

## MERCURY MEETING USER GUIDE

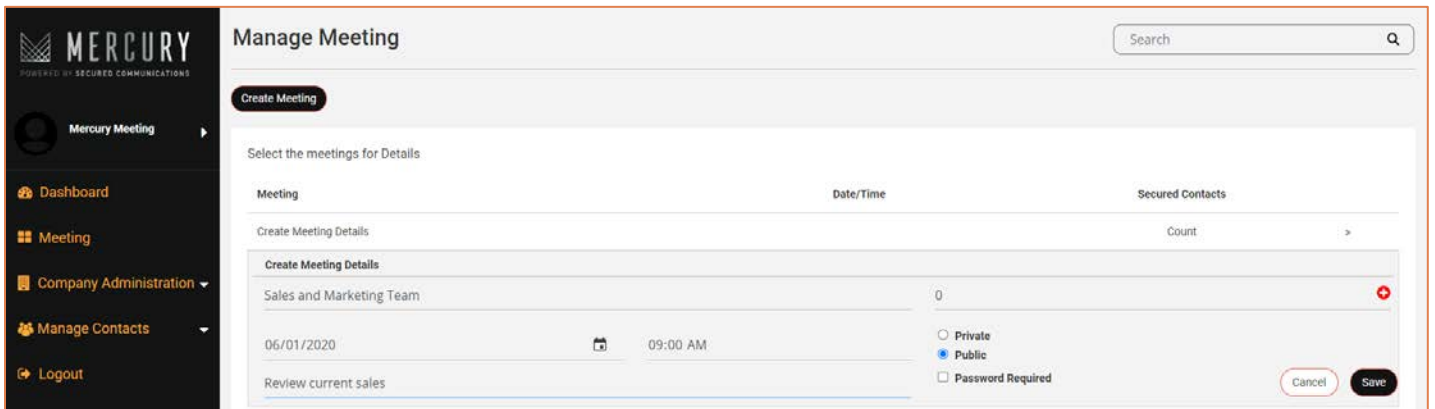
### Quick Start

#### Create a Meeting

- Click **Create Meeting**.
- Enter meeting name.
- Enter date and time.
- Enter meeting agenda.
- Select meeting type.
- Click **Save**.

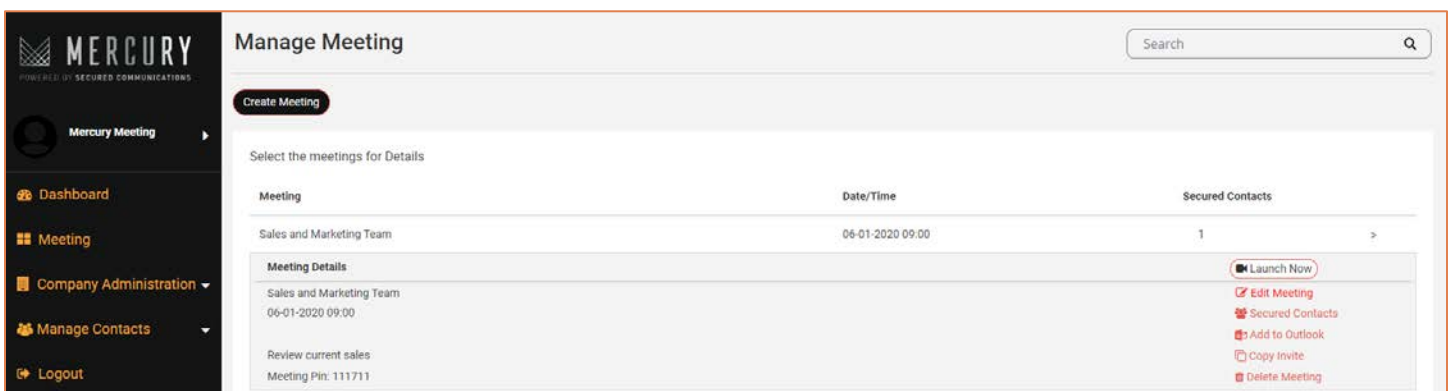
#### Meeting Options

- Public** – Send link to invited participants. Anyone with link can click to join (default).
- Password Required** – Password required to join Public meeting. Select then create password. For security, send meeting link and password in separate emails.
- Private** – Only Secured Contacts invited to a meeting can join. Secured Contacts must login with their username and password in order to join meeting.



