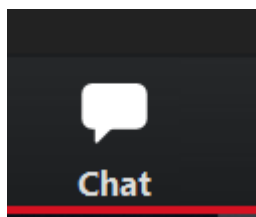# Tips for Zoom Video Conferences

There are 2 options for using Zoom: one is a **phone** call option and another is a **video** call option. In order to use either of these services through Zoom, please download the **Zoom app** onto your phone or computer device in order to access key features. You can make an account for free and just need an existing email. There are Zoom Pro, Business, and Enterprise options that require payment. You can also call in through **"One Tap Mobile."**

Basic Tips for Use:
- Refer to imagery, lighting, sound tips for general video meetings
- **One Tap Mobile** (over the phone, without app): click the linked zoom meeting number and it will direct you to the virtual meeting
    - **Mute/Unmute:**
        - Press ***6**
    - **Raise your hand:**
        - Press ***9**
- **If connecting via a Smart Phone, Tablet, or Computer, please use the **Zoom App** to be able to access all below key functions:
    - **Mute/Unmute** and camera disabling icons:
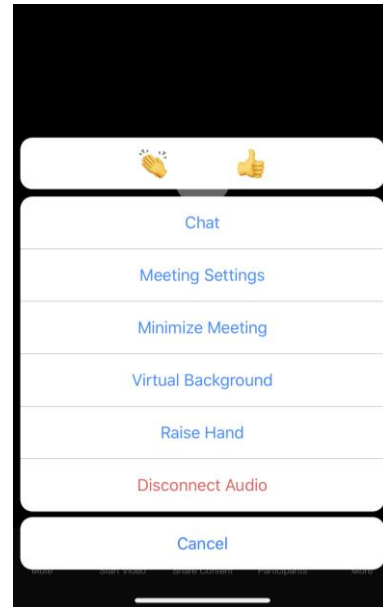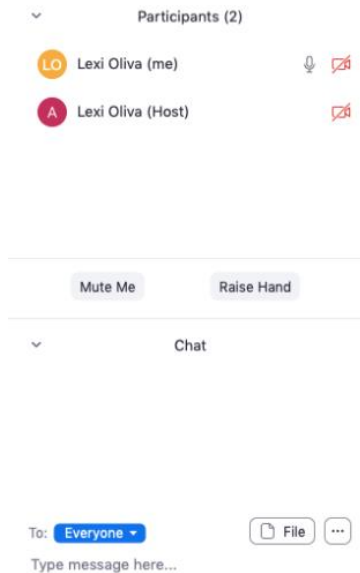

- **Chat Feature**: click the chat option   Then select **audience**
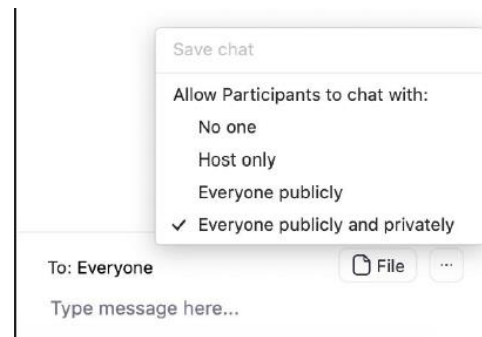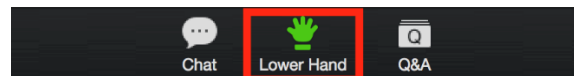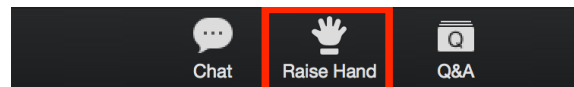
o **Raise your hand:**

| By **Computer:** Hover over the "Participants" function to see the menu bar, and select the **Raise Hand** function | By **Phone** app: click **More** to the right and select **Raise Hand** |

- You may also raise/lower your hand by pressing the icon

For additional support and tutorials, visit the Zoom website: https://support.zoom.us/hc/en-us/categories/200101697

For further support, contact Denise Turner at Denise.Turner@acgov.org

In compliance with the Americans with Disabilities Act, those requiring accommodation for any meeting should notify Denise Turner at denise.turneracgov.org or (510-208-9651).