Questions and Answers

Become a Tech Pro Workshop questions and answers from Matthew Grey.

Q: Is it better for the presenter to be using a hard-wired vs wifi connection?

A: From a consistency standpoint, it's better to use a wired connection, although less practical. For day-to-day users, wireless is the most practical approach. If you are going to run a large event, you should use a wired connection to reduce the risk of poor quality data transfer.

Q: How do you use Zoom backgrounds?

A: To use Zoom background, use the following steps:
- Open the app and log into your Zoom account.
- Click the gear icon in the top right-hand corner to navigate to Settings
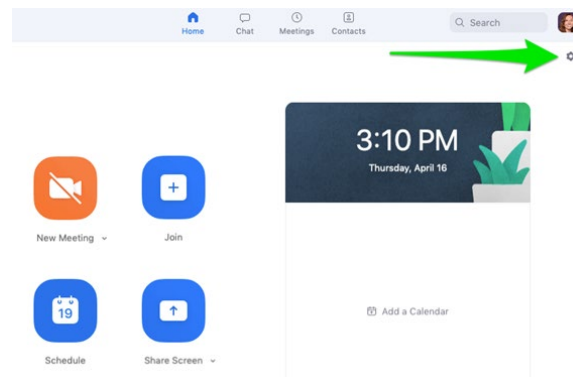
- Click Virtual Background.
- Select one of Zoom's default background images or click the + to upload your own photo.
- During a Zoom meeting, click the ^ next to Stop Video and click Choose Virtual background to change or turn off your Zoom background.

Q: How do you use Polls in Zoom?

A: To create a poll in Zoom:
- Sign in to the Zoom web portal.
- Go to the Meetings page and click on your scheduled meeting. If you do not have a scheduled meeting, schedule a meeting now.
- Scroll to the bottom to find the Poll option.
- Click Add to begin creating the poll.

Q: When using 2 screens when presenting, how best to position the screens so you don't appear to be looking to the side?

A: There are two possible solutions. The easiest and simplest option is to always present the computer screen where your camera is. For example, if using a laptop, you should present your laptop screen rather than your second monitor.

An alternative approach is to use an external camera connected via USB on top of your external monitor. These can be relatively inexpensive. Once connected, use the ^ beside the stop video button to select the newly added camera.

Q: Can you provide guidance on writing email rules?

A: I can provide some general information, however, this is a service we provide in teaching people how to setup email rules. Here is some general guidance.

The simplest way to setup rules are using keyword rules to move emails to folders (ex. if it includes "invoice, move to folder, invoices") you can do this with sender as well. Please feel free to email me at matthew@mindsurface.com if you need specific guidance and training on step-by-step instructions to setup email rules for your specific needs.

Q: Do you need a green screen to use virtual backgrounds?

A: Technically, no! However, depending on how old your device is, your processor may not be strong enough to create the virtual background continuously. If you do have a green screen you can tell most virtual meeting platforms that you have one and it will provide an improved video experience.

Q: How safe is Cloud Storage?

A: Cloud storage is extremely safe! Our June 23rd session will be discussing cybersecurity and will be diving into security and safety online.

Q: How do you recover a file if it is stored on the cloud and is lost?

A: That's a bit of a tricky question, if by "lost" you mean that you accidentally deleted it, it will vary by platform. For example, Google Workspace uses "archive" as a feature to remove items from your inbox but keep them stored forever so they are not deleted. If you move an item deliberately to a trash/recycle bin. You typically have 30 days with most cloud providers to reclaim items that have been deleted. After an item has been cleared out of a trash bin, there is no chance of recovery without significant cost (if at all)

Q: Do you have any tips on steps/process to include short web videos as part of client meetings?

A: Yes! Use a broadcast tool (like OBS) and add the video as a scene to your broadcast. When you're ready to play the video, simply transition to the next "scene" and your client will see the video (with audio). This process does require an intermediate level of technical knowledge. If you'd like some help in setting this up, please feel free to reach out at matthew@mindsurface.com

Q: Why do some email contacts disappear and where do they go? are they stored on the cloud?

A: This question is platform specific and depends on your organization. If you're using a platform like Google, Contacts are stored in a separate area called "contacts" and are not created automatically. you need to create a contact in order for it to automatically show up when creating a new email. If you're using outlook, contract are controlled through Global address lists and are maintained differently.