

Pilot SURF Videoconferencing guide

1. General information

Pilot SURF Videoconferencing is a web conferencing service that can be accessed directly from workstations, tablets and via a third-party application for smartphones. No special video conferencing equipment is required. The standard WebRTC that Pilot SURF Videoconferencing uses allows web conferencing in a web browser without any plug-ins or third-party software (except for smartphones). The service can be accessed in IPv4 and IPv6. The Pilot SURF Videoconferencing service allows you to:

- See and talk to your colleagues as if you were in the same room, with the additional options of silent mode or audio-only
- Share your screen
- Send instant messages

This service is available to all the organisations connected to SURF(net). People from outside the community can participate in conferences, either from within the Netherlands or from abroad, but only members of the community can start a conference by authenticating their identity beforehand via the identity federation.

2. Starting a conference with Pilot SURF Videoconferencing

Before starting a conference, make sure that you have:

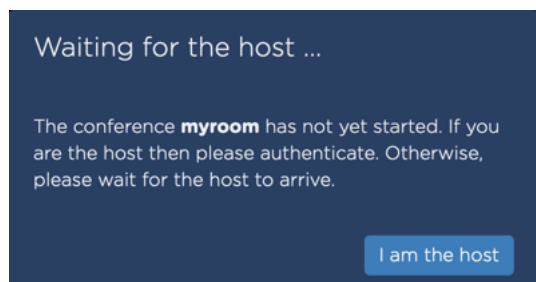
- A microphone and/or webcam connected to your computer
- A stable Internet connection
- At least one user with from an institution that is connected via SURFconext to start the conference

2.1. Starting your web conference

To start your first conference, go to the Pilot SURF Videoconferencing homepage using a browser that supports WebRTC technology (Chrome or Firefox).

Choose a name for your conference or use the random name generated by the platform.

Once you are connected to the conference interface, authorise access to audio and video devices (if you wish to use them), then click "I am the host" to go to authentication via the identity federation.

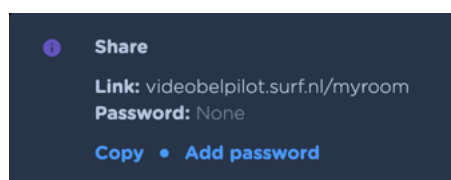


The request to share your microphone and video will only be displayed the first time you connect to Pilot SURF Videoconferencing. You can change these settings later in the browser settings.

2.2. Inviting participants

To invite participants to your conference, simply send them the conference URL. For example: <https://videobelpilot.surf.nl/myroom>.

Once you are connected to your conference, you can also access this link from the toolbar:

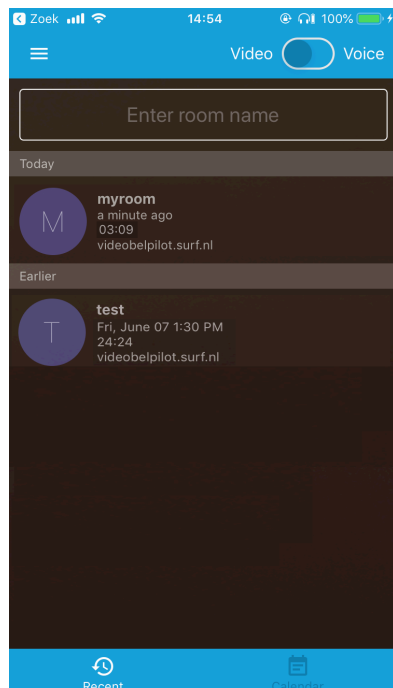


In the participant invitation screen, you can retrieve the conference link and also control access by adding a password. When you have added the password, click "Add". All subsequent conference participants will then need to enter the password to access the conference.

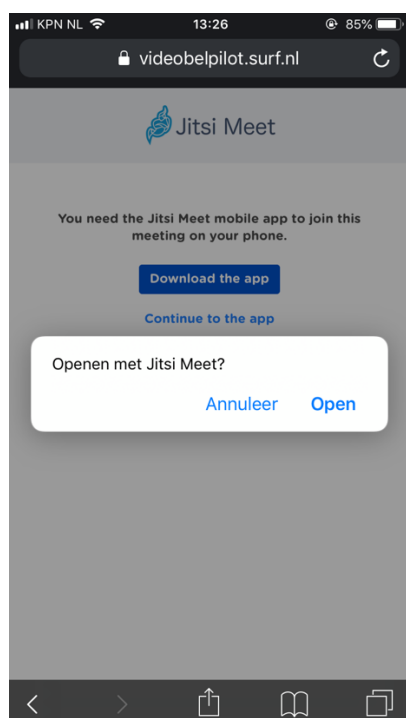
2.3. Access via Android mobile and IOS

Download the Jitsi-Meet mobile application from the iTunes or Google Play stores or go directly to <https://videobelpilot.surf.nl> in your mobile browser.

