



# 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.

[Privacy Statement](#)

# 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

May 22 Event time London  
May 19 May 20 May 21 May 22 0 PM

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

Time	Details
08:00AM - 08:30AM 🕒 1:00 AM - 1:30 AM	🔄 Unavailable
08:30AM - 09:00AM 🕒 1:30 AM - 2:00 AM	🔄 Available

# 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**

audio feedback.

## Audio



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

**Phones:** use earbuds or similar to avoid



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

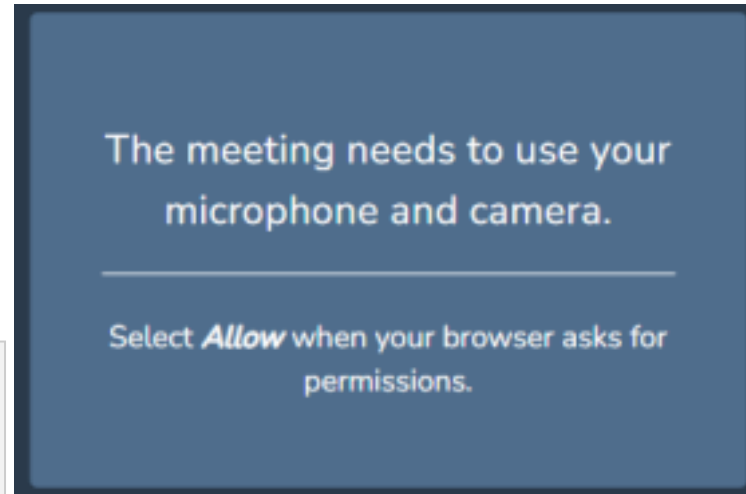


# Enable Your Camera and Microphone Open

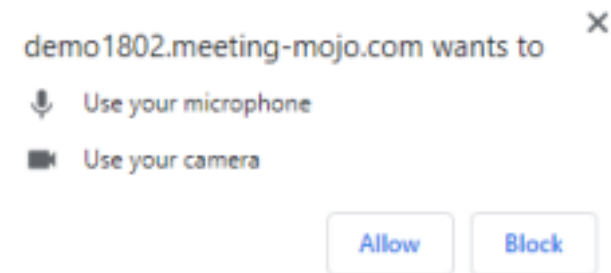
**Schedule**, click on any meeting Click **Start** Enable your camera and mic



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





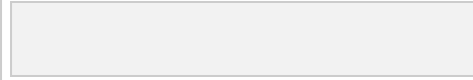
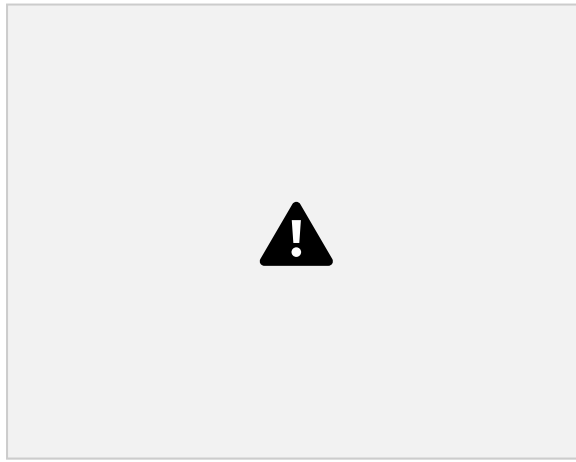
- Click the small arrow next to the microphone

icon.

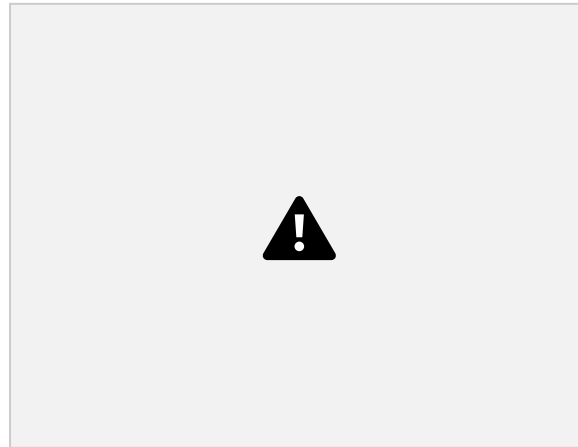
- Your regular audio devices will be selected automatically (green checked).
- Speak into your mic, the selected device should respond.
- Click on the selected speakers, click Test. You should hear a sound.
- If these are not working, try selecting alternatives, if available.

