

Last updated: 27th of July 2020

Connect Remote: A guide for participants

A how-to guide for Connect Remote meeting participants; how to join a meeting, how to check your camera and microphone, how to speak and share your screen, how to chat, vote, and leave a meeting.

A copy of this guide is available as a public link on:

https://www.public-i.tv/user-guides/Connect_Remote_A_guide_for_participants.pdf

Technical requirements

Desktop or laptop computer

- A PC running Microsoft Windows or Mac running MacOS
- The Google Chrome web browser (please note that other browsers are not supported)

Connect Remote meetings run direct in the web browser. No additional plug-ins or downloads are required.

iPad and iPhone

A Connect Remote app for iPad and iPhone is available on the App Store:

<https://apps.apple.com/gb/app/connect-remote/id1513126971>

A user guide for the iPad app is available here:

https://help.public-i.tvhttps://help.public-i.tv/viewer/articles/article?article_id=309

Android tablets and smartphones

A Connect Remote app for Android tablets and smartphones is available on Google Play:

<https://play.google.com/store/apps/details?id=tv.publici.connectremote>

A user guide for the Android app is available here:

https://help.public-i.tvhttps://help.public-i.tv/viewer/articles/article?article_id=322

Firewall settings

If you are connecting through a firewall, the following outbound ports need to be open:

- *:443 TCP HTTP
- *:10000-20000 TCP UDP

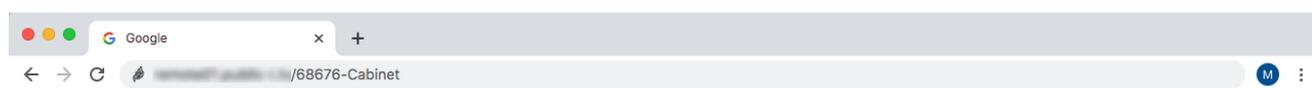
Your IT team will need this information if you are connecting through your organisation's network or a VPN.

Headphones

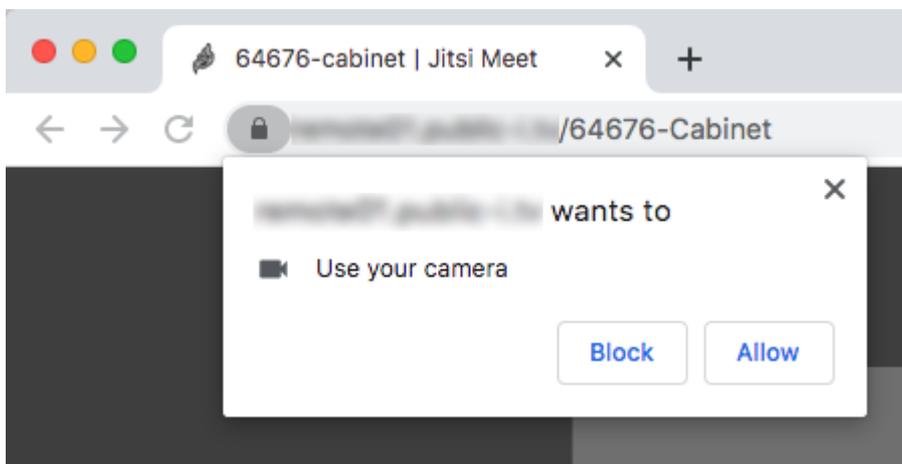
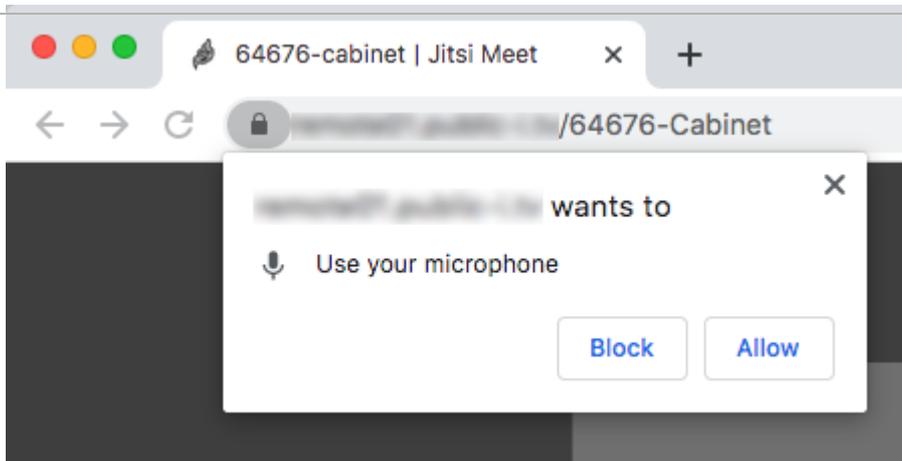
We recommend that you use headphones with a built-in microphone to avoid audio feedback and echoing issues.

Joining the meeting

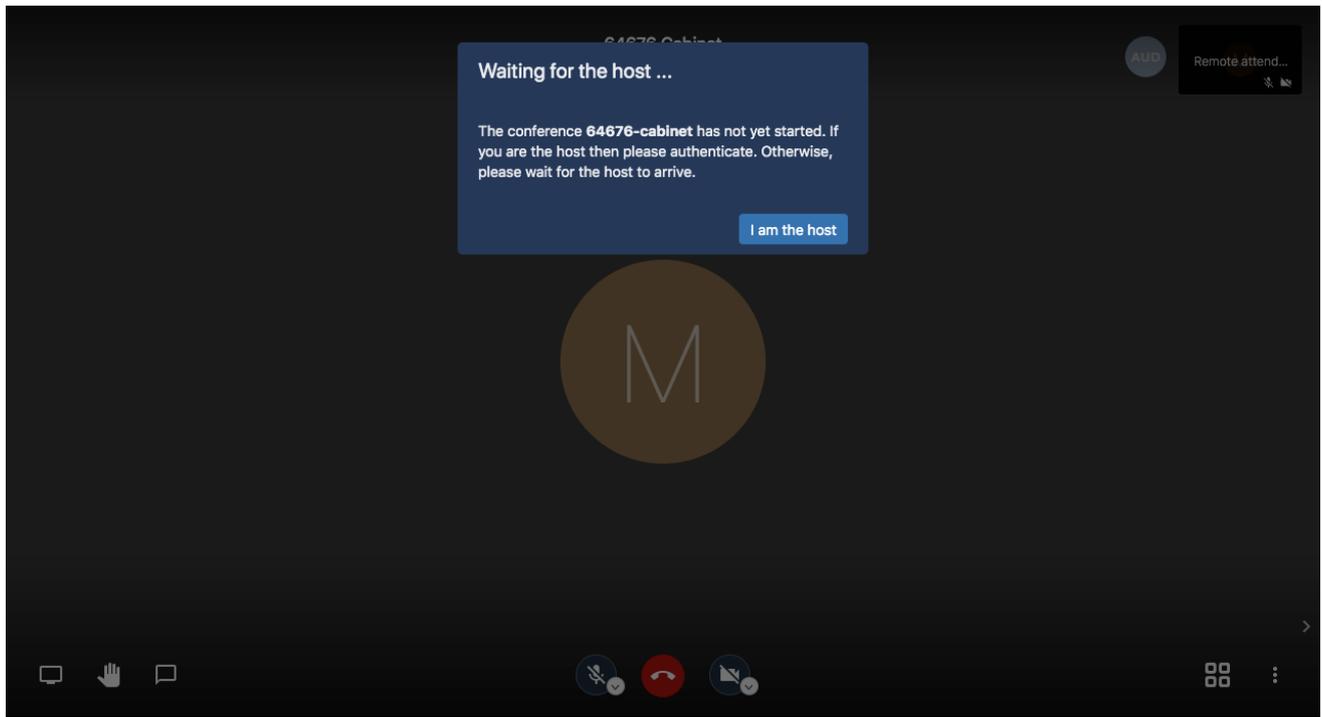
1. Launch Google Chrome and enter the meeting URL that was sent to you by the organiser into the address bar.