Download and launch the Jitsi-Meet application. In the "Enter room name" field, simply enter the full address of your Pilot SURF Videoconferencingconference: <https://videobelpilot.surf.nl/myroom>.



If you wish to join a conference that you have already accessed with your mobile application, simply click on the name in the conference history menu at the bottom of the screen.

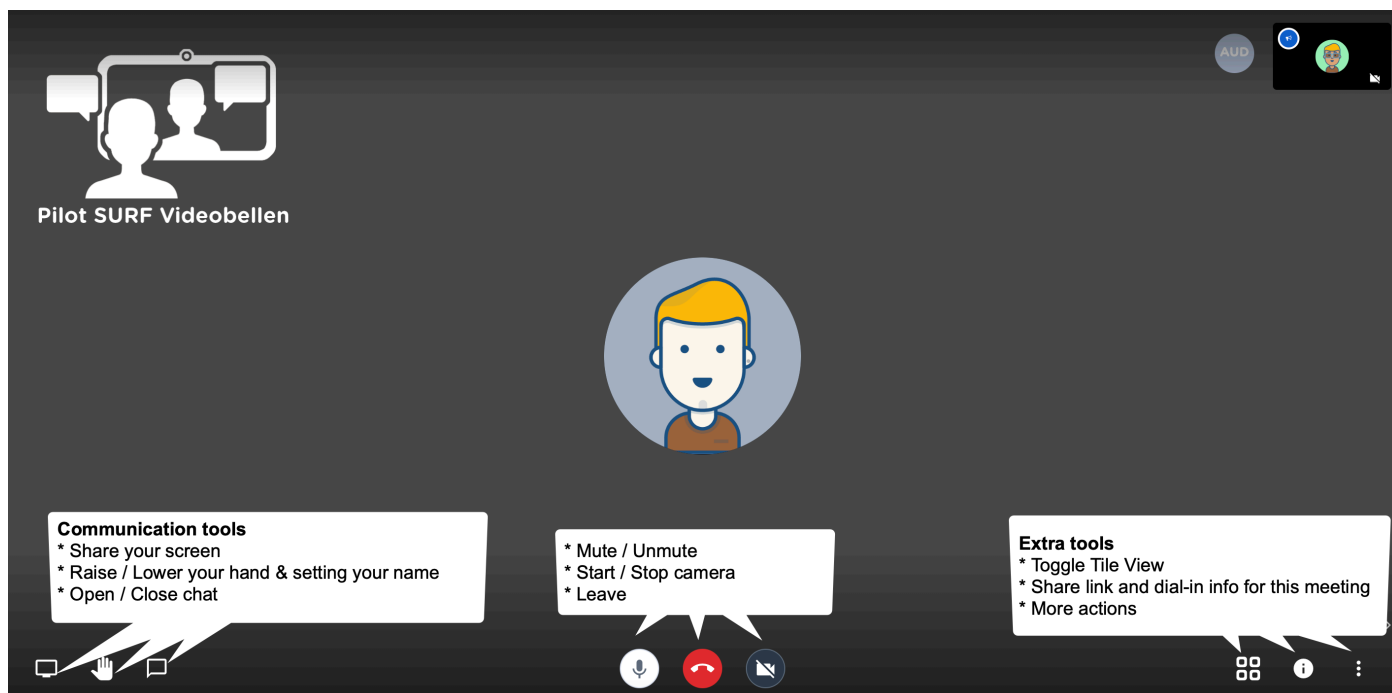


You can also access your conference using the link in your mobile web browser. This link will start the application and direct it to the right conference.

