

QUESTIONS ON iCON GOOGLE MEET AND iCON YOUTUBE LIVE

1. Is there any way for Schools to set up video conference or streaming with other stakeholders?

iCON Google Meet and iCON YouTube Live needs to be hosted by an iCON account holder and users can only communicate unclassified and non-sensitive information. The iCON user in the school can help to host the video conference meeting or streaming and share the URL to other stakeholders. The participants can join the video conference or streaming by using a device with internet connection and access the URL using the web browser.

2. When should I use video conferencing or streaming tool?

Video conferencing tools such as iCON Google Meet are meant to create virtual meetings where 2-way communication among the various participants is required. Streaming tools such as iCON YouTube Live is meant for streaming an event to many views. While streaming tools such as YouTube Live might have Chat function, it does not have the functionality of 2-way communication via voice and camera.

While using these tools inter-changeability might seem to work, users may run into some operational issues. For instance, video conferencing tools are designed so that the users can be physically separated; however, by stationing many users with their own devices in the same room to join a virtual meeting would cause a lot of audio interference and feedback. By using the tool in a manner that it is not intended would mean that there is now a need to request for all participants to mute their microphones. Moreover, stationing many users at a single location would create an increase demand in the few access points (APs) in the location unnecessary and result in poor performance.

The purpose and the activities for the video conferencing or streaming would affect the decision on which tool to use and whether more hardware equipment (e.g., external cameras or microphones) would be required.

Always test out the tools before the actual event/ meeting. Be familiar with the software to know what it can do or cannot do. For instance, iCON Google Meet does not have a built-in recording feature. However, it has a live caption (transcription) function.

3. How many participants can iCON Google Meet handle?

iCON Google Meet can accommodate 100 participants. However, for better performance, you might want to limit the number of participants to 90.

4. Is iCON Google Meet and iCON YouTube Live going to be enabled permanently?

Currently, iCON Google Meet and iCON YouTube Live is to provide schools with the necessary video conferencing and streaming tool to communicate virtually with key stakeholders. We will evaluate schools' needs and the performance of the apps before we update school users on its status.

5. How many users can I send an email invite to an iCON Google Meet?

There is a 30 email invites limit for iCON Google Meet. If you need to send to a larger participants group, you may want to email them the URL link for them to cut and paste into their Internet browser.

6. Can iCON Google Meet and iCON YouTube Live work on data plan?

Yes, iCON Google Meet can work on your mobile phone data plan, however, please take note that the data plan charges will apply.

7. Should I connect VPN when I use iCON Google Meet or iCON YouTube Live?

No. Please disconnect VPN when using iCON Google Meet or iCON YouTube Live. There isn't a need to enable VPN as iCON Google Meet and iCON YouTube Live are internet accessible apps.

8. Can we use iCON Google Meet and iCON YouTube Live for Teaching and Learning? For example, to conduct lessons with students.

iCON Google Meet and iCON YouTube Live were activated to support virtual communication with key stakeholders on critical information. We are currently assessing their impact on the bandwidth and performance of Teaching and Learning tools. We encourage schools to use Student Learning Space (SLS) for their Teaching and Learning needs and Parents Gateway (PG) for communication with parents.

9. What equipment is required for a simple iCON Google Meet?

Beyond the equipment required, the users need to be familiar with iCON Google Meet and its features.

For a simple iCON Google Meet where you have 1 participant per device, you will need the following:

- Device with inbuilt webcam and internal microphone or mobile phone with Google Meet App
- Internet browser
- Internet access (wired connection whenever it is available)

For better experience, please make sure that the participants are in a quiet and well-lit location with no background noise. Do not have multiple video conferencing devices in one location.

10. What equipment do I need if I need to set up a more complex form of video conferencing with iCON Google Meet (e.g., more than 1 participant per device or to set up a video conferencing room)

Beyond the equipment required, the users need to be familiar with iCON Google Meet's features.

Schools should explore their existing resources to support such video-conferencing. To set up a proper video-conference room would need additional equipment such as:

- External webcam (wide-angle is required if you have more than 1 participant per device)
- External microphone; you may need more microphones with the room is large or there are multiple participants speaking from different areas in the room (for better sound quality)
- External speakers (for better sound quality) with long cables to avoid audio feedback
- Projector/TV (to screen the view for everyone to see)
- Lighting kits to improve the video quality

11. What other preparations do I need to have for iCON Google Meet?

Understand the purpose of the meeting. If the purpose is to have a meeting discussion where cross-communication is required, video-conferencing tools would be able to meet the requirement. However, if the purpose is to broadcast, i.e., 1 presenter to many audiences, then a video-streaming tool (such as iCON YouTube Live) might be more appropriate.

Communicate to the participants the time and date for the meeting before the meeting.

Look around your physical surroundings where your webcam would be capturing to ensure there isn't any information or items that might not be intended for the meeting participants.

Test out the video-conferencing tool before the meeting to ensure that your device and software have no issue. Conduct the test on the venue and use the device for the actual meeting. Be on the lookout for audio feedback and interference from other devices.

Familiar yourself with the features of the video-conferencing tools before using it for a meeting.

If you intend to present documents or share your device screen during the meeting, you may want to have the materials ready before the meeting and/or tidy up your desktop.

If you intend to have more than 1 participant per device, the following preparations would be needed (on top of the hardware mentioned in question 6):

- Save all the required materials for sharing (if any) in the device to be use for video conference
- Connect and test out all the necessary external hardware before the meeting; do not disconnect any cables (e.g., VGA/HDMI for projection) during the meeting as it may cause a change in the audio/video settings of the video conferencing tool and affect the video conference.
- Brief all the presenters using the device that will be used for video-conference and ensure they are familiar with the features. Ensure that they do not move the device if it is connected to external hardware like webcams, speakers and microphone.

12. My school is using other video conferencing tools like Zoom and Facebook Live for our communication with stakeholders. Can we continue to use these systems?

iCON Google Meet is our central provision for School's video conferencing needs. Schools can continue to use their various video conferencing tools. However, please ensure that the content discussed and shared through those tools are unclassified and non-sensitive.

13. Who can we contact if we need support on iCON Google Meet or iCON YouTube Live?

For technical assistance, please contact the Service Desk:

Schools (iCON Google Meet)

Hotline: 1800-7663 663 (1800-SMOE MOE)

Email: help@schools.gov.sg

For queries, contact IT Division (ITD) at MOE_ITD_COMMS@moe.gov.sg