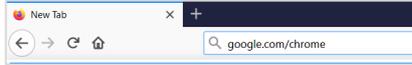


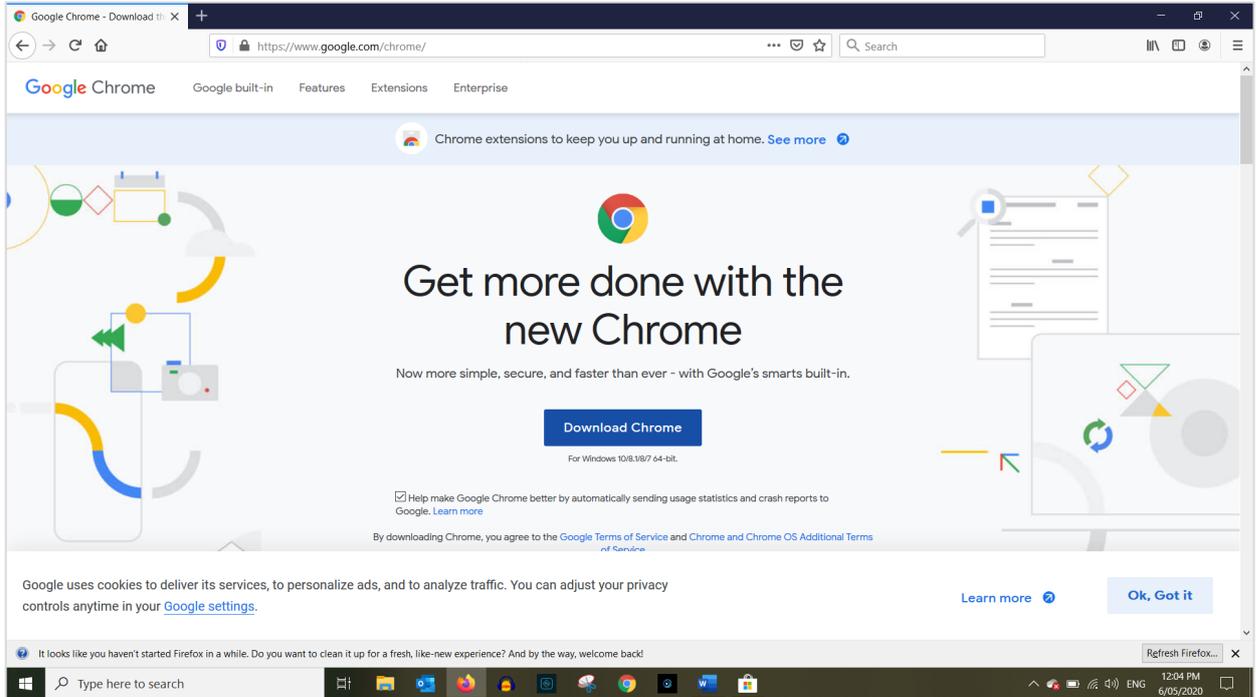
# ReadyCloud Video- How to Guide for Guests

**Note:** Please ensure you use the correct internet browser for your device's operating system. For Windows and Android devices use Google Chrome and for Apple devices (iPhone, iPad, MAC) use Safari.  
If your Windows device does not have Google Chrome installed, you can download and install it as follows:

1. In your device's current internet browser type **google.com/chrome** and press **Enter**.

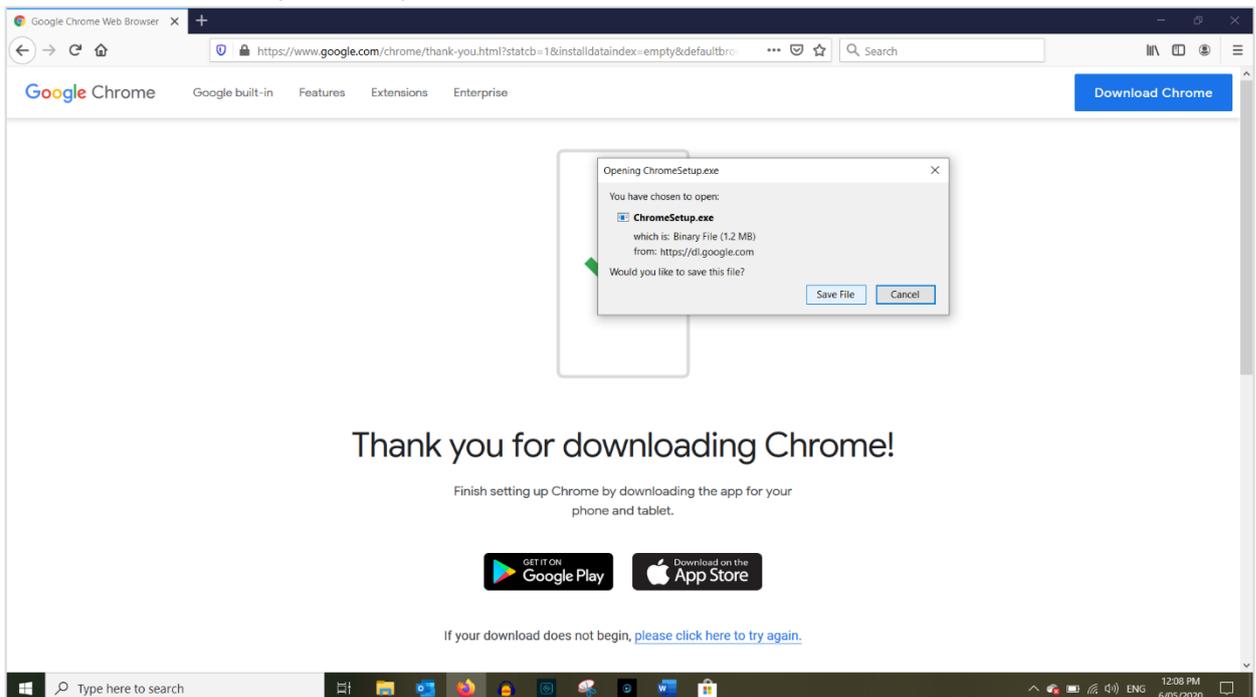


2. The following screen should display. Click the blue **Download Chrome** button.

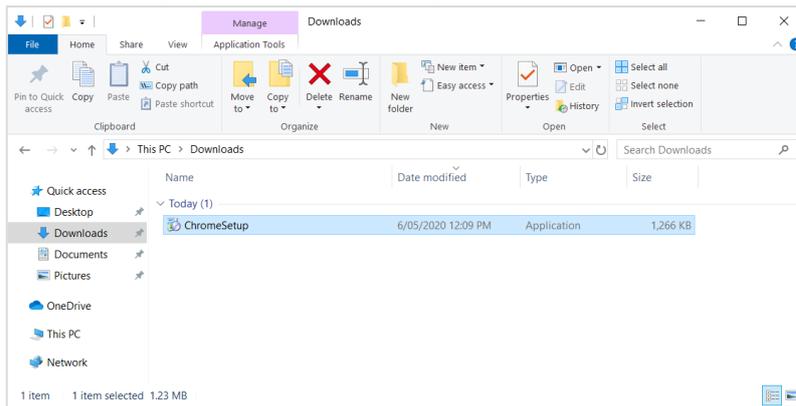


3. The **Opening ChromeSetup.exe** pop-up window will display. Click **Save File**.

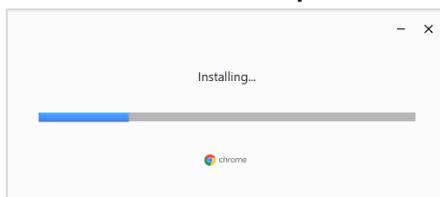
**Note:** As seen below, a screen may load thanking you for downloading Chrome but you are not finished yet. Continue with the rest of these steps.



4. Open **File Explorer**. A quick way to do this using your keyboard is to hold down the **Window key**  and press the **E key**. Then release both keys.



