

# Zoom Guide for Participants

## Overview

Use this guide to learn how to attend ZOOM meetings, to manage audio and video.

## Requirements

- The Zoom app installed on your device
  - Those with a USC NetID, please go to <http://usc.zoom.us>
  - All others, please go to <http://www.zoom.us>
- A stable Internet connection
- Wired or wireless headset/earbuds with microphone (recommended)
- Webcam (built-in or USB plug-in)

## Before the Meeting

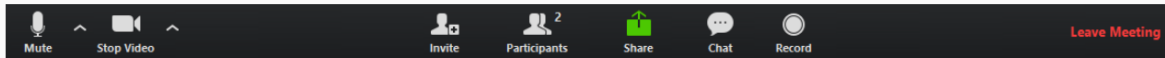
- Have you found a quiet location where you can comfortably attend the meeting undistracted for its entire duration?
- Is the Zoom app downloaded on your device?
- Is the meeting link active and working?
- Do you have a strong network connection where you are?
- How is your audio and video quality?
  - You can join a test meeting by going to <http://zoom.us/test>
- Have you muted your audio/stopped your video?
  - Audio and Video settings can be found on the left side of the menu bar (see below under Participant Controls)

## Starting the Meeting

Attend the meeting in one of several ways. Please refer to your instructor's course announcements on Blackboard, to determine the best way to access your meeting.

- Click on the link sent to you by the meeting host;
- On your Zoom app, click on the "Join Meeting" button and type in the 10-digit Meeting ID (xxx-xxx-xxxx);
- Go to <http://usc.zoom.us>, click on the "Join" button and type in the 10-digit Meeting ID (xxx-xxx-xxxx)
- Log on to Blackboard, and click on your course, then go to Tools and select "USC Zoom Pro Meeting." From there you should see links to all their Zoom course meetings. Click on the "Join" button next to the desired meeting to enter.

## Participant Controls



From the menu bar you can:

- Mute/unmute your audio
- Stop/start your video
- Configure your settings for items such as audio and video
- Invite more people to join by email, IM, SMS (mobile users) or meeting ID
- View a list of participants
- Share your desktop, or select a specific window/application to share
- Send a message to one person (private chat) or to all participants
- Record the meeting (if you have been granted permission)
- Leave or end the video meeting

## Other helpful hints

- Always remember to mute your mic when you're not speaking. This prevents microphones from capturing other sounds (such as side conversations or aggressive typing) or painful audio feedback. Participants can mute and unmute themselves by clicking on the microphone icon next to their name.
- Turn off non-essential software that may be using the internet while you are in a Zoom meeting.
- If your internet connection becomes unstable, disable your webcam (stop video) and enable only when you need to speak.
- To discourage interruption, please either use the chat function, or they can click on the "raise hand" button.
- If you are using the chat feature and want to send a private message to another participant, double click on their name in the participants list and make sure you are not sending the message to 'everyone.'

## Troubleshooting

1. I can't hear the participants at all.
  - a. The participants might be muted.
  - b. Ask participants to unmute themselves and/or type your request in the Chat feature.
2. I can't hear the participants well.
  - a. Adjust the volume on your computer or the device controlling audio.
3. There is a noisy participant who is unmuted.
  - a. Facilitator can select "Manage Participants" on the ZOOM toolbar to mute some or all participants.
4. I am getting major audio feedback.
  - a. Be sure to mute your audio. Leaving it unmuted will create feedback.

5. I'm having issues with my camera and/or microphone.
  - a. To adjust audio, click on the ^ next to Join Audio/Mute button, and select "Audio Settings..."
  - b. To adjust video, click on the ^ next to Start/Stop Video button, and select "Video Settings..."

#### Additional Resources

- Zoom Training through USC's Information Technology Services:  
<https://itservices.usc.edu/zoom/training/>
- Zoom for Blackboard Training through USC's Information Technology Services:  
<https://itservices.usc.edu/zoom/training/blackboard/>
  - Zoom's Attendee Controls in a Meeting: <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>
- University of Washington's Zoom: Guide for Participants:  
<https://canvas.uw.edu/courses/721562/pages/zoom-guide-for-participants>