# Admin Video Conferences

## Division of Information Technology

www.csu.edu.au

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) Provider Number for Charles Sturt University is 00005F. **ABN: 83 878 708 551**

# Table of Contents

**www.csu.edu.au**
CRICOS Provider Numbers for Charles Sturt University are 00005F (NSW), 01947G (VIC) and 02960B (ACT).  ABN: 83 878 708 551

1

## Navigating This Guide

A table of contents has been provided to allow easy navigation of this document. Wherever possible, links to other user guides and online resources have been provided.

## Introduction

All conferences are based around a system of virtual meeting rooms (VMRs). A VMR should be thought of like a traditional meeting room, but instead of a physical table and chairs, it is a virtual space that allows meeting participants to interact with each other in much the same way.

The Conference.CSU portal allows you to use a web browser to connect to a CSU admin video conference, whether you are on a CSU campus, working from home or even on the other side of the world.

As well as joining from a web-browser, you can also join any Admin Video Conference using Skype for Business, Phone or a mobile device.

## Getting Started

To access a video conference via the web, all you need is an up-to-date version of your preferred browser as well as a webcam and headset.

**Google Chrome is the recommended browser for accessing Conference.CSU**.

Webcams and headsets suitable for desktop videoconferencing can be purchased from the CSU Computer shop.

The following web browsers are supported for use with Conference.CSU:

- Google Chrome (version 27 and later)
- Mozilla Firefox (version 38 and later)
- Microsoft Internet Explorer (version 10 and later)
- Apple Safari (version 6 and later)

Firefox, Internet Explorer and Google Chrome are all available for installation from the Install Software shortcut on CSU computers.

An up-to-date version of Adobe Flash is required when using Internet Explorer or Safari.

## Using CSU Conferencing

There are two primary ways in which the CSU Conferencing system can be used:

- Scheduled Admin Conferences via Microsoft Outlook. These conferences will normally involve video conference rooms across the various CSU campuses and are the focus of this guide.
- Personal Video Conferences, generally using the VMR of the conference organiser.

**www.csu.edu.au**
CRICOS Provider Numbers for Charles Sturt University are 00005F (NSW), 01947G (VIC) and 02960B (ACT).  ABN: 83 878 708 551

2

# Scheduled Conferences

When a video conference meeting is booked via Microsoft Outlook 2013, your conference participants will be sent a meeting notification email that contains your conference access ID.

The notification email will contain the conference ID in the following format:

**http://conference.csu.edu.au/XXXXXX**

Clicking on the conference ID link will launch your default web browser and a page similar to the following will be displayed. This is the Conference.CSU portal and is the recommended method for joining an Admin Video Conference from your desktop.
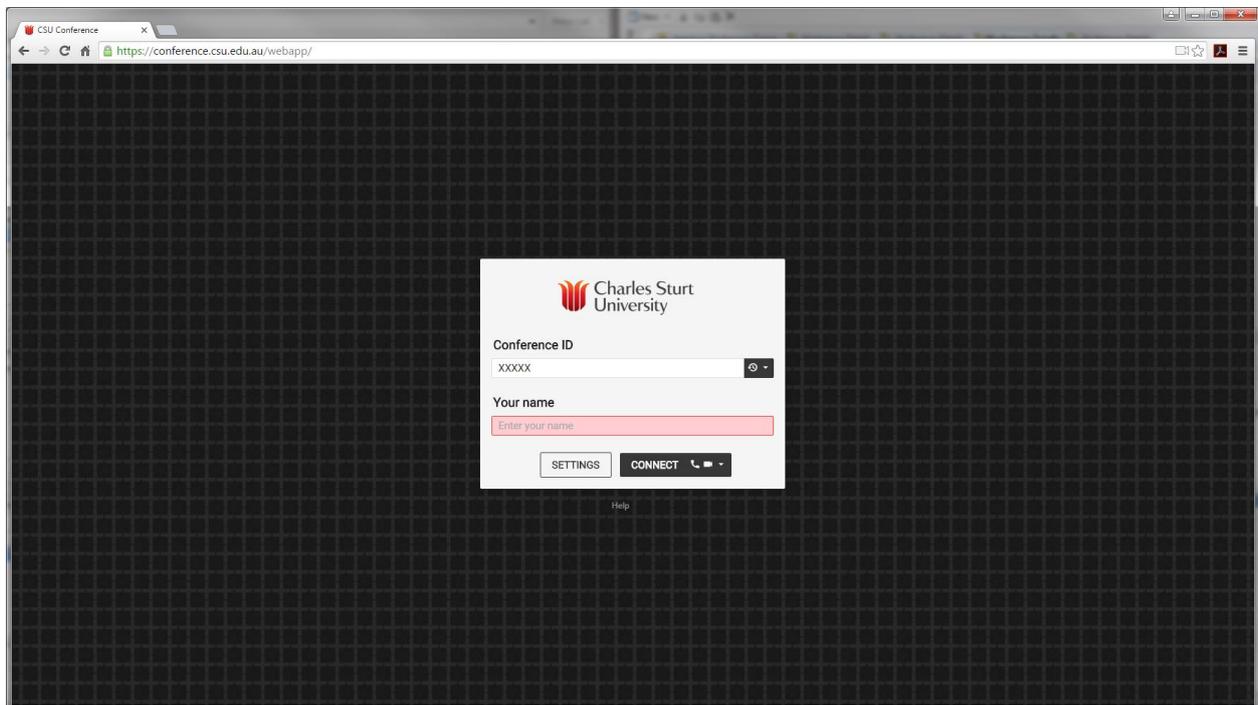


