

# ZOOM

## **User Manual For beginners**



A Step by Step Guide to Using Zoom  
for Video Conferencing, Virtual Meetings  
Webinars and Live Stream; Including  
Illustrative Screenshot, Security Tips and Tricks

Sandra Shaw

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**By**

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# Table of content

## [Introduction](#)

## [CHAPTER ONE](#)

[Setting Up A Zoom Account](#)

[Signing Up for Zoom](#)

[Getting Around Zoom](#)

## [Types of Zoom Accounts](#)

[Basic \(Free or Free with Credit Card\)](#)

[Pro](#)

[Business / Enterprise](#)

[Business Plan](#)

[Enterprise Plan](#)

[Education](#)

[Upgrading Your Zoom Account](#)

## [CHAPTER TWO](#)

[Hosting Meetings](#)

[How to Host a Meeting](#)

[Setting up Recurring Meetings](#)

[How to Invite People in a Meeting](#)

[Sending Invitations by Contacts](#)

[Joining a Zoom Meeting](#)

[Joining a meeting from the App](#)

[Joining a meeting through an email link](#)

[Joining a meeting through the Zoom Website](#)

[Joining a Meeting via Telephone](#)

## [CHAPTER THREE](#)

[Managing Zoom Meetings](#)

[Sharing Your Screen](#)

[Managing Participants in a Webinar](#)

[Creating a Poll](#)

[Launching a Poll](#)

[Raising Hands in a Meeting](#)

[Managing Raised Hands as a Host or Panellist](#)

[Chatting in a Meeting](#)

[Recording Zoom Meetings](#)

[Using Virtual Backgrounds](#)

[Enabling Virtual Background for Your Account](#)

[Enabling Virtual Background as a User](#)

[Setting up the Virtual Background for Use](#)

[Enabling Virtual Background during Meeting](#)

[Leaving a Zoom Room](#)

## [CHAPTER FOUR](#)

[Security and Troubleshooting](#)

[Zoom Security Tips and How to Prevent Bombing](#)

[Five Common Zoom Problems and How to Fix Them](#)

[Webcam or audio not working](#)

[Echoes during a call](#)

[Problems sharing a screen](#)

[Problems receiving email messages from Zoom](#)

[Missing Features](#)

# Introduction

The world is changing very fast. A lot of interactions that used to be done face to face are now being done online. Meetings, conferences, and even seminars now hold over the internet. Zoom provides a platform to communicate with several persons simultaneously and exchange visual and audio information. With Zoom, meetings, teleconferences, and webinars can hold easily without much hardware needed and little security risk.

This book is a simple guide which seeks to equip you with the basic knowledge required to maximize the full potential of Zoom. The first chapter guides you to get familiar with the Zoom platform. You will learn how to set up an account, choose an account type and switch account type. In the second chapter, you will learn how to host meetings. This includes inviting people and joining meetings set up by other people.

In the third chapter, you will learn how to manage your Zoom meetings. Managing your Zoom calls involves sharing your screen, creating polls, raising hands, and chatting in a meeting. Special skills like recording meetings to the cloud and making use of virtual backgrounds are also explained.

The final chapter explains how to keep your meetings out of the reach of uninvited guests. You learn how to keep your meetings secure and private. This chapter also offers a few solutions to common problems you may have as a Zoom user.

# CHAPTER ONE

## Setting Up A Zoom Account

Zoom is a teleconferencing solution that allows you to have video conferences with multiple users. With Zoom, you can host or join teleconferences, make calls, and chat with other users. Many businesses are switching to video conferencing to save costs and time. You should get on Zoom as well because the benefits are many. You can use Zoom from your smartphone and your computer.

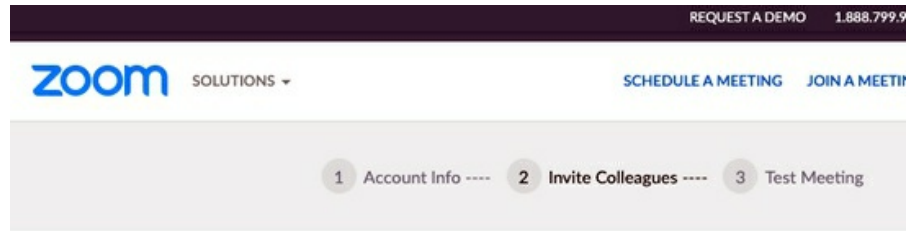
## Signing Up for Zoom

One of the first steps in setting Zoom up is signing up. You can sign up from your mobile phone or your computer. Follow these instructions;

1. On your browser, go to zoom.us
2. Click on the sign-up button.
3. There, you will be presented with options for the type of account to create.
4. Enter your name and password then click continue

By signing up, I agree to the [Privacy Policy](#) and [Terms of Service](#).

5. Enter your email address in the field provided for the email address and click sign up.
6. You can also sign up using your Facebook and Google accounts. That way your Google or Facebook account is linked to your zoom account.
7. You can then download the Zoom desktop app to continue.
8. If you used an email address to register, you will receive an activation link in your email address. Use the link to activate your account by clicking the “Activate Account” button.
9. Once the confirmation page launches from the link, log in with your email and password. Your account will be activated.
10. The next page will be a page where you can invite people to join zoom. It is optional.




