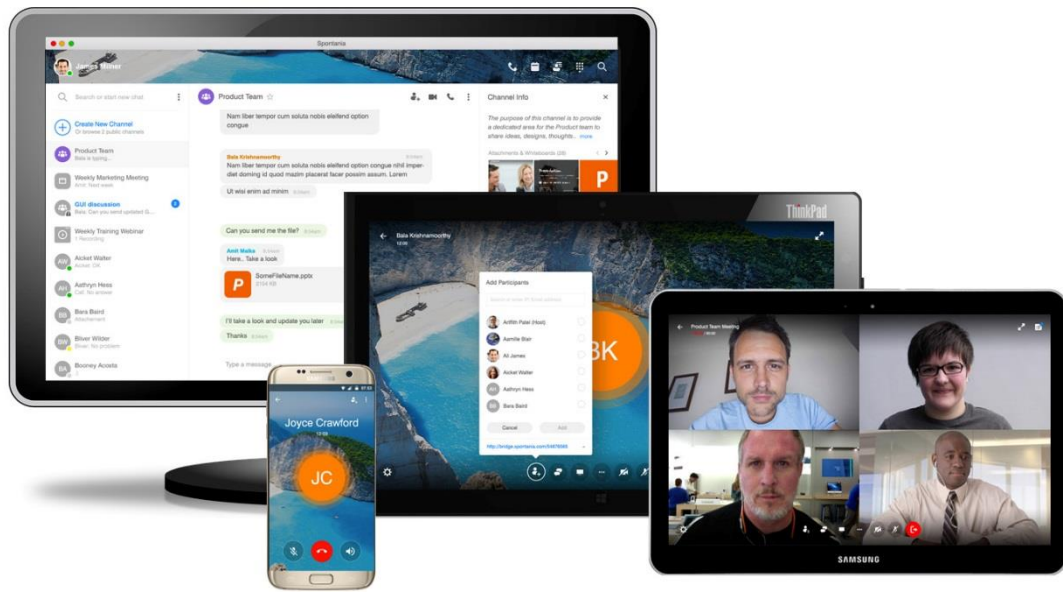




COLLABORATE® Space

User Manual



COLLABORATE Space

User Manual

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Section 1: Introduction and Installation

What is COLLABORATE Space?

COLLABORATE Space is a cloud video collaboration application that connects hundreds of users joining from any device, anytime, and anywhere using messaging, calling, and meetings.

Available on-cloud or on-premise, it includes a variety of collaboration tools such as screen sharing, file sharing, whiteboarding, co-annotation, meeting minutes, recording, and chat, which are all accessible anytime during a call or meeting.

It also offers the possibility to create specific discussion channels and store all the information of calls, channels, meetings etc. in your private cloud.

Note: Features described in this document cover all COLLABORATE Space deployments; (Pro and Standard). Notations are made in this document to indicate features generally available, and specific to particular deployments. Please contact your ClearOne representative with any questions regarding specific feature availability for your deployment.

Minimum Requirements

Windows© PC and laptops:

- Intel© processor with 2 GHz CPU, 4 GB RAM, and HDD 100 MB minimum.
- Operating systems: Microsoft© Windows 7, Windows 8, Windows 8.1 or Windows 10.
- Minimum screen resolution 1280x800.
- Supported browsers: Internet Explorer© 11, Microsoft Edge©, Mozilla Firefox© 43 or higher, Safari© 8 or Chrome© 47.

Mac© desktop or laptop:

- Intel processor, 4 GB RAM, and HDD 100 MB minimum
- Operating systems: MacOS© 10.10 or higher
- Minimum screen resolution 1280x800
- Supported browsers: Mozilla Firefox 43 or higher, Safari 8 or Chrome 47

Common requirements for Windows and Mac PC or laptop:

Minimum broadband internet connection speed of 256 Kbps (512 Kbps recommended for better video quality). Depending on what version your organization has purchased and deployed, access to the session can be made available using your organization's intranet. Please contact your IT professional for assistance and intranet connection instructions.

The following IP communications ports must be opened for the platform (Note: these ports might need to be modified at the administration level, please contact your IT professional for help if needed)

- TCP 80 and TCP 443 (required)
- UDP 6000-6100 (recommended)

A camera and audio devices, such as the ClearOne CHAT series or functional equivalents, are needed. The associated drivers for these devices must also to be installed. A USB 2.0

port for the connection of these devices is recommended. Information on the ClearOne CHAT portfolio can be found at the following link:

http://www.clearone.com/products_chat.

iPhone® or **iPad®**:

- Operating system: iOS 9 or higher.

Android® device (Smartphone or Tablet):

- Android 4.3 or higher and a CPU with instruction set armv7 or compatible.

The mobile application is available in the Google Play Store® and in the Apple Store®.

Installation and First Connection

To install COLLABORATE Space, open a supported browser and navigate to:

<https://www.collaboratespace.net/#/download>

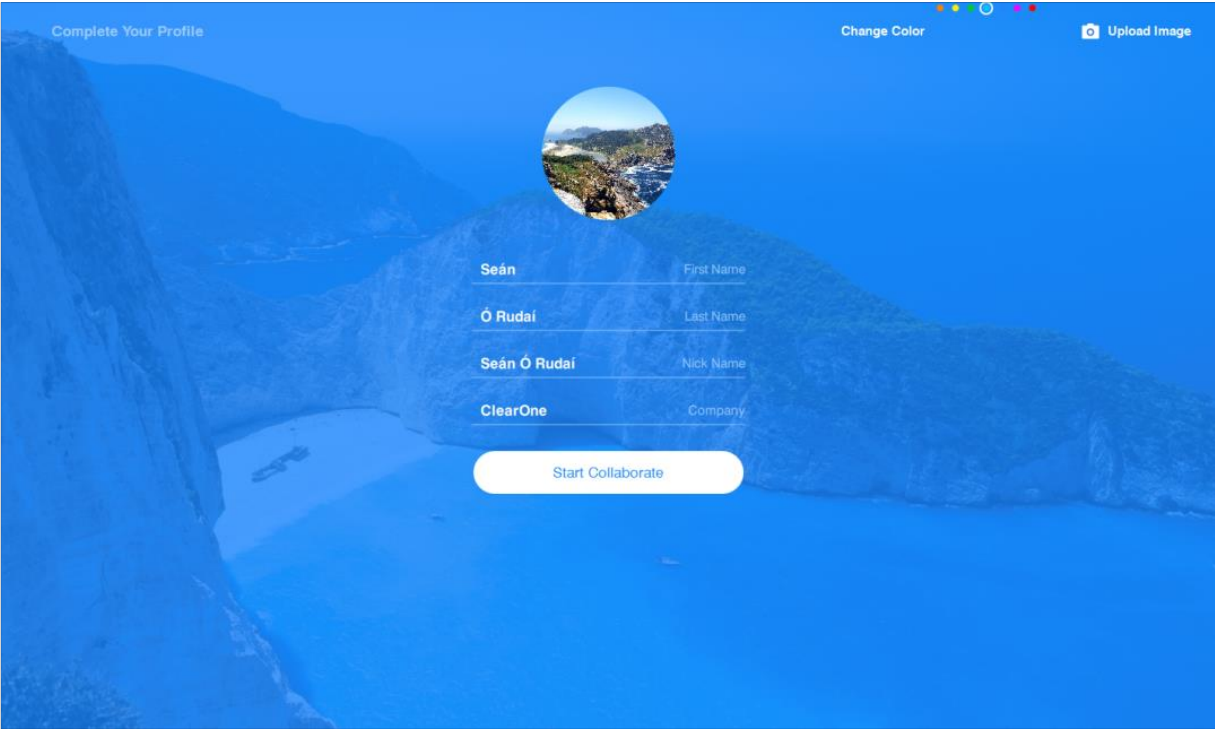
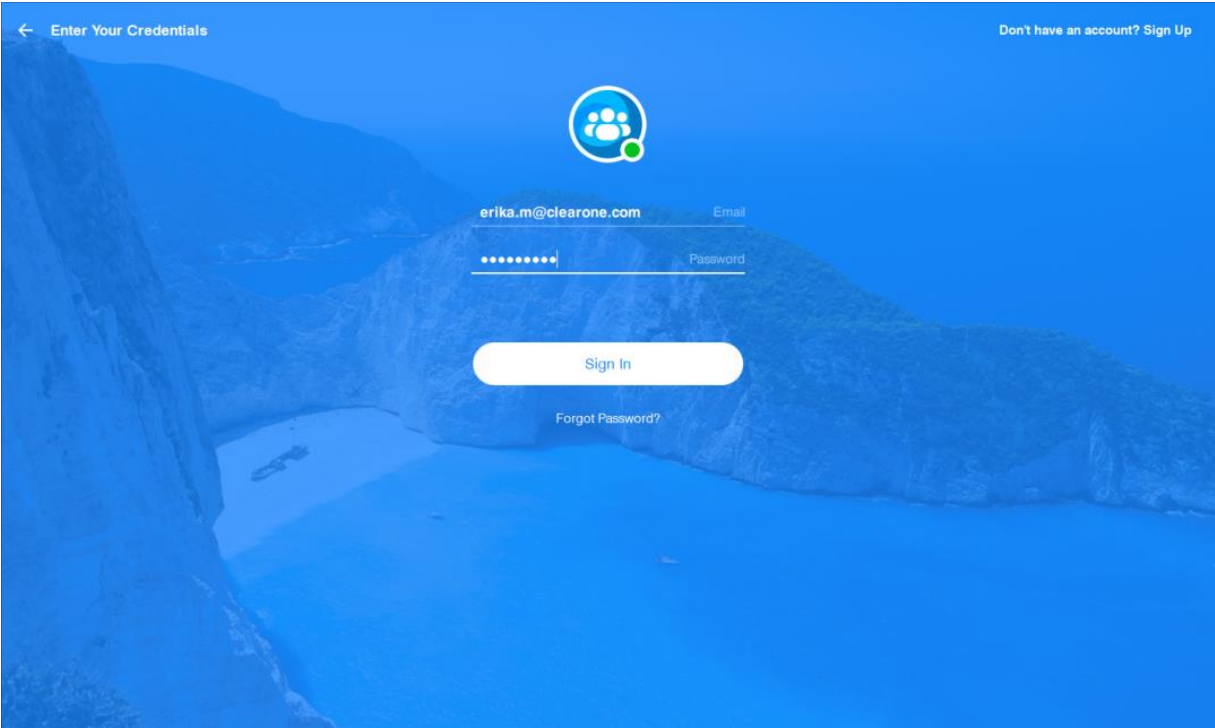
You will need an authenticated login and password to connect to COLLABORATE® Space. These credentials can be created in different ways:

- An administrator of a COLLABORATE® Space account can register the e-mails. Credentials will be sent to those recipients.
- You can register in COLLABORATE® Space web.
- Running COLLABORATE® Space app and registering a guest user account (Guest users have less permissions than registered users).

