

# Using Zoom when working remotely

How to access zoom audio and video meetings outside the hospital

## Using Zoom When Connecting to Your Work Computer

When working remotely, it is important to launch your Zoom session from outside the remote session, and launch directly from your local machine. Reasons for this include:

- Launching from your desktop enables Zoom to use the speaker, microphone, and camera on your local machine. If you launch from a remote session, Zoom will attempt to use the microphone, speakers, and camera from your remote desktop.
- Launching from your desktop reduces bandwidth issues and leads to better video and screen sharing. So, even if you are planning on calling in by phone, you should still launch Zoom from outside your remote session.

## Joining a Zoom Audio Conference by Phone:

- Reference the Outlook meeting invitation for Zoom phone numbers and the Meeting ID.
- Store the Zoom phone numbers in your cell phone contacts for convenient access:
  - Zoom Dial-in Numbers 646-558-8656 (Primary - NYC)
  - 408-638-0968 (Secondary – San Jose)

## Joining a Zoom Meeting from your PC or Mac:

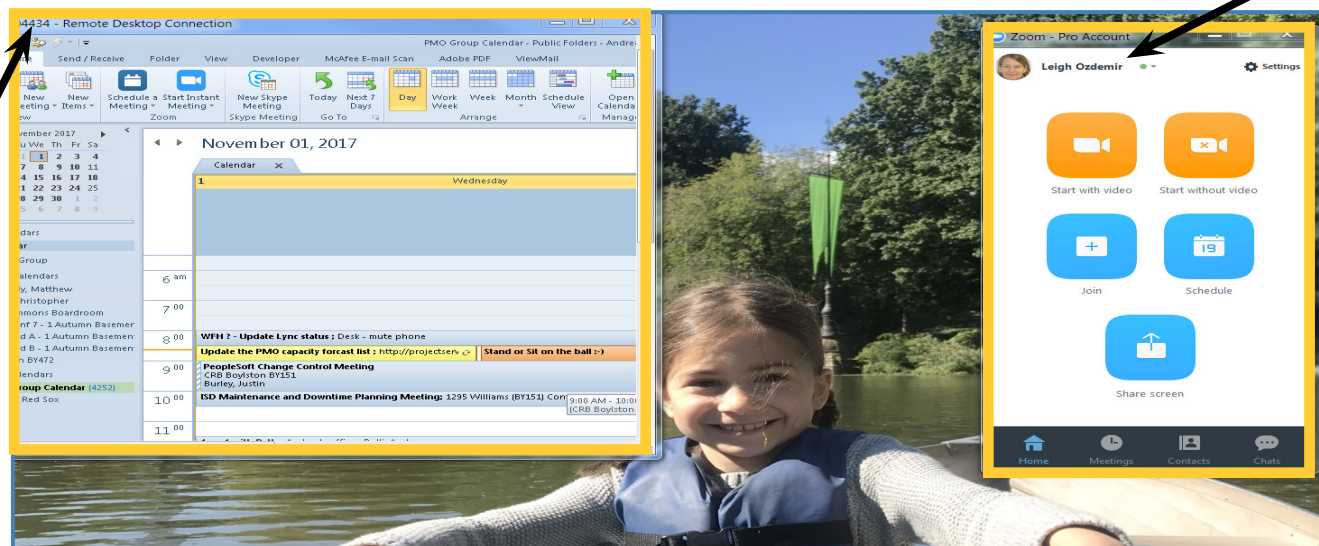
- Go to: <https://bostonchildrens.zoom.us> to access Zoom via the web
- Download the Zoom client to your home PC or laptop by visiting the Zoom downloads page at <https://bostonchildrens.zoom.us/download>.
- Test microphone, speaker and camera connections before your scheduled meeting time
- If using the **Call-Me feature**, your profile may default to your office phone number. Make sure to change it to your home or cell phone number when initiating the callback.

## Joining a Zoom Meeting from your mobile device:

- Download the Zoom app from the Google or Apple App store.
- Join the meeting directly from the Zoom app for best audio quality.
- Video and screen share are also available using the app.

For additional Zoom documentation and training, visit [Web2 > eHelp > Zoom Conferencing](#) (VPN connection required).

Zoom on local machine



Remote Session