

# Ambient IQ Best Practices



Ambient IQ is a powerful tool; however, it is only as good as what it can hear. Below, we have outlined some tips to avoid losing information and achieve high-quality results.

## TIPS FOR AMBIENT IQ USERS:

- Keep the device within 10 feet max of the speaker(s) ideally less than 7 feet)
- Keep the device oriented towards the speaker(s)
- Keep the mobile device face-up
- Keep the device away from high movement/noise areas (Examples would be on a desk where you are moving objects near it, on the examination bed, or near a source of noise like a fan)
- Do not use other recording apps or video/voice conferencing apps (such as Google Meet, Zoom, Whatsapp, etc.) while recording an ambient session
- Make sure you are using the latest version of the app. You will be notified if there is a newer version of the app available to you; please proceed to update when prompted.

## IOS USERS

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### SHALL (Do These)

#### Before starting a recording:

- Close Google Meet (GMeet), Zoom and other recording apps before initiating an ambient session.
- End any active messengers' or native phone calls before starting a recording.

#### During an active recording:

- If you must join GMeet or Zoom, expect the recording to pause and resume automatically. It is a good practice to double-check that by visiting the recording screen.
- If you receive a call (messenger or native), the recording will pause and resume after the call ends.
- You may connect/disconnect AirPods (or other BT devices) without issues.



### SHALL NOT (Avoid These)

#### Do NOT start a recording while in:

- GMeet or Zoom or similar meetings → Recording will fail.
- Messenger or native calls → Recording will fail.

#### Do NOT rely on recording if:

- You join GMeet/Zoom first and then start recording → It will silently fail.
- You start recording during a call → It will silently fail.

## ANDROID USERS

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### SHALL (Do These)

#### Before starting a recording:

- Close Google Meet (GMeet), Zoom and other recording apps before initiating an ambient session.
- End any active messengers' or native phone calls before starting a recording.

#### During an active recording:

- If you receive a native call (not app calls, such as Whatsapp), the recording will pause and resume after the call ends. It is a good practice to double-check that by visiting the recording screen.
- You may connect/disconnect AirPods (or other BT devices) without issues.



### SHALL NOT (Avoid These)

#### Do NOT start a recording while in:

- GMeet or Zoom or similar meetings → Recording will fail.
- Messenger or native calls → Recording will fail.

#### Do NOT rely on recording if:

- GMeet, Zoom or similar app was running before/after starting a session → Blank audio.
- A messenger call is active → Blank audio.