

# Skype for Business Connection & Etiquette

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## ➤ 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.