

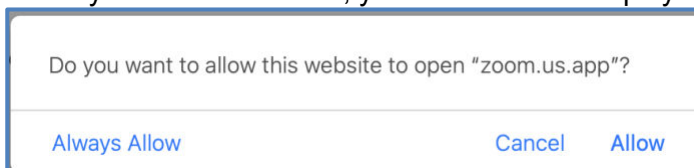
### Introduction

ELLA uses Zoom videoconferencing software to present Courses and Noon Hour Presentations as well as supporting other meetings. To have the best experience in these sessions, you will need a device (computer, tablet, or phone). Your device needs to have a camera and a microphone and speaker. Your best sound level and microphone combination will be gained if you have a headset (or ear buds) with both a microphone and speaker. The headset (or ear buds) can be either a plug-in style or Bluetooth.

ELLA's Courses and Noon Hour Presentations will each have a Host, who will open each session about 10 to 12 minutes before the scheduled start time, admit Participants to the session, and assist the Instructor and Participants as needed.

### Getting Your Device Ready for Zoom

1. If you already have the Zoom app installed on the device you'll be using to connect to the event, then skip to Step 3.
2. If you don't have the Zoom app installed, you need to download and install it to the device you will be using for your event. The process of downloading the app varies depending on the device you'll be using:
  - Computer
    - Visit <https://zoom.us/download> with your browser and click the blue "Download" button to download the Zoom app. **Note** that there is a separate link below the blue "Download" button for **newer Apple computers** with Apple processor chips (M1, M2, M3, etc.).
    - Double click on the file you just downloaded (Zoominstaller.exe on Windows or Linux; Zoom.pkg on Mac) and respond to the dialogue boxes to install the Zoom app on your computer.
  - Phone or tablet
    - Install the app from the Apple App Store or from Google Play store.
  - Open the Zoom app on your device and either create your free Zoom account or log in to your existing Zoom account.
3. Test your Zoom connection at <https://zoom.us/test> to make sure your app is working well.
  - When you click on the link, your browser will display a window like this:



- Click on the "Allow" or "Always Allow" button and your Zoom app will open with a "Join audio" dialogue box like this:

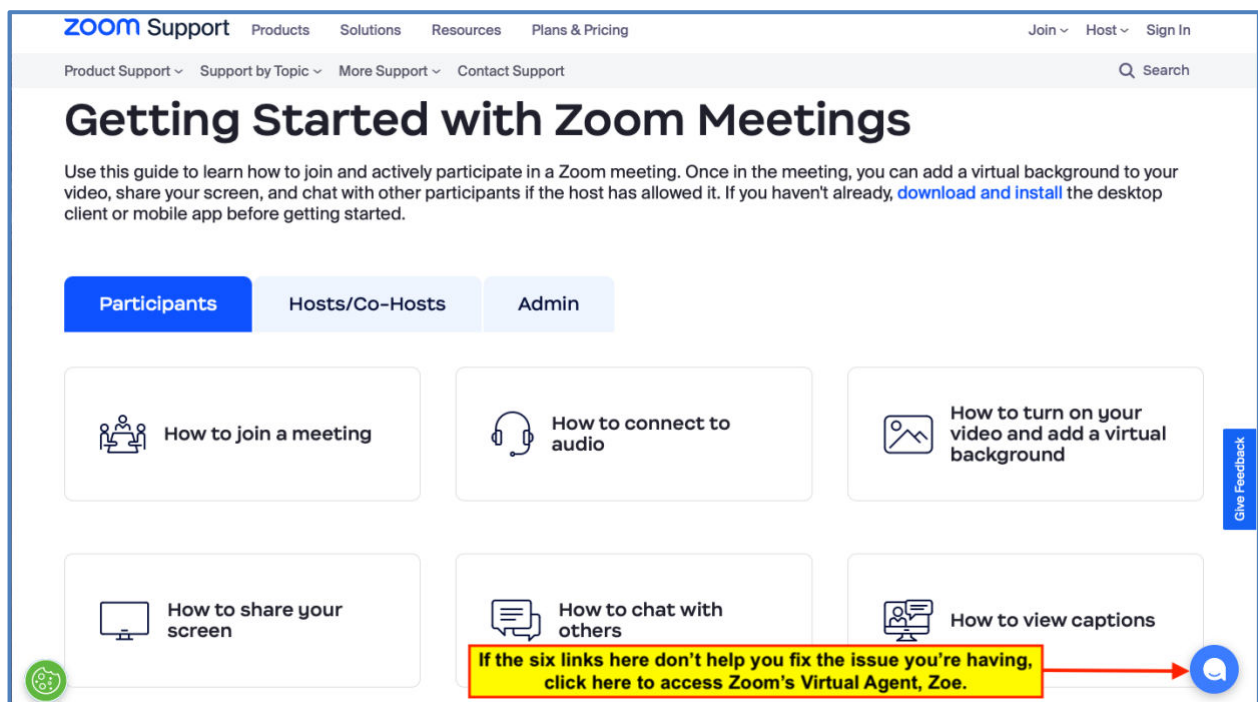


- Click the “Join with Computer Audio” button and then respond to the “Do you see yourself?” dialogue, the “Do you hear a ringtone?” dialogue, and the “Speak and pause, do you hear a replay?” dialogue.
- If you’d prefer, you can select the “Automatically join computer audio when joining” option at the bottom of the “Join audio” dialogue box.

## Helpful Tips

There are helpful “how to” step-by-step guides and videos under the “Participants” tab at this link: [https://support.zoom.com/hc/en/getting-started-with-meetings?id=zoom\\_meetings\\_guide](https://support.zoom.com/hc/en/getting-started-with-meetings?id=zoom_meetings_guide)

Here’s what the top portion of the page will look like on your computer (the page will look a bit different on a mobile device, but will contain the same information):



You can find step-by-step instructions and videos explaining a wide variety of Zoom features at this address: <https://support.zoom.us/hc>. The instructions and videos at that page provide specific guidelines for using Zoom on computers, phones, and tablets.

## Setting Yourself Up for the Best Experience

- **Avoid high or low camera angles** or other participants will see only the top of your head or be looking up at you.
- **Avoid backlighting.** The strongest light should be coming from in front or beside you so that

- your face can be seen clearly.
- Any time you are speaking to the event, **look directly at your camera** so other participants will sense that you are looking at them.
- If your computer or other device supports it, Zoom allows use of **virtual backgrounds**. See this video for instructions:  
[https://support.zoom.com/hc/en/article?id=zm\\_kb&sysparm\\_article=KB0060387](https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060387)
- It's always a good idea to **check your audio levels** before the meeting gets started. Click the "V" next to the microphone symbol at the bottom left corner of the Zoom Meeting screen to test your audio ("Test speaker and microphone").
- At about **10 to 12 minutes before the start time**, click on the link you were sent for the event and then click "Allow" to open the Zoom app.
- You can **change the layout of your Zoom screen** by clicking the "View" button at the top right of the Zoom screen. You can switch between Gallery and Speaker Views and select other options as well. **On a computer**, once the Presenter begins sharing their screen, your Zoom window will likely expand to fill your entire screen. If you'd prefer, you can press the Escape key on your keyboard to exit full screen mode.
- You **turn your microphone and/or video on or off** by clicking the microphone button and/or the video camera button. It's normally best to leave your microphone off any time you aren't speaking to the event.
- Please **always mute yourself** when you aren't talking. That way the rest of the event won't be distracted by noises from your home (kids, dogs, talking, etc.).
- **Use a headset or ear buds** to hear more clearly and give you more control over the volume.
- On a computer, **use a microphone** instead of your built-in mic. Many headsets and ear buds include microphones that are more sensitive than your built-in mic. Either plug-in or Bluetooth headsets or ear buds and microphones will work well.
- On a computer, **you may be able to unmute yourself for a moment** by pressing and holding the spacebar while you're talking.

## Troubleshooting

- If your **video feed stutters or freezes**, try turning off your camera so that you aren't using so much bandwidth.
- **Test your internet connection speed** by sending your browser to <https://speedtest.net> and testing your connection. Zoom recommends at least 1.5 Mbps (megabits per second) for your download speed and 1.2 Mbps for your upload speed.
- If your connection is slower than these minimums, try **moving closer** to your wireless connection or (for a computer) plug into your router.
- **If neither of those options work**, you can try leaving the event and re-joining it by clicking again on the event link.
- If you have any issues you **can't seem to resolve on your own**, send an email to the ELLA person who sent you the link for the ELLA event that you will be attending. Please describe your issue and provide your contact details.
  - **For ELLA Courses**, send the email to your Course Scheduler.
  - Note: **For Noon Hour Presentations only**, send the email to support@my-ella.com.