

ONLINE VIDEO AND TELECONFERENCING



Zoom and Freeconferencecall.com

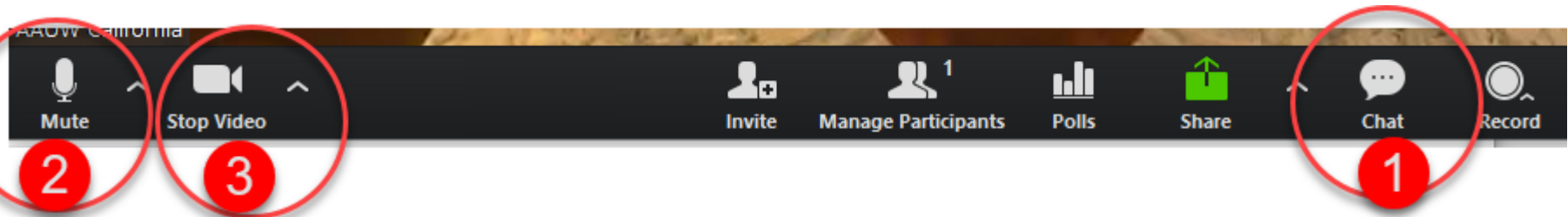


Welcome!

We'll begin at 3pm.

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

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>

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

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 two today.

- Zoom
- Freevideoconferencing.com
- GoToMeeting.com
- Google Hangouts

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	https://www.freeconferencecall.com/ They ask for a donation but you can use without charge. Participants can't share their screen.
 GoToMeeting by LogMeIn	NO	\$ 12.00 /organizer /month		X	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 https://zoom.us/
Google Hangouts 	YES	Free		X	250	

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 interface with several key areas highlighted and annotated:

- Camera Controls:** A red box highlights the "Start Video" button and the "Select a Camera" menu. A red arrow points to the "Start Video" button with the text "Control your Camera".
- Participant List:** A blue box highlights the "Participants (1)" list, showing "Sandra M Gabe (Host, me)". A blue arrow points to the list with the text "Shows your participant list. Allows you to mute and unmute".
- Mute/Unmute Controls:** A blue box highlights the "Mute All" and "Unmute All" buttons. A blue arrow points to the "Mute All" button with the text "Mute All".
- Microphone Controls:** A yellow box highlights the "Mute" button and the "Select a Microphone" menu. A yellow arrow points to the "Mute" button with the text "Control your microphone".
- Chat:** A green box highlights the "Chat" button. A green arrow points to the "Chat" button with the text "Chat with the entire group or individuals. You can control this in your settings."
- Zoom Group Chat:** A green box highlights the "Zoom Group Chat" section, showing a "To: Everyone" dropdown and a "Type message here..." input field.

Other visible elements include the "Unmute" button, "Stop Video" button, "Invite" button, "Manage Participants" button, "Share" button, "Record" button, and "End Meeting" button.

