

## Set-Up Tips and Etiquette for On-Line Meetings (e.g. Zoom)

On-line meetings, unlike face to face meetings, are limited by the technology upon which they operate. Camera limitations, microphones sensitivity, speaker volume and clarity, WiFi transmission rates, display size, and e-meeting applications (e.g. Zoom) all present limitations to the human participants.

Zoom Tips include:

- Zoom meetings can be attended on a number of devices:
  - PC (with microphone and camera),
  - Laptop Computer (e.g. MacBook, HP),
  - Tablet (e.g. iPad, ChromeBook),
  - Smart Phone (e.g. iPhone, Galaxy), or
  - Standard telephone (You can participate with like a traditional conference call)
- Zoom meetings are *best attended* on PC (with mic and camera) or Laptop because of their large screen greater capabilities. Attending *next in desirability* is on a tablet (e.g. iPad). Smart phones are adequate but have small screens and the fewest features for Zoom meetings.
- You do not have to have a Zoom membership to participate in a meeting, but you do have to download the application to your device, unless you are only calling in on a regular phone (see below).
- You can download the Zoom App, in advance, at the app store for your device or be prompted at sign-in.

Three options for Joining a Zoom Meeting:

1. **On your device, select the link in the invitation email**, which will automatically log you in with the meeting ID and password. **You may be guided through several prompts.** These may include *downloading* the Zoom app, *allowing* Zoom access to your device, entering your name and other information. You may have to turn on audio and turn on video.
2. **If the link doesn't work** and you already have the Zoom app, you can **Join a meeting, with the Meeting ID and password**, by entering them into the Zoom application. The ID and password are included in the invitation email.
3. **If you do not have a smart device**, you can attend with a phone. **Simply call one of the phone numbers provided in the invitation**, and follow the voice prompts to enter the **Meeting ID and password**. The ID and password are included in the invitation email.

Different interfaces to Zoom are found on each device type.

- **PCs and laptops:** These have Audio and Video muting controls *on the lower left* of the screen, and *Gallery or Speaker* viewing options *on the upper right*.
  - PCs can display *all* attendees at the same time in Gallery view.
- **Tablets:** *Tap the screen to get to the controls.* iPads have Audio and Video muting controls *in the upper right* of the screen, and *Gallery or Speaker* viewing options *on the upper left*.
  - iPads can display only 9 attendees at the same time, but you can *swipe* to see others.
- **Smart phones:** *Tap the screen to get to the controls.* iPhones have Audio and Video muting controls *on the lower part of the screen*, and Viewing Options are done by *tapping an image, rotating the phone, and swiping the screen*.
  - iPhones are limited in the number you can see at the same time.

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Here are things you can do, to increase the effectiveness and enjoyment of your meeting.

### Lights:

- Cameras work better with more light (bring in another lamp)
- Seat yourself facing your light sources (may mean moving away from your desk)
- Avoid silhouetting background lighting (cover windows and turn off lights behind you)
- Pay attention to color (avoid a grey-green face)

### Audio Out:

- Meeting audio works best if there is no background noise!
  - Work to avoid noises in your house, including those by other people
- Use a normal tone of voice (no need to yell or lean into the microphone)
- Stay within range of the microphone (around 24 inches is optimal)
- If you have microphone problems, use ear-bud's or headset with a built in microphone
- *Muting your microphone*, when you are not speaking, is a good practice

### Audio In:

- Be sure you know how to operate the audio volume controls on your device
- If you can't hear, switch to earbuds or a headset (also helps with background noise)
- Tell the Host if you have a persistent problem

### Video:

- Camera should be at eye level, so people aren't looking up your nose or at the ceiling
- Display screen should be at eye level, so you aren't looking down across your belly
- Learn how to operate the video controls and how to adjust the position of your camera
- Place yourself, in the display window seen by others, so your image is in the center

### At the meeting:

- Ensure your workspace is quiet (no barking dogs, background TV/radio off, appliances off)
- Be attentive to your noise profile (moving your device, shuffling paper, doing chores)
- *Mute your microphone ...* when you are not speaking!
- Know when two people speak at the same time, neither can be heard
- Listen for another speaker's pause or break, before you speak
- After you speak, pause and wait for someone else to comment, before proceeding
- If you find yourself talking over another person ... pause, then take turns
- Provide useful feedback, such as "Move closer to the mic" or "You go first"

### Power:

- Plug in or check the status of the batteries before the meeting