Temasek POLYTECHNIC

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IT Services Department

Temasek Polytechnic Student Guide for
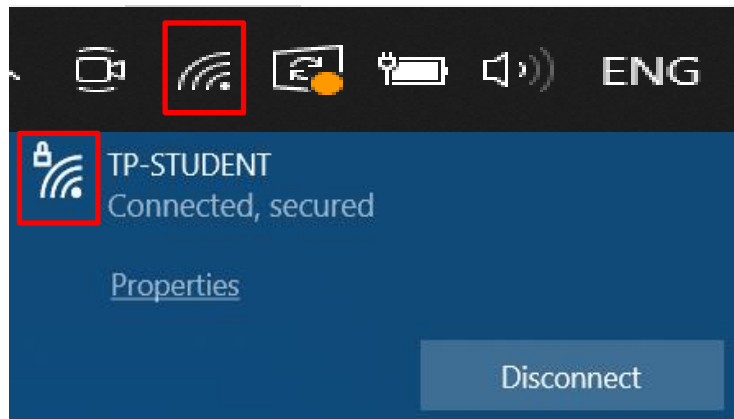## Video Calling Best Practices

Contents

1. Stabilising your Wi-Fi Signal Strength

It is important to know that Wi-Fi signal strength should be at least 60%. The higher the Wi-Fi Signal Strength, the faster & stable your connection will be.
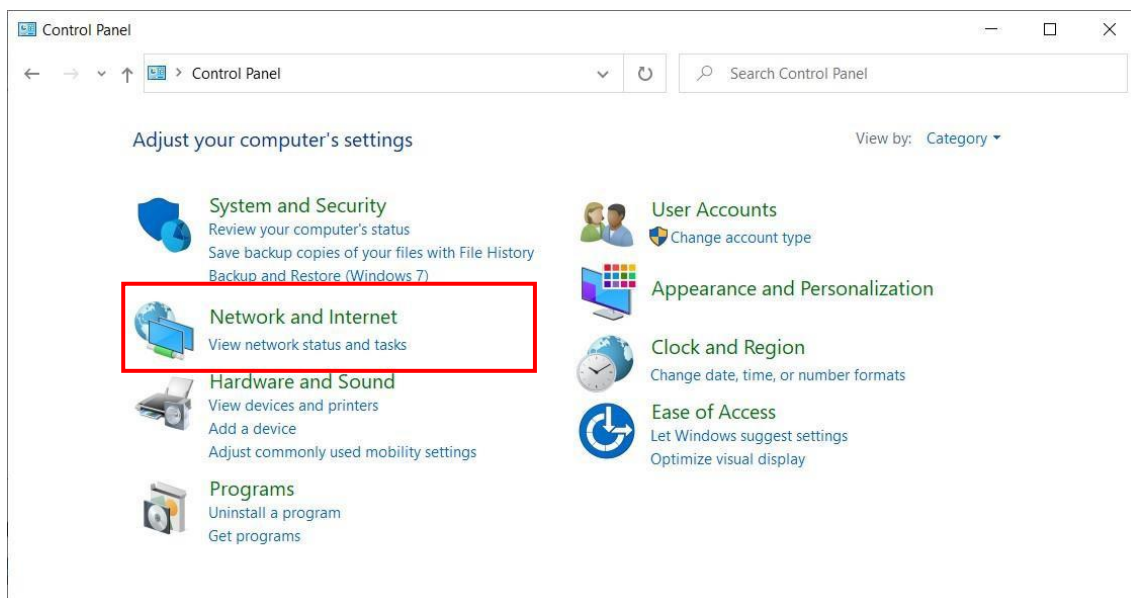
From the Windows Taskbar, you can immediately find your Wi-Fi Signal Strength.
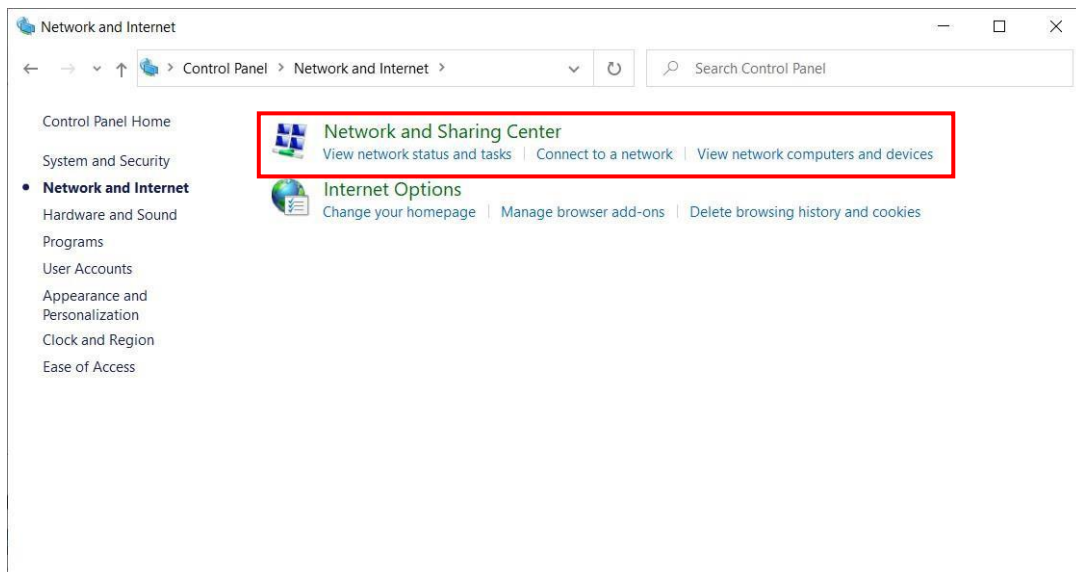

