ZOOM'S BEST PRACTICES

- Double-check meeting default settings
- Test your audio and video as you join
- Use a USB-connected headset
- Mute your microphone when arriving at the meeting
- Mute your microphone when not speaking
- Position your webcam properly
- If hosting, connect from a large screen
- For best results, use the app and not a browser
- Use a stable/wired connection
- Join meetings in quiet areas

ZOOM APPLICATION:

The Zoom platform is compatible with Windows, Mac, Linux, iOS, and Android. The layout will be slightly different depending on whether you are on desktop or mobile. There are four plans available, including free. When you are invited to a meeting this is the only plan you will need.

To ensure a pleasant experience with your first Zoom Meeting, it is recommended to download and install the Zoom Application beforehand. It is possible to join a meeting just from your browser, but in the interests of longevity and avoiding browser limitations, you should download the application.

To download and install the Zoom Application:

- Go to https://zoom.us/download and from the Download Center, *click* on the **Download** button under "Zoom Client For Meetings"
- This application will automatically download when you start your first Zoom Meeting;
- Once the download is complete, *proceed* with **installing** the Zoom application onto your computer;
- You will be prompted to type in your work email -- but any will do -- or sign in through either Google or Facebook;
- Open the confirmation email message received, click "Activate Account" or paste the included confirmation link into your browser;
- At the next prompt, you will need to complete account creation with your name and a password.

It is recommended that you start a meeting to test and setup any specific controls you prefer. Specifically, you will want to test your speaker and microphone.

<u>**USING ZOOM BY CALLING (AUDIO ONLY):**</u>

Every Zoom Meeting is automatically set up to do Video/Web Conferencing as well as Phone Conferencing.

> To use the **Phone Conference** option instead of the **Join Audio Conference by Computer** option:

- *Open* the **Zoom Meeting** that is scheduled in your Calendar Invite;
- In the Event Description of the calendar event, you will see a **Telephone** option;
- *Dial* one of the **telephone numbers listed** and *enter* your **Meeting ID** when prompted.

<u>**USING ZOOM BY PHONE OR COMPUTER (AUDIO & VIDEO OPTIONS):**</u>

To join a meeting from a computer or phone, select the link in the email invite or from the event set on your calendar – they both will have the URL and login information, including password if required;

Select the link and it will open the Zoom app for the selected meeting. You may be prompted to open zoom; if it doesn't open automatically then select that option.

It will ask you to join with computer audio if you are on PC, select this option if your computer has a microphone (otherwise you will need to join the meeting by the call option above).

You can choose to join the meeting with or without your video on. If you have added a profile pic ahead of time to your account, this will show if you have declined the video option. If not, it will provide a box with your name for the rest of the video attendees.

When using video, it is recommended that the room not be dark and that your computer be at an angle to allow everyone to see your face. It is recommended that you use video when possible for meetings, as many times body language and facial expressions can be as important as what you are saying.

<u>**NOW THAT YOU HAVE JOINED THE MEETING:**</u>

At the top right of the meeting window, you can choose to go **full screen**, which allows larger boxes to see each attendee better.

Speaker or Gallery view: At the top, you can also pick one of two view options -- but this only impacts how you view a meeting, and not others:

- By default, Active Speaker is the default video layout -- in which the person talking is ramped up to a larger screen;
- There is also a gallery layout which brings in every participant on one screen through a form of grid, and when someone is speaking, their box will be lit, letting others know you have the floor.

The "**Chat**" tab on the main bar is designed for users to type out questions and messages, without interrupting the meeting. This also provides a file sharing capability by pulling up files directly on a PC or store in the cloud.

There is also a **"Raised Hand"** option in the icon labeled "Participants" at the bottom center of your screen. Using the "Raise Hand" function is the best way to ensure you have your say without having to interrupt the meeting mid-flow. It simply puts a little hand icon beside your username and lets the meeting's managers know you have a question, input, or otherwise need some attention when possible.

- At the bottom of the window on the right side of the screen, click the button labeled "Raise Hand;"
- Your digital hand is now raised
- Lower it by clicking the same button, now labeled "Lower Hand."
- The same method can be used on a mobile device, with the hand icon turning blue and the text below it will switch to say "Lower Hand" while your hand is raised.