GETTING STARTED WITH ZOOM CLOUD MEETINGS

Version 1.1 — March 30, 2020

This document provides instructions for Penn's Village members on how to use the Zoom cloud meeting service. If you encounter any problems or have any suggestions for corrections, changes or enhancements, please email us at info@pennsvillage.org.

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Downloading and Installing the Zoom App

While you can participate in a Zoom meeting or event directly from your computer's web browser, we recommend that everyone download and install the Zoom app on their computer or mobile device. The app supports all of the Zoom cloud software's features and provides a consistent user experience across all platforms and devices which makes it easier for Penn's Village to provide support.

Download and install the Zoom desktop app on your computer (PC or Mac)

1. If you have not already installed the Zoom app on your computer, your web browser will automatically prompt you to download and install the app when you start or join your first Zoom meeting. If you don't have the app installed, we recommend you join the meeting a few minutes early to give you time to install the app. You will only have to do this once.

Download Prompt

2. Alternatively, you can also manually download the latest version of the Zoom app before your first meeting. Click on the link below to start downloading the app directly from Zoom.
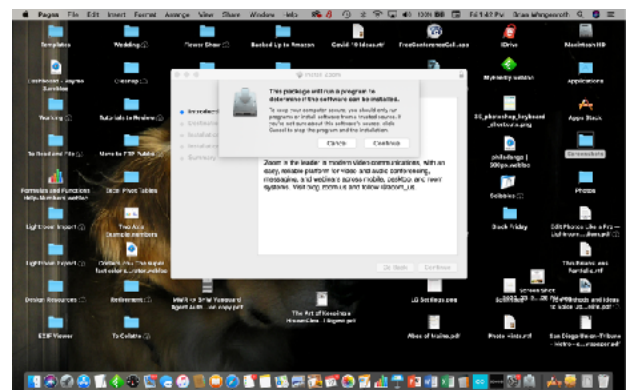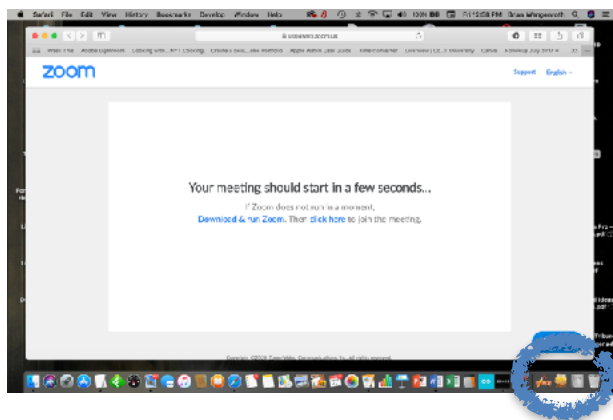
   ✳ https://zoom.us/support/download
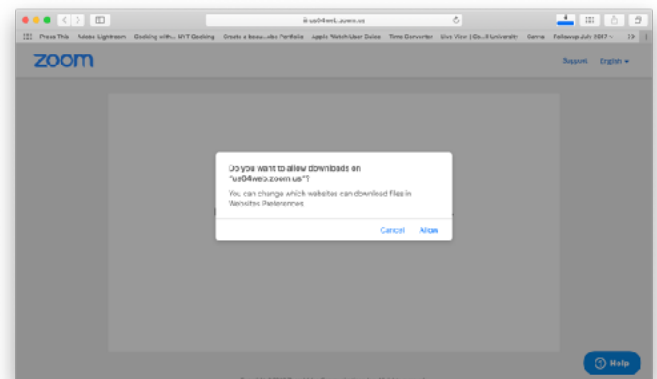
3. Installation on a Mac:
   * Once you have downloaded the app, open the downloaded file. It is typically saved to your Downloads folder.
   * Follow the prompts to install the application on your computer and grant any permissions requested. The app will be installed in your Applications Folder.

4. Installation on a PC:
   * Once you have clicked on the download link, the app should begin installing automatically. If you are prompted to download the app first, click **Allow**. After the app package is downloaded, the app should install automatically.
   * Follow any prompts you receive and grant any permissions requested during the installation process to complete installing the application on your computer. The app will be installed in your Start Menu.

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Download and install the Zoom app on your mobile device (Android or iOS)

1. You can also use your mobile device to access most of the features of Zoom. To use your mobile device you need to download the Zoom mobile app
2. Download the Zoom mobile app from the Apple Appstore or Google Play (click on the link below, or go to the App Store from your mobile device).
3. Zoom will display a mobile notification whenever there is a new update.

