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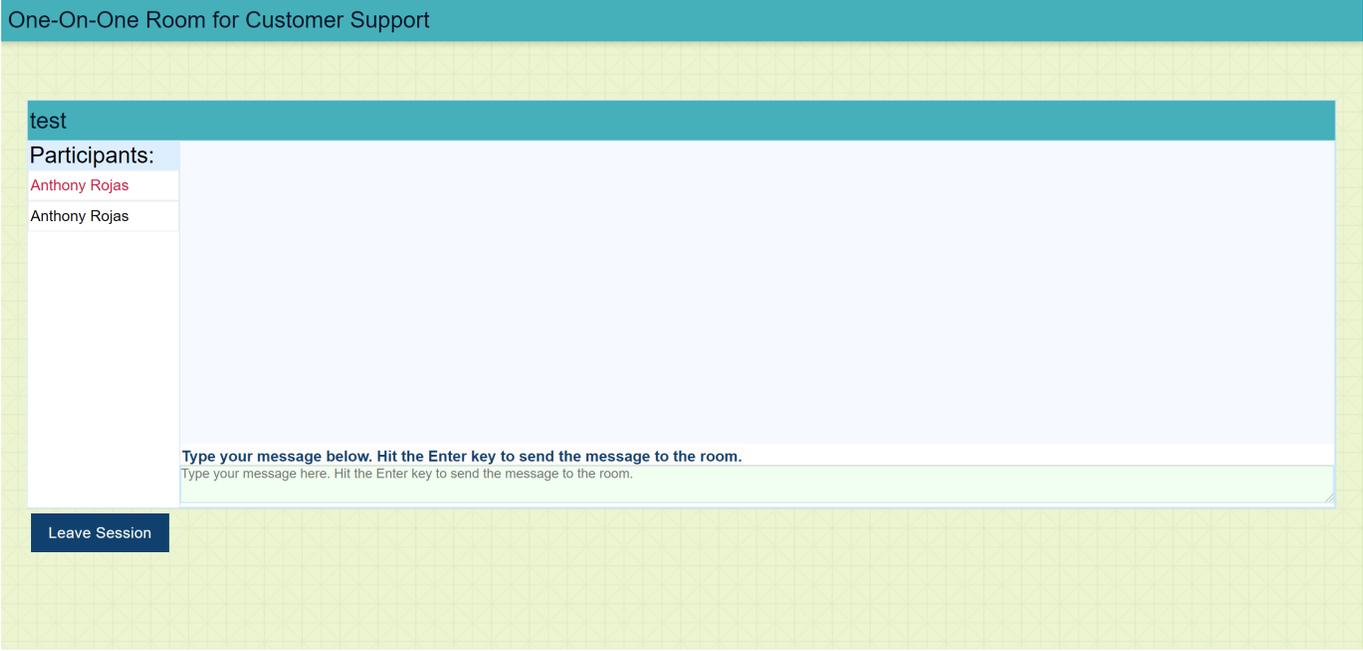
How do I use audio and video in a live session?

Audio and video options are available in the lobby and on the whiteboard. The tutor will initiate the audio and video in all sessions.

How should I prepare for an audio and video session?

Please make sure that you have your microphone/camera plugged in before joining the session or asking the tutor to turn on audio and video.

