

eureka.video

GETTING STARTED GUIDE

HINTS, TIPS & TROUBLE SHOOTING

Pre-Conference Checklist

Before you start, or if you have trouble using eureka.video, please run through this checklist.

1. Are you using **Google Chrome** as your web browser?
2. Do you have the **correct link**? <https://eureka.video/login>
3. Did you complete **ALL** the fields when you logged in? First name, last name and conference code?
4. Do you have the right **conference code** and did you enter it correctly (you do not need to enter a # after your **conference code**). Call us on 1300 857 032 (AUS) or 0800 448 301 (NZ) and we'll check your codes for you.
5. If you want to **share your screen**, have you downloaded the **chrome extension**? See page 5.
6. Are you or a participant **trying to share your screen from a mobile device**? – This is not currently available. Screen sharing is only possible from a desktop/laptop computer.
7. Are you or your participants **unable to see or hear you or each other**? See our section on: *Allowing microphone and camera access – page 1.*
8. **Still having connection issues** after allowing microphone and camera access? *You might need to change your Firewall rules – page 2*
9. Have participants who **can't access your meeting online**? See our section on: *Connecting via your phone line – audio integration – page 9.*
10. **Need more than 20 participants** at one time to join your eureka.video conference? *Contact us on 1300 857 032 and we'll tailor a solution to meet your needs.*
11. **Experiencing low quality video**? Turn off receiving video from other participants to improve performance – *see page 4 for activating and deactivating your feed of a participant's audio and/or video.*

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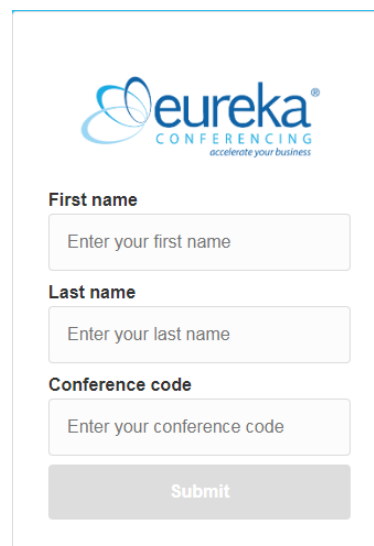
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Accessing eureka.video

How to log in to your conference

1. Log in to **eureka.video** by visiting <https://eureka.video/login>
2. Enter your first name and last name in the appropriate fields.
3. Enter your Host code or Guest code in the 'Conference code' field.
4. Click the submit button.
5. You are now connected into the conference.



The screenshot shows the eureka.video login interface. At the top is the eureka logo with the tagline 'accelerate your business'. Below the logo are three input fields: 'First name' with the placeholder 'Enter your first name', 'Last name' with the placeholder 'Enter your last name', and 'Conference code' with the placeholder 'Enter your conference code'. At the bottom of the form is a grey 'Submit' button.

Are you having trouble logging in, or joining your eureka.video conference?

If you do not complete the **first name, last name and conference code** fields correctly when logging in, the **submit** button will not be clickable and the form will reset. You won't be able to join the conference.

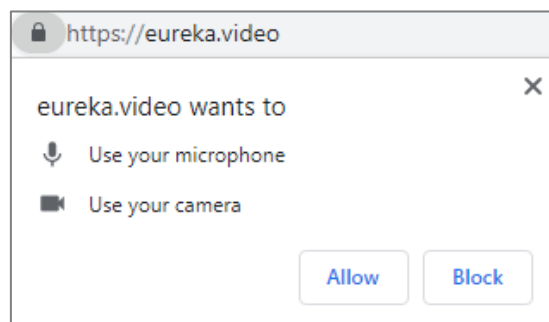
Please ensure you complete all fields and enter the conference code correctly.

If you require further assistance, please contact us on 1300 857 032 (AUS) or 0800 448 301 (NZ), we're available over the phone 24/7/365.

