# Zoom Participant Guide

## REV 1

Last updated 24th March 2020

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# 1. ABOUT ZOOM

Zoom is the online tool used to deliver SQT's virtual courses. It is a cloud-based meeting tool which combines video conferencing, online meetings, and mobile collaboration into one platform. Its dependable, high-quality and easy to use design have made it so much easier for groups around the world to connect and collaborate.

If you're experiencing issues with Zoom, after reading this guide, please contact [zoom@sqt-training.com](mailto:zoom@sqt-training.com) or call the office at 061-339040.

Additional documentation is available via the Zoom online knowledge base: [https://support.zoom.us/home](https://support.zoom.us/home).

**Note: You do not need to purchase a Zoom account to participate in a Zoom meeting.**

# 2. GETTING STARTED- WHAT YOU NEED TO PARTICIPATE

To access SQT's virtual training courses you will need the following:

- An internet connected computer, laptop, or web-enabled device.
- A webcam or built-in camera on your computer (not essential but preferable)
- A microphone or built or the built-in microphone on your device. A headset with built in microphone is preferable as it reduces background noise but this is not essential.

## 3. HOW TO LAUNCH ZOOM AND PARTICIPATE IN YOUR COURSE

When you're invited to participate in a one of SQT's virtual courses, you will receive instructions which will include a link to the Zoom meeting. This link will be used for all virtual sessions including the 'Tech Check'

You can join in one of two ways:

1. Click on the link provided within the email **(we always recommend to use Google Chrome web browser)**
2. Visit the Zoom web site at http:// zoom.us/ and click on "Join a Meeting" where you can enter the 9 or 10-digit Meeting ID number which is also on the email.

**Note:**

- Closing any applications, you don't need for the meeting with improve the quality of your connection. You may be required to keep some materials open during the meeting such as course templates for completion – this is perfectly ok.
- The same weblink will be used for all virtual meetings relating to this course including the 'Tech Check'.

## While You're Waiting for the Meeting to Begin

Please join the virtual course 10-15 minutes before the start time.

You will be presented with the following screen if the host hasn't started the meeting at the time you join.
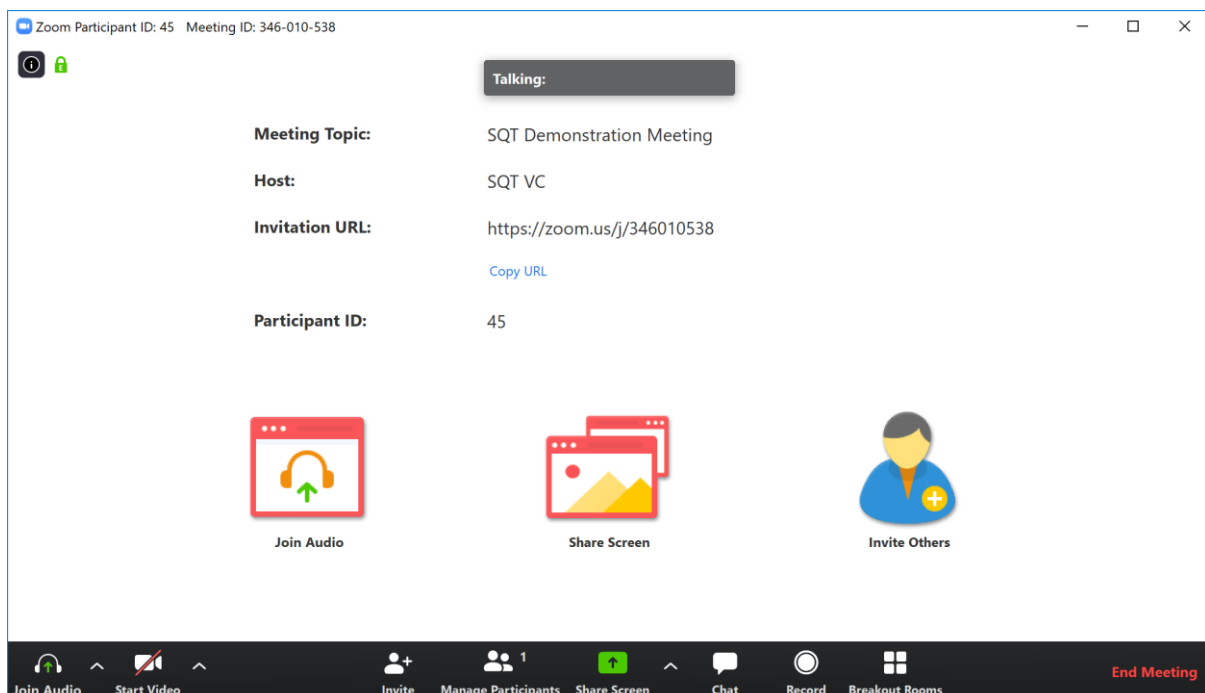


We recommend that you use this time to check your audio settings, while waiting for the meeting to start. If you're an individual participant, we recommend wearing headphones to avoid audio feedback.

