

# HOW TO IMPROVE COMMUNICATION - TIPPS PART 1



Hello to you all, my name is Mirko Poloni, as someone of you may know I'm an italian guy that will have the opportunity to participate in this project as audio technician.

I thought that writing some key points for a better communication during online conferences could have been useful, those tipps are written for people that couldn't have been able to join our first video-test-conference.

Who has more experience probably will find this not so useful, but this could also be a short review of what you already know.

I will make a list of 5 important points.

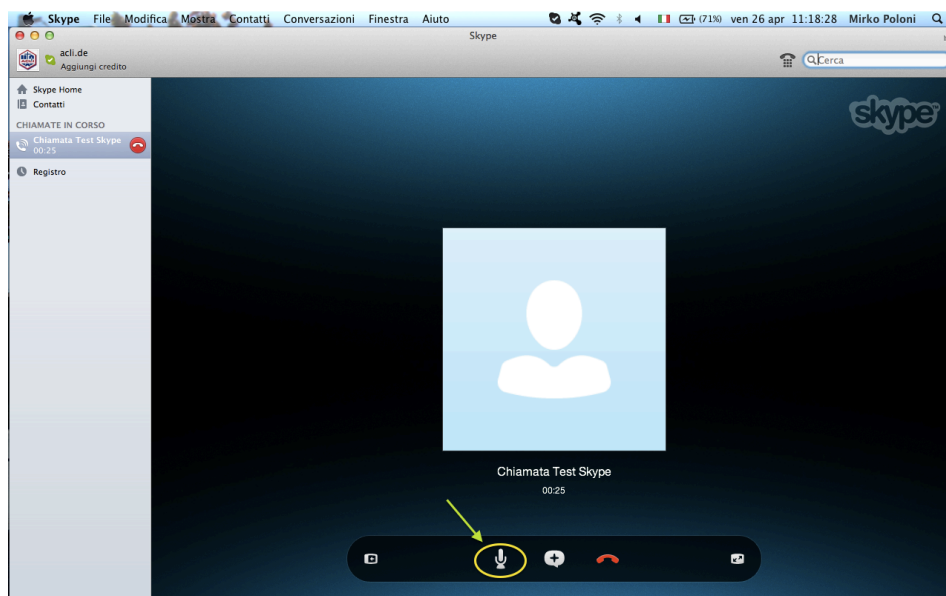
1. First of all be sure to have your Skype contact connected with acli.de contact. acli.de is the official Skype contact for all the next conferences related to the LET project.

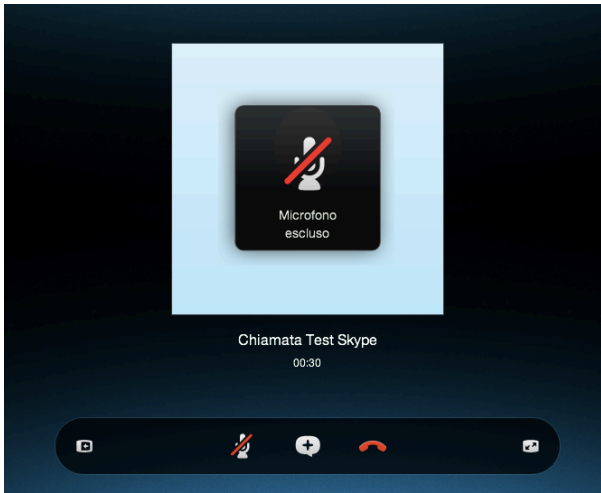
To do it just open Skype and search in your contact list acli.de to be sure that we are connected together. In case you don't see it, just click on add new contact and send a request to acli.de, I will accept it as soon as possible. If you prefer to send me your contact name, I will be glad to add you directly.

2. During the conferences video part will be managed with Adobe Connect, while audio part with Skype. When you are ready to join the conference the first thing you have to do is to enter in the Adobe Connect conference room through this link: [https://emea63455199.adobeconnect.com/\\_a861461965/let](https://emea63455199.adobeconnect.com/_a861461965/let) and start your webcam.

Then we will wait for all the participants to arrive and only when all of the people that are supposed to be there will be connected in the room, you will receive a Skype Group call. I would like to ask you please not to call acli.de with your personal account, we will contact you when everything is ready to start. This is because creating a single group call would be easier and better for the communication. In case you would like to ask/say something you can easily write it in the Adobe Connect chat on the left. I will always read the message.

