



AT&T Connect[®]

AT&T Connect on Android[®] FAQ

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System requirements

What are the system requirements for AT&T Connect on Android devices?

To use AT&T Connect for Android you need:

- OS4.0 and up
- An active mobile/WiFi connection

Supported Android handsets:

- Samsung Galaxy S2 SGH-I777
- Samsung Galaxy S2 SGH-I727
- Samsung Galaxy S2 GT-I9100
- Samsung Galaxy S3 SGH-I747
- Samsung Galaxy S3 GT-I9300
- Samsung Galaxy S3 SGH-I535
- Samsung Galaxy S3 SGH-T999
- Samsung Galaxy S3 SPH-L710
- Samsung Galaxy S4 SGH-I337
- Samsung Galaxy S4 GT-I9505
- Samsung Galaxy S4 GT-I9295
- Samsung Galaxy S4 mini GT-I9195
- Samsung Galaxy S4 mini SGH-I257
- Samsung Galaxy S4 Active SGH-I537
- Samsung Galaxy S4 Zoom SM-C105A
- Samsung Galaxy S5 SCH-I435
- Samsung Galaxy S5 Active SM-G870A
- Samsung Galaxy S5 SM-G900A
- Samsung Galaxy S5 SM-G900H
- Samsung Galaxy Note SGH-I717
- Samsung Galaxy Note SGH-T879
- Samsung Galaxy Note 2 SCH-I605
- Samsung Galaxy Note 2 SPH-L900
- Samsung Galaxy Note 2 SM-N900T
- Samsung Galaxy Note 2 SGH-T889
- Samsung Galaxy Note 2 SGH-I317
- Samsung Galaxy Note 3 SM-N900A
- Samsung Galaxy Note 3 SM-N900V
- Samsung Galaxy Note 3 SM-N900P
- Samsung Galaxy Note 4 SM-N910A
- Samsung Galaxy Nexus SPH-L700

- Samsung Galaxy Nexus SCH-I515
- Samsung Galaxy Mega SGH-I527
- Samsung Galaxy Alpha SM-G850A
- Samsung Galaxy Round SM-G910S
- Samsung Express SGH-I437
- Samsung Infuse SGH-I997
- HTC One
- HTC Vivid PH39100
- HTC First
- HTC One X
- HTC One VX
- HTC One X+
- HTC EVO
- LG Nexus 5
- LG G2 LG-D800
- LG G3 LG-D850
- LG G3 LG-D855
- LG Flex LG-D950
- LG Nitro LG-P930
- LG Escape LG-P870
- Motorola Moto X XT1058
- Motorola Moto X XT1053
- Motorola Moto X XT1060
- Motorola Droid Mini XT1030
- Motorola Atrix HD MB886
- Sony Xperia ion LT28at
- Sony Experia Z C6606
- Sony Xperia Z1 C6903
- Sony Xperia T LTE LT30at
- Sony Xperia Z3 Compact D5803
- Samsung Galaxy S6 SM-G920A
- Samsung Galaxy S6 Edge SM-G925A
- LG G4 LG-H810

Supported Android tablets:

- Nexus 7
- Nexus 10
- Nexus 9
- Samsung Galaxy Tab 2 SGH-I497
- Samsung Tab 2 GT-P5100
- Samsung Galaxy Tab 3 SM-T217A

- Samsung Galaxy Tab 2 7" GT-P3100
- Samsung Galaxy Tab S 8.4" SM-T707A
- Samsung Galaxy Tab S 10.5" SM-T807A
- Samsung Galaxy Note 8.0 LTE SGH-I467
- Samsung Galaxy Note 8.0 LTE GT-N5110
- Samsung Galaxy Note 10.1 SM-P605

Note: If you use an Android device other than the ones listed above, when you launch Connect for the first time, you are informed that AT&T Connect does not support your device. You can still use the AT&T Connect application, however some functions may not work properly, such as VoIP and video.

