



## Using the Commerce Video Conference Center<sup>1</sup> for a Successful Meeting

Video meetings generally require more structure than face-to-face meetings. Connecting with multiple sites is a bit like juggling -- you need to learn a few skills to avoid dropping the ball. If you are new to facilitating multipoint video meetings, you will want to get some expert advice.<sup>2</sup>

### 1. Before the Meeting

1. Schedule the video rooms for all video sites involved. Schedule the participating sites through the list of key operators included in this manual.

If you are using the video equipment located in the Department of Commerce Curtis Building you may also need to reserve a virtual video room on Outlook.

- To select and reserve a virtual video room using the calendar function in Outlook, follow these simple steps.
  - Select Date and Time of the proposed meeting
  - Enter the Subject of the Meeting
  - Select Scheduling Assistant
  - Select Add Rooms
  - Select the preferred Virtual Video Room Number (if it is not available, you will be able to view that within the scheduling assistant.
  - Select Send
- 2. Allow 15-20 minutes prior to the start time to set up the equipment, test the system and resolve any issues before the meeting. If the Polycom system is completely turned off it takes awhile to “warm up” or boot (roughly 10 minutes).
- 3. Make sure all of the equipment required for a videoconference is powered on. These items include the monitors, the polycom remote control, and the PC attached to the polycom equipment. Allow the equipment time to awake from “sleep mode” if this is the case. If the monitors and the remote are powered on, and the camera is not awakened, press the camera button located near the top of the SKC polycom remote.
  - **Important Note:** We received an important notification from SKC, the vendor for our video equipment. The LG monitors used on most of our video equipment has an energy saver feature. This causes the monitor to switch off automatically when it is either not used for awhile or left on for a long time. This applies to any LG monitor with “LH” in the

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<sup>1</sup> The Commerce Video Conference Center allows multiple calls to be connected through a single system, thereby eliminating the need for excess bandwidth to connect each site to the others.

<sup>2</sup> Because video meetings are new for the workforce system, this document may be updated from time-to-time when new processes are learned. Key operators will be updated through an email blast.

model number, for example, 42LH30. To reboot the monitor, push the power trip on the bottom right of the monitor off and on.

4. Make sure all sites understand how to dial into the Commerce RMX and virtual video room and have these numbers available in the videoconference room. The Commerce RMX is reached by dialing the number associated with the location you are at. This can be found on the key operators list located in each facility. . If dialing from the video equipment located in the Department of Commerce Curtis Building, the RMX can be reached by simply dialing 2000 and the appropriate virtual video room number. Also, have technical support available if necessary. Provide a telephone number or InterCall number so participants can call if they are having problems dialing in.
  - Once the RMX number is dialed, press the green “phone” button on the remote control to place the call.
  - Calls are placed from the Home page of the Polycom. If this page is not present when you turn on your Polycom system, press the “Home” button located directly above the red “phone” button located on the right side of the remote to access that screen.
    - You will be able to tell you have successfully entered the meeting via a voice greeting. You will also have a blue outline around the camera shot of your location on the monitor.
    - If you do not hear the voice greeting, check the volume control located on the polycom remote control.
  - The red “phone” button will be used to end your call at the conclusion of your meeting.
5. Ask participants to arrive 5-10 minutes prior to the beginning of the video meeting so you can go through any housekeeping details covered in the following sections of this document.
6. When adjusting the camera, try to fill the screen as much as possible with people rather than with table, chairs, walls, lights, or the floor.
  - Do this by selecting the near camera button located in the middle of the SKC Polycom Remote Control directly above the orange mute button. Once the camera is selected from the options on your screen, utilize the zoom function located on the right portion of the circular items located near the top of the Remote Control. Adjust left/right using the arrows located on the inner part of the circular items.
7. Designate a leader at each site to control the camera and graphics equipment.
8. If you are using special peripherals such as a laptop or VCR, learn to use these before the meeting.
9. A PC is connected to the Polycom in each site. If at all possible, use this system for any content to be shared with others because it is already connected and installed to work properly. Any connections to the system via laptop are subject to connectivity issues. They can be done, but may need IT supervision or troubleshooting. When displaying content such as information on the PC, laptop, or VCR, press the content button located in the upper right portion of the polycom remote control. This will display the content to the other sites participating in the conference. When the content portion of

your meeting is concluded, press the content button again and the system will remove the content and return to video feed.

10. If there are windows in the room, close any drapes or blinds. Daylight is a variable light source and will conflict with interior room lighting. If the camera is "tricked" by the outside lighting, the meeting participants will be hard to see.
11. If you are using visual aids, check to be sure your computer has the application you need to show your documents, such as PowerPoint, Word or Excel.
12. For a smoother presentation, make sure any peripheral equipment (i.e., computers, VCR, etc.) is ready to go. Test your equipment before you start the call.
13. Have a back-up plan in case the video system does not work (see A2).

## **2. When the Meeting Starts**

1. Start on time and allow some time at the beginning for informal greetings and chitchat.
2. Begin by going through any necessary housekeeping details and asking all participants to introduce themselves.
3. Ask participants to avoid "double talk". Allow the other site/person to finish speaking before you speak. Double-talk during a video meeting may cause audio feedback and echo. This may take some practice. Also, be aware there is a slight delay in the audio you may need to accommodate for.
4. Be sure to ask all participants to turn off their communication devices such as cell phones before you begin the video meeting. Also, mute any other messaging programs that may make loud annoying sounds.
5. To avoid distraction, distribute materials before the meeting.
6. Be aware the microphones are very sensitive and in some instances they control the video, so avoid rustling of papers, or tapping on tables near the microphone. This will be heard quite clearly by all those participating in the conference.

