

UCLA Videoconferencing by Zoom - Technical Requirements for Students

You are enrolled in a UCLA class that requires participation in live weekly videoconferences. Conferences are conducted through the videoconferencing application Zoom. There is no additional charge or license for Zoom.

Preparing for Your First Zoom Session

Requirements for PC, Mac, and links for tablet & mobile device support can be found here: <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-and-Mac>

Note that your Internet speed for group video calling must be 1.5 Mbps (upload/download). You must meet these requirements in order to participate in live sections.

You can test the speed of your Internet connection here: <http://www.speedtest.net>

If your connection does not meet the minimum requirement, contact your Internet Service Provider to upgrade your connection for duration of your class. Inability to connect or remain connected is not an excuse for failing to participate in live sections.

NOTES:

- 1) Public Internet/Wi-Fi connections (such as coffee shops, the library, hotels) are not sufficiently fast for conferencing.
- 2) In general, use the best Internet connection you can.
 - Wired connections are better than wireless (WiFi or cellular) connections.
 - WiFi connections are better than cellular (3G/4G/LTE) connections.

Plan ahead for Zoom meetings, and as often as possible, join Zoom meetings from a location where you can use a fast, reliable, wired Internet connection.

- 3) End bandwidth-intensive activities on the same network (such as streaming Netflix or gaming).
- 4) Smartphones and tablets (such as iPhones and iPads) can be used to participate in conferences, however, make sure you are on a connection that is sufficiently fast.
- 5) You can use the built-in speakers and microphone in your computer. However, if you anticipate that you will be in a noisy environment, you should use a headset. Instructions for testing your audio/video can be found here: <https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Audio->

Connecting to Your First Zoom Session

- 1) Make sure your equipment meets the technical requirements linked on pg. 1.
- 2) Click on the link for your videoconference session on your course website or via the link your instructor distributed.

The Zoom web browser plug-in should download automatically when you join your first Zoom meeting. If it does not, it can also be downloaded here:

https://ucla.zoom.us/download#client_4meeting

Instructions for installing Zoom ahead of your meeting can be found here:

https://docs.ccle.ucla.edu/w/ZOOM#Downloading_Zoom_software

- 3) Install the application/plug-in.
- 4) When you are prompted to log in, use your UCLA login ID and password.
- 5) Note: IF YOU SEE YOURSELF ON THE SCREEN, THE REST OF THE CLASS CAN SEE YOU, even if you haven't joined by audio yet.

The next screen gives you the option of how to join by audio. You will Join by Computer. We recommend you do the Test Mic & Speaker before you click the green Join Audio box.

- 6) You have joined your meeting! Details about using the Zoom application can be found here: https://docs.ccle.ucla.edu/w/ZOOM#Navigating_the_Meeting_Window

Helpful Tips for a Successful Zoom Session

- 1) Install and test Zoom at least a day before your first session.
- 2) Make sure you're muted when not talking.
- 3) Be yourself and respect others.
- 4) Ask questions using chat.
- 5) Use reactions to engage with your class.
- 6) Think before you write.
- 7) Utilize the raise your hand feature if wanting to ask a question live.
- 8) Set up an intentional space where the class is going to happen. Think about your background.

Troubleshooting a Choppy Internet Connection

1) Mute your microphone when you're not speaking.

When your microphone is on, Zoom will devote part of your Internet connection to an audio stream for you, even if you are not speaking. Mute your microphone when you do not need it, and you will allow Zoom use your Internet connection more effectively.

2) Stop your webcam video when you don't need it.

So long as doing so is okay with your instructor or moderator, start your video only when you need to show yourself on webcam, and stop your video when it isn't needed.

3) Disable HD webcam video.

Sending high definition (HD) webcam video requires more bandwidth than sending non-HD. Disabling HD video will free up more of your Internet connection for other parts of your Zoom meeting.

4) Close other, unneeded applications on your computer.

Zoom meetings can demand significant memory and processing power from your computer. Closing other applications, ones you do not need during the session, will help Zoom run better.

5) Avoid other activities that will steal bandwidth.

Don't start other bandwidth-intensive activities just before, or during, a Zoom meeting. On your Zoom device—and as much as possible, on other computers and devices that share your Internet connection—avoid:

- large downloads
- large uploads
- streaming video (e.g. Netflix, Hulu, YouTube)
- cloud backups
- cloud file synchronizations
- other high-bandwidth activities

6) Communicate with the instructor or moderator of your Zoom meeting.

If the best Internet connection you have for Zoom is a slow one, such as a poor cellular data connection, let the person or people running your session know ahead of time.

Other Troubleshooting

If Zoom isn't working correctly, can't connect your audio or video, or you can't see some of the tools/features your instructor is using, try the following:

- 1) Leave the meeting, close your browser and Zoom, and try reconnecting.
- 2) Make sure Zoom is up to date: <https://support.zoom.us/hc/en-us/articles/201362233-Where-Do-I-Download-The-Latest-Version->
- 3) Make sure your operating system is supported: <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>
- 4) If your audio or video aren't working, check if it is detecting the correct inputs:
Audio: <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>
Audio on iOS or Android: <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>
Video <https://support.zoom.us/hc/en-us/articles/202952568-M...>
- 5) If you there is an echo: <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>

Zoom Support Center: <https://support.zoom.us/hc/en-us>