



Video Calling: Zoom, FaceTime & More

Connecting in High Definition

Reclaiming the "visit" in a digital world



 860-776-3306



RGE4Help@gmail.com



www.redglenelectronics.com

Welcome, Cromwell Senior Center Members



A friendly, practical guide to confident digital connection

No jargon. No pressure. No tests.



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Meet Jim Kallaugher: CSC Member & Volunteer



Red Glen Electronics

Founder and operator, with friendly “**Home Tech Help for Hire**” for Boomers.



Weekly Tech Tuesdays

Volunteer tech support and guidance to community members on Tuesday afternoons.



Monthly Tech Presentations

Conduct **tech topic seminars** for better understanding & to encourage confidence

With 25+ years of experience making technology clear, simple, and accessible.



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What Today Is

An interactive discussion with practical "how-to" guidance

Step-by-step, at a comfortable pace

Questions encouraged throughout



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Validating the Frustration

**New technology can
feel intimidating**

Feeling unsure is normal

We'll walk through this together



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Naming the Elephant



Modern tech assumes you're already an expert



That assumption is wrong



Learning slowly is not failure — it's wisdom



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The Analog-to-Digital Bridge

1

From the kitchen wall phone to the slab of glass

2

Older technology worked in straight lines

3

We're bringing that logic forward



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Video Calls Start with an Invitation

Every video call begins with:



a link



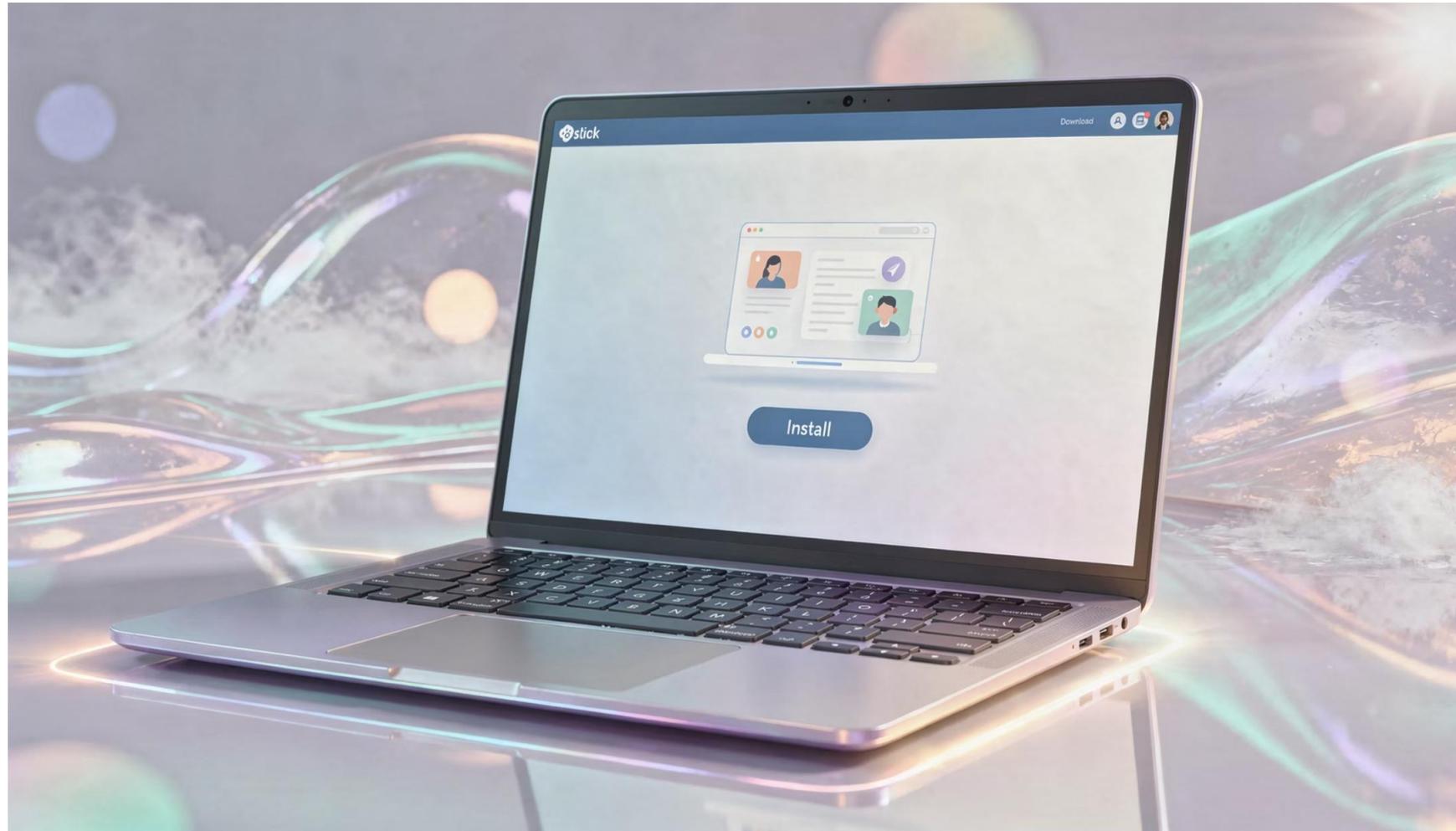
a button



or an app icon

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

Installing Zoom (Desktop: Windows & Mac)



- 1 Click the Zoom link you're given
- 2 Download when prompted
- 3 Install once – Zoom remembers you
- 4 Future calls open automatically

Installing Zoom (Phone & Tablet)



Open the App Store (Apple) or Play Store (Android)



Search for Zoom



Install once



Zoom works the same across devices



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Joining a Zoom Call (Any Device)



Tap the meeting link



Choose Join with Audio



Allow camera and microphone



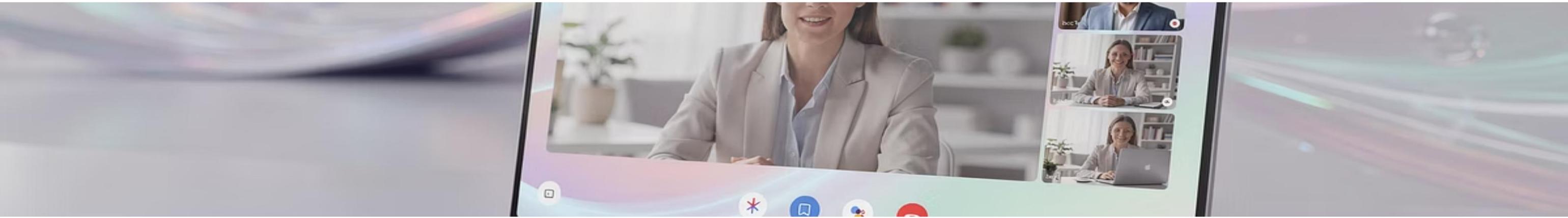
No account required to attend

If something doesn't look right, you can always back out and try again.

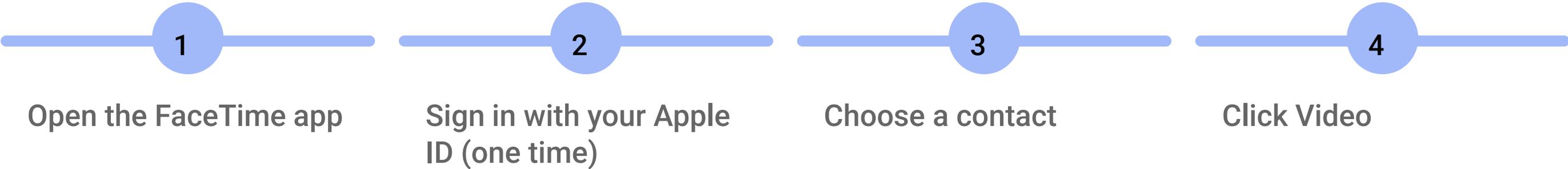
FaceTime on iPhone & iPad



- 1 Open the FaceTime app
- 2 Tap New FaceTime
- 3 Select a contact
- 4 The call starts immediately



FaceTime on macOS



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Zoom vs FaceTime

One-on-one, casual →
FaceTime

Groups, meetings,
classes → Zoom

Mixed devices → Zoom

Apple-only family chats
→ FaceTime



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Choosing the Right Tool

FaceTime is a digital drop-in

Casual, spontaneous, personal

Zoom is a reserved table

Scheduled, structured, group-friendly

Both are useful – choose what fits the moment



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Chip's Quick Reference: Getting Into the Call

