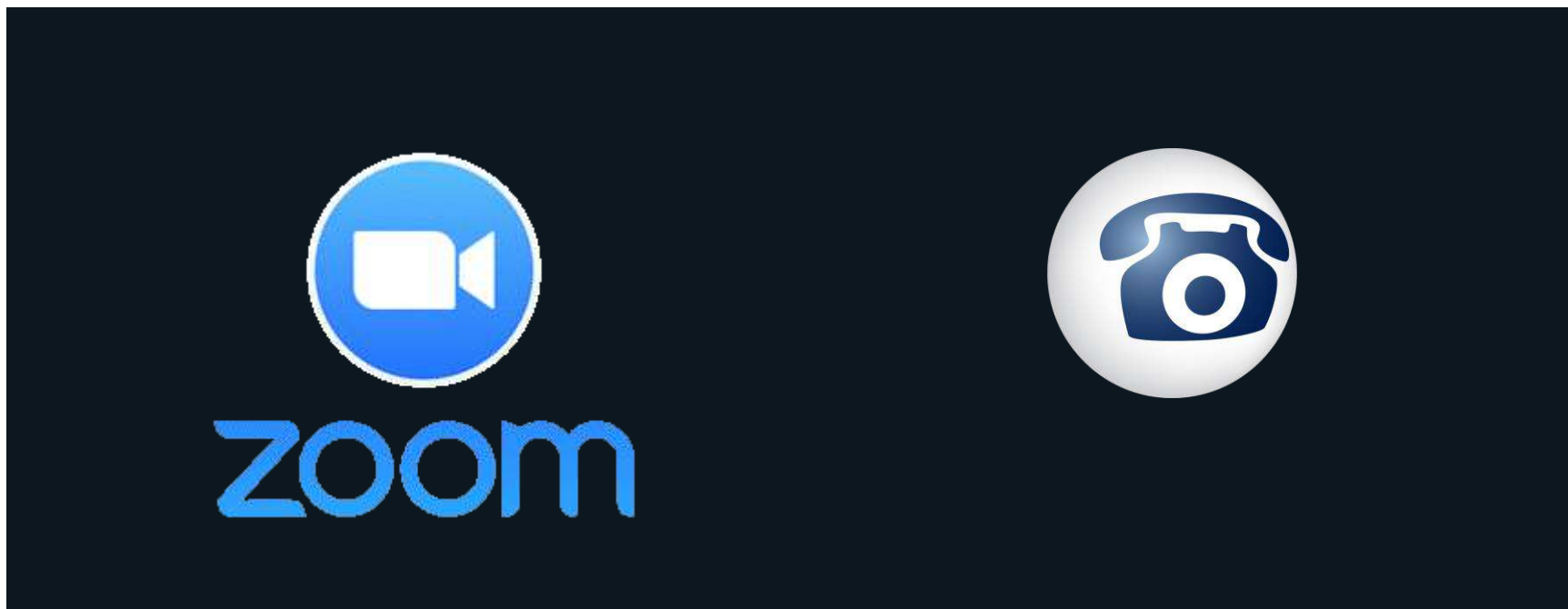


# ONLINE VIDEO AND TELECONFERENCING



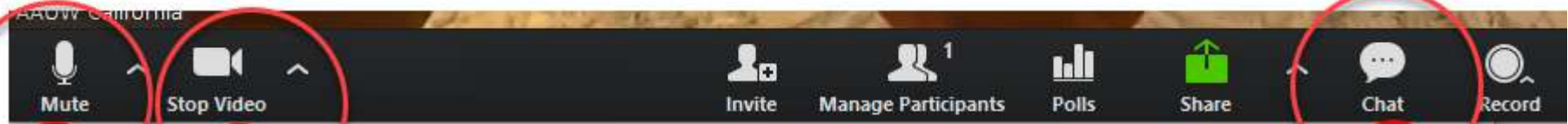
Zoom and Freeconferencecall.com



# Welcome!

Hover over the bottom of your window to find these tools

1. Please put your name and branch in the chat window.
2. Keep your microphone muted unless you need to talk.
3. Keep your video off unless you want to share your “jammies”.



# Agenda

- Welcome
- Review common connection problems
- Preparing and controlling your meeting
- Tool review
- Zoom demo
- Free Conference Call demo
- Webex demo

# Common Audio Problems



## Problem

- I don't have a microphone.
- We can't hear you. You can't hear me.
- There's an echo when someone talks.

## Tip

- Use the chat window to communicate while you work out the problems.
- Give yourself a deadline for solving problems, then move on.

## Common Solutions

- Turn the microphone on.
- Use a headphone. Computer microphones are frequently not strong enough to pick up sound.
- Mute everyone who's not talking. The video conferencing software responds to sounds. If someone has a lot of background noise it will interrupt your speaker.

