



My Zoom Cheat Sheet will help you with essential functions

THE BASICS

Be sure your organization allows you to use Zoom. A few don't, because of security requirements. Even if you're not allowed to download Zoom to your computer, your organization will likely allow you to use Zoom's browser version. (Realize **your functionality will be a bit limited if you use the browser version** of Zoom. E.g., you may not receive files that I chat during class.)

Verify that your computer and network meet Zoom requirements. For class, you must be running the computer version of Zoom, not the phone version. Please compare your system against [Zoom requirements](#). Also, consider running an internet speed test to see if you're likely to suffer latency or blockiness. **If you can't complete class because your computer or internet connection cannot adequately handle Zoom, you won't receive a refund.**

Test that you're literally able to run Zoom. Don't take chances; give Zoom a test run several days before class. [This link](#) allows you to ensure your video, microphone, and speakers work properly (i.e., perform "validation."). It'll also give you a chance to play around with some of the controls. **I'll assume you possess basic Zoom skills prior to class.**

For best results, create a Zoom account.

Okay, you don't actually need one to run Zoom or to take my class. But if you do set up an account, you'll be able to do nifty things like upload a profile photo to use as your stand-in during class breaks -- instead of a live video feed of your lonely, empty chair.

Learn more about Zoom. Wanna know more? Check out the plethora of [resources](#) the folks at Zoom have made available to help you get started. Or learn as I did -- host a virtual game night with friends!

PLEASE SHARE...

Your cell phone number? Mine is 571.232.0146. Sharing our cell numbers will help us get in touch in the event of a disconnection.



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YOUR HOME NETWORK

Find your best wi-fi signal. Make sure you're getting a robust wi-fi signal where your computer will be for class. Experiment with different locations. (How to do this will depend upon your OS. There also phone apps that'll measure wi-fi signal strength.) Don't be that guy who drops out constantly because of wi-fi issues! Here's [more guidance](#).

Consider connecting directly to your router. For even better results, avoid wi-fi altogether and instead use an ethernet cable to physically connect to your router.

Limit other data-intensive network uses on class days.

Please make sure people sharing your network minimize streaming music or videos, online gaming, etc.



BE A ZOOM POWER USER!



Strongly consider using a second computer or monitor.

Another screen would be useful for pulling up class materials and/or the online Model Viewer while you watch the slideshow on your main screen. Or, use a big screen if you have one. If this isn't possible, I strongly urge you to [print selected course materials in advance](#). (I provide you with specific guidance on my password-protected course materials page.)

Snag headphones and an external microphone. I hear everyone more clearly when I wear my headphones, and my voice becomes a shining beacon of CMMI goodness when I use my mic. Sure, you likely won't buy these things just for class, but they're good investments if attending virtual events has become a habit you just can't seem to break.

Get geeky about latency and packet loss. If you really, truly want to go full-on tech-nerd, find out how good your videoconferencing will likely be by [testing your internet connection](#) for:

- Latency (< 300 msec to avoid noticeable lip synch issues)
- Latency jitter (< 20 msec to reduce blockiness/jerkiness)
- Packet loss (< 0.1% to reduce blockiness/jerkiness and audio drop-outs)

LIGHTS! CAMERA! ACTION!

Look your best!

- **Clothing.** Wear pants! (In case you unexpectedly stand.) Avoid strong patterns. (May distract.) Make sure it's clear that you're wearing clothing. (Tube top? Not ideal.)
- **Background.** Avoid window backdrops. (Harsh.) Be sure the background is distraction-free. Consider a virtual background or two. (Upload in advance.)
- **Lighting.** Be sure the light is on your face. Consider Zoom's *Adjust for low light setting*.
- **Elevation.** Avoid that we-are-looking-up-your-nose look: elevate your laptop so that the webcam is at eye level.
- **Tech.** Consider Zoom's *Touch up my appearance* feature. (But shhhh... it's my beauty secret!)



Just before class:

- **Signal.** Position yourself near that strong wi-fi signal you found in advance.
- **Bandwidth.** Remind other network users not to run data-intensive applications.
- **Communications protocol.** Establish some way of communicating with family members during class. Text? Paper? Smoke signals?
- **Pen-and-paper.** Have a pen and pad of paper available for note-taking.
- **Class materials.** Grab any course materials may have printed in advance.
- **Apps.** Close unneeded applications and tabs before starting class.
- **CMMI.** Log into your CMMI Institute account and connect to the Model Viewer.
- **Meeting.** Log into the Zoom meeting using the link I provided before class.

During class:

- Keep your live video feed on, except for breaks and lunch. ***This is a strict requirement.***
- I will often call on people randomly, to ensure they're paying attention.
- We'll be using Zoom breakout rooms for group exercises.
- Our connection may not always be perfect. Expect occasional blockiness or lag.
- Limit visual disruptions caused by family members or pets.
- Don't take calls on your cell in full view of class.
- If you're clearly nodding off, you could receive a private message or phone call.
- Don't send messages via private chat that would be embarrassing if revealed.
- Don't create an awkward scenario by forgetting you're being seen and heard by the group. (Biology noises... carrying your laptop to the bathroom... watching non-CMMI-compliant or otherwise inappropriate content in your browser.)
- Please limit drug use before and during class to coffee, tea, and other substances your mom would approve.

"HOUSTON, WE HAVE A PROBLEM"

STUDENT VANISHED! PROTOCOL

If you (a student) have apparently lost connection during class:

1. **Be patient.** If the duration is limited (i.e., 30 seconds or so), you may not need to do anything. When your connection returns, you will automatically re-enter the meeting.
2. **Fix your internet issue.** If your issue may be fixable (e.g., by rebooting your router), please try to correct it.
3. **Text instructor.** If it seems you may be gone for more than a few minutes, text me at 571.232.0146 to me know what's happening. Realize that I will may not respond. (I'm teaching.)
4. **Rejoin the meeting,** when you can. Use the same steps you did to join that morning. If you missed a significant portion of class, contact me after class about making up lost time.
5. **Can't rejoin?** If the time missed was substantial, you will likely not be able to make it up – at least not within the timeframe of the current class. Connect me after class to discuss next steps.

INSTRUCTOR VANISHED! PROTOCOL

If I (the instructor) have apparently lost connection during class:

1. **Look for a frozen instructor face!** The telltale sign of a lost connection may be the video feed freezing. Or I may simply vanish.
2. **Be patient.** I will be rejoined automatically if the duration of my signal loss is limited.
3. **Don't overwhelm me with texts.** I will realize I've been disconnected; assume I'm working on the problem.
4. **I may rejoin by phone.** If it seems like I can't correct the issue within 5 minutes, I will likely rejoin the meeting by phone..
5. **Please keep the meeting up for at least 30 minutes.** If I don't rejoin by phone, please be patient and stay in the meeting for at least 30 minutes.
6. **After 30 minutes, await instructions.** I will email or text you regarding the resumption of the meeting.