The conference ID has been pre-loaded in the Conference ID field and the **Your name** field is blank and highlighted.

Once you have entered your name and verified that the conference ID is correct, you will need to select your desired call option from the drop-down menu next to the Connect button.

The three call options are:

- Audio Only
- Video & Audio
- Video/Audio Off

**www.csu.edu.au**
CRICOS Provider Numbers for Charles Sturt University are 00005F (NSW), 01947G (VIC) and 02960B (ACT). ABN: 83 878 708 551

3

If you wish to connect to the VMR first and then select a call option, select the Video/Audio Off option and click **Connect.** This is the recommended option.

**Please Note:** VMRs for scheduled (booked) Admin conferences (involving CSU VC rooms) are automatically generated 5 minutes before the scheduled start-time of the conference and will remain active until a conference reaches its scheduled end-time.

Once you are connected to the meeting, you will see a screen similar to the following. From here you can:

- see who is connected to the conference,
- share content with other participants in the conference,
- use the call controls to interact with the conference participants using audio, video or both, and
- send chat messages to all participants in the conference.
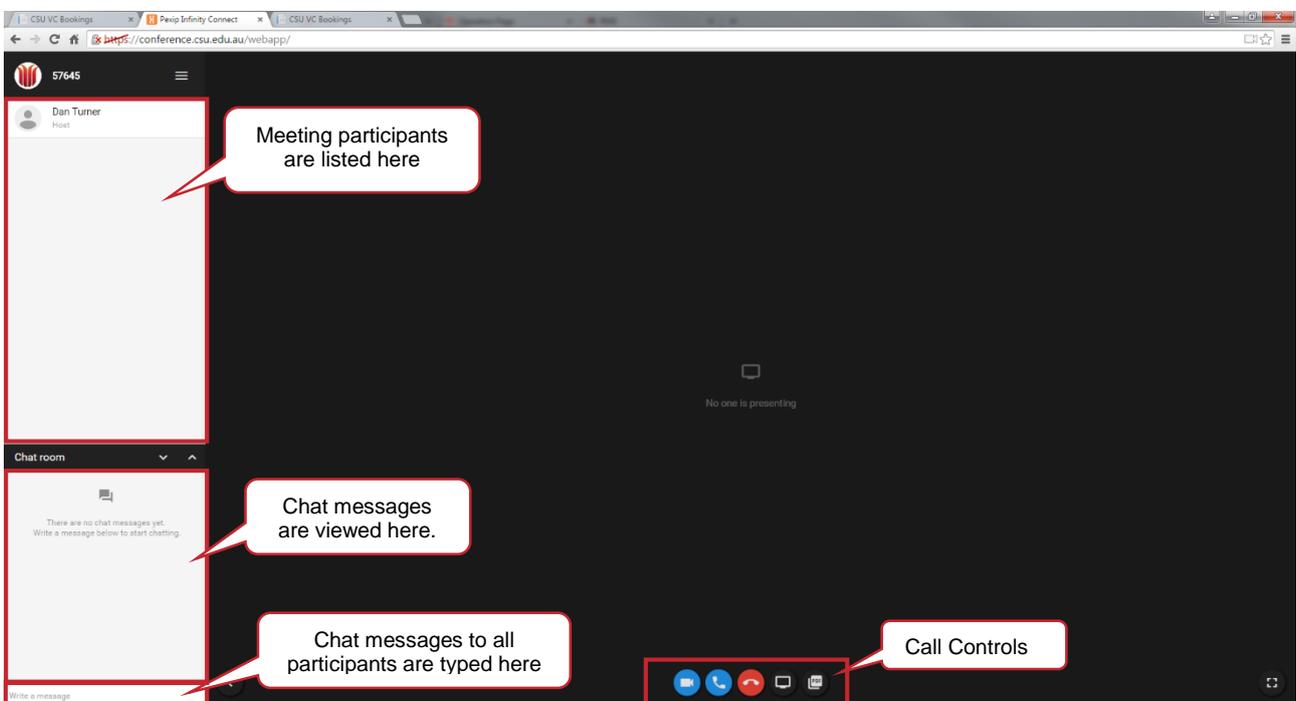


