

# Frequently Asked Questions

1. How to create an account on C-DOT VC?
  - Go to (<https://cdotmeet.cdot.in/>)
  - Click on Sign Up on the top right corner of the screen
  - Fill up the form and click on Sign up
2. How to start meeting?
  - Sign in on C-DOT-VC using registered email and password.
  - Either select an existing room (Home Room) or create a new room by selecting on "Create a Room"
  - Copy the link and share it with people you want to invite along with the time of the meeting.
  - The invited participants can join the meeting using this link
  - Start the meeting at the designated time by clicking on the "Start" button
3. How to join a meeting?
  - Open the provided meeting link in the web browser (preferably Mozilla Firefox or Google Chrome)
  - Enter your name and click the join button.
4. Can I use my mobile to join the meeting?
  - You can use a Chrome/Mozilla browser on mobile to access the VC. IOS users can use the Safari browser for the same. However, if a call comes on the mobile during the conference, your audio connection in the conference will break. You will have to re-join the audio.
5. How to start a presentation?
  - The Presenter can upload a presentation using the "Upload a presentation option" in the + sign on the bottom left of the presentation window.
  - Format supported are ppt, pptx, pdf, doc, and Docx
  - Once uploaded, the presentation will be shown automatically. You have to move the slides using the arrows in the bottom center of the presentation.
6. How to allow others to start presentations?
  - Only one person at a time can be a presenter.
  - Moderator can take or assign the role of presenter by clicking on the Users name and selecting that option.
7. What to do when presentation slides do not move for other viewers?
  - Presentation slides will be downloaded at viewers' end at a speed as per their bandwidth available. λ Wait for a few seconds, it will be available.
  - It is advisable that the presenter should go through the complete presentation when all users have joined, for a smooth transition of slides during the presentation.

8. How to maximize the presentation?
  - There is a four-arrow icon on the bottom right corner of the presentation window to maximize the presentation.
  
9. How to share a screen?
  - The screen can be shared by clicking the share screen icon present in the bottom center of the screen.
  - The screen can be shared in three distinct modes (Entire Screen, Application Window, Browser tab)
  - Screen share can be maximized by clicking on the “maximize icon” present on the top right corner.
  
10. Why am I seeing multiple screens when I start sharing my screen?
  - Do not share the entire screen, instead share only the specific application or tab which you want to share.
  - If the user is sharing the entire screen, it will display multiple displays in display screens for the VC tab. If the user then shifts to a different tab or application single screen will be displayed to other users.
  
11. How to set status (like raise your hand)?
  - All participants can set their status from a list of predefined options and can clear their status at any time.
  - Status can be set by clicking on your name in the Users list in the far-left tab and selecting “set status”.
  
12. What to do when others can't hear you in the conference?
  - Check if you are muted or the microphone icon is not highlighted.
  - Click the phone icon twice – once to leave and a second time to re-join – to try joining the audio again. When you see the echo test, if you can't hear yourself, click “no” and select a different microphone.
  
13. What to do when audio/video is not available suddenly in an ongoing conference?
  - Check Internet connectivity
  - Refresh the page to join the meeting again.
  
14. What to do when others can't see your video at the conference?
  - Check whether the video icon is highlighted or not.
  - Click on the video icon to share your video.
  
15. What to do if you face persistent audio/video-related issues?
  - Check your Internet connection.
  - Log out from the meeting and try to join the meeting again by copying the link in the browser.

16. What to do when there is an echo in the voice conference?
  - It is best that all participants use headsets. This will ensure no background noise or echo in the conference.
  - Reduce the volume of the microphone and speaker if a participant is not using a headset.
17. How to know who is speaking in the meeting?
  - The border of the speaker's video icon will be highlighted.
  - The speaker's name will appear highlighted on the top of the screen just above the video icons.
18. Why does a speaker's voice start cracking?
  - The speaker's internet connection is not good. It has low bandwidth.
19. Why there is noise at the conference?
  - There is an issue with someone's microphone. All users should be muted. Unmute users one at a time to find out the source of noise
20. How to save the participants' names in a meeting?
  - Save the list of attendees by clicking on Settings ->Save User names (only available to moderators).
21. How to change the Presentation?
  - User with presenter rights will click on the + sign and select upload a presentation. In the upload, the window browses the presentation to be uploaded and clicks upload.
22. How to change room settings?
  - From the homeroom page select the room whose settings have to be changed. Click the 3 dots button. Select the room settings option. Make required changes and click update.
23. How to delete a room?
  - Login to your account in CDOTmeet Meetings, on the home page all the created rooms will display. Click on the three vertical dots of the corresponding room > click on the delete option.
24. How to join the conference in Listen-only mode?
  - On joining or starting a meeting an options window "How would you like to join the audio" screen opens. Select the 'listen-only' option if you want to join in a listen-only mode. In this mode, other participants cannot hear your voice and you will be able to hear the voice of other participants.
25. How to mute/unmute your microphone in a meeting?
  - On the screen at the bottom click on the microphone symbol to toggle to mute/unmute.

