

Zoom Training

Advanced Tools and Features

Welcome, and thank you for joining!
Please test your audio.

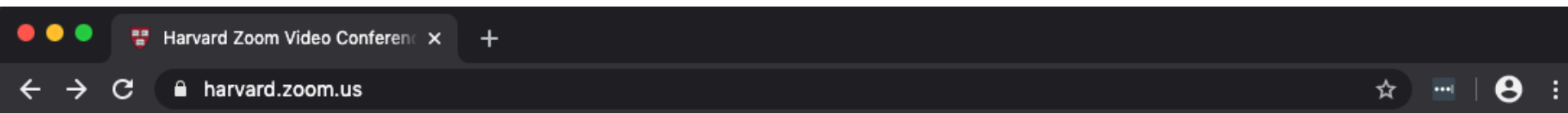
If you have an account, please Sign In now at harvard.zoom.us.
If you do not have an account, go to the same website to create one.

The screenshot shows a web browser window with the URL harvard.zoom.us. The page features the Harvard University logo and the text "Zoom Video Conferencing". Below this, there are three blue buttons: "Join" (with the subtext "Connect to a meeting in progress"), "Host" (with the subtext "Start a meeting now"), and "Sign in" (with the subtext "Create or manage your account with HarvardKey"). The "Sign in" button is circled in red. At the bottom of the page, there are links for "Getting Started", "Harvard IT Services", and "Zoom Support".



Zoom Training

<https://harvard.zoom.us/>



If you know your **Meeting ID**
(the numbers at the end of
the meeting URL) you can
enter it here

Click here to open an
Instant Meeting
(not your classroom)

Click here to find
**meetings, recordings, and
additional settings**



HARVARD
UNIVERSITY

Zoom Video Conferencing

Join

Connect to a meeting in progress

Host

Start a meeting now

Sign in

Create or manage your account
with HarvardKey



Zoom Training

Agenda

- Basic tools update
- Account Overview
- Application, Account, and Meeting Settings to Customize your Classroom
- Meeting Management and Scheduling
- Polling
- Breakout Sessions
- Tablets and Document Cameras
- The Virtual Classroom Environment
- Optimizing your Home Studio
 - Audio, Lighting, Framing, and Dual Monitors



Zoom Training

Best Practices

Network Minimum-
5.0-Mbs download / upload:

<https://speedof.me>

Avoid Wireless if at all possible-
Ethernet cable is **BEST**.

If using Wi-Fi, sit as close to
the router as possible.

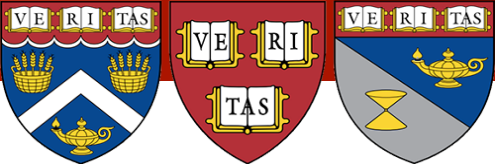
Tethering and public
access points are
not supported.

Open *only* the programs that
are necessary for class.

Keep Zoom and web browser
of choice up to date and
close unnecessary tabs.
(Chrome / Firefox Recommended)

Make sure computer doesn't need
major system level updates.

A restart a day
keeps IT away!



Zoom Training

Basic Tools

Recap and Updates

- **Student Participation Requirements**
 - We're making efforts to be more explicit about DCE's expectations around safety and professionalism for distance students (e.g. do not join a meeting from a car).
- **Share Screen (Single monitor)**
 - If you are sharing content from a single monitor, the Free-Floating Video Window now offers the option to see students in the Gallery view.
- **Breakout Sessions**
 - There is a new set of advanced **Options** available for Breakout Sessions.
- **Settings/Preferences Window**
 - There is a new tab for Share settings.
 - Several existing tabs now have an Advanced button for additional options.
- **Cloud Recording Update**
 - You now have expanded recording settings options, including an automatically generated audio transcript.



Zoom Training

Account Overview

Zoom account:

- Access the harvard.zoom.us website for all your account settings.
- You have the ability to schedule and manage your own meetings.
- You can access and share your cloud recordings as well as edit the playback range.
- You can download your cloud recordings (.mp4) and separate chat transcripts (.txt).

A few reminders:

- **Guest Speakers** don't need accounts.
 - Contact us in advance so that we may run a tech check with your **Guest Speaker** ahead of joining if possible.
- By default everyone can share their screen.
- You can always promote someone to Host or Co-Host once in the meeting.
 - Some functionality may be unavailable if promoted in meeting.



Zoom Training

The 3 Types of Settings

Application Settings

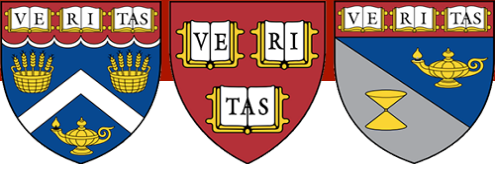
The settings that live within the application itself.
e.g. When does Zoom goes full screen, dual monitor functions, audio, and video settings etc.
No account necessary to access these settings.

Advanced Meeting Settings

These apply to every meeting on your account.
e.g. Enabling and disabling chat, breakout sessions, etc.
You must have a Zoom account to access these settings.

Individual Meeting Settings

This is where you control how a specific meeting behaves.
e.g. Determining if Participants can join before the host, If a meeting is password protected, scheduling, etc.
You must have a Zoom account to access these settings.

