The Abdus Salam International Centre for Theoretical Physics

United Nations Educational, Scientific and Cultural Organization

IAEA International Atomic Energy Agency

Self-managed Video Conferencing services for the ICTP community

July 7, 2020

Outline

1. Video Conferencing features overview: basic, advanced;
2. **Nextcloud Talk** as secure private small tool;
3. **Google Meet** as a larger tool;
4. **Other VC tools** short overview;
5. **Best practices**;
6. Q & A session.

What is Covered

Tools supported by ICTS

- **Nextcloud Talk** on dbox.ictp.it (via ICTP account, all users enabled)
- **Google Meet** (via ICTP account, not all users enabled)

- How to set-up and manage a VC meeting;
- VC with ICTP colleagues, VC with external collaborators;

Disclaimer

As the situation with VC tools is rapidly evolving, a lot of information in this presentation might soon be outdated (time limitations, new features). Verify with each tool what's new.

ICTS is supporting **NextCloud Talk** and **Google Meet**.

All other tools are valid but are to be used on a **self-service** base.

Zoom is and remains the main ICTP VC tool, for stability and features.

About Zoom, managed by ICTS Video Team

The ICTP has dozens of **licenses** for Zoom which allow for meetings and webinars with various numbers of participants.

Zoom is the main platform adopted by **ICTP for conferences and official meetings/webinars**.

The events have to be created and managed by the **ICTS Video Team**.

For **smaller** meetings, other tools are preferable.

Advantages of Self-managed VC services

- Often there is **no** need to **register** with the service (use ICTP account credentials instead)
- **Ease** of use:
  - create a talk/room/meeting/VC call (get URL);
  - share URL (e.g. via mail);
  - start talking.
- **Security** (if hosted at ICTP premises)
- **No** need for booking with specialised **ICTS personnel**

Features in a Video Conferencing Tool

- **Who** has access?
- **Time** unlimited?
- Limit to **number** of participants?
- **Audio/Video/Screen Sharing**
- (Written) **Chat**
- Different layouts for screen (grid view)

Advanced:

- **Waiting room**
- Participants management (mute all)
- Whiteboard/Screen-sharing with Annotations
- File transfers
- **Recording**
- Captions (audio to text), Transcriever
- **Integration** with other tools (calendars, Slack, etc.)
- Screen remote control
- Virtual background
- Streaming

Nextcloud Talk

Nextcloud (which is installed on https://dbox.ictp.it/) offers the app **Talk**.

Real-time **communication** and ***collaboration*** in a file sync & share environment

For **small** meetings: works for up to **4-5** people.

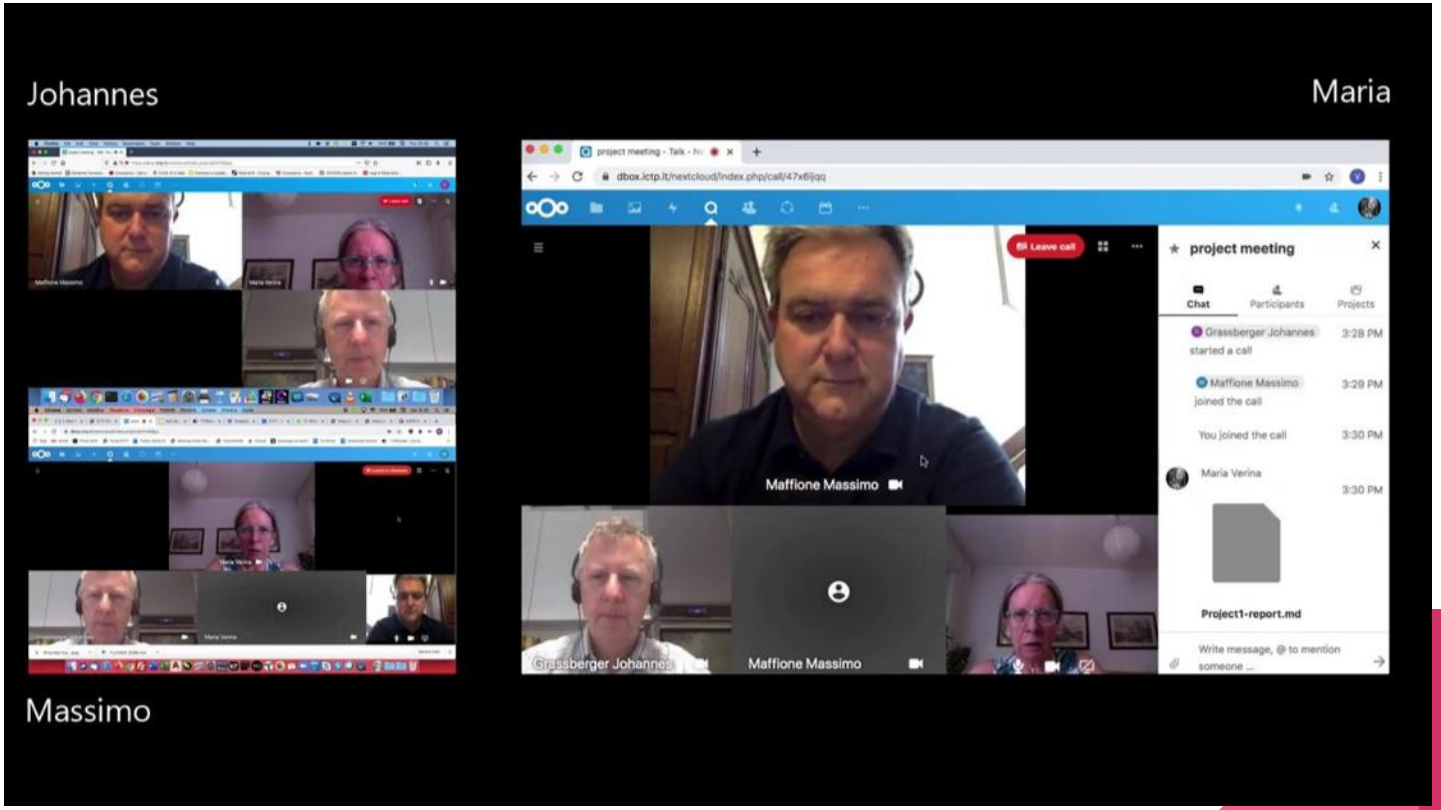
All ICTP users have access to this facility.

It’s easy to find other ICTP users. Quick chat with ANY ICTP colleague!

Secure and **confidential**: the server is **inside** the ICTP.

No built-in ability to centrally **record** the meeting

Demo: Nextcloud Talk



Features Overview for Nextcloud Talk

- **Who** has access? **ALL ICTP**
- **Time** unlimited? ✓
- Limit to **number** of participants? ~5
- **Audio/Video/Screen Sharing:** ✓
- (Written) **Chat:** ✓
- Different layouts for screen (grid view): ✓

Advanced:

- Waiting room: ✓
- Participants management (mute all): ✓
- Whiteboard/Screen-sharing with Annotations: ✗
- File transfers: ✓
- Recording: ✗
- Captions (audio to text): ✗
- Integration with other tools (calendars, Slack, etc.): ✗ *
- Screen remote control: ✗
- Virtual background: ✗
- Streaming: ✗

* Deep integration with other apps in the Nextcloud Hub (File sharing, Contacts etc.)

Google Meet

Google Meet can be set-up by everyone who has a Google account.

ICTP has access to **G Suite Education Edition,** including Meet and Calendar

Many ICTP users (Staff, etc.) are already enabled with their credentials.