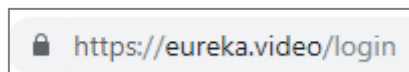
Microphone and camera permissions

Allowing microphone and camera access

When using **eureka.video** for the very first time, you will be prompted to allow access to your microphone or camera. Once you allow access, your audio and camera will automatically turn on and will be broadcasted into the conference if the conference is active. If your camera and microphone has been approved previously, as soon as you click 'submit' to join the conference, your audio and video will be broadcast into the conference.



If Google Chrome is not seeing your camera or hearing your microphone, you may need to allow access again. To do this, click the padlock next to the URL.



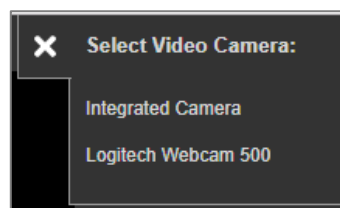
You must then select 'Allow' or 'Ask' for Camera/Microphone and select 'Automatic' for sound.

Devices with multiple cameras

Once you have entered a conference, if you are using a device with multiple cameras, you can choose which camera you would like to use by clicking the camera icon in the top right corner of your screen. If your device does not have multiple cameras available, you will not see this icon.



Once you click on this icon you will have the ability to select the camera you would like to use by selecting your preferred camera in the list provided. See an example below.



Firewall rules

If you have allowed microphone and camera access, and are still having connection issues with eureka.video, you may need to edit your firewall rules. Your firewall should have the following rules set up:

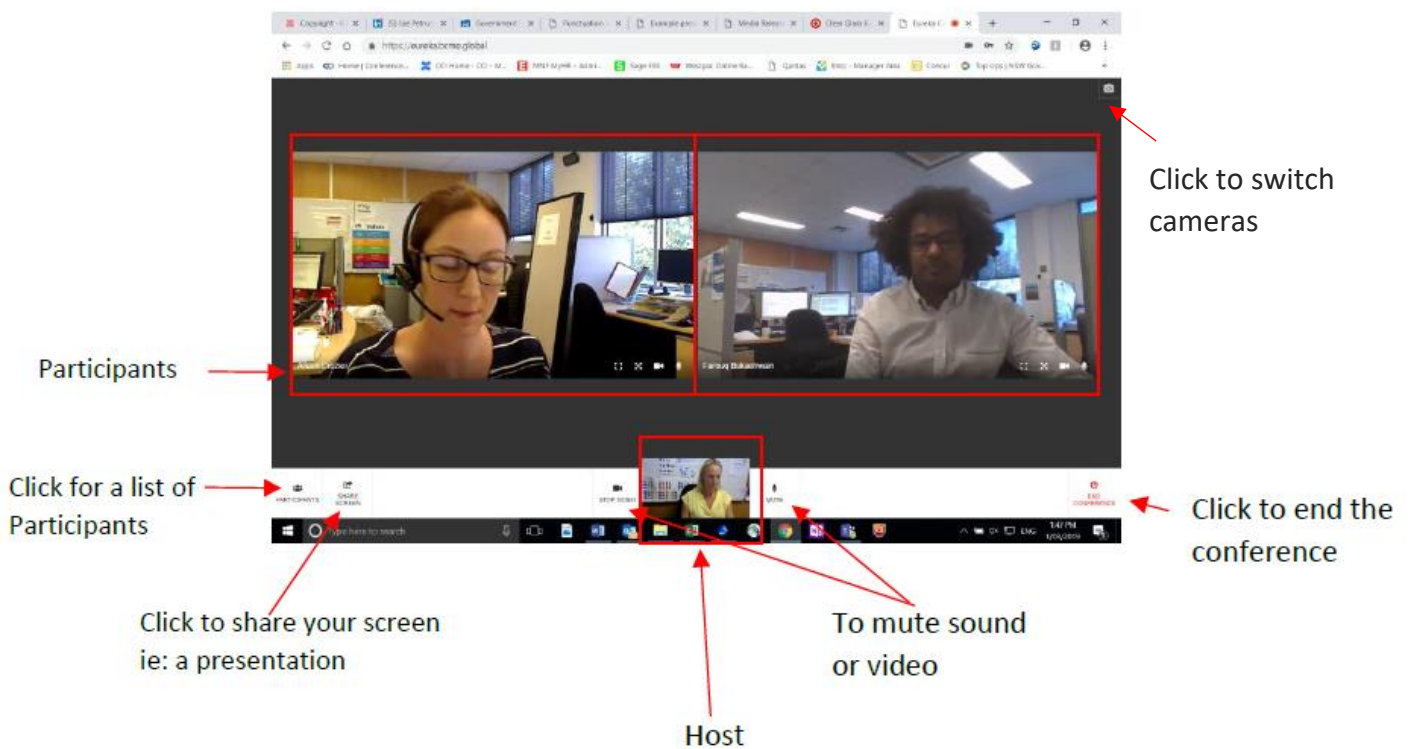
Purpose	Direction	Source IP	Protocol	Port
TURN	Inbound/Outbound	<all>	UDP	49152-65535
Media	Inbound/Outbound	<all>	RTP	ALL ports

