UCLA Health

ZOOM

TROUBLE SHOOTING TIPS

How to change your name, join a meeting, fix connection problems and use the meeting controls.

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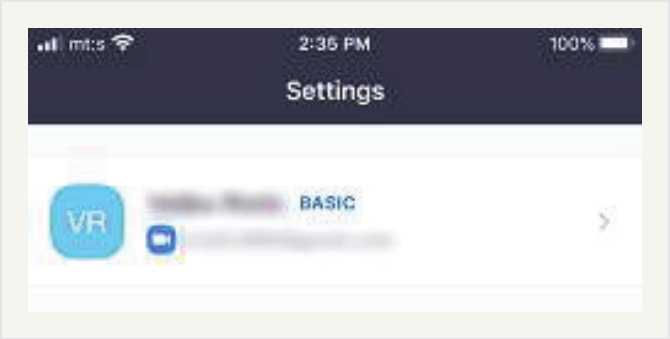
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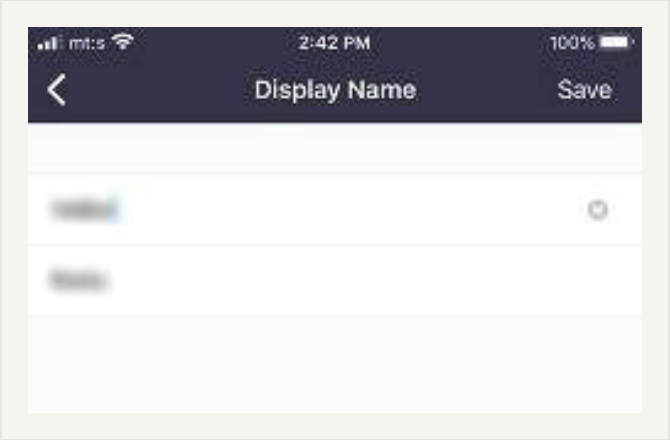
NAME CHANGE

On the Zoom mobile app

1 Open the Zoom app on your smartphone and tap **Settings** in the bottom right of the screen. Tap your current name to open the edit menu, then choose **Display Name**.



2 Tap your first or last name and change it to what you prefer. Tap the **x** icon next to a name to clear it quickly.



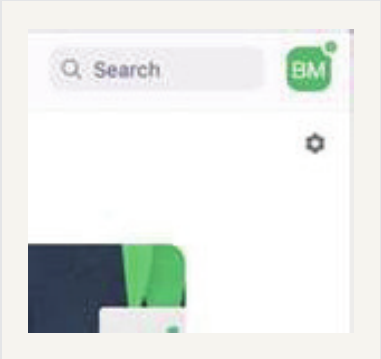
3 Tap **Save** in the upper right corner. Your name updates on every device signed in to the same Zoom account.

On the Zoom web portal or desktop app

1

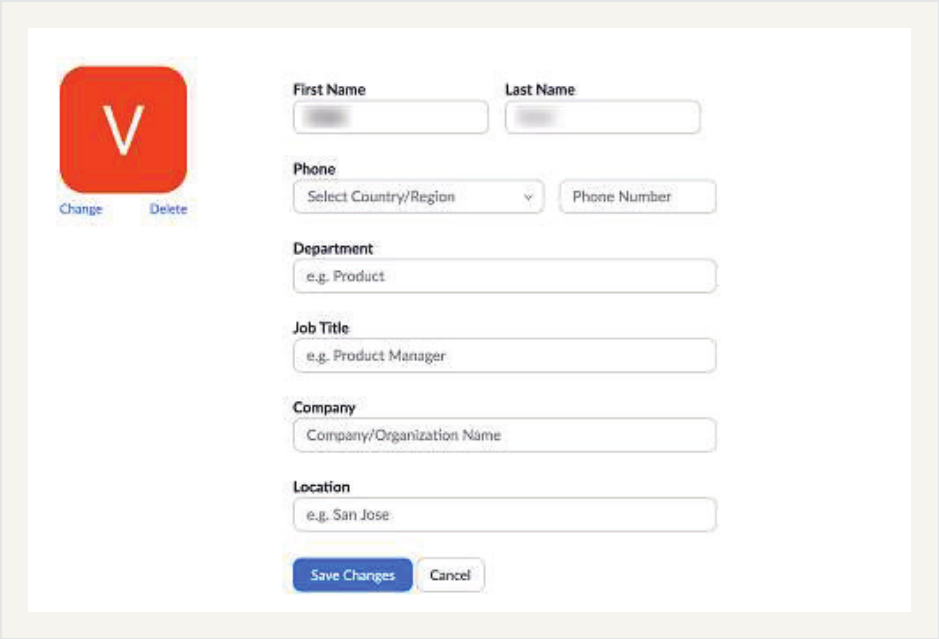
Go to zoom.us, sign in and click **Profile**. Click **Edit** next to your name to open **My Profile**.