How to Join a Zoom Meeting or Event

You can join and attend a Zoom meeting or event from your computer, your mobile device (tablet or smartphone), or a landline or cell phone (audio only). You do not need a Zoom account to attend a Penn's Village meeting or event. You will need to download the Zoom app, but you don't have to sign up for an account. You only need an account if you want to host your own Zoom meetings.

[YouTube Video | Joining a Zoom Meeting](#)

Penn's Village Host is inviting you to a scheduled Zoom meeting.

Topic: Zoom Training
Time: Jun 1, 2020 01:00 PM Eastern Time (US and Canada)

Join Zoom Meeting
https://zoom.us/j/80688

Meeting ID: 806 88

One tap mobile
+16465588656,,806883203# US (New York)
+13126266799,,806883203# US (Chicago)

Dial by your location
    +1 646 558 8656 US (New York)
    +1 312 626 6799 US (Chicago)
    +1 301 715 8592 US
    +1 346 248 7799 US (Houston)
   +1 669 900 9128 US (San Jose)
    +1 253 215 8782 US

Email Invitation

# Join a meeting from your computer by clicking on the link in an email invitation

1. Click the link on the email invitation below "Join Zoom Meeting"

2. This will launch your browser (Chrome, Safari, Edge, IE, etc.). Depending on your browser privacy and security settings, you may be asked **Do you want to allow this page to open "zoom.us.app"?**. Click **Allow. (**If you do not have the Zoom app installed on your computer you will first be asked to **download & run Zoom**.)

3. If you see a pop up message saying "Waiting for the host to start this meeting" it means that the host has not yet joined the meeting. Stay put, when the host joins the meeting you will be connected automatically. Generally, this will not happen as the Penn's Village default is to allow participants to join before the host and "talk among yourselves!"

4. When you join the meeting, you may get a pop up window asking if you want to **Join With Computer Audio.** Click on that option. (Note: If you check the box next to "Automatically join audio by computer when joining a meeting", you should no longer get this message).

Default Screen—No Video

5. You will now be connected to the meeting.

6. If none of the participants have video enabled, you get the Zoom default screen (top image). If the participants have their video turned on, you will see a window with the participants' videos aligned along the top of your screen and the video of the attendee who is talking enlarged in the main room (bottom screen).
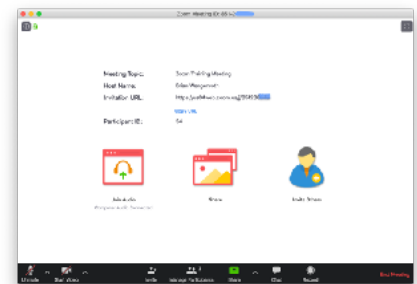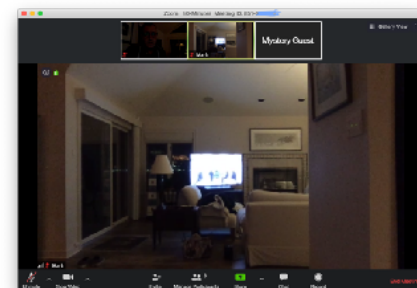
Participant Videos On

Join a meeting from your mobile device—tablet or smartphone

1. Open the Zoom mobile app. If you have not downloaded the Zoom mobile app yet, you can download it from the App Store. (see instructions at the beginning of these tutorials [Here])

2. Tap **Join a Meeting** to join without signing in

3. Enter the Meeting ID (it can be found in your email invitation) in the top box.
4. Enter a display name (how you want to be identified in the meeting) in the second box. If you have a Zoom account and you're signed in, your default name will appear in this box (you can change it if you want).
5. Toggle "Connect To Audio" and/or "Video" on or off according to your preference (Note: if you toggle them to off, you will be prompted to allow access to your microphone and/or camera if you click to turn them on during the meeting)
6. Click **Join**.
7. Click **OK** to give the Zoom app permission to access your microphone and camera if prompted.
8. Select Call using Internet Audio to enable the other attendees to hear you.

