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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 Exego to organise a bridge to assist in a stable connection.

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.
- If not speaking, please mute your microphone.

...But Please Don't

- 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.

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

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

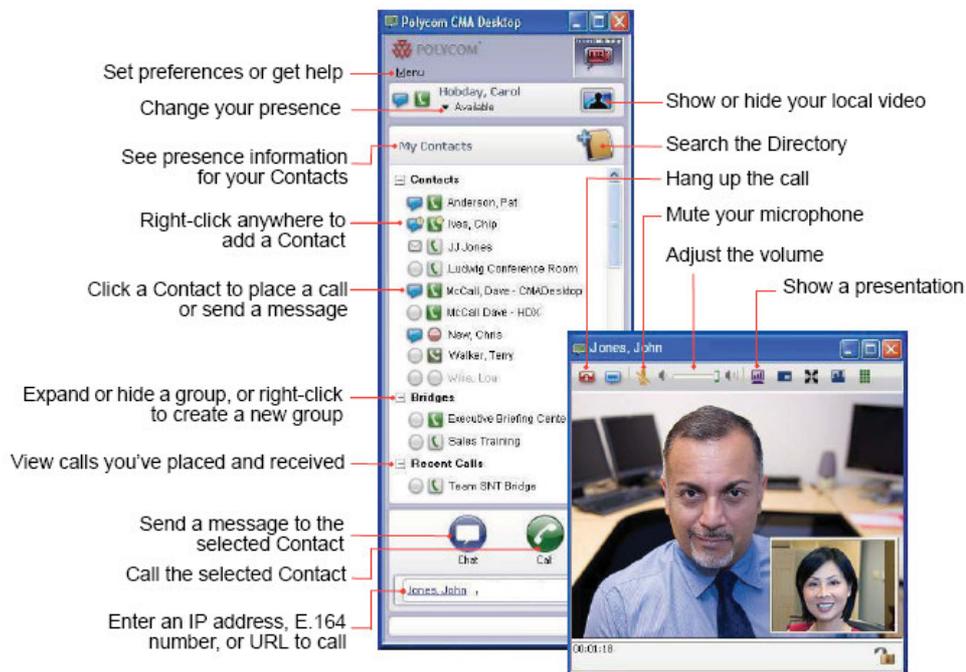
Sound delay

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.

Quick Tips for Polycom CMA Desktop



What is CMA Desktop?

With Polycom CMA Desktop, you can connect to anyone else who is using Polycom CMA Desktop or other types of video conferencing systems. You can show presentations and other content to participants in video calls, and you can also chat with Polycom CMA Desktop users who share presence with you. Polycom CMA Desktop Contacts who don't yet have cameras can still chat and participate in calls.



For help with Polycom CMA Desktop, click **Menu** and choose **Help**, or press **F1**.

Using the In-Call Toolbar

	Hang up the call.
	Open the chat window.
	Mute your microphone.
	Adjust the volume.
	Show a presentation.
	Toggle the Picture-in-Picture (PIP).
	View full-screen video.
	Adjust the far-end camera.
	Display the tone pad.

Showing a Presentation

1. Click  on the toolbar.
2. Do one of the following:

- Click  **Send Monitor**. If your computer is running in dual monitor configuration, click  for the monitor you want to show.

The other sites see the content as it appears on your monitor.

- Click  **Zoom** to display the selection rectangle and adjust it, if necessary. The other sites see only the content enclosed by the selection rectangle.