



GO WEST SUMMIT

VIRTUAL TECHNICAL TOOLKIT

ZOOM TIPS

- Change your view
 - Gallery View allows you to see everyone in the meeting at once while Speaker View shows only the person speaking. Changing your view is useful when secondary delegates are included in an appointment.
 - To switch views, tap Switch to **Gallery View** in the upper-left corner of the Zoom window. If you do not see the controls, tap your screen to get them to appear. Repeat this step to switch back to **Speaker View**.
- Share your screen
 - Share your screen for a Zoom meeting with other participants by clicking the **Share screen icon** on the toolbar at the bottom of the meeting screen. Sharing your screen is helpful to show images or videos of your product or destination.
 - You'll have the option to share your entire desktop, or just one of the windows you have open. Click the red **Stop Share** button at the top of the screen to go back to being a normal participant in the meeting.
- In-meeting Chat
 - The in-meeting chat allows you to send chat messages to other users within a meeting. You can send a private message to an individual user or you can send a message to an entire group. This is a great way to ask questions during a Q&A or provide text that can easily be copied.
 - Click **Chat** in the meeting controls. You can type a message into the chat box or click on the drop down next to **To:** if you want to send a message to a specific person.
- Virtual Backgrounds
 - If you would like to choose a virtual background that matches your brand, you can use a virtual background. To turn it on, click the up arrow next to **Start Video**. Click **Choose a Virtual Background**, select the image you wish to use. To turn it off, click the up arrow next to Start Video. Click Choose a Virtual Background, select the blank black box "None."
 - Please note, GWS appointments do not currently allow for virtual backgrounds.

COMMON TECH CONFUSION

- Echo?
 - Generally, if you are hearing echo, it means that there is a device that is channeling your audio back. This could be because a participant may be connected to the meeting audio on multiple devices or a participant may have computer speakers that are too close to each other or are too loud.
 - Tip: Use headphones with a mic and mute yourself when you are not speaking.
- Can't hear?
 - Increase the volume on your computer in settings or by using the volume buttons. Even if the speaker is turned on in Zoom, your computer's volume might be set off.
 - Tip: Use headphones with a mic.
- Microphone Issues?
 - Make sure you are not muted in Zoom. Note that the host of the meeting may have muted you.
 - Ensure you have connected your computer's microphone.
- Camera not working?
 - Close all programs using your webcam.
 - Restart your computer if needed.
- Low Bandwidth?
 - Turn off your beauty filter and remove backgrounds.
 - Turn off your camera all together and use only your microphone.

GO WEST SUMMIT ONLINE RESOURCES

- How to Summit: <https://www.gowestsummit.com/how-to-summit>
- Direct Scheduling Tutorial: <https://www.youtube.com/watch?v=0ps6C3Yel-k&feature=youtu.be>
- Appointment Session Tutorial: <https://www.gowestsummit.com/sites/default/files/editor/ConductingApptSessions.pdf>

ZOOM HELP CENTER

Please note, the above tips are only some of the ways to troubleshoot Zoom. For more information, visit: <https://support.zoom.us/hc/en-us>