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## Overview

### Quick links

- Test Zoom: <https://zoom.us/test>
- Download Zoom: <https://zoom.us/support/download>
- Use Zoom: <https://osu.zoom.us/>
- Keep Teaching: [CarmenZoom Overview](#)
- ODEE Resource Center: <https://resourcecenter.odee.osu.edu/carmenzoom>

### What is Zoom?

Zoom (called CarmenZoom at Ohio State) is a web conferencing tool like WebEx or any other you've already used. Zoom was adopted by the university this past fall, and it's straightforward to use for audio-only or audio and video meetings. Up to 300 people can attend a single Zoom meeting, and participants can view the meeting from any device. You can share your screen, your webcam, or both simultaneously.

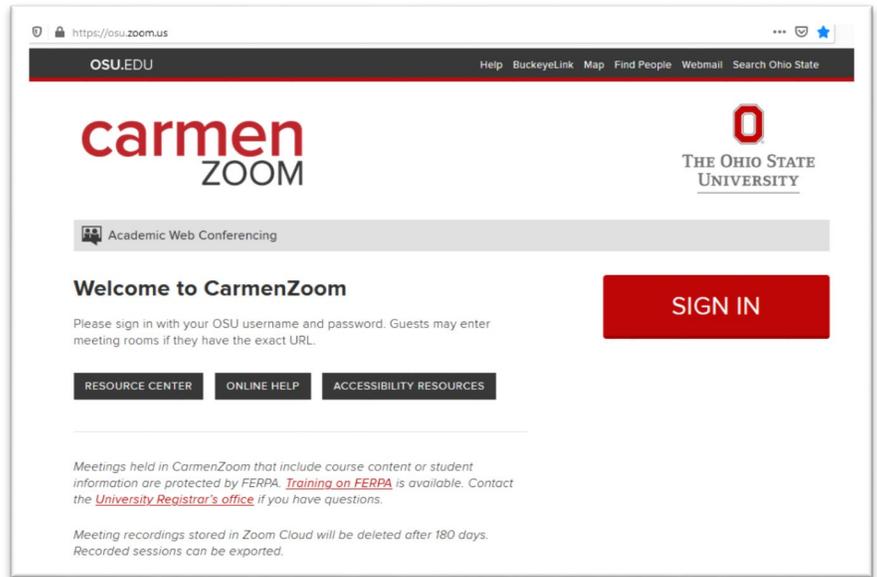
If you prefer step-by-step videos, look for these clickable blue boxes throughout this guide:



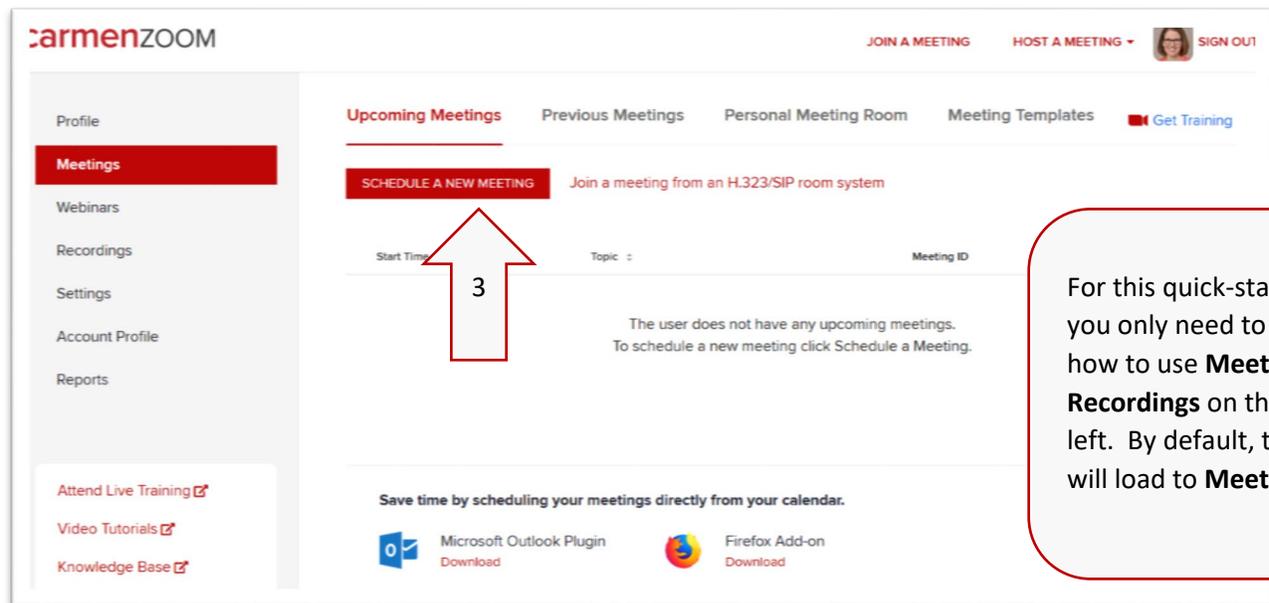
## Zoom on a desktop or laptop computer

### Scheduling a Zoom meeting

1. Go to <https://osu.zoom.us> and click "Sign In"



2. The page will redirect to the university's single sign on. Login using your name.#. Once you are in, you will see a screen like this:



3. Click **Schedule a New Meeting**

4. Follow the prompts to schedule your meeting. Note that while you can customize the start time to any minute, the duration is limited to the fifteen minute interval options in the dropdown:

The screenshot shows the 'Schedule a Meeting' interface. On the left is a navigation menu with 'Meetings' highlighted. The main form has the following fields:

- Topic:** HTHRHS 4914
- Description (Optional):** The virtual classroom space for Group Education Process in Healthcare
- When:** 03/17/2020, 2:20 PM
- Duration:** 1 hr 0 min (dropdown menu is open showing 0, 15, 30, 45)
- Time Zone:** (GMT-4:00) Eastern Time (US and Canada)
- Recurring meeting:**
- Registration:**  Required

5. Once you've set the time, check the box for **Recurring meeting**. Your options will appear:

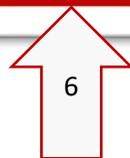
The screenshot shows the recurring meeting configuration options:

- Time Zone:** (GMT-4:00) Eastern Time (US and Canada)
- Recurring meeting:**  **Every week on Tue, Thu, until Mar 26, 2020, 4 occurrence(s)**
- Recurrence:** Weekly
- Repeat every:** 1 week
- Occurs on:**  Sun  Mon  Tue  Wed  Thu  Fri  Sat
- End date:**  By 03/26/2020  After 7 occurrences

6. The remaining options can be left as they appear by default- see below for details. Click **Save Meeting** to schedule your meeting.

<b>Registration</b>	<input type="checkbox"/> Required	You do not need to require registration.
<b>Meeting Password</b>	<input type="checkbox"/> Require meeting password	You do not need to require a password.
<b>Video</b>	<b>Host</b> <input type="radio"/> on <input checked="" type="radio"/> off <b>Participant</b> <input type="radio"/> on <input checked="" type="radio"/> off	These settings are for your webcam, and can be changed after the meeting starts.
<b>Audio</b>	<input type="radio"/> Telephone <input type="radio"/> Computer Audio <input checked="" type="radio"/> Both Dial from United States of America <a href="#">Edit</a>	Always leave the audio options set to <b>both</b> telephone and computer audio, in case any participants have difficulty.

<b>Meeting Options</b>	<input checked="" type="checkbox"/> Enable join before host <input checked="" type="checkbox"/> Mute participants upon entry <input type="checkbox"/> Enable waiting room <input type="checkbox"/> Only authenticated users can join	These settings are fine by default as well- mute upon entry means that participants won't be able to speak until you arrive and unmute them. That's fine!
<b>Alternative Hosts</b>	<input type="text" value="Example: mary@company.com, peter@school.edu"/>	If you'd like to designate a TA as an alternate host, you can do that here.
<b>SAVE</b> <b>CANCEL</b>		



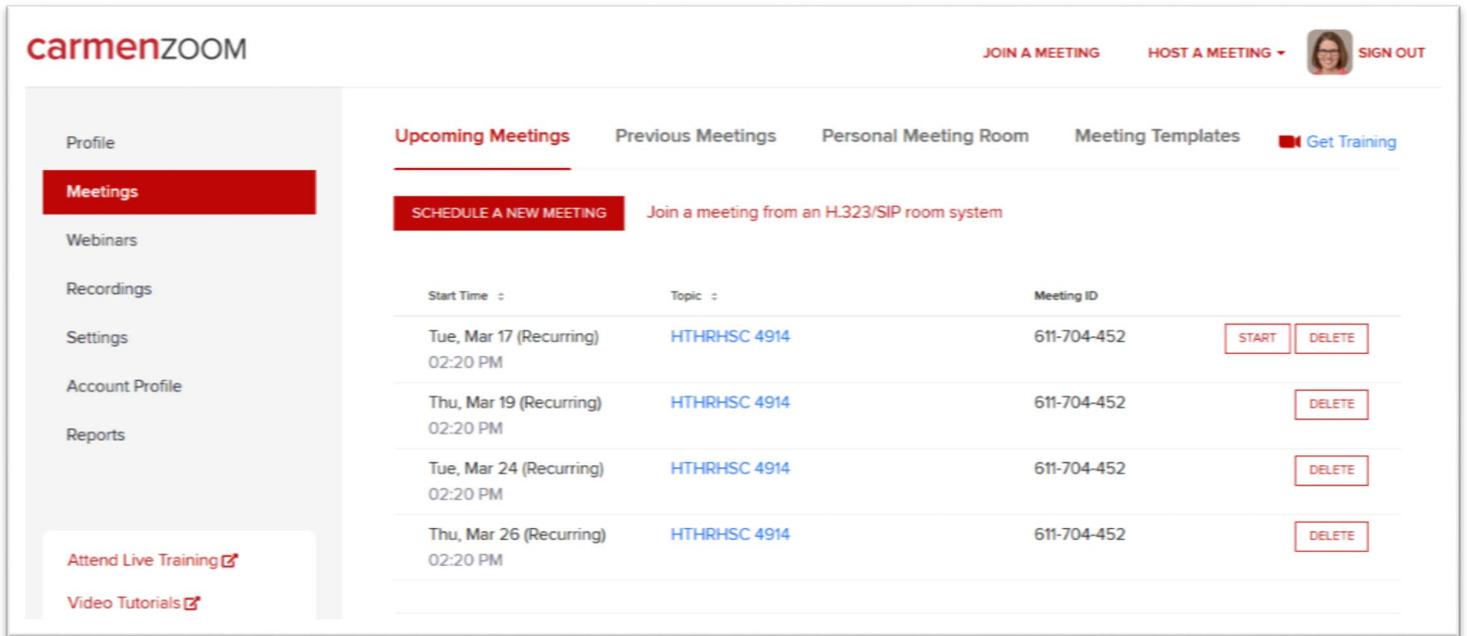
7. You can now view the details of your meeting. Click **Copy the invitation** to get the full meeting info you can share with participants.

The screenshot shows the CarmenZoom interface. On the left is a navigation menu with 'Meetings' highlighted. The main content area displays details for a meeting titled 'MEDDIET 3100'. The details include the topic, description, time (Mar 17, 2020 11:00 AM Eastern Time), recurrence (Every week on Tue, Thu, until Mar 26, 2020, 4 occurrence(s)), and meeting ID (172-558-653). A 'START THIS MEETING' button is visible in the top right. At the bottom, there is a 'Copy the invitation' button, which is pointed to by a red arrow with the text 'Click here'.

8. In the window that pops up, click **Copy Meeting Invitation** to copy all of the information to your clipboard. You can then paste this into a page or an announcement on Carmen.

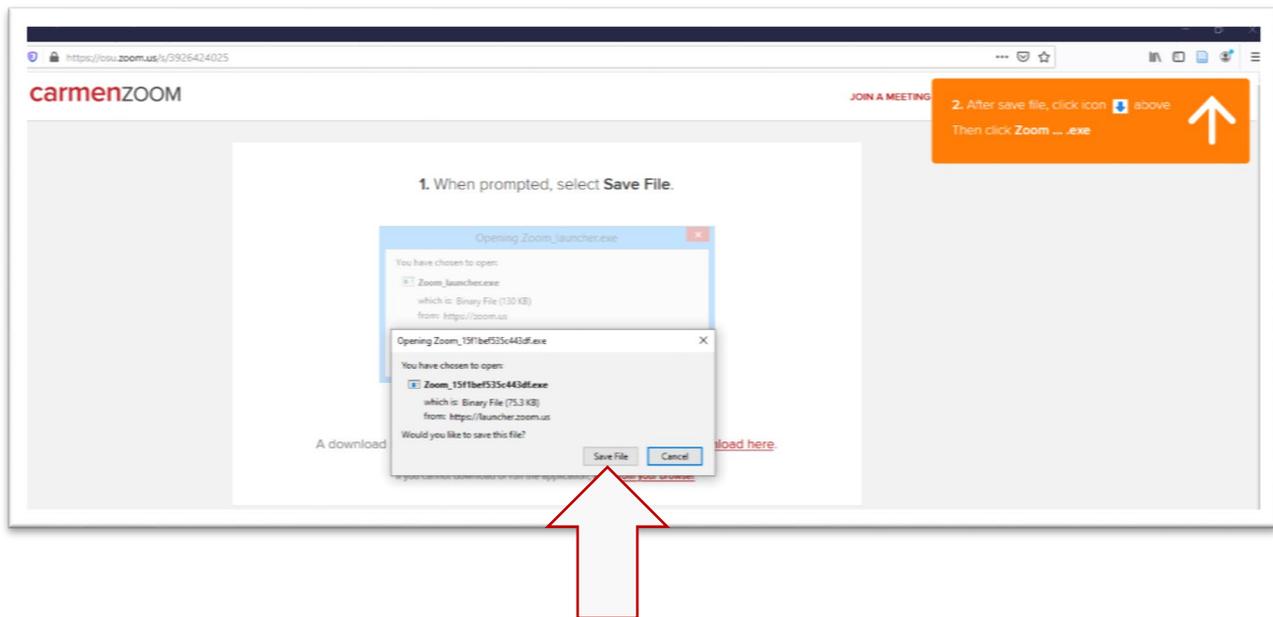
The screenshot shows a dialog box titled 'Copy Meeting Invitation'. The text inside the dialog box reads: 'Sarah Rusnak is inviting you to a scheduled CarmenZoom meeting. Topic: HTHRHS 4914 Time: Mar 17, 2020 02:20 PM Eastern Time (US and Canada) Every week on Tue, Thu, until Mar 26, 2020, 4 occurrence(s) Mar 17, 2020 02:20 PM Mar 19, 2020 02:20 PM Mar 24, 2020 02:20 PM Mar 26, 2020 02:20 PM Please download and import the following iCalendar (.ics) files to your calendar system. Weekly: https://osu.zoom.us/meeting/u5UscOmsqj4od4Mbj0pC85VpO7cwuadowg/ics?icsToken=98tyKu-przwqHtCQslyCZ7UqOYH-b\_G1jXUah6F3zA\_GW3ViciyhNfVXM7ZwB9-B Join Zoom Meeting https://osu.zoom.us/j/611704452 One tap mobile'. At the bottom of the dialog box, there are two buttons: 'COPY MEETING INVITATION' and 'CANCEL'.

9. The next time you login to Zoom, you will see your upcoming meetings. Notice the start button- you'll use that to start your meeting when it is time.



