Ways to improve Quality on Audio/Video Conferencing Tools-Remote Work Version

Skype, Zoom, GotoMeeting, etc. all have the same basic technical architecture and can all experience quality degradation due to multiple variables including internet speed, hardware and signal strength. As a network the internet is a rough place and with people being naturally sensitive to voice and video problems below are some of the things you can do to make your experience better.

Some ways to improve the quality of your calls include:

1 – Disconnect your VPN

Skype, Zoom, etc. can all work without connecting to the Virtua network. Eliminating steps in your connection will allow the sound or video data to flow more smoothly

1. Connect your PC to your home internet or Wifi
2. Do not connect or disconnect your VPN session during the meeting
3. Launch your Conferencing client (Skype, Zoom, etc.) directly from your PC
4. Log in to the Conferencing app via your Virtua username and password

*Note- access your scheduled meetings from the Skype App
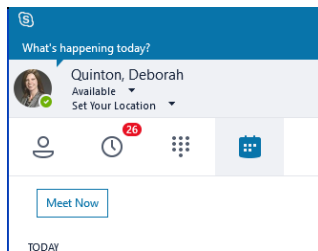
2 – Have the client call your phone

If you need to connect to the VPN to get to documents, email or other applications, have the conferencing client call your desk or cell phone instead of using your computer audio.
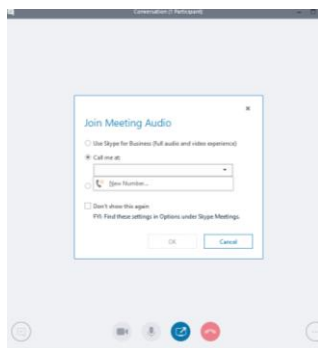
3 – Check your audio hardware

Make sure to eliminate connection issues with speakers or microphones that might be connected via wireless or Bluetooth as these could cause problems with audio.

4 – Use another device

If you have a personal equipment that can run Skype, Zoom, etc. directly. Download the client from your devices app store or for PC from Virtua's Digital 411 (https://digital411.virtua.org/) *Note: the Jabber windows client is not generally available for use due to licensing and equipment restrictions*