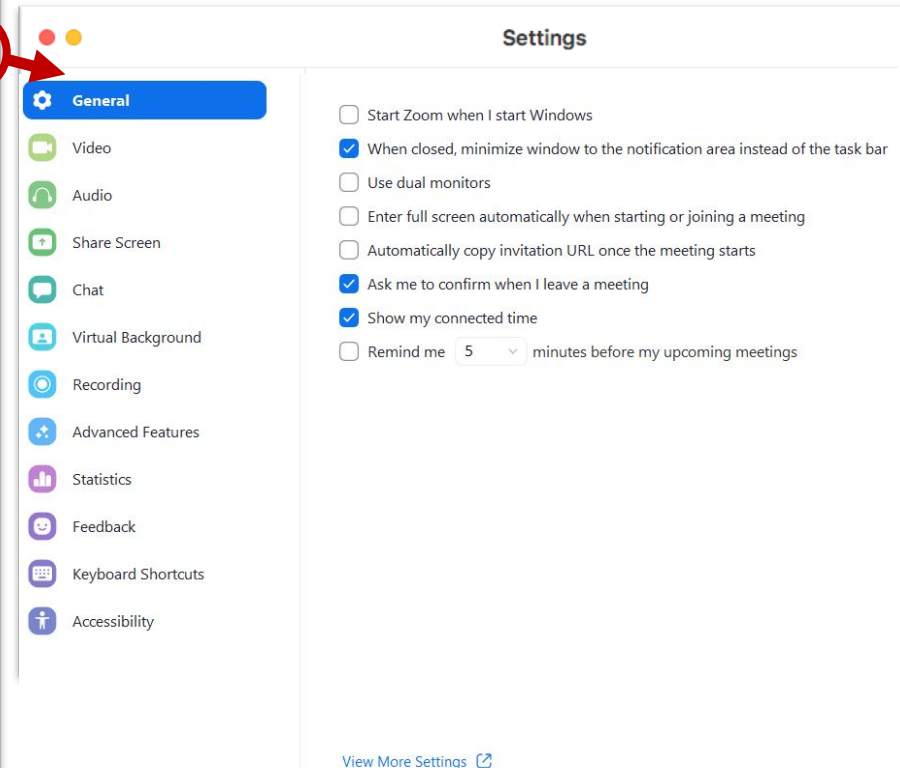
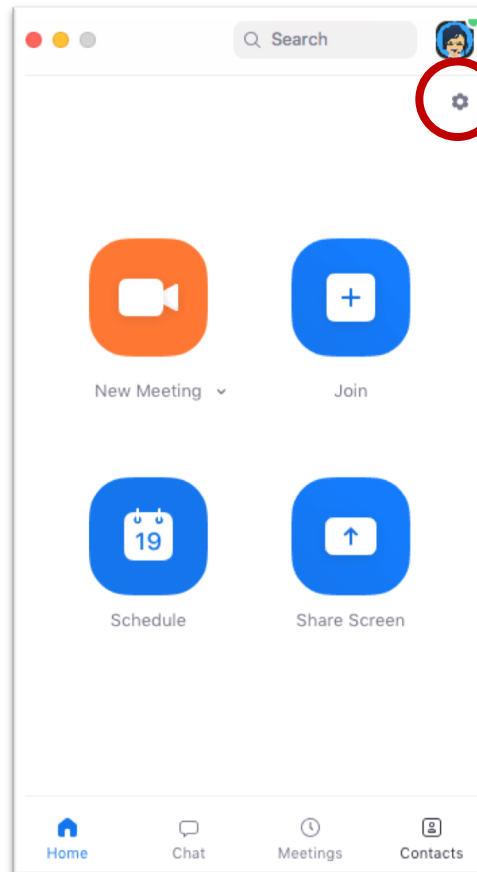
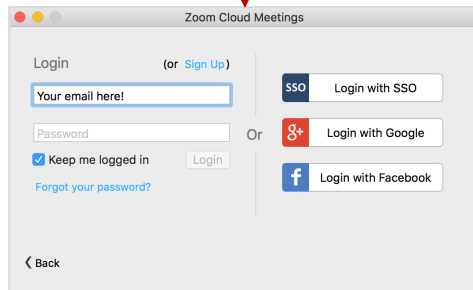


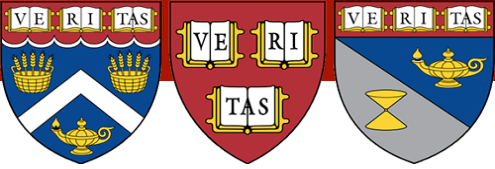
Zoom Training

Application Settings

There are many ways to get to this settings panel, but this is the universal method between operating systems.

Open the Zoom application and sign in.



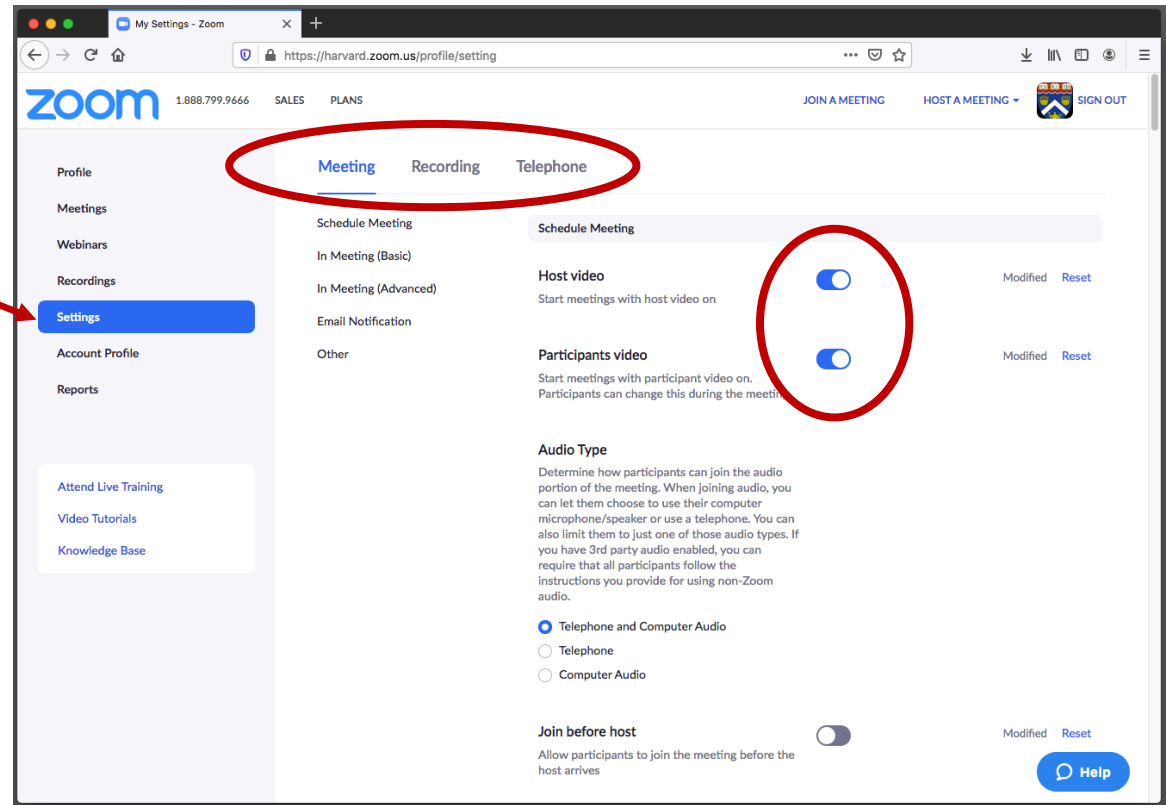


Zoom Training

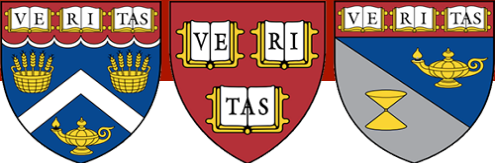
Advanced Meeting Settings

Log into the harvard.zoom.us.
(Use Harvard Key)

1. Click Settings on the left-hand menu
2. Current settings apply to every meeting you host, scheduling defaults, and recording settings.
3. Toggle the switch next to any settings you wish to modify.



(Note: that enabling some features will disable others)



Zoom Training

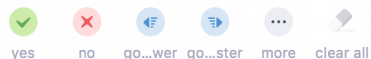
Clarifying Specific Settings

Attendee on hold:

Placing an attendee on hold is temporarily removing them from all audio and video, incoming and outgoing.

Non-Verbal Feedback:

The status icons are considered non-verbal feedback. By default this is enabled by us. Disabling will still permit participants to 'raise hand'.

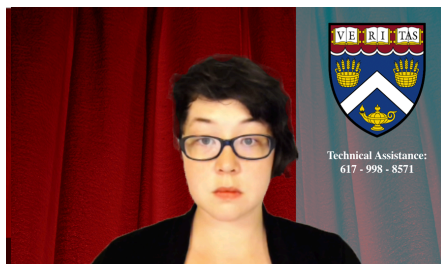


Remote Support:

This permits the remote control of your computer for the purposes of providing support.

