



# Zoom User Manual

*developed*

*by*

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*for*

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## PREFACE AND OVERVIEW

In the fall 2018 term, New River Community and Technical College implemented **Zoom** as our platform for delivering IVN (Interactive Video Network) classes. Zoom also replaced **Blackboard IM** in December 2018 as the college-wide solution for instant messaging. These changes are saving the College money while also providing new options and features for all users.

Simply put, Zoom is easy to use, and it offers a number of useful features and options not previously available to us for videoconferencing and instant messaging. Zoom is also compatible with our current **Lifesize®** systems which means that Zoom and Lifesize equipment can interconnect. Two new IVN classrooms were created in the summer of 2018 (R126 and F214). These “Zoom Rooms” are about 10 years newer than our Lifesize equipment and will provide a better videoconferencing experience (better quality video and audio as well as additional options). As funding allows, we will begin replacing outdated Lifesize rooms with new Zoom Rooms throughout the College and we expect this to take some years to complete.

Implementing Zoom involves some changes to the responsibilities of IVN instructors and students who must now (1) **start class meetings** and (2) **end class meetings**. In the past, our IVN system connected meetings automatically and IVN instructors and students only needed to enter the room to be “connected” to the other classrooms. Unfortunately, our older Lifesize IVN rooms no longer have this feature which means someone in each classroom must **act** to start and end each class meeting. As a result, some basic familiarity with operating the equipment is essential for both IVN instructors and students, particularly students in remote classrooms without an instructor on site.

This manual provides detailed information for using Zoom and has been created with our New River environment in mind, meaning that the information is specific to New River. While this manual is an excellent general resource, we have also created additional information for IVN instructors and students to further assist with using Zoom (<https://web.newriver.edu/training/it107/index.html>). Also, our Help Desk continues to be an excellent source for assistance and guidance for using our IVN system ([itsupport@newriver.edu](mailto:itsupport@newriver.edu) and 304-929-6725).



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## ZOOM INTRODUCTION AND OVERVIEW

**Zoom** is a videoconferencing and instant messaging solution available to all New River students, instructors, and employees. **Zoom** is the platform now used for delivering our IVN classes and for instant messaging. We use Zoom to manage our IVN classes, but it is also useful for enhancing web-based classes (it is integrated with **Blackboard**). It is used for scheduled meetings (it integrates with **Outlook** for calendaring) and for impromptu meetings (like virtual office hours or one-on-one and group study meetings). Zoom is integrated with our Active Directory and portal so that single sign-on authentication works.

### Two Account Types

There are two account types with Zoom. Knowing your account type is important since there are at least two key differences.

- **Basic (Free)** – The majority of our users will have this level of account. It allows access to all the features described in this manual. Two restrictions to this account type are (1) any videoconference created with this account type as the host can only last for **40 minutes** and (2) recordings go to the local computer instead of to the Cloud.
- **Pro** – We have only 20 of these accounts (we pay for them) and we are using them to create the IVN schedule of meetings (since they do not have the 40-minute duration limit for meetings). We have assigned some PRO accounts to IVN instructors but we simply don't have enough for every IVN instructor.

### Creating a Zoom Account and Logging In

To create your Zoom account and login with your New River email address and password, go to the New River portal (<https://portal.newriver.edu>) and click the Zoom link that appears in the left-side navigation.

You can also go directly to <https://newriver.zoom.us> and click "Sign in" – you will be prompted for credentials. You will need to use your full New River email address ([username@newriver.edu](mailto:username@newriver.edu)) and your New River password.



## Navigating and Customizing Your Zoom Account

Once you sign in to your Zoom account you will be taken to your **Profile** page (see below). On this page you can upload an image or avatar (optional) but you must **choose your Time Zone** (the default is blank). If you don't choose your Time Zone, you may be confused by meeting times as you create them. Only the PRO accounts can edit the "Personal Meeting ID" (we have only 25 PRO accounts).



NEW RIVER

1.304.929.6725

itsupport@newriver.edu

My New River Portal

JOIN A MEETING

HOST A MEETING

SIGN OUT

Profile

Meeting Settings

Meetings

Recordings

Webinars

Account Management

Account Profile

Reports

Refer-a-Friend

Attend Live Training

Video Tutorials

Knowledge Base

Account No. [REDACTED]

Change

Personal Meeting ID

[REDACTED]

[https://newriver.zoom.us/j/\[REDACTED\]](https://newriver.zoom.us/j/[REDACTED])

✕ Use this ID for instant meetings

Edit

Sign-In Email

[REDACTED]@newriver.edu

Linked accounts: [REDACTED]

User Type

Basic ⓘ

Capacity

Meeting 100 ⓘ

Time Zone

No option selected.

Edit

Language

No option selected.

Edit

Signed-In Device

[Sign Me Out From All Devices](#) ⓘ

The next section to customize is the **Meeting Settings** (located under “Profile” in the left-hand navigation pane). *You do not need to change any of these settings, but they are available to you.* This page is where you customize your meeting experience for any meetings you create (some settings are set by the organization and you won’t be able to change them). There are tabs at the top which categorize the settings into sections called **Meeting**, **Recording**, and **Telephone** – click each tab to customize the settings for that section. Within each of these sections (located on the left at the top under each tab) is a clickable “subheading” link that allows you to jump quickly to that section.



Profile
<b>Meeting Settings</b>
Meetings
Recordings
Webinars
Account Management
Account Profile
Reports

[Refer-a-Friend](#)  
[Attend Live Training](#)  
[Video Tutorials](#)  
[Knowledge Base](#)

Meeting Recording Telephone

[Schedule Meeting](#)

## Schedule Meeting

Features

Status

### Host video

Start meetings with host video on



### Participants video

Start meetings with participant video on. Participants can change this during the meeting.



### Audio Type

Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio.

- ☒ Telephone and Computer Audio  
☐ Telephone  
☐ Computer Audio

### Join before host

Allow participants to join the meeting before the host arrives



### Require a password for Personal Meetings if attendees can join before host

If the meeting organizer selects the "Enable join before host" option for a Personal Meeting, the "Require meeting password" option is also enabled. This prevents unauthorized participants from fraudulently using the meeting ID.



### Generate and require password for participants joining by phone

Will generate and send new passwords for newly scheduled or edited meetings.



Next is **Meetings** which is located directly under the "Meeting Settings" link in the left-hand navigation pane. Options here include three tabs for Upcoming Meetings, Previous Meetings and Personal Meeting Room. *You don't need to make any changes on this page*, but it is where you can view all of your meeting recordings as well as see a schedule of future meetings (see below).

Profile
Meeting Settings
<b>Meetings</b>
Recordings
Webinars
Account Management
Account Profile
Reports

[Refer-a-Friend](#)  
[Attend Live Training](#)  
[Video Tutorials](#)  
[Knowledge Base](#)

Upcoming Meetings Previous Meetings Personal Meeting Room

Get Training

[Schedule a New Meeting](#)

Start Time

Topic

Meeting ID

The user does not have any upcoming meetings.  
To schedule a new meeting click [Schedule a Meeting](#).

Save time by scheduling your meetings directly from your calendar.



Microsoft Outlook Plugin  
[Download](#)



Chrome Extension  
[Download](#)



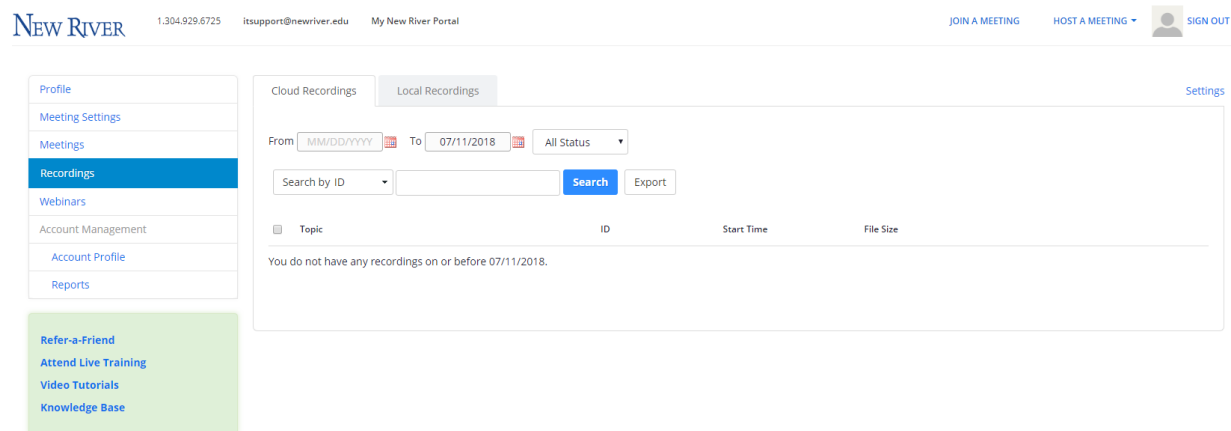
Firefox Add-on  
[Download](#)

Add Zoom as an Add-in for Outlook on the web

Next is **Recordings**, located directly under "Meetings" in the left-side navigation. Once you have some meetings recorded they will appear in this section. There are two types of



recordings: **Cloud** recordings, which are recordings that are stored on a Zoom server, and **Local** recordings which are stored directly on your computer. We have limited space available in the Zoom Cloud, so we must prioritize use of the space with IVN courses having the highest priority. Personal meetings should be saved as local recordings. Our support staff will need to periodically purge Cloud-based recordings to ensure that we maintain enough space for IVN classes. We will purge the oldest non-IVN recordings first until sufficient free space is created.



