

Guide Line: Nordic Test Forum Webinars

Introduction

An NTF Webinar is an on-line live seminar for users, suppliers, and manufacturers of equipment/tools. Participants are typically located in many countries throughout Europe. To participate, you need to access using a PC, a Tablet or a Smartphone.

The Webinar is typically consisting of a few presentation followed by a discussion session. An NTF webinar may e.g. consist of:

- Program
 - Presentation A, 20 minutes (one presenter using e.g. PowerPoint/live video)
 - Presentation B, 20 minutes (one presenter using e.g. PowerPoint/live video)
 - Discussion: Participants e.g. the presenters or invited people, and handled by the meeting facilitator. Questions and comments from participants come through chat interactivity.

In some webinars, more than two presentations may be included, and the duration of the event will then increase beyond 1 hour.

A Webinar event is called through invitations (a link) and we currently use **Zoom** to facilitate the event. Once a participant clicks on the invitation, a Zoom user interface opens in your browser. It may take a few minutes for the meeting administrator to let you in to the Webinar, so be patient for a few minutes, while connections are established.

Prior to a scheduled NTF webinar, we facilitate a **Virtual Lobby** for participants to log on to, and during the Virtual Lobby it may be possible for each participant to un-mute the audio connection and activate his/her video camera, so that others can communicate with you (and see you), typically in a small-talk manner. The Virtual Lobby normally opens 15 minutes prior to the start of the Webinar, and participants are encouraged to link up early during the Virtual Lobby to allow time for resolving any technical issues, should any emerge.

The Webinar will start at the announced point in time, and if a participant has a problem in connecting, there will be no assistance after the start of the Webinar.

Before the Webinar starts, participants are normally asked to Mute their microphones (to avoid noise from participant's environments). Also, normally we ask participants to stop their video cameras (**Stop Video**), since the appearance of many faces during a presentation can be distracting to many.

During the Webinar, it is possible for all participants to comment and ask questions through the use of the **Chat** function in Zoom

If the Webinar includes a **Discussion Session**, normally only the presenter of presentation and the **Webinar Facilitator** will have active microphones (un-mute). In some events, other people may be invited to take active part in the discussion. For all others, i.e. the participant, questions and comments are handled using the Chat function. The Webinar Facilitator will read up questions and comments from the Chat.

Webinar - Info during Virtual Lobby

- Remember to **"Mute"** your microphone to avoid unintended noise during a presentation.
- **"Stop Video"** prior to start of the Webinar sessions. Faces of participants during presentations distract.
- If you have **questions** or **comments** during a presentation, write it using the **"Chat"** function. The webinar facilitator will then read up the questions and comments during a discussion.

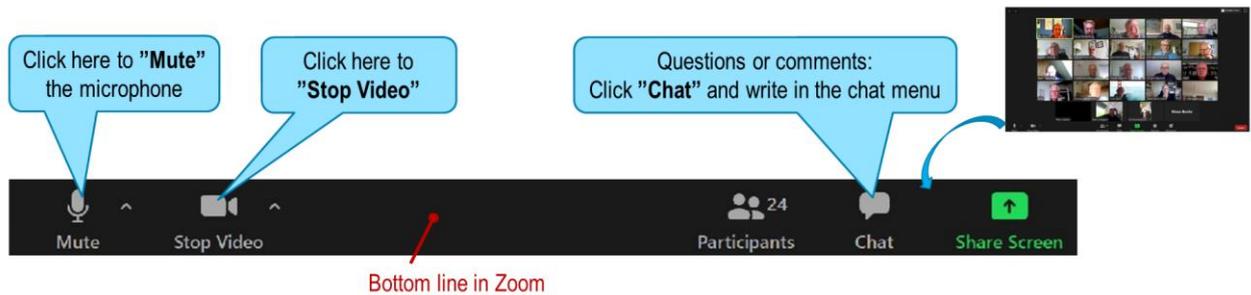


Figure 1: The display to participants to be shown during the Virtual Lobby prior to start of the Webinar-

Practical issues:

Webinar Facilitator

A Webinar can technically present problems over and beyond those of running a traditional seminar with physical attendance. Hence, the Webinar Facilitator serves an important task of overseeing and controlling the event.

Presenter

Prior to a Webinar, the **Presenter** should ensure that various conditions are met to ensure a good presentation during the Webinar. We advise that the **Webinar Facilitator** and the **Presenter** check that the requirements below are met prior to connection set-up, e.g. prior to the event or at the start of the Virtual Lobby:

- **Light setting;**
If you are a **Presenter** in a Webinar or in other context appear as a visually lead person in the event, please ensure the light setting of yourself. It is important that participants in the Webinar see a clear image of you, not least of your face. For example, position yourself with front against a window or alternatively a light source to ensure that light falls on your face. Hint: pull curtains away from the window to let light come. Alternatively get a small webcam light.
However, too much light through a window or a strong light source may lead to overexposure, since many cameras may change the light setting during over-exposure, hence

your face risk to appear dark and underexposed. Poor light setting results in that your face appears as a silhouette and in turn results in poor event experience for the participants. Also, note that you may also adjust the light from your monitor.

