

Information Technology Services

Knowledge Base article: Zoom User Guide

Although it is possible to sign up directly for a free Basic licence at <https://zoom.us/>, this has limitations on meeting length and participant numbers. The University has a Corporate licence, which is available for all University staff to use. (If you already have a Basic licence and wish to upgrade it to the Corporate version, please contact the ANU IT Service Desk.)

A maximum of 100 attendees can attend a single Zoom meeting using the ANU licence. However, an add-on licence can be arranged to organise a meeting for up to 300 attendees, if required. Please contact the ANU IT Service Desk to arrange this.

Setup

Prerequisites

You will need the following to install and use Zoom on a macOS or Windows device:

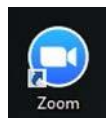
- Your University Id (i.e. u1234567) and Horus password
- A laptop or desktop with either a built in web camera and microphone or an external web camera (with inbuilt microphone)
- An internet connection
- (Optional) A headset with microphone may be useful in noisier environments in place of the computer's microphone and speakers.

Using the ANU licence

Sign into the ANU Zoom portal (<https://anu.zoom.us/signin>) and enter your University Id and password.

Or, if your computer already has Zoom installed, it is possible to create a Zoom account via the software:

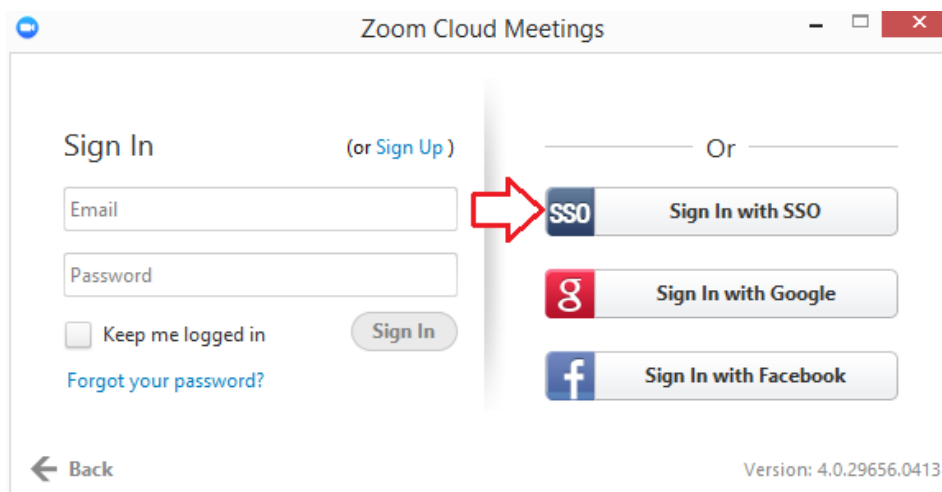
From a Windows computer: Click on the icon



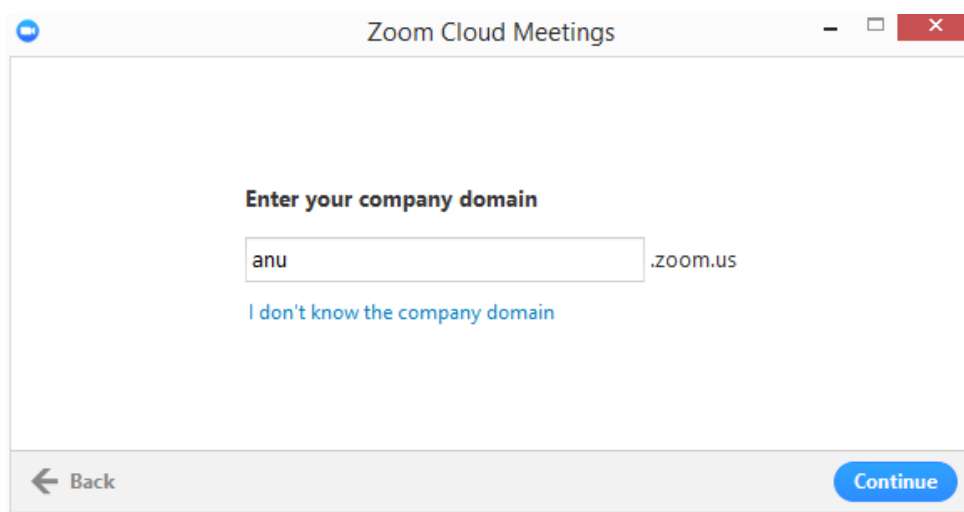
From a macOS computer: Open the Applications folder to find the zoom.us.app application.

