Video Conferencing Manual
Edition 1.1

Hello and welcome to the DSC Zoom Manual. We know you are excited to be learning about web conferencing!

The Zoom Manual is designed in three parts:
> **1) Basic—information you need know**
> **2) Advanced—if you are adventurous**
> **3) Troubleshooting**

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Part 1
Basic

GETTING STARTED

If you use one of these computers, Zoom will work for you.

- Mac
- Windows 7, 8, 8.1, or 10
- Windows Vista with SP1
- Windows XP with SP3 or later

If you have one of these tablets or cell phones, Zoom will work for you.

- Microsoft Tablet — Surface PRO 2 running with Windows 8.1
- Microsoft Tablet — Surface PRO 3 running with Windows 10
- iPad or iPhone (Apple iOS)
- Android devices
    - Google Nexus
    - Samsung Galaxy Cell Phone
    - HTC Cell Phone
    - LG Mobile
- Blackberry devices

Note: Your tablet device or cell phone will need to have a camera for people to see you in a Zoom meeting.

GETTING STARTED

Internet Browsers that can be used with Zoom

What do you use to go on the internet? If you use one of the following, then you can use Zoom:

- **If you have a computer that uses Windows, Zoom can be used with**:

  - Internet Explorer
  - Firefox
  - Chrome

- **If you have a Mac computer, Zoom can be used with**:

  - Safari
  - Firefox
  - Chrome

WHAT YOU WILL NEED

- Internet Connection

- Speakers and a microphone

    - The speakers or microphone will be built into your computer. If you don't have speakers, then you can join by computer and telephone (see pages 15-16).

- Web camera (built-in or USB plug-in)

Note: If you have used Skype before you should be ready to go!

For more information regarding PC and Mac system requirements, please click here.

WHAT YOU WILL NEED

- The image below shows you what a built-in web camera will look like on your computer. It will also look similar on you tablet or cell phone.

If your computer device has a built-in web camera, you will see the camera at the top of your screen.

If you have a desktop computer, you probably need to have an external web camera using an USB plug-in.

You will have to place the camera on top of your computer screen and connect the wire to a USB port connected to your computer.
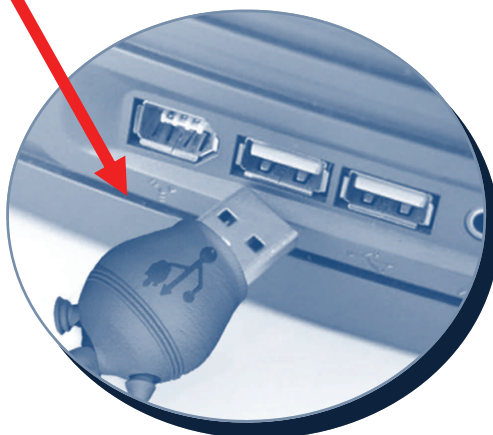
WHAT YOU WILL NEED

If your computer does not have a web camera, you will need to acquire one. Please check into which web camera fits into your particular computer.

Here are some suggestions for web cameras:

- Logitech C270 720p 3-MP Widescreen HD Webcam
- Logitech HD Webcam C310
- Logitech HD Pro Webcam C920
- Logitech Webcam C210

HOW TO JOIN A MEETING

1) Join from a URL (web) link in the e-mail containing the Zoom meeting invitation

2) Join from an internet browser

3) Join from the Zoom App

4) Join by Telephone Dial-in

HOW TO JOIN A MEETING

Join from Zoom meeting invitation

The Zoom meeting invitation will come to you as an email.

The invite shows you the topic and time the meeting is scheduled to take place.

This link allows you to open the meeting.

Topic: The Subject of Zoom Meeting will be listed here
Time: Nov 3, 2015 6:00 AM (GMT-8:00) Pacific Time (US and Canada)

Join from PC, Mac, Linux, iOS or Android: https://zoom.us/j/900560846

Or join by phone:

+1 646 568 7788 (US Toll) or +1 415 762 9988 (US Toll)
Meeting ID: 900 560 846
International numbers
available: https://zoom.us/zoomconference?m=vTNpEKmPXhg-gRb9_Fy0rcVKH1rcc2dQ

Another way to join the meeting is by phone. You can call one of the numbers listed in your Zoom meeting invitation.

If Zoom is already installed on your computer, when you click on the link to join it will prompt you to "Launch Application."
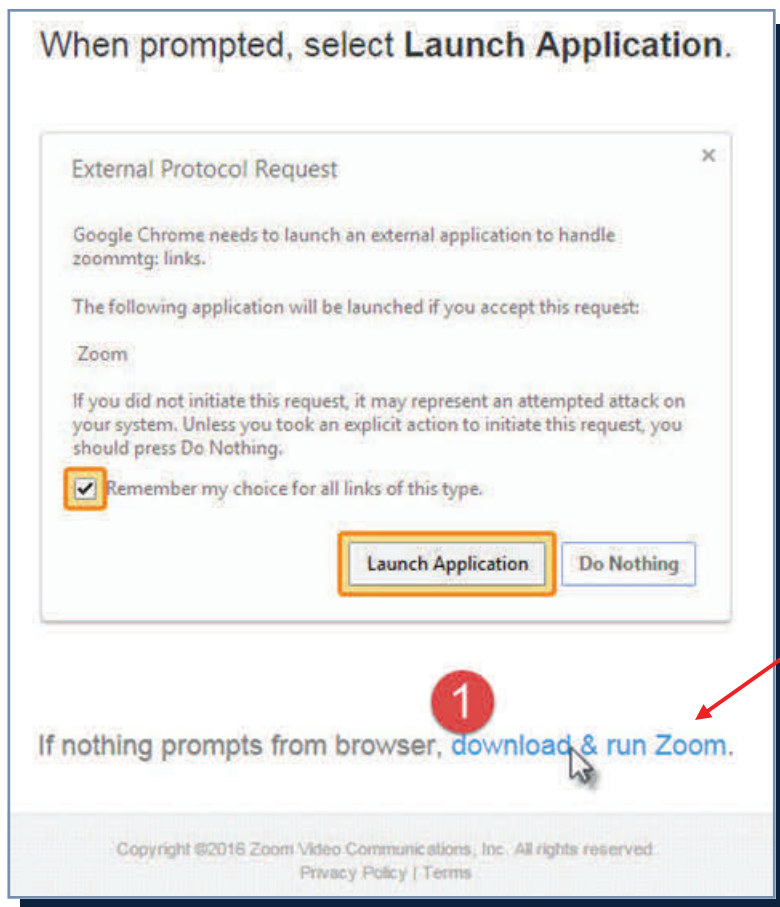
Note: If you have opened the link in Firefox, it will ask you to choose "Zoom" as the application to launch.

HOW TO JOIN A MEETING

For First Time Users

♦ You can join once you click on the link to join the meeting.

♦ It will have you open the "**Zoom_launcher**." This downloads and installs the Zoom software to your computer. It is a one-time setup.

Join from PC, Mac, Linux, iOS or Android: https://zoom.us/j/900560846

When prompted, select **Launch Application**.

External Protocol Request ✕

Google Chrome needs to launch an external application to handle zoommtg: links.

The following application will be launched if you accept this request:

Zoom

If you did not initiate this request, it may represent an attempted attack on your system. Unless you took an explicit action to initiate this request, you should press Do Nothing.

☑ Remember my choice for all links of this type.

[Launch Application] [Do Nothing]

1

If nothing prompts from browser, download & run Zoom.

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Privacy Policy | Terms

By selecting **Launch Application**, Zoom should open.

If Zoom does not open, then you will have to "download and run Zoom." To do this, first select **download & run Zoom**.

The next page will show you the next two steps you have to follow in order to **download & run zoom**.

HOW TO JOIN A MEETING

The second step to **download & run zoom**, is to select "Zoom_launcher" at the bottom left corner of your computer screen.

When prompted, select **Launch Application**.

If nothing prompts from browser, download & run Zoom.
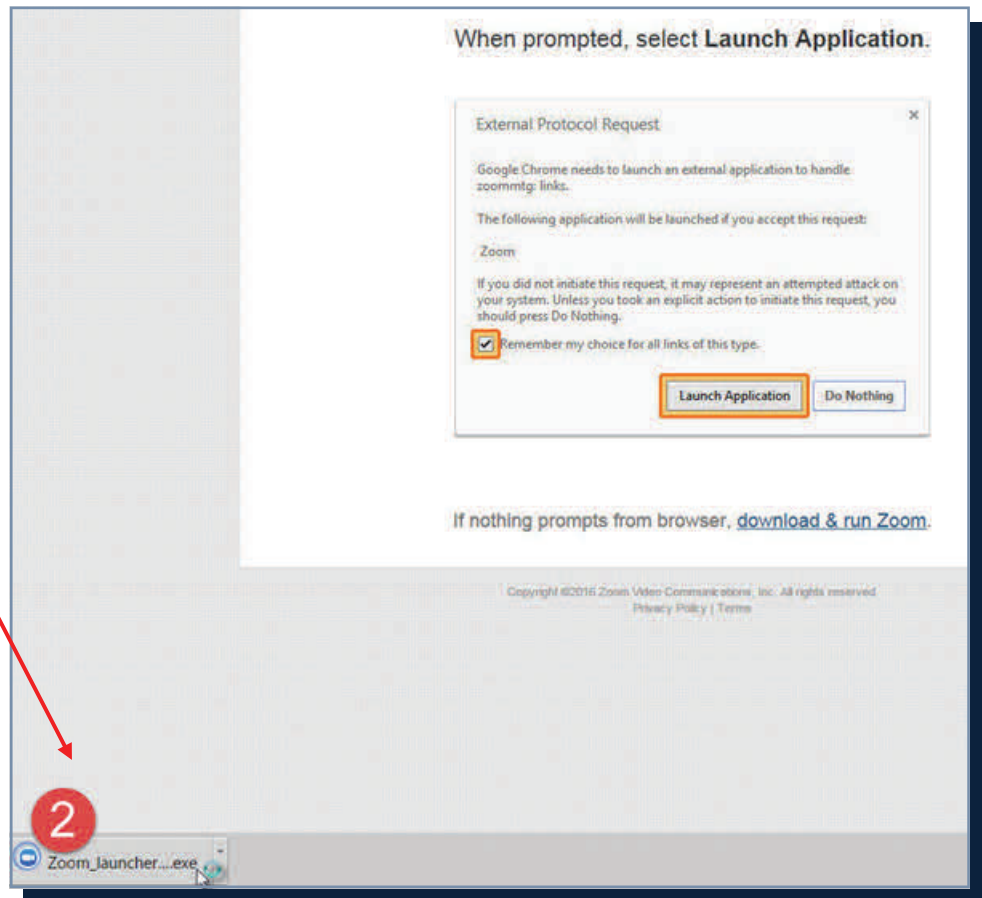
After selecting the "Zoom_launcher," you will be asked if you want to run the Zoom file. The third step is to select "***Run"*** to download Zoom to your computer.

