



# How to Use Video Chat for 1:1 Meetings

In this Tutorial:

1. [Local Time Availability](#) Make sure your meetings happen at the right time for your location.
2. [Check Your Setup](#) Do your devices work?
3. [Join a Meeting](#) How to join, and what to do.
4. [Use Your Own Video](#) Option to add your preferred video conferencing link.
5. [Troubleshooting](#) What to do if things go wrong.

# Set Your Local Time Availability

This Digital event takes place in a fixed time zone, displayed on your Schedule page. You may be located in a different time zone during the event, so it's important to make sure you don't get meetings scheduled to unsocial timeslots.

1. Click your Schedule link. Your local time meeting slots are displayed in green, beneath the equivalent time at the event.
2. Prevent unwanted meeting scheduling by clicking the 'Available' toggle link on your unsocial or unavailable timeslots

**May 22, 11:18:10 PM**

Event timezone: Asia/Shanghai

**May 22, 4:18:10 PM**

My timezone: Europe/London

Time	Details
08:00AM - 08:30AM 🕒 1:00 AM - 1:30 AM	🔄 <b>Unavailable</b>
08:30AM - 09:00AM 🕒 1:30 AM - 2:00 AM	🔄 <b>Available</b>

# Test Your Setup **BEFORE** the Event

---

You'll communicate with your meeting partner/s via your web browser, and your inbuilt or external camera, and microphone

## Recommended Browsers



**Google Chrome**



**Microsoft Edge**



**Mozilla Firefox**



**Apple Safari**



Internet Explorer and older versions of Edge will not support Video Chat



## Audio



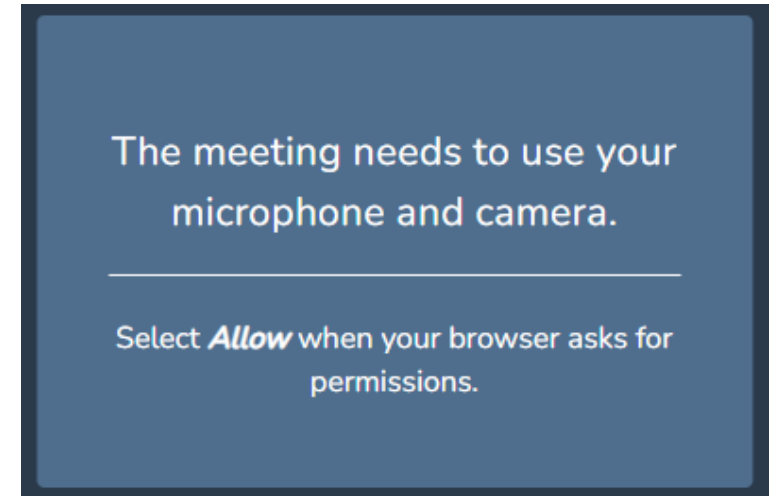
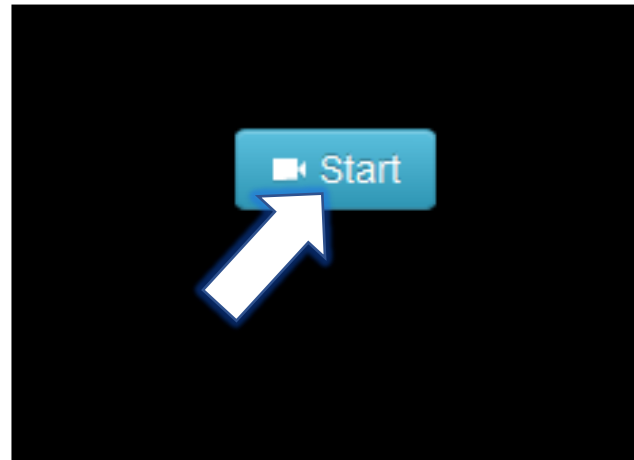
**Computers, laptops and tablets:** use a headset.

