CALL QUALITY CHECKLIST

Device & Connectivity

My laptop is plugged into the mains

My Desktop/laptop is connected to router via ethernet cable

My computer software is updated

I have restarted my desktop/laptop (to clear Cache)

I have turned my computer notifications off

I can play BBC one Live without buffering

No one else is using my broadband

Video/Sound quality

My audio is clear, without muffle or static (use Skype Echo service)

My camera lens is at eye level

My head and shoulders are in frame

I have no objects or furniture in view

I have read the lighting resource

Environment

My phone is on silent

My landline is unplugged

My doorbell will not ring

Resources

I have read the FAQs on the Team ActorBank website

I understand there are three GTT channels and know how to log in to them

I will use the Actor Flight Deck each time I start a session