Preparing to Zoom

You can use zoom on your desktop, portable device or phone.

On your desktop you can prepare for a meeting by downloading the Zoom client here: https://zoom.us/download#client_4meeting

If you are using a phone or tablet make sure you download the Zoom Cloud Meetings app from your app store.

A search in the App Store or Google Play Store will reveal a lot of products called Zoom, and a lot of other products by the actual makers of Zoom as well. Downloading the wrong app--especially if your meeting is happening soon--can be frustrating.

The app you're looking for is called Zoom Cloud Meetings. Other Zoom apps are for integrations or conference room scheduling, which are useful for enterprise workers, but not necessarily those who just need to host or attend a Zoom meeting on their mobile device.

Get an invitation

The zoom host should send you an invitation or they may just text or email you the meeting id (orage highlight below) and password (blue highlight below. The easiest way to join a meeting if you have an invitation is to click the meeting link (yellow highlight below) which will start the website and fill in the meeting id and password for you.
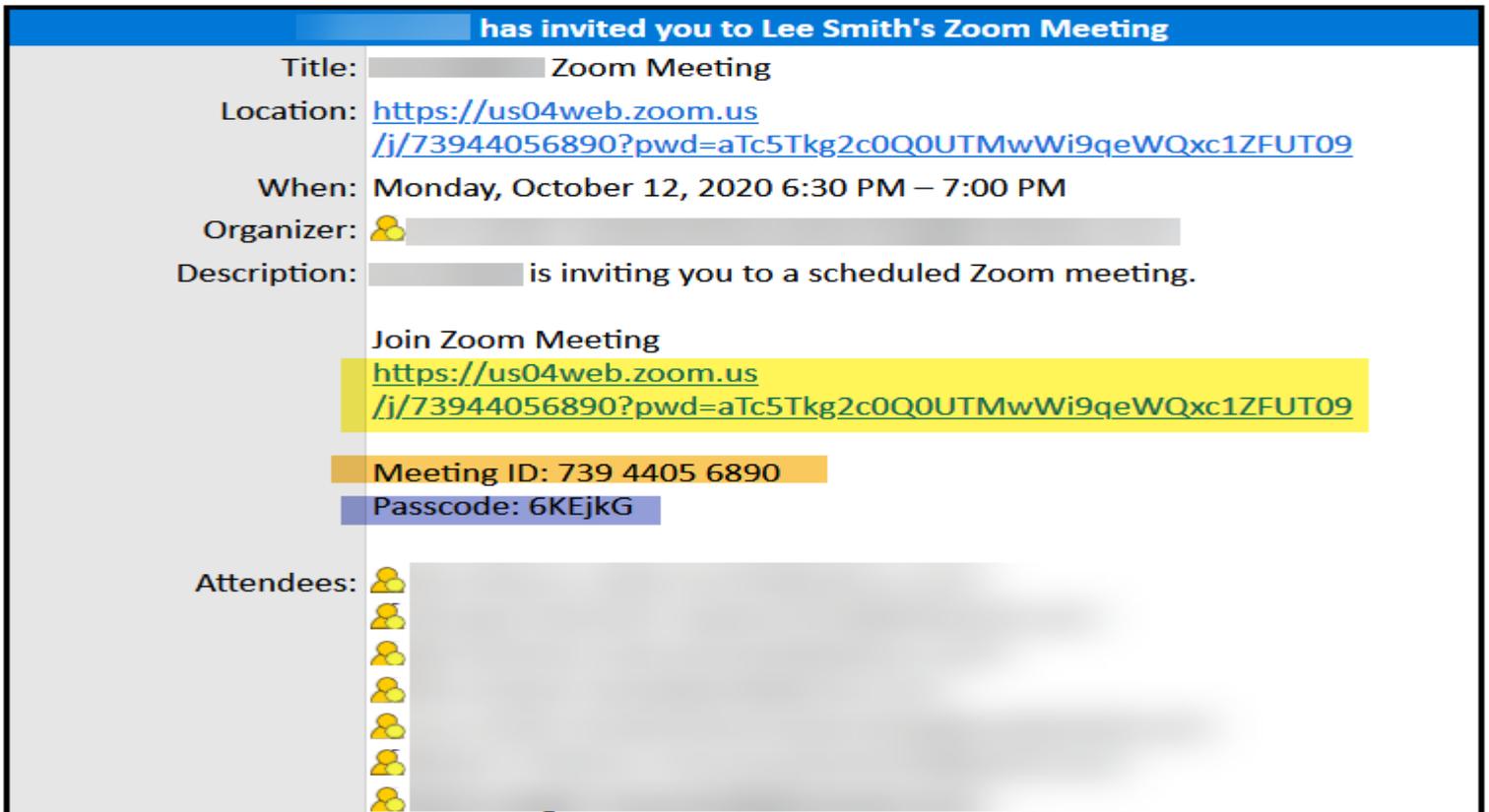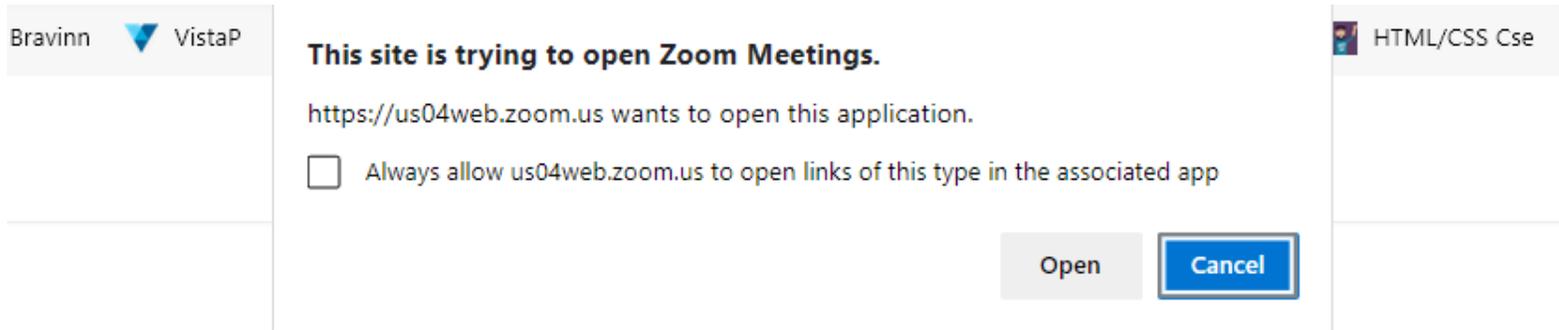
	has invited you to Lee Smith's Zoom Meeting
Title:	Zoom Meeting
Location:	https://us04web.zoom.us /j/73944056890?pwd=aTc5Tkg2c0Q0UTMwWi9qeWQxc1ZFUT09
When:	Monday, October 12, 2020 6:30 PM – 7:00 PM
Organizer:	
Description:	is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
https://us04web.zoom.us
/j/73944056890?pwd=aTc5Tkg2c0Q0UTMwWi9qeWQxc1ZFUT09

