



AT&T Connect[®] on iOS FAQ

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System requirements and technical information

What are the system requirements and supported devices for AT&T Connect for iOS?

- An iOS 7.0 and up.
- An active 3G/4G/LTE cellular network or WiFi connection (AT&T Connect does not function in airplane mode).

Supported iPhone® devices:

- 4
- 4S
- 5
- 5C
- 5S
- 6
- 6+

Supported iPad® devices:

- 2
- 3
- 4
- Air
- Air 2
- Mini 1
- Mini 2
- Mini 3

What is the data speed of AT&T Connect for iOS devices?

The data speed of the application is derived from the network—either the mobile 3G/4G/LTE network or WiFi.

How much battery life does AT&T Connect for consume on iOS devices?

Connecting to the application on the Internet is equal to Internet battery usage. Battery usage varies between the different iPad devices (2G/3G/4G/LTE), and between the different networks (WiFi).

Downloading the Application

How do I download the Connect application?

Typically, you download AT&T Connect from the App StoreSM at <https://itunes.apple.com/app/at-t-connect-mobile/id318798264?mt=8>. You can also download the application from your email invitation to a conference. In this case, you will be directed to the AppStore installation page when you tap on the link in the invitation. After the application is installed, the AT&T Connect button appears on your device's home screen.



Joining a conference

How do I join a conference?

From the home screen: Tap the **Join** button in the home screen. This opens the **Current Conferences** popup with a list of your ongoing conferences and those that will occur within the next two hours. You can join an ongoing conference, or one that will start within the next fifteen minutes. Note that only the conferences that exist in your device's calendar appear in the **Current Conferences** popup. Tap the conference you want to join and you will be connected within a few moments.

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

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

Why do I need to give my personal details when I join a conference?

The **Your Details** screen opens for you to specify your name as it will appear to all other participants in the conference.

I'm not an AT&T Connect customer. Can I still join a conference?

If you're not an AT&T Connect customer, you can join a conference from the email invitation you received from the host. First, download the AT&T Connect for iPhone or iPad application from the App Store and then tap on the conference link in the invitation. You can also join from your device using the application's **Join** option.

Connecting audio

How do I connect audio?

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

- **Use My Device**—connects your audio via Voice-over-IP (VoIP).
- **Call Me At**—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.
- **Alternate Dial-In Numbers**—displays the complete dial-in instructions for 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.

Can I change my number when I am in a conference?

Yes. Tap the Settings button (cogwheel). In the **Conference Settings** popup, tap the **Audio Connection** button. Tap the "i" icon in the **Call me at** button and in the **My Numbers** screen, tap the **Edit** button. In the **Edit Numbers** screen, tap the "i" icon next to the number you want to edit and in the **Edit Number** screen, update the number and tap **Save** and then **Done**.

You can also add a new number by tapping **Add Number** in the **Edit Numbers** screen.

Are there any special requirements when using VoIP?

We recommend using earphone to ensure the best VoIP quality.

Note: VoIP needs to be turned on by the System Administrator.

What happens to audio (VoIP) when I leave the conference?

The audio connection continues in the background. You will still be able to hear the other participants as well as talk.

What should I do if my audio is already connected?

If you are already connected by phone (mobile or land line), you need to enter a code. 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.

How can I change my audio connection during a conference?

Tap the Settings button (cogwheel) in the toolbar, tap **Audio Connection** and then choose how you want to connect.

Connecting video

How do I connect video?

iPhone: Tap the video button in the navigation bar to open the **Video** screen.

iPad: Tap the video button in the toolbar. In the **Video Stream** popup tap **Activate Video**.

You can switch your camera view by tapping **Front Camera** or **Back Camera**.

How is video displayed in the Video panel?

Tap the layout button in the Video panel and choose from:

Follow the Speaker—follows the active speaker only.

Fit to Pane—broadcasts the video streams of up to the last six active speakers.

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.

View the video panel in full-screen mode by tapping the expand button in the video panel.

Participating in an AT&T Connect conference

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

iPhone: Tap the audio button in the navigation bar at the bottom of the screen. To unmute, tap it again. Or, tap your name in the **Participants** tab and tap **Mute** in the **My Details** screen.

iPad: Tap the audio button in the toolbar, or tap **Actions** in the **Participants** panel and then tap **Mute/Unmute**.