At the bottom of your Zoom account page, there are useful links (in a green box) that include training information (**Video Tutorials**, **Attend Live Training**, and **Knowledge Base**). Also, at the very bottom of the page (in black) you will find links to download the various clients, plugins and extensions.

## Zoom Downloads (Free)

If you only use Zoom from one of the IVN classrooms, you don't really need to download anything. Zoom is already installed in these rooms. But if you plan to use Zoom from your personal computer (at home), then you should download the **Zoom Client for Meetings**.

If you plan to do a lot of scheduling for Zoom meetings, then you might also want to download the **Zoom Plugin for Microsoft Outlook**. It integrates with Microsoft Outlook so that as you schedule meetings you can choose to make them Zoom meetings by clicking the Zoom icon in Outlook. This automatically creates all of the connection details for invitees to join you and puts the information into your invitation.

The **Zoom Extension for Browsers** works with Firefox and Chrome and integrates with Google calendars. Since we use Outlook at New River, you don't really need these downloads.

**Zoom Mobile Apps** are available for iOS and Android devices (and they work great!). If you have a mobile device and want to use Zoom, we recommend downloading the Zoom Mobile App.



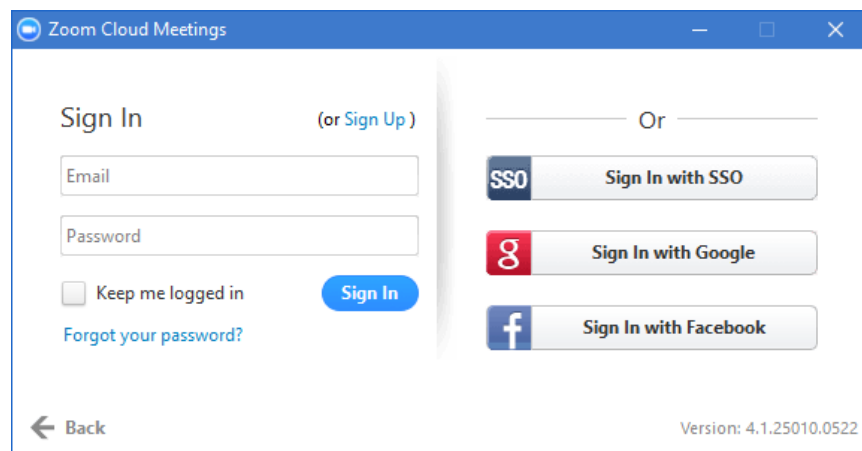
The link for all of these downloads is available at the bottom of this page:

<https://newriver.zoom.us/>

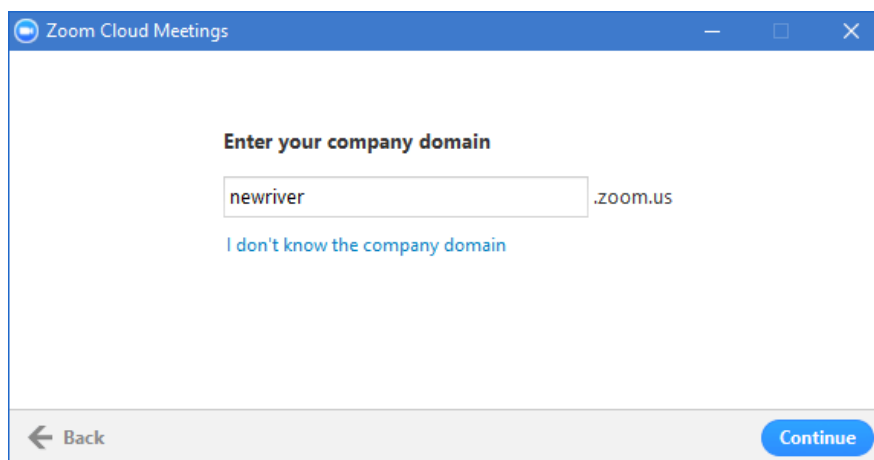
## Overview of the Zoom Client for Meetings

The **Zoom Client for Meetings** is used to start and join videoconferences (including IVN) and for College-wide instant messaging.

Sign into the client using your full New River email address ([username@newriver.edu](mailto:username@newriver.edu)) and the Zoom password you've created.

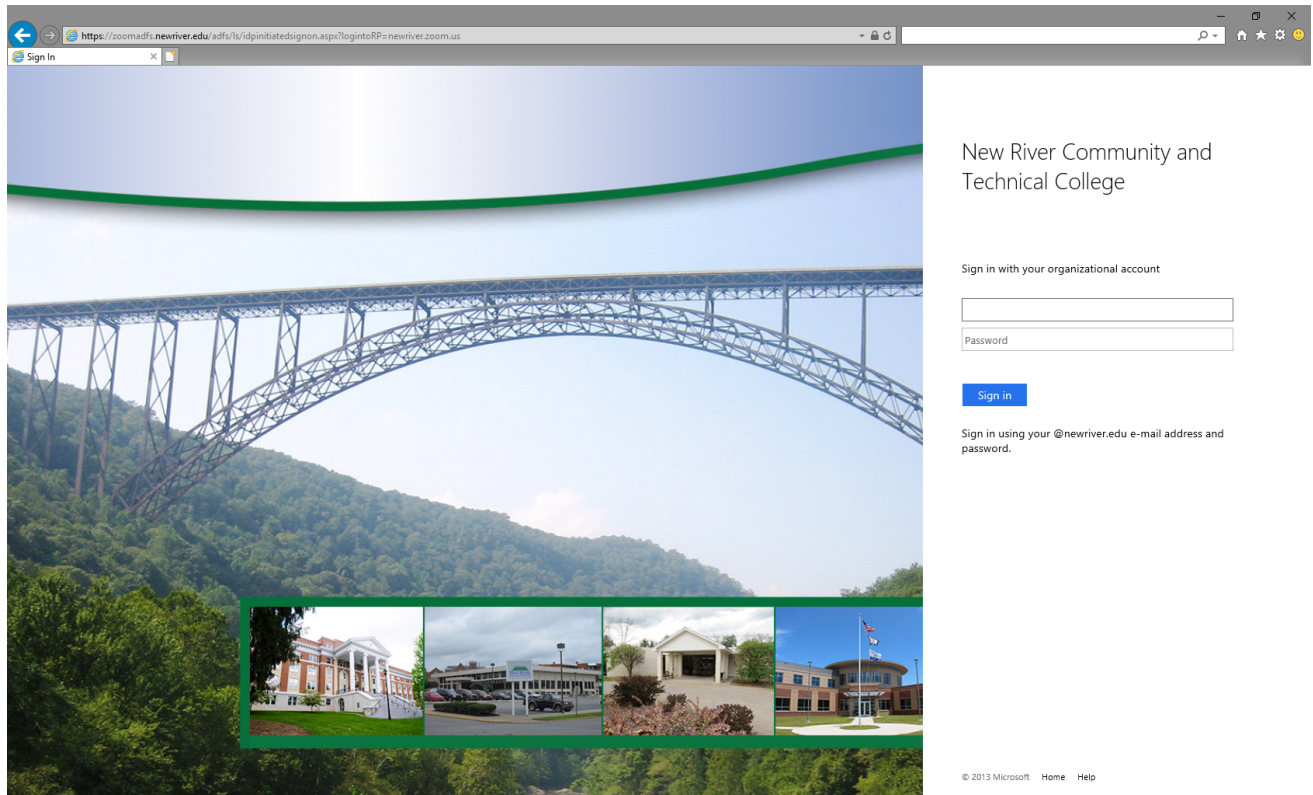


You can also sign in to the **Zoom Client for Meetings** by clicking “**Sign in with SSO**” (on the right-side of the login screen), which will bring up a box asking for your company domain (see below).