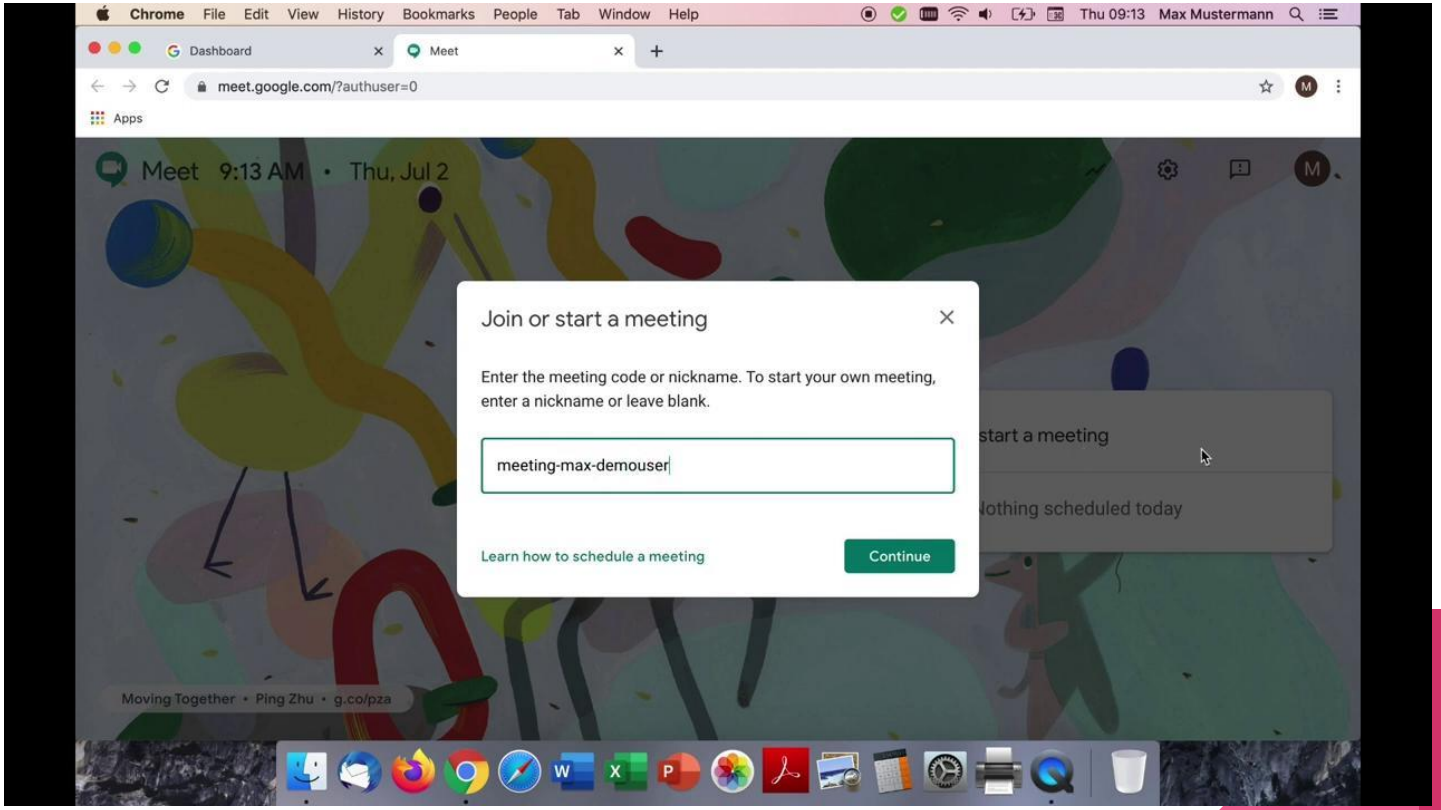
https://meet.google.com/

Provide your ICTP username in the form (***username*@ictp.it**) as login name.

For larger meetings (up to **250** participants; until September 30, 2020, after up to **100**).

Has built-in **recording** to drive.

Demo: Google Meet



Features Overview for Google Meet

- **Who** has access? **ICTP Staff**
- **Time** unlimited? ✓
- Limit to **number** of participants? 250 through September 30, 2020, after:100
- **Audio/Video/Screen Sharing:** ✓
- (Written) **Chat:** ✓
- Different layouts for screen (grid view): ✓

Advanced:

- Waiting room: ✓
- Participants management (mute all): ✓
- Whiteboard/Screen-sharing with Annotations: ✗
- File transfers: ✓
- Recording: (✓ **free until 30/09/2020) (on organizer's drive)**
- Streaming: (✓ free until 30/09/2020)
- Captions (audio to text): ✓
- Integration with other tools (calendar, Slack, etc.): ✓
- Screen remote control: ✗
- Virtual background: ✓ (browser extension)

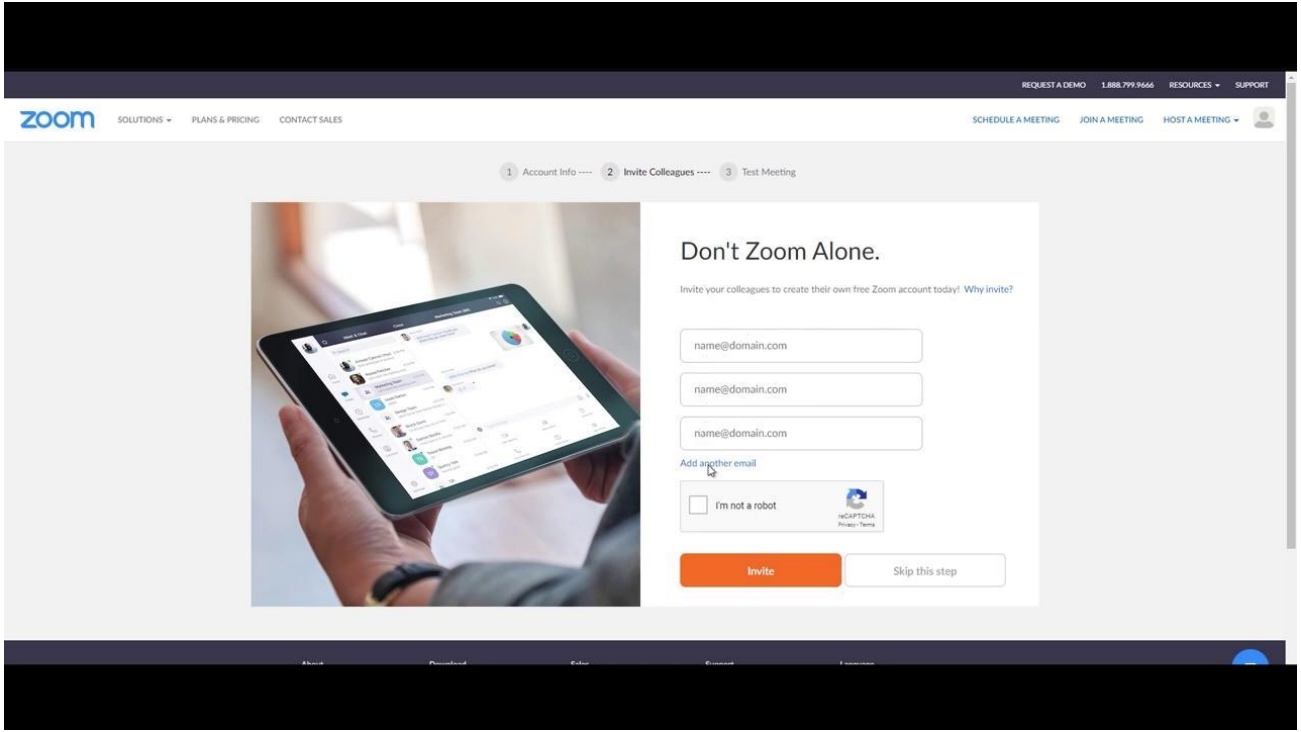
Some Other Video Conferencing Tools

You can sign up to and use the following services for free.

Note that the **ICTS does not provide any user support**!

- **Zoom** (via **free** account, 40 minutes)
- Cisco **Webex** (via free account, 50 minutes limit)
- **Whereby**.com (via free account with limitations: 4 participants)
- lorestoacasa.work (**Multiparty Meeting**/Edumeet, **Jitsi**) (free, no sign up, 50 participants)
- ...

Zoom.us


REQUEST A DEMO
1.888.799.9666
RESOURCES
SUPPORT
zoom
SOLUTIONS
PLANS & PRICING
CONTACT SALES
SCHEDULE A MEETING
JOIN A MEETING
HOST A MEETING
1 Account Info
2 Invite Colleagues
3 Test Meeting
Don't Zoom Alone.
Invite your colleagues to create their own free Zoom account today! Why invite?
name@domain.com
name@domain.com
name@domain.com
Add another email
I'm not a robot
reCAPTCHA
Invite
Skip this step

Webex.com

Via free account;

50 minutes time limit;

Large professional tool;

Via Web, via dedicated app;

https://help.webex.com/it-it/8bzter/Cisco-Webex-Meetings-Video-Tutorials

adavanced features are not free;

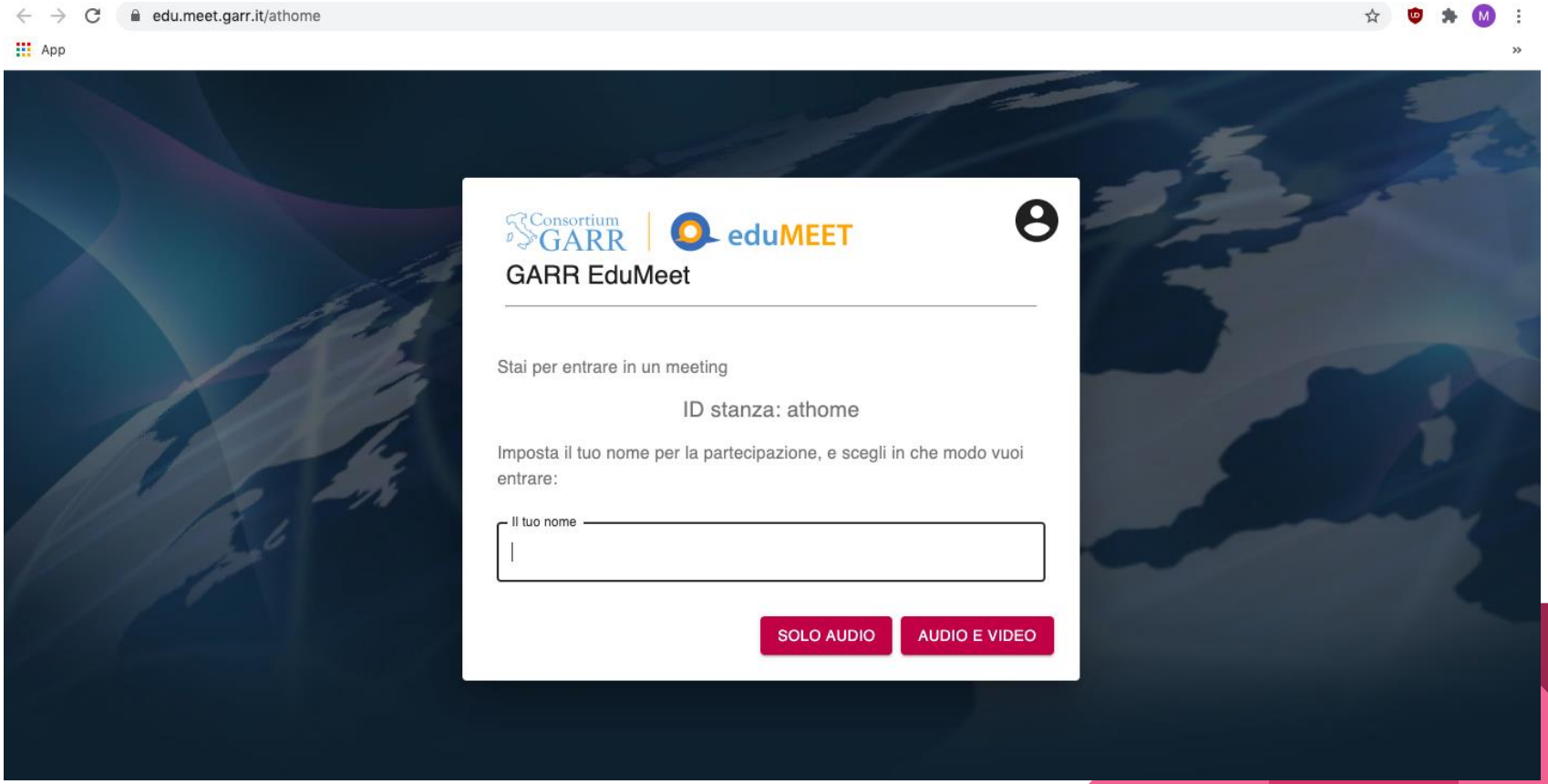
Whereby.com

Iorestoacasa.work

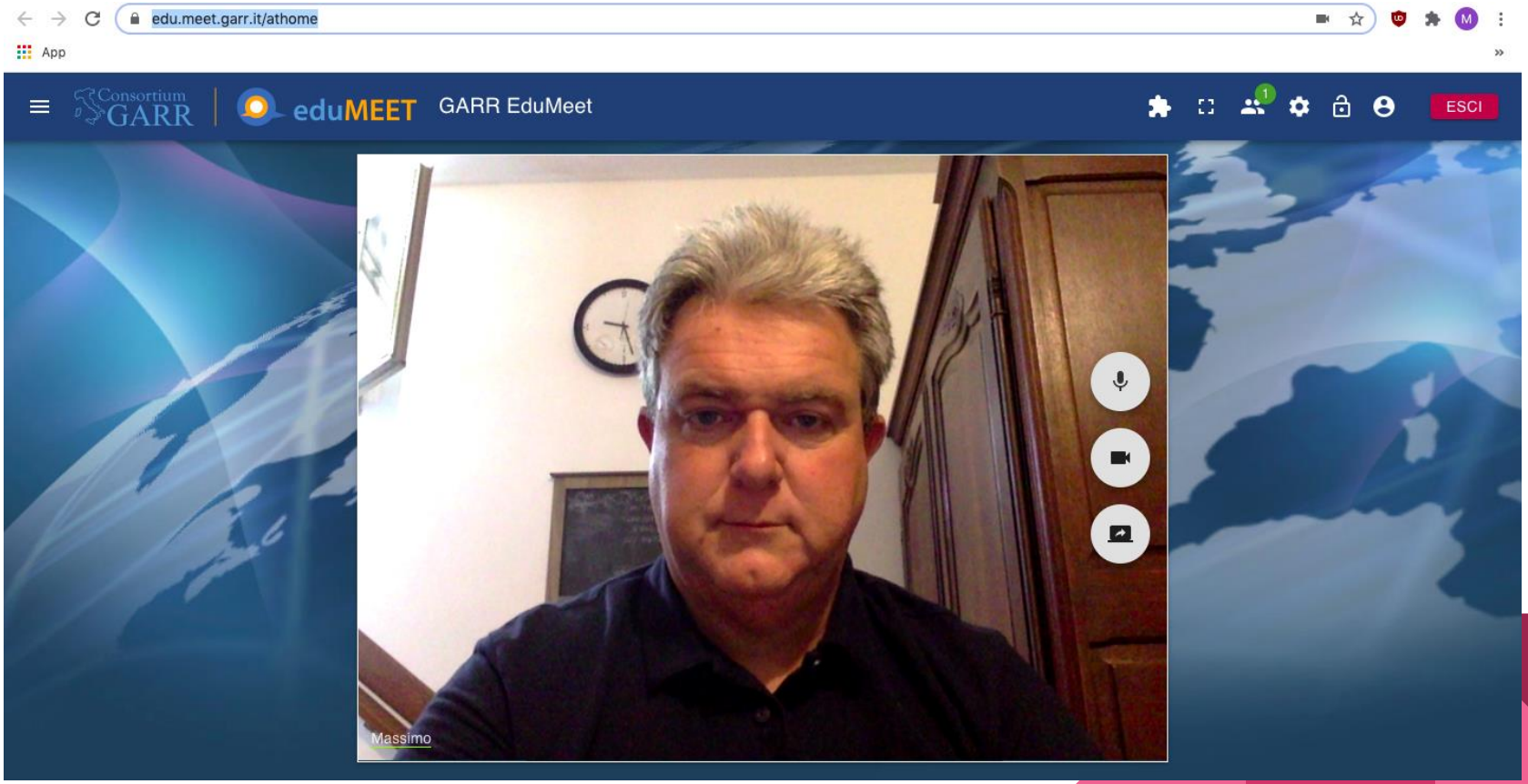
- The system is free, it doesn’t require to sign up;
- Up to 50 participants per meeting;
- Made by Community (more than 40 servers), it offers two platforms:
  - Multiparty Meeting/Edumeet;
  - Jitsi (it has similar aspect but requires more bandwitdth).