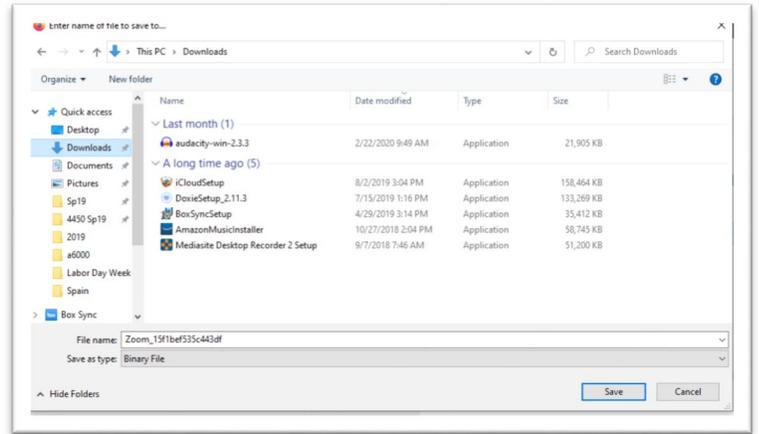
## Download Zoom

1. The first time you start or join a Zoom meeting, you'll need to download Zoom. Whether you start your first meeting or join your first meeting, the download should begin automatically. When it does, select "Save File"

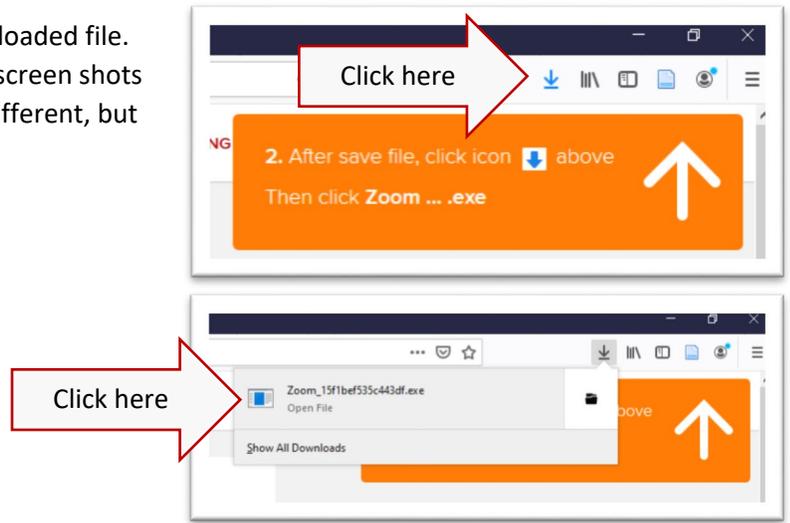


If for some reason Zoom does not begin to download automatically, go to <https://zoom.us/support/download>

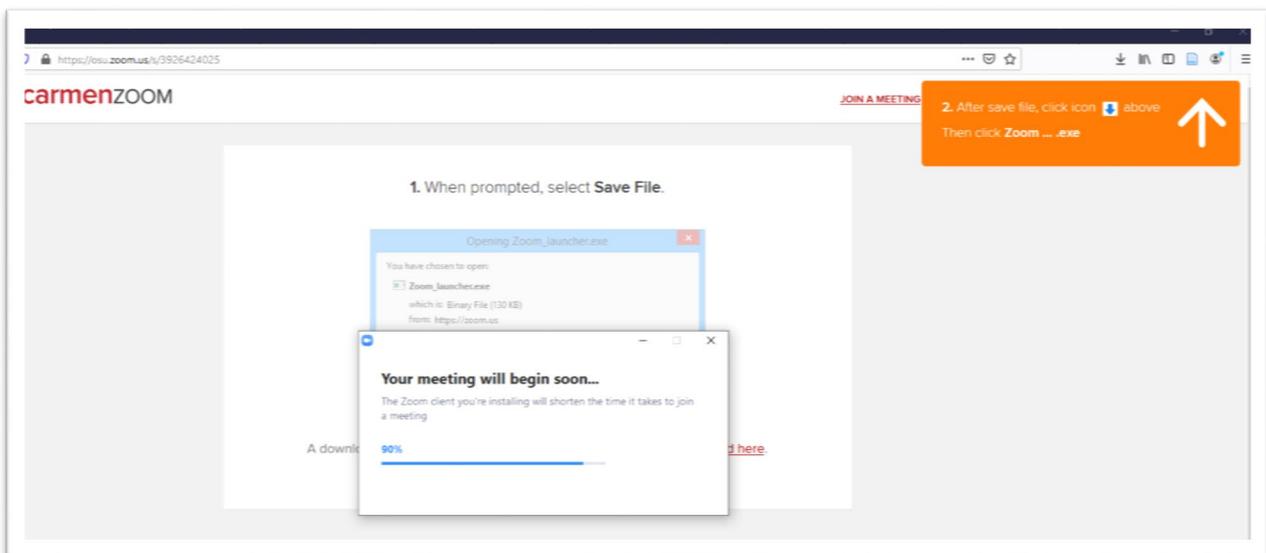
2. Save the file to your Desktop, Downloads, or wherever you prefer.



3. Follow the on-screen prompts to open the downloaded file. Note, the Firefox browser was used when these screen shots were taken. Your browser may appear slightly different, but the steps are the same.



4. The Zoom client will install, and the application should begin within about a minute. You may see a progress window, such as below:



Depending on which computer you're using, you may also see a User Account Control message. If you can, allow the install.

## Starting a Zoom meeting

Joining a meeting

1. When you are ready to start your meeting, [login to Zoom](#) and click Start Meeting:

The screenshot shows the CarmenZoom dashboard. On the left is a navigation menu with 'Meetings' highlighted. The main area is titled 'Upcoming Meetings' and contains a table of scheduled meetings. A red arrow points to the 'START' button for the first meeting.

Start Time	Topic	Meeting ID	START	DELETE
Tue, Mar 17 (Recurring) 11:00 AM	MEDDIET 3100		START	DELETE
Tue, Mar 17 (Recurring) 02:20 PM	HTHRHSC 4914	611-704-452	START	DELETE
Thu, Mar 19 (Recurring) 11:00 AM	MEDDIET 3100	172-558-653		DELETE

2. If you have previously downloaded Zoom, the following will appear.

The screenshot shows a system dialog box with the following text:

Please click **OK** if you see the system dialog.

Launching...

If nothing prompts from browser, [download & run Zoom](#).

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

3. Click **Open Link** in the box that pops up.

The screenshot shows a 'Launch Application' dialog box with the following text:

Launch Application

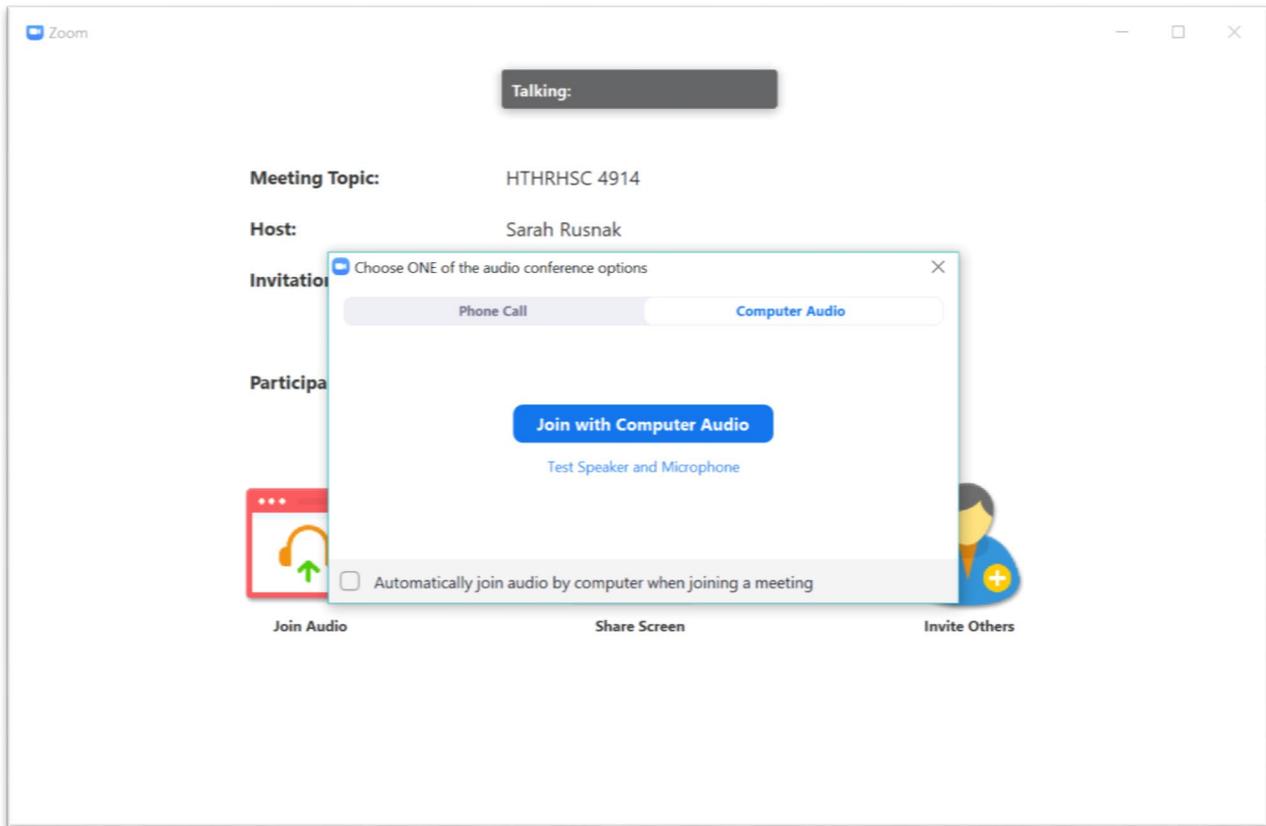
This link needs to be opened with an application.  
Send to:

**Zoom Meetings**

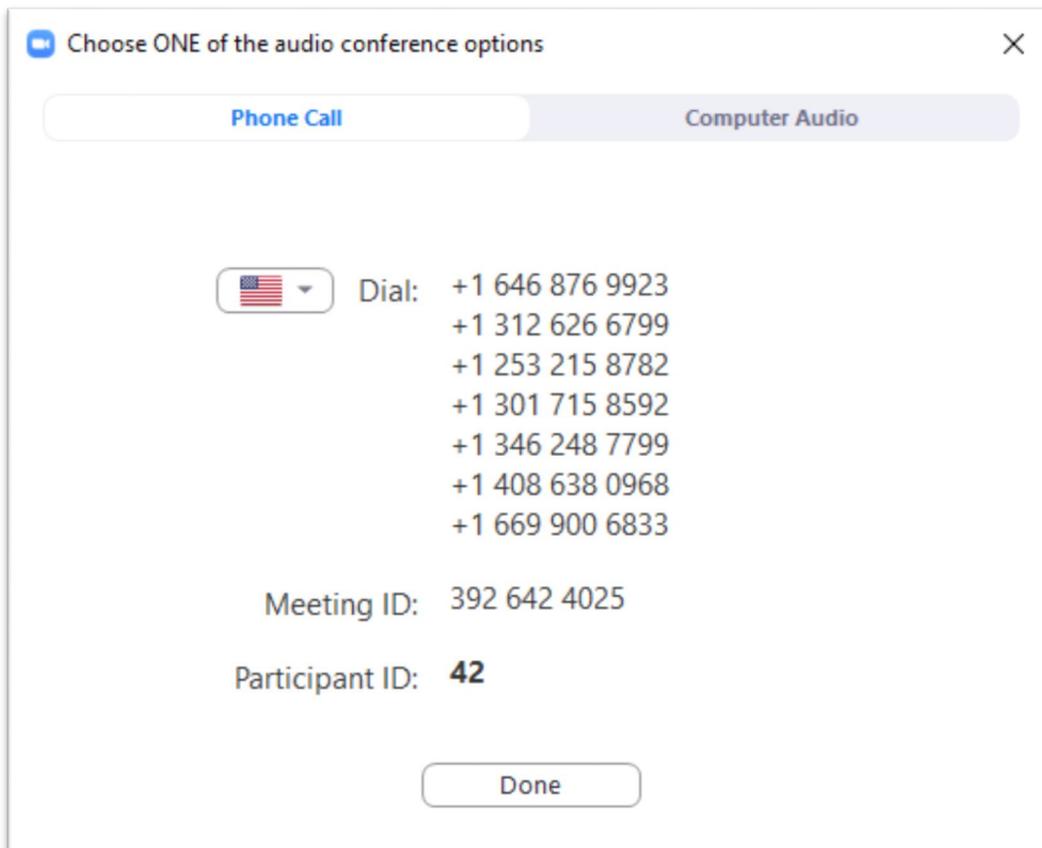
Choose other Application

Remember my choice for zoommtg links.

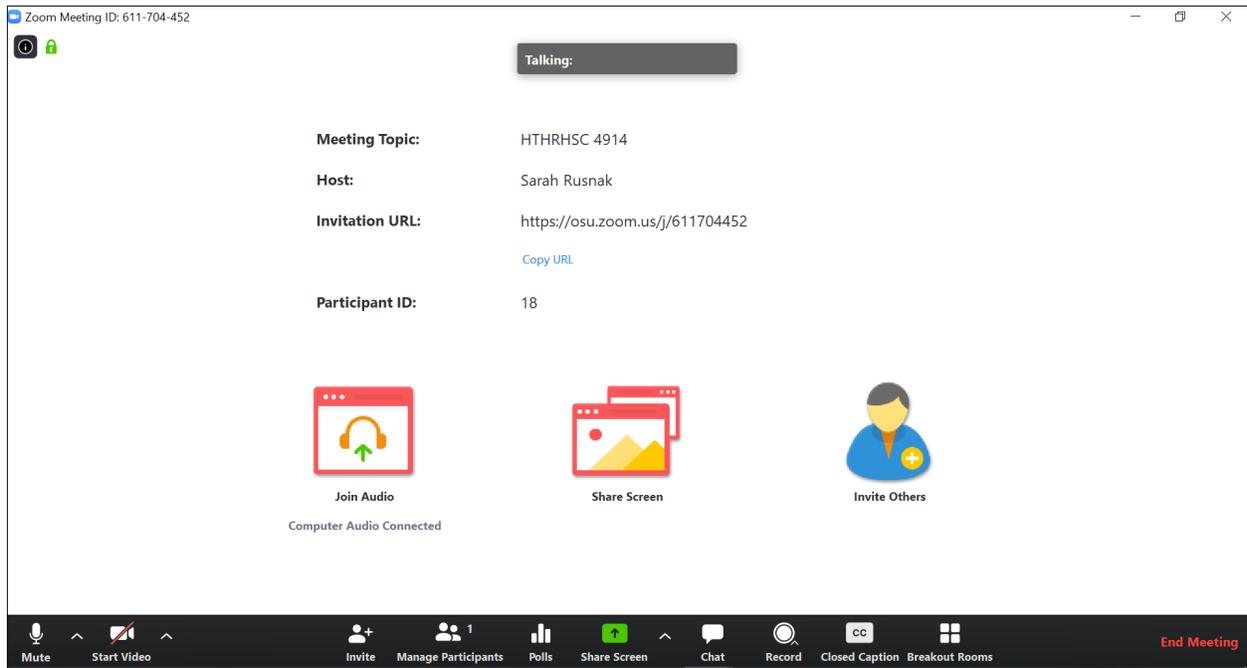
- Before entering the meeting room, you will select your audio. The best option is to **Join with Computer Audio** using an external microphone and headphones. You can **Test Speaker and Microphone** before entering the meeting room.



If computer audio isn't working, click **Phone Call** to see the dial-in information



You're in! At this point you could just share your screen and get started- note that **Share Screen** is the option in the bottom center of the window. There are a few more steps you can take however, that will best facilitate student learning. Keep reading for instructions on [recording your meeting](#).



# Navigating Zoom



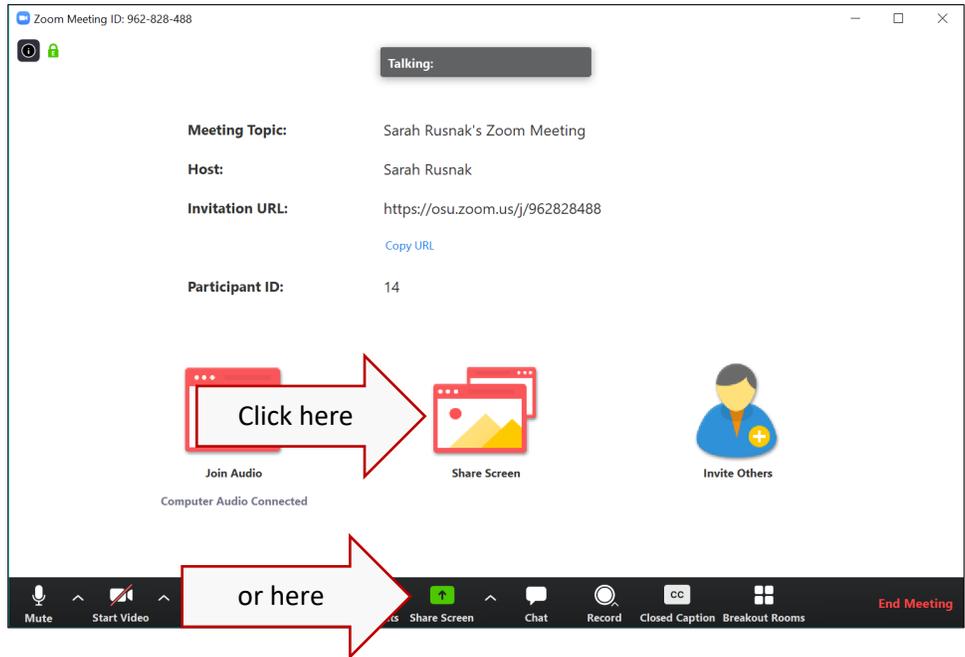
There are many options within Zoom, but rest assured you can get up and running with just a few.

