ZOOM Guide for Rooms

Covering CL-221; CL-221&-222; CL-220; CL-220&-223

Use this guide to create effective sessions using ZOOM in rooms with video conferencing equipment. This will include how to prepare for a ZOOM meeting in this setting, how to manage audio and video during the meeting, and how to end meetings. A video conferencing room has a computer in the room that runs the ZOOM session. All participants in the physical meeting room can be heard and seen on video by the remote ZOOM participants.

To access the video conferencing capability of these rooms, you must reserve CL-220 or CL-221.

GETTING PREPARED

1. Create a ZOOM account.
   a. Visit ucsf.zoom.us and select "Sign in to create an account."
   b. For first-time users, select "Login with SSO," enter "ucsf" as domain, and enter your MyAccess username and password. After logging in, an account is created automatically. You will see your name at the top of the webpage: ucsf.zoom.us/profile
   c. For returning users, enter your MyAccess username and password and access your account.
2. Schedule a ZOOM Meeting, then share the Meeting ID with other ZOOM participants.
3. Consider setting up a practice meeting with UCSF Educational Technology Services (ETS) *before* your live ZOOM meeting to get help: edtech@ucsf.edu.
4. Be sure to review the ZOOM Guides for Facilitators at https://meded.ucsf.edu/ZOOM. The room has a computer to manage the audio and video connections, but you will need another device to manage the ZOOM participants.
5. Bring a video adapter for either HDMI or VGA connectors available in the rooms.
6. Get your laptop ready prior to the meeting, with applications open (e.g., PowerPoint, web browser, etc.). Close unnecessary applications.
7. The video conferencing system in these rooms will manage the ZOOM connection, so you will not need to launch ZOOM software on the laptop that is presenting the PowerPoint and is connected to the room's video conferencing computer.
   a. If you need to manage ZOOM participants, use another computer or device (as a host or co-host) and enter the ZOOM meeting room WITHOUT audio.
   b. Review the Troubleshooting section below in advance of the meeting.
8. If you will use the ZOOM Chat feature during the meeting, use a different device for this and consider having another person manage it.
   • Let the ZOOM participants know whether you will be using the Chat feature or not. Establish an alternate method of communication, if needed.

IN THE ROOM

Have your meeting ID ready. The Meeting ID is the 9-digit number at the end of the meeting URL. If you are sharing a PowerPoint, wait until Step 7 to put it in presenter mode.

1. Select the "Call" button.
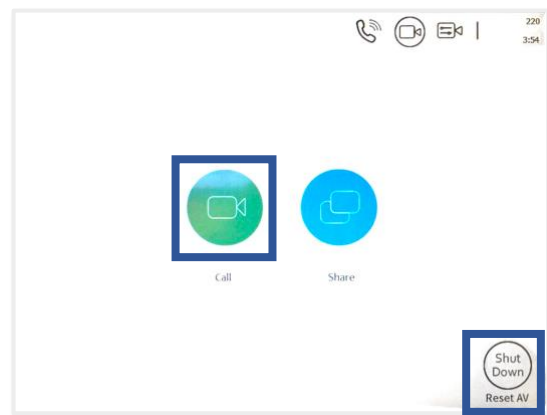
Step 1: Select "Call" Button

2. Enter the ZOOM Meeting ID. Press "Clear" to clear incorrect numbers. Select "Zoom Dial."
3. The monitors and camera feed will become active.
4. Use your adaptor to connect the laptop computer to the Room 220 or Room 221 Wallbox cable.
5. Select "Share" on the touchscreen.
6. Select "220 Wall Plate" or "221 Wall Plate." Your content will display on a monitor.
7. If you are using PowerPoint, you can now put it in presenter mode.
8. Conduct your meeting. The touchscreen will have a gray box in the center that reads "Sharing cl-220 (or 221) Wallbox."
9. To stop sharing, select the blue "Share" button again, go to the next screen and then select the green "Stop Share" button under the Wallbox options.
10. To end the ZOOM meeting, select the red "End Call" button at the bottom of the touchscreen.
11. Power down the system by selecting the touchscreen "Shut Down" button in the lower right corner of the screen.
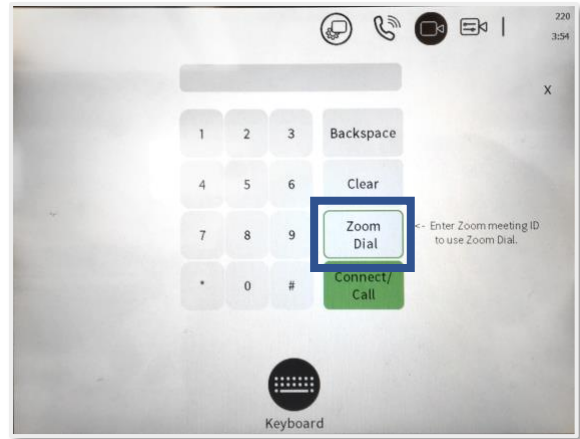
Step 2: use "Zoom Dial" button to connect to meeting
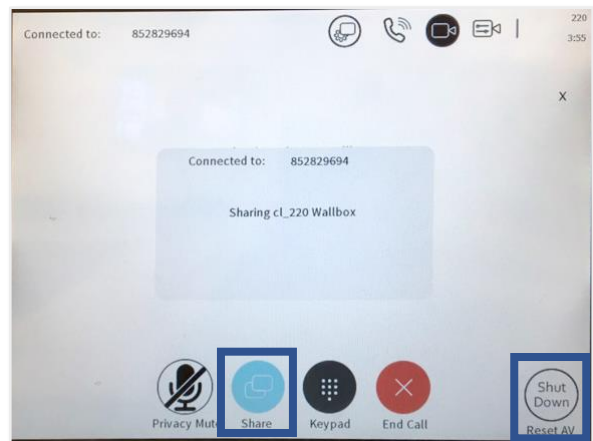
Step 9: hit "Share" button first to stop sharing
Step 11: power down with "Shut Down" button

