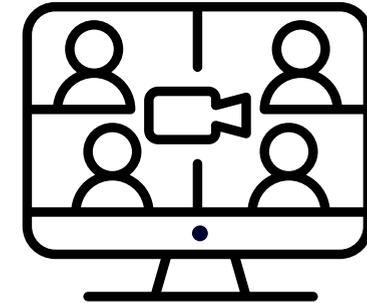


**net technical** solutions



# THE WORK FROM HOME GUIDE TO VIDEO CALLS AND CONFERENCING

Helping you to get the best possible video calls for you, your team and your business

Even before the outbreak of the coronavirus pandemic forced us to work from home, the popularity of video calling was exploding with millions of businesses and individuals relying on it to communicate with one another remotely.

However, with many offices and workplaces now closed, video conferencing is no longer just a great way to connect with people. It's become a vital

lifeline. It's now estimated that by 2021, watching videos and making video calls will represent 82% of all internet traffic.

There are lots of ways to do video calls and conferences and choosing the right one can seem overwhelming. Therefore we have put together a guide to help you make the most of this technology.



# CHOOSING THE RIGHT VIDEO CONFERENCING TECHNOLOGY FOR YOUR BUSINESS

Rather than just jumping in and picking any software, you first need to consider how you are best going to use it.

# YOU SHOULD CONSIDER THE FOLLOWING:

- 1 What type of meetings will you need to have?
  - One on one private calls
  - Internal team meetings
  - External meetings with clients
  - Company-wide meetings
- 2 How many employees could be in a meeting at one time?
- 3 Who in the business needs to have video conferencing?
- 4 How many different locations will people be in?
- 5 Compatibility: What type of devices do your employees use?
- 6 Does each device have a camera and microphone?
- 7 How technical are the people who need to video conference?
- 8 Is the video conferencing technology safe and secure?
- 9 Will people's internet connections support everyone video conferencing?

**If you're at all unsure about any of this then please get in touch.** We will go through your requirements with you and match you up with the right technology to support your business.

# STAY SAFE WHILE USING VIDEO CONFERENCING



Security should always be your number one priority. As your IT support company, we cannot stress this enough.

When looking at video conferencing technology, you should consider what type of security you will require and what level of protection each piece of software provides. Also, whether you need additional protection.

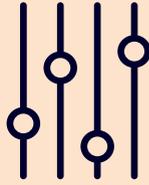
However, we understand that it might be difficult for you to evaluate what protection you may need, which is why we're happy to offer our expert advice.

And, with the massive surge in video conferencing use recently, there have been a number of security blunders.

The popular software Zoom has been at the centre of several security concerns. Houseparty, another video platform, has also come under scrutiny with people suggesting it has enabled hackers to get into their social media accounts and more (note: there doesn't seem to be much evidence to support this and developer Epic Games has offered \$1 million to anyone who can prove it).

Even UK Prime Minister, Boris Johnson made a mistake when he accidentally shared his Zoom meeting room ID on Instagram to millions of followers. Oops

**Here are some tips to improve security when video conferencing >>**



## Leverage security settings

In your chosen video conferencing platform, make sure you look at all available security settings and utilise them where possible.



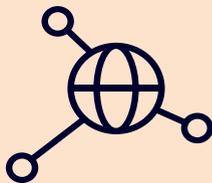
## Lock your meetings

Once everyone is present in the meeting, try to remember to lock the meeting room. That way, no unpleasant intruders can join in, even if they have the meeting ID and password.



## Don't private message participants

If you're in a meeting room with other people, remember that private messages will be included within the recording and transcription that is available to the room admin/owner.



## Don't share personal information

Video conferencing is a type of public forum, so remember to not share personal information, even if you think it's done privately.

**If you have any concerns about security, please get in touch as we will be able to tell you exactly what you need and how to keep your business safe and secure.**

# THERE'S NOTHING WORSE THAN A DELAY



## Making sure you have a great Wi-fi connection

The success of any meeting is based on how easy it is to communicate with each other. This is even more important when you are video conferencing.

To ensure your meeting goes as smoothly as possible, it is vital that everyone has a great connection. Otherwise your meeting will be plagued by delays, pixelated video and general frustration.

**When you set your team up with video conferencing, if they're working remotely, make sure you check their internet speeds. This is something we can help you with if you get stuck. We'll also be able to suggest ways to improve internet speeds if things are a little slow. >>**

## Video and sound quality

Just as a bad Wi-Fi connection can hinder your video conferencing experience, so can your camera and microphone if they aren't working correctly.

Depending on the age of your device, most built in cameras and microphones will be perfectly capable. Additionally, there's a lot of video technology software that can help you improve the quality of your video and sound with automatic features like background noise cancelling.

But you may need something more advanced, depending on the nature of your meetings. This could include an external microphone that provides superior quality or an external camera, if your device doesn't have one or the quality isn't good enough.

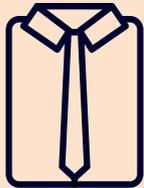
**If your business requires any additional hardware to support video conferencing, please get in touch.**



## Set an agenda and record each meeting

It's important to make each meeting as productive as possible. The best way to do this is by creating a meeting agenda and sharing it with participants beforehand. Whoever is leading the meeting could share their screen with the agenda too, so that everyone can see it during the meeting.

Most video conferencing technologies also allow you to record meetings, which is useful to go back and remember what was discussed and what actions were set. Don't forget, you could also use the audio and transcribe it into a document using a transcription service.



## Dress appropriately

You might want to set rules about appropriate dress during calls. We've all seen the viral video of the naked person on the group video call who didn't realise their camera was on...

If you're talking to clients, wear something appropriate and professional. And if you're wearing jogging bottoms, remember not to stand up during the call!



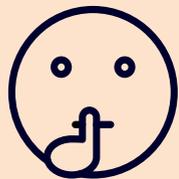
## Don't forget about time zones

If you're speaking to colleagues or clients abroad, remember to check if there are any time zone differences. You don't want to set up a meeting that involves you getting up at 2am.

## Find a nice quiet space

Even though most video conferencing software has automatic sound cancelling, background noise can really be annoying to everyone else on the call. If you can't find a quiet space, remember to mute your microphone unless you are talking.

Try to place yourself with a wall behind you, so your colleagues do not get distracted by other people or pets moving around in the background and so



# VIDEO ETIQUETTE

Here are some  
of our top tips to  
ensure your video  
meetings are a  
success



you avoid any screen glare from windows.

Try and be lit by natural lighting where possible. If not, try and avoid really bright lights that could cause screen glare.



## Know your way around the software

Isn't it awkward when you're on a phone call and your computer decides to stop working? The same goes for your video conferencing software. If you need to flip between screens, mute yourself or join other attendees, be sure to know how to do this quickly without having to mess around.



## Don't go to the loo and keep your camera on!

Have you seen the viral video of the person going to the loo whilst on a call to all their colleagues? Don't be this person. Remember to protect your privacy and ensure your camera is only turned on when you're present on a call.

# WE'RE HERE TO HELP

While we all work from home, if you are looking at improving your organisation's video conferencing or just want some advice, please give us a call.

We'll offer our expert advice and if required, match you up with the best video software for your needs.



**01252 235 235**

**sales@ntsols.com**

**www.ntsols.com**



**net technical** solutions