ZOOM Tips & Troubleshooting

What is a ZOOM meeting?

- A ZOOM meeting is a web conferencing system that will help us to hold face-to-face meetings – without the travel.
- ZOOM meetings – or web conferencing – are different from a webinar. A web-conference allows for two-way communication between all meeting attendees (host and participants alike). A webinar only allows for interaction between the meeting host and participants, with limited features.
- Similar to FaceTime or Skype, ZOOM meetings link participants through video and audio feeds, allowing us to connect with up to 25 participants at one time, on one screen.

CONNECTING TO A ZOOM MEETING

Initial Set-Up

- You can access the meeting using a laptop or desktop computer, a smart phone or tablet. To access the meeting, you will require a camera and a microphone – most devices have both tools integrated.
- Each device you wish to use to connect to a meeting will require the free ZOOM program to allow you to interact in the meeting. It is recommended you download the program in advance of your scheduled meeting.
    - For smart phones/tables, the ZOOM program is available for download (free) from your App Store.
    - For laptops or desktop computers, you can download the free program from:
        - Windows: http://zoom.us/client/latest/ZoomInstaller.exe
        - Mac: http://zoom.us/client/latest/zoomusInstaller.pkg
- If you are unable to download the program, please contact Erin Thomsen, SUN Communications communications@sun-nurses.sk.ca or 1(306)525-1666 in Regina, for assistance.

How do I connect to a ZOOM meeting?

- Upon registering for the meeting, you will receive a confirmation email which will provide you with an personalized link that will grant you access to the meeting.
    - Your confirmation email will come from SUN Communications (communications@sun-nurses.sk.ca) – please add us to your safe sender/contact list(s)
    - Please do not click this personal link until a few minutes before the actual meeting date.
    - Please do not share this link. Each individual needs to register so we can properly connect each camera and audio/telephone to the meeting.

- Upon clicking your personal link, you will be connected to the scheduled meeting.
- Once connected to the meeting, you will be placed in a "waiting room" until the host arrives and grants you access.
- Alternatively, if you have taken advantage of the "Add to Calendar" feature found in your confirmation email, your meeting link will be saved under the appointment details found in your calendar. Simply open the appointment details in your calendar and click the link.

Connecting via computer/laptop through VOIP (voice over internet protocol) – Preferred method

- Your unique link will directly connect you to the scheduled meeting.
- Before entering the meeting, you will be asked to select an option for connecting your audio – select COMPUTER.
- Once connected, check to be sure your video feed (camera) and microphone (audio) are turned on.
    - Roll your mouse cursor over the bottom left hand side of the screen, you will see a microphone icon and a camera icon.
    - If the audio and video feed are turned off, these icons will have a RED line through them.
        - To turn on your AUDIO, click on the microphone icon to UNMUTE your connection.
        - To turn on your VIDEO feed, click on the camera icon to enable your video feed.
            - If prompted, select INTEGRATED CAMERA option from the camera menu.
        - You may change your audio or video options through these menus as well.

Connecting via computer/laptop and the phone

- To connect on the computer, click the unique link provided in the confirmation email.
    - Before entering the meeting, you will be asked to select an option for connecting your audio – select PHONE, you will be provided with a participant ID (#XX#).
- To connect on the phone, dial 1 855 703 8985 (Canada Toll Free) to connect to the conferencing system. This phone number is also provided in your confirmation email upon registering for the meeting.
    - When prompted, enter the Meeting ID # provided in your confirmation email.
        - NOTE: If connecting on your iPhone, select the ONE-TAP iPHONE number provided; you will not be prompted to enter the Meeting ID # as it is included in the one-tap number.
    - Next, enter the PARTICIPANT ID on your phone to sync your audio and video connections. Not syncing the audio and video will create an echo or feedback.

- Once connected, you will want to make sure your audio and video are enabled so people can see and hear you. To do so:
  - Roll your mouse cursor over the bottom left hand side of the screen, you will see a microphone icon and a camera icon.
  - If the audio and video feed are turned off, these icons will have a RED line through them.
    - To turn on your AUDIO, click on the MICROPHONE icon to turn on.
    - To turn on your VIDEO feed, click on the CAMERA icon to turn on or click on the up arrow and select the INTEGRATED CAMERA (or device name) option.
    - You may change your audio or video options through these menus as well.
    - If you are having difficulty, please let the host know by using the chat feature.

