Using Home Equipment in our Virtual Work

October 2020
Keeping it secure: OS updates, sharing
Home internet optimization
Online meeting tips
WSU telephone tricks


Online meetings: Teams v. Zoom, tech tips
https://tech.wayne.edu/news/do-you-have-good-online-meeting-etiquette-39634
Camera, lighting, internal audio/webcams
WSU telecomm – VM, Clearspan options
https://tech.wayne.edu/help(phone-basics)
Never let kids ‘play’ on your work computer

How do I use Remote Desktop Protocol to connect to my office computer from another location?
https://tech.wayne.edu/kb/help-support/desktech/863
Windows 10 Updates Schedule a Restart Time that is convenient for you:
https://support.microsoft.com/en-us/windows/manage-updates-in-windows-10-643e9ea7-3cf6-7da6-a25c-95d4f7f099fe

Windows 10 accounts:
https://support.microsoft.com/en-us/windows/create-a-local-user-or-administrator-account-in-windows-10-20de74e0-ac7f-3502-a866-32915af2a34d
Keeping it Secure

• Continued vigilance for phishing
  – Scammers visit your personal inbox too

• Browser hygiene
  – Avoid browser extensions
  – Clear cache upon exit
  – Microsoft Edge > Internet Explorer
Questions?
How can I optimize my home internet connection?

2 short videos about Wi-Fi basics:
• Getting The Most Out of Wi-Fi (2017) https://www.youtube.com/watch?v=Z69X9-ns2QA
• Want faster Wi-Fi? Here are 5 tips (2015) https://www.youtube.com/watch?v=UygPcBCFRrA&vl

Characteristics of the 2 basic Wi-Fi bands
• 2.4 GHz
  • travels further than 5GHz
  • penetrates solid surfaces better than 5 GHz
  • more susceptible to interference and channel-crowding
• 5 GHz
  • NOT the same thing as telco 5G wireless
  • limited distance vs 2.4 GHz
  • less susceptible to interference and channel-crowding.
  • It's not inherently 'faster' than 2.4 GHz

Don’t get started on 802.11a/b/g/n/ac
“high-speed broadband”
• 25 Mbps download / 3 Mbps upload
• For instructors using Zoom/Teams:
  • 100 down / 10 up is better,
  • especially if there are multiple internetters in the house on during class session

speedtest by Ookla
• Mobile app
  • stores results
  • search Google Play or App Store for speedtest
• Desktop app for Windows and macOS
  • https://www.speedtest.net/apps/desktop

Check your ISP
• https://www.att.com/support/speedtest/
• https://speedtest.xfinity.com/
• https://www.spectrum.com/internet/speedtest-only
• http://wowway.speedtestcustom.com/
I’m restarting cable modem, router and AP once a week at my house – proactive measure!

Router software updates can be a headache. Or impossible (if you lease the equipment from your ISP)

If you are paying the cable company for 100Mbps or higher internet service but your speedtests are consistently well below 100Mbps, make certain that your cable modem is DOCSIS 3.0 or higher. If not, then it is time for an upgrade. More about DOCSIS: https://en.wikipedia.org/wiki/DOCSIS

Spotty Wi-Fi?
You might need a Wi-Fi extender or a mesh network.

AS A LAST RESORT, AND ONLY IF your school/college/division permits you to work on campus:
Wayne State offers strong and reliable wired and wireless internet connections. Follow campus safety guidelines at https://wayne.edu/coronavirus/health-safety-guidelines/
Questions?
Before meetings

Profile picture: Keep it professional with a headshot (shoulders and up) on a plain background. If you don’t have a professional headshot, try a selfie in front of a plain wall.

Lighting: Position yourself where windows or lamps will be in front of or next to you. Being lit from the back makes it harder for your webcam to focus on you.

Use headphones: Your microphone will pick up echos through your speakers, which can be annoying and distracting to others in the meeting.

Limit distractions: If you can, close the door, put pets in another room, and distance yourself from family members to limit loud noises and interruptions.

Create an agenda: Keep conversations on track and on-time.

Respect hours and availability: Some students and employees may have adjusted hours due to family or work commitments. Limit after hours phone calls and messages to emergencies only.

https://zoom.us/test -- after joining, in the lower left corner

• Click on mic for Audio Settings, test mic and speakers
• Click on camera for Video Settings

Teams test -- Profile > Settings > Devices > Make a test call
During meetings

**Set your status to do not disturb:** Avoid distracting pop-ups and notifications during your meeting. Follow these steps to manually change your status in Teams:

**Mute your microphone:** Mute yourself when you're not speaking to the group. If you're entering a meeting already in progress, mute your microphone before joining.

**Turn off video to improve network connectivity:** If you're noticing audio and video constantly freezing, turn off your own video to free up some bandwidth on your network.

**Use solid virtual backgrounds:** Try to use solid color backgrounds or video blur settings to limit distractions for others in the call.

**Use non-verbal gestures:** Communicating with a thumbs up or a nod can prevent you from interrupting someone else.

**Don't eat or drink during a meeting:** If you need to take a sip of a drink, mute your microphone.

**Take notes:** Take notes and share them after to ensure everyone is on the same page.
Questions?
WSU Telephone Tricks

• Use WSU’s VoIP portal [pub.hvs.att.com]
  – Re-route office calls to home/mobile
    • All calls
    • Simultaneous Ring
  – Office voicemail ➔ email
    • VM mailbox full? Callers cannot leave a message!
    • Solution ➔ Delete all voicemail
  – Manage your voicemail greetings

https://tech.wayne.edu/help/phone-basics

https://tech.wayne.edu/kb/telecommunications/wsu-telephone

VoIP portal ➔ [https://pub.hvs.att.com/]

How do I reset my VoIP portal password or voicemail passcode online?
https://tech.wayne.edu/kb/telecommunications/wsu-telephone/142336

How do I forward my incoming calls to a different number?
https://tech.wayne.edu/kb/telecommunications/wsu-telephone/127485

How do I use the Simultaneous Ring feature of my VoIP phone service?
https://tech.wayne.edu/kb/telecommunications/wsu-telephone/165371

How do I have my voicemail messages forwarded to my email inbox?
https://tech.wayne.edu/kb/telecommunications/wsu-telephone/147276

How do I get my voicemail to only deposit in my email and not on my phone?
https://tech.wayne.edu/kb/telecommunications/wsu-telephone/206445

How do I delete all my voicemail messages at once?
https://tech.wayne.edu/kb/telecommunications/wsu-telephone/185163
Setting up and changing voicemail greetings
https://tech.wayne.edu/kb/telecommunications/wsu-telephone/433
How do I use the Clearspan Mobile and Clearspan Communicator apps?  
https://tech.wayne.edu/kb/telecommunications/wsu-telephone/500225

How do I install Clearspan Communicator on my computer?  
https://tech.wayne.edu/kb/telecommunications/wsu-telephone/500227

How do I install Clearspan Mobile on my phone?  
https://tech.wayne.edu/kb/telecommunications/wsu-telephone/500226

**NOTE:**  
While employees CAN sign up for both Clearspan Communicator (computer) AND Clearspan Mobile, each has its own license and will each be charged the $3/month rate starting 1/1/21. You can’t use them both at the same time, you must be signed out of one to use the other.
Questions?