## Invite Your Colleagues

Invite your colleagues to create their own free Zoom account today!  
[Why invite?](#)

[Add another email](#)

☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) - [Terms](#)

Invite

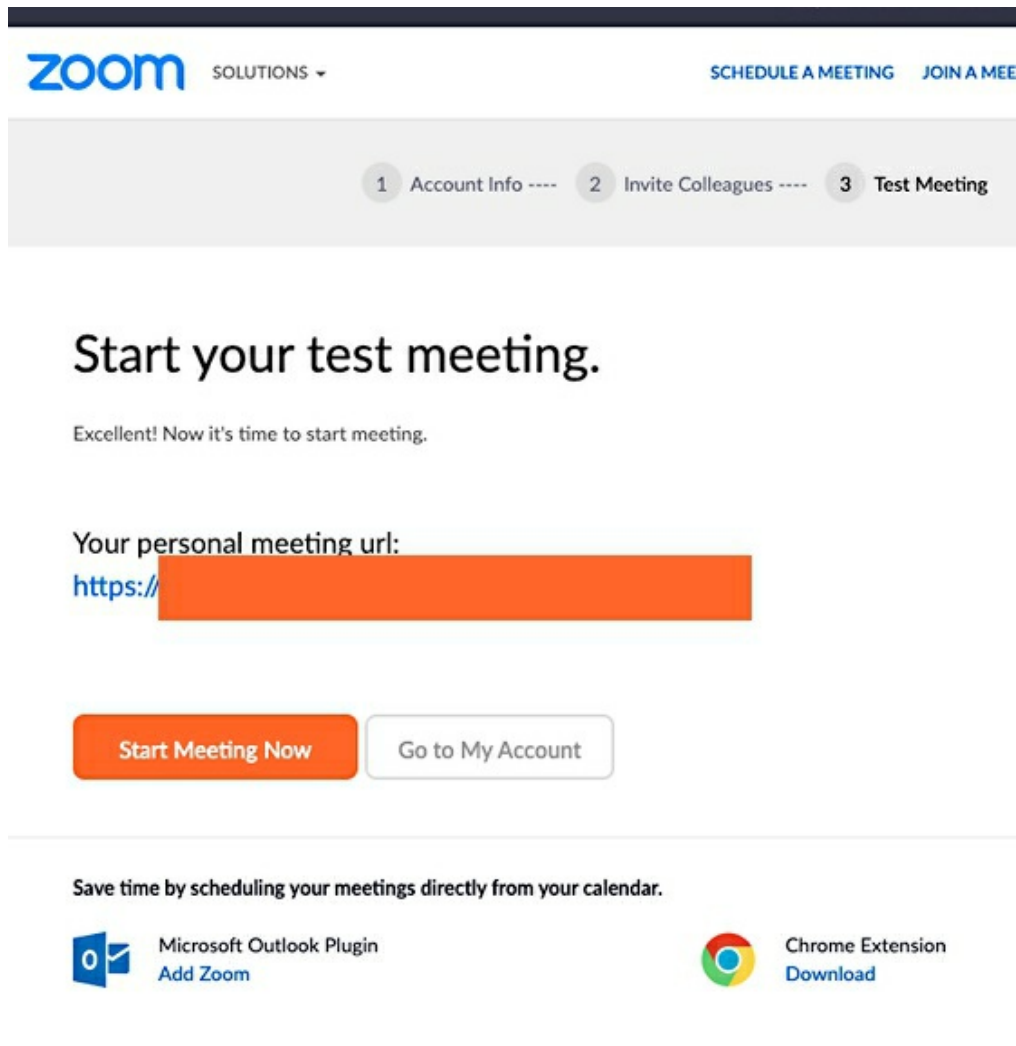
Skip this step

11. You will be assigned a unique link for your Zoom meeting.

12. If you want to start the meeting, click on “Start meeting now”.

13. If you have downloaded the web app, the app will launch. If you have not downloaded it, you will be prompted to do so.





14. After installing the app, you will have two options; Join a meeting or Sign in.

15. Click sign in to view your account or set up a meeting.

## Getting Around Zoom

### Home Tab :

The Home Tab is the landing page of the app. It is from the Home Tab that you access other functions of the app. The Home Tab has a calendar that

shows scheduled meetings. There are buttons to start a meeting, join a meeting, schedule a meeting, and share screens.



New Meeting ~



Join



Schedule



Share screen

### **New Meeting:**

This button starts a video meeting. Clicking the button provides you with a meeting ID you can share with other participants and start an instant meeting.

### **Join:**

This button lets you join an ongoing meeting. All you need is the meeting ID.

### **Schedule:**

This button helps you set up a meeting that will take place later.

**Share Screen:**

You can share materials with other people in the meeting by sharing your screen. You enter a sharing key or a meeting ID to be able to share your screen.

**Background Image:**

The Background image gives color and lets you personalize your Home Tab. The Background image also shows the date and time. You can further change the image to any image of your choice. Simply click the camera icon on the background image.

**Upcoming Meetings:**

This panel displays the meetings coming up for the day. You can even add a calendar from a third-party service if you wish to have your meetings there synced on Zoom.

**Profile Picture:**

From the profile picture, you can carry out several actions that are discussed below.

Search



**Lee Sheng Shun**

**Pro**



Add a Personal Note



Settings



Available



Do not disturb



Away

My Profile

Help

Check for Updates

About Zoom

Switch to Portrait View

Sign Out

**Personal Notes:**

You can add a personal note which serves as a space to say whatever you wish to say in a few characters.

**Settings:**

You can change your account settings from this button

**Status:**

Users can set their status and choose between the following options; Available, Away, or Do Not Disturb.

**My Profile:**

This button lets you go to the Zoom web portal and make changes to your Zoom profile.

**Help:**

This takes you to the help center.

**Check for Updates:**

This check if there are newer versions of the app.

**About Zoom:**

This shows you the current version of the app.

**Switch to Portrait:**

This switches the orientation of the app. Use this button to change to a slimmer window.

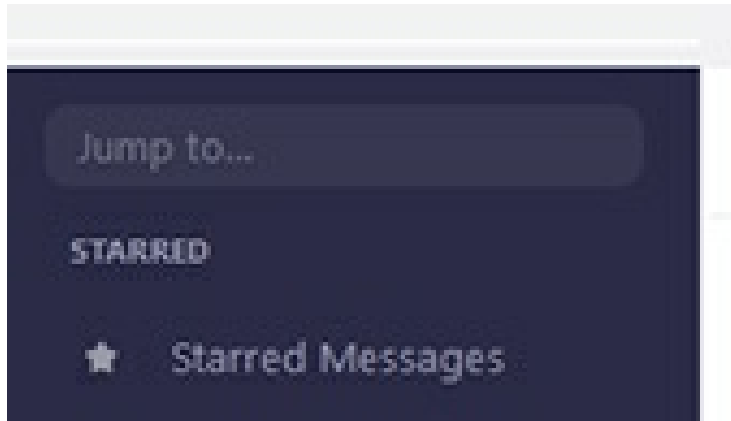
**Sign Out:**

This logs you out of your account.

Upgrade to Pro: This gives you the option of getting a pro account if you are using a free account.

## Chat Tab

Within the chat tab, Zoom users can have private text-based conversations with their contacts. Users can also have conversations within groups or channels. The features of the chat tab are on the left-hand panel.



Some features of the chat tab include;

### *Jump to Search Box:*

This search box lets you search for a contact or a channel.

### **Starred Messages:**

Starred messages are messages you want to go back to at a later time. With this button, you can view all starred messages.

### **Star Icon:**

This adds the channel or contact to your starred list.

### **Video Icon:**

The video icon starts a video call with the contact. If a channel is selected, it starts a video call with all members.

### **Info Icon:**

This provides extra information about a contact or channel. It provides access

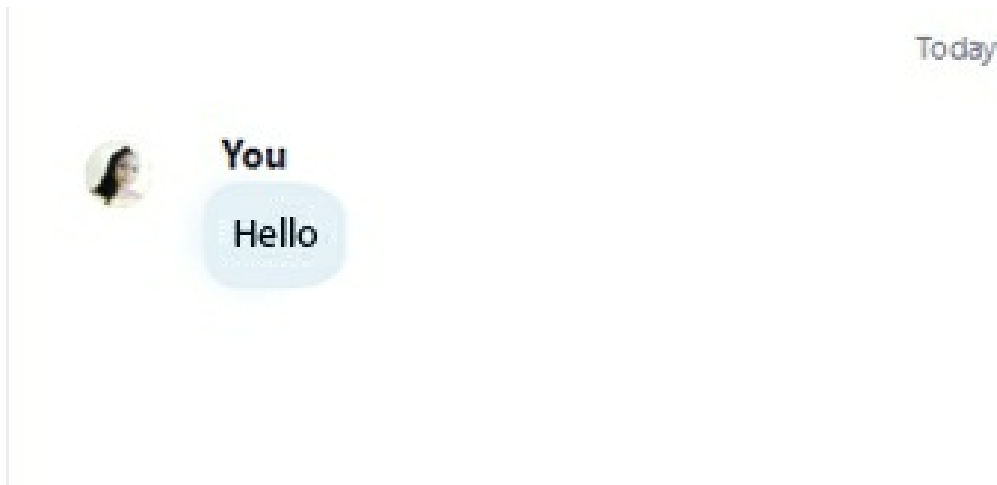
to media and starred messages.

### **Message Box:**

This is where you compose and send messages to contacts and channels. This box also lets you share screenshots, code snippets, GIFs, and files.

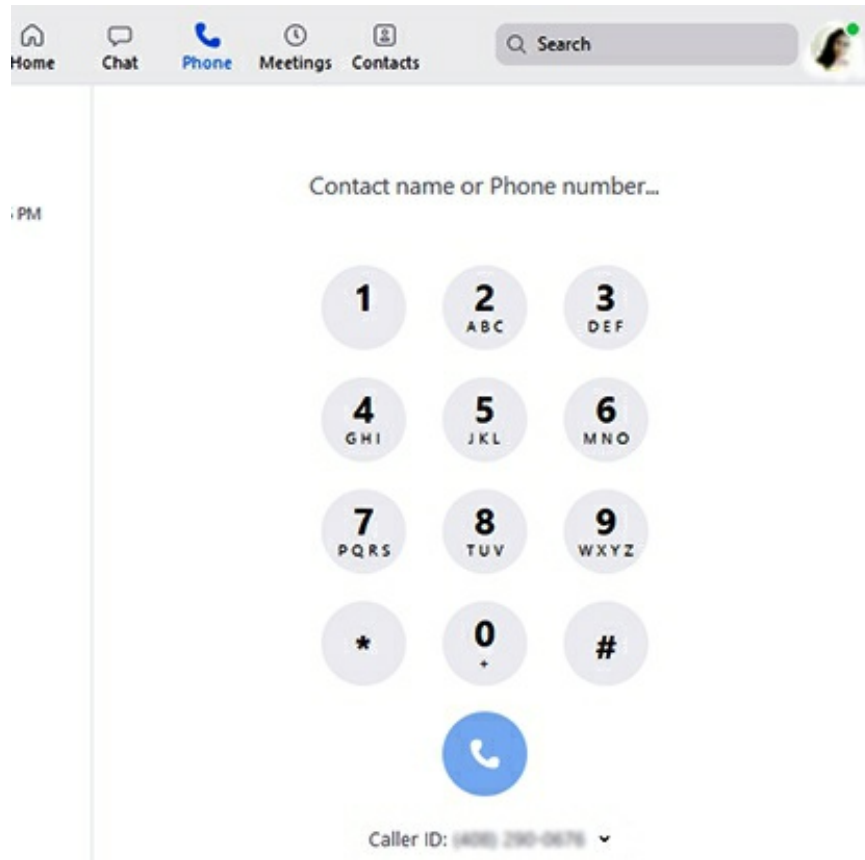
### **New Window Icon:**

This opens a chat in a fresh window.



### **Phone Tab:**

With a phone license, you can make calls via zoom. This tab lets you view call history, make calls, and even listen to voicemail messages.



The features of the Phone Tab include;

**History Tab:** This lets you view previous calls. You can view and delete call records and recordings

**Voicemail Tab:** This tab lets you listen to voicemail messages.

**Dial Pad:** This provides an interface where you key in numbers for outbound calls.

## Meeting Tab

This is a hub where meetings are set up, scheduled, edited, and deleted.

Features of this tab can be seen on the left-hand panel. They include;

**Add Icon:** This is where new meetings are scheduled.

**Refresh Icon:** This button will refresh the list of meetings if you don't find your scheduled meeting.



**Start:** This button starts the scheduled meeting you have selected.

**Copy Invitation:** This button copies the invitation so that you can share in emails or Instant Messages.

**Edit:** This lets you make changes to your scheduled meeting. You can change things like meeting time from this button.

**Delete:** This button deletes scheduled meetings.

## **Contacts Tab**

This tab allows you to manage your contacts.

Some of the subordinate tabs under this tab include;

**Directory Tab:** This is like a phonebook where all your contacts are collected. It includes starred contacts, external contacts, and contacts that are set to be automatically answered.

**Channels Tab:** This gives a directory of channels you belong to. The channels you have starred will come at the top of the list.

**Add Icon:** This option allows you to create contacts, create groups, and create channels.

## **Types of Zoom Accounts**

The features you have on Zoom depend on the type of account you operate. There are four types of accounts (also called plans). These are; Basic, Pro, Business/Enterprise, and Education. Below is a summary of how the various account types operate and the features available to users who operate them.

### **Basic (Free or Free with Credit Card)**

This account type is free and mainly for personal meetings. With this account, the user is allowed to host up to a hundred participants—a participant being an invitee in a meeting which is scheduled by a user with a Host license, and who does not require a Zoom account to partake in the meeting. The basic account also offers unlimited 1 to 1 meeting but places a 40-minute limit on all group meetings. The user also enjoys an unlimited number of meetings as well as many other beneficial sub-features attached to

the Video Conferencing, Web Conferencing, Group Collaboration and Security features of Zoom.

## Pro

This is a paid account that affords the user unlimited meetings on a public cloud for the price of \$14.99 per month per host. The Pro account is great for small teams and supports all Basic features. In addition to that, the user has the option of purchasing up to 1,000 participants with the Large Meeting add-on which is not available to the Basic user.

Meetings on this account have a 24-hour duration limit. Other features include User Management which allows account Owners and Admins to manage users, such as adding and deleting invitees as well as assigning roles to invitees; Admin feature controls, and Reporting which allows you to generate usage reports. The user also has the privilege to record meetings in either MP4 or M4A formats direct to Zoom Cloud, for later download and/or review. Lastly, there's also provision for the addition of optional Add-on plans to what is already obtainable in the Pro account.

## Business / Enterprise

While they are listed as one account type on the Zoom website, because they both cost \$19.99 per month per host, there are a few differences between the Business plan and the Enterprise plan.

### Business Plan

This includes all the features available in Pro, but unlike the Pro user, the Business user gets 300 participants, with the option to add more. Added features in Business include dedicated phone support, Admin dashboard, and Vanity URL (create your custom URL with the template *yourcompany.zoom.us*). Other features include on-premise deployment, single sign-on, managed domains, company branding, Cloud Recording Transcripts, custom emails, and LTI integrations, as well as optional Add-on plans.

### Enterprise Plan

It includes all Business features by default. Enterprise also includes 500 participants while Enterprise Plus includes 1,000 participants. The user also gets access to Unlimited Cloud Storage, Executive Business Reviews, bundle

discounts on Webinars and Zoom Rooms, as well as Dedicated Customer Success Manager.

### Education

Zoom helps educational institutions—primary, secondary, and tertiary—improve student outcomes with secure video communication services for hybrid classes, office hours, administrative meetings, and more. Education plans are available starting at 20 hosts for \$1,800 annually. In light of recent global events, Zoom has temporarily removed the 40-minute limit on free Basic accounts to cater to the needs of primary and secondary schools affected by the Coronavirus, giving them the chance to teach students without the risks of physical interaction.

## Upgrading Your Zoom Account

You can migrate from one account type to another. You can even move from a Pro Plan to a Business Plan. Here is how to do it;

1. Sign in to your Zoom account online.
2. Select **Account Management** and then select the option **Billing**.
3. Click on the **Current Plan** tab and then choose **Upgrade Plan**.
4. Select **Upgrade to Business** to upgrade your plan. You can choose any other plan if you so wish.
5. Choose the number of licenses you will need and choose a payment plan as well. There are options for monthly and annual billing plans.
6. Click on Continue to go to the payment page.
7. On the Payment page, you are free to go back and make changes if you so wish. The payment page is where you make the payment. Once you have made every input click on **upgrade now**.
8. A confirmation page containing the summary of your plan purchase will appear. Click **Confirm** to confirm your purchase.
9. A confirmation will be sent to inform you that the purchase was successful.

# CHAPTER TWO

## Hosting Meetings

This chapter deals with how to host meetings and invite people to the meetings. You will also learn how to join meetings from different platforms including telephone.

### How to Host a Meeting

With your zoom account, you can host meetings and invite people to join. This is how you go about it;

1. Login to your app.
2. Click on the **Meetings Tab**.
3. Click on the **Upcoming** tab, there will be several scheduled meetings there. Click on the meeting you wish to start and more options will appear
4. Click on **Start**. The meeting will start.

## Setting up Recurring Meetings

You can set up meetings such that they repeat. This way you don't have to set them up for every meeting. This system works well for weekly or monthly meetings. To set up recurring meetings on the Zoom client;

1. Launch your Zoom app and log in.
2. Click the **Schedule** icon. The schedule icon is displayed below.



### Schedule

3. Select the settings for the meeting you are setting up.
4. Tick the **Recurring Meeting** checkbox.
5. Open your calendar and set up your meeting to reoccur.

## How to Invite People in a Meeting

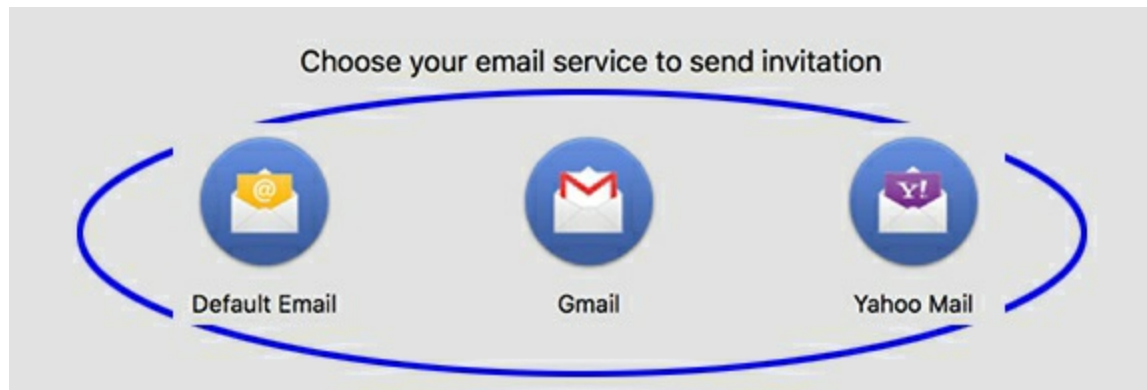
You can invite people to join meetings you have scheduled or even meetings that are currently ongoing. You invite people to your meeting by;

1. Signing into your Zoom app
2. **Start** or **join** a meeting
3. Select Manage **Participants** (if you are the one hosting the meeting) or **Participants**.
4. Select **Invite**. This button is at the bottom of the participant's panel.
5. Choose a convenient invitation method.

Invitation methods include Email, by Contacts, or through URL.

To Send Invitations by Email

1. Click on the **Invite by Email** option.
2. Choose an email service (Google, Yahooemail, or the Default Email Service).



3. Add recipients' addresses and send the mails. The invitation mails will include information the recipients need to join the meeting.

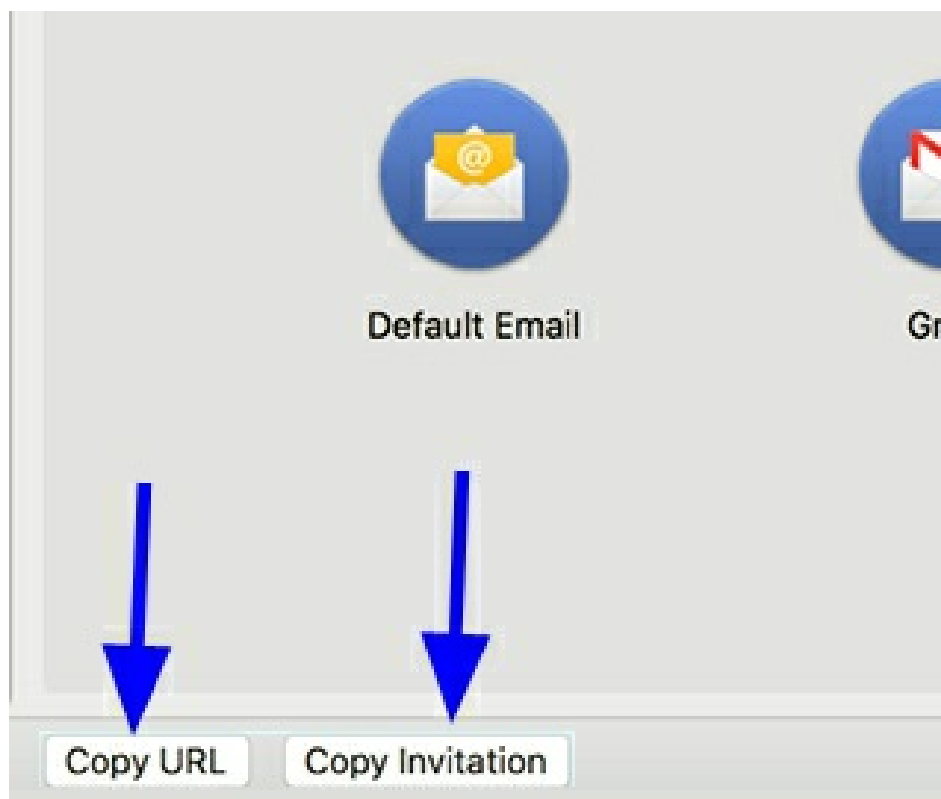
## Sending Invitations by Contacts

1. Choose the Invite by Contacts tab.
2. Select the contact name from the contact list or use the search function to search for them.
3. When you find the contact you wish to invite, select them. You can also select multiple contacts.
4. Click on **Invite**.

### **Sending Invitations through URL or Invitation Text**

**Click on Copy URL:** This copies the invitation URL to the clipboard and lets you paste it anywhere.

**Copy Invitation:** This allows you to copy the link and the invitation message unto the clipboard. This way when you paste it, it comes with the full invitation message. This can be used in chatrooms, text messages, social media posts, and more.



## Joining a Zoom Meeting

Just as there are several ways of sending invitations, there are several ways of joining a meeting. You could join through a link, through the Zoom website, through the Zoom app, or telephone. However, you can only join a meeting that the host has started. Except in cases where the host sets the meeting such that participants can join the meeting before the host.

### Joining a meeting from the App

1. Launch the app and log in.
2. Select “Sign in with SSO”
3. Log in with your USQ username and password.
4. Click **Join**.
5. Enter the meeting ID (it is written in the email invite)
6. Choose whether you want to join your meeting with video or audio enabled.

### Joining a meeting through an email link

1. For you to join via email, you must receive an email from the host.
2. Click on the link in the email inviting you for the meeting.
3. You will be redirected to the meeting.

#### Joining a meeting through the Zoom Website

1. Visit the Zoom website.
2. Sign in to your account.
3. Click the **My Meetings** tab.
4. Select the meeting you wish to join and click on the meeting link.

#### Joining a Meeting via Telephone

1. In the mail inviting you to the meeting, you will be provided with dial-in numbers for different locations.
2. Identify the appropriate number for your country of residence.
3. Dial the number from your telephone.

Remember that your phone company may charge extra for these calls.



# CHAPTER THREE

## Managing Zoom Meetings

### Sharing Your Screen

You can share the contents of your screen during a meeting carrying out the steps described below;

1. Select the **Share Screen** button at the meeting control bar.



2. Select the screen you want to be shared with the attendees. It may be an open application on your computer, a desktop, or an iPad.
3. You can decide to turn on additional features like;
  - a. Share Computer Sound: This lets the sound played by the computer to be broadcast in the meeting to all attendees.
  - b. Check Optimization for full-screen video clip: tick this box if you wish to share a video in full-screen mode.
4. Click on Share to share the screen.

## Managing Participants in a Webinar

To manage participants in a webinar involves a lot of actions. Here is how to manage participants in a webinar;

1. Click on the **Participants** tab in the webinar controls.
2. The Participants panel will appear on the right-hand side of the screen. The Hosts and other classes of attendees will be listed in the tabs under the panel.

Use our mouse to hover over a user's name and click more. These

functions will appear;

**Mute/Unmute:** These mutes panellists. The panellist will have to be unmuted before he can speak at the meeting.

**Chat:** This opens the chat window so that members can send messages to the panellist.

**Make Host:** This assigns a panellist the privilege to be a host. There can however be only one host for a meeting.

**Make Co-Host:** This assigns the panellist the privilege to be a co-host. There can be multiple co-hosts for a meeting.

**Change Role to Attendee:** Use this button to withdraw the privilege of being a host from a person.

**Forbid /Allow Record:** This determines whether attendees can record a meeting on their devices.

**Assign to Type Closed Caption:** This assigns a panellist the responsibility of typing closed captions during the meeting.

**Rename:** This lets you change a panellist's name that would be displayed in a meeting.

**Put on Hold:** This lets you temporarily bar a participant from a meeting. They will not be able to see, hear, or view anything from a meeting until they are unbarred.

**Remove:** This removes a panellist from a meeting.

## Creating a Poll

Polls help you collect opinions from participants in a meeting.

1. Visit the **Meetings** page and select the meeting for which you wish to create the poll.
2. Scroll through the options and then select **Poll**. Click **Add** to begin making the poll.

3. Type in the title for the poll and enter your first question. You can also decide whether you want the responses anonymous and whether you want multiple-choice questions.
4. Type the answers to your questions and click on **Save**.
5. Click **Add a Question** to add questions. To add more poll you repeat step 2.

A meeting can have up to 25 polls and no more.

## Launching a Poll

1. Begin the meeting as scheduled. It has to be the meeting for which the poll was created.
2. Click on **Polling** in the menu bar.
3. Choose the poll you will want to be launched.
4. Select **Launch Poll**.
5. Once launched, the participants will be prompted to answer the questions. The host will see the results live.
6. You can end the poll by clicking **End Poll**.
7. The host can share the poll results by clicking **Share Results**.

## Raising Hands in a Meeting

Raising hands during a meeting is a way a participant calls the attention of the host. Raising hands also shows that the participants have something to say and seeks permission to speak.

