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
Click link above to collapse area.

**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://drexel.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.
   - 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)

**Invalid Meeting ID or Invalid Meeting Number Error**
- [Zoom -- Invalid Meeting ID or Invalid Meeting Number](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 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 of Contents for Sharing Links to Specific Sections Above

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