NexGen Virtual Webex User Manual

This manual will assist you with using NexGen Virtual Webex.

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Welcome

Welcome to your NexGen Virtual Webex! To use the NexGen Virtual platform with Webex integration, **you will need an account for NexGen Virtual and an account for Webex**. Some features supported by Webex are available only for paid accounts so if you are unable to perform specific actions make sure you check you Webex subscription to see if these re supported with your account.

Create a Webex Account

To create a free Webex account, visit https://webex.com and click on the Sign Up, It's Free button in the top-right side of the screen. Alternatively, you can access the signup page directly via https://cart.webex.com/sign-up.

Signing up for Webex is a simple 3 step process:

1. You will be asked to provide your email address and Webex will send you a verification code to your email. Click the **Next** button.
2. Enter the verification code.
3. Complete the registration form by entering you **First Name**, **Last Name**, phone number (optional) and a **password**. Click the **Continue** button.

You are now ready to use your Webex account in the NexGen Virtual platform.

Logging in

Using your Chrome browser, enter **https://webex.ngvo.io/yourcompanyname** to arrive at your virtual workplace.

1. Click on the blue **Member Login**
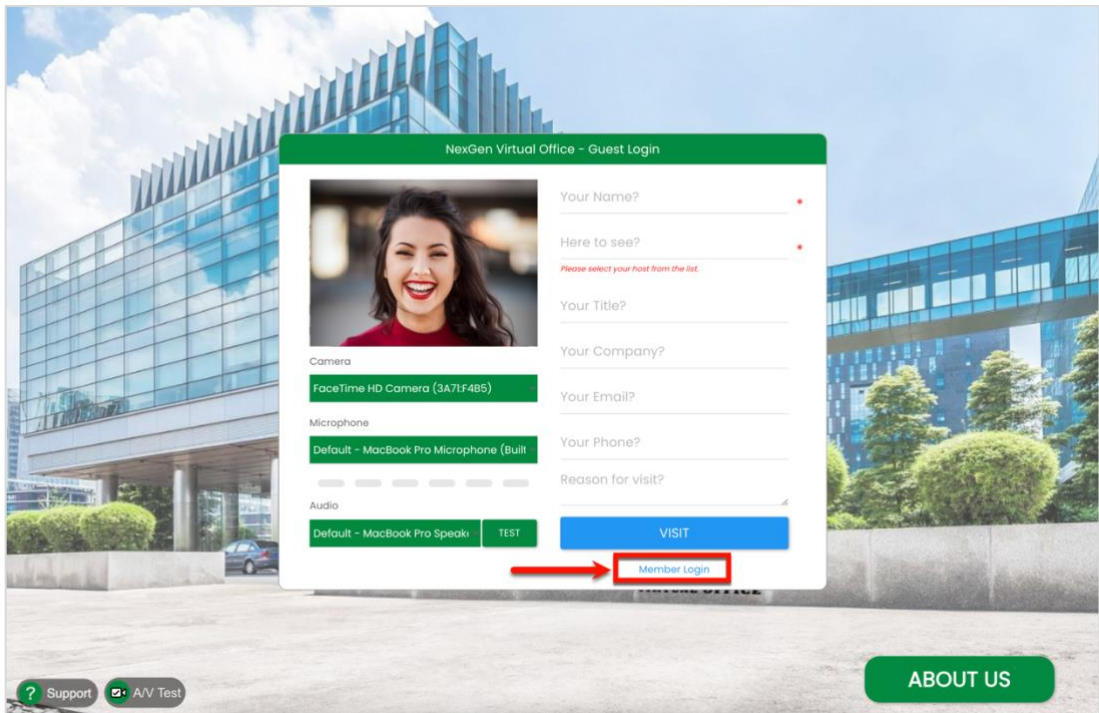
2. Enter your **NexGen Virtual Email** and **Password** and click the **Sign In** button
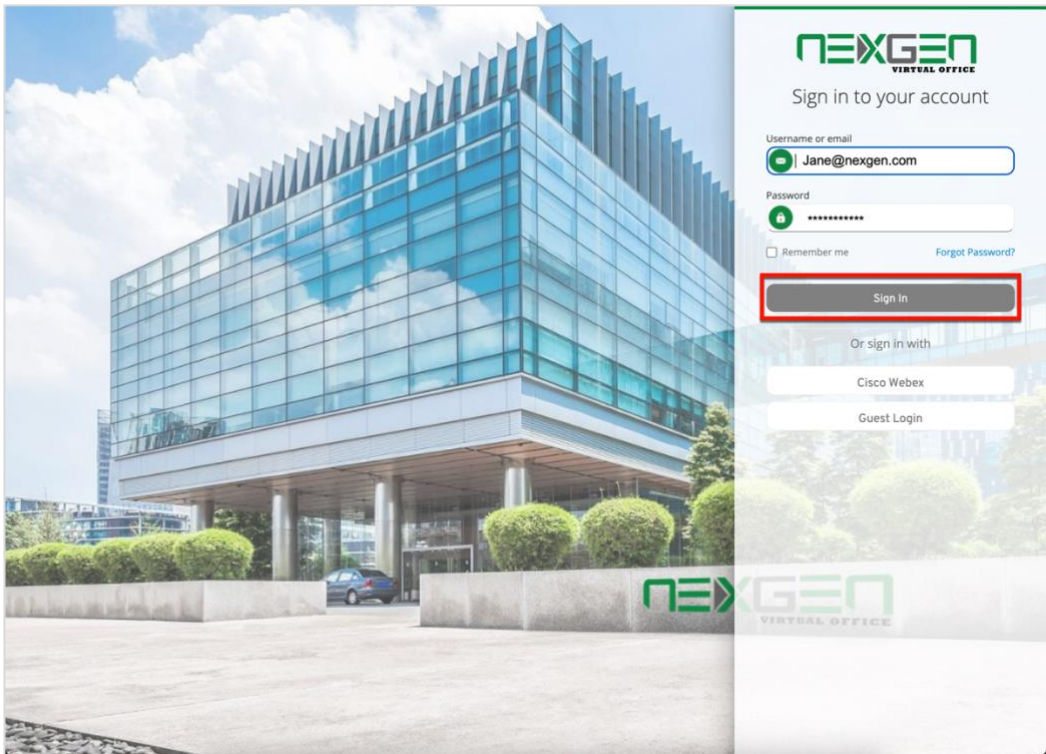
Authorizing your Webex Account

The platform will require for you to link and authorize your NexGen Virtual account to your Webex account. **This will trigger automatically on the first time you make a video call**. A popup windows will display the Webex login form.

1. Enter your Webex account **email** address and click the **Sign In** button.
2. Enter your Webex **password** and click the **Sign In** button.
3. Authorize NexGen to access your Webex account and click the **Accept** button.
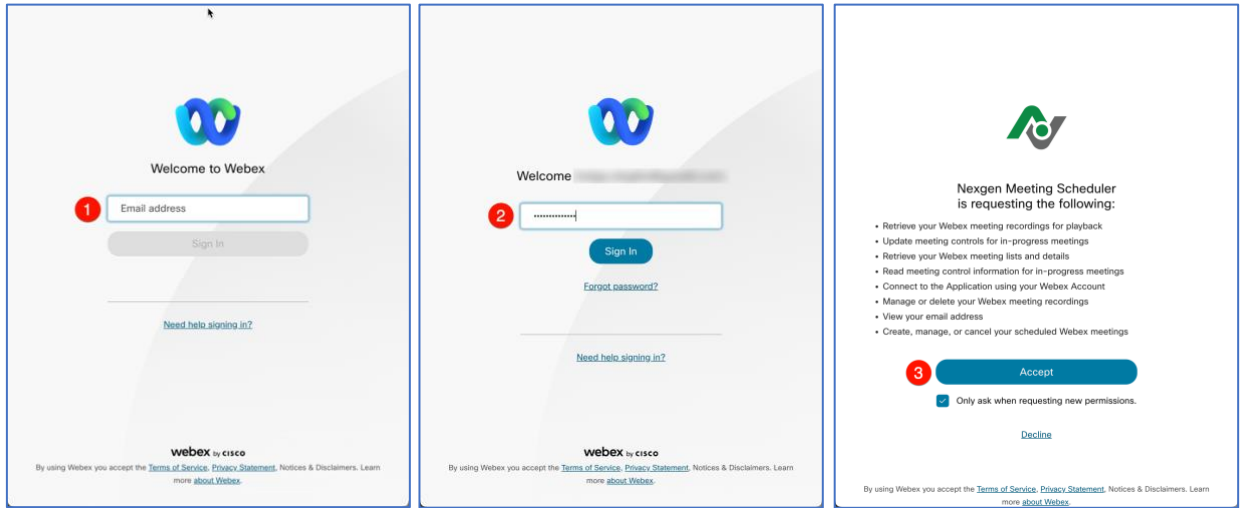
Your NexGen Virtual account is now linked and authorized to access your Webex account. Webex issues authorization tokens with a specific duration. Once the token expires, you will need to re-authorize your account following the above steps.

Note: After this initial linking is performed, you may login to the platform with your NexGen Virtual email and password or your Webex email and password by clicking the **Cisco Webex** button.

Getting Support for the Virtual Office Platform   ? Support

To get help using the **Virtual Office** platform you can click the **Support** icon at the bottom-left of the screen.

You have three ways of interacting with the **Support Bot**:

1. By browsing through articles.
2. By searching for articles using keywords.
3. By asking the Support Bot natural language questions and optionally request to chat with a support agent if your answer is not found.

To browse or search for articles, follow these steps:

1. Click the **Back** icon on the support bot header.
2. Click the **Resources** icon on the support bot footer.
3. Enter your keyword in the search bar or select an article from the list.
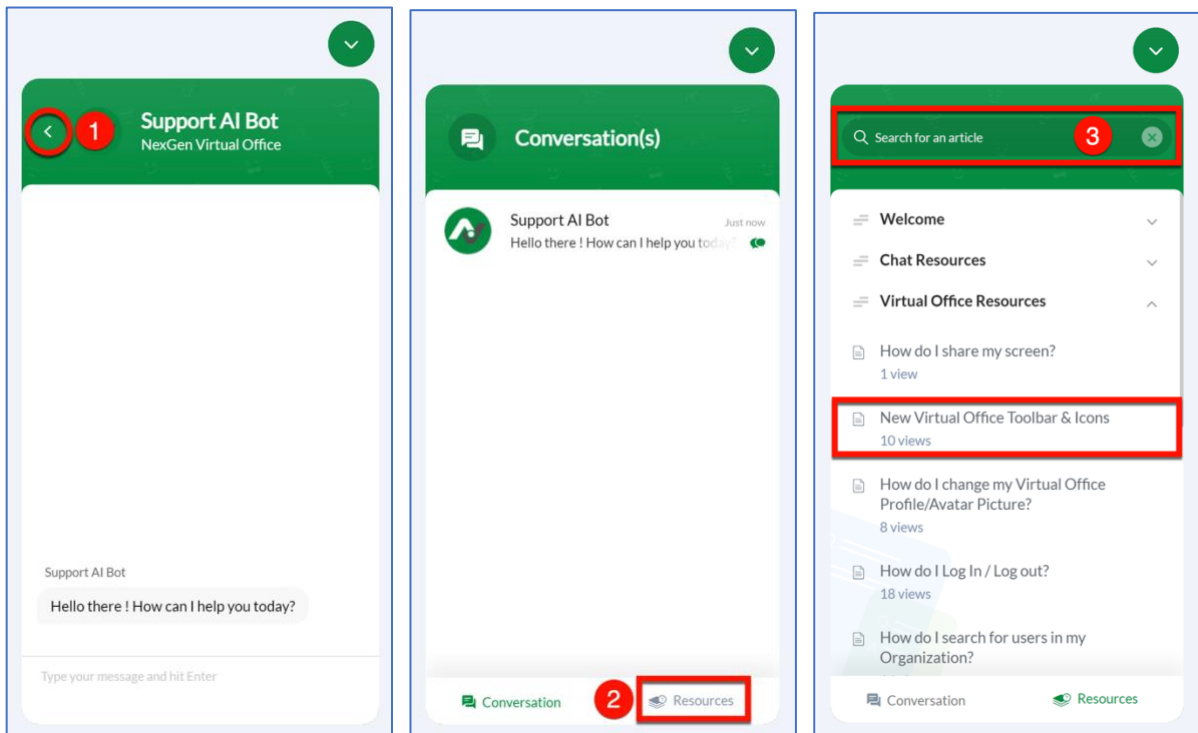
You can also interact with the support bot using natural language questions such as: How do I change my profile picture?

To do this, follow these steps:

1. Enter your question at the bottom of the support bot.
2. Enter your **Name** and **Email** and press the **Done** button.
3. The support bot will give you best matches for your question.
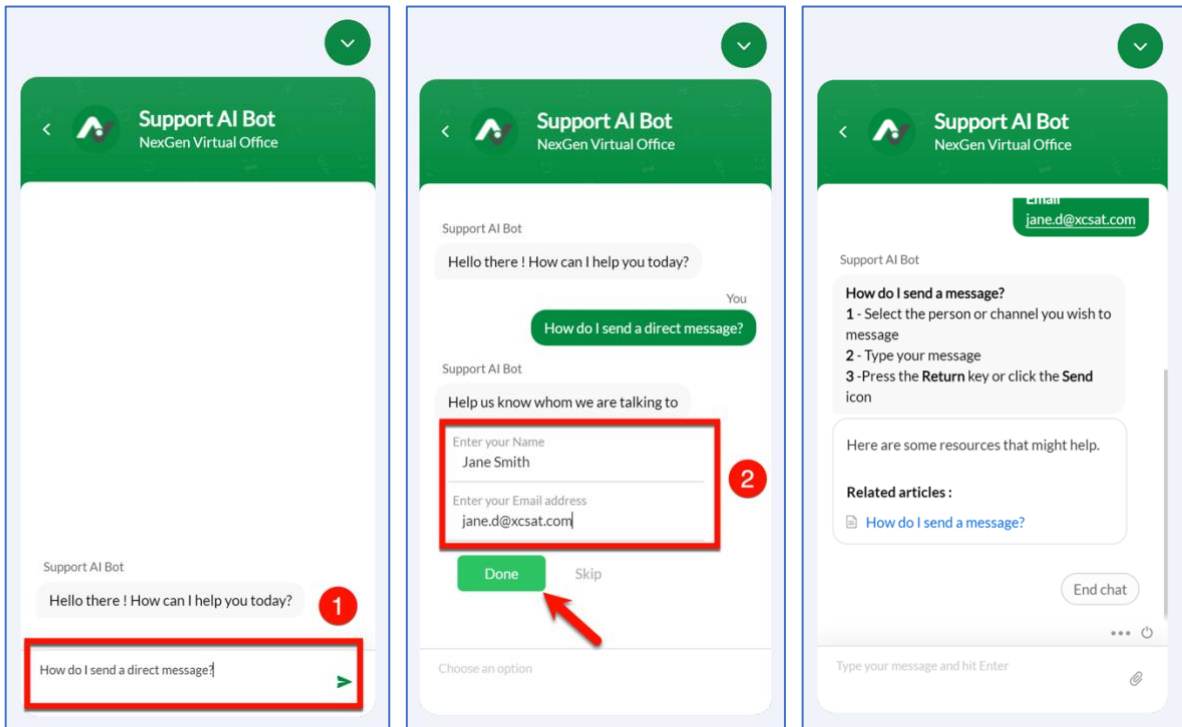
If the answer to your question could not be found, the support bot will give you the option to connect with an operator, leave a message or end the chat.
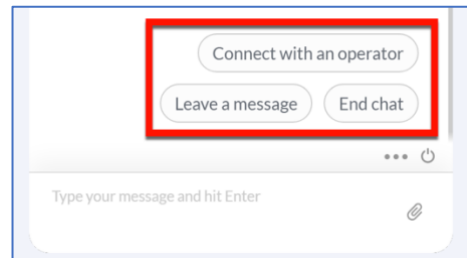
The Icons in Your Office

This section explains the icons on the top menu bar and what you use them for. You can toggle them on/off and change them.
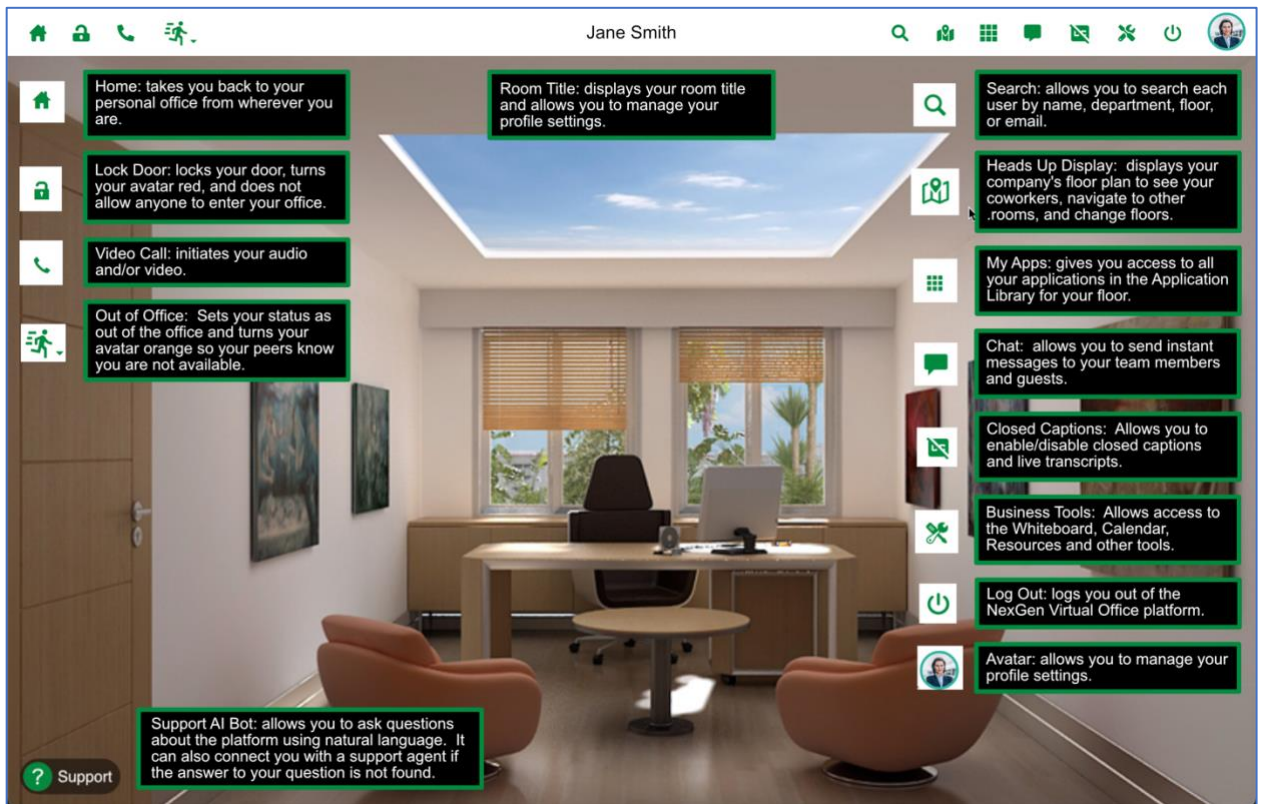
Setting Up Your Profile

You can update your profile to customize your avatar, phone number, status message, office, how your video launches in other rooms, and how your guest's video and audio launch in your office. To edit your preferences, click on your **avatar**, or your **name** while in your office.
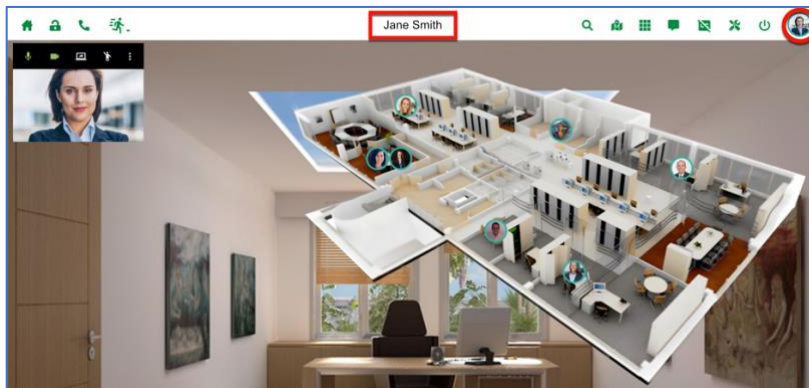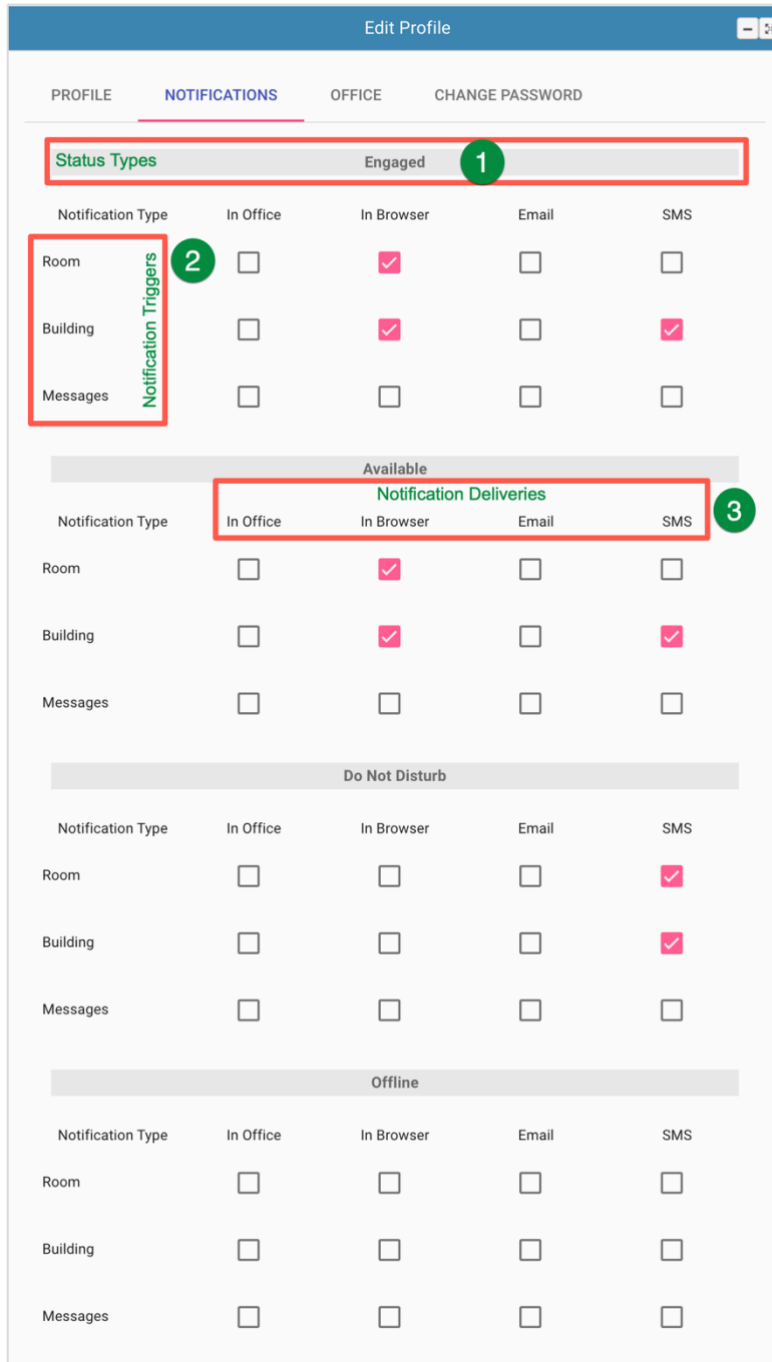
1. Enter your phone number if you want to receive SMS text notifications.
2. Enter your location (optional).
3. Change your avatar by clicking on the pencil in the lower right corner of your picture and select the file from your computer.
4. Enable/Disable **Two-Factor Authentication**.
5. Check **Notify me when users knock on my locked door so that I can decide to let them in** to turn on notifications when your door is locked.

