

VIDEO CONFERENCING BEST PRACTICES: DO's AND DON'Ts

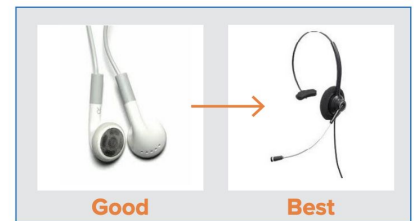
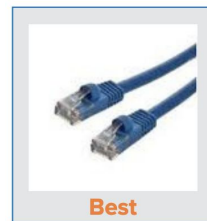
Ensure you have a great experience.

GETTING READY

- ✓ **DO** arrive early. Don't get caught fumbling your way into the class.
- ✓ **DO** set up your devices prior to the meeting (speakers, microphone, and camera).
- ✓ **DO** test your connection by going to bluejeans.com/111.
- ✓ **DO** minimize distractions. Close other computer programs and browser tabs. Be in a quiet place.
- ✓ **DO** consider your impression. Ensure you have good camera angle and adequate lighting.

CONNECTING FROM A COMPUTER OR MOBILE DEVICE:

- ✓ **DO** use wired internet (if available) instead of wireless for best connection.
- ✓ **DO** use headsets or earphones to avoid echo.
- ✓ **DO** mute yourself when not speaking. Coughs and keyboard clicks are louder than you think.
- ✗ **DON'T** introduce multiple audio sources into your call.
There is no need to dial in by phone too, if you have a mic and speaker on your computer.
- ✗ **DON'T** use external speakers. They can cause echo.
- ✗ **DON'T** use the speakerphone on mobile devices. Not all devices have built-in echo cancellation. It can result in a poor audio experience.



HELP A FRIEND!

If you hear your own voice echoing, it's not you, it's one of the other attendees.

If you have the meeting control panel open, look at which participant's name is highlighted when you hear the echo. Have them mute their mic, or if you are the moderator, you can mute their mic on their behalf.

KEYBOARD SHORTCUTS

M - Microphone Mute/Unmute | **V** - Video Mute/Unmute | **Space Bar** - Hold down to unmute while you talk.

GETTING HELP:

- ✓ Visit bluejeans.com/support for training videos, guides, and FAQ.
- ✓ Contact Grace Technology Services Support at support@gsot.edu.