ATTENDING A VIDEO CONFERENCE AT LA

You have been invited to a **Video Conference at Lawrence Academy** using **Polycom's Real Presence** software. To connect to this conference, please do the following:
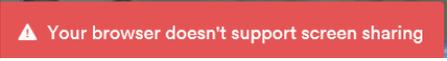
A. Connecting from a Computer:

- **North America**: Click on this link -> **https://my.videocloud.biz/meet/88701407/** or copy and paste this link into the browser of your choice

   ** **Safari (Mac)** users go to **#1** below. **Firefox**,**Chrome** and **Edge** users go to **# 2** below. **Internet Explorer is no longer supported.**

   1. **Safari (Mac)**

   a) A Polycom window should appear. Please enter your name and click [Join through browser]

   b) If you see this icon [⚠ Your browser doesn't support screen sharing], click on it and follow the directions for installing the desktop app
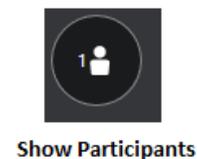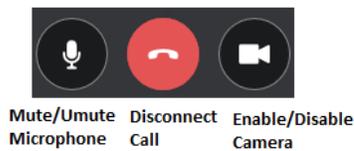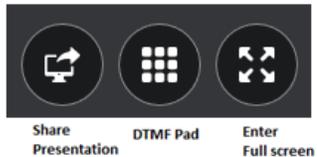
   c) After the installation is finished click [A Join now]
   d) You should now be able to see the MCC room and all of the participants as well as being able to hear them. If the presenter is sharing their desktop, then you will also see the desktop.

   Controls

   - Move your mouse and controls as in the picture below will appear in different parts of your screen


Share Presentation   DTMF Pad   Enter Full screen   Mute/Umute Microphone   Disconnect Call   Enable/Disable Camera   Show Participants

2. Firefox/Chrome/Edge

Note: Edge does not support screen sharing

a) A Polycom window should appear. Please click [⊙ Join through browser]
b) If this is the first time you have attended a video conference at LA, you may be prompted to grant access or share your camera and microphone. If so, click the button to allow access.
c) In the new window enter your name
d) In the same window click **Test Speakers** in the lower left-hand corner of your window

    i. You should hear a sound playing. If you do not make sure that your speakers are not on mute. Click **Test Speakers** again to turn off the sound.

e) Click **Install Screen sharing extension** in the lower left-hand corner of your window **if it is there**. Otherwise skip to part **f.**
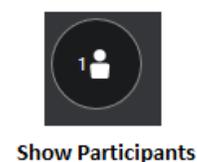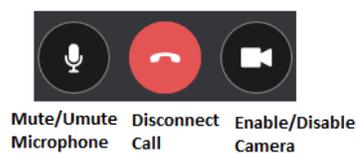
   Note: MS Edge does not allow screen sharing.

    i. You should be brought to a screen that wants to add the screen sharing software to your browser
    ii. Follow all directions for adding it. You should not have to add it again in the future.
    iii. Go back on your original window (click tab that says **Videxio** at top of screen) and

    iv. Click [Rejoin the meeting]
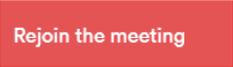
f) In the new window, enter your name in the **Your name field** and click [A Join now]

You should now be able to see the MCC room and all of the participants as well as being able to hear them. If the presenter is sharing their desktop, then you will also see the desktop.

Controls

- Move your mouse and controls as in the picture below will appear in different parts of your screen

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B. Dialing in from a phone:

When dialing into a video conference call you will be able to hear and be heard by all attendees. There is no video component to this call.

- Dial the following number: **+1 (970)984 6000**
- When you are prompted for the conference ID please enter **88701407#**
  Do not forget to enter **#** after entering the conference ID
- You should now be greeted by a recorded voice. **JUST WAIT! DO NOT PRESS ANY OTHER KEY!!**

C. Troubleshooting

No Audio (either speakers or microphone)
- Make sure that your internal microphone is not set to mute
- Make sure that the volume on your speakers is not too low or set to mute
- If your microphone is muted click the microphone icon to unmute it.

No Webcam Picture:
- Make sure that your webcam is working