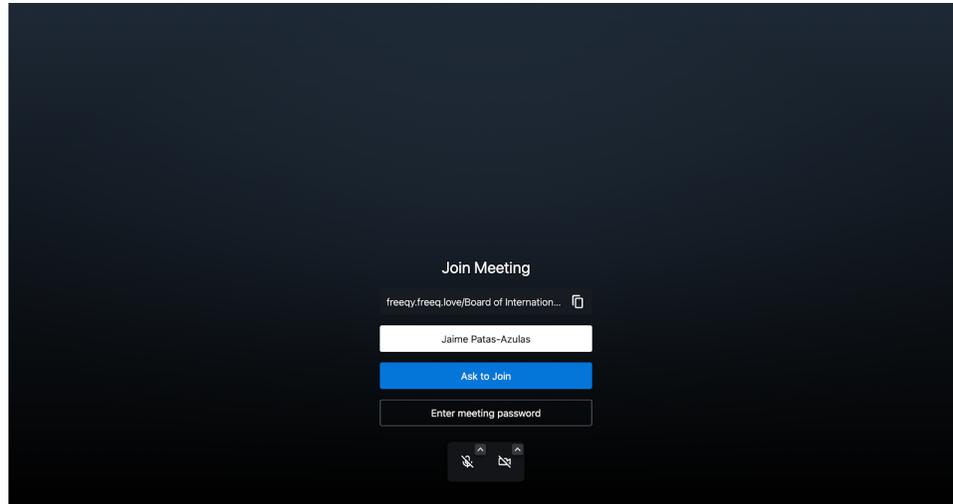
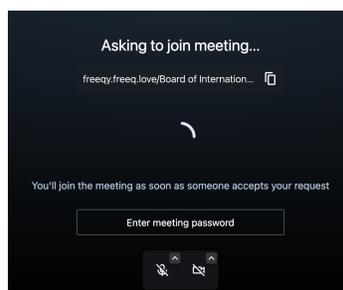


How to freeQ

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

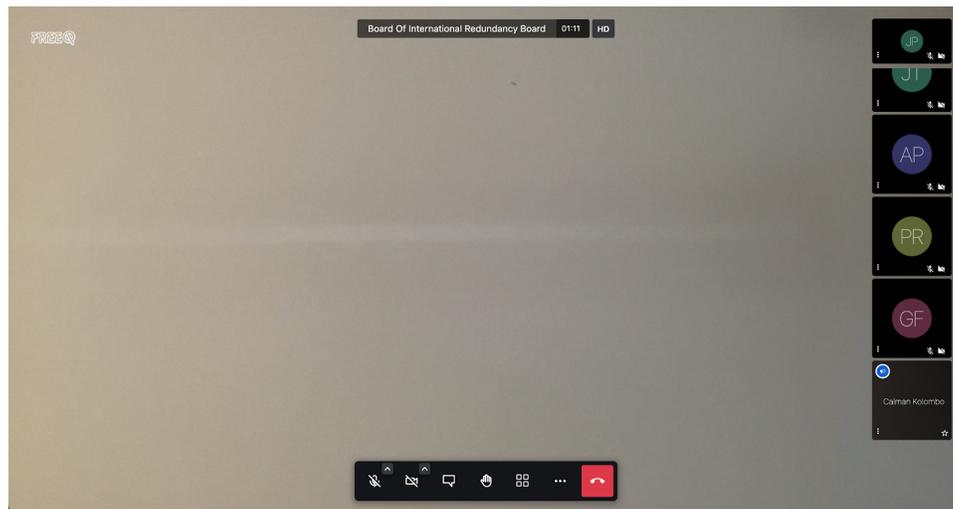


- Click the mic and camera icons to enable or disable your audio and/or video before joining the event; both are disabled in the above example. (You can also [disable or re-enable](#) them once you're in the event.)
- For some events, moderators may automatically disable all mics and/or cameras in advance 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. **UPDATE SHOT WHEN AVAIL**
- 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.

