Zoom for All

Using and troubleshooting zoom

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What is Zoom?

- Zoom is a virtual meeting tool with voice and video options.
- The basic, free version offers options like turning on/off video, record, whiteboard, and "raise hands".

What is virtual conferencing network etiquette (netiquette)?

When participating on any virtual conferencing tools, please understand the following network etiquette (netiquette) suggestions to make the experience better for the host and everyone attending.

Tip	Why?
Mute your microphone when not speaking.	Microphones pick up background noise in the room, which is distracting.
Face the camera.	Your host can see you, read your body language, and tell if you are paying attention.
Turn off video if requested by the host.	Video feeds require more bandwidth.
No eating.	Distracting and messy.
Find a secluded space.	The noise and motion around the camera may be picked up and heard or seen by the group.
Use the chat window to post questions.	So you do not interrupt the presentation. The host will check the chat and participate windows periodically during their presentation to check for questions.

# DIRECTIONS FOR LOGGING INTO LAUNCHPAD (STUDENTS)

Note: Launchpad is Rock Hill's one stop shop for all learning applications, including Canvas, Seesaw, digital textbooks, K12 (when setup is complete), Pearson Connexus (when setup is complete), and other applications.

Step 1: Navigate to https://launchpad.classlink.com/rockhill
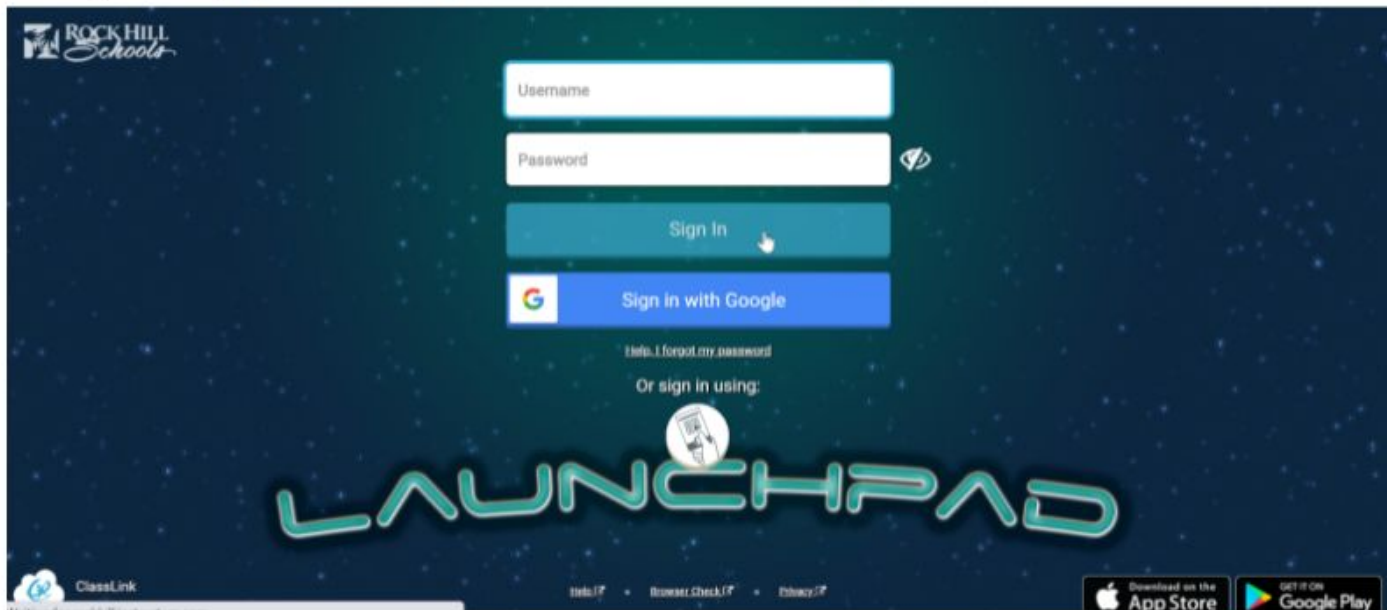
Step 2: Enter the student's Computer username (AB12345, for example), and password (7 or 8 digit Date of Birth)

