

Telepractice Connectivity and Troubleshooting Guide for Speech Language Pathologists

Using the Zoom Application

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A. About Telepractice

- a. Telepractice is the use of technology to connect professionals, such as speech language pathologists (SLPs) to clients needing services regardless of distance (Symon, 2001).
- b. The use of telepractice in the field of speech-language pathology is growing every day.
- c. Telepractice can be a cost-effective and convenient way to offer treatment to people with limited access to transportation or services, such as those who live in rural or remote areas.

B. About the Zoom application

- a. *Zoom* is a secure, encrypted web-based videoconferencing software
 - i. HIPAA-Compliant: “We sign the HIPAA Business Associate Agreement (BAA) for our healthcare customers (minimum \$200), meaning we are responsible for keeping your patient information secure and reporting security breaches involving personal healthcare information. We do not have access to identifiable health information, and we protect and encrypt all audio, video, and screen sharing data” (Zoom Communications, Inc., 2017).

C. Using Zoom

a. Downloading Zoom

i. Desktops (MAC, PC) and Laptops (MAC, PC)

1. Automatically

- a. You will automatically be prompted to download Zoom when you click on the email link if invited to a meeting through Zoom.

to me ▼

Join Zoom Meeting

<https://zoom.us/j/194788496>

One tap mobile

+14086380968,,194788496# US (San Jose)

+16465588656,,194788496# US (New York)

Dial by your location

+1 408 638 0968 US (San Jose)

+1 646 558 8656 US (New York)

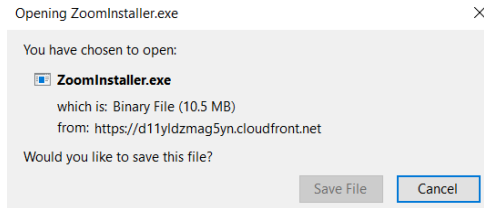
Meeting ID: 194 788 496

Find your local number: <https://zoom.us/u/acAhtpHL9S>

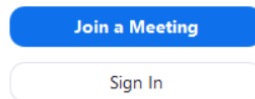
- b. A new web window will open. Click ‘download & run Zoom’ if it does not happen automatically.

If nothing prompts from browser, [download & run Zoom](#).

- c. A computer window will open. Click ‘save file.’



- d. Zoom will open.



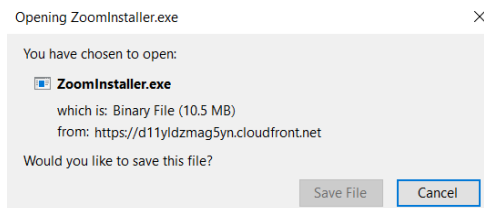
2. Manually

- Go to <https://zoom.us/download> on your device.
- Select "download" under "Zoom Client for Meetings"

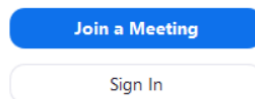
The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.



- c. A computer window will open. Click 'save file.'



- d. Zoom will open.



- If Zoom does not automatically open, navigate to the file explorer on your computer. Go to the 'downloads' tab. Click on 'zoom installer.'
- Zoom will install and open.

ii. iPhone/iPad

1. Automatically

- a. You will automatically be prompted to download Zoom when you click on the email link if invited to a meeting through Zoom.

to me ▾

Join Zoom Meeting

<https://zoom.us/j/194788496>

One tap mobile

+14086380968,,194788496# US (San Jose)

+16465588656,,194788496# US (New York)

Dial by your location

+1 408 638 0968 US (San Jose)

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Meeting ID: 194 788 496

Find your local number: <https://zoom.us/u/acAhtpHL9S>

- b. A safari window will open. Click on the App Store link in the bottom right hand corner.

Your meeting should start in a few seconds...

If not, [try again](#).

First-time user, please download Zoom app from [App Store](#).

- c. The App Store will open with the page to download Zoom open. Click 'Get.'



- d. When Zoom is done downloading, click 'open.'



- e. Zoom will open and you can log in, sign up, or join a meeting.

Start a Meeting
Start or join a video meeting on the go



• • • • •

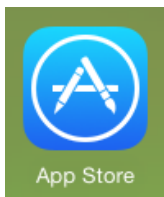
Join a Meeting

[Sign Up](#)

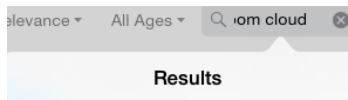
[Sign In](#)

2. Manually

- Click on the App Store application.



- Search for 'Zoom cloud meetings.'



zoom cloud meetings

- Click 'Get.'



- d. When Zoom is done downloading, click 'open.'



- e. Zoom will open and you can log in, sign up, or join a meeting.



[Sign Up](#)

[Sign In](#)

iii. Android

1. Automatically

- a. You will automatically be prompted to download Zoom when you click on the email link if invited to a meeting through Zoom.

Join Zoom Meeting

<https://pdx.zoom.us/j/617751486>

- b. A new page will open and allow you to download the app from the Google Play store. Click 'download from Google Play.'

First time using Zoom on this device? Please download the Zoom app from the Google Play store or directly from "Download from Zoom" below.

Enter ID: 6383851560 after you install the Zoom app.

Download from Google Play

- c. You will be taken to the Google Play store. Click 'install.'



- d. Click 'open.'



- e. Zoom will open and you can sign up, sign in, or join your meeting.

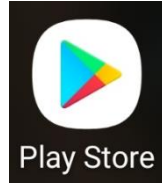
Join a Meeting

Sign Up

Sign In

2. Manually

- a. Go to the 'Play Store' app.



- b. Search for 'Zoom cloud meetings.'

← zoom cloud meetings X



- c. Click 'install.'

← Google Play 🔍 ⋮



4.4★
87K reviews

10M+
Downloads

E
Everyone

Install

- d. Click 'open.'

← Google Play 🔍 ⋮



Uninstall

Open

- e. Zoom will open and you can sign up, sign in, or join your meeting.

Join a Meeting

Sign Up

Sign In

iv. Chromebook

1. Automatically

- a. You will automatically be prompted to download Zoom when you click on the email link if invited to a meeting through Zoom.

to me ▾

Join Zoom Meeting

<https://zoom.us/j/194788496>

One tap mobile

+14086380968,,194788496# US (San Jose)

+16465588656,,194788496# US (New York)

Dial by your location

+1 408 638 0968 US (San Jose)

+1 646 558 8656 US (New York)

Meeting ID: 194 788 496

Find your local number: <https://zoom.us/u/acAhtpHL9S>

- b. A new web page will open asking to take you to the chrome store. Click on 'Install from Chrome Web Store.'

Add Zoom to Chrome

Clicking the button below will open a new tab page to guide you to Chrome Web Store.
Once the new tab page is opened, click "Add to Chrome" button.

 Install from Chrome Web Store

During installation process, do not close this page. You will join the meeting automatically.

- c. The chrome web store will open. Click 'Add to Chrome.'



Zoom

Offered by: <https://zoom.us>

★★★★★ 118

Productivity

1,683,449 users

Add to Chrome

- d. A new window will open showing you what Zoom can have access to once installed. Click 'Add app.'



Add "Zoom"?

It can:

Exchange data with any device on the local network or internet

Write to files and folders that you open in the application

Use your microphone and camera

Communicate with cooperating websites

Capture content of your screen

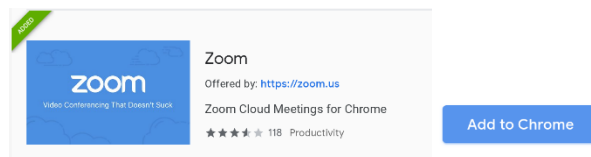
Add app

Cancel

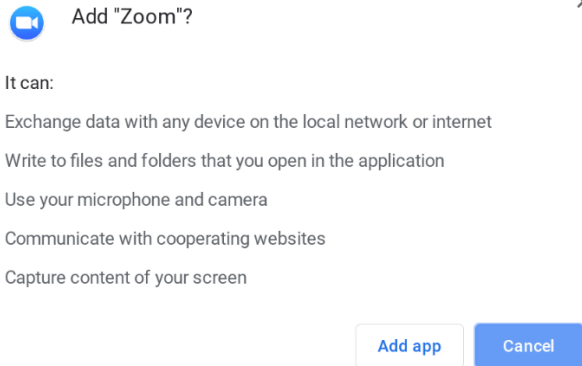
- e. Your meeting will start.

2. Manually

- a. Navigate to the Google Chrome Store.
b. Search for 'Zoom.' Click 'Add to Chrome.'

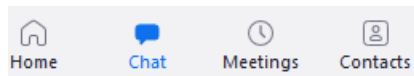


- c. A new window will open showing you what Zoom can have access to once installed. Click 'Add app.'



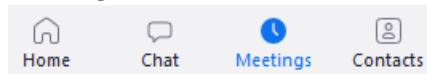
- d. Zoom will open.

- b. Chat

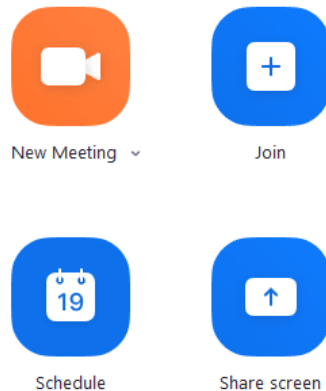


- i. The chat function can be accessed by clicking on the chat bubble icon at the top of your home page.
- ii. This area allows you to send and receive messages from your added contacts.

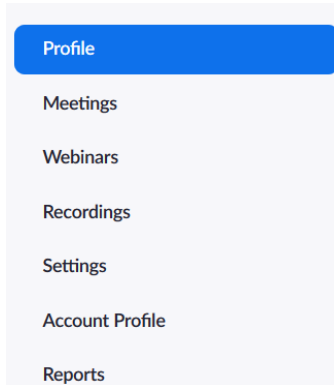
- c. Meetings



NOTE: you can also schedule meetings in the Zoom app by clicking on 'schedule' from the home page.



- i. Calendar and contact integration (Taken from zoom.us)
 1. You need to integrate your calendar and contacts to Zoom in order to have scheduled meetings appear in the meetings tab.
 2. Log into the Zoom online portal (zoom.us)
 3. Navigate to 'profile' on the left side of the screen.



4. Scroll down to find 'calendar and contact integration.' Click on 'connect to calendar and contact service.'

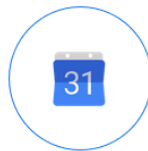
Calendar and Contact
Integration

You can integrate with 3rd party services or apps, such as Google, Outlook or Exchange, to sync the calendar and contacts.

Connect to Calendar and Contact Service

5. You will be asked which service you would like to use, Google, Exchange, or Office 365.

Select a Service



Google



Exchange



Office 365

- a. Google
 - i. Once you have selected Google, a box will appear below the 'select a service' window. Make sure the boxes in the following photo are checked.
 - ☒ Allow Zoom to get calendar event
 - ☒ Allow Zoom to sync contacts

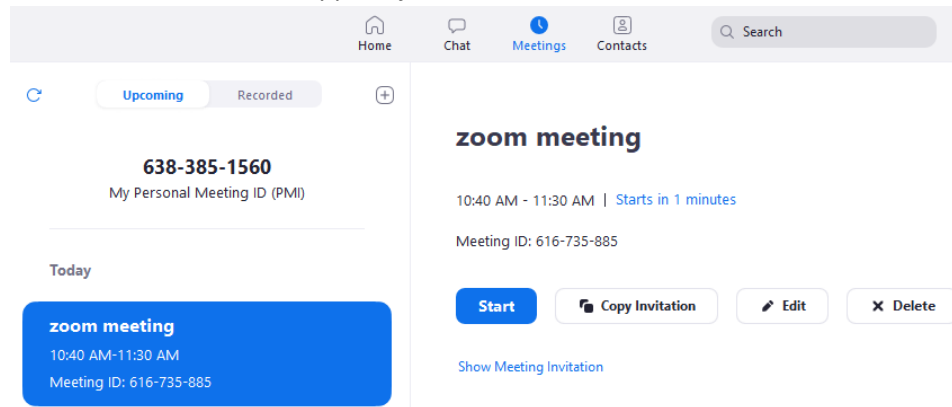
Next

- ii. Select which gmail account you would like to use when prompted.
- iii. Google will ask you to give permissions to Zoom to access your calendar and contact information. Select 'allow' for all requests.
- iv. You will be re-directed to the Zoom online portal to be shown that your contacts and calendar are integrated. Make sure the buttons are enabled (blue).

Allow Zoom to get calendar event ☒

Allow Zoom to sync contacts ☒


- v. Your shceduled meetings will appear on your 'meetings' tab of the Zoom app. To join, click 'start.'



b. Exchange

- i. Enter your username and password associated with your Exchange account.
- ii. Select the version of exchange. If you do not know what to select, contact your IT department.
- iii. Enter your EWS URL. If you do not know what to enter, contact your IT department.

Meeting Settings > Add a Calendar Service



Exchange
Connect your shared Exchange resource calendars

Exchange login username or UPN

Exchange login password

Exchange Version

EWS URL

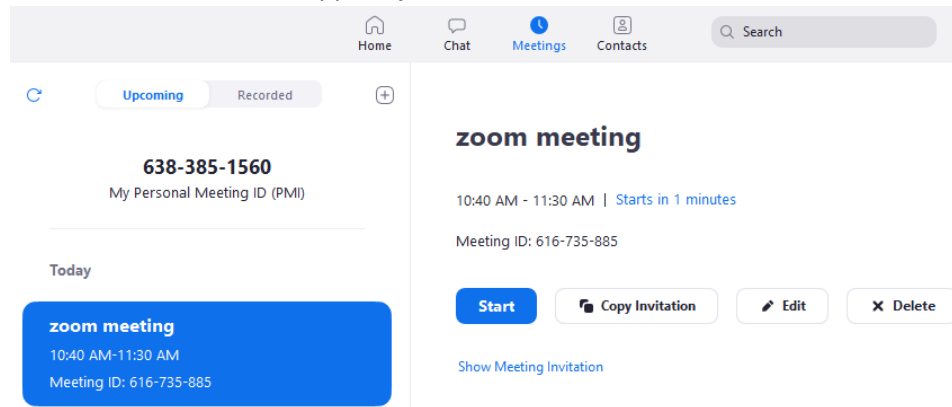
Enter the EWS(Exchange Web Service) URL found in EMC/ECP. Be sure to include the https:// portion of the URL.