For participants

How do I install the application?

Typically, you download AT&T Connect for Android from Google Play at <https://play.google.com/store/apps/details?id=com.att.connect&hl=en>. You can also download the application from your email invitation to a conference. Click the link to the conference in the invitation. You will then be redirected to AT&T Connect page on Google Play where you can download the app. Once installed, the AT&T Connect button appears in your device's home screen.



What happens when I open the app for the first time?

First tap **Accept** in the **AT&T Connect End User License Agreement** screen. Then provide your details in the **Your Details** screen.

What if I want to change some of my details at a later time?

You can edit your profile details any time.

Handsets: Tap **Info & Profile** and then **Personal Information**.

Tablets: Tap the menu button and then tap **Personal Information**.

How do I join a conference?

You can join an ongoing conference, or a conference that will start within the next fifteen minutes.

Join from the home screen:

Upcoming conferences that will start within the next two hours are displayed in the home screen. You can join an ongoing conference, or a conference that will start within the next fifteen minutes.

Page to the conference you want to join using the Next and Previous arrows and tap the **Join** button. If you tap a conference that is about to start, you may enter a waiting room until the conference begins.

Note: Only the conferences that exist in your device's calendar appear in the home screen.

Join from an email invitation: Open the email application on your device. Then locate your invitation to the Connect conference and tap the link under **To connect to the Web Conference**.

Join from your calendar: Open the calendar application on your device. Then open the relevant meeting and tap on the meeting link in the invitation.

Note: To download the application, you will be redirected to the Google Play page with a download link.

How do I connect my audio?

When you join a conference, the **Audio Connection** screen is displayed for you to connect your audio. Choose from the following options:

- **Call me**—requests that AT&T Connect calls you at the number you provided. This feature may be for use only in North America.
- **Dial in**—dials in to the conference using a local number according to your country and location.
- **Connect with VoIP**—connects your audio via Voice-over-IP (VoIP).
- **View dial-in instructions**—tap the link to display instructions for manually dialling in to the conference.

Note: Since audio options depend on corporate policy and your host's conference settings, some of the above options may not be available.

What should I do if my audio is already connected?

If you are already connected by phone (mobile or land line), you need to dial in a code on your phone. This is so the other participants can recognize you in the conference. Just dial the number provided to you at the bottom of the **Audio Connection** screen.

Can I change my audio connection during a conference?

Sure.

Handsets: Tap the conference settings button (cogwheel) at the bottom of any screen. In the **Conference Settings** tab, tap **Audio Connection** and choose your new connection method.

Tablets: Tap the menu button and then tap **Conference Settings**. Tap **Audio Connection** to open choose your new connection method.

Can I change the phone number that I want to be called at?

Yes. In the **Conference Settings** tab/screen, tap **Audio Connection**. Tap  next to the **Call Me** option. In the **Call Me** screen change the number and tap **Save & Call**.

What happens if my audio connection gets disconnected?

No problem. Reconnect in the same way as explained above (**Conference Settings/Audio Connection/connection options**).

Is there an easy way to control audio in a conference?

Sure. You can use the hands-free layout which displays only the name of the current speaker and the Mute/Unmute button in a magnified mode.

To activate hands-free layout, swipe down the main screens where the speaker bar is shown. To exit hands-free layout, swipe up on the hands-free screen or tap the Up/Back button.

Can I see content shared by the presenter?

Yes. You can view websites, images and files that the presenter is sharing on the whiteboard. On tablets, you can zoom or pan the shared content and take snapshots by tapping the camera button.

How do I connect my video?

Handset: Tap the video button in the navigation bar and then tap the video button in the Video tab. Once video is connected, you can switch your camera view (**Switch camera**).

Tablet: Tap the video button in the action bar. To switch your camera view, tap the video button again and then tap **Switch Camera**.

Note: When your video is connected, it's shown to participants only when you are identified as the active speaker or are one of the last six active speakers.

I noticed that my microphone is on when I enter a conference? How do I mute it?

Tap the audio button in the navigation/action bar. Tap again to unmute.

How do I display an emoticon next to my name in the Participants tab?

Tap the emoticon button in the action bar and then choose an emoticon. To clear it, tap the emoticon button again and then tap **None**.

How do I let the presenter know that I want to speak?

Tap **Raise Hand** in the list of emoticons. A hand icon is displayed next to your name in the **Participants** tab. The hand icon in the status bar shows how many participants are raising their hands (including you).

How do I let the participants know that I have to leave the conference for a few minutes?

Tap the emoticon button and then tap **Step out**. This mutes your audio and stops you video. The Step out icon is displayed next to your name in the **Participants** list. Tap Step in to reenter the conference. Your audio is automatically unmuted but you need to reactivate your video. (For handsets, tap the Video button in the navigation bar and select **Activate Video**. For Tablets, tap the Video button in the action bar.)

I don't want participants to see me anymore. How do I stop my video transmission?

Handsets: Tap the active video button in the Video tab and then tap **Stop video**.

Tablets: Tap the active video button in the Video panel and then tap **Turn camera off** in the menu.

How can I view the video streams of the other participants?

In the Video tab/pane, tap one of the views:



Speaker only—video is dynamically updated to display only the current speaker.



All equal—video is dynamically updated to display up to the six most recent speakers. The participant video streams are of equal size, and adjust to fit the size of the video pane/screen.



Follow the speaker—video is dynamically updated to display up to the six most recent speakers. The current speaker is shown in a larger frame than the other streamed participants.

How do I chat with a participant?

In the **Participants** tab/pane, tap the participant you want to send a chat to. Type your message in the chat screen and tap send.

I have a tablet. Can I chat while viewing video?

Sure. When activated, video transmission is continuous. When chatting, the viewing area for video is reduced and shared with the whiteboard. You can toggle between the whiteboard and video panels by tapping the relevant button. The video button displays a blinking dot indicating that video transmission is still in progress.

How do I know when I get a new chat?

An audio tone and/or vibration lets you know that a new chat has arrived (unless you are currently chatting with that participant) and a blue indication is displayed in the sender's row in the Participants list. On handsets, a blue indication is also displayed in the Participants icon in the navigation bar.

You also get a system notification with the sender's name and a preview of the message. If Connect is in the background, tap the notification to directly enter the relevant chat screen.

I have a handset. Can I access more than one ongoing chat without going back to the Participants tab?

Yes. In the chat screen, the names of the current chatters are displayed in the bar above the chat text. Just swipe to the right or left of the current chat.

How do I save whiteboard content?

Take a snapshot by tapping the camera button in the action/navigation bar. The snapshots are saved in the AT&T Connect folder in your device's image gallery.

How do I leave a conference?

Tap the Participants menu and then tap **Exit Conference**. You can also slide down your device's notification drawer, open the conference name drawer, and tap **EXIT CONFERENCE**. Or, just tap the Back button.

Remember that when you exit the conference, you still need to disconnect your audio if you are connected by phone.

I have a problem with the application. How do I report it?

You can send a report to AT&T Support. In the **Conference Settings** screen/tab, tap **Application Issue**. In the **Report a Problem** screen, type in a detailed description of your problem (the more details the better). Logs are automatically attached unless you uncheck **Attach My Logs**. Tap **Send** to deliver the report.

I have a problem with my telephone connection/audio connection. What should I do?

In the **Conference Settings** tab/screen, tap **Telephone Connection Issue**. Your request to open a ticket is submitted immediately and AT&T Support will contact you soon.

Note: This option depends on company policy and may not appear in your application.

For hosts

How do I activate my account on my Android device?

When you register for the Connect application, you can activate your account by entering your password or requesting an activation email with an activation link. Tap the link to activate your account. Once registered, your account details are stored in the mobile app for future conferences. If you try to start a conference before activating your account (from the activation link or manually in the **Account Details** screen), you will be prompted to enter the account details.

You can update your account details by tapping the menu button in the home screen. Then tap **Accounts**. To add an account, tap the plus button, fill in your details and tap **Activate**. If you don't remember your password you can request an activation link to be sent to your email by tapping "Forgot your password?"

How do I start a conference?

Once your account is activated, tap **Start** in the home screen. As soon as your conference room is prepared, you enter the conference and "Host" is displayed next to your name in the Participants list.

I just started a conference and want to invite participants. How can I do this?

You can invite them by mail or phone (if company policy allows). In the **Participants** menu, tap **Invite Others by Email**. This opens your email application with an invitation containing a link to the conference.

Inviting by phone uses your device's contact list. In the menu, tap **Invite Others by Phone** and select the person you want to invite from your contact list. Then tap **Invite**. You can also enter the contact details manually.

How do I schedule a conference?

Tap **Schedule** in the home screen to open a new event in your calendar application. Then, schedule the conference as you would schedule any other calendar event.

During a conference I don't want guests to join late. How can I block them?

You can lock the conference. Guests will receive the message, "The presenter locked this conference and therefore you cannot log in."

Handset: Open the **Conference Settings** tab by tapping the conference settings button (cogwheel) at the bottom of the screen. Then turn on **Lock Conference**.

Tablet: Tap the menu button and then tap **Conference Settings**. Turn on the **Lock Conference** option.

Some of the options you describe in this FAQ are disabled. Why can't I use them?

Some options depend on corporate policy and may not appear in your application.

Can I mute a participant?

Yes. Long tap on a participant in the **Participants** list and tap **Mute/Mute & Lock** from the options menu. (**Mute & Lock** prevents participants from unmuting themselves). Or, open the participant's card and tap **Mute/ Mute & lock** in the participant's quick action menu.

How do I open a participant's card?

Long tap on the participant in the Participants list. Tap **View card** in the participant's quick action menu.

How do I mute all the participants?

Tap **Mute all** in the **Participants** menu. Tap again to unmute all.

When participants connect to the conference by phone only, they appear as Guest 1, Guest 2, ... in the Participants tab. How do I give them their real names?

Open the participant's card and tap **Change name** (you may need to scroll down to see this option). Then enter the new name and tap **Save**.

How do I remove a participant from the conference?

Long tap on a participant in the **Participants** tab and tap **Expel** in the options menu. Or, open the participant's card and tap **Expel** in the participant's quick action menu.

Can I stop a participant's video?

Yes. Open the participant's card and tap **Stop video**.

How do I give presenting rights to a participant?

Long tap on a participant in the **Participants** list and tap **Give presenting rights**. Or open the participant's card and tap **Give presenting rights**. To take them back, tap **Take presenting rights**.

How do I end a conference and disconnect the participants?

Handsets: Open the **Conference Settings** tab by tapping the conference settings button (cogwheel) at the bottom of the screen.

Tablets: Tap the menu button and then select **Conference Settings**.

Then, tap **Exit Conference** and then **End Conference**. You can also tap the Back button, **Exit Conference** and then **End Conference**.

This ends the conference and disconnects all participants. Remember that when you exit the conference, you still need to disconnect your audio if you are connected by phone.

For presenters

Can I share content on the whiteboard?

Sharing websites, images and files is supported only on Android tablets. To begin, tap the **Share** button in the action bar.

To share a website: Open the **Web** tab and type in a URL or search string (which will display the Google search results). Then tap the **Share** button. You can continue navigating to any webpage which will also be shared with the participants.

To share an image: Open the **Image** tab and choose an image from your device's image gallery. Then tap the **Share** button.

To share from cloud storage: Open the **Cloud** tab and choose **One Drive**, **Google Drive** or **Box**. Once you are logged in to your account, browse and select a file to share by tapping the **Share** button.

To stop application sharing tap the **Stop Share** button in the top-right corner of the whiteboard.