

Zoom Meeting Best Practices

Thank you for participating in our meeting using Zoom video conferencing. This quick little guide is here to help you and your group get the most out of this technology. It has some technical advice as well as some guides to good etiquette both of which will help to make this technology a useful tool rather than a frustrating distraction.

Getting into the meeting:

Not everyone has the same access to technology. Zoom knows this and give you different options on which technology to use. Choose the way that best enables you to participate. You will receive an email shortly before the meeting information about how to connect to your particular meeting.

Use your computer

This is the most typical method. Your computer will need a microphone, speakers, and a webcam*. (if you are missing one of these see below) Most newer laptops and many desktops have these built in. Look in the e-mail for a line that says "Join from PC, Mac, Linux, iOS or Android: " follow by a URL (<https://zoom.us/> [etc...]) All you need to do is click the link. The first time you join a Zoom meeting you will be asked to install the Zoom software. Follow the directions from zoom. Plan for this to take 10 to 15 minutes. This step only need to be done once per device.

Computer with Phone Audio

If your computer has the right capability then you don't need to use the phone. (see above) Use this method if 1) your computer does not have a microphone, 2) your internet connection is unreliable, 3) your phone is more compatible / easier to use with hearing aids. First, follow the directions above to join the video portion of the meeting, then choose the option to use your phone for audio. Dial the number and enter the meeting ID provided. This is important: **mute the speaker on your computer.** If you don't we will *all* hear an echo as your phone hears your computer and sends that sound back through the loop where it comes out your speaker and into your phone again. Please don't let this happen. **Turn off the speakers on your computer.** You will use your phone to both listen to the conversation and to speak, and your computer to see the video.

Use your smart phone or tablet

If you have a tablet or smart phone, you can use it to participate. Find the e-mail and tap on the link next to the line, "Join from PC, Mac, Linux, iOS or Android:" You will be asked to install the Zoom app (free) from your App Store. This only needs to be done once. Plan for 10 to 15 minutes for setup if you have not used zoom on a this device before. (Note: Video conferencing uses a large amount of data. If you phone plan limits your data usage, you may want to call in by phone instead of using the app. (see below)

Participate by phone (audio only)

Having video is useful, but the technology is not always available (or reliable) Zoom gives you the option to call in just like a regular teleconference. Call one of the numbers in the e-mail you received (typically two are listed, our experience is the they both work equally well.) You will also need the Meeting ID from the e-mail. Dial it after the prompt. Hint: holding your phone in front of your face for an hour long meeting can be fatiguing, you may want to mute both video and audio when your just listening.

* If you don't have a web cam (or it is not working)

You can still participate in the meeting either using the Computer or Computer with Phone Audio above. You will be able to see everyone, and see (and even use) screen shares , but we will not be able to see you.

** [Complete guides with pictures](https://support.zoom.us) can be found at <https://support.zoom.us>

Once you join the meeting:

When you join the meeting, both your microphone and video will be off by default. Look around the interface and find the icons to turn on your audio and video. (On the computer version they are on the lower left) Not doing so is the most typical cause of technical difficulties. If you can hear and see other people but cannot be heard or seen this is probably the reason.

Good meeting etiquette:

Join the meeting a few minutes early

Even with a lot of experience using Zoom it still takes a little time to load software and log-in. When you enter the meeting it causes a slight disruption as you check your sound and get your video adjusted. It is polite to have yourself logged in and technical issues addressed before the meeting is underway.

When you speak, start with your name

This helps those without video know who is speaking (obviously if you have just been invited to speak by name there is no need to repeat it.)

Mute your microphone if you are not speaking or about to speak

The fewer audio streams, the clearer the sound is. When you are not speaking, use the mute feature. Don't forget to unmute when it is your turn to speak. Those calling in by phone can either use mute on your handset if available or use *6 to mute and unmute

Minimize background noise

Along with the advice about muting when you are not speaking, try to find a quiet place to be in the meeting. You are sharing all the sound in your environment with everyone in the meeting. Car noise, pets, keyboards, television, radios or other conversations all come through much louder on open microphones than from a typical telephone handset. In addition the software compresses the sound which makes it even harder to hear when there is background noise. Do your best to find a quiet location and if you cannot, be particularly diligent about muting yourself except when you are speaking.

Let us know your here and when you leave

When you join listen to what is going on and let people know you have joined as soon as possible. If you join before the meeting starts this is easy. If the meeting has already begun, don't interrupt the speaker, but announce your presence as soon as possible. If you need to leave before the meeting is over let people know. If it is not appropriate to break up the conversation, you could use the chat feature to let us know you are leaving instead. The Chat window is also a good way to let people know you are stepping away from the keyboard momentarily.