Meeting ID: 739 4405 6890
Passcode: 6KEjkG

Attendees:

Enter meeting

When you click the meeting link your browser takes you here:

Bravinn VistaP

This site is trying to open Zoom Meetings.

https://us04web.zoom.us wants to open this application.

☐ Always allow us04web.zoom.us to open links of this type in the associated app

Open   Cancel

HTML/CSS Cse

Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below.

Launch Meeting

Don't have Zoom Client installed? Download Now

Having issues with Zoom Client? Join from Your Browser

Here you can open the zoom client, download I if you haven't yet, or just attend the meeting in your browser if you don't want the client or can't download it for some reason.

Next join the meeting with audio and video so participants can see and hear you.

Choose ONE of the audio conference options ✕

Phone Call | Computer Audio

Join with Computer Audio

Test Speaker and Microphone

☐ Automatically join audio by computer when joining a meeting

Zoom on your phone

*Note: Many people get confused during Zoom calls because icons disappear from your display if you haven't touched it in a while. Just tap your screen once (or on a desktop, move your mouse), and all the controls will reappear. *
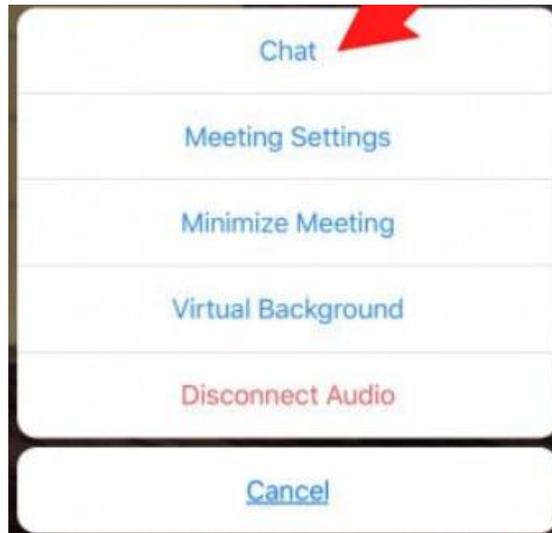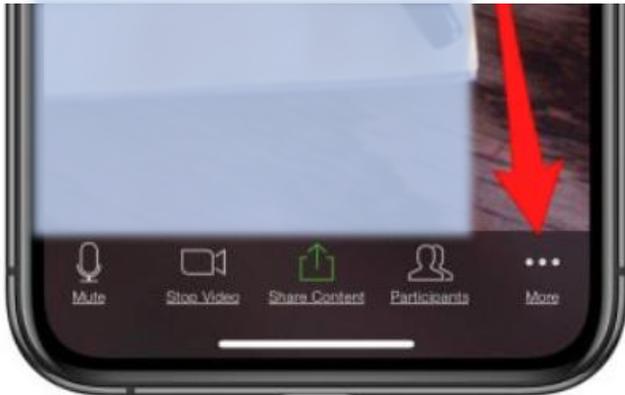
Control Whether you are muted or not

Share screen if host allows

Show your video

See others on call

More menu selections

Mobile Zoom has two video layouts: Active Speaker, Gallery View

The Gallery view is what will let you see everyone on the Zoom call, in a grid format. Phone users, be it Android or iOS, can see a maximum of 4 participants simultaneously. In case there are more than 4 participants in your meeting, you can view others by swiping left on your screen.

