



## CLC VIDEO REMOTE INTERPRETING (VRI) PARTICIPANT GUIDE

Our Video Remote Interpreting is delivered through ZOOM Remote Conferencing Services Software. If you're experiencing issues with Zoom, after reading this guide, please contact Jennifer Wanifuchi at [clc@apdc.org](mailto:clc@apdc.org) 303-923-2945 from 8:30am-5:30pm (U.S. Mountain Time)

Additional documentation is available via the Zoom online knowledge base:  
<https://support.zoom.us/home>.

### What You Need To Get Started

- An internet connected computer, laptop, or device
- Speakers and a microphone – built in or USB plug in or wireless Bluetooth
- A webcam or HD webcam – built in or USB plug in

### How to Launch Zoom and Participate in Your Meeting

When you're invited to participate in a Zoom meeting, you'll receive an *email invite* from CLC similar to what you see below. If you use Outlook or Gmail Account you will be asked to accept the invite. For other email account (Yahoo mail, Comcast, etc) you should receive a regular email from us with the link to access your scheduled Zoom appointment.

You can either click on the link provided, or go to the Zoom web site at <http://zoom.us/> and click on "Join a Meeting" where you can enter the 9 or 10-digit Meeting ID number. You should be able to find the Meeting ID from the email.

### Outlook version

✓ Accept ? Tentative ✗ Decline Propose New Time Calendar...

Thu 4/12/2018 1:13 PM  
CLC VRI SPANISH - 04/13/18 at 9AM

Required

When Friday, April 13, 2018 9:00 AM-10:30 AM

Location <https://zoom.us/j/>

Colorado Language Connection is inviting you to a scheduled Zoom meeting.

Join from PC, Mac, Linux, iOS or Android: <https://zoom.us/j/>

Link to access  
Zoom

Or iPhone one-tap :

US: +16465588656,,878518974# or +16699006833,,878518974#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

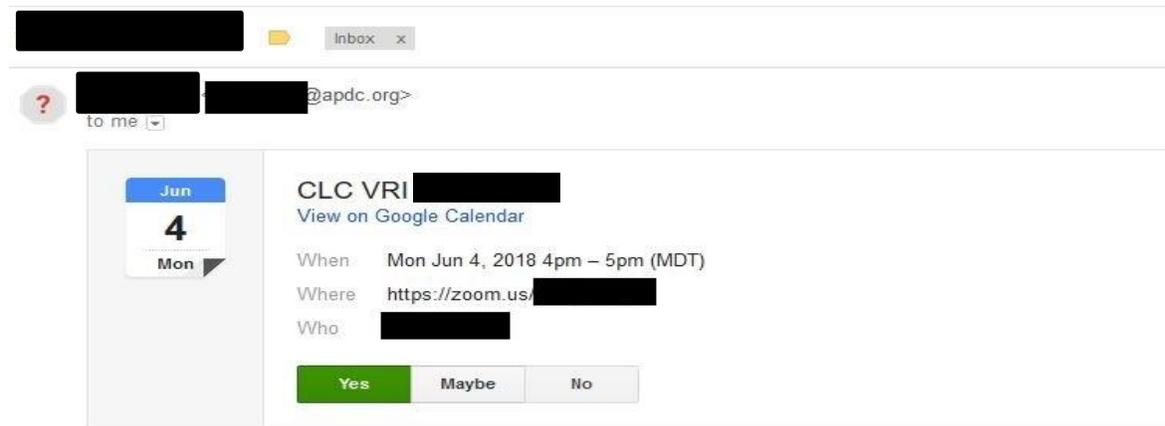
US: +1 646 558 8656 or +1 669 900 6833

Meeting ID:

Meeting ID

International numbers available: <https://zoom.us/j/60AQAOYO>

## Gmail version



Hi there,

[redacted] is inviting you to a scheduled Zoom meeting.

