Zoom is video conferencing over the web that allows us to meet up, see each other, and join in the discussion together, whether we are on a desktop computer, laptop, tablet, or phone.

Setting up Zoom is easy, and worth persevering. Don't worry – it's OK to be late to a meeting! If you are struggling to work it out, please get in touch and ask for help.

Join by computer

1. Close any program on your computer that uses your camera, eg Skype.
2. Click the Zoom link that's been sent to you in an email. If you have already participated in a meeting, you will skip some of the following steps.
3. Zoom should automatically and quickly download to your computer, and direct you to Downloads on your computer. Click Zoom_launcher.exe to run.
4. Once Zoom has launched, a screen should pop up asking for your name. This will identify you during the meeting, so please enter something meaningful.
5. You should now be part of the meeting. Make sure you let the app access your camera and microphone, and click the green button that says "Join Audio By Computer".

Join by tablet or smartphone

You will need to install the Zoom app ahead of time. Find it in the App Store or Google Play. Once you have downloaded the Zoom app, follow the "Join by computer" instructions above.

Help!!

The Zoom website has a very comprehensive [Help Center](). As we will all be using different devices, it is easier to point people to the help here than to reinvent the wheel. Many of the pages are divided into sections for Windows & Mac, Linux, Web, Android, iOS.

The Help for [Attendee Controls in a Meeting]() covers Mute / Unmute microphone, Start Video / Stop Video, Raise Hand. Try here first if you are having problems with being seen or heard. Even if you can't get video to work, you can still participate.

During the meeting

We've found that some things help our experience:
- Do not have two microphones on in the same room, or you will get feedback!
- Mute audio when not speaking, to keep background chatter down and help all hear
- If you wish to speak, raise your hand so the host notices you, and unmute audio
- If you don't have video, you can still raise your hand using the [Attendee Controls]()

(cont.)

Some tips

Test your computer's microphone and camera at https://www.onlinemictest.com/ and https://www.onlinemictest.com/webcam-test/.
Join a Zoom test meeting to familiarise yourself at https://zoom.us/test.

Seeing everyone in the meeting: Zoom might open in either Speaker view (left image) which highlights the current speaker, or Gallery view (right image, recommended) which shows everybody at once. On tablets and phones, try either tapping your screen or swiping left/right. On computers, hover with your mouse and the option should appear.
Here is the Zoom help re switching to Gallery view and about layout generally.
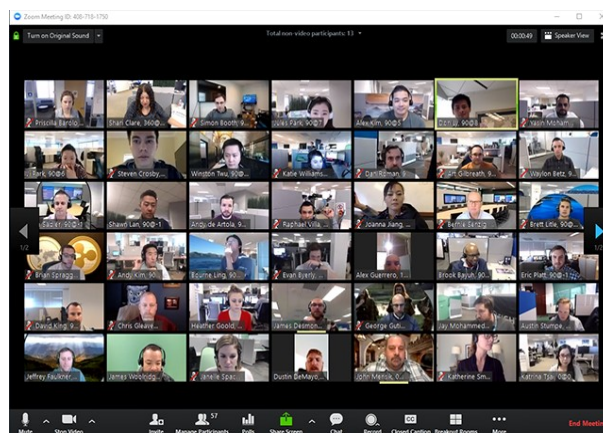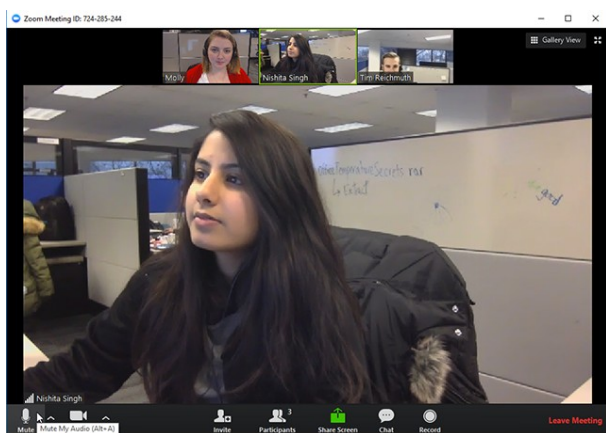
Renaming yourself during the meeting: If you are called eg 'iPad' when you join the meeting, you can change this through the Attendee Controls – Participants.