



Remote Working with Hangouts Meet and Hangouts Chat: User Guide

Work Transformation: Productivity & Collaboration



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About this guide

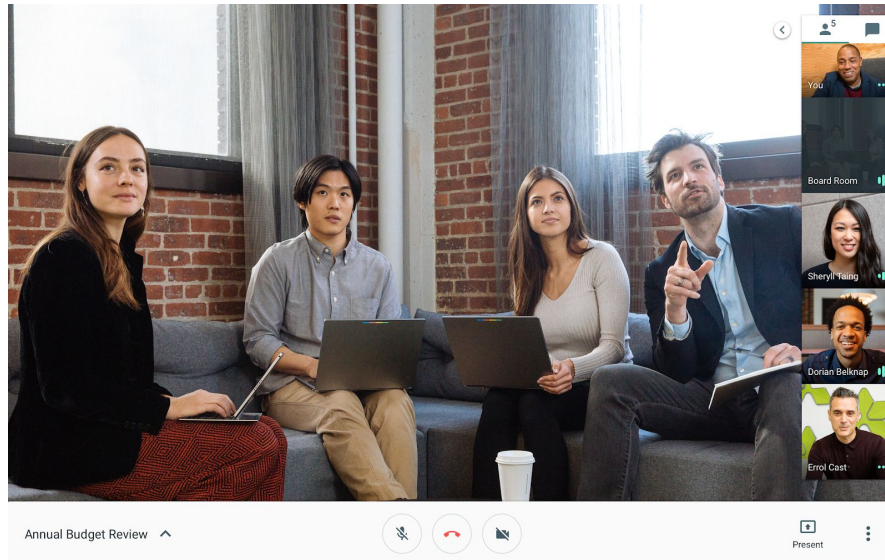
Highlights	
Purpose	To educate end users on how to use Hangouts Meet and Hangouts Chat to collaborate with their coworkers.
Intended audience	End users.
Key assumptions	That the audience has: <ul style="list-style-type: none">• G Suite user credentials• Android/iOS device or computer that meets the minimum technical requirements for Hangouts Meet

If you work remotely, Google Hangouts Meet and Hangouts Chat let you stay connected from anywhere, at any time—all from a computer or mobile device. Join a video meeting to brainstorm ideas, work on team projects, hold virtual events, or create chat rooms with one or more colleagues to stay in sync. Now, everyone can remain connected without the need for travel and still get the benefit of face-to-face contact and team chat rooms.



1. Hangouts Meet

With Hangouts Meet, you can conduct video meetings with team members anywhere in the world, at any time, all from a computer or mobile device. Even if you're in a rush, it's easy to [learn how to use Hangouts Meet](#) so you can start and join your own video meetings.



Before you begin, ensure you have the equipment and access you need.

1.1 Using Hangouts Meet on your computer

Hangouts Meet works on [most personal computers](#) and [mobile devices](#), such as phones and tablets. For more information about the minimum technical requirements, refer to the [appendix of this guide](#).

Note that the first time you attempt to use Hangouts Meet on your browser, you may be *prompted to allow meet.google.com to use your microphone and camera*. If you are presented with a prompt to allow Meet to use your camera and microphone, permit it by clicking **Allow**.

If you're using a macOS computer, you might need to enable your browser to access your microphone using the new privacy settings. Refer to "[Known issues with Hangouts Meet](#)", section "People can't hear me when using a Mac computer" for clear and detailed instructions on how to enable your mic.



Your prompt might vary slightly from the following figure, depending on the browser you use to access the internet.

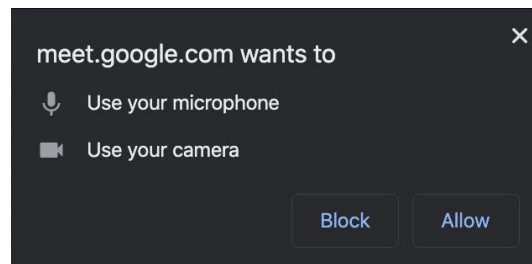
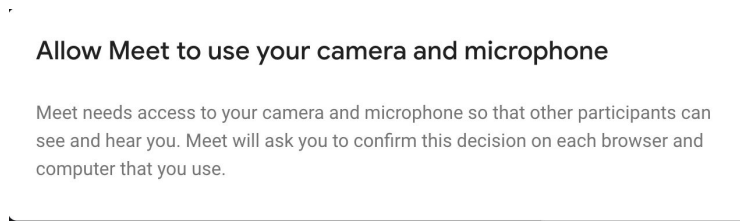


Figure 1.1.1 Allow use of microphone and camera

1.2 Start a video meeting

Begin by navigating to meet.google.com and click **Join or start a meeting**.

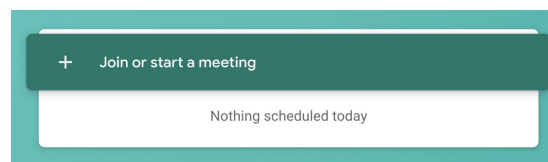


Figure 1.2.1 Join or start a meeting screen

Enter a nickname for your meeting, if desired, and click **Continue**. You can also opt to leave the field blank.

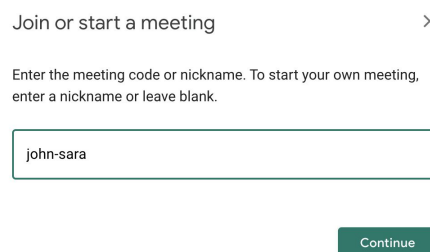


Figure 1.2.2 Enter meeting name



A summary screen will present an overview of the meeting details and a camera preview. The meeting nickname is displayed to the right of the camera preview window. Additional details, like the meeting code/URL and meeting dial-in information (if the functionality is enabled), are also displayed.

