

## **TIKM Introduces Web Conferencing joining with 3CX**

### **Introduction**

The International Institute of Knowledge Management (TIKM) is delighted to introduce the new Web Conference facility to Conference Participants with the help of [3CX](#). 3CX is a platform designed to offer complete Unified Communications maintaining High Quality Standards. Web Conferencing platform enables Video and Voice Communications to take place through the Internet Browser with Peer Participants and relevant Session Chairs, which allows to seamlessly join meetings without the need to download any additional software or plugins. Participants can:

- Meet face-to-face with HD Video & Audio
- Watch the presentation or webinar
- Share the screens and PDF documents
- Discuss with peer presenters and session chair.

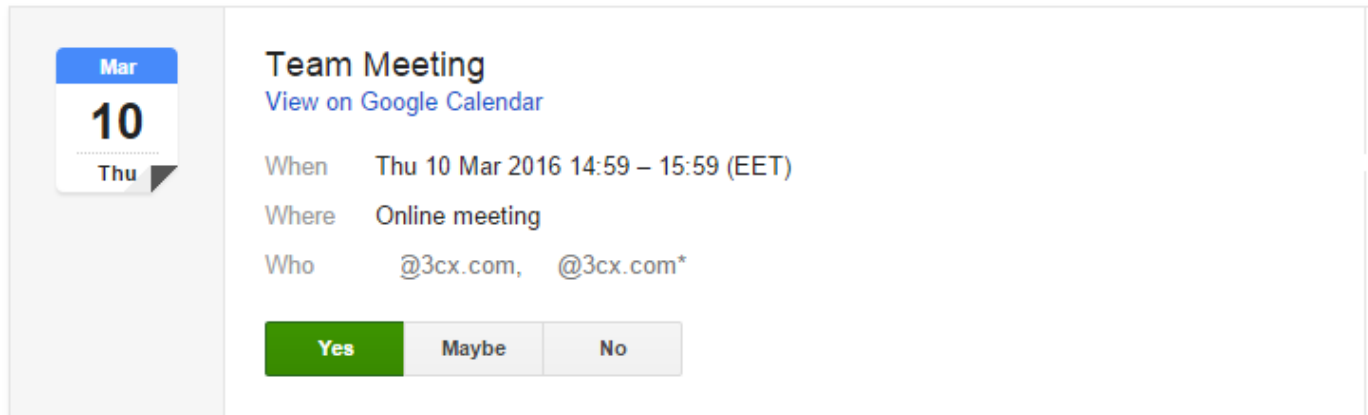
### **Requirements**

- Laptop with headset
- Desktop with Webcam and microphone/headset
- Updated Chrome Browser
- Virus Protections are needed to be paused/disabled before the start, if not it will block the webcam
- Remove Internet Download Manager Extension from Chrome – If not it will block your file sharing facility during the Web Conference. (to be discussed later)
- Bright and calm environment with proper background.

### **Receiving the Invitation**

Once invited to the video conference, an invitation will be sent via email which mentions:

- The Title of the Meeting
- Notes from the Organizer
- Date and Time
- Participants
- The Links to join the Meeting

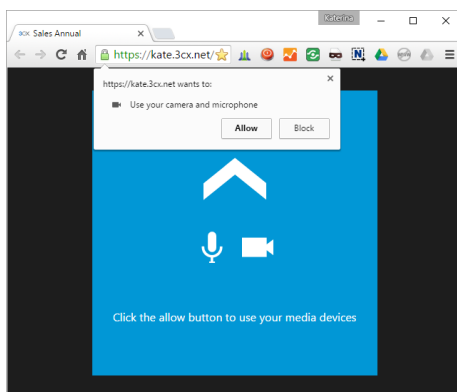


Click “Allow” to grant access or “Block” if you prefer to simply watch and listen to the meeting. If, however, you want to use more features of Web Meeting like “Share your Screen” or “Request Remote Control” you will be asked to install the 3CX Web Meeting Extension.

### How to Log in to your account

Step one – Enter your name

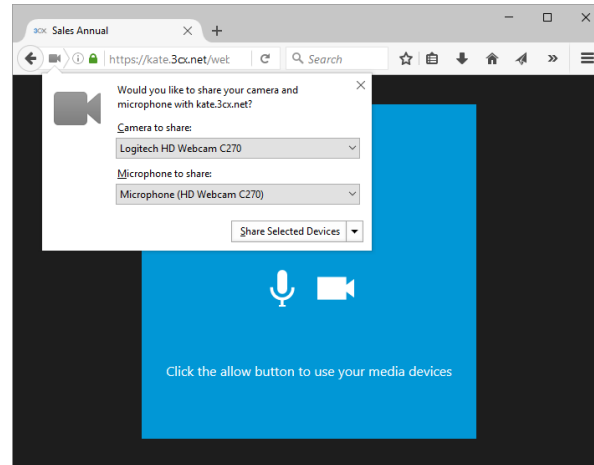
Step two – Log in to your account



Press “Install” and then “Add Extension”. A message will appear saying that the Extension was enabled. 2. If you have used the extension again in a previous web meeting, make sure that you are using the updated one. 3CX will prompt a window clarifying if the Extension is up to date.

### From Firefox

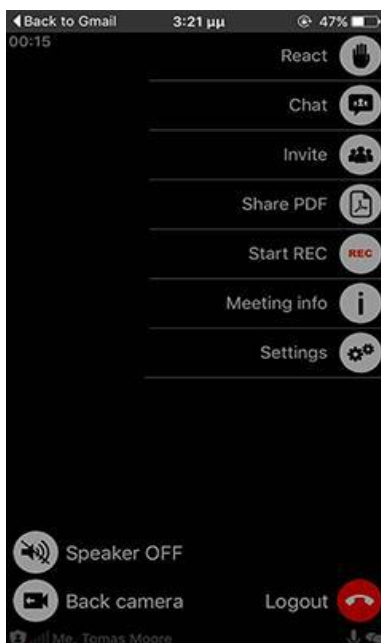
1. When joining a meeting for the first time, a pop-up will appear asking to allow access to your camera and microphone.



2. Click **“Share Selected Devices”** to grant access. Important: **“Screen Sharing”** and **“Remote Control”** are not supported in Firefox.

### From your iOS device

1. Install the 3CX Web Meeting app. Download the app from the App Store.
2. Once installed, click on **“JOIN FROM iOS”** in the invitation email.
3. A prompt will appear asking you to open the 3CX app, then click **“Log In”**.
4. From within your device you can interact in the web meeting, as shown below:



### From an Android device

1. Install the 3CX Web Meeting app from Google Play.
2. Open the invitation email on your device.

3. Click on **“JOIN FROM ANDROID”** in the invitation email.

Important: From the Android version you cannot interact, only participate (microphone and camera).

## Troubleshooting

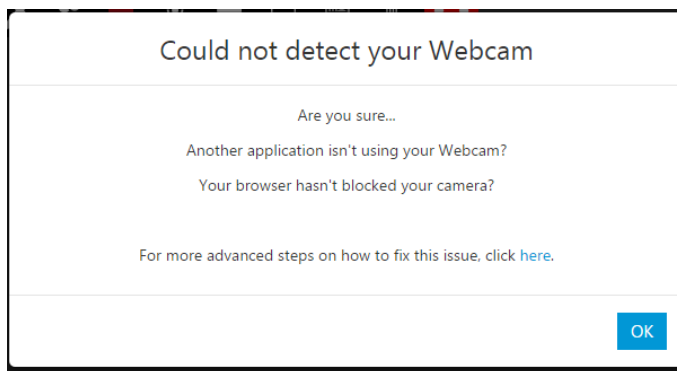
### Smartphone - Choose the camera

Working from your smartphone or tablet, you may find that the back camera has been activated instead of the front camera. You can deactivate the back camera or set the front camera as your default by touching the screen; a Menu appears which offers an option to switch cameras.

### Browser - Could not detect Webcam

In the unusual event where upon joining a 3CX Web Meeting your video is not working, please follow the below procedure in order to ensure your video is up and running again in no time. If your video is not working the below message will appear.

Sometime your security guard will be block your webcam, then please **pause** security guard. Then it will be works.

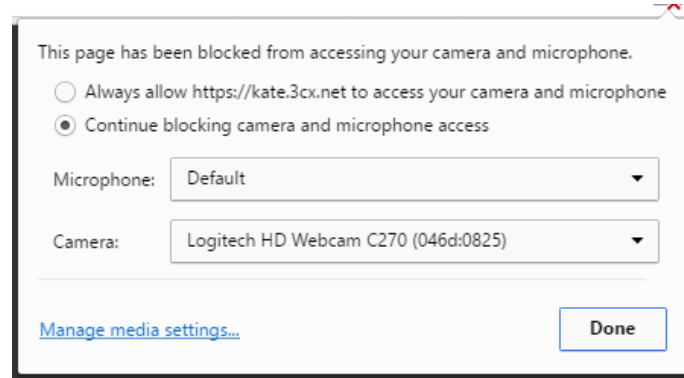


Another quick way to troubleshoot if your webcam is not working is to look at the preview on the bottom right of the screen. If you do not see your preview image there, then there is a problem with the webcam and you need to investigate. Also note that the camera icon is red.

The most common reason that causes your video to stop working is if another application is using your webcam. One way of quickly resolving this is by closing all video applications, and joining the meeting again. If that's not the issue then your browser may be blocking your webcam. Let's have a look how we can fix this on Chrome.

1. Press on the camera symbol on your browser's address bar:

2. A new window will open informing you that this page has blocked the camera and microphone:



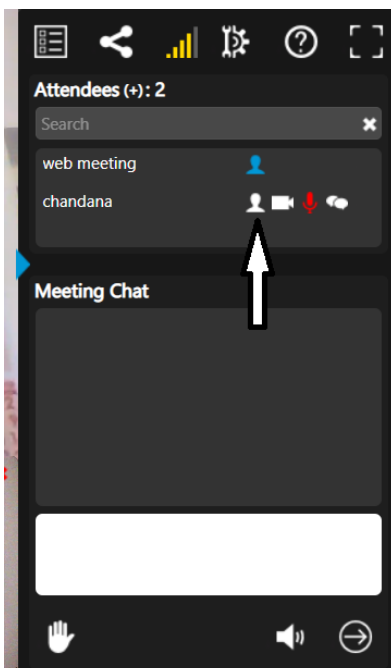
3. Select **“Always allow..”** and choose the Microphone and Camera to use.
4. Press **“Done”** and refresh.
5. Relaunch Chrome and go back to the invitation e-mail.
6. Click the join button to join the meeting again. Make sure to **“Allow”** your camera to be used.

Tip: You can also do this from the Google Settings ⇒ Advanced Settings ⇒ Content settings ⇒ Microphone and Camera

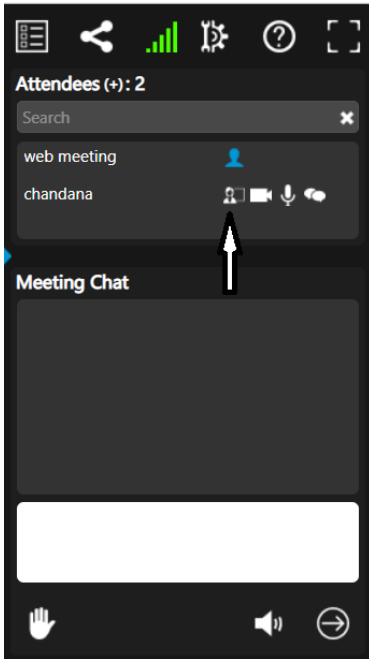
## How to Start the Presentation?

The TIKM administrator will send the time to start your presentation. It will be 15 minutes for the Presentation and 05 minutes for the Q&A Session.

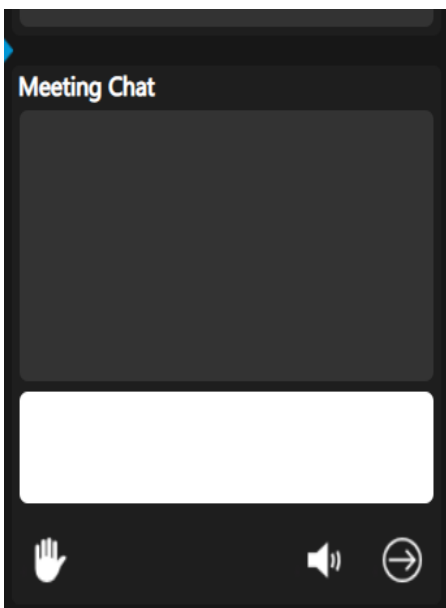
The category will be displayed as **“participant”** and the microphone is needed to be deactivated as shown in the picture (Red Color)



When the scheduled presentation is the next in line, the participant category will be changed to **“presenter”** and the microphone will be activated.



There are chat box options available for the presenters through which they are able to communicate with the other participants and TIKM administrators.



## Options Available at the Web Conference Phase



“Video recorder sign” – Camera Switch on/off button.

“Mike sign” - Mick Switch on/off button

“White ball sign” – Start Recording

“Desktop sign” – Start sharing

“Second desktop sign” – Request remote control

“Paperclip sign” to share a PDF.

“End call sign” – End the web meeting

## Sharing PDFs

You can share your presentation as PDF if you want to show your presentation to the audience or session chair

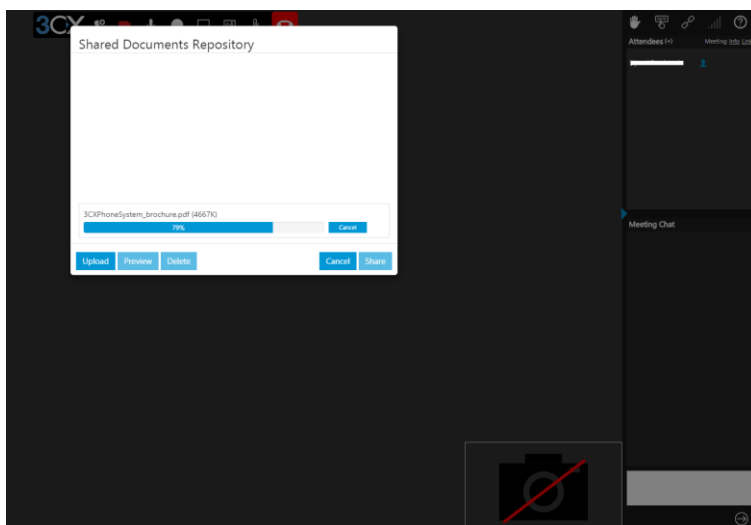
### Step 1: Share a PDF

1. While holding a meeting, click the “**paperclip**” to share a pdf. (PDF form only) You can convert your power point presentation to PDF before start.
2. Click “**Upload**” and navigate to the PDF you want to share. Select it and click “**Open**”. (This system support pdf files only, and do not try to upload heavy filed more than 30Mb)

## Options for the presentation



01. Move the slides
02. Highlight the mouse point
03. Drawing tool
04. Typing tool
05. Change Color
06. Increase font size
07. Clear all the changes made
08. Enlarge the file size



Your PDF will be shared in high definition. To navigate between slides use the **“Next”** and **“Previous”** buttons. To stop sharing, click the **“Share Doc”** button again.



## Shared Documents Repository

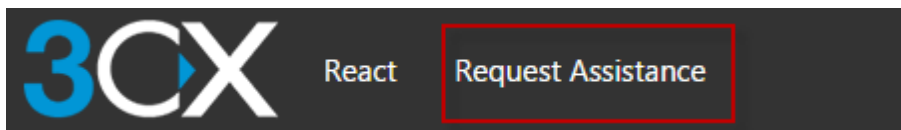
All PDFs that are uploaded to 3CX Web Meeting and used during a web conference are automatically saved in the Shared Documents Repository.

You can access the repository by following the steps below:

1. Open up 3CX Web Meeting in a new tab.
2. Click on **“Share PDF”**
3. Click on **“Manage Documents”** in the bottom left corner.

## Requesting Assistance

### Requesting Remote Assistance



1. During a meeting you can click on the **“Request Assistance”** button to initiate a remote control session.