- iv. You will be re-directed to the Zoom online portal to be shown that your contacts and calendar are integrated. Make sure the buttons are enabled (blue).

Allow Zoom to get calendar event ☒

Allow Zoom to sync contacts ☒


- v. Your shceduled meetings will appear on your 'meetings' tab of the Zoom app. To join, click 'start.'



c. Office 365

- i. Choose an authorization method. Contact your internal IT team if you are not sure which one to choose.
- ii. Enter your email and password for Office 365.
- iii. The EWS URL will be the default EWS URL for Office 365. Do not change it unless your Office 365 account uses a unique configuration.

[Meeting Settings](#) > [Add a Calendar Service](#)



Office 365
Connect your shared Office 365 resource calendars

Office 365 account email address

Office 365 account email password

EWS URL

Enter the EWS(Exchange Web Service) URL found in EMC/ECP. Be sure to include the https:// portion of the URL.

- iv. You will be re-directed to the Zoom online portal to be shown that your contacts and calendar are integrated. Make sure the buttons are enabled (blue).

Allow Zoom to get calendar event ☒

Allow Zoom to sync contacts ☒

- v. Your shceduled meetings will appear on your 'meetings' tab of the Zoom app. To join, click 'start.'

The screenshot shows the Zoom web interface. At the top, there are navigation links: Home, Chat, Meetings, and Contacts. A search bar is on the right. Below the navigation, there are tabs for 'Upcoming' and 'Recorded'. A meeting card is displayed with the title 'zoom meeting', time '10:40 AM-11:30 AM', and Meeting ID '616-735-885'. To the right, a detailed view of the meeting shows the same information and buttons: 'Start', 'Copy Invitation', 'Edit', and 'Delete'. A 'Show Meeting Invitation' link is also present.

- ii. Schedule meetings in Zoom
 1. Schedule meeting by clicking on the 'plus' icon on the meetings page.

This screenshot shows the Zoom web interface with the 'plus' icon menu open. The menu options are 'Schedule Meeting', 'Schedule from Outlook', and 'Schedule from Google Calendar'. Below the menu, the 'Start' and 'Copy Invitation' buttons are visible.

- a. Schedule Meeting
 - i. A new window will open and give you options to name your meeting, select a start time and end time, and select video and audio options.

The screenshot shows the 'Schedule Meeting' dialog box. It contains the following fields and options:

- Topic:** ZOOM Meeting
- Start:** Fri January 17, 2020, 11:00 AM
- Duration:** 1 hour, 0 minute
- Recurring meeting:** ☐ (unchecked)
- Time Zone:** Pacific Time (US and Canada)
- Meeting ID:** ☒ Generate Automatically, ☐ Personal Meeting ID
- Password:** ☒ Require meeting password
- Video:** Host: ☐ On, ☒ Off; Participants: ☐ On, ☒ Off
- Audio:** ☐ Telephone, ☐ Computer Audio, ☒ Telephone and Computer Audio
- Dial in from United States:** [Edit](#)
- Calendar:** ☒ Outlook, ☐ Google Calendar, ☐ Other Calendars
- Advanced Options:** [Schedule](#) [Cancel](#)

b. Schedule from Outlook

- i. If you would like to use this function, you must download the Zoom plugin for Microsoft outlook from <https://zoom.us/download>

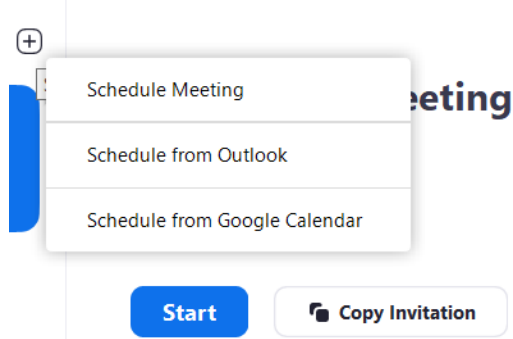
Zoom Plugin for Microsoft Outlook

The Zoom Plugin for Outlook installs a button on the Microsoft Outlook tool bar to enable you to start or schedule a meeting with one-click.

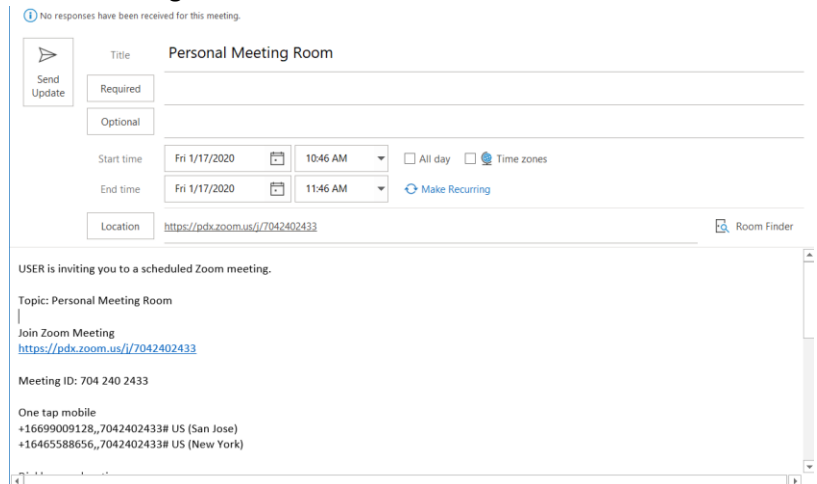
Download

Version 5.2.41981.0729

- ii. Once downloaded, press the plus icon in the meetings tab of Zoom and select 'schedule from Outlook.'
 - i. If you do not see the 'schedule from outlook' option, you may need to restart your device.




- iii. This will open up Outlook on your computer and there will be a generated email that pops up with a link to the Zoom meeting.



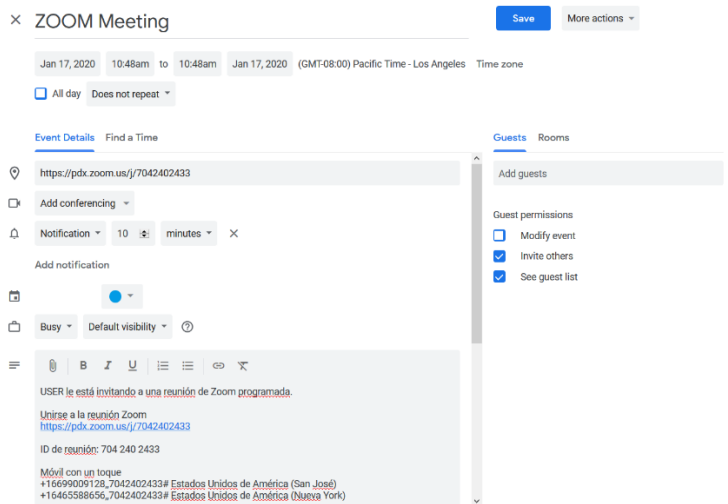
- iv. You will have options to add a start time and end time.
- c. Schedule from Google Calendar
- i. Google will open and ask you to give permission to Zoom. Select 'allow.'

Grant Zoom permission

 View and edit events on all your calendars

Deny Allow

- ii. This will open up Google calendar on your computer and there will be a google calendar event that pops up with a link to the Zoom meeting. From here you can invite others.



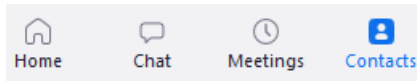
The screenshot shows a Google Calendar event titled "ZOOM Meeting". The event details include the date and time (Jan 17, 2020, 10:48am to 10:48am), the time zone (Pacific Time - Los Angeles), and the event link (https://pdx.zoom.us/j/7042402433). The event is set to "All day" and "Does not repeat". The "Event Details" tab is selected, showing the event link, a notification set for 10 minutes before the event, and a "Busy" status. The "Guests" tab is also visible, showing guest permissions: "Modify event" (unchecked), "Invite others" (checked), and "See guest list" (checked).

d. Contacts

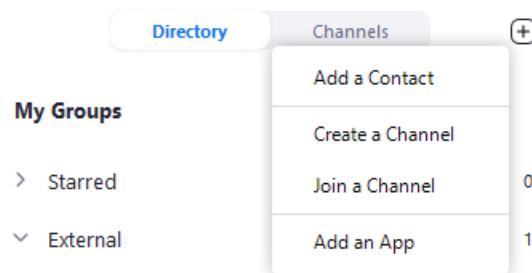
NOTE: From the Chromebook application, you cannot new add contacts. You are only able to see your contacts and their online status.

i. Add Contact


1. Navigate to the contacts part of the home page.



2. Press the plus button and select 'add a contact.'



3. You will be asked to enter the email of the person you wish to add as a contact.

 Add a Contact

×

Add a Contact

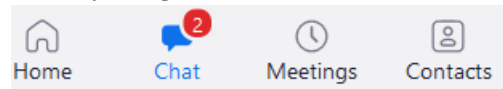
Enter email address

[Copy Invitation](#)

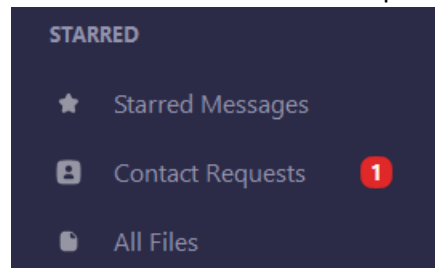
Add Contact

Cancel

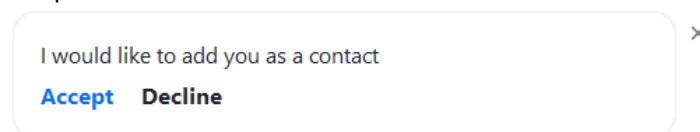
4. They will be added as a contact once they accept.
- ii. Accept a contact request
 1. When you sign in to Zoom, there will be a notification above 'chat.'



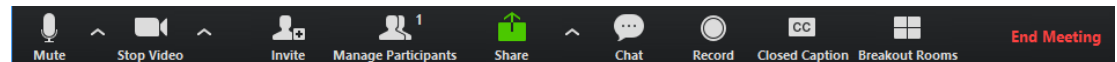
2. Click on this and you will be taken to the chat page. You will see a notification next to 'contact requests,' click on this.



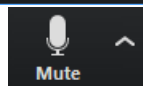
3. You will be shown who sent you a request and be given the option to accept or decline.



e. Host Functions

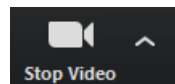


i. Mute



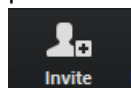
- a. Mute your own audio so others will not be able to hear you.

ii. Stop video

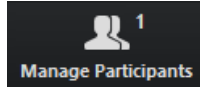


- a. Stop the video that is showing you to the meeting.

iii. Invite

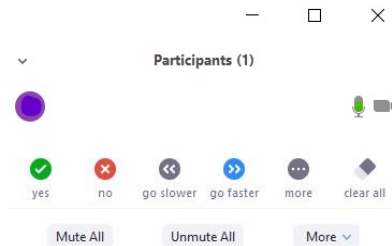


- a. Invite other participants to the meeting.
- b. Refer to the 'Invite' section of this manual under using [specific devices](#) for more information about how to invite participants.

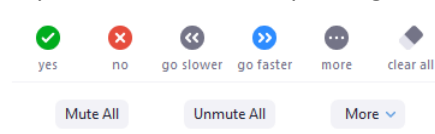


iv. Manage Participants

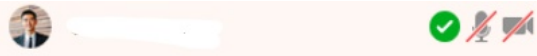
- a. This will open the participants panel on the right side of the video.



- b. Here you can mute or unmute all participants.
c. Use non-verbal feedback such as 'go slower', 'go faster', 'yes', and 'no' to respond as someone is speaking.

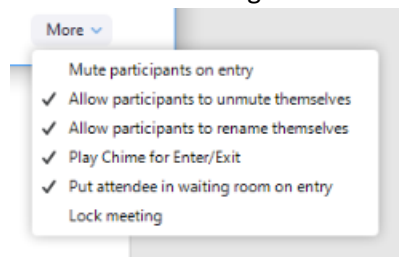


- i. These will appear next to your name as an icon.



- ii. Selecting 'clear all' on the bottom right side of the panel will remove all non-verbal feedback next to participant names.

- d. Under the 'more' tab, you can mute participants when they join, let participants unmute themselves, rename themselves, play a chime when participants enter or exit, put participants in a 'waiting room' upon entry, and lock the meeting.



- i. Enabling a waiting room lets the host decide when to let participants enter the call. The participants will see a screen like this when they enter the meeting:

Please wait, the meeting host will let you in soon.

- ii. Locking the meeting will prevent any new participants from joining.

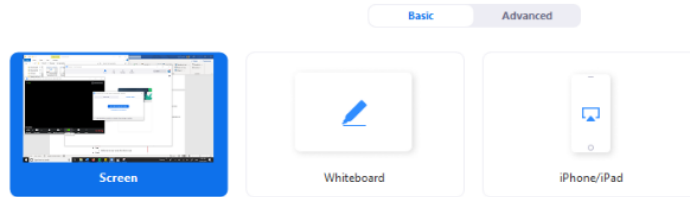


v. Screen share

- a. Sharing current screen

- i. Click 'screen' to share what everything you are currently seeing on your screen except the Zoom meeting.

