



# zoom

## Meetings

Definitive Guide for Beginners to Learn Everything About Zoom and Its Features. Tips and Tricks to Improve Teaching and Business Applications

Jeremy Pages



# ***Zoom Meetings***

## **Definitive Guide for Beginners to Learn Everything About Zoom and Its Features. Tips and Tricks to Improve Teaching and Business Applications**

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# CHAPTER ONE

## ZOOM

### **Zoom and what it does**

Zoom is a software program, designed by Zoom Video Communications, used for the transmission and reception of both audio and visual signals between users at various locations during communications (videotelephony). Zoom allows users to link up with up to 100 different devices at once if you are using the free version although there is a 40 minutes restriction attached to this while users also have the option to upgrade from the free account to any of their subscription plan as the highest subscription plan has no time restriction and can also allow up to 1000 different devices at once. Zoom provides audio and video of high quality which provides users with an

alluring experience and interaction.

Zoom is a software program that allows for not only audio conferencing but also virtual videos to be set up, setting up of live chats, sharing of screens, webinars and other events that include collaborative efforts are also enabled by the zoom app. This software is not only used for meetings in companies or start-ups as government offices, banks, healthcare and religious communities and friends and family have also adopted its use. Sport companies also collaborated with the Zoom community in order to establish a virtual clubs for fans to take part in virtual activities. Zoom also provides its users with the option to connect to not just one but multiple meeting rooms, invite people remotely and also have meetings done on a face to face basis.

Zoom also provides integrations with other vendors majorly: Facebook Centrifify, Hubspot, Microsoft One Drive, Hipchat, Google Drive, Box, Dropbox, Slack, Skype, Google Calendar, Google Chrome, RSA, Eloqua, Marketo, Google, Zapier, Pardot, Okta, Infusionsoft, Intel Unite, LTI Canvas, LTI Backboard, LTI Moodle, LTI Desire2Learn, Salesforce and others. These integration makes Zoom easier to use and allows for ease of file sharing amongst other things.

## **Why Use Zoom?**

Zoom is a platform that is simple and easy to use and also very accessible. Setting up your Zoom is a very simple task as well as it is also cost effective to use. These are however just a little bit of the benefits to enjoy while using zoom.

1. Easy to set up, use, and manage: Zoom provides users with an easy and straightforward step of purchasing, setting up and deployment. Most of the basic tasks (like starting or joining a meeting) are just a click away and hence an easy to use tool for everyone (even people not too familiar with computers and mobile devices, no need for an IT team to set up your Zoom). Zoom also provides users with easy collaboration and controls.
2. Enhanced relations with remote colleagues: Zoom helps users to communicate with several others (as much as 100 users) at the same time. This communication is enhanced with the high definition (HD) audio and video that works even in areas with

low- bandwidth making it easy for remote workers to connect, collaborate, and share ideas and work together despite difference in locations.

3. One platform, various uses: Zoom helps to put your resources to efficient use as you get to use a single platform for calls (audio and video), meetings, chat and webinars. Users only need one tool to communicate effectively. Zoom also keeps improving on its features so as to meet user needs hence it is a platform to bank on for long time use.
4. Flexibility: Zoom allows you to connect over various platforms (browsers, conference room, mobile devices and desktop clients). Zoom also allows users to use various operating systems (Windows PC, Mac OS, Linux, iOS and Android devices) and this ensures that users do not have to be locked in on certain devices. Users can easily use Zoom Rooms to access conference rooms or meeting venues as they are not selective of hardware too and also easy to set up.
5. Cost: Zoom provides a cost effective platform for video conferencing among remote users. Zoom allows you connect with anyone, anywhere in the world at any time of your choosing and this removes the cost of travelling and logistics as you can easily plan meetings.
6. Advanced features: Zoom is a top choice for user also because there's a constant update and advancement of the platform. Like the virtual background feature which was added to help users solve the issue of messy and cluttered background during their meetings. Zoom also helps users who are worried about wrinkles or other facial appearances to have their appearances touched up.
7. Scheduling: Zoom app provides the feature for users to have their meetings scheduled in advance (by connecting to other calendars on their devices, Google and Microsoft). These tools are used by a lot of people and helps them to get all connected with these basic and simple tools.
8. Excellent support: Zoom definitely is proud of its user support to help users and companies all over the world. Phone supports are always available despite the multiple world time zones. Your

questions will always be answered no matter where you are asking from or at what time. This is also accompanied with the fact that you are less likely to have issues while using the platform, yet support has been put in place to help you find your way around.

9. Immersive host controls: Meetings on Zoom are well run and organized as the host is given excellent controls over the meeting. There is also the option of making other users the co-host (in a situation where you have someone else, like a consultant). You can also hand over the host controls to others as well as have your desktop shared.
10. Excellent engagement: Not only does Zoom provide a simple, straightforward, easy to use and futuristic experience, Zoom also makes sure that users are well engaged in meetings with features like the virtual hand- raising and others.
11. Security: Zoom is intent on providing security for its users as it is been evident in their updates. New features are been added and important changes are been made to ensure that users details, meeting info and others are secure. One of the updates is that not everyone can join any Zoom meeting as they now need to have the permission of the host and also input a password before then can be added to a meeting.
12. Free Zoom: Zoom is a subscription- based platform, yet it also allows users to use the platform for free (40- minutes long). This is ideal for small business owners and also family and friends. This also makes it easy on people who are not used to online meetings but have to quickly transition as a result of one happening or the other. Zoom free version helps users to save money and also enjoy the simple and easy to use platform.

## **Zoom Plans and Pricing**

Zoom offers various versions and this is determined by what you desire to do with the platform. One of the most compelling offer available of the market is the free plan as it provides a wide range of features for those who cannot afford to purchase other plans. Zoom provides four pricing tires for its users: Free or Basic, Pro, Business and Enterprise.



- **Zoom Free:** This pricing tier is the most popular on the platform because it is free. It offers the following features:
  - One- on- one call (has no time limit).
  - Videoconferencing involving more than three participants is limited (40 minutes) and you have to start another meeting once the time frame elapses.
  - Not more than 100 people in a meeting at once.
  - Local video recording.
  - Ticket support.
  - Access to the Zoom web client.
- **Zoom Pro:** This pricing tier is ideal for users working as a small team and with plans to have long meetings regularly. This feature has the following features:
  - Costs \$14.99 (£11.99) per month per meeting host (when users pay monthly) and costs \$12.49 (£9.99) per month per meeting host when users pay annually.
  - Not more than 100 people in a meeting at once.
  - Meeting duration can last up to 24 hours.
  - Admin has tools for managing users; metric reporting and can enable or disable settings and features.
  - Recorded meetings or calls can be stored in cloud storage of 1GB.
  - Can access Zoom's developer APIs.
  - Meeting scheduler delegation.
  - Can have unlimited group meetings.
- **Zoom Business:** This pricing tier is ideal for enabling collaborations for small to midsize companies. This plan tier comes with returns such as company branding on all invites, auto generated transcription and also customer support dedication. This plan tier provides the following features:
  - Costs \$16.65 (£13.32) per month per meeting host (when users pay monthly) and costs \$13.88 (£11.10) per month per meeting host when users pay annually.
  - Not more than 300 people in a meeting at once.

- Supports phone.
- Requires not less than 10 hosts.
- Vanity URLs
- SSO (Single Sign- On)
- Managed domains
- Company brandings (for invitations, apps and in meetings)
- Recordings stored in the Zoom cloud have automatic transcriptions)
- On- premise deployment options.
- API access and Skype integration.
- Can be upgraded to Enterprise + if you have up to 100 hosts.
- **Zoom Enterprise:** This pricing tier is ideal for large businesses. There are plenty of perks that are offered by this price tier which includes:
  - Costs \$16.65 (£13.32) per month per meeting host (when users pay monthly) and costs \$13.88 (£11.10) per month per meeting host when users pay annually.
  - Up to 500 people in a meeting at once (Up to 1000 people in a meeting at once once you upgrade to Enterprise +).
  - Added business metrics (ROI, roadmapping and adoption analysis)
  - Discount bundles on other Zoom enterprise products
  - Transcription
  - Unlimited cloud storage
  - Dedicated customer success manager

## **CHAPTER TWO**

### ***FEATURES OF ZOOM***

Zoom offers a platform that is not just simple to use, but also friendly with

people with little or no tech know-how. This is obvious by the design of its simple interface, quick and stress free method of signing up and also doesn't require a lot of input from the users. These features make Zoom a go to option for a lot of business, communities and even friends and family.

## **Zoom Room**

A Zoom Room is a software-based setup that makes use of your computer or tablet, camera, microphone and other hardware to provide a merged experience that allows for virtual meetings, audio calls, video conferencing and also sharing of screens. Zoom Rooms can be made limited to just a set of attendees or also made open to people from other rooms either from their personal computers or mobile phones. Zoom Rooms provide an easy platform for connecting a wide range of people who are working remotely and grants access to only users who are members of the room.

Zoom Room software makes sure that your organization web cameras, computers, phones, tablets, microphones and others have all been integrated together so as to work as one and create an audio-visual link between people of varying locations. The Zoom Rooms software can be run on either your Mac computer or Windows PC. iPads, Windows tablet or Androids can also download the Zoom Rooms app. To further your broadcast reach, you can decide to have the TV displays, cameras, microphones and speakers also connected. One advantage of the Zoom Room is that you do not have to provide remote workers with new devices in order to set up the Zoom Room as it is very likely that most of the devices already present at your work station will support the Zoom Room software.

Zoom Rooms have other features which make them easy to use and enhance communication. One-touch sharing and conferencing, digital signage or display around the office and ability to make use of at most 12 whiteboards are some of the other features that Zoom Rooms possess. Zoom Rooms however comes with a license fee although there is a free 30-day trial.

## **Setting Up Your Zoom Room**

It is important that you make some preparations before proceeding to set up your zoom room. It is necessary to have some things put in place already so as to make sure that your meetings go smoothly with no hitches.

1. Make sure that all of your hardware meets the requirements to download or access the zoom room software.
2. Make sure adequate wired or wireless network have been put in place. Make sure you have your firewall configured already.
3. It is important to have people who can manage the Zoom Rooms and then add them on the Zoom Rooms Portal. Zoom Room privilege should also be given to these managers.
4. A Zoom Room should be added from the Web Portal or the Zoom Rooms Controller.
5. Google Calendar, Office 365, Exchange 2007, Exchange 2010, Exchange 2016/13, and other Microsoft or Google calendar systems should then be integrated with the Zoom Rooms.
6. A folder should be in place to contain the login information of the Room Account card that you will prepare. This folder should be well secured.
7. The physical room should be set up to as network, power and furniture should be in place.

### **Zoom Room Set up**

- Mac or Windows PC, camera and TVs should be mounted.
  - Camera, cable TV, network, microphone and speaker should be connected.
  - Mac or Windows PC and controller should all be turned on and then connected to the network.
1. Mac or Windows PC should be configured to kiosk mode.
  2. Controller's kiosk mode should be configured too.

### **Zoom Room Software Set up**

- You should download your Zoom Room for Conference Room software on your Mac or Windows PC and then install it.
- You should also download Controllers for Zoom Rooms on your iOS Controller and Scheduling Display, or Windows Controller, or Android Controller and then install it.
- You should then proceed to complete your setup by signing in on your Zoom Rooms for PC. This is however different if you

are using a Mac for your Zoom Room. Mac allows you to use Pairing Code for a quick setup while you will need an Activation Code for your complete setup.

- You can then proceed to select your default Camera, Microphone, Speaker and the respective levels of volume that you assign to give them.
- You should then have the verification checklists tested and completed so as to make sure that your setup has been finalized and verified.
- Your dashboard allows you to have monitors and your alerts setup too.

## **Zoom Webinar**

Zoom Webinar is a software for broadcasts and virtual live events and allows its users to have an increased reach without any stress. This platform allows users to host online events and have up to 100 interactive users and about 10000 passive users. Zoom Webinar also offers the host with easy control and also provides participants with a lot of features that can aid interaction from their Macs, Windows P, Linux, mobile devices or conference rooms. It also offers a feature that allows users to have their emails and registration forms to be customized and tagged to their preference. The system of registering on the Zoom Webinar is also very flexible and provides a wide range of options for integrating user CRM systems.

There are interactive features and also multimedia features that distinguishes the reliability and quality of Zoom videoconferencing. Private settings, along with group chat settings, can be set for participants and panellists, participant's interaction can be increased by having the virtual hand raising enabled, the most interested viewers can also be tracked as well as the engagement level of the participant as to what is going on in the meeting. Participants are also allowed to ask questions as there is a Q & A dialog box that lets host manage and share the audience input as the questions can be replied through texts or live answers.

Webinar offers features that ensure that hosts have a strong and lasting interaction with other participants as they make sure that the Zoom Webinars are integrated with leading CRM, video platforms and marketing automation systems. Salesforce, Eloqua, Panopto, Marketo, Kaltura and Pardot are

examples of marketing automation systems that work well with the Zoom Webinars.

Zoom Webinar features work alongside the Zoom video conferencing and are not separate tools but are used along with Zoom accounts. A couple of features of the Zoom Webinars include:

- Increased users: Zoom Webinar boasts of the ability to accommodate up to 10,000 participants unlike the usual Zoom conferencing capacity of 500.
- CRM & marketing automation tools integration: Zoom has features that allows users to integrate with common CRM and marketing automation tools unlike Video conferences which cannot integrate.
- Mute automated: Video conferencing provides the setting of muting your calls but unlike Zoom Webinars, the setting is not automatic. There is a possibility of chaos if users in your Video conferencing do not know how to mute themselves but Zoom Webinar avoids such as there is an automatic mute enabled.
- Green Room for Panellists: This comes in handy when there are a lot of panels in your meeting. Zoom webinar plans provides you with a green room that allows you to have your webinar practiced with your panellists.

### **Scheduling your Zoom webinar**

It is important to have purchased a Zoom license before you can go ahead to set up a webinar.

1. You should sign in to the Zoom web portal.
2. Click on the 'Personal' option located at the top- left and this opens up a drop- down menu. Select the 'Webinar' option.
3. You should then click on the 'Schedule a Webinar' option.
4. A menu will then be made available at the right side of your screen and you can then fill in the necessary details.
  - Topic: Your webinar should have a title.
  - Description: You can describe what the webinar is all about (this detail is optional).

- When, Duration, Time Zone: These options are for what time the webinar will hold.
- Recurring webinar: You can tick this box if the webinar is something like a weekly or monthly schedule. You can then proceed to fill in the details under this; Recurrence, Repeat every, and End date.

There are also extra details that can be set for your virtual event. Webinars can be given a due time before it become locked hence people who are attending will be provided with the password and time which the Webinar will be due for locking. Webinars can also be restricted to phones or not and also if they are able to view the host and other panellists once they gain access to the event. The details to be filled include:

- Registration: You can tick this box or not if you want registration to be required or not.
- Webinar Password: You can tick this box or not if you want password to be required or not. You can then enter the password you want to set for the group.
- Video: You can tick the Host on or off and also tick panellists on or off.
- Audio: You can choose either the 'Telephone' or 'Computer' or 'Both' option.

There is also the option that lets you decide if you want to include Q & A in your webinar. You can also choose to have a practice session before starting, have the webinar recorded automatically once you start and also decided if to allow only authenticated users access to the webinar.

You can also include alternative hosts who can start the even if you are not around. This alternative hosts have to be licensed users. Notification emails that allow them to start the meeting will be sent to these licensed users. These alternative hosts however do not have the power to have the meetings scheduled for you although such licensed users can take on webinar scheduling duties and function as alternative hosts. The emails of alternative hosts should be entered in the box provided for them.

5. Once the webinar has been scheduled, a confirmation page appears and this helps to include the new event in your calendar.
6. There is a menu of options under the 'Invitation' tab found at the bottom of the confirmation page. This menu helps to have panellists invited to the webinar and get the details of the events passed on to attendees.
7. There is an 'Email Settings' option that helps to set the order of emails sent to panellists and participants before and after webinars.
8. The 'Branding' tab allows you to customize and upload banners or logos so as to give your webinars a professional look.

### **Zoom Webinar Registration**

It is necessary to get people to sign up for your webinar once you have set it. You can have people sign up for your webinar by using JotForm as this helps you get information from your attendees easily and you also can customize your registration form as you want. You can ask questions on JotForm in various ways as JotForm provides varieties of question types from drop-down menus to multiple-choice.

You can design your form to include details like the topic, description, time of the meeting, name (first and last), and email and also company name. JotForm has new integration that helps to have people automatically designated as webinar attendees once the form is filled out and submitted.

There are a lot of integrators enabled with payment processors that can help you request for registration fees. These payment processors include PayPal, Stripe, Authorize.Net and Square and can be connected to your form. There is no charge on JotForm although these payment processors have standard fees attached to doing transactions on them. There are two ways of approving new attendants:

- **Automatically:** If you choose this setting, users are automatically approved and added to the webinar.
- **Manually:** This setting means you have to manually approve of each attendee who has filled out your registration form.

There are apps that allow you to use the information collected from participants to have your marketing list updated by integrating them with



your JotForm and Zoom accounts. These apps include Hubspot or Salesforce.

### **Enable registration for your Zoom webinar**

Your JotForm Zoom integration might not work well if the attendees are not made to register for the webinar hence your webinar should make registration mandatory for people willing to attend.

1. You should sign in to the Zoom web portal.
2. Click on the 'Personal' option located at the top- left and this opens up a drop- down menu. Select the 'Webinar' option.
3. There is the 'Registration' option below. Mark the box indicated as 'Required'.

In a situation where you want to make changes to an already scheduled webinar:

- Make sure you are on the webinar page and then proceed to the 'Upcoming Webinar'.
- Select the webinar that you want to make changes to.
- Scroll down to the bottom of the page and click on the 'Edit this Webinar' option. This automatically has you redirected to the setup menu for your webinar and you can then have the registration required beforehand.

You can then decide on what information you want from the attendees and what to do with it once it arrives in your Zoom.

1. Once under the 'Upcoming Webinar' tab, select the webinar.
2. Click on the 'Invitations' tab and then select the 'Approval Options' section.
3. Click on the 'Edit' option located in the section.
4. A window then pops up and is titled 'Registration'. This popup reveals what is going to happen after the attendees have signed up for your webinar. You can then choose to either have them automatically added or added manually. The manual adding comes in handy if the meeting is restricted to a particular set of people. This also helps to prevent Zoombombing of your meeting.

Information ranging from company names, job title, number of employees, address and others can be required to be provided by attendees when registering for your webinar. As indicated before, you can decide to attach registration fees and collect them through integrators with payment processors such as PayPal. The 'Custom Questions' tab allows you to create your own questions in case you do not find suitable questions under the 'Questions' tab. Attendees can be required to answer any of your questions before they are allowed to sign up for your webinar.

Once you are set to have attendees invited to your webinar, you can then exit the 'Registration' popup window and then proceed to the 'Invitations' tab. Click on the 'Copy the invitation' option. A popup window then appears containing an invitation template that can be copied, pasted into an email and sent to prospective participants.

### **Designating a co- host for your Zoom webinar**

You might realize that only you cannot run your webinar smoothly hence you need to get a co- host. This is normal has webinars usually have a lot of panelists and attendees and this will need you to assign a colleague as a co- host so as to help you run the administrative duties so that you can focus on discussions and other issues outside the meeting. There is no limit to the number of co- hosts that you can appoint as you might need them when your webinar has a lot of panelists and attendees. Host and co- hosts have a lot of shared permission controls although there are specific tasks that are limited to only the host:

- When a webinar starts and ends
- Polls creation and edits
- Having panelists put on hold
- Assigning other co- hosts from panelists

There is a co- host feature available and you have to enable this before you can use it:

- Click on the 'Personal' option as it reveals a drop- down menu.
- Select the 'Settings' option.
- Click on the 'Meeting' tab
- There are various options under the meeting tab. Locate the 'Co-

host' option and have the switch toggled on.

Co- hosts can be made at any period of a webinar although this cannot happen before the event begins. Users can be invited to be a panelist and then designated to be a co- host (as the webinar is going on). You can make a panelist a co- host while the webinar is going on by having your cursor hover on a panelists screen and then select the 'More' option (identified by the 3 horizontal dots). A list of options, including 'Make Co- host' are made available in the drop- down menu from the 3 horizontal dots.

## **Webinar Q & A**

1. Click on the Q & A in the webinar controls (only host, co- host or panelist).
2. You will then be able to access the questions which have been sorted according to the number of up votes:
  - Answer Live: This enables you to address the question out loud while the webinar is going on.
  - Type Answer: This enables you to have your answers typed out. You should click on 'Send' once you are done typing. 'Answer Privately' allows only the attendee who asked the question to have access to the answer.
  - Dismiss: This moves the question to the 'Dismissed' tab once you hover over the question.

Questions under the 'Dismissed' tab can be reopened by clicking on the 'Reopen Question' option.

- The gear icon allows you to access the Q & A settings.

## **Practice session before your Zoom webinar**

There is always room for improvement hence the reason you should have a practice session before going live. This practice session made available by Zoom allows you and your co- hosts to make sure all loose ends are tied and perfect your duties before having the webinar kicked off. This is similar to actors rehearsing before going on stage to perform. This practice session

provides you the opportunity to run through the logistics of your webinar, help you, co- hosts and panelists to get familiar with the controls before running the meeting.

You can enable this option under the ‘Webinar Options’ section and then select the ‘Schedule a Webinar’ option.

Starting a practice session involves starting the webinar before the date and time it is scheduled to start. You should have your co- hosts and panelists invited to the practice session since would not be made available to attendees. Hosts and co- hosts (who have been designated before the webinar starts) are the only ones who can activate practice sessions.

There is a notification banner (orange colour) that is visible ones you access the practice session. This orange banner is an indicator that the webinar has not kicked off yet. Host, co- hosts and panelists should be careful to avoid the ‘Broadcast’ option until the webinar is about start.

## **Zoom Phone**

Zoom Phone is a easy and straight to use cloud- calling solution that allows Zoom users have their calls quickly set up without including videos. This is a go- to platform for those who want to quickly launch the VoIP (Voice over Internet Protocol) call and avoid the in- depth meetings and still make use of the same devices that you are familiar with. Zoom Phone provides a phone service platform that uses cloud- hosted enterprise to enable enterprise phone systems to be offloaded by businesses in a bid to have the server rooms freed up a little.

Zoom Phone provides you with an experience full of featured communication, collaboration, complete with voice, messaging, conferencing and video as it allows users to have access to the features of a traditional phone such as centralised provisioning and management, auto- attendants and also HD calling. Zoom Phone also allows phone calls to be switched to Zoom calls by just a click as they integrate with Salesforce, Office 365, and G Suite out of the box.

### ***Zoom Phone features***

- Call routing and management is intelligent as you cannot miss important conversations. Calls can be easily placed on- hold and then retrieved.
- Mobile devices and desktop computers alike have state- of- the- art applications. Apple iOS and Google Androids have an application that is unified to simultaneously run video, phone, chats and meetings. There is also a simple unified app for the Apple Mac and Windows PC.
- The right calls are sent to the most equipped agents at the right time using auto- attendant and IVR tools as the transfer capabilities are supervised and blind.
- Conversations can be recorded, played back, read, retrieved and easily archived through transcriptions at any time you want. Voice messages are easily managed through transcription of voicemail and notifications.
- Steady HD audio which is secure. Users can also scrutinize their call list and have unwanted calls blocked immediately.
- Integration of Salesforce has helped to increase productivity as call activity logs are now automated with screen pops and click- to- dial.
- Users can make conference call as a third caller can be added to a phone call. Administrative assistants can also receive and make calls on behalf of executives.
- Phone call can be elevated to a Zoom meeting with all of its features without having to cancel the call or have participants join manually.
- Users can be on a call silently and observe (might be an assistant taking note for the others). Observing users can also speak privately to the person on the call.
- Observing users can also join the call and continue the conversation as a three- man conference call. Such observer can also take over the call.
- Calls can be made from other integration apps like Slack.
- Supports a lot of desktop from top manufacturers as native desktop apps are designed with ease of use.

## **Benefits of Zoom Phone**

- **Easy to use:** Zoom Client gives you the one- click option that immediately directs you to your Phone function along with your Meeting and Chat options. This is really easy and straightforward as once you click on your phone, all you need to do is to input the name or the phone number of the other person.
- **External platforms connect:** SIP solution can link up with Five9 and Twilio 's external platforms. Your calls routing options can then be managed using a couple of the very popular cloud calling services.
- **BYOC (Bring Your Own Carrier):** The Zoom experience is so much worthy as Zoom delivers functionality as they make sure to be committed to innovating quickly as possible. The Bring Your Own Carrier (BYOC) makes sure that the Zoom phone advantages can all be accessed through your PSTN (Public Switched Telephone Network) trunks.
- **Complete Freedom:** Zoom Phones have been made very flexible for users as a result of its Bring Your Own Carrier (BYOC) policy and also its integration with other apps. This is as mad it possible for Zoom Phones to be available in any country (it does not matter if localised services are available or not).
- **Centralised Communication Management:** The Zoom Phone blends perfectly into the digital transformation strategy of every user. The framework allows businesses and business leaders to easily control and access users, track business relations and more in an easy admin portal.

## **Zoom Web Client**

Zoom web client is provided for people who want to access other meetings and not use the Zoom app. Zoom web client enables people to join meeting or webinar without having to download plugins, software or apps. This platform is easy to use as there is no use for users to have to change settings; hence this is ideal for remote workers. This platform however has limited features and ideally runs well on Google Chrome, Chromium Edge and Mozilla

Firefox.

Zoom meeting attendees are not allowed to use the browsers to join by default as this has to be enabled by the meeting hosts. Meeting attendees however have to be signed in to a Zoom account.

### ***Requirements***

- Internet Explorer 10 at least
- Chromium Edge 80 at least
- Google Chrome 53.0.2785 at least
- Safari 10.0.602.1.50 at least
- Firefox 76 at least

Zoom web client is not supported by mobile web browsers

### **Joining meetings or webinars**

1. Click on the invite link to the meeting.
2. The option 'Join from your Browser' should appear immediately. Click on 'download & run Zoom' if it does not appear.
3. The option 'Join from your Browser' would then appear.
4. You should then sign in to your Zoom account. You can select the 'Sign Up Free' option to create your own account if you do not have a Zoom account yet.
5. If your name and meeting password was not included in the link initially, proceed to enter the details.
6. Select the 'Join' option to be directed to the meeting.

### ***Join audio***

You can join the audio by computer, dial in by telephone, or choose call me once you have joined the meeting.

1. Select the 'Join Audio' option.
2. There are three means of joining your audio:
  - Phone Call: There would be on- screen instructions for you to follow.
  - Computer Audio: Select the 'Join Audio By Computer'

option. There is the Mute /Unmute at the lower left corner of your screen once the computer audio has been joined. The ^ arrow is for changing your microphone and/or speaker.

- Call Me: There is the drop down option that allows you select the country type of the phone and you can proceed to enter the number. You can decide to 'Remember the number on this computer' for future purposes. Select the 'Call Me; option to confirm.

### ***Viewing Video***

Users logged into a Zoom meeting from the web client can use the active speaker to view a participant's video or if a video is spotlighted by the host. Only one video from a participant can be seen at a time irrespective of the amounts of participants who are sharing.

