Frequently Asked Questions

1. How to create an account on C-DOT VC?
   - Go to (https://vcdot.cdot.in/)
   - Click on Sign Up on top right corner of the screen
   - Fill up the form and click on Sign up

2. How to start meeting?
   - Sign in on CDOT-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 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 web browser (preferably Mozilla Firefox or Google Chrome)
   - Enter your name and click the join button.

4. Can I use a mobile to join the meeting?
   - You can use a Chrome/Mozilla browser on a mobile to access the VC. IOS users can use Safari browser for the same. However, if a call comes on the mobile during the conference, your audio connection in conference will break. You will have to rejoin the audio.

5. How to start a presentation?
   - The Presenter can upload a presentation using "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, 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.
   - 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 smooth transition of slides during 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?
   - Screen can be shared by clicking the share screen icon present in the bottom center of the screen.
   - Screen can be shared in three distinct mode (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 user is sharing entire screen, it will display multiple display in display screens for the VC tab. If user then shifts to 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 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 microphone icon is not highlighted.
   - Click the phone icon twice – once to leave and a second time to rejoin – 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 in 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.
   - Logout from the meeting and try to join the meeting again by copying the link in the browser.

16. What to do when there is echo in the voice conference?
   - It is best that all participants use headsets. This will ensure no background noise or echo in conference.
   - Reduce the volume of microphone and speaker if a participant is not using headset.

17. How to know who is speaking in the meeting?
   - The border of the speaker's video icon will be highlighted.
   - The speakers name will appear highlighted on the top of the screen just above the video icons.

18. Why does a speaker's voice starts cracking?
    - The speaker's internet connection is not good. It has low bandwidth.

19. Why there is noise in 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 upload window browse the presentation to be uploaded and click upload.

22. How to change room settings?
    - From the home room page select the room whose settings have to be changed. Click 3 dots button. Select room settings option. Make required changes and click update.

23. How to delete a room?
    - Login to your account in VCDOT Meetings, on the home page all the created rooms will displayed. Click on the three vertical dots of the corresponding room > click on delete option.

24. How to join conference in Listen only mode?
    - On joining or starting a meeting an option window "How would you like to join the audio" screen opens. Select 'listen only' option if you want to join in 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 meeting?
    - On the screen at bottom click on 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 screen to stop sharing video.

28. What is public chat?
    - In public chat if a user type's 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 plane of screen, click on public chat, and a public chat window will open---> at the bottom of public chat window, in a text box, write text message and share.

30. What is a private Chat?
    - Private chat is 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 private chat window, in text box, write 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 plane click on the MoM---> In a MoM window > type a text which you want to add.

33. How to save or export MoM?
    - On the MoM window at right side, click on down arrow symbol – There you will have to export to different file formats 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 users list. On clicking this various option opens like save user list, Breakout room etc. Moderator 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 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 poll as per presenter's choice.

37. How to poll in meeting?
    - By pressing + icon (Action) in bottom left side of main screen,"start a poll" option comes. 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 + 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 "Start Recording" icon on top of main screen.

40. How to view recordings of a room?
    - When user logs-in, recordings corresponding to each room are displayed in a table below the room. Just select the room whose recordings needs 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 room like Animations On/OFF, Audio alerts for chat etc.

42. How to change font size in a meeting?
   - On main screen, you can press 3 dots icon->Settings->Font Size-> (-) or (+) option can be used to change font size.

43. How to see the list of shortcut keys?
   - Right most corner of screen: click 3 dots icon-> "Keyboard Shortcuts" can be clicked to see keyboard shortcuts.

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

45. How to logout from a meeting?
   - By clicking -> button in most right of 5 buttons (available in middle bottom of main screen), you can logout of the meeting.

46. What is white board?
   - White board is a display that is used to explain by drawing or writing something over it.

47. How to use white board during meetings?
   - The Current Presentation area can be used as a whiteboard. It can be shared by all participants when presenter clicks "multiuser whiteboard turn on" option.

48. How to share your feedback?
   - After 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