Here is some basic info on getting started with Discord office hours…

1. Don't use your phone. The advantage of Discord is the ability to use **content**... images, diagrams, some equations, etc. You won't get any value if you're using a phone.
Use your laptop. And a mouse beats a touchpad every day of the week. Even Mondays.

2. Don't connect through the Discord website. Instead, *install the actual app* on your laptop. Even though Discord *can* run in a web browser, it's a chore to configure your web browser to have permission to use your microphone. So, if you go to the Discord web site, take that moment to actually install the app: https://discord.com/download

To get to office hours, go here: https://discord.gg/GjkWREU
This location (GjkWREU) is called a "server", which is like a little room.
You can permanently add this server to your experience with this button on the left:

That way, you won't ever have to type in the server name again!

3. Don't use your fancy headset unless you really know how to configure it to work well with different apps. A lot of fancy headsets do some weird "noise reduction" that makes your microphone only actually work half of the time. Just use your laptop's simple microphone and speakers.

4. Use audio. You are not actually using office hours unless you are using audio.
   On the left, click right on the **words** "New Voice Channel" so I can hear you:
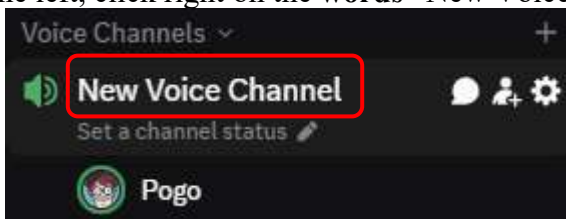
You shouldn't click on the icons to the right of the words… just the actual words.
You should join by audio even when I'm already talking with someone else.
Your name will appear below mine, along with all the other students who are in the "room".
Also, at the bottom left, make sure you're not muted (or muting others!):
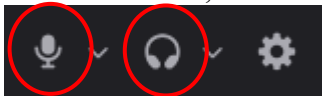
5. Exit properly. Below the voice channel, you'll see this (green text) once your audio has been activated:
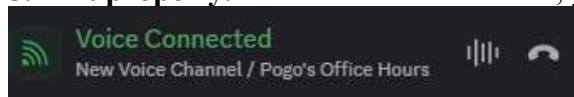

When you want to leave, click that little phone (📞) to "hang up" *before* you close the app.
Otherwise, you'll *think* you've logged out but you'll still be connected in the background.

6. Use "content". Whether or not you are audio-active, you can type stuff in the main window (bottom center). Not only that, you can paste in images from screen shots using CTRL-V.

When you paste images, be considerate: images should be as small and focused as possible. You should never paste screen shots of images from the CAPA website; instead, use screen shots *from the PDF* provided to you by CAPA (i.e., where you get your weekly PIN).

Not only that, you can "type" special physics symbols (squares, Greek stuff, etc.) by going to this little thumbtack tab in the upper right corner:
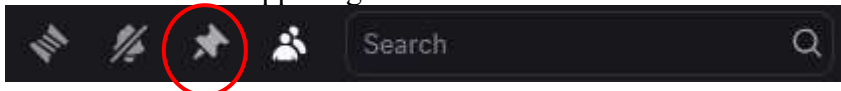
With this thumbtack open, you can copy (CTRL-C) symbols and then paste (CTRL-V) them back into the main text box. Here's the current list of symbols, as they appear in Discord:
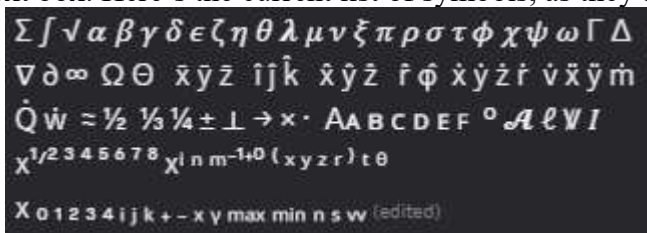
You can use these, for example, to easily type stuff like this: $\Sigma F_x = m_A \cdot g \cdot \sin\theta + \frac{1}{2}\omega_{max}^2$

7. Control your settings. Near the bottom left, you can change some permanent settings with this gear:

Two important settings are "**Voice and Video**", and "**Windows Settings**" (near the bottom of the list). For me, I just use defaults for voice and video... and I don't use the video anyway.

For Windows Settings, *I turn all the options OFF* because I like to control my computer rather than being controlled by it. One of the important settings to turn off is "minimize to tray". If you leave this on, then Discord will always be running in the background even after you think you've turned it off.

8. Understand the choices that *you* have made about your own computer.
Often, when sound is not working, it's because *you* turned it off or otherwise disabled it (or, you allowed some other software to do this). Use your computer's "settings" to check your status: