20 Helpful Hints for Improved Video Calls

Audio

- Keep your microphone within 3 feet of meeting participants so everyone can be heard clearly

- Make sure there are enough microphones for the number of people in the room - a good guideline is a maximum of 5 people per microphone

- If you are using a desktop or laptop for video conferencing, double check that echo cancellation has been enabled

Security

- Ensure all video communications are encrypted

- Prevent your video conferencing system from being hacked - always set systems to "auto answer off" and password protect web interfaces for all units

- Don't make access to the system so complicated - large number of pass codes and processes - that it will hinder usage

Video

- Adjust the lighting in your room so you are clearly visible, if you turn off all the lights, no one will be able to see you

- Try to remove any outside light from the room, this typically causes glare for the far end participants

- Arrange your seating so everyone is clearly visible - don't sit too far or too close to the camera (no one wants to talk to just a nose!)

Training

- Don't assume everyone has the same technical knowledge and comfort level using video conferencing tools

- Set up a program to walk through the steps of making a video call and conduct test calls until users feel comfortable

- Provide FAQs and User Guides to encourage frequent use (see www.cenero.com for resources)

Interoperability

- Test interconnectivity before important meetings to make certain your video conferencing system can easily communicate with other systems such as desktops, laptops and legacy infrastructure

- Allow users to connect from anyplace, using any device - if they can easily make video calls via laptop or mobile device they will be more likely to use the system

- Make sure your solution allows for audio only participation

Troubleshooting

- AV systems require specific expertise - often different then what your IT department may be familiar with - establish a program to help with any video user issues and technical problems

- Consider using a managed service that can launch and monitor video calls, fix issues and conduct pre-call tests to verify video and audio quality

- Make certain you have a dedicated service desk in place to help with issues 24/7 - or partner with an AV expert

Define Success

- Determine what criteria define a successful deployment - frequency of use, number of users, reduced travel, etc.

- Establish metrics to determine number of video calls vs. audio calls, system performance and availability, or work with an AV specialist who can provide detailed analytics on usage, performance and service ticket tracking

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