Join a meeting from your phone

1. If you are allergic to computers, your computer is not working, or you just don't want to look at anyone, never fear! You can still participate in a Penn's Village meeting or event from your phone (either mobile or landline).
2. On your phone, dial the telephone number provided in your email invitation. If multiple numbers are provided dial any one of the numbers. Note: this is a long distance call (**it is not a toll free number**). You may incur charges depending on your calling plan.
3. Once connected, enter the Meeting ID number (under the list of telephone numbers) when you are prompted using your phone's keypad.
4. You will now be able to listen to the conference and talk to the meeting attendees if the host permits the attendees to activate their microphones (please always mute your phone's microphone when not speaking).

Basic Attendee Controls in a Meeting

The attendee controls appear in a black bar at the bottom of your screen or Zoom app window on your computer or mobile device (on your mobile device, because of the smaller screen, there are fewer controls but they look and operate in a similar fashion). If you don't see the black control bar, move your cursor over the lower part of the screen on your computer or tap on your mobile device screen and they will appear. Attendees have access to these features (from left to right):

Zoom Support | Attendee Controls

YouTube Video | Meeting Controls
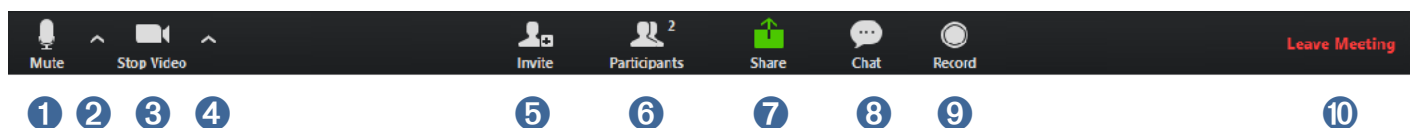
1. **Mute/Unmute**: Turns your microphone on/off. If instead of a microphone icon you see the Join Audio icon (a headset with an up arrow), click on that icon and select Join with Computer Audio to connect to the meeting. You will then see the Mute/Unmute icon.
2. **Audio Controls** (the ^ arrow to the right of Mute/Unmute): Allows you to change the microphone and speaker that Zoom is currently using on your computer, test your microphone and speakers (in case participants cannot hear you or you cannot hear them), leave computer audio, and access the full audio settings.
3. **Start Video/Stop Video**: Turns your camera on/off to start or stop your video feed (so that the other participants can see you or not).
4. **Video Controls** (the ^ arrow to the right of Start Video/Stop Video): Allows you to change cameras if you have multiple cameras or access your full video settings.

5. **Invite**: Allows you to invite others to join your meeting via email or instant message. Most participants in Penn's Village Zoom meetings will not need to invite other attendees.
6. **Participants**: See who's currently in the meeting. Clicking on this icon opens a window on the right side of your screen with a list of the current attendees. You will appear at the top of the list. The Participants list also gives you access to these options:
   * Rename: Hover over your name and click Rename to change your screen name displayed to other participants.
   * Mute/Unmute: Hover over your name and click Mute/Unmute to turn your microphone off/on.
   * Raise Hand: places the raise hand icon beside your name and simulates a hand raise.
   * Other Non-verbal feedback icons (if enabled by the host): Places an icon beside your name to quickly notify the host.
7. **Share Screen**: Start a screen share (if the host allows). You will be able to select the desktop or application you want to share. If you need to share your screen, the meeting host will assist you.
8. **Chat**: Access the chat window to chat with the participants. A window opens on the right side of your screen where you can chat and/or share files with other attendees. If the Participants window is open, the Chat window will open below it. [Go to In-meeting Chat more info.]
9. **Record**: Start or stop a local recording. Penn's Village attendees do not have permission to start a meeting recording.
10. **Leave Meeting**: Leave the meeting while it continues for the other participants. Only the host can end the meeting.

Advanced Attendee Controls in a Meeting

How to Change the Video Layout

There are 3 video layouts Full Screen/Window: Active Speaker, Gallery view. When someone is screen sharing, you can use Side-by-Side Mode or view the screen share with Active Speaker or Gallery View. You can also Hide Non-Video Participants.

1. **Full Screen**—You can enter full screen by clicking on the icon with four corners at the top right corner of your Zoom window. You can exit full screen by pressing Exit Full Screen by clicking in the same location or using the Esc key on your keyboard.

2. **Active Speaker**—is the default video layout. It will switch the large video window between who is speaking. If it is a one-on-one meeting, it will display your video at the top, and the other participant's video below.