**You are now ready to test your Video Chat connection – go to the next slide.**

# **Check your Camera**



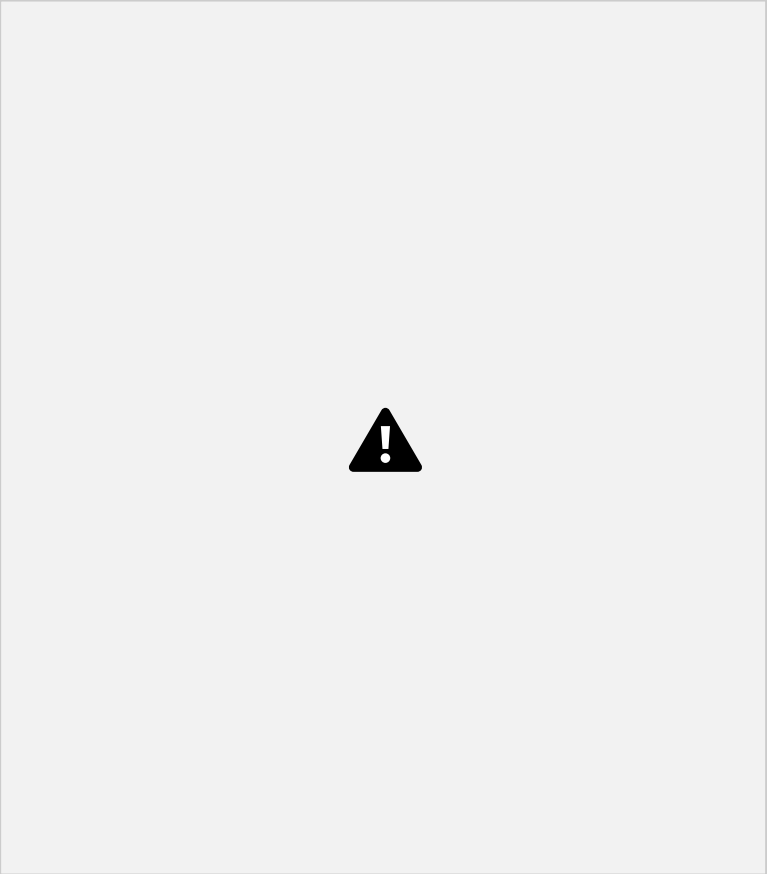
If you can only see your initials in the video pane, switch your camera on



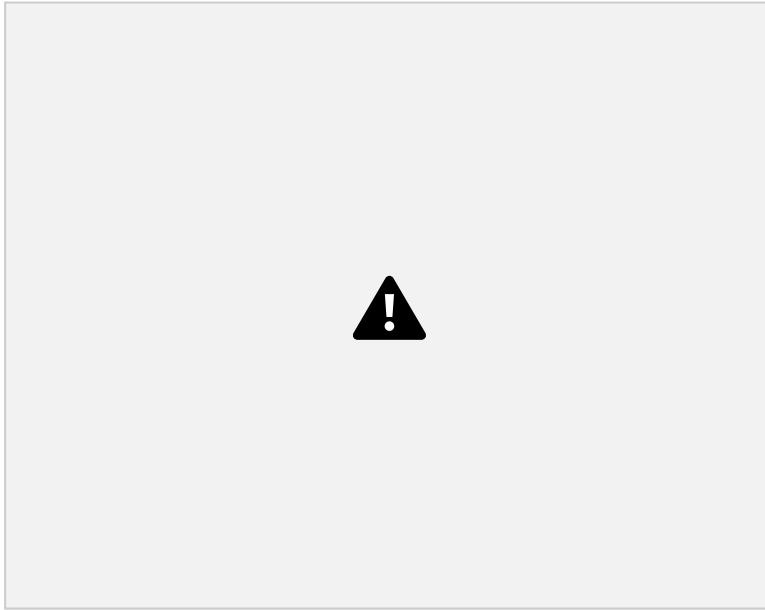
# Check Your Video Chat Connection

Make sure you can connect to the Video Chat service, and share your screen.