Click **Join now**.

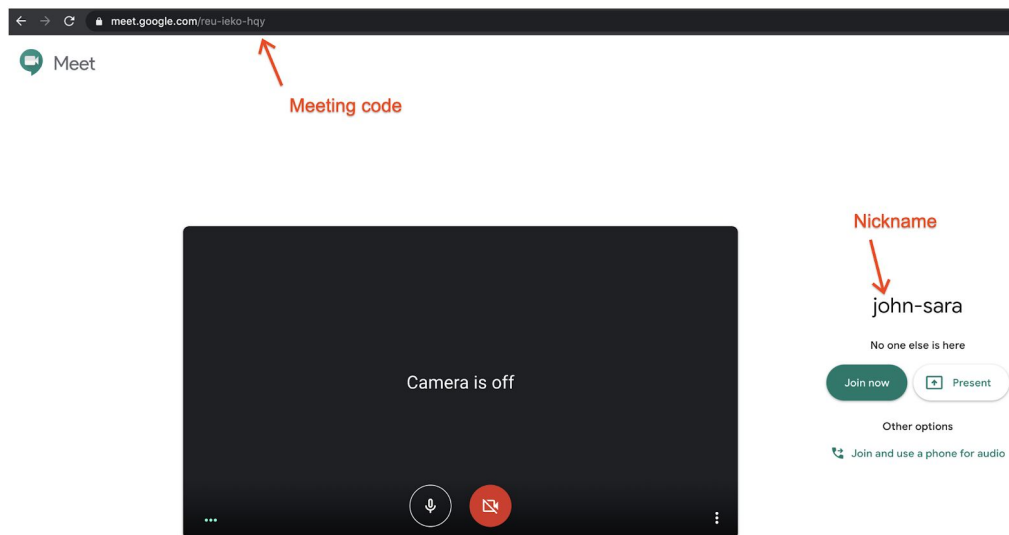


Figure 1.2.3 Enter meeting name

Once you are in the meeting, you can manually add people, email meeting invitations, present your screen, and access a multitude of [other video meeting functionalities](#).

1.3 Join a video meeting

To join a video meeting on desktop, navigate to meet.google.com and click **Join or start a meeting**.

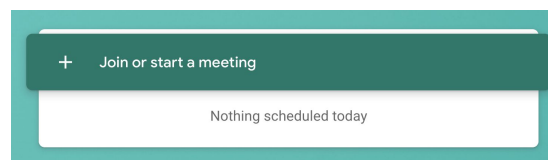


Figure 1.3.1 Join or start a meeting screen

Enter either the nickname or the meeting code you've been given by the meeting organizer.

Alternatively, if you know the meeting URL, you can also join the meeting directly by entering it into the address bar: `meet.google.com/<meeting_code>`.



You will be given the opportunity to configure and enable/disable your microphone and camera before joining the video meeting.

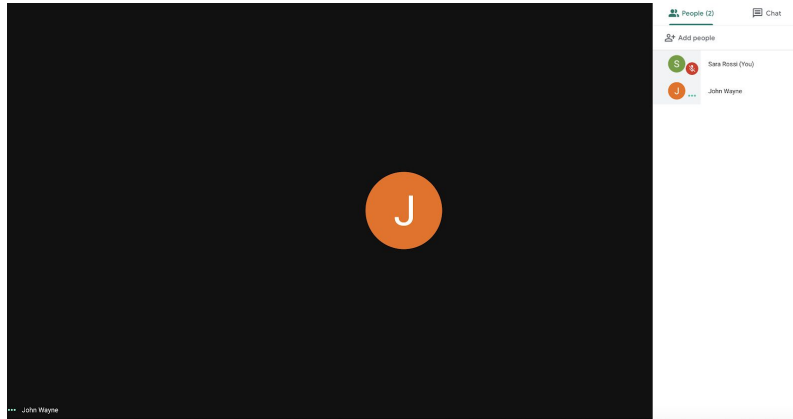


Figure 1.3.2 Screenshot of a Hangouts Meet in progress



1.4 Using Hangouts Meet on your mobile device

Begin by installing the Hangouts Meet app from [Google Play \(Android\)](#) or the [App Store \(iOS\)](#).

Note: Make sure to download the **new Hangouts Meet app** and not the classic Hangouts app. The following screenshots present a visual comparison between the two.