## 4. THE ZOOM MENU BAR

The Zoom menu bar appears at the bottom of the Zoom window once the meeting begins. If you don't see the menu bar, move your mouse slightly and the bar will appear. (The bar disappears after a few seconds when in full-screen mode.)
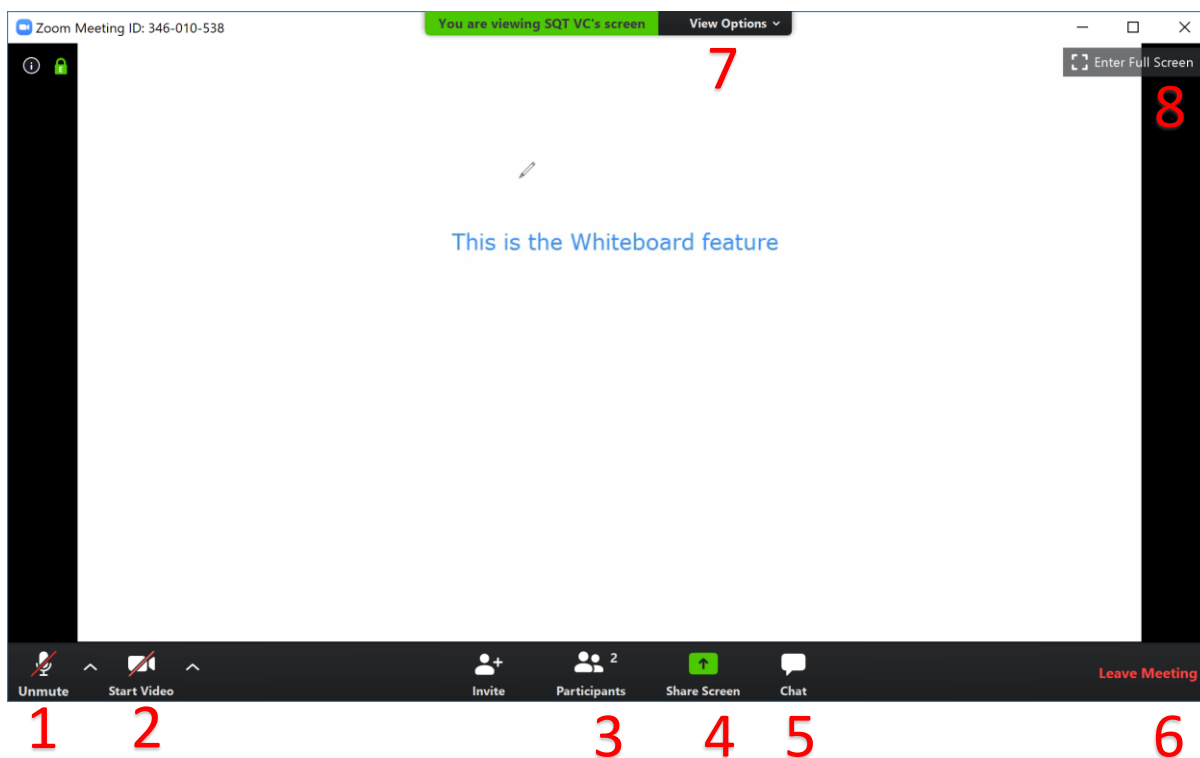


1. Mute/unmute your audio (not the audio of the participants)
2. Stop/start your video
3. View a list of participants
4. Share your desktop (everything you have open) or select a specific application to share (e.g., Microsoft PowerPoint or Excel) – only do this when asked by the Tutor
5. Send a message to one person (private chat) or to all participants
6. Leave or end the video meeting. If you leave by accident it's no problem, just click on the zoom link on your email to get back in.
7. View Options allows you to change the screen ratio and annotate the screen – only annotate when requested by the Tutor
8. You can toggle between full screen and minimised screen here.

> **Tip:** Press Escape if you wish to exit full screen view, this will be useful if you need to open documents such as templates for completion.

## Audio Mute and Unmute

During a session you might be asked to mute your microphone until you have a question or comment. This helps to minimize audio feedback. Mute your audio by clicking on the microphone icon located in the lower left-hand corner of the menu bar.
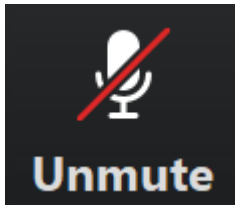
 Audio is muted
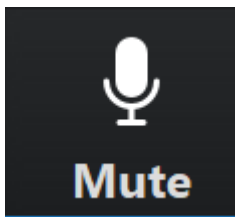
 Audit is not muted

**Tip:** If your audit is on mute – press the spacebar to unmute

## Change Microphone

Sometimes you may need to switch the microphone that is being used.  For example, if you are using a laptop that has a built in microphone and you plug in a higher quality microphone you will want to switch to that one.

In your Zoom meeting, click on the icon in the bottom left corner next to the microphone.  Under "Select a Microphone" click the microphone you want.
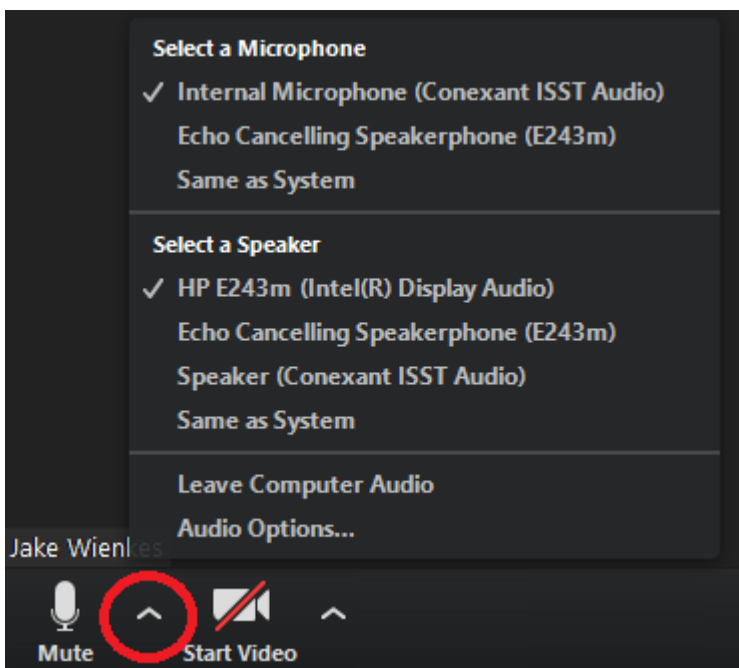
# Change Camera

Sometimes you may need to switch the camera that is being used.  For example, if you are using a laptop that has a built in webcam and you plug in a higher quality webcam you will want to switch to that one.

