

Zoom FAQ

Frequently Asked Questions About Zoom Cloud Meetings

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How do I create a Zoom account?

To create a Zoom account, go to <https://vuw.zoom.us/> and click on '[VUW Staff Sign In](#)'. You will need to use your Victoria staff account. This will automatically provide you with a full Zoom account. You can still create a non-Victoria account for personal use using a non-VUW email address by clicking on '[Sign In](#)'.

If you already have a Zoom account, you may need to be upgraded to a **Pro** account. To do this please contact the ITS service desk (<http://www.victoria.ac.nz/its>).

How do I install Zoom?

There are a couple of ways that you can install Zoom, depending on your device and whether you have an invite.

From the Zoom meeting invite

If you have an invite for a Zoom meeting, there will be a url link that lets you join the meeting. If you click on it, it will open your browser and start downloading Zoom automatically.

From the Zoom webpage – with meeting ID

If you go to the zoom webpage (<https://vuw.zoom.us/>), you will see the option to **Join A Meeting** at the top of the page. Click on this, then put in the meeting ID number. This will prompt Zoom to start downloading automatically.



https://vuw.zoom.us/join

Help

From the Zoom webpage – without meeting ID

At the bottom of the Zoom webpage (<https://vuw.zoom.us/>), you'll see a section with download links. Choose the **Meetings Client** link. This will take you to a page with several download options. Choose **Zoom Client for Meetings**.



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Help

Download Center

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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.

[Download](#)

Version 4.0.38982.0714

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 4.0.37450.0629

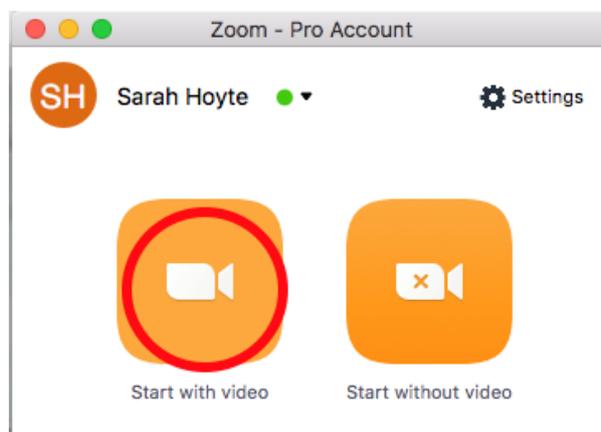
On an Android or Apple device

A Zoom app, called **ZOOM Cloud Meetings**, is available for Android and Apple devices. This can be downloaded from either the App store (iOS) or Google Play (Android).

How do I start a meeting?

From the Zoom app on PC/Mac

Open up the Zoom app and sign in. Select either the **Start with video** or **Start without video** button to begin the meeting.



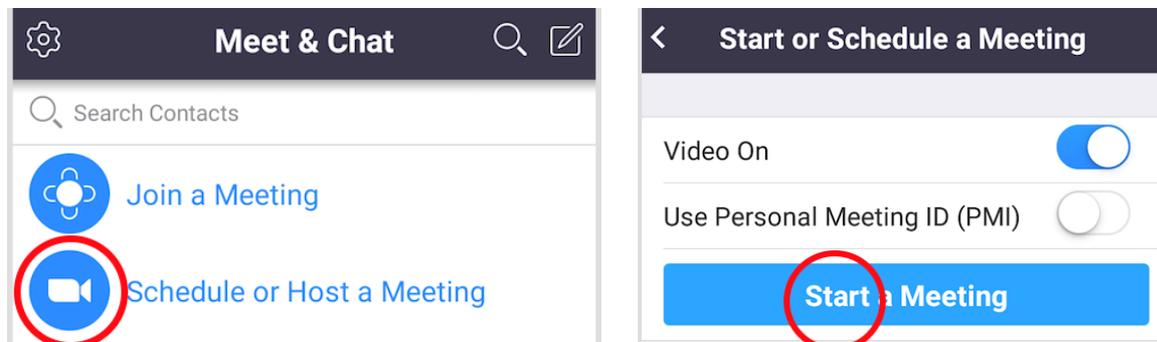
From the Zoom webpage

Go to the Zoom webpage (<https://vuw.zoom.us/>) and choose the option to **Host a Meeting** from the top of the page. You will be asked to selected whether or not you would like your video camera on or off. You can change this after the meeting has started.



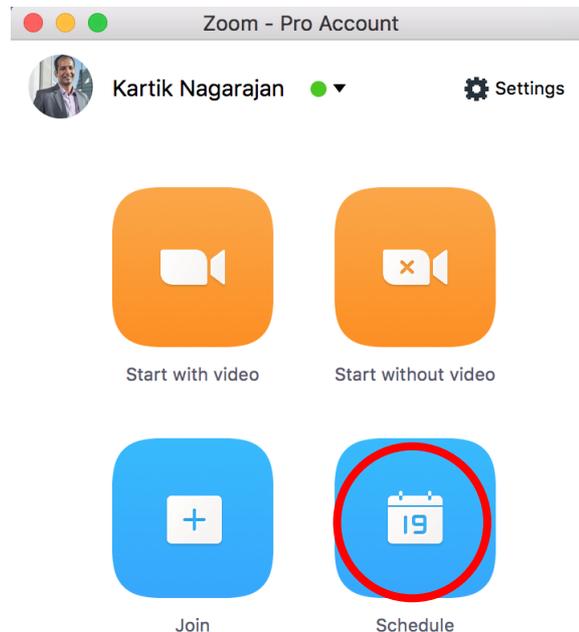
From the Android/iOS app

Open up the Zoom Cloud Meetings app and sign in. **Select the Schedule or Host a Meeting** option, then choose to **Start a Meeting**.

