

How to Zoom

What is Zoom?

Zoom is a video conferencing app. At Soomo, we use it for instructor orientations, team meetings, support screen shares, and any time a face-to-face meeting would be advantageous.

<https://www.webwise.ie/parents/explainers/explained-what-is-zoom/>

[Alternative: [Join.me: How to do a screen share](#)]

Set up Zoom

- Visit the [Zoom website](#) and [log in](#) using your Soomo Google credentials
- [Download the desktop app](#) and the [iPhone app](#)
 - Please note that if you are not logged in via the app, and you join a meeting, information related to your settings may not be visible - for instance, your photo, name, and pronouns. You can update these on a per-meeting basis, though.
 - Soomo uses Google authentication, so you can log in using your Google credentials by clicking on the Google option on the login screen.
 - In order to update settings and your profile, you will need to access Zoom via its website
- Install and configure the app
 - <https://support.zoom.us/hc/en-us/categories/200101697-Getting-Started-with-Zoom>
 - <https://support.zoom.us/hc/en-us/articles/203020795>

Basic Process

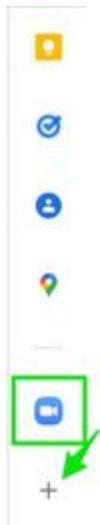
From the app, start a new meeting. From the meeting page, click on the green “Meeting information” icon in the top-left hand corner (green shield with a check box). You’ll see a blue “copy link” option that you can then click so you can share with your party.

From Google calendar, you can use the “more options” function on the meeting to add a Zoom meeting link to your invite (you may have to click the “+” to get the add-in for it).

Adjust the mute and camera options for yourself (in the bottom-left).

You may need to change the security settings for your meeting. Click the security shield at the bottom of the page to see. The most common option is to allow participants to share their screen.

You may also want to record the meeting. To do that, use the “Record” (circle in a circle) icon at the bottom of your screen.



Best Practices

General

- Run any app, browser, or computer updates well in advance of meetings
- Double-check meeting default settings
- Test your audio and video as you join
- Use a USB-connected headset
- Mute your microphone when not speaking
- Position your webcam properly
- If hosting, connect from a large screen
- For best results, use the app and not a browser
- Use a stable/wired connection
- Join meetings in quiet areas
- Use Do Not Disturb mode to avoid having notifications show up during meetings

Internal meetings

The protocols for internal meetings are necessarily different from the ones for external meetings. While a certain amount of informality is acceptable under these circumstances, it’s still advisable to remember basic protocols under these circumstances.

- Check your equipment to make certain video and audio are working as expected
- Run computer and Zoom updates well in advance of scheduled meetings
- Review your Zoom app settings to make sure all is set up as expected
- Make sure your computer is fully charged, or better yet, plugged in

- If you experience your calls dropping or lagging behind the other speakers in the call, the most common cause is a poor network connection.

Here are some basic checks you can do to troubleshoot:

- Do a [speed test](#) to find out your upload and download speed (Zoom recommends at least 4Mbps download and upload speed to cover all types of Zoom calls).



- Check if other devices are using up bandwidth – did you leave your Xbox downloading an update or is your partner streaming a video?
- Try connecting via an ethernet cable instead of via wireless – you may have a device interfering with your wireless signal.
- Ask the other meeting attendee(s) if their Zoom app crashes too? If it's not just you, it could be a Zoom issue.
- Update your name and photo
 - Want to change the name that appears when you're in a Zoom meeting? It's easy. There are two ways: temporary and permanent. If you want to change your name for only the meeting you're currently in, after you enter the meeting, click the **Participants** button at the bottom of the screen. Hover over your name, and click **More > Rename**. Type in the name you want to appear, and click **OK**.
 - If you want to change your name for every meeting going forward, go to the [Zoom web portal](#) and sign in to your account. Click **Profile**. In the top right corner across from your name, click **Edit**. Enter the name you'd like under Display name, and click **Save changes**. Your new name should appear in every meeting from now on, but you can still change it for individual meetings with the steps above if you'd like.
 - Similar to changing your name, you can add a temporary profile picture to any meeting you join, or a permanent one for all meetings. To add a profile picture for an individual meeting, after you enter the meeting, click the **Participants** button at the bottom of the screen. Hover over your name, and click **More > Add profile picture**. Select the picture you want from your computer, and click **Open**.
 - To add a permanent profile picture to your Zoom meetings, go to the [Zoom web portal](#) and sign in to your account. Click **Profile**. In the top right corner across from your name, click **Edit**. Under the empty photo icon, click **Change > Upload**. Select the picture you'd like from your computer, and click **Open**. Readjust which part of the picture you'd like to appear, and click **Save**.
- Add your pronouns
 - <https://www.cnet.com/tech/mobile/adding-personal-pronouns-to-your-zoom-name-only-takes-seconds/>
- If you plan to share your screen, have the content you wish to share ready to go
 - Share your screen for a Zoom meeting with other participants by clicking the **Share screen icon** on the toolbar at the bottom of the meeting screen. You'll have the option to share your entire desktop, or just one of the windows you have open. Click the red **Stop Share** button at the top of the screen to go back to being a normal participant in the meeting.
- Consider what is happening in your background
 - <https://www.cnet.com/tech/services-and-software/spice-up-your-zoom-meeting-by-changing-your-background-with-these-4-steps/>
- Please mute if not speaking
 - To mute, click the microphone button on the bottom left-hand side of your video call.
 - When you are called on to speak, you can press and hold the spacebar to quickly mute and unmute your mic, right from your keyboard.
- Use Zoom whiteboard for notes, brainstorming, or ... playing hangman?
 - <https://support.zoom.us/hc/en-us/articles/360060899712-Enabling-Whiteboard>

