

F.A.Q.

~Frequently Asked Questions~

(for Google Hangouts Meet)

How Can I Share A Video?

- If you would like to share a video with your class, we advise sending the link separate via the chat tab in Hangouts Meet, email, Google Chat, etc.
 - Streaming video other than the camera feed of your device through Meet requires higher processing power and will likely cause issues with the viewing of the video.

Do I need to set up an account for Meet?

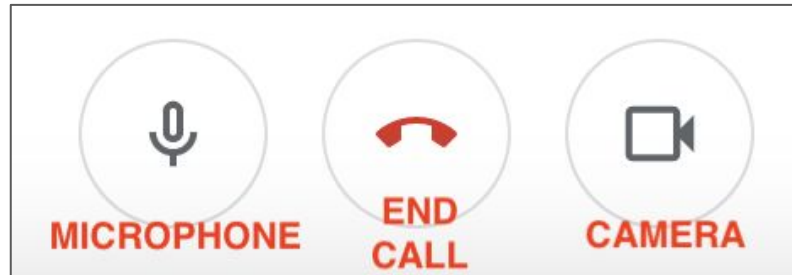
- To access Meet you should use your @journalism.cuny.edu Gmail account.

"Nothing seems to be working, I just don't get it?!"

- Be sure that your browser is up-to-date, and check for any recent upgrades.

How do I mute my microphone/ turn off my camera?

- Your microphone and camera can be switched on or off using the microphone and camera icons toward the bottom center of your screen. The center phone icon will end the call.



Are there any Meet video tutorials I can watch myself?

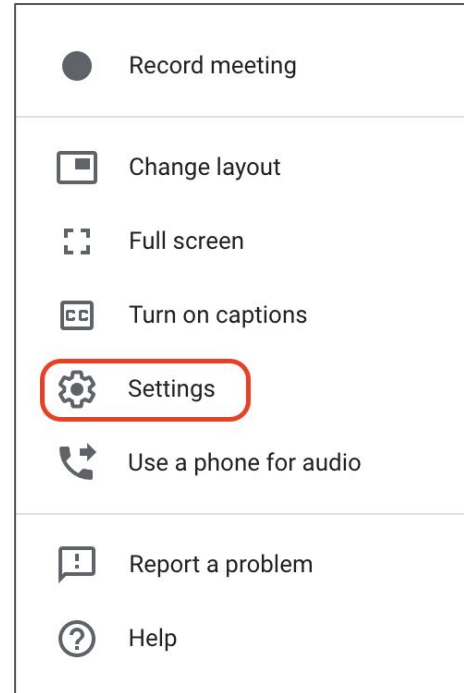
- YES! https://www.youtube.com/watch?v=J_ywOjB1c4Q

Why aren't microphone / speakers working?

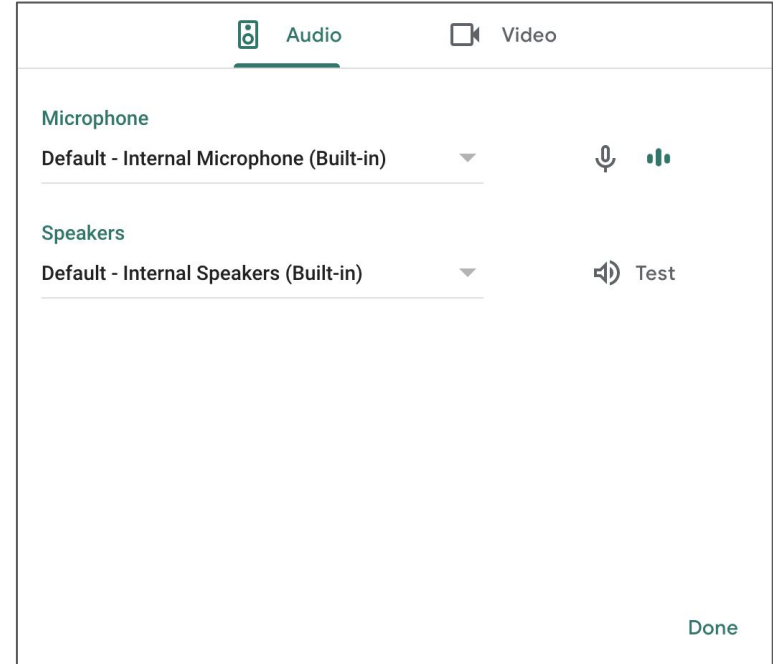
- Click the three dot menu icon to the bottom right hand side of your screen.