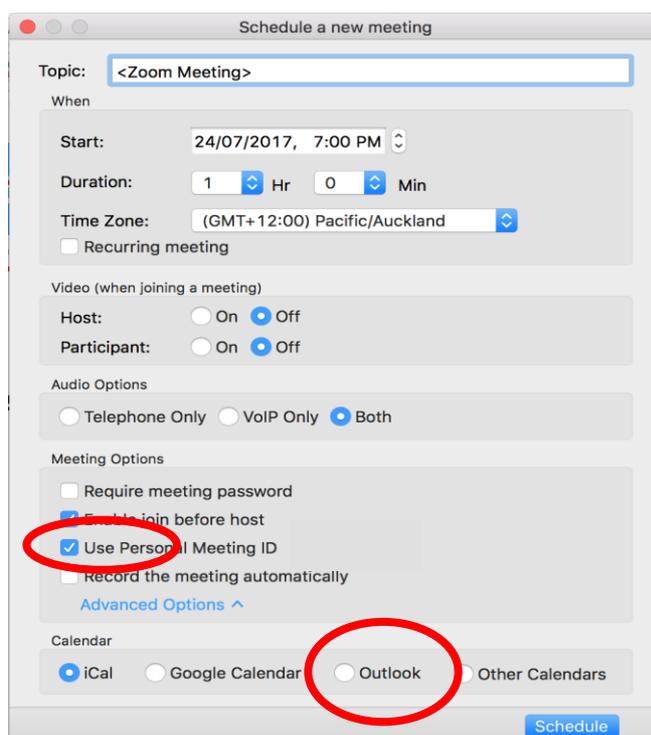


How do I schedule a Meeting?

Open ZOOM Cloud Meeting app and sign in. Select **'Schedule'** button to begin schedule a meeting.



On a PC/Mac



Once you have selected **Schedule**, you will see the following pop up window to enter relevant details to schedule a meeting.

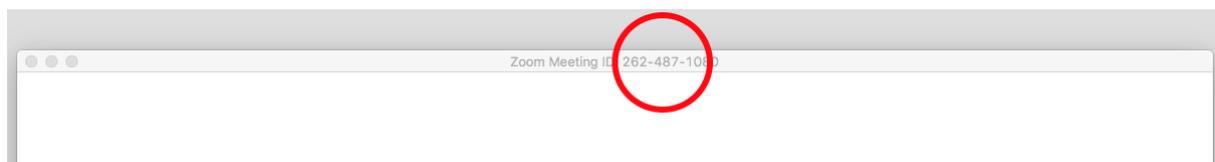
Note:

- Select **Use Personal Meeting ID** under **Meeting Options**
- Select **Outlook** under **Calendar** to share the meeting with Participants

How do I invite people to my meeting?

Using the Meeting ID

Each Zoom session has a 9, 10 or 11 digit meeting number, which you can find at the top of the meeting window. If you give this number to participants, they will be able to join into your Zoom meeting.

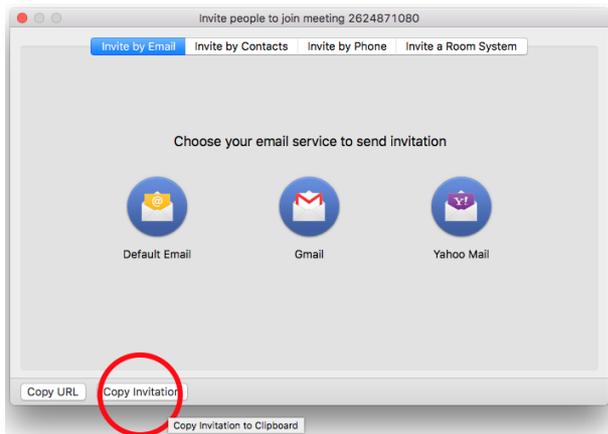


By sending an invite

You can send out an email with the details to invite people to your meeting. To do this, select **Invite** from the menu at the bottom of your Zoom session.



This will bring up a screen where you have many options, such as using your default email program (e.g. Outlook) to send an invitation email. You can also copy the text of the invite and paste it in an email yourself.



How do I join a meeting?

With a Zoom meeting invite/url link

If you have an invite for a Zoom meeting, there will be a url link that lets you join the meeting. If you click on it, it will automatically open Zoom (if already installed) or start downloading the Zoom app.

With a meeting ID number

If you have the ID number for the meeting you are joining, either open up the Zoom app or go to the zoom website. You will see an option to **Join A Meeting**. Select this, and enter the meeting ID number when prompted.

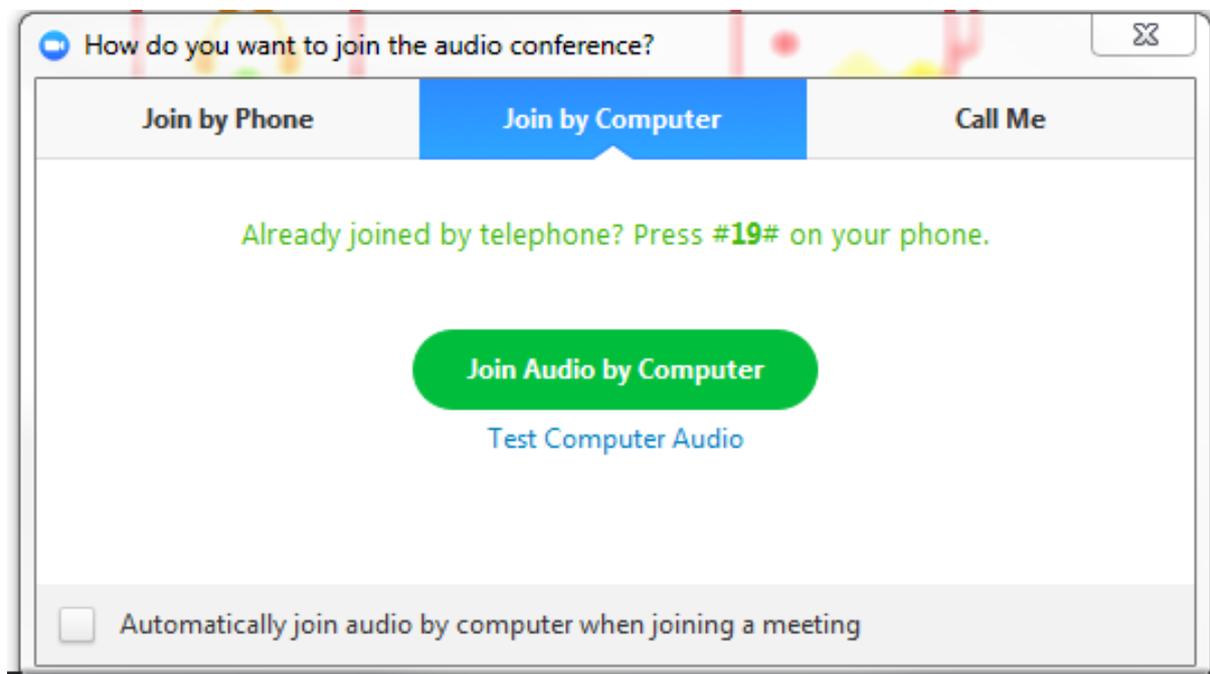


How do I get my microphone connected to the meeting?

Firstly, you need to make sure that your computer has access to a microphone. Most laptop and Apple computers will already have an in-built microphone, as will mobile devices. For some Windows computers, you may need to use an external microphone, such as from a webcam or headset. If you're unsure, you can check for connected microphones under **Sounds and Audio Devices** in the **Control Panel**.

On a PC/Mac

Once you have joined a meeting, you will see a pop up window which is asking how you want to join the audio conference. In most cases, you should choose the **Join Audio by Computer** option.



If you don't have a microphone, you can use a phone as your audio input. You can find out more on the Zoom webpage <https://support.zoom.us/hc/en-us/articles/201362663-How-Do-I-Join-by-Telephone->

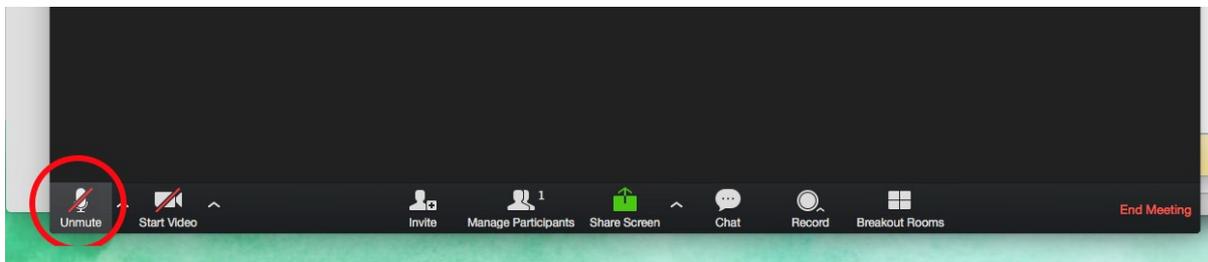
On Android/iOS

Your audio will automatically connect when using the Android/iOS app.

How do I turn my microphone off/on?

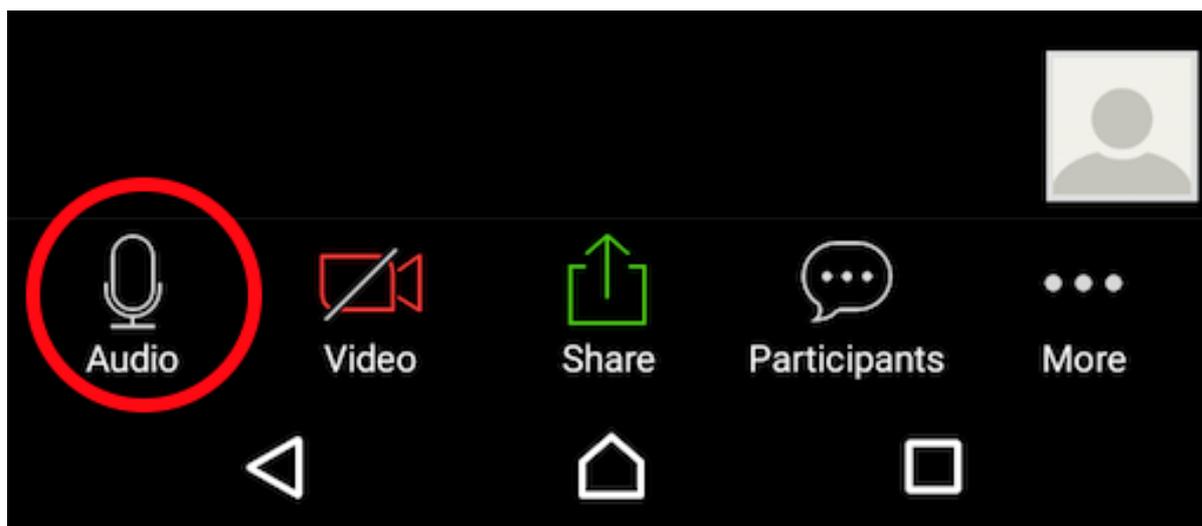
On PC/Mac

When you're in a meeting you can turn your microphone on and off using the button in the bottom left corner. When muted, there will be a red slash through the icon.



On Android/iOS

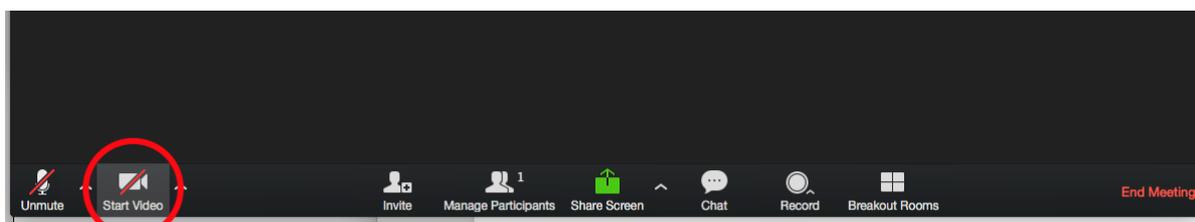
To mute your microphone during a meeting, tap the screen to get the options menu to appear. You can turn your microphone on and off using the **audio** button. When muted, there will be a red slash through the icon.



How do I turn my video on/off?

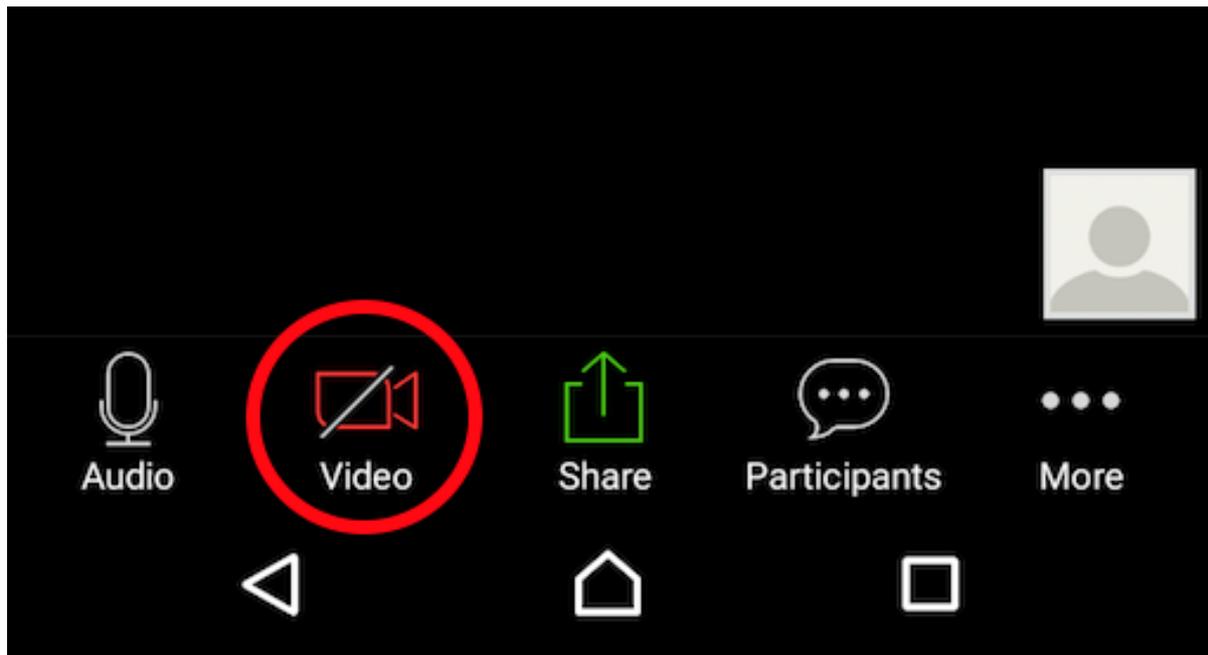
On PC/Mac

When you're in a meeting you can turn the video from your camera on and off using the button in the bottom left corner. When the video is off, there will be a slash through the icon.



On Android/iOS

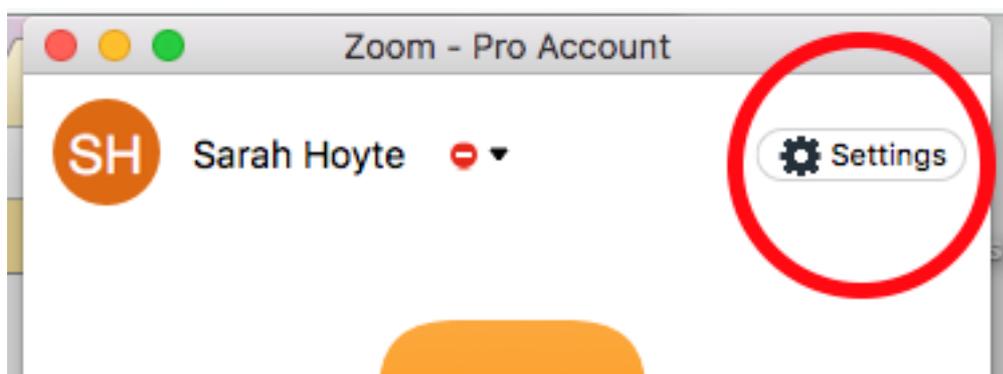
To turn your video off during a meeting, tap the screen to get the options menu to appear. You can turn your microphone on and off using the **video** button. When the video is off, there will be a slash through the icon.



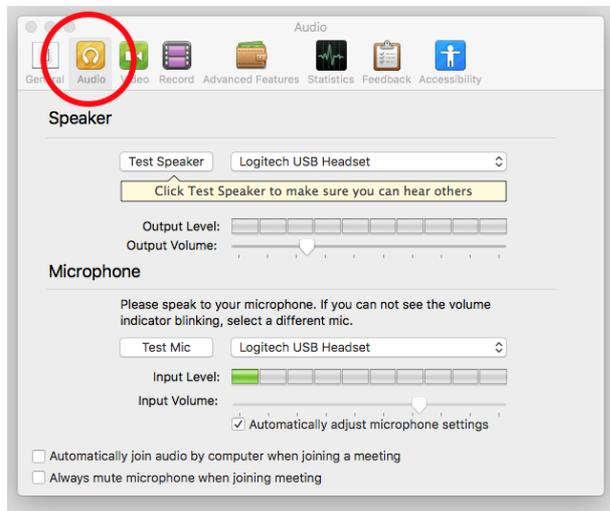
How do I control/test my audio or video settings?

Before joining a meeting on PC/Mac

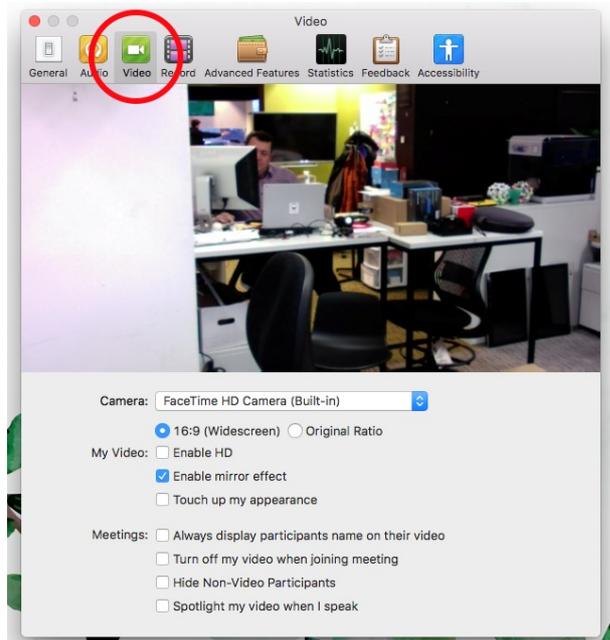
When signed in to the Zoom app, you can control your settings by going to **Settings** at the top of the app. This will open up the settings menu, where you can set your audio and video options.



