

Zoom – online video conferences

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Introduction

UKCEH is providing this guidance for customers joining a UKCEH online training course. This is part of our overall training offer: <https://www.ceh.ac.uk/training>

Feel free to share this document with anyone who may benefit from it!

Zoom <https://zoom.us/> allows you to have an online video meeting with colleagues, business partners, friends and family via the internet.

What you will need:

Only the host of the meeting needs a Zoom account. Zoom participants do not need a Zoom account.

You can test your computers compatibility and have a test Zoom meeting here

<https://ukri.zoom.us/test> or here <https://zoom.us/test>

1. You need a laptop, desktop computer or tablet with an internet connection (preferably fibre broadband).
2. You can also use a smartphone, but you may find the quality of the experience not quite the same (due to screen size). This may be preferable if you have concerns about your broadband speed.
3. A headset and a second external screen will make your Zoom experience even better.

Zoom works on all types of computers (MacBook, Chromebooks, Microsoft etc.). Set-up may vary slightly. **The detailed instructions below are for desktop users using Windows 10.**

If you want to join Zoom from a smartphone, you need to install an app:

- Apple devices, e.g. iPhone: <https://apps.apple.com/gb/app/zoom-cloud-meetings/id546505307>

- Android devices:
https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=en_GB

Short video guides:

How to join a meeting: <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->

Zoom for Android or iPhone users <https://www.bbc.co.uk/news/technology-51968122>

(Scroll down to video below the headline “How to receive a video call without installing software“ – from 52 seconds)

Privacy and Intellectual Property:

Please do not record the video meeting nor take any screen-shots of people without the explicit permission of everybody else present in the online meeting!

(UKCEH will provide a copy of any PowerPoint presentations used in an online training course, usually before the online training.)

Disclaimer:

UKCEH is putting this information in the public domain for the benefit of partners, customers and the UKRI family of organisations.

UKCEH does not have any affiliation with Zoom. UKCEH is merely using the Zoom service as a customer.

Dr Ingo Schüder of UKCEH has collated this guidance to the best of his knowledge and abilities. All customers and partners use Zoom and this guidance at their own risk.

Zoom step by step for participants

This guide is for people who have little or no experience in using this kind of technology. This guide covers every single step with screenshots.

Once you have managed to join a UKCEH online meeting (training course), there will be a reminder of the key functions. Please always join on time, as people joining late and then experiencing problems (e.g. audio not working) may not get the full support they need immediately.

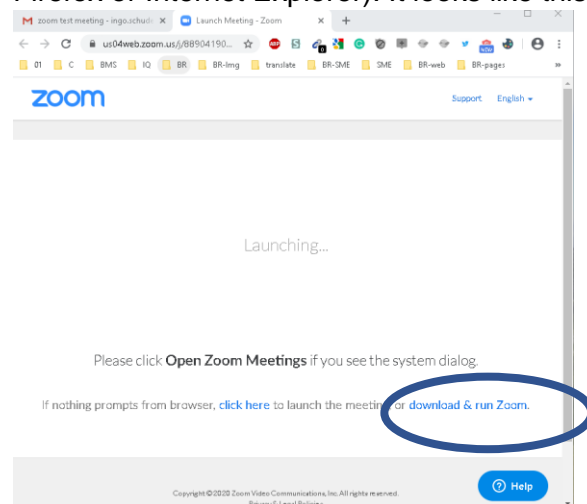
Joining Zoom for the first time – downloading the Zoom program

- 1.) Start your computer. Make sure your web-camera is turned on, either one built into the laptop lid (centre top – should come on automatically unless you have disabled it) or an external camera.
- 2.) If you have a headset (with or without microphone), plug it into your computer now.
- 3.) Open your email programme. In the email you have been sent by UKCEH, **click on the link** with the joining instructions. Your invitation email may look something like this