In your Zoom meeting, click on the "^" icon in the bottom left corner next to the camera.  Under "Select a Camera" click the camera you want.
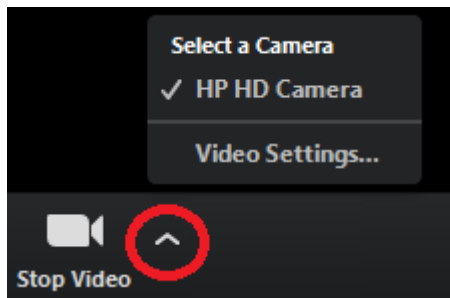
## 5. RAISE AND LOWER YOUR HAND AND OTHER REACTIONS

As a participant you may wish to let the Tutor know that you have a question by raising your hand. This will place a hand icon next to your name in the participant list until you choose to lower it. You can access this feature as follows:

1. Click **Participants** in the meeting window.

2. A separate screen will open (to the right in the image below)

3. Click the relevant reaction which appear at the bottom of this chat screen.
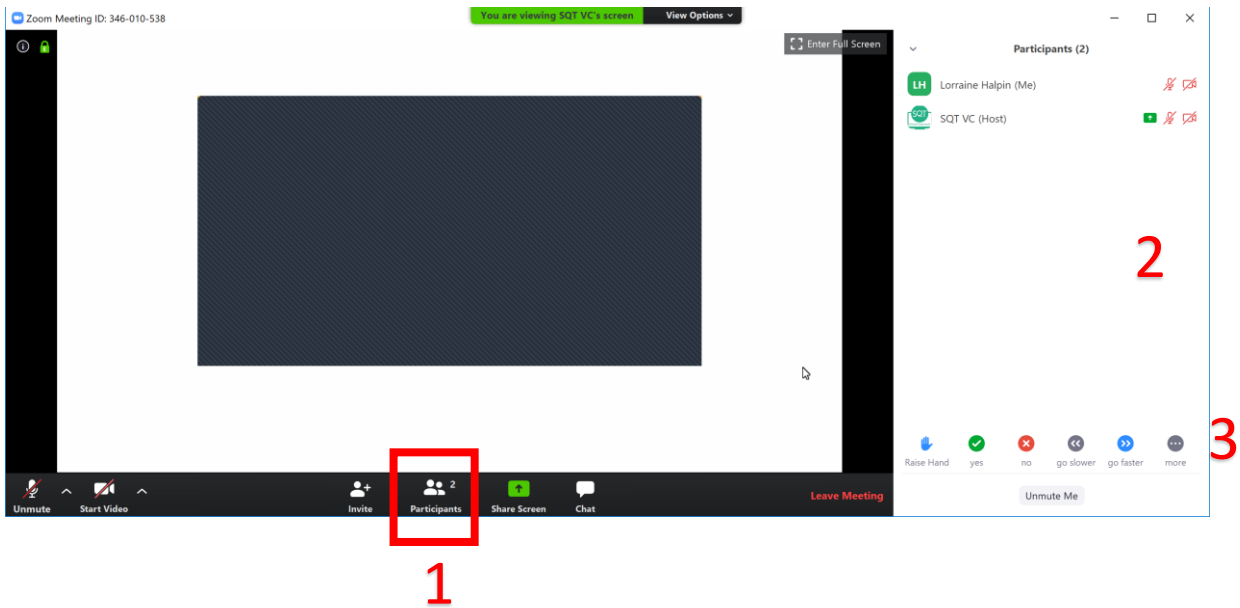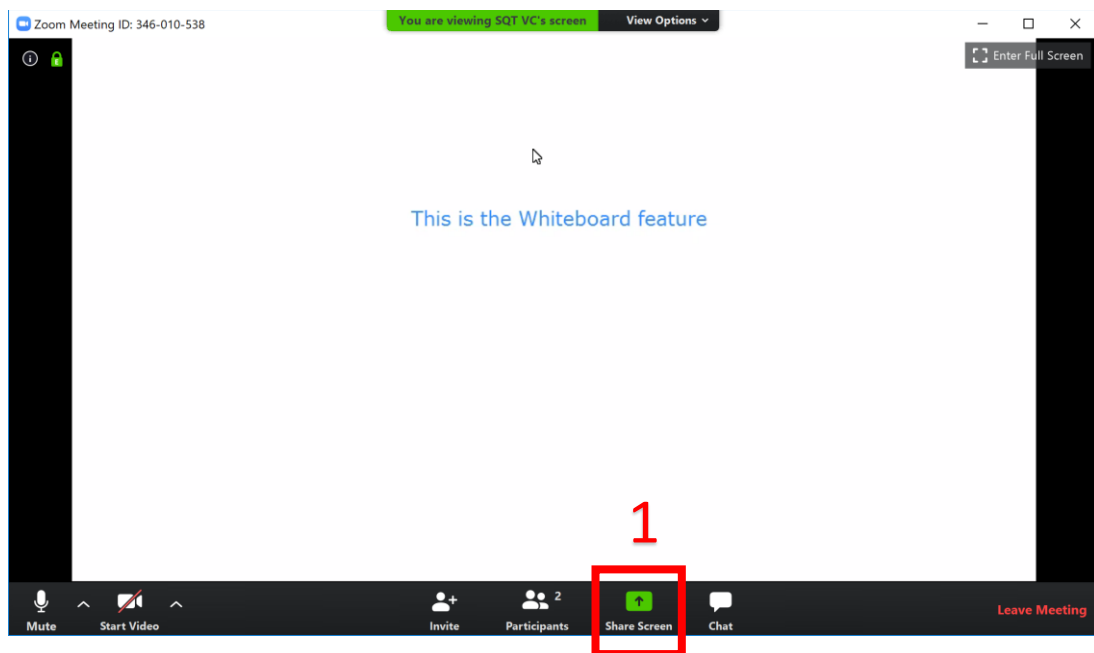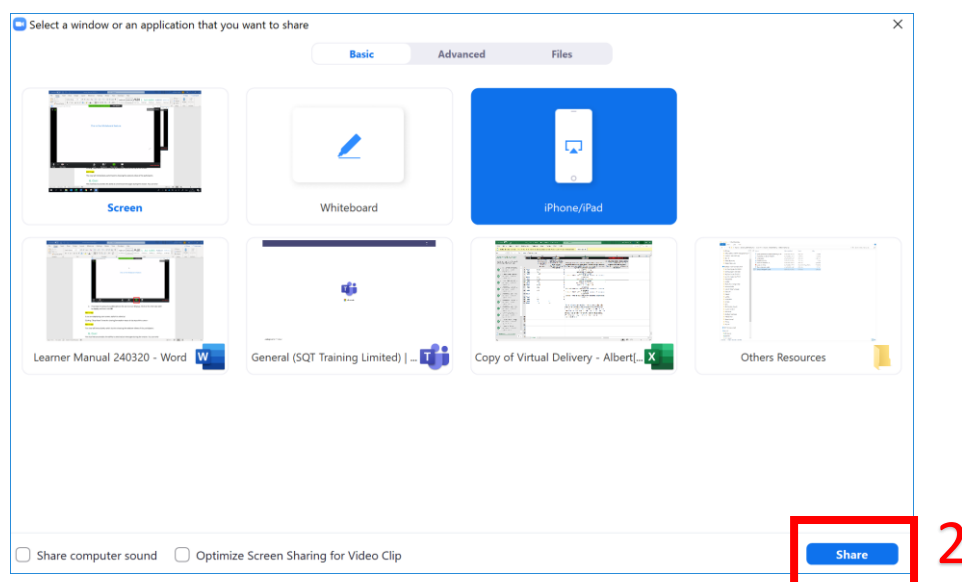
## 6. SHARE SCREEN

