Zoom Guide

Zoom is a cloud-based meeting tool which combines video conferencing, online meetings, and mobile collaboration into one platform. Its dependable, high-quality, and easy to use design have made it so much easier for groups around the world to connect and collaborate.

If you're experiencing issues with Zoom, after reading this guide, please contact our support team at 201-865-1199 or email gromero@workforceadvantageusa.com. Additional documentation is available via the Zoom Online knowledge base: https://support.zoom.us/home.
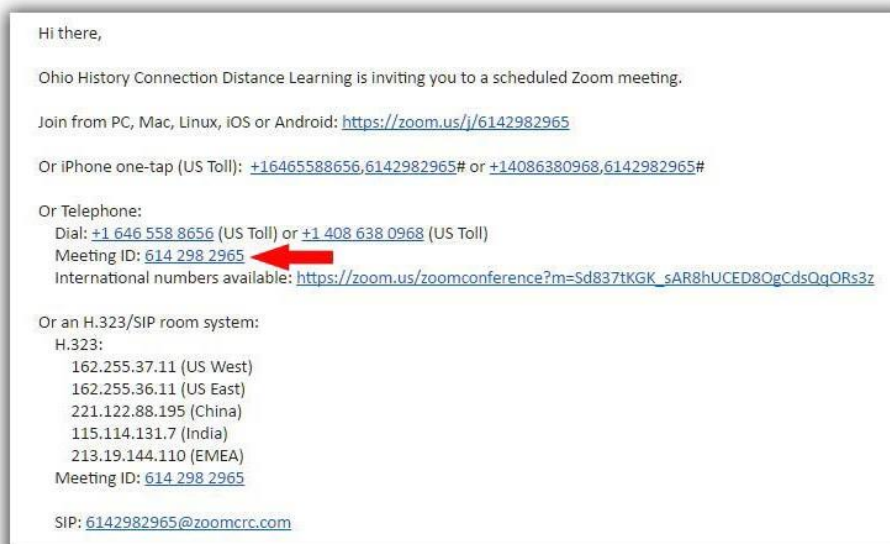
Note: You do not need to purchase a Zoom account to participate in a Zoom meeting.

What You Need to Get Started

- A wired, internet connected computer, laptop.
- A external webcam or built-in camera on your computer, that is positioned to see your group.
- An external USB conference microphone is ideal but built-in microphones will work as long as a facilitator is available to repeat your group's responses as needed.
- Speakers.

## How to Launch Zoom and Participate in Your Meeting

When you're invited to participate in a Zoom meeting, you'll receive instructions similar to what you see below. You can either click on the link provided or go to the Zoom web site at http://zoom.us/ and click on "Join a Meeting" where you can enter the 9 or 10-digit Meeting ID number. Closing any applications, you don't need for the meeting with improve the quality of your connection. Audio is integrated in the meeting. However, you have the option to participate via audio-only if a web-connected device is not available.

Hi there,

Ohio History Connection Distance Learning is inviting you to a scheduled Zoom meeting.

Join from PC, Mac, Linux, iOS or Android: https://zoom.us/j/6142982965

Or iPhone one-tap (US Toll): +16465588656,6142982965# or +14086380968,6142982965#

Or Telephone:
    Dial: +1 646 558 8656 (US Toll) or +1 408 638 0968 (US Toll)
    Meeting ID: 614 298 2965
    International numbers available: https://zoom.us/zoomconference?m=Sd837tKGK_sAR8hUCED8OgCdsQqORs3z

Or an H.323/SIP room system:
    H.323:
        162.255.37.11 (US West)
        162.255.36.11 (US East)
        221.122.88.195 (China)
        115.114.131.7 (India)
        213.19.144.110 (EMEA)
    Meeting ID: 614 298 2965

    SIP: 6142982965@zoomcrc.com

While You're Waiting for the Meeting to Begin

You'll be presented with the following screen if the host hasn't started the meeting at the time you join. We recommend that you check your audio settings while waiting for the meeting to start.

