Using Chime for Students

Amazon Chime is a secure, collaboration service used for audio and video conferencing. Chime provides support for Chromebooks, Chrome, and Firefox browsers as well as iOS and Android apps with video which can be used to show your boards or capture other details of your project.

We are recommending that Students use the free Chime browser application that runs on the latest versions of Chrome and Firefox. 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 friend (**Testing with a Friend**).
❑ Troubleshoot any problems (**Solving Common Problems** and **What to do if you need help**).

On Judging Day:

Join a meeting from your computer:

❑ Check that you have **Quit** any unnecessary applications (including music and streaming video apps).
❑ Navigate to https://app.chime.aws/ and choose **Join a meeting without an account**.
❑ Type in the 10-digit meeting ID and choose **Next**.
❑ Enter your <Project-id> followed by your name. If you have a partner in the room with you, enter both names separated by a comma. Please don't use emails. Click **Next**.
❑ 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 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.**

> **Choose meeting audio**
>
> To avoid feedback or echo in a shared room, only one person should connect their microphone and speakers for all the participants in the shared room.
>
> 🖥️◁ Use my computer's mic and speakers →
> Allow your browser to access your microphone.
>
> ☎ I will dial in manually and enter the meeting ID →
>
> I am using another audio source or already connected
>
> Learn more about audio options ●

❑ When prompted, choose to **Allow Use** of your microphone.
❑ Click the video button and when prompted, choose to **Allow Use** of your camera.
❑ When the meeting is over, be sure to click the Leave 📞 button.
❑ If you are having problems, see the **Solving Common Problems** section and **What to do if you need help.**
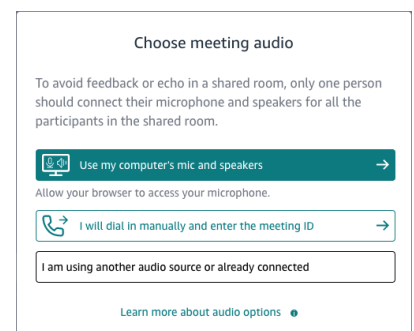
Join a meeting from a tablet:

❑ Open the Chime app and choose **Join a meeting without an account**.
❑ Type in the 10-digit meeting ID and choose **Join meeting**.
❑ Enter <Project-id> 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.
❑ If you are having problems, see the **Solving Common Problems** section and **What to do if you need help.**

Using Chime for Students

Hardware and Software Requirements:

❑ A computer (Chromebook, Windows, or Mac) with a camera and the latest version of Chrome or Firefox.

   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 or in a classroom).

❑ <u>Highly Recommended</u>: Earbuds or USB headphones plugged in directly to the computer (not a USB hub).

❑ <u>Not Recommended</u>: Cell phone.*

   (*) Use your cell phone (or land line) as a backup for computer audio or to call the Help Desk.

Setup and Check Chime:

❑ Check that you have the latest version of Chrome or Firefox installed. <u>You may need to restart the browser several times to fully upgrade to the latest version</u>. Keep checking until it says you are up to date.

   o Chrome v80: Navigate to **chrome://settings/help** and check that "Chrome is up to date."

   o Firefox v73: Windows: (**Firefox menu** > **Help** > **About Firefox**) and check that "Firefox is up to date."

   o Firefox v73: macOS: (**Firefox** > **About Firefox**) and check that "Firefox is up to date."

❑ **Reboot your computer.**

❑ 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 properly:

   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.
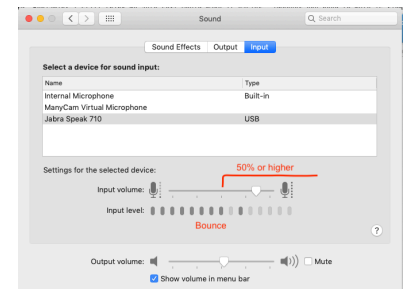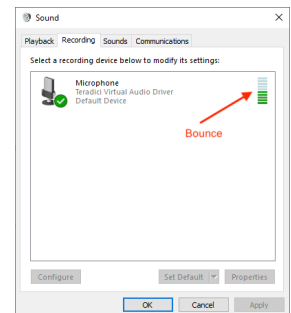
Testing with a Friend:

❑ Get together with a friend 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

7237 09 9774

6192 86 5376

3557 84 7586

❑ Check that you can hear your friend and your friend can hear you.

❑ Check that you can see your friend and your friend can see you.

❑ As soon as you and your friend can hear and see each other, choose to **Leave** the video conference.

Solving common problems:

Getting on the video conference:

❑ Check that you are using the latest version of Chrome or Firefox (IE, Safari and Edge are not supported for Judging).

❑ Invalid Meeting ID message: Chime did not find 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 no one can hear you:

- o Check that you are using the latest version of Chrome or Firefox.

- o Click on the lock in the browser address bar and check that you see **Allow** next to Microphone.

- o If you don't see Microphone listed, please restart your browser and go through the **Join a meeting from your computer** steps above.

- o Check that your headset and computer speakers and microphone are selected for Input and Output by following information in **Setup and Check Chime** above.

❑ If you can't hear others talking:

- o Check that your headsets or computer volume is turned up.

- o Check that your computer or headset is not Muted.

- o Check that you are not muted in Chime. You should see a microphone without a line through it.

❑ If you get a message that your network is weak or your microphone turns red:

- o Check that you have quit other applications and browser tabs.

- o Hover over video tiles that are not necessary and click the pause button to reduce the bandwidth.

- o 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 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.
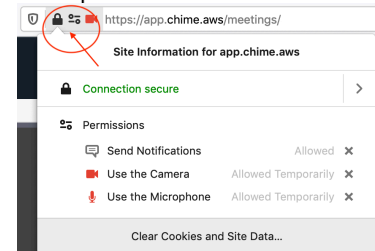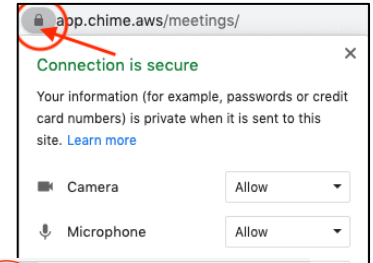
Video issues:

❑ If you can't turn on your video camera:

- o Check that you are using the latest version of Chrome or Firefox.

- o Click on the lock in the browser address bar and check that you see **Allow** next to Camera (see above in Audio issues for example).

- o If you don't see Camera listed, please restart your browser and go through the **Join a meeting from your computer** steps above.

❑ If you get a message that your network is weak or you see a lot of lightning bolts in the video view:

- o Check that you have Quit other applications and browser tabs.

- o Hover over video tiles that are not necessary and click the pause button to reduce the bandwidth.

- o If you continue to have problems with your video, 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.

What to do if you need help:

Help Desk: 669-212-7244

Test with a Friend (Wednesday, March 11, 2020)
10:00 AM – 12:00 Noon
1:00 PM – 4:00 PM
6:00 PM – 8:00 PM

Meeting IDs
7237 09 9774
6192 86 5376
3557 84 7586

Judging (Thursday, March 12, 2020)
12:30 PM – 6:00 PM
Have your project number ready if you need to call into the Help Desk

The Meeting ID is in the email sent to you.