

# Starting & Managing a Zoom Room Meeting

## On the AV Rack:

1. Turn on AV System
2. Turn on room display/projector
3. Lower Screen (*must be down manually in Berger Center*)
4. Select the Zoom/Camera source

## On the facility's iPad:

1. Open the *Zoom Room Controller* app

Note: If the app isn't working or is asking you to "Retry" the connection, please see the separate, [Troubleshooting Zoom Rooms](#) document.

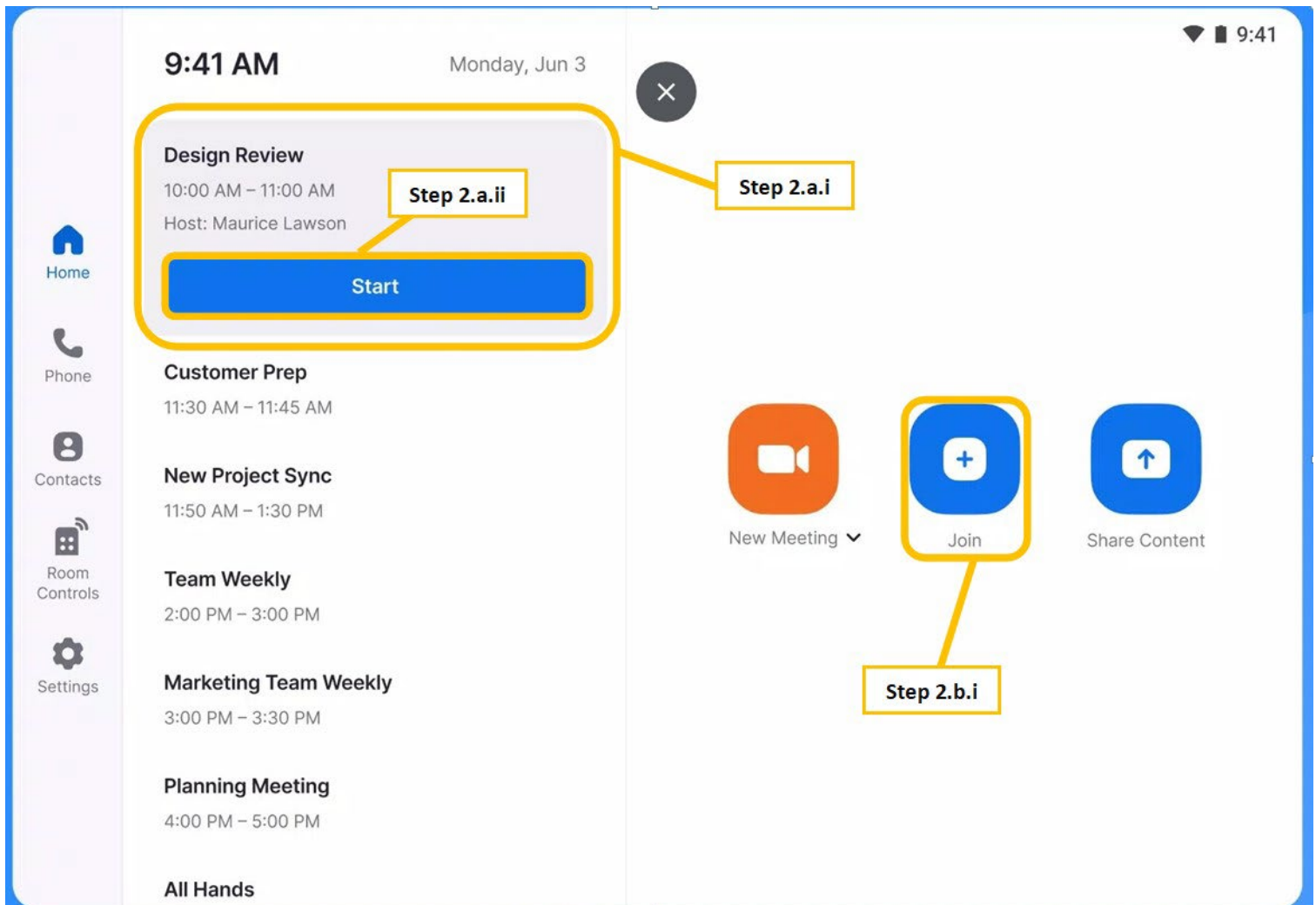
2. Signing into your meeting:

**a. If your meeting is scheduled with OVA's Zoom account:**

- i. Select your meeting on the app's dashboard from the list of meetings occurring that day.
- ii. Select the blue Start button

**b. If your meeting is scheduled with your own Zoom account:**

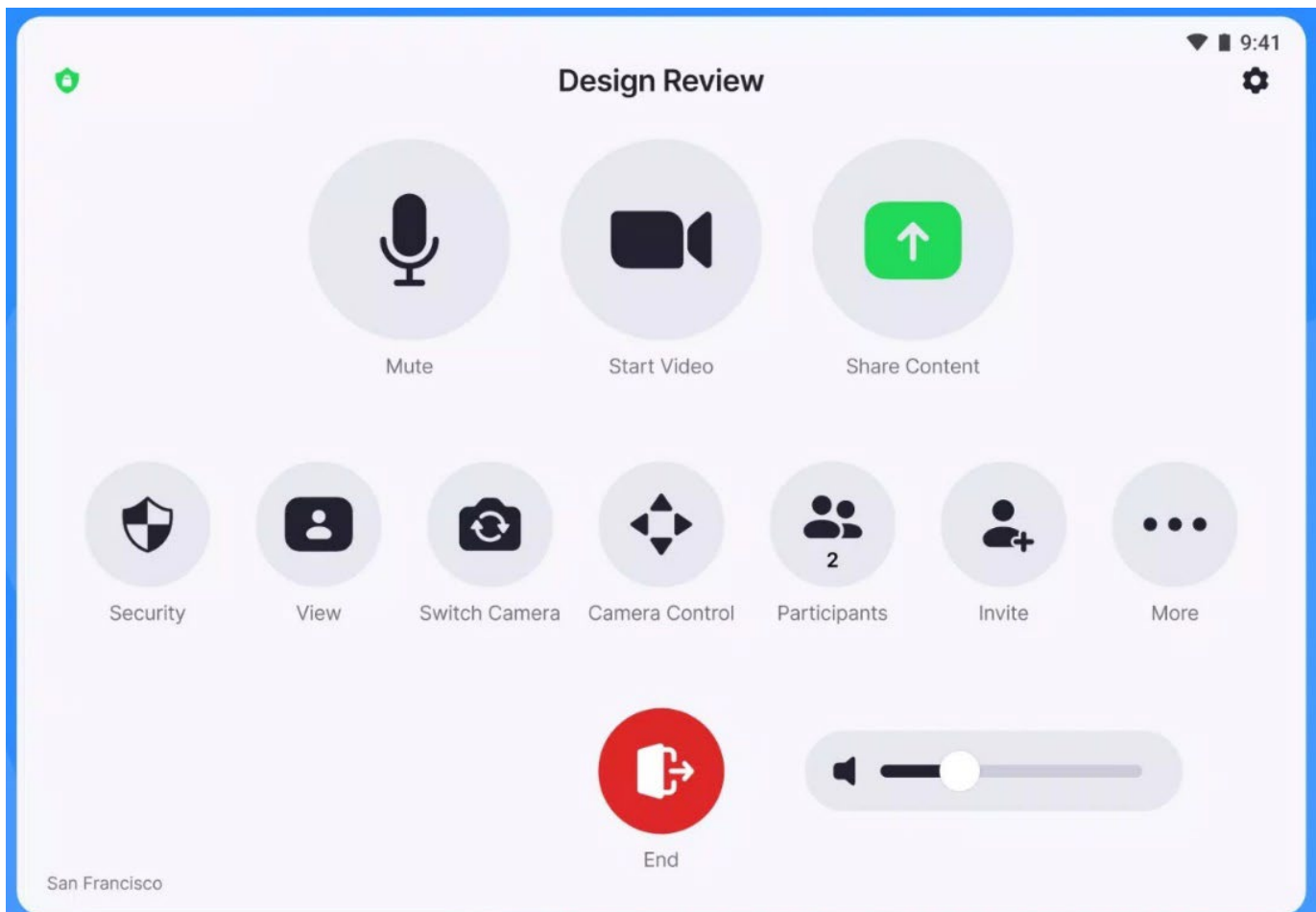
- i. Select the blue "Join" button
- ii. Enter in your meeting ID
- iii. Enter in your passcode, if applicable



### 3. Managing the meeting:

Everything you need to manage a Zoom meeting will be present in the Zoom Room Controller iPad app after you sign into your meeting.

- a. **Mute:** Stops sound from being broadcasted from Zoom Room into Zoom meeting, i.e., people who are not in the room will not hear sound captured by facility microphones.
- b. **Start/Stop Video:** Stops or starts video broadcasted from Zoom Room into Zoom meeting using cameras installed at any given facility.
- c. **Share Content:** Selecting this will allow you to share the screen of the iPad hosting the *Zoom Room Controller* app, and it will also provide instructions on how to share the screen of other devices, i.e., a laptop or cellphone of someone in the room.
- d. **Security:** Selecting this button will reveal many options, the most frequently used being the **Waiting Room** which you can toggle on or off.
- e. **View:** This button allows you to toggle between *Gallery*, *Thumbnail*, and *Speaker* view for the Zoom Room.
- f. **Camera Control:** This button reveals a menu with controls to pan, tilt, and zoom the currently selected facility camera. The Extron app, available on the iPad and on the AV-rack display, is still required for presents, switching between cameras, and fine tune control of camera movements.
- g. **Participants:** Selecting this button will reveal all options needed for participants, including settings to mute, stop video, admit from waiting room, and more.
- h. **Invite:** This is a handy menu for inviting people to the meeting. Simply enter an email address and an invitation will be sent.
- i. **More:** Selecting this button will reveal additional options, such as settings to increase the size of **Closed Captions**.