Virtual Background:

Useful for branding, use with a green or other solid color background.



Closed Caption:

Please contact us about CART reporting if you are interested in using closed captioning in Zoom.

Share Dual Camera:

Enable this to share an additional camera source through screen-share. (Would work well as a document camera.)

Attention Tracking:

Places a small clock icon next to a participant's name to indicate when Zoom isn't the forward-most window on their computer for more than 30 seconds.

Waiting Room:

Effectively places everyone on hold in a virtual waiting room before you permit them to join the meeting. (Private pre-class meetings with course staff would be a good reason to use this.)

Recording Options – Why we don't advise Automatic Recording:

When Automatic Recording is enabled from the Meeting Settings page it will automatically record *every meeting* that happens on your account- not just class. Instead, enable this on the meeting itself. Please reach out to us if you have more questions about recording in Zoom.



Zoom Training

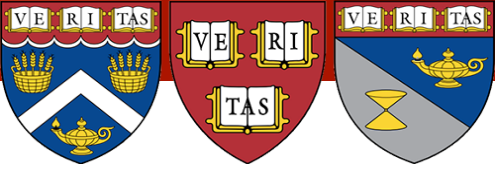
Scheduling Meetings and Individual Meeting Settings

After logging in to the harvard.zoom.us website go to the Meetings tab to view and schedule the meetings on your account.

The screenshot shows the Zoom web interface. On the left is a sidebar with navigation options: Profile, Meetings (highlighted in blue), Webinars, Recordings, Settings, Account Profile, and Reports. The main content area has four tabs: Upcoming Meetings (underlined), Previous Meetings, Personal Meeting Room (with a red asterisk above it), and Meeting Templates. A 'Get Training' link with a camera icon is on the far right, crossed out with a large red 'X'. Below the tabs, there is a blue button labeled 'Schedule a New Meeting' (circled in red) and a link 'Join a meeting from an H.323/SIP room system'. Below this is a table of meetings:

Start Time ↕	Topic ↕	Meeting ID	
Recurring	January Instructor Development Month	893-762-942	<input type="button" value="Start"/> <input type="button" value="Delete"/>

* Note that your Personal Meeting Room is separate from scheduled meetings.



Zoom Training

Scheduling Meetings and Individual Meeting Settings

Topic: CLASS1234(12345)

Description (Optional): Default settings for a web-conferencing course

Recurring meeting

Recurrence: No Fixed Time

Registration: Required

Video: Host on off
Participant on off

Audio: Telephony Only VoIP Only Both

Meeting Options: Require meeting password
 Enable join before host
 Mute participants upon entry [Supported versions](#)
 Use Personal Meeting ID 715-938-0860
 Record the meeting automatically

Alternative Hosts: Example: john@company.com; peter@scholar

Topic: Student Workspace

Description (Optional): Suggested settings for a student workspace

Recurring meeting

Recurrence: No Fixed Time

Registration: Required

Video: Host on off
Participant on off

Audio: Telephony Only VoIP Only Both

Meeting Options: Require meeting password
 Enable join before host
 Mute participants upon entry [Supported versions](#)
 Use Personal Meeting ID 715-938-0860
 Record the meeting automatically

Both these meetings are scheduled as **recurring** and **no fixed time** for maximum flexibility.

When: 04/27/2017 8:00 PM

Duration: 1 hr 0 min

Time Zone: (GMT-4:00) Eastern Time (US and Canada)

Recurring meeting **Every day, until May 03, 2017, 7 occurrence(s)**

Recurrence: **Daily** (dropdown menu open showing: Daily, Weekly, Monthly, No Fixed Time)

Repeat every: After 7 occurrences

Allows people to drop in without a Host present.

Where you set automatic recording on a specific meeting.

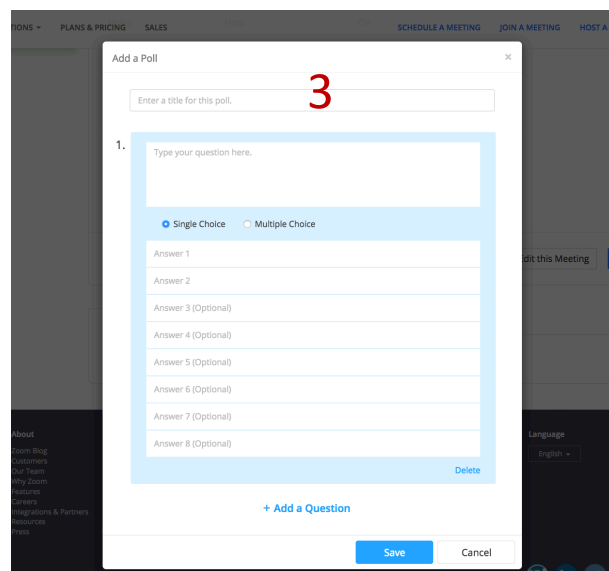
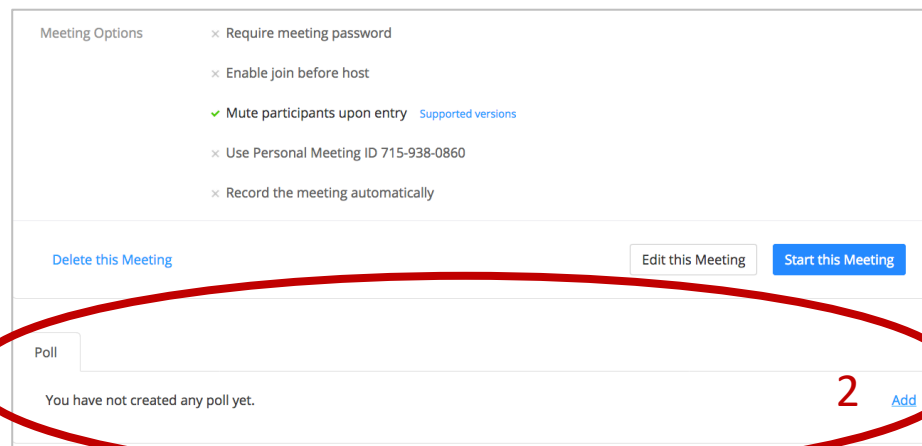
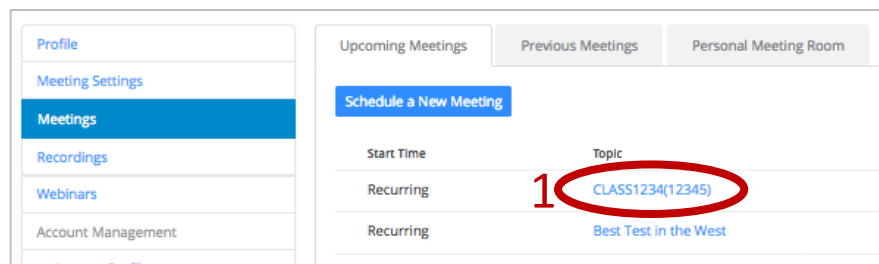
Add Zoom account holders here to give them permission to open the room.



Zoom Training

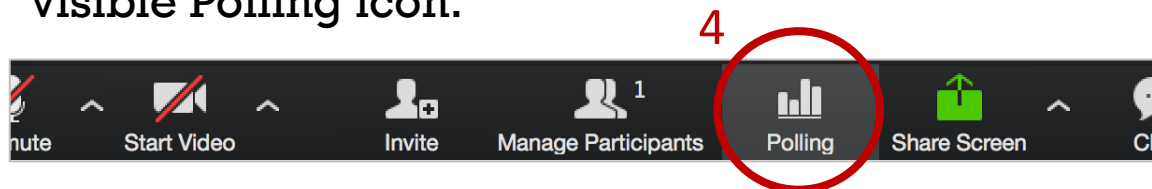
Polling

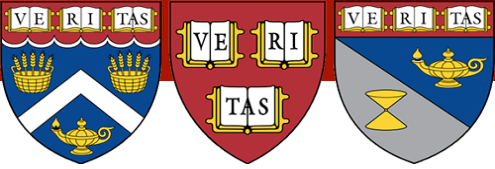
Polls are added in advance to a scheduled meeting via harvard.zoom.us.



(Note- this option won't be available if polling isn't enabled in your Advanced Meeting Settings.)

Once you launch the meeting, you should now be able to use the poll(s) you've created via the now-visible Polling icon.

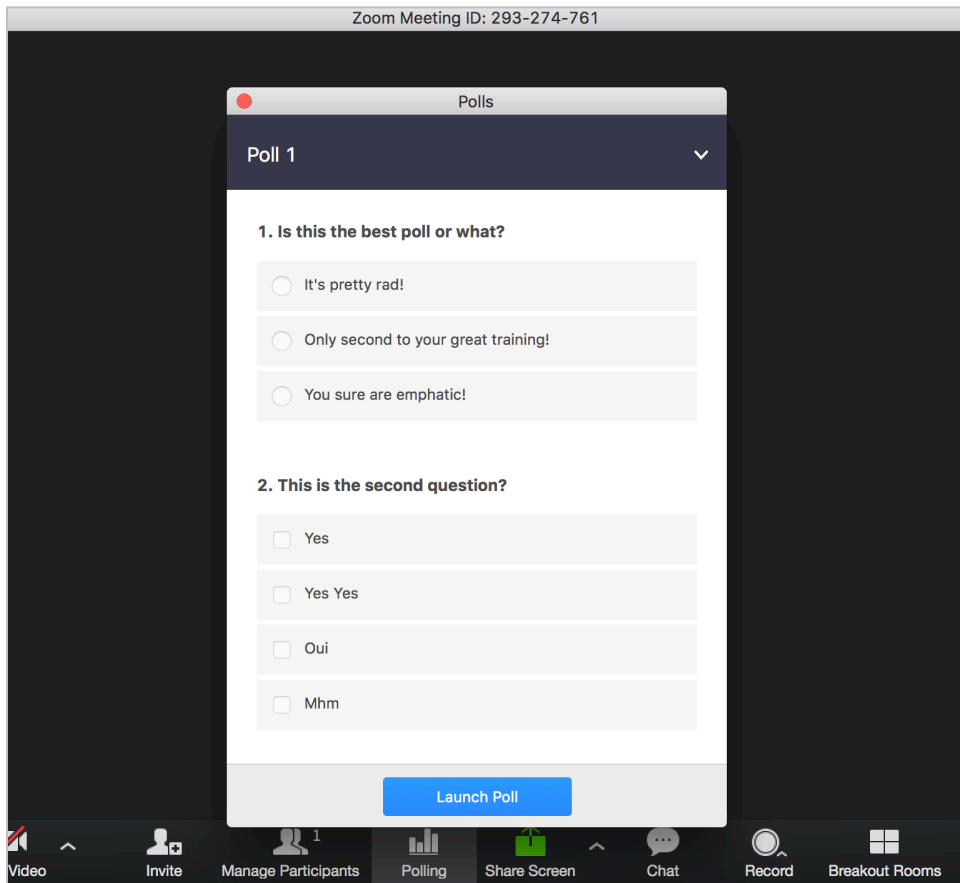




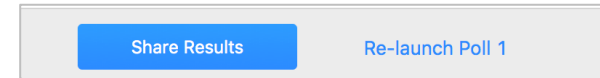
Zoom Training

Polling

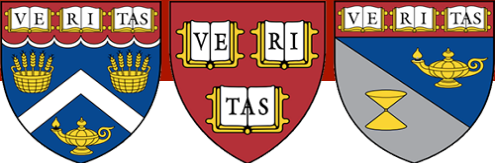
In Meeting Use and Caveats



Once you launch a Poll, you will be able to stop, share the results, and relaunch the same Poll.



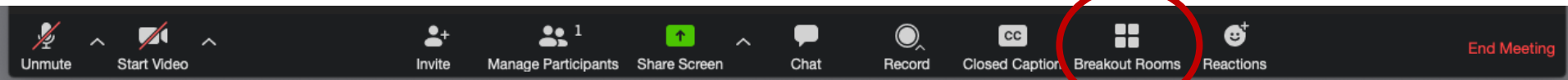
- You cannot edit a poll that has been launched in a live meeting.
- You can create new polls for a live meeting from the website.
- Preconfigured True/False and ABCD generic polls allow more flexibility.



Zoom Training

Breakout Rooms

Great for small group projects and discussions.



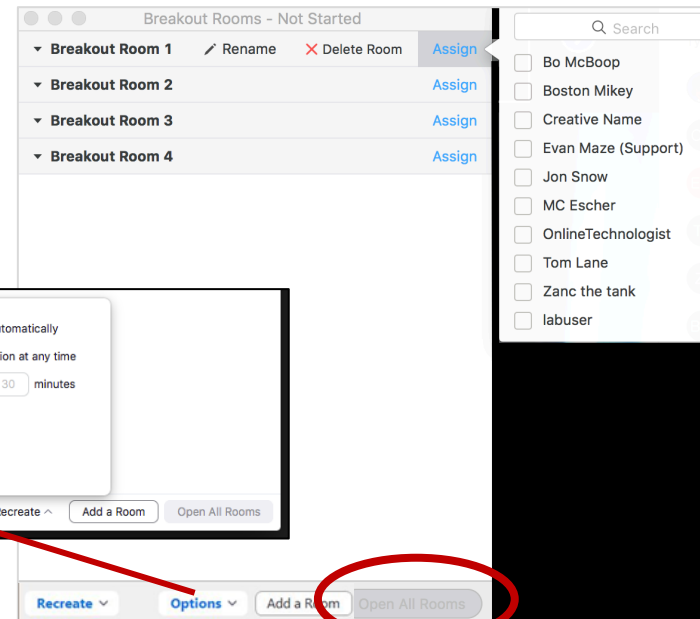
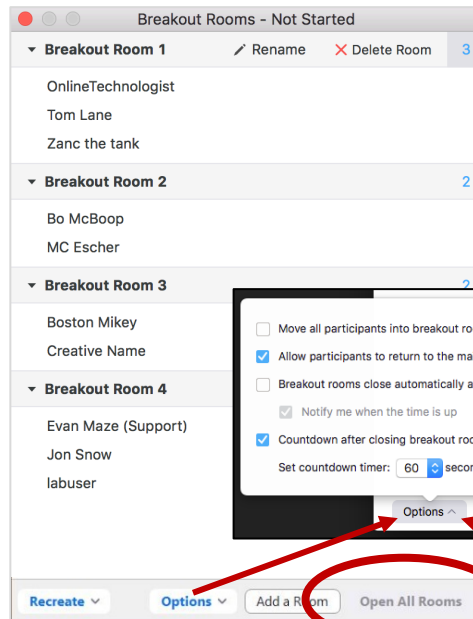
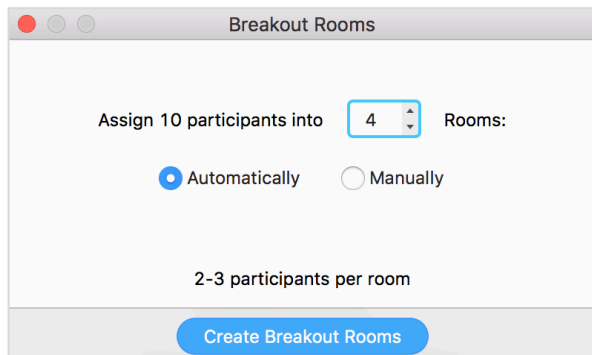
Click Breakout Rooms icon

