

# QUICK GUIDE FOR USING ZOOM

This quick reference guide will get you started using Zoom. The guide includes:

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## ATTENDING A MEETING

### TEST YOUR SETTINGS

It is recommended that you test your computer prior to attending a meeting. You can do this by going to <https://zoom.us/test>

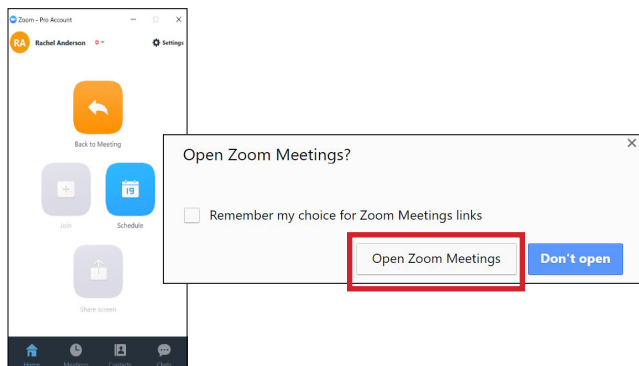
The test meeting will launch. If this is your first time using Zoom, you will be prompted to download the Zoom Client.

*Note: If you would like to install this before launching the test meeting, you can do so here: <https://zoom.us/download>*

If you have issues connecting to Zoom, see their support information at [support.zoom.us](https://support.zoom.us) or contact the UTech Service Desk at [help.case.edu](https://help.case.edu)

### JOIN A MEETING

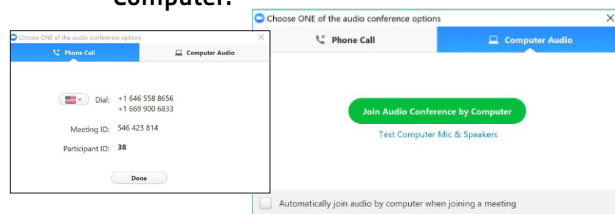
- Navigate to the **meeting URL** in a browser. This should be a link that looks similar to:  
**<https://cwrw.zoom.us/j/#####>**
- If this is your first time joining a Zoom meeting, you will be prompted to download and run the Zoom Client. Follow the on-screen prompts to install the Client.
- Once the Zoom Client has been installed, your meeting will launch.



### AUDIO

Once you enter into a Zoom meeting, you will be prompted to connect your audio. You can also connect your audio by following these steps:

- Click the **Join Audio** button at the bottom of the Zoom meeting.
- Select whether you want to connect to the audio via **Phone Call** or **Computer Audio**.
  - If connecting via **Phone Call**, dial the number shown and follow the prompts to enter the Meeting ID and Participant ID. Click **Done** once you are connected via phone.
  - If connecting via **Computer Audio**, click **Test Computer Mic & Speakers** to check your settings. After testing, click **Join Audio Conference by Computer**.



*Remember to **always** use a headset or headphones when connecting to audio with your computer to help avoid any audio feedback issues.*

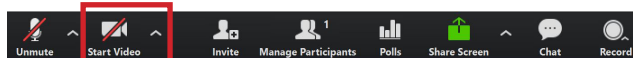
Once your audio is connected, click on **Mute** or **Unmute** at the bottom of the Zoom meeting to toggle your mic on and off.



*Tip: Always keep yourself muted if not speaking. This will help avoid any feedback issues that may occur.*

### VIDEO

- Click the **Start Video** button at the bottom of the Zoom meeting.
  - Your camera will be open and visible to the other meeting participants. If you need to adjust your camera, you can click the **arrow** next to the camera icon and select **Video Settings** to make any necessary modifications.
- Once your video is connected, click **Start Video** or **Stop Video** at the bottom of the Zoom meeting to toggle your camera on and off.

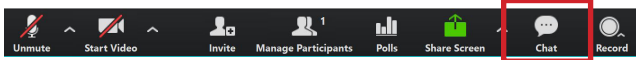


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## CHAT

The chat feature can be helpful if you want to share a message to the class without interrupting the speaker. It can also be useful when communicating with others if you have technical issues.

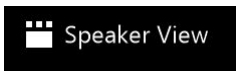
1. Click the **Chat** button at the bottom of the Zoom meeting. This will open the chat panel.
2. Select your audience for your chat message using the **To** selector at the bottom of the chat window.
  - Selecting a specific person will allow you send a private message to just that individual, whereas selecting everyone will send your message to all meeting participants.
3. Type in your message then press the **Enter key** on your keyboard to send the message.



## ADJUST THE MEETING DISPLAY

Once the meeting has started, you may find it helpful to change the way cameras are displayed.

In the top right of the meeting window, click on a **button** to toggle your view.



- **Speaker View** - this view shows the active speaker as the largest video. Other participants are shown across the top of the meeting window in a filmstrip view.



- **Gallery View** - this view shows all speakers in equal size rectangles. The active speaker is highlighted with a boarder around their camera.



- **Full Screen** - this view can be used with either Speaker or Gallery view. Full Screen mode maximizes the amount of screen space the cameras take up in the meeting window.

## HOW TO RAISE HAND

Raising your hand is a great nonverbal way to let the host know you wish to speak or have a question.

1. Click on the **Participants** button at the bottom of the meeting room to open the Participants panel.
2. Click on the **Raise Hand** button at the bottom of the Participants panel.



## TROUBLESHOOTING

### “I can’t get into the meeting”

- Make sure you are using the correct meeting link.
- If your meeting organizer requires a password to access the meeting, make sure you are entering it correctly.
- Some meetings might also require the organizer be in the room before participants are allowed in; in this case, you will see a message letting you know you must wait for the host to join first before you’ll be granted access.

### “I can’t hear any audio.”

- Check any buttons on your headset or earphones to make sure they’re not muted and that the volume is at an audible level.
- From the arrow next to the Audio button, select **Test Computer Mic & Speakers**. Make sure that the correct speakers are selected and that you can hear the test audio.
- Make sure that you are connected to the meeting audio. Click the **Join Audio** button at the bottom of the meeting to connect to the meeting’s audio.

### “No one can hear me speak.”

- Make sure your microphone isn’t muted. Click the **Unmute** button to unmute your mic.
- Check any buttons on your headset or earphones to make sure they’re not muted.
- From the arrow next to the audio button, select **Test Computer Mic & Speakers**. Make sure that the correct mic is selected and that you can record the test audio.

### “People hear an echo when I’m speaking.”

- Make sure that you are using a headset or earphones to join the meeting audio from your computer.
- If you don’t have a headset or earphones, consider connecting to the meeting audio via telephone.
- Keep yourself muted when not speaking.

### “The host is sharing their screen, but it’s fuzzy.”

- Click the **Full Screen** button to maximize the viewing area.
- Click View Options at the top of the meeting window, then select either **Fit to Window** or **Original Size**

### Need additional assistance?

Contact the UTech Service Desk for additional help.

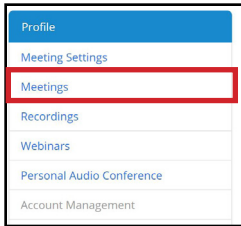
- (216) 368-HELP
- help@case.edu
- help.case.edu

# QUICK GUIDE FOR USING ZOOM

## PREPARING A MEETING

### CREATING A MEETING

1. Log-in to Zoom's website at [case.edu/zoom](https://case.edu/zoom)
2. Click the **Sign in** button and sign-in with your CWRU ID and password.
3. Select **Meetings** on the left of the page.
4. Select **Schedule a New Meeting**.
5. Enter in a **topic** for your meeting and an optional **description**.
6. Adjust the meeting settings to meet your meeting needs.



- **Recurring meetings:** Select the checkbox for recurring meeting, then select the recurrence frequency. This will let you use the same meeting URL for several meeting sessions.
  - **Host and Participant video:** Select whether you want the host and participant video on or off when they enter the meeting room. Even if you choose "off," the users will have the option to start their video after they enter the room.
  - **Enable join before host:** Allow participants to join the meeting without the host or before the host joins.
  - **Mute Participants Upon Entry:** If "Join Before Host" is not enabled, this will mute all participants as they join the meeting.
7. Optionally, enter in the **abc123@case.edu** email address of anyone else who should be able to host the meeting in the **Alternative Hosts** field. This will grant them automatic host status when they join the meeting room.
  8. Click **Save** to save the meeting settings.
  9. On the next page, copy the **Join URL**. This is the link that you and your users will use to join the meeting room. Creating a meeting will also send a confirmation email to your CWRU webmail inbox with meeting details. You can send this message to your participants to provide them with the meeting details.

### FIND MEETING INFORMATION

1. Log-in to Zoom's website at [case.edu/zoom](https://case.edu/zoom)
2. Click the **Sign in** button and sign-in with your CWRU ID and password.
3. Select **Meetings** on the left of the page.
4. Click on the name of the meeting.
5. Copy the **Join URL** and send it to your users.
  - **Alternatively,** you can send the meeting confirmation email you receive after scheduling your meeting to your participants.

## OPERATING A MEETING

### STARTING MEETING (AS HOST)

1. Log-in to Zoom's website at [case.edu/zoom](https://case.edu/zoom)
  - **Alternate:** Navigate to the meeting URL in a browser. This should be a link that looks similar to: <https://cwrucwru.zoom.us/j/#####>.  
**Move to step #4 if using this method.**
2. Click the **Sign in** button and sign-in with your CWRU ID and password.
3. Select **Meetings** on the left of the page, then click on the Start button next to the meeting's name.



4. If this is your first time connecting to Zoom, you will be prompted to download and run the Zoom Client. Follow the on-screen prompts to install the Client.
5. Once the Zoom Client has been installed, your meeting will launch.

### CHANGING PARTICIPANT ROLE

You can promote users to various roles in your Zoom meeting room. Please note that Zoom rooms can only have one host at a time, so if you assign someone that right, you will lose those permissions until you reclaim the host role.

1. Click the **Manage Participants** button on the bottom of the meeting room.



2. On the Participants panel, place your cursor on the person whose role you want to change.
3. Select the appropriate role for that user from the menu that appears.

### MUTING PARTICIPANTS

1. Click the **Manage Participants** button at the bottom of the meeting room.
2. On the Participants panel, place your cursor on the person who you wish to mute and click the **Mute** button.
3. To unmute a user, click on the **Unmute** button next to their name.

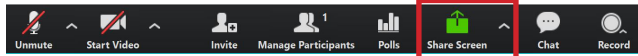
### SHARE A FILE

1. Click the **Chat** button at the bottom of the Zoom meeting. This will open the chat panel.
2. Select **More**, then click **Send File** and choose the file to send.
3. This will share the file to your meeting participants via the chat panel. Participants can then download and save the file to their device.

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## SHARING YOUR SCREEN

1. To start screen sharing, select the **Share Screen** button located at the bottom of the meeting room.

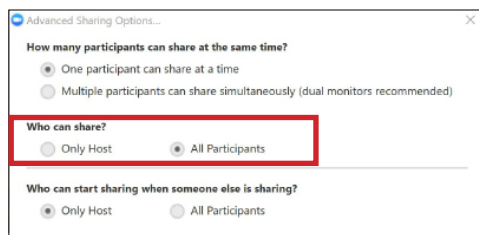


2. Select whether to share your entire desktop or an individual application/window.
3. Click **Share Screen** to start sharing your screen.
4. The Zoom meeting room will then collapse into the Screen Share Menu at the top of your computer screen. Participants can now see what you have chosen to share.
5. You can use the Screen Share Menu controls at the top of your computer screen to access the Zoom meeting tools and stop sharing your screen.

## PREVENTING PARTICIPANTS FROM SHARING SCREEN

If you wish to prevent participants from sharing their screens, you can do so.

1. Click on the **arrow** next to the Share Screen button.
2. Select **Advanced Sharing Options** from the menu that appears.
3. Select **One Participant can share at a time**.
4. Under the "Who can share?" setting, make sure **Only Host** is selected.



## RESTRICTING MEETING ACCESS (ENABLE WAITING ROOM)

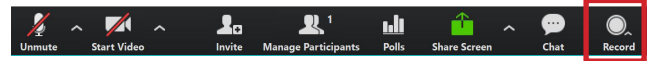
The waiting room allows for the host to control when a participant joins the meeting.

*Note: If Waiting Room is turned on, Join Before Host will not work for your meetings.*

1. Log-in to Zoom's website at [case.edu/zoom](https://case.edu/zoom)
2. Click the **Sign in** button and sign-in with your CWRU ID and password.
3. Select **Meeting Settings** on the left of the page.
4. Under **In Meeting (Advanced)** settings, enable the option for Waiting Room.
5. Click **Save Changes** to save your settings.
6. Once a participant joins the meeting, you will see the option to either **Admit** or **Remove** the user on the Participants panel.
7. Select **Admit** to allow them to join the meeting.

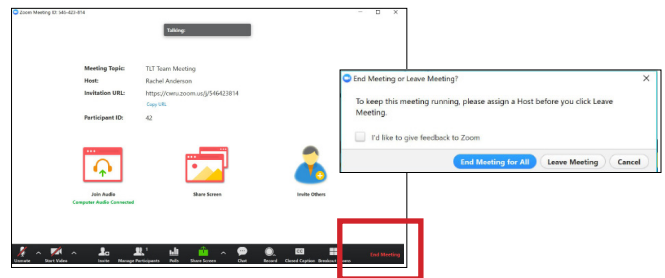
## RECORDING A MEETING

1. Select the **Record** button at the bottom of the meeting room.
2. Select either **Start Cloud Recording** or **Start Local Recording**.
3. To pause the recording, click on the pause button at the bottom of the meeting room. To stop the recording press **Stop Recording** or end the meeting.
4. Once the recording has been stopped, the recording must be processed before viewing. For cloud recordings, Zoom will send an email to the host's CWRU webmail address when the process is completed. For local recordings, you can find the recorded video on your local computer.



## ENDING A MEETING

1. Click on the **End Meeting** button at the bottom of the meeting room.
2. The end meeting window will appear. Select **End Meeting for all** to close the meeting room for all of the participants.



## SHARING CLOUD RECORDINGS

1. Log-in to Zoom's website at [case.edu/zoom](https://case.edu/zoom)
2. Click the **Sign in** button and sign-in with your CWRU ID and password.
3. Select **Recordings** on the left of the page.
4. Click on the name of the meeting whose recording you wish to view.
5. Click **Share** under the recording you wish to share.