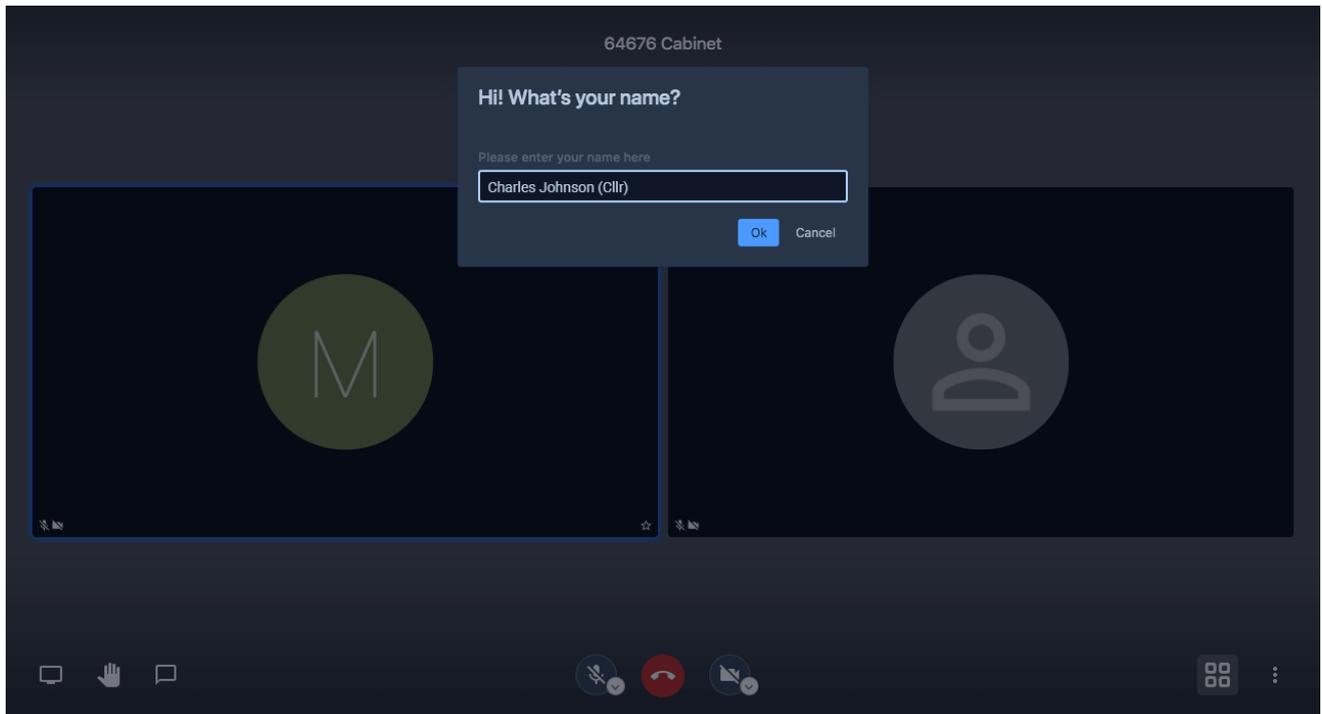
2. Chrome may ask you to allow Connect Remote to use your microphone and camera. Click on the **Allow** button.



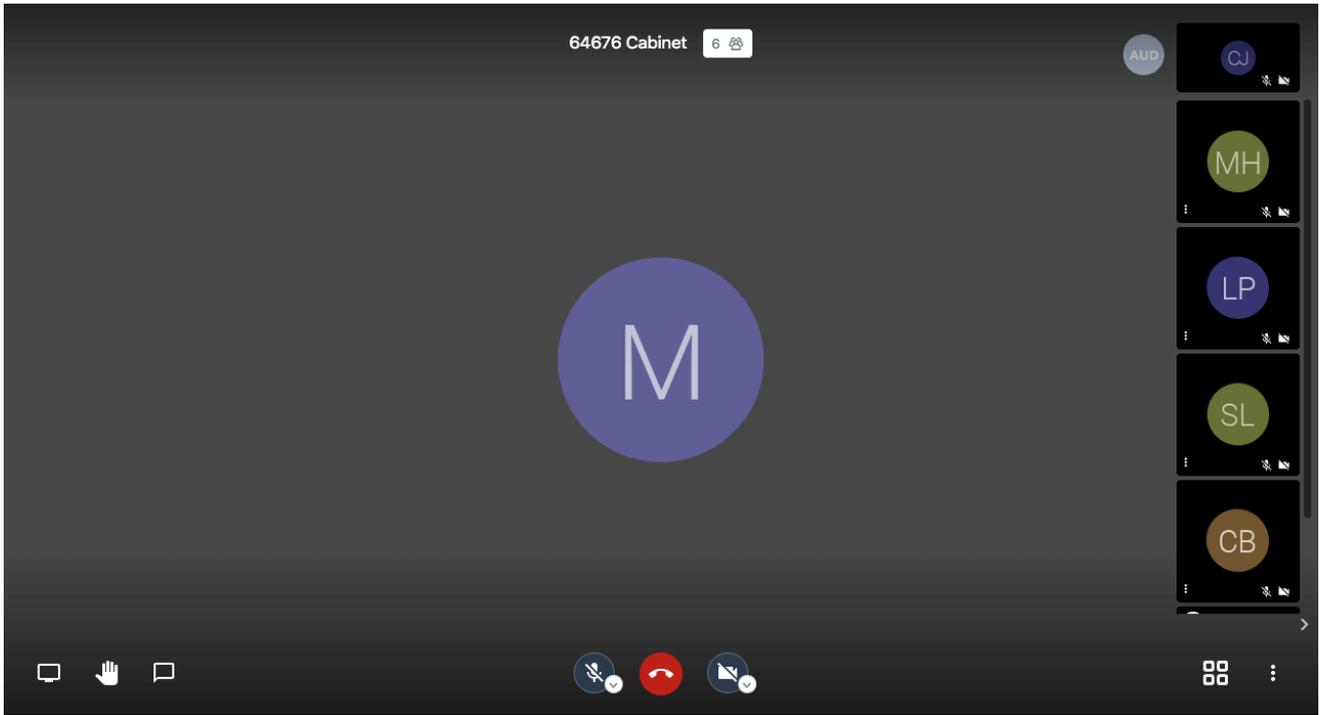
3. The Connect Remote meeting page will load with a **Waiting for the host** message. Please wait on this page until the host arrives. The message will then disappear and you will join the meeting.