Select a window or an application that you want to share

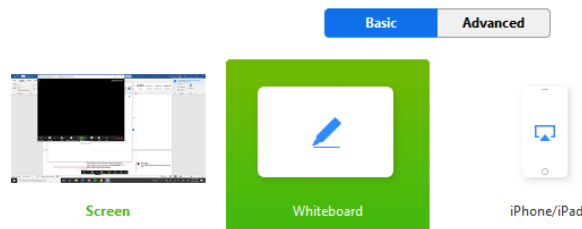


- a. You can select 'share computer sound' and 'optimize for full screen video clip' at the bottom to allow others to hear your computer sounds and to make the screen sharing best for videos.
- b. To access editing functions, click 'annotate.' For description of the functions see the ['annotate/whiteboard'](#) section.

b. Whiteboard

- i. Click 'whiteboard' to open a blank document that you are able to edit for others to see in real time. You can also let others edit the document with you.

Select a window or an application that you want to share



- ii. To access editing functions, click 'whiteboard.' For description of the functions see the ['annotate/whiteboard'](#) section.

c. Functions



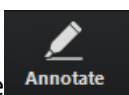
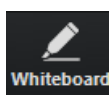
- i. Mute, Stop Video, Invite, Manage Participants
 - a. These functions are the same as described above when you are not screensharing

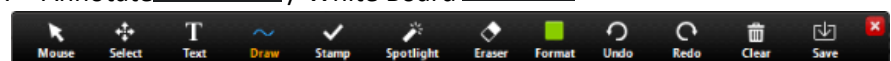
ii. New Share

- a. Share a new item.

- iii. Pause Share 

- a. Pause your screen sharing.

- iv. Annotate  / White Board 



a. Mouse

- i. This allows others to see your mouse while you screen share

- b. Select
 - i. This allows you to select annotations (text, stamps, etc.) added to the screen share so that you can move them around the screen and place them in a new area.
- c. Text
 - i. Write text on your screen for others to see
- d. Draw
 - i. Draw on your screen for others to see



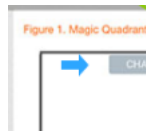
- e. Stamp
 - i. Insert stamps on the screen that you are sharing to bring attention to items on the page



- f. Spotlight



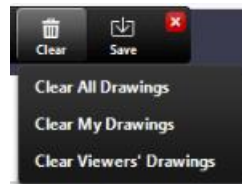
- i. The first option turns your mouse into a red dot so others can easily see where you are navigating
- ii. The second allows you to insert an arrow to draw attention to where you navigate



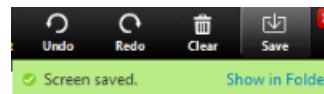
- g. Eraser
 - i. Erase any drawing, stamps, or other items added to the screen share
- h. Format
 - i. Select color, line thickness, text style (bold, italics), and font size for drawing, text, etc.



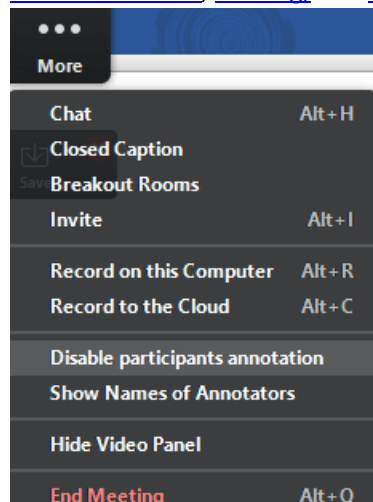
- i. Undo
 - i. Undo the last action
- j. Redo
 - i. Redo an undone action
- k. Clear
 - i. Clear additions to the screen share. Your options are clear all drawings, your drawings, or viewers drawings



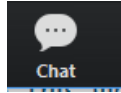
- l. Save
 - i. Save the current screen share with annotations added



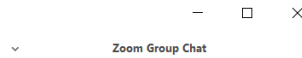
- m. More
 - i. This opens a panel that allows you to access the general controls. Refer to the sections in this manual for more information about [chat](#), [closed captions](#), [breakout rooms](#), [inviting](#), and [recording](#).



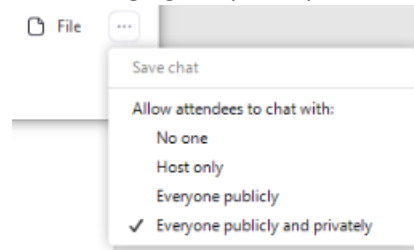
vi. Chat



1. This opens up a side window with a group chat.

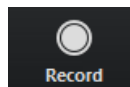


2. You may message everyone in the meeting, or one person in particular.
3. If you click on the three dots on the bottom right, there are options for managing the participants chat accessibility.



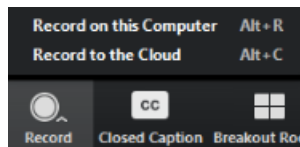
- i. Here you can allow participants to chat with the host only, everyone publicly, everyone publicly or privately, or disable chatting.

vii. Record

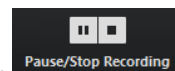


a. Record to the cloud

- i. Click the 'record' button.
- ii. Select 'record to the cloud.'



- iii. You can pause or stop at any time.



- iv. Once you stop, you will receive an email with a link to your recording, or you can access it online from your account.

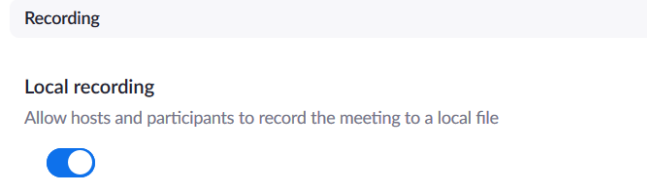
b. Record locally

- i. This saves recordings locally to your computer
- ii. Enable local recording in your account settings

- a. Log into your Zoom account online.
- b. Navigate to the 'recording' tab.

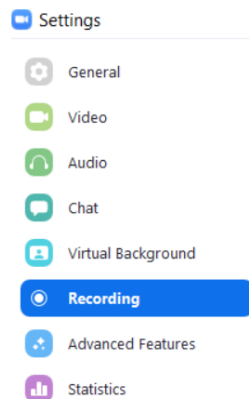
Meeting **Recording** Telephone

- c. Make sure 'local recording' is enabled.

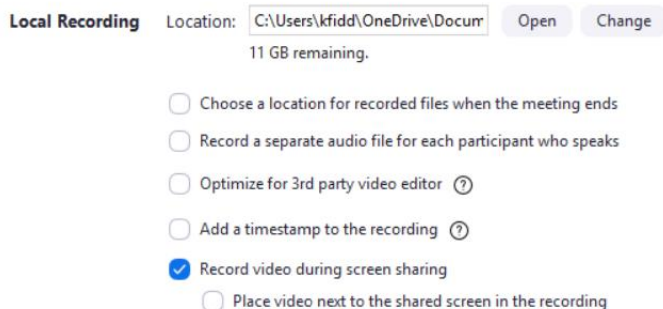


- iii. Choosing the file location for local recordings

- a. Navigate to the 'recording' tab in the Zoom application.



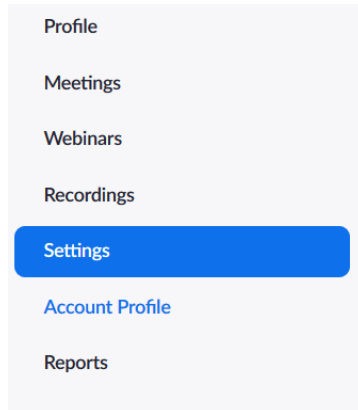
- b. From here, you can choose where Zoom will save local recordings in your computer



- c. You can choose to select the file location when the meeting ends, to record separate audio files for individual speakers, optimize the video/audio, add a timestamp, and record during screen sharing.

- c. Set up automatic recordings

- i. To set up your account so that recording automatically starts when a meeting starts, go to zoom.us and sign into your account.
- ii. Click 'settings' on the left-hand side of the page.

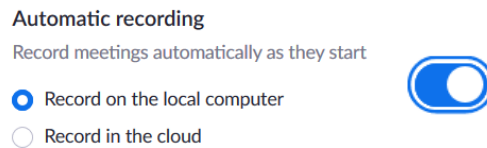


iii. Click on 'recording' at the top of the page.

Meeting **Recording** Telephone

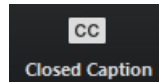
iv. Scroll down to find 'automatic recording'

a. Make sure that it is enabled by looking for the blue indicator. If it is gray, click on it to enable it.



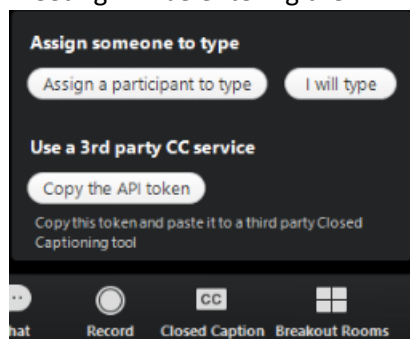
b. Choose whether you want to record locally or to the cloud.

viii. Closed Captions



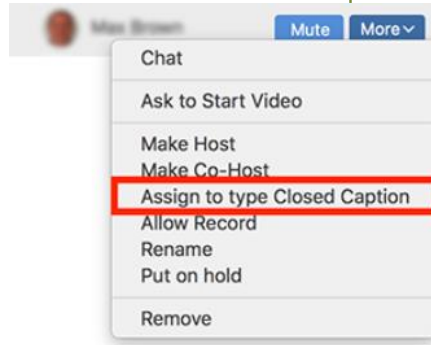
1. Assign a participant to type closed captions.

i. Select 'Assign a participant to type' if another person in the meeting will be entering them.

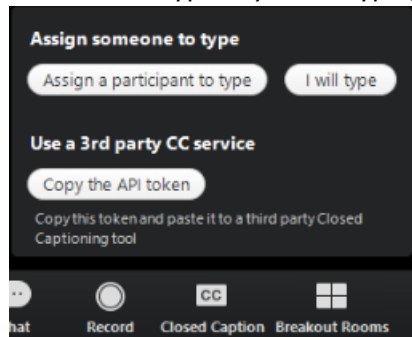


a. This will open the participants window.

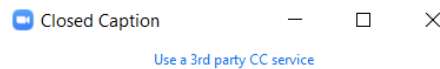
b. Find the participant you are assigning and select 'more,' then 'assign to type closed caption.'



- b. Type closed captions yourself
 - i. Select 'I will type' if you are typing them yourself.

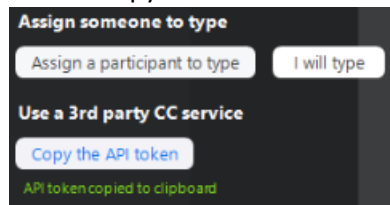


- ii. This will open up the closed captioning window.



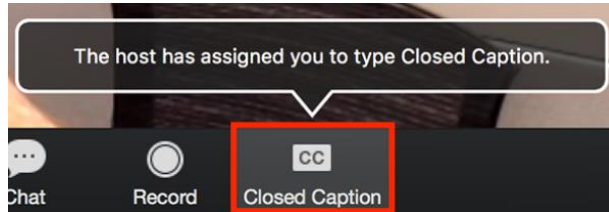
Type here, press Enter to broadcast

- iii. Type the closed captions and hit 'enter' to broadcast the captions.
- c. Using a 3rd party service
 - i. Select 'copy the API token' if using a 3rd party service.

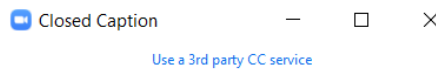


- ii. This will copy the URL to your clipboard so that you can provide it to the service you are using.
- d. Entering closed captions as a participant

- i. Once you have been selected to type closed captions, a notification will pop up.

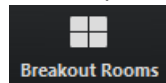


- ii. Click on the 'closed caption' box.
- iii. This will open the closed caption panel where you will type the captions. Press 'enter' to submit the captions.



e. Closed captions in breakout rooms

- i. It is recommended by Zoom to use a 3rd party service for closed captioning in breakout rooms
- ii. To assign a participant to type closed captions on a breakout room, assign them before starting the breakout room sessions
 - a. NOTE: only one participant can be assigned to type closed captions, meaning only one breakout room may have them
- iii. The participant will follow the same steps as above (Entering closed captions as a participant) to provide closed captions



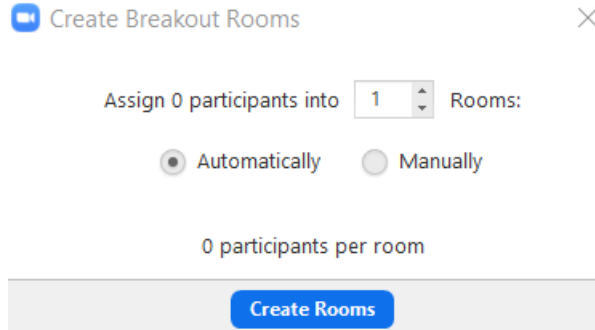
ix. Breakout Rooms

a. Create breakout rooms

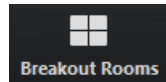
- i. This allows you to split your meeting into up to 50 separate sessions.
- ii. Each session can have up to 200 participants
- iii. Participants will have audio, video, and screen sharing abilities.
- iv. If using recording, only the main room will be recorded (regardless of what room the host is in). If recording locally, the recording will be of the room the recording participant is in. Multiple participants can record locally.

b. Assigning participants to rooms automatically

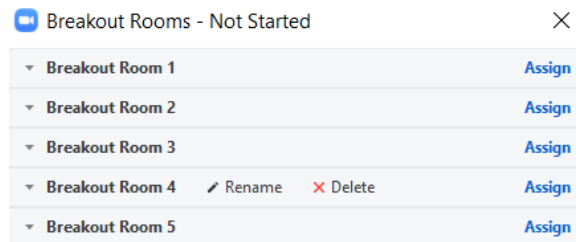
- i. Click on the breakout room button
- ii. Choose the number of rooms and number of participants for each room.



- iii. Select 'create rooms.'
- c. Assigning participants to rooms manually
 - a. Click on the breakout room button.



- b. Here you can assign participants to certain breakout rooms, rename breakout rooms, and delete rooms.



Breakout Rooms - Not Started		
▼ Breakout Room 1		Assign
▼ Breakout Room 2		Assign
▼ Breakout Room 3		Assign
▼ Breakout Room 4	✎ Rename ✕ Delete	Assign
▼ Breakout Room 5		Assign



- i. To rename or delete rooms, hover over the room you wish to edit, and the options will appear.
- c. Options tab
 - i. Here you can move participants to rooms automatically, allow them to return to the main session at any time, assign a set amount of time for breakout rooms, and have a countdown after closing a breakout room.

☐ Move all participants into breakout rooms automatically

☒ Allow participants to return to the main session at any time

☐ Breakout rooms close automatically after: minutes

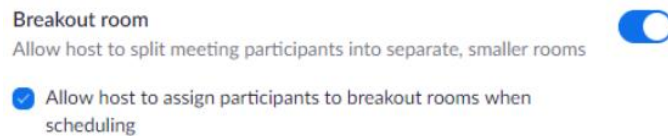
☐ Notify me when the time is up

☒ Countdown after closing breakout room

Set countdown timer: seconds

d. Enabling breakout rooms for all participants

- i. Sign into your online Zoom account as an administrator with the privilege to edit account settings.
- ii. Go to account management, then account settings
- iii. From the meeting tab, go to breakout room and enable it like the picture below. If a dialogue box opens, choose 'turn on' to verify the change.



- iv. Click the box at the bottom to allow meeting hosts to pre-assign participants to breakout rooms.

e. Enabling breakout rooms for groups

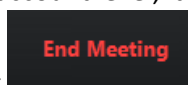
- i. Sign into your online Zoom account as an administrator with ability to edit groups.
- ii. Click user management, then group management.
- iii. Go to the meetings tab, then select breakout room to verify that it is enabled.

NOTE: If it is grayed out, it has been locked at the account level and needs to be changed at that level.

f. Enabling breakout rooms as an end user

- i. Sign into your online Zoom account.
- ii. If you're an administrator click 'account management,' then 'account settings.'
- iii. If you're an account member click 'settings.'
- iv. From the meeting tab, select breakout room to verify that it is enabled.

NOTE: if the option is grayed out, it means that at the group or account level, it has been locked. Contact your Zoom administrator.



x. End meeting

1. Click this when you wish to end the meeting. If you are the host, you will have the option to 'end meeting for all,' or 'leave meeting.'

End Meeting or Leave Meeting?

To keep this meeting running, please assign a Host.

☐ I'd like to give feedback to Zoom

End Meeting for All

Leave Meeting

Cancel

- a. 'End meeting for all' will end the meeting completely.
- b. "leave meeting" allows others to stay in the meeting until they decide to leave, although the host has already left.

D. Using Zoom on specific devices

- a. Windows Desktop, Windows Laptop, Windows Tablet

NOTE: The Zoom application must be downloaded before this. Please refer to the ['downloading Zoom'](#) section for more information.

- i. Join a meeting

1. From email

- a. You will receive an email. Click on the link under 'Join Zoom Meeting.'

Join Zoom Meeting

<https://zoom.us/j/191477040?pwd=ZXpzQ2hLMVYzK3Q4ekVoanB2cHdtQT09>

- b. Zoom will open and you can 'join a meeting' or 'sign in.'

zoom

Join a Meeting

Sign In

- c. Sign in / Join from home screen

- i. You will be asked to enter your email and password.

Sign In

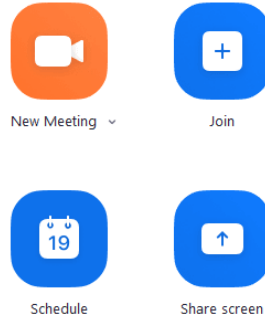
[Sign Up Free](#)

Enter your email

Enter your password

[Forgot?](#)

- ii. Select 'join.'



- iii. You will be asked to enter the Meeting ID, a 9, 10, or 11-digit code found in the email invitation. You can also enter a screen name for yourself, so others know who you are.



Join a Meeting

Meeting ID or Personal Link Name

Screen Name

☒ Remember my name for future meetings
☐ Do not connect to audio
☐ Turn off my video

Join
Cancel

- iv. You will then be asked to enter the 6-digit password found in the email invitation.



Enter meeting password

Meeting password

Join Meeting
Cancel

- v. Your meeting will start, and you will be asked what audio option you want to join with. Select “Join with computer audio.”

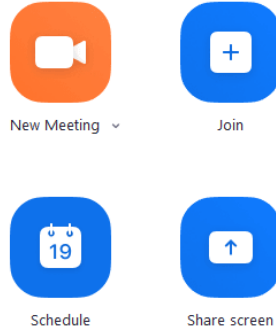


- d. Join a meeting

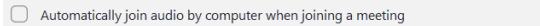
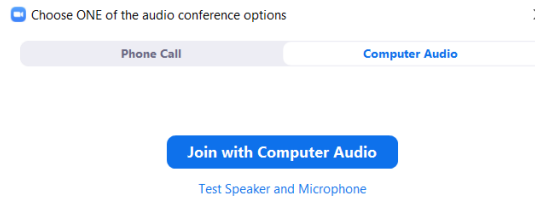
- i. This option is the same as the above option without entering your email and password at the beginning. Refer to the previous section ['join a meeting'](#) for instructions on how to join the meeting.

ii. Start a meeting

1. Log into Zoom.
2. Select 'new meeting.'



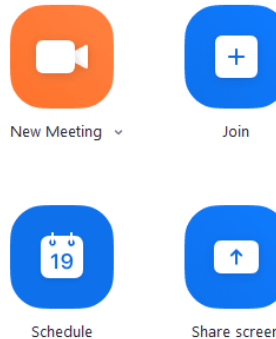
3. Your meeting will start, and you will be asked what audio option you want to join with. Choose 'join with computer audio.'



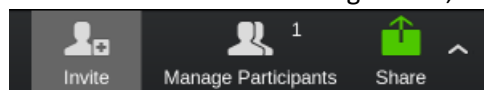
4. Your meeting will start, and you can invite people to join.
5. If you wish to schedule a meeting, refer to the ['meetings'](#) section of this manual.

iii. Invite

1. Log into Zoom.
2. Select 'new meeting.'

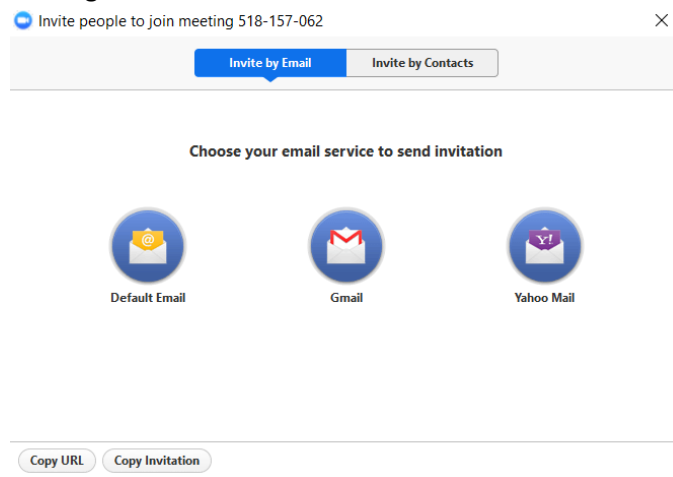


3. At the bottom of the meeting screen, choose 'Invite.'



4. You will be prompted to invite others via email, contacts, copy URL, or copy invitation.

- a. Inviting via email



- i. You will be prompted to use 'default email,' 'gmail,' or 'yahoo mail.'
 - ii. Choose the option you would like.
 - iii. It will take you to your email server to send email invitations to those you wish to invite.
 - b. Inviting via contacts
 - i. Use this if your client's email has been added to your contacts already.
 - a. For more information, refer to the ['contacts'](#) section of the manual.
 - ii. Select your clients name by clicking on their contact or searching for their name.
 - iii. Click 'invite' in the bottom right hand corner.
 - c. Inviting via 'copy URL'

[Copy URL](#)

- i. This will copy the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.
 - d. Inviting via 'copy invitation'

[Copy Invitation](#)

- iv. Troubleshooting audio

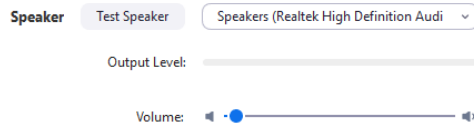
1. Before joining a meeting
 - a. Log into Zoom.
 - b. Click on the 'settings' icon pictured below.



- c. Choose the 'audio' tab.



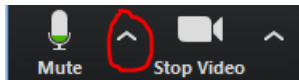
- d. Choose 'Test speaker.'



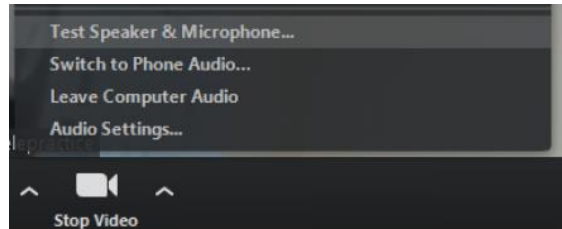
- e. Several tones will play through your speaker. If you do not hear the tones, use the drop down menu to the right of 'test speaker' to choose another speaker until you hear the audio. Make sure your volume is up on the computer and you have not muted your speakers.
- f. If there is a problem with the speaker, you can call in on a phone during the meeting. Refer to the ['join audio by telephone'](#) section at the end of this document.

2. During a meeting

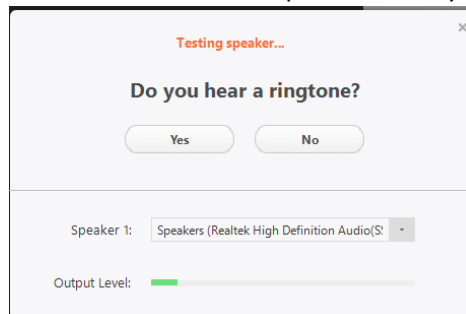
- a. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to 'mute.' Click on the arrow next to 'mute.'



- b. Choose 'Test Speaker & Microphone.'



- c. A pop-up box will come up and ask if you hear the tone. Click 'yes' or 'no.' If you do not hear the sound, try using the drop-down menu to switch speakers until you hear the sound.



- i. If it is still not working, you can ['join your audio by telephone.'](#)

v. Troubleshooting microphone

1. Before joining a meeting

- Log into Zoom.
- Click on the 'settings' icon pictured below in the upper right-hand corner.

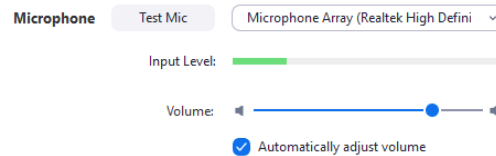


- Another screen will pop-up. Choose the 'audio' tab on the left-hand side.

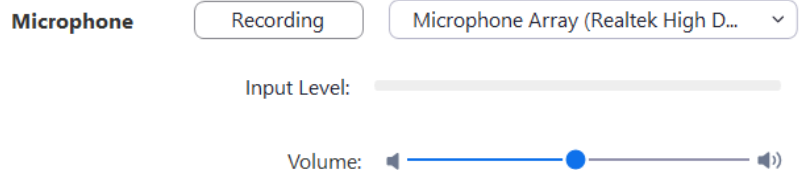


Audio

- Click 'Test mic.'

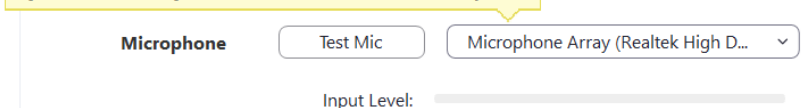


- Zoom will start recording. Click 'Recording' when you are done, and it will play back.



- If you cannot hear it, you can select another microphone from the drop-down menu or adjust the input level.

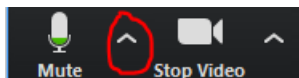
If you cannot hear your voice, select a different microphone.



- If there is a problem with the microphone, you can call in on a phone during the meeting. Refer to the '[join audio by telephone](#)' section at the end of this document.

2. During a meeting

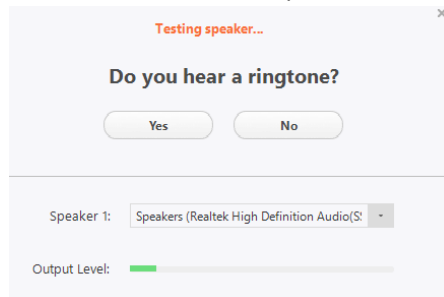
- Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to 'mute.' Click on the arrow next to 'mute.'



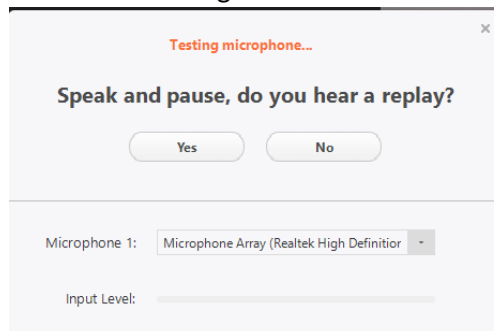
- Choose 'Test Speaker & Microphone.'



