Skype for Business Connection & Etiquette

➢ Connection Tips

✓ When using a laptop avoid running on battery - it reduces performance and video quality.
✓ If your computer has a power plan, choose High Performance.
✓ Close extra applications before joining the conference.
✓ Use a wired network connection and disable the wireless connection.
✓ Use a USB mic/speaker for high quality audio.
✓ Plug devices (camera, etc.) directly into your computer’s USB ports.

➢ Video Conferencing

✓ Dress
  ▪ Dress business appropriate manner.
  ▪ Avoid wearing all white or black clothing. Consider blues and greens.
  ▪ Muted or pastel colors tend to provide better images.
  ▪ Polka dots, fine stripes, and plaids can sometimes be distracting.

✓ Environment
  ▪ Clean up desk and area that will be viewable.
  ▪ Turn ringer off for office phones/cell phones.
  ▪ Check out camera angle and adjust accordingly so that it appears that you are making direct eye contact.
  ▪ Check lighting and focus light on your face. Windows should be in front of you and behind display in order to reduce shadows.

✓ Presentation
  ▪ Make eye contact.
  ▪ Facial expressions are important and smiling helps.
  ▪ Keep hand gestures to a minimum (avoid talking with your hands).
  ▪ Maintain good posture for both impression and your physical health!
  ▪ Be cognizant of the audio around you that may be heard by others including shuffling of papers, tapping of fingers, outside noises, etc.
  ▪ Focus on the conversation and do not get distracted by other people, work, etc.

➢ Audio Conferencing

✓ Environment
  ▪ If using Headset, position speaker directly in front of your mouth.
  ▪ If using Speaker Phone, place on hard surface but not too close to computer to prevent feedback.