Once you have accessed the VMR, you can use the call controls at the bottom of the window to connect to the conference. You can connect using audio and video, or audio only.

Selecting video camera button will prompt you to share or allow the browser to access your webcam and microphone. If you allow access to both, you are connected to the meeting as a video participant.

By selecting the audio-only button , you will be prompted for access to your microphone only. Once access is approved, you will be connected to the meeting as an audio-only participant.

When selecting the disconnect button , you will be disconnected from the meeting completely and terminate any desktop sharing.

**www.csu.edu.au**
CRICOS Provider Numbers for Charles Sturt University are 00005F (NSW), 01947G (VIC) and 02960B (ACT). ABN: 83 878 708 551

4

There are also two additional functions available (depending on which browser you use), which allow you to share the desktop of your computer with all participants in the conference. As mentioned previously, Google Chrome is the recommended browser for use with Conference.CSU.

The [icon] button is only available when Conference.CSU is accessed via Google Chrome. Clicking on it will display a menu screen which allows you to choose a particular monitor/screen or document to share with the meeting participants.

The [icon] button will open the window shown below. This allows you to browse for a PDF, Word Document or image file and share it with the meeting participants. This feature is available in all browsers.
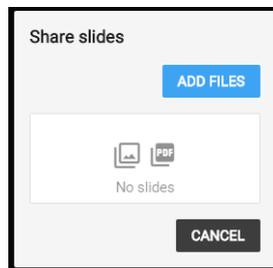


**Please Note:** While Conference.CSU does provide desktop sharing options, Bridgit is currently the preferred desktop and file share option for all conference types.

When any call option is selected before or after connecting to the meeting, your web browser will display a prompt asking for permission to share audio and video devices. This is necessary in order for your browser to use your webcam and microphone to participate in the conference. If you routinely utilise a laptop, you may need to change your default webcam (e.g. internal webcam at the top of the laptop screen which is not normally available when the laptop is docked and closed).

- In Google Chrome: If you need to select a specific webcam or microphone, click the gear icon at the bottom left of the window. Once the desired devices have been selected, click the Start button to make these available to the browser for use in the conference.

**www.csu.edu.au**
CRICOS Provider Numbers for Charles Sturt University are 00005F (NSW), 01947G (VIC) and 02960B (ACT).  ABN: 83 878 708 551

5

- In Firefox: Dropdown menus allowing you to select your desired webcam and microphone are displayed. Once you have selected the desired devices, click on the **Share Selected Devices** button to make these available for use.



- In Internet Explorer and Safari: Select the **Allow** option as highlighted below and then use the tabs at the bottom of the Flash Player settings prompt to select your desired webcam and microphone. Once you have selected the desired devices, click on the **Start** button to connect.



## Advanced Features

In addition to the features discussed above, Conference.CSU provides a number of other advanced features.

