



Enreach Meetings User Documentation

As of: November 2021

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1 Collaboration with Enreach Meetings

With Enreach Meetings you can start your online meeting directly from the browser without having to download additional software. Enreach Meetings take place in a virtual meeting room and are started and controlled by a host. Guest participants simply follow the link in the invitation email or dial-in via phone.



When saving and processing personal data, observe the respective applicable legal data protection regulations.



If the host loses the connection to Enreach Meetings, 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

Enreach Meetings offers the following features:

- Online video conferences
- Online chat
- Screensharing
- File sharing
- Dial-in via phone (only Enreach Meetings Pro Add-On)
- Record meetings (only Enreach MEETINGS Pro Add-On)
- Broadcast video (only Enreach MEETINGS Pro Add-On)

1.2 General requirements

1.2.1 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



When using an Apple Mac, it is possible that access to the camera as well as the use of screen recording within Google Chrome has been inadvertently disabled. Activate the access or use in the settings.



It is not recommended to use Enreach Meetings via mobile data connection because of high data consumption.

1.2.2 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

1.2.3 System

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



It is not recommended to use Enreach Meetings 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)

1.2.4 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

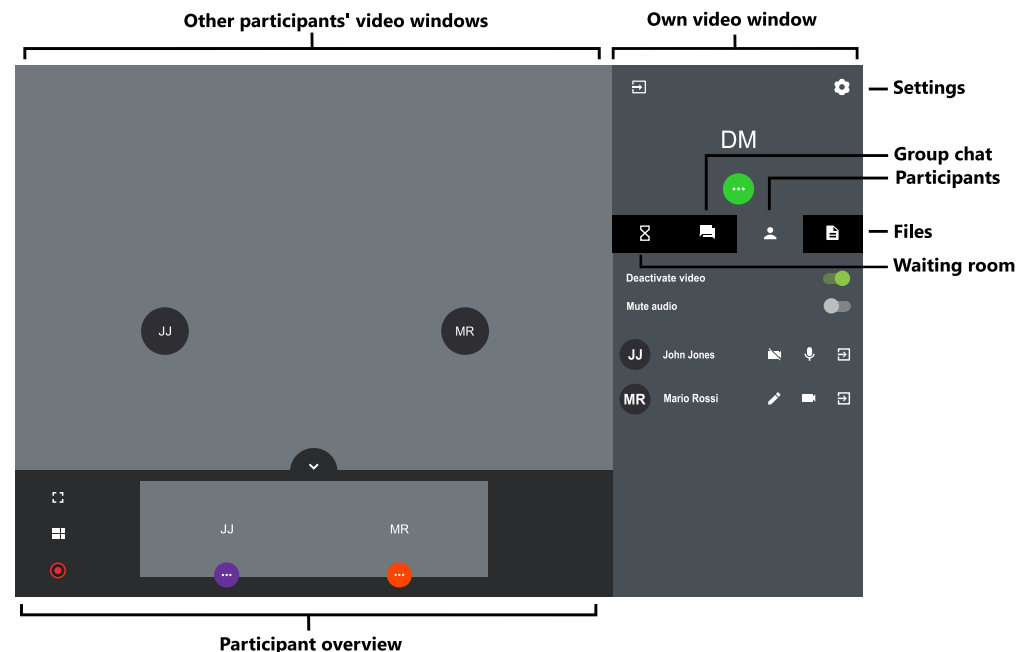
1.2.5 Network

Enreach Meetings 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	iamfile.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

1.3 User interface

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



1.4 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 Enreach Meetings.
- 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 Enreach Meetings with your new password

1.5 Starting meetings

You can start meetings via browser, for example.

To start a meeting

- 1 Enter the following address to your browser:
https://meetings.enreach.com
✓ The Enreach Meetings login page appears.
- 2 Click on **Sign in as a host**, if applicable.
- 3 Enter the login data you received 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 7, 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.

1.6 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 Enreach Meetings 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 the Enreach Meetings Pro Add-On.

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 **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**.
✓ 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  and then on  and 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  and then on  and on .
- ✓ The web link to your meeting is copied to your clipboard.
- 3 Send the automatically generated link via e-mail to the appropriate people.

1.7 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.



Activate **Automatically accept** 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 Enreach Meetings.

See also section *Leaving and ending meetings*, page 16.

1.8 Joining meetings

You can join meetings via email link, dial-in number or the Enreach Meetings login page.

Additionally, you can dial in to the meeting.



It is not recommended to use Enreach Meetings 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://meetings.enreach.com>
 enter via phone the dial-in number for your country.
 - ✓ With a click on the link, the Enreach Meetings 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 click on **NEXT STEP**.
- 6 Define your audio and video settings.



You may need to allow Enreach Meetings access to camera and microphone in your browser settings.

Symbol	Explanation
	Enable or disable your camera.
	Enable or disable your microphone.

7 Set your audio/video output.

Symbol	Explanation
	Select the appropriate camera. On mobile devices you can choose between front and rear camera.
	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.

Symbol	Explanation
	Only available in the desktop version: Select the appropriate audio device. This setting is not available in Mozilla Firefox.
	Only available in the desktop version: Click on the symbol to test the audio output.



When you select your preferred audio device, the microphone and loudspeakers of the device are automatically used. If you want an alternative microphone and speaker selection, click on the three dots next to the selected audio device and specify alternatives by clicking on "Custom".

