

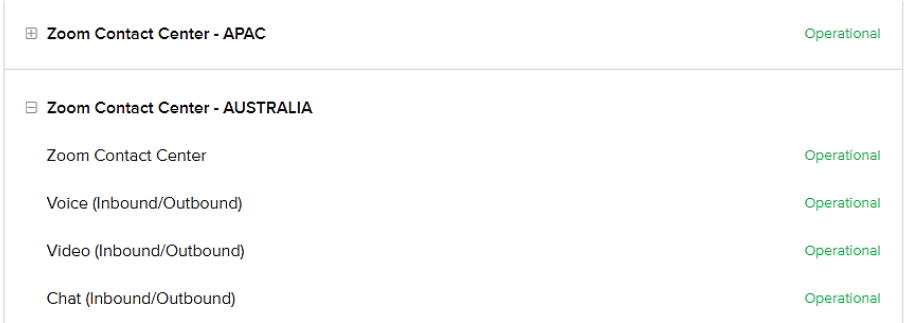


# William Angliss Institute

## TSS-OSAP Skills Assessment Program

### Joining a Zoom Meeting

#### Prior to attending online technical interview

|  |   |                            |  |             |                                 |  |  |                     |  |             |                          |  |             |                          |  |             |                         |  |             |
|--|---|----------------------------|--|-------------|---------------------------------|--|--|---------------------|--|-------------|--------------------------|--|-------------|--------------------------|--|-------------|-------------------------|--|-------------|
| <b>Hardware</b>                        | Hardware requirements:<br>A stable internet connection – broadband wired or wireless or 4G/5G<br>Windows or Apple computer with web camera, speakers and a microphone.<br>Mobile Device - iOS or Android<br>USB Speaker Microphone All-in-One<br>Power adaptor for computer<br>Power charger for phone  |                            |  |             |                                 |  |  |                     |  |             |                          |  |             |                          |  |             |                         |  |             |
| <b>Software</b>                        | Install Zoom - <a href="https://zoom.us/download">https://zoom.us/download</a><br>Register for a Zoom Meeting account<br>Please ensure you are using the latest version of Zoom.  |                            |  |             |                                 |  |  |                     |  |             |                          |  |             |                          |  |             |                         |  |             |
| <b>Internet bandwidth requirements</b> | Please check internet speed in advance of a Zoom session using the bandwidth test at <a href="http://speedtest.net">http://speedtest.net</a><br>Recommended bandwidth for 1:1 video meetings:<br>For high-quality video: 600kbps (up/down)<br>For 720p HD video: 1.2Mbps (up/down)<br>For 1080p HD video: 3.8Mbps/3.0Mbps (up/down)   |                            |  |             |                                 |  |  |                     |  |             |                          |  |             |                          |  |             |                         |  |             |
| <b>Check Zoom's service status</b>     | Check Zoom's status page to verify the current status of each connection component of Zoom, such as meetings, video webinars, and cloud recording are operational: <a href="https://status.zoom.us/">https://status.zoom.us/</a><br> <table border="1"><tr><td colspan="2">Zoom Contact Center - APAC</td><td>Operational</td></tr><tr><td colspan="2">Zoom Contact Center - AUSTRALIA</td><td></td></tr><tr><td>Zoom Contact Center</td><td></td><td>Operational</td></tr><tr><td>Voice (Inbound/Outbound)</td><td></td><td>Operational</td></tr><tr><td>Video (Inbound/Outbound)</td><td></td><td>Operational</td></tr><tr><td>Chat (Inbound/Outbound)</td><td></td><td>Operational</td></tr></table> | Zoom Contact Center - APAC |  | Operational | Zoom Contact Center - AUSTRALIA |  |  | Zoom Contact Center |  | Operational | Voice (Inbound/Outbound) |  | Operational | Video (Inbound/Outbound) |  | Operational | Chat (Inbound/Outbound) |  | Operational |
| Zoom Contact Center - APAC             |   | Operational                |  |             |                                 |  |  |                     |  |             |                          |  |             |                          |  |             |                         |  |             |
| Zoom Contact Center - AUSTRALIA        |   |                            |  |             |                                 |  |  |                     |  |             |                          |  |             |                          |  |             |                         |  |             |
| Zoom Contact Center                    |   | Operational                |  |             |                                 |  |  |                     |  |             |                          |  |             |                          |  |             |                         |  |             |
| Voice (Inbound/Outbound)               |   | Operational                |  |             |                                 |  |  |                     |  |             |                          |  |             |                          |  |             |                         |  |             |
| Video (Inbound/Outbound)               |   | Operational                |  |             |                                 |  |  |                     |  |             |                          |  |             |                          |  |             |                         |  |             |
| Chat (Inbound/Outbound)                |   | Operational                |  |             |                                 |  |  |                     |  |             |                          |  |             |                          |  |             |                         |  |             |

