

## U3A Network Victoria

### ZOOM BEST PRACTICE - PARTICIPANTS

#### 1. Getting set up

- Set your device up in a private space, to minimise noise and distractions from passers-by
- You can use Zoom without the app – but **we highly recommend that you download the Zoom desktop app** from their website (<https://zoom.us/download>) and install it. You may need to create an account if you do not already have one
- You may need to install a webcam if you do not already have a camera in your device
- Use the Zoom app to test your audio and video settings, and adjust as necessary
- You could choose to use a headset to maximise the audio component of Zoom, but it is not compulsory
- Your internet connection will have a big impact on how Zoom streams video and audio. Close down any unnecessary devices, apps or tabs in your browsers so you can maximise your speed. Ask others using the same connection to either do the same or to close down completely during the meeting

#### 2. Look your best

- Lighting should come from in front of you, or from the side, in order to best light your face
- Keep your background clear of distractions
- Look at your webcam, not the screen – this avoids having people look up your nose or at the top of your head!

#### 3. Practice using the product before attending your first live Zoom meeting – **highly recommended**

- Access Zoom's online training (<https://support.zoom.us/hc/en-us/articles/360029527911>) – and their support centre (<https://support.zoom.us/hc/en-us>) – there is a lot of helpful information to be found on their website
- Try Zooming with a friend, family member or colleague
- Participate in a practice session with someone at Network. Contact them via [info@u3avictoria.com.au](mailto:info@u3avictoria.com.au) to set up a practice session with you

#### 4. Participate positively

- Do not have side conversations with people in the vicinity
- If you are not talking, mute or turn off your microphone. Zoom will hear any coughs, scratches, typing or wriggles and will shift the video focus to the source of the sound, away from the speaker
- Enter live Zoom meetings at least 15 minutes before they are scheduled to commence. Anyone trying to enter a Network hosted meeting less than five

minutes before the scheduled start time will not be given access due to disruptions to the people already attending the meeting in person

- Your meeting's host will share any housekeeping rules with participants at the start of the meeting. This can include how to get the host's attention during the meeting (perhaps using the raised hand signal), and how to get offline support to troubleshoot any Zoom related issues outside of the meeting (perhaps via the chat box or calling a mobile number). Troubleshooting should never happen in the live meeting itself
- You should be asked for permission if your Zoom meeting is to be recorded by the host, or if the host has allowed another person to record it. Likewise, you should ask permission before recording the session

#### **5. Ending the meeting**

- It is always polite to say good bye! A cheery wave is also a good option!