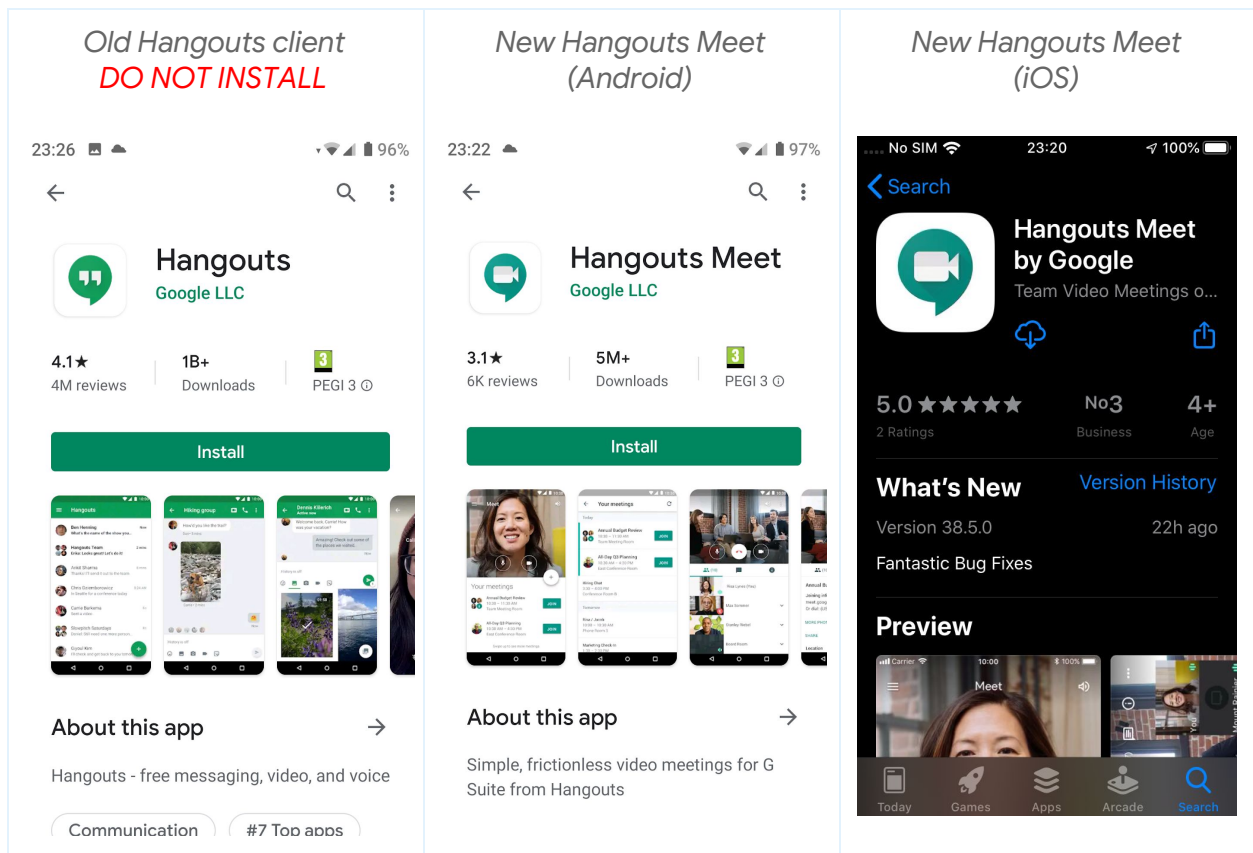


Figure 1.4.1 Classic Hangouts app vs. Hangouts Meet



Next, launch the Hangouts Meet app and follow the setup wizard. Make sure to grant permission for camera and microphone access, or the app will not function properly.

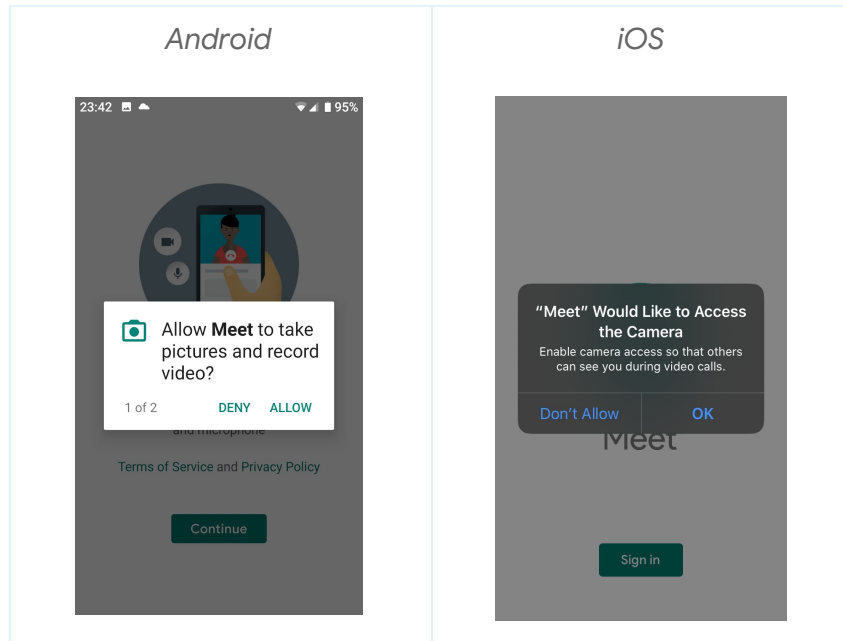
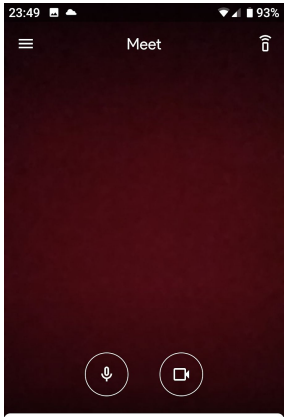
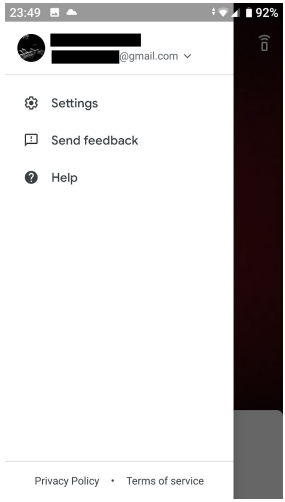
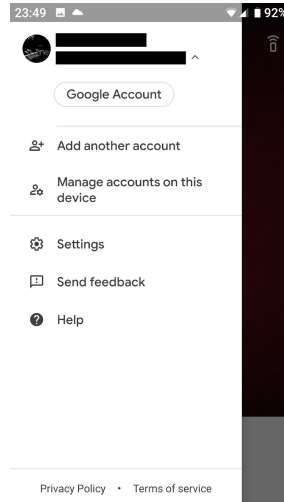


Figure 1.4.2 Grant app camera and microphone permissions

Finally, complete the app setup by following the on-screen prompts to add your G Suite account:

<p>1. Tap the three line “hamburger icon” in the upper left corner.</p> 	<p>2. Tap your name to expand the account menu.</p> 	<p>3. If your G Suite account does not appear, tap Add another account.</p> 
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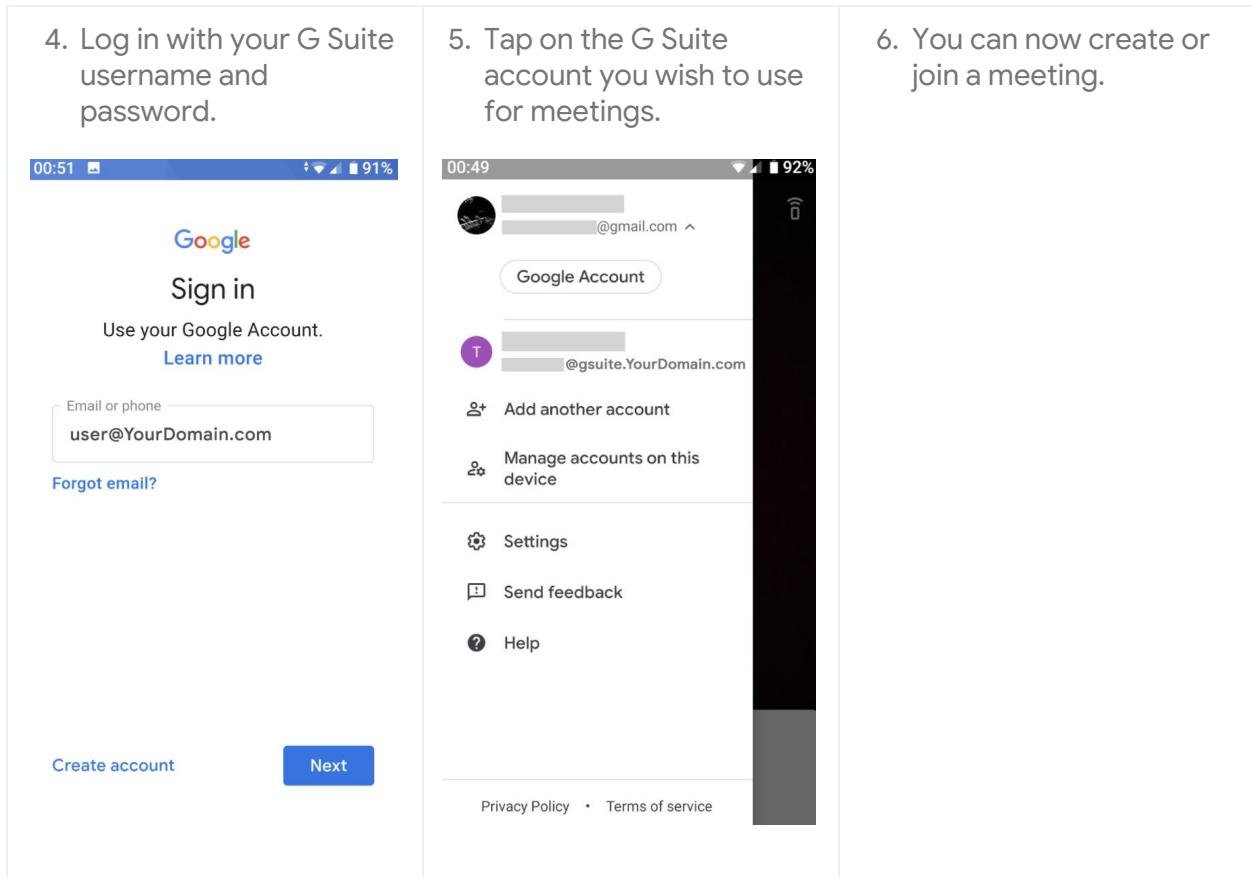


Figure 1.4.3 Hangouts Meet app setup

Note: You can create new meetings only if you are using your G Suite account. Consumer accounts (@gmail.com) can only join meetings created by other G Suite users.

If you wish to join a meeting with your microphone and/or camera disabled, tap the corresponding icons. When an icon becomes red, the microphone and/or camera is disabled.

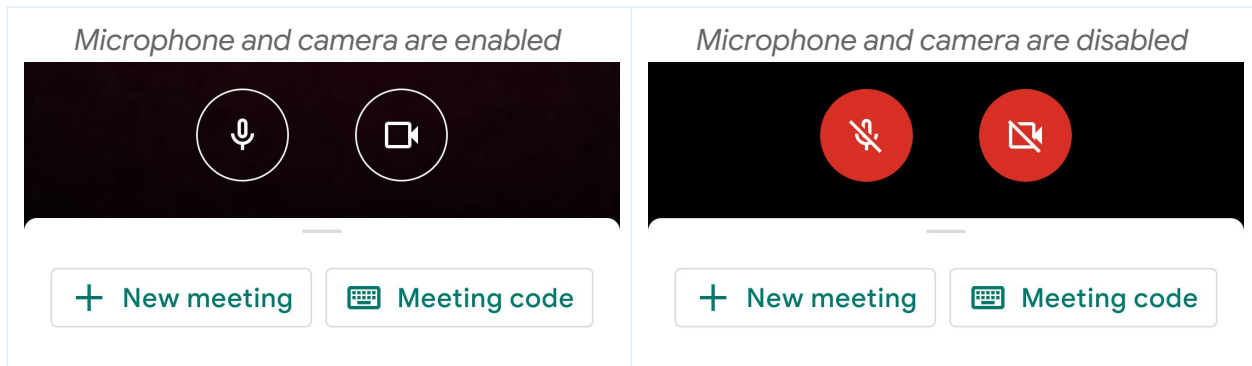


Figure 1.4.4 Disable the microphone and camera



1.5 Dial in to a meeting using your phone

Optionally, you can also dial in to an existing meeting using your phone (regular call charges apply). In order to do so, you'll need to get a phone number and a meeting PIN from the meeting organizer or an attendee who has joined the meeting. The following screenshots demonstrate how to find the required information on a computer and in the mobile application.

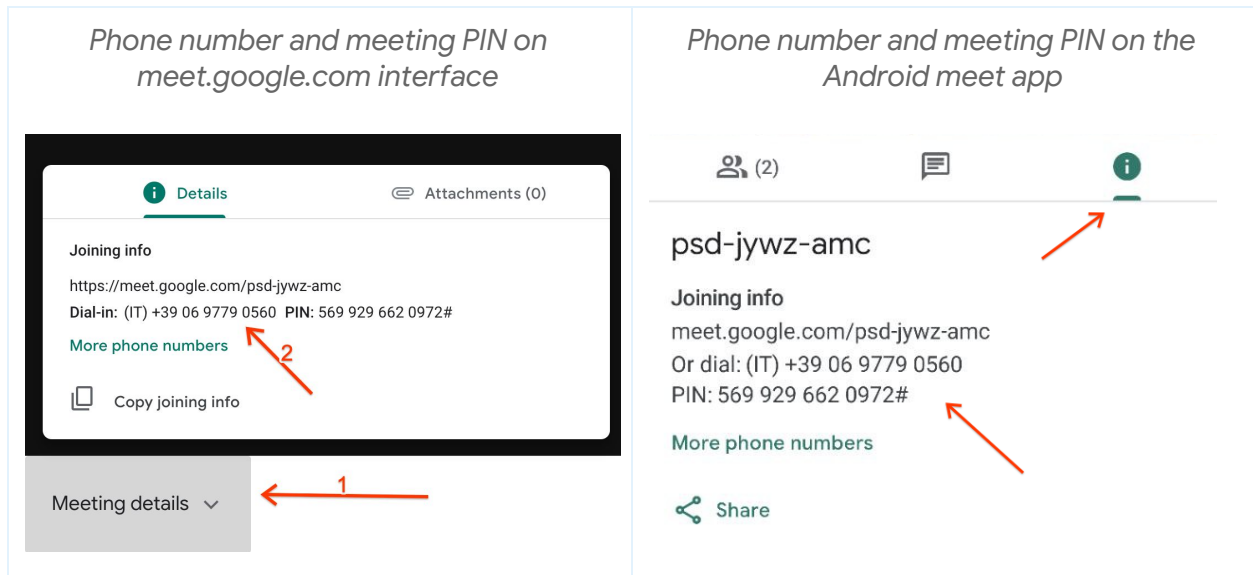


Figure 1.5.1 Dial-in options

1.6 Other video meeting functionalities

Once you are in a video meeting, you can:

- [Present your screen](#)
- [Change screen layouts](#)
- [Add other people to the meeting](#)
- [Use in-meeting chat](#)
- [Start the recording of your meeting](#)
- [Turn captions ON](#) (currently only available in English)
- [Pin a participant to screen](#)
- [Turn a microphone on/off](#)
- [Turn video on/off](#)



The following screenshot presents an overview of the main video meeting functionalities.

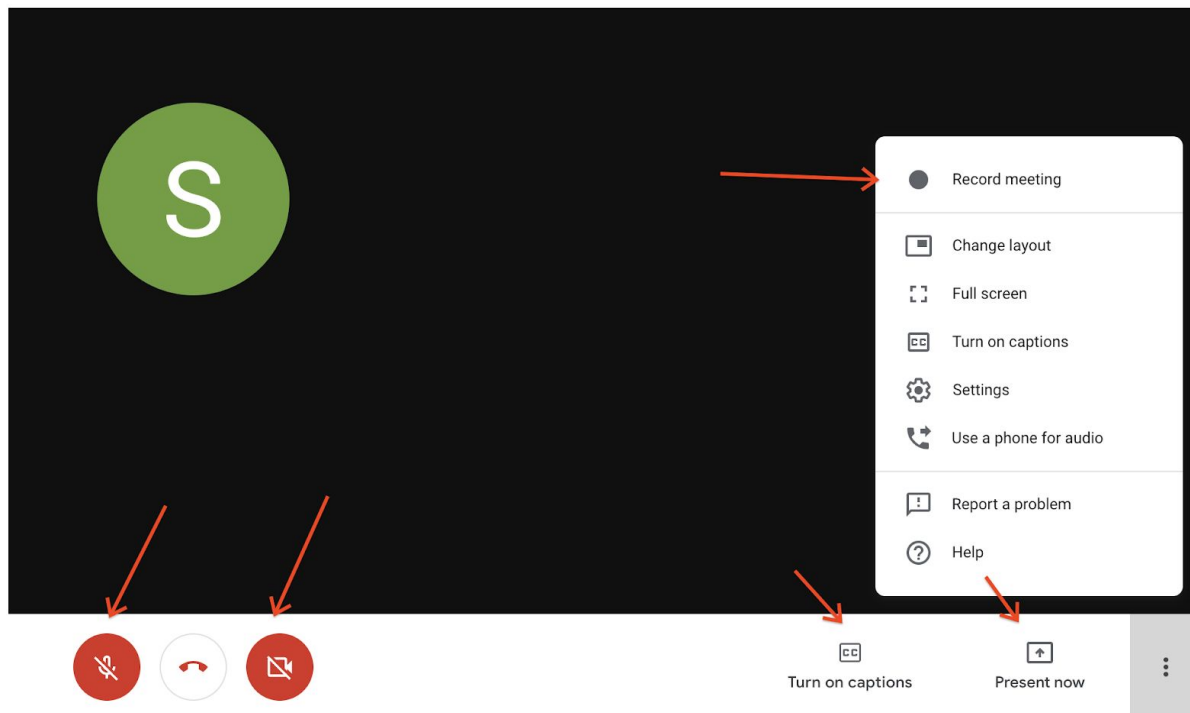


Figure 1.6.1 UI Elements on meet.google.com

1.7 Integrating with Outlook

If your organization is using a compatible version of Microsoft Outlook, users can also [create Meet links directly from Outlook](#) that are automatically added to meeting invites.



