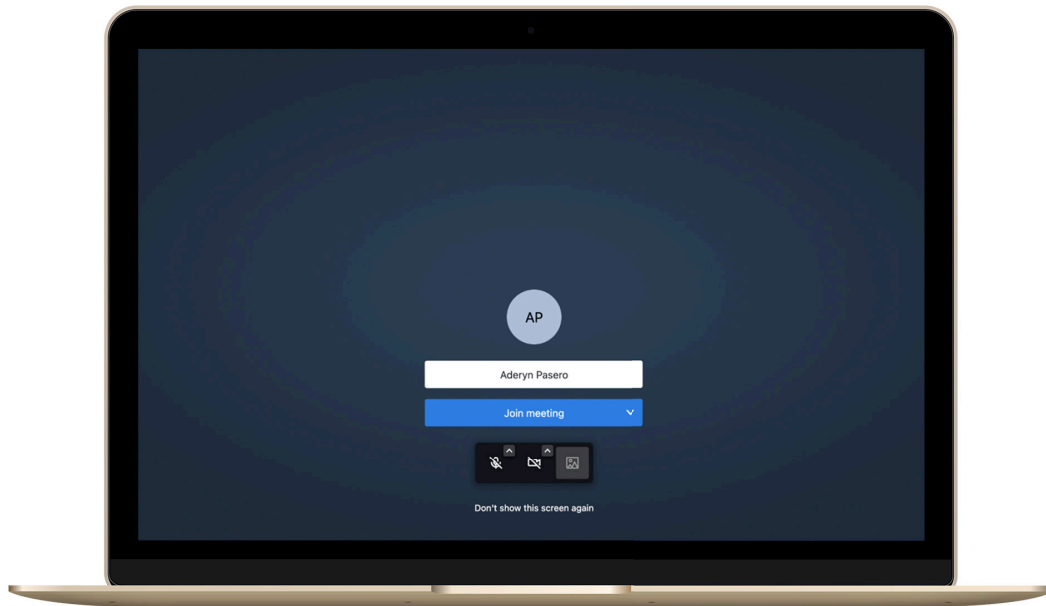




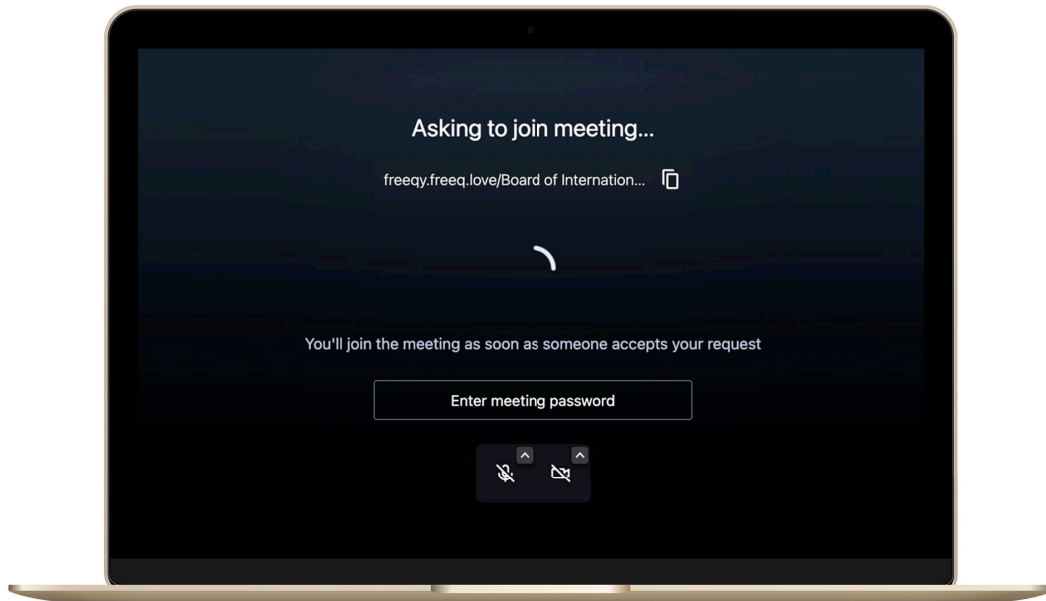
How to freeQ | Tech Manual

How to freeQ

Depending on how your moderator has set up their event, you **may connect to a lobby first**:

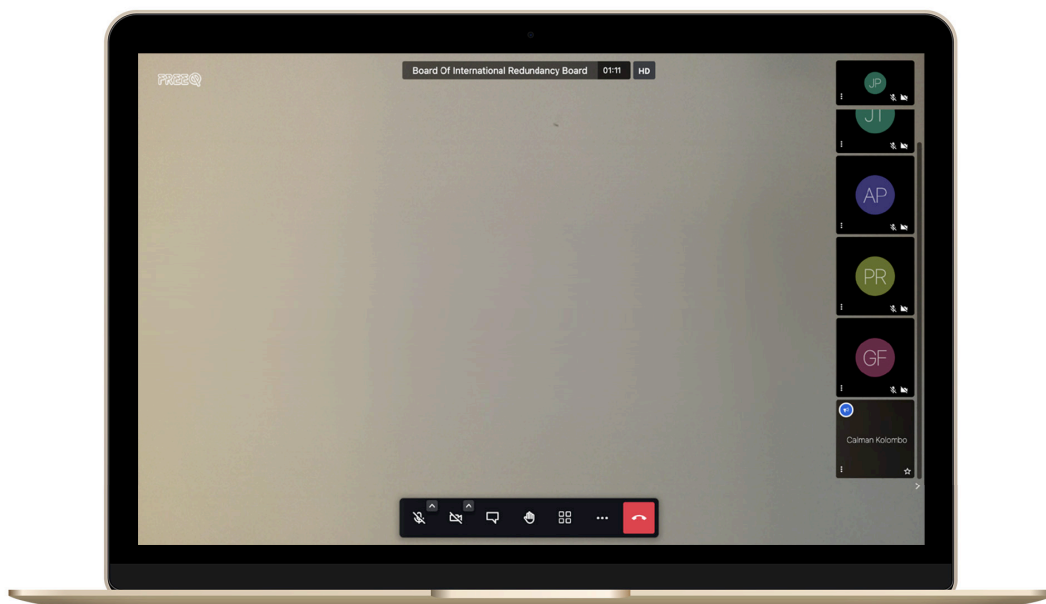


- _ **Click the mic and camera icons** to enable or disable your audio and/or video before joining the event; both are disabled in the above example. (You can also disable or re-enable them once you're in the event.)
- _ For some events, **moderators may automatically disable all mics and/or cameras** in advance for non-presenters.
- _ If your **camera is disabled, your video will be replaced with your initials**.
- _ To **change your background** before joining, click the **picture icon**. Your new background will take effect when you join the event.
- _ If you have a **password**, enter it here to **go directly to the event**.
- _ Otherwise **click the 'Ask to Join' button** when you're ready to join the event.
- _ The **moderator will be notified** that you're ready and your screen will show '**Asking to join meeting...**' until your request has been approved.



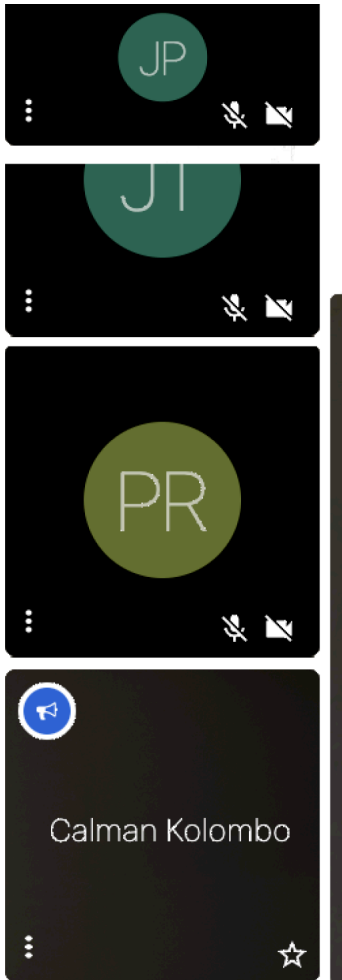
Note: If you see '**Sorry! You are not allowed to be here :(**' instead, it means you arrived before the event has been opened. Wait a minute then click your link again.