Join from PC, Mac, Linux, iOS or Android: [https://zoom.us/\[redacted\]](https://zoom.us/[redacted])

Or iPhone one-tap :

US: +16699006833,,107803751# or +16465588656,,107803751#

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 646 558 8656

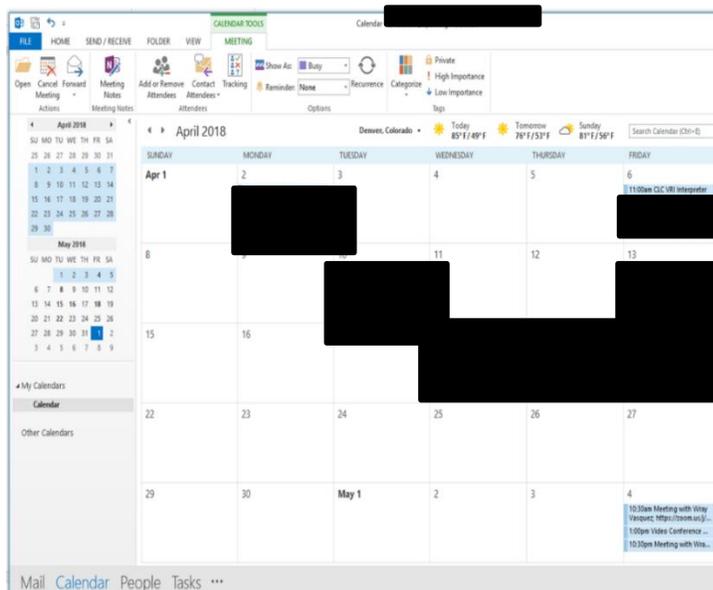
Meeting ID: [redacted]

International numbers available: <https://zoom.us/u/eg0ojO9Gu>

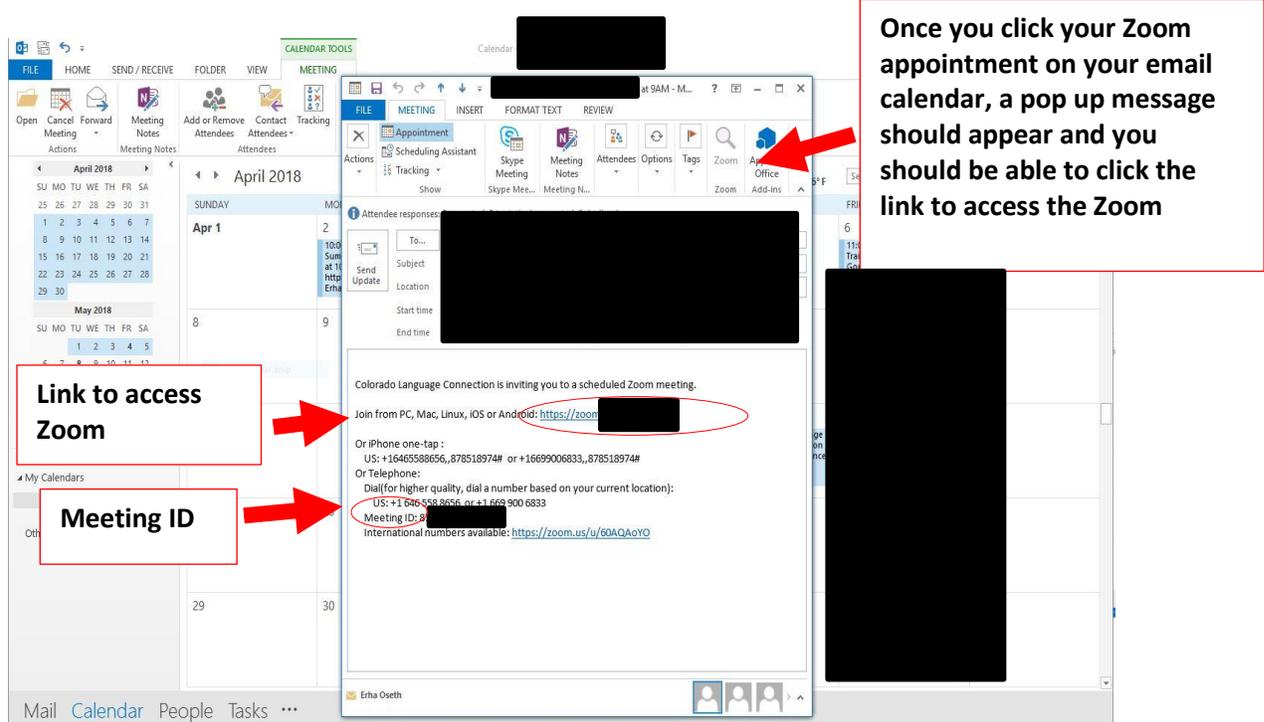
## If the invite email disappeared from your inbox