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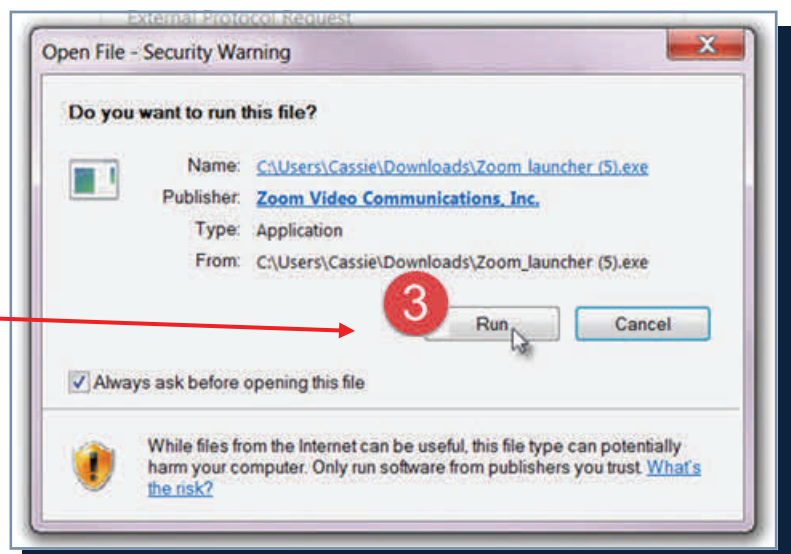
HOW TO JOIN A MEETING

There are three ways to join a Zoom meeting:

1) Join by computer with speakers

2) Join by computer and telephone for audio

3) Join by telephone only (no video)

Joining by computer with speakers is the main option. However, what if you don't have speakers or your speakers are not working? If this is true, then you can join a Zoom meeting by computer (for video) and telephone (for audio) or by telephone only.

TO TELECONFERENCE BY COMPUTER (FOR VIDEO) AND TELEPHONE (FOR AUDIO):

1) Join a Zoom meeting

2) Once you are in the meeting, select *Join Audio* in the menu bar
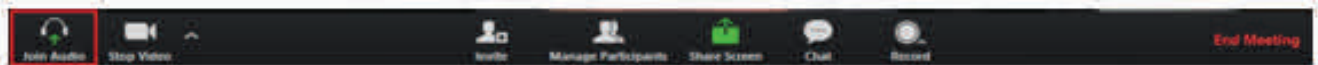
3) Follow the dialog box instructions to *Dial In*
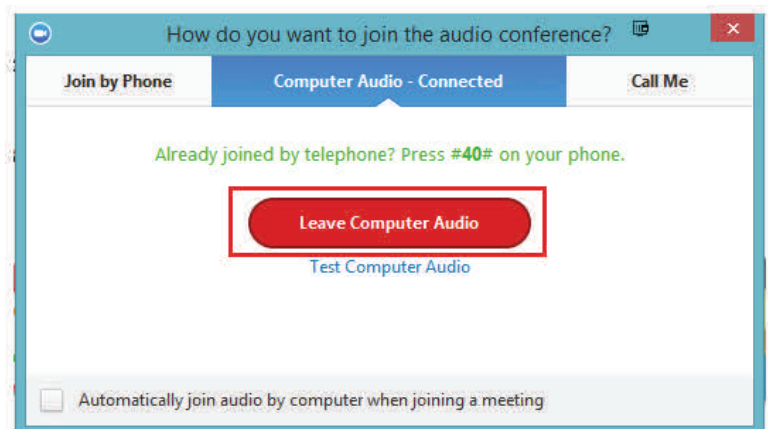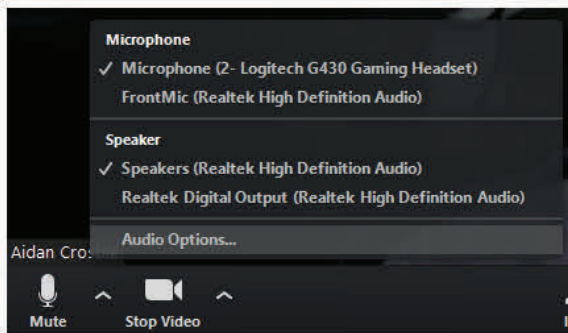
*Note: If you decided to "**Join via telephone**" after" **Joining via computer**," please select **Audio Options** and **Leave Computer Audio**. Then enter #Participant ID#. Otherwise you may hear audio feedback or echo in the meeting.*

HOW TO JOIN A MEETING

TO JOIN BY TELEPHONE ONLY

1) [Dial a local number](#)

> United States dial:
>
> > 1-646-568-7788 (US Toll) *OR*
> > 1-415-762-9988 (US Toll)
> > For international numbers, [click here](#)

2) You will be prompted to enter the meeting ID number (the nine or ten digit ID) provided by the host.

3) You will be prompted to enter your unique participant ID or press # to skip.

Note: You will see "join by phone" option in your Zoom meeting invitation along with your "Meeting ID" number below the phone numbers. Your meeting ID number will also be listed at the end of the link.

Topic: Wifi check in
Time: Nov 3, 2015 6:00 AM (GMT-8:00) Pacific Time (US and Canada)

Join from PC, Mac, Linux, iOS or Android: https://zoom.us/j/900560846

Or join by phone:

> +1 646 568 7788 (US Toll) or +1 415 762 9988 (US Toll)
> Meeting ID: 900 560 846
> International numbers available: https://zoom.us/zoomconference?m=vTNpEKmPXhg-gRb9_Fy0rcVKH1rcc2dQ

CAN YOU HEAR ME?
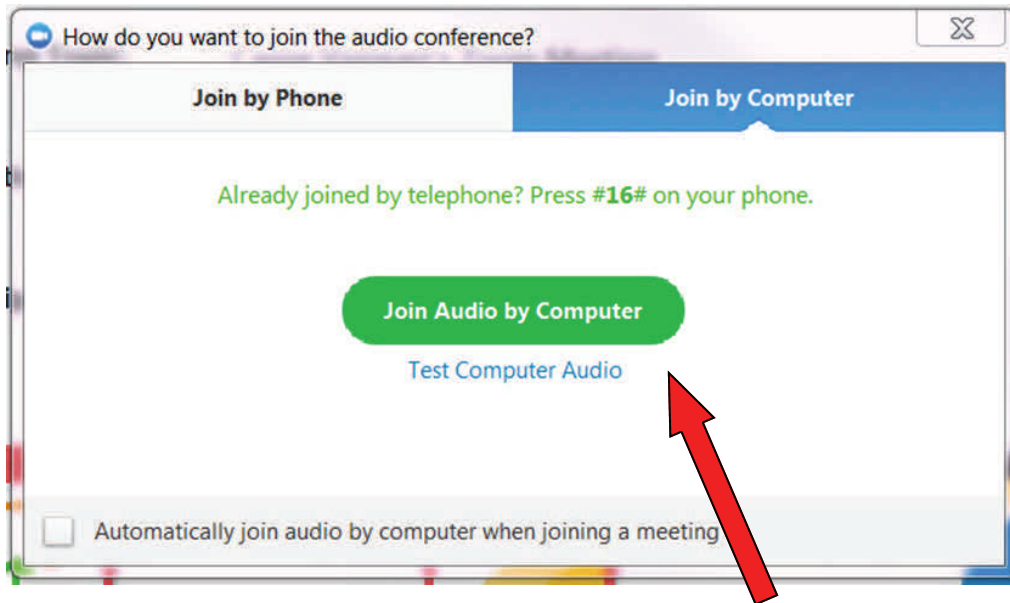
- When you join a Zoom meeting, you will see *Join Audio by Computer* as a green button.

- Once you select *Join Audio by Computer*, you have access to the speaker and audio device.

After joining the meeting you will see a microphone ("Mute") icon at the bottom left corner of the screen.

If you see a red slash mark across the microphone icon, it means your audio is turned off. Select the microphone to turn on audio.