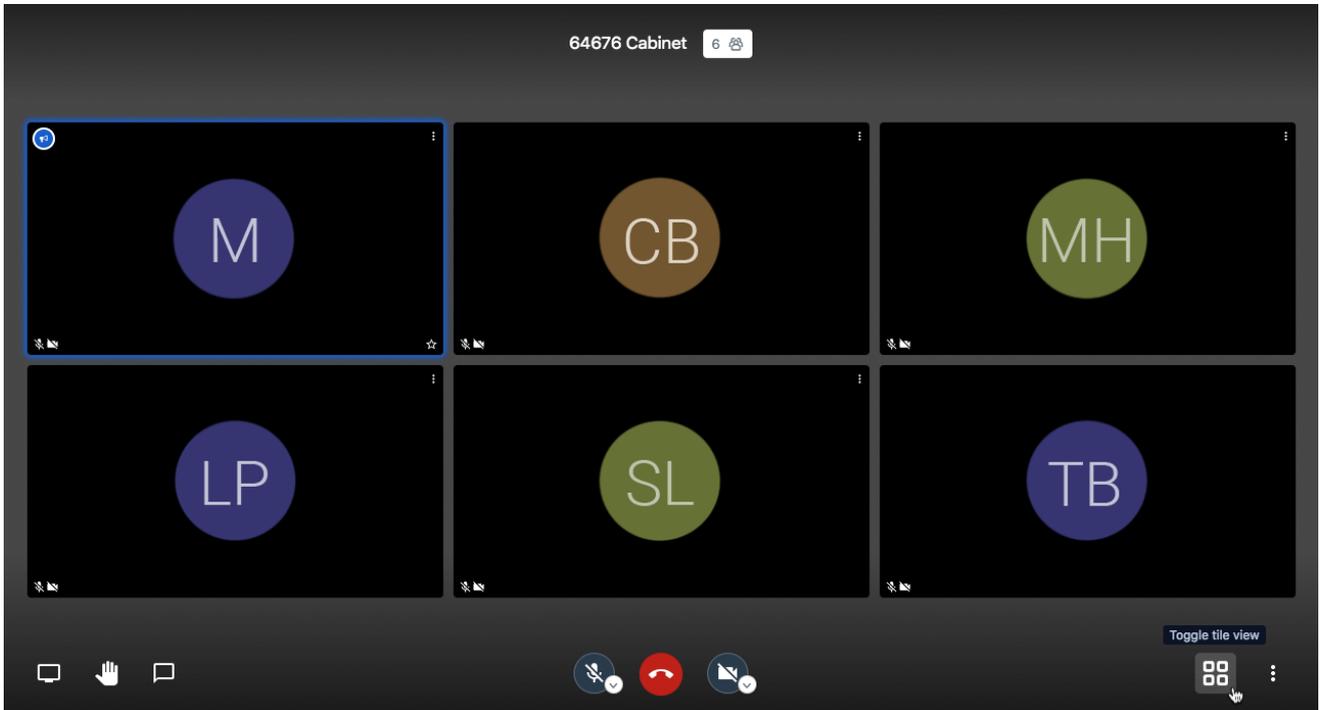
4. When you first join a Connect Remote meeting, you will be asked to enter your name. Please enter a name that makes it easy for the meeting moderator to identify you, then click on the **Ok** button.



5. You have now joined the meeting. Small thumbnail videos or icons of all the participants are shown on the right of the page. Your thumbnail is shown in the top right corner.

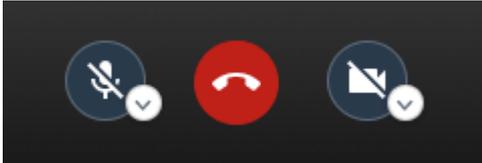


6. Click on the **Toggle tile view** button in the bottom right corner to switch between this main view and a view of the meeting participants in a grid.

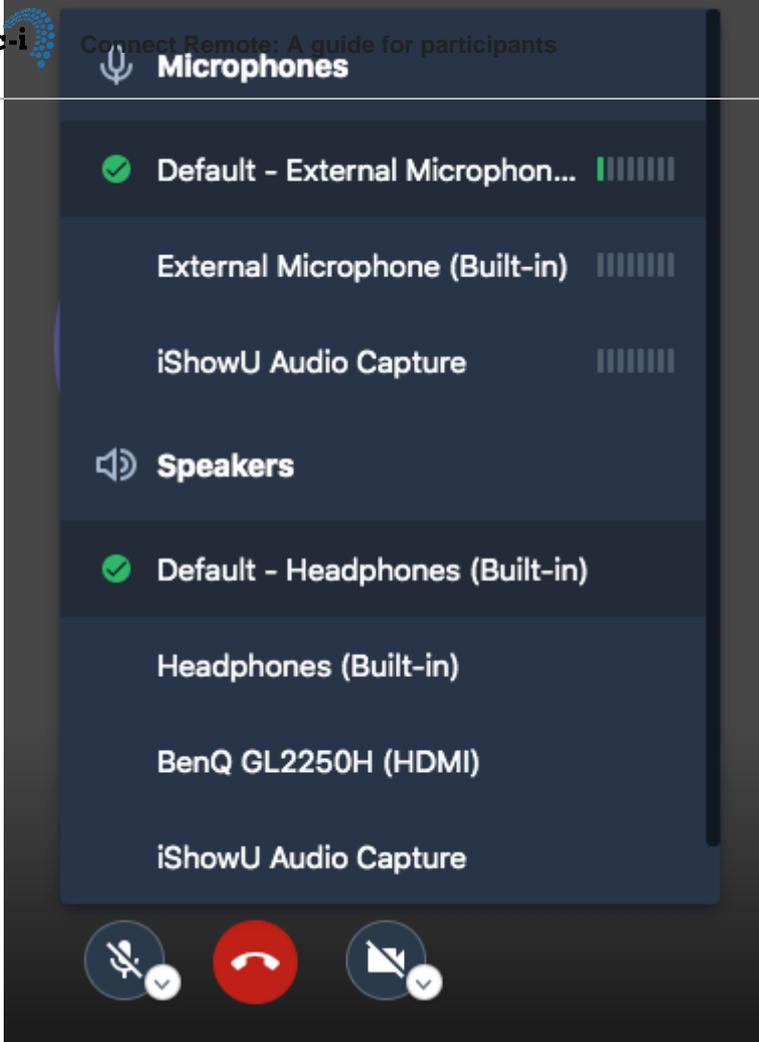


Checking your camera and microphone

1. When you first join a meeting, your microphone will be muted and your camera will be stopped. This is shown by the lines through your main **Mute / Unmute** button and **Start / Stop camera** button at the bottom of the screen. Please do not unmute your microphone or start your camera until the moderator or Chair tells you to.

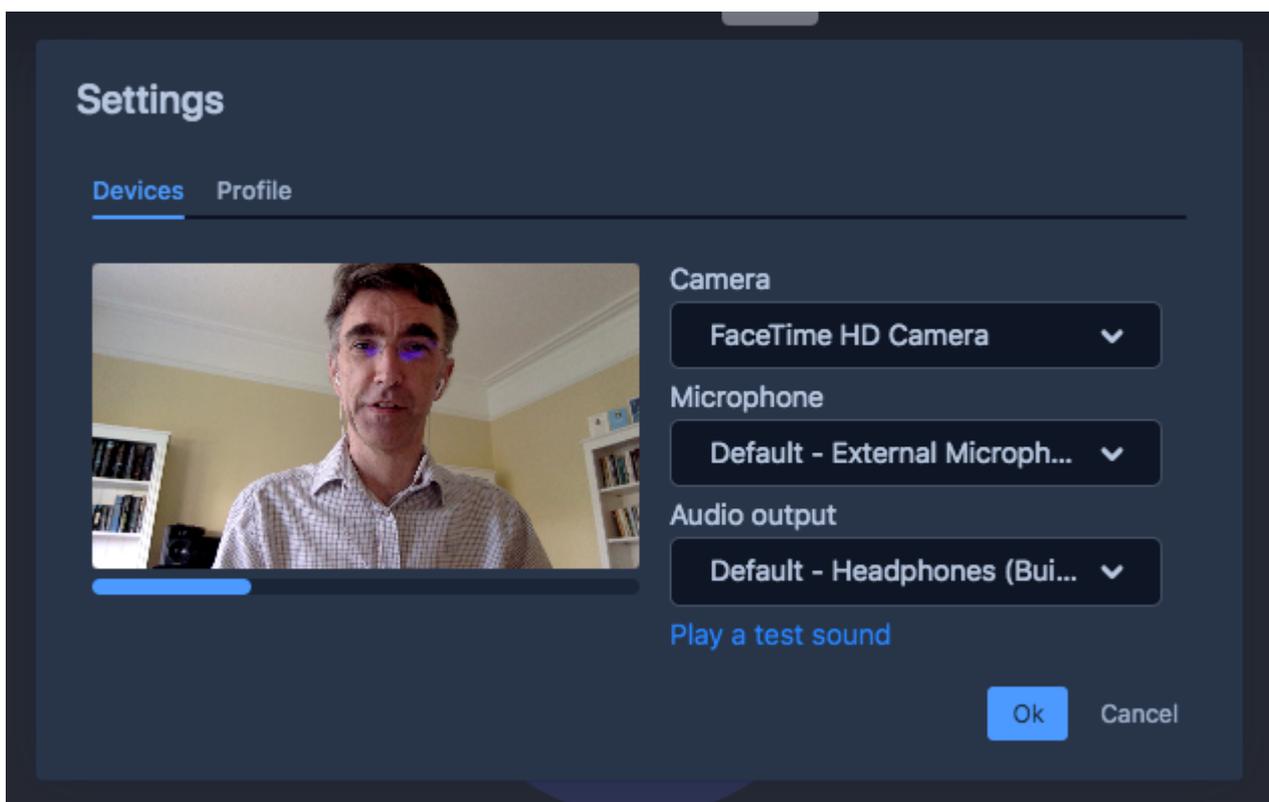
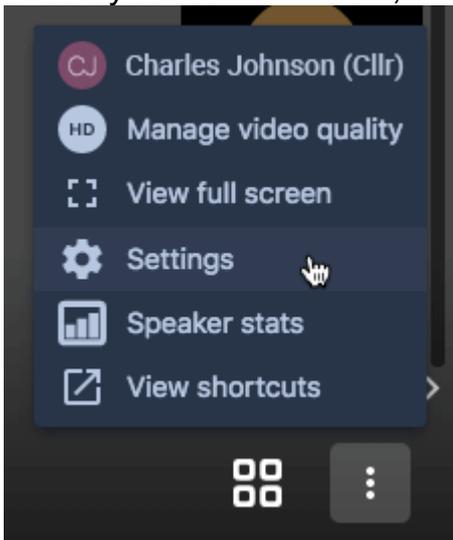