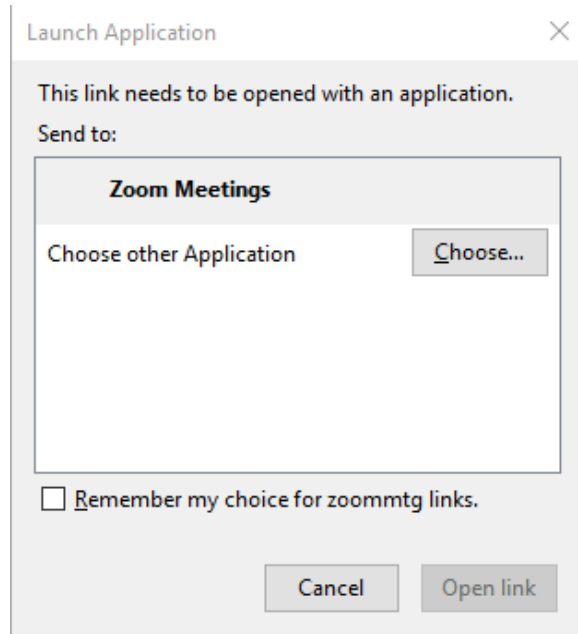


Simply type in **newriver** for the domain (see above) and you'll be taken to the New River login page for Zoom (<https://newriver.zoom.us>) where you'll need to enter your full New River email address ([username@newriver.edu](mailto:username@newriver.edu)) and your New River password (see below).

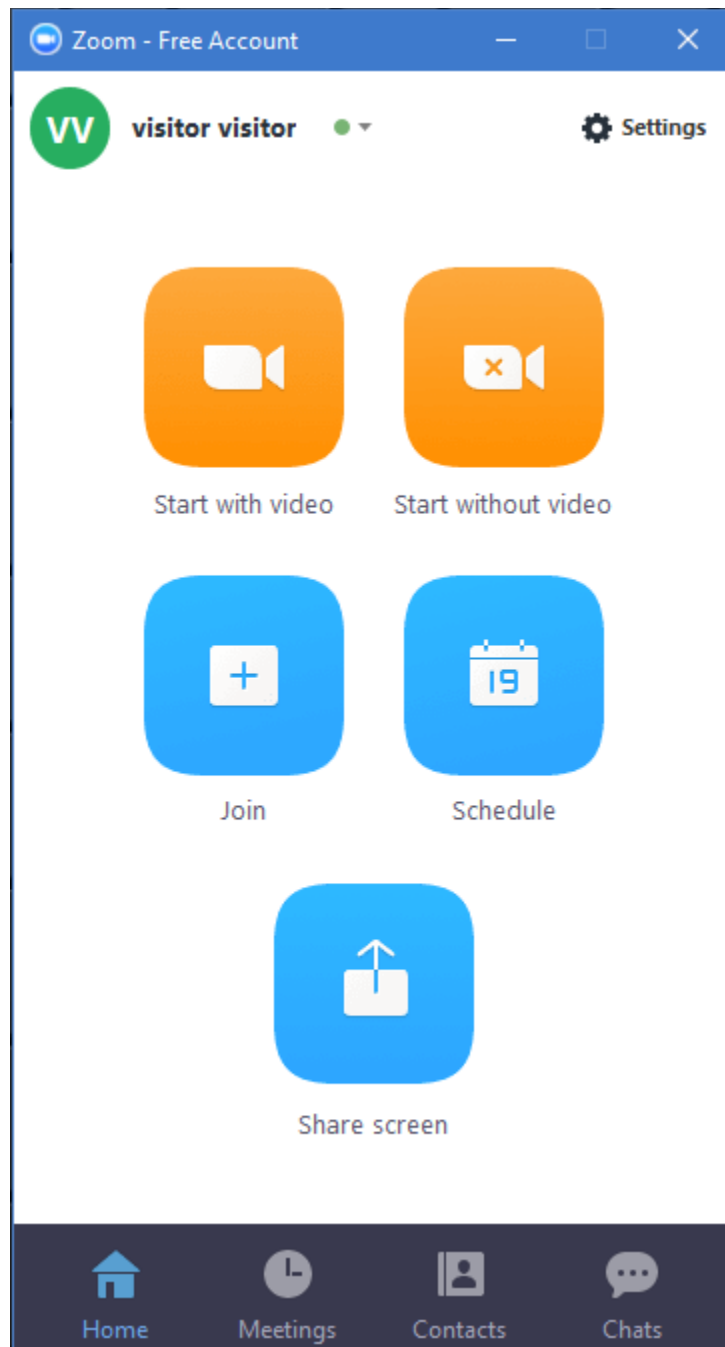




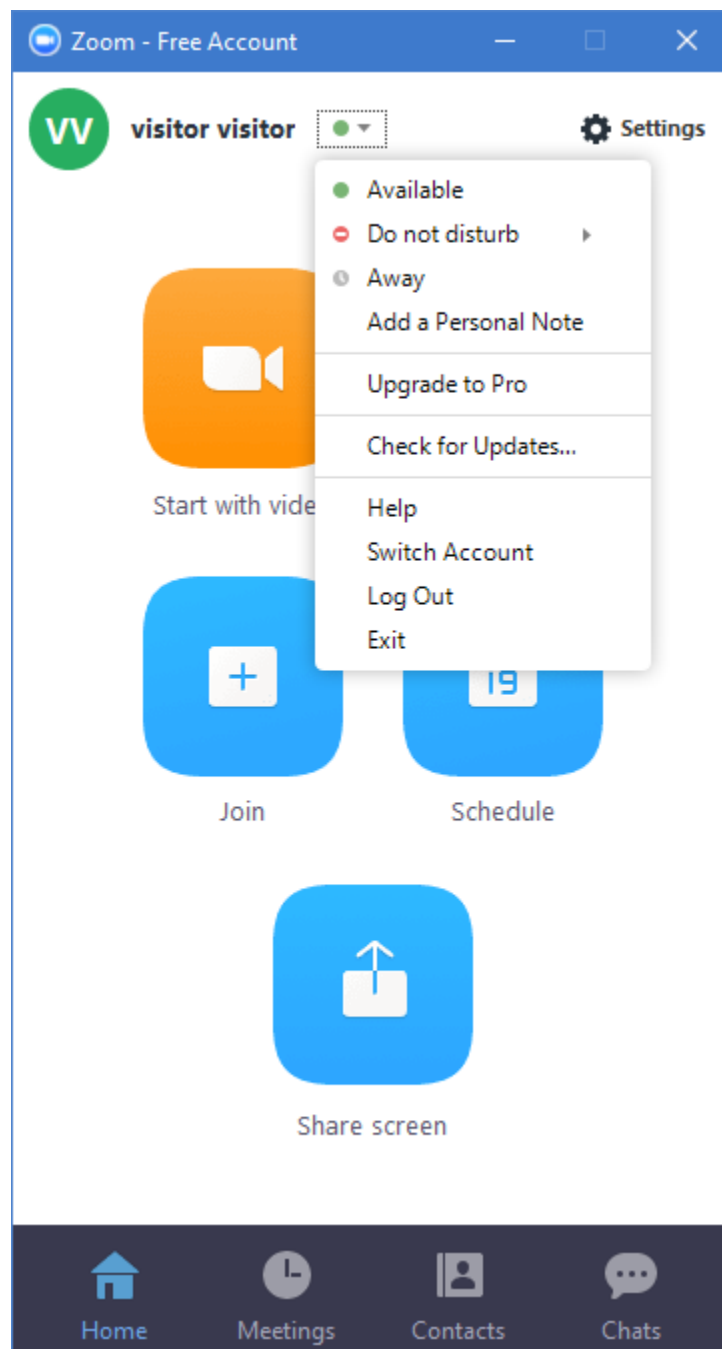
After logging into Zoom you may see the following dialog box open:



If you see this box, click “**Zoom Meetings**”, you can also click the “Remember my choice” box and then click “Open link” which will then open the desktop client. Doing this will ensure that future meeting links you click will open the Zoom Client for Meetings application.



