

Guide to Using Zoom

This guide is for Bucks County Community College staff, administration and faculty advisors. Faculty using Zoom in their courses should review the instructions for Zoom in the Canvas Resources course space at <https://bucks.instructure.com/courses/32946>.

Additional documentation is available via the Zoom online knowledge base: <https://support.zoom.us/home>.

Creating a Zoom Meeting

What You Need To Create a Meeting

- A Zoom account. Contact Damon Hunnicutt, Director, Classroom and Emerging Technology, media@bucks.edu or 215-968-8147. Check your Bucks email and activate your account.
- A computer, tablet, or smartphone (see below for handheld device instructions)
- A headset or ear buds (if you're participating with a laptop)
- A webcam if you want to display video feed of yourself. Most laptops now have built-in webcams.

How To Create a Meeting

- Go to <https://zoom.us/signin> and sign-in with your Bucks email address and password you created.
- Click on [SCHEDULE A MEETING](#) in the top right-hand side menu.
- Enter meeting title, description and select day/time.
- Choose appropriate settings for security and a positive user experience
 - The following meeting options are recommended:
 - Generate a meeting ID
 - Require a meeting password
 - Mute participants upon entry
 - Enable waiting room

The screenshot shows a meeting configuration interface with the following sections:

- Registration:** A checkbox labeled "Required" is currently unchecked.
- Meeting ID:** Two radio buttons are present: "Generate Automatically" (selected) and "Personal Meeting ID 459-622-2453".
- Meeting Password:** A checkbox labeled "Require meeting password" is checked, with a text input field containing "225137".
- Video:** Two rows of radio buttons. The first row is for "Host" (selected "on", unselected "off"). The second row is for "Participant" (selected "on", unselected "off").
- Audio:** Four radio buttons: "Telephone" (unselected), "Computer Audio" (unselected), "Telephone and Computer Audio" (selected), and "3rd Party Audio" (unselected). Below these is a text input field containing "Dial from United States of America" and a "Link" button.
- Meeting Options:** Five checkboxes: "Enable join before host" (unchecked), "Mute participants upon entry" (checked), "Disable waiting room" (checked), "Only authenticated users can join" (unchecked), and "Record the meeting automatically" (unchecked).
- Alternative Hosts:** A text input field containing the example text "Example: mary@company.com, peter@school.edu".

At the bottom of the form are two buttons: "Save" (highlighted in blue) and "Cancel".

- Click Save.
- You will then see the meeting invitation screen.
- Select the Copy Invitation link in the Invite Attendees field.
- Paste the invitation into an email using your Bucks County Community College email via Outlook.

Joining and/or Interacting in a Zoom Meeting

What You Need To Join a Meeting

- An internet connected computer, laptop, or device
- Your meeting ID # and password
- A headset or ear buds (if you're participating with a laptop)
- A phone (if you're unable to receive audio via your computer, laptop, or device)

How to Launch Zoom and Participate in Your Meeting

When you're invited to participate in a Zoom meeting, you'll receive instructions similar to what you see below. You can either click on the link provided, or go to the Zoom web site at www.zoom.us and click on "Join a Meeting" where you can enter the 10-digit Meeting ID number.

Audio is integrated in the meeting. However, you have the option to participate via audio-only if a web-connected device is not available.

Example Invitation to a Zoom Meeting

Time: Jan 13, 2017 10:30 AM (GMT-5:00) Eastern Time (US and Canada)

Join from PC, Mac, Linux, iOS or Android: <https://zoom.us/j/6893809473>

Or iPhone one-tap (US Toll): +16465588656,6893809473# or +14086380968,6893809473#

Or Telephone:

Dial: +1 646 558 8656 (US Toll) or +1 408 638 0968 (US Toll)

Meeting ID: 689 380 9473

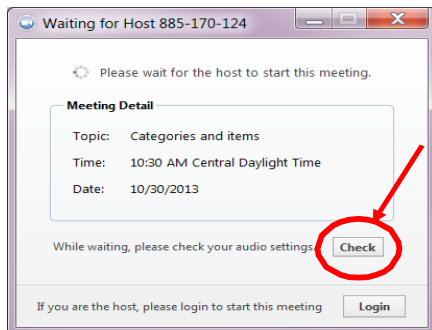
International numbers available:

https://zoom.us/join?m=1JIFXxmiCW_5401UeNjVb9hofRUapzTv

While You're Waiting for the Meeting to Begin

It is recommended that you check your audio settings while waiting for the meeting to start.

Furthermore, it is recommended that laptop users participate with a headset to avoid audio feedback.



The Zoom Menu Bar

The Zoom menu bar appears at the bottom of the Zoom window once the meeting begins. If you don't see the menu bar, move your mouse slightly and the bar will appear. (The bar disappears after a few seconds when in full-screen mode.)



You can:

1. Mute/unmute your audio (not the audio of the participants)
2. Stop/start your video
3. Configure your settings for items such as audio and video
4. Invite more people to join by email, IM , SMS (mobile users) or meeting ID
5. View a list of participants
6. Share your desktop (everything you have open) or select a specific application to share (if you have been granted permission by the host)
7. Send a message to one person (private chat) or to all participants
8. Record the meeting (if you have been granted permission by the host)
9. Leave or end the meeting

Switching Between Views (Share Screen and Video)

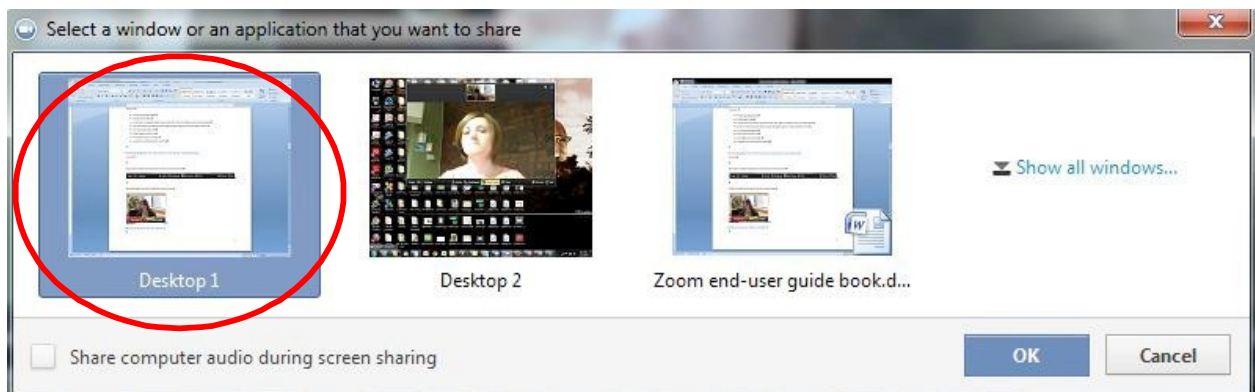
As a participant you might be asked to share your desktop or an application. During a meeting you can switch back and forth between sharing your screen and sharing your video as often as needed.

1. Clicking on “Share Screen”:



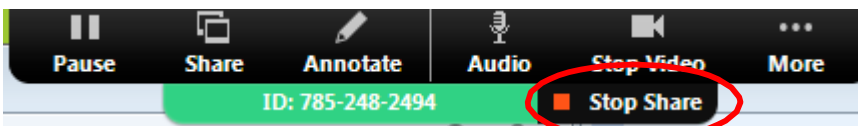
If you are in video mode, switch to screen share by:

2. A window showing all possible options for you to share displays. Click on the item you want to display and then click “OK”:



If you are displaying your screen, switch to video by:

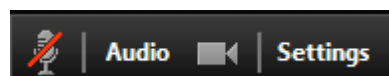
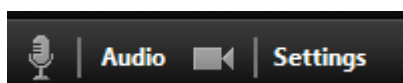
1. Clicking “Stop Share” from the sharing/annotation menu at the top of the screen:



The view will immediately switch back to showing the webcam videos of the participants

Audio Mute and Unmute

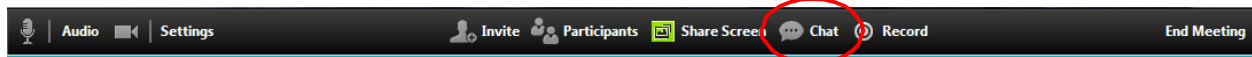
During a session you might be asked to mute your microphone until you have a question or comment. This helps to minimize audio feedback. Mute your audio by clicking on the microphone icon located in the lower left-hand corner of the menu.



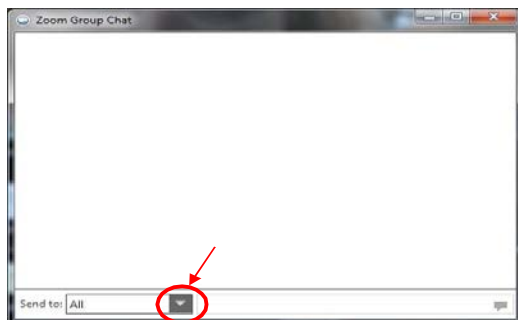
Chat

The chat feature provides the ability to send instant messages during the session. You can send private chat to one person or message all participants.

1. Click on



2. Type a message and press “Enter” on your keyboard to send. Messages are sent to all participants by default. You can message an individual participant via private chat by clicking on the drop down menu, and selecting an individual’s name.



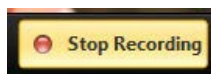
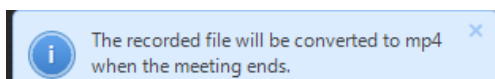
How to Record a Session

You must either be the host or the host must grant you permission to record.

1. If the host has granted permission to record, record the session by clicking the “Record” button.

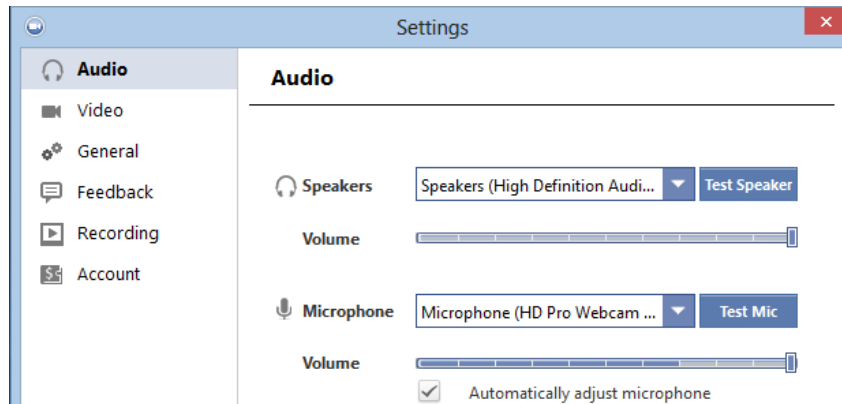


After you click “Record” you’ll receive a message indicating how the file will be saved. All recorded meetings are stored locally on **your** device or computer. Click “Stop Recording” to end the recording (note: this ends the recording but does not end the meeting).



How to Configure the Settings

You can find the Settings tab in the main dialog box or in the meeting menu bar. After clicking Settings, you will have the following options:



- **Audio:** Test, select, and adjust your speakers and microphone
- **Video:** Select and test your videocamera
- **General:** You can select additional preferences, such as how Zoom appears when it is launched
- **Feedback:** Use this option to send questions, comments, or feedback to Zoom
- **Recording:** Here you can browse/open your stored recordings and edit where recordings are stored on your computer (all recordings are stored on your local device/computer)

The Zoom Mobile App

The Zoom mobile app is available for both iOS and Android devices.

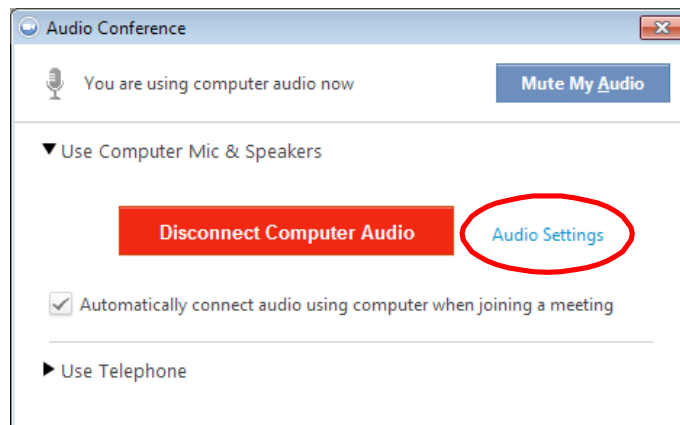
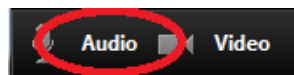
- For iOS, search "Zoom" on Apple AppStore or open Safari, and enter zoom.us. It will direct you to <http://itunes.apple.com/us/app/zoom.us-cloud-video-meetings/id546505307>.
- For Android, search "Zoom Meetings" on Google Play. It will direct you to <https://play.google.com/store/apps/details?id=us.zoom.videomeeting>

Common Zoom Troubleshooting Steps for PC

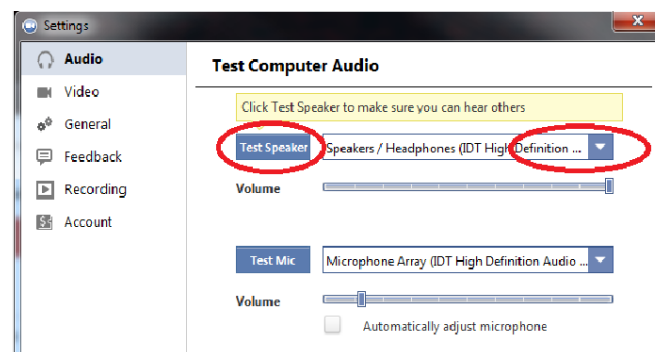
The following steps should be used to help correct any technology issues while using the Zoom system.

Audio Issues

1. *Can't hear the other participants in the meeting?*
 - a. Make sure your computer speaker volume is turned up.
 - b. Make sure your speakers are selected for the active output in Zoom.
 - In the Zoom meeting, Choose Audio > Audio Settings

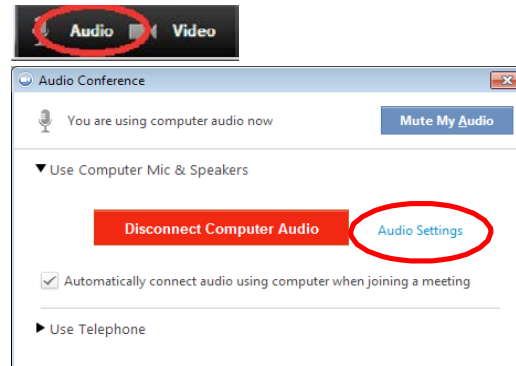


- Click the Test Speaker button, if you hear audio this is setup correctly. If you do not hear audio, use the drop down box and select a different output and press Test Speaker again. Repeat this step until you hear audio.

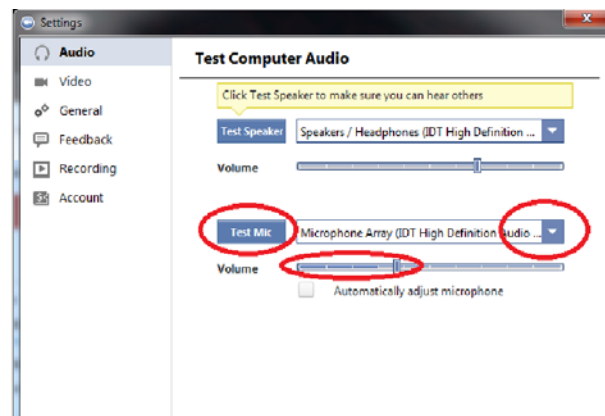


2. *Other participants can't hear you?*

- a. Make sure you have the correct internal/external microphone setup in Zoom.



- In the Zoom meeting, Choose Audio > Audio Settings
- Click the Test Mic button; you should see blue bars in the volume meter and your test message will be replayed through the speakers.

