

HINTS & TIPS 7

Video conferencing: Getting the best experience

Before the Meeting

- Ensure you know when the meeting is and start to log in about 5 -10 minutes before the start time. That way if you have any connection issues it gives you time to sort these out. You should be able to access your meeting through the invite on your email or via your calendar.
- Choose the device you are going to use – preferred option is a computer or laptop rather than mobile devices. If using laptop, make sure it is plugged in and you aren't just using the battery as this can affect your quality of reception. If using a mobile phone or tablet, ensure it is charged fully and try and keep stationary at one point.
- If there are more than 1 person in the same destination quality of reception may be affected if you are using 2 devices – therefore, try and chose 1 method to share.
- You can use earphones – this will help you hear, and block out sounds around you.
- Choose a room that is well lit and free from other noise.
- Ensure all other devices like TVs, radios, phones are switched off as they can also cause disturbance to your other users.
- Test it beforehand– try a test with someone else to check the reception, and that you can log in properly.

- Ensure your camera is pointing directly at your face and you are in a comfortable sitting position.
- Ensure you go to the toilet, get a cup of tea, etc. before the meeting so you don't need to get up and walk about during the meeting.

During the meeting

- Ensure you are comfortable, and your camera is in a good position.
- When wanting to speak raise your hand yourself or on the system you are using (ensure this is clarified what system you are using at the beginning of the meeting).
- When not talking it is best practice to mute your microphone so no one else is receiving any background noise from you.
- When you want to speak, raise your hand, and unmute your microphone once asked to.
- Try and talk directly to your device looking at your colleagues – this will make it easier for your audience to read what you are saying if the sound quality dips.
- If you suddenly need to leave or move away from your computer, or you need to answer an urgent call please ensure your microphone is muted.
- If you cannot join the meeting virtually you may also have an option to join via telephone conferencing – details on how to join this should be detailed in your meeting invite.

If these guidelines are used, then your meeting should run smoothly, and interruption and noise quality should be improved. It's never going to be perfect unfortunately, as sometimes it depends on your location, your internet connection etc. but we can try.

Various online videoing platforms that can be used are WebEx, Teams (Office 365), Zoom and Skype. There are a lot more out there!

For more advice on Tenant Participation contact TPAS Scotland.

Contact Details

enquiries@tpasscotland.org.uk

0141 552 3633