Iorestoacasa.work

Iorestoacasa.work



lorestoacasa.work



lorestoacasa.work

How to choose a Video Conferencing tool ?

- How many participants?
- From ICTP only?
- Confidentiality needed?
- Time duration?
- Territoriality censorship (embargo)?
- Recording needed?
- White board needed?
- Other advanced features needed?

Best practices (1)

- Keep your software (web browsers or specific applications) **up to date**.
- Some tools work better with certain **browsers**.
- When experiencing problems, try to **leave** and re-enter the meeting; try changing web browser; try **rebooting** the computer
- If the dedicated application does not work, a web browser or your **smartphone** might do the job as well
- Video conferences are power hungry, so you can also expect the CPU **fan** to become noisy.
- When you copy the **invitation link**, be careful that it is **complete**, otherwise your invitee might end-up in an empty room!

Best practices (2)

- Avoid "Zoom **Fatigue**", keep meetings short, give breaks
- Before **recording** a meeting, collect consent from all Presenters
- VIDEOMEETING: 10 TIPS FOR PERFECT VIDEOCONFERENCES:

  The following three slides have been provided by GARR:

  https://garr.it/en/news-events/publications/informative-material/5101-tips-for-videconferences/file

VIDEO MEETING

10 Tips for a perfect videoconference experience

BEFORE YOU START

1 GET PLUGGED IN
If you are using a mobile device (laptop, tablet or smartphone) connect to power: videoconference services need a lot of power and will quickly drain your battery!

2 HEADPHONES MAKE IT BETTER
Use headphones or earbuds, instead of the loudspeakers of your device. You'll avoid echo and make audio much better for everyone in the call

3 MIND (WHERE) YOU TALK
Use an external microphone or headphones with internal microphone. If you haven't one, move closer to the device microphone as you speak

4 BE IN THE SPOTLIGHT
Try not to have a strong light behind you (like a curtainless window). A front light is preferable for others to better see your face

DURING THE VIDEOCONFERENCE

5 SILENCE IS GOLDEN

Mute your microphone when you are not speaking. Otherwise your background noise could distract, cause echo, or break the speaker's voice

6 TO EACH THEIR OWN (TURN)

If you want to speak, use the "raise your hand" function and wait for the host to give you the floor. This will avoid overlaps and keep the discussion orderly

7 SHARE (BUT NOT TOO MUCH)

Use the “share” button only when you want to show your screen to all participants. Always agree this beforehand with the host

AND IF SOMETHING GOES WRONG...

8 CABLED IS BETTER
Connect to a wired port! Even if the connection is good, if radio channels are heavily used the Wi-Fi can become unstable and make your videoconference experience poor

9 IMAGE IS NOT EVERYTHING
If the audio is poor and makes it hard for you to talk or follow what the others say, try to stop your video and go audio-only: you'll save bandwidth and improve quality

10 CAN'T TALK? JUST CHAT!
Many videoconference applications have a chat function: use it to communicate with others in case of audio problems

Texts: GARR (C. Allocchio, M. Campanella), Nordunet (R. Buch, L.Fisher), SUNET (V. Nordh)
Icon: priyanka from the Noun Project

Consortium GARR | THE ITALIAN EDUCATION & RESEARCH NETWORK

Summary / Conclusions

- Self-service/self-managed/Autonomous/**Easy** to use
- **Quick** VC meeting with colleagues/collaborators
- User managed Own "virtual office" where others walk-in to talk to you

- Nextcloud **Talk**, with 2 to 5 persons, ANY ICTP user, inside ICTP
- Google **Meet**, for bigger meetings, up to 250 through September 30, 2020, after up to 100
- ICTP account credentials

- Other tools: free to explore
- need to register
- time limits
- no ICTS support

Help and more information

- For assistance, please contact the ICTS through helpdesk@ictp.it
- https://nextcloud.com/talk/
- https://apps.google.com/meet/how-it-works/

Others:
https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials
HOW TO Zoom playlist:
https://www.youtube.com/playlist?list=PLKpRxBfeD1kEMI1lId3NXl77fKDzSXe
https://help.webex.com/it-it/8bzter/Cisco-Webex-Meetings-Video-Tutorials
https://whereby.com
https://iorestoacasa.work
https://edumeet.org/

Thank You!

