

VIDEO CONFERENCING GUIDE

Step-by-Step Guides on Using the Most Popular Video Calling Apps



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There are many remote working tools available, and it can be hard to navigate which is most suitable for your organisation.

We prepared a comparison table on the most common ones below.

		Free	User limit	Time limit	Screen share	Text chat	Desktop app	Mobile app	Browser app
Cisco Webex		✓	100 (free)	24 hours	✓	✓	Mac, Windows	Android, iOS	✓
Discord		✓	10	✗	✓	✓	Mac, Windows, Linux	Android, iOS	✓
Facebook Messenger		✓	50	✗	✓	✓	Mac, Windows	Android, iOS	✓
FaceTime		✓	32	✗	✗	✗	Mac	iOS	✗
Google Hangouts		✓	250	✗	✓	✓	Windows, ChromeOS	Android, iOS	✓
Jitsi Meet		✓	75	✗	✓	✓	Mac, Windows, Linux	Android, iOS	✓
Microsoft Teams		✓	250	8 hours	✓	✓	Mac, Windows, Linux	Android, iOS	✓
Skype		✓	25 (free)	4 hrs/call, 10 hrs/day	✓	✓	Mac, Windows, Linux	Android, iOS	✓
Slack		✓	15 (paid)	✗	✓	✓	Mac, Windows, Linux	Android, iOS	✓
WhatsApp		✓	4	✗	✗	✓	Mac, Windows (no video calling)	Android, iOS	✓
Zoom		✓	100 (free)	40 mins (free)	✓	✓	Mac, Windows, Linux	Android, iOS	✓

While user limit is definitely something you need to consider in terms of general video calls, it is also important to determine the availability of screen sharing for remote working purposes. This feature allows you to quickly and easily share large amounts of information as though you are working next to each other.

Browser apps are a plus for those who do not want to download / install more applications. However, we do recommend downloading the app to minimise lag for dedicated usage.

Skype

Skype is a communications service that allows members to participate in text, voice and video chat. The free service only allows a **maximum of 25 members** in a voice/video call.

It can be accessed via the website or mobile app for **both Apple and Android** users.

Do ensure that members are in a sufficiently quiet location with stable internet connection to minimise disruptions. Earphones or headphones may also be utilised to prevent echo issues.

You can find out more about Skype and use it for free here:
<https://www.skype.com/en/>



How to Use Skype

Check out our video tutorial on using Skype here:

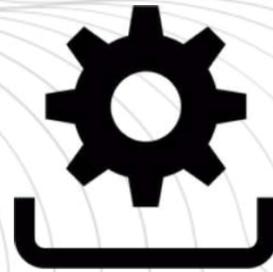
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1 DOWNLOAD

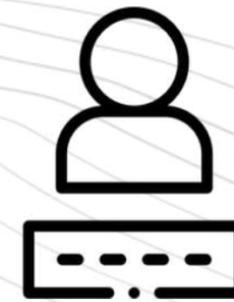
Download Skype by clicking here:

<https://www.skype.com/en/>



2 INSTALL

Install the Skype application by double-clicking the Skype Setup file (Windows) or the download file (Mac).



3 LOG IN / SIGN UP

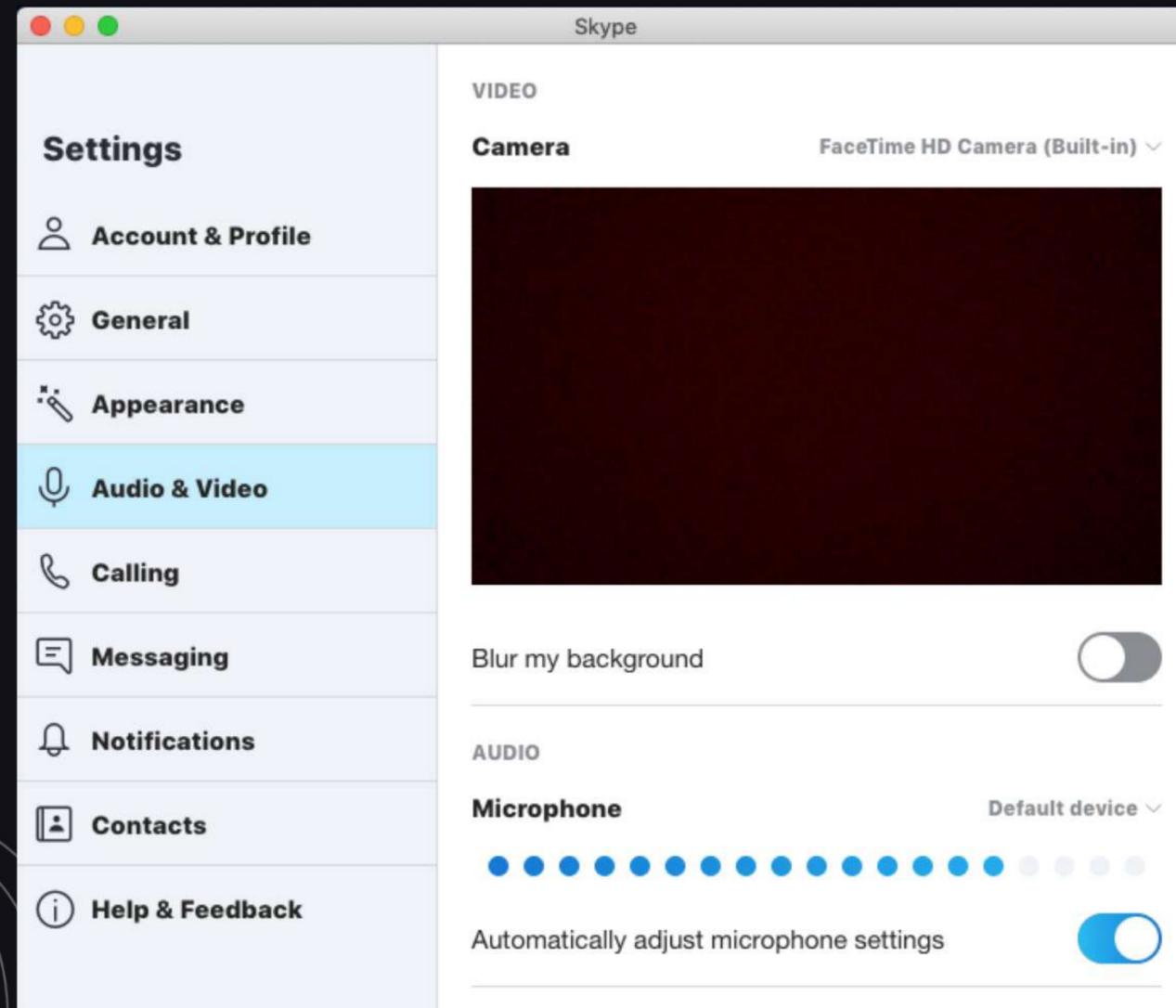
Once Skype is installed, you can log in with your existing Microsoft account or sign up for a new account.

4 CHECK YOUR SETTINGS

Before making your first call, make sure to check your audio and video settings.

On Windows: Navigate to 'Call', then 'Audio Settings' to check your audio, and 'Video Settings' for video.

On Mac: Click on 'Skype' on the upper left menu, then click on 'Audio & Video Settings'.



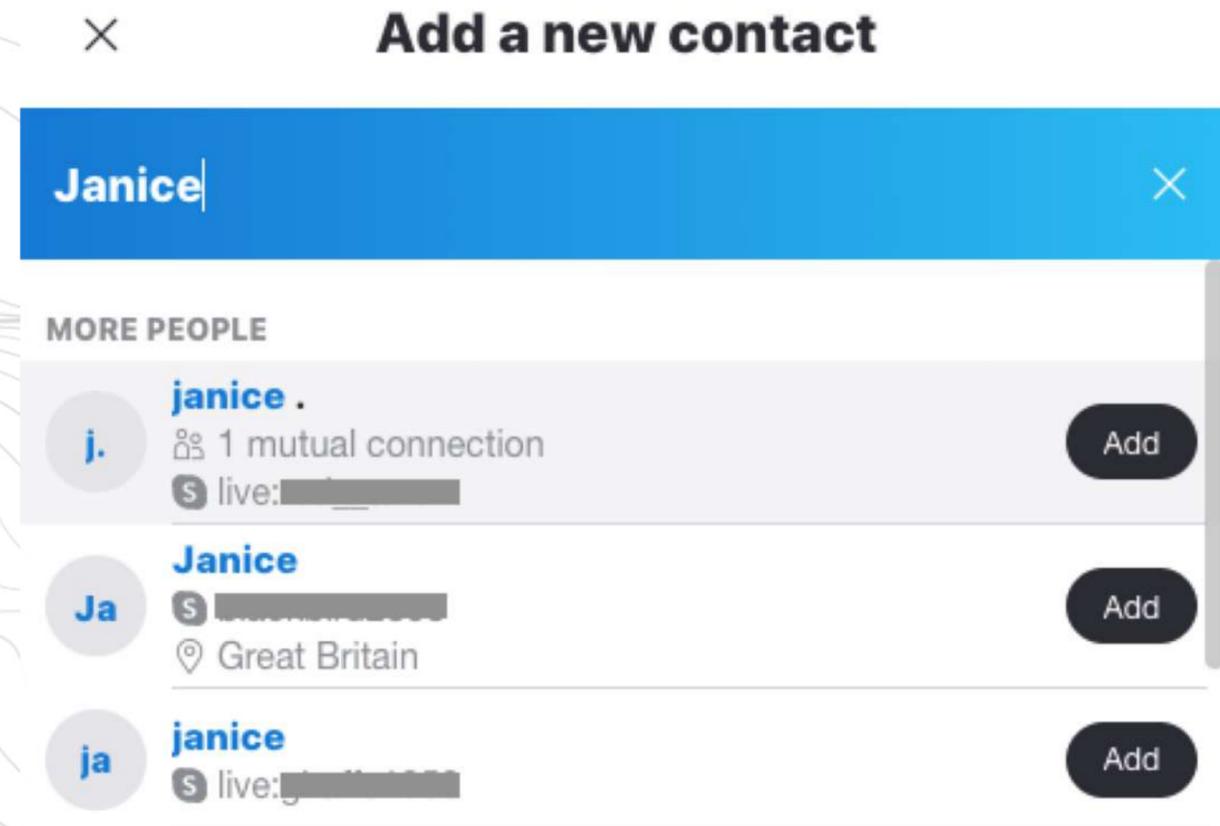
Once you're in the settings menu, make sure to check that your **speakers are connected** (you can do so by clicking 'Test Audio' and listening for the Skype jingle).

Then, check that your **microphone is connected** and working. You can also choose which microphone you'd like to use from the drop-down menu.

Lastly, check to see if your **webcam is connected** and functioning (you should be able to see yourself in the Camera section).

5 ADD CONTACTS

Once your audio and video is ready, it's time to make your call. Firstly, you will need the Skype ID of the people you want to call. To do so, simply click 'New Contact' and type in their ID or email address. Then, click 'Add'. Alternatively, you can also sync your address book in your device with Skype to automatically add your contacts.

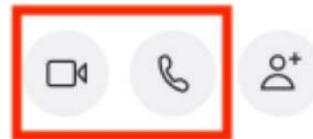


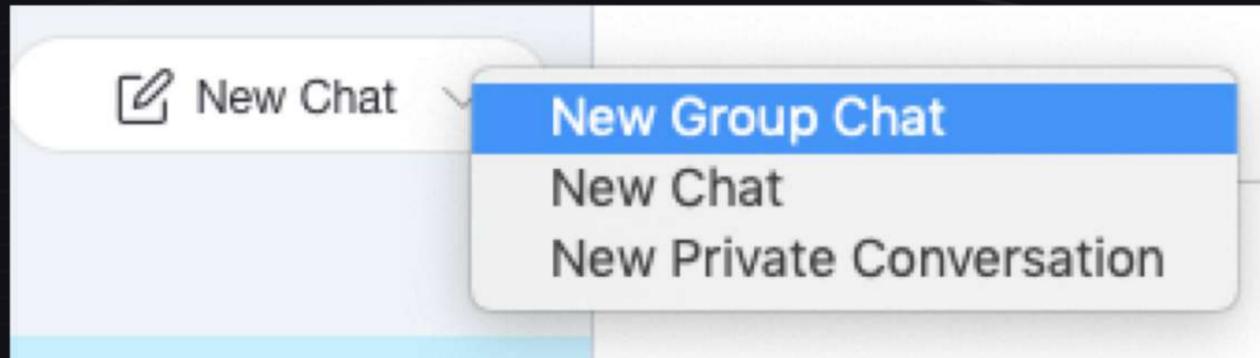
6 MAKE A CALL

To make a call, click on your contact's name. Then, click on the Video icon on the upper right to make a video call or the Audio icon for voice calls.

Fakhzan Azwan

Last seen 8h ago | Gallery | Find





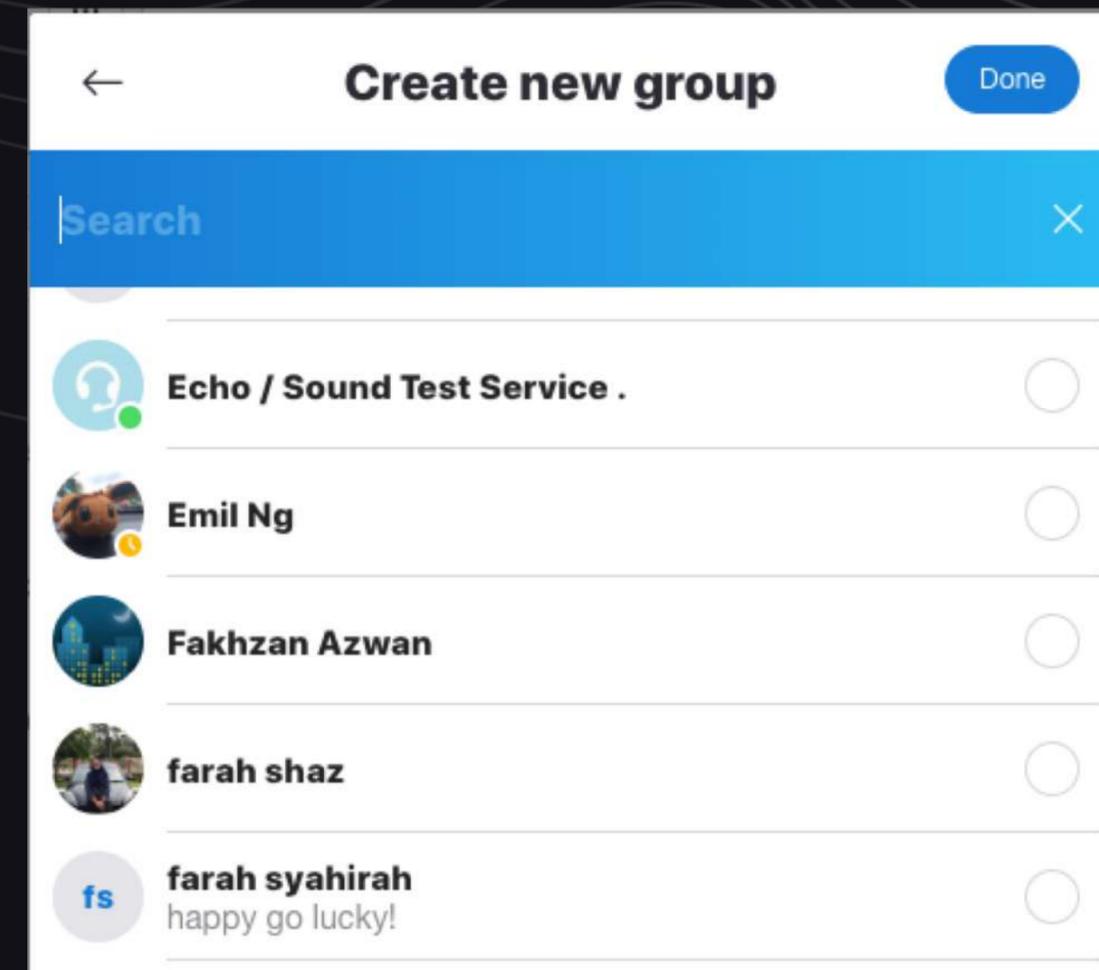
Set a name for your group, and add in the participants who will be joining your call. Then, click on the Video Call or Audio Call icons on the top right to start your conversation.

7 MAKE A GROUP CALL

To start a group call, click on 'Create a Group' (Windows) or 'New Group Chat' (Mac) in the Chats tab.

8 ADD PARTICIPANTS

Once you're in a call, you can add more people by clicking on the 'Add People' button on the top right.





9 MUTE

If you want to mute your microphone, simply click on the Mute icon at the bottom of the screen. Click again to unmute yourself. You can also access your audio settings by hovering over the Mute icon.

10 TURN VIDEO OFF

To turn your webcam off during a call, click on the Video icon next to the Mute icon. Click again to turn your video on. You can pull up your video settings by hovering over the Video icon.

11 END CALL

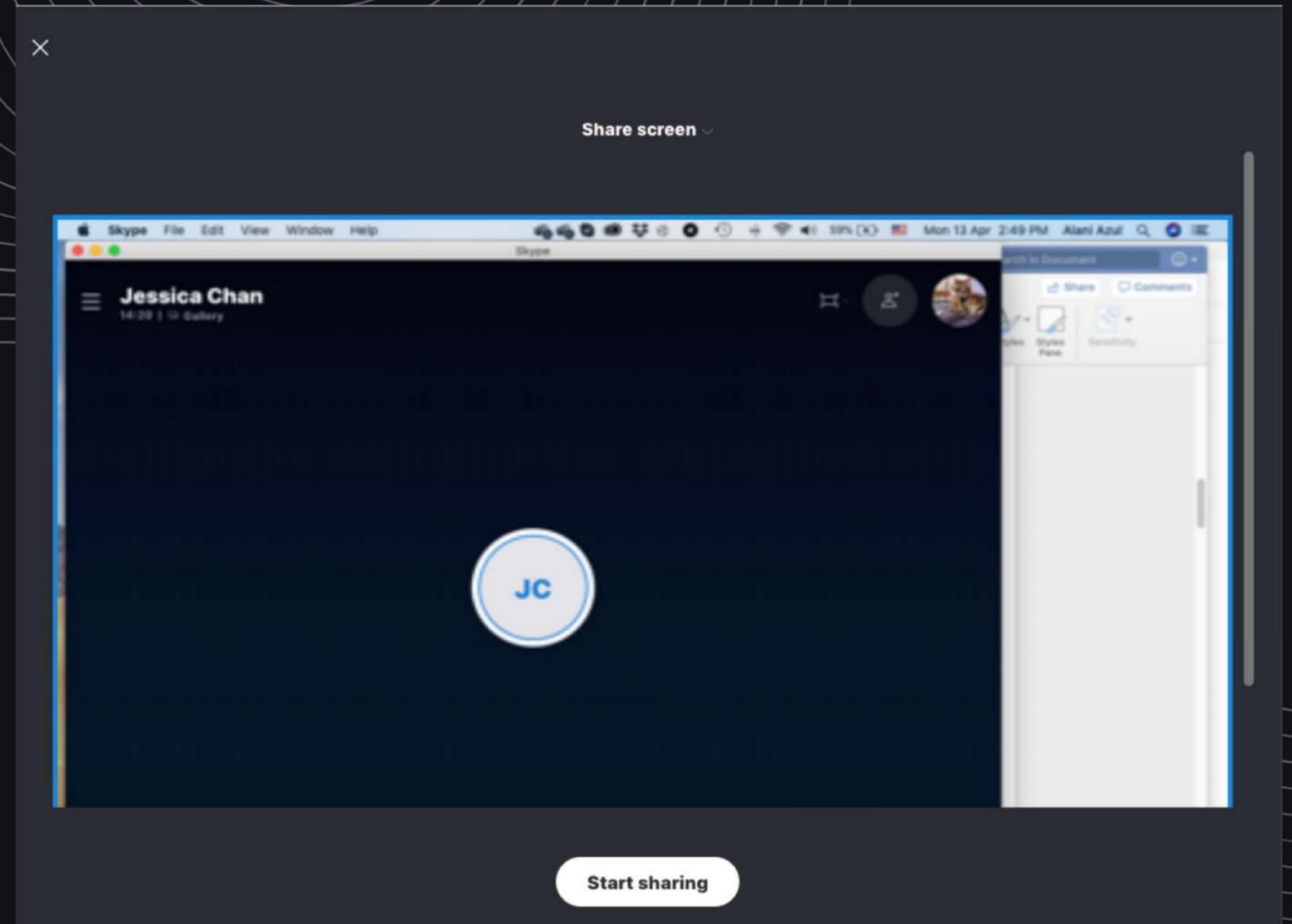
To end the call, click on the red End Call icon.

11 SCREEN SHARE

To share your screen with the participants of the call, click on the Share Screen icon at the bottom right.



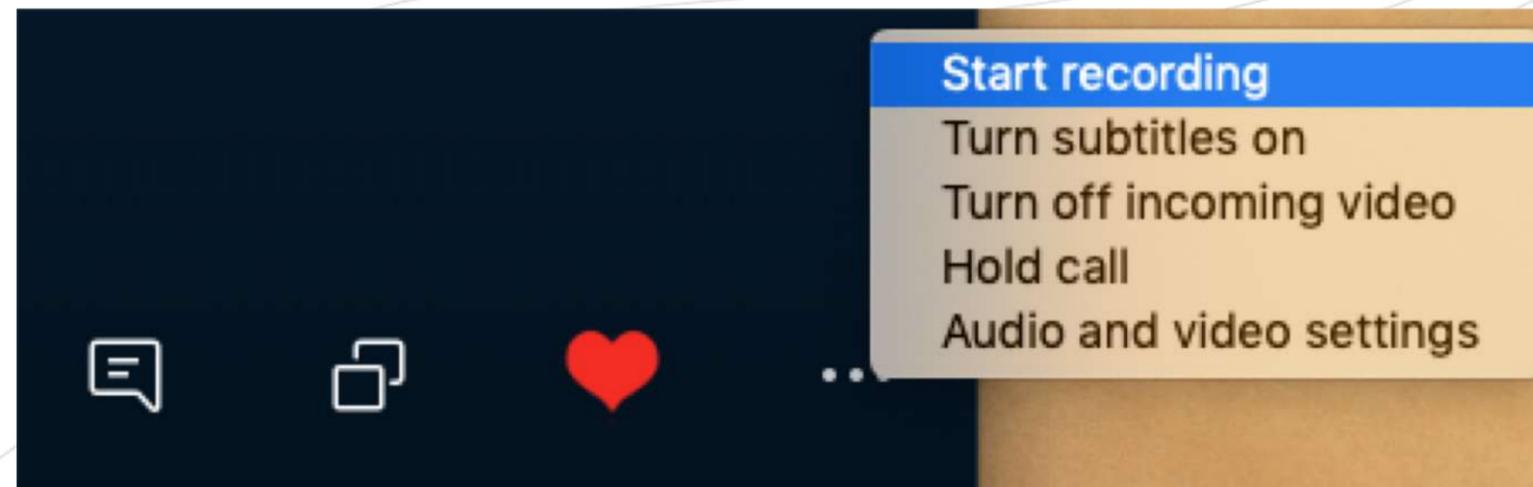
Then, you will be prompted to choose which screen to share if you are using more than one. You can also choose to just share an application window instead of your entire screen by clicking on the drop-down menu. Click 'Start Sharing' to begin screen sharing.



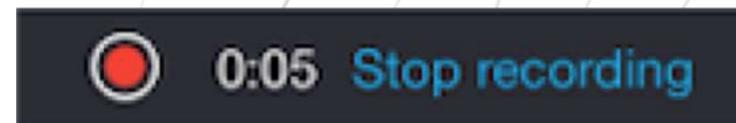
To stop sharing your screen, just click on the Share Screen icon again, then click 'Stop Sharing'.

12 RECORD CALLS

You can also record your calls on Skype. To do so, click on the 'More Options' button on the bottom right of the window, then 'Start Recording'. The participants of your call will be notified if you are recording.



Once you have finished, click 'Stop Recording' on the top of the screen. Your video will be available in the chat for 30 days.



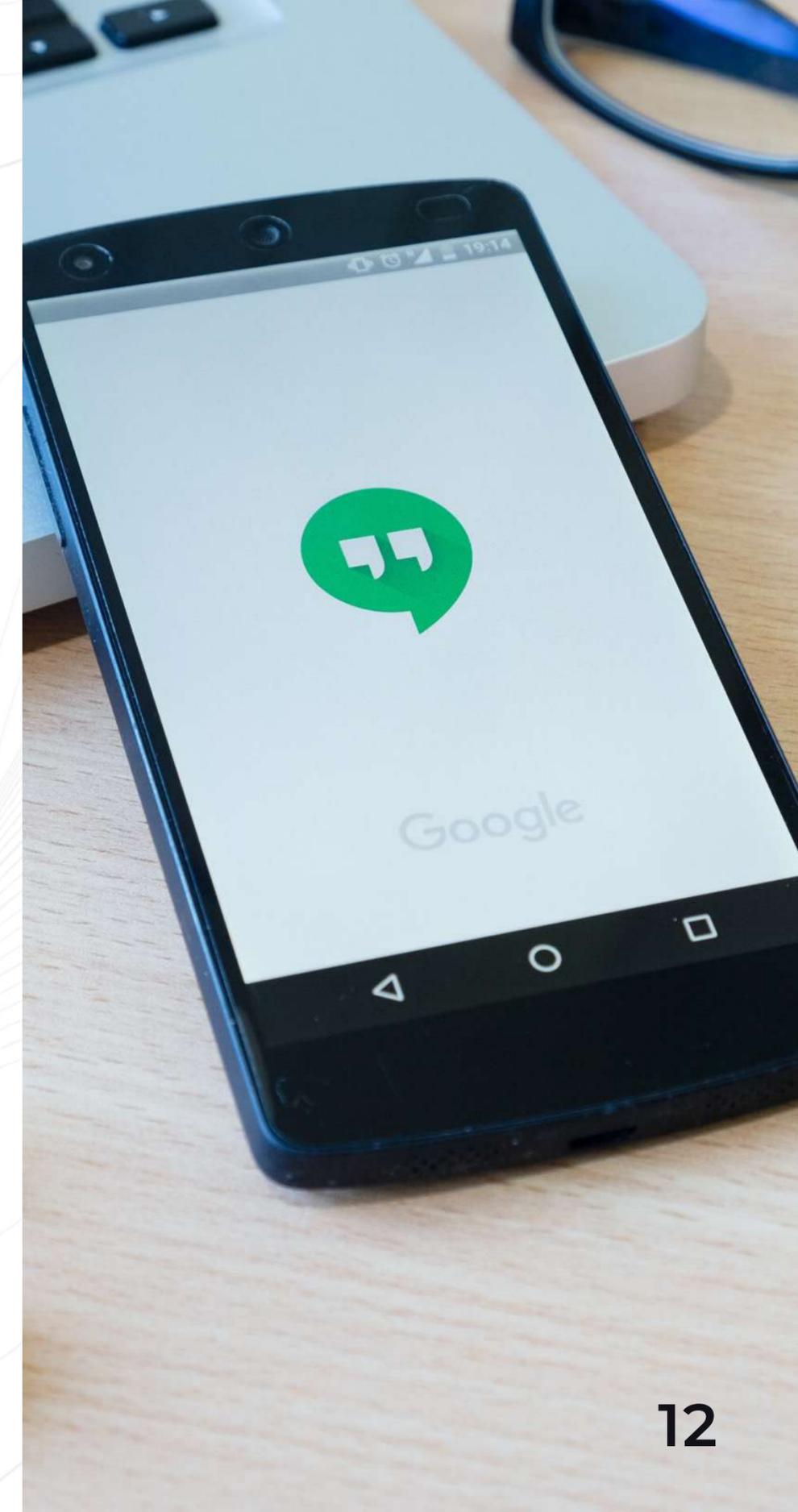
Google Hangouts

Google Hangouts is a communications service that allows members to participate in text, voice and video chat. The free service allows a **maximum of 250 members** in a voice/video call. (Google has made its premium version of Hangouts with the increased member limit of 250 free as of 3 March to support organisations impacted by the COVID-19 virus.)

