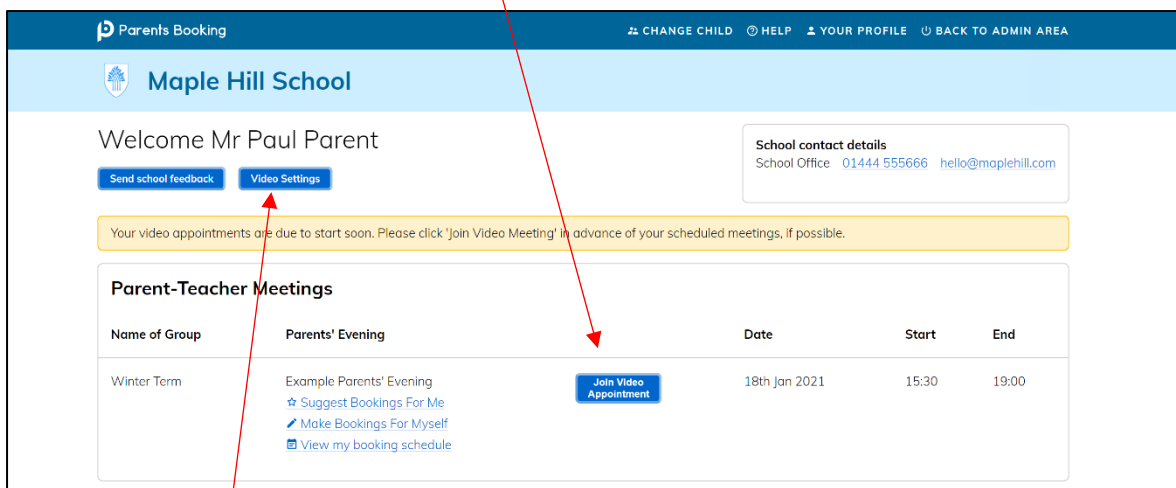


## Video Meeting Information for Parents

(There's also a video training video here: <https://www.youtube.com/watch?v=iEODC30BOZO>)

1. Login to Parents Booking through Firefly, making your appointments in advance of the parents' evening.
2. On the day of the parents' evening, login to Parents Booking just like before. This time there will be a "join Video Meetings" button **if you are within 15mins of your first appointment**, which you need to click, to join your video meetings. These appointments will exactly match what has been pre-booked.



Participants must have a web cam and microphone, and can test these at any time in advance of the video meeting. We suggest also using Chrome on a PC/laptop/Android smartphone/tablets. We recommend using Safari on an iPhone/iPad. Below is the official browser and device compatibility:

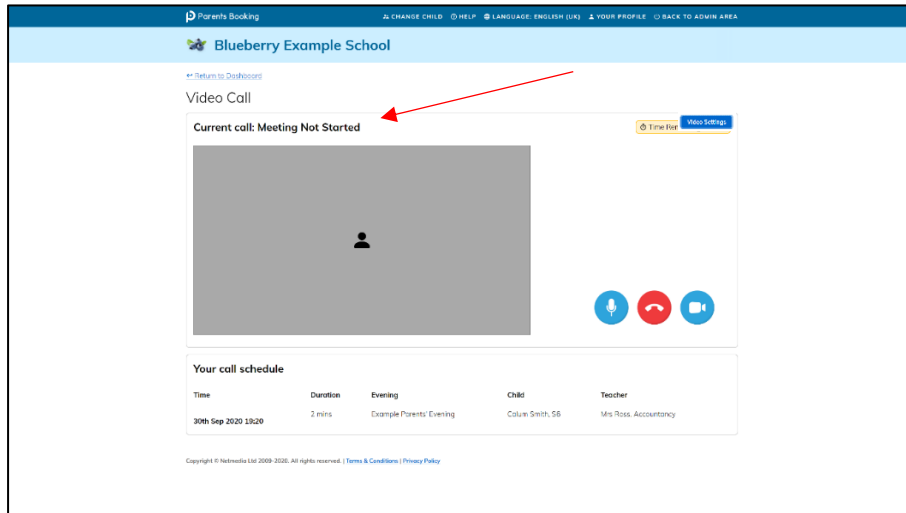
You must use one of the below device and internet browser combinations for the video meeting technology to work:

- **Apple iPhone/iPad (must be iOS 11+):** Safari (*New: Chrome is supported in iOS 14.3*)
- **Android phone/tablet:** Chrome or Firefox
- **Linux computer:** Chrome or Firefox
- **Microsoft Surface:** Chrome or Firefox
- **Mac computer:** Safari (version 11+), Chrome or Firefox
- **Windows computer:** Chrome, Firefox or Edge (*but only the new Edge Chromium*)

To prevent errors connecting to the video meetings, we also recommend:

- Updating your internet browser to the latest version.
- Updating your Android / iOS software to the latest version.
  - *N.B. Apple iOS 14.3 had a bug that caused some audio distortion in video meetings.*
- Make sure to close Teams, Zoom or any other software/apps which might have some measure of 'control' over your webcam/microphone before joining video meetings in Parents Booking.
- If you see a grey screen, where there should be a video of the other participant, during the time when your meeting should be taking place, this means your device/computer cannot 'connect' to the video meeting server. We recommend trying on a different internet connection (e.g. 3G/4G instead of Wi-Fi) to see if this makes a difference, and also trying a different internet browser or even a different device if required.

