

lip 09, 2018 09:33

Ubiconf Videoconference - User Guide - English

Ubiconf Videoconference is based on WebRTC technology and Kite solution and allows both PBX users and external users to access a web conference via a link or a phone call.

Updated: April 2018

Permalink: <https://confluence.wildix.com/x/qgAFAQ>

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Features

- WebRTC based
- HD Audio/Video
- Max number of participants: see Bandwidth requirements ([Requirements](#) chapter)
- Screen sharing, application sharing
- Access for external users via invitation by email, via link, via phone number
- Mute/unmute participants
- Dynamic video allocation
- Conference recording (audio / video / screen sharing)
- Conference scheduling (synced with Google calendar)
- Participate in a videoconference from WP600ACG / from PC
- Live streaming to YouTube & Facebook

Requirements

General

- Browser: Google Chrome, Chromium, Safari 11 (supports only audio conference!)
- Wildix licenses: (check [PBX Licensing and Activation Guide](#))
 - Per Service PBX: Collaboration, KITE-MCU08
 - Per User PBX: check <https://manuals.wildix.com/licensing/>
- Max number of concurrent calls with Kite service (both conference and Kite): 8
- For Desktop Sharing: access Collaboration using *.wildixin.com domain

Ports to open on firewall

Check here: <https://manuals.wildix.com/ports-used-by-wildix-services/>

Bandwidth requirements

The bandwidth used by Wildix Videoconference is adaptive and varies to provide the best experience on participants' network.

Minimum bandwidth required:

- Outbound from the participant: 300 kbps
- Inbound to the participant: 300 kbps

Ideal bandwidth:

- Two-person video calls:
 - Outbound from the participant: 2.6 mbps
 - Inbound to the participant: 2.6 mbps
- Group video calls:
 - Outbound from the participant in all situations: 2.6 mbps
 - Inbound to the participant with 5 participants: 3.2 mbps
 - Inbound to the participant with 10 participants: 4.0 mbps

Starting from WMS version 3.87, it is possible to save bandwidth usage by selecting special options in Conference Settings. More details can be found in chapter [Access via web](#).

Number of participants

- Video conference: 25 users
- Also tested scenarios with up to 60 participants where up to 4 participants had audio and video enabled while others participated passively (speakers can change from time to time)

Note: in case you need more participants, consider [live streaming](#) as an option -- in this way you can create a conference only with those users who need to speak and stream their video, while others can watch and comment.

Ubiconf additional equipment

To ensure efficient collaboration during ubiconf Videoconferencing in small and large meeting rooms, Wildix offers some additional equipment:

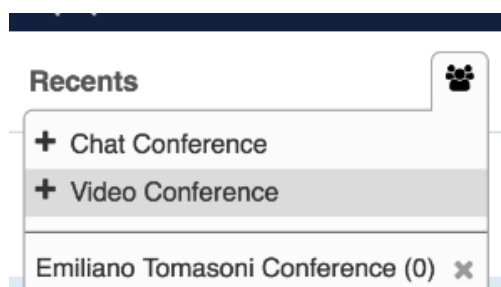
- ubiconf-Huddle which is a Plug Plug&Play solution for small meeting rooms often called as huddle rooms. It has 120° wide angle Full HD webcam and 360° microphone. More information can be found in this [Guide](#)
- ubiconf-Voice which is a speakerphone that can be used in large meeting rooms. It has 3 built-in microphones and you can additionally connect two external mics. For detailed information, refer to this [Guide](#)

Create a conference room

A PBX user can create a conference from Wildix Collaboration interface:

- Go to *Messaging* tab
- Click **Create a conference** icon in the upper right part of the *Recents* section
- Select **+ Video Conference**

Note: you can also select to access one of the previously created conference rooms, which are displayed below (on the screenshot below it is "Emiliano Tomasoni Conference"):

