

CONNECT NOW

Features and User Guide



Astound[®]
Business Solutions

Powered by **RCN** | **GRANDE COMMUNICATIONS** | **wave**

WELCOME



Welcome to Astound ConnectNow

Thank you for choosing Astound ConnectNow. ConnectNow provides state-of-the-art audio and video conferencing over the internet, including web collaboration features such as screen sharing, whiteboard annotations, presentation capabilities and more.



TABLE OF CONTENTS



2. Welcome

3. Table of Contents

4. Installation

Download:
Through Call Manager
From our Download page

6. Features

Meetings
View Upcoming Meetings
View Recorded Meetings
Create a Meeting
Schedule a Meeting
Join a Meeting
The Meeting Window
Share Screen
Chat
Record
Whiteboard

16. Options

General
Calls
Meetings
Chat
Audio
Video
Web Apps

20. Meeting Security

Password Protect
your Sessions
Use a Waiting Room
Lock your Sessions
Play a Sound when
Participants Enter or
Leave a Meeting
Remove Troublemakers

23. Meeting Settings

24. Contact Us

CONNECTNOW Installation



Installation

Download ConnectNow

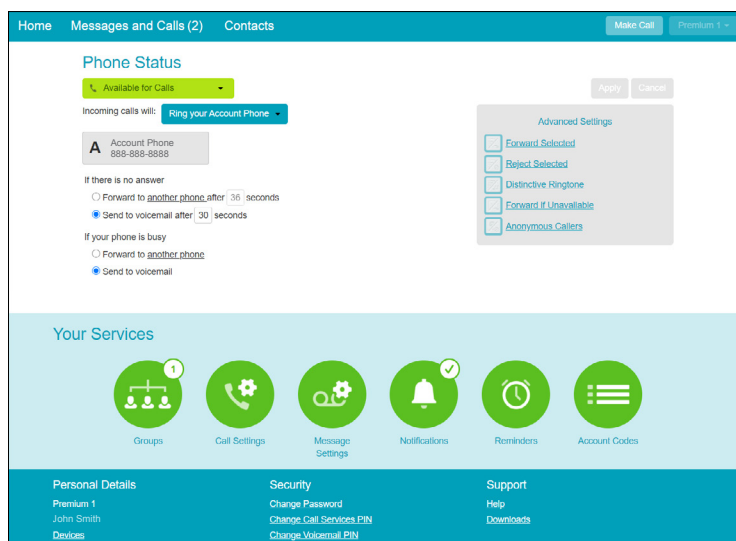
There are two ways for you to download the ConnectNow app—through Myastoundphone or from our Download page:

1. Download through Mywavephone:

Go to <https://mywavephone.com/> and log into your account using your phone number and password credentials.

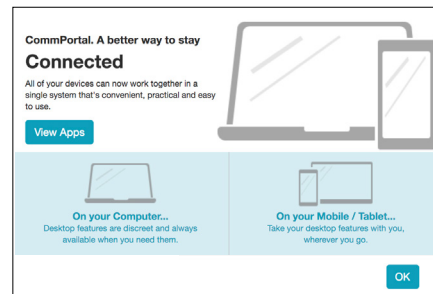
Go to the bottom right and click Downloads.

You will need to have your account enabled for ConnectNow before downloading the files. Please check with your administrator if you do not see an option to download ConnectNow.



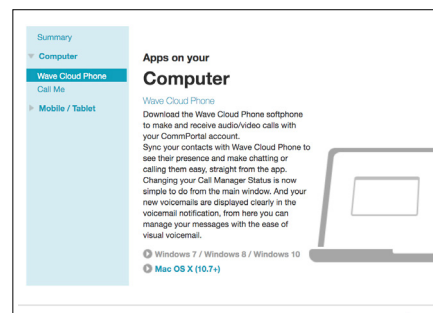
For Desktop and Laptop Computers:

Click on “On your Computer” in the Download Dialog box.



Select the appropriate Computer OS System. When prompted, save the file, then find the file in the download folder and open it to begin the installation process.

Follow the on-screen instructions to install the Wave Cloud Phone app.



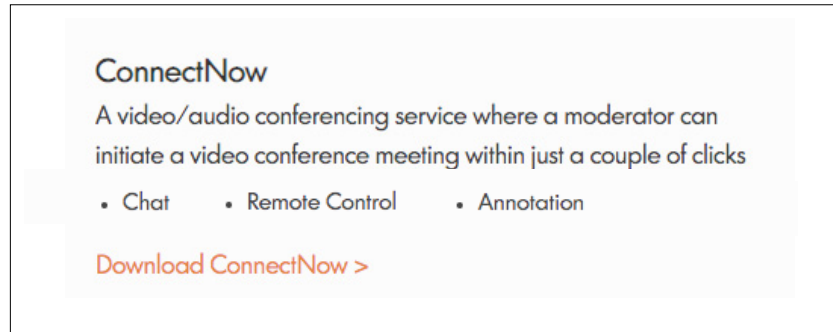
CONNECTNOW Installation



Installation (Continued)

