5 Network

Swyx Meeting uses WebRTC technology. For successful transmission, free access to the remote stations listed in the table must be guaranteed. Firewalls must be configured accordingly. Please contact your administrator for further information.

Component	IP /DNS entry	Log	Destination port
Media (audio, video, screen-sharing)	89.184.190.0/24	UDP	16384 - 32768
File transfer	iamfile1.voipoperator.eu iamfile2.voipoperator.eu iamfile3.voipoperator.eu	TCP	4006
Signaling	iam.voipoperator.eu	TCP	443, 4006
TURN/STUN	stun.voipoperator.tel	UDP, TCP	80, 443
STUN Google One	stun.l.google.com	UDP	19302

1.4 User interface

The Swyx Meeting user interface is divided into two sections: On the left side you can see the other participants, on the right various settings are available.



1.5 Resetting your password

You can reset your password and have a new one sent to you.

To reset your password

- 1 On the login page, click on "Forgot your password?".
✓ You are redirected to the page for creating a new password.
- 2 Enter the email address with which you are registered with Swyx Meeting.
- 3 Click on "Reset password".
✓ An email is sent to the entered address.
- 4 Click on the link in the email.
✓ You are redirected to the page for creating a new password.
- 5 Enter a new password and repeat it to confirm.
✓ You can log in to Swyx Meeting with your new password.

1.6 Starting meetings

You can start meetings via browser, for example.

To start a meeting

- 1 Enter the following address to your browser:
https://meeting.swyx.com
✓ The Swyx Meeting login page appears.
- 2 Click on "Sign in as a host", if applicable.
- 3 Enter the login data you received via welcome email or from your administrator.
- 4 Click on "LOGIN".
✓ An empty meeting room appears.

1.7 Inviting guests

You can invite guests before or during a meeting. In addition, you can send a calendar entry before a meeting, which is stored in your and your guests' default calendar program. The maximum number of participants is determined by your Swyx Meeting license. Please contact your administrator for further information.

To invite guests via email

- 1 Start a meeting.
- 2 In an empty meeting room, click on "INVITE GUESTS".
✓ The link is copied to your clipboard.
- 3 Send the automatically generated link with the meeting ID via e-mail to the appropriate people.

To send a calendar entry

- 1 In an empty meeting room, click on "CALENDAR".
✓ An input field appears.
- 2 Enter a subject for the meeting.
- 3 Select the date and time.

- 4 Click on "DOWNLOAD .ICS".
✓ The file is downloaded and stored in your browser download directory.
- 5 Open the file.
✓ A window appears in your default calendar program.
- 6 Send the calendar entry with meeting link, meeting ID and dial-in numbers via email to the appropriate people.
✓ Once the recipients have confirmed the meeting request, the calendar entry is saved in their calendar.



You can also save the calendar entry first in your calendar program and send it later.

To add guests during a meeting

- 1 Click on , on  and then on .
- ✓ The link is copied to your clipboard.



Under this menu item you can see the current and maximum number of participants for your meeting.

- 2 Send the automatically generated link with the meeting ID via e-mail to the appropriate guests.

1.8 Accepting or declining guests


Every meeting room has a waiting room every guest can access after entering the meeting ID. As a host, you can accept or decline the participation of guests.



While guests test your microphone, audio, and camera settings, they can lock their video camera or microphone. As a host, you can recognize this by the color of the symbols under the name of a guest: green = activated, red = deactivated.

As soon as the first guest is accepted and attends the meeting, the room is activated and the participants can communicate with each other.

To accept or decline a guest

- 1 Click on  to enter the waiting room.
 - ✓ The list of all guests appears.
- 2 Click on "ACCEPT" to accept the guest's participation.
 - ✓ The guest attends the meeting.
- 3 Click on "DECLINE" to decline the guest's participation.
 - ✓ The guest receives a notification that you have declined the participation, but can request your participation again at any time.



Move the "Automatically accept" button to the right (green) to automatically allow all guests to join a meeting.



If a red connection strength icon appears in the video window of a guest, the guest has problems with the connection to Swyx Meeting.

See also section *Leaving and ending meetings*, page 15.