If you want to see only one person, switch the 'Active speaker view' by swiping from left to right.
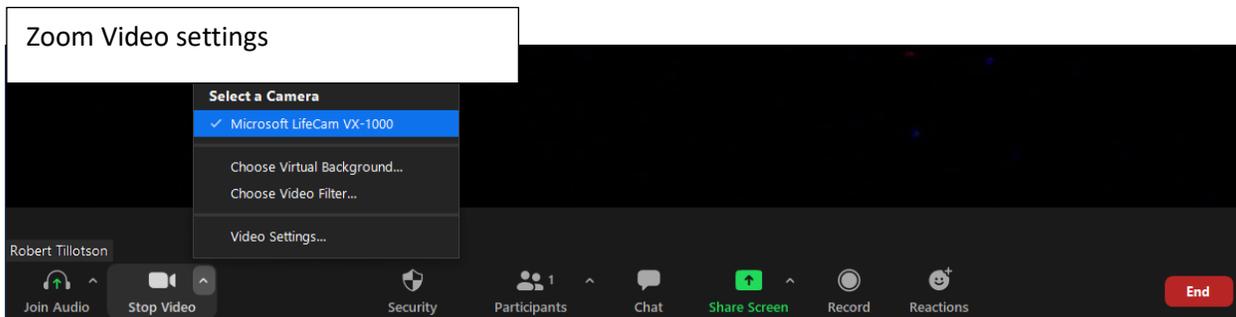
Zoom Desktop Screen
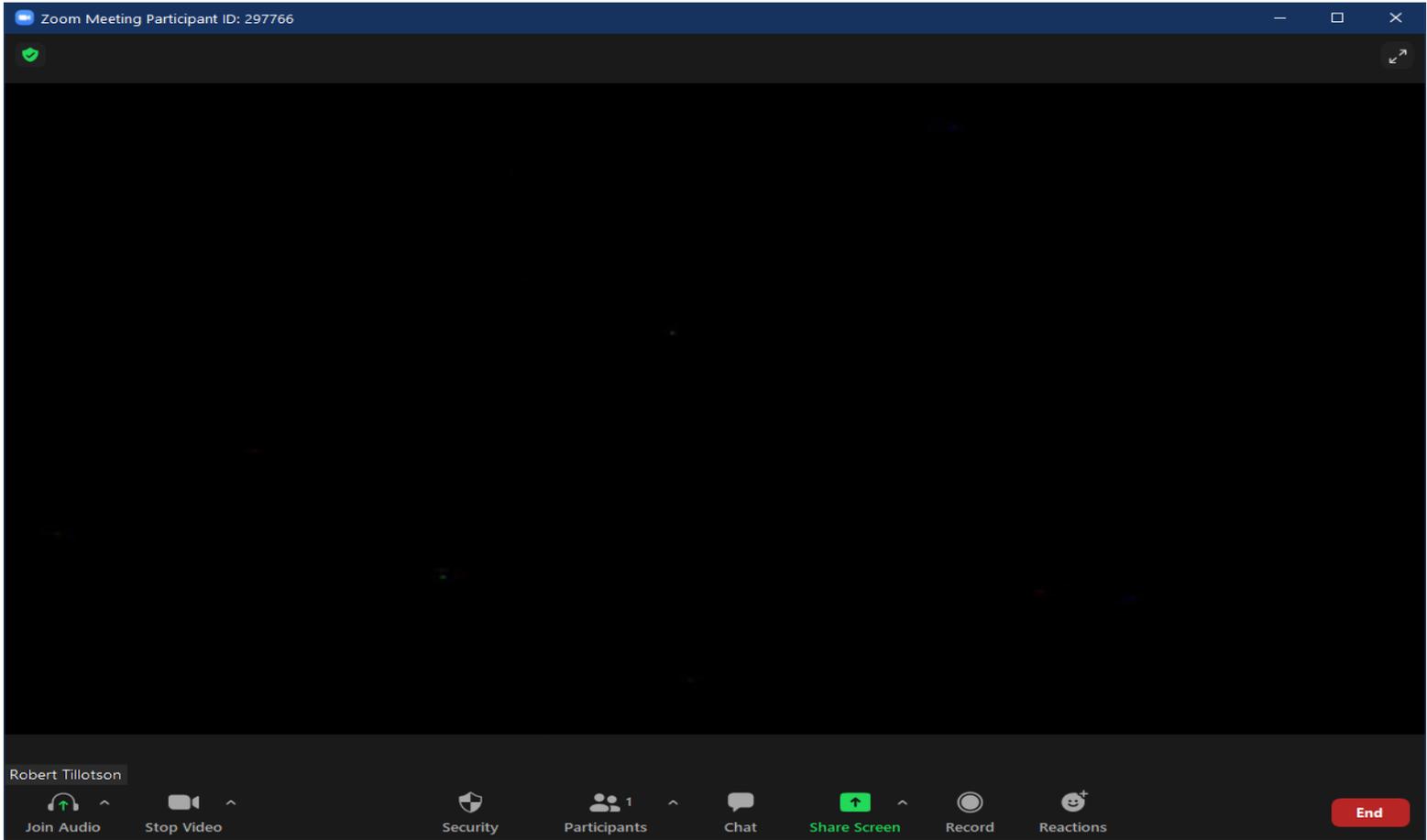
Zoom Desktop has three video layouts: Active Speaker, Gallery View and Mini.


The Gallery view is what will let you see everyone on the Zoom call, in a grid format. Depending on your computer, you can display up to 49 participants in one page of Gallery view. If more than 49 people are in the meeting, 49 thumbnails are displayed on each page. You can scroll through pages in Gallery view to see up to 1,000 thumbnails of participants.

If you are unable to see all 49 participants, then make sure you've enabled this option under the 'Video Settings' menu.

However, if the option to show 49 participants is not available to you, then it means that your PC/Mac does not meet the minimum system requirements that are required for this feature.