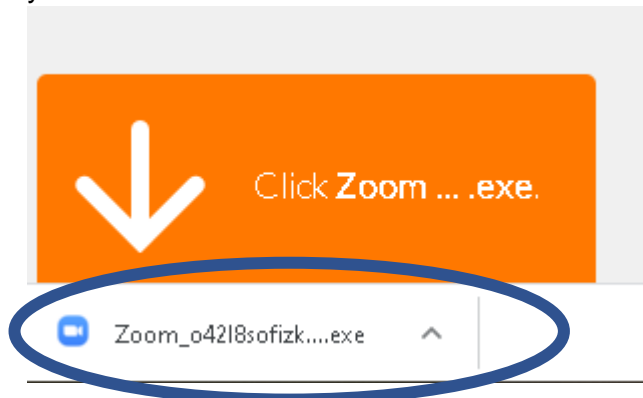
[Note: below, I have blocked out my personal Zoom identity with a box XXXXXXXXXX]:



- 4.) Double-click on the [blue hyperlink](#) to get started.
- 5.) A window will open automatically in your default internet browser (e.g. Google Chrome, Firefox or Internet Explorer). It looks like this (Google Chrome):



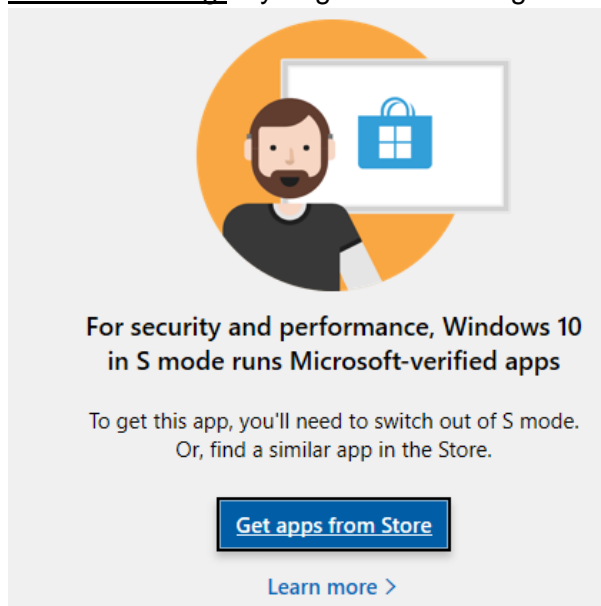
- 6.) You now need to **download a small programme** (10 MB) which will allow you to use Zoom. Often this download happens automatically and you will see this in the bottom left corner of your screen:



- 7.) If this does not happen within 30 seconds, click on “**Download and run Zoom**” and you will see this in the bottom left corner of your screen.



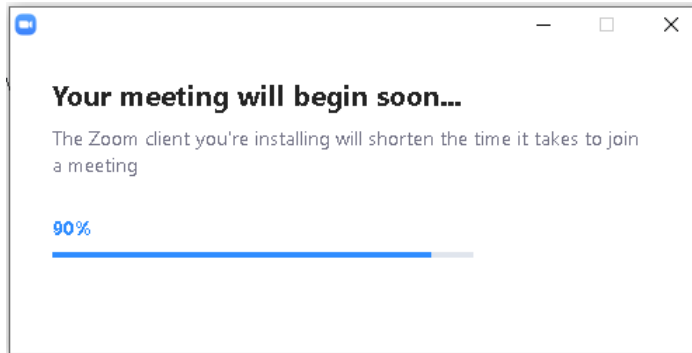
Troubleshooting: If you get the following window popping up



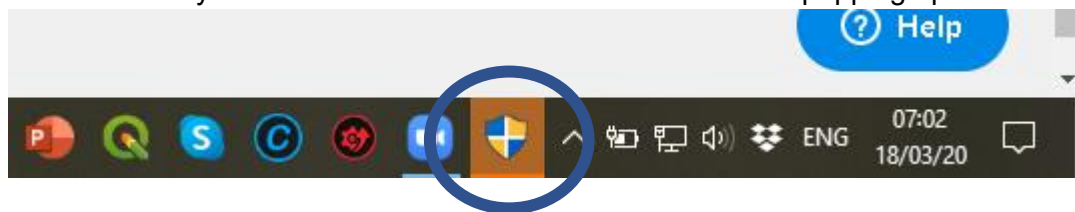
Follow these steps to **turn Microsoft S-mode off**: <https://support.microsoft.com/en-gb/help/4456067/windows-10-switch-out-of-s-mode>. Once you have done this, go to **step 8**.