If you're an individual meeting participant, we recommend wearing headphones to avoid audio feedback
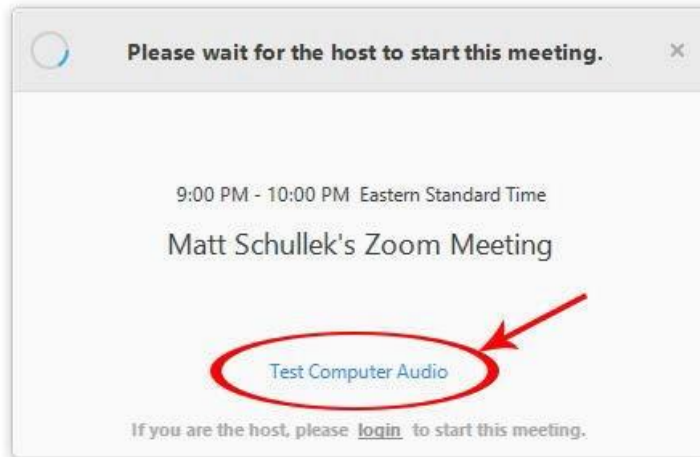
The Zoom Menu Bar

The Zoom menu bar appears at the bottom of the Zoom window once the meeting begins. If you don't see the menu bar, move your mouse slightly and the bar will appear. (The bar disappears after a few seconds when in full-screen mode.)

You can:

1. Mute/unmute your audio (not the audio of the participants)
2. Stop/start your video
3. Configure your settings for items such as audio and video
4. Invite more people to join by email, IM, SMS (mobile users) or meeting ID
5. View a list of participants
6. Share your desktop (everything you have open) or select a specific application to share (e.g., Microsoft PowerPoint or Excel)
7. Send a message to one person (private chat) or to all participants
8. Record the meeting (if you have been granted permission)
9. Leave or end the video meeting

Switching Between Views (Share Screen and Video)

As a participant you might be asked to share your desktop or an application. During a meeting you can switch back and forth between sharing your screen and sharing your video as often as needed.

If you are in video mode, switch to screen share by:
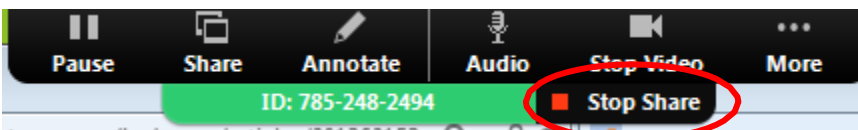
1. Clicking on "Share Screen":
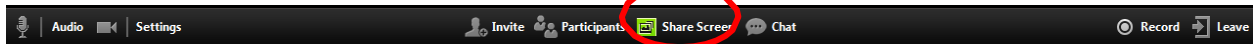
2. A window showing all possible options for you to share displays. Click on the item you want to display and then click "OK":
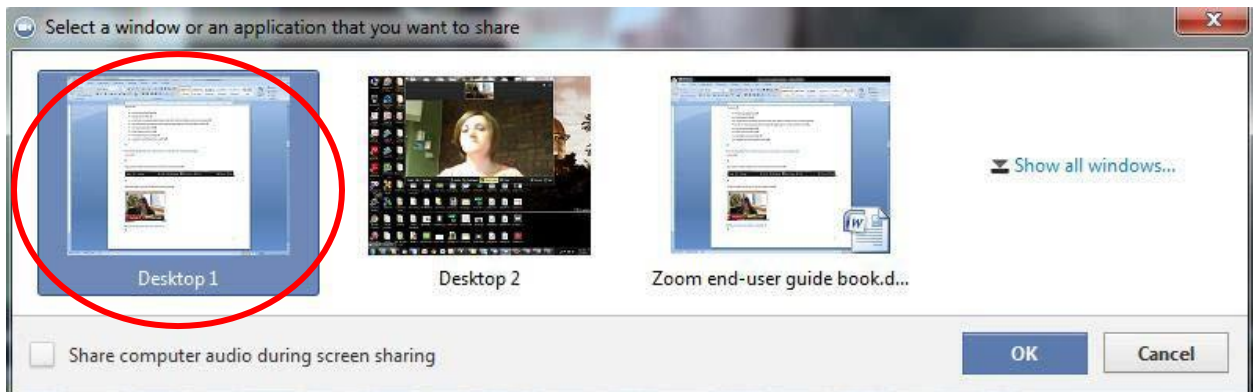
If you are displaying your screen, switch to video by:

1. Clicking "Stop Share" from the sharing/annotation menu at the top of the screen:

The view will immediately switch back to showing the webcam videos of the participants.

Audio Mute and Unmute

During a session you might be asked to mute your microphone until you have a question or comment. This helps to minimize audio feedback. Mute your audio by clicking on the microphone icon located in the lower left-hand corner of the menu bar.

*Audio is not muted*   *Audio is muted*
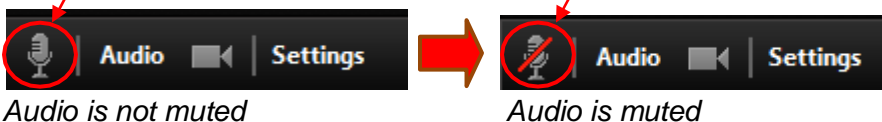
Chat

The chat feature provides the ability to send instant messages during the session. You can send private chat to one person or message all participants. In the event you experience issues with your microphone, using the chat feature can serve as an alternate means of communication.

1. Click on "Chat":
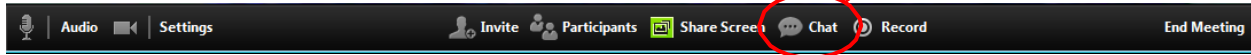
2. Type a message and press "Enter" on your keyboard to send. Messages are sent to all participants by default. You can message an individual participant via private chat by clicking on the drop down menu and selecting an individual's name.
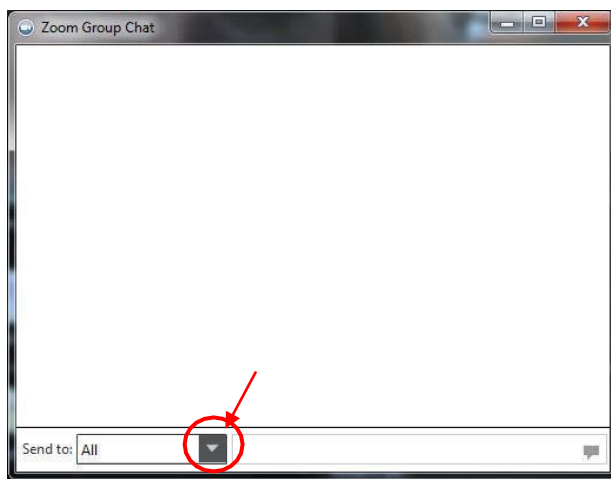

How to Record a Session

You must either be the host, or the host must grant you permission to record.

1. If the host has granted permission to record, record the session by clicking the "Record" button.

   After you click "Record" you'll receive a message indicating how the file will be saved. All recorded meetings are stored locally on *your* device or computer.

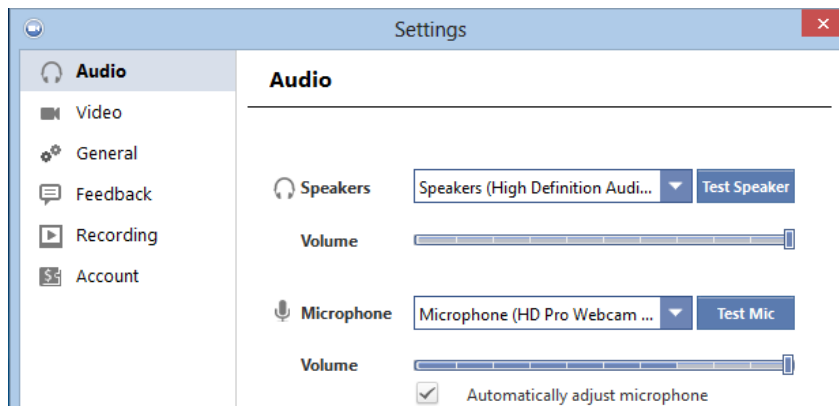   The recorded file will be converted to mp4 when the meeting ends.
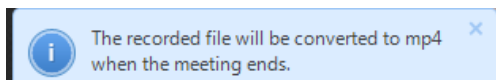
2. Click "Stop Recording" to end the recording (note: this ends the recording but does not end the meeting).
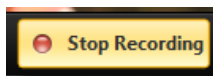
How to Configure the Settings

You can find the Settings tab in the main dialog box or in the meeting menu bar. After clicking Settings, you will have the following options:

- Audio: Test, select, and adjust your speakers and microphone
- Video: Select and test your video camera
- General: You can select additional preferences, such as how Zoom appears when it is launched
- Feedback: Use this option to send questions, comments, or feedback to Zoom
- Recording: Here you can browse/open your stored recordings and edit where recordings are stored on your computer (all recordings are stored on your local device/computer)

Renaming a Participant

How to change a participant's name in zoom app

- The meeting host (host) selects Manage Participants from the basic menu at the bottom of the window.
- Place the cursor on the participant's name and click Rename.
- Enter the name you want to change and click OK.

The Zoom Mobile App

The Zoom mobile app is available for both iOS and Android devices.

- For iOS, search "Zoom" on Apple AppStore or open Safari, and enter zoom.us. It will direct you to http://itunes.apple.com/us/app/zoom.us-cloud-video-meetings/id546505307.
- For Android, search "Zoom Meetings" on Google Play. It will direct you to https://play.google.com/store/apps/details?id=us.zoom.videomeetings.

Get Help with Zoom

Common Zoom Troubleshooting Steps

The following steps should be used to help correct issues while using Zoom. To engage in the smoothest possible meetings, close any applications you don't need to use for the meeting itself. You can also visit **Zoom's support site** for additional instructions. *Note:* Screenshots may vary depending on what version of Zoom you're using.

Audio Issues
1. *Can't hear the other participants in the meeting?*
    a. Make sure your computer speaker volume is turned up.
    b. Make sure your speakers are selected for the active output in Zoom.

   - In the Zoom meeting, Choose Audio > Audio Settings
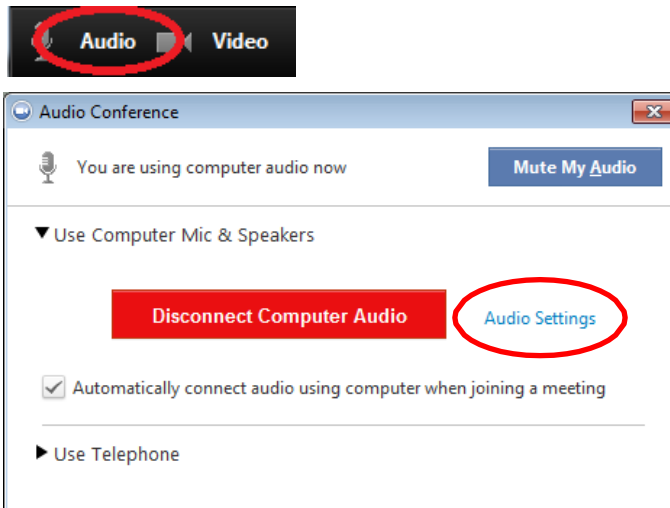
    - Click the Test Speaker button if you hear audio this is setup correctly. If you do not hear audio, use the drop-down box and select a different output and press Test Speaker again. Repeat this step until you hear audio.
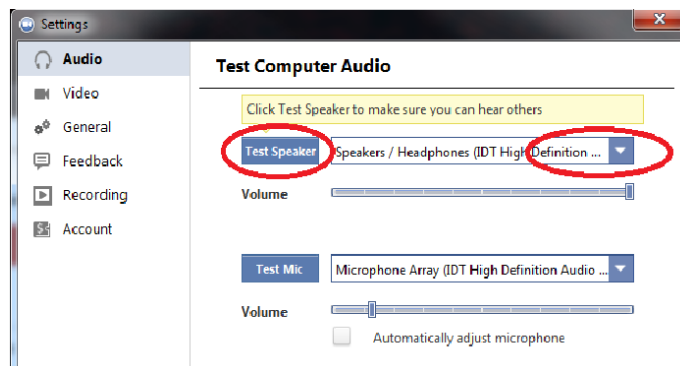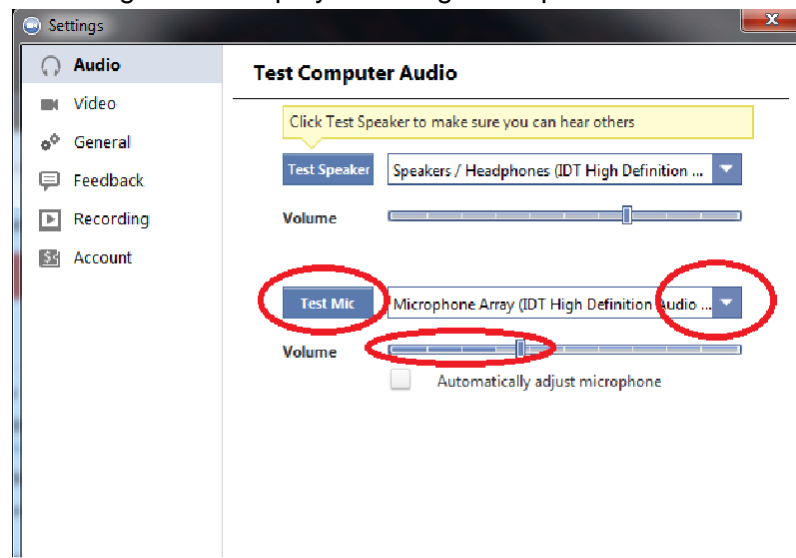
2. *Other participants can't hear you?*
   a. Make sure you have the correct internal/external microphone setup in Zoom.
      - In the Zoom meeting, Choose Audio > Audio Settings
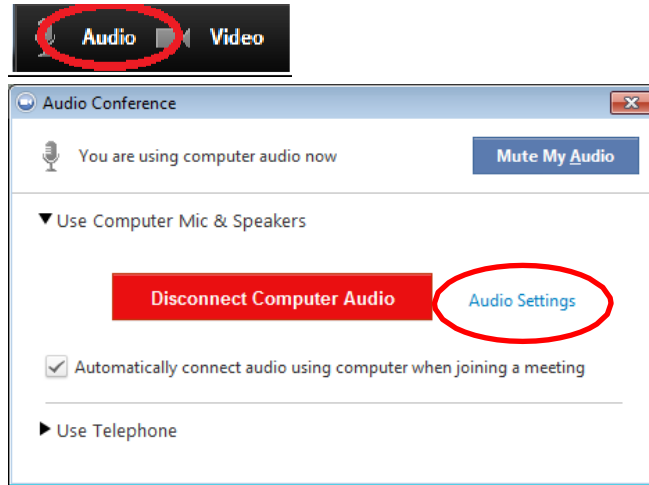
      - Click the Test Mic button; you should see blue bars in the volume meter and your test message will be replayed through the speakers.


      - If you do not see the blue volume meter bars or hear the audio message your recorded, use the drop-down box and select another mic and repeat the process.

3. *Do the other participants hear echo when you talk?*
   If so, this means that you are the source of the echo. You have two options:
   a. Adjust your microphone sensitivity (and, if possible, increase the distance between the microphone and the speakers.
      - In the Zoom meeting, Choose Audio > Audio Settings
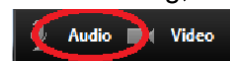
- Uncheck the "Automatically adjust Microphone" box and pull the slider bar down.
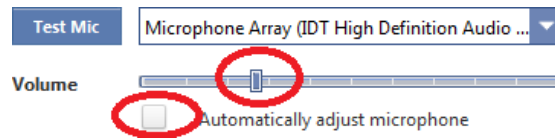
    b. If you're the only participant, use a headset or earbuds instead of the speakers so that the voices coming in from other participants aren't picked up by the mic in your environment. Laptop mics aren't far enough away from the laptop speakers to avoid sending the sound round and round.

4. Do you hear echo when other participants talk?
- If so, then they are the source of the problem. There is really nothing you can do other than ask the person who is the source of the echo to try the options listed above.
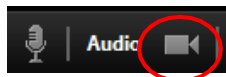

Video Issues
1. Can't see the other participants in the meeting?
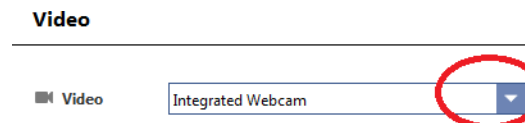- Make sure you have installed the Zoom software and are logged into the meeting.

2. Can the other participants see you?
- Make sure your camera is turned on, plugged in and selected in Zoom.
  1. In the Zoom meeting, Choose the Video icon:

  2. Make sure your camera is selected in the video section. If it is not, use the drop down to select the correct camera.

- If the camera is turned on, make sure nothing is blocking the camera view.
- If using an external web camera, try connecting it to a different USB port and repeat steps 1 and 2 above.
- If you continue to experience difficulties, try restarting your computer/device.