

Zoom Instructions for Students by Platform

Zoom for Students using Computers

You will need

- A computer connected to the internet
- Meeting Link from your teacher
- Download the [Zoom Client](#) to your computer
- Suggested: headphones

Directions

1. Click on the meeting link you got from your teacher.
2. Click “Open zoom.us” in the small popup window
3. If your teacher has not started the meeting yet you will get a message that says, “Please wait for the host to start this meeting.” When your teacher starts the meeting, you will enter.
4. It will ask you to choose to join with audio with your computer (if your computer has a microphone or you have one plugged in) or use a phone to call into the room.
5. If your microphone is muted that means your teacher cannot hear you. You should hear your teacher.
6. When it is time to leave the meeting, click the “Leave Meeting” in the lower right-hand corner.

[PATINS Project](#): supporting Indiana public schools in creating and sustaining an equitable learning environment for every student.

Troubleshooting

I cannot hear my teacher

- Make sure your volume is up
- Tell your teacher you cannot hear in the chat window or unmute yourself
- Try signing out and signing back in again
- While signed in, call into the room using the phone number and Meeting ID number provided by your teacher

I Prefer to use Hot Keys and Keyboard Shortcuts

- For Mac, Windows and Linux, [directions for Hot Keys and Keyboard Shortcuts](#).

I hear an echo when I unmute myself

- Make sure you are logged in only once. Having more than one log-in will create echo. Scroll through the participant list to find your duplicate name and log out.
- If more than one person is in the same physical location during the Zoom meeting, use only one microphone and mute the others.

The picture is freezing and audio is cutting out

- Check your internet speed, turn off anything that doesn't need to be on the internet
- You may need to turn off your video

[PATINS Project](#): supporting Indiana public schools in creating and sustaining an equitable learning environment for every student.

Zoom for Students using iPads, iPhones, iPods, and Android

You will need

- A tablet/phone connected to the internet
- The Meeting ID Number and/or Meeting Link from your teacher
- The Zoom Cloud Meetings app already installed on your device
 - [Zoom Cloud Meetings for iOS](#) (requires iOS 8 or later)
 - [Zoom Cloud Meetings for Android Devices](#) (requires 5.0 or later)
- Suggested: headphones

Directions

1. You can join two different ways:
 - a. Open the app and tap Join and enter the Meeting ID Number you got from your teacher. Then tap Join.
 - b. Click on the link from your teacher and it will ask to open in “Zoom.” Tap Open to go the app and the correct room
2. If your teacher has not started the meeting yet you will get a message that says, “Please wait for the host to start this meeting.” When your teacher starts the meeting, you will enter.
3. It will ask you to choose to join with **Call Via Device Audio** or **Dial In** to call into the room.
4. If your microphone is muted that means your teacher cannot hear you. You should hear your teacher.
5. When it is time to leave the meeting, click the “Leave Meeting” in the upper right- or left-hand corner.

[PATINS Project](#): supporting Indiana public schools in creating and sustaining an equitable learning environment for every student.

Troubleshooting

I cannot hear my teacher

- Make sure you selected an option to join audio with your device or call in
- Make sure your volume is up
- Tell your teacher you cannot hear in the chat window or unmute yourself
- Try signing out and signing back in again
- While signed in, call into the room using the phone number and Meeting ID number provided by your teacher

I Prefer to use Hot Keys and Keyboard Shortcuts

- iOS only [directions for Hot Keys and Keyboard Shortcuts](#)

I hear an echo when I unmute myself

- Make sure you are logged in only once. Having more than one log-in will create echo. Scroll through the participant list to find your duplicate name and log out.
- If more than one person is in the same physical location during the Zoom meeting, use only one microphone and mute the others.

The picture is freezing and audio is cutting out

- Check your internet speed, turn off anything that doesn't need to be on the internet
- You may need to turn off your video

[PATINS Project](#): supporting Indiana public schools in creating and sustaining an equitable learning environment for every student.

Zoom for Students using Chromebooks

You will need

- A Chromebook connected to the internet
- The [Zoom Chrome extension](#) installed on your Chromebook
- The Meeting Link from your teacher
- Suggested: headphones

Directions

1. Click on the meeting link you got from your teacher.
2. Click “Open zoom.us”
3. If your teacher has not started the meeting yet you will get a message that says, “Please wait for the host to start this meeting.” When your teacher starts the meeting, you will enter.
4. It will ask you to choose to join with **audio with your computer** or use a phone to call into the room.
5. If your microphone is muted that means your teacher cannot hear you. You should hear your teacher.
6. When it is time to leave the meeting, click the “Leave Meeting” in the lower right-hand corner.

Troubleshooting

I cannot hear my teacher

- Make sure you selected an option to join audio with your device or call in
- Make sure your volume is up
- Tell your teacher you cannot hear in the chat window or unmute yourself

[PATINS Project](#): supporting Indiana public schools in creating and sustaining an equitable learning environment for every student.

- Try signing out and signing back in again
- While signed in, call into the room using the phone number and Meeting ID number provided by your teacher

I hear an echo when I unmute myself

- Make sure you are logged in only once. Having more than one log-in will create echo. Scroll through the participant list to find your duplicate name and log out.
- If more than one person is in the same physical location during the Zoom meeting, use only one microphone and mute the others.

The picture is freezing and audio is cutting out

- Check your internet speed, turn off anything that doesn't need to be on the internet
- You may need to turn off your video

Zoom for Students using a Phone

You will need

- Any dial tone phone (cell phone, landline, etc.)
- The phone number and Meeting ID number from your teacher

Directions

1. From the invitation provided by your teacher, dial one of the numbers from a city that is closest to you (in Indiana it is usually “Chicago”)
 - a. Tip on smartphones: in the invitation there is a “One Tap Mobile” number that you can copy and paste into your Phone app which dial all the right numbers for you
2. When prompted, enter your Meeting ID number.
3. Press # or “pound” to enter as a participant.
4. Press # again to enter the room.
5. If your teacher has not started the room yet, you will hear a message that you are in a waiting room. You will join when your teacher has opened the room.
6. Press *6 to mute and unmute yourself.
7. When it is time to leave the room, hang up.

Troubleshooting

I hear an echo when I unmute myself:

- Make sure you are logged in only once. Having more than one log-in will create echo. Scroll through the participant list to find your duplicate name and log out.
- If more than one person is in the same physical location during the Zoom meeting, use only one microphone and mute the others.

[PATINS Project](#): supporting Indiana public schools in creating and sustaining an equitable learning environment for every student.

I cannot hear my teacher

- Make sure your volume is up
- Tell your teacher you cannot hear by unmuting yourself
- Try hanging up and dialing back in again