

A Guide to Zoom Socials at Phyllis Court

What is Zoom

Zoom is a web-based video conferencing tool with a desktop client and a mobile app that allows users to meet online, with or without video.

How the virtual events will work

1. Phyllis Court will set up a virtual meeting room and send out a meeting ID and link to Members via In Touch emails on a Monday and Thursday.
2. You will then need to click the link and confirm that you would like to join the meeting. Upon confirming you will be placed into the online meeting room where you can see, hear and speak to other Members in the virtual room.

What you will need

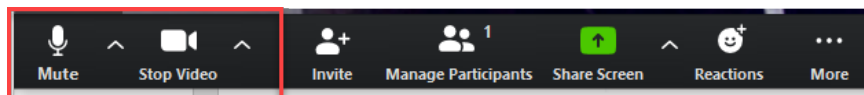
Any of the below devices can be used:

- A laptop with a microphone and camera (almost all modern laptops have these)
- A desktop with a mic and camera
- A smartphone or tablet

Joining the meeting

Phyllis Court will circulate the meeting link via In Touch emails. All you need to do is click the link and follow the on screen prompts to join.

- If this is your first time using Zoom you can prepare for the meeting by installing the Zoom app from <https://zoom.us/support/download>. If you do not install the app ahead of time, we suggest you join the meeting 5 minutes early to allow the app to install itself after you click the joining link.
- When joining a meeting, click **Join with Video** and **Join with computer audio**. You can mute yourself or disable your camera at any time by clicking the mute and stop video options at the bottom on the window.



- By default, Zoom will display the person speaking in a large window and other participants in smaller windows. To display all participants the same size. Click **GALLERY VIEW** in the top right corner or swipe left on a smartphone/tablet.

Common issues and fixes

Zoom have created extensive guides and support documentation for every scenario which can be found here at [Zoom Support](#)

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We've also put together a table of some common issues and how to resolve them.

Issue	Possible Causes	Resolution
The meeting link does not work	<ul style="list-style-type: none"> • This could be an expired, inactive or incorrect link for the meeting you are trying to attend • The meeting is at capacity and has been locked by the moderator 	<ul style="list-style-type: none"> • Check you are using the correct link • If the meeting is at capacity, you will see the message "This meeting has been locked by the host"
I've joined the meeting but I cannot hear anyone	<ul style="list-style-type: none"> • Participants are muted • Volume on your device is too low or muted 	<ul style="list-style-type: none"> • Meeting participants will have a microphone icon next to their name indicating whether they are muted. They will need to unmute themselves before you can hear them. • Ensure your volume is turned up to an appropriate level, is not muted and your speakers (if external) are switched on.
I've joined the meeting but I cannot see anyone	<ul style="list-style-type: none"> • No other participants have joined yet • Other participants have their camera switched off 	<ul style="list-style-type: none"> • Click the participants button at the bottom of the window to view who else is in the meeting.
I've joined the meeting but other participants cannot hear me	<ul style="list-style-type: none"> • Your audio is muted • Other participants volume is off or too low 	<ul style="list-style-type: none"> • Check the Mic icon at the bottom of the window to ensure you are not muted
I've joined the meeting but other participants cannot see me	<ul style="list-style-type: none"> • Your camera is off or covered up 	<ul style="list-style-type: none"> • Check the video icon at the bottom of the window and select START VIDEO if required. • Check your camera is not covered.