



## Zoom Tutorial for Video Conferencing

### Preparing for our calls

Please find a quiet, private spot for the call, minimizing background noise. You are encouraged to sign in 5 minutes early to the gathering to make sure you are settled in and that your technology works prior to our call.

### How to Use Zoom on a Laptop or Desktop

- To enter the meeting
  - Go to your e-mail and open the highlighted **Zoom Us meeting invite link**.
  - You will be prompted to **download the Zoom Plug-in**, which should take less than 5 minutes to download.
  - Once it has loaded you can click on the **zoomlauncher** or **zoom.us application** to enter the meeting. You may be prompted to type in your preferred username.
  - You are now in Zoom!
- Once you are in the meeting
  - When you enter the session you will be in **Speaker View**, which allows you to see the individual participants in a room at the top of the screen and the person speaking in the large center screen. You are able to change to **Gallery View** going to the right upper corner of the screen and clicking on the rubik's cube icon.
  - Find your own video image box at the top and to verify your username is the one you wish to use. If you would like to change your username, simply right-click on your video box at the top, and you will be given three options. Choose the option to **change username**.
  - At the bottom of the screen you will find an actions tool bar where you can click on the mic icon to **mute** your microphone and a person icon to **raise your hand**.

### How to Use Zoom on a Smart Phone

- To enter the meeting
  - Begin by downloading the Zoom Cloud Meetings application ahead of time.
  - Retrieve your Zoom meeting link through your email.
  - Click on link and chose to open the meeting through the Zoom app on your iPhone.
  - Type in your preferred username.
  - Allow the Zoom app to access your camera and microphone for conferencing.
- Once you are in the meeting
  - Once you are connected to the meeting you will notice you have a few options at the bottom of the screen.
    - On the far left you have the option to **mute** your microphone by pressing on the mic icon.
    - To raise your hand, go to the far right and click on the more options button, "...", and hit "**raise hand**".

**See you there!**

## TROUBLESHOOTING GUIDE

**How to ensure you have great audio for calls, so you can hear and be heard by everybody!**

### **Testing your audio: (Please do so before the start of each call.)**

- Find the microphone icon on the bottom left and click the up arrow beside it.
- Click 'audio options'.
- Click 'test computer audio'.
- Click 'test speaker' and then 'test mic'.

### **Improving your audio quality:**

1. Use a headset with a mic - if you are using a headset make sure: is it plugged in? Is the headset volume turned on? **If you cannot be heard on the call, I may make a suggestion to you that you get a headset with a mic for the next call.**
2. Make sure your cell phone is turned off (or on airplane mode) and out of the vicinity if you are using a computer. Having an active cell phone nearby creates static feedback.
3. Use an external mic. If there is more than one person speaking into the same computer or you prefer to sit farther away from the screen, using an external mic will minimize background noise, increase your volume, and ensure you can be heard by everybody.
4. Adjust your computer's audio settings.

### **For MAC:**

- Go to System Preferences > Sound > Input
- Select 'internal microphone' under 'select a device for sound output'
- Move the 'input volume' slider all the way to the right
- Tick the box 'use ambient noise reduction'
- Go to the Output tab
- Move the 'output volume' slider appropriately to adjust the sound level you will hear coming out of your computer's internal speakers

### **For PC / Windows 7:**

- Right-click on the "speaker" icon in the task-bar next to the clock. If you don't see the "speaker" icon, click the arrow to the left of the task-bar icons, You should find the "speaker" icon hiding out in there.
- In the pop up dialogue box, click "Recording Devices" - this will open the "Windows Sound Properties" to the "Recording" Tab.
- Select the device you would like to use by clicking on it, then click the "Properties" button - the "Device Properties" window will appear.
- Click the "Levels" Tab - Using the controls, you can adjust the input level of the microphone.
- Click "Apply" when you've set them so you can check how they look on the meter.

- Detailed instructions with diagrams here:

<http://blogs.creighton.edu/bluecast/tips-and-tricks/set-the-default-microphone-and-adjust-the-input-volume-in-windows-7/>

If you are using an iPad:

- Make sure the mic isn't covered by the iPad case - it's the little hole in the center above the camera.
- Try vacuuming the mic and restarting - Quite a few people have tried vacuuming the mic and then restarting (make sure you have good suction). It might take a couple of tries, as it can get clogged up with dust.

### **Troubleshooting - what to do if your audio STILL isn't working:**

- Click the up arrow beside the microphone icon, then select computer audio.
- If it is still not working, try leaving the meeting and re-entering.
- Try restarting your computer.
- If it still doesn't work, try joining on a different device with a camera – like an iPad or your smart phone.
- If it *still* doesn't work, try joining the meeting using the phone app or calling in.

### **If other voices are too quiet**

- Turn up computer volume.
- Try using a headset.
- Try a different device.
- Try calling in.

### **Mute/unmute:**

Phone (\*6)

Computer: Hover your mouse near the bottom of the Zoom screen and a bar of icons will appear. At the bottom left, click the microphone icon.

### **Turn your video on/off:**

At the bottom left of the screen, click the video icon.

To have your mic and camera default to off when you first join a call (please do this): During a zoom meeting, click on the up arrow beside the video camera icon. Click Video Settings. Click the option 'Always turn off video when joining a meeting.' Click 'Audio' on the upper left. Click the option 'Always mute microphone when joining meeting'