If the **invite email** disappeared from your inbox after you respond to it, which most likely happens to Outlook email account, you should be able to find the Zoom link to the appointment on your email calendar.

The calendar format from Outlook account may be slightly different but it should be similar to what you see below. Once you click your Zoom appointment on your email calendar (you may want to click it twice), a pop up message should appear and you should be able to click the link to access the Zoom.



The link to the Zoom appointment should be stored on your Outlook email calendar



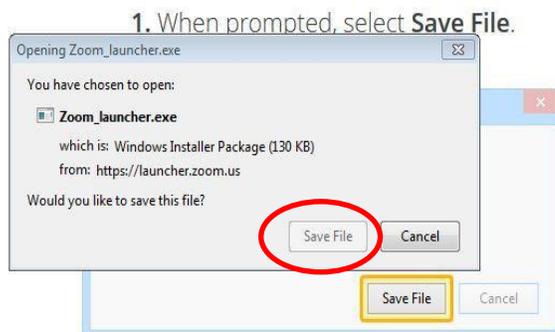
## For your first Zoom meeting

For your first zoom meeting, once you click CLC VRI link invite that was sent through your email, Zoom application will be automatically downloaded into your computer. This process may take a few minutes.

### Installing Zoom on Windows:

The first time you try join a Zoom meeting, Zoom software will be automatically downloaded into your computer

#### 1. Select 'Save File'



A download should start automatically in a few seconds. If not, [download here](#).

2. Follow the on screen prompt to open the file after it has finished downloading



3. Click 'Run' if you are warned about opening the .exe file



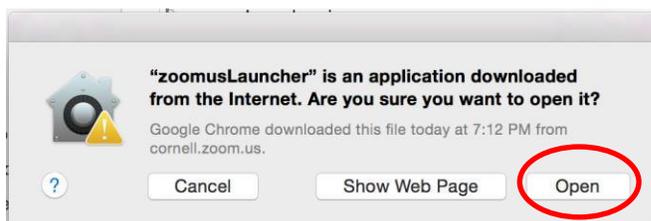
### Installing Zoom on a Mac:

The first time you try join a Zoom meeting, Zoom software will be automatically downloaded into your computer