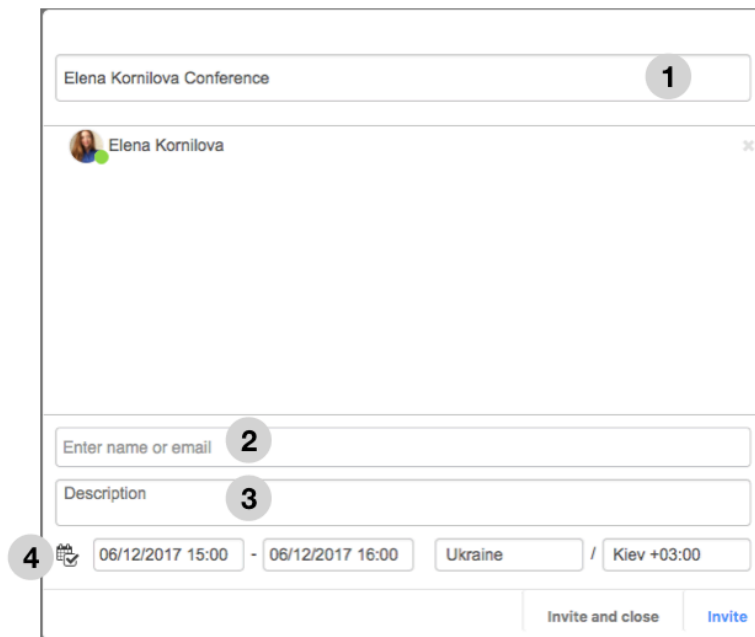


Note: it is recommended to access Collaboration using ".*wildixin.com" domain, otherwise Desktop Sharing component doesn't work for the user who has created the conference.

Note: it is impossible to create a videoconference from WP600A/ACG, but it is possible to participate if a PBX user invites you. For more details, refer to [WP600A/WP600ACG - User Guide](#).

Invite participants and schedule a conference

On the next step you can invite participants and schedule a conference:



The screenshot shows a web form for creating a conference. At the top, there is a text field containing 'Elena Kornilova Conference' with a circular callout '1' next to it. Below this is a profile card for 'Elena Kornilova' with a small 'x' icon. Underneath the profile card is a text field labeled 'Enter name or email' with a circular callout '2'. Below that is a text field labeled 'Description' with a circular callout '3'. At the bottom left, there is a calendar icon with a circular callout '4'. To the right of the calendar icon are three input fields: a date and time range '06/12/2017 15:00 - 06/12/2017 16:00', a location 'Ukraine', and a time zone 'Kiev +03:00'. At the bottom right, there are two buttons: 'Invite and close' and 'Invite'.

- 1 - edit conference name if necessary
- 2 - start entering a name into the search field to invite a user / a contact or enter the email address to invite any external user via email

Note: PBX users receive an invitation both via chat and email; external users receive an invitation via email.

- 3 - optional field allowing you to add a description of your event (if filled out, the description field will be present in the email invitation sent to participants)
- 4 - conference scheduling: click the **Calendar** icon, then select the date and the time of your conference, and the timezone

Note: conference time and date is synced with Google calendar (event is automatically added).

After you filled out the fields:

- Click **Invite** to access the newly created conference room right away
- Otherwise click **Invite and connect** to send the invitation to participants and close the room (the button is available only after you have clicked the **Calendar** icon and scheduled the conference)

Access the conference room

Email / chat invitation

Both PBX and external users receive an invitation via email:

Events in this message

"Ksenia Conference" Fri Apr 27, 2018 12pm – 1pm (EEST) ← **1**

Invited by
Sei stato invitato da
Vous êtes invités par
Einladung zur Konferenz von

Web Conference
Conferenza Web
Conférence web
Web-Konferenz

Call the conference

Accesso dal telefono

Conférence téléphonique

















Telefonkonferenz

Conference ID number
Numero ID della conferenza
Numéro ID de la conférence
Konferenz-ID-Nummer

When
Quando
Date
Wann

Ksenia

<https://conference.wildix.com/conf/8602686>
(Google Chrome) ← **2**

 +1.800.995.6957
 +39.02.87157000
 +33970720107
 +49.89.21909303
 +43.1.3912222
 +32.2.8990519
 +31881186495
 +41.44.5520951
 +372.63.46439
 +44.33.00270934
 +7.499.6094248
 +1.855.2336208
 +48.12.3988131
 +351.800.506148
 +34.902.042151
 +52.55.41708191

8602686 ← **4**

27/04/2018 12:00 (Europe/Kiev)

- 1 - The event is automatically added to Google calendar
- 2 - You can access the conference via the link provided in the email using Chrome browser
- 3 - You can also access the conference in the audio-only mode by calling the local number for your country (if present)
- 4 - This is the ID number of the conference

Important: external users cannot access the conference room if no PBX user is currently present in the room.