AUDIO, AUDIO, AUDIO

Quality audio is essential for a successful ZOOM meeting. Ask ZOOM participants in advance to:

1. Use a headset with a microphone. If they don't have a headset, use headphones or ear buds.
2. Immediately mute their audio when entering the ZOOM meeting room.

TROUBLESHOOTING

I am trying to start the session and I don't know which screen I am in.	Use the touchscreen to power down the system and start over. Select the "Shut Down" button in the lower right corner of the screen.
My PowerPoint is not showing on the monitor.	Be sure to select the "Share" button on the touchscreen. Check that your computer is connected to the room equipment and that the cable is not loose.

	If there is a black box where your PowerPoint should be, end the ZOOM call and start over from the beginning using the sequence above.
I can't hear the participants at all.	The participants may be muted. Unmute them on the right side of the touchscreen.
	Make sure you're connected by seeing the gray window in the center of the touchscreen. It should read: "Connected to 'meeting ID number'"
I can't hear the participants well.	Adjust the volume on the touchscreen on the right side of the touchscreen.
	Ask participants to check their audio connections and settings.
The participants can't hear me.	The room is muted. Go to the key pad screen on the touchscreen and enter 1, then 2. This will unmute the room.
	To avoid this, do not use the "Mute participants upon entry" setting in your ZOOM profile.
I am getting major audio feedback.	Did you (or another person) use a laptop to log into the ZOOM meeting? That will create feedback if the laptop is unmuted in two places.
	Ask participants in the physical meeting room to mute themselves in ZOOM **and** on their computer.
	If you are the presenter, only use your laptop to connect to the room's video conferencing computer to display the PowerPoint on the room screens and for ZOOM participants.
	If you need to manage the ZOOM participants as a host or co-host, use another computer or device and join the ZOOM meeting room WITHOUT audio.
	To join a ZOOM meeting without audio, exit the current ZOOM meeting and re-join. When you see a window asking you to join with audio, simply close that window by using the X in the upper corner. A message will ask you to confirm that is what you want; select "Continue."
A participant needs to be muted.	If you need to mute one participant, use a separate device that is logged into the ZOOM meeting (where you are a host or co-host), go to the "Participants" window and mute the noisy participant.
	You can mute all participants through the panel's touchscreen. To do so, select the volume control on the right side of the touchscreen and enable the mute option. However, the ZOOM participants will still hear the noisy ZOOM participant who has not yet muted their audio. And, all of the ZOOM participants will then need to use the ZOOM Chat feature to communicate.

ETIQUETTE

ZOOM meetings have a different flow due to the remote attendees. Don't forget these important tips when facilitating:

- Introduce participants in the physical meeting room to the ZOOM participants at the beginning of the meeting.
- Alert ZOOM participants whether you will be monitoring the Chat feature in the meeting.
  - Consider having another person moderate the Chat feature; balancing the facilitation of a meeting and moderation of the Chat feature can be challenging.
- Facilitate the meeting so all ZOOM participants can hear each speaker and follow the flow of the meeting.
- Ask participants in the physical meeting room to say their name before speaking.
- Check in with the ZOOM participants at different points for any comments or questions.
- Make sure shared content is available electronically. Don't bring paper handouts that ZOOM participants will not be able to see!
- Close the meeting verbally at the end so ZOOM participants also get closure.

BEST PRACTICE

Use a unique meeting ID for each meeting rather than your Personal Meeting ID. This way each meeting has its own ID with a distinct start and end time. Unique meeting IDs can also prevent participants from a previous meeting from accidentally entering a meeting.

EXCEPTION

Rooms CL-223 and CL-222, as standalone rooms, do not provide access to video conferencing equipment. This means that you can only connect one computer to the room's monitor, but the ZOOM participants will only see the video and hear the audio for the one computer participant, NOT all participants in a physical meeting room. (This is also true of Rooms CL-211 to 216.) Contact ETS at edtech@ucsf.edu to learn more about audio/video solutions for your ZOOM meeting needs.

ADDITIONAL SUPPORT

Contact Educational Technology Services (ETS) at edtech@ucsf.edu or 415-476-4310 for help if you are having any trouble in your meeting or to set up a practice meeting in advance.

For consultations on using ZOOM in educational projects and for complex meetings, contact iROCKET at iROCKET@ucsf.edu or 415-502-2800 to learn more.