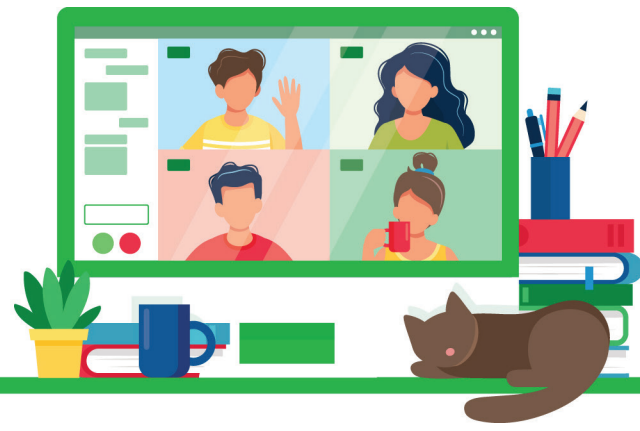# BEST PRACTICES FOR GREAT ONLINE MEETINGS

**1** **Choose the right audio hardware.** Either a headset or earbuds. There's no special requirement, this just helps focus your audio and reduce background noise which interrupts video calls. If you have a work cell phone, Samsung ear buds have proven to be effective.

**2** **Join on mute and reduce movement and distractions.** Consider muting your line when you aren't talking. Establish good meeting etiquette to enable a great collaborative experience.

**3** **Hardwire your workstation.** Depending on your location and how many people are using the same Wi-Fi around you, you may see slower speeds on Wi-Fi than on a wired ethernet connection to your workstation.

**4** **Reduce simultaneous streaming activities.** We all love a binge-worthy TV series! But, if you're joining a meeting and your family is also home, ask them to hold off on that next episode of their favorite show until your meeting is over. Wherever possible, consider downloading shows for off-line watching to save valuable bandwidth during your work hours.

**5** **Close background applications.** Even if you're not using them, applications on your device are using precious resources. Before your meeting, close any applications and browser sessions that you are not using for the best experience.

**6** **Switch to call in audio.** If your internet audio and video experience or call me/call back does not work, you can keep collaborating. Call in using the dial-in numbers in your meeting invitation to join via your cell phone or landline. If the primary phone number that is provided is temporarily unavailable, the invite includes a long list of other global log-in numbers you can try.

**7** **Choose audio over video.** When your connection quality is low, your collaboration experience gets worse. Webex will suggest or automatically lower your resolution and may eventually turn off your video. You can also do this at any time.

**8** **Try to find a quiet space** as background noise could take over the conversation from the active speaker. Always use mute when you are not talking.

**9** **Shift your schedule!** Most people join their meetings on the hour, or 30-minute increments. You can get a faster join experience by joining 5 minutes early or even better yet – schedule meetings on the 15th or 45th minute of the hour.

## WEBEX SPECIFIC:

**1** **No Apple headsets!** We've experienced bad audio when using Apple headsets.

**2** Schedule meetings from **blackandmcdonald.webex.com**

**3** When scheduling with **less than 30 minutes** prior to start time, you will be prompted to start the meeting immediately. With **more than 30 minutes** prior, you will be prompted to schedule the meeting.

**4** The **Webex desktop app** is used to join meetings only at this time.

Black&McDonald