

Best Practices for Joining a Zoom Call

Best Devices to Use

The device you use to join a Zoom call has a major impact on the quality of your experience. These devices are listed from best to least desirable options:

- 1) Laptop with a built-in mic and camera
 - 2) Desktop with built-in mic and camera OR a webcam
 - 3) A tablet such as an iPad with the Zoom app
 - 4) A smartphone with the Zoom app
 - 5) Joined with audio only through a phone call
- *** The last two should be last resort options

Top Zoom Do's and Don'ts

Do!

- Ensure you have a fast WIFI internet connection
- Practice and know how to use Zoom before your first meeting
- Test your internet connection, audio, and video before your first meeting
- Use a well-lit room that lights up your face
- Keep your device stationary and resting on a table
- Minimize background noise
- Join the meeting a few minutes early to work out any kinks

Don't!

- Use cell phone network internet (even a good 4G cell connection doesn't work well)
- Be back lit or in a dark room (we want to see your face!)
- Use a cell phone, if you can avoid it (the screen is just too small)
- Join with audio only if you have another option (Zoom meetings are best when we see each other)
- Move your device around during the meeting

How to Practice before Your First Meeting

Zoom can take a little bit of practice to get the hang of. It is best to practice with Zoom ahead of time.

- Join a practice Zoom meeting by visiting <https://zoom.us/test>

- If you have never used Zoom before the test meeting, you will be asked to download the Zoom client.
- (On a computer) Move your cursor around the screen and notice the options.
 - Bottom left – Mute/Unmute, Video on/off
 - Bottom center – Chat
 - Bottom right – Leave Meeting
 - Top Right – Speaker or Gallery View (Gallery View is preferred)
- (On a computer) Test your audio settings
 - Click the arrow by the mic button
 - Click "test speaker and microphone"
 - Follow the instructions to ensure your settings are correct
- (On a computer) Test your video settings
 - When you join, you should be asked if you want to join with video. Always click "Yes"
 - If you cannot see your video when you join, click the arrow next to the video button to adjust your settings

Additional Resources on How to Join Meetings and Adjust Settings

Video [How to Join a Zoom Meeting](#)

Video [How to Adjust Audio and Video Settings](#)

Article [Different Ways to Join a Meeting - Computer, iPhone, Android, Telephone](#)

Basic Troubleshooting

- Move closer to your internet router if the video/audio is jumpy or skipping in and out
- If you cannot hear other participants:
 - Ensure your speaker volume is turned up
 - Check your speaker settings (arrow next to mic) to make sure you are using the right speakers
- If other participants cannot see you:
 - Ensure your video is turned on
 - Ensure your device has a built-in camera or a connected webcam