Please note: We advise that the suggested changes should be approved by your IT department prior to implementing. Eureka Conferencing does not accept responsibility for any changes or risks to your environment.

eureka.video interface

Dashboard conference controls

See below to understand the interface and controls you will see when in a **eureka.video** conference. The image below features a conference of three and the interface will change to be optimised for conferences of different sizes.



Clicking on the **'participants'** button will provide more control for the audio and video of your conference participants. See the **'audio and video controls'** section on page 4 of this document for more information.

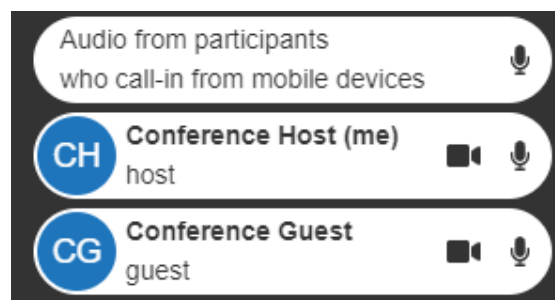
Audio and video controls

Activating and deactivating your feed of a participant's audio and/or video

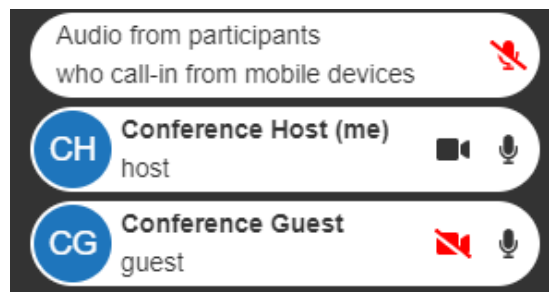
Clicking on the microphone or camera icons on a conference participant will activate (black) or deactivate (red strikethrough) the audio or video feed on *your* device only, the audio or video feed will not be deactivated for the conference guests unless they do it themselves.

Please see the following examples of how to control audio and video feeds in your conference;

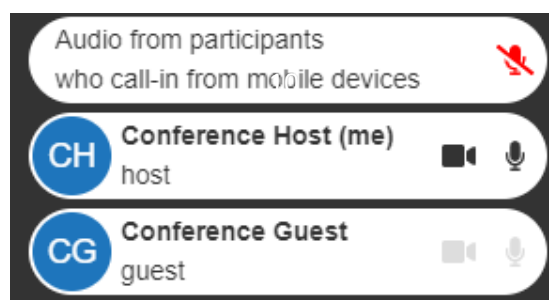
You are receiving audio and video from participants.



