

ZOOM USER GUIDE – AUDIENCE

SETTING UP THE ZOOM APP

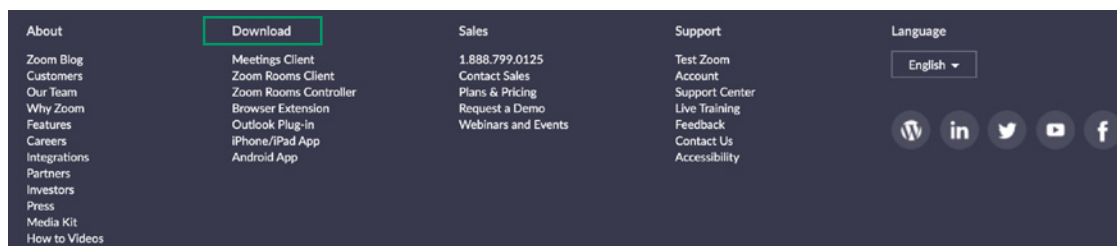
Create an account

- Go to the Zoom website (<https://zoom.us>).
- In the upper-right corner of the webpage, click "Sign up, It's Free".
- Enter a valid email to associate with the Zoom account. That address will receive a confirmation with an "Activate Account" link. Follow the steps to finalize the account.



For downloading the app to a computer

- On the Zoom website (<https://zoom.us>), scroll to the bottom of the webpage.
- In the "Downloads" column, click the "Meeting Client" link (outlined in green below).



- Under "Zoom Client for Meetings," click "Download".

For downloading the app to a smartphone

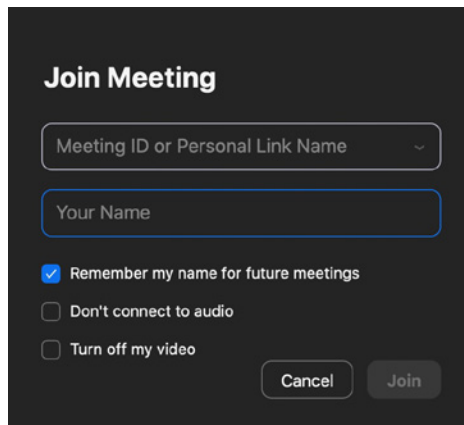
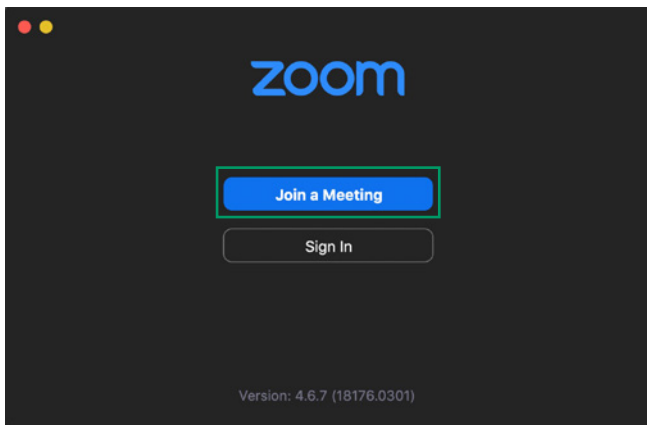
- In the App Store (for iPhones) or Google Play Apps (for Android) search "Zoom". The result may call it "Zoom" or "Zoom Cloud Meeting".
- Download the app. (The app icon can be seen to the right.)
- Tap the Zoom icon to launch the app.
- You will be given the option to "Sign In" or "Join a Meeting".
- Selecting "Sign In" will allow you to host, schedule, and join a meeting.
- Selecting "Join a Meeting" will prompt you to enter a Meeting ID number for the meeting you are trying to join.





Joining a meeting using a Meeting ID

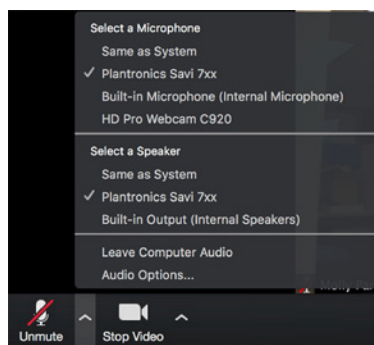
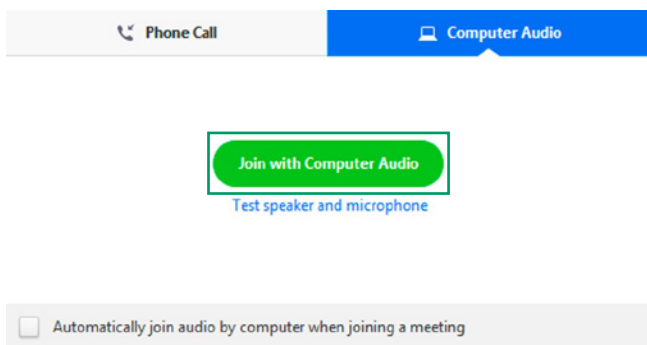
- From the home window of the Zoom app, click on "Join a Meeting" (outlined in red).
- A screen will prompt you to enter the Meeting ID number provided by the host. Click "Join" to enter the meeting.



