

## Frequently Asked Questions (FAQ)

# Vonage Free Conferencing

### What is Vonage Free Conferencing?

Vonage Free Conferencing is an easy-to-use workgroup video conferencing application that runs within web browsers with no plugins or downloads required. Users only need a web link to quickly join a video conference. No signup or payment is required - just go to [freeconferencing.vonage.com](https://freeconferencing.vonage.com).

### Which web browsers and operating systems are supported?

Vonage Free Conferencing is supported on all modern PC and Mac web browsers, including Chrome, Firefox, and Safari. Please update your browsers to their latest version. We recommend desktop browsers for at-home conferencing.

On mobile devices, you must use the latest Safari on an iPad or iPhone, or the latest Google Chrome on an Android tablet or phone. Please note that on iPad and iPhone, the "Webview" window that comes up when you click on links is not supported. Therefore, you need to select the full Safari browser.

### Can I dial into a Vonage Free Conference session?

This is a simple browser-based application and does not support phone dial-in. If you need full phone conferencing, please contact us to discuss our cloud-based Vonage Business Communications solution: [vonage.com/business/contact-us](https://vonage.com/business/contact-us).

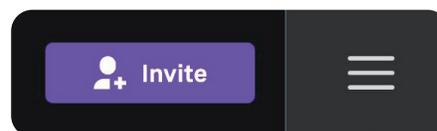
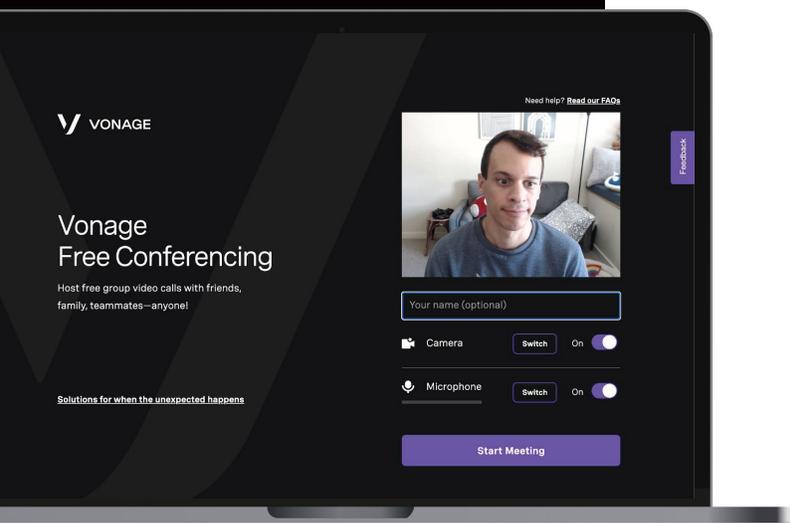
### What is the maximum number of participants that can join a Meeting?

Sixteen (16).

### How do I access this, and start and share a meeting?

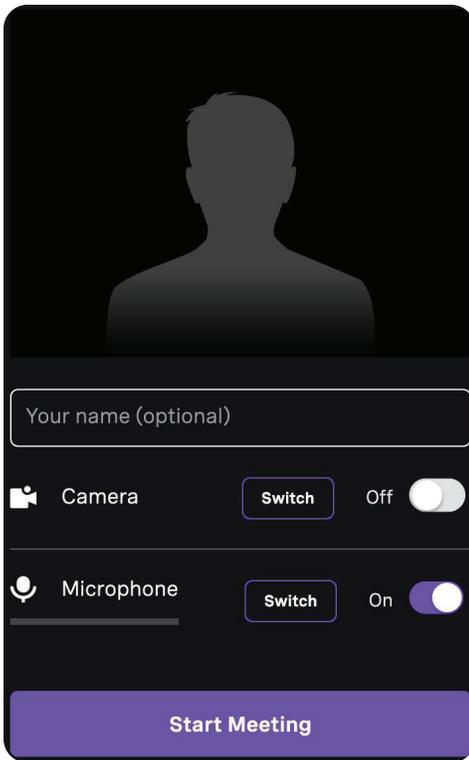
Just go to [freeconferencing.vonage.com](https://freeconferencing.vonage.com), start a new meeting, and share the whole URL link with the meeting room name with your colleagues.

