

# CONNECT NOW

## Features and User Guide



## OVERVIEW



### **Welcome to Astound ConnectNow**

Thank you for including ConnectNow in your Astound Hosted Voice service. ConnectNow provides state-of-the-art audio and video conferencing over the internet, including web collaboration features such as screen sharing, whiteboard annotations, presentation capabilities and more.



ConnectNow is an additional feature available for Astound Phone Desktop and Mobile app customers when enabled on their Hosted Voice line.

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# ASTOUND PHONE Installation



## Installation

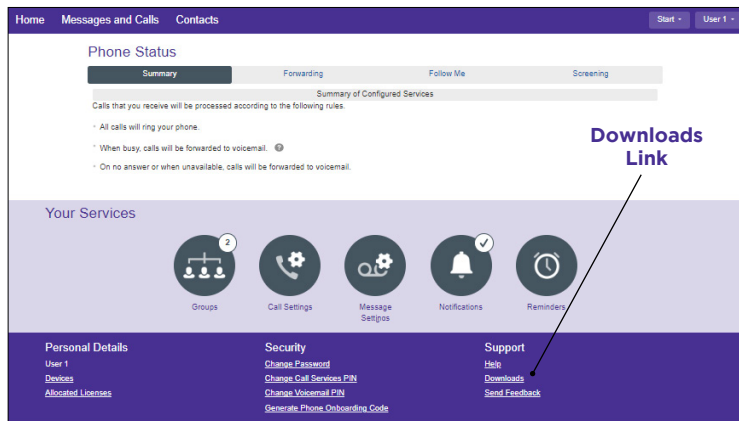
**Download the Astound Phone app for your desktop.  
Access the web portal to download the app.**

### 1. Download through [voice.myastoundphone.net](https://voice.myastoundphone.net):

Go to <https://voice.myastoundphone.net> and log into your account using your phone number and password credentials.

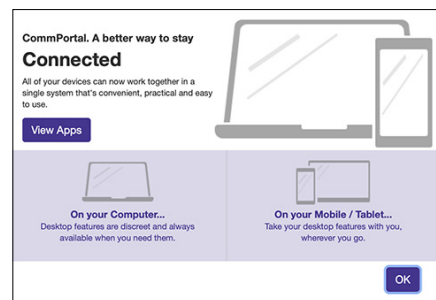
Go to the bottom right and click Downloads.

\* Your Astound Hosted Voice Line must have the Astound Phone Desktop/Mobile client enabled for use. Please contact your administrator or Astound if you need assistance.



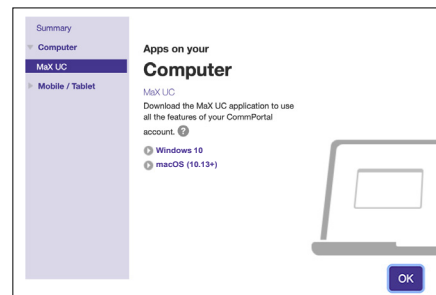
### For Desktop and Laptop Computers:

Click on “On your Computer” in the Download Dialog box.



Select the appropriate Computer OS System. When prompted, save the file, then find the file in the download folder and open it to begin the installation process.

Follow the on-screen instructions to install the Astound Phone app.



# ASTOUND PHONE Installation

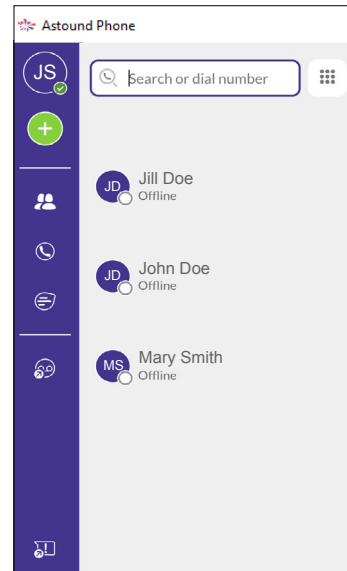


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## Installation

When prompted, save the file, then find the file in the download folder and open it to begin the installation process. Follow the on-screen instructions to install the Astound Phone applet.