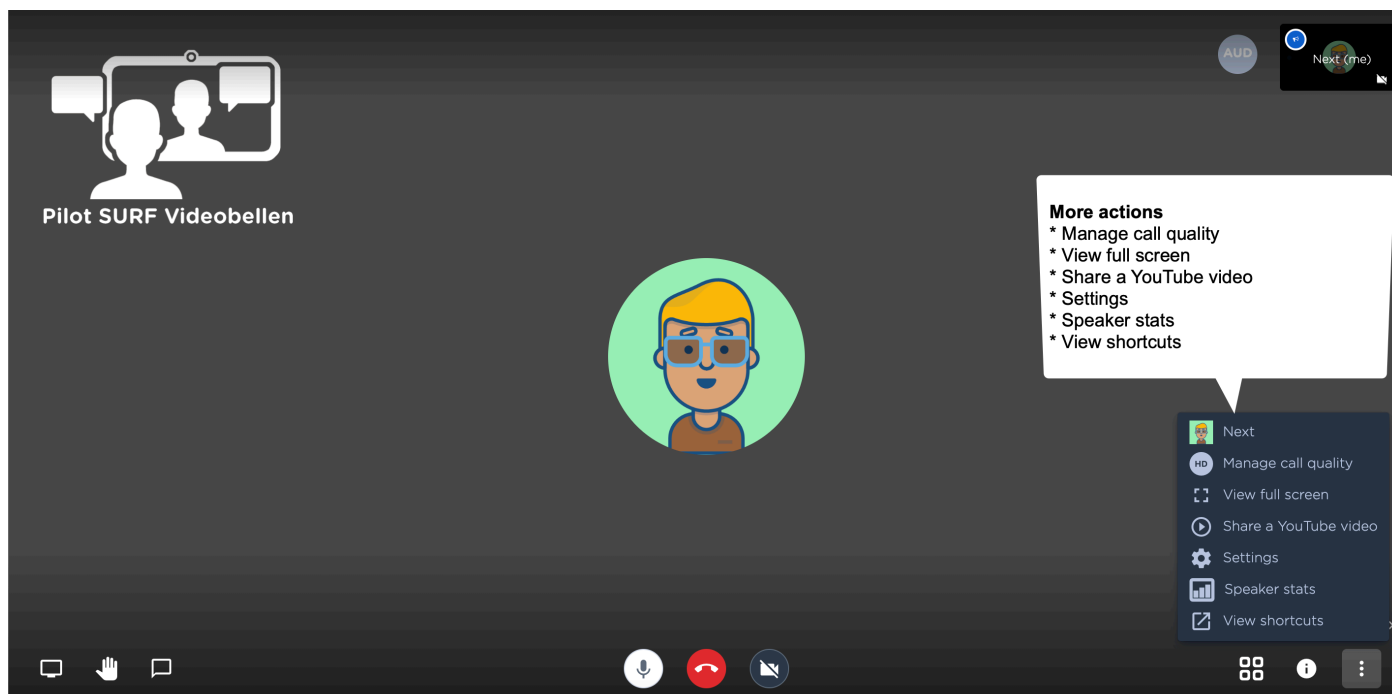
3. Pilot SURF Videoconferencing tools

3.1. The pilot SURF Videoconferencing interface

You will find all the tools and functions in the menu at the bottom and displayed below:



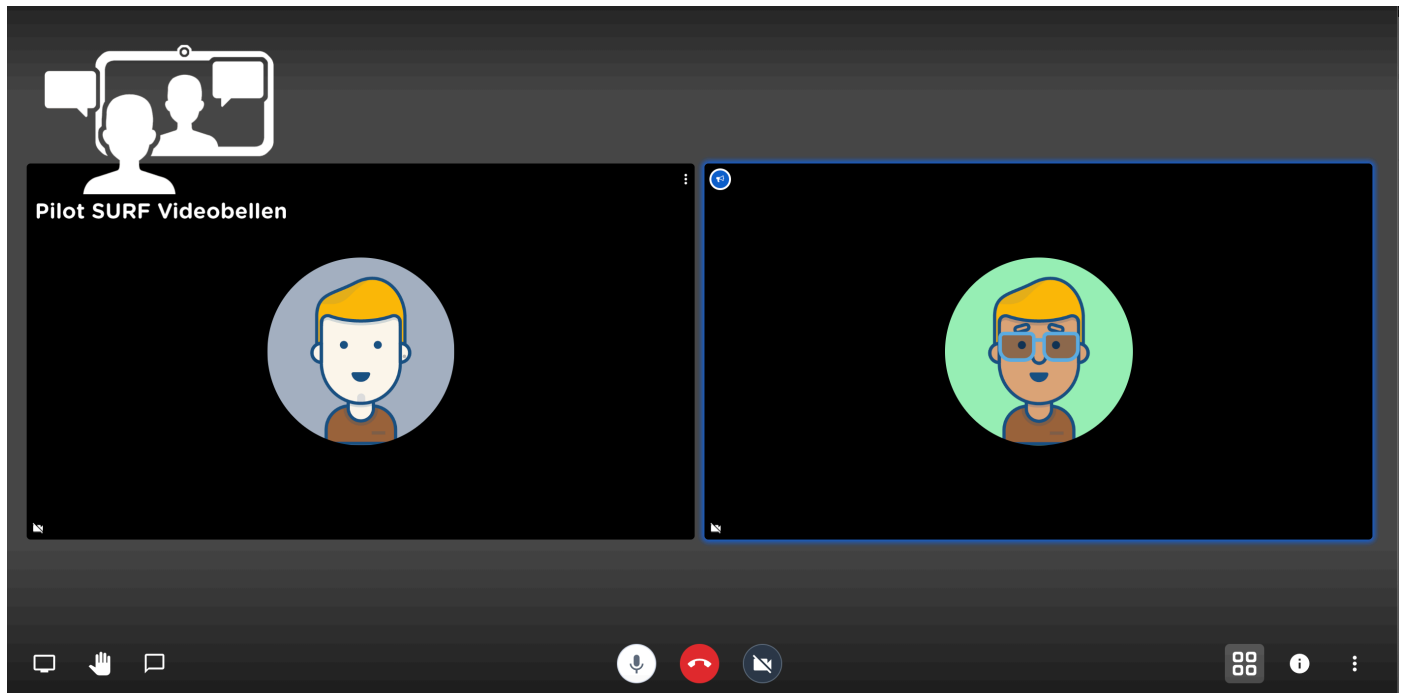
Additional functions allow you to customize your web conference experience. You can find these in the menu on the right:



3.2. Split screen view

To see all the webcams on the same screen, select the split screen view tool:

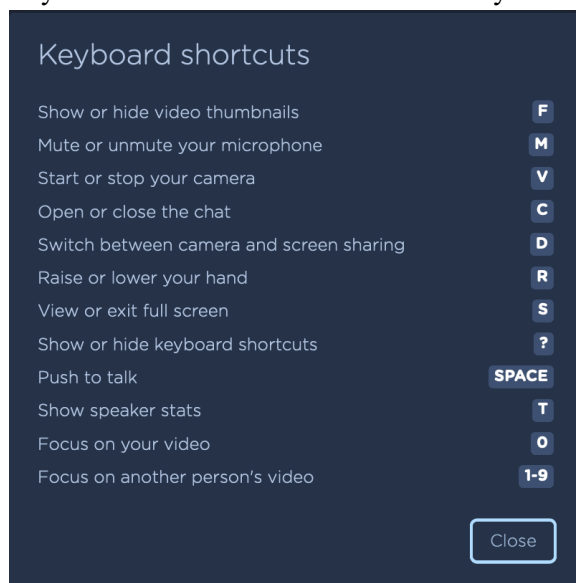




To return to the default view, click the split screen view icon again.

3.3 Keyboard shortcuts

Keyboard shortcuts exist for easy configuration and access to different functions, e.g.:



To view these, go to More actions:

Then Display shortcuts:




3.4. Instant messaging

To share links or any other information with the participants, you can use the chat function integrated in Pilot SURF Videoconferencing:



Chat data is deleted at the end of the conference. New users arriving during the chat can see the chat history as

3.5. Sharing your screen

Pilot SURF Videoconferencing allows you to share your screen from your browser. To share your screen, click the  icon.

The first time you share your screen in Chrome, you will be asked to install a Chrome plug-in. You need to do this in order to comply with the Chrome browser's security regulations.

Once screen sharing has been authorised, choose the source to share:

- Application window
- Browser tab
- Full screen (currently only available in Chrome)

3.6. Video playback

You can share playback of YouTube videos using the following option:



3.7. Setting options

The settings menu allows you to modify your media device selection (audio and video):



3.8. Moderator rights

If you are authenticated, you can do the following via:



- The video thumbnails screen:
 - Remove a participant from the conference
 - Mute a participant
 - Control his or her sound output level in your browser
- The setting options screen:
 - Mute the microphone sound of subsequent participants
 - Disable the video of subsequent participants

NB. Each participant can re-enable his or her microphone or video if disabled by a moderator.

3.9. Connection statistics

To find out more about your connection status, click the connection status icon for each user thumbnail to access the connection overview:

