

# ROOM of the FUTURE

ASSISTANT GUIDE

# Access to the Session

## SESSION DETAILS

### ACCESS TO THE SESSION

#### Invitation to a mashme.io Room of the Future session

Hello Username:

You have been invited as an assistant to a mashme.io Room of the Future session.

<b>Session:</b>	Session name
<b>Date:</b>	Mon Oct 28 2019
<b>Time:</b>	02:50 pm (Europe/Madrid)
<b>Room:</b>	Room name
<b>Languages:</b>	Spanish - English
<b>Participants:</b>	30

To access the session, follow the Room link below:

[Go to the Room!](#)

When the room Administrator creates a session assigning a user as an Assistant, the user will receive an email with the access link and session details.

Before attempting to join a session it is important to run this [Device and Connectivity test](#).

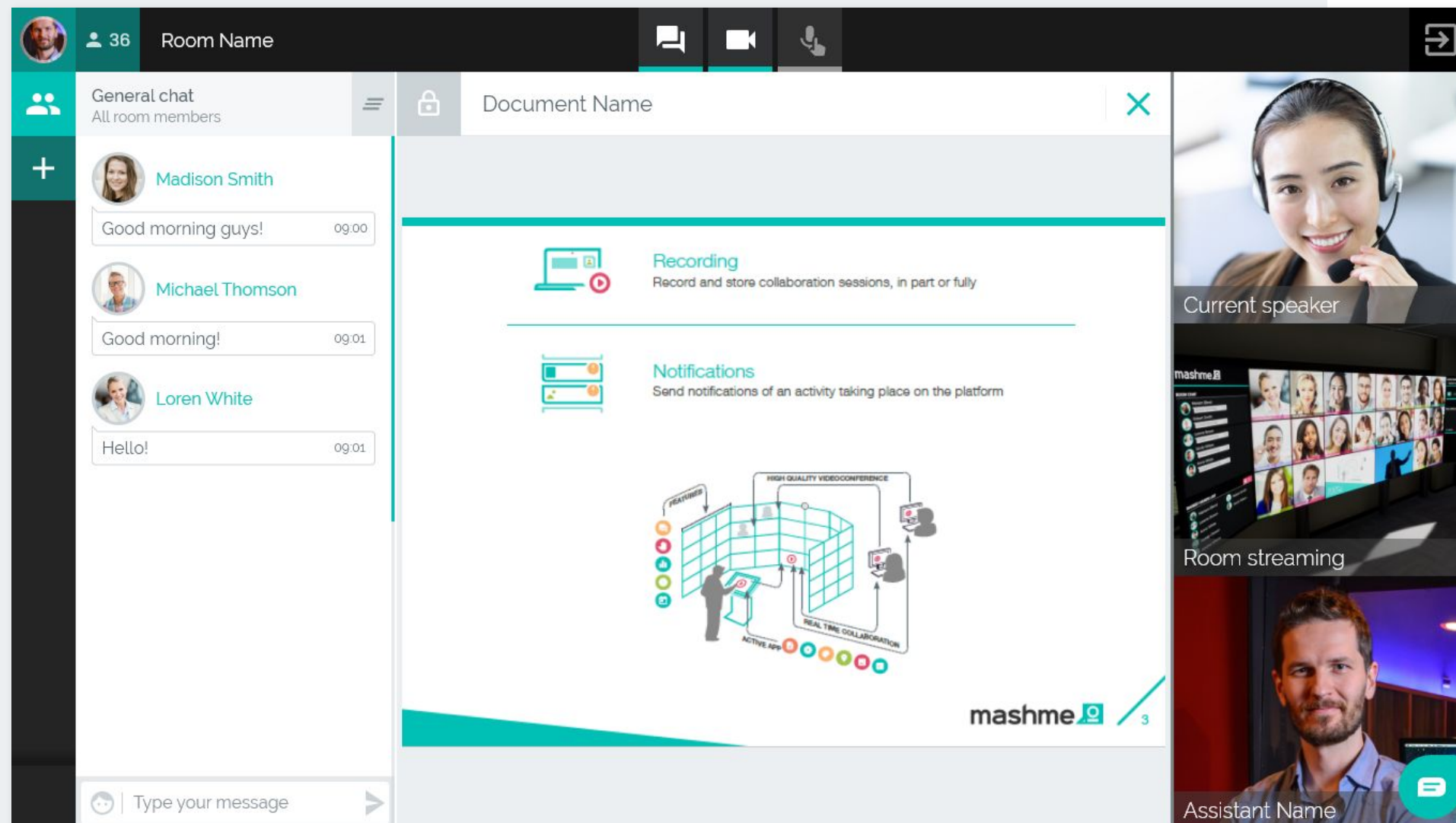
### IMPORTANT

**Access as an Assistant** is only available when a session is in progress. If the Assistant tries to access to the Room without a session in progress or a session in which the user is not assigned as an Assistant, the system will redirect them to the Participant view.



# Virtual Room

## ASSISTANT INTERFACE



The Assistance feature allows the Assistant to access a **specific interface** that facilitates:

- Management of the shared resources in the room
- Provides support to the Room members in separate channels
- Moderation of the session:
  - Device control of the Participants and Remote Presenters\* with block/unblock options
  - Lower hands
  - Mute all microphones
  - Active/Stop timer intervention for Remote Presenters\*
  - Enable/disable screen sharing for Participants

\* Available if the organisation has enabled the Remote Presenter feature.





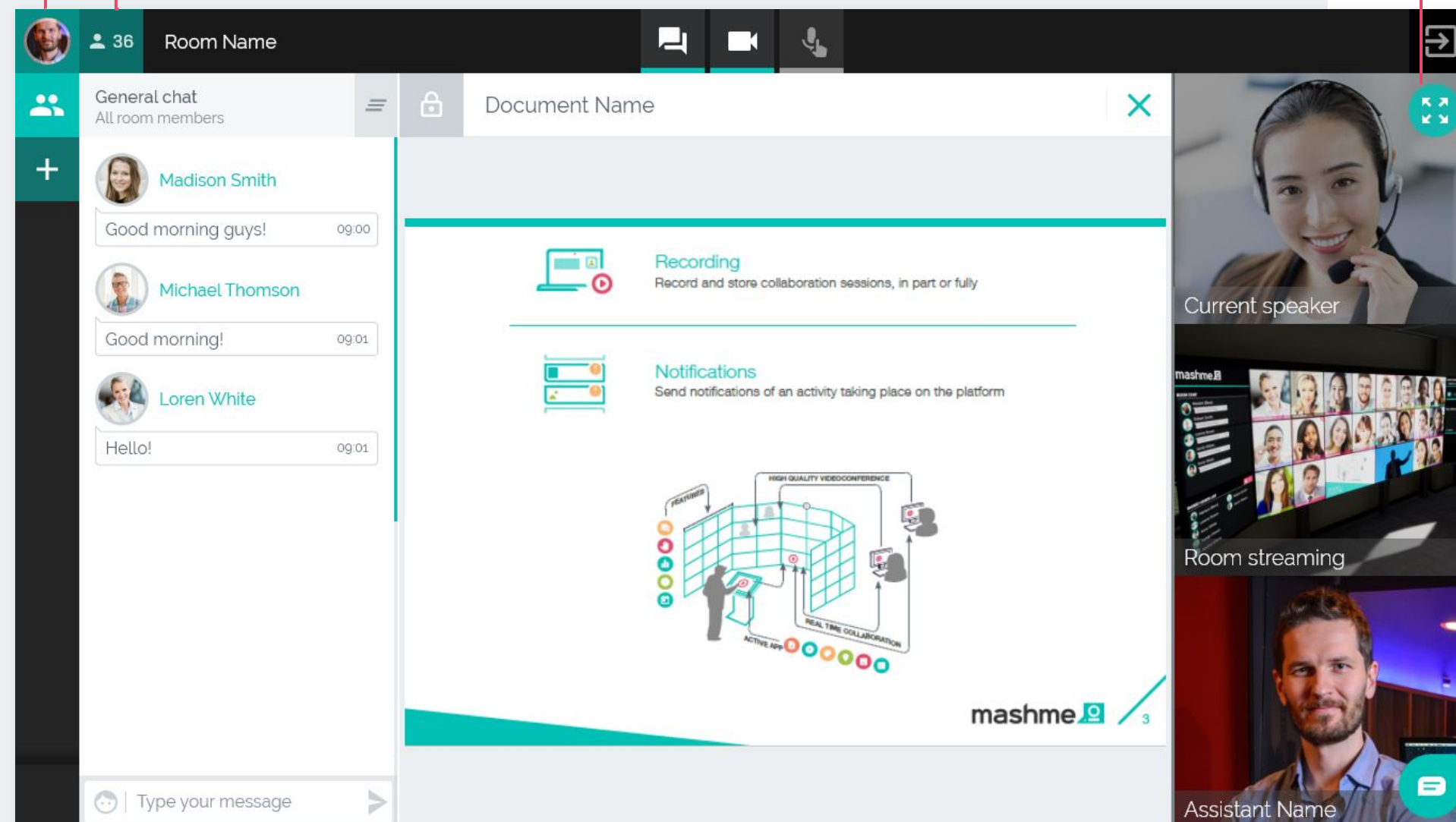
# Virtual Room

## GENERAL OPTIONS

MAIN MENU

ONLINE PEOPLE

EXPAND TO FULL SCREEN



### Main menu

The Assistant has the following options available:

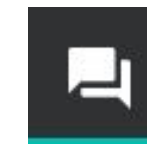
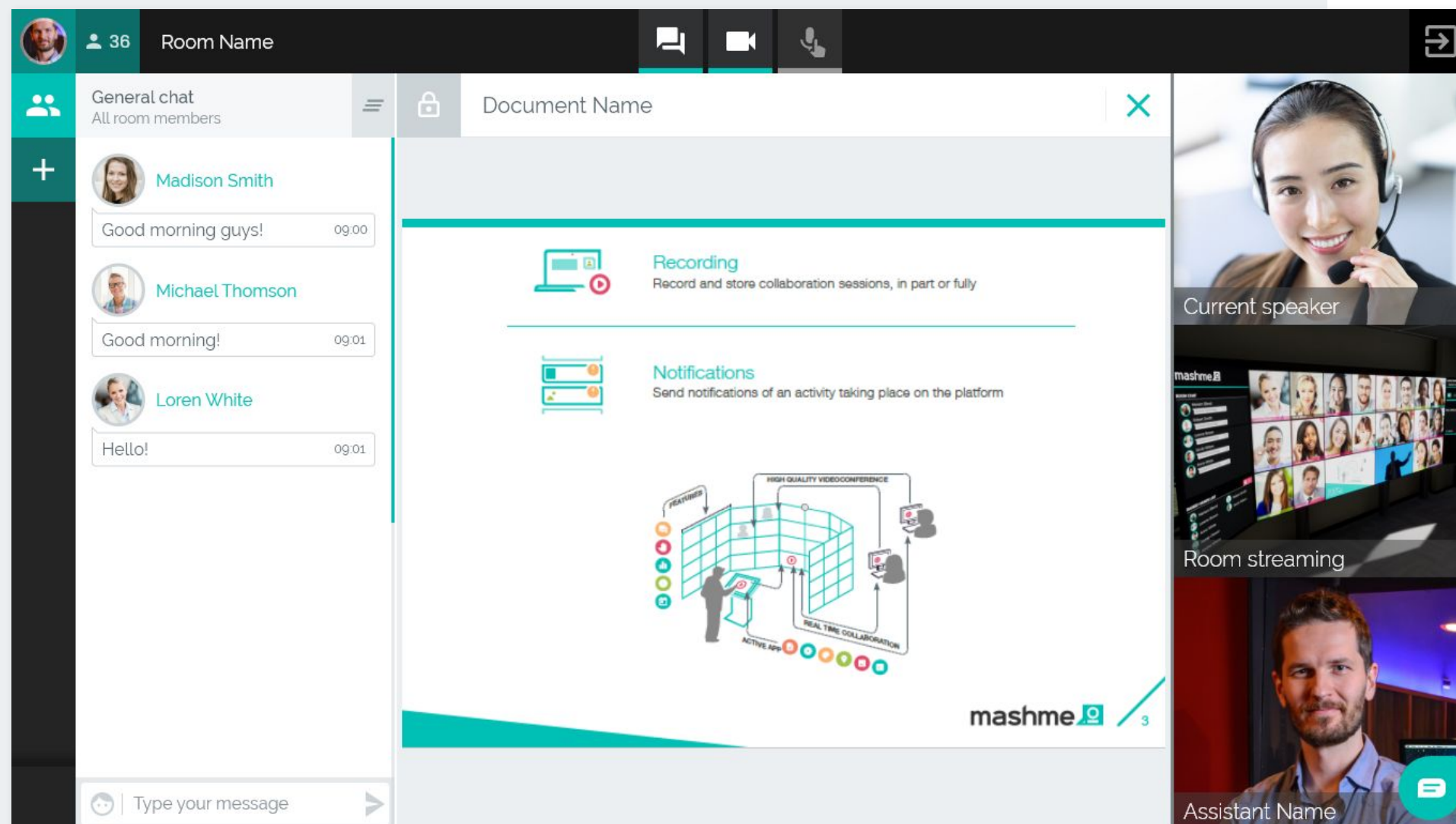
- Update their profile
- Change devices (camera and microphone)
- Access to the Help Center
- Leave the room
- Log out of the mashme.io platform

For further information about change devices

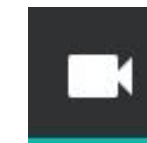


# Virtual Room

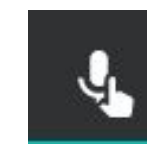
## MAIN BUTTONS



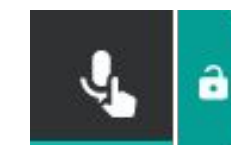
Click to open/close the chat panel.



Click to turn on/off your camera.



Click and hold (push to talk). The microphone will mute automatically when the button is released.



If you want to lock the microphone open for more time, click on the padlock button.



The microphone will remain open until you click to turn it off.

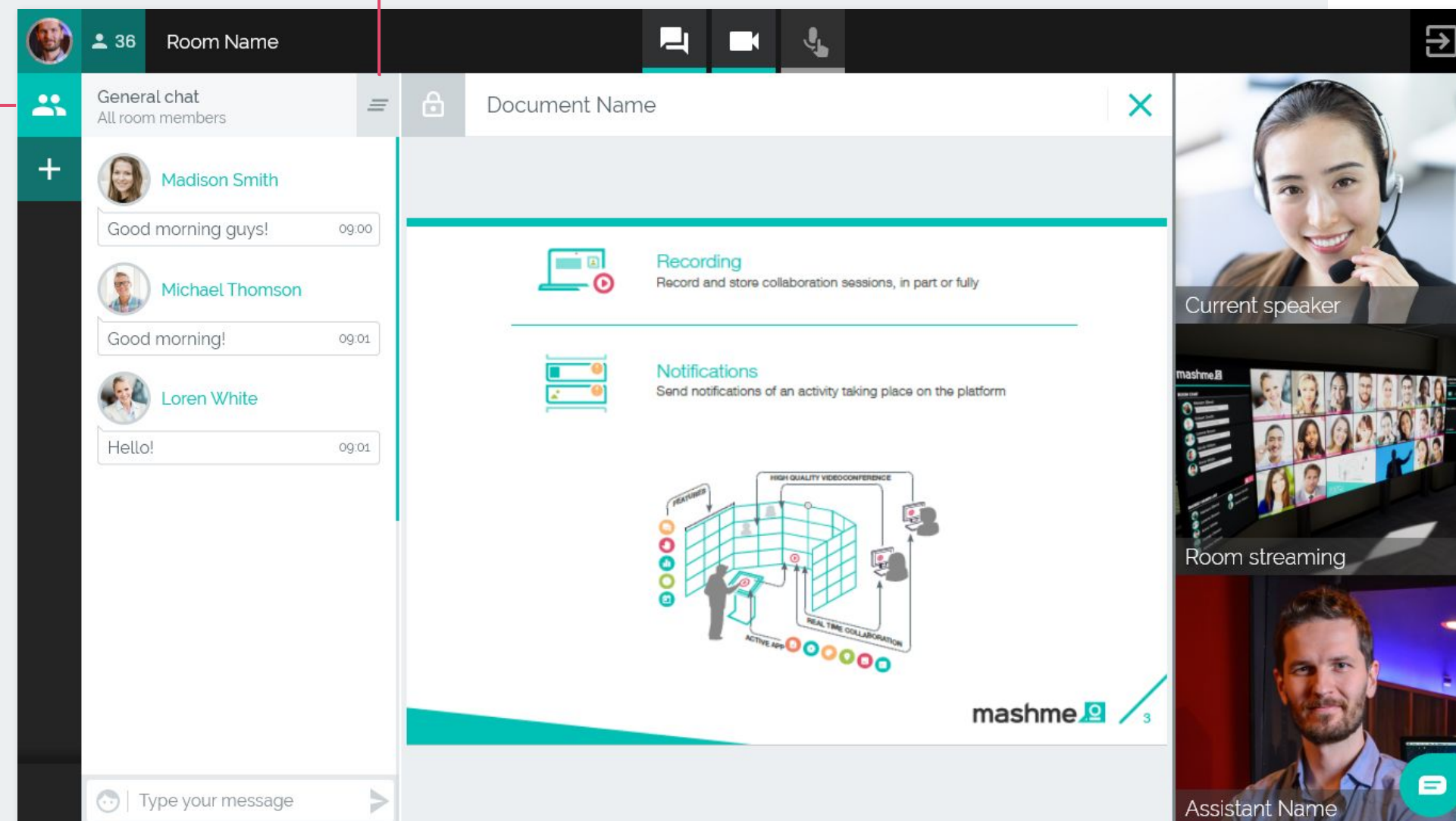


# Chat channels

## ROOM CHAT

### ROOM CHAT

### CLEAR CHAT HISTORY



The **Room chat** allows the Assistant to interact with all the users in the session. The Assistant can send messages by typing in the text box, add links to resources, or send emojis by clicking the emojis icon.