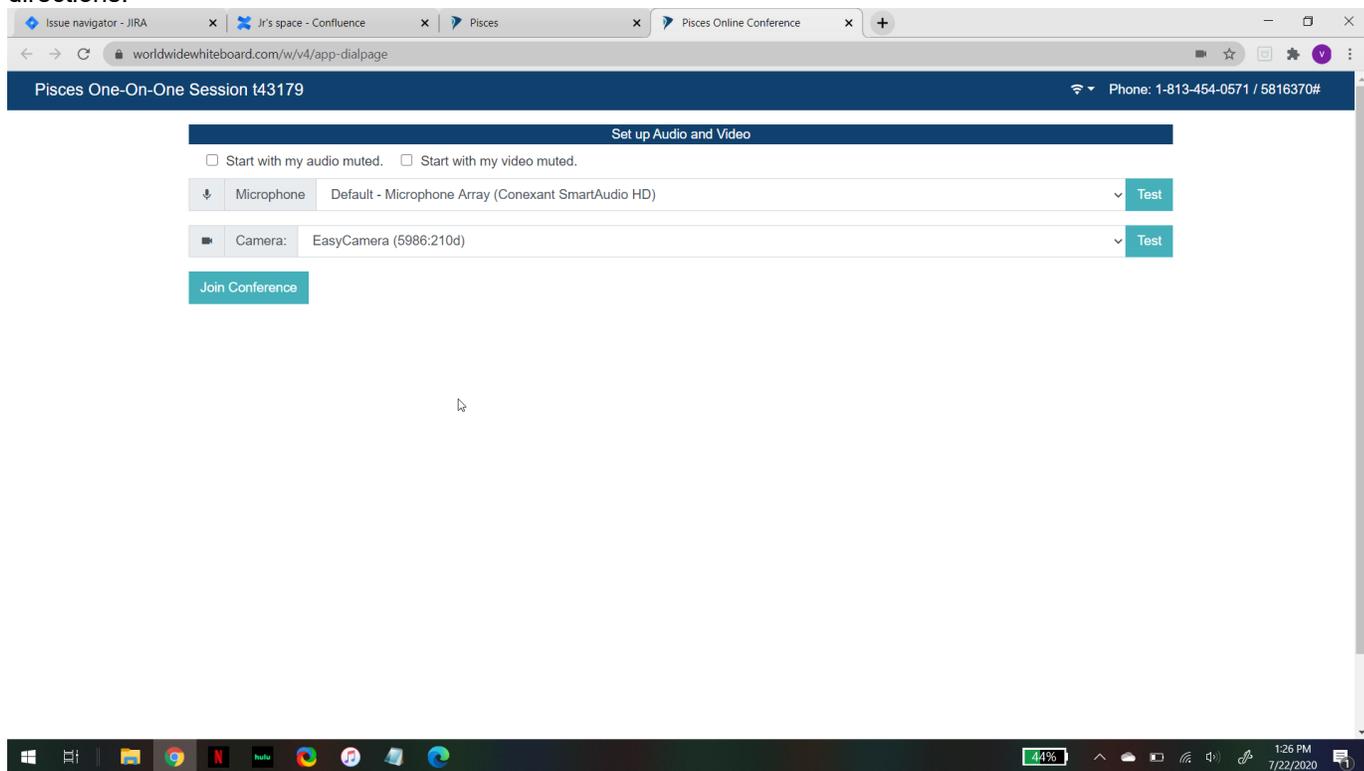
*****Make sure your devices are plugged in and turned on*****

How do I launch Video Chat from the Lobby or Drawing Canvas?	
1	<p>The tutor will initiate the audio and video in all sessions.</p>  <p>If nothing happens when the tutor initiates the audio and video, the pop-up blocker in your browser might have blocked the new tab from opening. Check the How to allow the audio and video pop-up section below for directions.</p>

How do I launch Video Chat from the Lobby or Drawing Canvas?

2 Audio and video conference will open in a new tab. The new tab will be called **Pisces Online Conference**. See screenshot below for example.

***If nothing happens when the tutor initiates the audio and video, the pop-up blocker in your browser might have blocked the new tab from opening. Check the **How to allow the audio and video pop-up** section below for directions.



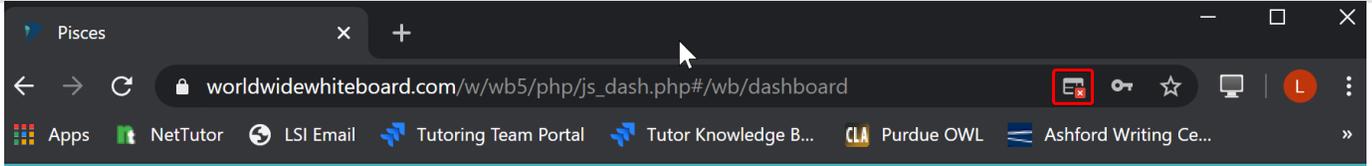
How do I allow the Video Chat pop-up window from the Lobby or Drawing Canvas? (Chrome)

1 If you have your pop-up blocker turned on in your browser, our system will notify you in the chat, click the Join Video Chat button to join the Video Chat.