Ensure that you have the following minimum resources in your PC to support 'Gallery view' on Zoom:

- Intel i7 or equivalent CPU
- Dual-core processor for a single monitor setup
- Quad-core processor for a dual monitor setup

Zoom Gallery Control – Upper Right Corner

Audio Settings
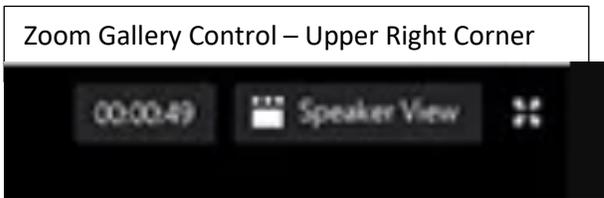
Zoom Audio settings
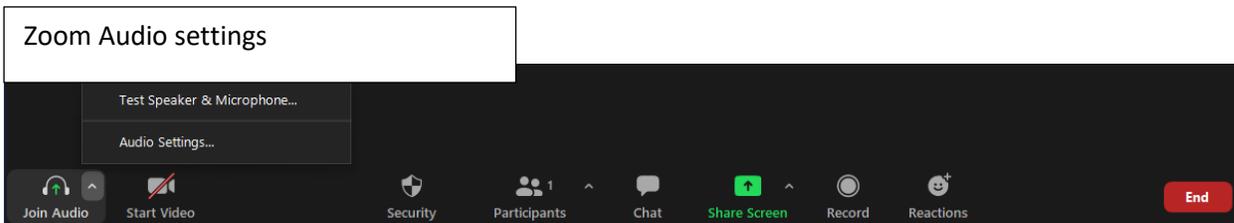
Here you can mute yourself. If you muted yourself, you can temporarily unmute by holding down the space key.

There are also a lot of settings:

Here's Audio:

Settings ✕

- General
- Video
- **Audio**
- Share Screen
- Chat
- Background & Filters
- Recording
- Profile
- Statistics
- Feedback
- Keyboard Shortcuts
- Accessibility

Speaker

| Test Speaker | 6 - VX2476 Series (AMD High Definition Audio De... ⌄ |

Output Level:
Volume: 🔈 ────────●──────────── 🔊

☐ Use separate audio device to play ringtone simultaneously

Microphone

| Test Mic | Microphone (Microsoft LifeCam VX-1000.) ⌄ |

Input Level:
Volume: 🔈 ───●──────────────────── 🔊

☑ Automatically adjust microphone volume

Suppress background noise | Auto ⌄ | ⓘ

Select the default noise suppression level (low) to optimize for music

☐ Automatically join audio by computer when joining a meeting
☐ Mute my microphone when joining a meeting
☑ Press and hold SPACE key to temporarily unmute yourself
☑ Sync buttons on headset

[Advanced]

‹ Back

Echo cancellation | Auto ⌄ |

☐ Show in-meeting option to "Enable Original Sound" from microphone ⓘ

Video Settings

Settings ✕

- General
- **Video**
- Audio
- Share Screen
- Chat
- Background & Filters
- Recording
- Profile
- Statistics
- Feedback
- Keyboard Shortcuts
- Accessibility

↻ Rotate 90°

Camera

Microsoft LifeCam VX-1000 ⌄

☐ Original ratio ☐ HD

My Video

☑ Mirror my video

☐ Touch up my appearance

☐ Adjust for low light

☑ Always display participant names on their video

☐ Turn off my video when joining meeting

☑ Always show video preview dialog when joining a video meeting

☐ Hide non-video participants

☐ See myself as the active speaker while speaking

ants displayed per screen in Gallery View:

○ 49 participants

deo, trouble shooting

Advanced Options

‹ **Back**

☑ Optimize video quality with de-noise ⓘ

Use hardware acceleration for

☑ Video processing   ☑ Receiving video

☑ Sending video

Video Rendering Method

Auto ⌄

Video Rendering Post Processing

Auto ⌄

Video Capturing Method

Reactions
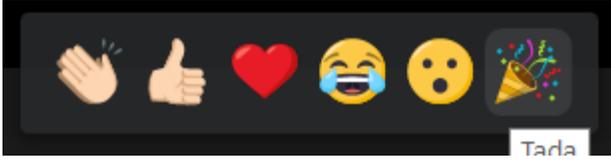
End meeting menu
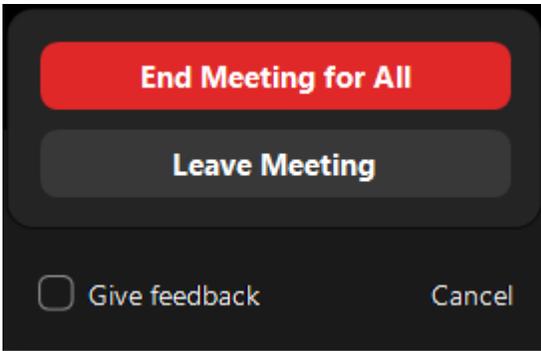
Dealing with Problems

