



GOVERNMENT OF KERALA

No:ITCell-1/116/2020-ITD
Electronics & Information Technology(IT CELL)Department
Thiruvananthapuram,
Dated:13/11/2020

CIRCULAR

Sub: Electronics & Information Technology Department – Instructions on hosting and participating official Video Conferences/ Online meetings - Guidelines issued- Reg

Nowadays, being in the Covid-19 scenario, most of the meetings in Government are conducted online through Video Conferences. The online meetings including the Council of Ministers meeting, meetings by Hon'ble Chief Minister, Ministers, Chief Secretary and Secretaries are held through various Video Conference platforms like **People Link Ultra, Insta VC, Google Meet, Microsoft Teams, Cisco Webex & Zoom** .

Kerala State IT Mission is entrusted with providing technical support for the Video Conferences in Secretariat, especially the online Cabinet meeting and the meetings convened by Hon'ble Chief Minister. KSITM also supports online meetings in the O/o Ministers, O/o of Chief Secretary, Secretaries and Secretariat Departments.KSITM is entrusted with the creation and sharing of meeting links in various VC platforms to the departments and offices.

The shortage of supporting staff/man power to handle the Video Conferences(VC) in Secretariat has become a concern, since a number of meetings are being held daily, that of Departmental/HOD level meetings, Working Groups, Hearings, staff meetings, Secretary level meetings etc. The manpower now available for VC support is few to handle simultaneous meetings in Secretariat. However a quick response team is setup to monitor and sort out the issues arising in the meetings .

Due to the lack awareness in handling the online meeting interfaces such as **People link, Google meet, zoom, Insta VC** etc, several hindrances occur in VC sessions. Sometimes issues such as Audio/ Video failures, disconnection with the participants etc often happens. Most of the issues can be rectified by understanding the VC platform and certain basic things related with user interface .

In order to understand/learn the steps for managing the smooth conduct of a Video Conference, the following guidelines are issued to the knowledge of participants who are attending the video conference

1. For conducting/attending a video conference, the following preparations are needed;

- a. *Ensure that, proper lighting is available in the site*
- b. *Ensure a quiet environment avoiding Noisy background.*
- c. *Availability of Internet at the site(if not available , to call for Network support @ 7333 help desk no.)*
- d. *Ensure sufficient power backup for all devices(Laptops) which are used for Video Conferencing including internet.*
- e. *An internet-connected Laptop/ Desktop computer/ Tablet / Smartphone is required for a VC.*
- f. *If a Desktop is used, Headset with Mic, Speakers, Webcam, Table top Mic is required.To ensure the proper working of the same.*
- g. *If a Laptop is used, no separate devices are needed, since Mic, speakers, webcam are integrated within the Laptops. Need to ensure that, the integrated Webcam, Mic and speakers of the laptops are in working conditions and drivers updated.*
- h. *To connect laptops with large display devices such as TV or projector, an HDMI/VGA cable would be required.*
- i. *To connect a laptop to the LAN network for accessing Internet, an IP Address has to be setup, which shall be done by KELTRON support team.But only official Laptops are allowed to connect to the SecWAN network.*
- j. *Before clicking the meeting link, it is a good practice to clear the*

cache of the browser.

- k. *Allow access to the Microphone and Webcam in browser, while clicking a meeting link.If access not allowed, Mic and Webcam will not function in the meeting webpage.*
 - l. *Check the Camera presets in the Website, zoom the Camera, if needed.*
 - m. *Check that Microphone is placed appropriately to access your voice for the meeting.*
 - n. *Check the working of Speaker system of Laptop/ External. Ensure that, there is no echo effect*
 - o. *No two devices, used by two persons to join the same meeting should be kept closer, to avoid echoing effect. A minimum distance should be kept between two laptops or phones used for the meetings.*
 - p. *Login to the application and establish connections few minutes early*
 - q. *Enter name of the participant and ensure that it is displayed correctly in solution*
 - r. *Check video and audio quality at participating sites and with host.*
 - s. *If there are any presentation for a VC, it should be verified in prior before starting the actual VC.*
 - t. *Use Google chrome browser for VCs held in Google Meet and Microsoft Teams .*
 - u. *Make sure to mute the MIC, while not in conversation. Otherwise sound disturbances and echoing effects shall creep in.*
 - v. *In case of Audio/ Video failures while joining a session, exiting and re-joining the session would sometimes rectify the issue, if it is not a technical fault. Otherwise a complete restart of the Desktop or Laptop would also help in some ways.*
2. A Quick Start Guide for Video Conferencing, is attached as Annexure to this Circular. All departments/sections, O/o Ministers & Secretaries shall refer to the Quick Start Guide, having the step-by-step instruction to join/host a Video Conference through various platforms viz. Google Meet, People Link Ultra, Insta VC, Zoom, Microsoft Teams.

3. All departments/sections, O/o Ministers & Secretaries are requested to create links for the VCs by their own, following the guidelines in the Quick Start Guide. For any technical support in creating links and joining the meetings, the Help Desk No.@ 7333, may be utilized in prior. The VC response team shall provide technical assistance. KSITM VC support shall be contacted @ 9446142347 ; 8075378851
4. Necessary training in using the different VC platforms, shall be given to the staff in the O/o Ministers, Secretaries, departments and Sections, by KSITM VC support team.
5. The Video Conferences/ Online meetings chaired by the Hon'ble Chief Minister should be informed in prior, to the KSITM VC support and to IT-CELL(itcell@kerala.gov.in).
6. KSITM is entrusted with the management of online meetings chaired by Hon'ble Chief Minister. The Technical support person of KSITM may be contacted in prior, for arrangements for VC chaired by CM, in the contact no.9446142347; 8075378851, and in the mail id vc.ksitm@kerala.gov.in.
7. The deferred Video Conference meetings of departments/sections arranged by KSITM, should be intimated to KSITM VC support person and IT CELL in prior.
8. Since the Desktops installed in Secretariat are not equipped with Video Conference hardware, the Laptops available with the officers should be utilized for Video Conferences/online meetings.
9. The Laptops provided for Ministers for the Online Cabinet meetings are to be exclusively used for that purpose only. It shall not to be used for joining other VCs or for other office purpose, so as to keep the confidentiality and privacy of information.
10. Hardware & Network failures at the time of VC shall also be intimated to KELTRON support in the help desk no@ 7333.

**K MOHAMMED Y SAFIRULLA IAS,
ADDITIONAL SECRETARY**

To:

The PS to Honble Chief Minister/ Ministers.

The Special Secretary to the Chief Secretary.


All Additional Chief Secretaries/Principal Secretaries/Secretaries.

All Departments and Sections in Government Secretariat.

The Director, KSITM, Thiruvananthapuram.

Stock File/ Office Copy.

Forwarded / By order.



Section Officer.



QUICK START GUIDE FOR VIDEO CONFERENCING SET-UP

Kerala State IT Mission
Electronics and Information Technology Department
Government of Kerala



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What You should do before a Video Conference

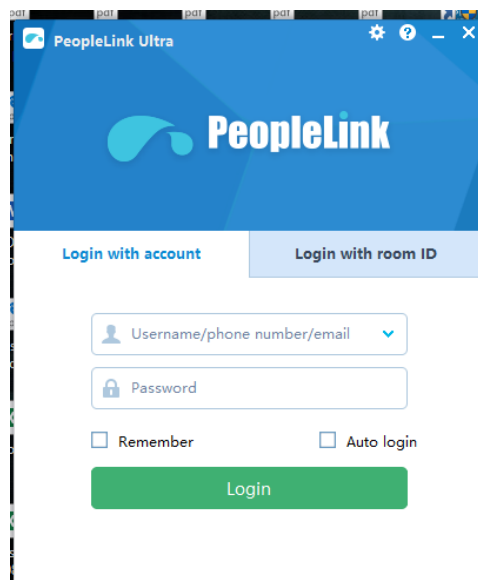
For conducting/attending a video conference, you need to ensure the following

1. Ensure that, proper lighting is available in the site
2. Ensure a quiet environment, without noisy background.
3. Availability of Internet at the site
4. Ensure sufficient power backup for all devices which are used for Video Conferencing including internet.
5. An internet-connected laptop, computer, tablet or smartphone
6. Headset or ear buds, if required
7. Microphone
8. Webcam
9. Check the Internet connectivity – If needed, set up IP Address too
10. Clear cache of the Laptop/ Desktop
11. Check your site's camera presets, zoom the Camera, if needed.
12. Check that site's microphone placement is appropriate for your meeting
13. Check that site's Speaker system of Laptop/ External. Ensure that, no echo effect
14. Login to the application and establish connections a few minutes early
15. Enter name of the participant and ensure that it is displayed correctly in solution
16. Check video and audio quality at participating sites and with host.
17. If any presentation for VC, please verify it before actual VC
18. Make sure to mute the MIC, while not in conversation.

PeopleLink Ultra – Video Conference

How To get Start a PeopleLink Ultra

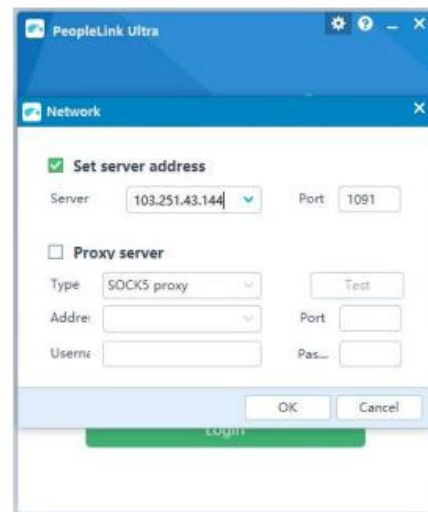
- Download and install PeopleLink Ultra **For PC** from <http://10.1.21.21:8089/> (KSWAN Users) or <http://103.251.43.144:8089/> (Other Users)
- Or Please download and install the application from the link <https://tinyurl.com/vcwindows>
- (Laptop/Desktop with minimum Windows Corei3/4GB Required)
- Open PeopleLink icon from Desktop



- Click Setting icon (NETWORK button) in the top Right side and set Server Address as 10.1.21.21 (for KSWAN Users) and 103.251.43.144 (Other Users) and port as 1091



KSWAN

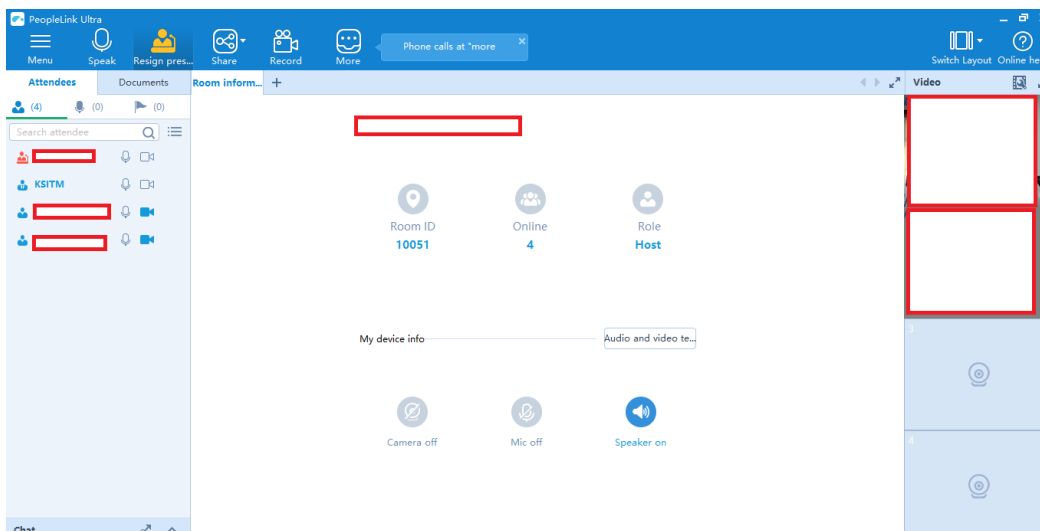


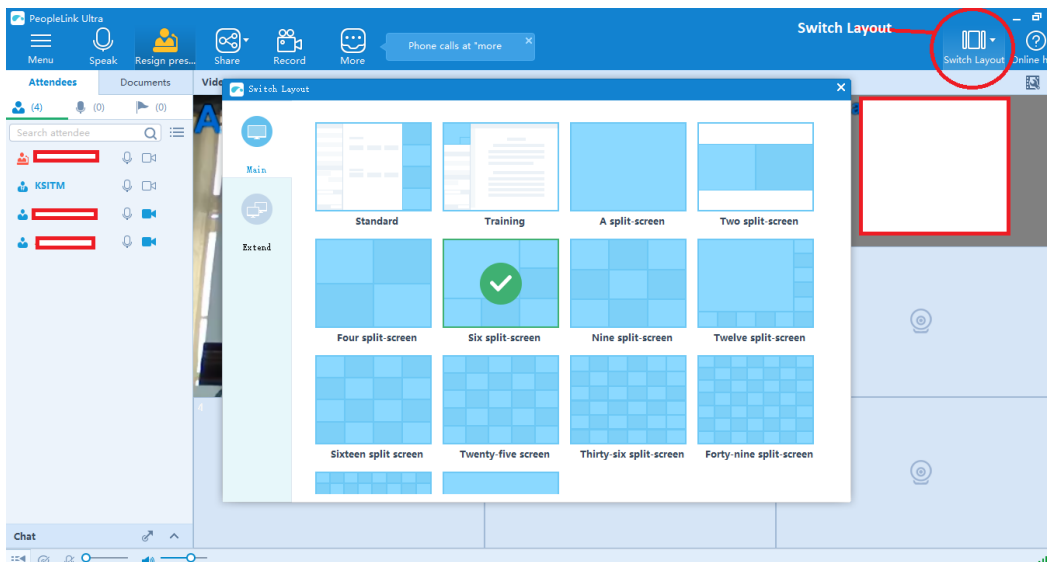
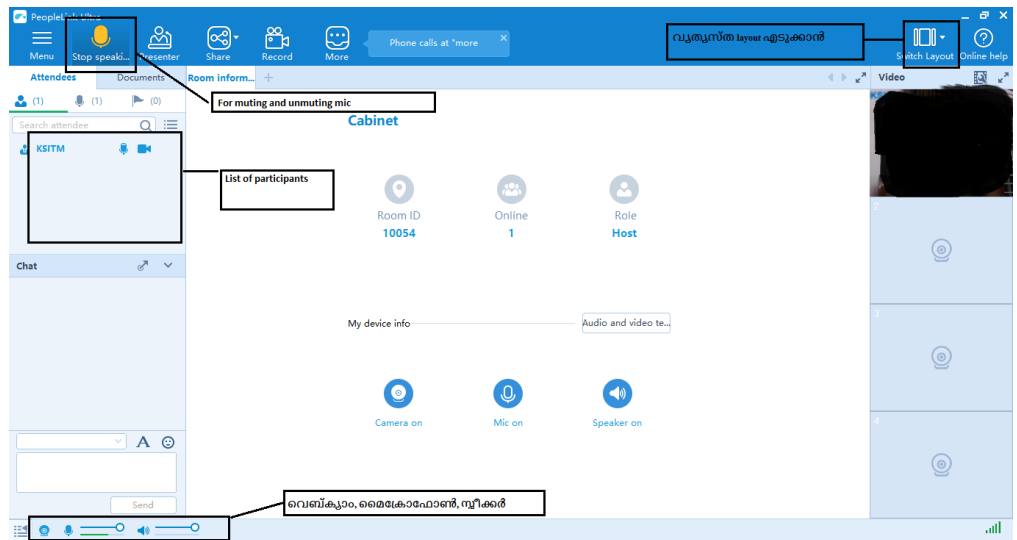
PUBLIC IP