- 8.) The download time will depend on your broadband speed. Ideally just seconds.
- 9.) Double left-click on the file that just downloaded.

10.) Next, you will see this window:

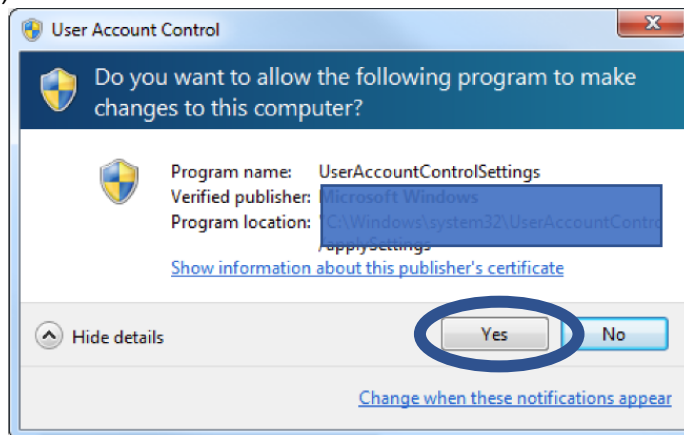


11.) You may have this symbol flashing at the bottom/ in the bottom right corner of your screen and/or you will have a 'User Account Control' window popping up



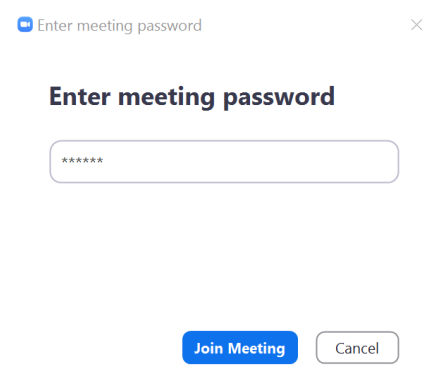
12.) Click on the symbol in your Windows taskbar if the 'User Account Control' window does not pop up. It will ask you: 'Do you want to allow this app to make changes to your device?' (the Zoom specific details will be where I have placed the blue box)

13.) Click "Yes"

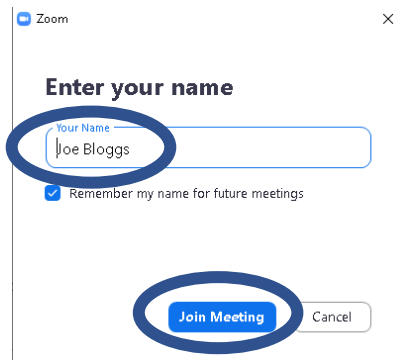


Only if your Zoom host has set this up:

A window will pop up prompting you to enter the Zoom meeting's password. Enter the password the person who invited you provided. Then click on the blue "Join Meeting" button



