

Best Practices and Known Issues

Best Practices

Preparing for Video Playback in Conference

- Upload and test your video a day ahead of your presentation
- Plan to make your presentation from an uploaded slide deck. While you can play a video after Application or Desktop Sharing, you will have to switch to slide mode before playing the video. Giving your whole presentation from slide mode will make the transition to the video smooth and instantaneous.
- Familiarize the presenter with the end of the video. This will allow the presenter or facilitator to respond at the end of the video by un-muting participants, preparing to the computer to show the next slide, etc.
- You may want to embed a slide in your presentation “slide deck” where you wish to play your video with the 3 digit Video ID that is emailed to you during the upload and conversion process. This is a good queue for when to playback your video during your presentation.
- If you are working with a ReadyTalk Event Manager on a web event please notify them when setting your event up that you plan to play a Pre-Recorded Video during the presentation.
- Supported file types for upload are as follows:
 - .mp4, .mpeg, .mpg, .flv, .swf, .wmv, .mp3, .wav, and .wma

Playing a Video in Conference

- Before starting your presentation, explain to the participants on the phone that the audio associated with the video in the presentation will be played through their computer speakers or headphones. Ask them to prepare for this. If your participants are listening through the available Broadcast Audio feature the audio will continue to play through their computer speakers.
- Immediately before playing a video, remind the audience that sound will come from their speakers or headphones connected to their computer and that the phones may be muted during the video playback.
- Consider muting all participants during the video using the audio control “Mute All.”
- Un-mute participants when the video ends, if desired.
- Assign someone to respond to participants who join the audio call during video playback. There may not be any sound on the phone during video playback (e.g. if everyone is muted) and they may inquire if there is anyone on the call or if the meeting has started yet. Your assigned moderator should inform them that a video is playing and that the audio for this video is available when they log into the web meeting. If you are recording the meeting, phone conversations will be in the recording and you cannot edit them out without editing the video playback at the same time.
- Wait a few seconds after the video ends for participant’s videos to end. The participants may be out of synchronization with the presenter’s playback by a few seconds. When the presenter pushes the next slide, all participants videos will end.
- “Pause” the video if the presenter wishes to speak to something in the video such as an image or an idea. Be sure to un-mute the presenter if they are muted.

Known Issues

General Limitations of Pre-Recorded Video Beta

- To upload a video, click on the link in the Play Video dialog. You will receive a Video ID via email. You will need to use that Video ID to play the video, so be sure to note the ID. Video IDs are specific to the access code into which the video was uploaded. There is currently no way to delete a video from your video library. In our final release, we will be providing a list of available videos, so you will be able to delete your videos and will no longer need a Video ID.
- ReadyTalk is not yet enforcing a limit on video file size at this time. However, you may encounter issues with uploading very large videos. For our final release, we will be enforcing a video size limit of 50 MB. If you upload videos larger than 50 MB during the Beta, you will not lose your content when we do our final release.
- For the Beta release, we recommend using Windows if you are the chairperson or co-presenter playing or viewing a video. Participants can be on any of our standard supported operating systems.
- Editing recordings of conferences with a pre-recorded video may be problematic. If you encounter any issues, please contact [Customer Care](#) so we can help recover your recording. It is unlikely that you will encounter issues if you edit the non-video portions of your recording.
- If you podcast a recording that contains a pre-recorded video, the video will not be shown in your resulting .mp4 file. Instead, a placeholder slide will be shown for the duration of the video. For our final release, your podcast and .mp4 file will contain the video.

Known Issues

We are working on these issues and have some fixes in process. However, it is very helpful when you let us know you are experiencing any of these problems by filling out the [feedback form](#) or by contacting [Customer Care](#):

- Very rarely, the video upload fails to complete. If the process of uploading a video fails, please try uploading your video again.
- A chairperson and co-presenters on a Mac may experience slow and/or choppy video playback. This will not happen for your participants who are running the Flash-based application (>98% of participants).
- Occasionally, participants viewing a video will see "Video unavailable" when everyone else in conference sees the video. Please report this issue if you become aware of it.
- Occasionally, a chairperson and co-presenters who view a video will notice the audio is out of synch with the video. This does not indicate that the video and sound are out of synchronization for the participants.
- Sometimes when a chairperson and co-presenters play a file, the video and/or audio will skip. This does not happen for participants.
- If a chairperson or co-presenter plays an audio-only file, (s)he will see an image that says "Audio Only," but participants will see a black screen.
- In some cases, recording playback of conferences that include one or more videos may exhibit choppiness, buffering, or imprecise seeking behavior depending on the internet browser and version of Flash your recording viewers are seeing.