Watch the "First access" **video tutorial**:

<https://wildix.wistia.com/medias/5hdy9phk0z>

Chat invitation is sent only to PBX users via Collaboration web interface; PBX users can click the link to access the conference or call the indicated phone number from their Wildix device:

Today 06/12/2017

Conference: Elena Kornilova Conference @ 06/12/2017 15:00 - 06/12/2017 16:00 (Europe/Kiev)
<https://ucit.wildixin.com/conf/2855547> or call 982855547

Authorization required 14:33

Enter your message...

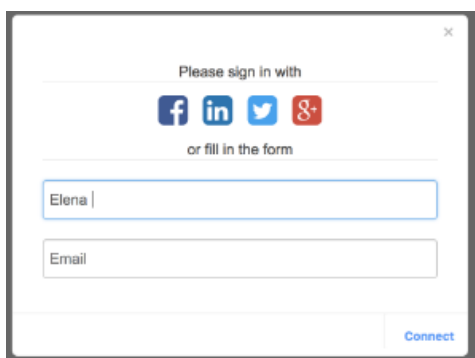
Access via web

To access the conference room via web:

- Click on the Web conference link received via email invitation or via chat (only for PBX users)

- Enter your name (required only for external users, not for PBX users) and email (optional) and click **Connect**




Note: otherwise you can log in via social networks (Facebook, LinkedIn, Twitter or Google Plus).




The image shows a login window titled 'Please sign in with'. It features four social media icons: Facebook (f), LinkedIn (in), Twitter (t), and Google Plus (g+). Below the icons, it says 'or fill in the form'. There are two input fields: the first is labeled 'Name' and contains the text 'Elena'; the second is labeled 'Email'. A 'Connect' button is located at the bottom right of the form.

- At the next step you can adjust your settings:
 - Language: change the language if needed
 - Audio output: change the audio output if needed and click the **Play** icon to test it
 - Microphone: change the audio input if needed (to test the microphone, say something: the green indicator below should change its level); click the **Microphone** icon to disable the microphone
 - Webcam: change the webcam if needed; click the **Webcam** icon to disable the webcam
 - Resolution: select the video resolution
 - Bandwidth Usage: select to display or hide video previews of other participants based on available bandwidth
 - Show active participants (1Mb) - only videos of those participants who are speaking at the moment will be displayed in lower quality
 - Show active participants (HD, 2Mb) - default option - only videos of those participants who are speaking at the moment will be displayed in higher quality
 - Show all participants (1Mb+) - videos of all participants will be displayed in lower quality
 - Show all participants (HD, 2Mb+) - videos of all participants will be displayed in higher quality
 - Audio only - no videos will be displayed, audio only

Ksenia Babych Conference

| | | |
|-----------------|-----------------------------------|---|
| Language | English | |
| Audio output | Default - Built-in Output |  |
| Microphone | Default - Built-in Microphone |  |
| Webcam | FaceTime HD Camera |  |
| Resolution | 360p | |
| Bandwidth Usage | Show active participants (HD 2Mb) | |



[Join by phone](#)
[Join](#)

- Click **Join** to enter the conference room

Note: you can click **Join by phone** to view the instructions for access in the audio-only mode; read the next chapter to learn more.

Access in audio-only mode

PBX users can access the conference in audio-only mode by calling the number 98XXXXXXX, where 98 is the Feature code Conference and XXXXXXX is the PIN number of the conference.

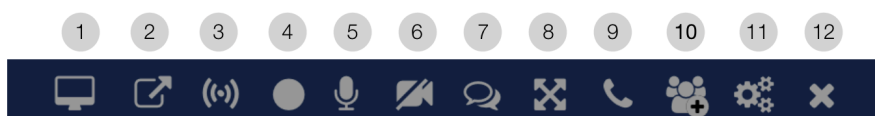
External users can access the conference in audio-only mode by calling the local phone number provided in the email invitation.

