

## Videoconferencing tips for a better experience

In a multisite videoconference the receiving sites should **ALWAYS mute their local microphone when other sites are presenting or speaking** for a long time to minimise disruptions. This is essential when joining from your desk as the noise of typing and people speaking in the background gets played through your microphone and makes it difficult to hear the speaker.

### Before the conference

- If you have not participated in a videoconference before ask a colleague for an orientation session in the room if you're unsure of what to expect or how to use the videoconferencing equipment
- Turn the lights on in the room and ensure you can see the correct picture (not a blue or blank screen). Figure 1 and Figure 2 show the screens you will see prior to a videoconference being connected (the pre connect screens differ between standard definition and HD videoconference units)

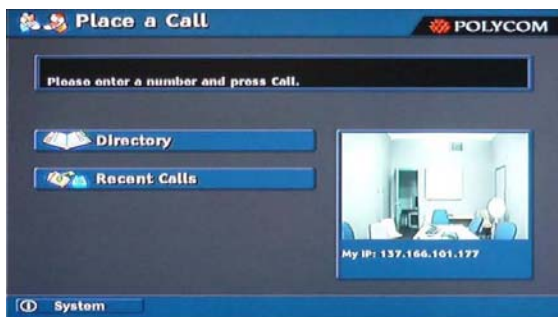


Figure 1 (Standard Definition V/C screen display)



Figure 2 (HD V/C screen display)

If there is no picture check the system/screen is turned on. If there is a blue screen check the correct input is selected on the TV (eg usually AV 1, press the AV button on the TV remote to change)

- If you have booked a videoconference using Outlook all sites will be connected automatically at the scheduled start time.
- Check the camera zoom level and change it if necessary so all participants are within camera view. If this is not possible due to the group size zoom out as much as possible for the start of the conference. If there are only a couple present try to fill the screen as much as possible with people rather than the table, chairs, walls, floor or ceiling. Avoid showing the ceiling lights by moving the camera view down and close the curtains if you have windows behind you.

## During the conference

- At the beginning (and anytime during the conference) make sure all the participating sites can see and hear your site. At the start of the conference introduce every participant even the ones who are off camera. Don't forget to identify yourself.
- Look at the screen (or polycom camera if it is not directly above the screen) when you speak as it gives participants at the other site(s) the impression you are making eye contact with them
- Be yourself. Act naturally and speak to remote participants as if they were sitting in the same room as you. If you are located at the back of a room you may have to speak a little louder than normal so the microphone can pick up your voice
- Avoid side conversations and walking in and out of the room during a videoconference as it is distracting to other sites and poor etiquette
- Use the mute button when another site is speaking to eliminate background noise in the conference like the shuffling of papers, tapping of pencils and other distracting noises
- In a multisite videoconference call you should mute your local microphone when other sites are presenting or speaking for a long time to minimise disruptions
- Always wait until other speakers have finished before speaking and use names to direct questions to specific people to avoid confusion
- Give each person plenty of time to answer your questions or to make a comment. Ensure they have finished before you speak again
- Restrict movement as much as possible. The video at the other site(s) will look blurry if there's constant movement
- Stripes or busy patterned shirts are not recommended during a videoconference as they do not display well to remote sites. Solid and neutral colours display the best
- Be polite and turn your mobile phone off whilst in a videoconference. If your mobile phone must remain turned on change it to vibrate only or silent mode