1. Follow the on screen prompt to open the file after it has finished downloading



2. Click 'Open' if warned about opening file

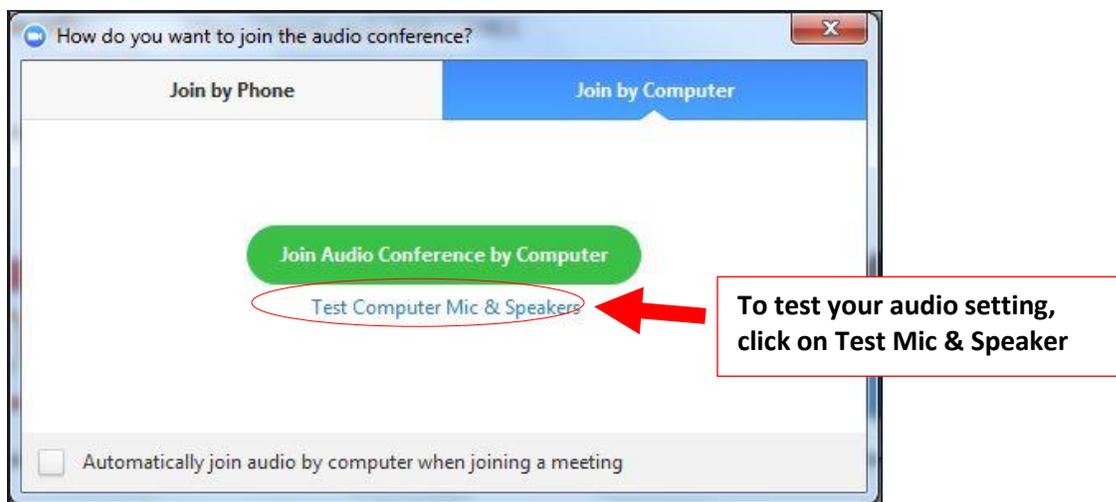


## Join before the interpreter joins

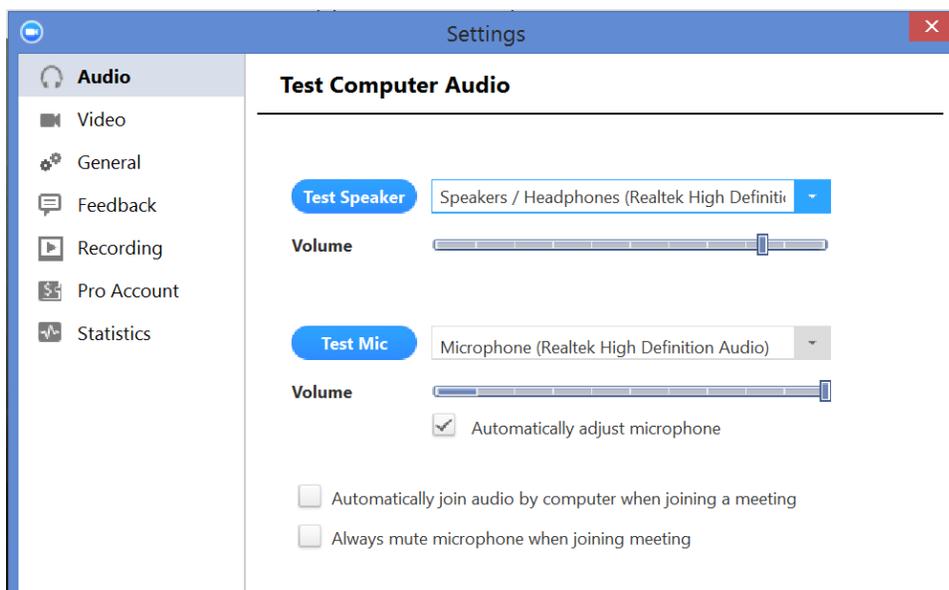
Participants should be able to join the meeting before the interpreter joins.

## Computer Audio

When you join the session, you should see a pop up green screen prompting to ask if you want to **Join Audio Conference by Computer**. If you are using the microphone and speaker from your computer click **Join Audio Conference by Computer**. We also recommend that you test your audio setting prior to your scheduled meeting. To test your audio setting, click on **Test Computer Mic & Speakers**.



In the audio settings, test your speaker and then your microphone. Then click on the X in the top right corner to close the settings window. Then click on **Join Audio Conference by Computer** to join the meeting with sound from your computer.



### ***For the speakers***

If your computer has more than one set of speakers, you will be able to access them by using the pull down menu on the right. There are really only two things you can do:

- Test the speaker by clicking on the blue Test Speaker button.
- Adjust the volume by holding down the slider bar and moving it left or right.

Speaker troubleshooting hints:

- Verify that the speakers are plugged into a power outlet (if required) and into the computer.
- Verify that the volume is turned up on the speaker (check if there is a volume knob on the speaker).
- Verify that the speaker is not muted on the computer (look at the speaker icon on the taskbar).