To access the conference:

- Call the provided phone number
- External users are requested to enter the conference PIN number (the PIN number is provided in the invitation email)
- All users are requested to say their name, after which they access the conference (other participants present in the conference are notified when audio-only users are connected and disconnected)

Conference controls

The *Conference control bar* is located in the upper part of the conference screen (if hidden, hover the mouse cursor over the upper part of the conference screen to view it):



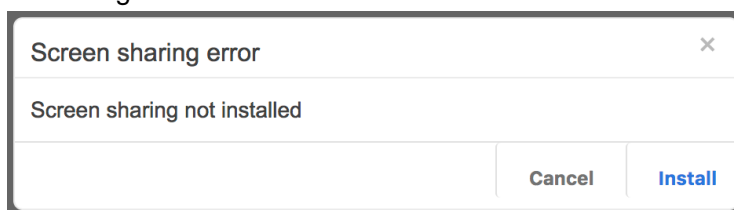
- 1 - **Screen sharing**: read more in the chapter [Screen sharing](#)

- 2 - **Link sharing**: read more in the chapter [Link sharing](#)
- 3 - **Live streaming**: available only for PBX users; read more in the chapter [Live streaming](#)
- 4 - **Conference recording**: available only for PBX users; read more in the chapter [Conference recording](#)
- 5 - **Mute / unmute** microphone
- 6 - **Start / stop video**
- 7 - **Open chat**: read more in the chapter [Chat](#)
- 8 - **Full screen** mode
- 9 - **Call the conference**: displays the prompt explaining how to enter the conference in the audio-only mode (described in the chapter [Access in audio-only mode](#))
- 10 - **Invite more participants**: available only for PBX user; read more in the chapter [Invite participants during the conference](#)
- 11 - **Settings**: allows you to adjust the settings described in the chapter [Access via web](#)
- 12 - **Exit the conference**

Screen sharing

Note: it is recommended to access Videoconference using “wildixin.com” domain, otherwise the user who created the conference will not be able to start desktop sharing.

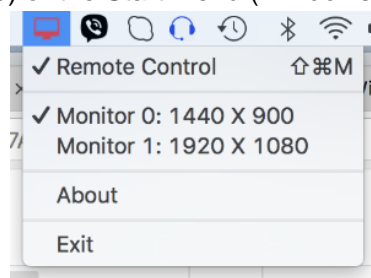
The first time you click **Start / stop desktop sharing** button from the *Conference control bar*, you are prompted to install Screen sharing extension. Download and install the *WildixScreenShare* extension:



Otherwise, go to *Collaboration Settings -> Extensions -> Screen Sharing component* and install it before creating a conference (only for PBX user).

After you have installed the extension, you can start / stop screen sharing by clicking **Start / stop desktop sharing** button from the *Conference control bar*.

In case you have an external monitor, select which Monitor to share by clicking on the **Screen Sharing** icon in the Apple menu control bar (Mac OS) or the Start menu (Windows OS):



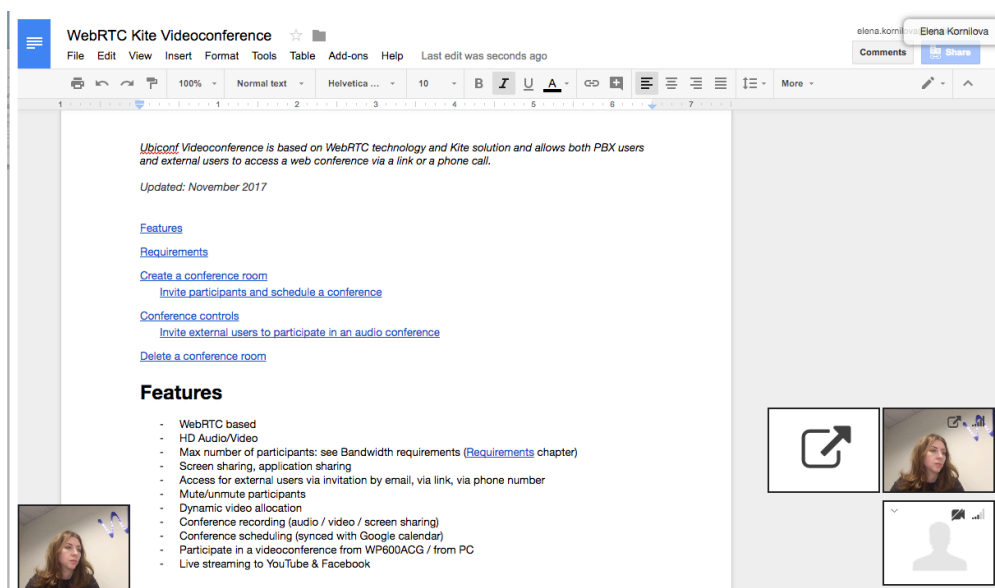
Link sharing

This feature allows users to work together inside web applications, collaborative applications, for example, Google Drive.