### **Inviting others**

1. Click on the 'Invite' tab to access the options to invite others.
2. The options available to you depend on if you are the host, logged in, and add- ons available for your account.
  - Invite by Email: You can then proceed to have invite emails sent with your default email client, Gmail or Yahoo mail. You can also copy the Invite URL or copy the invitation.
  - Invite by Phone: This comes in handy when you have an audio conferencing plan which enables you to call participants on the phone. You should enter your display name, their country, phone number and click on 'Invite'.
  - Invite a Room System: This works with the Cloud Room Connector add- on. The information on an H.323 or SIP room system can be used to join the call or a call to their IP address can be used to invite them.

### **Sharing your screen**

1. Select the 'Share Screen' option located in your meeting tool br.
2. Proceed to choose the screen that you want to share and then



select the 'Share' option. For users with multiple screens, each screen will be available for you to view.

Sharing an application window is straightforward as you should click on the 'Application Window' tab and then select the application and then click on the 'Share' option.

3. Screen share makes a couple of controls available for your use:

- There is a preview of your shared screen shown at the top of your screen as a notification. Click on the 'Pause Share' to pause your screen sharing.

Click on the 'Resume Share' to continue your screen sharing. There is also the 'Stop Share' that allows you to stop the sharing of the screen.

- There is a notification bar at the top of your screen that keeps floating. Click on the 'Stop sharing' option to stop sharing your screen. The floating bar can be removed when you click on the 'Hide' option.

4. Select the upward arrow located near the 'Share screen' button to modify the people who have access to screen sharing. You can change both settings to either 'Only Host' or 'All Participants'.

### **Request remote control**

You can have remote control over the screen of a participant who is sharing his screen.

1. At the top of your screen, while viewing a screen share, select the 'Request Remote Control' option.
2. Select the 'Request' option to confirm your request.
3. You can then control the participants screen by clicking inside the screen share.
4. There is the 'Give Up Remote Control' option located at the top that allows you stop the remote control.

## **Webinar Q & A**

The host can enable questions to be asked, up votes and also allow comments.

1. Select the Q & A in the webinar controls.
2. This then gives you access to some controls:
  - There is a dialog box where you can enter your question.
  - There is also a thumbs up icon that lets you up vote questions already asked by others. You can also click on the 'Comment' option.

## **Host controls**

Additional options will be made available to the meeting host once they are signed to their Zoom account on the web.

## **Cloud recording**

Click on the 'Record' option, located at the top bar, to start a cloud recording.

## **Manage participants**

1. Select the 'Manage' option to get access to manage participants.
2. Select the 'More' option made available when you hover over the name of a participant. You can then manage them:
  - Rename: Give the participant another name in the meeting.
  - Make Host: Give host controls to this particular participant.
  - Put in Waiting Room: This removes the participant and puts them in the waiting room. They can then later be readmitted.
  - Remove: This has the participant removed from the meeting.

## **Mute all**

1. Click on the 'Manage' option.
2. Click on the 'Mute all' option.

### **Lock meeting**

This setting makes the meeting not available to new participants as no other person will be able to join

1. Click on the 'Manage' option.
2. Click on the 'More' option located at the bottom of the participants box.
3. Click on the 'Lock Meeting' option.

### **Webinar Q & A**

3. Click on the Q & A in the webinar controls (only host, co-host or panelist).
4. You will then be able to access the questions which have been sorted according to the number of up votes:
  - Answer Live: This enables you to address the question out loud while the webinar is going on.
  - Type Answer: This enables you to have your answers typed out. You should click on 'Send' once you are done typing. 'Answer Privately' allows only the attendee who asked the question to have access to the answer.
  - Dismiss: This moves the question to the 'Dismissed' tab once you hover over the question.

Questions under the 'Dismissed' tab can be reopened by clicking on the 'Reopen Question' option.

- The gear icon allows you to access the Q & A settings.

### **HD Video Chat and Conferencing**

Zoom provides not just a platform for video chats but one of very good quality. Zoom offers its users with HD video quality as this gives them a

better and enjoyable experience. Zoom for now provides standard video when there are about 3 or more users in a group meeting. HD videos (720p) will however be enabled when 2 users are in a meeting or when a Zoom Room Connector or Conference Room Connector is already in a group meeting. Selective cases such as when you are broadcasting to large events are when the HD video (1080p) will be activated.

720p video quality will be activated by the Group HD in a group meeting for active speaker video layout, while the 1080p video quality is limited and only available to Business and Enterprise plans.

There are requirements to be met before you can use the HD settings on the Zoom platform.

### **For Standard HD (720p)**

- Your account has to be Pro, Business or Enterprise.
- You have to be using the Desktop client and have your full screen enabled.

### **For Full HD (1080p)**

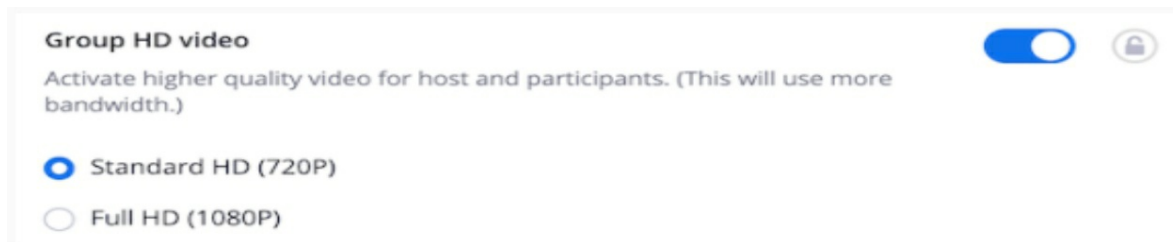
- Your account has to be Business, Education or Enterprise.
- Your account must be enabled by Zoom Support.
- Your Mac or Windows P must have a physical core of at least i7 Quad Core.
- If you are using a Windows PC, your Zoom Desktop Client Version must not be less than 4.3.46185.0120.
- If you are using a Mac, your Zoom Desktop Client Version must not be less than 4.3.53325.0120.

### **Enabling group HD on your Zoom account**

1. You should sign in to the Zoom web portal.
2. Click on the 'Account Management' option. You should then proceed to click on the 'Account Settings' option.
3. Proceed to the 'Meeting' tab and then click on the 'Group HD' option and check if the setting is enabled or not.

There is a toggle on or off button in front of the setting which helps

you enable or disable the setting. A verification dialog box might come on when you toggle it on; select the 'Turn on' option to confirm the change.



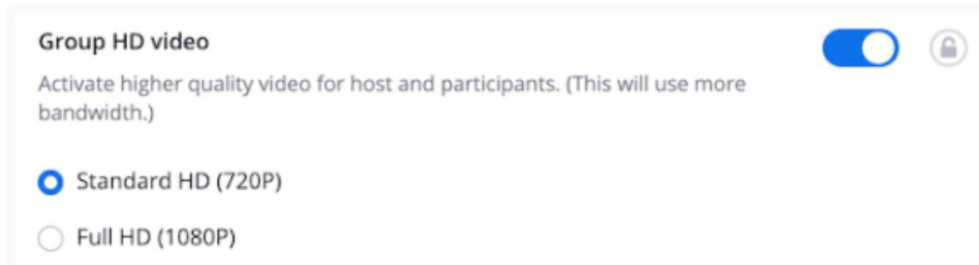
4. You can then select which of the HD options is applicable to your account type: Standard HD (720p) or Full HD (1080p).
5. There is a 'Lock' icon next to this setting and this option is to make this setting mandatory for all the users in your account. This option is however optional and if you want to lock the setting, you should then click on the 'Lock' icon.

## Enable Group HD for your own meetings

If you want to make use of the Group HD for your own meetings:

1. You should sign in to the Zoom web portal.
2. Click on the 'Account Management' option. You should then proceed to click on the 'Account Settings' option (if you are the admin of the account) or 'Settings' option (if you are not an admin but an account member).
3. Proceed to the 'Meeting' tab and then click on the 'Group HD' option and check if the setting is enabled or not.

There is a toggle on or off button in front of the setting which helps you enable or disable the setting. A verification dialog box might come on when you toggle it on; select the 'Turn on' option to confirm the change.



NOTE: You will not be able to change the option if it has been grayed out as this is an indication that the option has been locked at the Group level or Account level and this can only be changes when you contact your Zoom administrator.

4. You can then select which of the HD options is applicable to your account type: Standard HD (720p) or Full HD (1080p).

#### Bandwidth requirements for group HD

##### Standard HD Standard HD (720p)

- 1 on 1 video calling: 1.2 Mbps (up / down)
- Group video calling: 1.5 Mbps (up / down)

##### For Full HD (1080p)

- 1 on 1 video calling
  - Sending 1080p HD video has a minimum requirement of 1.8 Mbps
  - Receiving 1080p HD video has a minimum requirement of 1.8 Mbps
- Group video calling:
  - Sending 1080p HD video has a minimum requirement of 3.0 Mbps
  - Receiving 1080p HD video has a minimum requirement of 2.5 Mbps

## **Audio Conferencing using VoIP (Voice over Internet Protocol)**

Zoom VoIP is a feature that enables users to use an internet connection to

make voice calls as opposed to the conventional traditional phone lines. This feature allows audio to be transmitted over your computer, mobile devices or conference room systems via the internet. Zoom VoIP provides users with crystal- clear audio quality and a very reliable connection (irrespective of the degree of bandwidth environment). Most of Zoom users make use of the VoIP to connect audio. Zoom VoIP is an ideal feature because:

- It is designed for low latency and also can cancel noise as advanced technologies were used in the design to ensure that noises, echoes and room reverberations are removed..
- It uses HD voice (broadband audio of higher clarity) instead of the usual narrow- band audio (which makes the sound muffled).
- It is not affected by poor network conditions as it is smooth over lost packets (works well even at a loss packet of 45%).
- It is user- friendly as audio feedback detection, automatic mute reminder and other smart features are built- in.

Zoom VoIP provides users with a guarantee that irrespective of poor network conditions, the audio will always work well, you can always make calls at even critical situations and it does not cost as much as the usual over the line phone calls.

## **Zoom Virtual Background**

Zoom users might be faced with the problem of not liking the view behind them when using the app hence Zoom provides users with the opportunity to choose any image that they want as their desired background, and this does not require any green screen. This feature is available to Zoom desktop users and Zoom iOS users and not available to Zoom Android users. Zoom desktop users and Zoom iOS users can always use these virtual backgrounds although devices that meet these high requirements are those that will perform very well and vice versa. This comes in handy and very well appreciated by Zoom users who have no designated office as they are working from home or has a cluttered workplace. This feature can be easily toggled on or off and users can have any personal background added by just making a couple clicks.

This feature functions optimally when Zoom can easily distinct between the user and the background and this is easily achievable when you have a green screen and uniform lighting. Users can upload their individual videos or

pictures as virtual backgrounds. It is ideal for the users to have their selected image cropped to fit their cameras aspect ratio although there is no restriction to the size that can be used.

## System requirements

There are varying requirements for Windows PC, Mac and iOS devices:

### **PC Requirements**

Image only (no physical green screen)

- Zoom Desktop Client for PC (at least version 5.2.0)
- Windows 10 (64- bit)
- Intel Core of at least cores i3 – 4, at least gen 8
- AMD Ryzen 5/7/9 or higher
- NOTE: Devices having a graphics processor of Intel HD 620 need to make use of a physical screen as a result of problem of compatibility.

Image only (with physical screen)

- Zoom Desktop Client for PC (at least version 3.5.53922.0613)
- Intel Dual Core of at least 2Ghz (i5/i7 or AMD equivalent) processor
- AMD Ryzen 5/7/9 or higher

### **Mac requirements**

Image only (no physical green screen)

- Zoom Desktop Client for Mac (at least version 4.6.0 (13614.1202))
- At least a 4<sup>th</sup> generation i7 quad- core processor
- At least a 6<sup>th</sup> generation i5 dual- core processor
- NOTE: users with 6<sup>th</sup> generation i5 dual- core processor need to be on at least MacOS 10.14

Image only (with physical screen)

- Zoom Desktop Client for Mac (at least version 4.1.27541.0627)



- At least dual core 2Ghz processor (i5/i7 or AMD equivalent)

### **iOS requirements**

- Zoom Mobile App for iOS at least version 4.1.27541.0627
- At least an iPhone 8 (iPhones 8+, X and higher)
- iPad Pro and at least the 5<sup>th</sup> and 6<sup>th</sup> generation iPad 9.7

### **Android requirements**

- NOT supported.

### **Enabling Virtual Background**

It is necessary for users to first sign out of the Zoom Desktop Client and then sign back in so that Virtual Backgrounds can be effective.

### **Account**

This helps to enable all the users in an account with the Virtual Background feature.

1. You should sign in to the Zoom web portal (since you will be signed in as an administrator, you will have the privilege to edit account settings).
2. Click on the navigation menu and then select the 'Account Management' option. Proceed to click on the 'Account Settings' option.
3. Click on the 'Meeting' tab and then proceed to the 'Virtual Background' option (located under the 'In Meeting (Advanced)' section). You can then enable this feature by toggling it on.
4. A dialog box then pops up and you can verify the change by selecting the 'Turn On' option.
5. If the admin wants this setting to be made mandatory for all users in the account, the admin can then click on the lock icon and then select the 'Lock' option to confirm. This is however optional.
6. Select the 'Manage virtual background' to have default background images uploaded to users.

For users to be able to access the uploaded background images, they

should be using a client / app version of at least 5.1.1.

## **Group**

This helps to enable all the members in a certain group with the Virtual Background feature.

1. You should sign in to the Zoom web portal (since you will be signed in as an administrator, you will have the privilege to edit account settings).
2. Click on the navigation menu and then select the 'User Management' option. Proceed to click on the 'Group Management' option.
3. Click on the name of the group and then select the 'Meeting' tab to have access to the 'Settings' option.
4. Click on the 'Meeting' tab and then proceed to the 'Virtual Background'. You can then enable this feature by toggling it on.
5. A dialog box then pops up and you can verify the change by selecting the 'Turn On' option.
6. If the admin wants this setting to be made mandatory for all users in this group, the admin can then click on the lock icon and then select the 'Lock' option to confirm. This is however optional.
7. Select the 'Manage virtual background' to have default background images uploaded to users.

For users to be able to access the uploaded background images, they should be using a client / app version of at least 5.1.1.

## **User**

This is to have the Virtual Background enabled for your own use

1. You should sign in to the Zoom web portal.
2. Click on the navigation menu and then select the 'Setting' option.
3. Click on the 'Meeting' tab and then proceed to the 'Virtual Background' (located under the 'In Meeting (Advanced)' section). You can then enable this feature by toggling it on.
4. A dialog box then pops up and you can verify the change by

selecting the 'Turn On' option.

You might realize that the option has been grayed off and you cannot make changes to it, this means the setting has been locked at either the account or group level. You should then contact your Zoom administrator.

## **Using Virtual Background**

1. You should sign in to the Zoom web portal.
2. Click on your profile picture and then select the 'Settings' option.
3. Click on the 'Virtual Background' option.

If you cannot find the 'Virtual Background' option after you have enabled it, you should sign out and then sign in again.

4. Check 'I have a green screen' option if a physical green screen has been set up. Proceed to click on your video and then choose the correct color for the green screen.
5. You can then choose any image of your choice to use for the virtual background. There is also a '+' option that lets you upload an image or a video if you do not want the available ones.
6. There are packages available for virtual background without a green screen and you can access them by clicking on the 'Download' option.

## **Enabling Virtual Background during a meeting**

### **Windows or Mac Zoom client**

- There are a couple of options at the bottom of your screen. Click on the ^ arrow (located next to the 'Start or Stop Video' option.
- Select the 'Choose Virtual Background' option.
- You can then choose any image of your choice to use for the virtual background. There is also a '+' option that lets you upload an image or a video if you do not want the available ones.

- The background will be applied automatically once you have selected a picture.
- There are packages available for virtual background without a green screen and you can access them by clicking on the 'Download' option.

### **Mobile App (iOS only, no Android)**

- You should sign in to the Zoom web portal.
- Once you have joined a meeting, click on the 'More' option (located at the top right corner of your screen).
- Click on the 'Virtual Background' option.
- You can then choose any image of your choice to use for the virtual background. There is also a '+' option that lets you upload an image or a video if you do not want the available ones.
- The background will be applied automatically once you have selected a picture.
- Click on the 'lose' option once you have chosen your background and this automatically redirects you back to your meeting.
- You can click on the 'None' option when you open the background options if you want to disable Virtual Background.

### **Tips for Virtual Background**

- It is advisable to use a solid color background (green is a good choice) as this provides a top notch virtual background effect.
- Cameras help your virtual background. The higher the camera grade, the better the quality of your visual background.
- Color and lighting should be uniform.
- Clothing and background should not be the same color.
- Background images should have a minimum resolution of 1280 by 720 pixels and an aspect ratio of 16:9.
- Video should be MP4 or MOV file and have a minimum resolution of 480 by 360 pixels (360p) and a maximum resolution of 1920 by 1080 pixels (1080p).

## **Zoom Screen Sharing**

Zoom allows users to have their screens shared with others. This allows collaboration between users and their colleague as they can always share whatever they are working on or any other thing. Screen Sharing enables users to access presentation deck, images, drawings and other documents like spreadsheet. This is one of the easiest features available on Zoom. Screen sharing allows you to share:

- Your entire screen (desktop or phone)
- Any particular application
- A part of your screen
- Whiteboard
- Device audio
- Displays from a second camera
- iPhone /iPad screen

it is important to know that in a meeting, only the host can share screens for Free/Basic accounts as this is a default setting and also the ability of other users to share screen can be limited and disabled by the host. For webinars however, the host, co- host and panelists are the only ones who can share their screen.

Requirements for being able to share your screen:

- Zoom desktop client
- Zoom mobile app
- At least a client version 5.0

### **For Windows or Mac**

#### **Sharing your screen**

1. Make sure you are logged in to you Zoom desktop client.
2. Check your meeting controls and locate the ‘Share Screen’ button and then click on it.
3. You can then click on the type of share option that you are interested in:
  - Basic: This option helps you to share your entire

desktop screen, specific application or whiteboard.

- Advanced
  - Portion of Screen: This helps you to share a portion of your screen indicated by a green border line.
  - Music or Computer Sound Only: This only helps to share the audio from your computer (depends on the speaker you might have selected in your audio setting)
  - Content from 2nd Camera: This only works when there is a 2nd Camera connected to your computer and this helps to share the secondary camera (can be the integrated camera on a laptop or a document camera).
- Files: This helps you to share files from third- party sharing services like the Microsoft OneDrive or the Google Drive. You however have to sign in to the third party service and then enable Zoom access.

4. You can also enable these optional features:

- Share Computer Sound: Once this option is enabled, any sound from your computer is shared in your meeting.
- Optimize for full screen video clip: Enabling this option helps you to share a video clip in full screen. This is not however ideal as the video might appear blurry.

5. Click on the 'Share' option.

- The shared screen view automatically becomes full screen to optimize the shared screen view. You can exit the full screen mode by pressing the 'Esc' key or clicking on the 'Exit Full Screen' option at the top right corner.
- You can disable this automatic full screen mode once screen is shared in your desktop client settings.

- ‘Portion of Screen’ options help users to resize the green border and hereby customize the screen portion.
- If you are sharing content from a 2nd Camera, you can switch the shared camera by clicking on the ‘Switch Camera’ option at the top- left corner.

## **Share screen menu**

Once screen sharing is enabled, the meeting controls move into a menu.

- Mute/Unmute: For your microphones.
- Start/Stop Video: For in- meeting video.
- Participants/Manage Participants: View or manage the participants (only for host)
- New Share: Go through the whole process of starting a new screen share again
- Pause Share
- Annotate/Whiteboard: Enables annotation tools for drawing, adding text, etc.
- Show/Hide Names of Annotators
- Live on Workplace by Facebook
- Optimize Share for Full- screen Video Clip
- End Meeting

## **Show Zoom windows during screen share**

The Zoom window is not shared during screen share by default. This might come in handy when Zoom is being used by a participant.

1. You should sign in to your Zoom web portal
2. Access the navigation menu and select the ‘Settings’ option.
3. Check the ‘In Meeting (Basic)’ section, click on the ‘Show Zoom windows during screen share’ option and have the option enabled.
4. You should then sign out from your Zoom desktop client. Sign back in to activate the change.
5. Select your profile picture and click on the ‘Settings’ option,

6. Click on the 'Share Screen' tab and confirm that the 'Show Zoom windows during screen share' option is enabled.

## **Dual monitors**

For users with dual monitors, this feature allows you to access the screen sharing on one monitor and participants on the other one.

Mac OS 10.15 Catalina however requires its users to 'allow Zoom access to screen recording' to share your screen. This is done by System Preferences > Security & Privacy > Privacy > Screen Recording. Check the option for zoom.us.

## **For Android devices**

1. Click on the 'Share' option in the meeting controls.
2. Select which of the content type that is to be shared.
  - Photos: This allows you to share photos from your phone gallery or apps (Google Photos for example). The apps installed on your Android determine the various options you might see.
  - Documents: This allows you to share files, PDF or images from your local storage.
  - Box, Dropbox, Google Drive, Microsoft OneDrive or Microsoft OneDrive for Business: This allows you share files from this selected sharing services. Zoom however has to be granted access to your account.
  - Website URL: Input a URL to access a browser and share the website.
  - Bookmarks: This allows you share bookmarks that have been stored in your Zoom app.
  - Share Whiteboard: This allows you share a whiteboard for annotation.

## **Sharing your screen**

This allows you share not only your screen but any other application on your device. You need at least an Android version 5.0 to be able to share your



entire screen.

1. Click on the 'Share' option in the meeting controls.
2. Click on the 'Screen' option.
3. Select the 'Start Now' option.
4. Your screen will then be shared already while Zoom keeps running in the background. You can then select the app that you want to share.
5. There is the 'Annotate' option at the bottom of your screen that allows you access to the annotation tools.

### **For iOS devices**

Your iOS device allows you to share:

- Entire screen (at least iOS 11 and at least Zoom version 4.1.18611.1228)
- Photos
- iCloud Drive
- Box, Dropbox
- Google Drive
- Microsoft OneDrive for Business
- Microsoft OneDrive
- Website URLs
- Bookmark
- Whiteboard (available on only iPads)

### **Sharing content**

1. Click on the 'Share' option in the meeting controls.
2. Select the content type that is to be shared.
3. If it is 'Photos' that you have selected, different photos in your gallery will be brought up and any one(s) you have selected will be shared.
4. Selected content is now shared to the meeting.

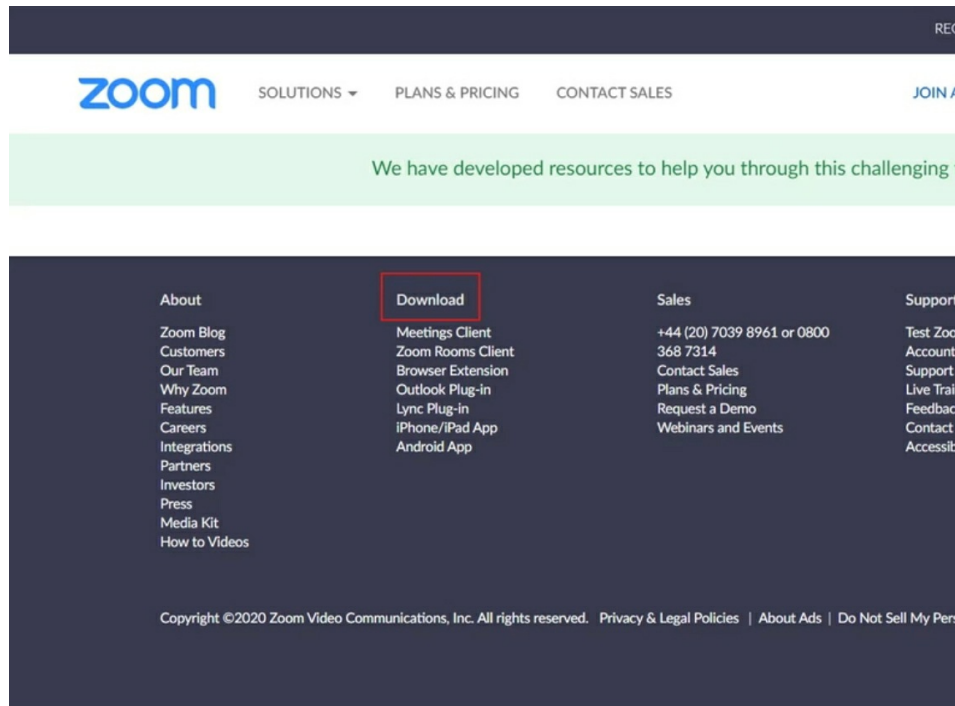
iOS device does not support annotating when the entire screen is being shared.

# CHAPTER THREE

## *BASICS OF ZOOM*

### Downloading Zoom on your Windows PC

1. Proceed to the internet browser on your Windows computer and find your way to the Zoom website *Zoom.us*
2. Navigate to the bottom of the page down to the footer of the web page and then click on the 'Download' option.



3. The Download Center page has a 'Zoom Client for Meetings' section. Click on the 'Download' option there.

## Download Center

[Download for IT Admins](#)

### Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

[Download](#)

Version 4.6.7 (18176.0301)

- The Zoom app will then start downloading to your Windows PC. Once downloaded, you can then begin the process of installation by clicking on the .exe file.

## We're now downloading Zoom ...

Your download should automatically start within seconds.

If it doesn't, [restart the download](#)

Zoom is available on Mobile and Tablet.



Download in  
App Store

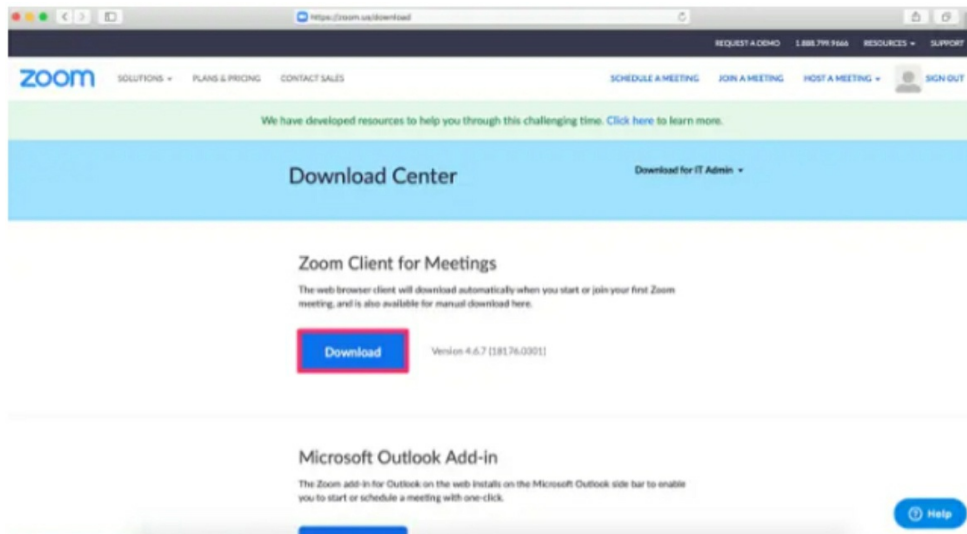


Download in  
Google Play

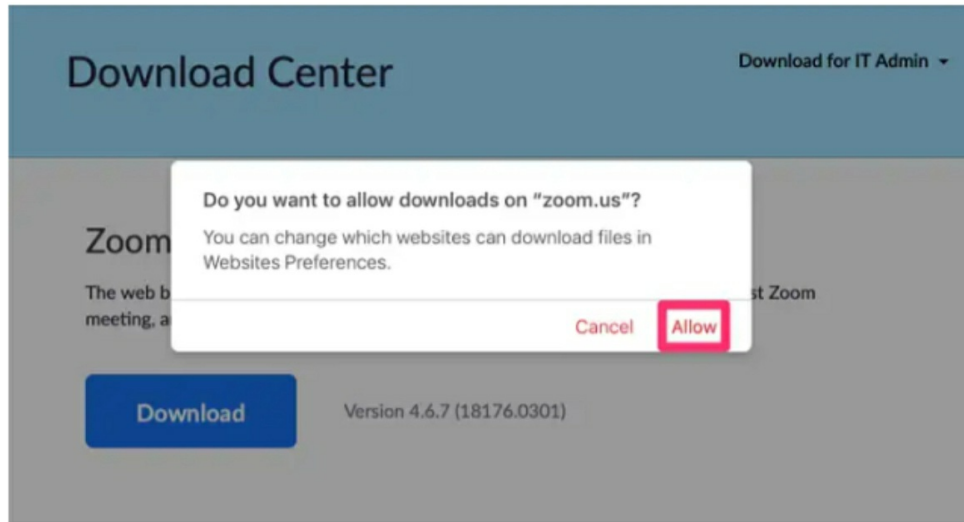
Once the installation has been completed, you should then proceed to log into your Zoom account. If you do not have one, you should then proceed to the Zoom website to set up a Zoom account for yourself. Your Zoom account, once created, can then be used for all of your online meeting needs and video calls.