The Assistant is able to:

- Mention a user personally by using “@”
- Clear the chat history by clicking on the clear history button in the top right hand corner (icon)

### NOTE

If the organisation has enabled the **Translator feature**, another chat tab (Translator) will be present in the top of the chat area.





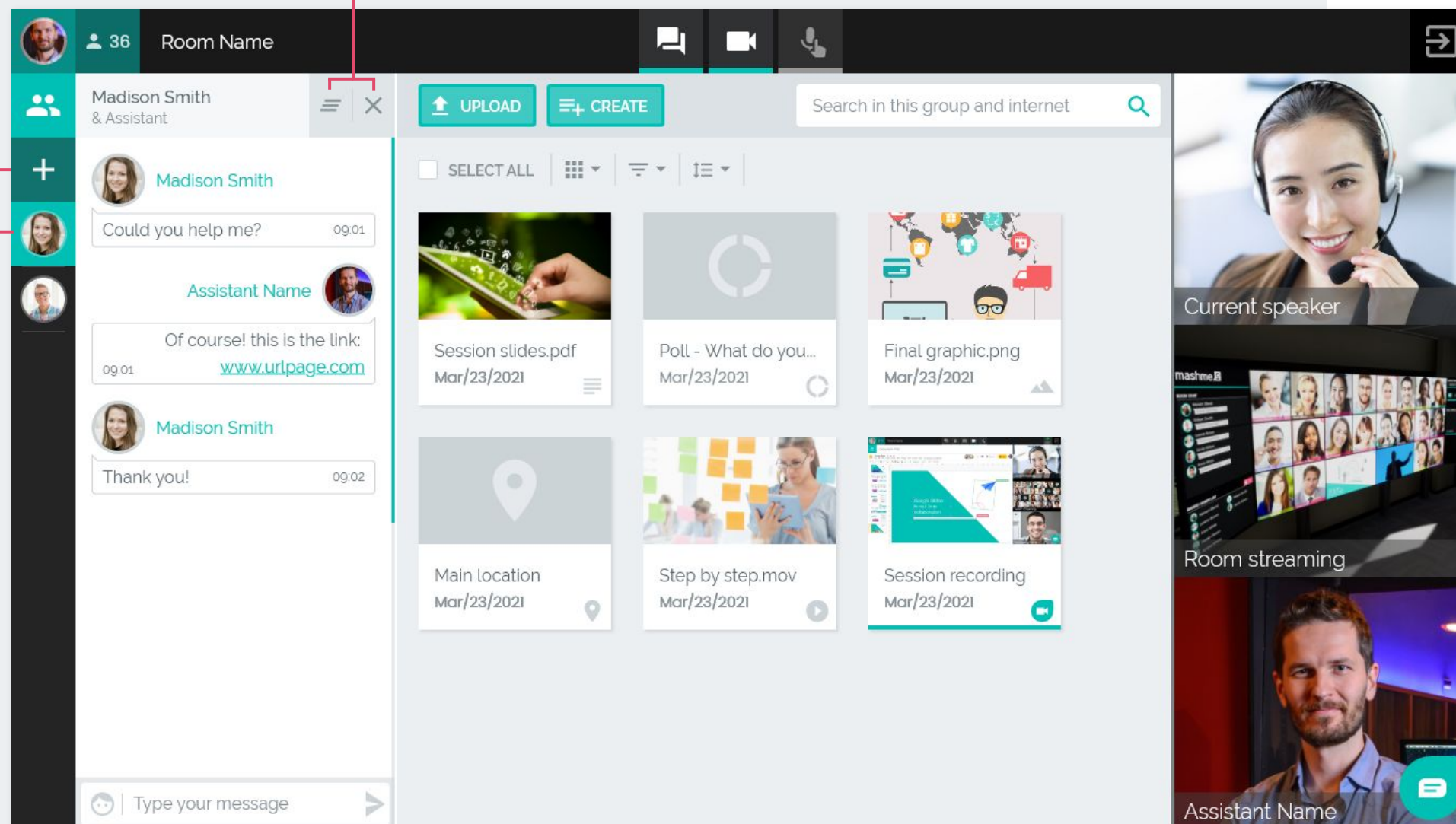
# Chat channels

## PRIVATE CHAT

PRIVATE CHAT

OPEN PRIVATE CHAT

CLEAR CHAT HISTORY/CLOSE CHAT



The **Private chat** allows the Assistant to interact privately with the Participants.

### Open a private chat

1. There are two ways to open a new chat:
  - Click on the “+” button and select the Participant from the list
  - Click on the Participant’s avatar in the room chat
2. The new “chat” conversation will appear in the left hand tab

At any time, the Assistant can:

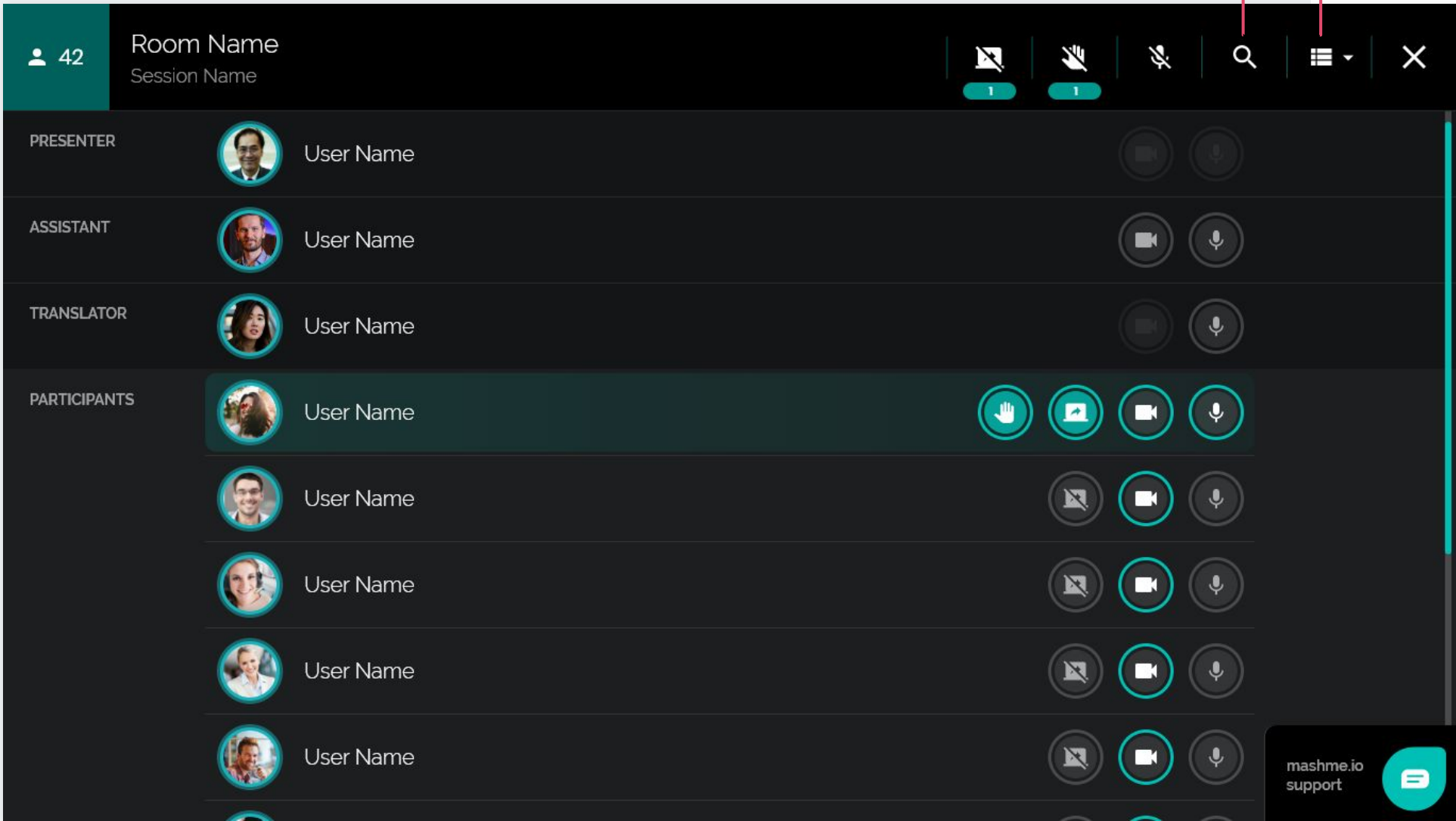
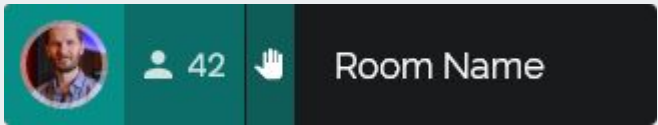
- Clear chat history
- Close chat (history is maintained)