### When all else fails

- Have the person keep their video session going and have them dial in by phone.

# Common Video Problems

## Problem

- I can't see you.
- I can't see what you're displaying.

YOU'VE  
*got*  
THIS!

## Common Solutions

- Turn the camera on.
- Confirm that you're sharing your screen.
- Is your camera covered by an anti-glare screen?

### When all else fails

- Have the person follow along using materials you've sent out or posted. You'll have to describe how you're navigating more clearly.

# Be Prepared



- Have an agenda.
- Distribute or post materials prior to the meeting to allow participants who are unable to join by computer can follow along.
- Start simple. Learn the basics of your tool first - including phone commands.
- Turn off all other programs on your computer such as Dropbox.
- Join the call early to work out connection issues and be prepared for common problems.
- Orient your participants to the screen and what you expect.
- Know when to give up.
- Relax and have fun. Participants take their cues from you.
- Practice, practice, practice.



# Keeping Order in the Room

- **Mute all participants** on the call. Unmute them only when they need to contribute.



- **Use the Chat.** It can be your friend.

- Have participants identify themselves and their branch name in the chat so you know who attended.
- Use the chat to ask questions.
- Assign a moderator to monitor the chat if you're presenting your screen.

- **For large meetings**

- Save bandwidth and **turn video off.** It can be distracting for a large group.
- **Limit who can share a screen - You only.**



<https://www.nytimes.com/2020/03/25/technology/personaltech/online-video-meetings-etiquette-virus.html?referringSource=articleShare>

# Video Conference vs. Teleconference

## Teleconferencing

- Share audio only
- No computer screen sharing
- Small group
- Limited control of participants

## Video Conferencing

- Share your computer screen
- Small or large group

Most tools do both functions allowing people  
to join by computer or phone







# What Tools are Available?

There are several tools you can use to hold online meetings or teleconference calls. We'll focus on three today.

- Zoom
- Freevideoconferencing.com
- Webex
- GoToMeeting.com

# Tool Comparison

Tool	Free?	Price		Meeting Time limits	Participants	Comments
Free Conference Call 	YES	Free	All include Video Screen Share Phone dial in Unlimited Mtgs	X	1000	<a href="https://www.freeconferencecall.com/">https://www.freeconferencecall.com/</a>
 GoTo Meeting by LogMeIn	NO	\$ 12.00 /organizer /month		X	150	<a href="https://www.gotomeeting.com/">https://www.gotomeeting.com/</a> 14 day free trial
 zoom	YES	Other packages available		40	100	40 minute and 100/participant limit on free version <a href="https://zoom.us/">https://zoom.us/</a> Teachers can get unlimited access by entering your school email address
Webex  Cisco webex	YES	Free		X	100	

# Can We Share an Account?

- Yes. You can share an account
  - Create (or use) an email account for your branch or group
  - Share the login information
- You may want to start a calendar so that you don't schedule meetings at the same time.

# Zoom



Zoom offers a variety of short videos on how to set up and join meetings

- Join a Meeting
- Scheduling a Meeting with Zoom Website
- Meeting Controls

Sign up

- <https://zoom.us/>

Tutorials

- <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

# Zoom - Getting Started



- Create an account: <https://zoom.us/>
- Host a meeting - use this option to start one right now
  - With video on/off or screen sharing only
- Schedule a meeting - use this option for future meetings
- Join a meeting - use this if you're attending someone else's meeting and you know the meeting number.

## Keep it simple

- Schedule
- Invite
- Hold the meeting

# Zoom - Screen Layout



The screenshot shows the Zoom meeting interface with several annotations:

- Control your Camera:** A red box highlights the 'Start Video' button and the 'Select a Camera' dropdown menu. The dropdown menu lists 'Logitech HD Webcam C270' as the selected camera, with options for 'Video Settings...' and 'Choose a Virtual Background'.
- Control your microphone:** A yellow box highlights the 'Mute' button and the 'Select a Microphone' dropdown menu. The dropdown menu lists 'Microphone (HD Webcam C270)' as the selected microphone, with options for 'Handset (USB Internet Phone by TigerJet)', 'Same as System', 'Speakers (Realtek High Definition Audio)', 'Handset (USB Internet Phone by TigerJet)', 'Acer H236HL (NVIDIA High Definition Audio)', and 'Same as System'. There are also options for 'Test Speaker & Microphone...', 'Switch to Phone Audio...', 'Leave Computer Audio', and 'Audio Settings...'.
- Click to invite participants:** A grey box with a white arrow points to the 'Manage Participants' button in the bottom toolbar.
- Shows your participant list. Allows you to mute and unmute:** A blue box highlights the 'Participants (1)' panel, which shows 'Sandra M Gabe (Host, me)' with icons for mute and video. Below this are buttons for 'Mute All', 'Unmute All', and 'More'.
- Chat:** A green box highlights the 'Chat' button in the bottom toolbar. Below it is the 'Zoom Group Chat' panel, which includes a 'To:' dropdown set to 'Everyone', a 'File' button, and a text input field 'Type message here...'.

