

# Using Zoom

Zoom lets you make video calls through your computer. You can see and hear people, and they can see and hear you. You can also view a presentation through the system.

The benefit of Zoom is that all you need is access to the internet. You'll click on a link and download the software to join the meeting. You can run meetings up to 40 minutes long free of charge.

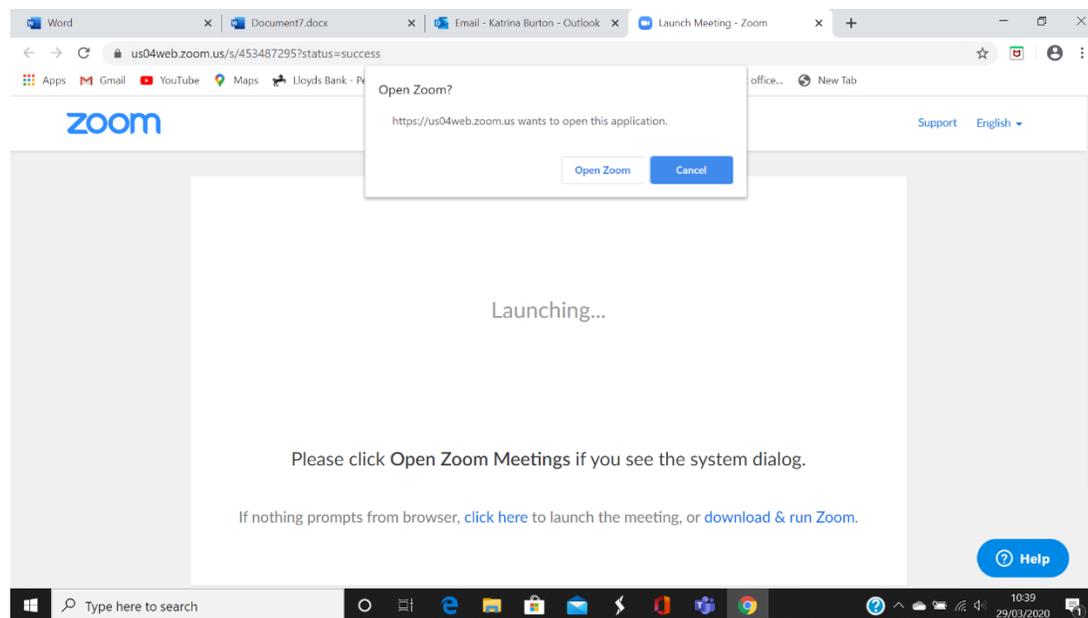
## To use Zoom

1) You will usually be sent a link in an email that looks something like this:

<https://us04web.zoom.us/j/453487290>

It will probably come in an email from the person who has organised the meeting, and the email will also tell you the time and day of the meeting.

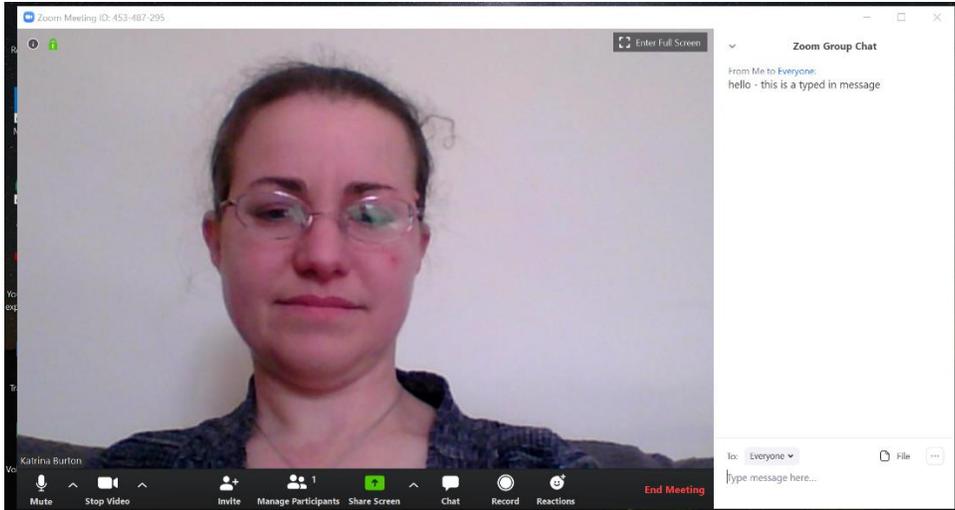
2) When the meeting time comes, click on the link. This will open a new window and it will ask you to 'open zoom'



3) Click to 'open' or 'download & run Zoom'

4) You should then get a message asking you 'Join with computer audio'. Click that.

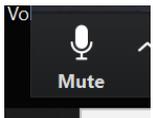
It will also ask for your name. This will come up on the screen if you stop your video, so first name is fine.



5) You are then in the meeting and should be able to hear and see everyone else.

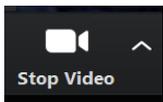
The buttons come up along the bottom of the screen when you move your mouse to the bottom.

They are:

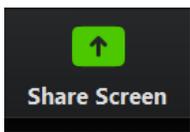


**MUTE** : Click this once and it turns your sound off.

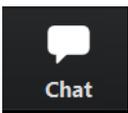
The best approach is to turn your sound off straight away and only put it on when you want to say something, otherwise there can be feedback.



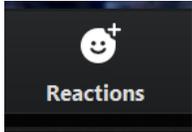
**STOP VIDEO** : This stops your video showing.



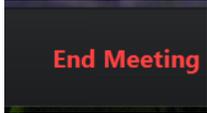
**SHARE SCREEN** : If you click this, it will share what is on your screen with everyone. This is how someone can show a presentation.



**CHAT**: This opens up a box to the right of the screen where everyone can type messages. You type in the box at the bottom and press 'enter' to share your message. Generally your message will be seen by everyone!



REACTIONS: This gives you the option of adding a smiley face or similar is response to what is being said.



END MEETING or 'Leave meeting' means you are leaving the call.

## Troubleshooting

- The Zoom software doesn't open : If this doesn't seem to work, check in your computer security settings that your computer is allowed to download files – this is an exe file, so some security settings might stop it.
- I can't hear anything : check your volume is on. At the start of the meeting, there may not be anything to hear!
- No one can hear me : check whether your microphone on your computer is working.
- I can't see myself : check if your webcam is working
- It keeps freezing/sounding strange : that's probably your internet connection going slow. It should be better the closer you are to your internet hub.
- If sound quality is poor, try turning off your video to reduce the amount of data you are trying to send
- Echos or strange sounds can occur when the audio is coming from multiple speakers. Check you haven't got the meeting open twice and if two people are watching the same presentation, move into different rooms.