Pressing **Exit** saves your settings.

Notifications

Click on the 2nd tab to change your **NOTIFICATIONS** settings. Customize your notification preferences for when you're engaged in the platform, on another application on your computer, when your door is locked, and when you're offline.

① Status Types

Status types determine **WHEN** you want to get notifications.

- **Engaged** means you're active in NexGen Virtual Webex.
- **Available** means you're logged in but have another application open and are not engaged in any instant messages or video calls.
- **Do Not Disturb** means you've locked your door, and no one can enter your room.
- **Offline** means you've logged out and are no longer active in NexGen Virtual Webex.

② Notification Triggers

Notification triggers determine **WHERE** you want to get notifications.

- **Room** means someone from your company has entered your room to engage in a video chat.
- **Building** means a guest has tried to reach you in your office.
- **Messages** means someone has sent you a message through chat.

③ Notification Deliveries

Notification deliveries determine **HOW** you want to get notifications.

- **In Office** means a dark prompt will appear on the upper left corner of your NexGen Virtual Webex tab.
- **In Browser** means google chrome will notify you with a traditional browser notification.
- **Email** means you will receive an email to notify you.
- **SMS** means you will receive a text message.

Customize Your Office

Use the 3rd tab, **OFFICE**, to change your office background, create an out-of-office message, and stylize your UI elements.

1 Change Your Office Background

Click on the drop down on the right to choose an office background. If you choose **custom**, type in a URL of the picture file you want to use. You cannot upload background photos directly from your computer at this time. Learn how to [customize your office background image](#).

2 Out-of-Office Message

If you want to set a **status (labeled Out-of-Office Message)**, type in the status you want to use. This message will be displayed in your office as well as when someone hovers over your office on the heads-up display. You can change the font of your out of office message with the next field below.

Jane Smith

If I am out of the office you can reach me at (719) 555-1212
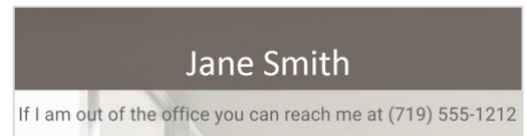
3 Out-of-Office Message Font Style

You can change the font of your Out-of-Office message to suit the style of your office to help your colleagues and guests feel your personality reflected in your room.

4 Automatically Turn on Your Video When Someone Enters Your Room

If you'd like to start video conferencing automatically when someone visits your office, select **Audio & Video**. This will turn on your webcam and your microphone as soon as someone enters your room so you will no longer be required to click the phone icon to turn your video on only when someone is entering your room. You can also choose between just your audio or your video to come on automatically if you prefer.

5 Color of Your Name

Change the color of your name in your office to fit the theme of your office.

(6) **Background Color of Your Name**

Change the color behind your name in your office to fit the theme of your office.

(7) **Color of Your Icons**

Change the color of the icons at the top of your screen like the Heads-Up Display, Search Icon, etc. for everyone to see when they visit your office.

(8) **Color When Hovering Over Your Icons**

Finally, you can change the color behind the icons when you hover your mouse over them to add one last finishing touch to your office décor!

Heads-Up Display

When viewing your floor plan, you will be able to see all your coworkers' avatars on top of the offices they're in. If they switch rooms, you will see their avatars move. You will also be able to see each of your coworkers' status by the color around their avatar. If you want to go into someone's office, it's as easy as clicking on their room. If you click on one of your coworkers' avatars, chat will open to the corresponding account.

Move to Different Rooms

Click on 🗺️ the **Map** icon to reveal the Floor Plan Map to see who is *in* the office.

Simply click on the office or room that you want to go to. Then, click on the phone 📞 icon, **Video Call** , to start a video chat, if the room you are visiting is not set to do it for you.

When you're done, click 🏠 the **Home** button to return to your office.
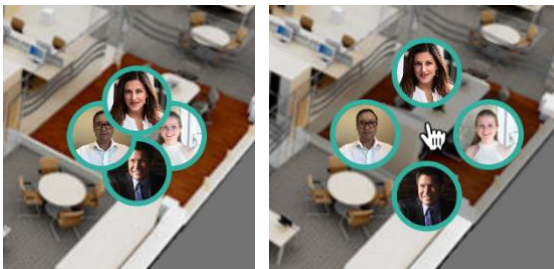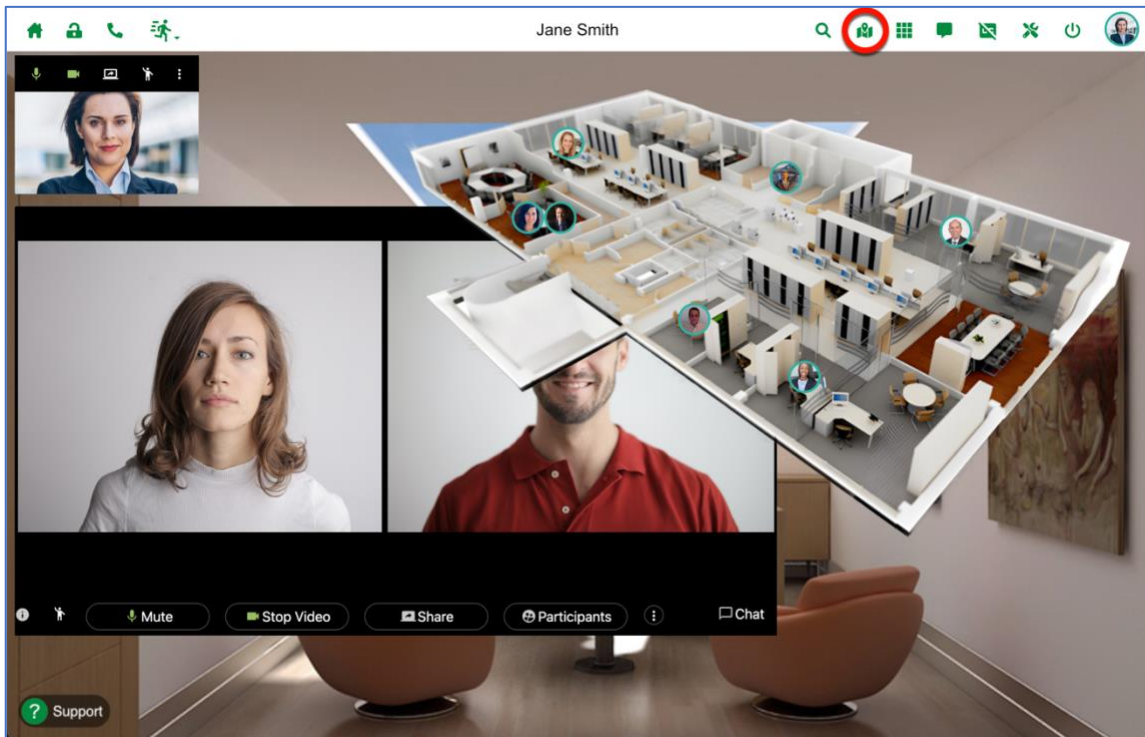
 Sometimes you might see yourself trying to join a room with several avatars covering most of the room layout making it hard to select the room. If you hover over the group of avatars, they will separate for you to click on the room. Alternatively, you can also join any room by right clicking any avatar in that room.

Move to Different Floors

If you want to move to other floors, click that same map icon (heads up display) and you will see a dropdown of floors available for your navigation. Simply select the floor you want to navigate to and click on the room on that floor. It is like 'riding the elevator.'
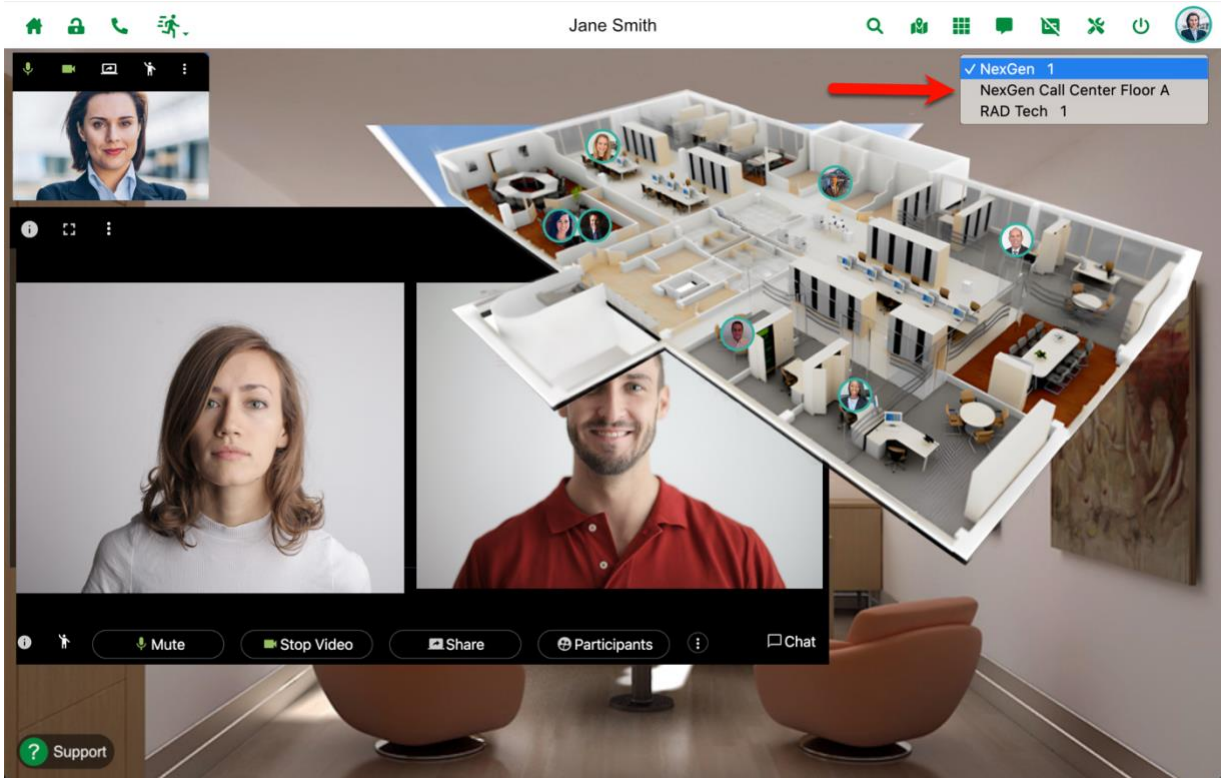
Make it Bigger!

Using Ctrl +/- or Command +/will make items on your screen larger or smaller for you to see content better. To get back to original size, just hit Ctrl 0 (Zero) or Command 0 (Zero). That's it. Easy!

Out of Office 🏃.

The Out of Office feature allows the user to set their status as being out of the office and highlights their avatar in orange. This visual cue will allow others to see you are currently unavailable due to a break.

To start a break, click the **Out of Office** icon in the tool bar and select the break category from the dropdown list. Then, select the expected break duration from the list or select **Custom** for more options.
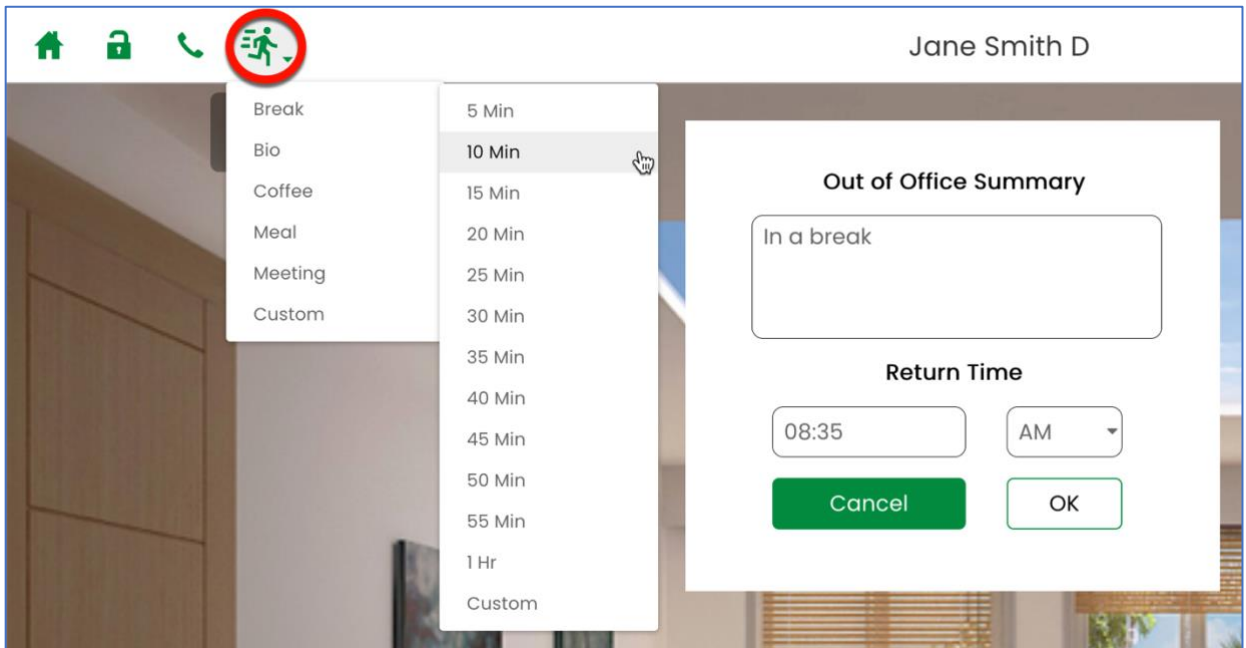
After choosing a reason and duration for your out of office, a summary popup form will allow you review your selection and allow you to make edits if needed. To initiate the out of office, simply click the **OK** button.
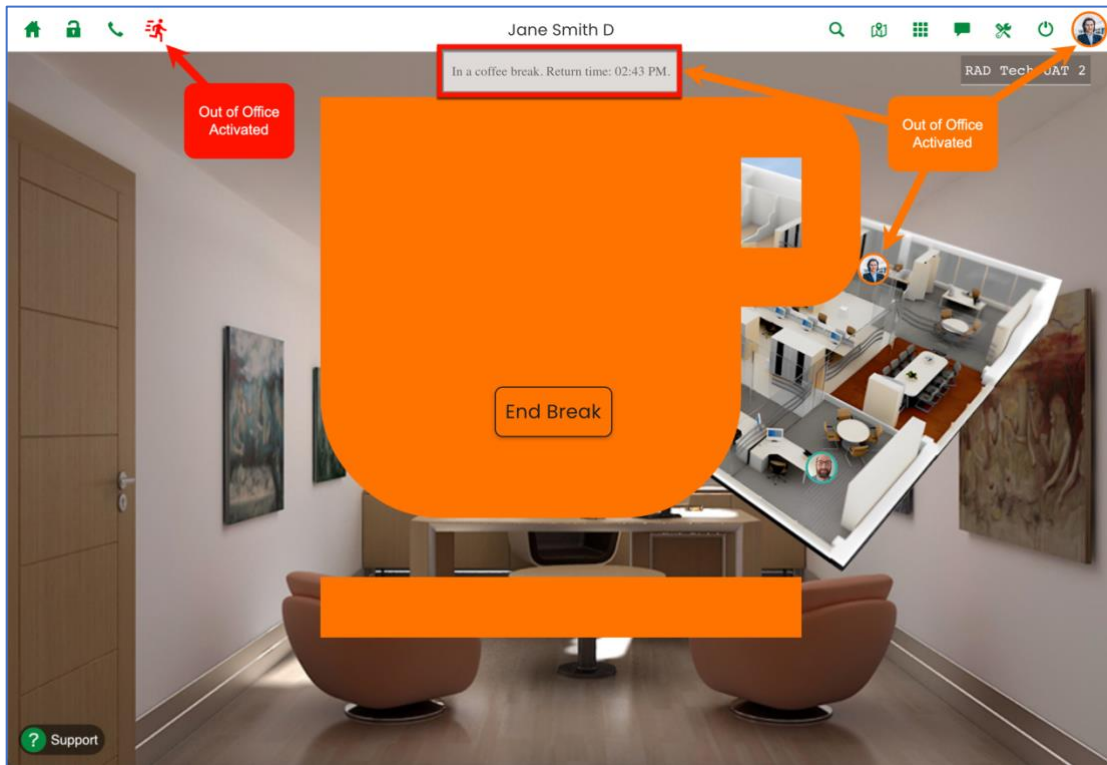
While on break, all platform features are disabled until you end the break. The system will also display a message in the top center of the room with the break reason and your expected return time.

To end the break, simply click the **End Break** button in the middle of the screen.

Meet by Video Quick Start Guide

Click on the 📞 phone icon to start a Video Chat.
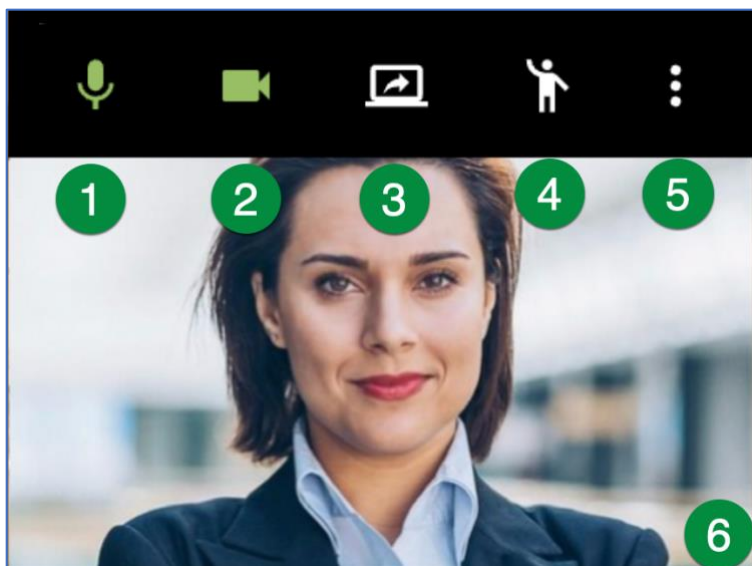
① Microphone Control

- Click to mute/unmute

② Camera Control

- Click to turn your camera on/off

③ Screen Sharing Control

- Click to start/stop screenshare
- [Click here to learn more about screen sharing](#)

④ Raise Hand controls.