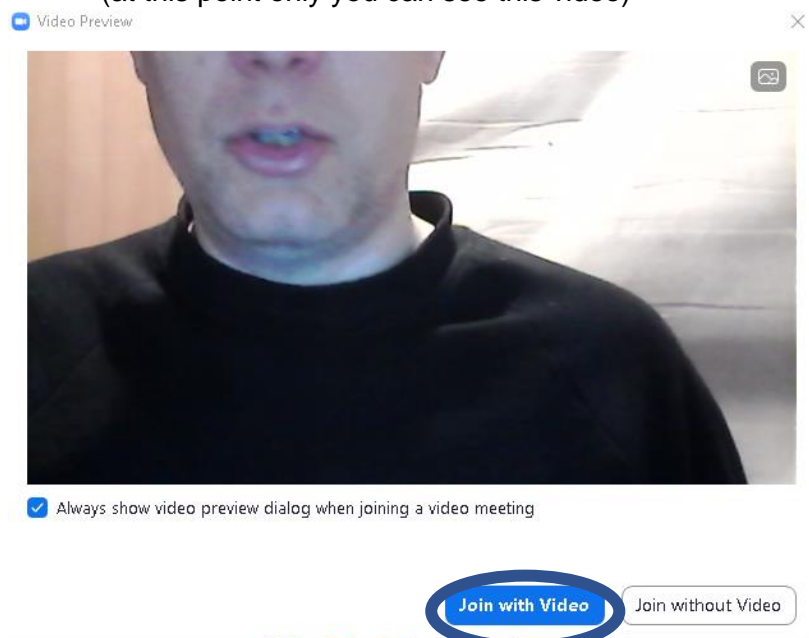
- 14.) A Window will open. **Enter your name** and left-click on **“Join Meeting”**



- 15.) If this window opens (Optional) read the **‘Terms of Service’** and/or **‘Privacy policy’**. Click on **“I agree”**

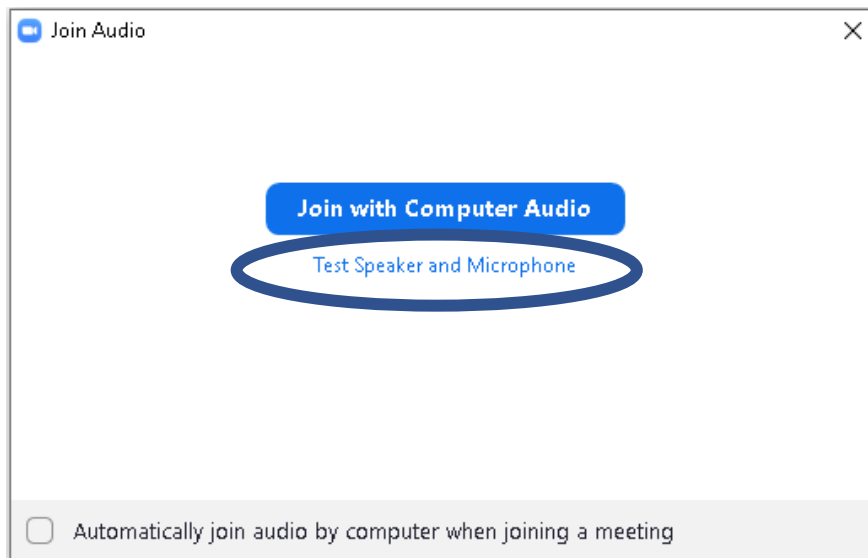


- 16.) A window will open looking something like this (at this point only you can see this video)

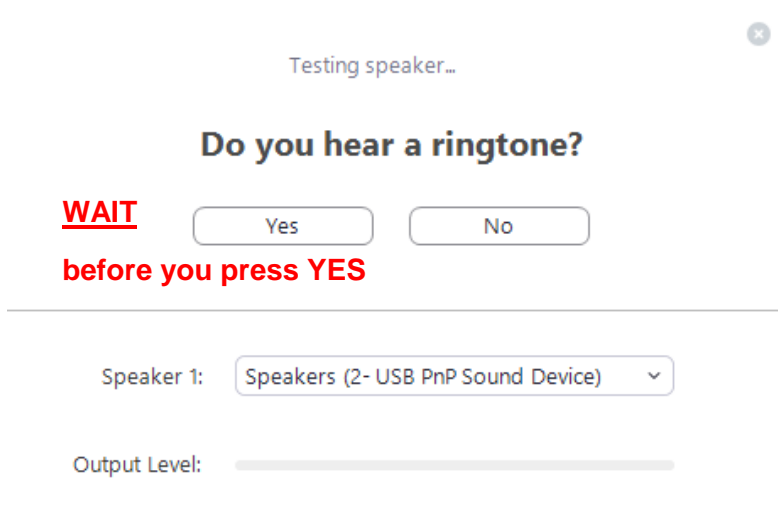


- 17.) If you do not see yourself, make sure your video camera is turned on. Improve the light in the room, position of the camera, laptop lid position or your own position until you are happy with the image.

