

Getting started with Zoom

For just sitting in on a Zoom meeting, you don't need anything more than the ability to watch a video on your device - meaning that at the very least your device needs a speaker. A smartphone would work, but the tiny size of the display would not be adequate for most Zoom meetings. Holding on to a smartphone isn't the most convenient way to participate in a meeting, and you need to orient the camera on the phone so that your face - not the ceiling - is centered in the video and it's not focusing up into your nose. In other words, hold the phone at eye level.

If you want to be able to talk to the host/presenter, you do need a microphone on your device. Using a headset with a boom microphone or ear buds provides the best quality sound for participants in the call. The headset or ear buds eliminate the need for speakers on the device.

Finally, if you want to be seen by others during the meeting, you do need a webcam on your device. Most webcams nowadays come with a mic. But again, the headset or earbuds will provide a much better sound, so don't rely on the webcam mic for talking.

There is plenty of concern on the Internet about how insecure Zoom is, but the meeting settings have been established to ensure your privacy and provide a maximum security when you attend.

So, get some practice in by going to www.zoom.us and register to join some of the demos they offer.

First and foremost, it is recommend that you download the Zoom Client app on your smartphone, tablet or your computer. This provides the best experience with Zoom. Operating Zoom in browser mode does not provide the same experience, and only the Google Chrome browser allows access to audio. See "Joining a Meeting from a Browser" below. Zoom is designed to work best with the Chrome browser, but that browser is a memory hog. On a computer with less than 8GB of memory, Chrome may slow down the computer, so it is best to quit all other apps while in a meeting. On a Mac, Chrome might even freeze (hang) after several minutes or an hour.

If you have an iOS device, you can find the Zoom app in the App Store as "ZOOM Cloud Meetings" here: [Download in App Store](#)

For Android, it is found in Google Play. [Download in Google Play](#)

Otherwise, the "Zoom Client for Meetings" for Mac and Windows can be downloaded from Zoom here: https://zoom.us/download#client_4meeting

For the beginner using Zoom, there are multiple video tutorials: Zoom's basic tutorial and OLLI's more detailed tutorial.

OLLI's recommended more detailed step-by-step tutorial: https://www.youtube.com/watch?v=6_8vQDfSzdY

Zoom's basic tutorial: https://www.youtube.com/embed/hlkCmbvAHQQ?rel=0&autoplay=1&cc_load_policy=1

And here's another YouTube video that is also very informative.

<https://www.youtube.com/watch?v=kh50kValdAY&t=12s>

For those interested in excruciating detail, check out:

https://support.zoom.us/hc/en-us/articles/214629443-Zoom-Web-Client#h_d058aa08-10b5-4c9f-b029-4ce9603bb2d1

Screencasts Online has a free video tutorial for using Zoom that is worth watching:

<https://screencastsonline.com/tutorials/mac-apps/zoom>

Selecting a virtual background is important to “hide” the room you are in. However, not all computers can work with a virtual background successfully unless the person has a green screen behind them.

<https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>

When joining or hosting a meeting, it would be useful to include both your first and last name.

If your computer doesn't have a built-in mic, then using a headset with a mic solves that issue. If your computer doesn't have a camera, then a webcam solves both the mic and video issue. However, the best experience with audio is by using a headset for both listening and talking. If your computer doesn't have Bluetooth capability, then an over-the-ear headset with a boom mic is the only option. If you use an external mic or the mic built-in to a webcam or the computer, your voice will sound like you are in the bathroom.

One way to test your equipment to see if you can join a Zoom meeting is by using a browser and clicking on this link (zoom.us/test) or by typing it in the address bar of your browser. (Does not work with Safari. Use Chrome, Firefox or Chromium Edge.)

