Desktop Video Conferencing
Best Practices

HTTP://WWW.POLYCOM.COM/TRAINING
General

Document Sharing
• Don’t try to hold your documents up to the camera to show others, use content sharing application like People+Content IP.
• It’s also a good idea to send documents via FAX or email ahead of time before the conference so everyone has a copy they can view easily without having to look at the video screen.

General Meeting Tips
• Avoid side conversations, even if you mute your microphone first.
• Focus on the topic and the people in the meeting instead of adjusting equipment.
• Adjust the camera at the far end only if necessary.
• Avoid eating, drinking, and gum chewing.
• Avoid too-casual behavior.
• Minimize disruptions by disabling instant messaging and muting your telephone.
• Dress for the camera by wearing pastel or dark colors if possible.
Audio

Audio Tips

• Avoid side conversations.
• Avoid rustling paper/food wrappers, tapping the desk/keyboard, or drumming your fingers. These noises are picked up and amplified at the far end.
• In multipoint meetings, mute your microphone when you’re not talking.
• Speak in your normal voice.
• Speak clearly and enunciate.
• Use your “indoor voice” and avoid shouting.
• Be sure to have each site speak to allow the audio echo cancellation to adjust.
• The most important rule of desktop video conferencing is to use a headset or earphones if you’re in a cube or other noisy environment.

Video

Video Tips

• Make sure you can see and be seen
• Adjust your camera so the far site can see you rather than your surroundings.
• Looking good on video
  • Center the camera above the video conferencing application for best eye contact.
  • Adjust your camera to show yourself from the shoulders up.
  • Minimize the amount of background in the video.
• Be mindful of picture quality
  • Avoid busy backgrounds
  • Minimize hand movements.
  • Allow the picture to sharpen for the first minute of the call.
• Always start your video conference by introducing everyone who is involved in the video conference.
• If there are audio participants in the call, mention your name each time you speak.
Meetings

Pre Meeting

- Make sure meeting participants have the information they need to join the meeting.
  - Provide audio and video dial in numbers
  - Provide info on what to do if users have problems getting in such as providing an emergency phone number.
  - Provide any additional information such as what gatekeeper users must register with.
- Arrive early (meeting organizer/facilitator only).
- Make a test call.
- Prepare content.
- Adjust your microphone so that the far site can hear you.
- Mute the microphone before moving it.
- Make sure that you can see and hear the far-site participants.
- Aim for structured meeting.

Meeting

- Start the meeting on time.
- Introduce yourself when you start speaking.
- Introduce all conference participants when the meeting starts.
- Review the meeting agenda.
- Speak in your normal voice without shouting.
- Be sure to pause after you speak to allow for transmission delays.
- Don’t tap the microphone or rustle papers near it.
- Conclude the meeting on time.

Post Meeting

- Send out meeting notes
- Follow up on questions
Room Considerations

- **Lighting**
  Point the camera toward an area that is well lit but not exceptionally bright.

- **Room color and décor**
  Walls should be of a medium shade and not contain detailed, patterned, or brightly-colored elements.

- **Items in camera range**
  Be mindful of items in camera range that can be inadvertently disclosed to callers.

- **Acoustics and background noise**
  Carpets, drapery, and upholstered furniture all help to reduce echo problems. As previously mentioned, in a cubicle environment it is best to use a headset with microphone.

Content

When creating content for use over video, be mindful of the following: font, size & color.

- Use Sans Serif Font - *(no feet like Times New Roman)*
- Font Size - 16 18 20 22 24 26 28 30
- Use Colors for emphasis - Red, Orange, Yellow, Blue, Green, Purple
- Use slides to draw attention to **Key Points** and **Main Ideas**
- Use *italics*, **Bold**, Underline, **different colors** to draw attention
- Rule of 7 – no more than 7 Lines of Text or 35 words per screen
- KISS - Keep it Short and Simple
- KILL - Keep it Large and Legible