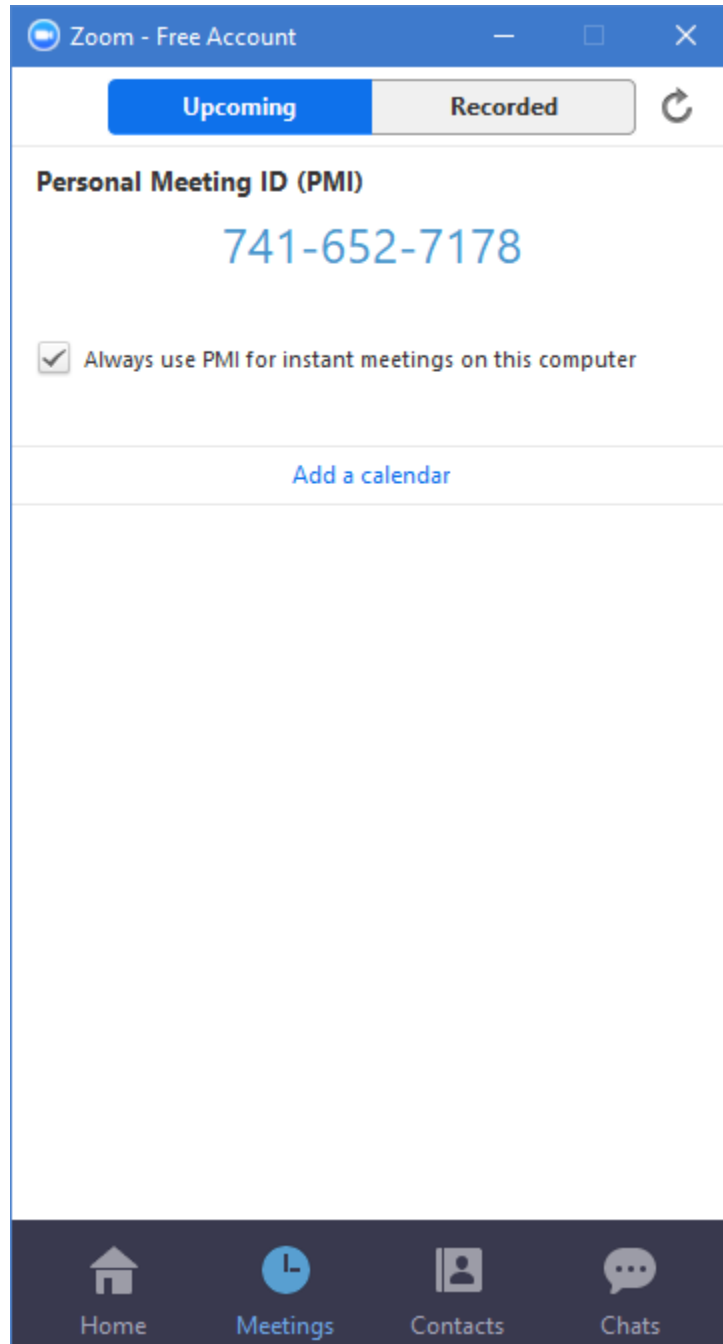
This is the Home screen of the **Zoom Client for Meetings**. From this screen, you can **Start**, **Join**, and **Schedule** videoconferences. You can also **Share Screen** to a conference already in progress (without joining it directly on that device). Your name is displayed at the top (where this one is visitor) and you will also see your current status indicator (green dot here, showing that you are available) if you click the down arrow beside the status indicator you will see the following menu.



This menu is where you can change your availability, log out, or exit the application. The **Settings** icon at the top right of the screen allows you to browse through and select various options you may want to enable or disable for your account and your meetings. **Audio** and **Video** options are here and easy to configure.

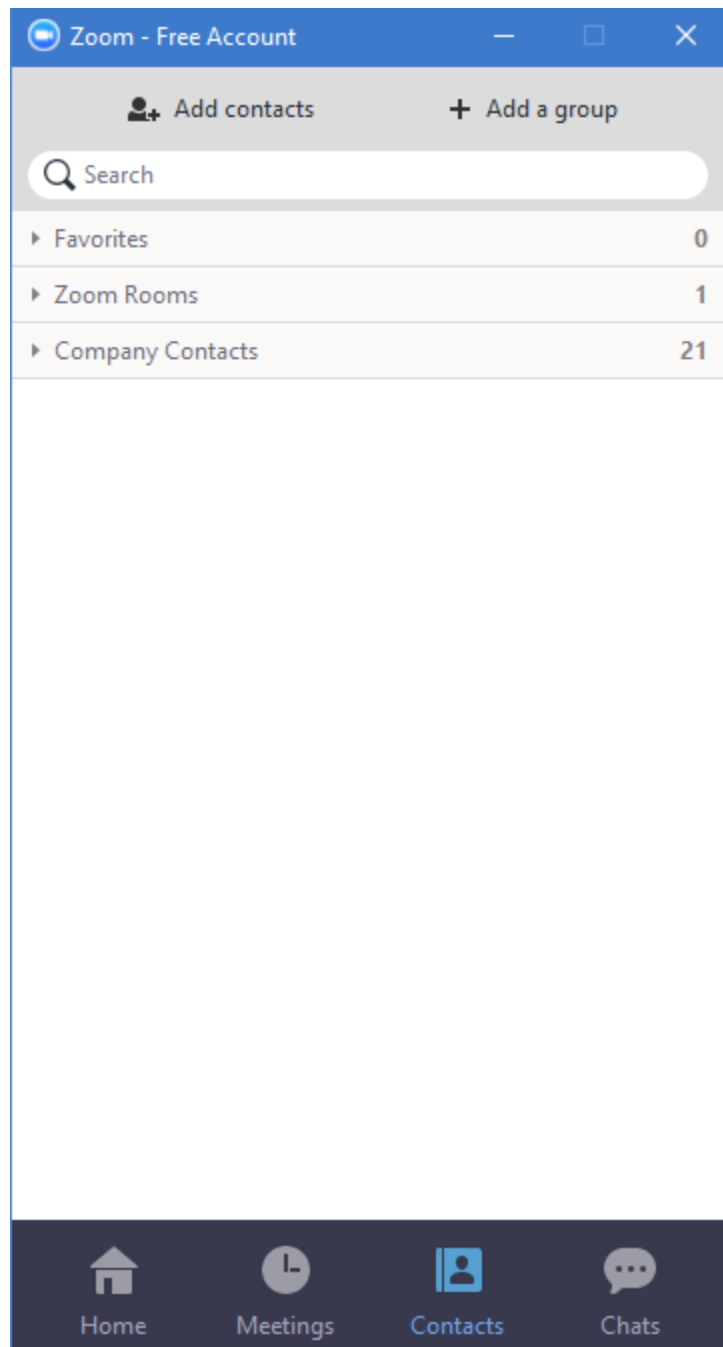


At the bottom (in black) you will see four options. In the image above, you can see that **Home** is selected, but **Meetings**, **Contacts**, and **Chats** are also options.



## Meetings

Click this option to view **Upcoming** and **Recorded** meetings. It is also where you can quickly locate your **Personal Meeting ID**.



## Contacts

Click this option to view all New River contacts (**Company Contacts**) and all the Zoom Rooms. Use the Favorites group to keep track of your frequent contacts. You can right-click and Company Contact and Add them to Favorites. Groups (both private and public) are also found under Contacts. If you open any of the drop downs you will see the list of users associated with that section, hovering over the user brings up options to either “Meet”



(start a videoconference) or “Chat” (will open chat window). You can also add groups and contacts from this tab.



## Chats

Click the **Chats** option to view a list of all of your recent chats or to begin a new chat. You can continue a previous chat by simply clicking into it or you can click New Chat and select



someone to begin a new chat with. One feature that works great with Chat is adding **attachments**—a feature not available in Blackboard IM.

## Outlook Calendar Integration

Calendar Integration is helpful for anyone creating meetings or attending meetings on a regular basis. Integration allows you to see your scheduled meetings right in the Zoom app and you can simply click “Start” on that meeting to enter it.

Go to the “Meetings” tab in the Zoom client, click “add a calendar”, select “Exchange”, and enter the following information:

- NEWRIVER\your New River username
- Your New River password
- Select “Exchange 2013”
- <https://mail.newriver.edu/EWS/Exchange.asmx>

## USING ZOOM FOR IVN

Using Zoom to manage our existing Lifesize equipment provides opportunities for introducing new technologies, while leveraging our existing investment in Lifesize equipment and user expertise.

### What is different?

***Students and instructors in Lifesize IVN classrooms will have to manually join and end each class meeting.*** The steps for this will vary slightly from room to room but will be printed and displayed in each IVN classroom.

Regardless of the specific steps, the general steps involve someone at each location using the **Lifesize** remote control to open the **directory of meetings** and **choose the meeting** they should **join**. And to end a meeting, someone at each location must simply use the **Hang Up** button on the **Lifesize** remote.

Instructors (and students) in one of the new “Zoom Room” locations (R126 and F214) will be automatically connected and disconnected for each IVN class. No action is required.

In the Zoom Rooms there is an iPad that is used to control meetings. To be able to share your screen in these rooms, the instructor will need to log into the Zoom App on the computer they wish to share from (your laptop or the instructor computer) and click “Share screen” on the home page of the app, depending on the type of device, you will either be prompted to enter the sharing code (or meeting ID) which will be located on either the TVs in the room or the iPad, or the device will automatically pair up and ask what you would like to share.



Both the new “Zoom Rooms” and the old Lifesize rooms will have enhanced features and a different layout regarding how other participants are viewed. The new Zoom rooms are able to display up to 49 different rooms different while the older rooms will still look and function much the same as they always have, but they will have an extra menu that can be utilized. What is the extra menu?

*One of the biggest differences is that it is possible to join a Zoom IVN conference from anywhere you can take your device and have internet available to you. While this option is up to the instructor and administration to allow the student to utilize it is still an option that was not readily available with our previous system.*

## Scheduling IVN Classes

*Currently, most scheduling for IVN Classes will be done by the ITS department using our Zoom PRO accounts. To do this, Gary chooses a Zoom Pro account to login with, then he creates a recurring Outlook meeting invitation, and adds Zoom to the meeting. He then*

## Scheduling Zoom Meetings

One-to-one and small-group meetings can be scheduled (1) directly in Outlook (using the Outlook plugin), (2) through the desktop Zoom app or (3) using the Zoom website (<https://newriver.zoom.us>).

