Using Home Equipment in our Virtual Work

October 2020

Today's Agenda

- Keeping computers and data secure
- Home internet optimization
- Online meeting tips
- WSU telephone tricks

Keeping it secure: OS updates, sharing
Home internet optimization
https://tech.wayne.edu/kb/internet-networks/wired-wireless-networks/500276
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

Keeping it Secure

- Home computer recommendations:
  - Windows 10
  - Use Windows Update—auto updates!
  - Don't share home computer
    - If not possible, then create personal accounts as Standard User
    - **TRUST NO ONE** with passwords or admin access
    - Lock the keyboard when you step away

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

Home Internet Optimization

- Use a wired connection
- Wi-Fi knowledge-on-demand
  - Two videos, 3 minutes each, booyah!
  - *Getting The Most Out of Wi-Fi*
  - *Want faster Wi-Fi? Here are 5 simple tips*

How can I optimize my home internet connection?
https://tech.wayne.edu/kb/internet-networks/wired-wireless-networks/500276

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

Home Internet Optimization

- Measure your internet speeds
  - Run **multiple** tests at **same** target server
  - **Minimize** other internet activity
  - For Wi-Fi tests, measure speeds near router **and** in furthest locations
  - Free speed measurement software:
    - Ookla's speed test + WSU's speed test server
    - Your ISP + their target server
    - Search Academica for Moonshot Survey invite

C&IT

"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.
- Try a free signal-strength tool ex. *Wi-Fi Analyzer* https://play.google.com/store/apps/details?id=com.farproc.wifi.analyzer

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/

Online Meeting Tips

- Before meetings:
  - Lighting in front of you, not behind
  - Know how to use the audio/video controls
    - Speaker selection, mute/unmute mic, video on/off
    - Practice with test functions in Teams, Zoom
  - Use headphones or earbuds to avoid echoes
  - Limit distractions—both IRL and on-screen
    - Use your calendar or status

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

12

Online Meeting Tips

- During meetings:
  - If presenting, set your status to **Do Not Disturb**
  - Mute your mic when you're not speaking
  - Turn off video to improve network connectivity
  - Solid virtual backgrounds or blur are best
  - Teams meeting tools are helpful: Take notes, use meeting chat, raise hand, etc.

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:
https://support.microsoft.com/en-us/office/change-your-status-in-teams-ce36ed14-6bc9-4775-a33e-6629ba4ff78e
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?
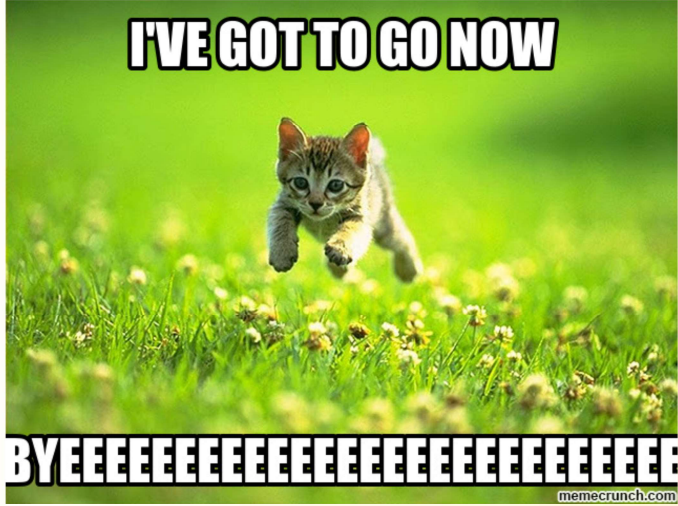https://tech.wayne.edu/kb/telecommunications/wsu-telephone/500226

NOTE:
While employees CAN sign up for both Clearspan Communicator (computer) AND Clearspan Mobile, **each has is 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**.