#### Host a Meeting

- Copy invite.
- Paste invite into email and send to participants.
- Launch Meeting.



## Manage Meetings

### Meeting Details

**Launch Now** – Click to launch. Meeting will open in a new tab. Always launch meetings before *scheduled* time.

**Edit Meeting** – Opens details window to edit name, date, time, agenda and type (public, password required and private).

**Secured Contacts** – Opens list of persons you have registered as Secured Contacts for Private meeting participation.

**Add to Outlook** – Click to save iCal file, then open file to add meeting into Outlook calendar & invite participants.

**Copy Invite** – Opens Meeting invitation with link. Click **Copy** and then paste into email to invite participants.

**Delete Meeting** – Remove meeting from list.

**Manage Meeting**

Search

Create Meeting

Select the meetings for Details

Meeting	Date/Time	Secured Contacts
Mercury Meeting Training	06-18-2020 11:00	1
Executive Team Weekly	06-15-2020 15:00	1

Meeting Details

Executive Team Weekly  
06-15-2020 15:00

New product launch review  
Meeting Pin: 111716

Launch Now  
Edit Meeting  
Secured Contacts  
Add to Outlook  
Copy Invite  
Delete Meeting

### Meeting Types

**Public** – Anyone with the meeting link can click to join. Default meeting type for simple, fast use (least secure method).

**Password Required** – Click to add a password to a public meeting. Only persons with the link **and** password can join the meeting (secure). Password not included in meeting invite. Always send password in a separate email for security.

**Private** – Only invited Secured Contacts can join meeting (most secure, completely private). Secured Contacts:

Receive email and app notification when invited to meeting, and when meeting launches.

Must login with their username and password to join meeting (thus verifying their identity).

### Private Meetings

Create Meeting

Select **Private**, then click add Secured Contacts (+).

In Secured Contacts, select Contacts and click **Save**.

Then click **Save** (to save meeting).

**Create Meeting**

Select the meetings for Details

Meeting	Date/Time	Secured Contacts
Create Meeting Details		Count
Create Meeting Details		
Financial Team Meeting	06/24/2020 12:00 PM	0
Third Quarter Budget Review		

Private  
Public

Cancel Save

Secured Contacts

Add Secured Contacts

Search

Search Results 240

<input type="checkbox"/>	Dillon	David.dillion@ymail.org	9773347823
<input type="checkbox"/>	Todd Vinger	tvinger@usamail.net	7146789901
<input type="checkbox"/>	Michelle Stewart	michelles@snailmail.tv	8146773022
<input type="checkbox"/>	Ariana	Ariana.w@greatmail.com	9164045677
<input type="checkbox"/>	Scott Probeck	s.probeck@ymail.uk.ca	6022334490

Close Save

## More Features

### What's Inside

#### All Accounts

**Profile** – Your name, contact information and photo.

**Dashboard** - At-a-glance report on your account usage, attendance, locations, performance and more.

**Meeting** - Create, launch and host meetings. Invite participants, control meeting privacy and more.

**Manage Contacts** - Register and manage Secured Contacts and Contact Groups used for Private Meetings.

**Secured Contacts** – Hosts are allowed 50 Secured Contacts. Only Secured Contacts can participate in Private Meetings.

**Contact Groups** - Organize Contacts into Groups. Each Group has a Group ID. Use Group IDs when registering Contacts.

#### Administrator Accounts also include:

**Company Administration** - Assign and manage Meeting Hosts and Company Groups. Each Host uses one account license.

**Manage Hosts** - Persons registered as Hosts. Hosts can create, manage and host Meetings, and register Secured Contacts.

**Company Groups** - Organize Hosts into Groups. Each Group has a Group ID. Use Group IDs when registering Host.

The screenshot displays the 'Manage Meeting' page in the Mercury Meeting application. The page title is 'Manage Meeting' and there is a search bar in the top right corner. A 'Create Meeting' button is located at the top left of the main content area. Below this, there is a section titled 'Select the meetings for Details' which contains a table of meetings. The table has three columns: 'Meeting', 'Date/Time', and 'Secured Contacts'. The 'Secured Contacts' column includes a shield icon and a right-pointing arrow for each row. The sidebar on the left shows the user's profile 'David Rogers' and navigation options: Dashboard, Meeting, Company Administration (with sub-options: Manage Hosts, Company Groups), Manage Contacts (with sub-options: Secured Contacts, Contact Groups), and Logout.

