

# Zoom Participant Guide



Zoom 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.

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

## What You Need To Get Started

- Any web-enabled device such as computer, laptop, tablet (e.g., iPad, HP Slate, etc.), smartphone, kindle, etc. with a built-in microphone and audio. You can also use an external USB conference microphone if you prefer, in addition to adding external speakers if you are unable to receive audio through your computer, laptop, or device. If you choose to use external speakers, make sure that speakers are pointing away from the microphone to prevent feedback.
- An external webcam or built-in camera on your computer, that is positioned to see your group if you want to show yourself during public comment.

## How to Launch Zoom and Participate in Your Meeting

You can connect to a Zoom SMFD Board meeting with your personal computer (Mac or PC), your tablet or smartphone, or by analog phone or mobile flip phone without data.

### BY COMPUTER:

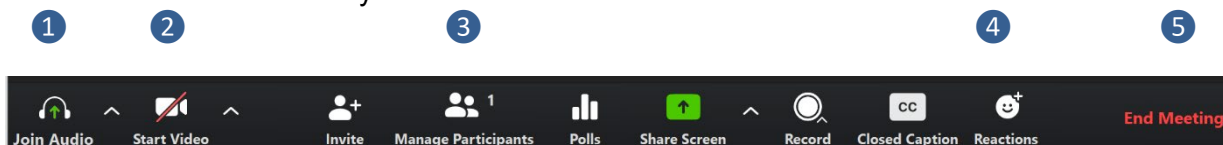
You can either click on the following Zoom hyperlink <https://zoom.us/j/3435788058> or go to the Zoom web site at [http:// zoom.us/](http://zoom.us/) and click on “Join a Meeting” where you can enter the 9 or 10-digit Meeting ID number. When joining by Computer, you do not need to download any software applications. Audio is integrated in the meeting. However, you have the option to participate via audio-only if a webcam is not available on your computer. Please note, you will be automatically muted upon entering the meeting.

\*\*\*If you are having issues accessing the meeting, try rebooting your computer.

### The Zoom Menu Bar

Once you are connected to the meeting, the Zoom menu bar appears at the bottom of the Zoom window. 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.)

You will need to familiarize yourself with the tool bar as shown below.



The corresponding numbers shown above the tool bar can be found on the following page.

You can:

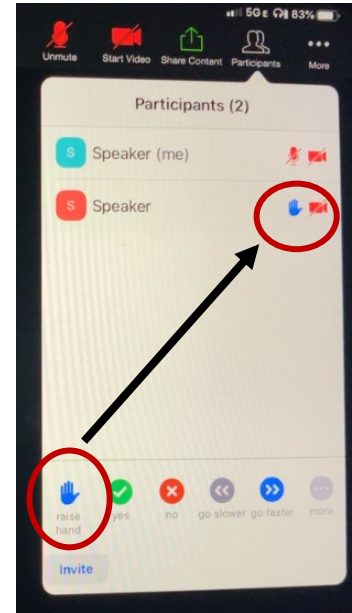
1. Test and connect your audio
2. Stop/start your video when prompted for public comment
3. View a list of participants and access the “Raise Hand” function
4. Choose an emoji reaction, such as a thumbs up if you like what you are hearing
5. Leave or end the video meeting at any time

### ***How to give Public Comment from your computer?***

When prompted by the President to participate in the meeting by providing public comment, you can use the “Raise Hand” function.

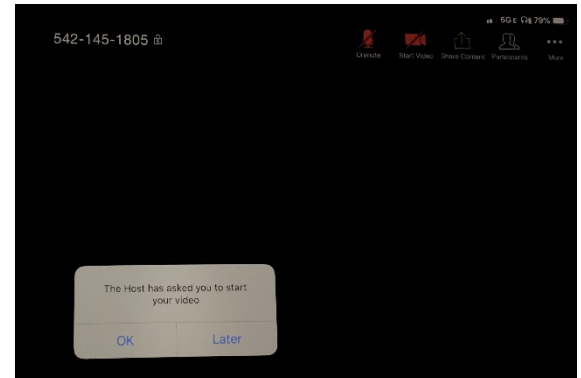
To access the “Raise Hand” function, you will need to do the following:

1. Click on the Meeting Participant button on the tool bar (Number 3 shown above)
2. A participant box will pop-up. Look at the lower right hand side of the box for the “Raise Hand” icon.
3. Click on the Raise Hand icon and the icon will appear next to your name.



You will be called upon by the Board Clerk when it is your opportunity to speak for up to three (3) minutes. Each speaker will be notified when their time has elapsed.

When it is your turn to speak (each speaker will be selected based on the order of when the hand is raised), the City Clerk will unmute the speaker and allow you access to share your video. A prompt will appear on your screen that states, “The Host has asked you to start your video.” You have the option to click “OK” or “Later”. If you click “OK” your image will be shown. If you click “Later” your image will not be shown, but you will have the ability to still speak and provide your public comment.



## BY SMARTPHONE OR TABLET:

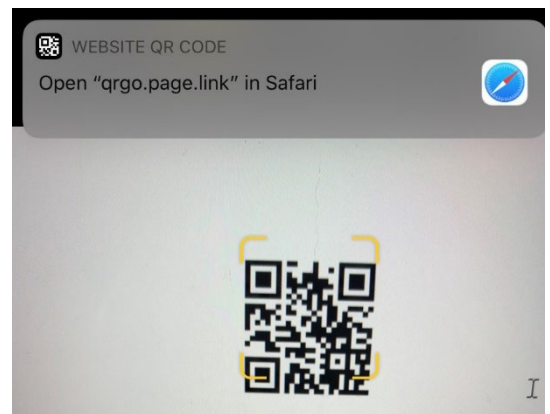
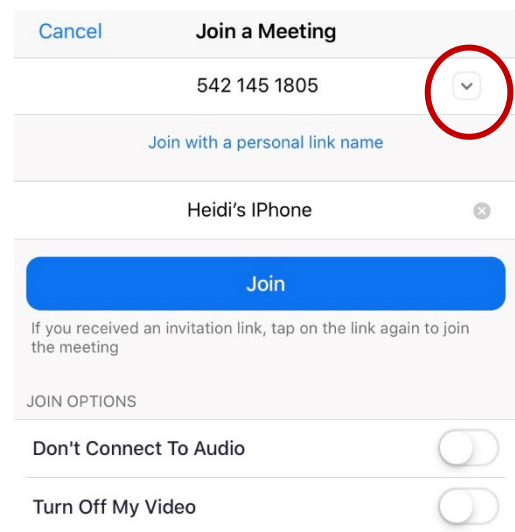
The Zoom mobile app is available for both iOS and Android devices. To join a Zoom meeting with your smartphone, you will need to first download the Zoom App.

- 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/i3435788058>.
- For Android, search "Zoom Meetings" on Google Play. It will direct you to <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>.

Once you have downloaded your Zoom App, you can open the Zoom App and click on the join meeting button. After you click on the blue Join Meeting button, you will be brought to a screen that says Join a Meeting as shown to the right:

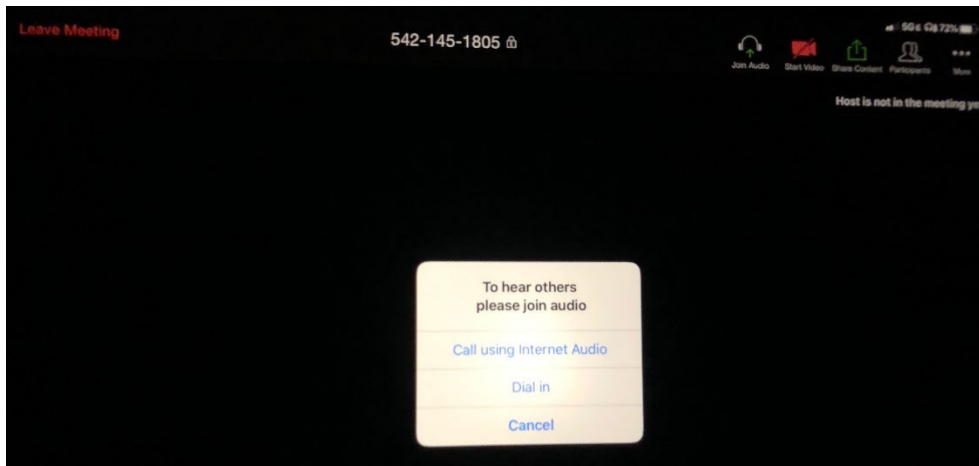
You can enter the **Meeting ID No.: 343 5788 058**. The meeting number will be saved so the next time you want to join a virtual Board Council meeting via Zoom, so you can click on the drop down box (circled in red).