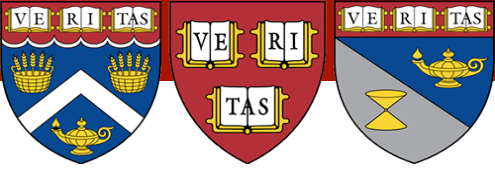
- Create the Rooms automatically or manually.
- You may rename Rooms and/or assign Participants.
- New 'Options' window
- Click 'Open all Rooms'.

Automatically Assign
Fastest method

OR

Manually Assign
For recurring groups





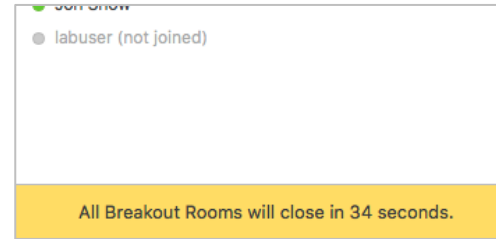
Zoom Training

Breakout Rooms

Advanced Features

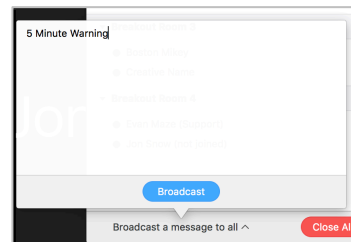
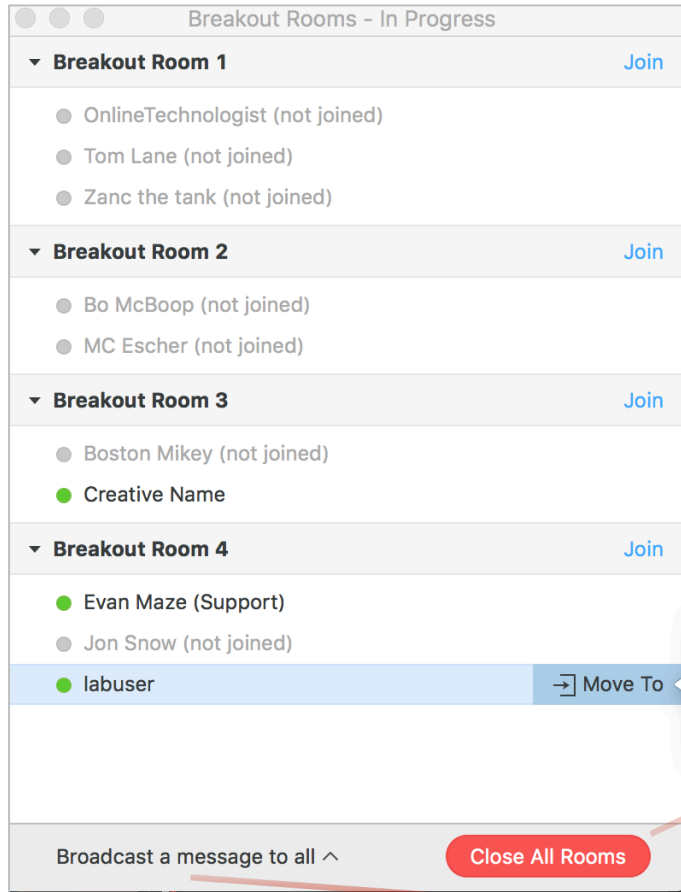
- Once started, the Host can move freely between the rooms by clicking **Join**.
- A Co-host must initially be assigned and go to a Room first and then can move freely between Rooms.
- Participants can reenter the main session via the bottom right 'Leave Breakout Room' if enabled.

Reassign Participants while Rooms are live.



Closing All Rooms initiates a 10-60 second count-down before automatically bringing everyone back to the main session.

Broadcast Messages appear at the top of student screens for 5-10 seconds.

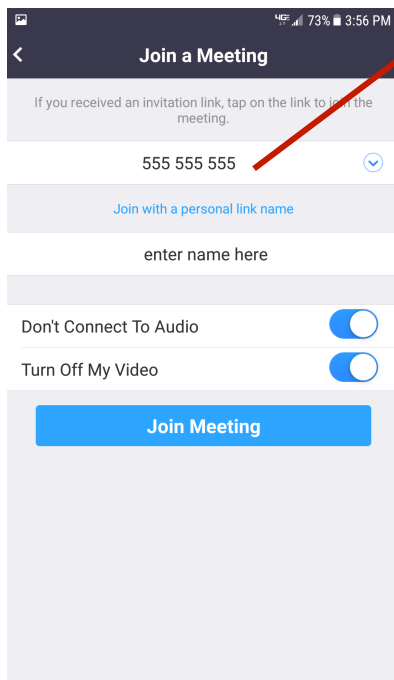
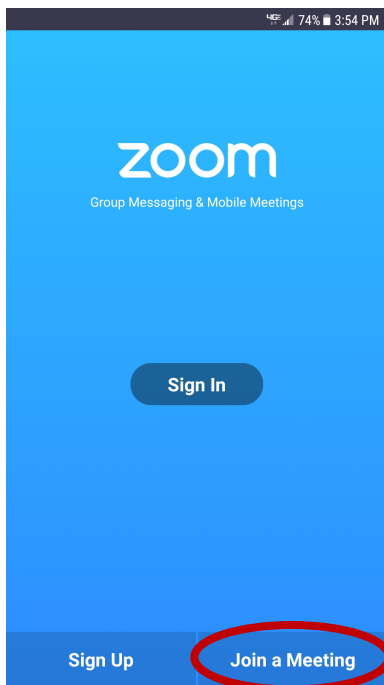
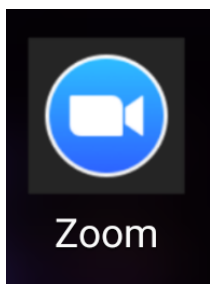




