BALL STATE
UNIVERSITY
Information Technology

Video Conferencing

A BALL STATE UNIVERSITY GUIDE TO CLASSROOM RESOURCES

Introduction

Ball State University students, faculty, and staff can access the video conferencing service, Zoom, for online meetings and classes. With your Ball State-provided account, you can use Zoom to virtually connect with coworkers, classmates, and students. Zoom navigation changes depending on your role in the call. This guide explains how to use Zoom as an organizer and as a participant, as well as tips for a successful zoom meeting. Ball State recommends using the Zoom Client to manage and attend meetings.

DOWNLOAD ZOOM TO YOUR DESKTOP:

1. Log in to MyBallState and search for Zoom in the search bar, or visit **https://bsu.zoom.us/**.
2. Once there, you will have the option to join a meeting, host a meeting, or sign into your account.
3. Select, "Sign in to my account," and use your Ball State email and password to sign in.
4. In the top right corner, select Resources and then Download Zoom Client to set up Zoom on your desktop.

See the How to Navigate Zoom as an Organizer and Participant sections of the guide for information on using the video service.

How to Navigate Zoom as an Organizer

Zoom organizers schedule Zoom meetings, invite attendees, control the call settings, and manage participants during the call.

SCHEDULING A ZOOM MEETING

As an organizer, you will oversee scheduling the Zoom meeting and inviting attendees.

1. Click "Schedule" on the main screen
2. Select your preferred settings.
3. Copy invitation and send to attendees.

ZOOM SETTINGS

Topic, Date & Time

- You can set the meeting topic, schedule recurring meetings, and check the time zone of your meetings.

Meeting ID

- You can select to either Generate your meeting ID automatically or create your own personal ID. If you prefer, you can simply provide attendees with your unique meeting ID link, rather than scheduling a specific meeting.

Security

- Security ensures that only the appropriate participants attend your meeting. You can require a meeting password and enable the waiting room, which allows you to admit participants as they arrive.
- For more information on how to conduct a safe and secure Zoom meeting, check out the "Safer Zoom Meetings" section in the guide.
  You are only able to manage blocked contacts on the desktop version.

Video

- You'll likely want the video for you, the Host, and the participants to be on to ensure everyone can communicate properly.

Calendar

- By selecting a calendar, Zoom can send meeting invitations to your calendar to schedule out your meetings.

ADVANCED OPTIONS:

Alternative host

- Alternative Host allows you to select another host in the event you must leave the meeting.

Enable join before host

- If you enable join before host, participants can join the meeting before you.

Mute participants upon entry

- Mute participants upon entry mutes attendees as they join the Zoom call.

Automatically record meeting on the local computer

- If you enable automatically record meeting on the local computer, your computer will record and save your Zoom meetings to your local hard drive.
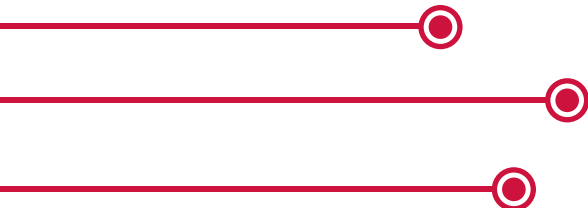
Managing a Zoom Call

During the Zoom call, you will have control over other participants' capabilities, and it's your job to ensure that the call goes smoothly.

⊘ **You will only have a full range of host controls when using the desktop version.**

ADMITTING PEOPLE IN THE WAITING ROOM

The waiting room is a virtual staging area that prevents people from joining the meeting until the host is ready. As the host, you will be notified when a person has joined the waiting room and can select if you would like to admit them to the meeting.

MUTING OPTIONS

In the bottom right corner, you'll see the Mute option. Clicking the microphone icon will mute you so that other participants cannot hear you. The red line indicates that you are muted. You can also mute participants upon entry into the call in the meeting settings.

Mute

Unmute

SPEAKER VIEW VS. GALLERY VIEW

Select the icon in the upper right corner to view either the person speaking or all participants. The Gallery view displays up to 25 participants on each screen, but for meetings with more than 25 participants, you can click the arrow beside the icon to toggle between screens.

⊘ **You can only see 4 participants at a time when using the mobile version.**

Chat

CHAT BOX

Clicking the chat box in the middle of the bottom tool bar allows you to send and receive typed messages from participants in the Zoom call.

Reactions

REACTIONS

On the bottom right of the tool bar, you can select the reactions option and choose from different emojis that appear in the upper left corner of your Zoom window.

Share Screen

SCREENSHARING

Screensharing allows you to share your computer screen with participants on the call, which can be helpful when giving a presentation. Click the screen share icon in the bottom tool bar and select which window you want to share. You can enable screen sharing for all participants by clicking security. If an administrative account sets up your meeting and won't be logged in during the meeting, you will have to claim host status and then enable screen sharing.

To claim host status follow these steps:

1. Click the "participants" link at the bottom of the screen
2. Choose "claim host status"
3. Finally, enter the host key that was set when the meeting was created

You do not have the option to pause when screen sharing while using the mobile app.

BREAKOUT ROOMS

Breakout Rooms

As an organizer, you can enable breakout rooms if you want specific groups of participants to have their own, temporary Zoom room within your meeting.

How to set up a breakout room:

1. Open Zoom meeting as the host
2. Select the "breakout rooms" icon
3. A pop-up window will then appear asking you to select how many rooms you would like to assign as well as how many people will be in them.
4. Click the "create breakout rooms" button
5. Then click the "open all rooms" button and the participants will be moved to their assigned breakout room.

RECORDING A MEETING

Record

Select the record meeting icon in the bottom tool bar to record your meeting for later viewing. If you select "Record Meeting" in your Zoom settings, then Zoom will automatically record all of your meetings. If you choose to record your Zoom call, you can choose between saving it to the cloud on Zoom or saving it to your computer. If an administrative account sets up your meeting and won't be logged in during the meeting, you will have to claim host status and then enable screen recording.

To claim host status follow these steps:

1. Click the "participants" link at the bottom of the screen
2. Choose "claim host status"
3. Finally, enter the host key that was set when the meeting was created

You are only able to record meetings and download them to your desktop on the desktop version.

POLLING

Polls

How to conduct polls:

1. When hosting a meeting, select the "polling" icon on the bottom tab.
2. A new window will pop up that will allow you to create your poll.
3. Once your poll has been created, select the "launch poll" button.
4. As participants respond to the poll, you will be able to see the responses as they happen in real time.
5. You can enable polling during a Zoom meeting, which allows the Organizer to survey participants on the call.

Creating, editing, and launching polls can only be done using the desktop version.

CLOSED CAPTIONING

Closed Caption

As the organizer, you can enable closed captioning by either typing the captions, assigning a participant to type captions, or integrating a third party closed captioning service.
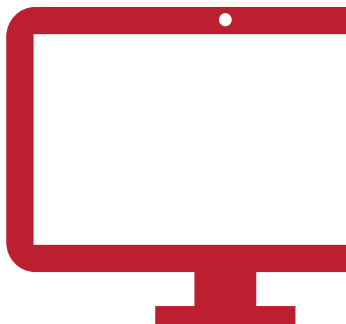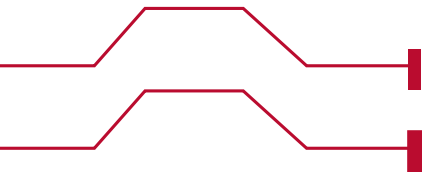
How to Navigate Zoom as a Participant

When you join a Zoom meeting hosted by another person, you are considered an "attendee."

JOINING A MEETING

You can join a Zoom meeting by clicking on the Zoom link provided by the meeting host.

🚫 **If you are having connectivity issues while using the mobile app version, you are able to call into the meeting.**

MUTE/UNMUTE AUDIO SETTINGS

You, as well as the host, have the option to mute and unmute yourself, by clicking the "Mute" button. For privacy reasons, the host cannot unmute someone without their permission. The host will have the option to "Ask All to Unmute," schedule the meeting to "Request permission to unmute participants," or can ask a specific person to unmute.

🎤
Mute

🎤
Unmute

🚫 **Using shortcuts, such as the spacebar to mute and unmute yourself, can only be used on the desktop version.**

AUDIO OPTIONS

After joining a meeting, click "Join Audio by Computer" to connect to your computer's speaker and microphone to the Zoom meeting.

TESTING COMPUTER AUDIO

You can test your computer audio before you join a meeting by clicking the "Test Computer Audio" link; the audio preferences will open. You can test the volume and output of your speaker device by selecting "Test Speaker." In the desktop version, there is a "Test Speaker and Microphone" option in the microphone menu that will walk you through a brief test. If you want to check your audio connection while in a meeting, click the arrow next to the microphone on the left-hand side of the in-meeting toolbar.

Stop Video

START/STOP VIDEO AND VIDEO SETTINGS

You can turn your camera on and off by clicking and unclicking the Start/Stop Video button. To change your virtual background, select the arrow beside the "Stop Video" option and click "Choose Virtual Background." The mobile version also has the option to change your virtual background.

Participants

PARTICIPANTS

If you click the "Participants" tab, you can see who is currently in the meeting. This window also gives you the option to "raise your hand" and rename yourself. When using the "raise your hand" feature, it will notify the host and show a prompt that will simulate a hand raise. To rename yourself, hover over your name to change it as it is seen in the participants list and video window.

Chat

CHAT

You can chat with other participants or all participants during a meeting.

1. Select the "chat" icon.
2. This will open a tab on the side of your screen.
3. From here, you can send messages to everyone in the meeting, and you can also send messages privately to the individual participants.

SENDING PRIVATE MESSAGES.

1. Select the drop-down menu next to "To."
2. Change the option from "Everyone" to the specific person you would like to message.

SHARE SCREEN

If the host allows, you can share your screen during a meeting.

Share Screen

1. Click the green icon that says "Share Screen."
2. Once selected, a new window will open asking you which screen you would like to share.
3. From the new window, you have three different options: Basics, Advanced, or Files.
   - Basics allows you to select which screen you want to share; for example, "Desktop 1" or "Desktop 2."
   - Advanced allows you to share a portion of your screen, your computer sound, or content from a second screen.
   - Files allows you to select files to share from Dropbox, Microsoft OneDrive, Google Files, or Box.
4. Your screen will then appear on the Zoom meeting.
5. For privacy reasons, make sure there is nothing on your screen that you do not want others to see when you are screen sharing.

Tips for a Safer Zoom Meeting

Ball State encourages Zoom meeting organizers to take precautions when creating meetings. The tips below will help prevent disruptions and minimize the chances of unwanted participants joining the meeting.

BEFORE THE MEETING

You can manage meeting security from the Zoom desktop client.

- **Meeting ID:** Let Zoom automatically generate the Meeting ID for your event. Avoid advertising your Personal Meeting ID number.
- **Passcode:** Manually create a Passcode or use the one automatically created. Avoid listing the passcode on public pages.
- **Waiting Room:** Be sure to enable the Waiting Room and only admit known participants.
- **Video:** If you would like to control video options, you can set the participants' video to "Off" to prevent unwanted visuals.

Click "Advanced Options" at the bottom of the Schedule Meeting window to access additional controls.

- **Allow Participants to join anytime:** Deselect this option to prevent participants from being placed into the meeting before you've started it as Host.
- **Mute Participants upon entry:** As a host, you can mute all participants that are already in the meeting, or participants just joining the meeting. Simply click the "Participants" tab and then select "Mute All."
- **Only authenticated users can join:** This option ensures that participants must be signed into their Zoom accounts with Ball State credentials, so people outside of Ball State cannot access your meeting.

DURING THE MEETING

Prior to admitting any participants from the waiting room, make the following adjustments to the Security settings found at the bottom of your Zoom screen.

For more control over the meeting participants, remove the check marks next to:

- **Hide Profile Pictures:** This will display the name of each participant and hide potentially inappropriate profile pictures.
- **Rename Themselves:** Prevents a participant from changing their screen name to that of another attendee or to something inappropriate.
- **Unmute Themselves:** Prevents attendees from activating their microphones and interrupting the meeting.
- **Start Video:** Prevents attendees from activating the camera on their device to show something inappropriate.
- **Chat:** Prevents attendees from messaging in the Chat, which can be disruptive.

If you choose to disable the Chat, attendees can select the raised hand reaction option if they have a question. You can mouse over their name in the Participants panel and click "More" to open a drop-down box that would allow you to Chat directly with that user, even though you've disabled Chat in the meeting.
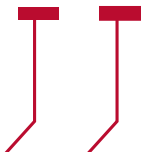
If a participant is disruptive, you can take these actions:

- **Put in Waiting Room:** Mouse over their name in the participants list and select "Put in Waiting Room."
- **Report:** Mouse over their name in the Participants list and select "Report."
  - This will open the Report box, report this user to Zoom, and remove them from your meeting.
- **Remove:** Mouse over their name and choose "Remove."
  - This will immediately remove them from your meeting and disable their ability to join the Meeting again.
- **Lock Meeting:** If you've removed someone from a meeting and want to ensure they don't try to rejoin your meeting from a different device and a different name, click on Security at the bottom of the window and choose "Lock Meeting."

TIPS FOR A SUCCESSFUL MEETING

In addition to the above suggestions, the following best practices will help ensure the success of your Zoom meeting.

- Find a quiet location with a neutral background to reduce distractions for other attendees.
- Utilize the chat function, "raise hand" functions, and reactions when unable to speak in a meeting.
- Mute your microphone to avoid distracting background noises.
- Test your internet connection to be sure you have a stable, reliable meeting.
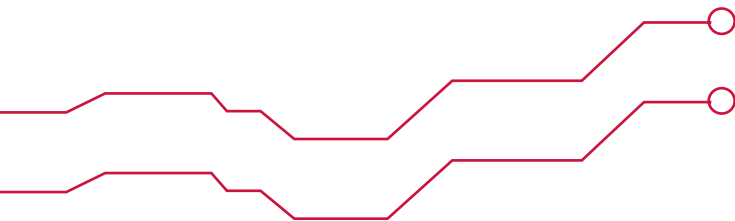
Need More Help?

BALL STATE HELPDESK
bsu.edu/helpdesk

(765) 285-1517
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**For more information or extra guidance on using Zoom, go to
https://support.zoom.us/hc/en-us.**

**For more help, visit the Faculty and Classroom Technology
& Support webpage at bsu.edu/about/administrativeoffices/
information-technology/services/classroom-technology-support.**