26. How to share your webcam for video?
- Click the camera button at the bottom of screen---->select a camera from dropdown list ---> Select the video quality >click on “start sharing”
27. How to stop sharing your webcam?
- Click the camera button at the bottom of the screen to stop sharing the video.
28. What is public chat?
- In public chat if a user types text messages, then all the users joined in the meeting are able to see these messages.
29. How to share messages in public chat?
- From the left pane of the screen, click on public chat, and a public chat window will open---> at the bottom of the public chat window, in a text box, write text message and share.
30. What is a Private Chat?
- Private chat is an exchange of text messages between two users, which is not visible to other participants
31. How to send messages using private chat?
- Click on a user name you want to chat ---> click on start private chat ---> At the bottom of the private chat window, in the text box, write a text message and share
32. What is MoM and how to use it?
- During a particular meeting, minutes usually include Agenda items covered, Decisions /Notes made by participants. To use MoM from the left pane, click on the MoM---> In an MoM window > type a text that you want to add.
33. How to save or export MoM?
- On the MoM window on the right side, click on the down arrow symbol – There you will have to export to different file formats such as HTML/Plain Text/Microsoft Word/PDF or ODF formats.
34. How to manage viewers?
- In the leftmost area there is a manage user button just above the user’s list. On clicking this various option opens like save user list, Breakout room, etc. Moderators can use these options to enforce certain policies.
35. What is Breakout Room?
- The presenter can create breakout rooms to conduct dedicated discussions amongst a specific set of users during an ongoing meeting.
36. What is a poll option in a meeting?
- A presenter or moderator can create a custom poll over any question to know the majority of participants on the topic. All participants can take part and result can be published just after the poll as per the presenter’s choice.

37. How to poll in meetings?

- By pressing the + icon (Action) on the bottom left side of the main screen, the “start a poll” option comes. The poll can be started by clicking this option. This option is available only to the presenter.

38. How to share external video in a meeting?

- By pressing the + icon (Action) in bottom left side of main screen, “share an external video option” comes. You can share a video by clicking this option. This option is available only to the presenter.

39. How to start the recordings in a meeting?

- Moderator can start recording by pressing the “Start Recording” icon on top of the main screen.

40. How to view recordings of a room?

- When a user logs in, recordings corresponding to each room are displayed in a table below the room. Just select the room whose recordings need to be viewed. The table below will be loaded with the corresponding recordings.

41. How to change the settings like Animations On/OFF, Audio alerts for chat, etc during a meeting?

- Right most corner of screen 3 dots icon>” Settings” option is there. This can be used to change settings of the room like Animations On/OFF, Audio alerts for a chat, etc.

42. How to change font size in a meeting?

- On the main screen, you can press the 3 dots icon->Settings->Font Size-> (-) or (+) option can be used to change the font size.

43. How to see the list of shortcut keys?

- Right most corner of the screen: click 3 dots icon-> “Keyboard Shortcuts” can be clicked to see keyboard shortcuts.

44. How to end the meeting?

- By clicking the Cross button on the bottom right corner of the main screen, the meeting can be ended. This option is available only to moderators.

45. How to log out from a meeting?

- By clicking the -> button in the most right of 5 buttons (available in the middle bottom of the main screen), you can log out of the meeting.

46. What is a whiteboard?

- Whiteboard is a display that is used to explain by drawing or writing something over it.

47. How to use whiteboard during meetings?

- The Current Presentation area can be used as a whiteboard. It can be shared by all participants when the presenter clicks the “multiuser whiteboard turns on” option.

48. How to share your feedback?

- After the session is ended, a pop-up comes for Feedback; you can enter your feedback there.

49. What are the bandwidth requirements for conducting video conference?

- Less than 2 Mbps – Supports Low Quality of Video
- Between 2 Mbps and 6 Mbps – Supports Medium Quality of Video
- Between 6 Mbps and 10 Mbps – Supports High Quality of Video
- More than 10 Mbps – Supports High-Definition Video.