**Phones:** use earbuds or similar to avoid audio feedback.

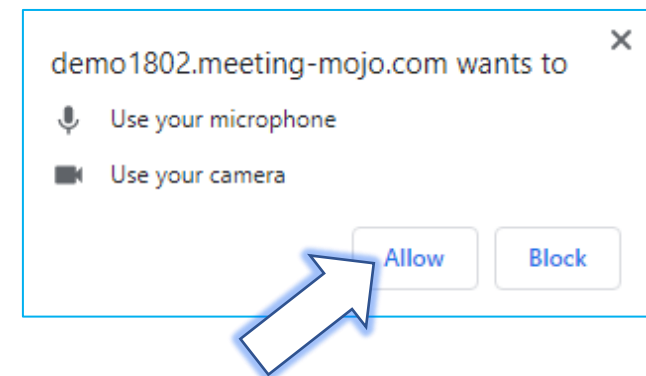
# Enable Your Camera and Microphone

Open **Schedule**, click on any meeting —————> Click **Start** —————> Enable your camera and mic

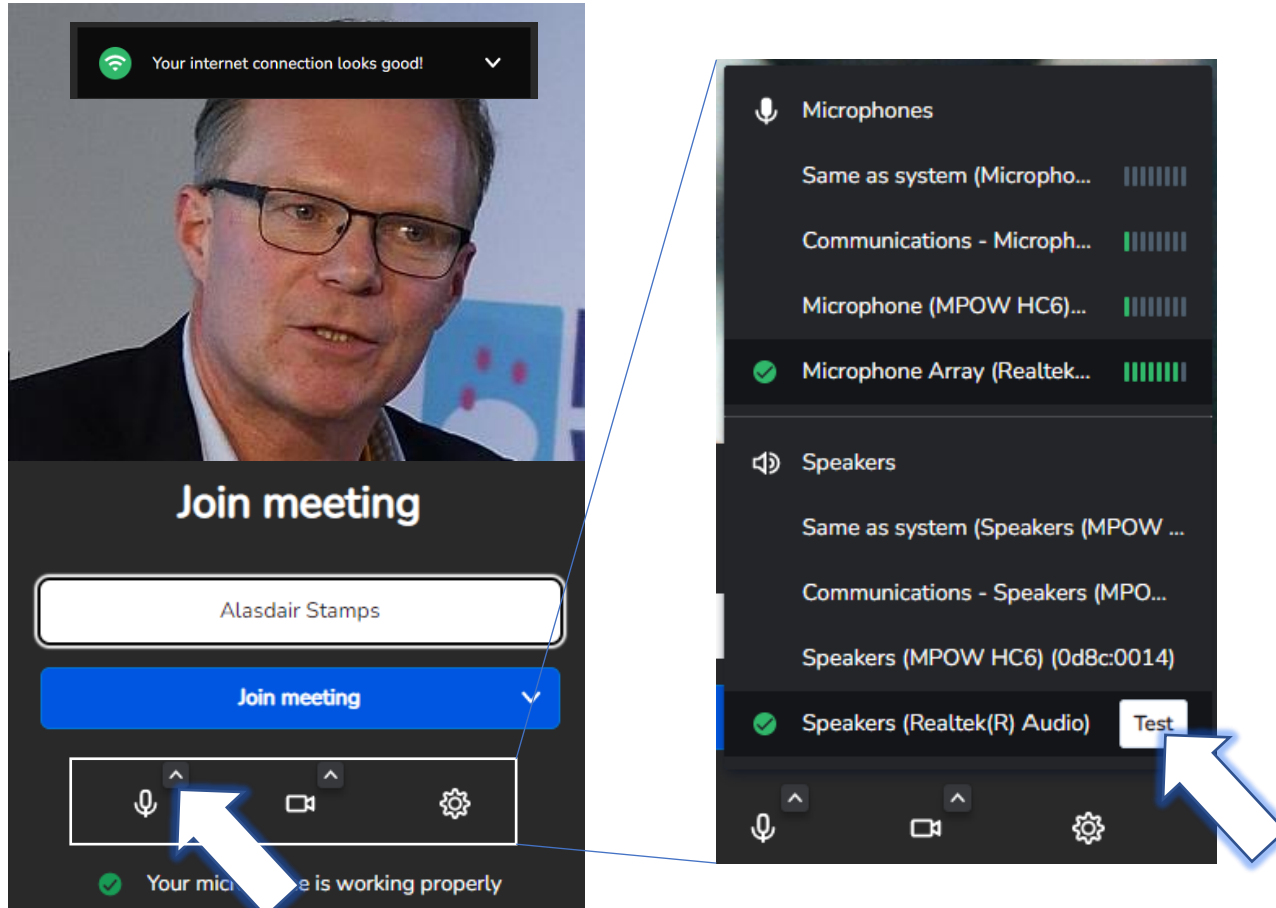
Time	Details
06:00PM - 06:30PM	Bob Bobson
🕒 4:00 PM - 4:30 PM	📍 Video Chat