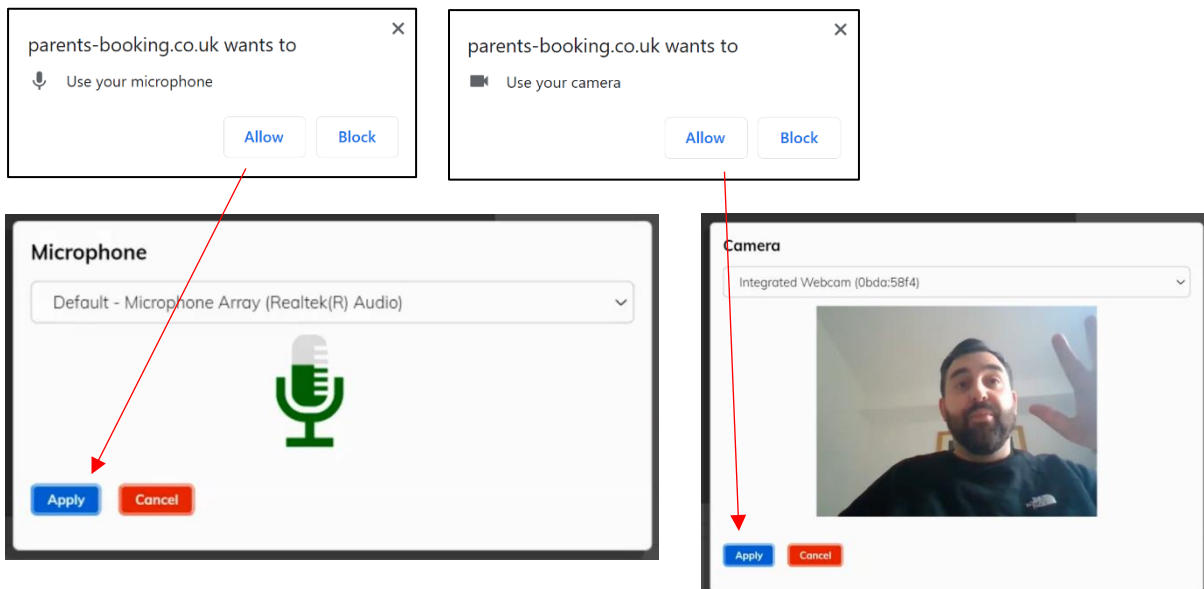
- If you are early and click the “Join Video Appointment” button, you will be shown a “Meeting Not Started Yet” message, until the instant your appointment is due to begin.



- When the time of your first appointment starts, and provided the teacher is also ready for the meeting, your meeting will start. Before you can talk, you will need to provide permission to your internet browser to use its microphone and webcam. You will be asked for permission by your internet browser, and then shown a ‘pop-up’ that asks which microphone, and then which webcam, you want to use. Press ‘Allow’ and ‘Apply’ for all of these.

*N.B#1: Your browser should remember these settings, however Safari on iPad/iPhone does not seem to.*

*N.B#2: If you need to reset your hardware choices, click the ‘Video Settings’ button near the countdown timer.*



5. Once you have provided permission to the microphone and webcam, your video meeting will start.

Parents Booking CHANGE CHILD HELP LANGUAGE: EN UK LOG-OUT

Blueberry Example School

Video Call

Current call: Miss Beth Davidson, English

Time Remaining: 04:18

Video Settings

Teacher

Teacher

Teacher

Your call schedule

Time	Duration	Evening	Child	Teacher
09/10/2020 07.25 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07.30 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07.35 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07.40 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07.45 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English

Microphone icon, Camera icon, End Call icon

You can turn off your microphone and/or camera at any time here.

You can also cancel the call and go back to your Dashboard here.

CURRENT CALL

6. Appointments follow on automatically. Your schedule is shown at the bottom of the page. Once one appointment has finished the next will start instantly, and you do not need to change web page.

### **Troubleshooting:**

#### **Grey box where the teacher's video should be (after the meeting has started)**

This means that your computer isn't able to connect to the video server. This is generally either because:

1. You are using an internet browser that is incompatible (or might need Updated)
2. Your internet connection or firewall is blocking the video meeting (try using a device with 3G/4G to see if there's a difference, and if so you know it's your internet connection/firewall), or
3. Your computer has some other sort of issue stopping it connecting (in which case we would recommend you try a different device, e.g. smartphone, tablet, computer).

#### **"Cannot access your device due to a hardware error"**

This means the webcam/mic are not 'available' for your internet browser to use. If you've recently had a Teams/Zoom meeting, make sure these are closed (even try a CTRL+AT+Delete to close them, or a computer restart). You may need to try a different computer/smartphone/tablet if you can't find the cause to this error.

#### **"The user did not give permission to access your media"**

This often means the internet browser is blocking access to the webcam. Look at your internet browser's web address bar and check if the video symbol is 'blocked'. If it is, unblock and refresh the web page.