- c. A pop-up box will come up and ask if you hear the tone. Click 'yes' or 'no.' If you do not hear the sound, try using the drop-down menu to switch speakers until you hear the sound.



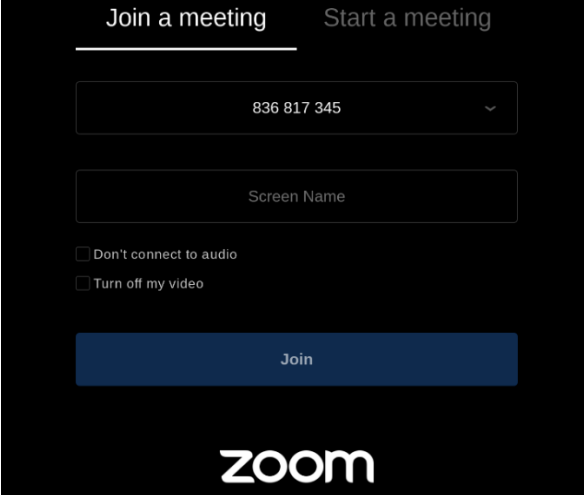
- d. The next screen will record you and play back the audio. It will ask if you heard the audio. Choose 'yes' or 'no.' If you don't hear it, try using the drop-down menu of microphones until you can hear the recording.



- i. If it still is not working, you can ['join your audio by telephone.'](#)
- b. Chromebook (google)

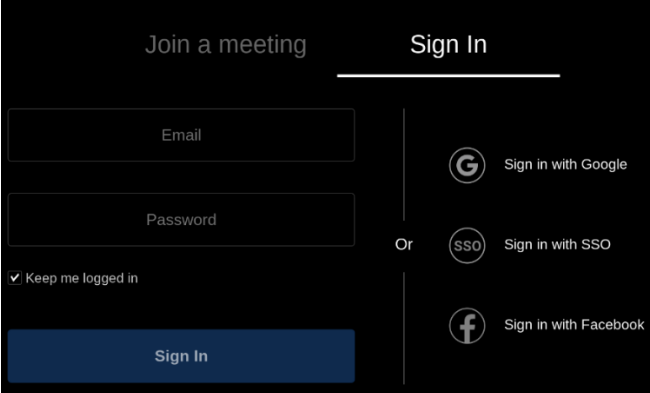
NOTE: The Zoom application must be downloaded before this. Please refer to the ['downloading Zoom'](#) section for more information.

 - i. Join meeting
 1. You will receive an email. Click on the link under "Join Zoom Meeting."
 Join Zoom Meeting
<https://zoom.us/j/191477040?pwd=ZXpzQ2hLMVYzK3Q4ekVoanB2cHdtQT09>
 2. Zoom will open and your meeting ID will already be entered. Enter a screen name so others know who you are. Click 'join.'



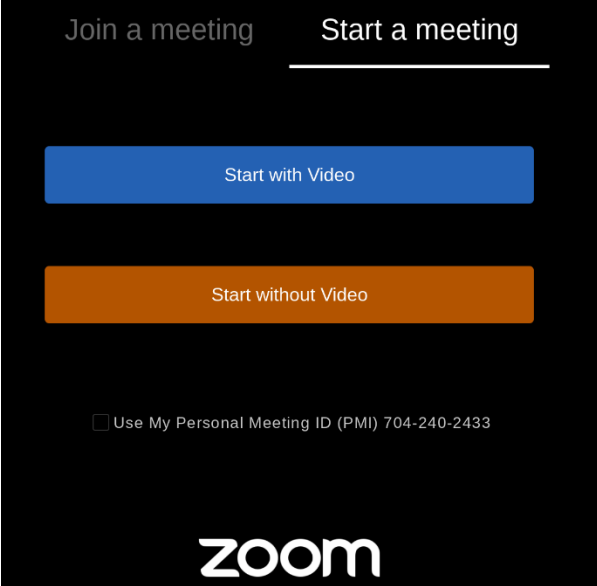
The 'Join a meeting' screen features a dark background. At the top, 'Join a meeting' is underlined, and 'Start a meeting' is to its right. Below these are two input fields: the first contains '836 817 345' with a dropdown arrow, and the second is labeled 'Screen Name'. Two checkboxes are present: 'Don't connect to audio' and 'Turn off my video'. A large blue 'Join' button is at the bottom, with the 'zoom' logo centered below it.

3. Your meeting will start.
- ii. Start a meeting
 1. Open Zoom.
 2. Click on 'sign in' and sign in.



The 'Sign In' screen has a dark background. 'Join a meeting' is on the left, and 'Sign In' is underlined on the right. On the left side, there are 'Email' and 'Password' input fields, a checked 'Keep me logged in' checkbox, and a blue 'Sign In' button. On the right side, separated by a vertical line, are three social login options: 'Sign in with Google' (with a G icon), 'Sign in with SSO' (with an SSO icon), and 'Sign in with Facebook' (with an f icon). The word 'Or' is placed between the left and right sections.

3. Choose 'start a meeting.'



The 'Start a meeting' screen has a dark background. 'Join a meeting' is on the left, and 'Start a meeting' is underlined on the right. There are two large buttons: a blue 'Start with Video' button and an orange 'Start without Video' button. Below these is a checkbox labeled 'Use My Personal Meeting ID (PMI) 704-240-2433'. The 'zoom' logo is at the bottom.

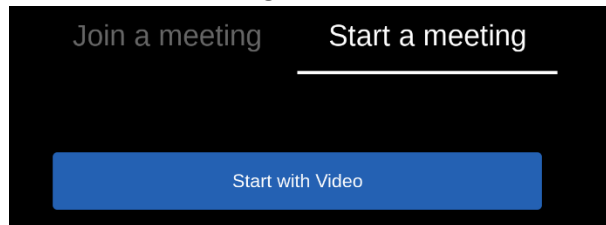
- a. Start with video
 - i. By choosing this, when your meeting starts, your webcam video will be on.
- b. Start without video
 - i. By choosing this, when your meeting starts, your webcam video will be off.
 - ii. Restart video during the meeting
 - a. To restart your video during a meeting, click the 'start video' button on the bottom left hand corner of the screen.



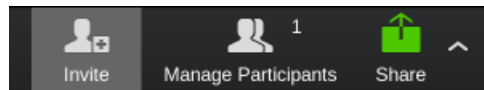
4. Your meeting will start.

iii. Invite

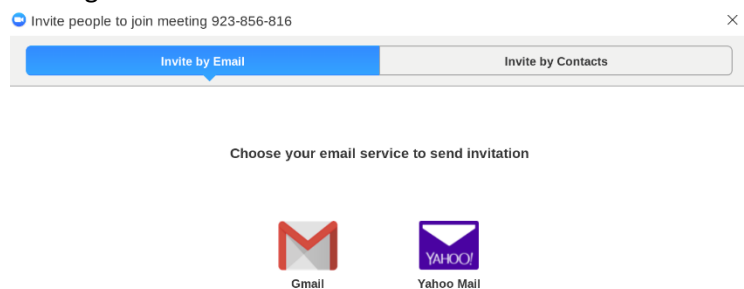
1. Sign into Zoom.
2. Select 'start a meeting.'



3. The meeting will start.
4. Click the 'invite' button at the bottom of the screen.



5. You will be prompted to invite others via email, contacts, copy URL, or copy invitation.
 - a. Inviting via email

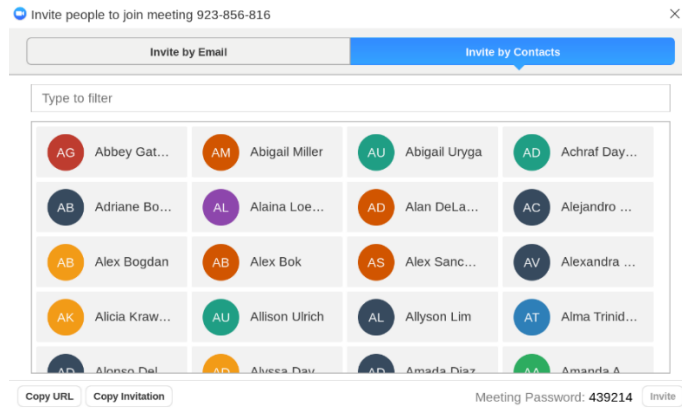


Copy URL Copy Invitation

Meeting Password: 439214

- i. You will be prompted to use 'Gmail' or 'Yahoo mail.'
- ii. Choose the option you would like.
- iii. It will take you to your email server to send email invitations to those you wish to invite.

b. Inviting via contacts



- i. Use this if your client's email has been added to your contacts already.
- a. Refer to the ['contacts'](#) section of this document for more information.
 - ii. Select your clients name by clicking on their contact or searching for their name in the search bar.
 - iii. Click 'invite' in the bottom right hand corner.
- c. Inviting via 'copy URL'

Copy URL

- i. This will copy the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.
- d. Inviting via 'copy invitation'

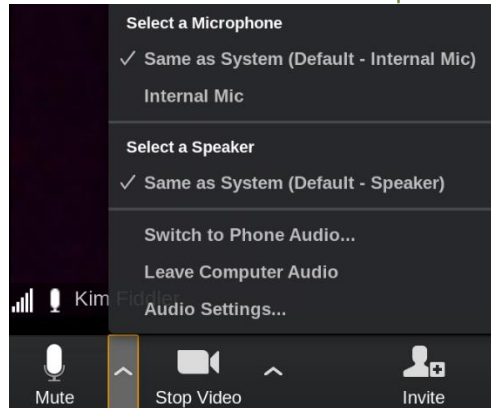
Copy Invitation

- i. This will copy the prewritten invitation containing the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.

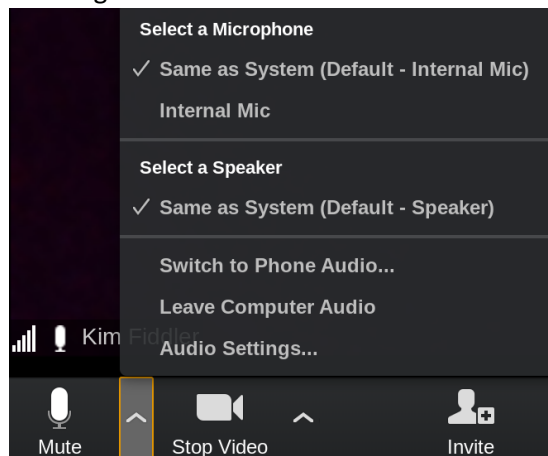
iv. Troubleshooting audio

1. During a meeting

- a. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to 'mute.'



- b. If you have another speaker, you can select that speaker under 'select a speaker' for Zoom to use instead of the default speaker.
 - c. If the others still cannot hear you, consult the '[join audio via telephone](#)' section of this manual.
- v. Troubleshooting microphone
 1. During a meeting
 - a. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to 'mute.'



- b. Select any additional microphones you have set up for Zoom to use under 'select a microphone.'
 - c. If that does not work or you do not have another microphone, you can join audio by phone. Refer to the '[joining audio by telephone](#)' section of this manual.
- c. MAC Desktop, MAC Laptop

NOTE: The Zoom application must be downloaded before this. Please refer to the '[downloading Zoom](#)' section of this manual.

 - i. Join meeting
 1. From email
 - a. You will receive an email. Click on the link under "Join Zoom Meeting"

Join Zoom Meeting

<https://zoom.us/j/191477040?pwd=ZXpzQ2hLMVYzK3Q4ekVoanB2cHdtQT09>

- b. An internet window will open, and you will be asked to allow Zoom to open. Click 'open zoom.us'

Open zoom.us?

<https://us04web.zoom.us> wants to open this application.

Cancel

Open zoom.us

- c. Your meeting will start.
2. From home screen
 - a. Log into Zoom.
 - b. Click on 'new meeting.'



New Meeting ▾



Join



Schedule



Share screen

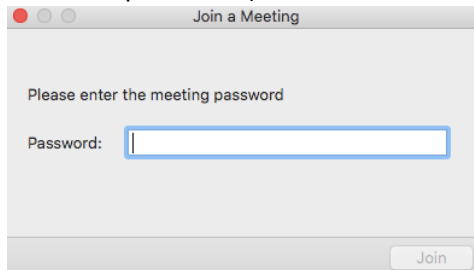
- c. Enter the Meeting ID (found in the email invitation) and enter a name so others know who you are.

Join a Meeting

Meeting ID or Personal Link Name ▾

Your Name
Your Name

- d. Enter the password (found in the email invitation).



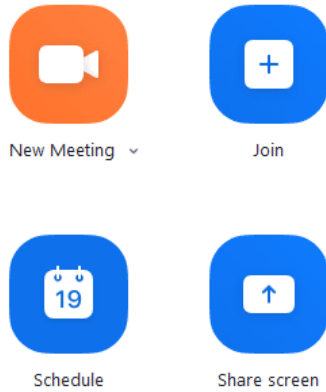
Join a Meeting

Please enter the meeting password

Password:

Join

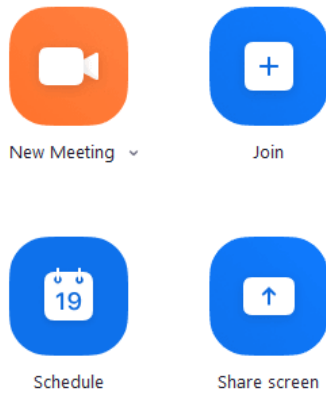
- e. Your meeting will start.
- ii. Start a meeting
 1. Log into Zoom.
 2. Click on 'new meeting.'



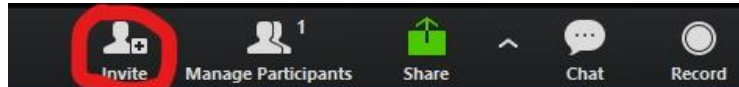
3. A meeting will start. You can invite others by following the instructions in the next section.
4. If you wish to schedule a meeting, refer to the [‘meetings’](#) section of this manual.

iii. Invite

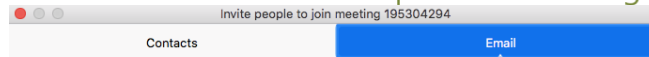
1. Log into Zoom.
2. Click on ‘new meeting.’



3. At the bottom of the screen, choose ‘invite.’



4. You will be prompted to invite others via email, contacts, copy URL, or copy invitation.
 - a. Inviting via email



Choose your email service to send invitation



Default Email



Gmail



Yahoo Mail

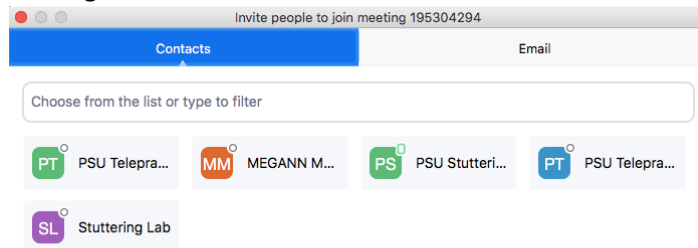
[Copy URL](#)

[Copy Invitation](#)

Meeting Password: 456841

- i. You will be prompted to use 'default email,' 'gmail,' or 'yahoo mail.'
- ii. Choose the option you would like.
- iii. It will take you to your email server to send email invitations to those you wish to invite.

b. Inviting via contacts



[Copy URL](#)

[Copy Invitation](#)

Meeting Password: 456841

[Invite](#)

- i. Use this if your client's email has been added to your contacts already.
- a. If your clients email hasn't been added to your contacts and you wish to add it, please refer to the ['contacts'](#) section of this manual.
 - ii. Select your clients name by clicking on their contact or searching for their name.
 - iii. Click 'invite' in the bottom right hand corner.
- c. Inviting via 'copy URL'

[Copy URL](#)

- i. This will copy the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.
- d. Inviting via 'copy invitation'

Copy Invitation

- i. This will copy the prewritten invitation containing the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.

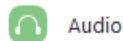
iv. Troubleshooting audio

1. Before a meeting

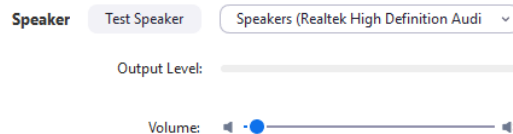
- a. Log into Zoom.
- b. Click on the 'settings' icon pictured below.



- c. Choose the 'audio' tab.



- d. Choose 'Test speaker'.



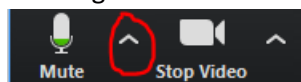
- e. Several tones will play through your speaker. If you do not hear the tones, use the drop down menu to the right of 'test speaker' to choose another speaker until you hear the audio. Make sure your volume is up on the computer and you have not muted your speakers.
- f. If there is a problem with the speaker, you can call in on a phone during the meeting. Refer to the ['join audio by telephone'](#) section at the end of this document.

2. During a meeting

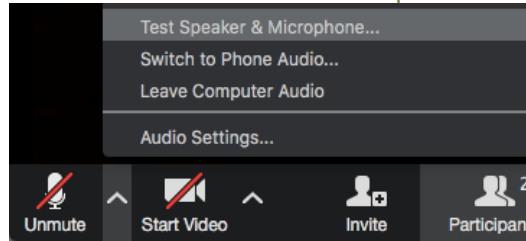
- a. If the microphone symbol looks like the photo below, click it once to unmute yourself.



- b. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to 'mute.'



- c. Select 'Test Speaker & Microphone.'



- d. A pop-up box will come up and ask if you hear the tone. Click 'yes' or 'no.' If you do not hear the sound, try using the drop-down menu to switch speakers until you hear the sound.

 You have 2 speakers, now testing speaker 2...

Do you hear a ringtone?

Yes

No

Speaker 2: Built-in Output (Internal Speakers) ⌵

Output level: 

- i. If it is still not working, you can [join your audio by telephone.](#)

v. Troubleshooting microphone

1. Before a meeting

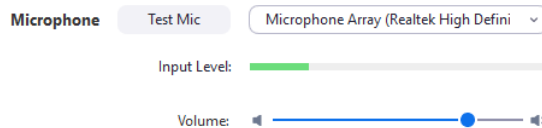
- a. Log into Zoom.
- b. Click on the 'settings' icon pictured below in the upper right-hand corner.



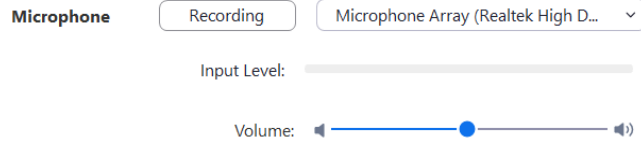
- c. Another screen will pop-up. Choose the 'audio' tab on the left-hand side.



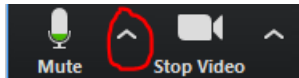
- d. Choose 'Test mic.'



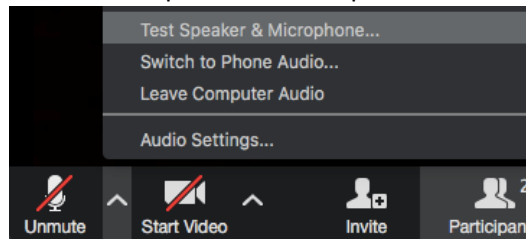
- e. Your audio will start recording. Click 'Recording' when you are done, and it will play back. You can select another microphone from the drop-down menu if you do not hear the recording or adjust the input level.



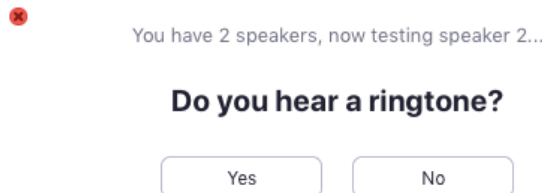
- f. If there is a problem with the microphone, you can call in on a phone during the meeting. Refer to the [‘join audio by telephone’](#) section at the end of this document.
2. During a meeting
 - a. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to ‘mute.’



- b. Select ‘Test Speaker & Microphone.’



- c. A pop-up box will come up and ask if you hear the tone. Click ‘yes’ or ‘no.’ If you do not hear the sound, try using the drop-down menu to switch speakers until you hear the sound.



- d. The next screen will record you and play back the audio. It will ask if you heard the audio. Choose ‘yes’ or ‘no.’ If you don’t hear it, try using the drop-down menu of microphones until you can hear the recording.

You have 2 microphones, now testing microphone 2...

Speak and pause, do you hear a replay?

Yes

No

Microphone 2: Built-in Microphone (Internal Micropho... ⌵

Input level: 

- i. If you still cannot hear the recording, you can [join your audio by telephone](#).

d. iPad

NOTE: The Zoom application must be downloaded before this. Please refer to the '[downloading Zoom](#)' section of this manual.

i. Join meeting

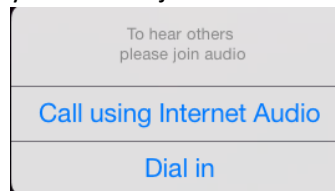
1. From email

- a. You will receive an email. Click on the link under "Join Zoom Meeting."

Join Zoom Meeting

<https://zoom.us/j/191477040?pwd=ZXpzQ2hLMVYzK3Q4ekVoanB2cHdtQT09>

- b. Your meeting will start, and you will be asked what audio option you want to join with.



To hear others
please join audio

Call using Internet Audio

Dial in

- i. Call using Internet Audio
 - a. This allows you to use your device's microphone and speakers to connect with the meeting.
- ii. Dial in
 - a. If you have cellular data and would like to use that, you can choose 'dial in.'
 - b. A new window will appear and ask you to choose which phone number you would like to call.

[Close](#)
United States ▾

TIP: Stay dialed in the app
 After connecting to audio via phone, please be sure to return to the Zoom meeting application

PICK A NUMBER FOR THE PHONE TO DIAL

+1 408 638 0968

+1 646 558 8656

MEETING INFORMATION

Meeting ID 976 874 913

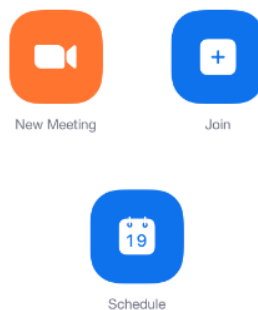
Participant ID 24

- c. When you have called, you will be asked to enter the meeting ID followed by #, then your participant ID followed by #.
- d. If the country or region at the top of the dial in box is not correct, you can tap it and a list of countries will appear so you can choose the correct one. The numbers to call for your meeting will reflect that change.

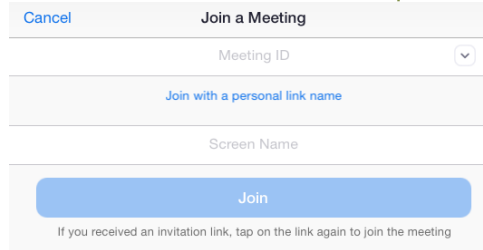
[< Back](#)
Country or Region

A	A
Argentina	•
Australia	C
Austria	F
B	H
Bahrain	J

- e. Your meeting will start.
2. From the home screen
 - a. Log into Zoom
 - b. Choose 'join.'



- c. You will be asked to enter the Meeting ID, a 9, 10, or 11-digit number found in the email invitation. Enter your name so others know who you are. Click 'join.'



Cancel Join a Meeting

Meeting ID

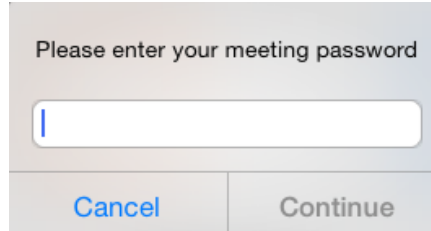
Join with a personal link name

Screen Name

Join

If you received an invitation link, tap on the link again to join the meeting

- d. You will be asked to enter the meeting password, which is found in the email invitation. Click 'continue.'



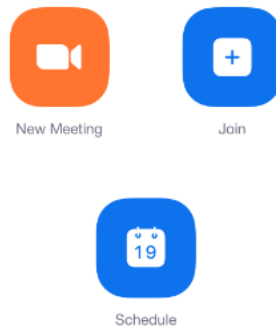
Please enter your meeting password

Cancel Continue

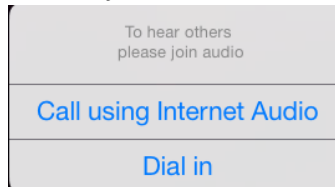
- e. Your meeting will start.

ii. Start a meeting

1. Log in to Zoom.
2. Select 'new meeting.'



3. Your meeting will start, and you will be asked what audio option you want to join with. Choose 'call using internet audio.'



To hear others please join audio

Call using Internet Audio

Dial in

- a. Call using Internet Audio
 - i. This allows you to use your device's microphone and speakers to connect with the meeting.
- b. Dial In
 - i. If you have cellular data and would like to use that, choose 'dial in.'
 - ii. a new window will appear and ask you to choose which phone number you would like to call.

Close United States ▾

TIP: Stay dialed in the app
After connecting to audio via phone, please be sure to return to the Zoom meeting application

PICK A NUMBER FOR THE PHONE TO DIAL

+1 408 638 0968

+1 646 558 8656

MEETING INFORMATION

Meeting ID 976 874 913

Participant ID 24

- iii. When you have called, you will be asked to enter the meeting ID followed by #, then your participant ID followed by #.
- iv. If the country or region at the top of the dial in box is not correct, you can tap it and a list of countries will appear so you can choose the correct one. The numbers to call for your meeting will reflect that change.

< Back Country or Region

A

Argentina

Australia

Austria

B

Bahrain

A

C

F

H

J

- v. Your meeting will start.

4. If you wish to schedule a meeting, refer to the [‘meetings’](#) section of this manual.

iii. Invite

1. Log into Zoom
2. Select ‘new meeting.’



New Meeting

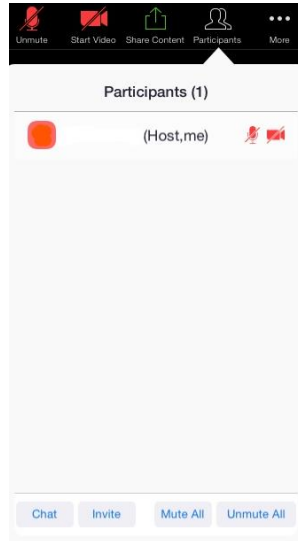


Join



Schedule

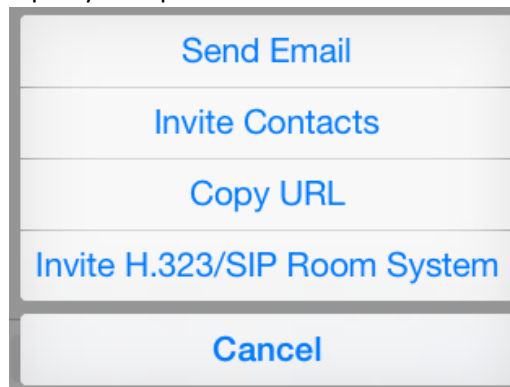
3. The meeting will start.
4. You will be able to see the ‘participants’ button at the top right-hand corner of your screen. Click on the participants button and the list of participants will appear.