If this does not work, another method is to check is through the Control Panel
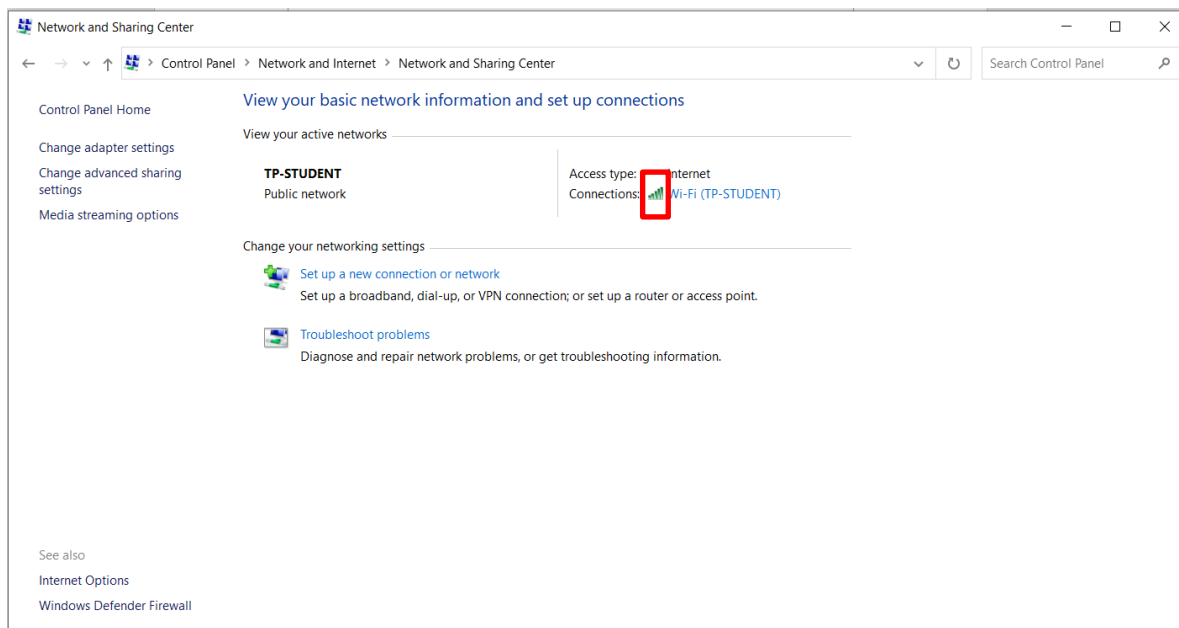
Step 1: Open "**Control Panel**" on your browser.

Step 2: Click on "**Network and Internet".**

Step 3: Click on "**Network and Sharing Center**".

Here is the accurate Wi-Fi Signal Strength.

2.   Run a Speed Test

Always test the speed to the Wi-Fi you are connected to. This will help assess your Internet speed.

Link to test your internet speed: https://www.speedtest.net/

It is recommended to have at least a download & upload speed of 1.5 mbps. The higher the speed, the higher the Video quality on both ends.

