



REMOTEMEETING USER GUIDE

PC User Guide



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NOTE

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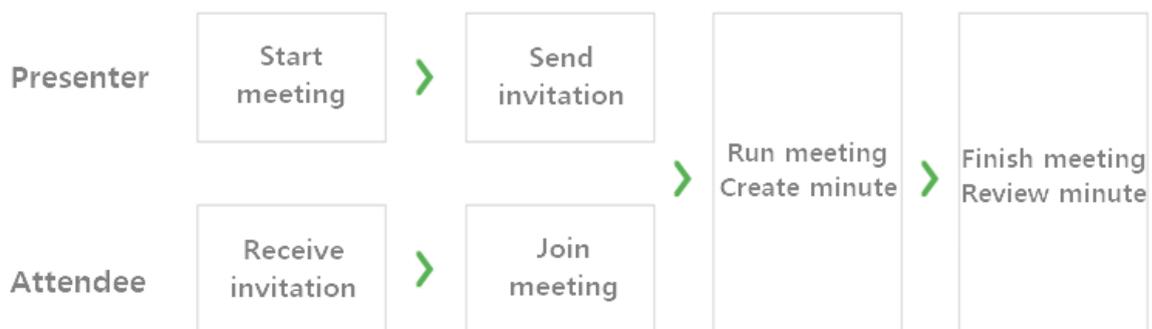
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1. What is RemoteMeeting?

1.1. Introduction

RemoteMeeting is a video collaborative web service developed by Rsupport, the company with the best remote control technology in the world. With RemoteMeeting, you can see each other, share screens, presentations as well as documents. RemoteMeeting works 100% in the web environment without any program installation. It is a new concept of video conferencing service that combines the advanced web technology of HTML support based on HTML5 standard technology, and Amazon's cloud infrastructure. Of course, iOS, Android, and other smart devices can be used anytime and anywhere through dedicated applications. This User Guide describes how to use the service on your PC.

1.2. RemoteMeeting service flow



1.3. Specification and Requirements

These are the basic requirements to use RemoteMeeting.

PC environment

OS: Windows 7 or later, Mac OSX 10.15 or later

CPU: Dual-core 2.4GHz or faster

RAM: 4GB or more

Web browser: Chrome 60.0 or later, Edge 80, Whale 2.8 or later, Safari 15 or later

Internal or external camera / internal or external microphone / internal or external speaker or headphone / earphone

Network

Bandwidth: Minimum 2Mbps, Recommended 8Mbps

(depends on the total number of attendees. Unrestricted network environment is recommended).



Participants can join the meeting without a camera, microphone, speaker, or headphone, but they will not be able to send their video or sound to the other parties.

1.4. Free trial (create group admin account)

To group users to share the meeting room list or meeting history, then a group admin must be created. Once created, log in with the admin account and add users to the Admin console.

Refer to the steps below on how to create the admin account.

Agree

You have to agree to Terms of Service and Privacy Policy to use RemoteMeeting service.

* Select the country. [Why do I need to select the country?](#)

United States

Terms & Agreements [All](#)

CHAPTER I GENERAL PROVISIONS
Article 1 (Purpose)
The purpose of these Terms of Service is to set forth the terms of use and applicable process between RSUPPORT Co., Ltd. (the "Company") and the Member, and the rights, obligations and other necessary matters applicable to the Company and the Member, in connection with that certain Service (as defined in Article 2, Paragraph (e), hereof) provided by the Company.

Privacy Policy [All](#)

We believe your business is no one else's. Your privacy is important to you and to us. So we'll protect the information you share with us. To protect your privacy, RSUPPORT follows different principles in accordance with worldwide practices for customer privacy and data protection.

1. We won't sell or give away [YOUR NAME], mail address, phone number, email address or any other information to anyone.
2. We'll use state-of-the-art security measures to protect your information from unauthorized users.

I agree to Terms of Service and Privacy Policy.(required)

I agree to receive marketing information (optional).
By subscribing, you consent to receiving newsletters with helpful usage tips, video conferencing applications, membership benefits, and other special offers.
You may withdraw your consent or unsubscribe at any time from your profile settings.

Agree

[Service agreement Screen]

After agreeing to the terms and conditions, enter the required information on the registration form and submit it to create the account.

1.4.1 Sign up with Email

To create an admin account, users must enter a valid email address. This email address will be verified to be valid, and sign-up will be completed after the verification is completed.

1. Email is a required field. Users must enter a valid, current email address.
2. Password is a required field. Password must be 8 to 24 characters and a

combination of numbers and special characters.

3. Enter the admin name and department.
4. Enter the group name.
5. Enter a contact phone number.
6. Press the [Submit] button to send all the information.

Once submitted, the user will receive a verification email to the entered address and the moved to the email verification page.

- Sign-up email authentication
 1. Select the [E-mail verification] button in the verification email to complete the group administrator account creation.
 2. Registration completion page is displayed if account has been created successfully.
 3. Select the [Register group user] button on the registration completion page to open the admin page and register users to join the group.

1.5. Presets

1.5.1 Log in

Select the 'Log in' link to open the login window.

There are two ways to log in: email address or linked Google account.

- Log in with email and password
 1. By pressing the “Sign in” link on the main page
 2. Enter the email and password used during the signup. Press the [Log in] button to complete.
- Log in with Google sign in
 1. Select the ‘Login’ link at the top right of the brand site.
 2. Press the [Google sign in] button.
 3. From the pop-up window, select the linked account for RemoteMeeting.

If the logged-in Google account is not linked with the RemoteMeeting account, a notification pop-up stating that the account is not currently linked, and cannot be logged in.

Notice



Account that you are trying to sign in with is not linked.

*If you are a member, sign in and link your account in "Profile".
If you are not a member, sign up first and then link the account.



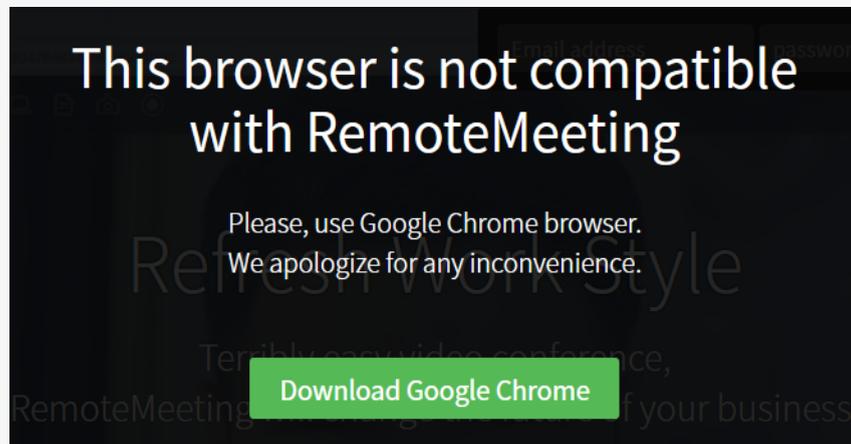
[Notification displayed when Google account is not linked with RemoteMeeting account]

- Select the [Register as a member] button to be directed to membership sign up page.

- Select the [Login] button to return to the login window.



The following message will be displayed if the service is accessed from a non-supported browser. Try using a compatible Chrome browser.



Press the link below to download Chrome browser.

<https://www.google.com/chrome/>

1.5.2 Camera / microphone

1. Sign in to RemoteMeeting
2. Select the [Allow] button in the permission request to use the camera/microphone.
(The permission request is displayed only once for the first time after logging in to RemoteMeeting.)



[Request for permission to use camera/microphone]

3. Select the configuration button (⚙️) on the right screen to select the desired camera or microphone and save it.

1.5.3 Speaker / earphone

1. Right-click on the speaker icon in the system tray and select Playback Device.
2. Make sure that the device you want to use (speaker or earphone) is set as the

default device. If it is not set as the default device, refer to Earphone sound on speaker (or vice versa).

3. Right-click on the default device (the speaker or earphone you want to use) and select Test to make sure it sounds correct.

1.5.4 Profile

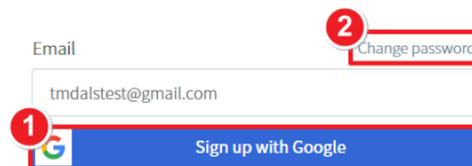
1. Sign in to RemoteMeeting
2. Click the person icon that appears in the top right corner of your browser
3. Select **User profile**.
4. To set a profile, you can import an image or take a picture in addition to the default image provided.
5. Select an avatar to use in the meeting.
(Your avatar is displayed when Avatar mode is activated during a meeting.)
6. Enter a new nickname to change.
7. If you wish to change the marketing status, you can opt-in and out from the option.
8. Click [Save] to finish.

1.5.5 Account settings

On the profile setting page, scroll down to “Account settings”.

You can sign up with a Google account(❶) or change the password(❷).

Account settings



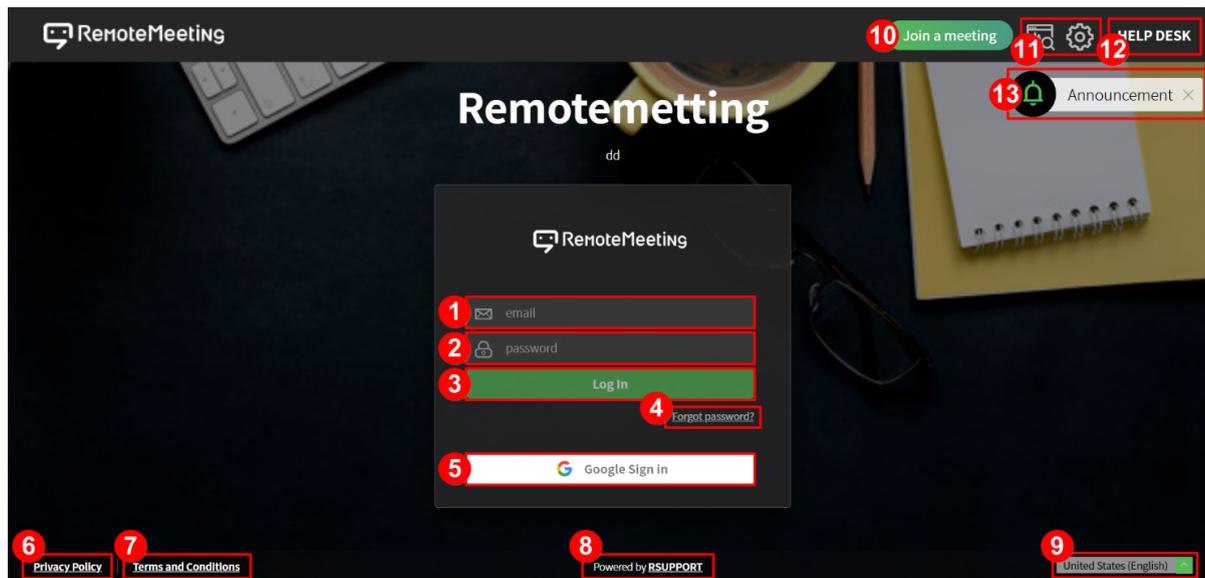
[Account settings Screen]

- Sign up with Google
 1. Press the [Sign up with Google] button.
 2. Select the account to use for Google sign-in.
 - * This will now be the account linked to RemoteMeeting.
 3. Once linked, you will see a notification saying the account has been connected successfully.
- Remove Google sign in
 1. Press the [Remove Google sign in] button.
 2. The account unlinking confirmation popup is displayed. Press [OK] button to cancel the account linkage.

1.6 Connection page

The initial access page can be changed through the access page setting menu in the

group information of the admin page. Users in the group can access the access page through the set URL.



[Connection Page]

No	Name	Description
①	Email	type the email address. Up to 50 chars allowed.
②	Password	type the password (6~50 chars using alphabets and numbers)
③	Log in	button is enabled when email and password are entered.
④	Reset password	use this option to reset the password.
⑤	Google sign in	sign in using the Google account. The Google account must be linked to RemoteMeeting.
⑥	Privacy Policy	displays the privacy policy information.
⑦	Terms and Conditions	displays the terms and conditions for the service.
⑧	Powered by RSUPPORT	displays the company information.
⑨	Language	select between Korean, Japanese, English.
⑩	Join a meeting	enter the connection code manually to join a specific meeting.
⑪	Test connection / camera / microphone setting	for a more stable connection and use of devices, use this option to pre-check the environment.
⑫	Help Desk	displays the FAQ/Contact Us/Notification.
⑬	Notification	displays the notification messages. Press the “X” button to hide it.

1.7 Live demo

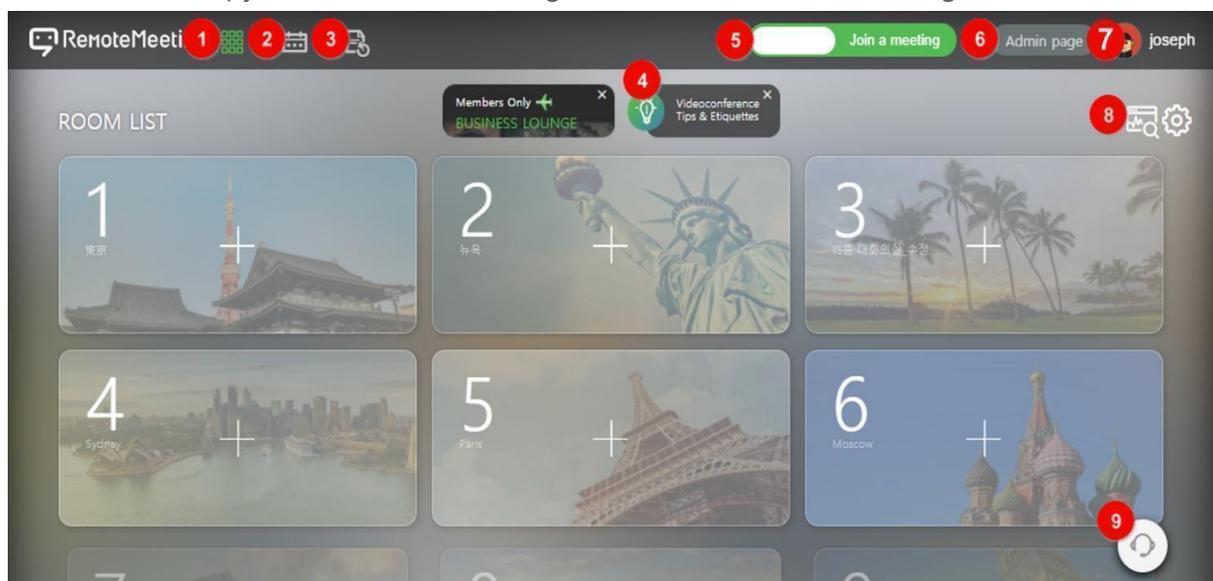
Artificial intelligence AI '(Aru)' is an option that guides the users through technical characteristics and various key features of RemoteMeeting. Users can experience a two-way video conference with Aru without installing a separate program and be part of a 100% identical to the actual conference.

1. Select the [AI Meeting Experience] button on the website.
2. Experience RemoteMeeting in advance through Aru two-way video conference.

1.8 Introduction to the Lounge

The lounge is the initial screen after logging in.

From this screen, you can start a meeting or enter the desired meeting room.



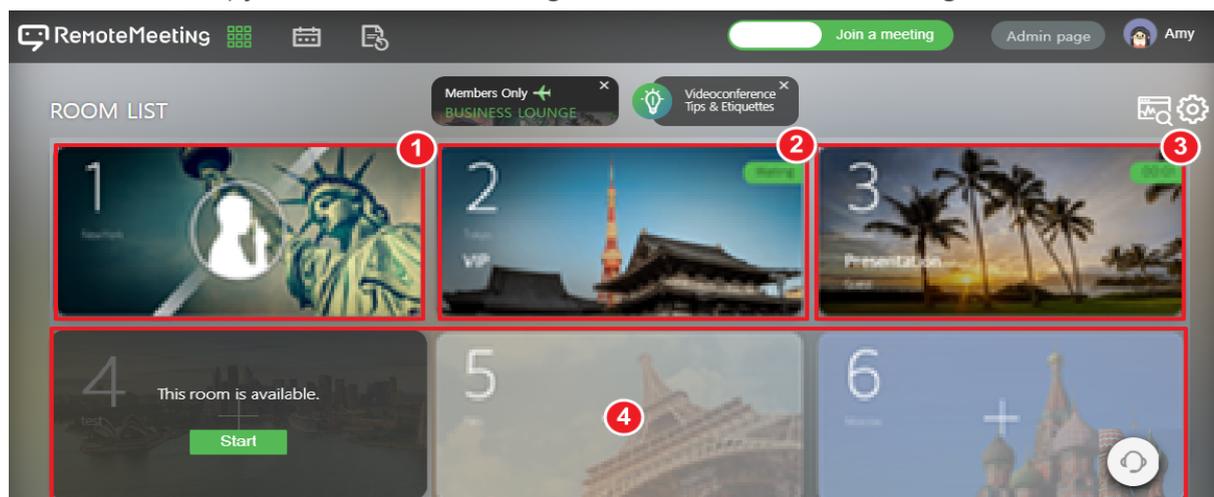
[Lounge Screen]

No	Name	Description
①	Room icon	This is the default menu displayed after logging in. Press this to see the list of rooms in the lounge and click on it to start or join a meeting.
②	Schedule icon	Press this to see the registered meeting schedule in card or calendar format. You can schedule, edit, or delete meetings.
③	History icon	Press this to see the minutes, captured screen, and recorded video from the meeting.
④	Video Conference Tips & Etiquettes	shows a page with basic rules and etiquettes for a more professional and pleasant online meeting.
⑤	Start / Join meeting	Press this to easily start and join the meeting. Simply, enter the access code and join the meeting or create your own

		meeting room.
⑥	Admin page	Opens the Admin page of the group to which the account belongs. It is visible to administrators only.
⑦	Profile image	It shows the profile image of the account. Click the profile image to see the Profile Settings and Sign Out options.
⑧	Connection diagnosis, Camera / Microphone Setting	Press this to diagnose the current user's environment and configure the camera / microphone.
⑨	Request Remote Support	Press this to open the Remote Support Service page. If you have an unresolved issue, you can connect with an agent and request remote support.

1.9 Creating a meeting room

In the lounge, you will be able to see the meeting room status at a glance. From this screen, you can start a meeting or enter the desired meeting room.



[Room List Screen]

No	Name	Description
①	Locked room	locked and cannot be joined. Room's information (Meeting title, participants, meeting duration) is also hidden.
②	Waiting room	meeting starts when the attendee joins in.
③	General room	meeting is in progress in this room. Elapsed time is displayed in the upper right corner.
④	Empty room	start a meeting by clicking the Start Meeting button.

1.10 Start by creating a meeting

1.10.1 Create Meeting

1. Select an empty room of your choice.
2. Press [Start] to initiate a meeting.

1.10.2 Connection diagnosis

Before starting or joining a meeting, you can check the connection status and hardware availability.

- How to diagnose connection status
 1. Select Diagnose Connection Status on the right side of the Room List screen.
 2. When the Connection diagnosis window appears, click the Start diagnosis.
 - It diagnoses the Camera, Microphone, Network, Connection status and displays results.
 3. To stop the diagnosis, press the [Stop] button.
 4. To perform the diagnosis again, press the [Restart] button.

