



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. [Audio-Visual Setup](#) Do you have the right devices?
3. [Connections Check](#) Check it all works before your meetings start.
4. [Backup Plan](#) What to do if things go wrong.
5. [Your meetings](#) How to join, and what to do.
6. [Troubleshooting](#) How to get back online

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

Your Audio-Visual Setup

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



Computers, laptops and tablets: use a headset.

Phones: use earbuds or similar to avoid audio feedback.



- Internet Explorer and older versions of Edge will not support Video Chat
- You should test your setup before the event

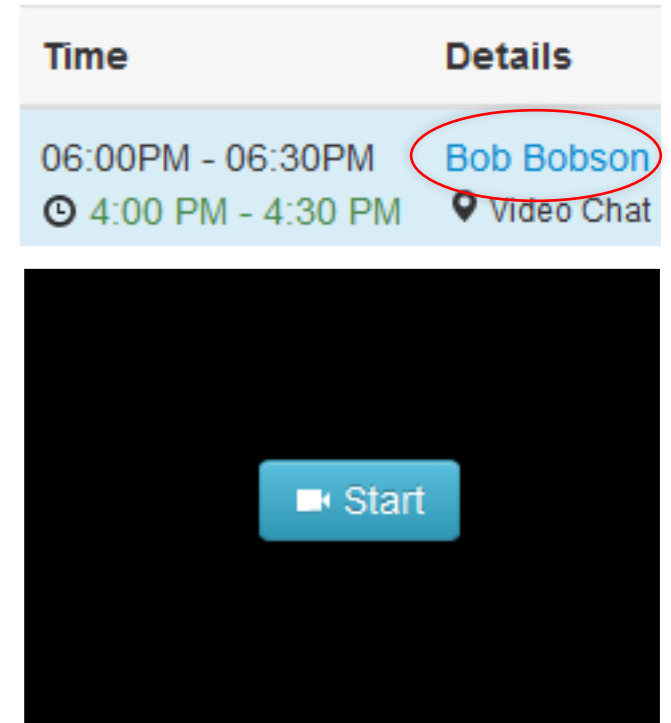
READ ON!!

Check Your Camera and Microphone

Make sure your audio/visual equipment is compatible with the Video Chat service.

1. Open your Schedule, and click on any meeting
2. When the meeting view page opens, click Start within the Video Chat pane.
3. You'll see a pop-out notification at the top edge of your browser asking for access to your camera and microphone.

Move to the next slide for an explanation of the notifications displayed by the main browser types.



Camera and Microphone Notifications

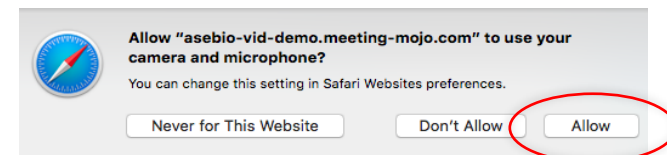
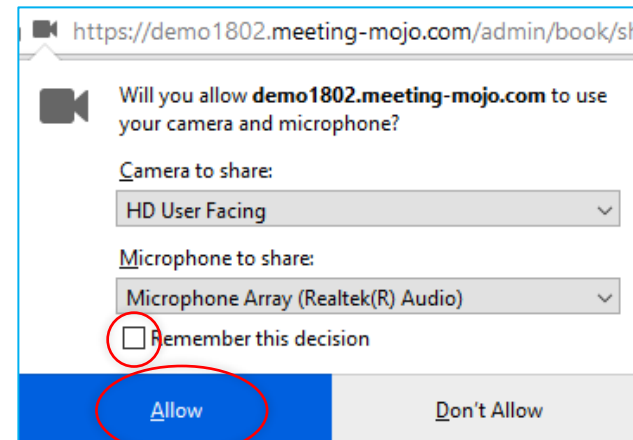
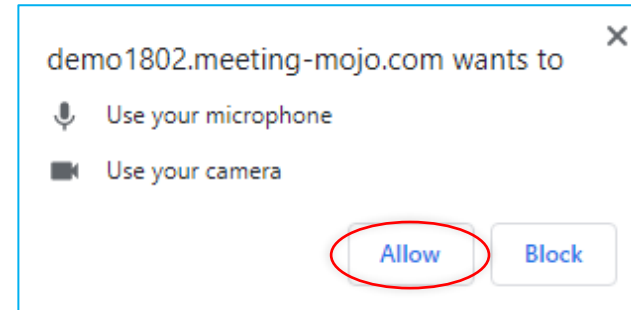
If you have more than one camera or microphone, select the ones you usually use.

