

How to run a successful videoconference

If you have your own equipment

Do ask the person responsible for the equipment to make a test call **at least** 24 hours before your actual interview date and time. This test allows the technical people at both your office and the Far End to correct any problems and if needs be, to contact Eyenetwork to organise a bridge to assist in a stable connection.



If you are at an Eyenetwork room

Relax! Booking with Eyenetwork makes this an easy experience.

Our affiliated room facilitator will:

- Show you to the room
- Set up the equipment for you
- Ensure a good connection with sound and vision
- Be available outside your room or close to you throughout the videoconference to help you if needed.

Videoconference Etiquette

- Introduce participants on both sites with a little chat... maybe about the weather.
- Speak at a normal volume, there is no need to raise your voice. Use the volume control at both sites to adjust the sound.
- In a large or multipoint meeting, nominate a chair person at each site, enabling all sites to participate in the discussion.

...But Please Don't

- ... mute the sound without asking the other side first of all.
- Forget that you are in the same room, so do not whisper and be aware of your body language.

and please... just give a smile as you disconnect the call.

www.eyenetwork.com

Telephone +44 1273 324422 or USA Toll Free 800 330 5791

Videoconferencing technology has undergone significant advances in the last decade and has proved itself to be an effective way to conduct meetings without being physically present. Use the following information to help you get the most out of your videoconference meetings.

Hints and Tips for a successful videoconference

Dressing well

Wear neutral, solid colours avoid a white or light jacket. Checks, stripes and busy patterns should be avoided as these may distort with movement.

Pre Meeting

You should arrive 10 to 15 before the start time of the videoconference so that you can become familiar with your surroundings before the meeting begins.

The on-site operator will explain the process to you and will adjust the camera and volume if necessary. You will either see two or one television monitors. If there are two you are likely to see the Far End on one and yourself on the other. If there is one monitor you will see the connecting site on it and then a smaller box in the corner of the screen showing yourself.

The reason for being able to see yourself is so that you know how they see you. If you are too far to one side or the camera is pointing elsewhere in the room, the on-site operator should alter this so that you can be seen clearly.

Noise

Modern high quality microphones are very sensitive so avoid tapping on the desk or shuffling papers.

Movement

Keep your hand or body movements down to a minimum. Rapid or repetitious movements can look quite jerky on a video monitor or you could move out of shot.

Eye contact

As you speak try to look at the camera, usually positioned on top of the monitor, rather than the monitor itself. This will give a better appearance of eye contact. Speak normally as you would in a conversation, and don't forget to smile

Sound delay

Sometimes there can be a slight time delay. If this happens wait a moment before answering questions to ensure that the far end participants have finished speaking.

Technical problems

Should there be any problem such as the picture freezing, let the far end know. Explain what you can see, or not see and that you will be leaving the room for a moment to ask the on-site operator to help. Do not worry, on the rare occasions that this happens all that is often needed is a re-boot.

Duration of meeting

Be aware of the time. Make sure you can cover your agenda in the allotted time as the facility has been booked for a specific time it may not be possible to over run.

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