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

Recording a Zoom Meeting

- Zoom -- Recording

Managing Users, Security, and Privacy

- Zoom -- Managing Users, Privacy, and Security Measures

Tips and Basic Troubleshooting
**Zoom Video Tutorials**

- [https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials](https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials)

**See Our Zoom Hosting for More Tips Not Covered Here**

- Many of these TIPS are SUPER USEFUL and IMPORTANT.
- [Zoom -- Hosting a Drexel Zoom Meeting](https://zoom.us)

**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](https://drexel.zoom.us)

**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 to 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**

- [Zoom -- Advanced Instructions](https://drexel.zoom.us)

**MORE HELP?**

**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.
<table>
<thead>
<tr>
<th>Table of Contents for Sharing Links to Specific Sections Above</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click link above to collapse this area.</td>
</tr>
<tr>
<td><em>Scheduling Zoom Meetings</em></td>
</tr>
<tr>
<td><em>Quick Test of Zoom Before First Real Use</em></td>
</tr>
<tr>
<td><em>Joining a Zoom Meeting</em></td>
</tr>
<tr>
<td><em>Hosting a Drexel Zoom Meeting</em></td>
</tr>
<tr>
<td><em>Recording a Zoom Meeting</em></td>
</tr>
<tr>
<td><em>Managing Users, Security, and Privacy</em></td>
</tr>
<tr>
<td><em>Tips and Basic Troubleshooting</em></td>
</tr>
<tr>
<td><em>Advanced Instructions</em></td>
</tr>
<tr>
<td><strong>MORE HELP?</strong></td>
</tr>
<tr>
<td><em>“Additional Assistance is ONLY for Drexel University - College of Computing &amp; Informatics (CCI) instructors, faculty, professional staff, and students.”</em></td>
</tr>
</tbody>
</table>