

Tips for clear communication in Zoom meetings

Tips for the listener

Maximizing audio and video quality is key for clear communication in Zoom.

Be sure to find the quietest place possible to sit when participating in a Zoom meeting.

Technology can help:

- **Wearing headphones makes a big difference in audio quality, it makes participant voices clearer and minimizes extraneous background noise**
- For individuals who have hearing aids or cochlear implants, there are a variety of wireless connectivity options for individual devices. These include:
 - Hearing aid streamers worn around the neck that connect via Bluetooth to laptops/tablets OR via a cord plugged into the headphone jack of laptops/tablets
 - Some hearing aids and cochlear implants are able to connect via Bluetooth directly to a laptop/tablet.
 - Others can make wireless connections via an app on your phone or tablet
- Check with your audiologist or hearing instrument practitioner about connectivity to devices such as laptops and tablets that are available for your individual hearing aids or cochlear implants

Video quality can be variable in Zoom, depending on participants' internet connections and the device they are on. For best access, choose "speaker view" from the top right hand corner of your screen while in Zoom. "Gallery view" allows you to see all of the participants at once, but often the video boxes are small and difficult to see. "Speaker view" makes the video of whoever is speaking at the moment larger, so that person can be seen in full screen mode. If there will be one main speaker in the meeting, you can "pin" their video so that it stays visible by hovering over their video, and then the three dots, to find "pin video".

Share the tips for hosts and other participants ahead of the meeting if possible.

Tips for hosts and other participants

Ask participants to find the quietest possible spot to sit so that background noise is reduced.

If participants have an external microphone or wireless headset, this improves the quality of their voice significantly for other participants to hear more clearly.

Ask participants NOT to sit with their back to a window during a Zoom conference, the shadow from backlighting makes it extremely difficult to see their face.

Ask everyone to keep their microphone muted when they are not talking. Even 2 or 3 people with open microphones can cause interference, and result in degraded audio quality.

Ask participants to use the "raise hand" feature before contributing to the discussion, so that microphones can be turned on and off, and there is only one person speaking at a time.

Audio and video quality often deteriorate significantly if there are many people in a Zoom meeting, all of whom have video activated. For a large meeting, consider having participants turn their video camera off when they are not speaking.