How to start a Personal Meeting:

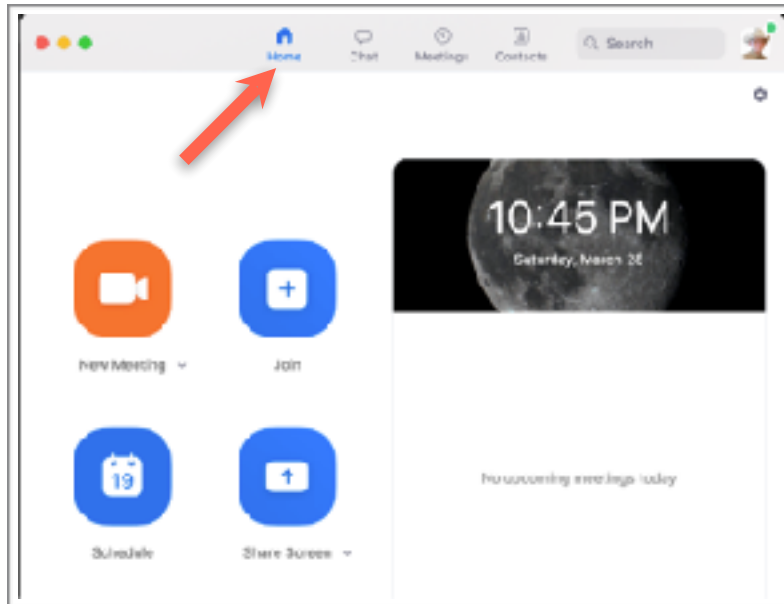
One way to get familiar with using Zoom is to practice with a personal meeting on your own. This lets you get familiar with the controls, your camera and mic, and to get comfortable with the Zoom environment. Then you will be ready to either join a meeting or start or schedule your own personal meetings with friends and family.

To start a personal meeting, you do need to create an account with Zoom. Otherwise, you can only join a meeting. To create an account, go to zoom.us and click on the “Sign up for Free” button. Or, click here: <https://zoom.us/signup>. It is not recommended that you sign up through another applications, such as Google or with Facebook. Create a new account with your email address and create a unique and complex password for your Zoom account. Don't forget it! (That's the part that many people really don't like - creating passwords and keeping track of them. This is taken care of for you if you use a password manager.)

To start a personal meeting, you do need to create an account with Zoom. Otherwise, you can only join a meeting.

Starting a Personal Meeting Using the Zoom Client

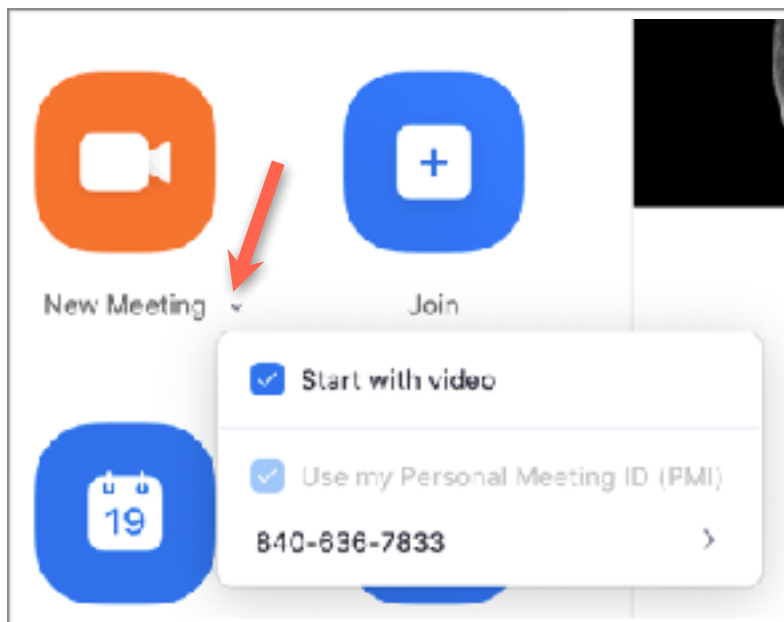
When you open the Zoom app, click on the Home button (it looks like a house). In that view, you see several options:

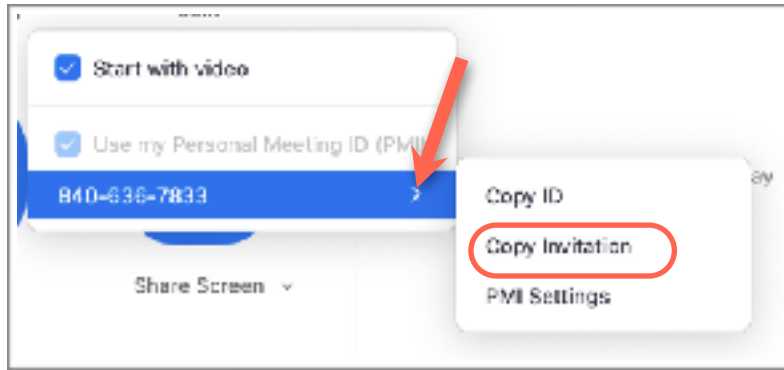


The window shown above has been personalized. More on that in a future discussion.

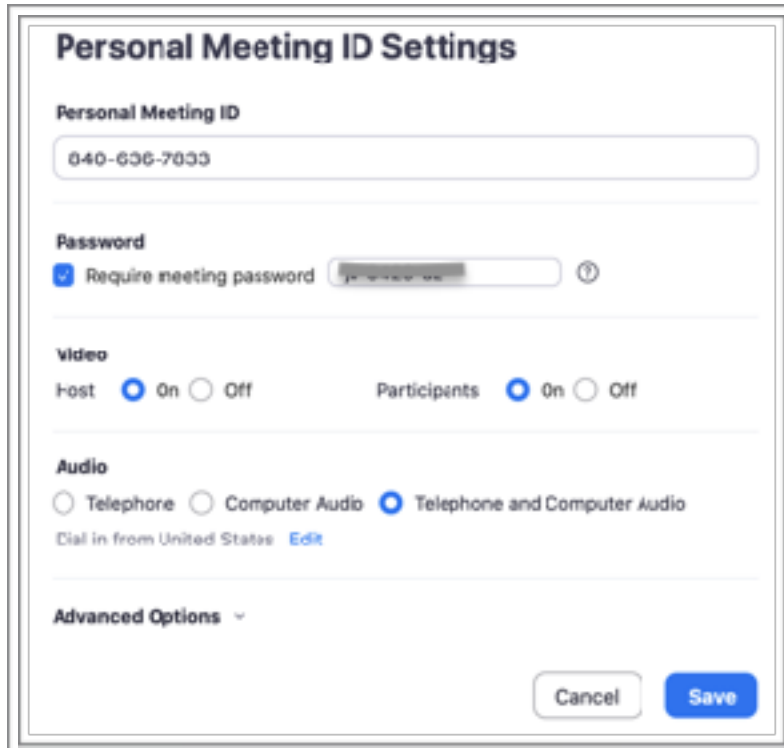
Click the “New Meeting” button to set up a personal meeting.

If you click on the little arrow after “New Meeting”, a dialog box will appear that displays your personal meeting ID (**PMI**):





Click on the arrow by the meeting ID and then click on **PMI Settings**:

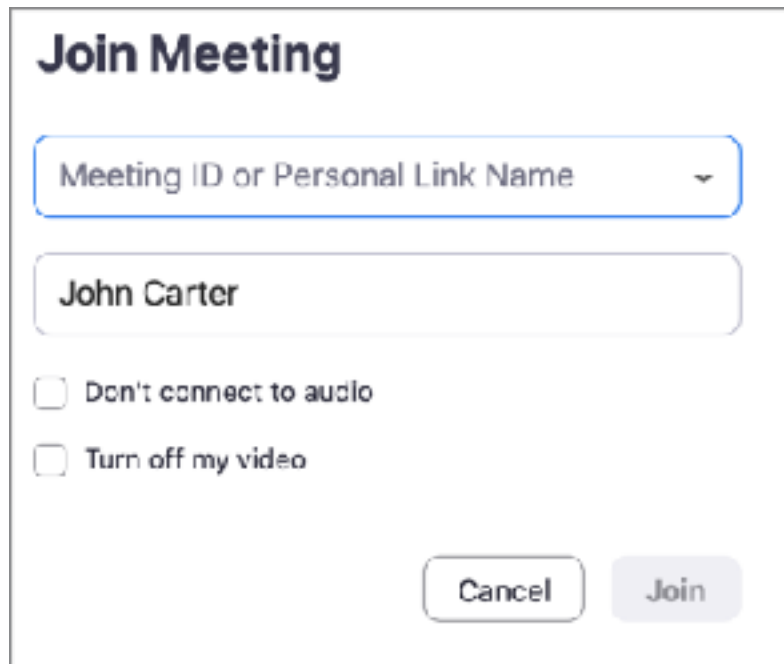


Here you can set the preferences for establishing your personal meetings. Note that “Advanced Options” is only available with the Pro (paid) version of Zoom. Don’t forget to Save your options before continuing.

There are several paid versions of Zoom and for each version there are several add-on options. As a home user, the Pro version without any add-ons is the most you will need.

Join A Meeting

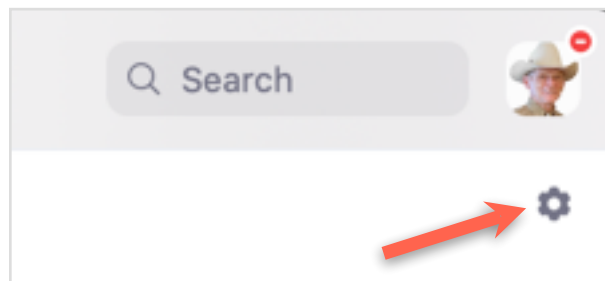
Click the **Join** button to join an established meeting.



The screenshot shows the 'Join Meeting' dialog box. At the top, there is a dropdown menu labeled 'Meeting ID or Personal Link Name'. Below it is a text input field containing the name 'John Carter'. There are two checkboxes: 'Don't connect to audio' and 'Turn off my video', both of which are currently unchecked. At the bottom right, there are two buttons: 'Cancel' and 'Join'.

Enter your name that will be displayed as a tag in your video to identify yourself.

In the Home screen, click on the gear in the upper right:



That's where you can define additional settings.



The “View More Settings” at the bottom takes to you zoom.us where you login to your Zoom account for even more settings.

All of these steps and more are found in the many online tutorials at <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Video Conferencing Etiquette

It’s always useful to learn how to be “professional” when using Zoom:

<https://www.youtube.com/watch?v=m5AxcjUHBEE&feature=youtu.be>

Have you ever attended a video conference and watched what other people are doing in their video? Some of it is distracting, some of it downright distasteful, and some of it just plain annoying. Here are some guidelines for both presenter and attendee to pay attention to when attending a video conference.

Maintain eye contact

The remote sites should remain focused in the camera’s direction, avoiding shifts in attention – looking out the window, multi-tasking, etc. It is especially important to maintain eye contact by looking at the camera when speaking. The participants at the host site should consider the camera as another person and look at it during their discussions.

Mute the microphone

The microphone should be muted when you sign in. The host has the option to mute everyone’s mic and then unmute them when the time for questions arises.

Position the camera

The participants do not want to see the top of your head (camera looking down on you), or the bottom of your chin (camera looking up). The camera should be at eye level with a strong light behind the camera or in a well lit room with no bright light in the camera’s view or directly behind you. Be aware of light reflections in glasses that you might be wearing. Many people may be watching on fairly small screens so your camera and seating position should be adjusted to fill the frame as much as possible.

Use your normal voice

Speak strongly and clearly - Because there might be a one second audio delay (for some conferencing), use a brief pause between speakers to assure the full audio signal has been transmitted. When many people are speaking at once, it is difficult for remote participants to discern the conversation. Repeat questions or comments to be sure that the remote sites heard them.

Allow time for others to answer

Or to make comments. Often, the individuals at the remote sites will wait to see if someone in the host location has a comment or answer to the question before they will respond. When asking a question to a specific remote participant, identify them by name first, and then ask the question so they have a chance to unmute and respond. It is very difficult to know who is talking when more than one person is speaking at the same time.