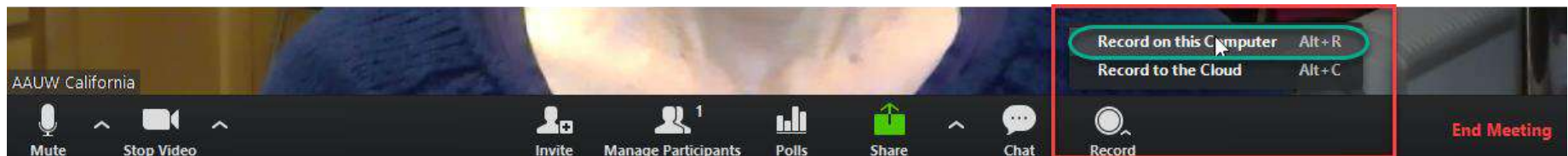
If someone joins by phone,

- \*6 - Toggle mute/unmute -
- \*9 - Raise hand

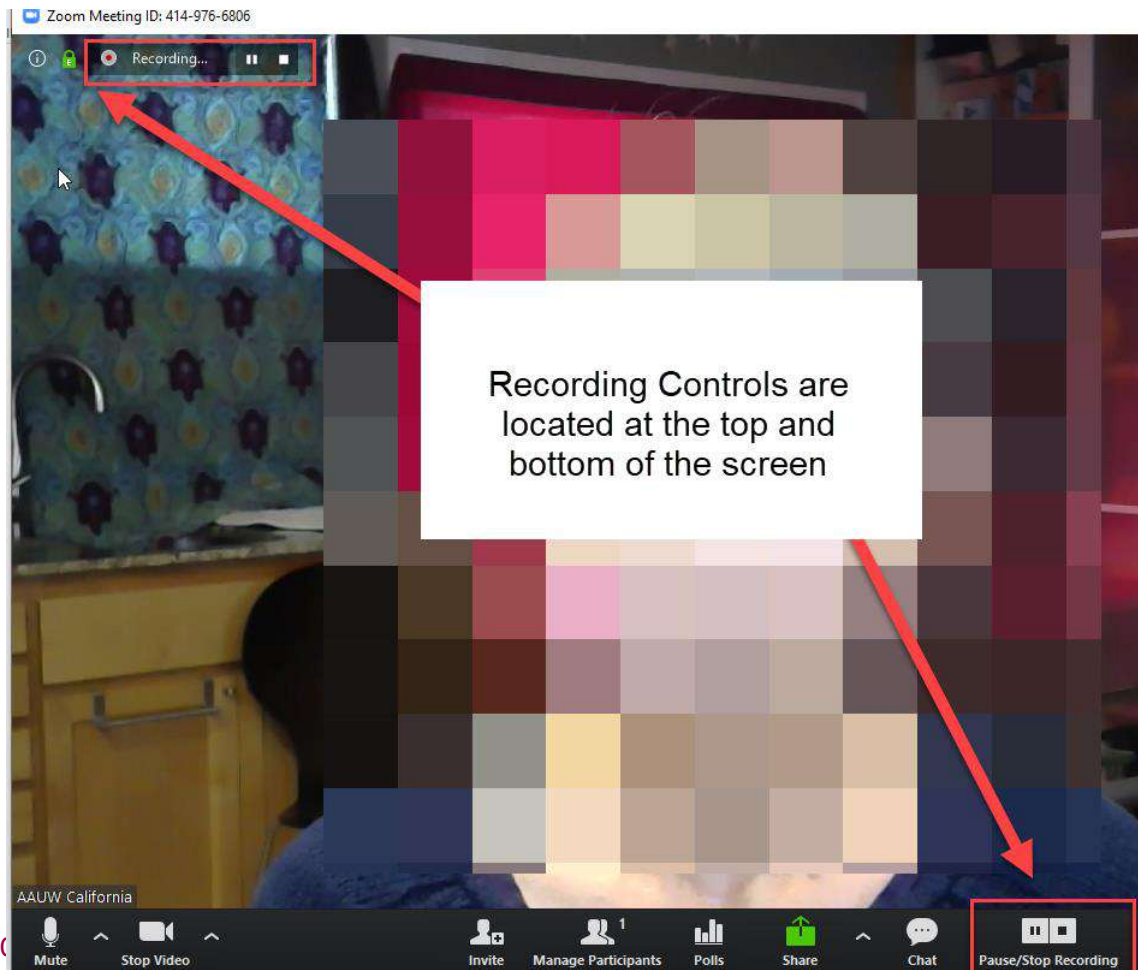
# Recording a Session



- Choose Record from the bottom tool bar
  - Record on the Computer so that you maintain control of the recording
  - Putting the recording “to the cloud” means Zoom has access to it.
- Notify participants that you are recording them and tell them how you’ll use the recording.



