

Zoom FAQ

- 1. What is the first step I need to take to get started with Zoom?** You will need to decide which device you want to install Zoom on: PC/Mac, tablet or phone.
- 2. What is the best device to use for Zoom?** Zoom works on a variety of different devices and there are pro's and con's to each. Most people will find the best view of Zoom using a PC or Mac. You will need a camera on your PC or Mac for Zoom to work. If you decide to use your smartphone, you will have trouble seeing the video of others in the conference, but others will have a great view of you!
- 3. What if I don't have a camera or microphone?** Consider investing in a camera and a microphone. They aren't expensive and can really extend the way you use your computer to communicate.
- 4. Do I need a Zoom account to participate in Zoom calls?** You can use Zoom without signing up for a Zoom account. An account is necessary only if you want to setup and host a meeting.
- 5. What happens if I can't get Zoom to work?** If you have problems getting Zoom to work, or you don't have a camera on your device that is working, you can use *the phone number you received with the meeting notice*. You can simply call into the meeting to participate as in a good old conference call. This only provides a voice connection for you. Follow the prompts for information, e.g. meeting ID and Password. The name you enter for yourself will show up in place of your video.
- 6. How do I load the Zoom app onto my mobile device?**

Looks like this

- Go to Play Store (android) or App Store (apple)
- Search for Zoom, and Install "Zoom Cloud Meetings"

That's it, you're ready.

7. How do I first configure Zoom on my mobile device? After you have a meeting invitation:

- A. Open the Zoom app
- B. Tap on “Join a Meeting”
- C. Enter the meeting ID, and a screen name (beneath the personal link name)
- D. Tap on “Join Meeting” and enter the password if required
- E. When prompted, you’ll need to allow Zoom to access/record your video and audio
- F. Once you are “in” the meeting, tap at the bottom of the screen to display the system tray
- G. If the microphone or video icon is red and crossed out, then tap on it to allow access
- H. The “More ...” icon give your additional options for participation

8. How do I load the Zoom app onto my PC/Mac?

A. Automatically:

- 1. Copy the supplied URL from your invitation into your browser window. It will connect you to Zoom, download and run Zoom, and put you into the meeting. From then on, you have Zoom installed on your PC.

B. Manually:

- 1. Go to zoom.us
- a. Roll your cursor over RESOURCES (upper right corner) and select DOWNLOAD ZOOM CLIENT, then choose for “Zoom Client for Meetings”
- 2. Go to where the file was downloaded
- 3. Click on the downloaded file to start the installation process
- 4. That’s it, you’re ready

9. How do I first configure Zoom on PC/Mac?

A. When the app first opens, you’ll see a Gear Wheel in the upper right of the Zoom Screen. Use it to set your preferences, check your audio and video, and setup special features.

B. At the bottom of the Zoom screen (when you move the cursor there) you’ll also see icons that allow you to adjust your setup.

- C. If the microphone or video icon is red and crossed out, then tap on it to allow access
- D. Afterwards when you get an invitation, only need to:
 - a. Open the Zoom App
 - b. Click on "Join" in the Zoom App to enter the meeting
 - c. Enter the meeting ID number from the invitation, and password (if requested)

10. How will I know when I've been invited to a Zoom conference call? When someone schedules a Zoom conference call and invites you, you will receive an email with the following:

- Meeting Date and time
- Meeting ID and Password (if requested)
- URL for a PC connection
- Phone number (#4 above)

11. How do I get more information and training on Zoom?

- A. Go to zoom.us,
- B. Roll your cursor over the Resources tab (upper right corner)
- C. Select Video Tutorial, then in the upper left corner, click on the words "Help Center". This will bring you to some easy to understand information.