

How to use Zoom

This guide will help you to use Zoom for the first time. You do not need to read everything in the guide; it is broken up into sections based on what device you will be using – a computer, a mobile phone, a tablet etc. You only need to read the section that relates to your device.

Summary

There are four stages to using Zoom for the first time:

1. Click on the link in your invitation e-mail
2. Install Zoom
3. Click on the link in the invitation again
4. Use Zoom

This guide takes you through this whole process.

You only have to do these the very first time you use Zoom

Safety using Zoom

Zoom makes use of your device's microphone and camera (if available) so that other people on the meeting can see and hear you.

Before each Zoom session begins, make sure there is nothing open on your screen that you might want to keep private from others. If you are using a web camera, make sure there is nothing private or inappropriate in your background.

Ensure that the Zoom meeting is closed properly at the end of each session and that the connection is not still open.

How to use Zoom

Start here

Different pages of this guide relate to different types of device. Read this page first and choose which section to turn to for your device.

You have probably received a message with a link to a Zoom meeting or event. It may look something like this:

This is called the web address (or URL) 

Roderick Glossop is inviting you to a scheduled Zoom meeting.

Topic: Silver Sunday event

Join Zoom Meeting

<https://us04web.zoom.us/j/63929589039?pwd=Mm9hNUxWeS9XaUZEnZzQlIHh2I3dz09>

Meeting ID: 639 416 2039

Password: 3Wb1tL

The most important part of the message is the web address. If you are very lucky, you may just be able to tap or click on it to get into the meeting. Try it. If a window appears inviting you to enter your name or 'sign in', turn to page 10 now. Otherwise you will need to install Zoom on your device. Find the relevant pages in this guide for the device you are using.

If you are using a laptop or desktop computer other than Apple, go on to the next page;

If you are using a smartphone or tablet other than Apple, turn to page 4 (this includes the Kindle Fire);

If you are using an iPad or iPhone, turn to page 6;

If you are using an Apple desktop or laptop computer, turn to page 8.

Once you have installed the app on your device, turn to page 10 at the end of this guide for information on using Zoom.

How to use Zoom

PC

Most PCs run Windows. These instructions are for Windows. The process for the main alternative, Linux, is very similar: just substitute 'Linux', 'Ubuntu' etc. for 'Windows' in these instructions.

When you clicked on the Zoom link, you probably saw something like this:

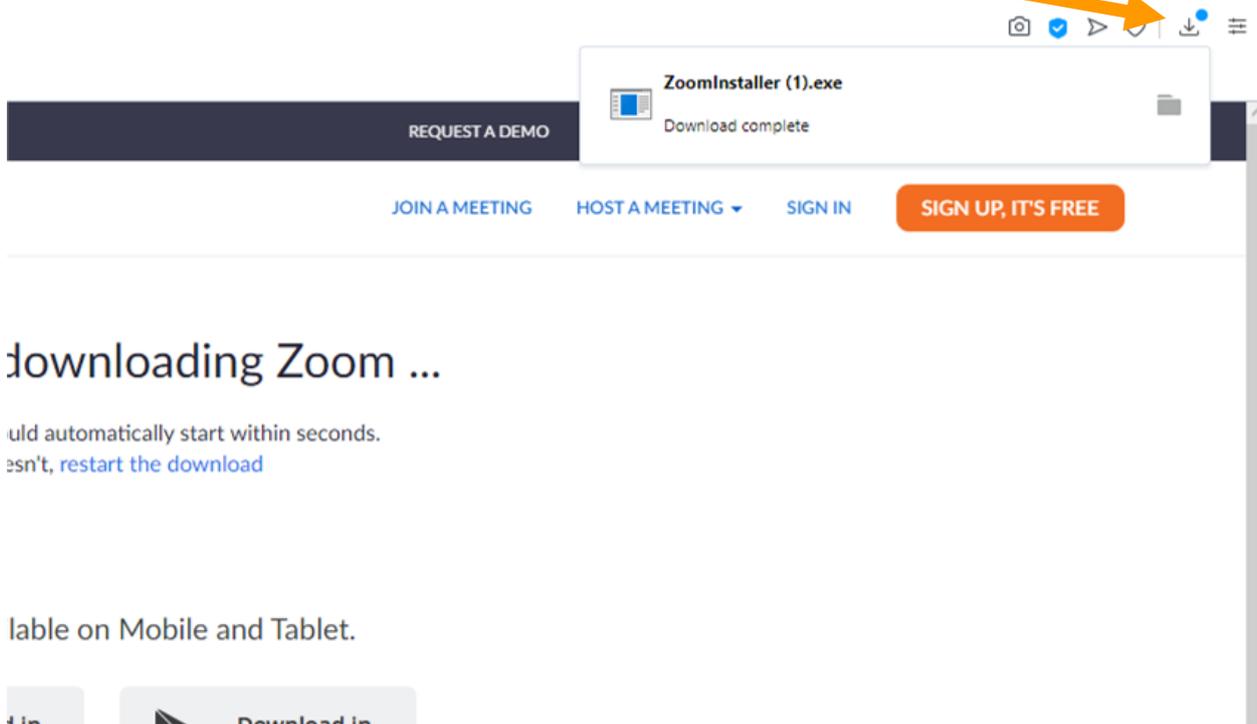
When system dialog prompts, click **Open**.

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

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Click on 'download and run Zoom'. If that does not work, type 'download Zoom' into Google and click on the link which says '[Download for Windows](#)'.

The file may appear in the top right of the screen (if you are using Firefox or Opera)...



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PC

...or it may appear at the bottom left (if you are using Edge or Google Chrome).

Your download should automatically start within seconds.
If it doesn't, [restart the download](#).

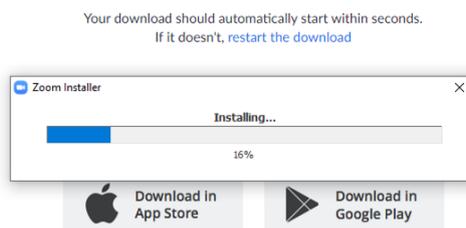
Zoom is available on Mobile



Download in
App Store



Find your download and double-click on it. Soon you should see a narrow box like this...



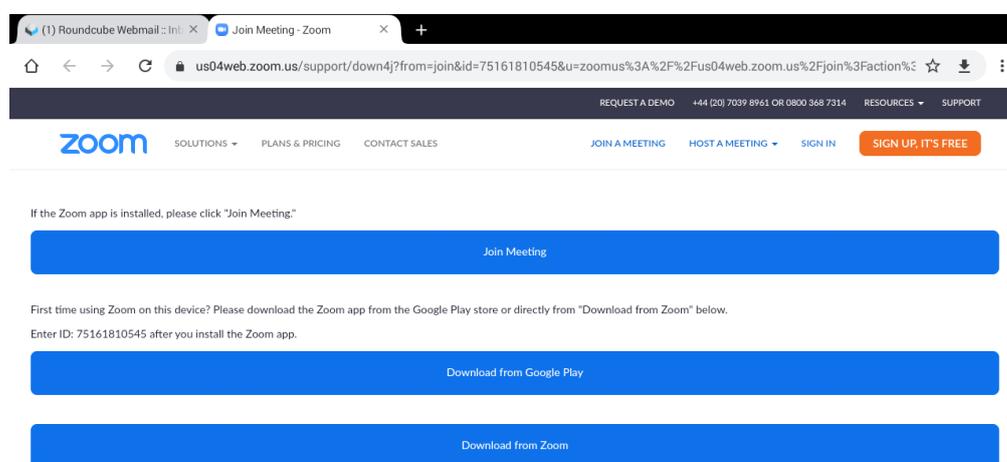
...followed by a new window inviting you to 'join a meeting' or 'sign in'. The easiest way to join the meeting is now simply to go back and click on the web address in your invitation. Alternatively you can click on 'join a meeting' and type in the meeting ID number and password. Now turn to page 10 for guidance on actually using Zoom to get into the meeting.

How to use Zoom

Android

This includes almost all smartphones and tablets which are not Apple, such as Samsung, LG, Huawei, Doro and Kindle Fire.

When you tapped on the Zoom link, you may have seen something like this. (If you didn't, turn immediately to the next page.)



If tapping on 'join meeting' doesn't get you into the meeting, tap on 'download from Google Play'. This should redirect you to the Google Play Store, where you can install Zoom. Simply click on the green INSTALL button ('GET IT' on Kindle Fire) and then tap 'accept'.

(Note: if you see the message 'your device isn't compatible with this version' then you will need to use a different device. As a last resort you can try installing Zoom by clicking the 'download from Zoom' button on the screen shown above, but this is unlikely to help.)

Wait until the Zoom app has finished installing. Once it has, simply go back to the Zoom invitation you have received and tap on the web address again. This time it should take you straight into the app to join the meeting. (If it opens the page pictured above, tap on "join meeting".)

Now go to page 10 for guidance on actually using the Zoom app.

If you didn't see the screen pictured above, then you will need to install Zoom manually. Go on to the next page.

How to use Zoom

Android

Use this page if the instructions on the previous page did not help you.

If tapping on the invitation web address didn't get you anywhere, then you will need to download the Zoom app manually.

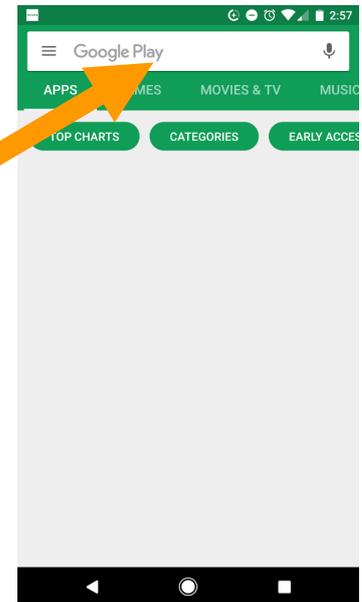
Step 1

First of all, find the Google Play Store app. It should look like one of these pictures. Tap on it.



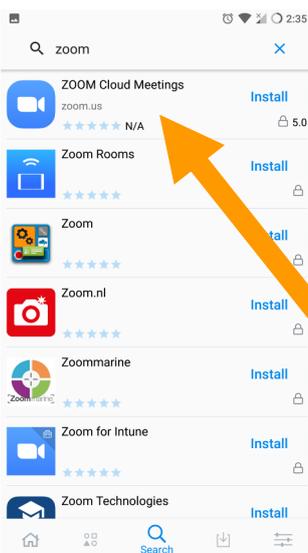
Step 2

The Play Store should have a search box at the top (it may not look exactly like this). Tap on it, type in 'Zoom' and then press Enter or the magnifying glass on the keyboard.



Step 3

When you get a list of apps, tap on the one which says 'ZOOM Cloud Meetings' and then tap 'install' or, on Kindle Fire, 'get it'. (If this isn't in your list then your device probably can't run Zoom.) Tap 'accept' and wait until it has installed.



Step 4

Go back to your invitation and click on the web address again. The app should start and guide you into the meeting. Now turn to page 10 for help using the app.

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iPhone & iPad

Read these pages for help getting started on Apple mobile devices.

When you tap on the Zoom link, you may see this 'First time using Zoom' message. (If you do not – go straight on to step 2 below.)

Tap on the big blue 'download from App store' button.

Now ignore steps 2 and 3, and go on to the next page.

1

Alternatively, you can install the app manually yourself. Tap on the App store icon (pictured right) on your home screen, and then tap on 'search' in the bottom right-hand corner. Then tap in the box under the heading 'Search'.



Search

Q App Store

Trending

andy crush

alexa app

ee

tiktok

dropbox

google home

zoom app for iphone

2

First time using Zoom

Download from App Store

Enter meeting ID 751 6181 0545 after you install Zoom app

If Zoom app is installed, [launch meeting](#)

3

Now type in 'Zoom' and press Search on the keyboard. Tap on ZOOM Cloud Meetings. Then go on to the next page.



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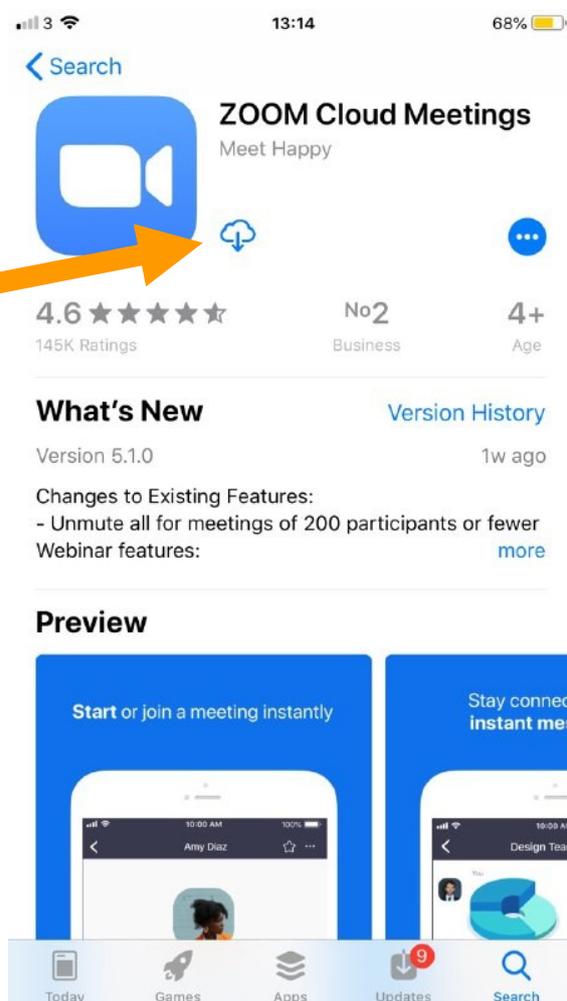
How to use Zoom

iPhone & iPad

Now you should see the page for downloading the Zoom app. Tap on the word 'GET' next to the large video-camera icon. Alternatively, instead of 'get' you may see a little cloud, as pictured. Tap that instead.

You may need to enter your PIN or password, or use your fingerprint ID at this stage.

Once the app has finished downloading, go back to your Zoom invitation and tap on the web address again. You should be guided through the process of joining the meeting. Turn to page 10 for assistance with this process.



How to use Zoom

Apple Mac

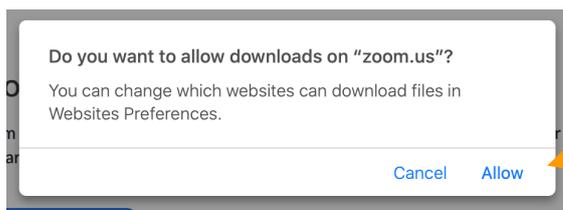
Read these pages if you are using an iMac, a MacBook or another Apple computer.

When you clicked on the Zoom link, you probably saw something like this:

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

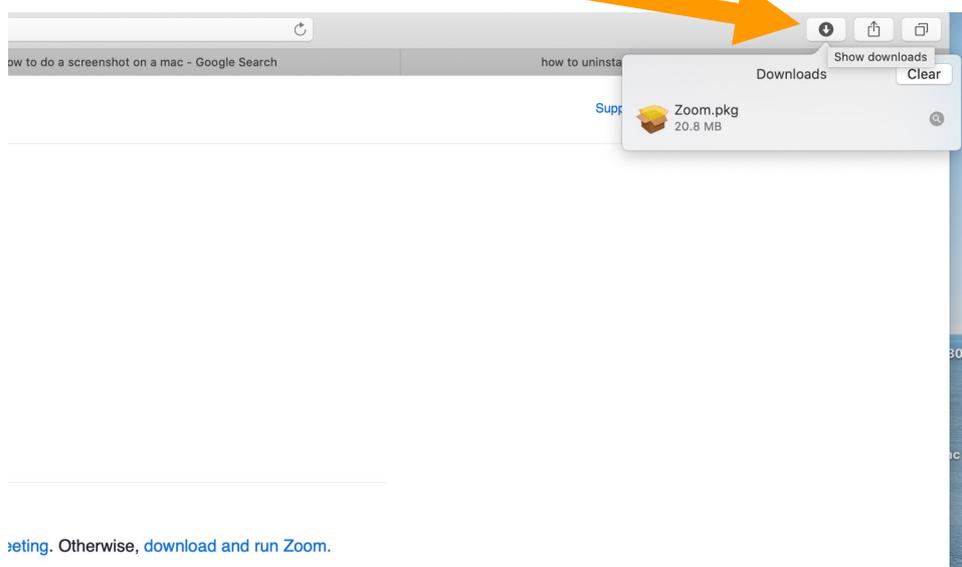
Click on 'download and run Zoom'.

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You may see this message. If you do, click 'allow'.

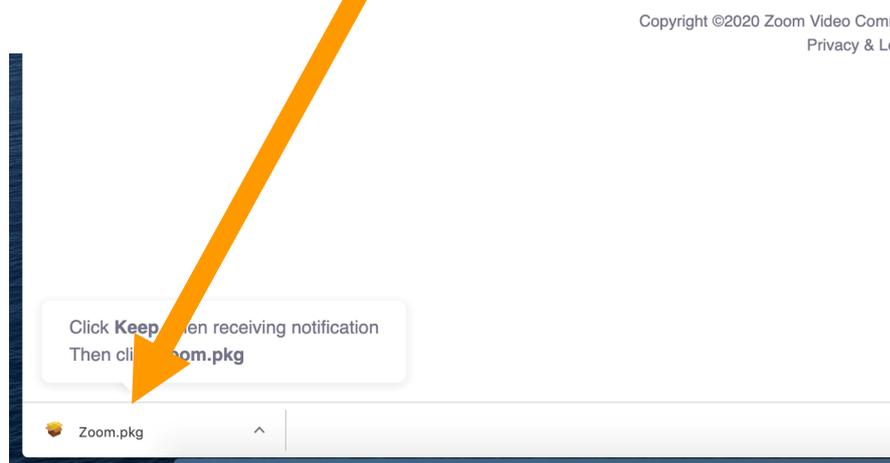
The download will probably appear in the top right of the screen...



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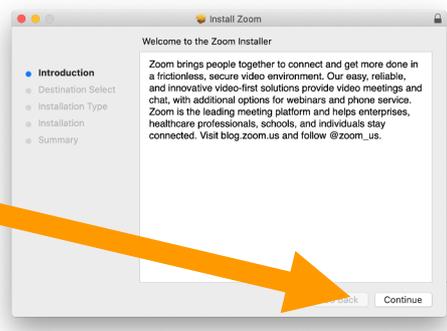
Apple Mac

...but it may appear at the bottom left (if you are using Google Chrome).



Find your download and double-click on it. Soon you should see a box like this. Click on 'continue' in the bottom right-hand corner and follow the prompts to install it, putting in your computer's password when it asks you to.

There is a more detailed description of this process on page 14.



Then a new window will appear, inviting you to 'join a meeting' or 'sign in'. The easiest way to join the meeting is now simply to go back and click on the web address in your invitation. Alternatively you can click on 'join a meeting' and type in the meeting ID number and password.

Now go on to the next page for guidance on actually using Zoom to get into the meeting.

How to use Zoom

Getting in

These pages offer you help with getting into the meeting itself, once you have downloaded the app. Note that the windows shown here may look different on your device. These pictures have been taken from the computer version rather than the tablet or smartphone version, but the process is similar.

When you have tapped again on the web address in your invitation, a window **may** pop up looking something like this. Just wait for Zoom to launch automatically. This may take a few seconds. If Zoom fails to appear at all, click on 'launch meeting':

If this doesn't work, you can click 'join from your browser', simply following the instructions.

When system dialog prompts, click **Open**.

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

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When it starts, the app will ask you for your name. This will be visible to other participants. You may wish to type in your first name(s) only.

Then click 'Join Meeting'.

Zoom

Enter your name

Your Name
Madeline Bassett

Remember my name for future meetings

Join Meeting Cancel

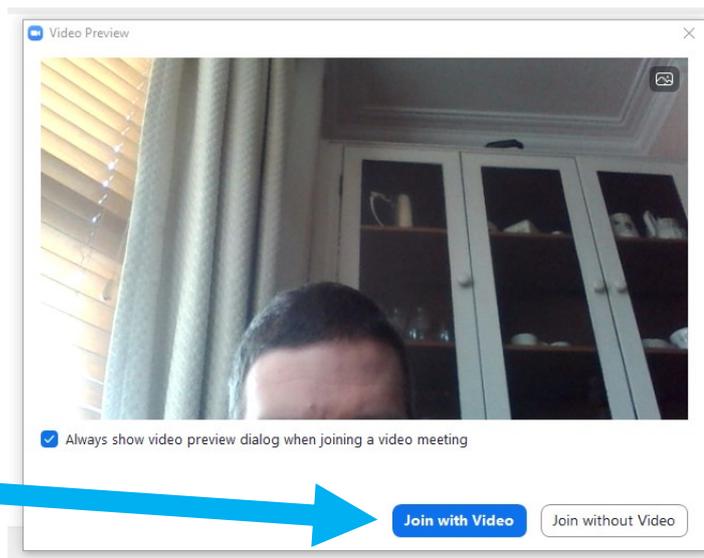
How to use Zoom

Getting in

Next you are given a preview of what people will see of you, perhaps after giving the app permission to use your camera. You may want to move your device or camera so that people can see you better.

When you are happy with the picture, click on 'Join with Video'. If, on the other hand, you do not want people to see you, simply click on 'Join without Video'.

(This is an example of a badly-adjusted camera: no-one will be able to see the participant's face. If your picture looks like this, tilt your device before you press 'join with video'.)

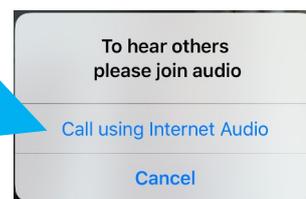


At this stage you may have to wait a few moments to be admitted into the meeting. The app may also ask you for permission to use your microphone; say 'OK' or 'allow'.

In the next window, choose 'join with computer audio'. This will start the meeting for you.

On Apple devices, you may be invited to 'Call using Internet audio'.

Now go on to the next page.



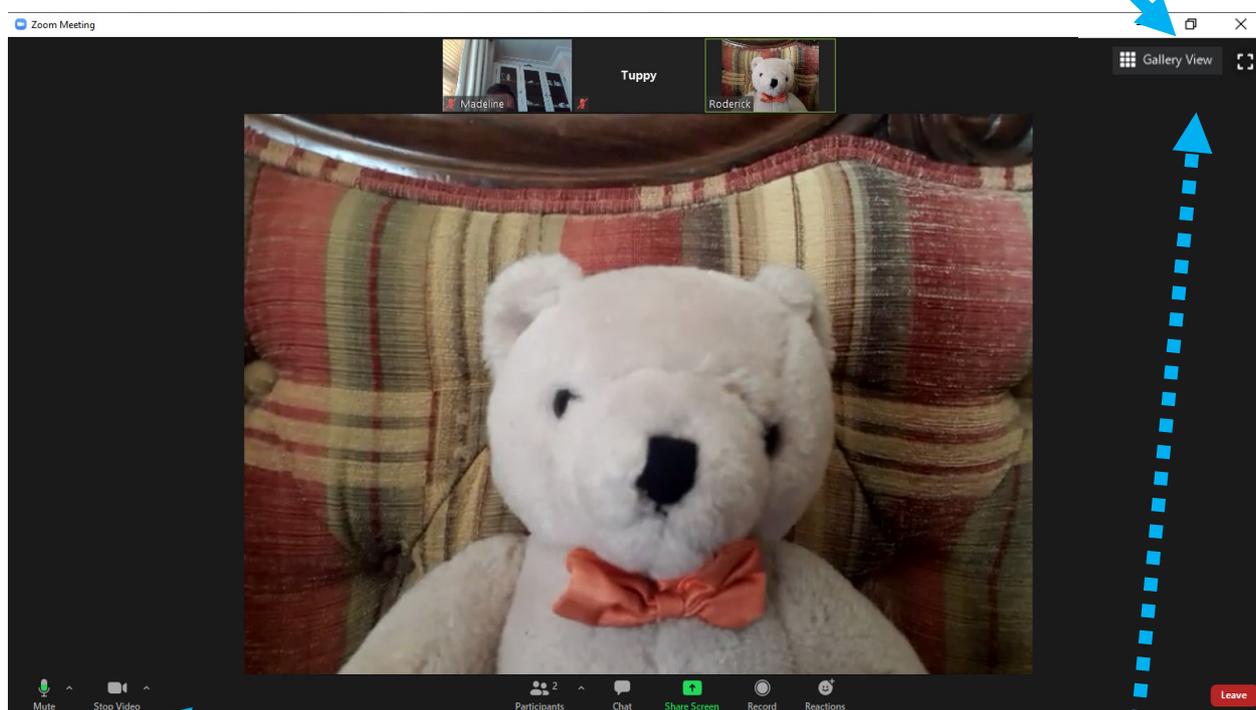
Note: some anti-virus packages may try to prevent Zoom from using the camera and microphone. If that happens, you will need to adjust the settings on your anti-virus package.