# Online people panel

SEARCH BY NAME

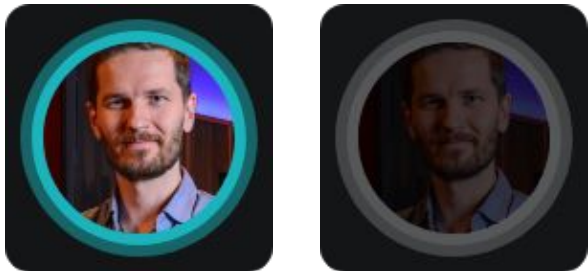
CHANGE VIEW LIST / THUMBNAI



By clicking on the **Online People** number during the session the Assistant can see:

- If the session has the Assistance/Translation feature enabled\*
- The connection status of Room members
- The users connected as Remote Presenters\*
- If the Participants have raised their hands
- If the Participants are sharing their screens
- If the Participants have their cameras on/off
- If the Participants are talking and using the microphone button

ON-LINE OFF-LINE



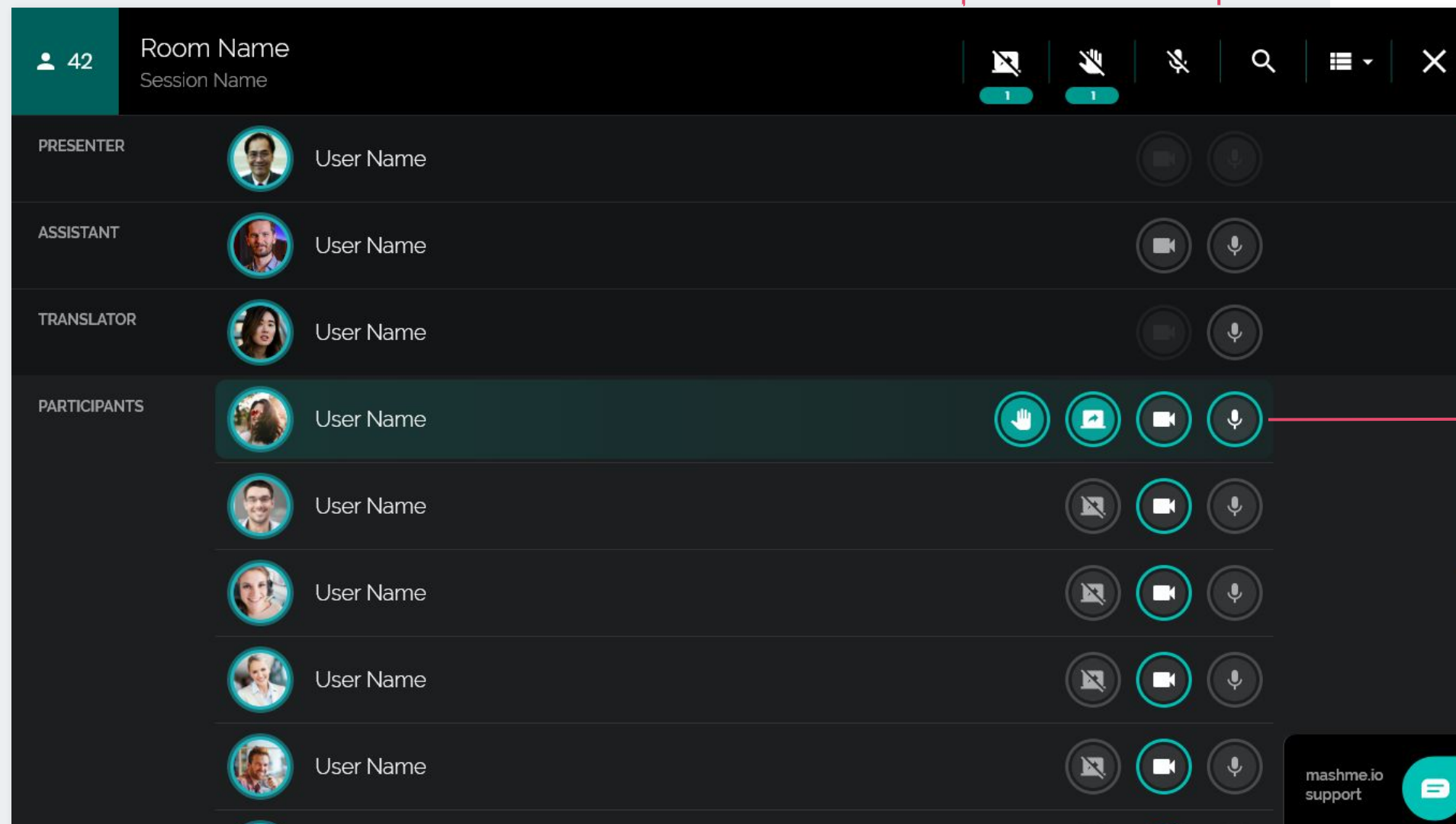
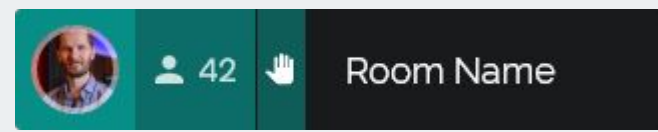
\* Information is available if the organisation has optional features such as Translation and Remote Presenter enabled.





# Online people panel





## SESSION MODERATION



Several control tools are available to moderate a session for **all Participants**:

- Disable screen sharing for all Participants
- Lower all raised hands
- Block/Unblock all microphones
- Mute all microphones

The following controls can be applied **individually**:

-  Lower raised hand
-  Enable/disable screen sharing
-  Block/Unblock camera
-  Block/Unblock microphone

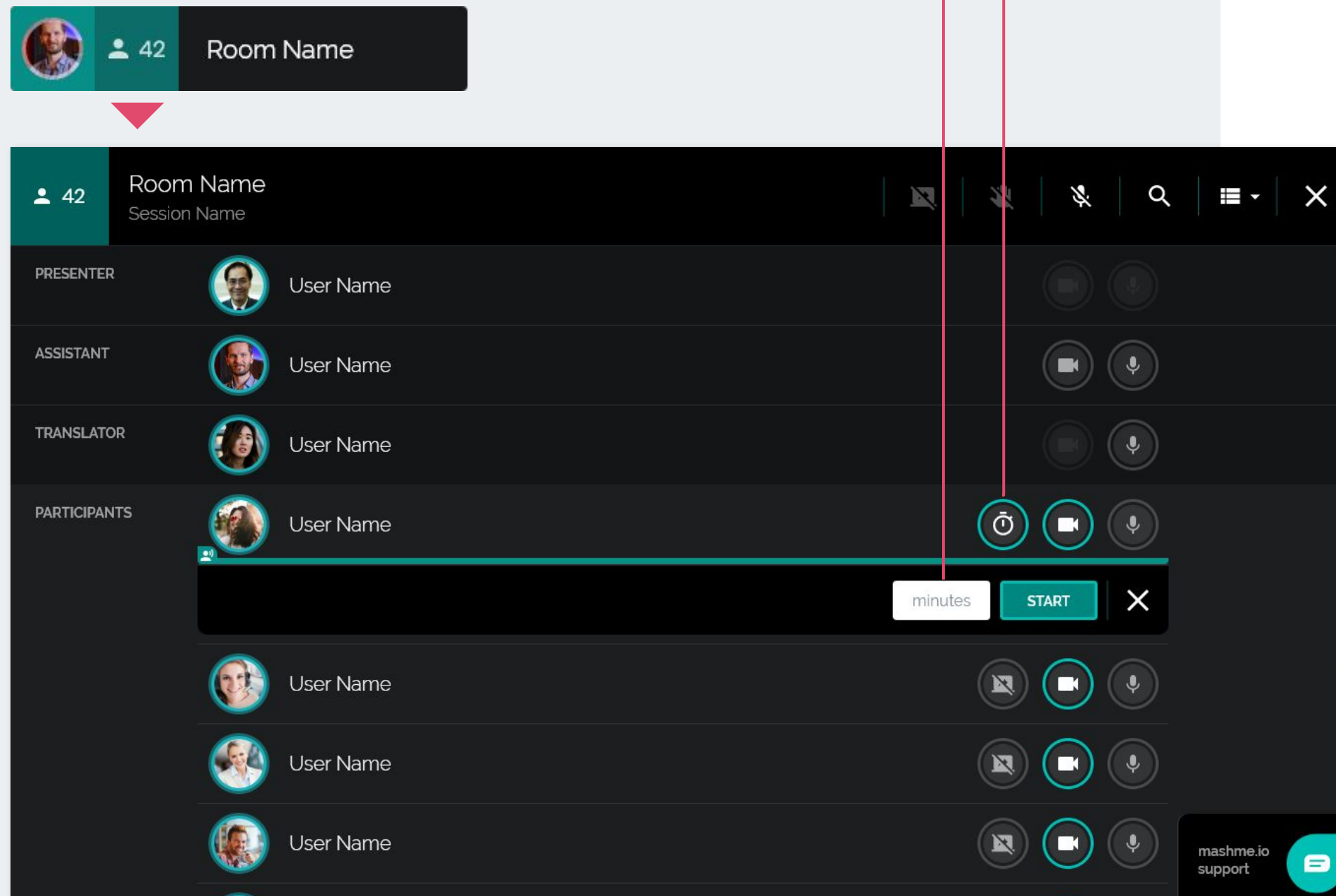
### NOTE

It is also possible to block/unblock devices or to enable/disable screen sharing when users are offline. Remember, screen sharing by default is disabled for Participants.

