

Tips for DCO Meetings

Top Five Tips for Attending a Meeting

1. **Arrive early** -- give yourself time to connect to the meeting and troubleshoot if necessary.

2. **Test your connectivity** -- on the portal under "user resources" click the link to "test meeting connectivity". Then walk through the 3 steps to ensure you have a good connection speed.

3. **Test Media Equipment**-- run the audio set-up wizard before each meeting (under the "meeting" drop-down menu, under "manage my settings") and set your connection speed to maximize your bandwidth. Test with the same equipment you plan to use in the meeting.

4. **Close other programs you have open** -- to ensure your resources are dedicated to running DCO.

5. **Take advantage of features** -- such as raising your hand, chatting to other users, or answering poll questions to have an engaging & informative experience.

ADDITIONAL TRAINING IS AVAILABLE ON THE DCO PORTAL:

NIPR:
www.dco.dod.mil

SIPR:
www.dco.dod.smil.mil

Top Five Tips for Running a Meeting

1. **Prepare your room** -- take some time to customize your room, organize your layouts, load PowerPoint slides, files and other assets into the room, and create polling questions.

2. **Pre-meeting checks** -- 15 minutes prior to start time, test audio (run audio set-up wizard), test video (turn on your webcam), check room preferences to optimize

bandwidth, flip through slides and layouts to ensure everything is as you expect, open polling questions.

3. **Manage your audience**-- use the "presenter only area" to communicate privately with the other hosts and presenters, promote users to different roles or assign them enhanced rights.

4. **Engage your audience** -- use all the features you have: encourage participants to use status icons, make files available for download, and incorporate polling.

5. **Practice!** -- DCO should become second nature so that your focus is on what you want to communicate or accomplish.

Get involved with the DCO User Forum:

<https://dco.groups.adobe.com>

Audio issues and how to resolve them



DCO has over 550,000 registered users on NIPR and SIPR, as of July 2011.

Audible echo:

Most likely caused by equipment. Recommend using a headset with a microphone or a VOIP speaker phone with echo cancellation.

Talk button unavailable/grayed out:

Typically a network latency issue. Change room settings to accommodate DSL/Cable setting by going to Meeting Menu>Optimize Room Bandwidth> DSL/ Cable.

If a particular user is continuing to have trouble they should follow the same steps but demote their setting from DSL/Cable to Modem. Using Modem setting may degrade voice quality but improve speed of delivery.

Do not use LAN.

Microphone grayed out but user not heard

User may have turned on the DCO microphone but muted their actual equipment.

User voice is fading out

Equipment or software. To check, go through the Audio Wizard (Meetings>Audio Set Up Wizard) and on the last screen, click Advanced Settings deselect Automatic Gain Control. If this is still an issue, deselect Enhanced Audio Button.

Locking the Microphone

Best practice is for everyone to press the talk button only when speaking. Leadership may want to lock the microphone on and mute equipment. Even though they are not speaking, this will read as an open microphone and affect bandwidth and background noise.

Audio equipment issues:

Always run the Audio Set up Wizard when entering a room (even if you have entered the room before at another time). The noise cancelling feature at the end of the set-up will assist with echoes.

If equipment is still not registering, check the computer's control panel settings (Start>Settings>Control Panel>Sounds). Then check that audio, voice, and sound are all active and pointing to the right device.

Users being heard by some but not others

Typically a bandwidth issue. Walk through the Audio set up wizard, and set bandwidth to accommodate DSL/Cable setting by going to Meeting Menu>Optimize Room Bandwidth> DSL/ Cable.



Collaborate with other users and the DCO team: <https://dco.groups.adobe.com>

