

## How do I join a Video-Conference Meeting?

Ulster University has several video-conferencing room types and the method you use to join your video conference will depend upon which room type you are joining from.

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### From Immersive Suites

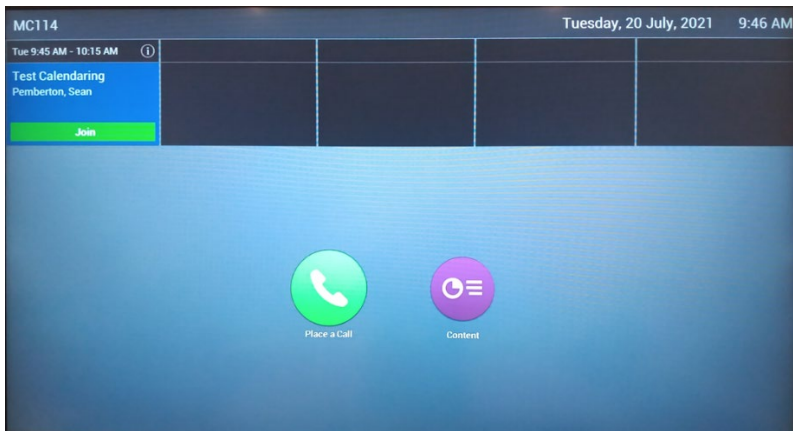
These rooms are equipped with a touchscreen tablet on the front desk displaying the next 5 meetings scheduled to take place in the room.

The [Immersive Guide](#) in the room indicates how you should locate the meeting you wish to join. Click the 'join' button under your meeting title when it becomes available / turns green at the scheduled start time.

Please ensure you press the 'Hang-up' button when your meeting concludes so the next users can view their scheduled meetings.

## From Standard Rooms

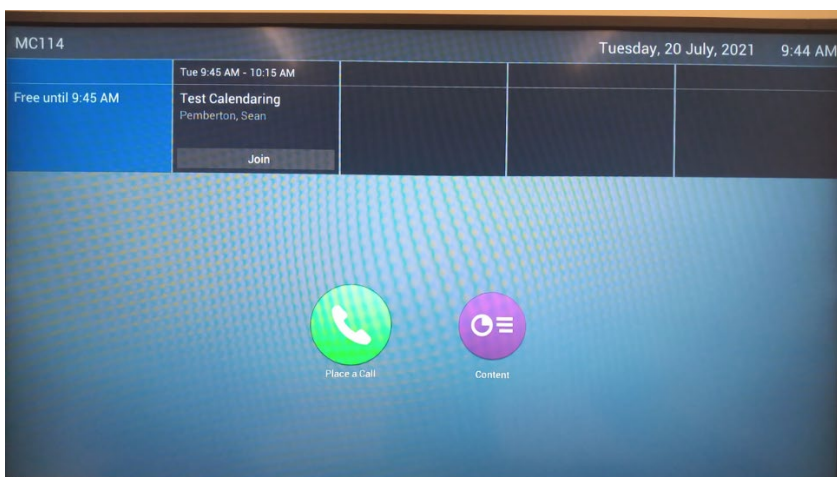
When your meeting is due to start, the main screen should show it highlighted in blue in the top left:



To join this meeting, click the middle dot in the top half of the Remote Control:



If you arrive early, your meeting may not yet be highlighted in blue:

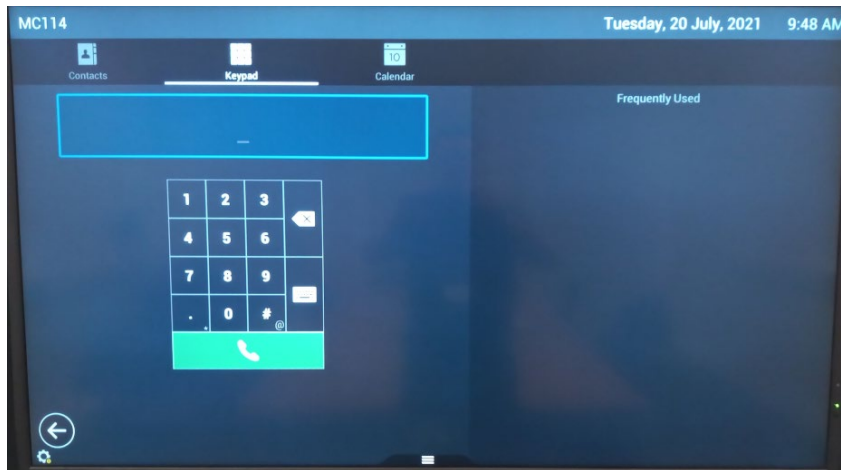


In this case, use the directional dot buttons on the remote to highlight your meeting in blue:

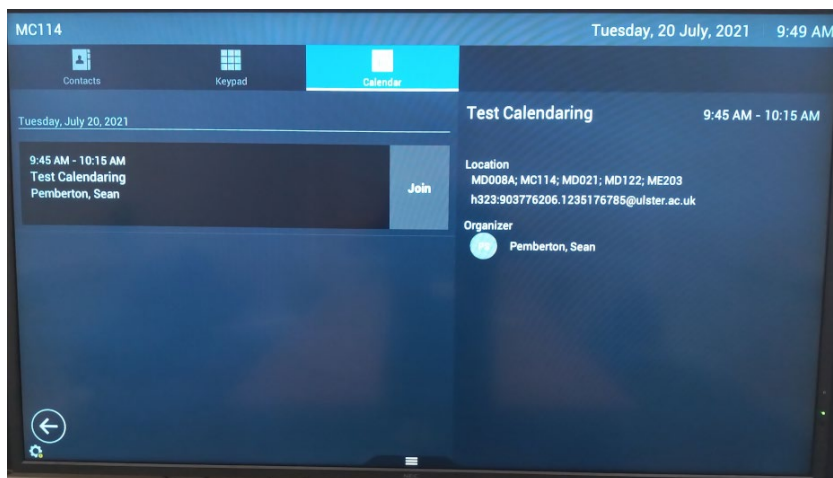
and then click the middle dot to join.



Occasionally when you arrive in a room the screen will be showing the “Keypad” tab:



In this case, use the Remote’s directional buttons to move one step right to the “Calendar” tab:



Now use the directional buttons to highlight your meeting, then hit the middle button to join.

## From a PC or Laptop

If you can't attend one of the UU video-conference rooms booked for the meeting, you can still join by using the **Windows Teams app**. (Note that this requires your machine to have a webcam and microphone.)

To join, simply click the link detailed in your meeting invite and follow the instructions.

## From a Video-Conferencing Endpoint outside UU

**External attendees** with a video-conferencing endpoint can join by using the conference details to create a "dial-in string". To do this they will need to take from the invite two items -

- the UU specific address
- the Conference ID.

Those details are found in the Invite here:

**Join with a video conferencing device**

903776206@ulster.ac.uk  
Video Conference ID: 121 601 973 7  
[Alternate VTC dialing instructions](#)

UU specific address: ← ← Conference ID:

To now create the dial string:

- Take the UU specific address [903776206@ulster.ac.uk](mailto:903776206@ulster.ac.uk)
- Then add before the @:
  - a full-stop
  - and then the conference id - with any spaces in it removed

EXAMPLE:

Therefore, using these Invite details:

**Join with a video conferencing device**

903776206@ulster.ac.uk  
Video Conference ID: 121 601 973 7  
[Alternate VTC dialing instructions](#)

UU specific address: ← ← Conference ID:

- Take the UU specific address - [903776206@ulster.ac.uk](mailto:903776206@ulster.ac.uk).
- Add before the @:
  - a full-stop
  - then the Conference ID with spaces removed to get the final dial-string:  
**903776206.1216019737@ulster.ac.uk**

Summary:

903776206.1216019737@ulster.ac.uk

UU specific address ← ← ← Conference ID with spaces removed

## Support for video conference

If you do not see your meeting invite displayed in the room and your Conference ID does not work, please check details with the meeting organiser in the first instance.

If details are verified but you still cannot connect then please avail of the following support during normal working hours (see below):

Telephone: [028 9536 7776](tel:02895367776) if you require urgent help during a conference or need to report a fault.

Please have at hand the exact symptoms and locations involved.

<b>Service Desk Hours</b>	
<b>Semester 1 and 2</b>	Monday - Friday 8am - 8pm Saturday - Sunday 1pm - 5pm
<b>All other times except extended closure</b>	Monday - Thursday 8am - 5pm Friday 8am - 4pm
<b>Extended Closure - Easter and Christmas Holidays</b>	Monday - Friday 10am - 1pm

See full support details at [Video Conference Support](#)