

CALIFORNIA COMPUTER OPTIONS Cloud Communications

Next-Gen Video & Collaboration: Max Productivity & Employee Engagement from Anywhere

With Computer Options 7.0, our next-gen voice, video, messaging and collaboration solution, working remotely feels no different than being in the office.

Computer Options 7.0 Solution FAQ

Business communication and collaboration needs are continuously evolving and at an increasingly rapid pace. As a result, there's a strong and growing preference for comprehensive tools that solve for the full range of a business' voice, video & collaboration requirements. Modern workforces need easy-to-learn, fully integrated tools that enable the highest levels of productivity and engagement whether working remotely, in the office, or somewhere in between.

With Computer Options 7.0, our next-gen voice, video, messaging and collaboration solution, working remotely feels no different than being in the office and is just as efficient. Users have access to a softphone for making and taking calls plus all the calling features they've come to expect, HD video capabilities, Chat & SMS, meetings, virtual rooms, and much, much more. This FAQ provides need-to-know info about selling, pricing, provisioning, and using Computer Options. If you have a question not addressed in this document, please call your PSA.

Unleash the power of the modern workforce...

Where can I download the Computer Options? desktop app?

The latest version of Computer Options 7.0 can always be downloaded from meet.corenexa.com. Simply click on the Download link located in the top right hand corner.

What are my options for using Computer Options?

For the most feature-rich experience, we recommend using the downloadable desktop app. Computer Options can also be accessed via browser and mobile clients (iOS/Android). All three options deliver a fantastic user experience and the roadmap for continued enhancements is extensive!

What are the supported browsers for the web client?

The web client supports the following browsers:

- Windows - Chrome, FireFox, Microsoft Edge (v.78 or higher)
- Mac - Chrome, FireFox, Safari
- Linux - Chrome, FireFox
- iOS - Safari
- Android - Chrome

***Remote workforces
need easy-to-learn,
fully integrated tools
that enable the highest
levels of productivity
and engagement.***

How do I join a meeting?

There are several ways to join a meeting.

From the desktop app:

1. Click on Join via the app link in a calendar invite
2. Search for a meeting in the app
3. Join a meeting by typing in the meeting ID

From the browser client:

1. Click on Join via the browser link in a calendar invite
2. Search for a meeting in the app
3. Join a meeting by typing in the meeting ID
4. Go to meet.corenexa.com and join with the meeting ID

From the mobile client:

1. Click on Join via the browser link in a calendar invite
2. Go to meet.corenexa.com and join with the meeting ID

Note: Use Safari for iOS and Chrome for Android

How do I schedule a meeting?

From the Home screen on the desktop app, simply click on the + icon and select the Schedule Meeting tab. Fill in the details and click on Schedule Meeting. Once the meeting is scheduled, a modal will display with a confirmation. You will then have the ability to copy the invite and send via a calendar app of your choice. If you integrate with Google or Microsoft, you will also have the ability to schedule from there as well.

How do I invite guests to a meeting?

Once a meeting is scheduled, you can take the invite details and open up a calendar tool of your choice and add guests. If the meeting is already taking place, you also have the ability to invite other internal users to your meeting directly from within the meeting. Simply click on the Participants icon on the left hand side of the meeting and click on the + icon to add others.

How do I share my screen?

While in a meeting, click the Share Screen icon in the bottom control bar. A modal will display and you will have the ability to select from available desktops, any open apps, as well as sharing only a portion of your screen.

Can multiple people share their screen at the same time?

Yes! One of the great things about Computer Options is that multiple people can share their screen at the same time. Gone are the days of having to switch presenters (e.g. “passing the ball”) and the time wasted doing so.

How do I record a meeting?

If you are the moderator of the meeting you will have the ability to record the meeting by clicking on the More icon in the bottom control bar and selecting the Record Meeting option. Once selected, all participants will see that the meeting is recording in the top left hand corner of the screen.

Where can I find my recordings?

If you are using the desktop app there is a section on the main navigation called Recordings. You will find all of your recordings there. Recordings are saved locally to your computer in your user directory by default.

What is the difference between a meeting and a virtual room?

