



Tech Savvy Seniors

# VIDEO CALLING QUICK REFERENCE GUIDE

## COMMON WAYS TO USE VIDEO CALLING

### **Seeing the grandchildren**

- Reading them a book
- Watching them perform
- Helping them with homework
- Joining them in the park

### **Spending time with family and friends**

- Sharing a meal or cooking together
- Witnessing a special occasion
- Playing a boardgame or card game
- Catching up on holiday

### **Getting out while staying in**

- Joining a book club or choir
- Doing an exercise class
- Taking part in a webinar
- Attending a 'telehealth' appointment

## GETTING STARTED

To make a video call, you need:

1. A device
2. A video calling app
3. A strong internet connection



## ZOOM - ON THE PHONE OR TABLET

### 1. MAKE A CALL

- Click 'New Meeting' to make a call **now**
- OR click 'Schedule' to make a call **later**

### 2. FILL IN THE FORM

- If you are scheduling a call, you will need to fill out the form
- Don't forget to set a password and deselect the personal meeting ID

### 3. INVITE PEOPLE

- Share the meeting link in an email or message
- OR invite people from your contact list

### 4. TAKE CONTROL

- Use the microphone and video camera buttons to turn your audio and video on and off
- Click 'End' to hang up

## SKYPE - ON THE PHONE OR TABLET

### 1. MAKE A CALL

- Click the phone or video camera button next to a name to call that person
- Click the phone plus button to call multiple people
- OR click the 'Meet Now' button to call people not in your Skype contacts.

### 2. SELECT CONTACTS

- If you are calling more than one person in your contacts, select all the contacts
- When you are ready, click 'Call'.

### 3. INVITE PEOPLE

- Share the meeting link in an email or a message
- OR invite people from your contact list.

### 4. TAKE CONTROL

- Use the microphone and video camera buttons to turn your audio and video on and off
- Click the red 'End call' button to hang up



# CHECKLIST

## SOUND

### What can people hear?

- If you can't be heard, check you're not on mute and the microphone is on
- Try video calling with and without headphones to find the best sound
- Put yourself on mute if you have a lot of background noise and you're not talking

## SIGHT

### How do you look?

- Adjust the angle of the screen up and down to make sure your whole head and torso are visible
- Dress appropriately from head to toe
- Don't forget that all your expressions and gestures can be seen

## SUN

### Is it too dark?

- Natural light is the most flattering
- Sit facing the window rather than with your back to it so your face is not in shadow
- Lamps shining light from above and the side will also cast shadow on your face

## SURROUNDINGS

### What else can people see?

- Check what is behind you and that you're happy for people to see it
- Assume when you move around that people can see you (don't go to the toilet with your device!)
- Some apps allow you to set a picture as a virtual background

## STABILITY

### Is the image shaky?

- Use a tripod, book or solid surface to prop up your device and keep it still
- If you can, take a seat rather than walk around so people can focus on you
- If your internet connection is unstable, try moving closer to the Wi-Fi