

Zoom User Guide

Hello and welcome. This guide will help you understand how to get started with Zoom, an easy-to-use video call platform. By following these next few steps, you will be ready to connect to our class meetings with no issues and enjoy the experience. Let's get started and make your Zoom journey simple and exciting!

Getting Started with Zoom

What do I need to get started?

First, to use Zoom, you need three things:

1. A **smart device** (computer, tablet, or smartphone)
2. A stable **internet connection**
3. The **Zoom application installed** on your device

You likely already have the first two of these three steps already, so you will need to install the Zoom application.

How do I install Zoom?

Depending on the type of device you are using, the process to install the Zoom application will be different.

- From a Windows-based computer/PC:
 - Open your internet browser, and go to this website: <https://zoom.us/download>
 - Under "**Zoom Workplace for Windows**" select "**Download (64-bit)**"
- From a Mac laptop/computer:
 - Open the App Store, search for "**Zoom**" and select "**Install**;" follow any prompts as needed
- For mobile devices (smartphones/tablets):
 - Open the App Store (Apple) or Google Play Store (Android) search for "**Zoom**," and tap "**Install**"

Helpful Hint:

Before your first Zoom meeting/class, it is wise to **test** that you can get into Zoom without any issues:

1. Click on the Zoom meeting invite link that was shared with you, such as a link sent in an email or from the WISE website
- The first time you click on a Zoom link, you may receive a message asking, "**Do you want to allow this website to open 'zoom.us'?**"
 - Click "**Always Allow**"

Participating in a Zoom Meeting

How do I join a Zoom meeting from my computer?

There are two ways to join a Zoom meeting:

2. **Via the Zoom meeting link:** The easiest way to join a meeting is to click on the link sent to you via email or found on the WISE website

3. **Manually:** If for any reason the link provided does not work, open Zoom on your device, then click "Join a Meeting." You can then manually type in the **Meeting ID** and **Passcode** which are found in both the meeting email and on the WISE website.

How do I join a Zoom meeting from my smartphone?

Zooming is mostly the same on a smartphone, but you may encounter a few different steps. Here are two ways you can join a Zoom meeting from a smartphone (Apple/ Android):

Option 1: Join with a Meeting Link

- Use the Zoom meeting link you received via email, or access the link from the WISE website
- When you click the Zoom meeting link, your phone will automatically open Zoom
- You will be prompted to enter the meeting **Passcode** (if required)
- You may also be promoted to **allow permissions** for Zoom to access your camera and microphone

Option 2: Join with a Meeting ID

- Open Zoom: Tap the Zoom application icon on your phone
- On the main screen, select **Join a Meeting** to join without an account (most users will choose this option) or "Sign In" if you have a personal Zoom account
- Enter the **Meeting ID** in the space provided
- Enter your name in the second box so others know who you are
- Tap Join
- You will be prompted to enter the meeting **Passcode** (if required)
- Tap **Continue**

Helpful Hints:

Here are **a few more prompts** you might see when using Zoom from a smartphone:

- **Set audio options:** If prompted, choose how you want to hear others:
 - Tap "Wi-Fi or Cellular Data" if you are using the internet; this is the preferred method of audio connection for the majority of users
 - Tap "Dial in" if you want to call into the meeting using your phone
- **Preview your video:** You will see a preview of your video; tap **Join** if you are ready to enter the meeting

What do I need to do once I am in the Zoom meeting?

You can just sit back, listen, and enjoy! But to get the most out of the experience, below are some **basic features** to ensure you can see, hear, and participate effectively in the session.

Use the menu at the bottom of the screen for Zoom features

The microphone is to "Mute/Unmute"

You were automatically muted when you entered the Zoom meeting. **In order to be heard, you need to unmute.** You can also use the spacebar (long key on the bottom row of your keyboard) - as you hold the spacebar down, you are unmuted; when you let it go, you will be muted again.

The video camera is to "Start/Stop Video"

Meetings are more engaging when participants can see each other. Remember that when your camera is on, others can see what you are doing. Please **keep your camera on** whenever possible.



Use the Chat feature for class/meeting appropriate comments

Click on the "Chat" icon on the bottom of your screen; a panel will open to the right where you can see the chat and add your own questions/comments

Closed Captions are available

Click the "Captions" or "Show Captions" icon (if it is not there, go to the three dots that say "More" to expand the menu)

To ask question raise your Zoom hand

Click the "Raise Hand" icon when you have a question; after raising your Zoom hand, the words "Lower Hand" will appear. Once you ask your question, click "Lower Hand". (Note that Zoom may automatically lower your hand if your hand has been raised for a period of time)