In the **Audio** tab, the **Test Speaker** button lets you check that your speakers are working. The **Test Mic** button lets you check that your microphone is working.



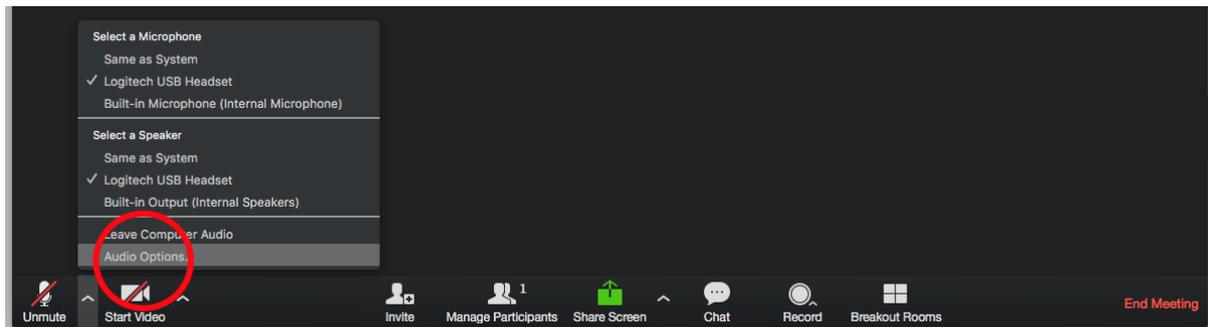
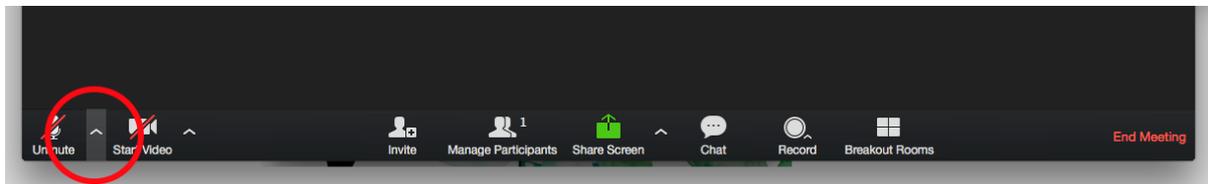
In the **Video** tab, you can see a preview of the video from your camera.



During a meeting on PC/Mac

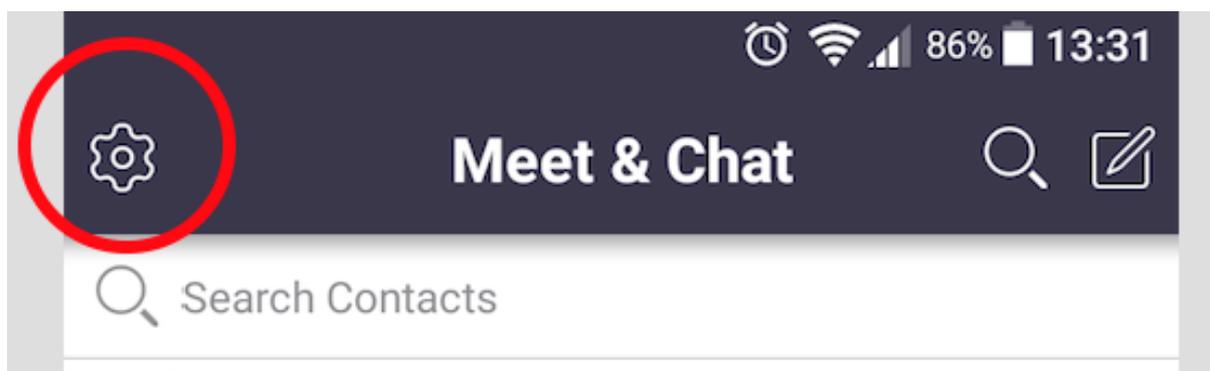
During a meeting, you can control your audio or video settings by clicking on the arrow next to the audio or video icon, then choosing

Audio Options or **Video Options**. This will take you to the same location as above, where you can control and test your video and audio as above.