Alessandro Cenni

Johannes Grassberger

Thomas Gurtner

Massimo Maffione

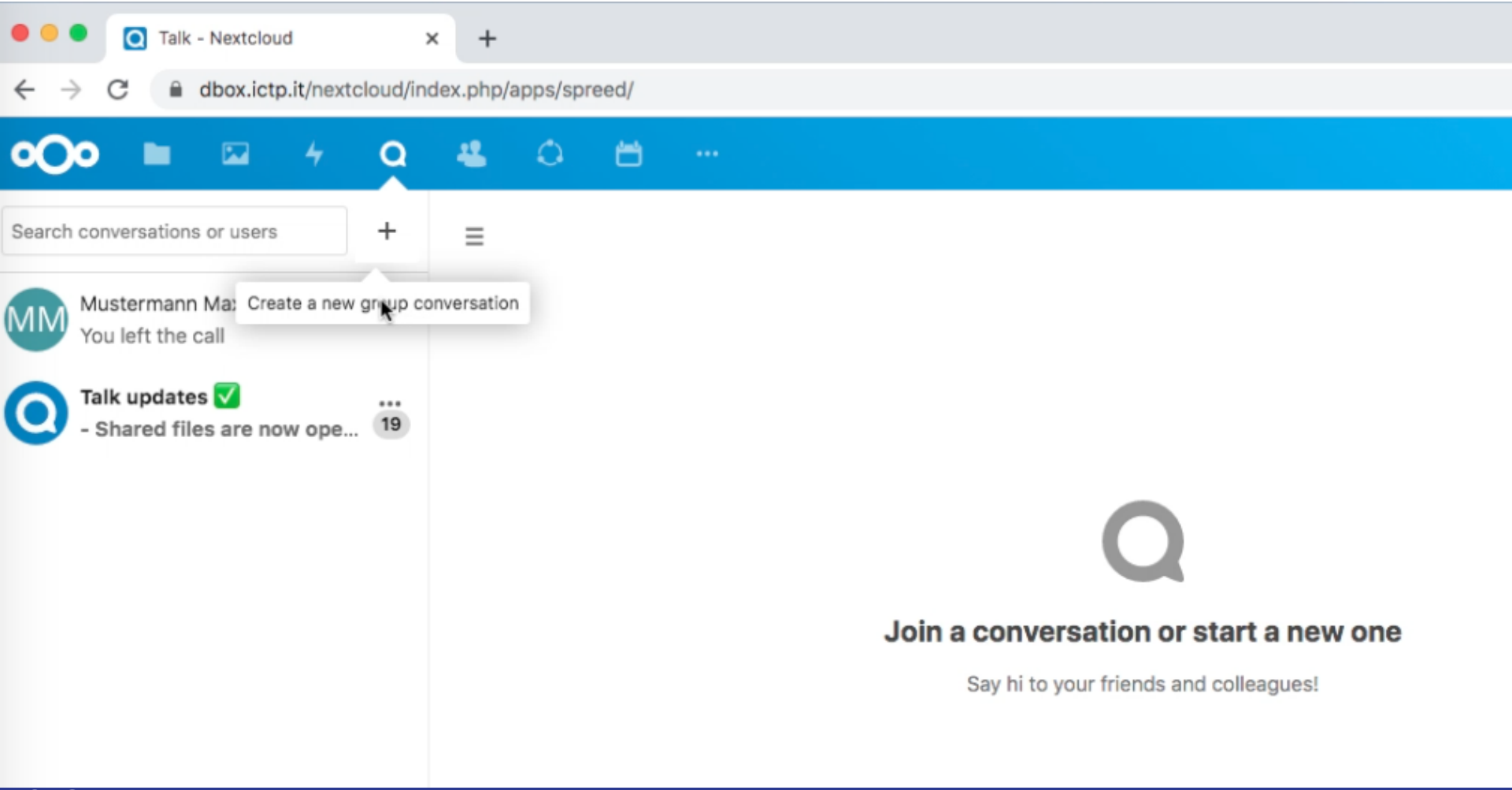
Sabrina Visintin

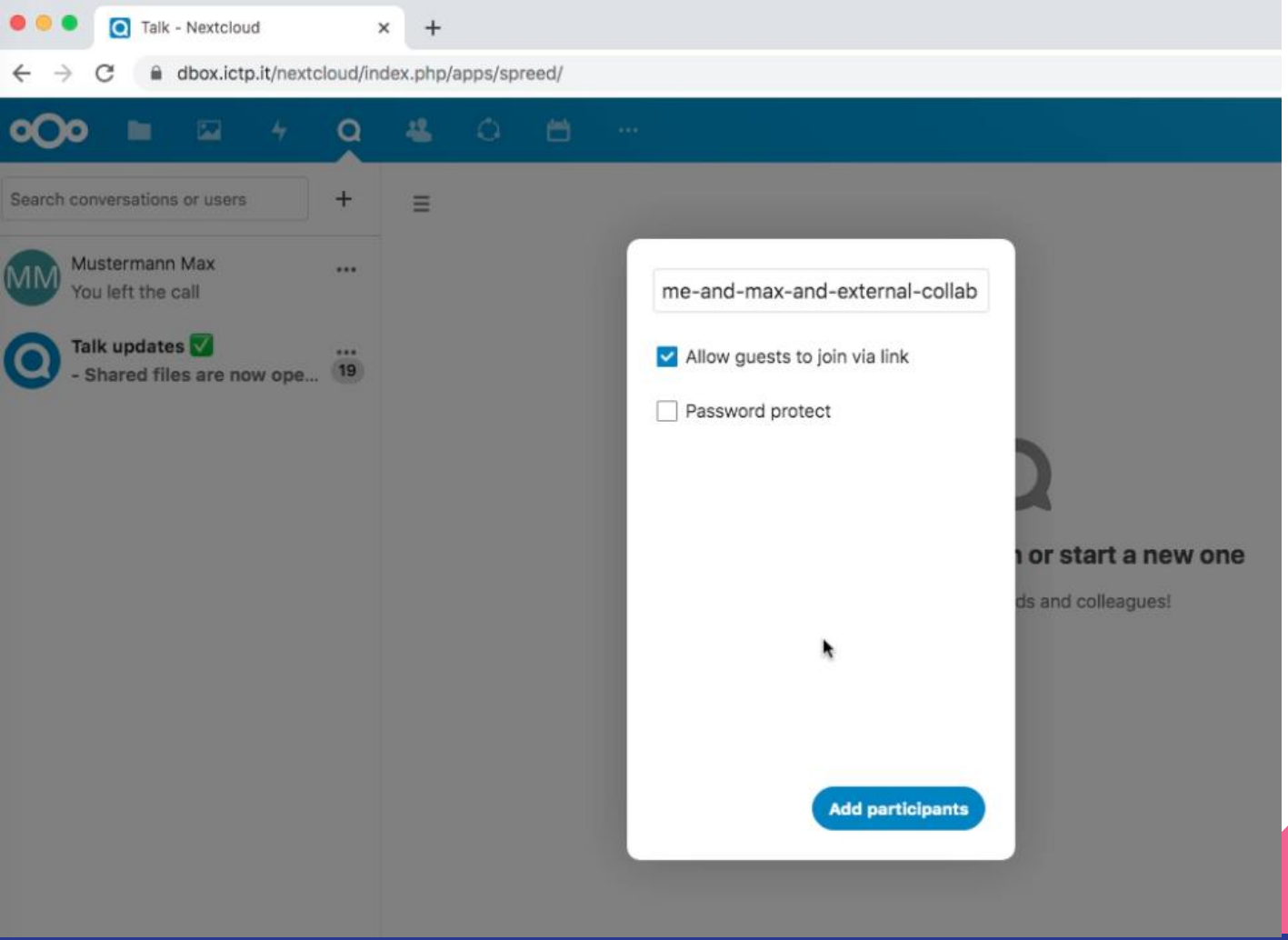
Maria Verina

Q&A

Questions and Answers

Bonus Slides


Talk - Nextcloud
dbox.ictp.it/nextcloud/index.php/apps/spreed/
Search conversations or users
Create a new group conversation
MM
Mustermann Ma
You left the call
Talk updates
- Shared files are now ope...
19
Join a conversation or start a new one
Say hi to your friends and colleagues!


