NDDOH Emergency Medical Systems - Video Conference Instructions

Participants can connect by video/audio from anywhere in the world using any of a variety of technologies. This document provides step-by-step instructions for each method: video conference room, personal computer, mobile device, or phone.

A few things to note before beginning:

- It's imperative to make sure your computer or mobile device is working properly (microphone, speakers, et cetera). If you need help getting your camera or microphone/headset working, please work with your local IT staff. It's best to work this out before the day of the meeting.

- You can contact Clint or Ryan at NDDoH for a test call, or do a test call with other staff members, or join any time you'd like using the virtual meeting space we've dedicated for testing. It's in the meeting directory as **_NDDOH Test Meeting** with the extension **397338.** This test meeting is always running, 24/7/365. <u>This is not the extension for the actual NBS meeting</u> – this meeting only for test purposes.

- **<u>Mute your microphone when you join.</u>** This is imperative. Otherwise you will be heard by everyone else on the meeting, and interrupt the briefing. Otherwise, you risk being disconnected or forcibly muted by the moderator so the meeting can continue uninterrupted.

- **Pick your location correctly when you prepare to join the meeting.** Please make sure you have a reliable high-speed network connection where you're located, and find a location without a lot of background noise. The microphones on computers and mobile devices are fantastic at picking up dogs, children, or other distracting sounds in the background.

- If you plan to connect via your computer, a USB headset with built-in microphone is recommended. It helps you hear the conference better, and we'll be able to hear you better because the microphone will be close to your face. Check with Ryan about ordering a headset if you'd like.

USB headsets are available at big-box office supply stores and online.

Example: Logitech H340, $25 at the time this was written

Connecting from a room video conference system (brands other than Lifesize; e.g. Polycom):

Dial **623576@lifesizecloud.com** from your video conferencing codec. If entering alphabetical characters from your remote is difficult or you're unable to enter them, you can dial **3.84.171.15##623576**. Alternatively, you can dial **3.84.171.15** and enter **623576** as the extension number when prompted.

## _Connecting from a Lifesize video conference system (NDDoH, Local Public Health):_

The new series of video conference machines are controlled entirely from the touch panel on the tabletop microphone unit.
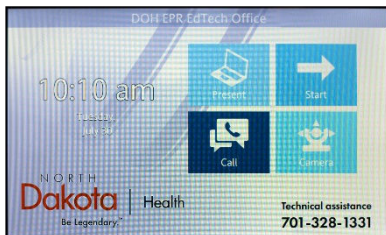
Step 1: From the home screen, press the **Call** icon.
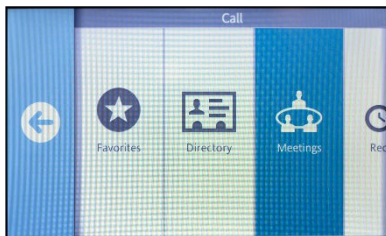
Step 2: From the available call options, select **Meetings**. This will call up a list of all available pre-configured virtual meeting spaces in the system.
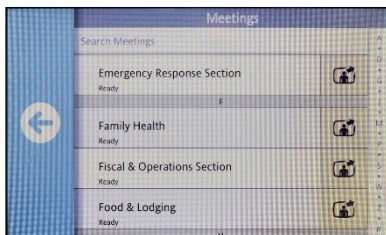
Step 3: Active meetings appear at the top of the list, so if the meeting is already in progress (i.e., the first participant has already joined), you will see the meeting titled **"EPR Emergency Medical Systems"** at or toward the top of the list. Press the meeting entry to select it.

If you are the first to join, you may have to Swipe down the list of meetings until you see it. Due to the "VM" prefix, meetings like this one are at the bottom.

You will be prompted to dial as a video call. Press "**DIAL AS VIDEO**" and wait for it to connect. Please be advised that it will not automatically mute your microphone; once you join the call, you need to mute your microphone manually.

You do this by pressing "**MUTE AUDIO**" on the left side of the touch screen, the little microphone icon. When you're muted, the icon and the lights on top of the unit will turn **red**. Touch it again to activate your mic, and they'll turn **blue**.

Connecting from a PC using Google Chrome:

You need to have a PC with a webcam and a microphone. Most laptops have them built in; however, if your computer does not have a microphone or webcam you will need to procure one. See Ryan for assistance.

You can join by using the Google Chrome web browser. If your computer does not have Chrome installed, you may download and install it at www.google.com/Chrome. Once in Chrome, you can click on the link in your invitation email, and for this group it is https://call.lifesizecloud.com/623576.

Join as a guest by entering your name and email address. Please enter your full name; it will help others in the meeting identify you when taking roll and during conversation.

The meeting extension is in the link; however, if you are prompted for a meeting extension, enter **623576**.
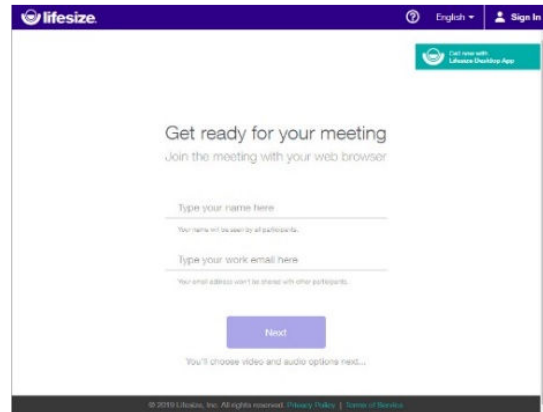

Next, you will be asked to verify the setup of your camera and your microphone. You should see your camera's picture in the box where color bars are pictured here. As you speak, you should see the green dots indicating the audio level change with your voice.

Some devices have more than one camera or microphone. You can select from a drop-down menu the one you want to use.

