




Zoom Videoconferencing Advice

Before the meeting

- ✓ Check that the Zoom client is installed on your device and is up-to-date. On UQ computers, Zoom is available from the **Software Center**.
- ✓ Check the meeting details, including the Meeting ID and start time. Invitations from interstate meeting organisers may display the time in Daylight Time.
- ✓ Use Zoom's video and audio preview functions to verify that Zoom has detected your webcam, speakers and microphone. The preview functions are accessed from  **Settings**, underneath the **Video** and **Audio** pages.
- ✓ Join the meeting early (if the host has enabled that option) to ensure that you have time to troubleshoot any unexpected technical issues.
- ✓ Have a backup plan. UQ Zoom meetings can be joined by calling **02 8015 2088** and entering the Meeting ID. Write down this telephone number in case there are technical issues during the meeting.

Video

- ✓ For optimal video quality, use a webcam with High Definition resolution (720p or greater), autofocus, and auto-exposure.
- ✓ Fill your webcam's view with your head and shoulders. If multiple participants are in the room, you may need to sit further from the webcam or use a webcam with a wide-angle lens.
- ✓ Keep the camera close to eye-level. This creates a more natural view for the other participants.

- ✓ If you are using a USB webcam, position it close to the top or bottom of your screen. This helps to create an illusion of eye-contact for the other participants.
- ✓ If you are using a tablet or smartphone, place the device on a stand to eliminate distracting camera movement.
- ✓ If you need to switch off your camera during the meeting, use Zoom's **Stop Video** button. You will still be able to participate in the meeting when your video is stopped.

Audio

- ✓ When joining the meeting from a PC, click the **Join with Computer Audio** button to make Zoom use your PC's microphone and speakers.
- ✓ For optimal audio quality, use a headset with integrated microphone.
- ✓ If you are using an external microphone, position it close (< 1m) to all participants, but not too close to sources of noise such as keyboards and mice.
- ✓ Speak at a normal volume. There is no need to raise your voice when the microphone is properly configured.
- ✓ Mute your microphone when you are not actively participating in the meeting. Even quiet sounds such as footsteps and coughing can be distracting to the meeting when a microphone is not muted.

Environment

- ✓ Use a room that is well-lit, either by natural light or ceiling lights.
- ✓ Avoid sitting directly underneath ceiling lights, as this can create unflattering shadows beneath the eyes and nose.
- ✓ Avoid uncarpeted rooms as they can have poor acoustics that can cause echoes or feedback.

- ✓ Sit in front of a plain backdrop such as a wall. Avoid sitting in front of complicated or messy backgrounds, as these can be distracting or cause camera artefacts.
- ✓ Increase your privacy and reduce unwanted noise by closing windows and doors.
- ✓ Use a “Room In Use” sign or lock the door to avoid interruptions during the call.
- ✓ Introduce any off-camera meeting participants as a courtesy to the remote participants.

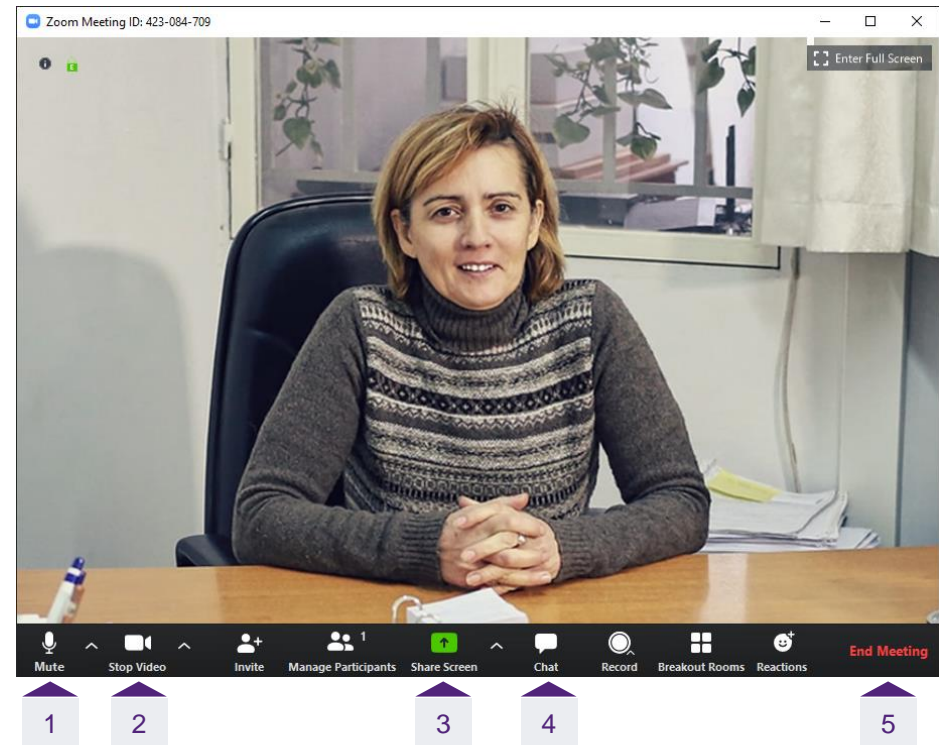
Internet Connection

- ✓ Test your connection speed at www.speedtest.net – this will measure your download speed, upload speed, and ping time.
- ✓ Zoom requires a download speed of at least 1.0 Mbps and an upload speed of at least 0.8 Mbps for high quality group video calls. Greater speeds will allow for higher video and audio quality.
- ✓ Ping is a measure of the round-trip-time between your computer and other computers on the internet. Ping times of greater than 300 milliseconds can cause noticeable, distracting delays during the videoconference.
- ✓ Stopping your own video may improve audio quality if you are using an unreliable internet connection.
- ✓ While most modern internet connections are more than adequate for videoconferencing, you may encounter issues if connecting by 3G, ADSL2+, 4G with poor reception, or Wi-Fi with poor reception.

More Information

- ✓ UQ ITS have a detailed Zoom user guide available at: <https://my.uq.edu.au/information-and-services/information-technology/audiovisual/audiovisual-user-guides/zoom-user-guide>

Zoom Interface Overview



1. **Mute:** switch your own microphone on or off.
2. **Stop/Start Video:** switch your own webcam on or off. You will remain in the meeting as an audio-only participant if you stop your own webcam.
3. **Share Screen:** show your computer screen to the other meeting participants.
4. **Chat:** send a text-based message to one or all of the meeting participants.
5. **End Meeting:** leave the meeting. If you created the meeting, you can optionally force the meeting to end for all participants.