



Zoom Tips

For more troubleshooting information go to <https://zoom.us/>

JOINING A ZOOM MEETING

Step by Step Instructions

Either:

1. Click on the Zoom link you may have been provided with (it will look something like this: <https://otago.zoom.us/j/123456789>)

Or

2. Go to <https://zoom.us/join> and Enter the Meeting ID that you have been provided with in the appropriate field and click 'Join' (the Meeting ID will be a 9 or 10 digit number)



If joining from a mobile Device

If you are joining from a mobile device (Android smartphone/tablet, Apple iPhone/iPad) then it will simply prompt you to download the Zoom Cloud Meetings app from the App/Play Store.

If joining from a computer

When entering a Zoom meeting for the first time from a computer you will need to download a small application file.

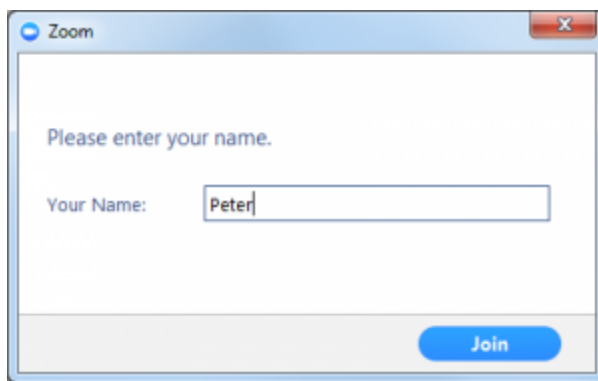
This process is easy to complete on all commonly used browsers.



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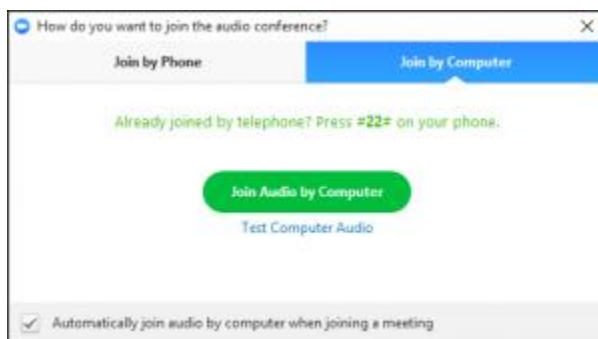
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Just before entering the meeting you will be prompted to enter a display name. This name is simply to identify you in the meeting.



Join Audio via Computer

You will then be prompted how you wish to join your audio, select Join Computer by Audio (*TIP: by ticking the "Automatically join audio by computer..." option box first, will mean you won't get prompted again in the future*)



Using Chat

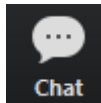
You can use the 'Chat' facility to send text chat to all participants or privately to specific participants.

Click on the 'Chat' icon in the tool bar, again hover your mouse over the Zoom window if you can't see the tool bar.

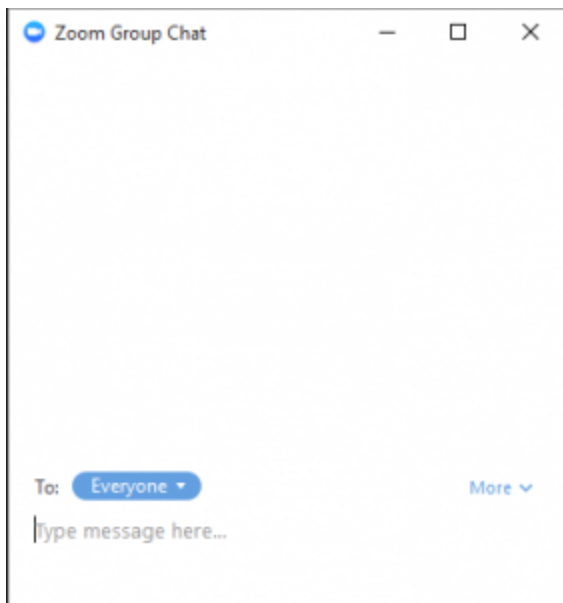


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A chat window will then open. Select 'Everyone' or the name of the person you wish to send a chat message to.



Pin a Particular Speaker

Overview

You can [pin](#) a video during a meeting.

Pin screen allows you to disable active speaker view and only view a specific speaker. This is particularly helpful for people who need to use an interpreter. Pinning another user's video will only affect your local view in the Zoom Room, not the view of other participants and will not affect cloud recordings.