2. From our Download page:

Go to: <https://www.astound.com/business/support/voice/>

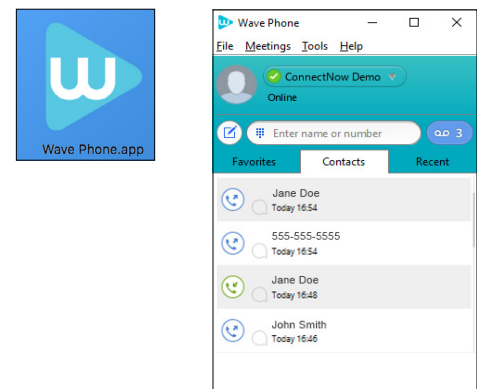


Click Download ConnectNow.

When prompted, save the file, then find the file in the download folder and open it to begin the installation process. Follow the on-screen instructions to install the Wave Phone applet.



Once installed, launch the Wave Phone app.



CONNECTNOW Features

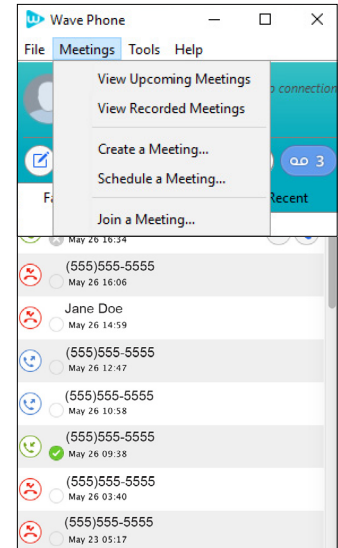


Meetings

Click on the Meetings Menu item.

You will see five options:

- View Upcoming Meetings
- View Recorded Meetings
- Create a Meeting
- Schedule a Meeting
- Join a Meeting



View Upcoming Meetings

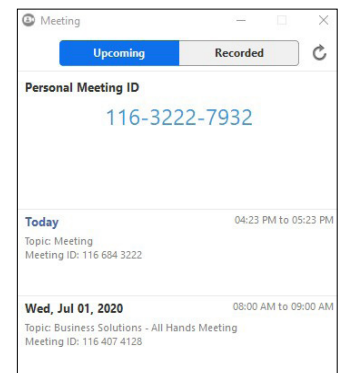
Lists all meetings that are pending.

If you hover your mouse over the meeting you will see four options:

- **Start** – Begins the meeting
- **Edit** – Update, make changes to the meeting
- **Delete** – Removes the meeting
- **Copy** – Allows you to copy the meeting information and send it to participants who may have lost the information

The information copied includes:

- Meeting name
- Date of meeting
- Time of meeting
- URL to join the meeting
- Phone number to join the meeting (if not using computer audio)
- Meeting ID



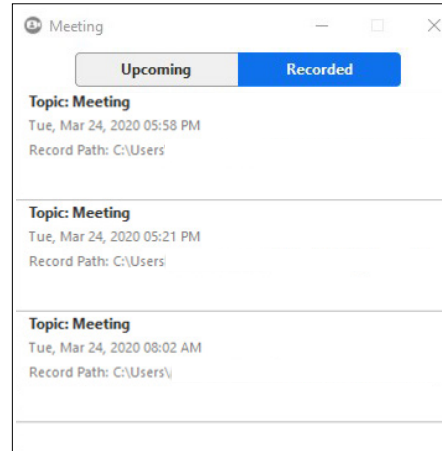
CONNECTNOW Features



View Recorded Meetings

Lists all meetings that were recorded. If you hover your mouse over the meeting you will see four options:

- **Play** - Plays video and audio of the recorded meeting
- **Play Audio** - Plays the audio of the recorded meeting
- **Open** - Launches File Explorer (in Windows) and displays the individual audio and video files
- **Delete** - Removes the meeting