Look for a link, button,
or app

Tap once — don't
double-guess

Allow camera and
microphone

If stuck, close it and try
again

You're not breaking
anything — you're just
visiting



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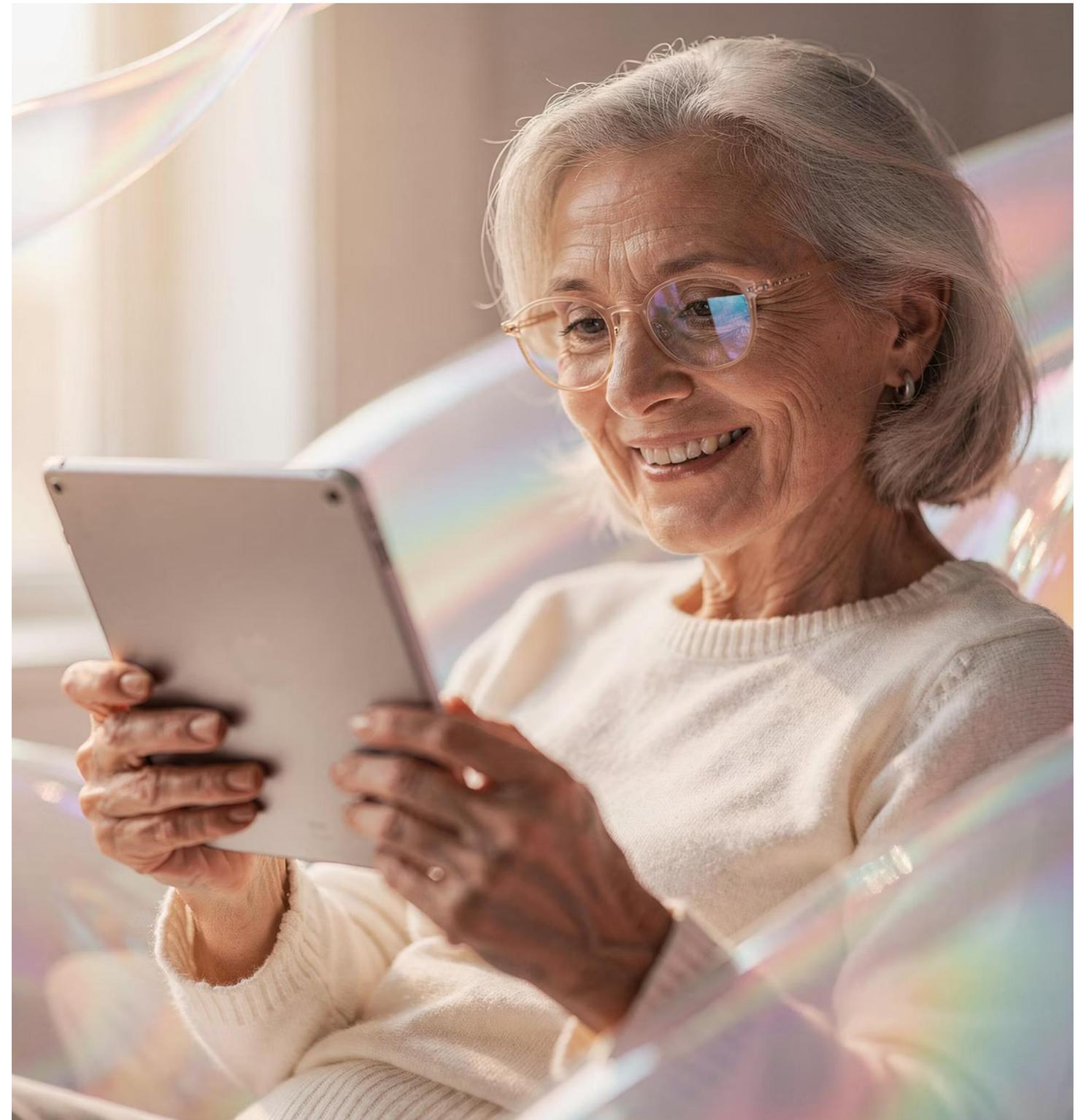
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The Art of Being Seen

Why your environment matters more than the app

Good lighting beats expensive hardware



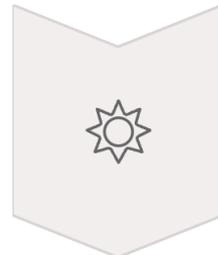
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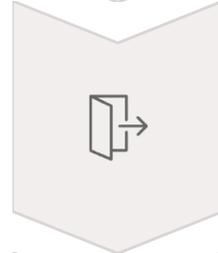
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Lighting: Face the Light