- Click to Raise Your Hand

5 Preferences Menu

- See the preferences page

6 Gripper Control

- Video is laid out over a grid that becomes faintly visible when you grab the video pane by either the tool bar or the gripper control to give guide points for logical sizes and placement. While stretching, a shadow will show you where on the grid the video pane will land.
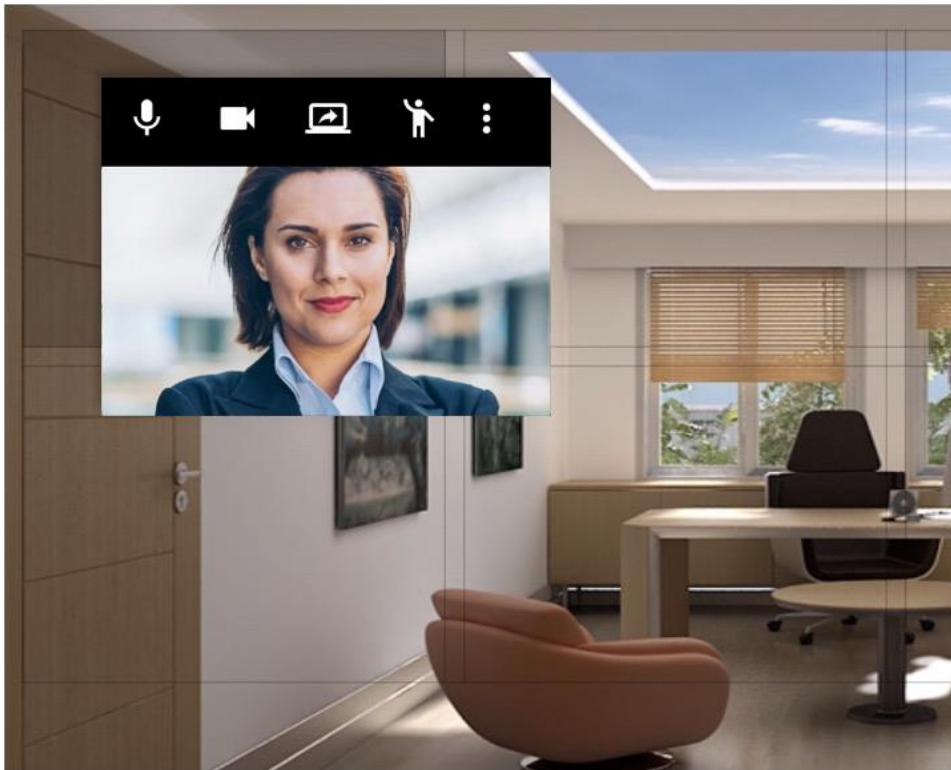
*** Use Double Tap instead of right click on mobile and tablet

Preferences Menu

Click the vertical ellipse icon 　　⋮　　 to set your audio & video preferences.
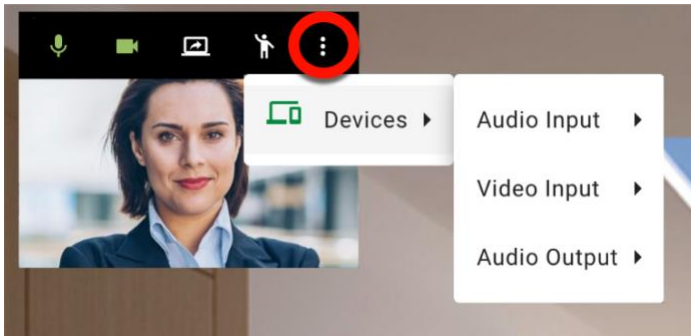
Device. These are the devices that will be activated when you click on the Microphone or Camera controls (see #1 and/or #2 above).

- Set the default Audio Input device
- Set the default Video Input device
- Set the default Audio Output device

Remote Video

The remote video section displays all the video streams of the remote participants.
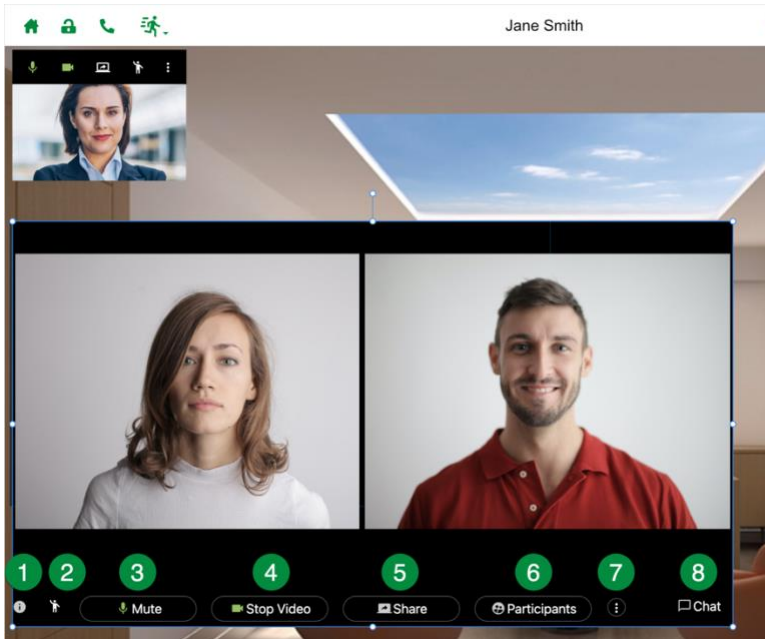
1 **Meeting Info Control**

- Displays a pup up window with the meeting details. Copy All copies all meeting info to the clipboard so you can paste it into a meeting invitation.
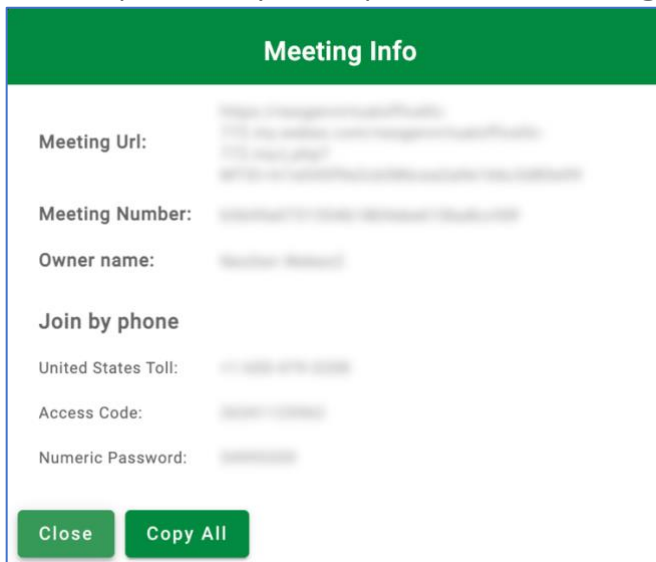
2 **Raise Hand Control**

- Displays a raise hand popup to all participants

3 **Mute/Unmute Microphone Control**

- Mutes/Unmutes your microphone

4 **Stop/Start Video Control**

- Starts/Stops your video transmission

5 **Share Screen Control**

- Allows you to share your screen

6 **Participants Control**

- Displays a list of all participants in the room

7 **Preferences Menu**

- Controls the layout for the remote participant window
- View a list of participants and allows the Host to mute/unmute participants

8 **In Meeting Chat**

- Displays the In-Meeting Chat window

Remote Video Layout Preferences

The Remote Video window can display the participants in one of four ways:

1. **Active Presence**
   The Active speaker fill the entire viewing area and the remaining participants are displayed in small rectangles at the bottom of the viewport.

2. **Single**
   The Active speaker fill the entire viewing area and the remaining participants will not be displayed.

3. **Equal**
   All remote participants will be displayed in similar sized rectangles to fit the entire viewport.

4. **Prominent**
   The Active speaker fill the entire viewing area and the remaining participants are displayed in small rectangles at the top of the viewport.
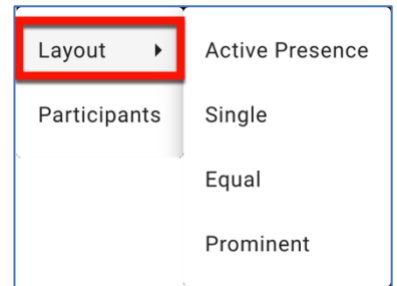
Recording your Meetings

The platform allows you to record your video session when meeting with other co-workers. This feature is found under the **Business Tools** icon located in the tool bar of the application.

To start recording, simply click the **Record Meeting** icon from the **Business Tools** menu.
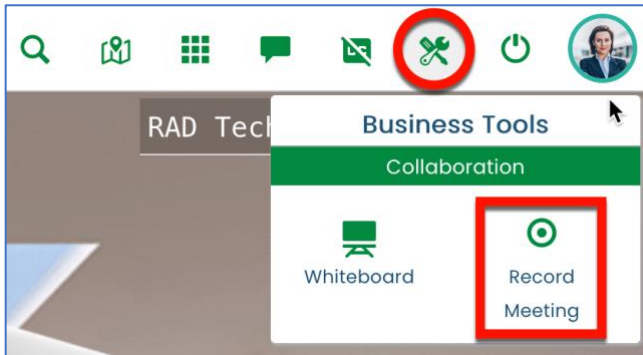
Once activated, everyone in the meeting will get a popup notification stating that the meeting is being recorded along with the name of the person recording.
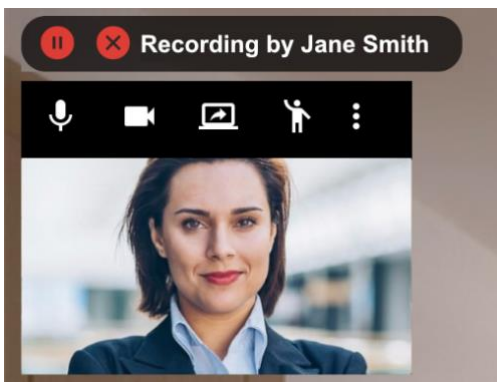
Press the **Pause** icon to pause the recording

Press the **Stop** icon to stop the recording

Note: Only one person can record a meeting. Once the session is being recorded, the icon will no longer be displayed for any of the attendees except for the person recording the current session.

Note: To manage your recordings, please review the **Recording Administrator** details found in the **Business Tools** section of this document.

Closed Captions and Live Transcripts   📷

Turn on automated closed captions to make your meetings and webinars more accessible. You can enable/disable closed captions by clicking the **Closed Captions** icon in the application toolbar. **Note**: The closed captions feature is only available for paid Webex accounts.
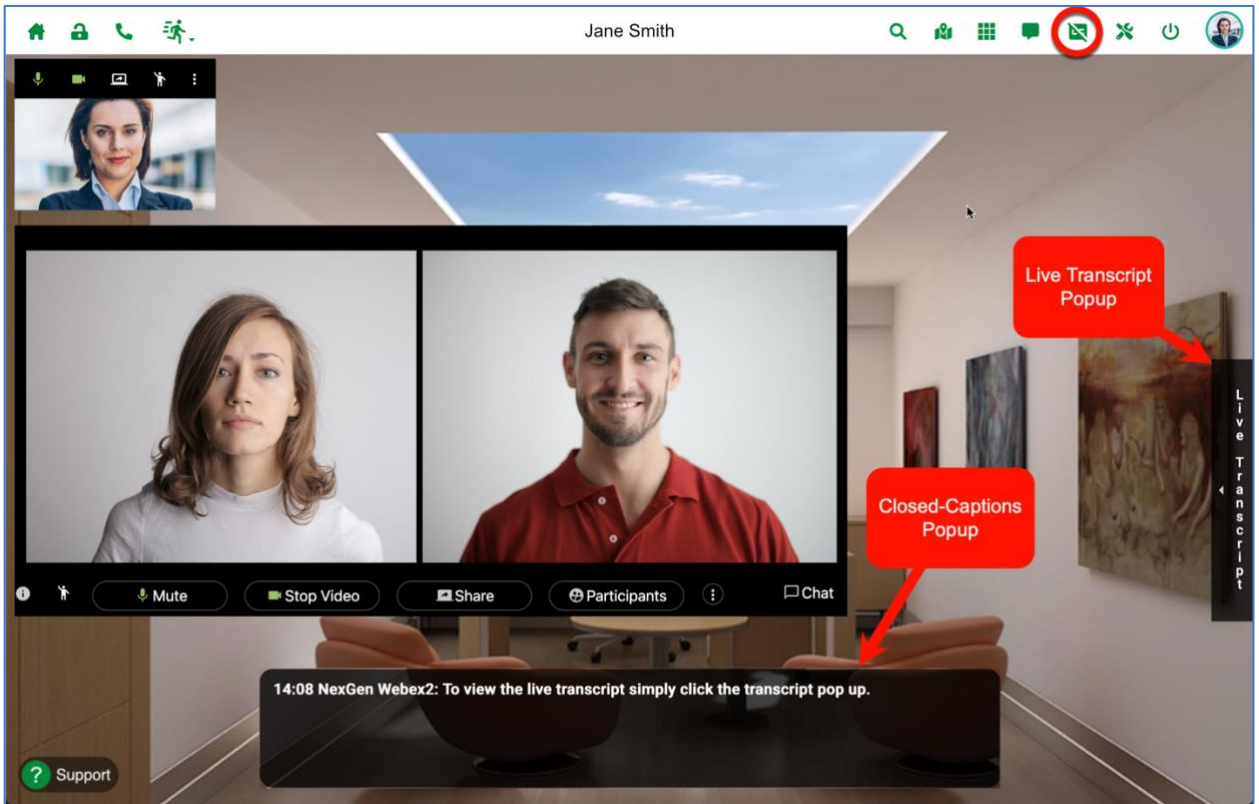
Once closed captions is turned on, the system will automatically generate a **Live Transcript** of the conversation. You can show the live transcript by clicking anywhere in the live transcript area in the popup. To minimize or hide the popup, simply click the **Hide** icon in the transcript toolbar.
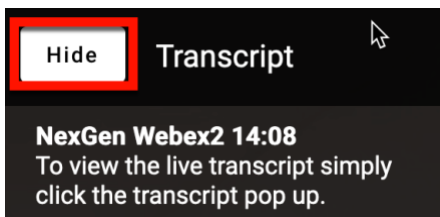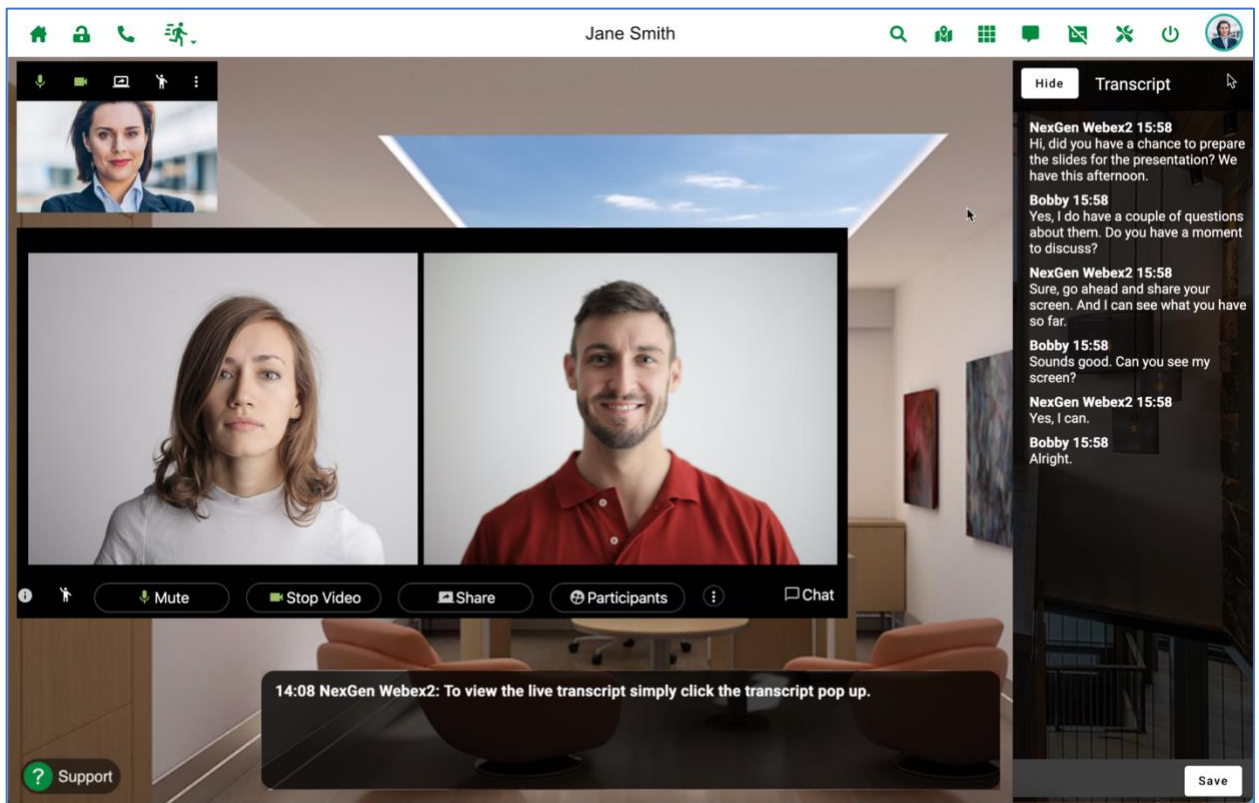
Here we see the closed captions and live transcript in action. The closed captions will contain the last sentence spoken by an attendee, while the live transcript will contain the entire conversation time stamped by who is actively participating in the conversation.

To save the transcript, simply click the **Save** button at the bottom-right of the popup.

Customize your Office Background Image
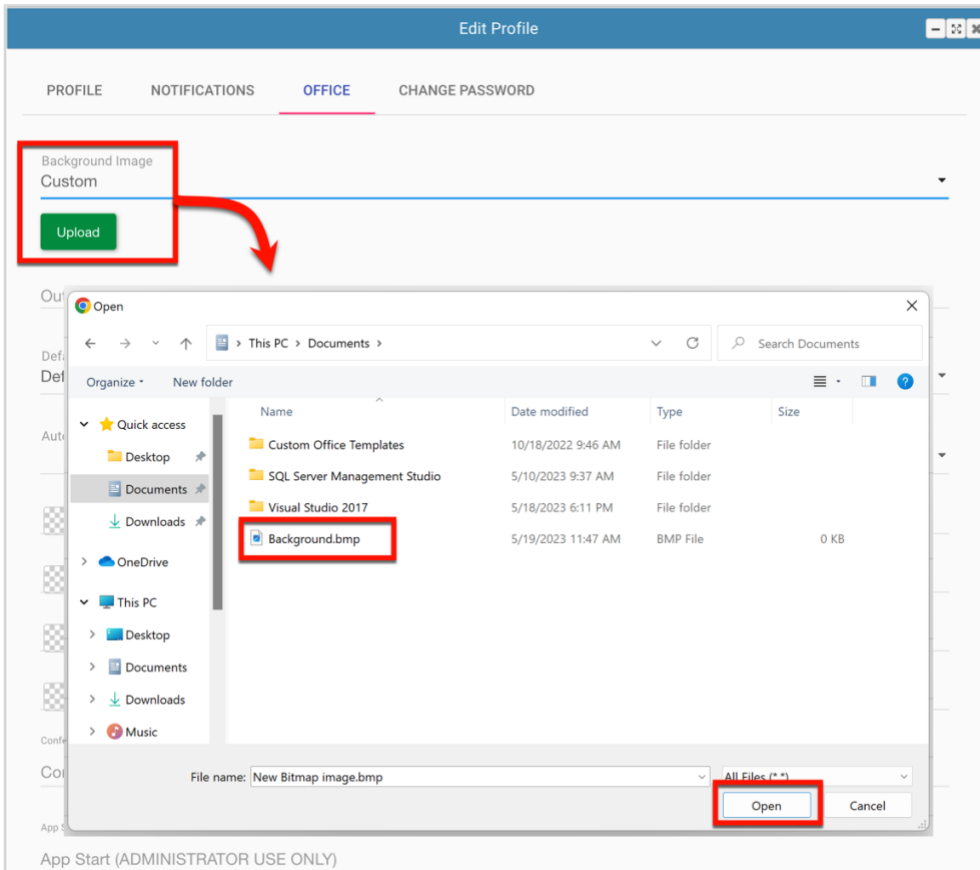
NexGen Virtual allows users to change their office background picture from a list of pre-selected backgrounds or to select a custom image by uploading it directly from their computer.

To change your background picture to a custom image, you will need to go to your **Profile** and in the **OFFICE** tab select **Custom** on the **Background Image** dropdown list. Once you select **Custom**, you will see an **Upload** button, click this button to select the picture you want to be your new background picture.

Sharing Your Screen

Use your Screen Share to start Sharing Content

1. Before you screen share it's a good idea to clear your computer desktop off before you start sharing your screen. Make sure to close any irrelevant applications and snooze all your desktop notifications.

    Next, open the document, application, or browser tab that you want to share. Don't minimize any of the content you want to share.

    Return to the Virtual Office by clicking on the browser Icon and selecting the NexGen Virtual Webex application tab.

2. Click on the phone icon, Video Chat, to start a video feed.

    Click on the screenshare button.

3. This is your Screen Share console. Please note that it has three tabs.
    *   Application Window
    *   Your Entire Screen
    *   Chrome Tab

    You need to click on one of those tabs to select the content you want to share.
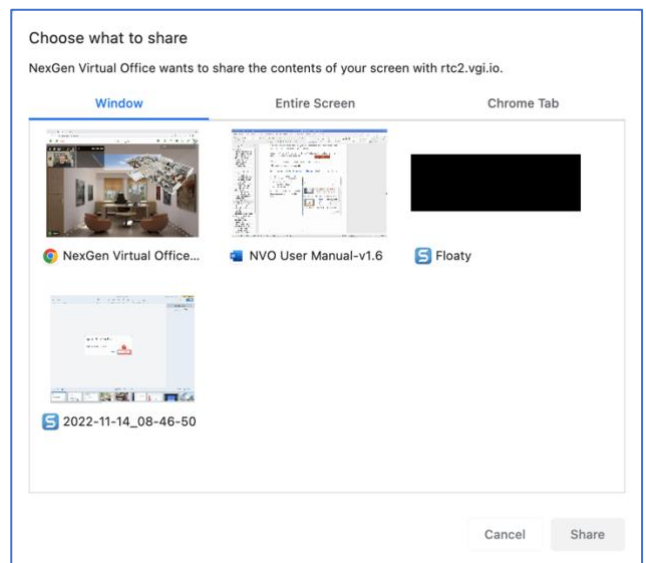
Select Share Tab: Application Tab

You will use this tab to select an application or document to share. This is the tab you will use to select a document such as a PDF, PowerPoint or Excel.

Click in the document or application you want to share and then click the Share button.

Please note there is a scroll bar to the left. But since you followed the advice in Sharing Content, you'll have few applications open.
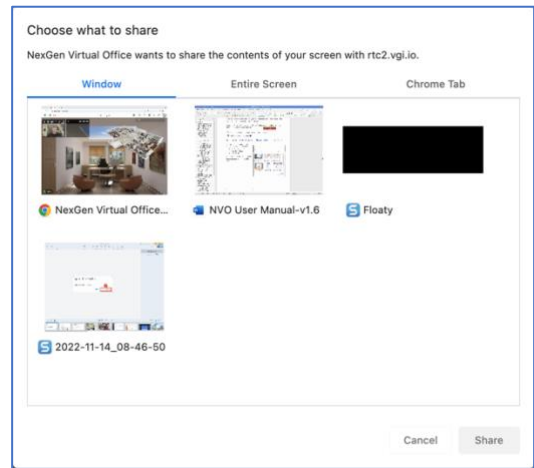
Your Entire Screen

Sharing your entire screen is the best option when you're planning on switching between applications and documents often.