As a participant you might be asked to share your desktop or an application to collaborate on some work.

During a meeting you can switch back and forth between sharing your screen and sharing your video, as often as needed. If you are in video mode, switch to screen share as follows:
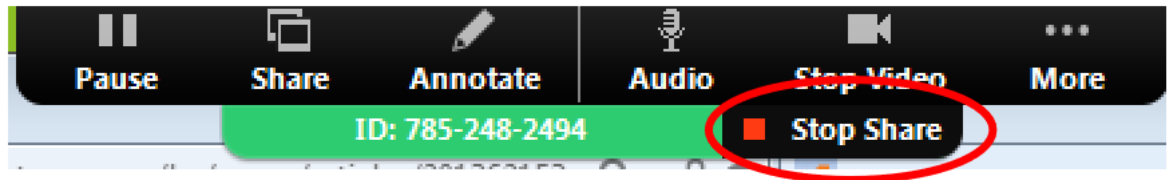
1. Click **Share Screen**



2. A window showing all possible options for you to share displays. Click on the item you want to display and then click **Share.**

**To Stop Sharing your Screen**

3. Click **Stop Share** from the sharing/annotation menu <u>at the top of the screen</u>. The view will immediately switch back to showing the webcam videos of the participants.

## 7. CHAT

The chat feature provides the ability to send instant messages during the session. You can send private chat to one person or message all participants. In the event you experience issues with your microphone, using the chat feature can serve as an alternate means of communication.

1. Click **Chat.** The Chat screen will open on the screen. You can move this window around or minimise if you wish. You can also close and reopen at any time.
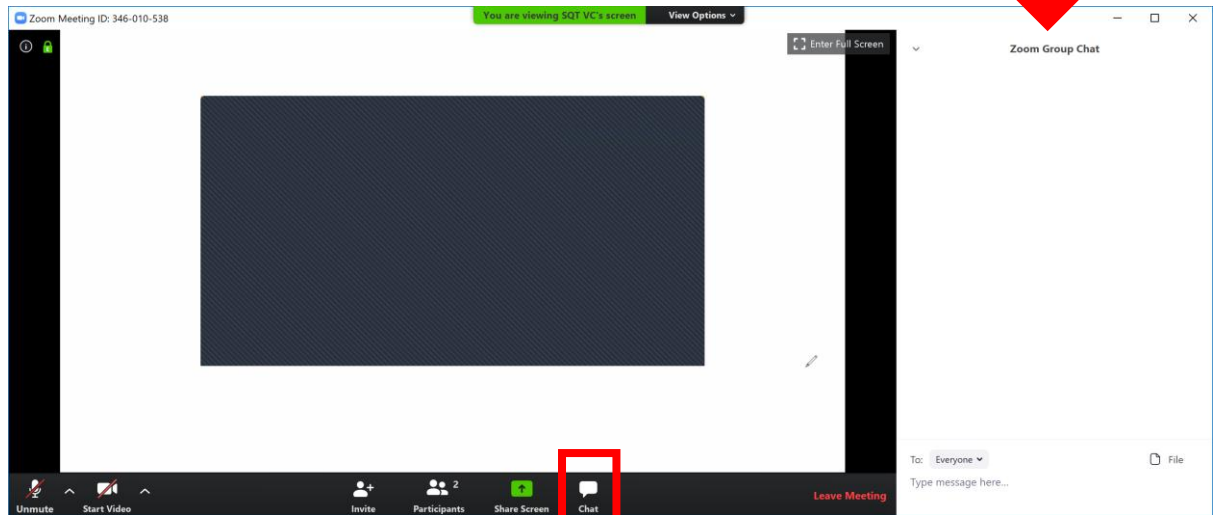


2. Type a message and press **Enter** on your keyboard to send.
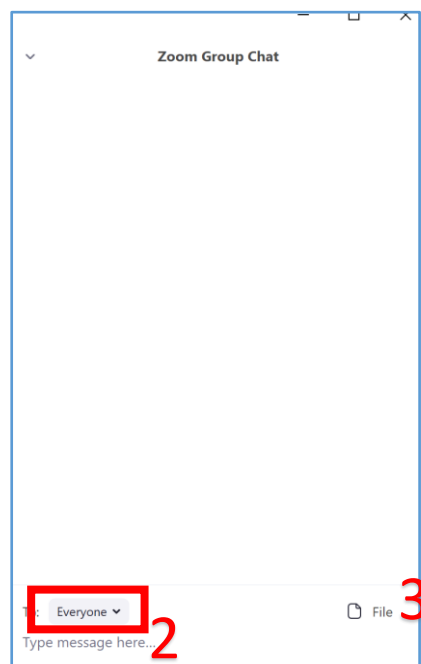


**By default, messages are sent to all participants.**

You can message an individual participant via private chat by clicking on the drop down menu, and selecting an individual's name.

3. You can also send file's by clicking on the **File** button.

## 8. CHANGING SCREEN LAYOUTS

There are 3 video layouts when no one in the meeting is screen sharing: **Active Speaker**, **Gallery**, and **Mini**. When someone is screen sharing, you can use Side-by-Side Mode or view the screen share with Active Speaker or Gallery View. Any of these layouts can be used in Full Screen or Windowed mode, with the exception of Mini Window.

To change views, Click on the button on the top right-hand corner of the meeting screen.

## Full Screen

You can take any of the layouts except Mini Window into full screen by clicking on the icon with four arrows at the top right corner of your Zoom window. You can exit full screen by pressing Exit Full Screen in the same location or using the Esc key on your keyboard.
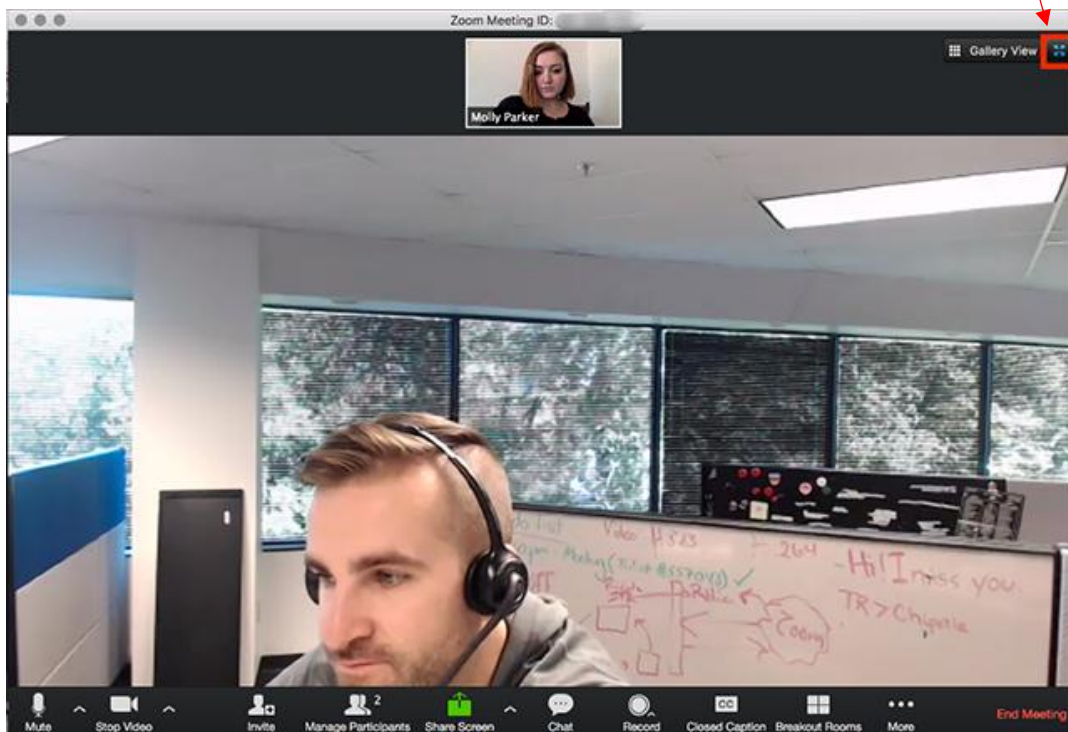


Note:   In older versions of MacOS, select Meeting and Enter Fullscreen in the Top Menu bar.

## Active Speaker

Active speaker is the default video layout. It will switch the large video window between who is speaking. If it is a one-on-one meeting, it will display your video at the top, and the other participant's video below.
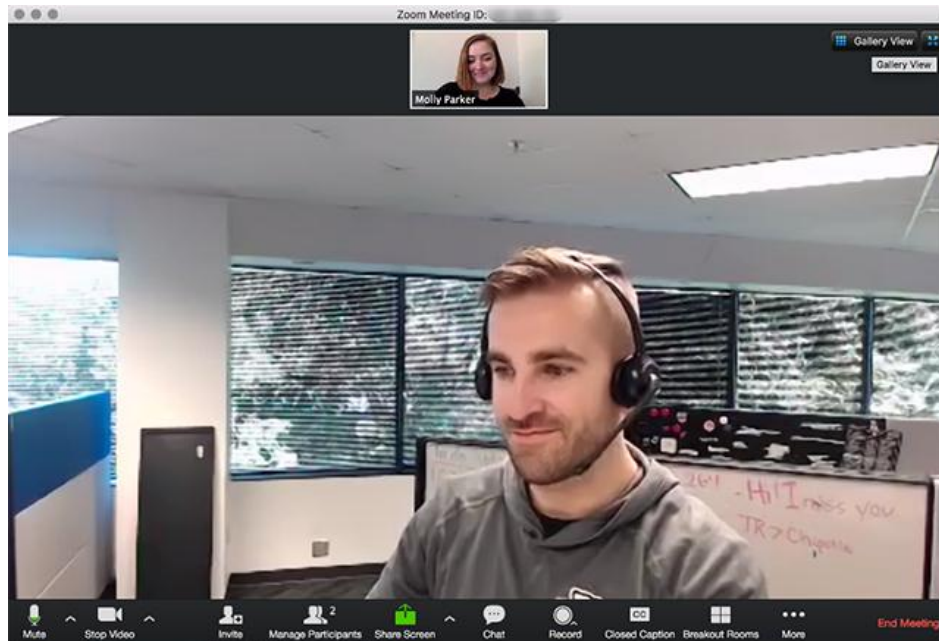


## Gallery View

This view is used during active class discussions. You can also select to view your video layout in Gallery View. When using Gallery View, you will be able to see up to 49 participants at a time, and will have an arrow to scroll through the remaining participants.



Click Gallery View in the upper right corner of your Zoom window to enter Gallery View.

# Mini Window

Mini Window allows you to minimize the Zoom video, but keep it on top of any other applications you have open on your computer. You can move the window around your screen as needed or hide the video entirely.
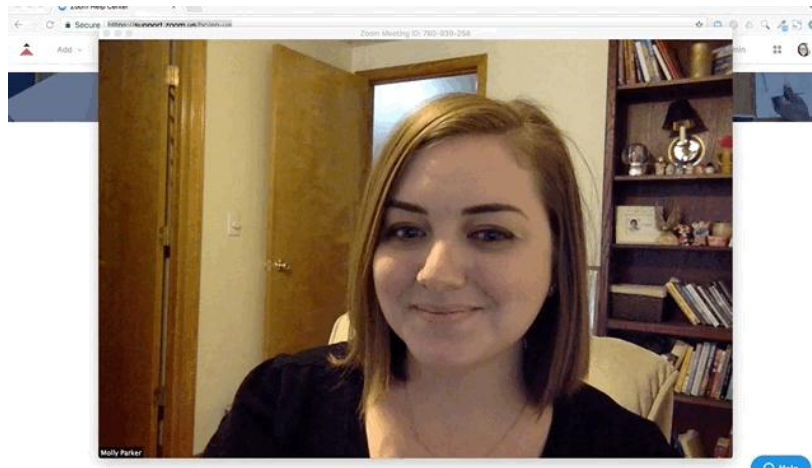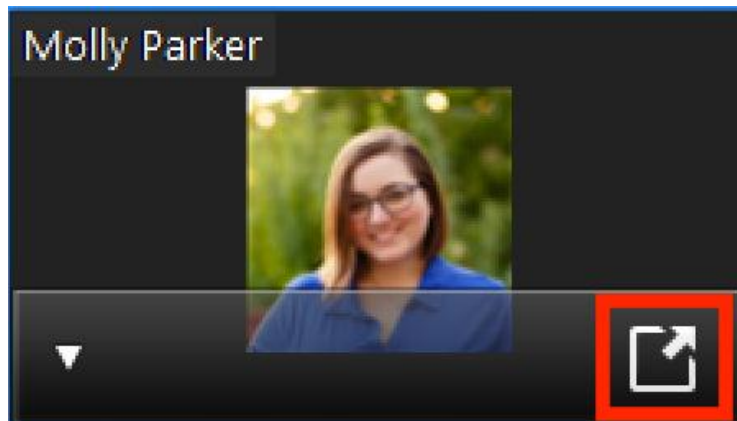


To switch to Mini-window view, click on the minimize icon. It is at the top right for Windows, or top left for Mac.
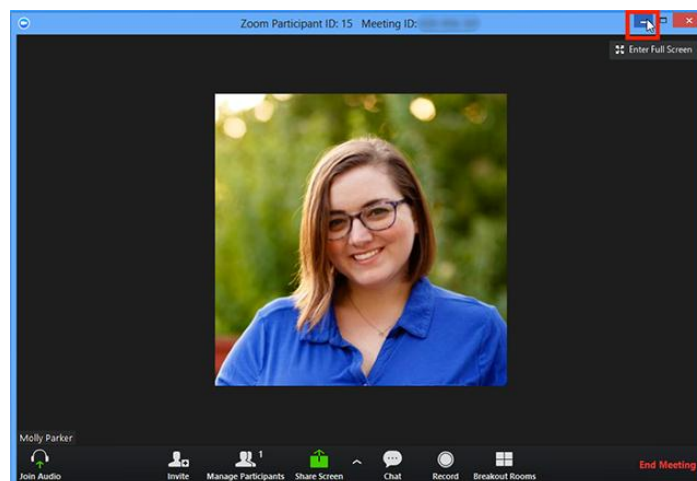


