

Zoom Conferencing Etiquette and Best Practices

Mute when you are not speaking

Keep the audio lines clear for those speaking. Where you are is louder than you think and any ambient noise will only hinder what others can hear.

USB Headset

Invest in a quality speaker and microphone headset. These provide better audio than your computer's built-in system. Try to hold meetings in quiet, indoor locations to control ambient noise. ETS Recommends this model: [Logitech H390](#)

Adjust your lighting.

Don't have a bright light source behind you or else, all the audience sees is a bright light and a shadowy figure.

Practice hosting.

Zoom is very easy to use, but a live video conference with a customer is not the time to explore its features. Make video appointments with internal employees and friends to get used to Zoom. Practice scheduling and inviting people to meetings. Learn how to mute and unmute audience members and re-assign the host role.

Bandwidth and signal.

Wired internet is better than wireless for video conferencing. Try to remain close to the wireless router to better improve your connection when possible.

Use Zoom's chat function.

You can send a question or statement to everyone or privately to a participant

Think about your actions on camera.

Always remember that everyone can see you. Someone is watching as you take a big, wide-mouth yawn, stretch, or wander around the room. These exaggerated movements are distracting to the audience and can be disruptive to the speaker. Turn off your video if you don't want or need to share your camera feed.