- Click Ok
- Enter Username and password allotted
- Click Login
- Select meeting room



➤ Enter into Meeting Room

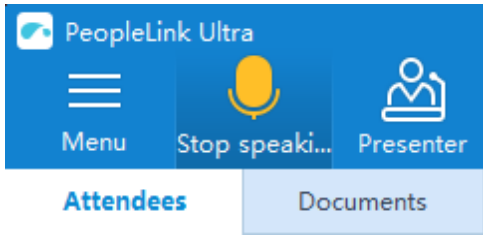




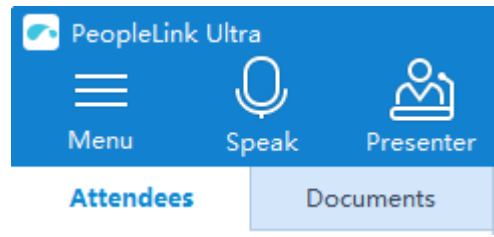
- Ensure that, the webcam, microphone and speaker icons in left bottom corner are in ON position



- Ensure to switch off the microphone in top left side.



ON

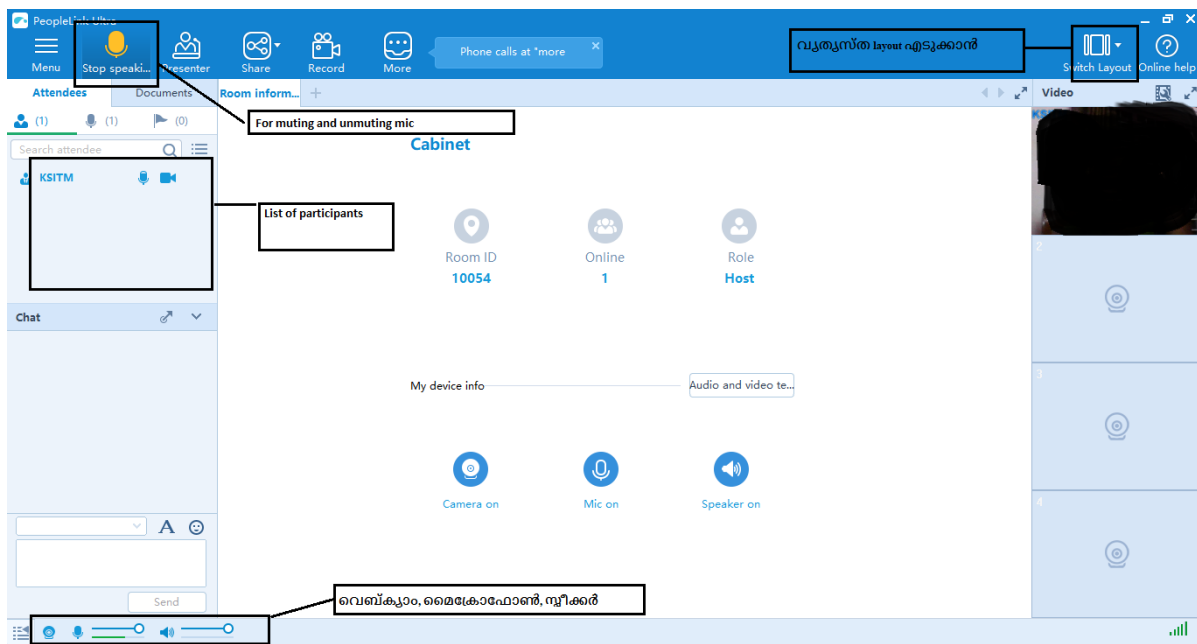


OFF

- Switch on the microphone while speaking.

For Viewing other participants in PeopleLink

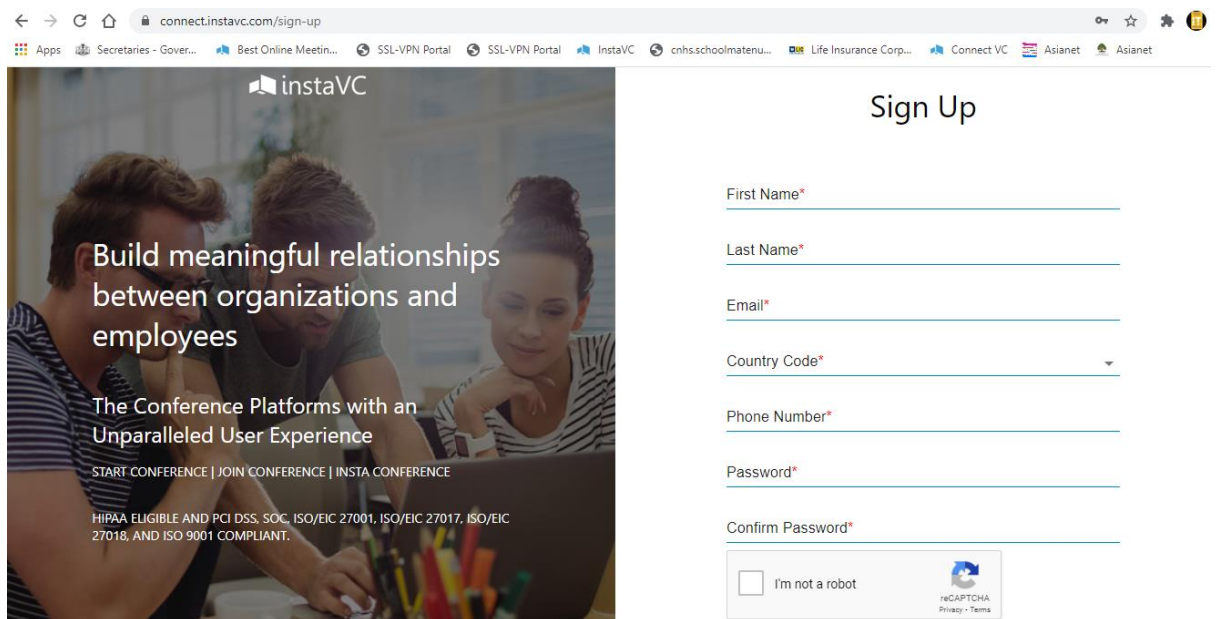
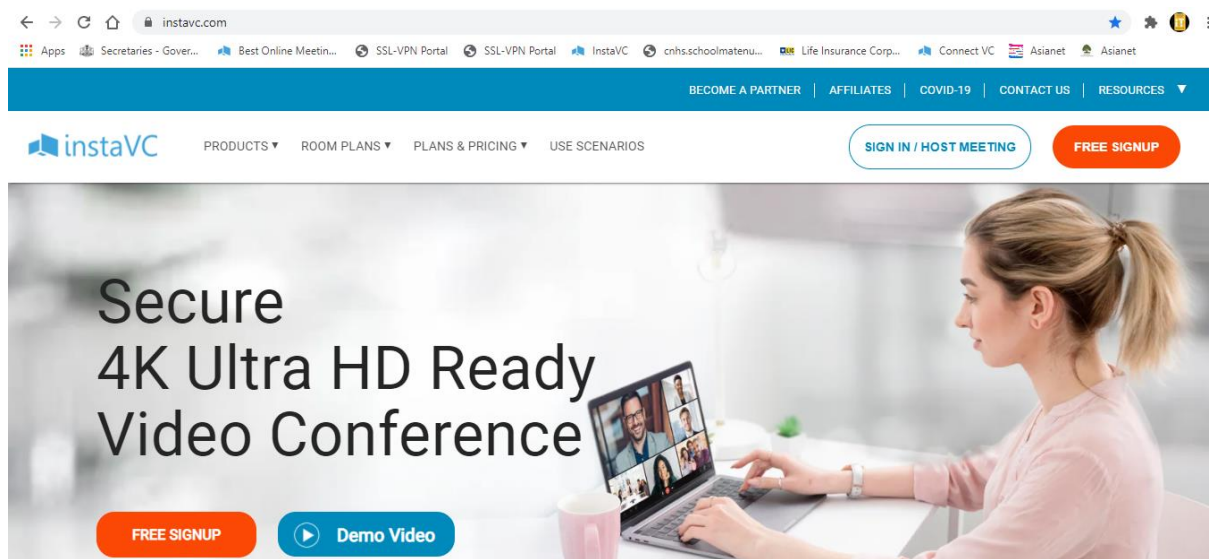
- You can view the list of other participants in the left side of the screen.

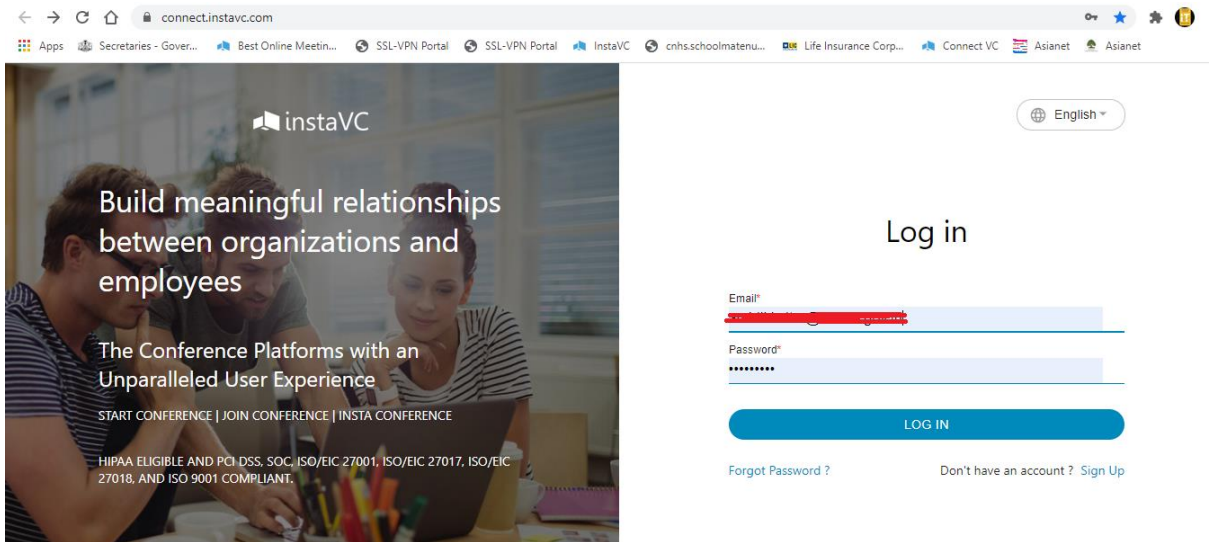


InstaVC – Video Conference

How To Get Started With InstaVC

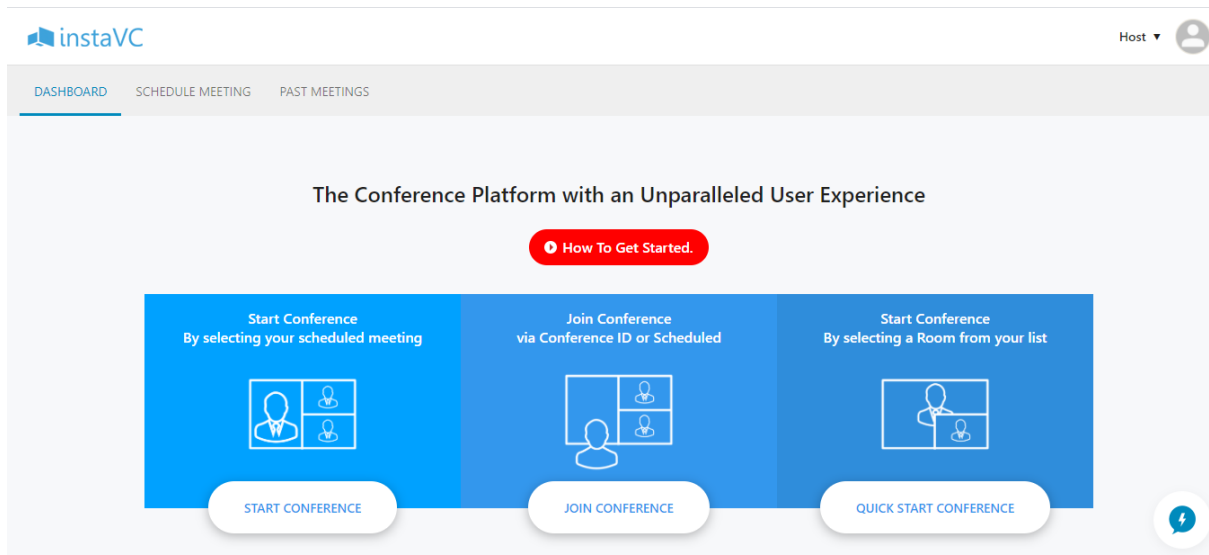
- Sign in/ Login in <https://www.instavc.com/> for conducting video conferencing using InstaVC