Note: Apple introduced new security and privacy features starting with macOS Catalina. To enable entire screen share on Apple devices you need to enable the **Screen Recording** option for Google Chrome in the system preferences. Click here to learn how to enable this feature.
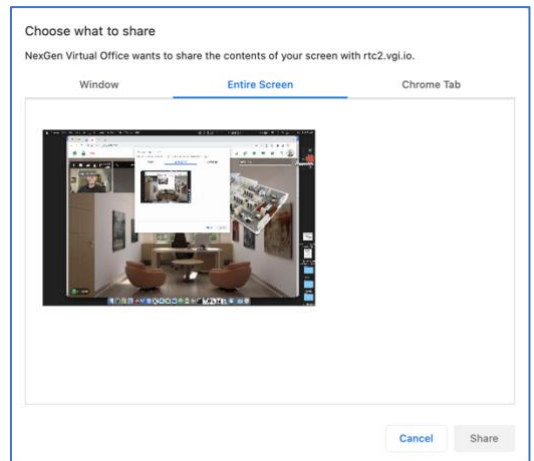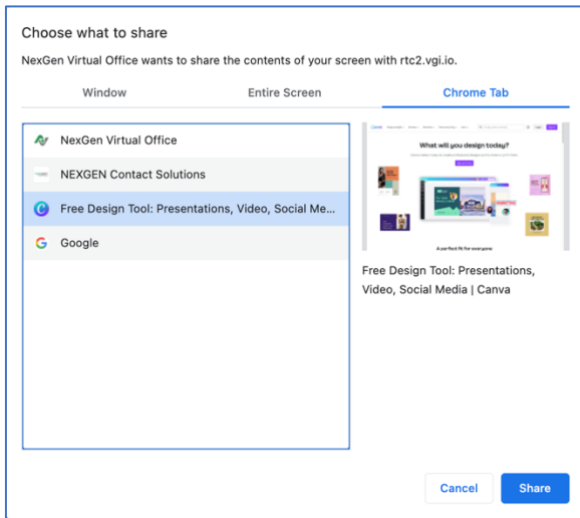
Chrome Tab

Alternatively, choose to share a chrome tab if you only want to show a single tab of your current browser and don't plan on switching away during your screen share.
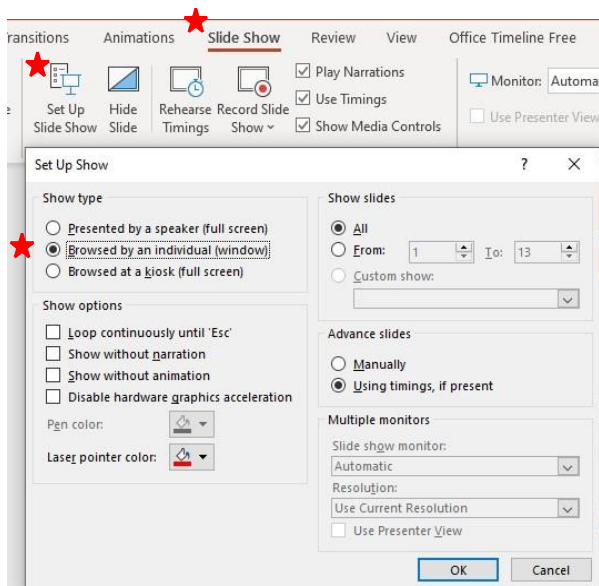
Here's your PowerPoint Tip:

To stop PowerPoint from taking over your full screen when you are showing a PPT Presentation full screen mode, set the Show Type to Browsed by an Individual (window) in the Slide Show – Set Up Slide Show settings.

Use your Application Console

All the applications and web sites you use every day are in your Application Console for anytime you need them. When you click on the **My Apps** icon, your application console will open. Here is what that looks like.

To get the applications from the App Store – just click the icon with the **plus sign** + and all applications available will show. Select the apps you want in your personal Application Console. See something missing? Let your administrator know and they can add new apps.
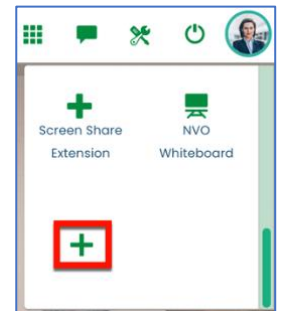
Click on the **backwards** arrow to return to your Application Console once you've selected all the apps you want.
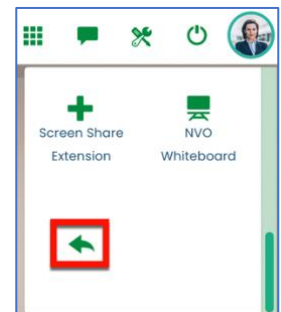
Click on the **My Apps** icon again to close the Application Console.

Invite Guests to your Office

Open your NexGen Virtual Webex Workplace for visitors 24 X 7 to illustrate to prospects and clients your accessibility. The virtual receptionist will take a message from the guest if you are not available or out of the office. That message can be delivered to you via SMS text messaging when that is enabled in your Profile Notifications.

To invite a guest, provide them with your virtual office custom URL (https://webex.ngvo.io/name) in an email or a calendar invitation along with simple instructions.
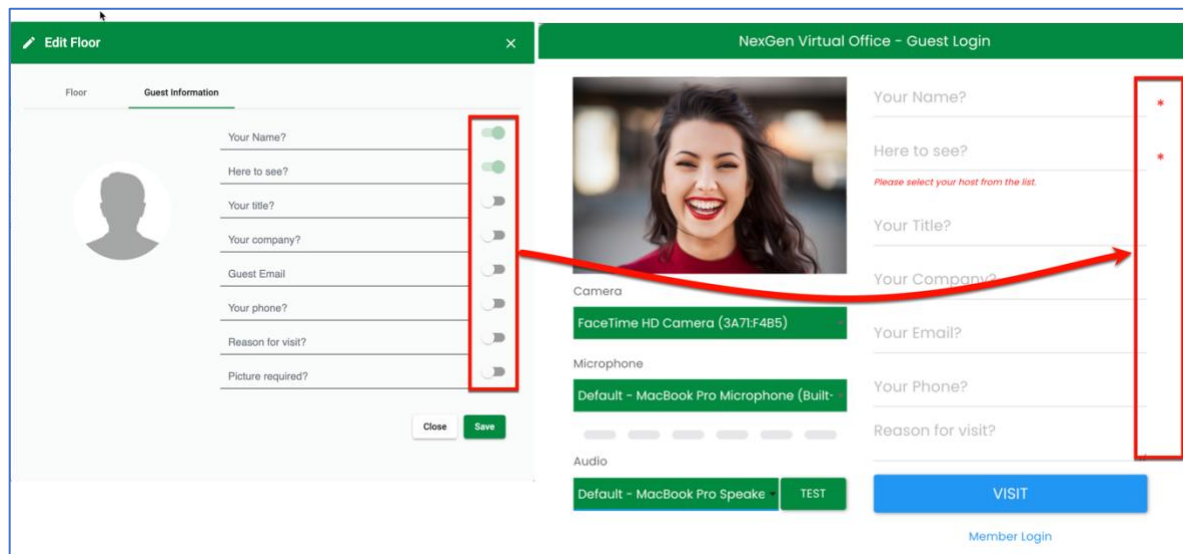
When your guest comes to your URL, they enter their name and search for your name. Your receptionist will greet them and ask them to wait. If you're available, you'll see guest controls (a drop-down selection in the lower right corner of your office) from which you can select **Summon** to bring the guest into your office or a meeting room. If you are not available, the receptionist will take a message.

At the end of the meeting, your guest simply exits the building using the exit door button to log off. Or you can log them off using **Guest Log Off** in the guest controls. If you need to during your meeting, you can send the guest back to the lobby to wait using **Send to Lobby**.
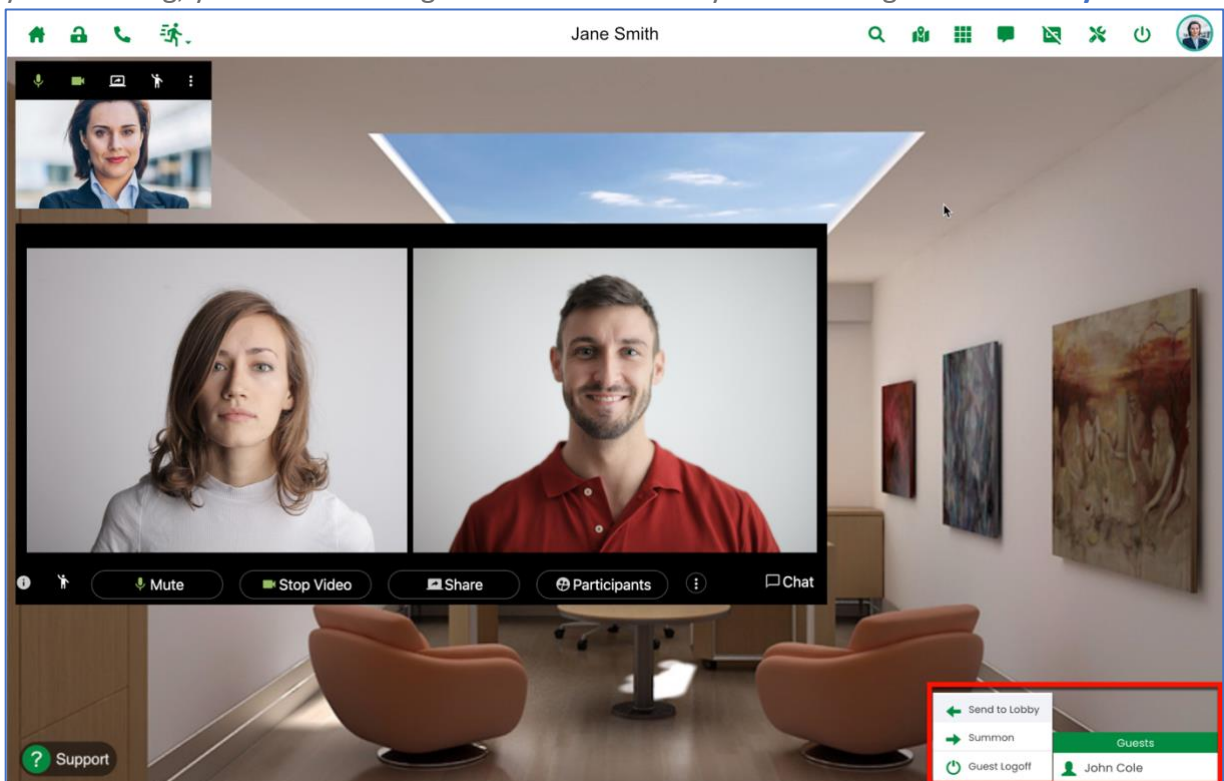
Guest Info Settings & Login

When you have visitors, administrators can now decide what information to request from your guests. To modify what information is required, go to the **Floor Administrator** app which can be installed from **My Apps** menu. Once in the app, choose the floor, then select the guest information tab and you will be presented with the **Guest Information** screen**.** Here you can select what fields to require your guests to provide.

If the required field are not filled in, the system will not allow the guest to proceed with his visit.

The required fields will be highlighted with a red asterisk.

Write the Invitation

All your guest need is your location and name.

Here is a simple message that you can use as a template customize to show people how to visit your office. Just cut and paste these instructions into your meeting invitation, create a signature to use, or even print the instructions on your business card.

Customize, Cut & Paste
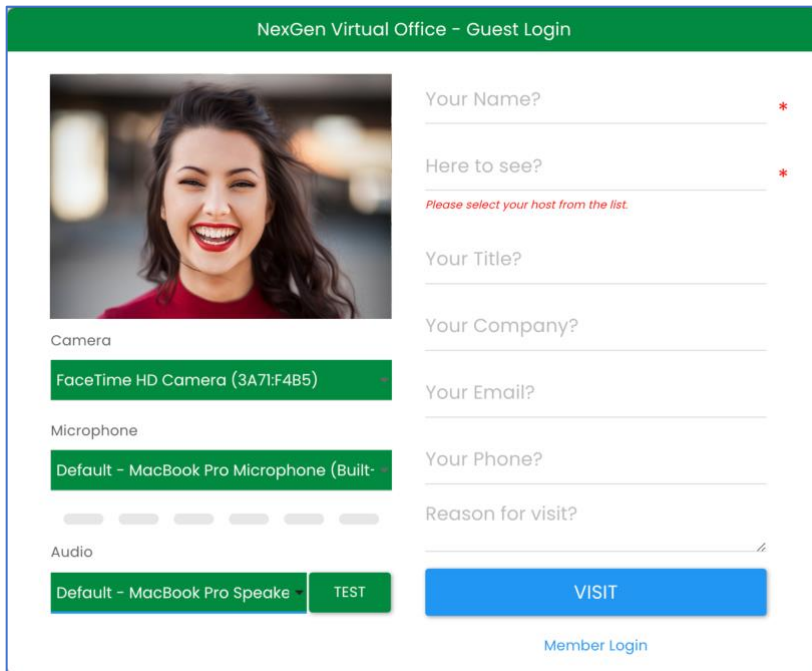
How to visit NexGen Virtual Webex

1. Make sure your camera and microphone are turned on and working
2. Using the Google Chrome Browser, open **webex.ngvo.io/Your Company Name**
3. Enter your name and then my name (**Your Name**) select my name from the drop-down box
4. You will enter the lobby in our office and be greeted by our virtual receptionist
5. I will come and bring you to my office, you will see the view change from the lobby to my office
6. Once there, click the phone icon at the top left of my office

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Here are some important tips about customer visits.

1. **Camera and Microphone** - Make sure your visitor has a camera and microphone or they will not be able to video chat.
2. **Device** - if your visitor is using an iPhone or iPad, tell them to use the Safari browser for those devices. If they have a Mac OC or laptop, your visitors will need to use Chrome.
3. **Multiple Visitors** - you can invite multiple visitors to your office. You will summon each visitor individually. Go here to see how to use the guest controls.

Guest Device Settings

The guest login page includes device selection preferences so that a guest can select their **camera**, **microphone**, and **audio devices**. A live video feed will confirm the selected camera. If the guest has the wrong device or has not allowed access to the camera, the following message will appear in the video window.

> If you don't see your live video feed, please select a different camera from the dropdown below or click the Support button at the bottom of the screen and request to speak to an agent for assistance.

To test the selected microphone, simply speak and the gray bars under the microphone will become live and will measure the audio level picked up by the selected microphone. If the wrong device is selected, there will be no movement in the audio level.

To test the Audio output, simply click the **Test** button and a short audio file will play in the selected device. If there is no audible sound, please check the volume in your system and make sure the audio device selection is correct.

Note: These settings affect only the guest login and have no effect to a member login configuration. For platform members, the configurations selected in your video preferences will always persist.

4.

Business Tools ⚒

The Business Tools menu provides quick access to platform productivity features. The icon is located in the right-hand-side of the tool bar. Business tools features include Whiteboard, Calendar, Notes, Document Collaboration, Reports, and Recordings Administrator.

Access to some of these features are set by your local administrator, so you may not see all features as listed above.
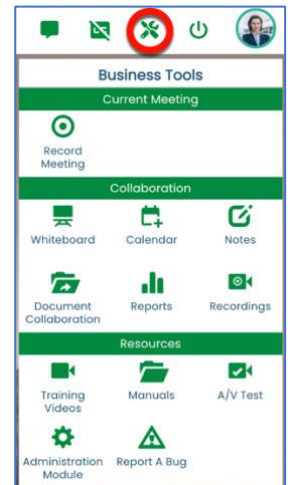
Notes ✏

The Notes app is a basic text editor that is designed to facilitate quick note taking while remaining in the platform. A typical use case for this feature would be jotting down some notes while in a meeting with a co-worker. The notes app will save a .rtf file that can then be imported into a word processor for further editing or publishing.

The menu offers few choices, but everything on this menu should be familiar to anyone who has used popular text editors in Windows, Linux, or MacOS.

To save a note, click the **Save** button and the system will save it to the default location preference of your borwser. By default, browsers save downloaded files in the **Downloads** folder.

Note: You can change this behavior by enabling the switch in your browser settings so that the system will ask you for the destination folder to save downloaded content.
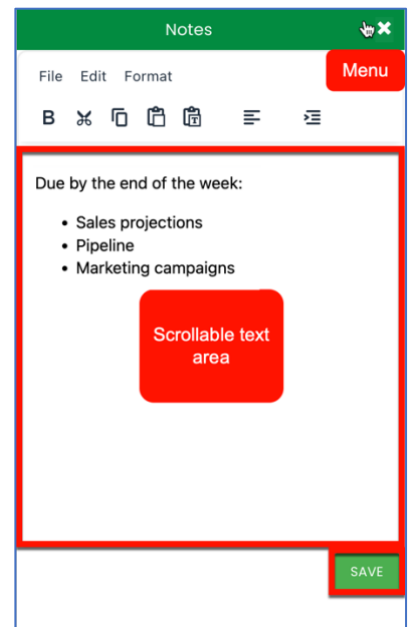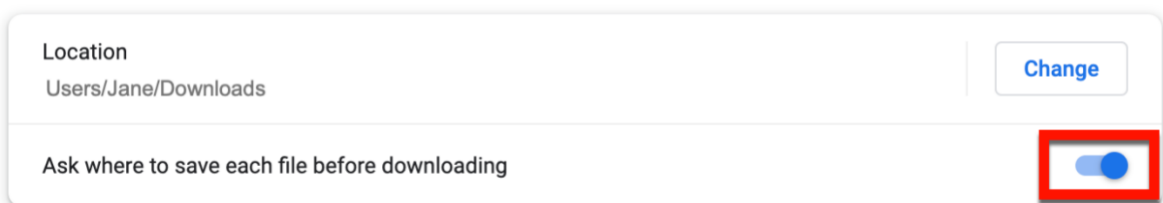
Calendar

As part of the Business Tools options, the Virtual Office platform has calendar features that include creating meeting requests and reserving rooms.

The app allows you to create a new meeting request that you can then download as an .ics file and import into your preferred calendar app. An email confirmation will also be sent to all attendees of the event.

Reserve Room

To reserve a room, simply click the **Calendar** app.
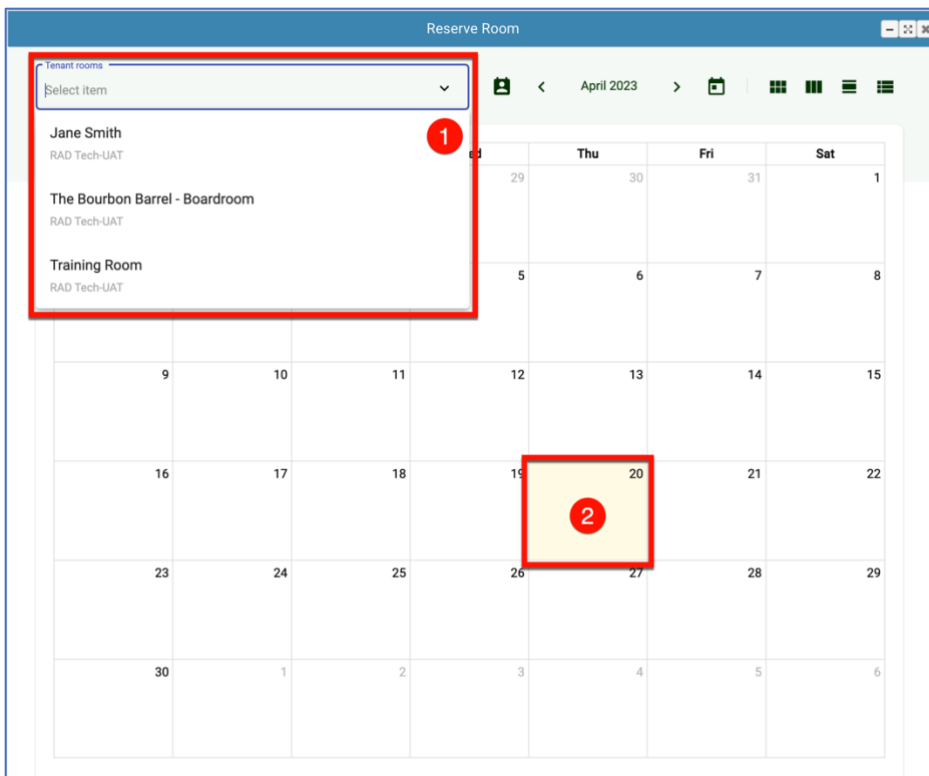
1. Select the desired room to reserve
2. Select the date you want to make the reservation for in the calendar

Once you click the desired date from the calendar, a popup screen will display a form to enter the event details.

1. Enter the event **Title**
2. Select the meeting **Attendees**
3. Select the desired start-date & time , end-date & time and time zone
4. Select the **Location** and enter an optional **Description** for the event
5. Click **Save**

Once the reservation is saved, it will appear in the main calendar, and you will be able to edit or delete it simply by clicking on the desired reservation link.

You can also change how you view the calendar by clicking on the icons in the upper right-hand side of the app.