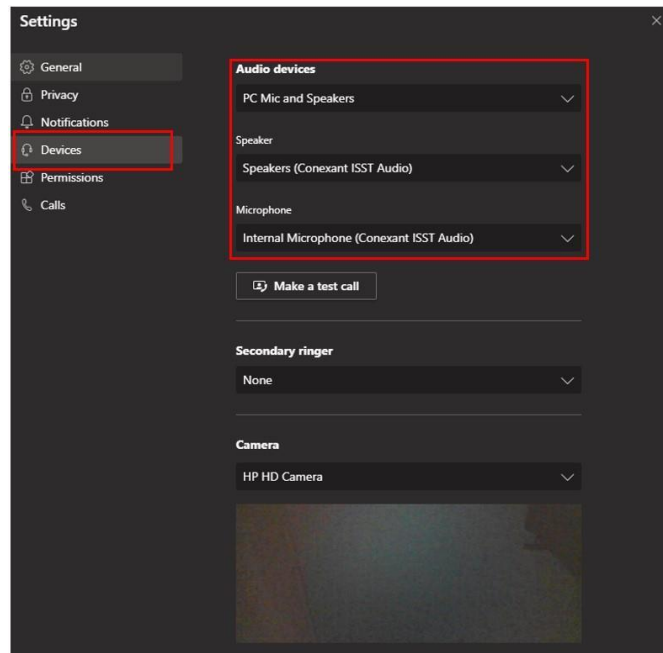## 3.   Test call before joining a meeting in MS Teams

Performing this section, will help test your call connection, Webcam, and Microphone.

Step 1: Launch MS Teams.

Step 2: Click on the profile icon found on the top right corner and click "**Settings"**.
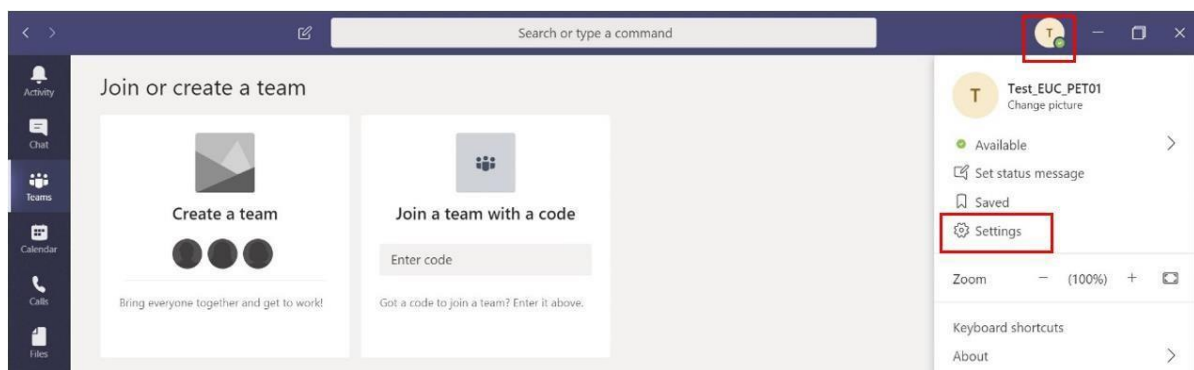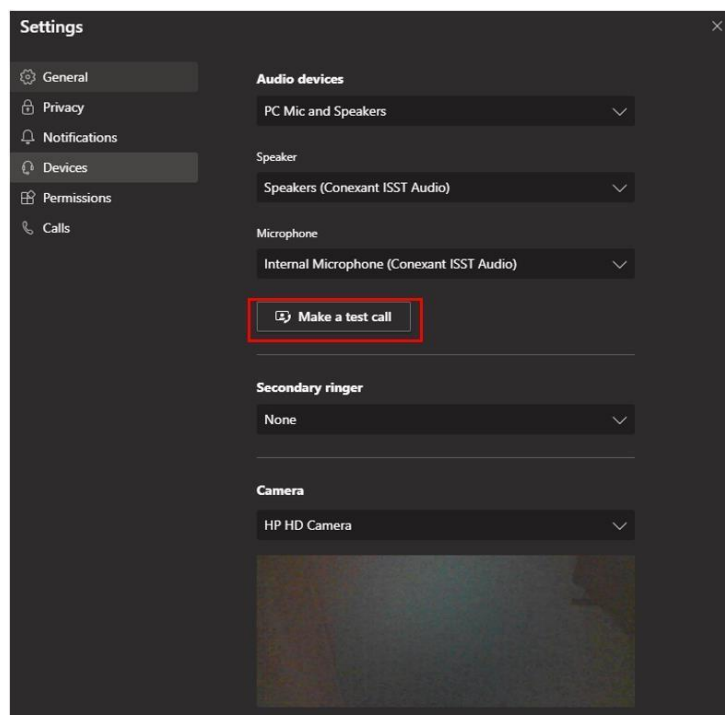
Step 3: In the **Devices** section, select the correct device from the drop-down list under **Audio Devices**, **Speaker**, and **Microphone.**

