

Video Conferencing is a powerful collaboration tool that can be easily participated in with anyone with a computer and a webcam, however there are a few best practices that should be followed so you can get the most out of the event.

Things to do in advance:

- Install the free client version of Zoom if you don't have it. There is a web version, but there are certain functionality limitations. You can download it here: <https://zoom.us/download>
 - ChromeBooks also have reduced functionality
- Test your system in advance here: <https://zoom.us/test>
 - There is a Microphone Icon lower left with a small up arrow that offers additional options.
 - Check your speakers/select headphones
 - If you are going to participate you can also check your microphone and camera.

****PRO TIP** Use Headphones/Earbuds or Headset Microphone for best results.**

Solving connection challenges

- Participating in a Zoom call requires an Internet connection of at least 3 Megabits per second both up and down. This should be easily achieved by even the most basic broadband connection.
- All persons participating in a Zoom call connect to each other in the Cloud so no changes can be made on a Global or Platform level to solve connection issues, they must be addressed at the local user level.
- If you are experiencing connection, buffering or drop out issues you can try the following:
 - If using wifi move closer to the router
 - If using a 5 GHz network consider changing to 2.4 GHz, still has enough speed but has a longer range
 - If using wifi consider changing to a wired connection. Most routers have ethernet connections built in that can be connected to your computer's NIC card. You may need to disable or disconnect your wifi and reboot with the CAT5 cable connected to activate the adaptor.
 - If other persons/family etc are also using the connection for video streaming or gaming, ask them to stop until the Zoom call ends. Put any other devices in 'Airplane Mode' until finished.

Connect to the Zoom Call using a Laptop or Desktop Computer

- Click on the link in SCHED that corresponds with the event you wish to attend
- Click on the 'VIDEO STREAM' button to launch the Zoom program
- If you are early, you'll be admitted to the waiting room, if you join closer to the start time you will go straight in
- When you join the meeting your camera and microphone will be switched off

If you intend to appear on screen to ask a question or interact with the presenter:

Audio:

- Use a combination headset/microphone for best results. If one is not available at least use headphones as the audio coming out of your speakers will be picked up by the microphone creating an echo.
- Turn off televisions or radios in adjoining rooms, ask others in the household to avoid speaking in loud tones.
 - The human ear filters out background noises, focusing on specific audio. A microphone is indiscriminate as to what it hears. You may think you are in a quiet setting only to find the background is very noisy.

Framing & Lighting:

- Place the laptop/desktop on a table and sit in front of it. You should be as close as possible to the screen while still maintaining good framing. No parts of your face or head should be cut-off, this is called 'headroom'.
- You should look directly at the webcam when presenting, this is called the eyeline. It takes practice but looking elsewhere during your presentation can make the audience feel like you are not speaking to them.
- Do not place the laptop on your lap or hold it in your hand. Please refrain from using mobile devices if you are a contributor.



- Make sure your primary light source is BEHIND the camera, but in FRONT of you. Avoid bright lights above or behind you.