1. Click on the Zoom icon/application to start Zoom, and click on the "Sign In" button.

2. When the Zoom Cloud meeting dialogue box appears, click on the “Sign in with SSO” button on the right.



3. When prompted to enter your company domain, enter “anu” and click “Continue”.



4. Enter your University Id and password at the next screen.

Installing Zoom software

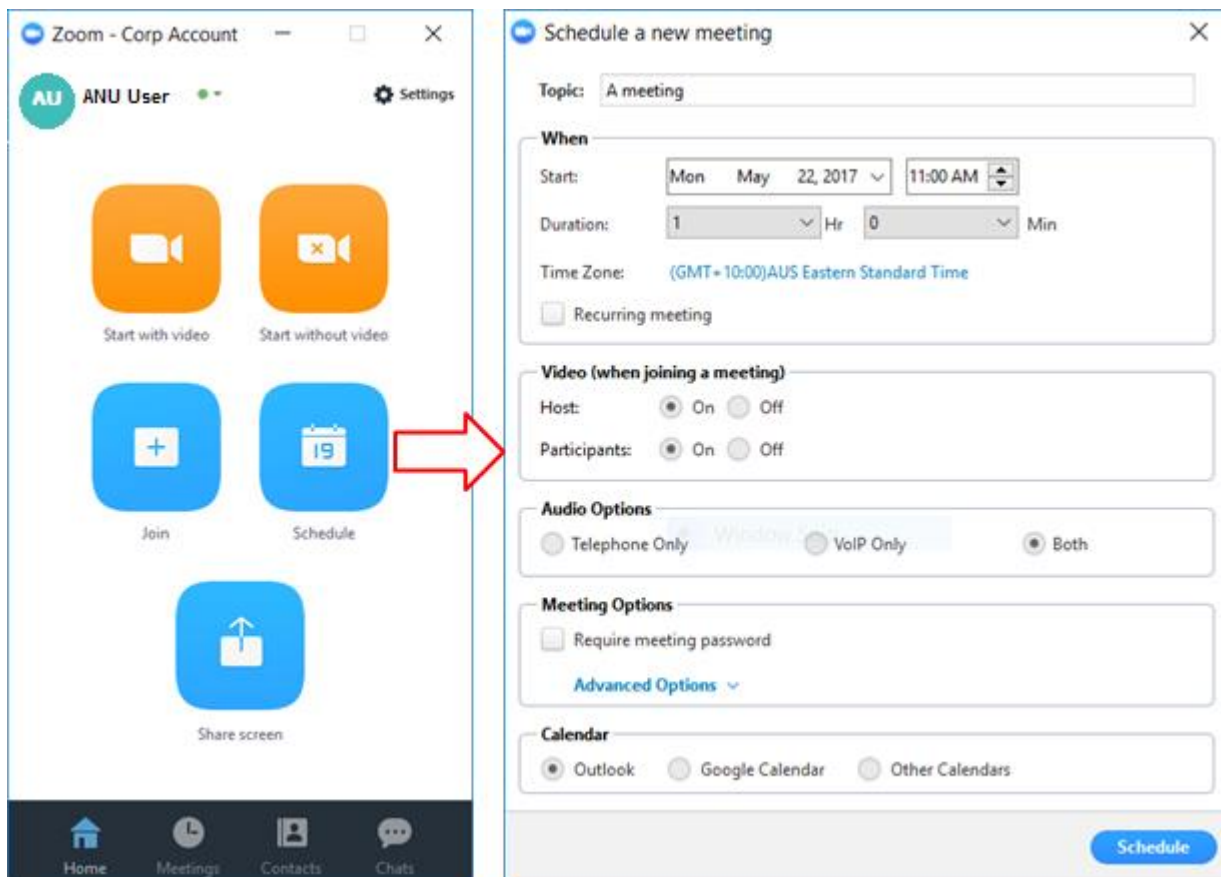
From a macOS or Windows computer: If the Zoom software has not automatically downloaded during the licence sign up process, you can download it directly from <https://anu.zoom.us/download> without requiring local administrator rights on your device.

From an Android or iOS device: Links to these apps can be found on the Zoom website, or you can download the app directly from Google Play or the Apple Store.

Using Zoom

Creating a meeting

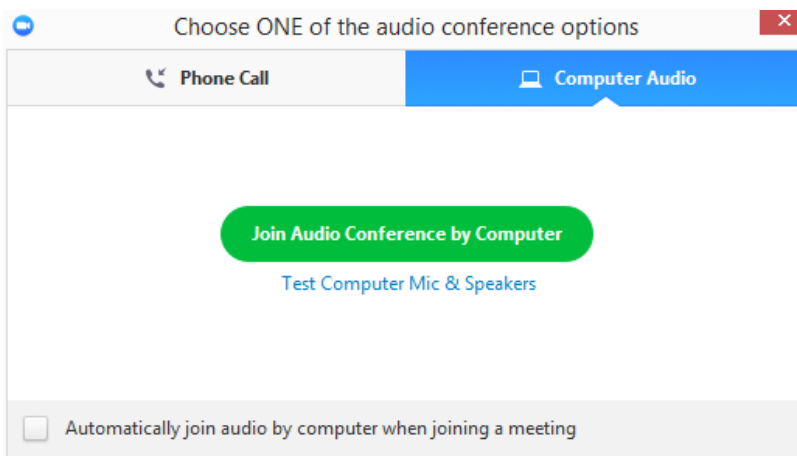
Open the Zoom client (if not already open) and click the “Schedule” button. This will open the “Schedule a New meeting” dialogue. Select the date and time for your meeting and any options you may require.