# Online people panel

## INTERVENTION TIMER\*

### ACTIVATE INTERVENTION TIMER\*



To facilitate the moderation of sessions with several Remote Presenters, the Assistant can activate a **timer that indicates the intervention time** for each one.

### To activate the timer

1. Select the Remote Presenter
2. Click on the icon timer
3. Assign the corresponding time in minutes
4. Click on the Start button

Once the timer is activated, both the Assistant and the Remote Presenter will see in their interface a **time bar** and a **countdown timer** that shows the time available for the intervention.

### NOTE



This icon indicates the users connected as Remote Presenter(s).

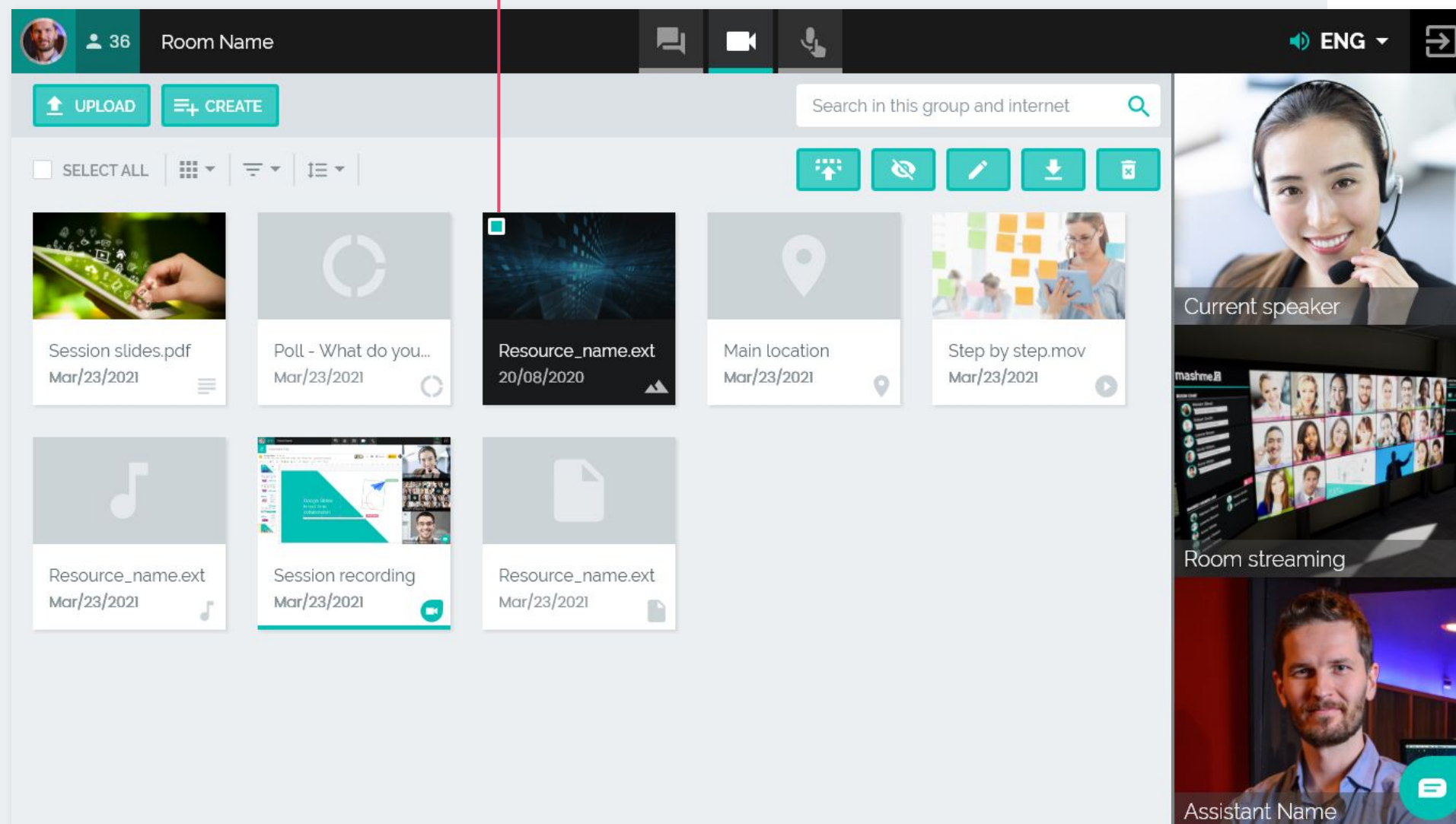
\* Available if the organisation has enabled the Remote Presenter feature.








# Applications and files

## MANAGE RESOURCES

### SELECTED APPLICATION/FILE



The Assistant has the following control options over the application/file selected.

-  Open
-  Download
-  Change the visibility (show/hide)
-  Delete\*
-  Edit name

### NOTE

By default, anything the Assistant uploads to the room will be **hidden from Participants**. To make it visible use the “**Show**” button.

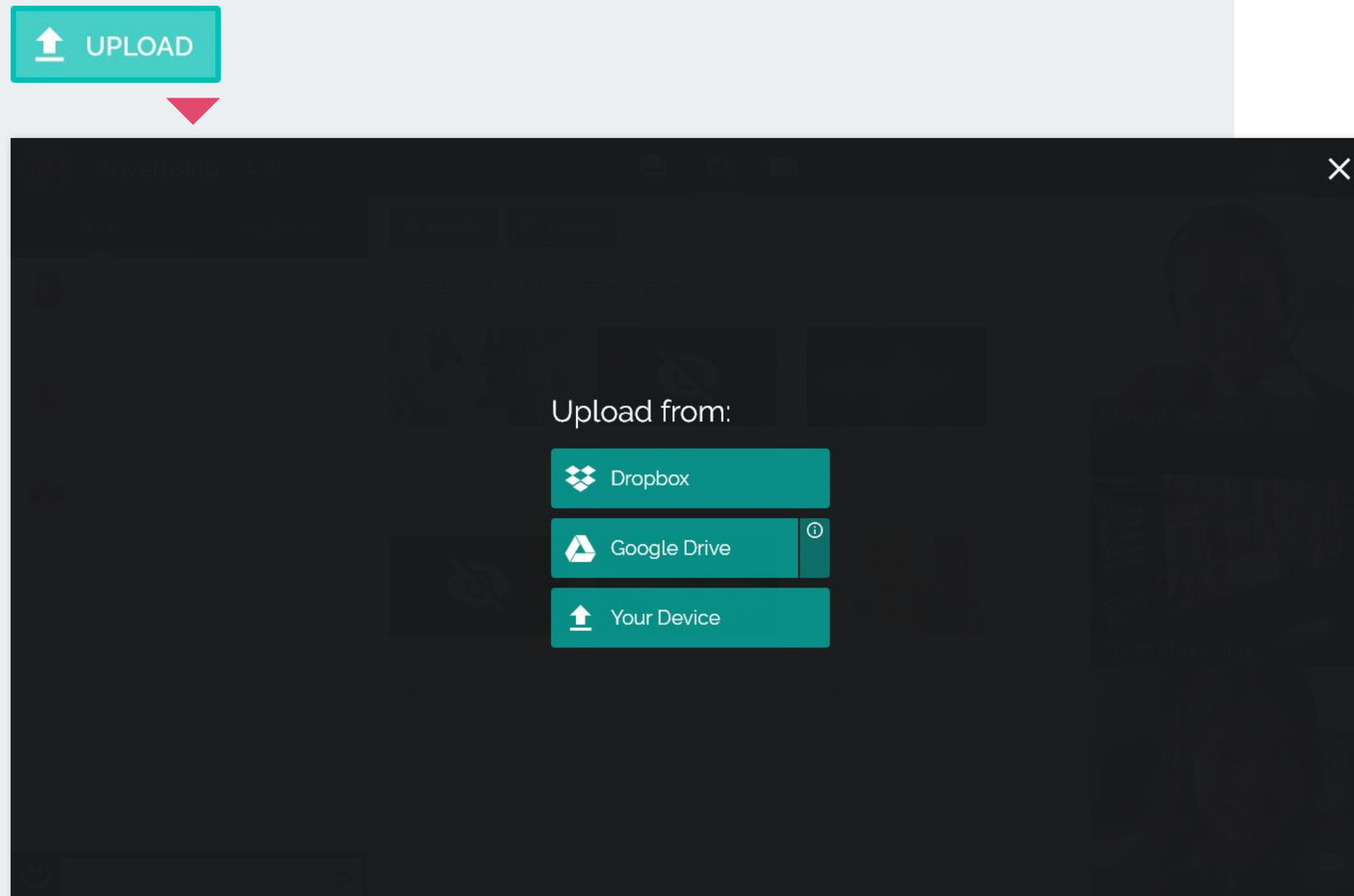
\* The Delete process is permanent and can not be undone.





