

ZOOM SOFTWARE INSTRUCTIONS

We are using an internet-based video application called Zoom to host the course. To participate in this course, you must have internet access (broadband, wired or wireless) and one of the following devices:

- Laptop Computer with a Display, Speakers, Built-In or External Camera and Microphone
- Desktop Computer with a Display, Speakers, External Camera and Microphone
- Tablet with a Camera and Microphone

1. Prior to attending the meeting, please complete the following steps:

- On a **Desktop** or **Laptop** computer, create an account at <https://zoom.us/signup>. Zoom calls can be joined via a browser (such as Google Chrome or Microsoft Edge) or through an application installed on your device. It is recommended that you download and install Zoom on your device in order to ensure that you have the updated version. Please note that in most cases Apple laptops and desktop computers may require you to install the software.
- On **Smartphone** or **Tablet** (iOS and Android), download the free app by going to the App Store or Google Play and accessing Zoom Cloud Meetings by Zoom.

2. Test your internet connection by clicking on the following link: <https://fast.com/>

- The bandwidth used by Zoom will be optimized for the best experience based on the participant's network. Zoom will automatically adjust for Wi-Fi or wired connections.
- The minimum bandwidth required is 1.5 Mbps (megabits per second). If you do not have adequate bandwidth, your connection quality will be compromised, resulting in poor audio and video.

3. Test your device by clicking on the following link: <https://zoom.us/test>

- **Tablet or Smartphone:** Follow the prompts to confirm camera, microphone and speakers are working
- **Laptop or Desktop computer:**
 - Click the **"Join"** button. At this point, you may be prompted to Open Zoom Meetings.

- The Zoom client will run a Video Preview. If you can see yourself, your camera is connected and working correctly. Click **“Join with Video”**
- The Zoom client will test your speakers. Choose the most appropriate settings for your device. Click **“Yes”** once you hear the ringtone.
- The Zoom client will test your microphone. Choose the most appropriate settings for your device. Click **“Yes”** once you hear your replay.

General Troubleshooting

- If you get disconnected from a meeting, you can always find your way back in by clicking on the *same link* you used to enter.
- If you have problems with lag, switch your video off to save bandwidth. This can help you increase your call quality.
- If you consistently have problems with bandwidth, consider getting a hard wire connection (i.e. an ethernet cable and a USB adapter run from your modem to your computer.)

Video Instructions

- How to install Zoom: <https://www.youtube.com/watch?v=qsy2Ph6kSf8>
- How to join a meeting: <https://www.youtube.com/watch?v=hIkCmbvAHQQ>