Meeting names are randomly generated and the full URL can be copied from your browser's address bar, pasted, and shared to allow others to join the same meeting. There is an Invite button at the top right of the meeting window that allows easy copy/pasting of the URL, too.



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If you want to include a link to a meeting on a calendar invite, just copy/paste the meeting URL into the calendar invite. You can use the same URL to enter a scheduled meeting later.

Note that anyone with the meeting name will be able to join your meeting. This means that previous attendees, or others who obtained the name, can join your later meetings that use the same meeting name.

For added security, you can choose to lock a meeting after all your participants have joined. In order to lock a meeting, simply select "Lock Meeting" from the menu button at the top right of the meeting window. You will need to unlock the meeting if you want other people to join the meeting while it is locked.

### How do I set up my microphone, speakers and camera?

Typically your default microphone, speakers and camera will be set up correctly. However if you have a choice of devices, particularly on PCs and Macs, then you should check which defaults are being used in your audio setup before running the application.

The application start screen (see left) allows you to switch between different cameras and also select alternative microphones. However, it is easier to set up your audio in advance.

For security reasons, the browser will ask you if you want to share your microphone and camera. You need to "Allow" these to participate in a conference. Chrome will remember this for future visits, while Safari will prompt you every time unless you change this in your website security preferences.

### What if I have video or audio issues?

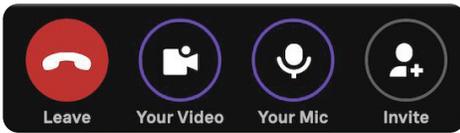
If you have any issues with the video or audio, try just refreshing your browser page to rejoin the conference.

Check your audio setup if you cannot hear anything - the usual problem is that either your speaker is muted or some other unexpected device is currently selected for your speaker.

Performance is dependent on a suitable Internet network connection and the performance of your client machines or phones.

The application will automatically adjust to different network conditions. If attendees not speaking turn off their video then other attendees will see fewer video streams. An attendee can also turn off all incoming video and just listen to the audio if they are on a poor network connection (maybe while mobile).

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## Should I use a headset?

Headsets or earbuds will usually give you a better audio experience than just relying on your machine's speakers and microphone, which might echo.

## How do I mute my microphone?

There is a "Your Mic" Mute/Unmute button on the toolbar at the bottom of the window that you can use when you are not speaking or if you have background noise. There is also Chat functionality for those without audio or to share links and comments.

## How can I change the window layout?

As shown in the picture to the left, for each attendee there are buttons to stop receiving video and also change the window layout at the top right of the meeting window. You can also double click on any sub-window to make that the primary focus.

## Can I share my screen?

Absolutely. There is a Share Screen button on the toolbar at the bottom of the window (see earlier picture). What you can share depends on the browser - with Chrome allowing you to select different screens, apps and even tabs, while Safari currently only supports your current screen. Please ensure your system security preferences are set to allow your browser to access these features (you may see a dialog box if not).

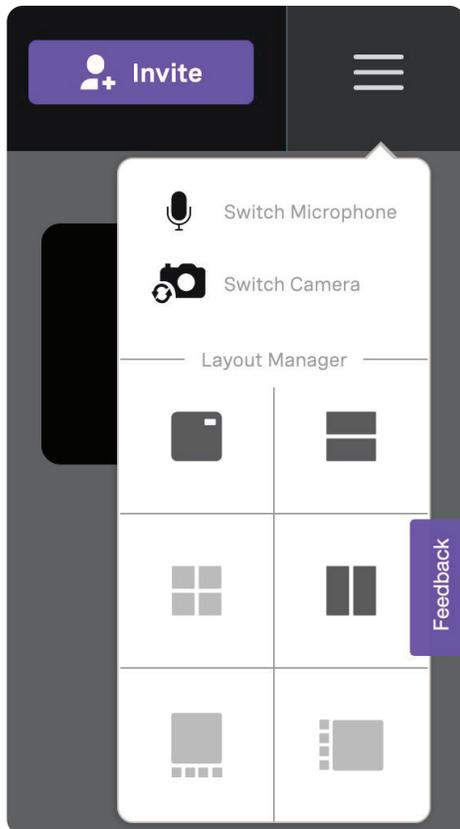
## What is the best way to use this in a conference room or home office?

You can simply connect your laptop or device to a large TV, typically with an HDMI cable or Airplay or equivalent. We don't advise using the TV for audio output as this will generate echo with your microphone.

Although not ideal, a laptop can be used as the speakerphone where you can mute and unmute when needed. A better approach for multi-person rooms is to purchase a simple USB Speakerphone, such as from Jabra or Plantronics/Poly, and connect this as your default audio input and output.

If there are multiple people in a room, then to avoid echo only one device connected should be using audio (microphone and speakers). Others in the room can join to share their screen, providing they join with their microphone off and their speakers muted.

If you are using your laptop or device for longer periods in a room or at home, we recommend keeping it plugged into power.

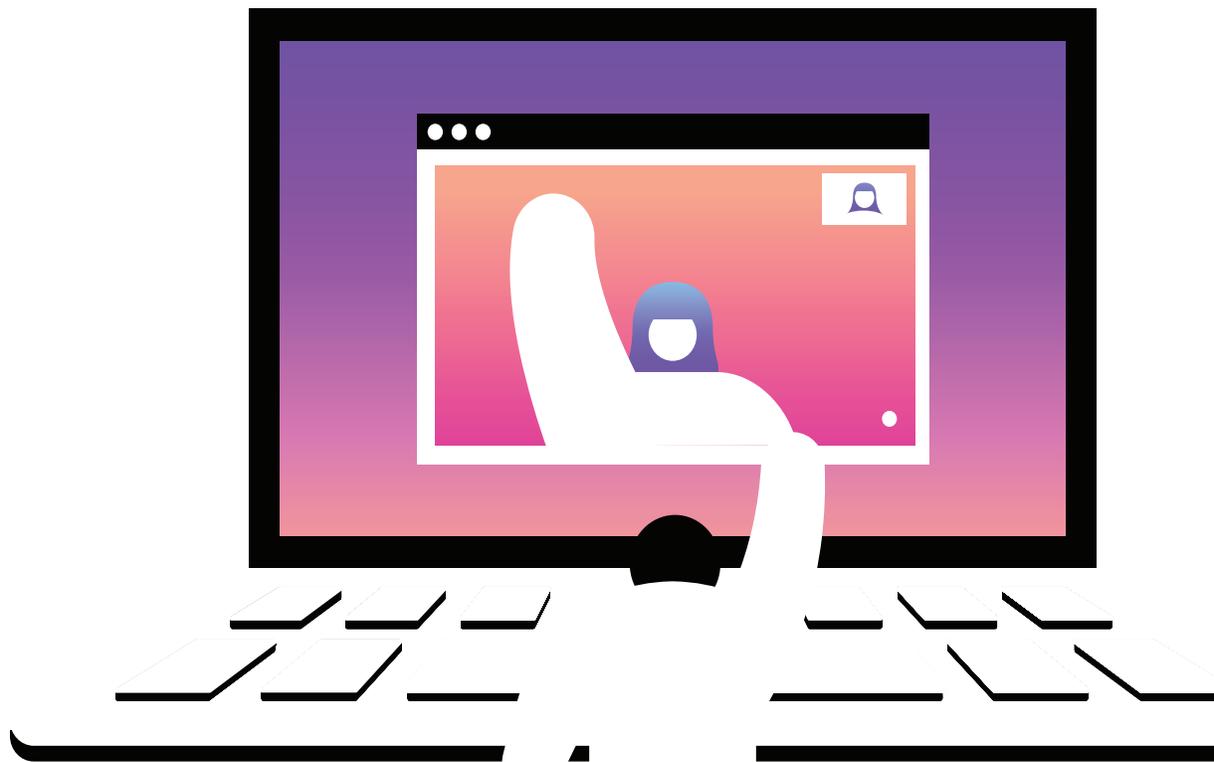


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### How can I send feedback or report an issue for Vonage Free Conferencing?

Vonage Free Conferencing is offered free of charge and therefore has limited live support at this time. To submit feedback, use the Feedback tab on the right-hand side of the interface. Vonage is making best efforts to monitor and test the application to ensure those in need can use it.

To learn more about how the Video API can support your applications, and how we built this application, [contact us here](#).



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