How to use Zoom

The meeting

How to use the controls during the meeting

If you are using a computer, you may like to click immediately on “gallery view”. This allows you to see everyone at the same time, not just whoever is speaking. This option is not generally available on mobile devices. (See next page for a picture of this.)



Use the ‘mute’ button to switch your microphone on and off. When you first enter the meeting, this button may say ‘join audio’; in that case, press it and then ‘call via device (or Internet) audio’.

It is generally good to keep your microphone switched off during periods when you are not speaking, as the microphone broadcasts and magnifies every cough and sniff!

Use the ‘video’ button to stop and start your own camera. You may need to press this and the microphone button twice to get them going at the start.

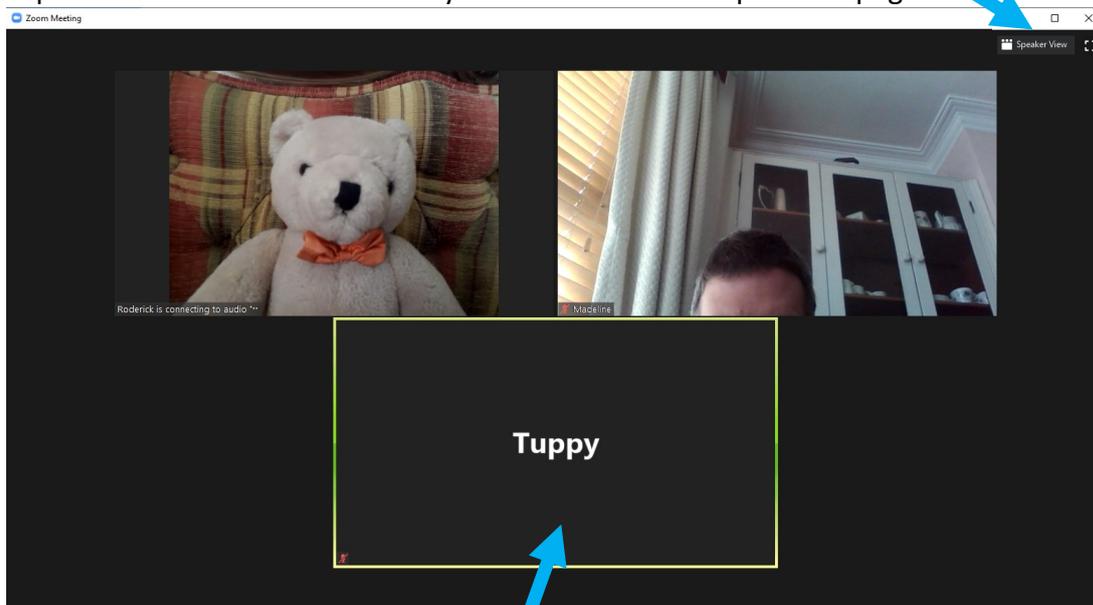
The ‘leave’ button allows you to leave the meeting. On mobile devices it is usually at the top right.

