MERCURY

POWERED BY **SECURED COMMUNICATIONS**

Frequently Asked Questions

Mercury Account

<u>Logging into Account</u>

I get a message that username or password is invalid. What do I do?

First, your username is the email address you used when you first registered your account. Also, usernames are case sensitive, so make sure you enter your email the same way you entered it when you registered. To reset your password, go to:

https://mercury.securedcommunications.com/forgotpassword

I forgot my password. What do I do?

On the login screen, click the "Forgot Password" link and then check your email. For security purposes, "forgot password" reset links are perishable, so please check your email right away and reset. To reset your password, go to:

https://mercury.securedcommunications.com/forgotpassword

I don't see the "reset password" email. What do I do?

Wait a minute or two and refresh your inbox. If it's not there, please check your email "Junk" or "Clutter" folders.

I am not receiving the "Reset Password" email. What do I do?

Your Internet security or firewall may be blocking our domain. Please ask your IT professional to "whitelist" the following two domains:

- securedcommunications.com
- secure.securedcommunications.com

If you still do not receive the "Forgot Password" email, **t**here may be additional configuration settings we can recommend to your IT professional. Please contact the Secured Communications Support Team at support@securedcommunications.com.

What if I am on a restricted network and can't access the account?

Please consult with your IT professional. Here are the basic network requirements for Restricted Networks that your IT professional can check:

- Ports: Open TCP 443 (Transmission Control Protocol)
- Whitelist the following domains:
    - Securedcommunications.com
    - Mercury.securedcommunications.com
- For better performance open UDP port 3478 (User Datagram Protocol)

Joining a Meeting

Can a participant join a meeting by PC and dial-in by phone?

Yes, but you must mute the microphone for either your PC or your phone to prevent echo and background noise.

Do I need a camera to join a meeting?

You do not need a camera to join a meeting. If you join without a camera you will still be able to see the screen and other participants. Your on-screen "placeholder" will be a silhouette.

Do I need a microphone to join a meeting?

Yes. To join online and see the screen, you must have a microphone. If you do not have a microphone, you can dial into the meeting using the provided phone number and meeting PIN, but you will only have audio and will not be able to see the screen.

Do I need to complete the Connectivity Test before joining a meeting?

No. As long as your camera image appears on screen and you test your microphone by speaking and you see the audio indicator move, you can join the meeting.

What are the minimum audio and video bandwidth connection minimum?

For video the minimum is 350kb/s up and down. For audio, the minimum is >25 kb/s and < 5% packet loss.

What if I don't meet the audio and video bandwidth connection minimums?

You can still join the meeting but please try turning your camera off before joining the meeting. This will significantly lower your bandwidth demand on your Internet connection.

What areas are covered by the dial-in numbers?

Dial-in numbers are available for the United States and Canada, the United Kingdom and Australia. Additional coverage is being added.

Are the dial-in numbers toll-free?

Not currently. Toll free dial-in numbers are an option for enterprise accounts.

Can I open another meeting service while joined into a Mercury Meeting?

Only one meeting service can access your camera and microphone at a time.

My mic and camera worked before, but now they don't. Why?

There are several possibilities, but one of the most common is if you have previously used another online meeting service, many of these systems prioritize, or hijack, your mic and camera for their system, making them unavailable for other services. Your system tells you that your mic and camera are connected and working, yet they are not recognized as "available" by other

meeting systems. Restarting your computer will reset the system and make your mic and camera available for Mercury. For plug-in devices, check the USB connections. If you have more than one mic or camera, click **Switch** (Meeting login screen) to switch between devices.

What browsers can I use to join a Mercury Meeting?

For PCs, we recommend Chrome (best overall), Firefox, Edge and other Chrome-based browsers (i.e. Brave, Opera and Vivaldi). For Apple Mac, please use Chrome. For Apple iOS, please use Safari. Do not use IE (discontinued).

What browser version do I need?

We always recommend that you are using the most current version of your browser. For best results and highest quality meeting please upgrade your browser.

I'm having trouble joining, seeing or hearing. What can I do?

There can be several reasons, but some quick suggestions include:

- Try a different browser. Usually Chrome works best. If you are joining from an iOS device, use Safari.
- Update your browser. This may help as it is always recommended to use the current browser version.
- Click the Switch button (at the join screen) to switch to a different microphone and/or camera.
- If you are trying to join from a phone or tablet, trying joining from a PC (always recommended).
- Check that your Internet and Wi-Fi are both working.
- If you are on a mobile device using Wi-Fi, try turning Wi-Fi off and use your carrier signal to connect.
- Try restarting you PC. If you are on a mobile device, you can also try restarting the device.

Meeting Host Controls

What is *Stop All Video*?

This feature allows the Host to turn off all participant cameras. This lowers bandwidth demand for participants and improves audio quality.

Can the Host turn participant cameras back on?

No. Only participants can turn their cameras back on.

What is *Mute All*?