A pop-out window will appear at the top of the browser window. **Click 'Allow'**



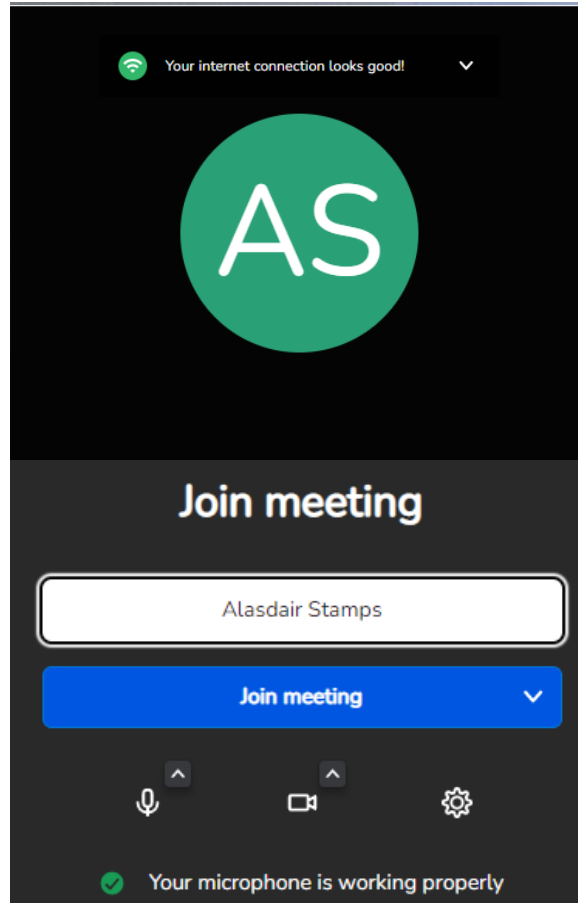
# Check your Microphone and Speakers



- Click the small arrow next to the microphone icon.
- Your regular audio devices will be selected automatically (green checked).
- Speak into your mic, the selected device should respond.
- Click on the selected speakers, click Test. You should hear a sound.
- If these are not working, try selecting alternatives, if available.