2. Hangouts Chat

With Chat, you can share useful ideas and brainstorm with coworkers in team and project rooms. Need to meet face-to-face? Start a Hangouts Meet video meeting right in your chat conversation.

2.1 Private conversation or group chat

You can have private one-on-one or group conversations that are not in the public team channel:

- **Conduct a private conversation:** Use a direct message to communicate with a colleague or small group of people.
- **Create a room:** Use a room to have an ongoing conversation with a group of people that can change over time. All new members can view the conversation history so they won't miss what was already discussed. Rooms can have multiple conversations, arranged as multiple threads/topics.

2.2 Use Hangouts Chat

You can use chat.google.com in your browser or [download the apps](#) for Hangouts Chat developed for [Windows](#) , [macOS](#), [Android](#), and [iOS](#).

2.3 Send a direct message

To send a direct message to another user:


1. Click **Find people, rooms, bots** on the left sidebar of your [Chat](#) window.
2. Enter the name or email address of the person you wish to contact, or select a contact from the suggestions.
3. Enter your direct message and click **Send** ➤.




Figure 2.3.1 Sending a direct message



To send a direct message to a group:

1. Click **Find people, rooms, bots** on the left sidebar of your [Chat](#) window, then click **Group message**.
2. Enter the name(s) or email address(es) of the people you wish to contact, or select a contact from the suggestions.
3. Click **Message**, then enter your direct message and click **Send** .

Individual and group direct messages can be hidden if you wish to keep them private. To do so, hover over the direct message you wish to hide, then click the three-dot **Options** icon () and select **Hide conversation**. If you hide a chat and then chat with that person or group again, your chat history will reappear.

2.4 Edit conversations

While you can't edit or delete messages from other people, you *can* revise your own text or add emojis to a current conversation.

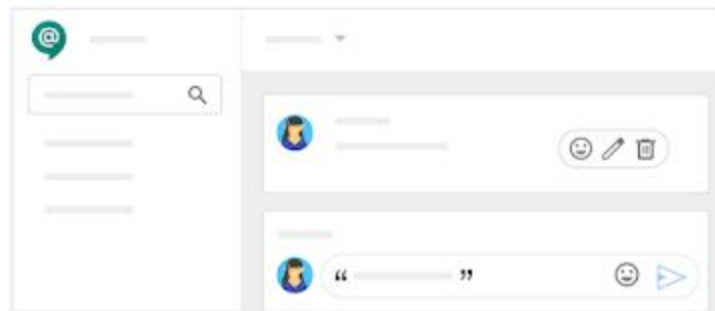





Figure 2.4.1 Editing a conversation

Feature	Description
Edit text	Hover over or point to the message in question, then select the Edit  icon. Make your changes, then click Update .
Delete a conversation	Hover over or point to the conversation, then select the Delete  icon. Confirm by clicking Delete on the confirmation screen that appears.
Add an emoji	Click the Emoji  icon, then select the emoji you want to add.
Bold text	Add an asterisk (*) before and after the text you want to bold.
Italicize text	Add an underscore (_) before and after the text you want to italicize.



Strikethrough text	Add tildes (~) before and after the text you want struck through.
Inline code block	Add backticks (`) before and after the text you want in a code block.
Multiline code block	Add three backticks (```) before and after the text you want in a code block.

2.5 Create a room

With Chat, you can brainstorm ideas with your team in virtual rooms. You can also Chat with your coworkers, share files and other online resources, and work together on team projects.

Conversations are organized into different conversation threads in rooms, so you and your team can discuss multiple subjects at the same time. To create a room:

1. Click **Find people, rooms, bots** on the left sidebar of your [Chat](#) window, then select **Create room**.
2. Enter a room name and click **Create**.

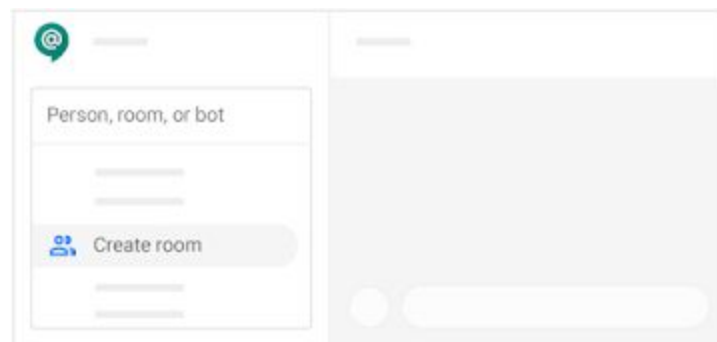


Figure 2.5.1 Create a meeting room

2.6 Add or remove people in a room

You can add people to a room in two ways:

- Invite people by email
- Type an @mention in a conversation

2.6.1 Send an email invitation


1. Click **Add people & bots**.





2. Enter a name, email address, or Google Groups address. You can also select a person from one of the suggestions.
 - a. If you want to notify the people you're adding, make sure the **Notify people via email** box is checked and click **Send**.
 - b. If you don't want to notify the people you're adding, uncheck the **Notify people via email** box and click **Add**.
3. To start a new conversation with the group, scroll to the bottom of the room and click **New thread in <Name of Room>**.

Note that anyone who is added to the room can see the entire conversation history.




2.6.2 Add someone by @mention

1. Type an @ and the individual's email alias (for example, @johns) into the conversation.
2. Select the person you wish to contact, then click **Send** .
3. Click **Add to room** to confirm.

2.6.3 View members of a room

1. Select the room name from the left sidebar.
2. Click the **Down arrow**  beside the room name at the top of the screen, then click **View members** .