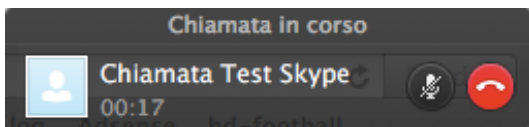
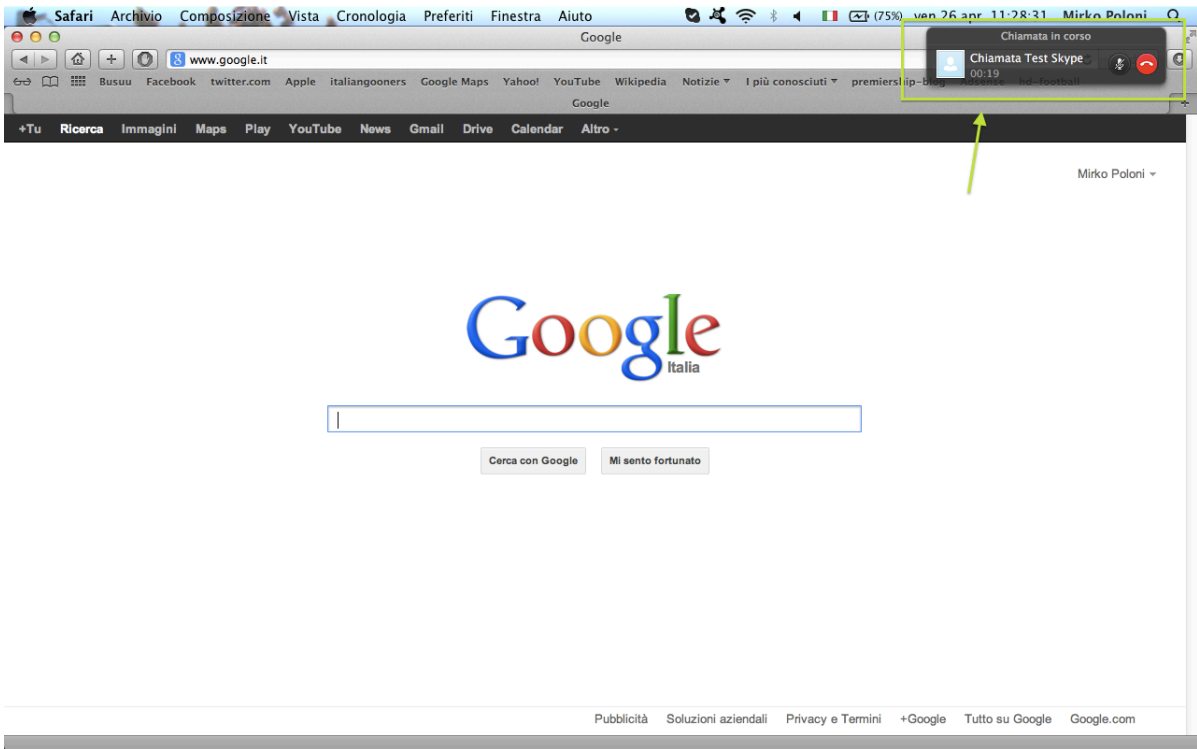
3. The last tip to provide a better quality audio communication is again related to Skype. When a speaker/participant is going to do a medium/long discourse I would like to ask you please to deactivate your microphone through Skype. This will eliminate frustrating background sounds and the line will be clearer. You can manage it by simply click on the microphone button indicated in this view:



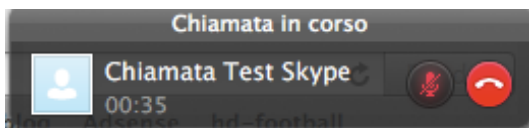


Once you've pressed the button, it will appear a pop-up that announce your microphone is no more active. The microphone button will appear now with a red line above it.

If you use particular version of Skype, the call window will always appear on your desktop. This window includes also the button to activate or deactivate your microphone. This is a shorter and easier way to manage it.



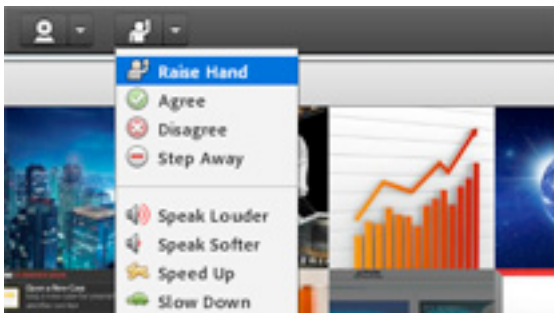
The microphone is on.



The microphone is off.

The next two points will underline two Adobe Connect's features that are interesting.

4. During the conferences Pdf files or documents will be shared on Your screen. You may know that if you try to change pages of a document this will have the effect that all of the participants will see on their screen what will you see, this is due to the fact that the document shared is synchronised with all the computer. What if you want to go back through pages and read an important point that you would like to discuss later? Or maybe you just would like to zoom in or zoom out the page. Well, you will find under the Pdf section a crossbar with a button called Sync. If you press it You will be able to move, scrool, zoom the pages without changing all the other participants view. Just remember that until You re-activate the Sync function/button, you'll not be able to see if a "relator" is switching through a well-determined page of the document. (Don't forget to press again the Sync button when you want no more to scroll a document by your own.)
5. On the top left of your screen you will see a bar with three buttons. The first one is to mute the speakers. I suggest you to press it since the audio part is related with skype and not Adobe Connect. The second button is the one you will use to start and stop your webcam. The third button includes some actions that you can perform simply by clicking the icon you want to. The most useful option is the one called "Raise Hand", I really invite you to click it every time you want to make a participation, so you'll be able to take the floor as soon as possible. It's a great way to maintain a good order during the conferences. The image "Raise Hand" will appear next to your name in the left "Attendances" Section.



The buttons you can click to express your opinions easily and without stopping other Participants' speech.