Note: This helps to check whether MS Teams is detecting any of the hardware in your desktop. In addition, the ability to choose other additional devices if connected to desktop/laptop.

Step 4: Click **"Make a test call"**.

4. Restrain heavy internet users at home

You may have other family members connecting to the same Wi-Fi network at home. If there are users on the same network running data-intensive applications, such as the following:

- Online Video Streaming (YouTube, Movies, etc)
- Online gaming
- Other ongoing Video calls
- File downloads & uploads

For any important video calls, it is recommended to pause any/all activity above.

5. Close all the other applications

Having too many applications can affect the performance of the laptop. In addition, there are certain applications that require Internet connection too.

It is recommended to only open the required applications for the video call and close all other Applications. This will give the maximum bandwidth to your primary use.

6.   Contact Us

For any further enquiries or issues, contact TP's IT Service Management (ITSM) Centre at 6780 5933 or email at itsm@tp.edu.sg. Our center is located at East Wing Building, Block 1A, Level 4, Unit 02.
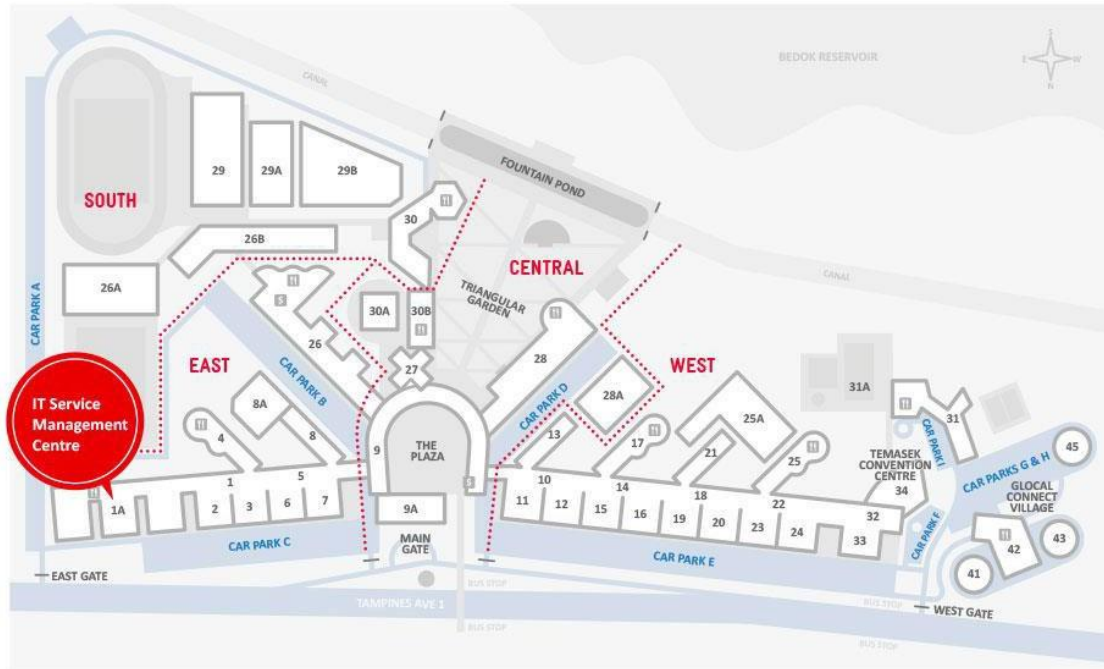
IT Service Management Centre East Wing Building, Block 1A, Level 04, Unit 02
Locate us via lift lobby 57, 58, & 59 (turn right when exit the lift)

CAMPUS MAP

The operating hours of the Centre are:
Mondays to Fridays: 8.00am to 9.30pm (except for September vacation period where closing time will be at 6.30pm)
Saturdays: 8.00am to 1.00pm