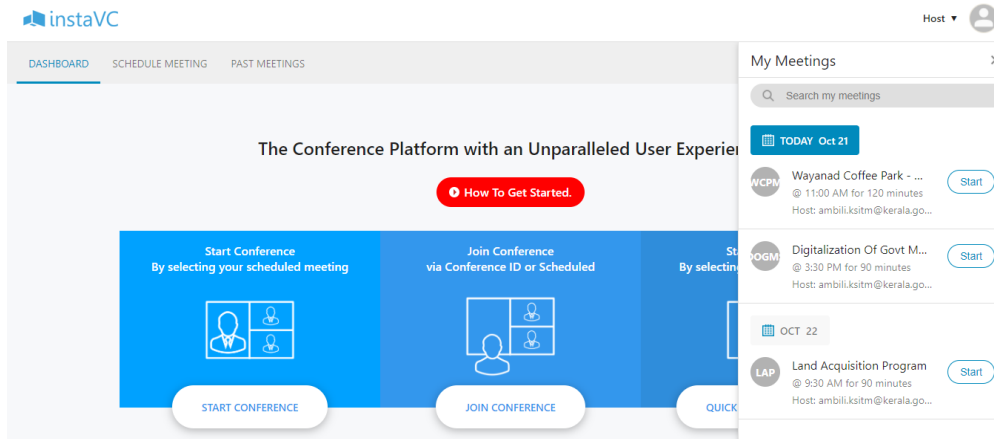




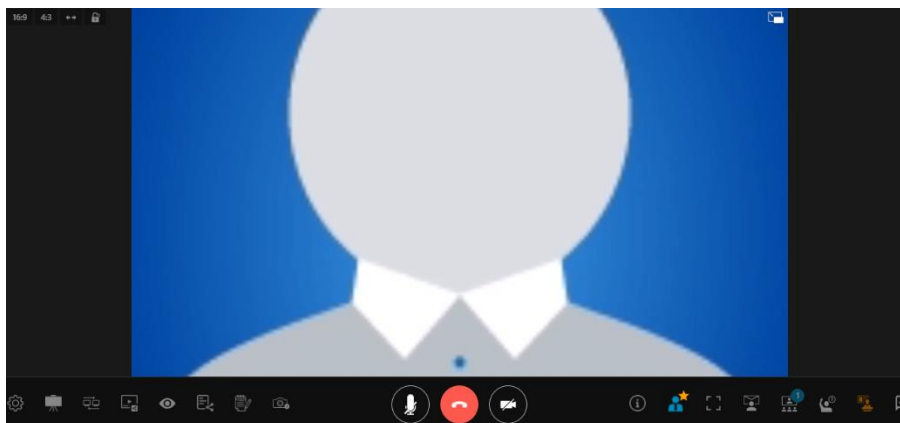
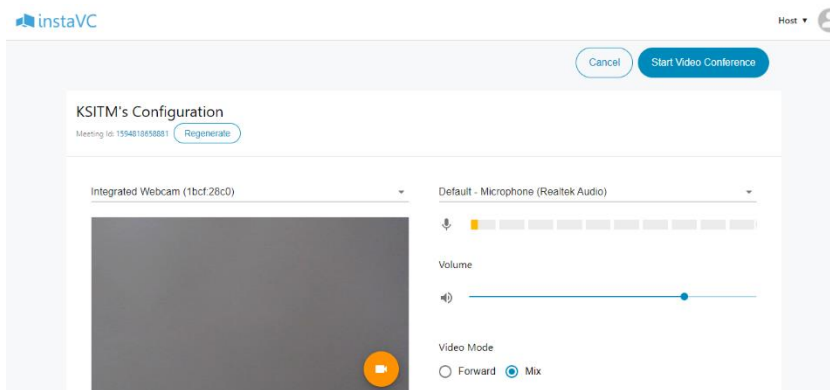
To Start a Meeting in InstaVC

- Select Start Conference or Quick Start Conference buttons from Dashboard for starting a scheduled VC or instant VC respectively

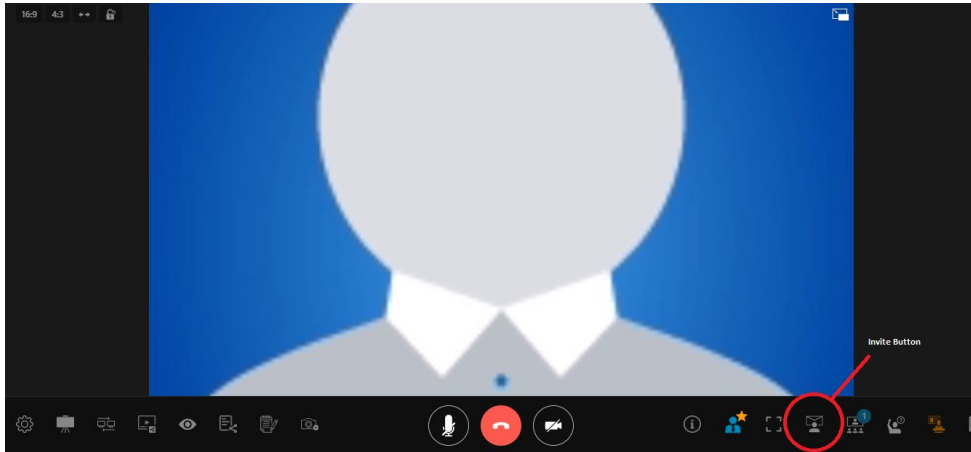


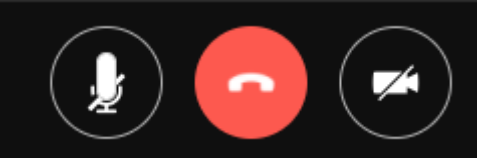


➤ Click Start Button to start a VC

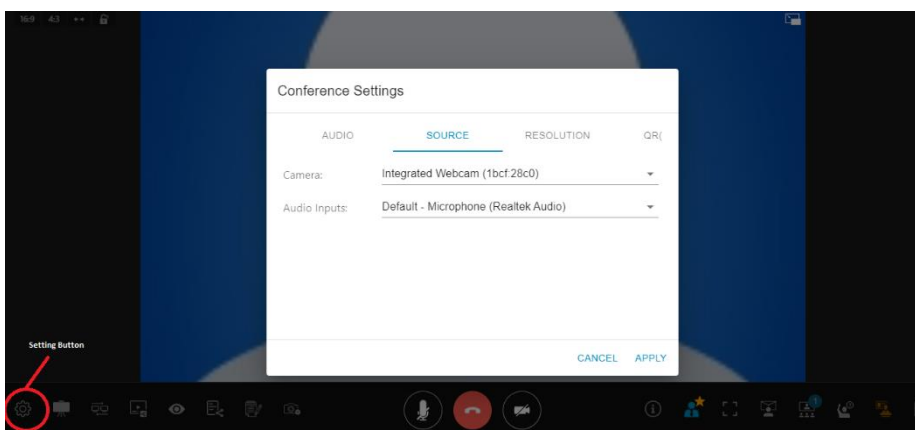


- In the meeting screen, use **“Invite”** button in the bottom tool bar



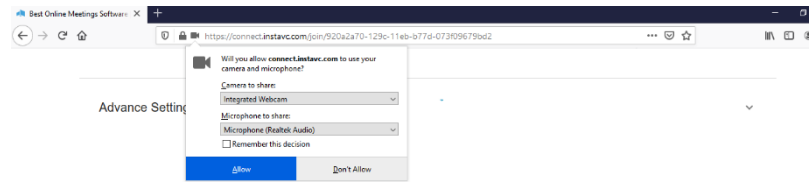
- Use  buttons to control audio and video.

- Use Setting option in the bottom right corner for changing the audio and video devices

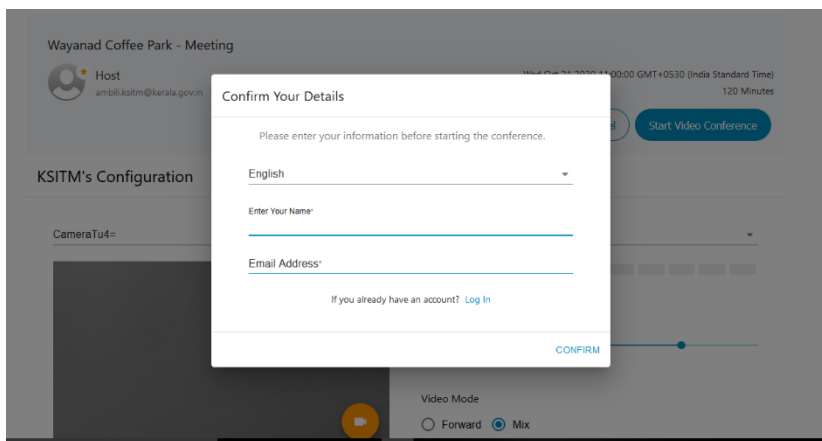


To Join in a Meeting in InstaVC

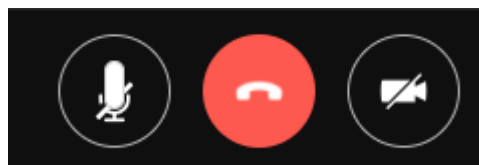
- You can join in the InstaVC by clicking on the meeting link (eg : <https://connect.instavc.com/join/920a2a70-129c-11eb-b77d-073f09679bd2>) through the Browser



- Permission need to be granted for camera and audio devices for entering into the VC



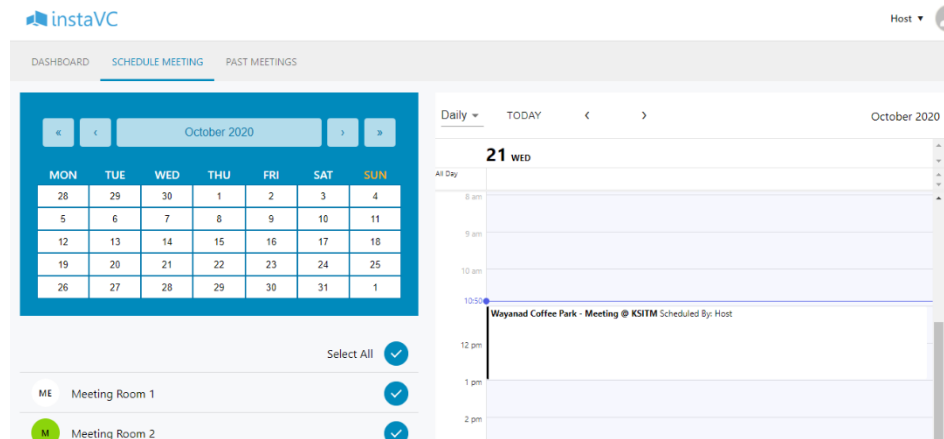
- Enter details for entering into the VC and click on Confirm Link and then click Start Button



- Use buttons to control audio and video.

