Getting started on Zoom and troubleshooting

Please consider alternatives first!

We are trying to move away from Zoom for various reasons (privacy, cost etc).

If possible, please use either:

- Our Jitsi Meet (you will need a Hub account), or
- XR Global's Big Blue Button (you will need to ask for an account)

If you have any difficulties with either, please contact XR Digital circle for tech support. Thanks!

Helpful YouTube videos on all things Zoom!

- For accessing and using on your computer
- For accessing and using on phone

Tech support direct from Zoom

Zoom's technical support pages will always give you the most up-to-date information. If you need to learn the basics of using Zoom, go to their page Getting Started with Zoom Meetings.

Using Zoom on a computer- with Zoom installed

Downloading the Zoom app to your computer will give you more functionality than joining a meeting directly in your browser. There are two ways to join a meeting:

- **Via a link** Just click the link to join the meeting.
- **Via a Meeting ID and passcode** In your web browser, go to zoom.us/join. Enter the meeting ID provided by the host/organizer and click **Join**.

Then do ONE of the following:

- **Launch the meeting** on the Zoom app (if you've already downloaded it).

- or Click **Cancel** in the pop-up window, then click **Download Now** to download Zoom before joining.
- or Click **Cancel** in the pop-up window, then click the **Join from Your Browser** link (if you do not want to download Zoom before joining the meeting).

Using Zoom on a computer- via a web browser

1. Click the meeting invite link you received from the host (the session facilitator/ person who invited you), for example in your email or calendar invitation.
2. On your web browser (open up a new page from your internet browser, i.e. click on either Chrome, Firefox etc), a pop-up window will prompt you to open or download the application.
3. In the pop-up window, click Cancel (do not download Zoom).
4. At the bottom of the page, click the 'Join From your Browser' link.
   Note: If you don't see the link to join from the browser, the host may not have it enabled and you will have to join the Zoom Session by opening the Zoom client (app) or downloading it first.
5. In the pop-up window at the top-left corner of the screen, click Allow to allow Zoom permission for your microphone and camera.
6. In the Your Name field, enter a display name.
   (Optional) Select the Remember my name for future meetings check box.
7. Click Join. You will join the Session as a guest.

Using Zoom on a phone

If you want to join a meeting from an Android or iOS device, you must download the Zoom mobile app.

- If prompted, allow Zoom to use your microphone and camera.
- Enter a display name, then click **Join**.
- In the Your **Name** field, enter a display name.
- (Optional) Select the **Remember my name for future meetings** check box.
- If prompted, enter a meeting passcode, then click **Join** again.

Problems or Issues

The Zoom link is not working
This could be down to a number of reasons:

That you have pop-ups blocked.

- To fix this you need to go to the settings of your internet browser and is usually the same for all, look for 3 dots on the top right-hand side.
- Then click Settings → then Privacy and Security (Chrome) or Cookies and Site Permissions (Edge) and search for pops-up.
- Once you have found the pop-ups setting, click to allow pops-ups.

Try restarting and refreshing your computer.

Clear cache or browsing data

- Settings → Privacy, Search and Services → Clear browsing data (Edge)
- Settings → Privacy and Security → Clear browsing data (Chrome)

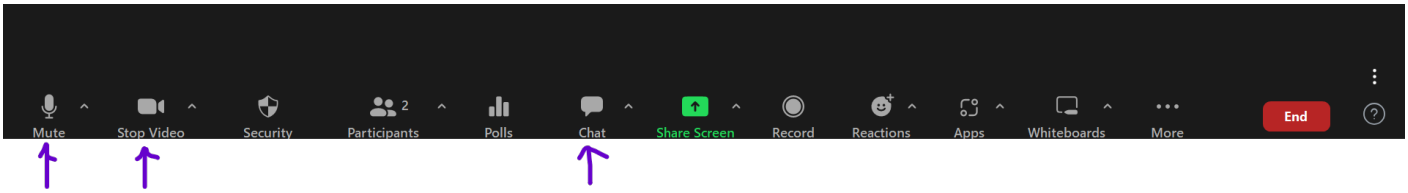
I cannot find the email for the Zoom Session for which I registered.

- Search for ‘XR' in your Spam folder.
- Find out if you have an issues recieving event emails.
- Register again - usually the link in on the thank you page and you can click from there.

Zoom Controls

When in Zoom, how do I mute myself / unmute and manage other Zoom settings?
Once logged into Zoom, you will want to ensure you are muted unless you are speaking.

See below image of the settings available in Zoom



In the above image you can see the Mute button on the bottom left-hand side of the Zoom meetings control panel.

- **Mute myself** - click the Mute icon to ensure you are muted.
- **Unmute myself** - click the mute button again to unmute.
- **Turn camera on** - click on the Start Video icon (when clicked you should be able to see yourself).
- **Turn camera off** - click on the Start Video icon again and you will no longer see yourself in the meeting and the video icon will be striked through with a red line.

Notes on when to keep yourself muted

- You need to be on mute unless you are asked by the Session facilitator to unmute. This is because background noise can cancel out the speaker's voice.