8 Deactivate **Noise suppression** to no longer suppress background noises.



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 activate **Sound notifications** to activate sound notifications from Enreach Meetings.

- 9 Click on **JOIN**.
 - ✓ 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 Enreach Meetings 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.

1.9 Selecting the language

You can choose between different languages for the web interface.

To select the language

- 1 Click on .
- 2 Click on .
- 3 Select a language from the dropdown list.

1.10 Defining audio and video settings

As a guest, you can set your microphone, audio, and camera settings before a meeting, see section 1.8 **Joining meetings**, page 6.

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

To define your audio and video settings

- 1 Click on .
- See step *Define your audio and video settings.*, page 7.

1.11 Suppressing noise

You can suppress background noise during a meeting.



Noise suppression is activated by default.

To deactivate noise suppression

- 1 Click on .
- 2 Deactivate **Noise suppression** to no longer suppress background noises.
- 3 Click on **APPLY**.
 - ✓ The noise suppression is deactivated.

1.12 Taking a photo

As a guest, you can set your microphone, audio, and camera settings before a meeting, see section 1.8 **Joining meetings**, page 6.

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 .

- 2 Click on **PICTURE** to take a photo.

1.13 Blur background

You can blur the background of your video to hide details in the background.



Background blur and setting a background image are currently only supported by Microsoft Edge and Google Chrome for Desktop.

To activate the blurring of the video background

- 1 Click on .
- 2 Click on .
- 3 Click on **Background blur**.
- 4 Drag the slider to the right to blur the background and to the left to focus it.
✓ The background blur is visible to all participants.



Activate **Remember this effect** to keep the effect for your next meeting.

1.14 Setting background image

You can set an effect for the background of your video.



Background blur and setting a background image are currently only supported by Microsoft Edge and Google Chrome for Desktop.

To set a background image

- 1 Click on .

- 2 Click on .

- 3 Click on **Background image**.

- 4 Select a background image you want to set for your video from the gallery.
✓ The background image is visible to all participants.



Activate **Remember this effect** to keep the effect for your next meeting.

1.15 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 10.



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

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 Activate **Video (all participants)** or **Audio (all participants)** 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.



Activate **Video (all participants)** or **Audio (all participants)** to reactivate the camera or microphone of all guests.

1.16 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 withdrawn your hand signal.

1.17 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 sametime.



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 & 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

1.17.1 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.

1.18 Sending messages

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

1.18.1 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.

1.18.2 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.

1.18.3 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.

1.18.4 Sending a Sticker

You can send Stickers to all participants.

To send Stickers

- 1 In your video window click on .
✓ The list of available Stickers appears.
- 2 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.
- 3 In your video window click on , if applicable, to attach the sticker.



As a host, click on  and  and deactivate **Stickers** to deactivate the use of stickers.

1.19 Sharing files

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

To share a file

- 1 Drag the corresponding files into the Enreach Meetings 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.

1.20 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.



When using an Apple Mac, it is possible that the use of screen recording within Google Chrome has been inadvertently disabled. Activate the use for Google Chrome within the settings (System settings | Security | Privacy).

To share your screen or an application

- 1 In your video window 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 video broadcasting for the appropriate guest.

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



If you use Mozilla Firefox, you can also select a single window for screen sharing.

- 3 Select **Share Audio** if you want to share your audio output during screen sharing.
- 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.

1.21 Broadcasting videos

You can broadcast videos via Enreach Meetings. 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.



When using an Apple Mac, it is possible that access to the camera was inadvertently disabled within Google Chrome. Activate access for Google Chrome within the settings (System settings | Security | Privacy).



This feature is only available with the Enreach Meetings Pro Add-On.



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 .

 ✓ 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.

- 2 Click on **BROADCAST VIDEO**.

 3 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.

Symbol	Explanation
STOP BROADCAST-ING	Quit video.

1.22 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.



This feature is only available with the Enreach Meetings Pro Add-On.



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 & Drop the file from the directory into an empty browser tab to play it in Google Chrome. Drag the file into the Enreach Meetings browser tab to share the recording with the meeting guests.

1.23 Changing the name

You can change your participant name in Enreach Meetings. 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 **Your 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  .
- 3 Enter the appropriate name.

1.24 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 the Enreach Meetings Pro Add-On.

- 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.

1.25 Activating shortcuts

You can activate shortcuts for Enreach Meetings to perform certain functions via it.

To activate the shortcuts

- 1 Click on .
- 2 Click on .
- 3 Activate **Shortcuts** to enable the shortcuts.

To view the list of shortcuts

- 1 Click on .
- 2 Click on .

- 3 Click on .

✓ The list of available shortcuts appears.

1.26 Activating push notifications

You can enable or disable push notifications in your browser. Depending on whether you are logged in as a host or guest, various activities are displayed as push notifications.



The push notifications are only displayed when the respective browser is not in focus.

To enable push notifications in the browser

- 1 Click on .
- 2 Click on .
- 3 Enable **Desktop notifications**.

✓ You receive desktop notifications about activity in your meeting room.



You can disable **Desktop notifications** again by deactivating the desktop notifications.

1.27 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.



If you do not end the meeting via Enreach Meetings, 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.

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.

1.28 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.
✓ Enreach Meetings logs you out and redirects you to the login page.