You are not hearing participants dialling in from a telephone and you are not seeing Conference Guest's video feed.



Conference Guest does not have their microphone or camera activated or turned on. Their audio and video feeds are not being broadcast into the conference.



Screen sharing

1. Download Google Chrome extension from within eureka.video - first time usage

Should you or your conference guests need to share screens, a Google Chrome extension will need to be downloaded to your chrome browser – you can do this from within **eureka.video**

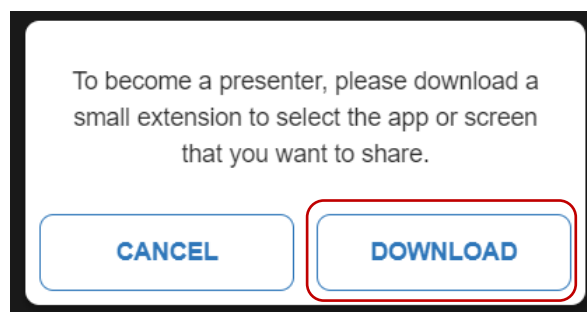
The extension need only be downloaded once.

Downloading the extension inside eureka.video - first time usage

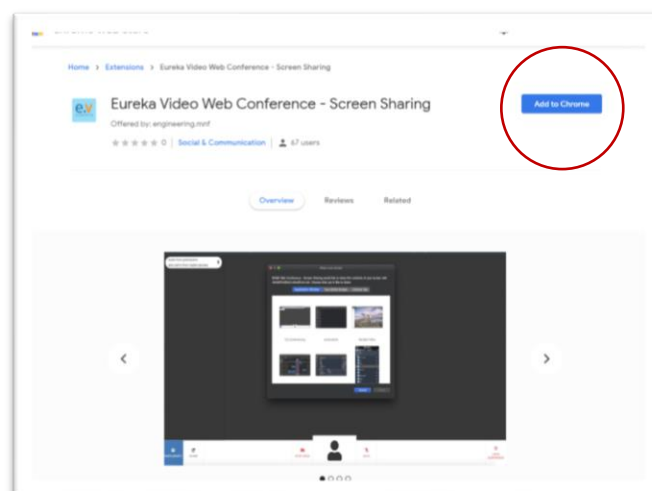
Click on **screen share** at the bottom of your screen



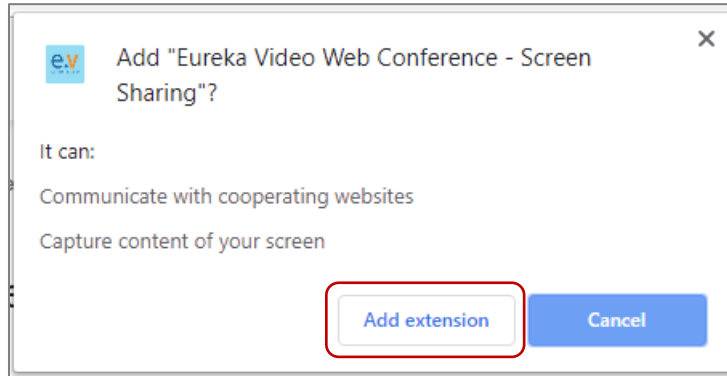
When this window appears, **DOWNLOAD** the extension.



You will be taken to the **chrome web store**. Click on the **Add to Chrome** button.

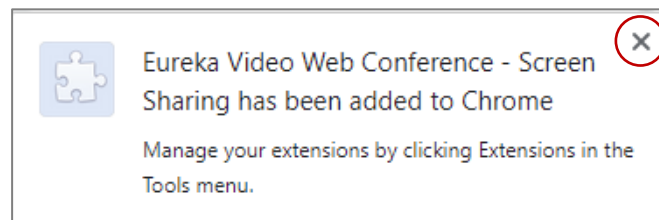


You will see this window:



Select **Add extension**.

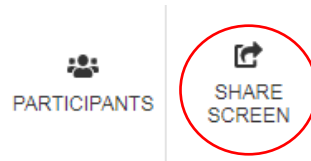
This window will appear in the top right of your screen.



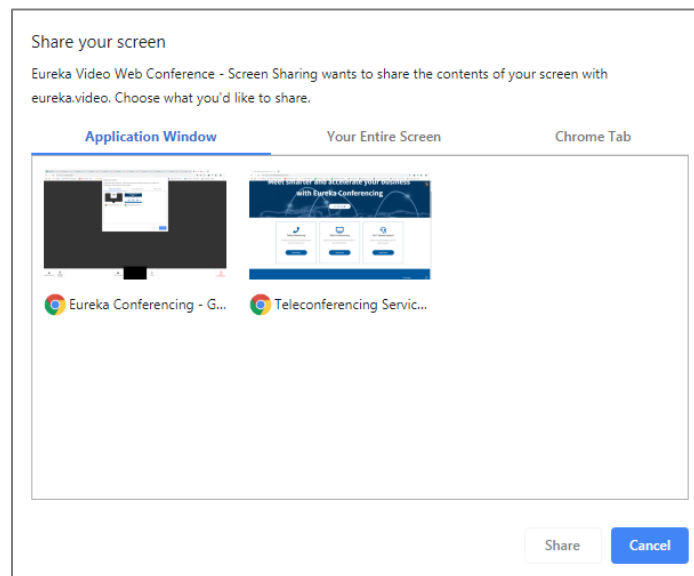
- Click the **X** to close this window.
- Return to your **eureka.video** conference tab in your browser.
- You are now ready to share screens.

2. How to use screen sharing

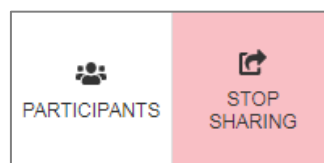
1. To begin screen sharing, click on the screen **share button** in the bottom left of the platform interface.



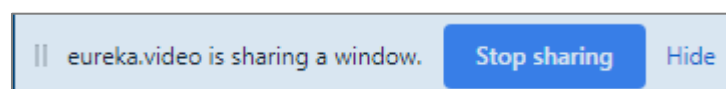
2. Clicking on the screen sharing button will open a window that allows you to choose which screen or application you would like to share.



3. Once you begin **screen sharing**, the button in the bottom tab will go pink. Clicking on this button again will stop your screen share.



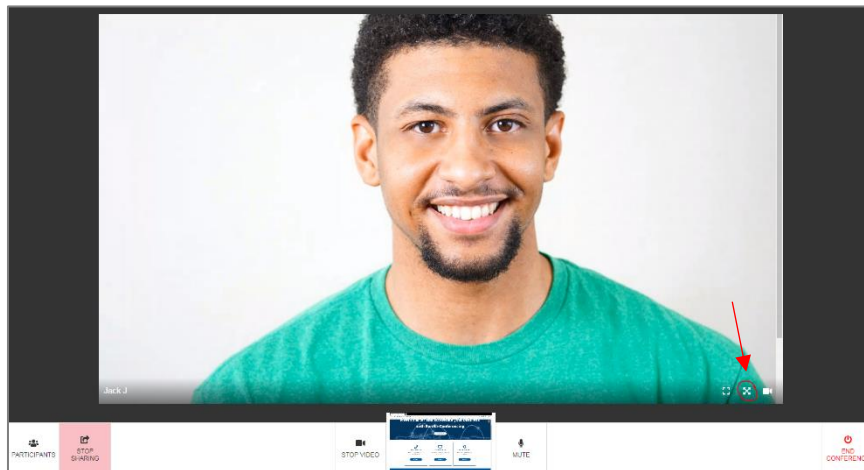
4. **Screen sharing** will prompt a movable pop-up bar to appear at the bottom of your screen that will allow you to stop screen sharing. This bar can also be hidden. If you hide this bar, it will become a separate 'window' in your web browser. You must select this window from via your browser application pinned to your task bar to make it re-appear.



Advanced Use - Picture in picture mode

Use **picture in picture mode** if you want to view a guest's video feed while you are screen sharing.

1. To activate this mode, make your selected conference guest's video full screen.



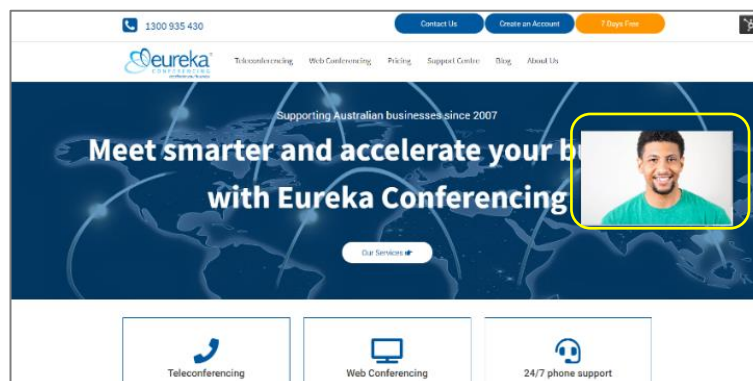
2. Then click the three dot button in the bottom right of the screen and select 'picture in picture'.



3. Your guest's video feed will then be pulled into a small window that you can click and drag.



4. Drag the guest's video feed onto the screen you are sharing with the conference.



HINTS TIPS & TROUBLE SHOOTING

Device guidelines – using a computer, mobile or phone line

Conferencing on laptop or desktop computer

eureka.video has been designed to **work most effectively on a laptop or desktop computer**, providing you with an easy and complete conferencing experience. In order for your video feed to be broadcast into the conference, please ensure the device you use has a functional webcam or integrated camera.

You can also access eureka.video using your mobile device, but screen sharing from a mobile device is not currently available.

Conferencing on a mobile device

To use eureka.video on your mobile device, simply type <https://eureka.video/login> into your mobile device's web browser. Please note that accessing the platform via your mobile device **will not allow you to share your screen** with conference participants; you will be able to see other screens that are shared with you and see and speak face-to-face with other participants.

Connecting via your phone line – audio integration

Those without access to the internet can easily dial in to a eureka.video conference using their mobile phone or landline via our audio integration, by dialing a number from our comprehensive [dial-in number list](#) and when prompted by our system, entering the appropriate access code.

Please note that using audio integration incurs Eureka's standard per line, per minute teleconferencing dial-in rates.

Internet guidelines

Bandwidth requirements

Each conference participant's video stream uses about 0.5 Mbps. If your network does not have the required bandwidth and the quality of your conference is suffering, you can deactivate your feed of a participant's audio and/or video. See **page 4** of this guide.

Conference participant limits

Currently, **eureka.video** supports a **maximum of 20 guests** in an individual conference at one time. Ensuring a smooth experience for you and your guests.

Should you require an individual conference to have more than 20 guests, please contact us on 1300 857 032 and we will tailor a solution to meet your needs.

Web browser guidelines

Supported web browsers

eureka.video works best on **Google Chrome**.

Other web browsers do work. However, you may experience issues that affect your conferencing experience. For the best experience, please use Google Chrome.

Screen sharing – trouble shooting

If you are unable to download the **screen share extension** from within the **eureka.video** platform;

[DOWNLOAD](#) the extension now.

It looks like this:



Once you have downloaded the extension on to your device's browser, log in or join your **eureka.video** conference again.

Please note that screen sharing is **not currently available for mobile devices**.

Questions?

Should you have any further questions or concerns, please contact us on 1300 857 032 (AUS) or 0800 448 301 (NZ).

We're available 24/7/365.

eureka.video

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