1.9 Joining meetings

You can join meetings via SwyxIt!, email link, dial-in number or the Swyx Meeting login page. If you do not join a meeting via SwyxIt! or One-Click, you have to log in with a room code.

Additionally, you can dial in to the meeting.



It is not recommended to use Swyx Meeting via mobile data connection because of high data consumption.

To join a meeting

- 1 Click on the link you have received via email or enter the following address to your browser:
<https://meeting.swyx.com>
 or
 enter via phone the dial-in number for your country.
 - ✓ With a click on the link, the Swyx Meeting website appears.
 - ✓ When you dial in, a phone announcement guides you through the login process.



If you have entered the meeting ID incorrectly 3 times, the call is terminated. You can start the dial-up again.








For dial-in without One-Click, enter the meeting ID via DTMF. For this purpose the key tones must be activated on your device.

- 2 Click on the flag symbol to select the language for your web interface, if applicable.
- 3 Click on "Join as a Guest", if applicable.
- 4 Enter the meeting ID, if applicable.
- 5 Enter a name and select a color.
- 6 Define your audio and video settings.





You may need to allow Swyx Meeting access to camera and microphone in your browser settings.

Symbol	Explanation
	Only available in the desktop version: Click on the symbol to test the audio output.

Symbol	Explanation
	Take a photo which will be displayed during the meeting, if your video is not activated. If you do not use a photo, your initials will be displayed when the video is inactive. Click the button again to take a new photo. The previous photo is deleted.
	Select the appropriate camera. On mobile devices you can choose between front and rear camera.
	Only available in the desktop version: Select the appropriate microphone. You can tell that you have selected the correct device by the fact that the audio bar deflects.
	Only available in the desktop version: Select the appropriate audio device. This setting is not available in Mozilla Firefox.





During a meeting, click  to specify your audio/video settings or take a picture. Click on "APPLY" to save your settings. Click on  to close your settings.





As a host, you can tell during a meeting by the color of the icons whether a guest's microphone and camera are activated. White = activated, red = deactivated



During a meeting, click on  and  and under video quality select standard or low quality. Standard quality allows a higher resolution of the video transmission, low quality means less load for your computer.




During a meeting, click on  and  and push the slider to the right, to deactivate sound notifications from Swyx Meeting.

- Click on "GO TO MEETING".
 - ✓ The host receives a request for your participation. As soon as your participation has been confirmed you will be entering the meeting room.
 - ✓ A request may appear to let Swyx Meeting access your microphone and camera settings.



If you have been removed from the meeting by the host, you can request to attend again by clicking on the meeting link in the email and/or entering the meeting ID.




Click on  to display the list of all guests. The host is marked accordingly.

1.10 Selecting the language

You can choose between different languages for the web interface.

To select the language

- Click on .
- Click on .
- Click on the flag symbol.

1.11 Defining audio and video settings

As a guest, you can set your microphone, audio, and camera settings before a meeting, see section 1.9 *Joining meetings*, page 8.

You can edit the settings at any time in Swyx Meeting or define them initially as host.

For the list of recommended audio and video devices, see

<https://service.swyx.net/hc/en-gb/articles/360004151080-Recommended-Audio-and-Video-Hardware-for-Swyx-Meeting> (You must probably be logged in to access the contents).

To define your audio and video settings

- 1 Click on .


See step *Define your audio and video settings.*, page 8.

1.12 Taking a photo

As a guest, you can set your microphone, audio, and camera settings before a meeting, see section 1.9 *Joining meetings*, page 8.

You can take a photo which will be displayed during the meeting, if your video is not activated. If you do not use a photo, your initials will be displayed when the video is inactive.

To take a photo




- 1 Click on .

See step *Define your audio and video settings.*, page 8.


1.13 Muting the microphone and deactivating the camera

You can mute your microphone and deactivate your camera at any time. As a host, you can also deactivate the audio and video transmission of your guests. As a guest, you can call the host's attention to you so that he can reactivate your audio and video transmission, see also *Giving the moderator a hand signal*, page 11.




To mute your microphone and deactivate your camera

- 1 In your video window click on .
- 2 Click on  to mute the microphone.
 - ✓ The icon is crossed out and the other meeting participants can no longer hear you.
- 3 Click on  to deactivate your camera.
 - ✓ The icon is crossed out and the other meeting participants can no longer see you.




Click on  to close your settings.

To deactivate the audio and video settings of a guest

- 1 In the video window of the appropriate guest click on .
- 2 Click on  to mute the microphone.
 - ✓ The symbol appears in red and the guest can no longer be heard.
- 3 Click on  to deactivate your camera.
 - ✓ The symbol appears in red and the guest is no longer visible.

To deactivate the audio and video settings of all guests

- 1 Click on .
 - ✓ The list of all guests appears.
- 2 Move the "Stop video from guests" or "Mute the sound of guests" switch to the right (green) to deactivate the camera or microphone of all guests.



If a switch is set to yellow, the microphone or camera are not deactivated for all guests.





Slide the switches to the left (grey) to reactivate the camera and microphone of all guests.


1.14 Giving the moderator a hand signal

You can call the host's attention, e. g. if he or she has deactivated your audio and/or video settings.

To give the moderator a hand signal

- 1 In your video window click on .
- 2 Click on .
 - ✓ The symbol changes its color to blue and the moderator is notified accordingly.



As a host, click on  and on the hand symbol of the respective guest to start a single chat with the guest.





As a guest, click on the symbol again to withdraw your hand signal.

1.15 Changing the view

You can display one participant's video window or all participants' video windows.

To change the view

- 1 Click on .
 - ✓ The video windows of all participants appear.

- 2 Click on  to display all video windows at the same time in the maximum size.
or
click on a participant's video window to display it in its maximum size.


1.16 Sending messages

You can send messages to all participants or only to certain participants.

1.16.1 Sending messages to waiting guests

As a host, you can also send messages to the waiting room that can be read by guests who have not yet been accepted to the meeting.

To send a message to waiting guests

- 1 Click on .
- 2 Enter your text to the chat window.
 - ✓ The messages can only be read by the waiting guests, not by the meeting participants.

1.16.2 Starting group chats

During the meeting all participants can use the group chat function in the meeting room.

To start a group chat

- 1 Click on .
- 2 Enter your text to the chat window.






The group chat window provides additional information about the meeting history, such as adding guests and starting and stopping audio and video recordings.


1.16.3 Starting private chats

During the meeting, all participants can start a private chat with any other guest or the host.

To start a private chat

- 1 In the video window of the corresponding participant, click on  or  .
- 2 Click on  , if applicable.
- 3 Enter your text to the chat window.



Under the video window of the appropriate guest, click on  to display a chat at any time.



1.17 Sharing files

You can upload files to the meeting room to share them with other participants and download other participants' files.

For the list of file formats, see

<https://service.swyx.net/hc/en-gb/articles/360004099360-File-Exchange-File-Upload> (You must probably be logged in to access the contents).


To share a file

- 1 Drag the corresponding files into the Swyx Meeting window in your browser.
- 2 Click on "Upload".
- 3 Click on  and then on  to download a file.



Click on  to delete a file.



Click on  to display the list of all uploaded files.

1.18 Sharing your screen



You can show the other participants your entire screen or individual applications.

As a guest, you must request screen sharing from the host. As a host, you must confirm screen sharing for guests before they can use the feature.



Mozilla Firefox currently only supports full screen sharing.

To share your screen or an application

- 1 In your video window click on  .
- 2 Click on  .
 ✓ The host may receive a request that you want to share your screen or an application.






As a host, click on  and "ALLOW" to confirm screen sharing for the appropriate guest.

- 3 Click on "SHARE SCREEN" to share your entire screen or a single application window.



If you use Mozilla Firefox, you can only share your entire screen.

- 4 Click on "Share".
✓ The other meeting participants can see your shared content.
- 5 Click on  to display a participant's shared screen in full screen mode and  to exit full screen mode.
- 6 Click on  to stop screen sharing. As a host, you can also stop guest screen sharing.



Click on  to open the participant overview and switch between the shared screen and the participants' video windows.

