VScene

User Guide

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1   What is VScene?

This guide is for people who are new to VScene and provides information on how to begin using it to communicate with colleagues. VScene is a video conferencing service that has evolved out of education and research to deliver a seamless and intuitive service. It provides seamless connectivity between participants regardless of what technologies you're using. This service is the result of a joint collaboration between Jisc and Ajenta.

2   Registration

Before you can use VScene, you must register for an account (only needed once). This needs to be approved by an administrator colleague in the University, who will notify you when your registration is complete.

Follow the link here, https://app.vscene.net/register, for registration.

Nb. Please allow time for registration, before live use of VScene is required, perhaps a week or two in advance.

Once your registration is confirmed, you can login to VScene here, https://app.vscene.net/auth/login

You can find further help on VScene here, https://vscene.net/support

We would recommend reading through the Support and Getting Started categories from the above webpage.

3   VScene: A first look
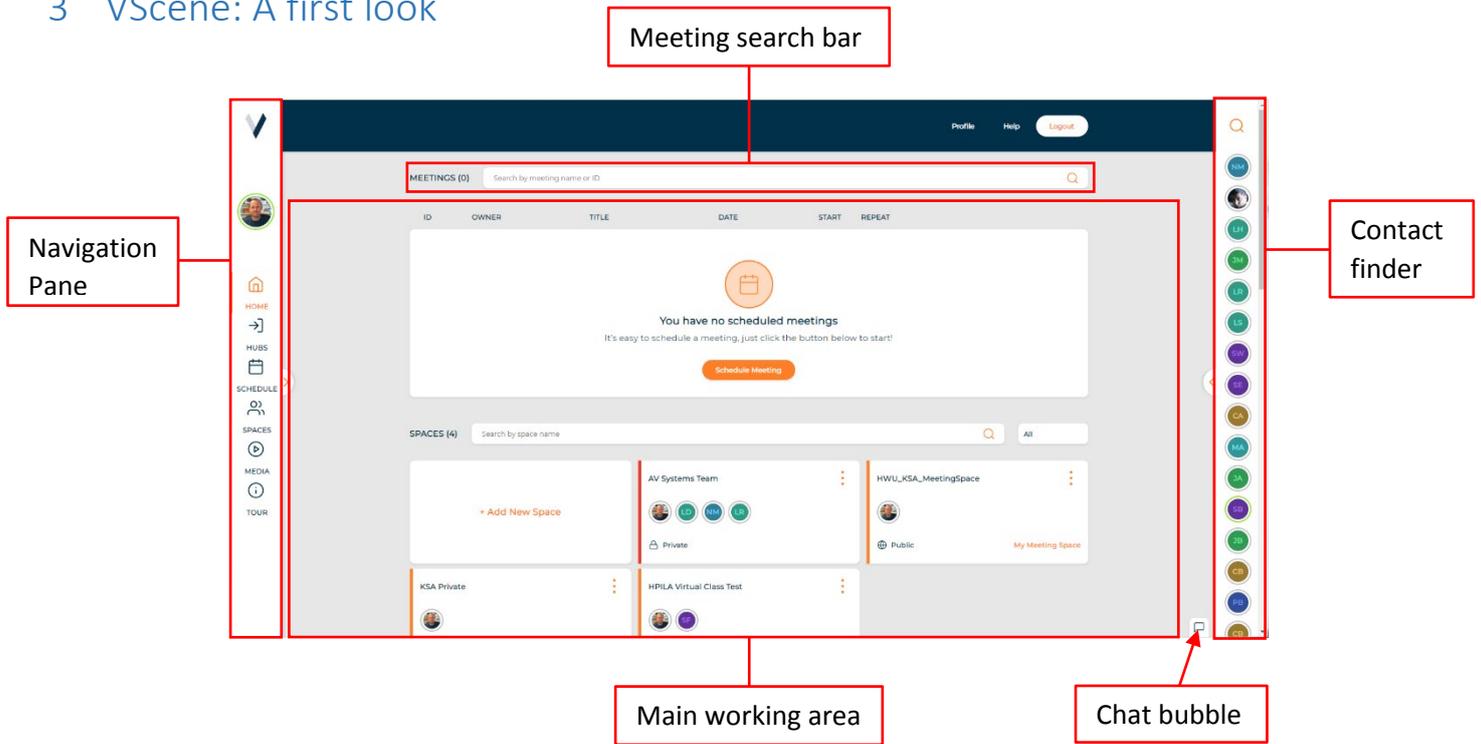
3.1   Main Navigation Pane

This panel allows you to navigate between the various features of VScene.