- Click **Share link** button from the *Conference control bar*
- Enter the link that you would like to share with other participants
- Click **Ok**:



- This allows all the participants to collaborate on the same document / inside the same application:

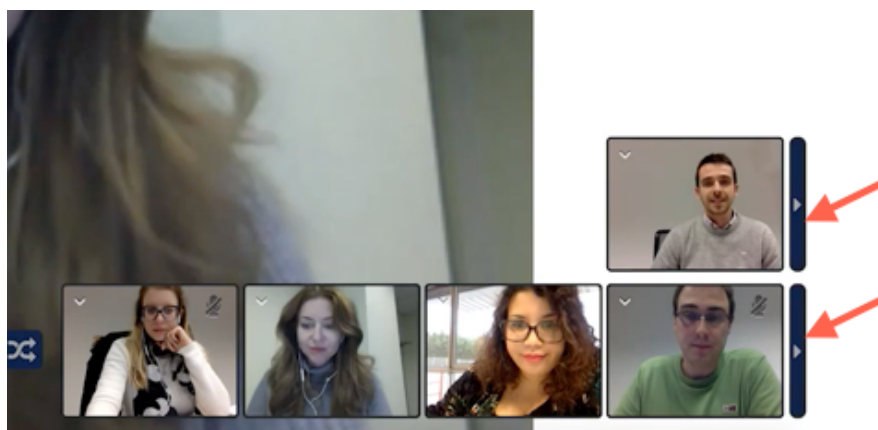


- Click **Share link** button again from the Conference control bar to stop link sharing

Hide participant's previews

When there are many participants, it is difficult to see the desktop sharing / video streaming / link sharing. In this case it may be useful to hide the participants' image / video previews and your own image / video preview.

Click the **Arrows** situated on the right side from the participants' previews / your own preview to hide the previews:



Click the **Arrows** again to display the previews.

Live streaming

This feature allows you to make live streaming of your conference to YouTube and Facebook.

To start live streaming, click the **Stream** button from the *Conference control bar* and enter the Key.

A dialog box titled "Live Streaming" with a close button (X) in the top right corner. It contains a text input field labeled "Key" with a blue information icon (i) to its right. At the bottom right, there are two buttons: "Cancel" and "Start".

For information on how to retrieve the Streaming Key for Facebook and YouTube, refer to [Ubiconf Live Streaming](#) Guide.

Video tutorial:

https://www.youtube.com/watch?v=WzfPTJui_lk

Conference recording

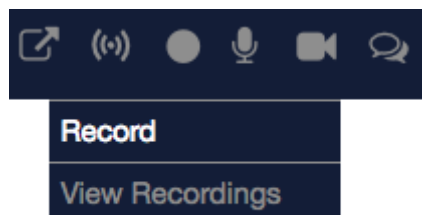
This feature allows you to record audio, video and screen sharing. Files are saved on the server.

Note: the feature is unavailable for external users. Only PBX users can start recording.

Note: Starting from WMS version 3.88, recording files are automatically deleted from a conference room after 180 days.

Start the recording:

- Click **Record** (under the *Conference recording* icon in the *Conference control bar*):



- Click **Start**



Note: it normally takes several seconds for the recording to start, when the recording has started, a notification "Started" is displayed and the Conference recording icon turns red:

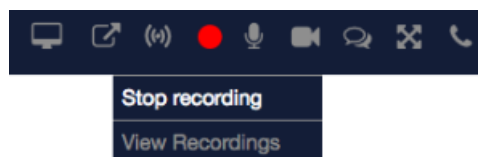


Note: when the recording is activated, all the conference participants except external users can see the recording icon in red color.

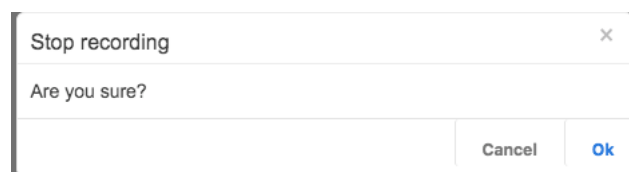
Note: only the user who has started the recording, can stop it; only one recording can be activated at a time in the same conference room, which means if one user activated it, other users cannot start the recording.

Stop the recording:

- Click **Stop recording** (under the *Conference recording* icon in the *Conference control bar*)

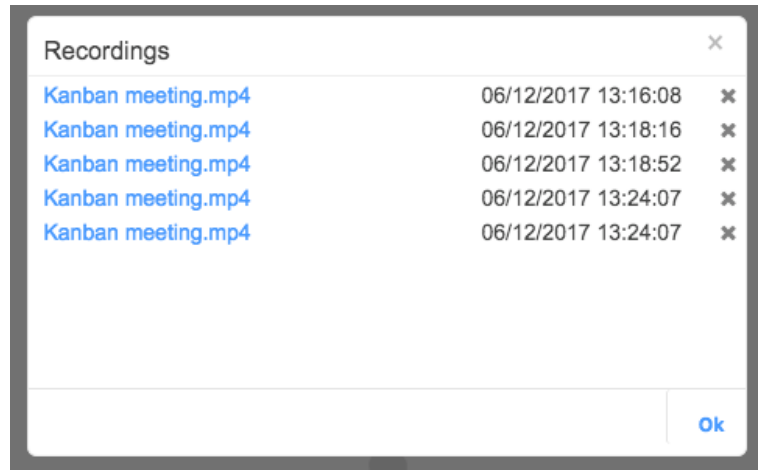


- Click **Ok**



Download the recording files:

- Click **View recordings** (under the *Conference recording* icon in the *Conference control bar*)
- Click on the file(s) you wish to download:



- File is downloaded to your PC (Downloads folder by default) in *.mp4 format

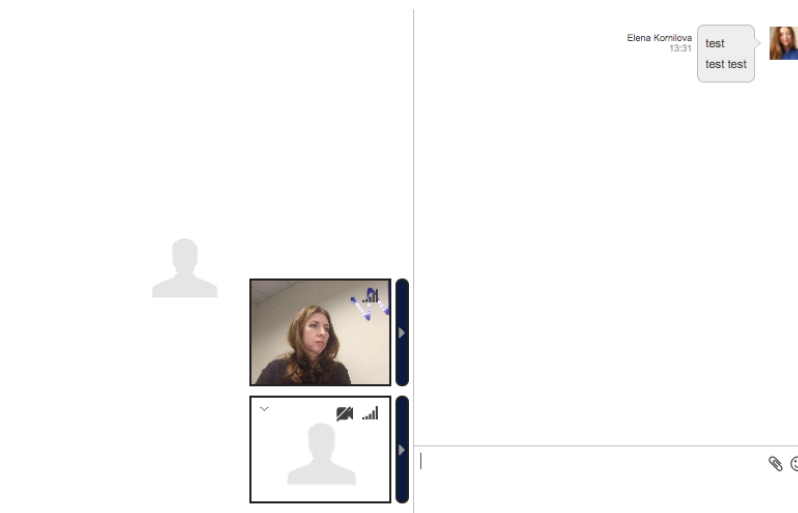
Note: you can right-click on a file and select **Copy Link Address** to share the recording file with another user.

Video tutorial:

<https://www.youtube.com/watch?v=X7F4ASejTLY>

Chat

Click **Open chat** button from the *Conference control bar* to view the chat; chat window is displayed in the right part of the screen:



Now you can start typing your message; press **Enter** to send it.

You can send files during the chat: drag the file from your PC and drop it onto the chat window of the conference, or click the **Paperclip** icon and select the file on your PC.

Use smileys during the chat: click on Smiley icon in the lower part of the chat window.

Other participants are notified about new chats in their *Conference control bar* and can click **Open chat** to

display the chat:



Invite participants during the conference

This option allows you to invite new participants or resend invitations during the conference.

Click **Invite participant** button from the *Conference control bar*:

The same menu is displayed as described in the chapter [Invite participants and schedule a conference](#).