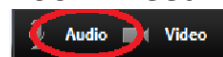


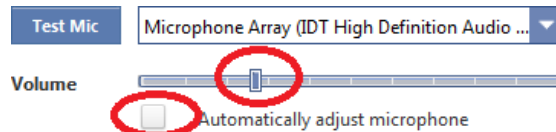
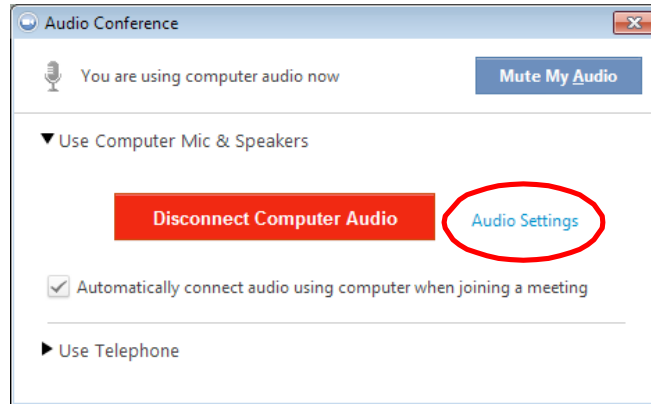
- If you do not see the blue volume meter bars or hear the audio message your recorded, use the drop down box and select another mic and repeat the process.

3. *Do the other participants hear echo when you talk?*

If so, this means that you are the source of the echo. You have two options:

- a. Adjust your microphone sensitivity (and, if possible, increase the distance between the microphone and the speakers.
- In the Zoom meeting, Choose Audio > Audio Settings

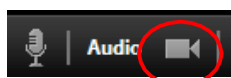




- Uncheck the “Automatically adjust Microphone” box and pull the slider bar down.
 - b. Use a headset or earbuds instead of the speakers so that the voices coming in from other participants aren’t picked up by the mic in your environment. Laptop mics aren’t far enough away from the laptop speakers to avoid sending the sound round and round.
4. *Do you hear echo when other participants talk?*
- If so, then they are the source of the problem. There is really nothing you can do other than ask the person who is the source of the echo to try the options listed above.

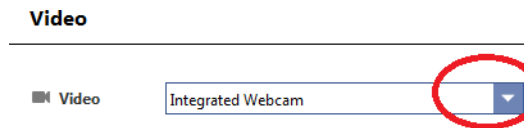
Video Issues

1. *Can’t see the other participants in the meeting?*
 - Make sure you have installed the Zoom software and are logged into the meeting.
2. *Can the other participants see you?*
 - Make sure your camera is turned on, plugged in and selected in Zoom.



1. In the Zoom meeting, Choose the Video icon:

2. Make sure your camera is selected in the video section. If it is not, use the drop down to select the correct camera.



- If the camera is turned on, make sure nothing is blocking the camera view.
- If using an external web camera, try connecting it to a different USB port and repeat steps 1 and 2 above.

Zoom Security Updates as of April 9, 2020

Security Toolbar Icon for Hosts

The Zoom toolbar now has a Security icon, which contains all of Zoom's existing in-meeting security controls in one place. This includes locking the meeting so no one else can join, enabling Waiting Room, and more. You can watch a video overview of this new feature. <https://youtu.be/JSA2tqlB1Xg>

Invite Button no longer on Toolbar

The button to invite others to join your Zoom meeting is now available at the bottom of the Participants panel instead of on the toolbar.

Meeting ID No Longer Displayed

The meeting ID is no longer displayed in the title bar of the Zoom meeting window. The meeting ID can be found by clicking on Participants, then Invite or by clicking on the info icon at the top left of the client window.

Attendee Attention Tracking Feature

Zoom has removed the attendee attention tracker feature as part of their commitment to the security and privacy of our customers.

File Transfers

The option to do third-party file transfers in Meeting and Chat has been

temporarily disabled. Local file transfer is available with the latest release. Third-party file transfers and clickable URLs in meeting chat will be added back in an upcoming release.

New Join Method for the Web client

By default, users now need to sign into their Zoom account or create a Zoom account when joining a meeting with the Web client. This can be disabled by a User from their Settings page.

Join Before Host Emails Disabled

Notifications sent to the host via email when participants are waiting for the host to join the meeting have been disabled.

Setting to Allow Participants to Rename Themselves

Hosts can now disable the ability for participants to rename themselves in any meeting.