Light source in front, not behind



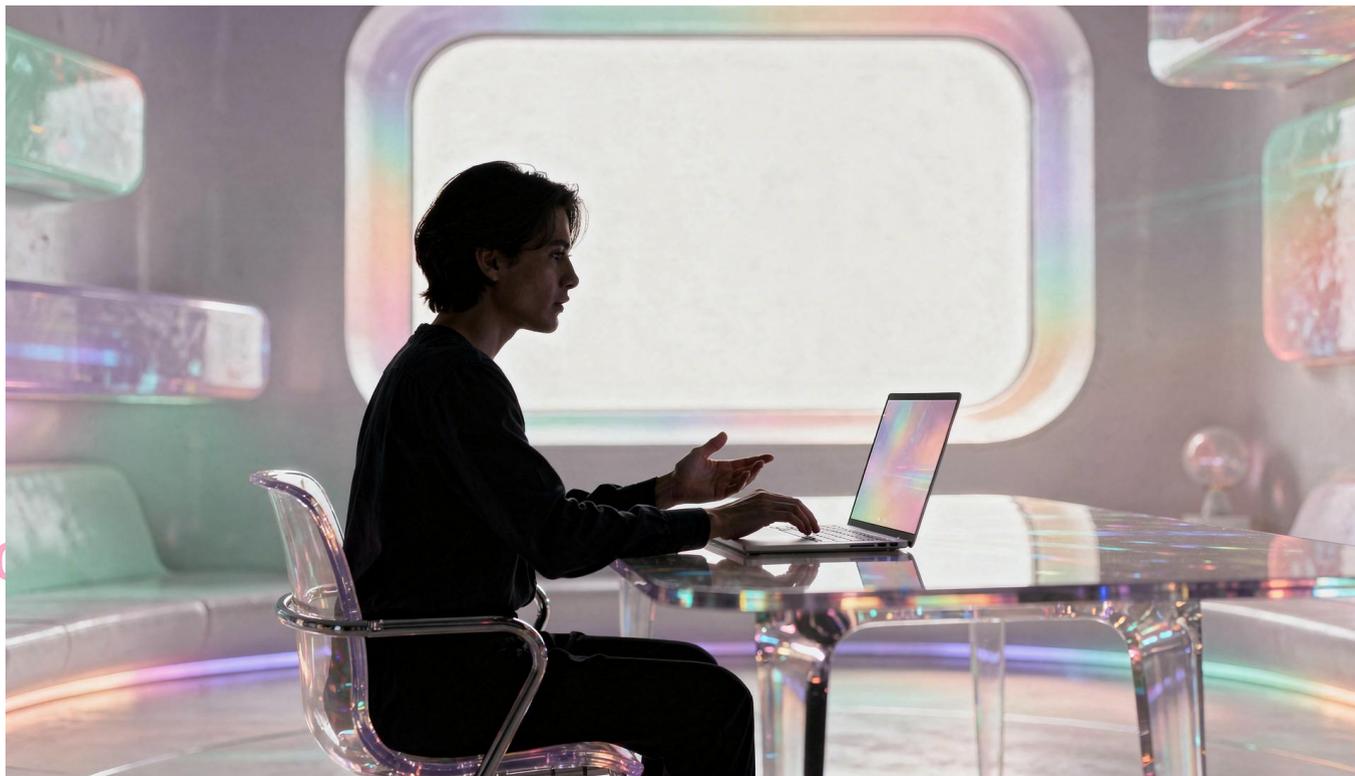
Avoid silhouettes



Clarity creates connection

Shadow vs Clarity

Back-lit: distant and shadowy



Front-lit: clear and welcoming



Camera Height Matters



Talking to the ceiling feels impersonal

Bring the camera to eye level

Books or boxes work just fine



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Sound, Etiquette & Confidence on Video