Always click Allow



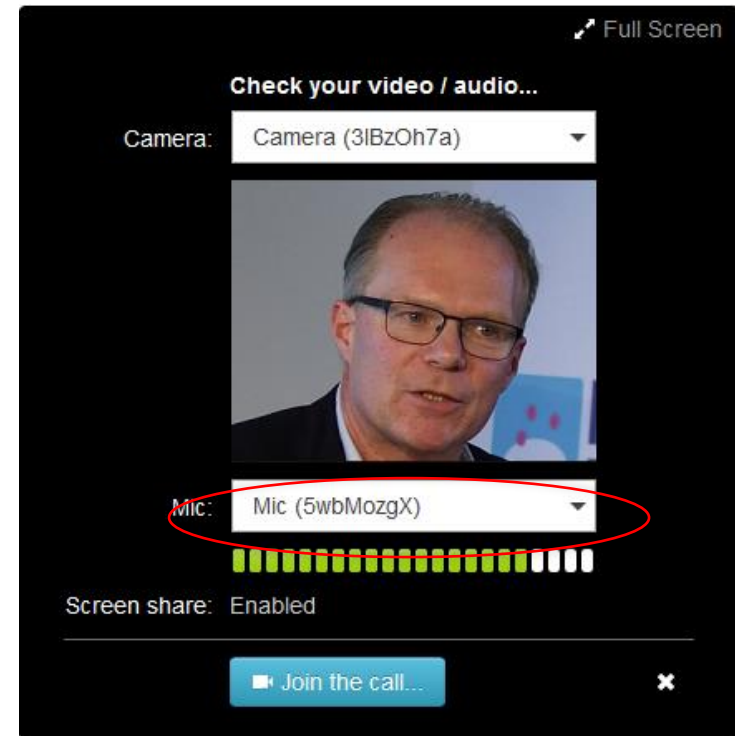
If you click Don't Allow or Block, you will need to unblock this site.

Go to Troubleshooting



Camera and Microphone Check

1. Visually check that your camera is working and positioned correctly, you should see yourself in the screen. Do not sit too far back from the camera.
2. Speak into your microphone to test. You should see green bars appearing in the lower part of the pane.
3. If you do not see the above, check the camera and microphone settings on your computer. These should be the same as the devices you are using for the test. Correct if necessary and try the test again.



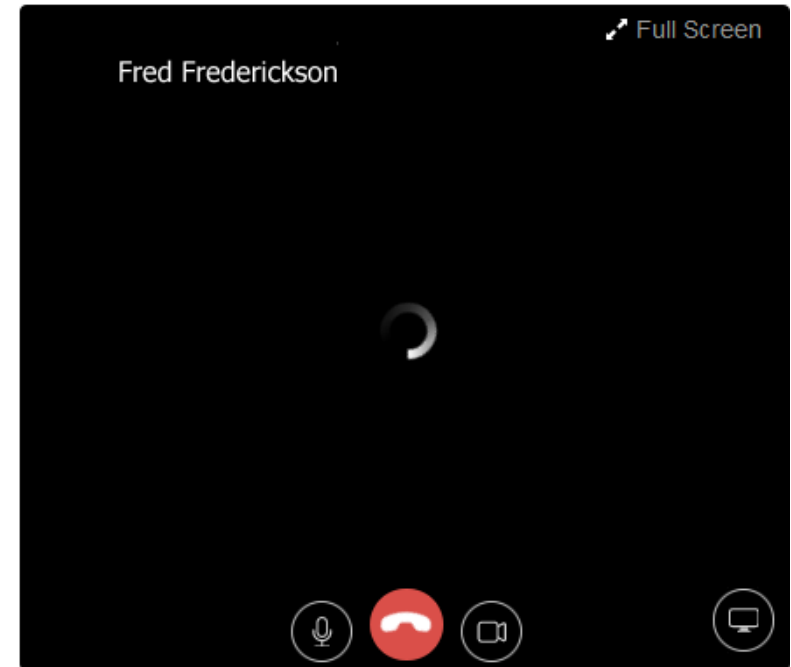
You are now ready to test your Video Chat connection – go to the next slide.

Check Your Video Chat Connection

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

1. Click Start within the Video Chat pane.
2. You'll see a daisy wheel rotating in the middle of the pane, and a pop-out notification at the top edge of your browser asking for access to your camera and microphone.

Read on to find out how to grant access to your camera and microphone.



