

Hands on Zoom

Short Overview:

- What is Zoom? A video communication platform. Zoom offers communications software that combines video conferencing, online meetings, chat, and mobile collaboration.
- Free V. Pro. (or more accounts)
- Setting up the Zoom App
- Creating a meeting:
 - Single or recurring meetings
 - Enable join before host - allows people to get comfortable and check set up prior to meeting start time
 - Personal Meeting ID (pro account) - don't need to send id each time (security concerns?)
 - Require Password - additional security layer (when would you use?)
 - Record automatically - should make sure you get permission so ?
- Inviting Participants:
 - Copy invite
 - Allow phone access
 - Join from Browser option if person cannot download the app
- Joining the Meeting:
 - Don't need an account
- Start the Meeting:
 - Access from Zoom Home window meetings tab
 - Chrome/Firefox extension allows start from Google calendar

Managing a Meeting:

Hint: all these controls are in the meeting window once the meeting starts - they will disappear if inactive, move cursor over the video window to reactivate.

- View Settings:
 - Gallery - all participants the same size, can see people's body language.
 - Speaker - non speaking participants minimized
 - Toggle between these 2 in upper right corner of meeting screen.
 - Minimize - Clicking the Minimize button of the meeting window (orange dot top left) will create a floating/moveable speaker window, so you can participate and still have your screen available.
- Video & Audio Controls:
 - Mute/Unmute participants audio to avoid distractions via background noise.
 - Stop/Start participants video. If you mute/turn off audio you'll need a way to identify participants wanting to ask questions. Which brings us to...
- Chat:
 - The chat button opens a side window. Chats can be with the whole group or between facilitator and individuals.
- Invite:
 - Allows host to invite participants during the meeting.
- Share Screen:
 - Gives a choice of screens to share including your computer (presentations/demonstrations), Whiteboard, other inputs etc. When this is

in use the above controls can be accessed from the more tab. The annotation tab allows on screen additions. Host can allow/disallow participants to use.

- Ending a Meeting:
 - Leave meeting v. End meeting. You can transfer hosts if you want the meeting to continue on without you.

Troubleshooting:

The key with all problems is to have a backup for everything. Odds are you won't need it but good to have. The other thing is if you are dealing with a group of size (ie more than 10 people), hire an admin to be handling the chat, helping you troubleshoot with people, etc.

Possible problems:

- **Internet.** - When possible use corded connection for uninterrupted broadcasting (Buy: converter for ethernet if your computer doesn't have a port AND/OR WiFi hotspot) If bandwidth
- Your video - Backup camera and/or turn off ALL other video applications on your computer (ex: Skype, Facetime, etc.) which may be competing
- Their **video** - Not so important :)
- Your sound - You need to figure out if it's just one person who can't hear you or everyone.
One person: Have them test their sound with a tool like <https://www.onlinemictest.com/sound-test/> (if they are using headphones, have them try unplugging or using a different set)
Everyone: Test your computer sound or try separate mic (Buy USB mic or headset mic)
- Their **sound** - Help people troubleshoot their mic and speaker settings.
Testing mic and speakers on Mac: System Preferences > Sound
Testing mic and speakers on PC: Control Panel > Sounds, Speech, And Audio Devices
Know how to mute participants easily! Tell them if they have sound on, say, a phone and sound on computer, they are going to create feedback. Suggest headphones on their end to eliminate the issue.

Resources:

Zoom/Chrome extension:

<https://support.zoom.us/hc/en-us/articles/201974323-How-To-Use-the-Zoom-Chrome-Extension>

Join from Browser:

<https://support.zoom.us/hc/en-us/articles/115005666383-Show-a-join-from-your-browser-Link>

Host Controls:

<https://support.zoom.us/hc/en-us/articles/201362603-What-Are-the-Host-Controls->

Share Screen:

<https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen->

Tips for facilitators:

<http://www.islandinstitute.org/resource/tips-virtual-meeting-facilitation>

Mute and unmute all:

<https://support.zoom.us/hc/en-us/articles/203435537-Mute-All-And-Unmute-All>

Manage meeting participants generally:

<https://support.zoom.us/hc/en-us/articles/115004834466-Managing-Participants-in-Webinar>