- 18.) You now have two options – “**Join with Video**” or “Join without video” (i.e. sound only)
- 19.) The following instructions are for video and audio.
- 20.) A new window will open. Select the 2nd option “**Test Speaker and Microphone**”

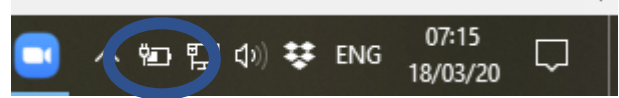


A window will open

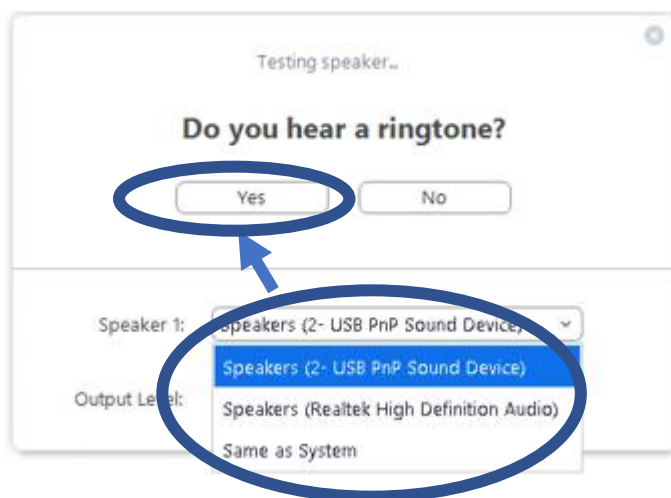


- 21.) A ringtone will start. Do not press the “Yes” button yet!

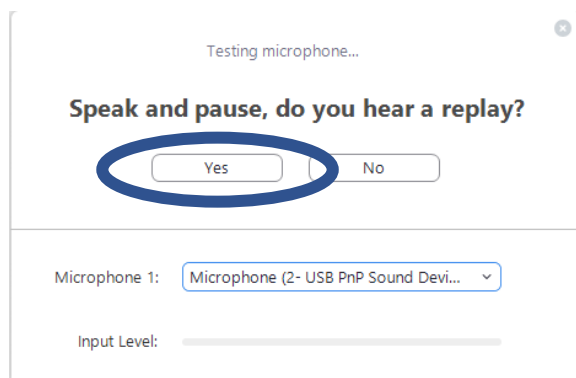
- 22.) Optional: You may wish to change the volume. One way of doing this is via the loudspeaker symbol in the bottom right corner of your screen.



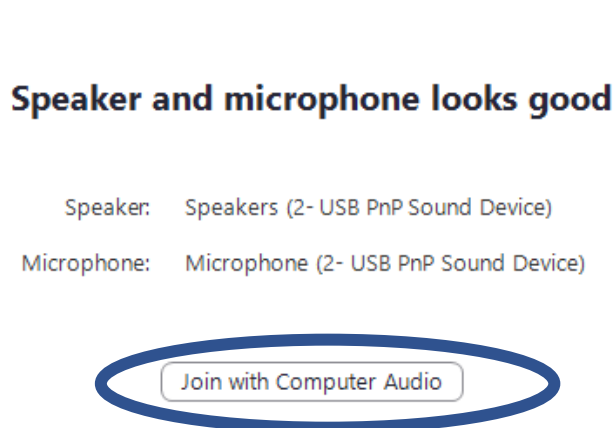
- 23.) Before you do the test, choose the correct audio channel. The default will be the audio system built into your computer. The default is “same as system”.
- 24.) If you do not have external headphones, leave the default.
- 25.) If you do have external headphones, **select the correct option from the ‘Speaker 1’ drop-down menu.**



- 26.) Once you hear the ringtone (over your headphones), click “**Yes**” under “Do you hear the ringtone”
- 27.) The next window opens. Say something. Anything. You should hear what you just said being played back to you. If so, click “**Yes**” button (if not, try **step 21.** or change settings in step 24.)