**Once installed, launch the Astound Phone app.**



# CONNECTNOW Features

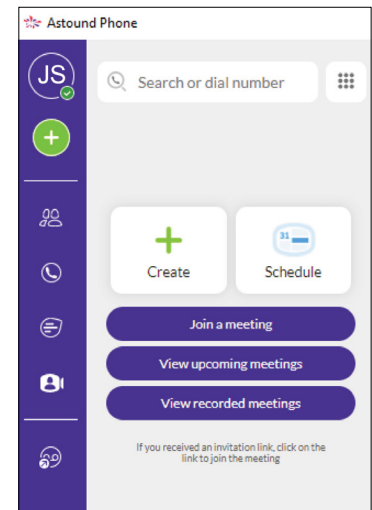


## Meetings

Click on the Meetings Icon.

You will see five options:

- Create a Meeting
- Schedule a Meeting
- Join a Meeting
- View Upcoming Meetings
- View Recorded Meetings



## View Upcoming Meetings

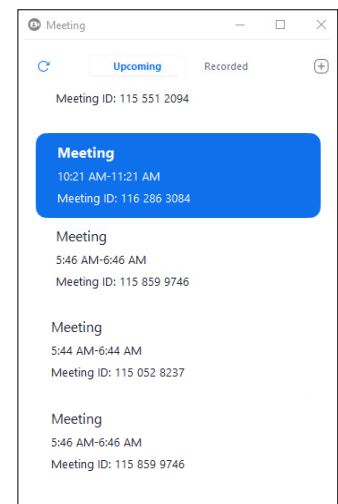
Lists all meetings that are pending.

If you hover your mouse over the meeting you will see four options:

- **Start** – Begins the meeting
- **Edit** – Update, make changes to the meeting
- **Delete** – Removes the meeting
- **Copy** – Allows you to copy the meeting information and send it to participants who may have lost the information

The information copied includes:

- Meeting name
- Date of meeting
- Time of meeting
- URL to join the meeting
- Phone number to join the meeting (if not using computer audio)
- Meeting ID



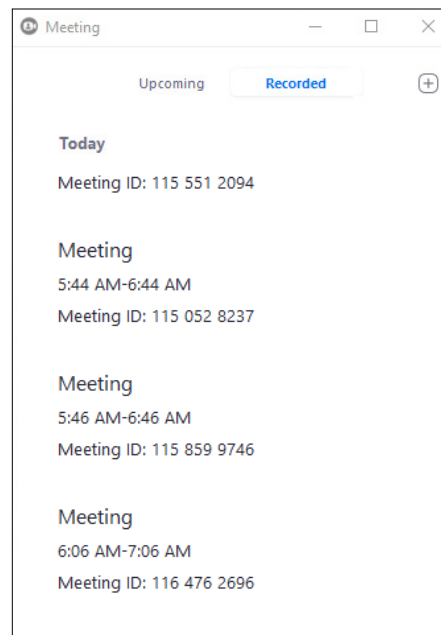
# CONNECTNOW Features



## View Recorded Meetings

Lists all meetings that were recorded. If you hover your mouse over the meeting you will see four options:

- **Play** - Plays video and audio of the recorded meeting
- **Play Audio** - Plays the audio of the recorded meeting
- **Open** - Launches File Explorer (in Windows) and displays the individual audio and video files
- **Delete** - Removes the meeting