Step 3: Select the learning application you wish to navigate to. (for example, Canvas)

63 Student V
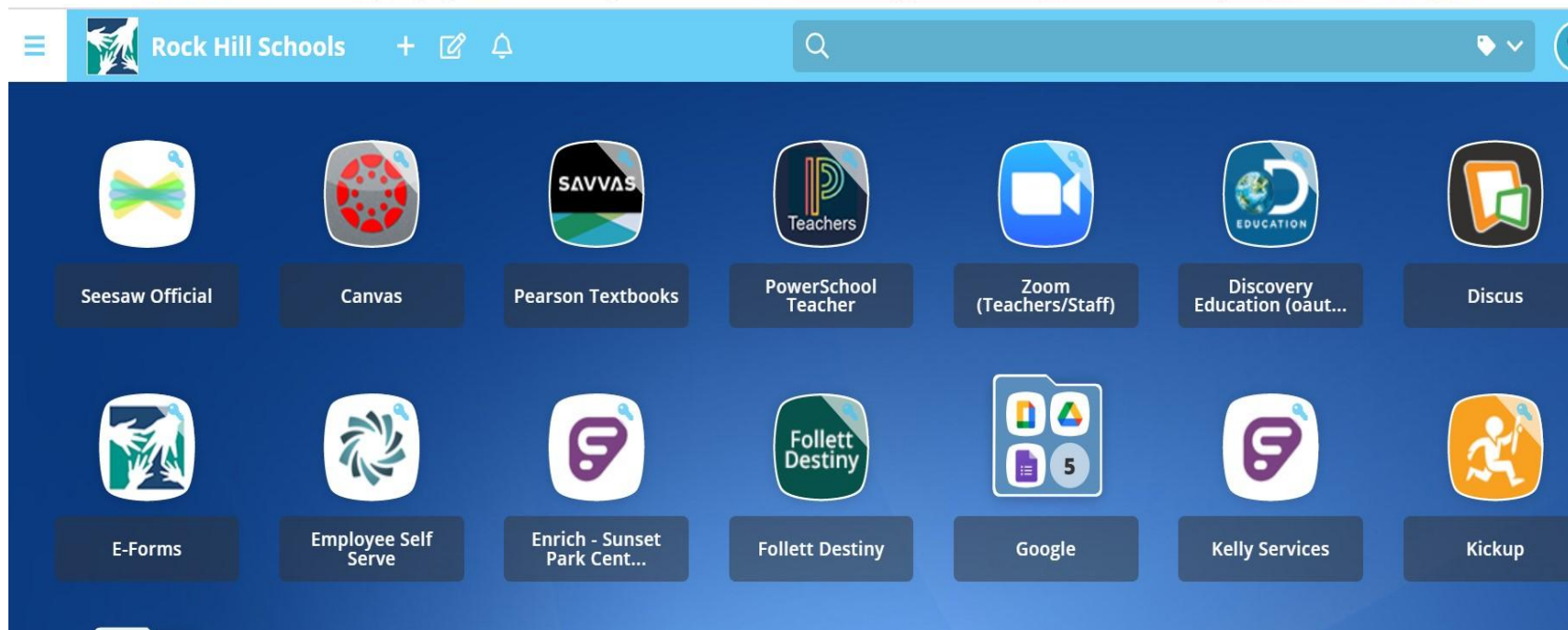
2021/2022 - Sunset Park C...

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HR 3 - 7(A-E) - Richardson - 21-22

✎ Edit ⋮

Welcome to our Class

Click here to enter our zoom class

Mrs. Richardson

3rd Grade

Journal

Janice Nivens - VA
Teacher - 1 Class

Mrs. Nivens 202...
Teacher

Journal	Activities	Inbox	Progress

Everyone

JN Janice Nivens - VA

Click below to join our Zoom!