It can be accessed via the website or mobile app for **both Apple and Android** users.

Do ensure that members are in a sufficiently quiet location with stable internet connection to minimise disruptions. Earphones or headphones may also be utilised to prevent echo issues.

You can find out more about Google Hangouts and use it for free here: <https://hangouts.google.com/>



How to Use Google Hangouts

Check out our video tutorial on using Hangouts here:

<https://www.loom.com/share/03f13a18466c4af899c6537ce66f4821>

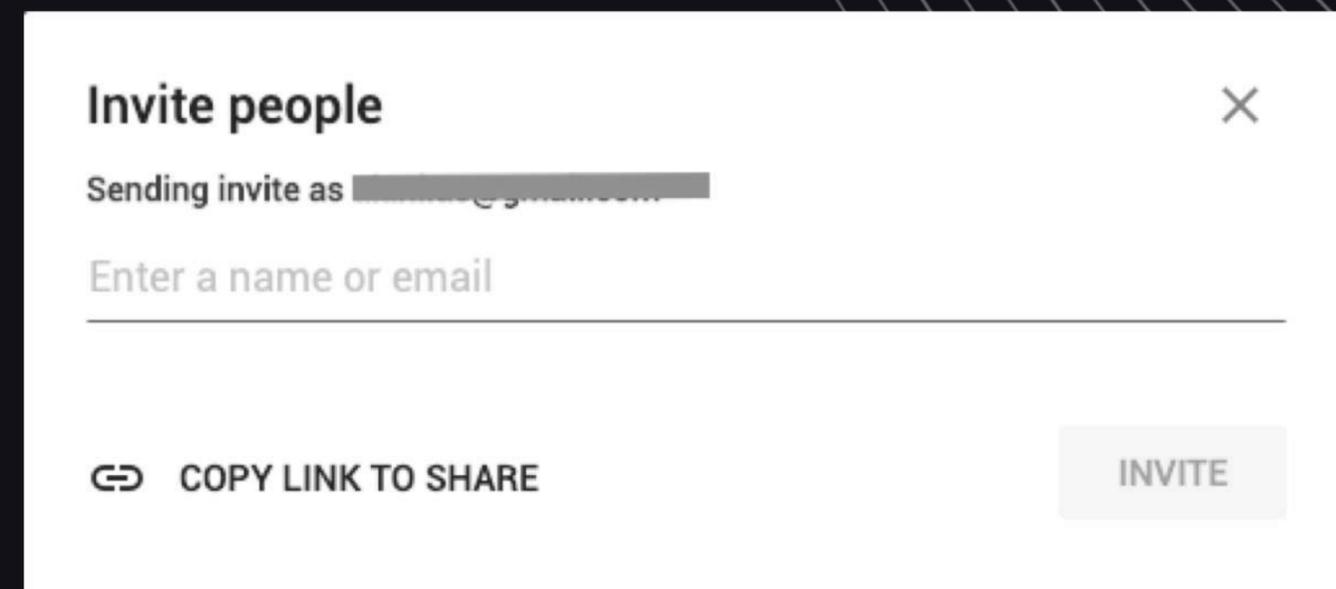
1 LOG IN

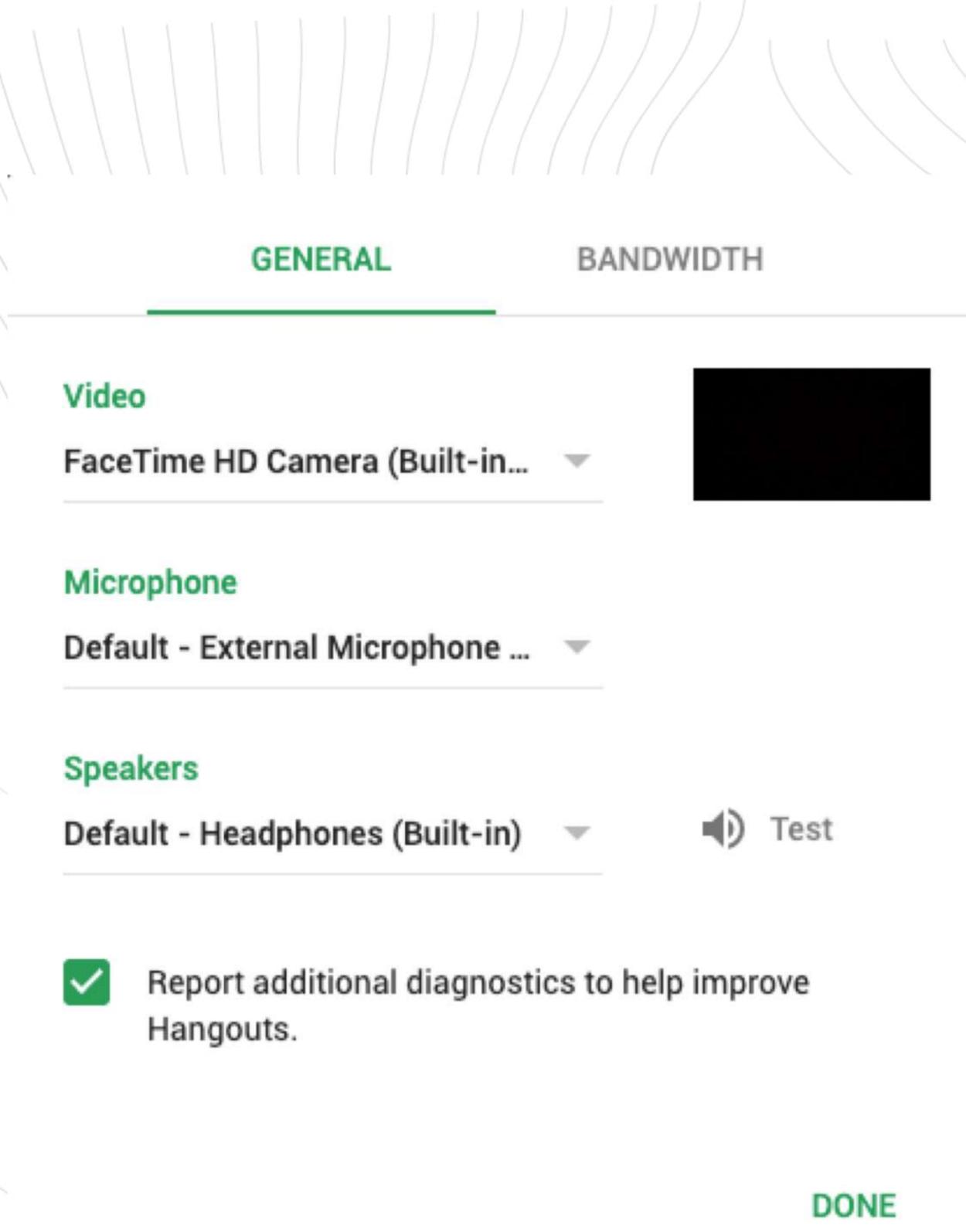
First, go to the Hangouts homepage and sign in with your Google account here:

<https://hangouts.google.com>

2 START A CALL

To start a video call, simply click 'Video Call' on the homepage. You will then be prompted to invite participants into your call by typing in their name or email address. Alternatively, you can also copy the link to your conversation and share it.





3 CHECK YOUR SETTINGS

To access your audio and video settings, click on the Settings icon on the top right of the screen.

Check that your webcam is connected and turned on. You should be able to view a preview of yourself in the settings.

Check that your microphone is connected as well. You can choose which microphone to use from the drop-down menu.

Your speakers should also be connected and functioning. To check, click on 'Test' and you should be able to hear a sound over the speakers.

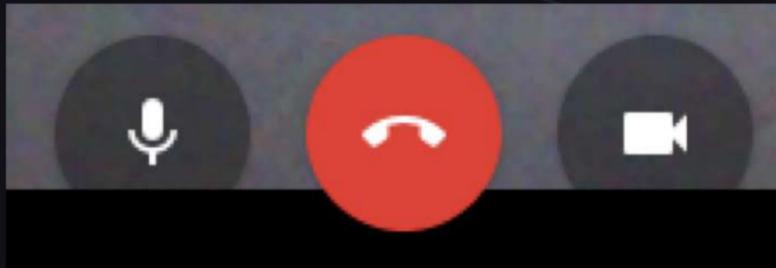
4 ADD PARTICIPANTS

To add more people to your call, click on the Invite People icon on the top right.



5 MUTE

To mute your microphone, click on the Mute icon on the bottom of the screen. Click it again to unmute.



6 TURN VIDEO ON / OFF

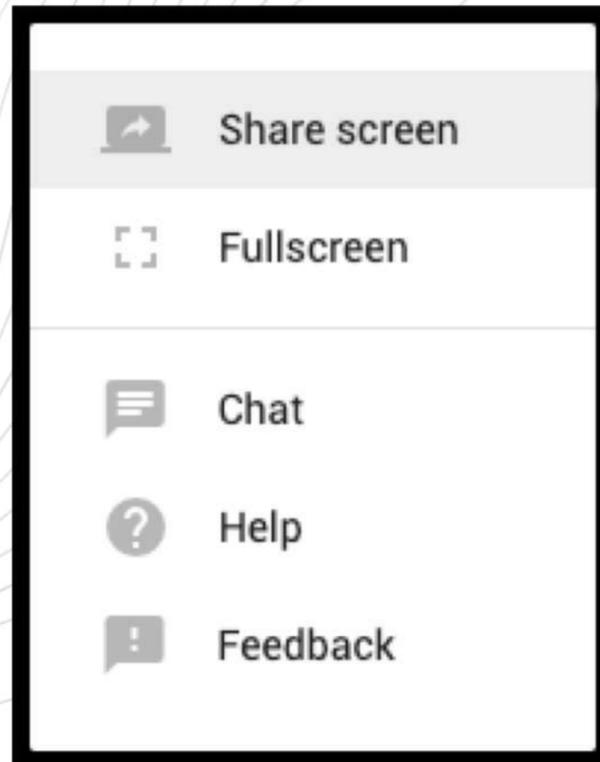
To turn your webcam on and off, click on the Video icon at the bottom of the screen.

7 END THE CALL

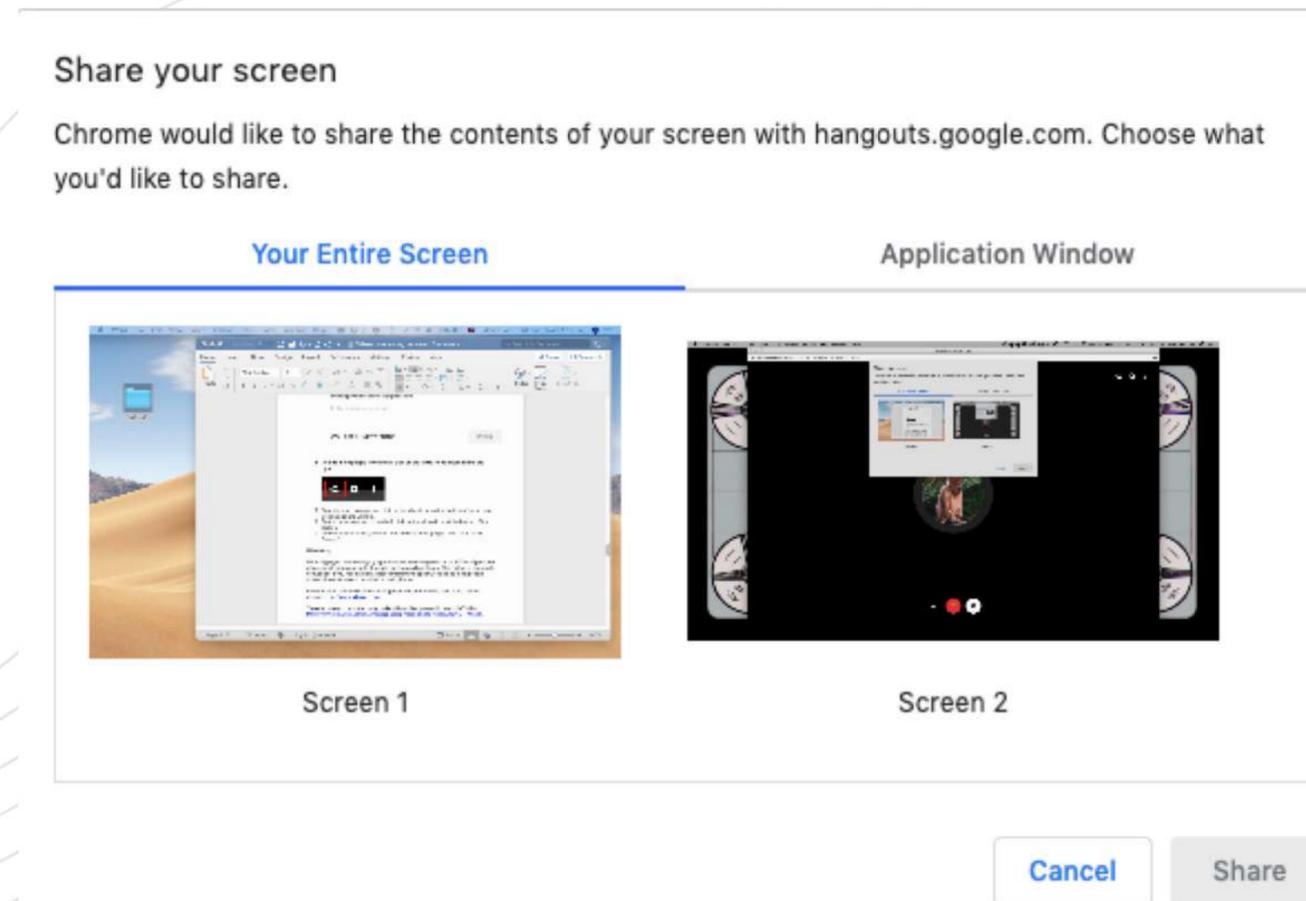
To end the call, click on the red End Call button.