Instructions

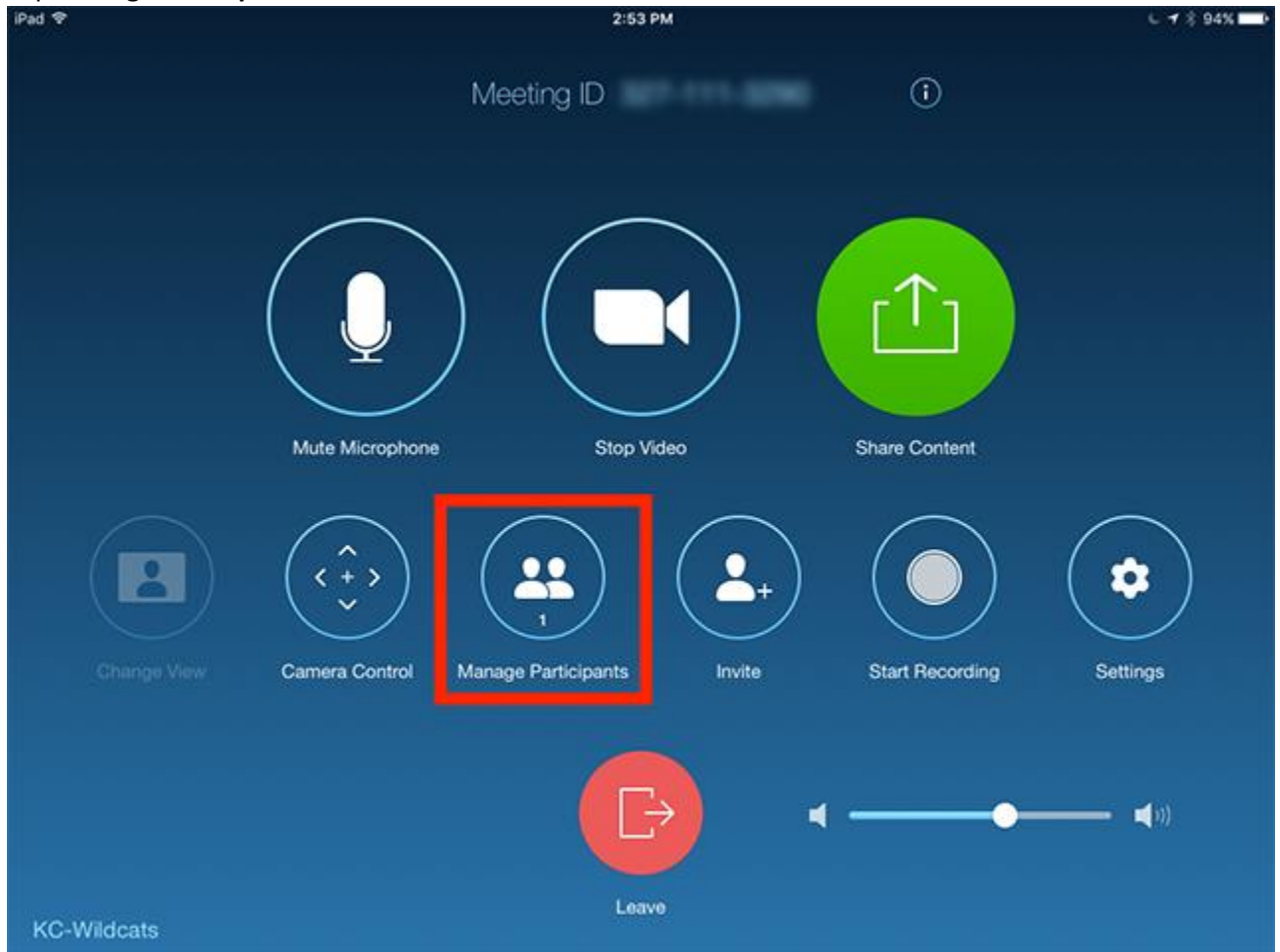
1. Start a new or scheduled meeting.



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2. Tap **Manage Participants** on the Zoom Room Controller.