1. Select the **Raise Hand** option in the Webinar Controls.
2. The host gets notified that your hands are raised.
3. Click **Lower Hand** if you wish to lower your hand.

## Managing Raised Hands as a Host or Panellist

You will be notified when attendees raise their hands. You can also check which hands are raised by viewing the participant's list in these steps;

1. Select **Participants** in the meeting controls.
2. Select the **Attendees** tab.
3. Hover over a participant to uncover further options. These options include:

**Allow to talk:** This unmutes the attendee and allows them to speak.

**Disable Talking:** This revokes the person's speaking privileges.

**Lower Hand:** This lowers a raised hand and brings it down the list. Raised hands are usually higher up.

**Lower All Hands:** This button lowers all the raised hands.

## Chatting in a Meeting

This feature allows the host and participants to exchange text during a meeting. Participants can also exchange messages between themselves during a meeting.

1. Click on **Chat** on the meeting control menu. If you are using a mobile device, click on **Participants > Chat**.
2. A chat window will launch on the right side of the screen.
3. Type your message in the field provided and press **Enter** to send your message.
4. To address a message to a specific person, click on the drop-down arrow beside **To**. It will change the intended recipient. The host can send messages to panellists, all attendees, or a specific individual.

## Recording Zoom Meetings

Users can record meetings and listen to or watch them later. You have the option of recording in only audio format or video format. Audio formats will be saved in M4A format. Hosts can also decide to save recorded videos and audios to the cloud. Attendees, however, can record meetings on their local

devices.

For transcripts of text conversations, they can be downloaded in TXT format.

### Starting a Cloud Recording

Only hosts and co-hosts can record to the cloud. To start a Cloud recording as a host, follow the steps described below;

1. Start the meeting.
2. Click the **Record** button. It is found on the Zoom toolbar.
3. Choose the **Record to the Cloud** option.
4. To control recording and Pause, or Stop the recording by using the Pause/Stop Recording button.

When a recording is stopped, it is processed before it can be viewed. You will receive an email when the recording is ready. You can manage your recordings on the cloud with the options of Downloading, Sharing, or deleting the recordings.

### Recording to Local Devices

Attendees have the option of recording their local devices. To record on your device;

1. Join an ongoing meeting.
2. Select the **Record** button from available options on the Zoom toolbar.
3. Select **Record on this Computer** to start recording.
4. Use the **Pause/Stop Recording** button to control the recording process.

## Using Virtual Backgrounds

With Zoom, you can make use of virtual backgrounds. With virtual backgrounds, you can do away with messy backgrounds. This gives you a professional appearance at meetings. This feature allows you to display an image or video in the background. Depending on your computer, you may need a green screen to make use of the virtual background feature.

Check if you will need a green screen from the Zoom website.

### Enabling Virtual Background for Your Account

This turns on the Virtual account feature for all users in your organization.

1. Sign in to your Zoom account as an administrator.
2. Click **Account Settings**.
3. Turn on the **Virtual Background** feature from the **Meeting tab**.
4. If you wish to make it a compulsory feature for all users under the account, you can lock the feature by clicking on the lock icon.

For this feature to take effect, you will have to logout and login again.

### Enabling Virtual Background as a User

You can also turn on the virtual background feature for your personal use when you;

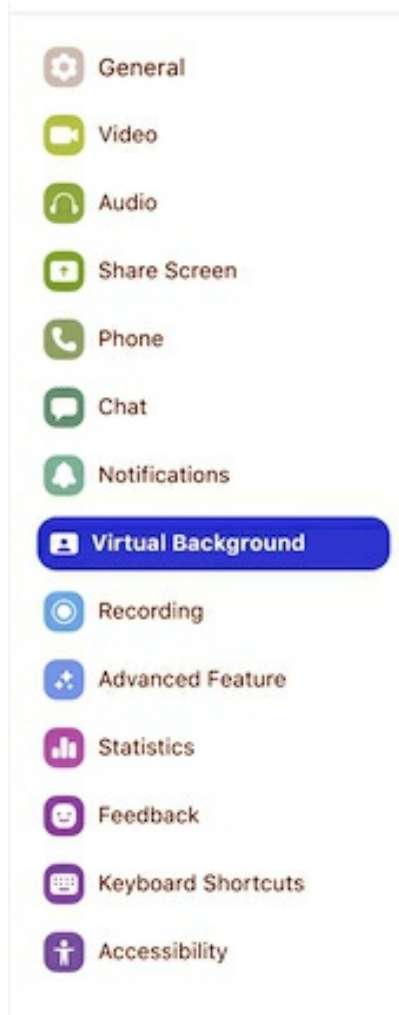
1. Sign in to your account online.
2. Select **Meeting Settings**.
3. Turn on the **Virtual Background** feature from the **Meeting tab**.
4. Logout and login again to begin enjoying the feature.

If the Virtual Background option does not switch as you toggle it, it is locked by your Zoom Administrator. Contact the administrator to unlock it.

### Setting up the Virtual Background for Use

1. Log in to Zoom online.
2. Click on your profile picture.
3. Click on Settings.
4. Select Virtual Background.
5. Tick the **I have a Green Screen** Box at the bottom of the dialog box if you have a green screen.
6. Click on your video to choose the right color for the green screen.
7. Select an image from the options available or click + upload

your image or video.



Always ensure you use a solid background color. If you wish to stop using Virtual Background, click **None** instead of selecting any background.

#### Enabling Virtual Background during Meeting

Once you have enabled the virtual background feature you can switch it on during a meeting.

1. During the meeting, click on the upward-facing arrow (^).
2. Click **Choose a Virtual Background**.
3. You may have to download a Virtual Background package for use without a green screen. Download it when prompted.

4. You can choose the background you wish to use in the Zoom room.
5. When you select the background you wish to use, click **Done**.

## Leaving a Zoom Room

In Zoom terms, to leave a meeting means logging out as a participant. When you leave a meeting, the meeting goes on in your absence. To end a meeting means that the host closes the meeting for all participants and all activities end. Hosts can leave a meeting, but they will have to appoint new hosts to prevent the meeting from ending. There are several ways of leaving a Zoom meeting;

- Click on the End Call button or the Hang Up button if you want to leave a room-based video conference.
- Click **End Meeting** > **Leave Meeting** to leave a meeting if you are using Zoom on your desktop.
- Tap on **End** then tap on **Leave Meeting** to leave a meeting if you're using Zoom on your mobile device.

## CHAPTER FOUR

### Security and Troubleshooting

#### Zoom Security Tips and How to Prevent Bombing

Like practically everything else online, Zoom meetings are also susceptible to uninvited intrusions and even mischief from invitees. Luckily, Zoom has come up with ways of securing your meetings against gate crashers, a phenomenon called Zoom bombing. Some of the security tips are listed below.

- As a rule of thumb, when you share your meeting link on social media or other public forums, that makes your event extremely public, as anyone with the link can join in on your



meeting, even if the person wasn't expressly invited. Keep your meeting links within your circles.

- Zoom advises its users to avoid using their Meeting ID (PMI) to host public events. There's the option to generate random meeting IDs that one can use to host public events. The reason is simple, seeing as your PMI doesn't change unless you change it, using it to host public events only broadens the scale of uninvited people who can Zoom bomb you, and that could be very annoying as you can imagine. Your PMI should only be used to host meetings between you and other personal contacts who you allow to contact you.
- Zoom recommends that you familiarize yourself with its settings and features to fully understand how to protect your virtual space on the fly from crashes and mischief-makers. Some of these features include the following;
  - i. Waiting Room: It's one of the best ways to protect your Zoom virtual events and keep out those who shouldn't be there. It allows you to send all participants to a virtual waiting area from where you can vet and admit them individually into the event. It also allows you to send only guest participants to the waiting area, in which case, frequent participants can proceed directly to the event without going through the waiting area.
  - ii. Locking the event: Once all your attendees have arrived, you can easily lock your meeting from the security menu, preventing any additional attendees from joining.
  - iii. You also can turn off in-meeting features like chats and annotations. While these are great for collaboration, they are also easily used for mischief and distracting the meetings.

Many more security and privacy tips are available on the Zoom website.

# Five Common Zoom Problems and How to Fix Them

Zoom isn't left out when it comes to having problems of its own which can be solved in a few steps. Some of these problems are;

## Webcam or audio not working

Sometimes, you join a meeting only to discover that there's no video or audio feed from your end. The first step toward avoiding this is to make sure to always enter a meeting by clicking on the *Join with Video* option. Other times, Zoom simply doesn't have access to your video or audio input because they are in use in another program or application. It's advised to close down such applications first before joining a meeting on Zoom. In other instances, the lack of video or audio feed from your device can be because you haven't granted Zoom permission to use your device camera and microphone yet. The solution is to ensure that Zoom has permission to do so in the in-app permission settings.

## Echoes during a call

Another common problem with Zoom is audio echo during a meeting. There could be three reasons for echoes during a meeting. One, an attendee may leave both computer and telephone audio on at the same time. To solve this, ask them to switch either the telephone audio or computer audio off. Another cause of echoes during meetings is having computer or telephone speakers too close to each other. It is either you switch one source of audio off, or you keep both very far apart. Finally, having many computers with active audio in the same room could cause echoes especially if they are close together. Ask the computer users to stay apart or use a headphone to solve this.

## Problems sharing a screen

Sharing your screen is an important part of a Zoom call and is as easy as clicking *Share Screen* at the bottom of the window. Before you try to share your screen during a meeting, ensure that you are connected to the meeting and you have a strong internet connect. Sharing screens is a bandwidth consuming activity.

You can also solve this by starting the meeting on audio only while sharing your screen. This is done by selecting **Start with No Video** at the Home tab when joining or starting a meeting. If have already begun a video meeting,

and you have trouble sharing your screen, switch off your video. This saves bandwidth. Use the Stop Video button and then click on the Share Screen to share your screen.

#### **Problems receiving email messages from Zoom**

Another common problem many users face is that they do not receive email messages from Zoom. This includes notifications and activation mails. These usually take 30 minutes to arrive and could take longer, but if it doesn't arrive, you need to make sure that your email is configured properly. Usually, this isn't something on your end, so you'll need to ask your IT department to whitelist Zoom's email IP addresses. If you're using Gmail or a personal emailing service, you can check your spam account, too.

#### **Missing Features**

If popular features including the ability to share a portion of your screen with attendees don't appear in your account, there's nothing to worry about. You've likely joined a meeting with a browser instead of the dedicated app. Although Zoom works in browsers, the functionality of the web version is limited compared to what you get when you use the application. The time required to connect to a meeting is also much longer, and in some cases, the connection is not established at all. To resolve this issue and access all of the features offered by Zoom, download the Zoom app to your device and always use it to host or join a meeting.