## Downloading Zoom on your MacOS

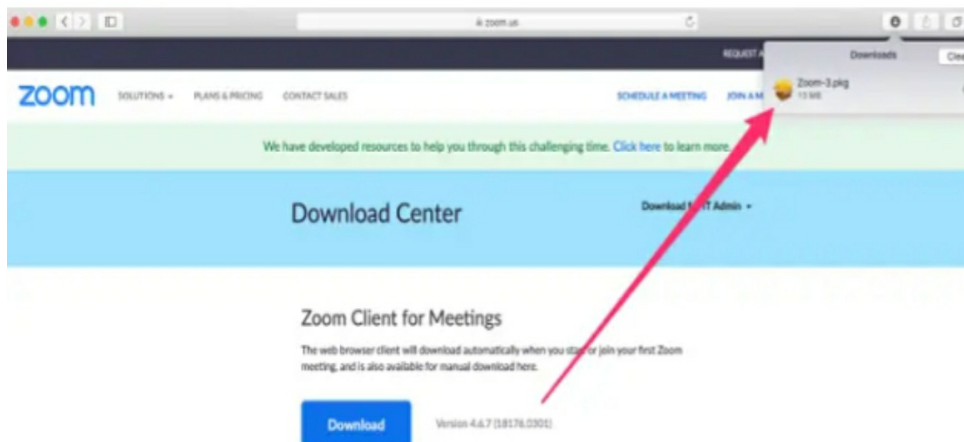
1. Proceed to the internet browser on your MacOS and then enter the website <https://zoom.us/download>. This leads you to the Zoom Download Center.
2. Click on the blue 'Download' button located under the 'Zoom Client for Meetings'. This Zoom app is the basic one for MacOS computers.



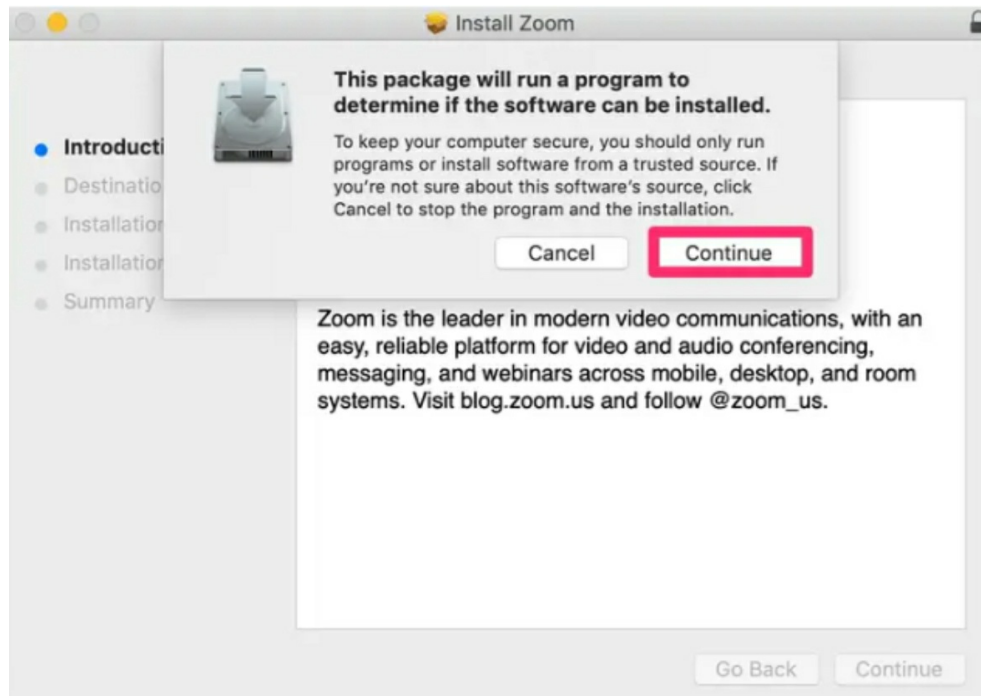
3. This opens you up to a pop- up box that asks you to confirm if you want to allow your PC download items from the website. Select the 'Allow' if such notification pops up (as it is determined by the settings of the browser you are using).



4. This automatically gets the download to begin. Open up your downloads spot (for downloaded items). This is usually found at the top- right corner of your Google Chrome and Safari.
5. Click on the download twice so as to open it.



6. This automatically kick-starts the process of installation. Click on the 'Continue' option when the 'Install Zoom' notification pop- up on your desktop. Select the 'Continue' option if any dialog box pops- up again.



## **Downloading Zoom on your Android and iOS devices.**

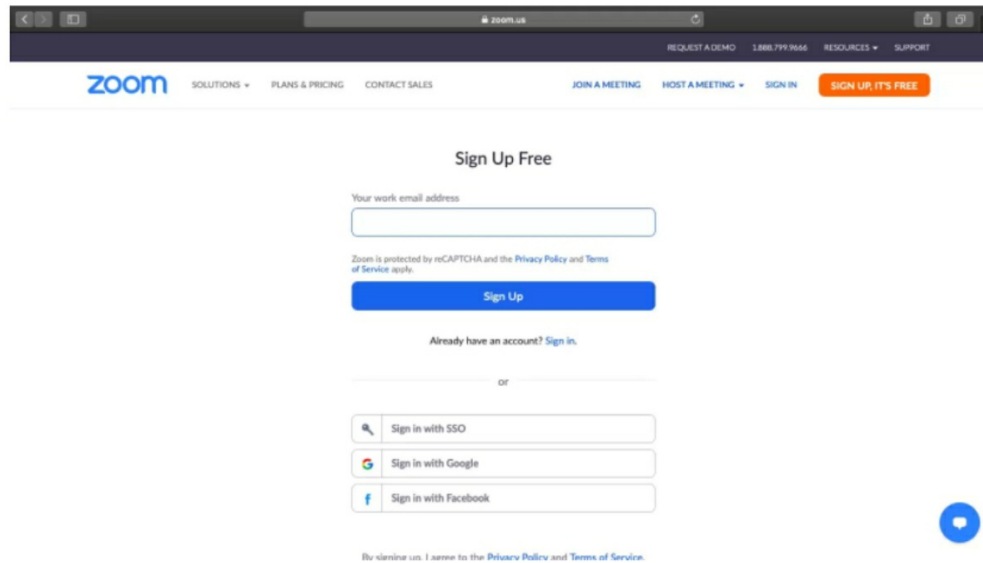
- You can download the Zoom app on your Android device by searching for 'Zoom' on your Playstore. Once you have identified the app, proceed to download and then install it.
- You can download the Zoom app on your iOS device by searching for 'Zoom' on your Appstore. Once you have identified the app, proceed to download and then install it.

## **Getting Started With Zoom**

### **Desktop**

To get started with the Zoom platform on your desktop:

1. Proceed to the website *zoom.us* and then select the ‘SIGN UP’ option located at the top- right corner for the Zoom home page.

A screenshot of the Zoom website's sign-up page. The browser address bar shows 'zoom.us'. The navigation menu includes 'SOLUTIONS', 'PLANS & PRICING', 'CONTACT SALES', 'JOIN A MEETING', 'HOST A MEETING', 'SIGN IN', and 'SIGN UP, IT'S FREE'. The main heading is 'Sign Up Free'. Below it is a form for 'Your work email address' with a text input field. A blue 'Sign Up' button is positioned below the input field. A note states 'Zoom is protected by reCAPTCHA and the Privacy Policy and Terms of Service apply.' Below the button, there is a link: 'Already have an account? Sign in.' Underneath, there are three social sign-in options: 'Sign in with SSO', 'Sign in with Google', and 'Sign in with Facebook'. A blue circular icon is visible on the right side of the page. At the bottom, there is a small link: 'By clicking us, I agree to the Privacy Policy and Terms of Service.'

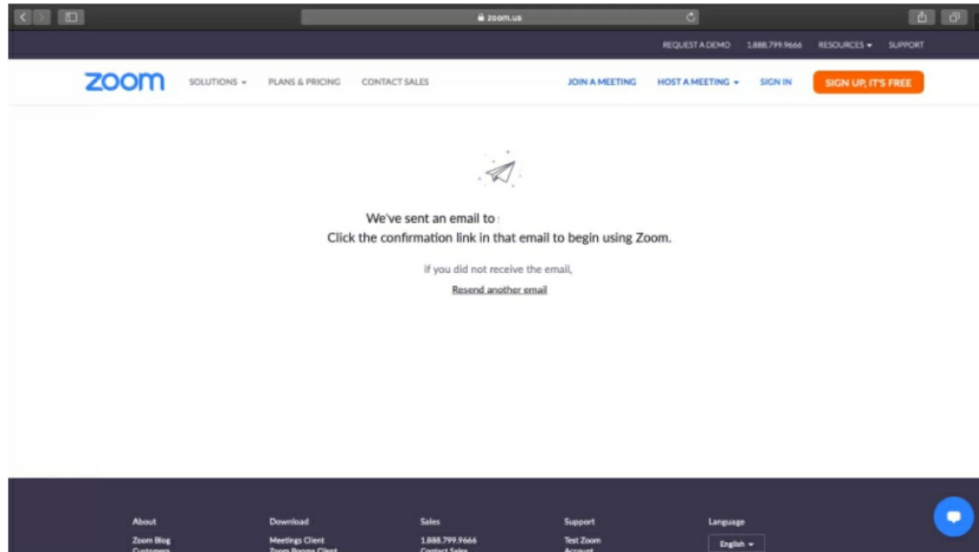
2. Creating a Zoom account can be done in tow different ways as users can choose to either:

- Use their work email address to create a new account or
- Use the SSO (Single Sign- On), Google account or Facebook account to sign in.

Signing up with your work email address is ideal if the main reason for using and signing up on Zoom is for work related purposes.

3. A confirmation link will then be sent to your email address.

Once users click on the link, it automatically redirects them to the Zoom Sign Up Assistant and you can then use your credentials to sign in.



4. You should then already have your desktop app or Zoom client downloaded for easy access. As highlighted before, these downloads can be made from the Zoom website.

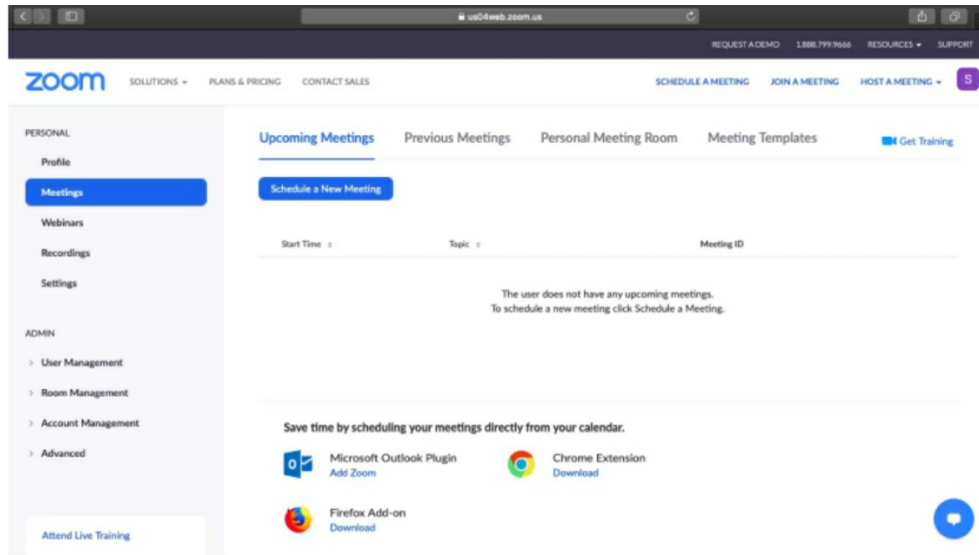
## For Mobile

1. Once you have downloaded the app from the Appstore or Playstore for iOS devices or Android devices respectively.
2. Proceed to sign up to Zoom by following the instructions on your screen as they are similar to the process for the desktop sign up.

## Setting up a Zoom Meeting For Desktop

1. You should make sure you are logged into your account.



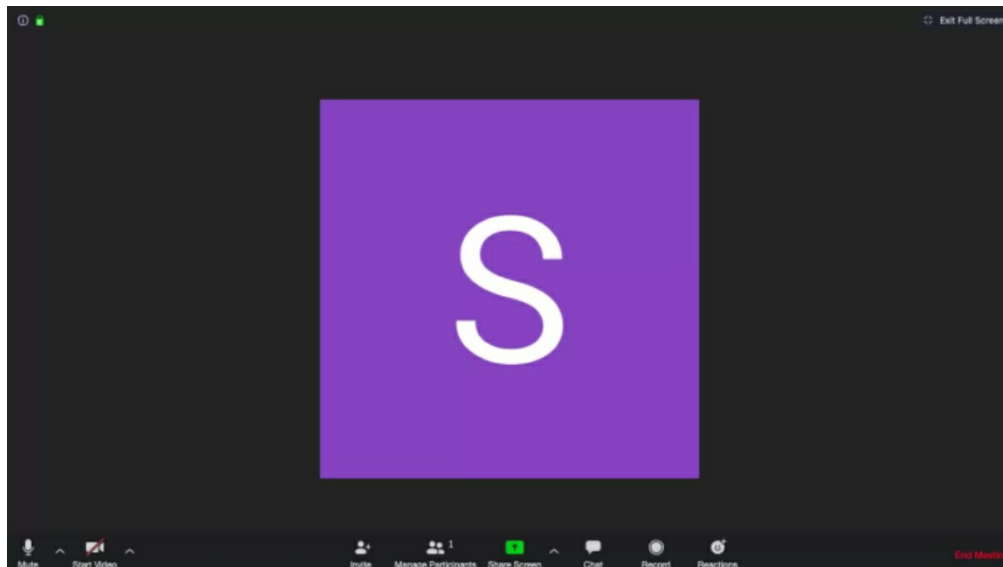


2. Your cursor should then be hovered over the 'HOST A MEETING' option located at the top-right corner of your screen. You click on one of the options before you:
  - With Video On
  - With Video Off
  - Screen Share Only
3. You will be redirected by the website to the Zoom app and a meeting will be started. You can then proceed to have the meetings settings edited or proceed to copy the 'Invitation URL' so as to send to other participants and invite them to your meeting.

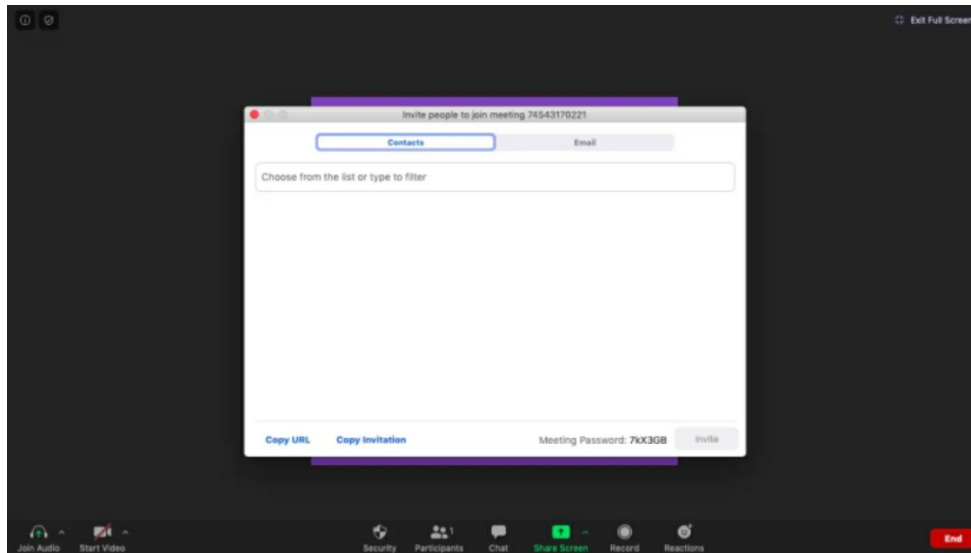


## ***Adding Participants***

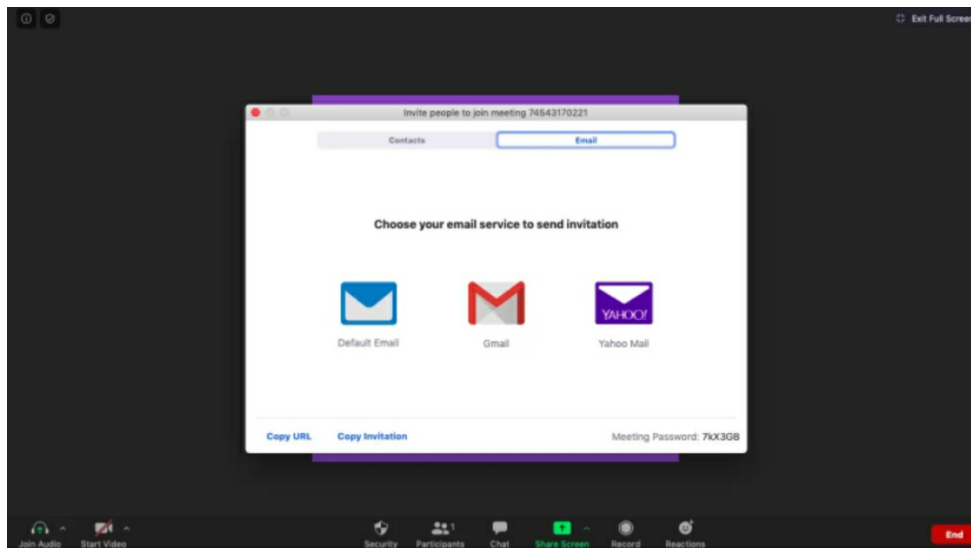
1. Once you have set up your Zoom meeting, the next thing is to add participants to the meeting.



2. There is an 'Invite' option located in the toolbar at the bottom of your new meeting screen. Click on this option.



3. Zoom then offers you with various options of inviting people: Copy URL or Copy Invitation. These copied URL or Invitation can then be sent as texts, emails or instant messages to other participants.



4. The meeting details can also be sent directly through preferred email clients using the Zoom app.

## For Mobile Devices

## **Starting a Zoom Meeting**

1. Access the Zoom mobile app on your mobile device and then proceed to log into your account.
2. Tap on the orange 'New Meeting' option that is visible on your screen.
3. You can then have the meeting settings edited to your taste (settings such as using a Personal Meeting ID, switching videos off for participants, etc).

You can then click on the blue 'Start A Meeting' option once you are satisfied with the edited settings you have made.

## **Adding Participants**

1. Tap on the 'Participant' option (located at the bottom of your screen in the toolbar) once the meeting has been started. This helps to have your participants added and managed.
2. A participant's window then becomes visible and this window allows you to add participants once you tap on the 'Invite' option located at the bottom left of the window.

Zoom offers users with the option to share meeting details over a range of other platforms used for communication. These platforms include emails, texts and other messaging apps on the user's smartphone.

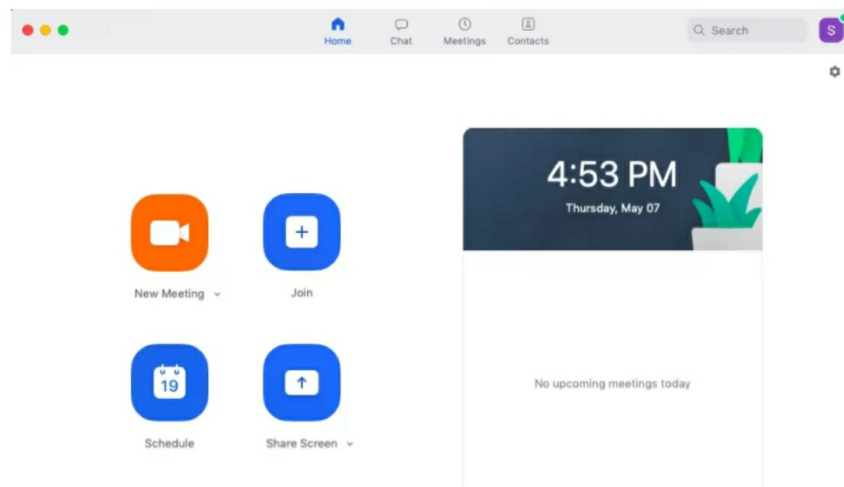
## **Joining a Zoom Meeting**

This gives you a step- by- step process of how to join Zoom meetings:

### **For Desktop**

- A. Joining with a Meeting Link: Once a meeting link is available to you, you should then click on it or have it pasted into your desktop web browser. This automatically adds you to the meeting.
- B. Joining with a Meeting ID:

1. Click on the Zoom app to access and then select the 'Join' option.



2. Proceed to have the Meeting ID pasted in the provided box, include your display name and then select the 'Join' option.

There are other options to be attended to before you join the meeting:

- Don't connect to audio: This allows you either connect your audio or not when joining the meeting. It is however advisable to turn off your audio when joining a meeting so you do not introduce unwanted or unnecessary noise to the meeting to avoid embarrassments.
- Turn off my video: This option allows you to either turn off your video or not.

## Join Meeting

Meeting ID or Personal Link Name ▼

Stan Rastogi

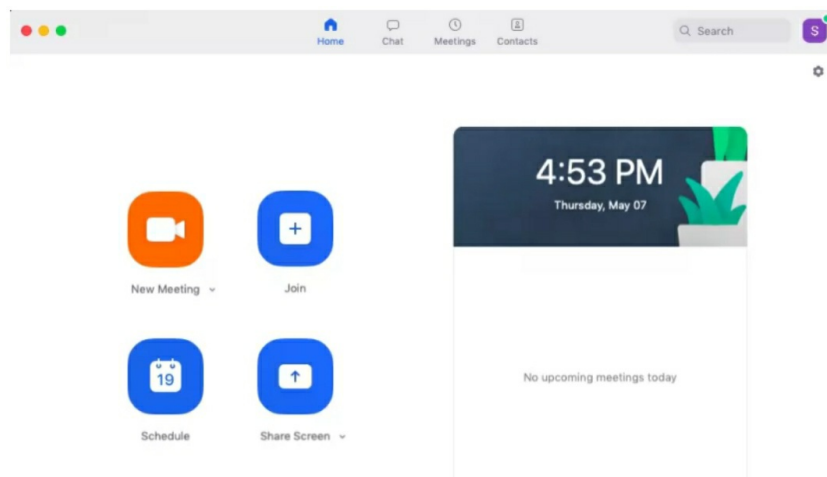
Don't connect to audio

Turn off my video

Cancel Join

### For Mobile Devices

- A. Joining with a Meeting Link: Once a meeting link is available to you, you should then click on it or have it pasted into your desktop web browser. This automatically adds you to the meeting.
- B. Joining with a Meeting ID:
  1. Click on the Zoom app to access and then select the 'Join' option.



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- Turn off my video: This option allows you to either turn off your video or not.

### Join Meeting

Meeting ID or Personal Link Name

Stan Rastogi

Don't connect to audio

Turn off my video

Cancel Join

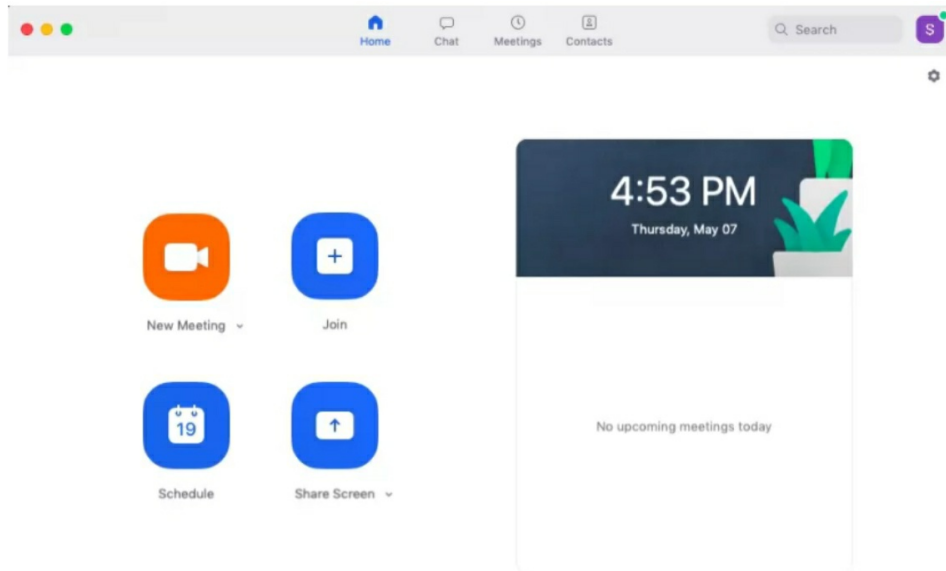
### Scheduling a Meeting

It is possible for users to forget about meetings due to their busy schedule. Zoom luckily has a feature put in place to help users avoid forgetfulness. Meetings can be scheduled by:

- Date and time
- Meeting ID
- Password requirements or not
- And more and more!

## For Desktop

1. You can schedule a meeting by opening the Zoom app and selecting the blue 'Schedule' option (looks similar to a calendar).



2. A window pops up for the schedule meeting and you can then proceed to enter the details of your meeting.

Details such as the due date and time, access settings and privacy and others can also be set. Zoom allows you to select any calendar of your choice (iCal, Google Calendar and others) while trying to schedule your Zoom meetings in your calendar.



## Schedule Meeting

### Topic

### Date

  to   Recurring meeting

Time Zone: Mumbai, Kolkata, New Delhi

### Meeting ID

 Generate Automatically Personal Meeting ID 573-299-7884

### Password

 Require meeting password

### Video

Host  On  OffParticipants  On  Off

### Audio

 Telephone Computer Audio Telephone and Computer AudioDial in from United States [Edit](#)

You can also set meeting passwords as this helps to overcome and avoid the problem of Zoombombing (which can easily happen as unwanted participants who have not been invited can find their way into the meeting and become a nuisance).