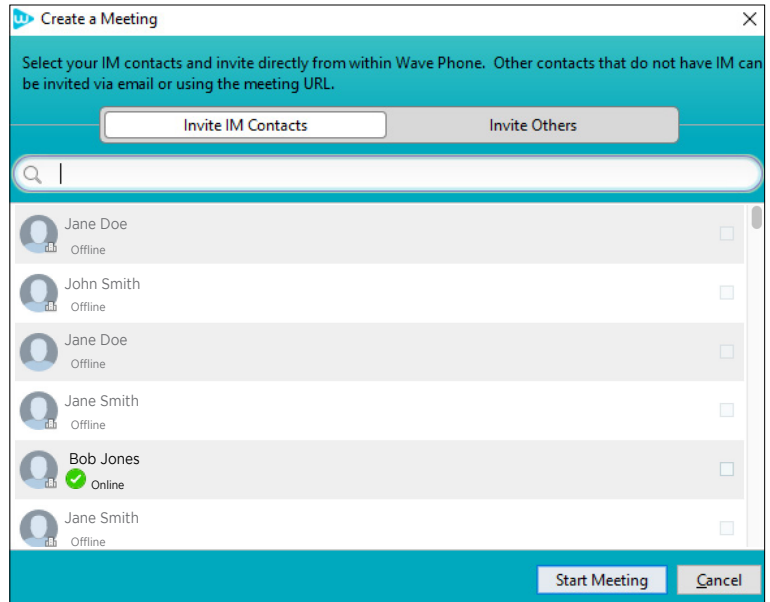
CONNECTNOW Features



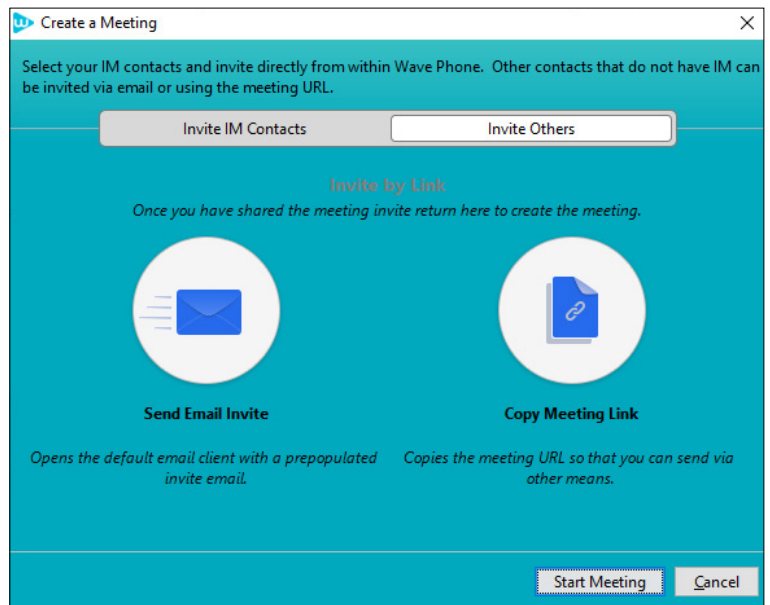
Create a Meeting

Allows you to launch an instant meeting. There are two ways to start an instant meeting:

1. Click **Invite IM Contacts** and select those individuals from within your business group.



2. Click **Invite Others**. You now have two options:
 - a. Send Email Invitation - Sends a meeting invite from your mail client.
 - b. Copy Meeting link and send an email to desired participants.



CONNECTNOW Features



Schedule a Meeting

You can use ConnectNow to schedule a one-off or recurring meeting.

1. Select the Schedule a Meeting option to launch the Schedule a New Meeting window. Here, you can set:
 - The topic of the meeting
 - Date
 - Time
 - Meeting duration
 - Specify various other audio and video settings for the meeting
 - Determine whether a password is required for the meeting
2. Then click Schedule to open the meeting invitation and select the participants you want to invite to the meeting before sending the invite.

The ConnectNow meeting is added to the participant's calendar.

Note: The participant does not need to be a ConnectNow subscriber to join the meeting. They simply click the link and can join the meeting.

The screenshot shows a 'Schedule a new meeting' dialog box with the following fields and options:

- Topic:** John Smith's Meeting
- When:**
 - Start: Tue June 16, 2020 05:00 PM
 - Duration: 0 Hr 15 Min
 - Time Zone: (GMT-7:00)Pacific Daylight Time
 - Recurring meeting
- Video (when joining a meeting):**
 - Host: On Off
 - Participants: On Off
- Audio Options:**
 - Telephone Computer Audio Telephone and Computer Audio
 - Dial in from United States [Edit](#)
- Meeting Options:**
 - Require meeting password 019544
 - [Advanced Options](#)
- Calendar:**
 - Outlook Google Calendar Other Calendars

A blue 'Schedule' button is located at the bottom right of the dialog box.

CONNECTNOW Features



Join a Meeting

You can join a ConnectNow Meeting by clicking on the Join button and entering the meeting ID, or by opening the Meeting URL in a browser.

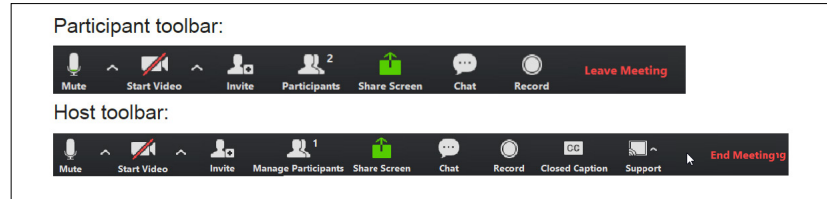
A screenshot of a software dialog box titled "Join a Meeting". The dialog has a teal background and a white border. At the top left is a small logo and the title "Join a Meeting", and at the top right is a close button (X). Below the title is a circular icon containing a person silhouette and a video camera. To the right of this icon is the text "Enter Meeting ID or Personal Link Name" above a white text input field. Below the input field is the text "If you received an invitation link, click the link to join the meeting". There are two checkboxes: "Disconnect audio when joining" (unchecked) and "Turn off my video when joining" (checked). At the bottom right are two buttons: "Join" and "Cancel".

