How to: Video conference using Zoom

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Note: This user guide aims to provide an overview of the features and tools available in zoom and is not a step by step business process for the oral defence video conference as each session will be different and not all parts will be required for all sessions.

Screenshots will vary depending on the browser/platform/device you are using and may be superseded by updates from Zoom. Being a web based system, updates are outside of the UniSA’s control and things may therefore change without notice. For example, a button may be labelled ‘Meetings’ in one version and ‘My Meetings’ in another. The system is relatively easy to navigate and intuitively designed and changes/differences are likely to be minor.

Check bandwidth

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| We strongly recommend that all parties check their internet speed in advance of video conference participation using the bandwidth analyser at <Http://speedtest.net/> to see if the internet connection is sufficient for video conferencing. Just before the video conference session, you may wish to test again to see if there are factors impacting on your bandwidth at that particular time. If speeds are slow you may be able to take steps to improve it or you may prefer to participate via zoom audio only or by phone. |
| Select the link above. Then select Begin Test. |
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| The test will automatically run through the required tests and results will be displayed when completed, they will show something similar to the results below: |
| The test above shows that the download speed is 35.75 Megabits per second (Mb/s) and the upload speed is 62.60 Mbps. |
| The recommended download and upload speeds for a Zoom multiparty video conference are:   |  |  |  | | --- | --- | --- | | Function | Download Mb/s | Upload Mb/s | | Zoom multi-party video conference | 1.2-1.5 | 0.6-1.5 | | Zoom Audio only | - | 0.06 (60 kb/s) | | Passable speeds (lesser quality) from past experience | 0.311 (311 kb/s) | 0.219 (219 kb/s) |   The bandwidth used by Zoom will be optimized for the best experience based on the participants’ network. It will automatically adjust for 3G, Wi-Fi or Wired environments.  The test results (35.75/62.60 Mb/s) above show that the connection is easily fast enough for video conferencing, given the above recommendations. Home networks are generally much slower and University Hosts may need to provide guidance to participants on how to identify and maximise their bandwidth. |
| To improve your bandwidth capability try/suggest the following:   1. If at your University workplace: contact your IT support to see if there is a problem with your local network (UniSA IT Support x 25000, if participants are not at a UniSA location they should contact their own local IT support). 2. For participants at home or locations other than a University: identify if internet use by others could be impacting the bandwidth available. This may be due to services such as Netflix or other streaming services, large email/file downloads, online gaming or general internet usage particularly video download such as YouTube. Shared public networks such as hotels and free Wi-Fi may be significantly limited. |

Connect to a Zoom meeting

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| At the scheduled time you can connect to the meeting via the Zoom desktop app.    The meeting will show in your list and you can click on the Start button. |
| Or you can log in to [www.zoom.us](http://www.zoom.us) if you cannot access the desktop app.  Go to Meetings on the Left hand menu and on the first tab: Upcoming meetings, select the meeting name to view details or the start button to start the meeting. Note that if someone has already joined the meeting before you, the start/delete buttons will be replaced with a Join/end buttons. You will, as the host, also receive an email alert to let you know someone has already joined the session. |

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| You will then be asked if you want to join or test. Select Join with computer audio (we’ll go through how to test later). |
| When you move the mouse across the screen you will activate the Zoom toolbar. |
| You can see the number of participants that are in the meeting so far, unmute/mute your microphone, start/stop your video and open the chat window, see below for more information on these actions. |

Test Microphone & Speakers and other settings

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| If you want to test your computer mic and speakers before starting the meeting, select the link when you first activate the meeting. |
| You should have a window open and a ringtone will start playing. If not select another speaker source from the drop down option.  Select Yes when you can hear the sound. |
| Another window will appear.  You should see the microphone indicator move when you speak or make a noise. Select Yes once you can hear yourself being repeated. |

