ZOOM Guide for Rooms

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

Running the Meeting

Use this quick reference guide to run effective ZOOM sessions in rooms with video conferencing equipment.

For more detailed information, see the ZOOM Guide for Rooms Covering CL-221; CL-221&-222; CL-220; CL-220&-223 at https://meded.ucsf.edu/ZOOM.

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.
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 a 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.
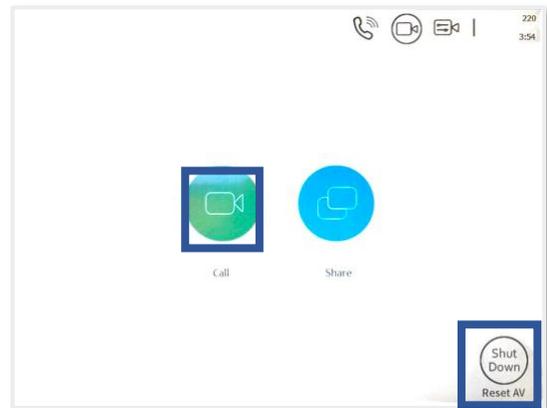
Step 1: Select "Call" Button
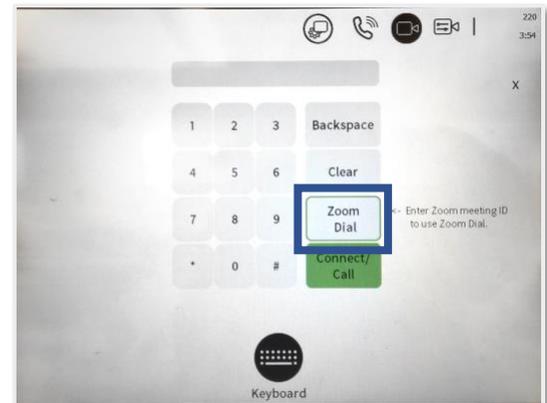
Step 2: Select "Zoom Dial" to join meeting
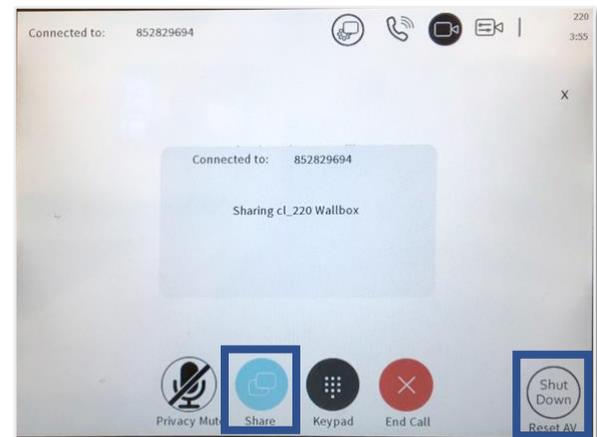
Step 9: First select "Share" to stop sharing
Step 11: Select "Shut Down" to power down system

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 viewing 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 enter 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; 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 <u>will still hear</u> 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.

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.