A Quick Guide to Using Zoom

This guide introduces you to Zoom and explains how to use it. For more details, please go to the Zoom Help pages.

What you need

Using Zoom is similar to using Skype. We prefer to use Zoom because it handles weak internet connections better than Skype and also does not require a complex set up process if you do not have an account.

To use Zoom you will need:

- A video camera, either built in to your device or a separate webcam (most modern computers, smartphones and tablets have this built in). You will only need to activate this if you are going to be joining via video; if you only want to be heard and not seen, you do not need to use it.

- A microphone, either built in to your device or in the webcam (most modern computers, smartphones and tablets have this built in), or a phone – if you are going to speak it is important that others can hear you!

- A broadband internet connection (Wi-Fi or Data).

We suggest you sign up for a free Zoom account as this will allow you to take part in and manage any future Zoom meetings you may have!

Getting started – the easy way

When someone invites you to a Zoom call, they will likely send you a link that looks like this: https://zoom.us/j/123456789. (Note that this is just an example and not a valid link.)

If you are using a laptop or desktop computer and don't have the Zoom programme yet, when you click on the link the programme will automatically download and then connect you to the call. If you already have the programme, you will just be connected to the meeting.

This usually works well but it takes a little time to go through the installation process, which may feel awkward if you are trying to be on time for a call. You may prefer to do the installation manually before the call. If you will be using a smartphone or tablet, you will need to do the manual installation as described below.

Manual installation – also easy

If you are using a laptop or desktop computer, go to https://zoom.us/download#client_4meeting where you can download the client for your computer. Install it the way you would install any software.

If you are using a smartphone or tablet, go to the Apple App Store or Google Play, search for ZOOM Cloud Meetings and download the app. We encourage you to do this even if you are primarily using a computer – your phone or tablet serves as a useful backup.

Having the programme installed before your first call assures you of a smooth start. Whichever path you take is a matter of personal preference.

Setting up a free account

You can be a guest on a call without any account, but you need an account if you want to initiate and host a call.

You can sign up for a free account at https://zoom.us/signup .

There aren't too many things that the free account limits. The main limitation with the free account is that group calls can't be longer than 40 minutes. This is more of an inconvenience for people than a true limitation, since you can always just re-initiate the call after the 40-minute cut-off.

You can see the features of the free and paid accounts at https://zoom.us/pricing .

Joining a call as a guest

The call host has sent a link

If the call host sends you a link that looks like https://zoom.us/j/123456789, just click on the link and you can join the meeting.

### Using the Join Dialog box

This next method is helpful if you don't have a link and either know the meeting ID or are joining a meeting to a host you've connected with before. The meeting ID is the Zoom equivalent to a "phone number" for the host. You will need it one way or another to connect.

Open the Zoom programme before joining the meeting. A panel will appear that looks like this:
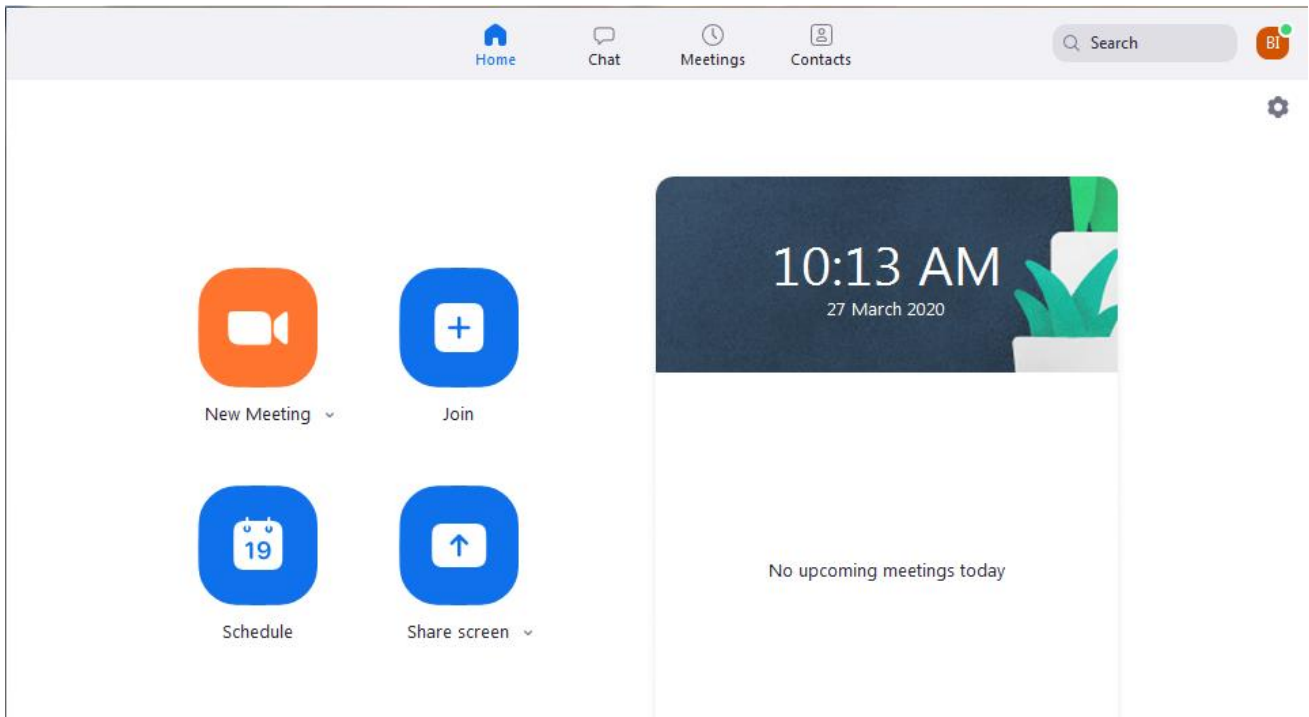
Click on the big turquoise button called "Join," which will open a dialog box that looks like this:
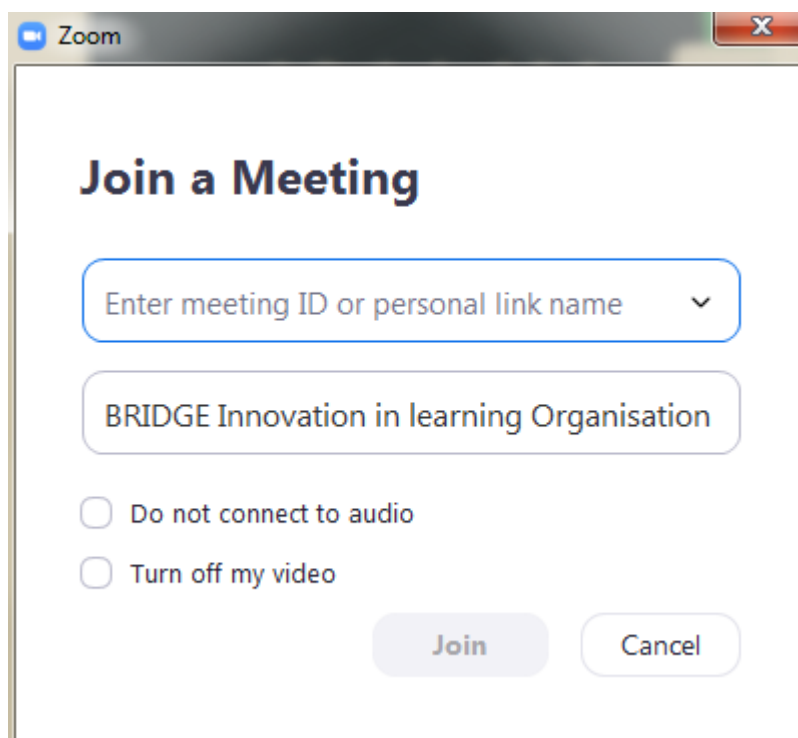
Enter the meeting ID if you have it. You can change your name that will identify you in the call in the second text box.

Click 'Join' and the video screen will open. Choose your audio connection and you are ready to go.

Initiating a meeting as a host

If you are going to be the host for a call, you can start the call by clicking on the orange button called 'New Meeting'. The video screen will open. Choose your audio connection and you are ready to go.
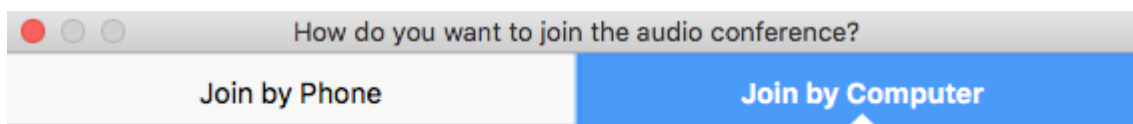

Participating in a call as Guest or Host

Choosing your audio connection

When the video screen first opens, you get a dialogue box that looks like this:
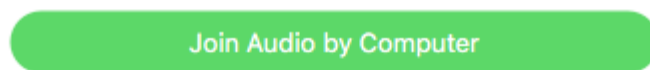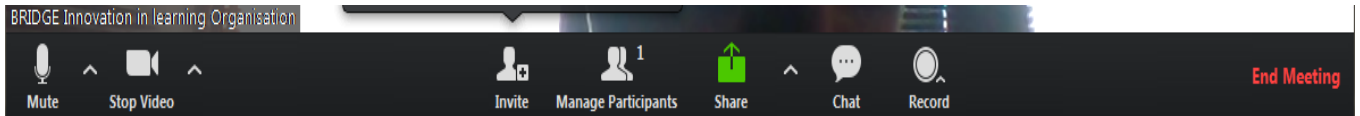

Most of the time you are likely to want to choose Join Audio by Computer. Just click the button.
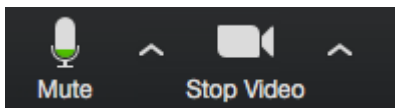
The Interface

When you move your mouse over the video window, a toolbar shows up at the bottom of the screen:

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Let's look at each of these options, moving from left to right.

Audio and Video

In the lower left corner of the screen you will find a microphone icon and a video camera icon.

You can use the microphone icon to mute your audio (helpful in group meetings). The upward arrow (^) to the right of it will open a popup menu with various audio settings and choices, depending on your hardware.

You can use the video camera icon to turn off your video (helpful if your internet connection is weak). The upward arrow (^) to the right of it will open a popup menu with various video settings and choices, depending on your hardware.

Central Buttons
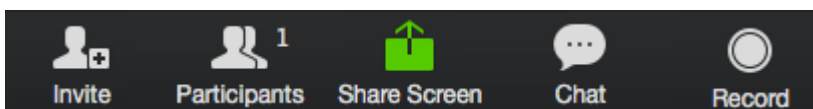
In the centre of the bottom of the screen are a series of buttons that allow you to:

- invite others to the call
- see who is participating on the call
- share your screen for others to see
- open the chat panel
- record the call (with the host's permission).

Please explore each of these buttons to see what they do. For more details, please go to the Zoom Help pages.
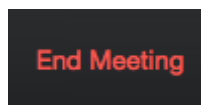
Leave or End Meeting

In the lower right corner is a button that allows you to leave a meeting (if you are a guest) or end the meeting (if you are the host).

Guests
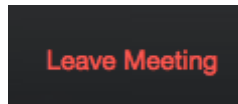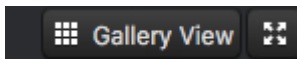

Or

Hosts

Speaker and Gallery Views

In the upper right is a button that toggles back and forth between:

- Speaker View, where the video of the current speaker fills most of the screen and the video of the other participants is in small thumbnails at the top of the screen

- Gallery View, where the video for each participant is the same size.

Speaker View works well when the call involves up to four people. Gallery View works well for larger groups.

Joining a meeting by phone

You can join a Zoom meeting via teleconferencing/audio conferencing (using a traditional phone). This is useful when:

- you do not have a microphone or speaker on your PC/Mac,
- you do not have a smartphone (iOS or Android) while on the road, or
- you cannot connect to a network for video and VoIP (computer audio)

After joining a Zoom meeting, you will be prompted to join the audio automatically. If this prompt does not appear or you close out of it, click Join Audio in the meeting controls.
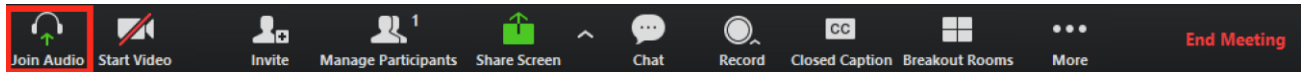
Click **Phone Call**.
Note: If you are subscribed to the call out add-on, you can join the meeting by having Zoom dial your phone number.
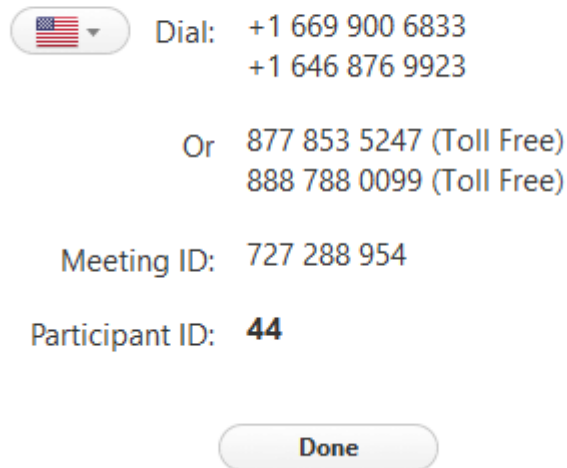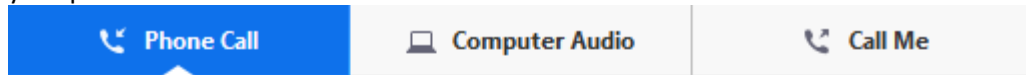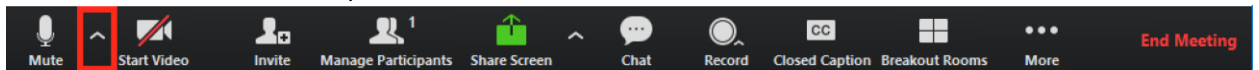

Follow the instructions for dialing in:

- Select the country you're calling from in the flag drop-down menu.
- Call one of the numbers provided.
- Enter your meeting ID followed by **#**.
- Enter your participant ID followed by **#**.

If you joined computer audio automatically, you can leave the computer audio and join by phone:

1. Click the arrow next to **Mute/Unmute**.

2. Click **Leave Computer Audio**.
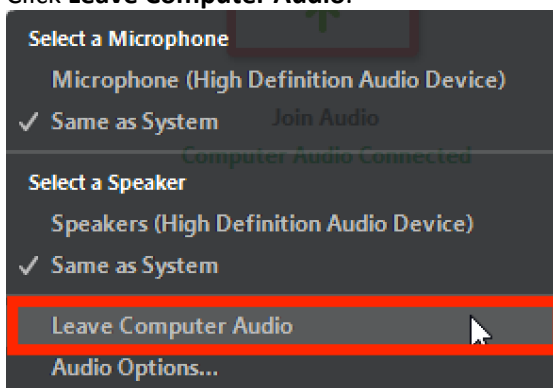
3. Click **Phone Call** and follow the prompt to dial in.

Joining a meeting by phone only

1. Dial an in-country number. If you dial a toll number, your carrier rates will apply. You can find the numbers on your meeting invitation or a full list of international dial-in numbers at https://zoom.us/zoomconference.
2. You will be prompted to enter the meeting ID - the nine (9), ten (10), or eleven (11) digit ID provided to you by the host, followed by #.
3. If the meeting has not already started and join before host is not enabled, you will be prompted to enter the host key to start the meeting, or to press # to wait if you are participant.
4. You will be prompted to enter your unique participant ID. This only applies if you have joined on the computer or mobile device or are a panelist in a webinar. Press # to skip.

If you join by computer or mobile device later, you can enter the Participant ID to bind your phone and device session together and show your video when you speak on the phone. To enter your participant ID once you are in the meeting, enter #Participant ID# on your phone.

Phone controls for participants

The following commands can be entered via DTMF tones using your phone's dial pad while in a Zoom meeting:

- *6 - Toggle mute/unmute
- *9 - Raise hand

Tips and Troubleshooting

The biggest problem we've run into with using Zoom is weak and intermittent internet connections. Here are some things you can do if you are having this issue:

- Close any other programs, like internet browsers or mail programs, that might be using bandwidth in the background.

- If you are using WiFi, ensure you are getting a strong signal by moving closer to the WiFi router.

- If you are sharing your internet connection with others, ask them to minimize their usage while you are on the call.

- Use the phone for the audio connection.

- Try turning off your video.

- Try your smartphone or tablet for the connection instead of a computer, however this may be very data intensive.

- You may be prompted to enter a password to join a Zoom meeting. Ask the Host to share this password with you (they can find it under the invite section in the Zoom call) NOTE! These passwords are case sensitive.

If all else fails, watch this video!

https://youtu.be/pFTJFULpb0U

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