5. Double-click **ChromeSetup**. It will now install. A window will display showing the progress of the install.



6. Once the install has finished, the Chrome browser will automatically open.

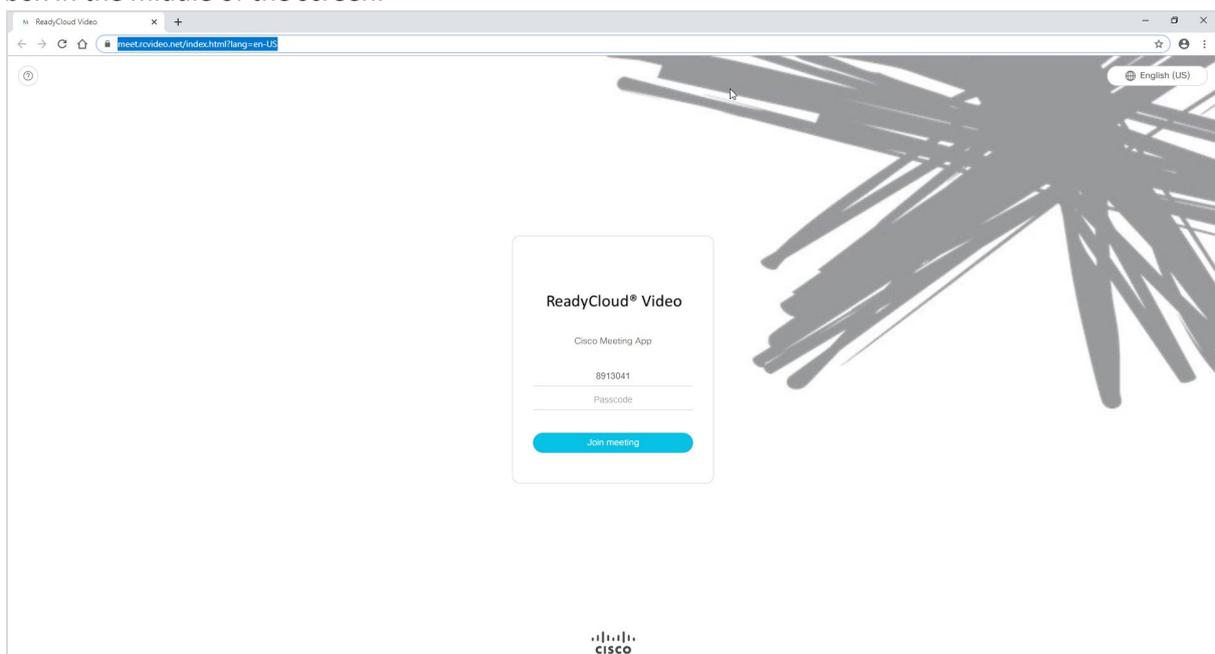
### Using a Laptop:

This option provides access using a video call.

1. From the email you were sent copy the **Guest Browser Link** then paste it into your internet browser and press **Enter** on your keyboard. The link will look like this but with different numbers:  
<https://meet.rcvideo.net/index.html?id=1234567>

**Note:** The number on the end of the link in your email may vary from the examples and screenshots used in this guide.

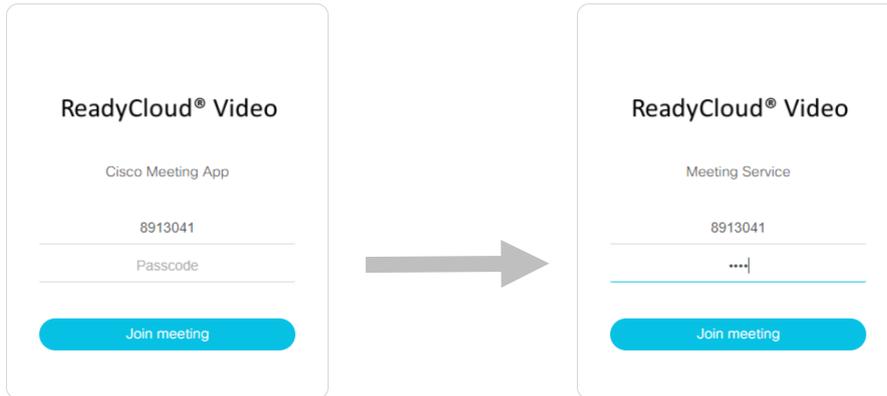
2. The following page will load, with the number from the end of the Guest Browser Link displayed in the log in box in the middle of the screen.