2. You can check your microphone settings and camera settings by clicking on the small down arrow beside each button.



3. Or you can click on the **More actions** icon (3 dots) in the bottom right corner,

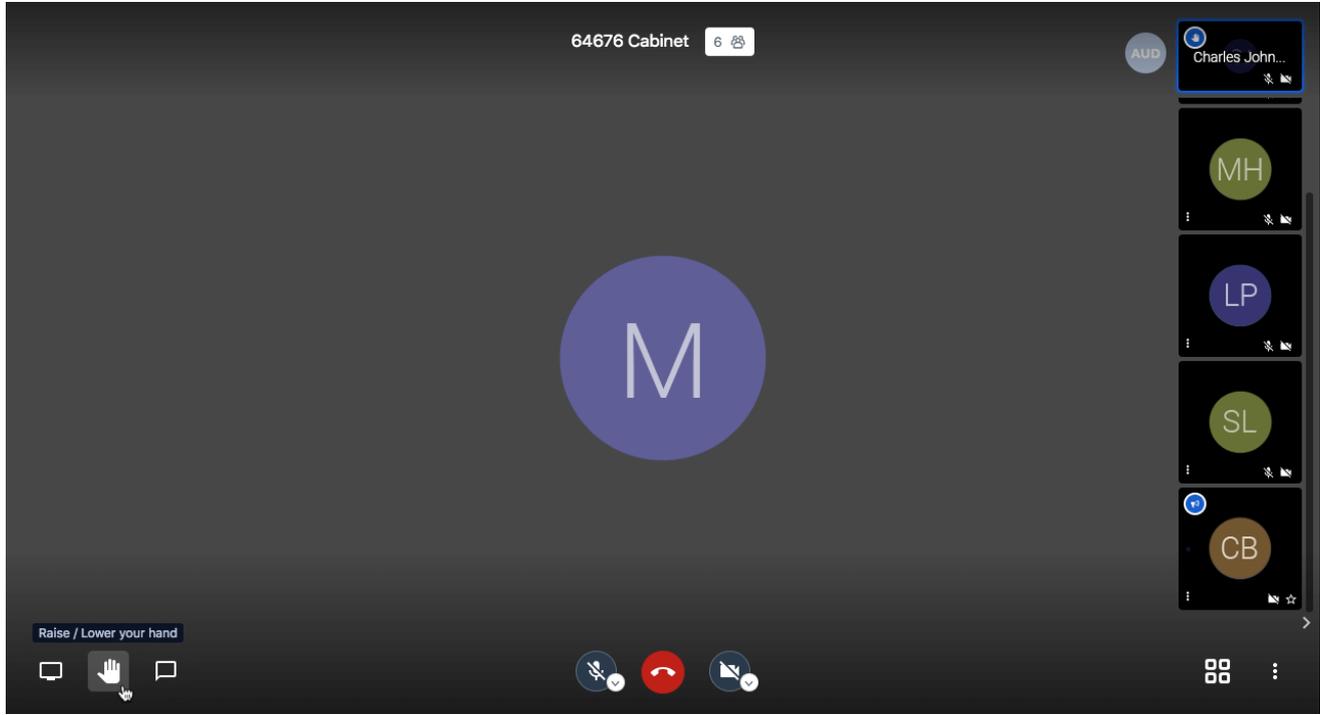
then click on **Settings**. This opens a pop-up Settings window where you can check your camera view, audio levels and device settings.



Speaking in a meeting

1. Connect Remote meetings use a queuing system for speakers, similar to the

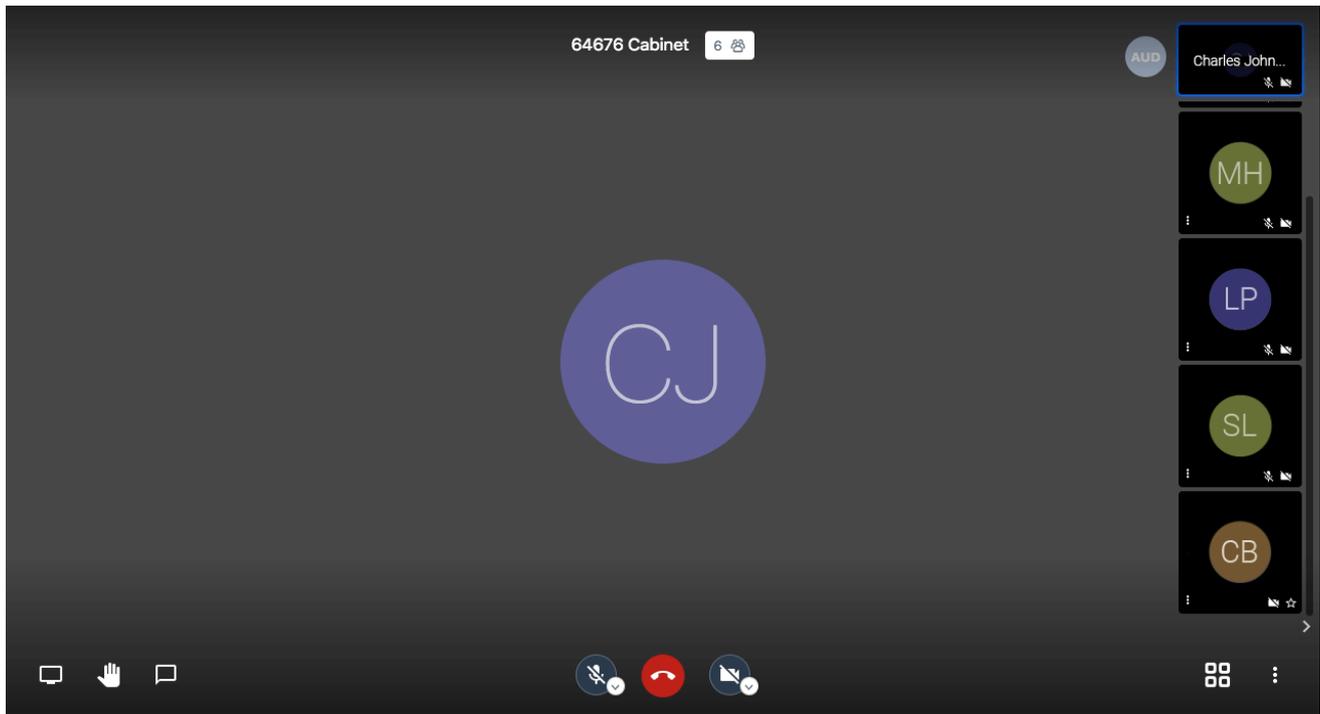
microphone queuing system used in a Council chamber. If you would like to speak, click on the **Raise / Lower your hand** button in the bottom left corner. A hand icon will appear on your thumbnail and your request to speak will be sent to the meeting moderator.



