Yealink

5 THINGS YOU NEED TO KNOW ABOUT VIDEO CONFERENCE SYSTEMS

WHAT DO YOU NEED TO KNOW TO HAVE A PERFECT VIDEO CONFERENCE SOLUTION IN YOUR COMPANY?

As everyone knows, the new Coronavirus pandemic forced us to adhere to new systems of relationship, management and communication.

From liberal professionals to large companies, themes that were included in the plans for the next 5 to 10 years, started to be implemented abruptly, without allowing companies to have time to evaluate the best options. We were all forced to make decisions empirically.

Thus, videoconferencing entered our lives as a path of no return. From night to day, services that were exclusive to large companies became part of the routine of all types of corporations, regardless of their size.

But what would it be like if we could stop to analyze which is the best videoconferencing platform and what points should be taken into account in the office take?

Would we adopt the solution that is being used today by the entire company or would we go looking for a solution that really met corporate needs?

With that in mind, we highlight some important points that must be taken into account from now on.

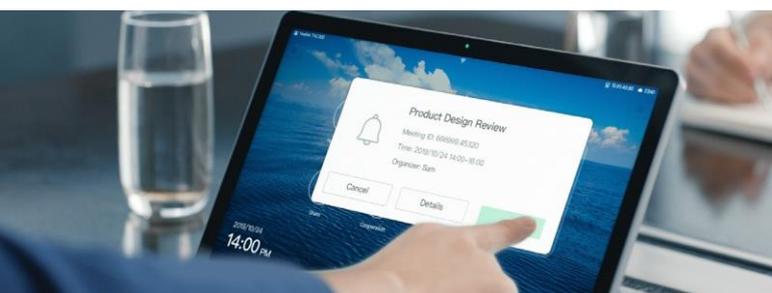# 1. ELEMENTS OF
A VIDEO CONFERENCE

Example of use with simple monitor

Example of an environment with a layout for 2 screens

Example of a room with a video wall

Example of a Touch Screen with direct access to the software

HARDWARE

It is integrated by a camera, one or several screens, audio elements such as microphones and speakers and a controller that can be
a specific computer or hardware, called a codec.

There are a multitude of devices ranging from mobile solutions such as cell phones, tablets and notebooks, to the most sophisticated solutions with professional cameras, which focus on the interlocutor, carry out the framing of gifts and other functions that will be identified and suitable for each type of environment.

The screens can also be simple monitors, layouts with 02 monitors, video-walls, touch screens or even LED panels, with adjustment of lighting and contrast in environments
very clearly.

Therefore, to define the best hardware, it is essential to define the type of environment where the video conference system will be installed. Thus, meeting rooms, home offices or even auditoriums deserve expert analysis.

SOFTWARE

The software is, without a doubt, the most critical stage of a videoconferencing system. The choice of software necessarily depends on the needs of the company, as it is he who prepares the invitation, performs the control of users, monitors and updates the devices and provides the necessary integrations for the perfect functioning of the meetings.

Traditional software can be installed locally (on premise) or on systems accessed in the cloud through applications.

2. WHAT ARE THE MAIN USES FOR A VIDEO CONFERENCE?

The uses are diverse and all must be taken into account when defining the software to be purchased. To name just a few, we can mention:

Collaboration between teams and teams
(Team Collaboration)

Face-to-face training
and Educational Systems

Enterprise / Education
(Training)

Interviews
Remote

External communication
with customers or suppliers

Integration of geographically
distant teams

WHAT NEEDS TO BE TAKEN INTO CONSIDERATION BY THE USER WHEN CHOOSING A VIDEO CONFERENCE SYSTEM?

01

Complete and low cost solution

Purchasing a solution that covers all your company's needs at a fair cost is usually the first point of choice for a video conferencing system.

02

Humanized experience

The simpler and more intuitive the user experience, the faster the adhesion of team members and system users. Therefore, the interface has a fundamental role in the choice.

03

High reliability and availability solution

The chosen tool must be stable, since users do not want to interrupt their meetings due to system issues. External factors already influence quality such as local internet, light and ambient noise. Therefore, the platform chosen should not be a concern.

04

Wide integration and compatibility

Plugin for integration with Outlook, company agenda and compatibility with other market platforms, in addition to the use of the legacy network, are fundamental items in the choice of video conference.

05

Less technical support and maintenance

Technical support teams for handling videoconferencing systems are a thing of the past. The platforms must be simple to handle by the user and require as little maintenance support as possible, increasing the company's security in choosing the platform.

06

Data security

Whether on an "on premisse" system or in the cloud, the security of data accessed by users is of enormous importance. Having a local database (that is, in the country of the contracting company) and compliance with laws, such as the General Data Protection Law (LGPD), for example, must be observed when choosing the platform.

4. RESOURCES OF A DEVIDE-CONFERENCE SYSTEM

For each of the applications the resources must be taken into account, some resources are basic and we can mention:

Whiteboard notes

Some tools have annotation features, that is, during a presentation, participants can collaborate graphically, with colors and pointer on the content being presented. This feature makes it much easier to discuss projects and analyze documents. The Whiteboard feature is when the system itself generates a "whiteboard", like an electronic whiteboard and annotations can be done by hand, allowing all participants to interact with the content any time. These two features are perfect for promoting interaction between participants.
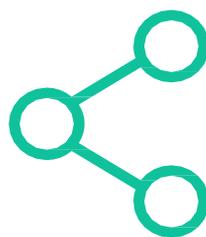
Recording

Some meetings, courses or training need to be recorded, either to generate minutes of subsequent meetings or for use as proof of testimony. The recording feature must be available and be possible to start with a simple click. The recorded content must be easy to access and be available to participants or anyone interested, in a simple format to be played on any device.

Control of participants

Depending on the number of participants who are present at the virtual meeting, sometimes the controller needs to be able to cut off the audio of a participant, or the remote image, in addition to giving the floor to whoever will be presenting at the moment. In meetings with more than 10 participants, a certain conduct is already necessary, so that everyone present can adequately follow what is being exposed.

Content sharing

It is almost always necessary to share content remotely, including by invited participants. This sharing must be easy and safe.

4. RESOURCES OF A VIDEO CONFERENCING SYSTEM

Layout and Screen Exhibition

Mode
presenter

Mode
1xn

Gallery mode
nxn

When only the speaker appears to everyone else.

When the speaker appears highlighted while all the other participants present themselves as small images around the presenter.

Where all participants are arranged with the same size on the screen.

The layouts can be modified during the videoconference meeting, maintaining the visual comfort of those present at the meeting.

5. INFRASTRUCTURE AND IMPLEMENTATION

Much questioned about the network infrastructure is to be adopted in a video conferencing system, and every day the type of requirement required by systems is smaller, especially hosted in the cloud.

In the case of entirely web calls or mobility (cell phones and tablets), it is worth checking the available connections, the ability to bank in the environment and the competitions of the wi-fi local network with the various users, but residential Internet via fiber or cable tend to be sufficient.

For professional systems in unhealthy meeting environments, auditoriums or whatever the physical layout adopted, the video conferencing equipment must meet the requirements of local security, release of firewall ports, and minimum dedicated Internet band for the corporate user.

Due to the particularities in the use of the video collaboration of each organization, implementation sometimes requires the analysis of a specialist, carried out through authorized resellers of the adopted solution.

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video collaboration products

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