## Calls from Skype for Business

Any meeting invitee can connect using Skype for Business by clicking the relevant link in the body of the meeting request, or by clicking the conference name on the VCBookings page.

In addition, they can also use the following method to find and join the conference.

1. Open Skype for Business,
2. Enter the ID for the required VMR in the Find Someone box, using the format **meetingID@video.csu.edu.au,**
3. Double click on the found contact to open a chat/call window, and
4. Click on the blue camera button to initiate a video call from Skype for Business to the VMR.
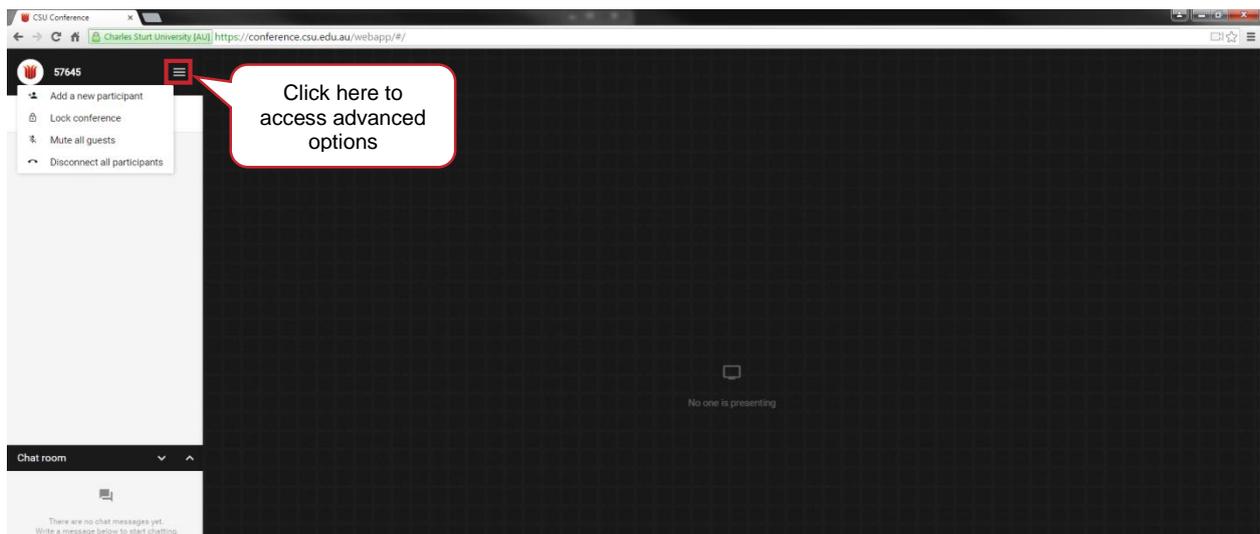
## Calls from Skype Personal

If you have an external colleague or student you wish to meet with, they can join the conference using Skype Personal. Follow the steps below to find out how someone can connect to an Admin Video Conference using Skype.

1. Open Conference.CSU and access the conference VMR,
2. Provide your external contact with the VMR ID using the format **meetingid@video.csu.edu.au,**
3. Your external contact will need to open Skype and using the Add Contact feature, search for you using the ID you have provided. Once found, they can initiate a video or audio call to the VMR.

## Calls to Skype for Business

In some instances, you may wish to call a colleague via Skype for Business rather than having them dial into the conference. This is done using the **Add a participant** feature of Conference.CSU.

To access this feature, first log into the conference VMR via Conference.CSU. Once you have done so, click on the 3 horizontal bars at the top left of the VMR window, as shown below.



After clicking on the advanced options menu, select the **Add a new participant** option.

**www.csu.edu.au**
CRICOS Provider Numbers for Charles Sturt University are 00005F (NSW), 01947G (VIC) and 02960B (ACT).  ABN: 83 878 708 551

7

Select the **Skype** option using the dropdown menu on the left side of the window, then enter the full skype ID of the person you wish to call. This must be in the format username@domain (e.g. to dial another CSU staff member, you would use the format **user01@csu.edu.au**)

Once you have entered the ID of the person you wish to contact and clicked OK, the VMR will attempt to call that person via their Skype for Business client.