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

Tap the emoticon button in the action bar and then choose an emoticon to express yourself. Tap **None** to clear it.

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

Tap the **Raise Hand** button in list of emoticons. A hand icon is displayed next to your name in the **Participants** list. Note 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 am stepping out of the conference?

Tap the emoticon button and then tap **Step Out**. This mutes your audio and stops your 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 by tapping the Video button in the navigation bar and selecting **Activate Video**.

Can I invite other people to the conference after it has started?

Yes, you can invite others by email directly from your device. Tap **Actions** in the **Participants** panel and then tap **Invite Others by Mail**. This opens your email application with the conference invitation. Enter the names/addresses of participants you want to invite and tap **Send**.

By the way, if you are a conference host, you can also invite others by phone by tapping **Invite Others by Phone**.

How do I chat with participants?

In the **Participants** list, tap the participant you want to chat with and type your message in the chat screen. When someone sends you a chat, you hear an audio signal on your device and a blue dot is displayed next to the sender's name.

Note: Sending and receiving chats may be restricted by the host.

I want to save the content on the whiteboard for future use. How can I do this?

Tap the camera icon on the whiteboard to take a snapshot. The snapshot is saved in your device's default photo gallery.

Can take notes during a conference?

Yes you can take notes, but only on an iPad. Tap the Meeting Minutes button in the action bar. Type your minutes in the **Meeting Minutes** panel and then tap **Done**. To send the minutes by email, tap the **Send by Email** button in the right corner of the **Meeting Minutes** panel to open the email template. Add the recipients' names and tap **Send**.

What if I want to look at the meeting minutes after the conference?

No problem. Tap the Settings button (cogwheel) your iPad's home screen. Then tap **Past Meeting Minutes** to open the **Past Items** popup with a list of your past meeting minutes. Select the meeting minutes you want to view.

How do I participate in a poll?

If the presenter created a poll in the AT&T Connect application for PC, you can respond using your device. When the presenter asks a question, all you need to do is tap **Yes**, **No** or **Dismiss** in the poll popup that is displayed on your device. The results of the poll are registered in the presenter's application.

I seem to be having a problem with the application. How can I notify AT&T Support?

Tap the Settings button (cogwheel) in the navigation bar and tap **About** in the **Conference Settings** popup. Tap **Report a Problem** and then type a detailed description of your problem (the more details the better). Tap **Attach My Logs** if you want to provide additional information. Finally, tap **Done** and then **Send**.

Note: You can also open the **Report a Problem** screen by tapping the Settings button (cogwheel) in the AT&T Connect home screen. Then tap **About** and **Report a Problem**.

How do I leave a conference?

iPhone: Tap the Settings button (cogwheel) in the navigation bar and tap **Exit Conference** in the **Conference Settings** tab. To disconnect your phone from the conference, open the phone application and tap **End Call**.

iPad: Tap **Exit** on the left side of the toolbar and then tap **Leave Conference**. Don't forget to disconnect your audio.

For hosts

Why do I need to activate my account on my device?

When you activate your AT&T Connect account on your device, you will be able to start and schedule a conference directly from it.

Activate your account by tapping on the activation link that appears in the registration email you received from AT&T Connect. Alternatively, you can enter your account details in the **Account**

Details screen (that you access by tapping the Settings (cogwheel) button in the home screen and then tapping **Accounts**). Your account details are stored in the application for future conferences.

Do I need to activate my account to join a conference as a guest?

No. You just need to provide your name, email address, and phone number.

I want to delete an account on my device. How?

Tap the Settings button (cogwheel) in the home screen to open the Account Details screen. Tap the account you want to delete and then tap Delete Account.

Can I initiate an “on the fly” AT&T Connect conference from my device?

Yes, but before you start a conference, make sure your account is activated. (See [Why do I need to activate my account on my device?](#))

Tap the **Start** button in the home screen to enter your conference room. Then, in the **Participants** tab or panel, tap **Actions** and in the **Actions** screen, tap the **Invite Others by Email...** button. This opens your email application with the conference invitation. Add addresses and send out your invitations.

I just started a conference. Can I invite participants by phone?

Inviting participants by phone depends on company policy. Tap **Actions** in the **Participants** panel and then tap **Invite Others by Phone...** Type in the phone number of the person you want to invite or tap **Add from Contacts** to retrieve the number from the **Contacts** popup. Then, tap **Invite**.

