

Zoom technical guide

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1. Some practical advice to use the program

- You need strong and stable internet connection.
- If your connection is weak, it may help if you turn off your camera.
- If your connection is weak the “*Your internet connection is unstable*” error message will appear on your screen. It may help if you try to reconnect to the meeting. [Click here for troubleshooting.](#)
- If you are unable to connect or install the application, please contact your IT colleagues for assistance.

2. Join the meeting for the first time (if you do not have Zoom application)

- You can download the latest version of Zoom from the Zoom [Download Center](#).
- Zoom account is not required if you are strictly joining Zoom Meetings as a participant. If someone invites you to their meeting, you can join as a participant without creating an account.
- Because of the authentication process, we kindly ask you, to create a zoom profile.

3. Join the meeting for the first time as a Registered user (if you do not have Zoom application)

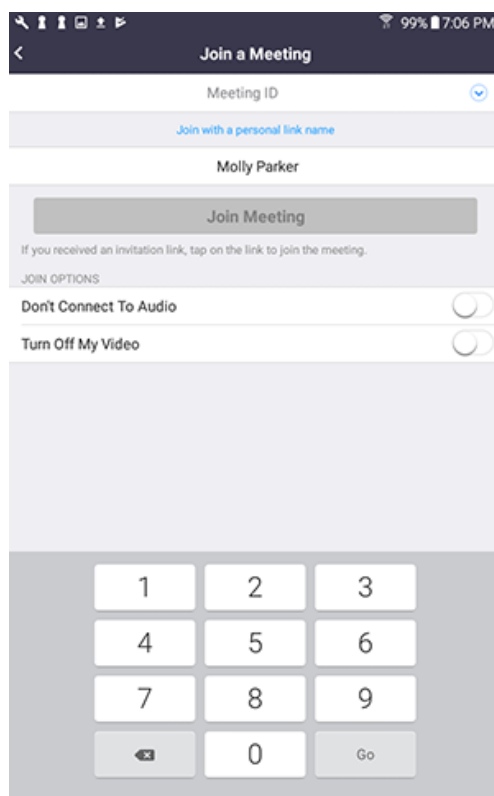
- You can join a meeting by clicking the meeting link or going to join.zoom.us and entering in the meeting ID.
- Each meeting has a unique 9, 10, or 11-digit number called a meeting ID that will be required to join a Zoom meeting.
- If you are joining via telephone, you will need the teleconferencing number provided in the invitation.

4. For Smart device user's: If you already have Zoom App, here's how to join the meeting

- Open the Zoom mobile app. If you have not downloaded the Zoom mobile app yet, you can download it from the [Google Play Store](#).
- Join a meeting using one of these methods:
- Tap *Join a Meeting* if you want to join without signing in.
- Sign in to Zoom then tap *Join*.



- Enter the meeting ID number and your display name. Please always give in your full name, adding the national code, to help the administrators.
- If you are signed in, change your name if you do not want your default name to appear.
- If you're not signed in, enter a display name.
- Select whether you would like to connect audio and/or video and tap *Join Meeting*.



5. Zoom for desktop

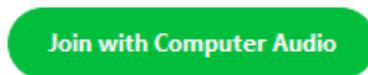
Participant (Guest): Guest participants can view the content that the presenter is sharing, hear, and see the presenter's audio and video broadcast and use the chat. Participants can mute audio broadcasts on their computers. For the control settings please read section 7.