### ***For the microphone***

If your computer has more than one microphone connected, you will be able to access them by using the pull down menu on the right. For this, there are three things you can adjust:

- Test the microphone by clicking on the blue Test Mic button.
- The blue button will then change to Recording.
- You will be prompted to speak, so say something in your normal tone of voice. As you speak, you should see the volume jumping on the volume bar.
- Click the Recording button to stop testing.
- You should then hear your recorded voice. **If you do not hear your voice, then your microphone is not working properly.**
- Adjust the volume by holding down the slider bar and moving it left or right.
- Allow the computer to automatically adjust the microphone (highly recommended) by clicking the box below Volume.

Microphone troubleshooting hints:

- Verify that the microphone is plugged into the computer.
- Verify that the microphone is on, if there is a switch on it.
- Verify that the microphone is not muted by checking your system settings (or calling the Help Desk).

### ***Computer Video***

When using a video camera connected to a computer, it is highly recommended that you plug the camera in before you start the computer. That way, the computer should recognize the hardware and configure the drivers automatically.

Video troubleshooting hints

- Verify that the video camera is plugged into the computer.
- Verify that you have selected the correct video camera.
- Verify that no other applications are using the video. The video will only show in one application at a time.

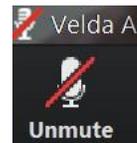
## Zoom window main controls

You should find these controls at the bottom of your Zoom screen when you join the meeting



### Mute audio

This is a toggle button at the bottom left of the main screen. When audio is muted, you will see a red X through the icon.



### Audio Mute and Unmute

By default, you will be broadcasting audio. You may want to mute your mic until you are ready to present. Click on the microphone icon in the bottom left of the screen to mute. (Below example has already been muted)

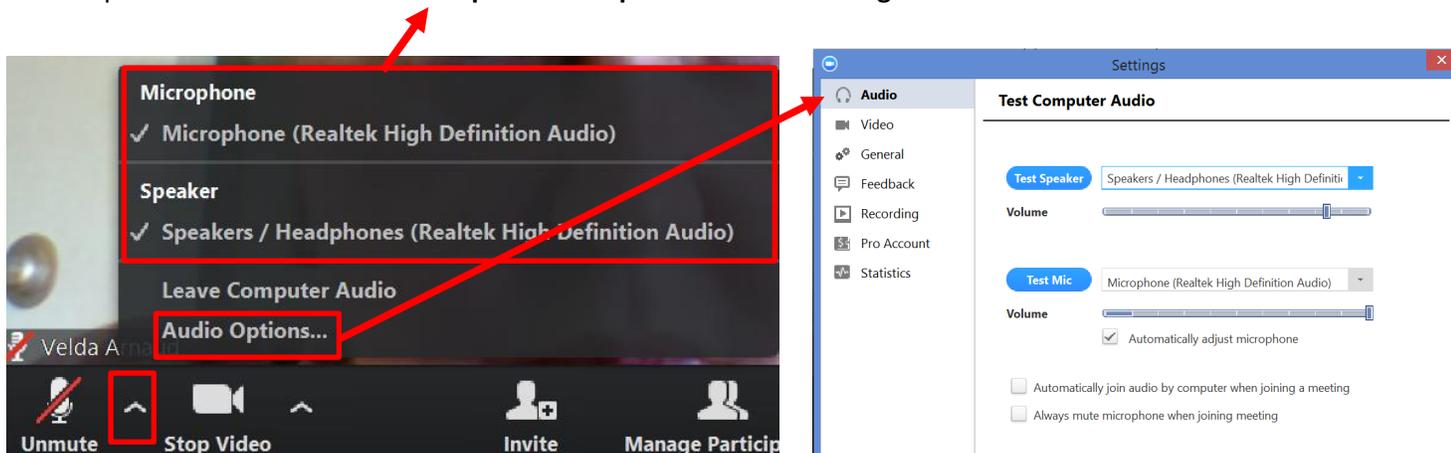


*Audio is not muted*

*Audio is muted*

There are some additional settings for your audio, and you can access those by clicking on the arrow to the right of the audio mute button.

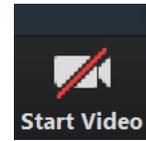
The picture below shows the microphone and speakers that are being used.



