

VIDEO CONFERENCING

Best Practices



Video Conferencing is the new norm today where having virtual meetings is no longer a “nice to have” business capability. Businesses expect - demand actually - that you hold smooth and successful video meetings every time.

Hosting perfect meetings every time, however, is no easy task. Technology can be complex as each new

meeting you hold can have new devices, new internet connections, new content that needs to be shared, etc. The demands are high and the collaboration simply needs to work. If you don't deliver truly relevant experiences in real time, you will likely lose your meeting participants' attention and often their business.

Follow Syntela's Video Conferencing best practices and you'll surely be on your way to hosting perfect meetings, every time!



PLUG IN YOUR POWER CORD

Video conferencing requires a lot of computing power on your devices so your best experience is going to happen only when you plug in your power cord while in your meetings



KNOW HOW TO MUTE/UNMUTE

It's important to always be comfortable with the mute/ unmute button so you can control the audio you bring into meetings. Use the mute/unmute feature from within the meeting room or directly on your device.



DOWNLOAD THE APP

Although the browser is sometimes preferred for participants to use when they join video meetings from their computers, we suggest you download the App that we built instead and join through that as it will provide a more consistent experience for you.



HARDWIRE IF POSSIBLE

An ethernet connection is typically significantly faster than a WiFi connection and provides greater security and reliability. Whenever possible, hardwire into your ethernet connection and have a truly HD experience.



CHOOSE YOUR SETTINGS

Every participant has the ability to alter their settings so they can choose their video camera, microphone, and conduct any necessary system checks. Video meetings have so many different devices and operating systems connecting so be sure to know your own settings options and be sure to test your system before your important meetings start!



CLOSE DOWN OTHER PROGRAMS

Simplify your computer workspace and shut down any programs that you aren't using during your meeting.

Recommended to shut down: Spotify, YouTube, Netflix and any other streaming or social media apps

Shut down any cloud file share apps as well, such as OneDrive, Google Drive or Dropbox



Here are a few questions to ask yourself as you're preparing for your next video meeting

What's the purpose of my meeting?

Virtual meetings are a great way to engage with other participants, no matter where they're located. You can easily "read the room," respond to body language, and build stronger, more personal relationships when you see the person on the other end. Whether you're hosting an informal team meeting or a making an important pitch, consider how video can enhance your experience.

Where are participants located, and how will they be joining the meeting?

Today's distributed workforce means that we are more connected than ever and use a variety of devices to communicate. Will most of the participants be joining from home and calling in from a web browser? Will you have any participants join from a huddle room armed with the latest-and-greatest AV equipment? How about from the road, joining via smartphone?

Who needs to be involved?

Will you be calling your boss for a weekly 1:1 meeting or hosting a webinar with 100+ attendees? Regardless of the size of your meeting, consider the needs of others on the line and how you can create a seamless experience for them. For instance, be conscious of time limits, who is involved and what role they'll play, and the meeting's structure. If you come in with a solid game plan and stick with it, you're much more likely to earn the respect of your colleagues.

Is my environment video-ready and has it been tested successfully?

When people see you on video, be sure they see YOU. Don't let a cluttered background distract others and get in the way of what you have to say. Keep it tidy, keep it professional, and keep it simple. Pay attention to your lighting so others can see your smiling face. If the room has a window behind you, you may need to close the blinds to avoid harsh back-lighting that transforms you into a dark silhouette.