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| To test the settings if you have already activated the meeting:  Click on the arrow next to the Audio button and then pick Audio settings. |
| Select Test Speaker first |
| You will hear music playing, if not select another speaker source from the drop down option |
| Select Test Mic next and start speaking into your microphone.  You should see the microphone indicator move when you speak or make a noise.  Make adjustments to the selections as needed until you can hear your recording back. |
| To test your video select Video from the left hand menu    If you don’t see any video you may need to enable a different camera or select another camera from the drop down list. |
| You can view/change other settings by navigating the left hand menu of the Settings screen |

Adjust Your Microphone & Speaker volume

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| The simplest way to adjust the volume is to use the volume controls at the bottom right of the screen, like you would for any other use of volume for computer audio settings.  If this is not working well you can adjust volume within the Zoom settings.  Activate the toolbar by hovering the mouse over the screen and select the up arrow next to the microphone icon. |
| Select Audio settings |
| To adjust speaker volume, move the slider left or right. |
| To mute your microphone Click the Mute microphone icon and a red line will cross the icon indicating you are on mute. |
| To unmute, simply click on the icon and the red line will disappear, indicating you are transmitting audio again. |

Rename Participants

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| When participants join a video conference, Zoom displays their user name which may not be useful when you need to address participants that you may not have met in person. You can easily rename a participant for the purpose of the session underway. Click the Participants button and then hover over the participant that you want to rename. Click on the three dots and select the rename option.    A rename box will appear: |
| Type a new name, suggest using the name that you will address the participant by, and select OK. |

Gallery View

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| When there are multiple participants you can switch between Gallery view and Speaker view. An oral defence is best conducted in Gallery view so the student can view all screen participants at the same time. This also stops the screen from constantly switching between active speakers which can be distracting for the student. |
| Gallery view shows all participants with the same sized screen. A green outline will show the active speaker (in the example below it is the Host and the view is Gallery). |
| If the default is set to Speaker view, click on the View option at the top of the screen and select the Gallery option. |

Mute / Unmute participants

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| In the bottom centre of the screen select Participants |
| In the Participants screen, select Mute All. Make a selection about participants being able to unmute themselves and click on Yes.  Note: examiners should not be muted unless there are extreme reasons for doing so e.g. inappropriate comments not ceasing after a warning etc. Supervisors who may be joining remotely should always be muted.  Select Unmute All to return audio to all participants. |
| Individuals can also be muted by using options on the main screen by clicking on the three dots that a[[pear in the top right hand corner of a persons video box. |

Drop Your video, Use Audio only

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| In the bottom of the screen select Video. |
| The icon for video will now will cross the icon indicating you are not uploading video. |
| To commence video again, simply click on the icon and the red line will disappear, indicating you are transmitting video again. |

Drop Particpant’s video, Use Audio only

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| In the bottom centre of the screen select Participants |
| For the participant that you want to stop video, click on the three dots and select the Stop video option. |
| The video icon will now show read with a red diagonal line indicating the video is now off for that participant. |

Use Chat

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| In the bottom centre of the screen select Chat |
| In the window select if you will chat with all, or one of the participants and type in the space provided. |
| Press enter to send the message  C:\Users\critchjj\AppData\Local\Temp\SNAGHTML4e254bd.PNG |

Drop a participant, go to a phone call

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| In the bottom centre of the screen select Participants |
| For the participant that you want to drop, click on the three dots and select the Remove option. |
| Make sure the Report to Zoom option is not ticked and click on Remove. |
| Note: if you are dropping a participant prior to the end of the meeting, use chat to ensure you have the participant’s current location phone number to connect via WebEx (phone). |

Waiting Room

The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once.

This feature needs to be used when either the student or members of the supervisory panel are attending the meeting via Zoom as there will be portions of the meeting that they are not able to participate in. At those times they will need to be put in the Waiting Room and brought back to the meeting at the appropriate time.