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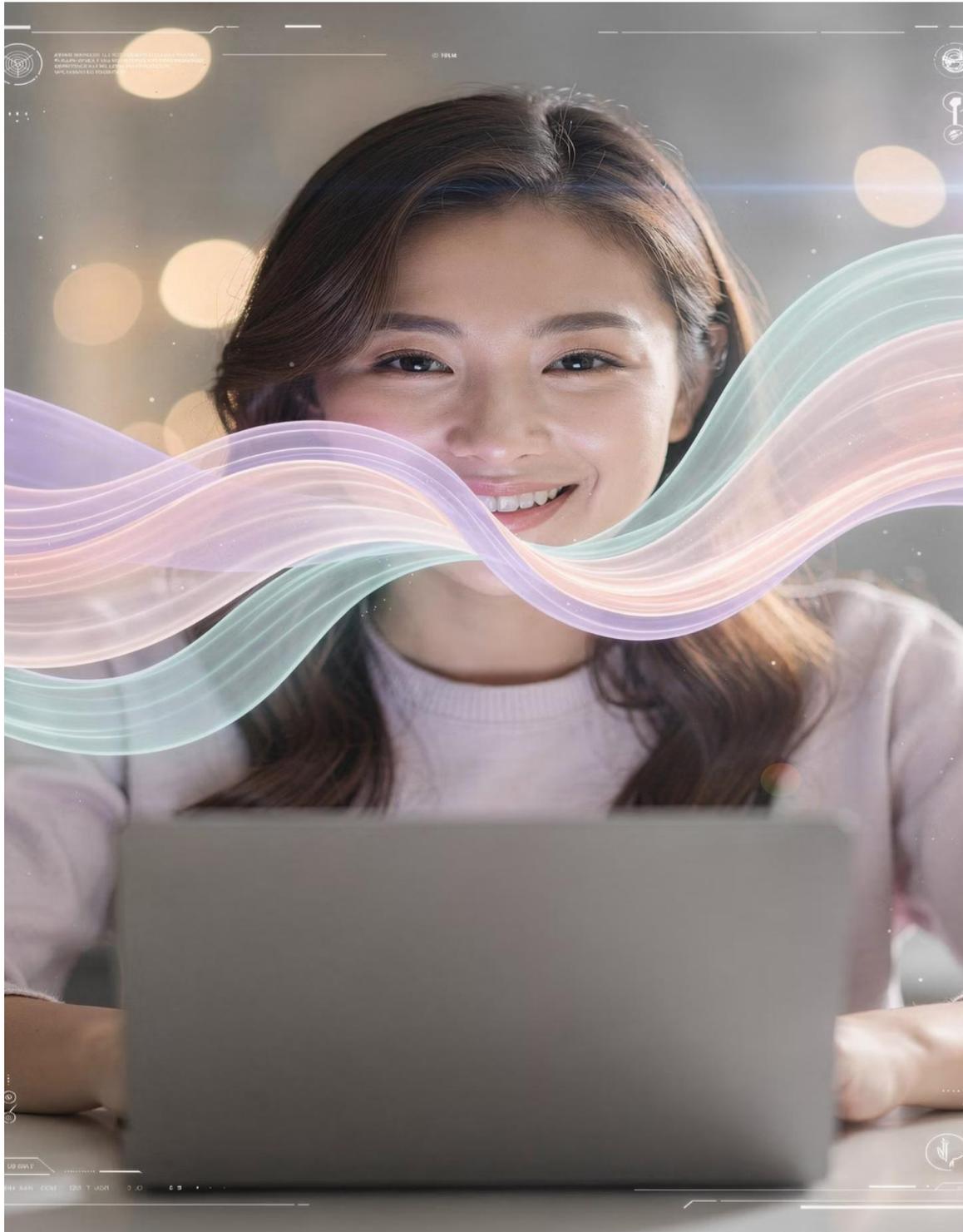