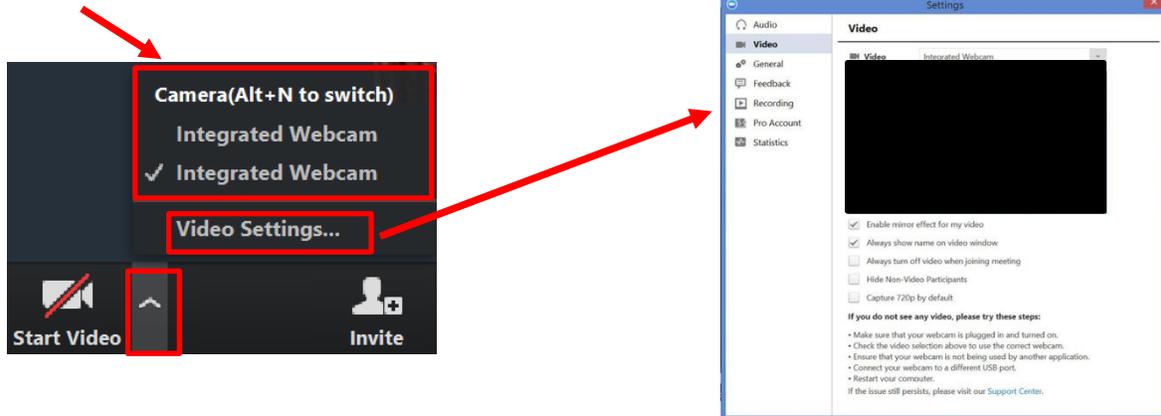
The **Audio Options** at the end will take you to the introductory screen where you may test the audio.

## Stop video

This is a toggle button to the right of the audio button on the lower left. When the video is stopped, there will be a red X through the icon.



If you click on the arrow to the right of the audio mute button, you will see the video option you are using.



The Video Settings link takes you to the video settings screen

## The Zoom Menu Bar

The Zoom menu bar appears at the bottom of the Zoom window once the meeting begins. If you don't see the menu bar, move your mouse slightly and the bar will appear. (The bar disappears after a few seconds when in full-screen mode.)