Class Journal
1 post

Sample Student
0 posts
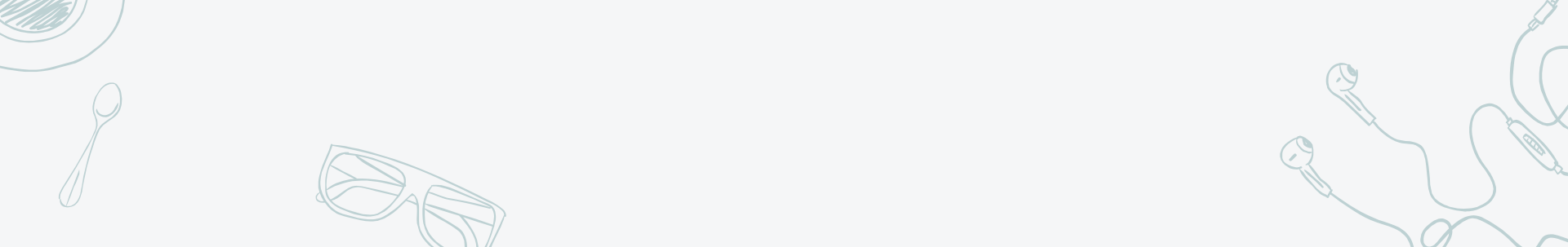
1
0 posts

10
1 post
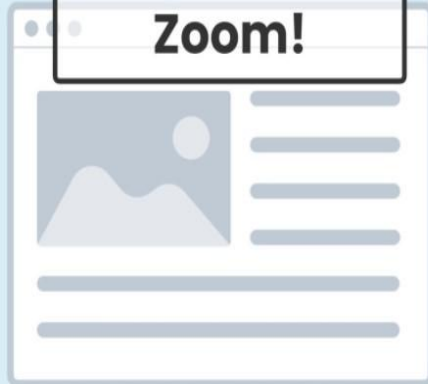
Open Zoom Meetings?

https://zoom.us wants to open this application.

Open Zoom Meetings   Cancel

You can either choose to **download & run Zoom** or **join from your browser** (without downloading Zoom).

You can either choose to **download & run Zoom** or **join from your browser** (without downloading Zoom).

Launching...

Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, **click here** to launch the meeting, or **download & run Zoom.**

If you cannot download or run the application, join from your browser.