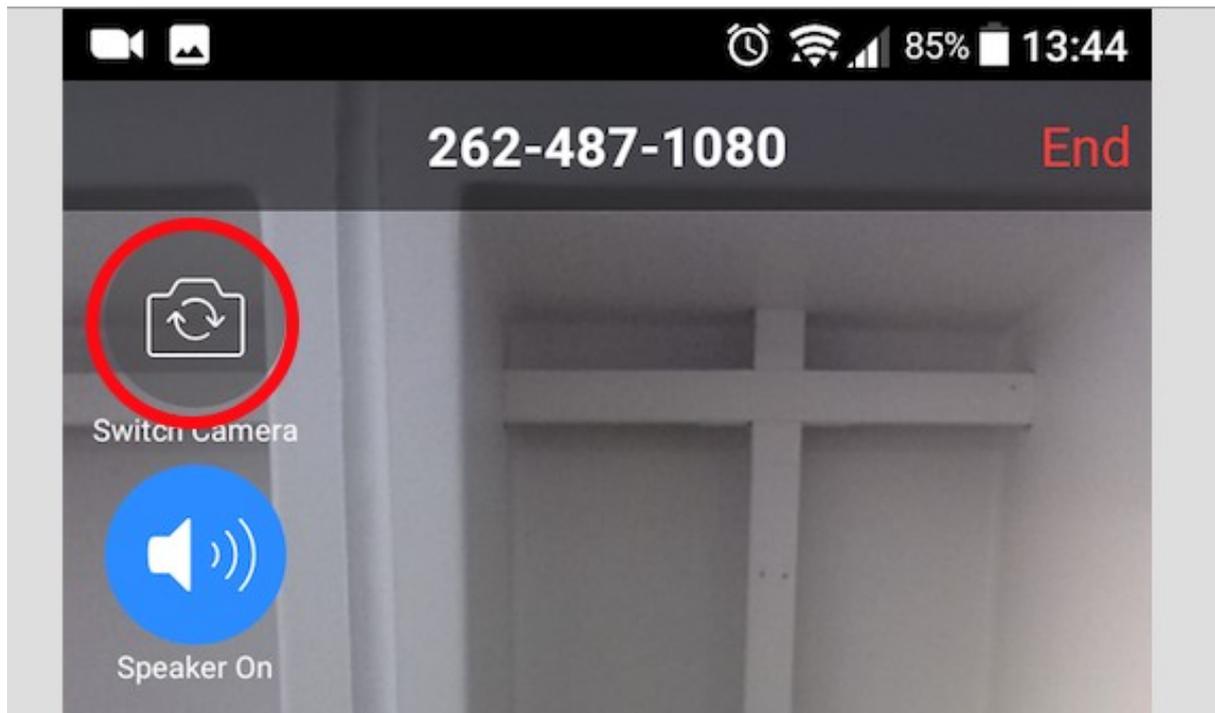


On Android/iOS

When signed into the Zoom app, you can control your settings by going to **Settings** at the top of the app. This will open up the settings menu, where you can set a limited number of settings in the **Meeting** menu.



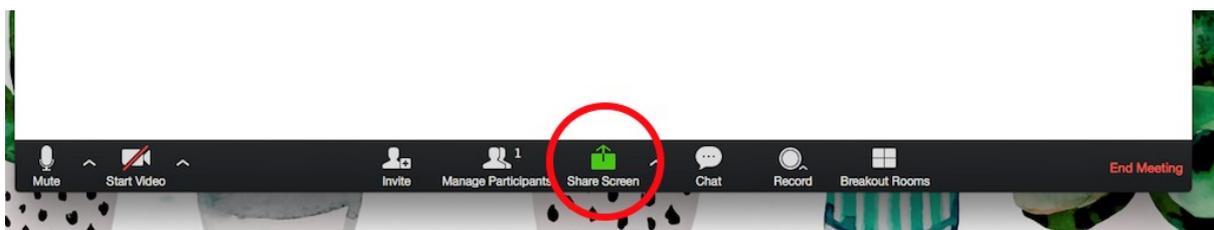
By default, the Zoom app will use your device's in-built microphone and camera. To switch between front and back cameras, tap the screen during a meeting, and choose the **Switch Camera** option.



How do I share my screen?

On PC/Mac

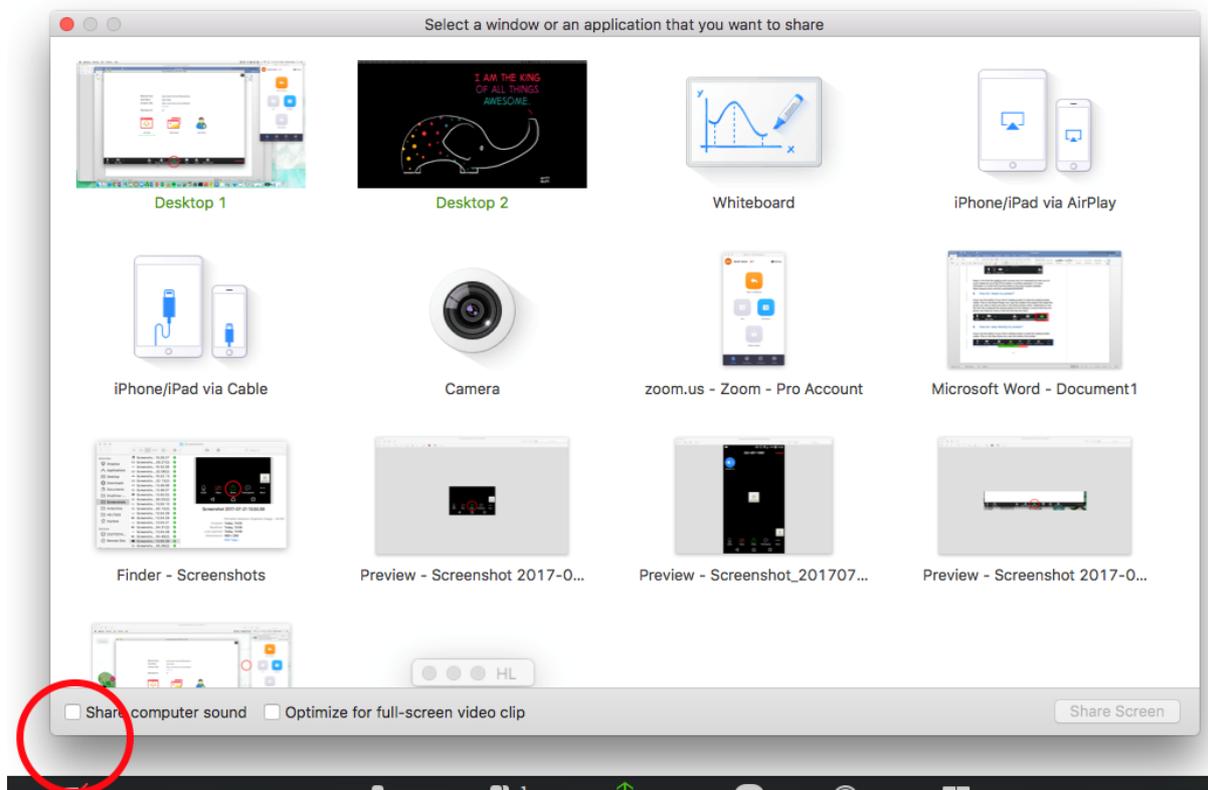
To share your screen, select the green **Share Screen** option from the menu at bottom of the Zoom session.