Calendar Views
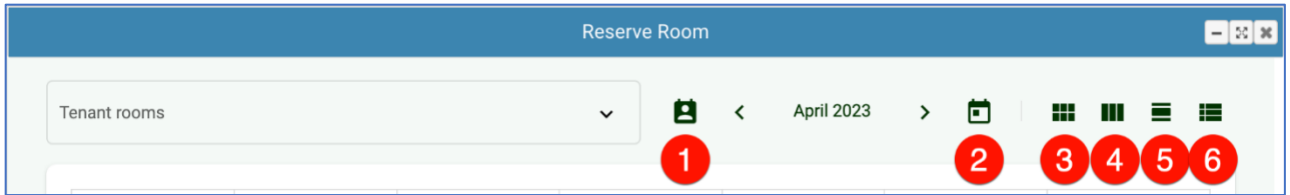
1. My Events
2. Today
3. By Month
4. By Week
5. By Day
6. List View

When viewing the reservations by week or by day, you can update the date, start time and duration of the event by dragging the reservation to the desired date/time slot. If your mouse cursor is placed in the middle of the reservation; it will change into a hand icon. If it is placed towards the bottom edge of the reservation it will turn into a down arrow icon.
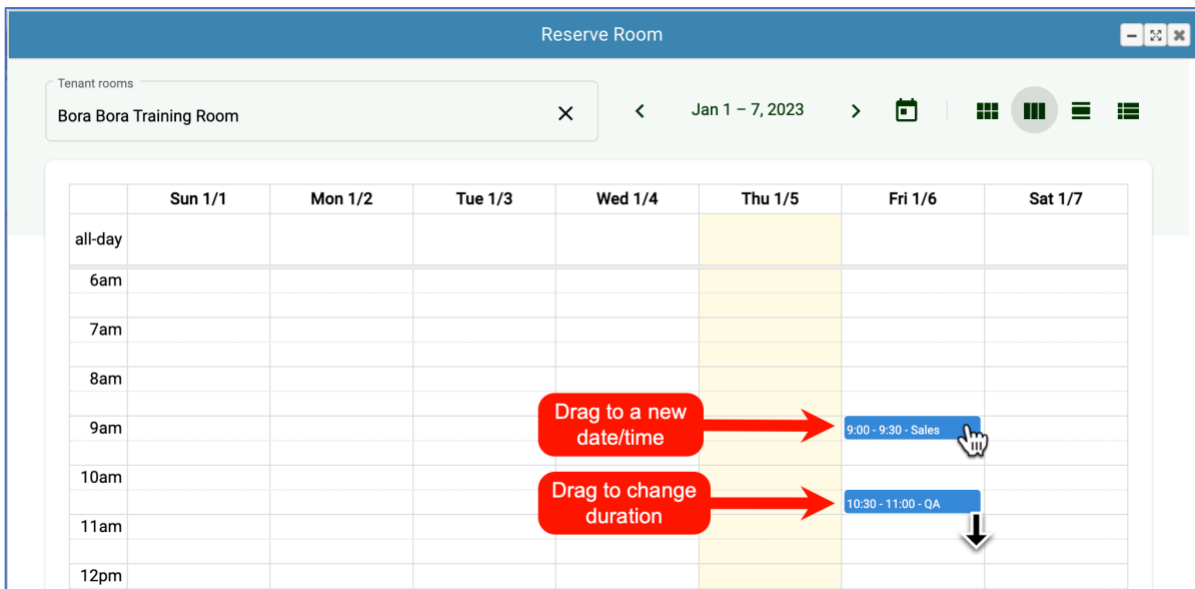
When dragging the hand icon, it changes the reservation to a new date or time. When dragging the down arrow icon, it changes the duration of the event.

Recording Administrator

The **Recording Administrator** allows you to manage your video recordings.   You can access this tool by selecting the **Business Tools** menu and clicking the icon titled **Recordings**.
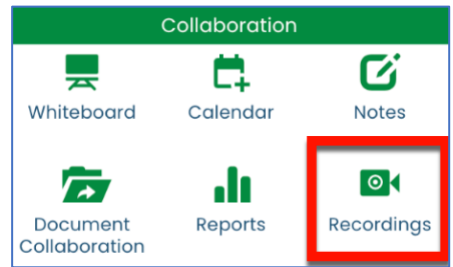
You will see a list of the recordings you have created by date and room. You can also filter the list by dates.
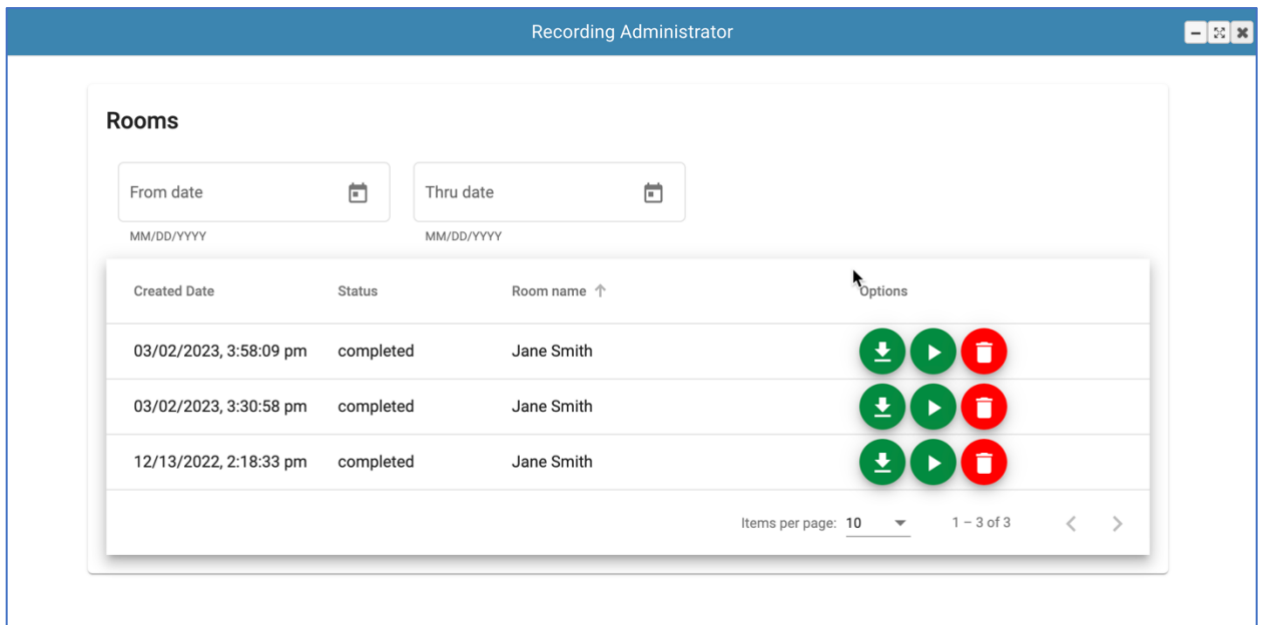
Recording Status

Recordings with a status of **enqueue** are in the process of being encoded and rendered by the server. During this stage, the option icons will be grayed out and be disabled. Once this process completes, the status will change to **completed** and the option icons will be enabled.

Note: The rendering of the video streams is a background server process that can take anywhere from a few minutes to several hours depending on the number of videos in the queue.

Recording Options

Option Icons

	Download: Downloads the recording to your local hard drive.
	Play: Plays the recording in the built-in player.
	Delete: Deletes the recording permanently.

Recording Player
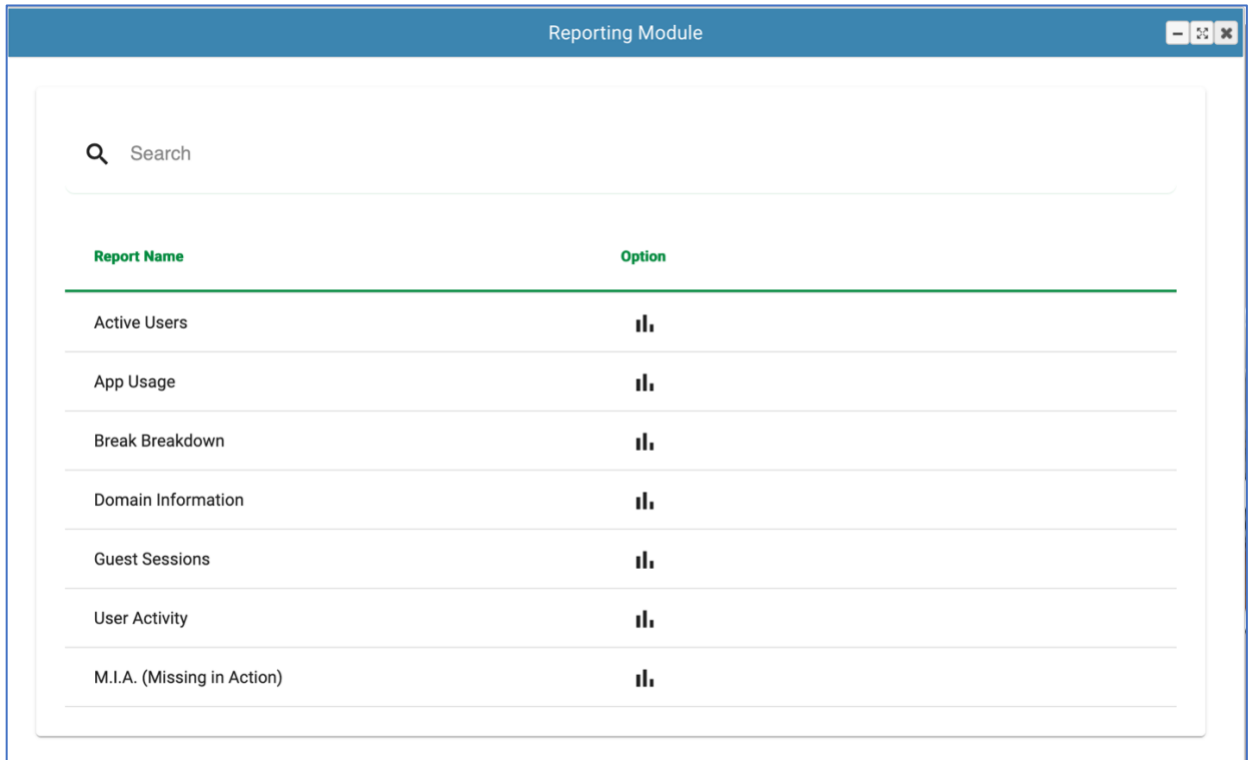
Player Controls

	Play: Starts/Stops the video playback.
	Volume: Controls the volume of the audio in the player.
	Full Screen: Toggles the video display between Full Screen or Small Frame.
	Options: Controls downloads, playback speed and picture-in-picture.

Reports 📊

The reporting module provides insights into the usage of the platform and activity metrics for the users. The reporting module will be visible to users selected by the administrator.

The reporting module includes the following reports:

- **Active Users**
  Lists every user in the selected floor(s) along with their email address and last login date and time.
- **App Usage**
  Lists every application used by the users and counts the number of times the application was run for the selected floor(s) and date(s).
- **Break Breakdown**
  Lists the out of office breaks taken by each user along with the away time, return time, total time, break type and out of office message.
- **Domain Information**
  Lists the selected floor(s) and provides user counts for each status the account can have.

- **Guest Sessions**
  Lists every guest session for the selected floor(s) along with the host of the session and the guest information.
- **User Activity**
  Lists every user for the selected floor(s) along with metrics for that user, such as, counts for in-office time, number of guest sessions, number of internal meetings, and locked door times.
- **M.I.A. (Missing in Action)**
  The motion detection policy allows an administrator to activate motion detection on the user's video. If the detection AI does not recognize human activity for more than 5 minutes, it will create an entry in the missing in action report with the duration of the event.

Custom Input Fields

The reports contain two custom multi-select dropdown fields that allow you to select all records or specific records when making selections of **floors** or **users**.   This provides a flexible way of filtering the data to just the records you want to view. They also have a built-in search feature so you can make quick selections instead of scrolling through the lists to make your selections.
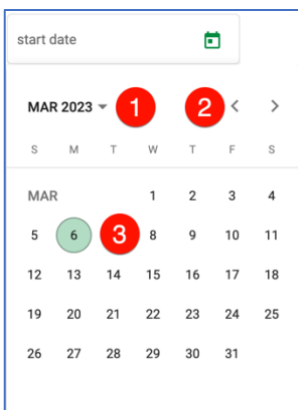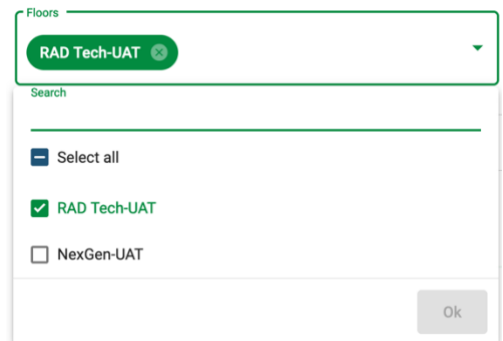
The date fields allow you to enter the date manually or by selecting a date from a calendar style popup with the following controls:

1. **Year** selection dropdown. Click on this field and the system will display popup with a list of 24 years to select from. Left arrow goes back 24 years. Right arrow goes forward 24 years.
2. **Month** selection arrows. Left arrow goes back one month. Right arrow goes forward one month.
3. **Day** selection. Simply click on a day and the system will return a fully formed date.

Note: All fields in the reports are mandatory. The **Run Report** button will remain grayed out until all fields have been filled. Once all fields have been populated, the Run Report button will be enabled and clicking it will then return the results based on your selections.

Once the Run Report field is clicked, the **Export to CSV** link will also be enabled so you can export your report into a csv field that you can then analyze in most spreadsheet applications. User Activity Report

The User Activity Report lists every user for the selected floor(s) along with metrics for that user, such as, in-office time, number of guest sessions, breaks duration, number of internal meetings, and locked door times. This report also has drill-down capability. While hovering over one of the drill-down enabled columns, you can see the detail of the selected user for the selected date.

Document Collaboration

The document collaboration app opens a new tab into the Google Document Collaboration tools.   To utilize collaboration, you must have either a free or paid Google account.

Once you are authenticated into the Google platform, you can proceed to collaborate with you peers with all the Google collaboration features.
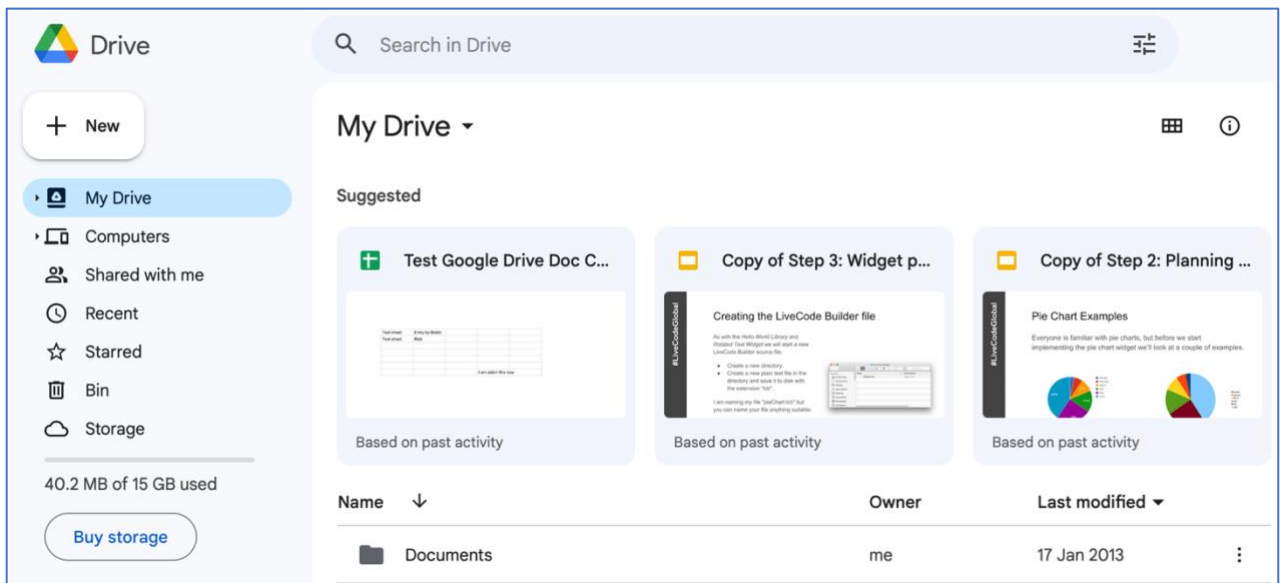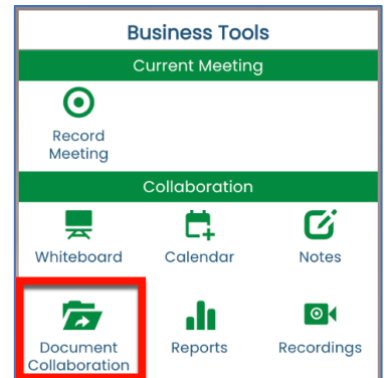
You may think of Google Drive mostly as a cloud storage service, but it also includes a suite of online office apps: Google Docs (word processor), Google Sheets (spreadsheet app), and Google Slides (presentation app). You can use them to collaborate with colleagues on a document, spreadsheet, or presentation in real time or asynchronously. These apps can also be used to import, export, and natively edit Microsoft Excel, PowerPoint and Word documents.

How to share your document

There are a few different ways to start sharing a file in Google Drive and its related apps:

- On the [home screen of Google Drive](#) (also known as My Drive), right-click to select the document, presentation, or spreadsheet that you want to share, then click the **Share** icon from the list.
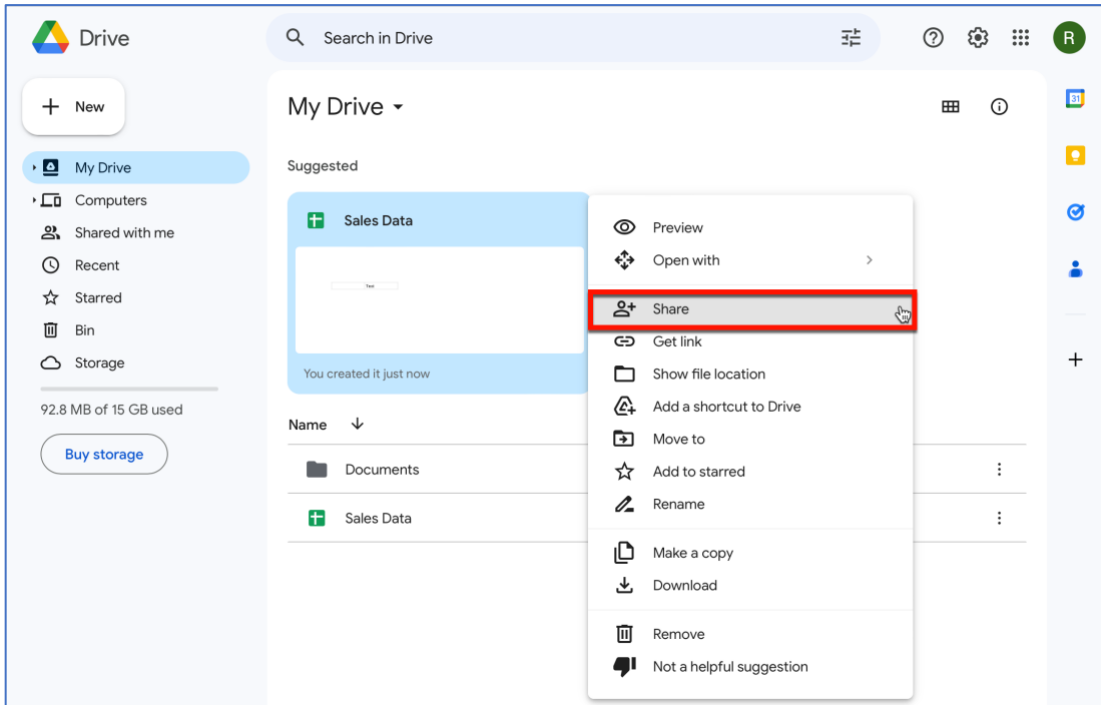
- To share a document that you've opened in [Docs](#), [Sheets](#), or [Slides](#), click the big *Share* button in the upper-right corner.
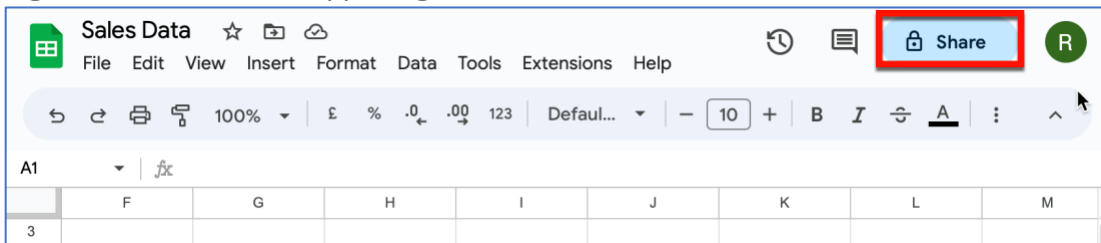
Any of the actions above opens the "Share with people and groups" pane, which gives you fine-tuned control over who can see your document and what they can do with it.

Access Permissions

By default, every person you add is given **Editor** access to your document. You can change this by clicking *Editor* and selecting *Viewer* or *Commenter* instead. Here's how the three permissions break down:

- A **Viewer** can scroll through and read your document but can't change it or share it with others.

- A **Commenter** can view the document and add comments and suggestions to it but can't change the document itself or share it.

- An **Editor** can view, comment on, and edit the document (change text, add images, and so on) and share it with others.
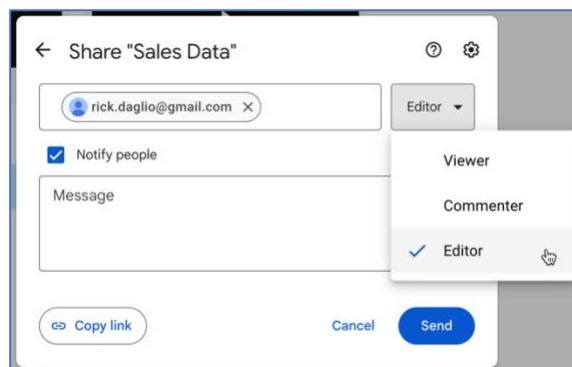
Important: Whether you choose Viewer, Commenter, or Editor in the Share pane, keep in mind that this setting applies to all people you're currently inviting to the document. If you want to give different people different levels of permission, you'll need to invite them individually or in separate batches, with different access rights assigned each time.