Connecting via smart phone or tablet (VOIP)

- When you click on the meeting link provided in your confirmation email, you will be required to download the ZOOM App from the App/Google Play Store, if you have not done so already.
- Once the app is downloaded, click on the link provided in your confirmation email; you will be automatically connected to the scheduled.
- In the event the link does not work, simply open the app and click *Join A Meeting*; when prompted enter the Meeting ID # provided in your confirmation email.
- NOTE: You are not required to create an account to access the meeting.
- Once you have entered the meeting, you will receive a prompt/request to set up your audio settings so that you can hear others.
  - You will be asked to select an option:
    - Internet (WiFi or cellular data) of Device Audio
    - Dial-In (by telephone [toll free number available])
    - Call My Phone (you will be asked to enter the phone number to call)
    - Cancel
- If the meeting has not started yet you will receive a message on screen that says *Waiting for host to start meeting*.
- Once Host starts the Meeting, you will receive a notification from the Zoom app requesting access to your microphone, click OK to enable the microphone.
  - NOTE: This message will only appear upon initial set up.
- If you have not been prompted to grant ZOOM access to your camera (camera/video setting is off), you will only see the SUN logo or a phone icon on your screen. If this is the case:
  - Tap on the bottom part of your screen and check the video setting. If there is a line through the camera icon, click the icon to turn on.
  - If this does not work, please alert the host using the chat feature and they can send you a direct request to turn your camera on. When you receive the request, select OK/Continue.

- o Once zoom can access camera you are able to see all participants

Can I connect by phone only?

- Yes, you can connect to the meeting by phone only. However, to receive the full benefit of a ZOOM meeting it is recommended you join the meeting using a computer/laptop, smart phone or tablet with a web cam.
- To connect on the phone, dial 1 855 703 8985 (Canada Toll Free) to connect to the conferencing system. This phone number is also provided in your confirmation email upon registering for the meeting.
  - o When prompted, enter the Meeting ID # provided in your confirmation email.
  - o No PARTICIPANT ID will be required to join the meeting using the phone -only option.

Changing your view settings

- ZOOM Meetings provide two (2) options for setting your screen view – gallery view or speaker view.
  - o Gallery view (recommended) will show up to 25 video feeds at once on one screen. This view allows you to see all of the participants at the same time.
  - o Speaker's view will create a film strip (top or side of screen) of all the participants, the feed from the speaker will appear in the remainder of the window.
- To change your view settings:
  - o Computer: View settings are located in the top right-hand corner of the screen. Click on Gallery/Speaker view to change the set up.
  - o Smartphone/Tablet: Swipe left to change your view set up

TROUBLE SHOOTING

I am connected to the meeting on my computer and on my phone but there is an echo/squealing/feedback on my speaker.

- Feedback or audio disturbance will occur if your audio and your video are not sync'd.
- To fix the problem, click on the microphone icon on the bottom left part of your screen (roll your mouse over the bottom of your screen for it to appear).
- Select AUDIO OPTIONS and click on the PHONE tab in the pop-up window.
  - o Dial the Participants ID # as instructed (#XX#) on your phone.
- If the problem is still not resolved, please alert the Host using the in-meeting chat feature.

I am connected to the meeting, but I can't see myself/only my name appears.

- A camera error will occur if your video feed/camera is turned off or not sync'd.
- To fix the problem:
    - Computer/laptop: Click on the camera icon on the bottom left part of your screen (roll your mouse over the bottom of your screen for it to appear). Make sure the INTEGRATED CAMERA option is selected.
        - If you are having difficulty, using the chat window let the host know, they can assist you further.
    - Smartphone/Tablet Tap on the bottom part of your screen and check the video setting. If there is a line through the camera icon, click the icon to turn on.
        - If this does not work, please alert the host using the chat feature and they can send you a direct request to turn your camera on. When you receive the request, select OK/Continue.