To Schedule a Meeting in InstaVC

- Click the schedule meeting tab in InstaVC in InstaVC home page, for scheduling a meeting



Create New Meeting / Edit

Give a name to your meeting
Covid Core Group Meeting

Select a room for your meeting
KSITM

21/10/2020 15:00

Set Duration Custom Duration

Set Custom 180 Minutes

Recurring Schedule

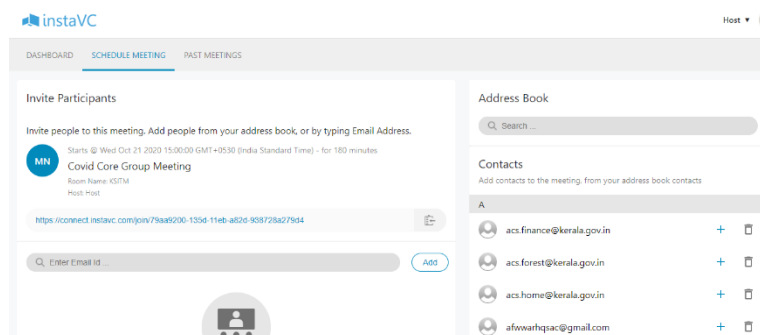
Settings

Guest can login as Anonymous Allow Only Invitees to Join Conference (Password Protected)

Enable Waiting Room Enable Training Mode Audio Conference Enable Mix Video by Default

Allow guest to control their video/audio

- Use “**Invite**” button for inviting participants to the meeting

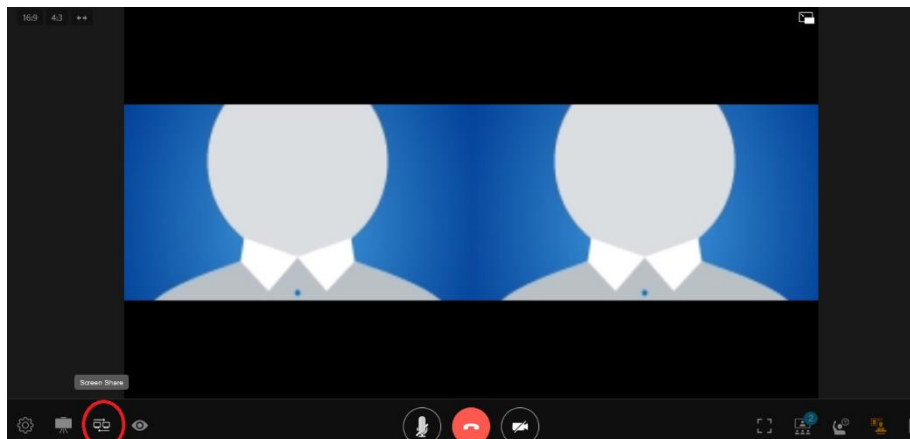


View Your Meeting List in InstaVC

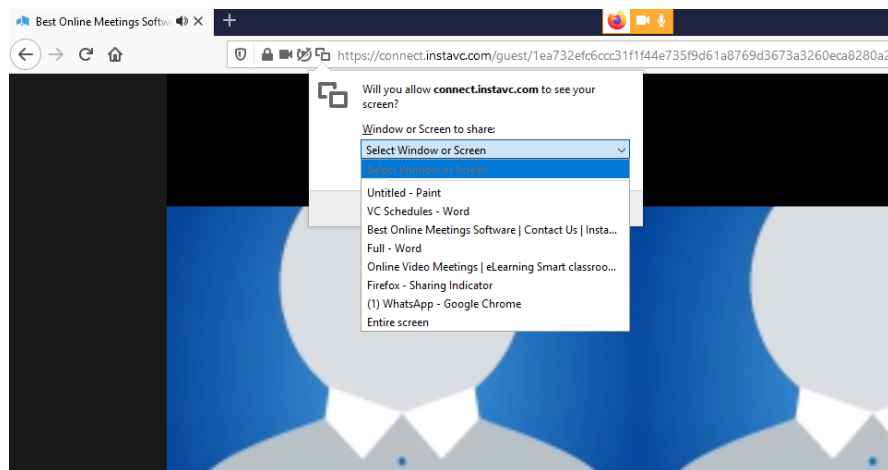
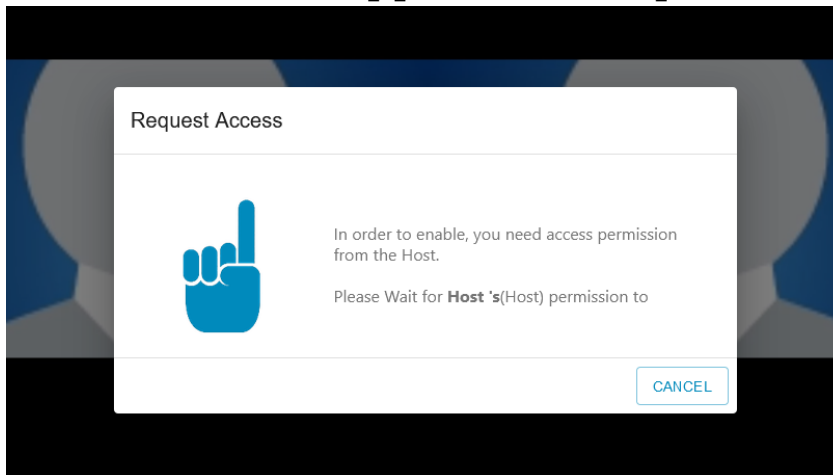
- From the Schedule Meeting Tab, you can view a list of your scheduled meetings.
- To reschedule a meetings from calendar, click on the Meetings and then Edit.

For Screen Sharing in InstaVC

- InstaVC allow to Share presentation or video during a meeting by clicking the Share Screen button in the bottom tool bar and choose any option from the dropdown list depending upon the document.
- Please ensure to open and keep the presentation in full screen



- Wait for host to approve the request

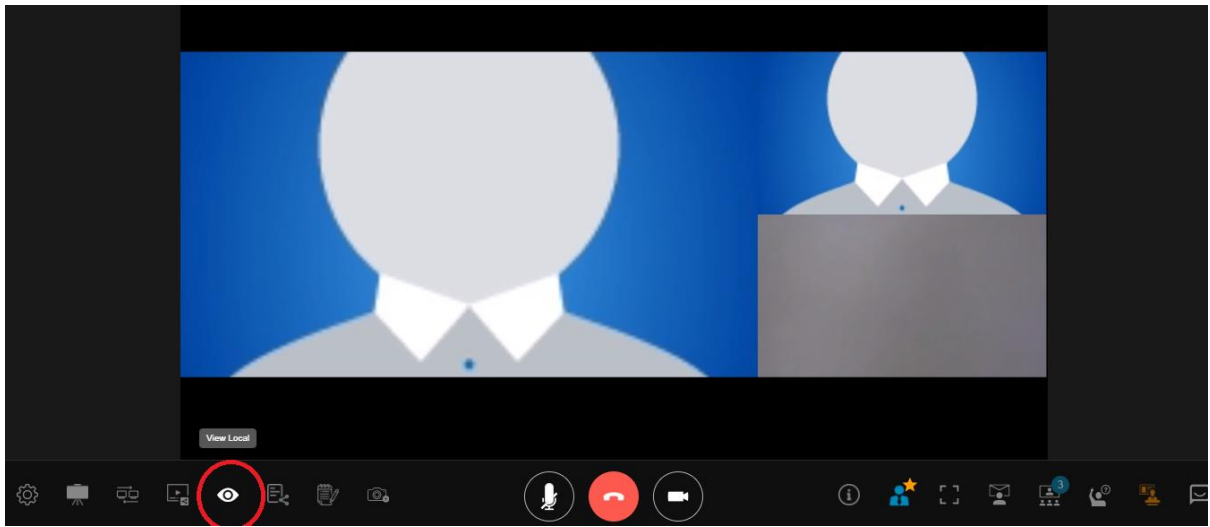


For Viewing other participants in InstaVC

- To view the list of other participants of a meeting, Click participants icon in the Bottom Tool Bar.

For Viewing Self Video in InstaVC

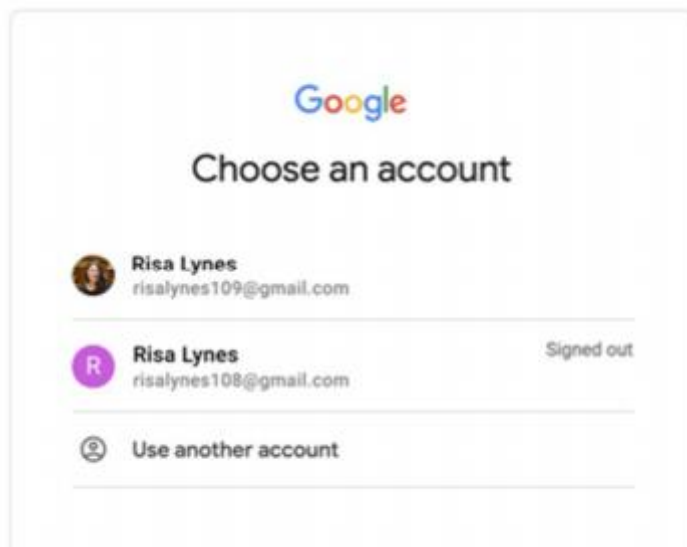
- To view the self video in InstaVC, click view local icon in the Bottom Tool Bar.



Google Meet – Video Conference

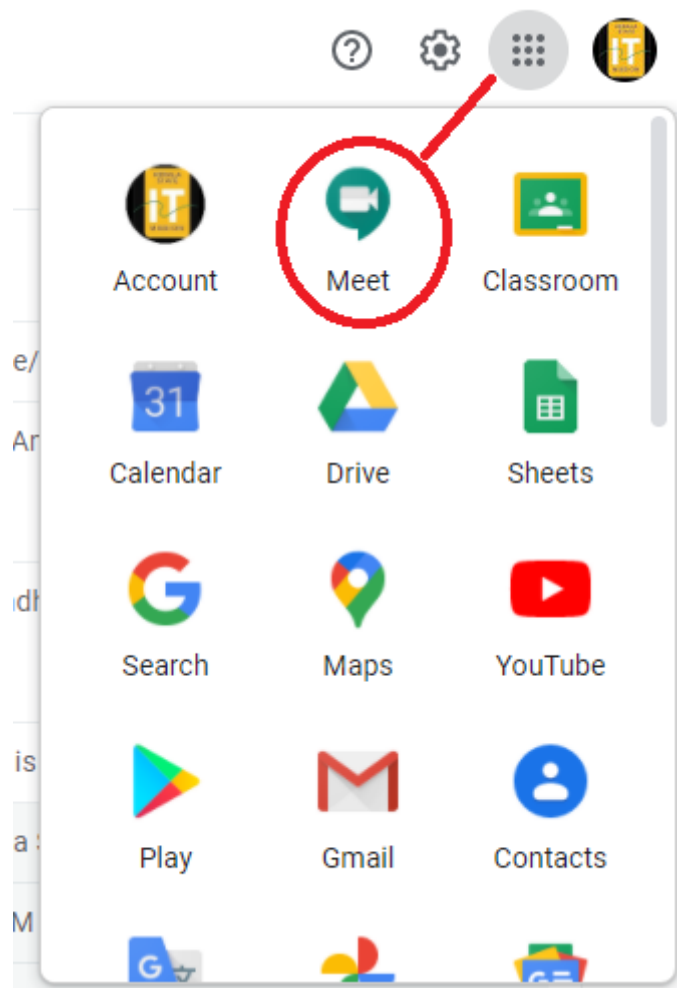
How To Get Started With Google Meet

- Sign in using Gmail or Google id or download Google meet Mobile app from Google Play Store or Apple Store (<https://meet.google.com/>)
- Click on the “SIGN UP” button before joining the VC.



To Start a Meeting in Google Meet

- Select Google Meet icon from the top right corner of your google account



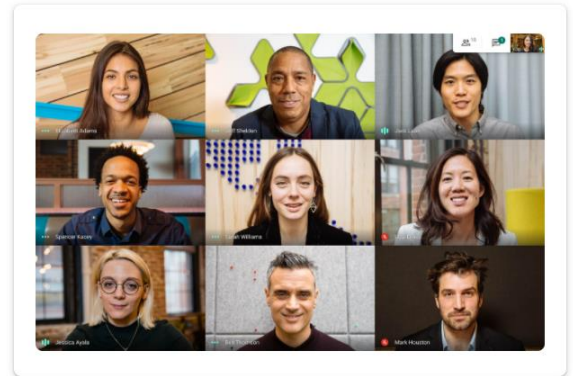
- Click New Meeting button.

Premium video meetings. Now free for everyone.

We re-engineered the service we built for secure business meetings, Google Meet, to make it free and available for all.

[New meeting](#)

[Learn more about Google Meet](#)



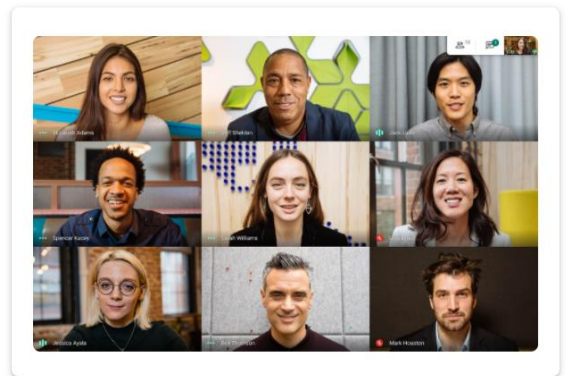
- Select to start instant meeting or schedule a meeting with Google Calendar

Premium video meetings. Now free for everyone.

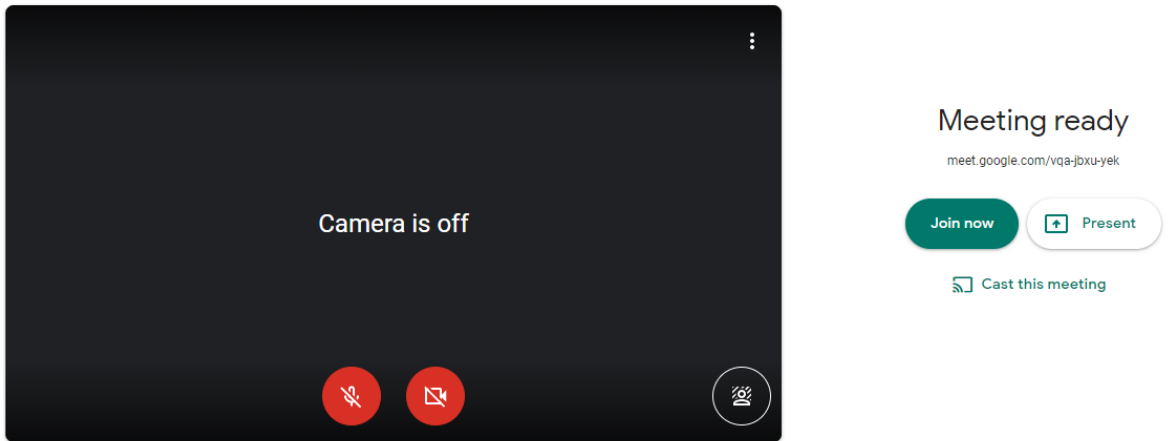
We re-engineered the service we built for secure business meetings, Google Meet, to make it free and available for all.

