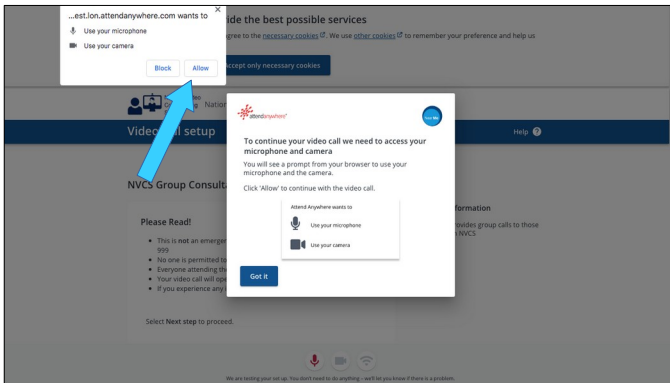


National Video Conferencing Service

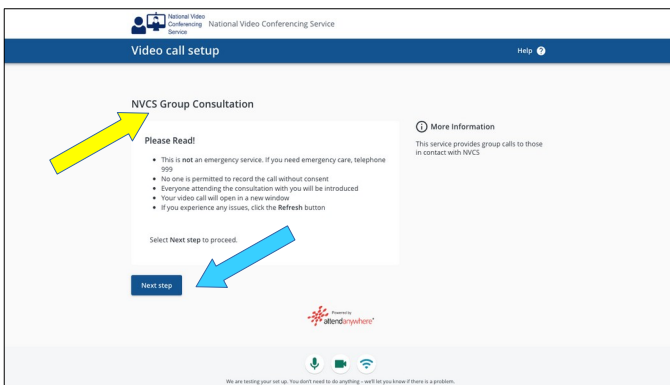


Near Me: Group Calls – Caller Basics v.1.7



As you start your first Near Me call, you will see a pop-up message asking for use of your camera and microphone (blue arrow). Some Android devices ask for permission to record your video and audio. Please accept to continue.

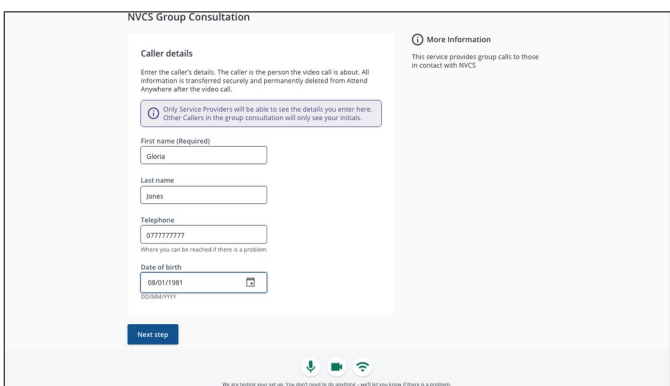
Near Me calls automatically test your camera, microphone and network speed. If there are problems, you'll see an on-screen notification.



Once camera and microphone are detected, you'll see the group's name (yellow arrow), information your Near Me provider wants you to read before joining and more information on their service.

If the name or information looks like it is for a different group, please phone your provider, asking them to text or email a link for your group.

Use the blue Next Step button to continue (blue arrow). You may have to scroll down to locate it.

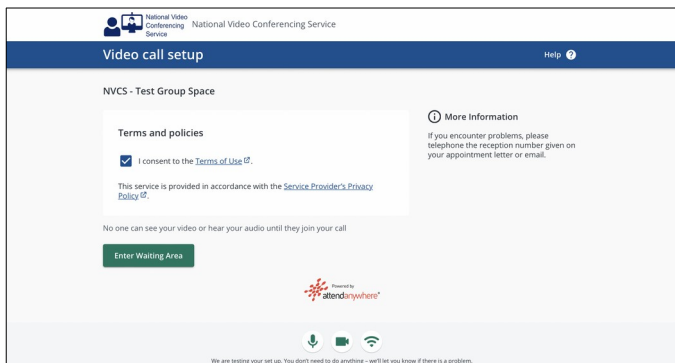


You will have to fill in some details. These identify you to your provider. You may have to scroll down to see all the fields. The details are only kept by the platform until the end of your call.