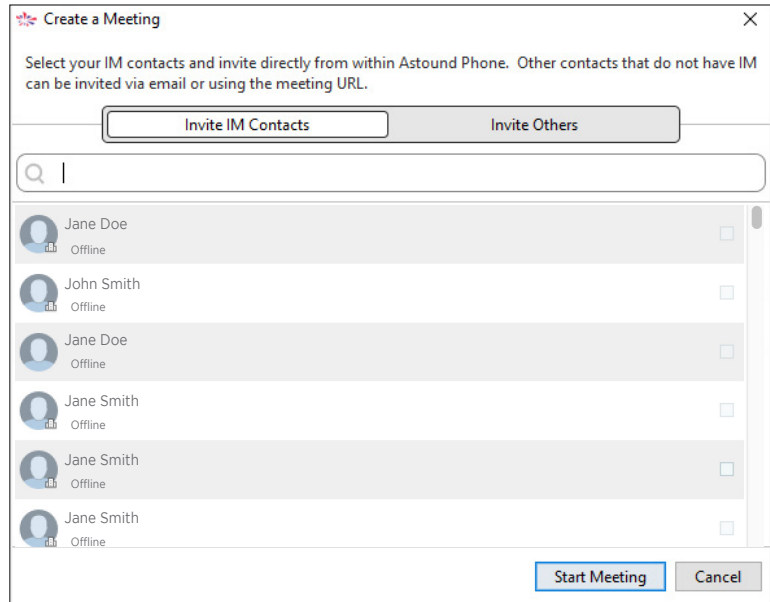
# CONNECTNOW Features



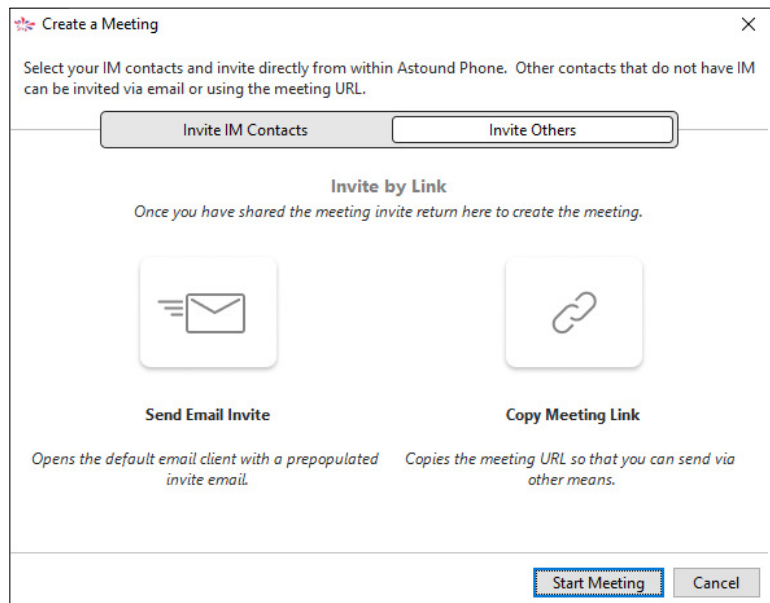
## Create a Meeting

Allows you to launch an instant meeting. There are two ways to start an instant meeting:

1. Click **Invite IM Contacts** and select those individuals from within your business group.



2. Click **Invite Others**. You now have two options:
  - a. Send Email Invitation - Sends a meeting invite from your mail client.
  - b. Copy Meeting link and send an email to desired participants.





# CONNECTNOW Features



## Schedule a Meeting

You can use ConnectNow to schedule a one-off or recurring meeting.

1. Select the Schedule a Meeting option to launch the Schedule a New Meeting window. Here, you can set:
  - The topic of the meeting
  - Date
  - Time
  - Meeting duration
  - Specify various other audio and video settings for the meeting
  - Determine whether a password is required for the meeting
2. Then click Schedule to open the meeting invitation and select the participants you want to invite to the meeting before sending the invite.

The ConnectNow meeting is added to the participant's calendar.

**Note:** The participant does not need to be a ConnectNow subscriber to join the meeting. They simply click the link and can join the meeting.

Schedule meeting

### Schedule Meeting

**Topic**  
John Smith's Meeting

Start: Sat February 25, 2023 11:00 AM

Duration: 1 hour 0 minute

Recurring meeting Time Zone: Eastern Time (US and Canada)

**Meeting ID**  
 Generate Automatically  Personal Meeting ID 115 4763 2582

**Security**  
 Passcode  Waiting Room

**Video**  
Host:  On  Off Participants:  On  Off

**Audio**  
 Telephone  Computer Audio  Telephone and Computer Audio  
Dial in from United States [Edit](#)

**Calendar**  
 Outlook  Google Calendar  Other Calendars

**Advanced Options** ▾

[Save](#) [Cancel](#)

# CONNECTNOW Features



## Join a Meeting

You can join a ConnectNow Meeting by clicking on the Join button and entering the meeting ID, or by opening the Meeting URL in a browser.

A screenshot of a 'Join a Meeting' dialog box. The dialog has a title bar with a star icon and a close button. The main content area includes a text input field labeled 'Enter Meeting ID or Personal Link Name' with a microphone icon to its left. Below the input field is a note: 'If you received an invitation link, click the link to join the meeting'. There are two checkboxes: 'Disconnect audio when joining' (unchecked) and 'Turn off my video when joining' (checked). At the bottom right are 'Join' and 'Cancel' buttons.

