e:Presence

Teleconference Service

Instructions for using Demo Room

Version 2.0

April 2020

INTRODUCTION

e:Presence teleconference service is mainly addressed to the academic and research community of Greece, allowing its members to organize and carry out high-definition teleconferences, reducing the relevant costs of travel and increasing productivity. The teleconferences through the e:Presence service have now replaced the vast majority of meetings which traditionally were held through the required physical presence of the participants, such as Foundation Councils, Meetings for the development of faculty members, Meetings for research and development programs, Committees for the examination of postgraduate theses or doctoral dissertations.

e:Presence teleconference service is based on Zoom's video conferencing technology. It offers a handy management environment with increased capabilities and implements an extremely easy process for the end users, in order to access directly the video conference meeting. Here, we will cover all the necessary instructions to test connectivity using the demo room.

- The following operating systems are supported:

  - Mac OS X (MacOS 10.7 or newer)
  - Windows (XP SP3 or newer)
  - Ubuntu 12.04 or newer
  - Mint 17.1 or newer
  - Red Hat Enterprise Linux 6.4 or newer
  - Oracle Linux 6.4 or newer
  - CentOS 6.4 or newer
  - Fedora 21 or newer
  - OpenSUSE 13.2 or newer
  - ArchLinux (64-bit)

- The following browsers are supported:

  - Windows: Edge, IE7+, Firefox, Chrome
  - Mac: Safari5+, Firefox, Chrome
  - Linux: Firefox, Chrome

- Supported mobile smartphones or tablets:

  - iOS
  - Android
  - Surface PRO 2 (Win 8.1)
  - Surface PRO 3 (Win 10)
  - Blackberry

- The use of headphones is recommended.

USING DEMO ROOM

Demo Room is a virtual meeting room, provided to facilitate e: Presence users, so they can test their connection to the service before connecting to a real scheduled teleconference.

Each user can select the "Demo Room" tab.
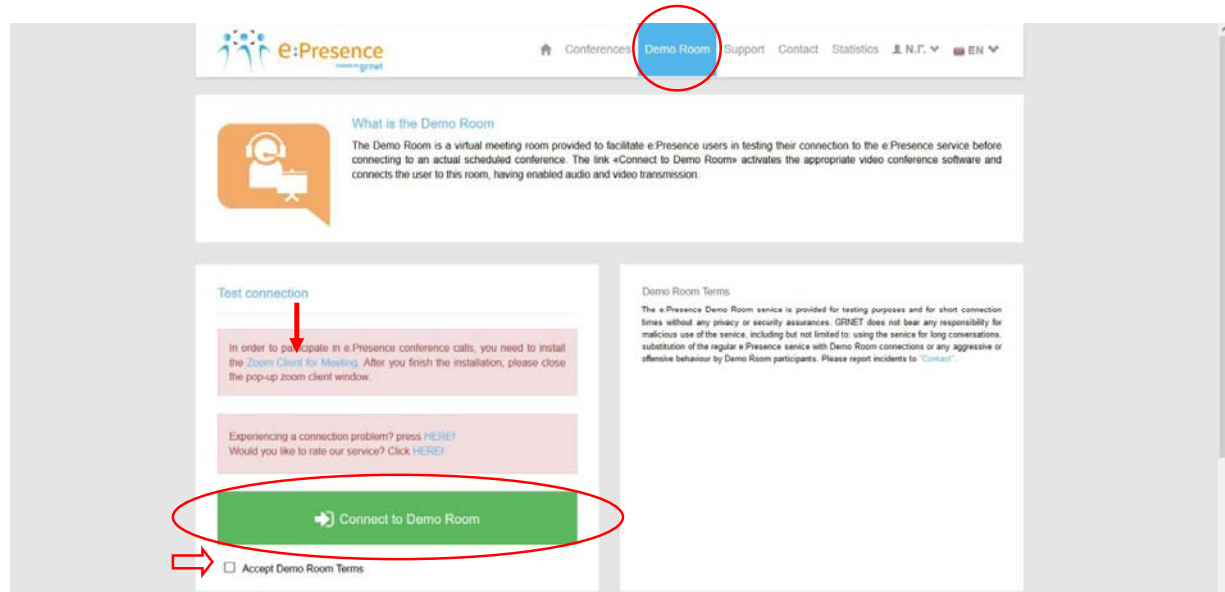
The green button "Connect to Demo Room" activates the installed Zoom software (if it has not been installed, there is the relevant blue link above the green button to install it), provided that the Demo Room Terms – described on the right column – are accepted.

Depending on the device and its operating system, the user should follow the installation (if they are using the service for the first time) and use intructions of the necessary application, as described in the relevant manuals.

In case of only one user is connected, they will be able to see the image of their camera as it is rebroadcasted from the e:Presence infrastructure or test their microphone, from the existing options in the zoom client. If they are not the only connected user, they can ask other connected people in Demo Room if they listen to them and if they see them normally.

The e:Presence Demo Room service is provided for testing purposes and for short connection times without any privacy or security assurances. GRNET does not bear any responsibility for malicious use of the service, including but not limited to: using the service for long conversations, substitution of the regular e:Presence service with Demo Room connections or any aggressive or offensive behaviour by Demo Room participants. Please report incidents to Contact page.