

Sharing a Video (Meeting Center)



Before you Begin

- Ensure the video file is saved to your desktop
- Open up the video on your desktop prior to meeting and play through to ensure it runs properly. **DO NOT CLOSE**
- **TEST TEST TEST** in advance
- Send the video file to your audience in your email/invitation in case you have technology issues
- Before playing video, advise the customer that if you can't hear the audio, that they can go to the email/invite you sent with the video.

- Go to Share **content**,g



- Play your video file, make sure to mute any other devices to ensure sound does go through



FAQ

Q: What if people can't hear the video audio?

A: Have participants try to unmute their computer, if that option doesn't work, ask the participants to play the video file from the email/invite you sent.

Q: What if the video delays because of a bad internet connection?

A: If the delay is more than a slight pause, stop the video and ask the participants to open from the email/invite you sent.

A: What if I want to play a video from YouTube or another web source?

Q: Open the file in your web browser, play it through before the call, click share content, try to find in settings to optimize for motion and video and check share computer audio then select your web browser.

Q: Should I embed the video into my PowerPoint?

A: Embedded videos is not the recommendation when using virtual call. If needed, will have to share Microsoft PowerPoint, as opposed to file.