

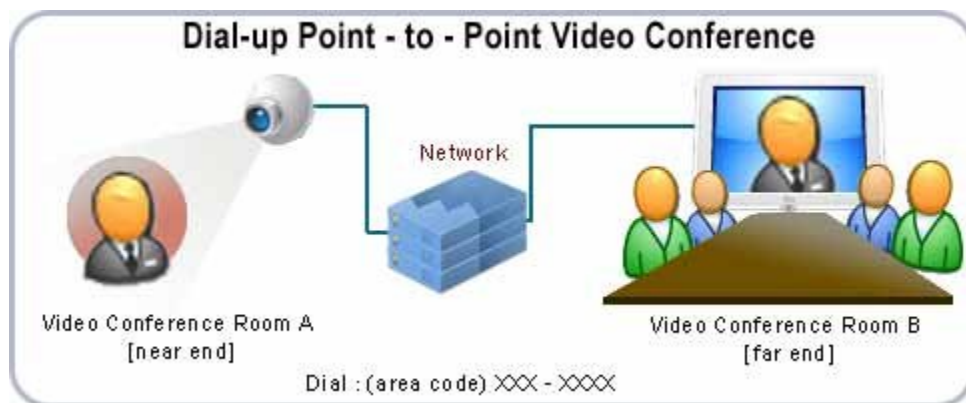
## How It Works: Video Conferencing into Live Meetings

Simplicity is the key.

- Concierge Center's in-house producer will guide you in how best to integrate video conference participants into a face-to-face hybrid meeting (an in-person meeting merged with an e-meeting).
- In hybrid meetings, a group of participants gather in person in a physical meeting room with a virtual e-meeting
- e-Meeting participants are linked to the in-person group through videoconferencing technology.
- Collaborative tools such as application-sharing offer the remote participant a view of the same presentation materials as the in-person group.
- Switcher devices controlled at the in-person location offer remote (electronic) participants the opportunity to view presenters or the other meeting attendees.
- Video technology displays a remote participant on LCD projection screens so that local attendees can easily view and interact.
- Video conference segments can be as long or short as necessary within the contracted meeting day.

### FREE-VIDEO-CONFERENCE-MEETINGS PROMOTION includes:

- One (1) point-to-point video conference connection
- Producer for pre-meeting support to organize details
- Producer support during video conference
- Access to over 3,500 video conference room worldwide



### VIDEOCONFERENCING ETIQUETTE

Courtesy of: **Netera Alliance** University of Calgary, Calgary, Alberta

**# 1 rule of video conferencing: Keep your system on mute when you are not speaking.**

1. Project your voice toward the nearest microphone.
2. Make eye contact with remote sites by looking at the camera/monitor.

3. Be yourself. Act naturally and speak to remote participants as if they were sitting in your location. Assume you can be heard and refrain from asking "Can you hear me?" The intent in video conferencing is to create a contiguous real and virtual space.
4. Be aware there is a delay when using video over network connections. Give each person plenty of time to answer your questions or to make a comment. Allow at least two seconds for a speaker to finish. You may even ask, "Are you done?" before continuing.

#### **Multipoint Conferences:**

1. When participating in a multi-point conference, identify yourself and your location before speaking.
2. If you have a banner or backdrop indicating your location be sure it is clearly visible.
3. Direct questions to individuals by name and/or location to avoid confusion

#### **Sound:**

1. The microphones are very sensitive and will easily pick up most noises. During times of silence, if gain is active, the sensitivity of the microphone automatically increases until it can pick up the sound of the air conditioning. On some systems, this can be enough for the video conferencing system to switch its attention to your site and your image will replace that of the speaker.
2. Try to avoid side conversations, dropping things, coughing, shuffling papers, or making other extraneous sounds - the boundary microphones we use amplifies any vibrations and transmits them.
3. Mute your system when you are not speaking. If you are unsure how to do this, ask the operator where the mute function is and how to use it.

#### **General Considerations:**

1. Assume you are always on camera, even when you are not speaking.
2. Because the entire room is not usually visible to the other locations, it is good form to announce who is entering or leaving the room.
3. Be aware of what is being transmitted to the remote locations. Use the local window as a guide to what is being transmitted to the far end.
4. Don't get so wrapped up involving the remote audience that you ignore the local one!
5. Avoid wearing white or black, plaids, stripes or prints as they may interfere with contrast levels and transmission compression.

For more information on this Free-Video-Conference-Meeting Promotion including terms call Nate Ingram at [\(212\) 735-0072](tel:2127350072). Or visit Free-Video-Conference-Meetings Promotion at [www.conciergecenters.com](http://www.conciergecenters.com).

#### **Terms & Conditions: Free-Video-Conference-Meetings Promotion**

1. Free Video Conference services available to companies that book a minimum of 25 day meeting packages at the applicable rates and inclusions.
2. Limited number of video conference systems available. Video conference requests are scheduled based on availability. Alternate dates/times will be offered if any conflicts.
3. Offer is valid on previously booked, non-discounted, day-meeting-package (DMP) business.
4. One (1) point-to-point video conference connection and producer support is included on this promotion. Standard audio visuals (LCD Projector, House Audio/Sound) are included in the day meeting package. Additional audio visual equipment such as microphones in audience for interaction with remote speaker, and technical support are available at an additional cost.
5. Many-to-one video conference requests require use of a third-party bridging service and support staff, at additional charges
6. Rehearsals in advance of meeting date subject to additional equipment, facilities, and support charges.

7. Meetings may be scheduled Monday to Friday from 8 AM to 6 PM and Saturday from 8 AM to 1 PM. Weekends and holidays are not included in the Free-Video-Conference-Meetings Promotion. Building overtime charges will apply for weekday meetings starting before 8 AM and/or ending after 6 PM, and on weekends/holidays.

8. Cancellation provisions apply to cancelled meetings unless the Concierge Center is notified in writing no less than 10 business days from the scheduled start date.

Call Nate Ingram at 212-735-0072 for more information.