You will be asked to select which screen you would like to share. You can share your desktop, which will display everything that happens on your screen. You can also share individual applications, which will only show what happens within those programmes. There is also the option

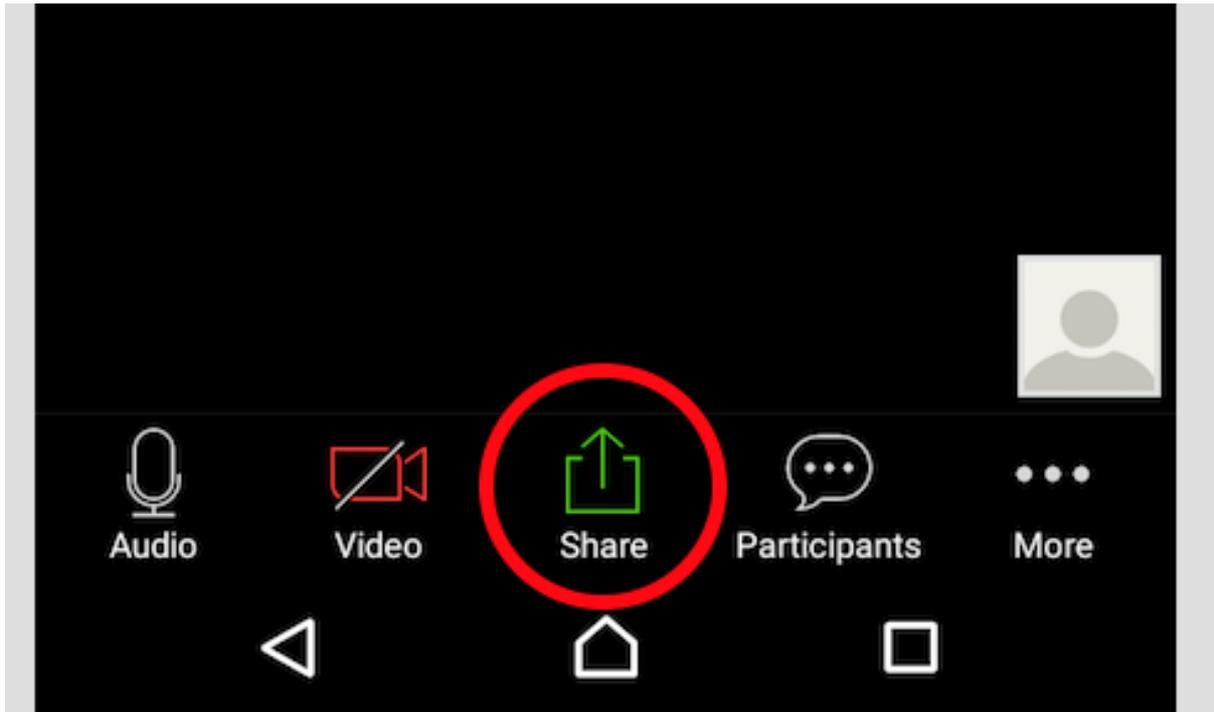
to share a **whiteboard**. This will share a white screen which you can use as a whiteboard.

By default, the screen sharing will only share the visuals on your screen, not any of the sound. If you want to share the sound from your computer, for example when playing a youtube video, you will need to tick the **Share computer sound** option when choosing what to share.



On Android/iOS

To share your screen, tap the device screen to pull up the meeting menu. Select the **Share** button. As with the desktop app, you can either share a particular application, or the whole screen.



How do I annotate my screen during sharing?

Zoom has in-built annotation tools which allow you to draw or write on the screen when you are sharing it. These annotations will be visible to other participants of your meeting, and will disappear once you stop sharing the screen.

On PC/Mac

Once you have shared your screen, you can access the annotation tools by clicking the **Annotate** button in the menu at the top of the screen. This menu will appear as you move your mouse close to it.

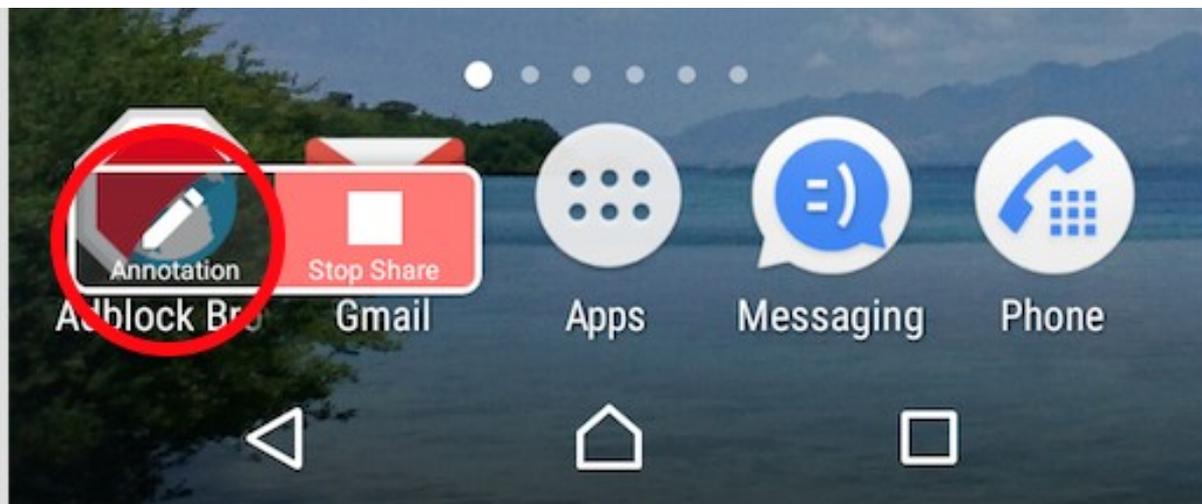


A menu with the annotation tools will appear. You can select the tool you want by clicking the buttons.