In the desktop app, click the gear icon below your profile picture to open the settings menu.



2

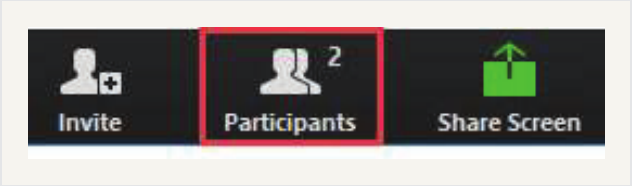
Zoom shows a form for updating your details. Type your preferred name in the first and last name boxes, then click **Save Changes**.



You can also add your phone number, job title, company, department and location here.

While in a Zoom meeting

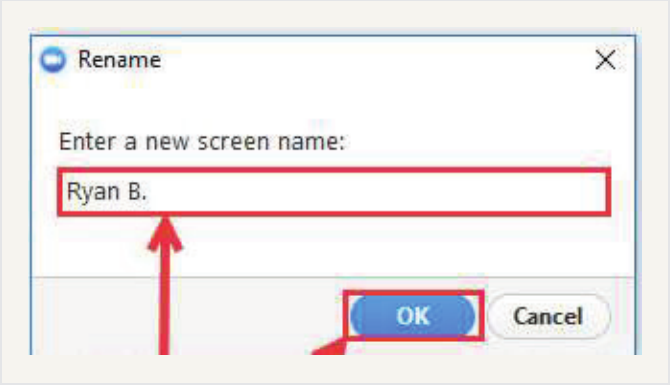
1 Click **Participants** at the bottom of the Zoom window.



2 Hover over your name in the Participants list on the right side of the window and click **Rename**.



3 Enter the name you'd like to appear in the meeting and click **OK**.

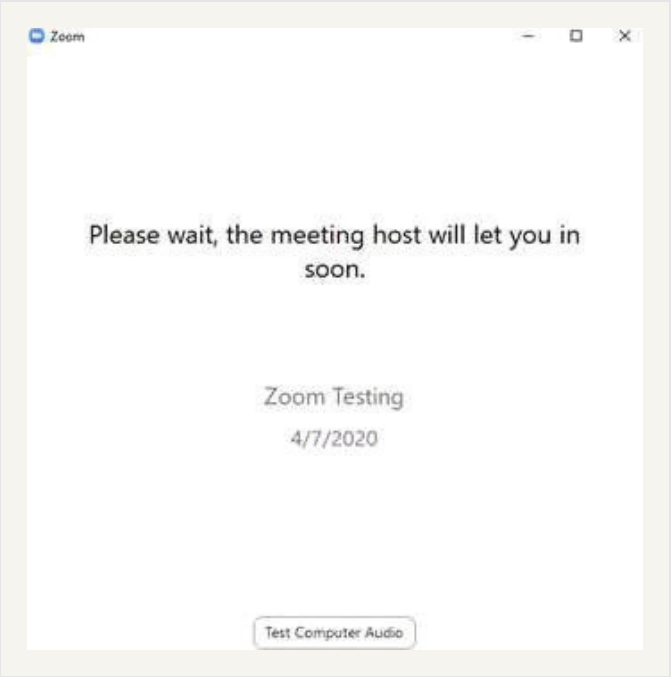


SECTION 2

ENTERING YOUR MEETING

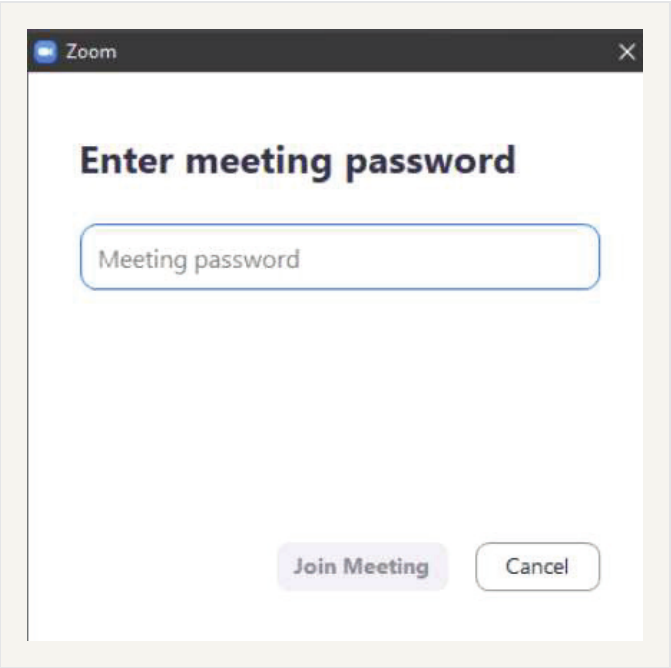
Waiting Room enabled

If the host has turned on the **Waiting Room**, you'll see the screen below. The host is notified when you arrive and will let you in when they're ready. If you're early, test your computer audio while you wait.



Password enabled

If your meeting has a password, the host will send it to you with your Zoom meeting link. You'll see this screen:



Don’t know the password? Check your confirmation email. If it isn’t there, contact whoever set up the meeting.

Meeting ID (desktop and mobile app)

You can join a meeting from the Zoom desktop app, the mobile app or a web browser. Your Meeting ID is the string of digits at the end of your Zoom link.

Finding your Meeting ID

Zoom link	Meeting ID
`https://uclahs.zoom.us/j/`**`94450356332`**	`94450356332`

SECTION 3

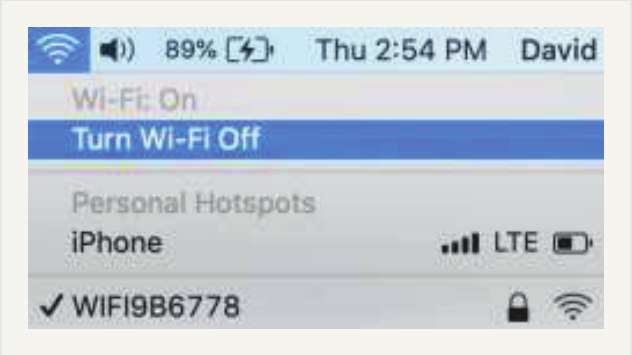
CONNECTIVITY ISSUES

Joining on a Mac

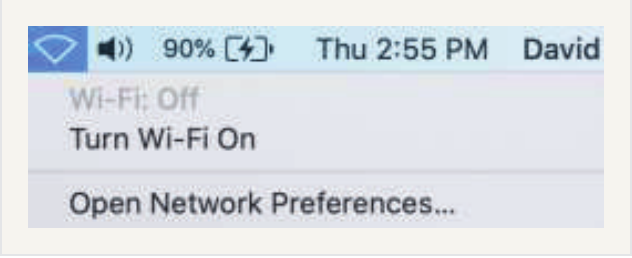
You can't always join a Zoom meeting from a web browser such as Safari, Chrome or Firefox on a MacBook. Download the Zoom app instead to avoid issues. It's available from the Zoom website or the App Store.

Wi-Fi issues

1 Turn Wi-Fi off and back on. This can fix minor connection problems. Click the Wi-Fi icon in the menu bar and choose **Turn Wi-Fi Off**.



2 Click the Wi-Fi icon again and choose **Turn Wi-Fi On**. Make sure your Mac reconnects to your network.

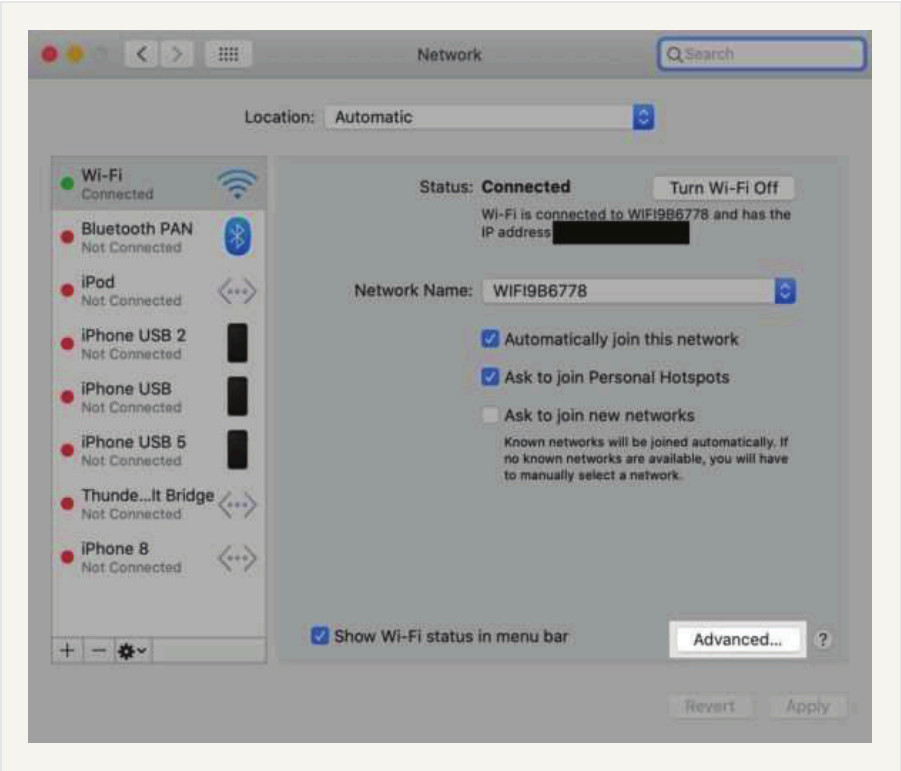


Try restarting your router too: unplug it and plug it back in. If your Mac still won't connect, try a different Wi-Fi network. If other networks work, the problem is likely your router.

Forget a Wi-Fi network

When your Mac first connects to a network, it saves information about how to connect. If that information changes, your Mac may not be able to connect. Forgetting the network can fix this.

1 Open **System Preferences** and click **Network**, then click **Advanced**.



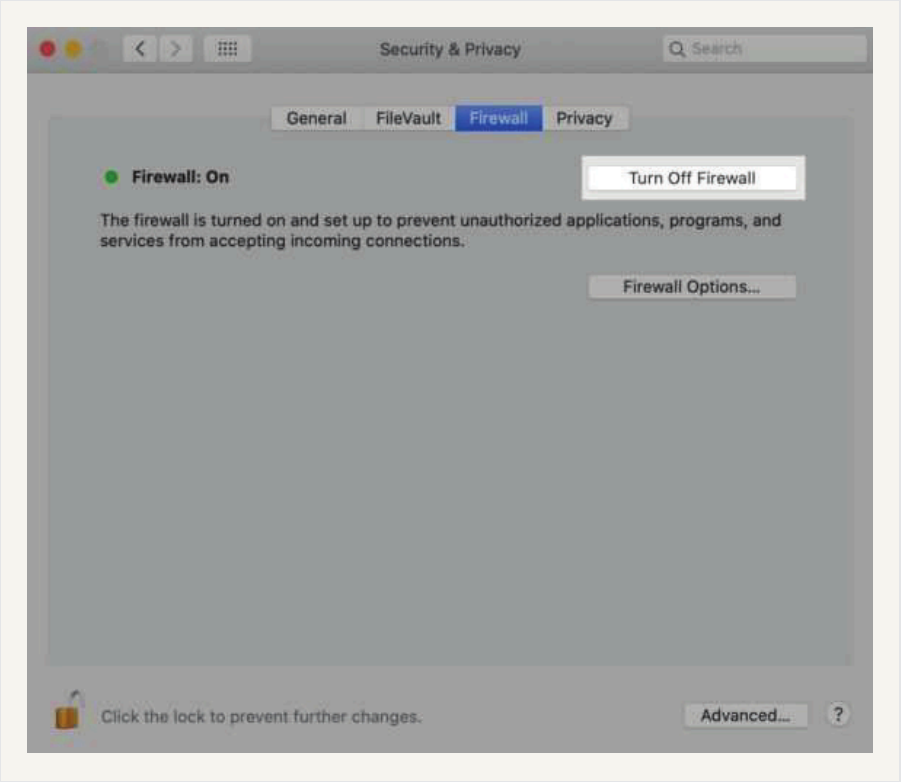
2 Select the network you want your Mac to forget and click the **minus button (–)**. Click **OK** to update your network settings.

Firewall settings

Firewall software can sometimes stop Zoom from working on your Mac if it treats Zoom as a security threat. You have two options.

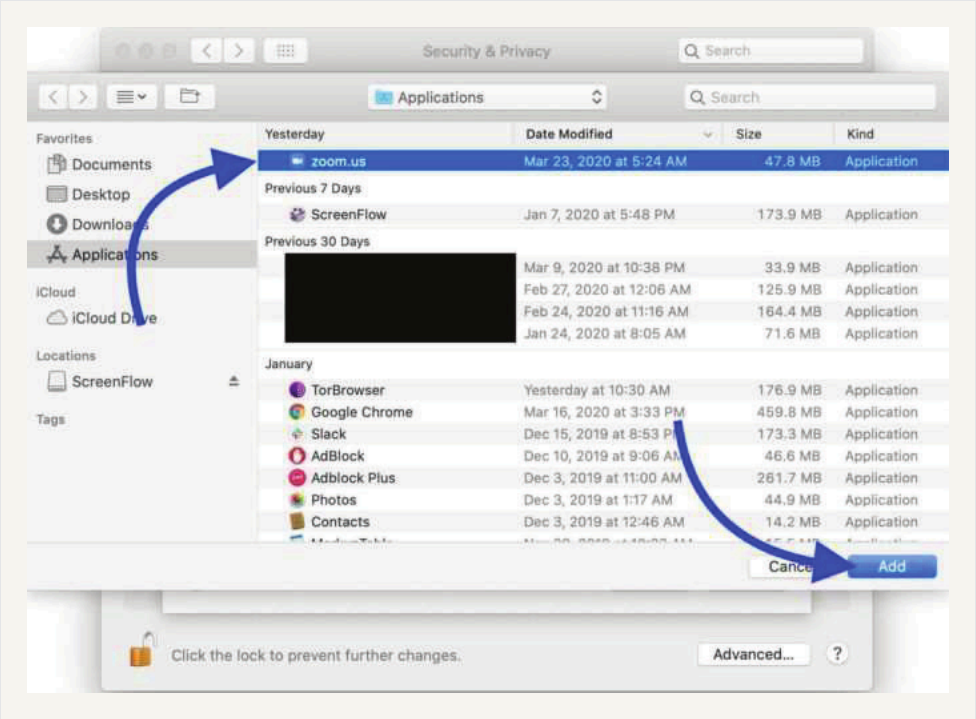
Option 1: Turn off the firewall for now

Go to **System Preferences › Security & Privacy**, open the **Firewall** tab and click **Turn Off Firewall**. You may need to enter your Mac password first. Turn the firewall back on when your meeting ends.



Option 2: Allow Zoom through the firewall

Go to **System Preferences › Security & Privacy › Firewall** and click **Firewall Options**. Click the **plus button (+)**, select **zoom.us** from Applications and click **Add**. Then click **OK** to confirm.



Still seeing “Connecting”

If Zoom still isn’t working on your Mac, contact support. Visit the Zoom Help Center to find out how to reach Zoom customer support.

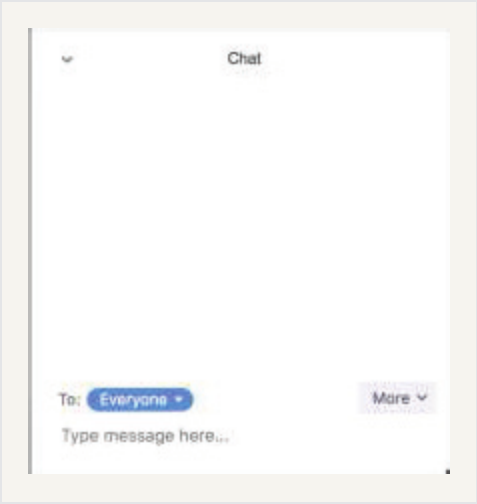
Common connection error codes

Error code or message	Issue	Suggested troubleshooting
`5000, 5003, 5004, 104101, 104102, 104103, 104104, 104105, 104106, 104110, 104111, 104112, 104113, 104114, 104115, 104116, 104117, 104118`	Connectivity issues with Zoom’s servers	• If you’re on a network with a firewall or proxy, ask a network administrator to check your firewall and proxy settings. • Antivirus software such as AVG may block your connection to Zoom. Turn it off and try again. • Check with your internet service provider that you can connect to Zoom.

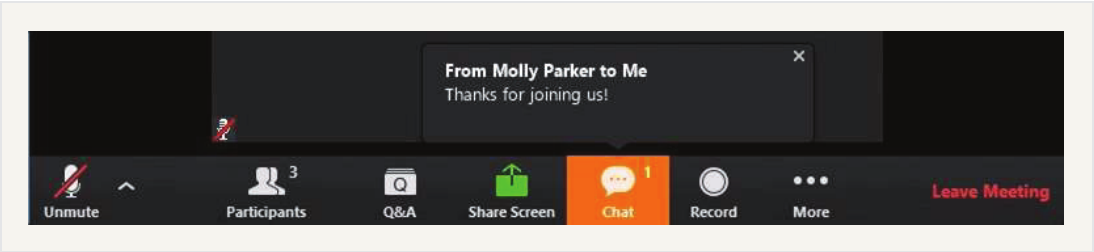
ZOOM FUNCTIONS

Chat

1. While in a meeting, click **Chat** in the meeting controls.
2. The chat window opens. Type a message in the chat box, or click the drop-down next to **To:** to send a message to one person.

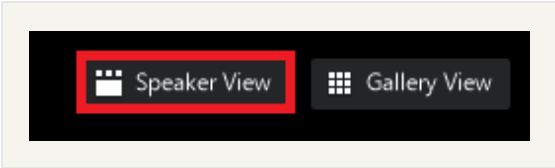


3. When someone sends a message to you or to everyone, a preview appears and **Chat** flashes orange in your meeting controls.

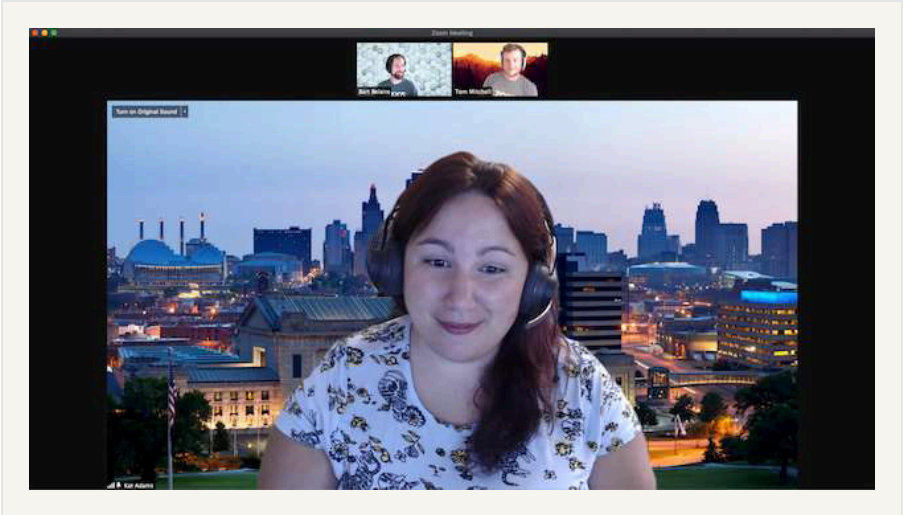


Speaker vs. gallery view

While in a meeting, switch between Active Speaker View and Gallery View with the button in the top right of the meeting window.



- **Active Speaker View** shows whoever is speaking in the large window when there are 3 or more people in the meeting. With just one other person, your video is small at the top and theirs appears below.

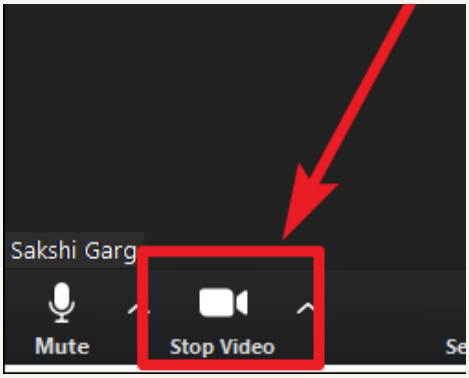


- **Gallery View** shows participants as thumbnails in a grid. The grid grows and shrinks as people join and leave, and can span more than one page.



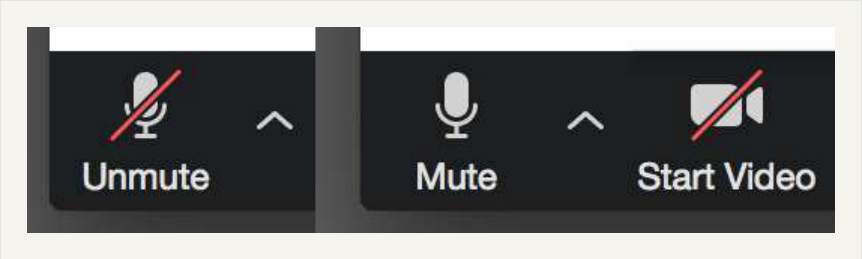
Video

To turn your video on or off, click the video icon in the lower left of the screen. If the camera icon has a line through it and reads **Start Video**, your camera is off. If it reads **Stop Video**, your camera is on.



Audio

To turn your audio on or off, click the microphone icon in the lower left of the screen. If the microphone has a line through it and reads **Unmute**, other participants can't hear you. If it reads **Mute**, your microphone is on.



Leave a meeting

To leave, click **Leave** in the lower right of the meeting controls. Minimizing the window won't end your meeting.