Once in Mini Window mode, you can collapse the video by clicking on the arrow on the left side.
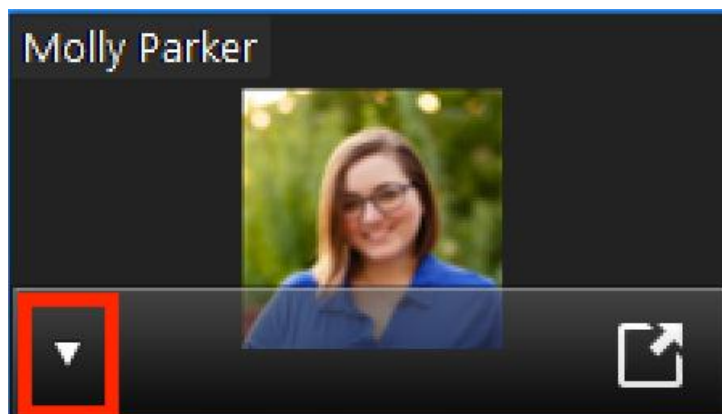
To exit Mini Window mode, click the arrow on the right side.



## 9. THE ZOOM MOBILE APP

The Zoom mobile app is available for both iOS and Android devices.

- For iOS, search "Zoom" on Apple AppStore or open Safari, and enter zoom.us. It will direct you to http://itunes.apple.com/us/app/zoom.us-cloud-video-meetings/ id546505307.
- For Android, search "Zoom Meetings" on Google Play. It will direct you to https://play.google.com/store/apps/details?id=us.zoom.videomeetings.

# 10. TROUBLE SHOOTING

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.
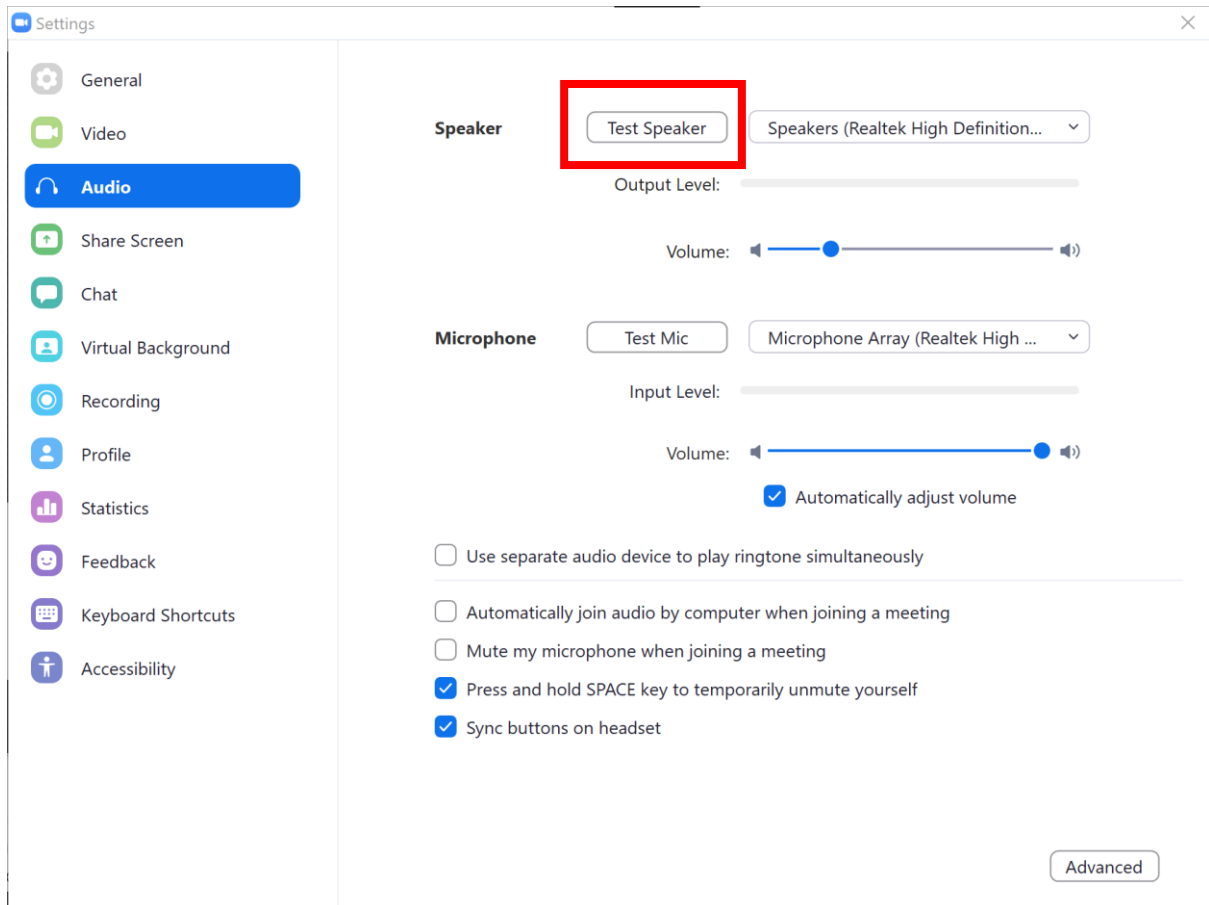
Note: Screenshots may vary depending on what version of Zoom you're using.