Welcome to your event!



On screen is the current presenter (or the content they're sharing). At the **top of the screen is the event's name**, how long the event has been open, and your video quality. At the **bottom of the screen is the menu bar**. Both of **these will go away three seconds after your last mouse movement over the screen**. **Move your pointer over the screen again to bring them back** as needed.



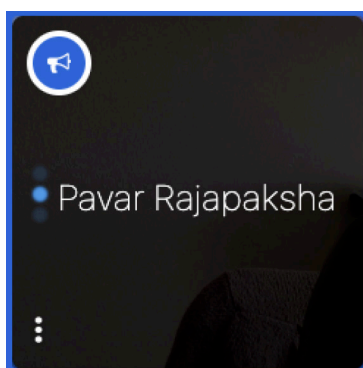


On the right side of the screen is the filmstrip showing everyone in the room. Your **frame is fixed at the top** and **you can scroll up and down** the filmstrip to see the rest of the frames.

As mentioned above, when **someone's camera is disabled, their initials are displayed instead.** (You can put your mouse pointer over their frame to see their full name.) The 'camera disabled' icon shows in their frame as well; ditto if **the mic is muted.**

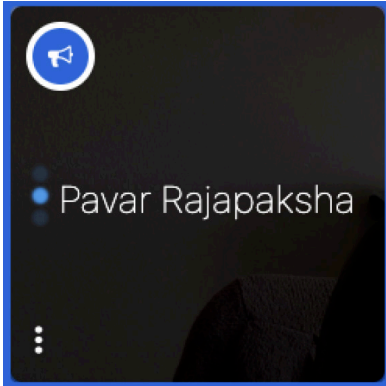
Event **moderators are indicated by a star** in the lower right corner of their frame. **Moderators designate the event speaker(s) and can mute sounds and disable cameras** for everyone else as desired.

The 'speaker' icon in the upper left corner generally **indicates the current speaker.** If there are multiple speakers (or non-speakers with their mics on), however, it may not show on the presenter's frame as expected.



When the **moderator designates someone as the presenter**, that **person's video becomes the main screen.** Their filmstrip frame will be outlined in blue and will display their full name.

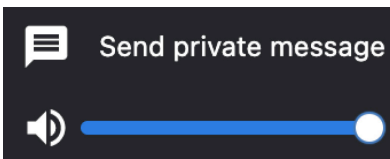
Note: **If you click on someone else's frame, they will become your main screen even if their camera is off.** Click their frame again and your main screen will revert back to the designated presenter.



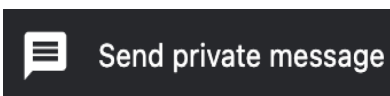
The three-dot menu ('kebab menu') in the lower left corner of all frames does one of three things, depending on whose frame it is:



Your frame: **Flips your video between mirror and normal.**



The presenter's frame: Send them a **private message** or **adjust their volume.**



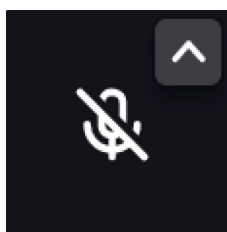
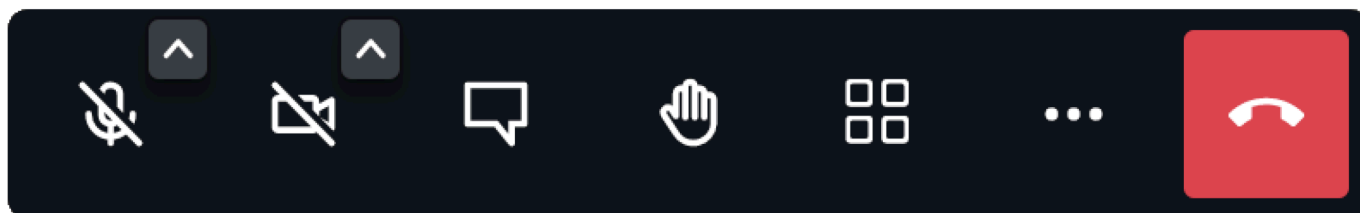
Another freeQ's frame: Click to **send them a private message.**

And lastly, to **move the filmstrip** off of the screen, click the chevron (>) just below the bottom frame.

