

Preparation for Zoom Meeting

- Make sure you know how to connect by testing the link well ahead of time – just click the link e-mailed to you and follow the instructions: you should see a banner saying “Please wait for host to start this meeting” – if you get this far, then all is well, and you can close the window till you are ready to join. Otherwise, refer to the troubleshooting guide at the end of this document.
- If you have already have Zoom installed on your device but have not used it recently, please ensure that you have updated to the latest version
- Ahead of the meeting find a quiet location where background noise won’t disturb either you or other meeting participants. You will find the experience better on a PC or Apple Mac than on a mobile device, but if you do use a mobile device, it is preferable to use it in landscape mode, and better if it propped up somewhere steady in front of you rather than held in your hand
- Make sure the lighting in the room is adequate and you are not in deep shadow
- Make sure you have the meeting joining details, agenda and any relevant paperwork to hand

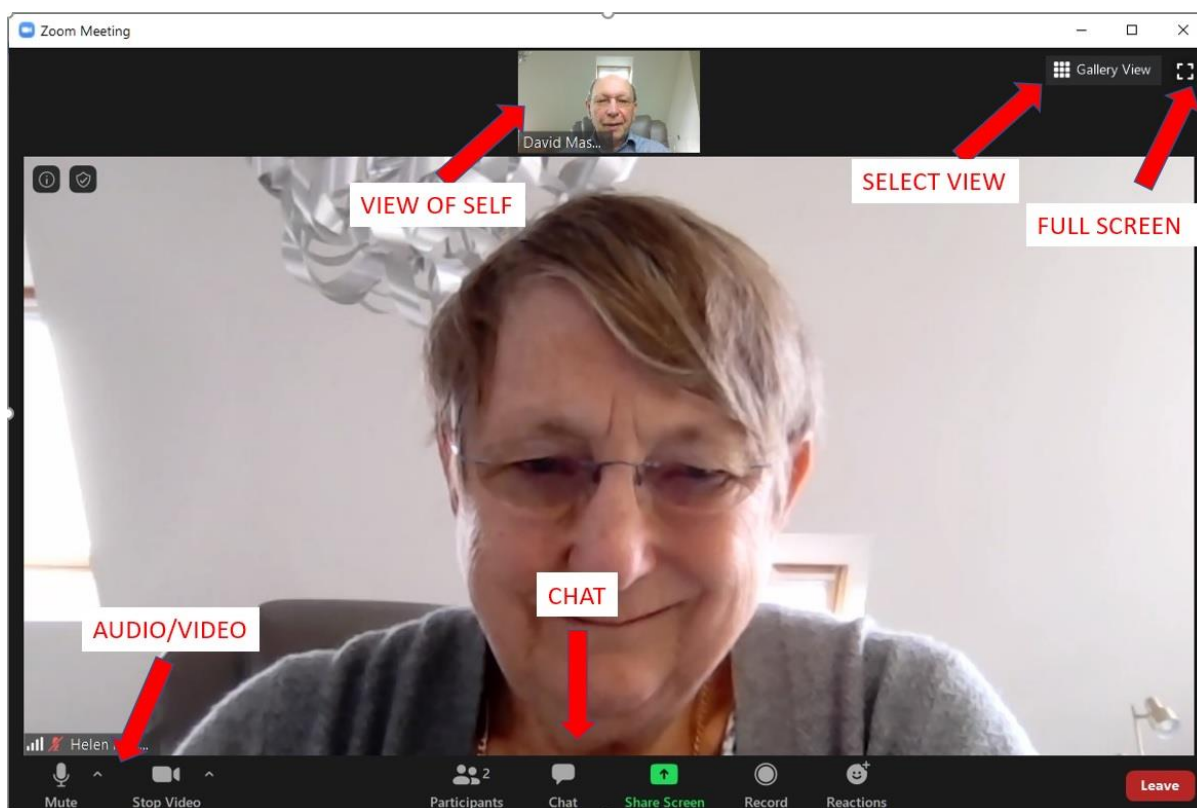
Joining the Meeting

- Click the link that was e-mailed to you and follow the instructions (or use one of the other methods described in the Troubleshooting section at the end of this guide). The meeting will be open from 15 minutes before the advertised start time, and you should be able to talk to other participants while awaiting the meeting start
- Make sure your audio and video are switched on – see guide on meeting controls on the next page if you don’t know how to do this
- Adjust the image to fill the screen and select the appropriate view – for a large meeting the speaker view will normally be best

During the Meeting

- When the meeting starts, the meeting host will mute your microphone to ensure there is no interruption of extraneous background noise
- If you are having technical problems you can send messages to the meeting host using the “chat” function
- When questions are invited from the floor, unmute your microphone when you wish to speak

Meeting controls



To bring up the menus, move your cursor over the screen or touch the screen. You should see meeting controls similar to the ones above (but it may not be identical as views vary from device to device).

