

ZOOM BEST PRACTICES AND TROUBLESHOOTING

BEST PRACTICES

EMBED YOUR MEETING PASSWORD FOR ONE-CLICK JOINING

Use a password for entrance into each meeting to prevent unwanted participants. To embed a password in the link, log into the Zoom account, go to “Settings” and enable the “Embed password in meeting link for one-click join” option. Participants will not need to type in the meeting’s password as they enter the call.

PREPARE AHEAD OF TIME

Organize meeting materials (slideshows, videos, websites, etc.) in the order of their appearance; be sure to close all unneeded tabs and windows before the meeting.

CHOOSE A CO-HOST

If the meeting host loses the connection due to power or internet service interruption, Zoom will assign a random participant as the host. To choose a co-host at the beginning of a meeting, click on a participant name and choose “Assign as co-host.” If the host gets bumped off, the co-host can keep the meeting open.

CHAT IT UP

Type the meeting’s call-in phone number in the chat window as you open the meeting. Including it on the title slide is helpful for users experiencing audio issues. URLs, email addresses and file uploads can be added to chat for easy access during the meeting.

RECORDING OPTIONS

Capture the important parts of the meeting by using the pause and resume recording options. Create a visual cue such as a sticky note or an agenda note as a reminder of when to pause and resume recording. If recording the meeting, be sure to inform participants and encourage them to share accordingly.

STAY ON TIME AND ON TASK

Create and follow an agenda with time estimates to keep your meeting running smoothly.

BREAKOUT ROOM TOPICS

Use the “Broadcast message to all” feature after everyone’s in their assigned room to share reminders or repeat questions to send to all participants.

COUNT IT DOWN

Set a timer for breakout room sessions one minute shorter than the time planned for the breakout activity.

ZOOM TUTORIALS AND SUPPORT

Need more help? Learn more at: <https://sites.udel.edu/ats/conferencing/zoom/>

TALENT DEVELOPMENT

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TROUBLESHOOTING

Issue Encountered	Fixes
ECHO...ECHO...ECHO	<p>Possible cause</p> <ul style="list-style-type: none"> ➤ Audio coming out of someone’s speakers is being picked up by their microphone and rebroadcast. <p>Fixes to try</p> <ul style="list-style-type: none"> ➤ Mute the person causing the echo. If you’re not sure who this is, mute everyone except the person speaking. ➤ Make sure everyone on the call knows how to mute and unmute their own line, so they can speak up when they want to. ➤ Ask people to use a headset if possible. ➤ If people are signing in from two devices, be sure they mute one.
VIDEO FEED DRAGS	<ul style="list-style-type: none"> ➤ Enable closed captioning so people can read along. ➤ Provide the link to the video in the chat. Instruct people to turn off audio and video in Zoom and watch the video from their device. Resume the meeting.
BREAKOUT ROOM ASSIGNMENT FAILS	<ul style="list-style-type: none"> ➤ Verbally remind people to accept the breakout room invitation. ➤ Move cursor to the right of the participant’s name in the breakout room window. Choose a room to assign them to. ➤ If that does not work, try again when you re-open breakout rooms. Facilitate a discussion with those left in the main room.
HOST GETS BUMPED FROM THE MEETING	<ul style="list-style-type: none"> ➤ Attempt to rejoin the meeting from your original device. ➤ If internet service is down, attempt to join from a cell phone.
YOUR NAME IS NOT BEING DISPLAYED CORRECTLY	<ul style="list-style-type: none"> ➤ Open the participants’ area in the meeting. ➤ Hover over your name and click the “More” button that appears. Click on “Rename.” ➤ Type in desired name and then click “OK.”

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