A meeting is scheduled for a specific date and time whereas a virtual room is an always-running, “always-on” meeting where users can stay all day or come and go as needed. Rooms enable high-productivity and nurture camaraderie by providing dedicated spaces where employees can talk, gather and collaborate. Your virtual video room, just like your office, is always available and ready for face-to-face and/or side-by-side collaboration sessions. Virtual rooms are ideal to use 1:1 or as a group, work well for huddle/conference rooms, and are a fantastic collaboration tool for entire departments or teams of users.

Is there Webinar functionality?

Webinar functionality is coming soon! Stay tuned for the offering sometime around 2Q2021.

Computer Options 7.0 gives users access to a softphone for making and taking calls plus all the calling features they’ve come to expect, HD video capabilities, Chat & SMS, meetings, virtual rooms, & much, much more.

What is the pricing for the Professional plan?

Partner pricing is dictated by whether Computer Options video capabilities are bundled with Computer Options Voice offering or sold as a stand-alone service. Don't forget— Computer Options video, meetings & collaboration solutions can be sold over the top of virtually any third-party PBX provider! When bundled with a Computer Options voice seat, video pricing is tiered, and scales down based on the number of users for that customer's instance. If sold as a BYO-PSTN solution, video pricing is tiered, and scales down based on the number of users for that customer's instance.

How does the pricing work based on the number of users?

For both bundled and standalone deployments, price breaks are given based on the number of users per customer. For any customer with greater than 1,000 seats, please call your account manager to obtain special pricing. User tiers starting with 26+ seats are entitled to a 5% discount per user.

Bundled w/ Computer Options Voice price break tiers

- 1-25 users:
- 26-50 users
- 51-100 users
- 101-1,000 users
- 1,001+ users:

BYO-PSTN price break tiers

- 5-25 users:
- 26-50 users
- 51-100 users
- 101-1,000 users
- 1,001+ users:

Are there any seat minimums for Computer Options?

No, we can provide service for 2 users to 1001+

What exactly are Computer Options Virtual Rooms?

A Computer Options Room is a dedicated virtual meeting space that is always available and always "on". You can think of these as meetings that never end. Rooms can be used as virtual offices for executives and managers, as department rooms for highly collaborative teams, huddle and conference rooms and even as special-purpose rooms such as the office "breakroom" or cafeteria.

Are there any requirements for having a Room?

Yes, to purchase a room, customers with bundled Computer Options voice seats must have at least one Professional seat. For BYO-PSTN customers with-out Computer Options voice seats, there is a minimum requirement of five Professional seats to purchase virtual rooms.

How does the pricing work base on the number of rooms?

Price breaks are given based on the number of rooms per customer and whether or not the customer has Computer Options Voice seats. *Note: Reaching higher price break tiers entitles you to a 5% discount per room.*

Bundled with Computer Options Voice, price breaks are given once 5+ rooms are purchased per customer:

Rooms price break tiers

- 1-4 rooms:
- 5-14 rooms
- 15-24 rooms
- 25-100 rooms
- 101+ rooms:

When being billed for Rooms is it an aggregate of all rooms sold across my entire customer base?

No, billing for Rooms scales down only for the particular customer. For example, if you sell one customer four rooms and then another customer 10 rooms, you will be billed at the up to 4 rooms tier price for the first customer and the 5-14 rooms tier price for the other customer.

Can an account only have Standard seats?

If bundling with Computer Options Voice, then technically yes, but you will be missing out on an easy upsell opportunity and the ability to delight your customers with many innovative and exciting features that are only available with a paid Professional seat. Some of the premium features accessible only with a Pro seat include: Voice Dial-in option for meetings, meetings with no time-limits, the ability to purchase Rooms, using the interactive Lightboard Mode (aka "The Weatherperson" feature) for presentations and much more including admin/moderator controls.

Can you tell me more about the softphone integration?

Both the desktop app and browser client versions have a softphone built right in. If you're selling Computer Options Video bundled with Computer Options Voice, the softphone and calling services are included with both Standard and Pro seats.

The softphone comes pre-configured and ready for use and is a true deskphone replacement! If the customer is using Computer Options Video as part of a BYO-PSTN set up, the softphone is only available to users with paid Professional seats (and as a reminder, BYO deals have a 5 Pro Seat minimum requirement). Those BYO users with a paid Professional seat will simply need their SIP credentials (SIP username and password) configured for integration with their preferred 3rd party PBX provider.

Please visit the Computer Options Wiki help documentation to find instructions for easily setting up voice integration for BYO Professional Seat users.