CONNECTNOW Features





The Meeting Window

While a meeting is in progress, you will either see the Participant Toolbar or the Host Toolbar at the bottom of the Meeting window.





Set Up your Audio and Video

Use the Microphone icon to toggle your microphone:

On  and Off 


Use the Video icon to toggle your video:

On  and Off 

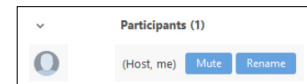
Invite Contacts to Join the Meeting

Click on and select the contacts you want to invite to join you in the meeting. The contacts you select are then sent a meeting invitation.


View Meeting Participants

Click on  **Participants** to see who has joined the meeting.

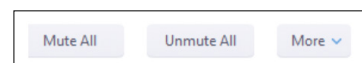
You can access the following options from the Participant window:



- Mouse over your name to mute/unmute yourself or change your display name
- At the foot of the screen:
 - Mute Me – Put yourself on mute
 - Raise Hand – Let the meeting host know you have something to say
 - Reclaim Host – Allows you to take back the role of meeting host

If you are the meeting host click on  **Manage Participants** to access the participants' window.


Meeting hosts can use the Mute All or Unmute All options at the foot of the screen to mute or unmute participants.



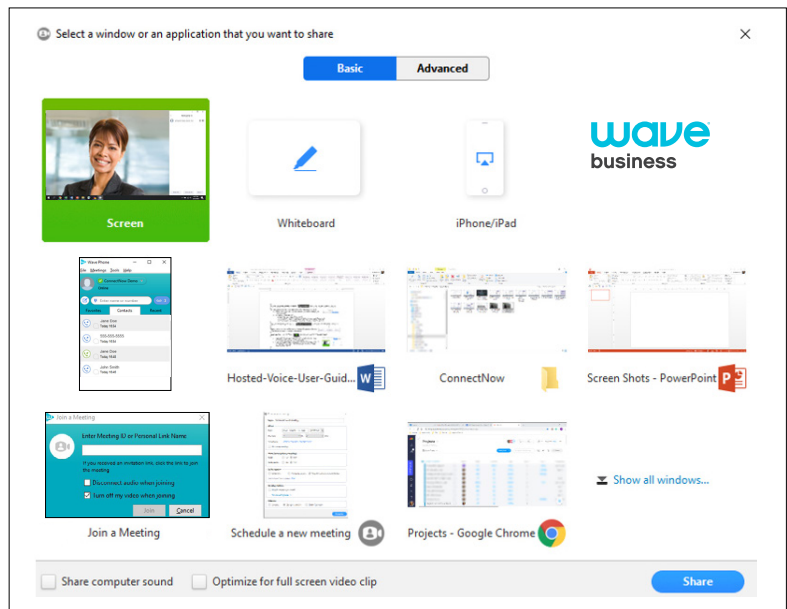
CONNECTNOW Features



Share Screen

Click on Share  to share your screen or an application.

- Select the Screen option to share your entire desktop. The participants will see your entire desktop.
- Your open applications will be listed on the Share tab. Click on an application to share. The participants will only see that specific application.




CONNECTNOW

Features

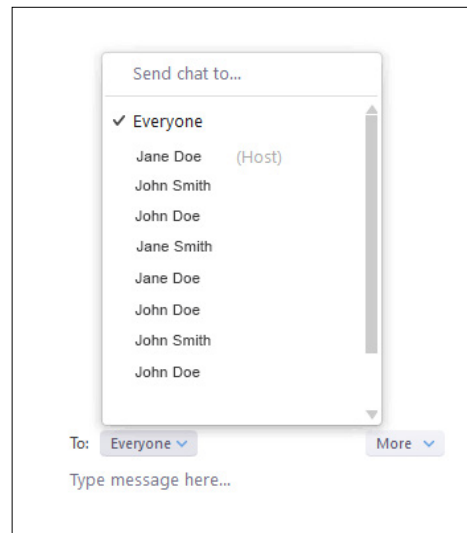


Chat

Click on Chat  to launch the Chat window.

You can chat with everyone or with an individual.

- To chat with everyone make sure the To field reads Everyone. Type your message in the chat box and press Enter when done.
- To chat with an individual:
 - Click on the To field to display all the participants in the meeting. Select and click on the person you want to chat with and type your message in the chat box. Press Enter.
 - Mouse over the person's name in the Participant List and click the Chat option. Type your message in the chat box. Press Enter.



CONNECTNOW Features

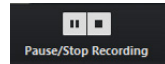


Record

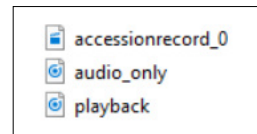
To Record a meeting press the Record button



- There will be an announcement that the meeting is being recorded.
- From that point on all conversations and video (if activated) will be recorded.
- To end the recording press the Stop Record button



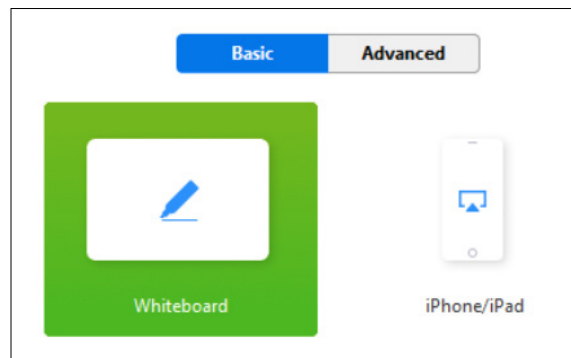
When the meeting ends the recording will be converted to an MP4 and downloaded onto your computer.