This feature allows the Host to mute all participants, except individuals dialing in on a conference line. This is a valuable tool as it reduces noise, improves audio quality, and eliminates echo when speaking; thus improving meeting quality.

Can the Host turn participant microphones back on?

No. Only participants can turn their microphones back on.

If the Host clicks *Mute All,* can participants un-mute themselves?

Yes. Participants can un-mute their mic and speak at any time. The host has the ability to mute one or all participants if needed to improve meeting quality (for example, if someone's mic is echoing).

Can the Host re-*Mute All*?

Yes. Click *Mute All* off, and then click again to re-*Mute All*.

Can the Host mute participants individually?

Yes. By clicking the Participant icon, (upper right), the Host will see the individual camera and mic controls for all participants. The Host can turn off any participant's mic or camera. Only the participant can turn their mic and/or camera back on.

Can the Host mute a participant who is using a dial-in phone number?

No. The Host mute controls do not currently mute dial-in callers.

What is *Lock Share*?

This feature allows the Host to prevent participants from sharing their screens during the meeting.

What is *Lock Meeting*?

This feature allows the Host to prevent other people from joining once the meeting is "locked".

If a participant drops from a *Locked Meeting*, can they re-join?

Yes, but only if the Host turns *Lock Meeting* off.

Can the Host remove a person from a meeting?

Yes. In the lower right of the on-screen camera image (or silhouette if no camera) of each participant, there is a red circle with an "x". Clicking the "x" removes the participant from the meeting. This is a Host-only feature.

Can any participant remove another participant from a meeting?

No. Only the Host can remove a participant from a meeting.

Why would I remove a person from a meeting?

Besides not being invited (or they have joined the wrong meeting and are not leaving voluntarily), you as the Host can remove a participant if they are causing echo or sound issues and are not able to mute their microphone, or if the Host has muted the participant but they continue to un-mute themselves, causing disruption to the meeting.

Troubleshooting Sound and Camera Issues.

What causes sound echo?

Sound echo can be caused by any one of these situations:

- A participant has joined by computer <u>and</u> mobile device, and both microphones are on. To solve, mute one of the microphones.

- The microphone is too sensitive. To solve, adjust the sensitivity or move the microphone away from the speakers.

- The microphone is to close their speakers. To solve, separate the microphone and speakers.

- The speaker volume is too high. To solve, lower the speaker volume.

- There is more than one computer or device in the same room (i.e. conference room) joined to the meeting. To solve, mute one or more of the computers or devices, and/or turn down or off one or more of the speakers.

How do I stop sound echo?

If you are causing the echo, simply mute your microphone. If you are the Host, ask the participant causing the echo to mute their microphone or use the Host Participant controls (upper right) to mute their microphone.

How can I identify which participant is causing the echo?

Look for the green "audio indicator" in the upper right corner of the screen for each participant. Normally, only the participant who is speaking will show the green audio indicator. If a person who is not speaking also shows the green audio indicator when another participant is speaking, that person is causing the echo. To solve, the participant should mute their microphone (or the Host should mute the participant

What can I do if I am having trouble with my microphone?

Simply mute your microphone and then dial into the meeting and use the meeting PIN code. If you are the Host, ask the participant to mute their microphone and then dial into the meeting using one of the provided call-in numbers and meeting PIN.

If I need to call in to a meeting, what number do I call to dial in?

The meeting dial-in numbers and the meeting PIN code are included in the meeting invitation. You can also find this information during a meeting by clicking on "Having Trouble Hearing Someone? Click Here" link (lower right of screen).

What can I do if I have other audio problems?

If after joining, you experience audio problems (can't hear, can't be heard, causing echo or background noise, etc.), simply mute your microphone and dial into the meeting using one of the provided call-in numbers and the meeting PIN.

What causes audio and/or video latency (lag) during a meeting?

There is a normal amount of latency (<500 ms) processing audio and video for any meeting. When latency is noticeable for an individual participant's audio or video, it is caused by an Internet connection that is unstable, or experiencing low bandwidth. This may be related to the service, where you are connecting from, Wi-Fi signal strength, and/or region or country from which you are connecting.

What can I do if my audio or video lags?

Turn off your camera (i.e. your video). Since video uses significantly more bandwidth than audio, turning off your camera lowers the demand on your Internet connection. If you are on Wi-Fi, try connecting your computer to your router using an Ethernet cable. Other steps include resetting your router (Wi-Fi) and restarting your computer.

Is latency only related to online connection into a meeting?

No. Cell phone connection and dial-in audio will have more latency.

What is the little bar graph I see in the lower right corner of some participants?

This is an indicator that that participant's connection is less than optimum (i.e. lower bandwidth). If their connectivity weakens, Mercury Meeting will automatically compensate by lowering their video quality in order to maintain higher audio quality. A participant can always turn their camera off to reduce the demand on their available connection bandwidth. This will also help maintain higher audio quality.

If a participant turns their camera off, can they still see the screen and the other participants?

Yes.

Why does video quality fluctuate?

Sometimes you will see the video quality of other participants fluctuate on the screen. That is because Mercury Meeting prioritizes audio quality over your broadcast video image and dynamically changes the video quality based on your connection speed. This can change over the course of a meeting.

I am on a Mac and am having trouble. What can I do?

- Here is help if your built-in camera isn't working on your Mac - https://support.apple.com/kb/HT211130

- Resetting your System Management Control may help. Here is help on how to reset the SMC of your Mac - https://support.apple.com/kb/HT201295

- You may want to run diagnostics on your system. Here is help on how to run Apple Diagnostics on your Mac – https://support.apple.com/en-au/HT202731

Sharing Screen

Do I see the Meeting screen and the participants when I share my screen?

No. When you Share Screen, you will only see the tab, program, file or application you open on your screen.

Do I see the participant screen when sharing my screen?

No. When you share your screen, you will only see your screen. When you stop sharing, you see the meeting participant screen once again.

Is there an optional way to see the Meeting screen and participants when *Sharing Screen*?

Yes. Click to Share Screen, select either Entire Screen or Application, then open the tab, program, file or application to share, and finally click to "Normal Size" view (button in the Windows title bar at the top right corner of the screen that takes a window from full screen to normal size). You will then be able to see both the screen being shared and participants in your meeting.

What is the difference between sharing an entire window, application or browser tab?

Sharing your entire screen means participants see your computer screen, and anything you click on or open. If you select application and then choose the application to share, participants only see this application, not any other application you may click to on your screen. If you select browser tab, participants only see that browser tab, not any other tab or application you may click on.

Is sharing my entire screen the best?

Not necessarily. While it gives you flexibility to move between applications while presenting, sharing your entire screen uses significantly more of your Internet bandwidth.

Using Chat

Who sees *Chat* messages?

All participants see chat messages posted during a meeting.

Do participants need to open *Chat* to see messages?

No. *Chat* will automatically open for each participant when the first chat message is posted.

If *Chat* opens and I close *Chat*, will it automatically re-open?

No. If you choose to close *Chat*, you will need to re-open to see new messages.

Can I send a *Chat* message to just one participant?

Not as of yet, but this feature is coming in a future update.

Privacy and Security

What is the difference between *Open*, *Password* and *Private* meetings?

Anyone with an *Open* meeting link can join. Only send *Open* meeting links to people you trust. If you set a *Password* for your *Open* meeting, then everyone you invite must enter that password before they can join the meeting. Your initial invitation / calendar invite does not contain the password you create for the meeting. For security, you should send the password in a separate email or message to your invitees just prior to the meeting. For complete privacy and security, use *Private* meetings. Only *Secured Contacts* that have been invited can join a *Private* meeting. When you create a *Private* meeting, you must select the specific *Secured Contacts* to invite to that meeting. To join the meeting, each *Secured Contact* must login with their registered username and password.

If I use a Password to protect an Open meeting, is the password included in the meeting invite?

No. The Host must send the password in a separate email or message.

Can I still protect the security of an Open Meeting?

Absolutely. The Host has several meeting controls to protect the privacy of any meeting. As Host, you can lock the meeting, remove uninvited / unwanted persons, lock video, lock screen share, and also mute participants.

How do I know who is in my meeting?

The name of each participant appears in the lower right of their camera view or silhouette, and in the Participant list (upper right icon, main screen).

Can I print or save a Participant list?

Not as of yet, but this feature is coming in a future update.

Can others stay on a meeting after I, as Host, leave a meeting?

As the Host, if you close the meeting properly by clicking the red *Leave Call* button at the bottom of the meeting screen, the meeting will end. This closes the meeting completely and deletes all participant connections into the meeting from our system.

Can I keep a meeting going, but still leave the meeting?

Yes, but this is not recommended. As the Host, you can exit a meeting but keep the meeting live for the other participants by closing your browser tab. This will keep the meeting live and allow others to remain connected in the meeting. However, this is not recommended because you, as the Host lose control of the meeting and the link can continue to be used.

How do I prevent my meetings from being "bombed"?

Yes. There are many controls and best practices that protect the privacy and security of your meetings.

Here are suggestions for how you can protect your meetings from being "bombed":

- Only send meeting invites to people you trust.

- *Password* protect your *Open* meetings

- Always send meeting passwords in a separate email and send just before the meeting is scheduled to begin.

- For more sensitive meetings, create a *Private* meeting. Only *Secured Contacts* registered to you, and that you have invited to a specific meeting, can join that meeting. They must login with their registered username and password to join your Private meeting.

- Lock your meeting after all the invited participants have joined.

- *Lock Share* to prevent participants from sharing inappropriate content in the meeting.

- *Stop All Video* to prevent participants from broadcasting inappropriate images in a meeting.

- *Mute All* to prevent participants from broadcasting inappropriate audio in a meeting.

- Do not re-use meeting links. Create a new meeting for each new audio/video conference.

- Always close your meetings by clicking the red *Leave Call* button at the bottom of the meeting screen.