- **Camera:**

Place the camera (computer monitor, if your camera is built into your monitor) between you and the light source. Place the camera at eye level, so that the Webinar participants do not see your face in an undesirable frog perspective. If necessary, place the Computer, SmartPhone or Camera on books or similar.

- **Microphone/loudspeaker:**

Select a quiet place for your transmission and use good speakers, e.g. quality headsets, alternative good computer speakers or conference speakerphones (e.g. Jabra 710). Note that headset often have better microphones than those built into the computer.

- **Test:**

In due time before your presentation, test your sound and internet connection and also your own appearance using the camera. Smile and entertain during the presentation. For participants, it is desirable that your face image appear on the screen in addition to e.g. displays like pictures, PowerPoint or similar.

Some test can be done at www.zoom.us/test

Executing the NTF Webinar

1. The NTF Webinar execution, employing Zoom, is initiated by the **Zoom Licensee** for activating the ZOOM license use. The Zoom Licensee is also responsible for generating the **Webinar Link** to be distributed to all participants prior to the NTF event through an **Invitation**.
2. An NTF Webinar session is controlled by the Webinar Facilitator, who oversees the event, and informs participants during the **Virtual Lobby** section prior to the official Webinar event. The Webinar Facilitator also introduces the Speaker(s) of a presentation, while the Zoom Licensee ensures that the Speaker can share documents. Sharing documents is in principle easy. Once a speaker clicks on the **Share Screen** button, the display of the Speaker's computer will appear to everyone. However, sometimes Speakers face a challenge in navigating around in the desktop of their own computers, although for most it is not an issue.
Note: If a Presenter plans to use video sequences including sound effects, it is important to activate **"Share Computer Sound"**, see also
3. During **Q&A sessions** or **Discussion Events**, such events are headed by the Webinar Facilitator. Questions and comments from Participants are forwarded through the Chat function and will be read up by the Webinar Facilitator.
4. If participants forget to mute their microphones, the Zoom Licensee has the option of muting all microphones. If that action is taken, the Speaker and the Webinar Facilitator need to Un-mute their microphones afterwards to allow the participants to hear the audio part of the presentation.

Participants of the Webinar

As described above, all participants that do not serve an active role in the Webinar event should ensure that their microphones are muted and their video cameras stopped during presentations.

It is easy to control this from the bottom line of the Zoom display. Sometimes, the control section disappears, but if you move the cursor of your mouse to the lower part of the Zoom display, the control bar will reappear. When a microphone is muted or the camera stopped, a red line across the icon will appear.

ZOOM features that you can choose between **”Speaker View”** and **”Gallery View”**. The latter, **”Gallery View”**, is preferable, since it shows a large image of the presenter mimics. That in turn eases the understanding of the spoken language. To select between these two views, go to the top right corner of the Zoom display image.

For participants that want to interact in the event with questions or comments, use the Chat function, which is activated from the lower control bar. When clicking Chat, a small editor emerges, where you can write your comments or questions and see those of other participants. In addition, you have an option of choosing whether the Chat message should go to **Everyone** or to the e.g. only the Presenter.



Figure 2: At the upper picture, you can see how to select **Gallery View** (speaking person is displayed large, other person in smaller inserts), or **Speaker View**.

The lower picture shows how you can select on top of the images, whether to see:

- No person display
- One person image.
- More person images in vertical arrangement.
- ...- More person images in a matrix display.

During presentation with shared documents it is often useful to limit the display to only a single person.



Definitions:

- **Licensee:**
The Nordic Test Forum Zoom license allows up to 100 simultaneously participants. NTF appoints a Licensee, and this person is responsible for generating the link, used in Webinar invitations and for activating a given Webinar event by allowing participants into the event.
- **Webinar Facilitator:**
A person appointed for the individual Webinar event to run and oversee the event.
- **Presenter**
One or more persons nominated by the NTF Board to offer a given Webinar presentation.
- **Participants**
All members of Nordic Test Forum and other people with a reasonable technical background in the focus areas of NTF that have expressed an interest in joining a given Webinar event.
- **Panelist**
One or more persons nominated by the NTF Board to participate in panel discussion in a given Webinar event.
- **Mute**
Deactivates the microphone at the individual participant's computer. Deactivation is shown by a red slash line across the microphone icon. Mute is controlled at the lower left corner, at the control line of the Zoom display. To activate the microphone, click on the icon for "muted microphone" and it will *Un-mute*.
- **Stop Video**
Stops the showing of a participant's live image. Is controlled at the lower left corner, at the control line of the Zoom display.
- **Chat**
Message function available for all participants. When clicking the Chat icon, an editor opens, where you can write messages and see messages of other participants. Chat is controlled at the control line on the bottom of the Zoom display.
- **Share Screen**
Function to allow a participant, normally a Presenter, to share his/her computer screen, e.g. pictures, PowerPoint slides, video-clips, etc. Is controlled at the control line at the bottom of the Zoom display. The Licensee shall allow participants to share their computers.
- **Gallery View or Speaker View**
Every Viewer (Participant) can select, how she/he wants to see the image of a person speaking, e.g. the Presenter. Is selected at the upper right corner of the Zoom display. An additional selection exists on the top of person images, where the Viewer can select if a "one" person image, a line of images or a matrix of images should appear.

