

Downloading and installing Zoom

If you have never used Zoom before on your computer or device then you need to install it before joining a meeting. (Windows can often install Zoom at the same time as joining a meeting, but it's more reliable to do it in advance.)

Windows or macOS

1. Go to <https://zoom.us/download> or <https://zoomgov.com/download>.
2. Find 'Zoom Client for Meetings' and click on 'Download'.
3. Depending on your browser you will get a message that says 'Open', 'Save', 'Save as...' or 'Run' – click on 'Open' or 'Run'. If neither 'Open' nor 'Run' is offered, then save the file and then double-click it to open/run it.
4. Zoom will be installed on your computer. You'll need to allow the computer to do various things at several points during the process, and accept the Terms of Service.
5. When finished, the Zoom 'Join a meeting' box may appear. You don't need to do anything more; close the Zoom window ('X' at top right in Windows, top left in macOS) and your device is ready to join a Zoom meeting.

Android (smartphone, tablet)

1. Open Google Play and search for ZOOM Cloud Meetings.
2. Tap on 'install'.
3. Zoom will be installed on your device. You'll need to allow the computer to do various things at several points during the process, and accept the Terms of Service.
4. Once it's finished, that's all that's needed, and your device should be ready to join a Zoom meeting.

Apple iPhone & iPad

1. Open the App Store and search for ZOOM Cloud Meetings.
2. Tap on 'install'.
3. Zoom will be installed on your device. You'll need to allow the device to do various things at several points during the process, and accept the Terms of Service.
4. Once it's finished, that's all that's needed, and your device should be ready to join a Zoom meeting.

Trouble-shooting

If you have problems, these notes may help to solve some of the more common issues with Zoom.

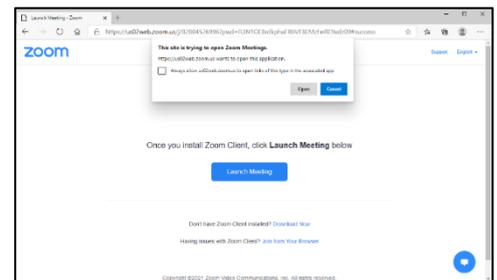
Problems joining a meeting

I've clicked the link but I'm not connecting to the meeting

Have you reached the Launch Screen (right)? If not, then go back and click the link again.

If clicking 'Launch Meeting' has no effect, then you probably don't have Zoom installed. Read the instructions at the start of these notes about installing Zoom, and then go back to the email invitation and click on the Zoom link. It should then let you get beyond the Launch Screen and join the meeting.

If you've got through that stage but you're told the meeting hasn't started, and you think it should have by then, check that the screen says it's waiting to let you into the right meeting. If not, go back to the email that came giving the details for the correct meeting and try again.



Zoom Launch Screen

I've tried all that but can't get Zoom to work – what next? If all else fails, try these three other ways:

- (a) Run Zoom in your browser If you have got to the Launch Screen, click "Join from your browser". Follow the instructions, entering the Meeting number and passcode in the email that you were sent when prompted. Note that you won't have all the facilities you would have when using the Zoom app.
- (b) Run Zoom from the Zoom website If you cannot even get to the Launch Screen then go to <https://zoom.us/join>, enter the meeting code and follow the instructions.
- (c) Run Zoom from the app If the Zoom application has been installed, but the link isn't working, run the application direct and select 'Join a meeting'. Follow the instructions, entering the Meeting number and passcode in the email that you were sent for the meeting when prompted.

Problems in the meeting

Can't see the meeting?

This is probably an issue with the quality of your data/broadband connection. See the section below '*Connection problems – the picture freezes, the sound is wrong, or Zoom keeps crashing*'

Can't hear the meeting?

You need to check that your device audio (e.g. your computer speakers, headphones or ear buds) is on or plugged in, working and turned up adequately. Devices handle these things differently and we can't give detailed instructions. Things to try:

- Check the volume, and that you haven't set the device to 'Silent'.
- Check Zoom is using your computer speakers – use the options beside the Audio Control and check under 'Select a Speaker'.
- Check the audio settings in Zoom – use the options beside the Audio Control and click/tap 'Audio Settings'.

My image isn't showing, just my name

You need to check that the camera on your device is working and pointed at you! Again, this rather depends on your particular device, but here are some hints:

- Check your video is on in Zoom – the Video Control (second button from the left along the bottom) should say 'Stop Video' — if it says 'Start Video' with a red line across it, your video is off. Click/tap to turn it on.
- Check Zoom is using your computer camera – use the options beside the Audio Control and check under 'Select a Camera'.
- Check you've allowed Zoom to use your camera in the device settings. Normally you would have been asked at some point to allow Zoom to use your camera. Go to the Settings (or System Preferences) of your computer/device to check the camera is enabled and that Zoom is allowed to use it.
- Check the video settings in Zoom – use the options beside the Video Control and click/tap 'Video Settings'.

People are saying they cannot hear me

You need to check that the microphone on your device is working and at the right level:

- Check your microphone is on in Zoom. The Audio Control (far left along the bottom) should say 'Mute' – if it says 'Unmute' with a red bar across it then your microphone is muted, so click/tap to turn the microphone on.
- Check Zoom is using your computer microphone – use the options beside the Audio Control and check under 'Select a Microphone'.
- Check you've allowed Zoom to use your microphone in the device settings. Normally you would have been asked at some point to allow Zoom access to your microphone. Go to the Settings (or System Preferences) of your computer/device to check the microphone is enabled and that Zoom is allowed to use it.
- Check the audio settings in Zoom – use the options beside the Audio Control and click/tap 'Audio Settings'.

My iPhone/smartphone says it's in 'Safe Driving Mode' and I can't see anything! Assuming you are not driving, swipe left to exit Safe Driving Mode, and it should be back to normal with the microphone and camera re-enabled.

Connection problems – the picture freezes, the sound is wrong, or Zoom keeps crashing

Zoom is a heavy user of your device's computing power and takes a lot of your data/broadband connection. Things you can try to improve reception:

- Check that there aren't other people or devices using your data/broadband link in the house, including YouView, Netflix, sports channels, partners/children/grandchildren, etc!
- If you can, try to link your laptop or desktop to your broadband router using a cable rather than wireless.
- If you can't use a cable connection then try to be as close to your wireless wi-fi router as you can, and make sure that there aren't solid walls between you and the router.
- If you are using a phone to connect, make sure you have a good mobile data connection (4 bars) or use wi-fi instead.
- Close down other programs running on your device, as lots of other programs/apps will slow everything down. Start the device afresh and just do what's necessary to take part in the meeting, and don't start other programs/apps unnecessarily – especially don't open multiple tabs in your browser.

If you still are having problems, you might have to resort to partial participation, by turning off your video, so you can see and hear what is going on but will not be visible to others (your name will still appear to show you are there). Or see '*I've tried all that but can't get Zoom to work – what next?*' above.

It is worth ensuring that you have the latest version of Zoom on your device. You may be told when you are using it if the version is out-of-date. You won't want to update it when you're waiting to get into a meeting, so it's worth checking it's up-to-date beforehand.