# Applications and files

## UPLOAD



Many types of files can be uploaded from:

- Dropbox
- Google Drive
- Your Device

The files can be displayed and stored in the room and are available at any time for download.

All files with extension **.pdf**, **.jpg**, **.png**, **.bmp**, **.mp3** and **.mp4**, as well as all files derived from other platform tools (with above extensions) can be shared within the Room.

### NOTE

Some types of files are not recognizable by the system. The file may not be opened however it will be available for download.



# Applications and files

## UPLOAD FROM GOOGLE DRIVE



Uploaded document permissions will change to "Anyone with the link can edit"

Google Drive

Google Drive ▶ Google Drive ▶ FILE UPLOAD - DRIVE ▶ NATIVE DOCS

Name	Owner	Last modified ↓
TEST - SHEET DOCUMENT	me	1:19 PM
TEST - DOC DOCUMENT	me	1:19 PM
TEST - DRAWING DOC	me	1:19 PM
TEST - SLIDE DOCUMENT	me	1:19 PM
TEST - FORM DOCUMENT	me	1:19 PM

Imported | Copied

Icons: Google Drive, Google Docs, Google Sheets, Google Slides, Google Drawings, Google Forms, PDF, Images, Videos, Audios, Documents, etc.

The files selected in the Google Drive picker will be imported or copied depending on the type of file.

### Imported files

Native Google files\* are imported **keeping the synchronization** with the original file in Google Drive.

- The associated permissions with these types of files will change to 'Anyone with the link can edit' to allow collaboration when the file is unlocked
- If the original file is deleted in Drive, it will no longer be available in the room
- If the file is deleted in the room it does not affect the original file in Drive
- Some native Google files can be downloaded from the room in PDF or PNG format, as is the case of Google Docs, Sheets, Slides, Drawings and Jamboards.

### Copied files

Other types of files can be copied and stored in the room working as local files **not synchronized** with Google Drive (images, videos, audios, documents...)

For further information about work with Google Files

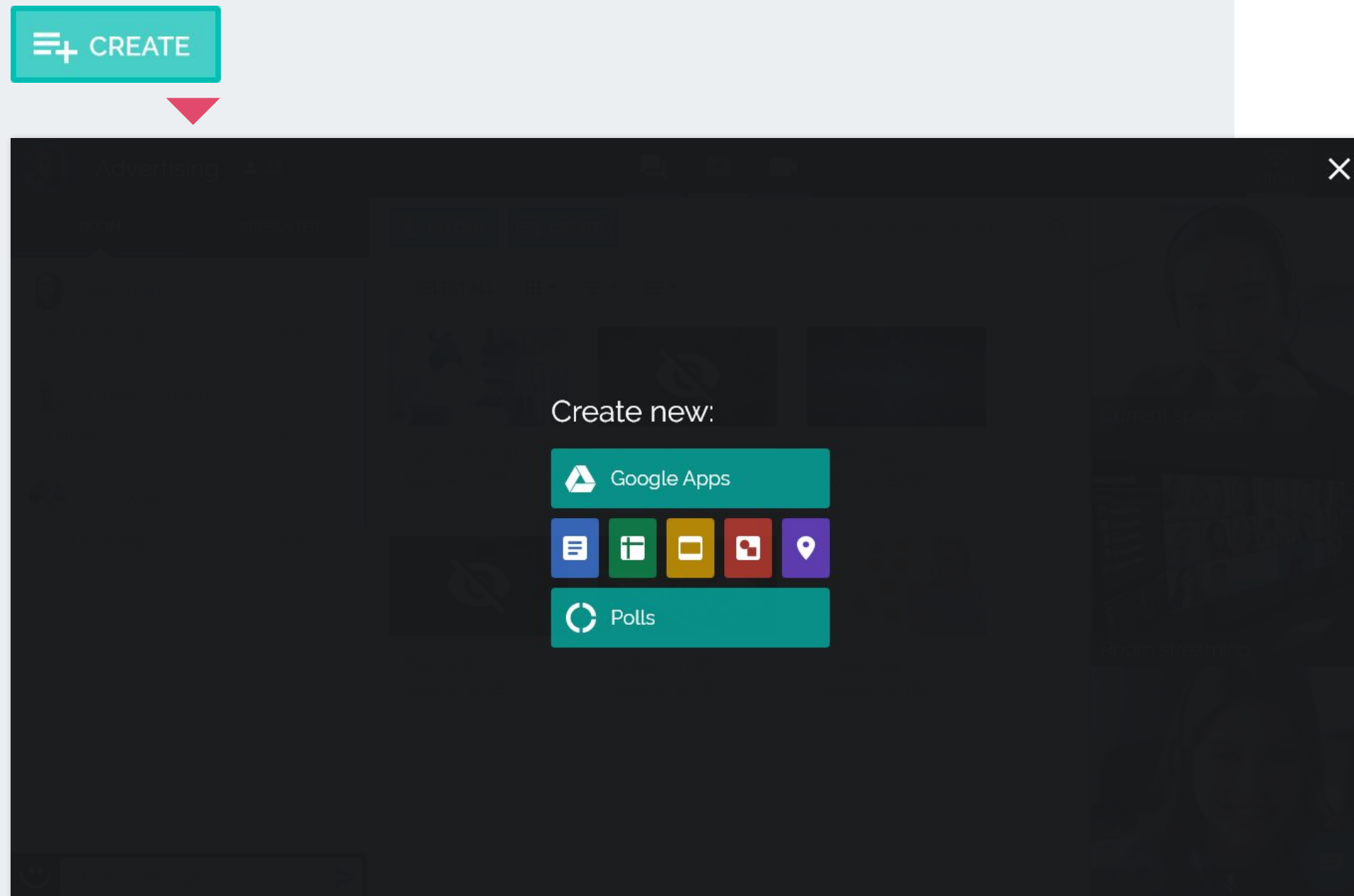


\* **Native Google Files:** Files of Google Suite as Google Docs, Google Sheets, Google Slides, Google Drawings, Google Maps, Google Jamboard, Google Forms, Google Scripts, Google Sites and Google Fusion Table.



# Applications and files

## CREATE



By clicking the “Create” button the Assistant can create the following resources:

- **Google Apps**

The type of applications/files that can be created into the Google Suite are:

- Google Docs
- Google Sheets
- Google Slides
- Google Drawings
- Google Maps

- **Polls**

The type of polls that can be created are:

- Open
- Blind
- Anonymous

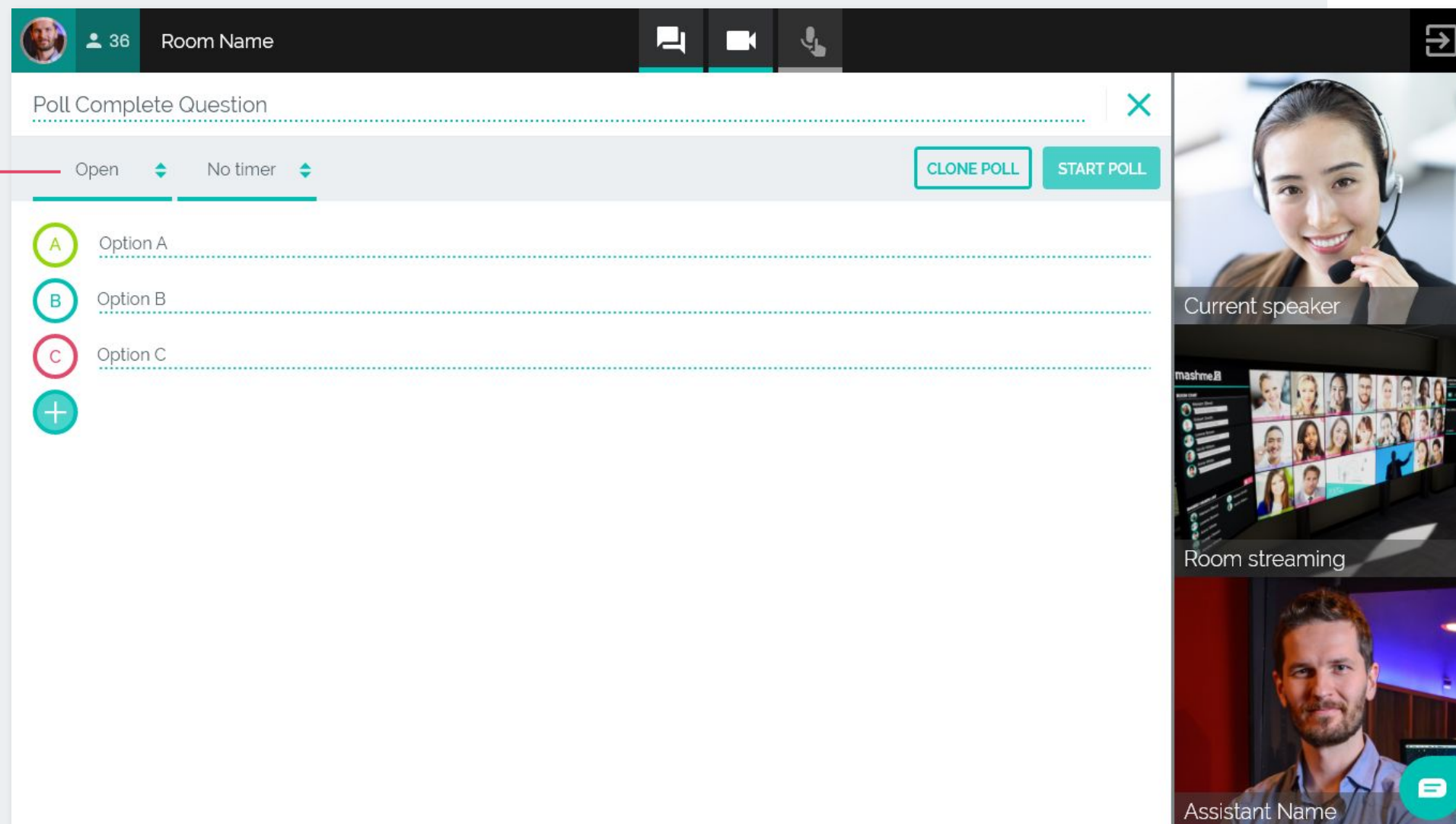




# Applications and files

## CREATE A POLL

### TYPES OF POLL



Three different types of polls are available for selection:

- **Open**  
Everyone can see all live voting, and see the results
- **Blind**  
No one can see the live voting, but the results are open to all
- **Anonymous**  
No one sees the voting at any time

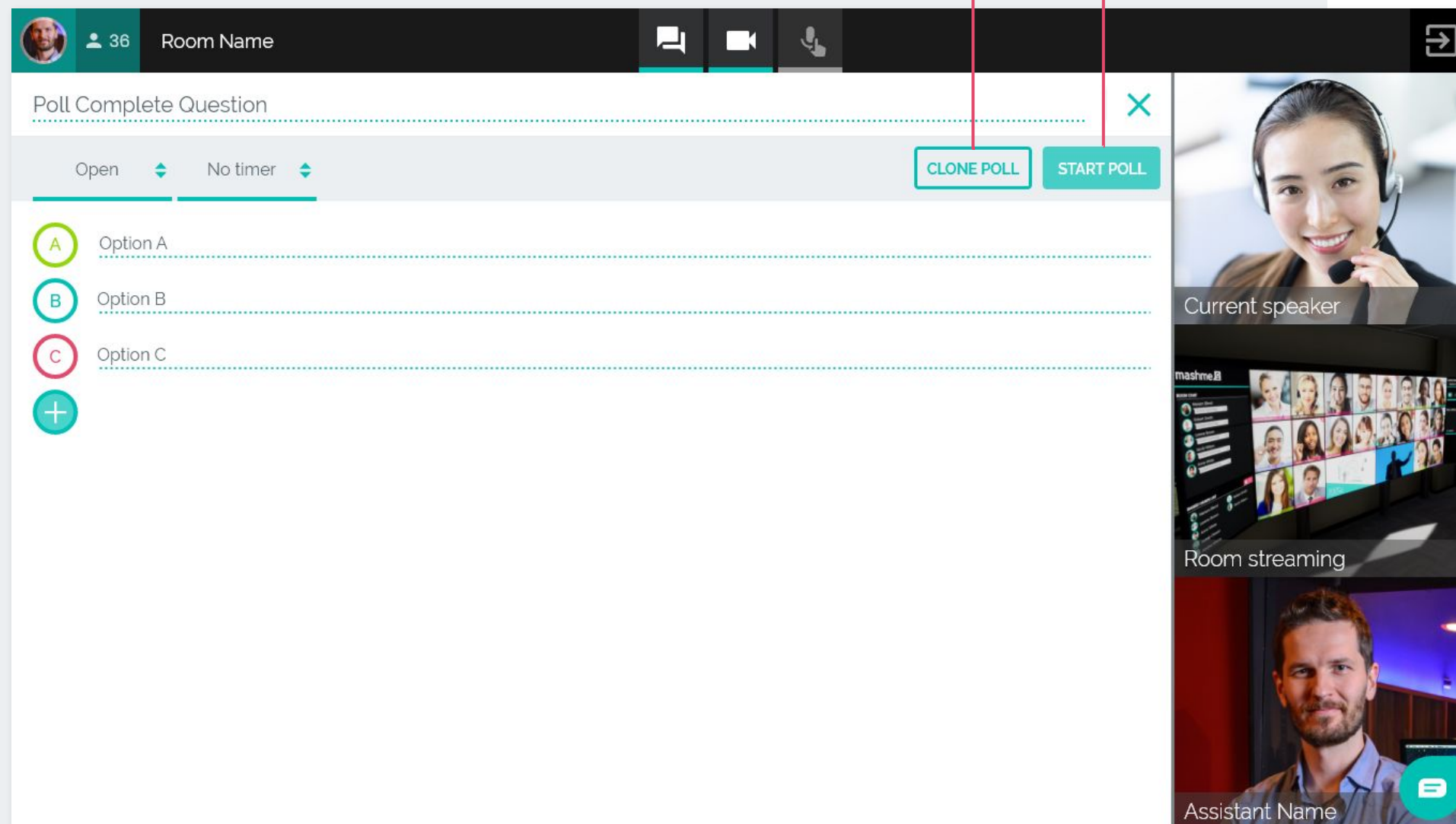


# Applications and files

## CREATE A POLL

CLONE POLL

START POLL



### Steps to create a Poll

1. Write the question/statement
2. Add as many possible answer options as needed. (Polls can be created prior to the session or ad-hoc, on-the-fly)
3. Select the type of poll
4. Select the poll timer
5. To launch the poll click the “Start Poll” button
6. To end the poll click the “Close Poll” button

### Clone Poll

It is possible to clone a poll before it is launched, to repeat it during the session or in a future session within the same Room.

### NOTE

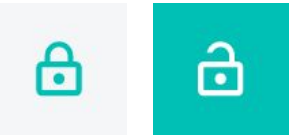
When a poll is closed it automatically becomes a resource of the room.



