

Zoom FAQs

PLEASE READ

How do I download Zoom?

You can download Zoom on to a PC, mobile device or access it via a browser. To download the Zoom app on your PC, go to the [Zoom.us](https://zoom.us) website, then scroll to the bottom of the page and click **Download** in the page footer. This will redirect you to a download page, here you will click **Download** under the '**Zoom client for meetings**' section. This will download the app on to your PC.

To download the app on to your mobile device, you will need to visit your **App store (for iOS)/Play store (for Android)** and click the **download** button, then you will have access to the app.

How can I access Zoom?

You can Zoom through a browser, you do not have to create an account to be able to join in a meeting. If you receive an invitation you can click the **link or add a Meeting ID and password**. After you input the details it will take you to the meeting waiting room, where the host of the meeting will accept you into the call.

Alternatively, you can access **Zoom meeting** through **VLE** page. You will have to press on '**Zoom Webinar**' link on the particular module's page on VLE. Your lecturer will setup a webinar and there will be a link in '**Upcoming meetings**' that leads you to it. You can enter the meeting when the link is active.

How do I turn my camera on?

When you join or start a Zoom meeting, you need to allow camera access from your device. On a mobile device, after you join a meeting there are two options allowing you to either connect with your **Audio and Camera on or off**. On a PC, when you first join a pop up will appear asking you to give access to your camera.

During a Zoom meeting, at the bottom of the screen there will be a taskbar which will allow you to change settings. There will be an option to **Stop and Start video**, which will turn your camera on and off during the call - this is located on the bottom left-hand side.

How do I send a message?

Located on the taskbar, you will see the '**Chat**' option. This will allow you to send a message to everyone or you can click **Chat** and then click the drop-down arrow and select a participant in the chat to message privately.



How do I turn my microphone on?

When you join a meeting or start a new meeting, a pop up will appear displaying two options. First option to *Join with computer audio*, which will take you into the meeting with your microphone access on. The second option is *Test speaker and microphone*, this will allow you to test out the sound and volume of your microphone before joining in the call.

During a Zoom meeting, at the bottom of the screen there will be a taskbar which will allow you to change various settings. The taskbar is located on the bottom left-hand corner. You will find the option to **mute** your microphone (when another participant is speaking) and **unmute** when you wish to speak.

How can I see everyone in the group at the same time?

During a Zoom meeting you can view the participants screens in various ways. On a PC, in the top right-hand corner you have two options, one will be to *Enter/Exit* full screen. The second option is the way to view participant screens, next to full screen it will say either *Gallery view* or *Speaker view*. Gallery view will allow you to view all participants on the one screen, where as Speaker view will highlight the active speaker and make them the main participant screen, the other participants will be minimized and you will not be able to view all participants at the same time.

How do I pin one person in the group?

The different views of participant screens also allow you to pin a particular participant, which allows you to focus on one screen without viewing the others. At the top of your screen, hover over the video of the participant you want to pin and click. From the menu, choose **Pin video**. This would be useful for students during a Zoom call as you can pin your **Personal tutor**, as they would be the main active speaker during the meeting.

How can I set my name on Zoom?

You can set your name while creating Zoom account or at the beginning of Zoom meeting. On the top right-hand corner of your photo you will find an icon with three dots. Click on it and you will see an option to *Rename*. Please use the following format: **Name, Surname, VLE number (e.g. Anna Smith 324987)**.

Can I use my mobile phone to participate in Zoom Webinars?

Even though Zoom gives the ability to communicate through your mobile, we highly recommend using your **PC, laptop or iPad** during the sessions rather than your smartphone.

Whom I should contact in case of problems accessing Zoom Webinar through VLE?

Should you have any difficulties accessing your Zoom Webinar, please contact us on Live Chat <https://london.aru.ac.uk/>, send an email to the iCentre@london.aru.ac.uk or call 0207 400 6789.