1.10.3 Settings

Select settings on the right side of the lounge screen to change or turn ON/OFF the camera, microphone, and speaker to be used in the meeting.

[Settings Pop-up]

No	Name	Description
①	Flip the camera on my screen	locked and cannot be joined. Room's information(Meeting title, participants, meeting duration) is also hidden.
②	Center user	Place the background enabled user to the center of the screen. The user image is automatically moved to the center when it is misplaced to the right or left.
③	Remote background noise	Select the option to remove background noise with the help of AI technology.
④	Virtual background	Select the image to be used as the background of the camera feed during the meeting.
⑤	Camera, Microphone, Speaker	available when the camera and microphone are connected. Change to another connected device or enable/disable the camera and microphone using the toggle button. If disabled, the user will join the meeting with the device turned off.
⑥	FAQ How to configure the camera, microphone	learn more about how to connect the camera and microphone if there is a problem connecting with them.



Virtual background option will be disabled for environments where browser's hardware acceleration is not enabled.

Settings
✕



Flip the camera on my screen

Remove background noise (AI)

Camera 🟢

Logitech Webcam C930e (046d:0843) ▼

Microphone 🟢

기분잡잡 - 마이크(Logitech Webcam C930e) (046d:0843) ▼

Speaker

기분잡잡 - 스피커(C-Media USB Audio) (0d8c:0103) ▼

[FAQ How to configure the Camera, Microphone.](#)

This option requires hardware acceleration enabled.

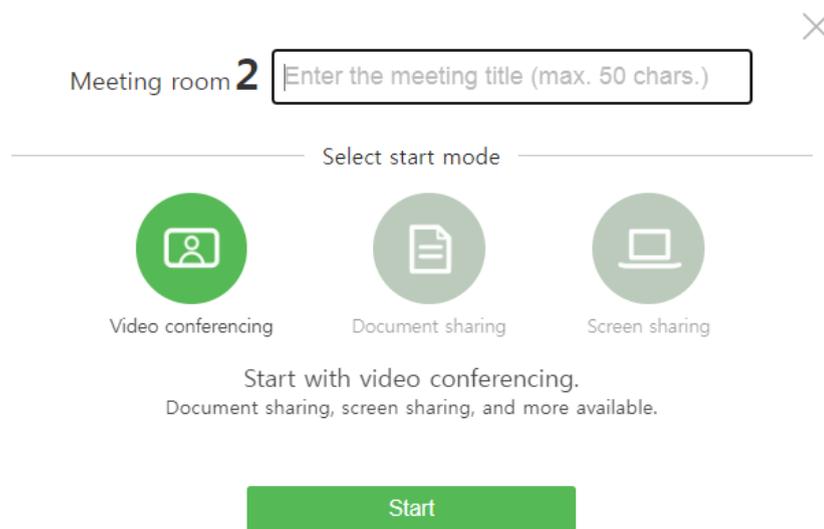
Go to browser's setting > System > enable "Use hardware acceleration when available".

[Read more](#) > increase in CPU usage.

Save
Cancel

1.10.4 Starting a meeting

Clicking the Start Meeting button displays the meeting options window.



[Starting a meeting Pop-up]

- Title : 50 characters or less.
(Click the meeting title to use the most recently created meeting title.)
- Mode : video conferencing, document sharing, screen sharing.
- Start : meeting starts, and an invitation window is displayed.
- Number : number of the selected conference room displayed.



Document sharing and screen sharing are meetings started by turning off the camera and sharing documents and PC screens on the main screen, respectively. Note that you can switch between "Start Screen" and "Share Documents" as start mode, but you cannot switch to video conference.

1.11 Inviting to the meeting

Select your method of invitation according to the needs.



The number of invitees is unlimited, but a single room allows up to 1 place (including Presenters).

1.11.1 Invitation via email

There are two methods of inviting via email: 'Entering email manually' and 'Selecting

from Contacts'.

- Entering email manually
 1. Create a meeting.
 2. Enter the email to invite directly in the invitation pop-up.
(If the email is in your address book, it will be automatically completed and displayed)
 3. Click the Send button to send the email and complete the invitation.



Add multiple email by entering (comma), or ; (semicolon) to separate them.

- Selecting email from Contacts

You can invite others easily by using the address book created by the administrator.

1. Create a meeting.
2. Select Address Book at the bottom of the invitation pop-up.
3. Select the desired participant and press [Send] to complete the invitation.
(frequently invited participant can be added as favorites with ★ mark.)

1.11.2 Invitation via URL

Invite others to join the meeting by providing the room's unique URL

1. Create a meeting.
2. Select the invitation pop-up chain mark ().
3. The URL of the meeting is copied and can be sent to the participants.

1.11.3 Invitation via connection code

Invite others to join the meeting by providing a 6-digit access code via phone, IM, or email.

1. Create a meeting.
2. Select the access code at the top of the Meeting toolbar.
3. The access code for the meeting is copied and it can be sent to the participant.

1.11.4 Invitation via room number

You can invite others by room number and send it via phone, IM, or email.



Only users from the same group can view the status of each room in the lounge. Therefore, this is applicable to members of the same group.

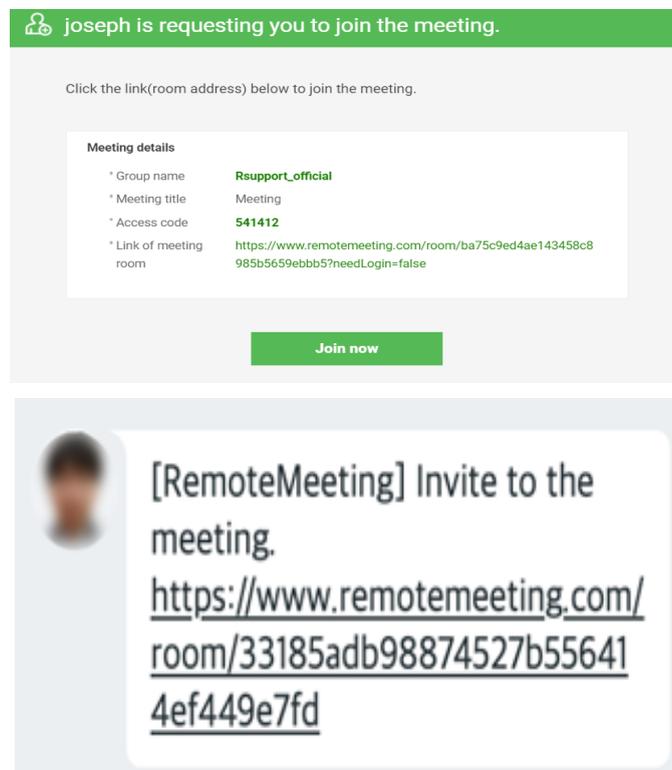
1.12 Joining a meeting

Users can join an active meeting in various ways.

1.12.1 Via URL

You can join a meeting by clicking on the URL you received via messenger or email.

1. Select the URL link received via email, messenger, etc.
2. If not logged in to the RemoteMeeting, enter a nickname.
3. If a nickname was entered previously, the last one is displayed in the input window.
4. Select the Join Meeting button to enter the meeting.



[URL received by email or messenger]



If your default browser is not Chrome (such as Internet Explorer or Firefox), launch Chrome browser and paste in the URL you received.

1.12.2 Via connection code

You can join the conference by accessing the RemoteMeeting homepage and entering the 6-digit access code that you received via phone, IM, or e-mail.

1. Enter the 6-digit access code in the access number entry window in the upper right corner of the lounge.

2. Select the 'ENTER' or 'Join Meeting' button.

1.12.3 Via room number

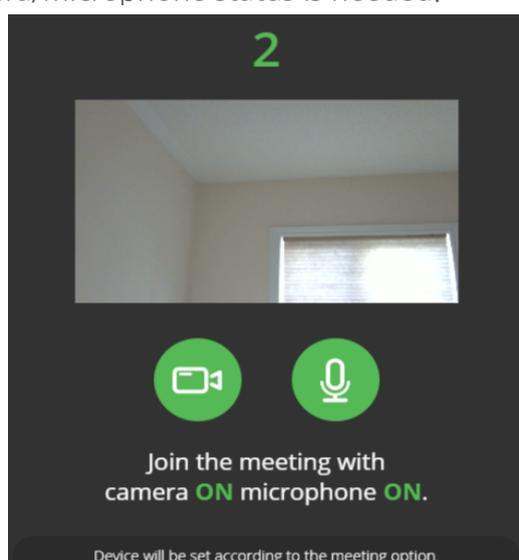
Within the same group, you can join the meeting by logging into the RemoteMeeting homepage and clicking on the room number you received via phone, IM, or email.

1. Open <http://www.remotemeeting.com>
2. Login
3. Select the room of the number received and press JOIN

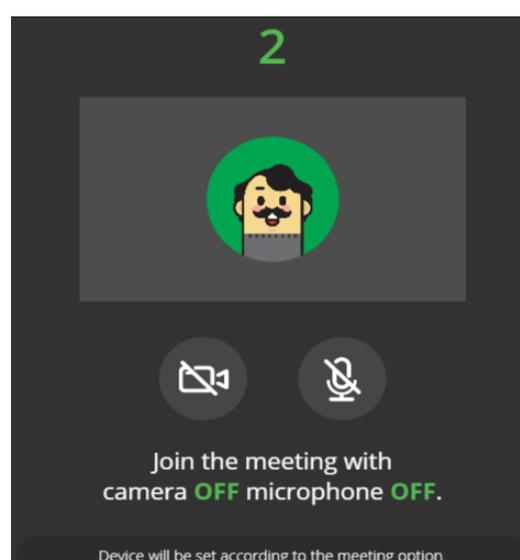
2. Conducting a meeting

2.1 Set status

When entering a meeting, a pop-up showing the current setting is displayed for 3 seconds. Through the preview area, view your own video and make changes to the camera/microphone status is needed.



[Camera / Microphone ON]



[Camera / Microphone OFF]

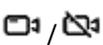
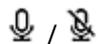
2.2 Meeting room options

The screen configuration of the meeting room is as follows.



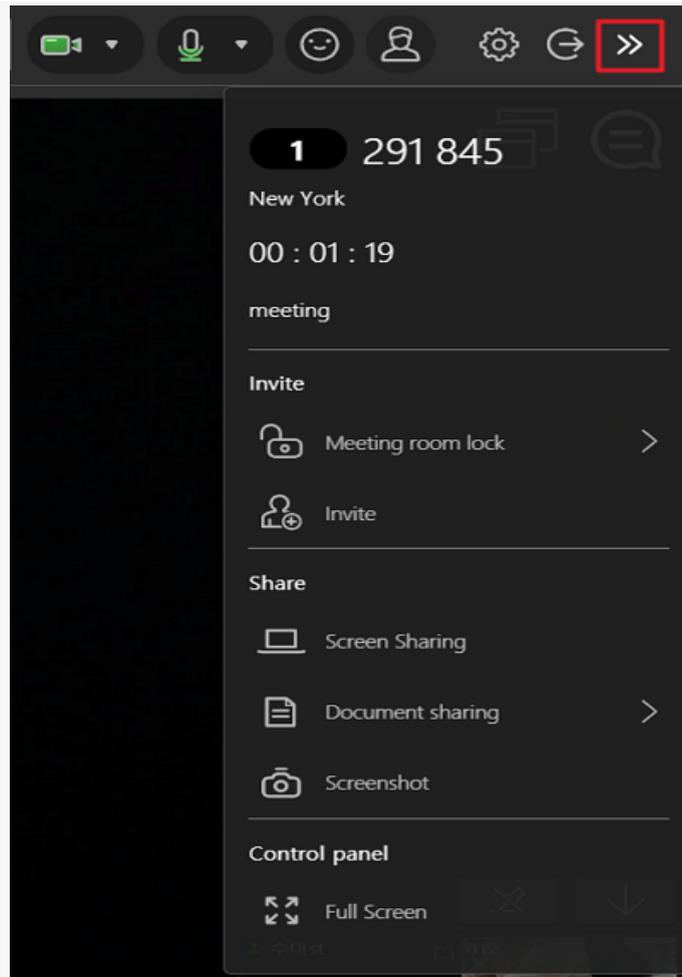
[Meeting screen and toolbar]

No	Icon	Name	Description
①	2 Hawaii	Room no.	Lounge room no. and city's name. Same group members can join with this number (city name helps to find it faster, not related to geographical location)
②	321 449	Connection code	Click on the connection code to copy it to the clipboard. Paste it on IM or email and send the invite.
③	hello	Title	Meeting's title.
④	🔒 / 🔓	Lock/unlock	Locked room hides the title and attendees' information. Click on the lock icon to manage it from the pop-up window.
⑤	👤	Invite	Invitation window will be shown with various ways to invite others.
⑥	💻	Screen sharing	Share your PC screen with other attendees. You can set it to share the entire screen or a specific application.
⑦	📄	Document sharing	Share documents and pictures with other attendees. Combine with laser pointer and draw for a more interactive communication.
⑧	📷	Screenshot	Take screenshots of your meeting. Captured screens can be shared to AI log or downloaded.

9		Record	Records the entire meeting. This option can be used after two or more people join the meeting and the meeting starts. Recorded video can be viewed on the attendee's HISTORY screen.
10		Presenter	A user with moderator authority and can control the attendee's right to speak.
11		Screen mode	Switch the attendees PIP screen view to Main, Focused, Custom mode and Split screen mode.
12		Attendee list	View the list of attendees participating in the meeting. Users with moderator privileges can control the attendee's microphone and camera and can force the user to leave.
13		Camera	Turn the camera on / off. When the camera is turned off, the profile picture will be shown instead on the screen.
14		Microphone	Turn the microphone on / off. When the microphone is turned off, the audio will be muted to other attendees.
15		reactions	Use emojis to express feelings.
16		avatar	Switch to or edit the avatar.
17		Full screen	Maximizes the windows to full screen. Press the ESC or to restore to previous size.
18		Camera / Mic settings	In case a PC has multiple cameras and/or microphones, use this option to select the ones to be used for the meeting. This option is also presented before starting a meeting.
19		Exit	Exit the meeting room. Meeting will end if the organizer exits the room.
20		Duration	Displays the total meeting time since the creation of the room. Click on it to show the current time.



An expandable menu button is provided on the right side of the toolbar when the resolution is 1700px or less. Click the (>>) button to open a hidden menu in the toolbar, and click outside to close it.



If there is only 1 attendee waiting in the room, a pop-up asking to extend the meeting will be displayed after the set maximum waiting time is passed. At this time, click the 'Extend Time' button to stay at the meeting. Otherwise, click the [End now] button to automatically exit the meeting. In addition, the meeting will be automatically ended no action is taken within 30 seconds.

Meetings will end as there is no participants.

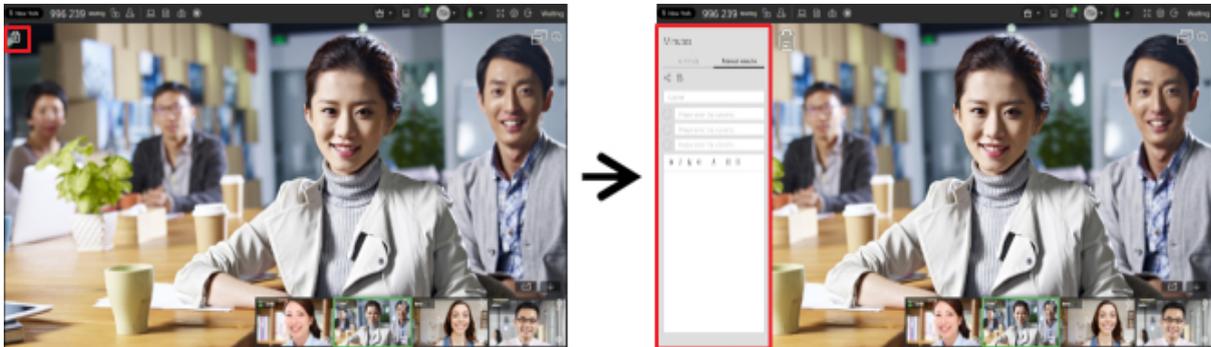
Extend time

End meeting (Meeting ending in 5 seconds.)

2.2.1 Meeting minute

You can record the meeting contents and information.

When you click on the Meeting minute icon (📄) or press the 'Shift + Enter' key, the minute window is displayed. To close it, click on the Meeting List icon again or press the 'ESC' key.



[Minute OFF-> ON]

2.2.2 Timeline

You can view the action log of meeting activities such as entering and leaving attendees' rooms and sharing documents and screen sharing.

You can also save the screenshot's captured image to your PC or share it with other attendees.

Click the timeline icon (🕒) or press the 'Enter' key to display the timeline window. To close, click the timeline icon again or press 'ESC'.



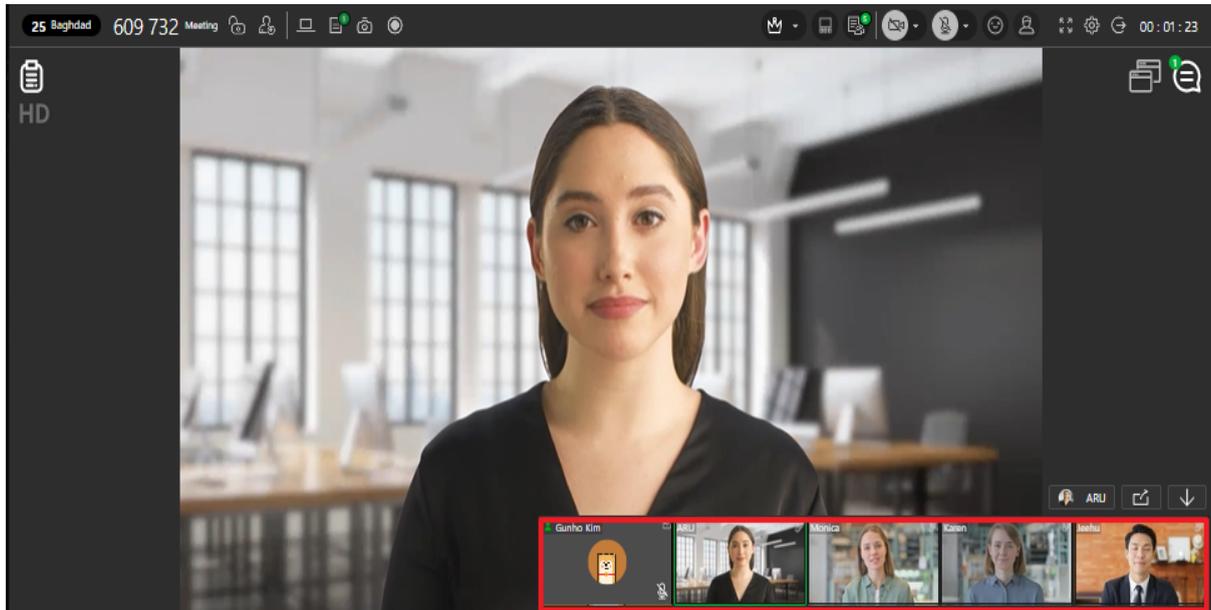
[Timeline OFF-> ON]

2.2.3 Main screen

This screen detects the sound of the attendee and displays the image of the current speaker. In the same screen, documents and pictures are displayed when sharing a document, and the desktop or application screen when a screen is shared.