# Check your Camera

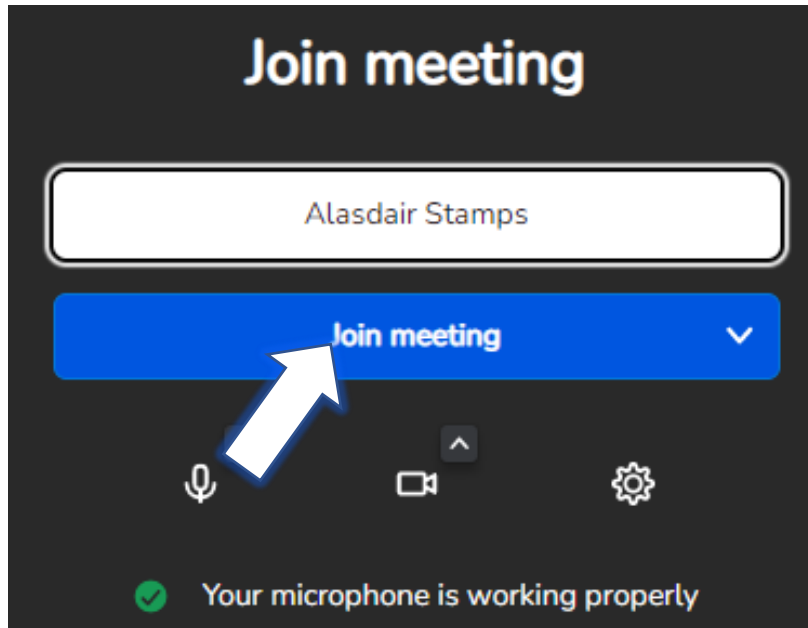
---





If you can only see your initials in the video pane, switch your camera on

# Check Your Video Chat Connection


Make sure you can connect to the Video Chat service, and share your screen. This will make it easy and quick to join your meetings.



You can mute your camera and/or mic before joining a meeting: click the  or  icons.



## Check Screenshare:

Click the  icon, then select a screen, window or app.

*If you cannot screenshare, see 'Troubleshooting'.*

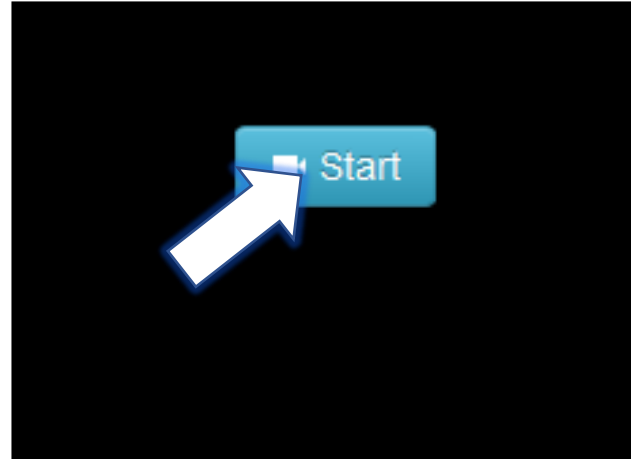
# Join a Meeting

Open **Schedule**, click on any meeting

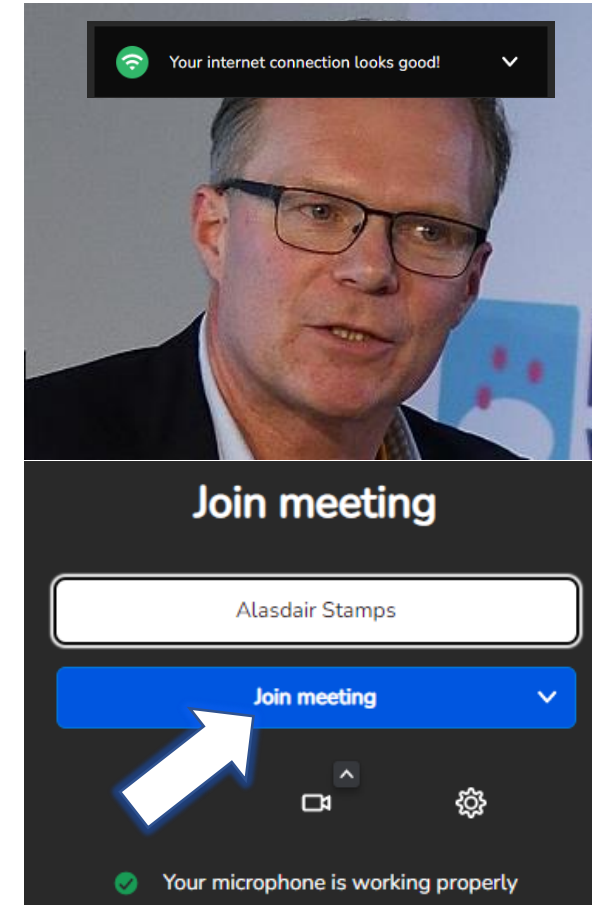
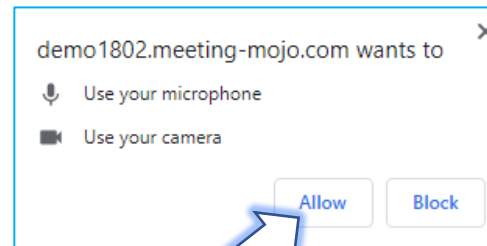
Click **Start**