Join a Meeting

Enter Meeting ID or Personal Link Name

If you received an invitation link, click the link to join the meeting

Disconnect audio when joining

Turn off my video when joining

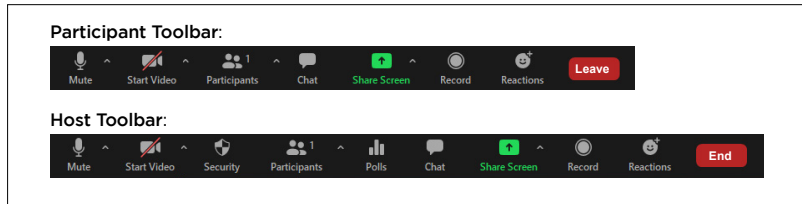
Join Cancel

# CONNECTNOW Features





## The Meeting Window

While a meeting is in progress, you will either see the Participant Toolbar or the Host Toolbar at the bottom of the Meeting window. Options may change based on permissions.





### Set Up your Audio and Video


Use the Microphone icon to toggle your microphone or adjust settings:

On  and Off 

Use the Video icon to toggle your video or adjust settings:

On  and Off 

### View Meeting Participants as the Host

Click on  **Participants** to see who has joined the meeting.

A Host can access the following options from the Participant window:

- Mouse over a participant to mute or unmute them
- Ask to Start or Stop a participant's video
- Make a participant a Host or Co-Host
- Rename a participant
- Put a participant in the waiting room
- Remove a Participant
- Chat with a participant

At the bottom of the participant window:

- Set participant permissions, lock meeting room, mute all

At the foot of the screen:

- Security Settings, Polls, Chat, Screen Sharing, Record, Breakout Rooms and Reactions

At the top right of the video window screen:

- Enter/Exit Full Screen
- Adjust views

# CONNECTNOW Features



## The Meeting Window (Continued)

### Invite Contacts to Join the Meeting

At the bottom of the participants window, click [Invite](#)

### View Meeting Participants as a Participant

Click on [Participants](#) to see who has joined the meeting.


You can access the following options from the Participant window:

- Mute/unmute yourself
- Rename yourself
- Invite new participants
- At the foot of the screen:
  - Mute Me - Put yourself on mute
  - Raise Hand - Let the meeting host know you have something to say
  - Add Reaction emojis
  - Adjust settings
  - Share screen

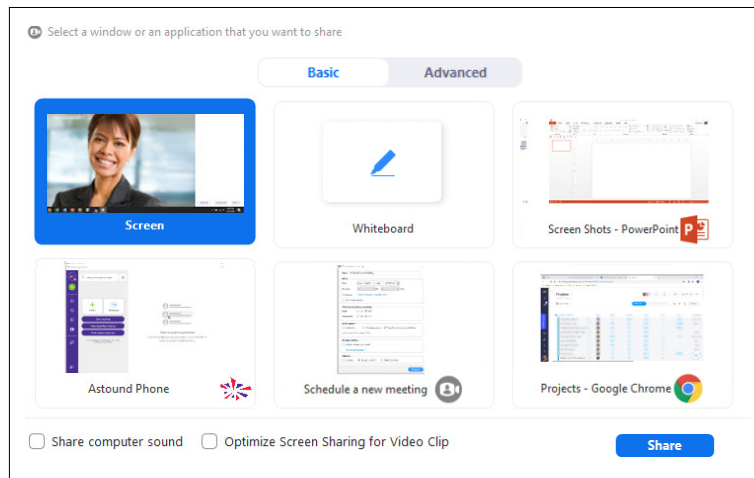
# CONNECTNOW Features



## Share Screen

Click on Share  to share your screen or an application.

- Select the Screen option to share your entire desktop. The participants will see your entire desktop.
- Your open applications will be listed on the Share tab. Click on an application to share. The participants will only see that specific application.




# CONNECTNOW

## Features

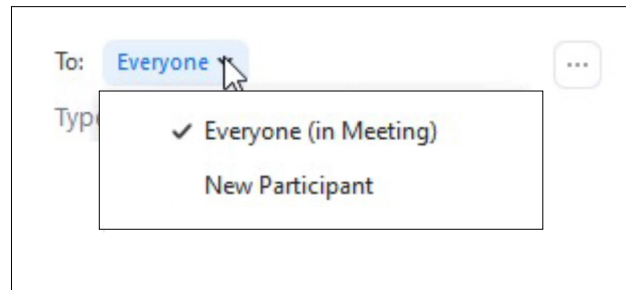


### Chat

Click on Chat  to launch the Chat window.

You can chat with everyone or with an individual.

- To chat with everyone make sure the “To” field reads “Everyone”. Type your message in the chat box and press Enter when done.
- To chat with an individual:
  - Click on the “To” field to display all the participants in the meeting. Select and click on the person you want to chat with and type your message in the chat box. Press Enter.