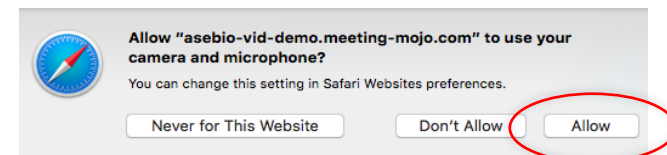
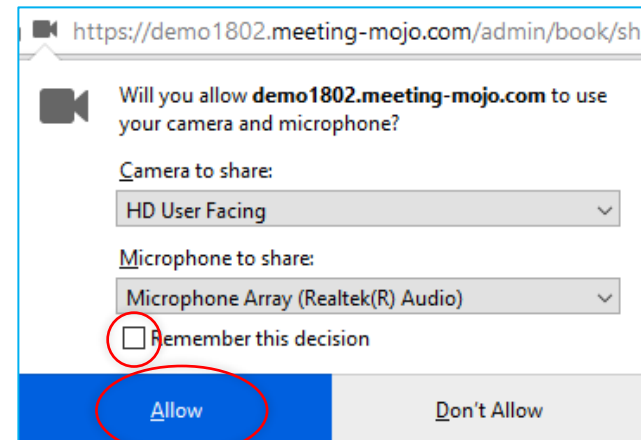
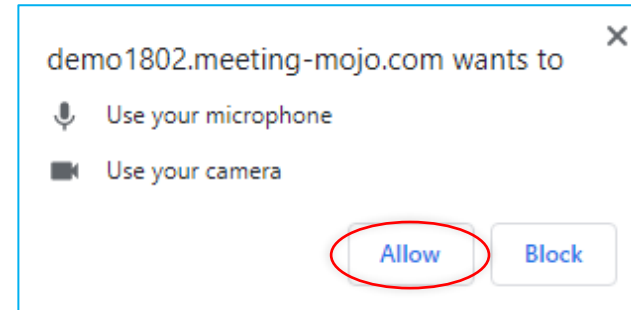
Camera and Microphone Notifications

If you have more than one camera or microphone, select the ones you usually use.

Always click Allow



If you click Don't Allow or Block, you will need to unblock this site. Go to Troubleshooting.

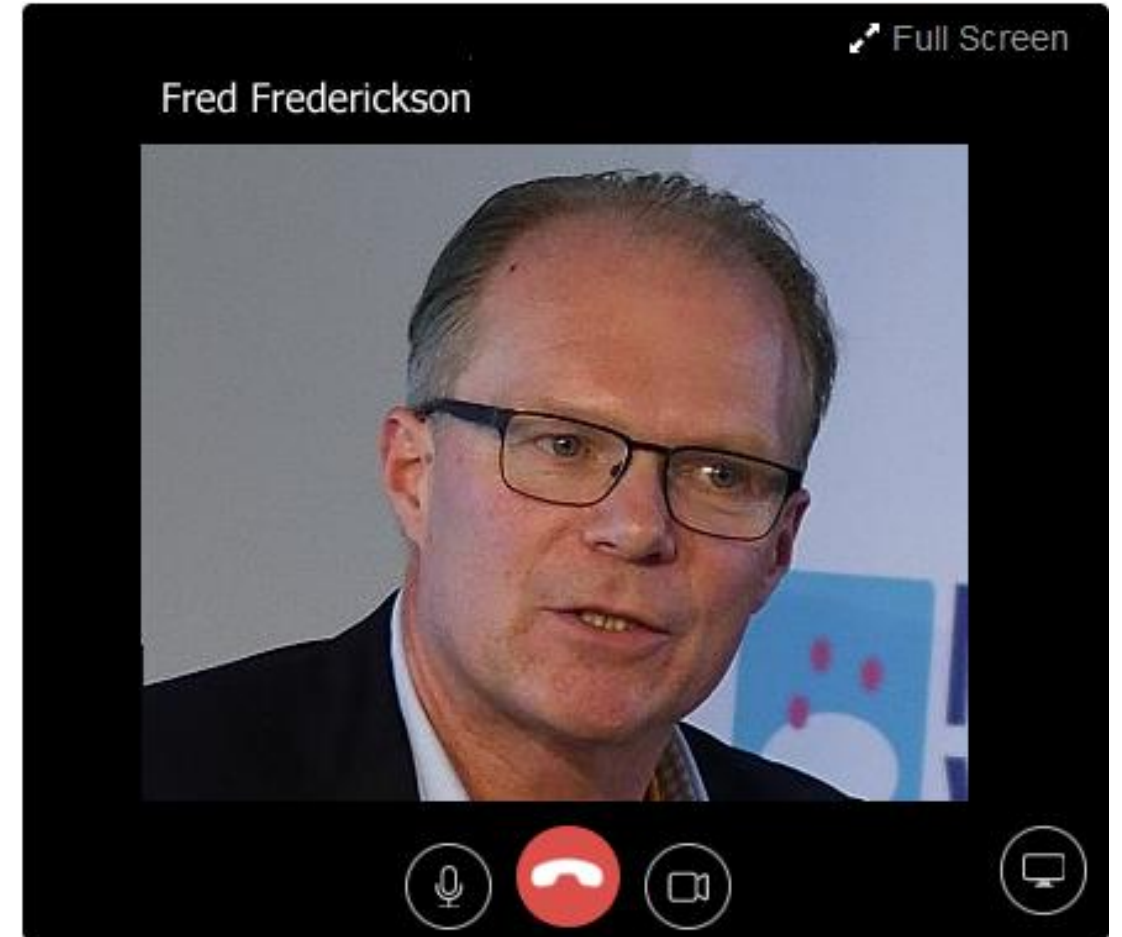


Your Video Chat Connection

If you have connected successfully, you will be able to see yourself in the video pane.

Adjust your camera and position for optimal viewing.

Now check you can share your slidedeck or other screen.



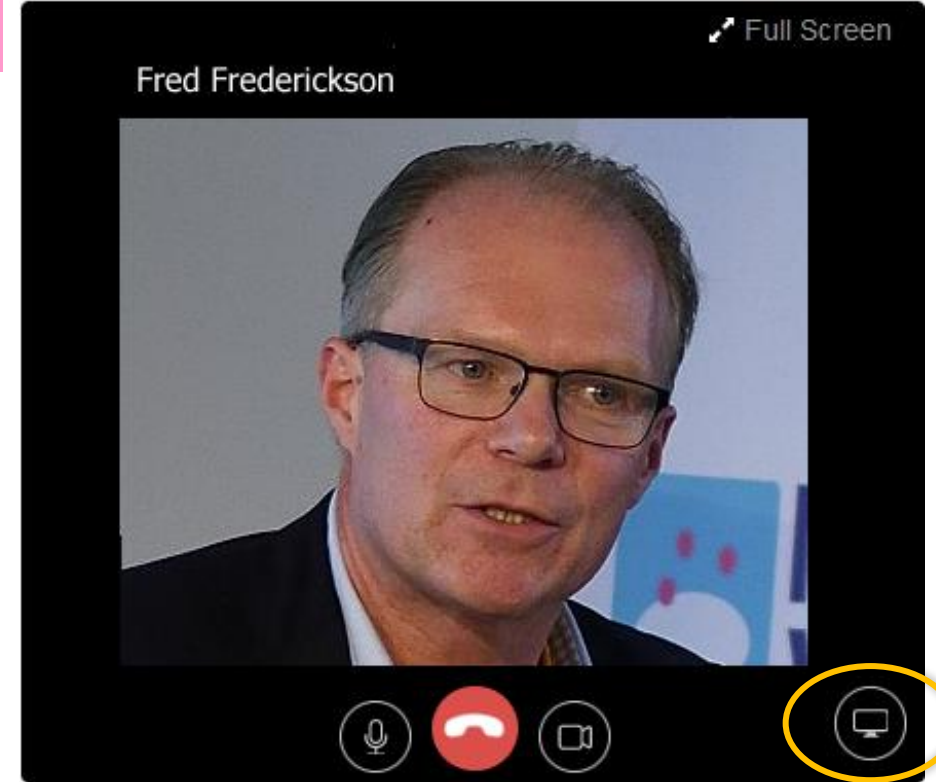
Check Screenshare

Video Chat includes Screenshare, so you can display your slide deck or other collateral during your meeting.


! Important: Screenshare is not currently supported on mobile devices

1. To test Screenshare, click the square icon within the Video Chat controls at the lower edge of the video pane
2. Your browser will ask you to select a screen to share, via a dropdown or popup notification.

Move to the next slide to find out how to select a screen to share.



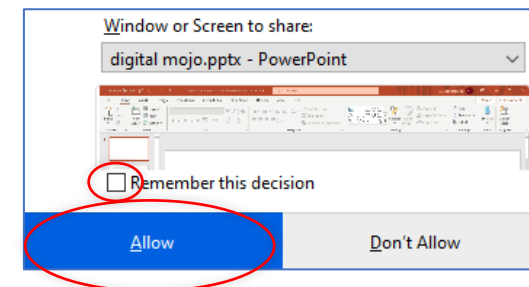
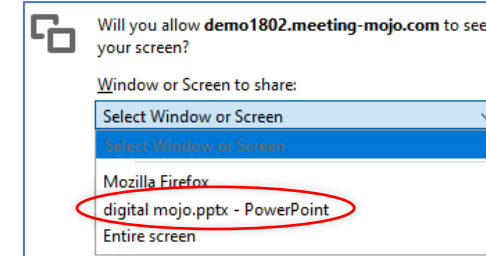
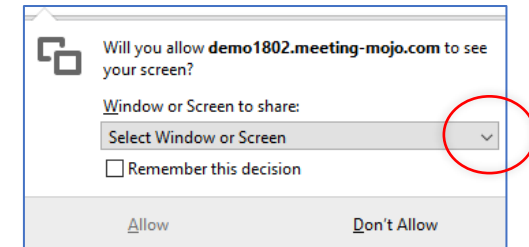
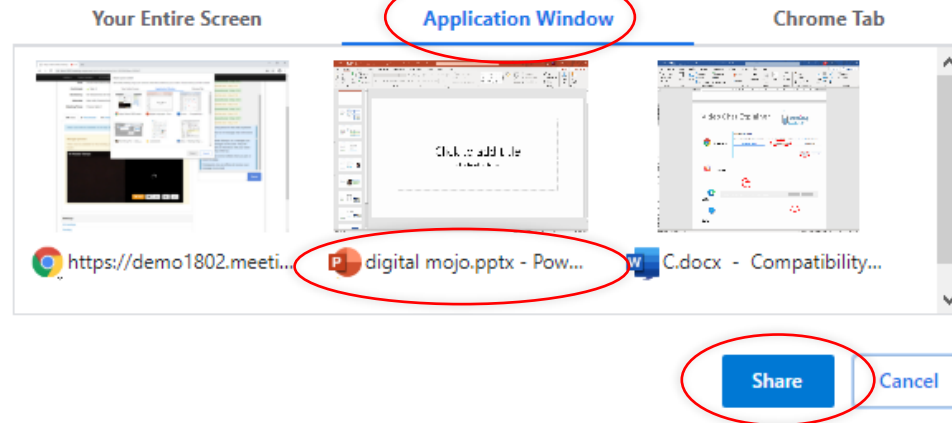
If you see this notification, skip 2 slides and find out how to disable extensions. Or, try a different browser