- 28.) You will then see this window. Click on “**Join Computer with Audio**”



- 29.) In the next Window. Click “**Join Computer with Audio**” again.



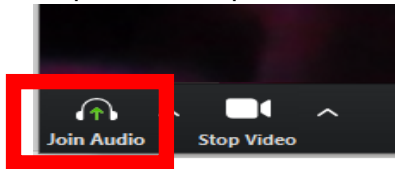
- 30.) **You are now live in the meeting and other people can see what you are doing and hear what you are saying!**

Audio troubleshooting

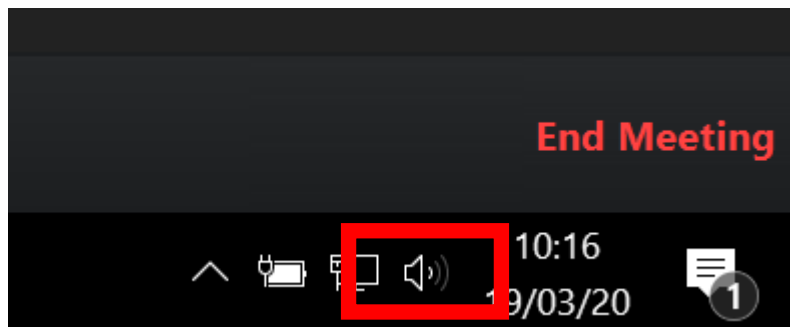
(Skip to step 31. if audio is working fine):

- A. If you are joining **Zoom via web-browser** (method different to the one described here), audio may not work, because you are using the wrong web browser, then audio will only work in Google Chrome and Microsoft Edge (see more here <https://support.zoom.us/hc/en-us/articles/214629443-Zoom-Web-Client>)
- B. If you are joining **Zoom via a smartphone** (method different to the one described here), make sure you have given the Zoom app all relevant permissions (see [https://www.ceh.ac.uk/sites/default/files/Zoom_guidance-How_to_install_and_use_Zoom_on_Android_Smartphone_UKCEH2020.pdf step 17](https://www.ceh.ac.uk/sites/default/files/Zoom_guidance-How_to_install_and_use_Zoom_on_Android_Smartphone_UKCEH2020.pdf_step_17))

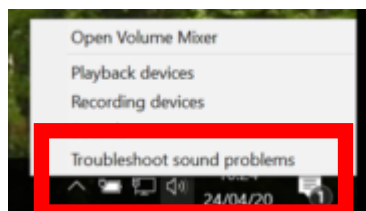
- C. Check the bottom left hand corner of the Zoom window – you may need to move your mouse to make the menu show – if it is still showing a headphone symbol, something went wrong in the previous steps. click on “Join Audio”, follow the instructions (~ step 20-29)



- D. Please check in the bottom left corner of your screen, that you audio volume is not turned to zero/ mute



- E. Run a troubleshoot for your audio device: right-click on the loudspeaker icon in the bottom right corner, select ‘Troubleshoot sound problems’ and follow the instructions

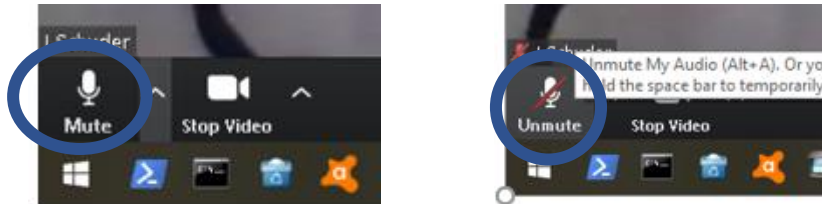


- F. If this does not fix the problem, watch this video (from 1 min 28 seconds): <https://www.youtube.com/watch?v=ncO8vekrfao> to try and solve the audio device issues using the Windows10 ‘Device Manager’.

