



Putting you in the **picture**

Top 10 tips for improving the quality of your video calls



Due to the pandemic, we now regularly use video calls to connect with people, whether it's for meetings, training courses, webinars or conferences. To help you get the best out of your Zoom chat, GoToMeeting or Teams call, we've put together these simple hints to improve the quality of your audio and visual – and reduce the risk of those dreaded fuzzy faces and garbled gossip.

1. Boost your bandwidth

To help improve quality, ensure only the minimum number of applications are using the internet at the same time. This means closing all the programs you might not be using but which are still running in the background, e.g. email, internet browser. If you're syncing files with something like OneDrive, pause it until your call is finished.

2. Make sure it's game over

Ask others in your household to minimise their internet usage during your video calls. Things like online gaming, Netflix and Apple TV can all use precious bandwidth and impact your video experience.

3. Hang up the phone

To help even further, switch off the Wi-Fi on your phone, tablet and other devices before you join your call. Again, this helps reduce interference and makes the connection stronger.

4. The closer the better

Move closer to the router, ie the box that distributes the Wi-Fi signal around your home. The further away from the router you are, the weaker and slower the signal will be.

5. Make it central

Move the router itself away from thick walls and large appliances which can interfere with Wi-Fi signal strength. The closer to the centre of your home it is, the better the Wi-Fi experience.

6. Keep imposters at bay

Check which devices are connected to your Wi-Fi network. If you see devices you don't recognise, check with other people in the house or change your Wi-Fi password to block unauthorised access.

7. Connect with cable

If possible, switch from Wi-Fi to ethernet cable, i.e. connect your laptop or computer directly to the router. Ethernet is faster, more secure and less vulnerable to interference than Wi-Fi.

8. Reboot the router

Similar to having to reboot your computer periodically, it's also a good idea to reboot your wireless router. Typically this can be done by unplugging the power cable for 30 seconds and then plugging back it. It will generally take a few minutes for the router to reboot so that you can connect. Whether you own or rent your router, it's always a good idea to perform software updates to it too.

9. Go audio only

If all else fails, switch off your camera and configure the meeting to be audio only. Reducing the demands on your broadband connection should improve the quality overall.

10. Invest in an upgrade

Outdated webcams can impact your video experience. If you're using an older model, particularly one built-in on a laptop, you can upgrade to a newer HD camera for very little cost. You could also invest in a signal booster to help improve the Wi-Fi signal in your home.

The technical stuff and finding out more

- Your broadband speed is measured in bits per second (bps). That will be preceded by a number, such as 120 Mbps. This means your connection is capable of transferring information at a rate of 120 megabits per second.
- Zoom recommends a download and upload speed of at least 600 kilobits per second (Kbps) for standard definition video calling, or 1.2 Mbps for high definition.
- Use a free online speed test to accurately measure your internet connection. If it's considerably lower than your provider says it should be, contact them to find out why.
- To find out more about improving the quality of your video calls, click on these links:

[>> 15 ways to improve video conferencing](#)

[>> Practical tips for improving your broadband speed](#)

[>> 10 tips to use Zoom with slow internet speeds](#)



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