

## QUICK START TO VIDEOCONFERENCING

### A guide for health professionals



#### VIDEO QUALITY



- For optimal video quality use an external webcam.
- *Keep the camera close to eye-level. This is especially important if you are using a tablet computer to avoid an unflattering view of your face including the inside of your nose.*
- If you are using a USB webcam, position it close to the middle of your screen either at the top or bottom of your screen. This helps to create a perception of eye-contact.
- *If you are using a tablet computer, place the device on a stand to eliminate camera movement.*
- Fill your webcam's view with your head and shoulders. If you can't control the zoom on your webcam you may need to sit closer to the webcam.
- *If there are multiple participants in the video conference they need to be sitting side-by-side. They may need to sit further back from the webcam to all get in view.*

#### ENVIRONMENT



- Use a room that is well-lit, either by natural light or ceiling lights.
- *Sit in front of a plain backdrop such as a wall. Avoid sitting in front of messy backgrounds, as these can be distracting or cause camera artifacts.*
- Avoid sitting directly underneath ceiling lights, as this can create unflattering shadows beneath the eyes and nose.
- *Avoid ceiling fans as they can cast a moving shadow.*
- Avoid sitting in front of an unshielded window or glass door as this creates a silhouette and facial expressions cannot be seen.
- *Avoid uncarpeted rooms as they can have poor acoustics that can cause echoes (which may not be apparent to you but can be very noticeable to other participants).*



#### AUDIO QUALITY

- For optimal audio quality, use a headset with an integrated microphone. The headset from your mobile phone is suitable.
- *If you need to type during your video conference you will need to use a headset to avoid transmitting keyboard noise.*
- The next best option is to use an external speaker and microphone. Many webcams have a built-in speaker microphone which are good to use. Alternatively you can use a USB microphone speaker (see our purchasing guide).
- *If you are using an external microphone, position it close (< 1m) to all participants, but not too close to sources of noise such as paper rustling, air conditioners, ceiling fans, keyboards which can be distracting as the sound is amplified by your microphone.*
- Speak at a normal volume. There is no need to raise your voice when the microphone is properly configured.



#### INTERNET CONNECTION

- Videoconferencing requires a reasonable Internet connection. If possible avoid using hotel Wi-Fi.
- *Stopping competing applications such as video streaming services or gaming can improve your Internet connection.*

#### CONTACT US:



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