AT&T Connect®

AT&T Connect® Mobile for BlackBerry® FAQ

v2.0

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Disclaimer

Contents

FAQ

System Requirements

What are the system requirements for AT&T Connect® Mobile for BlackBerry®?

The requirements are:

- Supported Devices:
    - BlackBerry® Torch™ 9800 OS6.0
    - BlackBerry® Bold™ 9700 OS5.0 and OS6.0
    - BlackBerry® Bold™ 9650 OS5.0 and OS6.0
    - BlackBerry® Bold™ 9780 OS6.0
    - BlackBerry® Tour™ 9630 OS4.6 and OS5.0
    - BlackBerry® Curve™ 8900 OS4.6.1
    - BlackBerry® Bold™ 9000 OS4.6 and OS5.0
    - BlackBerry® Bold™ 9900 OS7.1x

- Active 3G GSM cellular network or WiFi connection.

- AT&T Connect® V8.9 and higher

Does AT&T Connect Mobile work on a 2G network?

AT&T Connect Mobile works on a 2G network, but with audio-only or data-only. Audio-only means that you can connect to the audio part of the conference but cannot view the Participant list and send notes. Data-only means that you can view the Participant list and send notes, but cannot connect to audio.

When you connect to a conference and you are on a 2G network, you will be prompted to select voice-only or data-only.

If you are connected to a conference on a 3G/WiFi network with voice and data and the 3G/WiFi network becomes unavailable during the conference, your data connection will automatically be disconnected, and you will be connected by audio-only. Once 3G/WiFi are available again, the application will automatically resume the data connection.

What is the data speed of AT&T Connect Mobile for BlackBerry?

The data speed of AT&T Connect Mobile for BlackBerry is derived from the network—either the mobile 3G network or WiFi. The data speed on WiFi is usually faster than the data speed on the mobile 3G network.

How much BlackBerry battery life does AT&T Connect Mobile consume?

Battery usage is affected by both audio and data consumption. Battery usage for the audio part of the application is equal to regular talk-time battery usage. Battery usage for the data depends on the amount of data transferred in the conference.

How do I install AT&T Connect Mobile on my BlackBerry?

In the email/calendar invitation, click on the link to prepare in advance for the conference. If you click on the link to enter the conference in the email invitation and AT&T Connect Mobile for BlackBerry is not installed, the browser will open a download page for installing the application. You can also download the application from AT&T Connect Mobile support site at http://uc.att.com/support/. AT&T Connect Mobile will also be coming soon to Blackberry App World.

General Questions

I'm not an AT&T Connect customer. Can I still use AT&T Connect Mobile?

If you are not an AT&T Connect customer, you can join a conference by email/calendar invitation. To join, click on the link, **To connect to the Web conference** in the email/calendar invitation.

Is there an additional charge for using AT&T Connect Mobile on my BlackBerry?

There is no additional charge for using AT&T Connect Mobile on your BlackBerry. You may only be charged for data and phone call usage, based on your data and cellular plan.

Which countries support AT&T Connect Mobile for BlackBerry?

AT&T Connect Mobile works wherever BlackBerry is supported and 3G/WiFi networks are available.

Which languages are supported?

AT&T Connect Mobile for BlackBerry is available in English only.

Setting up Your AT&T Connect Account in AT&T Connect Mobile

This is similar to the activation process of the PC application (myAT&T), where the account details (ACC URL, user name and password) are added to the application by clicking the activation link on the registration email, or by adding them manually.

I have an AT&T Connect account. How do I set up my account in AT&T Connect Mobile?

You can set up your account in the following ways:

If you have the AT&T Connect registration email, tap the activation link under **TO ACTIVATE THE AT&T CONNECT APPLICATIONS** section. Your account details (AT&T Connect Address, User Name and Password) will then be automatically set in the application.

You can also set your account details manually. From the AT&T Connect Mobile home screen**,** tap **Settings** and then tap **Accounts**. From the **Accounts** screen menu, tap **Add Account** and fill in your account details: account address, username and password. If you do not remember your username and/or password, but remember your account address, tap **Forgot user name and password?** An activation link will then be sent to you by email. Tap on the link in the email to automatically set your account details in the application.

Once you have one or more accounts, which were set by either of the methods specified above, you can now view and manage your account(s). To do so, go to the AT&T Connect Mobile home screen**,** tap **Settings** and then tap **Accounts**. Your account(s) will be listed on the Accounts screen. To view or manage the account details, select an account and tap **Edit Account** from the menu.

What happens once my account is set up in AT&T Connect Mobile?

Once your account is set up, you can enter a conference as the host without being prompted to enter your username and password.

Scheduling/Joining/Starting an AT&T Connect Mobile Conference

Can I schedule an AT&T Connect Mobile conference from my BlackBerry?

No, you cannot schedule an AT&T Connect Mobile conference from AT&T Connect Mobile. To schedule a conference, you first need to have an AT&T Connect account. Then you can schedule the conference from your PC and join it with AT&T Connect Mobile from an email/calendar invitation.

I scheduled an AT&T Connect Mobile conference. Can I join it as a host from my BlackBerry?

Yes. To join as host, your username and password must be provided. If your account has been set up, you will not be required to enter it manually. As the host, you will be able to use a special host feature that allows you to control the conference.

Can I join someone else's AT&T Connect Mobile conference from my BlackBerry?

Yes, you can join an AT&T Connect Mobile conference that was scheduled by someone else. Just tap on the **To connect the Web conference** link in the email/calendar invitation.