## Audio Issues

### Issue 1: Why can't I 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.

## Issue 2: Other participants can't hear me

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

           In the Zoom meeting, Choose Audio > Audio Settings

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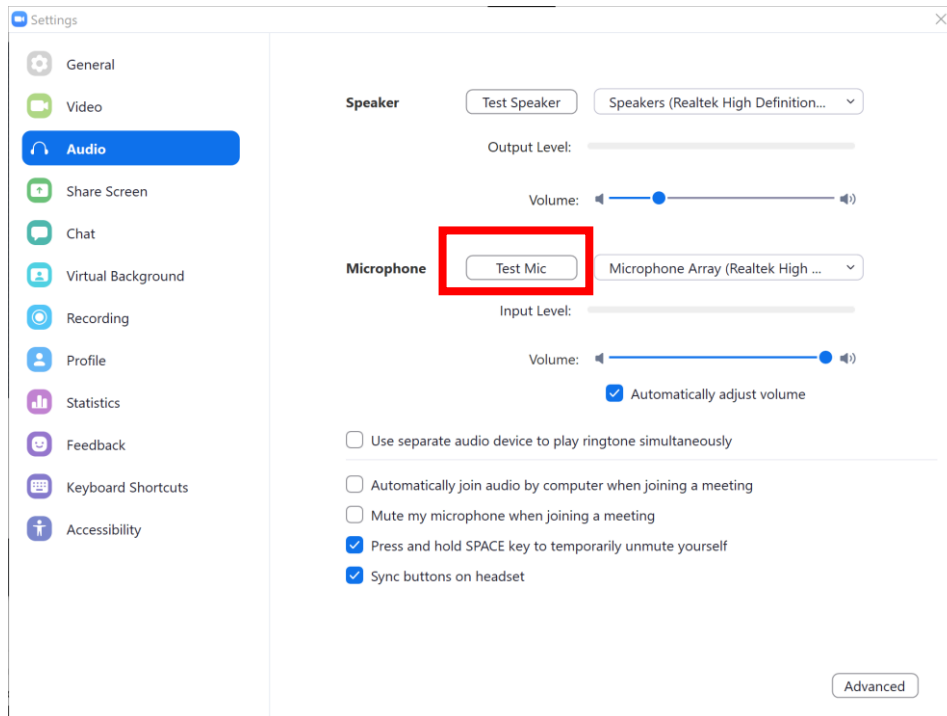


           If you do not see the blue volume meter bars or hear the audio message your recorded, use the drop down box and select another mic and repeat the process.

## Issue 3: Audio Echo During 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
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
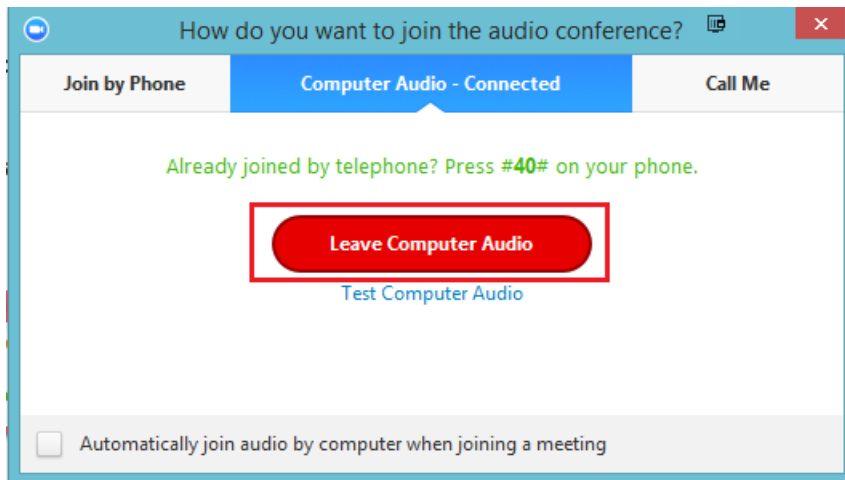
**Case 2: Participants with computer or telephones speakers that are too close to each other**

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 of the 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.

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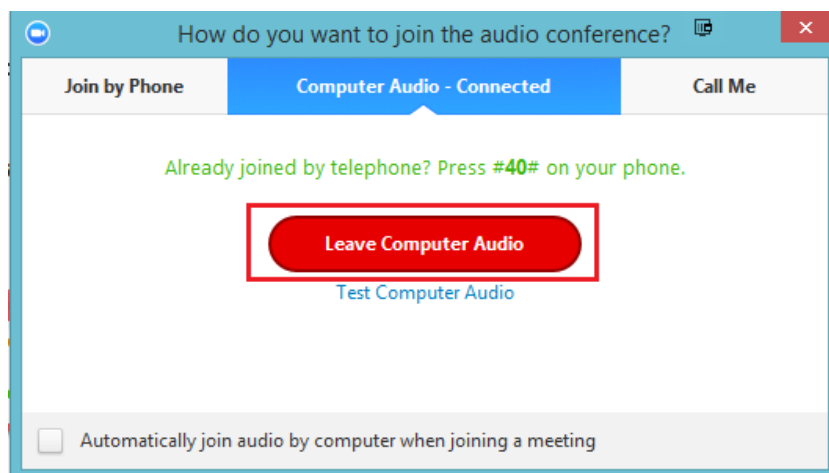


**Note:** Muting is not enough as you mute the mic but the speaker is still on.

**Other Tips:**

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

The source of echo can also be from:

- Speakers (such as TV or soundbar) that are too loud
- Echo cancellation has failed (device or performance issue)
- A bad microphone

## Video Issues

### Issue 4: Other participants cannot see me!

1. Make sure your camera is turned on, plugged in and selected in Zoom.
     I.   In the Zoom meeting, Choose the Video icon:
     II.  Make sure your camera is selected in the video section. If it is not, use the drop down to select the correct camera.
2. If the camera is turned on, make sure nothing is blocking the camera view.
3. If using an external web camera, try connecting it to a different USB port and repeat steps 1 and 2 above.
4. If you continue to experience difficulties, try restarting your computer/device.

## 11.    REFERENCES

This document has been developed using resources available from zoom.us.