8x8

Further details

Muting

You can mute others, but you can't unmute them, you can only unmute yourself. To mute yourself, move your mouse to the bottom middle of the screen and click this icon:

To unmute yourself, click

Subtitles

Subtitles can be activated by clicking on:

Chat feature

The chat feature is very useful although limited. To use, click this icon: in the bottom left hand corner of your screen. This can be used to send links to other people on the call or if your audio is bad you can type messages to each other live in instead. To close the chat, simply click on the same icon again or use the cross in the top right-hand corner of that window.

Raising someone's attention

If you would like to draw people's attention to you click this 'Raise/Lower your hand icon': To lower your hand just click it again. For example, perhaps there are multiple of you on a call and raising your hand virtually signifies to whoever's chairing the meeting that you have a point to make or a question to ask without verbally interrupting them.

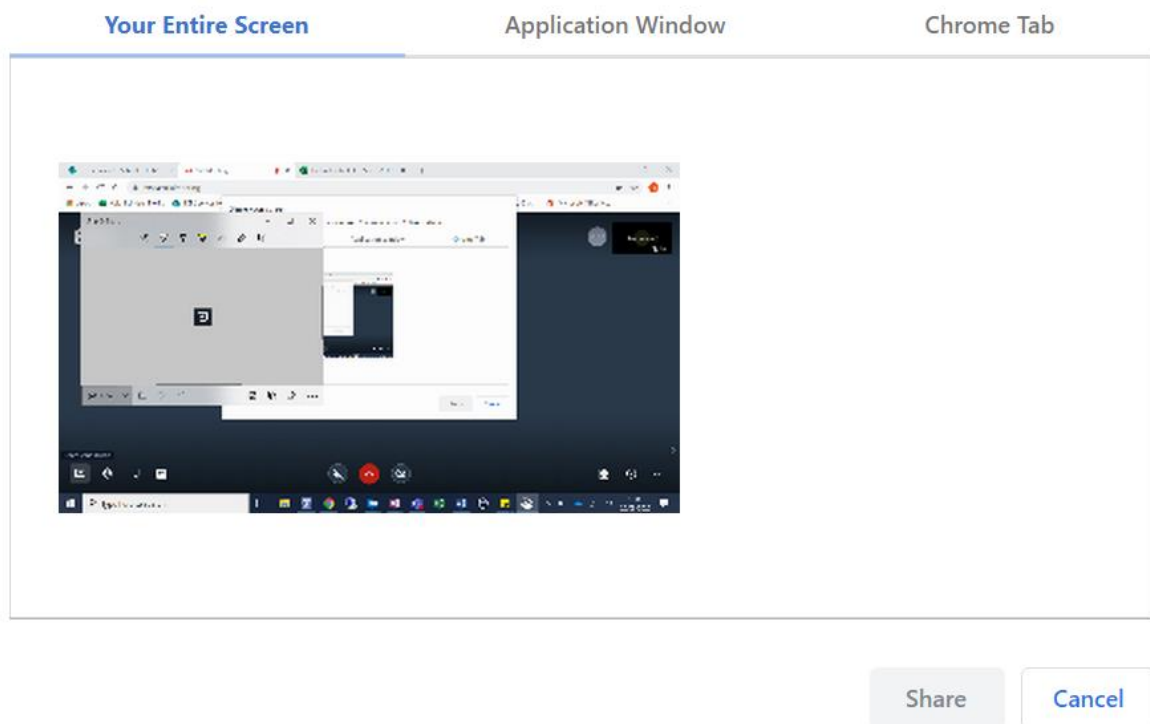Coventry City Council

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Sharing your screen

If you would like to share your screen with everyone else on the call, click in the bottom left hand corner of your screen.

This will give you 3 different options; if you're using Google Chrome (recommended) it will look like this:

Share your screen

8x8.vc wants to share the contents of your screen. Choose what you'd like to share.

| **Your Entire Screen** | Application Window | Chrome Tab |

Share   Cancel

To learn more about 8x8

In the top left-hand corner of your screen if you click this then you will be taken to 8x8's website.

Meeting duration

If you move your mouse anywhere in the screen you will see your meeting time ticking away at the top, underneath the name of the meeting you are in.

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More actions…

Connection problems

If your connection to the call is slow or you find that the call audio and/or video quality is bad, click **...** in the bottom right hand corner of your screen where it says *'More actions'* then *'Manage video quality'*. Click and drag the blue circle all the way to the left-hand side to *'Low bandwidth'* in an attempt to improve audio quality. Alternatively, to improve video quality drag the same blue circle to the far right where it says *'High Definition'*. It will look like this:

Changing the size of your screen

Within 'More actions' you can do this by clicking the 'View full screen' icon

Live streaming

This allows people to watch the meeting without joining it, for example for an assembly. We would recommend against this due to potential GDPR breaches, but it is an option that is available to you using this icon:

Settings

Within settings, you can test your sound, change your display name and use a different language.

Muting

Also, under the 'More actions' tab, you have the option to mute everyone in the call. NB: you cannot <u>un</u>mute other people, you can only unmute yourself.

Speaker stats

I'm sure this won't be necessary for your purposes of using this product, but if you'd like to see how much you've spoken in a call, it counts it by the second.

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Feedback

If you want to provide feedback to 8x8 and/or rate your experience with the product click under the *'More actions'* list.

Shortcuts

If you want to use any of the shortcuts shown in this list below, you need to hold down your control button on your keyboard then press the corresponding letter/number/key.

Mobile/desktop app

You can download the 8x8 application onto your computer desktop or your mobile phone if you wish to (this is not necessary). To do so, click under the *'More actions'* tab then follows the instructions on the webpage.

Help

Further help can be found by clicking this icon

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