- Choose *settings* from the menu options.

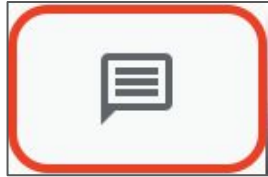


- To check your microphone settings, choose from the *Microphone* drop down window.
- To check your speaker Settings, choose from the *Speakers* drop down window.
- Be sure to select the appropriate Option for your application.




How do I chat during a video?

- Select the text bubble icon in the upper right hand corner of the screen.

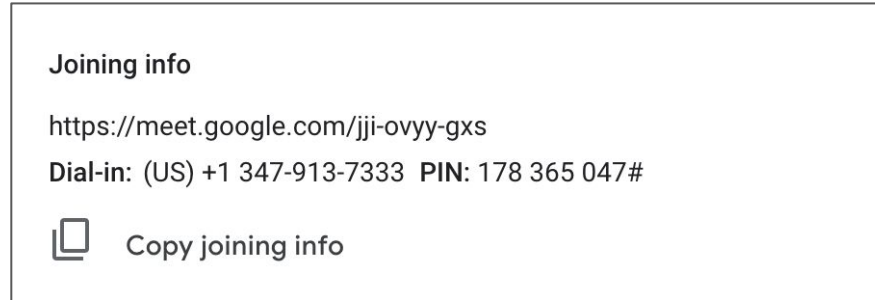
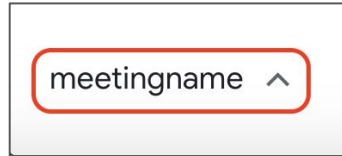


- Note: text sent through the chat during a meeting is visible to everyone in the meeting. Private conversations should happen outside of the meeting.

Send a message to everyone 

How do I invite people to a meeting I'm already in?

- Select the icon with your meeting title in the bottom left corner of the screen.



- The listed joining info in the pop up can be sent to anyone that you would like to invite into the chat.

Tips For Google Meet Success

Audio

- When in a meeting, the use of headsets or headphones will typically allow for a better audio experience for all involved.
- In groups larger than 3 or 4, it is recommended that all users mute their microphones when not speaking.
- When preparing to enter a meeting, be aware of your environment. If you plan on using your microphone in the meeting, is there a quieter room that you can use? You may want to notify roommates and ask for awareness about the volume in the room during your meeting.

Tips For Google Meet Success

Video

- When preparing to enter a meeting, recognize your surroundings.
- Plan your lighting and setting ahead of time.
- Avoid sitting with your back to a bright window or light source as back lighting will make it more difficult for those in your meeting to see you properly.
- Try to situate yourself in a well-lit area without bright lighting or too much commotion in your background.
- Too much movement in your background during a meeting can be distracting to other members of your meeting.
 - Keep it professional. Meeting in a personal space can allow those in your meeting a more personal window into your world. While this is generally positive it is important to keep in mind that your viewable space feel appropriate for the meeting. Less background clutter is generally recommended, as well as avoiding images in your background that may seem charged or inappropriate.

Quick Keys

To mute/ unmute microphone: ⌘/cmd+d

Camera on /off: ⌘/cmd+e

Full screen: ⌘/cmd+f

Contact

Audio-Visual Support

Mon - Thur 9am-8pm, Fri 9am - 4pm

Email: help@journalism.cuny.edu

1-646-758-7897 (AV Hotline)