Zoom Training

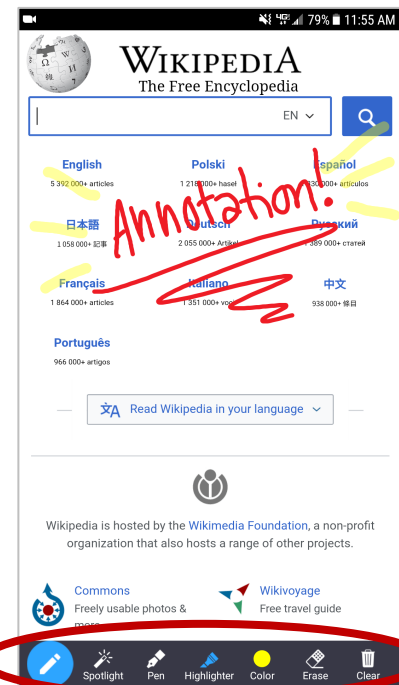
Tablets

- Always host the meeting on your laptop / desktop. Use your Tablet as a 2nd device.
- Download the mobile Zoom app from your provider's app store.
- Join as Guest by typing in the meeting ID [*do not use audio or video and mute device*].
- The annotation tools are on the app, you can also share other apps and documents.
- Use a wired internet connection on your computer and Wi-Fi on your 2nd device.



Meeting ID can be found at the top of the meeting window and the end of the meeting URL.

Don't connect to audio to avoid feedback issues between your computer and 2nd device. Do not use video.