## Connecting by Phone

If you have a colleague who is away from their desk and unable to join your meeting via web browser, Skype for Business or Skype; it is possible for them to dial into the conference by phone.

To do so, they will need to dial **37555** if calling from a CSU phone or **02 6933 7555** if dialling from an external phone or mobile. When prompted for a conference ID, they should enter the conference ID.
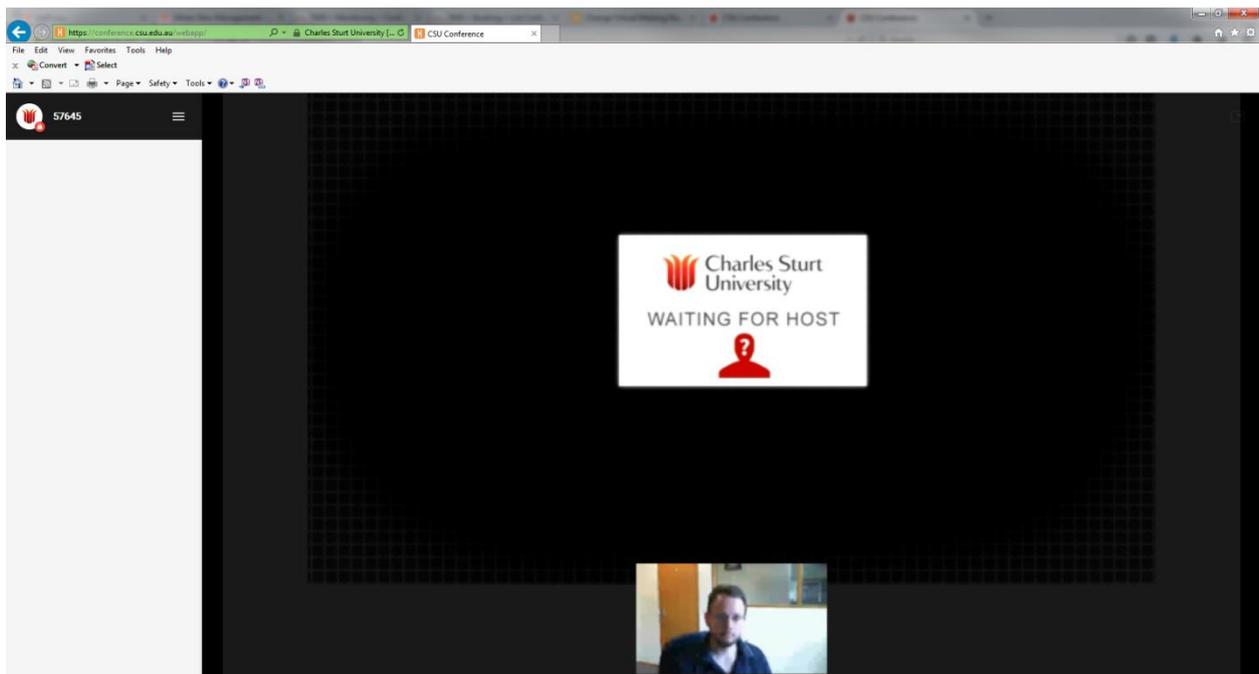
**Note:** The conference ID is also available from the VCBookings page.

## Locking the VMR/Conference

Under certain circumstances, you may wish to lock the conference VMR to prevent anyone from being able to automatically join a conference you are running.

Locking a conference will prevent incoming calls from accessing the VMR/conference without being accepted by the conference or VMR owner. This is done by accessing the advanced options menu as shown above and selecting the **Lock Conference** option.

With the conference locked, an incoming call from a web or Skype client will see a screen similar to one on the following page.

**www.csu.edu.au**
CRICOS Provider Numbers for Charles Sturt University are 00005F (NSW), 01947G (VIC) and 02960B (ACT).  ABN: 83 878 708 551

8

The meeting owner will need to accept the incoming call by:

1. Accessing the meeting VMR via Conference.CSU,
2. Scrolling their mouse over the name of the incoming caller, and
3. Clicking on the green accept button (shown below).
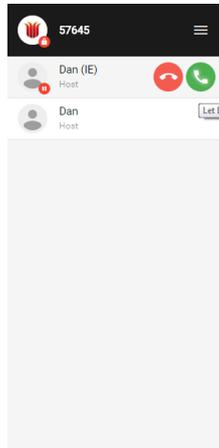


A waiting incoming call has a small red Pause icon displayed next to the avatar (picture) of the incoming caller and a small red lock is displayed at the top left (next to the VMR ID).

