ingenio TECHNOLOGIES

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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 Coronavirus forced us to work from home, the popularity of video calling was exploding. Millions of businesses are now relying on it to communicate with one another remotely.

With many workplaces still closed, video conferencing is no longer just a great way to connect with people. It's become a vital lifeline.

It's estimated that watching videos and making video calls represents 80% of all internet traffic.

There are lots of ways to do video calls and conferences. Choosing the right one can seem overwhelming. Use this guide to help understand what is you need to be looking for, so that you can make the right choice.

CHOOSING THE RIGHT VIDEO CONFERENCING TECHNOLOGY FOR YOUR BUSINESS

Rather than just jumping in and picking some software, you first need to consider how you're 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 one 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 this, please get in touch. We'll go through your requirements with you, and match you up with the perfect technology to support your business.

STAY SAFE WHILE USING VIDEO CONFERENCING

Security should always be your number 1 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 require, what level of protection each piece of software provides, and whether you need additional protection.

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

With the massive surge in video conferencing use over the last year, 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 >>
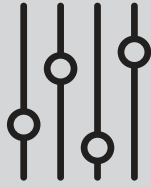
Leverage security settings

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 even if they have the meeting ID and password.

Don't private message participants

If you're in a meeting with room with other people, remember that private messages will be included within the recording and transcription that is available to the room admin / owner.
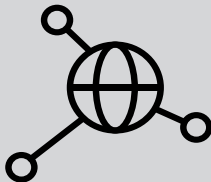
Don't share personal information

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're video conferencing.

To ensure your meeting goes as smoothly as possible, it's vital 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, make sure you check their internet speeds if working remotely. 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 up to the job.

Depending on the age of your device, most built in camera and microphones will do the job nicely. A lot of video technology software can help you improve the quality of your video and sound with automatic features like background noise cancelling.

However, you may need something more advance, depending on the nature of your meetings. Such as 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 you require any additional hardware to support video conferencing in your business, 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.
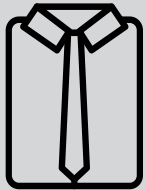
Dress appropriately

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

If you're talking to clients, wear something that is appropriate and professional. If you're wearing tracksuit 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 there may be 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 ETI-

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

you don't get any screen glare from windows.

Try and be lit by natural lighting where possible. If this is not possible, 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 faff around.

Don't go for a wee and keep your camera on

Have you seen the viral video of the woman going for a wee while she's on a call to all of her 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

Speak to us today if you're looking at improving video calling or conferencing for your business, while we all work from home.

We'll offer our expert advice and match you up with the best video software for your requirements.

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