6. Turn on the microphone, testing your microphone

A. Testing Audio Before Joining a Meeting

If you have not enabled the [setting to automatically join by computer audio](#), you can test your speaker and microphone before joining a meeting:

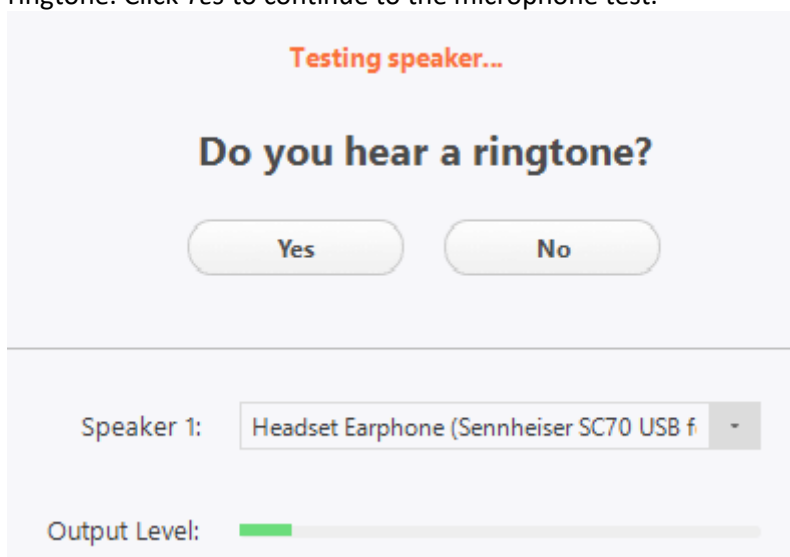
- After [joining a meeting](#), click **Test speaker and microphone**.



[Test speaker and microphone](#)

☐ Automatically join audio by computer when joining a meeting

- The meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click *No* to switch speakers until you hear the ringtone. Click *Yes* to continue to the microphone test.



- If you do not hear an audio replay, use the drop-down menu or click *No* to switch microphones until you hear the replay. Click *Yes* when you hear the replay.

Testing microphone...

Speak and pause, do you hear a replay?

Yes No

Microphone 1: Headset Microphone (Sennheiser SC70 US -

Input Level:

- Click *Join with Computer Audio*.

Speaker and microphone looks good

Speaker: Headset Earphone (Sennheiser SC70 USB for I

Microphone: Headset Microphone (Sennheiser SC70 USB fr

Join with Computer Audio

- Click *Join with Computer Audio* to join the test meeting with the selected microphone and speakers.

 Phone Call

 Computer Audio

Join with Computer Audio

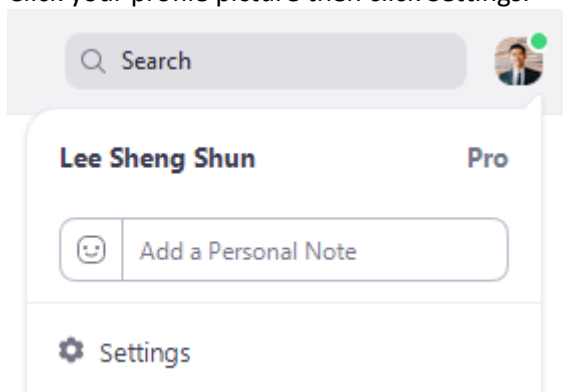
Test speaker and microphone

☐ Automatically join audio by computer when joining a meeting

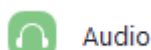
B. Testing Audio Using Audio Settings

- To test your audio, navigate to your audio settings before or during a meeting:
- Before a meeting
- Log in to the Zoom client.

- Click your profile picture then click Settings.



- Click the *Audio* tab.



- Follow the sections below to test your speaker or microphone.

C. During a Meeting

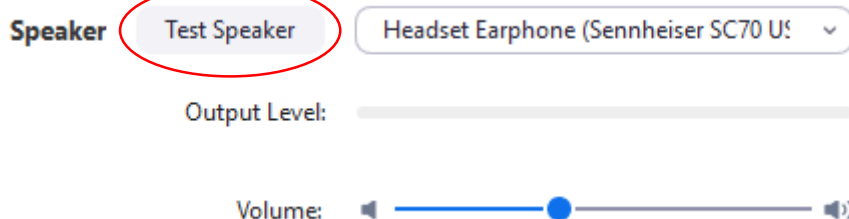
- You can access your audio settings and test your audio when you are already in a meeting.
- In the meeting controls, click the arrow next to Mute/Unmute.