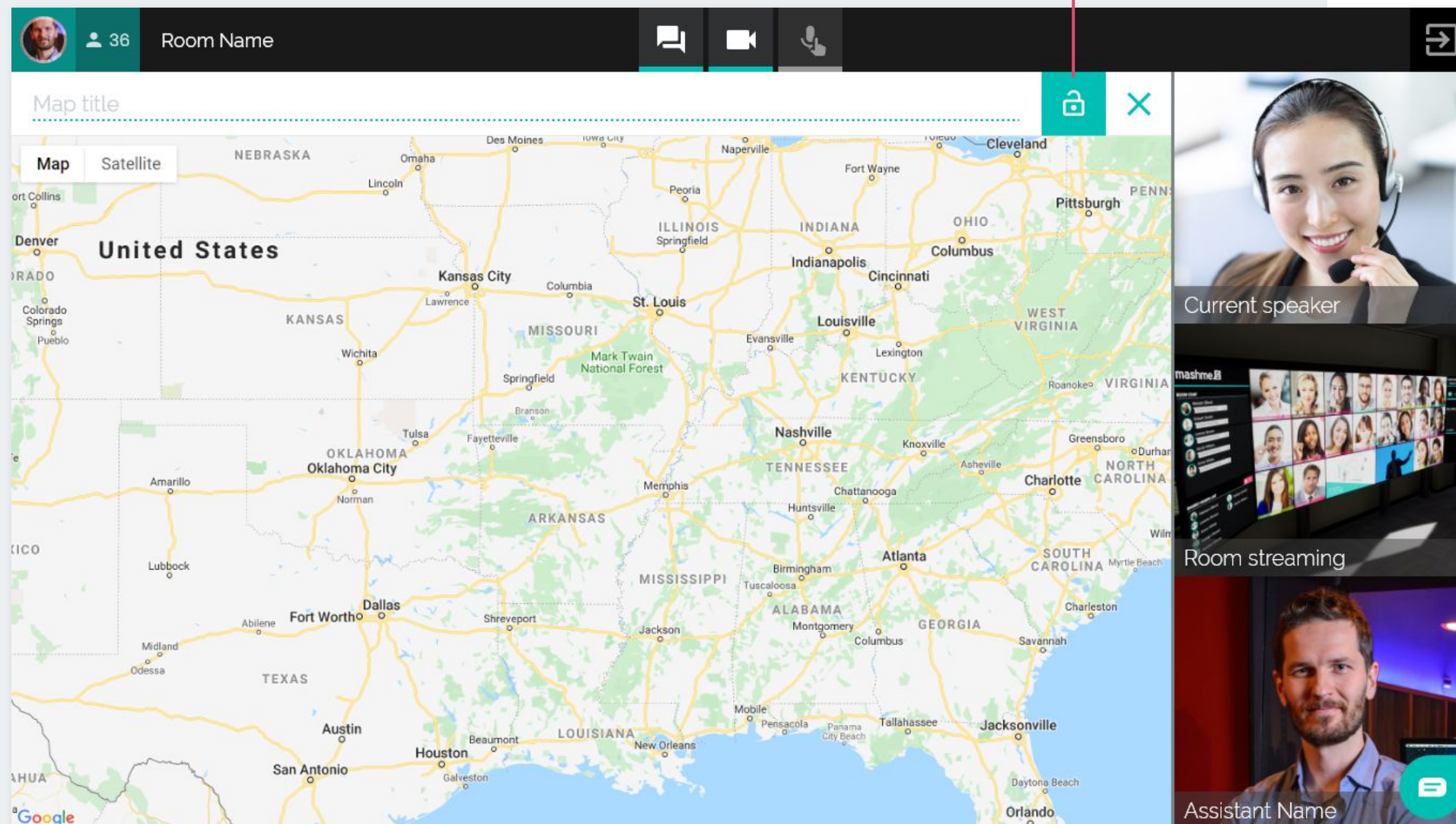


# Applications and files

## LOCK/UNLOCK



### LOCK/UNLOCK BUTTON



The applications/files that allow the interaction or collaboration have a lock/unlock button. **To allow the interaction (or stop it)**, click on the button. The users will see an indicator in their interface that shows the unlock status of an open file.

By default, any files the Assistant opens in the room will be locked.

### NOTE

When the application/file is opened by another user (ie. Presenter or Remote Presenter\*), by default, the file is also locked. Only the Assistant is enabled to close a file, if required.

\* Applicable if the organisation has the Remote Presenter feature enabled.





# Applications and files

LOCK/UNLOCK. GOOGLE FILES

## UNLOCKED GOOGLE FILE

The screenshot shows a Google Slides presentation titled "Document Title" being shared in a video conference room. The room interface includes a top bar with a user profile, 36 participants, and the room name. Below this, there are icons for chat, video, and audio. The Google Slides interface is visible, showing a slide with a teal background and a white box containing the text "Google Slides in real-time collaboration". A red dashed line indicates a path from the "User Name" label to the text box. The right side of the screen shows a video feed of participants, including a "Current speaker" and a "Room streaming" view. The bottom right corner shows a participant labeled "Assistant Name".

Once Google files are uploaded to the room, allow real-time collaboration. In this instance, Participants can edit files directly within the room.

- Google Docs
- Google Sheets
- Google Slides
- Google Drawings
- Google Maps

### NOTE

Some types of Google files as Forms or Scripts can be uploaded into the room but not allow real-time collaboration.



# Full Screen Videoconference



MINIMIZE VIDEO STREAM

ACTIVE APP

This option **allows the Assistant to focus** on any of the following sections:

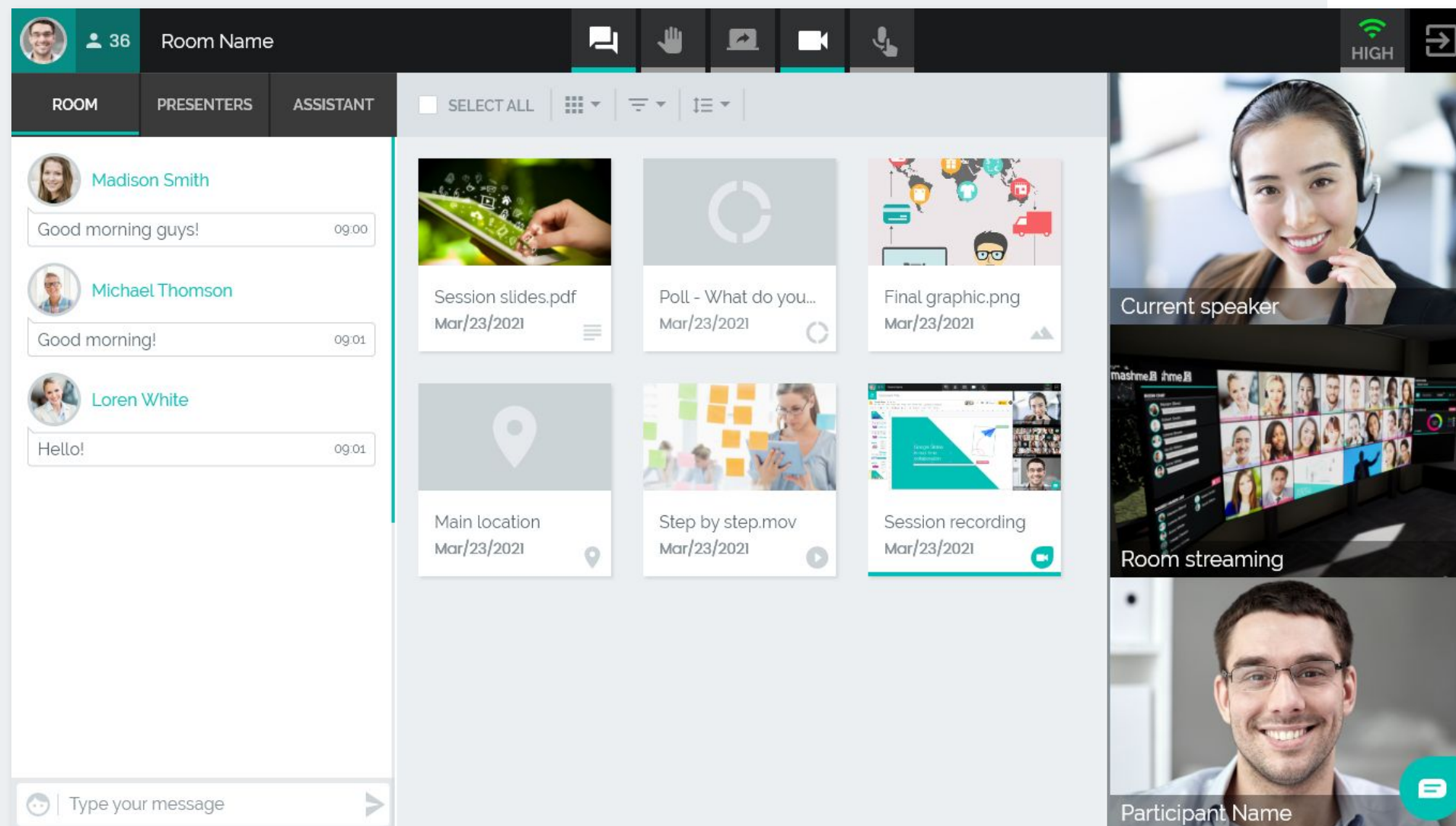
- Current speaker
- Room streaming
- Assistant video stream



# Participant view



# Participant view



All **Participants** see this view when connecting to a session. Participants may action the following:

- Turn on /off their video camera
- Raise their hand to ask a question
- Push to talk microphone button, or lock the microphone open
- Expand their videos to full screen
- Collaborate on the active application (only when the session moderator unlocks it)
- Screen share (only when the session moderator enables it)
- Open/close the chat panel
- Participate in room chat and presenter chat (private with the presenter)
- Download available material
- See information about room members

Full details available in [Participant Guide](#).



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**mashme** 

If you require further assistance or information

Contact us  
[support@syncrtc.com](mailto:support@syncrtc.com)

Visit our Help Portal  
<https://help.mashme.io/>