

# Marist Information Technology Documentation

## WebEx - Video Conference and Webinar Best Practice Tips

### Meeting Preparation:

- Computer and Browser compatibility - Be sure your computer and browser is up-to-date to avoid any technical difficulties. We recommend using Google Chrome or Mozilla Firefox to connect.
  - You can view minimum system requirements for using WebEx here: <https://help.webex.com/docs/DOC-2286>
- Plug-in Updates - You may need to update plug-ins. If your meeting does not seem to be launching, keep an eye out for any pop-ups or alerts that suggest an update or install.
- Test WebEx and your connection in Advance- Test our system ahead of time. Anyone (Attendees, panelists, etc.) can test their system here: <http://www.webex.com/test-meeting.html>
- Begin Early - Be sure to begin your meeting 15 minutes prior to the scheduled start time. This will allow you time to avoid any technical difficulties and to prepare for your session.
- Alternative Method of Communication – Make sure you have another way to reach the session host or presenter so that you can communicate if you are experiencing technical difficulties.

### Communicate Effectively:

- Audio options – You can either use the computer audio (speakers and microphone) or use a global call-in number that will allow you to use your phone.
- Using computer audio - We recommend using a headphone/microphone combo set. Built-in speakers and microphones are usually of poor quality and not recommended as they can cause sound issues such as feedback and echoes.
- Speak normally - Speak normally and clearly. You do not need to shout. Always face towards the microphone. Turning from side to side will fade your sound and reduce audio quality for attendees.
- Video Display – Make sure you are dressed in solid colors and dress for the occasion, as if meeting in person. Be sure your room is well lit so that attendees can clearly see you. Maintain eye contact with the camera to convey attention and engagement.

### Pre-Meeting Checklist:

- Can you hear me? – Ask your attendees if they can hear you clearly before you begin.
- Introduce yourself – If you are not using video, it can be difficult to tell who is speaking. State your name before you speak to avoid this issue.
- Avoid extraneous sounds and echoes – If possible, connect to the meeting in a quiet, private location to avoid external disruptions. Avoid typing or shuffling papers and items while your mic is on as these sounds will be transmitted through your microphone.
- Mute your microphone if you are not speaking - If you are not speaking, mute your microphone and ask that all attendees do the same. This will reduce the amount of background sounds and sound interruptions the presenter may experience.