Problem: Webcam or audio not working

Laptops and phones have built-in cameras (and microphones) . Desktops do not generally come with a camera (or microphone) you will have to provide one separately. Nothing is more frustrating than having your webcam or audio not work on a Zoom call. If your web camera is not showing up or is selected but not working on Zoom, try some of these basic tips first.

Solution #1: Check Zoom settings

On the pop-up that prompts for a meeting ID just before joining a call, leave the following settings unchecked:

- Do Not Connect to Audio

- Turn Off My Video

This allows you to join a call with your audio and video automatically enabled.

Solution #2: Exit other related apps

If your webcam isn't showing up, make sure all other programs that use the webcam are closed. Zoom may not be able to use the camera if it's currently accessed by a different application.

Solution #3: Test the audio and video

If your webcam or audio still isn't working, you can test your audio and video in Zoom by [clicking this link](#). Once open, you can join a test call on the Zoom app and follow the instructions on the screen.

If you've joined on the web (or to just double-check your webcam in the main Zoom app), you can also select your webcam by clicking *Start Video* (it might say *Stop Video* if you're in a call). If the screen is blank, you can then click the *Arrow* next to the *Video Camera* icon and choose *Same as System (*or you may see *Integrated Camera*) or a more specifically-named webcam from the list.

screenshot

Solution #4: Check PC settings

Sometimes the problem might not be Zoom at all. If you're on a [Windows 10](#) PC or Mac, the webcam might be blocked. You can correct this by checking your app permissions to make sure the Zoom app or your web browser can use your webcam. On the web specifically, you can also check this setting by restarting your call and making sure you pressed *Allow* when prompted about the camera and microphone access.

Windows 10

Enter "webcam" in the taskbar search box and select *Choose Which Apps Can Access Your Camera* from the menu. Scroll down, and you'll see the list of applications that are allowed to use your webcam.

For non-Microsoft Store apps, you'll need to make sure the toggle for *Allow Desktop Apps to Access Your Camera* is switched to the *On* position.

In the same way, you can also search for *Microphone* and choose *Microphone Privacy Settings* to do the same.

MacOS

Click *Security and Privacy* in *System Preferences*, click the *Lock,* and enter your password to make changes. You can then click *Camera* from the sidebar, and make sure your web browser and Zoom are checked. You'll also want to make sure the box for the microphone is checked.

Note: Some laptops also have a physical webcam switch that must be enabled to allow the webcam to function properly. Double-check that yours is in the right position if you have one.

Solution #5: Reinstall Zoom

If all else fails, [download Zoom again](#) and reinstall it.

Problem: Echoes during a call

Another common problem with Zoom is an audio echo during a meeting. If you hear an audio echo or feedback, there are three possible reasons why.

Solution #1: Limit the input

Someone could have both computer and telephone audio active at the same time. In this case, ask them to manually leave one in favor of the other. They'll have to either hang up on the telephone call or exit PC-based audio during the conference by clicking the *Up* arrow next to the microphone icon and choosing *Leave Computer Audio.*

Solution #2: Move external speakers

Computer or telephone speakers might be too close to each other. Ask the two people that are too close to each other to move apart or ask one of them to leave the audio conference or mute audio on their device.

Solution #3: Disable additional audio

Multiple computers with active audio could be in the same conference room. Again, ask the two people that are too close to each other to move apart. Or ask one of them to leave the audio conference or mute audio on their device.

Problem: Zoom lags or freezes during meetings

Lagging and freezing usually indicate a problem with your internet connection.

Solution #1: Change the connection

On a mobile device, move to an area with a more stable connection to see if this helps. On PCs, stick with a wired Ethernet connection, if possible. Otherwise, get close to the local router and use the 5GHz connection — it's faster and (typically) less congested.