Once the software has been downloaded, it is needed to connect and configure the system for the first time.

If you do not have a valid login and password to use, you are allowed to register as a guest by clicking in “Don’t have an account? Sign up” text located in the top right-hand corner of the login screen. When clicking this option, a new screen will appear asking for a valid e-mail account, which would work as login, and a password. Once Terms and Conditions have been accepted, ‘Create’ button will be enabled, so the process can continue.

When the credentials have been validated, and if it is the first connection, a profile screen will appear where you can type information about Name, Last Name, Nickname and Company (this field is optional). It is possible to change avatar background color and you can select an image for personal avatar as well as using options located in the top right of the screen. Once everything is set up, click on “Start Collaborate” button to start working with COLLABORATE® Space.

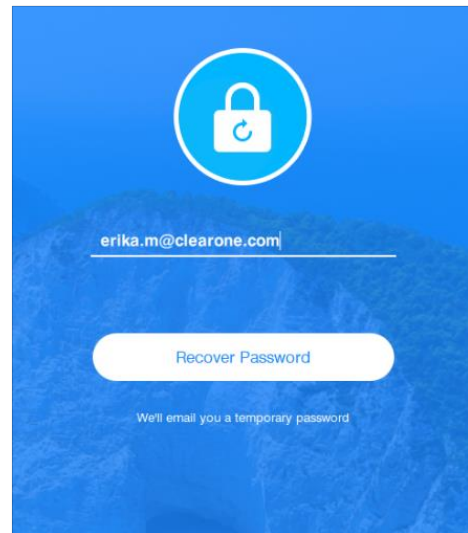
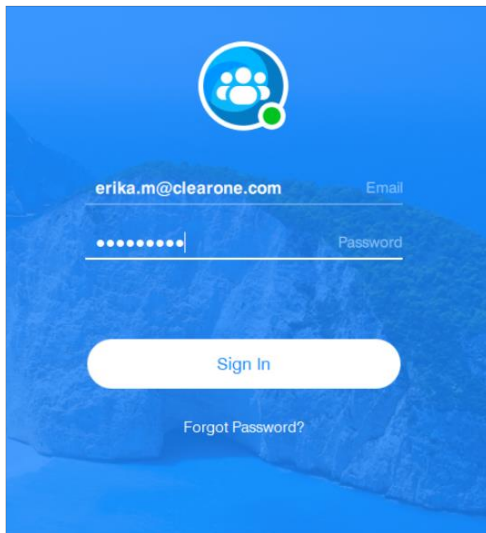


Section 2: COLLABORATE© Space User Interface

Login Screen

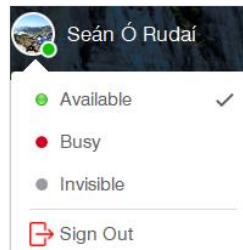
Once the COLLABORATE© Space is launched, a login screen will be displayed in which credentials have to be typed.

In case password has been forgotten, there is an option to recover it by clicking in “forgot password?” field. If so, you will be redirected to a screen to introduce your e-mail to receive a

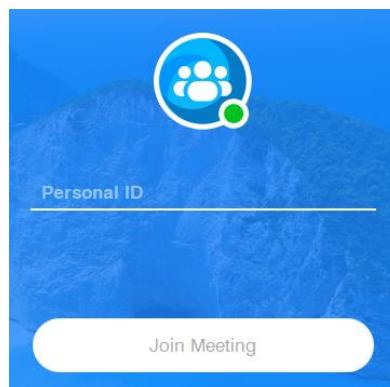


temporary password.

By clicking on your name, the drop-down list will be displayed. You can click “Sign Out” option to signed out.



Someone might have invited you, in that case the ID of the session can be typed in this screen too. You will be asked to type your username afterwards.



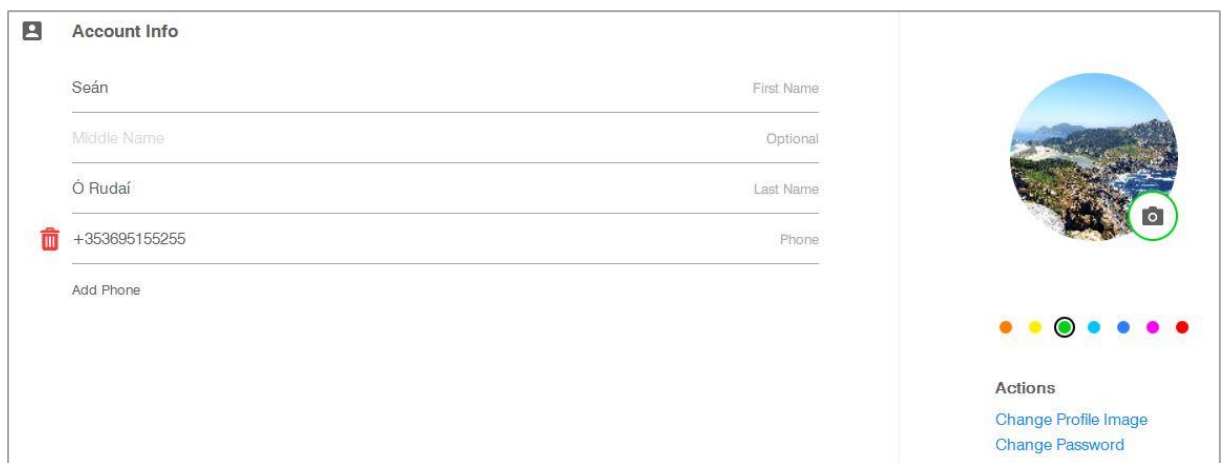
Settings

Settings can be found in the main navigation panel. It contains all the information and configuration related to your account.



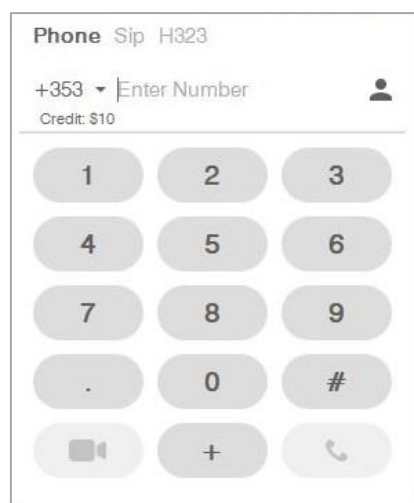
- **Account:**

This screen contains your personal information like Name, Last Name and Telephone (Newly added field). Here, you can update it, change your avatar, or modify your password.

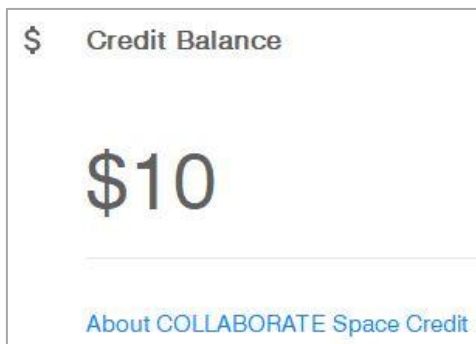


- **Credit:**

New 'Credit' feature has been inserted with its own field inside 'Settings' . This 'Credit' is also displayed in the Dialpad. Neither current description nor screenshot of it reflect it.



Credit information will be available in this option. Credit balance in \$ would be displayed when you click the Credit option.



The Plans and Credit rates are available in <https://www.collaboratespace.net/#/plans/rates>

Subscription details are available in the Subscriptions Tab. You can sign up for the 30 days trial for standard meeting, message and calls subscriptions.

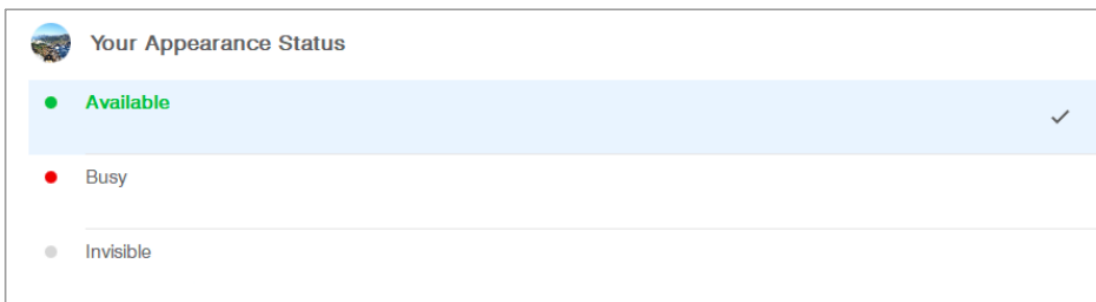
▪ **Status:**

In this option you can select the current status that your contacts would see:

Available.

Busy.

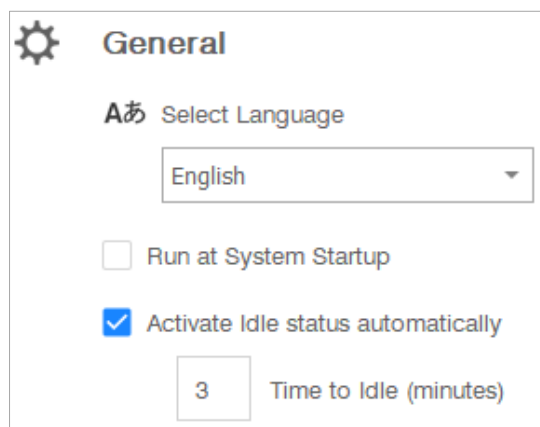
Invisible: Even when you are connected, your contacts will see you offline.



*" *In Space call*" is an automatic status that will be displayed when the user is in a call or in a meeting. It cannot be manually changed.

▪ **General:**

Language can be changed under this tab. In addition, you can also enable COLLABORATE® Space to be '*launched at System Startup*' and activate automatic update of your status as '*Idle*' after a determined number of minutes.



