

Xavier University

Exhibit

COVID-19 & Xavier: Documents

COVID-19 & Xavier: A Digital Collection

2020-03-23

Xavier Technology Update

Xavier University (Cincinnati, Ohio). Division of Information Technologies

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From: [Campus Message](#)
Subject: Xavier Technology Update
Date: Sunday, March 22, 2020 3:07:23 PM

Network and Cell Phone Connection Notice

Network and cell phone connections will be under strain this week due to increased work-at-home activity nationwide. If you are experiencing home network or cell phone performance issues, please contact your internet or cell phone service provider.

Best Practices for Using Zoom This Week

Starting meetings with [participants muted](#) will help avoid [echoing and crosstalk](#) during discussions. [Refraining from using video](#) unless necessary may alleviate extra overhead on your network connection. If you are using your cell phone for audio and experience quality issues, try switching to computer audio instead.

Get Tech Help

We are all in an unprecedented situation and appreciate your patience as our Help Desk staff work remotely. If you require assistance, please open a new ticket online at <https://xavier.edu/help>. This link is also available on the [Employee Hub](#). Tickets will be processed in the order received. A large amount of IT staff are supplementing the Help Desk's core staff next week to provide the quickest turnaround possible, given present circumstances.

Conference Now

In addition to Zoom, we encourage you to request a PIN code for Xavier's [Conference Now](#) system. Conference Now will provide you with your own personal conference call line to use rather than students calling you directly.