Note that [Share Screen](#) and [Record](#) have their own sections in this guide.

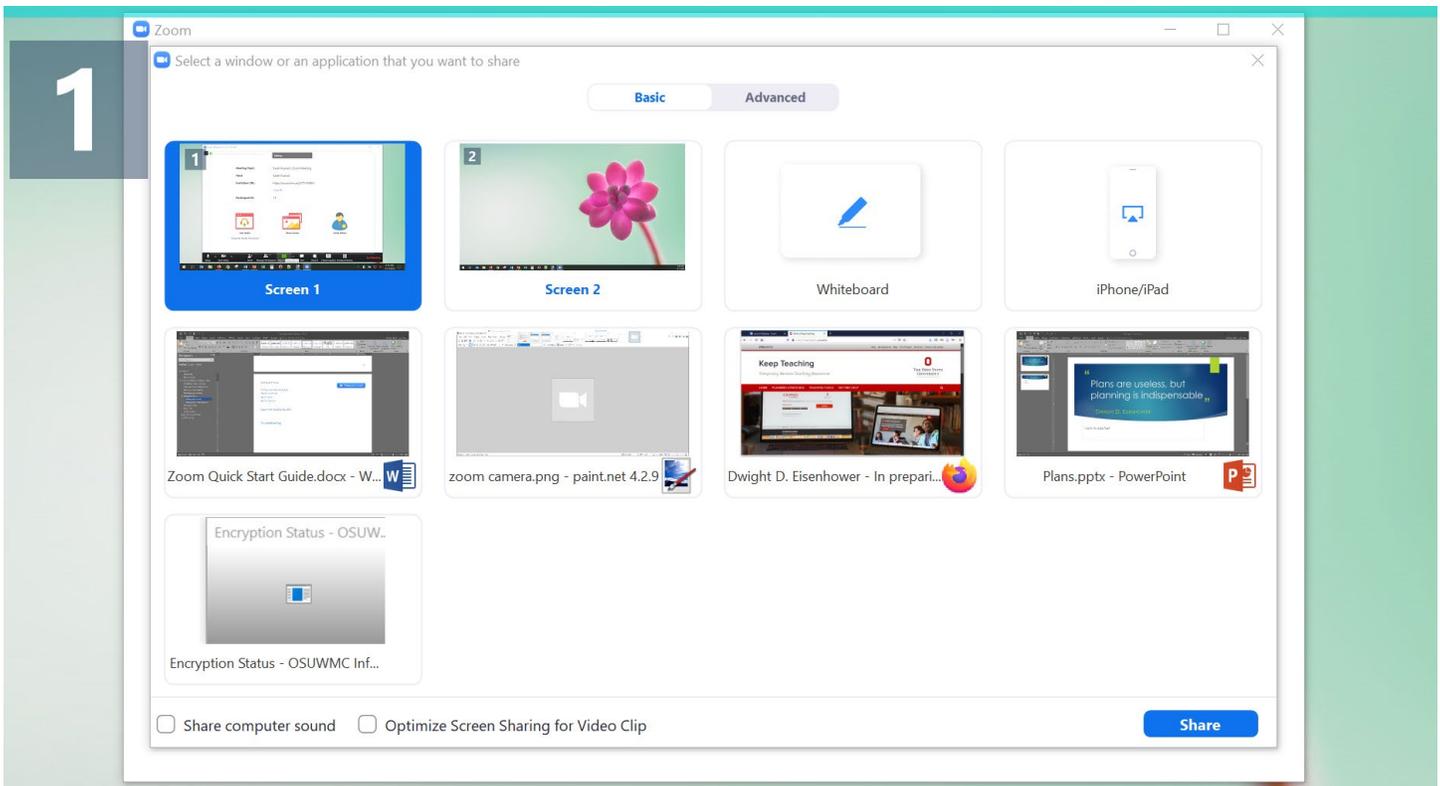
A screenshot of a Zoom meeting window titled "Zoom Meeting ID: 275-193-863". The window shows a "Talking:" bar, meeting details (Topic: Sarah Rusnak's Zoom Meeting, Host: Sarah Rusnak, Invitation URL: https://osu.zoom.us/j/275193863, Participant ID: 13), and a toolbar at the bottom. Red boxes with lines pointing to specific icons contain descriptive text. The toolbar icons from left to right are: Mute, Start Video, Invite, Manage Participants, Share Screen, Chat, Record, Closed Caption, Breakout Rooms, and End Meeting. The callouts are: "Control your audio" (points to Mute), "Control your video" (points to Start Video), "Get a link or send an email to invite others" (points to Invite), "See who has joined the meeting" (points to Manage Participants), "Assign someone to type during the meeting." (points to Record), and "Stop the meeting" (points to End Meeting). Other callouts point to "Join Audio", "Share Screen", "Open chat window", and "Create breakout rooms".



To start sharing your screen, click either the large **Share Screen** icon in the center of the Zoom window, or click the smaller green up arrow in the bottom center:

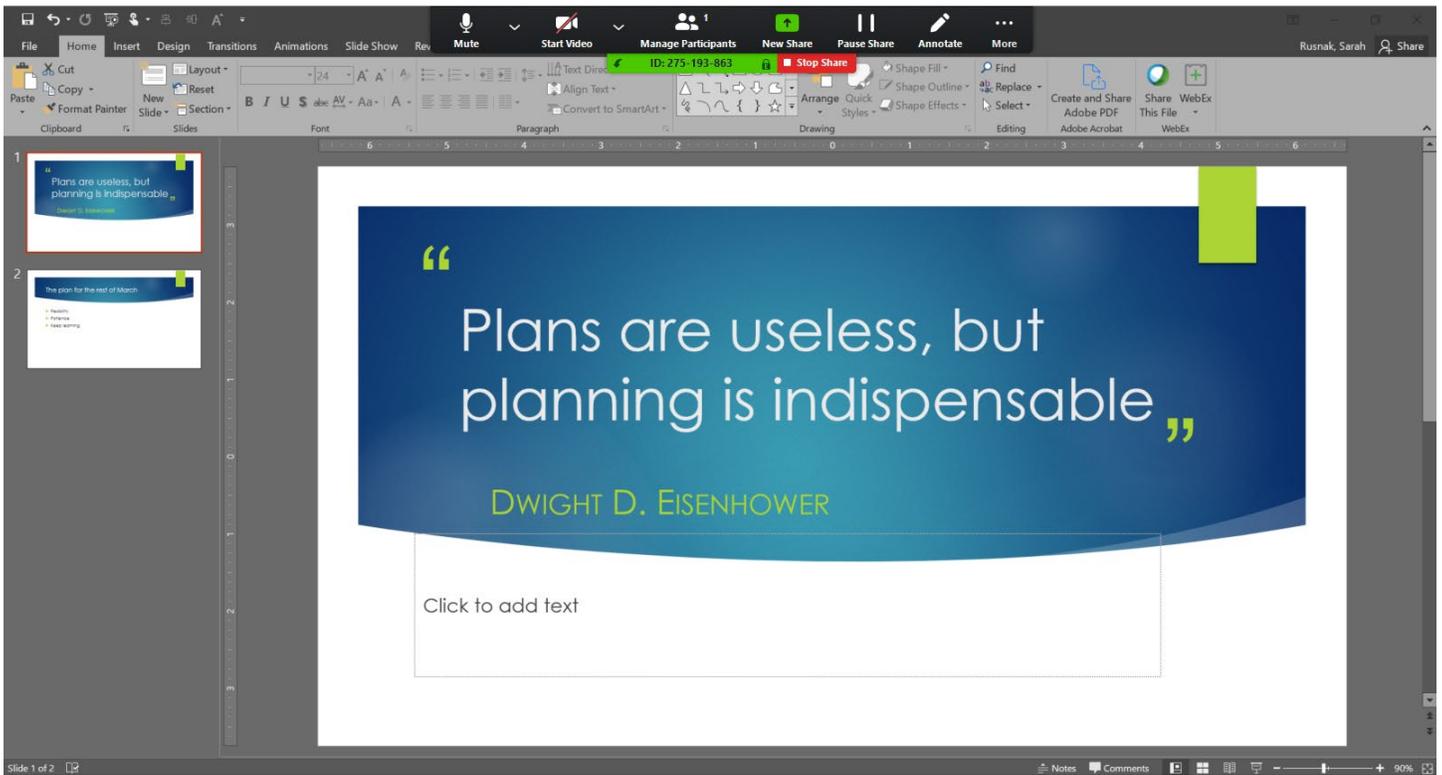


Zoom will detect all available screens and applications. If you have more than one screen, a number will appear in the top left of that screen to indicate which is which.

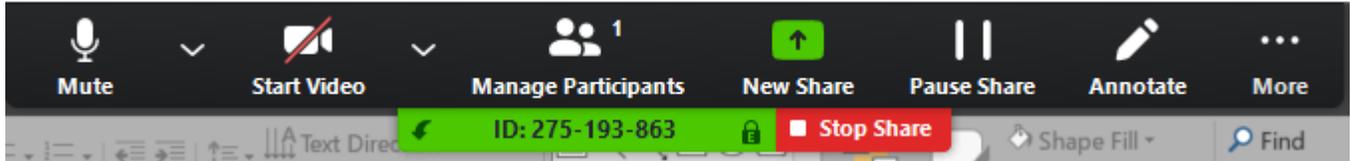


If you share a screen, anything that appears on that screen will be visible to participants. If you share an application such as PowerPoint, only that application will be visible to participants.

Here I've selected to share just the PowerPoint application.



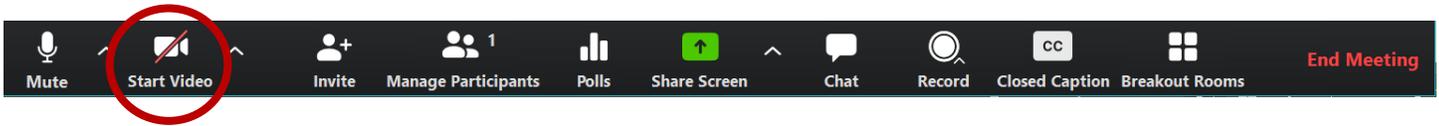
Notice that the Zoom controls now appear at the top of the screen where you are sharing content:



When you have finished presenting, click **Stop Share**. Note, this will not end the meeting, only the shared screen.

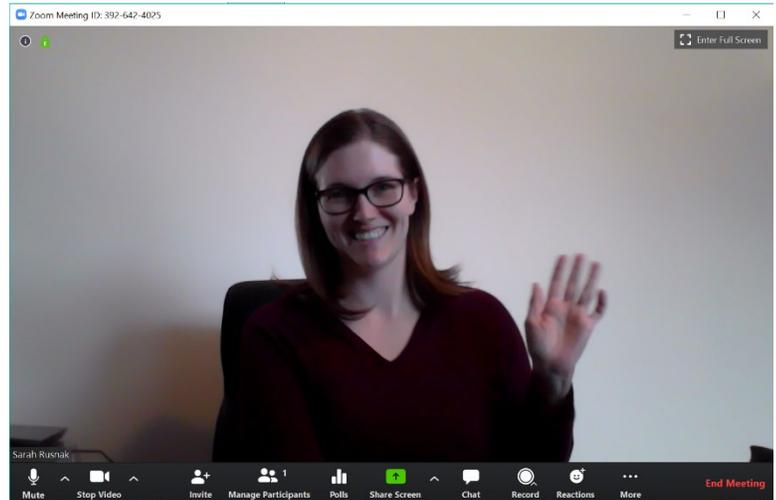
## Sharing your video (webcam)

For this you'll need either a separate or integrated webcam. Most laptops have an integrated camera somewhere in the screen. To share you video, click **Start Video**



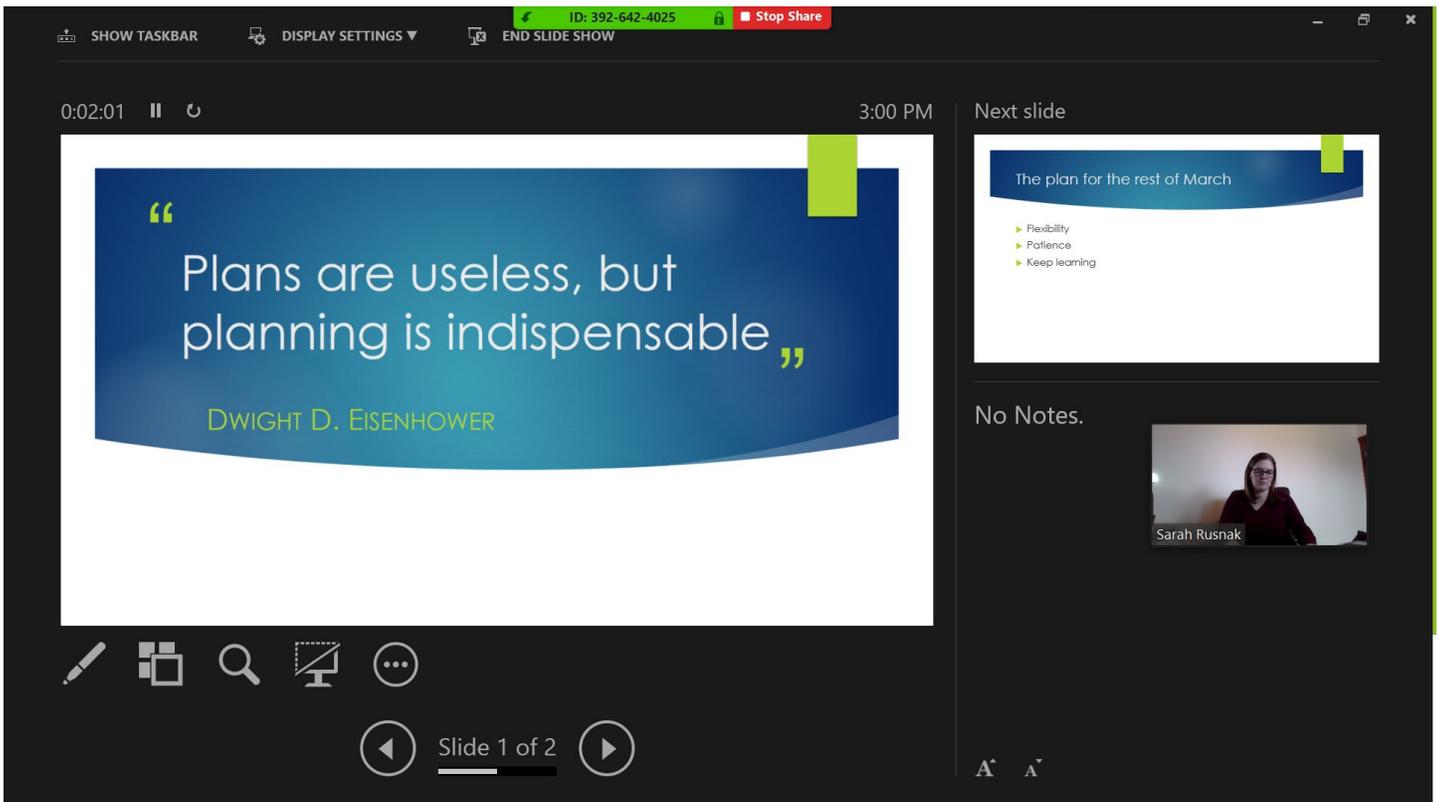
Now is a great time to mention that your presence is more important than your appearance! However, keep the following tips in mind:

- Elevate your camera so that it's closer to eye level. This way it appears you are looking at your audience, and the camera is not looking up your nose!
- Face a window for better lighting, or remove a lampshade and place the lamp out of the frame of the camera.
- Perfect is the enemy of the good- if your participants can hear you well, that's more important.