5. Once the participants panel is open, click the 'invite' button on the bottom of the screen.



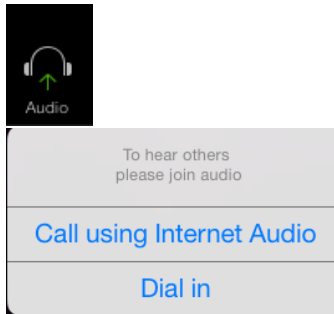
6. This will open your options for how to invite others to the meeting.



- a. Send email
 - i. This will open your email account and generate an email with the link to the meeting to send to those you wish to invite.
- b. Invite Contacts
 - i. This will open your contact list in Zoom to invite others to the meeting.
- a. Refer to the '[contacts](#)' section of this manual for more information.
- c. Copy URL
 - i. This will copy the URL of the meeting to your clipboard so that you can paste it anywhere you wish to invite others to the meeting.
- d. Invite Room System

- i. The H.323/SIP Room Connector call-out feature allows you to dial out to an H.323 or SIP room system from the Zoom Client using the public IP address or SIP URI assigned to the device.
 - ii. For more information about this function, please visit the Zoom webpage for [Room Systems](#).
- iv. Troubleshooting audio

1. Make sure your device's audio is connected. If you see the photo below, tap it and select 'call using internet audio.' Allow Zoom to access your microphone.

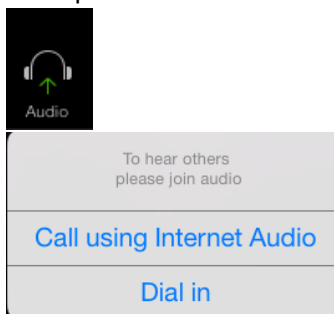


2. Increase or decrease the volume by using the volume buttons on your iPad.
 3. Use headphones.
 4. Use the '[dial in](#)' option outlined above.
 5. Restart your device.
 6. Reinstall the Zoom application.
- v. Troubleshooting microphone

1. Make sure you have not muted your audio. If the audio button on the bottom of the screen looks like the photo below, tap it to turn the microphone on.



2. Make sure your device's audio is connected. If you see the photo below, tap it and select 'call using internet audio.' Allow Zoom to access your microphone.



3. Try headphones with a microphone.

4. Make sure Zoom has permission to access your device's microphone.
 - a. Go to settings > Apps > Zoom > Permissions and make sure the microphone is switched to 'on'.



5. Close other apps that are using the microphone.
6. Try the '[dial in](#)' option outlined above.
7. Reinstall Zoom.
8. If you are still muted after this, the host may have muted you.

e. iPhone

NOTE: The Zoom application must be downloaded before this. Please refer to the '[downloading Zoom](#)' section of this manual.

i. Join meeting

1. From email

- a. You will receive an email. Click on the link under "Join Zoom Meeting."

Join Zoom Meeting

<https://zoom.us/j/191477040?pwd=ZXpzQ2hLMVYzK3Q4ekVoanB2cHdtQT09>

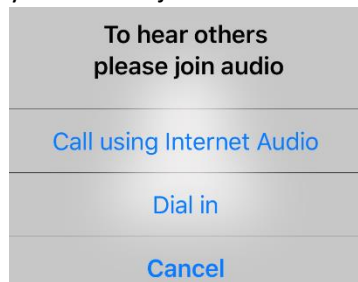
- b. Zoom will ask for permission to use the microphone. Select 'OK.'



- c. Zoom will ask for permission to use the camera. Select 'OK.'



- d. Your meeting will start, and you will be asked what audio option you want to join with.





- i. Call using internet audio
- i. If you choose this, your meeting will start automatically, and you do not need to do any extra steps.
- ii. Dial In
 - i. A new window will appear and ask you to choose which phone number you would like to call.

[Close](#)
United States ▼

TIP: Stay dialed in the app
After connecting to audio via phone, please be sure to return to the Zoom meeting application

SELECT A NUMBER TO DIAL

+1 669 900 9128 

+1 646 558 8656 

The meeting ID and participant ID will be dialed automatically. You can ignore any messages that ask you for these numbers.

If you use another device to dial, you may also need the following information

Meeting ID 901 433 445

Participant ID 31

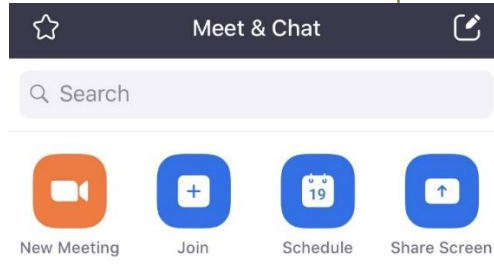
- ii. When you have called, you will be asked to enter the meeting ID followed by #, then your participant ID followed by #.
- iii. If the country or region at the top of the dial in box is not correct, you can tap it and a list of countries will appear so you can choose the correct one. The numbers to call for your meeting will reflect that change.

[< Back](#)
Country or Region

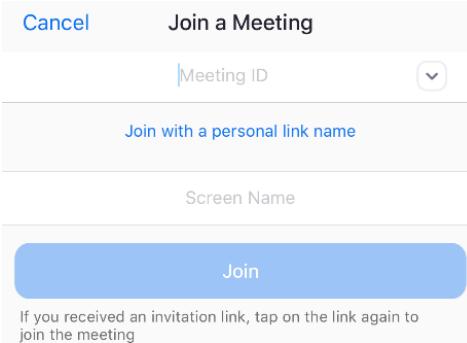
A A
Argentina •
Australia •
Austria •
B H
Bahrain J
-

- iv. Your meeting will start.

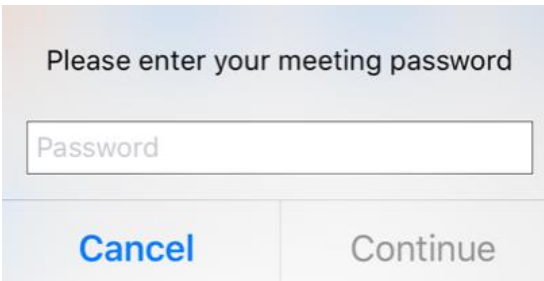
2. From home page
 - a. Log into Zoom.
 - b. Select 'join.'



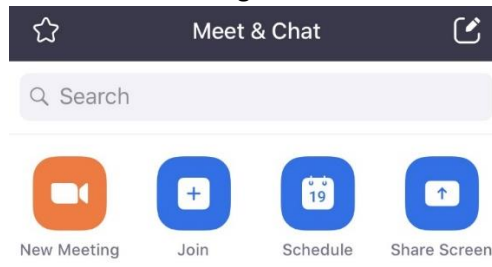
- c. You will be asked to enter the Meeting ID, a 9, 10, or 11-digit number found in the email invitation. Enter your name so others know who you are. Click 'join.'



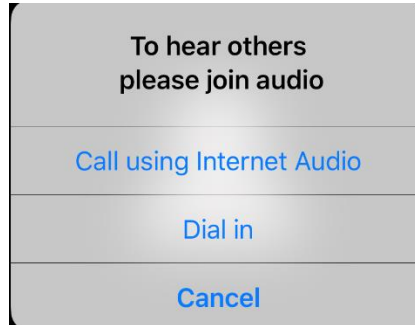
- d. You will be asked for the password, which can be found in the email invitation. Click 'continue.'



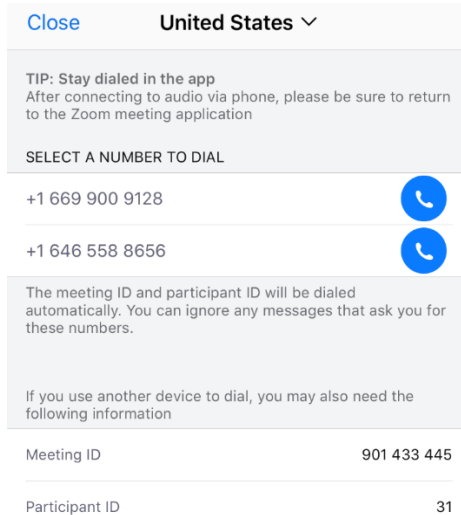
- e. Your meeting will start.
- ii. Start a meeting
1. Log into Zoom.
 2. Select 'new meeting.'



3. Your meeting will start, and you will be asked what audio option you want to join with.



- a. Call using internet audio
 - i. If you choose this, your meeting will start automatically, and you do not need to do any extra steps.
- b. Dial In
 - i. A new window will appear and ask you to choose which phone number you would like to call.



- ii. When you have called, you will be asked to enter the meeting ID followed by #, then your participant ID followed by #.
- iii. If the country or region at the top of the dial in box is not correct, you can tap it and a list of countries will appear so you can choose the correct one. The numbers to call for your meeting will reflect that change.

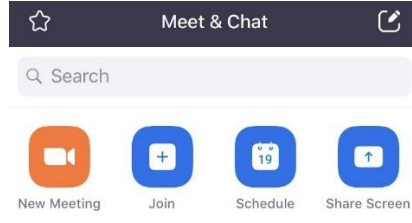


- iv. Your meeting will start.

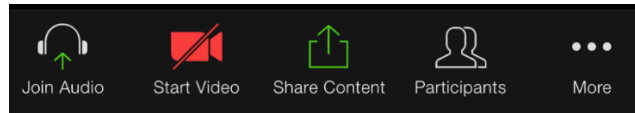
4. If you wish to schedule a meeting, refer to the [‘meetings’](#) section of this manual.

iii. Invite

1. Log in to Zoom.
2. Select ‘new meeting.’



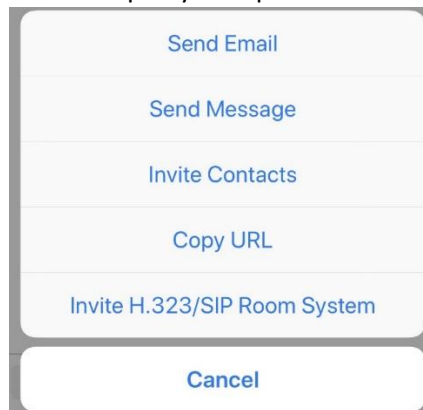
3. The meeting will start.
4. Click on the participants button on the lower part of the screen and the list of participants will appear.



5. Click the ‘invite’ button on the bottom of the screen



6. This will open your options for how to invite others to the meeting.



- a. Send email
 - i. This will open your email account and generate an email with the link to the meeting to send to those you wish to invite.
- b. Send Message
 - i. This will open your text messages with the link ready to send to whoever you choose.
- c. Invite Contacts
 - i. This will open your contact list in Zoom to invite others to the meeting.
- d. Copy URL

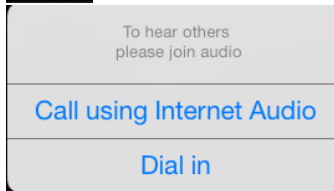
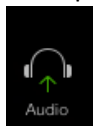
- i. This will copy the URL of the meeting to your clipboard so that you can paste it anywhere you wish to invite others to the meeting.
- e. Invite Room System
 - i. The H.323/SIP Room Connector call-out feature allows you to dial out to an H.323 or SIP room system from the Zoom Client using the public IP address or SIP URI assigned to the device.
 - ii. For more information about this function, please visit the Zoom webpage for [Room Systems](#).

iv. Troubleshooting audio

1. Make sure that the audio symbol in the upper left-hand corner looks like the photo below.



- a. If it doesn't, tap it once to turn it on.
2. Make sure your device's audio is connected. If you see the photo below, tap it and select 'call using internet audio.' Allow Zoom to access your microphone.

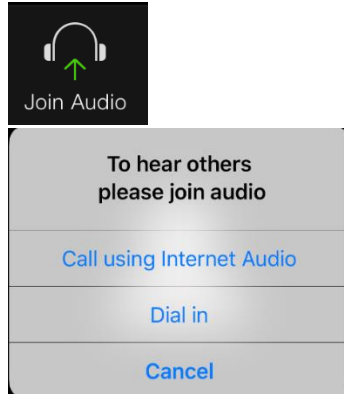


3. Increase or decrease the volume by using the buttons on your phone.
 4. Use headphones.
 5. Try using the '[dial in](#)' option outlined above.
 6. Restart your device.
 7. Reinstall the Zoom application.
- v. Troubleshooting microphone

1. Make sure you have not muted your audio. If the audio button on the bottom left hand side of the screen looks like the photo below, tap it to turn the microphone on.



2. Try headphones with a microphone.
3. Make sure your device's audio is connected. If you see the photo below, tap it and select 'call using internet audio.'



4. Make sure Zoom has permission to access your device's microphone.
 - a. Go to settings > Apps > Zoom > Permissions and make sure the microphone is switched to 'on'.



5. Close other apps that are using the microphone.
6. Try using the '[dial in](#)' option outlined above.
7. Reinstall Zoom.
8. If you are still muted after this, the host may have muted you.

f. Android

NOTE: You will need to download the Zoom application from the Google Play store. Please refer to the '[downloading Zoom](#)' section of the manual.

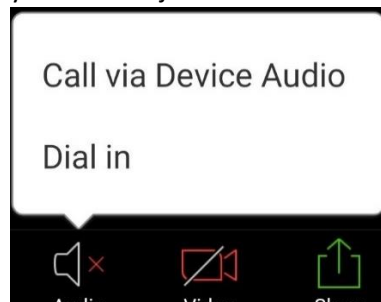
i. Joining a meeting

1. From email

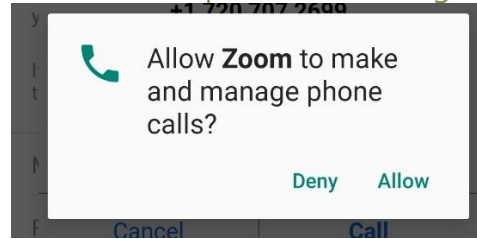
- a. You will receive an email. Click on the link under 'Join Zoom Meeting.'