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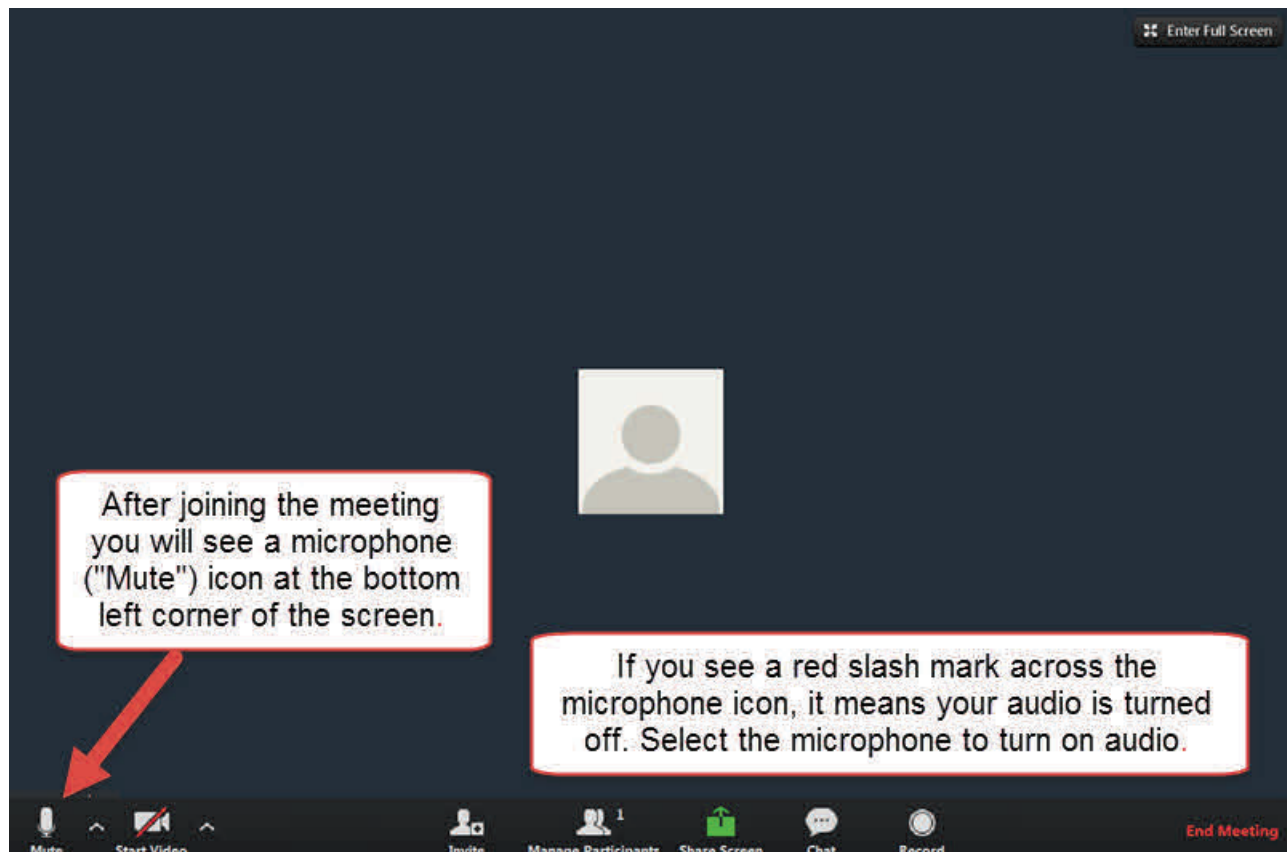
PROTOCOLS FOR ZOOM COMMUNICATION

♦ During the Zoom meeting, allow one person to speak at one time. Any side comments or responses while the designated speaker is talking will interfere with the transmission.

♦ If participants leave microphones on during the session, all participants must be careful not to make sounds as another speaker is talking. Sounds such as "uh-huh," "Ohhh," that we make in the course of usual in-person conversation create interference with online conversation. Also, be careful not to shuffle papers on your desk too much because this too can be distracting. They impact the transmission of the one speaker breaking off reception for listeners.

♦ The Darth Vader breathing can also be a distraction so please try and avoid deep breathing into the microphone.

♦ For all participants who are tuning in via a computer screen, be sure that the lighting in the room where you are stationed is NOT coming from behind you, especially not from directly behind your head. If so, your face will appear darkened to other participants. Try to position yourself so that the light source from where you are tuning in is positioned in front of you, but not directly on your computer screen. You may also want to be aware of what else is behind you. For example, sitting in front of a moving ceiling fan may appear to other participants as though the fan is coming out of your head. This can be a distraction in the conversation.

CAN YOU SEE ME?

Selecting a video layout

- In a Zoom meeting there are four video layouts to choose from:
    - Window
    - Full Screen
    - Gallery
        - Allows you see all participants (up to 25) in the same window
    - Mini
        - Mini is the Zoom window minimized. You will only see one participant in the window.
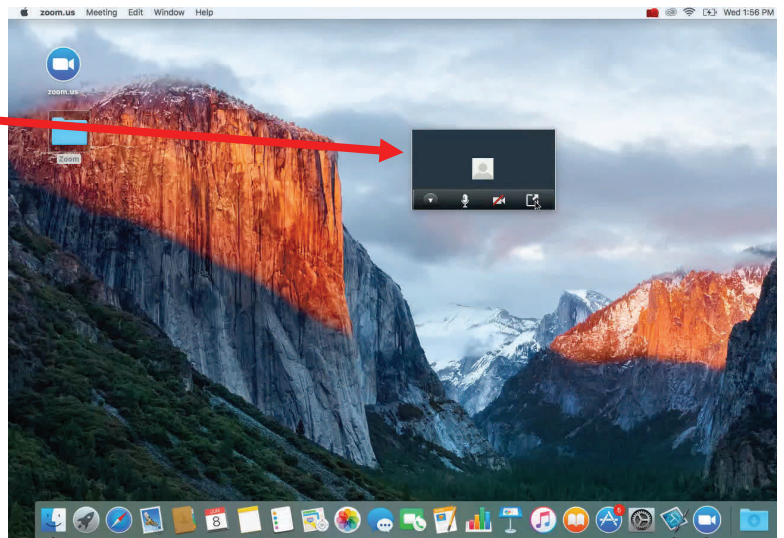
In Window view or Full Screen view: at the top right hand corner of your screen it will allow you to choose Gallery View, enter into Full Screen View or minimize your window.

To enter Gallery View, select this icon.
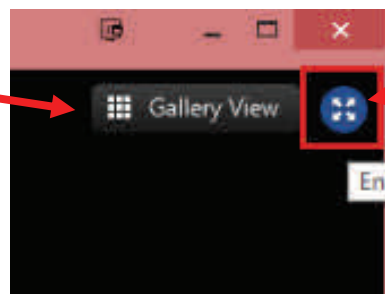
By selecting this button, you can Enter or Exit Full Screen view.

LEAVE MEETING

♦ To leave a meeting, go to the bottom right corner of your screen.

If you are hosting the meeting, you will see "End Meeting" in red.
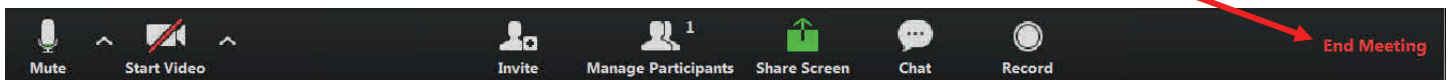
If you are participating the meeting, you will see "Leave Meeting" in red.

SETTINGS AND FEATURES

In the Settings screen, you can

- Test your computer's **Audio**—test, select and adjust your speakers/microphone.

- Select your **Video source**—test and select your video camera.

- Select **General** settings—select default preferences.

- Select a location to save your meeting **Recordings**—search/open your stored recordings.

Meeting features

- Screen share your desktop or specific application screen

- Group or private chat

- Record your meeting

- Mute and unmute your audio

- Select audio options

- Stop and start your video

- Configure your settings

- Leave or end the meeting

HOSTING A MEETING

If you don't have the Zoom app installed on your computer

- Go to zoom.us and select **Host a Meeting** at the top right corner of the webpage. This will start the Zoom app installation.

- After the Zoom app has been installed on your desktop, sign in to *Start Video Meeting*.

If you have the Zoom app installed

- To host a video meeting, login using the e-mail and password that you created.

- After you have logged in, select *Start Video Meeting* to start an instant meeting.

HOSTING A MEETING

Invite People to Join Your Meeting

You can invite others to join the Zoom meeting once you have started the video meeting or you can send a Zoom Meeting invitation via email.

In Meeting Invite

Once you have started the Zoom meeting, invite contacts by selecting the *Invite* tab.
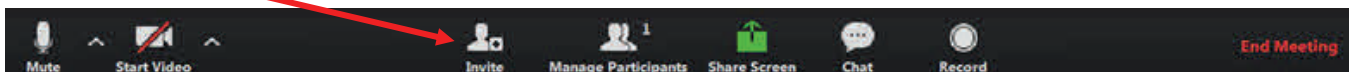
Selecting the *Invite* tab will provide you the options to invite contacts via email, IM or by phone.

HOSTING A MEETING

Zoom Meeting Invitation

You can schedule a meeting and invite contacts after signing in.

Start without video

Start with video

Schedule

Join

Home Meetings Contacts Chats

Zoom - Schedule a Meeting

Topic:

When
Start: Wed July 6, 2016 ▼ 12:00 PM
Duration: 1 ▼ Hr 0 ▼ Min
Time Zone: (GMT-5:00)Central Daylight Time
☐ Recurring meeting

Video (when joining a meeting)
Host: ● On ○ Off
Participants: ● On ○ Off

Audio Options
○ Telephone Only ○ Voip Only ● Both

Meeting Options
☐ Require meeting password
✓ Enable join before host
☐ Use Personal Meeting ID 977-358-2147

Calendar
○ Outlook
○ Google Calendar
● Other Calendars

Schedule

Select *"Enable join before host"* so invitees may join the meeting before the host. This is helpful if the host is delayed for some reason and cannot make it to the meeting on time.