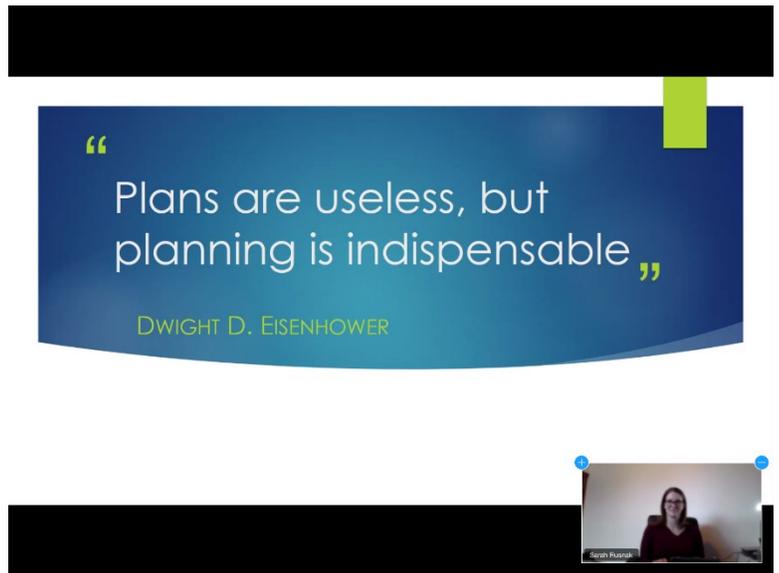


To share your webcam and content from your screen, click the green **Share Screen** icon ↑ in the bottom center of the Zoom window.

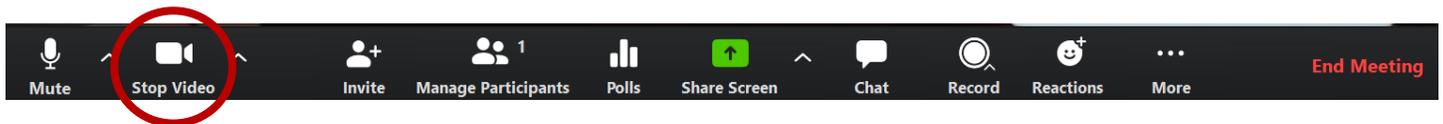
Once you've shared your screen, what you see will be something like this, with your Zoom controls at the top and your video feed floating to the side:



In this scenario, the audience view would be this →



When you're done, click **Stop Video**



[Save to Box](#)

Screen shots coming soon!

[Add to Carmen](#)

See how to [add a link in CarmenCanvas](#) for links to cloud recordings. Instructions for embedding a video in CarmenCanvas are available at <https://go.osu.edu/htg>

## Recording your meeting



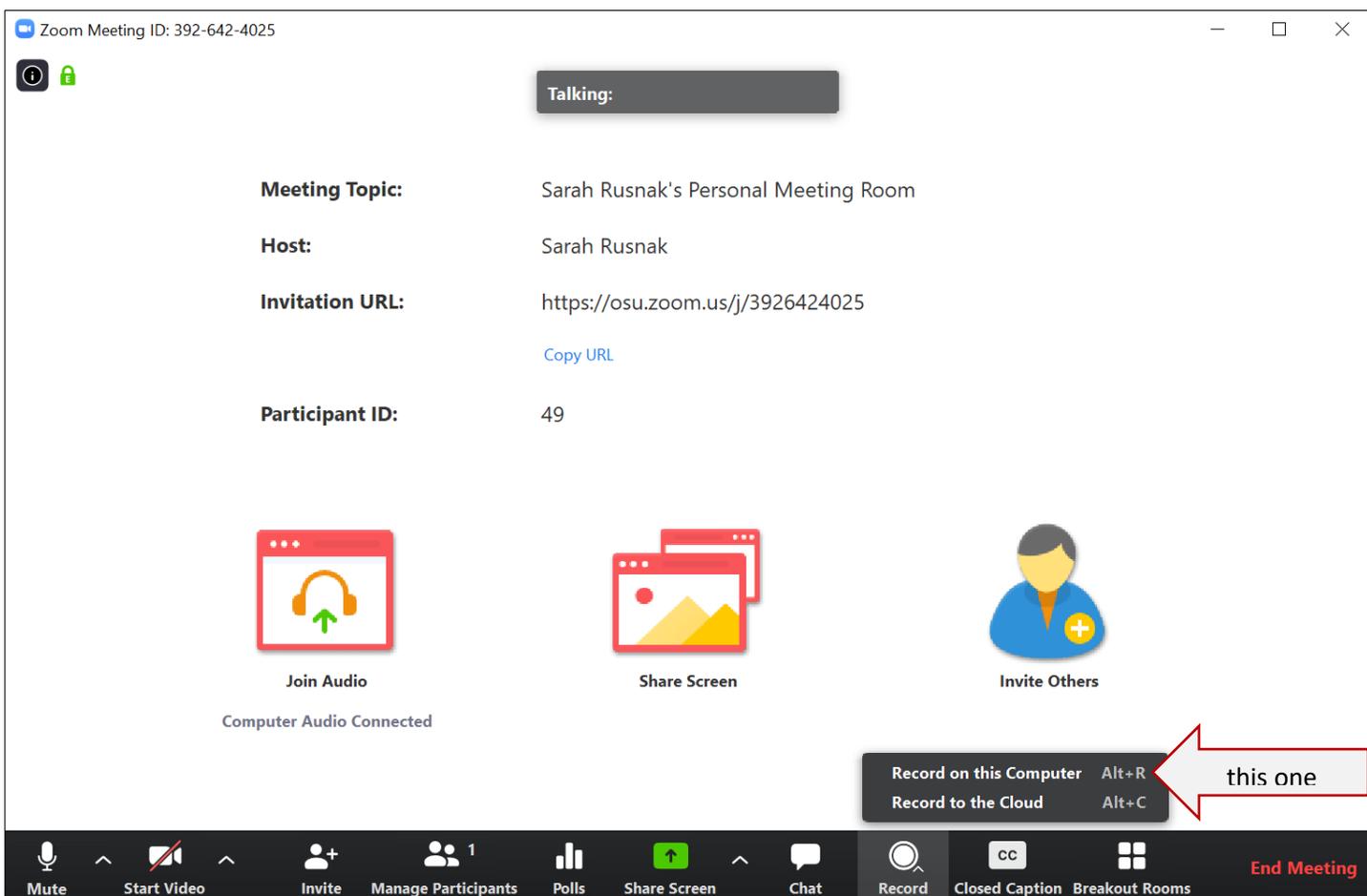
On a desktop or laptop computer, you have two options for recording meetings. You can **Record on this Computer** or **Record to the Cloud**. Note that if you are hosting a meeting from a mobile device, your only option is to **Record to the Cloud**.

If you choose **Record on this Computer**, everything that takes place during the meeting up until you stop the recording will be recorded and saved to your computer, and the file will be converted to mp4 and saved to your computer when the meeting ends.

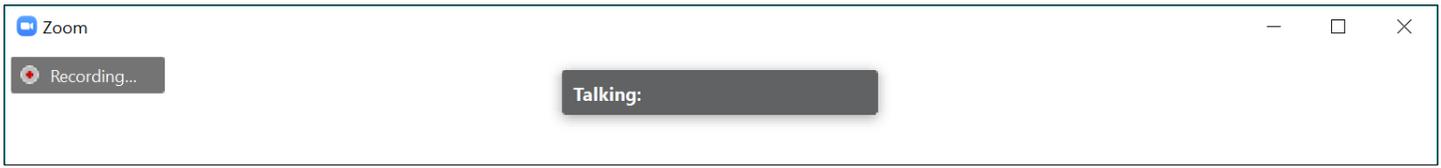
If you choose **Record to the Cloud**, everything that takes place during the meeting up until you stop the recording will be recorded and saved remotely, and you will receive an email notification when the recording is available. The length of time it takes for the recording to process varies.

### Record locally

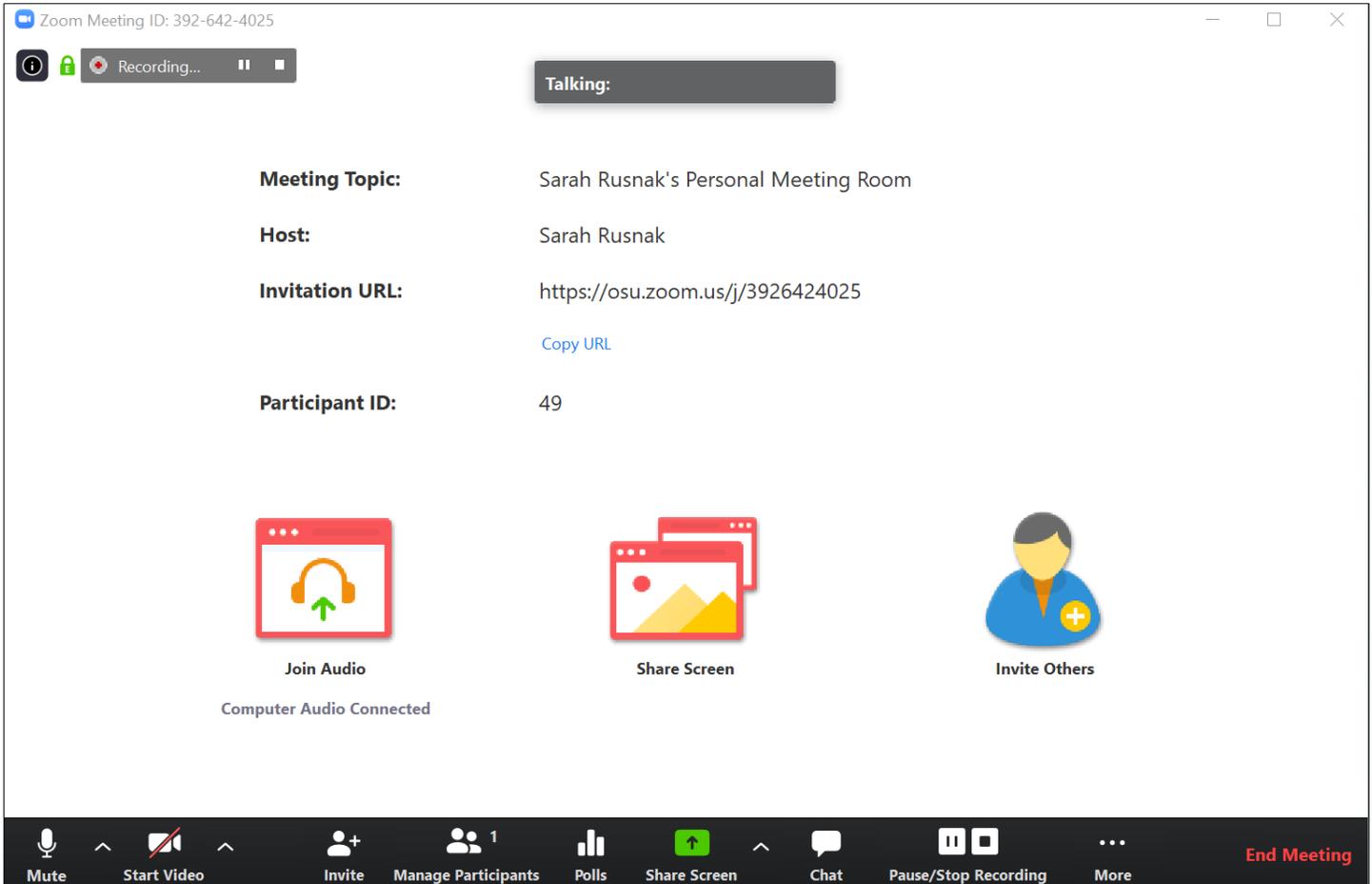
Within your meeting, click **Record** and select **Record on this Computer**. Note, if you've already started sharing your screen, then the Zoom controls will have moved to the top of your screen. To find recording options, hover over the top of your screen and click **More** then select **Record on this computer**.



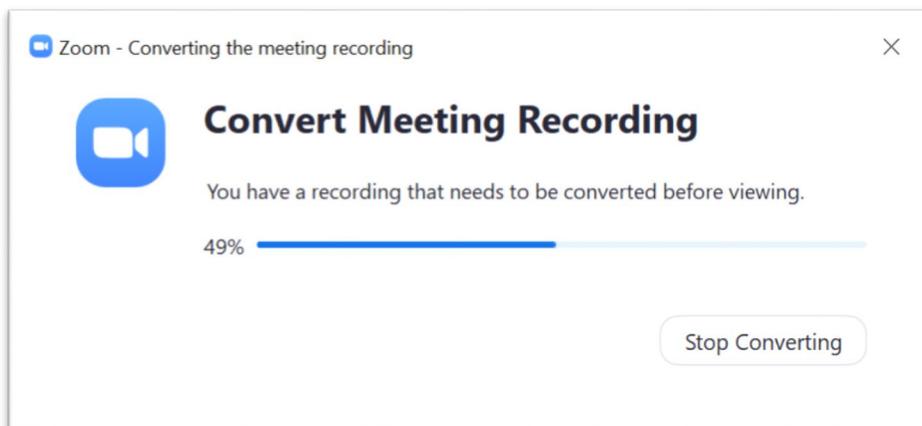
1. The word **Recording** will appear in the top left corner of Zoom



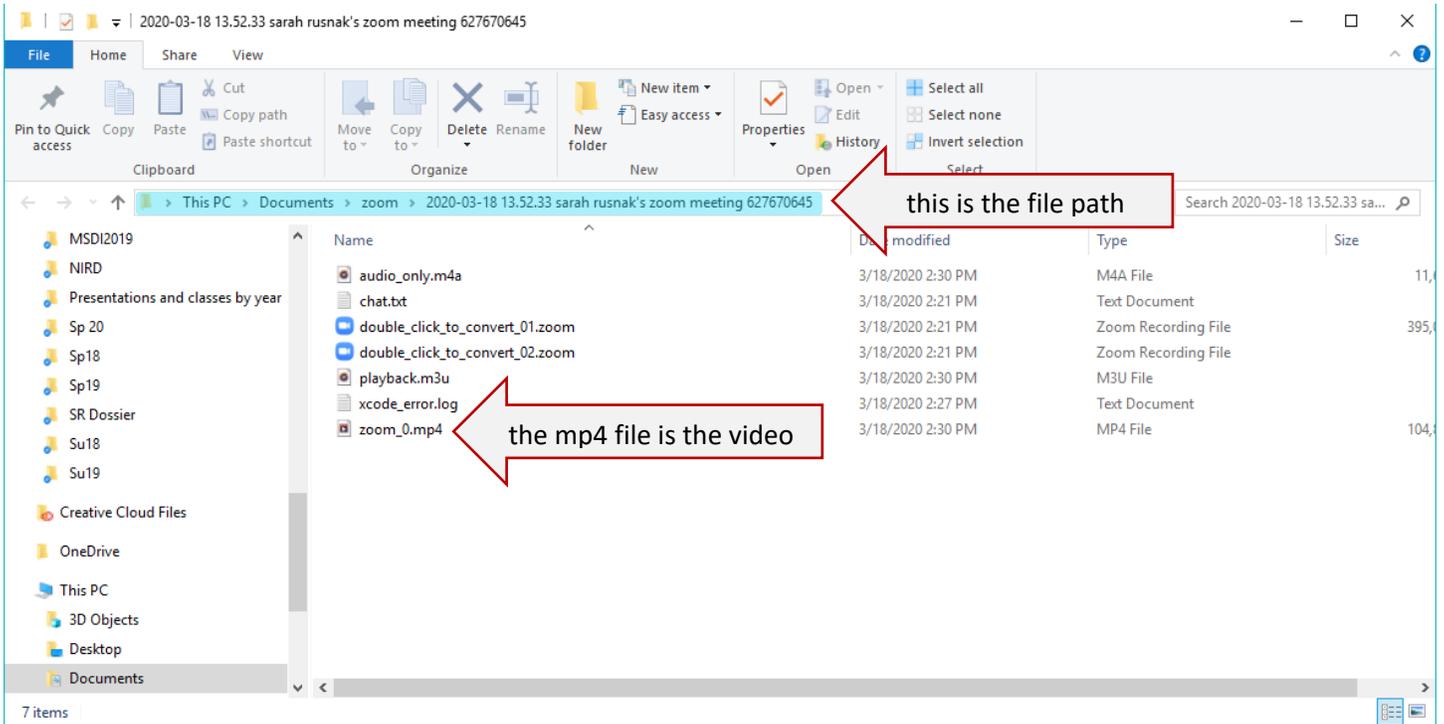
2. If you hover over the Zoom window, buttons to pause or stop the recording will appear.



