



Swyx Meeting User Documentation

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1 Collaboration with Swyx Meeting

With Swyx Meeting you can start your online meeting directly from the browser without having to download additional software. You can also start a meeting with your conversation partners during a phone call via SwyxIt!. Swyx Meetings take place in a virtual meeting room and are started and controlled by a host. Guest participants do not need a Swyx Meeting account or a SwyxIt!. They simply follow the link in the invitation email or dial-in via phone. Guests with their own SwyxIt! are automatically forwarded to the Swyx Meeting website, when their conversation partner has started Swyx Meeting.



When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.



For the provision of the Swyx Messenger / Swyx Meeting service, user-related data will be transmitted to and processed by our order processor, Voiceworks B.V. (also part of the Enreach Group) on the basis of a corresponding order processing contract. These products require the transmission of various data such as IP address, login data, chat messages, names of communication partners, dial-in numbers (Swyx Meeting), files sent and screenshare content (Swyx Meeting) each time they are used.



If the host loses the connection to Swyx Meeting, e.g. because his internet connection has been interrupted, he has 30 seconds to log in again and continue the meeting. All participants will be informed about this situation. If the host does not log in again within this period, the guests must log in again.

1.1 Features

Swyx Meeting offers the following features:

- Online video conferences
- Online chat

- Screensharing
- File sharing
- Dial-in via phone (only Swyx Meeting 10)
- Record meetings (only Swyx Meeting 10)
- Broadcast video (only Swyx Meeting 10)

1.2 Swyx Meeting with SwyxIt!

For using Swyx Meeting via SwyxIt! the following information applies:



Starting Swyx Meeting from SwyxIt! is not available in CTI mode. You can reach Swyx Meeting at any time via the following address: <https://meeting.swyx.com>

1.2.1 Requirements

- Your administrator has allowed you to use Collaboration
- You have selected Swyx Meeting during the installation of SwyxIt!, see also the SwyxIt! User Documentation.
- Collaboration is activated in your SwyxIt! (menu "Settings | User Profile, see also the SwyxIt! User Documentation, chapter „ Configuration", section „User Profile")
- You are using Microsoft Windows Version 7, 8, 8.1 or 10
- You are using Google Chrome (desktop or mobile version) or Edge Chromium from version 72 or Mozilla Firefox from version 65, Microsoft Edge (desktop or mobile version) Apple Safari or iOS from version 13.1, Samsung Internet Browser (mobile)




It is not recommended to use Swyx Meeting via mobile data connection because of high data consumption.


- If you want to invite participants from SwyxIt! via email, you have selected Outlook as your standard email program

1.2.2 Setting Swyx Meeting as your standard collaboration app

To always start meetings with Swyx Meeting, you can set the application as default.

To set Swyx Meeting as your standard app

- 1 Right-click on the  button and select "Properties" in the context menu.
The dialog field for the local configuration is opened.
- 2 Select "Swyx Meeting - Internal and external".
- 3 Click on "OK".

- ✓ Clicking on the  button will open Swyx Meeting directly in the future.

1.2.3 Starting meetings via SwyxIt!


You can start meetings during or outside a call.

To start a meeting via SwyxIt!

- 1 If you have set Swyx Meetings as your standard app, click on the



When you start Swyx Meeting from within SwyxIt! for the first time,

right-click on the  button and in the context menu select from the dropdown list "Swyx Meeting - Internal and external".

- ✓ A new Outlook window appears. When you start Swyx Meeting from within a call, your call partner is already registered as the email recipient. If you start Swyx Meeting outside a call or if you are con-

nected to two conversation partners, you have to enter the corresponding recipient(s).

- ✓ If you start Swyx Meeting from SwyxIt! for the first time, a login dialog appears, to which you have to enter the login data you received via welcome email or from your administrator.
- ✓ The Swyx Meeting website appears in your selected standard browser.
- ✓ The Swyx Meeting website appears in the selected standard browser of your call partner.