## Troubleshooting Zoom Rooms

### iPad cannot connect (in Zoom Rooms Controller app)

If you open the *Zoom Room Controller* app and receive a stating, “**Cannot connect to Zoom Rooms,**” then it is likely the computer for the Zoom Room is asleep. Follow these steps to wake up the computer:

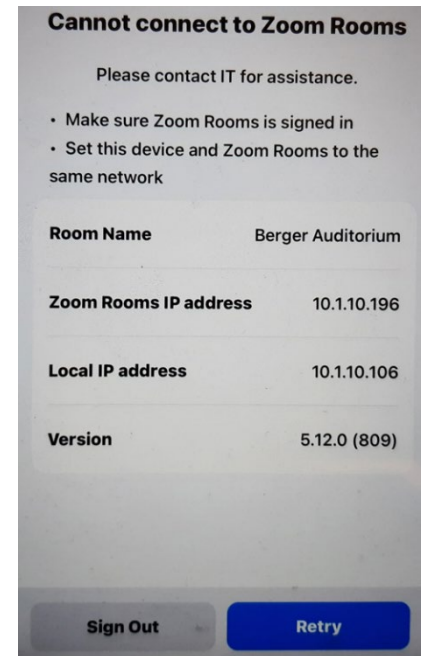
1. Locate the keyboard for that facility.
2. Make sure the keyboard is turned on, if it is battery-powered, i.e., wireless.
3. Press the spacebar on the keyboard 3 – 5 times.
4. Take notice if the computer for the Zoom Room makes any noise or illuminates any lights.
  - a. It may take 1 – 5 minutes for the computer to fully wake up.
  - b. Wait for the computer to fully wake up.
5. Select the *Retry* button in the *Zoom Room Controller* app on the facility iPad.

If the iPad does not reconnect, and present the *Zoom Room Controller* dashboard, then please try the troubleshooting steps for a problem on the computer below.

### Computer disconnected (displayed on projector-screen)

If you turn on the AV-rack and projector, with the *Zoom / Camera* source option selected, and there is a message on the screen asking you to connect, possibly accompanied by a 6-digit code, then the computer for the Zoom Room is likely to be logged in to the wrong account. Follow these steps to log into the correct account for Zoom Rooms:

1. With the *Zoom / Camera* source selected, check if the room’s name is shown in the upper-left corner of the projector-screen display.
  - a. If the name of the room is in the upper-left corner, then the room is connected.
  - b. If the name of the room is not in the upper-left corner, then move on to step 2.
2. Locate the keyboard for that facility.
3. Make sure the keyboard is turned on, if it is battery-powered, i.e., wireless.
4. Press the *Windows* key in the lower-left corner of the keyboard.
5. Select the account icon
6. Select the *Zoom Rooms* account
7. The password is printed on the keyboard.
8. Enter the password and log in.
9. Give the account a few moments to load, Zoom Rooms should launch automatically, once it has launched, try reconnecting on the iPad in the *Zoom Rooms Controller* app.



## Enabling Live-Transcription (Closed Captions)

To enable closed captions, follow these steps:

On the facility's iPad:



1. Make sure you're in the **Zoom Room Controller** app
2. Make sure you have started your meeting
3. Select **Participants**
4. Select **More**
5. Select **Enable Live-Transcription**

Closed captions will now be present whenever anyone speaks into the microphone connected to the Zoom Room. To change the size of closed captions, navigate to back to the main meeting controls, and select the ellipses button (...) labeled **More**. In the following screen select **Closed Captions** to adjust the size of closed captions on the screen.

IMPORTANT NOTE: If you're scheduling your meeting with OVA's Zoom account, then live-transcription is automatically enabled, and you can adjust the size of the closed-captions by selecting the **More** button during your Zoom meeting. But if you're using your own Zoom account, then live-transcription must first be enabled in your account settings in a web browser by visiting <https://zoom.us> and logging into your account. Here are instructions from Zoom on that procedure:

<https://support.zoom.us/hc/en-us/articles/8158289360141-Enabling-automated-captions>

## Sharing Your Screen

Selecting the **Share Content** button in the **Zoom Room Controller** app will display instructions on how to share your screen on the iPad. Methods for sharing your screen are different depending on the screen of the device you're sharing. You may follow the instructions displayed in the **Zoom Room Controller** app to share your screen in a Zoom Room, *even if you don't have a Zoom meeting scheduled.*

Visit this page on the Zoom website for more information and videos on sharing your screen:

<https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen-or-desktop-on-Zoom>

## No Signal Errors

If an audio-visual source is selected (Cameras, Laptop, Blu-ray/DVD, TV, Solstice), but no image appears, look for the words "No Signal" followed by a number, in one of the corners of the screen. For example, "No Signal 3" or "No Signal 5." Provide this information to OVA staff and they will be able to power cycle the appropriate audio-visual source in the AV rack.

No signal errors will also show up if you select the *Camera* option, but the computer in the AV rack is off. Contact OVA staff to ensure the AV rack computer is on.