User Manual for ZOOM

Content

1. Visit meeting (use by ZOOM)

1.1 ZOOM Installation

ZOOM supports WINDOW/MAC/iOS/ANDROID operation on all platforms. After the participants receive the meeting invitation email, they can click the participant link or enter the participant link URL address in the browser of the participant device to trigger the installation of the ZOOM program. The meeting host can directly access 【**My Meeting**】and click a key to start the meeting.

Take WINDOWS as an example:
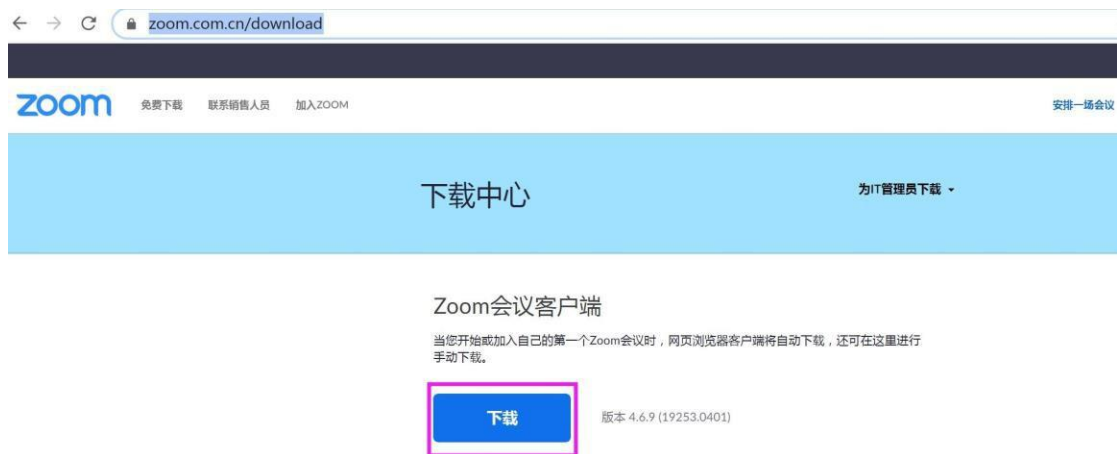（1）Open the participant link in the browser
（2）The browser automatically accesses the page, click on the bottom right to download and run ZOOM.

（3）Just allow the ZOOM program to be installed.

Other installation methods of the Zoom client program: Directly visit the browser https://zoom.com.cn/download

1.2 Video and audio debugging

After the ZOOM program is installed, click the link to participate in the meeting, and you can enter the interactive meeting interface before the meeting starts at a specific time. Due to the limitation of equipment, in order to facilitate the meeting, it is recommended that the meeting host use a laptop (windows) to participate in the meeting.

In 【**My Meeting**】, click a key to start the meeting and enter the interactive meeting interface. It is recommended to debug video and audio for the first visit. The debug button is at the bottom left of the interface. The video and audio of mobile terminals such as mobile phones are controlled in similar positions.
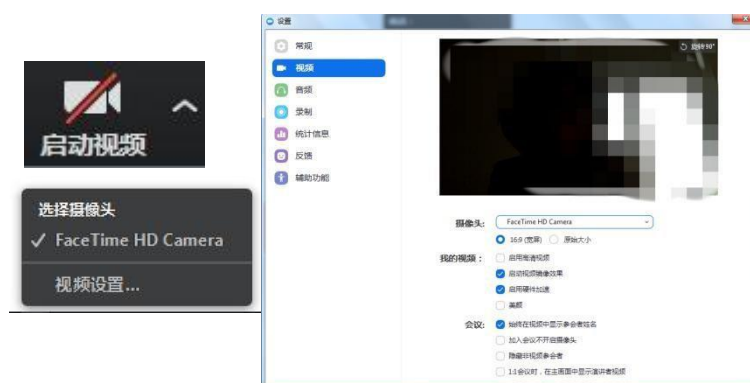
Take WINDOWS as an example:
（1） Click the video and audio control buttons at the bottom left of the interactive meeting interface

（2）Video debugging (camera)

On the video settings page, you can select the corresponding camera, and further adjust the camera, display ratio, etc.

（3）Audio test

On the audio setting page, you can test the speaker & microphone and set the audio equipment accordingly.

1.3 Moderator special operation

In the cloud video conference system, the host, as the convener of the conference, can perform special control over the participants and the conference view, as well as control group operations and local recording, as described below.

1.3.1 Manage and control participants

Click the "Manage Participants" on the interactive interface of the meeting, and in the pop-up menu, click the corresponding button to mute all and unmute all; click the corresponding participant to grant the host, grant permission to record, and change the name as needed.

1.3.2 View management operations

Participants' video in ZOOM has 2 view modes for display, gallery mode and lecturer mode. Click the button in the upper right corner of the window to switch between gallery mode and lecturer mode.
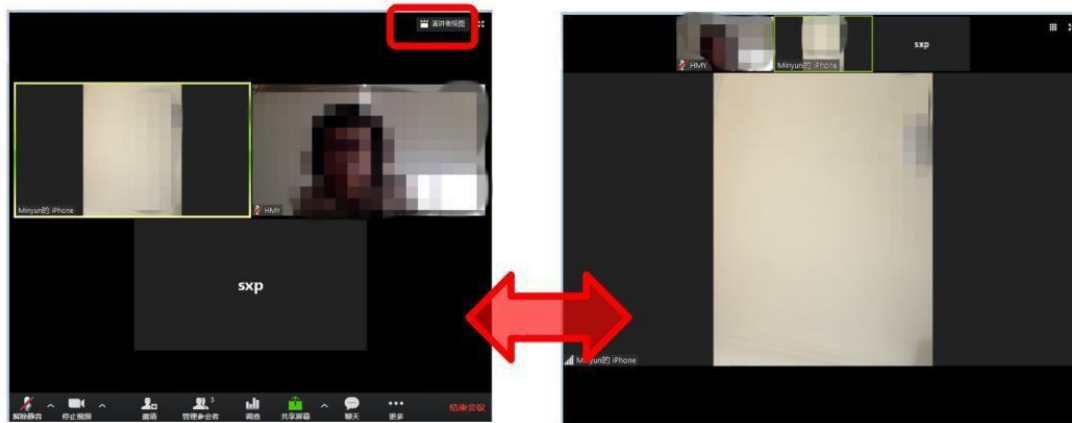
画廊模式视图   演讲者模式视图

The lecturer mode is more commonly used. By default, the speaker has the largest view, such as the loudest speaker.

The host can also set the video of a participant as the focus video to avoid frequent switching of the lecturer's video.

1.3.3 Group operation

Supporters can perform grouping operations, open virtual discussion groups, grouping strategies can be automatic random or manual deployment, intra-group intercommunication, group-to-group intercommunication, communication needs to be conducted through the host. This mode is suitable for scenarios where there are many participants and group discussions are required.

1.3.4 Automatic local recording operation

The moderator selects the automatic recording option when creating the meeting. This recording requires the moderator to click on the【Meeting List】to automatically start the local recording after the meeting is hosted, and click End Meeting to end the recording.

The host can also click the recording button on the interactive meeting interface to start the recording function; when you need to end the recording, click the recording end button.

After the recording is completed, enter the recording file conversion state, please select the recording file storage directory (the default directory is: My Documents\ZOOM\20xx-xx-xxxx:xx:xx Conference name Conference number; default video file name zoom_0.mp4）

1.3.5 Waiting room operation

If the host starts the waiting room function while creating a meeting room, participants need to wait for the host's approval before entering the interactive meeting. The host should pay attention to the status of "person waiting" and enter in time.

