

ZOOM BEST PRACTICES

Zoom is an online meeting and collaboration tool, allowing you to meet virtually with up to 100 people.

Users can communicate with both audio and video, and the service includes features such as screen sharing, breakout rooms, whiteboards, chat, hand raising, recording, and more.

This document will provide you with some best practices for participating in meetings to ensure that your session goes smoothly.

1 INSTALL/TEST AHEAD OF TIME

This means that you should test your equipment ahead of time and ensure that the Zoom Client is **INSTALLED** on your computer.

If the Zoom Client is not installed on your computer, you will be prompted to download it when you click on the link provided by the meeting organizer.

Download Zoom: <https://zoom.us/download>

Test your Mic: <https://zoom.us/test>

Problem with your AUDIO?:

<https://support.zoom.us/hc/en-us/sections/200319096-Audio>

Problems with your VIDEO?:

<https://support.zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video>

2 OPTIMIZE YOUR AUDIO

Ambient noise can be very disruptive to meetings, so your audio will sound best if you join the Zoom session from a **quiet location** and you **use a microphone headset**. The headset will isolate other noise from entering the meeting (such as barking dogs and vacuum cleaners). Even cheap earbud microphones that have the microphones attached (such as the one that may have come with your mobile device) will be sufficient.

MUTE YOUR AUDIO

When many people are in a meeting, it is very easy for audio issues to be created by a single person that will affect everyone in the meeting. Therefore, once you have ensured that your microphone is working, **mute yourself by clicking on the microphone button and then un-mute yourself when you need to speak.**

More info: <https://kb.brandeis.edu/display/LTS/Zoom+Audio+Testing+and+Troubleshooting>

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3 INTERNET CONNECTION CONSIDERATIONS

Your home internet speed is likely more than sufficient to support a Zoom video call, but if you are in a public place, it could potentially be an issue. Zoom video calls require 1.5Mbps upload/download for group calls using "gallery view".

You can check your home internet speed by going to [speedtest.net](https://www.speedtest.net).

Make sure you are within range of your Wi-Fi router's signal, as being too far away can lead to intermittent or lost connectivity.

Here is a link to an article from Zoom on troubleshooting Wi-Fi issues:

<https://support.zoom.us/hc/en-us/articles/201362463-Wireless-WiFi-Connection-Issues>

4 SCREEN SHARING

You can share your screen by clicking on the "Screen Share" button on the bar at the bottom of the application window. You can either share your entire screen or choose a specific open application to share (such as PowerPoint or your web browser).

Be conscious of what you are sharing when you activate a screen share. If you share your entire screen, you may want to ensure that your email or any other private documents are not open, as everyone in the meeting will be able to see what you see.

Here is a link to Zoom documentation on screen sharing:

<https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen>

5 ADDITIONAL CONSIDERATIONS

Zoom offers a comprehensive collection of support articles available on their support centre at:

<https://support.zoom.us/hc/en-us>

Zoom offers a collection of video tutorials which can be quite helpful, available here:

<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Zoom also offers online training sessions.

More information on joining a live training session can be found here:

<https://support.zoom.us/hc/en-us/sections/201740096-Training>