For better audio quality



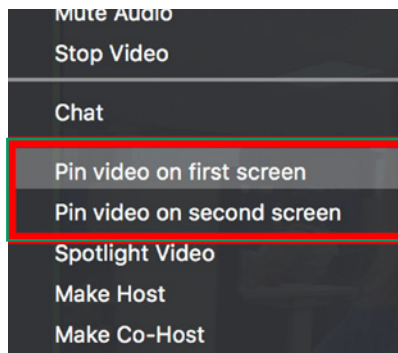
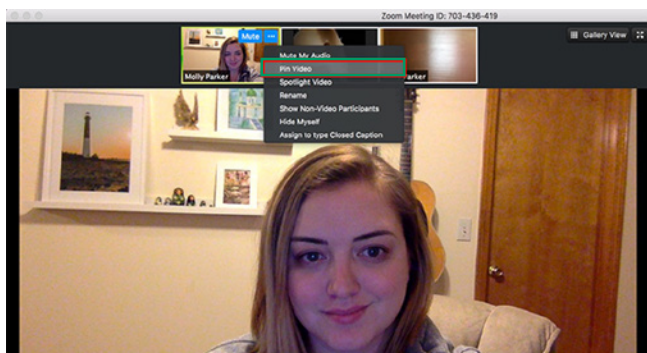
- Try to join meetings in quiet, indoor locations to control ambient noise.
- Use a headset for audio, instead of built-in computer speakers, for better sound quality.
- You can test your audio connection before joining by clicking the "Test Computer Mic & Speakers" link.
- You can access your audio settings and test your audio when you are already in the meeting.



Better video setting

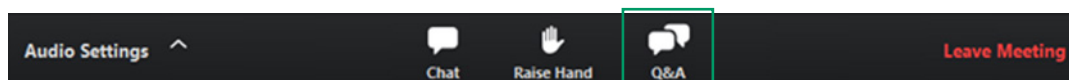


- For a better view of presentations, it is best to join webinars using a PC or laptop.
- "Pin video" allows you to disable the active speaker view feature, remaining with a specific speaker (presenter) and preventing the image from changing to others when they start speaking.
- At the top of your screen, hover over the video of the speaker. Click "...", choose "Pin Video" from the menu that appears.



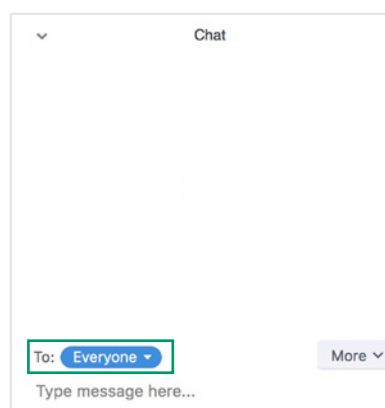
Q&A feature

- Use "Q&A" to submit questions for the presenters.



Chat feature

- While in a meeting, click "Chat" in the meeting toolbar to open a chat window on the right.
- Type a message into the chat box or click on the drop-down menu next to "To:" for sending messages to specific people.
- On a mobile device, click on "Participants". At the bottom of the participants list, click "Chat".



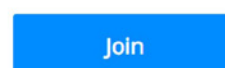
Improving your Zoom connection

Use the best Internet connection possible

- Plan ahead for Zoom meetings. Join Zoom meetings from a location where you can use a fast, reliable Internet connection whenever possible.
- Check your Internet bandwidth using an online speed test, such as nperf or Speedtest.
- You can also test your Internet connection by joining a test meeting at <http://zoom.us/test>.

Join Meeting Test

Test your internet connection by joining a test meeting.



If you are unable to join the meeting, visit [Zoom Support Center](#) for useful information.



Mute your microphone when you are not speaking

- Zoom reserves part of your Internet connection's bandwidth for uploading audio whenever your microphone is on, even if you are not speaking. Mute your microphone when you do not need it so that Zoom can manage your bandwidth more effectively.



Close other, unneeded applications on your computer

- Zoom meetings can demand significant memory and processing power. Close other applications that you will not need during the session to help Zoom run better.



Avoid other activities that will consume bandwidth

- Avoid starting other bandwidth-intensive activities before or during a Zoom meeting.
- On your Zoom device, and on other computers and devices sharing your Internet connection, avoid:
 - Large downloads or uploads
 - Streaming videos (e.g., YouTube, Hulu, Netflix)
 - Cloud backups
 - Cloud file synchronizations (e.g., OneDrive, Dropbox)