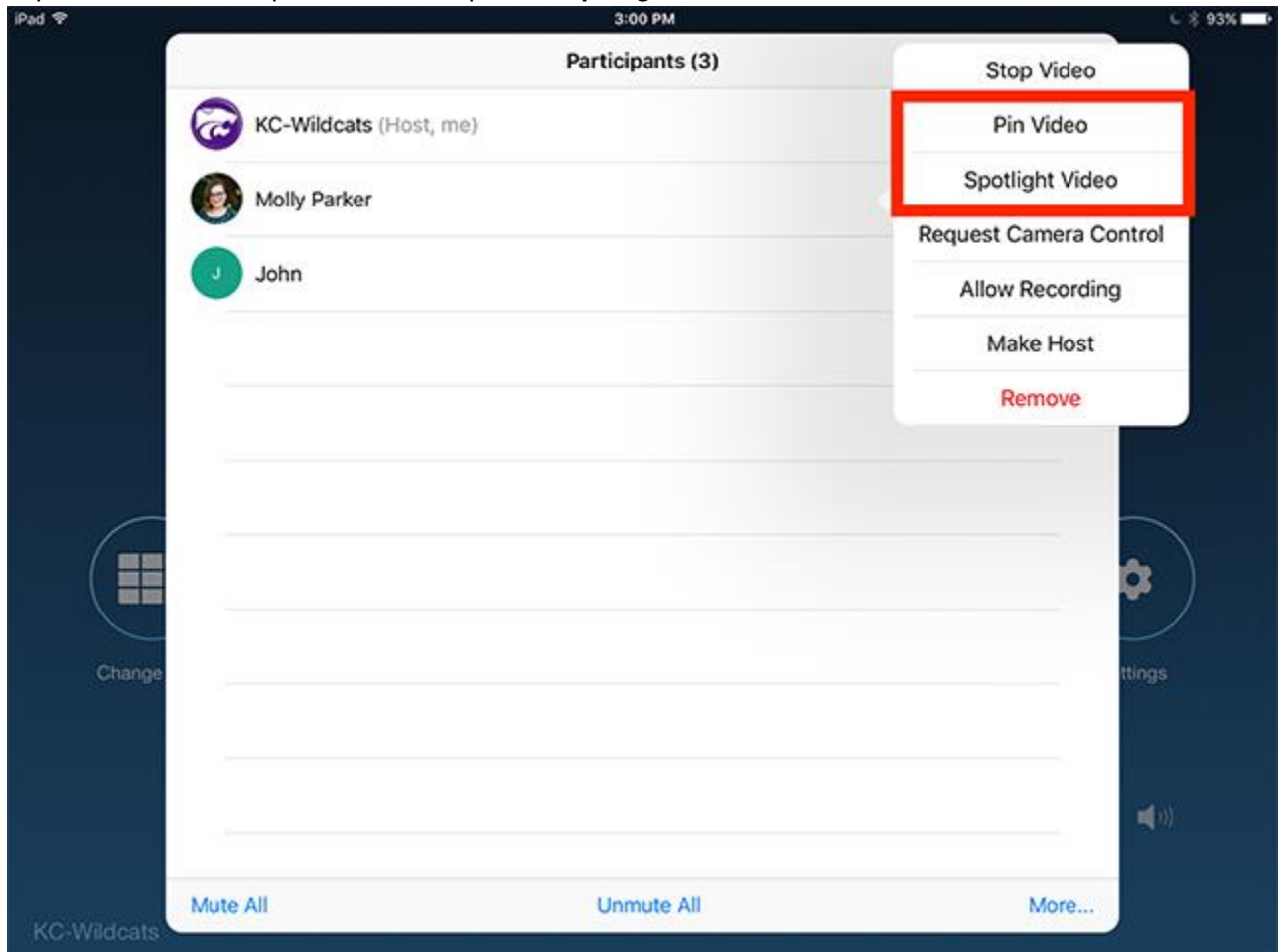




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3. Tap the Host or Participant's name > tap **Pin** or **Spotlight Video**.



Common Trouble Shooting Tips

Audio Echo in a Meeting

If you hear audio echo or audio feedback during your meeting, there are 3 possible causes:

1. A participant has both the computer and telephone audio active



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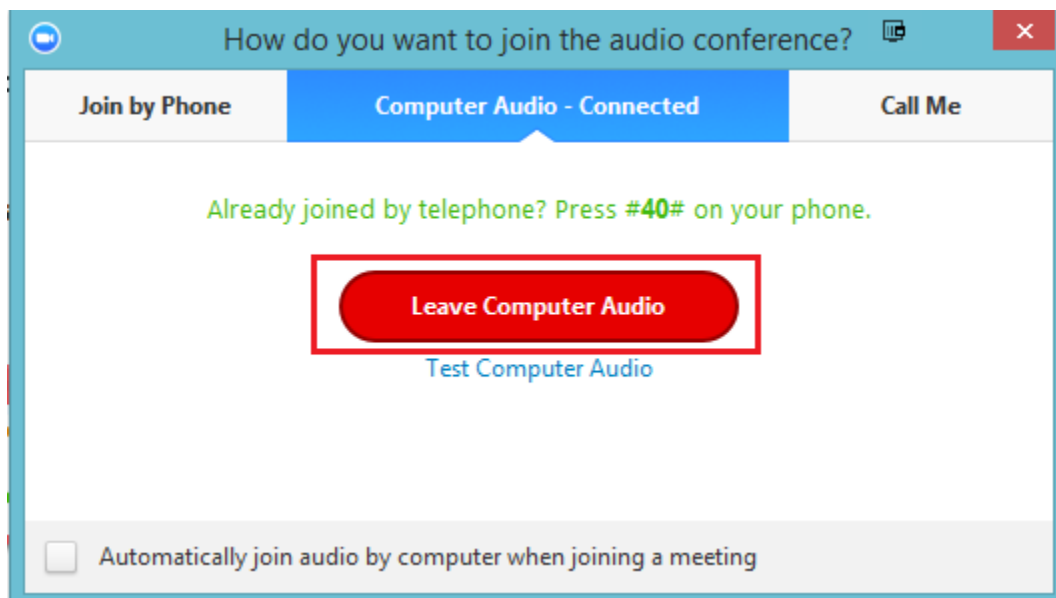
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2. Participants with computer or telephones speakers that are too close to each other
3. Multiple computer with active audio in the same conference room

Case 1: A participant has both the computer and telephone audio active

If you join from a computer and call in from the telephone, please make sure you either

- Enter your *participant ID* when calling in, or enter your *#participant ID#* when already in the call
- Or, manually leave computer audio on your computer



Case 2: Participants with computer or telephones speakers that are too close to each other

If another participant is too close to you, and both of you have speakers on, please *leave audio conference* on one of the computers or hang up one of the telephone connections.

Case 3: Multiple computer with active audio in the same conference room

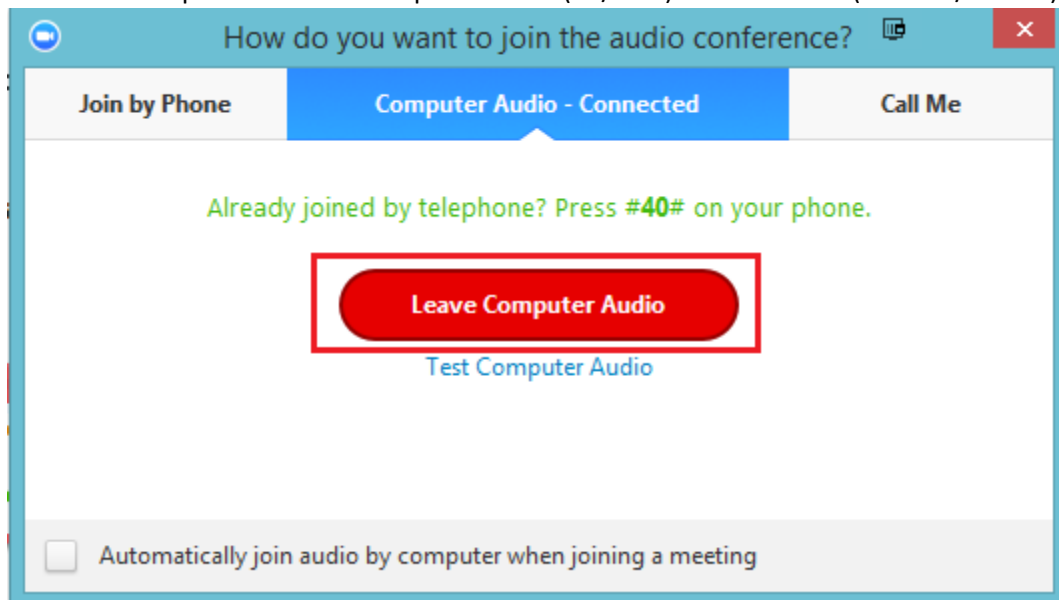
If you are in a conference room with multiple devices, please disconnect computer audio from the other devices.



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- Select Audio Options > Leave Computer Audio (PC/Mac) or Disconnect (Android/iPhone).



- Muting is not enough as you mute the mic but the speaker is still on.

Other Tips:

Generally, if you are hearing echo, it means that there is a device out there that is channeling your audio back.

To isolate the attendee:

- Host can mute the attendee one at a time
- Host can mute all, and unmute one at a time
- Attendee can mute him/herself

The source of echo can also be from:

- Speakers (such as TV or sound bar) that are too loud
- Echo cancellation has failed (device or performance issue)



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- A bad microphone

<https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>

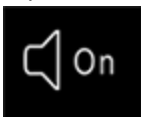
My Audio is Not Working on iOS or Android

Zoom mobile app on iOS or Android (available on [Apple App Store](#) and [Google Play](#))

Troubleshooting Speaker Issues

If you cannot hear other participants in a Zoom meeting, follow these steps to troubleshoot the issue.

- Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker:



- Increase the volume on your mobile device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, your device's volume might be set to mute or vibrate only.
- Try using earphones.
- Restart your mobile device.
- Reinstall Zoom from the [Apple App Store](#) or [Google Play](#)