- Click *Audio Options*. This will open your audio settings. It allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full [audio settings](#).

D. Testing your Speaker

- Click *Test Speaker* to play a test tone.
- If you cannot hear it, select a different speaker from the menu or adjust the Volume.



[Learn more about audio settings.](#)

E. Testing your Microphone

- In the Microphone section, you will see the green Input Level bar move when Zoom is picking up audio.
- Click *Test Mic* to test your microphone.
- Your audio will start recording. Click *Recording* when you are done and it will play back. You can select another microphone from the menu or adjust the input level.



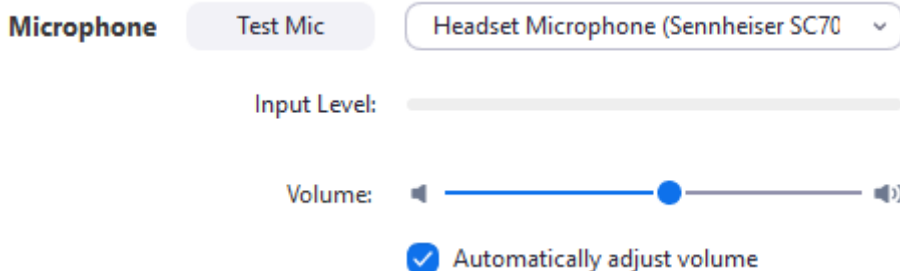
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SALTO

Education and Training

- Check Automatically adjust microphone settings if you want Zoom to adjust the input volume automatically.



F. Microphone Troubleshooting

- If you are on Mac OS 10.14 Mojave or earlier versions and cannot access the microphone, check your operating system permissions to confirm that Zoom has access to the microphone. [See Using the Zoom Client and Zoom Rooms with Mac OS 10.14 Mojave for more information.](#)
- If you are on Windows 10 and can't access the microphone, use the Windows search box to navigate to Microphone privacy settings. Switch on the Allow apps to access your microphone toggle, and enable access for Zoom.

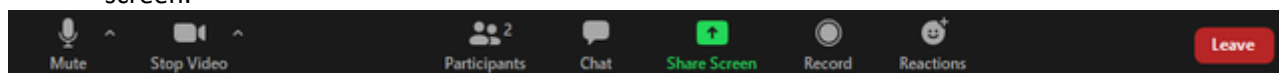
7. Microphone and camera settings as an attendee

When you join a Zoom meeting hosted by another user, you are considered an attendee.



Prerequisites

- Zoom desktop client for macOS, Windows, or Linux
- Zoom mobile app for iOS or Android
- The attendee controls appear at the bottom of your screen if you are not currently sharing screen.

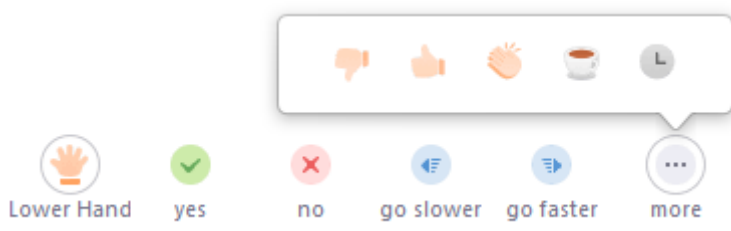


Attendees have access to these features:

- **Mute / Unmute:** Mute and unmute your microphone.
Audio Controls (click the ^ arrow next to **Mute / Unmute**): Allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio settings.
- Tip: Use the following [keyboard shortcuts](#) to mute or unmute yourself. You can also use push to talk if you want to unmute yourself by holding the spacebar.
- **Start Video / Stop Video:** Turns your camera on or off.
Video Controls (click the ^ arrow next to **Start Video / Stop Video**): Change cameras if you have multiple cameras, select a [virtual background](#) (if enabled), or access your [full video settings](#).
- **Participants:** See who's currently in the meeting. You can also access to these options:
- **Rename:** Hover over your name, click **More**, and choose **Rename** to change your screen name displayed to other participants. Please note, that for administration reasons it is very

important that all attendees are all logged in with their full name, adding also their national code. If you are unsure how to set your name, please read section 8.

