

Remote Caller Guidelines



Hardline Internet

To ensure the fastest and most reliable internet connection, you will need to plug an ethernet cable directly from your router into your computer. *Some laptops do not have an ethernet port so you will have to plug it into an adapter.



Do a Speed Test

Go to speedtest.net. The site will load with the option to “run a speed test”. Once you have the results of your speed test, please send a screenshot to the producer.

Limit the number of users sharing this internet line during your remote session. If anyone is playing video games, streaming video, or downloading/uploading at a high volume, it can have an effect on your network stability.



Testing your Audio/Video

Setting up a webcam for a Mac Computer

- Plug the webcam's USB cable into one of the USB ports on your Mac.
- Once your webcam is plugged into your Mac, you can test if your camera is working by opening an application that requires a camera, like FaceTime.

Setting up a webcam for a Windows Computer

- Plug the webcam's USB cable into one of the USB ports on your computer.
- Wait for the webcam's setup page to open automatically.
- If you can't find the program or the name of the software, it will be the brand of the webcam.
Ex: logitech will be the name of the application if that's the camera you have.
- Adjust the webcam as needed.



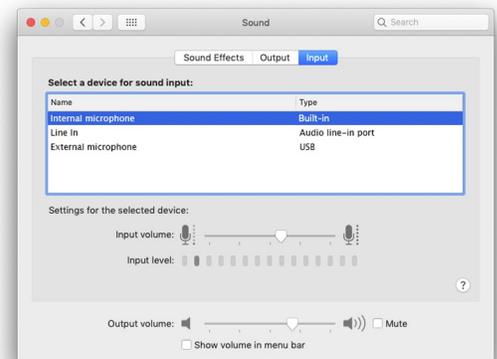
Audio

Setting up a USB microphone on a Mac Computer

- Plug in your USB microphone in to your computer.
- Go into system preferences to find mic options.
Select the USB option given in the drop down menu.
- There you can test audio levels and adjust volume.

Setting up a USB microphone on a Windows computer

- Right-click (or press and hold) the volume icon on the taskbar and select Sounds.
- In the Recording tab, select the microphone or recording device you'd like to set up. Select Configure.
- Select set up microphone, and follow the steps of the Microphone Setup Wizard.



Setting up Mic/Camera in Chrome

Open Chrome, locate the settings controls by clicking the 3 vertical dots in the upper right corner

- On the left click Privacy and Security
- Then click Site Settings
- Click Camera or Microphone and ensure that you have the correct device selected
- Turn on Ask Before Accessing