**Zoom Best Practices for MAX Conference March 2021**Meeting Facilitators: Kayleigh Tizzard and Karen Parenti

1. **Etiquette Tips**
   1. Please arrive to the meeting by 9:15.
   2. Mute your mic when others are presenting or speaking
   3. To ask a question, please enter a message into the chat. We suggest you message one of the Facilitators to help you troubleshoot or get in line to have your question(s) answered.
   4. This meeting will be recorded. For privacy, you may turn off your camera or leave the meeting and watch the recording back at a different time.
2. **Interactivity**
   1. To best hear this conference, we recommend using headphones.
   2. We will be using the online trivia game, Kahoot, during this conference. You will need your laptop and your phone to play. Please either download the Kahoot app on your phone or have a web browser open on your phone and visit https://[www.kahoot.it](http://www.kahoot.it). The game will be facilitated on your computer screen and you will submit your answers via your phone.
3. **Audio Feedback or Echo**
   1. **Use one audio source** - A participant might have both the computer and telephone audio active. Turn off one to get rid of feedback.
   2. **Move devices apart.** - Participants may have a computer or telephones speakers that are too close to each other.
   3. **Move into another room.** - There may be multiple computers with active audio in the same conference room. Move to another room to displace the feedback.
   4. **Test the audio and video** – Visit [Join a Test Meeting - Zoom](https://zoom.us/test). Once open, you can join a test call on the Zoom app and follow the instructions on the screen.
4. **Connection is Spotty**
   1. **Change the connection** - On a mobile device, move to an area with a better connection to see if this helps. On PCs, stick with a wired Ethernet connection, if possible. Otherwise, get close to the local router and use the 5GHz connection — it’s faster and (typically) less congested.
   2. **Check the connection speed** - Aim for the right internet speeds for a successful video chat. When talking with multiple people in a team setting, you want the download speed around 1Mbps and the upload speed around 800Kbps. You can always check your current speeds with a quick internet speed test. If the speeds are undesirable, refer to solution “a” above.
   3. **Adjust Zoom settings** - Try unchecking the Enable HD and Touch Up My Appearance options on the Video panel in Settings. This will decrease the amount of bandwidth your video connection requires (and the overhead on your system’s hardware) and can help fix problems with lag.
   4. **Turn off your video**. This can help with bandwidth and will allow you to still talk and participate.
5. **Webcam or audio not working**
   1. **Check Zoom settings** - On the pop-up that prompts for a meeting ID just before joining a call, leave the following settings unchecked: “Do Not Connect to Audio” and “Turn Off My Video”. This allows you to join a call with your audio and video automatically enabled.
   2. **Exit other related apps** – Close other programs that may be using the webcam. Zoom may not be able to use the camera if it’s currently accessed by a different application.
   3. **Test the audio and video** – Visit [Join a Test Meeting - Zoom](https://zoom.us/test). Once open, you can join a test call on the Zoom app and follow the instructions on the screen.
   4. If you’ve joined on the web (or to just double-check your webcam in the main Zoom app), you can also select your webcam by clicking Start Video (it might say Stop Video if you’re in a call) on the bottom toolbar. If the screen is blank, you can then click the Arrow next to the Video Camera icon and choose Same as System (or you may see Integrated Camera) or a more specifically named webcam from the list.
   5. **Check PC settings** - If you’re on a Windows 10 PC or Mac, the webcam might be blocked. Check your app permissions to make sure the Zoom app or your web browser can use your webcam. You may also need to restart your call and make sure you pressed “Allow” when prompted about the camera and microphone access.
      1. Windows 10 - Enter “webcam” in the taskbar search box and select Choose Which Apps Can Access Your Camera from the menu. Scroll down, and you’ll see the list of applications that are allowed to use your webcam. For non-Microsoft Store apps, you’ll need to make sure the toggle for Allow Desktop Apps to Access Your Camera is switched to the On position. In the same way, you can also search for Microphone and choose Microphone Privacy Settings to do the same.
      2. MacOS - Click Security and Privacy in System Preferences, click the Lock, and enter your password to make changes. You can then click Camera from the sidebar, and make sure your web browser and Zoom are checked. You’ll also want to make sure the box for the microphone is checked.
      3. Note: Some laptops also have a physical webcam switch that must be enabled to allow the webcam to function properly. Double-check that yours is in the right position if you have one.
   6. **Reinstall Zoom** - If all else fails, download Zoom again and reinstall it.