Virtual Meeting Room (VMR) External Guide to Joining Global Video Conferencing Service

User Manual | For Non-Novartis Participants
Last Update: March 2019
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Preferred Medium to Join VMR

Best quality medium to join a VMR meeting:

External VC Room*
Using a Web Browser** such as: Internet Explorer, Google Chrome, Firefox, or Safari
iPad, iPhone, mobile phone
Voice only
*with dial-out capability
**may require additional software installation

Best quality medium when not using a VC Room:

<table>
<thead>
<tr>
<th>Connection</th>
<th>Desktop Client (Web Browser)</th>
<th>Mobile Client (iPhone*, iPad*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal/home wired connection</td>
<td>Better</td>
<td>N/A</td>
</tr>
<tr>
<td>Personal/home network Wi-Fi</td>
<td>Good</td>
<td>Good</td>
</tr>
<tr>
<td>Public Wi-Fi</td>
<td>Variable quality</td>
<td>Variable quality</td>
</tr>
<tr>
<td>Wireless data (LTE recommended)*</td>
<td>N/A</td>
<td>Variable quality</td>
</tr>
</tbody>
</table>

*connection over cellular data networks may result in significant data/roaming charges
Joining as a Participant

Participant | From a Web Browser

Before non-Novartis colleagues can join a Novartis Virtual Meeting Room, the Cisco Meeting App must be installed (not just 'run'). It is advised to do this prior to the meeting’s start.

Once the app is installed, click the link in the meeting invite

Type **Your name** and click **Join meeting**

Alternatively, you may follow the manual steps:

- Visit [join.novartis.com](http://join.novartis.com)
- Enter the 9-digit VMR Account Number (Meeting ID) from your meeting invite
- Enter 4-digit Participant Passcode from your meeting invite
- Click **Join meeting**
- Type **Your name** and click **Join meeting** again

**NOTE:**
Depending on your web browser, you may need to allow access to the camera and microphone.
Participant | From iPhone or iPad

Click the link in the meeting invite

Type **Your name** then tap **Join meeting** and, if prompted to access camera and audio, click **Allow**

Alternatively, you may follow the manual steps:

- Visit [join.novartis.com](http://join.novartis.com)
- Enter the **9-digit VMR Account Number (Meeting ID)** from your meeting invite
- Enter **4-digit Participant Passcode** from your meeting invite
- Tap **Join meeting**
- Type **Your name** and tap **Join meeting** again

Once in the meeting, to join using your browser

- Select **browser** from the drop down
- Tap **Join meeting**
- Tap **Allow**
Download the App | iPhone or iPad

To join using the Cisco Meeting App

- Click the drop down and scroll to Open Cisco Meeting App

- To download the app, choose “If you don’t already have Cisco Meeting App installed, click here”
- The Apple App Store will open
- Tap Get

**NOTE:**
A Wi-Fi connection is strongly recommended. Connection over cellular data networks may result in significant data/roaming charges.

Running a VMR meeting on a mobile device results in accelerated battery drain; so ensure that you have a charger handy.
Participant | Audio Only
In cases where a VMR participant is unable to join the meeting via a video capable device, an Audio Only connection may be used.

Specific instances where use of an Audio Only connection may be advisable include:
- When a meeting participant is traveling and cannot establish a stable Wi-Fi connection.
- When a meeting participant is in a public location and use of video is not appropriate.
- Where a participant experiences a technical issue that prevents them from connection with full audio/video.

The VMR invitation is configured for 1-click join on iOS devices. Choose the best number in the invite for your location.

Participant | From External VC Rooms
An external video conference (VC) room refers to any room, which is not within the Novartis video conference network.

A Virtual Meeting Room (VMR) connection is possible from any external videoconferencing room with dial-out functionality.

It is recommended to conduct a quick connection test before your first meeting to test dial-out capability of the external VC room.

After ensuring dial-out functionality in the external VC room:
- Access the dial menu of the VC system
- Enter the 9-digit VMR Account Number (Meeting ID) in the format Meeting ID@join.novartis.com (e.g. 133412345@join.novartis.com)
- Input your 4-digit Participant Passcode followed by the # key, when prompted
Settings and Options

Once in the VMR meeting, various settings and options are available. Each of the options are defined below:

1. Video Controls
   - Enable/disable video
   - Media settings
   - Maximize
   - Autohide self-view

2. Media Settings (Audio/Video)

   Click the Settings icon in the camera preview.

   View the current selections for Camera, Microphone and Speakers.

   During a meeting, if you are unable to hear or share your video, toggle to the appropriate device from the drop-down list.

   For example, if you have a headset plugged in, your computer might default to using the internal microphone and speakers. You can switch the device used in the audio/video settings.

   Please note that the browser cannot remember your Camera and Microphone settings for future sessions if you are not using the default.
2 Meeting Options
- Mute microphone
- Share screen
- Keypad
- Leave meeting

3 Toolbar Icons
- Participants
- Meeting controls
- Chat
- Layouts
- Info

Participants
To see the participants in the meeting, click the Participants icon.

Meeting controls
To see the audio, video and lock controls for the meeting, click the Meeting Controls icon.

Chat
To start a group chat with the participants, click the Chat icon.
Layouts

Click the **Layouts** icon to select from various screen layout options.

The Layouts tab allows you to toggle the focus between participants and shared content.

Info

To see details about the meeting, including dial-in info, click the **Info** icon.
Best Practices

- AUDIO
  - All remote participants must be using a high-quality headset for a good conferencing experience
  - Using built-in computer speakers and microphone is not sufficient
  - An inadequate audio device used by any meeting participant will negatively impact the audio experience for all meeting participants

Connect from
- VC Room
- Computer & Headset
- Mobile & Headset

Connect with
- Wired Internet
- Strong Wi-Fi
- Not Recommended
Support

Americas

- Global Support Contact: +1 877 866 2966
- On-Site Support Contacts:
  - Cambridge: +1 617 871 4357
  - East Hanover: +1 862 778 8000
  - Emeryville: +1 510 923 7666
  - Sandoz US all sites: +1 303 438 4611
  - Mexico all sites: +52 55 4162 1575

EMEA

- Global Support Contact: *PREFIX* + 800-7007-0022
  - Prefix 00 for Belgium, Denmark, France, Germany, Greece, Hungary, Ireland, Italy, Netherlands, Norway, Poland, Portugal, South Africa, Spain, Sweden, Switzerland, United Kingdom
  - Prefix 810 for Russia
  - Prefix 990 for Finland
  - Prefix 0011 for Austria
- On-Site Support Contacts:
  - Basel: +41 61 324 4444

APAC

- China: 400 890 0426
- India: 800 100 4309
- Kazakhstan: 8 717 272 7326
- Philippines: 2759 9268
- Singapore: 3158 9200

- Global Support Contact: *PREFIX* + 800-7007-0022
  - Prefix 00 for Malaysia, Taiwan
  - Prefix 001 for Hong Kong