|                             |  |
|-----------------------------|--|
| <b>Test audio and video</b> | Test audio and video in Zoom: <a href="https://zoom.us/test">https://zoom.us/test</a><br>Once open, you can join a test call on the Zoom application and follow the instructions on the screen.  |
| <b>Join Meeting</b>         | Locate the meeting invite link from your email appointment confirmation.<br>Click the link to join meeting.<br>Enter the Passcode and Meeting ID if prompted.<br>On your web browser, a pop-up window will prompt you to open or download the application. |



## Common Zoom issues and Fixes


### Audio Issues


#### Adjust the sound or volume settings

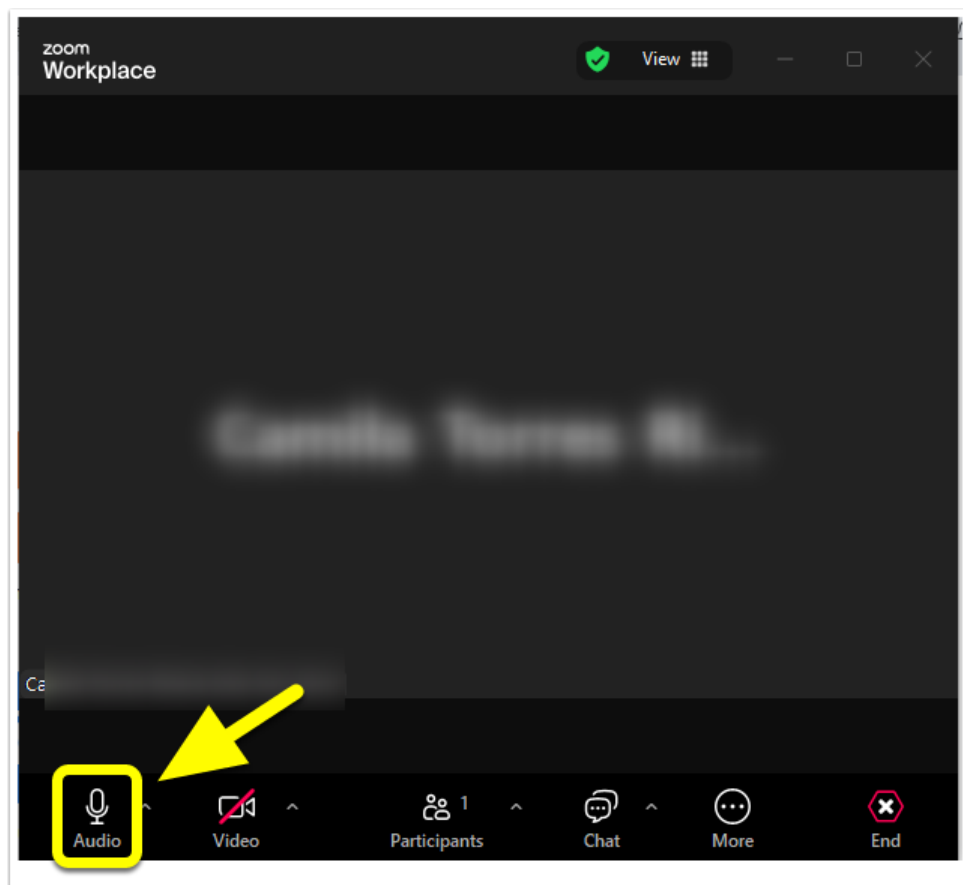
Check the volume settings on both Zoom and your computer to ensure the sound is not set too low.

#### Unmute

In the meeting controls toolbar, locate the Audio icon  /  to mute or unmute your microphone.

If you're currently muted and want to unmute yourself, click the muted icon  .

If you're currently unmuted and want to mute yourself, click the unmuted icon  .