Any of these approaches will let you select your meeting topic, start time, duration, and other options as shown below:

Schedule a new meeting

Topic: Meeting topic here

**When**

Start: Thu July 12, 2018 03:00 PM

Duration: 1 Hr 0 Min

Time Zone: (GMT-4:00)Eastern Daylight Time

☐ Recurring meeting

**Video (when joining a meeting)**

Host: ☒ On ☐ Off

Participants: ☒ On ☐ Off

**Audio Options**

☐ Telephone ☐ Computer Audio ☒ Telephone and Computer Audio

Dial in from United States [Edit](#)

**Meeting Options**

☐ Require meeting password

☒ Enable join before host

☐ Mute participants on entry

☐ Use Personal Meeting ID 741-652-7178

☐ Record the meeting automatically on the local computer

[Advanced Options](#) ^

**Calendar**

☒ Outlook ☐ Google Calendar ☐ Other Calendars

Schedule

Please note the check box for recurring meeting. Using this check box, you can create a meeting that occurs daily, weekly (including multiple days per week), monthly and more. You can also require a password to be entered before a user can join the meeting, to add a level of security to your meeting.



Once you confirm the options for your meeting, click the **Schedule** button (or **Save** on the Zoom website). Regardless of your selection for the calendaring program (we use Outlook), you will be directed to a meeting invitation (see below). Outlook is our default email program at New River, but the ability to personalize your meeting invitation and select the attendees are the next steps for any calendar option you choose. If you choose Google or any other calendar instead of Outlook, you'll be taken to that website for you to login.

When using the Zoom website, you will be taken to another page where you'll be asked to select a calendar (choose Outlook) where the meeting will be added. If Outlook is selected, it will download a "meeting" file that will open where you can edit the meeting description and then click "save and close" to add it to your Outlook calendar and send it to attendees you've chosen.

Please keep in mind that if you are using a Basic (Free) account, your meeting will be limited to 40 minutes duration. You can restart that meeting at the end of 40 minutes by simply clicking "Start" from within the desktop client under "Meetings" or clicking the link in the schedule reminder again.

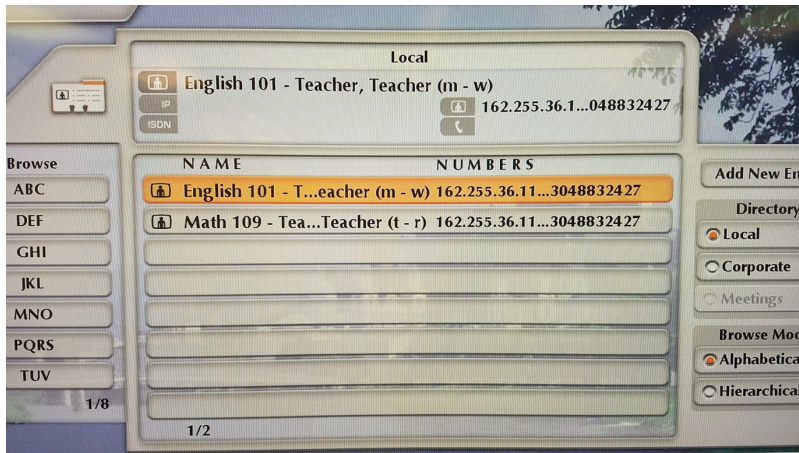
## Connecting and Disconnecting IVN Meetings

Connecting to an IVN meeting will be different depending on which platform you are connecting from. Please note that whether you are connecting from a Lifesize IVN room, a Zoom Room, or even if you are connecting via the Desktop or Mobile Client, you will need to know the Personal Meeting ID of the meeting to make the connection.

- **Lifesize:** For IVN classes, we will input the meetings in the directory which is accessed by hitting the yellow button on the Lifesize remote while on the home screen (see below).



Once in the directory you will find your class (using the Personal Meeting ID), select it and press the “ok” button to place the call.



If for any reason your meeting is not listed on the directory you will need to select “Video Call” from the Lisesize home screen, then you will need to dial 162.255.36.11 followed by “##” and the Meeting ID (Example: 162.255.36.11##1234567890) once the number has been entered correctly you will then press the “Call” button (see below).

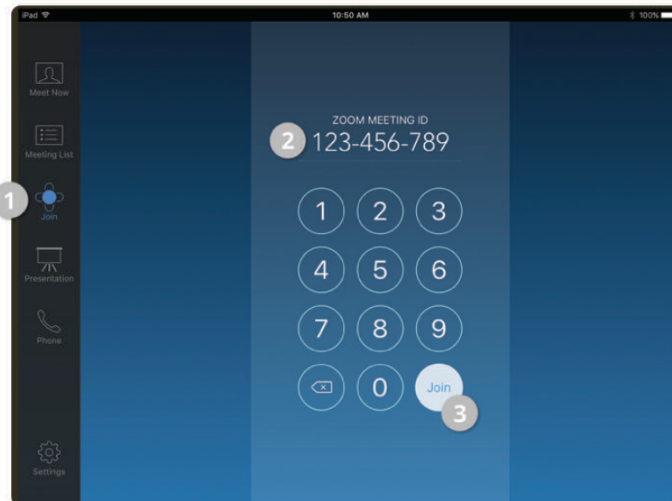


- **Zoom Room:** For IVN classes (or other pre-scheduled meetings) your meeting should start automatically. *No user actions are needed.* If you are joining a non-



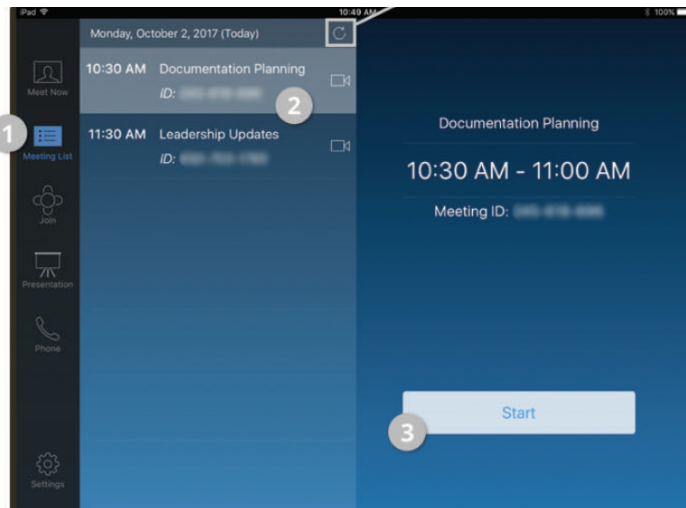
scheduled meeting you will need to locate the iPad in the room, select “Join” and then enter the Meeting ID.

- 1 Tap the **Join** icon on the menu bar.
- 2 Enter the **Meeting ID** on the number pad.
- 3 Tap **Join** to join the meeting.



If you have a scheduled meeting but it is past the start time and you have not yet joined, please check the “**Meeting List**” on the iPad and if the meeting is showing up on the schedule with a “Start” button, please press “Start”.

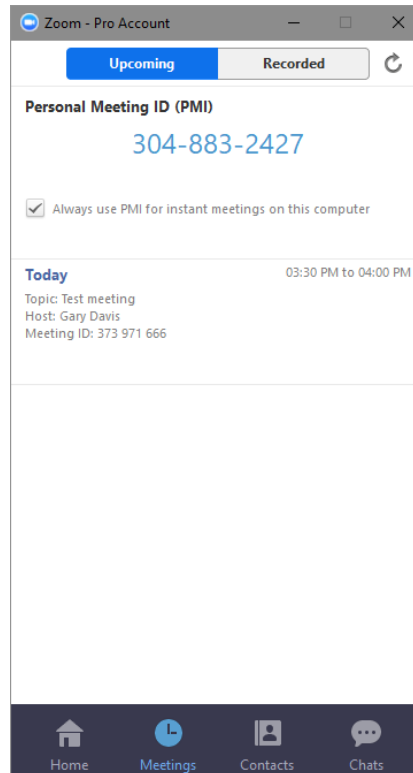
- 1 Tap the **Meeting List** icon on the menu bar.
- 2 Tap your **scheduled topic** on the meeting list.
- 3 Tap **Start** to start the meeting.




- **Desktop/ Mobile:** If you received an email detailing the scheduled meeting you can click on the link in the e-mail to join from web, this will launch the client and start your meeting. Otherwise you can select the “Join” option from the home page of the client and enter the Meeting ID. Yet another way, if you have integrated your Outlook calendar to your Zoom account, you will see the meeting on the “Meetings”

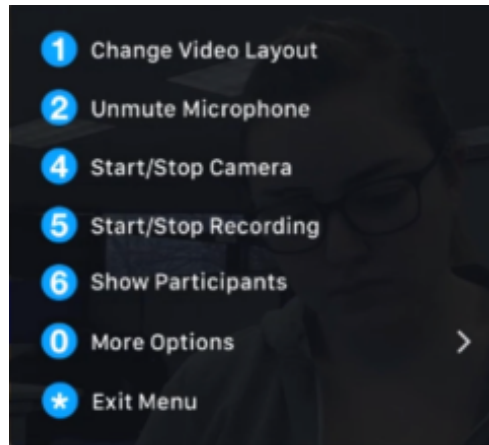


tab and you can simply click on “Start” which will appear after hovering over the meeting.

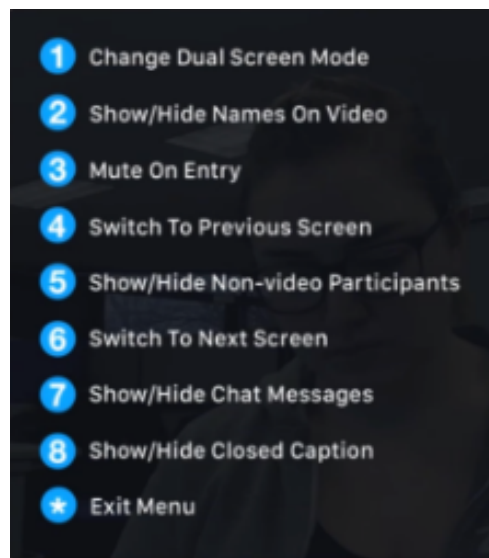


## New Lifesize Navigation Options

In addition to the navigation options previously available in the Lifesize IVN classrooms, there is now a new menu available. While in a call if you hit the number 1 on the Lifesize remote (you may also need to hit the  button (it looks like 4 circles or a clover button) the menu will appear on the display in the room and will look as follows:



And after hitting “0” for more options you will have the following menu:



Some of these options will require a Host ID code. These will be given to instructors who will be originating from a Lifesize room, however if you misplace the code and need it, please contact IT support to obtain this code.

To see more information on these options please visit  
<https://support.zoom.us/hc/en-us/articles/115005889546-H-323-SIP-Menu>



## Zoom Room Navigation

Within a Zoom Room you will have an iPad that controls the room and shows you the schedule for that room (all meetings that are scheduled for that day). It will also show you room and meeting information such as Meeting ID, Sharing ID, and more. The iPad allows you to connect to a meeting or disconnect from a meeting. If there is a desktop computer in the room the iPad should be located near it.

For more information on Zoom Rooms please visit these links:

### **Zoom Room User Guide (PDF 6 pages)**

[https://support.zoom.us/hc/article\\_attachments/360000448543/ZRUserGuide\\_0218.pdf](https://support.zoom.us/hc/article_attachments/360000448543/ZRUserGuide_0218.pdf)

### **Zoom Rooms Overview (video 53 seconds)**

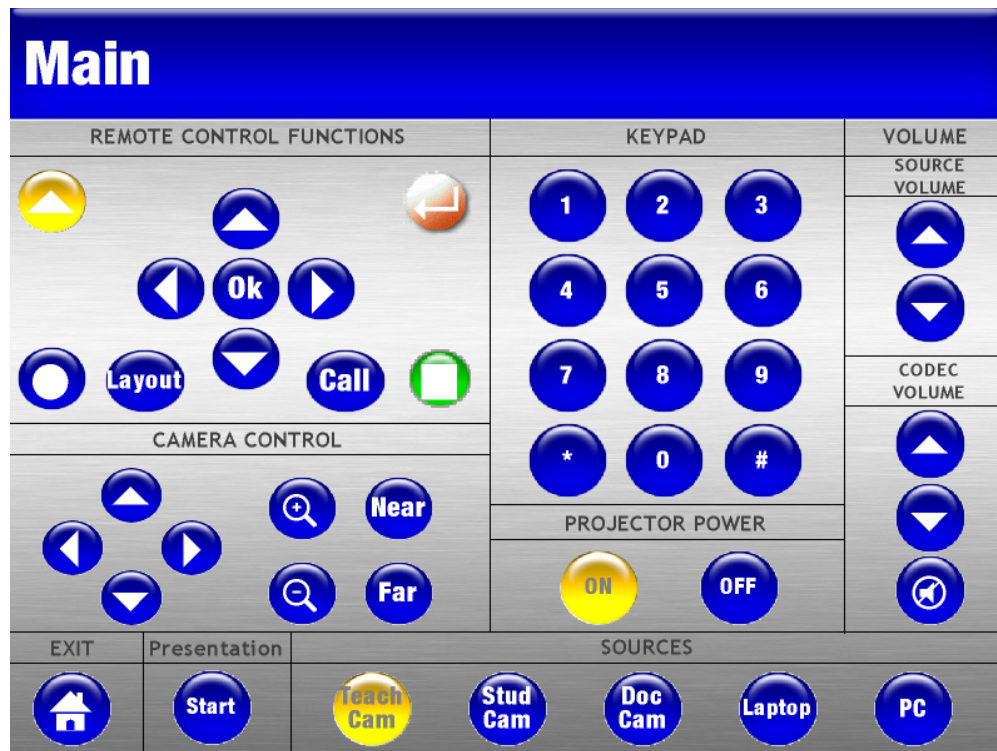
<https://support.zoom.us/hc/en-us/articles/205000945-Zoom-Rooms-Overview-Video>

## Screen Sharing

Use Screen Sharing to show a PowerPoint presentation, a video, or to share any application window on your computer screen. Depending on how you are joining the meeting there are different ways to share this information with your participants.

### **Lifesize Rooms:**

The steps for sharing your computer screen in a Lifesize room have not changed. Use the “Room Control” Internet Explorer icon on the desktop within the full size rooms and click the welcome screen (if it appears) which will turn on the TV and projector and to share the computer screen you will click “PC” and then “Start”, you can also share the document camera in the room by clicking “doc cam” and then “Start”; Note: the “Start” button will change into a “Stop” button once engaged. Please make sure you click “Stop” before switching between other inputs such as “teach cam” or “doc cam”, failure to click “Stop” first can result in a mixed signal which will cause the screen to not display correctly.



For rooms that do not have this feature but do have a computer connected to the Lifesize unit, you can use the Lifesize remote control and press the Green button with a square in the middle:



Which will share the computer screen with all participants.

For rooms that do not have a computer connected to the Lifesize unit, in order to share your computer screen, you will need to log into the Zoom desktop client on another device and join the meeting to share your screen.

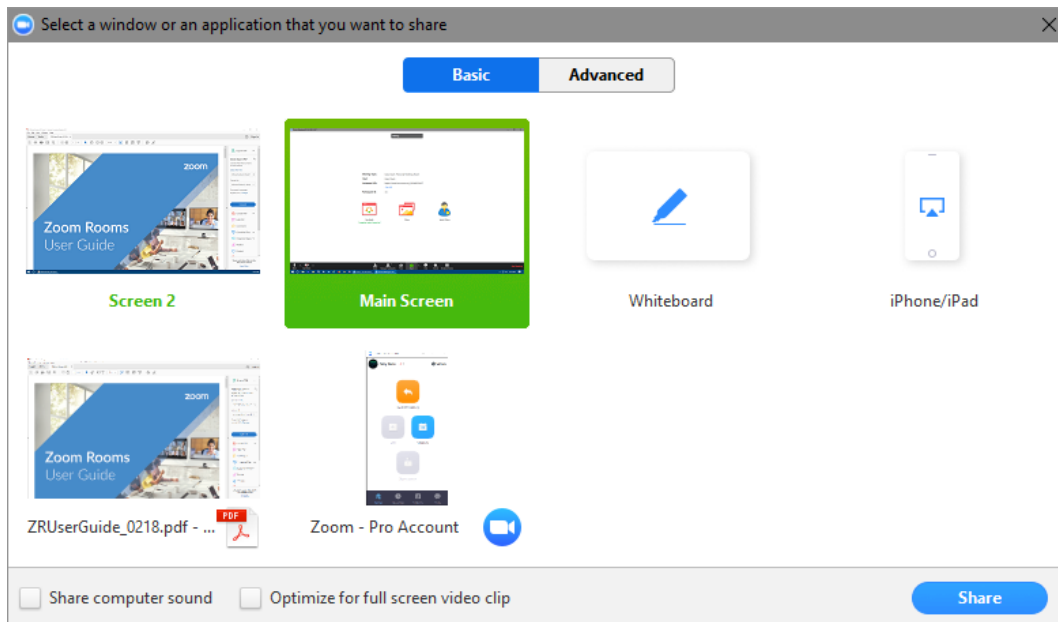
### Zoom Rooms and Devices:

Screen sharing in a Zoom room requires that you log into the Zoom app on the desktop computer within the room (if available), or another device if a computer isn't in the room. After logging in you will see a “**Share screen**” button located on the home page of the client; click that and enter the sharing ID (located on both the display in the room and the iPad) sharing with a laptop will not always require entering the sharing ID because the Zoom room shares this information with most mobile devices in the room. You will be asked what you would like to share and you will be presented with a screen showing all your **open windows** to choose from. You can also choose to share your entire **desktop** window instead of one particular application window. There is a **whiteboard** option too (it shares a blank white page that you can write and draw on).