Avoid interrupting

Raise a hand to speak.

Limit side conversations

As with any meeting, try to limit distracting side conversations.

Be aware of the microphone placement

The microphone can magnify sounds that are normal for a meeting. Do not rustle papers or tap on the microphone or table.

Keep body movements to a minimum

Avoid distracting movements like swaying, rocking, or pacing. Move and make gestures in a fluid, natural way.

Restore eye contact after an audio-visual presentation

After a slide presentation or screen/document sharing, restore eye contact with the remote sites.

Use a document camera for on-the-fly writing

Do not use the chalkboard or whiteboard, but use a document camera with a nice sized marker to make the writing as readable as possible for the remote sites. Zoom has a built-in whiteboard, but be sure you are very familiar with it before attempting to use it.

Family issues

Inform the family that you will be on a video call to reduce interruptions or strange sounds (spouse or children shouting, dog barking, baby crying, etc.)

Using the Chat room during a conference

Keep all chats short and on topic. Do not ask about lunch, drinks after work, or “did you hear...” It’s very difficult for the host monitoring the chat room to weed out real questions through a maze of small talk.

Leave the keyboard alone

No one wants to hear the clicking of your keys on the keyboard. The only acceptable reason to use it is to type questions to the moderator in the chat room! Same goes for tapping on the desk.

No personal grooming

Be careful of what you do in front of the camera. The rest of the participants do not want to watch you comb your hair, pick your nose, clean your teeth, etc. Turn off your video and mic if you need to do anything at all distracting or personal.

No Food

Unless the meeting is about sharing food, no one wants to watch you eating. It is distracting and unprofessional, not to mention the crumbs on your keyboard.

Dress appropriately

You should wear something similar to what you would wear to an in-person meeting. If you choose to not have appropriate clothing on from the waist down, DO NOT get up in the middle of the meeting with your camera running.

Choose an appropriate environment

Make sure it is uncluttered (no unmade beds or bathrooms) and where you are less likely to be interrupted. If your device can handle the high CPU strain, learn how to add a virtual background - but keep it simple.

If you must step away

Turn off your video and mic while you are away.

Leaving a meeting

Always sign off with a formal goodbye so people know you aren’t coming back.

Ending a meeting

The host should thank the participants for joining. And remember, it's always a "Good meeting, everyone!"

Tips and Tricks

Attending a meeting

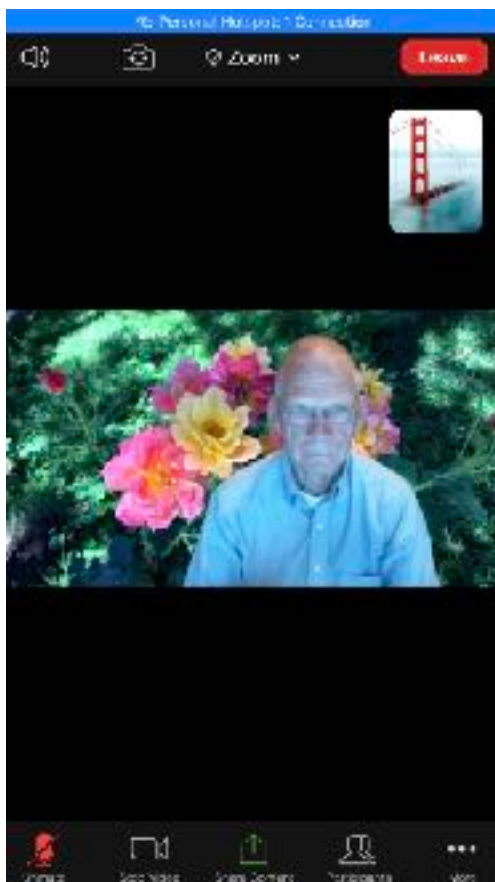
For small group meetings, Gallery View is best. However, when someone shares a screen, it pushes all the videos of the participants to one side and the most you will see is what will fit vertically on the right side of your screen. To see the other videos, scroll through the list using the arrow icons at the bottom and top of the videos.

