How to join a Zoom call and use the Zoom call features

Equipment required

You will need a computer, laptop, tablet or smartphone with internet access and the ability to play sound and video. A headset with a microphone is recommended to prevent background noise.

To join a Zoom call

1. On your device, select the Zoom link. (This link may be, for example:
    - a button on your Stream course, on the *Resources for Offshore Students* page, in the *Your online classroom your using Zoom software* box, or,
    - a link sent via a Stream forum post or message from your teaching team).

The online Zoom meeting room should launch automatically using your internet browser. Click 'Open Zoom meeting'.

Troubleshooting: If Zoom doesn't launch (like the image below), click the download link and then select 'Run'.
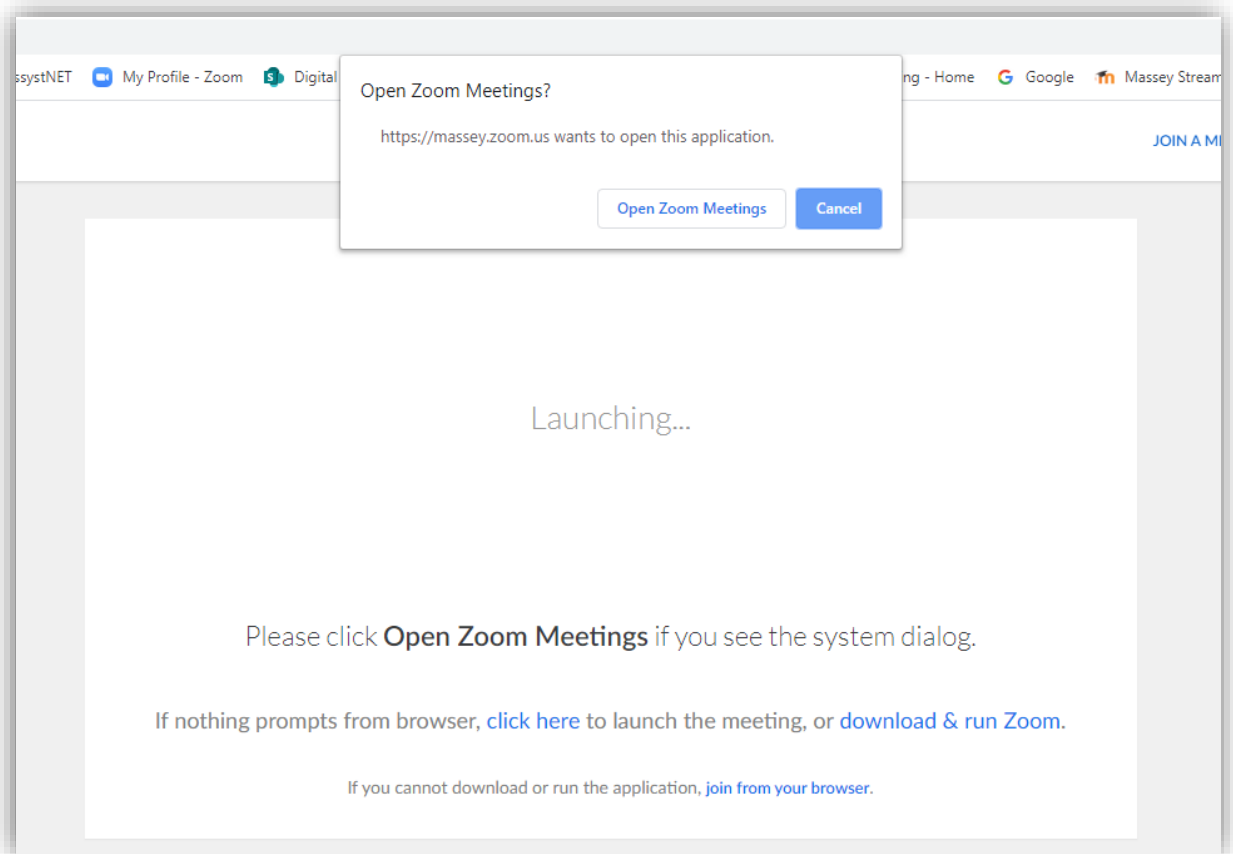
2. In the Zoom launch window, select 'Test your speaker and microphone' to ensure your audio and video are working correctly.

Troubleshooting: If you cannot get your audio/video to work, review the Zoom help: Testing computer or device audio. For further assistance, follow the Massey Zoom help instructions.

3. Select 'Join with Computer Audio'. You are now in the Zoom call/meeting room.

Zoom call features

Once you are in the Zoom call, make sure your Zoom call features are set up correctly:

4. **Video** – Press 'Start Video' to turn your video function on (recommended).
   (If your video keeps freezing, try turning your video off to improve your audio quality instead).
5. **Audio** - Select the Mute button to turn your audio on or off. Please mute your microphone unless you are speaking. (Unmuted microphones generate distracting background noise).
6. **Chat** (optional) – Select the 'Chat' icon to make a comment or ask a question. In the chat panel that opens:
   - Type your message in chat field at the bottom of the chat panel.
   - Press Enter on your keyboard to send the message.

We will make sure you get your turn.

Please be aware that comments in the chat panel are visible to everyone in the meeting.