## **3. During the Meeting**

1. Use good eye contact, and speak to the camera. Act like you are personally talking to another person face-to-face.
  - When addressing people in a videoconference, remember to address the camera, not the video monitor. In most video sites, the camera is located below the monitors and will give the appearance you are looking at the ceiling while addressing the group.
2. Show interest in all participants and ask questions to encourage them to speak.

## **4. Fashion Police – What to Wear**

1. Light pastels and subdued colors look the best on the screen.
2. Avoid colors matching the wall colors.
3. Wear solid colored clothing rather than "busy" patterns such as small checks or narrow stripes. Every time you move, you distract participants viewing you on camera.
4. Avoid bright red lipstick or dark eye shadow.
5. Red and bright black "bleed." White produces a glow-in-the-dark look. If you do wear white, wear a jacket or sweater for contrast.

6. Avoid jewelry that jingles or sparkles.

## **5. Movement**

1. Move in a fluid, non-distracting way. Being overly active does not translate well on camera.
2. Move normally. Avoid swaying, rocking or pacing. If you tend to pace, tape off your spot. This keeps you from wandering off camera.
3. Use natural gestures when you speak.
4. Body language counts. Gestures, expressions, and attire, in addition to spoken words, will communicate the entire message.

## **6. Leaving and Entering Rooms**

1. If a new person leaves or enters the room, make this obvious and clear.
2. If someone new joins the video meeting be sure and stop and introduce the new person just as you would in a normal meeting. People in a video meeting may feel anxiety if people are constantly leaving and entering a room during a meeting.

## **7. Audio**

1. Speak in your normal voice, without shouting. Ask the people at the other site if they can hear you. Have them introduce themselves to be sure you can hear them.
2. Since audio has a slight delay, you may want to pause briefly for others to answer you or to make comments.
3. Use mute when another site is speaking and deactivate when you wish to speak. Also use mute when moving the microphone. Even if you think you are on mute, act as if you are not!
4. In case of side conversations, use mute. As with any meeting, try to limit side conversations. The audio system is very sensitive and can pick up conversations not intended for the entire room.
5. Be aware of habits affecting the audio portion of the video meeting such as tapping fingers, crumbling paper in front of the microphones, jewelry hitting the table, and blocking microphones or the camera with objects.

## **8. Visual Aids**

1. Use colors in the middle of the spectrum – yellow on blue is common.
2. Use large bold text (at least 14 font or larger).
3. Allow time for the participants to view graphics – both physical refresh and network refresh.

## **9. Ending the Meeting**

1. Budget about five minutes for goodbyes.
2. Select the red “phone” button located on the remote control to end your call.
3. Select the Power button located in the upper most right corner of the remote to turn off the remote control and place the Polycom in “sleep mode”.

4. Do **NOT** turn the power off on the monitors or the PC. These should remain on for the next operator of the equipment
5. Return equipment to original locations.
6. Clean up the meeting rooms.
7. Fill out the **KANSASWORKS** Virtual Services Cost Savings Log. The cost savings log must be completed by the host of the conference. If you are a participant in a meeting scheduled by another location, you are not responsible for completing a the Cost Savings Log.

## **TROUBLE SHOOTING**

1. **AUDIO PROBLEMS** – If you cannot hear the voice prompt when dialing or cannot hear the participants at the other site once you are connected, be sure the volume on the Polycom system is turned up and the other site does not have their microphones muted.
2. **CONTENT SHARING** - If the PC is not turned on prior to the Polycom, it may not work when sending content. You may get a black screen or the message “PC input resolution and/or refresh rate is not supported”. You will need to hang up, turn the entire system off, turn on the PC and give it time to boot, turn the system back on and redial with the far locations.
3. **FOCUSING** – If the camera is attempting to zoom and focus on an object in the room such as a white board, it may have difficulty focusing. The camera automatically focuses on the nearest thing in the center half of the field of view. Something may be just in the edge of the focus zone. The Polycom continuously refocuses. You may have to override the auto-focus with the remote control focus option or slightly adjust the field of view.
4. **MAGNIFYING FEATURE** – One of the side buttons on the mouse (the ones no one ever uses) pops up a magnifier lens that can follow the mouse pointer. It is only available on the wireless keyboards and is great for ADA applications. However, this can interfere with how the presentation is displayed. To turn the magnifier feature off, select control+alt+del. Go to the task manager and end the magnifier.
5. **MOVING VIDEO EQUIPMENT** - If you move your video equipment within your building and plug it into a different Internet jack it is important to be sure the new jack is also a dedicated jack for video. If it is not, the video system will not work.
6. **PICTURE-IN-PICTURE** – If a Picture-in-Picture is displayed in the corner of the screen blocking a portion of the presentation, select the “Display” button on the remote. The picture-in-picture will move. If you continue to select “Display” the picture-in-picture will be removed entirely.
7. **PC UPDATES** - If you are not using the PC to display content, you may want to turn the computer off. If update installations are sent during your video conference, this may interrupt your event.