3. Once you are satisfied with your selections and preferences, you can then select the 'Schedule' option located at the bottom right of the screen.

## For Mobile

1. Access the Zoom mobile app on your mobile device and then proceed to log into your account.
2. Navigate to the 'Meet & Chat' homepage and then select the 'Schedule' option.

3. Input details like the name of the meeting, date and time and then click on the 'Done' option.
4. You will then be automatically redirected by Zoom or another form will be opened so as to have the event added to your chosen calendar. Details like the name of the participant should be entered and then notifications should be set into the events of your calendar.
5. Click on the 'Done' option.

You already have a scheduled Zoom meeting.

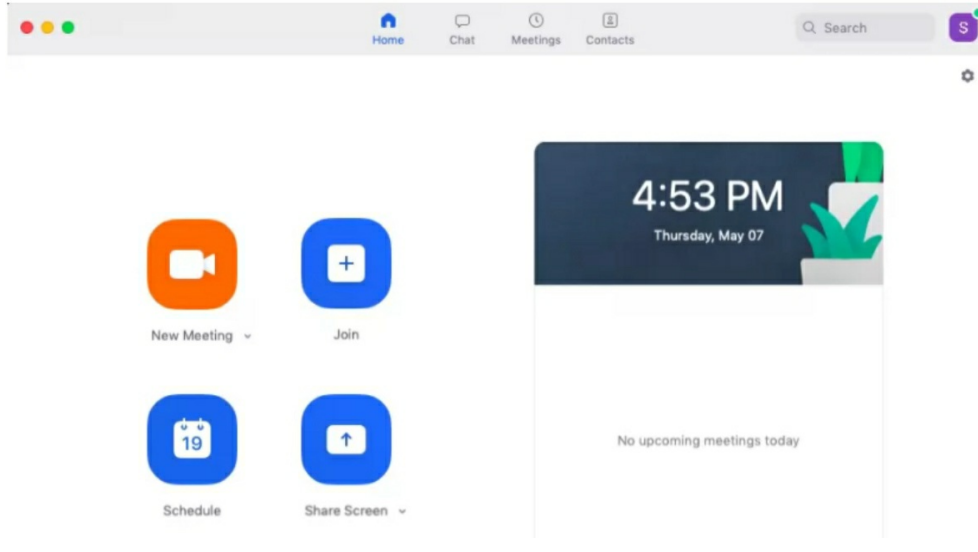
## **Recording Zoom Meetings**

It is essential to record meetings as they can come in handy when you are making a reference to things that were discussed earlier on. This is very important especially for remote teams whose major means of communication is the Zoom video conferencing.

Your Zoom recordings can either be saved locally or to the Zoom cloud (depending on the price tier you are subscribed to). The Zoom cloud allows team members (over remote locations) to have access to the recording at all times. Recording you Zoom meetings is done by the following steps:

### **For Desktop**

1. You should start a meeting.
2. There is a 'Record' option in the Zoom toolbar. Click on the option.



3. You should then select if you want to 'Record on this Computer' or 'Record to the Cloud'. This then allows the recording to start.
4. Click on the 'Pause/Stop Recording' if you want to have the recordings paused or stopped. The recording automatically stops once you end the meeting.
5. Once the meeting has been ended, the recording is automatically stored to MP4 by Zoom and is stored in whatever storage location you have chosen prior to its start. Your recorded session can be easily access anywhere and every time you so wish.

## **For Mobile**

Zoom recording on mobile devices can only be saved to the Zoom cloud. This is how to record on your mobile device:

1. Click on the 'More' option in the toolbar while the meeting is ongoing.
2. Click on the 'Record to Cloud' option to enable the recording start.
3. Click on the 'More' option in the toolbar to access the 'Pause/Stop Recording' if you want to have the recordings paused or stopped.
4. Your recordings will be available in 'My Recordings' once the meeting has been ended. This can however be accessed when

you use the web browser to log into your Zoom account.

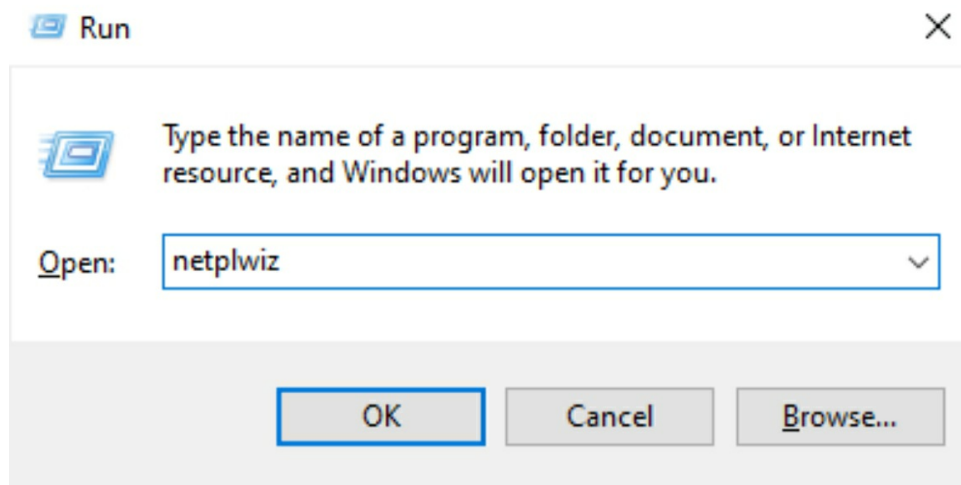
## Enabling Auto Login for your Zoom

This feature of the Zoom software allows your Zoom Room application to be restarted automatically in a situation where your systems goes off or restarts. Your device (whether it be Mac or Windows PC) will be prompted by the installer to have the auto login configured. There are however two prerequisites to this which includes:

- Zoom Room license
- Admin privileges (available for Mac or Windows PC devices)

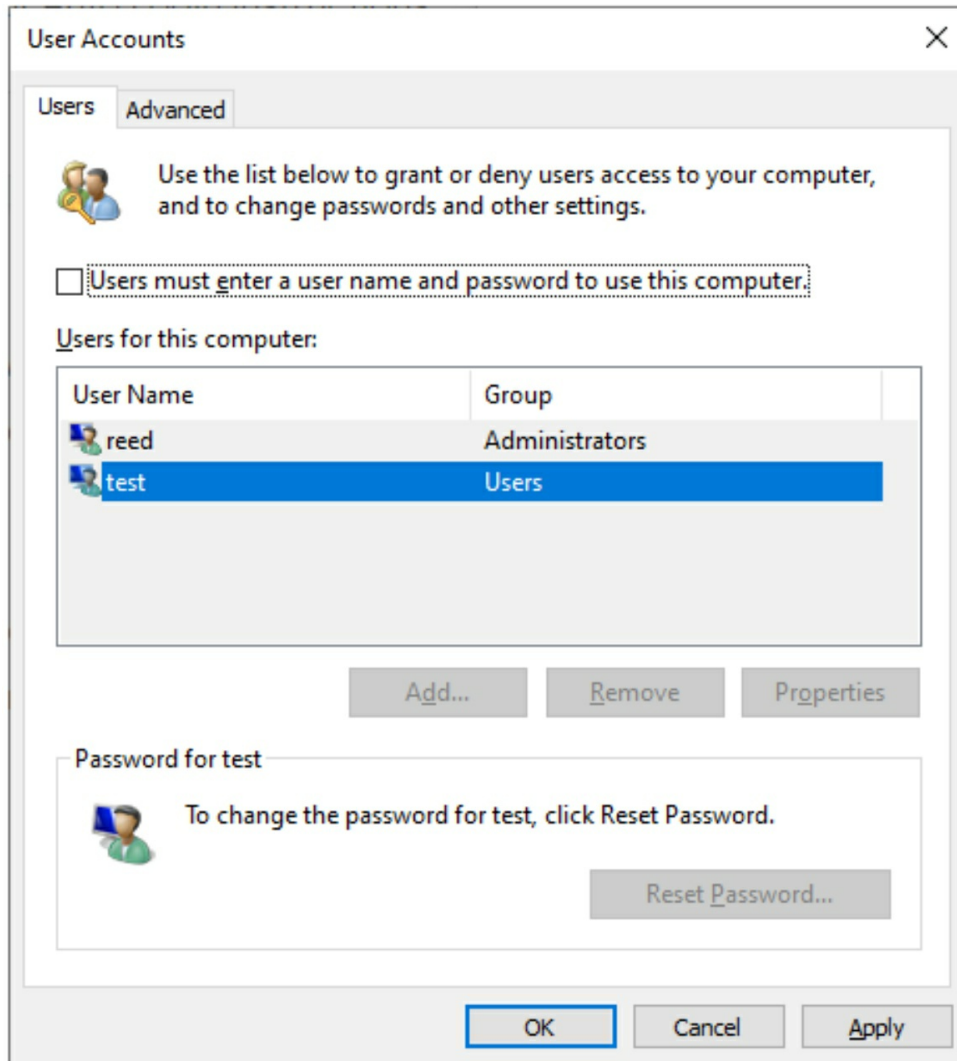
The process to enable the auto login for your Zoom Room is highlighted below:

1. Press Win + R on your device. This opens up the 'Run dialog' box.
2. Type in 'netplwiz' into the 'Run dialog' box and then press the 'Enter' button on your keyboard or select the 'OK' option.

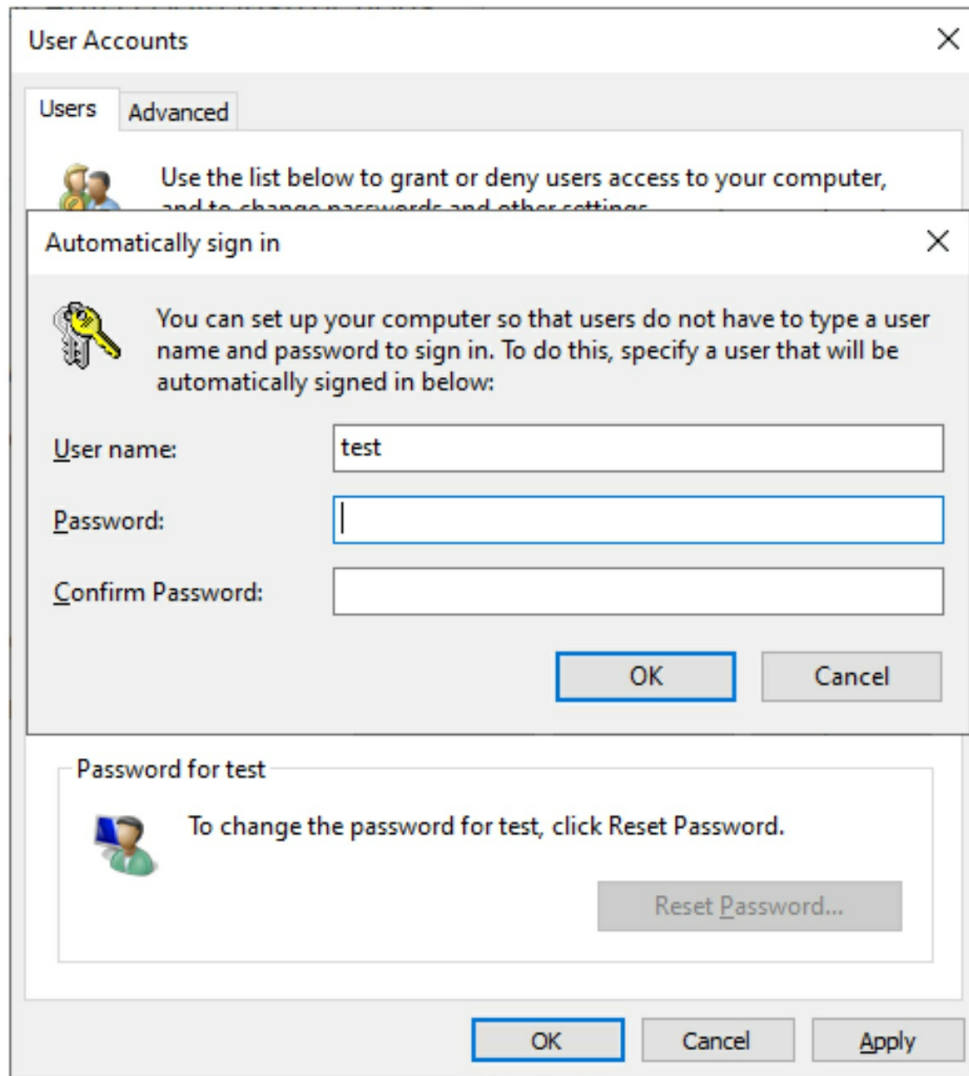


3. You will then be faced with the option of selecting a user that you want to use for the auto login. It is recommended that you should not make use of an admin account as an account that has power user privileges will be ideal for this.
4. Locate the 'Users must enter a user name and password to use this computer' option and make sure that you unmark the box.

Select the 'OK' option when you are done.



5. A box then pops up where you can then enter your user name and password. Once you are done, proceed to click on the 'OK' option. It is important that you cross check your details before proceeding to click on OK as your auto login user name and password will not be verified by Windows.



6. Your auto login has then been enabled already.

### **Getting familiar with your Zoom Rooms controller**

Once you are done with setting up your Zoom Room controllers, there are buttons on the controllers left- side panel that are available for your use.

Meet Now: View contacts, start an instant meeting or call a [H.323/SIP device](#).

- The room controller does not show you all the contacts but only those that are internal (users and rooms).
- Internal users in your organization, or those who are on the same account with you or having email addresses with the same

domain as yours are the only contacts that will be in your Zoom contacts directory. This is however by default and you can proceed to change this by using the 'manage contacts' settings.

- A user can be restricted from appearing in the contacts list of room and you can go on to add every other person except for the Zoom room. This can be done by adding a restricted or private IM group.

Meeting List: this helps you start scheduled meetings as the host.

Join: This helps you to join a meeting and you can do this by using a personal link name or using the meeting ID.

Presentation: This helps to have your on- screen instructions on display in order for you to start your screen sharing.

Phone: This can however only be used when you already have a Zoom phone licence assigned to the room. You can then use the Zoom phone to call any phone number.

Settings: This allows you to access settings such as a change in devices (audio or video) of the room.

## **Zoom for teachers**

Zoom has come as in handy tool for teachers since the introduction of online teaching in schools and other areas. This platform has been an helpful tool in teaching students as the typical limit attached to the 'Basic' version of Zoom does not affect the teachers as Zoom has provided K- 12 students and teachers with unlimited minutes of meeting.

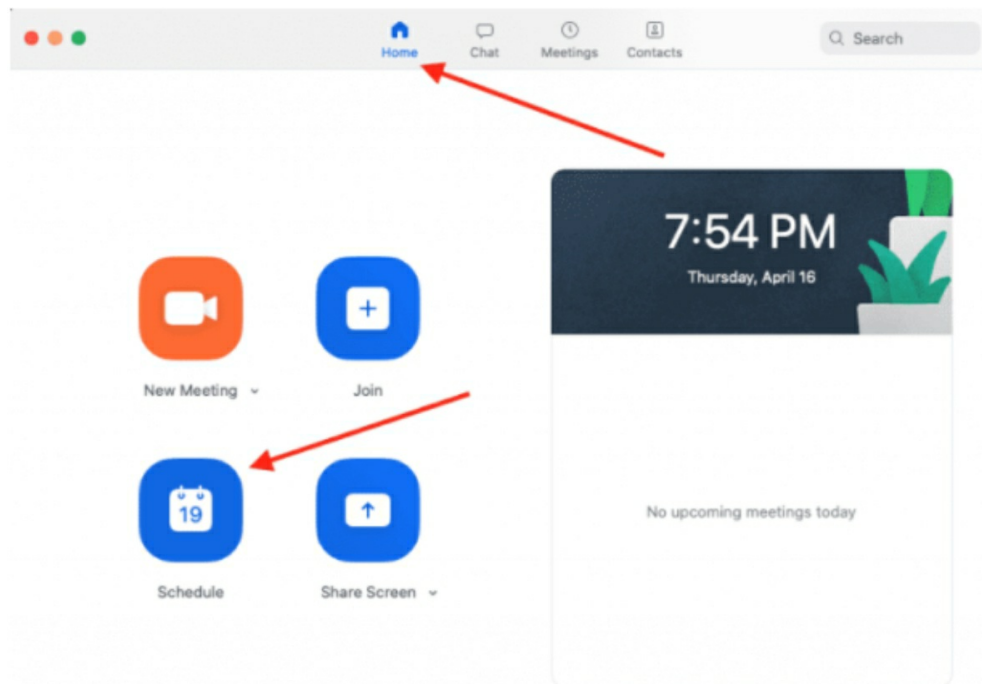
## **How to Sign Up for a Free Zoom Account**

1. Open your browser and navigate to the website <http://zoom.us/> and then enter your email address. This signs you up for a free account.
2. Visit your email and then click on the activation email sent to you by Zoom.
3. Enter your details (names and password) in the provided form.

4. Once your account has been confirmed. You can then proceed to download the Zoom app from <http://zoom.us/download>.

### **Scheduling a Zoom Meeting for an Online Class**

1. Open the Zoom desktop app on your Windows PC or MacOS.
2. Select the 'Home' option located at the top.
3. Select the 'Schedule' option.



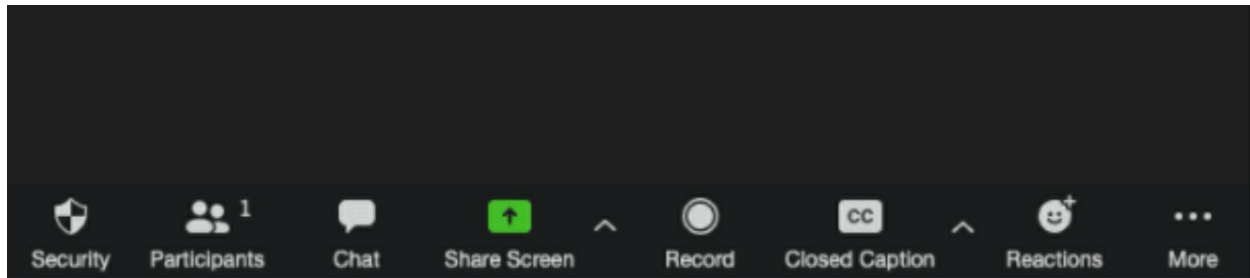
4. Input all the necessary details (time, date, topic, etc).
5. Select any calendar of your preference (iCal or Google Calendar, ideal for users with a Google Account or Google mail). This then directs you to a page having a Zoom link. This link is to be sent to your students in your online calendar's meeting scheduler.

### **Sharing Your Screen**

This is a very essential feature when using Zoom as a teacher as it you would want to share your screen with your class. This feature allows everyone in the Zoom meeting to have access to viewing your screen. This is however a simple task as all that is necessary is to click on the green 'Share Screen'



option located at the bottom toolbar of your meeting screen. You can then decide on what part of your screen you want to share.



### **Adding Rev Live Captions to Your Zoom classes**

Zoom live captioning is a feature now offered by Rev which is an indication that live captions will be added to your entire Zoom meeting. These live captions come in handy and are very useful for students who are deaf or have hard hearing. Most students in an online class always prefer rev live captions.

### **Setting Up Breakout Rooms**

Your meeting can be split into multiple sessions through the breakout rooms as it is similar to having breakout sessions in a normal classroom setting. Small groups can be formed by students as this tends to increase participation.

### **Using Zoom Whiteboards**

These whiteboard features are very useful for teachers when teaching the classroom. The whiteboard can be accessed by first clicking on the 'Share Screen' option (located at the bottom of the Zoom window and then clicking on the 'Whiteboard' option

### **Tips and Tricks for Teachers**

- Be sure to familiarize your students with the Zoom app and make sure their audio and video have been connected before any meeting starts.
- How each class is to be run or planned should be screen shared with everyone in the class so as to carry everyone along and give

them an idea of what the class will be about.

- Online etiquettes and expectations of the students should be shared with them at the beginning of the first class and a reminder should always be in place to refresh their memory.
- There should be time allocated for questions & answers, comments, reactions and feedbacks from the class. Students can be unmute so that they can ask questions or make contributions or they can do so via chat.
- Division into smaller groups for discussions on a particular subject or task will enhance participation.

### **Students and Zoom accounts.**

If a class has been scheduled by a teacher, kids do not need a Zoom account to use the class (only the meeting hosts needs an account). Access to a meeting can however be authorized and restricted by the teacher when they require participants to enter a password before they can join the class or ask them to log in their Zoom account. This restriction process is for the safety and security of the meetings as this prevents the possibility of unwanted guests to be in the room. Students who are 16 and below should not be allowed to create Zoom accounts by their own doings.

### **Why teachers should use Zoom?**

Zoom can be used in different ways by the teachers especially according to the types of skill sets they possess, the needs of the students and instructions from their districts. Here are a couple of reasons why teachers should use the Zoom platform:

- Teach live lessons: live lessons are an option for districts and schools who do not have any issue with technology access. A regular class schedule can be set up on Zoom by the teacher and he or she can then tutor the students over remote learning techniques.
- Record and share lessons: Due to the fact that a large number of students do not have access to constant and reliable internet facility at home or do not have one device to themselves and have to share, teachers can then provide recorded lessons to aid such students. Zoom allows users to record videos, hence the

teacher can make use of this feature and then have the videos sent to individual students at a later time.

- Office hour: students are allowed to drop in and chat with their teacher and other peers informally since the teachers already have regular office hours scheduled.
- Flip the classroom: Students can be assigned new learning materials (reading materials, assignments, videos, etc.) by the student once they are using the flipped classroom model. This model allows students to learn by themselves (with little or no support from the teachers. Live Zoom classes also provide an avenue for teachers to answer the questions from the students about what they have read, learnt and also help them to apply new knowledge into various activities.

### **Features available to students**

Zoom does not only provide students with the voice chatting feature but also has other interactive tools that make learning simple and enjoyable. These tools help students to interact with the teacher and with one another as they work together and get split into smaller breakout rooms (similar to when they are in the 4- walls of the classroom). These features can be taken from the students if the teacher deems them not necessary or as become a source of distraction to students. The teacher and students get to really enjoy Zoom and its interactive features once little [preparations like setting some norms and frontloading key digital citizenship skills have been put into place. A couple of these features are seen below:

- Share screen: A particular person's screen can be made available to the whole class. Documents can be annotated by a particular student on another person's screen. This can also be restricted by the teacher to make sure that only the teacher's screen is being shared. Students will be unable to annotate once the teacher disables the annotation feature.
- Whiteboard: This tool is very ideal for brainstorming as it often helps students when they are working on a group project and need to brainstorm and toss ideas around.
- Breakout rooms: Students can be divided into smaller groups by the teacher and then all of them can be brought back together

again. Groups can be pre- assigned by teachers before class, assigned manually while the meeting is going on or students can be randomly or automatically split into various breakout rooms by Zoom.

- Private chat: Students can send private and direct messages to other kids in the class (similar to the real life passing of notes). The teacher would not be able to view the chats between students. This feature can however be disabled for the students by the teacher.
- Chat with the group: Students can send a message and it will be made visible to the whole class.
- Raise hand, clap, disagree, speed up, and slow down: These icons are put in place so as to aid communication between the teacher and the students. Students can use this when they have a question, want to make a comment, react to what is going on or ask the teacher to pick up pace with their words or talk slower.

## **CHAPTER FOUR**

### ***ZOOM GROUPS***

#### **Zoom Instant Messaging Groups (IM Groups)**

IM managements provides a platform where users in an account can be assigned by the admin to groups displayed within the Zoom clients contact

directory and app. There are however 3 types of IM groups:

- Private group: The group can be seen automatically by only the members. It is however possible for people who are not in the group to search for people present in the group.
- Shared group: the group can be seen automatically by everyone (members and non- members). Anyone can also search for anyone in the group or not.
- Restricted group: The group can be seen automatically by only the members of the group. It is however impossible for anyone to search for those in the group except they are members of the group.

### **Requirements for an IM group**

- Paid Zoom account
- Users having Zoom Client version 3.5 or later.
- Account owner or having admin privileges (this allows you to be able to add IM groups or editing them).

### **Adding an IM group**

1. You should sign in to the Zoom web portal (since you will be signed in as an administrator, you will have the privilege to edit IM groups and their settings).
2. Click on the navigation menu and then select the 'Account Management' option. Proceed to click on the 'IM Management' option.
3. Click on the 'IM Settings' option and then select the 'IM Groups'. You can then toggle this on so as to enable the IM Groups.
4. Select the 'IM Groups' tab.
5. Click on the 'Add IM Group' option and proceed to fill in the necessary info.

## Add Group



Group Name

Attribute

Normal  Shared  Restricted

Only members can see the group automatically.  
Other people can search members in the group.

Members can search

Others in the same email domain

Others under same account

Add

Cancel

- **Group Name:** This box should be filled so it can be used to identify the group.
- **Group Privacy:** You should select the type of group you want to create (normal, shared or restricted).
- **Members can search:** This setting helps you decide how you want the group members to find other members. You can select one of the options or the both of them.

6. You can then proceed to select the 'Save' option.

### Adding users to an IM group

1. You should sign in to the Zoom web portal.
2. Click on the navigation menu and then select the 'Account Management' option. Proceed to click on the 'IM Management' option.
3. Click on the name of the IM Group.

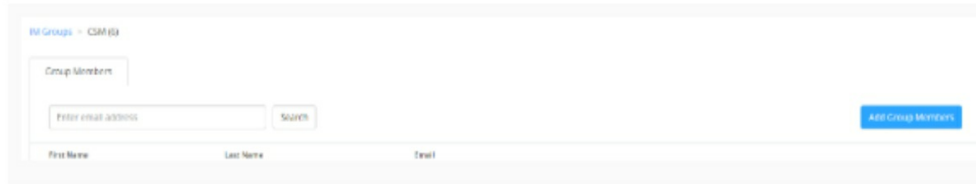
IM Groups will sync with Contacts on your Zoom client or mobile apps. [Dismiss](#)

Filter group name:  Search [Add Group](#)

Group Name	Group Type	Number of Members	Last Modified	
<a href="#">Billing</a>	Shared	7	Dec 26, 2015 14:02	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Sales</a>	Shared	6	Dec 15, 2015 10:30	<a href="#">Edit</a> <a href="#">Delete</a>

4. Select the 'Add Members' option.
5. There is a box made available where you can the input the email

address of the member that you want to add to the group.



6. Select the 'Add' option located beside the box made available to input the email.

### **Default IM Groups and moving of users to a group**

Users in an account can have their IM group settings changed from default. The process to do this is highlighted below:

1. You should sign in to the Zoom web portal.
2. Click on the navigation menu and then select the 'User Management' option and then go on to click on 'Users'.
3. Select the 'Advanced' option tab.
4. The 'Change IM Group' option is located down and once you have scrolled down to it, clicks on it.
  - Set default IM group: Any IM group that you select would have users added to such IM group by default.
  - Switch IM group: This allows you to have users moved from one IM group to another.