- [Non-verbal feedback icons](#) (if enabled by the host): Places an icon beside your name to quickly notify the host.



- **Share Screen:** Start a screen share (if the host allows). You will be able to select the desktop or application you want to share. [Learn more.](#)
- **Chat:** Access the chat window to chat with the participants. The in-meeting chat allows you to send chat messages to other users within a meeting. You can send a private message to an individual user, or you can send a message to an entire group. As the host, you can choose who the participants can chat with or to disable chat entirely. [Learn more.](#)
- **Recording:** please note, the host will need to [allow local recordings in their account settings, then gives you permission to record.](#) In this meeting attendees will not have permission to record.
- **Leave:** Leave the meeting while it continues for the other participants. Only the host [can end the meeting.](#)

8. Changing the video layout (Active Speaker View and Gallery View)

Overview

There are 3 video layouts when no one in the meeting is screen sharing: Active Speaker View, Gallery View, and floating thumbnail window. When someone is screen sharing, you can use Side-by-side Mode or view the screen share with Active Speaker View. Any of these layouts can be used in fullscreen or windowed mode, with the exception of the floating thumbnail view.

A) Active Speaker View

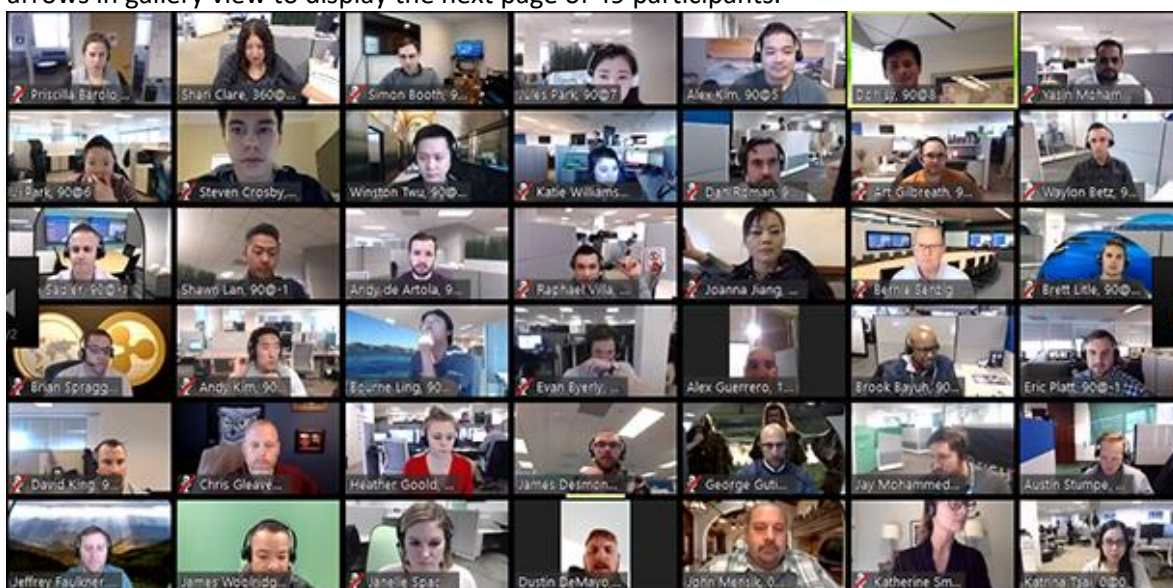
Active Speaker View will switch the large video window between who is speaking with 3 or more participants in the meeting. If it is just you and one other participant, your video will be smaller at the top and their video will appear below.