8 SCREEN SHARE

To share your screen, click on the 3 dots at the top right, then click 'Share Screen'.



Then, choose which screen you would like to share, and click 'Share'.



You can also share application screens only, instead of sharing your whole screen. Click on 'Application Window' to choose which application you'd like to share with your participants.

To stop sharing your screen, just click 'Stop' at the top of the window.

WhatsApp

WhatsApp (yes, the messaging app) has a video calling service too! WhatsApp video allows small groups of **up to 4 people** to video call on the go. This option is especially convenient if you need a quick videoconferencing option, seeing as most people already have WhatsApp installed in their phones.

Find out more and download WhatsApp for iOS and Android here if you haven't already: <https://www.whatsapp.com/>



How to Use WhatsApp

1 DOWNLOAD

Download WhatsApp by clicking the links below:

[Apple App Store](#)

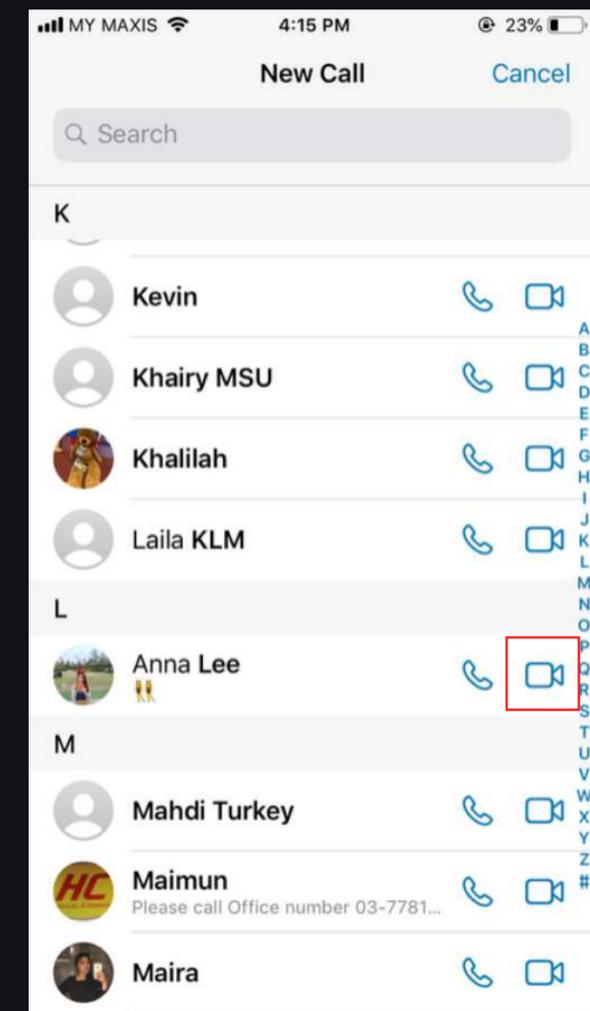
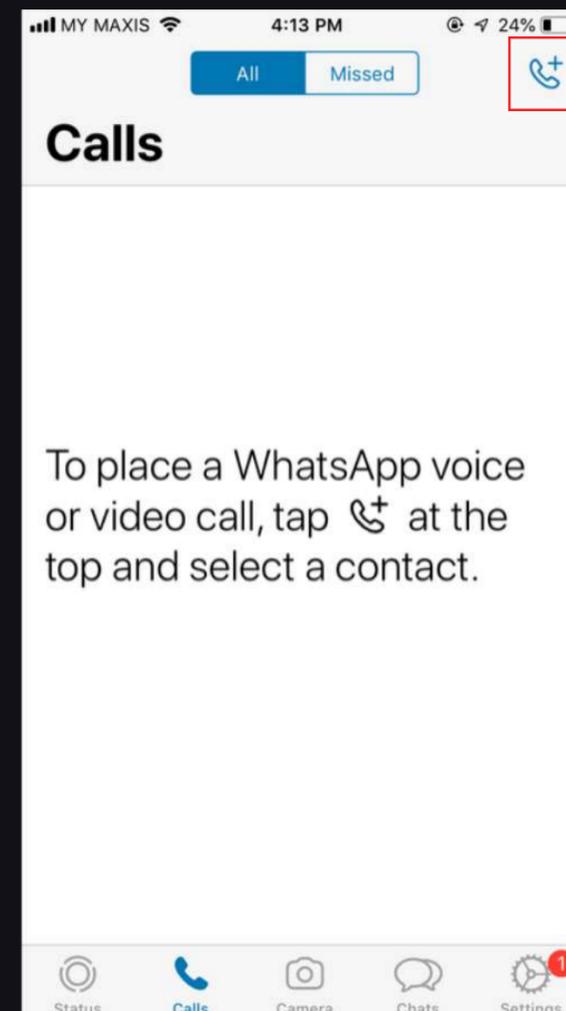
[Google Play Store](#)

2 ADD YOUR CONTACTS

Once downloaded and installed, add your contacts' phone numbers into your phone's address book.

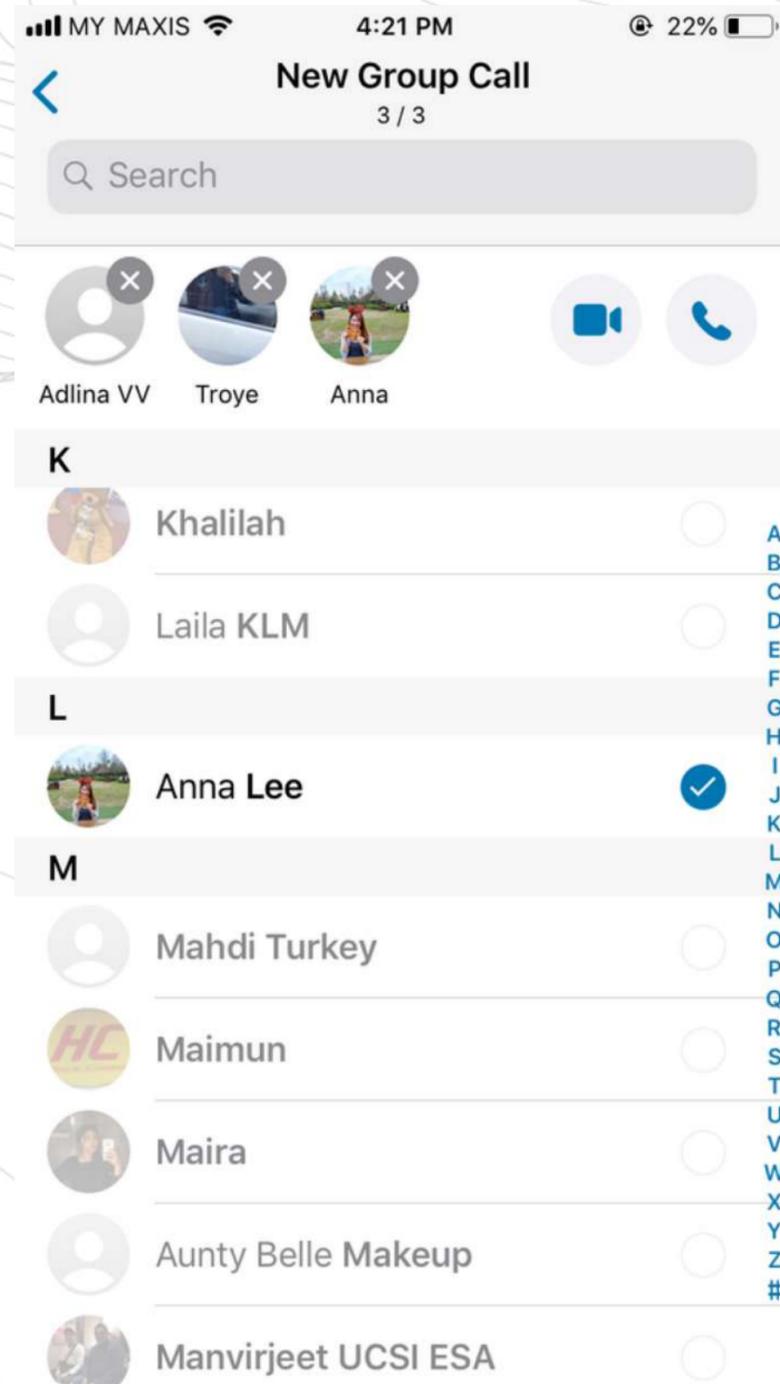
3 START A CALL

To make a video call, click on the Calls tab. Click on the Add Call icon on the top right. Search for your contact, then click on the Video Call icon.



4 START A GROUP CALL

To start a group video call, select 'New Group Call', then choose up to 3 participants. Click on the Video Call icon to start your conversation.



5 ADD PARTICIPANTS

You can also add participants to an ongoing video call. To do so, click on the Add Participant icon on the top right, then select the contacts you'd like to add.



6 MUTE

To mute your microphone, simply click on the Mute icon on the bottom right of the screen. To unmute, click on it again.

7 TURN VIDEO ON / OFF

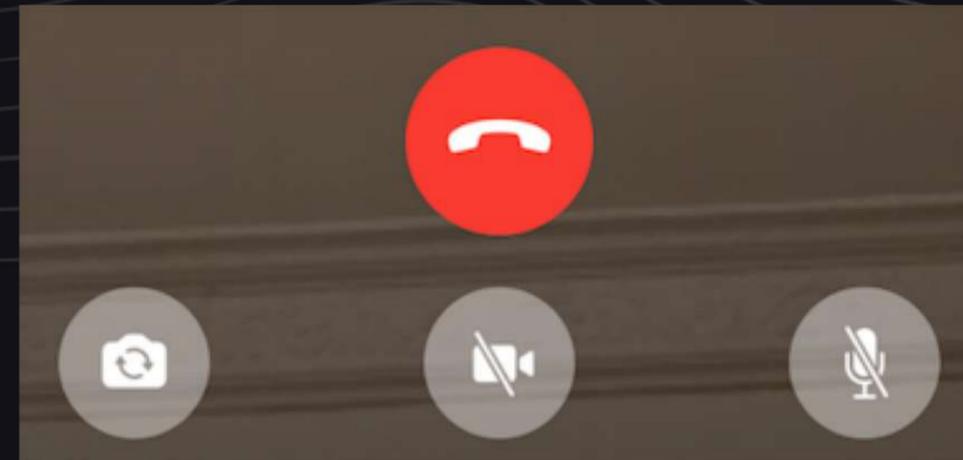
To turn your camera on and off, click on the Video icon at the bottom of the screen.

8 FLIP CAMERA

To use your back camera, click on the Flip Camera icon on the bottom left. Select it again to switch to your front camera.

9 END THE CALL

To end the call, click on the red End Call button.



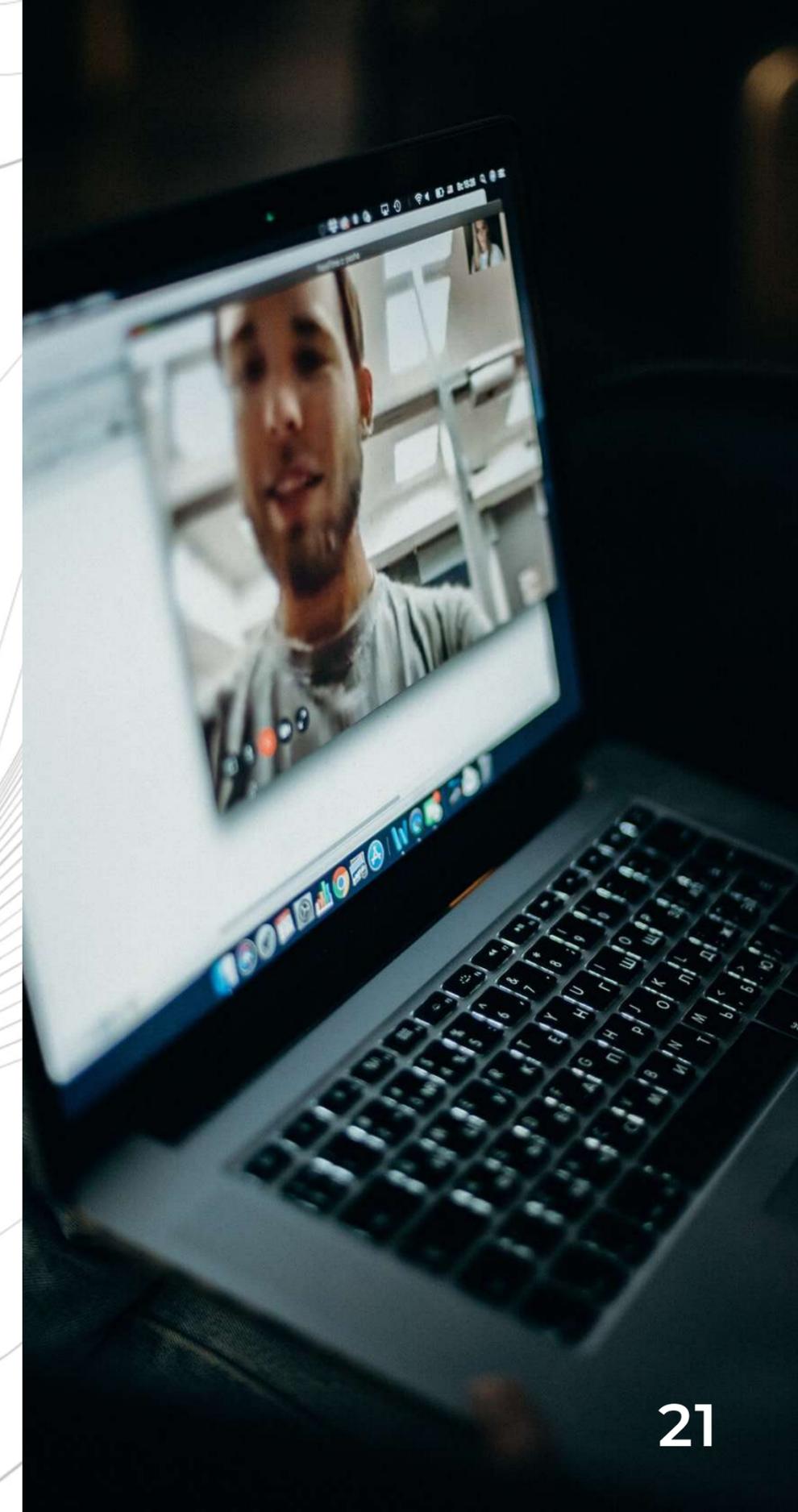
Zoom

Zoom is an enterprise grade video conferencing solution, which allows **up to 100 pax for 40 mins for free**. They support video webinars, meetings and video-linked conference rooms. Premium plans are more expensive but they are the most reliable in terms of video, audio, connection quality and stability.