2.6.4 Remove a person

1. Click the **Down arrow**  beside the room name at the top of the screen, then click **View members** .
2. Hover over or point to the person you wish to remove, click on the three-dot **Options** icon (⋮) and then select **Remove from room** .

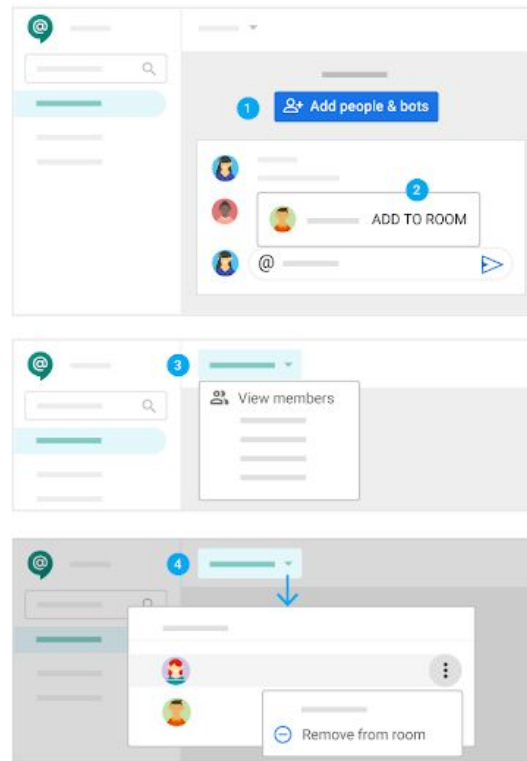


Figure 2.6.1 Adding and removing people

2.7 Join or leave a room

Individuals are added to rooms automatically, whereas groups have the option to join a room. Both individuals and group members can leave a room.

Note: You can add up to 8,000 people to a room.

2.7.1 Browse your rooms

All of your rooms are listed on the left of the page. To find a room to which you are invited:

1. Click **Find people, rooms, bots**.
2. Select **Browse rooms** .

2.7.2 Join a room

1. Hover over or point to a room name, then click **Preview** to read current conversations and verify it is the room you wish to join. Note that you cannot participate in the discussion or receive notifications in Preview mode.
2. Click **Join** if you decide to join the room. After joining, you can participate in a discussion and receive notifications, and the room will appear in your room list.



2.7.3 Leave a room

1. Select the room name from left sidebar, then click the **Down arrow** ▾ beside the room name at the top of the screen.
2. Select **Leave** ↵, then click **Leave room** to confirm.

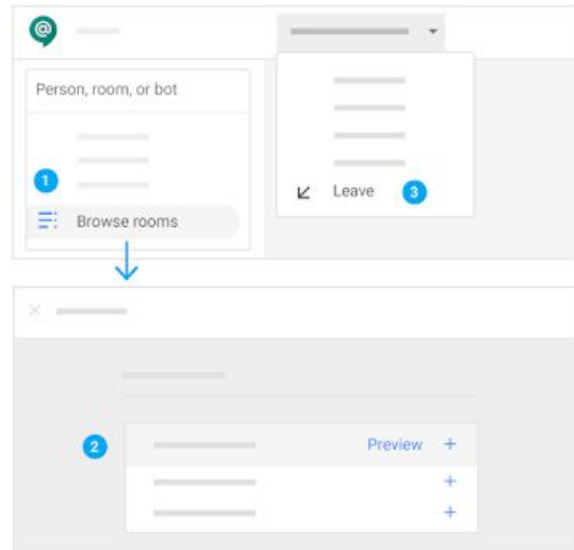


Figure 2.7.1 Leaving the room

2.8 Start multiple conversations in a room

If you're collaborating on a large project with your team, you might need to chat about different topics. Multiple ongoing conversations can help everyone share information and ideas faster.

2.8.1 Start a different conversation in a room



You can create as many new conversations in the room as you like.

1. Select your room name from the left sidebar, then scroll down to the end of the page and click **+ New thread in <Name of Room>**.
2. Enter the new message and click **Send** ➤.

2.8.2 Send a direct message to someone in a room

1. Select the room name from left sidebar, then click the **Down arrow** ▾ beside the room name at the top of the screen.
2. Select **View members** 👥.



3. Hover over or point to the person you wish to contact, then click the three-dot **Options** icon (⋮) and select **Message** .
4. Enter a message and click **Send** .

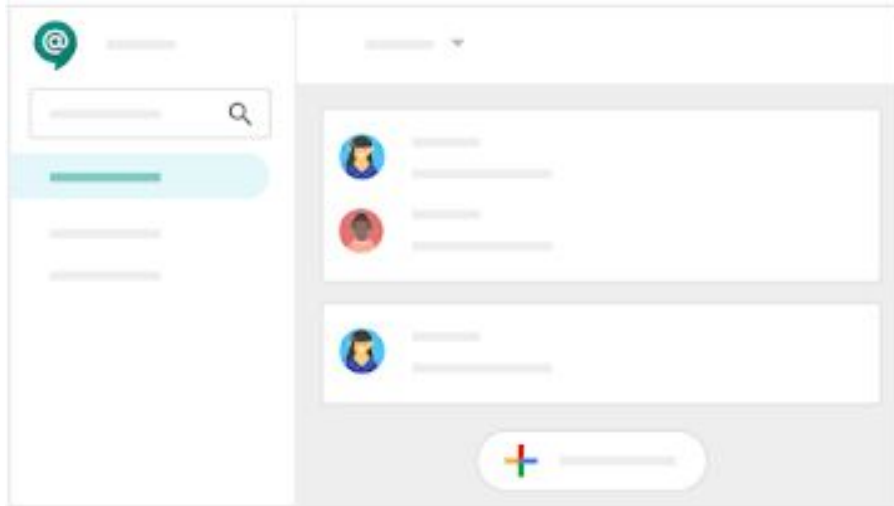


Figure 2.8.1 Send a direct message to someone in a room

2.9 Start a video meeting from Chat

When you're collaborating with your team, sometimes it's better to meet face-to-face. You can opt to [start an impromptu video meeting](#) with your team members.