While in a meeting, you can switch between Active Speaker View and Gallery View.



B) Gallery View

Gallery View lets you see thumbnail displays of participants, in a grid pattern, which expands and contracts as participants join and leave the meeting. Depending on your CPU, you can display up to 49 participants in a single screen of the gallery view. If more than 49 attendees are in the meeting, 49 thumbnails are displayed on each page. View up to 1,000 thumbnails by clicking the right or left arrows in gallery view to display the next page of 49 participants.

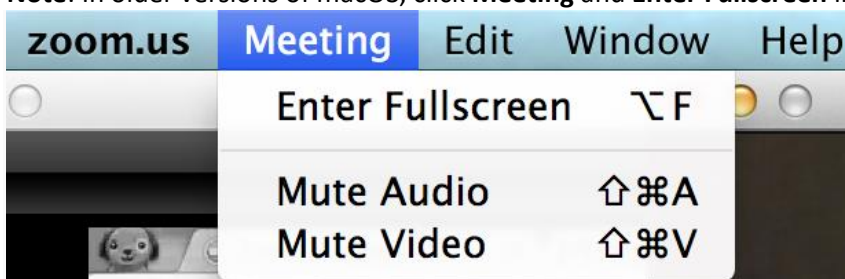


C) Full screen

You can switch any of the layouts (except floating the thumbnail window) to full screen mode by double-clicking your Zoom window.

You can exit full screen by double-clicking again or using the **Esc** key on your keyboard.

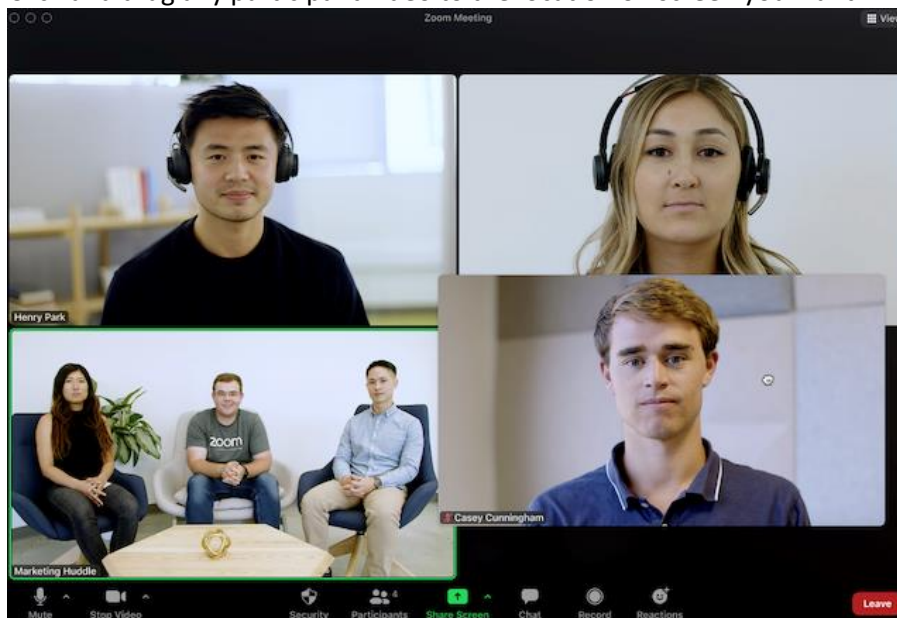
Note: In older versions of macOS, click **Meeting** and **Enter Fullscreen** in the Top Menu bar.