[Get a meeting link to share](#)

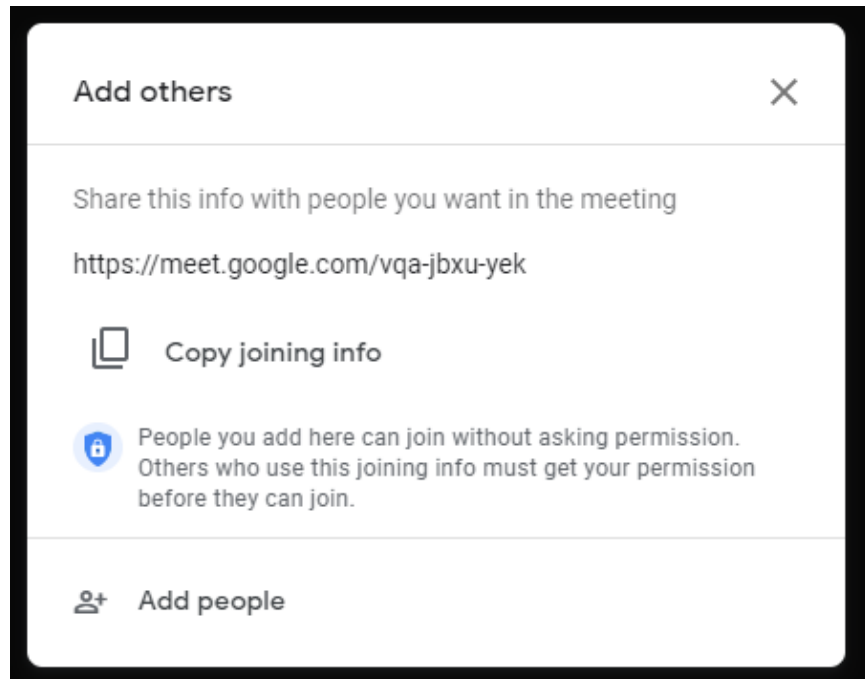
- + Start an instant meeting
- 📅 Schedule in Google Calendar




- Click Join Now Button to create an instant VC.

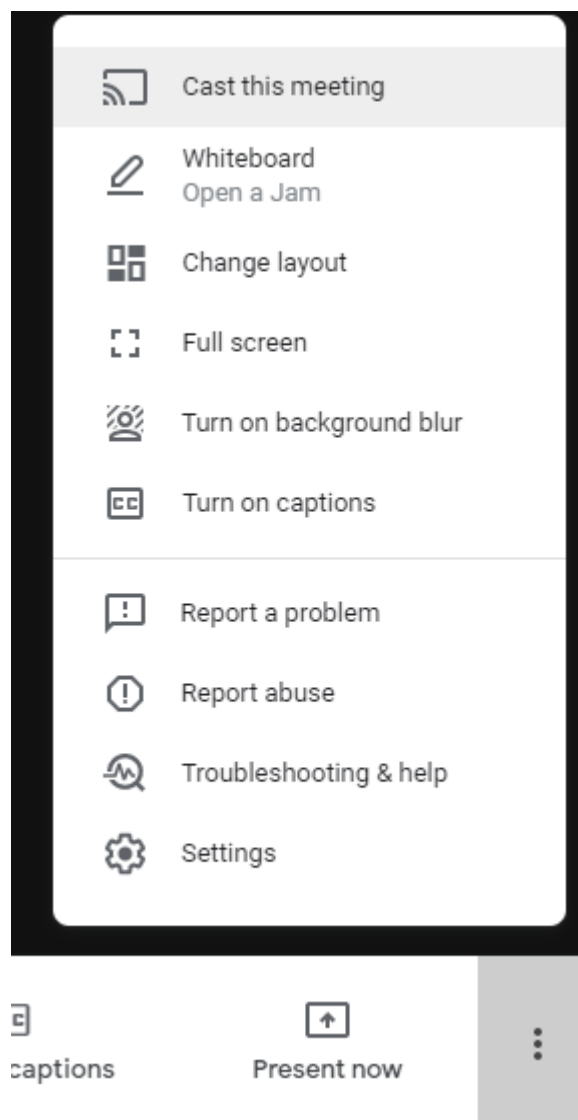


- In the new meeting screen, use “**Add People**” button or share the meeting link for inviting participants to the meeting



➤ Use  buttons to control audio and video.

➤ Use Setting option in the bottom right corner for changing the audio and video devices



To Join in a Meeting in Google Meet

- You can join in the Google Meet VC either by clicking on the meeting link (eg : <https://meet.google.com/jbz-rhuy-gvg>) or by entering the meeting id through the Browser

 Google Meet

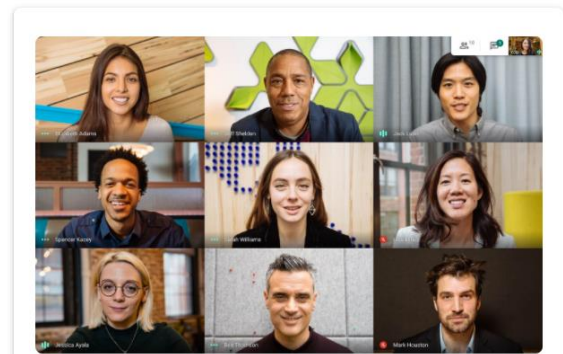


Premium video meetings.
Now free for everyone.

We re-engineered the service we built for secure business meetings, Google Meet, to make it free and available for all.



[Learn more about Google Meet](#)



- Use



buttons to control audio

and video.

To Schedule a Meeting in Google Meet


- Click the schedule a meeting in Google Calendar in the google meet home page, for scheduling a meeting

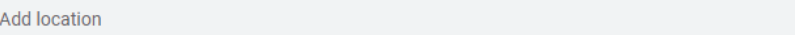
× Add title Save


Oct 20, 2020 11:00pm to 12:00am Oct 21, 2020 Time zone

All day Does not repeat ▾


Event Details Find a Time


 meet.google.com/oix-vzym-rwh · Up to 100 participants



 Notification ▾ 30 minutes ▾ ×

Add notification

 Kerala State Video Conferencing - Kerala State IT Mission ● ▾

 Busy ▾ Default visibility ▾ ?

Guests

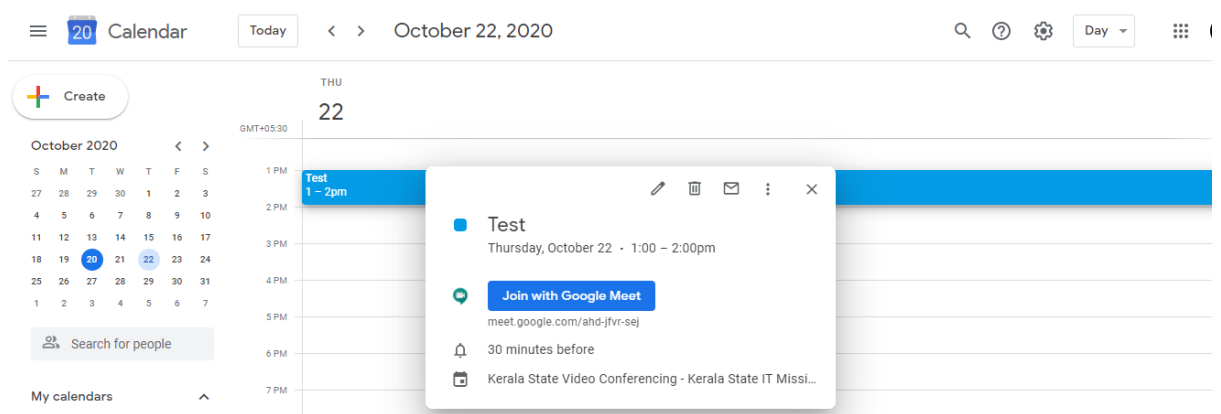
Add guests

Guest permissions

- Modify event
- Invite others
- See guest list

View Your Meeting List in Google Meet

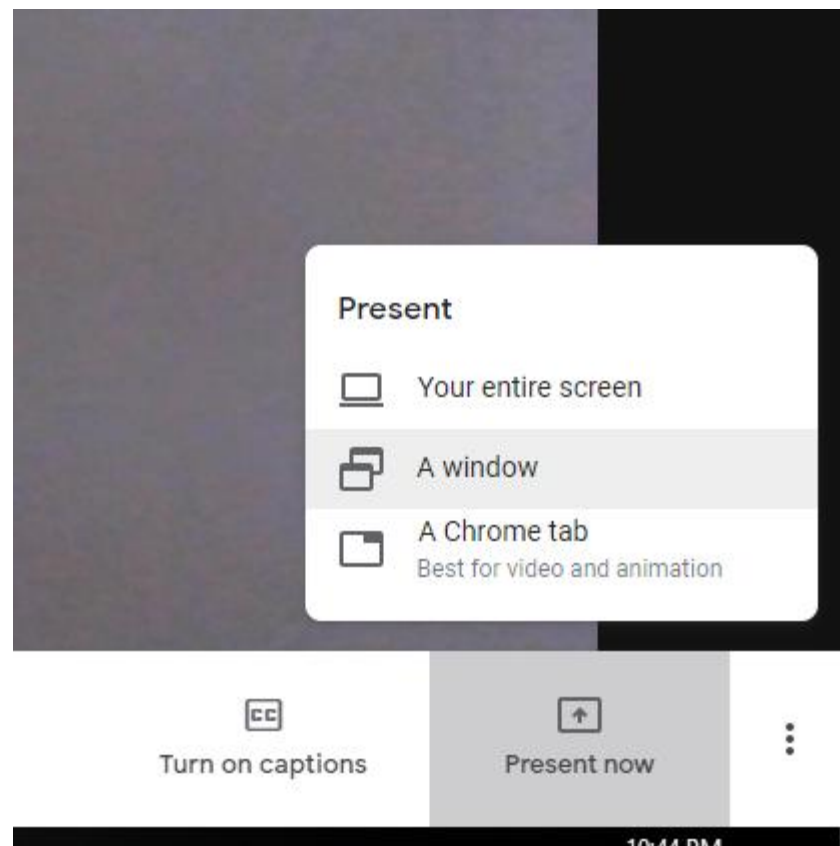
- From the Google Calendar, you can view a list of your scheduled meetings.
- To reschedule a meetings from calendar, click on the Meetings and then Edit.



- You can also start a meeting by clicking the join with Google Meet button from the Google Calendar

For Screen Sharing in Google Meet

- Google Meet allow to share presentation or video during a meeting by clicking the Share Screen button in the bottom tool bar and choose any option like Entire Screen, A Window, A Chrome Tab depending upon the document.



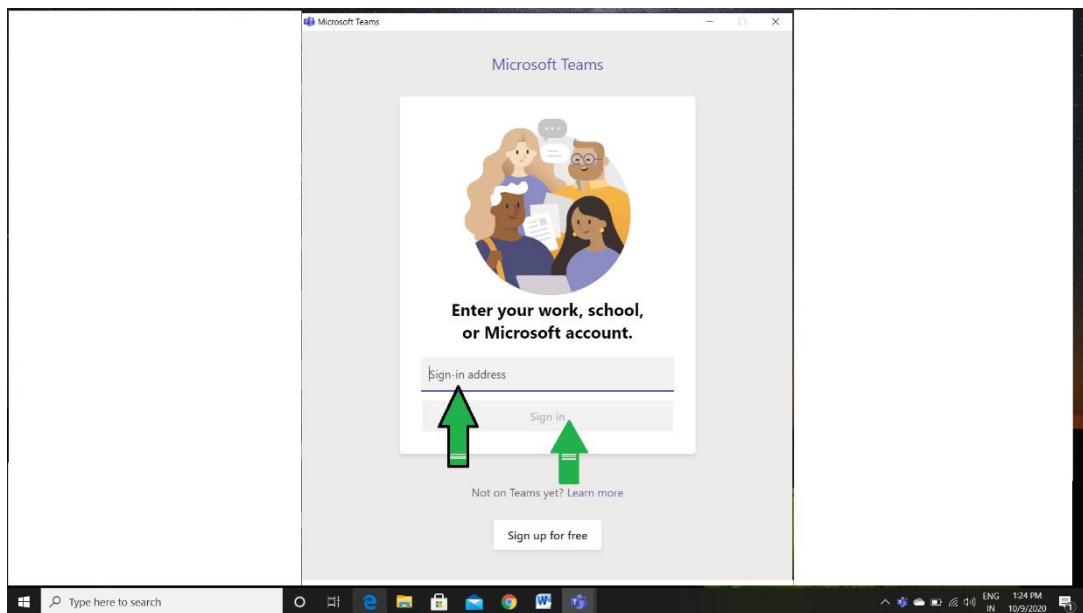
For Viewing other participants in Google Meet

- To view the list of other participants of a meeting, Click participants icon in the Top Right side.