Audio Issues

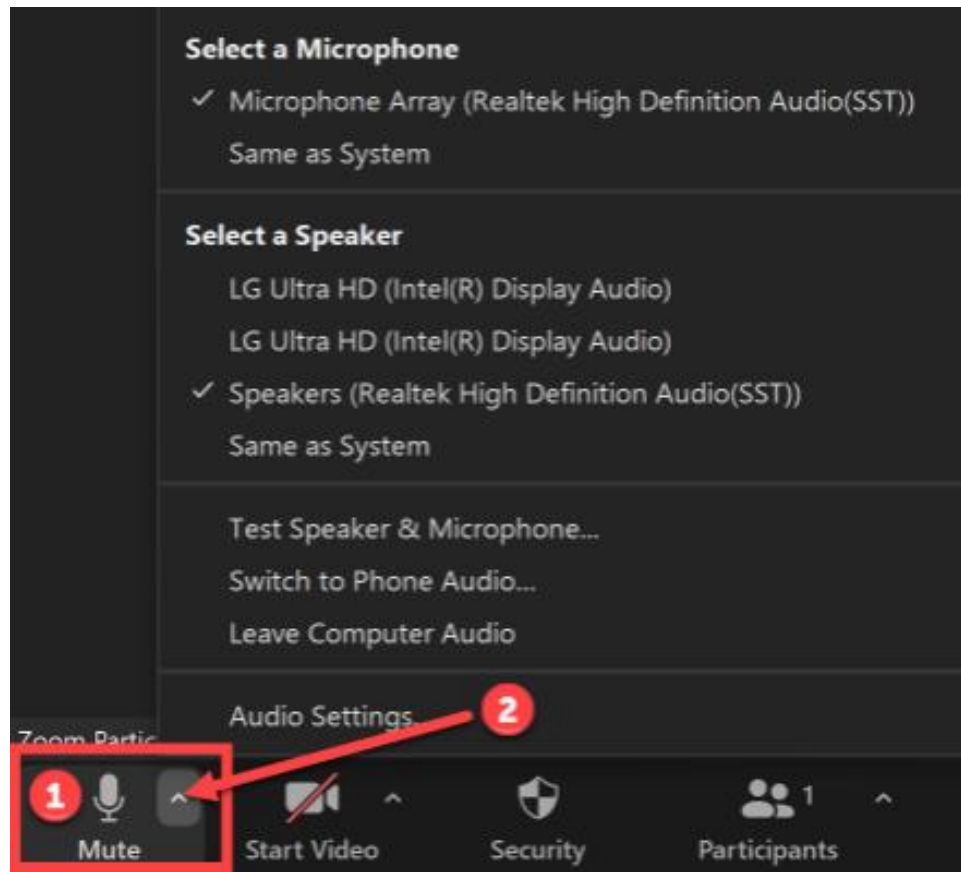
### Selecting Microphone and Speakers

If your microphone isn't working and if participants cannot hear you or you can't hear others. Try the following steps:

In the Zoom meeting, move your cursor to the lower portion of the Zoom window to the Microphone icon with an upwards facing arrow.

Click the arrow to bring up a menu of your available devices for your microphone and speakers.

If you are using a headset or external microphone and Zoom does not automatically use them for your audio, you can select the correct device from the "Select a Microphone" and "Select a Speaker" lists.



Video Issues

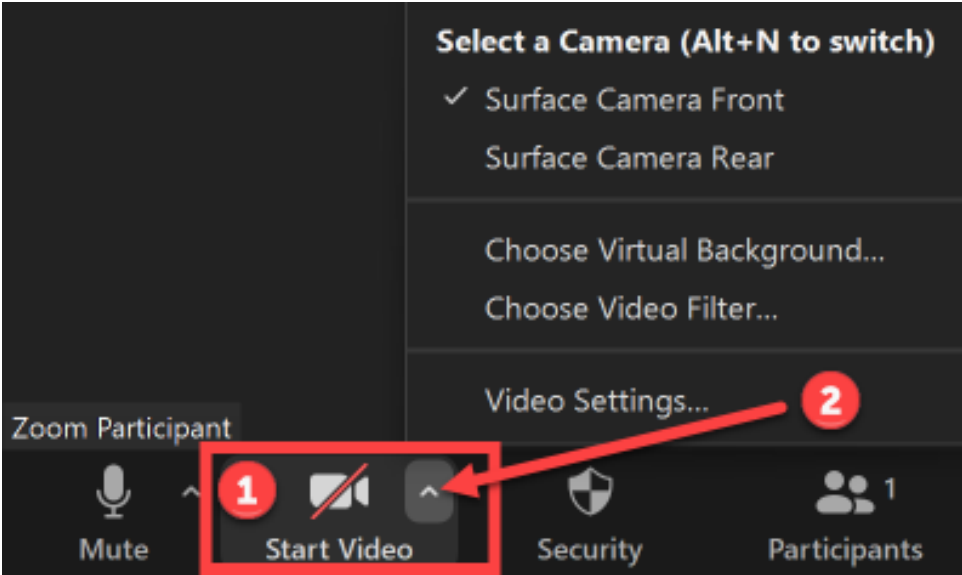
### Selecting Your Camera

If your camera isn't working during a Zoom meeting, try this:

In the Zoom meeting, move your cursor to the bottom of your Zoom window to the Camera icon and an upwards facing arrow.

Click the arrow to bring up a menu of your available camera devices.

If you have multiple camera options and Zoom did not automatically use the correct device, you can select the correct device from the "Select a Camera" list.

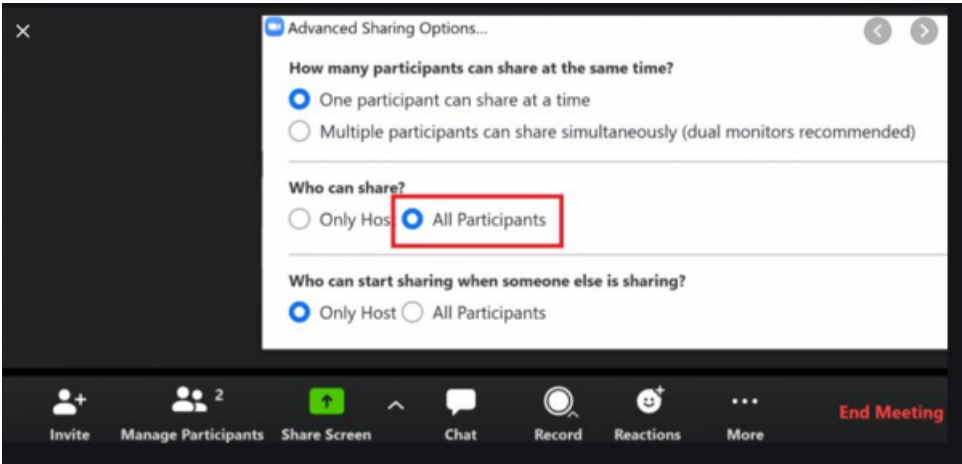


Screen Sharing issues

### Check Zoom Meeting Host Controls

If unable to share a screen in the Zoom meeting, move your cursor to the bottom of your Zoom window to the Share Screen icon and an upwards facing arrow.

Here you may permit sharing for all participants.



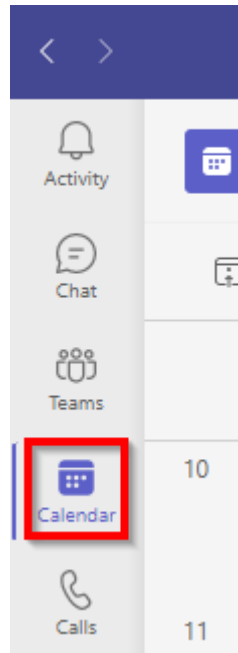
If issues persist

### Schedule a Microsoft Team meeting

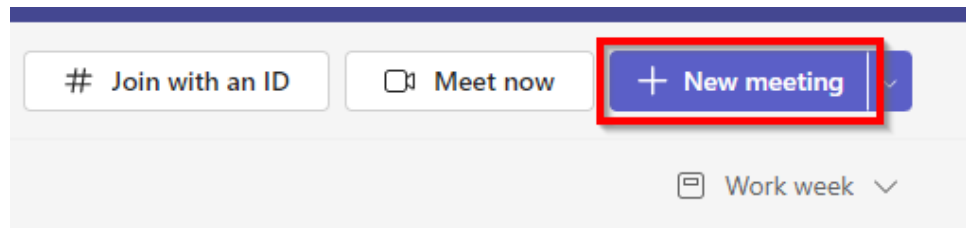
If Zoom issues persist, consider scheduling a Microsoft Team meeting:

Go to Teams

Teams button > Calendar



Select + New meeting.



Give your meeting a title.

Decide on a date and time. Add any additional details.

Type in names of individual attendees.

Review your meeting details. Then select Send. This adds the meeting to your calendar and your invitees' calendars.