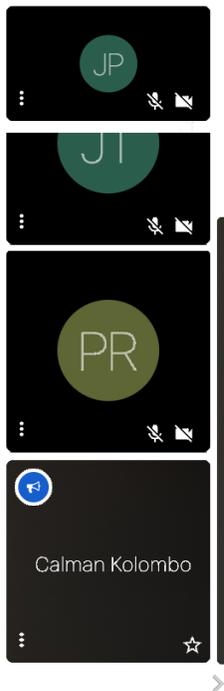


- Note: If you see 'Sorry! You are not allowed to be here :(' instead, it means you arrived before the event has been opened. Wait a minute then click your link again.

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.

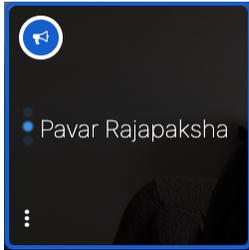


On the right side of the screen is the filmstrip showing everyone in the room. Your frame is fixed at the top and you can scroll up and down the filmstrip to see the rest of the frames.

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.



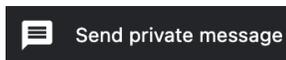
When the moderator designates someone as the presenter, that person's video becomes the main screen. Their filmstrip frame will be outlined in blue and will display their full name.

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.

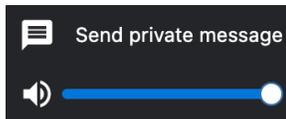
The three-dot menu ('kebab menu') in the lower left corner of all frames does one of three things, depending on whose frame it is:



Your frame: Flips your video between mirror and normal.



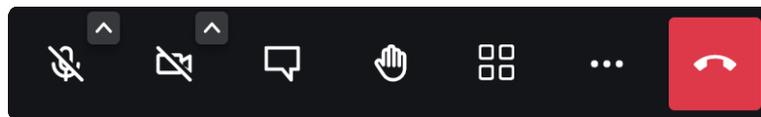
Another freeQ's frame: Click to send them a [private message](#).



The presenter's frame: Send them a [private message](#) or adjust their volume.

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.

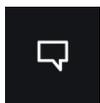
The menu bar: Hover over each item for a brief description.



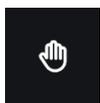
Mute/Unmute: Click to mute or unmute your mic. Click the arrow to display your audio settings.



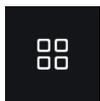
Start/Stop camera: Click to turn your camera on or off. Click the arrow to preview your video without turning on your camera for everyone.



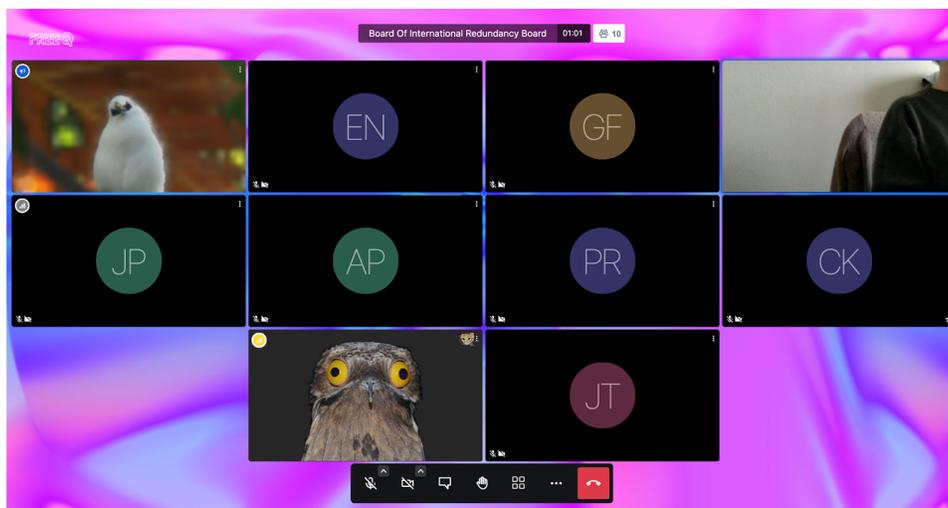
Open/Close chat: This opens or closes the [chat panel](#) on the left side of the screen. Messages can be sent to everyone in the event or to just one person. [See below](#) for details.



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.