In the Zoom meeting

- 31.) If you haven’t already optimised your Zoom screen, do so now! (see step 16.)
- 32.) As other people join, you will see their videos (and hear their voices) in smaller screens above your own screen.
- 33.) You can **mute and unmute yourself by clicking the microphone symbol** in the bottom left corner of your Zoom window.

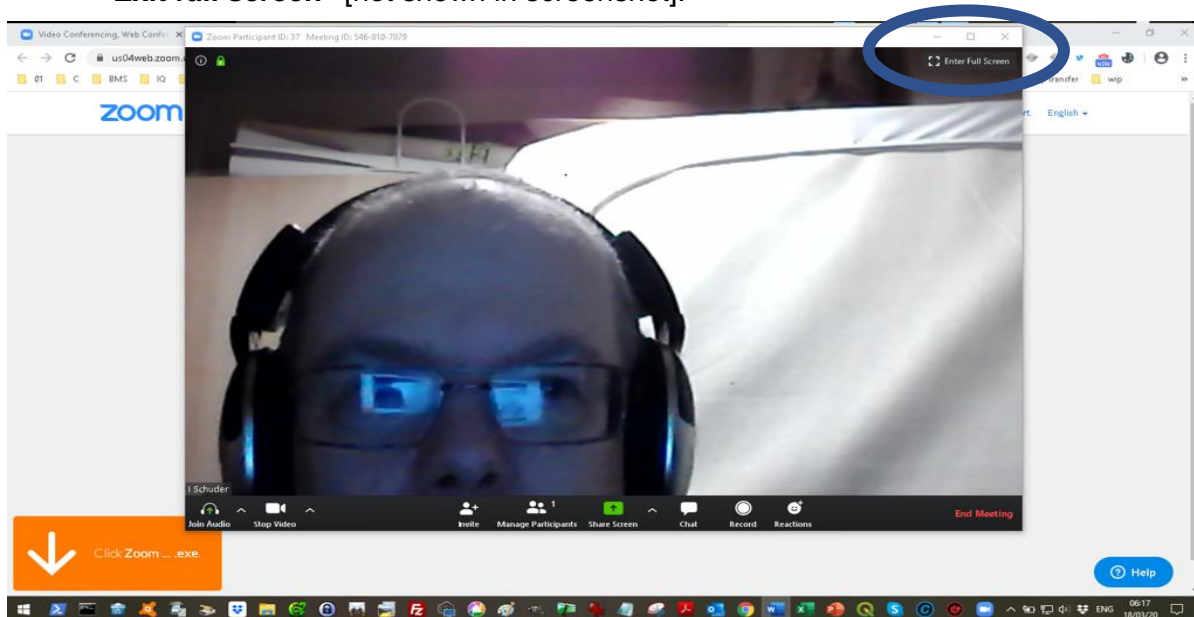
- 34.) Note: Reduce the noise in the call by muting yourself when you do not speak!



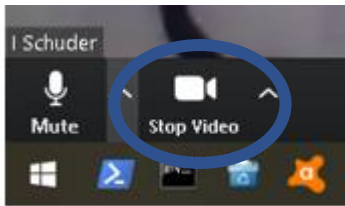
- 35.) Muting: to avoid too much noise, the Zoom meeting organiser may have put settings to “all participants joining” in ‘mute’ (i.e. nobody can hear you when you speak).
- 36.) **Privacy: Please do not record the video meeting without the explicit permission of everybody else!**

Optional settings & further functions

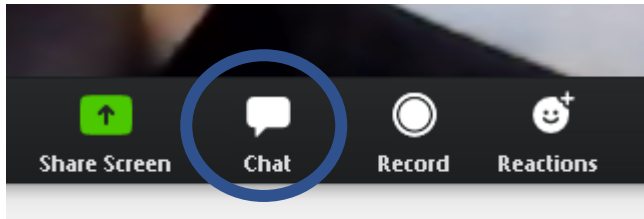
- 37.) To maximise the window size click on the square box “Maximise” symbol in the top corner of your computer screen.
- 38.) Hover over the top right corner of your video image and click on “**Enter full screen**” (you can exit full screen any time by pressing the ESC key on your keyboard (often top left corner of keyboard) or by hovering over the top right corner of your image and clicking on “**Exit full screen**” [not shown in screenshot].



