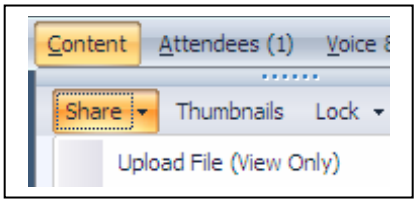
MS Live Meeting Top Tips

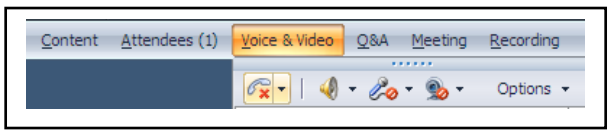
2011

TECHNOLOGY TIPS

- Perform a test prior to the actual training/meeting event to ensure you are comfortable and familiar with the technology and all functions of the software
- Use a wired landline (not wireless) internet connection when hosting a Live Meeting
- Upload the files you will be using before you start a Live Meeting



- Launch Live Meeting 15 minutes before the scheduled start time and ask participants to join 15 minutes in advance of the session to trouble shoot technical issues.
- If you are using VoIP (Voice over Internet Protocol) make sure you have a microphone or head set. Do not use VoIP and teleconference at the same time as this will produce interference - you must select either one or the other. If you are using a teleconference line you will have to manually switch between video-rooms by selecting the location. The voice activation may not automatically make the switch between remote locations
- All PDF documents must be converted into word or PowerPoint to be used in MS Live
- The tool bar at the top left is where you will see your attendees, upload your content, answer questions and monitor the video and sound(if using Voip). The top right is where you can quickly mute or unmute your speakers, Voip and video.



FACILITATION TIPS

- At the start of the video conference – identify yourself and state your location to avoid any confusion.
- Set ground rules at the beginning of the meeting on how and when questions will be asked and answered.
- Keep your audience engaged by using collaborative and interactive tools. Involving your participants will improve a meeting or training session.
- Use the mute function to eliminate background noise from the audience during your presentation.
- Select the close and end meeting button at the completion of the webinar.
- Be aware of sounds and movements - noises and movement can be distracting in a video conference. People talking, eating, leaving the room or not paying attention can prove to be a distraction.
- When presenting, move at a methodical pace and periodically stop and check in with your audience, including remote participants. Start discussions or questions with the remote participants not the in-person participants.
- In a video conference, you are always on camera. Remember to maintain proper body language and dress appropriately.
- Be aware the background behind your speakers. Use a stationary backdrop behind your speakers to avoid movement and distraction.
- Ensure appropriate lighting and that the room is set up so that the flow of traffic does not interfere with the meeting. Consider the location of the coffee and refreshments.

MS Live Meeting Troubleshooting

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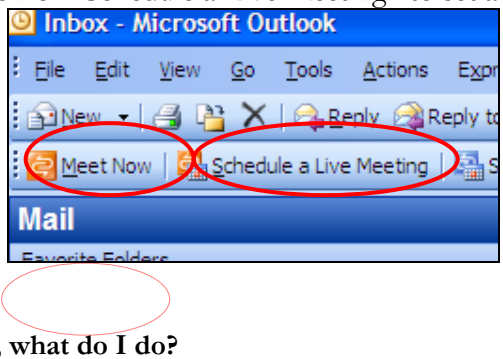
I need to set up a live meeting, what do I do?
You will have to have MS Live Meeting installed on your computer to be able to host meetings (you will require IT assistance to do this). Once MS Live is installed on your computer, to host a meeting you click on the tab that says "Meet now" for an instant session or "Schedule a Live Meeting" to set a meeting in advance.



I have been invited to a live meeting, what do I do?
You will receive an invitation by email to your MS Live Meeting. Once you accept the meeting request the message will be saved in your outlook calendar. You will get a reminder prior to the meeting. You then have to open your meeting request and click "Join the meeting". If it is your first meeting the program will have to download first. This takes about 5 minutes.

What if I do not see anything on the screen?
If your camera is connected correctly you will see your room name in the drop down menu by voice and video. If you have not connected your camera correctly you will not see your name in the drop down menu under "voice and video" tab. Once you are connected if you still do not have video ensure that the camera is not on mute. Mute is located on the top of the control panel of the program. The camera icon on the video and voice tab should not have a red line through it, if it does it is on mute. Also ensure that the mute button is not activated on the camera itself and that the cap is off the camera.

What if I cannot hear?
If you are using a teleconference make sure everyone has dialed into the teleconference line and that your line is not on mute. If you are using the VoIP and you cannot hear, make sure you do not have the microphone on mute at the top of the panel. If this is muted you will see a red line through the picture of the microphone.

Click on the microphone icon and it will unmute.

What happens if my Live Meeting freezes or I lose video or sound after starting?
Check to ensure that all other applications are closed. MS Live Meeting does not work well when too many applications are open. It is advisable to run MS Live Meeting alone in order to maintain optimal performance. If there are no other programs running while Live Meeting is running and you are still experiencing difficulty, try unplugging your headset/microphone and camera and disconnect from the meeting. After a few minutes, plug in your equipment and rejoin the conference.

I don't have a mute button on my phone. How do I mute and unmute during a Live Meeting session?
On your telephone console, select *6 during presentation or when a speaker is speaking to mute yourself and *7 to unmute after a presentation or when a speaker is finished.

What if I hear a lot of static and feedback during the session?
Ensure you are not using teleconference and VoIP together or you will get a reverberation sound. You must use either VoIP or Teleconference. When using the teleconference ensure everyone clicks mute on the microphone icon found on the top of the meeting room panel. Mute all phones while a presenter is speaking to avoid noise distractions.

Where should the 360 degree camera be situated?
If at all possible, place the camera in the centre of the boardroom table. If you are using a web cam make sure you double check how your camera is situated so that the attendees have an unobstructed view of the speaker.

How do I upload a presentation? What if I want to change between different presentations?
To upload a presentation, click on "Share content" and select "Upload File (view only). If you have multiple presentations you can upload them all in advance and they will all stay in the order you uploaded them. Just select the name of the file you wish to be viewed to switch back and forth between presentations.