Oregon Judicial Department Technical Checklist Prior to a Webex or Teams Meeting

Recommended for all remote video engagements:

☐ **Reboot prior to the scheduled meeting time** – Rebooting clears out any hung processes and ensures that your system is running as efficiently as possible. We recommend doing this 15 minutes ahead of the meeting.

☐ **Plug into power** – Video conferencing on a laptop will have better performance if the power plug is connected.

☐ **Close background applications** – Close programs and documents that you won't need during the call as they take up system resources. Look in the task tray (bottom, right-hand corner by the clock) to make sure it isn't minimized and is closed.

☐ **Test your bandwidth to ensure you have a fast-enough connection** – Go to the https://www.speedtest.net website and test to see if you have 2.0 Mbps upload and download (this is the recommended minimum speed).

  o If your connection is too slow, you may want to consider connecting through audio only, working with your local tech support on alternative connection options, or following the other suggestions in this document.

  o This step may not be needed before every meeting but is recommended now as a baseline and periodically to ensure that it does not degrade.

☐ **Test Webex and Run the Webex Health Checker** – Browse to the Webex Test Meeting website (https://www.webex.com/test-meeting.html) and run the Webex Health Checker. Once you've joined the test meeting, choose the menu options Help > Health Checker > Summary. If the summary reports an issue, notify your local technical support or try the other steps in this document.

☐ **Share content before a call** – Screen sharing takes a lot of bandwidth, so distributing the files for the meeting ahead of the call can ensure that the connection is used for audio/video only.

☐ **Don't use a virtual background if you don't require one** - Virtual backgrounds can take a lot of computer processing power. Opting not to use them can improve the engagement performance.

If you are having quality issues in a meeting:

☐ **Reduce movement on the call** – Avoid moving around while on video. The less changes the system must track, the better the quality will be.

☐ **Use Active Speaker view (instead of grid view)** – Default grid views (also known as "Brady Bunch view") can overwhelm computer processors. Consider using the Active Speaker view (Webex) or pinning a specific speaker (MS Teams) to lessen the impact on the computer.

☐ **Turn off image of yourself (if possible)** – The view of yourself in a video conference can cause extra work for the computer processor. Consider minimizing your self-view in Webex as shown in this link: https://help.webex.com/en-us/sltkbs/Change-Your-Self-View-Video-Preference-During-a-Webex-Meeting-or-Event

☐ **Exit the meeting and rejoin** – Sometimes connections to video conferences can be "bad". If you are experiencing a pixilated video, *Poor connection*, or a yellow or red connection icon during your engagement, consider exiting the meeting and rejoining.

☐ **Attend the meeting from a computer that has a wired connection, if possible** – Computers that are directly connected to the OJD network or plugged into your local home router will often have a better experience than systems using WIFI.