Can I start an AT&T Connect Mobile conference from my BlackBerry?

To start an AT&T Connect Mobile conference, you need to have an AT&T Connect account. This account must be set up in the application. Then, from the home screen, tap **Enter my Meeting Room**. You will automatically enter your personal meeting room and be able to invite others by phone to join you in the conference (if your company has enabled this feature).

What is the My Profile screen for in AT&T Connect Mobile?

In the **My Profile** screen, you specify your name as it will appear to all other participants in the conference. You also specify your email address and the phone number for the conference service to call you. If you did not fill in your details before joining a conference, you will be asked to enter them the first time you join the conference.

What format should be used to enter my phone number?

You should enter the country code, area code and the local phone number, in that order.

For example, in North America type 1-212-5550123. In the UK, type 44-161-7151234.

What options do I have for connecting my audio?

AT&T Connect Mobile for BlackBerry allows you to connect your audio automatically and smoothly in just one tap.

Once you join the conference you will be prompted with the audio connection options. If your company has enabled the **Call Me** feature, you can choose whether you want the system to call you, or have the application automatically dial in to the conference for you. If your company did not enable the **Call Me** feature, you will only be able to use the automatic dial-in feature.

If you choose **Call Me**, you will receive a call to your BlackBerry device after few seconds. If you choose **Dial-in**, you will be prompted with a list of locations for dialing in. Once you select a location, the application will automatically dial in all the numbers that are required to connect you to the conference.

When trying to join a conference, I got a prompt for audio connection, but ignored it. How do I call into the conference?

Tap **Connect my Audio** from the menu. You will then be prompted with the audio connection options once again.

Participating in an AT&T Connect Mobile for BlackBerry Conference

Which features are supported in AT&T Connect Mobile?

When joining an AT&T Connect conference from AT&T Connect Mobile, you can:

- View the Participant list
- View who is currently speaking
- View whiteboard content
- Send/Receive notes to/from participant(s)
- Mute/Unmute your microphone
- Use emoticons
- Use the **Raise Your Hand** icon
- Respond to polls
- Temporarily step out of a conference and then step back in
- Invite Others by Email

Which Host/Presenter features are supported in AT&T Connect Mobile?

When joining an AT&T Connect conference from AT&T Connect Mobile as a host/presenter, you can:

- Give/Take presenting rights
- Mute all/Unmute all
- Invite others by phone
- End the conference
- Lock/Unlock the conference
- Mute/Unmute a specific user
- Mute and lock/ Unmute and unlock a specific user
- Rename a participant
- Dial out to a participant

- Expel a participant

Can I view the whiteboard in AT&T Connect Mobile?

Yes. You can view any content that is displayed on the whiteboard. However, you cannot present content on the whiteboard from your BlackBerry. The whiteboard is supported on devices with OS5.0 and up.

How do I let another participant in the conference present content on the whiteboard from their computer?

If you are the conference host, you can give presenting rights to any other participant. In the **Participants** tab, tap on the name of the participant that you wish to give the presenting rights to, and from the menu tap **Give Presenting Rights**.

Is video streaming supported?

No. You cannot transmit or view a video of the other participants.

How can I send a note to other participants?

In the **Participants** tab, tap on the name of the participant you want to send a note to, and tap on **Send Note to (the name of the participant) from** the menu. Then, type your message and tap **Send** on the menu. Or, you can open the **Notes** tab and tap on **Compose Note** from the menu. Then type your message and select the participant(s) that you want to receive your note. You can also view all notes that you sent or received from other participants during the conference in the **Notes** tab.

How do I leave a conference?

To leave an AT&T Connect conference, tap on **Exit Conference** from the menu. Your data connection to the conference will be disconnected. Then you will need to terminate the phone call.

Troubleshooting

I can join my conference, but keep getting disconnected. What should I do?

You should move to a location that has better network coverage.

The audio disconnected. How do I reconnect the audio?

Tap on **Connect my Audio** from the menu. You will then be prompted with the audio connection options.

I am trying to enter the conference as the host. I'm requested to enter my user name and password but I do not remember it. How can I retrieve my user name and password and enter the conference immediately?

Click the **Forgot user name and password?** link in the **Enter User Name and Password** screen. An activation link will then be sent to you by email. Click on the link to automatically set your account details in the application. Then, click the link to enter the conference again. This time you will enter the conference automatically, without being requested to enter your user name and password.

I installed the AT&T Connect Mobile on my BlackBerry. However, when I click on the link in the email/calendar invitation to join the conference, the application is not launched, and I get a Web page asking me to fill in my first name, last name and email. Why?

This may be due to one of the following reasons:

- Your device is not supported

- The AT&T Connect server you are trying to connect to does not support BlackBerry

- Your BlackBerry Browser Identification is not set to BlackBerry but to Firefox or Internet Explorer. To set the BlackBerry identification to "BlackBerry" Go to Browser>Options>Browser Configuration and set the Browser Identification to "BlackBerry"

Note: This may also occur when clicking the activation link to set up your account in the application.

How do I report a problem?

If a problem occurred in your AT&T Mobile for BlackBerry application, you can send a problem report. To report your problem, go to the **About** screen. From the menu tap **Report a Problem,** fill in your problem details and tap **Report a Problem**. The relevant information from your BlackBerry device will be sent to the AT&T support team to assist in solving the problem. AT&T will reply to problem reports only upon request. After sending the report, please contact AT&T support and provide the report ID.