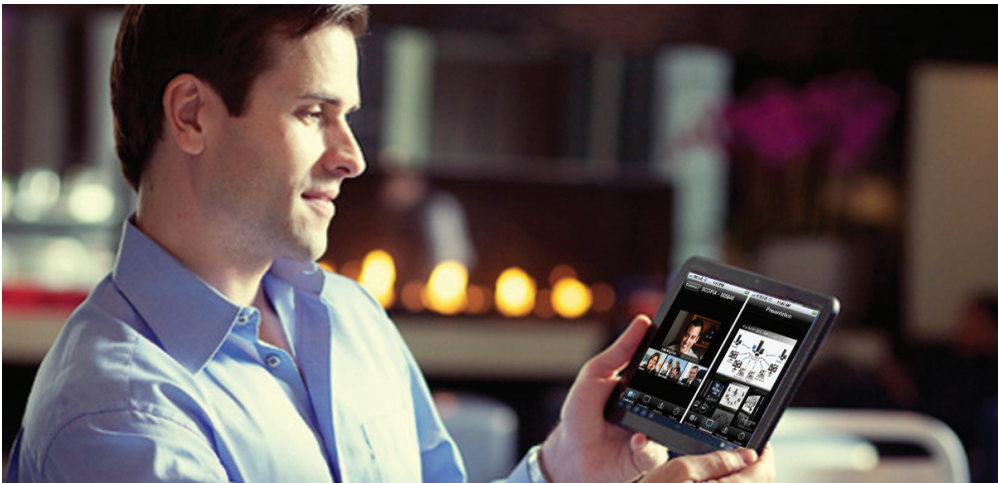


Virtual Meeting Room Quick Start Guide and Best Practices



Begin

- Log off any VPN or Remote Server Connections
- Wired Internet / network connections are preferable over wireless connections due to their lower latency and higher throughput
- Plug your webcam (ideally a 2 mega pixel webcam like the Logitech C910 /920) into a high speed USB port directly on your PC or computer. Do not plug it into a docking station or USB hub.
- Plug any USB speakerphone like the Jabra 410 or Chat 50 directly into your notebook and not into the docking station or USB hub.
- Close any other video or webcam application as they may keep your webcam from be-ing made available to the SCOPIA client.

Initial Soft Client Installation

If this is your first time using SCOPIA Desktop, you will have to install the Desktop client on your PC or Mac.

You can save time before your next video call by installing it now.

- Go to the Virtual room URL outlined in your on-boarding documentation
- Click “Click here to install these updates”
- Select the Conference Client and click “Install”
- Follow the steps to download and install the client

A screenshot of the SCOPIA Desktop client interface. At the top, there are three tabs: "Join Meeting", "Watch Webcast", and "Watch Recording". Below the tabs, the text reads "Please enter your name and the ID of the meeting that you want to join." There are two input fields: "Your name:" with the value "Tom" and "Meeting ID:" with the value "xxxxxxx". To the right of the Meeting ID field, there are two blue links: "Check Your Audio" and "Check Your Video", both circled in red. Below the input fields are two buttons: "More Options" with a dropdown arrow and "Participate Now". At the bottom of the screen, there is a yellow banner with a warning icon and the text "There are updates to SCOPIA Desktop components available." Below this banner is a blue link "Click here to install these updates", also circled in red.

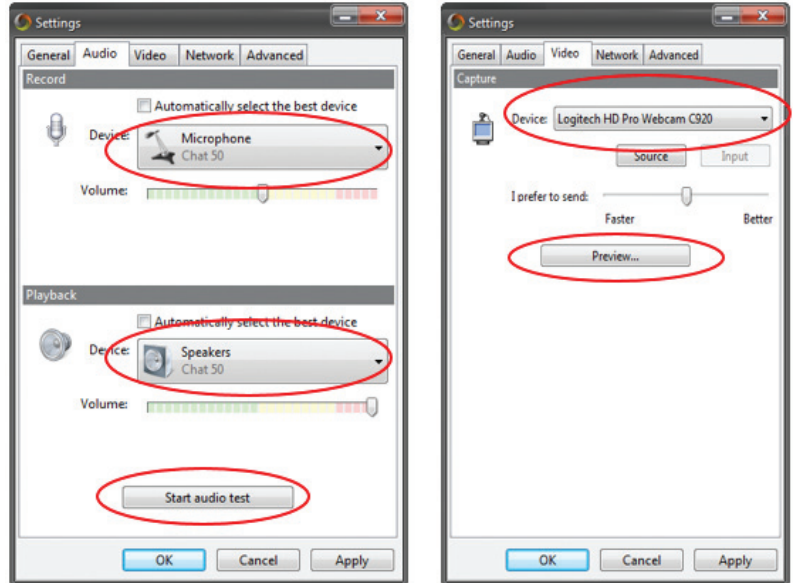
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Microphone, Speaker and Webcam Settings

Before you join a SCOPIA Desktop virtual room, be sure to double check your audio and video settings are in working order

- On the page pictured above click on “Check Your Audio”
- This will open the SCOPIA Desktop conference client settings. Make sure you select the intended “Record” and “Playback” device. These should match
- Click “Start audio test” to check your input and output. You will hear yourself back and see the volume bar move
- Click “Video” tab
- Make sure you select the correct video device.
- Click “Preview” to test out your device. Make sure that no other programs are using the webcam at the same time

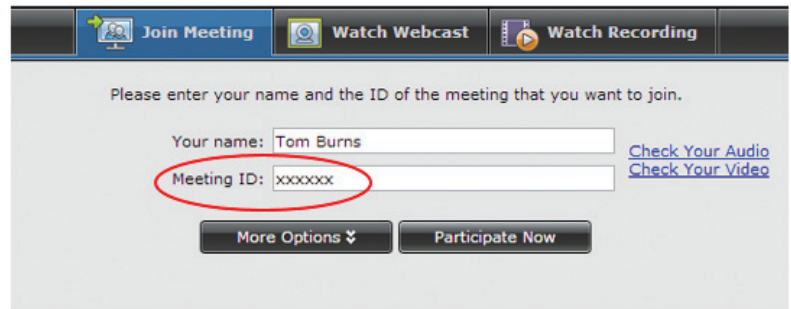


We recommend the use of a headset or external mic/speaker to improve the audio experience of all participants.

Joining a Virtual Room

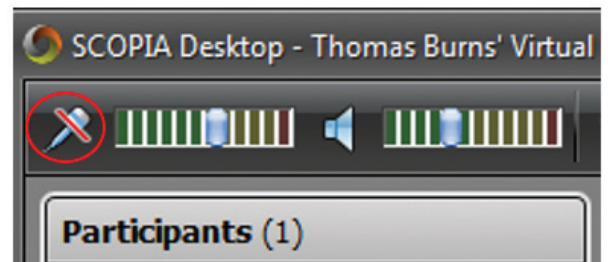
There are several ways to join a virtual room:

- You can manually enter a meeting ID
- Or you can use the auto-join link provided to you in a meeting invite or email, if available



During a Call

- Mute or unmute yourself by clicking the microphone icon on the top left corner of the screen.



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