- **Home** is where you can view details of all Scheduled Meetings and Spaces you are a member of, filter Scheduled Meeting and Spaces by name or ID using the search bars, and chat with members of your Organisation from the Chat Panel.
- **Hubs** allow you to host or be a member of instant video calls. You have one permanent personal Hub and the ability to create four other Hubs. You can have five active Hubs at any one time.
- **Schedule** meetings days, weeks, months or years in advance. You can customise your meeting title, description and date & time details, as well as schedule you meeting to repeat, record or operate in Lecture Mode. You can add Members, Moderators and Room Systems.
- **Spaces** are meeting workspaces that allow document sharing & encrypted storage, instant chat and whiteboard collaboration.
- **Media** show you all the recordings you have created from meetings, which can be filtered using the search bar. Your recordings can be viewed within Media, downloaded, deleted or shared via email.

3.2   Contact Finder and Chat Panel

The chat panel allows you to start chats and send instant messages to users within your Organisation. Multiple chat windows can be open at once. You can minimise or close chat windows individually or collectively, by using the chat bubble at the bottom right of your page.

4 Hubs

Hubs are static meeting spaces where you can instantly join and host meetings. You can email invite others to join a Hub and as well as dial-out to room systems.

You can access Hubs from the Navigation Pane at the left hand-side of your screen.
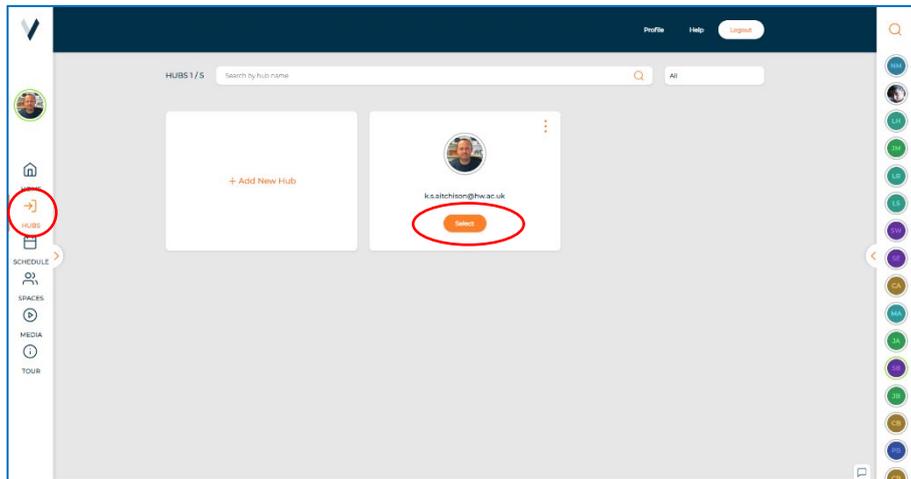
Each VScene user automatically has one personal Hub created for them. To create a new Hub simply click "+ Add New Hub" and enter the chosen name for your Hub. You can create and own five Hubs at a time, if you already have five and wish to create another, you will need to delete one in order to do so.

