



Amazon Chime is a secure, collaboration service used for audio and video conferencing. Chime provides support for Chromebooks, Chrome browsers, and also has Windows, macOS, iOS and Android apps.

We are recommending that Judges use the free Chime Mac or Windows application to benefit from a larger view of the Student's video. You do not need to create an account or provide your email address.

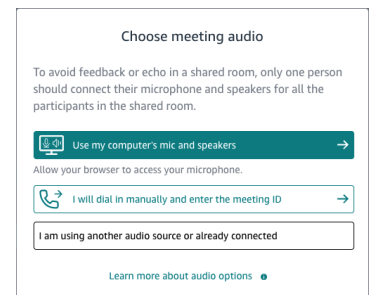
Getting Ready for Judging:


- Check to be sure you have the correct hardware and software (**Hardware and Software Requirements**).
- Follow the instructions to check that Chime is working properly (**Setup and Check Chime**).
- Follow the instructions to test video conferencing with a colleague (**Testing with a Colleague**).
- Troubleshoot any problems (**Solving Common Problems** and **What to do if you need help**).


On Judging Day:


Join a meeting from a computer:

- Check that you Quit any unnecessary applications – including music and video applications like Skype and FaceTime.
- Open Chime and choose **Join a meeting without an account**.
- Type in the Meeting ID provided in your schedule and click **Next**.
- Type **Judge-** followed by your name and click **Next**. Please do not use email.
- If you and another person(s) on your judging team are video conferencing on more than one device in the same room, one of you chooses **Use my computer's mic and speakers** and the other(s) choose **I am using another audio source or already connected**. Check that everyone can be heard using the one device that chooses **Use my computer's mic and speakers**.





- Click the video button to turn on your camera. 
- A list of everyone in the meeting is displayed on the right side of the screen under the word **Attendees**. Attendees under **Left** or **Dropped** are no longer on the meeting.

- If you are using Windows or a Mac, you can use your mouse and hover over a student's tile and click **Feature this video** to make that video tile larger. 

- [Category judges only] Please have one member of the team watch the time to adhere to the schedule.
- [Category judges only] Check periodically that students aren't on the meeting before you are ready to talk to them. If they join early, please ask them to Leave, and return at the appointed time. If there is someone on your call that needs to be removed and won't leave when you ask, please call the **Help Desk**.
- [Category judges only] When the meeting is over, the students should leave and you can remain on the meeting bridge and wait for the next project team. During breaks click the **Leave** button and join back at the appropriate time. 

- Return to **Join a meeting** (above) to connect to another judging session.

Joining a meeting from iPad (not recommended):

- Open the Chime app and choose **Join a meeting without an account**.
- Type in the 10-digit meeting ID and choose **Join meeting**.
- Enter **Judge-** followed by your name and click **Join**.
- If you and another person(s) on your project team are video conferencing on more than one device in the same room, one of you chooses **Use My Audio** and the other(s) choose **Don't Use My Audio**. Check that everyone can be heard using the one device that chooses **Use My Audio**.
- Click the video button at the top of the screen  to turn on your video.
- When the meeting is over, click the hang up button  and choose Leave meeting.



Hardware and Software Requirements:

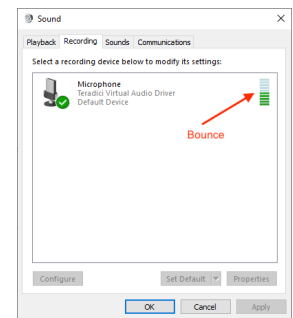
- A computer/PC with a camera (Windows or macOS OR an iPad). If you need to use a tablet, please install the Amazon Chime app from the iTunes Store or Google Play.
- A stable Internet connection (plan to sit close to your WiFi router).
- Make sure the room you in and background displayed on your video is appropriate for children.
- Highly Recommended: Earbuds or USB headphones plugged in directly to the computer (not a USB hub).
- Use your cell phone (or land line) as a backup for computer audio or to call the Help Desk.

Setup and Check Chime:

- Install the free Chime application from <https://aws.amazon.com/chime/download>.
- Reboot your computer to refresh the operating system.
- Run the Chime check: <https://app.chime.aws/check> (see this article if you have issues <https://answers.chime.aws/questions/981/how-do-i-resolve-failures-when-i-run-the-readiness.html>).
- Check that your headset or computer speakers and microphone are setup:

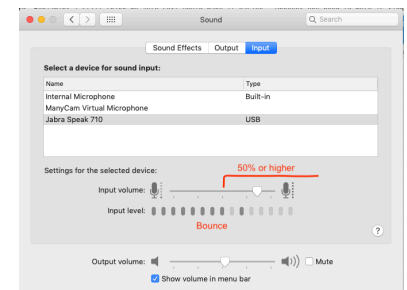
- o Windows:

- Open the **Sound Control Panel**.
- **Recording** tab (microphone): Check that your headset is set as the default device and that the Recording (microphone) picks up your voice when you talk. The indicator should bounce up and down.
- **Playback** tab (speakers): Check that your headset is set as the default device. Test the sound by choosing the device and clicking **Configure** and then **Test**.



- o MacOS:

- Open **System Preferences** and choose **Sound**.
- Choose **Input** (microphone): Check that your earbuds or headset is selected and that the device picks up your voice when you talk. The indicator should slide to the right. Also be sure that the Input volume is set to 50% or higher.
- Choose **Output** (speakers): Check that your earbuds or headset is selected and the Output volume is set to 50% or more



Testing with a Colleague:

- Get together with a colleague and use the instructions from **Join a meeting from your computer** (above), to test your setup. Pick one meeting from the list below and both of you join it at the same time. NOTE: These video conferences are moderated.

Meeting ID

1382 19 8652

6445 53 0076

5063 79 2766

- Check that you can hear your colleague and your colleague can hear you.
- Check that you can see your colleague and your colleague can see you.
- As soon as you and your colleague can hear and see each other, choose to **Leave** the video conference.

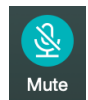
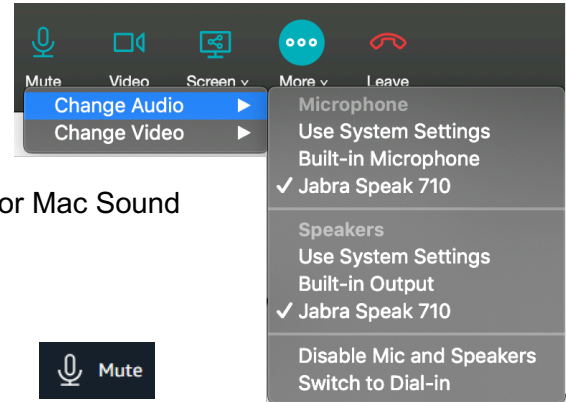
Solving common problems:

Getting on the video conference:

- ❑ Invalid Meeting ID message: The system did not recognize the meeting ID you entered. Try again and check that you are entering the 10-digit meeting IDs with no spaces or other punctuation.

Sound issues:

- ❑ If others cannot hear you:
 - Check that your audio device is selected by navigating to **More > Change Audio** and choose the correct device under Microphone.
 - Check that your Input level is set properly in your Windows or Mac Sound Controls.
- ❑ If you can't hear others talking:
 - Check that your headsets or computer volume is turned up.
 - Check that your computer or headset is not Muted.
 - Check that you are not muted in Chime. You should see a microphone without a line through it.
 - Check that your audio device is selected by navigating to **More > Change Audio** and choose the correct device under Speakers.
- ❑ If you get a message that your network is weak or your microphone turns red, please do the following:
 - Check that you have quit other applications and browser tabs.
 - Hover over video tiles that are not necessary and click the pause button to reduce the bandwidth.
 - See if you can improve your network connection (plug into ethernet or get closer to WiFi access point).
 - If it is still a problem and people cannot hear you, choose **Switch to Dial-in** from the **More** menu and follow the instructions to dial into the meeting from a cell phone or land line.
 - If your Chime app starts to become unresponsive, quit the application and open it again.
- ❑ If people are hearing an echo (other people hear their own voice when they talk), check if you are causing the echo by pressing the **Mute** button when you are not talking and click again to **Unmute** yourself when you talk.



Video issues:

- ❑ If you cannot turn on your video camera, navigate to **More > Change Video** and ensure the camera is selected.
- ❑ If you get a message that your network is weak or you see a lot of lightning bolts in the video view:
 - Check that you have Quit other unnecessary applications and browser tabs.
 - Hover over video tiles that are not necessary and click the pause button to reduce the bandwidth.
 - Choose **Switch to Dial-in** from the **More** menu and follow the instructions to dial into the meeting from a mobile phone or land line.
- ❑ If your video is lagging or you receive a message that you don't have a good connection, you can use the mouse to hover over your video and click **Stop my webcam**.





Using Chime for Category Judges



What to do if you need help:

Help Desk: 669-212-7244

Test with a Colleague (Wednesday, March 11, 2020)

10:00 AM – 12:00 Noon

1:00 PM – 4:00 PM

6:00 PM – 8:00 PM

Meeting IDs

1382 19 8652

6445 53 0076

5063 79 2766

Judging (Thursday, March 12, 2020)

12:30 PM – 6:00 PM

Have your project number or your judging team name ready if you need to call into the Help Desk.

The Meeting ID is in the email sent to you.