Can I schedule an AT&T Connect conference from device?

Yes, but before you schedule a conference, make sure your account is activated. (See [Why do I need to activate my account on my device?](#))

Tap the **Schedule** button in the home screen to open the **Add Event** screen. Enter the conference’s title, location, and set starting and ending times. Add invitees and set any of the other conference options.

How do I give presenting rights?

Tap on the name of the participant that you want to give the presenting rights to, then tap **Give Presenting Rights**. You can also do this from the Actions menu in the Participants tab or panel.

I don’t want participants joining my conference after it has started. How do I lock it?

Tap **Actions** in the **Participants** panel. In the **Actions** popup, turn on the **Lock Conference** option.

On my iPad, I see that there is a waiting room option when I lock the conference. What does this mean?

When you lock a conference, you are asked if you want to move locked-out participants to a waiting room. Upon confirmation, they are directed to the waiting room and you see a list of the waiting participants. At the same time, the participants are notified that they have been moved to the waiting room.

Then, you can either tap **Replace Conference** to end the current conference and start a new one with the waiting participants. Or, tap **Add Participants** to add the waiting participants to the current conference.

How do I rename a participant?

If a participant is connected by phone only, they will join the conference with a default name, such as Guest1. With this feature, you can replace this default name with their real name.

Tap the participant you want to rename in the Participants panel or tab, and then tap **Actions**. Tap **Rename** (with the current name of the participant) and tap the arrow. Then type the new name.

Or-

Tap **Rename** in the participant's **Participant Details** screen.

How do I mute a participant?

Tap the participant you want to mute in the **Participants** panel or tab. Tap **Actions** and then tap **Mute**.

Or-

Tap **Mute** in the participant's **Participant Details** screen.

Can I mute all the participants at one time?

Tap **Actions** in the **Participants** panel or tab and then tap **Mute All**.

I muted the participants. How can I prevent them from unmuting their microphones?

Tap **Actions** in the **Participants** panel or tab and tap **Mute** and **Lock**.

I want to remove a participant from the conference. How?

Tap the participant you want to remove in the **Participants** panel or tab, and then tap **Actions**. In the **Actions** popup, tap **Expel**.

Or-

Tap **Expel** in the participant's **Participant Details** screen.

How do I end the conference?

Tap **Actions** in the **Participants** panel. In the **Actions** popup, tap **End Conference**.

For presenters

I'm a presenter. Can I share files from my device?

Sharing files is supported only on iPad devices. You can share files from an email attachment, other applications, and iTunes.

To load files for sharing, tap the Settings button (cogwheel) in the home page and tap **My Files** to open the **My Files** popover. Then tap the Help button at the top of the left panel in the popover for

detailed instructions on adding files from an email, applications or iTunes. You can share the file immediately or at a later time during the conference.

To share a file during the conference, tap the Share button in the action bar to open the **My Files** popover and select the file you want to share. To stop sharing, tap the active Share button and tap **Stop Sharing** or **Share Something Else**.

In the **My Files** popover, you can also search for a file, sort files by name, the time the file was added, and file type. You can also delete files by tapping **Select**, choosing the file(s) you want to delete, and then tapping the trash bin.

General questions

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

In most cases, no. However, if your company has enabled the **Call Me** feature, you may be charged for the incoming call, based on your cellular plan. And some data charges may apply.

Which countries support AT&T Connect for iPad?

The application is supported wherever iPads are supported and 3G/4G/LTE/WiFi networks are available.

Which languages are supported?

AT&T Connect is available in English only.

Troubleshooting

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

Try moving to a location that has better network coverage.

Why is my video button disabled?

This may be due to the following reasons:

- You may be using an older AT&T Connect environment.
- The conference host or System Administrator may not have enabled video.
- The application supports six simultaneous video streams. If these video streams are being used, your video button will be disabled until a stream becomes available.

The AT&T Connect for iPad application closed. How should I reconnect?

If the application closed due to connection problems or switching to another application, rejoin the conference by tapping the **AT&T Connect** icon on the iPad's home page. If this doesn't reconnect you to the conference (because more than thirty minutes passed since you were disconnected from the conference), use the **Join** option in the home screen. Alternatively, you can go back to the email invitation or open the calendar meeting and tap on the entry link.