This will make it is 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:**

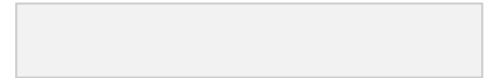
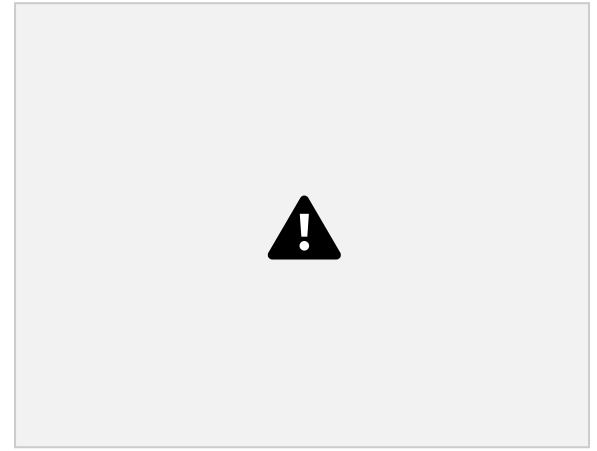
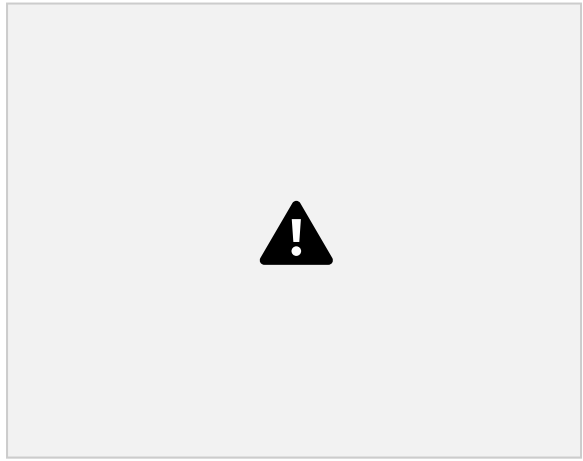
Click the  icon, then select a screen, window or app.

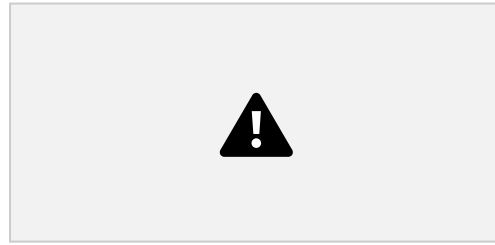


# Join a Meeting

Open **Schedule**, click on any meeting Click **Start** Click **Join meeting**





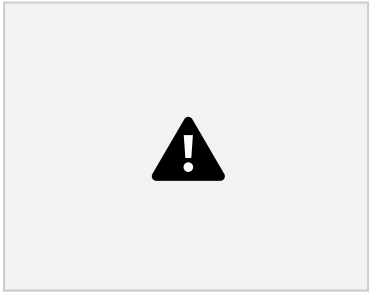


You may need to allow access to your camera and mic.  
A pop-out window will appear at the top of the browser window.

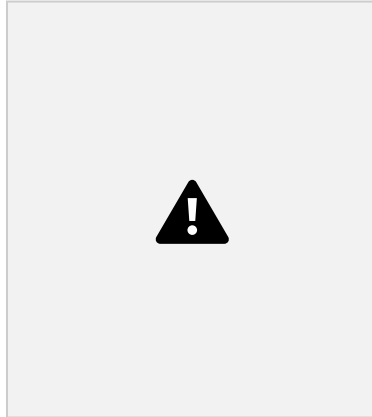
Click 'Allow'