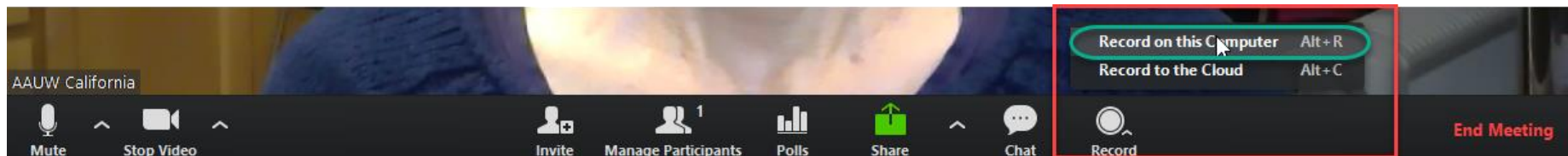
If someone joins by phone,

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

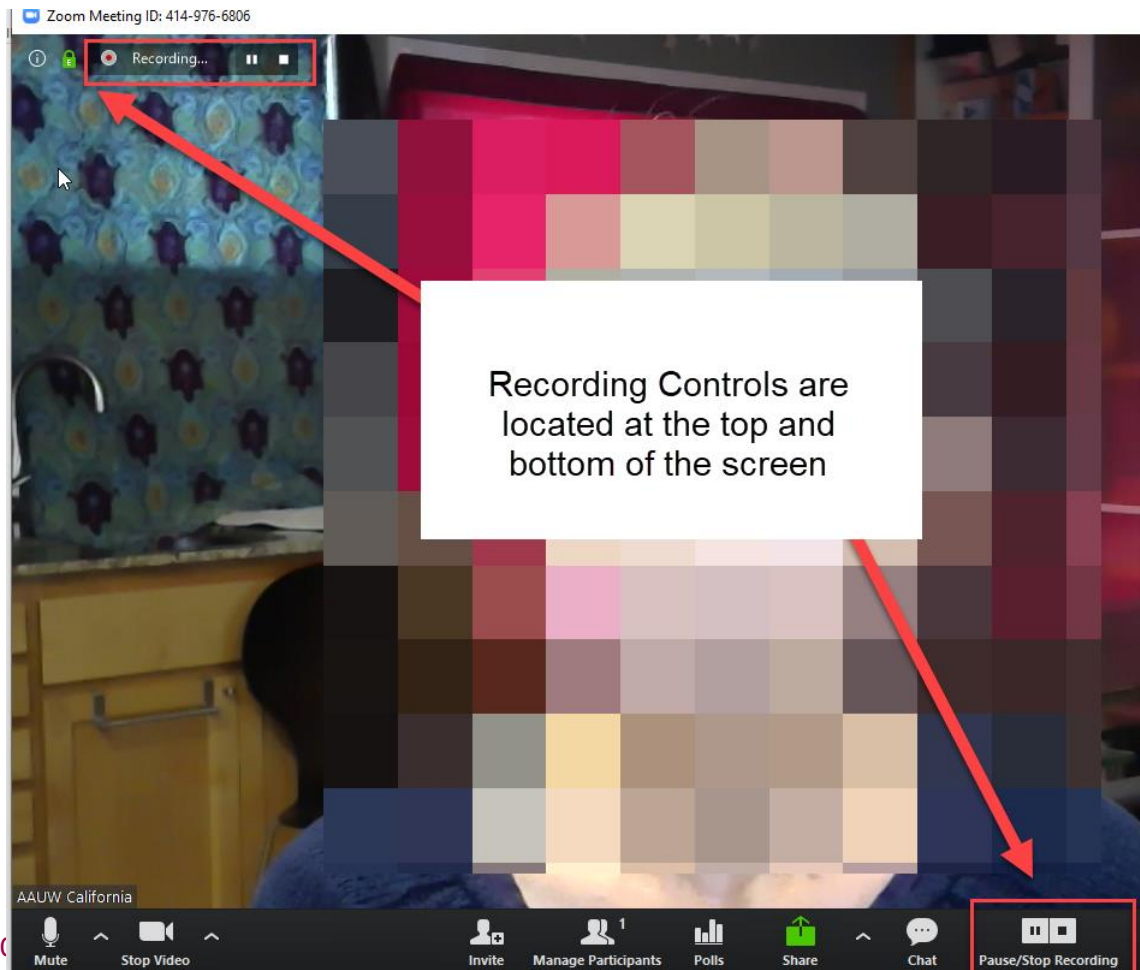
Recording a Session



- 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, there's a navigation bar with links for SOLUTIONS, PLANS & PRICING, and CONTACT SALES. On the right, there are links for SCHEDULE A MEETING, JOIN A MEETING, and HOST A MEETING, along with a user profile dropdown. The user profile dropdown shows the name 'Sandra M Gabe', email 'smgabe@gmail.com', and a 'SIGN OUT' button. A green arrow points from the user's name to the 'Settings' link in the left sidebar. The left sidebar has a 'PERSONAL' section with links for Profile, Settings (highlighted), Webinars, and Recordings. Below this is an 'ADMIN' section with links for User Management, Room Management, Account Management, and Advanced. The main content area has tabs for Meeting, Recording, and Telephone. The 'Meeting' tab is active, showing options for Schedule Meeting, In Meeting (Basic), In Meeting (Advanced), Email Notification, and Other. The 'Host video' and 'Participants video' settings are shown with toggle switches. The 'Audio Type' section is also 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.

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 ?

(605) 313-5622

[Buy toll-free](#)

[View list of international dial-in numbers](#)

Access code ?

393256

[Eliminate Access Codes with One Number](#)

Online meeting ID ?

sandigabe

Host PIN ?

3574

Playback number ?

[View Playback Numbers](#)

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



SIMPLER
FASTER
& MORE PRODUCTIVE

Free Conference Call - Audio Only Call