Whiteboard

Make your meetings even more productive by utilizing the Whiteboard feature in ConnectNow. The Whiteboard feature takes collaboration to the next level and allows both you and your participants to draw, erase, and place shapes into a completely virtual notepad right in your online meeting room. It's an immersive team collaboration tool perfect for project planning, and more.

To launch a whiteboard, click on Share  and click the Whiteboard icon.

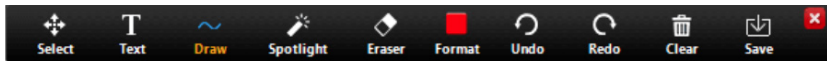


CONNECTNOW Features

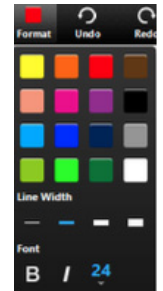
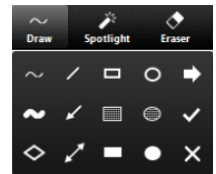


Whiteboard (Continued)

The whiteboard appears with several annotation options:



- Text - Allows you to type text on the whiteboard surface in a text box
- Draw - Affords several symbols or shapes to choose, or you can free style draw
- Spotlight - Lets you highlight certain words, objects, or pictures on the whiteboard
- Eraser - Gives you the opportunity to delete various things on the whiteboard
- Format - Provides many of the familiar formatting options such as:
 - Boldface
 - Italicize
 - Font size
 - Colors
 - Line thickness
- Undo - Reverses an action
- Redo - Repeats an action
- Clear - Erases the entire whiteboard
- Save - Allows you to save your work for future use



Leave/End a Meeting

To leave a meeting as a participant select **Leave Meeting**

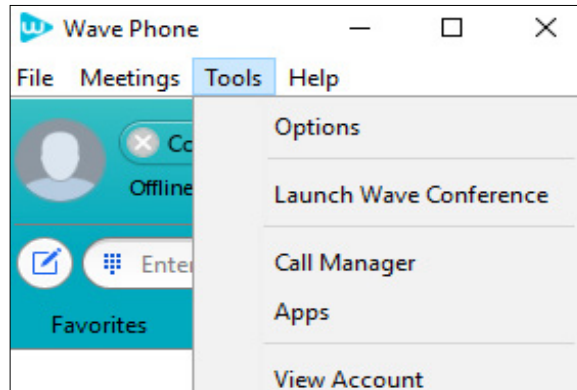
To end a meeting as a host select **End Meeting**

CONNECTNOW Options



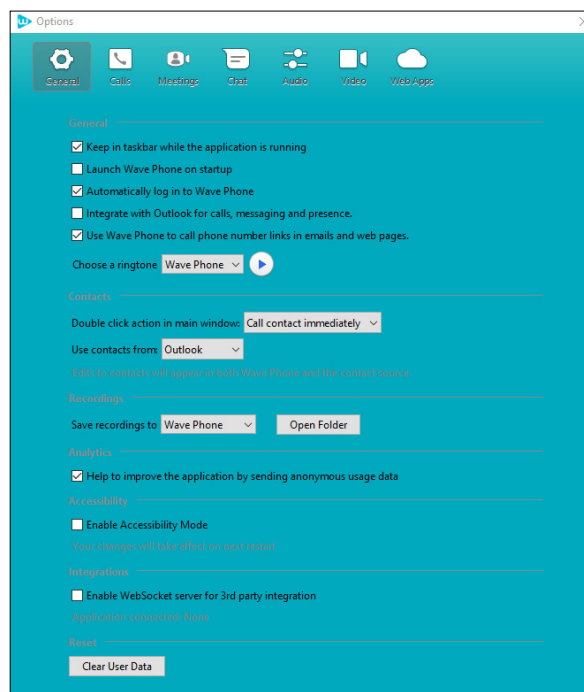
ConnectNow Options

You can personalize ConnectNow to meet your preferences. On the Wave Phone app, click on Tools at the top, and then go to Options.