 **Sorry, your current browser does not support the Screen-share feature.**

Select a Screen to Share

Share your screen

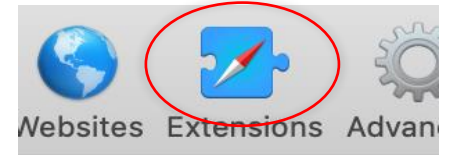
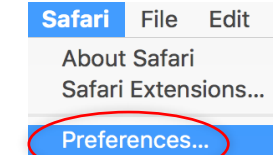
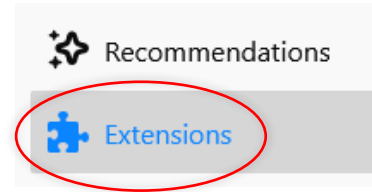
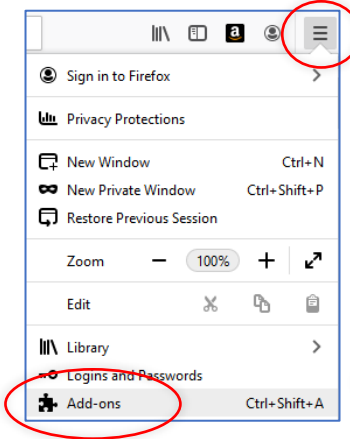
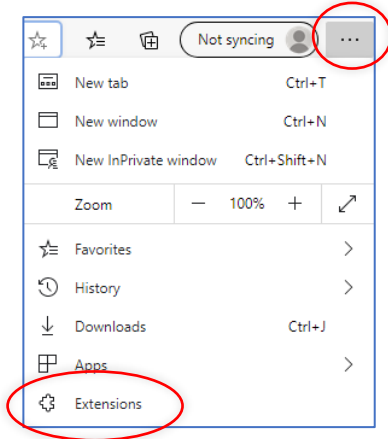
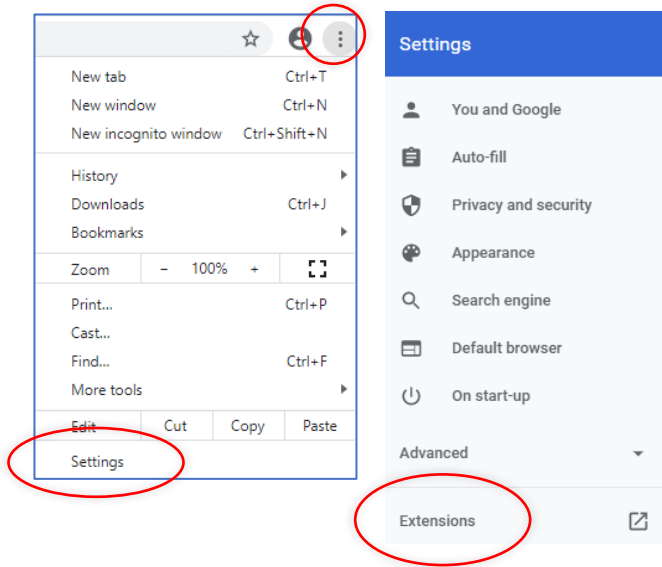
demo1802.meeting-mojo.com wants to share the contents of your screen. Choose what you'd like to share.



If you click Don't Allow or Cancel, you will need to unblock this site. Go to Troubleshooting.

Screenshare still not working?

