



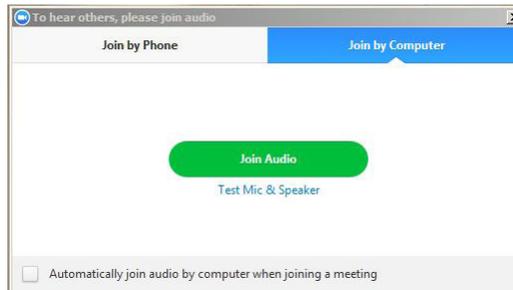
Attending Meetings in ZOOM

1

With your webcam connected, click on the link you've been provided to enter the video conference. The first time on a new computer, you will be prompted to download and run the Zoom application. *You do not need a Zoom account unless you are hosting/recording meetings.*

2

Enter your full name when prompted, then JOIN AUDIO by computer or by phone (using on-screen instructions).



Choose between "gallery" (everyone) or active "speaker" view.

3



Click to mute or unmute your mic. Please mute unless speaking. Click ^ to right to get to audio settings.

Manage Participants lets you RAISE HAND or change your name.

Do not share screen unless you are presenting because it will indeed share your screen.

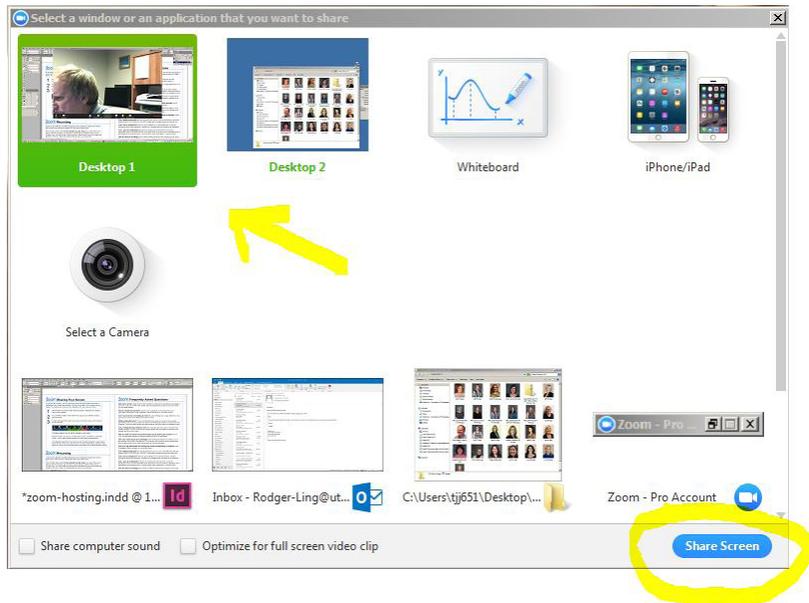
Chat is available for text communications.

zoom Sharing Your Screen

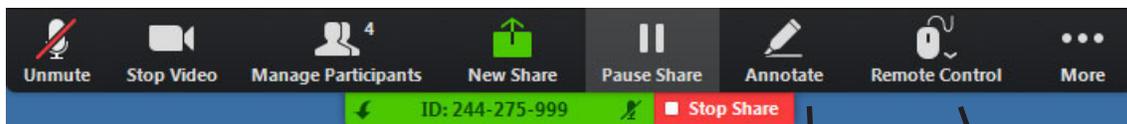
If you have two monitors, you can share your screen and still see the normal view of participants. With a single screen (a laptop, for example) you will see just four attendees once you share the screen.

1 Have the item you want to share (Word document, Powerpoint, etc.) already open on the computer.

2 Click SHARE SCREEN, select DESKTOP (you'll see two desktop options if you have more than one screen), and then click SHARE SCREEN at bottom right of window.



3 The menu will now appear at the top of your screen. Hover the mouse over the area to see the full menu.



Click the red STOP SHARE at any time to stop sharing your screen.

To remote control, the first step is for the "controllee" to share their screen. You can then request permission to control their keyboard/mouse.

Annotation makes it easy to draw or highlight on your screen.

Connection Problems

If prompted to log in (and get error “not host” if you do log in), check the address you’ve been given.

A proper address will have a “j” before the meeting number, as in <https://tennessee.zoom.us/j/244275999>. If the word “meeting” appears instead of the “j” that is an address for the host only. Change “meeting” to “j” and it may work.

Mobile Devices

Search the APP STORE (Apple) or GOOGLE PLAY (Android) for “Zoom Videoconference” to install the Zoom mobile app. Conferencing from a computer is definitely preferred, but in a pinch, the mobile app often works well.

Video

No other applications (for example, Skype or Google Video Chat) should be using the webcam.

Most webcams will light an indicator to show they are “on the air.” If your light is not on, the camera may not be detected by the computer. Unplug the camera (if not built-in) and plug it back in to a new USB port if possible. If that fails, restart the computer and/or run the setup software for your webcam.

Freezes, Video Lags

Use a wired network connection if possible. If using wireless, move as close to the signal source (router or access point--small box with flashing lights) as possible.

Audio

Check that your speakers are turned on and the volume in the computer is turned up. Click the arrow next to the MIC button in lower menu bar and it will open to the AUDIO tab so you can test your speaker and microphone.

If necessary, click the AUDIO button (lower left of the bottom menu bar) and try the JOIN BY PHONE option (long-distance charges may apply if your phone’s plan does not provide it).

Sound Fades in and out.

Inconsistent sound may indicate a bottleneck in your home network or Internet connection. If using wireless, try moving as close as possible to the signal source (typically a home router--look for a small box with flashing lights). Better yet, plug into the router with an Ethernet cable.

Echo, squeal, etc. A “feedback loop” results when a microphone re-broadcasts sounds from nearby speakers (or worse yet, another connected device in the same room). You can help prevent this by wearing headphones or earbuds. Remember, keep your microphone muted when not speaking if more than one other person is in the conference.



Hints

Headphones or earbuds can help avoid echo and feedback issues.

Use the Text Chat if you have problems with audio or video to let your instructor know of your situation.

Avoid having “busy” items such as moving ceiling fans in your video. Avoid bright lights in the background.

Want to host your own meetings? Sign up with a Zoom account at tennessee.zoom.us. You’ll be limited to 40 minutes duration for a standard free account.