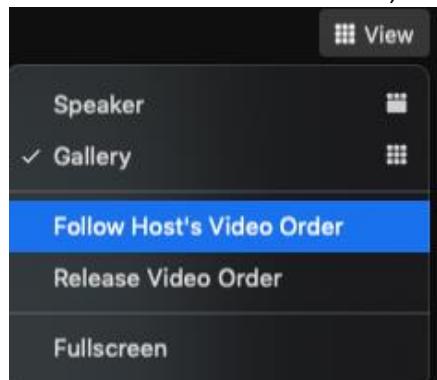
D) Custom Gallery View organization

When in Gallery View, you can click and drag videos to create a custom organization. After the first change, all other participant tiles will remain in place until moved. New participants will be added to the bottom-right, on the last page if multiple are present. Your custom order will be seen only by you, or the host can deploy their custom view to all participants. This order can be released and gallery view will return to normal behavior.

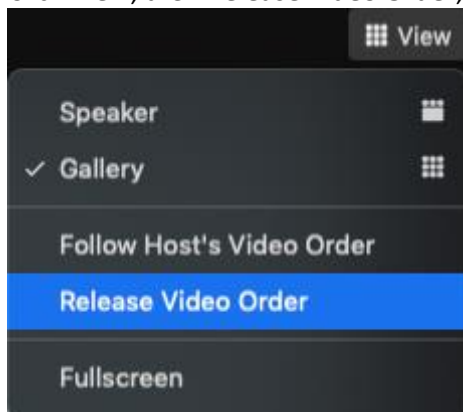
- Click and drag any participant video to the location on screen you want.



- Continue as needed to achieve your desired on-screen order. (Optional) As the host, click **View**, then **Follow Host's Video Order**, to deploy your custom view to all participants.



- Click **View**, then **Release Video Order**, to release the custom order.



E) Floating thumbnail window

The floating thumbnail window allows you to minimize the main Zoom window, but keep the video on top of other applications you have open. You can move the window around your screen as needed, or hide the video entirely.

To switch to floating thumbnail view:

Click on the minimize icon, located at the top-right corner for Windows, or top-left corner for macOS.

Once in mini-window view, you can collapse the video by clicking on the arrow on the left side. Click the arrow again to expand the video thumbnail.

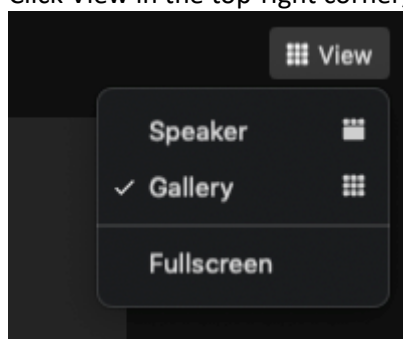


To close the floating thumbnail window and return to the full Zoom window click the arrow on the right side.



F) Switching between Gallery View and Active Speaker View

- Sign in to the Zoom client.
- Start or join a meeting.
- Click View in the top-right corner, and then select Speaker or Gallery

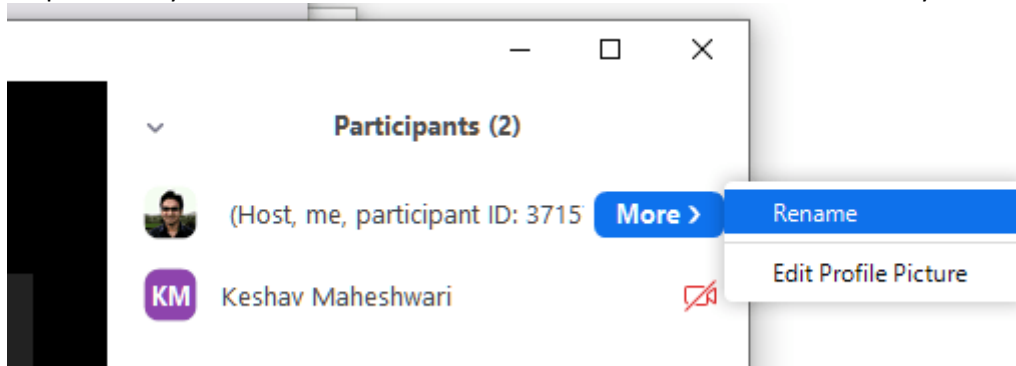


Note: If you're displaying 49 participants per screen, you may need to change to full screen or adjust the size of your window to accommodate all 49 thumbnails.