OR click the pop-up blocked notification button in your address bar and allow the Video Chat to open in a new tab automatically.

How do I allow the Video Chat pop-up window from the Lobby or Drawing Canvas? (Chrome)



test



One-On-One Room for Customer Support

test

Participants:

Anthony Rojas

Anthony Rojas

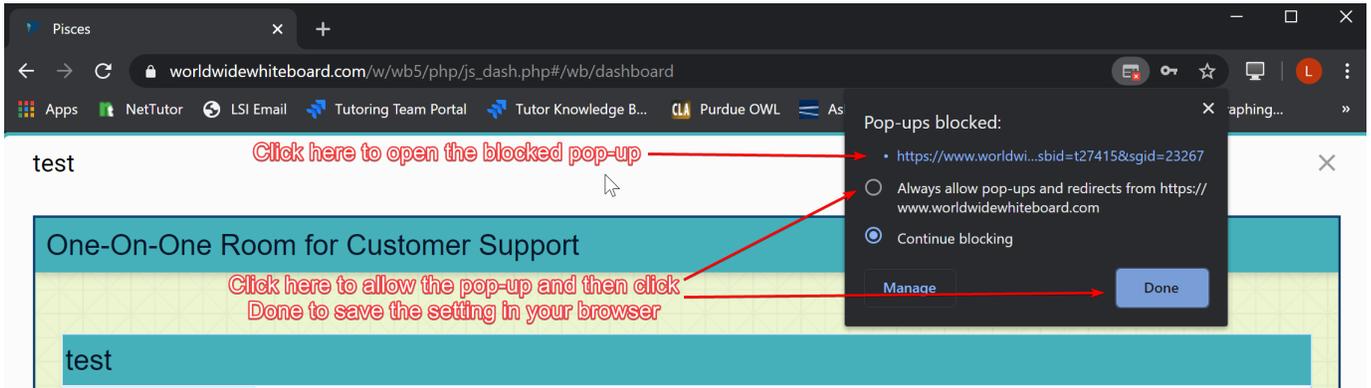
Type your message below. Hit the Enter key to send the message to the room.

Type your message here. Hit the Enter key to send the message to the room.

Leave Session

How do I allow the Video Chat pop-up window from the Lobby or Drawing Canvas? (Chrome)

- 2 You'll have to either allow the pop-up or allow all pop-ups to setup your audio and video for the session. See below for directions for the browser you are using. If you are using a browser that is not listed please switch to one of these browsers.



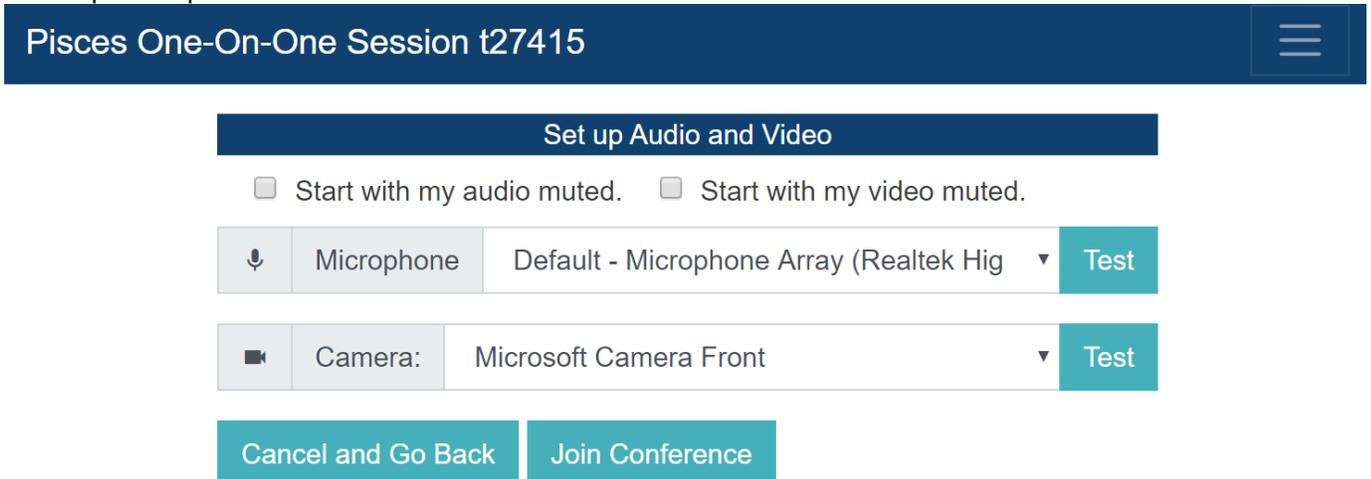
How to Enable pop-ups or disable pop-up blocker:

- [How do I disable the Pop-up blocker in FireFox?](#)
- [How do I disable the Pop-up blocker in Google Chrome?](#)
- [How do I disable the Pop-up blocker in Microsoft Edge?](#)
- [How do I disable the Pop-up blocker in Safari?](#)

How do I setup my audio and video equipment?

- 1 After audio and video have been initiated by the tutor, a new tab will open with options.
- Please note that the audio and video start recording from the moment the tutor launches video chat.

This is where you will set up your audio and video devices. Start with the default options but you should be sure that a microphone option is selected.



Note: If the microphone option is left blank, you will not be able to communicate with the tutor, so you may need to connect a microphone to your computer. If you need to plug in your microphone at this point, please go back to the lobby chat or whiteboard canvas tab and let the tutor know that you need to plug in your equipment. The tutor will need to relaunch audio and video once you plug your device(s) in.

How do I setup my audio and video equipment?

2 Select your Microphone and click Test in the microphone column to test your mic.

Pisces One-On-One Session t27415

Set up Audio and Video

Start with my audio muted. Start with my video muted.

	Microphone	Default - Microphone Array (Realtek High Definition Audio(SST))	Test
	Camera:	Default - Microphone Array (Realtek High Definition Audio(SST))	Test

Cancel and Go Back

- Default - Microphone Array (Realtek High Definition Audio(SST))
- Communications - Microphone Array (Realtek High Definition Audio(SST))
- Microphone (NoMachine Microphone Adapter)
- Microphone Array (Realtek High Definition Audio(SST))
- Call In

Set up Audio and Video

Start with my audio muted. Start with my video muted.

	Microphone	Default - Microphone Array (Realtek High Definition Audio(SST))	End Test
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How do I setup my audio and video equipment?

3 Select your Camera and click Test in the Camera column to test your camera.

Set up Audio and Video

Start with my audio muted. Start with my video muted.

Microphone: Default - Microphone Array (Realtek High Definition Audio(SST)) Test

Camera: Microsoft Camera Front Test

Cancel and Go Back

Microsoft Camera Front

Microsoft Camera Rear

Microsoft IR Camera Front

Camera: Microsoft Camera Front End Test

0:04

4 If the microphone and camera tests are successful, click on Join Conference to start the audio and video conference.

Set up Audio and Video

Start with my audio muted. Start with my video muted.

Microphone: Default - Microphone Array (Realtek High Definition Audio(SST)) Test

Camera: Microsoft Camera Front Test

Cancel and Go Back Join Conference

5 If you joined the conference correctly, you should see both you and the tutor in the online conference together.

How do I share my screen?

How do I share my screen?