They provide apps for **Windows, Mac, iOS and Android**. You can also access meetings directly from your browser.

Update: Zoom has been overwhelmed with over 2.3 million signups in Q1 this year and have faced several issues with privacy and security.

You can find out more about Zoom and access it here: <https://www.zoom.us/>



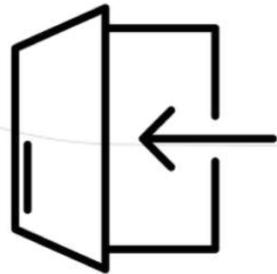
How to Use Zoom

Check out our video tutorial on using Zoom here: <https://www.loom.com/share/cc23f147d750427ebe4c982fbd13a09>



1 LOG ON

Log onto Zoom's website: <https://zoom.us>



2 SIGN UP

Sign up for a new account by clicking on the Sign Up button at the top right.

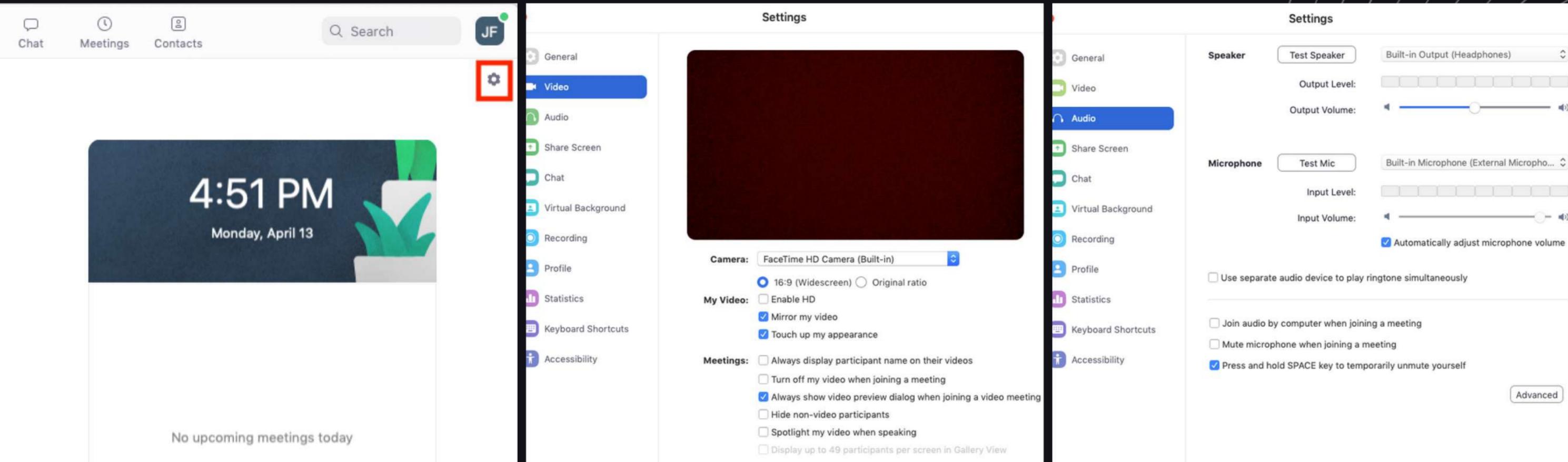


3 DOWNLOAD & INSTALL

After signing up and verifying your email address, you will be prompted to start a test meeting. Click on 'Start Test Meeting', and the Zoom application will be downloaded into your computer. Install the file, then launch it and sign in to your account.

5 CHECK YOUR SETTINGS

Before joining a call, make sure to check that your audio and video settings are working. To do so, click on the Settings icon on the top right.

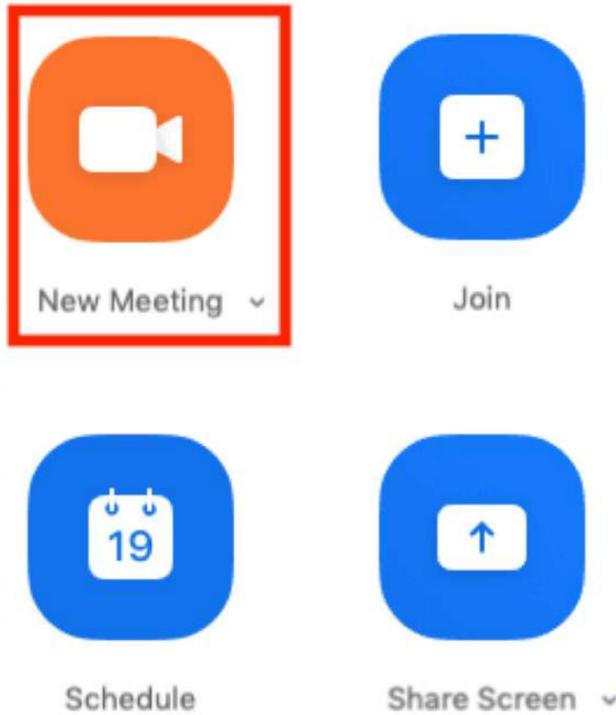


For video settings, go to the 'Video' tab. From here, you can ensure that your webcam is connected and detected. You should be able to see yourself in the preview window.

For audio settings, click on the 'Audio' tab. You can test both your speakers and your microphone to make sure that they are connected to your computer. You can also select a speaker or microphone from the drop-down menu.

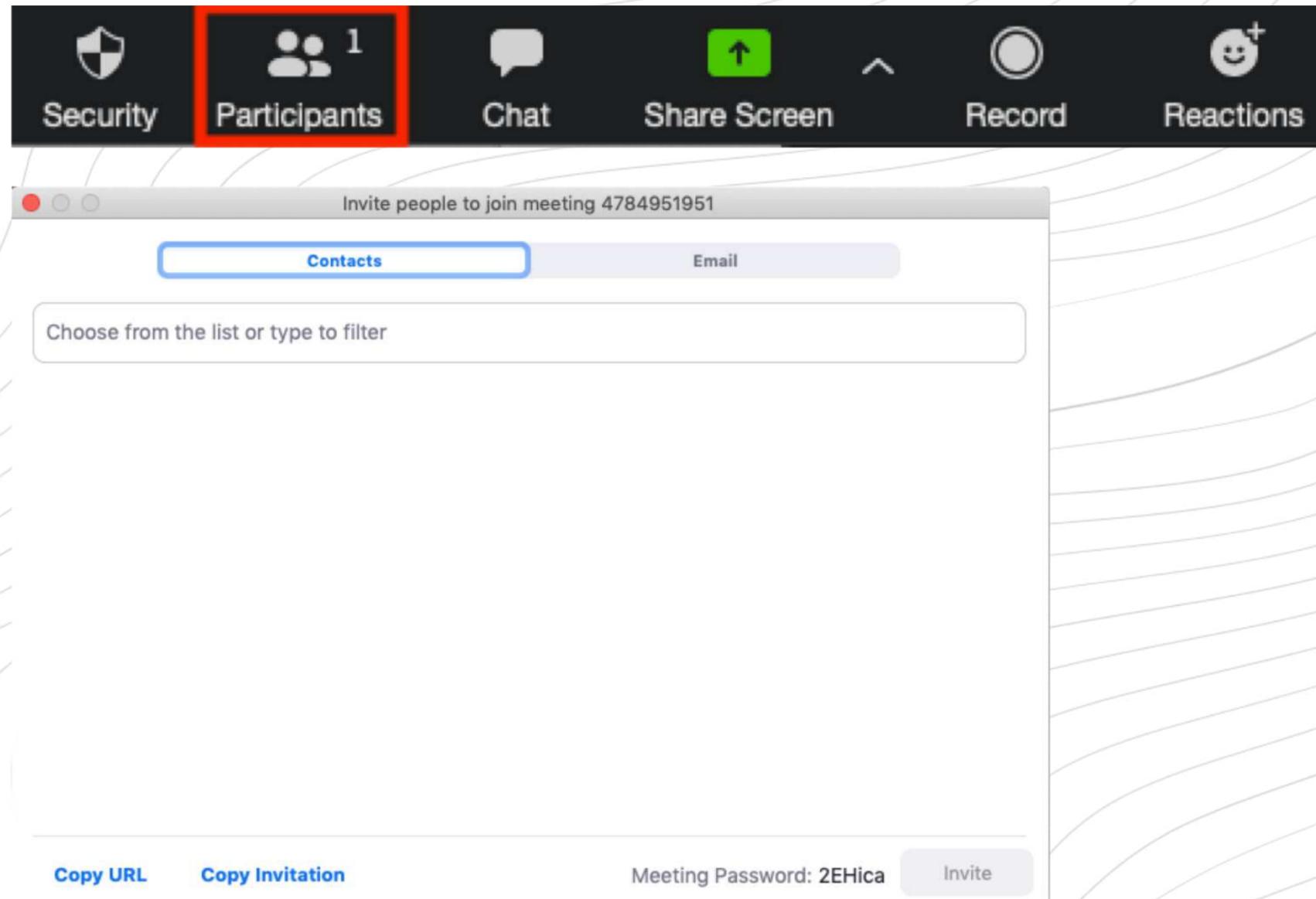
6 START A CALL

To start a video call, click on 'New Meeting' on the homepage.