9. Setting your name in a meeting

A. On PC:

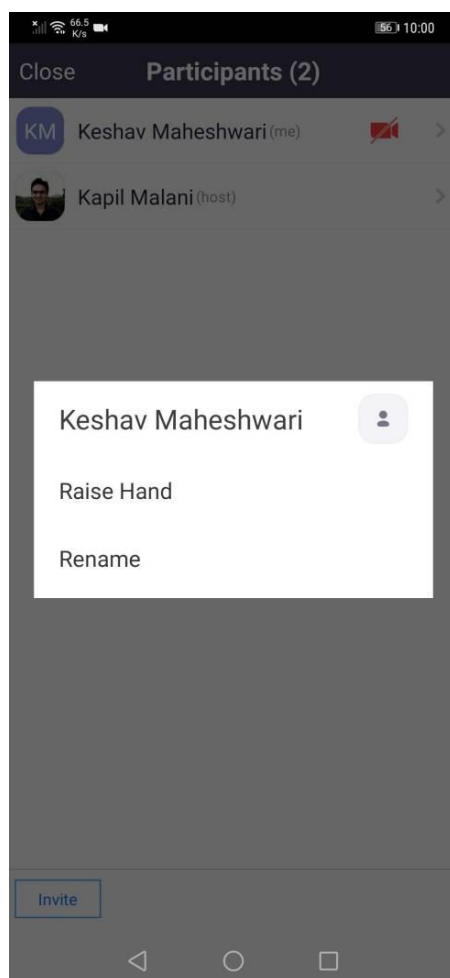
- Step 1: When in a meeting, click on 'Participants' at the bottom of your screen in the calling bar.
- Step 2: Hover the mouse pointer above your name until you see the option to select 'More'.
- Step 3: Once you see it, click on it and select Rename.
- Step 4: Enter your desired name in the text field and click on 'Ok' to confirm your selection.



B. On Phone

- Step 1: During the meeting, tap on 'Participants' to bring up the list of participants in your meeting.
- Step 2: Now find and select your name from the list and tap on it.

- Step 3: Select 'Rename' and enter your desired new name in the text fields to change your name.



10. HTML/WEB client

The Zoom web client allows joining a Zoom meeting or webinar without downloading any plugins or software. However, the web client has limited features and functions best on [Google Chrome](#), [Mozilla Firefox](#), and [Chromium Edge](#). See a detailed list of [features available on the web client](#). Participants joining through the web client will need to be signed in to a Zoom account.

Through your settings, you can control if the [Join From Browser](#) link appears automatically or if it only appears once the participants attempt to download the Zoom client.

Joining the meeting or webinar

- Click the link to join the meeting.
- An option Join from your Browser may appear automatically. If it does not, select download & run Zoom.
- The option Join from your Browser will appear.

- If prompted, sign in to your Zoom account. If you do not have a Zoom account, click Sign Up Free and create a new account.

Sign In

Email address

Password

Sign In

[Forgot password?](#)

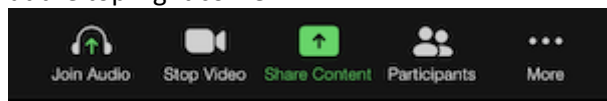
☒ Stay signed in

- You will be prompted to enter your name and the meeting password if it was not included in the join link.
- Click Join to be taken into the meeting.

Please note, that however the Zoom web client allows you to access the meeting, but it does not contain all features of Zoom. [Learn more about the web client.](#)

11. Zoom for Android and iOS: attendee controls

The attendee controls appear at the bottom of your screen, except for Leave meeting which appears at the top-right corner.