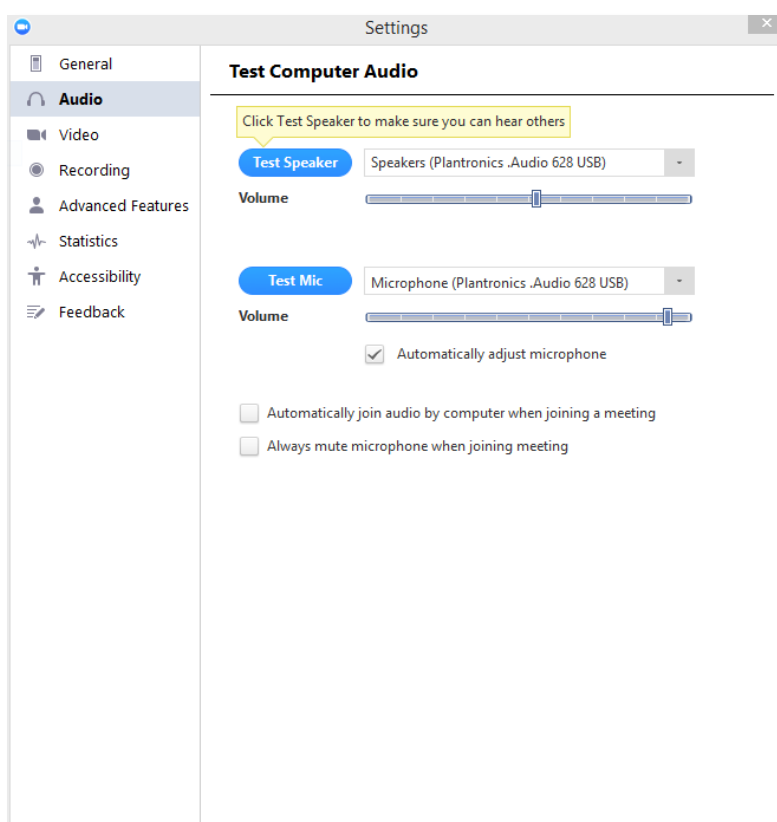
Click “Schedule” and the meeting invitation will be added to your Outlook or Google calendar. This can then be sent to all meeting invitees.

Testing audio connections

Once you are logged into Zoom you will be prompted to choose one of the audio video conference options:



If this is your first time using Zoom, or the first time using it on a new computer or mobile device you should test the microphone and speakers.



Also check that the right speakers and microphone devices are selected, as your computer may have more than one option.

Joining a Zoom Meeting

From a macOS or Windows device: In the meeting invitation, there will be a link to the virtual meeting space with the meeting ID as a nine, ten or eleven-digit number (as per example, highlighted in grey below):

Time: May 22, 2017 11:00 AM Canberra, Melbourne, Sydney Join from a PC, Mac, iPad, iPhone or Android device:
Please click this URL to start or join: <https://anu.zoom.us/j/1234567890>

When the meeting attendees click on this link, they will be connected to the virtual meeting room. If an attendee does not have the Zoom client installed, they will be prompted to install the client before being connected to the meeting.

From a web portal: An attendee can also join a meeting through the ANU Zoom portal at <https://anu.zoom.us/join> using the meeting ID. Click on “Join Audio Conference by Computer” to participate in the meeting.

From H.323 hardware video conferencing equipment/telephone: In the meeting invitation, there will be instructions on how attendees can join the meeting from a room using H.323 hardware, or by using a telephone:

Join from dial-in phone line:
Dial: +61 2 8015 2088
Meeting ID: 123 456 7890
International numbers available: https://anu.zoom.us/join?m=Frmg_bb5UKbtU8aGUc5UHedsj3jKbeZ6

Join from a H.323/SIP room system:
Dial: +61 2 6222 7588
or SIP:7588@aarnet.edu.au
or H323:1234567890@182.255.112.21 (From Cisco)
or H323:182.255.112.21##1234567890 (From Huawei, LifeSize, Polycom)
or 162.255.36.11 or 162.255.37.11 (U.S.)

Privacy

By default, both video and audio are enabled when a meeting is created. These settings can be adjusted by the meeting creator during the meeting creation process. Attendees are also able to disable audio during a meeting using the microphone icon. Video capture can only be disabled prior to joining a meeting.

Support

General advice on use is available from the Zoom website (<https://support.zoom.us/hc/en-us>).

Technical support requests must be submitted to the ANU IT Service Desk. Any support requests from ANU staff and students which are submitted directly to Zoom will be directed back to the ANU IT Service Desk.

ANU IT Service Desk contact details are:

Telephone	+61 2 612 54321 (x 54321)
Email	servicedesk@anu.edu.au
Web	https://servicedesk.anu.edu.au

Responsible officer	Director (Information Technology Services)
Contact area	Office of the Director (ITS)
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