Talk - Nextcloud
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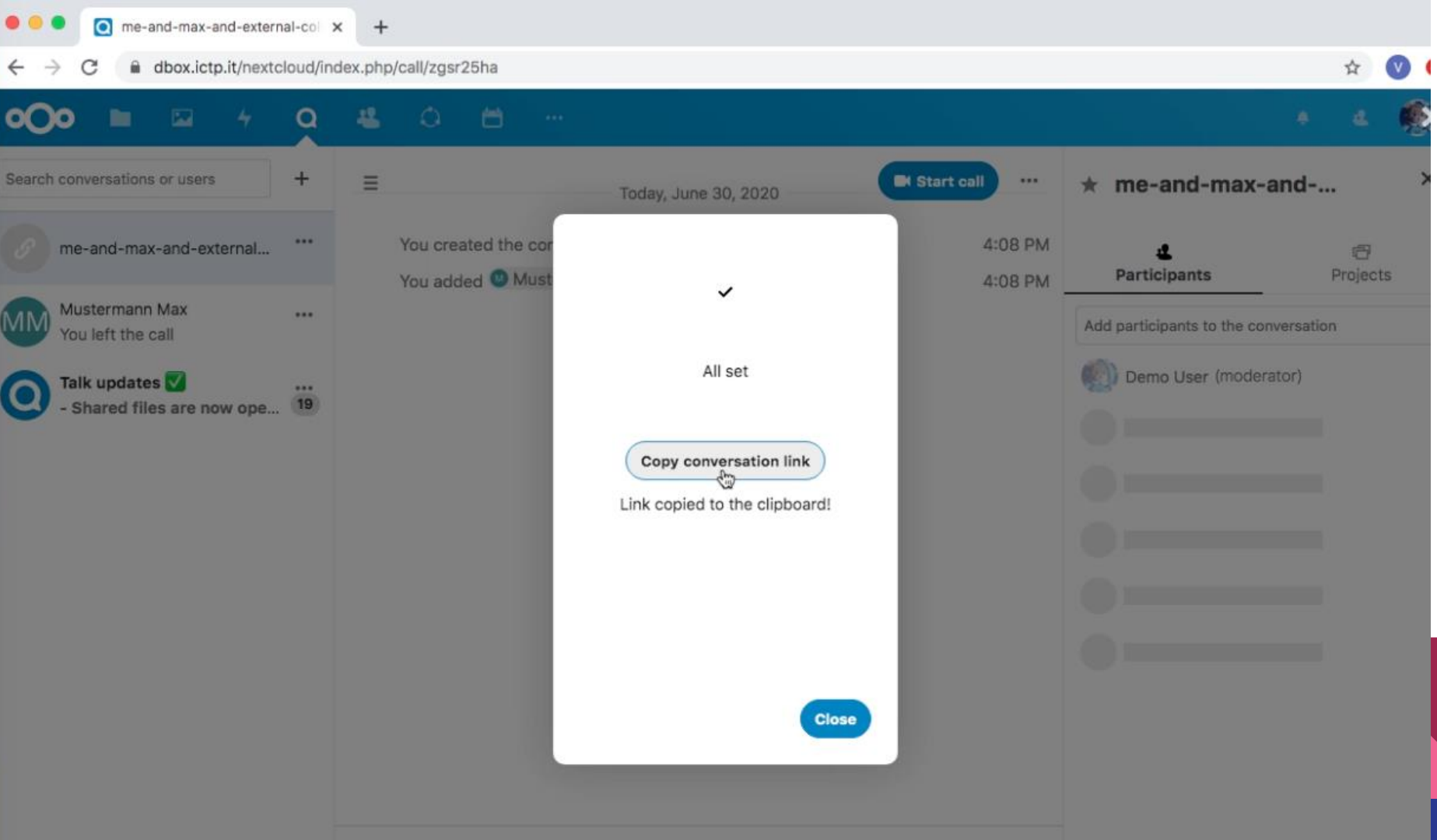
Search conversations or users
Mustermann Max
You left the call
Talk updates
- Shared files are now ope...
19
me-and-max-and-external-collab
Allow guests to join via link
Password protect
Add participants
or start a new one
ds and colleagues!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Search conversations or users