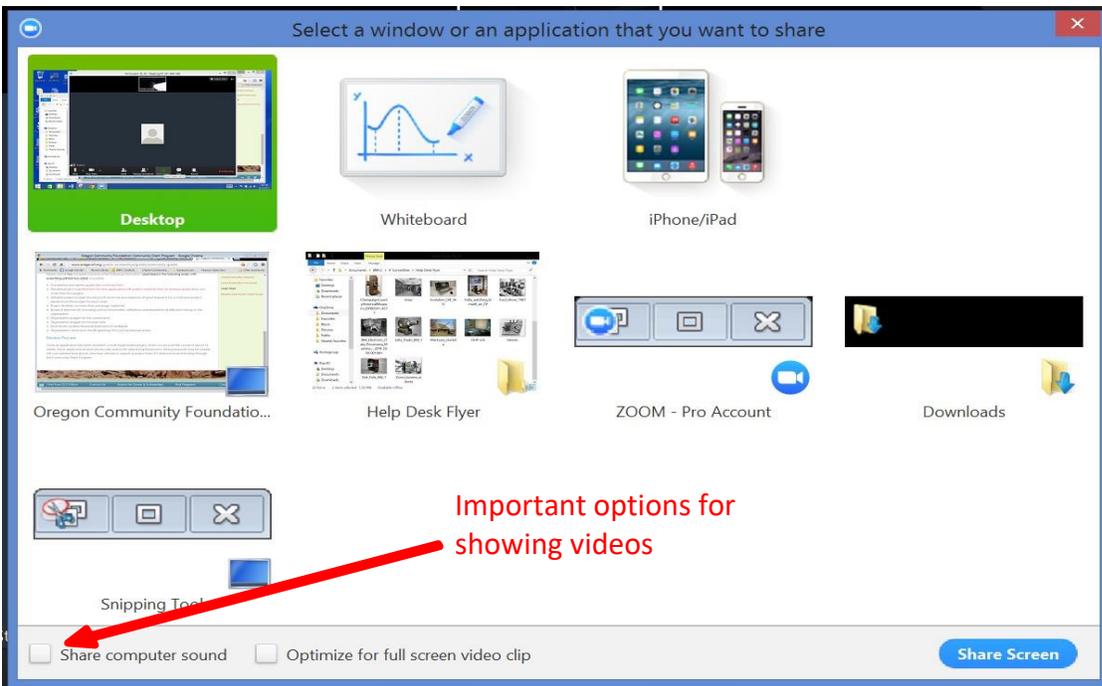
*You can:*

1. Mute/unmute your audio (not the audio of the participants)
2. Stop/start your video
3. Configure your settings for items such as audio and video
4. Invite more people to join by email, IM , SMS (mobile users) or meeting ID
5. View a list of participants
6. Share your desktop (everything you have open) or select a specific application to share (e.g., Microsoft Word)
7. Send a message to one person (private chat) or to all participants
8. Record the meeting (if you have been granted permission)
9. Leave or end the video meeting

## Share screen

The Share Screen button is at the bottom of the main window. When the button is clicked, all open applications will be displayed as options including a Whiteboard.

**Note:** If you do not see the screen you want to share, exit the window and go to your computer and open the application.

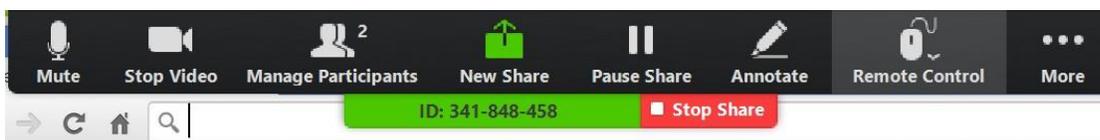


NOTE: The two boxes at the bottom of the screen are necessary to show many video clips. If you are using a video from the web or a DVD, check these boxes.

- **Share computer sound:** This setting allows the computer audio to be shared through Zoom. Without checking this box, interpreter will not hear the audio for the video.

While you are sharing your screen, the Zoom window buttons will be off the top of the screen. You will see the meeting ID and a red Stop Share button.

When you hover there, the menu will drop down.



Most of these are self-explanatory. There are a couple of interesting ones:

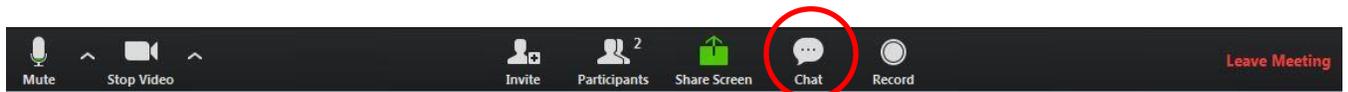
- *Annotate*: This allows you to highlight or mark up the screen.
- *More*: This includes chat, invite (which are not prominently displayed on this window), record, hide video panel, and settings for audio and video.

To stop sharing the screen, click the **Stop Share** button.

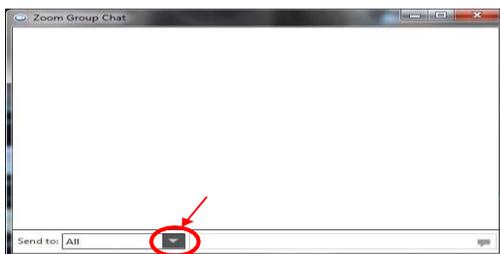
## Chat

The chat feature provides the ability to send instant messages during the session. You can send private chat to one person or message all participants.

Click on “Chat”:



Type a message and press “Enter” on your keyboard to send. Messages are sent to all participants by default. You can message an individual participant via private chat by clicking on the drop down menu, and selecting an individual’s name.



## How to leave a meeting or end a meeting

Conclude the meeting by clicking **Leave Meeting (or End Meeting)** in the bottom right-hand corner of the menu bar:

