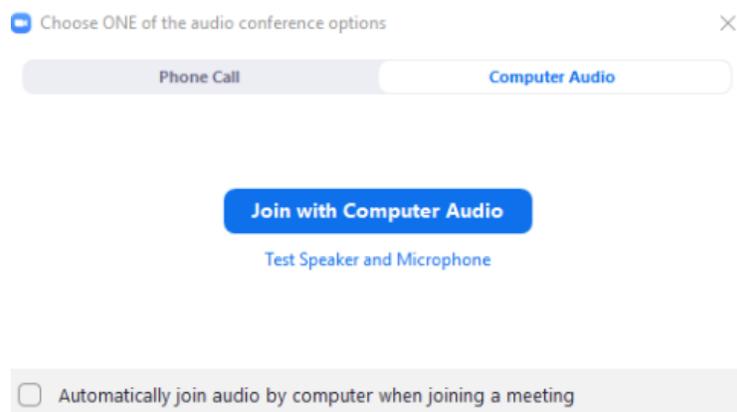


Zoom Meeting Guide

Helpful tips and troubleshooting advice for a successful Summit experience

Test Your Audio

You can make sure your audio is working properly when you join the Zoom meeting by clicking on “Test Speaker and Microphone.” Once you confirm that your audio works, click on “Join with Computer Audio.”



Mute Your Microphone

During the Summit please keep your microphone muted unless you are speaking. This reduces audio feedback and background noise that can be distracting to other participants.

Common Audio Issues

If you cannot hear the presenter or other participants:

- Check your computer speakers. Is the volume turned up?
- Are your speakers connected?
- Are your speakers selected for the active output in Zoom?

If other participants cannot hear you:

- Check your microphone setup in Zoom.

Audio Trouble

If you are having trouble hearing the meeting, you can join via telephone while remaining on the video conference:

1. On your phone, dial the teleconferencing number provided in your confirmation email.
2. Enter the Meeting ID number (also provided in your confirmation email) when prompted, using your touch-tone (DTMF) keypad.
3. If you have already joined the meeting via computer, you will have the option to enter your 2-digit participant ID to be associated with your computer.

How to Resolve an Echo

Do other participants hear an echo when you talk?

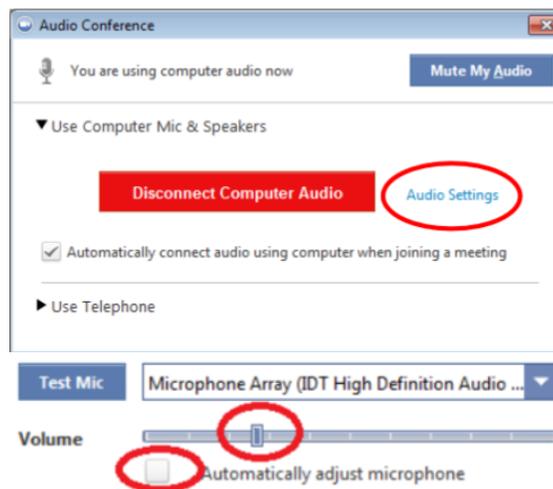
If so, this means that you are the source of the echo. You have two options:

- a. Adjust your microphone sensitivity (and, if possible, increase the distance between the microphone and the speakers):

In the Zoom meeting, Choose Audio > Audio Settings



Uncheck the “Automatically adjust Microphone” box and pull the slider bar down.



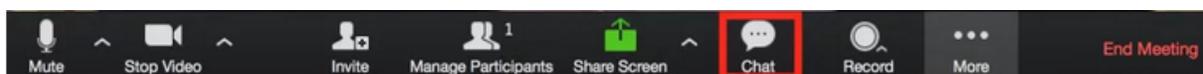
- b. Use a headset or earbuds instead of your computer speakers, so that the voices coming in from other participants aren't picked up by your microphone.

Do you hear an echo when other participants talk?

If so, they are the source of the problem. Ask the person who is the source of the echo to try the options listed above.

How to Use the Chat

1. Click the “Chat” button in the meeting controls bar at the bottom of your Zoom window. The chat window will open on the right side of your screen.
2. Type a message into the chat box to send a message to all participants. Or click on the drop-down next to “To” if you want to send a message to a specific person.
3. When new chat messages are sent, a preview of the message will appear and the Chat button will flash orange. Click the button to view the chat window.