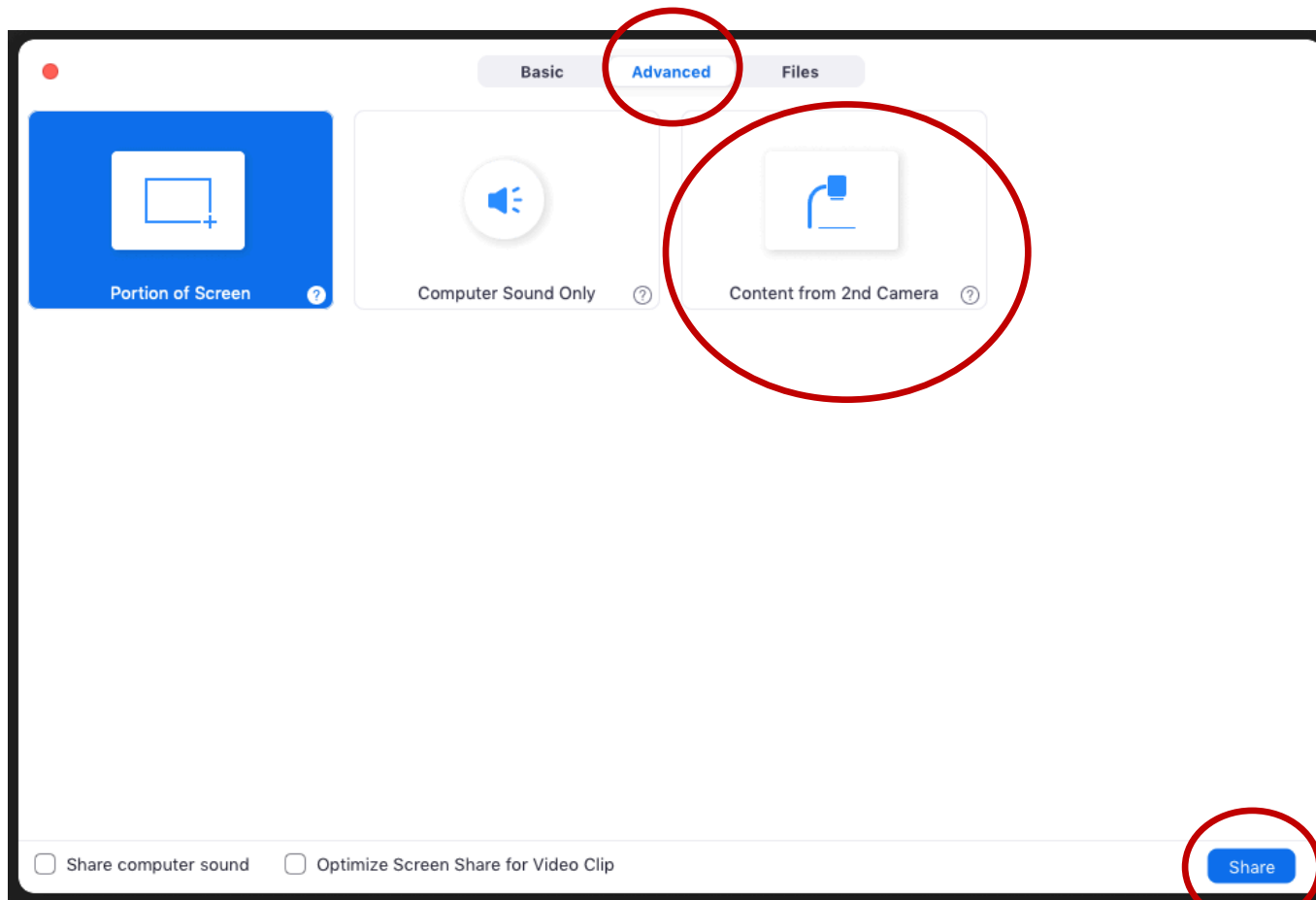
Annotation tools

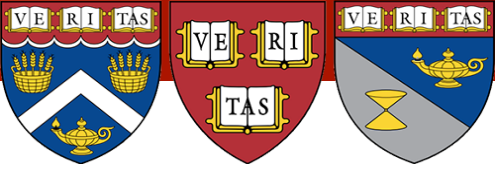


Zoom Training

Screen Sharing for Doc Cams

Under the Advanced Tab

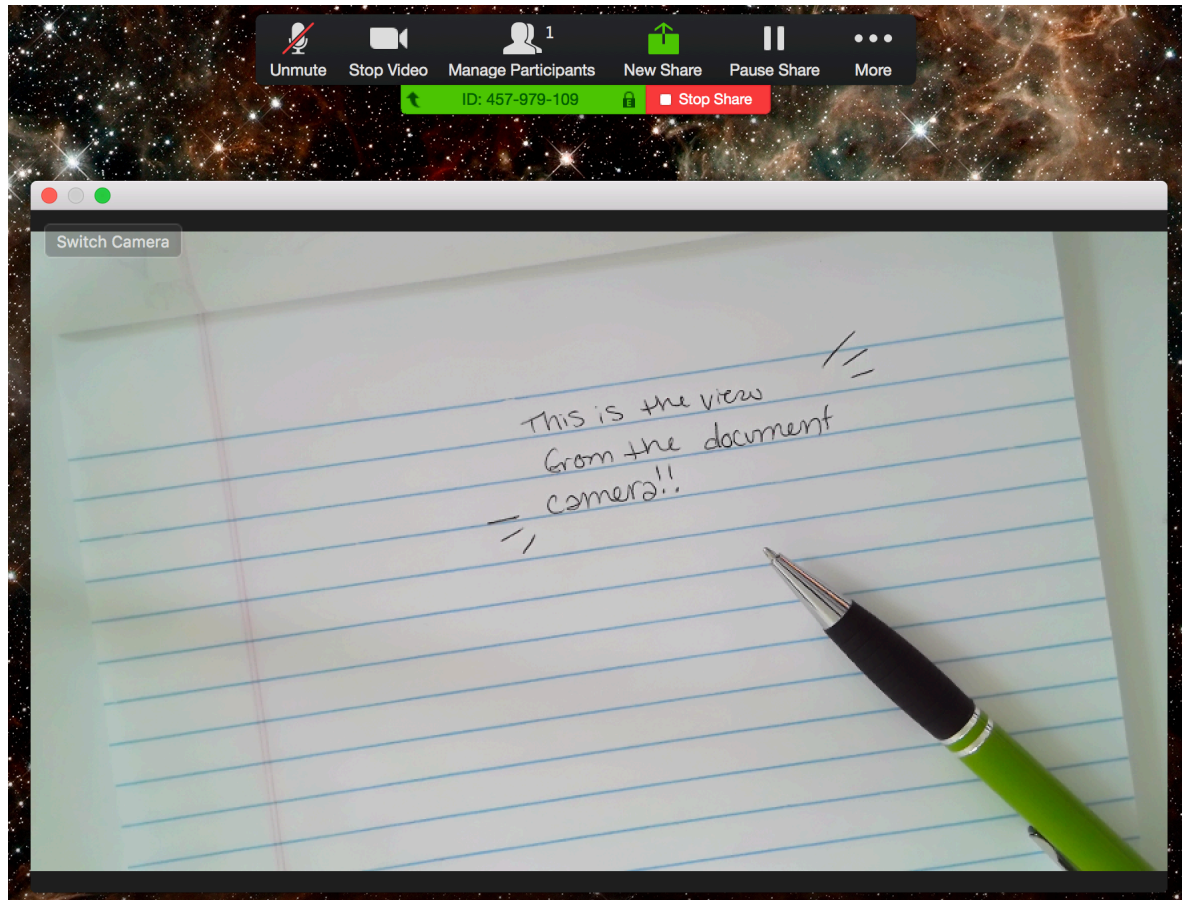


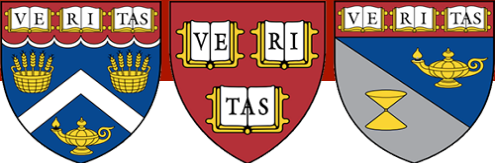


Zoom Training

Screen Sharing for Doc Cams

Under the Advanced Tab





Zoom Training

The Virtual Classroom Environment

Managing expectations, protocol, and communication

- **Provide students with a sense of your setup and viewing perspective.**
Students new to the format will look to you to set an example of what is an acceptable physical and virtual environment.
- **Please TURN ON webcams!**
- Remind students that there are resources available for ongoing technical support and Zoom training.
- Please remind students there is **NO DRIVING** during class as this can result in a removal from the classroom.
- Students should **stay muted** when not actively speaking.
- It's important to **outline communication expectations** upfront so students have a clear understanding of the protocol to contribute.
 - Just speak up? "Excuse me Professor..."
 - Physically raise hand? (Dual Monitor advised)
 - Use the Raise Hand feature in Zoom?
 - Instructor will prompt for questions/comments?
 - Direct students to filter questions to the chat?
- Remain mindful of any participation habits that form that you may not have specifically addressed on the first day.



Zoom Training

Optimizing Your Home Studio

Best Practices for Audio



For best sound always use a wired USB headset:

- Check your computer mic and speakers *every time*.
- Keep yourself muted when you're not speaking.
- The Logitech H390 (pictured) is our primary recommendation for instructors and students.



IF you can control your environment for sound, THEN you may consider a headset free option:

- Echo canceling stereo microphone allows for headset free option for one (1) to two (2) people.
- Internal microphones often lack echo cancelation.
- May be used with external speakers or headset.
- Connect to only one (1) audio device in the same room to avoid echo and feedback.

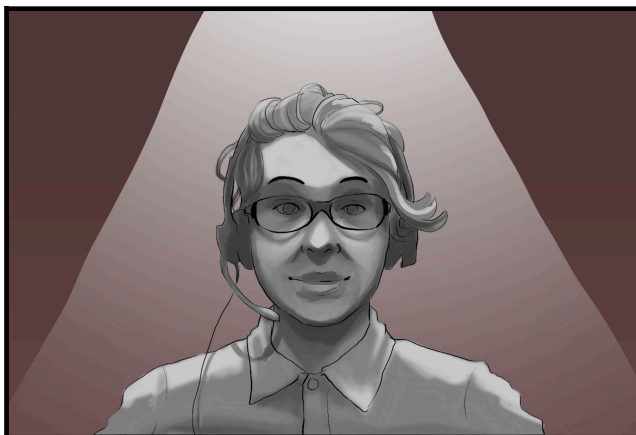


Zoom Training

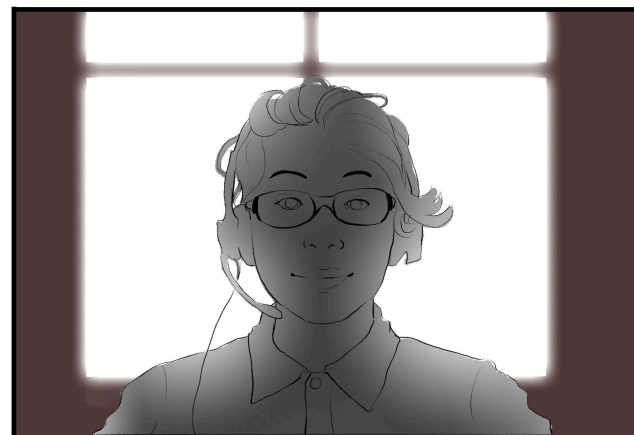
Optimizing Your Home Studio

Best Practices for Lighting and Framing

The
Interrogation
Chamber
(direct overhead
lighting)



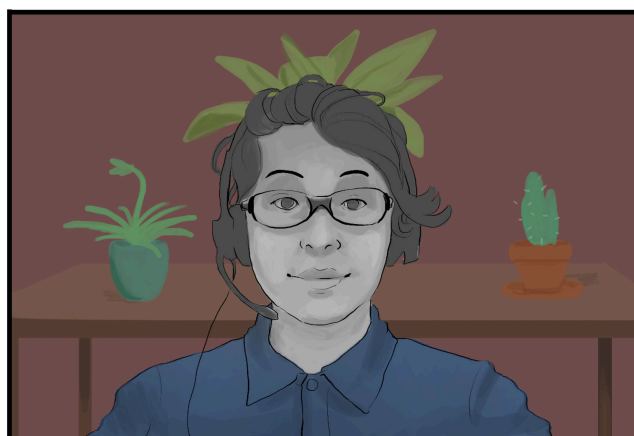
The
Anonymous
Informant
(backlighting)



“My clothing
does the
talking for
me.”
(distracting
clothing)



“You’ve got
something
on your... oh,
nevermind.”
(distracting
background)





Zoom Training

Optimizing Your Home Studio

Best Practices for Lighting and Framing



Lighting and Camera Placement

- Two light sources, evenly spaced, at about a 45° angle from you.
- Standard shaded-lamps diffuse light and lessen hard-shadows.
- The camera and lights should be as close to eye-level as possible.
 - If camera is built-in, raise your laptop either with a stand or thick book(s). (Consider an external keyboard and mouse.)
 - If camera is external, we recommend a small tripod.



