

Using Zoom Collaboration Software

This document provides a how-to for various features of Zoom, a video collaboration software program provided by the College of Education for Mac and Windows users.

In this document, you will find instructions on how to create a meeting, join a meeting, share your screen, record a meeting, and how to troubleshoot common problems.

Obtaining the Zoom software

In order to run and create meetings in Zoom, you must have Zoom installed on the computer you want to use during video sessions. You can request Zoom from the COE Tech Team.

1. Submit a ticket through ithelp.ilstu.edu.
2. COE Tech staff will make the software available to you for download and notify you when the download is ready.
3. When you receive your confirmation email, follow the next steps on your computer. Depending on whether you are using Mac or Windows, these steps may vary. Please make sure you follow the correct set steps for your computer.

Windows

1. Go to **Start>All Programs>Microsoft System Center>Software Center**
2. In the window that appears, you will see several software titles available for you to download. One of these will be **"COE Zoom"**.
3. Select **COE Zoom** and click the **Install** button in Software Center.
4. The software will be installed. When the software is done installing, it can be found by going to **Start>All Programs**.

Mac

1. Click the link in the email you receive from COE Tech Team to go to **SendTo.Illinoisstate.edu**, where a link to the installer will be available for you.
2. Log in to SendTo. Illinoisstate.edu with your ULID and password.
3. You will be taken to a page called **"Drop-off Summary"**
4. Click the link to **"zoomusInstaller.pkg"** to download the Zoom software.
5. Open your Downloads folder and find **"zoomusInstaller.pkg"**.
6. Double-click the file to open it.
7. The installer will run. There is no need to change any settings in the installer.
8. When the installer completes, Zoom should open. If it does not, it can be found in your **Applications** folder as **Zoom.us**.

Creating a Meeting

Before your class meets, you will need to create a meeting.

1. Open Zoom.
2. When the main Zoom Window opens, click the **Schedule** button.
3. In the window that appears, perform the following steps:

- a. Give your new meeting a title.
- b. Select the time the meeting should start (**Start**) and the time it should run for (**Duration**).
- c. If the meeting should last longer than 1 day, click the **Recurring Meeting** checkbox.
- d. Leave all other values as they are and click **Schedule**.
- e. An Outlook window will now open.
- f. In this window, add the email addresses of the students or teachers that you want to participate in this class.
- g. Click **Send**.
- h. Your meeting has now been sent to the participants.

Joining a Meeting

To join a Zoom meeting that has been created for you, use the unique meeting code in the email sent to you by the meeting organizer. If you are a student, this should be provided to you by your instructor.

1. Open a web browser and navigate to zoom.us
2. Click **“Join a Meeting”**.
3. You will be taken to a login page. Enter the ten-digit meeting ID provided to you by the meeting organizer.
4. You may be asked to download the software. If you are, accept the prompt that appears and allow the software to download. If you are not, proceed to **Step 8**.
5. When the download is complete, go to your downloads and double-click the installer to run it. It will either be called **Zoom_software.exe (Windows)** or **Zoominstaller.pkg(Mac)**
6. Zoom will now install on your computer.
7. Start the Zoom software.
8. Choose a name by which you will appear to others.
9. Once connected, a box will appear. Click **“Join Audio by Computer”** to connect your microphone and speakers to the call.
10. You should now be able to see the other participants in the call on video and communicate using the microphone and speakers.
11. To end the call, simply close the meeting window.

Screen Sharing

Zoom allows the use of screen sharing. This may be useful to show a class a video or other media during a class.

1. To start **“Screen Sharing”** select **“Share Screen”** button located in your meeting tool bar.

2. You will now be presented with a screen that lets you pick what you would like to share.
3. Once you select an item to share, it will be shown to other members of the call.
4. To switch what you are sharing, you can select **“New Share”**.
5. To stop sharing, click the red **“stop share”** button.

Recording a Meeting

Meetings can be recorded for later viewing.

1. To start a recording, simply click the **“Record”** button in the bottom of the meeting window. After being clicked, this button changes to the **Stop/Pause button**.
2. To stop the recording, click the right side of the **Stop/Pause button**. To pause, click the left side of the same button.
3. Recorded meetings are saved in the **Recorded** tab of the main Zoom window.
4. To view a previously recorded meeting, select the meeting you want to view and click **Open**.
5. A new window will appear with at least three video files. The file that you want to open will be called **zoom_0**.
6. This file can be sent to students, uploaded to Reggienet, or distributed in almost any other manner. If you have questions about sending recorded files, please submit a ticket.

Troubleshooting

This section lists common problems with Zoom and how to try and resolve them.

Other participants cannot hear you.

1. Make sure the participant’s sound is not muted.
 - a. Mac: Go to **System Preferences>Sound>Output**. The slider on **Output Volume** should not be all the way to the left.
 - b. Windows: In the lower right of the menu bar, click the speaker icon. The slider should not be all the way at the bottom.
2. Make sure that each participant has their audio joined to the call.
 - a. If the participant is not joined, they will see an icon that says **Join Audio** in the lower left of their Zoom window instead of a microphone. Have them click this icon and then click **Join Audio by Computer** in the box that appears.
 - b. Have the participant click the **Unmute** icon in the lower left of the Zoom window to turn on the sound.
3. If these steps do not work, please submit a ticket at ithelp.ilstu.edu.

No Video

1. If the camera is not a built-in camera, make sure it is plugged into your computer.
2. Restart the computer to make sure that the camera is not being used by something else.

3. If these steps do not work, please submit a ticket at ithelp.ilstu.edu.

No Sound

1. Check to see if your computer's volume is muted.
 - a. Mac: Go to System Preferences>Sound>Output. The slider on **Output Volume** should not be all the way to the left.
 - b. Windows: In the lower right of the menu bar, click the speaker icon. The slider should not be all the way at the bottom.
2. Check to see if you have the correct speakers selected as output.
 - a. Mac: Go to System Preferences>Sound>Output. If you are running on a laptop or other machine not connected to a projection system, select **Internal Speakers**. Otherwise, select the speakers corresponding with your projection system.
 - b. Windows: In the lower-right of the menu bar, right-click the speaker icon.
 - i. Click Sounds.
 - ii. Click the "Playback" tab.
 - iii. Right-click each device and click **Set as default** until you find the correct device.
3. If the above two steps do not work, please submit a ticket at ithelp.ilstu.edu.