## Set up Waiting Room

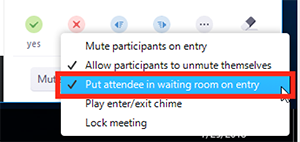
To enable the Waiting Room feature for a meeting:

1. Sign into Zoom ([www.zoom.us](http://www.zoom.us)) using your credentials
2. Click on **Meetings**
3. Click on the **Topic** hyperlink for the relevant meeting
4. Click on **Edit** at the bottom of the page
5. Click on **Waiting room** in the **Security** section and click on **Save** (this will override the option for participants to join before the host)

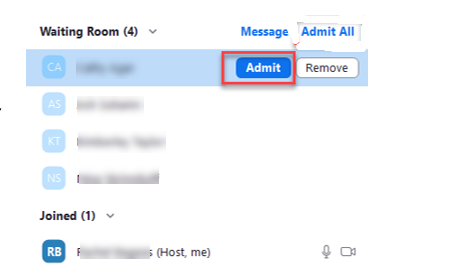
## Using Waiting Room

When participants join the meeting they will see a notification advising that the meeting host will let them in soon. As a meeting host you can enable or disable the Waiting Room during a meeting, admit participants during a meeting and send participants to the Waiting Room during the meeting.

### Enabling or Disabling Waiting Room During a Meeting

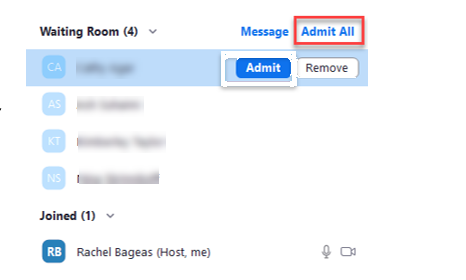
1. As the meeting host, click **Participants**.  
   
2. Click the three dots at the bottom of the participants' window and choose **Enable waiting room** to enable or disable the feature.  
   

### Admitting Participants During a Meeting

1. As the meeting host, click **Participants**.  
   
2. Click Admit to have the single participant join the meeting or to join people one at a time.  
   

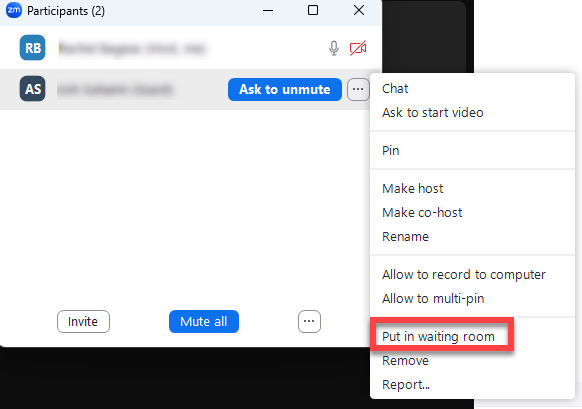
### Admit All Participants from the Waiting Room

1. As the meeting host, click **Participants**.  
   
2. Click **Admit All**



### Sending Participants to the Waiting Room During a Meeting

1. As the meeting host, click **Participants**.  
   
2. Click the three dots next to the participants name and choose **Put in Waiting Room**



Troubleshooting: Audio Echo In A Meeting

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| If you hear audio echo or audio feedback during your meeting, there are several possible causes:   1. Laptop speakers and microphone are conflicting (the microphone is picking up the sound from the speakers) 2. A participant has both the computer and telephone audio active 3. Participants with computer or telephones speakers that are too close to each other 4. Multiple computers with active audio in the same conference room   Generally, if you are hearing echo, it means that there is a device out there that is channelling your audio back.  To try and resolve the problem:   1. Suggest participants use headphones to stop the feedback loop 2. Suggest participants turn one audio source off, if using multiple   To isolate the attendee:   1. Host can mute the attendee one at a time 2. Host can mute all, and unmute one at a time 3. Attendee can mute him/herself   The source of echo can also be from:   1. Speakers (such as TV or soundbar) that are too loud 2. Echo cancellation has failed (device or performance issue) 3. A bad microphone |

End a Zoom meeting

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| In the bottom right hand side of the Zoom screen, select the Croxx (X) to end the meeting |
| Confirm that you will End meeting for all and click on that option. Attendees should not be left in the meeting after the Chair has left so you should not assign hosting to someone else to continue chatting.  If supervisors have joined remotely and they want to continue chatting with the student they should set up a separate meeting and you should completely log out of the computer before leaving. |