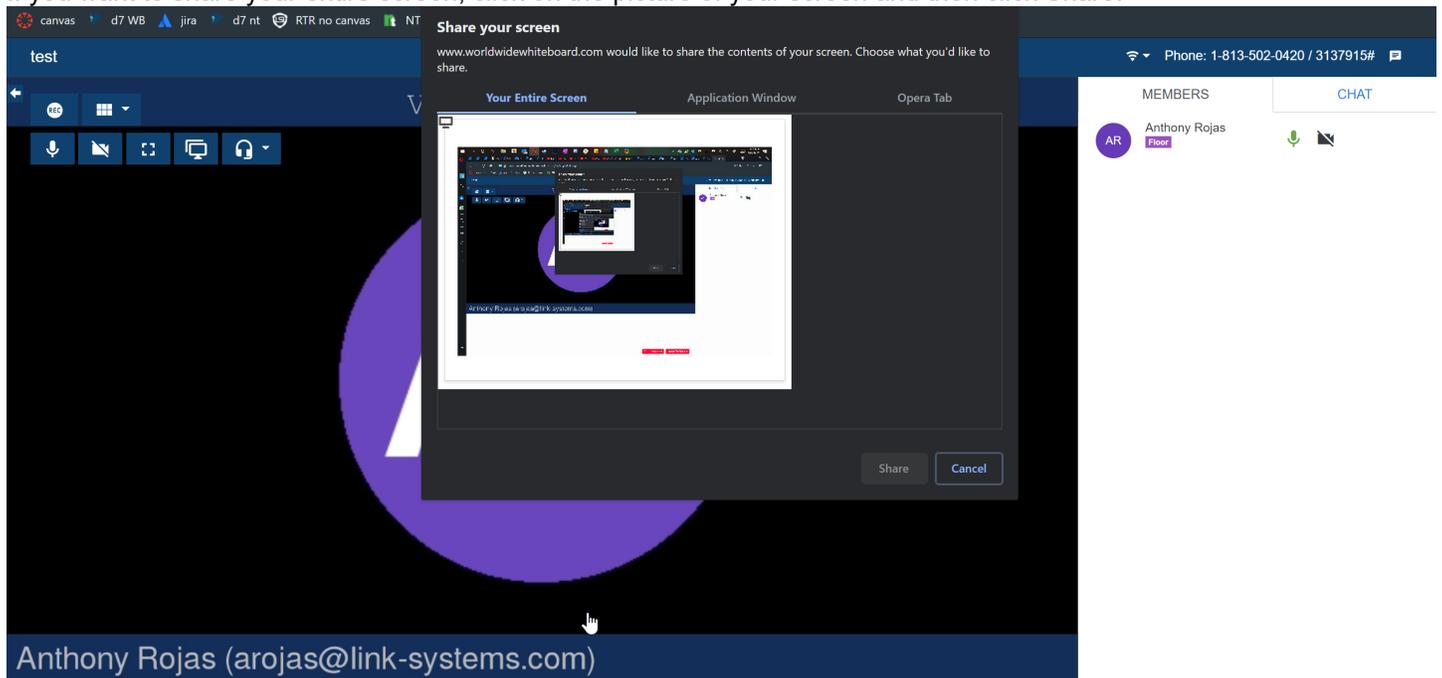
On the Online conference page click the icon that looks like 2 Monitors. (highlighted in red in the screenshot below)



End Conference Leave Conference

You will then see a prompt to Share your screen. This prompt will allow you to select to either share your entire screen, or a specific Application Window.

If you want to share your entire screen, click on the picture of your screen and then click Share.



How do I share my screen?

If you would like to select a specific application window, click the Application window tab.

