**Online Meeting Etiquette & Zoom Meeting Keyboard Shortcuts**

Conference calls are a necessary and important tool in the continued growth and success of any business, organization, agency or group.

These calls typically have a large number of participants and a full agenda with specific goals to be covered during the call.

Thank you for understanding the benefits of abiding by our Conference Call Etiquette listed below. These simple steps will provide for an accurate and easy roll call, background noise control, covering agenda items and a suitable environment for the moderator and all participants.

1. After connecting to the call, wait for the moderator to ask your name before identifying yourself.  Then maintain phone silence for roll call.
2. Please mute yourself after the treasurer’s report by pressing star 6 on the telephone or Alt+M using Zoom. Background noise is distracting; therefore, please mute yourself. Telephone users will hear muted if done correctly. Press star 6 or Alt+M again to un-mute yourself when needed.
3. Please hold all questions until the end of each agenda item or when the floor is opened for questions.
4. If you want to speak, announce yourself by saying your last name, wait until the moderator recognizes you and gives you the floor. If this procedure is not followed participants will be speaking over each other and nothing will be heard or understood. Only one person should be speaking at a time.
5. Do not interrupt anyone who is currently talking.
6. Keep comments and questions brief and on the current agenda item or topic.
7. Be mindful of other members who want to speak.
8. If you want to speak again please follow the process of announcing yourself by last name and waiting to be recognized.
9. When the individual conducting the conference call or that segment announces themselves please give the floor back to them. Remember they are watching the clock and their goal is to complete all agenda items.
10. Non agenda business can be discussed during Old or New Business.
11. Time permitting other business can be discussed after the agenda discussion is completed as well as after adjournment or offline.
12. With so much business to conduct during the call, please hold personal conversations for outside the conference call.
13. Please note that the host may implement any or all of the following.
	1. When entering the meeting your audio may be automatically muted.
	2. At certain times during the meeting your audio may be muted by the moderator.
	3. The chat capability may be disabled during the entire meeting.
	4. Due to laws or other privacy concerns the host may disable the recording feature.

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| **Zoom Meeting Keyboard Shortcuts** |
| **Device** | **Action** | **Keyboard Shortcut** |
| **Windows** | **Mute / Unmute Audio** | **Alt+A** |
| **Start / Stop Video** | **Alt+V** |
| **Raise / Lower Hand** | **Alt+Y** |
| **Leave meeting or close current window** | **Alt+Q or Alt+F4** |
| **Close current chat session** | **Ctrl+W** |
| **Go to next chat** | **Ctrl+Down** |
| **Go to previous chat** | **Ctrl+Up** |
| **Jump to chat with someone** | **Ctrl+T** |
| **Mac OS X** | **Mute / Unmute Audio** | **Cmd+Shift+A** |
| **Start / Stop Video** | **Cmd+Shift+V** |
| **Raise / Lower Hand** | **Option+Y** |
| **Leave meeting or close current window** | **Cmd+W** |
| **Display/hide chat** | **Cmd+Shift+H** |
| **Jump to chat with someone** | **Cmd+K** |
| **iPhone / iPad with Keyboard** | **Mute / Unmute Audio** | **Cmd+Shift+A** |
| **Start / Stop Video** | **Cmd+Shift+V** |
| **Raise / Lower Hand** | **Option+Y** |
| **Leave Meeting** | **Cmd+W** |
| **Display/hide chat** | **Cmd+Shift+H** |
| **Dialup Phone** | **Mute / Unmute Audio** | **Star+6** |
| **Raise / Lower Hand** | **Star+9** |
| **Leave Meeting** | **Hang Up** |