5 Using a Hub

To use one of your existing Hubs, simply select "Select" in the Hub window. One you have selected the Hub, you will be taken to a testing page where you can view and change your name as it will appear to your participants, select the preferred audio/video source, check that they are working and view the call details and invite others, via an email.
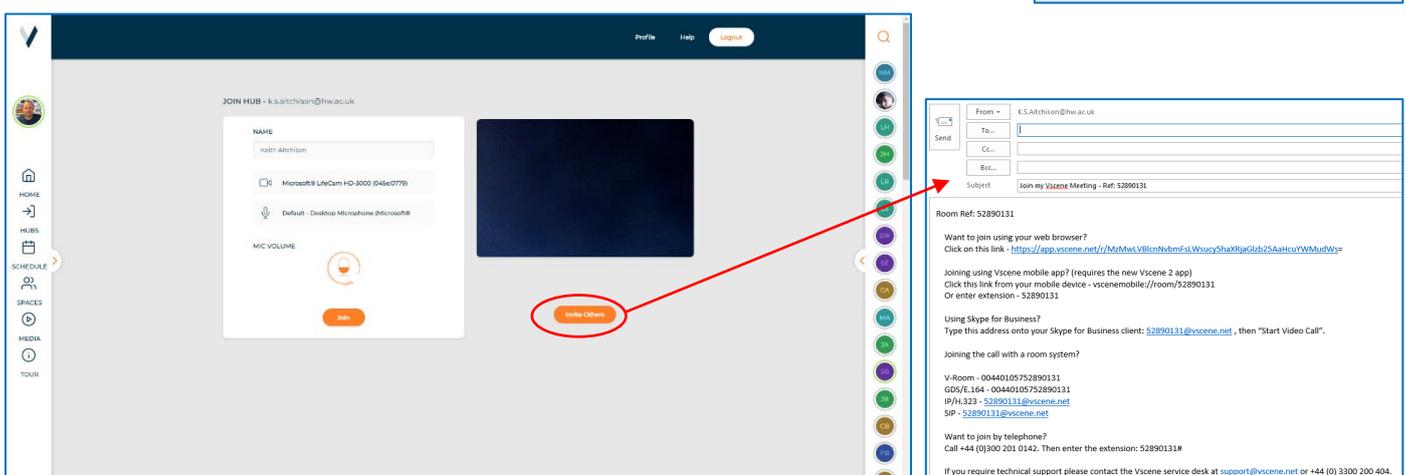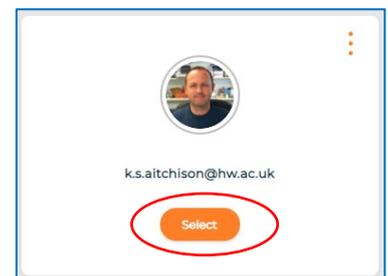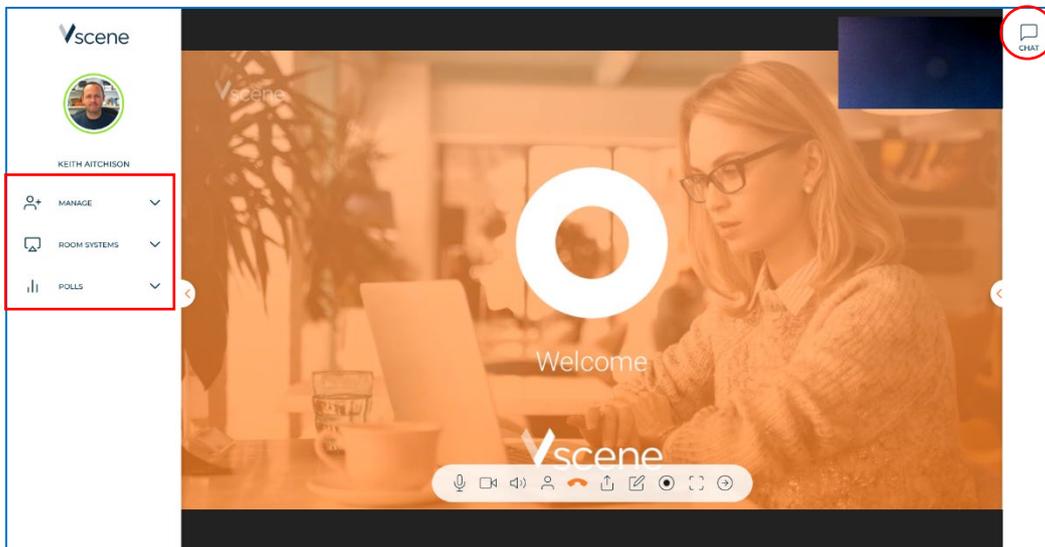
Once you have initiated the call, you can manage it via the Navigation Pane.

- **Manage** allows you to copy the link to the Clipboard or Send an E-Mail Inivitation. To Mute or Disconnect All participants or individually
- You can also access **Room Systems**, if available
- **Polls** allow you to create an active poll to your audience
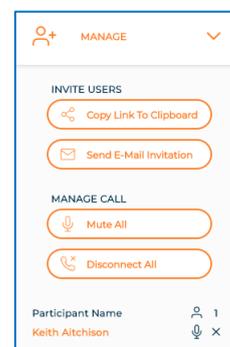
You can also text Chat with participants by using the Chat button at the top-left of the screen.

At the bottom of the Call Pane is your Control Panel for muting your audio, video and sound. You can also turn off Self View, Share Content, open a Whiteboard, Record or go Full Screen.

