Self-Help Guide

Google Hangouts: Conduct an Online Meeting

Hold an online meeting using the Google Hangouts App. The resources in this guide are not applicable for Google Hangouts Meet (available to University staff, faculty, and students Nov. 3, 2017). See Google Hangouts Meet for help.

Plan Your Video Calls

Get Access to Google Video Calls

Get the Hangout Plugin

Download Hangout Plugin

https://www.google.com/tools/dlpage/hangoutplugin

This plugin is needed for Internet Explorer and Safari users.

Gather the Right Equipment

Choose a Microphone

Choose an Appropriate Microphone

Choose a Camera

Choose an Appropriate Camera
Get Your Computer Ready

Use an Up-to-date Browser

Before you start your first video call
https://support.google.com/hangouts/answer/3110347?hl=en

Update Your Computer

Update a Macintosh Computer
Update a Windows Computer
http://www.update.microsoft.com/
(You must use Internet Explorer in order to open this link.)

Turn Off Your Sleep Mode (Screensaver)

Macintosh
http://support.apple.com/kb/PH14091
Windows
http://windows.microsoft.com/en-us/windows/turn-screen-saver-on-off#1TC=windows...

Check Your Internet Connection

Network Good Practices
/services-technologies/how-tos/web-meetings-network-good-practices
Wireless Coverage Maps
http://egis.umn.edu/wifi/

Test Your Microphone & Camera

Troubleshoot Audio/Video Issues with Video Calls
https://support.google.com/hangouts/answer/1355579?hl=en
Troubleshooting Audio and Video
/services-technologies/how-tos/google-video-calls-hangouts
Plan Your Meeting

Make Sure People Can Participate

Who Can Use Google Video Calls
/services-technologies/how-tos/google-hangouts-who-can-use-google
Participants from Outside the Domain
/services-technologies/how-tos/google-hangouts-video-calls-participants

Invite Participants in Advance

Create & manage events
https://support.google.com/plus/answer/2673334?hl=en&ref_topic=2612996&rd=1
Google Video Calls with Participants from Outside the Domain
/services-technologies/how-tos/google-hangouts-video-calls-participants
Invite people outside your organization to a video call
https://support.google.com/a/answer/6097610?rd=1

Choose a Suitable Location

10 Ways to Make Google Hangout a Better Experience for All
http://www.geekazine.com/news/10-ways-to-make-google-hangout-a-better-experience...
In-Room Video Conferencing
/service-details/in-room-video-conferencing
The University of Minnesota has a small number of preconfigured video conference rooms which may be reserved.

Plan for a Hybrid Meeting

Assign Meeting Roles

Assign Meeting Roles
http://my.safaribooksonline.com/book/career-development/9780273721826/who-needs...
Use Appropriate Equipment

Choose an Appropriate Microphone
/services-technologies/how-tos/web-meetings-choose-appropriate

Use Good Hybrid Meeting Etiquette

Hybrid Meeting Good Practices
/services-technologies/how-tos/web-meetings-hybrid-meeting-good

Go Into a Google Video Call

Start a video call
Start a video call
https://support.google.com/hangouts/answer/3110347?hl=en&ref_topic=2944918

Invite Participants During a Video Call

Add people after the video call has started
https://support.google.com/hangouts/answer/3110347?hl=en&ref_topic=2944918
Scroll down to find "Add people by name or email address"
Invite phone participants to a video call
https://support.google.com/hangouts/answer/3110178?hl=en&ref_topic=2944918
Invite Participants from Outside the Domain
/services-technologies/how-tos/google-hangouts-video-calls-participants
Invite people outside your organization to a video call
https://support.google.com/a/answer/6097610?rd=1

Run Your Google Video Call

Use Good Online Meeting Practices

Understand Online Meeting Etiquette

Rules and Manners for Online Meetings
Etiquette You Need to Consider When Having Online Meetings

Use Mic and Camera Good Practices

Mute mic and turn video off
https://support.google.com/hangouts/answer/1254313?hl=en&ref_topic=2944918
10 Ways to Make Google Hangout a Better Experience for All
http://www.geekazine.com/news/10-ways-to-make-google-hangout-a-better-experienc...

Document Meeting Activity

Record a Video Call with Hangouts On Air

Start an Unlisted Hangout On Air
https://support.google.com/youtube/answer/7083786?hl=en
Read the section titled "Control Who Can See the Broadcast"

Leave a Meeting

Leave a Video Call
/services-technologies/how-tos/google-hangouts-leave-hangout

Troubleshooting

Invitation Issues

Invitees Don't See My Invitation

Find a Meeting Invitation
/services-technologies/how-tos/google-video-calls-find-meeting

I Can't Find the Hangout Invitation

Find a Meeting Invitation
I Accidentally Blocked Someone

Block someone
https://support.google.com/plus/answer/1047934?hl=en
Follow directions to “See people you've blocked” to unblock someone.

My Invitee Can't Get into the Meeting

Who Can Use Google Video Calls (Hangouts)
/services-technologies/how-tos/google-hangouts-who-can-use-google
Add People After a Video Call Has Started
https://support.google.com/hangouts/answer/3110347?hl=en&ref_topic=2944918
Scroll down to find "Add people by name or email address"

Equipment Issues

Microphone and Camera Issues

Troubleshooting Audio and Video
/services-technologies/how-tos/google-video-calls-hangouts

Install the Plugin

Install Hangout Plugin
https://www.google.com/tools/dlpage/hangoutplugin

Other Issues

Find a Meeting You Accidentally Left

Find a Meeting Invitation
/services-technologies/how-tos/google-video-calls-find-meeting

I've Entered the Meeting and No One Can Hear Me

Is Your Microphone Muted in Hangouts Now?
The Person on the Phone is No Longer in the Meeting

Leave a Video Call
/services-technologies/how-tos/google-hangouts-leave-hangout
Invite Phone Participants to a Video Call
https://support.google.com/hangouts/answer/3110178