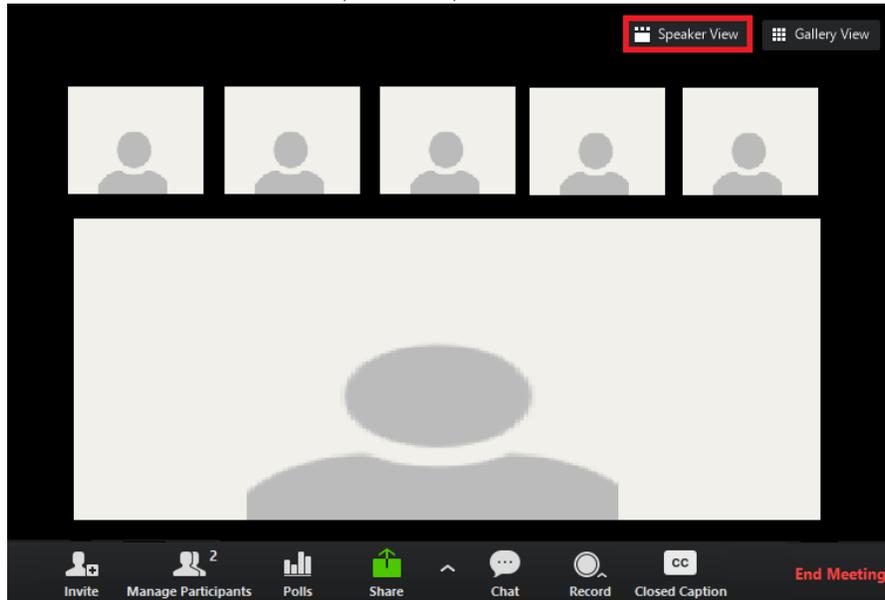


How to Change Your Screen View

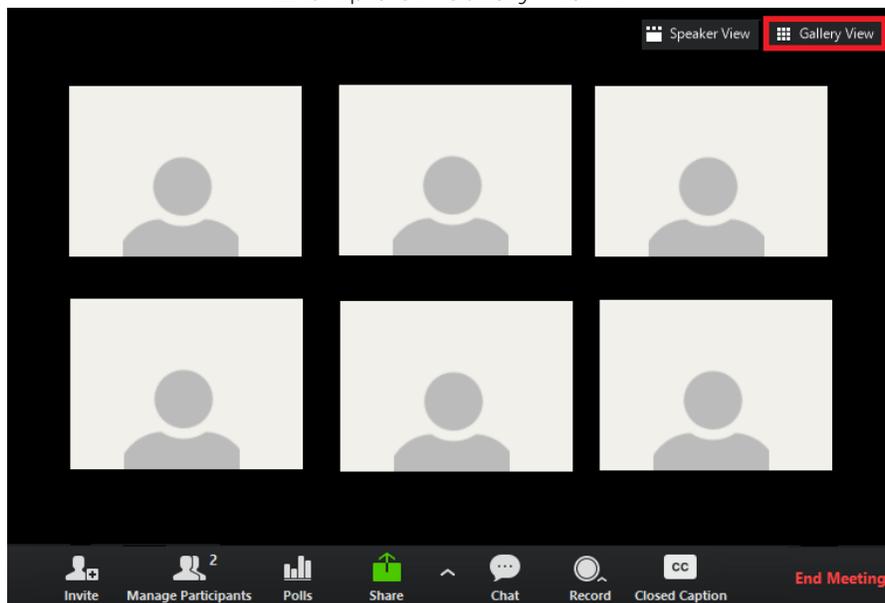
On your Zoom screen, you have the option to toggle between “Speaker View” and “Gallery View”:

- “Speaker View” showcases the active speaker.
- “Gallery View” tiles all of the meeting participants.

Example of “Speaker View”:



Example of “Gallery View”:



Additional tools to make the most of Zoom:

- [How to Use Zoom - Free Video Conferencing & Virtual Meetings](#)
- [Zoom Video Tutorials](#)
- [Zoom Live Training Webinars](#)