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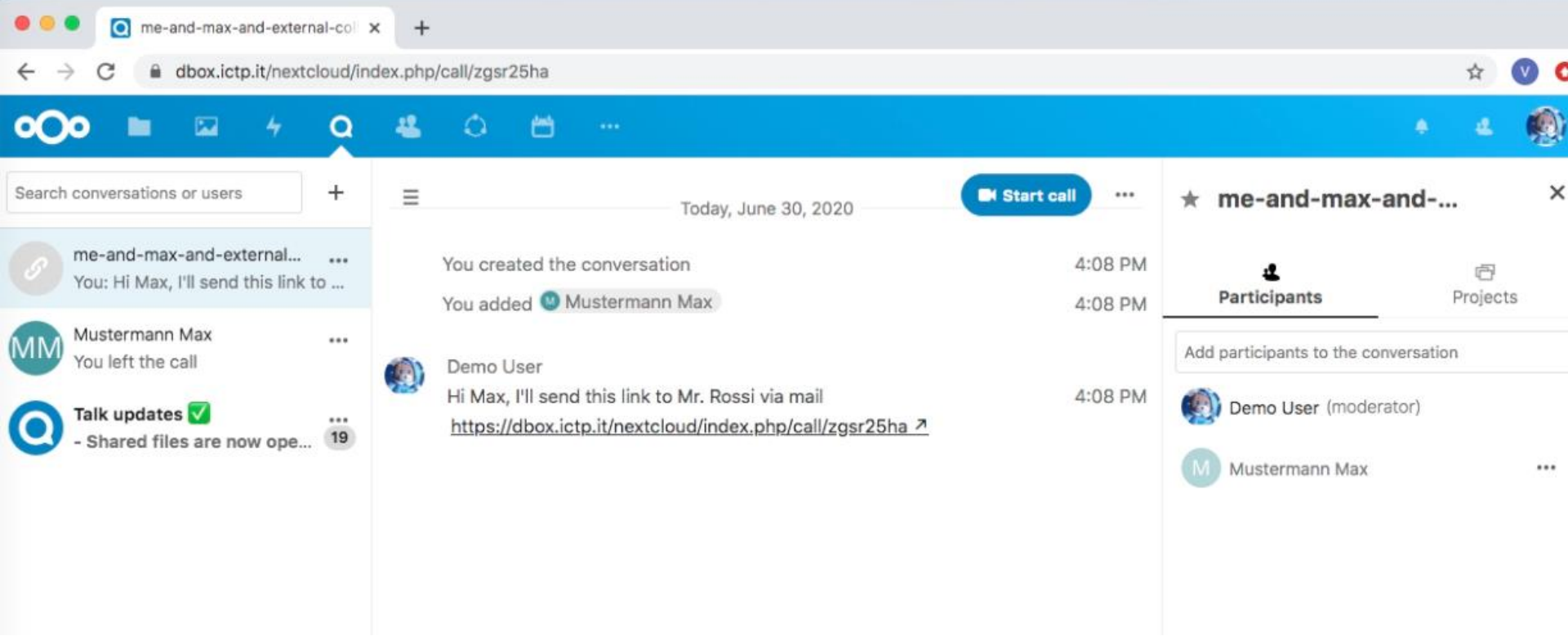
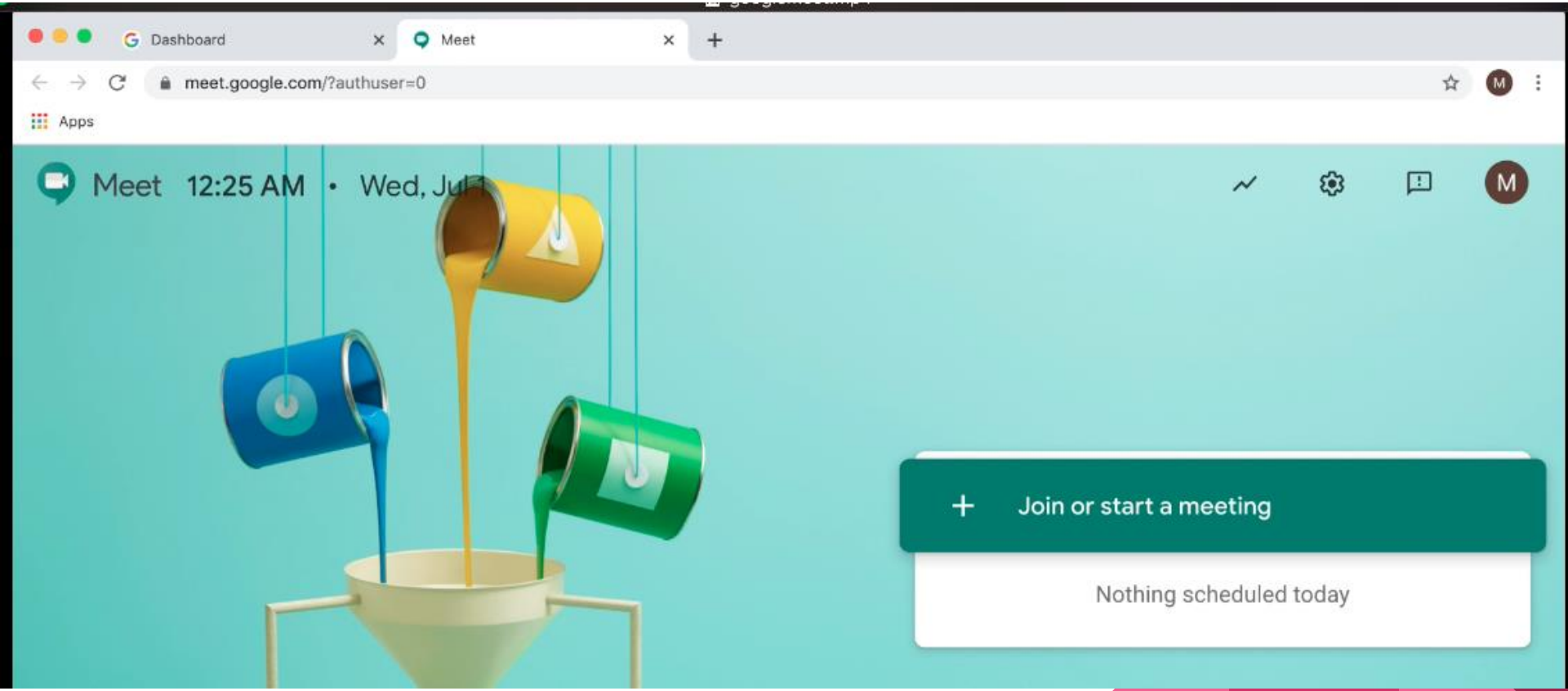
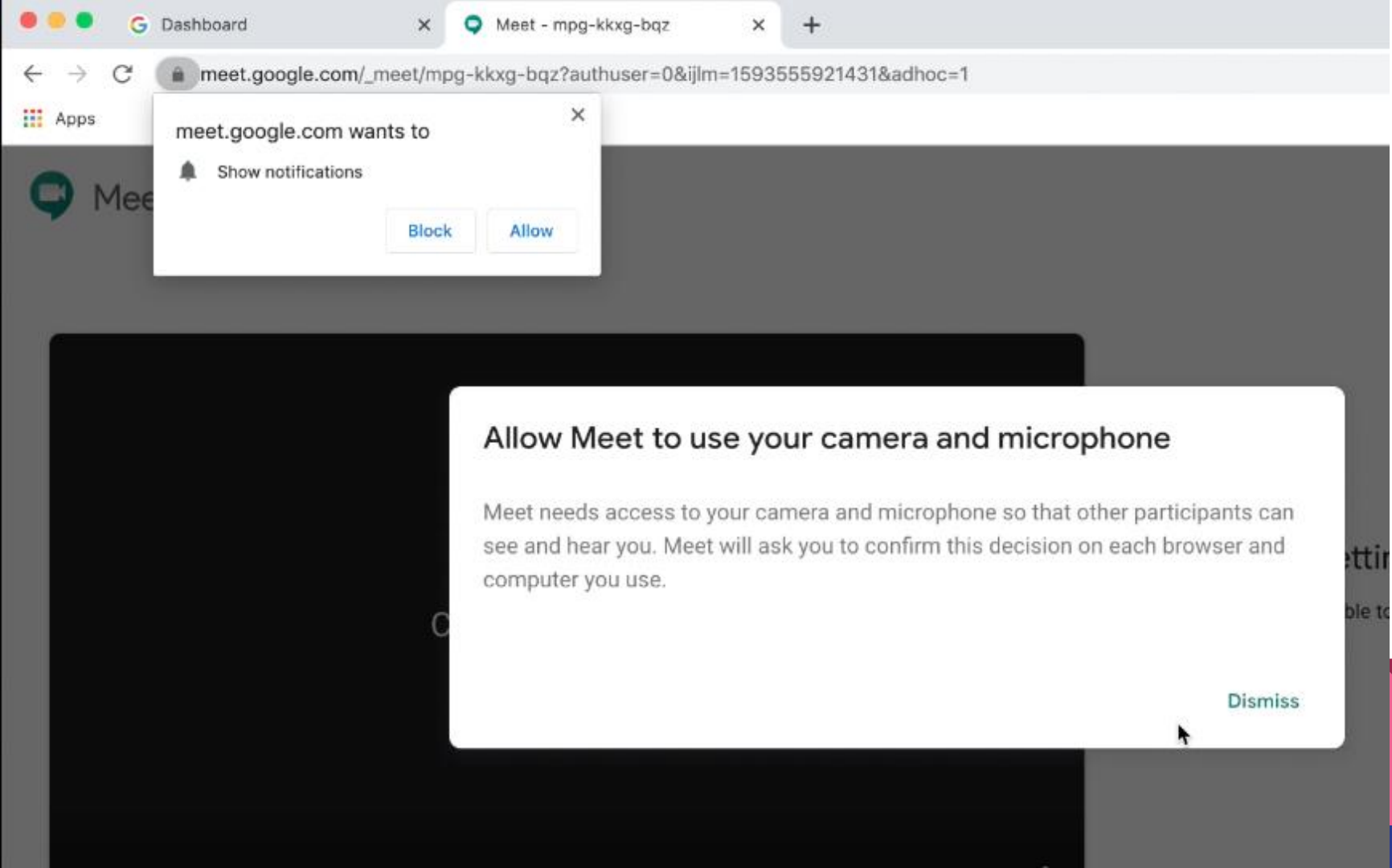
Mustermann Max
You left the call
Talk updates
- Shared files are now ope...
19
Today, June 30, 2020
Start call
You created the cor
4:08 PM
You added Must
4:08 PM
me-and-max-and-...
Participants
Projects
Add participants to the conversation
Demo User (moderator)
All set
Copy conversation link
Link copied to the clipboard!
Close