Click **Join meeting**

Time	Details
06:00PM - 06:30PM	Bob Bobson
🕒 4:00 PM - 4:30 PM	Video Chat

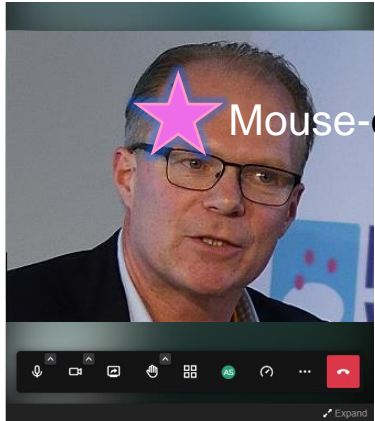


You may need to allow access to your camera and mic.  
A pop-out window will appear at the top of the browser window.  
**Click 'Allow'**





# Using the Toolbar



Mouse-over the video pane to activate the toolbar

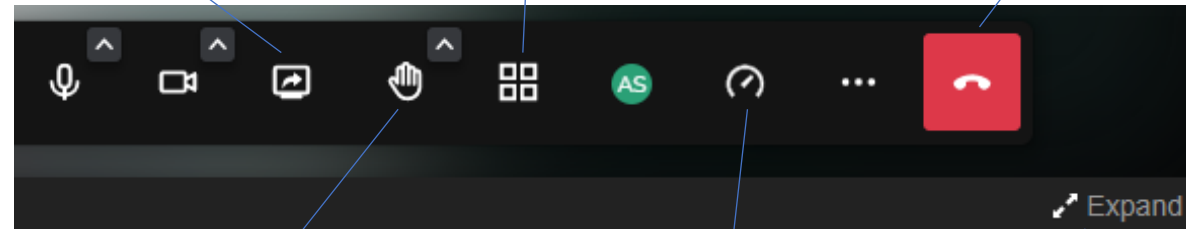
## Share a screen

If you cannot screenshare, see 'Troubleshooting'