▪ **Audio:**

Audio devices can be viewed and also updated as per your requirements.

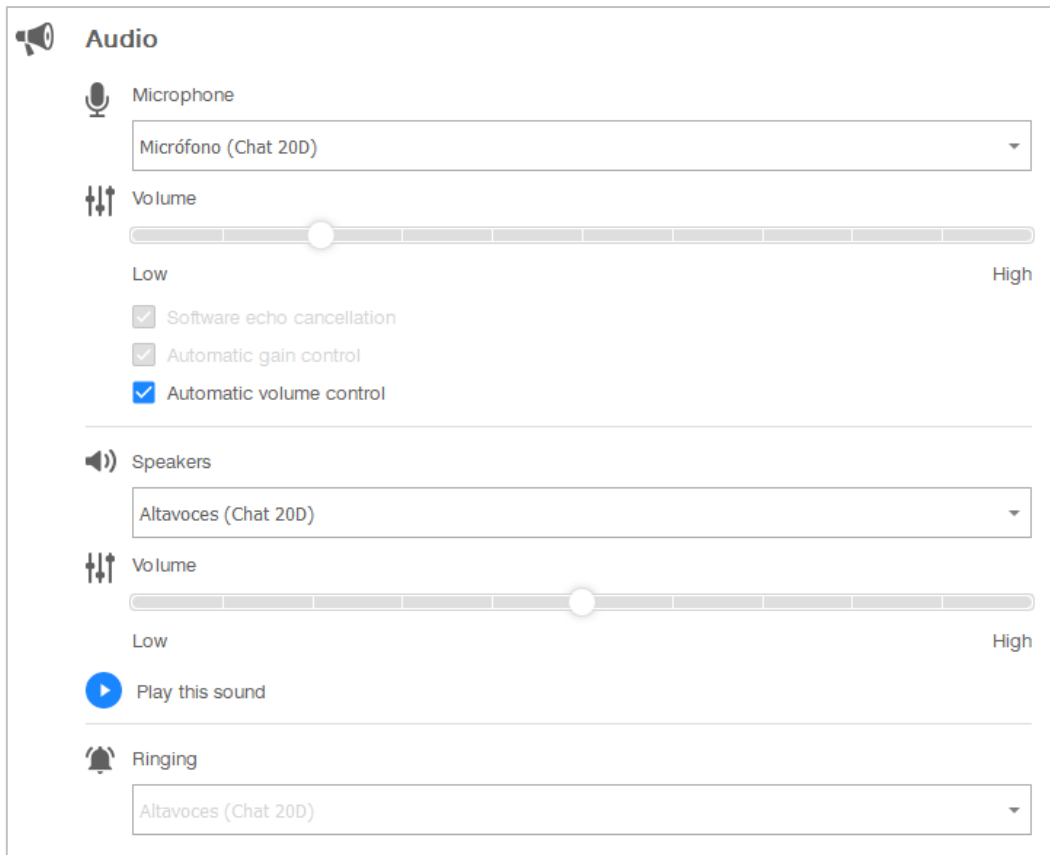
When Microphone is selected, it is possible to define its level and other audio preferences such

Software echo cancellation: This removes echoes generated by the enclosed loudspeaker from the microphone signal.

Automatic gain control: This feature attempts to make the audio level constant, without causing noticeable changes in the sound.

Automatic volume control: It helps to adjust audio volume depending on input volume detected.

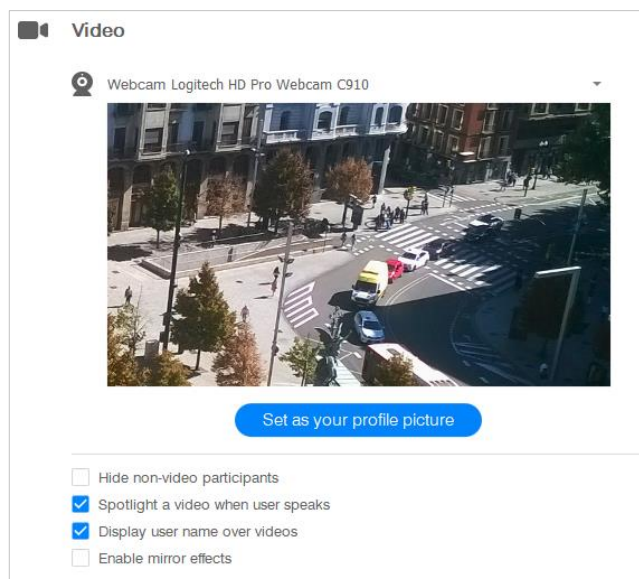
When the Speaker is selected, you can define its volume. If more than one Speaker is available, you can choose a different one under 'Ringing' field, which is the one that sound notifications would be sent through.



▪ **Video:**

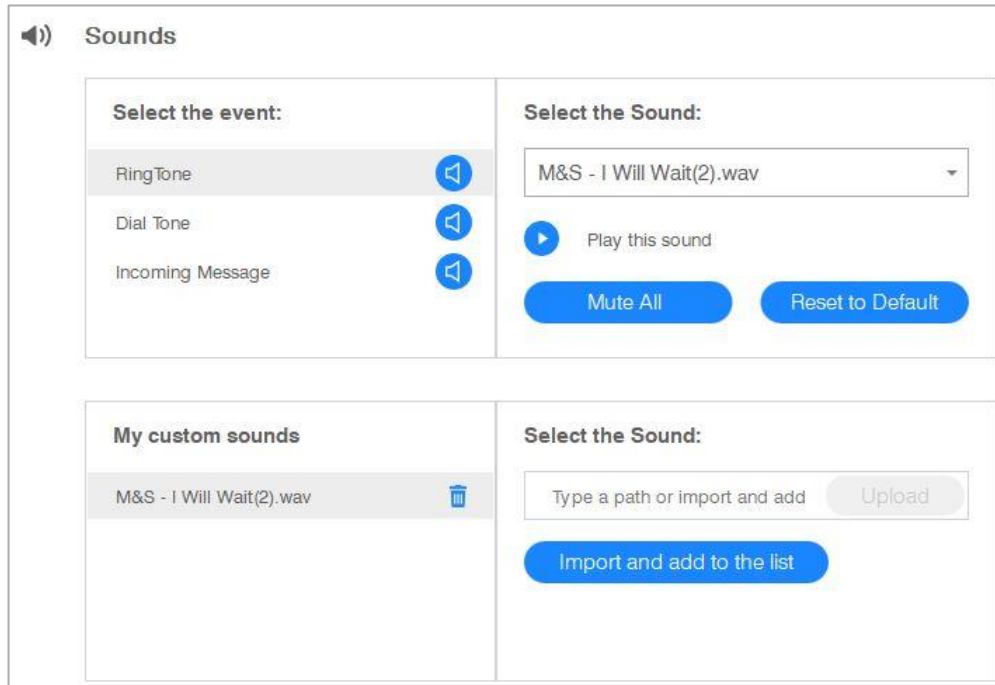
In this tab, input video device can be selected among all the cameras connected or integrated. Once you have selected the camera, the image will automatically be displayed. Other video options which are listed here can also be customized:

- Hide non-video participants.
- Spotlight a video when user speaks.
- Display username over videos.
- Enable mirror effects.



▪ **Sounds:**

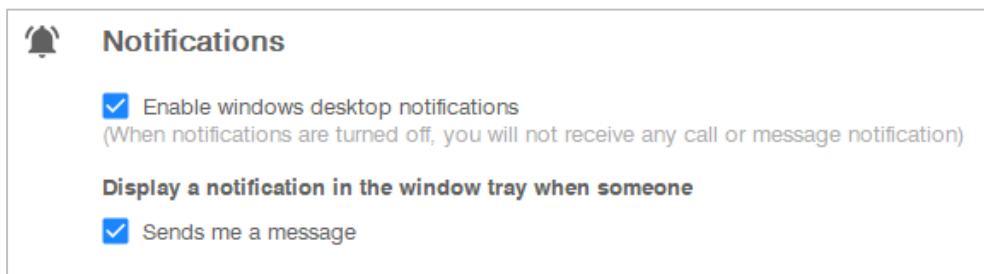
Here you can select a default sound or import your own sound. Both 'Sound configuration' and 'Mute' an event can be handled individually.



Several events removed from 'Settings -> Sounds'.

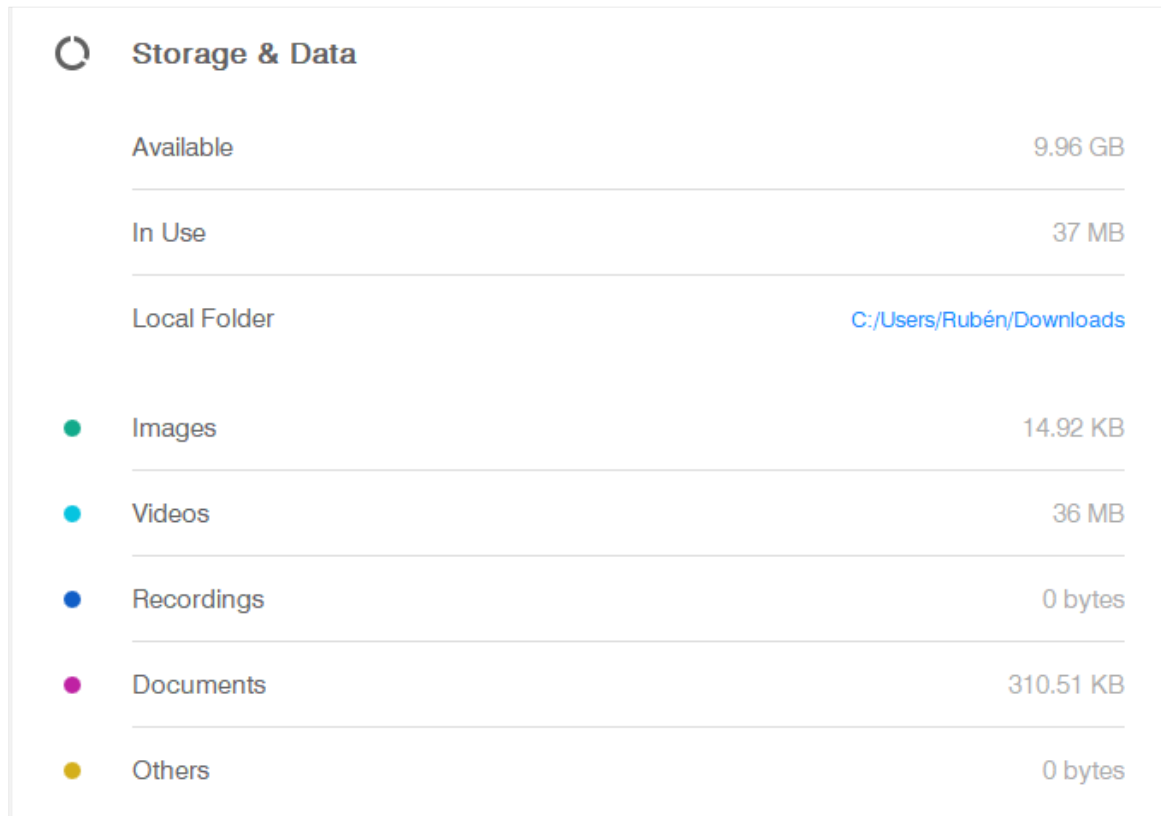
▪ **Notifications:**

Here you can choose under which events you would receive a notification.