3. When you end your meeting, a box will appear to show you that the recording is being finalized.



4. When the recording is fully converted, an explorer window will open with all of the files related to your meeting that have been created. It's important to note *where these files are saved*, as you will need to navigate to this location when you want to upload the recording. The file path, highlighted below, tells you where the files are:



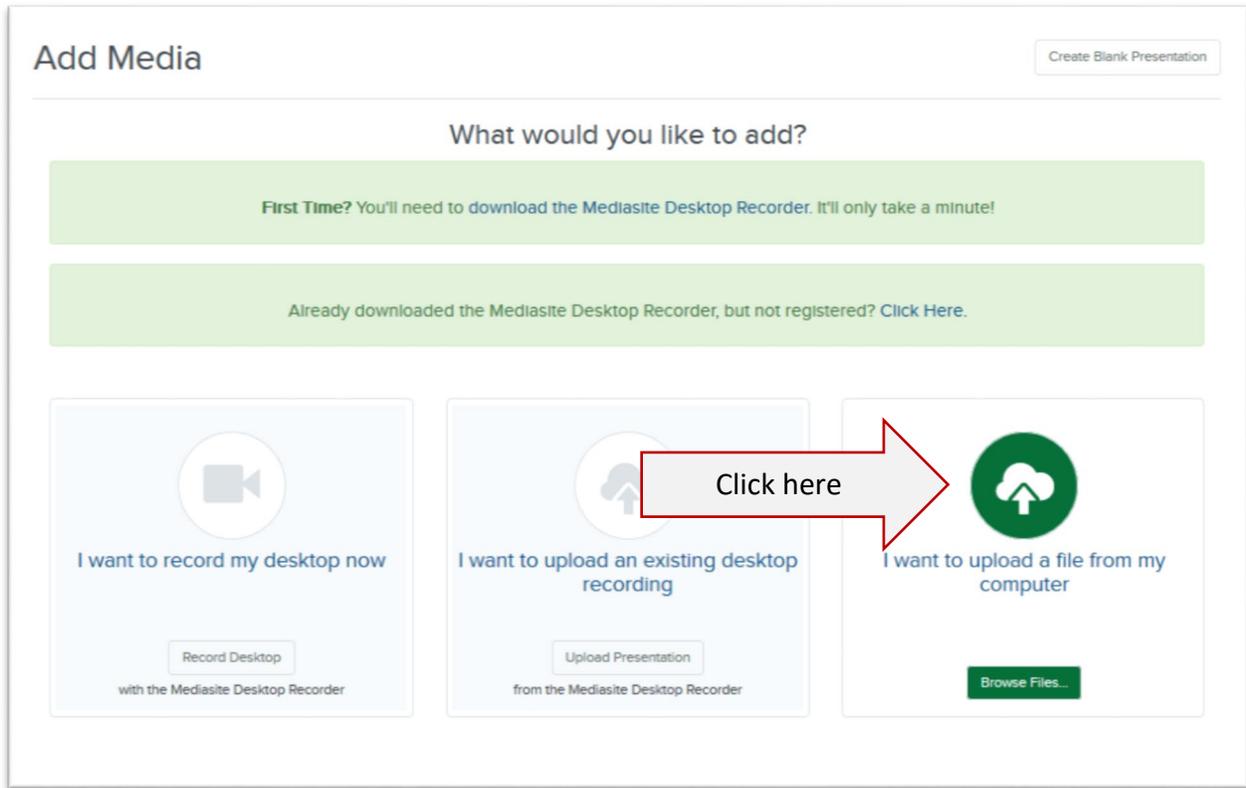
## Uploading a local recording

### Mediasite

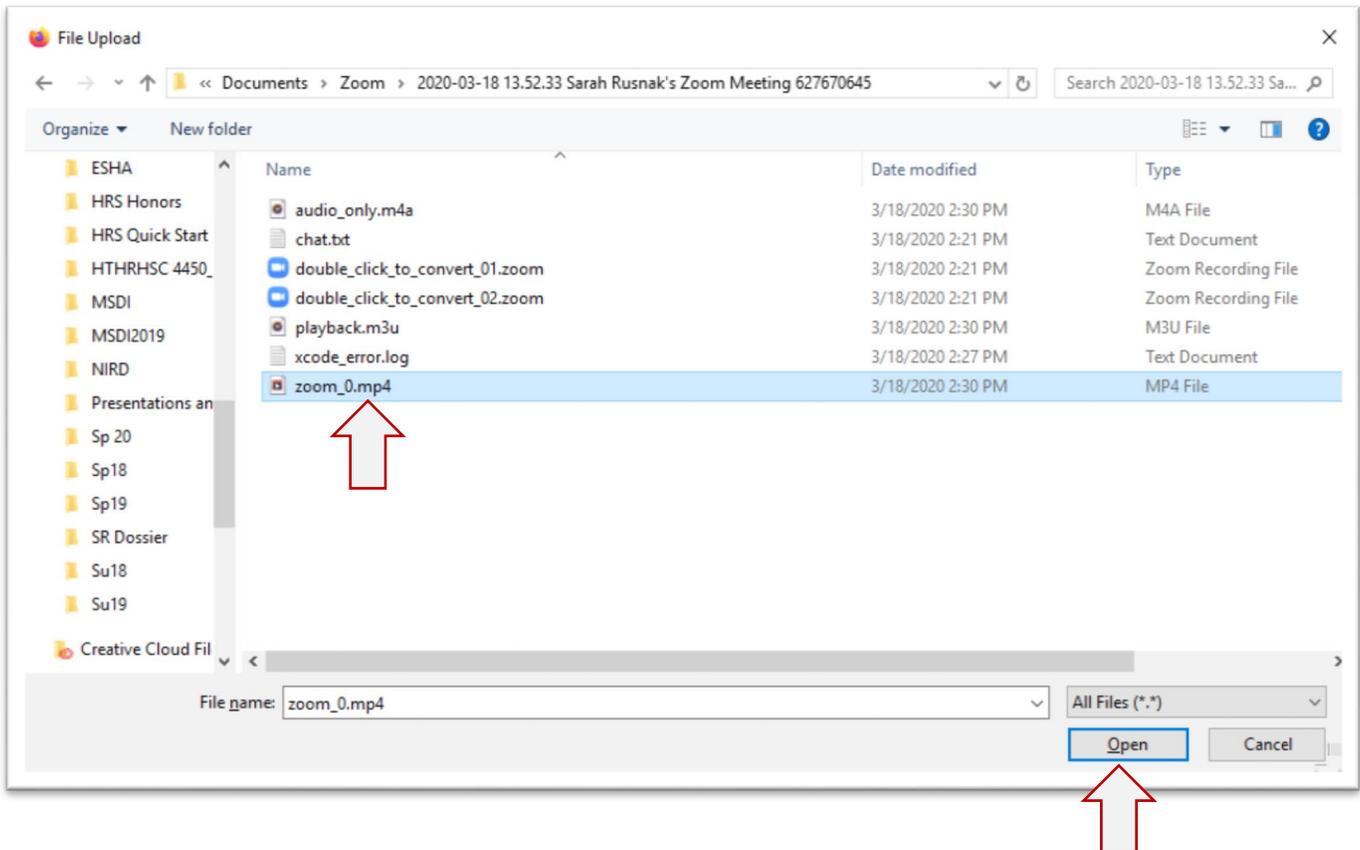
1. Go to <https://mediasite.osu.edu/> and login.
2. Click **Add Media** found to the top right of the page:



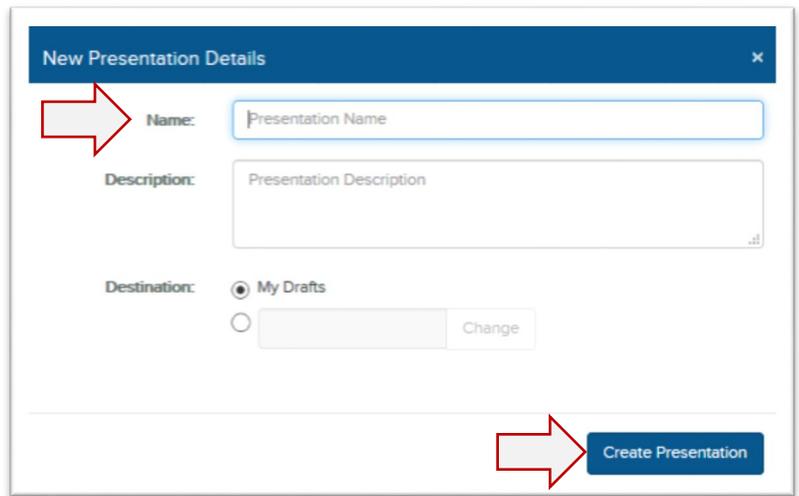
3. Select **I want to upload a file from my computer**



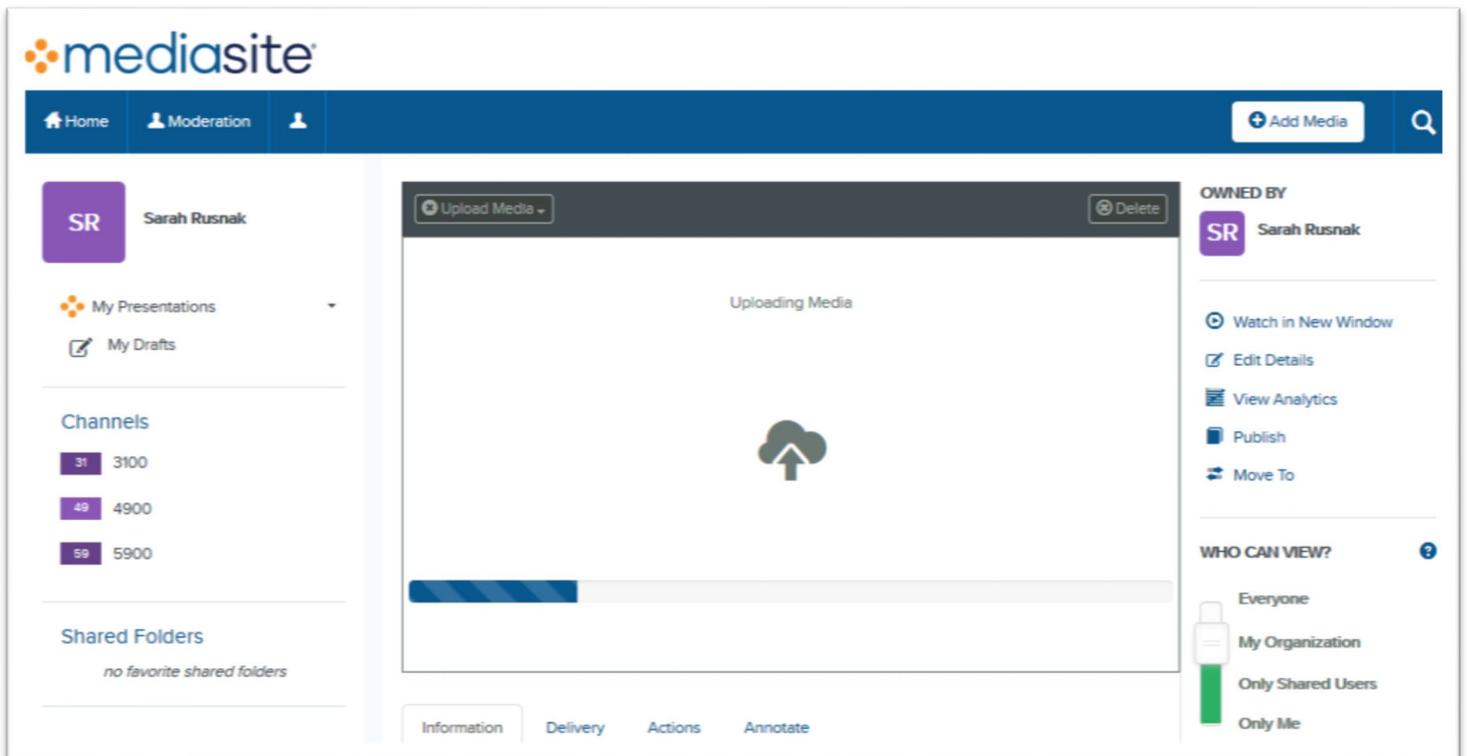
4. Browse for your local recording. If you're stuck, trying going to Documents → Zoom → and see if anything there looks familiar by date or title. Within the appropriate folder, you'll find an mp4 file. That's the video. Select it, and click **Open**.



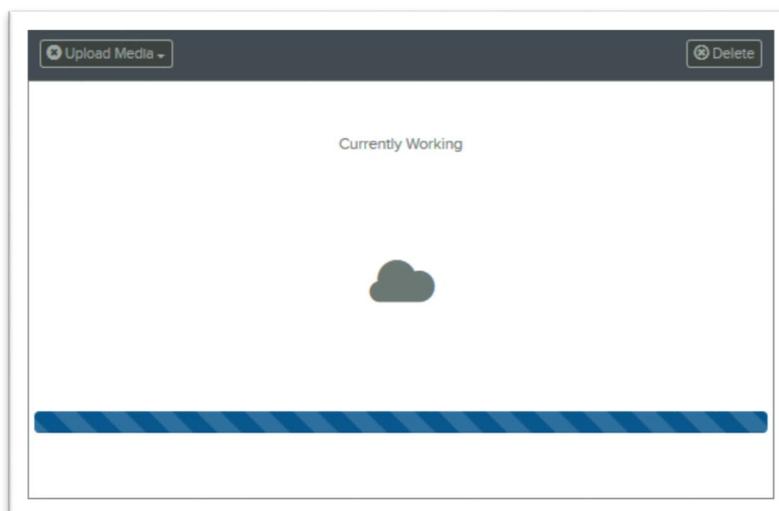
5. Enter a **Name** for your presentation and click **Create Presentation**.



6. The file upload will begin, and progress is displayed:



7. Once uploaded, the recording will process for a bit, and the screen will display **Currently Working**.

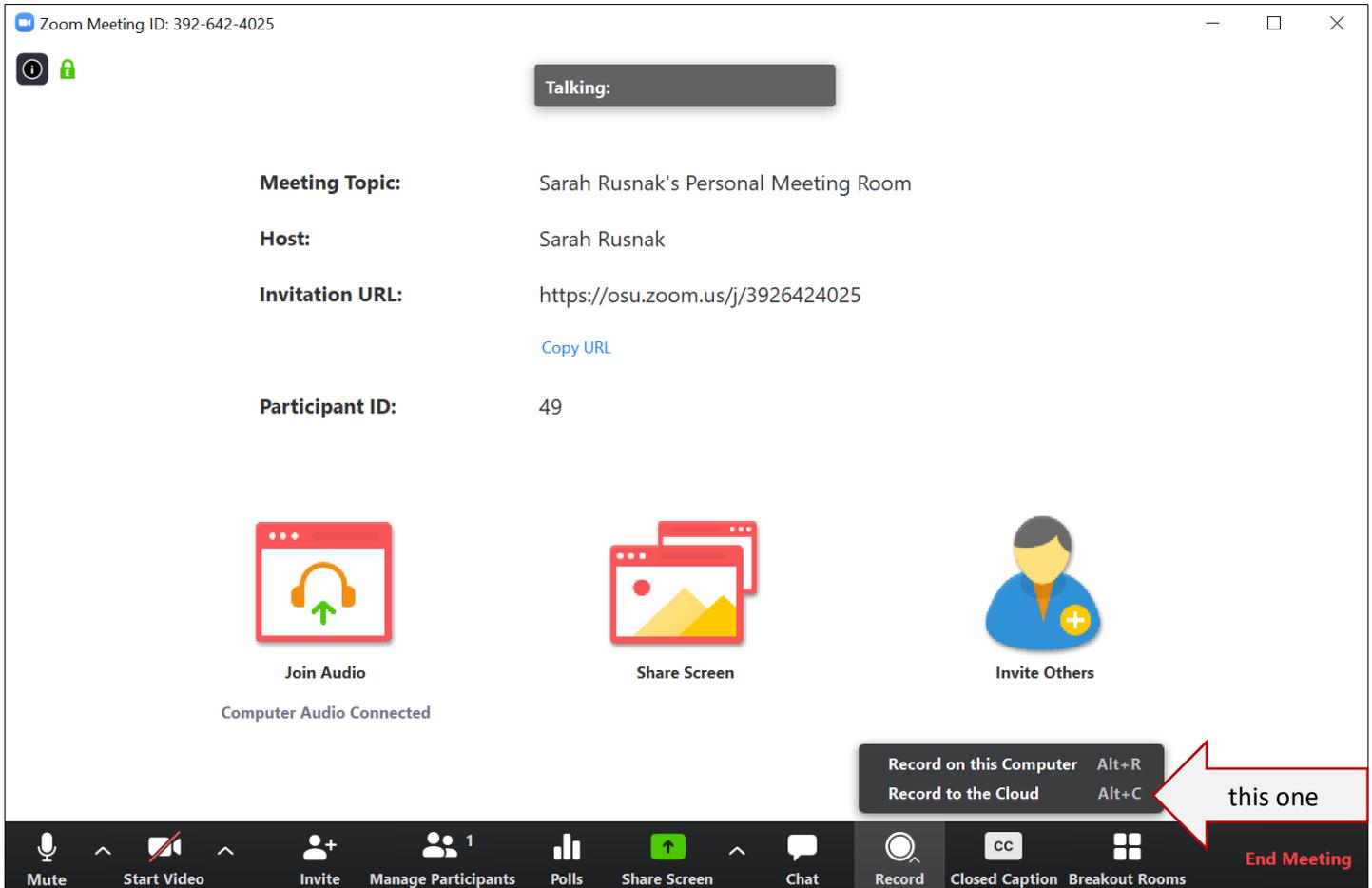


Youtube  
Coming soon!