# CONNECTNOW Features

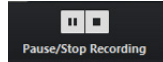


## Record

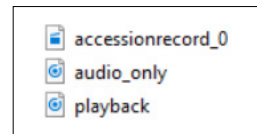
To Record a meeting press the Record button



- There will be an announcement that the meeting is being recorded.
- From that point on all conversations and video (if activated) will be recorded.
- To end the recording press the Stop Record button




When the meeting ends the recording will be converted to an MP4 and downloaded onto your computer.

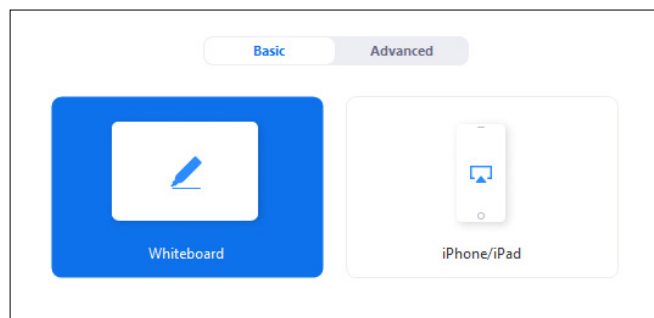


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## Whiteboard

Make your meetings even more productive by utilizing the Whiteboard feature in ConnectNow. The Whiteboard feature takes collaboration to the next level and allows both you and your participants to draw, erase, and place shapes into a completely virtual notepad right in your online meeting room. It's an immersive team collaboration tool perfect for project planning, and more.

To launch a whiteboard, click on Share  and click the Whiteboard icon.

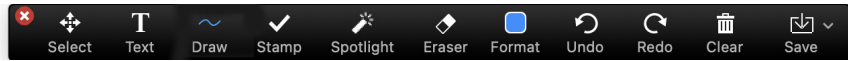


# CONNECTNOW Features

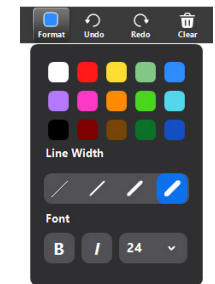
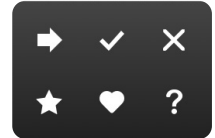
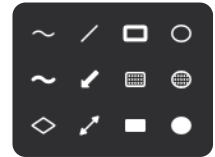


## Whiteboard (Continued)

The whiteboard appears with several annotation options:



- Text - Allows you to type text on the whiteboard surface in a text box
- Draw - Affords several symbols or shapes to choose, or you can free style draw
- Stamp - Allows you to call out areas with special shapes
- Spotlight - Lets you highlight certain words, objects, or pictures on the whiteboard
- Eraser - Gives you the opportunity to delete various things on the whiteboard
- Format - Provides many of the familiar formatting options such as:
  - Boldface
  - Italicize
  - Font size
  - Colors
  - Line thickness
- Undo - Reverses an action
- Redo - Repeats an action
- Clear - Erases the entire whiteboard
- Save - Allows you to save your work for future use



## Leaving or Ending a Meeting

- In the bottom right of the Meeting Window click on **End**  
Two buttons will then appear:
- To leave a meeting as a participant click on **Leave Meeting**
- To end a meeting as a host click on **End Meeting for All**



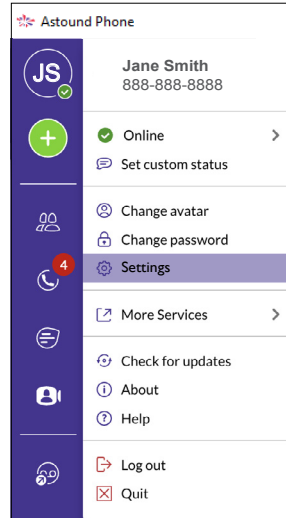
# CONNECTNOW/ ASTOUND PHONE Options



## ConnectNow and Astound Phone Options

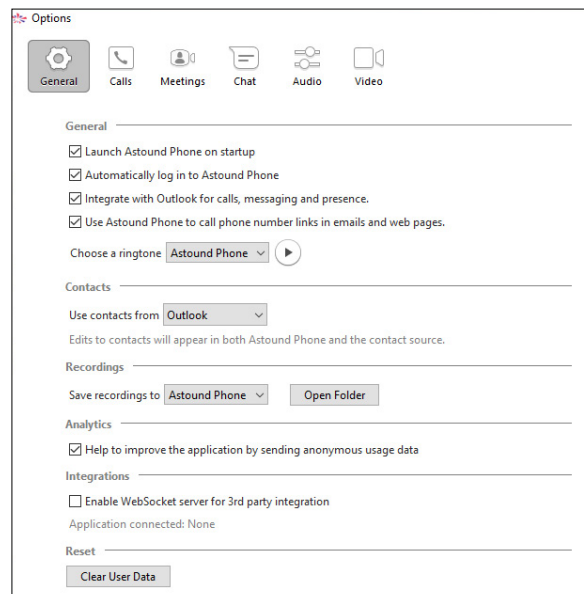
You can personalize ConnectNow & Astound Phone to meet your needs through the many features in the Options window.

