

Zoom FAQ's Document

This document is to help in the training and troubleshooting of the video/audio conferencing platform, Zoom. This repository is full of issues and solutions that users have encountered through their use of this platform and is intended to help others with similar issues. If you would like to add to this document, please let Sully or Ben Ceol know and they can add your experiences/recommendations

I. Industry Best Practices

- a. Joining a Meeting with Phone and Computer
- b. Unlimited 2 person meetings
- c. Include the Zoom meeting info in the body of the email

II. How To's

- a. How to Schedule a Meeting Using Outlook?

III. Troubleshooting

- a. Webcam
- b. Audio

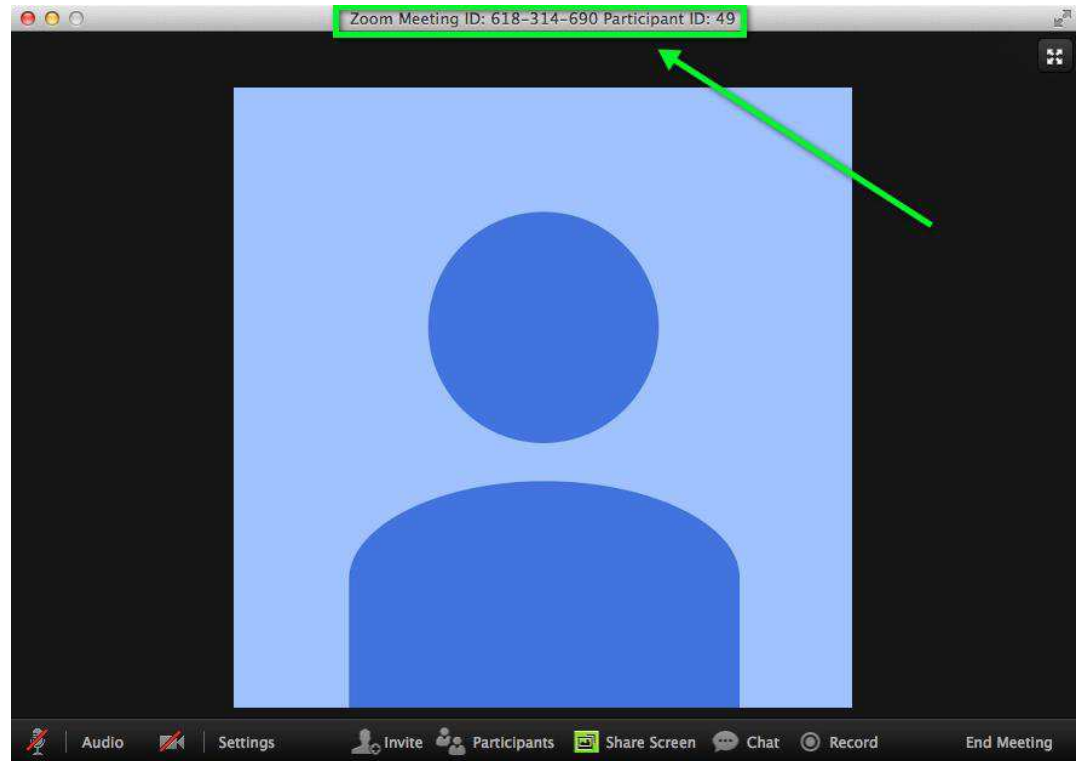
IV. ID's

- a. Personal Meeting ID
- b. Auto Generated Meeting ID

I. Industry Best Practices

a. Join as a Singular User in a Meeting using both Phone and Computer

- i. If joining by computer and by phone, you will need to use your **Participant ID** found at the top of your screen in the call as shown here:



- ii. When you dial in using your phone, enter your **Participant ID** when the voice prompt prompts you to.
- iii. This will allow you to join both on your phone and computer, but only take up one user in the list of participants in order to save room.

b. Unlimited 2 person meetings:

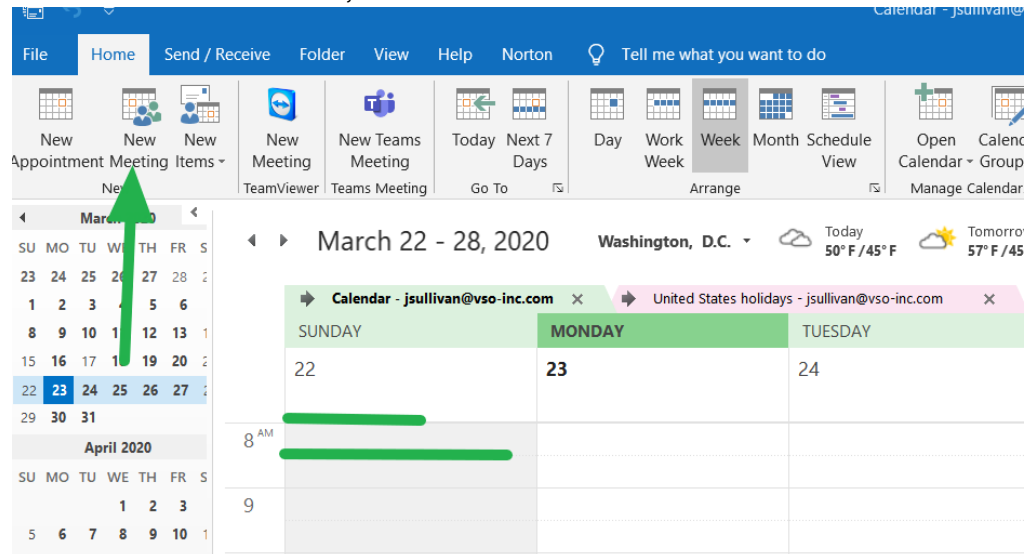
- i. You can host unlimited length meetings between two people. If someone uses a computer to view, but then dials in on a phone, you must enter your [Participant ID](#) number via your phone

- c. Include the Zoom meeting info in the body of the email.
 - i. Hard/impossible to access if it just in the Location field.

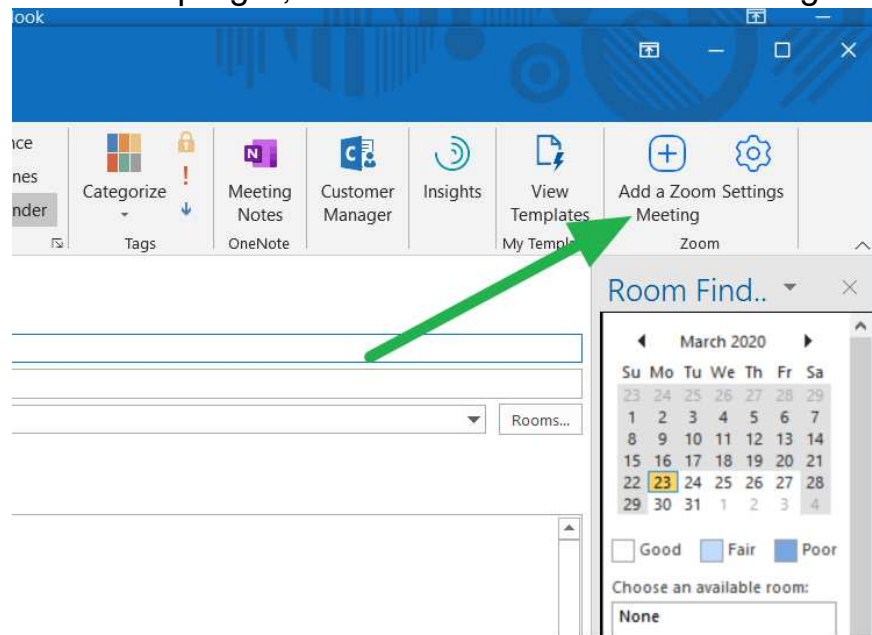
II. How To's

a. How do I Schedule a Meeting using Outlook?