3. **Gallery View**—You can elect to view your video layout in Gallery View. Gallery View allows you to see thumbnail displays of the participants in a grid which expands and contracts as participants join and leave the meeting. The participant who is speaking will be highlighted with a


Full Screen Icon
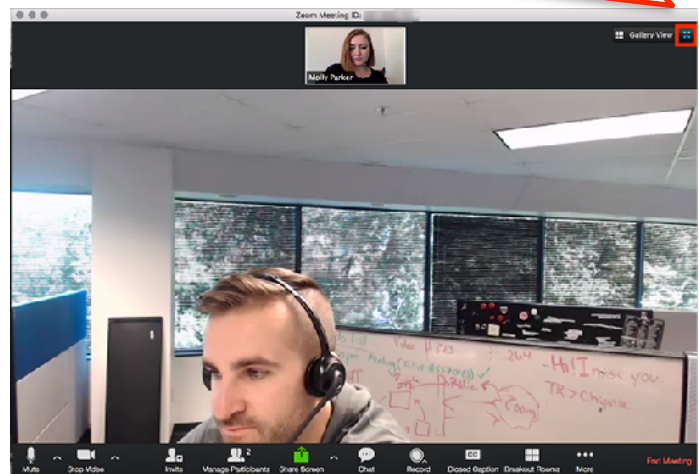
*Active Speaker View*
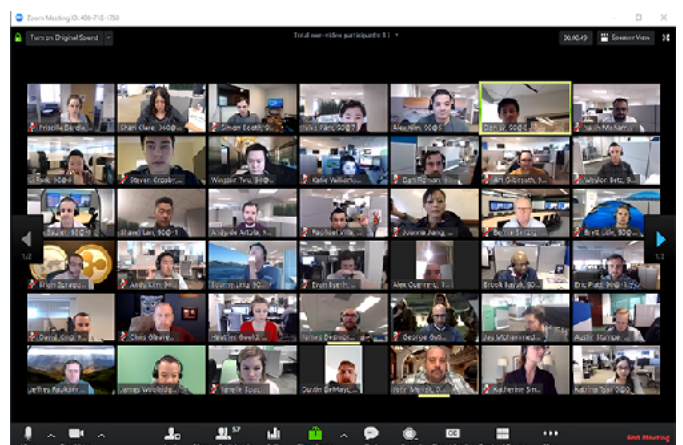
Grid View

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yellow box around their thumbnail video. Click Gallery View in the upper right corner of your Zoom window to enter Gallery View. When in Gallery View mode, click Speaker View in the upper right corner to return to Active Speaker view.

4. **Layout when Screen Sharing**—If the host is sharing their screen, you can view the screen share with active speaker or gallery view at the top of your screen or in Side-by-Side Mode (participant videos will be displayed on the right side of your screen). You can switch to Side-by-Side Mode by clicking on the View Options and select Side-by-Side Mode from the drop down menu.
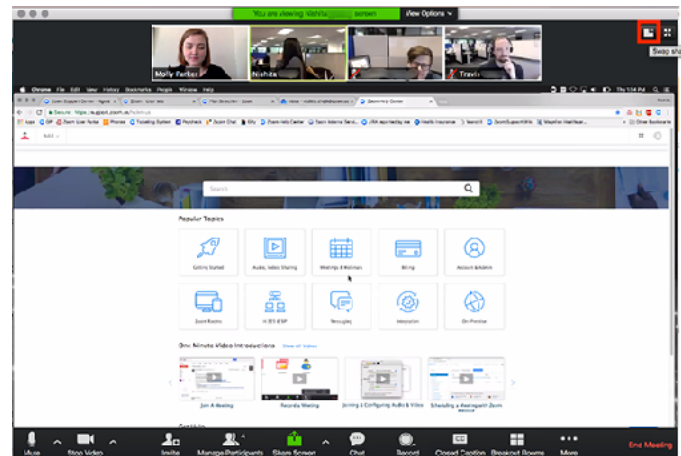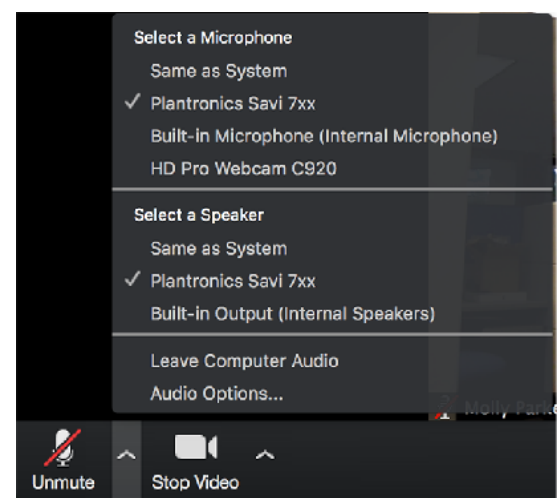