To get to the Options window, click on your initials or avatar in the top left, then Settings, when the drop down panel appears. The Options window will open up.



### • General Settings

- Astound Phone Options
- Choose ringtone
- Manage contacts
- Stored Recordings Destination
- Provide Feedback



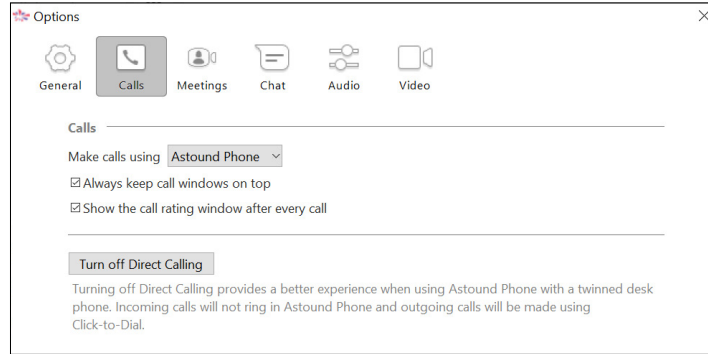
# CONNECTNOW/ ASTOUND PHONE Options



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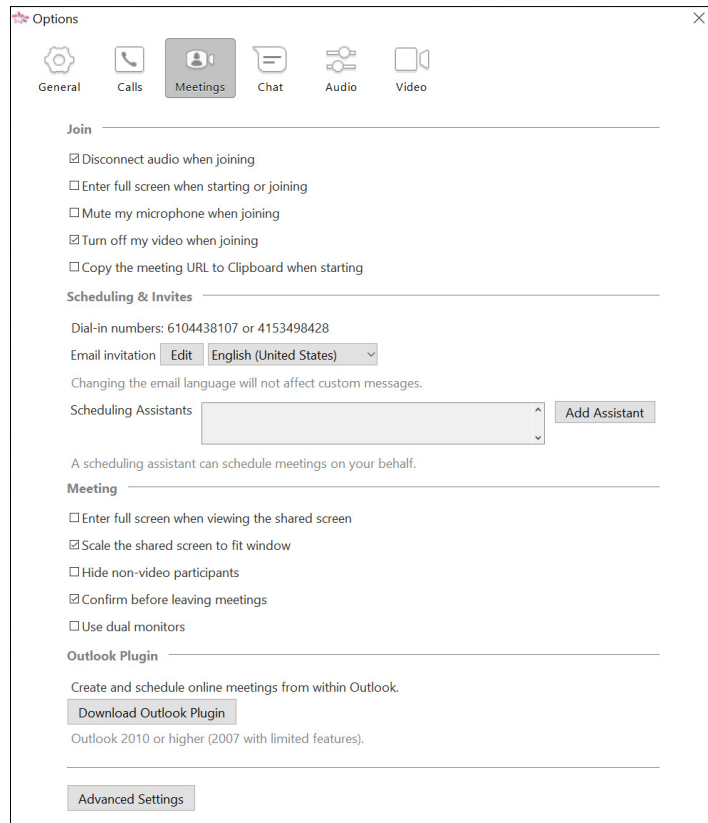
## • Calls

- How calls are made
- Direct Call options



## • Meetings

- Set how to join meetings
- Set defaults for scheduling meetings
- Set defaults for sending invitations
- Determine settings for the meeting
- Advanced Settings



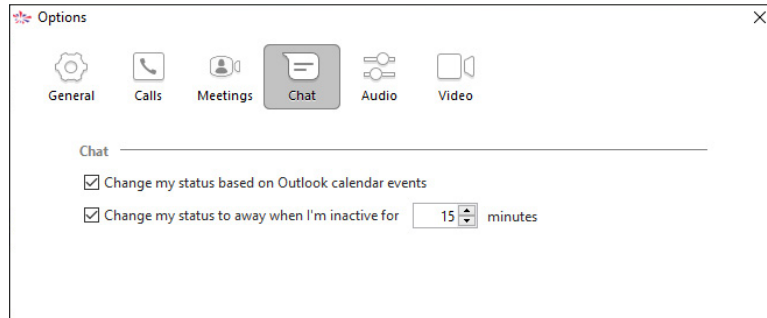
# CONNECTNOW/ ASTOUND PHONE Options



(Continued)

