



AT&T Connect®

AT&T Connect® on Windows Phone FAQ

v1.5

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For hosts

How do I activate my AT&T Connect account on my Windows Phone?

Tap the get started button in the welcome screen. Then sign in with your user name (email address) and password and then enter your phone number. The application will remember your details the next time you host a conference.

Can I add another account?

Yes, you can activate as many accounts as you want.

What happens if I forgot my password once I activated my account(s)?

Enter your email address and tap “Forgot your password?” The Connect servers will search for your accounts and send you activation emails for all your available accounts. When you receive an activation email, tap the Activate button.

If an account with your email address wasn’t found, you will be notified.

I upgraded from version 1 so I skipped signing in. What should I do?

Just tap the sign in option in the home page’s app bar and fill in your details.

How do I start a conference?

Easy! Tap the start button in the home screen

How do I schedule a conference?

Tap the schedule button in the home screen to open the SCHEDULE A CONFERENCE screen. Then enter the conference details and tap the add someone button to add the contacts you want to invite. Finally, tap the save button—invitations are sent and your conference is saved in your calendar.

How can I invite participants to an ad-hoc conference?

Tap the invite by mail option in the home page’s app bar menu. This opens an invitation with your conference room details. Add email addresses and tap send.

How do I change my conference settings?

Just tap the conference settings option in the app bar. Here’s what you can do:

- Turn broadcast mode on/off
- Lock/unlock the conference
- Start/stop server-side recording
- Rename the conference

How do I manage my participants and what are the options?

You manage participants by long pressing on their names in the participants list or tapping on a name and going to their profile tab. Here's what you can do:

- Mute/unmute a participant
- Mute and lock a participant
- Give co-host rights
- Give/take presenting rights
- Expel a participant
- Rename a participant
- Link phone users with the app
- Save a participant as a contact
- Dial out to a participant

How do I end a conference?

It's easy. Tap the conference settings option in the app bar and then tap end conference.

For participants

I am new to AT&T Connect. What happens when I open the app for the first time?

First, you see the welcome screen. Swipe across the screen to see a few more screens introducing you to some of the features. At any point, tap the get started button which brings you to the PERSONAL DETAILS screen. Here you fill in your name, email address and phone number for identifying you in the conference and connecting your audio. When completed, you enter the home screen.

By the way, you can edit your personal details later, from within the app. Tap the three dots in the app bar to open the menu and tap personal details to enter the PERSONAL DETAILS screen.

What do I see in the home screen?

The home screen displays the AT&T Connect conferences scheduled in your calendar for the next 6 hours. Conferences are color coded, so you can tell which one is already in progress (red), which is about to start (orange) and which one is in the future (green).

How do I join a Connect conference?

Just tap on the conference in progress and you're in. If you tap a conference that is about to start, you may enter a waiting room for a few minutes until the conference begins.

How do I join a conference from my calendar?

Open your Win Phone calendar and tap the link to the conference. Then connect your audio.

How do I join from an email invitation?

Open the invitation from Win Phone email and tap the link to the conference. Then connect your audio.

How do I connect my audio?

When you are about to join a conference, the AUDIO CONNECTION screen opens for you to connect your audio. Note that since audio options depend on corporate policy and your host's conference settings, some of the options described may not be available.

You can have AT&T Connect call your device, using the number you defined in your profile. Or, you can automatically dial in to the conference, using a caller-paid or toll-free number. Another option is to manually dial in according to the dial-in instructions.

Can I connect to a conference by phone only?

Yes. There is a speed dial option you can use. Long-press on a conference in the home page. Then tap dial-in on the menu and your default dial-in location is dialed and you are connected to the conference by phone-only.

What should I do if my audio is already connected?

If you're already connected to the conference by audio, (mobile or land line) you need to enter a code. You can find the code at the bottom of the AUDIO CONNECTION screen.

What do I do once I connected my audio?

Just go back to the AT&T Connect application. Don't forget that your mike is now open, so if you don't want to speak or be heard, tap on the audio button to mute.

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

Tap the hand button in the app bar. A hand icon is displayed on top of your image in the participants list which lets the presenter know that you are waiting to be heard.

Can I chat with other participants during a conference?

Sure! In the participants list, tap the participant you want to chat with to open the chat screen. Tap in the text box, type your message and tap send. The receiver sees the first line of the chat in the notification bar and just taps it to view.

I want to send an announcement to all the participants. How do I do this?

Tap the megaphone button in the app bar to open the ANNOUNCEMENTS screen. Tap in the text box, type your message and tap send. The megaphone button becomes blue and participants see the first line of the announcement in the notification bar. They tap it to view the full message.

The presenter shared a file. How do I see it on the whiteboard?

Swipe to whiteboard in the action bar above the participants list. Pinch or stretch the whiteboard to zoom in or out. Slide your finger around to pan the whiteboard. Rotate your device to see the whiteboard in portrait or landscape view. (You can see the participants list only in portrait view.) Tap the camera button to take a snapshot. It's saved in your device's photo application.

How can I sort the participants list to display my unread chats?

The app lets you sort the participants' names according to alphabetical order, chats and participants with raised hands. Open the app bar in the participants list and tap the sort participants... option. Tap Chat and the new order first displays participants with unread chats, those with chats you read, and those with no chats.

Can I record a conference on my device?

No. But if the conference is being recorded on Connect for Windows or on the server, you are alerted in the notification bar.

I want to add one of the participants to my contacts list. How?

You can do this from the participant's profile card. Tap the participant in the participants list to open the chat screen. Swipe across the chat screen to open the profile card. Then, tap the 3 dots to open the app menu, tap Save as contact and it's done!

How do I exit a conference?

Just tap your device's back button. Or, tap the 3 dots to open the app menu, tap exit and then confirm. Both ways return you to the home screen.