

Zoom Software Instructions

To participate via video, you must have internet access (broadband, wired or wireless) and one of the following devices:

- Laptop Computer with a Display, Speakers, Built-In or External Camera and Microphone
- Desktop Computer with a Display, Speakers, External Camera and Microphone
- Tablet with a Camera and Microphone

We are using an internet-based video application called Zoom to host the meeting. The software must be able to run on your device for audio and video connections to occur. Prior to attending the meeting, please complete the following:

- On a **Desktop** or **Laptop** computer, we recommend you “run” the software instead of a full download to access the updated version each time you connect. Please note that in most cases Apple laptops and desktop computers may require you to install the software instead of running it.
- On **Smartphone** or **Tablet** (iOS and Android), download the free app (application) by going to the App Store or Google Play to access **Zoom Cloud Meetings by Zoom**.

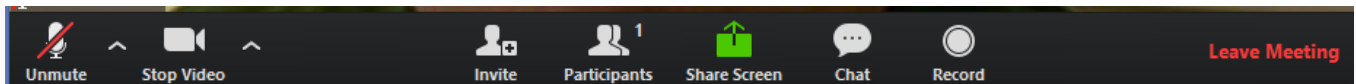


Test your internet connection by clicking on the following link: <https://fast.com/>

- The bandwidth used by Zoom will be optimized for the best experience based on the participant’s network. It will automatically adjust for WiFi or Wired environments. The minimum bandwidth required is 1.5 Mbps. If you do not have adequate bandwidth, your connection quality will be compromised, resulting in poor audio and video.

Test your device by clicking on the following link: <https://zoom.us/test>

- **Tablet or Smartphone:** Follow the prompts to confirm camera, microphone and speakers are working
- **Laptop or Desktop computer:**
 - Click “Join” button
 - Your camera is working if you can see yourself
 - Hover your mouse over the bottom of the screen to access the toolbar
 - Right click on the up arrow next to the microphone icon at the left side of the tool bar. Choose Test Speaker and Microphone, and follow prompts to confirm your microphone and speakers are working
- Ensure the correct name is associated with your image. To edit, right click on your image, click rename, type in correct name and click ok.



**If you are unable to successfully complete these tests,
please call NW TeleHealth for assistance at (509) 232-8172
(M-F 8 am - 5 pm)**