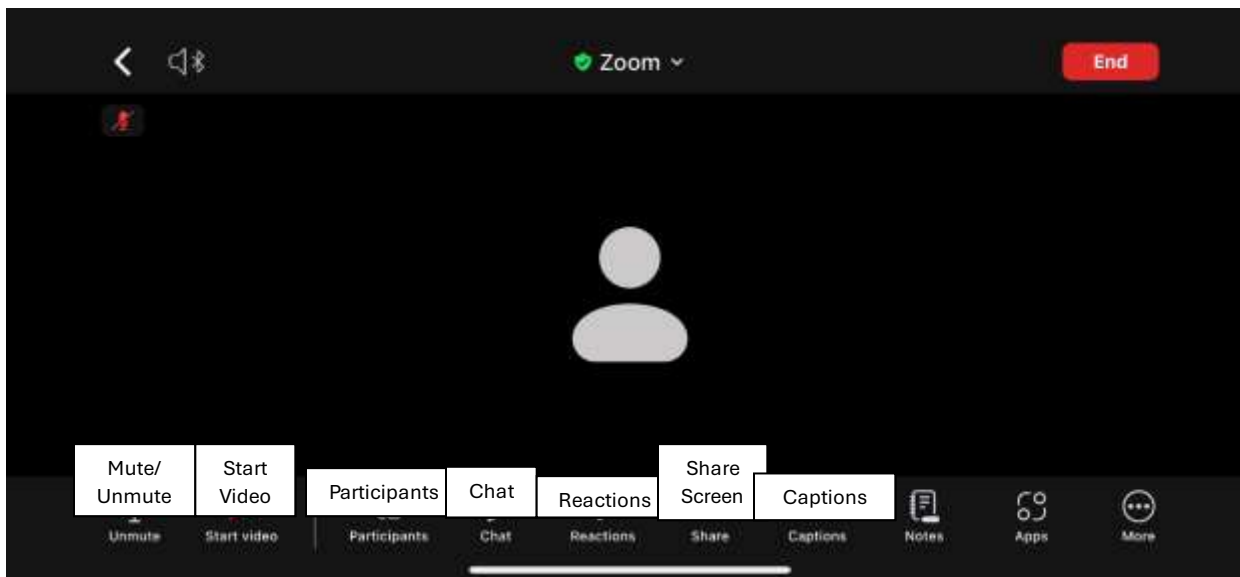


Helpful Hints:

- Remember that volume is controlled through your **device** settings, not Zoom; make sure your volume is set at a comfortable level for you, as the control is typically found at the bottom of your screen, even when Zoom is not in use.
- For better clarity, many people find it helpful to use headphones, earbuds, or even a direct connection to hearing aids. If you are in a noisy environment, using headphones can improve your ability to hear the meeting content.

I am using Zoom on my phone; what features are available to me?

Here are some of the features you may see on your phone when you are participating in a Zoom meeting/class. Remember that not all smartphones are the same, so your menu options might vary slightly.



What each button does:

- **Mute/Unmute Microphone:** Tap this to turn your microphone on or off
- **Start/Stop Video:** Tap this to turn your camera on or off
- **Participants:** Select this to view who is in the meeting
- **Chat:** Select to send instant messages to the group or to specific people
- **Reactions:** Use emojis like a thumbs up or clapping hands to react during the meeting
- **Share Screen:** Show your screen to others (like a photo or document). NOTE: Screen sharing is only available if you are the meeting Host or Co-Host
- **Captions:** Turn on live captions (subtitles) to see what people are saying in text form
- **More (three dots in the lower right corner):** Selecting this will show even more features that are available to you, such as raising and lowering your Zoom hand
- **End (top-right corner):** Tap this to leave the meeting; select "Leave" to exit the meeting (Only the Host should select "End for All" to end the meeting for all participants).

Helpful Hint:

On occasion, the Zoom meeting may begin before the Host is able to join. A Host is important for two reasons:

1. Screen sharing is not available without a Host present
2. The Zoom meeting might "time out" or end before the allotted time due to licensing restrictions

The good news is that anyone in the meeting can make themselves the Host:

- On the lower right-hand side of the screen is the **"Claim Host" button** – click on this to become the Host
- When prompted for the **Host Key** enter **082311**. The Host Key is **082311** for all WISE classes and meetings.

Note that Zoom links are made available for most WISE Spotlight lectures, committee meetings, clubs, and groups, in addition to courses. These links can be found on the WISE website. Reach out to the WISE office if you have trouble locating or accessing the links.

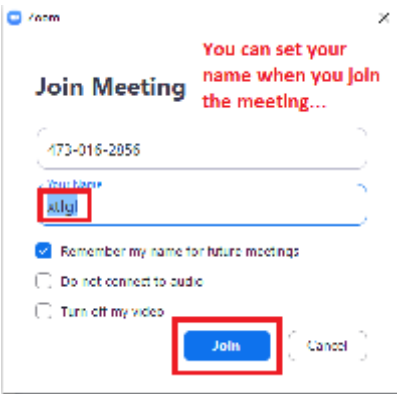

Zoom Frequently Asked Questions

How do I change my Zoom screen name?

If you have a personal Zoom account and use that account to join Zoom meetings, the screen name (the caption beneath your picture) will show your name.

If, however, you do not have a personal Zoom account (or are not logged in to Zoom), your screen name will show the name of your device, such as **Milo's iPad** or **Yossarian's iPhone**.

You can change your screen name in two ways:

Option A: When you join the meeting, change your screen name from the Join Meeting screen	
Option B: If you are already in a meeting, go to the Participants list and click on the More option (three dots) next to your name. Select "Rename" to change your screen name.	

How can I see both the slide show and the participants?



When the presenter is screen-sharing, go to **View options** on the top right; choose **Side-by-side mode**.

Then, move your cursor to a point between the slides and the people. Sliding left will show more people.

See this help page for details: <https://support.zoom.us/hc/en-us/articles/115004802843-Side-by-side-Mode-for-screen-sharing>

My computer/device does not have a camera. Can I still participate?

Yes. You will be able to see other people on your computer screen.

When my video is off, Zoom just shows my name in a black box. How can I change this?

You can add a picture of yourself so that people will know what you look like, even if they cannot see you in the meeting. **You will need to have a Zoom account to set up a profile which will then allow you to upload a picture.** The Zoom account is free.

Go to <https://zoom.us> and click on the **Sign-up button** in the upper right.

How do I change my Zoom background?

You can hide the room behind you by putting a custom picture or video behind your image. To learn more about this feature, click on this link: [Virtual Background](#). Note that there are some restrictions depending on the graphics capability of your computer or mobile device.