2. The moderator or Chair will then invite you to speak. Click on the **Raise / Lower your hand** button to lower your hand. Click on the **Mute / Unmute** button to unmute your microphone and the **Start / Stop camera** button to start your camera. The other meeting participants will now be able to hear and see you.



3. When you have finished speaking, click on the **Mute / Unmute** button to mute your microphone and the **Start / Stop camera** button to stop your camera. The other meeting participants will now no longer be able to hear and see you.

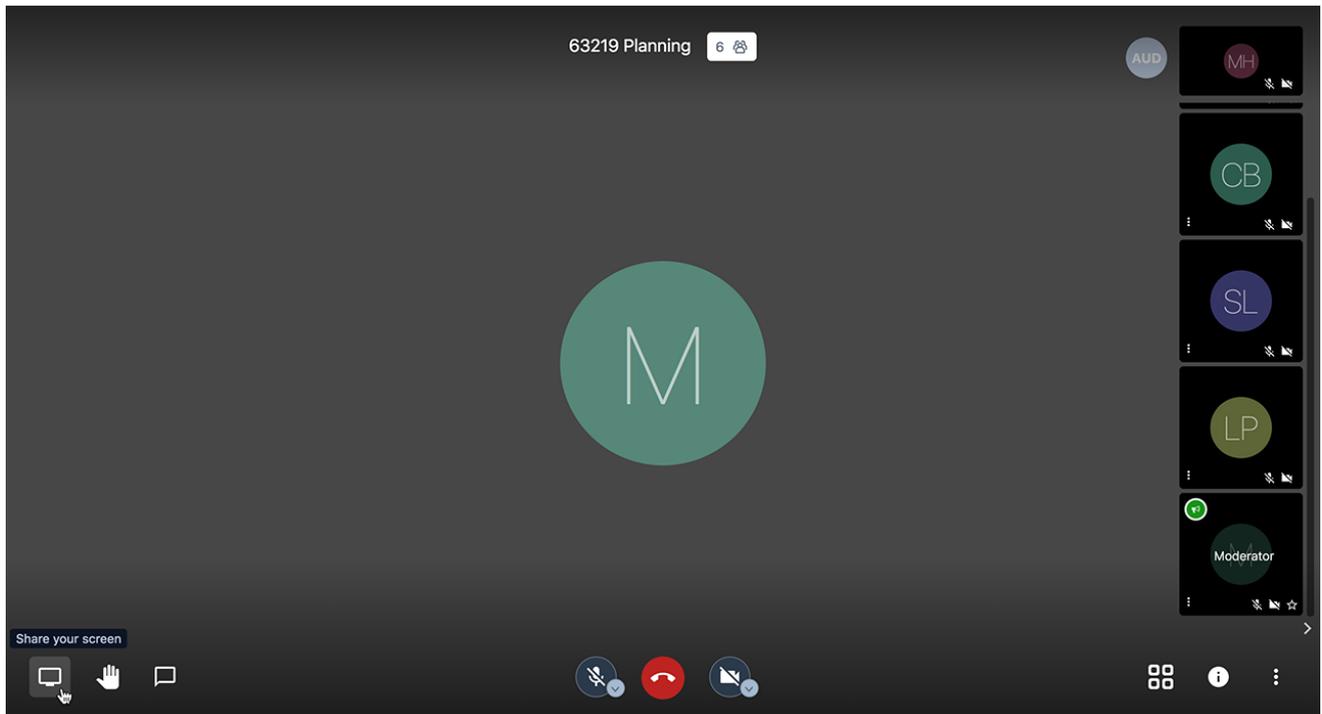


Sharing your screen

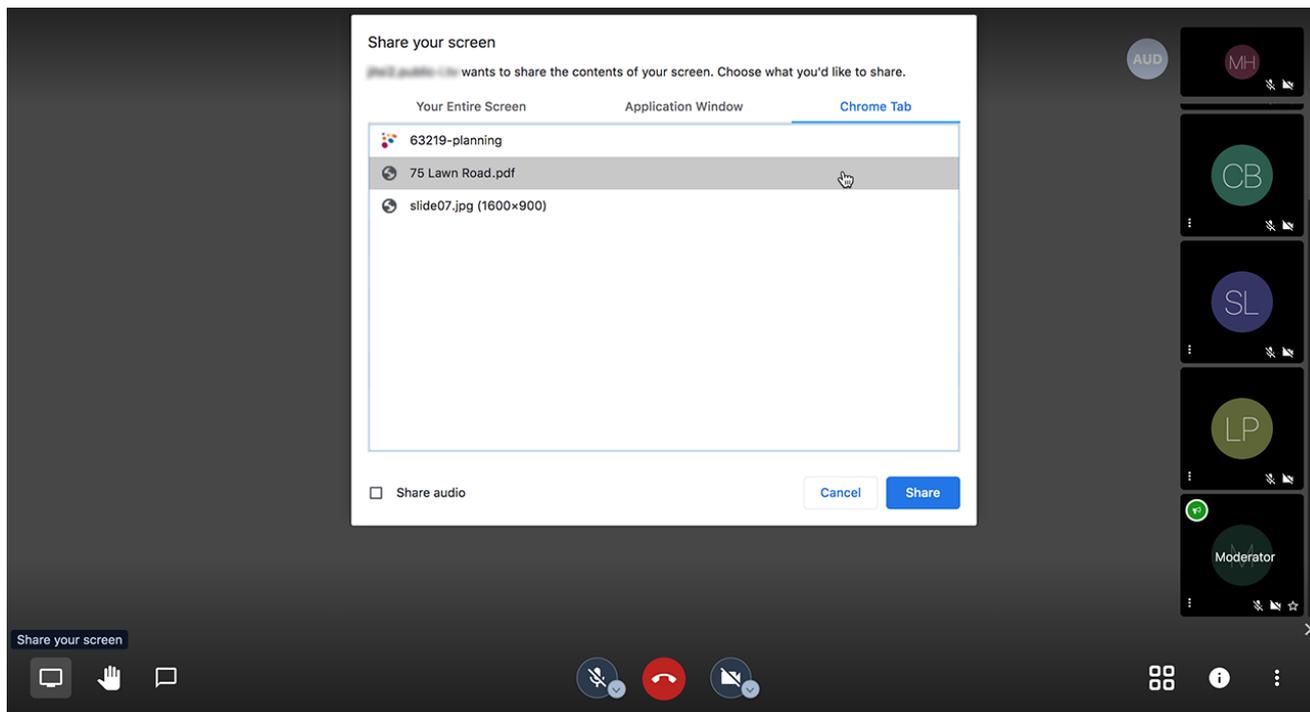
A more detailed guide to screen sharing, including troubleshooting tips, is available here:

- [Connect Remote: Sharing your screen](#) (requires a KnowledgeBase login)
- https://www.public-i.tv/user-guides/Connect_Remote_Sharing_your_screen.pdf (public link)