1.4 Sharing operation

Sharing is one of the most commonly used tools. Zoom supports sharing, desktop, whiteboard, applications, documents, etc. note: desktop sharing requires the most bandwidth.
If the local audio needs to be shared with other participants, click "Share computer sound". If you want to share and play videos, it is recommended to click "Prioritize video streaming"
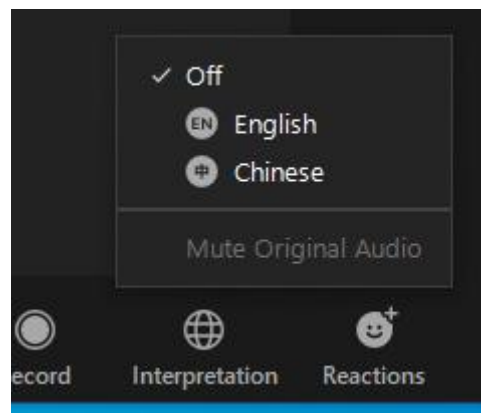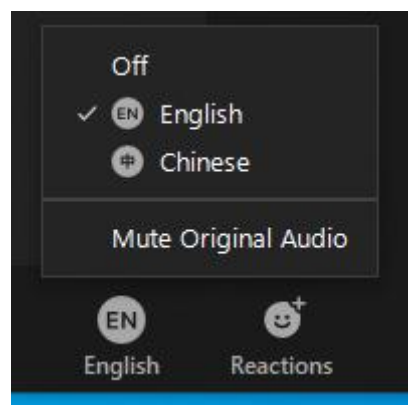

1.5 Use of zoom interpretation function

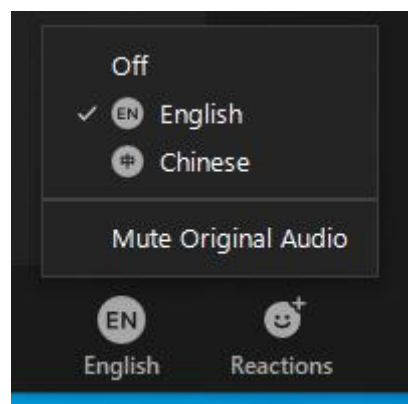（1）After entering the conference room, unmute and turn on the video.
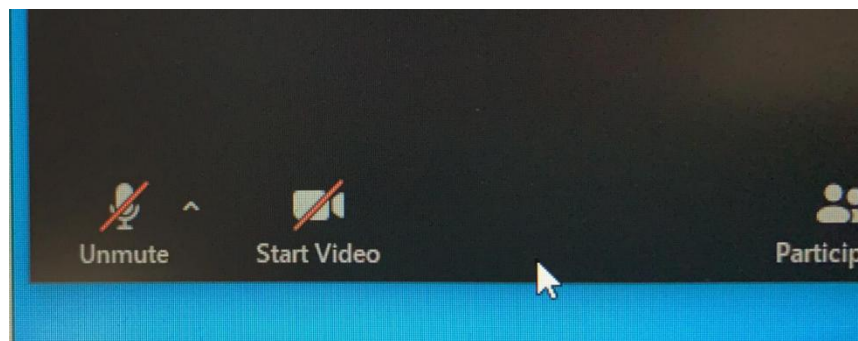
（2）Click the interpretation menu, select the corresponding language channel and select

（3）After entering the channel, click the channel menu again to mute the original audio

（4）After entering the channel, click the channel menu again to mute the original audio

2. Common problems

2.1 Video related problems

2.1.1 What factors are related to the video clarity in the meeting?

The definition of video in the conference is mainly related to the following three aspects:

(1) Camera；

(2) Participants' bandwidth and network stability；

(3) Server bandwidth and network stability;

In the conference, video control adopts "adaptive" mode. When the network condition is good, the resolution of the video sent out is high; when the network condition is poor, the priority is to ensure the audio transmission and reduce the video quality appropriately.

2.1.2 On windows, sometimes the camera cannot be turned on or the camera is not listed in

zoom. Please select the correct camera in the zoom client settings;

Please check whether the camera is occupied by other programs, such as QQ, Skype, etc., exit these programs and try again;

please change a USB port to connect the camera (some USB ports have too low power supply);

Please make sure the camera is on and on; try to restart the computer and try again.

2.1.3 Why can mobile phone participants watch all the video images of participants, but other

people see the images of mobile phone participants worse?

This is caused by the strategy logic of receiving and sending. The sending end often needs more CPU resources. Therefore, for mobile phones with poor performance, the picture resolution sent is often smaller than the image resolution received. This phenomenon may be more obvious for Android phones due to the impact of frequency reduction; the performance of IOS will be better, so this phenomenon is not so obvious.

2.1.4 Why is local video reversed?

Reason: zoom enables video mirroring.

The modification method is as follows:

A）Click the button on the right side of the video button and click "video settings..." in the pop-up menu

B)The "start video image effect" button is checked as required

2.2 Audio related Problems

2.2.1 How to get better voice effect?

Test and select the correct microphone and speaker before the meeting; if the individual attends the meeting, it is recommended to use earphone;

It is not recommended to use the built-in microphone of notebook when joining the conference through USB Microphone on PC / MAC; do not turn on hands-free mode on IOS / Android; if you want to use hands-free mode, please mute the microphone; in the conference room, try to use high-quality omnidirectional microphone.

2.2.2 Echo problem

Please check whether there are participants who are close to each other, such as multiple equipment colleagues joining the same meeting in the same room; participating in the meeting through USB Microphone on PC / MAC; it is not recommended to use the built-in microphone and loudspeaker in notebook; the volume of loudspeaker and stereo is set too high.

2.2.3 The participants could not hear the voice of the meeting

Please check whether the other party has connected the computer audio and whether the microphone is muted;

Please check whether the correct playback device is selected and adjusted to the appropriate volume (the playback device can be debugged in the zoom client settings);

2.3 Screen sharing related problems

2.3.1 Why is screen sharing black?

Screen sharing appears black screen, generally because the data connection is not successful when sharing is initiated, and it can be solved by re sharing.

2.3.2 Check the "optimize video sharing" option when sharing. Why is the video blurred?

This is because the function of the "optimize video sharing" option is to make the sharing smooth, so when the network is not particularly good, it will reduce the resolution and blur the video.

2.3.3 Why can't the computer choose to share "iPhone / iPad" when sharing?

When "iphone/ipad" cannot be shared and Airplay function cannot be realized, please check the following:

First, you need to make sure that the iphone/ipad device and the computer host are in the same network environment; Make sure that the wireless router of the iphone/ipad device does not enable the AP isolation function; the computer firewall settings need to be set as follows

Airhost.exe	Type:TCP	Allow all
Airhost.exe	Type:UDP	Allow all

2.3.4 Why is the audio not synchronized to other participants during screen sharing?

When ZOOM turns on the screen sharing function, you need to check "Share Sound" on the lower left side of the sharing window

2.4 Problems related to local recording

2.4.1 What is the format of the conference recording file? size?

Currently only MP4 format, 360P format, 7MB per minute. 720p, 2Mbps *60/8 = about 15MB per minute.

2.4.2 When recording the played video, why does the recorded video look less clear than the original video? This involves secondary encoding, and slight picture degradation is normal.

2.4.3 Where are the files after ZOOM recording and transcoding are stored?

Local recording: You can see the default recording path on the Settings page of the Zoom client. It is recommended to modify the recording path.

2.5 Other related problems

2.5.1 What is the difference between the meeting host and ordinary participants?

Every meeting has a meeting host.

The meeting host has more permissions than ordinary participants, such as inviting and managing participants, waiting room management, and meeting recording management.

Special note: If the meeting is not set to "participate in advance", other participants can enter the

meeting room only after the meeting host joins the meeting; During the meeting, if the meeting host has the option of "End Meeting" and "Leave Meeting". Select "End Meeting" to indicate the end of the meeting; select "Leave Meeting" to indicate that you just leave, but the meeting will continue and end at the scheduled time.

2.5.2 Unable to attend the conference normally

(1) Use the Zoom client correctly, but found that it is in a waiting state and cannot join the conference normally.

Situation 1: Participants can join the conference normally only within 20 minutes before the scheduled start time of the conference;

Situation 2: The conference does not enable "Early Participation", and at the same time the conference host does not join the conference normally;

Situation 3: The conference has enabled the "waiting room" function, and the supporter has not admitted the participants;

(2) Start the Zoom client and return error information, such as: 04115, 5000, 5003, 5004 report an error

Possible reasons:

A) Please confirm that the terminal equipment participating in the conference can access the external network normally;

B) Add ZOOM to the whitelist in the firewall/antivirus software;

C) It is recommended to open the corresponding port for external access (TCP: 8801, 8802, 443; UDP: 8801 ,3478,3479);

D) If it is a mobile device, please check whether the Zoom client is allowed to use Wifi and 4G network in the system.

(2) The Zoom client cannot be started normally

Please restart your computer, or mobile phone, etc. Then try to restart the Zoom client again;

If you still cannot start the Zoom client after restarting the device, it is recommended to reinstall the Zoom client