Microsoft Teams – Video Conference

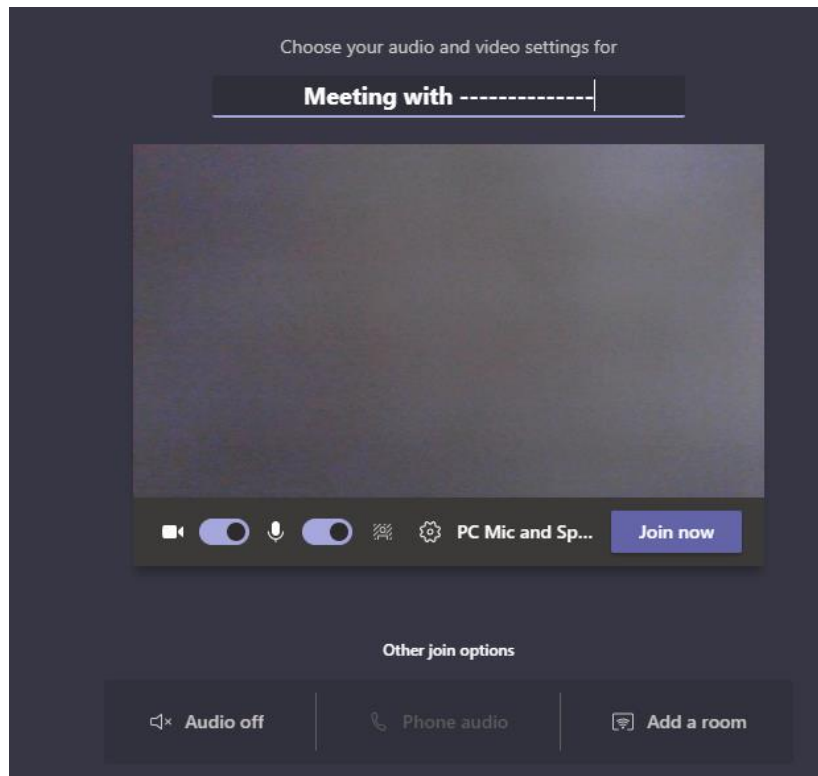
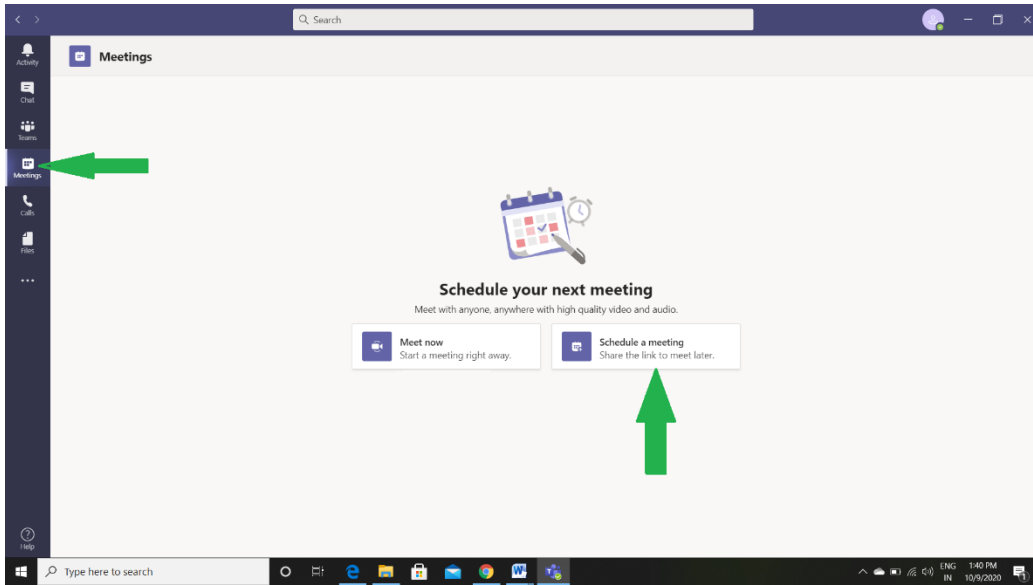
How To Get Started With Teams VC

- Download and install Microsoft Teams from browser
(<https://www.microsoft.com>)
- Open Teams App
- Login with your Microsoft email ID, if not registered please signup.

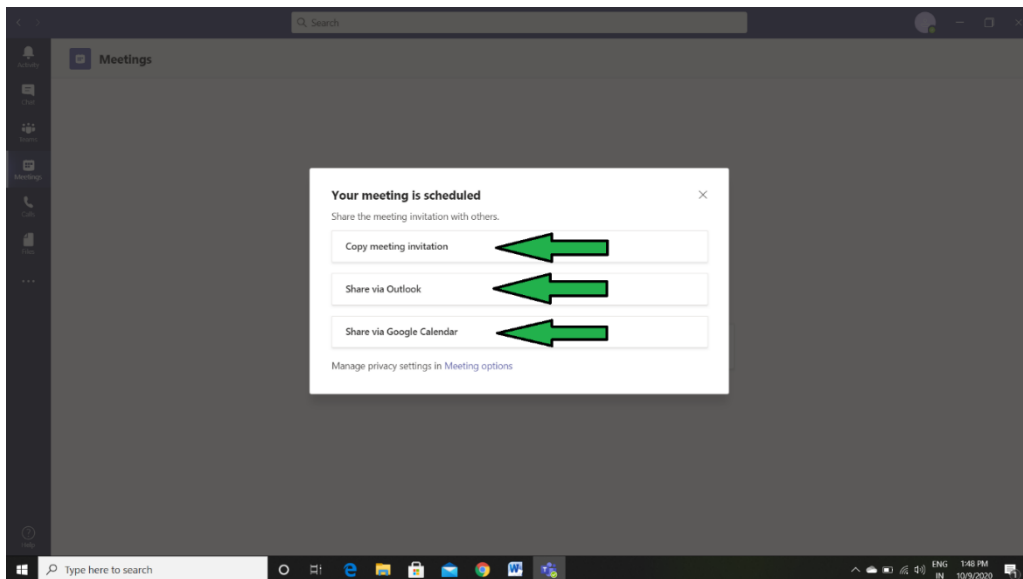


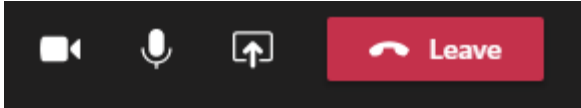
To Start a Meeting in Teams

- Select Schedule or Meet Now in the dashboard



- Here, you can edit meeting settings or copy the “Invitation URL” that you send to the attendees.



- Use  buttons to control audio and video.
- Use Device Settings Option to change Audio and Video devices

To Join in a Meeting in Teams

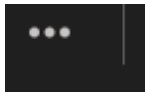
- You can join in the Teams VC by clicking on the meeting link provided and join the meeting button.

Your Meeting List in Teams

- View all upcoming meetings and appointments by selecting Calendar 📅 on the left side of the app.

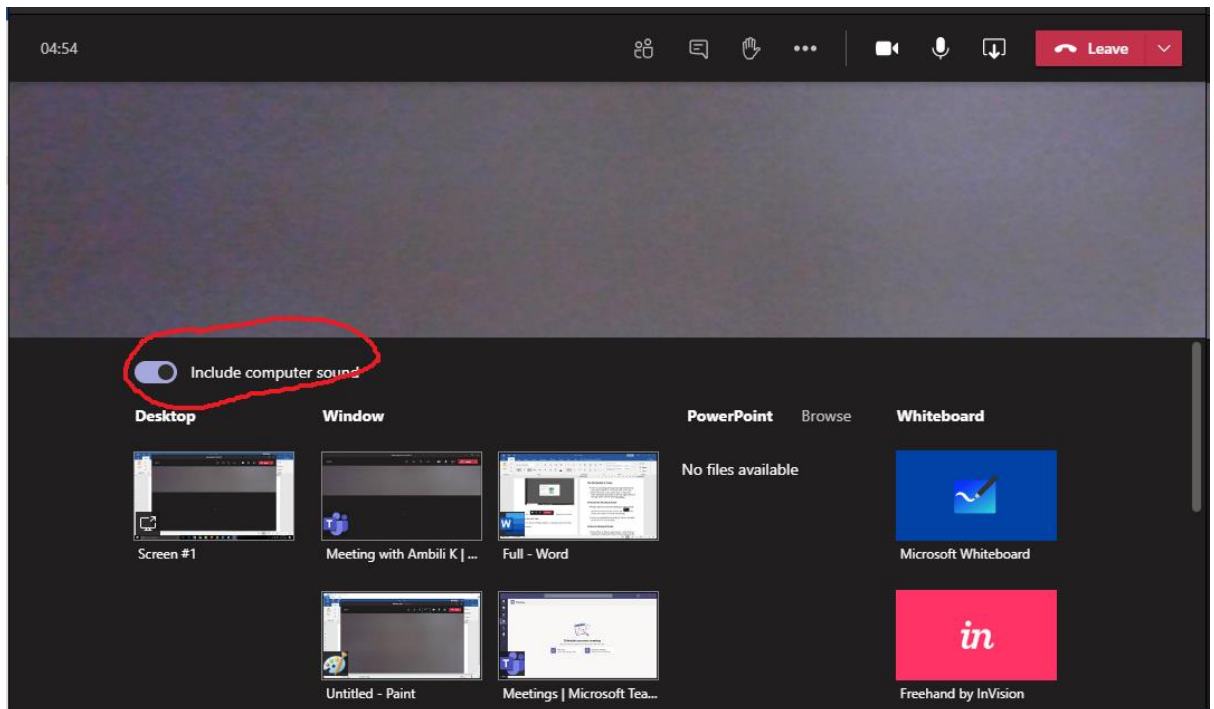
- Switch between a day, work week, or full week view—the menu is located on the top right corner of the app below the New meeting button..

To Record the Meeting in Teams

- Teams allow to record the meeting in Cloud. Click the Record button in the top tool bar  and choose the option to record the meeting.
- Once you stopped the recording, it can be available in the chat for downloading.

For Screen Sharing in Teams

- Teams allow to Share presentation or video during a meeting by clicking the Share Screen button in the top tool bar and choose any files.
- Please ensure to on Include computer sound, while playing a video with sounds



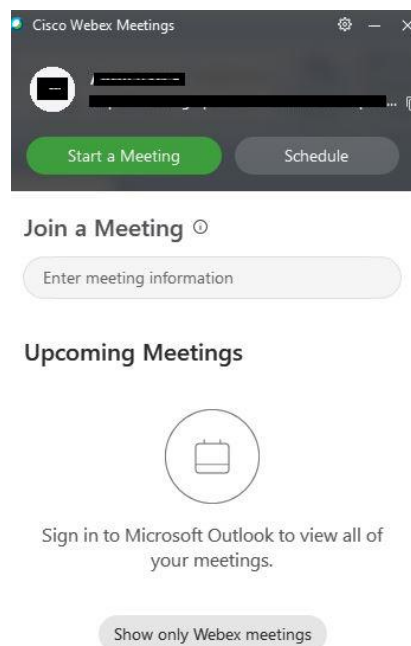
For Viewing other participants in Teams

- To view the list of other participants of a meeting, Click participants icon in the top tool bar.


WebEx – Video Conference

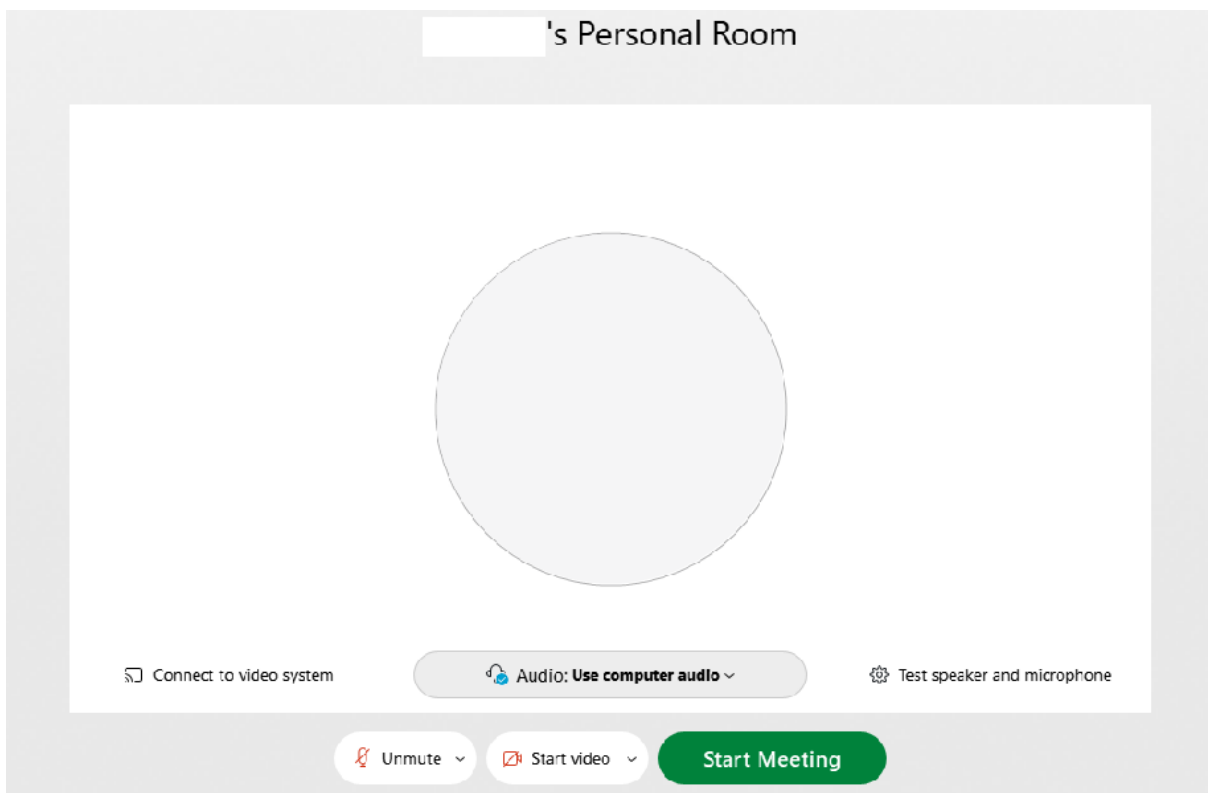
How To get Start a WebEx

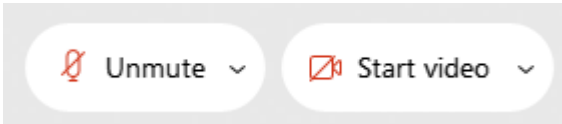
- Download and install Cisco webex from browser
(<https://www.webex.com/downloads.html>)
- Open Cisco Webex App
- Login with your email ID, if not registered please signup




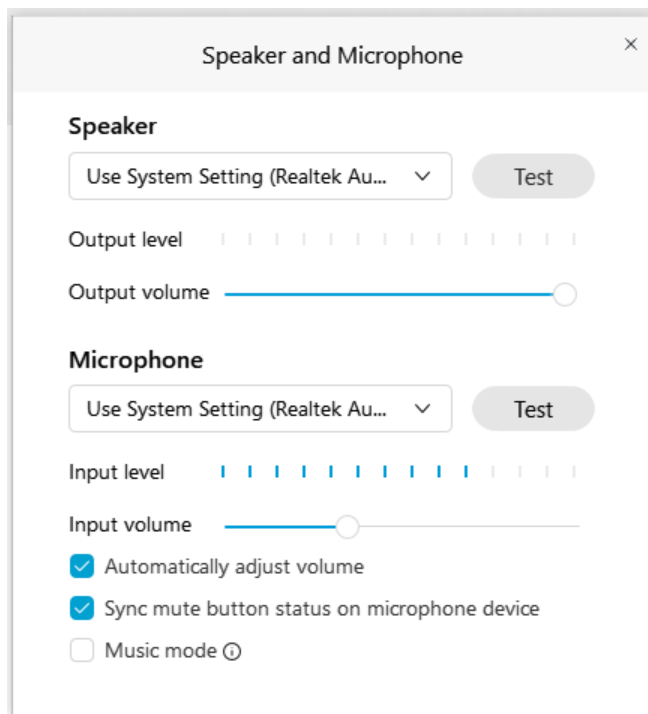
To Start a Meeting in WebEx

- Select  from the dashboard in Personal Room or at the top of the Cisco Webex Meetings app.
- From the Meeting list tab, select **Start** to start any meetings (Applicable to Host only).
- If you've already connected to a video device, you'll start the meeting automatically on that device when you click Start.