You will then be asked to choose your audio options. The application will allow you to test your speakers and microphone settings. Just follow the instructions and then click "**Join with Computer Audio**" to start your session.
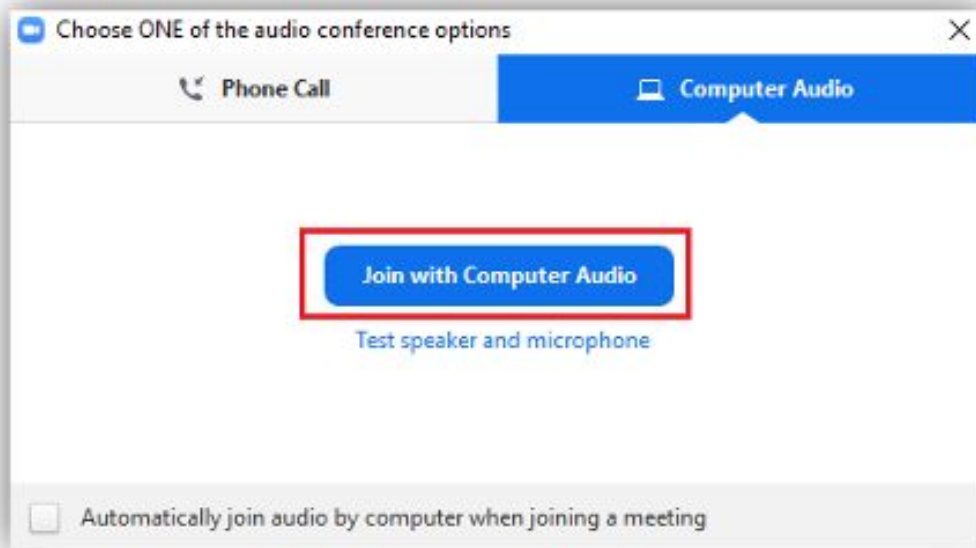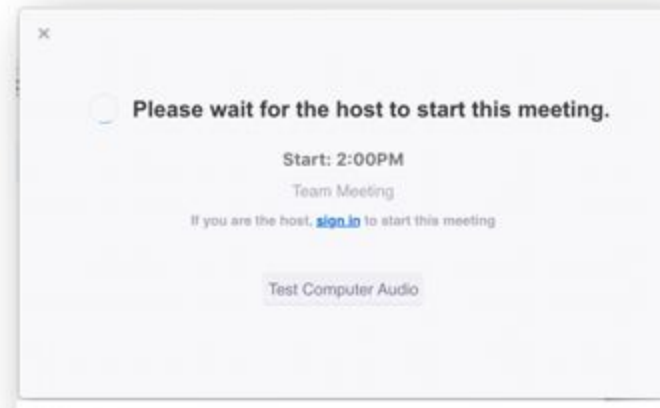
Step 4 – Select "**Join with Video**" or "**Join without Video**" according to your preference, and start learning! You may need to wait a moment for the class to commence, thank you for your patience.
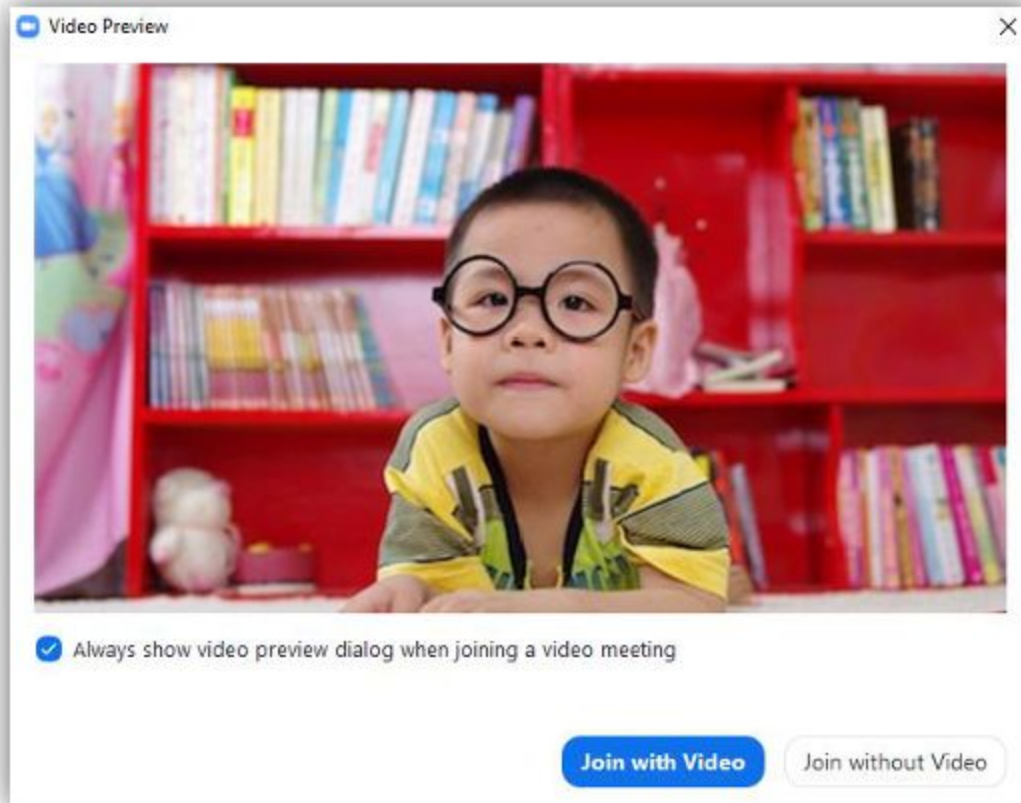
Waiting for the Host (Teacher) to Start the Meeting:

If your teacher hasn't started broadcasting (meaning he/she is not yet on your screen), you'll receive something similar as the following message (see right image). Just patiently wait a few minutes for your teacher to start!

Please wait for the host to start this meeting.