6   Scheduled Meeting

You can schedule a meeting by selecting the "Schedule" button on your Home page. Upon selecting this button, you will be taken to the Schedule Meeting page. Here you can add the title of your meeting, a description or note for the users taking part in the meeting, the date you would like to schedule your meeting for, as well as the start and finishing time.
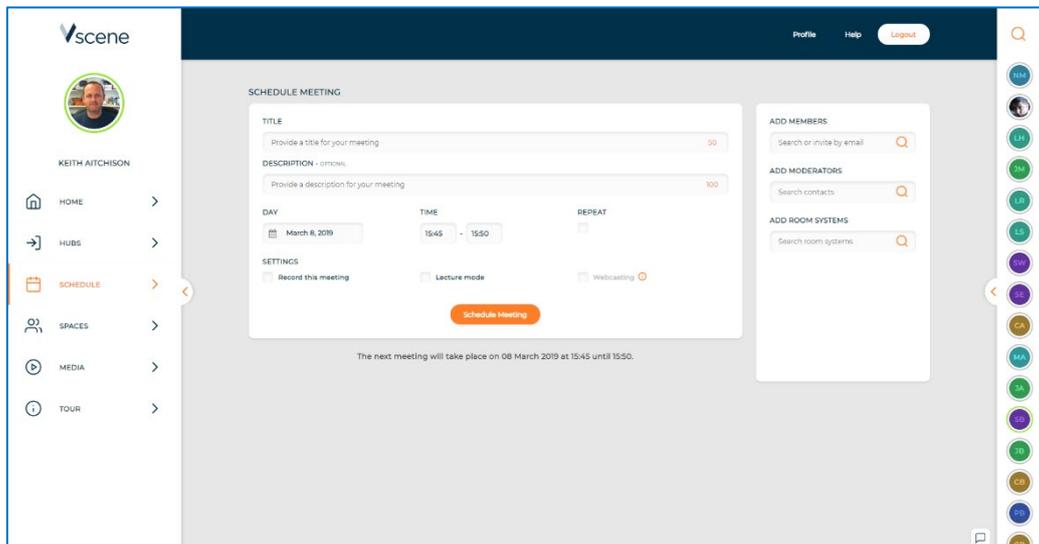
Other features available for your scheduled meeting include:

- **Repeat**, by selecting Repeat you are able to set your scheduled meeting to be recurring. Options within Repeat include whether the meeting will happen daily, weekly or monthly, the date that the repeated meetings will end on, how many repetitions of the meeting there will be and whether or not they should repeat on weekdays only
- **Members**, is where you will invite the participants you would like to include in the scheduled meeting. You can either search for registered VScene users, or enter an email address to invite someone to participate as a guest user
- **Moderators**, are those who are given the ability to manage the meeting; they are able to call registered room systems into the meeting, invite new guests and manage those already in the meeting
- **Room Systems**, you can search for and add registered room systems that will be dialled in for when your meeting takes place. If you wish to only add the Room System but not be called, simply untick Dial Out
- **Record this meeting**, selecting this box will enable recording of both audio and video in your meeting
  - N.b. Recording will automatically stop one minute after the scheduled meeting time if nobody partakes in the meeting. The recording cannot re-start. Ensuring that invited users attend the meeting on time will avoid this or alternatively do not select Record here, but simply enable recording when in the meeting instead
- **Lecture Mode**, when this is selected a new section will appear in the pane to the right of your page. Here, you are required to add the registered VScene user from your organisation that you would like to assign as the lecturer. If you would like to be the lecturer, please leave this blank
  - The assigned lecturer must join the meeting by browser and only once they have joined the meeting can other invited users join the meeting
  - Cameras and microphones will be muted for all meeting participants. If you are the lecturer, please unmute the camera and microphone when you join the meeting
- **Webcasting**, the link to a live stream of the meeting will be emailed to the meeting creator shortly before the meeting begins. Webcasting cannot be set earlier than ten minutes before the meeting start time
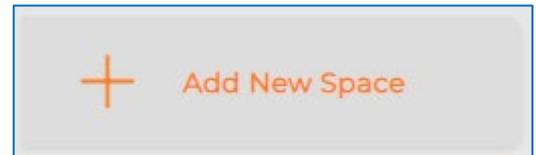
7   Spaces