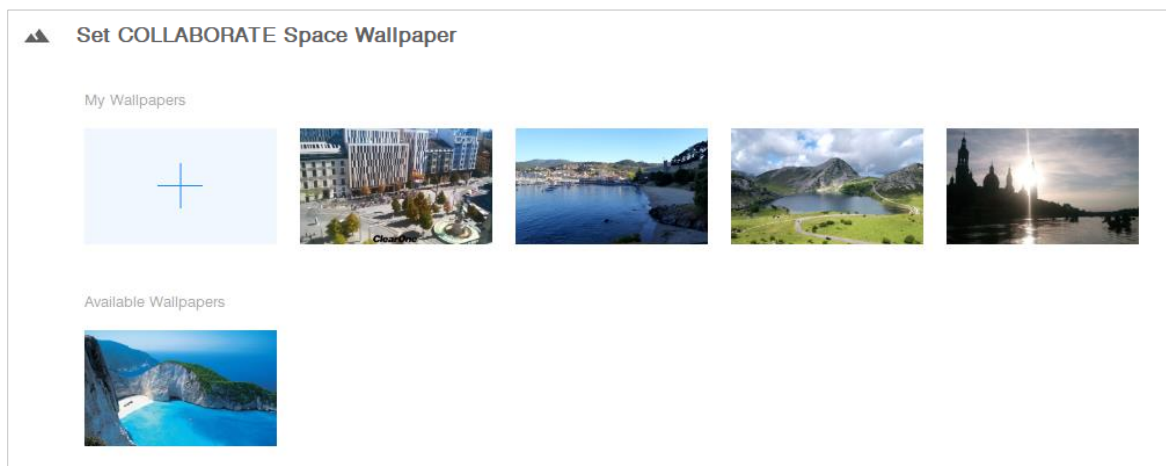
▪ **Storage & Data:**

It is an overview of the storage available in the account, sorted by file type. Local folder in which files are stored can be changed here, by default it takes 'Downloads' folder, so both files received and recordings made are stored in the same place.

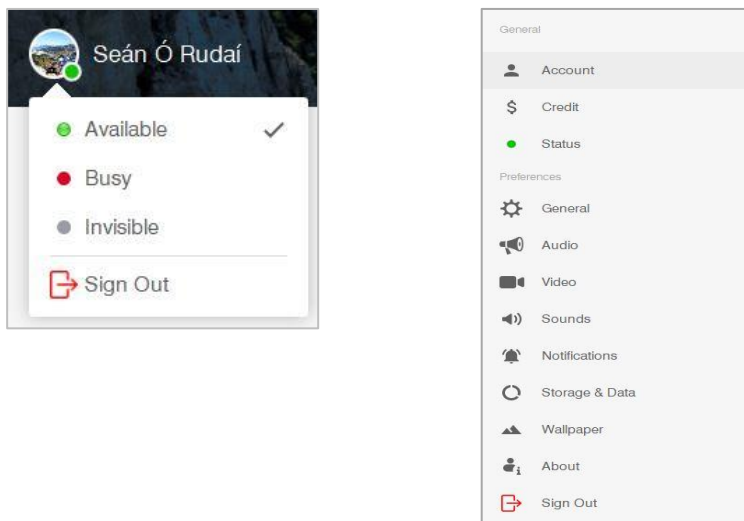


Storage & Data	
Available	9.96 GB
In Use	37 MB
Local Folder	C:/Users/Rubén/Downloads
● Images	14.92 KB
● Videos	36 MB
● Recordings	0 bytes
● Documents	310.51 KB
● Others	0 bytes

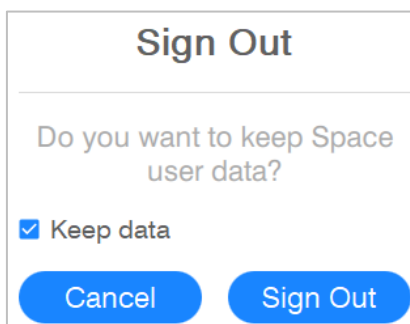
- **Wallpaper:** You can upload your own photos and set them as the background of COLLABORATE© Space desktop.



- **About:** The About option displays the version of the Collaborate Space installed on your Desktop / Mobile.
- **Signout :** Signout from the session can be done in two ways. From the Settings, click on Sign-out option or by clicking the avatar.



Click the Signout Option, this will ask you to keep the space user data, check the checkbox if needed and then Sign Out from the session.



Contacts

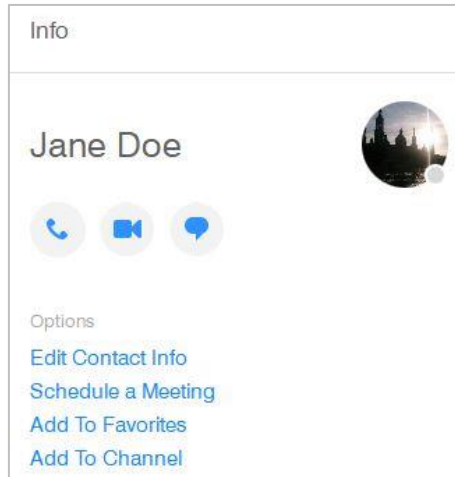
With COLLABORATE© Space, you can manage your own Contact list.

- **Create New Contact:** This option allows you to create new contacts. Here the information like First Name, Last Name, Email (Optional) and Telephone (Newly added field).

Click the done button once you have entered the required field to create a new contact.

Edit Contact Info:

You can edit the contact information in this option.



By clicking the edit option, you will get the below screen where you can edit the information.

Edit Contact Info

Jane First Name

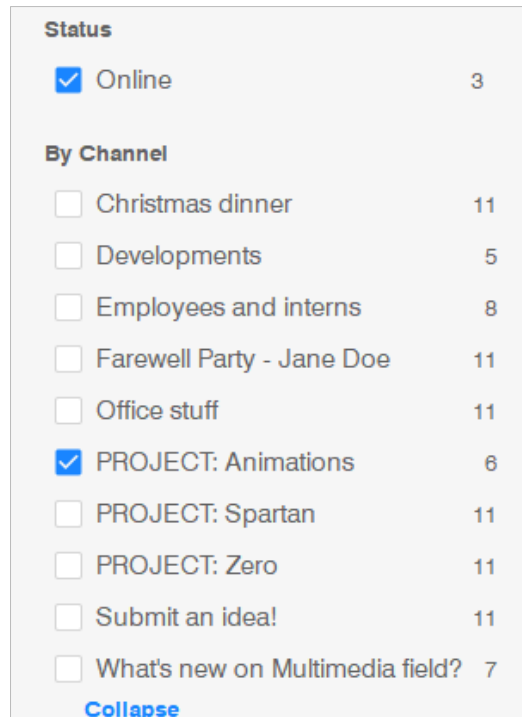
Middle Name Optional

Doe Last Name

Add Phone

Click the done button once you have entered the required field to be edited.

- **Filter:** This option allows sorting users depending on their availability or Channels in common.



- **Contact List:** If no filter has been set, then you can see all your Contacts here. You can list and sort them by clicking on the column name.
- **Contact Info:** By clicking on the Information icon in the top right-hand corner of the Contact list, a side tab will be opened with access to quick actions:



→ Start an audio call.

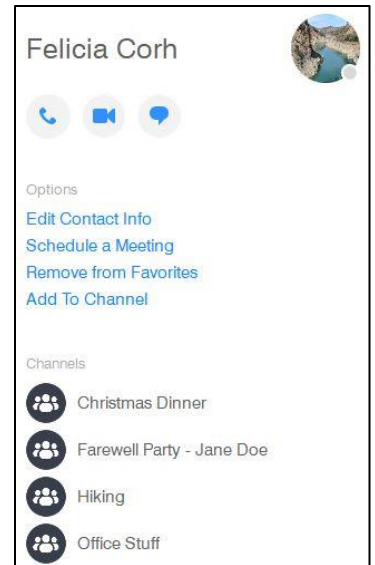


→ It allows you to start a video call.



→ From here you can start a text chat communication. If you already have a chat with this user, you will be redirected to it.

Schedule a meeting: When this option is selected a new form is shown where user can set values for that scheduled meeting as it's explained in meeting part of manual.



In this panel it is also shown all the Channels you share with this contact.

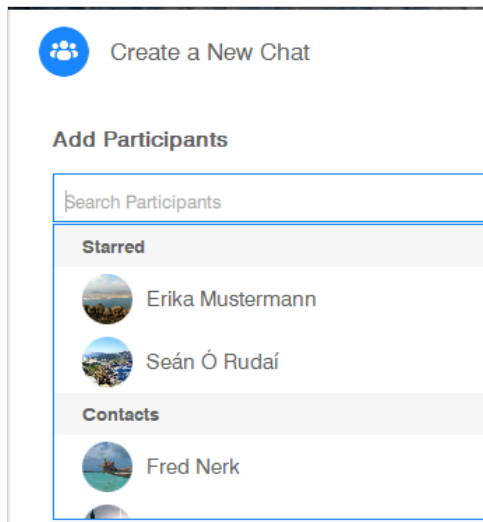
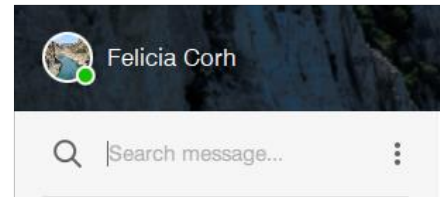
Search contact...				i
Name	Status	Division		
Contacts				
Erika Mustermann	Offline	Division		★
Felicia Corh	Online	Division		★
Joe Schmoe	Offline	Division		★
Fred Nerk	Offline	Division		
Jane Doe	Online	Division		
Joe Bloggs	Offline	Division		
John Doe	Online	Division		
John Smith	Offline	Division		
Juan Perez	Offline	Division		
Richard Roe	Offline	Division		

Messages

In COLLABORATE© Space you can chat with any user in your contact list. It is possible to have one-to-one Chats or Multichat conversations.