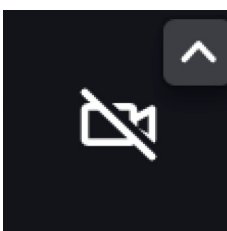
To **bring the filmstrip back**, just click the chevron (<) again.

THE MENU BAR

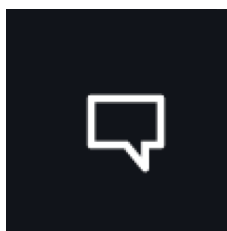
Hover over each item for a brief description.



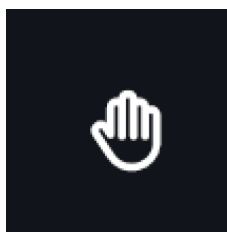
Mute/Unmute: Click to mute or unmute your mic. Click the arrow to display your audio settings.



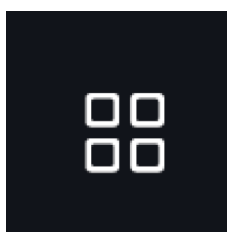
Start/Stop camera: Click to turn your camera on or off. Click the arrow to preview your video without turning on your camera for everyone.



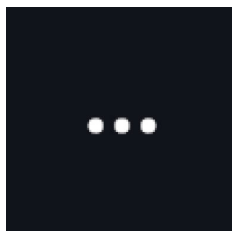
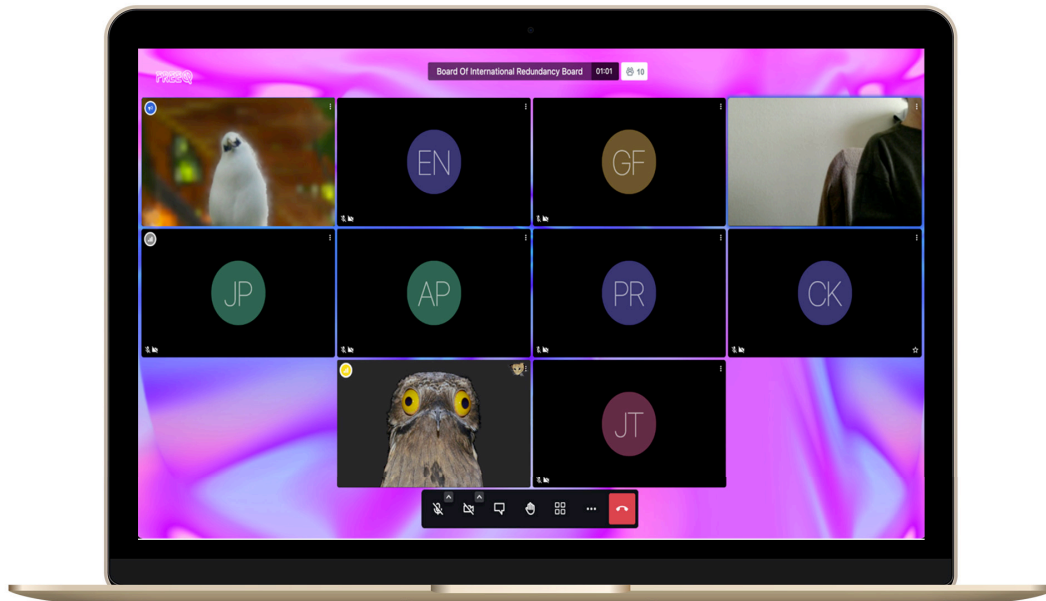
Open/Close chat: This opens or closes the chat panel on the **left side of the screen**. Messages can be sent to everyone in the event or to just one person. See below for details.



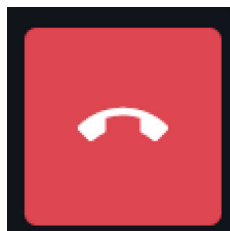
Raise your hand: Click to let your **moderator(s) know you have a question**. They'll receive a message and a hand icon will appear on your frame. Click the icon again to lower your hand and remove the icon from your frame.



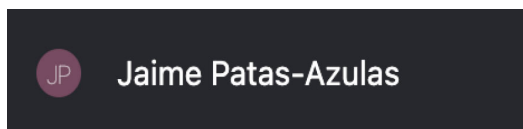
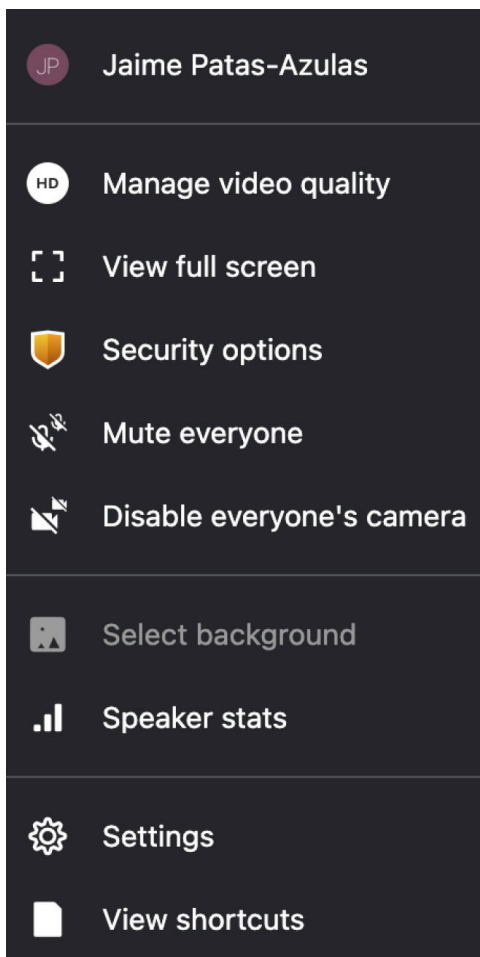
Toggle tile view: Click to switch your display between **filmstrip and tile view**. Note: In tile view, the kebab menu is in the upper right corner of each frame and the icons for disabled mics and cameras are in the lower left. The moderator star is still in the lower right. Also, the bar at the top of the screen now displays the number of **freeQs** in the room instead of your video quality.



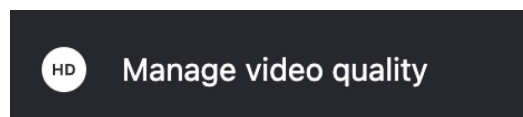
More actions:
This submenu
is explained in
detail below.



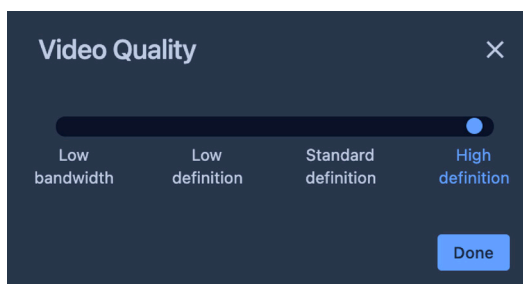
Leave:
Exit the event.




Clicking on your name **will take you to your profile**, also accessible through the Settings option below.



If you're having **trouble with audio or video**, try **changing your video quality to a lower setting**.



 View full screen

This toggles **full screen mode on and off**. You can also press ESC to exit full screen mode.

 Security options

For **moderator use only**.

Security options


Moderator participants can add a password to the meeting. Participants will need to provide the password before they are allowed to join the meeting.

Password: Set by another participant

 Mute everyone

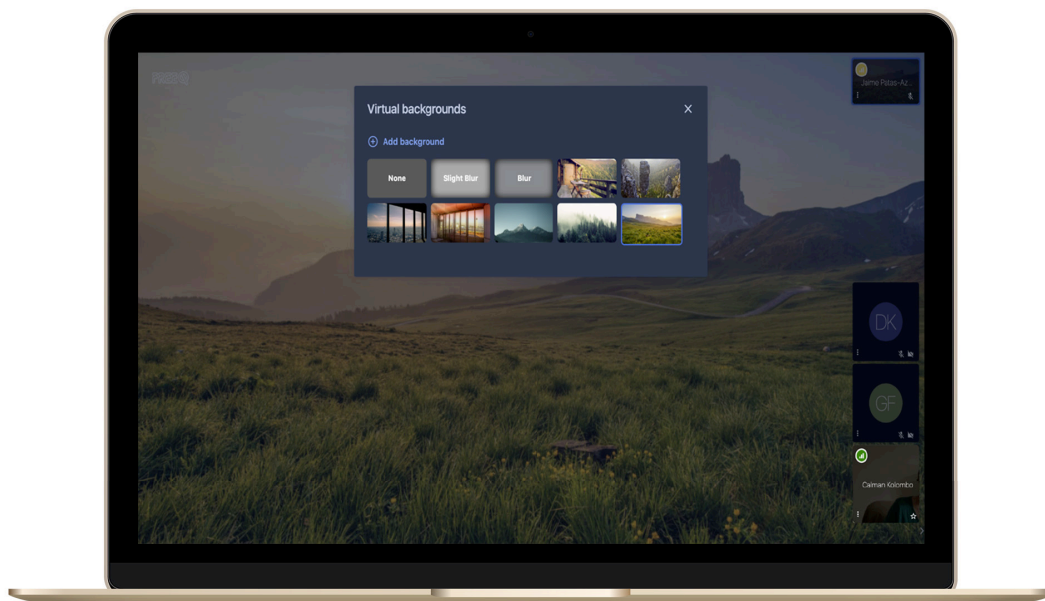
 Disable everyone's camera

Although these appear active to everyone, they **only work for the moderators**.

 Select background

You can **blur your actual background**, select a preloaded background, or **upload your own** background image. (In the example below, our

shy **freeQ** is hiding from the camera while they choose a background.) This **can be done both before you join the event** and at any time afterwards. Note: **If your camera is off, this menu option is grayed out**.



FREEQ



Speaker stats

This shows the amount of **time speakers have been active** during the event.



Settings

Your **camera, microphone, and audio** output settings are all on one screen here. You can also **view your profile or change the on-screen language**.



View shortcuts

There are also keyboard shortcuts for many of the event's features and options.

Keyboard shortcuts



Show or hide video thumbnails
Toggle tile view
Show or hide keyboard shortcuts
Push to talk
Show speaker stats
Focus on your video
Focus on another person's video
Mute or unmute your microphone
Start or stop your camera
Manage video quality
Open or close the chat
Raise or lower your hand
View or exit full screen

F

W

?

SPACE

T

O

1-9

M

V

A

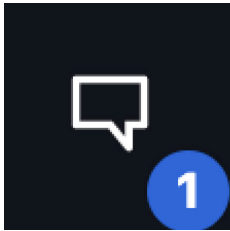
C

R

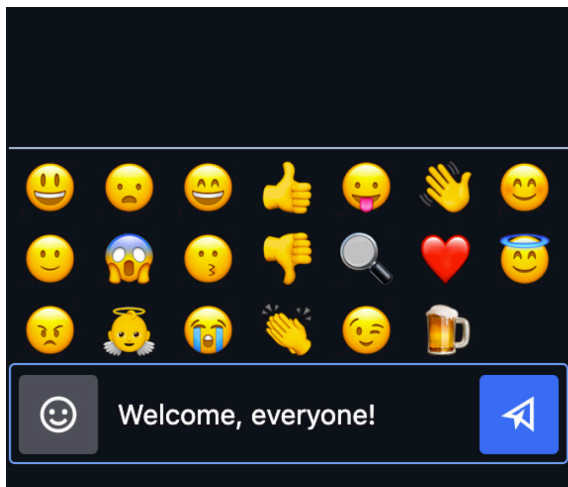
S

Close

CHAT

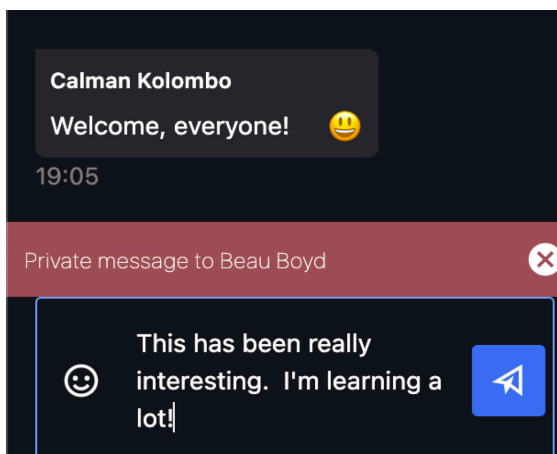


Your **camera, microphone, and audio** output settings are all on one screen here. You can also **view your profile or change the on-screen language**.



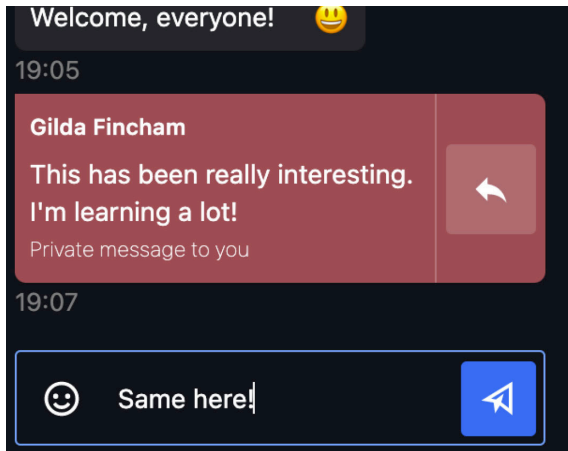
To **send a message** to everyone in the event, **open the chat panel** and type your message in the window at the bottom. To add an emoji, click the face on the left of the window and select the one you want to use from the pop-up display. (Note: The **emoji will be converted to punctuation when you click on it but will appear as the emoji again in the sent message**). Click the **paper airplane on the right to send your message**.

To send a private message to another **freeQ**, click on the kebab (three dots) menu on that **freeQ's** frame.

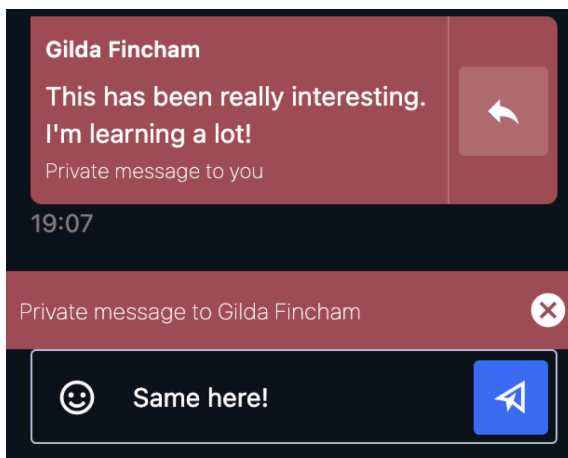


The '**Private message to [freeQ's name]**' bar above the text field confirms you're sending a private message. Type in your message and **click the paper airplane to send** it as above.

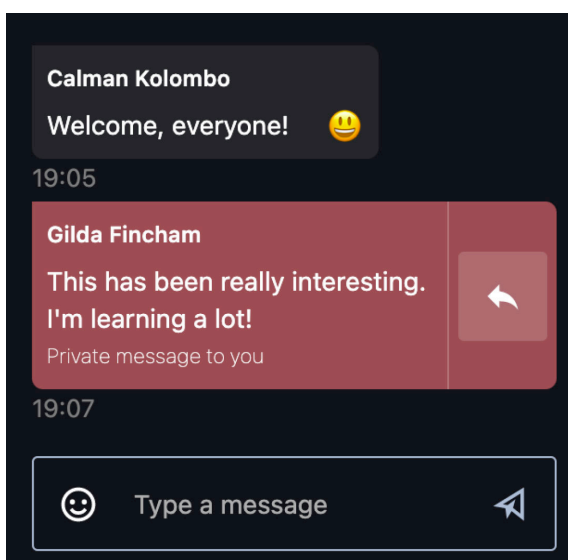
If you decide you don't want to send a private message after all, **click the X to close the 'Private message' bar**. Now if you send a message, it will go to everyone.