Appendix

Zoom allows you to select between more audio and video sources, if they are installed in your computer. By selecting the up-arrow "↑" to the right of the Microphone icon or Video Camera icon you can select which sources to use. In the present case, a built-in "Speaker/HP (Realtek (R) Audio)" is selected.

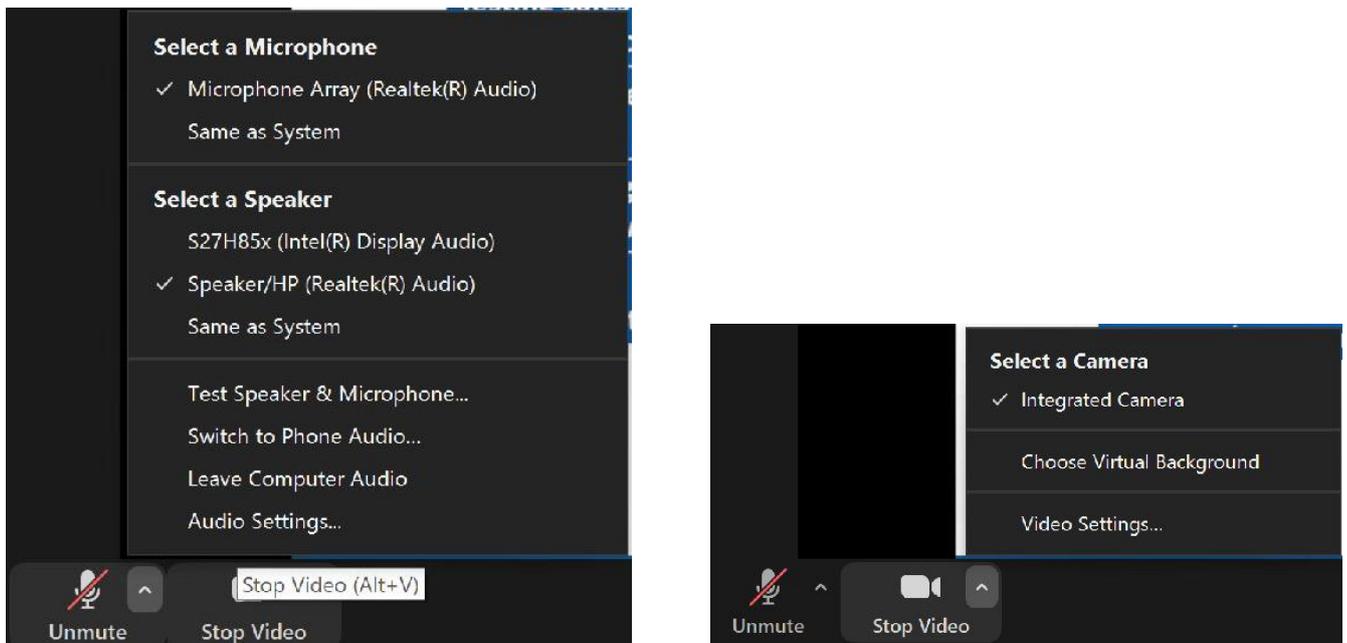


Figure 3: Using the up-arrows to the right of the Microphone or Camera icons you have more selections

Zoom

If you want to know how to connect to Zoom, go to: <https://www.youtube.com/watch?v=hIkCmbvAHQQ>

If your employer does not allow 3rd party programs to be downloaded to your work PC, you may log in via your browser in Google Chrome.

Microsoft Teams

You may choose to participate via Teams-app or via a browser. We propose to use Google Chrome as web browser. Make sure that your browser allows third party cookies.

If you participate using your SmartPhone or Tablet, you need to download the app: Microsoft Teams. A Microsoft account is not required. Choose to participate as guest.

Requirement to internet browser

You may use most browsers. We have good experience with Google Chrome. Cookies may create disturbances during a webinar. If you face problems with the browser, you normally use, try another.

Do I need headset, microphone or webcam?

You need loudspeakers or headset to hear the audio part of a webinar. Headset may offer the highest quality in sound. Adjust the sound level. However, you do not need a microphone or a webcam to join in

a webinar, except if you also need to speak to others. In that case, a microphone is required. If you also want others to see you, you also need a webcam.

Questions during a Webinar Session

Question to a Presenter can be asked at any time using the Chat function. Avoid using the microphone and only use the online Chat, if you have questions or comments. Mute your microphone.

I have no sound!

If you cannot hear the Presenter during the webinar, try one of the following:

1. Check that your Computer, SmartPhone or Tablet is not set at silent mode.
2. Increase the sound level on your device
3. Check the Control Panel on your Computer – which channel is the sound set to come out through, e.g. headset, Computer speakers or other.