For large meetings, Speaker View is best. You will see the other videos across the top, but only as many as will fit. You should see an arrow icon on the far left or right side will scroll through the list.

Having the Participants List open will show everyone who has joined the meeting. If the host allows chatting between participants, double-click a name and the chat room opens ready to send that person a message. Otherwise, in the chat room you can send a message addressed to "Everyone" in the chat room if the hosts allows. For some meetings, chat is disabled for all participants except the host or co-host. So your chatting experience may be limited.

Joining A Meeting From A Mobile Device

Joining a meeting with a mobile device (smartphone or tablet) is quite different than joining a meeting from a desktop computer. On a mobile device, all the controls will



disappear from view after a couple of seconds of inactivity. To see the controls, tap anywhere on the screen. There is a setting to keep the meeting controls always visible. Tap on the three dots (more) in the lower right corner. Then tap on "Meeting Settings." Then tap on "Always Show Meeting Controls." Then tap "Done" in the upper right corner.

The person in the larger video image will show his or her name in the lower left corner. If it isn't showing, tap on the screen to display it. It will go away again in a few seconds.

You can view the Zoom meeting in either the Portrait mode or the Landscape mode. If there are only two people in the meeting, one image will show in the upper right and the other will be showing in the rest of the display. Tapping on the smaller video swaps video positions.

When the controls are showing, a camera icon in the upper left corner allows you to switch between the front camera and the back camera. In the upper right corner is the "Leave" button to leave a meet-

ing (it will show as “End” for the host).

At the bottom are the other icons for

- Muting the mic (lower left)
- Stopping your video (next)
- Share Content (middle, if the host allows)
- Participants List
- More (...) on the far right bottom corner.

If there are 3 or more people in the meeting, swiping from right to left switches the view to Gallery mode (see landscape view below). Swiping from left to right goes back to Speaker view. Swiping again from left to right goes into Safe Driving Mode.



Tapping on More shows several other options as permitted by the host. One of the options will be “Virtual Background.” Tapping on that will show thumbnails of images that can be used to “hide” the room that you are in. Tap on the “+” symbol to select images from your device to use as a background. For the iPhone, you can only select from images in the Photos Library.

On a mobile device, in the Safe Driving Mode, your mic will be muted and your video stopped. You can tap the button to speak. Drive safely.

The iPad or tablet shows a completely different display.



Where Are All the Settings?

The display configuration of the Zoom Client app on a desktop computer, be it Windows, Mac, or Linux, looks the same for any operating system. To access the Client Settings, select the Home page tab of the Client app window and click on the gear in the upper right corner. If you are a Pro user, in the General tab of Settings, at the bottom, click on “View more settings” to open the browser and immediately go to your Settings page of the web based Admin Portal at zoom.us. This will require logging in to your Zoom account.

The number of options for both the Client app and the web Admin Portal are too extensive to go through here. This really requires a little dedication on your part to become familiar with all of the options and research any that aren't obvious to you. As a host, you do need to become very familiar with all of the Admin Portal settings. At the very least, learn what the proper settings are to have a secure meeting. There are video tutorials at zoom.us. Check out the Resources link in the upper right side of the home page.

Joining A Meeting From A Browser

Using a browser to join a meeting (not using the Zoom Client app) is similar to using a desktop computer, but there aren't as many controls. It is also important to note that only Google Chrome, Firefox, or Chromium Edge will allow access to the mic and speaker of your computer. If you use Safari, you'll need to also use a phone to join the meeting for audio. Specific instructions for that are found at the end of this document.

Sharing a Remote Device

Zoom allows for a computer to share a remote device such as an iPhone or iPad. The device can be connected by USB cable to the computer or it can be connected using Screen Mirroring on the device. A third party app called APowerMirror (a small fee involved) works quite well without needing to connect the remote device to the USB port. My experience says it works best with the USB cable as opposed to Screen Mirroring – unless you use APowerMirror. In the web portal Settings, the following option must be turned OFF:

Disable desktop/screen share for users.

