



QUICK START GUIDE

OfficeSuite HD Meeting[®]

OfficeSuite HD Meeting overview

Welcome to OfficeSuite HD Meeting®. Our service combines cloud video conferencing, online meetings and mobile collaboration into one easy-to-use unified platform. Our solution offers the best video, audio and screen-sharing quality across Windows, Mac, iOS and Android™.

Initial set-up

1. Once you sign up for OfficeSuite HD Meeting, you will receive an email. Within the email, click on the link that reads “Click here to activate your account.” Follow the steps to set your password, then start your Test Meeting by clicking ‘Start Meeting Now’. This will download the desktop application to your computer.
2. After logging in to the desktop application, click the **My Profile** tab to add your personal information, upload a photo, and customize settings, then click the **Save Changes** button.

Note: You can save this link to your favorites to get back to this page easily if you desire. You’ll also have the ability to get to this website via the desktop application.

3. Click the **My Meetings** tab. On the far right of the screen, there is a **Start** button. Click on it to start a meeting. Have a look around the OfficeSuite HD Meeting application to get familiar with the options available. End the meeting when you are finished looking around, and you will have a new icon on your desktop.

Getting started

1. Double click on the **OfficeSuite HD Meeting icon** on your desktop to open your OfficeSuite HD Meeting service.

Note: From here, you can start or join screen-sharing meetings, video meetings or schedule meetings from your desktop without having to login via the web.

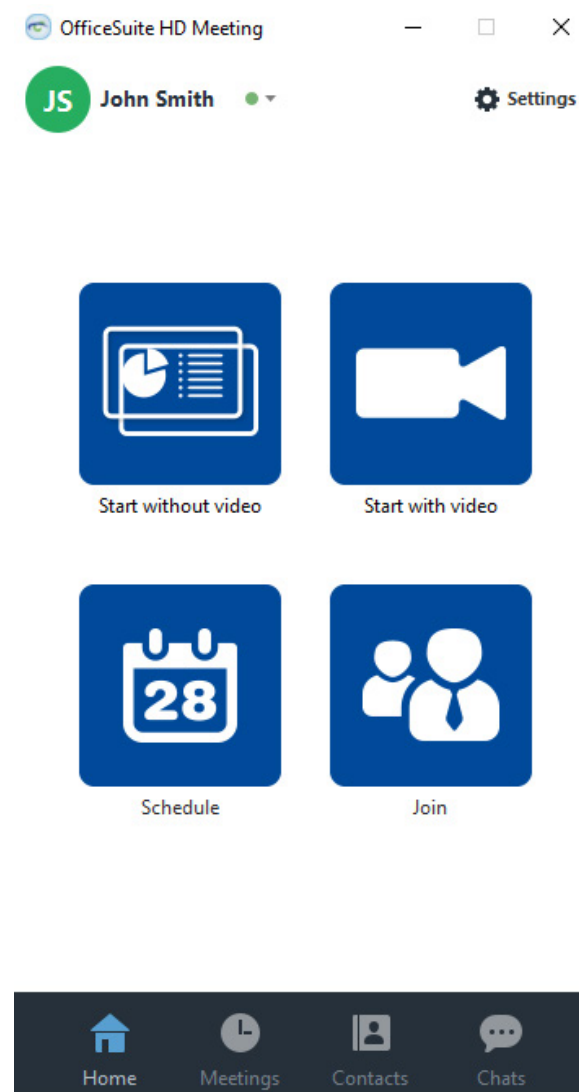
2. Clicking **Start without video** will allow you to show participants anything on your screen that you want to present. Clicking **Start with video** will open a video meeting to start an instant face-to-face conversation with everyone on the call. Click either button to start a meeting.

Note: As a host, you will need to initiate all calls (even audio only calls) from the OfficeSuite HD Meeting web application or from your smartphone.

Use the **Schedule** button to schedule future meetings. Use the **Join** button to join another host's call using his or her meeting ID.

To get more information on using this product, visit:
communities.windstreamenterprise.com/officesuite-uc.

Report any problems to: **1.888.623.8647**.



OfficeSuite HD Meeting best practices

The following tips are our recommendations for hosting the highest quality conference calls.

Audio

TIP 1

To control unnecessary meeting noise after opening the meeting, click the **Mute All** button on the participant list. This will mute everyone on entry. Participants can unmute themselves if you leave the Allow participants to unmute themselves check-box checked.

TIP 2

Personalize your Meeting ID (conf bridge #). When logged in, click the **Meetings** tab, select edit, then select **Change Your Personal Meeting ID** and enter a personalized Meeting ID.

Note: You can customize the last 7 digits. For example, using your 7 digit phone number. The first 4 digits must be 1111.

TIP 3

If a participant's PC microphone or cellular device is picking up a lot of noise, have him or her dial into OfficeSuite HD Meeting using their phone line. To dial in, have the participants click the **Audio** menu option and dial the information on their screen to connect via their phone.

Note: When dialing in using a phone, participants should dial their Participant ID when prompted to ensure they take up only one participant space for both web and audio (otherwise, they will consume two spaces in the conference). Also, by using the Participant ID, the PC microphone will be turned off automatically (otherwise, both the phone and PC microphone will be on for the same user, which could cause more background interference). Click the **Disconnect Computer Audio** button to turn the PC microphone off. Only participants can see their own Participant ID. Their Participant ID can be found at the top of the OfficeSuite HD Meeting window, next to their name on their participant list or under **Audio** on the bottom left of the OfficeSuite HD Meeting window with the rest of the telephone instructions.

TIP 4

If a host or participant is connected to the internet via a non-wired LAN (Wi-Fi for example), disruptions in the audio and video may occur. To avoid these disruptions, connect via a wired LAN connection.

TIP 5

If you use a mobile device to join a meeting, use the **Safe Driving Mode** to mute your device and suppress the video. A large button on the screen will unmute the mobile device when speaking is required.

Video

TIP 1

If you started a video-only meeting, you may want to lock screen share. If you do not lock screen share, anyone on the call can open his or her screen share (even if by accident). To lock screen share, click the **Lock Screen Share** button on the Participant menu option.

TIP 2

If you start a meeting in screen share mode (like you would for a PowerPoint), suppress your participant's video to limit disruption. To suppress video, click the **Hide Video Panel** option under the **More** menu option.

TIP 3

For larger meetings, use the **co-host feature** to assign another user in the meeting hosting privileges. This allows another user to manage the administrative side of the meeting, such as muting participants, locking meeting, or starting/stopping recording.

Recommended equipment

Here is a list of speakers, microphones and webcams that we have tested with the OfficeSuite HD Meeting service. For the best experience possible, we recommend these devices. Your current device may be fine, so we encourage you to test your current setup using Settings on the main panel.

SPEAKERS AND MICROPHONES	
Brand	Model
Plantronics	Calisto 620 USB Wireless Speakerphone
Logitech	USB Headset H530 with Premium Laser-Tuned Audio
Phoenix Audio	DUET MT202-PCO USB Speakerphone
WEBCAMS	
Brand	Model
Logitech	HD Pro Webcam C920
Microsoft	LifeCam Studio 1080p HD Webcam (Q2F-00013)
Logitech	HD Pro Webcam C910

Additional assistance

More questions? [Click here](#) to view the User Guide.

Visit OfficeSuite's [Community](#) for FAQs.

About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

For more product help, visit windstreamenterprise.com

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