

## Zoom Video Conferencing Guide

This document provides an introduction to installing, using and troubleshooting online video conferences via Zoom. For detailed help, please see Zoom's website: <https://support.zoom.us/hc/en-us/categories/200101697>

### 1) Start Up & Client Install

1. If this is the first time you have used Zoom, you should install the client application.
2. Go to the following page and download the **Zoom Client for Meetings** for your operating system (normally the first option for Windows).  
<https://support.zoom.us/hc/en-us/articles/207373866-Zoom-Installers>
3. Allow the file to finish downloading and then **run** it to install the Zoom Client.
4. For future meetings, you can simply open the Zoom Client and enter the meeting ID. Alternatively, if you click on the meeting link it will open the Client.
5. As an alternative to installing the client, you can use the web browser option. Details on how to do this can be found here:  
<https://support.zoom.us/hc/en-us/articles/214629443-Zoom-Web-Client>

### 2) Joining A Meeting

1. Open the Zoom Client and then click on the Join icon (see **Figure 1**).

Figure 1: Zoom Client Join Icon

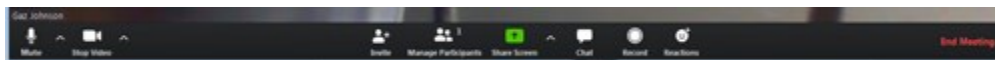


2. The *Join Meeting* pop up will appear. Enter the **meeting ID** (e.g. 8673777784) and your screen name. **Then click Join**. You may be asked to say **I Agree** to the terms of service, do so to progress.
3. If the meeting host is not yet logged in, you will see a be in a holding page, which will refresh periodically until they start the meeting. You can **Test your Computer Audio** at this stage to check your settings.
4. If you haven't already done so, it may be helpful to change your settings to permit Gallery View. This will help give you visual cues on how other participants are reacting. See Meeting Settings below.
5. Once the meeting begins, a new window will open. You can still access your client window at any point by ALT-tabbing to it.

### 3) Meeting Settings

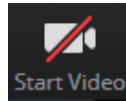
1. **Settings:** To change any of your settings click on the gear icon in the top right of the client. To change your Gallery display settings, the following guide may be helpful.  
<https://support.zoom.us/hc/en-us/articles/360000005883-Displaying-Participants-in-Gallery-View>
2. **Control Bar:** A control bar is displayed at the bottom of the meeting window (see Error! Reference source not found.), although it will auto hide after a few seconds. Move your mouse to redisplay it.

Figure 2: Zoom Control Bar



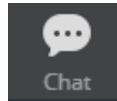
3. **Speaking & Muting:** If you speak, or make a noise like typing, you will become the central picture. If you're taking notes or not actively speaking, you may wish to mute your microphone – either by holding the spacebar or clicking on the **Audio Icon** in the lower left of the Control Bar
4. **Video Start/Stop:** Click on the Start/Stop Video icon in the control bar to activate/inactivate your camera (see **Error! Reference source not found.**). If asked to Allow or Block, select Allow. Continue from Step 5 below.

Figure 3: Zoom Start Video Icon



5. **Messaging:** You can open/close the instant messaging (Chat) interface at any time by clicking on the Chat icon (see **Figure 4**), to send text messages to other participants or the whole room.

Figure 4: Zoom Chat Icon

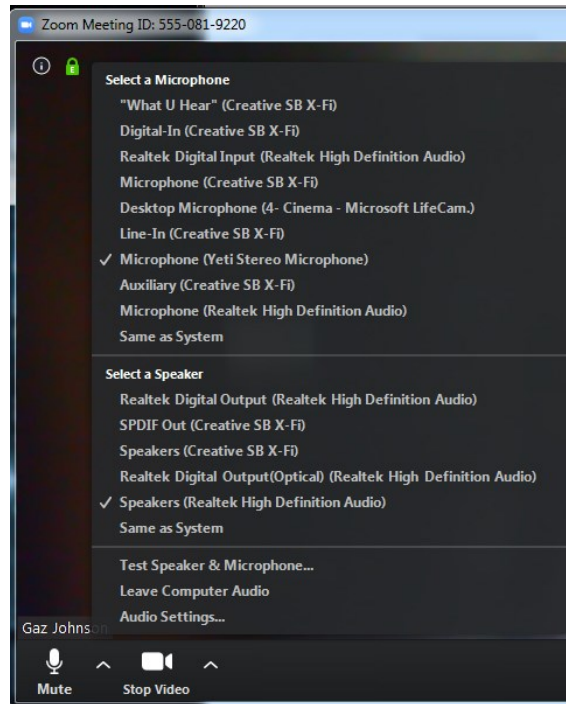


6. **Leaving:** At the end of the meeting, click **Leave Meeting** or close your browser/app. The meeting host may also choose to end the meeting for all.

#### 4) Trouble Shooting

1. **No Sound:** If you have no sound (either you are unable to hear people, or they cannot hear you) you may need to change your record/playback settings. Ideally, check your microphone/headphones/speakers are plugged in and working in other applications beforehand. However, to change your settings during a meeting (see **Figure 5**) :
  - a. Click on the up arrow next to the microphone icon in the lower left of the control bar. The icon may auto hide so mouse over to display.
  - b. Select another Microphone or Speaker option.

Figure 5: Audio Options



2. **Audio Error:** If you get an error icon for your video or microphone (**Figure 6**), you may need to adjust your browser settings as detailed here: <https://us04web.zoom.us/wc/support/mic>

Figure 6: Zoom Mic Error Icon



3. **Meeting Hangs/locks up:** Close the browser/client and start again. If this does not work, try rebooting your machine, changing your access route (e.g. browser or client) or reinstall the client software.
4. **Detailed Help:** See the Zoom webpages for more: <https://support.zoom.us/hc/en-us>