Start: 2:00PM

Team Meeting

If you are the host, sign in to start this meeting

Test Computer Audio

Having Trouble Connecting?

Try leaving the meeting and rejoining or closing Zoom and restarting.

Need more help?

Zoom: https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions

# How do I use the toolbar to turn on/off audio/video and participate?
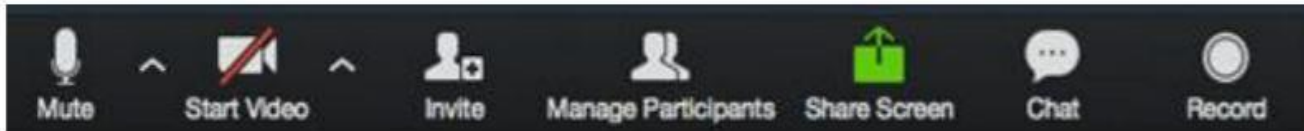
Bottom tool bar
- **Mute:** Control your own audio output.
- **Start Video:** Control your video output.
- **Invite:** Host can invite users to participate in the meeting.
- **Manage Participants**: Opens a pop-up window listing all participants.
  - Also check out the non-verbal interactions
- **Share Screen:** Share your full desktop or specific windows. Starting **Screen Share** minimizes the main meeting window and highlights the window you are sharing (if you're sharing a window and not the desktop). You can stop sharing at any time by clicking **Stop Share.**
- **Chat:** Communicate with all participants or to send messages to specific participants by clicking on their name in the participants list.
- **Record:** Host may click **Record** starts recording for the session. Recordings are stored locally on your computer in the folder set in Settings -> Recording. Participants will not be able to record sessions without the host's permission. Because of privacy concerns using Zoom in home settings, recording is not used.

I can't hear my teacher, and the rest of the class can't hear me!

Unlike Facetime, Skype, and many other video conferencing tools, audio is not shared by default on zoom conferences. In order to speak or hear other participants, you must join the audio channel.
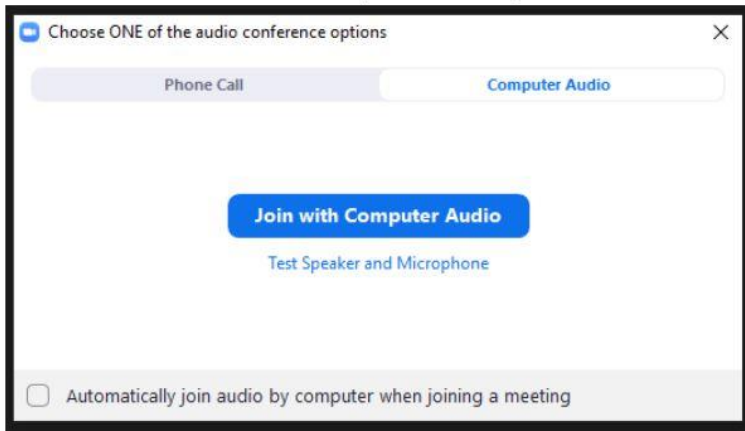
- If you're in the Zoom app, click on the "Join Audio" button in the lower lefthand corner of the app.
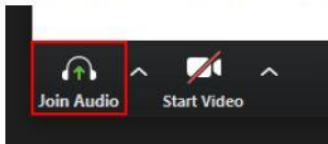
- If you are currently screensharing, drag your mouse to the top of the screen, and click the "Join Audio" button on the lefthand side of the dropdown that appears.
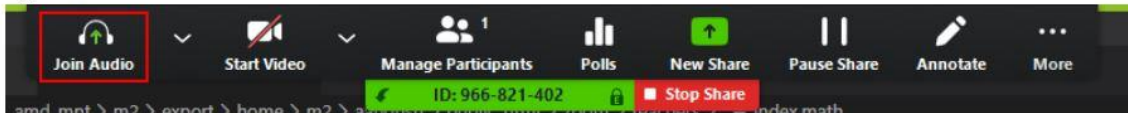
- If this is your first time using zoom, you may be sent through a series of prompts asking if you can hear a tone, then yourself speaking. Complete these prompts to configure your computer's audio.

- From there, click on "Join with Computer Audio" to join the conference call's audio!

My audio/video isn't working

Please check the sound settings on your computer or electronic device to ensure your audio is not on mute and test if your microphone is working. Please also check if your desktop/laptop has a built-in camera and microphone. If not, you may need to plug in an external web camera and a headset (with a microphone). If you would like further support on the model of the electronic device you are using, please visit https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working

### Why can't the teacher and other students hear when I speak?

Please ensure your microphone is not on mute. If you see the muted Audio icon (usually at the left bottom corner) in the meeting controls, tap it to unmute yourself:

If you are still muted, the teacher may have muted you upon entering the meeting. Ask to be unmuted by sending a chat message to the teacher. Please also ensure you have connected your mobile device's audio. If you see the following Audio icon in the meeting controls, tap it and select **Call via Device Audio**. If prompted, allow Zoom to access your microphone.

If your Zoom meeting camera is not working, first try to stop the video and then start it again. See the up arrow next to the **Start Video/Stop Video** setting on the bottom bar and click on it.
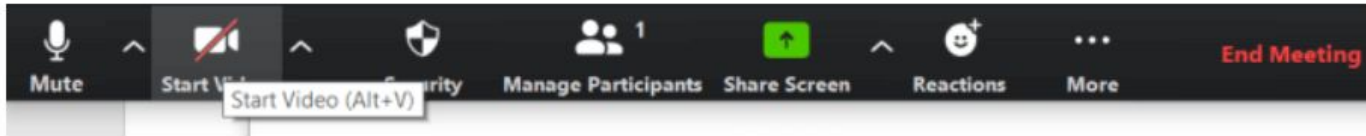
Make sure your camera is connected. Uncheck your camera and then check it again. See if the video starts working.
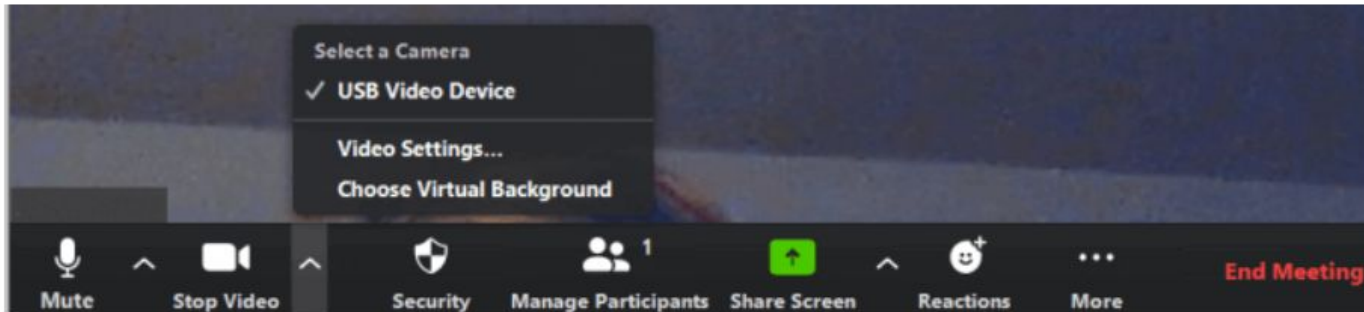
The next simple fix to try is to restart the Zoom app. Sometimes stopping and restarting an app will work.

If this doesn't solve your problem, try restarting your computer.

Zoom Resources for Parents and students

Zoom Basics for Students

https://www.youtube.com/watch?v=tWU4wGjykRQ

A Parent & Student's Guide to Using Zoom for Learning

https://explore.zoom.us/docs/en-us/parent-student-guide.html

Technology Support from Rock Hill Schools

https://www.rock-hill.k12.sc.us/Page/8759

Zoom Troubleshooting Resources for Parents and students

Zoom Audio Isn't Working

https://youtu.be/7DvKzZzQCLs

Zoom Video Isn't Working

https://youtu.be/ovpgOSsJKA8

Zoom Connectivity Issues

https://youtu.be/ZZisRVI1bvU