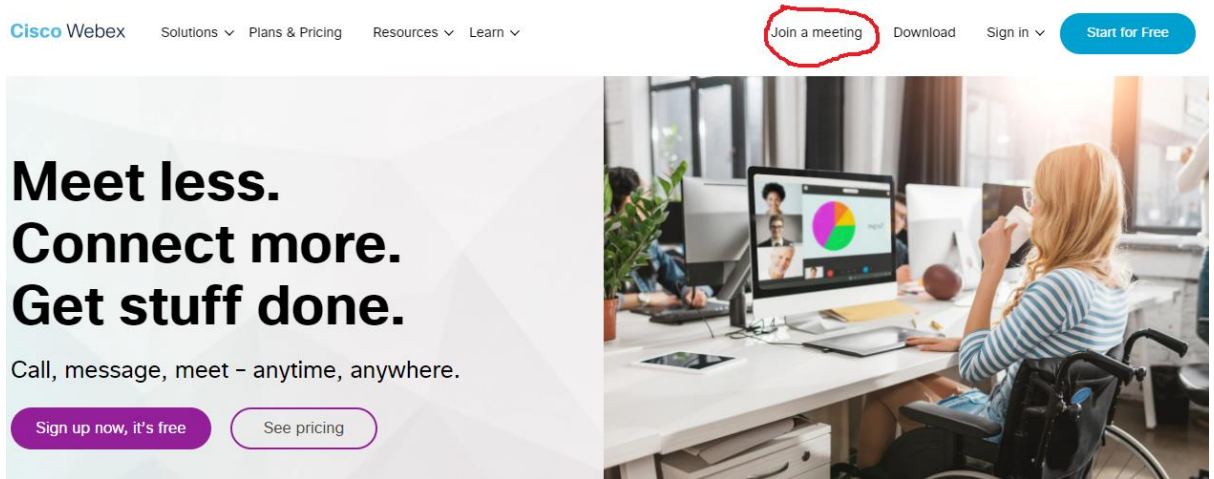
-  Use buttons to control audio and video.

- Use  Test speaker and microphone to test Audio input and output
- Select Speaker and Microphone attached to your Laptop/Desktop



To Join in a Meeting in WebEx

- Click Join a meeting in the home page or at the top of the Cisco Webex Meetings panel

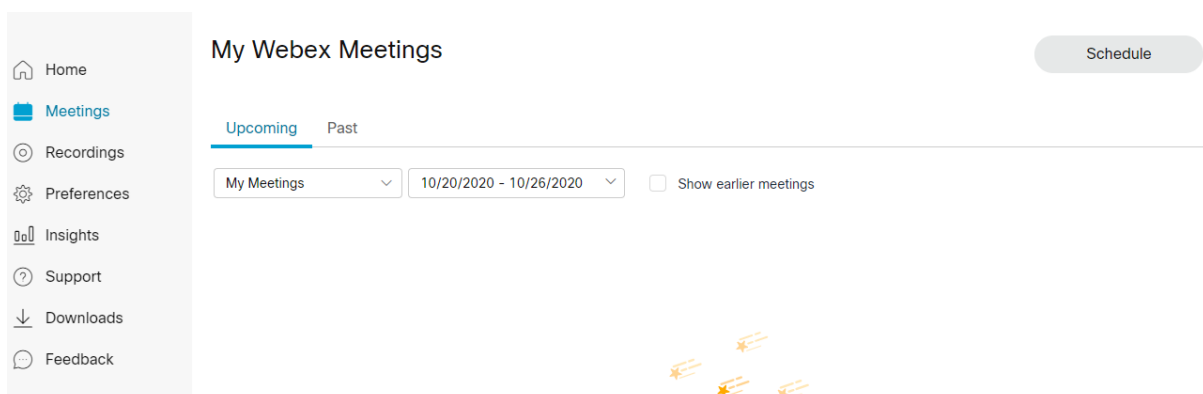


- Enter meeting information like Personal Room ID for the room and


select the Join meeting  button

To Schedule a Meeting in WebEx

- To schedule a new meeting click the schedule button in Meetings Tab.

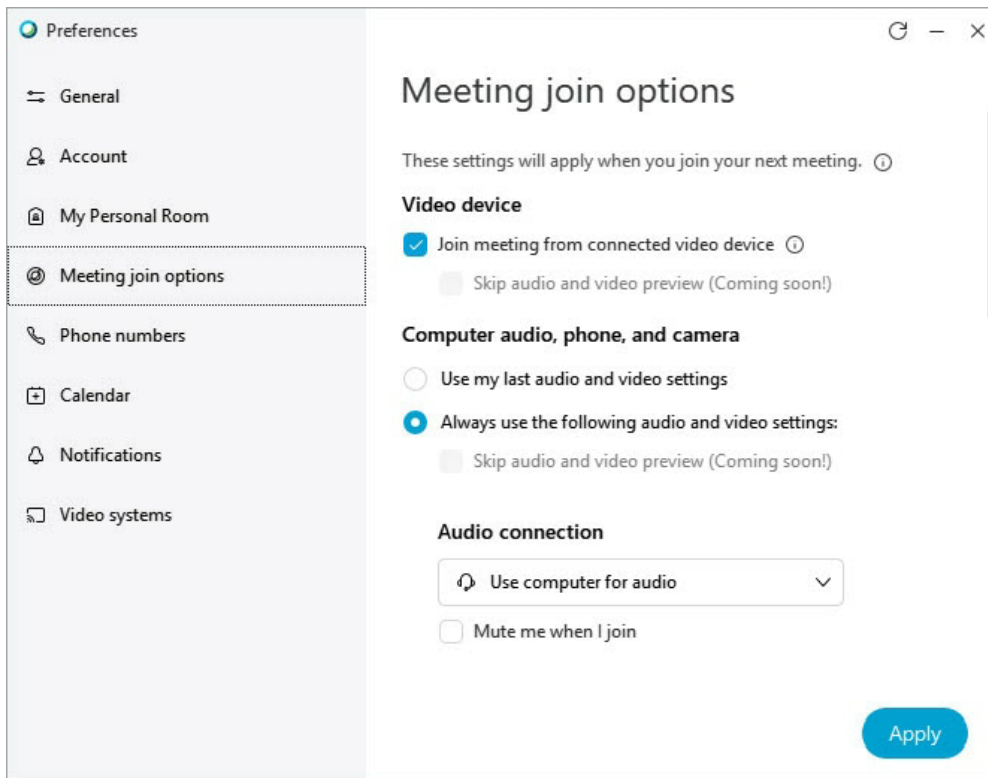


View Your Meeting List in WebEx

- From the Meeting list tab, you can view a list of your scheduled meetings.
- To reschedule a meetings from calendar, go to Preferences > Meetings. Under the Calendar integration section, choose from Webex or Microsoft Outlook.
- At the top right of the panel, you can select Show calendar  to view your meeting list from any calendar date

Set Your Preferences in WebEx

- To access your preferences, do one of the following:
 - On Windows, select the gear icon in the top right of the Cisco Webex Meetings app. Then in the drop-down list, select Preferences.
 - On Mac, select Cisco Webex Meetings on the app menu. Then in the drop-down list, select Preferences.
- In preferences tab, can check account settings, choose meeting notifications, enable plug-ins that to use with your Cisco Webex Meetings desktop app, and more

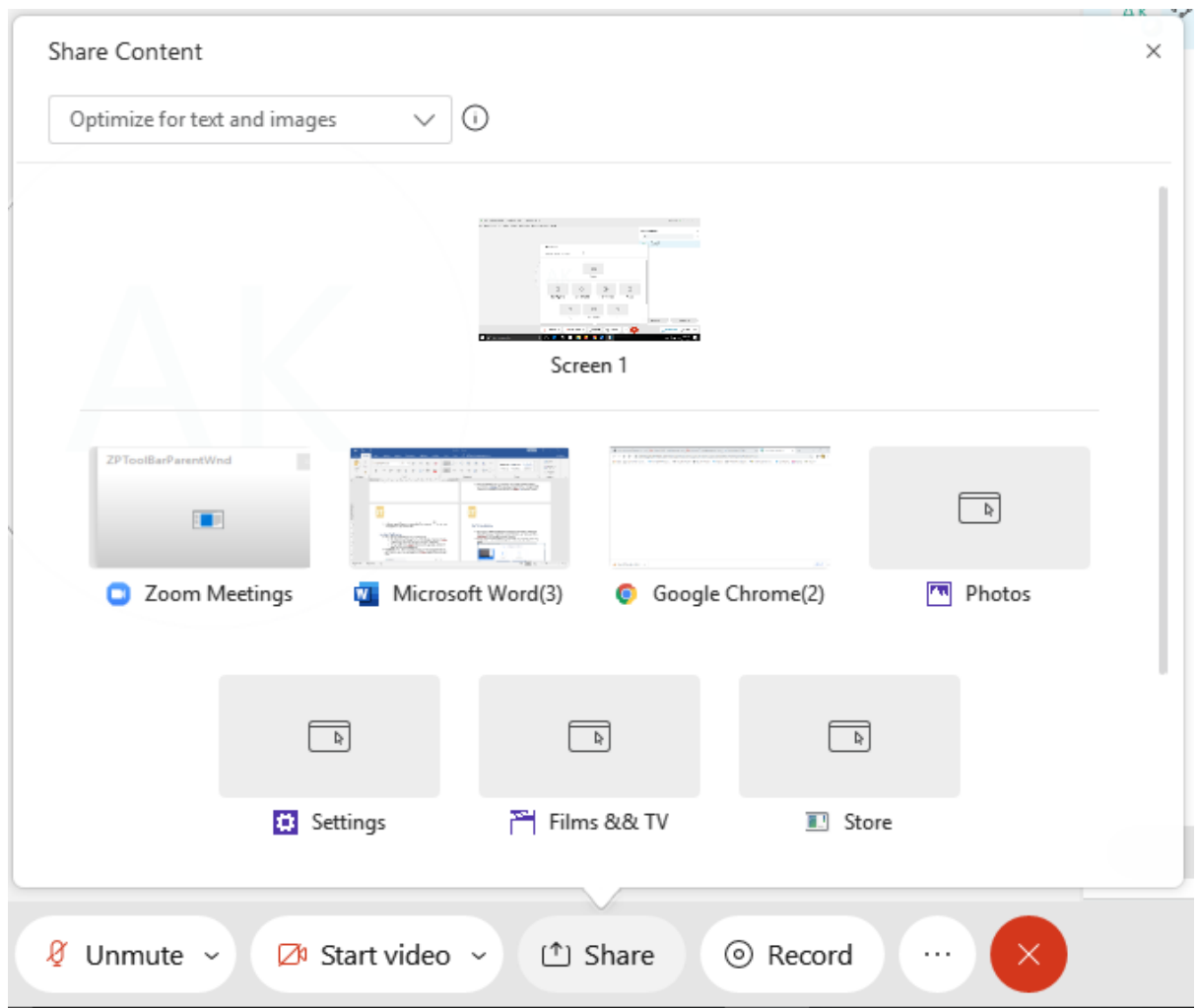


To Record the Meeting in WebEx

- WebEx allow to record the meeting in local computer. Click the Record button in the bottom tool bar and choose the location to record the meeting.

For Screen Sharing in WebEx

- WebEx allow to Share presentation or video during a meeting by clicking the Share Screen button in the bottom tool bar.



