

Using VidyConnect

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Table of Contents

Contents

What is VidyoConnect? 4

Requirements 4

Downloading & Installing the VidyoConnect Software Client 4

Accessing Your Virtual Room..... 4

Inviting Guests 4

Instructions for Guests 5

 Steps to Using VidyoWeb for Google Chrome 5

 Teleconferencing 5

 (Alternative) Steps to Using VidyoConnect for Desktops/Laptops and Mobile Devices 5

What is VidyoConnect?

VidyoConnect is a meeting solution that allows users to host online meetings from their laptop/desktop machines, tablets, and smartphones.

Requirements

- A VidyoConnect Account to host a meeting (provided by Engineering IT)
 - o Guests joining a meeting do not require an account
- VidyoConnect software client
- A Windows or macOS machine with a camera, microphone, and speakers
- A smartphone or tablet with Android or iOS
- Google Chrome (v48 or higher)
- High-speed internet connection
- All other communication applications are turned off (E.g. Skype, Google Hangouts, Zoom, etc.)
- Uninstall previous installations of VidyoMobile and VidyoDesktop from your device

Downloading & Installing the VidyoConnect Software Client

1. For first-time PC users, visit maceng.vidyocloud.com/ and click Download
 - a. For mobile users, visit the App Store/Google Play Store and download **VidyoConnect**
2. Open the VidyoConnect installation file and follow the step-by-step installation process
3. If a portal is requested, enter maceng.vidyocloud.com
4. If you do not have a VidyoConnect account or forgot password, contact engit@mcmaster.ca

Accessing Your Virtual Room

1. Open the VidyoConnect application → enter VidyoConnect username and password → Sign In
 - a. To change password, Sign in from the software client → select the gear icon at the top right → Account → Change Password
2. Select Rooms tab → select your room → click Join
 - a. If prompted, allow access to the camera and microphone

Inviting Guests

1. Open the VidyoConnect application → enter VidyoConnect username and password → Sign In
2. Select Rooms tab → select your room
3. Click **Send invitation**
 - a. Your default email client will appear containing your room link and teleconferencing information
4. Enter your participant's email addresses and click send

If your email client is unable to forward the VidyoConnect invitation, follow the steps below and send the supplemental remote participant instructions (next page):

For video conferencing

- Copy your Room URL and send it to your guests.
 - o Your room link can be found below the Join button

For teleconferencing

- Send the toll-free number with your VidyoConnect Extension
- Canada/US Toll-Free: 1 (800) 906-4077, VidyoConnect Extension, then #
 - o If you don't have a VidyoConnect extension, contact engit@mcmaster.ca

Instructions for Guests

Below are supplemental instructions for your guests. Kindly forward them when needed.

Note: Guests can join a meeting without a VidyoConnect account.

Guests have 3 options to join your virtual room:

1. VidyoWeb using Google Chrome
2. Teleconferencing
3. VidyoConnect for Desktops/Laptops and Mobile Devices

Steps to Using VidyoWeb for Google Chrome

1. Open the provided room link in Google Chrome
2. Click “Join via browser” or “Join via your browser instead.”
 - a. **Note: Do not click Join via the app**
3. A pop-up will appear asking to use the microphone and camera – click “Allow”
4. Enter Display Name (choose a name for others to identify you)
5. Click “Join”

Teleconferencing

1. Canada/US Toll-Free: 1 (800) 906-4077, VidyoConnect Extension, then #
 2. Wait for the automated message to complete before communicating
- Other Country Dial-in list: <https://support.vidyocloud.com/hc/en-us/articles/115003788268>

(Alternative) Steps to Using VidyoConnect for Desktops/Laptops and Mobile Devices

1. For first-time PC users, visit maceng.vidyocloud.com/ and click Download
 - a. For mobile users, visit the App Store/Google Play Store and download **VidyoConnect**
2. Open the room link from the email
3. Depending on your device, press “Join via the app” or “Join the call”
4. Press “Open VidyoConnect” when prompted
5. Enter your name (choose a name for others to identify you), agree to the terms, conditions, and privacy policy
6. Click “Join”