

## Instructions for Zoom

Zoom is a system to enable video conference calls.

These instructions assume you are using a Windows PC or Mac, or an iPhone/iPad, instructions for Android will follow.

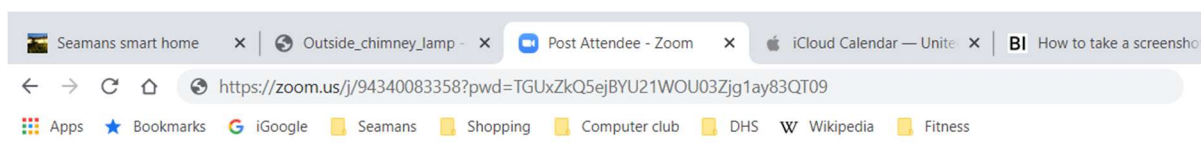
### Before you start

Check that your device has at least a microphone (most desktop computers do not) and ideally a camera too. If it doesn't have one, USB cameras with built in microphones are now easily available and relatively cheap.

### Setting up Zoom

In order to join a Zoom meeting, you need to have installed the 'Zoom client for meetings' application on your computer if you haven't already done this, it is pretty straightforward.

A few minutes before the meeting starts, click on the link you were sent in the meeting invitation. If this doesn't work, cut and paste it into the URL bar of your browser (Chrome or Safari) and hit <enter.>



This will take you to the Zoom web site and first time will ask you to install the Zoom client, this will not install it, but just download it. After a few seconds, you should see the file to install at the bottom left of the browser screen.



Click on this to install it and accept the prompt to 'allow this app to make changes to your device'. After the Zoom client is installed on your computer you can join Zoom meetings without installing it again by pasting the link into the URL bar again and hitting <enter> then clicking on the 'open Zoom meetings' pop up, finally click on the 'Join with Computer Audio' button.

The first time you join Zoom, it will ask you for your name and to agree to some terms and conditions, and then the meeting will start.

## **Things to do during a Zoom meeting**

### **Views**

Zoom has several 'views'; Presenter where you see the presenter in the middle of the screen and a bar of thumbnails of the participants above it, and Gallery where the thumbnails are arranged in a mosaic.

NOTE: The maximum number of participants that can appear in the mosaic is 49, if there are more than that, arrows appear to allow you to scroll left and right.

You can select the view you want from the button at the top of the screen.

See <https://support.zoom.us/hc/en-us/articles/201362323-Changing-the-video-layout-Active-Speaker-View-and-Gallery-View> for more information on video layouts and how to use them on phones and tablets.

### **Muting and video on/off**

It is a good idea to mute your microphone when you are not actively speaking as this reduces the amount of background noise on the call, especially if there is a large number of participants. Please see below on how to do this.

### **Show participants**

If you click on the button in the middle of the bottom of the screen it will put up a list of the participants so you can see who is active on the call,

### **Chat**

This button allows you to type messages either to individuals on the call or the group as a whole. Useful if you want to discuss this with someone on the call personally, or to inform the group that you are dropping off the call without interrupting the audio or video on the call.

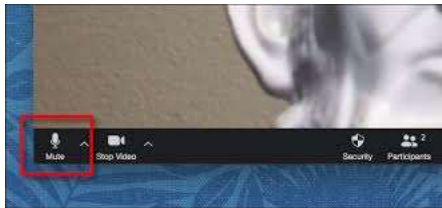
### **Share screen**

If the presenter has enabled this then you can replace your camera view with either your whole screen or a window on your screen so you can show the others your PC instead of your camera.

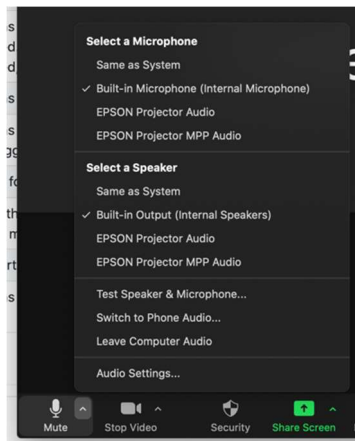
BEWARE: it's a good idea to close any private windows (e.g. email ) BEFORE you start a Zoom session.

## Common problems

**People cannot hear or see you:** You are muted or your camera is turned off in Zoom. In the bottom left of the Zoom window is an icon of a microphone and a camera, if there is a red bar through either of these then that feature is DISABLED, simply click on it to enable the one you want. Confusingly when it says 'mute', you are unmuted. If there isn't a microphone or video icon, then Zoom cannot find one on your device.

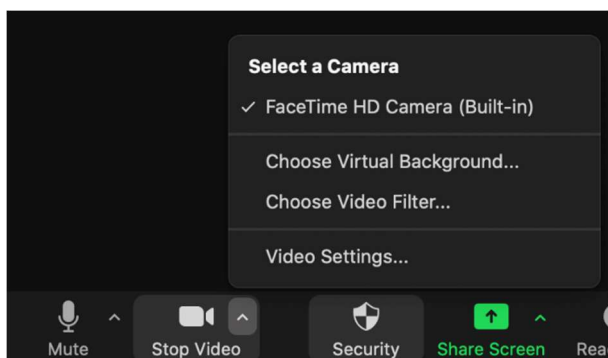


You may need to test your microphone and speakers or select different ones. Click on the small up arrow to the right of the microphone icon and a pop up appears as follows;



Audio settings gives a nice display of the audio input levels.

