

Teleconferencing Best Practices

- Always use a wired connection when in the office, or from home; especially if you are the presenter:
 - Wired connections provide a better meeting experience than wireless connections.
 - Audio & video quality is not optimal in wireless connections.
- When working remotely, don't join VPN then join the meeting.
 - Virtual Private Network (VPN) connections can affect audio quality & video quality negatively.
- Whenever possible, use telephone audio instead of computer audio.
- Do not join audio from both computer and telephone landline
- Mute your audio unless you are speaking. Hearing a participant typing or a dog barking in the background is not a good experience.
- Setup and test audio devices before others arrive to meeting.
- If you have multiple people in the same room, try to have only one computer logged in to the meeting to prevent audio feedback.
- Join meetings a few minutes before the meeting start to make sure that any potential connectivity issues can be addressed prior to meeting start time
- Do not present from multiple monitors at once. It is better to duplicate than to extend screens to avoid confusion.
- Have alternative means for connection in case you get disconnected. Have the dial-in number handy in case you get dropped from the conference.
- If you are a presenter, load content prior to the meeting. Especially, when remote as sometimes loading content can take time and you won't want to waste your participants' time by having them wait while the content is loaded.
- Include IT on the Collaboration tool decisions in the client onboarding process.
- Add Skype training and testing to colleague onboarding process.
- Start your meeting early to give yourself time to troubleshoot potential issues
- Ensure you understand Skype features and can troubleshoot issues with microphone and speaker
- Send out meeting material to all participants ahead of time (as applicable)
- If possible, submit an IT ticket if you experience connectivity issues during your meeting with meeting details
- Request IT to be present for critical meetings
- When feasible, test with the other end ahead of time
- Review and understand all best-practice, recommendations, instructions and share with all attendees as applicable
- If at home, be aware of your environment and equipment.