



General Zoom Best Practices

Have an unstable internet connection? It is best to connect to any meeting through a wired internet connection. If this is not possible and the wi-fi is unstable, consider investing in a Bluetooth Wifi Range Extender.

If this is still not possible, have a phone on standby with the zoom meeting call-in number and meeting ID prepared and make sure the host is aware of what number you will be calling in from so they can promote you to co-host.

If this is the case and you have slides or a demonstration, consider having someone else screenshare the presentation for you and coordinate how to move slides along for you.

Bear in mind that **an unstable connection in a presenter is an unfortunately easy way to make a bad impression via a meeting**. Sometimes unavoidable connection issues happen but if you have consistent issues, consider upgrading if possible or having someone else control the presentation.

Video and Audio

Bluetooth headsets can have interference issues and often sound worse than wired earphones or headsets.

As a presenter, try to turn off anything that may make sound before presenting if possible – phone text tones, email reminder alerts, etc.

Presenters should be instructed to test their audio and camera at least 1 hour prior to the event.

[Tips to Look Your Best on Video Calls](#)

[From Worried to WOW! How to Deliver a Standout Webinar](#)

Registration

[Read this Zoom Best Practices for Securing Your Zoom Meetings Guide.](#)

- Don't use a personal meeting ID for public meetings
- Require a password to join
- Only allow registered or domain verified users

Does your organization have a member portal that can be used to register for events? Consider having participants register through your portal and provide the zoom link upon registration confirmation.

Never publicly post a zoom meeting link, especially if it isn't password-protected!



Zoom Meeting or Webinar?

Meetings Pros:

- Can be more personal – easier for all participants to see each other and interact
- Breakout rooms

Meeting Cons:

- Harder to keep organized and professional in larger meetings
- More monitoring and security settings are needed
- More easily disrupted or interrupted by participants
- Polls can be disrupted more easily since co-hosts have the ability to start and end polls – it can be a “too many cooks in the kitchen” issue
- No separate chat and Q&A feature
- Cannot control participant’s video viewing settings – must remind them of speaker view vs. gallery view
- Can only use ‘spotlight video’ on one person at a time

Webinar Pros:

- More professional looking
- Easier to monitor
- Don’t need as many settings to avoid disruptions or zoom bombing – don’t need to worry about muting participants or restricting screen sharing
- The only people on video are the designated panelists – participants will not be on screen and everyone will only see the panelists.

Webinar Cons:

- Less personal
- No breakout rooms



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Webinar Guide

[See this Zoom article for getting started with webinars](#)

Panelists vs Participants

Panelists must be entered into the zoom webinar settings beforehand. After their name and email is entered into the settings, **they will be sent a unique link** to join the webinar. This link can be re-sent by the host if necessary.

Panelists will be the only ones whose video and audio will be active.

Participants cannot turn their video or audio on. They will only be able to see the panelists speak.

Practice Session

Webinars allow practice sessions that only panelists can join before the webinar starts.

This is great to use for troubleshooting and getting ready before a webinar starts

Encourage all panelists to join at least 15 minutes prior to the event start. Everyone can check their audio and video, and once everyone is ready the host can make the event go “live” for all participants to see.

Chat vs Q&A

Webinars have separate Chat and Q&A features. Chat is for general discussion, Q&A is for direct questions.

You should encourage and remind participants frequently to direct their questions to the Q&A feature.



Meeting Guide

IMPORTANT: [Read this Zoom Best Practices article.](#) It explains zoom security features and best practices for meetings.

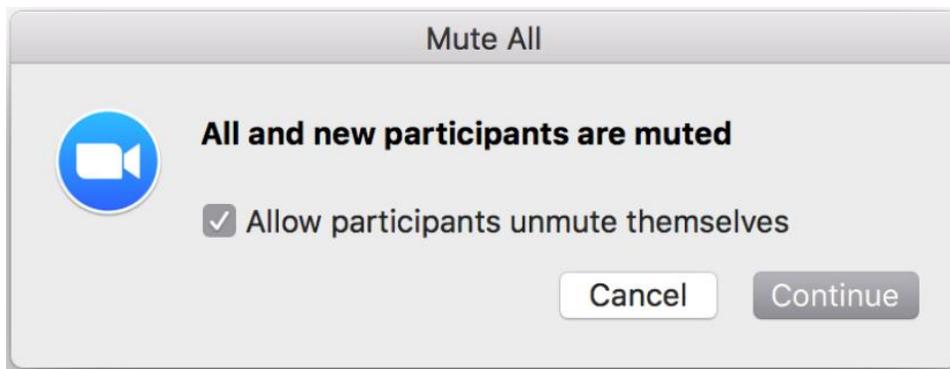
Enable waiting room – This allows for all presenters to gather before the meeting starts to get organized and troubleshoot technical issues without participants.

The host controls who can get admitted into the meeting. Once everyone is ready, the host can ‘admit all participants.’

The host can also send messages to those in the waiting room, such as if things are running a few minutes behind.

Mute participants upon entry – this prevents someone joining a meeting with a loud barking dog in the background. Everyone will be muted automatically when they join.

“**Mute All**” – once the meeting is started, there is an option for the host to “mute all.”



Unchecking the “allow participants to unmute themselves” means that all participants that are not co-hosts or the host will be muted and CANNOT unmute themselves.

