ZOOM Best Practices

AUDIO

- **Wear earbuds/headphones**
  - This prevents feedback where audio from speakers is captured by the microphone.
- **Use an external microphone**
  - Most devices have low quality microphones that are embedded. An external microphone gives the user more control over the quality and volume of the audio. If you do use an external mic, earbuds or headphones become much more important – the slight delay in transmission can lead to feedback or an echo. A dedicated mic is also important if you're on a laptop because the sound of typing can be jarring.
- **Stay on mute when not speaking**
  - With many microphones being blended into one audio feed, help others focus on the speakers' audio only.
- **Be ready to unmute**
  - Quickly toggle to unmute before speaking. It helps avoid awkward pauses. Learn the quick-keys for this by hovering over the button with your cursor.

VIDEO

- **Position your camera at eye level**
  - Stack books under your device or lower/raise your chair to have a professional camera angle.
- **Avoid being backlit**
  - Do not sit with your back to windows, lamps or lights.
- **Have light on your face**
  - Natural light is best. You should face the window/light while the camera faces you.
- **Position your camera on a still surface**
  - Having a shaky camera can be a distraction for others in the meeting.
- **Pay attention to what is in your background**
  - You can have some character (bookshelves or artwork) but you want to avoid chaos. Don't allow the clutter of a room to become a distraction.

CONTENT

- **Don't talk too fast**
  - Even with good internet, connections can sometimes stall. Speak at a pace that allows others to follow along even if a word or two are not heard.
- **Be specific in your language**
  - Being remote allows for less nonverbal communication. Limiting pronouns and vague language will promote understanding.
- **Have awareness of how long you have been speaking**
  - Nobody wants to be on a video conference for multiple hours. Be cognizant of time.
- **Monitor background noise**
  - Pets, children and outside noise will pick up on sensitive microphones.

SETTINGS

- Virtual background
- Changing input devices

- Reactions
- Screenshare

Grady College of Journalism
and Mass Communication
UNIVERSITY OF GEORGIA