On this screen you can also change your name (see where it says Heidi's iPhone), in addition to opting out of connecting to audio or turning off your video so that no one can see your face or live video stream. Once you have entered in or selected your meeting and preferences, you can click on the blue Join button. You can also join the meeting with a QR Code. On an iPhone, open your camera, and focus the camera over the code. Once the camera picks up the QR code, a pop-up screen will appear to provide a link to open the meeting with the Safari search engine. Click on the pop-up screen and you will be directed to the Zoom Join Meeting screen. You can follow the above instructions to access the meeting.



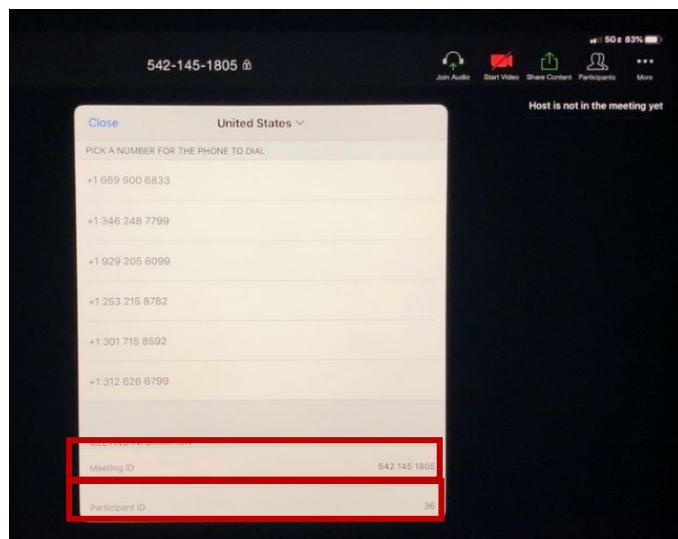
\*\*\*If you find you cannot access the meeting, reboot your device and try again.

Once you have joined the meeting, then you will be prompted to choose your audio preference as shown in the below image. Please note, you will be automatically muted one you have joined the meeting.

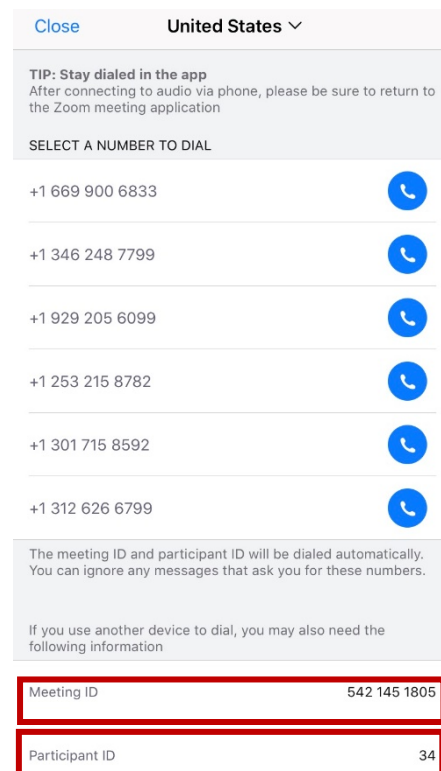


If you choose the “Call using internet Audio” button, then you be connected to the meeting.

