

ITS Tools for Video Conferencing-Collaboration-Voice Messaging

UWL ITS <its@uwlax.edu>

Fri 3/20/2020 10:00 AM

To: John Acardo <jacardo@uwlax.edu>

Video Conferencing-Collaboration-Voice Messaging

[View this email in your browser](#)



Video Conferencing- Collaboration- Voice Messaging Solutions

There are a multitude of technology options to connect with your work colleagues, clients, and students. Here are a few solutions to assist in your video conferencing, group collaboration, and voice messaging and management. There also is a Knowledge Base [KB] article which provides a broad view of many available technology options at: <https://kb.uwlax.edu/98585>

Video conferencing



For small and large teleconferencing needs, you can rely upon the **Cisco WebEx** enterprise solution for video conferencing, online meetings, screen share, and webinars. This tool is made specifically for video conferencing. This also works well when you have one main speaker and many viewers off campus. You can reach up to 1000 viewers at the same time. You may also share your screen with the audience. In case you don't have an account, you can request one by contacting ITS.

Sign into WebEx by going to: uwlax.webex.com

Here is a helpful video on using WebEx: [Learning WebEx – 44 min](#)

For smaller group video meetings with your staff or end users, Microsoft Teams might a good answer. Be aware the more people who join your video conference, the more drag on overall video quality can occur. Microsoft Teams can be found in Office 365. You may can have participants transmit both audio or video, or just via audio, which helps to minimize poor performance issues.

Group Collaboration

If you want to collaborate with a small or large group you'll may want to use Microsoft Teams. Teams works extremely well for document collaboration and as a file repository. You can schedule meetings on an ad hoc basis and also pre-schedule events. Chats are another great feature. You can schedule meetings in your Outlook calendar and schedule a meeting like you have done in the past. Now you will be scheduling your virtual meeting using Teams as your application.



Here is a helpful video to learn how to effective use Teams.

[Microsoft Teams Tips & Tricks – 1 hr 1 min](#)

Cisco Jabber



Cisco Jabber

Cisco Jabber delivers instant messaging, voice and video calls, voice messaging, desktop sharing, conferencing, and presence. This is an excellent tool to mimic your campus VoIP unit on your desk. Basically you are extending your office telephone to your computer (both laptop or desktop with mic) or to your mobile phone. It will appear that you are calling from your office phone rather than from your home or personal phone. You also can review and delete messages you may have received on your work VoIP phone. ITS is working on a solution to provide this application to non-university personally owned computers as well.

Here are three short videos created in Mediasite Desktop Recorder on how to use Jabber:

[How to configure Jabber on your UWL-issued computer](#)

[Using Jabber on an iPhone or iPad](#)

[Using Jabber on an Android phone or tablet](#)

How to Enhance Your Technology Experience

Whatever technology platform you select, here are some helpful best practices to ensure an effective and efficient technology experience.

- 1) Restart your computer often. A daily reboot is recommended, especially if you are doing a lot of video conferencing.
- 2) How robust is your home network? Consider maximizing your bandwidth by turning off unused devices and to limit the load on the network. Also consider the internet access and bandwidth your end users have. Their limited bandwidth may degrade the experience.
- 3) Test and plan your experience. Don't attempt using these technologies for the first time during your scheduled event with the end users. A poor initial experience may discourage future use.
- 4) Choose the "right size" for your technology experience. Decide the size of your audience and if your event requires live interaction, chatting, video, audio, or document collaboration.
- 5) Participants who are not speaking should keep their mics muted. If video is not required, you may want to mute that and only utilize audio.
- 6) Use a headset with mic to improve your outgoing audio and to enhance and isolate the audio you are receiving.

Resources to Effectively Conduct Remote Meetings

Here are some useful resources to enhance your remote meetings and video conferences:

[Leading at a Distance – 36 min](#)

[Managing Virtual Teams – 56 min](#)

[Leading Virtual Meetings – 32 min](#)

If you have additional questions, please contact the Eagle Help Desk. We are here to help you.



Follow and **LIKE** Us

Thank you,

Information Technology Services

103 Wing Technology Center

608.785.8774

helpdesk@uwlax.edu [to create a Web Help Desk ticket]

www.uwlax.edu/its

*Copyright © 2020 UW-La Crosse Information Technology Services, All rights reserved.
Personnel 1-27-2020*

Our mailing address is:

UW-La Crosse Information Technology Services

1725 State St

La Crosse, WI 54601-3742

[Add us to your address book](#)

[unsubscribe from this list](#) [update subscription preferences](#)