Mute / Unmute: Mute or unmute your microphone.

Video: Start and stop your own video.

Share: Start a screen share. You'll be able to select what you want to share. [Learn more.](#)

Participants: See who's currently in the meeting. The participants list also gives you access to these options:

- Tap your name if you want to **rename** yourself.
- **Chats:** Chat with other participants. [Learn more.](#)

More: Non-verbal feedback icons (if enabled by the host). Tapping an icon will notify the host by placing the icon beside your name in the participants list. For example, the hand icon places the raise hand icon beside your name and simulates a hand raise.

12. Participating in breakout rooms

Overview

Breakout rooms are sessions that are split off from the main Zoom meeting. They allow the participants to meet in smaller groups, and are completely isolated in terms of audio and video from the main session. Breakout rooms can be used for collaboration and discussion of the meeting.

Prerequisites

- Join the meeting by the Zoom desktop client, mobile app, web client, phone, or H.323/SIP device
- Invitation to join breakout rooms from the meeting host

Note:

- Users joined into the Zoom meeting from the Zoom desktop client, Zoom mobile app, Chrome OS client, or H.323/SIP devices can participate in breakout rooms. Users joined using Zoom Rooms are unable to join breakout rooms, but the main room can be used as an alternative session for these users.
- Only the host can assign participants to breakout rooms.
The co-host can leave and join any breakout room only after they join a breakout room assigned to them by the host.

A. Joining a breakout room

- The host will need to invite you to join the breakout room.
- Click **Join**.
- If you choose **Later**, you can join by clicking the **Breakout Rooms** option in your meeting controls.



- Click **Join Breakout Room**.

You have been assigned to Breakout Room:

Breakout Room 2

Join Breakout Room

You will have access to full controls similar to the meeting.

B. Asking for help

If you click **Ask for Help**, it will notify the meeting host that you need assistance and they will be asked to join your breakout room.

- Click **Ask for Help** in the meeting controls.



- Confirm that you would like assistance by clicking **Invite Host**.

You can invite the host to this Breakout Room for assistance.

Invite Host

C. Leaving the breakout room

You can leave the breakout room and return to the main meeting session at any time, or you can leave the meeting entirely from the breakout room.

- Click **Leave Breakout Room**.
- Choose if you want to leave the breakout room or the entire meeting.

- When the host ends the breakout rooms, you will be notified and given the option to return to the main room immediately, or in 60 seconds.

13. Sharing a whiteboard

Overview

The whiteboard feature will allow you to share a whiteboard that you and other participants (if allowed) can annotate on.

A. Sharing a whiteboard

- Click the **Share Screen** button located in your meeting tool bar.



- Click **Whiteboard**.



Whiteboard

- Click **Share**.
- The annotation tools will appear automatically, but you can press the **Whiteboard** option in the meeting controls to show and hide them.
- Use the page controls in the bottom-right corner of the whiteboard to create new pages and switch between pages.



Note: Only the participant or host that started sharing the whiteboard has access to create and switch pages.

- When you are done, click **Stop Share**.



B. Multiple whiteboards in a meeting

If you have simultaneous screen sharing on, multiple participants will be able to share a whiteboard at once. However, to see two whiteboards at once, or your own whiteboard and another participant's, you will need to have dual monitors enabled.

14. Application for desktop

<https://zoom.us/support/download>

15. Application for Smartphone or Tablet

Zoom App for iOS: <https://apps.apple.com/us/app/zoom-cloud-meetings/id546505307>



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Zoom for android: <https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en>

16. If you need more help

<https://support.zoom.us/hc/en-us>

https://support.zoom.us/hc/en-us/articles/206175806#h_12512067-340a-4ca9-8d5b-f52a7ed016fb

<https://support.zoom.us/hc/en-us/articles/zoom.us/download>

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-PC-and-Mac>