• General

- View/Use the Desktop App
- Choose ringtone
- Manage contacts
- Handle recordings
- Review analytics
- Select accessibility options



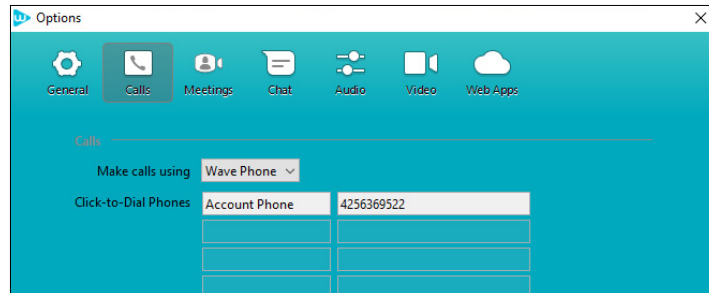
CONNECTNOW Options



ConnectNow Options (Continued)

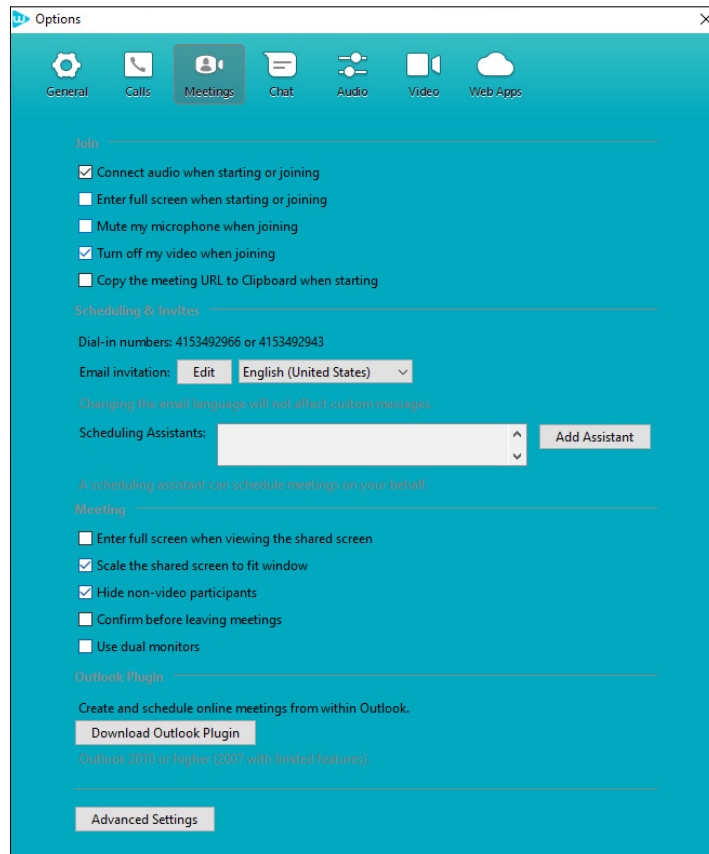
• Calls

- How calls are made
- Using the Direct Call feature



• Meetings

- Set how to join meetings
- Set defaults for scheduling meetings
- Set defaults for sending invitations
- Determine settings for the meeting



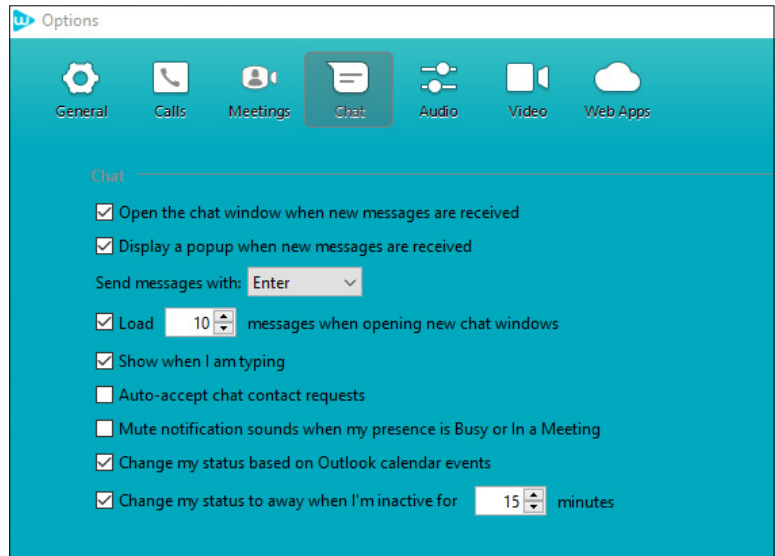
CONNECTNOW Options



ConnectNow Options (Continued)

