

## **CALNET Teleconferencing and Digital Engagement Tools**

Information about CALNET services in support of critical telecommunications and business needs can be found below and represents a sample of what is available across the state. Included are options to access meetings online, and by phone.

### **a) WebEx**

Where to Access: CALNET

- i) For hosts: There are four plans available, including a free version, which is not recommended due to the limits on participation and meeting length. Priced plans offer larger participation limits and longer (or unlimited) meeting duration times. More information can be found [here](#).
- ii) For participants: Participants can join in a variety of ways -- through an email invite, or by clicking on a meeting link through their desktop or mobile application. Participants do not need an account to access a meeting.
- iii) Accessibility: WebEx offers keyboard navigation, low vision support, and screen reader support. WebEx also offers the ability to create automatic transcripts.
- iv) Capturing Comments & Questions: Meetings set through WebEx come with an automatic chat function (though hosts will need to set user privileges) to take comments and questions.
- v) Also available through CALNET as an option: AT&T Conferencing and NWN.

### **b) Zoom**

Where to Access: CALNET or DGS California Multiple Award Schedules (CMAS)

- i) For hosts: There are four plans available, including a free version, which is not recommended due to the limits on participation and meeting length. Priced plans offer larger participation limits and longer (or unlimited) meeting duration times. More information can be found [here](#).
- ii) For participants: Participants do not need to have a Zoom account to attend a Zoom meeting. A first time user will be prompted to download the software and can do so by clicking on a meeting link, or by heading to the Download Center.

- iii) Accessibility: Zoom has four key accessibility features: closed captioning, keyboard accessibility, automatic transcripts, and screen reader support. More information can be found here. Each meeting room also comes with a dial-in number, which can be provided to those without reliable internet access.
- iv) Capturing Comments & Questions: There is a chat function at the bottom of the screen that allows any participant to comment or ask questions. You can save in meeting chat content by following these instructions.

### **c) Teleconferencing**

- i) Teleconferencing can be an important supplement to web conferencing. To add teleconferencing services, call the provider your organization has chosen from the CALNET options, and purchase additional services using Form 20.
- ii) One service that offers a broad range of features is AT&T Teleconferencing, which can be offered as audio through web browsers, and features scheduling, comment queueing, moderated question and answer session. It also allows voting and polling. Different service levels include translation, question queueing, and transcripts.

### **d) Other Video Tools Available Through CALNET**

The following services also are available through CALNET. These services typically are used for point-to-point virtual conferencing and may not provide all of the features necessary for conducting a public meeting.

- i) **Jive Multipoint Video Conferencing Bridge Service**  
Multipoint Video Conference Bridge for 6-80 participants. Allows 6-80 participants to join and communicate via both video and audio on the same conference call.
- ii) **Verizon Managed Video Conferencing Service**  
Managed Video Conferencing provides Video Conference session support with assistance of a live Conferencing Attendant.
- iii) **Verizon Open Video Communication Service**  
OVC is multi-party video conferencing with a variety of usage levels suitable for individual devices to multi-screen telepresence rooms with document sharing.

Additional information about Skype, which is **not** provided on CALNET contracts can be found below:

### **a) Skype Meeting Broadcast**

Where to Access: Through the Microsoft Office 365 bundle; you may have to ask your system administrator to push it out.

- i) For hosts: Enables you to schedule, produce, and broadcast meetings or events to online audiences of up to 10,000 attendees. Scheduling instructions are linked here.
- ii) For participants: Participants do not need a Skype for a Business account to attend a meeting, however members of the public will need to download the software plug-in to participate. Instructions for those steps are linked here.
- iii) Accessibility: Skype offers screen reader support, closed captioning, and real-time transcription and translation features. For those with less reliable internet access, follow instructions on how to add a dial-in number.
- iv) Capturing Comments & Questions: To enable questions and comments, add a Q&A section that will display during the meeting.
- v) Microsoft is transitioning Skype users to Microsoft Teams, which also is part of Office 365, although departments are just learning about Teams' webcasting functionality.