## Tile view

View all participants in equal size video panes

## End meeting



## Reactions

Click to raise your hand

## Performance

Reduce video quality to overcome poor connections

## Full-screen

Expand the video pane, keeping the chat window open

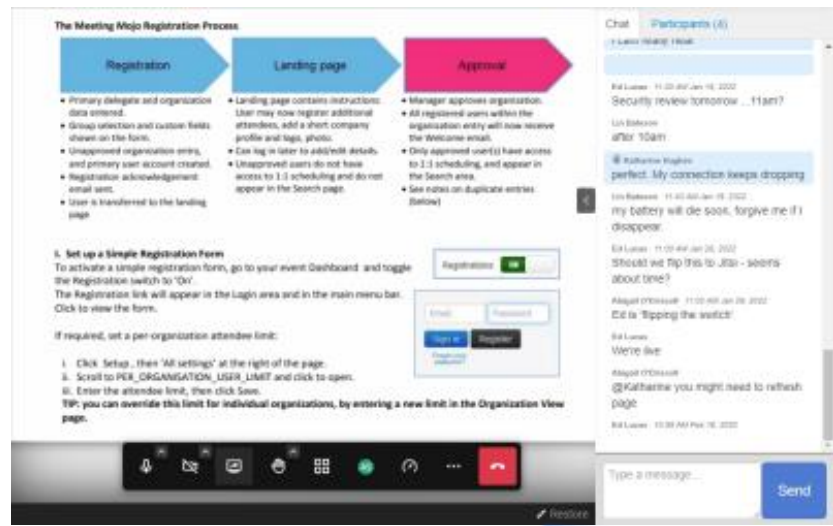
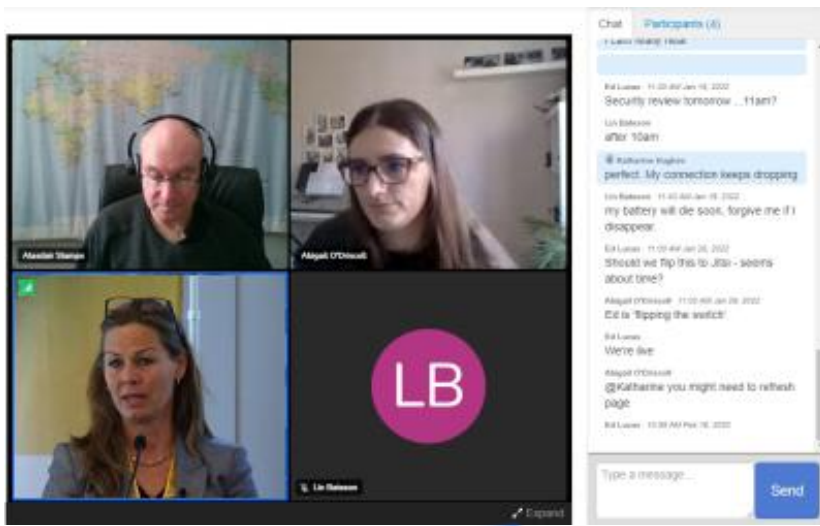
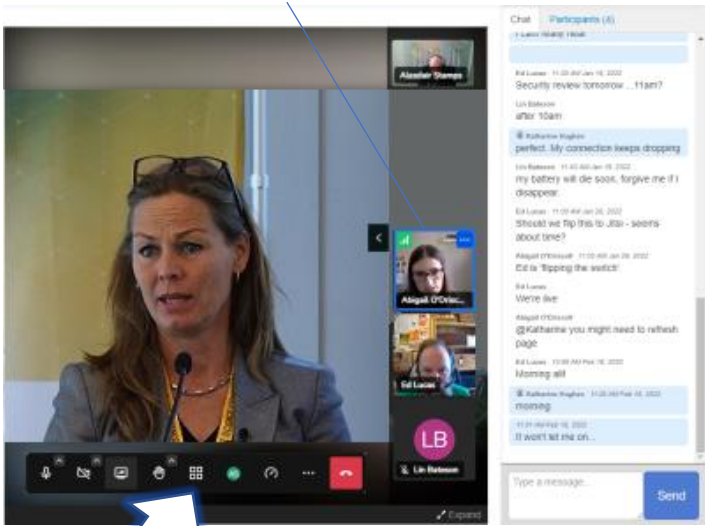
# Adjust the View Panes

Regular View

Tile View

Expanded View

Click on a tile to expand it  
e.g., to view detail on a screenshare



Click for Tile View  
- click again to restore Regular View



Click for Expanded View



Click to restore

# Use Your Preferred Video App Instead

**Open your confirmed meeting**  
via your Schedule.

**Click 'Change meeting point'**

Paste in a meeting link for your preferred external video conferencing app, e.g., Zoom, GoToMeeting, Skype, etc.

**Click 'Change'**

*or*

**Add it to the Instant Messaging Panel**

Paste in your video conferencing and/or any contact details you are willing to use for the meeting. Your meeting partner/s will receive your message even if they are not online.