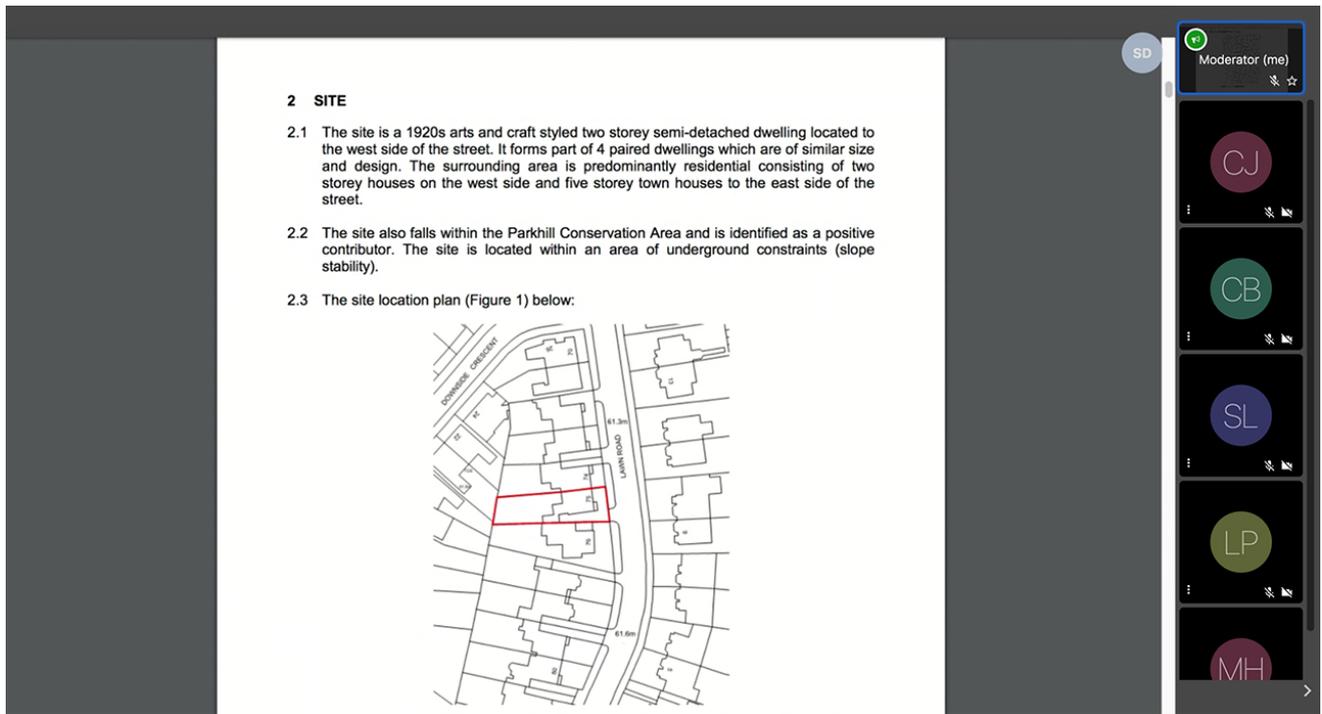
1. If you need to share your screen during the meeting, click on the **Share your screen** button in the bottom left corner.



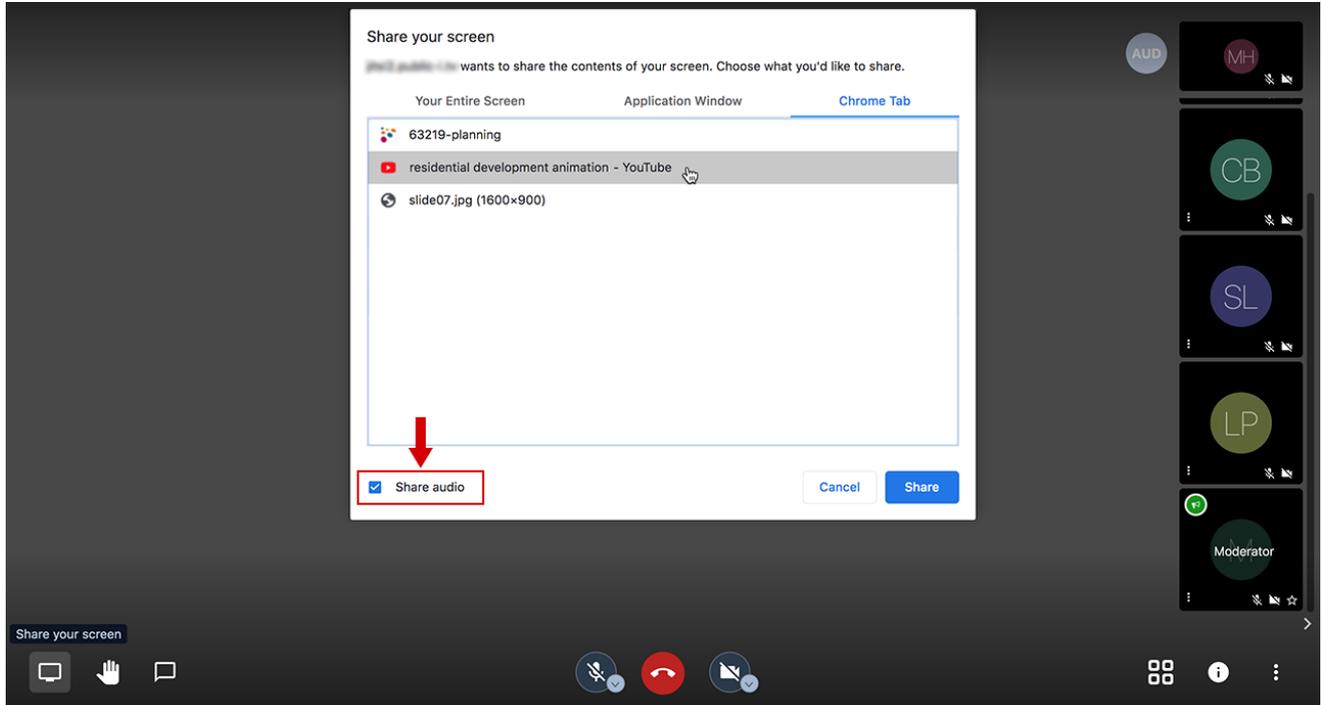
2. A **Share your screen** window appears with tabs for 3 different options: sharing your entire screen, sharing an application window, or sharing a tab in Google Chrome. Click on the screen, application or tab that you want to share, and then click on the **Share** button.



3. We recommend sharing content either in a **Chrome tab** (for web pages, PDFs, images, audio files and video files) or an **application window** (for documents, presentations and spreadsheets). **We do not recommend sharing your entire screen**, due to the risk of accidentally sharing confidential information displayed in an open application or system notification.

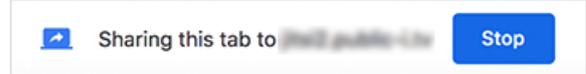


4. If you are sharing audio or video content in a Chrome tab, make sure that you tick the **Share audio** checkbox so that the audio can be heard in the meeting.



