



Video Call tips



With the right set up and following a few simple etiquette rules, video calls can be a great alternative to group conversations as we all isolate in our homes.

Seeing faces via video makes the experience more natural than a phone call and more like a face-to-face conversation.

This is a particularly difficult time for people with cancer and now more than ever, video calls can provide a vital connection with people going through similar experiences while face-to-face meetings are on hold.

Video platforms

There's a range of platforms you can use to host a video call – such as Zoom, Skype, FaceTime and Google Hangouts. Depending on the platform, the steps to use it will differ, but each has resources to demonstrate how to set up a video call.

Getting ready

- If you are the organiser of the video call, make sure you have emailed links to everyone that should be in it. Make sure you include the time and date in the email too.
- If you've been invited to the video, you will find access instructions in the email.
- The day before the meeting commences, ensure you jump online and can access everything you need. Some platforms require you to download an app or set up an account before you join the meeting. This is usually very simple and you just follow the instructions in the app.

Video call etiquette

- Know how to **pause your video** and **mute your audio**. With children, pets and neighbours mowing their lawn there's a lot of distractions in the home. Being able to temporarily pause your camera and mute your audio allows you to continue viewing the meeting but won't interrupt the running of the meeting ie. You can hear them but they can't hear you.
- Put your phone on silent so it doesn't ring during a video call.
- Lights, camera, action! If possible, try to **have some light in front of you** – maybe a window or a desk lamp. This will provide the best angle for your camera and will display your face more naturally – creating a more natural conversation. **If you're using a mobile or a tablet, find something to prop it up** so you don't have to hold it. Preferably this would be at your eye level but a stack of books on the dining table can do the trick.
- **Don't speak at the same time as someone else.** Whilst this may seem like an obvious conversation tip, it's really important to manage conversations during a video call due to delays in audio. Ask all participants to hold questions until someone has finished speaking to ensure everyone has an opportunity to have a voice.
- **Dress appropriately.** There's no need to get formally dressed up but remember everyone will be able to view you from the torso up.

Tech troubleshooting 101

- **"I can't find the meeting link!"** Some services might automatically put the link into your calendar, so check there. Look for a button that says "Join" after you find the meeting appointment.
- **"No one can hear me" or "I can't hear them"**
 - ▶ Check the volume on your device is turned on and up
 - ▶ Check that your microphone is not on mute
 - ▶ Check you have allowed access to your device microphone – usually you are prompted when joining the meeting. Look for a microphone icon.
 - ▶ Try connecting headphones – you may have to change the audio access
- **"People can't see me"** - Check you have allowed access to your device camera – usually you are prompted when joining the meeting.
- **"Your internet connection is unstable"** - due to internet connections in Australia being in so much demand, your home internet may be slower than normal. If this is reducing the quality of your call try closing other programs that are using the internet on your device, turning off your camera and moving closer to your Wi-Fi router (if connected to Wi-Fi). Some video call platforms are better than others – maybe try using a different service.

Using technology for the first time can take time to get used to but video calls are an effective and free solution to having conversations with people who can't be in the same room right now.