If you choose the “Dial In” button, then a pop-up screen will appear that gives you phone number options as shown below:



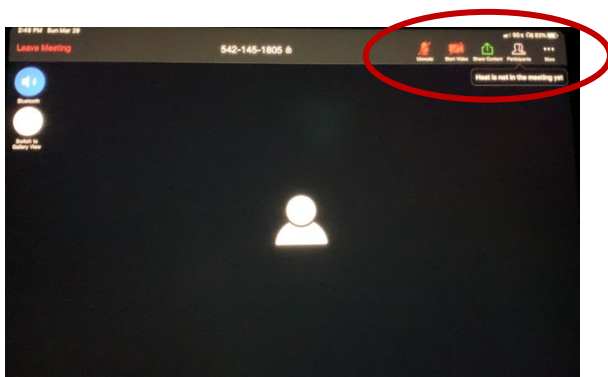
**Screenshot from iPad**



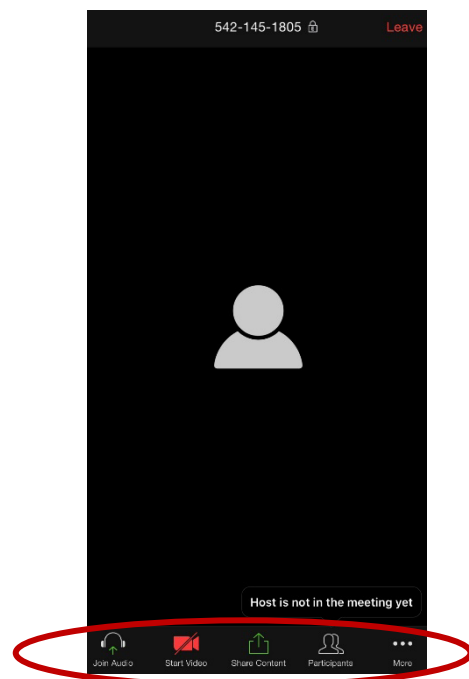
**Screenshot from iPhone**

Select a phone number to call (iPad requires a you to call using a separate phone line and the iPhone allows you to select the Phone Icon and you will be prompted to select “Dial” to place the call), enter in the Meeting ID No. when prompted, and then put in the Participant ID number shown at the bottom of the above snapshots or just select # if you can’t find the Participant ID number.

Once you have joined the meeting, your screen will look like the one of the diagrams below depending on whether you are using an iPad or iPhone. The iPhone will have a tool bar at the bottom of the screen and the iPad will have a tool bar at the upper right hand side of the screen

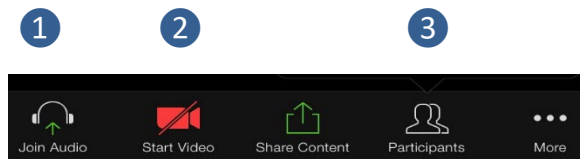


**Screenshot from iPad**



**Screenshot from iPhone**

The following is a description of the Zoom tool bar functions that are the most important functions when participating in a Zoom meeting:



You can:

1. Test and connect your audio
2. Stop/start your video when prompted for public comment
3. View a list of participants and access the “Raise Hand” function

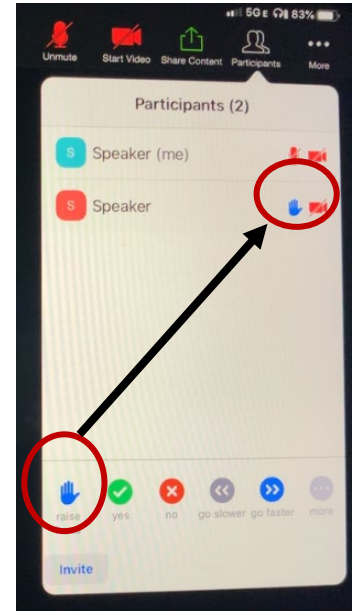
You can also leave the meeting at any time by clicking on the red colored “Leave Meeting” buttons. The Leave Meeting button can be found in the upper left hand corner of the iPad and the upper right hand corner of the iPhone.

### **How to give Public Comment from your smartphone or tablet?**

When prompted by the President to participate in the meeting by providing public comment, you can use the “Raise Hand” function.