me-and-max-and-external-co
dbox.ictp.it/nextcloud/index.php/call/zgsr25ha
Search conversations or users
me-and-max-and-external...
You: Hi Max, I'll send this link to ...
Mustermann Max
You left the call
Talk updates
- Shared files are now ope...
19
Today, June 30, 2020
Start call
You created the conversation
4:08 PM
You added Mustermann Max
4:08 PM
Demo User
Hi Max, I'll send this link to Mr. Rossi via mail
https://dbox.ictp.it/nextcloud/index.php/call/zgsr25ha
4:08 PM
me-and-max-and-...
Participants
Projects
Add participants to the conversation
Demo User (moderator)
Mustermann Max


Dashboard
Meet
meet.google.com/?authuser=0
Apps
Meet 12:25 AM • Wed, Jul
M
Join or start a meeting
Nothing scheduled today


Dashboard
Meet - mpg-kkxg-bqz
meet.google.com/_meet/mpg-kkxg-bqz?authuser=0&ijlm=1593555921431&adhoc=1
Apps
meet.google.com wants to
Show notifications
Block
Allow
Allow Meet to use your camera and microphone
Meet needs access to your camera and microphone so that other participants can see and hear you. Meet will ask you to confirm this decision on each browser and computer you use.
Dismiss

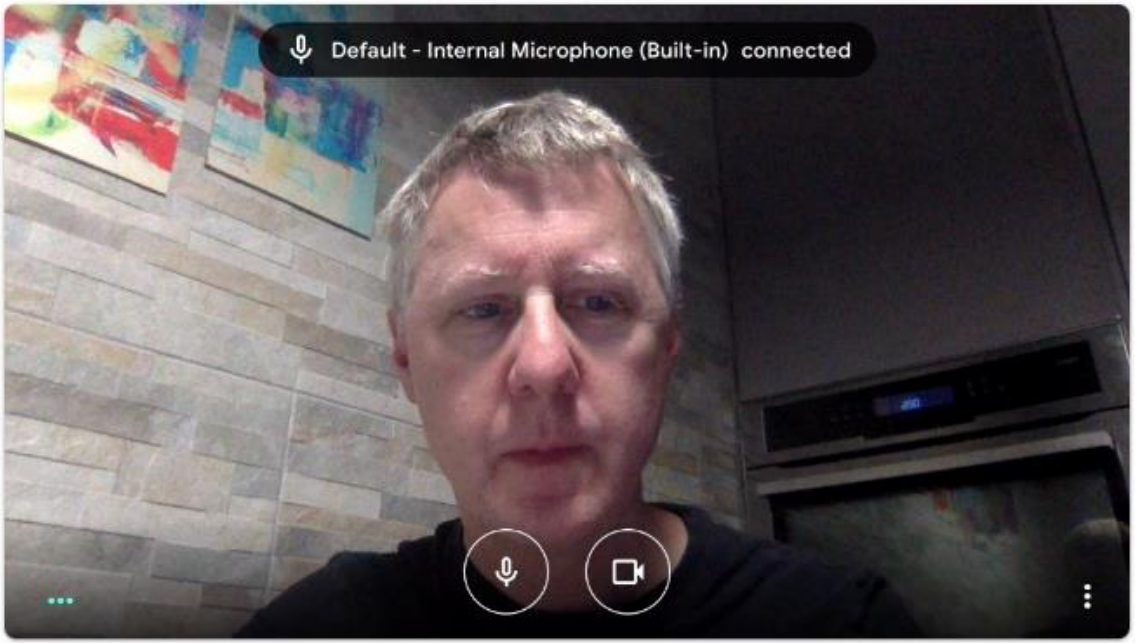
Dashboard | Meet - mpg-kkxg-bqz

meet.google.com/mpg-kkxg-bqz?authuser=0

Apps

Meet

muster@ictp.it
Switch account



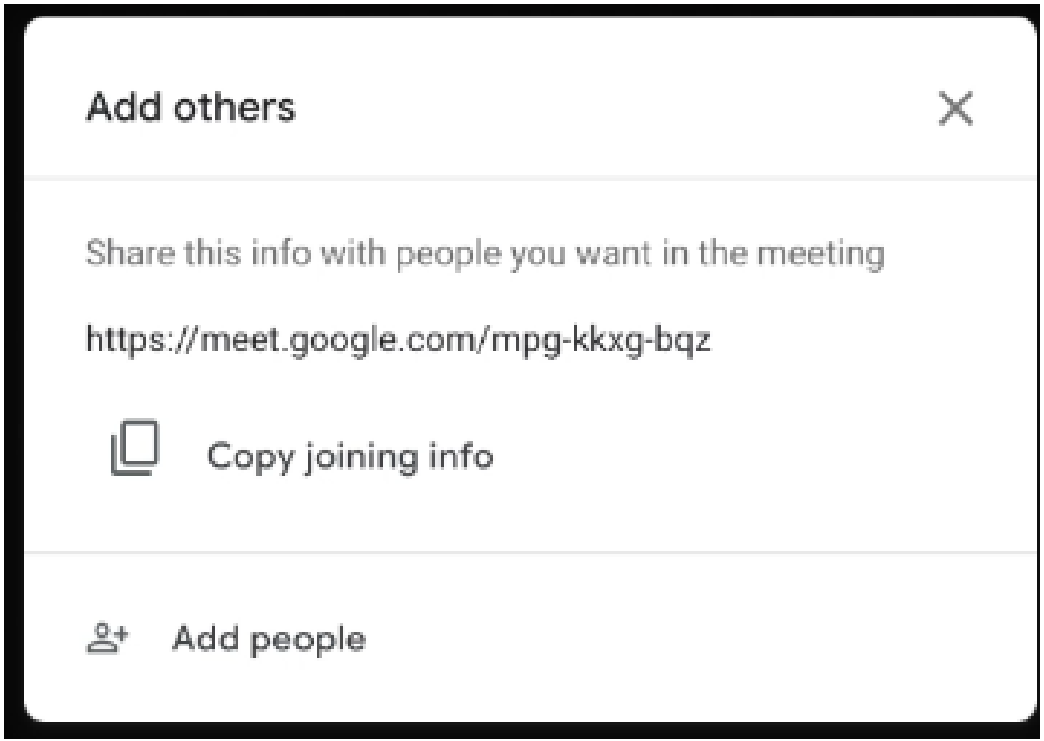
Meeting ready

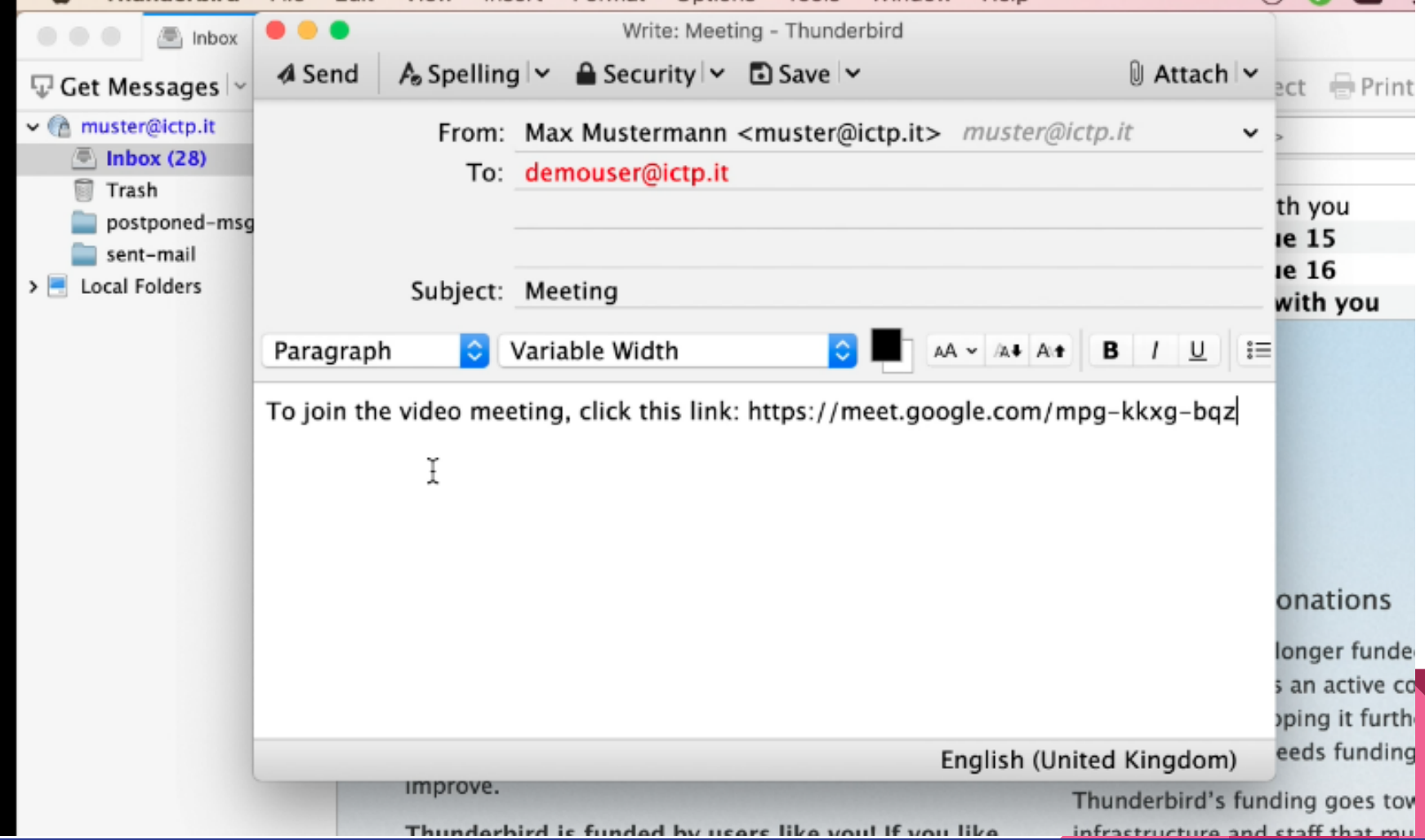
meet.google.com/mpg-kkxg-bqz

Join now | Present

Other options

Join and use a phone for audio


Add others
Share this info with people you want in the meeting
https://meet.google.com/mpg-kkxg-bqz
Copy joining info
Add people


Inbox
Get Messages
muster@ictp.it
Inbox (28)
Trash
postponed-msg
sent-mail
Local Folders
Write: Meeting - Thunderbird
Send
Spelling
Security
Save
Attach
From: Max Mustermann <muster@ictp.it> muster@ictp.it
To: demouser@ictp.it
Subject: Meeting
Paragraph
Variable Width
To join the video meeting, click this link: https://meet.google.com/mpg-kkxg-bqz
English (United Kingdom)
Print
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ue 15
ue 16
with you
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