

Getting the best sound

If you have headphones you may want to plug these into your phone or your computer/laptop. Lots of brands of headphone enable you to have conversations with others. Look out for a little speaker on the left earphone below your mouth. It's probably tiny!

It can help to minimise the sound for other people in your household too.

If it becomes noisy where you are, you can always mute your audio. If this is a group call, Mind may ask everyone to mute their microphones, and unmute only when you need to speak.

What's in the background?

If you are joining our meeting using video we will be able to see you.

Have a think about what's behind your head or upper body when you are on camera. Are there photos of your friends and family clearly visible? Or something else that you would prefer to keep private.

It's better to try and find a spot with as plain a background as possible. Simply turning a chair around or slightly changing your position can make a big difference.

Getting comfortable

Sometimes it's hard to find the space to talk to someone privately. Is it possible to find a room that only you can use? If not, is there a quiet corner. And does the internet or your phone connection work in that space?

You might also want to prop your phone or tablet up against something so you're not having to hold them throughout the call.

What about my internet connection?

If you are sharing wifi with others in your household, you may want to ask them not to stream video whilst you are attending the Mind meeting, particularly if you don't have a strong signal.

You might want to close other applications or browser windows if you are using a laptop or computer to join the meeting too.

If you don't have access to wifi, you can use your mobile device data, but this may cost you extra (see below) or give a weaker signal. If your connection isn't good, or gets worse during the call, you can turn your webcam off (and back on again) at any point, and this should improve your call quality.

How much is this going to cost me?

If you don't have access to wifi, you may want to limit the amount of data you use up from your mobile package allowance. The easiest way to do this is by switching off your web cam, and joining the call via audio only.

If dialling in to a meeting via a phone number option is available, this will be charged based on the rates of your phone service provider.