The video settings can be accessed in a similar way from the arrow next to the video icon.

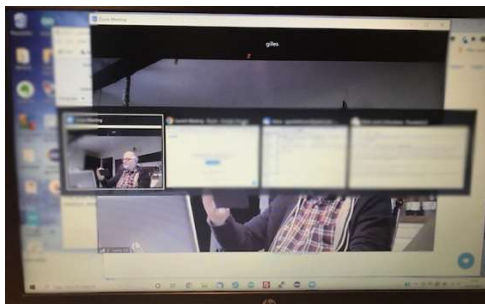


**You cannot hear others:** Your computer's speakers are muted or the volume is too low. Click on the picture of a speaker in the bottom right of your screen.



**Downloading and installing fails.** Go to the Zoom download centre at <https://zoom.us/download> and install the Zoom client from there.

**You cannot see the Zoom window, but others can hear you.** The Zoom window is behind another window, most often your browser. Hold down the <alt> key (next to the space bar) and then press the <tab> key at the same time, this will bring up a bar in the centre of your screen with all of your currently active windows, keep the <alt> key pressed and press <tab> again till the highlight is around your zoom window, then release both keys, this will bring the selected window to the front.



**Feedback and echoes.** If there is more than one attendee of a call in the same room, you are likely to suffer from sound feedback and annoying echoes.

To avoid these;

- 1) Everyone in the same room must mute their microphone except one person and people need to be in range of that microphone.
- 2) Do not to use an iPad (or probably any other sort of tablet) as they still echo even if the mike is muted. There are workarounds to this but they aren't trivial.
- 3) With only one microphone active Zoom will not be able to automatically switch video to the speaker in the room, this won't be a problem if you are sharing a screen (PowerPoint, agenda, minutes or whatever) or all attendees have disabled video as in 3 above.
- 4) Disable video for as many of the participants in the room as possible (to reduce the bandwidth)

## **Notes for Mac users;**

### **Installation**

The Zoom application can be found at [https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting), after it has downloaded, click on the yellow “pkg” box to install the Zoom client. You can take all of the defaults during the install, make sure you have your Mac password to hand as it will be needed.

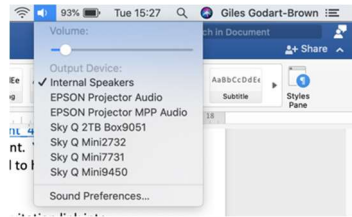
After the Zoom client has finished installing you can paste a meeting invitation link into Safari and it will bring up a page to ‘Launch meeting’, click on the big blue box and it will ask you for if it is OK to launch the Zoom client (click OK), once the client starts it will ask if you want to join with computer audio, click on this and the meeting will open.

## Common Mac Problems

See above plus;

### **You cannot hear others**

Click on the speaker icon at the top right of the page and make sure your volume is up and you have a valid speaker selected e.g. Internal Speakers



### **You cannot see the Zoom window, but others can hear you**

As above, but use <Command> <tab> to cycle through the windows.

### Notes for iPhone users;

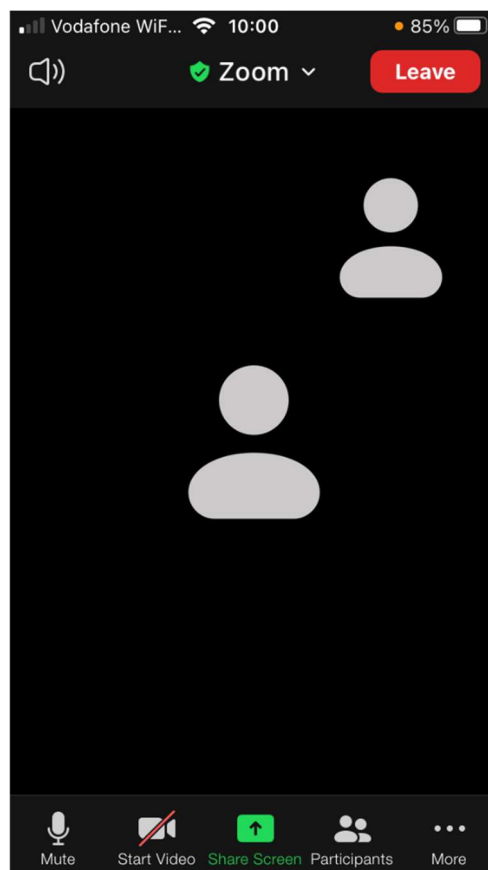
Clicking on the invitation link in an email will take you to a web page inviting you to install the Zoom application if you haven't already done so.

Choosing to install will take you to the App store. Click on 'Get' for Zoom Cloud Meetings and install it – it is free.

Once it is installed you can click on the link in your invitation again and it will join you into the meeting.

If there are more than 9 participants, you can see more by swiping right and left.

If you touch your zoom screen the following icons will appear. The buttons work as in the examples above;



**Notes for Android users;**

Note these instructions have not been tested (I don't have an Android device)

Clicking on the invitation link in an email will take you to a web page inviting you to install the Zoom application if you haven't already done so.

If you need to install Zoom. Chose to install from the Google Play store and select install. It will ask you for your Google email and password. Note it will not install on Amazon Kindle devices like the Fire.