



RGE Tech Tips from the Field – Client Edition

Topic: RGE Attendee Handout Guide

Video Calling: A Calm, Practical Reference

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What This Guide Is For

This handout is a **reference**, not a checklist.

You are not expected to remember everything at once.

Re-reading helps.

Understanding grows over time.

1. Getting Into a Video Call

Every video call starts with:

- a **link**
- a **button**
- or an **app icon**

If you feel unsure:

- Pause
- Read the screen
- You can always back out and try again

You're not late — you're just at the door.

2. Zoom Basics (Any Device)

You only install Zoom **once**.

To join a call:

- Tap or click the meeting link
- Allow camera and microphone



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- Choose **Join with Audio**

You do **not** need an account just to attend.

3. FaceTime Basics (Apple Devices)

FaceTime is built into iPhones, iPads, and Macs.

To start a call:

- Open FaceTime
- Choose a contact
- The call begins immediately

FaceTime works best for casual, one-on-one visits.

4. Choosing the Right Tool

- **FaceTime** → personal, spontaneous, Apple-to-Apple
- **Zoom** → groups, meetings, mixed devices

Neither is better.

Each fits a different situation.

5. Look Better on Camera (Without Changing Settings)

Small physical adjustments matter most:

- Face the light
- Avoid bright light behind you
- Raise the camera to eye level
- Keep the background simple

Clarity creates comfort.



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6. Sound and Mute

- Mute when you're not speaking
- Unmute when it's your turn
- Background noise travels easily

If two devices are in the same room:

- Turn volume off on one device

This is physics — not a mistake.

7. Calm Video Call Habits

- Look at the camera when speaking
 - Avoid walking around with your phone
 - Set the device down when possible
 - Join a few minutes early to settle in
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8. When Something Goes Wrong

Freezes and glitches happen.

Try this:

- Pause
- Wait a moment
- Leave and re-join if needed

Turning it off and back on still works.

The Video Call Victory Checklist



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- ✓ Face the light
 - ✓ Camera at eye level
 - ✓ Use mute wisely
 - ✓ Choose the right tool
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Final Thought

Progress beats perfection.

One small improvement at a time is enough.

Go call someone you love.

Technology is just the bridge.