You can also set your speakers if you have multiple audio outputs, and you can test them by clicking on "**Test my speakers.**"

When you're ready, click the **Join** button.
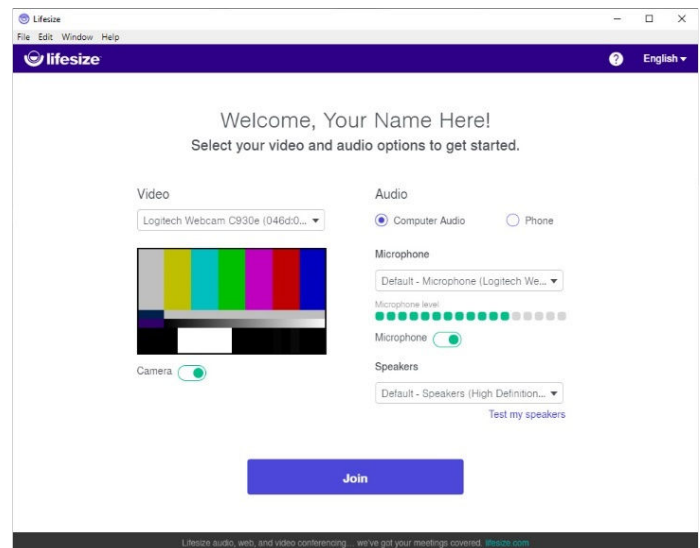
If you're the first participant, you'll see a purple screen with your camera picture in the bottom left. At this time, click on the microphone icon to mute your microphone if it isn't already muted (red).

If you need to "mute" your camera momentarily, you may do so with the camera icon.

The hang-up button is on the right, the one that looks like a telephone handset about to hang up.
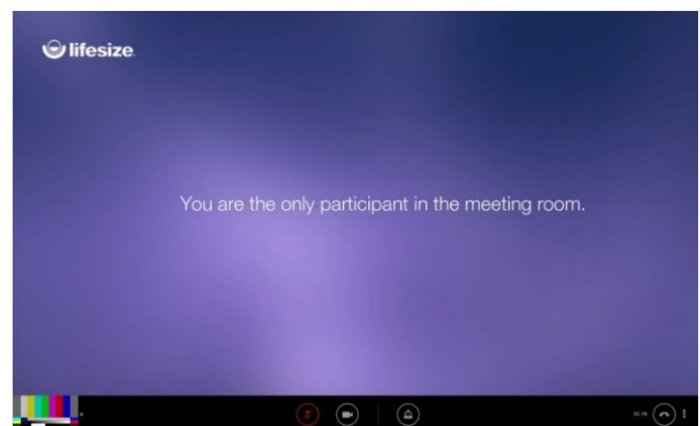
**Connecting from a mobile app:**

The Lifesize Cloud app can be downloaded for free from your mobile device's online store (iTunes, Google Play). Install and run the app to get started. It's titled "Lifesize Video Conferencing".
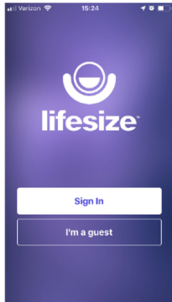
The first time you launch the app, it will start on a home screen with two options: "**Sign in**" and "**I'm a guest**".

Select "**I'm a guest**" and enter your name and call Extension. This number will be the same whether you join by video conference, PC, mobile, or phone, so enter **623576** and press **Join.**
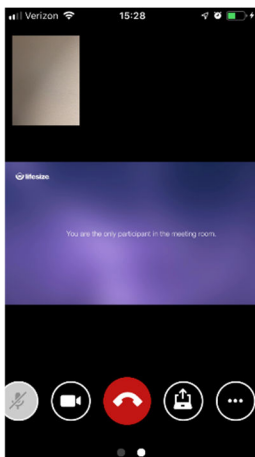
Beginning with the phone in vertical orientation, you will see the call in a large horizontal rectangle and your camera in the corner. You have controls to mute your microphone (**please do this right away when you join the call)**, to hide your camera, to hang up, and to share your screen. Please keep your mic muted unless you are speaking to the meeting.

Tapping on the ellipsis (three dots) button on the right gives you additional options such as recording, a chat window, and the participants list. Some of these options may not appear if you join as a guest, so sign in with your credentials whenever possible.

If you need privacy quickly you can swipe to the right to enter Listen-Only Mode. This will mute your camera and your microphone simultaneously. You can also leave the call from this mode if necessary.
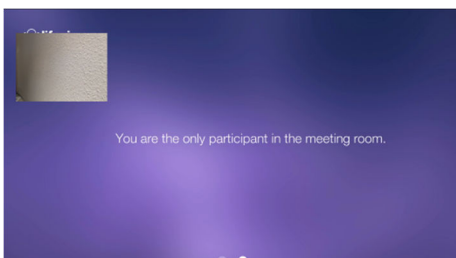
Remember that the viewers in video conference rooms are viewing the meeting on displays with **horizontal** screens. It works best to turn your mobile device accordingly, so your picture fits the conference screens properly. For access to the mute and other controls, simply tap anywhere on the screen or turn your screen back to vertical mode and the buttons will reappear.

**Connecting via telephone (if unable to connect by video):**

The last option we have for joining the call is by phone. It is <u>not</u> a toll-free call.

The number to dial is **1 (312) 584-2401** and the Extension (meeting number) is the same as for video/pc/mobile: **623576**. You will have to hit the pound key (#) after the Extension number. If prompted for a PIN, enter it with your phone's keypad. **Connecting by phone is not necessary if you are using any of the other methods. It's a last resort if you are not able to join by video.**

For assistance with the Lifesize Cloud service, please contact Clint at 328-1331 or Ryan at 328-1103.