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, Chromebook, 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 “Activate Your OfficeSuite HD Meeting 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 **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. Simply end the meeting when you are finished and a new icon will appear 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 **New Meeting** will instantly start a meeting where you can meet face-to-face with participants and share your screen. Click the down arrow to the right to choose to start your meeting with or without video and choose whether to use your Personal Meeting ID.

   **Note:** As a host, you will need to initiate all 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.

   Use the **Share** icon to quickly join a meeting showing meeting participants your screen. After you click Share you will be prompted for the meeting id before you can share your screen. When you end your screen share you are removed from the meeting.

   To get more information on using this product, visit: [communities.windstreamenterprise.com/officesuite-uc](http://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**
Customize your Personal Meeting ID (PMI). When logged in, click the Meetings tab then highlight your Personal Meeting ID. Click the Edit icon to modify your PMI number. You can change other personalized meeting id settings such as Video and Audio options.

*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 up arrow to the right of the Audio icon on the command bar. Choose the Switch to Phone Audio menu option and dial the information on their screen to connect via their phone.

*Note:* When dialing in using a phone, participants should enter 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 prevent participants from screen sharing. If you don’t prevent screen sharing, anyone on the call can open his or her screen share. To prevent participants from screen sharing, click the up arrow to the right of Share on the command bar. Then choose the Advanced Sharing Option. Then choose the Only Host radio button.

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 Thumbnail Video option at the top of the video panel.

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, headsets, 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

<table>
<thead>
<tr>
<th>Brand</th>
<th>Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poly</td>
<td>Calisto 3200, 5200, 7200; Trio 8500, 8800; Voxbox Speakerphone</td>
</tr>
<tr>
<td>Logitech</td>
<td>P710e Speakerphone</td>
</tr>
<tr>
<td>Jabra</td>
<td>Speak 810, 710, 510 or 410 Portable Speakerphone</td>
</tr>
</tbody>
</table>

### WEBCAMS

<table>
<thead>
<tr>
<th>Brand</th>
<th>Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logitech</td>
<td>C930E Business 1080p Webcam with wide field of view and digital zoom</td>
</tr>
<tr>
<td>OWLLabs</td>
<td>Meeting Owl Pro with 1080p resolution and 360 degree in room sound</td>
</tr>
<tr>
<td>Logitech</td>
<td>Brio Ultra HD Pro 4K Webcam with HDR</td>
</tr>
</tbody>
</table>

### HEADSETS

<table>
<thead>
<tr>
<th>Brand</th>
<th>Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jabra</td>
<td>Engage or Evolve Series</td>
</tr>
<tr>
<td>Poly</td>
<td>Voyager 4210, 5200, Focus UC, 8200 UC</td>
</tr>
<tr>
<td>Logitech</td>
<td>H820e, H570e, Zone Wireless</td>
</tr>
</tbody>
</table>

### Additional assistance

Visit the OfficeSuite UC 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