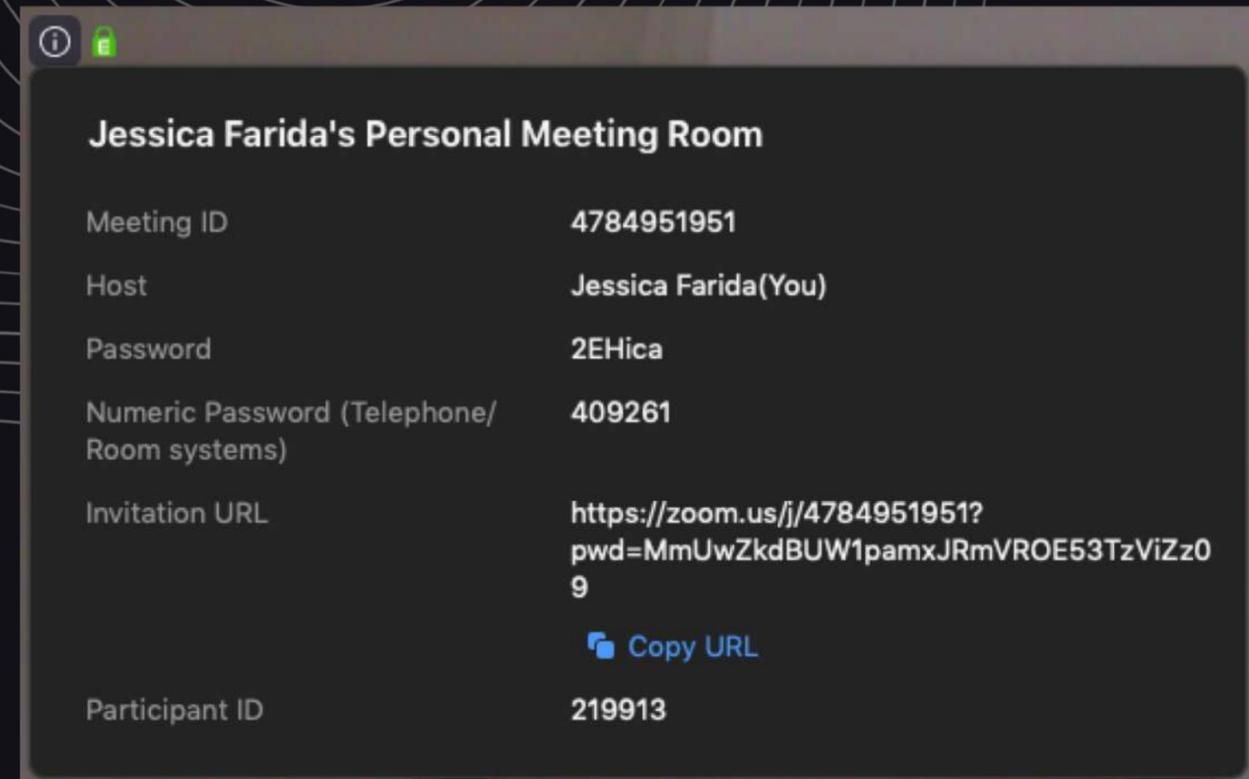
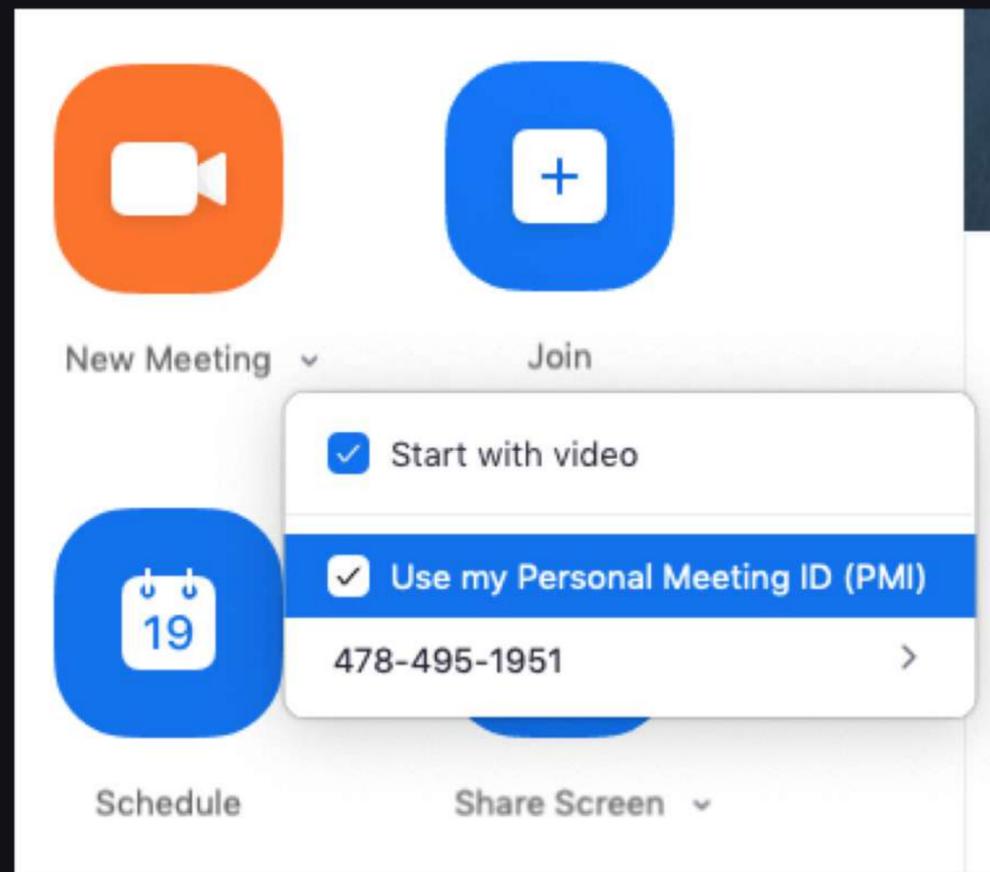


7 INVITE PARTICIPANTS

There are three ways to invite participants to your meeting. First, you can click on the 'Participants' button at the bottom of the screen, then click 'Invite'. You can choose to either add your existing Zoom contacts, or send an email to your participants with the link to your meeting.



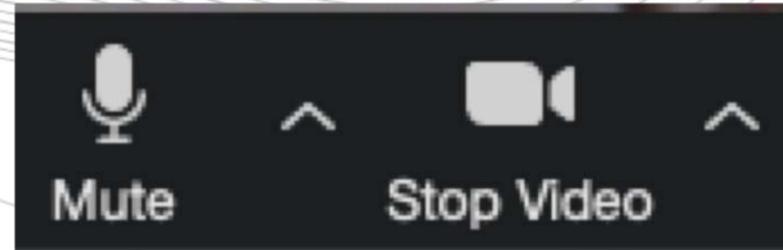
You can also share your Meeting ID or Invitation URL by clicking on the Info icon on the top left of the screen. Participants would simply have to click on your meeting link, or insert your Meeting ID in order to join.



Alternatively, you can also share your Personal Meeting ID with your participants to allow for instant meetings. Your Personal ID does not change, so you can share the same ID for future meetings. To get your Personal ID, click on the drop-down button when starting a new meeting.

8 MUTE

To mute yourself in a meeting, click on 'Mute' at the bottom left. You can also pull up your audio settings by clicking on the arrow beside the Mute button.

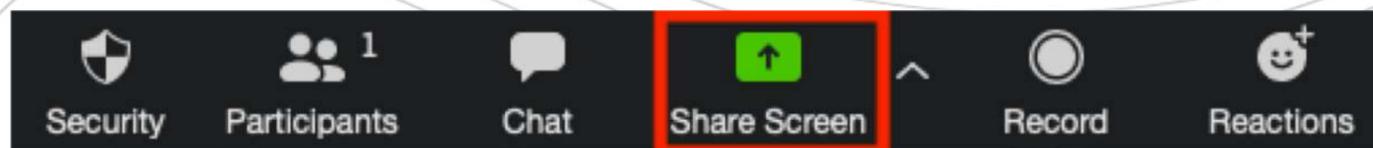


9 TURN VIDEO ON/OFF

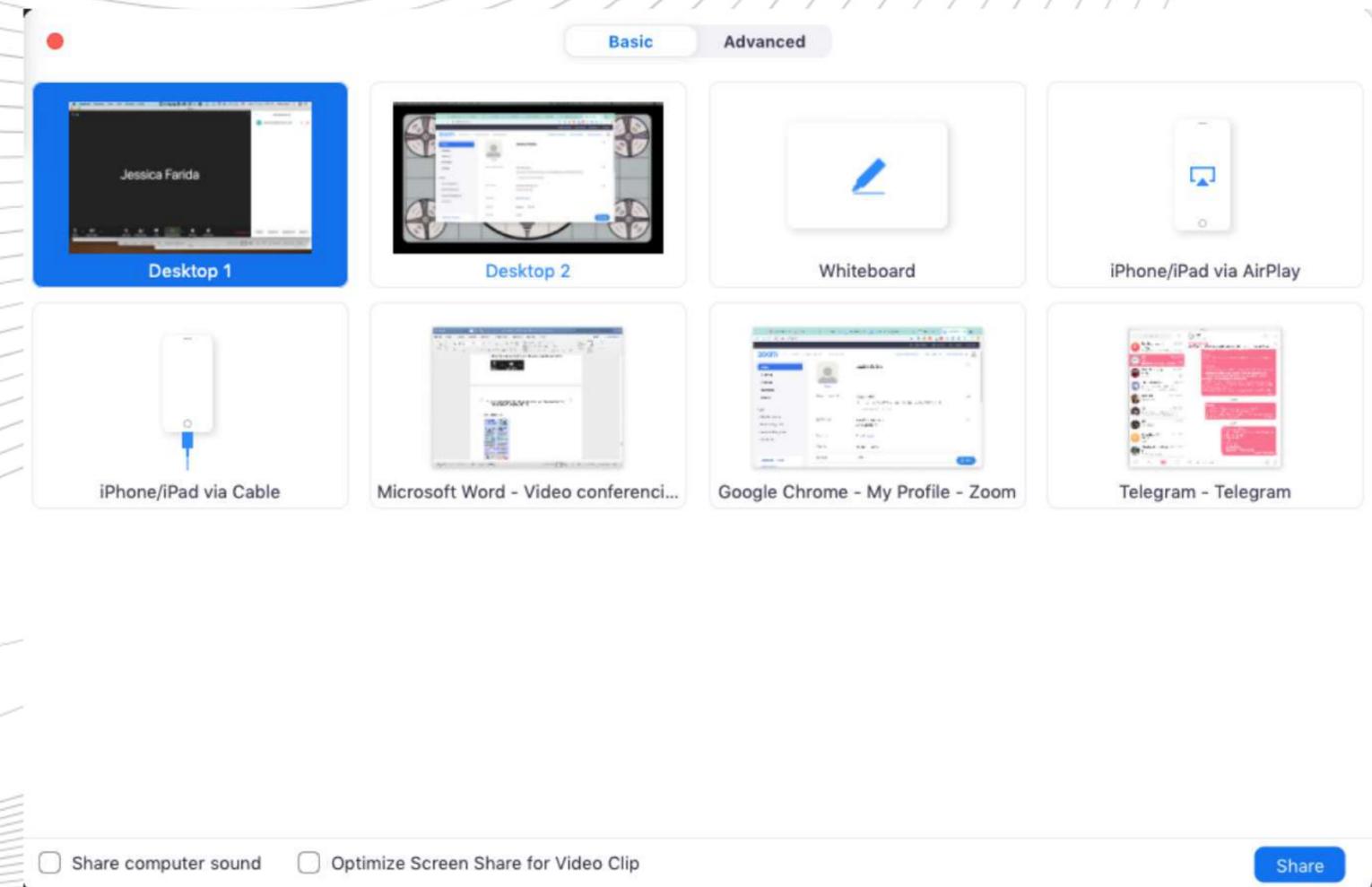
To turn your webcam off, click on 'Stop Video'. You can also access your video settings with the arrow next to it.

10 SCREEN SHARE

To share your screen, click on the 'Share Screen' button.



Then, select which screen or application window you would like to share.



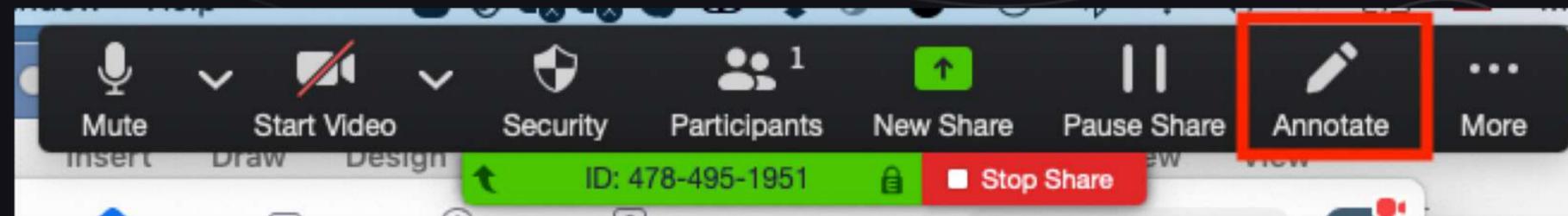
You can even share a whiteboard to sketch out ideas, or your iPhone or iPad device.

To stop sharing your screen, click on 'Stop Share' at the top of the screen.

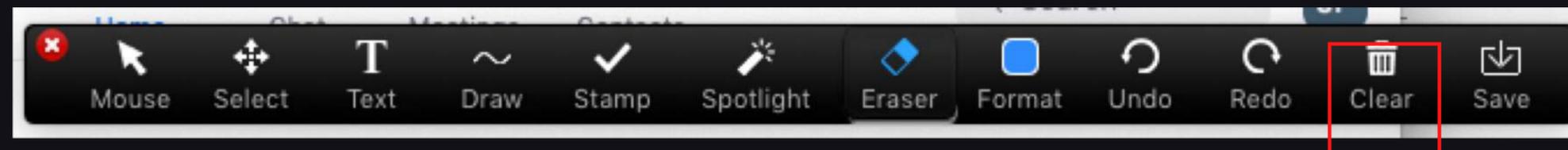


11 ANNOTATE YOUR SCREEN

While you are screen sharing, you can also annotate your screen with text, drawings, or stamps. To do so, click on 'Annotate' at the top of your screen while screen sharing.

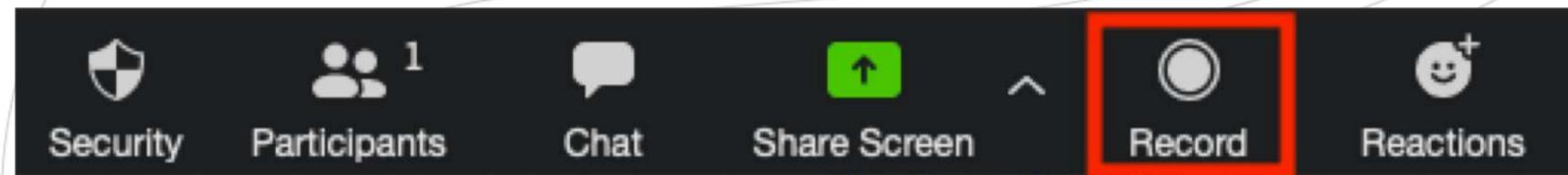


Then, select your tool and start annotating the screen. You can clear all annotations by clicking 'Clear' at the end of the menu.



12 RECORD CALLS

You can also record your meeting on Zoom. To do so, click on 'Record' at the bottom menu.



Your recording will start immediately, and all participants will be notified if you are recording. After recording, your video will be saved into your computer after the meeting has ended.

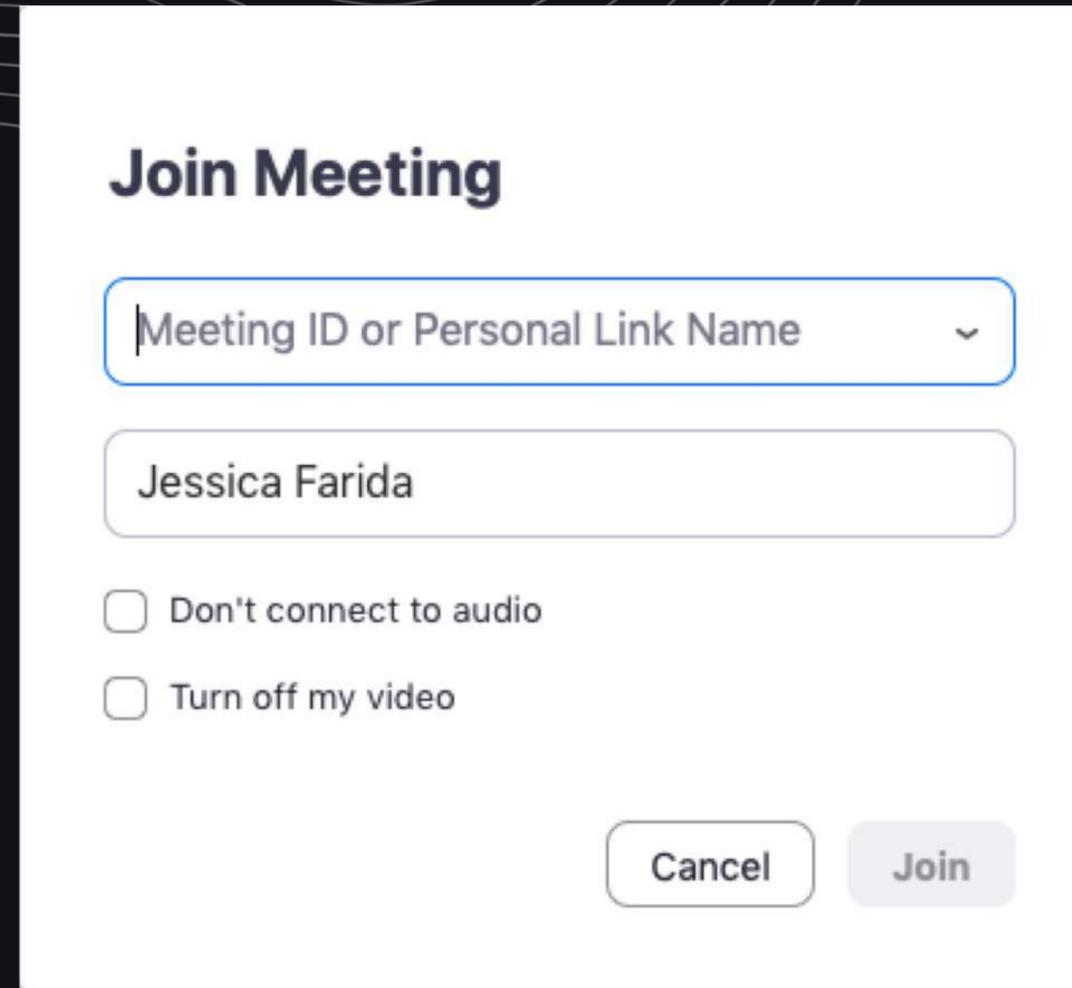
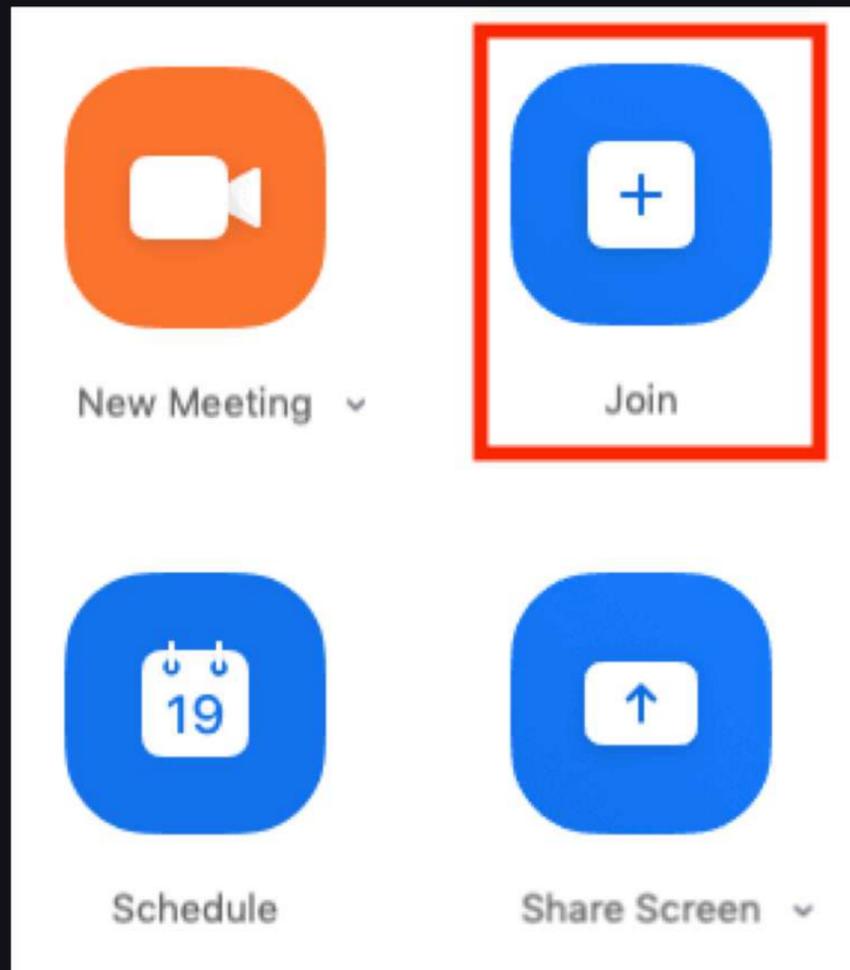
13 END THE CALL

To end your call, click on 'End Meeting' on the bottom right corner.

14 JOIN A CALL

To join a Zoom meeting, click on 'Join' on the homepage.

Then, fill in the host's meeting ID or personal ID to join.

A screenshot of the 'Join Meeting' dialog box. The title is 'Join Meeting'. It contains a dropdown menu with the text 'Meeting ID or Personal Link Name'. Below that is a text input field containing 'Jessica Farida'. There are two checkboxes: 'Don't connect to audio' and 'Turn off my video', both of which are unchecked. At the bottom right, there are two buttons: 'Cancel' and 'Join'.

If the host has provided a URL for their call, click on it and you will be brought directly into their meeting,

Microsoft Teams

Microsoft Teams is one of the best options if you often collaborate with your colleagues on Word documents or Excel sheets. This is because Teams is compatible with Microsoft Office apps, which allows sharing and editing of documents in real time.

Teams allows for video meetings with **up to 250 people**, or even Live Events for up to 10,000 people at once, no time limits. That's the most out of all the other apps on this list!

Microsoft has currently made Teams available for anyone to download for free through to January 2021 (usually you would need an Office 365 subscription to use the app).

Download Teams for **Windows, Mac, iOS, and Android** here:

<https://products.office.com/en-us/microsoft-teams/download-app>



How to Use Microsoft Teams

Check out our video tutorial on using Microsoft Teams here: <https://www.loom.com/share/5256d7e93cc745fe9954ddea0fb7622f>

1 LOG ON

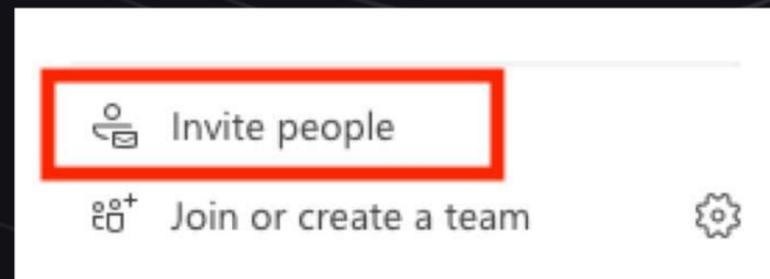
Log onto the Microsoft Teams website and sign up for an account [here](#)

2 DOWNLOAD & INSTALL

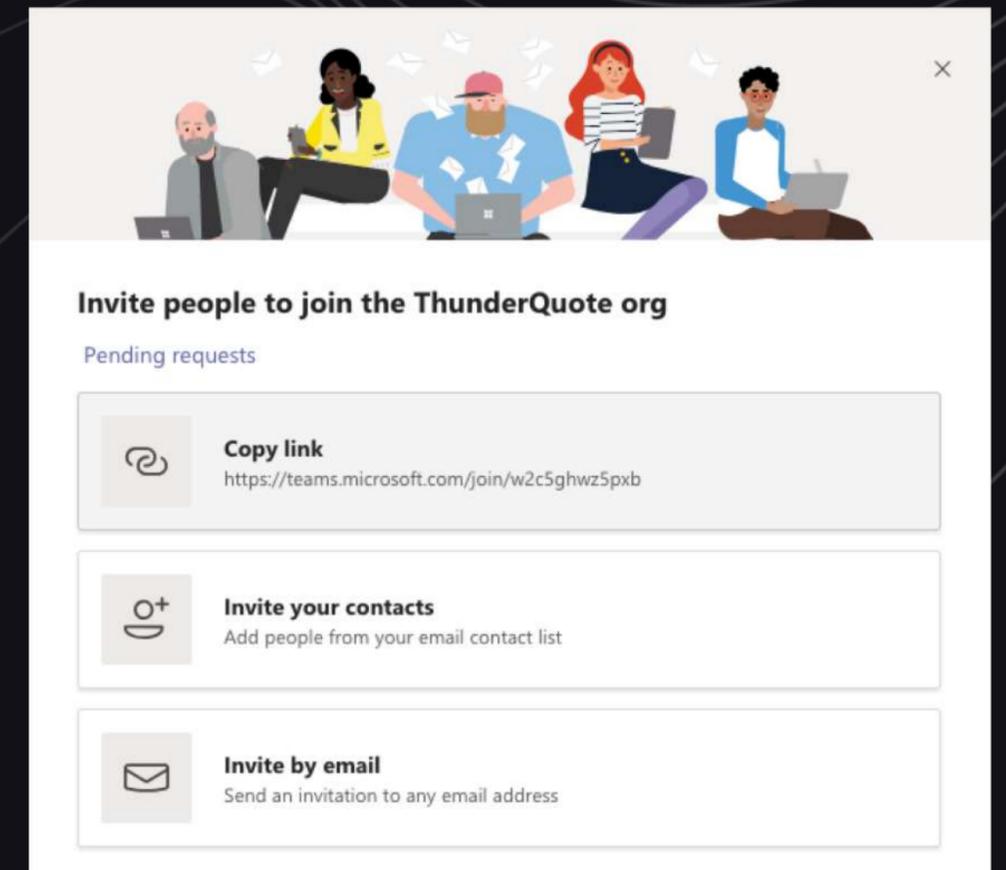
After signing up, you will be prompted to download the Teams application or use the web app. For a smoother experience and to access all their features, it is recommended that you download the desktop app. Download and install the file, then launch it and sign in to your account.

3 INVITE PARTICIPANTS

The first step is by inviting participants to join your team. This will allow you to chat and video call with them. To do so, click 'Invite people' at the bottom left of the window.

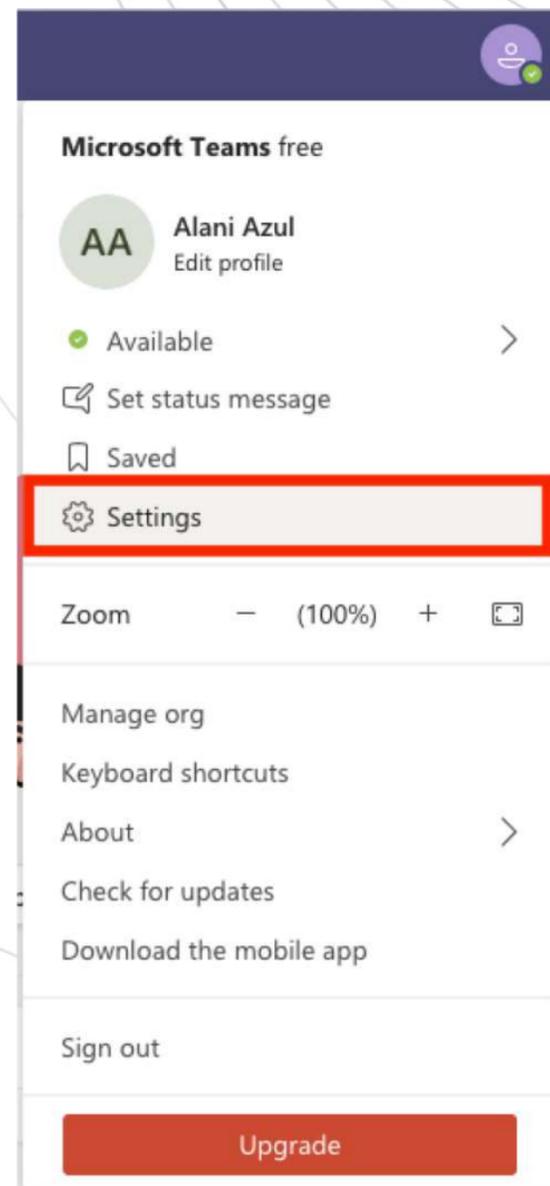


You will be given the option of sharing a link with your colleagues, or inviting them through email.