- **Chat list:**

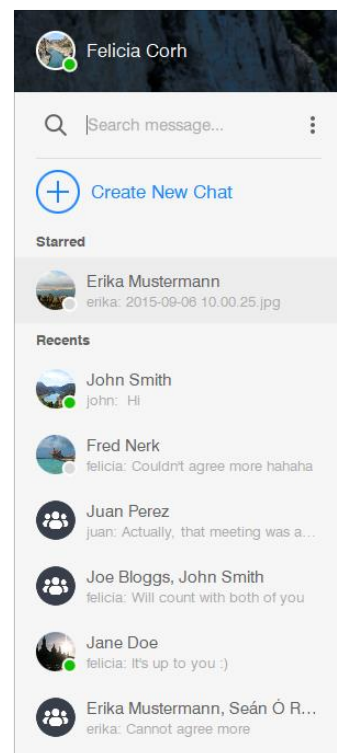
In the **chat list**, it is possible to search a specific Chat message, create a new one, see the history chats or look for a user regardless the type of chat you both shares.



When creating a **new chat**, you can create one-to-one Chat or to include as many users as there are in the contact list.

The complete **Chat history** is displayed, defined with different icons depending on the type of chat (Multichat or one-to-one). Chats are sorted by date, with the exception of Starred Chats that are above them all.

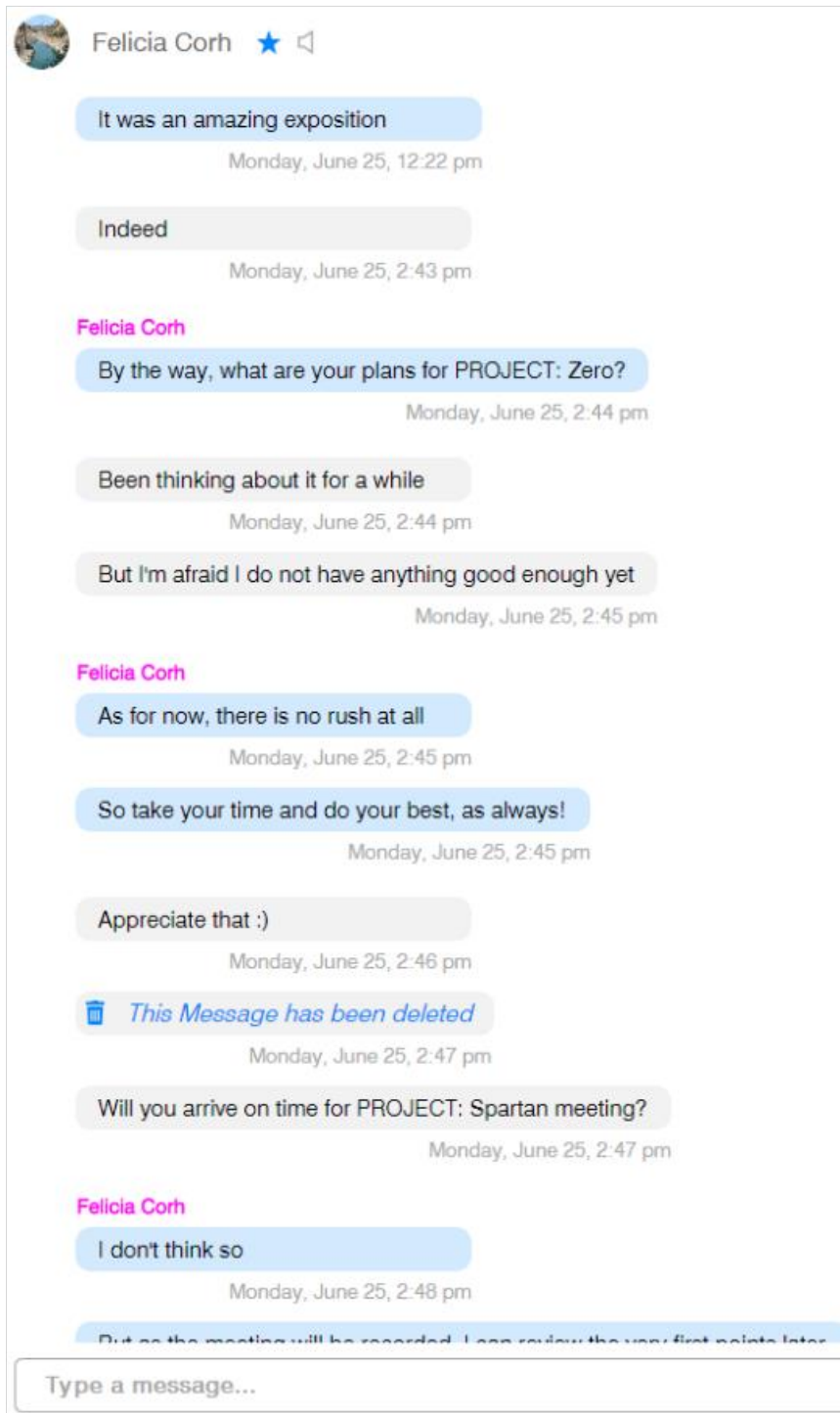
Calls made will also appear in here with both start and end time, and its duration.



- **Current chat:**

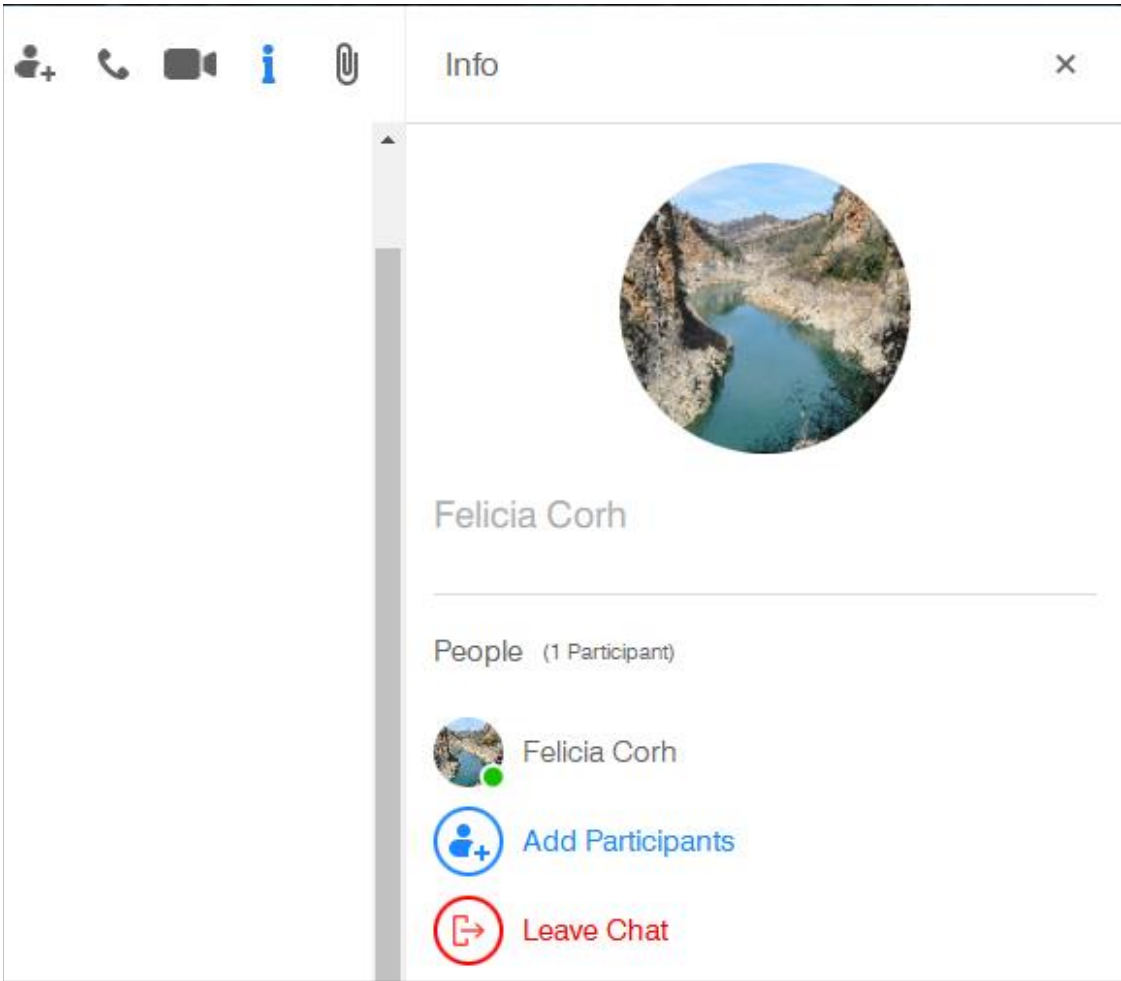
The conversation is displayed in this area. In the top right corner, several options, which belong to the 'Info' panel, can be found.

Messages you sent that contain errors or were meant for another conversation can be deleted by right-clicking on it. Removed chat messages are replaced with '*This message has been deleted*'. There is no time limit to do so. Likewise, if you see that in a chat, it means that the sender deleted it.

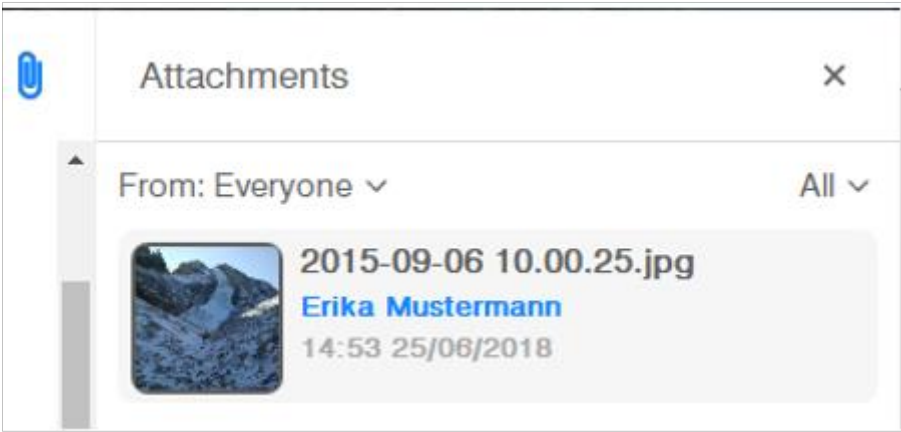


▪ **Information:**

In this panel, the participants of this chat will be listed, as well as adding new participants or leave the chat can also be done.



By clicking on the Clip icon, all the **Attachments** shared previously in this conversation are displayed. You can sort them by type of file or who have shared it.



Channels

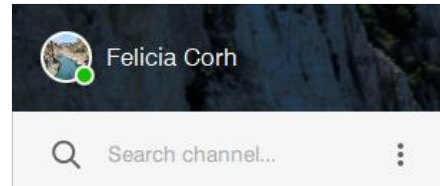
In COLLABORATE® Space you can create or join Channels to discuss specific topics. Channels could be defined either as Public or Private.

Public channels: Anyone under the same company can view and join the channel. Once published, the channel cannot be set as private again.

Private channels: Only the invited people can view and participate in this channel. The owner has the permission to add further participants and to delete the Channel.

- **Channel list:**

At the top of this left panel you will find the **'Search Channel'** field, which allows you to look for a specific Channel.



Below that option, you will see the **'Create new Channel'** button. When creating a new one, you are asked to fill the following fields:

- Channel Name.
- Purpose of the channel.
- Participants.
- Choose privacy of the channel.

Create New Channel

Channels are where your team communicates. They're the best when organized around a topic - 'Ideas' for example

Add Participants

Seán Ó Rudaí ×
Fred Nerk ×
Jane Doe ×
Richard Roe ×
Joe Schmoe ×

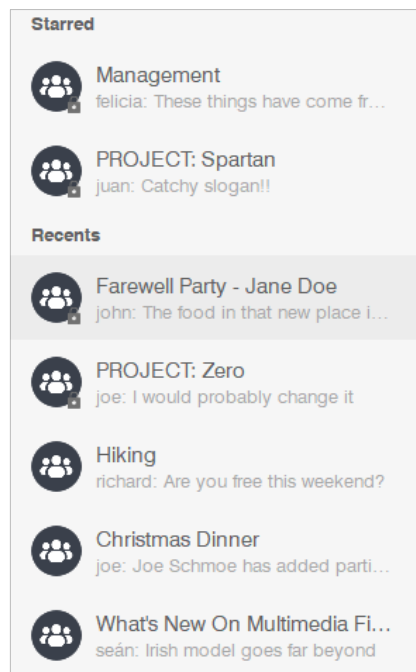
Create Public ✓

Anyone in your company can view and join this channel. **Once published, channel can not be private again**

Create Private

Only you and people you invite can view this channel

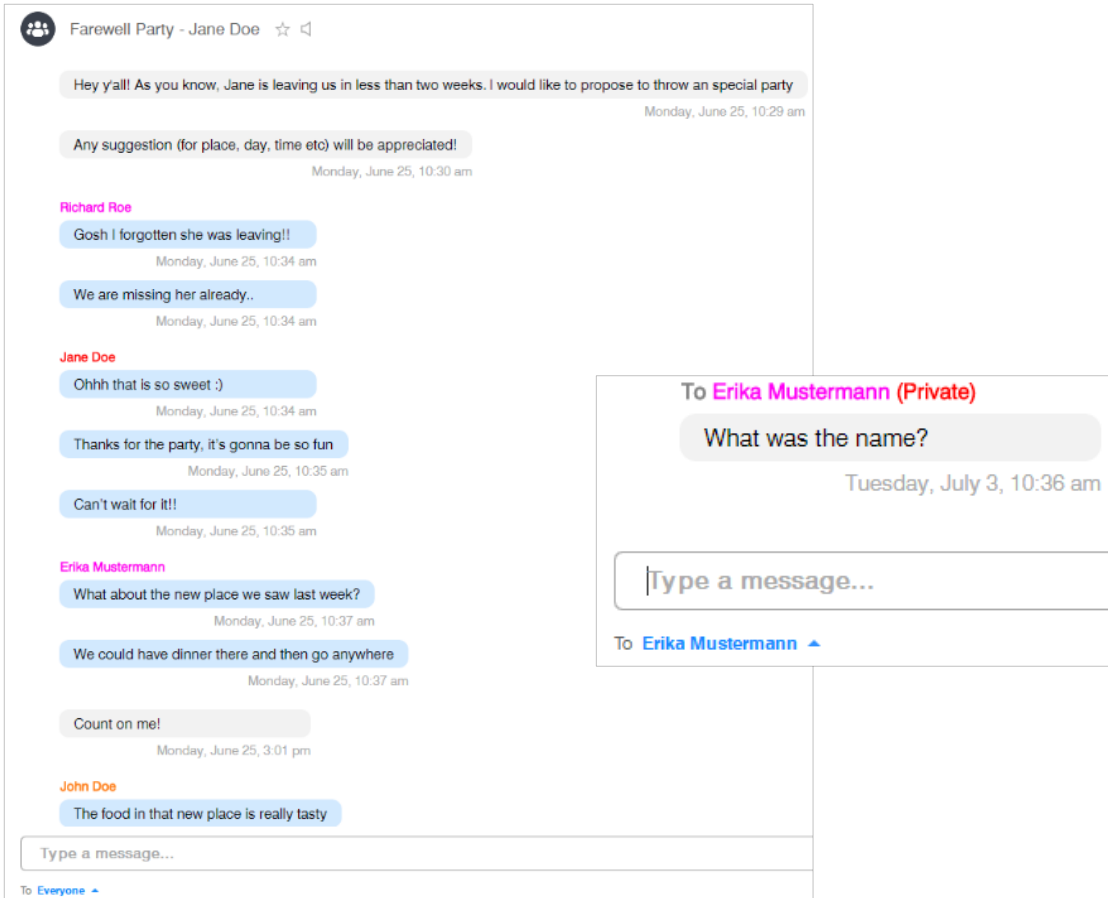
The complete **list of channels** you currently participate are displayed in this area sorted by date (as in other features, Starred Channels are displayed above the rest). Private Channels are displayed with padlock icon.



- **Current Channel:**
The main area of the interface is where the conversation is displayed. From here, Channels can be starred so as to be displayed at the top of the list.

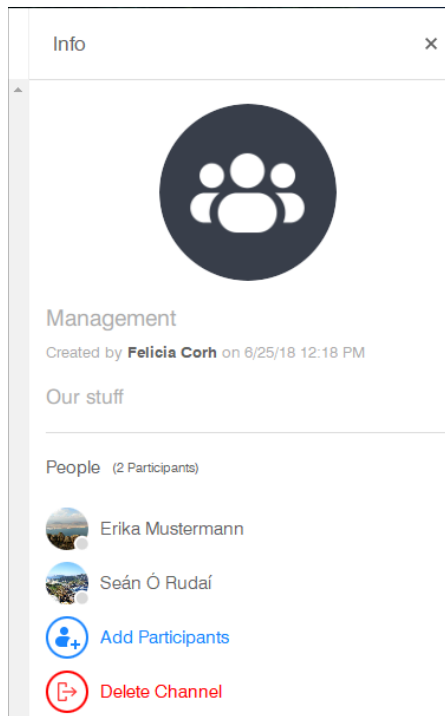
As explained before, messages you sent in Channel conversation are subject to be deleted.

Even when several contacts can participate in the Channel, it is possible to write a private message to a single contact.

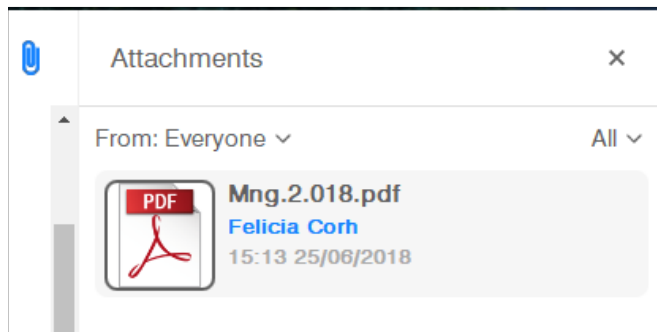


▪ **Information:**

In the top right corner different options are available, as invite additional contacts (as long as you are the owner), invite the current users to an audio or video call or check information of the Channel.



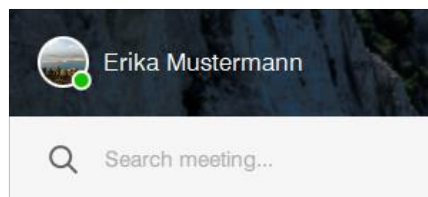
By clicking on the Clip icon, all the **attachments** shared previously in this conversation are displayed. You can sort them by type of file or who have shared it.



Meetings

With COLLABORATE© Space you can create Meetings to which other contacts can be invited into. These meetings are created for a limited time span that could last between thirty minutes and twenty-four hours. Information about the agenda, attachments, etc. can be saved previously to be used during the Meeting.