If you are connected to two conversation partners and start a meeting, the Swyx Meeting web page does not appear and the conversation partners have to follow the link in the email instead.

See also section *To add guests during a meeting*, page 8 and *Accepting or declining guests*, page 8.

1.2.4 Reset Swyx Meeting credentials via SwyxIt!

You can reset your Swyx Meeting logon data on the SwyxIt! skin.

To reset your Swyx Meeting credentials

- 1 Right-click on the  button and select "Reset Swyx Meeting Credentials" in the context menu.
 - ✓ Your credentials are reset. The next time you start Swyx Meeting from SwyxIt! a login dialog will appear again where you have to enter your credentials.

1.2.5 Joining meetings via SwyxIt!

If your SwyxIt! conversation partner has invited you to a Swyx Meeting, the Swyx Meeting website automatically appears in your selected default browser. Additionally, you can dial in to the meeting.

See section *Joining meetings*, page 9.

1.3 General requirements

1.3.1 Software

- Desktop: Google Chrome, Edge Chromium from version 72, Mozilla Firefox from version 65 Microsoft Edge, Apple Safari from version 13.1
- Mobile: Google Chrome from version 72 Samsung Internet Browser, Apple Safari from version 13.1



It is not recommended to use Swyx Meeting via mobile data connection because of high data consumption.

1.3.2 Hardware

- CPU: 2.0 GHz dual-core intel core i5 or faster
- RAM: min. 4 GB physical RAM, 2 GB of it free
- HDD: 1 GB or more

1.3.3 System

- Internet connection: Fixed line broadband connection or mobile broadband connection (LTE)



It is not recommended to use Swyx Meeting via mobile data connection because of high data consumption.

- Audio output/microphone: Built-in, USB or Bluetooth speaker and microphone or headset
- Camera: Built-in or USB webcam (optional HD)

1.3.4 Bandwidth

- Standard video quality (960 x 480) => 3 Mbps (upload/download) for optimal experience
- Low video quality (360 x 180) => 1 Mbps (upload/download) for optimal experience