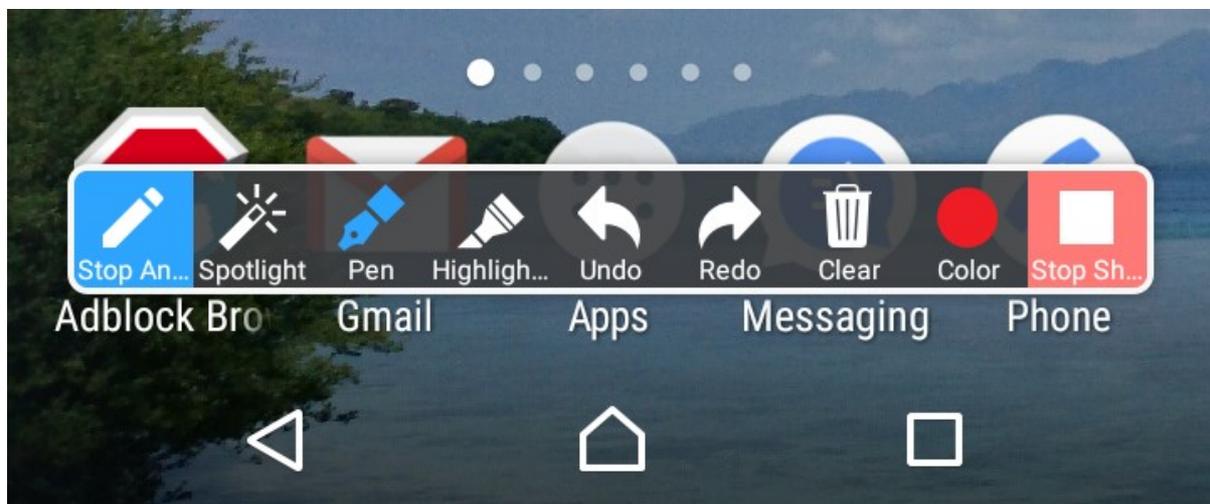


On Android/iOS

Once you have shared your screen, you can access the annotation tools by tapping the **Annotation** button in the menu at the bottom of the screen.



A menu with the annotation tools will appear. You can select the tool you want by tapping the buttons.



How do I stop sharing my screen?

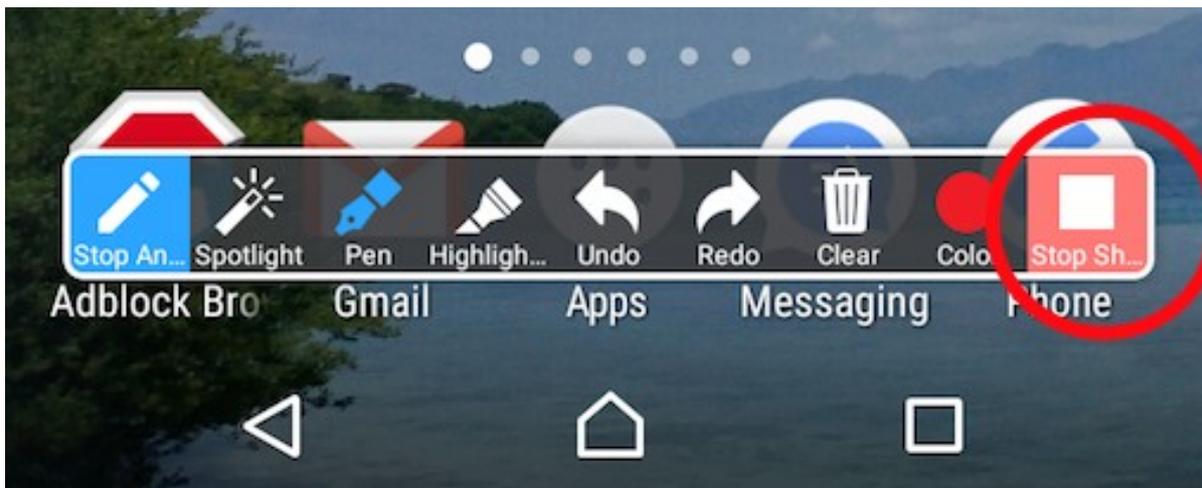
On PC/Mac

To stop screen sharing, click the **Stop Share** button at the top of the screen.



On Android/iOS

To stop screen sharing, tap the **Stop Share** button at the bottom of the screen.

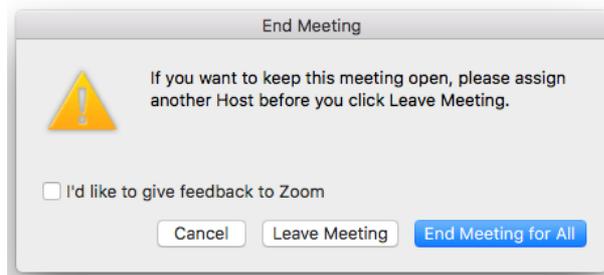
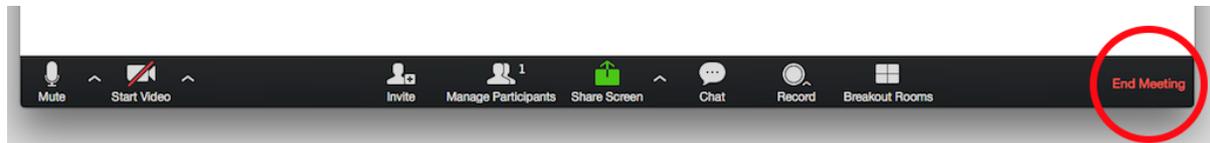


How do I end my meeting?

On PC/iOS

To end your meeting, select **End Meeting** from the menu at the bottom of your Zoom session. If you are the host of the meeting, you will be given two options. One is to **Leave Meeting**, which will leave the other

participants connected to each other and transfer the host role to one of them. The other is the **End Meeting for All**, which will stop the meeting for everyone involved.



On Android/iOS

To end your meeting, tap the screen and select **End** at the top of the screen. You will be asked if you want to end the meeting for everyone, or leave and transfer the host role to one of the other participants

My question isn't answered here...

If you have a question that wasn't answered here, you can either go to the **Zoom Help Center** (<https://support.zoom.us/>) or contact your Learning and Teaching Technology Specialist

<http://www.victoria.ac.nz/its/about/learning-and-research-technology-team#Learning%20and%20Teaching%20Technology%20Specialists>