You can also fine-tune these access settings. Click the gear icon in the upper right of the Share pane to turn off the following items:

- Uncheck the *Editors can change permissions and share* box if you don't want those with Editor privileges to be able to share the document with others or change others' Viewer, Commentor, or Editor status.

- Uncheck the *Viewers and commenters can see the option to download, print, and copy* box if you don't want those with Viewer or Commenter access to be able to download, print, or make a copy of your document.

Note: If a person you're sharing your document with privately has a Google account (such as a Gmail account), they can immediately work on it as a Commenter or Editor as long as they're signed into their account. Otherwise, they will have to register for a free Google account.

Whiteboard

The NexGen Whiteboard tool is feature rich, intuitive and simple to use.

Hand-drawn diagrams

Anything that you draw with it, by default it draws it as though it's a hand-draw drawing. The lines are a bit sloppy. This gives a realistic effect, similar to how people draw on real whiteboards - usually most people can't draw perfect straight lines and perfect shapes. But if you are not into sketching hand-drawn like diagrams, you can still turn off this feature.

Basic Shapes

You can draw basic shapes like Rectangle, Diamond, Ellipse, Arrows, Lines.

1. **Selection** tool (shortcut: V or 1)
2. **Rectangle** tool (shortcut: R or 2)
3. **Diamond** tool (shortcut: D or 3)
4. **Ellipse** tool (shortcut: O or 4)
5. **Arrow** tool (shortcut: A or 5)
6. **Line** tool (shortcut: P or 6)
7. **Draw** tool (shortcut: X or 7)
8. **Text** tool (shortcut: T or 8)
9. **Insert image** tool (shortcut: I or 9)

Free hand drawing

If basic shapes are not enough for you and you want to draw something complex or different, there's a free hand drawing option. You could use that too. To draw free hand sinply use the **Draw** tool (shortcut: X or 7)

Infinite Canvas

There's an infinite canvas. You can keep scrolling up, down, left and right. There's also a nice **Scroll back to content** button if you go to an empty space where there's none of your content / drawings.

Live Collaboration

It's pretty easy to start off a live collaboration session. Every room in Virtual Office has a dedicated whiteboard and as people join a room, they can join the whiteboard session in that room simply by clicking the whiteboard icon in the toolbar. You also don't have to worry about

data security. There's zero privacy breach as our whiteboard application uses End to End (E2E) Encryption.

Component Library

You can draw shapes and then select them and then add them as a component in the component library. You can also export the component library and also load an exported component library. Using this you can easily reuse parts of your drawings across different drawings and also within the same drawing. Usually for reusing within the same drawing people just copy paste, which is another simple way. This is more powerful to share and also reuse parts of drawings (components) in different drawings.

Loading, Exporting and Sharing

This is a pretty important and basic feature for any drawing tool - ability to export and download the drawing you drew.
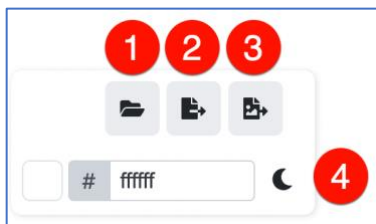
1. **Load** – Loads a saved board
2. **Export** – Exports the current board
3. **Save as image** – Saves the current board as image
4. **Dark Mode** – Changes the board's background

Our whiteboard solution has options to export as SVG, PNG. There's also an option to share the drawing using a link.

Copy as SVG and PNG into Clipboard

You can select a drawing , right click and choose an option to copy the drawing as SVG or PNG into your clipboard!

Note: Copy as PNG into clipboard feature works only in Chrome. It is not present in Firefox

Basic Features of many Drawing Tools

Apart from the above features, whiteboard has many basic features that many drawing tools provide and is kind of like the basic expectation from users

- **Selection and movement of drawings**
  The whiteboard has a selection tool and the ability to move drawings with ease. (shortcut: V or 1)
- **Rotation of drawings**
  You can also rotate drawings at any degree after you select the drawing.
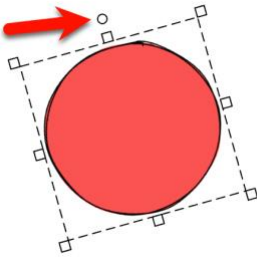
- **Zooming in and out**
  There's option to zoom in and zoom out so that you can look at the minute details and also look at the big picture.
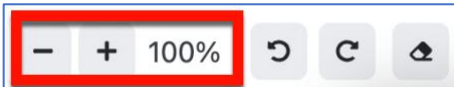
- **Grid Mode**
  You can right click and toggle grid mode if you like to have a grid when doing your drawings.
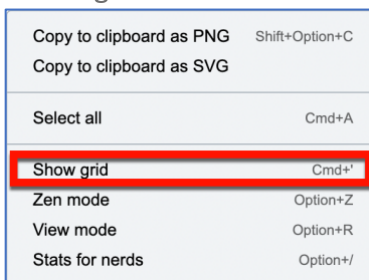
- **Copy, Paste**
  You can easily copy and paste diagrams that you draw. You can right click on your drawings and see options to copy. You can also right click and see an option for pasting.

Keyboard Shortcuts

The whiteboard app has lot of keyboard shortcuts to do many actions! Many standard keyboard shortcuts are present too. For example Copy, Paste shortcut. Move action keyboard shortcut using arrows. Undo, Redo keyboard shortcut. Shortcuts to choose shapes to draw. Shortcuts to zoom, duplicate and more! Almost most features have a keyboard shortcut.

Keyboard shortcuts

Shapes

Action	Shortcut
Selection	V or 1
Rectangle	R or 2
Diamond	D or 3
Ellipse	E or 4
Arrow	A or 5
Line	P or 6
Free draw	Shift+P or 7
Text	T or 8
Add new line (text)	Enter or Shift+Enter
Finish editing (text)	Esc or Ctrl+Enter
Curved arrow	A click click click
Curved line	L click click click
Keep selected tool active after drawing	Q
Prevent arrow binding	Ctrl

View

Action	Shortcut
Zoom in	Ctrl++
Zoom out	Ctrl+-
Reset zoom	Ctrl+0
Zoom to fit all elements	Shift+1
Zoom to selection	Shift+2
Full screen	F
Zen mode	Alt+Z
Show grid	Ctrl+'
View mode	Alt+R

Editor

Action	Shortcut
Select all	Ctrl+A
Add element to selection	Shift+click
Move canvas	Space+drag or Wheel+drag
Cut	Ctrl+X
Copy	Ctrl+C
Paste	Ctrl+V
Copy to clipboard as PNG	Shift+Alt+C
Copy styles	Ctrl+Alt+C
Paste styles	Ctrl+Alt+V
Delete	Delete
Send to back	Ctrl+Shift+[
Bring to front	Ctrl+Shift+]
Send backward	Ctrl+[
Bring forward	Ctrl+]
Align top	Ctrl+Shift+Up
Align bottom	Ctrl+Shift+Down
Align left	Ctrl+Shift+Left
Align right	Ctrl+Shift+Right
Duplicate	Ctrl+D or Alt+drag
Undo	Ctrl+Z
Redo	Ctrl+Y or Ctrl+Shift+Z
Group selection	Ctrl+G
Ungroup selection	Ctrl+Shift+G

Options for Shapes and Text

When you draw shapes or write text, there are lot of options that you can tweak. If you choose your drawing or text, you can notice a lot of options on the left. There are options for color - the outline / stroke. There are some 15 standard colors, but you can also type any color yourself manually using RGB hex color value.

For each shape, you can adjust:

- **Color**
- **Fill**
- **Stroke width**
- **Stroke style**
- **Sloppiness**
- **Edges**
- **Opacity**
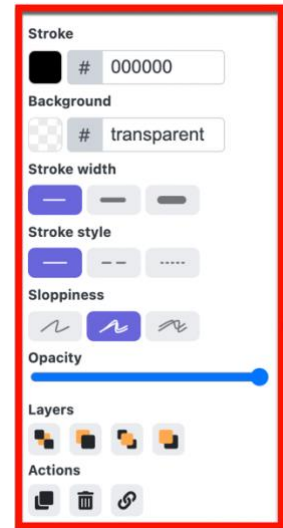
For drawings, there's options related to background color, and then the way the filling should look like, if there's a background color. For example if you want to color a rectangle black - it can be full black filling. Or you can have some lines far apart, to fill the rectangle, which is called Hachure. There's parallel lines, and then parallel and crossing lines. And then there's the usual solid filling to fill the shape completely.

Then there's stroke style - it can be a continuous line, or a dashed or dotted line.

There's also the sloppy feeling / sloppiness of lines. This is what gives the hand-drawn drawing feeling. If it's not at all sloppy, then it's a straight perfect line. Then there's two levels of sloppiness.

You can also configure how the edges look like - rounded or sharp.

And finally, there's opacity of the shape and text.

Layers

The whiteboard has the concept of layers too. It will be pretty useful when you have overlapping shapes and drawings.

Red Circle - Front Layer
Gray Square - Back Layer

Gray Square - Front Layer
Red Circle - Back Layer
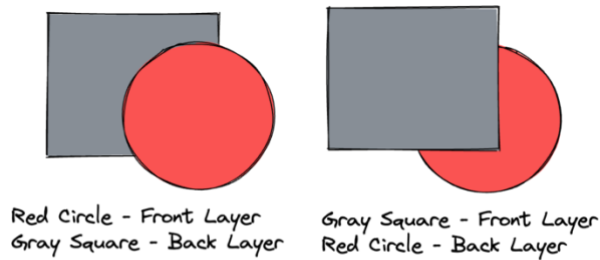
1. Send to Back
2. Send Backward
3. Bring Forward
4. Bring to Front

Layers

An Arrow Moves when a Shape Moves

If an arrow is pointing to a shape and that shape is moved, the arrow will automatically adjust itself so that it still points to the shape. This feature is really useful since it saves you time to adjust both the shapes and the arrows.

Curved Arrows and Lines

You can create a straight line by dragging. But if you want to create a curve line or arrow, choose a line or an arrow then click at multiple positions.
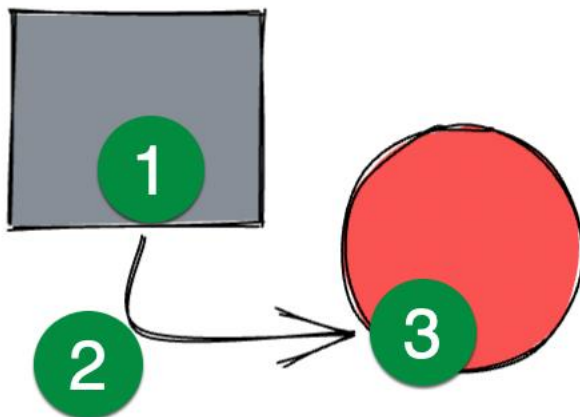
Create Charts from Excel

The whiteboard also allows you to create charts by copying and pasting data from Excel or plain comma-separated text! For example, if you copy the table below and paste it on the whiteboard.

Sales per Month	
Jan	50
Feb	35
Mar	67
Apr	45
May	100
Jun	77
Jul	88
Aug	90
Sep	66
Oct	110
Nov	105
Dec	200
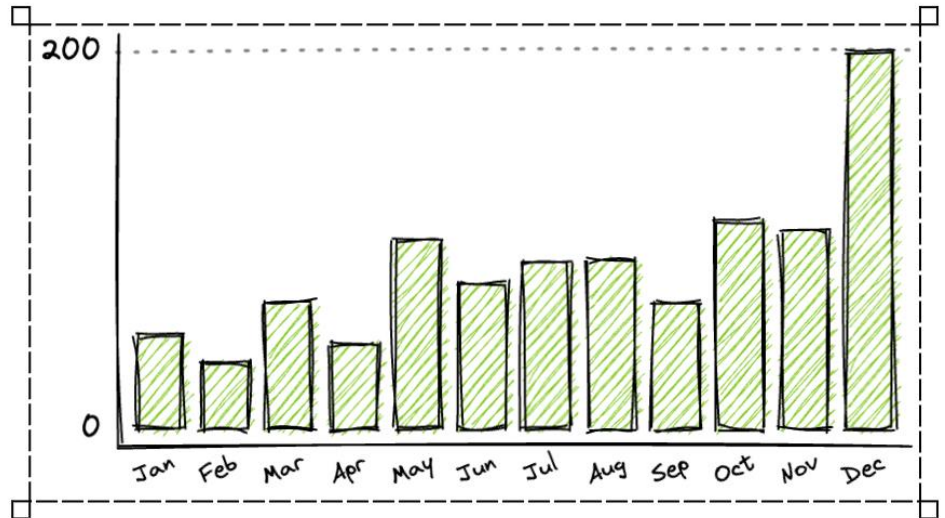
Move and Align Multiple Objects

You can move multiple objects together by clicking more than one object while holding the Shift key.

You can also make all objects nicely aligned in a straight line like below! To align multiple objects, select multiple objects then select an option to align in the left sidebar.
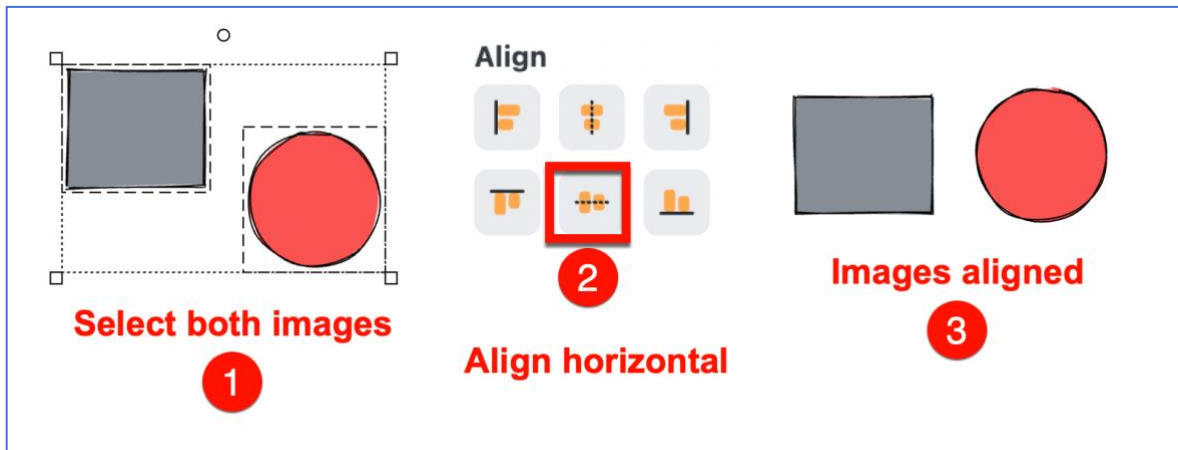
Business Tools Resources

The **Resources** section of the **Business Tools** contains all reference media such as training videos and manuals. It also contains a link to the Audio & Visual testing app.

This feature provides quick-access to all reference materials and has search and filtering capabilities to efficiently find the right resource.

Training Videos

The Training Videos app will display a list of available videos. You can search and filter the results by entering a search string in the field. Once you locate the video you want to view, you simply click the camera icon next to the description and a new browser tab will open with the selected video.
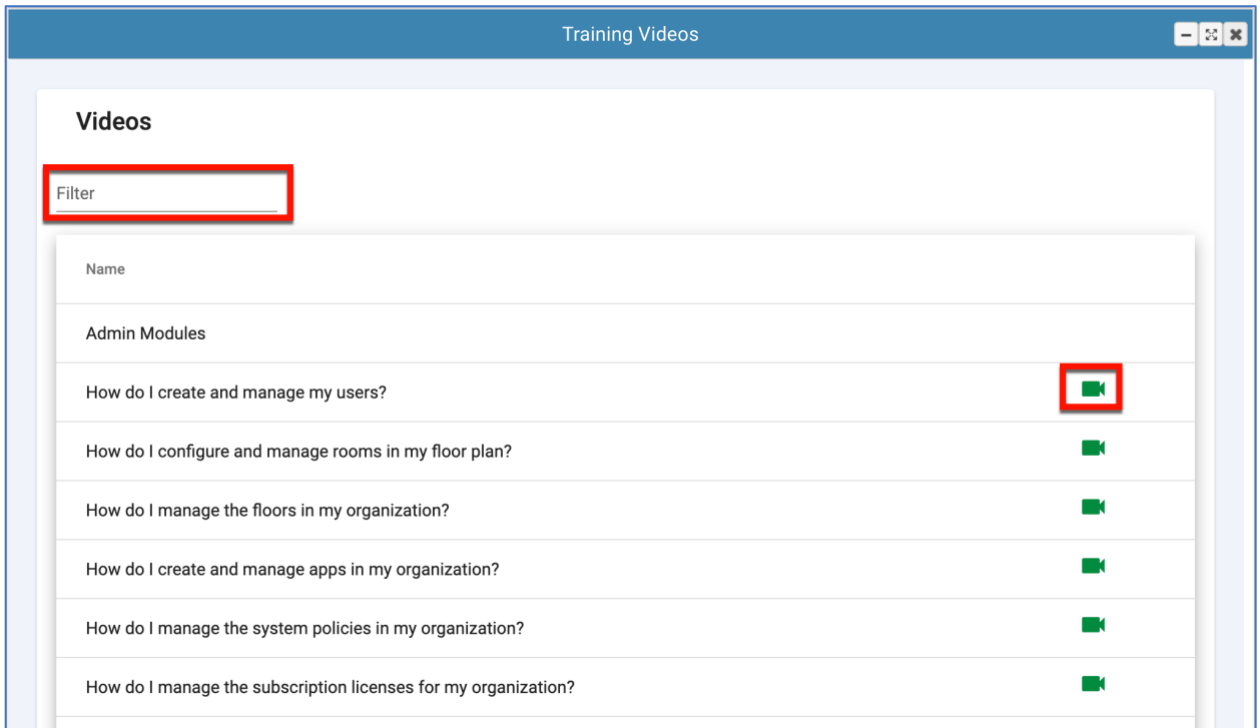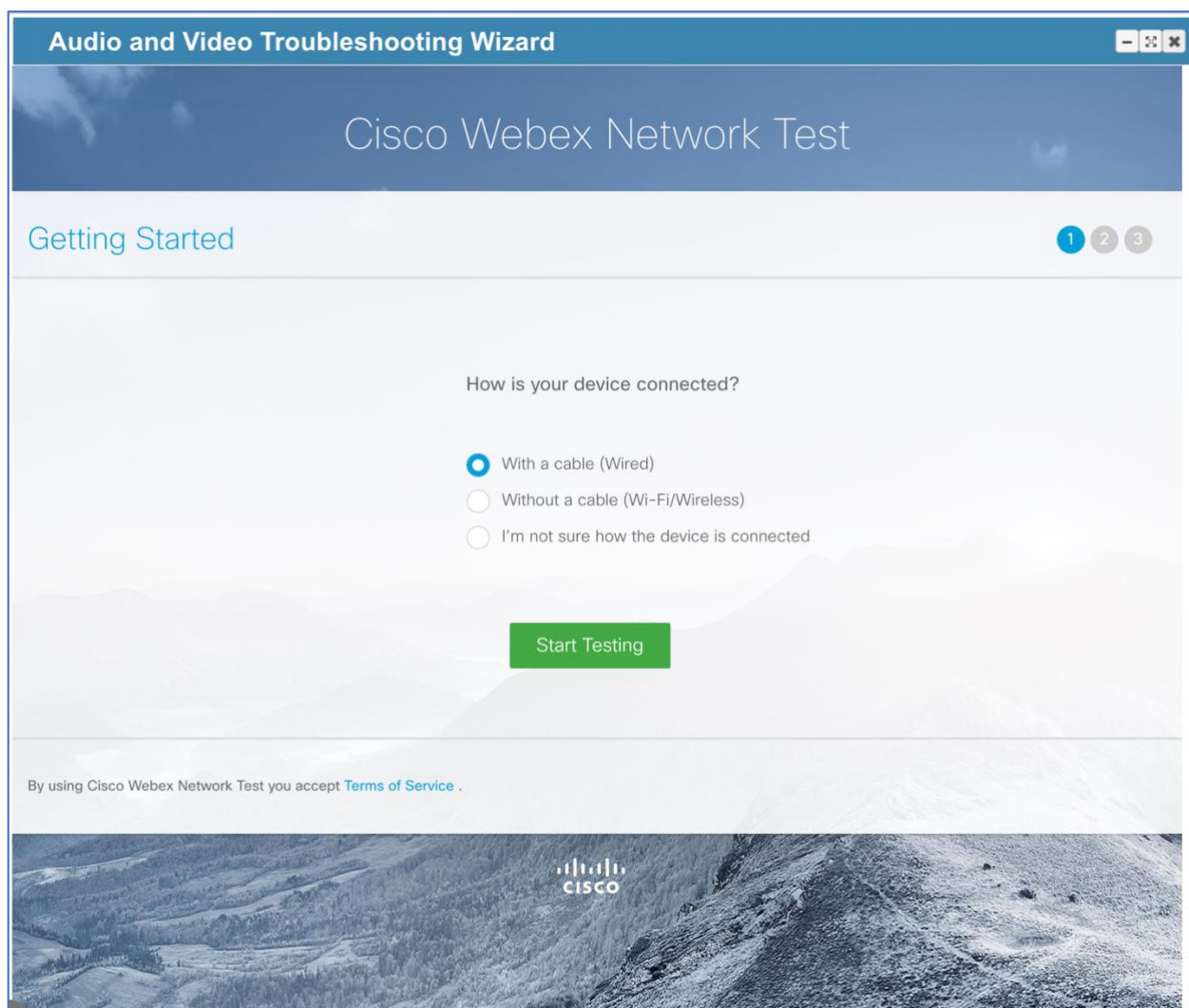
Manuals

The Manuals app will display a list of available user and administration manuals. You can search and filter the results by entering a search string in the field. Once you locate the manual you want to view, you simply click the **Book** icon next to the description and a new browser tab will open with the selected manual.
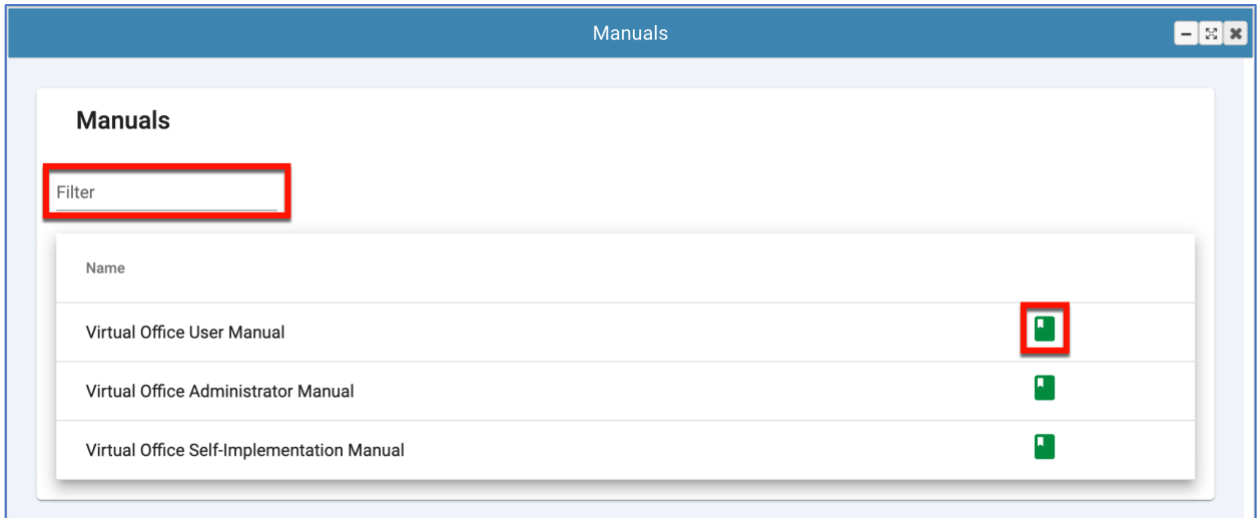
Note: The manuals are frequently updated. However, when you open a link, by default, most browsers will display the content out of the cache. To get the latest content, please refresh the browser once the document is opened to make sure you get the latest published version.