External meetings

These meetings are always professional in nature. As such, it is advisable to remember the protocols for internal meetings, as well as the following:

- Cautionary tales 🤖 : <https://www.qualitylogoproducts.com/blog/funny-zoom-fails/>
- Spend some time playing around with the video setting in Zoom.
 - If you've found you look blurry on camera or you think people are seeing a less HD version of yourself, check out these settings in Zoom.

Camera

HP Wide Vision HD Camera

- Original ratio HD

My Video

- Mirror my video

Touch up my appearance 

Adjust for low light

- To access these settings, click the settings cog icon in the top right-hand corner of Zoom then navigate to Video.
- If you're using an external camera, you can select it from the drop-down menu. This will likely be better quality than a camera built-in to your laptop.
- Choose HD so you can use the high definition quality of your webcam.
- If you're in a setting with low lighting, choose Adjust for low light and see if that makes a difference.
- Inform other people with whom you share your space that you will be in a meeting to reduce the likelihood of unexpected interruptions (clearly, dogs, cats, and children under the age of 12 may or may not understand what you are attempting to accomplish)
 - Use a third-party app like [Krisp](#) to block out background noise
 - Use headphones or AirPods to improve the quality of your audio, and also to preserve privacy
- Use keyboard shortcuts!
 - <https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-and-Keyboard-Shortcuts-for-Zoom>
- Recording meetings is really helpful, as it allows you to share meeting content with co-workers who might have missed the meeting, or who otherwise might need the meeting for context. (**example**: you may be having a meeting to capture an issue being reported by a student or instructor. Sharing the recording with tech can help them troubleshoot more easily.)
 - Zoom subscribers can record their meetings on their laptop or computer using the desktop app. Those recorded files can then be uploaded to Google Drive or Dropbox.
 - To enable local recording, go to **Settings > Recording**, and toggle it on. When you're hosting a Zoom meeting, click the **Record** icon on the bottom toolbar.
- Did you know that you can enable multiple participants to share their screen *simultaneously* – rather than one at a time?
 - To enable this, [follow these instructions](#):
 - Start your Zoom meeting as the host.
 - Click the upward arrow to the right of Share Screen, then select Multiple participants can share simultaneously. This allows multiple participants to share their screens at the same time. Note: Zoom Rooms and participants using the Zoom mobile app can only share if no one else is sharing.
- Silence notifications when doing a screenshare
 - <https://support.apple.com/en-us/HT204321>
 - <https://www.lifewire.com/turn-on-do-not-disturb-mac-4690079>

Resources:

[Zoom Learning Center](#)

<https://support.zoom.us/hc/en-us/articles/201362003-Zoom-Video-Communications-Technical-Support>

<https://www.zdnet.com/article/zoom-101-a-starter-guide-for-beginners-plus-advanced-tips-and-tricks-for-pros/>

<https://zapier.com/blog/zoom-tips/>

<https://krisp.ai/blog/zoom-tips/>

<https://www.nytimes.com/wirecutter/blog/use-zoom-like-a-pro/>

<https://krisp.ai/>

<https://muzzleapp.com/>