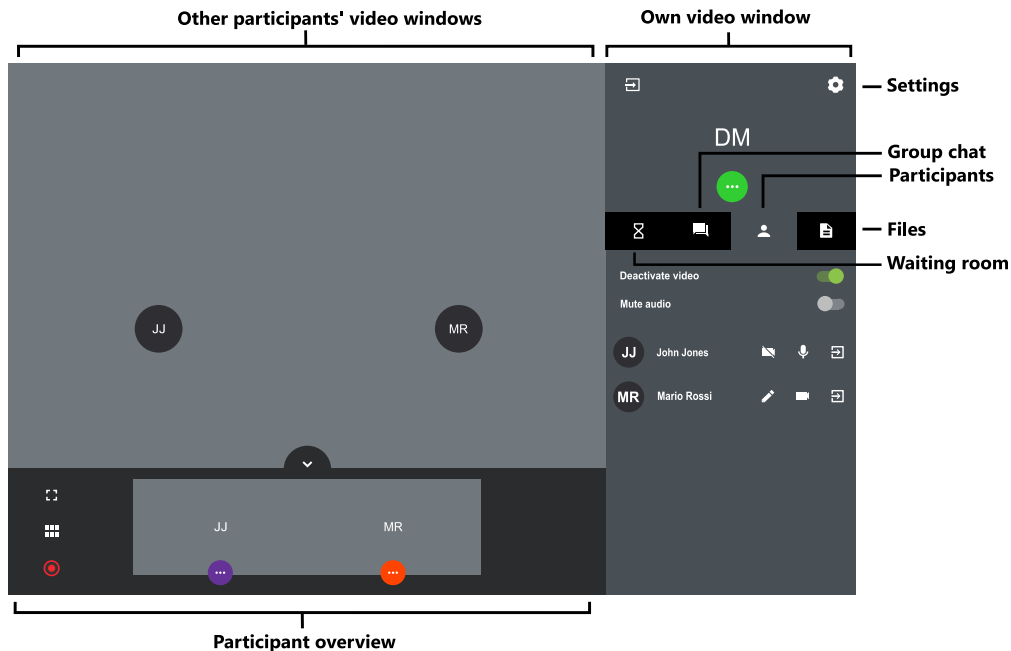
1.3.5 Network

Swyx Meeting uses WebRTC technology. For successful transmission, free access to the remote stations listed in the table must be guaranteed. Firewalls must be configured accordingly. Please contact your administrator for further information.

Component	IP /DNS entry	Log	Destination port
Media (audio, video, screen-sharing)	89.184.190.0/24	UDP	16384 - 32768
File transfer	iamfile1.voipoperator.eu iamfile2.voipoperator.eu iamfile3.voipoperator.eu	TCP	4006
Signaling	iam.voipoperator.eu	TCP	443, 4006
TURN/STUN	stun.voipoperator.tel	UDP, TCP	3478, 443
STUN Google One	stun.l.google.com	UDP	19302

1.4 User interface

The Swyx Meeting user interface is divided into two sections: On the left side you can see the other participants, on the right various settings are available.



1.5 Reset password

You can reset your password and have a new one sent to you.

To reset your password

- 1 On the login page, click on "Forgot your password?".
✓ You are redirected to the page for creating a new password.
- 2 Enter the email address with which you are registered with Swyx Meeting.

- 3 Click on "Reset password".
✓ An email is sent to the entered address.
- 4 Click on the link in the email.
✓ You are redirected to the page for creating a new password.
- 5 Enter a new password and repeat it to confirm.
✓ You can log in to Swyx Meeting with your new password.

1.6 Starting meetings

You can start meetings via browser, for example.

To start a meeting

- 1 Enter the following address to your browser:
<https://meeting.swyx.com>
✓ The Swyx Meeting login page appears.
- 2 Click on "Sign in as a host", if applicable.
- 3 Enter the login data you received via welcome email or from your administrator and click on "LOGIN".
- 4 When you register for the first time, enter a name for your meeting room and click on "ASSIGN ROOM NAME".
After you have specified your audio and video settings, see also step *Define your audio and video settings.*, page 9, you can copy a link with the meeting room name or meeting ID to your clipboard.
To complete your first registration, click on "ENTER YOUR ROOM".
✓ An empty meeting room appears.

1.7 Inviting guests

You can invite guests before or during a meeting. In addition, you can send a calendar entry, which is stored in your and your guests' default calendar program. The maximum number of participants is determined by your Swyx Meeting license. Please contact your administrator for further information.



Participants, that use the dial-in option are not added to the maximum number of participants, i.e. the number of participants that dial in is not limited by your license.



The dial-in feature is only available with Swyx Meeting 10.

To invite guests via email

- 1 Start a meeting.
- 2 In an empty meeting room, click on "COPY ROOM LINK".
 - ✓ A short invitation text with the web link to your meeting is copied to your clipboard.
- 3 Click on "CREATE INVITE" and on "COPY INVITE".
 - ✓ The complete invitation text with web and dial-in link is copied to your clipboard.
- 4 Send the automatically generated link via e-mail to the appropriate persons.




To send a calendar entry

- 1 In an empty meeting room, click on "CREATE INVITE" and on "CALENDAR INVITE".
 - ✓ An input field appears.
- 2 Enter a subject for the meeting.
- 3 Select the date and time.
- 4 Click on "DOWNLOAD .ICS".
 - ✓ The file is downloaded and stored in your browser download directory.
- 5 Open the file.
 - ✓ A window appears in your default calendar program.
- 6 Send the calendar entry with meeting link, meeting ID and dial-in numbers via email to the appropriate people.
 - ✓ Once the recipients have confirmed the meeting request, the calendar entry is saved in their calendar.






