



Remote working steps and trouble shooting

- Download the platform that you will be using so that you have the program on your device before you start.
- Log into the app i.e. Zoom or Skype using the log in information that Interpreting Matters has provided you
- Before the booking find out who your co worker is and consider linking up with them on an platform such as WhatsApp, so you can support each other off the platforms you are using.
- Check your camera and set up to make sure all is working. Zoom and especially Skype have a way to check this within their app. Open your webcam settings and have them open in the tray/taskbar at the bottom of your screen so you can access them quickly.
- Check your headphones are working – you can use the same ways as above
- Get yourself a drink
- Put a note on your room door that you are working in to advise other people in your household not to come in.
- Camera not working? If you are using one device with 2 different video connections open only one will have access to your camera as they cannot share your camera feed.
- Camera still not working? Is it plugged in? Is it the camera set as the camera for the app you are using?
- Camera still not working? If you have TalkTalk broadband (and possibly other providers) with Spam Protection this sometimes blocks other things too, such as video camera feeds. So worth checking that type of protection out and seeing if you can disable it.
- Microphone not working or quiet? Is it set to the correct one on the application device settings? Reposition your microphone. Turn up/down the gain on the microphone settings. Is it plugged in? If it's a wireless headset, are the batteries ok and is it connected to the laptop/PC you are working on?
- Ensure you have sufficient lighting, as poor lighting will result in a grainy and poor picture quality
- Make sure you have a plain wall behind you. Please do not give clients access to your home by seeing parts of your house behind you.
- Follow the link to where you are 'meeting' with the client. When asked chose 'open Zoom' and this will then take you to the Zoom app that you have signed into with our log in details.
- It is possible you will have two links – one to see the Deaf person and one to hear the hearing people.
- If on Zoom, please choose use Computer Audio as this means you will be using the computer for sound and not a phone in telephone number.
- We would advise you to use 2 separate devices for this. One device for each connection.
- You may have a meeting ID and/or password you will need to add to get access to the meeting
- You will enter the meeting room immediately if it has been set up by Interpreting Matters, if it has been set up by others there may be a waiting room and you will be allowed in when the meeting host allows you in.

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