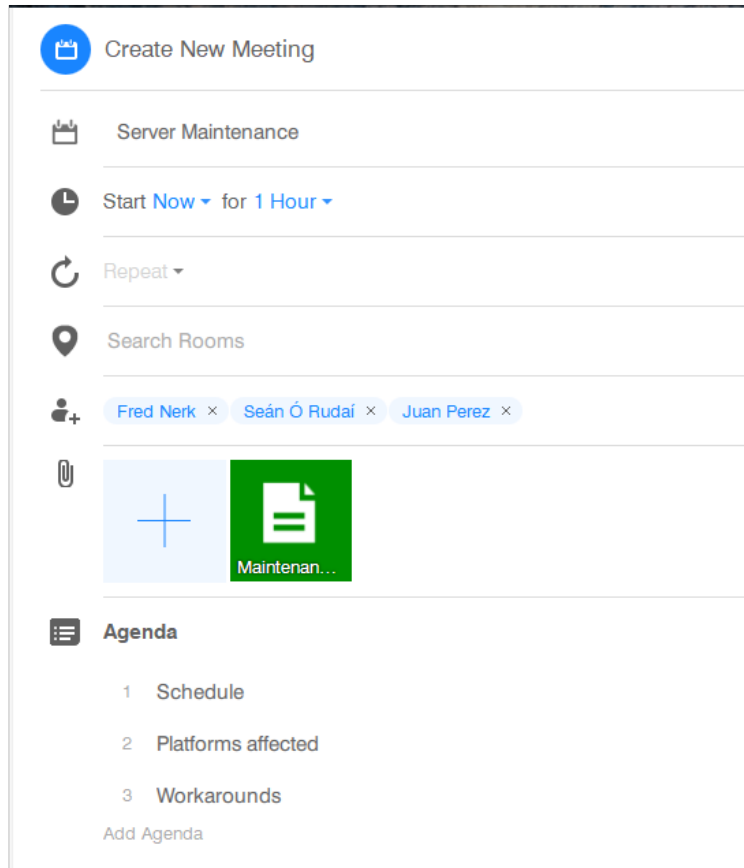
- **Meeting list:**
In the Meeting list, it is possible to **search** for a meeting subject, create a new one or see the historic, current and anticipated meetings.



When **creating a new meeting** it is necessary to set the following features and parameters:

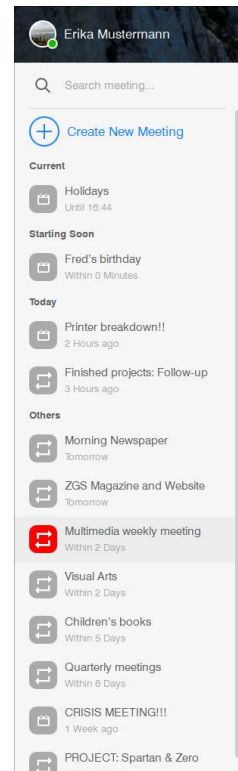
- **Meeting Subject.**
- **Time and Periodicity:** The meetings can be set to 'Start now' or it is also possible to create anticipated meetings, defining its periodicity duration.
- **Rooms:** Collaborate Pro 4.0 devices can be added as resources.
- **Participants:** Any user from Contact list is eligible to participate.
- **Attachments:** The owner can add attachments to which other participants will have access to.
- **Agenda:** During Meeting creation, the owner can define the agenda.

→ **Permissions:** To allow participants to join before the host.



The complete **List of Meetings** are displayed on the left panel. Meetings will have different icons depending on their type. While 'current meetings' are listed on top, the rest will be tidily displayed based on their time definition. Meetings that have not been reviewed yet are listed as 'New'.

- **Current meeting:**



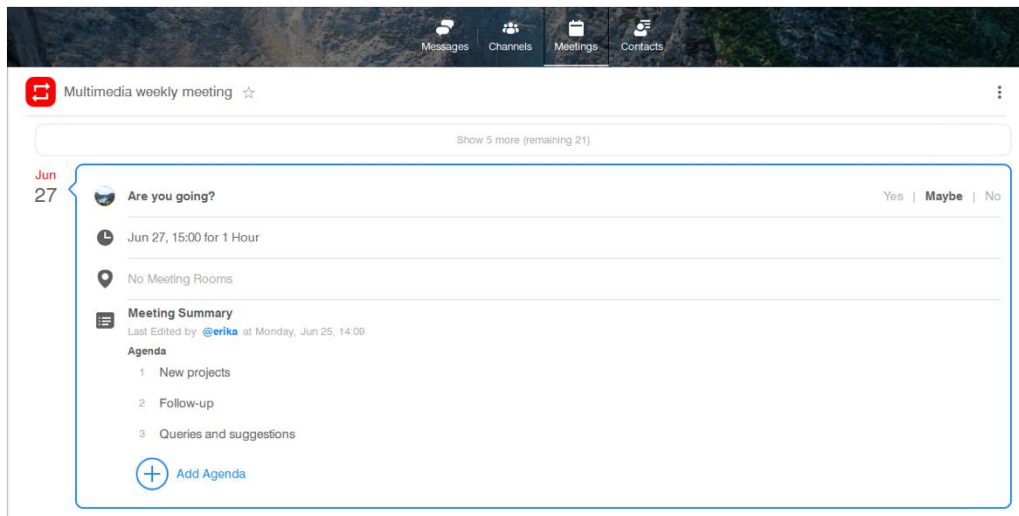
Meetings information are displayed in a different way depending on their owner.

→ **If you are the owner:**

When you are the owner of a Meeting, it is possible to add points to the agenda even after its creation. Also, you can check different files that belong to this Meeting (Recordings, Attachments, Chats etc.) by clicking in the top right button. Actions like to cancel or archive the meeting can be done in this right panel.

→ **If you are a participant:**

When you have been invited to a Meeting, it will first appear under the 'New' category, from where you can update your availability for it and add Agenda



points.

▪ **Information:**

Information available will vary depending on the role defined in this meeting

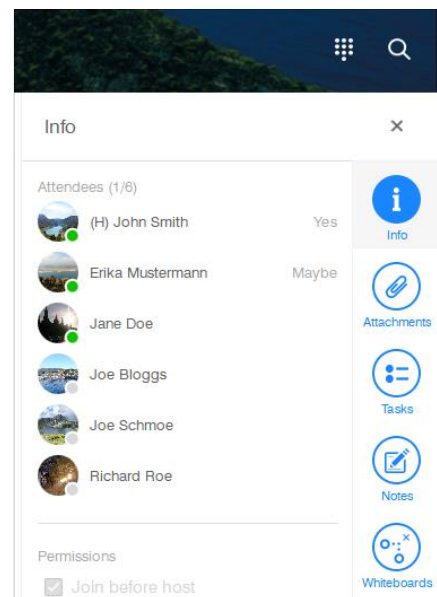
→ **If you are the owner:**

Info: All attendees, and their attendance status if exists, are listed in here. Permissions for this Meeting can be updated after its creation.

Regardless Meeting status, you can add or remove participants individually, or cancel it.

Attachments: The attachments shared either before or during the Meeting are available to download or share in here. You can sort them by its file type or who have share it.

Tasks: New tasks can be added in this menu. When mentioning other users that will participate in the meeting you can individually assign it to them.



Notes: New notes to be used during the meeting can be created here.

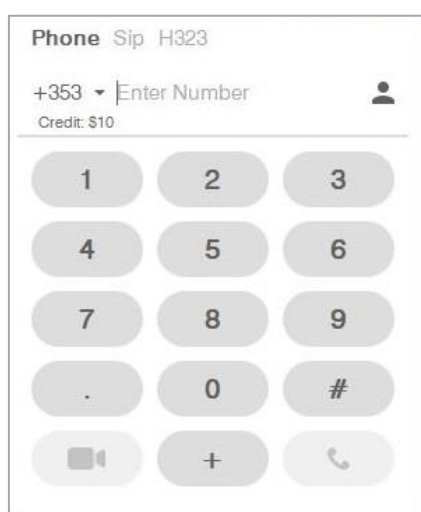
Whiteboards: New whiteboard images can be uploaded to be shared during the meeting.

→ ***If you are a participant:***

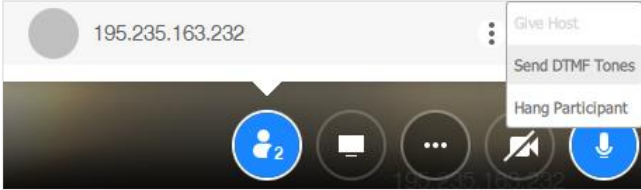
You count with the same features as the owner when it comes to add resources to it (Attachments, Tasks, etc.). However, you cannot edit 'Attendees list' nor 'Permissions' of the Meeting.

Dial Pad

If your COLLABORATE© Space deployment includes the needed licenses, traditional phone calls can be made and also to interoperate with external H.323 and SIP compliant devices, regardless of their manufacturer, from the **Dial Pad**.

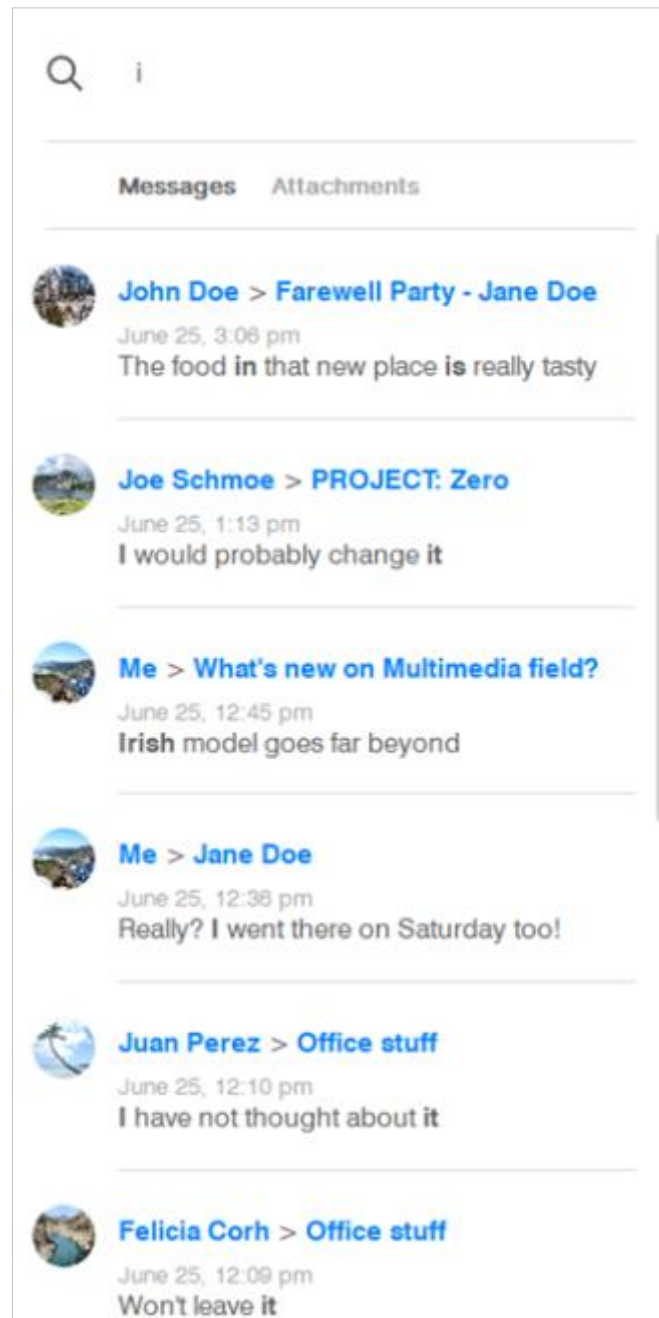


Once the call has been established, and as long as the endpoint allows numerical commands to be entered or an extension, the DTMF button for the moderator is active so that when it is clicked it brings up a window with a dialer for entering the numbers.