### **Advanced setting for IM groups**

You might find yourself in a situation where you want to make changes to a particular IM group, the steps involve:

6. You should sign in to the Zoom web portal.
7. Click on the navigation menu and then select the 'Account Management' option. You should then proceed to click on the 'IM Management' option.
8. Select the IM group that you wish to make changes in.
9. There is an 'Advanced Settings' option below the name of the IM group, click on this option.

10. Proceed to make the changes as you desire.

It is important that you are aware that there is a precedence of locked settings if a user belongs to more than one IM group. In a case where there is no locked setting, there is a precedence of the most restrictive setting.

- Allow users to search others: This allows users to be aware of the limit to which they can search for other users (be it in the same account or parent account).
- Allow users to add contacts: This is used when users want to make additions of Zoom contacts to their contacts directory.
- Allow users to chat with others: This allows users to chat with other contacts (be it internal or external).
- Third – party archiving: This provides a third- party archiving service that helps users to archive their files and or messages.
- File transfer: This allows for files to be shared (sent and received) by the users through direct messages or conversations held in a group.

### **Changing IM settings**

This helps users to change IM settings that are in use for all IM groups:

1. You should sign in to the Zoom web portal.
2. Click on the navigation menu and then select the ‘Account Management’ option. You should then proceed to click on the ‘IM Management’ option.
3. Click on the ‘IM Settings’ tab.
4. Make sure you locate or identify the setting that you wish to change.
5. There is a lock icon located in front of any setting. This icon, once locked, makes sure that such setting cannot be changed from user settings hence only you can change it from here.

NB: Not all settings are available for all account types as you have to be on some account types to be able to access some particular settings. If you however find yourself in this situation, you should go on to review the articles on the settings so as to understand the prerequisites needed for such settings. You should also be aware that the locked setting takes precedence if



a user is on more than one IM groups. This however changes if the setting is not locked as the precedence moves to the most restrictive setting.

## **Sharing**

Users in the account are allowed to share the following while chatting:

- Screen capture
- File transfer
- Animated GIF images
- Code Snippet

## **Visibility**

- Chat should be set as a default tab especially for people using the platform for the first time.
- Show H.323 contacts.
- Accounts should be linked to an organization.
- IM Groups: You should use the IM group to have your contacts organized. You can do this with the mobile app or the Zoom desktop client.
- Company Contacts: this helps to have all members in the account displayed. You can do this with the mobile app or the Zoom desktop client.
- Announcements

## **Security**

- Advanced chat encryption is enabled
- Enable Personal channel in Chat window
- Allow users to add contacts. Users are able to access the contact directory of the company and also add contacts. If this is however turned off, users can only view the contact directory of the company, but would not be able to add contacts.
- Users are allowed to chat with others
- External contacts can see the status of the users.

## **Storage**

- Cloud storage

- Delete local data
- Store edited and deleted message revisions
- Third party archiving

## **Zoom User Groups**

User group management gives you the control to regulate what settings to turn on or off for the group of users under your account. These settings can also be locked on or off and whatever decision you make as regards these settings is what will be made available to the whole group.

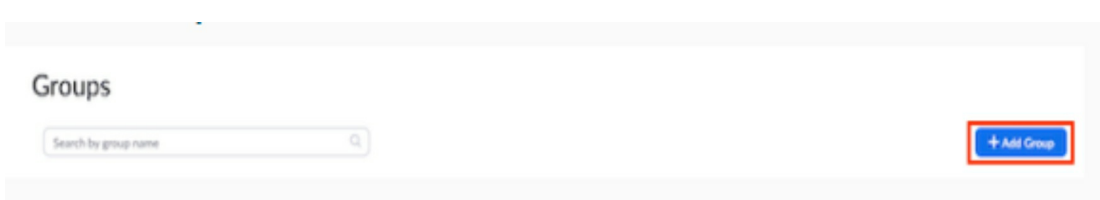
The settings made for the group is automatically what is made available to everyone in the group and also users on an individual basis. Once the setting as been locked on the group, it cannot be changed by any individual user unless the group admin unlocks the setting. This is why it is important to have group admin set for each group as this helps them to manage the settings and members. The appointed group admin is not necessarily an account admin or having ultimate power to edit user groups although part of his or her function is to be certain if the users in their group have such groups set as their primary groups.

### **Requirements for a User group**

- User must have either a Pro, Business or Education account
- Account owner or having admin privileges (this allows you to be able to add user groups or editing them).

### **Adding a new group**

1. You should sign in to the Zoom web portal (since you will be signed in as an administrator, you will have the privilege to edit user groups and their settings).
2. Click on the navigation menu and then select the 'User Management' option. Proceed to click on the 'Group Management' option.
3. Select the 'Add Group' option.



4. A dialog box then pops up and then input the details of the group that you wish to add. It is required of you to input the group name although the group description is optional.

5. Select the 'Save' option.
6. You can now find the group listed with your groups list.

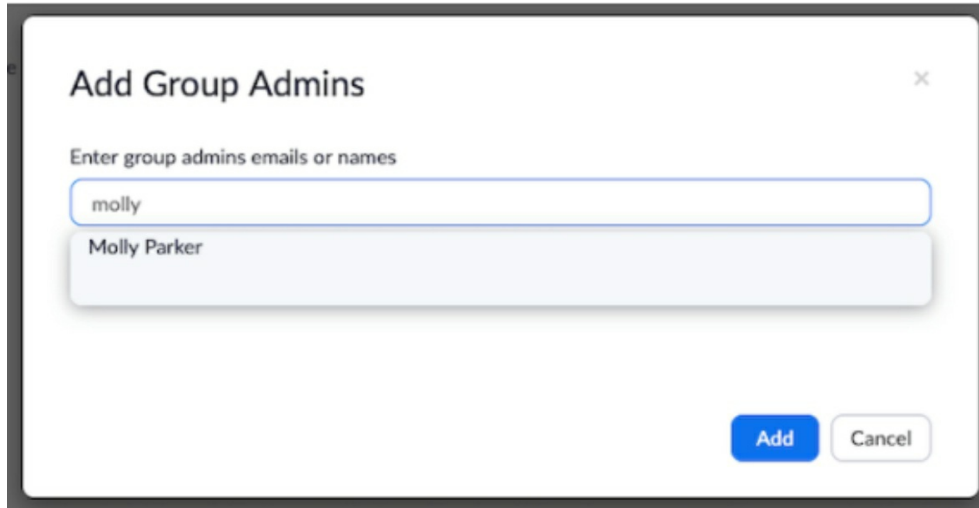
## Setting group admins

1. You should sign in to the Zoom web portal.
2. Click on the navigation menu and then select the 'User Management' option. Proceed to click on the 'Group Management' option.
3. You should then proceed to select the group that you want to assign admins to.
4. Click on the 'Group Admins' option.



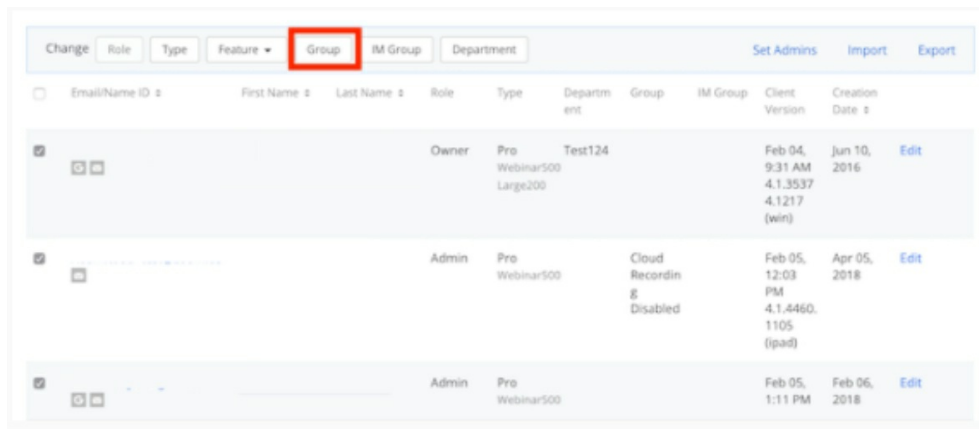
5. The name or email address of the user you are willing to set as admin should then be entered. You can proceed to enter more than one name or email address if you are willing to set more than one admin.

6. Select the 'Add' option.



### Adding members to a group

1. You should sign in to the Zoom web portal.
2. Click on the navigation menu and then select the 'User Management' option. Proceed to click on the 'User' option.
3. Select the users that are to be added to the group.
4. Select the 'Group' option.



Change	Role	Type	Feature	Group	IM Group	Department	Set Admins			Import	Export
<input type="checkbox"/>	EmailName ID	First Name	Last Name	Role	Type	Department	Group	IM Group	Client Version	Creation Date	
<input checked="" type="checkbox"/>				Owner	Pro Webinar500 Large200	Test124			Feb 04, 9:31 AM 4.1.3537 4.1217 (win)	Jun 10, 2016	<a href="#">Edit</a>
<input checked="" type="checkbox"/>				Admin	Pro Webinar500		Cloud Recording Disabled		Feb 05, 12:03 PM 4.1.4460.1105 (ipad)	Apr 05, 2018	<a href="#">Edit</a>
<input checked="" type="checkbox"/>				Admin	Pro Webinar500				Feb 05, 1:11 PM	Feb 06, 2018	<a href="#">Edit</a>

5. The list of users to be added should then be confirmed and verified.
6. There is a User Group drop-down menu that contains the names of groups. Select the particular group you want to add members to.



A dialog box titled "Change Group" with a close button (X) in the top right corner. It contains a label "Emails:" followed by a text input field. Below that is a label "User Group:" followed by a dropdown menu currently showing "VRC". At the bottom right, there are two buttons: a blue "Save" button and a white "Cancel" button.

7. Select the 'Save' option.

### **Set a user's primary group**

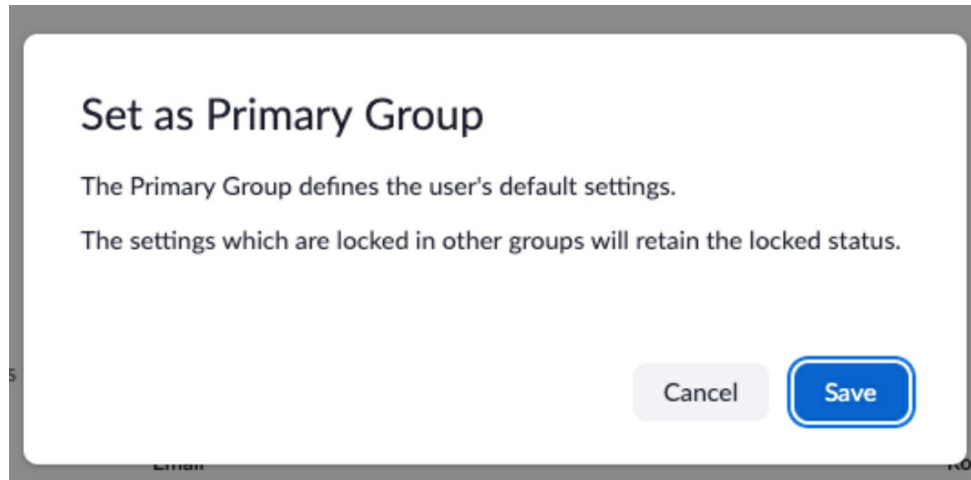
1. You should sign in to the Zoom web portal.
2. Click on the navigation menu and then select the 'User Management' option. Proceed to click on the 'Group Management' option.
3. Select the group that you are going to set as the primary group.
4. There is an ellipses icon (...) located right next to the user that the primary group is to be set for. Click on the ellipses icon.
5. Select the 'Set as Primary Group' option.



A screenshot of a user management table. The table has columns: Email, First Name, Last Name, Role, Type, Primary Group, and Actions. One user is listed with email "mully.", first name "Mully", last name "Parker", role "Admin", type "Pro", and primary group "No". A context menu is open over the "No" primary group cell, showing options "Move To Another Group" and "Set as Primary Group".

Email	First Name	Last Name	Role	Type	Primary Group	Actions
mully.	Mully	Parker	Admin	Pro	No	Remove ...

6. A box appears to help you confirm your decision of making the group the primary group for the selected user. Clicking on the 'Save' option helps to confirm the primary group.



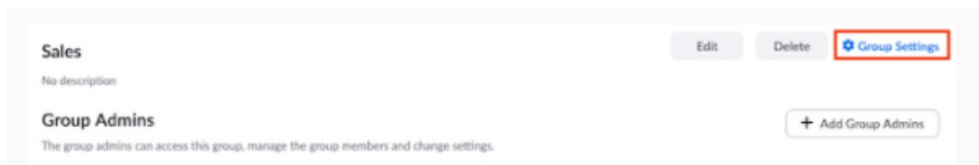
## **Changing advanced group management settings**

1. You should sign in to the Zoom web portal.
2. Click on the navigation menu and then select the 'User Management' option. Proceed to click on the 'User' option.
3. Select the 'Advanced' tab.
4. The 'Change User Group' option is located below and once you have scrolled down to the section, you can then access the following settings:
  - Set default user group: Any group that is set as default will be the default group for all the users added to your account.
  - Change user group: This setting helps users to be moved from a particular group to another one.
  - Add domain users to group: Users of a particular domain can all be added to a particular group since they all have an email address.

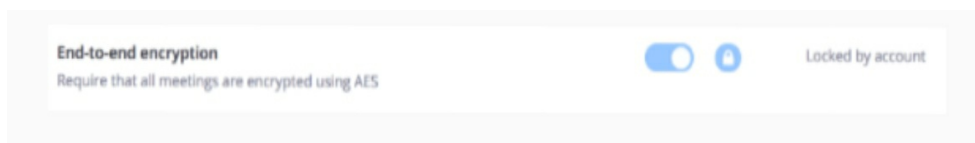
## **Changing meeting, recording, and telephone settings for a group.**

1. You should sign in to the Zoom web portal.
2. Click on the navigation menu and then select the 'User Management' option. Proceed to click on the 'Group Management' option.
3. You should then proceed to select the name of the group that you want to make changes to.

4. There is a gear icon named 'Group Settings'. Click on this gear icon.



5. This will then lead you to the 'Settings' tab. There are three options under this settings tab: Meetings, Recording and Telephone.
6. You can then click on the individual settings in order to toggle them on or off.
7. The settings can also be locked. You can lock the setting by clicking on the lock icon in front of the setting. Group members will however not be able to make any changes to the settings once they have been locked.
8. You can also proceed to have the settings locked at the account level. This lock is indicated right close to the setting. Once locked at the accounts level, you can only make changes to this setting if you go under account settings.



## Settings

There are other settings that are available to users and that can be accessed besides the meeting, telephone and recording settings.

NB: There is however some requirements that are to be met before you can access some settings. If you however find yourself in this situation, you should go on to review the articles on the settings so as to understand the prerequisites needed for such settings.

## Using Virtual Background

1. You should sign in to the Zoom web portal.
2. Click on your profile picture and then select the 'Settings'

option.

3. Click on the 'Virtual Background' option.

If you cannot find the 'Virtual Background' option after you have enabled it, you should sign out and then sign in again.

4. Check 'I have a green screen' option if a physical green screen has been set up. Proceed to click on your video and then choose the correct color for the green screen.
5. You can then choose any image of your choice to use for the virtual background. There is also a '+' option that lets you upload an image or a video if you do not want the available ones.
6. There are packages available for virtual background without a green screen and you can access them by clicking on the 'Download' option.

## **Meeting tab**

- In Meeting (Advanced)
  - Virtual background
- Invitation Email Branding: This setting allows you to have your email templates customized by yourself. Select the 'Edit' option to be able to access this. There are more to be learnt about the meeting email template however.

Note: you can also have your email templates customized by making use of a vanity URL, if you have one.

- Other
  - Allow users to contact Zoom's Support via Chat: you can have a live chat with the Zoom Support team as there is a 'Help' button located at the bottom- right corner of your screen and is always floating.

## **Recording tab**



- Prevent hosts from accessing their cloud recordings: this setting makes sure that the cloud recording for meetings cannot be viewed by the hosts. This is not the case for admins with recording management privileges as they can always access the cloud recordings.
- Cloud recording downloads: This setting makes the cloud recording available for download to anyone who has the link to the cloud recording.

## **Zoom Breakout Rooms**

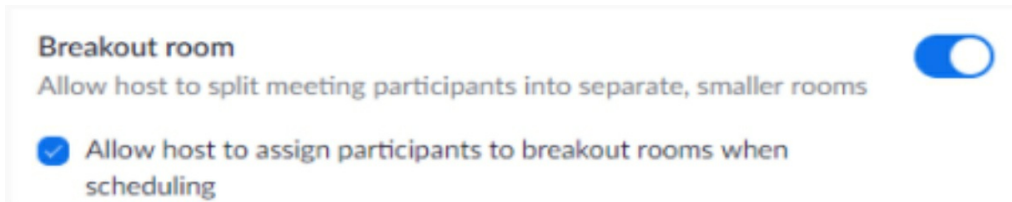
Breakout rooms are sessions that allow participants of a meeting to meet in smaller units as they have been split off from the main Zoom session. This is a feature that enables Zoom users to have their meetings split into separate sessions (up to 50) and is separated from the audio and video communications going on in the main session. These separate sessions can be split either manually or automatically by the meeting host, and each sessions can be switched repeatedly by the host.

### **Enabling breakout rooms**

#### Account settings

This allows the breakout room to be enabled for all the members of your organization:

1. You should sign in to the Zoom web portal (since you will be signed in as an administrator, you will have the privilege to edit user groups and their settings).
2. Click on the navigation menu and then select the 'Account Management' option. You should then proceed to click on the 'Account Settings' option.
3. Click on the 'Meeting' tab and then locate the 'Breakout Room' option and make sure that this option is toggled on. Select the 'Turn On' option on the verification dialog box that might pop up if you are just toggling the Breakout Room option.

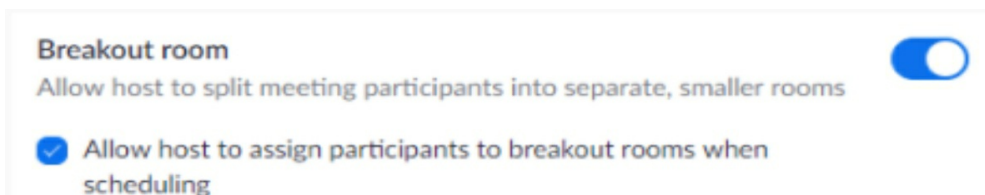


4. You can mark the checkbox 'pre- assign participants to breakout rooms' (optional).
5. You can also make this setting mandatory for everyone by clicking on the lock icon so as to lock this change (optional).

## Group settings

This allows the breakout room to be enabled for all the members of a certain group:

1. You should sign in to the Zoom web portal (since you will be signed in as an administrator, you will have the privilege to edit user groups and their settings).
2. Click on the navigation menu and then select the 'User Management' option. You should then proceed to click on the 'Group Management' option.
3. Locate the name of the group and click on it. Select the 'Settings' tab.
4. Click on the 'Meeting' tab and then locate the 'Breakout Room' option and make sure that this option is toggled on. Select the 'Turn On' option on the verification dialog box that might pop up if you are just toggling the Breakout Room option.



5. You can mark the checkbox 'pre- assign participants to breakout rooms' (optional).
6. You can also make this setting mandatory for everyone by clicking on the lock icon so as to lock this change (optional).

## Participating in breakout rooms

### Requirements

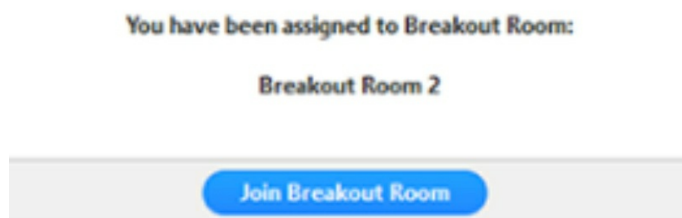
- The meeting should be joined using your Zoom desktop client, phone app, H.323/SIP device or web client.
- You need to have been sent an invitation, from the host, to join the breakout room.

You will not be able to join the breakout room if you joined using Zoom Rooms although these users can make use of the main room. Also note that participants can be assigned to the main room by only the host. Once a co-host has been assigned to a breakout room, they can leave and join them at will.

### Windows PC and Mac OS

#### Joining a breakout room

1. You need an invitation from the host.
2. Select the 'Join' option.
3. For those who select the 'Later' option, you can click on the 'Breakout Rooms' option located in your meeting controls.
4. Select the 'Join Breakout Room' option.

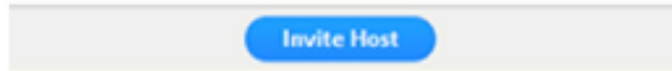


#### Asking for help

Clicking on 'Asking for help' helps to inform your meeting host that you need help and they will be automatically notified to join your breakout room.

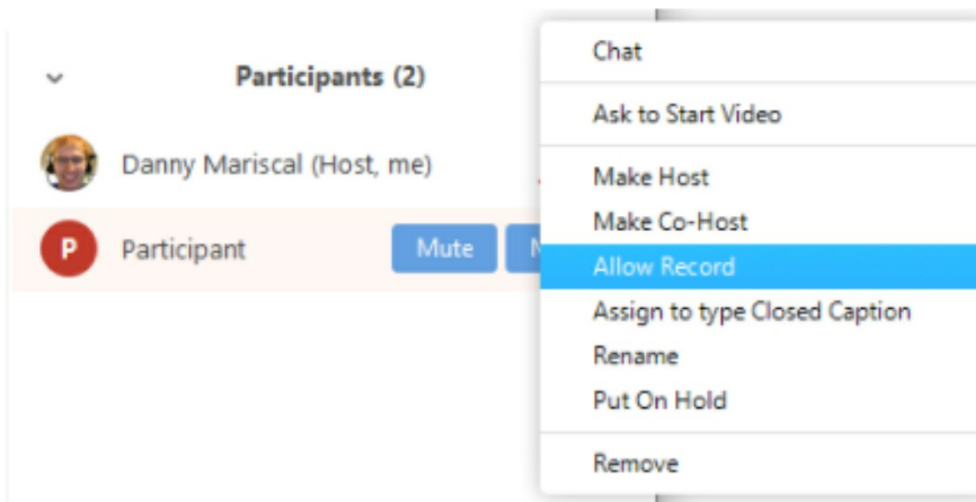
1. Select the 'Ask for Help' option in the meeting controls.
2. Select the 'Invite Host' option to confirm that you need help.

You can invite the host to this Breakout Room for assistance.



## Recording a breakout room

1. You need to have received permission from the host before you can record hence you have to seek permission. Hosts already in the breakout room can allow participants to record by clicking on the participants name and then selecting the 'Allow Record' option.



2. Once you have been granted permission, locate the 'Record' option in your meeting controls and click on it.
3. The pause or stop icon allows you to pause or stop your recordings.

## Leaving the breakout room

Participants can choose when they want to leave the breakout room and can also exit the main session through the breakout room.

1. Select the 'Leave Breakout Room' option.
2. Select if you want to leave just the breakout room or the main

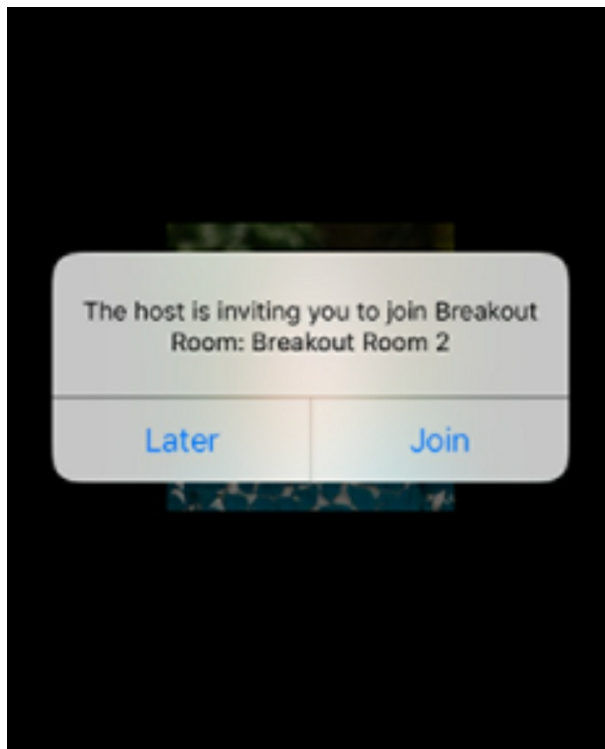
meeting.

3. For those who do not leave, once the breakout room session has been ended by the host, you will be notified and have 60 seconds to return to the main meeting or not.

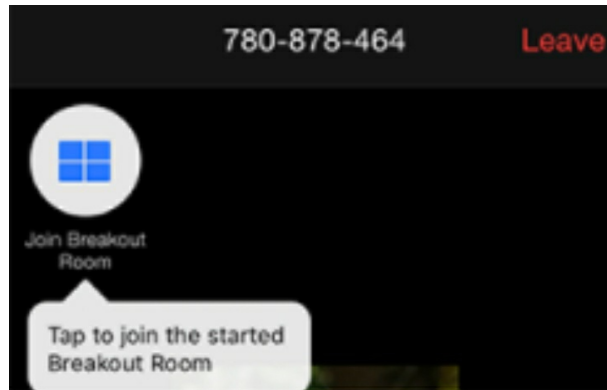
## iOS

### Joining a breakout room

1. You need the invitation from the host to the breakout room.
2. Click on the 'Join' option.



3. If you click on the 'Later' option, you can then click on the 'Join Breakout Room' to later join.

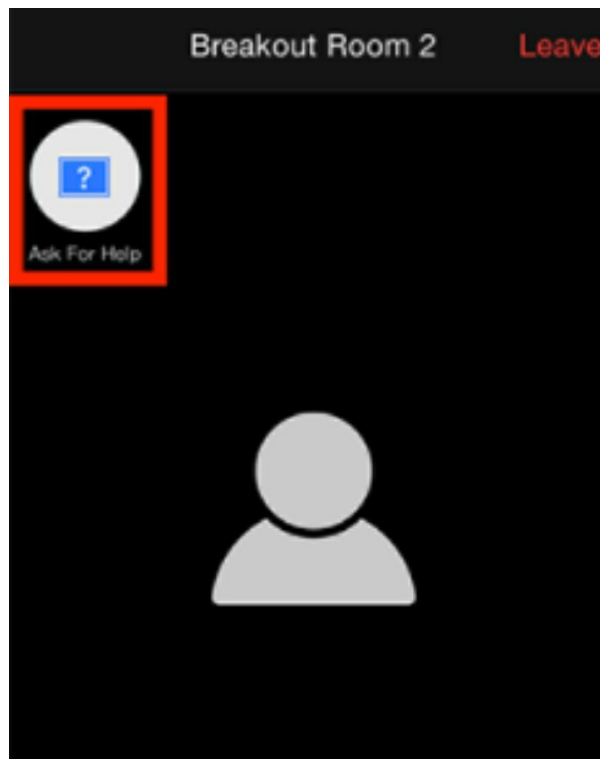


4. Click on the 'Join' option.

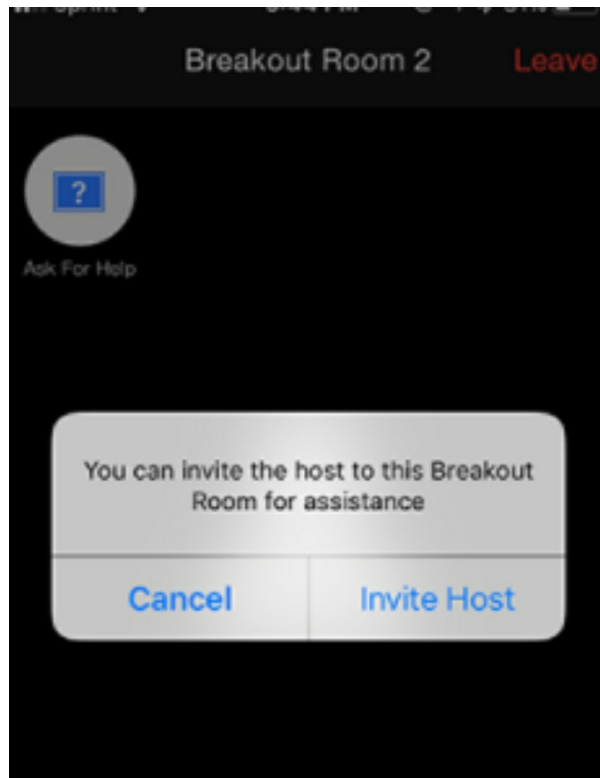
### **Asking for help**

Clicking on 'Asking for help' helps to inform your meeting host that you need help and they will be automatically notified to join your breakout room.

