



Event Preparation and Tips

Event Services

If you need extra assistance to make sure your conference call or web event is flawless, MeetingOne's expert event services team can help you plan, conduct and report on your meeting. Plus it can free up some time and resources so you are free to work on the details. If you'd like to know more about our event services, please contact our sales department for a customized quote: sales@meetingone.com or 1-888-523-9194.

Audio Best Practices

- A dry run sometime before the date of the live call will give all of the presenters a chance to familiarize themselves with the flow of the call and how to use the various conference tools.
- Log into Click & Meet in order to have complete control over the audio room and participants. (Please note that this does not replace dialing into the audio conference as the host.)
- Turn off the doorbells and audio prompts to minimize their disruption during the call
- Mute all participants to eliminate background noise or hold music which can disrupt the call
- A list of commonly used keypad commands, including how to turn off doorbells, audio prompts, and mute participants is available online: http://www.meetingone.com/whitepapers/Audio_Host_Commands.pdf
- Have presenters use headsets rather than speakerphones for the best audio quality
- Have presenters mute themselves when they're not speaking
- If presenters are dialing into the conference, it is best for them to identify themselves as presenters to the system through the use of an individual access code once they are in the conference room.
- Sub-conference rooms are recommended before the start of the call to gather all of the presenters for any last minute discussion at least 15 minutes prior to the beginning of the call. This pre-call briefing will not be heard by any incoming participants.
- A pre-call briefing can also be used to double check sound quality on the presenter lines.
- Music can be brought into the main conference room by the host with the phone command *75#. Once the call is ready to begin, it can be turned off by the phone command *750#. (Both of these commands must be done with the host line in the main conference. Please note that playing the room music does not mute participants.)



- To end the audio call and insure all participants lines are disconnected, the host line should use the command *9# to close the call. Otherwise, participant lines may stay connected and the host can incur additional audio charges.

Note:

If presenters are dialing into the conference, it is best for them to identify themselves as presenters to the system through the use of an individual access code once they are in the conference room.

This individual access code should be set up prior to the event and can be configured for use by more than one presenter at a time. The code can also serve to un-mute a presenter's line as well as automatically bring them into the sub-conference room prior to the start of the call.

Cell phones and Skype can be unreliable for good audio quality

Adobe Connect Best Practices

- When using VoIP or UV, it is best for the host and all presenters to turn off their computer speakers as they can cause echoes and feedback in the call.
- If you are playing a video in the Connect meeting and using UV, where participants can listen via their computer speakers (VoIP) or phone, only participants listening via computer speakers will hear the audio from the video. Phone participants will not hear the video's audio. This can be overcome by use of a device that connects the computer playing the video to your phone system and then dialing in that phone line to the audio conference room. The video's audio can then be broadcast into the audio conference room for phone participants to hear. Various devices exist on the market to bridge computer audio to a phone system; JK Audio and Dynametric are two companies providing such devices.
- It is recommended that the Attendee List stays in the Presenter Area and not be shown to participants, especially during large calls, as it will use a large amount of bandwidth that could better be used for the presentation itself.
- It is recommended that camera pods be turned off or frozen if a video is being played, since both of these use a large amount of bandwidth and could cause a great deal of latency or choppiness for participants when used together.
- Always check the PowerPoint after uploading it into Connect since the conversion process can alter the layout. Check specifically for any pictures not in a JPEG format, non-standard fonts, and videos as the conversion process could strip them out or alter them. Consider purchasing / using Adobe Presenter which may help minimize some issues encountered during the standard upload conversion process.



- Adobe recommends wired internet connections for the best quality presentation.
- It is best to have presenters try out cameras first during a dry run since it will allow time to troubleshoot if needed.
- Presenters doing desktop sharing should also familiarize themselves with this process during a dry run in order to ensure the smoothest transitions during the live event.
- When sharing video files, it is best to upload the video file into Connect Content and share in the Meeting room instead of playing the video from a local machine and sharing via screen share. Not all video file types can be uploaded as content, the following link has a list of supported file types:
http://help.adobe.com/en_US/connect/9.0/using/WS04B7CFCB-F026-4f42-90CE-....
There are various media converter tools available for use on the market to convert a non-supported file type into one that is supported.
- Rehearse the presentation. Make sure that all animations, videos, and screen shares are working as anticipated prior to the live meeting.
- If screen sharing, have programs open to the appropriate windows and ready to demonstrate. Avoid launching and logging into programs while screen sharing.
- Shut down email/IM and any programs not being used to avoid participants accidentally seeing these during a screen share.
- Create a lobby layout so you can open your Connect meeting room prior to the start time. Participants like to know they have correctly accessed the meeting. Take advantage of it for pushing messages, notes, the agenda, and more.
- For participants - have them ensure their computer is set up with the appropriate tools to participate in a Connect meeting by using the following link:
https://admin.acrobat.com/common/help/en/support/meeting_test.htm