## Ending the Conference

Currently, the CSU Conferencing system does not provide a warning when the scheduled end time of the conference approaches. DIT suggest that one of the conference attendees should be made responsible for timekeeping and advising the other participants when the end of the meeting approaches.

At the end of an Admin Video Conference, all scheduled VC rooms will disconnect from the meeting, however participants who have connected using a web-browser, Skype for Business or any other method will remain connected. In the event that DIT are unable to extend your meeting due to one or more conflicting bookings, you may be able to arrange for the bulk of your participants to dial back in via alternate methods.

## Troubleshooting

Advice on troubleshooting specific issues with Conference.CSU.

**Webcam Issues**
1. Ensure that your webcam is correctly plugged in. It may be helpful to disconnect and then re-connect it to your PC, and
2. Close and then re-open your web browser, then re-open Conference.CSU.

Try an alternate web browser if possible. If you are using Internet Explorer or Safari, verify that Adobe Flash is installed on your computer.

**Note: DIT recommend Google Chrome as the preferred browser when using Conference.csu**

**Microphone Issues**
1. Ensure that your headset is correctly plugged in. It may be helpful to disconnect and then re-connect it to your PC, and
2. Close and then re-open your web browser, then re-open Conference.CSU.

Try an alternate web browser if possible. If you are using Internet Explorer or Safari, verify that Adobe Flash is installed on your computer

**Sound Issues**
DIT recommends that a headset be used for desktop videoconferencing via Conference.CSU or Skype for Business

1. Ensure that your headset is correctly plugged in. It may be helpful to disconnect and then re-connect it to your PC, and
2. Close and then re-open your web browser, then re-open Conference.CSU.

Try an alternate web browser if possible. If you are using Internet Explorer or Safari, verify that Adobe Flash is installed on your computer.

Verify that the correct playback device is set in the sound options on your PC. Contact the IT Service Desk for assistance with this step if you are unsure.

**Connection Issues**
- Verify that you are using the correct conference or VMR ID
- When connecting to a VMR using Skype or Skype for Business remember you to enter the conference ID in the format ID@video.csu.edu.au
- If you are unable to access the Conference.CSU page on a laptop, ensure that you do not have both wired and wireless network connections active
- If Skype or Skype for Business is dropping out ensure that you have a stable internet connection and that there is only one active connection on your computer

If the suggested steps above do not resolve the issue, please feel free to contact the IT Service Desk for assistance.

# Frequently Asked Questions

**Can I connect to a conference before it is scheduled to start?**

The VMR for scheduled conferences can be accessed 5 minutes prior to the commencement of the conference.

**Will VMRs for scheduled conferences automatically disconnect?**

Yes, the VMR generated for use with a conference scheduled via Outlook or https://www.csu.edu.au/division/dit/vcbookings will be de-established or terminated once all participants have disconnected. Any VC rooms that have been booked for the conference will disconnect at the scheduled end-time of the conference.

**www.csu.edu.au**
CRICOS Provider Numbers for Charles Sturt University are 00005F (NSW), 01947G (VIC) and 02960B (ACT). ABN: 83 878 708 551

10

# Further Assistance

For further assistance, please contact the [DIT Service Desk](#) during business hours.

Monday to Friday - 8am - 6pm (AEST)
**Extended support hours during Session 1 & 2**
Monday to Thursday - 6pm - 9pm
**Local Call Australia wide:** 1300 653 088
**International:** + 612 6338 4357
**CSU Internal:** 84357

# Glossary

VMR – Virtual Meeting Room

Skype for Business – The Business/Professional version of Microsoft Skype

**www.csu.edu.au**
CRICOS Provider Numbers for Charles Sturt University are 00005F (NSW), 01947G (VIC) and 02960B (ACT). ABN: 83 878 708 551

11