
Zoom – Faculty Intro

Document Audience - all Smith faculty and instructors who use the Zoom video application to teach remote learners.

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Zoom Class Workflow

- 1) Create a Zoom Meeting
- 2) Share the Zoom Meeting info with the students via portal / email.
- 3) Start the Zoom meeting 5-10 min before class
- 4) Confirm the students can hear you and you can hear some of the students
- 5) Start recording the Zoom meeting when you start class. This is a personal preference, the video will record on your computer
- 6) End the Zoom meeting
- 7) Post the video file to the D2L portal (Commerce, MSc, PHD) or forward it to the Program Manager for hosting on the Smith Video Portal (PGPS)

1 - Zoom - Application and Computer Requirements

Zoom Video Application

The Zoom desktop videoconference solution has one software component that resides on the user's computer. Faculty, instructors and students must download, install and configure the **Zoom** software before attending their remote class.

Smith faculty and instructors can activate their Zoom Pro account through the IT Help Desk (open a support ticket with smithsupport@queensu.ca). You will receive a **Zoom Pro** account activation email directly from Zoom (no-reply@zoom.us). The download link is provided as part of the Zoom account activation process.

Zoom users can confirm their internet / computer set-up - <http://zoom.us/test>

Computer User Account

Desktop Videoconference Application Guide

Use a PC login account with *local administrator rights* to load and configure the **Zoom** software correctly.

Computer Hardware

Any Quad Core laptop or desktop purchase since mid 2018 should meet the minimum recommended PC / Mac hardware requirements:

- CPU: Quad Core
 - Intel i7 6th Generation and above (Ex: i7-6000HQ)
 - Intel U-Series and Y-series 8th generation and above
 - Ultrabook type computers are not recommended e.g. MacBook Air, MacBook and Surface Book 1, 2
- RAM: 8 GB minimum
- Screen Resolution: 1920 x 1080 recommended
- Screen Size: 15" minimum, 17+" recommended

Computer Operating System (Software)

Smith VCS recommends running Zoom on a PC / Mac with one of these supported operating systems:

Windows 10

Mac with OS X 10.10 or later

Computer Monitors

Zoom can operate on a single or dual monitor set-up. Smith VCS recommends using two monitors on a class day.

Monitor 1 - Content shared to Zoom meeting (PowerPoint etc)

Monitor 2 – other software / notes

Camera

Smith VCS recommends using an external HD USB camera, 720p or better, with integrated microphone; most HD USB cameras will work with Zoom.

Audio

There are two typical audio configurations used by online instructors / learners:

- A) Presenting to remote class from a quiet office / home office
 - use the microphone on the USB camera
 - use external computer speakers when possible; they are of a higher quality than the built-in screen/laptop speakers
- B) Presenting to remote class from a less quiet environment / shared space
 - use a headset with microphone, or
 - in-ear headphones with a microphone

Internet

Faculty and instructors will need an unrestricted high-speed internet connection.

Desktop Videoconference Application Guide

- Cable and fibre service are recommended
- High speed DSL service is not recommended
- Dial-up, low speed DSL and satellite connections do not provide a suitable connection

Recommended Internet Speed:

20 Mbps download and 5 Mbps upload speeds

This will provide a high quality conference experience

Minimum required Internet Speed:

10 Mbps download and 3 Mbps upload speeds

This will provide a lower quality conference experience; your camera will transmit a lower quality signal to the class.

Wired vs Wireless (Wi-Fi)

Wi-Fi connections can cause performance issues with videoconference applications. Faculty and instructors are encouraged, when possible, to use a wired connection between their computer and their internet modem/router.

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