**Zoom Tips and Tricks:**

**Recording Classes and General Trouble-Shooting**

**3/19/20**

**Recording Classes**

Set up your Zoom meeting and recording *from inside Canvas* (make sure Canvas course open only to enrollees, not to the public), and store to the cloud. No storage limits, and current expectation is for recordings to last one year. Do not share the recording URLs to anyone outside of your students and teaching staff. Note that *anyone with the URL can access the recording* (thus they are not truly private); ask students not to share either. You may want recorded discussions to have audio only and/or use pseudonyms.

* Rules and Best Practices for Recording Classes: <https://harvard.service-now.com/ithelp?id=kb_article&sys_id=6880408bdbab8c9430ed1dca489619bc>
* How to Record: <https://harvard.service-now.com/ithelp?id=kb_article&sys_id=4c3290f6db5b845430ed1dca4896197f#record>

**Trouble-Shooting Problems with Zoom** (Zoom is Non-Responsive or Lagging)

* Wait 90 seconds. Zoom will automatically try to reconnect you.
* Move closer to your wi-fi router,
* Turn off video. Video uses more bandwidth than audio only.
* Sign out and sign back in again. Leave the meeting and join it again. If you’re the host, end the meeting and start it again.
* Join by phone. You can dial into Zoom (audio only) from a mobile or landline phone using access numbers provided in meeting invitation.
* Many collaboration services work best with broadband, defined as a download speed of 25 Mbps or greater. You can check your speed [here](https://www.google.com/search?q=internet+speed+test&rlz=1C1GGRV_enUS767US767&oq=interne&aqs=chrome.0.69i59j69i57j0l6.2382j0j7&sourceid=chrome&ie=UTF-8). Upgrade your service (but [many ISPs are doing this already](https://www.consumerreports.org/internet-providers/isps-respond-to-coronavirus-raise-speeds-suspend-data-caps-keep-america-connected-pledge/) during the crisis).
* Connect by ethernet (you can buy long cables and plug directly into your modem)
* Likewise, try a wired headset instead of Bluetooth wireless
* Install a wifi booster/extender if ethernet is not an option
* Use a mobile hotspot if all else fails. A hotspot lets you share your phone’s data with other devices, such as your laptop, so they can access the internet. Some providers allow you to use your phone as a hot spot. Search the web for “[your data provider] + hotspot” to see the options available to you.