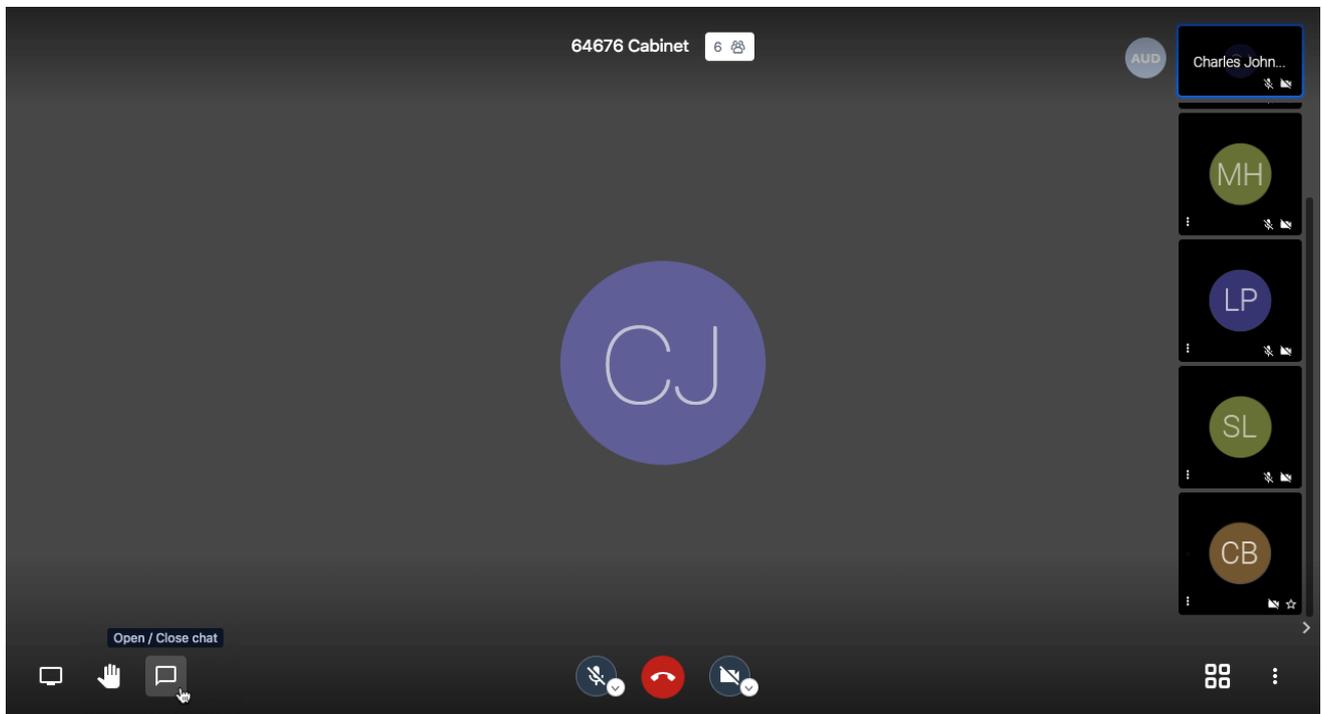
5. While you are sharing, a small toolbar will be shown at the bottom of your

screen, or at the top of your browser window. Click on the **Stop sharing** or **Stop** button when you have finished.

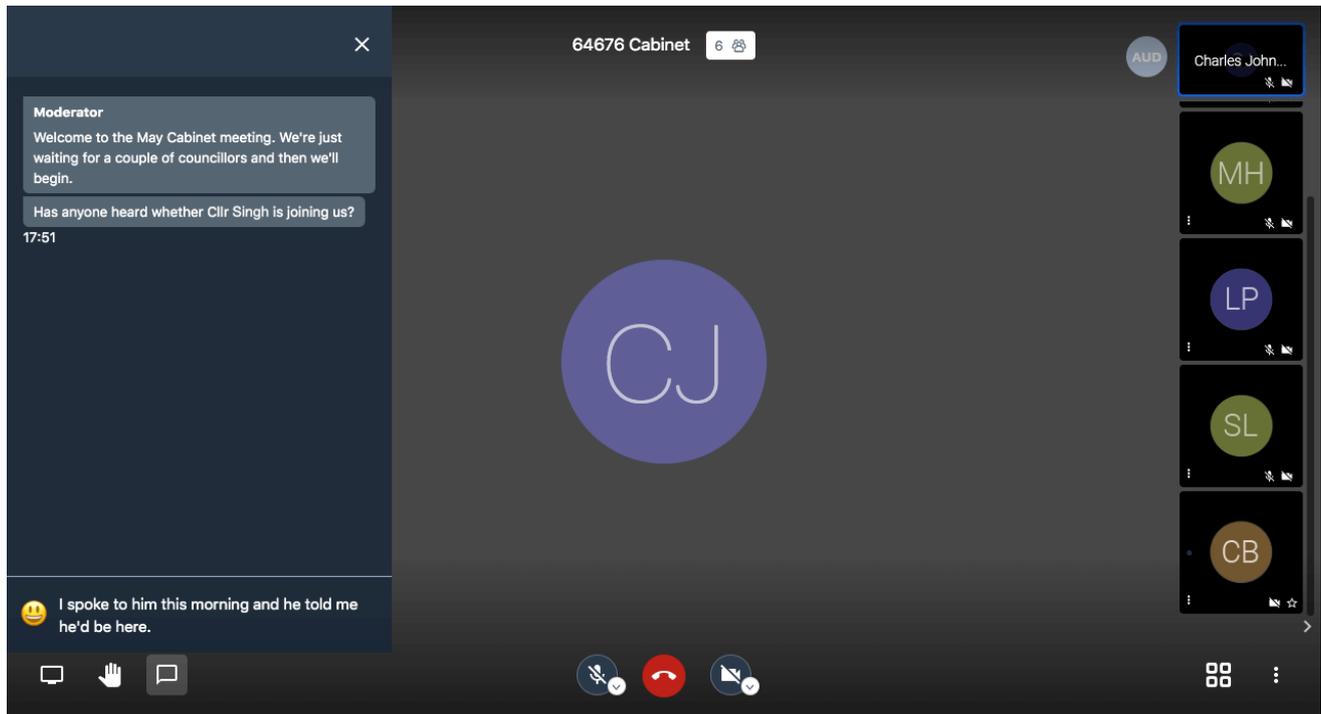


Using chat

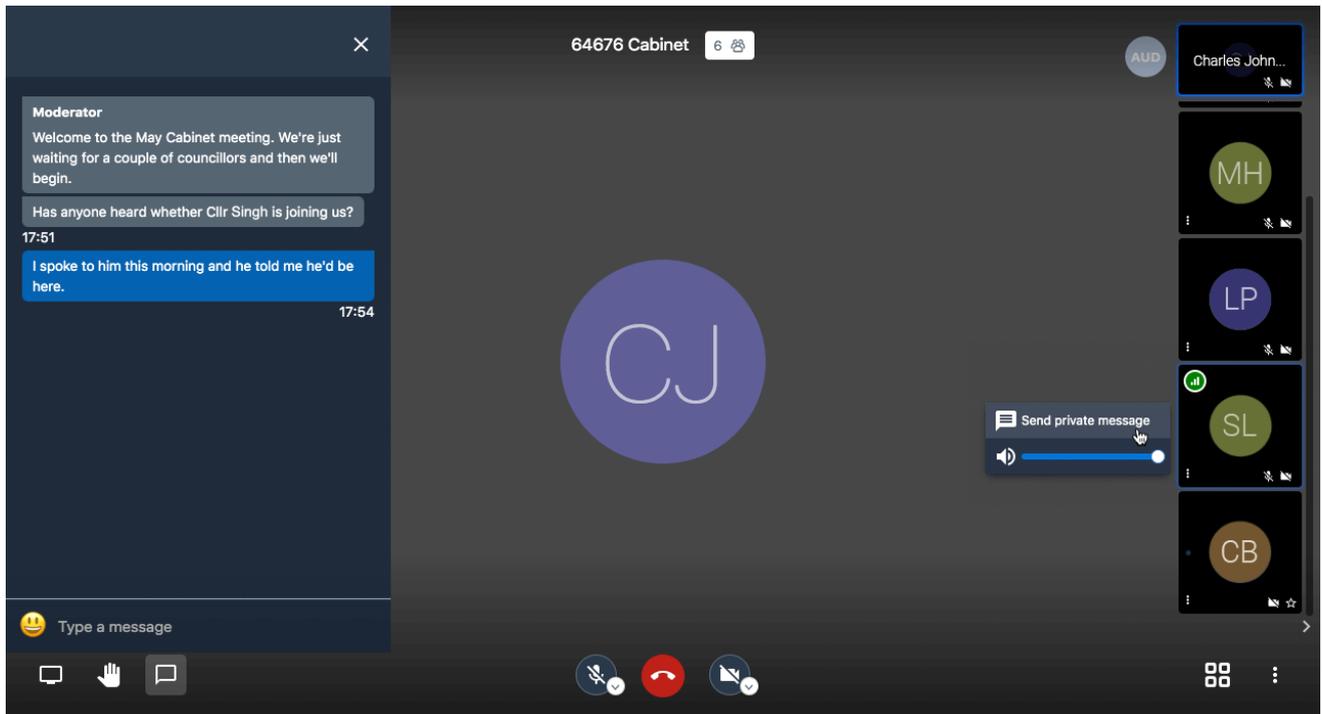
1. Connect Remote also includes a chat feature. Click on the **Open / Close chat** button in the bottom left corner to open the chat window.