A/V Test

The Audio/Visual Test app has been moved from the My Apps location to the Business tools app. This gives you quick access to this tool in case you are experiencing audio or video issues.

This is a wizard type app that will step you through the process of testing your audio and video devices as well as your internet connection to the conferencing resources. As you go through the wizard, you will have a chance to review your connection status as well as your connection quality.

Administration Module

The **Administration Module** contains all the administrative tools that were previously found in the My Apps tool bar menu. These tools have been grouped into one module and are found in the Resources section of the **Business Apps**. Please reference the **Administrators Manual** to learn about these tools.
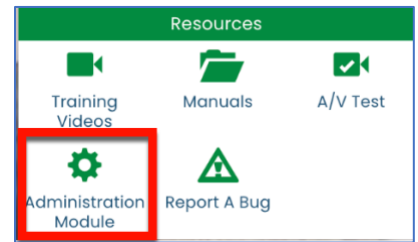
As an administrator, you will have access to tools that will allow you to configure your Virtual Office environment. These tools include:

- **Floors Administrator**
  The Floor Administrator application allows you to add, update and delete floors.
- **Policies Administrator**
  The Policies Administrator application allows you to define default operational policies for all your users.
- **Rooms Administrator**
  The Room Administrator application allows you to assign, update and clear users assigned to rooms.
- **Subscription Administrator**
  The Subscription Administrator application allows you to adjust the number of licensed users in your subscription. It also allows you to change the billing and payment information.
- **Users Administrator**
  The User Administrator application allows you to add, update and delete users.
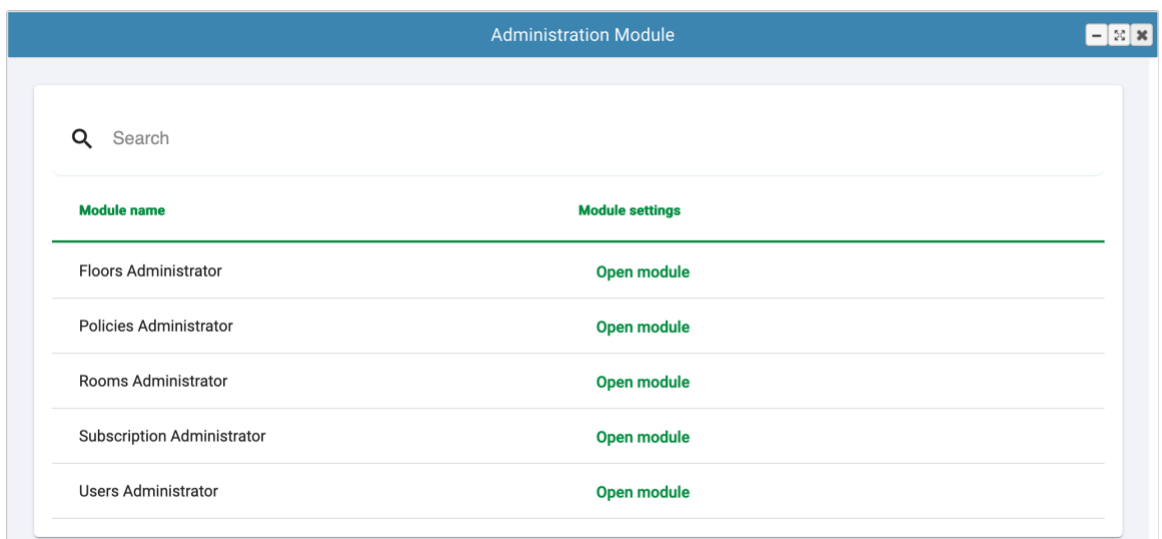
Device and Browser Information

PC | Mac Desktop and Laptop: For best results we encourage you to use the Google Chrome browser.

iPhone/iPad: Use the Safari browser on the iPhone and iPad. Please note you cannot share a screen on your smart phone.

Android Phone/Tablet: Use the Google Chrome browser. Please note you cannot share a screen on your smart phone.

Battery Use

Before you have a video-call be sure that your laptop or phone are fully charged. Video uses battery life fast. Or, better yet, plug into a power source when you going to use video.

Minimum Requirements

For best performance have a strong Wi-Fi signal or plug directly into your Internet router using an ethernet cable. When using Wi-Fi, a 5Mb/s upload speed is the minimum you should have if you plan on using video.

Cookies & Refreshing

A cookie is a piece of text that a Web server can store on your hard disk. Cookies allow a Web site to store information on a user's machine and later retrieve it, so your web page and applications load faster and minimize the number of times you need to click to get a program to work. Sometimes cookies get built up and confuse things (you'll know it because your program will start acting weird). When this happens, you can do these two things to fix the problem.

1 - Refresh Your Browser

Refresh your browser by clicking on the backward arrow next to the URL address bar.
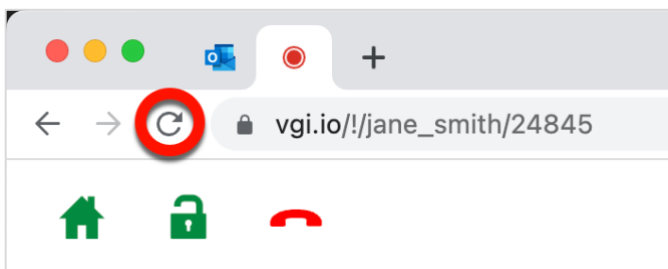
2 - Clear Cache

NexGen Virtual Webex performs regular application updates. New components are added that require you to perform an Empty Cache and Hard Reload.

It is important for all users perform this action to take advantage of the performance improvements.

IMPORTANT: All these actions should be undertaken after the user logs off NexGen Virtual Webex and closes the browser tab.

Logout of NexGen Virtual Webex and close the chrome tab and then...

1. click on the browser vertical ellipse, select **Settings**
2. from the menu on the left, select **Privacy and security**
3. from the center, select **Cookies and other site data**
4. scroll down and select **See all cookies & site data**

See all cookies and site data	▸

5. in the upper right search box enter **webex.ngvo.io**
6. click the **Remove All Shown** button
7. in the upper right search box enter **walkaboutoffice.com**
8. click the **Remove All Shown** button
9. log back in

If you attempt to use the platform before you empty your cache you may find that certain features do not work as excepted.

MacBook and macOS Catalina Screen Share

We have also included some additional instruction if you are using a MacBook as well as some helpful hints on a way to 'right click' for immediate screenshare when you don't want to engage our robust PIP (picture-in-picture) screenshare.

MacBook Screenshare

Apple introduced new security and privacy features with macOS Catalina.

This article will help you learn how to enable screen sharing for NexGen Virtual Webex.

If you are running macOS Catalina — version 10.15 or later — you must grant access to the new Screen Recording Permission to share your screen during a NexGen Virtual Webex video call. This article assumes that you have already loaded the current version of the NexGen Virtual Webex Screen Share chrome extension. If you have not, refer to this How-To Article.

When you first attempt to screen share on macOS Catalina, you'll be asked to enable the Screen Recording permission for Google Chrome.

When you see the following dialog, click **Open System Preferences**.
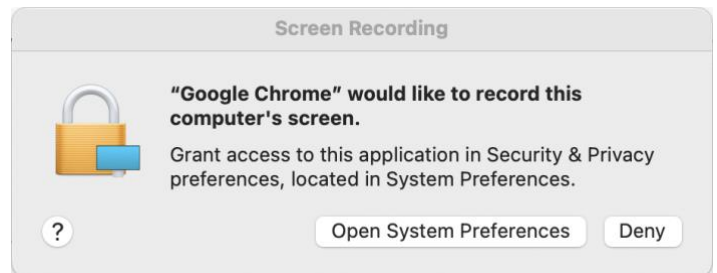
If you do not see the dialog above or are unable to screenshare, manually open System Preferences, click the **Security and Privacy** icon, and then choose **Screen Recording** in the sidebar.
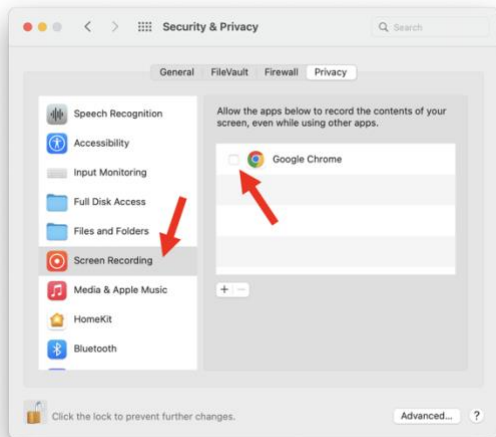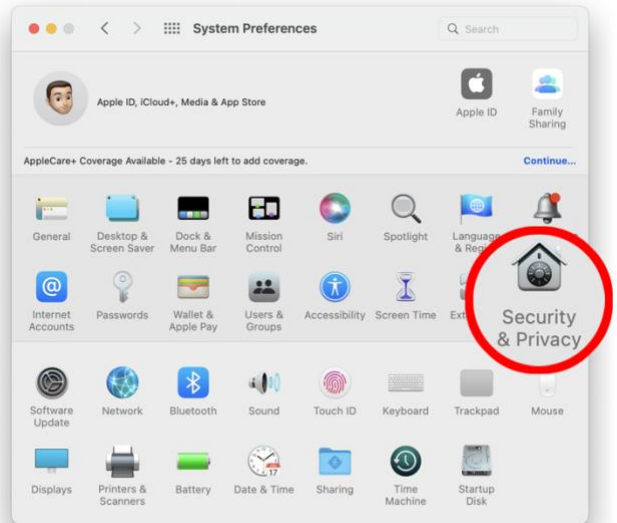
In the Screen Recording section click the box next to Google Chrome to allow screen sharing for your video calls. You may need to click the unlock icon in the bottom-left.
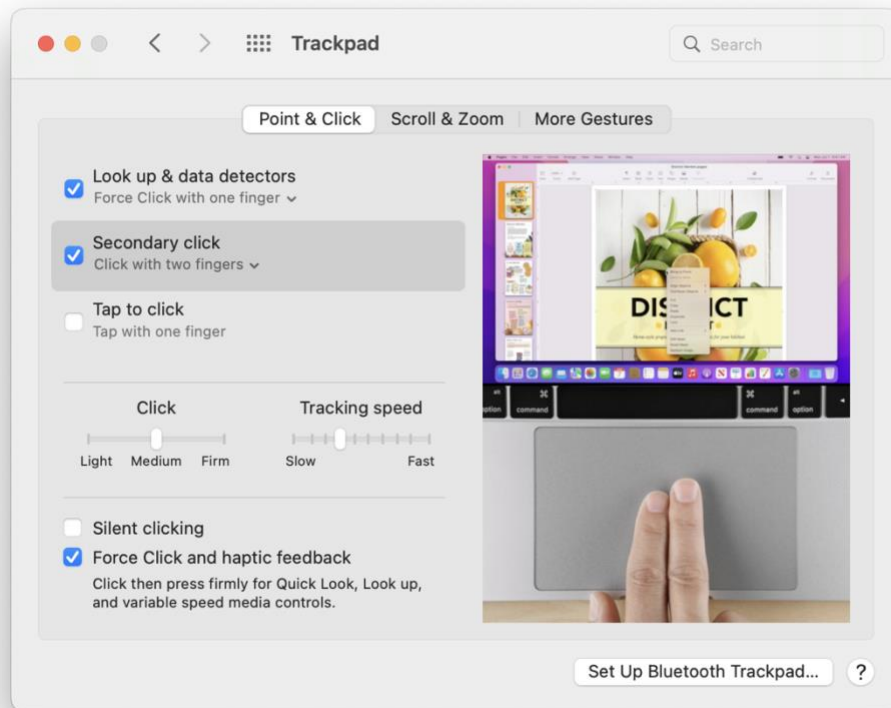
Next, click **Quit & Reopen**. You will not be able to screen share until you quit and restart Google Chrome.

You should now be able to screen share!

Mac Right Click

Watch this video https://www.wikihow.com/Right-Click-on-a-MacBook to learn a quick way to use some additional features available in NexGen Virtual Webex by using right click.


If you do not have Secondary Click enabled, you will not be able to right-click by tapping both fingers on your track pad. In this case, you can press and hold the control button and click normally. If you'd like to enable **secondary click**, head over to **preferences** and **track pad**.

Get Started with Chat

Chat Options

There are two ways to chat with other users in the application. The **Main Chat**, located in the toolbar of the application, and the **Meeting Chat** located in the toolbar of the remote video window.
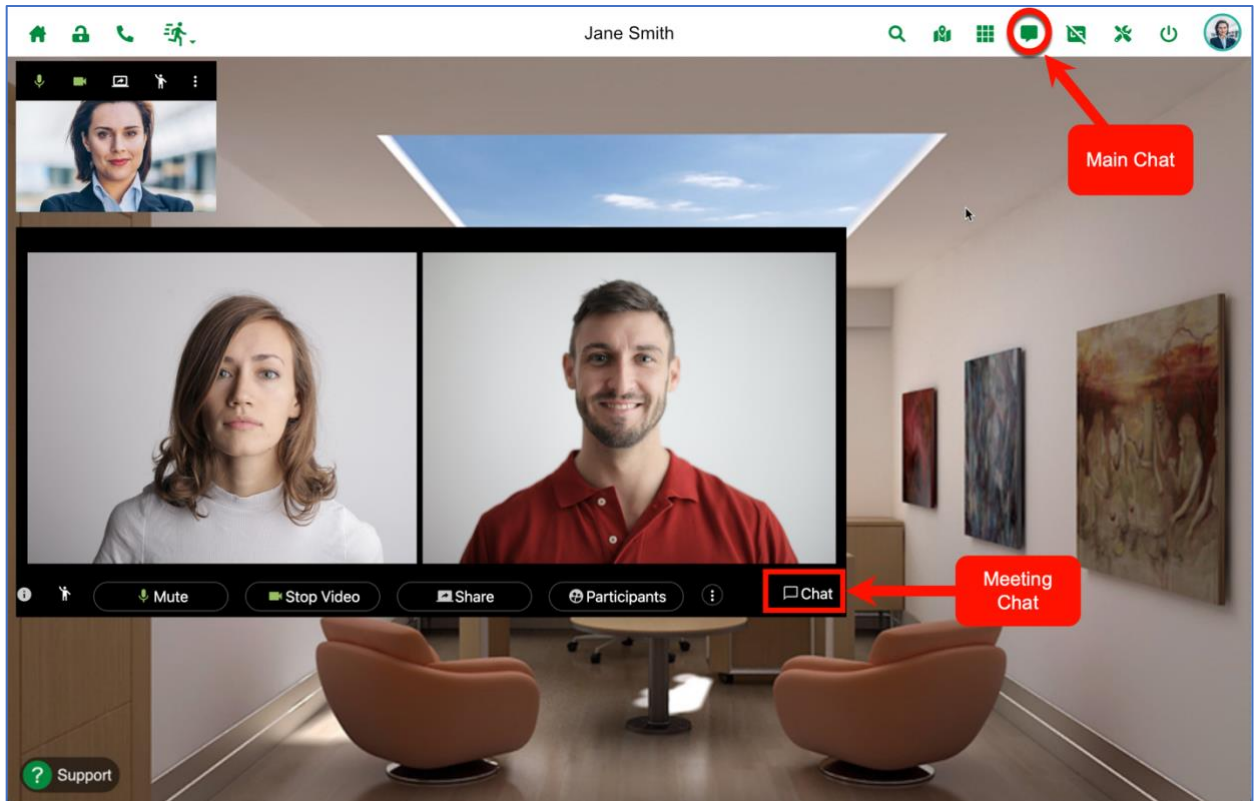

The **Main Chat** provides chat functionality with anyone with a Webex account. The **Meeting Chat** allows you to chat only with users in the active meeting. The meeting chat also allows you to broadcast a message to all meeting attendees.

**Note**: Guests only have access to the **Meeting Chat**.

Main Chat Console 💬

Here is a quick overview of your chat console which opens in your office when you click on the chat icon.
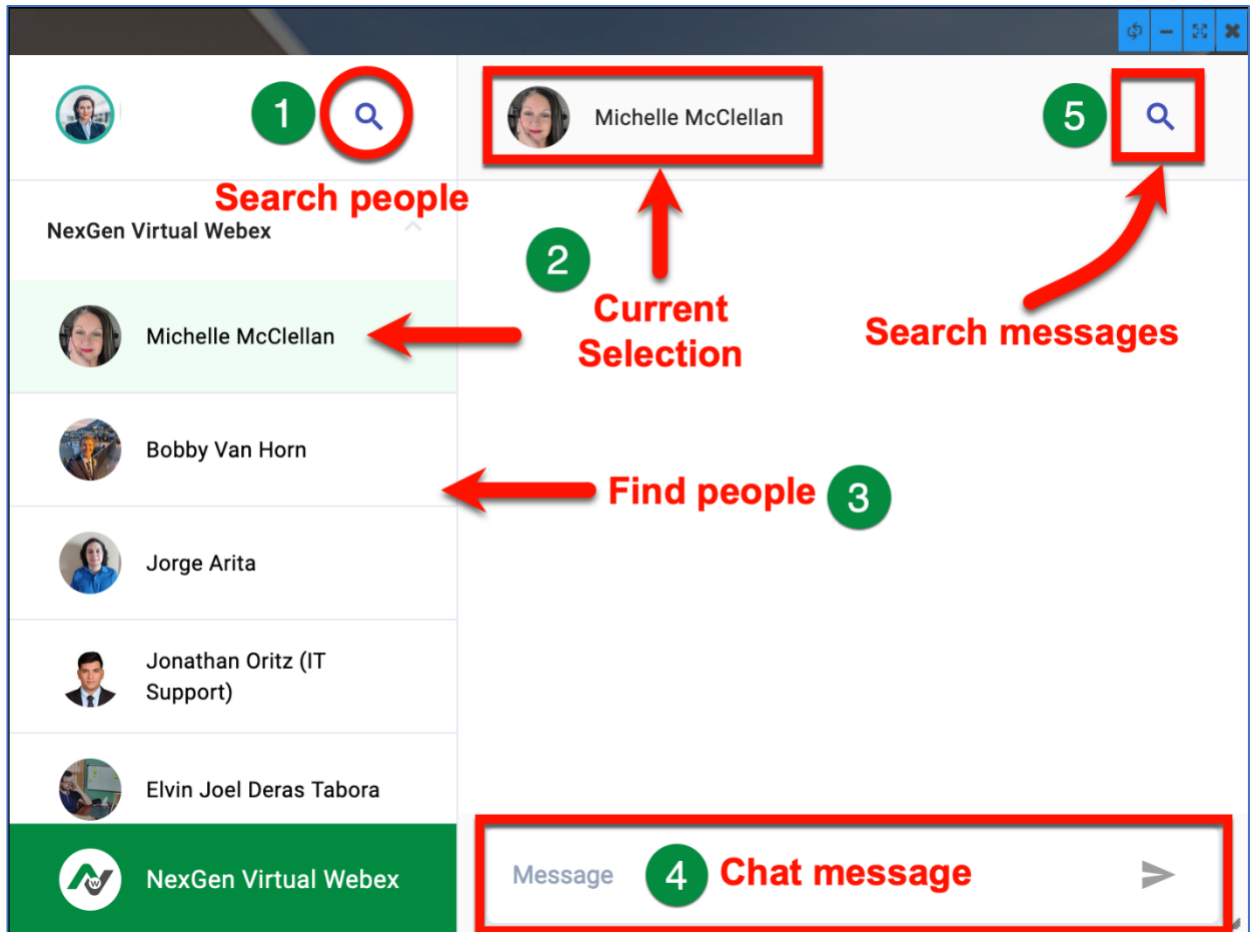
1. **Search people** – Allows you to search for users in the platform.