Part 2
Advanced

CHAT

- To start Chat, click on the **Chat** tab at the bottom of the window.
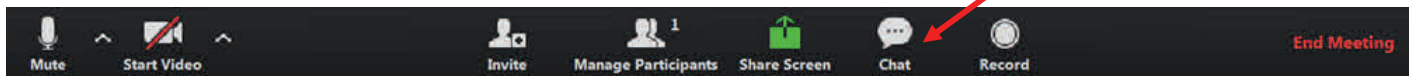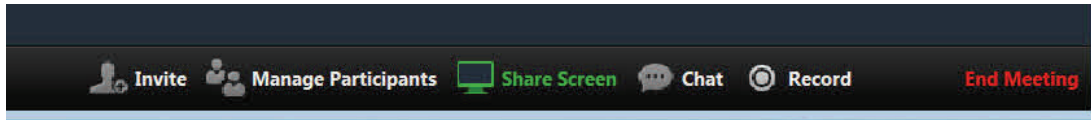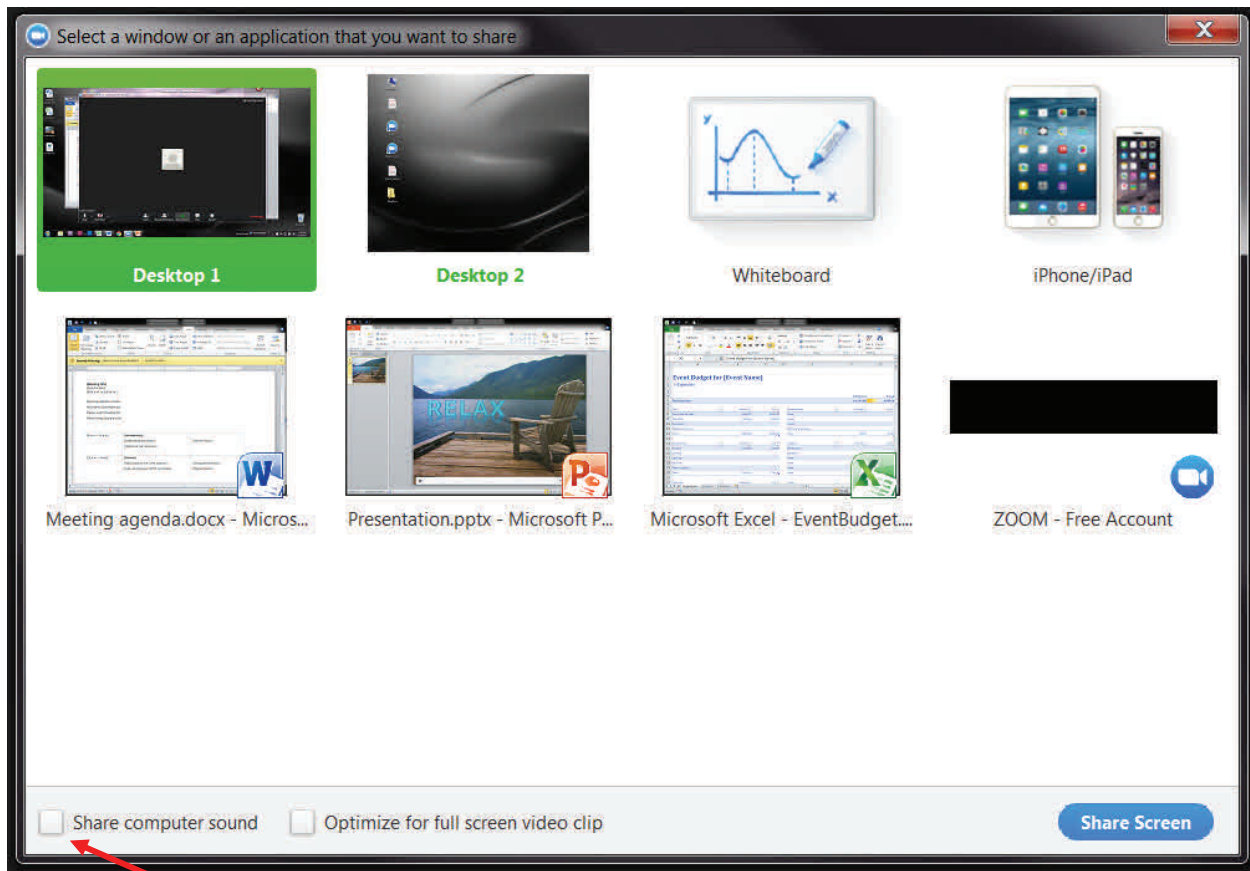

Windows
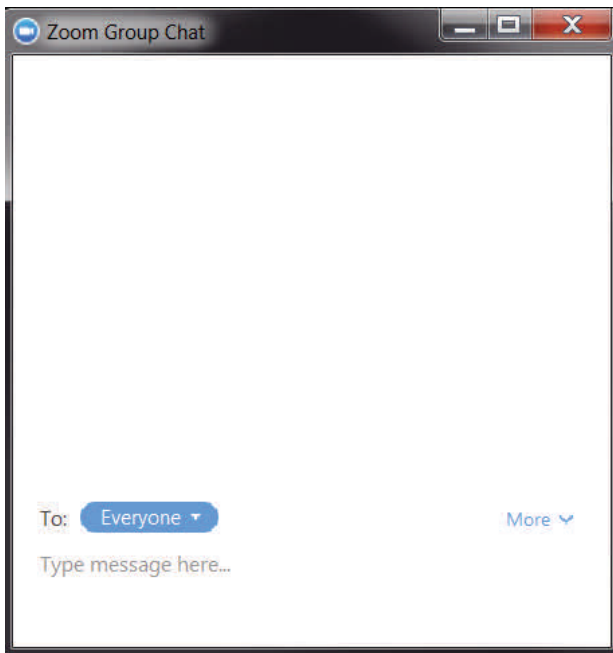
Mac
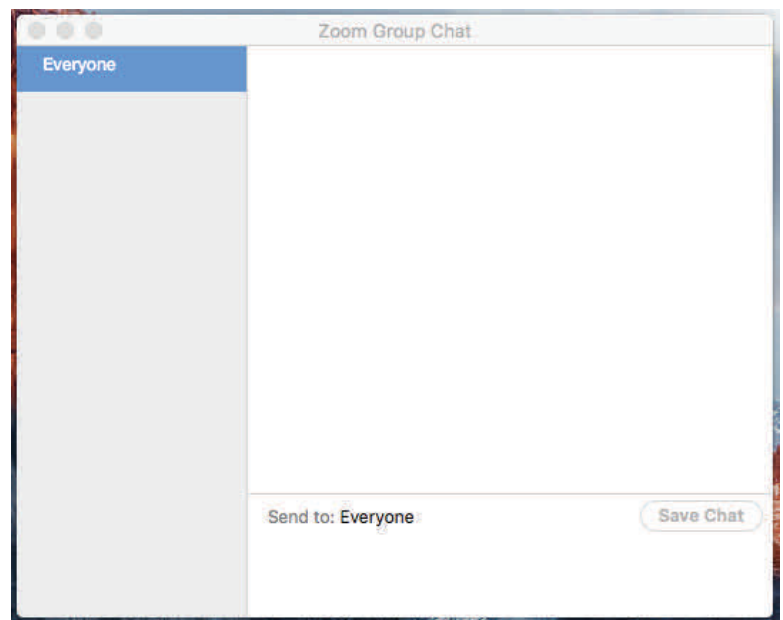
- By selecting the drop down menu next to "**To:**" you can choose whom you would like to send a message to. You can chat with everyone or choose a contact person to send a message to.

- To save a message, scroll down on the arrow next to *"More"* and click on **Save Chat**.

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SCREEN SHARE IN WINDOWS

♦ To start **"Screen Sharing"** select **"Share Screen"** button located in your meeting tool bar.

♦ After selecting "**Share Screen**," you can choose to share your "Desktop" or an "individual application/window."

*Note: You can also select to share **"computer sound"** when sharing a video clip such as YouTube or a locally stored video clip.*

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SCREEN SHARE IN WINDOWS

After selecting what you wish to share, the **Screen Share** tool bar will appear at the top of your screen.
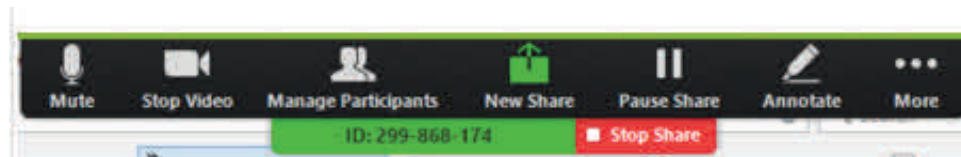
Menu/Features

♦ Mute

♦ Stop Video

♦ Manage Participants

   ♦ This option is only available if you are the host of the meeting. If you select **Manage Participants** you have control over all functions and features in the meeting. You can: **Mute/Unmute** all participants in the meeting; **Lock Screen Sharing**; **Lock Meeting** so no one else may join; **Make Host**—select a participant to host the meeting. For more details, please click here.

♦ New Share (you can select a new window to share or choose another window/ application to share)

♦ Pause Share (you can pause your current screen share)

♦ Annotate (use screen share tools)