1. In a chat conversation, click **Add video meeting**  and then click **Send** .
2. Click **Join video meeting** and then confirm by selecting **Join meeting**.

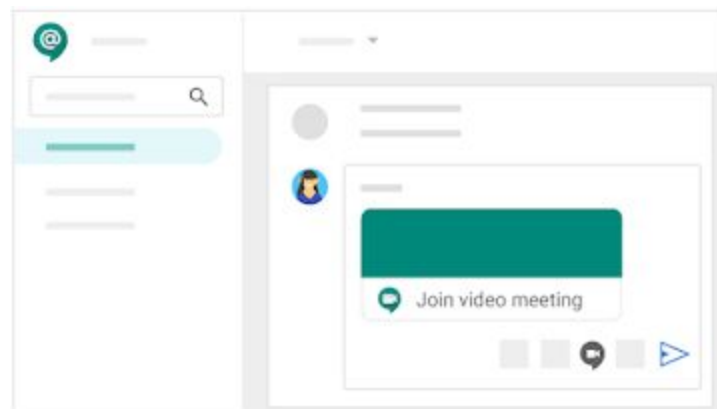




Figure 2.9.1 Start a video meeting



2.10 Add files to conversations

You can also add [documents, presentations, images, and more in your conversations](#).

Attachments are automatically shared with all participants who have Commenting access.

1. Reply to an existing conversation or open a new conversation and choose **File upload** .
2. Attach the file you wish to share, then click **Send** .

Files that might spread malware, such as executable files, cannot be shared using Chat. You can refer to [this Help Center article](#) for a complete list of blocked formats.

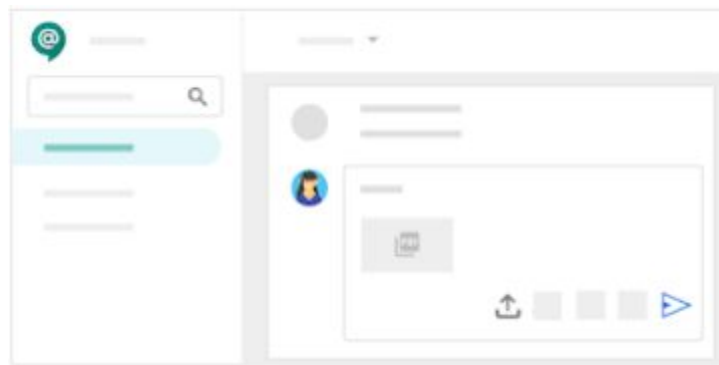


Figure 2.9.1 Attach a file to conversations

3. Troubleshoot issues with Hangouts Meet

In the event you experience issues with Hangouts Meet, this chapter will guide you through some steps that will help you troubleshoot. Before you begin, be sure to first check the [G Suite Status Dashboard](#) to see if Meet is experiencing technical issues.

- Green icon: Meet is operating normally. Try the following troubleshooting tips for your specific issue.
- Yellow or red icon: Meet is experiencing issues or is unavailable. See the [Known issues](#) for ways to communicate until Meet returns to normal operation.

Current status	3/15/20	3/16/20	3/17/20	3/18/20	3/19/20	3/20/20	3/21/20
----------------	---------	---------	---------	---------	---------	---------	---------




 No Issues
  Service disruption
  Service outage



Figure 3.0.1 G Suite Status Dashboard

If Meet is operating normally, you might be experiencing some issues with your setup. This section will provide links to help guide you through the most common issues.

3.1 Troubleshoot poor video or audio quality

- [Use the right peripherals.](#)
- [Turn off the video or join by phone or mobile app.](#)
- [Close other browser tabs and apps.](#)
- [Deactivate VPN software.](#)
- [Disable antivirus, firewall, or other security software.](#)
- [Improve your Wi-Fi or network performance.](#)
- [Talk to your system administrator.](#)

3.2 Troubleshoot issues with joining meetings

- [I can't create or join a Meet video meeting.](#)
- [I can't join or create video calls from chat conversations.](#)
- [I don't see any scheduled meetings.](#)
- [A dial-in number is not included in my meeting.](#)
- [The dial-in number is for a different country.](#)
- [Why is a network problem displayed?](#)
- [Meet is showing the wrong time.](#)

3.3 Troubleshoot issues during meetings

- [Why is "Your meeting is full" displayed?](#)
- [Access to my microphone or camera was denied.](#)
- [People can't see me in the meeting.](#)
- [People can't hear me in the meeting.](#)
- [Sounds are reduced in Windows.](#)
- [I can't present a window or screen.](#)
- [Why is the meeting window displayed when I am presenting?](#)

4. Hangouts Meet technical requirements

Meet supports the current version and the two previous major releases of the following operating systems:

- Apple macOS



- Microsoft Windows
- Chrome OS
- Ubuntu and other Debian-based Linux distributions

Meet works with the current versions of the browsers listed below:

- Chrome
- Mozilla Firefox
- Microsoft Edge
- Microsoft Internet Explorer 11 (via plugin)
- Apple Safari

Additional miscellaneous requirements include:

- Built-in web camera or external USB camera supported by your operating system
- Headset (recommended for the best quality), or any speakers and microphone your computer is equipped with
- Good broadband internet connection

5. References

For more information about using Hangouts Meet and Chat, refer to the following training center resources:

- [Hangouts Meet training and help](#)
- [Hangouts Chat training and help](#)