2.2.4 PIP

The meeting attendee's video and status are displayed as PIP (Picture In Picture).

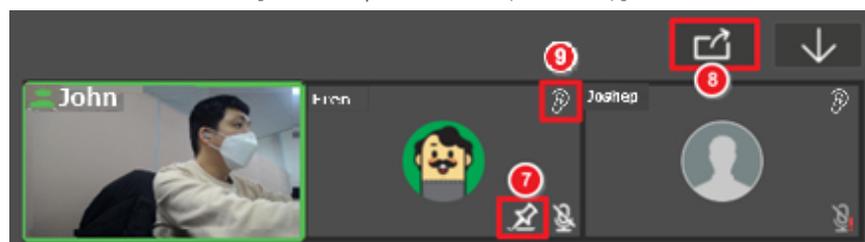


[PIP Screen]

Here is the description of the PIP screen.



[Detect speaker ON (PIN OFF)]



[Detect speaker OFF (PIN ON)]

No.	Name	Description
❶	PIP screen	This is the area where the attendee's video is displayed (in meetings with more than 3 people, the speaker is detected and marked in green).
❷	Name	Attendee's name is displayed.
❸	Show/hide PIP	Press the arrow down to hide the entire PIP window. Press it again to show it. This option is useful when using a document

		or screen sharing option.
④	Profile image	The profile image will be displayed when the attendee's camera is turned OFF.
⑤	Microphone OFF	Indicates that the microphone is turned OFF.
⑥	No microphone	Indicates that there is no microphone attached or cannot be connected.
⑦	Pin	Pin the desired attendee's screen to the main screen.
⑧	PIP pop-up	PIP appears outside the browser. When there are 3 or more participants, the button is displayed next to the PIP hide button, and in 1:1 mode, it is displayed in the PIP area.
⑨	Whisper	Chat in private with a participant within the meeting.



These options can be used in all modes such as screen sharing and document sharing. (PIN, PIP pop-up excluded)

2.3 Common options

2.3.1 meeting minutes.

Enter meeting contents or information manually, or use AI log to automatically record audio in real time. Manual records are available for download and sharing. AI meeting minutes can be summarized and downloaded.

2.3.2 AI log

1. Click Meeting minutes icon.
2. Switch on AI meeting minutes.
3. Profile, conversations, and time details are automatically recorded in real-time using live audio input (such as from microphone).
4. If the meeting language is in Japanese or English, select the language setting in the upper right corner of the meeting minutes to change it. Changing the language is applied to all meeting participants.
5. Select More in the recorded My Speech Bubble to edit or delete the AI log.
 - Collapse while AI is recording

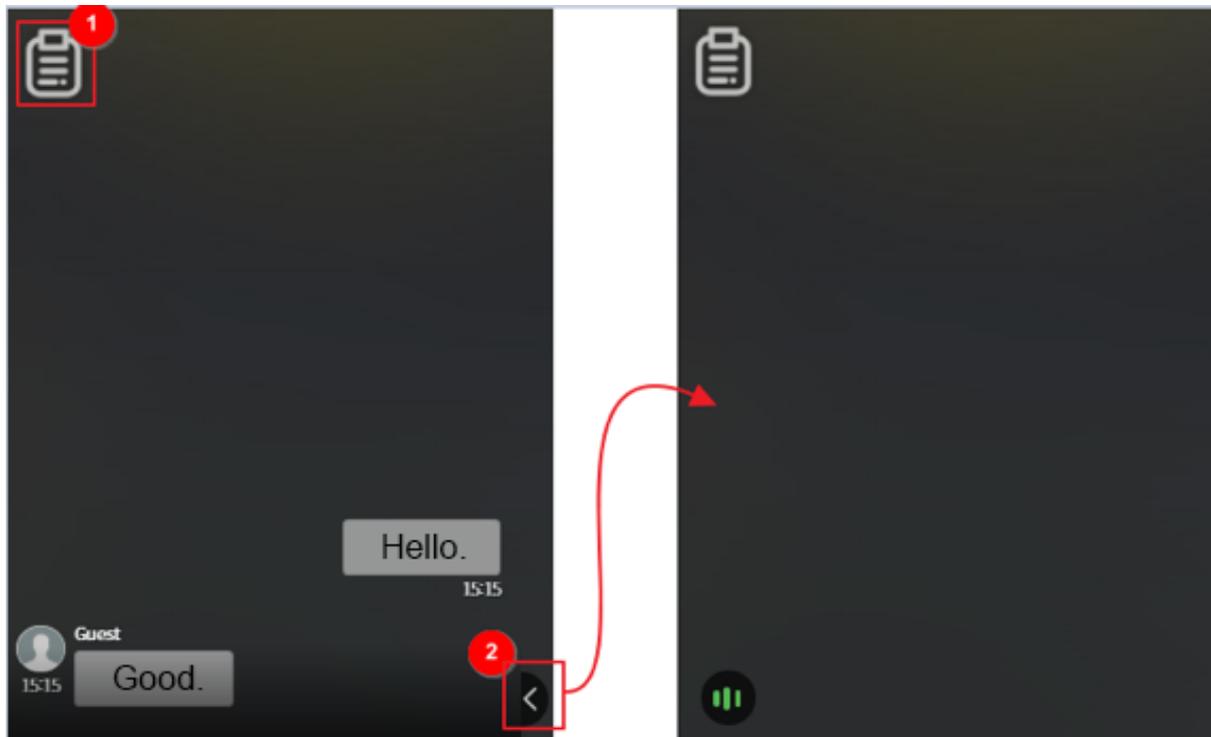
① While the AI minute is capturing the voice, press the minute icon to turn the

background transparent (currently available on PC only).

Press the icon again to show the background.

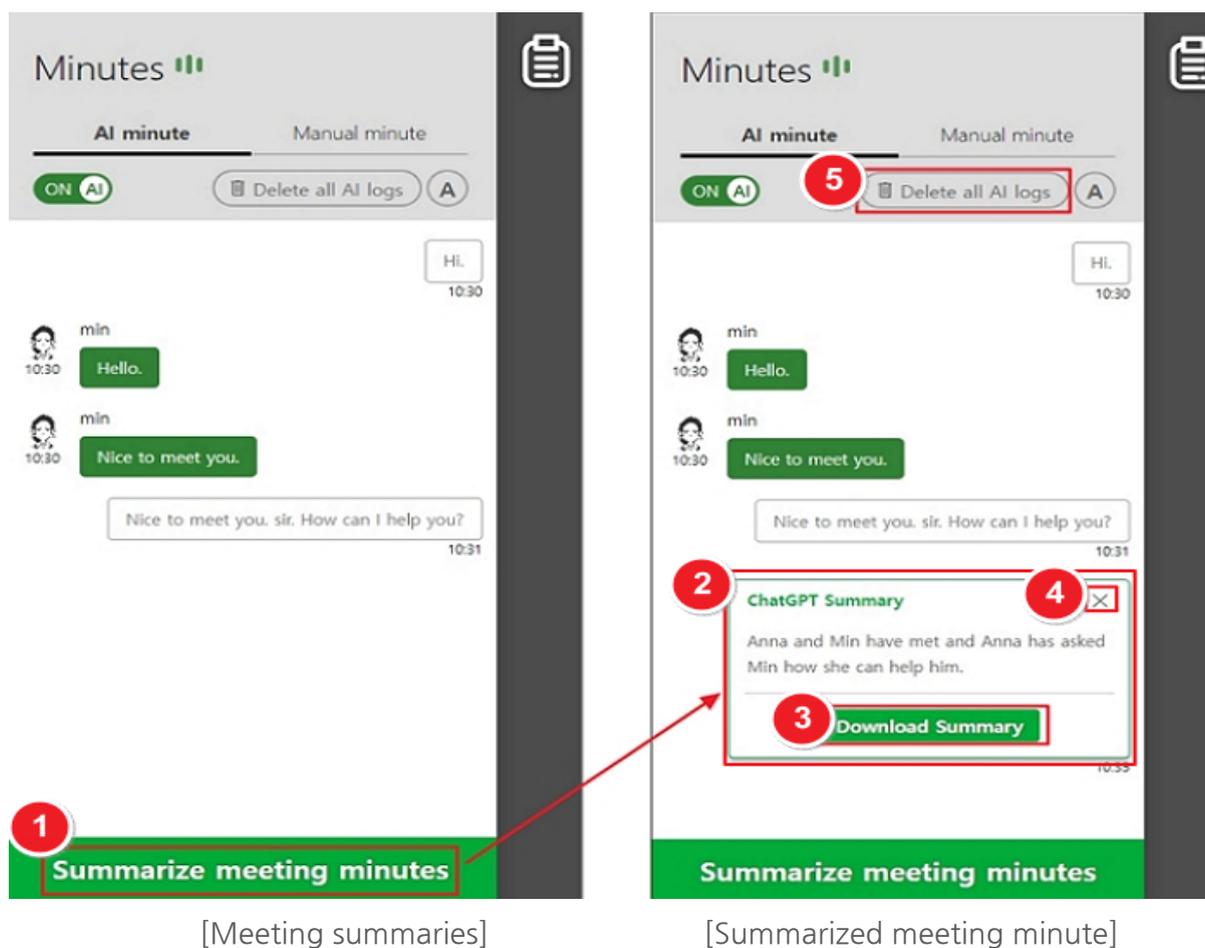
② While the AI minute is capturing the voice, press the arrow to hide the minute.

While hidden, the minute recording status icon will be shown.



[AI minute is hidden]

2.3.3 AI meeting minute summary



No.	Name	Description
①	Summarize meeting minute	Use the AI meeting minute summary feature when there are more than 3 speech bubbles automatically generated from AI log.
②	AI meeting minute summary	If you select Summarize meeting minute (①), all the content in the AI log will be summarized and displayed in speech bubbles.
③	Download summaries	Download AI summary in pdf.
④	X	Delete the selected summary.
⑤	Delete all AI logs	Delete the entire AI logs and summaries.



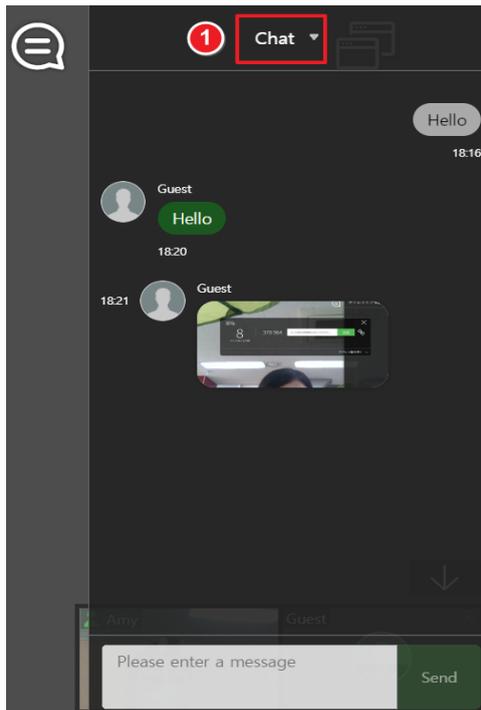
Even in AI off mode, all the features work.
(Edit and delete speech bubbles/meeting minutes summary/scrolling)

2.3.4 Manual meeting minutes

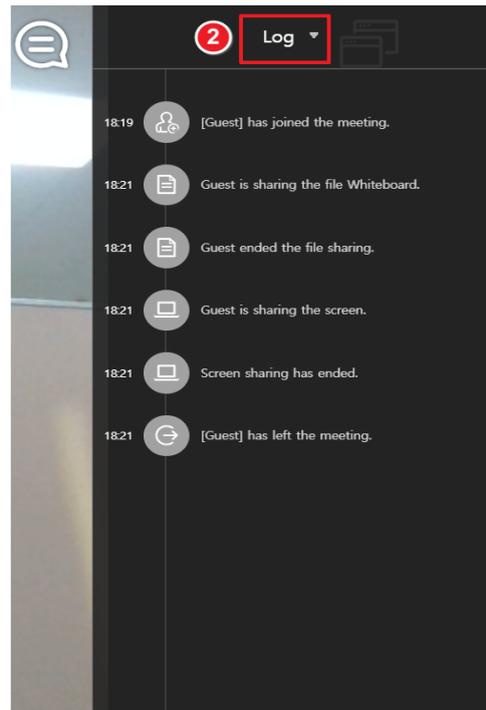
1. Participants can be engaged in creating minutes to share them by email, or reuse previous minutes.
2. Select [Download] to save the manual meeting minutes in pdf.

2.3.5 Timeline

Timeline is composed of 2 sections.



[Chat tab]



[Log tab]

- **Chat** tab between participants
 - View and enter conversation as text.
 - Save uploaded images to the local PC or share it with others.
- **Action log** history tab
 - Entry or exit record history.
 - Record actions such as screen and document sharing.
 - Moderator's action record history.

Select the timeline icon on the right side of the screen to open the timeline, and select the arrow () at the top to view the chats and logs. All contents of the timeline are displayed in chronological order.

- Upload images by Drag & Drop or Ctrl+C & Ctrl+V
Upload an image by dragging & dropping the image in the chat tab or by copying (Ctrl+C) or pasting (Ctrl+V) the image file into the chat input window of the chat tab. Images can be saved to the PC or shared with other participants.

- Share image via chat

Upload an image to the chat tab, select the 'Share to Timeline' icon to share it with other participants.

1. Select the timeline.
2. On the Chat tab, select Share image as timeline () in Upload status.
3. Select the [OK] button in the 'Do you want to share it on the chat?' message.

- Save the image to my PC

After uploading an image to the chat tab, select the 'Download' icon to save it to your PC.

1. Select the timeline.
2. On the Chat tab, select Download () in the image upload status.

2.3.6 Record

To record the conference screen, click the  button on the top menu. Click the button again to end recording. The recorded video can be viewed on the HISTORY screen after the meeting is over.



[Record Button]



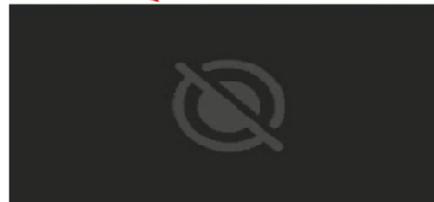
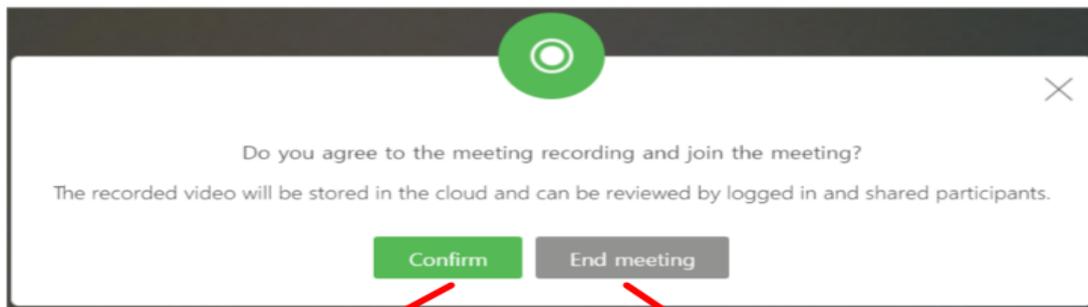
Meeting recording has some limitations.

- * Recording can be started when there are two or more attendees.
- * Non-members cannot review the recording.
- * Sharing minute does not include the recording.
- * Recording reflects the speaker detection view (PIN is ignored).
- * Speaker detection is not reflected in 1:1 meeting.

- Record agreement

* If the Pop-up record agreement option is enabled

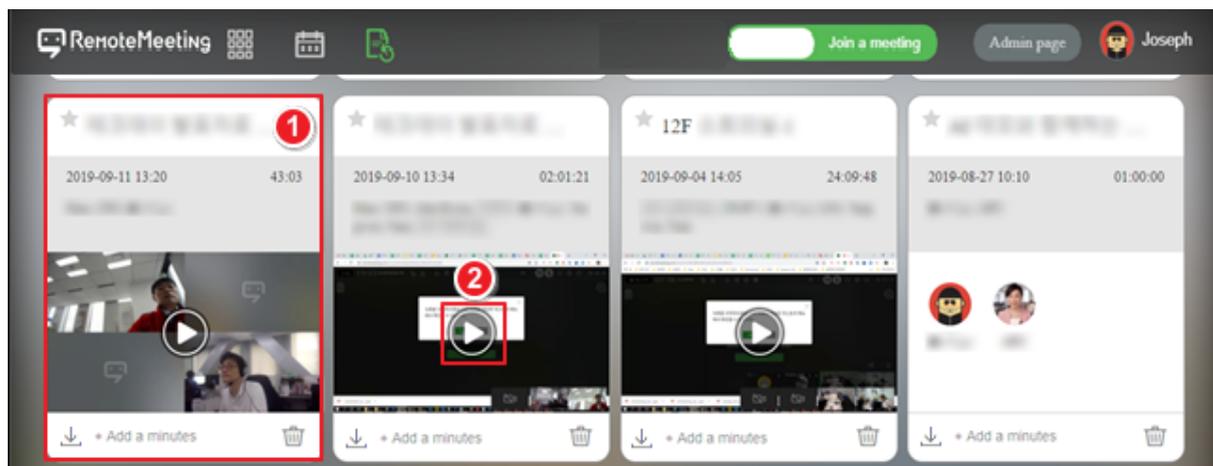
1. Select record from the toolbar.
2. Recording consent pop-up is displayed to all participants.



[Record agreement Pop-up]

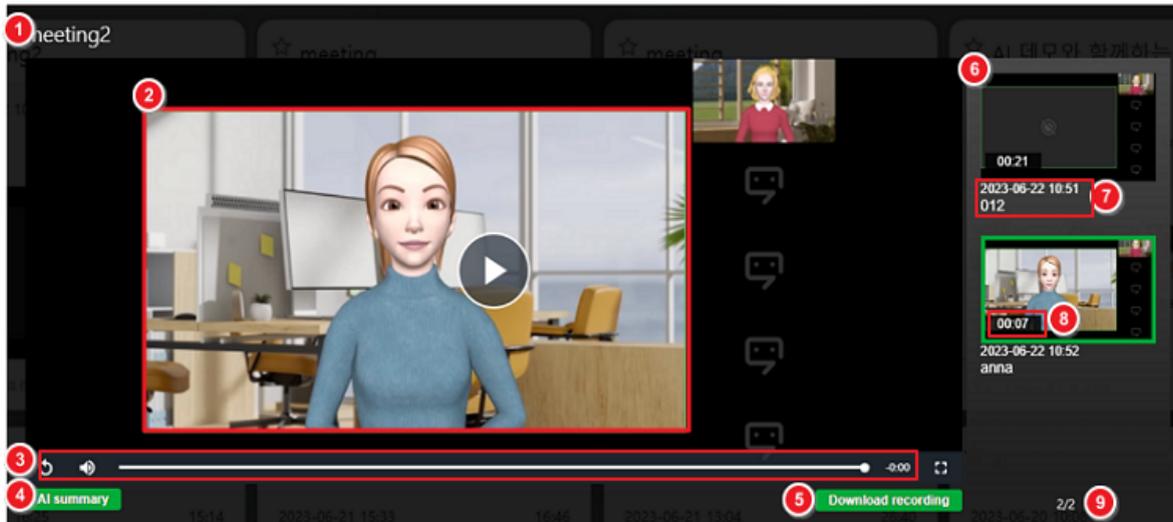
Audio and video will not be captured until consent is given.