   ♦ Annotations tools

      ♦ Mouse, Draw, Spotlight, Eraser, Color, Undo, Redo, Clear, Save (you can save all annotations on the screen as a screenshot).
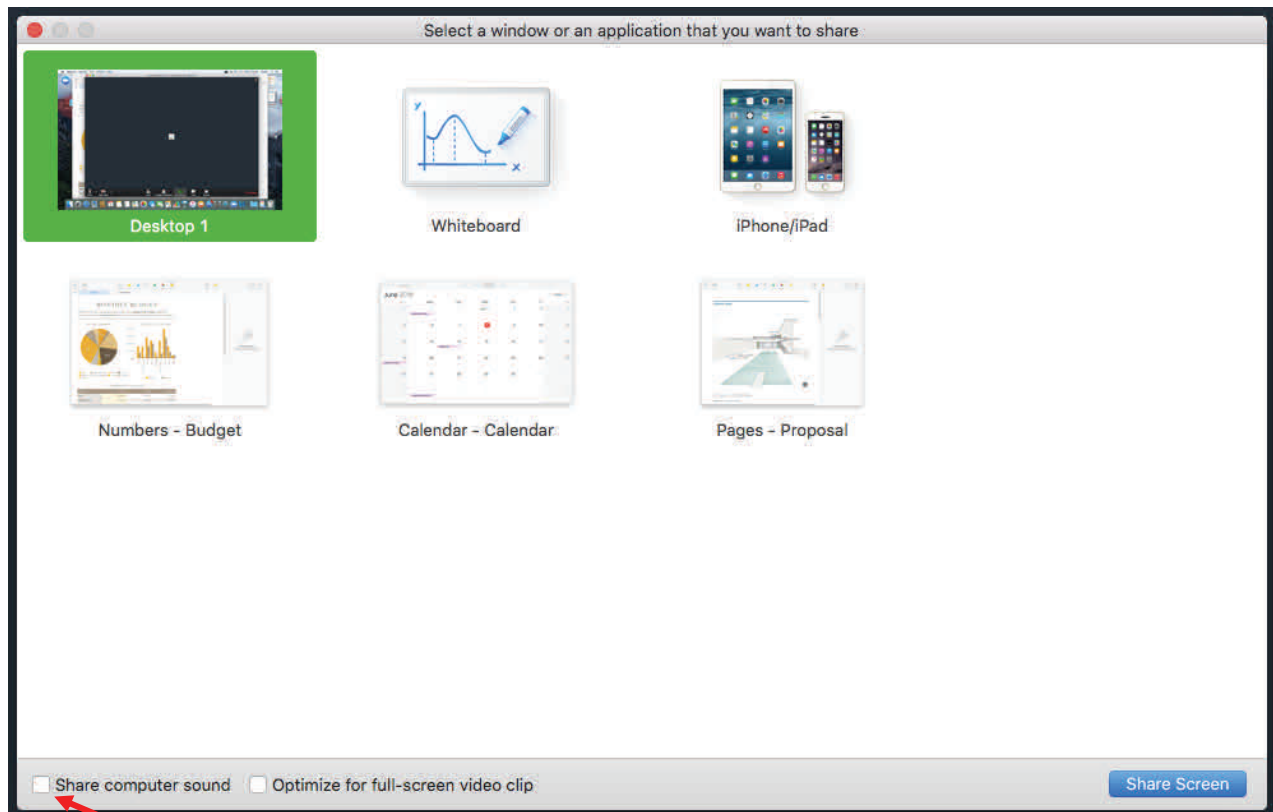
♦ More (tool bar options)
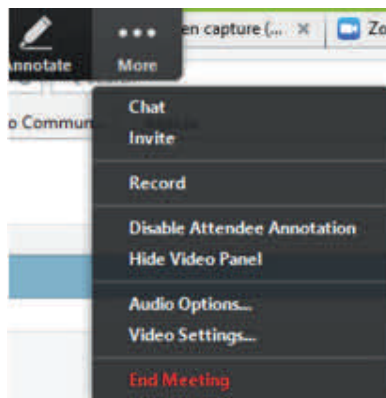
SCREEN SHARE IN MAC

- To start **"Screen Sharing"** select **"Share Screen"** button located in your meeting tool bar.
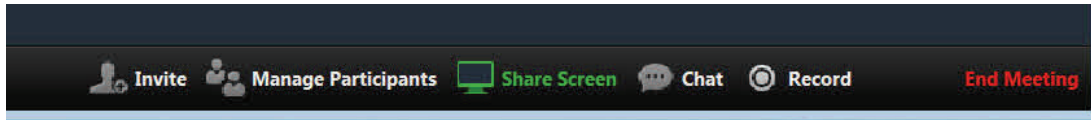
- After selecting "**Share Screen**," you can choose to share your "Desktop" or an "individual application/window."

*Note: You can also select to share **"computer sound"** when sharing a video clip such as YouTube or a locally stored video clip.*

SCREEN SHARE IN MAC

- After selecting what you wish to share, the **_Screen Share_** tool bar will appear at the top of your screen.
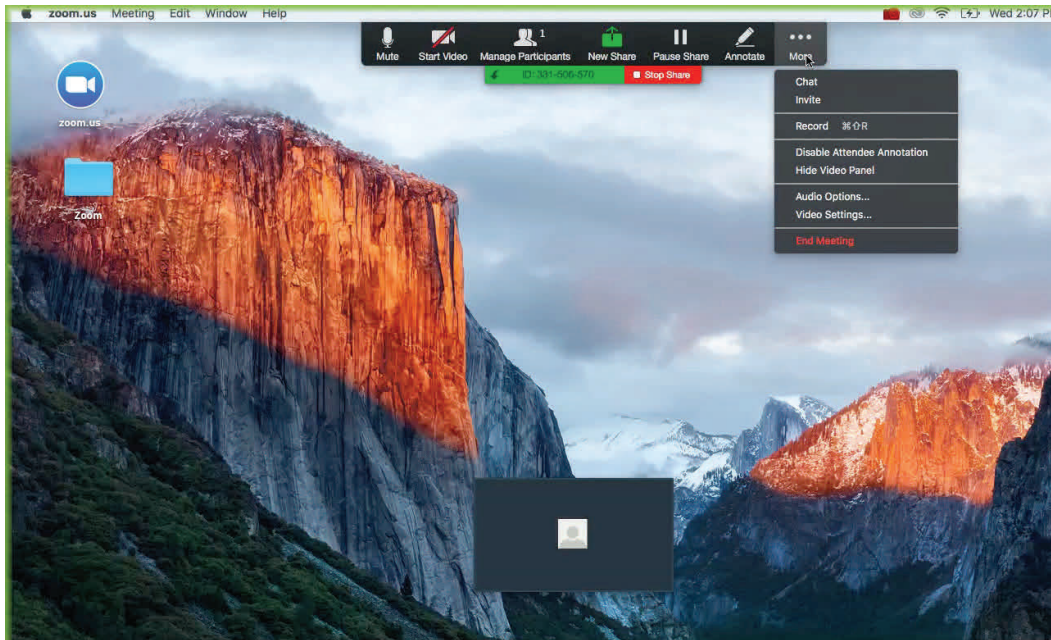
Menu/Features

- Mute

- Stop Video

- Manage Participants

- New Share (you can select a new window to share or choose another window/ application to share)

- Pause Share (you can pause your current screen share)

- Annotate (use screen share tools)

  - Annotations tools

    - Mouse, Draw, Text (Mac), Spotlight, Eraser, Color, Undo, Redo, Clear, Save (you can save all annotations on the screen as a screenshot).

- More (tool bar options)

SCREEN SHARE IN MAC

Annotate
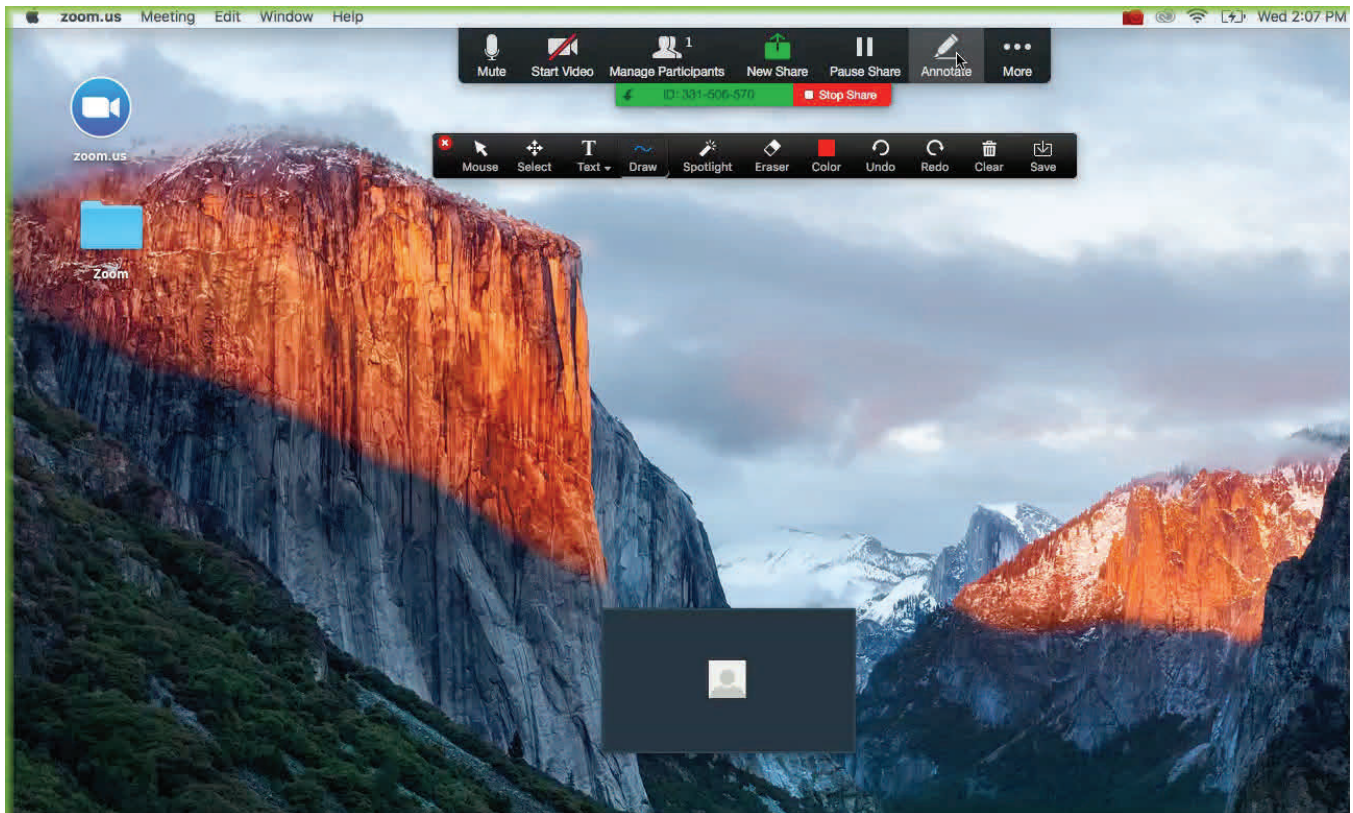
- ◆ Using the screen share tools, you can annotate what you are sharing. You can draw, type text, erase your work, and much more! One thing you can use the Annotate Tool with is the **White Board**. Please see next page.
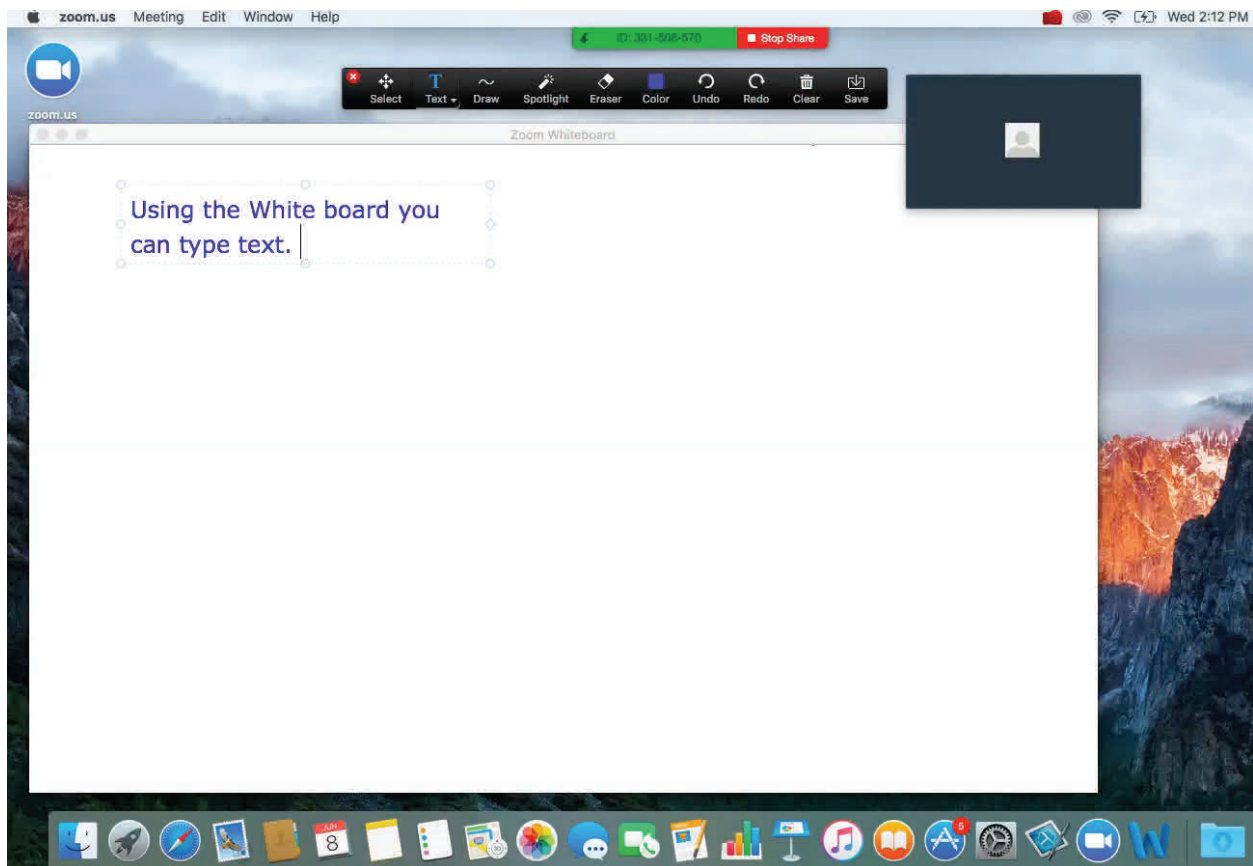
SCREEN SHARE IN MAC

White Board

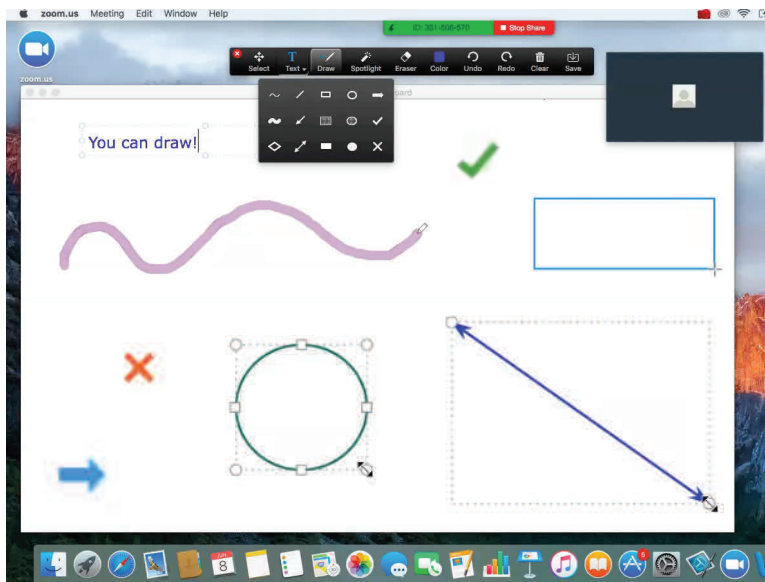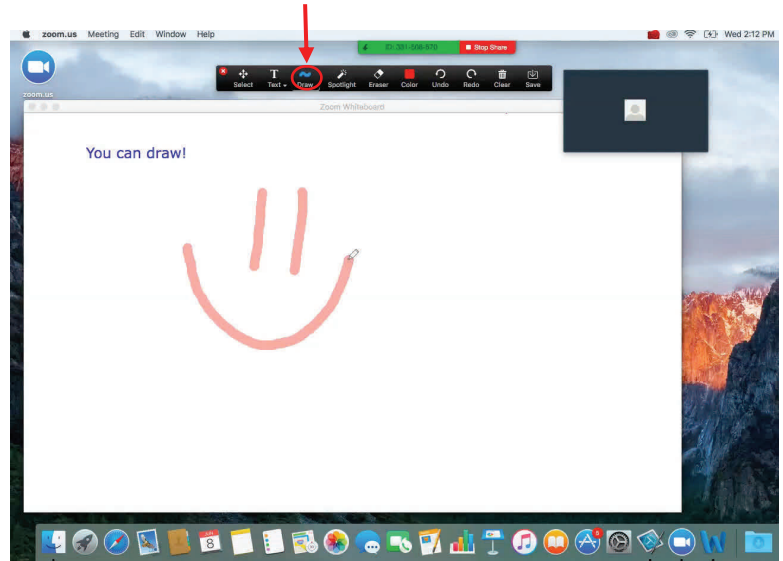- One of the options you can choose to share is a **White Board**.
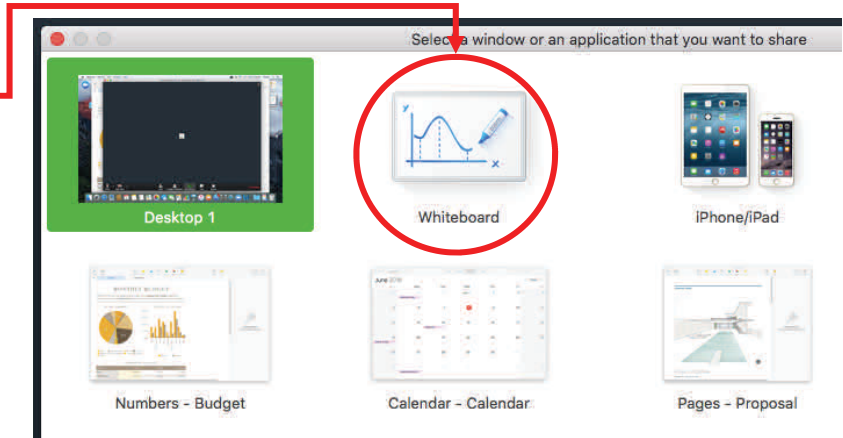
Using the **Annotate** tool you can select "Text" to type on the white board.
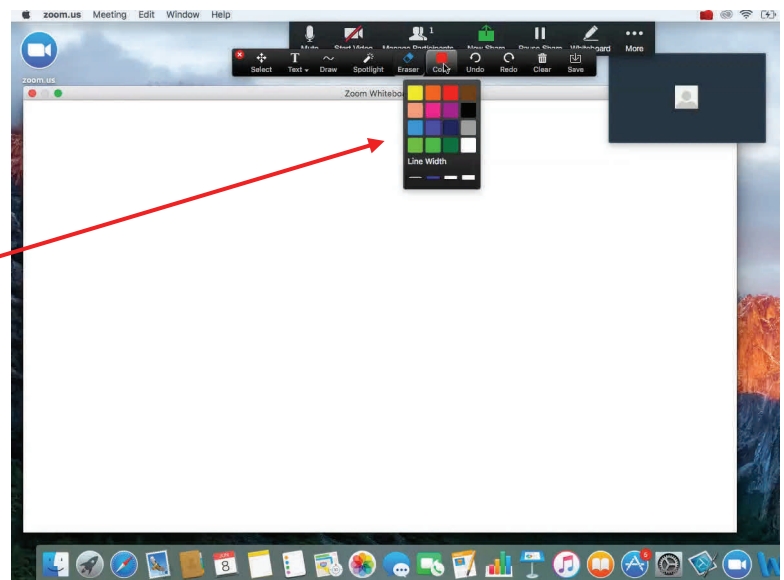
SCREEN SHARE IN MAC

White Board

- Using the **Annotate** tool you can select "Draw" to use your mouse to draw something on the white board.

- Selecting the **Draw** tool will allow you to choose from a variety of options.

- You can also select what color you would like to draw in!
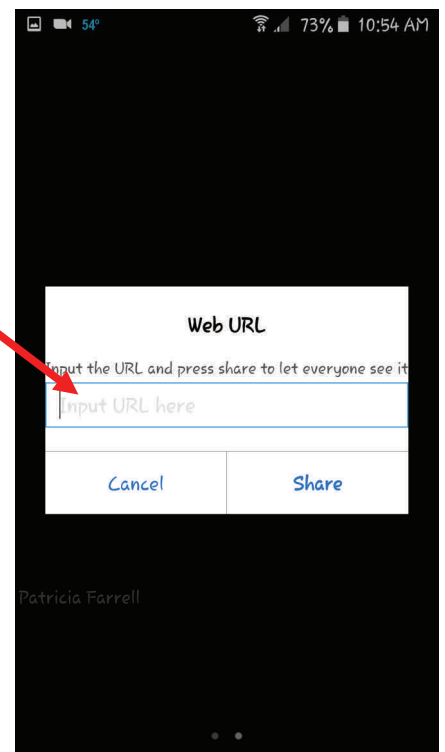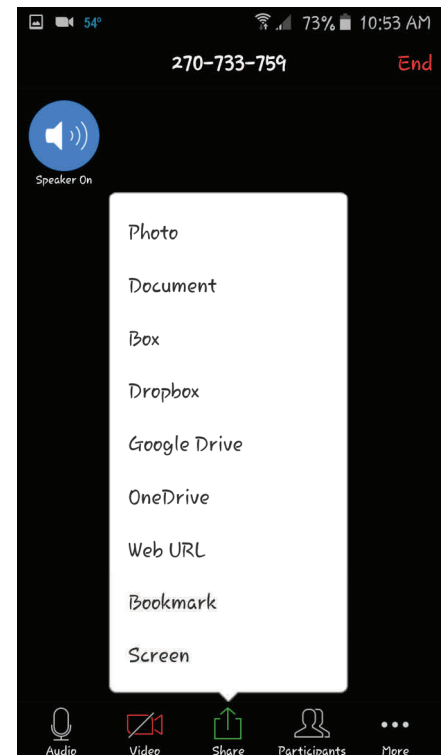
SCREEN SHARE IN ANDROID

Android

- Start/join a meeting from an Android device.

- Tap the screen to open the Zoom menu and press the **Share** button.

Note: Audio will not be heard

- Select which item you would like to share:

    - **Photo** (share from device gallery)

    - **Document**

    - **Dropbox** (share photo/document from Dropbox folder)
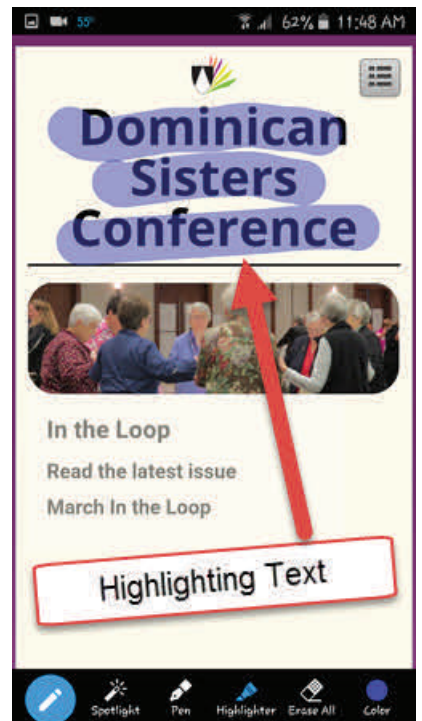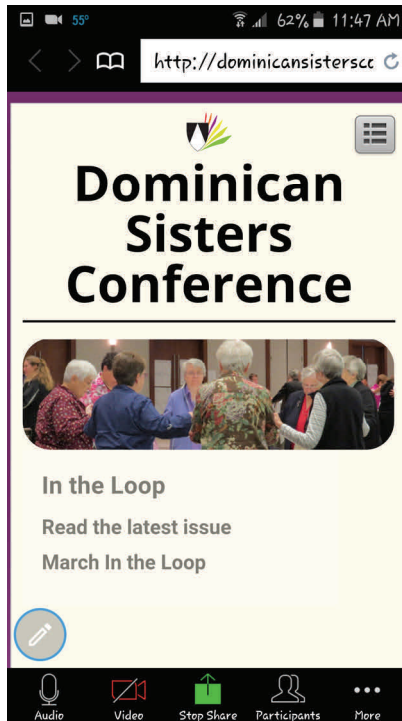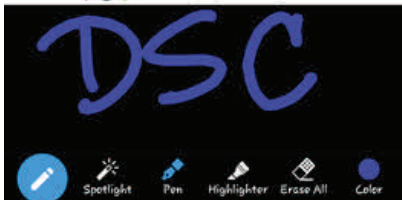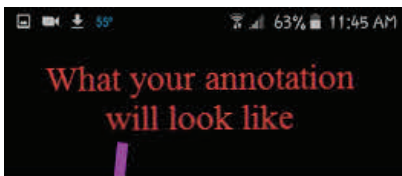
Note: Video will be turned off when sharing content

    - **Web URL** (share a website)

        - Press the Share Web option and enter the site URL into the textbox provided.

- **Share screen** (Only with Android 5.0 or above)

    - Press the *Share Screen* option

    - Confirm that you would like to share the whole screen

    - You will be directed to the desktop where you can share any application.

        - Press **Stop Share** to return to video

Android

- You can Annotate what is shared.

Select the Pen Icon to annotate.
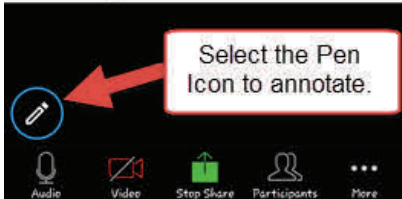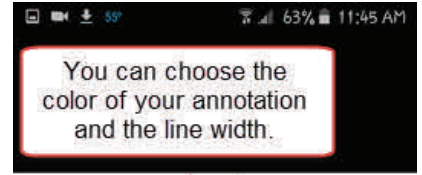

After selecting the Pen icon, the Annotate menu will appear.

Using a stylus, or your finger, you can write or highlight on the item shared.

You can choose the color of your annotation and the line width.

What your annotation will look like

Highlighting Text
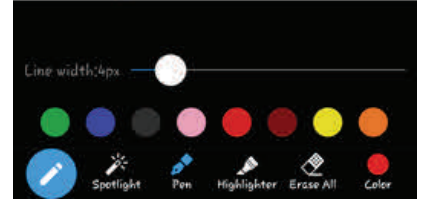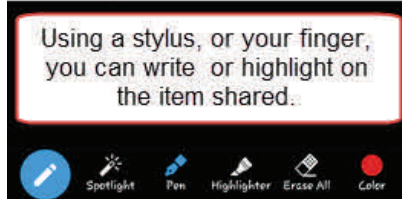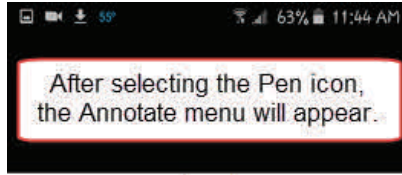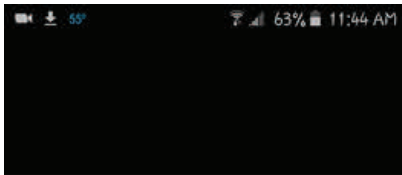
SCREEN SHARE IN APPLE DEVICE

iOS

- In Zoom meeting, select *Share Content*.

- You will be given a series of options to share:

    - **Photos**

    - **Dropbox**

    - **Google Drive**

    - **Microsoft One Drive**

    - **Web URLs**

    - **Bookmarks**

Part 3
Troubleshooting

TEST AUDIO

- First make sure your speaker is turned on or not muted.

- If you still cannot hear audio, select the arrow next to the **microphone icon** for **Audio Options.**

- The menu will show you what microphone and speaker is currently in use.

- Select a different audio source from the microphone dropdown if no one can hear you.

- Select a different speaker from the dropdown if you cannot hear anyone.

- To test your computer's audio, select **Audio Options**.

Windows
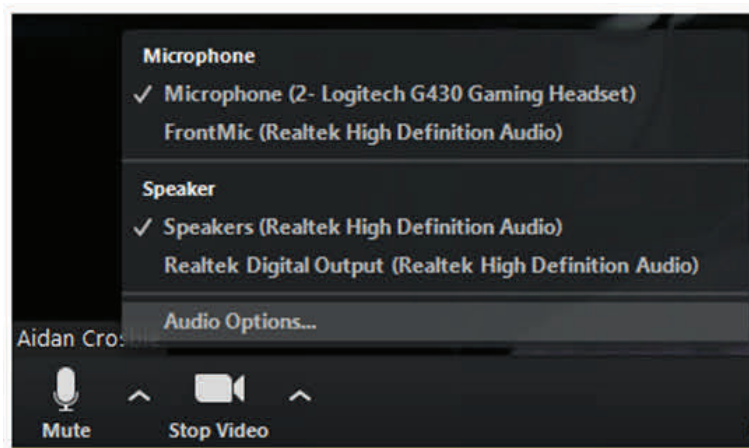
Mac

TEST AUDIO

- In Audio Settings, you can test your speakers to make sure your computer is emitting sound. By selecting "Test Speaker," you should hear the test sound. If you don't hear the test sound, than choose a different speaker.

- You can also test your microphone. By selecting "Test Mic," it will ask you to speak to your microphone. The test will record what you say. This will allow you to know if you will be heard during your conference call.