Below is the window you will see when you click “Share screen”. Please note the two check boxes at the bottom of the window “Share computer sound” and “Optimize for full screen video clip” if you are sharing a video or anything with sound you will want to utilize

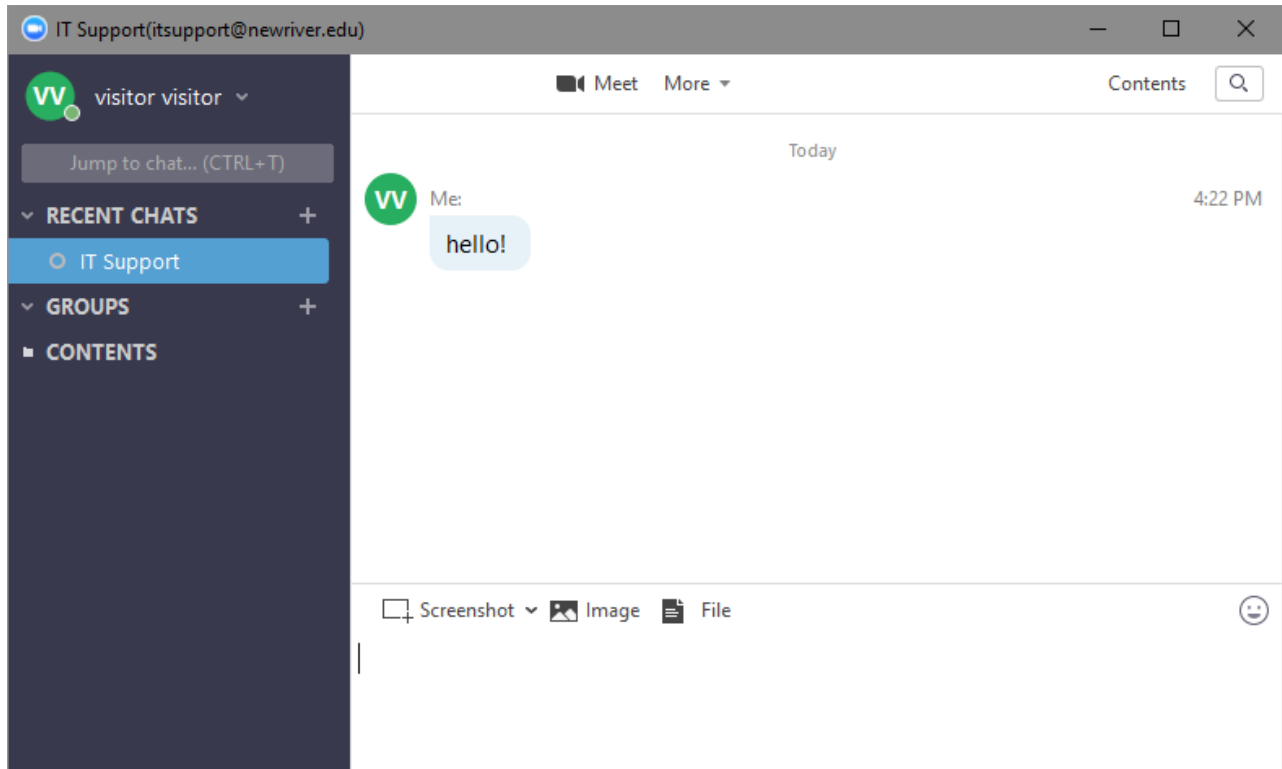


these boxes. If you play a video and do not click them, the other participants will not be able to hear any sound and the video clip will be very choppy.



## ZOOM FOR INSTANT MESSAGING

Zoom provides us with instant message capabilities from the desktop app for PC and Mac as well as the mobile app available for both iOS and Android devices. So, regardless of your location and device, now you can collaborate and share information with others at New River. Instant messaging is not just typed messages, but also includes sending files, sharing photos, and even taking screenshots and then sharing it all from the chat window. If your device has a camera, mic and speakers you can start a videoconference from chat.



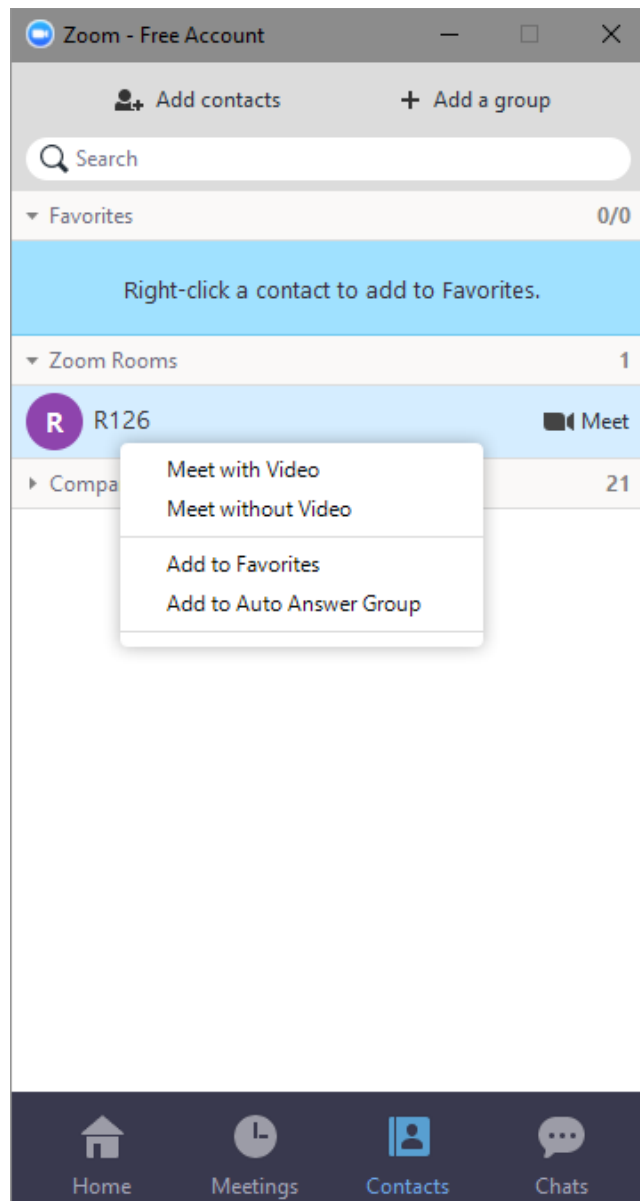
Click the emoticon (smiley face) to search for GIF images to send.

## Contacts and Groups

You have a contact list which you can manage (you can add favorites and add contacts – even people you may know who use Zoom but who are not affiliated with New River). You can also create and manage groups.

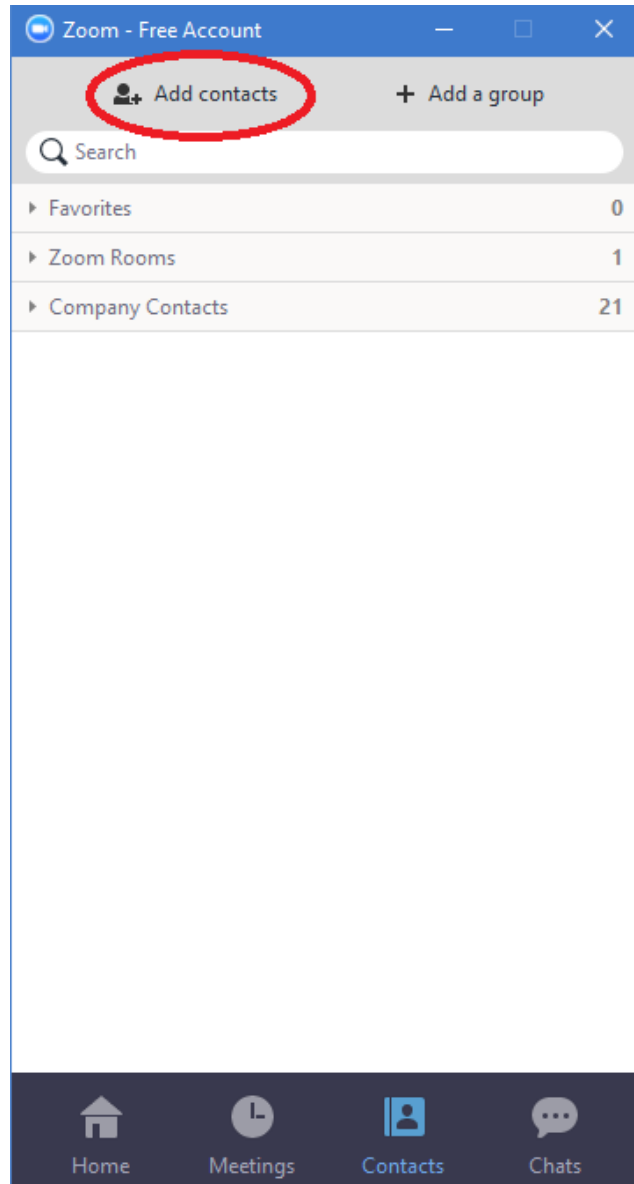
### Add Favorites

Adding favorites is simply a matter of finding the contact you would like to add, right clicking on them to get a menu to pop up and clicking “Add to favorites” from that menu.