Framing and Wardrobe

- Center your face in the frame and be aware of your movement within.
- For clothing try muted or pastel / solid colors, avoid busy patterns and reflective material.
- Background should be simple- avoid things behind you going directly through head or body.

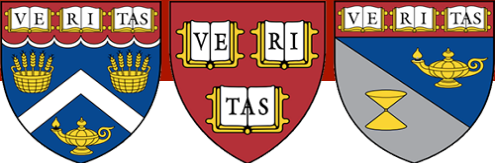


Zoom Training Dual Monitors



- Enable this in your application settings.
- Allows the Gallery / Speaker view to be visible at all times.
- More screen real-estate for Manage Participants and Chat windows (in addition to content you'll be sharing).
- This behaves differently depending on your individual setup.

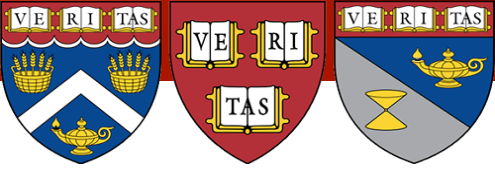
Please contact us for an appointment if this is something you are interested in learning more about or testing with us.



Zoom Training

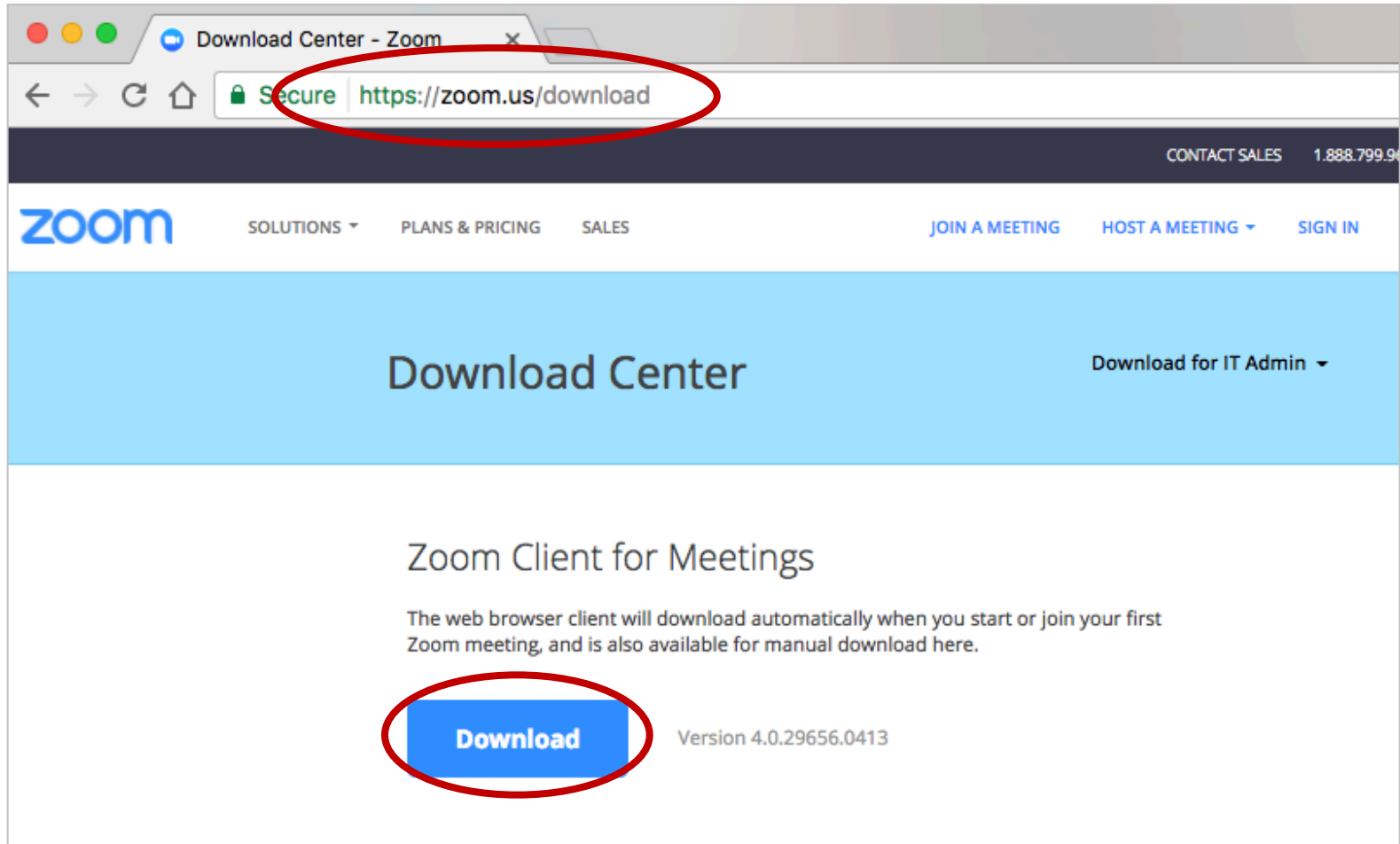
Any Questions?

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- Application, Account, and Meeting Settings to Customize your Classroom
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Zoom Training

Stay Updated



The screenshot shows a web browser window with the title "Download Center - Zoom". The address bar displays "Secure https://zoom.us/download", which is circled in red. The page features the Zoom logo and navigation links: SOLUTIONS, PLANS & PRICING, SALES, JOIN A MEETING, HOST A MEETING, and SIGN IN. A "CONTACT SALES 1.888.799.9" link is also visible. The main heading is "Download Center" with a "Download for IT Admin" dropdown. Below this, the text reads "Zoom Client for Meetings" and "The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here." A blue "Download" button is circled in red, with the version number "Version 4.0.29656.0413" displayed to its right.



Zoom Instructor Support



ALWAYS CALL IF URGENT!!

Harvard Online Support

(617) 998-8571



**DCE Web Conference site
for Instructors and TAs**

<http://projects.iq.harvard.edu/dcewebconf>



Course Staff Contact for Web Conference:

webconference@dce.harvard.edu

Online Support General Contact:

academictechnology@dce.harvard.edu



zoom.us

Wait 10-seconds for the pop up in the bottom right and chat live or search documentation



HUPD MEDICAL EMERGENCY CONTACT

617-495-1212



Zoom Student Support



ALWAYS CALL IF URGENT!!

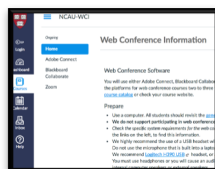
Harvard Online Support

(617) 998-8571



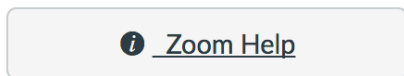
Online Support General Contact:

academictechnology@dce.harvard.edu



DCE Student Web Conference Website

<https://canvas.harvard.edu/courses/12626>



Your Canvas Course Website

If your Canvas site has this button, it will bring you to the Student Web Conference Website.



zoom.us

Wait 10-seconds for the pop up in the bottom right and chat live!