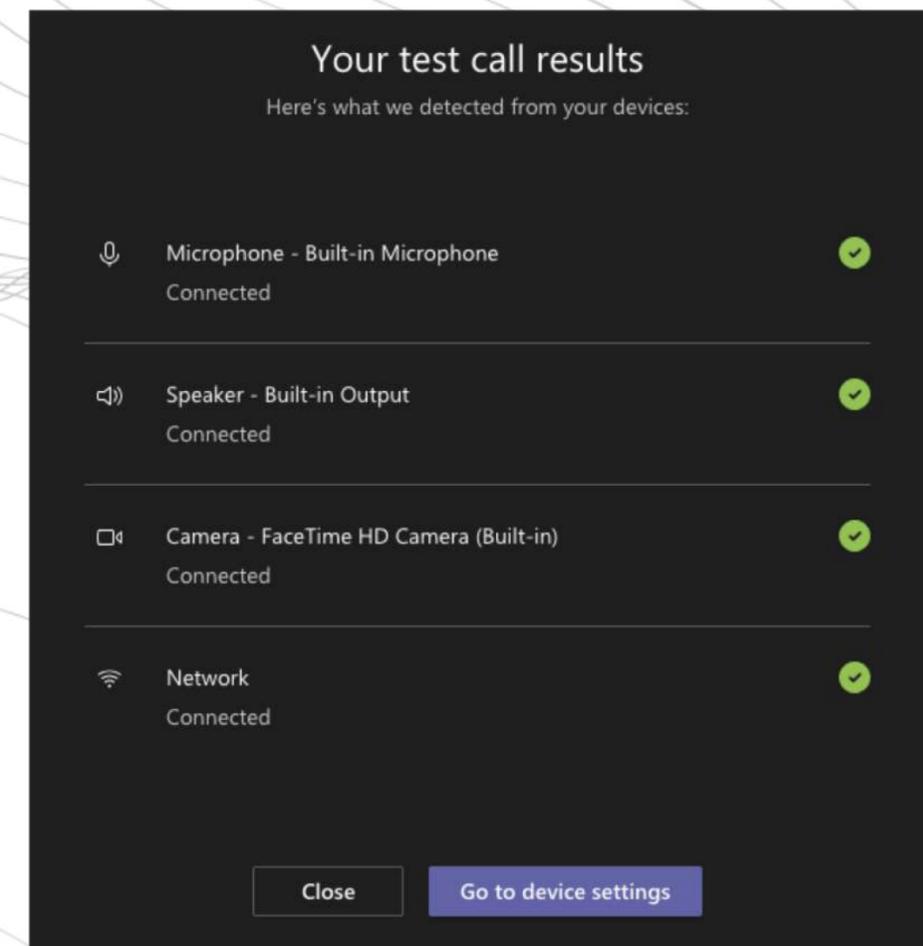
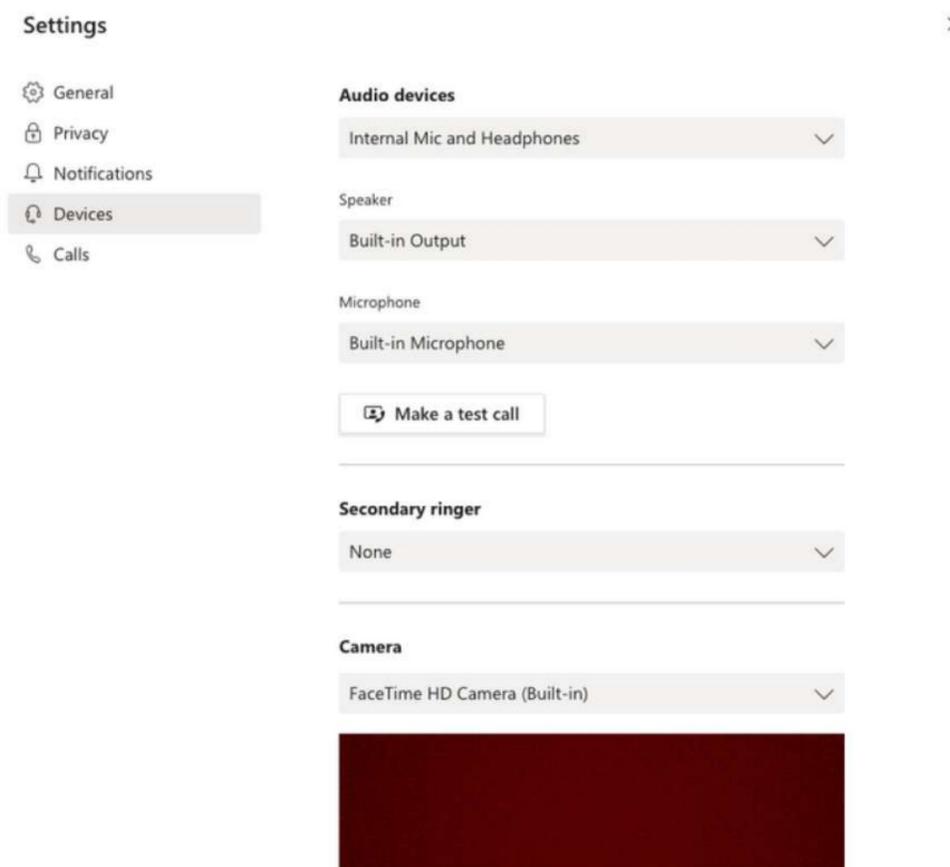
4 CHECK YOUR SETTINGS

To check your audio and video settings before making your first call, click on your profile picture on the top right corner of the window, then click 'Settings'.



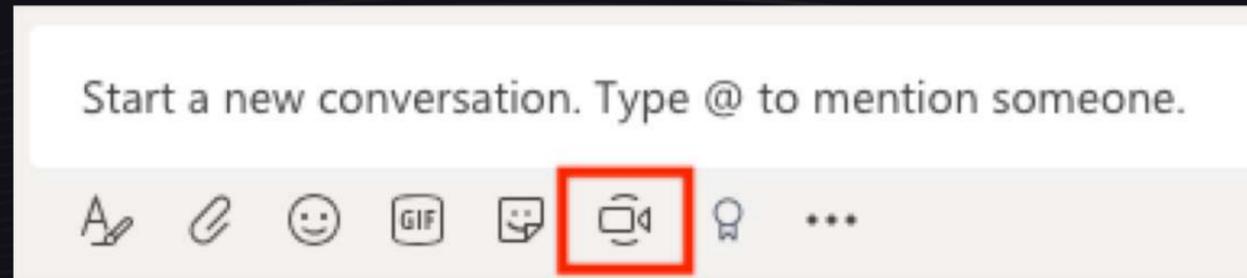
Go to the 'Devices' tab, and you can change your settings for speaker, microphone, and camera settings.

You can even set up a test call, which will show you if your devices are connected.



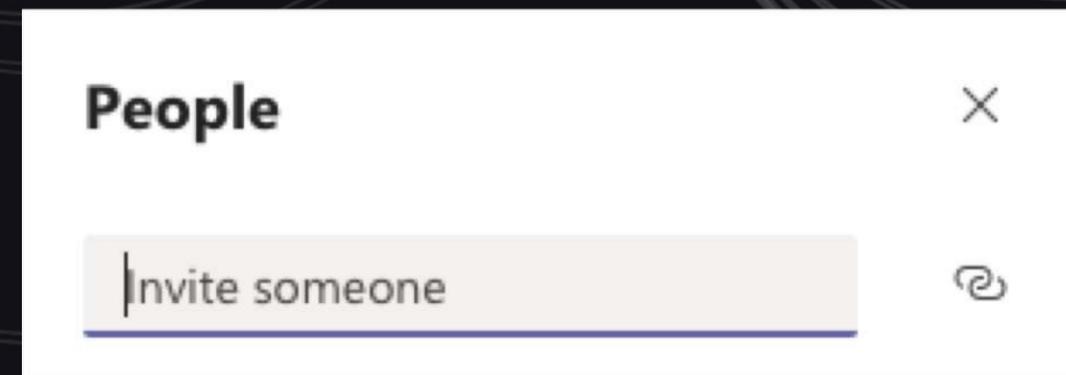
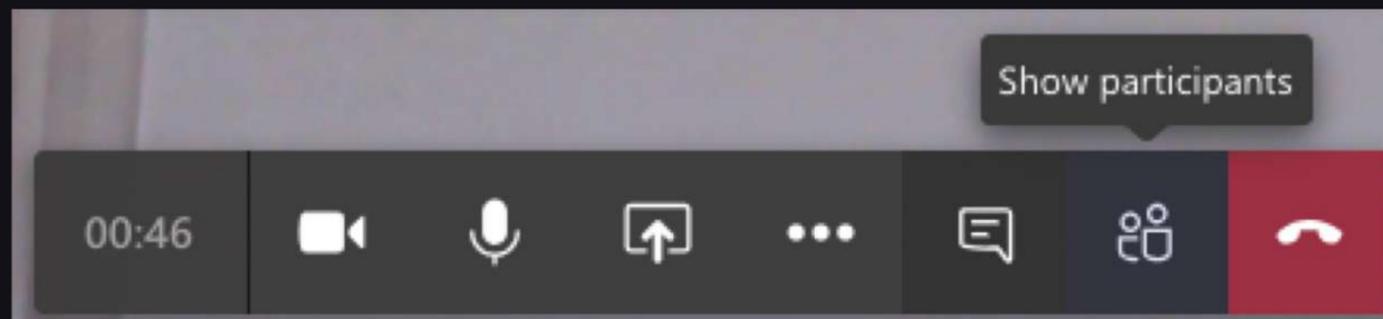
5 START A CALL

To make a video call, go to your team page, then click on the 'Meet Now' button at the bottom of the screen. Feel free to add a subject name, then click 'Meet Now'.



6 ADD PARTICIPANTS

To add more participants into the video call, click on the 'Show Participants' button on the bottom menu when starting a new meeting.



From there, you can type in their names or emails to send them an invite. Alternatively, you can also copy a link to your meeting to share with them directly.

6 MUTE

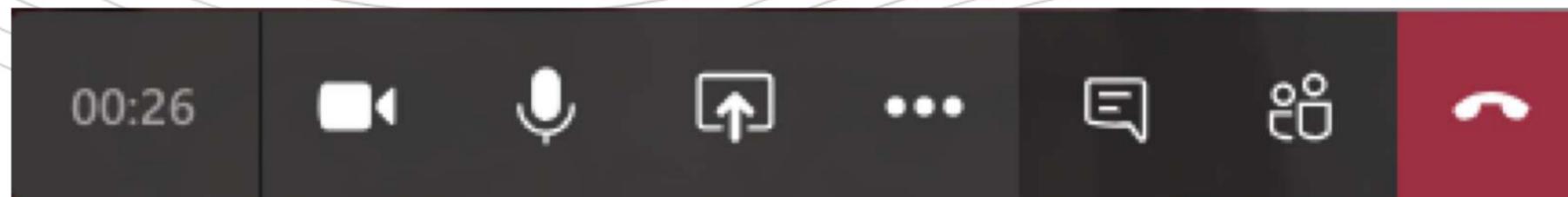
To mute your microphone, click on the 'Mute' button. To unmute yourself, click on it again.

7 TURN VIDEO ON/OFF

To turn your webcam off, click on the 'Turn camera off' button. Click on it again to turn your webcam back on.

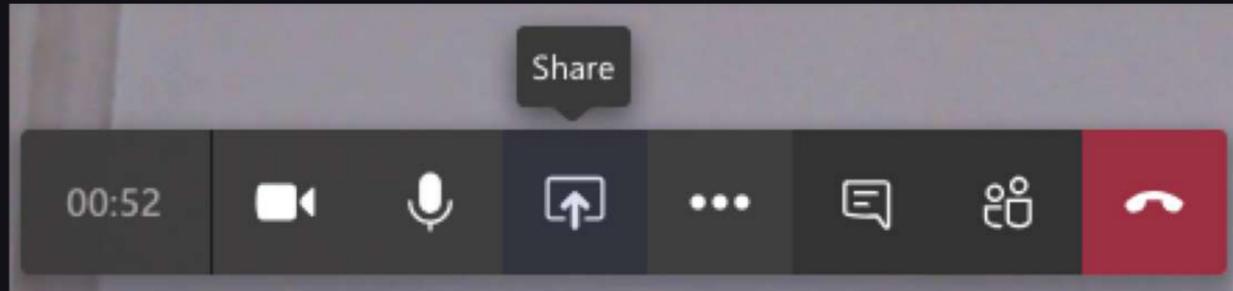
8 END CALL

To end the call, click on the red 'Hang up' button.

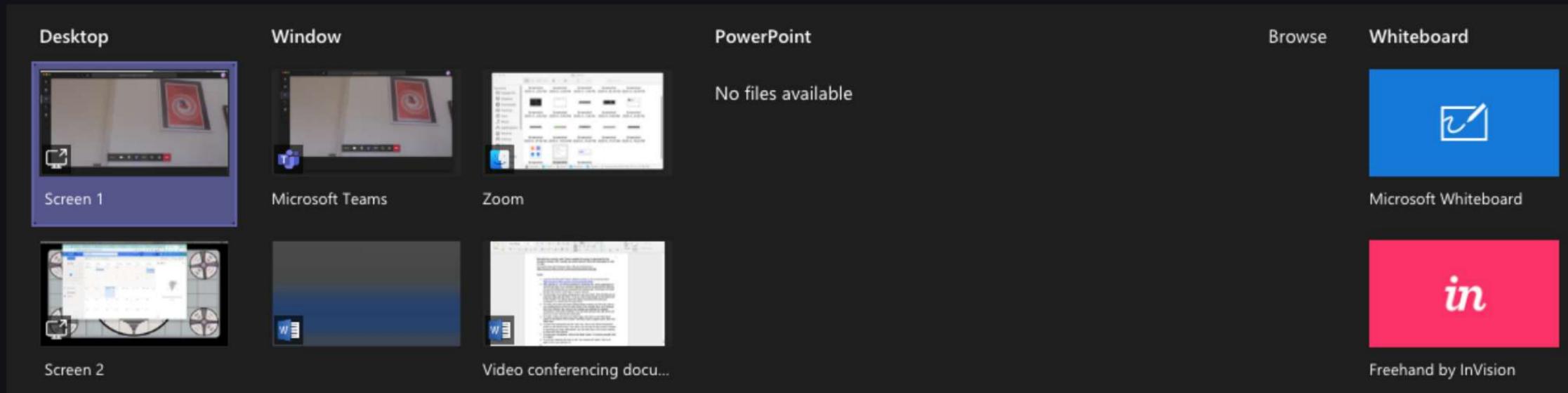


9 SCREEN SHARE

To share your screen, click on the 'Share' button at the bottom menu.



Here, you can choose which screen or application window to share with your participants. You can even share PowerPoint presentations that have been shared in your Team, or a whiteboard during your meeting.



To stop sharing your screen, just click on the 'Stop Share' button.



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