# Using the Toolbar



activate the toolbar



Share a screen If you

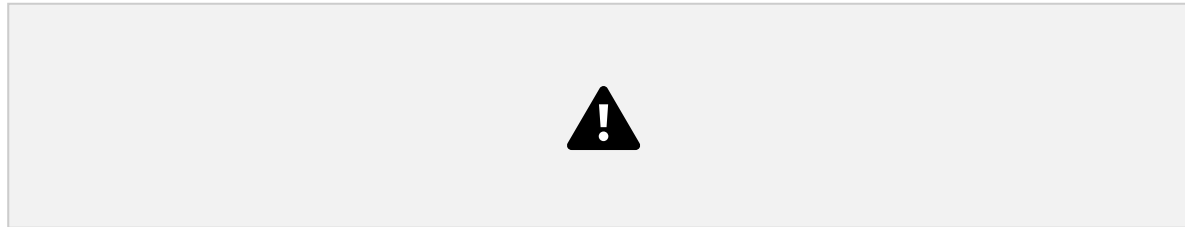
o pane to

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,

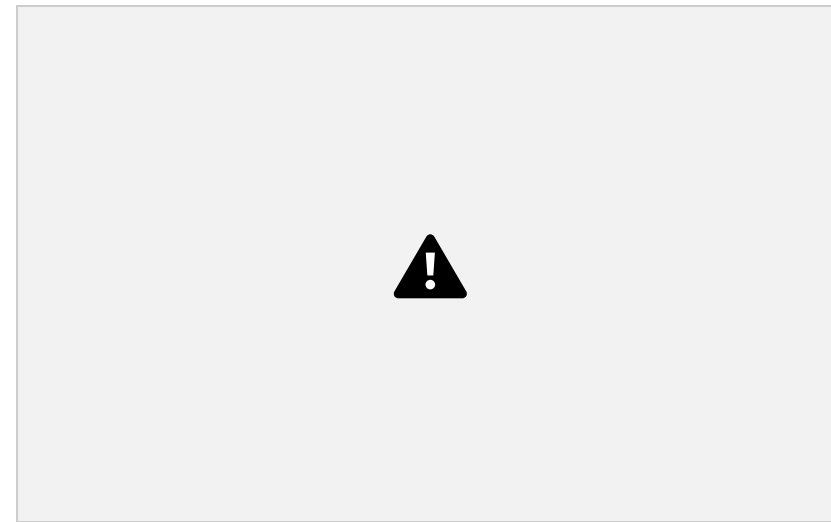
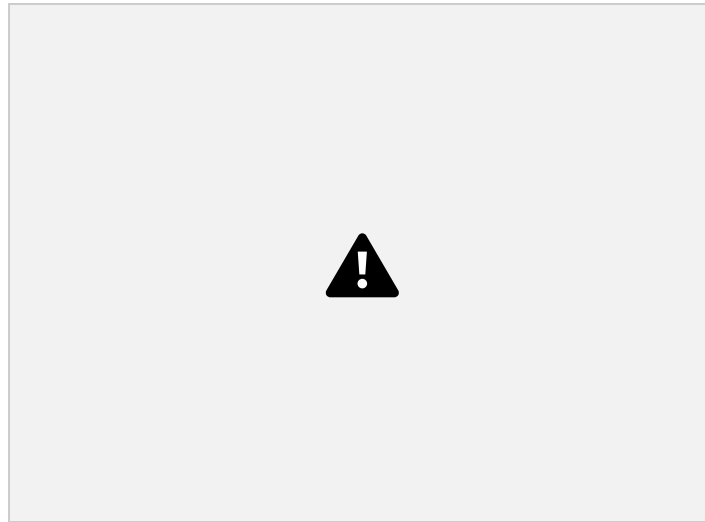
keeping the chat window

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 screenshot





Click for Tile View    Click for Expanded View    Click to restore - click again to restore Regular View

# Use Your Preferred Video App

**1. 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.

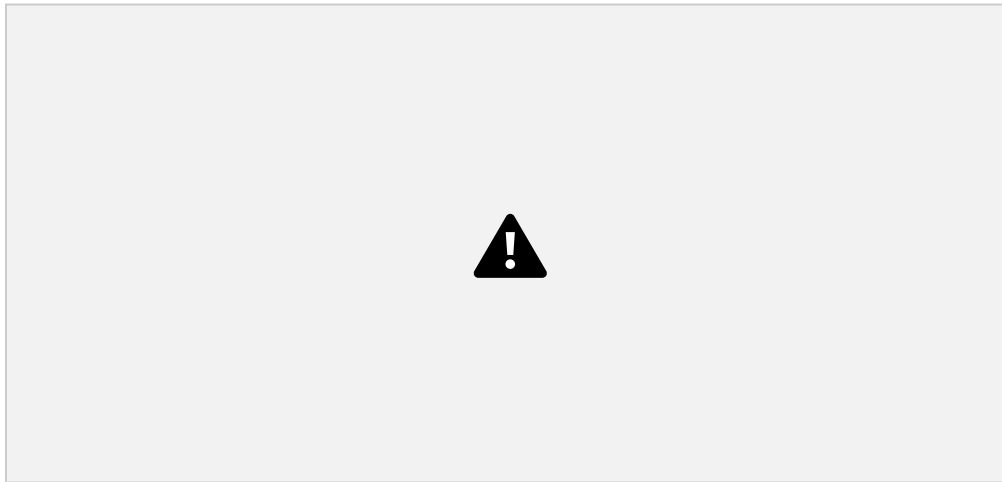
**Click 'Change'**



*or*

## 2. Use the Instant Messaging Service

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.



<https://zoom.us/j/00000000>



# 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.

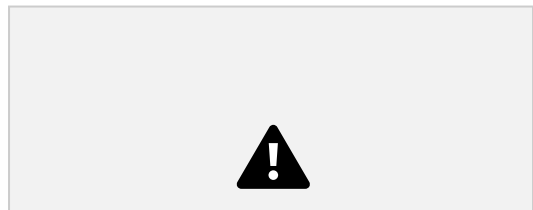
# Troubleshooting

## **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'



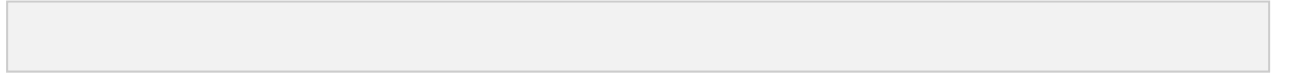
# Troubleshooting

## Unable to Screenshot

There are 2 main reasons for screenshot issues:

**Internet Explorer:** this browser does not support modern video platforms. We recommend Chrome, you can

also use Safari, Firefox or Edge (latest version).



**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