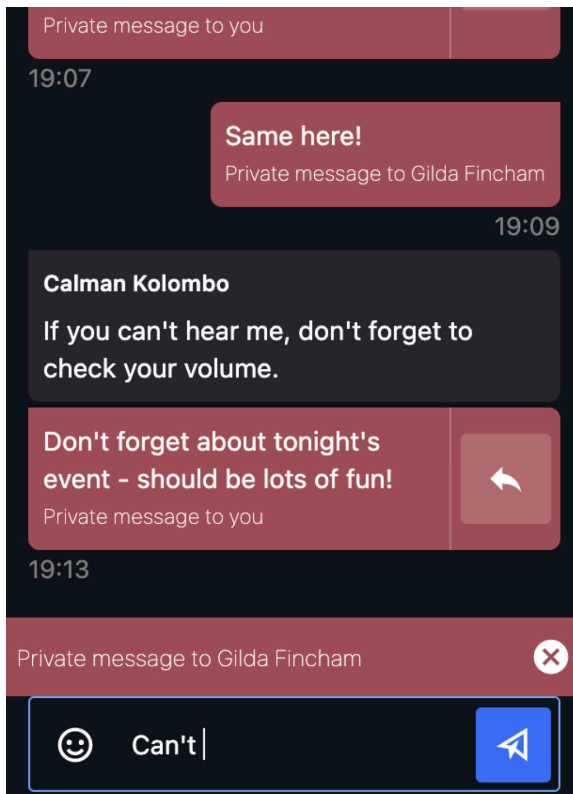
Here's what that **private message** looks like to the recipient in comparison to the public message above it. Note: **The sender's name is always included with the message** whether it's public or private.



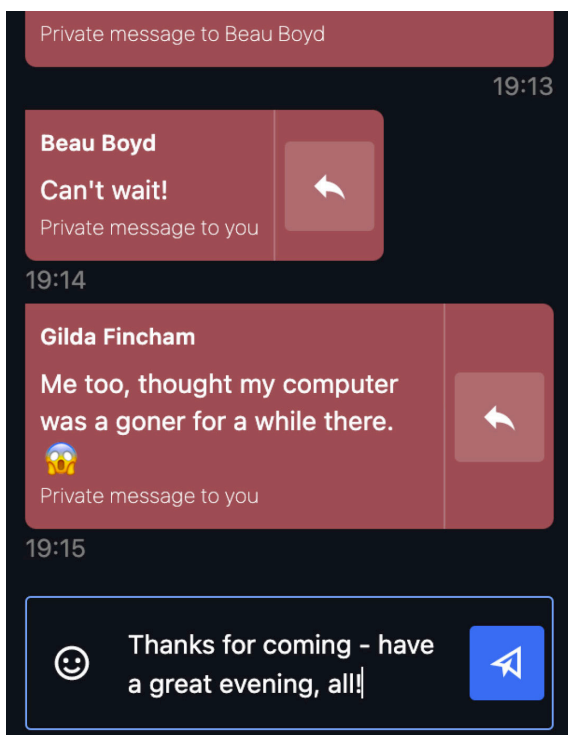
To send a **private reply**, click on the **reply arrow on the private message**. When you do, the '**Private message**' bar will appear above the text field and you're good to go.



Be careful replying to private messages! **If you just start typing without clicking that reply arrow first, like our freeQ did here, the message is being aimed at everyone.** Notice that there's no 'Private message' bar above the text field! If you catch yourself doing this, just click the reply arrow, make sure the 'Private message' bar appears, and carry on.



If you are **exchanging private messages with more than one person, be sure to check the name in the 'Private message' bar before you send a reply.** Here the 'Private message' bar still reflects the message exchange with Gilda. Clicking on the reply arrow on Calman's private message will change the 'Private message' bar to Calman's name and send the reply accordingly. (Note: Calman's name isn't on the private message because they also sent the general message right above it.)



If you want to **send a public message** but there's a 'Private message' bar above the text field, **click the x to remove it** then type and **send your public message** as usual.

In this instance, **you'll get a pop-up message to confirm whether you want to send it privately or publicly.** Click on 'Send to the group' and it will go out to everyone.

