



## IT Technical Help Sheet

### Microphones and Webcams for Remote Meetings & Training

1. Log on to the PC and open Google Meet as normal. If this is the first time the logged-on user has used Meet on this computer, **you will be required to authorise the use of the microphone and the webcam.**
2. The microphone is on a 5m extension lead. Please place it as central to the group as possible so everyone can be heard. The microphone has an approximate range of 3m. Someone will need to sit next to it to press the mute/unmute button, and you may wish to use this person as the group's representative. **Make sure the microphone is muted when you are not speaking**, a blue light indicates if it is transmitting.
3. The webcam has been placed high in the room, usually on a Smartboard. If you need to relocate it, please feel free to do so. Higher is better as you will capture more of the room, and the 5m extension cord should give you plenty of room for manoeuvre.
4. If your room is particularly wide and not everyone can fit on the camera, you can increase the field of view. In the bottom right of the video, press on the 3 dots, then "Settings". In the "Video" tab, change your send resolution to HD (720p). This will also increase the view shown by your camera.
5. **Please do not unplug the webcam or microphone.** They have been configured to be pre-selected by Google Meet and these settings may be lost if they are disconnected.

### Common Fixes & FAQs

#### *I can't be heard by others in the meeting*

- Make sure your microphone itself and the meeting are not muted.
- Check the cable is still connected
- Check you gave permission for the microphone to be used by clicking the padlock in the address bar, then pressing "Site settings".
- Check that no sound is transmitted when the microphone is muted. If there is, the incorrect microphone has been selected. Change it to a microphone with a different ID (a string of numbers and letters) in Google Meet's Settings (bottom right hand corner).

#### *The webcam isn't showing us at all*

- Check the webcam isn't blanked off in the Meeting.
- Check the cable is still connected.
- Check to see if you gave permission for the webcam to be used by clicking the padlock in the address bar, then pressing "Site settings".

#### *How do I know if the webcam or microphone are on?*

- There is a blue light on the microphone that will be on if it is not muted, though this does not indicate if it is being used by a program.
- The webcam has two white lights either side of the lens if it is being used.

#### *Will this equipment work for other programs?*

- Yes! If you're using the microphone or webcam to record something, please make sure you return them to somewhere obvious once you're done.

#### *Can I move the equipment?*

- Yes, though please do not unplug or remove the equipment from the room you found it in. Please return the equipment to somewhere obvious once you're done.

If you encounter any technical issues you can't resolve, please contact the IT Helpdesk as soon as possible, letting us know where you are.