Video Conferencing FAQs, Recommendations and Capabilities

FAQ

Common questions and responses

1. What application do I use for teaching and learning?
WebEx is recommended for teaching and learning applications. To access quick guides and support on how to use Webex, please visit https://centre.cc.umanitoba.ca/webex-support/

2. I have an extra-large meeting with many attendees, what should I use?
- Microsoft Teams is recommended for anyone who has O365 enabled, Teams allows for instant chat and can hold a meeting with up to 250 attendees
  - * **Team Meetings** — have a limit of 250 people in a meeting. A meeting is where people can collaborate, chat together and work on files together, etc.
    - ▫ All members in a meeting must have a license to be in Teams.
  - * **Teams Live Event** — can broadcast to up to 10,000 people, the institution can have up to 15 Live events at a time
    - ▫ **Who can attend live events**
    - ▫ Public events
      - ° If an event is public, anyone who has the link can attend without logging in.
    - ▫ Private events
      - ° If attendance is restricted to your org or to specific people and groups, attendees will need to log in to join.
      - ° If the event is produced in Teams, they'll need a license that includes Teams. If it's produced externally, they'll need one that includes Microsoft Stream.
- Webex is available
- For meetings up to 150 people, BlueJeans is available but the University has a limited number of licenses
- Zoom is dependant on the licensing model of the individual Zoom host, please note the University does not have any licensing for Zoom

3. My internet does not support video calls, I have slower internet, or I have no internet, what should I use?
All products listed will adjust for varying internet connections by adjusting the quality of the video. Dial-in options are available for some applications for those who have low connection quality or do not have internet:
- Microsoft Teams does not currently support a dial-in option with our current license
- WebEx — The Centre, IST, and Cisco are working towards an alternate Webex option for attending classes and meetings
- BlueJeans includes multiple toll-free dialing options that may be of benefit
- Zoom includes dial-in options

4. How do I get support or ask additional questions?
- For support on how to use Webex for teaching and learning, please contact The Centre for the Advancement of Teaching and Learning https://centre.cc.umanitoba.ca/contact/
- For all other support for Webex, BlueJeans, or Teams, please contact the IST Service Desk at servicedesk@umanitoba.ca or (204) 474-8600.
- Please note that IST does not have licensing and does not provide support for Zoom. Please contact your local IT, department, faculty, or Zoom for support

Recommendations

Recommendations to lower risk when video conferencing
- **UMLearn - use Webex**: Prevents anyone other than instructors and registered students from attending.
- **Don't share your Audio Pin**: This will stop participants from uploading unwanted content through the in-meeting text-chat function.
- **Stop other participants from screen sharing**: When hosting meetings, ensure screen sharing is disabled for others unless they are the presenter.
- **Don't share your links and meeting IDs publicly**: When you share your meeting link on social media or other public forums, that makes your event extremely public. ANYONE with the link can join your meeting.
- **Use unique meeting IDs and not your personal meeting room ID**: A unique ID for each meeting ensures no-one can enter a new meeting using a code that may have been shared publicly previously.
- **Don't share your links and meeting IDs publicly**: When you share your meeting link or ID on social media or other public forums, that makes your event extremely public. ANYONE with the link can join your meeting.
- **Control who enters a meeting with the Waiting Room/Lobby type feature**: This puts participants in a waiting area before the meeting starts, and you can admit them one by one, or all at once.
- **Lock the meeting after it starts**: This is harsh to latecomers, but it keeps out some gate-crashers.
- **Turn off File Transfer**: This will stop participants from uploading unwanted content through the in-meeting text-chat function.
- **Account type**: Paid accounts have other features such as making the meeting invitation-only and requiring attendees to log in with a password.

Video Conferencing Capabilities at a Glance

CAPABILITIES	WebEX	Microsoft Teams	BlueJeans	Zoom
Smartphone/Mobile Support	✓	✓	✓	✓
Web Browser Support	✓	✓	✓	✓
Dial-In (Audio only)	✓ Training Center	—	✓	✓
Break-out rooms (group work)	✓ Training Center	—	✓	✓
UMLearn Integration	✓	—	—	—
Recording	✓	✓	✓	✓
Streaming/Webinar capability	✓	✓	✓	✓
Calendar Integration	✓	✓	✓	✓
Presentation Sharing	✓	✓	✓	✓
Conference Chat	✓	✓	✓	✓
Instant Messaging	—	✓	—	—
Whiteboard	✓	✓	✓	✓
Annotation	✓	—	✓	✓
Polling	✓	✓	✓	✓
Automatic Transcription	✓	✓	✓	✓