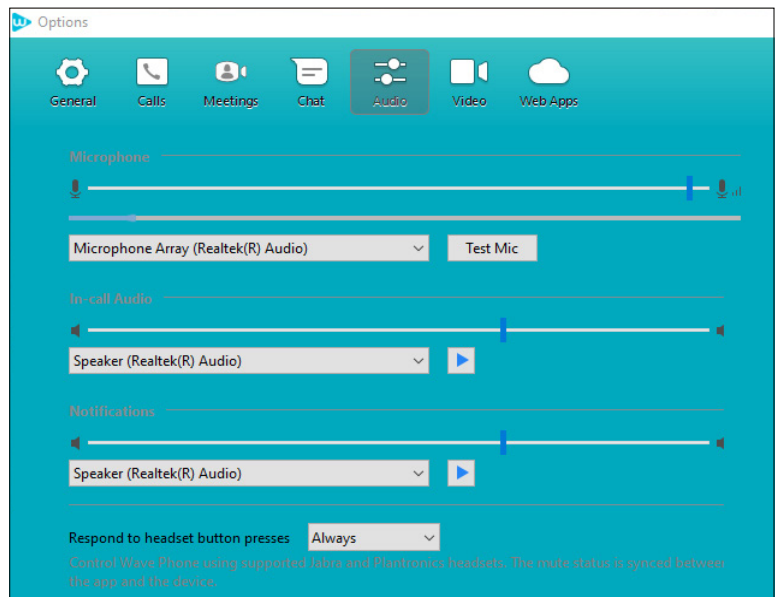
• Chat

- Create defaults for the Chat window, presence and use



• Audio

- Microphone levels
- In call audio levels
- Notifications



CONNECTNOW

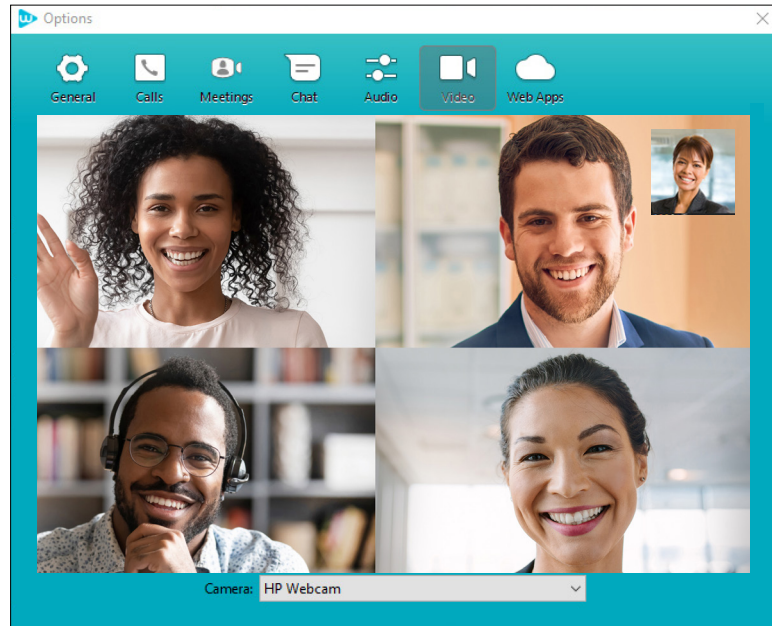
Meeting Security



ConnectNow Options (Continued)

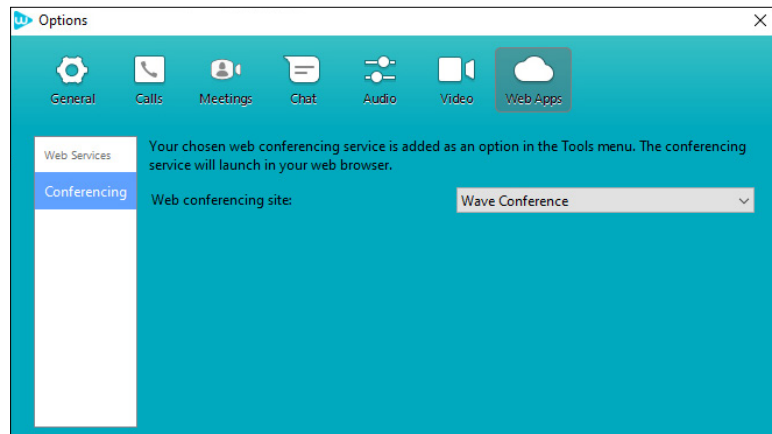
• Video

- Adjust video levels and camera



• Web Apps

- Astound Conference



CONNECTNOW

Meeting Security



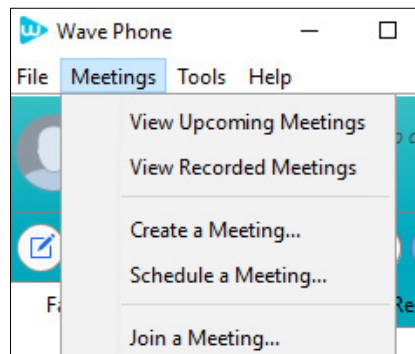
Securing Your Meeting

Securing your videoconferencing meeting with ConnectNow requires a few simple best practices:

Password Protect your Sessions

Create a password for each of your meetings and share it with participants you invite. You can set a password when you schedule your meeting.

Click on the Meetings Menu item and select Schedule a Meeting.



Under Meeting Options select Password and create a unique password. There are also other options to secure your meeting when scheduling a meeting.

- You can disable the Enable Before Host option. This prevents participants from joining the meeting until the host starts the call.
- Enable Use Personal ID. Participants will need to enter your personal ID number to access the meeting.