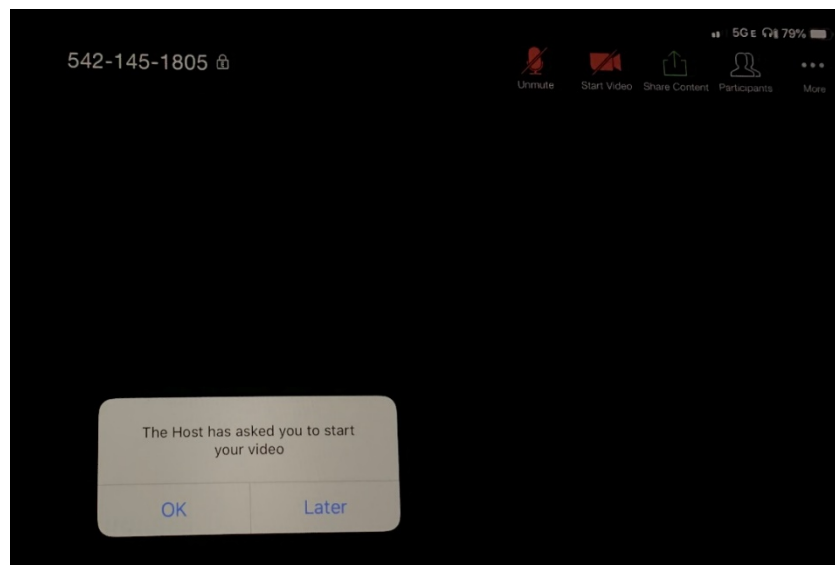
To access the “Raise Hand” function, you will need to do the following:

4. Click on the Meeting Participant button on the tool bar (Number 3 shown above)
5. A participant box will pop-up. Look at the lower right hand side of the box for the “Raise Hand” icon.
6. Click on the Raise Hand icon and the icon will appear next to your name.



You will be called upon by the Board Clerk when it is your opportunity to speak for up to three (3) minutes. Each speaker will be notified when their time as elapsed.

When it is your turn to speak (each speaker will be selected based on the order of when the hand is raised), the City Clerk will unmute the speaker and allow you access to share your video. A prompt will appear on your screen that states, “The Host has asked you to start your video.” You have the option to click “Ok” or “Later”. If you click “OK” your image will be shown. If you click “Later” your image will not be shown, but you will have the ability to still speak and provide your public comment.



## BY ANALOG PHONE OR FLIP PHONE WITHOUT DATA:

You can connect and participate in the Zoom meeting with a regular analog phone (AKA Land Line) or any mobile flip phone that does not have data.

You can join the meeting by dialing **+1-301-715-8592**. If you are finding you are having difficulty accessing the phone line, you can reboot your phone and/or try using the following alternate phone numbers:

- +1 669 900 6833 US (San Jose)**
- +1 301 715 8592 US (Germantown)**
- +1 312 626 6799 US (Chicago)**
- +1 929 205 6099 US (New York)**
- +1 253 215 8782 US (Tacoma)**
- +1 346 248 7799 US (Houston)**
- +1 669 900 6833 US (San Jose)**

You will be prompted by entering **Meeting ID No.: 343 5788 058 followed by the # sign.**

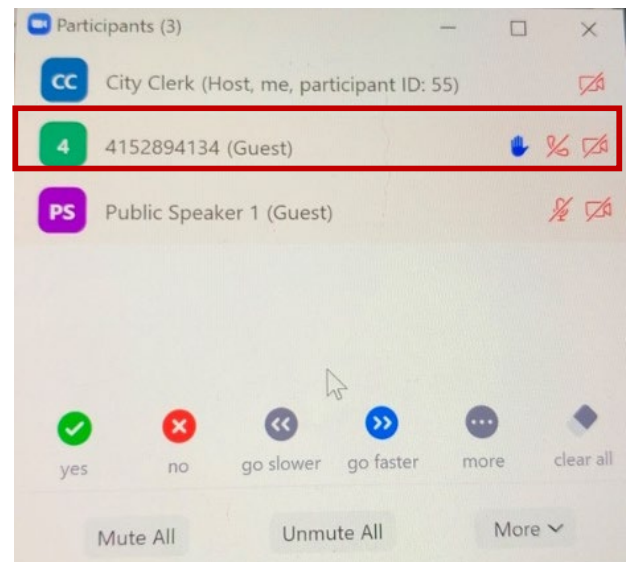
You will be prompted to enter the Participant number. You can press the **# sign.**

If you do not want anyone to see your phone number, you can dial **\*67** and then the meeting phone number (**\*67 +1-301-715-8592**)

Upon entering the meeting, your phone will be muted. You will not be able to unmute your phone unless you have requested to provide public comment (read the next section to make a public comment request).

