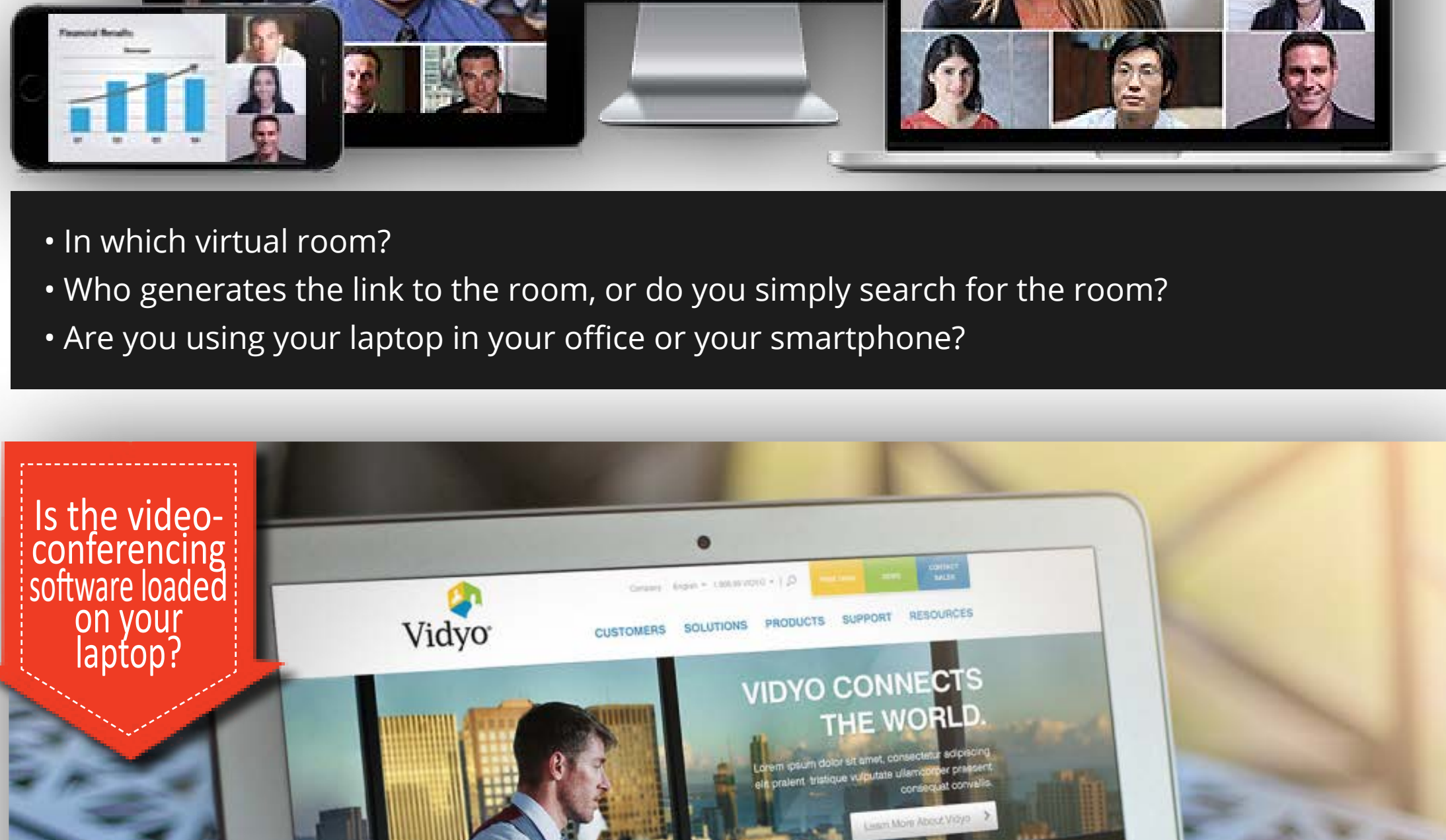


USE VIDEO CONFERENCING MORE OFTEN!