A screenshot of the 'Schedule a new meeting' dialog box. The 'Topic' field contains 'John Smith's Meeting'. The 'When' section shows 'Start: Tue April 7, 2020 07:00 PM' and 'Duration: 1 Hr 0 Min'. The 'Time Zone' is '(GMT-4:00)Eastern Daylight Time'. The 'Recurring meeting' checkbox is unchecked. The 'Video (when joining a meeting)' section has 'Host: On' and 'Participants: Off'. The 'Audio Options' section has 'Telephone and Computer Audio' selected. The 'Meeting Options' section has 'Require meeting password' checked, and 'Enable join before host', 'Mute participants on entry', 'Use Personal Meeting ID 555-5555-5555', and 'Record the meeting automatically on the local computer' are unchecked. The 'Calendar' section has 'Google Calendar' selected.

CONNECTNOW

Meeting Security



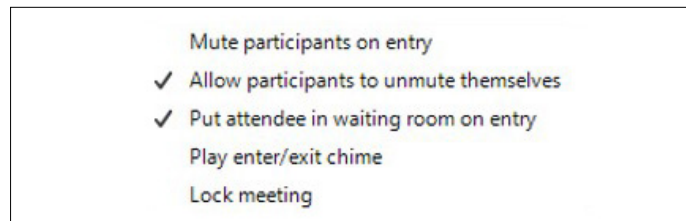
Securing Your Meeting (Continued)

Use a Waiting Room

Using a Waiting Room allows you to filter who can join the call. ConnectNow allows you to send all participants to a waiting room where you can either admit everyone together or select participants individually to admit into the session.

You can activate the Waiting Room through your settings (see the Settings section):

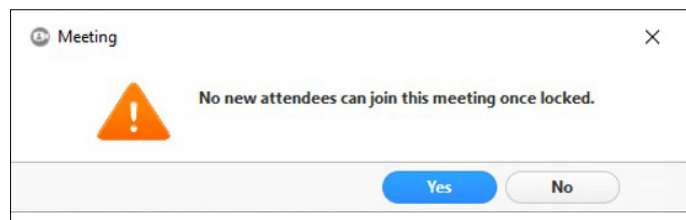
- From the Meeting Window click on Participants.
- In the lower right of the Participant window click on More.
- Select the option: Put attendee in waiting room on entry.



Lock your Sessions

Once all of the invited participants have joined a session you can lock the meeting. This will prevent anyone from joining the meeting once it is started. To lock the meeting:

- From the Meeting Window click on Participants.
- On the lower right of the Participant window click on More to see the option Lock Meeting.
- You will see a pop up window asking you to confirm your selection.



CONNECTNOW

Meeting Security



Securing Your Meeting (Continued)

Play a Sound when Participants Enter or Leave a Meeting

Whenever someone joins or leaves the call a sound will play alerting you to that fact. This will allow you to ask who joined the call or let you know someone may be lurking in the background.

Remove Troublemakers

Occasionally review the list of attendees and remove anyone who does not belong:

- From the Meeting Window click on Participants
- Scan the list of attendees in the Attendee window
- Simply hover your mouse above his or her name and select Remove

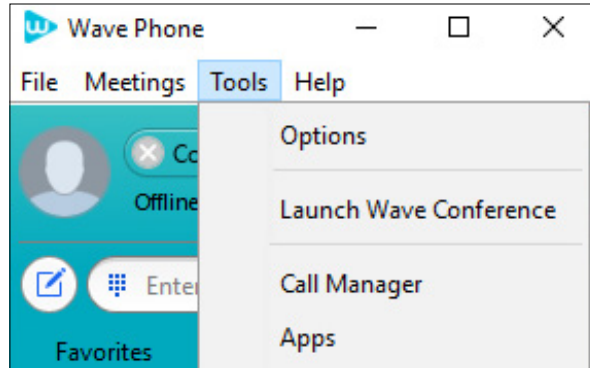


CONNECTNOW Meeting Settings



Settings

You can set meeting options through ConnectNow Tools. On the Wave Phone app, click Tools and then Options.

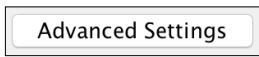


Click on the Meetings tab. From here you can set several defaults such as:

- Set how to join meetings
- Set defaults for scheduling meetings
- Set defaults for sending invitations
- Determine settings for the meeting

A screenshot of the "Schedule a new meeting" dialog box. The "Topic" field contains "John Smith's Meeting". Under "When", the start time is "Tue June 16, 2020 05:00 PM" and the duration is "0 Hr 15 Min". The time zone is "(GMT-7:00)Pacific Daylight Time". There is a checkbox for "Recurring meeting" which is unchecked. Under "Video (when joining a meeting)", "Host" is set to "Off" and "Participants" is set to "Off". Under "Audio Options", "Telephone and Computer Audio" is selected. Under "Meeting Options", "Require meeting password" is checked with the password "019544". There is a link for "Advanced Options". Under "Calendar", "Outlook" is selected. A "Schedule" button is at the bottom right.

Go to the bottom left and select Advanced Settings



You will be re-directed to a web page where you can set additional options.

CONTACT US



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Have More Questions?

Please Contact Us:

astoundbusiness.com/contact/

or call: 1-833-249-2786