1.19 Broadcasting videos

You can broadcast videos via Swyx Meeting. As a guest, you must request video broadcasting from the host. As a host, you must confirm video broadcasting for guests before they can use the feature.





This feature is only available with Swyx Meeting 10.



Apple Safari does not currently support video broadcasting.






To broadcast a video

- 1 In your video window click on  .
- 2 Click on  .
✓ The moderator may receive a request that you want to broadcast a video.



As a host, click on  and "ALLOW" to confirm video broadcasting for the appropriate guest.

- 3 Click on "BROADCAST VIDEO".
- 4 Select a video from your file system.
✓ The video is displayed to all meeting participants.

Symbol	Explanation
	Play video for all participants.
	Pause video.
	Adjust volume (only changes your own settings, not those of the other participants).
	View video in full screen mode (changes only your own settings, not those of other participants)
	Exit full screen mode (only changes your own settings, not those of the other participants)
Mute during playback	Mute own microphone during broadcasting. When playback is paused or stopped, your microphone is automatically reactivated.
STOP BROADCASTING	Quit video.

1.20 Recording meetings

As a host, you can record the audio and video transmission of a meeting. All guests are notified of the recording.



When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.



This feature is only available with Swyx Meeting 10.






All participants are notified about the recording via an acoustic signal and an entry in the group chat window.



The recordings are saved in .WEBM format. You can play the format e.g. via Google Chrome or VLC media player.

To record a meeting

- 1 Click on .
 - ✓ The video windows of all participants appear.
- 2 Click on .
 - ✓ The recording starts.
- 3 Click on  to stop recording.
 - ✓ The file is downloaded and stored in your browser download directory.



Drag and drop the file from the directory into an empty browser tab to play it in Google Chrome. Drag the file into the Swyx Meeting browser tab to share the recording with the meeting guests.


1.21 Changing the name

You can change your participant name in Swyx Meeting. As a host, you can also change the names of your guests.

To change your participant name

- 1 Click on .
- 2 Click on .
- 3 Under "name" enter the appropriate name.

To change a guest's participant name

- 1 Click on .
 - ✓ The list of all guests appears.
- 2 Move the mouse pointer over the appropriate guest and click on the pencil symbol.
- 3 Enter the appropriate name.

1.22 Changing the meeting ID

When a meeting is started, a random ID is generated so that only invited persons have access. As a host, you can have the meeting ID regenerated during a meeting.

To change the meeting ID

- 1 Click on .

- 2 Click on .
- 3 Click on .





Alternatively, you can enter a name for the meeting. With this name guests still reach the meeting, even if the ID has changed. This feature is only available with Swyx Meeting 10.

- 4 Confirm with "OK".
 - ✓ The meeting ID has been changed. Guests can no longer reach the meeting with the previous ID or link.
- 5 Click on "Copy room link" or "Copy dial-in link" and send the link via e-mail to the appropriate people.

1.23 Removing guests

As a host, you can remove individual or all guests from the meeting.



To remove a guest from a meeting

- 1 As a host, click on the video window of a guest .
- 2 Click on .
 - ✓ A text appears.
- 3 Enter the a reason.
- 4 Click on "Send".
 - ✓ The guest receives a notification with your reasons.



The guest can ask for participation again at any time.


To remove all guests from a meeting

- 1 In your video window, click on .
- 2 Click on .
- 3 Confirm the query with "Yes".
 - ✓ All guests are removed and all shared files and the chat history is deleted.
 - ✓ The meeting is still started and the guests can join again with the same ID.

1.24 Leaving and ending meetings

You can leave a meeting at any time. As a host, you end the meeting with this action.

To leave or end a meeting

- 1 Click on .
- 2 Confirm the query with "Yes".
 - ✓ When you leave a meeting as a host, all guests are removed and all shared files and chat history are deleted.
 - ✓ Swyx Meeting logs you out and redirects you to the login page.



If you do not end the meeting via Swyx Meeting, but only close the browser, the files are retained. The next time you log in, you will be asked whether you want to keep or delete the files.

For further information on Swyx Meeting see

<https://service.swyx.net/hc/en-gb/articles/360004099360-File-Exchange-File-Upload> (You must probably be logged in to access the contents).