

Cisco Meeting App Tips

General Information

- 1) Test the relevant CMA address (see instructions) and your internet connection prior to the Video Teleconference (VTC) hearing.
- 2) Do not attend the VTC by clicking on the link to join via video, and then also call the audio number. The dial-in audio number is needed **only** if you cannot attend via video and will be actively participating/speaking.
- 3) When landing on the screen that tests the camera and microphone, test them. Ensure microphone is at a reasonable level before joining the meeting.
- 4) Mute once inside the meeting and others acknowledge that they can hear you. Stay muted until you need to speak.
- 5) Join the VTC at least 15 minutes prior to ensure you have a good connection, even if it was tested recently.
- 6) If using a Smartphone, do not walk around with it while on video. It is very disruptive to the other participants.

Video Quality

If the quality of the video is poor, it is typically a result of your internet connection:

- 1) If at all possible, hard wire a network cable directly into your router.
- 2) If that is not possible, be in a location to give yourself the strongest Wifi signal possible.
- 3) If at home, be the only one using the Wifi at the time of the VTC.
- 4) If using a Hotspot/MiFi, you will likely fall off video and be in audio-only mode.
- 5) If you fall off video and into audio-only mode, you must leave and rejoin the meeting to reestablish video. If you do not need to be on video, just remain on audio-only.
- 6) If having video issues with a strong internet connection and on Chrome, try the new Edge browser, as it has a Chromium engine.