

Attending an online meeting for the first time, using Zoom?

The meeting you have been invited to will be assisted by MeetingMasters Online. We support with technical issues and sign-in problems during the meeting. To get you started, you may benefit from the following this step-by-step introduction prior to the meeting.

1. The invitation on PC

You have received an invitation for an online meeting.

This takes place in 

Zoom is a relatively accessible platform, that allows large groups of participants to join and interact in online meetings.

Open the invitation and click on the [link](#) or enter the displayed link in the address bar of your internet browser.

At the bottom of the invitation, under 'Extra log-in details', you will also find the Meeting ID and passcode. Using the link provided, you don't need these for now.

2. Downloading ZOOM on PC

A screen opens in your internet browser.

Scroll to the center of the page where the next state the sentence; **Don't have Zoom Client installed?**

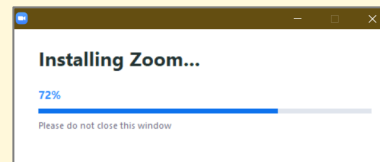
Press [Download Now](#)

Zoom is now downloaded to your computer. You can see this in  the lower-left corner

Press 'open file' to install Zoom.

3. Installing ZOOM on PC

A screen opens on your desktop, in which you can see the progress of the installation.



Wait until the installation is 100% ready before proceeding. This process may take several minutes depending on the speed of your computer.

4. Sign-in on PC

A new window opens on your desktop.

Enter your full name under **Enter your name**

Click [Join Meeting](#) and then click [Join with Video](#)

Press [Join with Computer Audio](#) and then [Join with Computer Audio](#) to participate.

5. Testing audio/microphone on PC

In the screen that appears on your desktop you can test audio and video settings.

Press [Test Speaker and Microphone](#)

Testing the speaker

Can you hear the ringtone? Press If you don't hear the tone press and try again.

Testing the microphone

If you pressed , say something out loud.

Did the computer repeat you? Press If you did not hear yourself. Press and try again.

6. Using audio & video

In Zoom, you can turn the camera and microphone on and off by pressing the display buttons. These are probably the most important buttons to master:

 **Camera's on.**
Press the button to turn off the camera.

 **Camera is off.**
Press the button to turn on the camera.

 **Microphone's on.**
Press the icon to mute.

 **Microphone is off.**
Press the button Unmute to be heard.

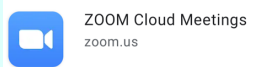
Practise makes perfect

The best advice is to practise in Zoom. It is easy. Just click this link www.zoom.us/test and check it out.

Join with tablet or mobile

You can also join your online meeting using your tablet or mobile phone. For this you need a smartphone with a stable internet connection.

In the app store, search Zoom and install with one click:



Open the ZOOM application by pressing



Press  and enter the Meeting ID.

This is under the heading 'EXTRA LOGIN DETAILS' in the invitation you received.

Then press 'Join'

Join

After this, you will be asked for the Passcode. This too is found under the heading 'EXTRA LOGIN DETAILS' in the invitation you received.

Enter the Passcode and press

OK

Dial-in via phone

You can also dial in and listen in to your online meeting by telephone.



If you dial in by phone, you won't be visible on ZOOM. You're only audible. You can only hear and talk to everyone, but you can't see the rest of the participants.

If you are dialing in from the Netherlands, the dial-in number is +31 20 794 6519. A voice response system will ask you to enter the Meeting ID and passcode. These are mentioned at the bottom of the invitation you received, under the heading "EXTRA LOGIN DETAILS". You will then automatically be added to the online meeting.



When joining from outside the Netherlands, you can use a local telephone number to join. You can find this number on the Zoom website: <https://zoom.us/zoomconference>. Similar to the process described above, you will need to enter the Meeting ID and Passcode after which you join the meeting.



Note: if you dial in, using audio only, it is not clear to the other participants who you are. They only see a combination of numbers. So please state your name clearly when speaking.

Remote support

For technical support, you can request assistance during the meeting. Half an hour prior to the start of the meeting, MeetingMasters can also be reached by phone and via WhatsApp:



Call +31 (0) 6 33 03 47 07



WhatsApp via +31 (0) 6 33 03 47 07

On-site support

We have a remote support service. In some cases, however, we can also provide support on location, assisting speakers or participants..



With MeetingMasters on various locations in the Netherlands, we can easily assist Dutch residents on location.

On-site support must be requested from the organizer of your meeting no later than one week before the online meeting takes place.