VISUAL HUDDLE MEETINGS

INSTRUCTIONS FOR JOINING VIA VISUAL HUDDLE

BEST PRACTICES AND TIPS FOR VISUAL HUDDLE MEETING
JOINING INTO THE MEETING

TO JOIN INTO THE MEETING FROM A COMPUTER
• To join into the meeting from a desktop computer or laptop your computer must be equipped with a webcam and microphone
• Copy and paste the weblink below into either Google Chrome or Mozilla Firefox
• The weblink for your meeting will be provided by your meeting host

TO CALL INTO THE MEETING FROM A TELEPHONE
• Use this method if your computer is not equipped with a webcam and microphone
• **Phone Number**: +1 (351) 222 2275
• When prompted enter conference code:
  • **Provided by meeting host**
• Once joined connected into the meeting please mute the microphone on your phone.
JOINING INTO MEETING VIA WEBLINK "PRE-FLIGHT"

CLICK JOIN THROUGH BROWSER
Please use Google Chrome or Mozilla Firefox

ALLOW ACCESS TO YOUR WEBCAM & MICROPHONE
If your computer is not equipped with a webcam please refer to the steps on Page 1 of joining in via a telephone.

TYPE IN YOUR NAME
Click Join Now and you will be connected into the meeting, please mute your microphone once you have joined into the meeting.
DIALING INTO VISUAL HUDDLE CONFERENCE VIA TELEPHONE (LANDLINE OR CELLPHONE)

TO FIND VISUAL HUDDLE TELEPHONE INFORMATION

Open the weblink provided by meeting host on your computer and then click the phone icon. The phone number and conference code will be displayed for your particular meeting.

TELEPHONE DIAL IN

• Dial the phone number from a cell phone or landline
• When prompted enter the conference code provided by your meeting host
  • Also found as shown in the image to the left
• If you are required to enter a PIN number it will be listed and/or provided by the meeting host

Once connected you will be joined into the conference as an audio only participant.

Please remember to mute the microphone on your telephone if you are able. When you are not speaking, this will prevent background noise on the call for the other participants.
TO JOIN FROM AN IOS OR ANDROID DEVICE

Pexip is the platform Visual Huddle is operated off of. In the app store for IOS and Google Play store search for the Pexip (My Meeting Video) App.

Use the weblink below to navigate to the website to download the apps to your device.

https://www.pexip.com/apps
TO JOIN FROM THE PEXIP (MY MEETING VIDEO APP)

• Open the App on your tablet or smartphone
• Select Join Room as Guest
• Enter the conference code provided by your meeting host
  • This code is also the numbers at the end of the URL provided by your meeting host.
• Once you enter the code, you can select to join as an audio only or video participant
• Keep in mind if you meeting host is sharing a presentation, it would be best to join via a computer.
TROUBLESHOOTING TIPS FOR VISUAL HUDDLE CALL

PARTICIPANTS NOT ABLE TO HEAR YOU SPEAKING
Make sure your microphone is not muted by clicking on the microphone symbol at the bottom of the window.

VIDEO NOT SHOWING
Please make sure your webcam has been shared; make sure you are using Google Chrome or Mozilla Firefox.

WAITING ON OTHER PEOPLE TO CONNECT
If you are the first participant, you will see this screen until other participants connect. You will not see video from "Audio Only Participants"
BEST PRACTICES FOR VISUAL HUDDLE

• Please make sure your microphone is muted on your computer or telephone is muted when you are not speaking. This will prevent a lot of excess background noise on the conference.

• It is recommended to use headphones or a video conferencing headset to allow you to hear the other participants better.

• Visual Huddle connections do rely on your internet connection, please make sure you are connected to a high quality internet connection.
  • If you are experiencing internet connectivity issues, please connect to the conference as a telephone participant (Refer To Page 4)
  • When connected via the Pexip app on your smartphone it would be best to be connected to Wifi.