For Viewing other participants in WebEx

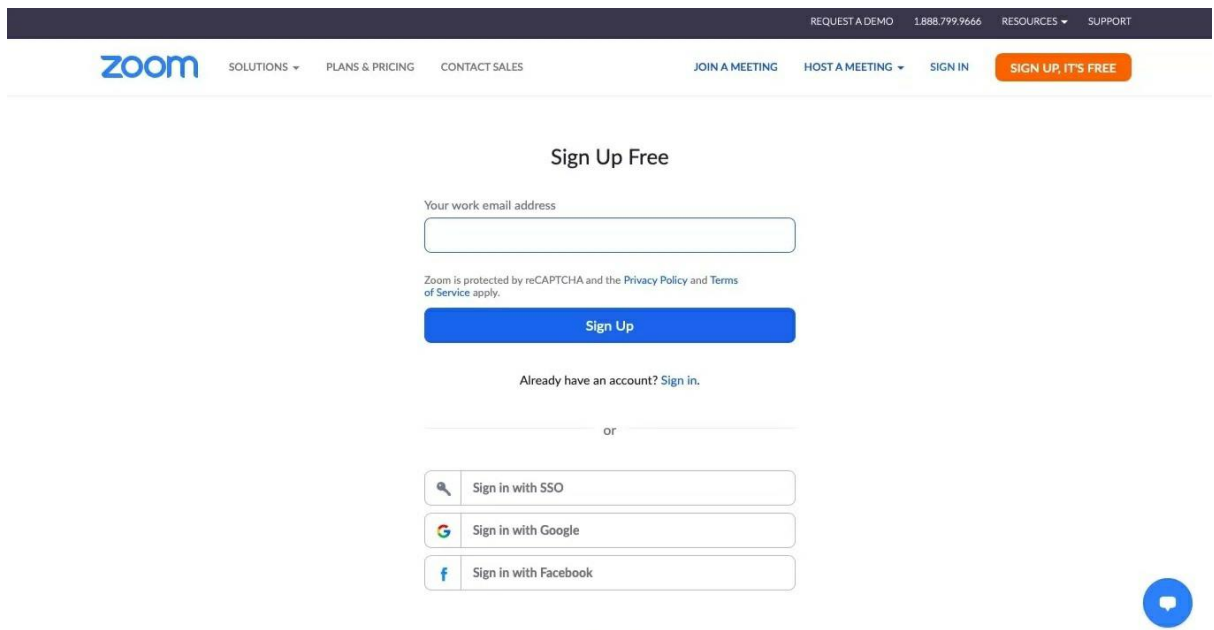
- To view the list of other participants of a meeting, Click participants icon in the bottom right side.

Zoom – Video Conference

How To Get Started With Zoom VC

1. For Desktop

- Download and install Zoom from browser (<https://zoom.us>)
- Click on the “SIGN UP” button that’s at the top-right corner of the screen.



The screenshot shows the Zoom website's 'Sign Up Free' page. At the top, there is a dark navigation bar with the Zoom logo and links for 'SOLUTIONS', 'PLANS & PRICING', 'CONTACT SALES', 'JOIN A MEETING', 'HOST A MEETING', 'SIGN IN', and a prominent orange 'SIGN UP, IT'S FREE' button. Below the navigation bar, the main heading is 'Sign Up Free'. A form field is labeled 'Your work email address' and contains an empty input box. Below the input box, there is a small text line: 'Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply.' A blue 'Sign Up' button is positioned below the text. Underneath, it says 'Already have an account? Sign in.' followed by 'or'. There are three social sign-in options: 'Sign in with SSO' (with a magnifying glass icon), 'Sign in with Google' (with the Google logo), and 'Sign in with Facebook' (with the Facebook logo). A blue chat bubble icon is visible in the bottom right corner of the page.

- Create Zoom account either by creating a new account using email address or sign in using SSO (Single Sign-On) or Google or Face book account.

- Click the link forwarded to your mail for confirming the account creation in Zoom and sign up using the credentials.
- Download the desktop app/ Zoom client from the Zoom website for easy access.

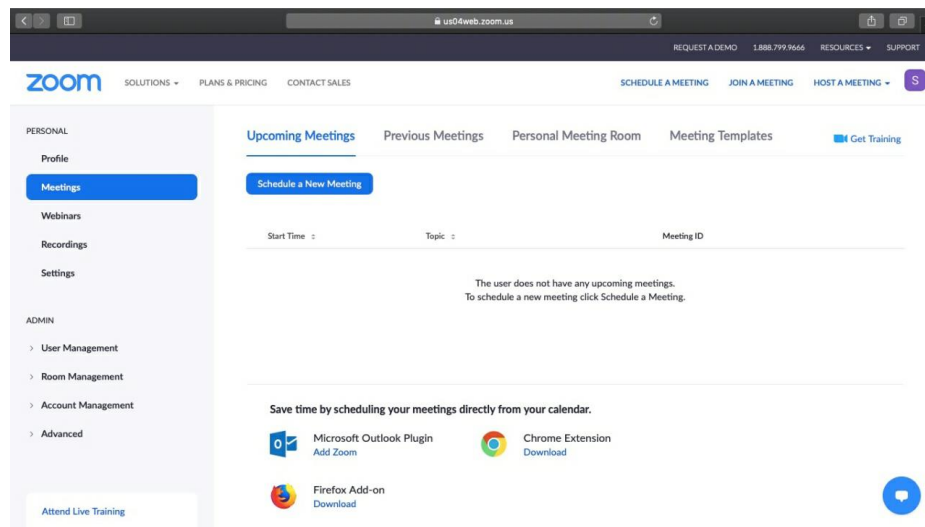
2. For Mobile

- Download the Zoom iOS or Android app from the App Store/Play Store.
- Sign up or sign in to Zoom by following the on-screen instructions that are similar to the desktop process.

To Start a Meeting in Zoom

- Select **HOST Meeting** from the top right corner of dashboard and select any one of the following options
 - With Video On
 - With Video Off

▪ Screen Share Only



- The website will redirect you to the Zoom app and start a meeting. Here, you can edit meeting settings or copy the “Invitation URL” that you send to the attendees.



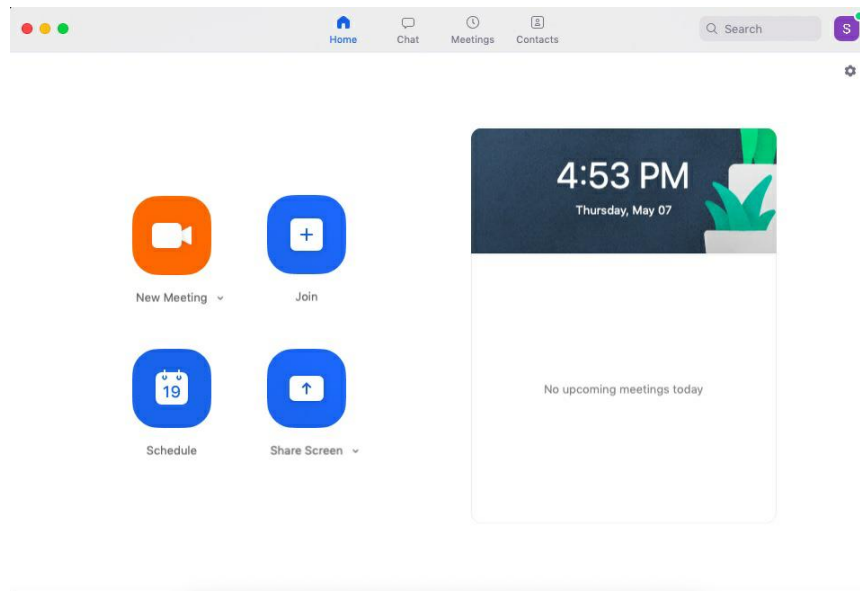
- In the new meeting screen, use “**Invite**” button for inviting participants to the meeting

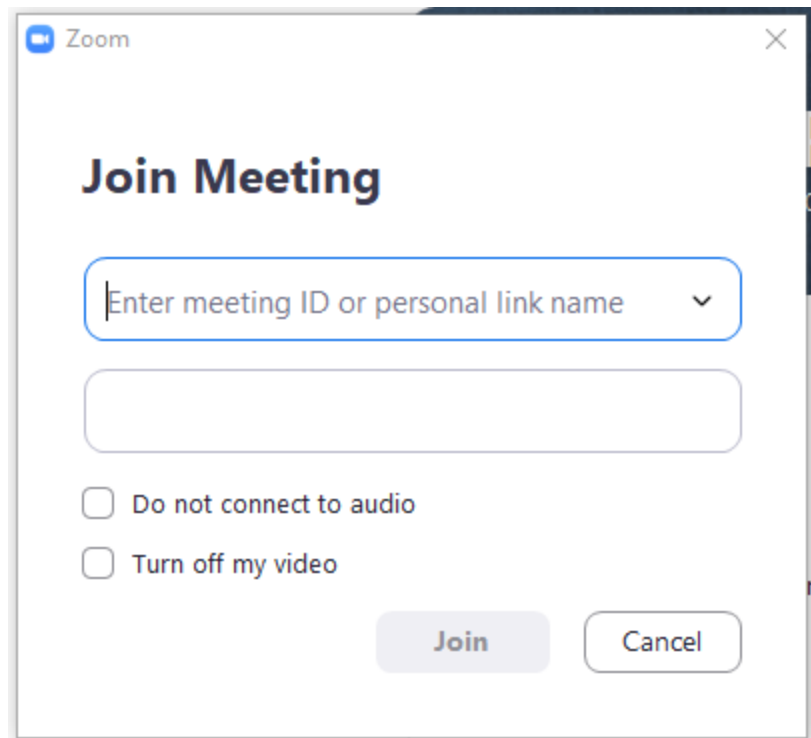
- Use  buttons to control audio and video.

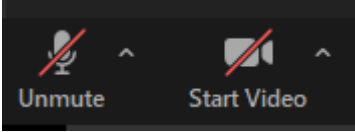
Use the up-arrow for changing the audio and video devices

To Join in a Meeting in Zoom

- You can join in the Zoom VC either by clicking on the meeting link or by entering the meeting id through the Zoom app





- Use  buttons to control audio and video.

Use the up-arrow for changing the audio and video devices

To Schedule a Meeting in Zoom

- Click the schedule button in the Zoom app, for scheduling a meeting

Schedule Meeting

Topic

Date
 to
 Recurring meeting Time Zone: Mumbai, Kolkata, New Delhi

Meeting ID
 Generate Automatically Personal Meeting ID 573-299-7884

Password
 Require meeting password [?](#)

Video
Host On Off Participants On Off

Audio
 Telephone Computer Audio Telephone and Computer Audio
Dial in from United States [Edit](#)

View Your Meeting List in Zoom

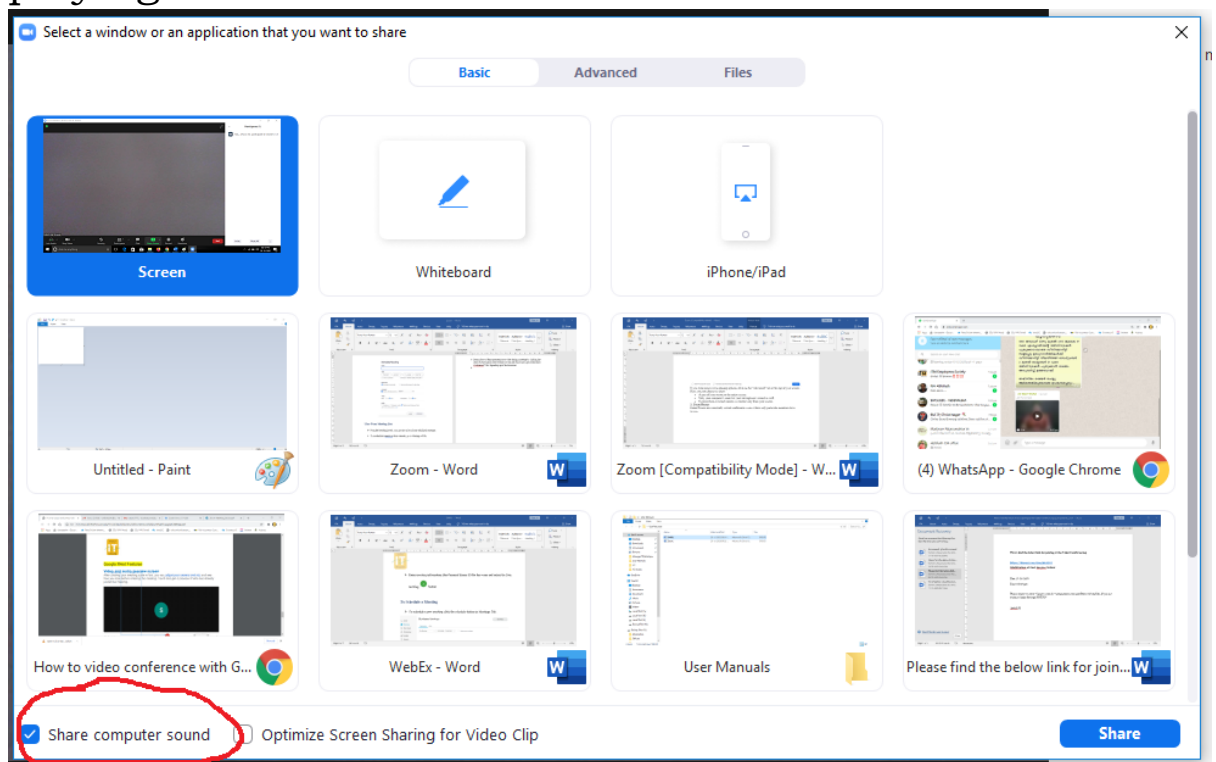
- From the Meeting list tab, you can view a list of your scheduled meetings.
- To reschedule a meetings from calendar, go to Meetings > Edit.

To Record the Meeting in Zoom

- Zoom allow to record the meeting in local computer or in cloud. Click the Record button in the bottom tool bar and choose the option to record the meeting.

For Screen Sharing in Zoom

- Zoom allow to Share presentation or video during a meeting by clicking the Share Screen button in the bottom tool bar and choose any option like Basic, Aadvanced, Files depending upon the document.
- Please ensure to tick mark Share computer sound, while playing a video with sounds



For Viewing other participants in Zoom

- To view the list of other participants of a meeting, Click participants icon in the bottom tool bar.