Simple Backgrounds

Busy
backgrounds
distract

Keep it calm and
uncluttered

You are the focus



The Sound of Connection

Audio is the hidden half of every call

Clear sound matters more than perfect video



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The Mute Button

Mute protects everyone

Think of it as closing the door when a truck drives by

Unmute when speaking

When to Use Mute

Background noise travels easily

Dogs

Doorbells

TVs

Side conversations

Mute keeps the visit respectful



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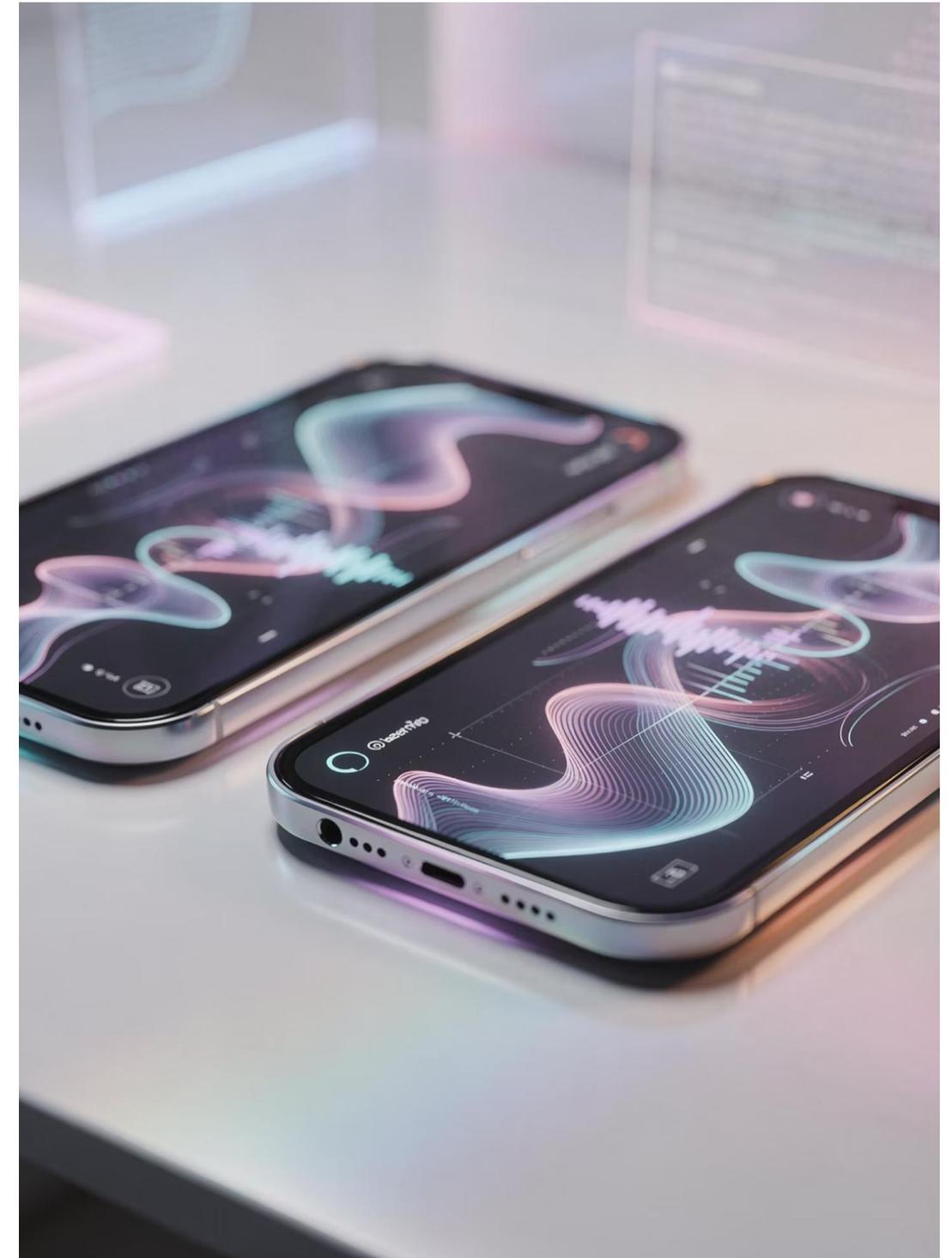
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Echoes and Feedback

**Two devices in one room will
fight each other**

Turn volume off on one device

This is physics — not user error



Video Etiquette

Being present in a digital room

Moving from "user" to "guest"



