

Document Purpose:

An overview of how to technically participate in VROC “Experts on Demand” video chats. This document will help end users to download, set up and test videoconferencing software called ClearSea.

Method 1: Using your desktop, laptop, tablet, or smartphone

To obtain ClearSea:

1. Email VROCPC@pirweb.org or fill out the online form at <http://www.vroc.ca/vroc/en/experts-on-demand-sign-up/> to obtain a username and password. Your login credentials will be sent to you by email at the address you provide.
2. Go to <http://clearsea.vroc.ca> to download and install the program.
3. When prompted enter:

Username: *username supplied by VROC*
Password: *password supplied by VROC*
ClearSea Server: *clearsea.vroc.ca*
4. Follow the on screen instructions

To test your audio and video connection:

1. In the ClearSea Main Window, click on the contacts tab. Hover your mouse over “ClearSea Test Call”. Click the “call” button that appears on the right.
2. Follow the on screen instructions.

Click [HERE](#) for a 3-min tutorial video on how to use ExpertBook to search for and call Experts based on name or key word(s).

To place a test call:

1. Go to www.vroc.ca/expertbook. Sign in with the same username and password used for ClearSea.
2. In the search field, type VROC. Click search.
3. Call Stacey Joyce, Drew Fallowfield or another VROC Coordinator by clicking on the green call button to the right of the individual's name. (The icon will be yellow if the individual is away and red if the individual is offline.)
4. From the drop-down menu that appears, click the ClearSea icon. (ClearSea will launch automatically to place the call. If you are not currently signed in, the program will prompt you to do so before *automatically* placing the call.)

Other helpful information

1. You should be hard-wired to the network whenever possible. Wireless is less reliable.
2. You will need a webcam and microphone. These can be built into your computer or they can be external (e.g. USB) devices. Click [HERE](#) for help on using external webcams and microphones.
3. When a student would like to ask a question they may need to position themselves directly in front of the computer.
4. Computers can be connected to SMARTBoards or projectors in the classroom.
5. Try reducing the backlighting in your setting (e.g. close blinds facing the computer).

Method 2: Using your videoconferencing unit or other H.323/SIP software

Contact Mike McMillan, VROC Technology Coordinator at mmcmillan@pirweb.org

Having trouble?

Contact your VROC Program Coordinator:

Stacey Joyce

sjoyce@pirweb.org

647-998-4928

or

Drew Fallowfield

dfallowfield@pirweb.org

519-433-7866 ext 22