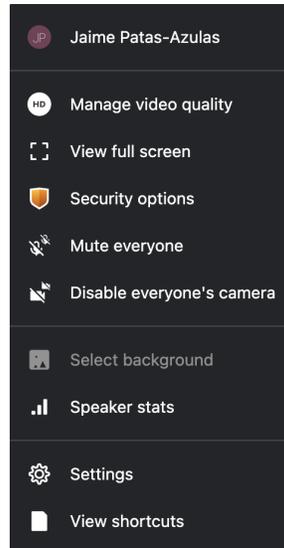


Toggle tile view: Click to switch your display between filmstrip and tile view. Note: In tile view, the kebab menu is in the upper right corner of each frame and the icons for disabled mics and cameras are in the lower left. The moderator star is still in the lower right. Also, the bar at the top of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



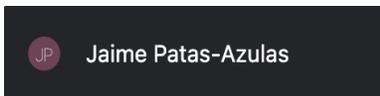


More actions: This submenu is explained in detail [below](#).



Leave: Exit the event.

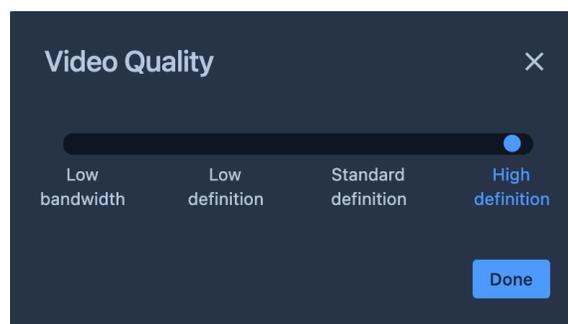
The 'More actions' submenu:

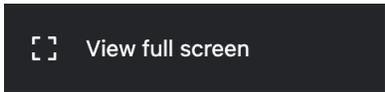


Clicking on your name will take you to your profile, also accessible through the Settings option below.

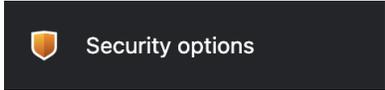


If you're having trouble with audio or video, try changing your video quality to a lower setting.

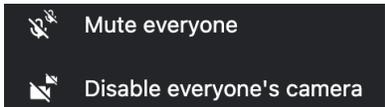
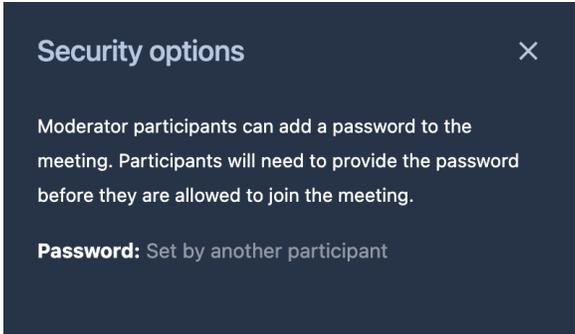




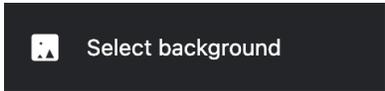
This toggles full screen mode on and off. You can also press ESC to exit full screen mode.



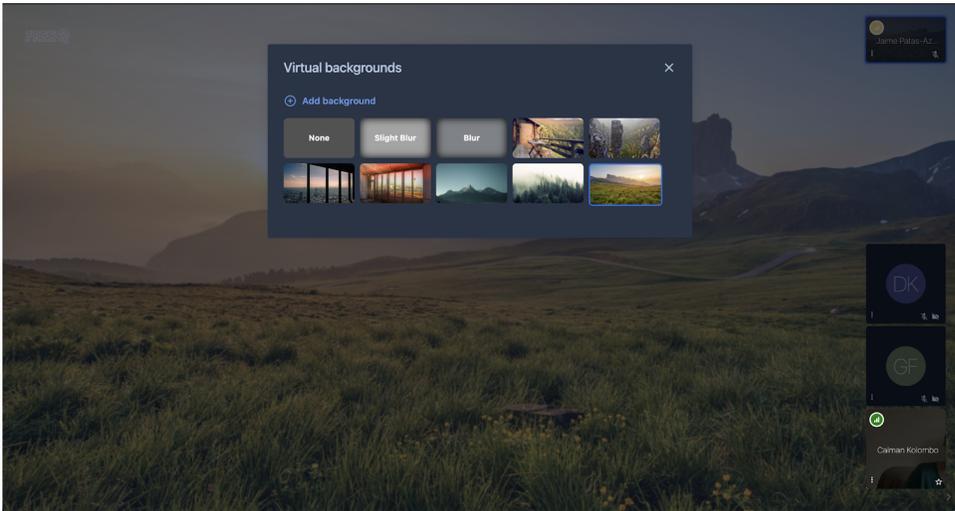
For moderator use only.