Join Zoom Meeting
<https://pdx.zoom.us/j/617751486>

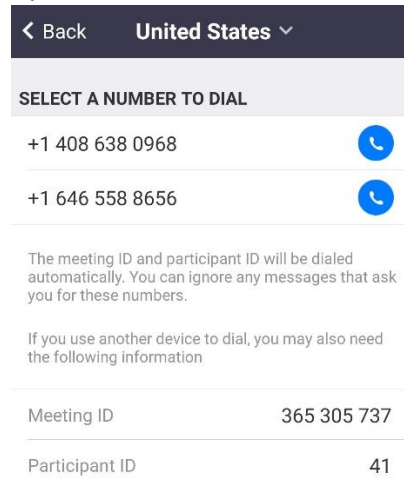
- b. Your meeting will start, and you will be asked what audio option you want to join with.



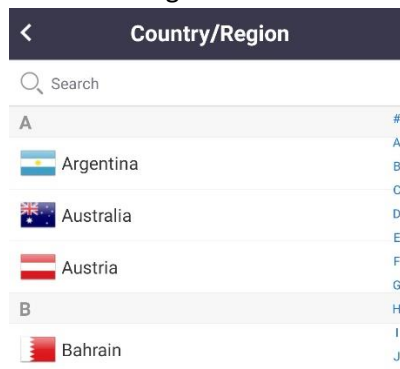
- i. Call via device audio
 - a. This allows you to use your phone's microphone and speakers to connect with the meeting.
- ii. Dial in
 - a. To use this, you will need to allow Zoom to make phone calls.



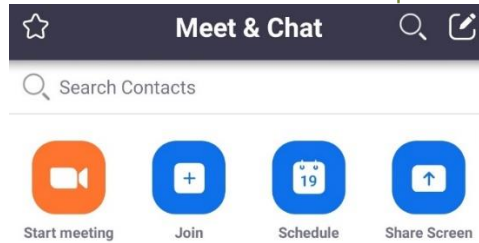
- b. A new window will appear and ask you to choose which phone number you would like to call.



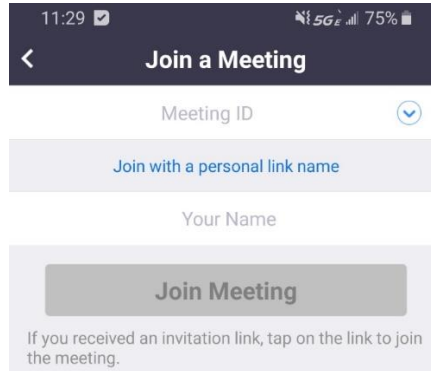
- c. When you have called, you will be asked to enter the meeting ID followed by #, then your participant ID followed by #.
- d. If the country or region at the top of the dial in box is not correct, you can tap it and a list of countries will appear so you can choose the correct one. The numbers to call for your meeting will reflect that change.



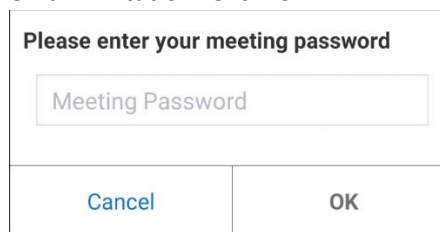
- e. Your meeting will start.
2. From home screen
- Log into Zoom.
 - Choose 'join.'



- c. A window will open and ask for the Meeting ID a 9,10, or 11-digit code found in the email invitation. Enter your name so others know who you are. Click 'join meeting.'



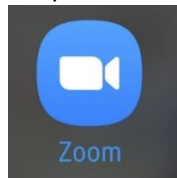
- d. You will be asked for the password, which can be found in the email invitation. Click 'ok.'



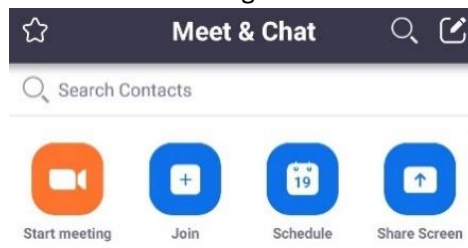
- e. Your meeting will start.

ii. Start a meeting

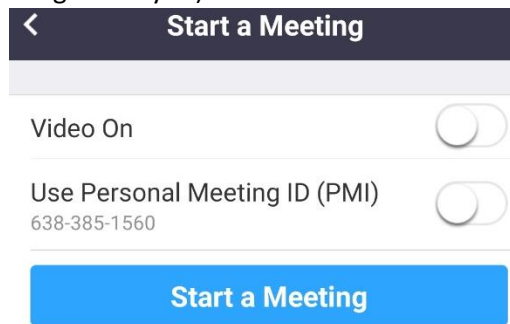
1. Open the Zoom app by selecting the application from your phone.



2. Log into Zoom.
3. Select 'start meeting.'



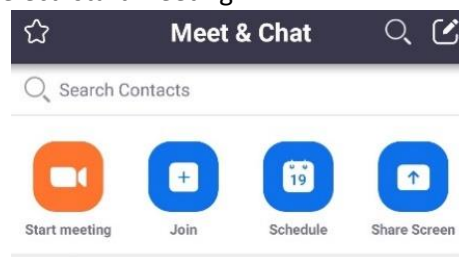
4. A new screen will open and ask if you want to start the video with your video camera on or use your Personal Meeting ID (a meeting ID always assigned to you). Click the blue bar 'start a meeting.'



5. Your meeting will start.
6. If you wish to schedule a meeting, refer to the ['meetings'](#) section of this manual.

iii. Invite

1. Log into Zoom.
2. Select 'start meeting.'



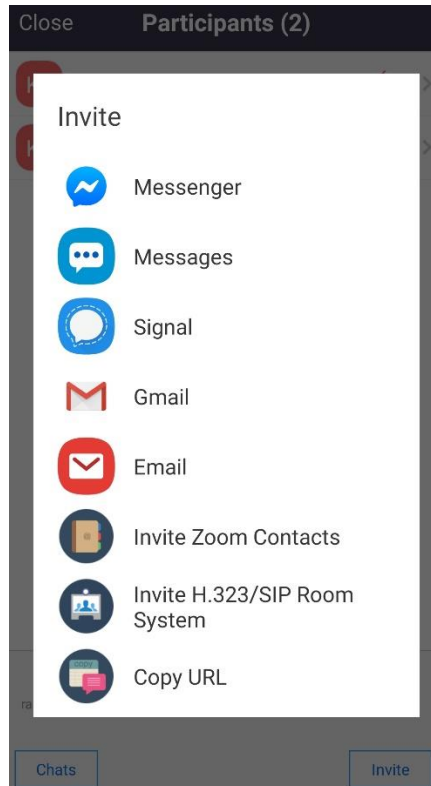
3. The meeting will start.
4. You will see the 'participants' button on the bottom of the screen. Click on 'participants' and the list of participants will appear.



5. Click on the 'invite' on the bottom of the participants screen.



6. This will open your options for how to invite others to the meeting.



7. For any method you select, the selected app will open and have a pre-written message containing the link to the meeting, meeting ID, and meeting password.
 - a. Messenger
 - i. This will open Facebook messenger to send the prewritten meeting invitation to other people.
 - b. Messages, Signal
 - i. This will open your text messages to send the prewritten meeting invitation to other people.
 - c. Gmail, Email
 - i. This will open your email account to send the prewritten meeting invitation to other people.
 - d. Invite Zoom Contacts
 - i. This will open your contact list in Zoom to invite others to the meeting.
 - ii. Please refer to the '[contacts](#)' section for more information on adding contacts.
 - iii. Find your contacts name in the list and click on them.
 - iii. Click 'invite' in the bottom right hand corner.
 - e. Invite Room System
 - i. The H.323/SIP Room Connector call-out feature allows you to dial out to an H.323 or SIP room system from the Zoom Client using the public IP address or SIP URI assigned to the device.

- ii. For more information about this function, please visit the Zoom webpage for [Room Systems](#).
- f. Copy URL
 - i. This will copy the URL of the meeting to your clipboard so that you can paste it anywhere you wish to invite others to the meeting.
- iv. Troubleshooting audio

- 1. Make sure that the audio symbol in the upper left-hand corner of the screen looks like the picture below.



- a. If it does not, tap on it once to turn the speaker on.
- 2. Make sure the audio on your device is connected. If the symbol looks like the photo below, tap it once and select 'call in via device audio.'



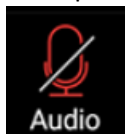
Call via Device Audio

Dial in

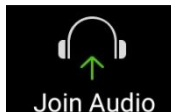
- 3. Increase or decrease the volume by using the buttons on your phone.
- 4. Use headphones.
- 5. '[Dial in](#)' using the procedure outlined above.
- 6. Restart your device.
- 7. Reinstall the Zoom application.

v. Troubleshooting microphone

- 1. Make sure you have not muted your audio. If the audio button on the bottom of the screen looks like the photo below, tap it to turn the microphone on.



- 2. Make sure the audio on your device is connected. If the symbol looks like the photo below, tap it once and select 'call in via device audio.'



Call via Device Audio

Dial in

- 3. Try headphones with a microphone.

4. Make sure Zoom has permission to access your device's microphone.
 - a. Go to settings > Apps > Zoom > Permissions and make sure the microphone is switched to 'on'.



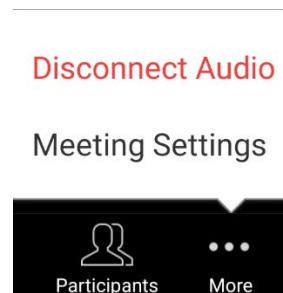
5. Close other apps that are using the microphone.
6. '[Dial in](#)' using the procedure outlined above.
7. Reinstall Zoom.
8. If you are still muted after this, the host may have muted you.

E. Zoom FAQ

a. Echoing (Taken from zoom.us)

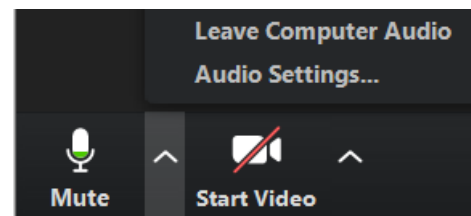
i. There are 3 possible reasons for echoing

1. Both the computer and telephone audio are being used.
 - a. You can manually leave computer audio on your computer or your phone.
 - i. Phone
 - i. Click on the 'more' button and select 'disconnect audio.'



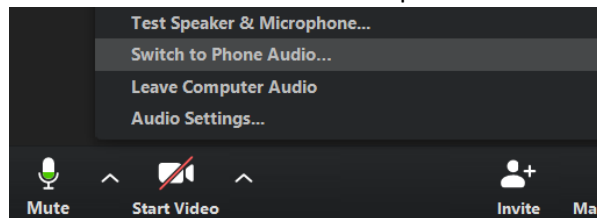
ii. Computer

- i. Click on the microphone symbol and choose 'leave computer audio.'

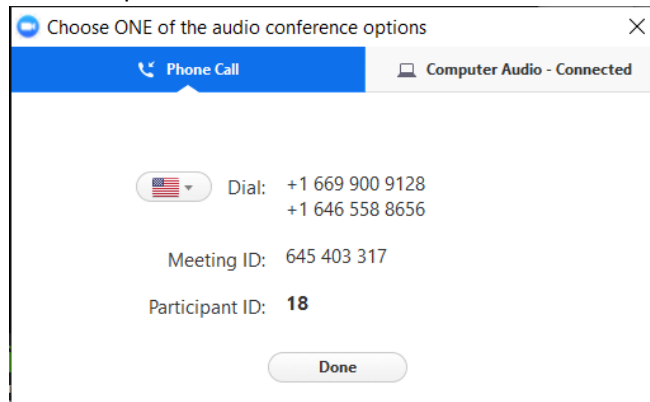


2. Two participants have speakers that are too close to each other
 - a. Hang up one of the telephone connections.
 - b. Choose 'leave audio conference' on one of the computers.
3. There are multiple computers with active audio in the same room
 - a. Disconnect computer audio from some of the devices.
 - i. Select 'audio options', 'leave computer' (for PC/Mac) or 'disconnect' (android/iPhone).
 - ii. Muting will not solve the problem as the speaker is still active.
 - iii. Other tips for echoing

1. Generally, if you are hearing echo, it means that there is a device that is channeling your audio back.
 2. To isolate the participant:
 - a. Host can mute the participants one at a time
 - b. Host can mute all, and unmute one at a time
 - c. Participant can mute him/herself
 3. The source of echo can also be from:
 - a. Speakers (such as TV or soundbar) that are too loud
 - b. Echo cancellation has failed (device or performance issue)
 - c. A bad microphone
- b. Joining audio by telephone
- i. If your computer audio is not working after troubleshooting it, Zoom will provide phone numbers that you can call to join your audio that way.
 - ii. During a meeting, click the arrow next to the microphone symbol in the bottom left hand corner. Click 'switch to phone audio.'



- iii. A new window will open providing the phone numbers you can use to join your audio via phone call.



1. Once you have called into the meeting, Zoom will ask you to enter the provided Meeting ID and participant ID followed by the pound (#) sign.

References

- Symon, J. B. (2001). Parent Education for Autism: Issues in Providing Services at a Distance. *Journal of Positive Behavior Interventions*, 3(3), 160. <https://doi-org.proxy.lib.pdx.edu/10.1177/109830070100300304>
- Zoom Communications, Inc. (2017) *HIPAA Compliance Guide* [PDF] Retrieved from <https://zoom.us/healthcare>.