

Zoom tips for new attendees

2021 01

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To join your first webinar or meeting:

Click on the link that was sent to you, and follow the instructions. (You may see a message that you must wait in the virtual “waiting room” until the meeting starts.) See also:

<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting>

Zoom tips

1. If you don't yet have Zoom downloaded on your computer, it is advisable (although not essential) to download it before attending your first Zoom webinar. You can put it on your computer or your phone or both.
2. It is not essential for your computer to have a camera and a speaker (unless you are the presenter). If you do have a camera and speaker, your connection will be better if you switch them off except when there is general discussion.
3. If you share your internet connection with other people in your household, ask if it is at all possible not to use the internet to stream, download etc. during the time of the Zoom webinar.
4. Your connection will be better if Zoom is the only application opened in your browser during the webinar. Close all other programs and files.
5. If you are on your computer for the webinar and your mobile phone is in the same room, it is advisable to put the phone on airplane mode for the duration of the webinar.
6. If you find that your computer is slow, clean out your files, clean out the caches and the cookies. All these files can use up the memory and slow down your computer.
7. Use a stable browser such as Chrome or Safari.
8. If the sound suddenly cuts out during your zoom call (this can happen quite often), just leave the meeting and enter again. This often fixes the problem.
9. If you find you have a long time lag between sound and image or other problems, turn off your WiFi connection from your computer and turn it back on again.
10. If you are experiencing problems with a time lag between audio and video, turn off your WiFi from within your device and turn it back on again. Sometimes that solves the problem.