### ***How to give Public Comment from your phone?***

When prompted by the President to participate in the meeting by providing public comment, **press \*9**. The Board Clerk will be able to see that you are calling from a phone and that you have raised your hand and would like to speak.



You will be called upon by the Board Clerk when it is your opportunity to speak for up to three (3) minutes. Each speaker will be notified when their time has elapsed.

# Troubleshooting with Zoom

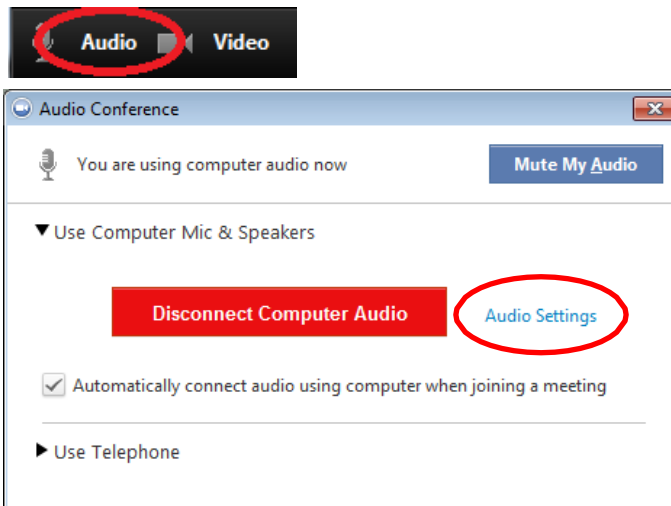
## Common Zoom Troubleshooting Steps

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.

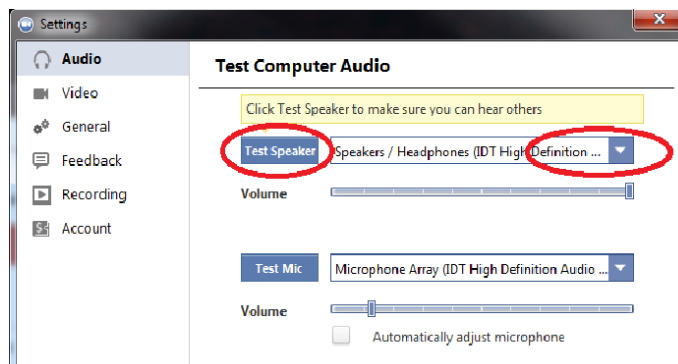
## Audio Issues

### 1. Can't hear the other participants in the meeting?

- a. Make sure your computer speaker volume is turned up.
- b. Make sure your speakers are selected for the active output in Zoom.
  - In the Zoom meeting, Choose Audio > Audio Settings



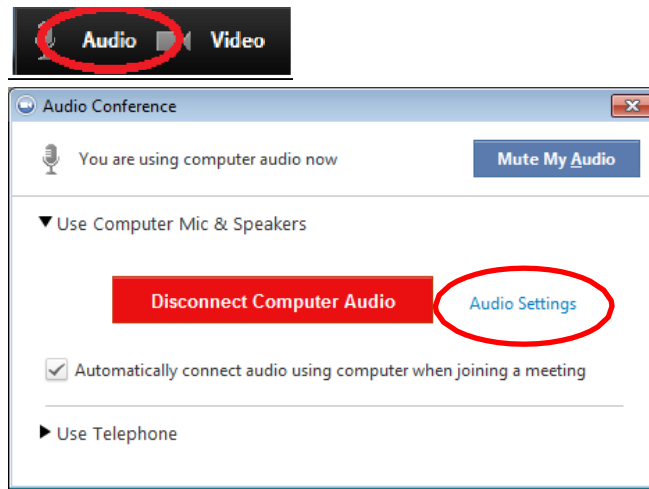
- Click the Test Speaker button, if you hear audio this is setup correctly. If you do not hear audio, use the drop down box and select a different output and press Test Speaker again. Repeat this step until you hear audio.