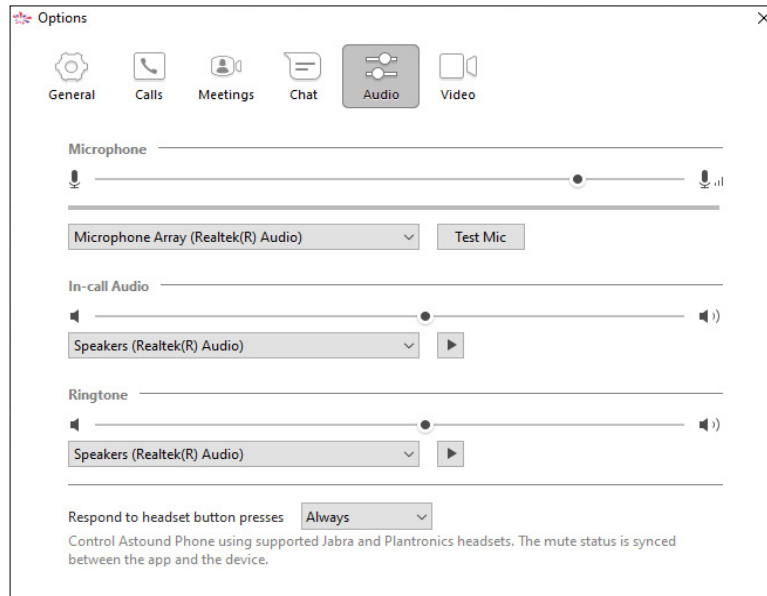
## • Chat (Astound Phone)

- Create defaults for the Chat window, presence and use



## • Audio (Astound Phone)

- Microphone levels
- In call audio levels
- Notifications



# CONNECTNOW Options



## ConnectNow Options (Continued)

- **Video**

- Select from available attached cameras



# CONNECTNOW

## Meeting Security

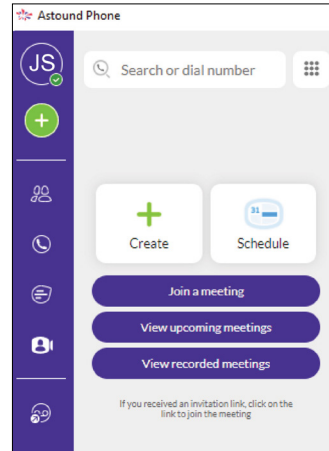


## Securing Your Meeting

Securing your videoconferencing meeting with ConnectNow requires a few simple best practices:

### Password Protect your Sessions

Create a password for each of your meetings and share it with the participants you invite. You can set a password when you schedule your meeting. Click on the Meetings icon and select Schedule.



In the Schedule a New Meeting window, and under Meeting Options create a unique password. There are also other options to secure your meeting when scheduling a meeting.

- You can disable the Enable Before Host option. This prevents participants from joining the meeting until the host starts the call.
- Enable Use Personal ID. Participants will need to enter your personal ID number to access the meeting.

A screenshot of the 'Schedule a new meeting' dialog box. The 'Topic' field contains 'John Smith's Meeting'. The 'When' section shows the start date as 'Tue April 7, 2020' at '07:00 PM', with a duration of '1 Hr 0 Min' and a time zone of '(GMT-4:00)Eastern Daylight Time'. There is a checkbox for 'Recurring meeting'. The 'Video (when joining a meeting)' section has radio buttons for 'Host' (On, Off) and 'Participants' (On, Off). The 'Audio Options' section has radio buttons for 'Telephone', 'Computer Audio', and 'Telephone and Computer Audio', with a 'Dial in from United States' link. The 'Meeting Options' section includes a checked 'Require meeting password' field, and unchecked options for 'Enable join before host', 'Mute participants on entry', 'Use Personal Meeting ID 555-5555-5555', and 'Record the meeting automatically on the local computer'. There is an 'Advanced Options' link. The 'Calendar' section has radio buttons for 'Outlook', 'Google Calendar', and 'Other Calendars'.

