Zoom

Scheduling Zoom Meetings

- Zoom -- Scheduling

Quick Test of Zoom Before First Real Use

- For Drexel students, staff, faculty, who want to try Zoom out before first real use.
- Zoom -- Quick Test Before First Real Use

Joining a Zoom Meeting

- Zoom -- Joining a Zoom Meeting

Hosting a Drexel Zoom Meeting

- Zoom -- Hosting a Drexel Zoom Meeting

Tips and Basic Troubleshooting

Click link above to collapse area.

<table>
<thead>
<tr>
<th>Zoom Video Tutorials</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials">https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials</a></td>
</tr>
</tbody>
</table>

Echo Occurring?

- Everyone in the same physical room as the host user should *mute their computer microphones and computer speaker volume.*
- The host user is the exception. The **host user should NOT mute** their computer microphone and computer speakers **UNLESS** the host use is using a phone or speakerphone for audio.
  - If the host user is using a phone or speakerphone for audio, then the host indeed should mute their computer microphone and computer speakers.

Screen Freeze or Lag? Delayed Audio?

1. Have all participants mute their audio and/or shut down their video when they are not using it.
2. All participants should close any open applications or browser tabs or windows they are not using during the meeting.
   - a. Closing non-essential apps in the lower right (System Tray) in Windows or upper right (Menu Bar) in Mac could help as well.

Deleted a Scheduled Meeting or a Recording

- Zoom -- Recover Deleted Meeting or Recording

General Tips

- Try the above tips *FIRST,* and only do the ones below if the issues persist.
- Screen sharing or application sharing of very high resolution or 4K displays can sometimes be a factor.
- Ask presenters to change their display resolution to something closer to 1920x1080 (which is still HD).
- Participants on their own personal WiFi or other network might try shutting down any other devices on their personal WiFi network to increase the overall available bandwidth.
- Do not use [https://zoom.us](https://zoom.us) for Drexel Zoom.
  - Use [https://drexel.zoom.us](https://drexel.zoom.us) for Drexel Zoom.
- Only host 1 meeting at a time on your own account.
- Drexel Zoom meetings can be schedule to last as long as 24 hours long, if need be.
- Zoom meetings recorded to the cloud are captioned and transcribed automatically and available to those who attend.
  - The captioning and transcript are not good enough for students or instructors who need special accommodations.
- International participants can use Zoom to hear and be heard for free through their computer.
- International phone rates apply if the phone is used for audio.

Advanced Instructions
**MORE HELP?**

Click link above to collapse this area.

NEED MORE HELP? Contact ihelp@drexel.edu or the CCI Commons HelpDesk at 215-895-2480.

*Additional Assistance is ONLY for Drexel University - College of Computing & Informatics (CCI) instructors, faculty, professional staff, and students.*

Anyone else should contact technical support for their own college, department, university, organization, or business.

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**Table of Contents for Sharing Links to Specific Sections Above**

Click link above to collapse this area.

- Scheduling Zoom Meetings
- Quick Test of Zoom Before First Real Use
- Joining a Zoom Meeting
- Hosting a Drexel Zoom Meeting
- Tips and Basic Troubleshooting
- Advanced Instructions
- MORE HELP?
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