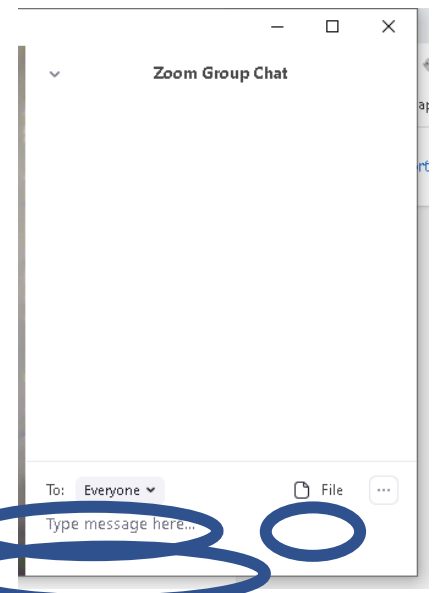
- 39.) If the video quality is poor because your broadband speed isn't fast enough, you can choose at any time to “**Stop Video**” and remain at the meeting in audio only. You may prefer, for privacy reasons, to stop video (e.g. while eating or blowing your nose).



- 40.) You can use the **chat function** of Zoom by clicking on "**Chat**". You need to hover over the bottom part of your Zoom screen so that the Zoom menu bar appears. Then click on the word '**Chat**' or the **voice bubble symbol**.

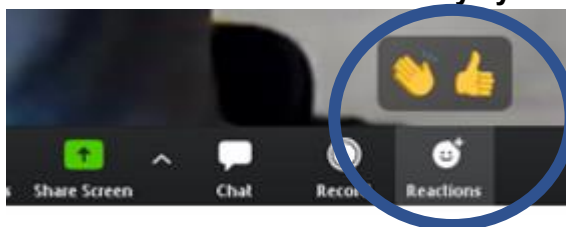


- 41.) A side window for chat will then open on the right-hand side of the Zoom screen. You can choose to chat to everyone or just one other learner in the Zoom meeting (use the '**To**' dropdown menu and select a name). The default is to chat to everybody. Just start typing in the box saying '**Type message here**' and press 'return/Enter' key on your keyboard to send. (The host can control who you can chat to.)

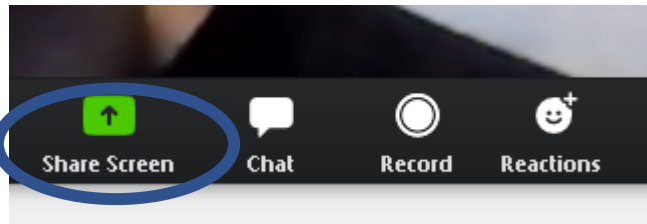


Depending on whether or not your host has enabled this, you can also attach and share files with all.

- 42.) You can applaud another person speaking or give them your thumbs up by using the function "**Reactions**" at the bottom of the Zoom screen (hover over bottom of screen first, then click on '**Reactions**' or **smiley symbol**).



- 43.) You can share any file or your screen by clicking the **green "Share Screen"** button in the centre of the bottom of the Zoom screen (people can see your screen/video feed instead of your face). We are likely to use this during some interactive sessions/ as part of exercises.



44.) Breakout rooms

The meeting organiser may choose to send you into virtual breakout rooms. You will be invited via a pop-up window to join a breakout room. Please accept this invite. The host of the meeting can call you back into the main virtual training room. We will explore more in the meeting.

45.) Leaving the meeting

You can leave the meeting any time by pressing the “**Leave Meeting**” button at the bottom right corner of the Zoom screen.

We suggest that you do not click “Leave Meeting” during a one-day online training course (e.g. for breaks), but simply turn your camera off and stay in the meeting.



Have a great meeting, online training course or whatever you are using Zoom for and be safe!

Ingo Schüder