# Recording a Session





# Zoom - Finding Your Settings



The screenshot shows the Zoom web interface. At the top right, there are links for 'SCHEDULE A MEETING', 'JOIN A MEETING', and 'HOST A MEETING'. A user profile dropdown menu is open, showing the name 'Suzana M Gabe', email 'smgabe@gmail.com', and account type 'BASIC'. A green arrow points from this menu to the 'Settings' link in the left sidebar. The main content area shows the 'Meeting' settings page, with tabs for 'Meeting', 'Recording', and 'Telephone'. The 'Meeting' tab is active, showing options for 'Host video' and 'Participants video', both with toggle switches. Below that, the 'Audio Type' section is visible, with 'Telephone and Computer Audio' selected.

Settings and meeting information can be found at the top right of your screen. Click on your name.

# Zoom - Helpful Settings



Most of the system defaults are fine. You may want to change a few.

Helpful settings to change

- Video settings default to off for both host and participant. Change this if you have a small group that you trust.
- Change audio to **Mute participants upon entry**.
- Turn “**Auto saving chats**” to **on** so that you have a record of the conversations.
- Change “Who can share?” to **Host only** to prevent zoombombing. See other options in the link below.

<https://www.pocket-lint.com/apps/news/151603-what-is-zoombombing-how-to-stop-trolls-from-crashing-your-video-conference>

# Zoom - Scheduling a Meeting



# Zoom - Share Your Screen





# Free Conference Call

Free Conference Call offers a variety of short videos on how to set up and join meetings

- How to Invite
- How to Host
- How to Join

## Sign up

- <https://www.freeconferencecall.com/>

## Tutorials


- <https://www.freeconferencecall.com/host-instructions>
- <https://www.freeconferencecall.com/participant-instructions>

# Free Conference Call



## Account Dashboard

### Account Information Edit



[Change Photo](#)

Dial-in number <sup>?</sup>	(605) 313-5622
<a href="#">Buy toll-free</a>	<a href="#">View list of international dial-in numbers</a>
Access code <sup>?</sup>	393256
<a href="#">Eliminate Access Codes with One Number</a>	
Online meeting ID <sup>?</sup>	sandigabe
Host PIN <sup>?</sup>	3574
Playback number <sup>?</sup>	<a href="#">View Playback Numbers</a>

### Quick actions

- Host Meeting
- Join Meeting
- Invite
- History & Recordings
- Settings

[Learn More About One Number, Our Most Popular Add-On](#)

## Pay What You Can

It is our mission to make sure charities, volunteers, and students all over the world have access to world class communication tools. Your contributions help us do that. As an example, we've seen a 170% increase in account creates in Italy because of the spread of coronavirus. We don't



# Free Conference Call - Settings

Since participants can't share their screens, there are few options to change.

Entry and exit tones	?	On	▼
Announce caller count	?	Hosts only	▼
Display Attendee List	?	All	▼
Wait for host	?	Off	▼
Continue without host	?	On	▼
Recording	?	On	▼
Ask job code	?	Never	▼
In-meeting chat	?	On	▼

# Free Conference Call - Getting Started



[https://www.youtube.com/playlist?list=PL\\_YnWo4XhzIeKCoGyP2lvktY5311U1](https://www.youtube.com/playlist?list=PL_YnWo4XhzIeKCoGyP2lvktY5311U1)

SIMPLER  
FASTER  
& MORE PRODUCTIVE



# Free Conference Call - Audio Only Call



The screenshot displays the FreeConferenceCall.com website. On the left, a dark blue overlay contains the text "How to Start an Audio Conference" in white. The main content area shows a browser window with the "Account Information" page. The browser's address bar shows "FreeConferenceCall.com" and "Free Conferencing Corporation". The page title is "Account Information". Below the title, there are three input fields: "Dial-in number", "Access code", and "Online meeting ID", each with a question mark icon to its right.

# Webex



Webex has a simple signup process. The interface is clean and easy to use.

- Join Webex [HERE](#)
- Test a video [HERE](#)
- Watch tutorials via the Webex YouTube channel [HERE](#)

# Webex



## ■ How to start a meeting

