



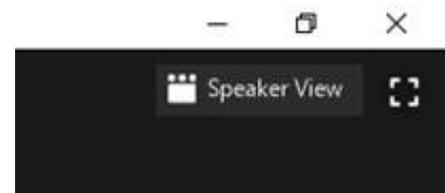
## Zoom In-Meeting Guide

[Zoom](#) is a cloud-based meeting platform that provides video, audio, and screen sharing options across multiple platforms, including mobile. This factsheet covers the basic functions that you may need within a Zoom call or meeting.

### Your view

After connecting to a Zoom meeting with a computer, laptop, tablet or smartphone with a camera, you will be able to see the meeting participants.

You can switch your view to 'Speaker View' (top right hand corner of your Zoom window), where you will see only the person who is speaking. Everyone else will be visible as small images either across the top or down the right hand side of your screen.



Or you can choose 'Gallery View', which is what you can see on the picture to the right, where you can see everyone laid out in a grid of same-size images.

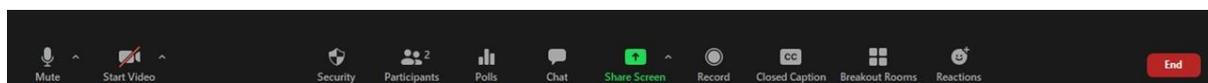


The little icon to the right of the 'View' button is for 'full screen' which means Zoom will fill all of your screen. Play around with the buttons to get the view that you like best.

Note: If the host uses the 'Spotlight' function, then you will not be able to use 'Gallery View'.

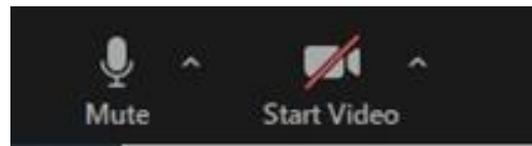
### Tool Bar: The tool bar runs along the bottom of your Zoom screen.

If you cannot see it, scroll or click towards the bottom of your Zoom screen and it will show up.



### Audio and visual settings:

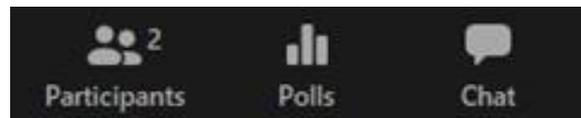
If you see a red line running across any of these icons it means that either audio or video is disabled. Click on the icon to change your preference (the red line will disappear once you enable the function).



**Top-tip:** You should keep the audio muted if you are not speaking. This will help others to hear the speaker clearly and may improve the quality of your connection. Do not forget to unmute yourself (click on the microphone icon) if you would like to speak, so others can hear you. You can also enable the 'push to talk' feature, so you can unmute yourself by holding down the space bar if you are using a desktop or laptop. To enable this go to your profile picture, select 'settings' and then press the 'audio' tab then check the option 'Press and hold SPACE key to temporarily unmute yourself'.

### Chat function:

Click on the 'Chat' button to type messages to each other.



Selecting 'Chat' will open up another section on your screen. This function means you can write messages to 'Everyone' in the meeting or a private message to a specific person.

To send a private message, click the arrow to right of 'Everyone' and it will drop down a list of all participants. Click on the person's name and send them a message that only you and they can see.

You can see a list of the participants in the meeting by clicking on the 'Participants' icon.

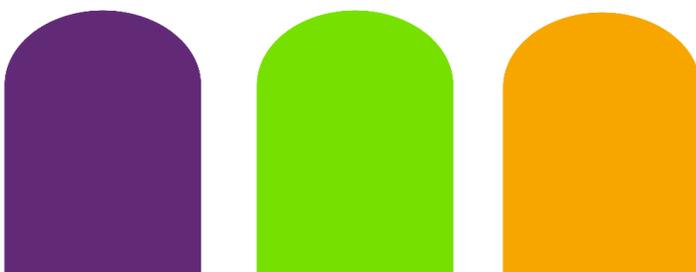
### Finishing the Zoom meeting:

To exit a Zoom meeting, click on the red 'Leave Meeting' text in the bottom left corner of your Zoom window.



## Getting Help with Zoom: Common Troubleshooting Tips

The following steps should be used to help correct issues while using Zoom. To engage in the smoothest possible meetings, close any applications you don't need to use for the meeting itself. You can also visit Zoom's support site for additional instructions. Note: screenshot appearance may vary depending on what version of Zoom you're using.



## Audio Issues

### 1. Unable to hear the other participants in the meeting

- a) Make sure your computer speaker volume is turned up.
- b) Make sure your speakers are selected for the active output in Zoom.

*In the Zoom meeting: Choose Audio > Audio Settings*

Click the 'Test Speaker' button, if you hear audio this is setup correctly. If you do not hear audio, use the drop down box and select a different output and press 'Test Speaker' again. Repeat this step until you hear audio.

### 2. Other participants can't hear you

- a) Make sure you have the correct internal / external microphone setup in Zoom.

*In the Zoom meeting: Choose Audio > Audio Settings*

Click the 'Test Mic' button, you should see blue bars in the volume meter and your test message will be replayed through the speakers.

If you do not see the blue volume meter bars or hear the audio message your recorded, use the drop down box and select another mic and repeat the process.

## Video Issues

### 1. Unable to see the other participants in the meeting

Make sure you have installed the Zoom software and are logged into the meeting.

### 2. The other participants can't see you

- a) Make sure your camera is turned on, plugged in and selected in Zoom.

*In the Zoom meeting: Choose the Video icon*

- b) Make sure your camera is selected in the video section. If it is not, use the drop down to select the correct camera.

If the camera is turned on, make sure nothing is blocking the camera view.

If using an external web camera, try connecting it to a different USB port and repeat steps 'a' and 'b' above.

If you continue to experience difficulties, try restarting your computer / device.

