

**Document Title: ICT Knowledgebase – Video Conferencing Services**

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## **ICT Knowledgebase – Topic6: Video Conferencing Services**

This section provides comprehensive guidelines and answers related to video conferencing at AKU. It covers setup procedures, best practices, troubleshooting steps, security and access protocols, and policies for effective and secure virtual meetings.

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### **Frequently Asked Questions (FAQs)**

#### **Q1: What video conferencing platforms are supported by AKU?**

A: AKU supports multiple platforms including Microsoft Teams, Zoom, and AKU's own integrated conferencing solutions. Check with ICT for platform-specific requirements.

#### **Q2: How do I join a video conference meeting?**

A: You can join using the meeting link provided in the invitation. If using Microsoft Teams or Zoom, click the link or enter the meeting ID in the app. Detailed instructions are available on the ICT OneAKU portal.

#### **Q3: What equipment do I need for a successful video conference?**

A: A reliable computer or mobile device, a webcam, a microphone/headset, and a stable internet connection. For room-based setups, ensure the room's AV equipment is properly configured.

#### **Q4: How do I troubleshoot common issues during a video conference?**

A: Troubleshoot by:

- Checking your internet connection.
- Verifying that your microphone and camera are properly connected and enabled.
- Restarting the video conferencing app.
- Updating the software or app to the latest version. If issues persist, contact the ICT Service Desk.

**Q5: What should I do if I experience audio or video lag?**

A: Reduce the number of active applications, close bandwidth-heavy apps, and, if possible, use a wired internet connection. You may also lower the video quality settings within the app.

**Q6: Can I share my screen during a meeting?**

A: Yes, both Microsoft Teams and Zoom offer screen-sharing capabilities. Follow the in-meeting instructions to share your screen or specific applications.

**Q7: How do I record a video conference meeting?**

A: Recording options are available within the video conferencing app. For instance, in Microsoft Teams, click on the “More actions” (...) menu and select “Start recording.” Note that recording may be subject to privacy guidelines and approval.

**Q8: Are there guidelines on meeting security (e.g., using passwords or waiting rooms)?**

A: Yes, meetings should be secured with passwords or meeting lobbies/waiting rooms to prevent unauthorized access. Always share meeting links securely and follow ICT guidelines on meeting security.

**Q9: How do I manage participants in a video conference?**

A: As the meeting host, you can mute or remove participants if needed. Use the participant management features provided by your conferencing platform to control access and participation.

**Q10: Can I use my mobile device for video conferencing?**

A: Yes, the supported video conferencing apps are available on mobile devices. For optimal performance, ensure your mobile device meets the app requirements and that you are connected to a stable network.

**Q11: How do I adjust the audio and video settings before joining a meeting?**

A: Most conferencing apps provide a preview mode where you can test and adjust your audio and video settings. Use this feature to ensure your devices are working correctly before the meeting starts.

**Q12: What should I do if my meeting is interrupted or disconnected?**

A: If disconnected, try rejoining the meeting using the original link. If technical difficulties persist, contact ICT support for immediate assistance.

**Q13: Are there guidelines for virtual backgrounds or meeting decorum?**

A: Yes, virtual backgrounds can be used to maintain privacy or professionalism. Follow

AKU's video conferencing etiquette guidelines: dress appropriately, mute when not speaking, and ensure your background is neutral or professional.

**Q16: How can I ensure that my meeting complies with AKU's data and privacy policies?**

A: Only share meeting links with authorized participants, enable meeting security settings, and do not record or share content without consent. Refer to the ICT data protection policies for further details.

**Q16: What steps should I take if my meeting setup fails right before a scheduled conference?**

A: Try rebooting your device and checking all connections. Use a backup device if available and inform meeting participants via email or phone. Contact the ICT Service Desk as soon as possible. We recommend testing it prior to the meeting time.

**Q17: How do I connect multiple locations for a hybrid meeting?**

A: Ensure that all locations have the necessary conferencing equipment and internet connectivity. ICT can assist with setting up hybrid meeting solutions that integrate in-room systems with remote participants.

**Q18: Can I host a webinar using the video conferencing system?**

A: Yes, AKU's conferencing tools support webinar-style meetings. Check the webinar guidelines on the ICT portal and obtain any necessary approvals.

**Q19: What are the guidelines for scheduling recurring meetings?**

A: When scheduling recurring meetings, ensure that each meeting is secured and that all participants are aware of the recurring schedule. Use calendar invitations to maintain consistency.

**Q20: Who should I contact if I have issues with the video conferencing system during an important meeting?**

A: Contact the ICT Service Desk immediately via phone (3434) or the web portal for urgent support.

**Q21: How can I improve the audio quality during a video conference?**

A: Use a dedicated headset or external microphone, ensure background noise is minimized, and check that your audio drivers are updated.

**Q22: What should I do if I notice unauthorized participants in my meeting?**

A: Immediately remove the unauthorized participant using your host controls and

change the meeting password or enable the lobby feature. Report the incident to the ICT Service Desk.

**Q23: Are there any special procedures for recording sensitive meetings?**

A: Yes, if sensitive information is discussed, ensure you have obtained explicit consent from all participants and that recordings are stored securely per ICT guidelines.

**Q24: Can I integrate other collaboration tools (e.g., chat, file sharing) during a video conference?**

A: Yes, most platforms support integrated chat, file sharing, and collaborative features. Use these tools responsibly and in line with AKU policies.

**Q25: Is there a training guide available for video conferencing best practices?**

A: Yes, detailed training materials and quick-start guides are available on the ICT portal. Users are encouraged to review these materials periodically.