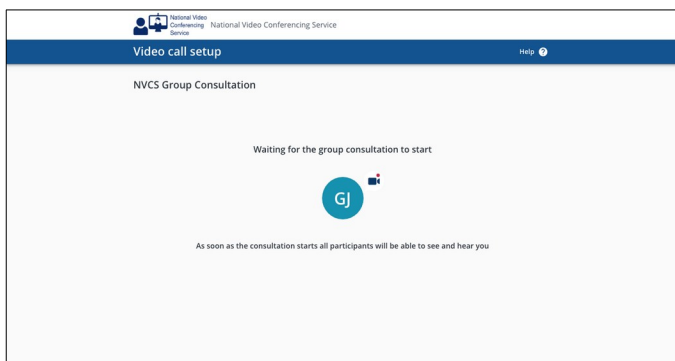
No other caller will see your date of birth or phone number. Other callers only see your initials unless your provider thinks names are appropriate.

Use the blue Next Step button to continue.

Continued on page 2



If you agree to the Terms of Use and tick the box to indicate, you can use the Enter Waiting Area button to join the group call.



While you wait to be admitted you'll see a screen like the one on the left. You may hear music and other messages too, depending on how your Near Me provider has set up the call.

Once admitted, you'll see all the others in the call along with a self-view.

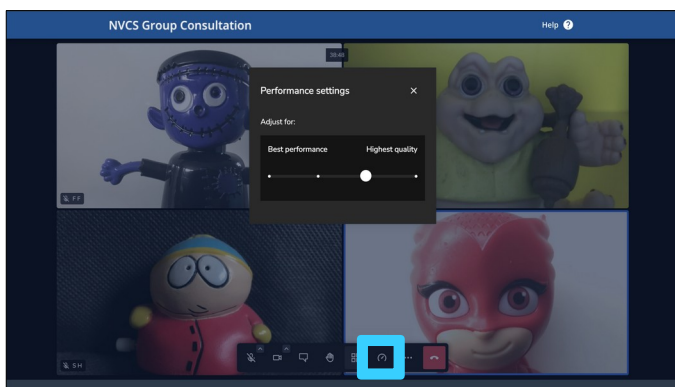
If using a mobile phone or tablet, please prop it up along it's longest edge (widescreen view). It will give you and your providers a better picture.



Your microphone will be off on entry.

When you wish to be heard, click the microphone icon at the left of the call-control bar (blue highlight). Muting again after is recommended as that can reduce audio feedback for you or others.

The call control bar auto-hides. If you can't see it, wiggle your mouse or, if using a tablet or mobile phone, tap an unused part of the screen e.g the grey bars to the left/right or top/bottom of the callers.



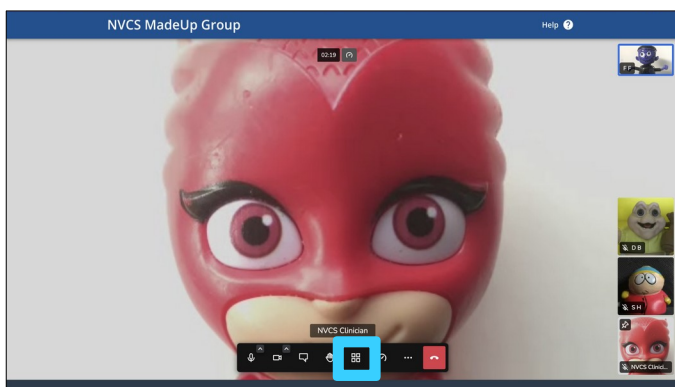
Other call controls include raising a hand, to indicate to your provider you'd like to speak, or call quality change – pictured (blue highlight).

Lowering the performance settings from highest quality, can improve your call. Please note, 'Best performance' changes your call to audio only.



To set your provider full screen, just click or tap on their video tile.

If your provider is using the default settings, providers are the only ones in a call with their name in their video tile (blue arrow).



You'll now see the other callers to the right of your screen.

If you wish to return to the split-screen view at any point, click or tap the tile button (blue square).

Should you wish to end your call, you can hang up using the red end call button at the right of the call control tab.

Should you encounter problems with your call, please telephone your Near Me provider for assistance or to reschedule. If you would like to attempt problem solving yourself, [this link](#) is a good place to start.