Solution #2: Check the connection speed

Aim for the right internet speeds for a successful video chat. When talking with multiple people in a team setting, you want the download speed around 1Mbps and the upload speed around 800Kbps. You can always check your current speeds [with a quick internet speed test](). If the speeds are undesirable, repeat solution 1.

Solution #3: Adjust Zoom settings

Try unchecking the *Enable HD* and *Touch Up My Appearance* options on the *Video* panel in *Settings*. This will decrease the amount of bandwidth your video connection requires (and the overhead on your system's hardware) and can help fix problems with lag.

Problem: Can't share a screen

Sharing your screen is an important part of many Zoom calls. It's as easy as clicking *Share Screen* at the bottom of the window. If you're planning to share your screen during a call, check a couple of settings first.

Solution #1: Check your connection

Sharing your screen takes up a lot of bandwidth. Make sure that you have a solid internet connection and that you're connected to the call.

Solution #2: Try a Share Screen meeting

On the Home screen, click the *Down* arrow next to *New Meeting* and uncheck *Start With Video*. Your meeting will then start with only audioconferencing, freeing up bandwidth. Your video will not be automatically turned on.

Alternatively, if you're already on a call and need to share your screen, turn off your video by clicking the *Stop Video* button and then select the green *Share Screen* button.

Problem: No remote control while screen sharing

When sharing your screen, the viewer can request remote control to help you troubleshoot or explain a process more clearly. This tool is listed as *Request Remote Control* under *View Options* and can be accessed at any time while sharing the screen. If you want to enable remote control, but it's not working properly, there are several possible issues to consider.

Solution #1: Allow remote control

Chances are, the sharer (host) is not agreeing to the request. A notification will pop up on their screen, and they must choose *Allow* to enable remote control.

Solution #2: Don't interfere with the host PC

The sharer (host) may be interrupting the process. Technically, the person sharing their screen can stop the remote control at any time by clicking their mouse. Always leave the host computer alone while the viewer assumes remote control.

Solution #3: Find a compatible device

You could be on the wrong device. iPad and Android devices, for example, currently don't allow requesting or giving remote control.

Problem: No email messages from Zoom

Another common problem is not being able to receive email messages from Zoom. This can include notifications and activation emails. These usually take 30 minutes to arrive and could take longer. If it doesn't arrive, you need to make sure that your email is configured properly.

Usually, this isn't something on your end, so you'll need to ask your IT department to whitelist Zoom's email IP addresses. If you're using Gmail or a personal email service, check your spam account, too. Emails will come from no-reply@zoom.us.

Problem: Zoom crashes

If Zoom is crashing and closing itself entirely, see if these solutions help.

Solution #1: Check for service issues

Check Zoom Service Status and Downdetector to see if there is a regional Zoom problem. Sometimes there are server issues or platform maintenance, which could mean the service will be down for a while. You will need to wait if this is the case.

Solution #2: Use the web version

Try the web version if the problem isn't regional. As long as your internet connection is sufficient, it tends to be a bit more reliable if the installed app is experiencing problems.

Solution #3: Check Zoom settings

Sometimes Zoom can get confused about audio versus video settings. If it's trying to use your webcam connection as an audio output, for example, it will often start crashing as a result. Make sure video connections are routed to your webcam and, if necessary, your audio is routed to connected speakers.

Problem: We're getting Zoom-bombed!

Yes, Zoom bombing is a thing. It's a growing fad of joining a private meeting and disrupting it with anything from blaring music to porn — even courtrooms aren't immune. If someone Zoom-bombed your meeting in the past, there is one solution that is incredibly effective at preventing future invasions.

Require a passcode!

The host creating the meeting and sending out invitations can require all participants to enter a passcode before joining. That means strangers have a hard time finding ways to drop in. In fact, as of the May 2020 update, requiring a password is set as the default — just update Zoom to start using this feature.

And if you are worried about hacking in more elaborate ways, there is good news. In June 2020, Zoom announced that it planned to bring end-to-end encryption to all meetings — not just to paid versions. This will help protect content and prevent more advanced versions of Zoom-bombing even if you are using a free account.