

Ensuring a High Quality Videoconference

To get the most out of eVisit (Videoconference) you need to have the right equipment correctly set up and understand the best way of presenting yourself via video. Review this quick reference to ensure that you have everything set for a high-quality, professional videoconference.

Start with the right equipment

Ensure your computer meets OTN recommended specifications:

- You need a PC with Windows 10+ or a Mac with OS X 10.1+ or a mobile device (iPhone/iPad 10+, Android 7+)
- Recommended minimum 4 GB RAM (preferred 8 GB RAM)
- Use a Chrome browser
- For details, see the [Technical Readiness](#) guide.



Ensure that you have an adequate high-speed Internet connection:

- Connect quality and accessibility tests are available at various web sites. For example, [speedsmart.net](#), [fast.com](#), or [speedtest.net](#).

Use the recommended audio/video devices:

- A speakerphone with 'echo cancellation' or a headset is mandatory.
- Your camera should support 'high definition' (HD) video quality.
- For details, see the [Recommended Peripherals](#) guide.



Optimize your setup

Use the best possible connection – wired is better than wireless.

If you use a laptop, ensure you use the best power supply:

- Avoid running on battery – it can reduce performance and video quality.
- If your computer allows you to select a 'Power Plan', choose 'High Performance'.



If you use a mobile device, turn off 'power saver' mode:

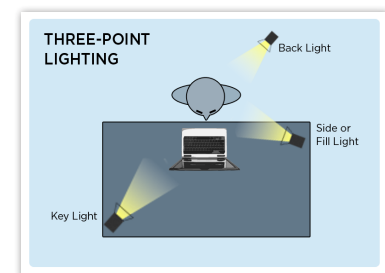
- For best performance during a videoconference, turn OFF low power mode - *before starting the call*.
- Ensure your device's battery is fully charged



Ensure the lighting is right

Good lighting is important for a high-quality videoconference.

- Make sure there is enough light.
- Use a white side-light to augment overhead lighting.
- Avoid sitting where there is a bright light behind you. (For example, do not sit in front of a window.)
- For best results, the main light source should originate from behind the webcam and shine on your face.



Before you call, check at your end

After you have all the basics covered (equipment, software, lighting, power, etc.), there are a few last minute checks that will help ensure you have a high-quality videoconference.

Close all applications on your computer except those necessary for your videoconference to free-up your CPU.

Perform a connectivity test to ensure your internet connection is up to speed. (For example, speedsmart.net, fast.com, or speedtest.net)

Use the 'Self-View' feature to ensure that there are no distractions in the background and that your video image is well 'framed'.

To activate self-view, make a video call to one of OTN's test systems or a colleague. When the video window appears check that your image is:

- Centered with your head and shoulders in the frame.
- Not too zoomed-in or zoomed-out.
- Well lit — lighting should be bright and even.



Self-View picture-in-picture

Before you call, check their end

Before starting a clinical consultation, confirm with the person you are calling that they are ready and expecting your video call.

- This is important to avoid privacy breaches.
- It gives them the opportunity to make their own preparations for a quality video call.

At the beginning of a videoconference

Allocate a few minutes at the start of the session to confirm that both you and the party you're calling have good quality audio and video before starting the clinical consultation. Check that you can both:

- See each other clearly.
- Hear and understand each other.



Present a professional video image

Video Tips

- Avoid rapid movements or erratic hand gestures.
- Avoid wearing clothing with loud patterns or solid red or white.
- Have issues? See [Troubleshooting Video Issues](#).

Audio Tips

- Reduce background noise.
- Mute yourself when not speaking.
- Pause and wait to hear comments or responses from a remote site – a slight audio delay is normal.
- Have issues? See [Troubleshooting Audio Issues](#).



Need Help?

View the videos, user guides and other information available from [eVisit \(Videoconference\) Help](#).

Contact OTN Technical Support: **Phone:** 1-855-654-0888
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