

## **TRAI-Consumer Outreach Program (Airmeet)**

### **Instructions for participating in COP: Dos and Don'ts**

To have the best experience of the Airmeet session, please follow the guidelines below:

1. **Join from Laptop/ Desktop** - The participants joining airmeet through mobile/tablets shall have limited experience. Participants joining through mobile/tablet shall only be able to consume LIVE sessions. Such participants won't be able to speak during the airmeet.
2. Use the latest version of browser: **Google Chrome**. Speakers are advised to use the link to login using **incognito mode of the Google chrome**.
3. Use stable (broadband) internet connection. Using a Mobile Connection hotspot is not recommended.
4. In case of systems with multiple cameras, please ensure that you test the mic and camera setup.
5. Allow Mic and Camera permissions to enable audio/video interactions.
6. Speakers should attend the event using earphones/headphones. This will ensure all background noise/echo is eliminated from the meet.
7. It is advised not to use bluetooth headphones, at times you may face challenges if the right input permissions are not given.

### **Process flow for the Attendees:**

1. After login, before the session has started, the attendees need to grab a seat. Clicking on 'Grab a Seat' lets attendees join a virtual table and talk to other attendees already on that table via video and audio. This is possible only till the session has not started. After it, general conversation can be done through the 'Chat' option available. Please make sure you have granted mic and camera access. Conversation on one table shall be only among the attendees on the same table.
2. Through the Chat option, general conversations can take place. However, the messages will be visible to all the attendees.
3. Also, the attendees can ask questions to speakers through the 'Question' option available. Attendees are advised to use this option only for asking questions.
4. Attendees can use 'Raise Hand' to request the Host of the Airmeet to invite them to the speakers zone to share their thoughts with the audience. Once connected, an

attendee screen shall have a mic and video button strip visible in the bottom of the screen. The attendee then may ensure that the camera and mic are working and are not muted when he/she speaks.

5. Please make sure you have granted mic and camera permissions. You may 'withdraw' from the broadcast or return the mic. Host can stop your video as well.

6. Even attendees can share their screen but only after they raise a hand. The raised hand request is accepted by the host then only the attendee can speak and would be audible to all. After acceptance of a raised request, attendees can share a screen. Only one attendee can be joined with speakers in meet at a time.

7. Only one person can share a screen at a time (either speaker or attendee). Also, anyone sharing screen will have to stop then any other speaker/attendee can share screen. Attendees can enable/disable their video and audio, using the 'mic' and 'video camera' icons at the bottom respectively, after they raise hand.

8. All speakers or any joined attendee should keep their mic mute if they are not speaking this reduces any noises in meet. And ensure mic is on when they are speaking.

## **Frequently Asked Questions (FAQs)**

### **Question- How to connect to this meeting/COP?**

**Answer-** Please click on the link provided, login and then you'll be connected. Using laptop and chrome is recommended. Please note that using a phone would restrict you from using the 'raise hand' feature. You can only ask questions through the chat section

### **Question- How do I grant camera and mic permission?**

**Answer-** Try one of the following steps:

1. When accessing Airmeet, you will be prompted to Allow or Block permission for using the camera and microphone by Airmeet.com. Click on Allow for camera and microphone.

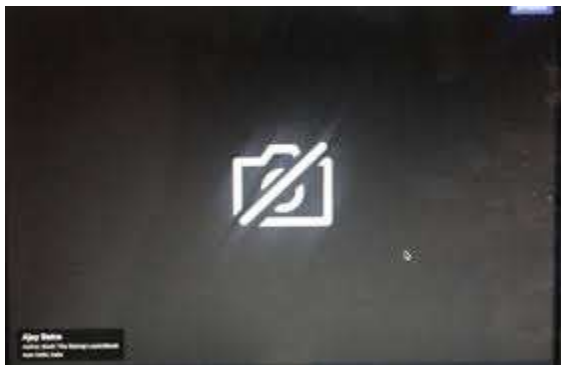
2. To change settings in your Chrome browser, go to Settings, then Site settings and then, click Camera or Microphone and put Airmeet.com under the Allow section.

### **Question- How can I mute myself?**

**Answer-** By clicking on mic and camera icons situated just at the bottom centre of your screen, you can stop your own audio-video feed.

**Question- My video is not visible and a broken camera icon is visible to others. What to do ?**

**Answer-** If your video is not visible and the following broken camera icon is visible to others:



This happens when another application on your device is using your default camera. To fix this, close all other applications which could be using your camera and refresh page.

**Question- My camera is not working?**

**Answer-** If you can't see your camera feed, please try the following options to start your video feed.

1. Please check that you have a working camera.
2. Please check that you have provided permissions for using the camera for virtual table meetings.
3. Please check that the camera is not disabled.
4. Please refresh the page to re-enter the Airmeet event and try joining the virtual table again.

**Question- My mic is not working?**

**Answer-** If you can't hear your voice, please try the following options to fix your audio.

1. Please check that you have a working mic.

2. Please check that you have provided permissions for using the mic for virtual table meeting.
3. Please check that the mic is not mute.
4. Please refresh the page to re-enter the Airmeet event and try joining the virtual table again.

**Question- I got disconnected. What to do?**

**Answer-** Disconnection could be a result of poor internet connectivity. To connect again, please try following steps:

1. Please make sure you have a stable internet connection.
2. Reload the page. You should automatically join the Airmeet session.
3. Join Airmeet event from an incognito tab as it could be a cache issue.
4. If you are a Speaker, it is possible that your private speaker link was inadvertently shared, by the host, with another speaker of the event. Please check with the event organiser/host to share correct invitation links with all speakers.

**Question- Any other issue.**

**Answer-** After you join Airmeet, at the bottom right page 'Help' icon is there to search for the issues and their resolutions .

**Attendees may join the event 30 mins prior to the event so that they can test their mic, camera, connectivity.**

In case attendees face any technical issue in joining they may contact at support No. of TRAI :- **033 2236 1405**

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