Layout with Screen Sharing
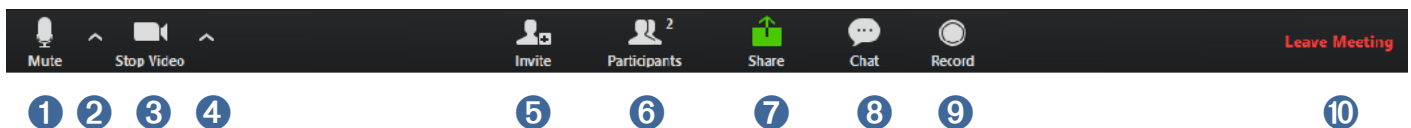
Adjusting Audio Settings (2)

1. If you are having problems with your audio (you can't hear or others can't hear you) or want to change your microphone or speakers, you can access your audio settings, change your audio devices and test your audio when you are already in a meeting.

2. Click the up arrow to the right of the Mute/Unmute icon in the black control bar at the bottom of your screen. This will open your audio settings.

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3. The microphone and speakers which are currently selected are indicated by a checkmark in front of the name of the device. To change one or both (e.g., to switch to external speakers), click on the name of the device you wish to switch to.
4. If you are having problems connecting with your computer audio or if you don't have a working microphone, you can select the option to **Switch to phone audio**… or click on the **Join Audio** icon (headsets with and up arrow) if you are not seeing the Mute/Unmute icon. This will give you the opportunity to **Join By Phone** and dial into the conference via telephone for audio. You can continue to participate in the video portion of the meeting via the Zoom app. (NOTE: THESE ARE NOT TOLL FREE NUMBERS)

Adjusting Video Settings (4)

1. If you are having problems with your video or want to change your video camera (say to an external camera), you can access your video settings, change your camera and test your video when you are already in a meeting.
2. Click the up arrow to the right of the Stop/Start Video icon in the black control bar at the bottom of your screen. This will open your video settings.
3. The camera which is currently selected is indicated by a checkmark in front of the name of the device. To change to a different camera, click on the name of the device you wish to switch to.
4. **Virtual Background**—If you have a recent model, more powerful computer you can superimpose a picture behind you to hide your background. Penn's Village does not recommend you do this at this
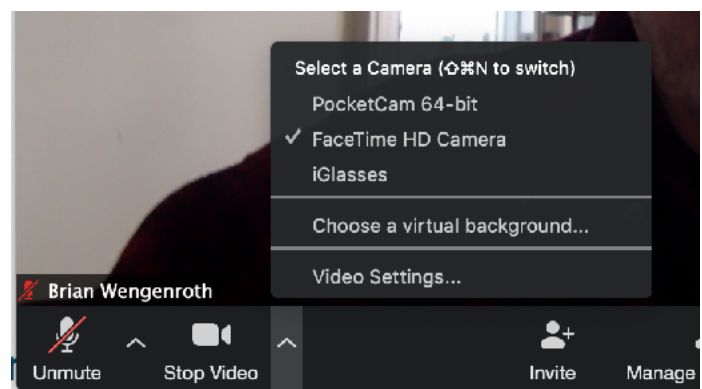
time because it consumes more bandwidth and we believe that it is important to share the limited capacity available with others like us who may be using the Zoom cloud meeting service for social engagement during the COVID-19 crisis. Also, since most of us will be joining our Zoom meetings from home and our home networks may have limited bandwidth, we recommend not using this feature to help ensure a more stable connection.

In-meeting Chat (8)

1. The in-meeting chat allows you to send chat messages to other users within a meeting. You can send a private message to an individual user or you can send a message to an entire group. You can also share files with other attendees.
2. To start a chat during a meeting, click on the chat icon in the black control bar at the bottom of your screen.
3. This will open the chat box on the right (if you have the list of participants showing on the right, the chat window will appear below it).
4. Select to whom you want to send the message. The default is Everyone, but you can click the drop down box to select an individual participant to send a private message.
5. Type your message in the chat box under the recipient and press Return on your keyboard to send your message.
6. When new chat messages are sent to you or everyone, a preview of the message will appear and the Chat icon on the black control bar on the bottom of your screen will flash orange in your host controls.

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