Search

From the **Search** option you can look for text chains in Chat messages and Channels. Attachments shared through these features will be listed too.



Section 3: Space Meeting / Call Interface

Interface

When you start a Meeting/Call, it will replace COLLABORATE® Space app interface.

In this screen, Videos, App sharing, Whiteboard etc. will be displayed. It automatically selects the most appropriate layout depending on the number of videos enabled and whether the collaboration utilities are being used or not. Your own video is displayed in smaller size in the bottom left corner, but you can drag it around or increase its size by clicking on it.

- **Personal controls:**

Depending on your deployment and the configuration the host of the meeting has implemented, some services may not be available.

Your own services and their availability can be controlled in the bottom area. Icon would be crossed out when the service is currently disabled. Right next to these icons, you will find '**Leave session**' button.

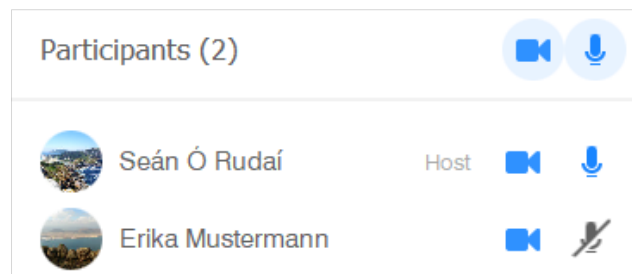


Other personal controls are located in the upper bar of the interface. '**Back**' button (←) allows you to leave Meeting interface without disconnect from it. There is also '**Full screen**' button (⌘), and the distribution of the enabled videos can be selected from '**Layout**' (⌘) icon.

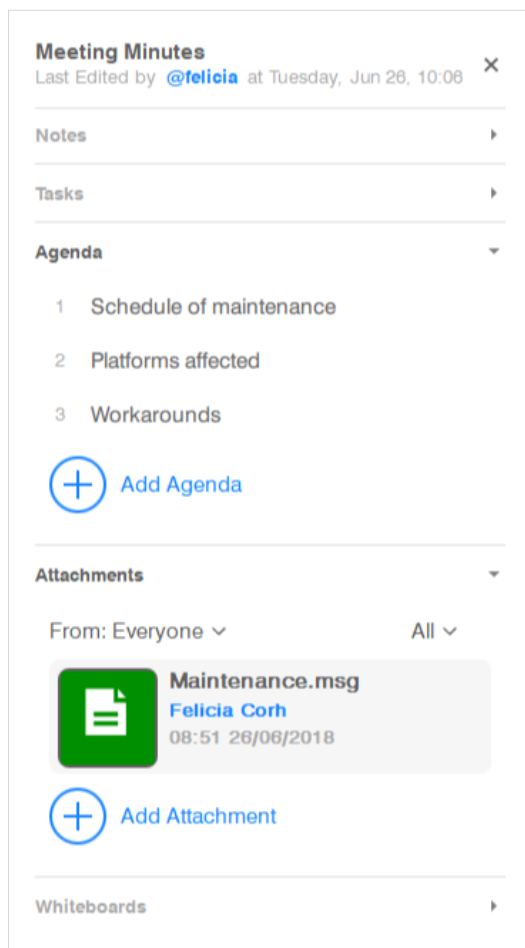
- **Collaboration controls:**

The Collaboration tools that can be found in the top of the interface are focused in provide you with several ways to work with the rest of participants, alongside useful information of the meeting.

- Participants currently connected and their services status can be consulted from '**Participants tab**' (⌘). If **Host** role is assigned to you, you are allowed to enable or disable their services.



- '**Meeting minutes**' (⌘) contains all the points related to the course of the meeting which was planned to follow. Here, you can either check the '**Agenda**', '**Tasks**' and '**Notes**' that have been previously scheduled or add them in real-time. '**Attachments**' and '**Whiteboards**' have the same behavior.



Interface of H323/SIP:

Interface of H323/SIP calls inside 'Add participants' when connected to a meeting has been modified. Also, a Dialpad is newly added.

- **Chat** service (🗨️) allows participants in a meeting to communicate with each other without interrupting the session. Chats can be sent either to everyone or to a single participant.

The Collaboration tools that are located in the bottom of the interface are focused to give each user multiple ways to work with and share information with the rest of the users. Each one opens a panel of choices and services.

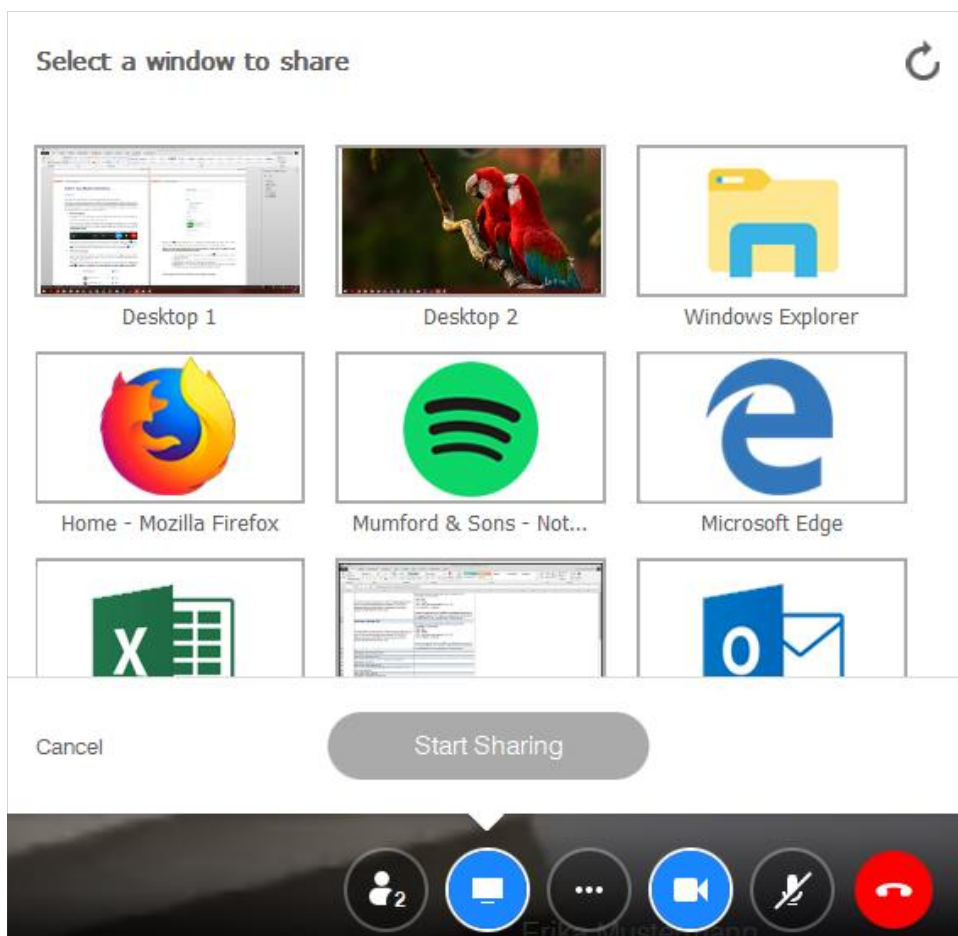
- With '**Share Application**' you let the rest of attendees see your whole screen or one or several specific applications from your device. Only one participant can share at a time.

If the application you want to share is not opened, it will not be listed in this first window. Once you open it, click on '**Refresh**' (🔄) button to update the list of available applications to share.

As soon as the Sharing starts, attendees will be able to see the applications and the changes made on it, as well as the movements of the mouse pointer. If several

applications are being shared, only the last one you have clicked on will be visible to the rest of participants.

When using this feature, **'Annotation'** can be enabled (🖋️) so every user is allowed to draw over current screen with.




→ If you **'Ask for Mouse / Keyboard'** (🖱️), it means you are requesting permission to the user sharing to take remote control of their device. This feature allows real-time collaboration on a document, presentation, etc. as you both can operate on the same application. The user that gave you control can revoke it anytime.

→ **Whiteboard**: It provides with a temporary graphic space so every user can collaborate together with a range of tools, shapes and styles available.




→ With the **'Record'** (🔴) utility, it is possible for the Host of the meeting to save it to be reproduced the same way as it took place.

The default file recording location is your local 'Downloads' folder, but it can be changed from 'Settings -> Storage & Data'.

- Enabling the **Share Video** () feature will present a selection dialog box to browse for a supported video (avi, mpg, mpeg, wmv, mov, mp4, and mkv). The transmitting PC must have the corresponding video and audio codecs installed.

It is possible to transmit both their own video camera stream and a video played from a file simultaneously. Both types of video streams are muted when the user sending the video mutes the camera and microphone controls, or when the Host mutes them from the Participants panel.

- **Call Settings** (): Your devices can be selected from here. Depending on your speaker, enhancements can be applied to it.

Also, you can check bandwidth consumed in real-time.

Call Settings

Camera Logitech HD Webcam C510 ▾
 Host can manage PTZ webcams

Microphone Micrófono (Chat 20D) ▾
[Volume Slider]
 Software echo cancellation
 Automatic gain control
 Automatic volume control

Speaker Altavoces (Chat 20D) ▾
[Volume Slider]

Statistics ● Download Rate ● Upload Rate
512K
256K
[Line Graph showing Download Rate (blue) and Upload Rate (red) over time]