1. Select the 'Ask for Help' option in the meeting controls.



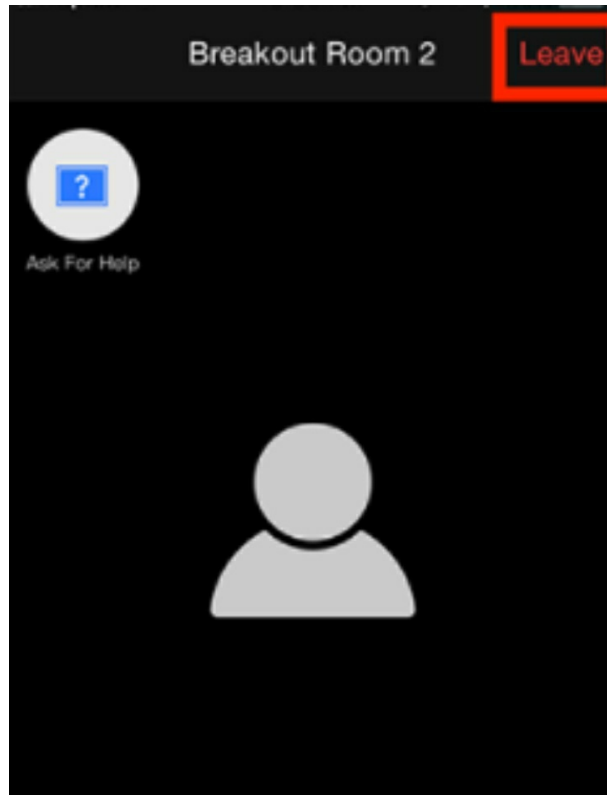
2. Select the 'Invite Host' option to confirm that you need help.



### **Leaving the breakout room**

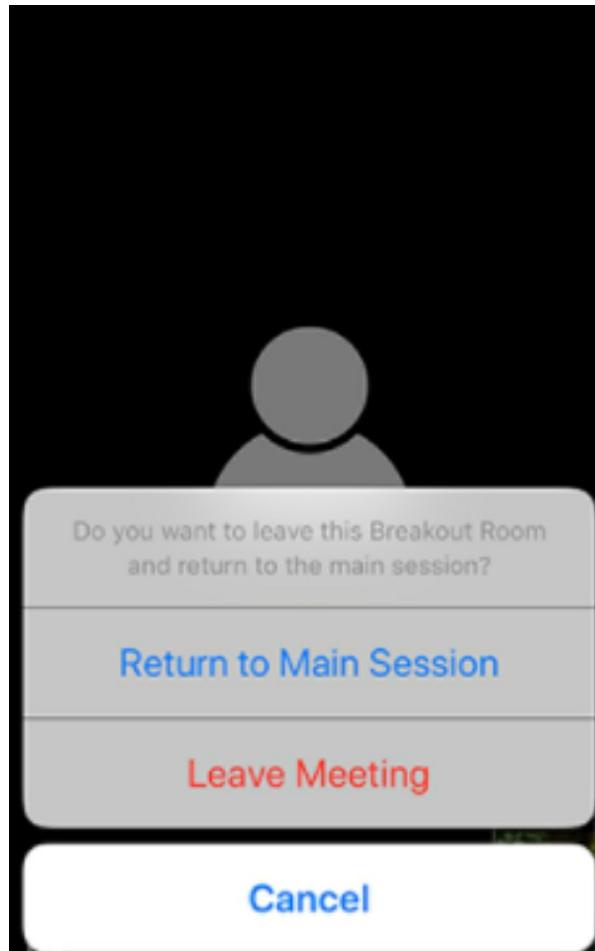
Participants can choose when they want to leave the breakout room and can also exit the main session through the breakout room.

1. Select the 'Leave' option.

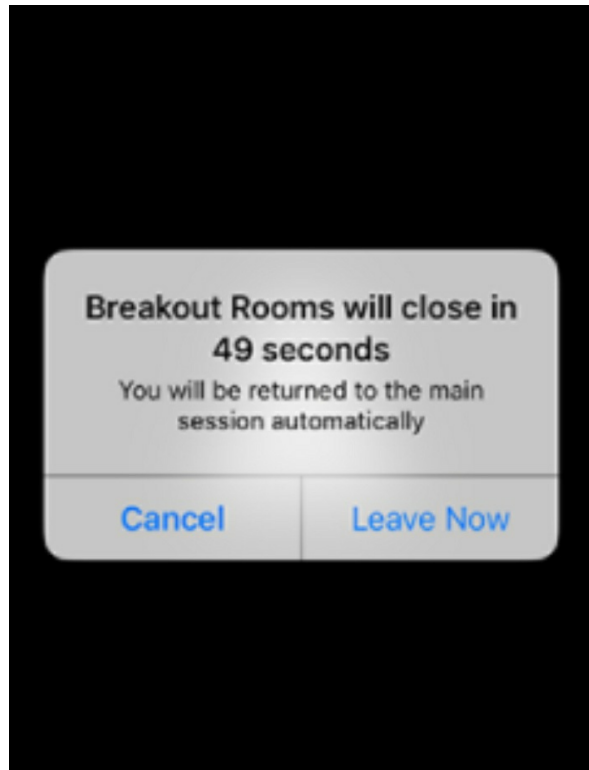


2. Select if you want to leave just the breakout room or the main meeting.





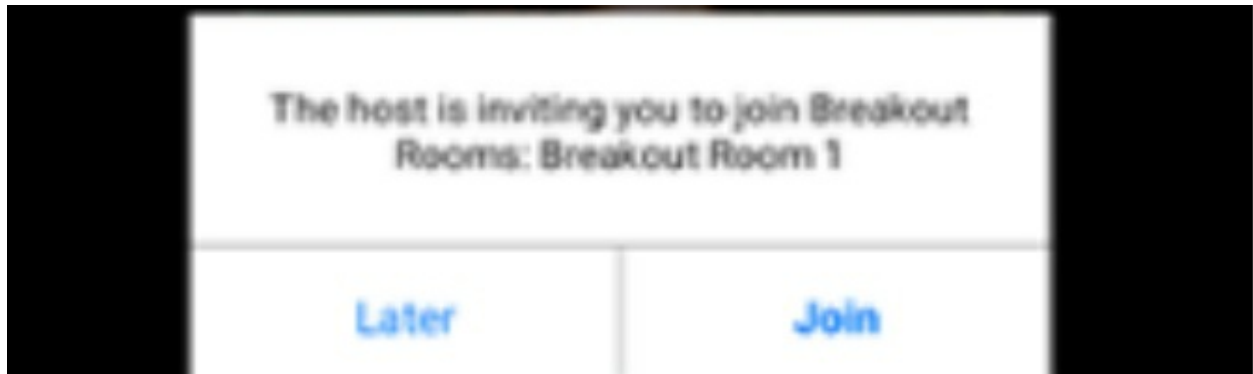
3. For those who do not leave, once the breakout room session has been ended by the host, you will be notified and have 60 seconds to return to the main meeting or not.



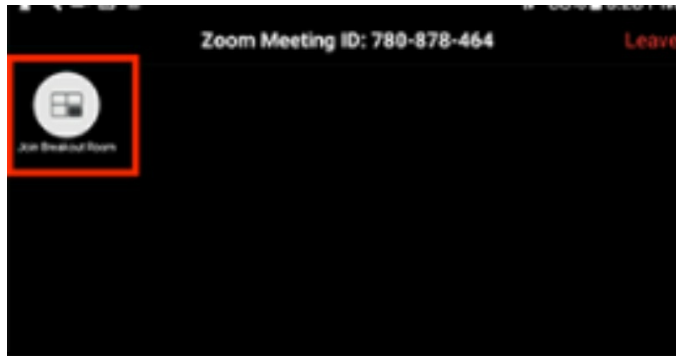
## **Android**

### **Joining a breakout room**

1. You need the invitation from the host to the breakout room.
2. Click on the 'Join' option.



3. If you click on the 'Later' option, you can then click on the 'Join Breakout Room' to later join.



4. Click on the 'Join' option.

## **For Windows or MacOS**

### **Using Virtual Background**

1. You should sign in to the Zoom web portal.
2. Click on your profile picture and then select the 'Settings' option.
3. Click on the 'Virtual Background' option.

If you cannot find the 'Virtual Background' option after you have enabled it, you should sign out and then sign in again.

4. Check 'I have a green screen' option if a physical green screen has been set up. Proceed to click on your video and then choose the correct color for the green screen.
5. You can then choose any image of your choice to use for the virtual background. There is also a '+' option that lets you upload an image or a video if you do not want the available ones.
6. There are packages available for virtual background without a green screen and you can access them by clicking on the 'Download' option.

## **For iOS**

### **Using Virtual Background**

1. You should sign in to the Zoom web portal.
2. Click on your profile picture and then select the 'Settings'

option.

3. Click on the 'Virtual Background' option.

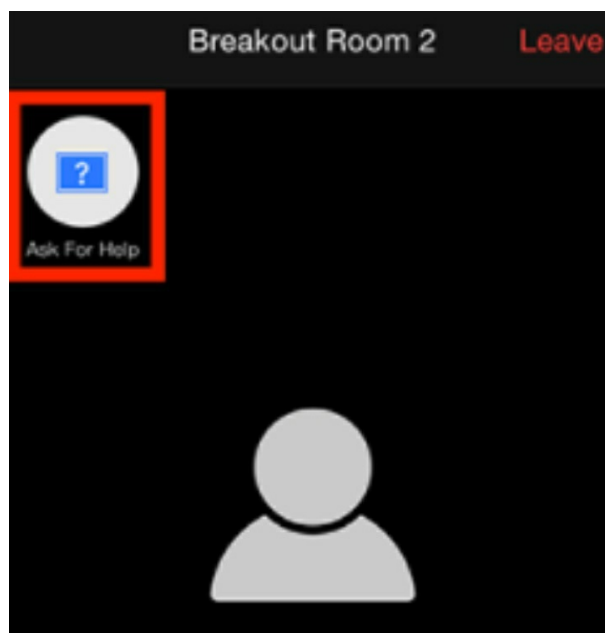
If you cannot find the 'Virtual Background' option after you have enabled it, you should sign out and then sign in again.

4. Check 'I have a green screen' option if a physical green screen has been set up. Proceed to click on your video and then choose the correct color for the green screen.
5. You can then choose any image of your choice to use for the virtual background. There is also a '+' option that lets you upload an image or a video if you do not want the available ones.
6. There are packages available for virtual background without a green screen and you can access them by clicking on the 'Download' option.

### **Asking for help**

Clicking on 'Asking for help' helps to inform your meeting host that you need help and they will be automatically notified to join your breakout room.

1. Select the 'Ask for Help' option in the meeting controls.

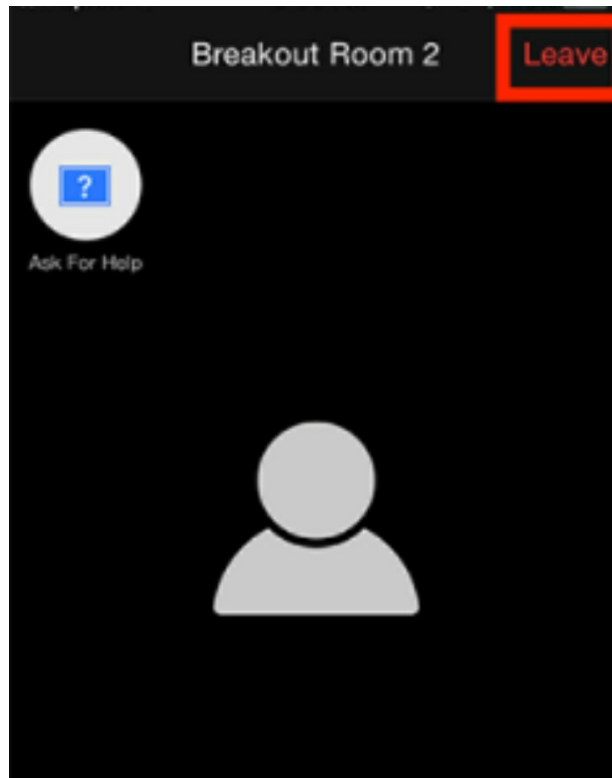


2. Select the 'Ask for Help' option to confirm that you need help.

### **Leaving the breakout room**

Participants can choose when they want to leave the breakout room and can also exit the main session through the breakout room.

1. Select the 'Leave' option.



2. Select if you want to leave just the breakout room or the main meeting.



3. For those who do not leave, once the breakout room session has been ended by the host, you will be notified and have 60 seconds to return to the main meeting or not.

## **Pre- assigning participants to break out rooms**

### **Requirements**

- You must have enabled breakout rooms in your settings.
- Host must have a Zoom Desktop Client of not less than version 4.5.0 (Windows PC OR Mac OS). If the meeting is started while using the Linux Client or Zoom Mobile App, breakout rooms with pre- assigned participants will not be visible.
- Participants must have a Zoom Desktop Client or Mobile App of not less than version 4.5.0,

It is important for participants to be signed in to their Zoom accounts so as to apply pre- assignment. Participants who join using the web client will not be pre- assigned.

### **Limits**

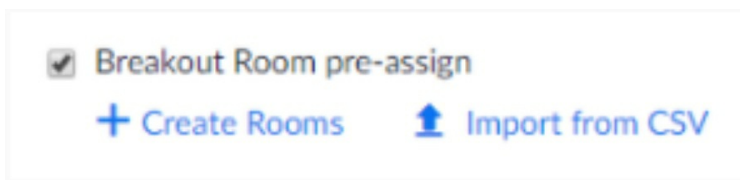
- Only participants with Zoom accounts (internal or external) can

be pre- assigned.

- Internal Zoom users (in the same account) are the only ones that can be pre- assigned when using the web portal for pre-assignment.
- You will need to import a CSV file to pre- assign external Zoom users.
- If registration has been enabled, external participants can proceed to register although they have to wait for the admin to assign them to breakout rooms.
- Breakout rooms can take up to 200 participants.

### Using the web portal to pre- assign participants

1. You should be signed in on the Zoom web portal.
2. Select the 'Meetings' option and click on the 'schedule a meeting' option.
3. Under the 'Meetings' option, click on the 'Breakout Room pre-assign' option and then select 'Create Rooms'.



4. Click on the '+' icon located in front of the 'Rooms' option.

## Breakout Room Assignment

2 rooms, 0 participants

Assign participants to breakout rooms by adding their email. You can create up to 50 breakout rooms and assign up to a total of 200 participants.

Rooms	+
Group A	0
Group B	0

### Group A

No participants yet

Export as CSV

Cancel Save

5. Navigate around the default breakout room name and select the pencil icon so as to edit the default name and rename it.
6. Lick on the 'Add participants' box and input the names of the participants to be added so as to search for it and add them.

Only internal Zoom users in the same account can be added. Pre-assigning external participants require importing a CSV file.



## Breakout Room Assignment

2 rooms, 0 participants

Assign participants to breakout rooms by adding their email. You can create up to 50 breakout rooms and assign up to a total of 200 participants.

Rooms	+	Group A
Group A	0	carly
Group B	0	Carly Shannon

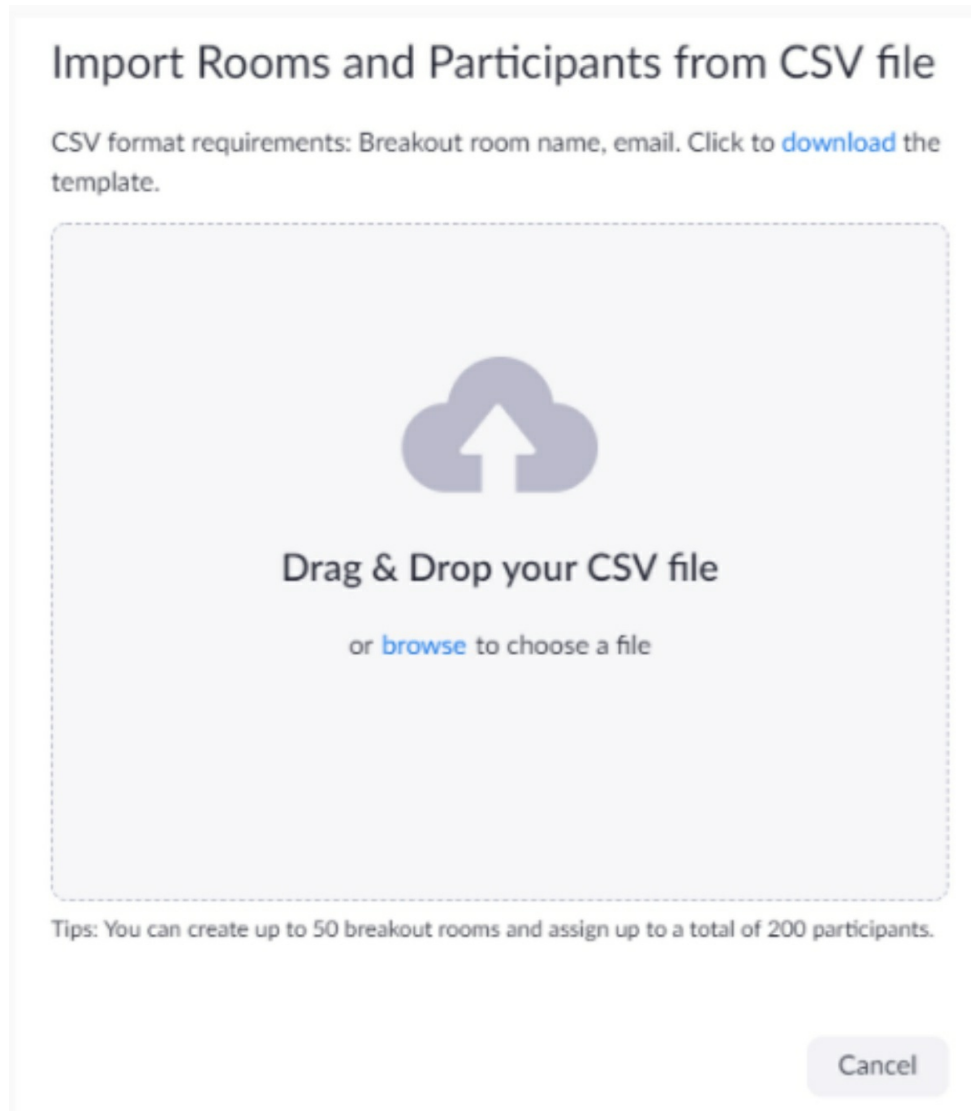
No participants yet

[Import from CSV](#) [Cancel](#) [Save](#)

7. These options can be used to edit your participants and breakout room (this is optional):
  - You can change the order of participants by selecting a specific name and dragging it.
  - You can move participants to another room or remove them from the room by hovering over the participant's name.
  - You can navigate around a room name and click on the trash bin icon so as to delete the breakout room.
8. Select the 'Save' options.

### Using a CSV file to pre- assign participants

1. You should be signed in on the Zoom web portal.
2. Select the 'Meetings' option and click on the 'schedule a meeting' option.
3. Under the 'Meetings' option, click on the 'Breakout Room pre-assign' option and then select 'Import from CSV'.
4. Click on the 'download' option so as to download a sample CSV file.



5. The CSV file can be opened using Microsoft Excel or other spreadsheet applications. You can then choose if they are internal or external users.
6. There are columns such as: Pre- assign Room Name for the

name of your breakout room, Email Address for the email address of the assigned participant. Input the details in such column boxes.

7. Proceed to save the CSV file.
8. Click on the file, drag it to the web portal and drop it there.

The email address will then be verified by Zoom to confirm that it has a Zoom account.

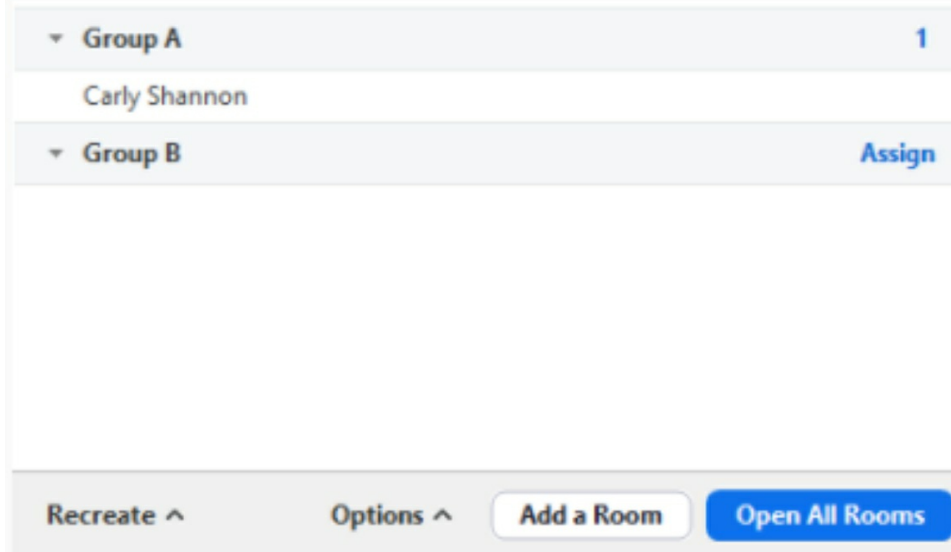
### **Editing breakout rooms assigning**

It is possible to have the assignments edited despite having already pre-assigned participants to the room. This can be done before the meeting is started. Breakout rooms can also be managed during the meeting.

1. You should be signed in on the Zoom web portal.
2. Select the 'Meetings' option and then click on the meeting that is to be edited.
3. Click on the 'Breakout Room' section and then click on the 'View Detail' option.
4. You can then proceed to have the breakout room edited.
5. Select the 'Save' option to have your edits confirmed and saved.

### **Starting a meeting with pre- assigned breakout rooms**

1. The meeting can be started with the pre- assigned participants of the breakout room.
2. Navigate the meeting controls and select the 'Breakout Rooms' option so as to gain access to the created breakout room.



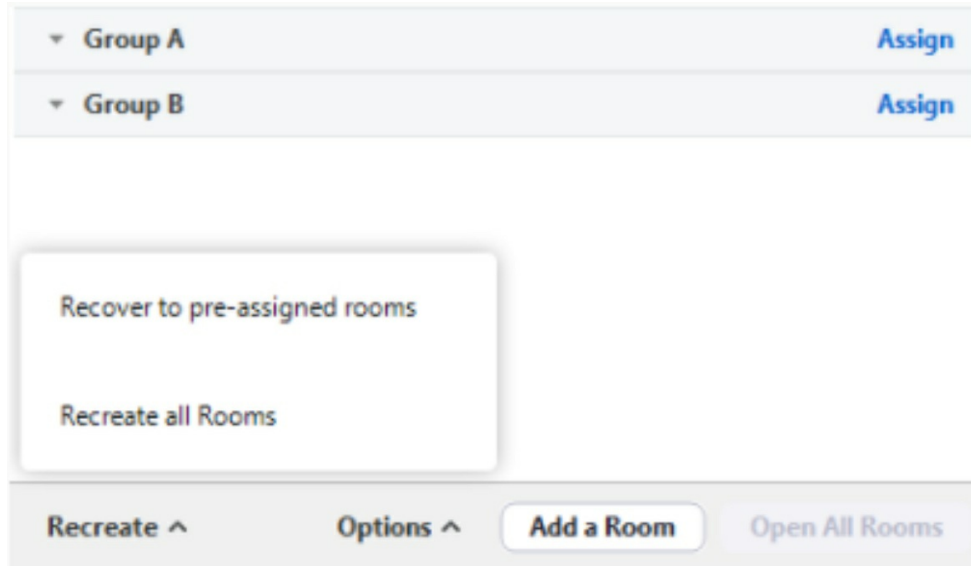
Once you are scheduling a meeting for a breakout room and you realize any participant has not been assigned automatically to the room, you should recover to the breakout room and then have the participants re- assigned to the room.

3. Select the 'Open All Rooms' option so as to kick starts the breakout room.

### **Recovering to pre- assigned breakout rooms**

Once the breakout room has been started, the breakout room can be recovered to has stated previously. This comes in handy in such situations as a change in your breakout rooms when a meeting is on- going, the meeting is joined by pre- assigned participants after you have joined the meeting or gotten the meeting started.

1. The meeting is to be started once the participants have been pre- assigned to the breakout rooms.
2. Select the 'Close All Rooms' option so as to end all breakout rooms.
3. Select the 'Recreate' option and then click on the 'Recover to pre- assigned rooms' option.



The breakout room which has been indicated when scheduling the meeting will then have the participants organized in them.

### **Managing Breakout rooms**

It is important to have enabled the breakout room before proceeding to manage the breakout rooms. The participants in the breakout rooms have access to full audio, video and capabilities to share screen.

### **Requirements**

- The breakout room must have been enabled.
- The right Zoom Desktop Client version for the different system types
  - Windows: Version 3.5.31087.1102 at least
  - MacOS: Version 3.5.31087.1102 at least
  - Linux: Version 2.0.81497.1116 at least
  - Chrome: Version 2.4.943.510 at least

### **Limits**

- Participants can only be assigned to a breakout room by the host.
- Once co- hosts have joined a breakout room (one assigned to them by the host), co- hosts can decided to leave and join any breakout rooms.
- Users who do not use the required versions as listed above but

sign in using the Zoom Mobile App or H.323/SIP devices are also entitled to get involved in the breakout rooms, although they cannot get to manage the rooms. Users who joined using Zoom rooms cannot however join the breakout rooms although they can get alternative sessions by using the main room.

- Cloud recording: Only the main room gets to be recorded when the meeting is being cloud recorded. This does not consider if the host is in the main room or not.
- Local recording: The room having the participant who is doing the recording is what will be recorded when local recording is taking place. Local recording can occur by multiple participants.
- Up to 50 breakout rooms can be created.
- There is no fixed amount of participants that can be in a single breakout room as the amount is determined by factors such as: the capacity of the meeting, how much breakout room is being created, and what time the participants were assigned to the breakout room (before or during the meeting).