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Eye Contact on Video

Look at the camera, not yourself

The lens is the other person's eye

It feels strange — but it works



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Staying Grounded



Avoid walking around with the phone

Shaky video makes viewers uncomfortable



Set the device down when possible

The Early Bird Advantage



Join five minutes early



Check lighting and sound



Settle in before the visit begins



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When Technology Trips

Freezes and glitches happen

It's usually the internet — not you

Pause before reacting



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The Restart Rule

If something feels stuck

Leave and re-join

Turning it off and back on still works



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Discussion & Questions

Your turn

No question is too small

We learn in layers



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Admitting We're Human

No one knows
everything

Honesty beats
pretending

We'll figure it out
together



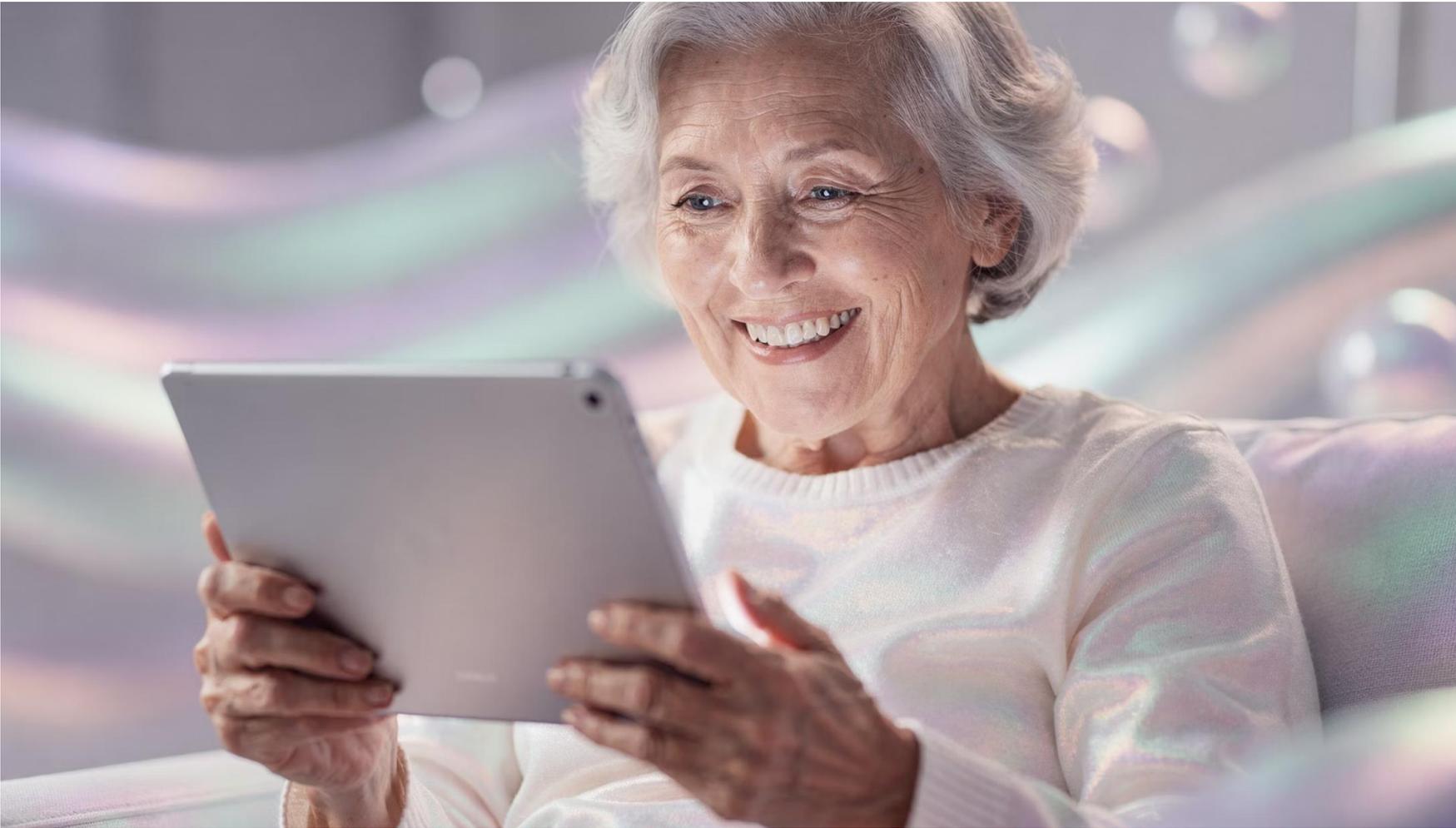
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Case Study: The Grandparent Connection



A tablet without coaching becomes a puzzle

1

2

With guidance, it becomes a lifeline

Confidence is the goal

3



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The Video Call Victory Checklist

Face the light

Use mute wisely

Camera at eye level

Choose the right tool



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We've Got Your 6

You're not doing this alone

RGE is your wingman

**Support continues beyond
today**



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Curiosity Is a Virtue



Ask "why"



Ignore jargon



Understanding builds confidence





Clarity Is Care

Clear instructions reduce anxiety

Technology should serve you

Not the other way around



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Thank You for Your Time

You showed up

You learned something new

That matters



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Next Steps



Practice with someone you trust



Try one improvement at a time



Progress beats perfection

Go call someone you love

Technology is just the bridge



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