Your browser may be running Extensions. Check that these are all switched off prior to starting your meetings:

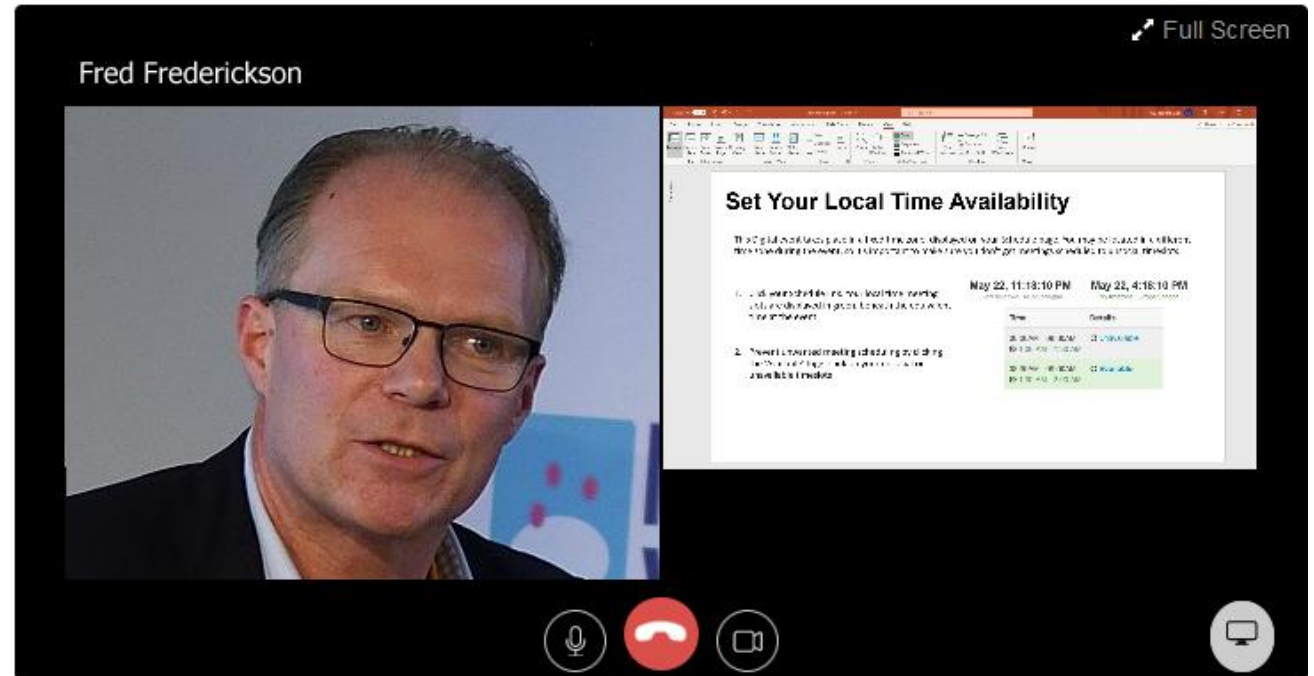


Once all of your Extensions are switched off, try the [Screenshare](#) feature again.

Your Screenshare Connection

If you have connected successfully, you will be able to see your slide deck next to the video pane.

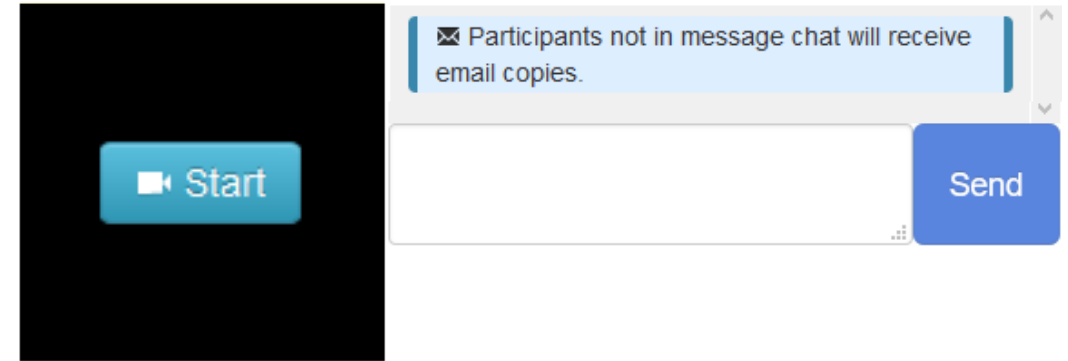
Click the screenshare icon again to stop sharing.



Make a Backup Plan

The internet is not infallible and connections can fail. Look into alternative ways of connecting.

1. Use the Instant Messaging Service to contact your meeting partner/s at any time before, during and after the meeting.
Include 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.
2. Your event manager may have enabled you to enter your own meeting joining details. You can change these at any time*.
Add your preferred virtual meeting location, or link each meeting to a dedicated external webconference, e.g., Zoom, GoToMeeting, Skype, etc.
**Applies only to confirmed meetings.*



Meeting Place

Pre-select a place for this meeting

Or

Type in your suggested place for this meeting.

Join Your Meeting

1. Go to your Schedule or Meetings page
2. Click the link on your next meeting
3. Click Start, then Join the Call
Allow access to your camera and microphone.



Do not click menu links to leave this page,
your video chat will end.

To access other internet pages, go to a new
tab or window.

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

Participants not in message chat will receive email copies.


Start


Join the call...


Send


Not working? Check your Connections [here](#)


Manage your Meeting

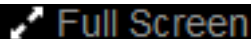
 **To expand any frame**, mouse-over then click the expand icon. Do the same to restore the frame.


 **Mute your microphone** by clicking the microphone icon at the lower edge of the video pane.

 **Mute any other participant** by clicking the speaker icon at the top right of their screen.

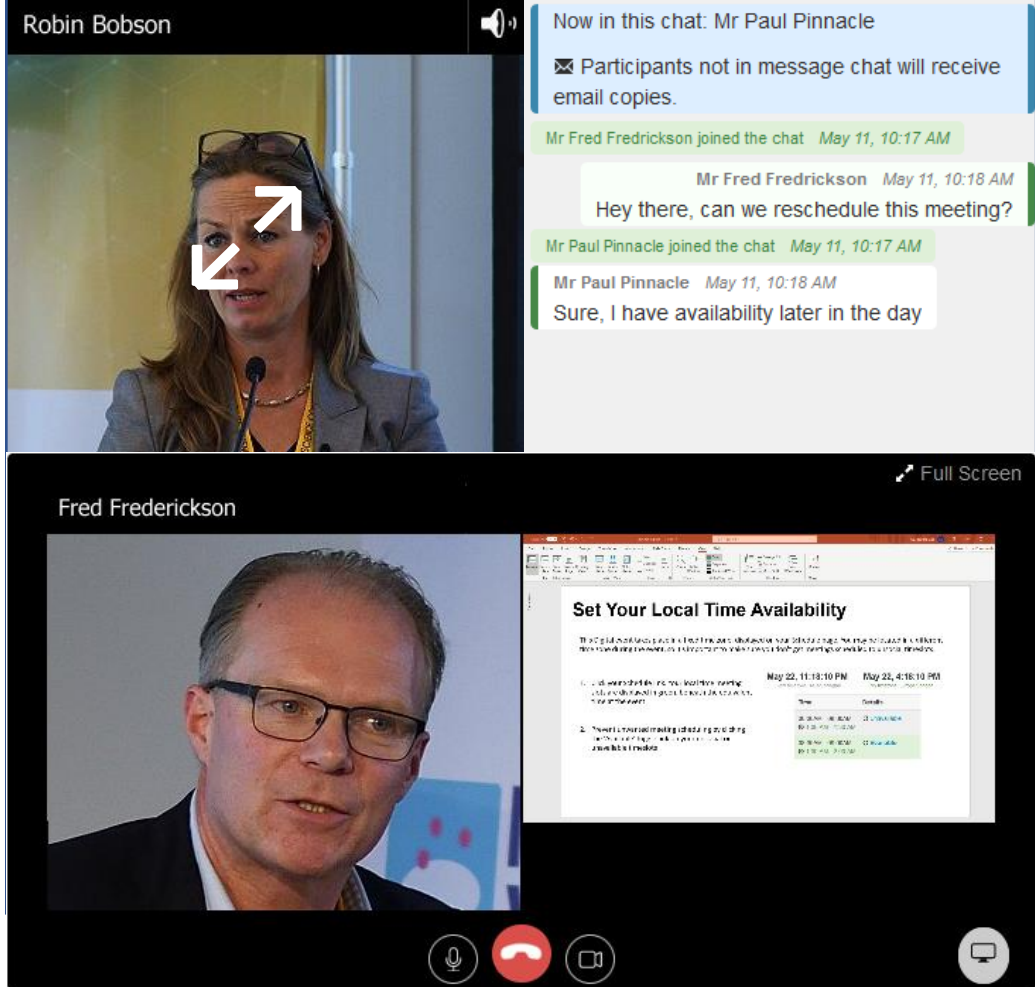
 **Click the Sharescreen icon** in the lower toolbar to share your content. You may need to scroll to reach the toolbar. You will then be asked to select your content from a dropdown.