# CONNECTNOW

## Meeting Security



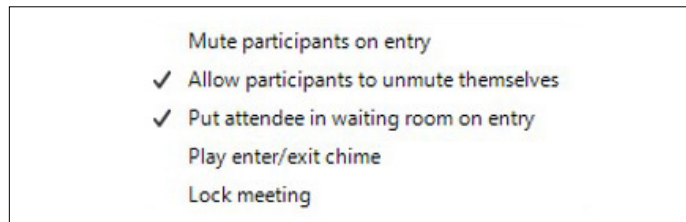
## Securing Your Meeting (Continued)

### Use a Waiting Room

Using a Waiting Room allows you to filter who can join the call. ConnectNow allows you to send all participants to a waiting room where you can either admit everyone together or select participants individually to admit into the session.

You can activate the Waiting Room through your settings (see the Settings section):

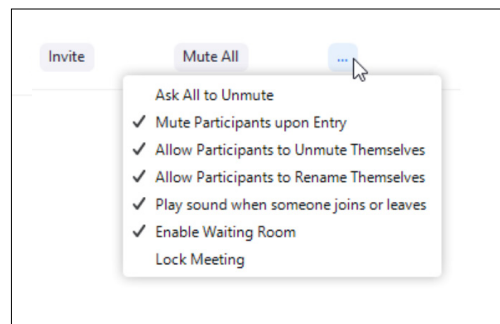
- From the Meeting Window click on Participants.
- In the lower right of the Participant window click on More.
- Select the option: Put attendee in waiting room on entry.



### Lock your Sessions

Once all of the invited participants have joined a session you can lock the meeting. This will prevent anyone from joining the meeting once it is started. To lock the meeting:

- From the Meeting Window click on Participants.
- On the lower right of the Participant window click on More to see the option Lock Meeting.
- You will see a pop up window asking you to confirm your selection.



# CONNECTNOW

## Meeting Security



### Securing Your Meeting (Continued)

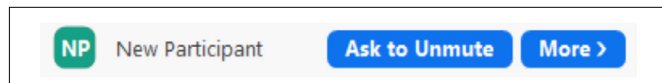
#### Play a Sound when Participants Enter or Leave a Meeting

Whenever someone joins or leaves the call a sound will play alerting you to that fact. This will allow you to ask who joined the call or let you know someone may be lurking in the background.

#### Remove Troublemakers

Occasionally review the list of attendees and remove anyone who does not belong:

- From the Meeting Window click on Participants
- Scan the list of attendees in the Attendee window
- Simply hover your mouse above his or her name and select More to remove the participant




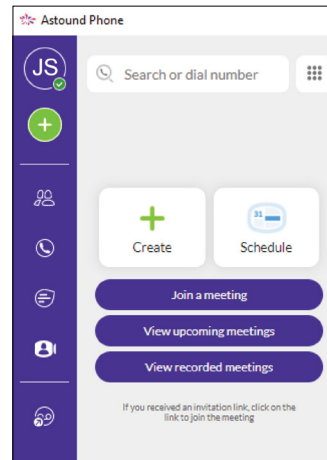
# CONNECTNOW

## Meeting Settings



## Settings

Set meeting options on the Astound Phone app. Click on the Meetings icon , then Schedule.



In the Schedule Meeting window you can set several defaults such as:

- Set how to join meetings
- Set defaults for sending invitations
- Set defaults for scheduling meetings
- Determine settings for the meeting

The screenshot shows the "Schedule Meeting" form. It includes fields for "Topic" (Sara Casanova's Meeting), "Start" (Sat February 25, 2023, 11:00 AM), and "Duration" (1 hour, 0 minute). There are checkboxes for "Recurring meeting" and "Time Zone: Eastern Time (US and Canada)". Under "Meeting ID", "Generate Automatically" is selected. Under "Security", "Passcode" and "Waiting Room" are unchecked. Under "Video", "Host" is set to "Off" and "Participants" is set to "Off". Under "Audio", "Telephone and Computer Audio" is selected. Under "Calendar", "Other Calendars" is selected. At the bottom, there are "Save" and "Cancel" buttons, and a section for "Advanced Options" with checkboxes for "Enable join before host", "Mute participants upon entry", and "Automatically record meeting on the local computer".



# CONTACT US



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COMMUNICATIONS |  **wave**



**Have More Questions?**

**Please Contact Us:**

**[astoundbusiness.com/contact/](https://astoundbusiness.com/contact/)**

**or call: 1-833-249-2786**