You can also save the calendar entry first in your calendar program and send it later.

To add guests during a meeting

- 1 Click on , on  and then on .
 - ✓ The web link to your meeting is copied to your clipboard.



Under this menu item you can see the current and maximum number of participants for your meeting.

- 2 Click on , on  and then on .
 - ✓ The web link to your meeting is copied to your clipboard.
- 3 Send the automatically generated link with the meeting ID via e-mail to the appropriate persons.

1.8 Accepting or declining guests


Every meeting room has a waiting room every guest can access after entering the meeting ID. As a host, you can accept or decline the participation of guests.



While guests test your microphone, audio, and camera settings, they can lock their video camera or microphone. As a host, you can recognize this by the color of the symbols under the name of a guest: green = activated, red = deactivated.

As soon as the first guest is accepted and attends the meeting, the room is activated and the participants can communicate with each other.

To accept or decline a guest

- 1 Click on  to enter the waiting room.
 - ✓ The list of all guests appears.
- 2 Click on "ACCEPT" to accept the guest's participation.
 - ✓ The guest attends the meeting.

- 3 Click on "DECLINE" to decline the guest's participation.
 - ✓ The guest receives a notification that you have declined the participation, but can request your participation again at any time.



Move the "Automatically accept" button to the right (green) to automatically allow all guests to join a meeting.



If a red connection strength icon appears in the video window of a guest, the guest has problems with the connection to Swyx Meeting.

See also section *Leaving and ending meetings*, page 17.

1.9 Joining meetings

You can join meetings via SwyxIt!, email link, dial-in number or the Swyx Meeting login page. If you do not join a meeting via SwyxIt! or One-Click, you have to log in with a room code.

Additionally, you can dial in to the meeting.



It is not recommended to use Swyx Meeting via mobile data connection because of high data consumption.

To join a meeting

- 1 Click on the link you have received via email or enter the following address to your browser:
<https://meeting.swyx.com>
 or
 enter via phone the dial-in number for your country.
 - ✓ With a click on the link, the Swyx Meeting website appears.
 - ✓ When you dial in, a phone announcement guides you through the login process.



If you have entered the meeting ID incorrectly 3 times, the call is terminated. You can start the dial-up again.





For dial-in without One-Click, enter the meeting ID on your phone via DTMF key tones. For this purpose the key tones must be activated on your device.

- 2 Click on the flag symbol to select the language for your web interface, if applicable.
- 3 Click on "Join as a Guest", if applicable.
- 4 Enter the meeting ID, if applicable.
- 5 Enter a display name and select a color.
- 6 Define your audio and video settings.





You may need to allow Swyx Meeting access to camera and microphone in your browser settings.

Symbol	Explanation
	Only available in the desktop version: Click on the symbol to test the audio output.
	Take a photo which will be displayed during the meeting, if your video is not activated. If you do not use a photo, your initials will be displayed when the video is inactive. Click the button again to take a new photo. The previous photo is deleted.
	Select the appropriate camera. On mobile devices you can choose between front and rear camera.

Symbol	Explanation
	Only available in the desktop version: Select the appropriate microphone. You can tell that you have selected the correct device by the fact that the audio bar deflects.
	Only available in the desktop version: Select the appropriate audio device. This setting is not available in Mozilla Firefox.





During a meeting, click  to specify your audio/video settings or take a picture. Click on "APPLY" to save your settings. Click on  to close your settings.




As a host, you can tell during a meeting by the color of the icons whether a guest's microphone and camera are activated. White = activated, red = deactivated



During a meeting, click on  and  and under video quality select standard or low quality. Standard quality allows a higher resolution of the video transmission, low quality means less load for your computer.



During a meeting, click on  and  and push the slider to the right, to deactivate sound notifications from Swyx Meeting.

