

# Conference Room

Helpful articles on using the equipment within the Conference Room.

- [OWL Conferencing Solution](#)
- [Polycom IP Phone](#)

# OWL Conferencing Solution

The OWL conferencing device works in a similar manner to connecting a webcam to your laptop. To connect and use the OWL Conferencing device, please:

1. Plug in the provided USB-C cable exiting from the bottom of the OWL device.
2. Ensure the OWL device is connected to power.
3. Open your preferred meeting app (Zoom, Teams etc.).
4. Start the meeting.

Windows should automatically select and use the OWL device as its camera, speakers and microphone. If this is not the case, please see below for instructions on how to manually choose the OWL device as your audio/video source.

## Troubleshooting

Below are some troubleshooting steps to help you connect and use the OWL device.

More support articles can be found on [OWL Labs Support Page](#).

### *Teams is using my internal laptop mic/speaker/camera rather than through the OWL device*

Within your Team's meeting, perform the following:

1. Select the **three horizontal dots** located in the top bar. Select **Device settings** from the drop-down.
2. Ensure the OWL device is selected under the *Audio Devices, Speaker, Microphone and Camera* drop-downs.

### *Zoom is using my internal laptop mic/speakers/camera rather than through the OWL device*

With Zoom, perform the following:

1. Select your **initials** in the top right-hand corner and select **Settings**.

2. Under the *Video* tab, ensure the OWL device is selected as your *Camera* source.
3. Under the *Audio* tab, ensure the OWL device is selected as both your *Speaker* and *Microphone* source.

## *Audio is coming from my laptop rather than the OWL device*

To select the OWL device as your audio destination, perform the following:

1. Select the **Sound icon** in lower right-hand corner of the taskbar.
2. Select the **small arrow** in the window that appeared. A selection of audio output will be displayed.
3. Choose the **OWL 3** audio output.

Please see [OWL's support page](#) for further troubleshooting if the issue persists.

# Polycom IP Phone

The conference room IP phone is a full-featured phone which can be used for both receiving and making calls.

## Calling In

### Single Participant

If only a single meeting participant will be using the IP phone, they can call in directly to the number outlined below. The conference phone will function in an equivalent manner to a regular phone.

|                     |                  |
|---------------------|------------------|
| <b>Extension</b>    | 340              |
| <b>Phone Number</b> | 1 (604) 260-0270 |

### Multiple Participants

If multiple participants will be calling in, you will need to utilize a Telus Connect meeting room. This meeting room is running and available whenever needed.

|                  |                    |
|------------------|--------------------|
| Participant Code | <b>008-071-224</b> |
| Host Code        | <b>003-201-278</b> |

To join the meeting room, please call one of the meeting room numbers below and enter in the *Host Code* noted above. For participants, please ask that they select and dial the number closest to them and enter the *Participant Code*.

| <b>Location</b>       | <b>Phone Number</b> |
|-----------------------|---------------------|
| Canada Wide Toll Free | (844) 511-2074      |
| Calgary, AB           | (403) 387-2000      |
| Edmonton, AB          | (780) 666-2345      |
| Halifax, NS           | (902) 701-1237      |

| Location      | Phone Number   |
|---------------|----------------|
| Montreal, QC  | (438) 807-0873 |
| Ottawa, ON    | (343) 700-3335 |
| Quebec, QC    | (418) 431-0215 |
| Saskatoon, SK | (306) 500-0981 |
| Toronto, ON   | (416) 619-0731 |
| Vancouver, BC | (778) 200-4975 |
| Winnipeg MB   | (204) 272-0264 |

## Calling Out

Outbound calls can be made on the conference room IP phone like a regular phone. Simple dial the number and the conference IP phone will connect you with the participant.