Time	Details
06:00PM - 06:30PM	Bob Bobson
🕒 4:00 PM - 4:30 PM	Video Chat

📺 Video   ✎ Reschedule   ⚙️ Change meeting point   ❌ Decline

## Change the meeting point

Move this meeting to another meeting point?

Type in your suggested place for this meeting.

Change

Chat   Participants (1)

Start of conversation.

Alasdair Stamps 13:24 18 Mar 2022  
<https://zoom.us/j/00000000>

or call me 525 555 5550

Type a message...   Send

# Troubleshooting

## Connection Failure

If your internet connection is poor or intermittent, you may lose video and/or audio during a Video Chat. The system will try to reconnect you.

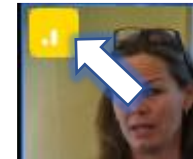
Or, you may be unable to see anyone else on the call, even though they are messaging to say they are connected

### ***Actions:***

**Intermittent connection:** mouse over the top left corner of your own video pane.

A small signal icon will appear, if it is yellow or red, you have a poor internet connection.

Check your Wi-Fi connection, if possible plug in an ethernet cable to your device.



**No connection:** video may be blocked by your IT provider or department, contact them and ask for video connections to this site to be permitted.

# Troubleshooting

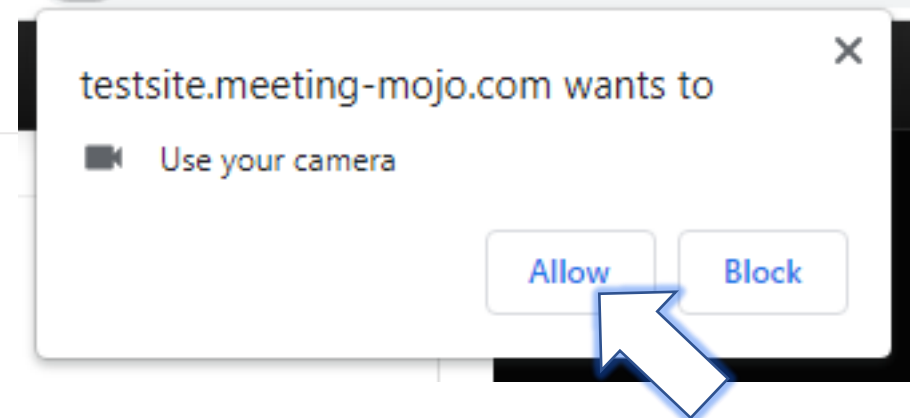
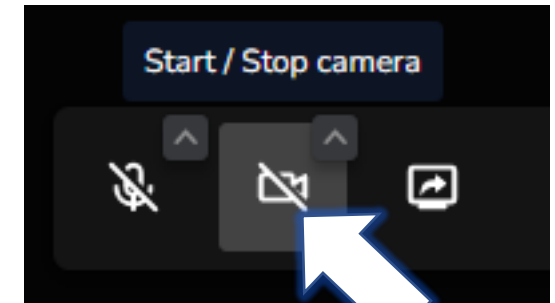
## No video/audio

You can hear and see other participants, but they cannot hear/see you

### ***Actions:***

Your camera and/or microphone may be blocked.


1. Mouse over the video pane area to activate the tool bar.  
If the camera and/or mic icons have a line through them, they are blocked.
2. Click a blocked icon, a pop-out window will appear in your browser asking for permission to use the selected device.
3. Click 'Allow'



# Troubleshooting

## Unable to Screenshare

There are 2 main reasons for screenshare issues:

**Internet Explorer:** this browser does not support modern video platforms. We recommend Chrome, you can also use Safari, Firefox or Edge (latest version).  Sorry, your current browser does not support the Screen-share feature.

**Outdated or incompatible device:** if possible, use a PC or laptop that has an up-to-date or recent operating system.

Other issues:

**Screenshare is blocked:** if you are asked for permission to share your screen, always click 'Allow'



**Digital 1:1 Meetings Software**