- If you select Confirm, the meeting will continue
- If you select End Meeting, you will exit the meeting.
- View recorded meeting in video



[Recording video in History]

- 1 Recorded meeting
- 2 Play button
 - Replay



[Replay Video]

No.	Name	Description
①	Title	Enter the meeting's title.
②	View area	Shows the playing video.
③	Control bar	View playing status, refresh, control volume, time or switch to full screen.
④	AI summary	AI automatically summarizes and displays what was recorded during the meeting. When you click the Summarize button, an AI summary file is created and the Download button will appear. Select Download to save the AI summary file.
⑤	Download	Download and save the recorded video.
⑥	Thumbnail	Shows the playing video's information on a small window (currently playing video is marked with a green border).
⑦	Info	Displays the recorder and recorded date/time.
⑧	Length	Shows the total video playing time / length.
⑨	Order	Shows the order of the total and currently playing video.

2.3.7 Moderator mode

Click the moderator mode icon (👑) in the top menu to activate the moderator mode. Any user can acquire moderator authority even if a moderator already exists. Click the button again while activated to cancel the moderator mode.

- User with moderator authority > PIP mouse over

When a user with moderator privileges mouse over an attendee's PIP, the following control options will be available.



[Controls exposed when mouse over the PIP]

No.	Name	Description
①	Attendee Mic. Control	A moderator can control an attendee's microphone. However, if there is no microphone, it is displayed as no microphone and the setting cannot be changed.
②	Attendee Camera control	A moderator can control an attendee's camera. However, if there is no camera, it is displayed as no camera and the setting cannot be changed.
③	Pin speaker	Pin the attendee as the speaker to the main screen. When the moderator pins the speaker, other attendees cannot pin.
④	Leave	A user with moderator authority can force an attendee to leave.

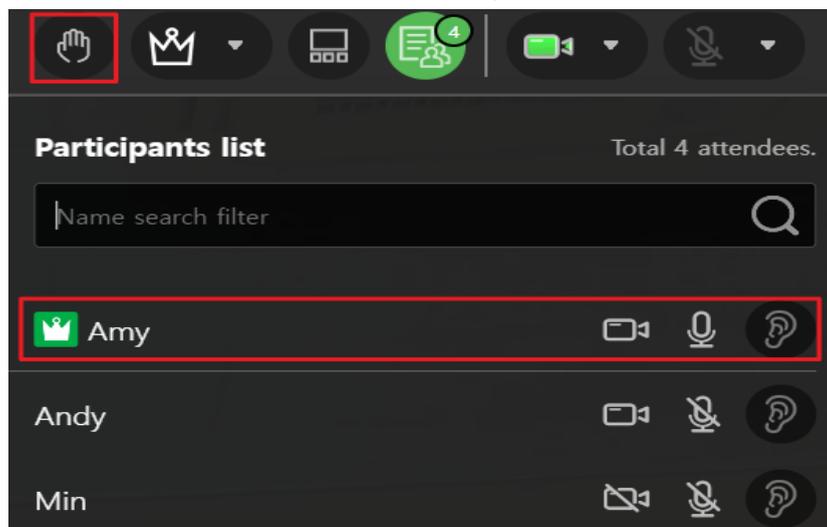
- Moderator > All microphone ON/OFF settings

Users with moderator authority can turn on/off all microphones at once by clicking the All Microphone ON/OFF button on the top menu.

In addition, when a new attendee joins with all microphones turned off during moderator mode, the attendee's microphone is turned off automatically to join the meeting.

- Attendee > Request to speak

When the moderator mode is activated, the attendee who is the moderator is shown on the attendee list with a crown icon(👑) at the top.



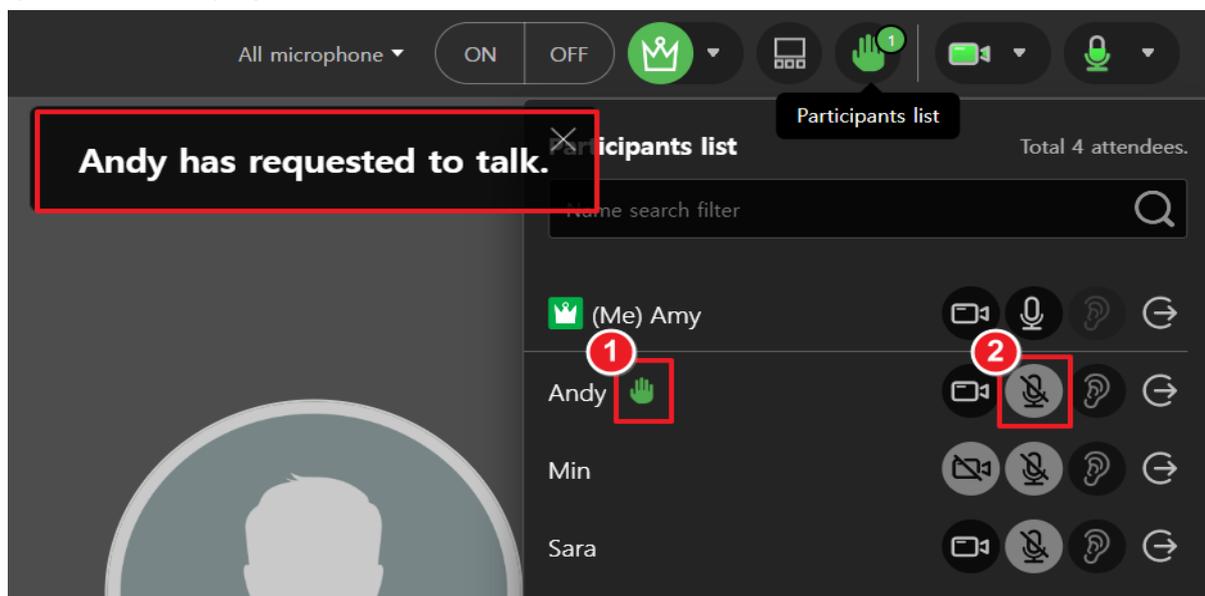
[Attendee's Participants list]

If the attendee's microphone is ON (), the moderator can turn off the microphone on their behalf. However, if the attendee's microphone is OFF (), the microphone cannot be turned on.

If you want to speak while the microphone is off, you can request the right to speak from the moderator by selecting the Request Speak icon () on the top menu.

- Moderator > Grant speak request

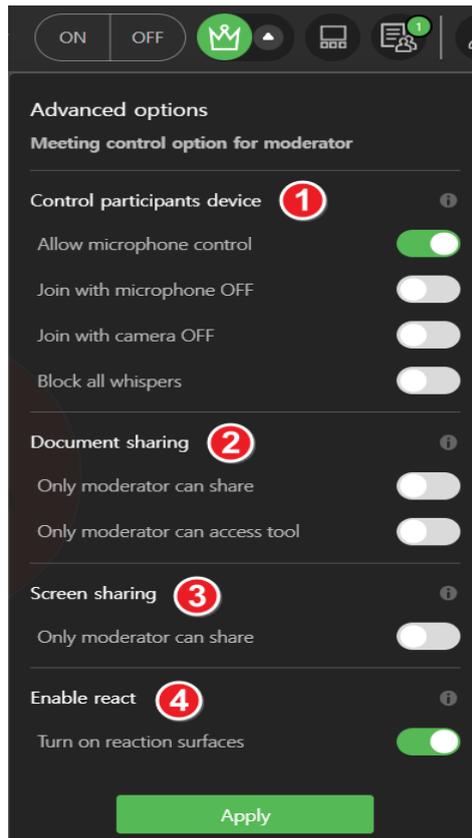
When an attendee requests the right to speak, a notification message is displayed on the screen of the moderator, an icon (①) informing that the right to speak is being requested is displayed on the attendee list, and the number of requests for the right to speak (②) is displayed on the attendee list icon.



[Moderator approves the participant's right to speak]

- Moderator > Detailed option

Moderators can control participant devices or document sharing and screen sharing settings, Enable react through the Moderator option. Default value is disabled, and if someone else takes the moderator's authority while the value is set, the set value is transferred as is, and when the moderator leaves, the set value is also initialized.



[Moderator Detailed Option]

① Participant device control setting

Name	Description
Allow microphone control	If the Turn on microphone is enabled, participants except for the moderator can turn on the microphone while it is off, but if it is deactivated, control by the user is not possible unless the moderator turns on it.
Join with microphone OFF	When activated, participants except the moderator enter the meeting with the camera turned off.
Join with Camera OFF	When enabled, participants except the moderator enter the meeting with the microphone turned off.
Block all whispers	When activated, all participants except the moderator cannot use Whisper. When disabled, anyone can use the Whisper feature.

Only the option to turn on the microphone by itself is enabled by default, the rest of the options are disabled by default.

② Document sharing settings

Name	Description
Only moderator can share	When activated, participants other than the moderator can upload documents, but cannot select and share documents from the

	document list. When disabled, anyone can share documents.
Only moderator can access tool	When activated, participants other than the moderator cannot use drawing-related tools in the tool toolbar displayed when sharing documents. When disabled, anyone can use the tool.

Options in the document sharing settings are disabled by default.

③ Screen sharing settings

Name	Description
Only moderator can share	When activated, screen sharing is not available to all participants except the moderator. When disabled, anyone can share the screen.

Options in the screen sharing settings are disabled by default.

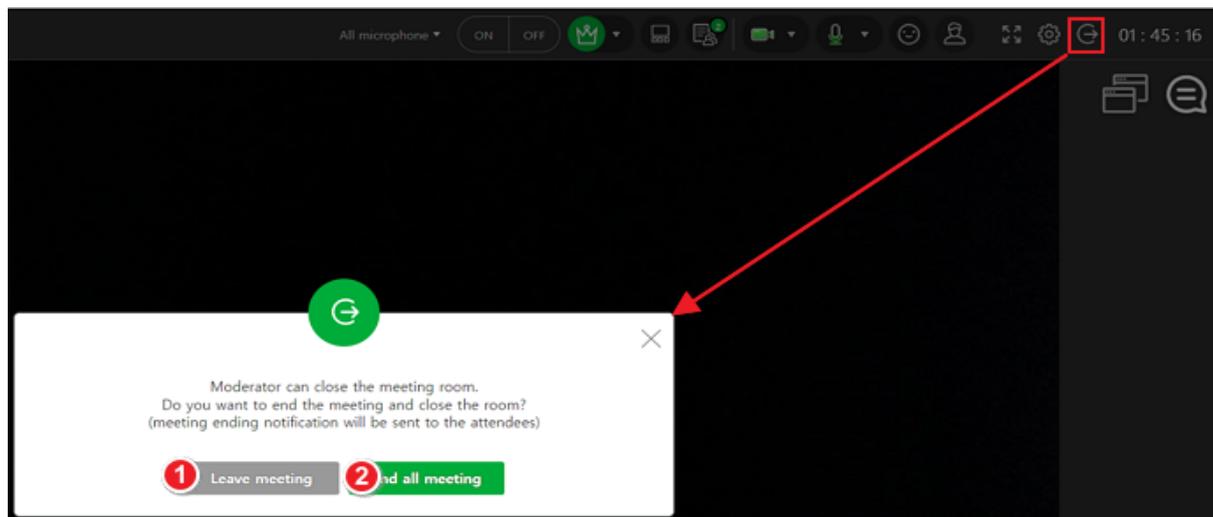
④ Enable react

Name	Description
Turn on reaction surfaces	When activated, the Reactions into the full screen and in the PIP. When disabled, only shows by in PIP.

Options in Enable react is abled by default.

- Moderator > Leave meeting

When a user with moderator authority chooses to leave the meeting (🏠), the Leave meeting selection popup is displayed. If Leave meeting (①) is selected, only the moderator will exit the meeting and other participants will continue with the current meeting. If End meeting (②) is selected, current meeting will end and all participants including the moderator will exit the meeting room.



[Moderator's Leave meeting Pop-up]

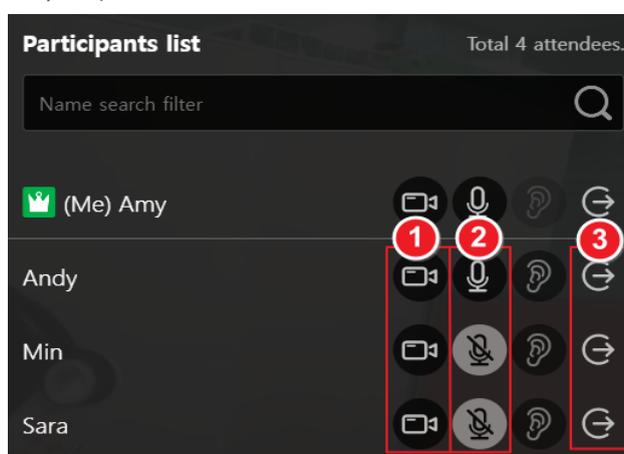
2.3.8 Attendee list

Select the attendee list icon (👤) from the top menu to check the attendee list (❶) to see who is participating in the meeting. A moderator can control the attendee's microphone and camera or force the attendee to leave (❷).

In case there are a large number of attendees, use the SEARCH to filter by name. Press X button to clear it out.

- Attendee list > Moderator > Control mode

A moderator can control the microphones/cameras of attendees that are exposed in the attendee list. Moderator can turn on/off each attendee's microphone (❶) or select each camera (❷) to turn it on/off.



[Moderator > Participating List Screen]

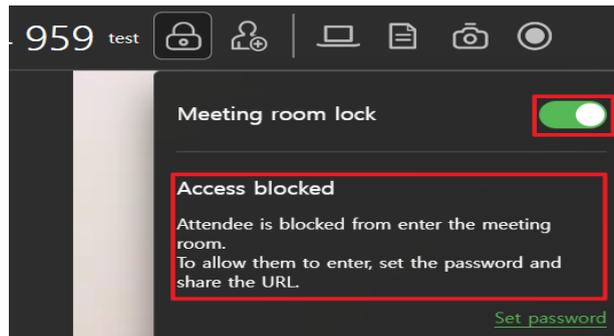
Also, a moderator can force an attendee out of the meeting from the attendee list. Each attendee can be forced to leave (❸) to be exited from the meeting room. An exited user cannot enter the meeting room again.

2.3.9 Lock meeting room

Click the meeting room lock icon (🔒) in the top menu and a pop-up window with the option to lock the room will be shown. The default is unlocked.

- Block participant access

Select Lock meeting room ON in the meeting room lock setting pop-up to switch to an access-blocked state, and the entry of other users other than participants in the conference room will be restricted.

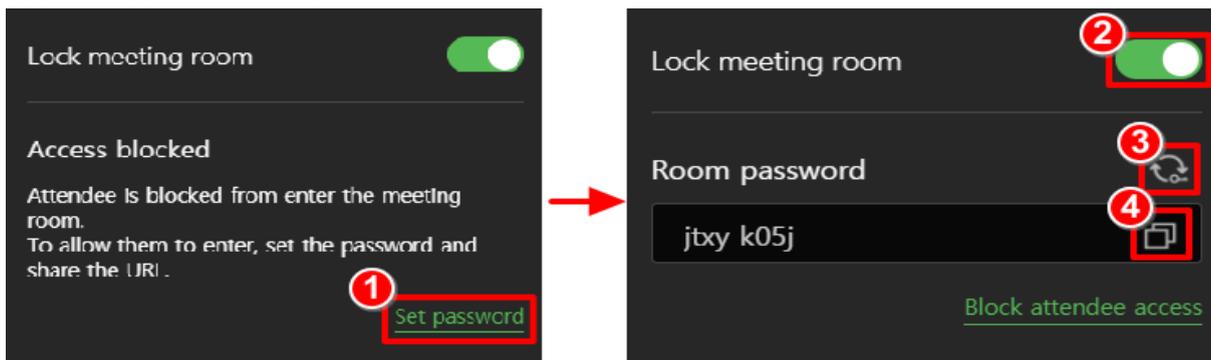


[Access blocked status screen]

When attempting to join a meeting in the lounge, the message “This is a locked meeting room. Join the meeting is blocked.” is displayed and entry is blocked.

- Lock with password

After enabling the lock on the meeting room ON (1) from the pop-up window, a random password (8 digits alphanumeric string) will be generated, and the room will be locked. Select the lock again to turn it OFF (2) and open it again. Automatically generated password can be regenerated by selecting Regenerate (3) and select Copy (4) to copy it to the clipboard and share it with other attendees.



[Lock with password screen]

If an attendee attempts to join the meeting at this time, "Password is being set" message will be displayed. Once set, attendees can join after entering the password.

2.3.10 Change meeting title

Meeting title can be changed from the top menu during the meeting. Note that this option is not available to guests.

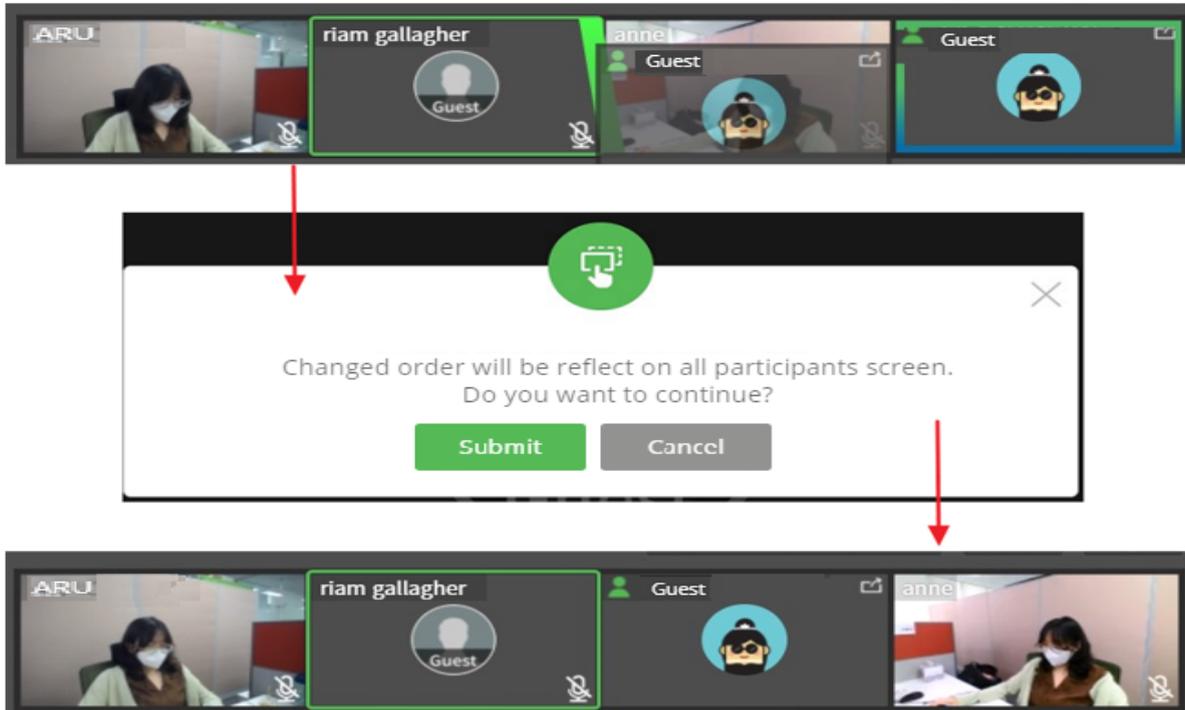
2.3.11 Change nickname

Participants can change their nickname during the meeting by selecting it from the PIP or Participant’s list. A moderator can change all participants’ nicknames.

2.3.12 Change participant’s location

Regardless of the order of entry, change the order of display. Select the participant's screen and drag and drop it to the desired location. Changed location will be reflected to all

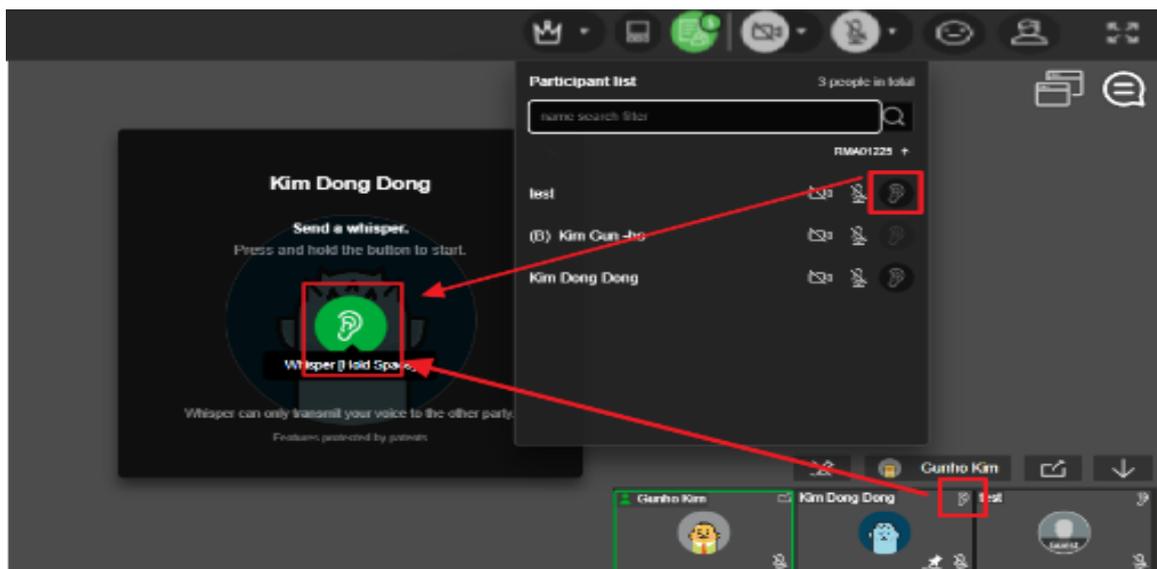
participants. If a moderator is available, then this option is available to the moderator only



[Participant position change pop-up]

2.3.13 Whisper

Select the Whisper (🗣️) icon from the Participant List or PIP to have a private voice chat with only one person you want. In the Whisper popup, press and hold the Send Whisper button or the Space bar on your keyboard to automatically mute all users except for a specific participant and start whispering.

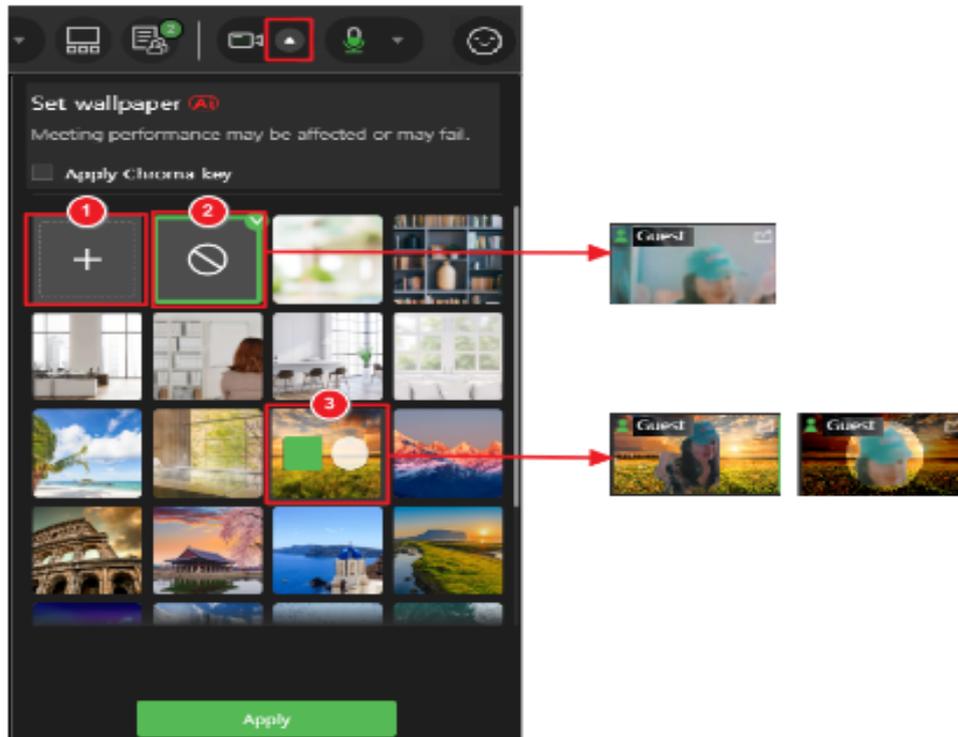


[Initiating whisper pop-up]

Whisper option is activated when there are 3 or more participants in the meeting.

2.3.14 Set wallpaper

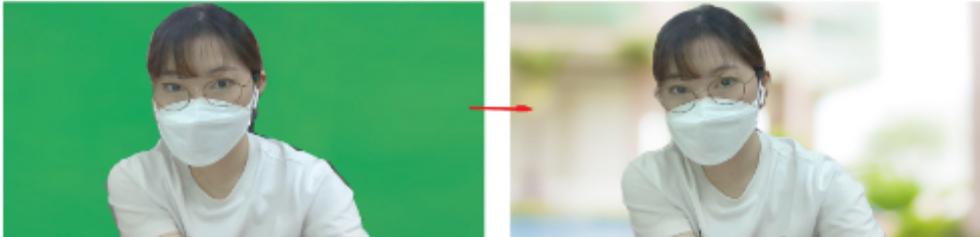
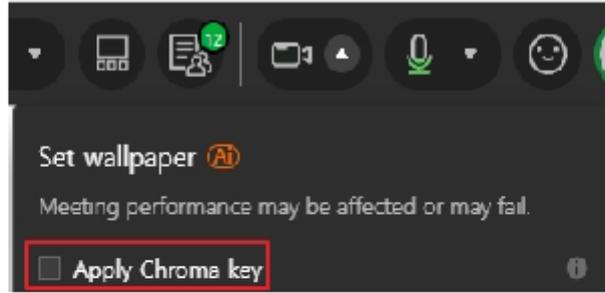
Manually register a background image to be used during a meeting (①), disable it (②), or select a default image (③) to be used as the background of the video. When a background image is applied, the face focus function that displays the face in the center is enabled automatically.



[Setting up the background]

- Wallpaper Settings > Apply Chroma Key

When you select the desired virtual background after selecting the Apply Chroma Key option, the selected virtual background is naturally synthesized with the green background.

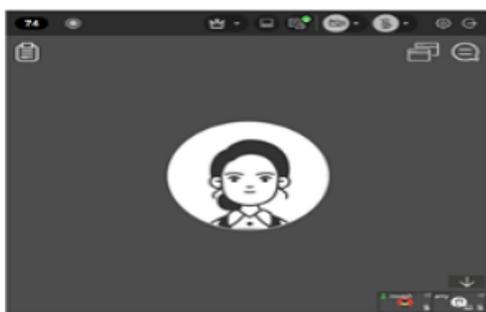
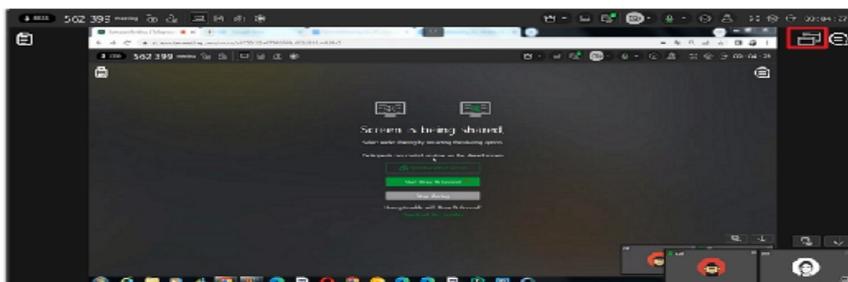


[Chroma key option in use screen]

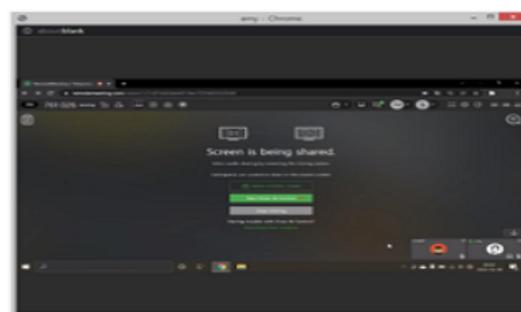
2.3.15 Pop-out screen

Pop out and separate the video from the main screen by selecting the Pop-out screen button.

When using multiple monitors, you can reduce the distraction by placing the participant screen on the main monitor and the popped-out screen on the sub-monitor or vice versa.



<Monitor 1>



<Monitor 2>

[Pop-out screen]

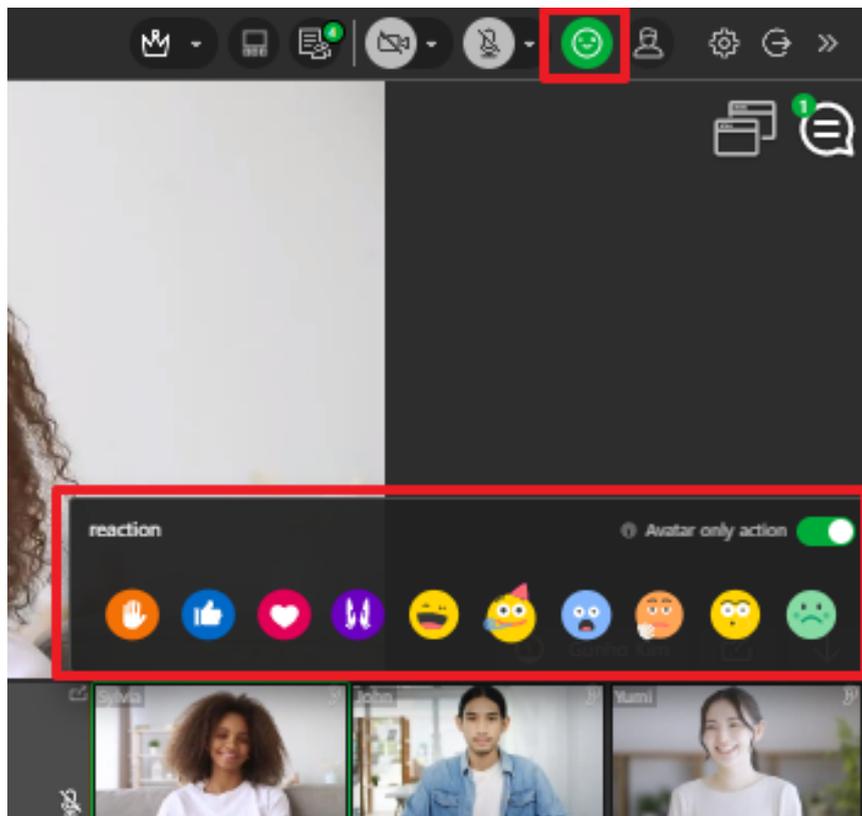


While the screen is being shared, pop-out screen is available to the participants only, not the sharer.

2.3.16 Set up reactions

Use emojis to express a broader range of feelings.

1. Select the reaction icon (😊) in the top toolbar.
2. If you select the emoji in the reaction menu, it will be displayed in fullscreen or PIP. Your avatar will move according to the selected reaction.
3. If you activate the Avatar only action button, you can set the avatar to act without fly in animations in fullscreen or PIP.
4. The reaction window is detachable.

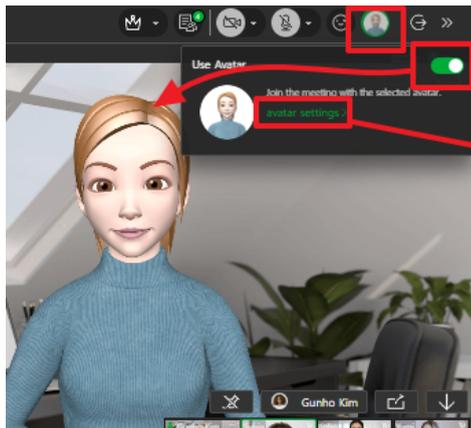


[Settings for reaction]

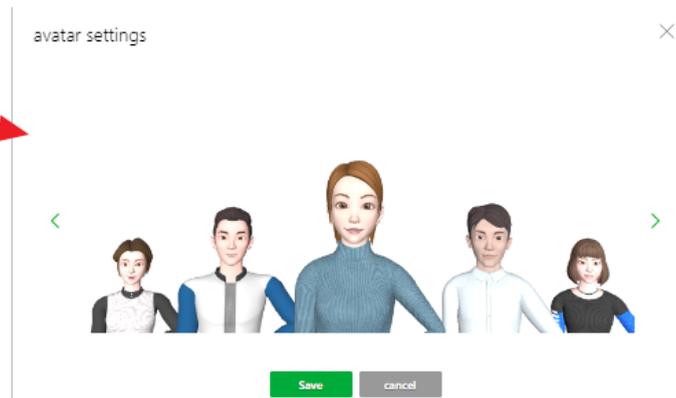
2.3.17 Set up avatar

Even when the camera is off during the meeting, the avatar is still displayed to participants.

1. Select the avatar icon (👤) in the top toolbar to open the avatar window.
2. When Avatar is enabled, the 3D avatar character is shown.
3. You can change your avatar under Avatar settings.



[Avatar page]



[Avatar settings]



Set 'Enable hardware acceleration' in your browser Settings to use the avatar.

2.4 Meeting with video

This is a general conference mode in which attendees speak face-to-face with each other. Depending on the purpose of the meeting, you can switch to document sharing or screen sharing mode during the meeting.

2.4.1 Main screen

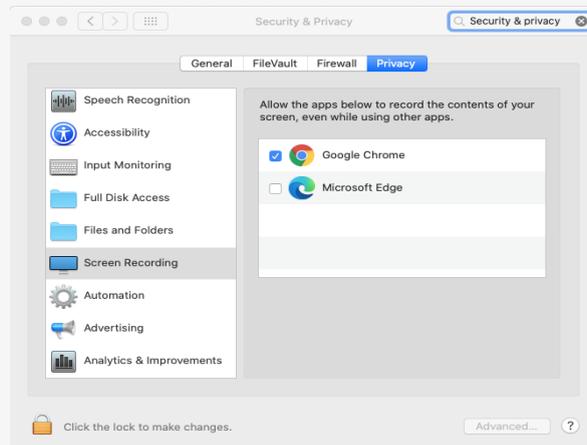
The main screen displays attendees' images. In meetings with three or more attendees, the voice of the speaker is detected, and the video is automatically displayed. Use pin feature to fix the desired participant screen to the main screen.

2.5 Meeting with screen sharing

In this mode, attendees watch the shared PC screen or application together. Depending on the purpose of the meeting, you can switch between video conferencing and document sharing during meetings.

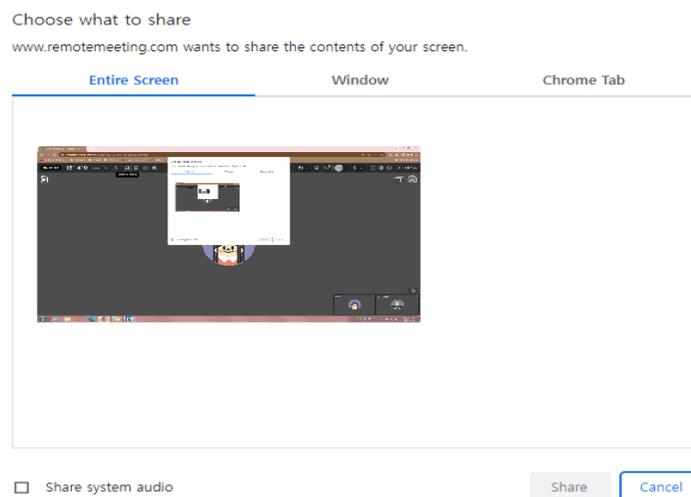


Since Mac OS 10.15, the security policy has been strengthened, and screen sharing is available only when you allow browser access to [Screen Recording] in [System Preferences] > [Security & Privacy] > [Privacy].



2.5.1 Sharing a screen

Start screen sharing by pressing the  button on the top menu during a meeting. There are three ways of screen sharing: "Entire desktop" to share the whole desktop, "Application Window" to share a specific program or "Browser tab" to share a Chrome browser's tab of selection. Select the screen (or application / tab) you want to share and click the "Share" button.

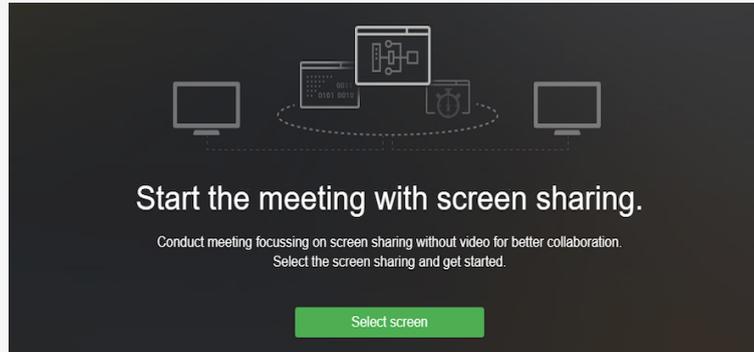


[Screen sharing pop-up]

- Select "Share audio" option to share the local PC sound in the meeting while sharing the desktop screen.



If in 2.2.2 Starting a meeting window the 'Screen Sharing' is selected, the following screen will be displayed. Press the 'Select Screen' button to proceed in the same order as above. However, be aware that you can switch between meetings with "Screen sharing" or "Document sharing", but you cannot switch to video conferencing.



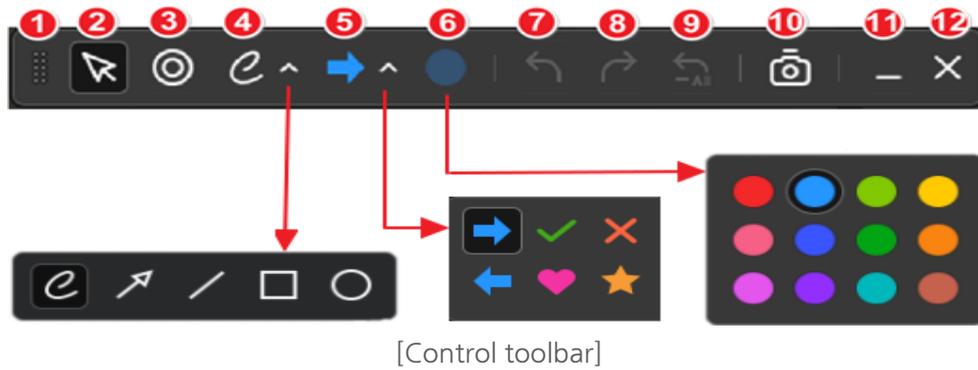
2.5.2 Screen shared > Select a different screen

Screen sharers can switch the screen they want to share to another one by selecting the 'Select another screen' button.

2.5.3 Screen shared > Start Draw & Control

Screen sharers can enable bidirectional drawing or screen control on top of a screen shared with participants.

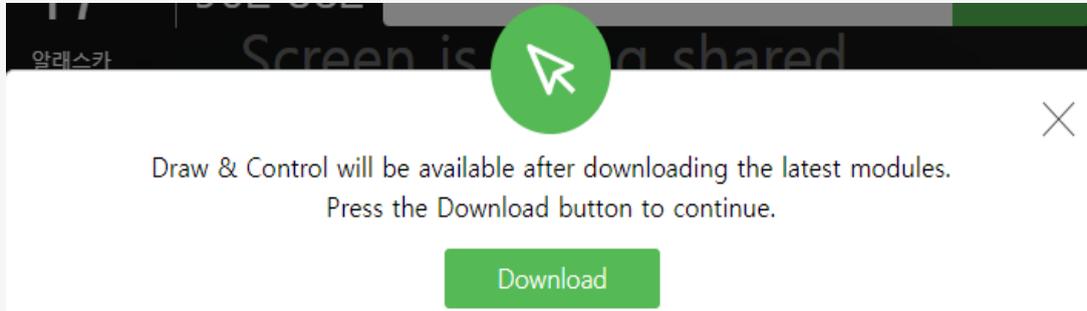
- How to launch Draw & Control
 1. A participant shares the screen.
 2. Select the Draw & Control button while attempting to share the screen.
- How to request Draw & Control
 1. A participant shares the screen.
 2. Participants select the Draw & Request Control button on the control toolbar.
 3. The sharer selects the OK button for the Draw & Control Request popup.
 4. Selects the Cancel button on the Draw & Control request pop-up to cancel the request.



No.	Icon	Name	Description
1		Move toolbar	Select and drag the toolbar to the desired position. This menu is only exposed to the sharer.
2		Control	Participants can control the shared screen. When a sharer enables drawing, participants' control over the screen is withdrawn.
3		Laser pointer	Mark the desired point on the participant screen. The participant's name (nickname) is displayed next to the pointer to recognize the owner and allows up to 5 simultaneous users.
4		Draw	Draw or take notes in various colors on the shared screen. Select the figure in the detail option (^) to draw with it. It allows up to 5 simultaneous users.
5		Sticker	The selected shape is displayed on the screen as a sticker. Change to another sticker through the detailed option (^).
6		Color	Change the pre-assigned color of the drawing and laser pointer to the desired one.
7		Undo	Undo the drawing and sticker to the previous state regardless of sharer/participant.
8		Redo	Redo the previous drawing and stickers.
9		Clear All	Drawings and stickers on the screen will be completely erased regardless of the sharer/participant.
10		Screenshot	The shared screen is captured and saved as image. This menu is only exposed to the sharer.
11		Minimize	The toolbar is minimized. This menu is only exposed to the sharer.
12		Close	Draw and control is terminated. This menu is only exposed to the sharer.



If the Draw & Control module is not installed or required updates, a download pop-up will be displayed and the file should be downloaded and then executed.



If the Draw & Control module download pop-up is not shown, then download it by selecting the 'Download installation file' link.

2.5.4 Ending screen sharing

Conduct the meeting by Looking at the shared screen (or application) together. To end screen sharing, click the 'X' button or 'Stop sharing' button.

2.6 Meeting with document sharing

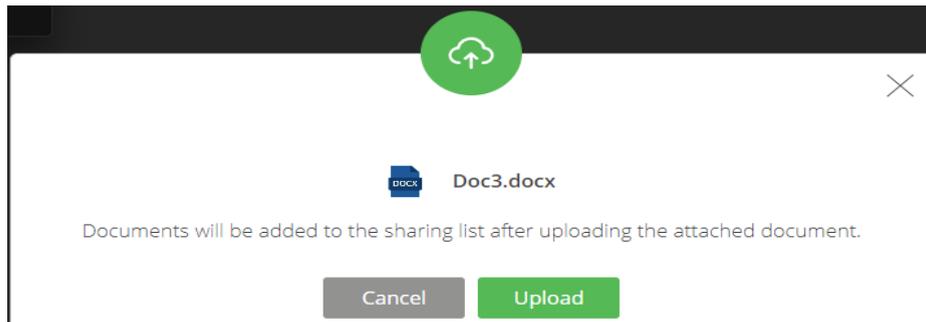
Conduct the meeting by watching the shared document together. Depending on the purpose of the meeting, you can switch from video conference to screen sharing.

2.6.1 Sharing a document

Start sharing documents by pressing the  button on the top menu during a meeting. Shared documents include office documents such as **pdf, ppt, pptx, doc, docx, xls, xlsx, txt, hwp** and images such as **jpg, png, gif**. Once the document is uploaded and added to the list, select it to share in the meeting

- Upload a document from the document share button
 1. Select Share Documents from the toolbar.
 2. Select '+' in the Upload Documents window.
 3. Select the document file you want to upload and click the [Open] button.
- Upload files by Drag & Drop or Ctrl + C & Ctrl + V

During a meeting, you can share documents through Drag & Drop or copy (Ctrl + C) or paste (Ctrl + V) files on the main screen. When uploading is attempted, a pop-up indicating whether to upload is exposed.



[Upload document sharing popup]

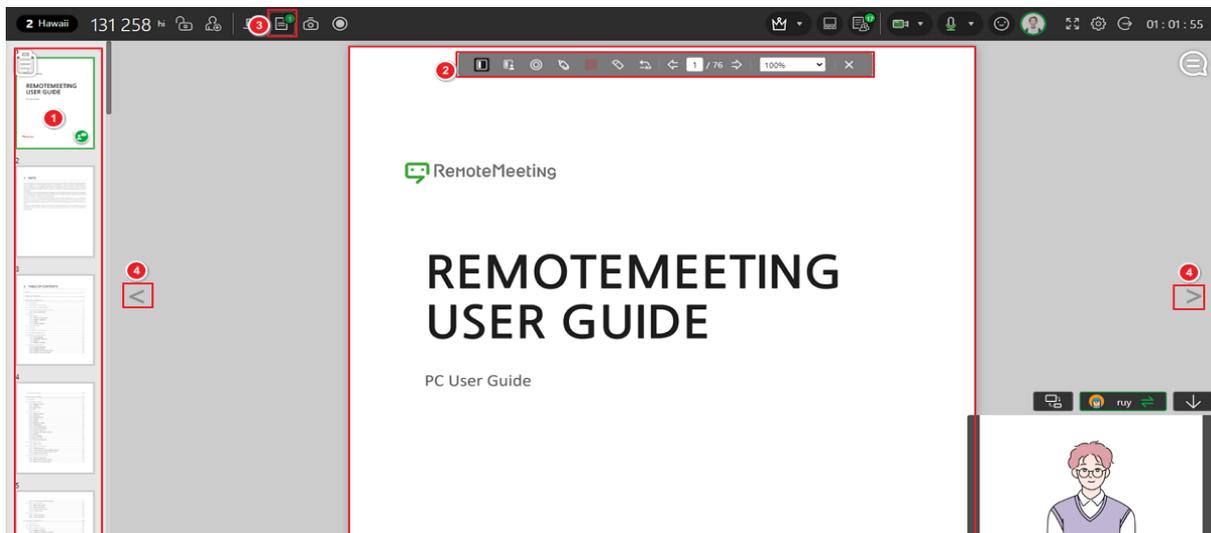
- When the [Upload] button is selected, the document is uploaded and placed in the list.
- When the [Cancel] button is selected, the notification pop-up is closed.

- Sharing documents

In the Document Upload window, click the document file you want to share to share the document.

2.6.2 Meet with document sharing

When the document is shared, the following screen is displayed. You can turn pages, use the laser pointer and drawing function which is available to all attendees to an interactive meeting.



[Document sharing screen]

No.	Name	Description
①	Page	Shows the pages in thumbnail. Click on the page to display it on the main window.
②	Toolbox	Contains laser pointer, draw, color, erase, document navigation, page number, end sharing.
③	Shared documents	Shows the total number of documents shared. Click on the icon to switch to another document.

- ④ Page navigation Navigate between pages with Prev. / Next buttons.



[Toolbox screen]



[Toolbox screen of the person who receives files]

No.	Icon	Name	Description
①		Preview document	Show or hide the thumbnails of the preview page of the document.
②		Preview by the owner only	Only the sharers can see the preview page thumbnail of the document.
③		Pointer	Displays the desired point with a laser pointer. Multiple pointers are distinguished with name (nickname) and color.
④		Draw	Draws or memo in different colors on a shared document. It allows simultaneous draw by all attendees.
⑤		Color	Select the color for draw and pointer. Each attendee can be recognized by a different color.
⑥		Erase	Erase a drawing or memo.
⑦		Erase all	Erase all drawing and memo on the screen.
⑧		Page navigation	Move the page back and forward with the navigation buttons or manually enter the page number.
⑨		Zoom	Zoom in or out the shared document. Also, it can be fit to screen height or width.
⑩		End	Ends document sharing.
⑪		Sync	The participants who received files will see the sync icon instead of the exit button, which allows them to view the same page as the person who shared the files. You can view different pages by clicking the sync disabled icon().



To replace a document to share, upload a new document or select another document that you have already registered.

2.6.3 Remove a shared document

A shared document from Document sharing can be removed from the list. Of course, an actively shared document cannot be removed, so you need to end the sharing first and then remove it.

1. Click on Document sharing to pull down the list.
2. Place the mouse pointer over the document.
3. See the trash bin icon. Click on the icon to remove the document.



Document is removed immediately from the list of all attendees.

2.6.4 End document sharing meeting

Participants sharing a document can click the End button in the Toolbox to end the document sharing. After the meeting is over, it returns to the previous (**picture** or **screen sharing**) meeting.

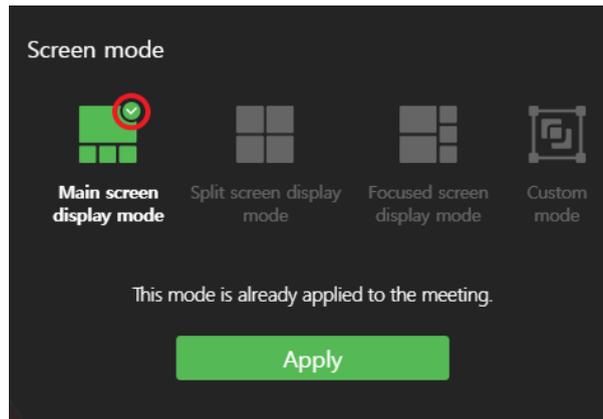
Anyone can stop sharing the document by pressing “Stop sharing” from the participant’s list, except when there is a moderator present or joined in as a guest.



An attendee who did not share a document can click on a previously registered document and resume the document sharing. This attendee will have the document sharing ending control.

2.7 Switch meeting mode

Click the Screen mode button () on the top menu to change the mode between Main screen mode, Focused mode, or Split mode, Custom mode to best suit the purpose of the meeting.



[Mode switch pop-up]

- Select the mode and press Apply to change the mode.
- Setting the default mode

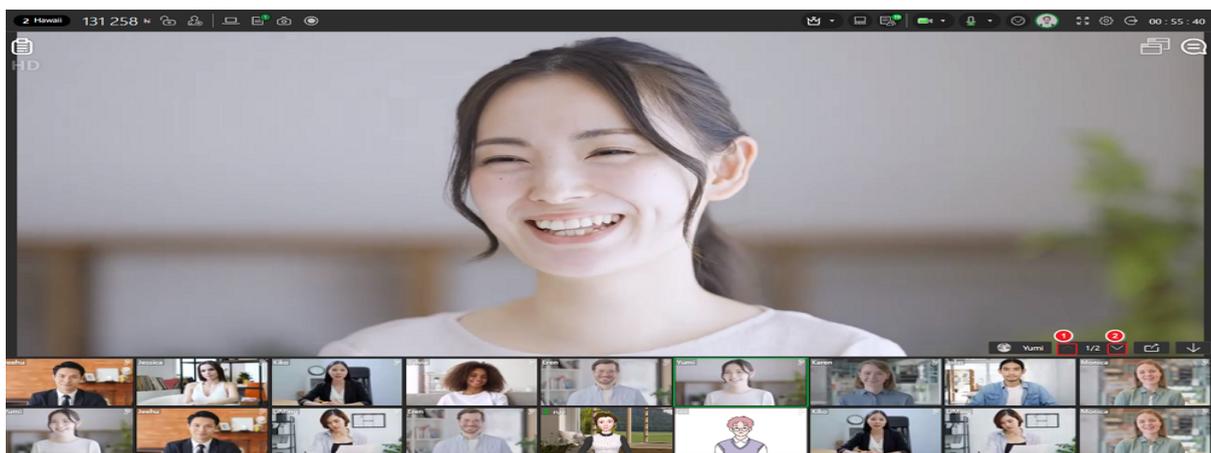
Under Screen Mode, check the circle at the top right and click [Apply] to creating subsequent meetings in the selected mode.

2.7.1 Main screen mode

Main screen mode is applied as default when a new meeting is started.

If there are 9 participants, they will be displayed in a single line, and if there are more than 10 participants, they will be displayed in two lines. If there are more than 19 participants, view the participant's PIP by selecting the page move button.

Check the PIP of participants on the previous page by pressing the previous page move button (①), and the PIP of the participants on the next page by pressing the next page move button (②).



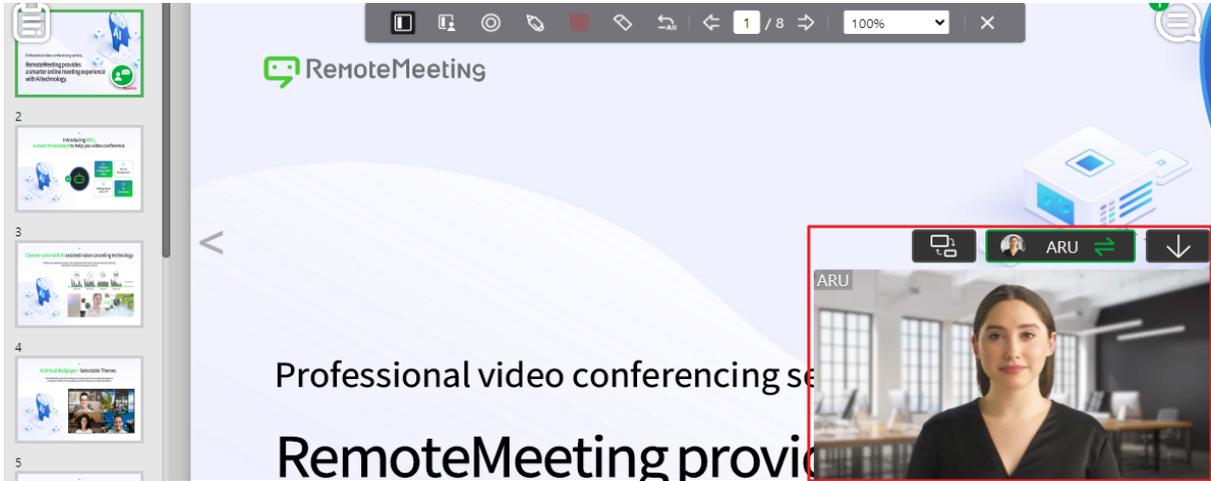
[Meeting screen]



Main screen mode is not available when there are more than 51 participants. When there are more than 51 people in the pinned state, it switches to the Focused mode, and when there are more than 51 people in the non-pinned state, it

automatically switches to the Split mode.

The main speaker's screen appears in PIP at the bottom right along with the PIP Settings (screen switching, main speaker switching, PIP mode) during file/screen sharing.



[File sharing screen]

2.7.2 Split screen mode

When screen mode is changed to Split, all participants are equally displayed on the main screen. The main speaker's screen is shown with a yellow green border (①), the same as in Main screen mode. When a user with moderator privileges hovers over the PIP, the participant camera control, microphone control, and forced leave icons (②) are displayed. A remote meeting icon (③) is displayed when there are no participants.

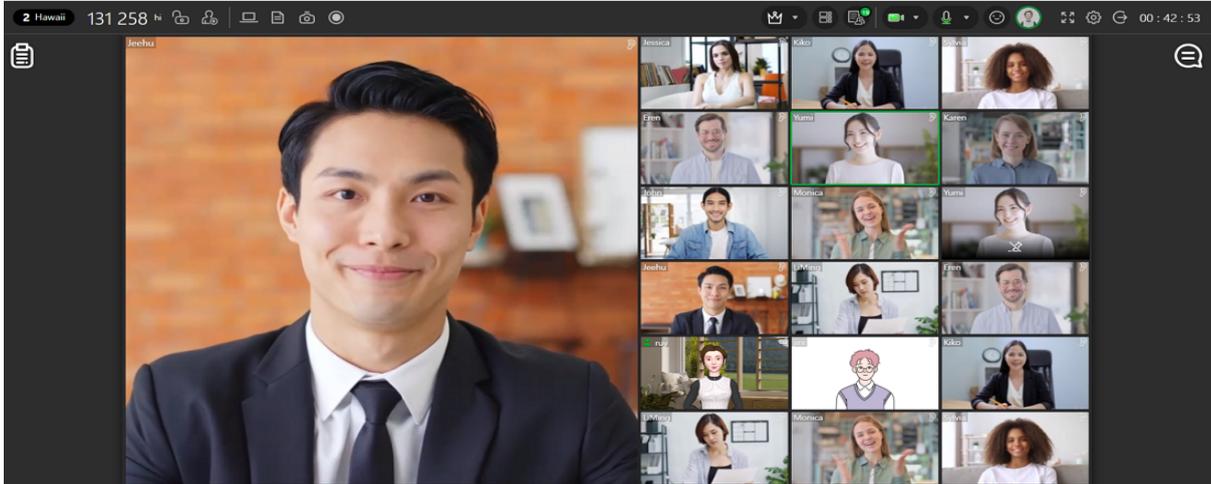


[Split Screen mode]

In a meeting with more than 51 people, the participant's nickname is displayed in the form of a speech bubble when mouse over the PIP, and the control options are shown for the moderator.

