

## Getting started with Zoom

First and foremost, I recommend that you download the Zoom Client app. If you have an iOS device, you can find it in the App Store as “ZOOM Cloud Meetings” here:

[Download in App Store](#)

For Android, it's in Google Play.

[Download in Google Play](#)

Otherwise, the “Zoom Client for Meetings” for Mac and Windows can be downloaded from Zoom here:

[https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting)

For the beginner using Zoom, there are two video tutorials, mine and Zoom's.

Mine: [https://www.youtube.com/watch?v=6\\_8vQDfSzdY](https://www.youtube.com/watch?v=6_8vQDfSzdY)

Zoom's: [https://www.youtube.com/embed/hlkCmbvAHQQ?rel=0&autoplay=1&cc\\_load\\_policy=1](https://www.youtube.com/embed/hlkCmbvAHQQ?rel=0&autoplay=1&cc_load_policy=1)

And then there's the ugly detail:

[https://support.zoom.us/hc/en-us/articles/214629443-Zoom-Web-Client#h\\_d058aa08-10b5-4c9f-b029-4ce9603bb2d1](https://support.zoom.us/hc/en-us/articles/214629443-Zoom-Web-Client#h_d058aa08-10b5-4c9f-b029-4ce9603bb2d1)

And it's useful to know something about “being professional” when using Zoom:

<https://www.youtube.com/watch?v=m5AxcjUHBEE&feature=youtu.be>

Selecting a virtual background is important to “hide” the room you are in. However, not all computers can work with a virtual background successfully unless the person has a green screen behind them.

<https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>

Please use a headset or ear buds for audio. If you use an external mic or the mic built-in to a webcam or the computer, your voice will sound like you are in the bathroom.

And lastly, there's an issue about “etiquette” when using zoom, similar to being professional:

### Video Conferencing Etiquette

Have you ever attended a video conference and watched what other people are doing in their video? Some of it is distracting, some of it downright distasteful, and some of it just plain annoying. Here are some guidelines for both presenter and attendee to pay attention to when attending a video conference.

### **Maintain eye contact**

The remote sites should remain focused in the camera's direction, avoiding shifts in attention – looking out the window, multi-tasking, etc. It is especially important to maintain eye contact by looking at the camera when speaking. The participants at the host site should consider the camera as another person and look at it during their discussions.

### **Mute the microphone**

The microphone should be muted when you sign in. The host has the option to mute everyone's mic and then unmute them when the time for questions arises.

### **Position the camera**

The participants do not want to see the top of your head (camera looking down on you), or the bottom of your chin (camera looking up). The camera should be at eye level with a strong light behind the camera or in a well lit room with no bright light in the camera's view or directly behind you. Be aware of light reflections in glasses that you might be wearing. Many people may be watching on fairly small screens so your camera and seating position should be adjusted to fill the frame as much as possible.

### **Use your normal voice**

Speak strongly and clearly - Because there might be a one second audio delay (for some conferencing), use a brief pause between speakers to assure the full audio signal has been transmitted. When many people are speaking at once, it is difficult for remote participants to discern the conversation. Repeat questions or comments to be sure that the remote sites heard them.

### **Allow time for others to answer**

Or to make comments. Often, the individuals at the remote sites will wait to see if someone in the host location has a comment or answer to the question before they will respond. When asking a question to a specific remote participant, identify them by name first, and then ask the question so they have a chance to unmute and respond. It is very difficult to know who is talking when more than one person is speaking at the same time.

### **Avoid interrupting**

Raise a hand to speak.

### **Limit side conversations**

As with any meeting, try to limit distracting side conversations.

### **Be aware of the microphone placement**

The microphone can magnify sounds that are normal for a meeting. Do not rustle papers or tap on the microphone or table.

### **Keep body movements to a minimum**

Avoid distracting movements like swaying, rocking, or pacing. Move and make gestures in a fluid, natural way.

### **Restore eye contact after an audio-visual presentation**

After a slide presentation or screen/document sharing, restore eye contact with the remote sites.

### **Use a document camera for on-the-fly writing**

Do not use the chalkboard or whiteboard, but use a document camera with a nice sized marker to make the writing as readable as possible for the remote sites. Zoom has a built-in whiteboard, but be sure you are very familiar with it before attempting to use it.

### **Family issues**

Inform the family that you will be on a video call to reduce interruptions or strange sounds (spouse or children shouting, dog barking, baby crying, etc.)

### **Using the Chat room during a conference**

Keep all chats short and on topic. Do not ask about lunch, drinks after work, or “did you hear...” It’s very difficult for the host monitoring the chat room to weed out real questions through a maze of small talk.

### **Leave the keyboard alone**

No one wants to hear the clicking of your keys on the keyboard. The only acceptable reason to use it is to type questions to the moderator in the chat room! Same goes for tapping on the desk.

### **No personal grooming**

Be careful of what you do in front of the camera. The rest of the participants do not want to watch you comb your hair, pick your nose, clean your teeth, etc. Turn off your video and mic if you need to do anything at all distracting or personal.

### **No Food**

Unless the meeting is about sharing food, no one wants to watch you eating. It is distracting and unprofessional, not to mention the crumbs on your keyboard.

### **Dress appropriately**

You should wear something similar to what you would wear to an in-person meeting. If you choose to not have appropriate clothing on from the waist down, DO NOT get up in the middle of the meeting with your camera running.

### **Choose an appropriate environment**

Make sure it is uncluttered (no unmade beds or bathrooms) and where you are less likely to be interrupted. If your device can handle the high CPU strain, learn how to add a virtual background - but keep it simple.

### **If you must step away**

Turn off your video and mic while you are away.

### **Leaving a meeting**

Always sign off with a formal goodbye so people know you aren’t coming back.

## **NOTE:**

If you choose to create an account with Zoom to be able to host your own meetings, do NOT select the option to login with your Facebook or Google account. Instead, choose the option to use one of your own email addresses and create a secure password - this is for privacy reasons. When hosting a meeting, be sure to use a password for ALL meetings - this is for security reasons. If you want to save the

content of the meeting, do NOT choose to save the meeting in the cloud - this is for privacy reasons.

Thank you.