2. **Current selection** – Highlights the selected person and displays their name in the toolbar.

3. **Find people** – Allows you to select a new person to chat with from a list of users.

4. **Chat message** – Input field where you enter and send your chat message.

5. **Search messages** – Allows you to search the message history.

Send a Message
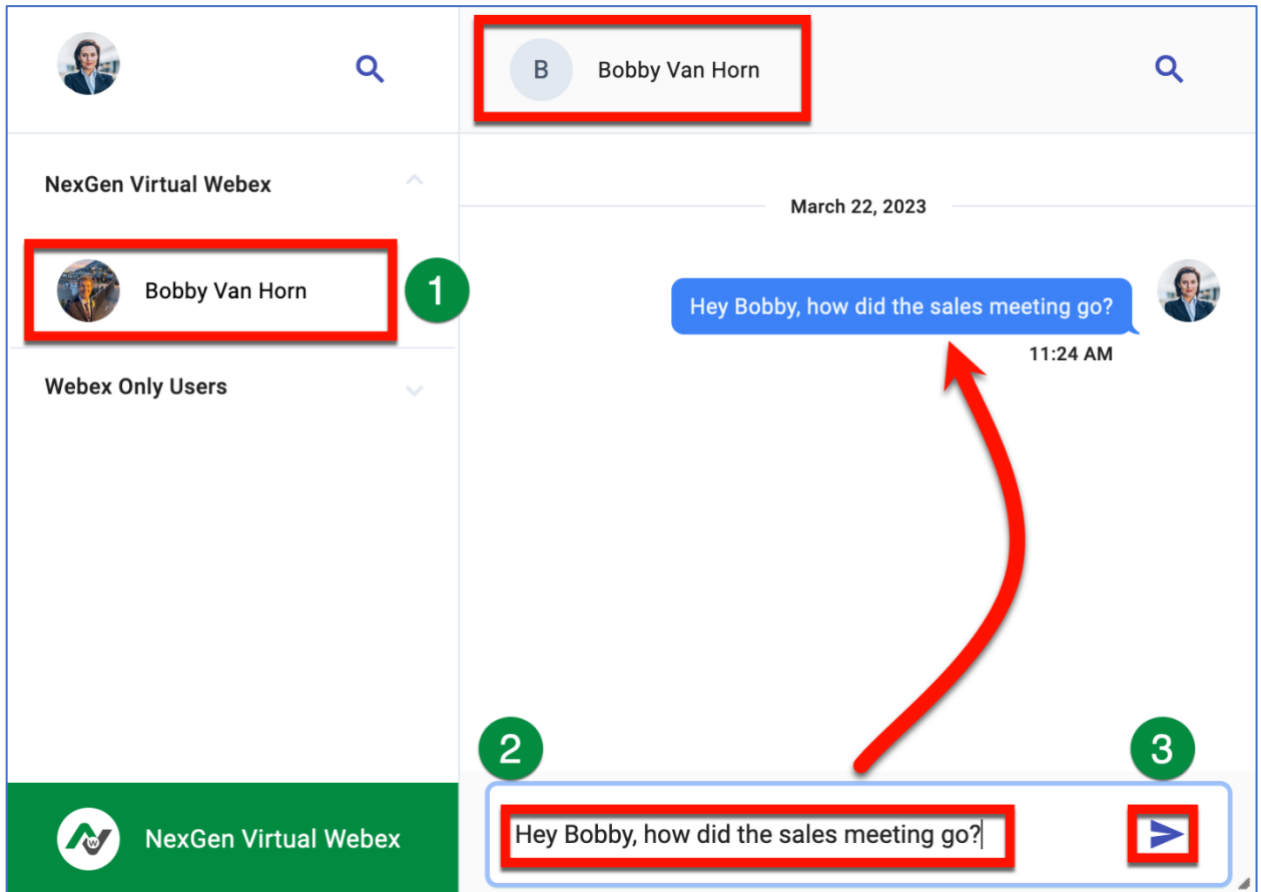
To send a new chat message:

1. Select the person you want to message from the list
2. Type your message in the input field
3. Press the **Return** key or click the **Send** icon
4. Your message will be sent and appear in the message history. The input field will be cleared and will be ready to send a new message.

Delete a Message
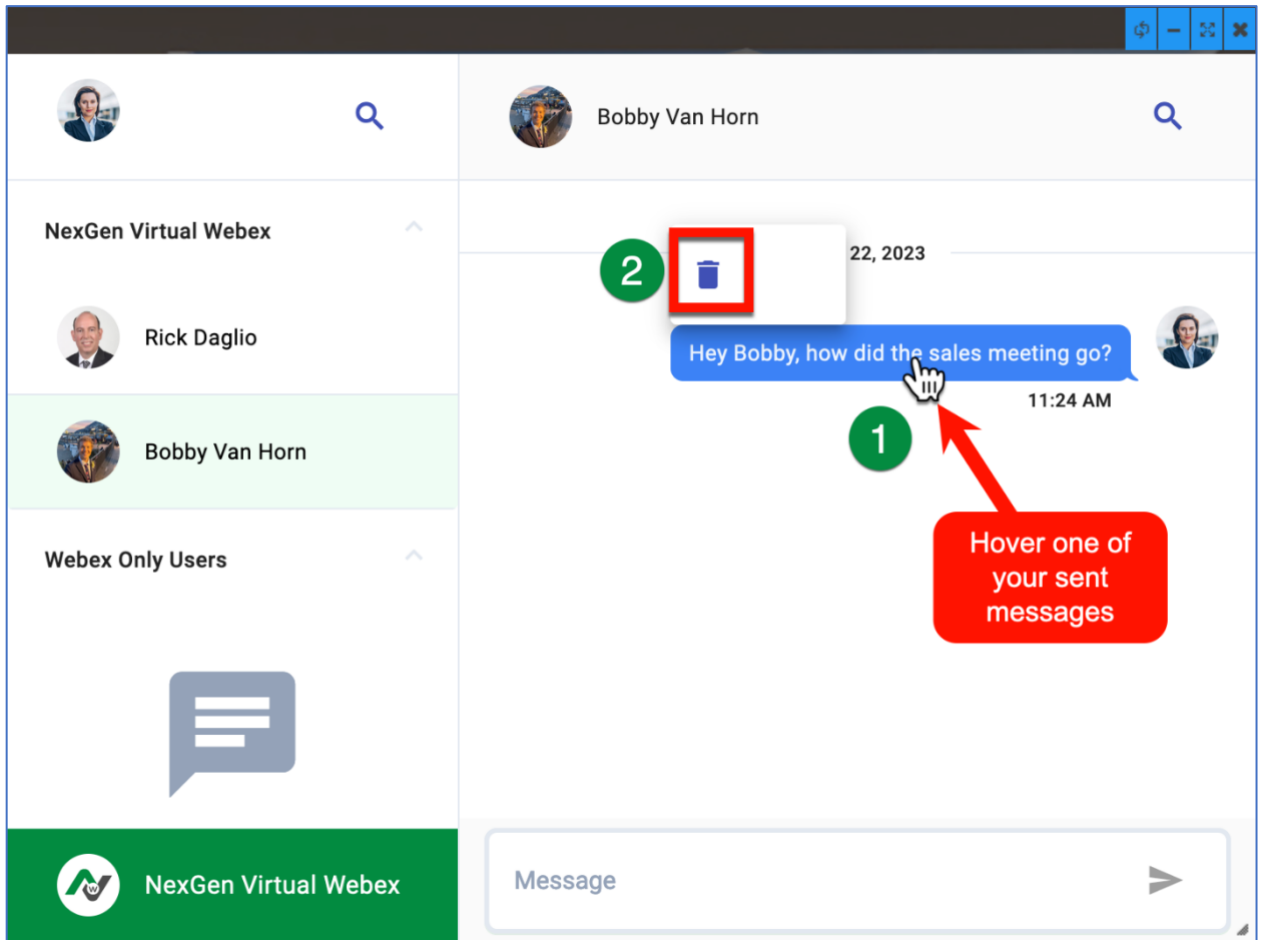
To delete one of your previously sent messages, simply hover over the message you want to delete, and a popup window will appear with a trash icon. Click the **Trash** icon and your message will be deleted.
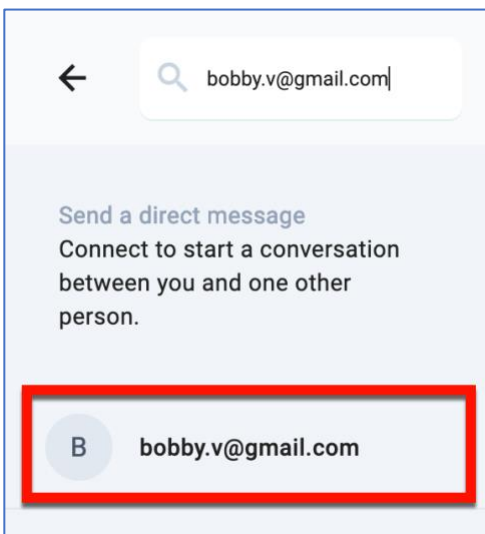
Note: You can only delete your sent messages.

Search People

Q Clicking the search icon opens a popup window for you to enter a person's name to search for. The field will match any part of the name and display a list of all possible matches.
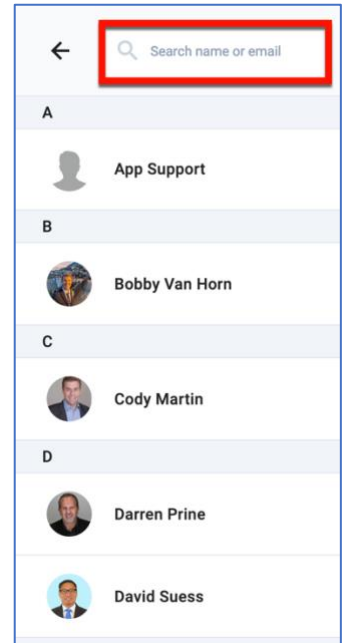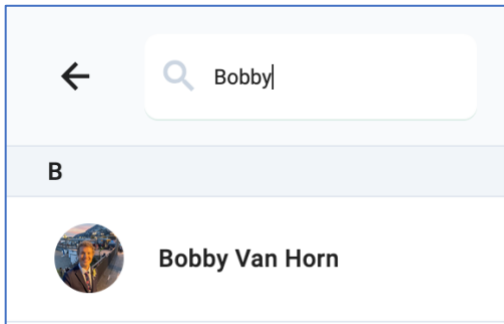
← Clicking the back arrow icon or selecting a user from the list closes the dialog window.

If you type an email address of a Webex user that does not have a **NexGen** account, the system will allow you add this user as an external user to chat with them. To add them to your list of users, simply click their name and they will appear under the **Webex Only Users** section.

Notifications
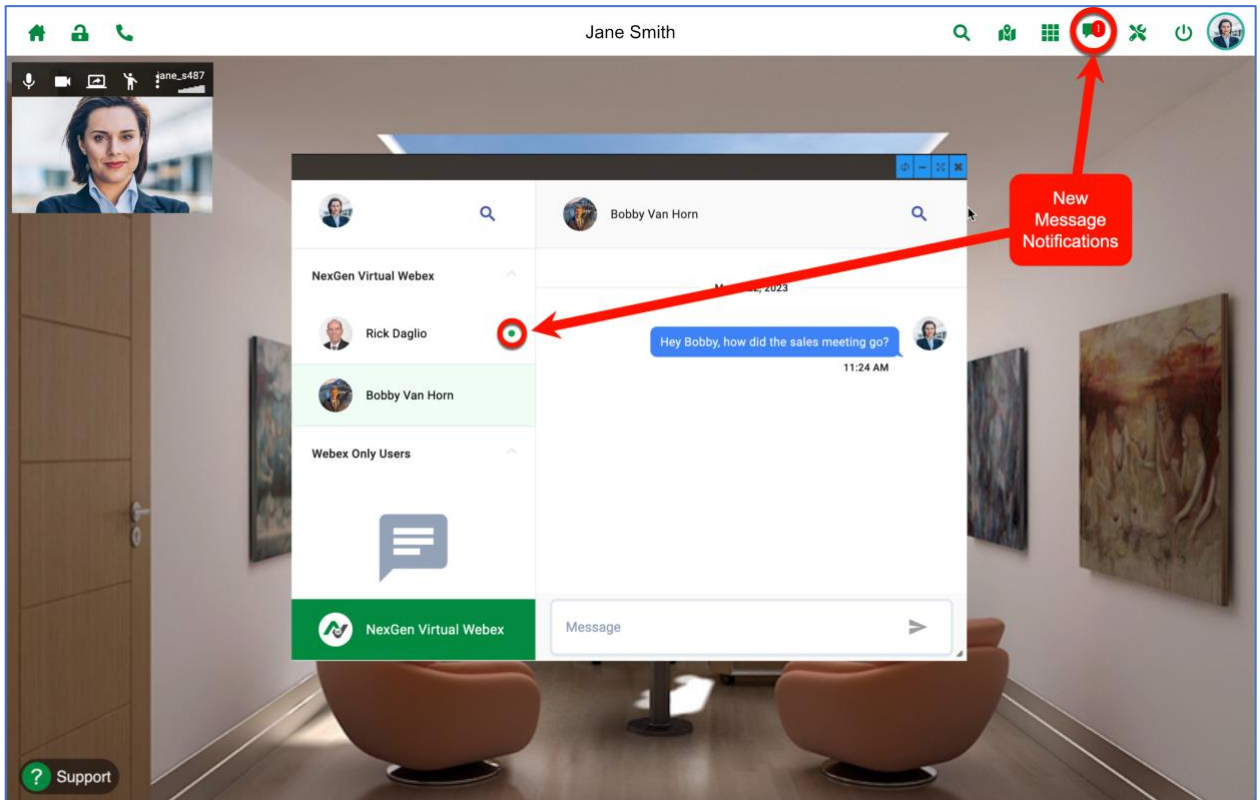
When you receive a new chat message, you will get 2 visual cues that you have a new message. There will be a red bubble in the **Chat** icon in the application toolbar and you will get a green dot next to the sender's name in the users list.

Clicking the sender's name from the list will display the message and clear both visual cues.

Search Messages

Q   Clicking the search icon in the messages pane opens a popup window for you to enter a search term to search for. The field will match any part of the message and display a list of all possible matches highlighting the search term in yellow within the body of the message.

→   Clicking the forward arrow icon closes the dialog window.
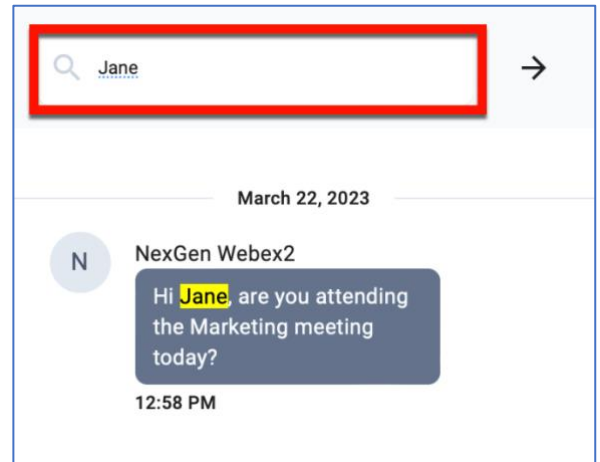
Meeting Chat

The **Meeting Chat** is available to all users including guests. Meeting participants can chat between themselves or with the entire group by selecting **everyone** from the dropdown list of participants. Here is a quick overview of your meeting chat window.
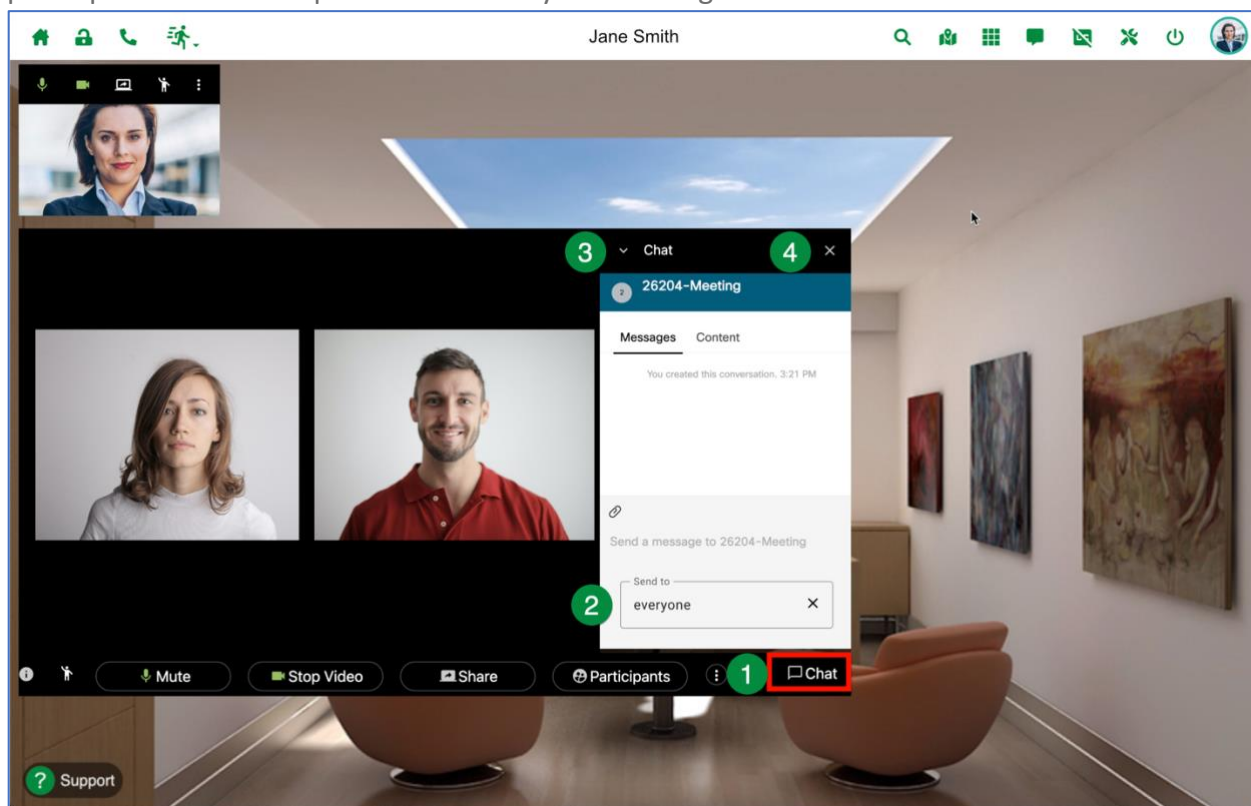
1. Click on the **Chat** icon to open the Meeting Chat window.
2. Select who you want to chat with. Clicking the **Send to** dropdown list displays the meeting participants. You can select an individual person or everyone in the meeting.
3. **Minimize** the chat window.
4. **Close** the chat window.

Send a Message

To send a new chat message:

1. Select the person you want to message from the list
2. Type your message in the input field and Press the **Return** key to send the message
3. Your message will be sent and appear in the message history. The input field will be cleared and will be ready to send a new message.

To attach a file simply drag the file into the message area or click the ⌀ attachment icon and select a file from your computer.

> To download an attachment, you can hover over the file and click the download icon.
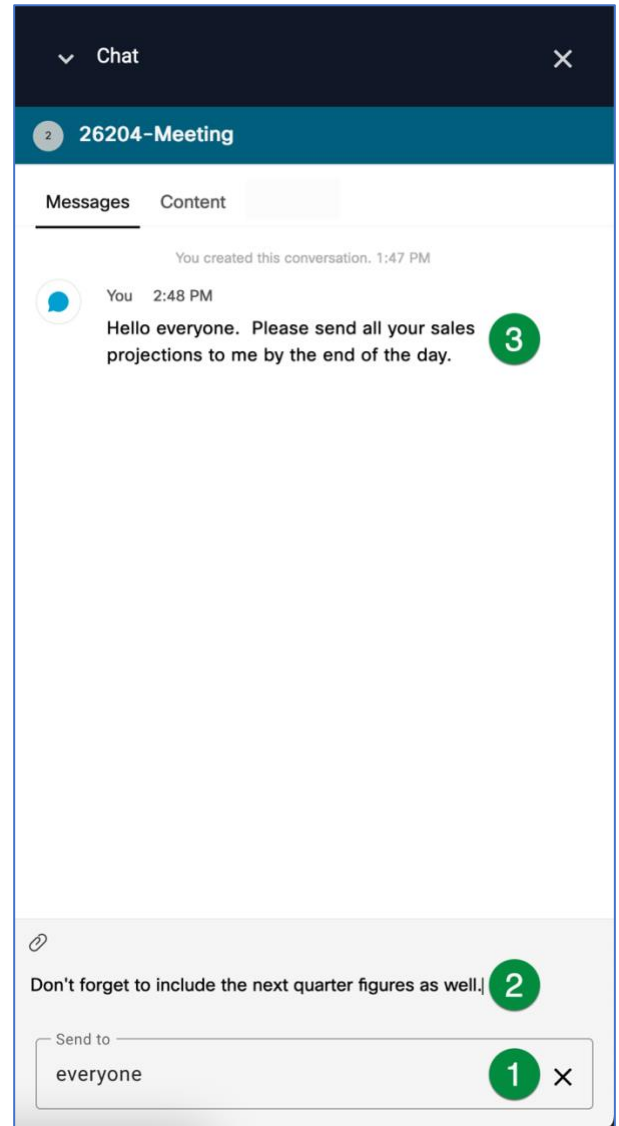
Delete a Message

To delete one of your previously sent messages, simply hover over the message you want to delete, and a popup window will appear with a (×) icon . Click the icon and a popup message will ask you to confirm your delete request. Click **Delete** to confirm and your message will be deleted.

Note: You can only delete your sent messages.