



HOW TO: ZOOM

Empowering you to meet, learn, and collaborate online

Zoom is a video conferencing tool that allows people to meet online through video, audio, and chat. It's often used for meetings, classes, or catching up with friends and family.

1. What you need to start

- Internet access: Email is accessed online through a web browser (Google Chrome, Apple Safari, Internet Explorer)

2. Joining a meeting

- You will receive either a Zoom link (e.g. <https://us02web.zoom.us/j/123456789>) or a Meeting ID and Passcode
- Either click the Zoom link or open the Zoom website (<https://www.zoom.us/join>) and enter the Meeting ID and Passcode

Join Meeting

Meeting ID or Personal Link Name

Join

- When prompted, allow Zoom to use your camera and microphone.
- You may need to choose whether to join with computer audio or device audio, select "Join with Audio."

Phone Call

Computer Audio

Call Me

Join With Computer Audio

Test Speaker and Microphone

Scan the QR code to view the Digital Literacy Guides
or visit: familiesofveterans.org.au/digital-literacy-war-widows





3. Using Zoom

- Understand the Zoom control buttons

Button	What It Does
 Mute/Unmute	Turns your microphone on/off
 Start/Stop Video	Turns your camera on/off
 Participants	View who's in the meeting
 Chat	Send text messages during the meeting
 Reactions/More	Raise hand, clap, etc.
 Leave	Exit the meeting

4. Zoom etiquette

- Join early and test your phone or laptop to avoid last-minute issues.
- Mute when not speaking.
- Look at the camera when talking.
- Raise hand when you want to talk.
- Use respectful turn-taking, don't talk over others.

5. Troubleshooting

- No sound? – Check your mute button, choose the correct microphone/speaker in Zoom settings, and make sure your device volume is up.
- Can't hear others? – Try switching audio output (headphones vs. speakers) in Zoom.
- Poor video? – Clean your camera lens, improve lighting, or switch to a better-lit spot.
- Lag or freezing? – Close unused apps/tabs and move closer to your Wi-Fi router.
- Zoom won't connect? – Restart Zoom or your device, and check your internet connection.

Disclaimer

These guides are here to help you build confidence with technology. While we've done our best to make the information accurate and easy to follow, technology changes quickly and some details may become outdated. Always take care when sharing personal information online, and reach out to a trusted person or service if you're unsure.