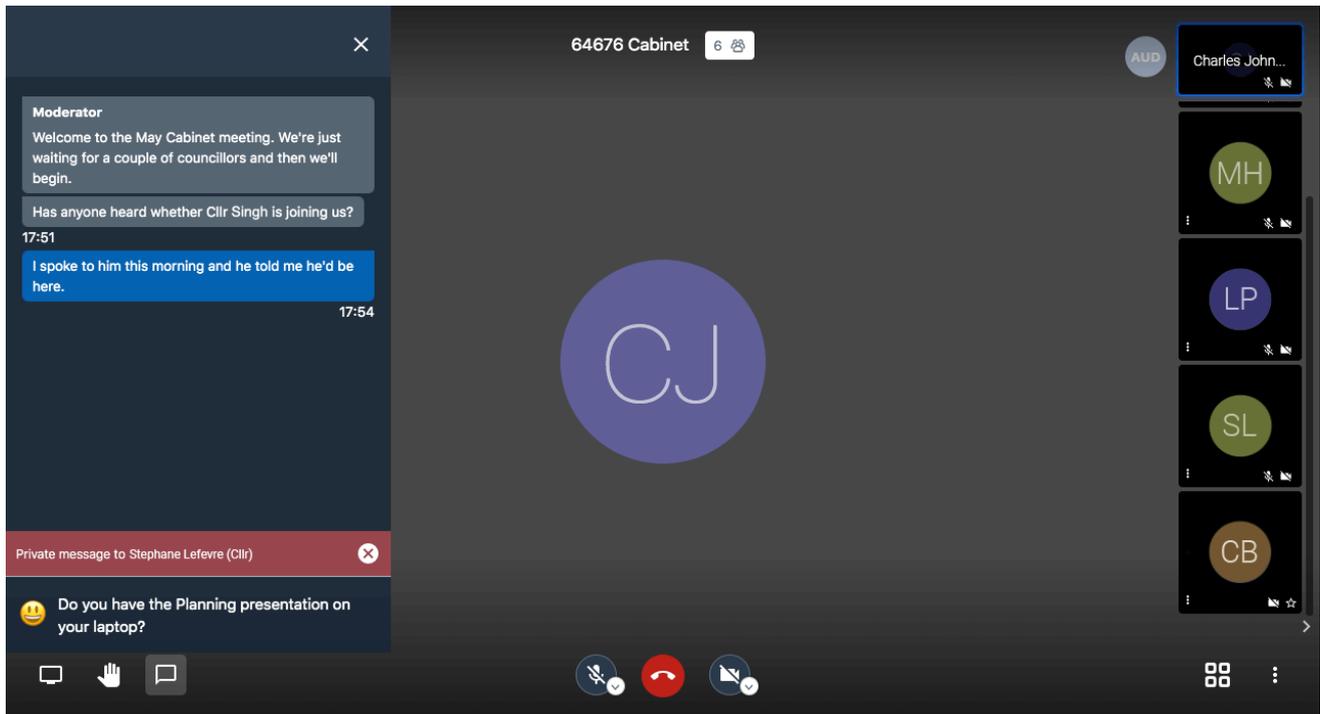
2. Type in a message and press the return key to post a message to all meeting participants. Click on the emoji icon to add an emoji to your message.



3. You can also send a private message to individual participants. Click on the 3 dots icon in the bottom left corner of their thumbnail and select the **Send private message** button.



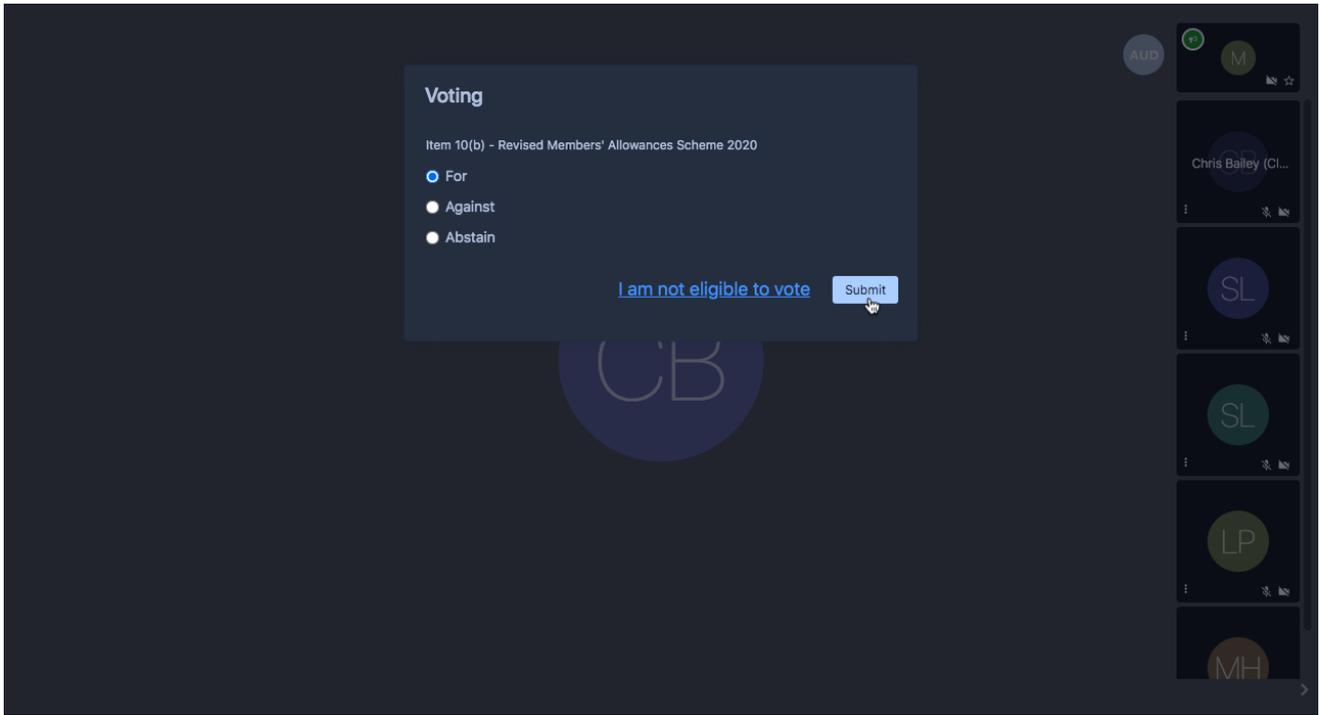
4. A private message indicator appears in the Chat window. Type your message and press the return button as before and this message will only be sent to that participant.



Voting

1. During a meeting, the meeting moderator may start a vote. A voting window will appear on your screen. To cast your vote, click on the option that you would like to vote for and then click on the **Submit** button. If you are not eligible to vote, click on the **I am not eligible to vote** button.

Note: Your vote cannot be changed after it has been submitted. Please check that you have selected the correct option before you click on the **Submit** button.



Leaving the meeting

1. When the meeting is over, click on the red **Leave** button to exit the meeting.