## Add a contact

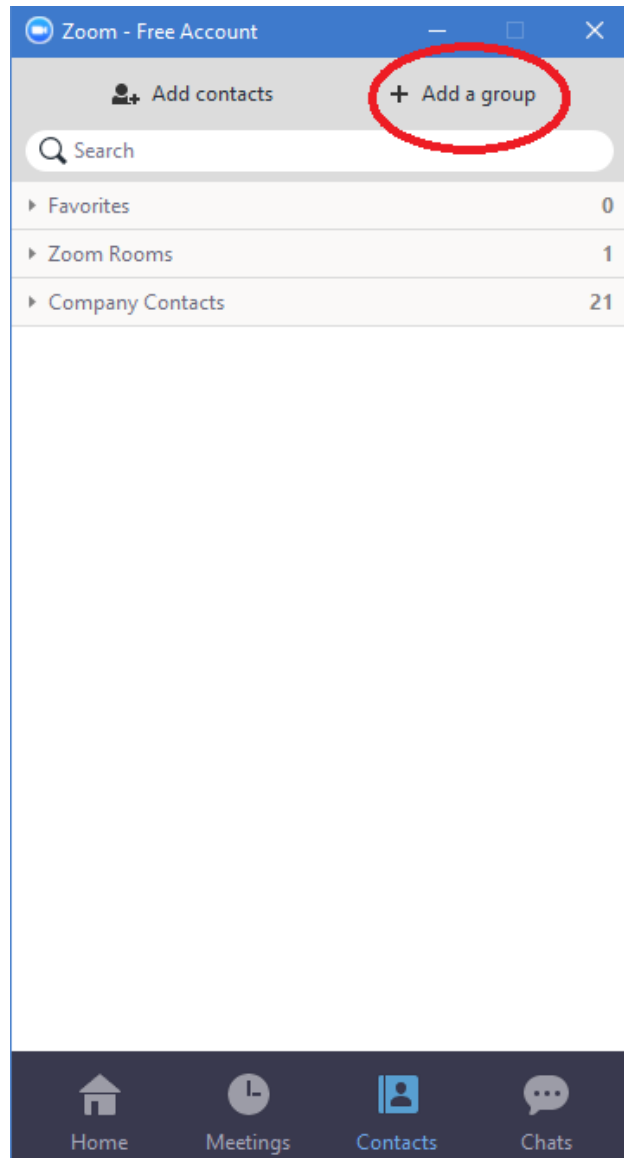
To add a contact who uses Zoom, but is not on our domain (all users of our domain are automatically listed under “Company Contacts”) simply click “Add contacts” at the top and then enter that users e-mail address.



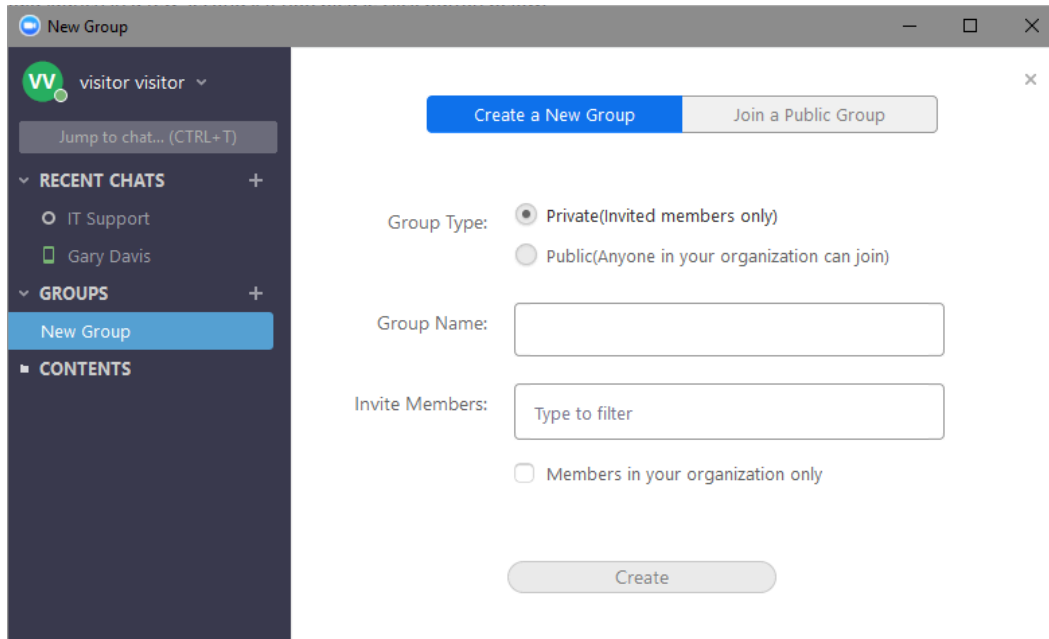
Contacts added outside of our domain will be added in a separate section within this tab labeled “Other Contacts”. Please note that when you add a contact an e-mail will be sent to that user requesting approval.

## Add a Group

To add a group in which you can send group chats to, simply click on “Add a group”

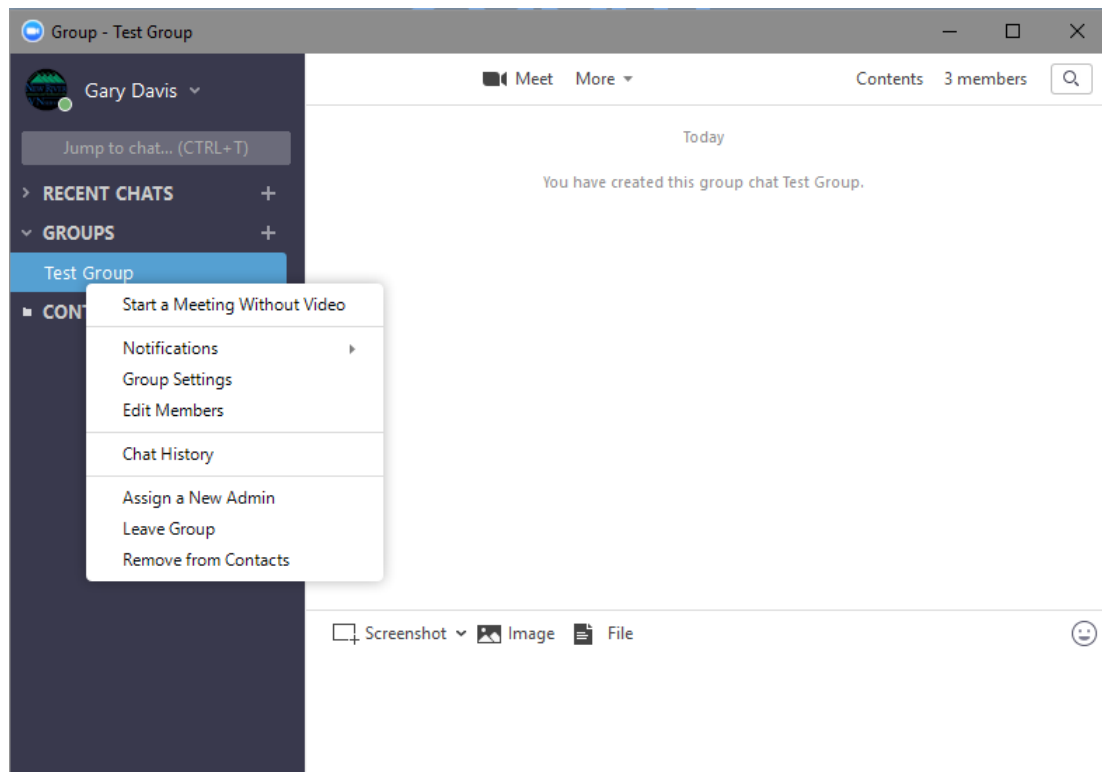


This will bring up another window which has a field to name the group and a field to type out names of contacts to add. The group can be marked as Private or as Public. Public groups can be searched by anyone and anyone is allowed to join. There is a check box named “Members in your organization only” which will limit the users able to join / be added to the group to only those within our domain.



Adding a group will create another section on your contacts list with the name of the group and under it list those who are members.

Once your group is created you can edit users, assign a new admin for the group, and change options. Open a chat window and under the “Groups” section right click on the group you wish to edit and you will see the following menu:



## NOTES

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