



Frequently Asked Questions about Video Calls

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Before the call

❖ Can I make a video call instead of my local research team calling me?

No, because the call is confidential, your local research team will call you instead of you calling them to be certain they are contacting the correct person. If you need to contact your local research team to discuss anything, please call them using the contact details your local research team have given you.

❖ I can't find details of the video call, what should I do?

Please contact your local research team as soon as possible using the contact details on the last page of your Participant Information Leaflet.

❖ I want to change the date or time of the call, what should I do?

If you would like to change the date or time of the call, you should contact your local research team, using the local contact details on the last page of the Participant Information leaflet, to rearrange the call to a time that you can both make.

❖ Will I get charged for having a video call?

No, you should not be charged to receive the call if you are using a computer or laptop.

If you receive the video call on a smart phone or tablet that is not connected to a Wi-Fi connection, this will use the data included in your phone contract. It is important to check you will have enough data available to cover the call so you are not charged.

If you do not have a contract which includes data for your smart phone, and it is not connected to a Wi-Fi connection you could be charged to receive a video call. Please speak to your local research team about what options you have to take the call.

❖ Can I have someone present for the call?

Yes, you can have someone with you for the call. You can discuss the study with them, and they can ask questions if they wish. It is important that they do not answer any of the study questions for you.

❖ **Where should I take the call?**

The call should be taken in a quiet room with a good internet connection so that the call is not disrupted by bad signal.

You can check your Wi-Fi signal on your computer by clicking on the symbol.



If you are using a Windows computer (PC) the symbol is in the bottom right corner of screen. If you are using an Apple computer (Mac), it is in the top right corner.

❖ **Will the call be recorded?**

No, the call will not be recorded. The person calling you will talk you through the consent process.

During the call

❖ **How do I start the video call?**

This will depend on the video call system your local research team are using to make the video call. For most platforms you will 'dial in' to the call using a link you are emailed before the call, but please check with your local research team if you are unsure of anything.

The person calling you will then start the call on their computer. If you join the call before they are ready, you may have to wait in a virtual waiting room until they join the call.

❖ **It says that I need to download software, is that ok?**

It is possible, depending on the video call system your hospital uses, that you may need to download an 'app' or some software to have the call. This will not cost you anything to do and you can remove the software after you have finished the call if you will not be using the video call system again.

❖ **The video call system is asking my permission to use my camera and microphone, should I allow it?**

Yes, if this is the first time you are using the video call system it may ask your permission to access your camera and microphone. You will need to allow access to your camera and microphone so that the person calling you can see and hear you.

If you would like the local research team to be able to see you during the video call please make sure your camera is set up. If you do not have a camera or do not wish to turn it on this is not a problem and the call can still go ahead. You should still be able to see the local research team during the call.

❖ **The person calling me can't see me**

If the person calling you can't see you, there could be something covering your computer's camera, the video call may have connected without video or your computer camera is turned off.

You should check that there is nothing covering your camera on your computer.

If you can see a symbol like this, with a line through the camera, the video call system started the call without your video and the person calling you cannot see you. You can press this symbol and it will let you turn your camera on.



You can check your computer's camera settings by typing 'Privacy' into your computers search bar (if you have a Windows computer) or system preference (if you have an Apple computer).

In the window that opens, there should be 'App permissions', click on 'Camera' and make sure 'Allow apps to access your camera' is ON.

You can select specific apps to allow access to your camera.

❖ **I can't hear the person calling me**

Ask the person calling you if they have their microphone turned on and to reply by nodding or shaking their head, so that you can see.

The video call system being used may have a 'chat' function on the system where you can type a message to the person calling you. Symbols for chat functions may look like;



If person calling you has their microphone turned on, you should make sure you don't have the sound on your computer turned down or off.

- You can check by clicking on the speaker symbol in the bottom right of the screen which will tell you how loud your speakers are:



- If your computer speakers are muted the speaker symbol will have a X next to it or a line through it:



To unmute your speakers, click on the symbol in the bottom right of your screen and click again on the speaker or the volume line.

You can find more information about the sound on your computer by typing '*Sound*' into your computer's search bar (if you have a Windows computer) or system preference (if you have an Apple computer).

If you are using headphones to take the call and cannot hear the member of the local research team, you may want to check that your headphones are plugged in or if they are wireless that they are connected to the computer.

❖ **The person calling me can't hear me**

If the person calling you can't hear you, the video call system may have connected without turning your audio on or your computer microphone could be turned off.

If you can see a symbol like this, with a line through the microphone, your computer microphone is muted and the person calling you cannot hear you. You can press this symbol and it will let you turn your microphone on.



You can check your computer's microphone settings by typing '*Privacy*' into the search bar (if you have a Windows computer) or system preference (if you have an Apple computer).

In the window that opens, there should be '*App permissions*', click on '*Microphone*' and make sure '*Allow apps to access your microphone*' is ON.

You can select specific apps to allow access to your microphone.

After the call

❖ How do I end the call?

This will depend on the video call system your local research team are using. Usually, after the call has finished it will end and the system will tell you.