2.7.3 Focused screen mode

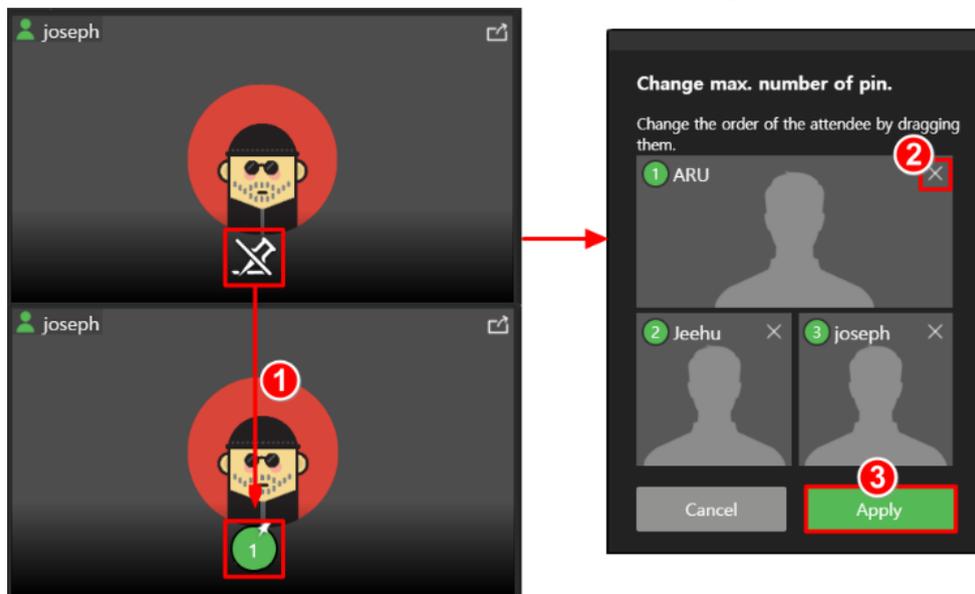
To highlight the screen of a specific participant, you can use the Pin in Focused mode. When changing to Focused mode, the main speaker is displayed on the main screen, or the moderator is shown on the main screen if one is present.



[Single person Focused mode]

By clicking the pin button () (1) displayed when hovering the mouse over the participant PIP, a popup to change the number of pins is displayed. In this popup, the currently highlighted participant and the clicked pin person are added and shown on the main screen, and up to 4 people can be pinned.

Remove the pinned participants by selecting the Unpin button (2) and press the Apply button (3) to finally fix the pinned participants to the meeting screen



[Pin fixed participants change pop-up]

Check the list of highlighted participants in the participant list.

2.7.4 Custom mode

In custom mode, you can choose from 20 screens depending on the nature of your meeting.

You can effectively organize the screen according to the number of meeting participants, the order of presentation, and the nature of the meeting.

Participants' screens are filled from the top left in the order of the most talker.



[Custom mode]

- How to change participants in the fixed layout
 1. Select the Pin icon () at the desired location. .
 2. The list of participants will appear.
 3. Select the participant's nickname from the list to pin it to that location.
 4. You can Drag and drop to change the location of participants.



[change participants in the fixed layout]



The Custom mode can only be set when the start mode is selected as "Video Conferencing."

2.8 Switch mode

Regardless of the mode, you can switch the screen mode and the main speaker when sharing a document/screen (screen switching is only available during screen sharing).

2.8.1 Screen Switching

The screen layout is switched between the main speaker and screen sharing when the screen switching icon () is selected during file/screen sharing.

Screen switching is not available when the moderator is in the state of all pins fixed or the control module is in use.

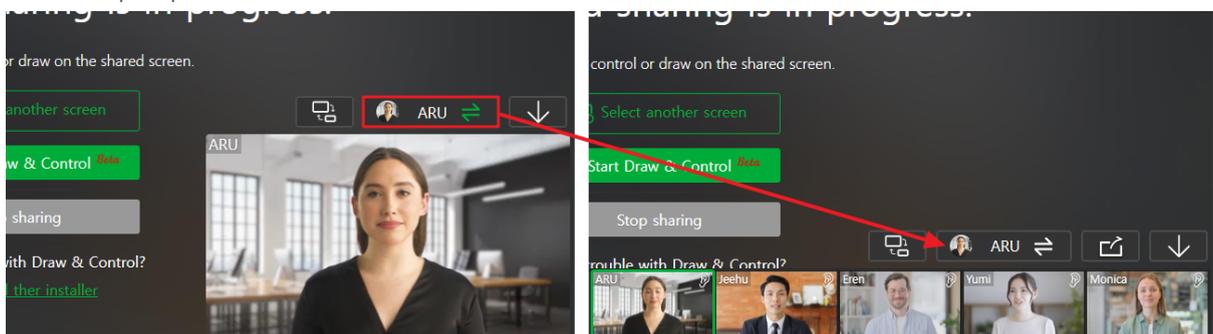


[Screen switched when the screen switching is selected]

When the screen switching icon is selected again while the screen is switched, the screen switching is canceled.

2.8.2 Coiner Switching

During file/screen sharing, main speaker switching is automatically activated and the main speaker's screen appears in PIP. Click the switching button () on the right side of the main speaker to view all participants. Coiner switching is available for meetings of 3 or more people.



[Screen switched when the main speaker is selected]

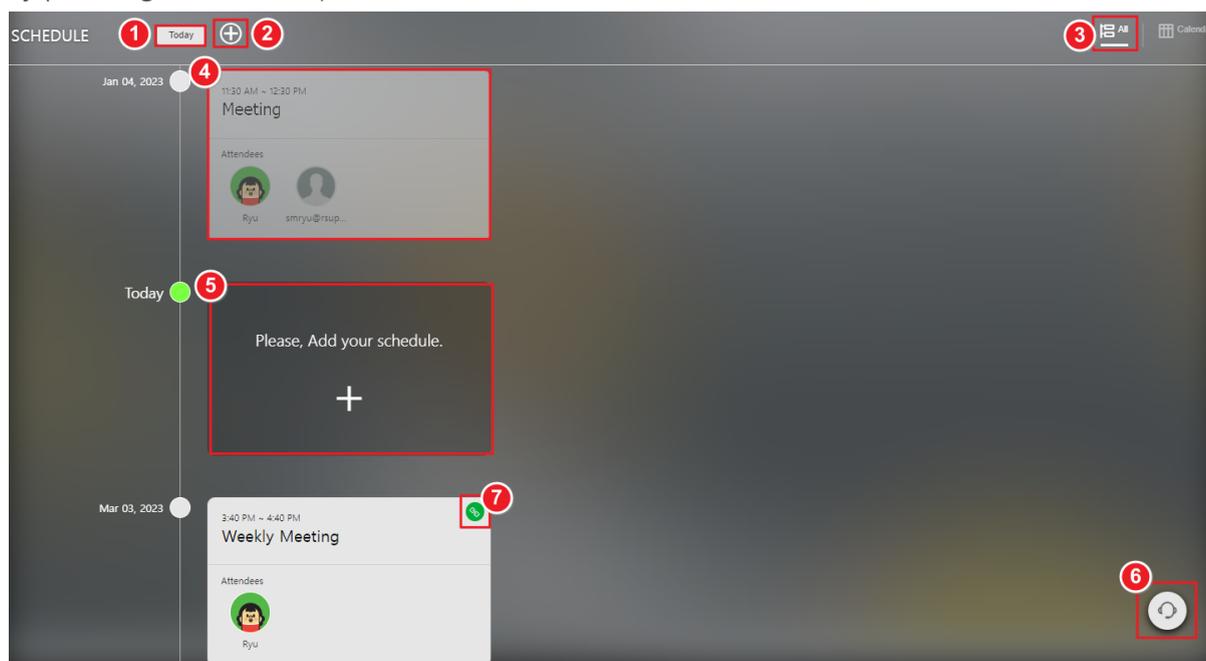
After hiding the PIP, the main speaker image is shown at the top of the button when attempting to switch the main speaker.

3. Schedule management

Press the SCHEDULE icon (📅) from the lounge to view the schedule. You can add / edit / delete a schedule and view them in card or calendar format.

3.1 View as All

By pressing the All icon, schedules are shown as cards.



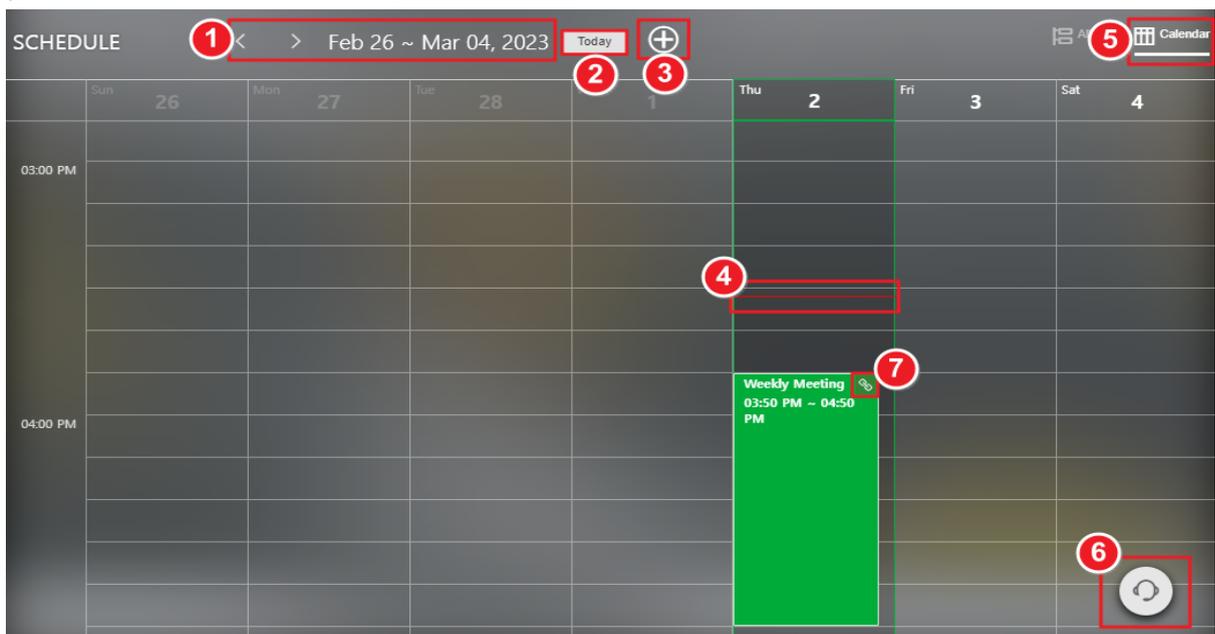
[Schedule: View as all]

No	Name	Description
❶	'Today' button	The schedule focus moves to today's date.
❷	'+' button	Add a meeting pop-up will appear, and the schedule will sync to all formats and calendar formats.
❸	'All' button	Schedule is displayed as All layout.
❹	Past schedule	If there is a registered schedule, the time, title, and meeting information of attendees are displayed. Click on it to check the details and scroll to see previous events.
❺	Add schedule button	If there is no schedule registered for today's date, the Add schedule button is displayed and you can post a schedule. If a schedule already exists, the Add schedule button is not displayed and you can reserve a meeting by clicking the + button.
❻	Request remote support	If there is a problem, you can request remote technical support.

- 7 Copy meeting link Meeting link is copied to share.

3.2 View as Calendar

By pressing the Calendar icon, schedules are shown in the calendar. Top row shows the days from Sunday to Saturday and the left column shows the time from 12am until 11pm.



[Schedule: Calendar view]

No.	Name	Description
1	Date	The date is displayed in intervals of seven days, from Sunday to Saturday. Click the "<" button to go back a week or click the ">" button to move to the next week. Repeat to move to the desired date.
2	'Today' button	The schedule focus moves to today's date.
3	'+' button	Add a meeting pop-up will appear, and the schedule will sync to all formats and calendar formats.
4	Current time	Current time is marked with a red line.
5	Calendar button	Click the calendar icon to switch to Calendar view.
6	Request remote support	This button takes you to the remote support service page. If you have an unresolved issue, you can connect with an agent and request remote support.
7	Copy meeting link	Meeting link is copied to share.

3.3 Add, edit, delete schedule

Add, edit or delete a schedule in All or Calendar view. Changes in either view will be synchronized.

3.3.1 Adding a schedule

To add a schedule in All view, click the '+' button at the top or if there is no meeting today, click the Add button on today's date. If there is an event for today's date, no additional button is displayed.

To add a schedule in the Calendar view, click the '+' button or click the cell of the desired date.

The screenshot shows a 'Make a reservation' pop-up window with a close button (X) in the top right corner. The form is divided into several sections, each highlighted with a red box and a numbered callout:

- 1 Meeting Title:** A text input field with the placeholder 'Enter the meeting title (max. 50 chars.)'.
- 2 Meeting Time:** A section containing 'Start' and 'End' date and time pickers. The start is set to 2023-05-10 at 13:30, and the end is set to 2023-05-10 at 14:30.
- 3 Repeat schedule:** A dropdown menu set to 'Do not repeat' and a 'Select end date' field set to 2024-05-10.
- 4 Lock meeting room:** A toggle switch that is currently turned off, and a 'Set password' field with a 'Copy' button.
- 5 Meeting Description:** A large text area for entering the meeting details.
- 6 Add participant:** A text input field with the placeholder 'Enter attendee (name/email)' and an information icon.
- 7:** A box showing a profile for 'Jeongyoumi' with a cartoon avatar and the role 'Organizer'.

At the bottom of the form, there are two buttons: a green 'Save' button and a grey 'Cancel' button.

[Adding a schedule pop-up]

No.	Name	Description
①	Meeting title	Enter the title of the meeting. Title must be less than 50 characters and it is required entry.
②	Meeting time	Set the meeting's date. Starting date cannot be prior to the current date and end date must be within 23 hours from the start date. When setting the end date before the start date, a message will say "The start time must be before the end time."
③	Recurring schedule	Set the recurrence of the meeting. Select 'Do not repeat' to not add any future occurrence. Select 'Weekday (Monday ~ Friday)' to add the meeting on each day of the week until the set end date.

		Weekends (Sat, Sun) will be registered repeatedly every weekend until the end date. Select the end date only if it is "weekdays (Mon to Fri)" or "repeat every week."
④	Lock meeting room	When activated, when you open a scheduled meeting, the meeting room starts with a password-locked state. You can change or copy the set password.
⑤	Meeting details	Enter the message to be shown on the invitation email. This option is optional.
⑥	Add participant	Participants can be added to a meeting. If the participant belongs to the same group, select a profile after searching for the name or email. If the participant belongs to a different group, search by the full email and press Enter or Space bar to add. To add multiple emails at once, use semi-colon (;) to separate. To delete the added participant, click X that appears when you mouse hover over the name.
⑦	Organizer	The organizer's profile and account name are displayed. Only the organizer can delete a meeting schedule.

3.3.2 StEditing and Deleting a schedule

The meeting organizer can click on a scheduled meeting to edit or delete the details. Meeting start and end time, description can be edited or deleted entirely. If the meeting has not yet started, then time can also be changed.
(Scheduled meeting cannot be modified 10 minutes prior to the start of the meeting.)
A meeting that has already finished or scheduled time has passed cannot be modified or deleted.

- A pop-up notification on schedule edit
 - When you click [Delete], a pop-up will appear to confirm the action and an option to send a meeting cancellation email to notify participants.
 - When you click [Save] after making changes, a pop-up will appear to confirm the action and an option to send a meeting update email to notify participants.
(In case of a recurring event, a pop-up will appear to confirm the action to delete or update, and an option to send an email to participants.)
- A pop-up notification on schedule removal

When removing a scheduled meeting, a pop-up will appear to confirm sending an email notification.

The meeting has been cancelled. ×
Would you like to notify participants that the meeting has been cancelled?

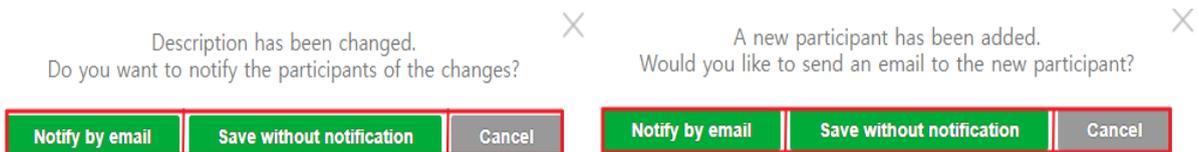


[A pop-up notification on schedule removal]

- **[Send a cancellation email]**: Send a notification email about meeting cancellation to participants.
- **[Delete without notification]**: Not send a notification email about meeting cancellation to participants.
- **[Cancel]**: Does not delete the schedule, and notification email pop-up is closed.

- A pop-up notification on schedule update/new participants

When updating a schedule or adding a new participant, a pop-up will appear to confirm sending an email notification.



[A pop-up notification on schedule update]

[A pop-up notification on new participant]

- **[Notify by email]**: Changes to the meeting is saved and notification is sent to the attendees by email.
- **[Save without notification]**: Changes to the meeting is saved but notification is not sent to the attendees.
- **[Cancel]**: Changes are not saved, and notification window is closed.

An attendee can click on the scheduled meeting to view the details only. Modification or deleting a meeting is not allowed.



View Reservation

Meeting

2022-06-08 14 : 00 PM ~ 2022-06-08 15 : 00 PM

Do not repeat Select end date: 2023-06-08

Lock meeting room: Set password:

A notification will be sent 10 minutes before the meeting and start it.

<https://www.remotemeeting.com/reservation/share/842f74cb-ee70-470b-b815-84afe>

Attendees



Amy
Organizer



smrryu@rsupport.com
smrryu@rsupport.com

[Schedule confirmation pop-up]

3.3.3 Starting a scheduled meeting

To start a scheduled meeting, either click [Start meeting] or copy the meeting link. The host can open a meeting at any time after a schedule is arranged. The invited participants can also open a meeting 30 minutes before the scheduled time, even without logging in.

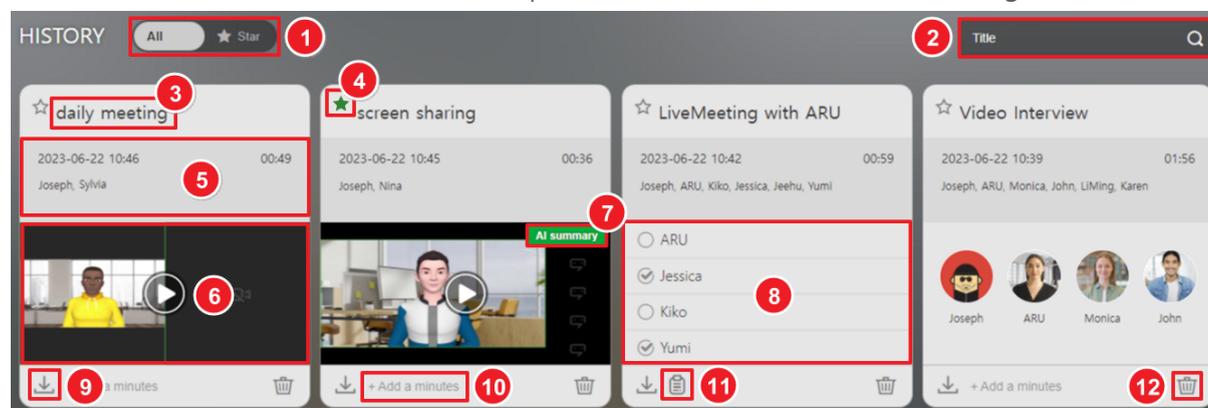
Accessing the meeting link ahead of time will navigate to the "meeting time is not available" page, and the meeting cannot be joined.