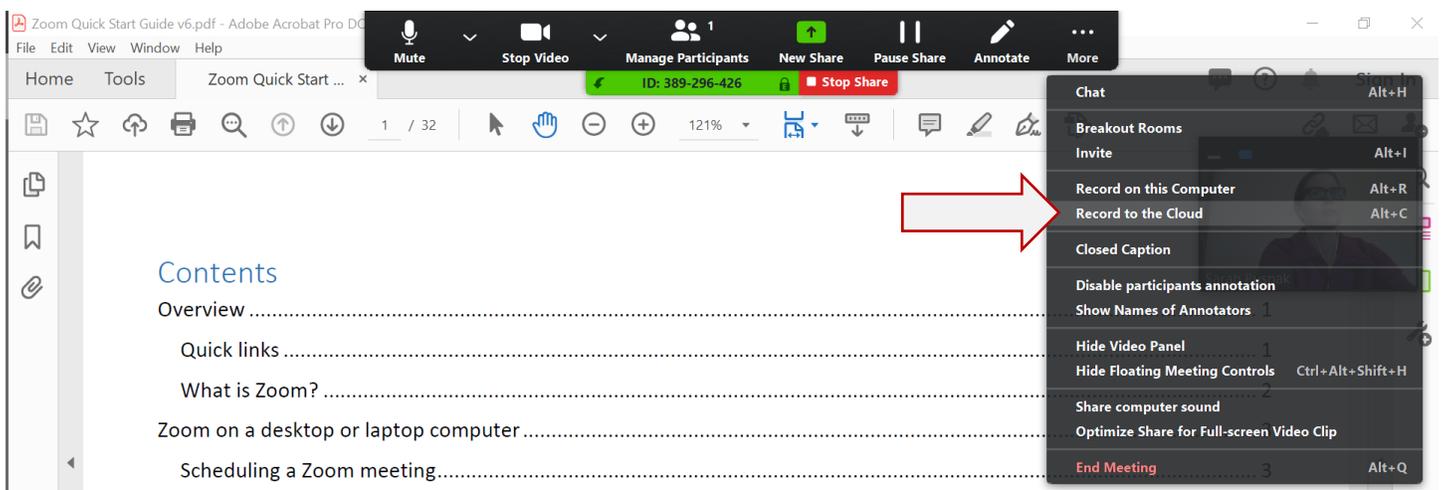
## Record to cloud

Recording to cloud is very easy, and sharing the resulting recording is also easy. *However*, do note that cloud recordings are only kept for 180 days, so if you will need the recording for longer than that, you will need to manage your recording and download it.

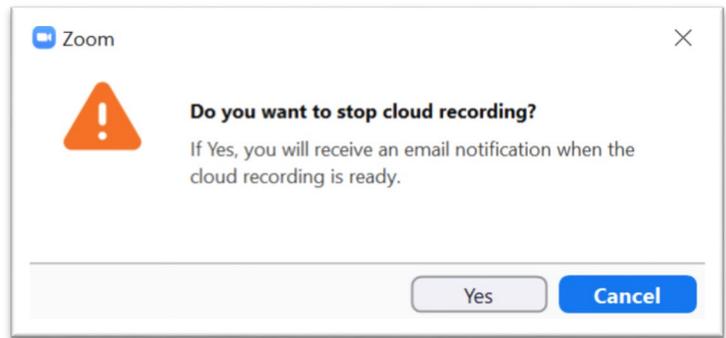
If you are not sharing your screen, then the **Record** option will appear along the bottom of the Zoom window:



If you've already started sharing your screen, then the Zoom controls will have moved to the top of your screen. To find recording options, click **More** and select **Record to the Cloud**

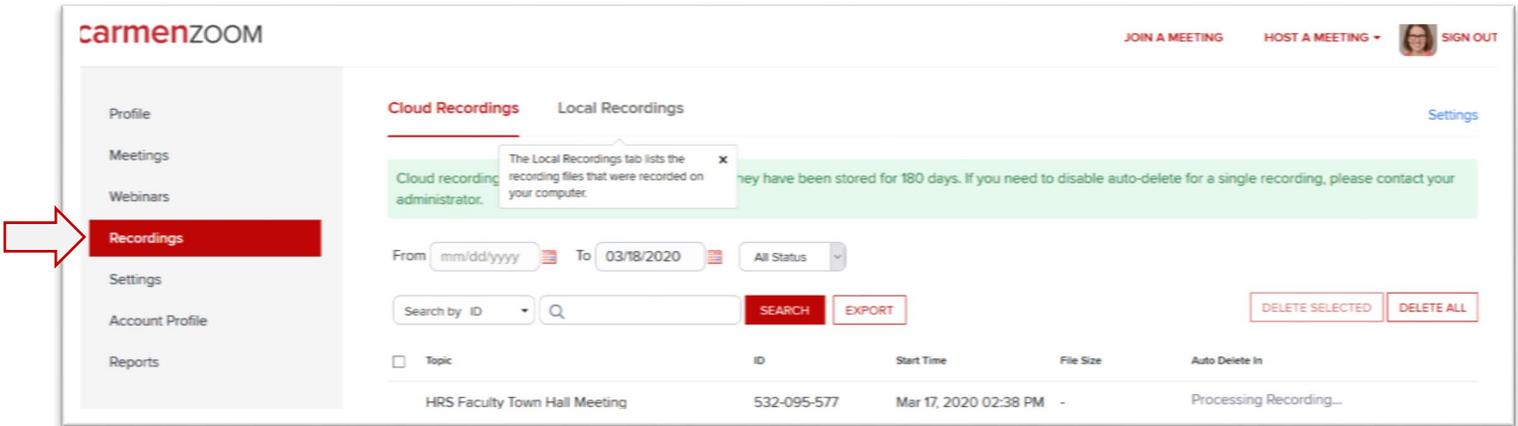


When you're done, stop the recording. Zoom will contact you via email when the recording is finished processing.



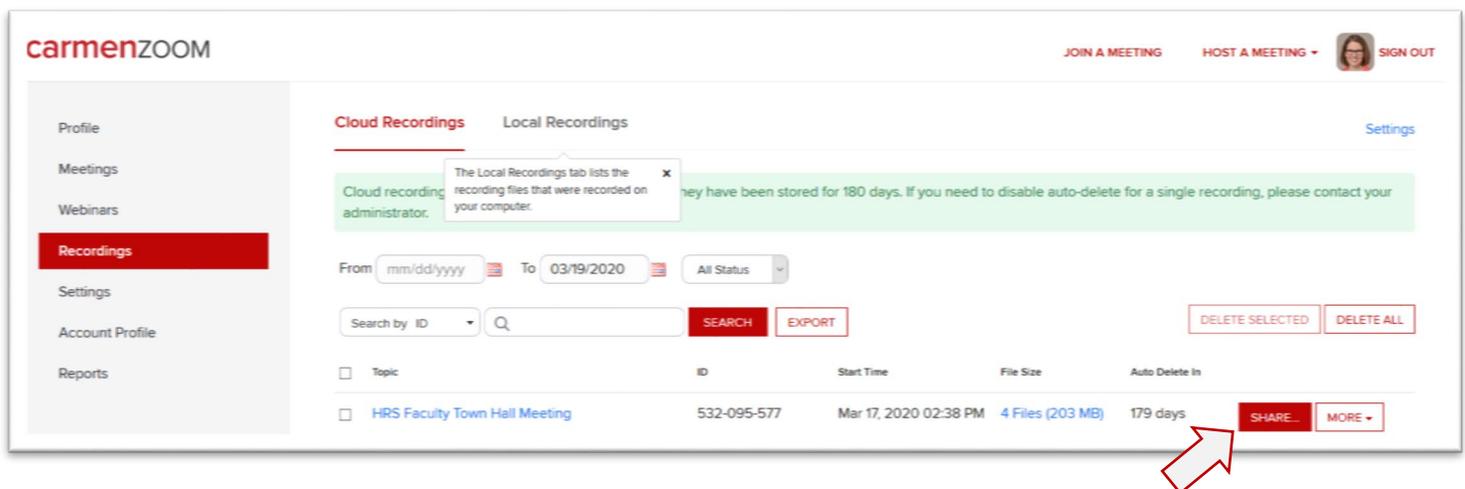
## Managing cloud recordings

Login to Zoom at <https://osu.zoom.us> and navigate to the **Recordings** section.



Here you can see that my most recent meeting status is **Processing Recording**. Note- Zoom recordings have processed in as little as a few minutes and as long as two days for me- so don't rely on cloud recordings to be available right away.

Once the cloud recording has finished processing, you should see and option to **Share**.



The default sharing settings are fine. You can click the red box to **Copy to Clipboard**, or you can highlight the link and use Ctrl + C (Cmd + C on a Mac) to copy just the link that viewers will need:



### Share this cloud recording

Share this recording

Publicly  
 Only authenticated users can view

Viewers can download

On-demand(Registration Required)

Password protect

Recording Link Information

Topic: HRS Faculty Town Hall Meeting  
Start Time : Mar 17, 2020 02:38 PM

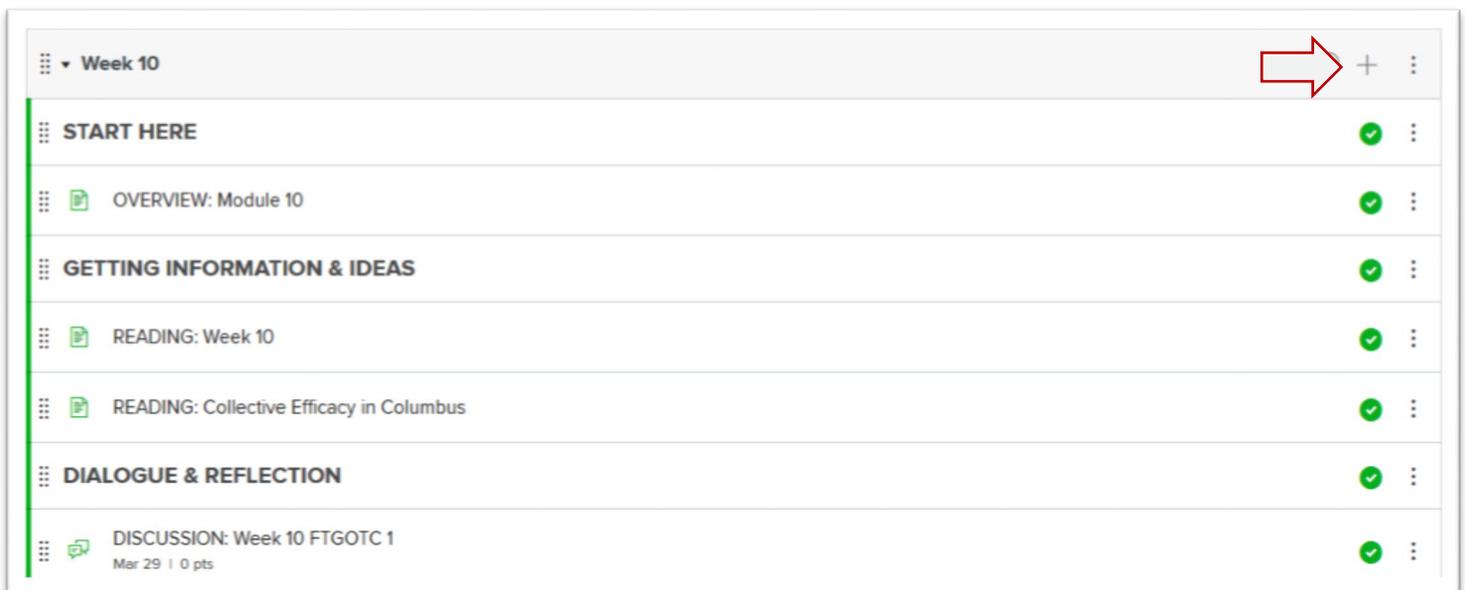
Meeting Recording:  
<https://osu.zoom.us/rec/share/2eFrcYPi219JY7P82Rv1V5AaFdW-aaa8gCFL-vslzU0wQ0WGe3ENyUPakgWmZ4dy>

Select, copy and paste the recording links.

Once you have the link, you can paste it into an email to students, paste into a page on CarmenCanvas, paste it into an announcement on CarmenCanvas, however you have decided to share content. You can also add the link to a module in your course. **Also note- cloud recordings are kept for 180 days.** If you will need your recording after that, then select **More** and then **Download**.

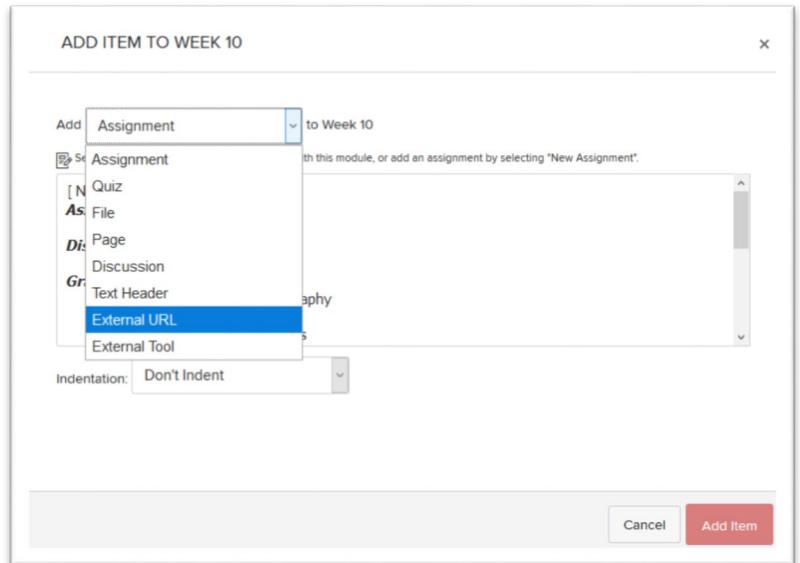
#### Add a link in a CarmenCanvas Module

You've got your link to the cloud recording, now you're going to add it to the module for your students. Navigate to the module you want, and click the plus arrow in the top right corner:

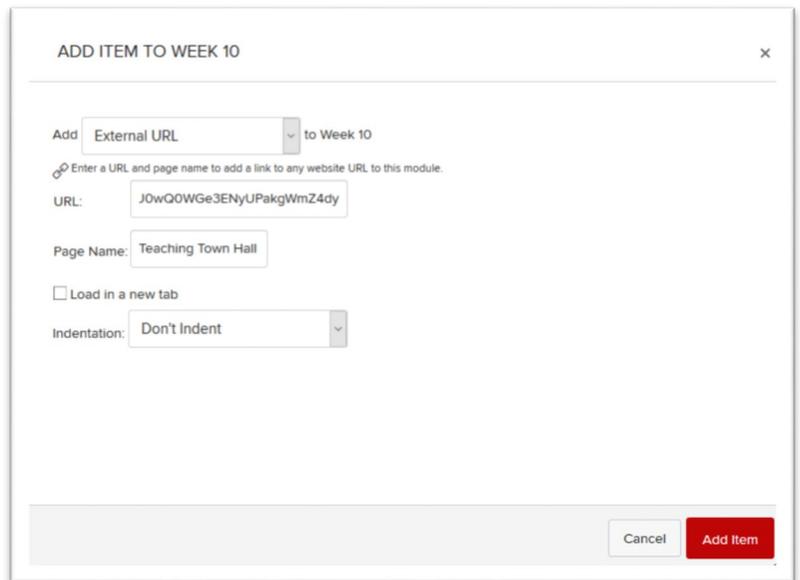


Module	Status
Week 10	+
START HERE	✓
OVERVIEW: Module 10	✓
GETTING INFORMATION & IDEAS	✓
READING: Week 10	✓
READING: Collective Efficacy in Columbus	✓
DIALOGUE & REFLECTION	✓
DISCUSSION: Week 10 FTGOTC 1 Mar 29   0 pts	✓

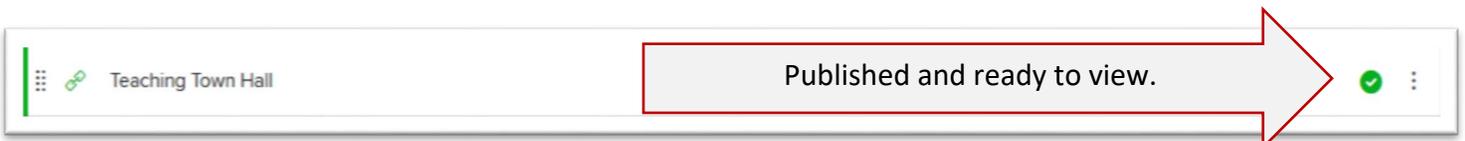
In the menu that appears, click the dropdown box and select **External URL**



Paste in the **URL** that you copied for your recording, and enter an easy to understand **Page Name**. When you're finished, click **Add Item**.