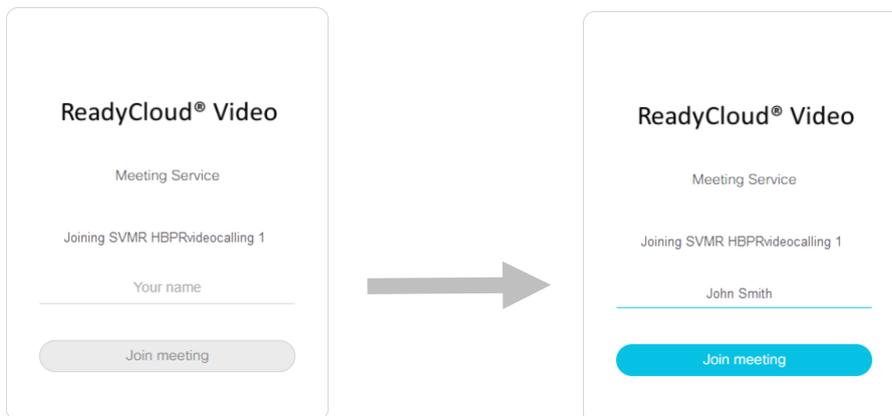
3. Some prompts may display asking for access to your microphone and camera. If so, click **Allow**.

4. In the **Passcode** field, enter the four digit **Guest PIN** (the numbers only e.g. 8492) from the email you were sent, then click **Join meeting**.

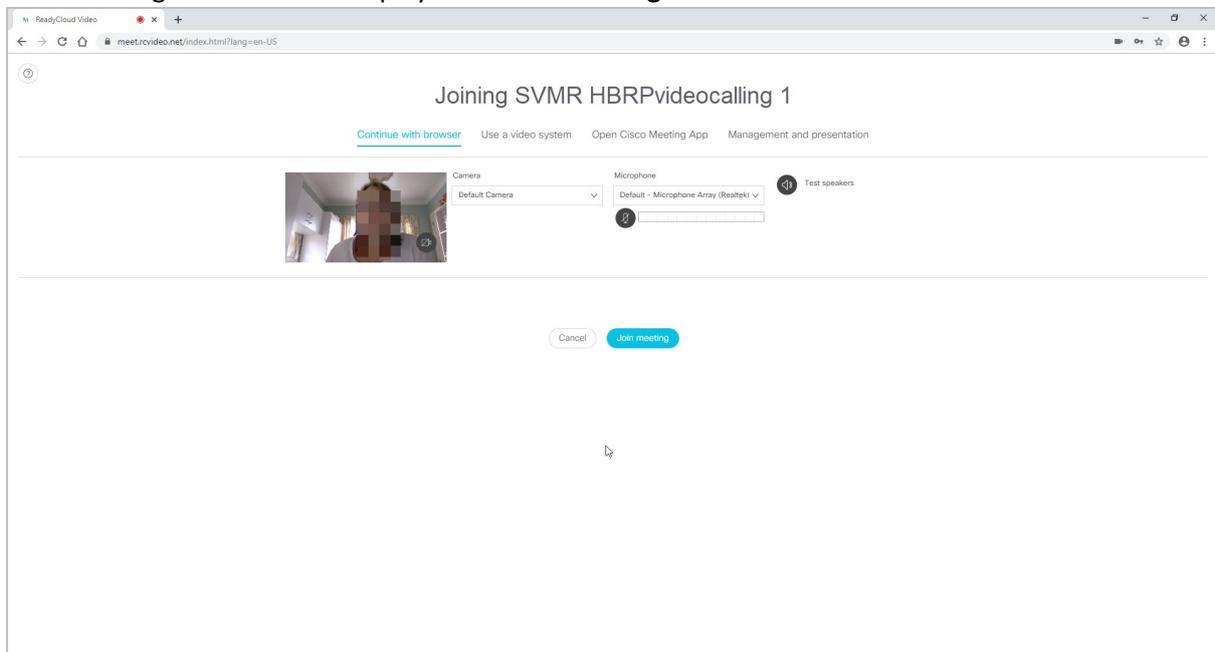
**Note:** When using a laptop you do not need to enter a # after the PIN.



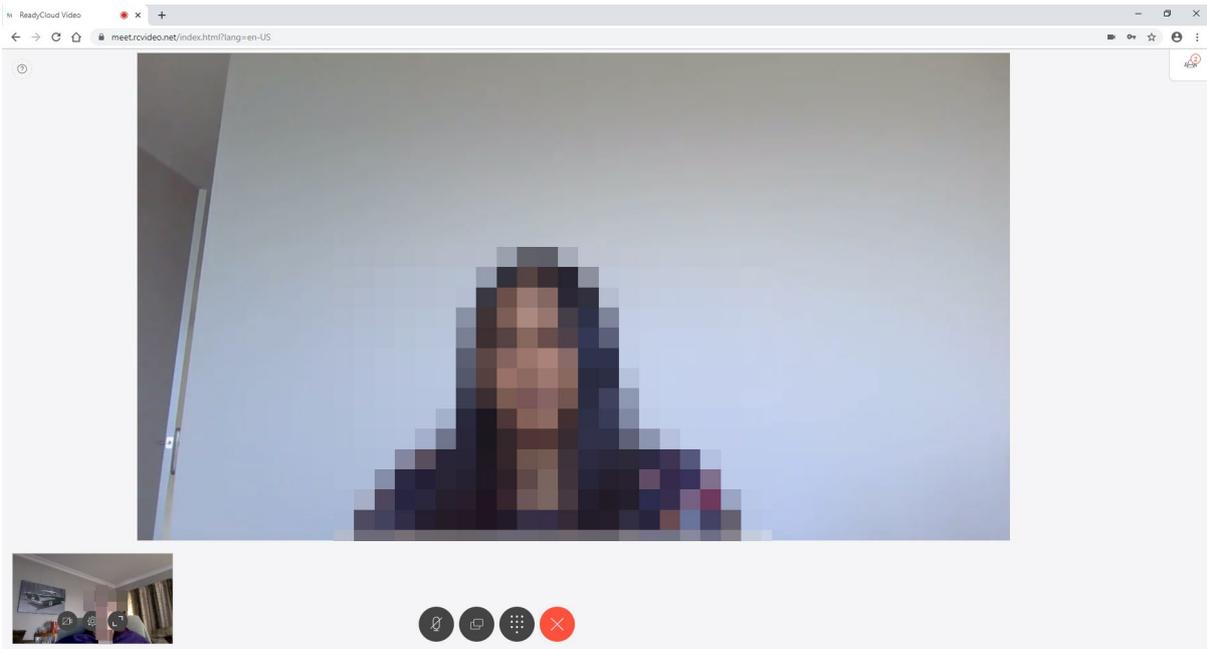
5. In the **Your name** field, enter your name. Then click **Join meeting**.



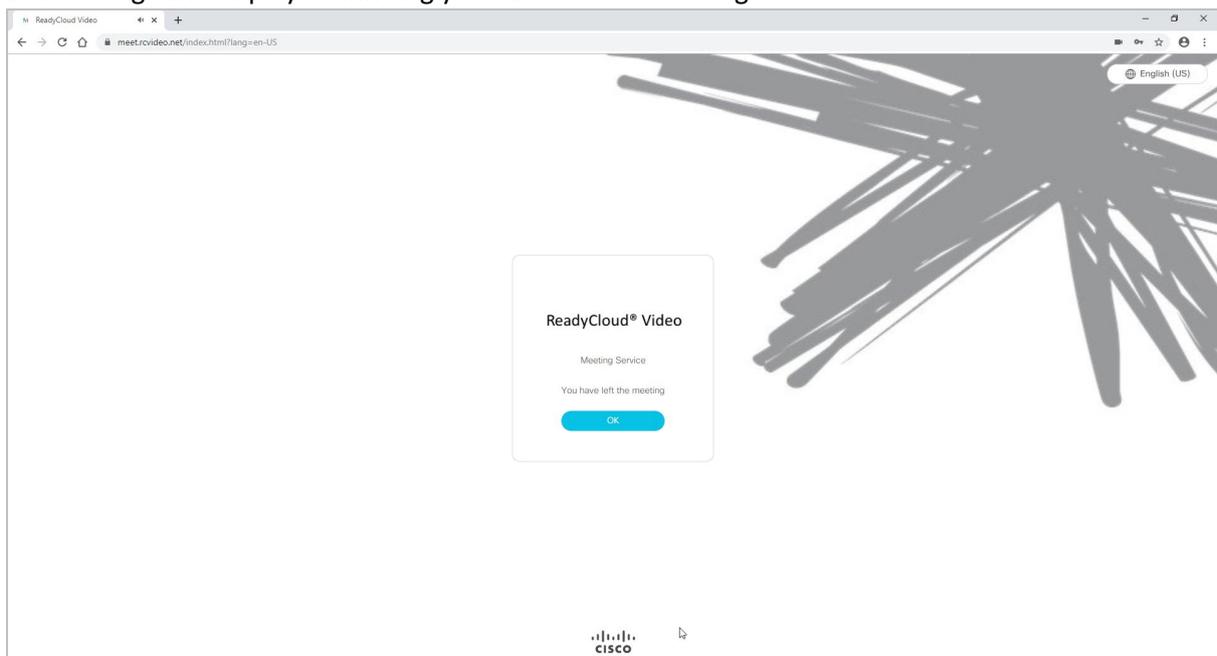
6. The following screen should display. Click **Join meeting**.