The following table is for breakout rooms that were created during a meeting. Breakout rooms can take up to 200 pre- assigned participants.

<b>Breakout rooms number</b>	<b>Maximum amount of assigned participants to breakout rooms</b>
20 breakout rooms	Up to 500 participants
30 breakout rooms	Up to 400 participants
50 breakout rooms	Up to 200 participants

### **For Windows PC and MacOS**

#### **Creating breakout rooms**

1. Have a scheduled or instant meeting started.
2. Select the ‘Breakout Rooms’ options.
3. Decide on the amount of rooms that is to be created and the method of having participants assigned to them.
  - Manually: This enables you to select the participants by yourself (one- by- one).

- Automatically: Zoom helps you to have all your participants' split evenly into the available rooms.

4. Select the 'Create Breakout Rooms' options.

Assign 1 participants into  Rooms:

Automatically  Manually

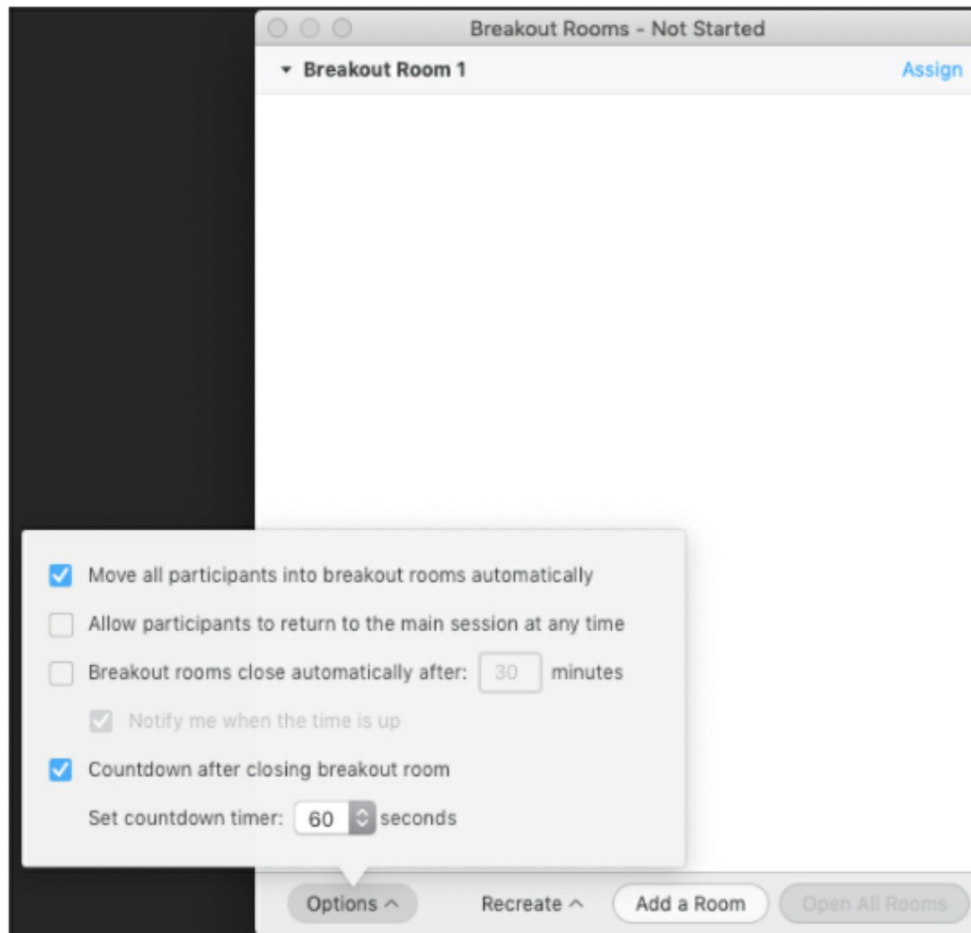
1 participants per room

[Create Rooms](#)

5. The rooms will not start automatically although they have already been created. The rooms can then be managed as follows.

### **Breakout rooms options**

1. Once the breakout room has been created, select the 'Options' option so as to access the breakout rooms options.



2. You can then click on any option to make whatever changes to your breakout rooms.

- Move all participants into breakout rooms automatically: All your participants will be automatically moved into the breakout rooms once this option is ticked. Participants will have to click on the 'Join' option if this option is not ticked.
- Allow participants to return to the main session at any time: Participants will be moved back to the main session via the meeting controls once this option is ticked. Participants will have to wait for the host to end the room if this option is not ticked.
- Breakout rooms close automatically after X minutes: Once the configured time is due, the breakout rooms will be ended automatically if this option is ticked.



- Notify me when the time is up: This send a notification to the host once the time limit for the breakout room is up if this option is ticked.
  - Countdown after closing breakout room: Once the breakout room has ended and been closed, this option (if ticked) will give participants a countdown of how much time they have before they are returned to the main room.
3. You can then have participants assigned to your break out room by following the steps highlighted below. You can also click on the ‘Open All Rooms’ options to proceed to the breakout rooms.

### Assigning participants to rooms

Participants can be assigned to rooms by clicking on the ‘Assign’ option located next to the room that the participants are to be assigned to. You should then pick the participants that are to be assigned. This should then be done for each room.



The number of participants assigned (either automatically or manually) will then replace where the ‘Assign’ option is.

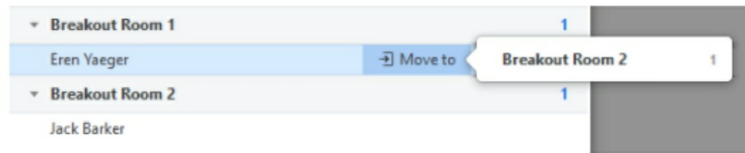


### Preparing breakout rooms

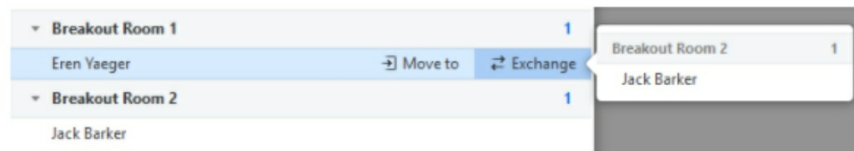
Participants can be rearranged after they have been assigned manually or automatically. The main meeting will only contain participants who were not

assigned to breakout rooms once the rooms are started.

- **Move to (participant):** Pick a room for the participants to move in to.



- **Exchange (participant):** You can swap the selected participant by selecting another participant in a separate room.

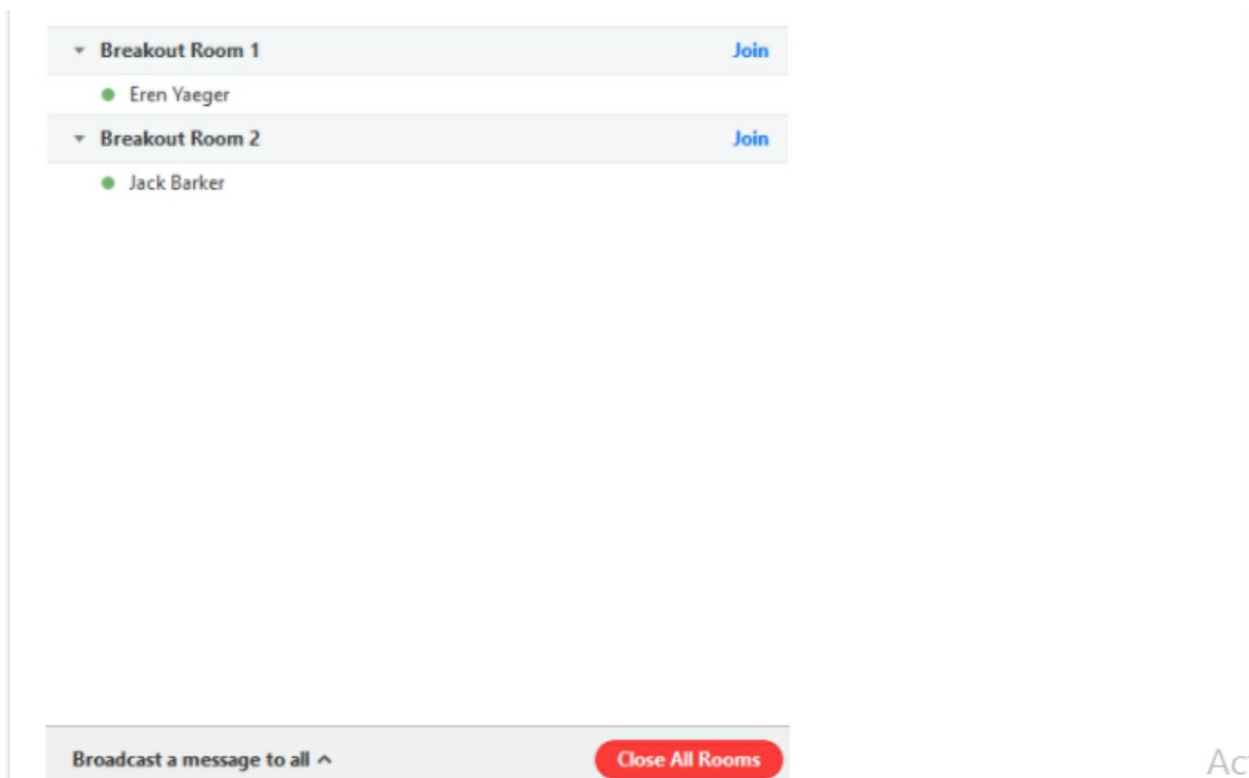


- **Delete Room:** This helps you delete the room that has been selected.
- **Recreate:**
  - **Recreate all Rooms:** This allows the host to create new breakout rooms after deleting the pre-existing rooms.
  - **Recover to pre-assigned rooms:** This uses the pre-assigned arrangement to have the breakout rooms recreated.
- **Add a Room:** This enables you to have a new breakout room added.
- **Open All Rooms:** Start the rooms. Once the prompt to join the groups is confirmed, participants will then all be moved to their respective rooms. The host remains in the main meeting and can then manually move to any of the breakout rooms. Once the participants have been moved to the breakout room, they all receive this message. This message is made visible to the host too once they have joined any of the rooms manually.



### Managing breakout rooms in progress

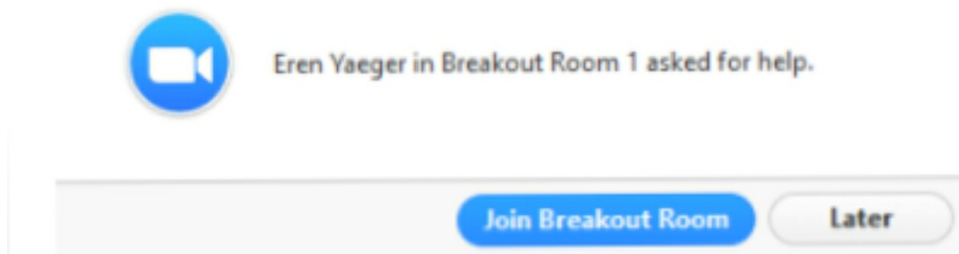
Participants will be required to join the Breakout Session once the breakout rooms have been started. Each participant will have a 'Join' icon next to their name to verify that they are joined to a session. Participants who have not joined will have a 'not joined' icon next to their name. The host can then proceed to manually join a breakout session.



- **Join:** This helps users to join the breakout room.
- **Leave:** This helps users to exit the room and is taken back to the main meeting (showing only in breakout rooms).
- **Close All Rooms:** There is a 60 seconds countdown (visible both host and participants) after which this helps all the rooms to be stopped and all participants are returned to the main meeting.

### **Responding to requests for help**

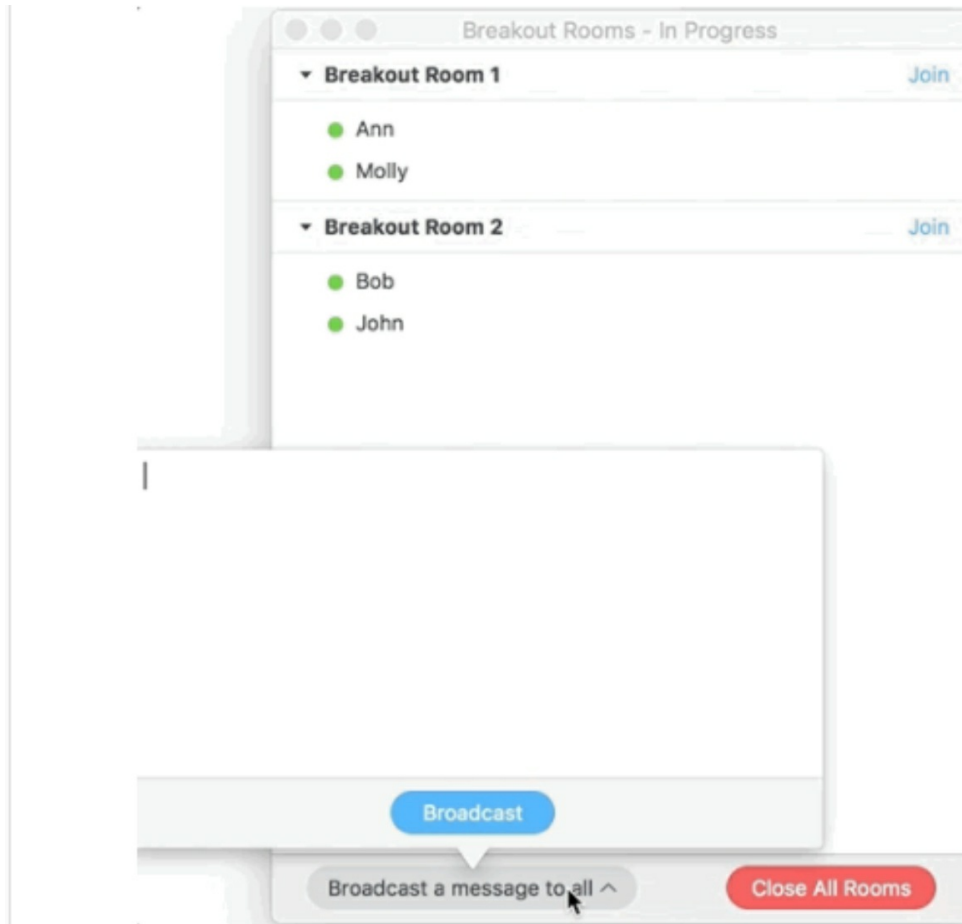
The 'Ask for Help' option allows host to be requested by participants to join their breakout rooms. This then prompts hosts to join the breakout room where the request is coming from. Select the 'Join Breakout Room' so as to accept the request and join the breakout room.



### **Message broadcast to all breakout rooms**

In a situation where the host wants to pass a message to all of the participants in various breakout rooms, the host can proceed to have a broadcast message sent to everyone.

1. Select the 'Breakout Rooms' option located in the meeting controls.
2. Select the 'Broadcast a message to all' option and then input your message in the dialog box.



3. Select the 'Broadcast' option.
4. Your message will then appear to all of the participants in the various breakout rooms.

## CHAPTER FIVE

# *ZOOM PROS AND CONS*

### **Zoom Pros**

Zoom has a lot of benefits and it is ideal to know that these benefits are also determined by the type of plan you are subscribed to:

1. **Supports Large Audience:** This is one of the big advantages that Zoom offers its users as it can accommodate a lot of users at the same time. Businesses with a lot of employees who have to attend a meeting are usually the recipient of this awesome feature as there are few platforms that can host the large amount of users that Zoom takes. This also comes in handy when you are in talks with other enterprises or future investors. This is not only limited to employees as Zoom Webinar allows up to 10,000 virtual attendees. This audience will be far too much for those just making use of the Zoom Webinar.
2. **Stream Meetings or Webinars on Facebook:** Zoom makes attending events easy as you can stream any webinar or meeting on Facebook. This is a major advantage because Facebook boasts of a large number of users and it makes it easy to get those users to interact with your meetings. This also helps you to get more followers on your Facebook and would also help people with a Facebook Business Page.
3. **Zoom For Free:** Zoom, despite being a subscription- based service, allows users to make use of free 40- minute's long meetings. These serve a good purpose to small business owners and people looking to enjoy the trial services. This helps users to save money and also communicate effectively.
4. **Easy to Use:** Zoom platform is very easy to use. This is why most businesses adapt to its use very fast because there is no special know- how to operate it. Both the caller and the receiver of the calls do not have to stress as the interface is simply designed to help them understand it. This makes the platform ideal for even the most non- tech people.
5. **Google Calendar Support:** A lot of people use the Google Calendar to make sure their daily activities is on track and the compatibility of Zoom with this service makes it easy for other users to keep track of their meetings. Google Calendar helps to remind users about their scheduled meeting especially among remote workers.
6. **Scalable for Small, Medium and Large Business:** It is not unusual for new small business owners to still be on the look- out for employees and still trying to grow your business. Zoom

provides you with a platform that can help you grow and sustain your business. This is known as scalable. Zoom is scalable as you can upgrade your subscriptions with time and match the present need of your business.

## **Zoom Cons**

As much as Zoom offers a lot of great features to businesses, it has some downsides which may or may not affect you (depending on the business plan you are subscribed to):

1. **Subscriptions and Add- Ons are Too Much:** Zoom subscriptions pack are reasonable priced at starter level although you will come to realize that you cannot fulfil enjoy the platform with just one subscription. Most of the services offered always need users to purchase additional subscription (add- on) depending on how much participants you are expecting. These starter plans are majorly fairly priced although the larger plans are far from fair.
2. **No Comment Control:** This is an essential part of online events-comment from the participants, however Zoom does not offer feature of deleting inappropriate comments. Zoom definitely takes inappropriate behaviour seriously, however there is so much time delayed before anything is actually done. This makes public events a target as there are often bad apples among the gathering. This however will not be an issue for users using Zoom for meetings and not public outings.
3. **Zoombombing:** This is a new occurrence as a result of uninvited participants getting access to a meeting. This often times results into such uninvited person causing chaos in the group. Most people are not used to having their meeting secure and discrete hence the reason Zoombombing has been a thing in recent times, although sometimes the passwords get leaked and these invader find their way in and also, some hackers have made it their job to targd Zoom meetings for whatever reasons.
4. **Inconsistent Cloud File Sizes:** All the meetings can be stored in your cloud although your subscription plan is a factor to this being possible. There are various storage capacity for each plan. These videos might be bigger than normal sometimes and this

becomes a problem when there is limited storage space and poor internet connections.

5. **Not- Standard HD Video:** HD video quality (1080p) has become the standard with the wide use of 4k video on most platforms, however Zoom does not boast of that feature yet as it still supports 720p. This however does not really affect meetings although most users feel they should have to watch anything less than 1080p in 2020. You should however be aware that Zoom offers 1080p but you have to pay more to be able to use this feature.
6. **The need to download an app:** This does not sound like an issue but it really is a flaw. Zoom needs you to download an app which is unlike other platforms and this sometimes creates a barriers for entry of employees and this might cause employers to have a bit of headache. Most people have issues with their first meeting because they did not remember to download the app and this would possibly cause a delay in the flow of the meeting. This can however be avoided if you decide to stream the meeting on Facebook.

## **Zoom Tips**

It is important that you have the right hardware and even with this, you will still need a nit of flexibility so that you can have the best experience with Zoom. This section makes mention of some necessary tips that will come in handy on your journey through this platform.

1. **Choosing the right hardware:** Zoom provides you with the best of quality services although this might not be the case when you make use of hardware or resources that are not of standard quality. You should be equipped with a good camera having a good frame rate and resolution, enough resources and bandwidth to help transfer your camera signals across the internet, and also a microphone that booms your voice before you start your meetings. You should make sure your products (cameras,



speakers, microphones and others) are ones that can work well with Zoom as they are very essential. There are sites where you can check for these products.

2. **Webcam affects your image quality to a large extent:** it would be inconsiderate to ask you to purchase an expensive webcam for your Zoom meetings; however it is necessary that you get a webcam of good quality. It is true that your Zoom already provides high- definition and high- quality video quality, this is however put to good use and well enjoyed when it is accompanied by a webcam that also offers professional video quality. A camera that has a resolution of 720p (1280 x 720) will be excellent. If you think you can afford it, you should get a camera that shoots up to 30 frames per second. If however you are cutting back due to costs, you can get a camera that shoots up to 20 frames per second at least as this will help you avoid getting a choppy video.

You should also make sure that the camera has highly- reactive auto-focus and lighting- correction capabilities as this will help you counter lighting changes and also sudden movements. This will help to avoid the embarrassment that comes with having to reset the focus of your camera manually and other users or participants would not have to watch you fiddling the lens with your fingers.

3. **Close other software on your device:** You might have noticed that your Zoom app is working slow or experiencing a lag; this is as a result of other applications on your Mac or Windows PC competing for attention and intruding the CPU or broadband connection. When information is being downloaded through a broadband connection, the application in charge of the download is also competing with the Zoom application. This also occurs when you run other applications that are CPU-intensive as they make sure that your processor is drained off precious ticks.

For users with the 30 frames per second camera stream, the camera takes 30 pictures of the user and sends them to the processor which

is then instructed to have the images forwarded through Zoom. This process occurs every second. The processor is then used by Zoom to have the images sent to the network card after which the data is transmitted to the destination. The energy of the CPU is very essential for this process hence it is important to have all other applications (not used for the meeting) closed so as to have the meeting run simply and smoothly.

4. **Microphones are essential:** it would be embarrassing to be in a meeting with a microphone that does not project the audio well enough for other participants to hear. Your camera will come with a built- in microphone, yet it is suggested that you use an external headset or clip- on microphone as this will also come in handy when you have reasons to move away from the camera. Make sure that the choice of microphone is one that can be kept very close to you so participants can hear you every time.

There are various microphones available and the better one for you is the one with an ample frequency range. Professional studio-quality microphones with low impedance. 600ohms or below is an awesome choice as it has long cables (good for your movements) and also the audio quality is not compromised. You should however make sure that whatever microphone you are getting is susceptible to radio frequency interference (RFI) so as to avoid the possibility of cell phones creating noises while the meeting is going on.

Standing microphones should be pointed away from any and all speakers. Headsets should be set at an inch away from your face and a few centimetres from your lip corners. Lip- on microphones should be attached to the upper side of your chest. If you are using Zoom on your mobile phones, you should consider using a wired headset, a Bluetooth microphone, or a clip- on microphone which can pick up wide range frequencies and also can cancel noise.

5. **Improving your video quality:** Once you have confirmed that your video quality setting has been set to either standard HD (720p) or full HD (1080p), there are other tips to making your video quality better. The first one you should be aware of is

your eyeline. It would be an embarrassment if your camera is positioned in a way that other users have to look up your nostrils. You should make sure that your camera or webcam is at the same level as your eyes. If you are using your phone, you can purchase super cheap tripods or find a creative stand to set your phone (could be books). Another tip is the lighting. You should make sure that you are not backing the light and also be sure not to have too much of the light in your face due to its harshness. If you have a window close by, you can face the window and sit or position yourself about 3 or 4 feet away from it. You should also make sure to declutter your surroundings. You should make sure that the depth of sight of your camera or webcam is free of clutter or objects lying around. This makes your video cleaner and better.

6. **Run tests before starting your meeting:** This is very important when setting up a Zoom meeting and is a requirement before the meeting is started. Zoom allows you to run an audio test from your desktop app. You can access your camera, microphones and speakers to confirm if they are working or not. This test runs can be accessed from the 'Settings' option.
7. **Record your calls and meetings:** Zoom allows you to have your calls recorded as a video as this comes in very handy for those who did not attend the meeting or when you need to go through the meeting again. Zooms allows you to save the recording in two ways: local or cloud option. The local option of saving your recording means you can save the recording on your computer storage or any other storage space that you want and is available for free accounts. The cloud option is available to only members who are on a payment plan and your recording is then stored by Zoom in its cloud storage. The amount of storage that will be made available in the cloud depends on the account type and payment plan. The video is however made available in a web browser once it has been recorded and saved on the cloud and this is an advantage that saving on the cloud has over saving on your computer storage.

You would need to be using Zoom on Mac or Windows PC or Linux

to be able to have your videos recorded. If you cannot find the option to record, visit the setting in your web app and check the 'My Meeting Settings' option. If you do not get this, inform your account admin so that the feature can be enabled.

8. **Hiding your face:** There might be a moment when you think your face might look too tired for a meeting and you want to hide it, there is a trick for this. You can have a screenshot of yours from a previous meeting and set it as your profile picture. This helps to hide your face and also makes you look present and attentive. This also helps you save some bandwidth.

It is always important to have your camera and microphone on mute by default and also have the option to have a preview of your face on default before joining a meeting so that you can have a view of yourself and adjust yourself well.

9. **Schedule your meetings:** This would come in handy if you use your Zoom for a lot of meetings. Zoom lets you connect to your calendar (Google or others) as you can always schedule any appointment. There are scheduling apps like Zapier that would help you create a Zoom meeting automatically and add it to your personal calendar. You can include other apps (like Slack) that helps you share your meeting details with your team (if you have one in place). You can also have other people help you schedule your meetings once they have access to your calendar. You can set up your scheduling assistant by signing into your Zoom, select the 'Meeting Settings' option and check "Other". There is a 'Assign Scheduling Privilege' option. Click on the 'Plus' sign next to it. You can then add the email of your assistant and verify the process by clicking on the 'Assign' option. You should then sign out of Zoom and the sign back in so that the change can take place.
10. **Mute and silence notifications:** Users have cultivated the habit of muting themselves however there is always an exception when you are running a large meeting as someone can interrupt the meeting when they have forgotten to mute their self. It is

however left for hosts to mute everyone as they have the power to do this. Hosts can make sure everyone who is to join the meeting is muted by default by toggling ON the 'Mute participants upon entry' option which can be accessed when hosts check the 'Schedule Meeting' section of the account settings.

It would be embarrassing for you if you keep getting loud notifications when your meeting is going on hence the need to have the notifications silenced. There is a feature that is built-in the Windows 10 and helps to silence your desktop notifications. This feature is called Focus Assist. You can enable this setting by going to your Settings > System > Focus Assist > and then have the 'When I'm duplicating my display' toggled to ON. Another method of doing this is to access the Action Center (bottom right of your taskbar if you are using a Windows 10). For Mac users, there are apps that are necessary to be able to make this setting. Muzzle allows you to enable this setting and toggle the built-in Do Not Disturb available on Macs.

**11. Keeping out unwanted guests:** As a result of a sudden large number of Zoom users, people have begun to experience Zoombombing. Zoombombing occurs when uninvited people locate or figure out your meeting URL and then join your chats and meeting. This would not only be embarrassing but also unwanted as they would cause distractions and disrupt the meeting. This can however be avoided when the following steps are taken:

- Meeting IDs should not be shared publicly and if the meeting is a public one, make sure not to use your personal meeting ID (PMI) as you can make use of a meeting ID that is randomly generated.
- Enable the waiting room feature which is ideal to make sure only the right people are admitted into the meeting.
- Have meeting limitations. The meeting can be limited to only those who are logged in to Zoom or if you want

more scrutiny, the meeting can be limited to users who have email addresses with a certain domain (can be your company domain or school domain).

- Screen sharing cannot be shared by participants without the consent of the host.
- Once meetings have started, the invite URL should be withdrawn and the group should be lock so that miscreants or unwanted people can no longer join.

