



MAKING VIDEO CONFERENCING WORK FOR YOU



Tips for Presenters and Facilitators

Before Your Multipoint Videoconference

- Have a central contact person who is responsible for scheduling/organizing the multipoint videoconference -- this may or may not be the main facilitator/presenter
- Have a facilitator at each participating remote site
- Make sure that the videoconference room is reserved at each participating site (factor in time for equipment setup, testing, and takedown if needed)
- Make sure that the remote site facilitators are aware of what is expected of them before, during and after the videoconference
- Make sure the videoconferencing technical contacts at all sites are aware of the equipment and room configuration needed for the event. Have the remote site facilitators assist the technical contacts if necessary.
- The central contact person must ensure that the multipoint videoconference is scheduled at K-Net Videoconferencing 877-737-5638 ext 1387 lylejohnson@knet.ca
<http://services.knet.ca/vcbridgerequestform>
- Have each remote site make a test call about a few days prior to the event if possible
- Have all sites connect at least 15 minutes prior to program time in case of technical issues
- The facilitator/presenter should send an agenda with program date/time to all participants
- The facilitator/presenter should send a backup plan/activity/discussion to remote site facilitators for participants at each site in the event that technical issues arise. For example... Breeze can be used at <http://breeze.knet.ca/fnssp>
- If possible, all sites should have a large banner identifying their location onscreen

Tips for the Main Multipoint Presenter/Facilitator

- Begin by requesting that all sites mute their microphones if not already muted -- especially if in a voice activated conference
- Introduce yourself, identify your location and remote site locations, state the purpose of the videoconference
- Describe what the participants should see on their videoconference monitors
- Provide an overview of the videoconferencing mode selected for the meeting
- Provide an overview of the microphone mode selected for the meeting and instruct participants on interaction using the microphones
- Read ground rules and etiquette tips aloud
- Introduce the sites involved and, if time allows, have each site introduce themselves
- Review the meeting or workshop agenda
- Begin the meeting or workshop
- Keep the meeting or workshop focused and encourage participation by calling on all sites individually
- Track and manage participation with a site list if necessary (mark as sites participate)
- End the meeting or workshop on time -- save last ten minutes of meeting for wrap-up, specify how videoconference will end (should remote sites hang up?) and thank participants

Tips for Remote Site Facilitators

- If you are not familiar with basic operational functions of the equipment, ask the videoconferencing technical staff at your site to provide you with a demonstration or overview of basic functions
- Ensure that a wide screen shot of all participants in the room is viewable by the other sites when no one is speaking at your site
- Adjust cameras to focus on a person at your site who is speaking if microphone presets are not being used
- Know how to contact local videoconferencing technical support staff should technical issues arise
- Announce changes at your site if feasible -- notify other sites of significant changes such as when someone has entered the room but is not visible on screen. The remote facilitator should introduce new participants and announce the departure of other participants as necessary.

Video-conference Etiquette

- Introduce yourself and anyone accompanying you.
- **Use the “mute” control when you are not speaking to the presenter.**
- Take your site off mute and identify yourself and your location when you want to make a comment or ask a question.
- Don't move the microphone as this interferes with system sound settings.
- Keep the microphone unobstructed by papers, etc.
- Avoid unnecessary tapping, rustling of papers or side conversations when your site is speaking as this will add audio noise at the receiving sites.
- Speak at a normal volume. There is no need to shout!
- Look into the camera and monitor when you are speaking.
- **Assume that you can always be seen and heard.** Avoid negative facial expressions (for example, frowning or rolling the eyes) and side conversations. Remain professional.
- Remember only one person can speak at a time! Pause and wait if you want to be able to hear comments from other sites due to the audio delay.
- Remember that privacy and confidentiality applies to education sessions. Always remember to protect personal information.
- During video-conference sessions always stay in the room or near the closed door in order to offer assistance.
- Enjoy yourself!

Orientation to KNet Video-conference System

There are several KNet video-conference system located in most First Nation communities. Generally these systems are located in the Nursing station, the Community E-Centre, Band-office, and of course at your school. Make yourself familiar with all of the video conference locations in your community

To Operate the System:

- Turn the “power” on the TV unit
- Turn the “power” on the Polycom (camera unit located on top of the TV).
- Wait for the system to load.
- You are now seeing the Main Menu which consists of:
 - Address Book
 - Video Call
 - System Info
 - Telephone
- To make a point-to-point video call
 - select the video call feature by pressing on your remote the red dot “enter” (located in the middle of the red arrows)
 - enter the 6 digit IP extension #
 - if an immediate rejection occurs and “system could not be completed” message is displayed the distant sites video-conference unit may not be powered-up.
- Multi-point video-conference sessions require bridging assistance. These sessions require completion of the Video-conference Request Form attached.
- All after business-hours multi-point video-conferences require special arrangements for technical assistance. Please contact Lyle to make arrangements.