Windows
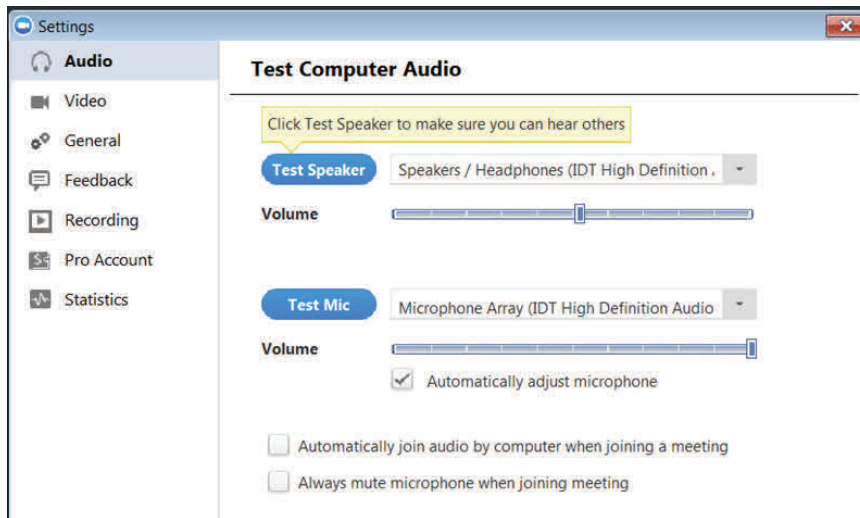
Mac
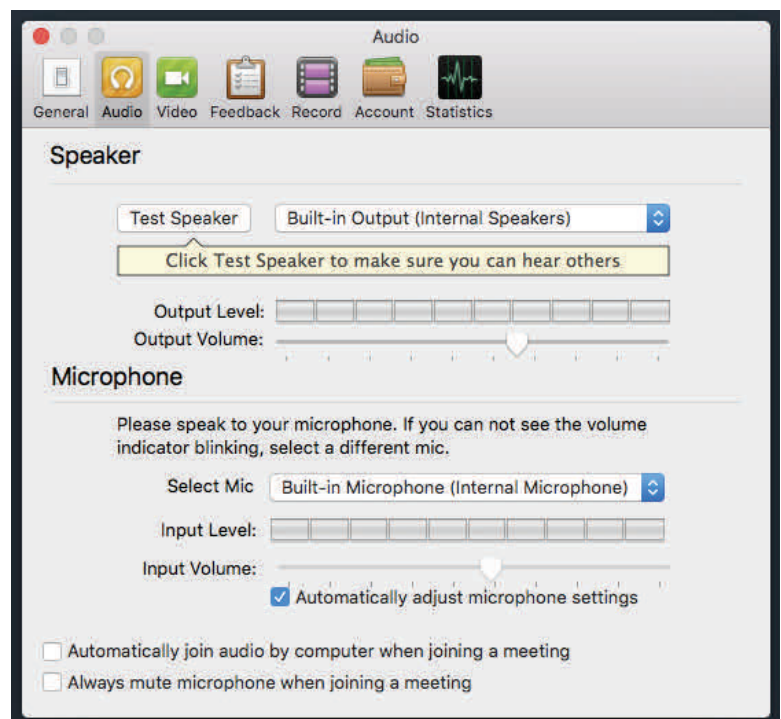
WHY IS THERE AUDIO ECHO IN A MEETING?

- If you hear audio echo or audio feedback during your meeting, it could mean:

  1) A participant has both the computer and telephone active

   - If you joined from a computer and call in from the telephone, make sure you *leave computer audio* on your computer.

       - To *leave computer audio*, select *Audio Options* and select *Leave Computer Audio* (PC/MAC) or *Disconnect* (Android/ iPhone).

  2) The participants with computer or telephone speakers are too close to each other.

     - If another participant is too close to you, and both of you have speakers on, leave audio conference on one of the computers or hang up one of the telephone connections.

  3) Multiple computers with active audio in the same room.

     - If you are in a room with multiple devices, disconnect your computer audio from the other devices.

- The source of the echo can also be from:

  - Speakers that are too loud (from a sound bar or TV)

  - A bad microphone

WHAT IF YOU DON'T SEE YOURSELF?
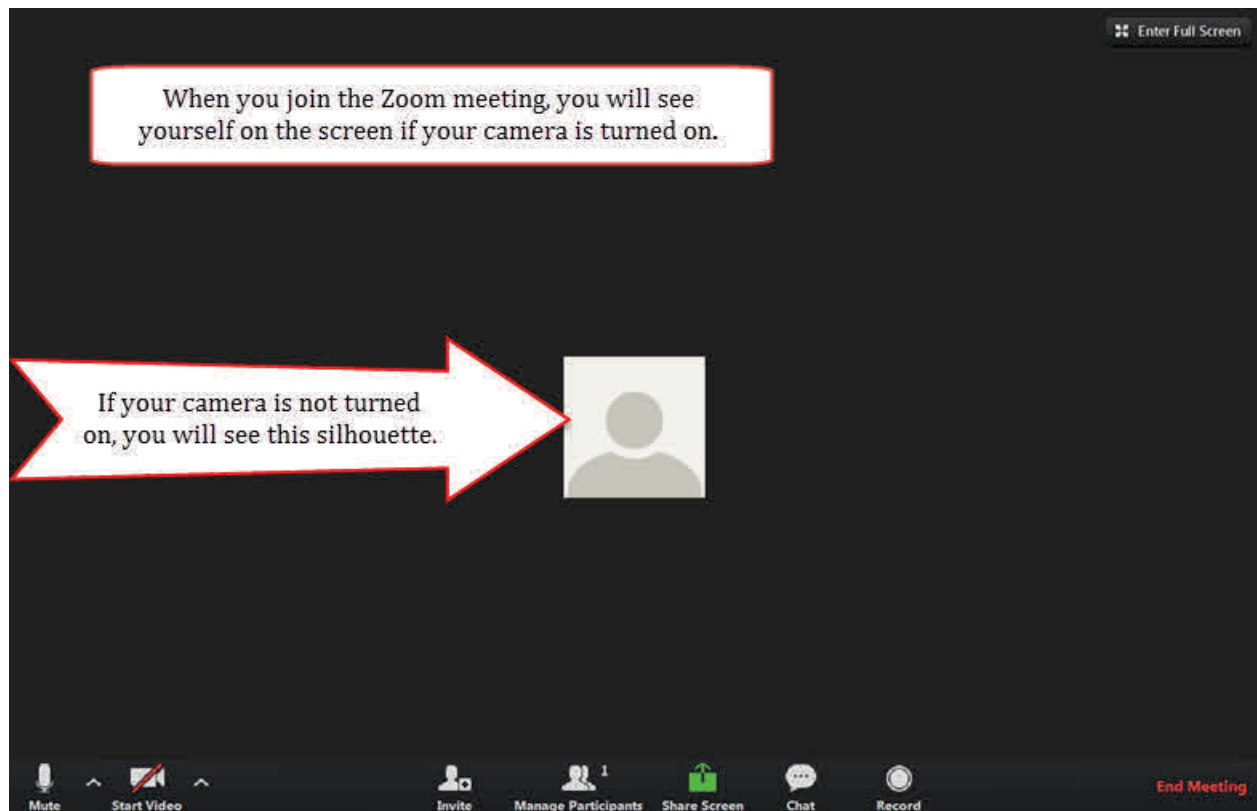
- If you see a red slash mark across the video camera icon (bottom left corner of screen), that means your video is turned off. Select the video camera icon to turn video on.

- If you still cannot see anyone, select the arrow next to the *video camera icon* and scroll down to *Video Settings.*

- In *Settings*, under the *Video* tab, you can preview your camera or click on the drop-down arrow to select a different camera.

WHAT HAPPENS IF YOUR CAMERA ISN'T WORKING?

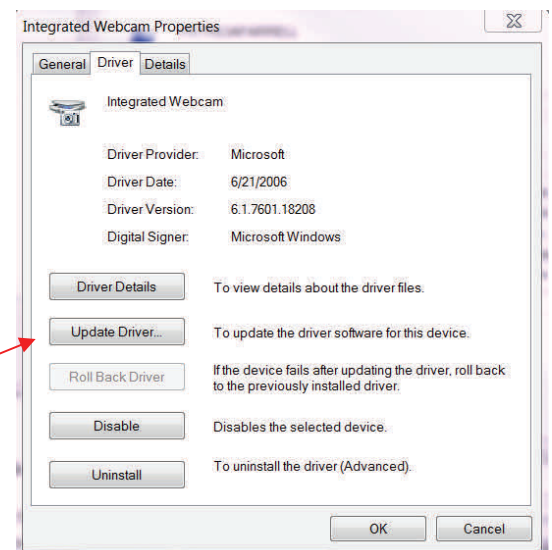## Windows

1) If you have an external webcam connected, make sure the camera is plugged in to the USB port and the camera lens is open. Also, make sure Bluetooth is enabled if you are connecting webcam via Bluetooth.

2) If you use your web camera with any other programs, make sure all programs are closed.

3) Reboot your computer.

4) Uninstall Zoom application and reinstall

5) Update the camera driver

Update Camera Driver

Note: First you will need to ask someone for help to update the driver.

If you are adventurous and would like to do it on your own, follow these steps:

♦ Go to **Start** menu

♦ Select **Devices and Printers**

♦ Under *Devices* you should see your computer listed.

♦ Double-click on your computer

♦ Select the **Hardware** tab

♦ Scroll down and look for web camera device (i.e. "Integrated Webcam")

    ♦ The type is an *Imaging device*

♦ Double-click on device

    ♦ **General** tab shows the device status

    ♦ Select **Driver** tab

        ♦ Here you can **Update Driver**

WHAT HAPPENS IF YOUR CAMERA ISN'T WORKING?

MAC

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2) If you use your web camera with any other programs, make sure all programs are closed.

3) Reboot your computer.

ANDROID

1) Make sure you are connected to your video by selecting *Video* in your Zoom meeting.

2) Make sure no other programs are using the camera at the same time.

3) Under *Settings*, make sure you have allowed Zoom to have access to your camera (Go to *Settings*, application manager, Zoom).

4) Restart device.

5) Uninstall Zoom from the application manager and reinstall from Play Store.

iOS

1) Make sure *Video* is selected.

2) Make sure other applications, such as *Camera*, are not currently using your camera.

3) Under *Settings*, make sure you have allowed Zoom to have access to your camera.

4) Restart device.

5) Uninstall Zoom and reinstall from the App Store.