

# Isoph's Best Practices for VOIP Web Conference Sessions

## Host/Presenter

Isoph recommends that hosts that plan to use VOIP for audio during Web conferencing meetings have the following technical requirements in addition to the basic web conferencing requirements listed at [www.isophinstitute.com/participant\\_guide.aspx](http://www.isophinstitute.com/participant_guide.aspx).

- High speed Internet connection, such as DSL, ISDN, etc.
- Internet Explorer Web Browser 5.5 (or higher)  
(<http://www.microsoft.com/windows/ie/default.msp>)
- Headset with microphone (preferred)
- Windows Operating System 2000, or XP
- Web conferencing application download:  
<http://isoph.webattend.com/cabinet/predownload.asp?Track=9014>

Please relay this information to presenting speakers and hosts in advance of the web conference so that they can make arrangements based on the above requirements if needed.

It is possible to present via VOIP with a dialup connection. Although dialup may sometimes work, the quality and consistency to users is often intermittent and therefore not recommended. We suggest that the speaker also use a microphone with headset instead of a separate microphone and speakers to cut down on echoing and feedback that often occur without a headset.

Before the meeting starts, Isoph suggests that Hosts and Speakers should:

- Familiarize themselves with the Web conference interface and VOIP audio controls.
- Prepare/modify any documents that will be shared during the meeting.
- Know where on their hard drive presentation documents are stored so that they can be accessed quickly.
- Test the microphone and headset as well as webcam (if used).
- Adjust audio settings (if needed) via the microphone test by using the Audio Settings button in the Web Conferencing area. This will allow the speaker to hear how she sounds to participants.
- Ensure that the computer used has the latest service packs and software updates for programs such as Microsoft Windows and Internet Explorer.
- Set their Web Browser security settings to "Medium" and "cookies" must be enabled.
- Take note of the option in Room Settings to "Let People Grab the Microphone". For large group presentations it is highly recommended to leave this box unchecked (default setting), allowing the host to pass the microphone to an individual who wants to talk (which should be minimized). For small group sessions, checking this box may make sense based upon your presentation.

## Client User

Isoph recommends that anyone accessing a VOIP web conferencing meeting have the following technical requirements in addition to the basic requirements listed at [www.isophinstitute.com/participant\\_guide.aspx](http://www.isophinstitute.com/participant_guide.aspx).

- Dial up Internet access or faster connection(preferred)
- Internet Explorer Web Browser 5.5 (or higher)  
(<http://www.microsoft.com/windows/ie/default.msp>)
- Speakers or headphones (microphone not needed unless participating in the audio)
- Windows Operating System 2000 or XP
- Web Conferencing application download:  
<http://isoph.webattend.com/cabinet/predownload.asp?Track=9014>

## About Isoph

At Isoph, we know learning. We offer flexible learning management system software, along with instructional design and course development services to help our clients develop successful, sustainable learning programs. For more information, please call 866.969.9260, or visit [www.isoph.com](http://www.isoph.com) for product and company details.

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