In Spaces, you can share files and engage in real-time chat with all of the Space Members, enabling a safe and efficient space for conducting meetings, productive research, teaching or simple brainstorming, regardless of each Member's location.
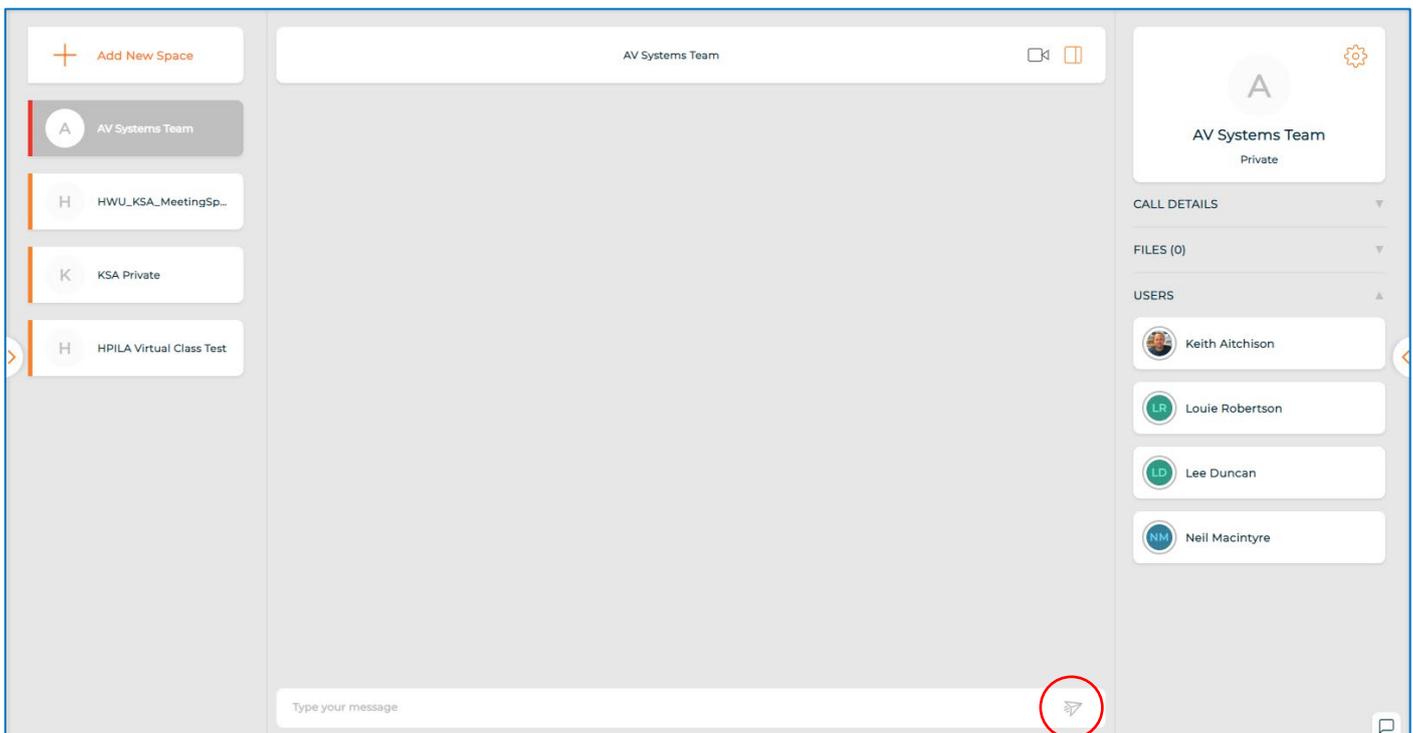
7.1   Creating a Space

You can create a Space by selecting + Add New Space from the left tab of the main Spaces page.

Here you can customise your Space by setting the title, providing a description, choosing an identifying colour, and whether you would like the Space to be private or public[1].

This is also where you add Members and Moderators to your Space.

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[1] Private Spaces allow Owners and Moderators to search and add registered VScene users to the Space. Any registered VScene user can add themselves to a Public Space.

7.2   Using a Space

As a member of a Space, you can send instant messages to other Members using the text input highlighted above.
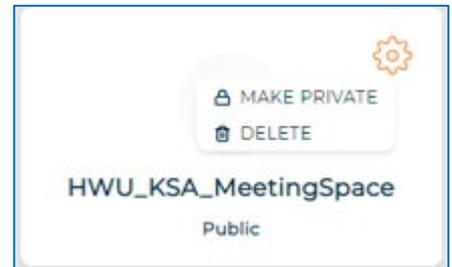
If you wish to carry out a video call, you can select the video icon, shown opposite.