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



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.



 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

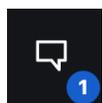
There are also keyboard shortcuts for many of the event's features and options.

Keyboard shortcuts ×

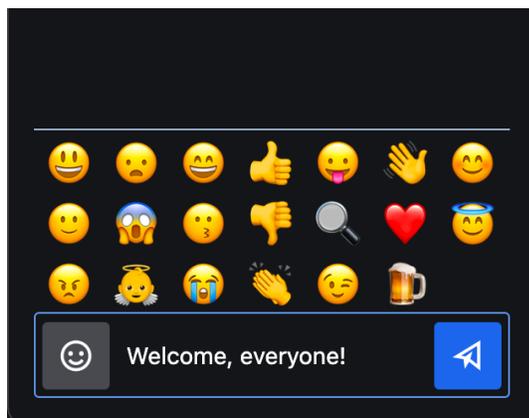
Show or hide video thumbnails	F
Toggle tile view	W
Show or hide keyboard shortcuts	?
Push to talk	SPACE
Show speaker stats	T
Focus on your video	O
Focus on another person's video	1-9
Mute or unmute your microphone	M
Start or stop your camera	V
Manage video quality	A
Open or close the chat	C
Raise or lower your hand	R
View or exit full screen	S

[Close](#)

Chat

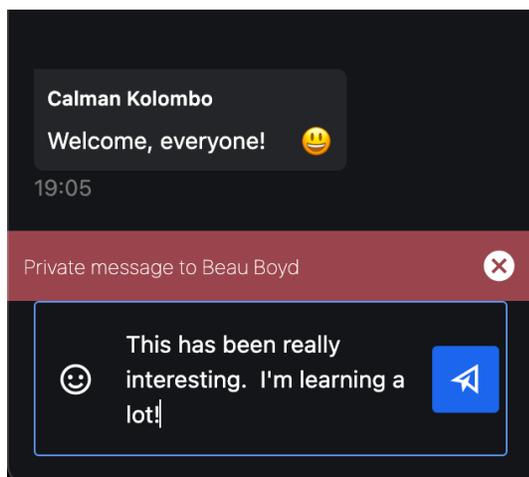


If you receive a chat message, there will be a small audio notification and a number will appear on the menu bar's chat icon to indicate how many unread messages you have. Click the icon to open the chat panel on the left side of your screen, view your message(s), and reply if you wish.



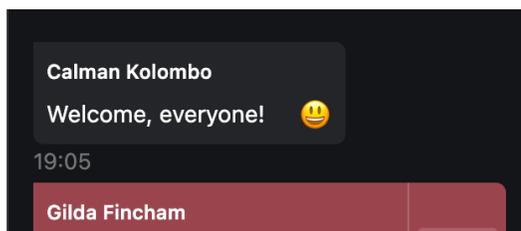
To send a message to everyone in the event, open the chat panel and type your message in the window at the bottom. To add an emoji, click the face on the left of the window and select the one you want to use from the pop-up display. (Note: The emoji will be converted to punctuation when you click on 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.



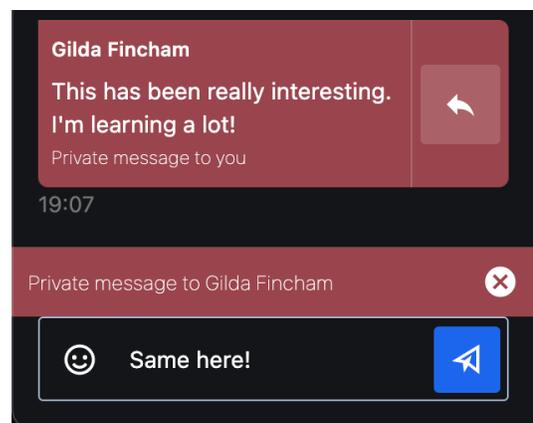
The 'Private message to [freeQ's name]' bar above the text field confirms you're sending a private message. Type in your message and click the paper airplane to send it as above.

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.

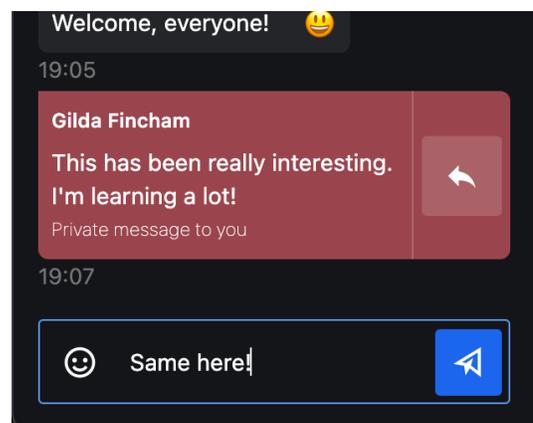


Here's what that private message looks like to the recipient in comparison to the public message above it. Note: The sender's name is always included with the message whether it's public or private.

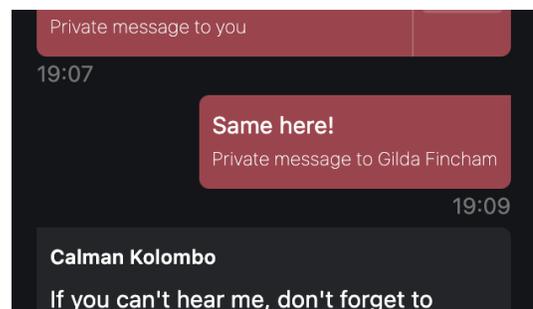
To send a private reply, click on the reply arrow on the private message. When you do, the 'Private message' bar will appear above the text field and you're good to go.



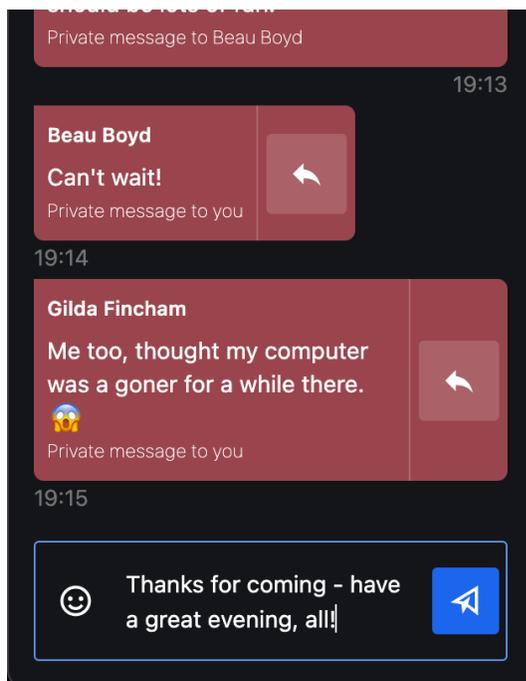
Be careful replying to private messages! If you just start typing without clicking that reply arrow first, like our recipient did here, the message is being aimed at everyone. Notice that there's no 'Private message' bar above the text field! If you catch yourself doing this, just click the reply arrow,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



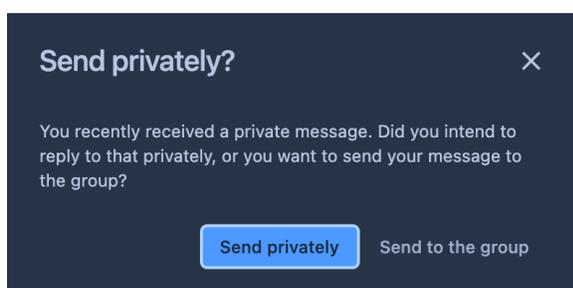
If you are exchanging private messages with more than one person, be sure to check the



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.