- Click on "GO TO MEETING".
 - ✓ The host receives a request for your participation. As soon as your participation has been confirmed you will be entering the meeting room.
 - ✓ A request may appear to let Swyx Meeting access your microphone and camera settings.



If you have been removed from the meeting by the host, you can request to attend again by clicking on the meeting link in the email and/or entering the meeting ID.



Click on  to display the list of all guests. The host is marked accordingly.

1.10 Selecting the language

You can choose between different languages for the web interface.

To select the language

- Click on .
- Click on .
- Click on the flag symbol.

1.11 Defining audio and video settings


As a guest, you can set your microphone, audio, and camera settings before a meeting, see section 1.9 *Joining meetings*, page 9.

You can edit the settings at any time in Swyx Meeting or define them initially as host.

For the list of recommended audio and video devices, see

<https://service.swyx.net/hc/en-gb/articles/360004151080-Recommended-Audio-and-Video-Hardware-for-Swyx-Meeting>(You must probably be logged in to access the contents).

To define your audio and video settings


- 1 Click on .
See step *Define your audio and video settings.*, page 9.

1.12 Taking a photo

As a guest, you can set your microphone, audio, and camera settings before a meeting, see section 1.9 *Joining meetings*, page 9.

You can take a photo which will be displayed during the meeting, if your video is not activated. If you do not use a photo, your initials will be displayed when the video is inactive.


To take a photo


- 1 Click on .
See step *Define your audio and video settings.*, page 9.

1.13 Muting the microphone and deactivating the camera




You can mute your microphone and deactivate your camera at any time. As a host, you can also deactivate the audio and video transmission of your guests. As a guest, you can call the host's attention to you so that he can reactivate your audio and video transmission, see also *Giving the moderator a hand signal*, page 12.




When a guest is muted, this is indicated by an icon at the bottom of their video window .

If a guest uses his or her microphone even though the camera is deactivated, this is indicated by a round, pulsating symbol at the top of the guest's video window .




To mute your microphone and deactivate your camera

- 1 In your video window click on .
- 2 Click on  to mute the microphone.
✓ The icon is crossed out and the other meeting participants can no longer hear you.
- 3 Click on  to deactivate your camera.
✓ The icon is crossed out and the other meeting participants can no longer see you.




Click on  to close your settings.

To deactivate the audio and video settings of a guest

- 1 Click on .
✓ The list of all guests appears.
- 2 In the line of the appropriate guest click on  to mute the microphone.
- 3 In the line of the appropriate guest click on  to deactivate the camera.

To deactivate the audio and video settings of all guests

- 1 Click on .
 - ✓ The list of all guests appears.
- 2 Move the "Stop video from guests" or "Mute the sound of guests" switch to the right (green) to deactivate the camera or microphone of all guests.



Green switch = the setting applies to all guests.
Yellow switch = the setting applies only to individual guests.





Slide the switches to the left (grey) to reactivate the camera and microphone of all guests.


1.14 Giving the moderator a hand signal

You can call the host's attention, e.g. if he or she has deactivated your audio and/or video settings.

To give the moderator a hand signal

- 1 Click on .
- 2 Click on .
 - ✓ The symbol changes its color to blue and the moderator is notified accordingly.



As a host, click on  and on the hand symbol of the respective guest to start a single chat with the guest.



As a guest, click on the symbol again to withdraw your hand signal.

1.15 Changing the view of the video windows



You can display one participant's video window or the video windows of up to 25 participants (desktop) or 6 participants (smartphone/tablet) at the same time.



Video windows of participants whose video is disabled are not displayed. You can find these participants in the list of all guests under



To change the view of the video windows

- 1 Click on .
 - ✓ The video windows of all participants appear (max. 25).
- 2 Click  and drag the slider to the right to set the number of video windows to be displayed at a time.
 - ✓ A preview of your settings appears.





When the maximum number of simultaneous windows is exceeded, the remaining video windows are displayed in a reduced size in the lower part of the screen. To display one of the remaining video windows in large size, drag and drop it up into the main area.