Meeting	Date/Time	Secured Contacts
Mercury Meeting Training	06-18-2020 11:00	1
Executive Team Weekly	06-15-2020 15:00	1
Finance Review	06-10-2020 10:30	1
Acquisition Update	06-09-2020 13:00	1
Sales Team	06-04-2020 08:30	1
Business Development Team	06-01-2020 09:00	1

## Profile

### Your Profile

Enter first and last name (appears on login).

Enter phone number with country code.

Enter title or description.

Upload your picture.

Click **Update**.

#### **Note:**

Email is your username and may not be edited.

The screenshot displays the 'My Profile' page in the Mercury Meeting application. The page title is 'My Profile'. The main content area contains a form with the following fields: 'Enter first name', 'Enter last name', 'Country code' (a dropdown menu), 'Enter number', and 'Enter title or description'. There is a profile picture placeholder at the top right of the form. At the bottom right of the form, there are 'Cancel' and 'Update' buttons. The sidebar on the left is identical to the one in the 'Manage Meeting' screenshot, showing the user's profile 'David Rogers' and navigation options.

---

## Manage Contacts

### Getting Started

#### Important

Before you add your first Contact, you must first create a Contact Group.

Contact Groups are used to organize your Secured Contacts. Each Group has a unique Contact Group ID.

Contact Group IDs are required when registering Secured Contacts.

### Contact Groups

Click **Contact Groups** (main menu).

Click **Add Group**.

Enter Group name.

Enter a Group ID of your choice, or click **Generate** (recommended).

Click **Save**.

#### Notes:

Group IDs are like security codes.

A person can only register as a Secured Contact to you using the Group ID you provide.

For added security, Hosts should frequently change the Group IDs used to register Secured Contacts.

### Secured Contacts

Secured Contacts are persons a Host knows, who the Host registers using one or two registration methods.

Each person must complete the registration process (two factor identification) before they can become a Secured Contact.

Only Secured Contacts can participate in Private Meetings of the Host.

#### Add Contact Method 1

Click **Secured Contacts** (main menu).

Copy the registration link and Group ID (either default Group ID, or choose from Contact Groups list).

Email link and ID to person.

#### Add Contact Method 2

Click **Secured Contacts** (main menu).

Click **Add Secured Contacts**.

Enter person's name and email.

Select Group ID from drop down list.

Enter mobile number starting with country code.

Click **Save**.

---

## Company Administration

(Administrator Accounts Only)

### Getting Started

#### Important

Before you assign your first Host, you must first create a Company Group.

Company Groups are used to organize your Hosts. Each Group has a unique Company Group ID.

Company Group IDs are required when registering Hosts (provisioning a Host license).

### Company Groups

Click **Company Groups** (main menu).

Click **Add Group**.

Enter Group name.

Enter a Group ID of your choice, or click **Generate** (recommended).

Click **Save**.

#### Notes:

Group IDs are like security codes.

A person can only register as a Host under an account by using the Group ID provided by the account Administrator.

For added security, Administrators should frequently change Company Group IDs used to register Hosts.

### Manage Hosts

Hosts are persons provisioned an account license, who Administrators register using one or two registration methods.

Each person must complete the registration process (two factor identification) before they are a licensed Host.

Only licensed Hosts can create, manage and host meetings.

#### Add Host Method 1

Click **Manage Hosts** (main menu).

Copy the registration link and Group ID (either default Group ID, or choose from Contact Groups list).

Email link and ID to person.

#### Add Host Method 2

Click **Manage Hosts** (main menu).

Click **Add Host**.

Enter person's name and email.

Select Group ID from drop down list.

Enter mobile number starting with country code.

Click **Save**.

## Hosting Meetings

### Launch Meeting

- Log into Host account.
- Click **Meeting** (main menu).
- Open meeting details.
- Select meeting and click **Launch Meeting**.

#### Note:

Your camera and microphone are *automatically* on when you launch or join a meeting. Be aware when you launch a meeting.

### Test Connection

- Is your camera and microphone working?
- If not, click **Switch** or check default browser settings.
- Complete Connectivity Test.

#### Notes:

- If video quality is poor, turning your camera off can improve connectivity.
- If audio quality is poor, turning your microphone off and dialing into meeting can improve audio.