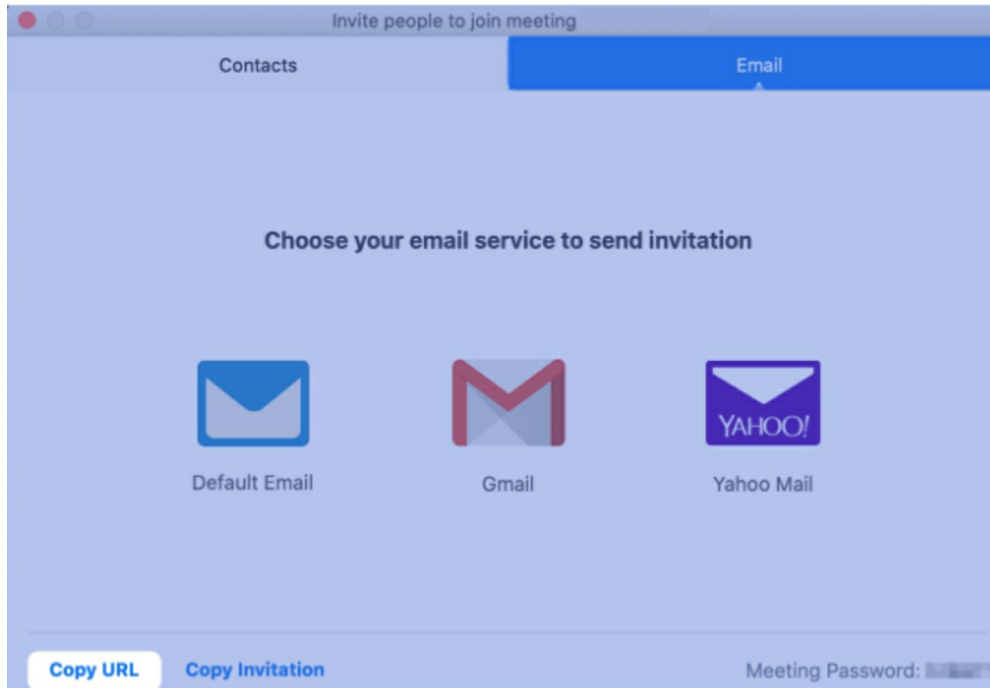
If you find out that some miscreants still find their way into the meeting after taking all these precautions, you can then mute the miscreants and go on to kick them out of the meeting as you have the power (as the host) to kick them out.

12. **Essential keyboard shortcut:** For people who use Zoom frequently, it is important for you to know a couple of keyboard shortcuts as this will help you plan your meeting well and save you a lot of time.

## Zoom Shortcuts

These are tricks for common task when operating your zoom. These shortcuts help the users to save time and use the app faster.

1. **Invite Quickly:** To invite a person when you have already joined the meeting, proceed to type  $\text{⌘} + \text{I}$  (PC:  $\text{Alt} + \text{I}$ ) as this helps you to open the Invite window. The Email tab contains the link for the invite and then you can select the 'Copy URL' option after which you can have it sent to the respective parties that are to be invited to the meeting.



2. Users can also invite others by clicking on contacts as this directly sends an invitation to the selected contact. This is however possible only if the colleague or person to be invited is already on your contact list.



3. **Screen Sharing:** As already explained previously, this is one of the features that make the Zoom app better than other apps for

video conferencing. The shortcut for sharing your screen is to type ⌘ Cmd + Shift + S (PC: Alt + Shift + S).

In case you want to pause your screen sharing, type ⌘ Cmd + Shift + T (PC: Alt + T). This command is also the same when you want to resume your screen sharing.

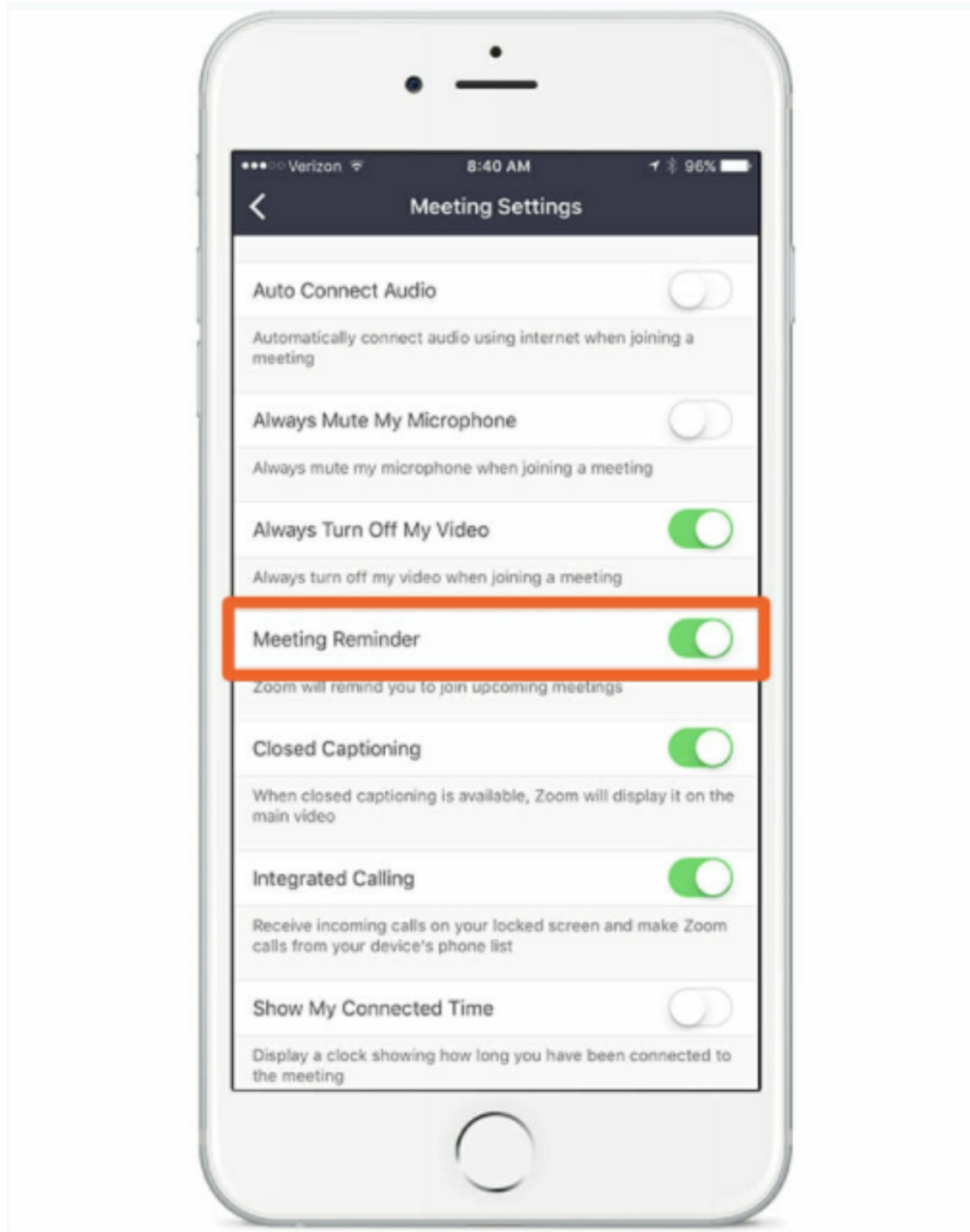
4. **Video Off:** If you want to have your video turned off, type ⌘ Cmd + Shift + V (PC: Alt + V). This is also the same for turning your video on.
5. **Record Meeting:** This is a very useful shortcut as you might want to have your meetings recorded for someone who has missed it or just because it is a very important meeting and you might need to go back to it some other times. This could also come in handy when you do not have time to take down notes of the meeting.

To record a meeting, type ⌘ Cmd + Shift + R (PC: Alt + R).

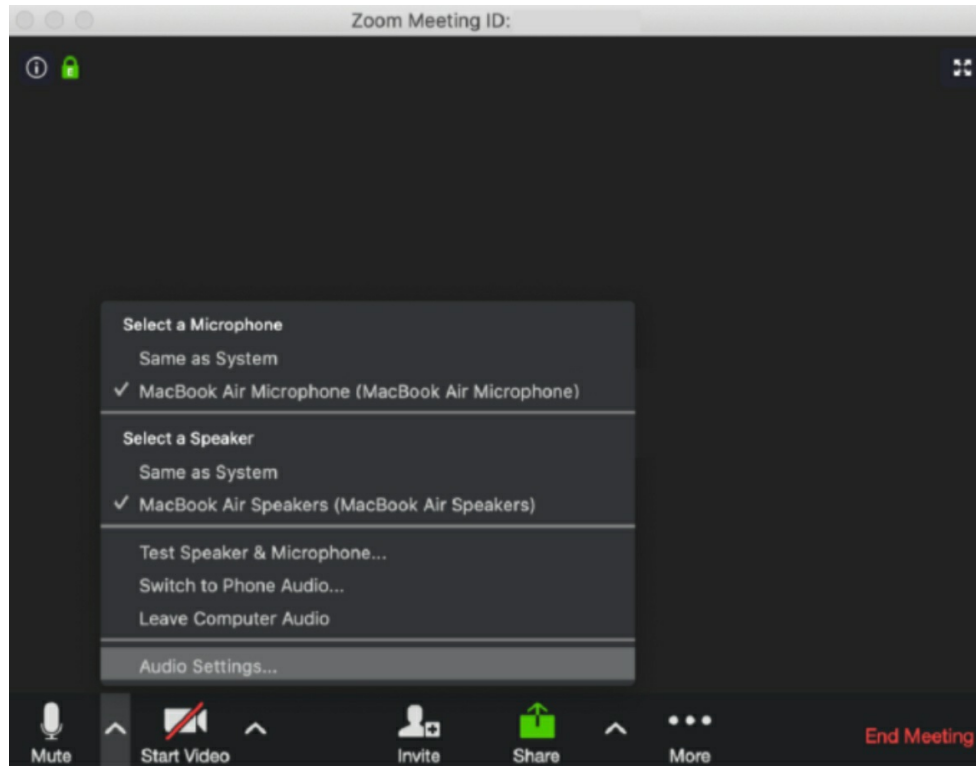
To pause your recording, type ⌘ Cmd + Shift + P (PC: Alt + P). This is also the same for resuming your recording.

6. **Audio Mute:** To mute your audio, type ⌘ Cmd + Shift + A (PC: Alt + A). This is also the same to unmute your audio.
7. **Turn Video On:** To have your video turned on, type ⌘ Cmd + Shift + V (PC: Alt + V). This can also be used to turn your video off.
8. **Have Everyone Muted:** It is not uncommon to have background noises getting in your way when the video conferencing involves a number of people; hence this trick comes in handy when you need everyone else to be silent while the convener has the stage. To mute everyone connected to the call, type ⌘ Cmd + Ctrl + M (PC: Alt + M). This can also be used when you want to unmute everyone on the call.
9. **Reminder:** This is however available for mobiles and helps to remind users about their meetings. It is possible to be unaware of when your meeting is about to start hence the reason why users should make sure that they have their Zoom reminders set up so that scheduled meetings are not missed and joined timely.

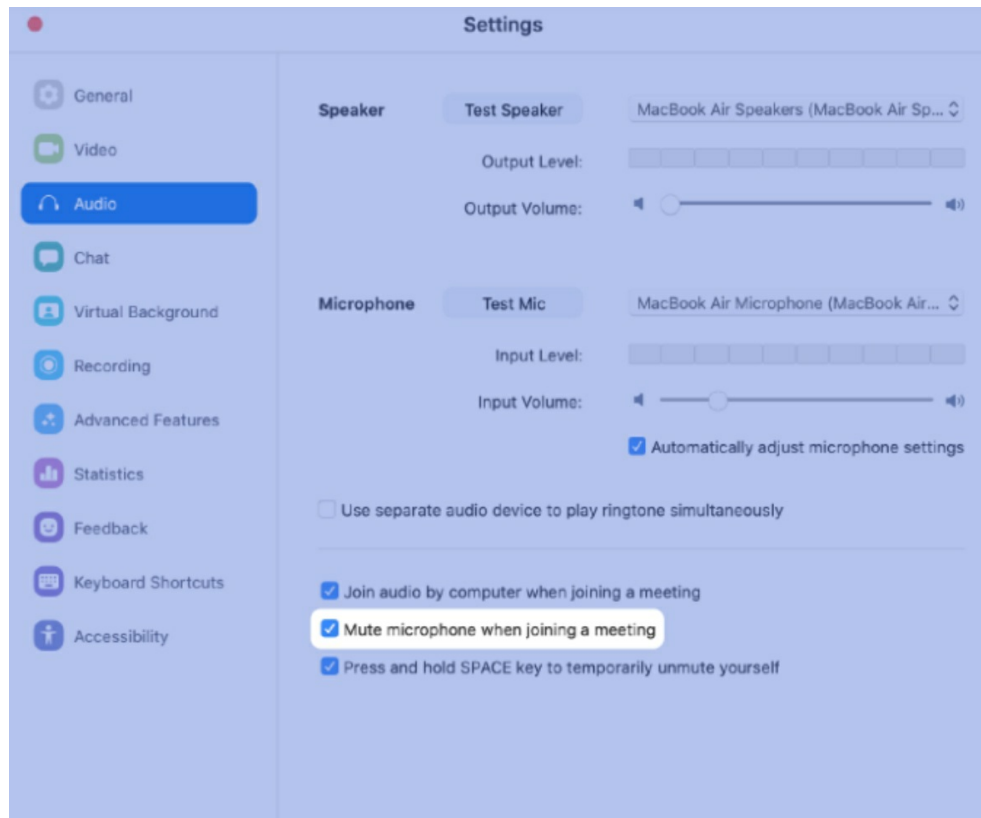




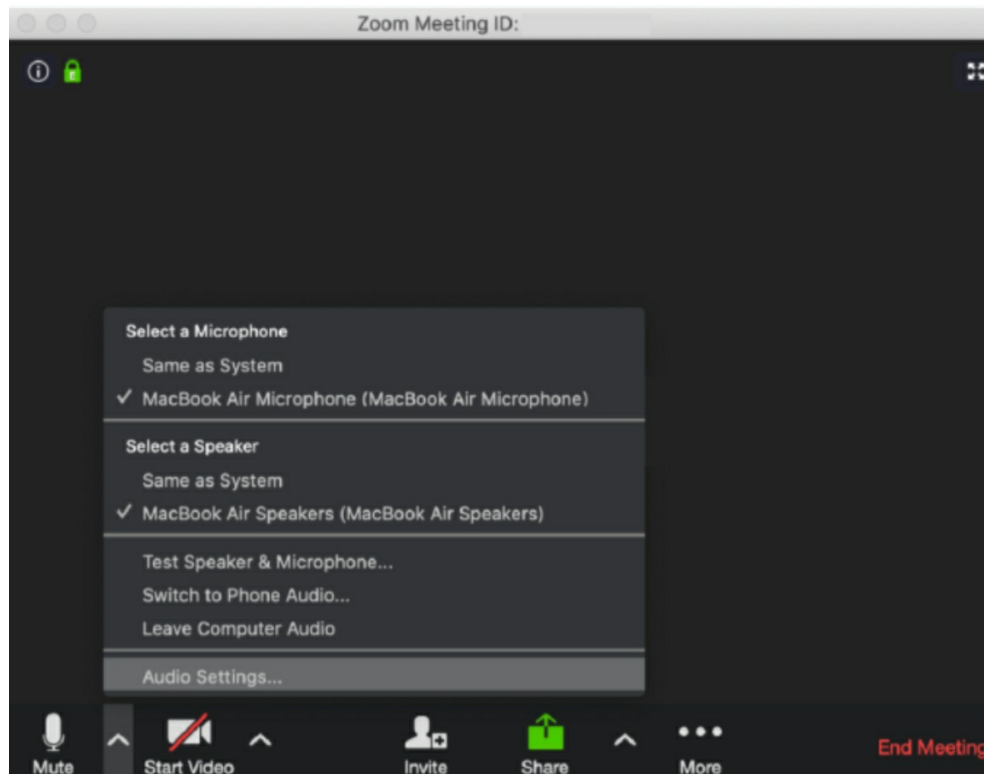
10. **Video Must Be Always Turned Off:** it has been observed that the clarity of your call is very much better when the video has been turned off. It is better for you to turn off your video unless it is necessary and there is a setting that enables users to have the video turned off when they are about to join a call. This also makes sure that sudden interruptions to your call are avoided as the setting also allows you to turn your video on at later stages. Once you are on a Zoom call, there is an arrow next to the camera that allows you access the Video Settings.



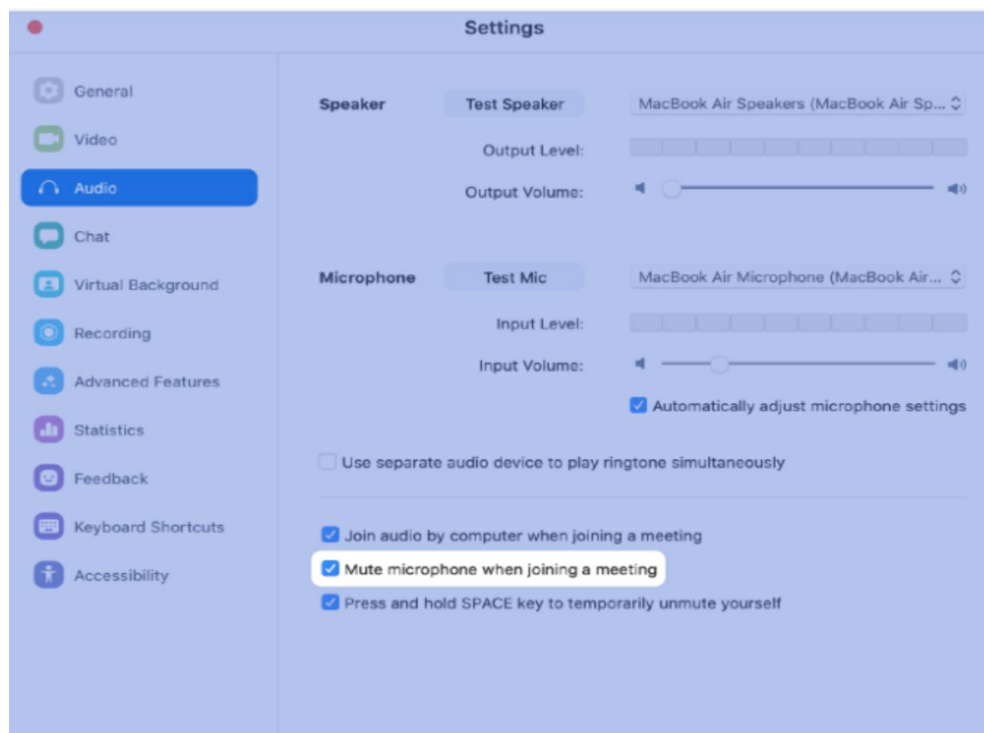
11. You should then proceed to click on the ‘Turn off my video when joining a meeting’ option which is indicated below:



12. **Microphone Must Always Be On Mute:** It would be embarrassing for you to join a call and unknowingly add noise from your background to the call, hence the you should make sure that your microphone is always on mute. Users should click the arrow located next to the microphone when they are on a Zoom call as this allows them to have direct access to the Audio Settings.



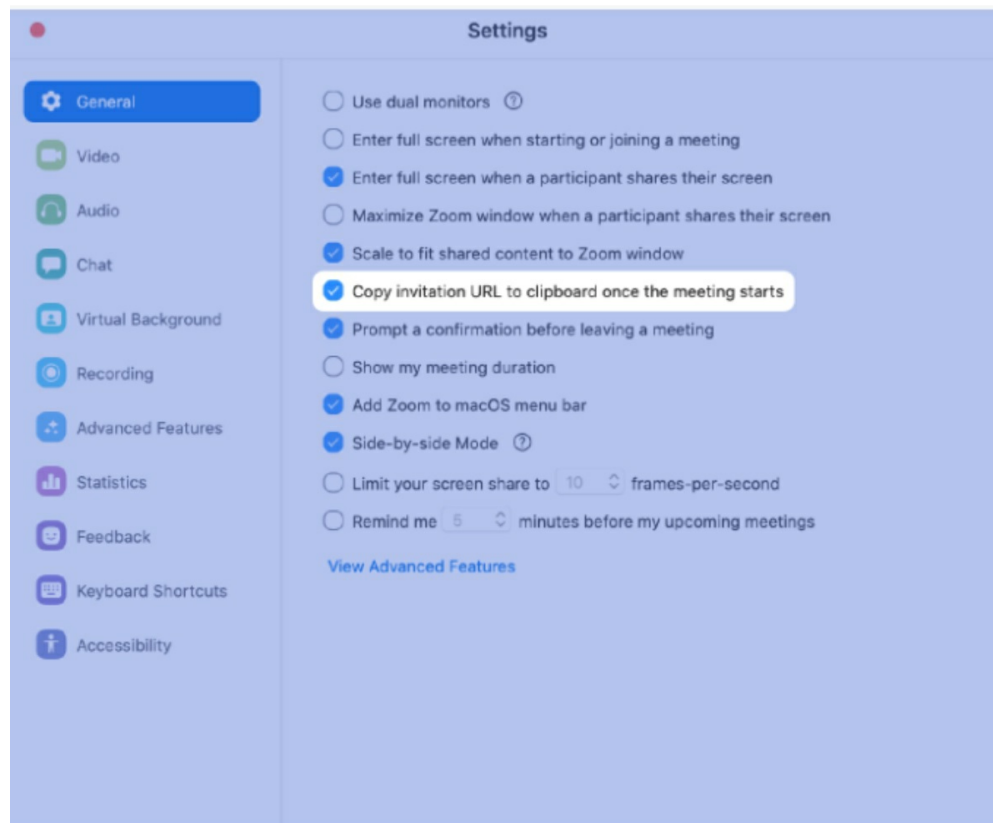
You should then proceed to click on the ‘Mute microphone when joining a meeting’ option which is indicated below:



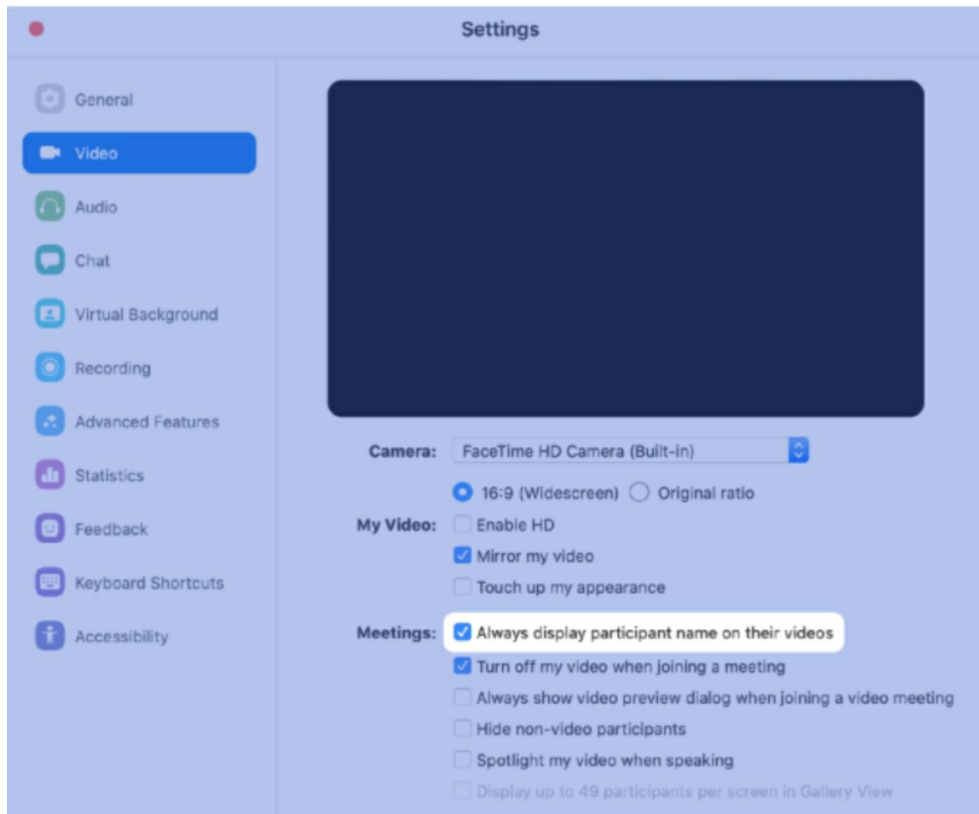
This setting is also available for people that make use of the mobile

app and the settings should always be used (as a rule).

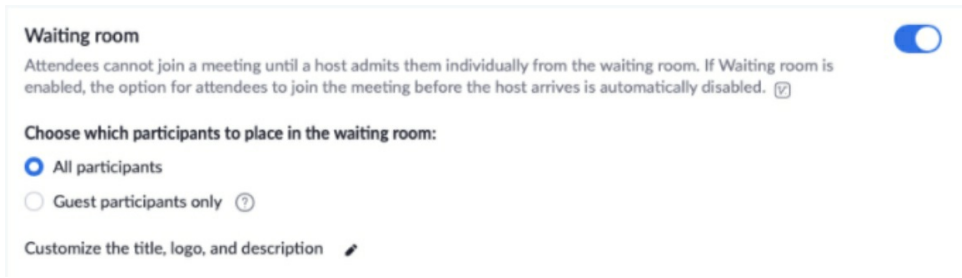
13. **Auto- Copy Of Invitation URL:** The URL that is the link to the meeting should be auto- copied once the meeting is to be started. This is a further upgrade from the ‘Invite keyboard shortcut’ which is also a great shortcut. This is an upgrade from going the stress of having the invite URL copied manually and sent to individuals as this is a super easy process of having people invited to your meetings. This option is found in ‘General Settings’.



14. **Name Display:** This actually comes in handy when you use your Zoom for a lot of calls, especially people you are not very familiar with on a personal level. This setting makes sure that the names of your callers are not mixed up or forgotten accidentally especially when you make a lot of sales calls. This option is found in ‘Settings’. Click on the ‘Video’ option and then proceed to select the ‘Always display participant’s name on their videos’ box.



15. **Appearance Touch Up:** This is just an added feature that is supposed to be of more fun than important. This feature helps to adjust your camera settings to make the quality of your video nicer. This feature is found under the ‘Settings’ option. Click on the ‘Video’ option and select the ‘Touch Up My Appearance’ box.
16. **Waiting Room Should Be Disabled:** This is as a result of an upgrade in settings relating to privacy on the Zoom platform. The waiting room is a setting that involves the person in charge of the call (host) to have each attendee admitted individually. This means that without the host admitting people individually, nobody can join a meeting. This setting can be disabled by selecting the ‘Settings’ option and then clicking on ‘In Meeting (Advanced)’ option. Users should then proceed to select the ‘Waiting Room’ option and toggle it off so as to remove the setting.



NB: You might have to keep scrolling before you finally find this option, hence you can skip the long process by using CTRL + F and type in 'waiting room' so as to quickly find the option.

17. **Shortcuts Should Be Enabled Outside Zoom:** This is a setting that increases the usefulness of all the keyboard shortcuts. This setting makes sure that you can use your keyboard settings even while your Zoom is open but you are on another window on your PC. You can access this option by clicking on the 'Settings' option and then select the 'Enable Global Shortcut' option.