Connecting to video conferencing **“from your desk”** avoids booking a video conferencing venue. Regularly using video conferencing with your team members builds digital fluency and improves team collaboration.

When and where do you meet?



- In which virtual room?
- Who generates the link to the room, or do you simply search for the room?
- Are you using your laptop in your office or your smartphone?

Is the video-conferencing software loaded on your laptop?



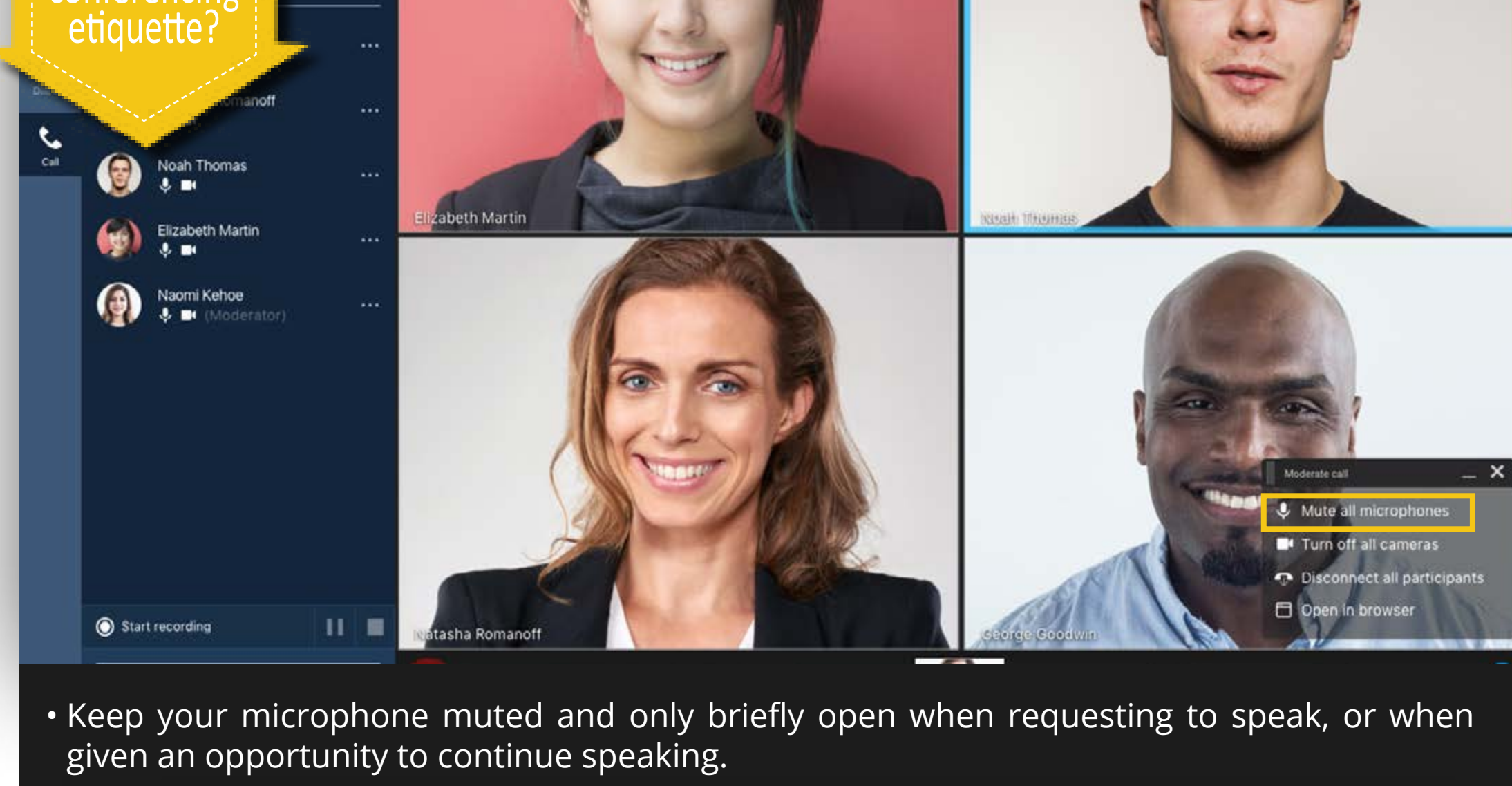
- Type the **VidyoPortal Address** into your browser and install the client
- <https://nwu-vc.tenet.ac.za> or
- Install the VidyoMobile App on your smartphone, type the VidyoPortal address and log in as NWU staff member

Have you tested before the meeting?



- Arrange with the other party to test ahead of the meeting, so that in case of difficulty, you could log a **Service Request** and obtain support.

Are you practicing proper video-conferencing etiquette?



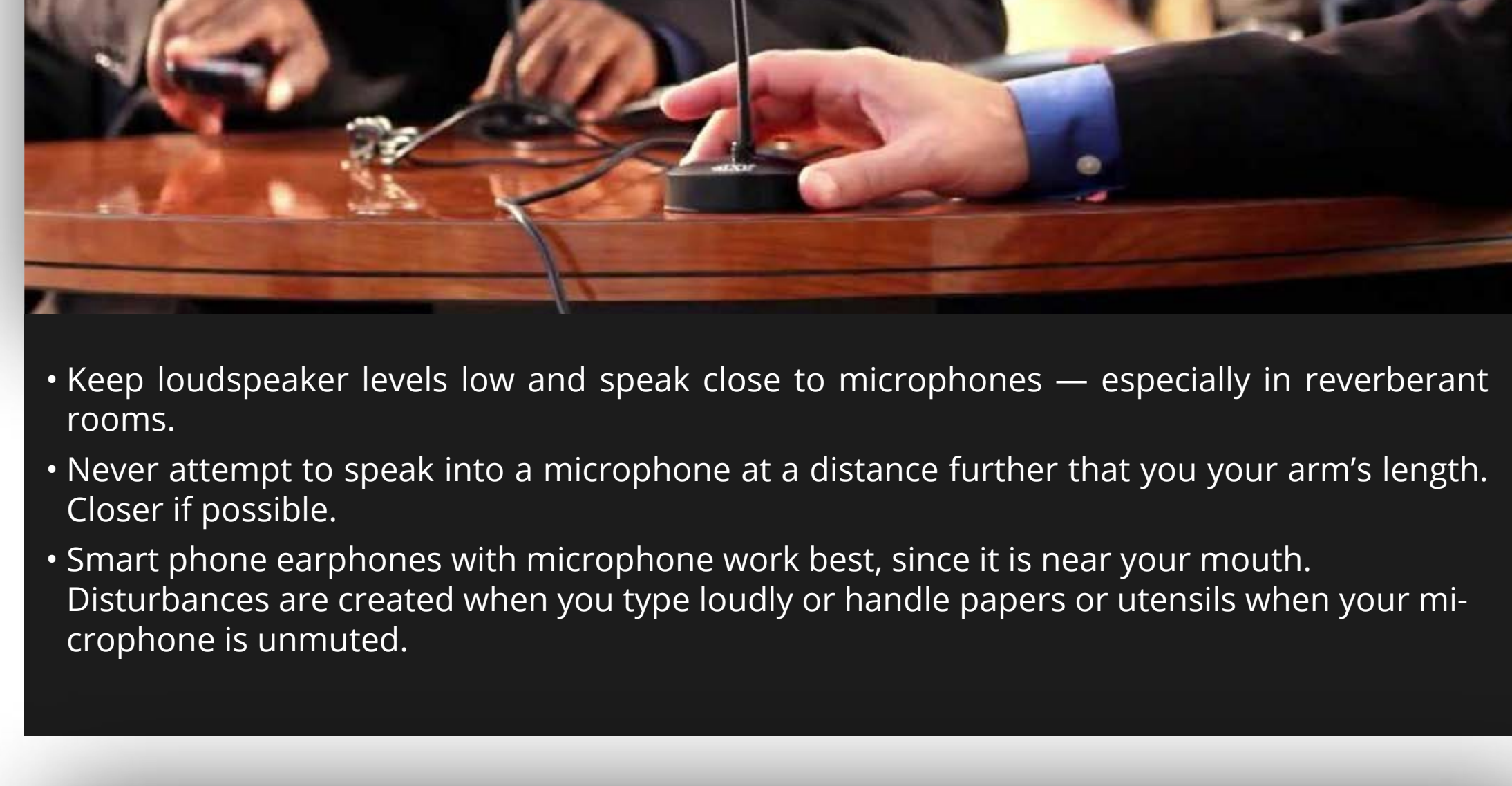
- Keep your microphone muted and only briefly open when requesting to speak, or when given an opportunity to continue speaking.

Join the meeting



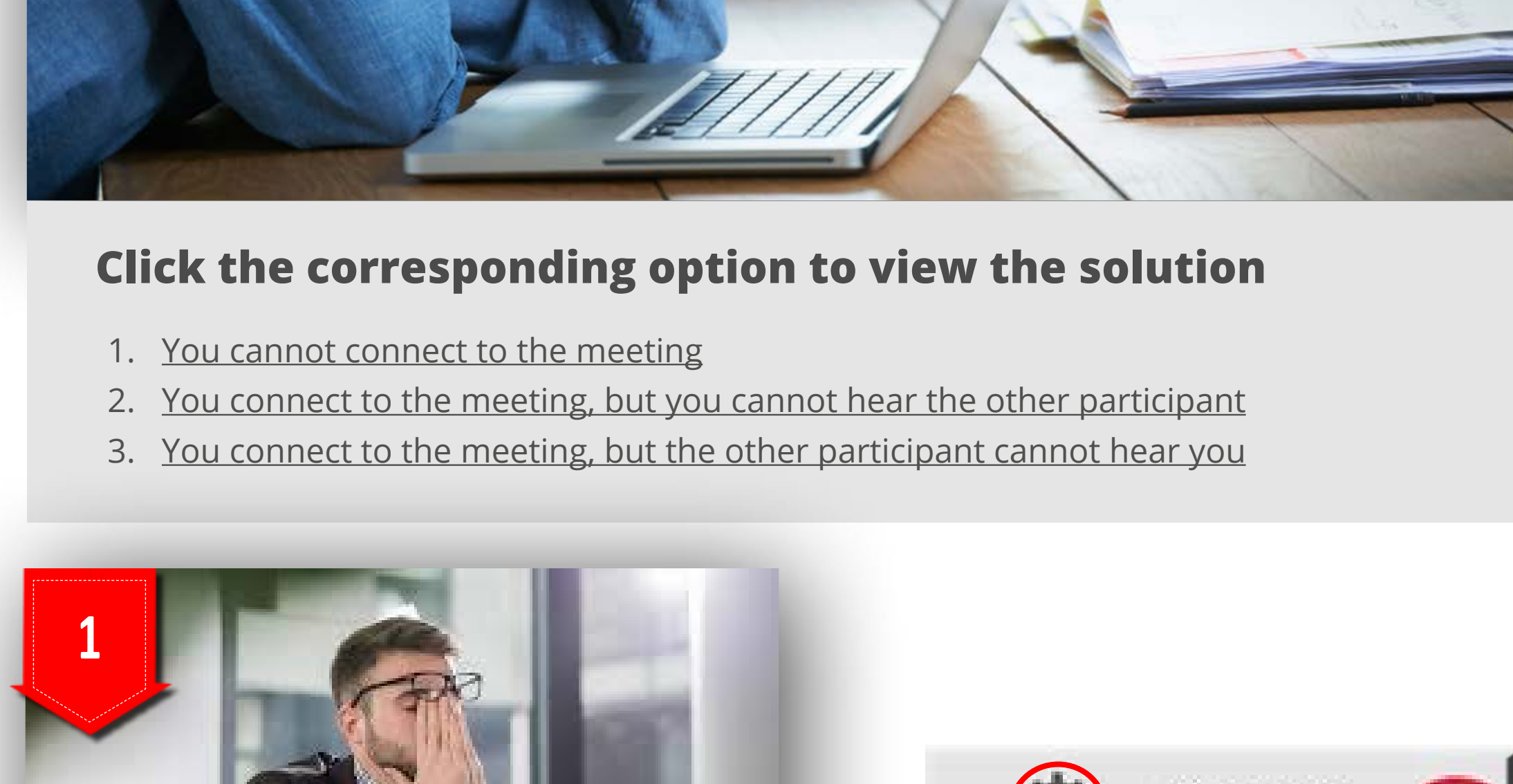
- Switch off camera and mute microphone before joining.
- When joining a multiparty meeting in progress, switch off your camera until you are positioned properly to show your camera image.
- Do not introduce your noisy environment into a meeting in progress.
- Listen before speaking.
- In this way, disturbances on your side will not interrupt other participants when they are speaking.

Successful Video-conference



- Keep speaker levels low and speak close to microphones — especially in reverberant rooms.
- Never attempt to speak into a microphone at a distance further than your arm's length. Closer if possible.
- Smart earphones with microphone work best, since it is near your mouth. Disturbances are created when you type loudly or handle papers or utensils when your microphone is unmuted.

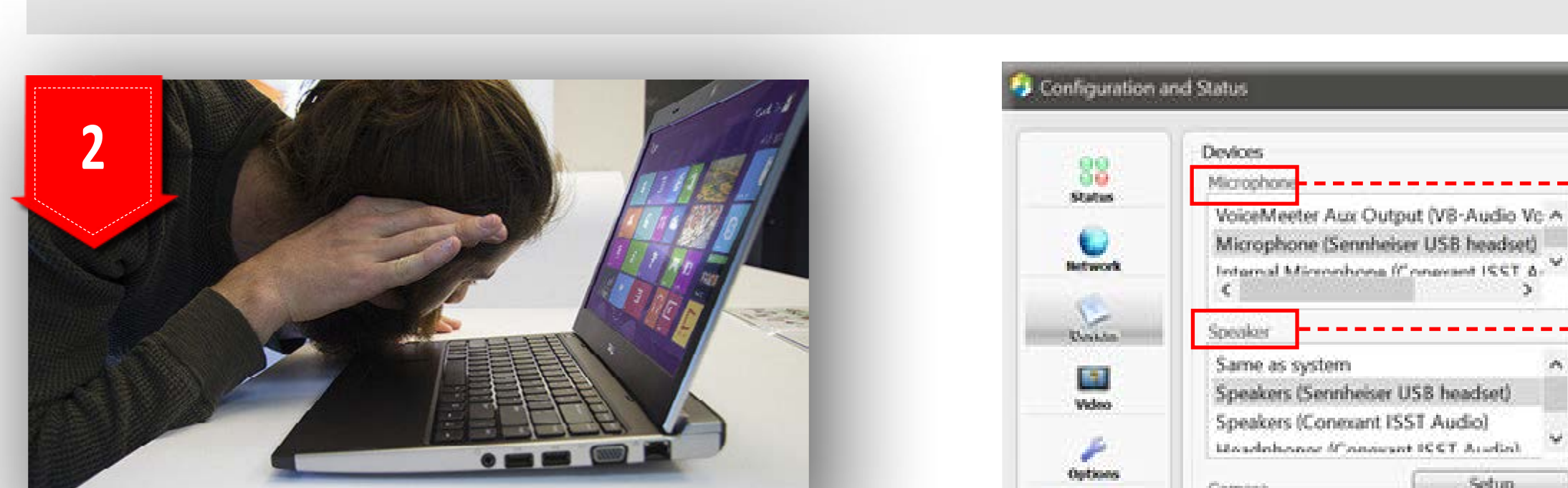
Help I have a problem



Click the corresponding option to view the solution

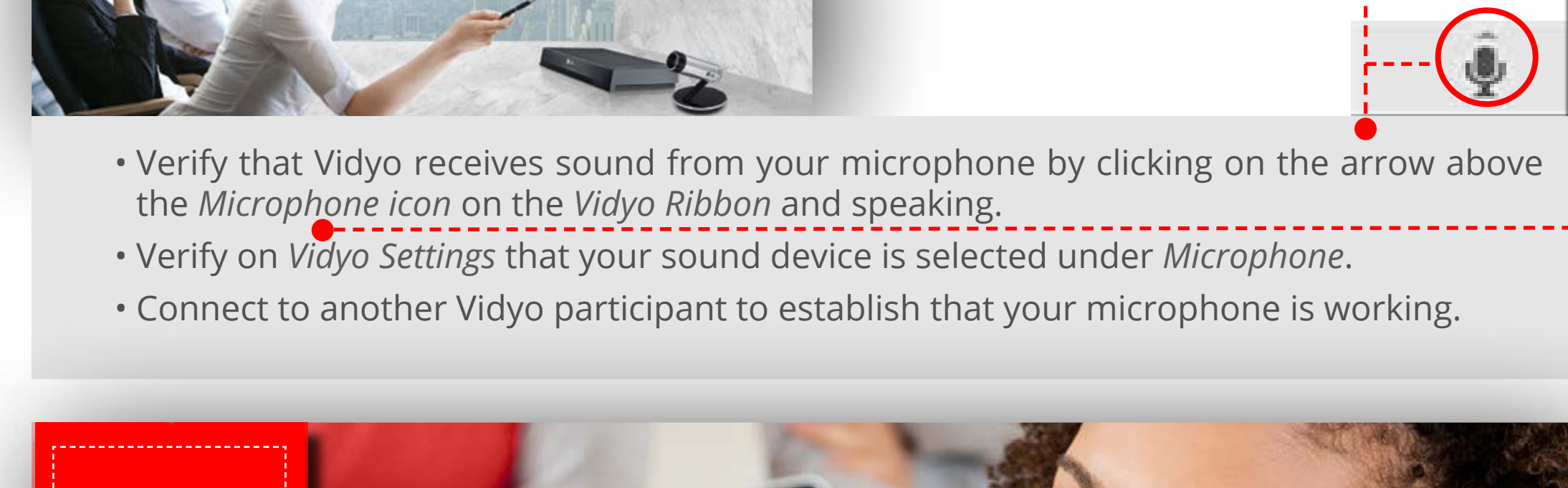
1. You cannot connect to the meeting
2. You connect to the meeting, but you cannot hear the other participant
3. You connect to the meeting, but the other participant cannot hear you

1



- Are you connected to the Internet? (Can you connect to Google?)
- Can you download and activate Vidyo?
- Vidyo disconnects after connecting: If you are using a Windows PC, be sure your **Proxy** is disabled (**NOT** on *Automatically detect settings*, but **OFF**)
- [Use the search function of Windows and type *Proxy*. Choose *Change proxy settings*]

2



- Can you hear any other sounds from your laptop, such as music or the test function on *sound settings*?
- Verify on *Vidyo Settings* that your sound device is selected under *Speaker*.

3



- Verify that Vidyo receives sound from your microphone by clicking on the arrow above the *Microphone icon* on the *Vidyo Ribbon* and speaking.
- Verify on *Vidyo Settings* that your sound device is selected under *Microphone*.
- Connect to another Vidyo participant to establish that your microphone is working.

Need more help?



Visit Contact Us Web site

- One Stop IT Help: <http://services.nwu.ac.za/it/home>. Go to QUICK LINKS > Contact Us
- Mafikeng Campus: Room G76, Building A1, 018-389 2013/6 or 018-389 2164
- Potchefstroom Campus: Room 111, Building F20, 018-299 2700
- Vaal Campus: Room 105, Building 8, 016-910 3324

Take note: More Vidyo info available on IT Service Catalogue

- Basic Vidyo Videoconferencing
 - Video Conferencing Best Practice
- Visit <http://services.nwu.ac.za/it-service-catalogue/vidyo>