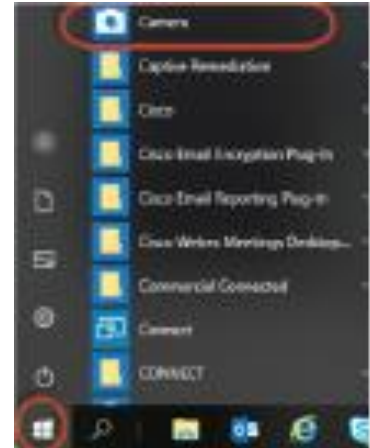


STEP BY STEP

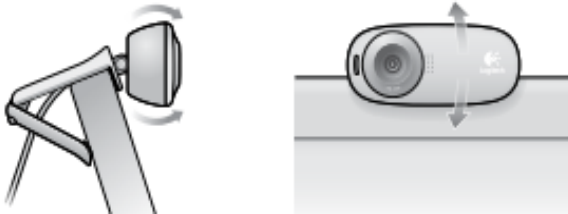
Webcam Set Up & FAQ

HOW TO CONNECT & SET UP WEBCAM

1. Plug Webcam USB cord into available USB port on the Dell.
2. Mount the webcam on top of a monitor.
3. Launch 'Camera' app from Start Menu and adjust the webcam so your face is centered.

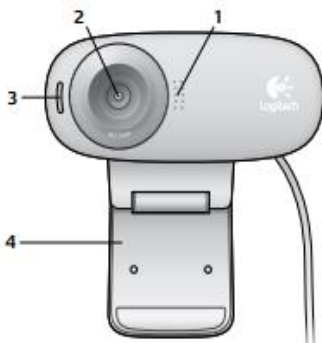


Place your webcam



NOTE: MAKE SURE THERE IS NOTHING SENSITIVE IN THE BACKGROUND (I.E. CUSTOMER INFORMATION FROM 2ND MONITOR)

4. Audio plays through Skype for Business.



1. Microphone
2. Lens
3. Activity light
4. Flexible clip/base
5. Product documentation



WebCam Setup for HBA

VIDEO STREAMING IN SKYPE

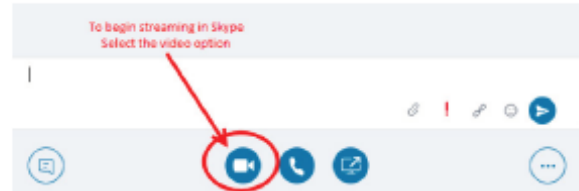
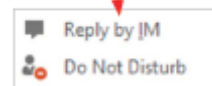
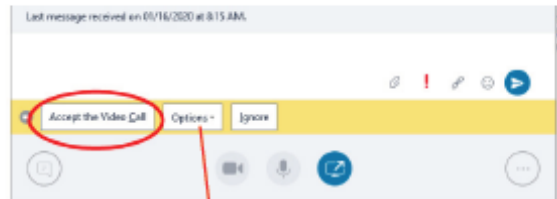
NOTE: VIDEO WILL BE USED IN PRESCHEDULED MEETINGS ONLY.

1. Use Skype for your Meeting or Individual session.
2. Click **Accept the Video Call**. This will enable your video session.

Options drop down box allows you to reply by IM, **without enabling video**. You can also set your status to 'Do Not Disturb'.

3. To begin streaming **after** a session has started, click the video icon. This will start or stop video streaming during the session.

4. To **leave or end a video** conference session, use the 'X' in the upper right-hand corner of the session to close the window.



WebCam Setup for HBA

FAQ

Webcams

Question	Answer
Camera is not working	If you are having trouble with the computer not recognizing a USB camera. Unplug and replug in the camera, if possible use a different port. Reboot the machine with the camera plugged in.
What meetings will use video Skype?	Video Skype will be used in prescheduled meetings (i.e., team meetings, coaching sessions, 1:1 with your supervisor).
What if I have a "How-To" question?	Contact your supervisor if you have questions on how or when to use the webcam.
Do I need to disconnect my webcam between meetings?	<ul style="list-style-type: none">• No, your webcam will automatically enable when you accept or create a video chat session. It will disable when you end the session by clicking the "X" in the upper-right corner.• A regular IM chat session will show your personal photo (if any), as usual.
Can I record a video session?	No, please do not record video Skype sessions.
Can I initiate a video Skype with a customer or agent?	No, this is an unacceptable use of the webcam.