AUDIO/VIDEO

Use these controls to Mute/Unmute your microphone and to Start/Stop your video (which controls the view of you that others see). Click the picture of the microphone or camera, not the “^” adjacent to it – this is for more advanced functions, such as selecting which camera to use if your device has more than one.

If you do attach an external speaker, headset, microphone or camera, you can use the “^” character to ensure that Zoom is using the device you want to use. Either menu has an option to take you to device settings, where you can test that your selected device works satisfactorily.

Note that if you attach an external camera or speaker, you may find that it also includes a microphone, so you should check the audio settings to ensure the system is using the correct microphone.

CHAT

Use this control to open up a “chat” window enabling to type text. You can select whether the text will be visible to everyone or just to a specific individual, most likely the meeting host. This can be useful if you are having technical problems or want to register a question without interrupting the speaker.

VIEW OF SELF

To find out the view of yourself that others see, locate the window (which may not be in the middle top of the screen as here) and make sure the view is what you wish by positioning yourself and/or your device. Note that you may see a “mirror image” view but others will see a normal view.

SELECT VIEW

You can switch between the “speaker” view which shows just the person speaking, or the “gallery” view which shows everyone in the meeting (or a selection if there are too many to show on the screen). On a mobile device you will find the different views by scrolling horizontally.

FULL SCREEN

On a PC or Apple Mac this will enable you to have the image filling the screen, rather be framed in a window.

Troubleshooting Q&A

I’m having problems joining the meeting:

Method 1: Click the link in the meeting invitation beginning <https://...>. This should bring up a dialog box inviting you to download a file. Once the file has been downloaded and saved, then you should click (or double click) on it to activate it and the meeting should start. Prompts should guide you as to how to do this, but if stuck look in your Downloads folder.

Method 2: On a mobile device, Windows 10 or Apple Mac, download Zoom from the App store (or Playstore on an Android device). Alternatively, go to zoom.us in your browser and download Zoom from there. Open Zoom and click on “Join”. Enter the Meeting ID and then the password, as shown on the meeting invitation.

Method 3: You can join the meeting for audio only on a telephone by dialling one of the numbers shown on your meeting invitation. If there isn’t a local dial-in shown for the country in which you are located, follow the link to see the complete list of numbers. You will be prompted to enter the meeting ID and password. If joining in this way then key *6 to mute/unmute yourself.

I can't hear any sound:

Check whether your speaker is muted, and if necessary, turn up the volume. On an Apple Mac or Windows device, you will find the controls on one of the function keys and/or in the Control Strip/System tray near the bottom right of your screen. On a mobile device, there is usually a button on the side that controls the volume. If you have an external speaker make sure it is switched on and connected. If still stuck, try joining the meeting by phone as explained above.

Others can't hear me when I speak:

Unmute your microphone as shown in the section on meeting controls. If using an external microphone, it may have its own control on the connection cord. If still stuck, try joining the meeting by phone as explained above. **NB if you join by both phone and video make sure your sound is off on your PC or mobile device.** You can turn the sound off from within the Zoom window by clicking the ^ symbol to the right of the microphone control and selecting "Leave Computer Audio".

Others can hear me but complain the sound quality is poor:

Ensure you are in a quiet environment, that the system is using the correct microphone (see under AUDIO/VIDEO above for details) and that you are close enough to the microphone.

The sound quality is poor:

Try attaching an external speaker or headset and ensure that the system is using the correct device. Information on selection of speakers and testing of controls can be found in the AUDIO/VIDEO section above.

The video quality is poor:

This is most probably caused by poor bandwidth. If possible, ask others who are sharing your connection to reduce their consumption. If still stuck, try joining the meeting by phone as explained above.

How do I check I have the latest version of Zoom:

If you are using Windows or Apple Mac then open Zoom, log in if necessary, and click on the icon on the top right representing yourself (it will have your picture if you added a photo to your profile) and select the option to check for updates. On a mobile device or tablet, call up the setting menu by clicking the icon near the bottom right shaped like a cogwheel, and click "About", then select "Version".