- 3 Click on a participant's video window to display it in its maximum size. Click on the video window again to reduce its size

1.15.1 Display active speaker

You can enlarge the video window of the speaking participant during a meeting.

To activate the active speaker mode

- 1 Click on .
 - ✓ The video windows of all participants appear (max. 25).
- 2 Click on .
 - ✓ The symbol changes its color to blue and the moderator is notified accordingly.


1.16 Sending messages

You can send messages to all participants or only to certain participants.

1.16.1 Sending messages to waiting guests

As a host, you can also send messages to the waiting room that can be read by guests who have not yet been accepted to the meeting.

To send a message to waiting guests

- 1 Click on .
- 2 Enter your text to the chat window.
 - ✓ The messages can only be read by the waiting guests, not by the meeting participants.

1.16.2 Starting group chats

During the meeting all participants can use the group chat function in the meeting room.

To start a group chat

- 1 Click on .
- 2 Enter your text to the chat window.




The group chat window provides additional information about the meeting history, such as adding guests and starting and stopping audio and video recordings.

1.16.3 Starting private chats

During the meeting, all participants can start a private chat with any other guest or the host.




To start a private chat

- 1 Click on .
- 2 Click on the name of the participant with whom you want to start a chat.
- 3 Enter your text to the chat window.



1.16.4 Sending a Sticker

You can send Stickers to all participants.

To send Stickers

- 1 In your video window click on .
- 2 Click on .
 - ✓ The list of available Stickers appears.
- 3 Click on the Sticker you want to send to the other participants.
 - ✓ The sticker will appear in a group chat and in your video window for about 7 seconds.
- 4 In your video window click on , if applicable, to attach the sticker.



As a host, click on  and  and push the slider to the left to deactivate the use of stickers.



1.17 Sharing files

You can upload files to the meeting room to share them with other participants and download other participants' files.

For the list of file formats, see

<https://service.swyx.net/hc/en-gb/articles/360004099360-File-Exchange-File-Upload> (You must probably be logged in to access the contents).


To share a file

- 1 Drag the corresponding files into the Swyx Meeting window in your browser.
- 2 Click on "Upload".
- 3 Click on  and then on  to download a file.



Click on  to delete a file.



Click on  to display the list of all uploaded files.

1.18 Sharing your screen



You can show the other participants your entire screen or individual applications.

As a guest, you must request screen sharing from the host. As a host, you must confirm screen sharing for guests before they can use the feature.




Mozilla Firefox currently only supports full screen sharing.

To share your screen or an application

- 1 In your video window click on .
- 2 Click on .
 - ✓ The host may receive a request that you want to share your screen or an application.





As a host, click on  and "ALLOW" to confirm screen sharing for the appropriate guest.


- 3 Click on "SHARE SCREEN" to share your entire screen or a single application window.




If you use Mozilla Firefox, you can only share your entire screen.

- 4 Click on "Share".
 - ✓ The other meeting participants can see your shared content.

- 5 Click on  to display a participant's shared screen in full screen mode and  to exit full screen mode.

- 6 Click on  to stop screen sharing. As a host, you can also stop guest screen sharing.



Click on  to open the participant overview and switch between the shared screen and the participants' video windows.

1.19 Broadcasting videos

You can broadcast videos via Swyx Meeting. As a guest, you must request video broadcasting from the host. As a host, you must confirm video broadcasting for guests before they can use the feature.



This feature is only available with Swyx Meeting 10.



In general, you can broadcast videos in .webm, .mp4 and .mov format. The support depends on your browser.





Apple Safari does not currently support video broadcasting.



Mozilla Firefox does not currently support video broadcasting.






To broadcast a video

- 1 In your video window click on  .
- 2 Click on  .
 - ✓ The moderator may receive a request that you want to broadcast a video.



As a host, click on  and "ALLOW" to confirm video broadcasting for the appropriate guest.

- 3 Click on "BROADCAST VIDEO".
- 4 Select a video from your file system.
 - ✓ The video is displayed to all meeting participants.

Symbol	Explanation
	Play video for all participants.
	Pause video.
	Adjust volume (only changes your own settings, not those of the other participants).
	View video in full screen mode (changes only your own settings, not those of other participants)
	Exit full screen mode (only changes your own settings, not those of the other participants)
Mute during playback	Mute own microphone during broadcasting. When playback is paused or stopped, your microphone is automatically reactivated.
STOP BROADCASTING	Quit video.

1.20 Recording meetings

As a host, you can record the audio and video transmission of a meeting. All guests are notified of the recording.



When saving and processing personal data, observe the respective applicable legal data protection regulations. If you have any questions especially regarding data protection in SwyxWare, please contact your administrator.



This feature is only available with Swyx Meeting 10.






All participants are notified about the recording via an acoustic signal and an entry in the group chat window.



The recordings are saved in .WEBM format. You can play the format e.g. via Google Chrome or VLC media player.

To record a meeting

- 1 Click on  .
✓ The list of all guests appears.
- 2 Click on  .
✓ The recording starts.
- 3 Click on  to stop recording.
✓ The file is downloaded and stored in your browser download directory.



Drag and drop the file from the directory into an empty browser tab to play it in Google Chrome. Drag the file into the Swyx Meeting browser tab to share the recording with the meeting guests.


1.21 Changing the name

You can change your participant name in Swyx Meeting. As a host, you can also change the names of your guests.

To change your participant name

- 1 Click on  .
- 2 Click on  .
- 3 Under "name" enter the appropriate name.




To change a guest's participant name

- 1 Click on  .
✓ The list of all guests appears.
- 2 Move the mouse pointer over the appropriate guest and click on the pencil symbol.
- 3 Enter the appropriate name.

1.22 Changing the meeting ID

When a meeting is started, a random ID is generated so that only invited persons have access. As a host, you can have the meeting ID regenerated during a meeting.

To change the meeting ID

- 1 Click on  .
- 2 Click on  .
- 3 Click on  .





Alternatively, you can enter a name for the meeting. With this name guests still reach the meeting, even if the ID has changed. This feature is only available with Swyx Meeting 10.

- 4 Confirm with "OK".
 - ✓ The meeting ID has been changed. Guests can no longer reach the meeting with the previous ID or link.
- 5 Click on "Copy room link" or "Copy dial-in link" and send the link via e-mail to the appropriate people.

1.23 Removing guests

As a host, you can remove individual or all guests from the meeting.

To remove a guest from a meeting



- 1 As a host, click on  .
 - ✓ The list of all guests appears.
- 2 Click on  .
 - ✓ A text appears.
- 3 Enter the a reason.

- 4 Click on "Send".
 - ✓ The guest receives a notification with your reasons.



The guest can ask for participation again at any time.


To remove all guests from a meeting

- 1 In your video window, click on  .
 - ✓ The list of all guests appears.
- 2 Click on  .
- 3 Confirm the query with "Yes".
 - ✓ All guests are removed and all shared files and the chat history is deleted.
 - ✓ The meeting is still started and the guests can join again with the same ID.

1.24 Leaving and ending meetings

You can leave a meeting at any time. As a host, you end the meeting with this action.

To leave or end a meeting

- 1 Click on  .
- 2 Confirm the query with "Yes".
 - ✓ When you leave a meeting as a host, all guests are removed and all shared files and chat history are deleted.
 - ✓ Swyx Meeting logs you out and redirects you to the login page.



If you do not end the meeting via Swyx Meeting, but only close the browser, the files are retained. The next time you log in, you will be asked whether you want to keep or delete the files.

For further information on Swyx Meeting see

<https://service.swyx.net/hc/en-gb/categories/360000924720-Swyx-Meeting> (You must probably be logged in to access the contents).