

Your Portal to Personalized Communications

Welcome to your PING Quick Start Guide. Powered by Clearspan, your PING Client is your modern collaboration solution for anywhere, anytime, any device communication via voice, video, messaging and more. Included in this Guide you'll find how to quickly install and integrate PING for communication across all your devices. Clients for Windows and Chrome browser are available. You'll receive a welcome email with account credentials or instructions to use SSO. Happy PING-ing!

1 Supported Features

Ping supports collaboration and a wide array of features including messaging, document and screen sharing, video and phone calls, and provides end-to-end encryption for data sovereignty. For a complete list of features go to www.clearspancloud.com/ping

2 Installation Preparation



Windows Client Installation

The Windows client can be downloaded from Clearspan's latest Ping Client.
<https://packages.clearspanuc.com/win32/x64/desktop-clearspan-latest.exe>



Chrome Browser Client

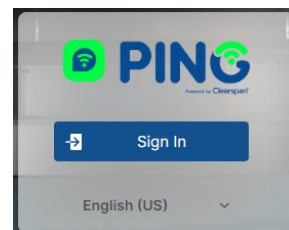
Open Chrome and go to: <https://uc.clearspanuc.com>

3 Initial Login/Setup

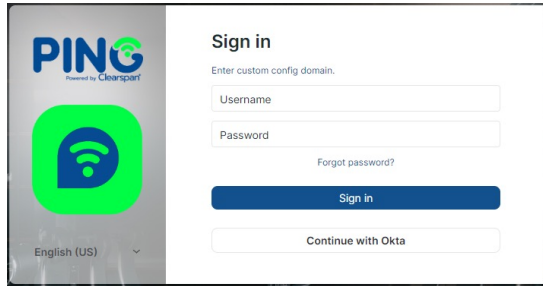
The setup for desktop and web are the same. Running the desktop client or clicking on the browser URL will display this sign in page. Please enter your credentials, or if your organization uses SSO, click on the continue with SSO button.

Note: The desktop client is preferred as it will start automatically when Windows launches. Please do not use both the desktop client and the Chrome Browser Client on the same computer as this will cause conflicts. If you are downloading the desktop client, you will need to run the downloaded file to install the application. With the Browser Client, there is no install required.

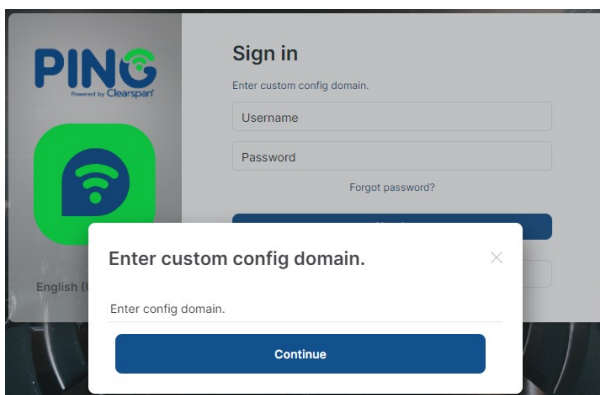
- **Navigate to the URL provided to login to PING.** You can change the default language here if desired.



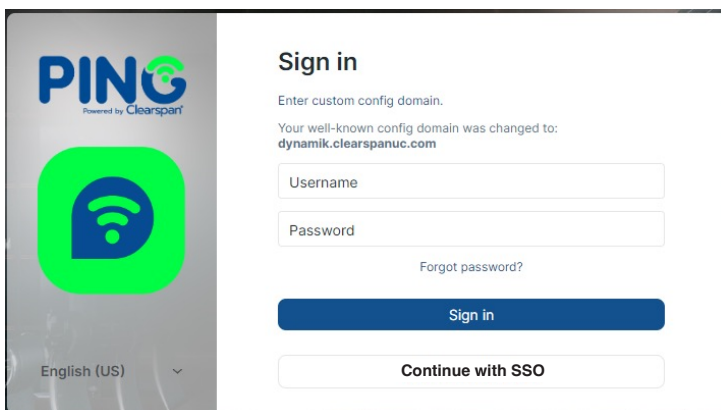
- Click Sign In. You will be presented with the screen shown below.



