How Do I Use the Zoom Website?

Preparing to participate in a Zoom Video Conference

➢ If you will be a participant in a Zoom video conference hearing with the Court, proper preparation will ensure all involved will have a good experience using the system
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➢ Please note that some proceedings may provide phone-only connectivity by Zoom or other means, and that hearings may be limited to a total of participants.

➢ For security and enforcement of court standards, the court may disable some Zoom interactions (such as chat, screen share, whiteboard, Q&A, raise hand, react, etc.)
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➢ The Court will not provide technical support for Zoom participants or attendees. Please contact the Zoom Help Center, your local IT support, or other online guidance for assistance.

Zoom Account and Software

1. Participants: If you do not have a Zoom account, go to https://zoom.us to create an account. A paid Zoom account is not necessary for any interaction with the court.

2. Log into https://zoom.us/profile and set your name, phone and email. Including a photo will help identify you when connecting. .

3. Install the latest Zoom Client for Meetings at https://zoom.us/download. Although Zoom can be used in a browser only, it is very limited. The full Zoom client is required for best functionality and experience with the system.

4. Always keep your software up to date! The Zoom Client automatically updates itself upon launching the software, but you can also update it manually.

Settings

Zoom has a lot of settings, and updates to their system may change options. Below are a few settings recommended by the Court to improve your video conference:

- General: Ask me to confirm when I leave a meeting: ON (Helps prevent unintended departures)
- Video: Enable HD: OFF (Helps prevent poor video performance, and usually looks just as good as HD)
- Video: Always display participant names on their video: ON

- Video: Always show video preview dialog when joining a video meeting: ON (Final check before your video displays to others)

Learning

It is likely, that the court will only use the audio and video functionality of Zoom. Other functions such as, text chat, screen sharing, etc., will likely be disabled for your session. You only need to learn the basics of observing or participating in a Zoom Webinar by audio or video. Consult the following sources to learn how to select the correct audio and video source, how to mute/unmute your audio, and and how to Start/Stop your video:

1. Video: https://support.zoom.us/hc/en-us/sections/200521865-Video

2. Audio: https://support.zoom.us/hc/en-us/sections/200319096-Audio

3. Learn how to easy mute/unmute with Push to talk: https://support.zoom.us/hc/en-us/articles/360000510003-Push-to-Talk

4. Hot Keys and Keyboard Shortcuts to start/stop video, mute, etc.: https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-and-KeyboardShortcuts-for-Zoom

Recommendations

1. Avoid using a mobile device if possible. Although tablets (iPads) and smartphones can be used, they are very limited. If your mobile phone is the only

option, mute your phone, and mute all sounds from all other applications (email notifications, chat messaging, etc.).

2. Avoid using battery power only. Hearings may go longer than expected so plug your device into a good power source while in a Zoom session.

3. Unless you've confirmed the quality is sufficient, avoid using an open microphone and speakers, such as those that are built-into laptops or a webcams. Using a good quality headset (headphones with mic) will often help ensure you can be heard, and can hear others with maximum quality.

4. Avoid noisy and echoing locations. Use of a headset will improve audio quality when this is unavoidable.

5. Avoid distracting backgrounds, real or virtual.

6. Avoid poor camera positioning (if possible).

7. Avoid using WiFi if possible. A connection using a hard-wire Ethernet cable will always be faster and more reliable than WiFi.

Before EVERY Court Session using Zoom do the following:

1. Connect your device to a power source.

2. Make sure your internet connection is good: https://www.pcworld.com/article/2048594/how-to-test-your-home-internetspeed.html

3. Test your video and audio.

4. Turn off all audio disruptions (phones, messaging alerts, email alerts, etc.)

5. Run a quick test to connect with another Zoom user, or use the Zoom test: https://support.zoom.us/hc/en-us/articles/115002262083-Joining-a-testmeeting

Additional Information & Resources

http://www.fresno.courts.ca.gov

2CREDIT: https://www.cand.uscourts.gov.zoom