When using this setting, everyone with a speaking role can be designated as “co hosts.” This will allow presenters to unmute themselves when necessary, even if the host has “muted all” – see below.

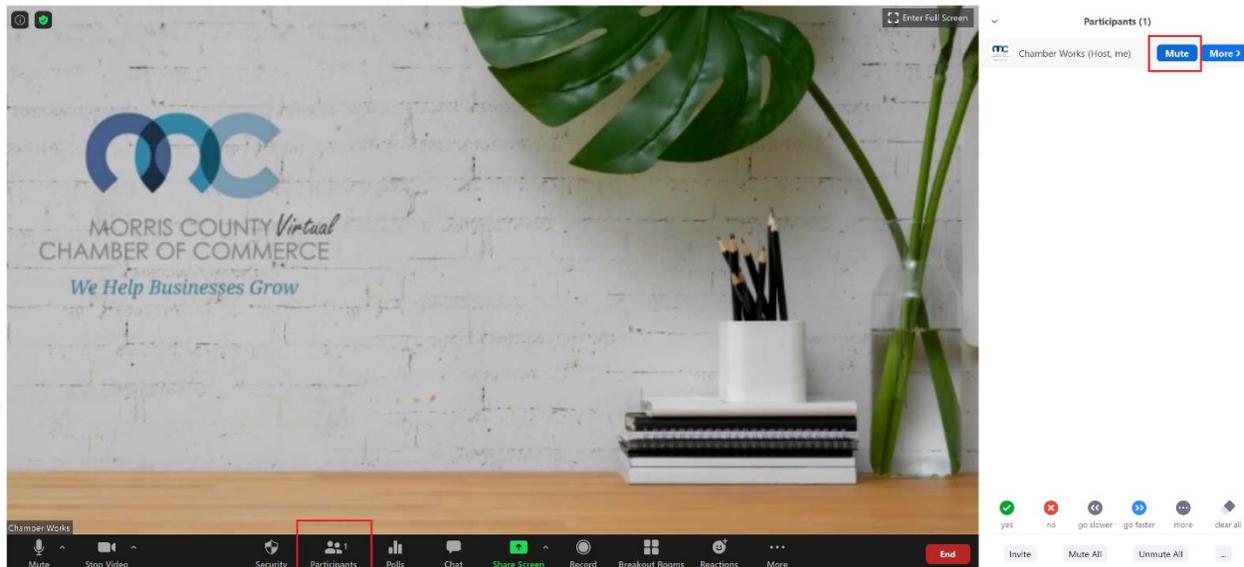
I recommend using this setting if you do not have access to the webinar feature and need to make presentations to a large amount of attendees.



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Be comfortable with the muting and unmuting function as the host!



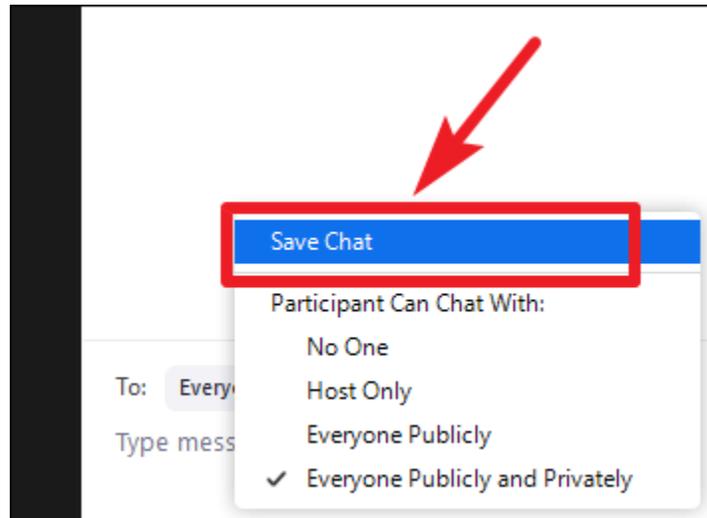
On the bottom you will see “participants.” Select this and the participants bar will pop up on the right and display everyone currently in the meeting.

When you hover over a participant, you will see “mute” or “unmute.” As a host, you will be able to mute and unmute participants if you are getting feedback or background noise from them.

You can also right-click on a participant’s video and “mute audio.”



How to save chat



Above the “type message here” in the chat, there will be a box that either looks like ‘...’ or says “more.” Click this and this window will pop up. When you click ‘Save Chat,’ it will automatically create a folder labelled ‘zoom’ in their documents and save to there.

Video Display

It is more complicated coordinating how everyone’s video will display in a meeting as opposed to a webinar.

[From this zoom help article on video layouts](#): zoom defaults to either active speaker or gallery view. **At the beginning you should announce to attendees to turn their settings to active speaker view to see the speakers.** This is **not** something you can control in settings to default for everyone, so the attendees must be aware of this and if need be change the setting themselves.

When only one person is speaking – i.e. the sponsor talks or the spotlight speaker – the Host can put them as a Spotlight Video. “Spotlight video puts a user as the primary active speaker for all participants in the meeting and cloud recordings.”

You must remember to turn off spotlight speaker after a presenter is done presenting.

[Read this Zoom help article about Spotlight Videos for instructions.](#)

Is your question not answered here? [Try Zoom’s comprehensive help center!](#)