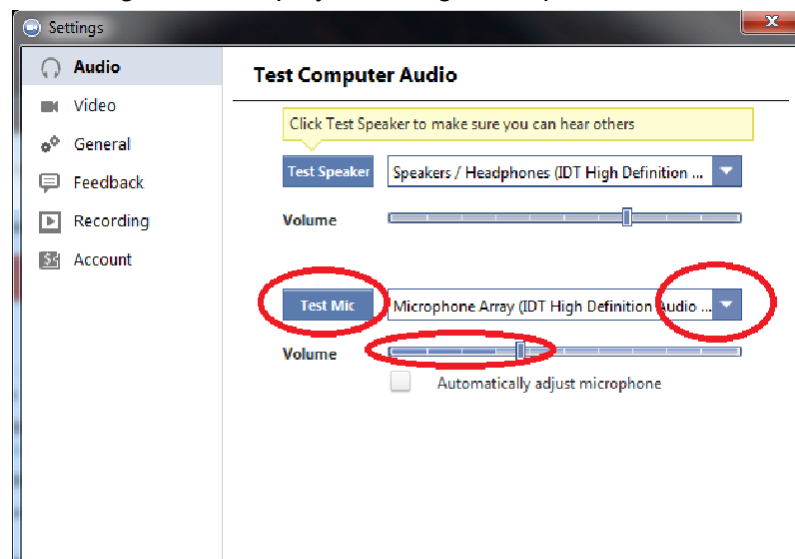


## 2. Other participants can't hear you?

- a. Make sure you have the correct internal/external microphone setup in Zoom.
  - In the Zoom meeting, Choose Audio > Audio Settings



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

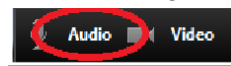


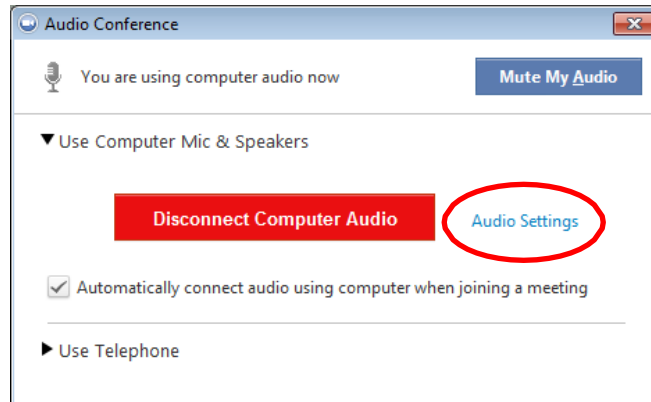
- If you do not see the blue volume meter bars or hear the audio message your recorded, use the drop down box and select another mic and repeat the process.

## 3. Do the other participants hear echo when you talk?

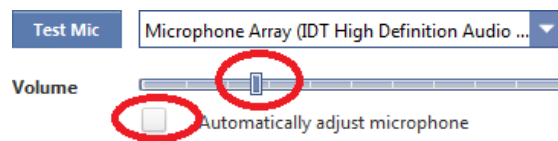
If so, this means that you are the source of the echo. You have two options:

- a. Adjust your microphone sensitivity (and, if possible, increase the distance between the microphone and the speakers).
- In the Zoom meeting, Choose Audio > Audio Settings





- Uncheck the “Automatically adjust Microphone” box and pull the slider bar down.



- b. If you're the only participant, use a headset or earbuds instead of the speakers so that the voices coming in from other participants aren't picked up by the mic in your environment. Laptop mics aren't far enough away from the laptop speakers to avoid sending the sound round and round.

#### 4. ***Do you hear echo when other participants talk?***

- If so, then they are the source of the problem. There is really nothing you can do other than ask the person who is the source of the echo to try the options listed above.

### Video Issues

#### 1. ***Can't see the other participants in the meeting?***

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

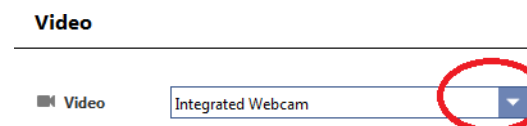
#### 2. ***Can the other participants see you?***

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

1. In the Zoom meeting, Choose the Video icon:



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



- If the camera is turned on, make sure nothing is blocking the camera view.
- If using an external web camera, try connecting it to a different USB port and repeat steps 1 and 2 above.
- If you continue to experience difficulties, try restarting your computer/device.