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‘Gallery view’

This format is only available if you are using a computer.

This allows you to see many more people at the same time. If you do not like this layout, click on ‘speaker view’ to return to the layout described on the previous page.



This participant’s camera is switched off. All that can be seen is his name.

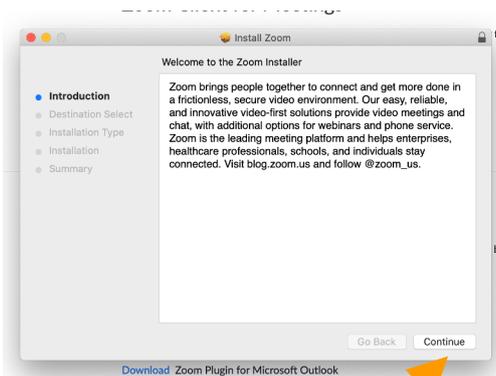
About Compaid

This guide was produced by Compaid, a charity in Kent which supports disabled and older people to gain valuable computer and other digital skills. We have a training centre in Paddock Wood, and support other learners with remote and in person sessions throughout West Kent and beyond. You can find out more on our services through our website www.compaid.org.uk

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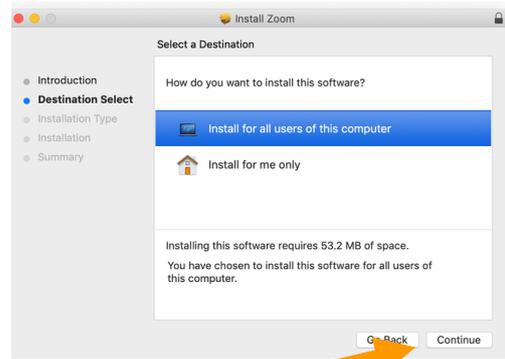
Further help for Apple Mac

Here is a more detailed description of the 'installation wizard' on Apple Mac, continued from page 9.



Click 'continue'

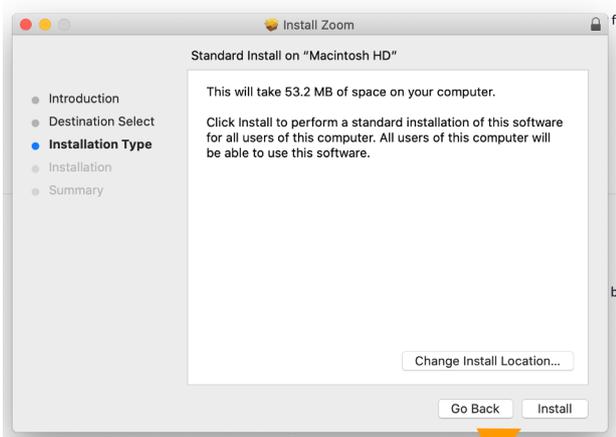
1



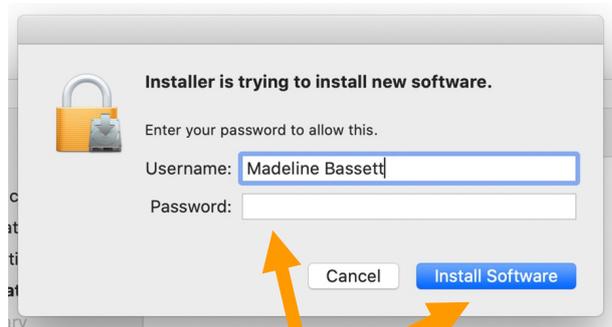
And again
(You may not see this step at all)

2

3



Click 'install'



Type in your computer's usual password and then click 'Install Software'.

4

5



If you see this message, you can click either option. If you choose 'Move to Bin', it may refuse to do so; just ignore it. Now turn back to page 9.

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