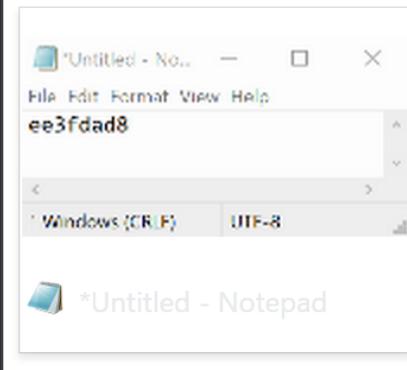
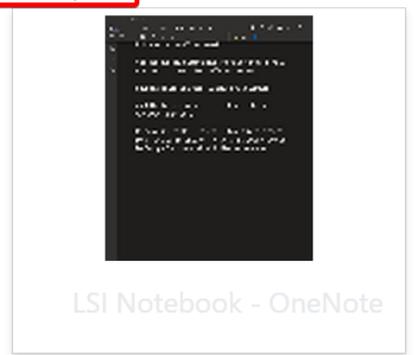
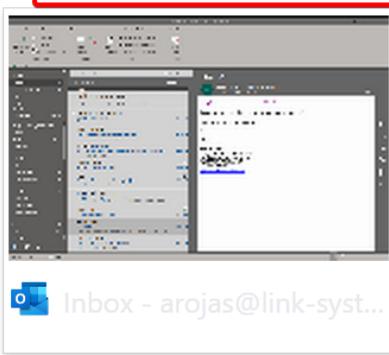
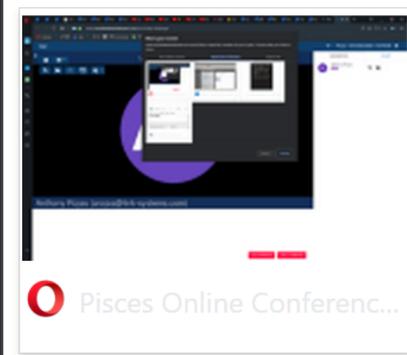
Share your screen

www.worldwidewhiteboard.com would like to share the contents of your screen. Choose what you'd like to share.

Your Entire Screen

Application Window

Opera Tab



Share

Cancel

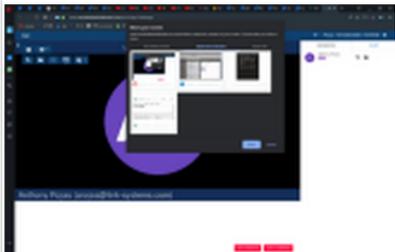
How do I share my screen?

Then select the application window you would like to share and click Share.

Share your screen

www.worldwidewhiteboard.com would like to share the contents of your screen. Choose what you'd like to share.

Your Entire Screen
Application Window
Opera Tab



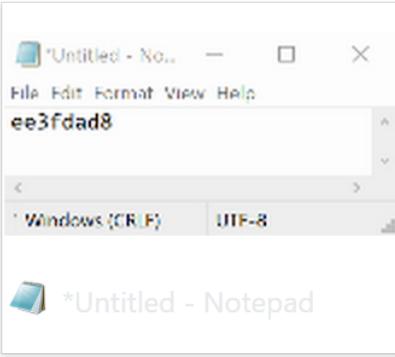
Pisces Online Conferenc...



Inbox - arojas@link-sy...



LSI Notebook - OneNote



*Untitled - Notepad

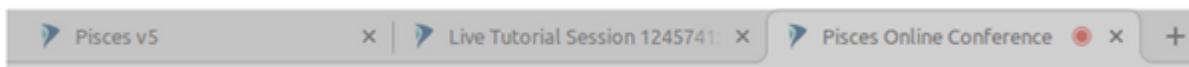
Inbox - arojas@link-systems.com - Outlook

Share
Cancel

Best Practices

Please note that the audio and video start recording from the moment the tutor launches video chat. Make sure you mute your audio/video until the student joins you in the video chat space.

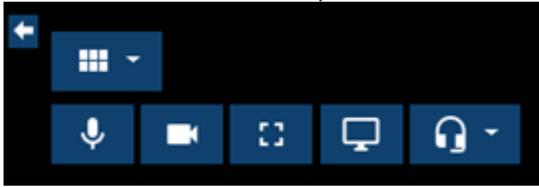
Video Chat opens up a new window in the browser, so you and the student can toggle back and forth as needed (make sure you notify the student of this).



You can right click the video feed to enable "Picture in picture." This will superimpose the video feed as you to navigate the Lobby or Drawing Canvas.

Best Practices

Once you are in the Video Chat room, the little arrow in the upper left hand corner opens a menu that allows tutor and student to mute their microphone, mute their camera, or share their screen.



There is also a Chat option in the upper right hand corner (however, information typed in that does NOT show up in the student archives. Therefore, make sure important information is still being put on the Drawing Canvas or in the Lobby—depending on where the student chose to work).