7.3   Space Settings

Owners and Moderators of a Space can change the public/private setting and delete the Space using the Settings button in the right panel within the Space. If you are just a Member of a Space, this is also where you can select to leave the Space.

This right panel when in a Space is also where Files can be uploaded, shared and downloaded by all Members of a Space, where Space Members can be viewed and more VScene users can be added (for private Spaces) and where the call details of the Space are.
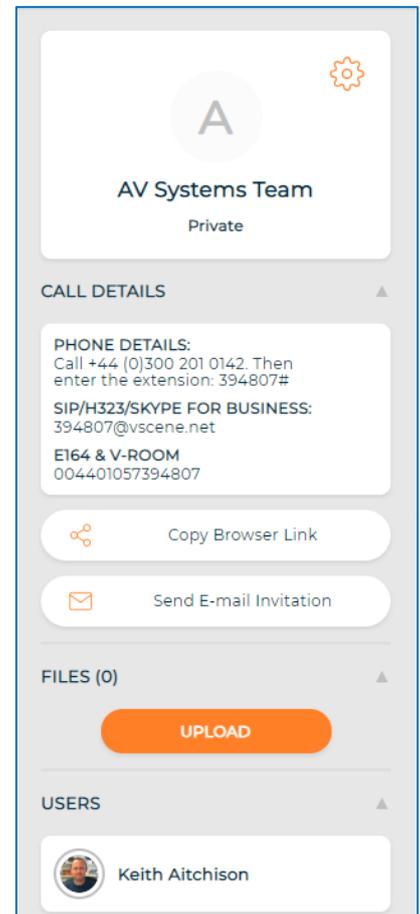
8   A Practical Guide to using VScene

VScene is best suited where there are scheduled meetings with multiple remote participants, where stability of service is paramount or ad hoc meetings with multiple remote participants i.e. 3 or more.

If using VScene, remote participants can connect by a number of different methods:

- Skype for Business
- VScene Mobile App
- VScene Web App
- H323 video conferencing
- E164 & V-Room (audio only)[1]

For one-off or erratic meetings, perhaps with different participants each time, it is perhaps best to use a Hub. This allows you to easily add whatever participants are required. It does allow you to create Polls, but it does not allow you to upload files.

For more regular meetings, with a consistent group of participants, it is best to use a Space. This allows you to create a fixed group name with a static set of participants, but it also allows you to add moderators and additional members. Along with this you can set the privacy of the Space to private or public and you have the ability to upload files and text chat between participants.

Inviting someone to a meeting with an email, will look something like this:

This provides all the information for connecting into the meeting, regardless of which method the remote participant chooses.

Subject   Join my Vscene Meeting - Ref: 14220509

Room Ref: 14220509

Want to join using your web browser?
Click on this link - https://app.vscene.net/r/MzMwLU1lZXRpbmdTcGFjZS1LU0EgUHJpdmF0ZQ==

Joining using Vscene mobile app? (requires the new Vscene 2 app)
Click this link from your mobile device - vscenemobile://room/14220509
Or enter extension - 14220509

Using Skype for Business?
Type this address onto your Skype for Business client: 14220509@vscene.net , then "Start Video Call".

Joining the call with a room system?

V-Room - 00440105714220509
GDS/E.164 - 00440105714220509
IP/H.323 - 14220509@vscene.net
SIP - 14220509@vscene.net

Want to join by telephone?
Call +44 (0)300 201 0142. Then enter the extension: 14220509#

If you require technical support please contact the Vscene service desk at support@vscene.net or +44 (0) 3300 200 404.

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[1] Worst case scenario, poor or not internet access, participants are still able to hear and be heard by dialling the number.

9   Useful Links to Further Reading

You may find the following links useful:

9.1   Support Centre

This page provides in-depth and detailed documentation for all aspects of VScene.

https://vscene.net/support/

9.2   Joining a call from iOS/Android devices

An app is available for both Apple and Android devices, please follow the link below for guidance on using the App.

https://vscene.net/joining-a-call-from-ios-android/

9.3   Joining a call from a Browser

VScene can be used with any current/recent versions of Google Chrome, Firefox, Internet Explorer, Opera and Safari.

https://vscene.net/join-by-browser/

9.4   Media

This link covers instructions on how to download, delete or share recorded content from recordings or meetings.

https://vscene.net/media/

9.5   Polls

This provides the ability to create Polls in Scheduled Meetings and Hub calls.

https://vscene.net/polls/