## ONLINE VIDEO AND TELECONFERENCING



#### Zoom, Freeconferencecall.com and Webex







#### Hover over the bottom of your window to find these tools

- I. 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.



#### **Common Solutions**

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

## PREPARATION IS THE KEY

## **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.





## Optimizing Bandwidth in Your Home

Many items in our home are connected to the internet. Even when they aren't being used the devices ping your internet to stay connected. Each of these devices take a small bit of your available bandwidth and can impact your system performance. If you lose your connection to the internet or have slow response time when you're in an online session consider turning these items off.

- Network connected printer
- Smart TV
- Other computers, tablets and cellphones (or put in airline mode)

Other tips

- If you are sharing your screen, present materials from your local computer if possible. Sharing online google files takes bandwidth. Download them to your computer.
- Reboot your router or modem prior to your session.



## 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-etiquettevirus.html?referringSource=articleShare

 March 2020
 https://blog.zoom.us/wordpress/2020/03/09/working-from-home-tips-to-meet-like-a 

 pro/?utm\_source=website&utm\_medium=postattendee&utm\_campaign=WFHQ1FY21&zcid=37

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8









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

- 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





## **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 Meeting ID: 414-976-6806





# zoom

## Zoom - Finding Your Settings

ZOOM SOLUTIONS - PLANS	& PRICING CONTACT SALES		SCHEDULE A MEETING JOIN A MEETING HOST A MEETING
Important Notice: Due to increased demand, dia our other package options.	I-in by phone audio conferencing capabilit	ies may be temporarily removed from your free Basic account. During this time, we strongly recommen	d using our computer audio capabilities. If you require dial-in by phone audio smgabe@gmail.com BASIC
PERSONAL Profile	Meeting Recording	Telephone	SIGN OUT
ر <sup>(h)</sup> etings	Schedule Meeting	Schedule Meeting	
Webinars Recordings Settings	In Meeting (Basic) In Meeting (Advanced) Email Notification	Host video Start meetings with host video on	
	Other	Participants video Start meetings with participant video on. Participants can change this during the meeting.	
ADMIN   User Management   Room Management   Account Management		Audio Type Determine how participants can join the audio portion of the meeting. When joining audio, you ca choose to use their computer microphone/speaker or use a telephone. You can also limit them to j audio types. If you have 3rd party audio enabled, you can require that all participants follow the in provide for using non-zoom audio.	n let them ust one of those structions you
Advanced		<ul> <li>Telephone and Computer Audio</li> <li>Telephone</li> <li>Computer Audio</li> </ul>	Settings and meeting information can be found at the top right of your screen. Click on your name
		lain hafara hast	screen. Chek on pour 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.



## Zoom - Scheduling a Meeting







## Zoom - Share Your Screen





zoom



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





## Free Conference Call

#### **Account Dashboard**

Account Information Edit			Quick actions	
Change Photo	Dial-in number 🕜 Buy toll-free	(605) 313-5622 View list of international dial-in numbers	<ul> <li>Host Meeting</li> <li>Join Meeting</li> </ul>	
	Access code 🕜 Eliminate Access Codes with One Number	393256	Invite	
	Online meeting ID 📀	sandigabe	Settings	
	Host PIN 🕜	3574		
	Playback number 🕜	View Playback Numbers	Learn More About One Number, <u>Our Most Popular Add-On</u>	

#### 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



# 6

## Free Conference Call - Settings

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

Entry and exit tones	0	On	*
Announce caller count	0	Hosts only	~
Display Attendee List	0	All	~
Wait for host	0	Off	~
Continue without host	0	On	~
Recording	0	On	~
Ask job code	0	Never	~
In-meeting chat	0	On	~



## Free Conference Call - Getting Started







## Free Conference Call - Audio Only Call









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

- Join Webex <u>HERE</u>
- Test a video <u>HERE</u>
- Watch tutorials via the Webex YouTube channel <u>HERE</u>





## Webex

#### How to start a meeting



