



GUIDANCE SHEET 8

## HOW TO MAKE ONLINE CALLS OR VIDEOCALLS?

Voice over Internet Protocol (VoIP), also called IP telephony, is a method and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. VOIP Calls and video conferencing have gone from a travel-saving feature that can be used occasionally to an indispensable tool for everyday collaboration.

Moreover, the specific context of the SHERPA MAPs, where stakeholders are spread out across many geographic locations, brings complex challenges for communication. Adding colleagues and partners to the mix it is hard to think about talking to all these people without extensive travel, which brings restrictive costs.

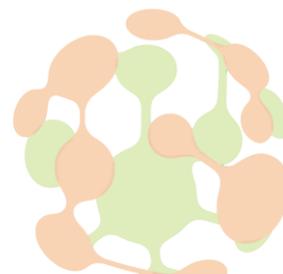
This is where video conferencing can deliver a serious boost to SHERPA MAP Facilitators and Monitors for handling their contacts with MAP stakeholders.

Here a few video conferencing software solutions are presented to help making the best choice. The tools are presented in alphabetical order, not in order of priority.

 **FreeConference** [Freeconference](#) provides a completely free conference call solution service with high-quality audio and video capabilities. Free features include calls that can accommodate up to 1 000 participants, up to five online meeting participants, dial-in numbers and access via mobile apps. One major perk of this video conferencing tool is its ease of use, as no downloads are required to start using it. Plus, moderator controls allow the individual who is running the video conference keep the meeting on track. It also allows text chats, screen sharing and document sharing. There are paid plans available for upgrading the service with additional features.

 **GoogleDuo** is a software solution for simple, high-quality video calls for smartphones, tablets, and computers. It allows 1:1 calls and group calling with up to eight people featuring end-to-end encryption. Google Duo works on Android (unlike its competitor FaceTime) and iOS smartphones, tablets, computers. No account or subscription is necessary. Another relatively new feature, video messages let you record a quick video when you do not have time to call or when the person you are calling cannot pick up. Video messages can be personalised with text and emojis, or even by drawing on the message with a brush tool.

 **Skype** is a good tool if one needs a simple way to video chat from a computer, phone, or tablet and tends to have smaller group meetings or 1-1 conversation. In addition to audio and HD calling, the software allows instant messaging during a call, screen sharing, call recording, and the option to call phones at affordable calling rates. The free version of Skype works well for small teams and is ideal for carrying out interviews. With the Skype video chat app, group video calling for up to 50 people is available for free on just about any mobile device, tablet or computer.





[Zoom](#) offers simplified professional video conferencing and messaging across any device. It enables quick adoption with meeting capabilities that make it easy to start, join, and collaborate across any device. Zoom Meetings syncs with your calendar system and delivers streamlined enterprise-grade video conferencing from desktop and mobile. It provides chat with groups, searchable history, integrated file sharing, and 10-year archive. Furthermore, it easily escalates into 1:1 or group calls. The software brings HD video and audio to meetings with support for up to 1 000 video participants and 49 videos on screen. It records your meetings locally or to the cloud, with searchable transcripts. Multiple participants can share their screens simultaneously and co-annotate for a more interactive meeting. Another feature potentially of interest for SHERPA MAP Facilitators and Monitors is that Zoom enables polling and Q&A, allows virtual hand-raising and tracks engagement with Attention Indicator. This system is accessible through paid plans.



[WhatsApp](#) is the most popular instant free messaging app in the world, connecting more than a billion people. These users share instant messages and multimedia files for free, and more interestingly, can talk for free without limits. The app works on nearly all smartphone models, is available for computers and works on Wi-Fi, 3G, and 4G networks. With voice calls, one can talk (only) with other WhatsApp users, even if one is calling someone located in another country. And with free video calls, it is possible to have face-to-face conversations with other WhatsApp users for when voice is not enough. WhatsApp voice and video calls use your phone's Internet connection, instead of your cell plan's voice minutes, so one does not have to worry about expensive calling charges.