When the USB cable is used, the device image on the computer fills the display vertically. Other components of the Zoom app may get in the way, so the Participants List and Chat room may have to be closed while sharing a remote device in this manner. This is when a co-host is needed - or leave the participant's mic open to allow them to interrupt. If APowerMirror or Screen Mirroring is used, the image on your display is much smaller allowing you to keep your Participants List and Chat room open.

Regardless of which connection option is chosen, the participant sees the image filling their Zoom Client app window like any other screen share.

The mouse pointer of the presenter's computer is visible to the participants when the pointer is placed within the item being shared. Be sure to change the size of the mouse pointer to make it easy to see by the participants.

Controlling the Chat Room as Host or Co-Host

In a Zoom meeting, the host (or co-host) can control who can chat to whom.

1. Open the Chat room.
2. At the bottom on the right side are three dots. Click on the three dots.
3. Choose from the list who the participants can chat with. This is a global change for all participants but still allows the host and co-hosts to chat with anyone.

By restricting participants from chatting with each other and only to the host (or co-host), participants are then able to pay attention to the presenter and not to each other.

Using the Zoom App as a Presenter on a Mac

In "System Preferences/Security and Privacy/Privacy," there are several places where Zoom must be checked to allow Zoom to access the different services in the Mac.

These are:

Camera, Microphone, Accessibility, Full Disk Access, and Screen Recording

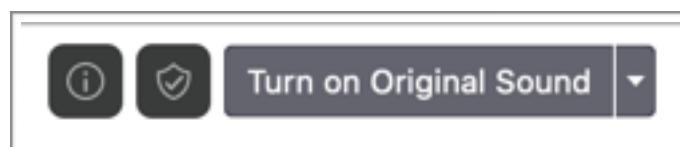
To ensure that the Mac allows Zoom to be able to everything you want it to do, just drag the zoom.us application onto "Full Disk Access." Then check that the other places are also checked. Don't forget to click the lock in the lower left corner to make these changes.

Using Your Phone for Audio and the Computer for Video

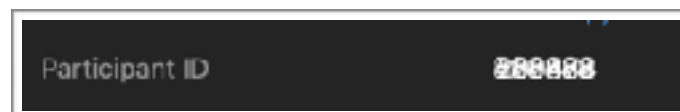
The link below describes how to join a Zoom meeting with a phone to use the phone for audio while watching the video on the computer.

<https://blink.ucsd.edu/technology/file-sharing/zoom/guide/join-phone.html#Option-2:-Join-by-telephone-onl>

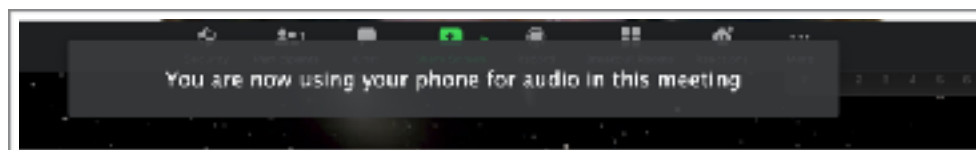
It mentions the Participant ID. That number is available in a regular Zoom meeting by clicking on the "i" (for Info) in the upper left of the video image.



The ID is shown in a pop-up window with the ID near the bottom like this:

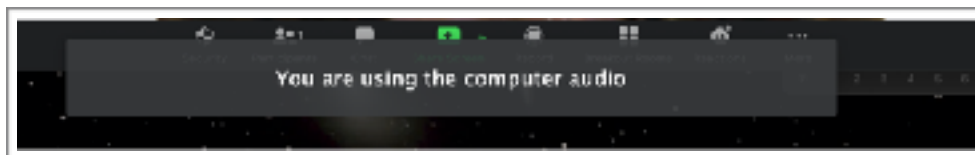


When the user uses that ID to join from the phone, the users sees this on the computer:



The computer audio is disabled and there is only one video image to represent the user.

When the user hangs up the phone, the user sees this on the computer:



So this happens IF the user uses the participant ID. Very handy.

-0-

Version 3, May 15, 2002