7. Success, you are now logged in. Once the person you are visiting joins the video call, you will be able to see them on the screen.



8. To end the meeting, click the **Leave Meeting** icon at the bottom of the screen. The following screen and message will display confirming you have left the meeting.

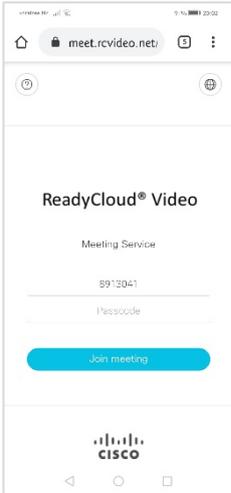
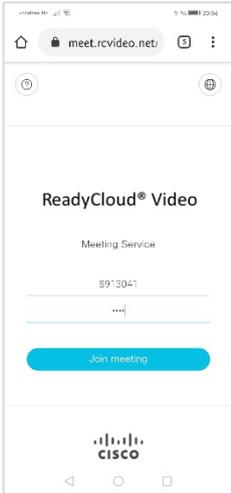


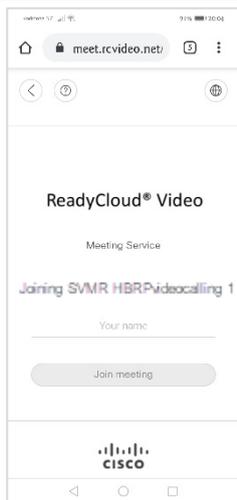
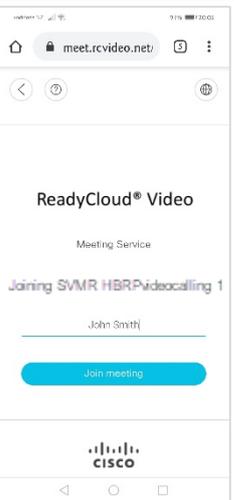
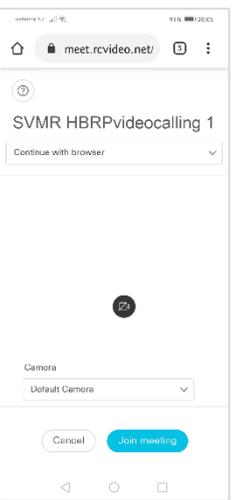
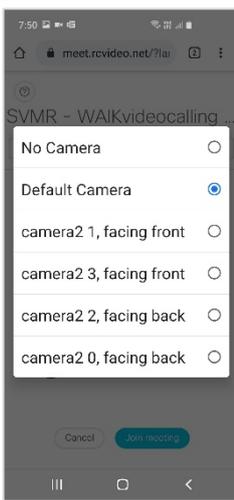
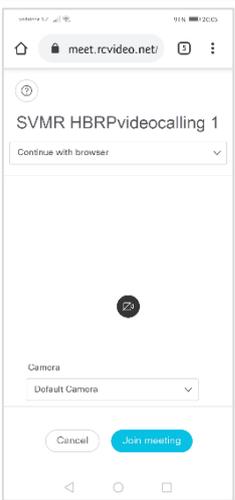
### Using a Tablet or Smart Phone:

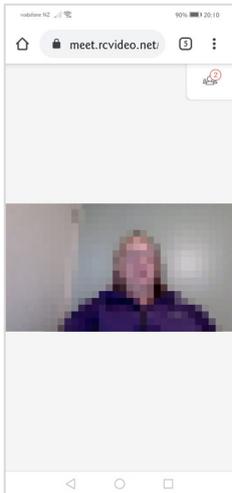
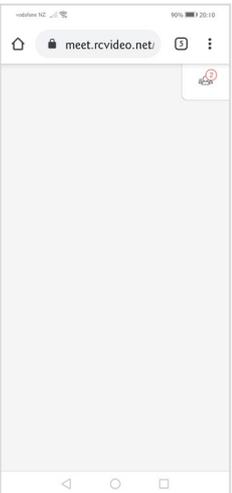
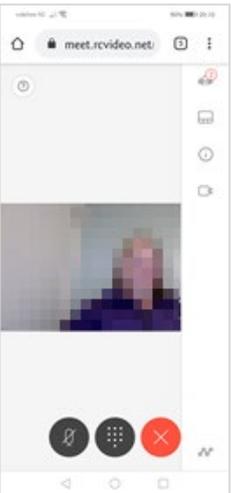
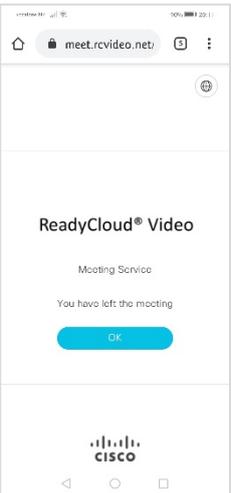
There are 2 options that provide access when using a tablet or smart phone:

- **Option 1:** Video Call - This option provides access using a video call where you can see, speak to and hear each other. The steps for this are on page 5.
- **Option 2:** Phone Call - This option provides you access using a phone call with audio only (no video). You will be able to speak to and hear each other, but not see each other. There are 2 ways you can place the phone call. The steps for this are on page 6.

**Option 1: Video call**

<p>From the email you were sent, tap the <b>Guest Browser Link</b>. It will look like this but with different numbers:</p> <p><a href="https://meet.rcvideo.net/index.html?id=1234567">https://meet.rcvideo.net/index.html?id=1234567</a></p> <p>The ReadyCloud Video log in screen will load in the internet browser.</p> <p><b>Note:</b> The numbers on the end of the link in your email and the SVMR name on screens may vary from the examples used in this guide.</p>	<p>In the <b>Passcode</b> field enter the 4-digit <b>Guest PIN</b> from the email (e.g. 1234).</p> 	<p>Select <b>Join meeting</b>.</p> 
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<p>Enter <b>Your name</b> (e.g. John Smith).</p> 	<p>Select <b>Join meeting</b>.</p> 	<p>Open <b>Camera</b> options drop down.</p> 	<p>Select required <b>Camera</b>.</p> 	<p>Select <b>Join meeting</b>.</p> 
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<p>The video call should now be connected.</p> 	<p>If your screen goes blank, swipe down from the top of your screen to refresh the browser.</p> 	<p>To end the video call, touch the screen, then select .</p> 	<p>The following screen will display confirming you have left the meeting.</p> 
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## Option 2: Phone call

There are 2 ways to place the phone call:

1. From the email you were sent:
  - a. Touch the **Phone Dial in** number link to launch the phone call screen. Select  to make the call.
  - b. When the call is answered you will be welcomed. Select the **#** key on your phone keypad.
  - c. You will then be asked to enter the passcode (the 4 digit Guest PIN in the email) followed by the **#** key (e.g. 1234#).
  - d. Please wait and the phone call will be connected.
  - e. Once the phone call is completed, hang up or end the call.
  
2. Launch the phone call screen:
  - a. Then manually enter the **Phone Dial in** number from the email you were sent and place the call.
  - b. When the call is answered, after being welcomed you will be asked to enter the **Meeting ID** (the 7 digit number in the email) followed by the **#** key (e.g. 1234567#).
  - c. You will then be asked to enter the passcode (the 4 digit **Guest PIN** in the email) followed by the **#** key (e.g. 1234#).
  - d. Please wait and the phone call will be connected.
  - e. Once the phone call is completed, hang up or end the call.