 **To stop content sharing**, click the Sharescreen icon again.

 **Display video in full screen** by clicking the full screen icon in the lower toolbar. Reduce by clicking it again.

 **Poor connection?** Click the video switch for **audio-only**. Click it again to restore video+audio.

 **At the end of your meeting**, click the red button to end the Video Chat.



The screenshot displays a Zoom meeting interface. The top portion shows a video pane for 'Robin Bobson' with a white expand icon overlaid. To the right is a chat window with a blue header 'Now in this chat: Mr Paul Pinnacle' and a message: 'Participants not in message chat will receive email copies.' Below the chat, a green system message states 'Mr Fred Fredrickson joined the chat May 11, 10:17 AM', followed by a message from 'Mr Fred Fredrickson' at 10:18 AM: 'Hey there, can we reschedule this meeting?'. Another green system message says 'Mr Paul Pinnacle joined the chat May 11, 10:17 AM', and a message from 'Mr Paul Pinnacle' at 10:18 AM: 'Sure, I have availability later in the day'. The bottom portion shows a video pane for 'Fred Frederickson' with a white expand icon overlaid. To the right, a 'Full Screen' icon is visible. Below the video pane, a 'Set Your Local Time Availability' window is shown, displaying a calendar for May 22 with a time slot from 4:18:10 PM to 4:18:10 PM. The bottom toolbar contains icons for mute, end meeting (red), video switch, and sharescreen.

Troubleshooting

Connection Failure

Most connection failures are caused because your device has not allowed access to the camera and microphone.

This will be indicated by a notification on the video pane.

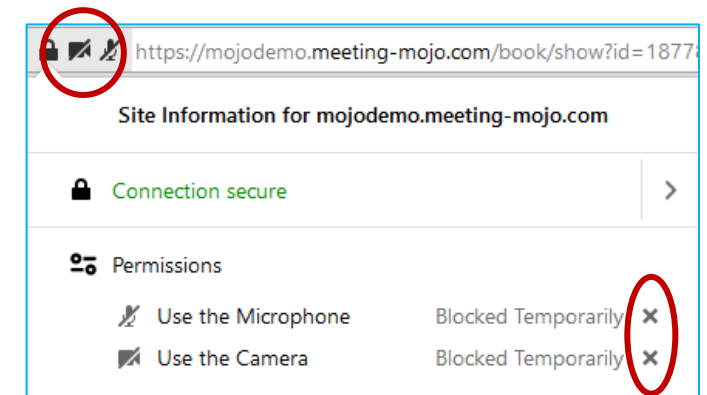
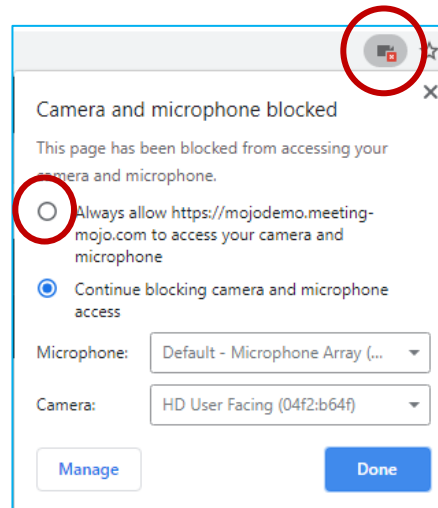
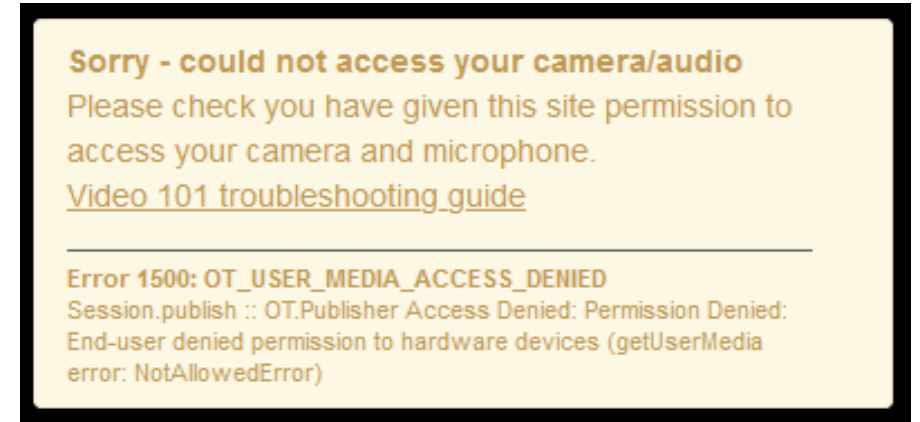
Action:

Re-enable access by clicking the small video camera icon within the address bar at the top of your browser window. A dropdown window will appear, giving access options.

Chrome/Edge: click the option to 'Always allow' access, then click Done.

Firefox: Remove the blocks to both camera and microphone by clicking the 'x' in both cases.

Return to your Schedule and click into the meeting again. Always ALLOW access.





Digital 1:1 Meetings Software