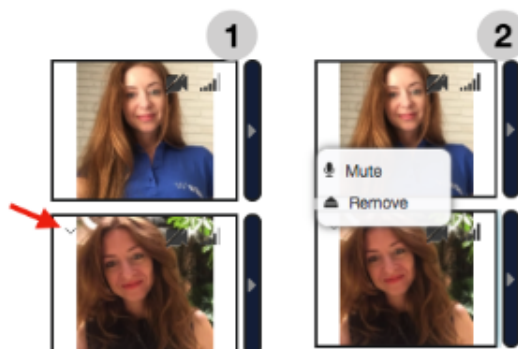
Additionally you can do the following actions from this menu:

- Click on the **Phone** icon near the participant's name to call the participant
- Click on the **Phone** icon above the participants' list to call all the participants (you can disable the checkbox near the names of the participants to which this action must not be applied)
- Click on the **Envelope** icon near the participant's name to resend the invitation to the participant
- Click on the **Envelope** icon above the participants' list to resend the invitation to all the participants (you can disable the checkbox near the names of the participants to which this action must not be applied)
- Click on the **Remove** icon (x) near the participant to remove the participant from the conference (possible only for the conference organizer)
- Click on the **Remove** icon (x) above the participants' list to remove all the participants from the conference (possible only for the conference organizer; you can disable the checkbox near the names of the participants to which this action must not be applied)
- Copy the link displayed below the *Conference scheduling*: you can then send this link to an external participant

Mute / remove a participant

Mute and *Remove* options are available only for the conference organizer:

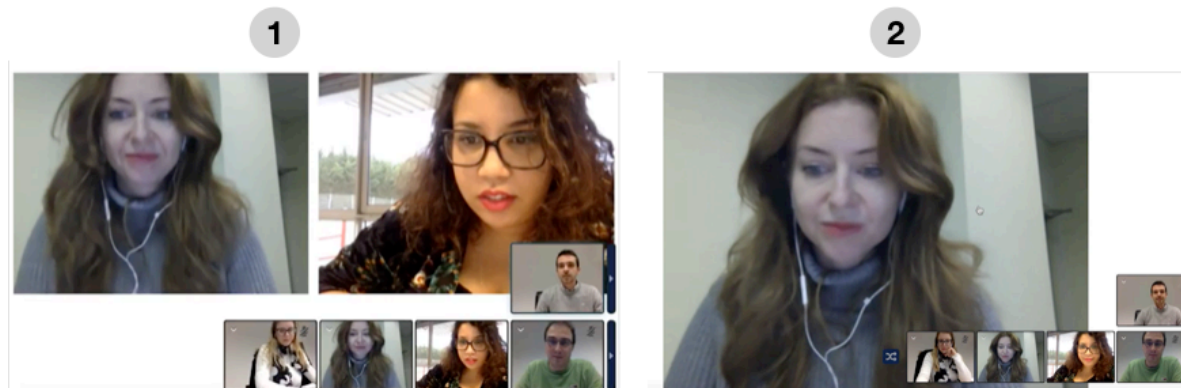
- Hover the mouse over the arrow icon on the participant's image preview:



- Click **Mute / Unmute** to mute / unmute this participant
- Click **Remove** to remove this participant

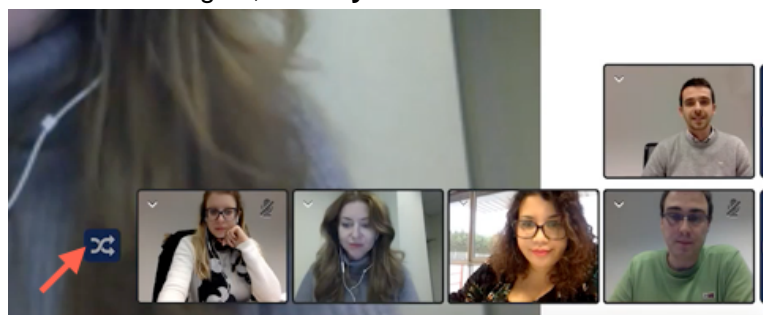
Speaker detection and video allocation

The system automatically detects which participant is speaking at the moment and displays his / her image / video preview (dynamic video allocation, picture 2) / link sharing preview / screen sharing preview. In case several participants are speaking, two half-size preview screens can be displayed (picture 1):



You can decide which screen you would like to see in full-size: double click on the participant's preview / the link sharing preview / the screen sharing preview to display it full-size.

To enable dynamic video allocation again, click **Dynamic video allocation**:



Delete a conference room

Note: only a conference organizer can delete the conference room. An invited user can only remove a conference room from his / her own list, but the room will be available for other participants.

- Click **Create a conference** in the left part of the screen (*Recents*)
- Click **x** to delete it



Connection quality indication

Hover the cursor over the participant's image to see the current:

- Bitrate
- Packet loss percentage
- Resolution
- Frame rate
- ... other data

