

# SKYPE INTERVIEW INFORMATION SHEET

Thank you for choosing or considering The Algonquin Commons Theatre (ACT) for your next event. This information sheet will help ensure a Skype interview between ACT and your contact runs as smoothly as possible.

It is important to remember that Skype works two ways. It is as much ACT's responsibility to ensure that our signal to your theatre audience and Skype contact is as clear as possible, as it is your Skype contacts responsibility to ensure that their signal is as clear as possible to us. We only have control of the ACT provided Skype computer and projection system, not your contacts computer or surroundings.

We have taken the time to note some important set up and general information for you and your contact to ensure that they are providing us with the cleanest signal possible. Please feel free to send this information sheet to your contact before the event to ensure that the interview goes smoothly.

If you have any questions or concerns about a Skype interview in ACT, or require more information than provided, please do not hesitate to discuss them with the ACT Technical Director (TD) before your event.

- The ACT Skype contact account is **Algonquin.Commons.Theatre**. We will be testing the system using this account. Please ensure your contact has this contact account in their contact list.
- To ensure that the Skype interview works well, we highly suggest setting up a test of the connection with your contact on the day of the event. This will allow ACT to perform a sound check on the signal that the contact provides. This will also allow us to add contact info to each other's computers so that we can ensure they are online before the call.
- It is extremely important to ensure that the contacts computer is hard wired to the network providing them internet access. The use of Wi-Fi for Skype can cause major lag issues sometimes, and Murphy's Law says that the test will work fine, but the real show will have issues. Hard wired internet is required on the contacts end.
- If possible, it will work best if the contact is able to wear small headphones during the interview. This is to ensure that the sound we receive from the contact is as clean as possible and that their mics do not pick up the signal we are sending them, causing a delay effect on the audio signal they will be sending us.
- If possible, it will work best if the contact uses an out board microphone instead of built in microphone on a webcam or laptop. This way they will be able to be heard by the audience as best as possible. Affordable computer microphones are available at all office supply store and start around \$10.00.
- We ask that the contact disables the automatically adjust speaker and microphone settings on their Skype program, and set the levels at 75% for each. (This can be found under the Tools tab by

selecting Options - once inside the Options settings, select Audio Settings under the General tab on the left-hand side)

- It is highly suggested to have a moderator run the interview from the stage to ensure that there is continuity with the interview.
- The contact will be able to see a full screen shot of the theatre's stage which will include the screen they will be projected on. If audience members are allowed to ask questions, the contact will not be able to see them, just hear them unless you allow people to access the stage to ask their question. Please ensure that ACT's TD knows that you would like audience members to be able to ask questions.
- We ask to start the Skype call with the contact 5 minutes before they are scheduled to go "live" in the theatre. This will give us enough time to sort out any possible problems that may arise.
- Staying on schedule for your event is critical in the execution of the interview. It is highly suggested that a regular phone number is available to contact the client, or at best, an email address that they regularly check, so that we can contact them if the event is running behind and the interview will be commencing late.
- After the interview is complete, the ACT technician will stop the live stream and audio feed from Skype to the theatre. The Skype connection will still be live, and your contact will still be able to see and hear the event until the call is ended. If you would like to thank the contact personally after the interview, please let the ACT TD know in advance or the call will be ended after the interview.

Following these simple steps typically results in a positive experience for both your audience and the contact. Please note, since ACT does not have control of the network that provides internet access with in the college walls, outside of the college walls through the colleges internet provider or the internet provider of your contact, issues may arise that are not able to be fixed. Following these steps allows us to ensure that due diligence is done on both ends of the Skype conversation and typically allows us time to rectify any issues on the day of show.

Please feel free to contact ACT's TD anytime to discuss a Skype interview for your next event. We look forward to a successful show with you.

## **Mikey Blanchard**

### **Technical Director - Algonquin Commons Theatre**

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