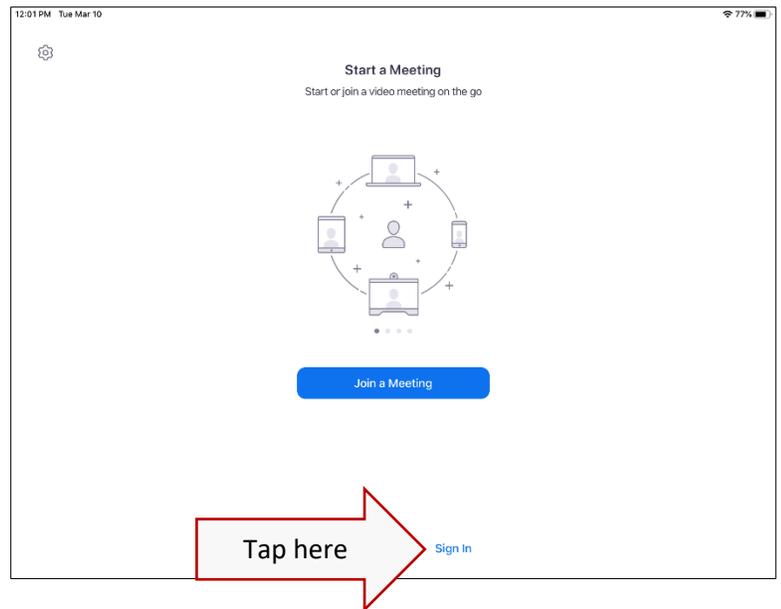
Your link will now appear in the module. Note! Be sure that the item is also **Published**, otherwise students will not be able to see it:



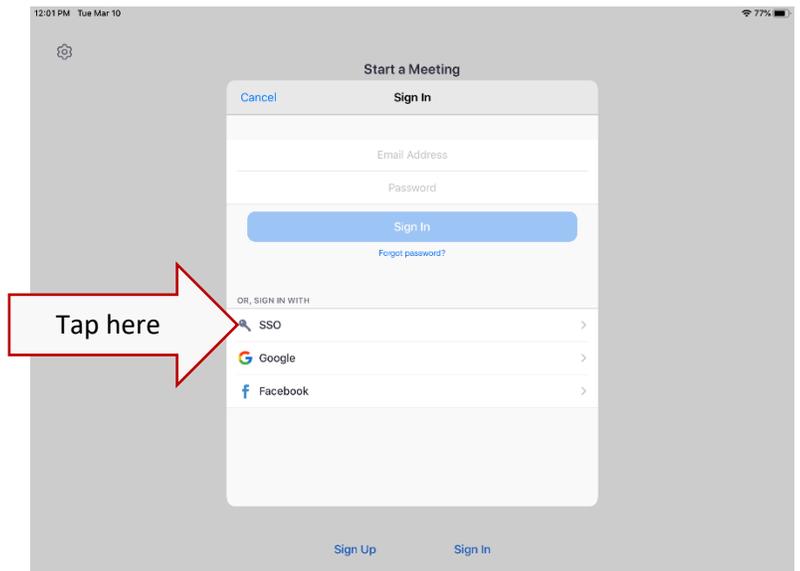
## Zoom for mobile devices

iOS

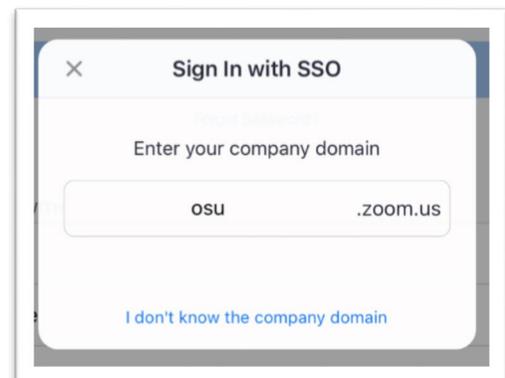
1. To download Zoom on an iPhone or iPad, click [here](#) or search for it in the app store. Install the app. Once installed, launch the app to see this screen, and tap **Sign in**



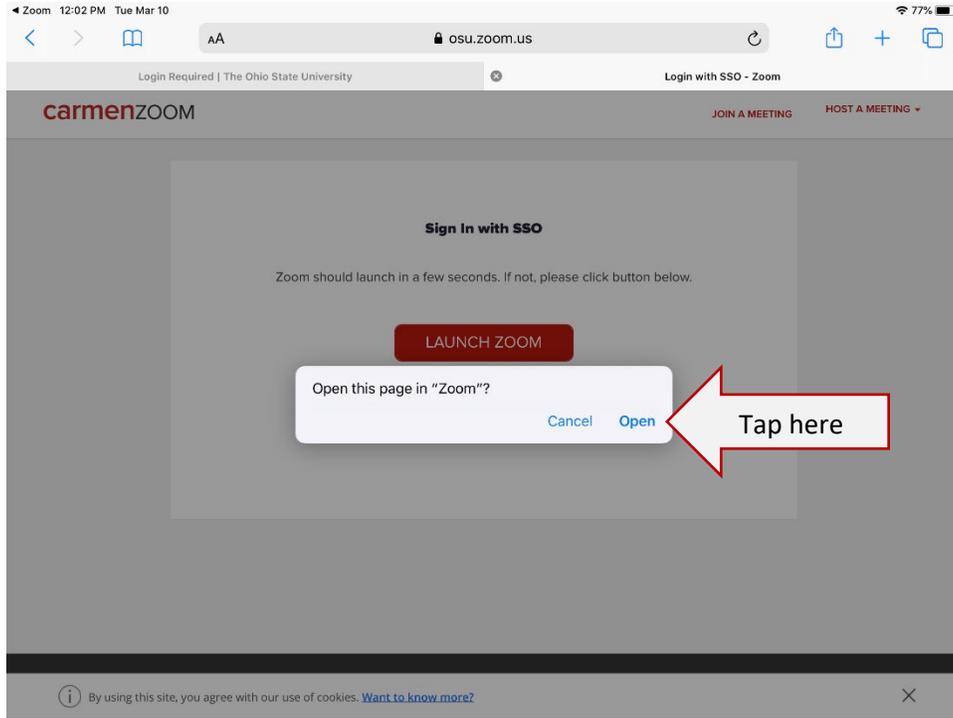
2. Choose **Sign in with SSO**



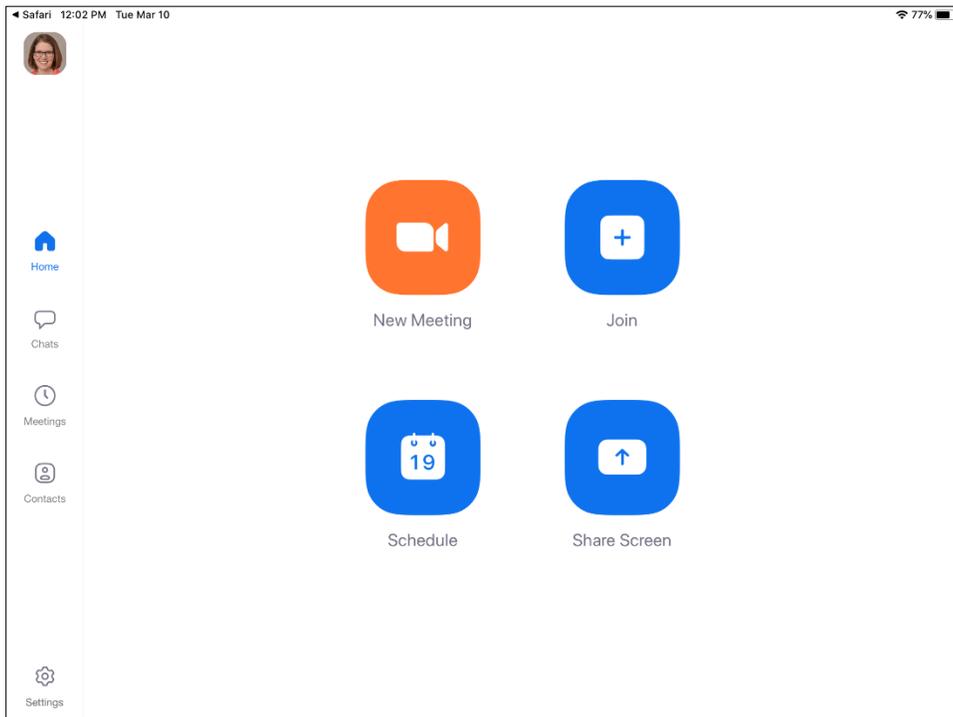
3. Enter the company domain **osu**



4. The app will redirect you to the university's single sign on page. Login with your name.#. Once you're signed in, it will attempt to launch Zoom. When prompted, tap to **Open** the page in Zoom.



The interface is simplified, but the same options appear here as in the desktop version.



Android

Screen shots for Android coming soon!

## Additional features

### Manage participants

There are many options for the host to use for participants. To see the options, select any participant from the **Participants** list and right-click their name.

**Chat:** send a message to that participant

**Stop video:** stop the video that the participant is sharing

**Make host:** transfer hosting privileges to another participant. You may wish to do this if you want to leave the meeting, but allow your participants to continue meeting.

**Make Co-Host:** assign a participant to be a co-host so that they can help you manage a meeting. A co-host can do most everything a host can do, except create breakout rooms. Once created however, the co-host can move among rooms.

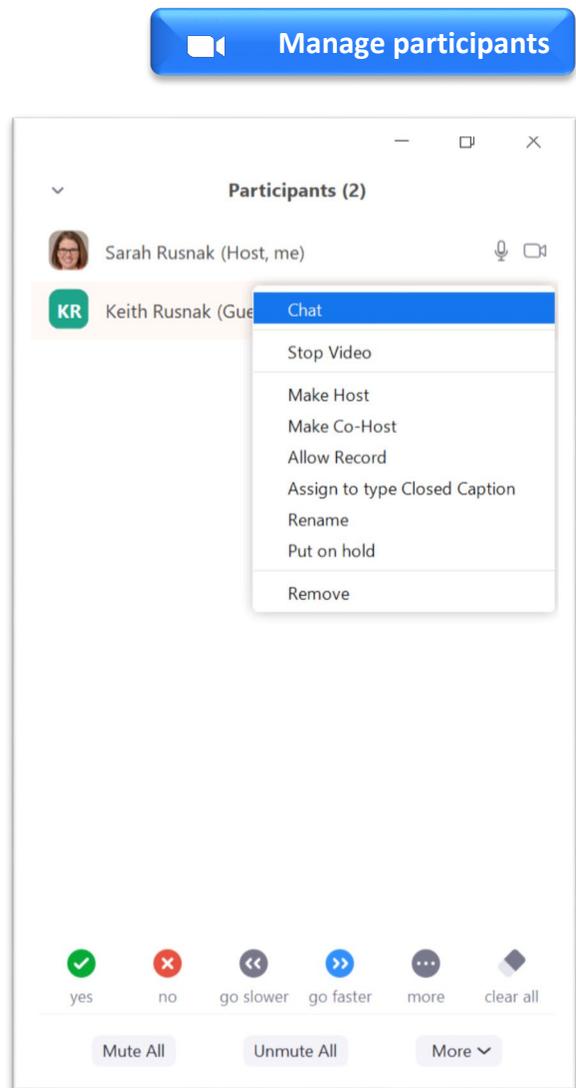
**Allow Record:** Allow the participant to record the meeting to their computer

**Assign to type Closed Caption:** assigns a participant to act as scribe- to attempt to type captions in real-time.

**Rename:** just that- rename the participant

**Put on hold:** places the participant on hold.

**Remove:** this will kick the participant out of the meeting and block them from re-entering. The participant will be gone, and unable to return.

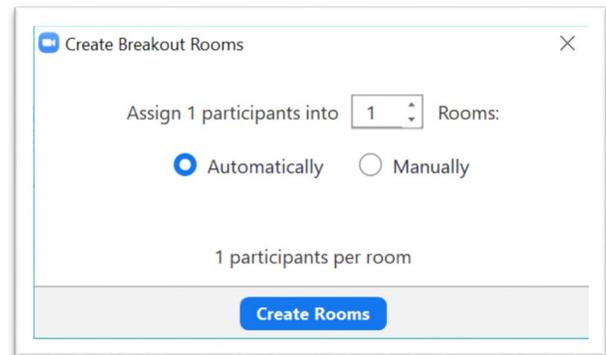




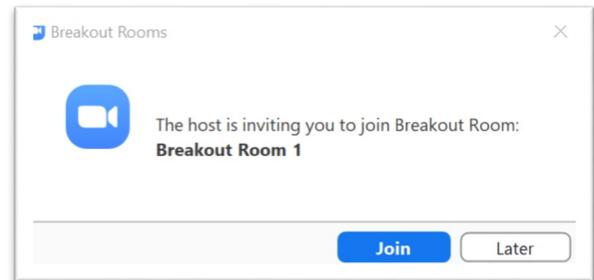
Breakout rooms are a terrific option for putting participants into smaller meetings, and then bringing them back to the larger meeting when you're ready. As host you can create breakout rooms by selecting **Breakout Rooms** from the Zoom controls.

You determine how many groups you want to create, and then either have Zoom assign participants to each room at random, or assign them manually.

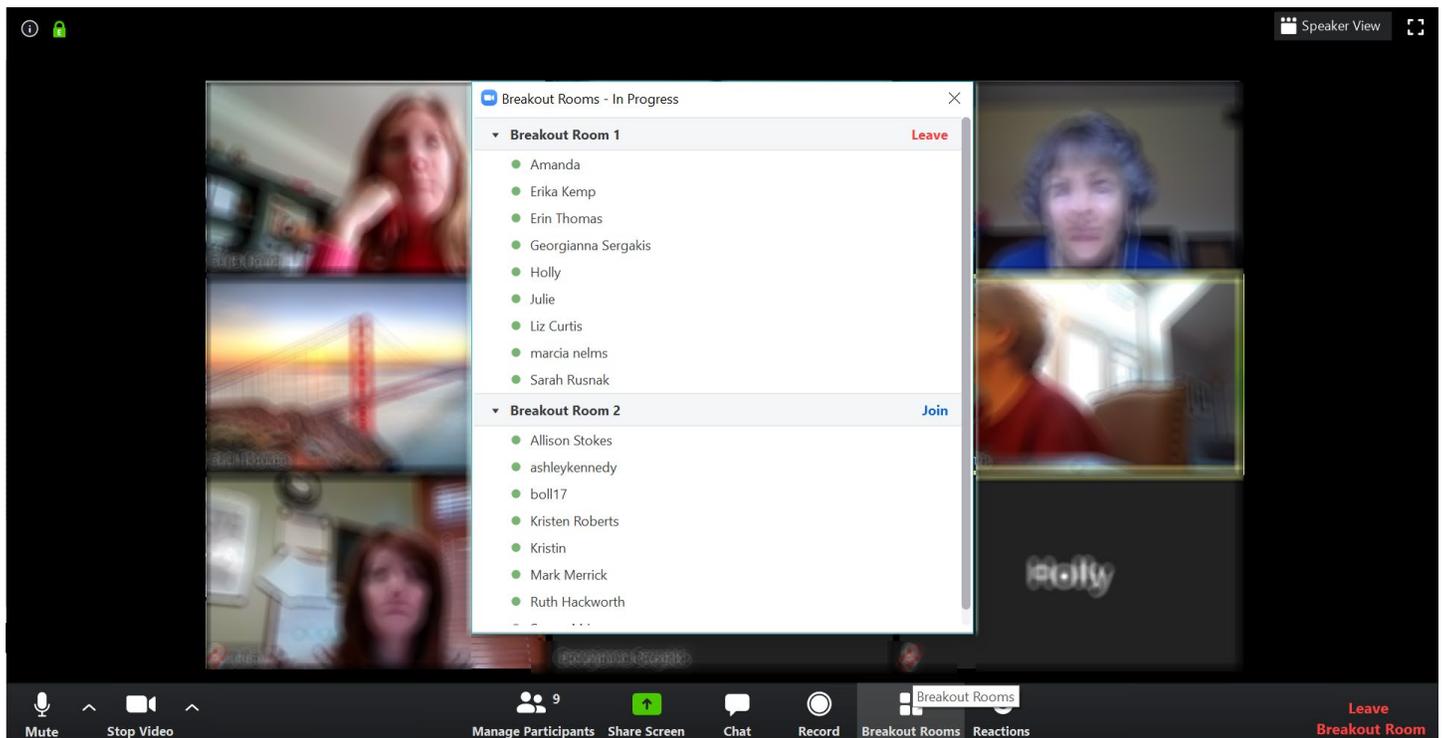
While zoom.us does have a feature that allows you to create breakout rooms before a meeting starts, it does not appear to be an option for us at Ohio State. As such, you'll want to consider carefully whether you'll be able to split a large class into meaningful groups manually, while everyone waits.



Here's what participants will see when you create breakout rooms:

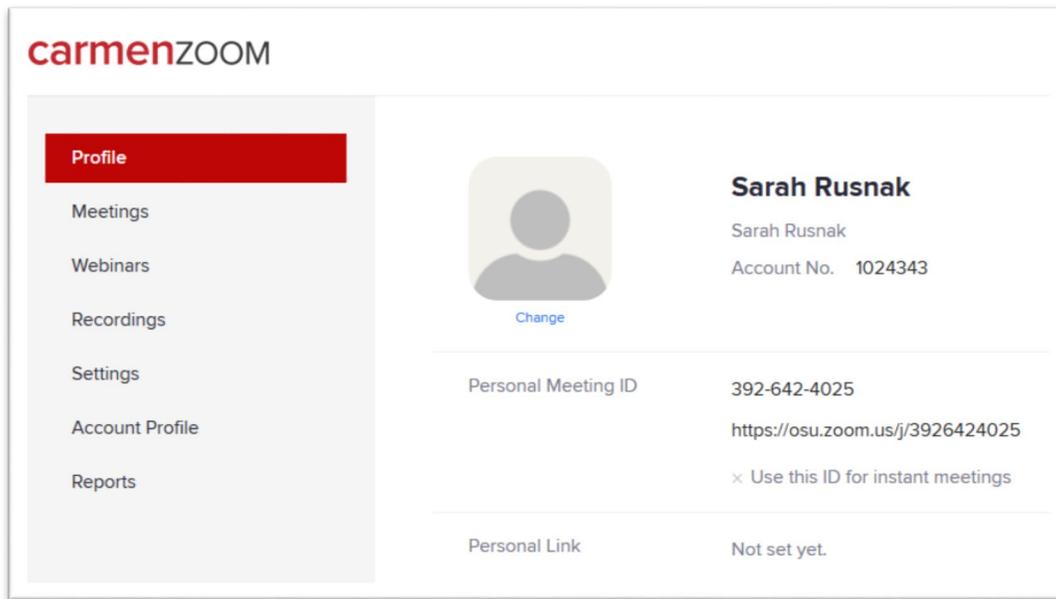


Participants in each of the rooms can request that the host join their room, and as host or co-host, you can select **Breakout Rooms** from the Zoom controls to move among the different rooms:

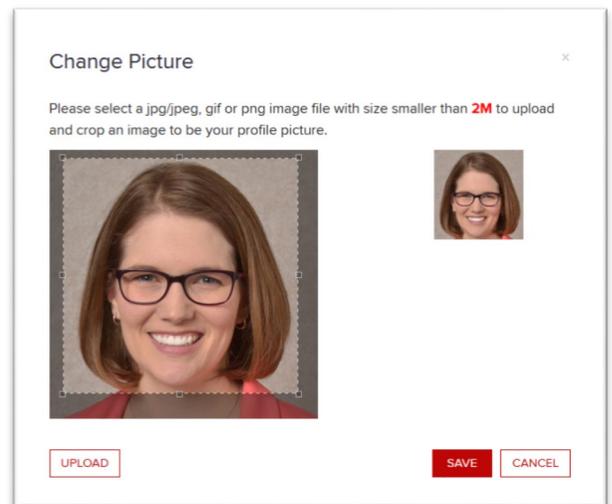
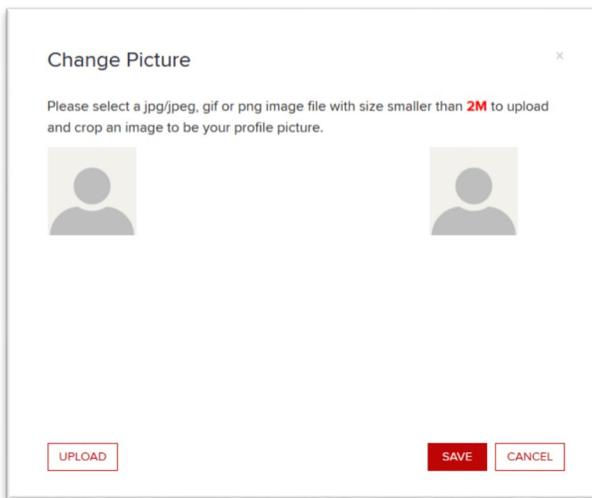


## Add a profile picture

You can upload an image to display when you are not sharing your webcam. You can find the **Profile** settings at <https://osu.zoom.us> on the left side. Under the headshot icon, click **Change**.



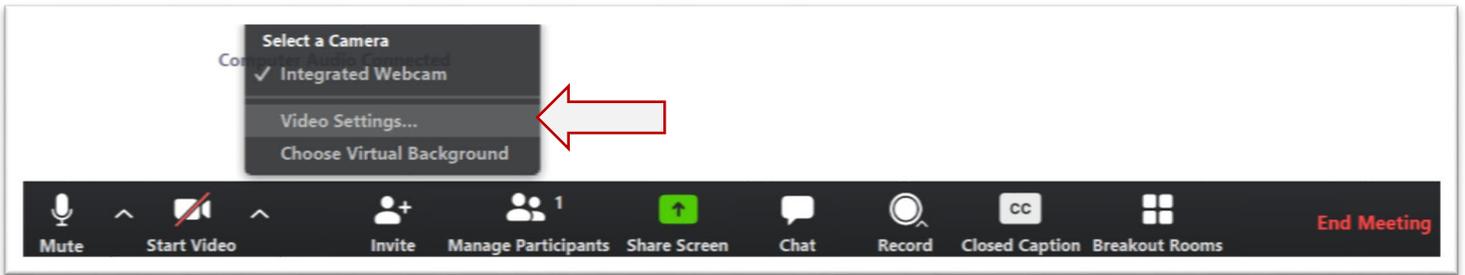
Click **Upload** and browse for the picture you'd like to use. You will have the option to crop the image after you upload.



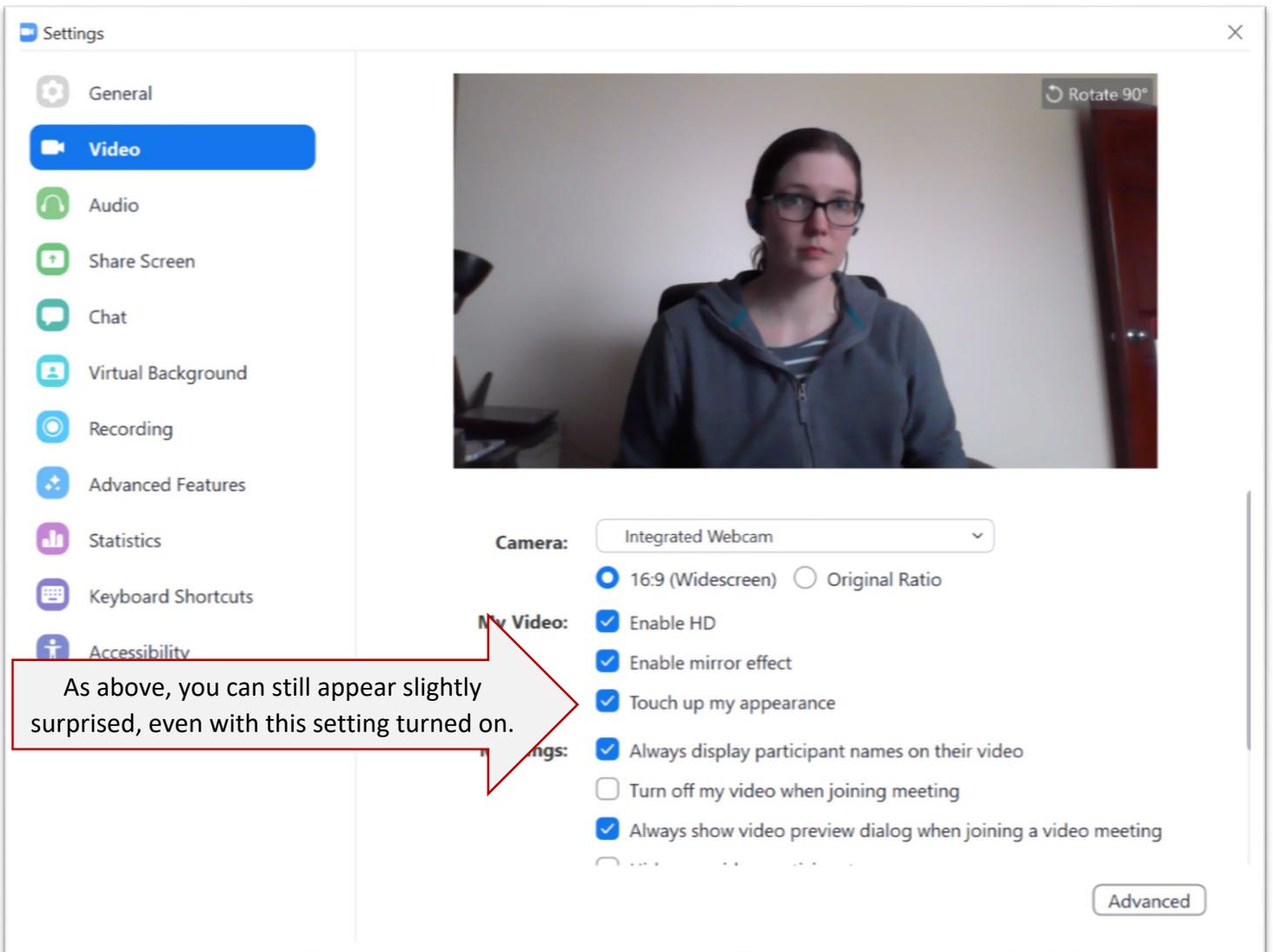
When you're done editing the image, click **Save**.

## Touch up my appearance

This is not particularly necessary, but it is good fun. Though a little fun may be the most necessary part of this guide. Find this setting by clicking the ^ next to **Stop Video** within Zoom and select **Video Settings**.

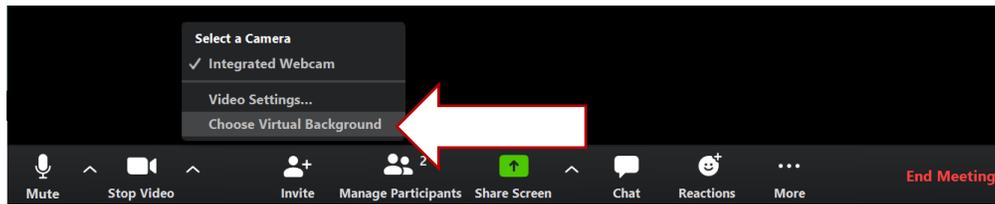


There are many settings you can adjust

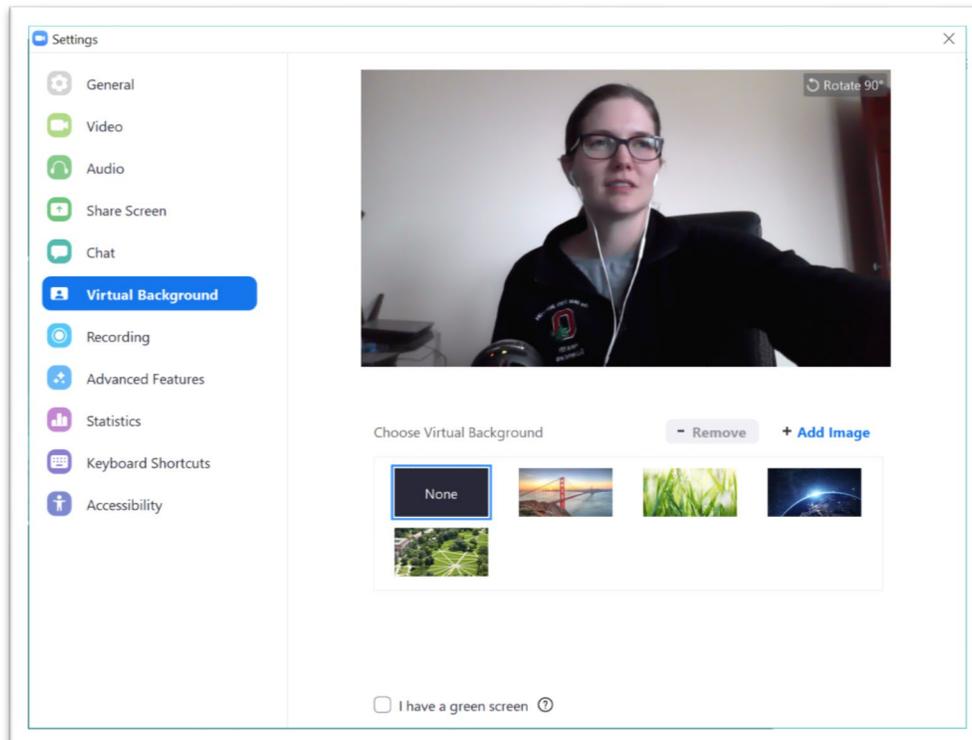


## Virtual background

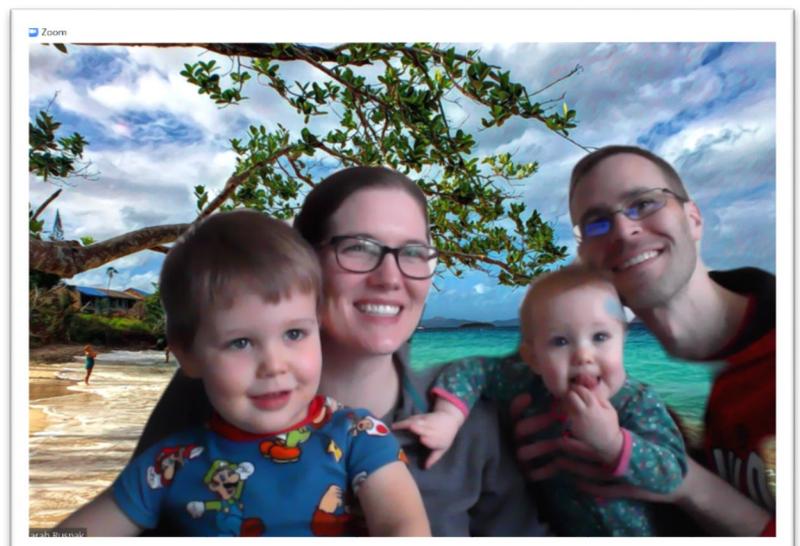
Also unnecessary but fun – present from anywhere! Click the ^ next to **Stop Video** and select **Choose Virtual Background**. Note that this works best if you are sitting in front of a plain background.



You can choose from the existing options, or upload your own photo.



Here's my family at the beach-



## Troubleshooting

I'm the host of this meeting, why don't I have host controls?

Make sure you start the meeting by logging in to CarmenZoom at <https://osu.zoom.us>

I can hear myself talking. How do I make it stop?

Make sure you're using headphones so that the feedback isn't coming from your computer speakers. If that isn't it, look to see if any of your participants are unmuted. You may be hearing yourself back from one of their computers. Hover over any participant's video (or their name in the participant list) to mute them. Gallery view is particularly helpful for seeing which person is speaking, and Zoom will highlight any boxes that have active audio.

I can't tell who is talking, but it needs to stop.

Select **Manage Participants** and then click **Mute All**.