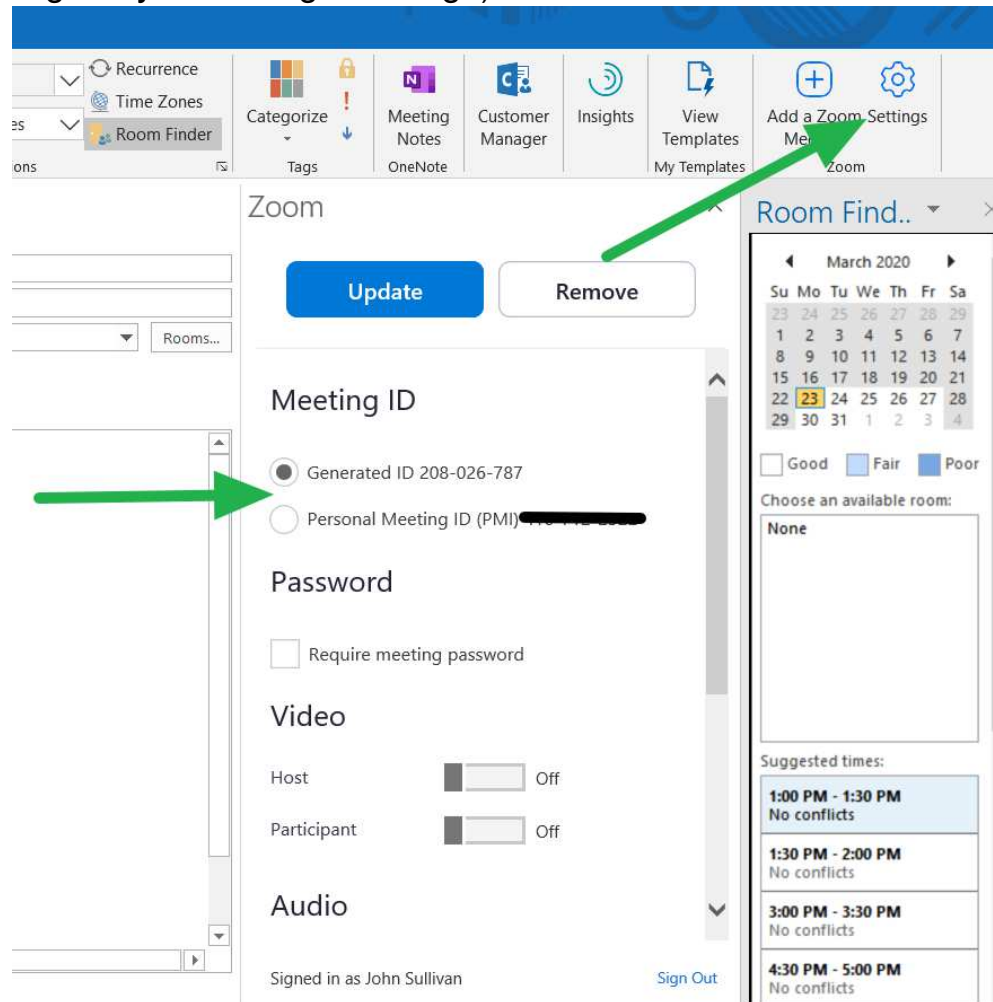
- i. Add Zoom to Outlook through Add Ins. (Need help doing that? Click this [link](#))
- ii. In Outlook Calendar, create a new Invite



- iii. On the top right, click Start Add a Zoom Meeting



- iv. Sign in to your Account and to link it with Outlook
- v. Click Settings and select either your Personal ID # or Generated ID (**NOTE**: Generated ID's are only good for 24 hours, good for one-time meetings or meetings with new clients; Personal ID's stay constant and are good for regularly occurring meetings)



- vi. Click Update and a template will appear in your Outlook Description
- vii. Send Meeting

III. Troubleshooting

a. Webcam

- i. In Zoom Meeting
 - a. Go to Settings, select Video and then Camera
 - b. Make sure correct camera is selected
 - c. If no Webcam can be selected, it is either manually turned off or has an out of date driver.
- ii. PC Settings>Privacy>Camera – “allow apps to access camera”
 - a. Privacy
 1. Camera
 - i. Allow apps to access camera
- iii. Check if user has a camera icon on one of their FN keys, it may be turned off
 - a. If so, it will not appear in Device Manager
- iv. Device Manager
 - a. Cameras
 1. Right click and update Driver

b. Audio

- i. Check if User’s PC is manually muted via FN+Volume Keys
- ii. Zoom
 - a. Select Settings
 1. Select Audio
 - i. Make sure correct devices are selected for speaker and microphone
- iii. Make sure Bluetooth users are connected to device
- iv. If problems continue:
 - a. Right click the speaker in the bottom right of the screen
 - b. Select Sounds then Playback and Recording to make sure devices are not disabled
 - c. Perform Mic and Speaker test in Zoom

c. Busy Signal When Dialing In

- i. If you receive a busy signal when dialing into Zoom, it means that number is being overloaded

IV.ID's

a. Personal Meeting ID (NOTE: Personal ID's stay constant and are good for regularly occurring meetings)

- i. How do I schedule a meeting using my Personal Meeting ID from Outlook?
 - a. Add Zoom to Outlook through Add Ins. (Need help doing that? Use this [link](#))
 - b. In Outlook Calendar, create a new Invite
 - c. On the top right, click Start Add a Zoom Meeting
 - d. Sign in to your Account and it will be linked with Outlook
 - e. Click Settings and select your Personal ID #
 - f. Click Update and a template will appear in your Outlook Description
 - g. Send Meeting

b. Auto Generated Meeting ID (Generated ID's are only good for 24 hours, good for one-time meetings or meetings with new clients)

- i. How do I schedule a meeting using Generated Meeting ID?
 - a. Add Zoom to Outlook through Add Ins. (need help? Use this [link](#))
 - b. In Outlook Calendar, create a new Invite
 - c. On the top right, click Start Add a Zoom Meeting
 - d. Sign in to your Account and it will be linked with Outlook
 - e. Click Settings and select the Generated ID
 - f. Click Update and a template will appear in your Outlook Description
 - g. Send Meeting