### Join

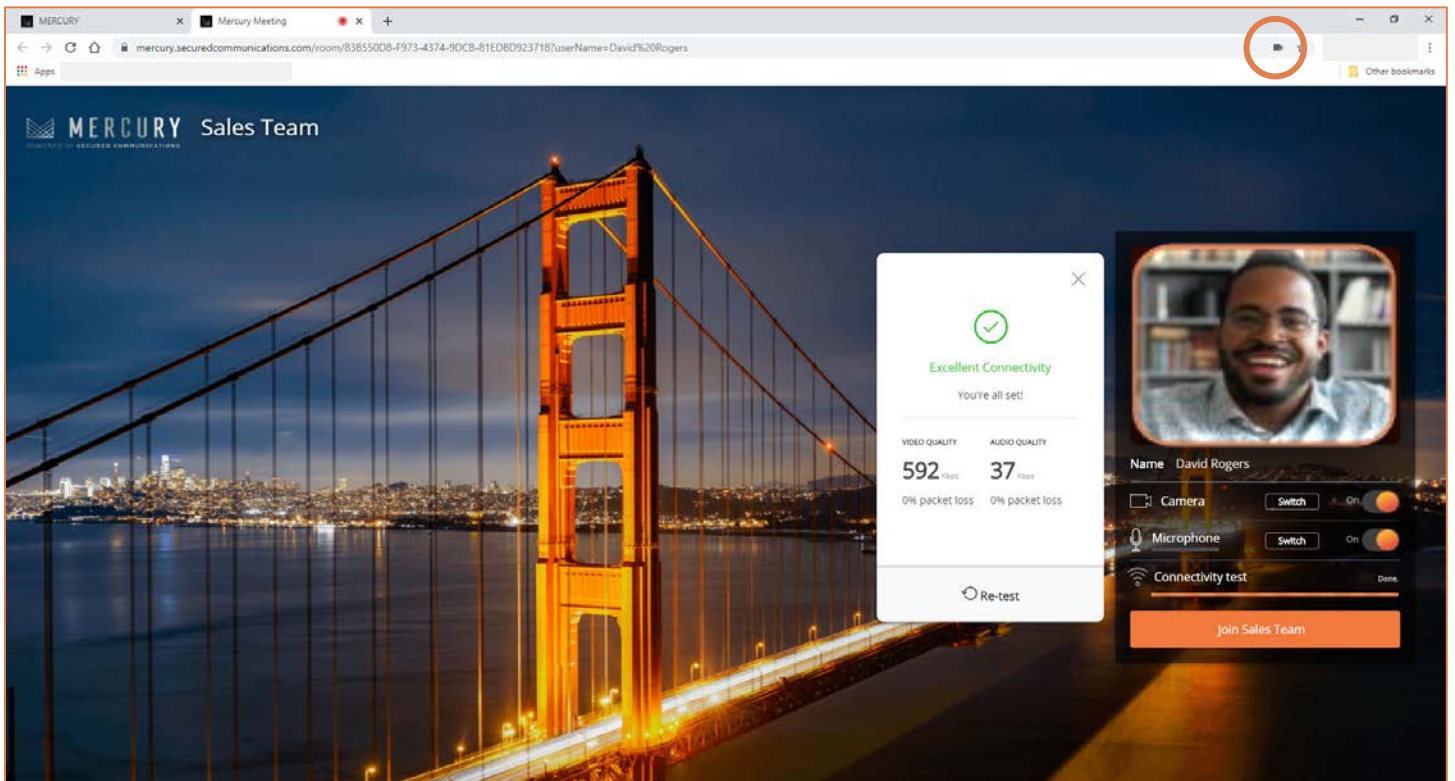
- Click **Join** to opening meeting.

### Use These Browsers

- For Windows use Chrome, Firefox or Edge.
- For Apple Mac use Chrome.
- For Apple iOS devices use Safari or Chrome.
- For Android devices use Chrome.

### If Camera or Microphone Not Connecting

- Check that camera and microphone are plugged in.
- Click **Switch** to select/enable camera and/or mic.
- Check default settings in browser and reset if needed. (Look for camera icon in URL bar, or go to settings).
- If settings are changed, restart browser.





## Meeting Controls

### All Participants

**Leave Call** – Click to leave meeting. If you are the Host this will end the meeting.

**Your Video** – Video is on when joining meeting. Toggle to turn video off / on.

**Your Mic** – Mic is on when joining meeting. Toggle to turn mic off / on.

**Screen Share** – Select what you want to share and then click **Share**. Recommend sharing Application Window only, not Entire Screen (more privacy and uses less bandwidth).

**Invite** – Copy and send meeting invite to remind missing attendees. Never invite others without Host's permission.

**Layout** – Select screen layout (options depend on number of participants).

**Having Trouble Hearing Someone? Click here** – Click **Here** for meeting call in numbers and meeting pin. If calling in, remember to turn mic off.

**Participants** – Click to open a list of all meeting participants.

**Chat** – Click to open group chat (Host and all participants).



### Host Additional

**Settings** – Click to open Host live meeting controls.

**Stop All Video** – Click to turn off all participant cameras. Use when participants are experiencing low bandwidth connectivity. Only participants can individually turn their camera back on.

**Mute All** – Click to turn all participant microphones off. Use (1) when presenting to improve audio, or (2) when echo is occurring (mic and speakers are too close, mic is too sensitive, or speaker volume is too high). Only participants can individually turn their mic back on.

**Lock Share** – Click to prevent participants from sharing their screen (security control). Unclick when you want to allow participants to share their screen. Only one screen share at a time.


**Lock Meeting** – Click to prevent new participants from joining meeting.

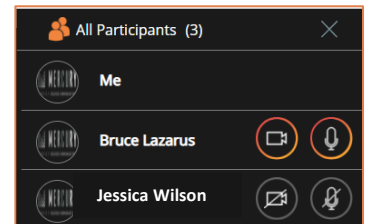
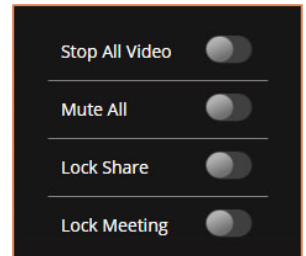
**Participants** – Click to open meeting participant list and individual camera / mic controls.

**Camera** – Click to turn participant's camera off. Only participant can turn back on.

**Mic** – Click to turn participant's mic off. Only participant can turn back on.

### On Screen

**Remove** – Click  (lower left, each participant window) to remove a participant from meeting.



### Host Notes:

Your camera and microphone are on when you launch a meeting.

Use **Lock Meeting** to prevent unauthorized attendees from joining meeting.

Only one participant at a time may share screen.

**Mute All** if echo is occurring (or mute participant causing audio by looking for sound indicator when Host is speaking).

---

## Meeting Best Practices

### For Hosts

Recommend creating a new meeting for each meeting event (security and privacy).

Launch meetings 5 to 10 minutes early (be ready as people arrive).

Welcome participants as they arrive and encourage conversation prior to the meeting.

Check for audio echo and help participants adjust speaker volume or placement (or use call in number for audio).

If more than 8-12 participants, recommend **Mute All** when starting meeting.

For larger meetings, include/assign a person as a helper, or facilitator.

Facilitators can help others with mic, speaker and other issues while the presenter is running the meeting.

Encourage participants to mute themselves after speaking.

After **Muting All**, participants must turn their mic on when it is their turn to speak.

Watch the visual sound indicator in a person's window. If someone is not speaking, but the sound indicator shows audio, then mute this person to avoid echo.

Watch for people who are speaking but are muted (red mic icon in participant window). Tell them to unmute.

If a participant is having trouble hearing, or being heard, ask them to call into meeting by phone line & mute mic on video.

When screen sharing, always recommend to Share Application Window or Browser Tab, but not Entire Screen.

Sharing entire screen uses high bandwidth and can allow participants to see screen messages, pop-ups, etc.

#### Remember You Are Broadcasting

Your camera and mic are on when you join a meeting. If you are not ready, then turn your camera and/or mic off.

### For Participants

If you are causing an echo, turn your mic off and call into the meeting for audio.

Mute your mic after speaking.

Use Chat for meeting related messages (all participants see chat messages).

Remember to stop sharing when you are finished presenting.

### Mercury Mobile App

Available for iPhone and Android.

Tablets can use the app for meetings but you will experience better performance using a web browser.

You must be a Secured Contact and invited to a meeting for meeting to show in the App.

The app will show 5 videos at once (you and 4 others).

If there are more than 5 people in a meeting, you can switch who you see by tapping the screen and selecting from the list.

Main app use is for attending meetings. However, you can also create and edit meetings.

### Recommended Browsers

Mercury supports all browsers except IE (which is being discontinued by Microsoft).

Chrome is the recommended browser.

Safari may work on iOS mobile devices. If there is an issue, switch to Chrome.

Microsoft Edge is based on Chrome and also works.