

Zoom Frequently Asked Questions

What is Zoom?

Zoom is a video conferencing tool that allows you to host and record virtual meetings, conferences, break-out groups, office hours, and more. Using the tool, you can meet with anyone from anywhere. The Zoom solution works across multiple platforms, including mobile devices, laptops and desktops; Macs or PCs. The information shared in this document describes the basic steps for joining a meeting from through an email invite or browser.

How do I download get Zoom to convene a video conference?

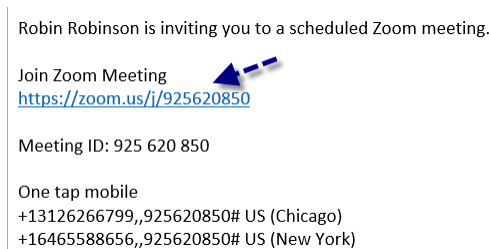
If you don't already have access to Zoom you can download the **free** desktop version of Zoom from <https://zoom.us/support/download> and run the install (.exe) file on any Windows or Mac yourself. Once it installs, you are set to run or join any Zoom session. With the **free** version of Zoom, users can hold an unlimited number of meetings, but group meetings with multiple participants are capped at 40 minutes in length, and meetings can't be recorded.

If you need a license to use Zoom for video conferences without the limitations of the free version, then ask your manager to submit a request to IT@framingham.edu on your behalf to obtain one.

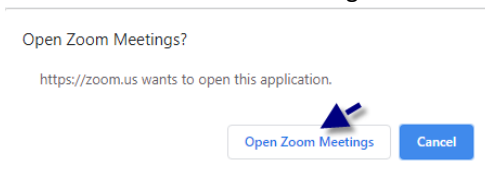
How do I join a Zoom video conference from an email invitation?

Joining a Zoom meeting from an email invitation is the easiest way to enter a Zoom room.

1. From the invitation click the Join Zoom Meeting Link.



2. Click the link to Join the Meeting to enter the room.



Note: If you have not downloaded the software, you will be prompted to install the application the very first time you accept an invitation. Depending on your browser, you may also be prompted to allow Zoom to open a session.

How do I host a session using a Free Zoom Account?

1. Sign into your account at <http://zoom.us> and click Sign In
2. Select, "Schedule a new meeting"
3. Enter a title for your meeting and a brief description
4. Set the date and time and any other parameters, then click save.
5. Select "Copy the invitation", then paste it into a meeting invitation or email.

Join URL:

<https://us04web.zoom.us/j/512806244>



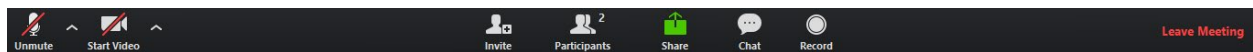
6. At the time of the meeting, log in using the same information you shared with your guests.

How do I host a session a licensed Zoom Account?

1. Open the desktop client
2. Select the Schedule Icon
3. Enter a title for your meeting, the date and time, and meeting parameters
4. When you are set, select Schedule to create a meeting invite.
5. Share the invitation with the attendees.

How do I used the Tool Bar?

Participants and Moderators may use the tool bar at the bottom of the screen to manage their engagement in a session.



- The tools are the far left, control your microphone and video camera. Click the icon to turn on or turn off each option. When you enter a room, it is recommended that you turn the mic off, but you may wish to turn on the camera.
- The center tools may vary whether you are a participant or moderate. If you created the room, you can share an invitation, view who is participating, share your screen, chat online and record the session.
- As a participant you can use these same tools, but will not have the option to invite participants or record a session.
- When you are ready to leave the session, Select Leave Meeting using the option on the far left.

How do I get help?

For general support, check out the [Zoom Help Center](#), view a curated list of [Zoom Video Tutorials](#) or or contact Information Technology Services by emailing IT@framingham.edu or call 508 215-5906.