3.3.4 Schedule notification email

Join the meeting by clicking the link in the meeting invitation email or select [Join meeting].

4. Meeting minute

Click the HISTORY icon (📅) in the lounge to view the meeting list screen. This page enables to browse/confirm/edit/share/print/summarize/download meeting minutes.

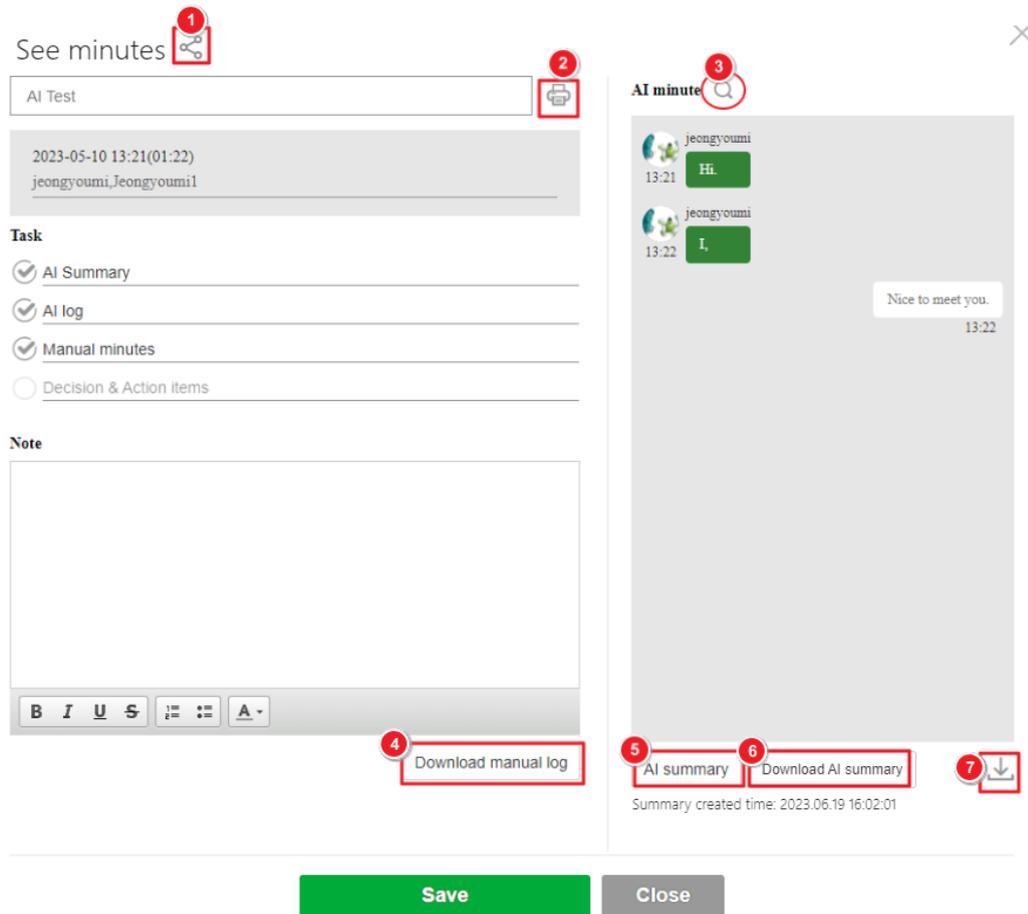


[History]

No.	Name	Description
①	Views	View all meetings or only the important ones
②	Search	Search a meeting by title.
③	Title	Meeting titles are listed.
④	Importance	Shows in yellow if the meeting is marked as important.
⑤	Details	Shows the meeting date, time, duration and attendees.
⑥	Video/screenshot	Shows the video/screenshot if available. Click the video/image to play or view it (▶ icon is shown for video).
⑦	AI summary	This icon is displayed when there is an AI summary of the recorded meeting. Select and download the AI-generated meeting summaries.
⑧	Agenda	Shows the agenda if available.
⑨	Download Chat/Log	Download the chat and logs generated during the meeting.
⑩	Add minute	Adds a new minute for that meeting.
⑪	Description	Icon is shown if the description is available. Click the icon to view and you can edit/share/print it.
⑫	Delete	Deletes the meeting minute.

4.1 View minute

To view the meeting minutes, click () to see in detail.



See minutes  

AI Test

2023-05-10 13:21(01:22)
jeongyoumi,Jeongyoumi1

Task

- AI Summary
- AI log
- Manual minutes
- Decision & Action Items

Note

B I U S   **A**

Download manual log

AI minute 

jeongyoumi
13:21 Hi.

jeongyoumi
13:22 I.

Nice to meet you.
13:22

AI summary Download AI summary 

Summary created time: 2023.06.19 16:02:01

Save Close

[View minute pop-up]

- 1 Share minute via email ()
- 2 Printing meeting minute ()
- 3 Search AI log
- 4 Download manual meeting minutes
- 5 AI summary
- 6 Download AI summary
- 7 Download AI log



Meeting minutes created during the meeting or modified after the meeting will be equally shown to all participants (guests excluded).

4.1.1 Share minute via email

Click the Share icon () to share the minutes by email.

1. Select the meeting minutes to view from the history.
2. Select the Share from detailed meeting minutes pop-up.
3. Enter the name or email of the participant to share in the Minutes Sharing popup.
(Separate multiple entries by ';' (semi-colon))

4.1.2 Printing meeting minute

Click the Print icon () to print the document.

1. Select the meeting minutes to view from the History.
2. Select the Print icon from detailed meeting minutes pop-up.
3. Press the Print button in the Print window.

4.1.3 Search AI log

If AI voice notes are created during the meeting, view AI log history to check. To search the history, enter a name and conversation by clicking the Search icon.

4.1.4 Download manual meeting minutes

Manual meeting minutes are available for pdf download.

4.1.5 AI summary

Summarize AI logs based on AI log history. If the content of AI log is large, the summary may take up to 5 minutes to complete.

4.1.6 Download AI summary

AI summary can be downloaded in pdf.



If AI summary feature is used during the meeting, the Download AI Summary button will be displayed. If not, the AI Summary button is displayed as default.

4.1.7 Download AI log

AI voice notes can be downloaded as a txt file.

4.2 Add minute

If there is no minute created, click on **Add minute** to create / share / print the minutes.



Meeting minutes modified after the meeting will be equally shown to all participants (guests excluded).

4.3 Delete minute

Delete the minute by clicking the Delete icon ().

Note that once deleted, minutes cannot be recovered.

4.4 Search minute

Search by meeting title in the search box at the top right corner on HISTORY page.

4.5 Bookmark minute

4.5.1 Mark/unmark

Click the  at the upper left of the minutes to bookmark it as important. Bookmarked minutes will be shown with . Click on it again to unmark it.

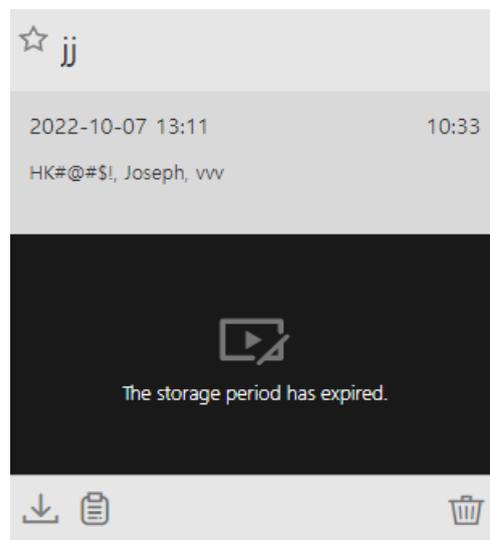
4.5.2 View bookmarks

Click ' Star' on the HISTORY page to view only the minutes marked as important.

4.6 Viewing recorded video

Minutes containing recorded video can be viewed by clicking the play icon.

If the video is deleted when the storage period is expired, playback or download is no longer available.



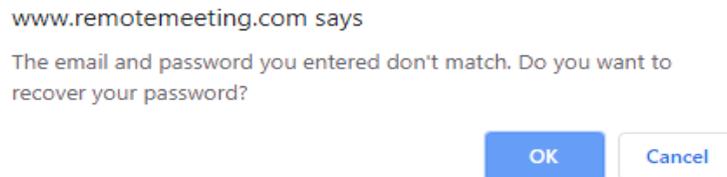
[The storage period has expired]

5. Troubleshooting

5.1 Log in

5.1.1 Fail to log in

1. Following warning will be shown if you are unsubscribed or mistyped the password. Click 'OK'.



[Pop-up shown on failed login]

2. Press the OK button to open the Forgot my password page.
3. Enter the email address in the Email address entry window and select the OK button.
4. You will receive a password reset message to the registered email.
5. Select the Change Password button in the mail.
6. On the Change Password page, enter the password of you desire and select the Change Password button.
(Requirement: 8 to 24 characters, combine alphabets, number, and special characters)



Password reset email expires in 60 minutes.
If the email expires, it must be sent again. [How to reset password in email]

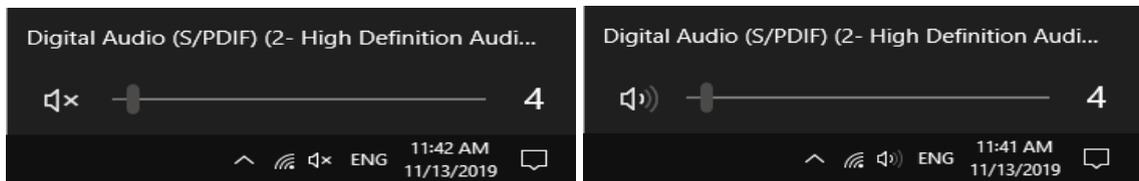
5.1.2 Change password

1. Log in to the RemoteMeeting website.
2. Select the profile icon to enter 'Profile settings'.
3. On the Profile settings page, scroll down and select 'Change Password' in the account settings.
4. On the Change Password page, enter the password of your desire and select the Change Password button to change the password.
(Requirement: 8 to 24 characters, combine alphabets, number, and special characters)

5.2 Sound

5.2.1 No sound

The system may be 'muted', or the volume may be set too low if you do not hear the sound. Try adjusting the volume by clicking the speaker icon in the system tray (bottom right of the screen).



5.2.2 Broken sound

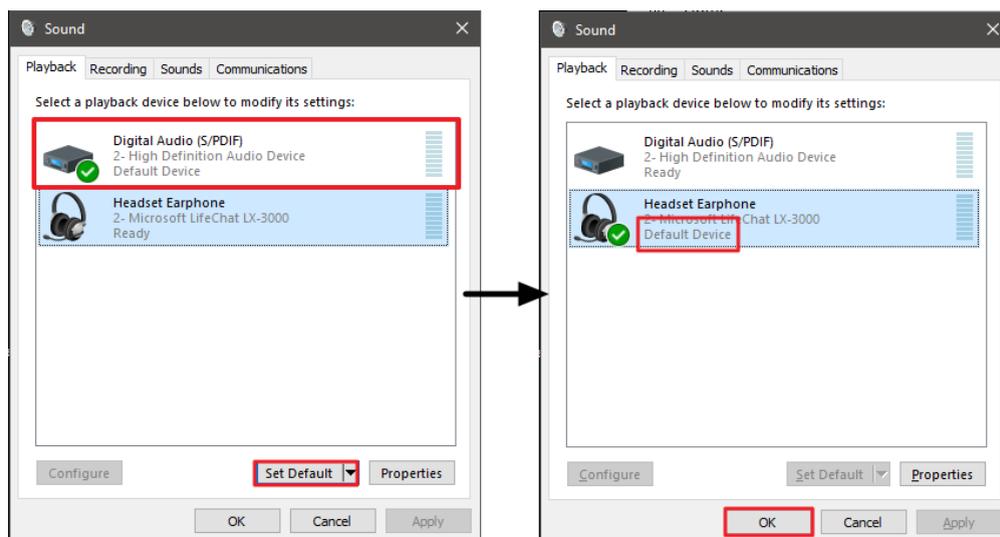
You may hear interrupted sound if the device's performance or system status, and network quality is poor.

- Try refreshing the page or reconnect.
- Try switching from Wireless (Wi-Fi) to a wired network.

5.2.3 Earphone sound on speaker (or vice versa)

Try the following if you hear the sound on an earphone (headphone), or vice versa. For more information, contact the device's manufacturer.

1. Right-click the speaker icon in the system tray (bottom right of the screen) and select 'Open Sound settings'.
2. Select 'Sound Control Panel' under 'Related Settings'.
3. Select the desired device and click 'Set Default' button.
4. Confirm that the desired device is set as 'Default Device' and click 'OK' button.



[Set default playback device]

5.2.4 Set up the microphone (PC)

Try the following to select the microphone from a PC. For more information, contact the device's manufacturer.

1. Right-click the speaker icon in the system tray (bottom right of the screen) and select 'Open Sound settings'.
2. Select 'Sound Control Panel' under 'Related Settings'.
3. Select the desired device and click 'Set Default' button.
4. Confirm that the desired device is set as 'Default Device' and click 'OK' button.

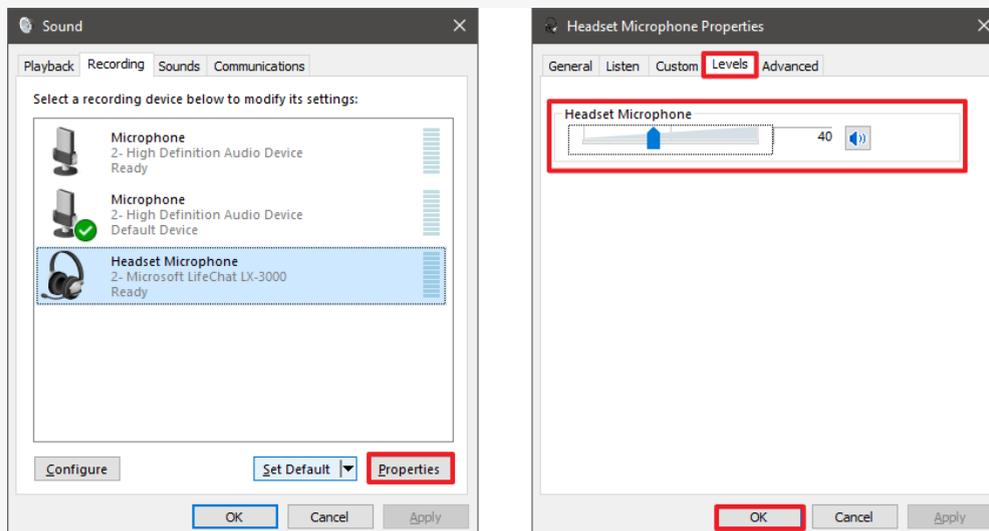
5.2.5 Echo or howling

Echo or howling occurs when the sound from your speaker goes back into your or the other's microphone. It usually occurs when the speaker's volume is high, and the sensitivity of the microphone is high. To solve this problem, try the following methods.

- Try lowering the speaker volume.
- Try lowering the microphone's sensitivity or turn it OFF if it is not used.
- Try using a headset.
- Try using a single notebook if multiple devices are in the same room.



To decrease the sensitivity of the microphone, adjust the level of the microphone in the recording's properties.



5.3 Video

5.3.1 No video

- For the external camera, check the power and the cable.
- For the internal camera, check if the camera is enabled.
- Try checking the device manager to see the device being installed correctly.

5.3.2 Choppy video

This symptom appears with Chrome browser on some Mac OSs with hardware decoder not working properly. For a smoother meeting quality, please check your Chrome settings as below.

`chrome://flags/#disable-accelerated-video-decode`

1. Enter the link below into the browser address bar and press Enter.
2. Click Disable button next to the "Hardware-accelerated video decode" option.

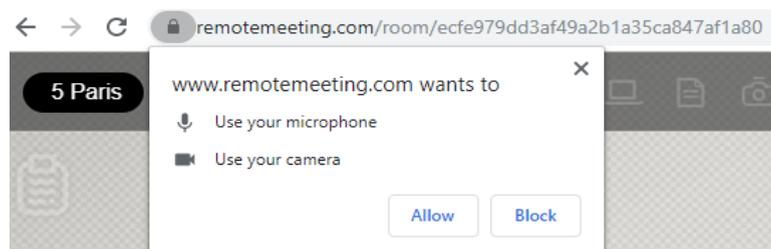


3. Click the 'Relaunch' button to restart Chrome.

5.4 Other

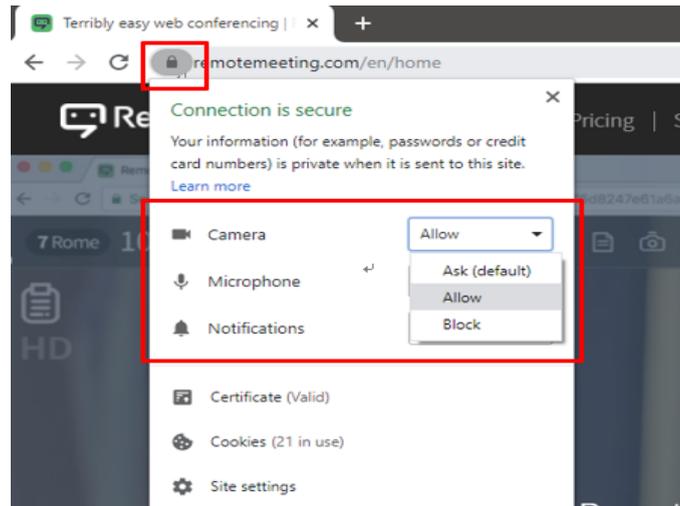
5.4.1 Allow access to camera and microphone

RemoteMeeting asks for camera and microphone permissions when you start your first meeting.



[Camera/Microphone permission request pop-up]

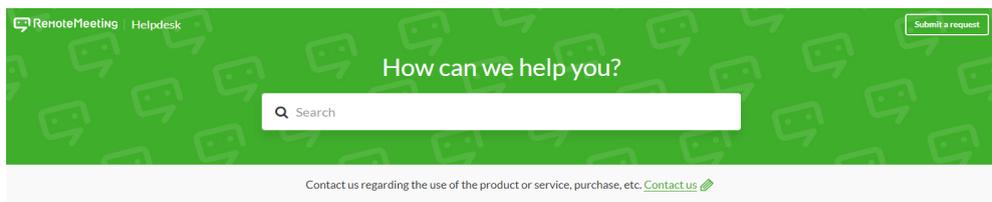
If you clicked Block(🔒), click the button in front of the address bar to change the camera and microphone permissions to Allow and refresh.



[Camera/Microphone permission setting pop-up]

5.5 Online Helpdesk

If this guide did not provide you the solution that you were looking for, try visiting our [helpdesk](#) and submit a ticket for further assistance.



Announcement

- RemoteMeeting service back normal (Nov. 06, 2019)
- RemoteMeeting update and pricing policy change notice

Frequently Asked Questions

Start RemoteMeeting	RM Usage and management
Payment system	Troubleshooting

[Online Helpdesk Screen]

Also, contact us



For more information about RSUPPORT, please visit

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