- Click Enter custom config domain.



- Enter config domain provided to you. Example should be something like: xxxx.clearspanuc.com. You will need to replace xxxx with the domain provided to you in the on-boarding process
- Click Continue. Now the Sign in screen will change and look similar to this with custom config domain filled in. Your well-known config domain was changed to:



This step only needs to be performed on the first login for a **new SESSION**. Examples are showing the first time you try to login to the desktop client OR the first time you are logging into the client with a web browser. Keep in mind that each **NEW login** will require setting this initial custom configuration domain. For example, you downloaded the PING desktop client to your work computer and logged in, this information is saved. If you login to the client via Chrome on the same computer, you will need to enter this information. If you login to the client on a new/different computer, you will need to enter this information.

ONE TIME ONLY for a **NEW login** you will be prompted to Set up Secure Backup for decrypting messages on different sessions. For example, you set this up **ONE TIME ONLY** for your desktop client and want to login to PING on another computer, you will be prompted for this information. If you are unable to provide this information, you **WILL NOT** be able to decrypt your messages.

- Check Enter a Security Phrase and click Continue

- Enter a security phrase that you will remember and/or save the security Phrase in a password manager. You will need this Phrase if you login to a new or different computer in the future. For example: I Live In The USA!!! (This is just an example, but something longer and complex that you can remember.) The system will guide you through setting an appropriate Security Phrase.
- You will be prompted to re-enter the security phrase, please re-enter and confirm.
- You will then be prompted to Save your Security Key.

It is recommended that you download the key and save it to a secure location as well as copy the text of the key and save it to a password manager if you use one. You will need the **Security Key** in the future if you need to login to PING on another computer.



You should now be logged into PING for the very first time.

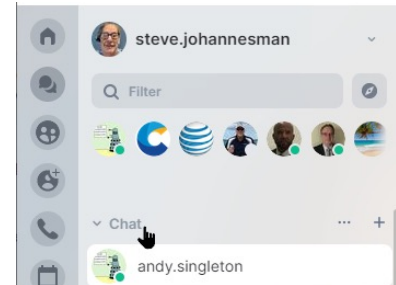
4 User Interface Functions

Both the desktop app and browser have the same functionality. Hovering your cursor over each icon will display a tool tip identifying the function.



Chat

Chat is for one-to-one communication. You can message, call and share images or files. To add a contact, click the "+" sign to the right of chat. This will bring up a dialog box where you can search for other users. Type your contact's name to see a list of options.



Teams

This is where you create a new Team of work colleagues who you regularly communicate with. Teams can only be joined by other Ping users and there is no access to your Teams rooms outside of Ping.

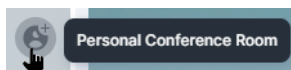
To create a new Team, click the "+" sign next to the Team icon. Give the Team a name and make it private or public. Public rooms are available for other users to search for and join. To invite others to the room after it has been created, click on the three dots next to the room name and select "invite people."

Teams is where you will likely spend most of your time communicating with your coworkers. The advantages are that files and chats remain constant for each team. Any member can start a voice/video call. A typical team name may be "weekly change control meeting" etc.



Personal Conference Room

All users have a personal conference room created as part of their account.



When the **Personal Conference Room** is selected, the client will open the associated camera and display the output.



The gear icon allows you to select your audio and camera devices. Click "Join Room" to start a call. The conference room supports audio/video calling and screen sharing. When sharing content, your video feed is replaced with the shared content.

While in a conference, there are a number of functions available. Hovering your cursor over an icon displays a tool tip denoting the icon's function.



Personal conference rooms are primarily used to allow external participants to join a conference. External users will join as guests via a web browser with limited functionality.

A unique feature for both Team and Personal Conference Rooms is that multiple participants can share their screens simultaneously, greatly enhancing collaboration.



Calls

Calls opens to a dialpad to make PSTN calls. It also displays your call history, which is sortable and searchable.



Settings

Settings allows users to configure the appearance, notification and security options, and submit trouble tickets. Settings are accessed by clicking on your initial in the upper left corner of the screen.