U

ZOOM
TROUBLE SHOOTING TIPS

UCLA Health

Table of Contents

Name Change

Entering and Leaving your Meeting

Connectivity Issues

Zoom Functions

Name Change: On Zoom App (Mobile)

1. H it the Zoom Icon on your smartphone to launch the app and select "**Settings**" in
    the bottom right of the screen. Then touch your current name to open the edit menu
    and choose **"Show name"** in the next window.
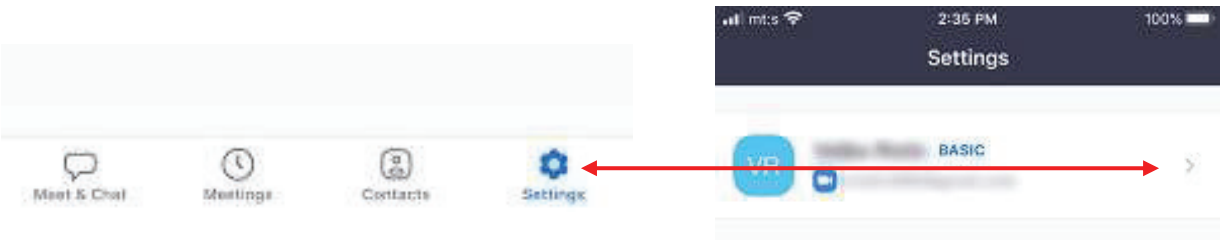
2. N ow, it's just a matter of touching the first and last name and changing it to what you
    prefer. There is also an **"x"** icon next to the first and last name for quick deletion.
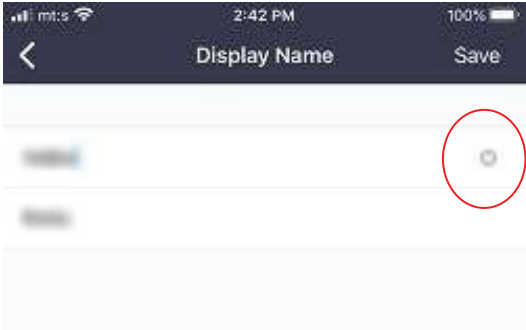

Once done, press **"Save"** in the upper right corner of the screen and your name will be

updated. The action is synchronized on all devices that have Zoom with the same

account

Name Change: On Zoom WebP ortal/ Desktop App

1. Go to zoom.us and log in to your account,t hen click on MyP rofile. Now, youn eedt o

   click on **"Edit"** andy ou will bed irectedt o **"My profile"** within the Zoom web client.
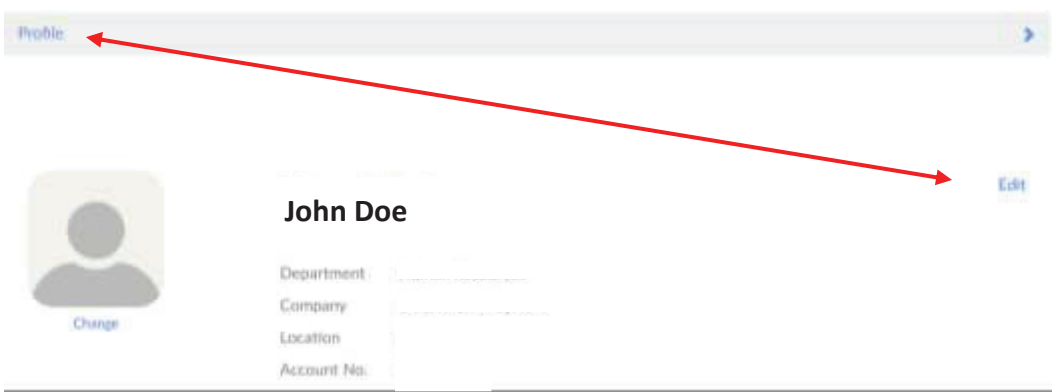
If youa re usingt he desktopa pplication, clicko nt he gear icon belowy our profile

picture toa ccess thes ettings menu.
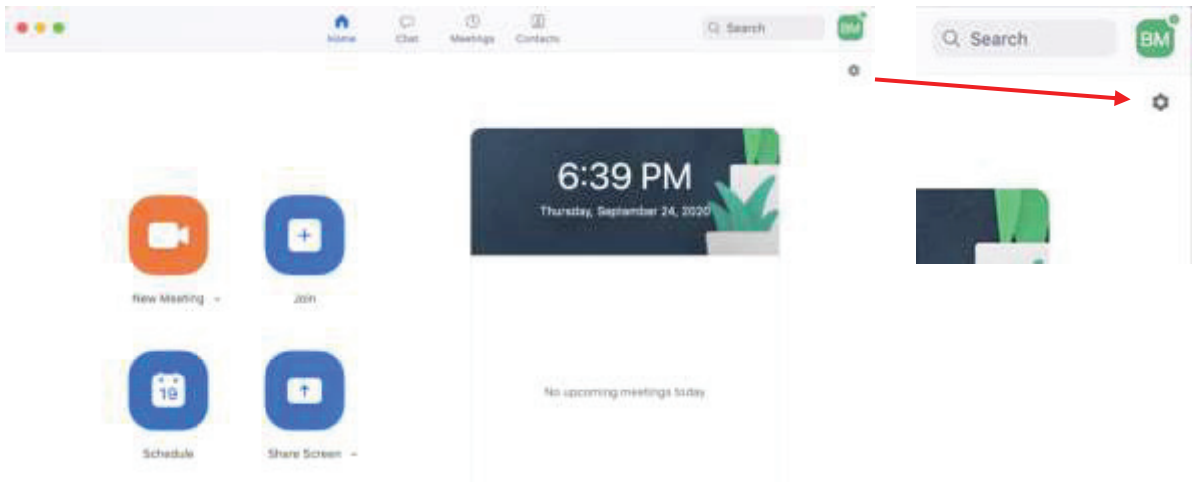
2. Z oom will display a menu for updating the data. Change the name, select the

corresponding box and type the desired Name.

This is also the place to set up your phone number, update job title, company as well as

department. And you can also include the current location.
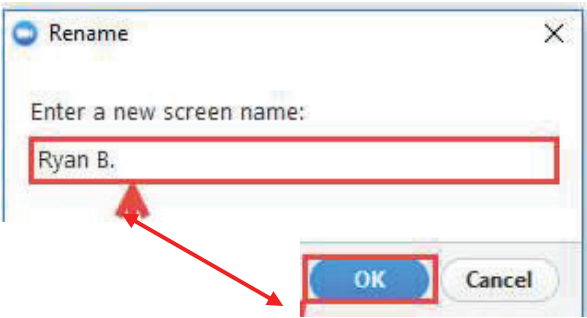
Name Change: While in Zoom Meeting

1. T o change your name after entering a Zoom meeting, click on the **"Participants"**

   button at the bottom of the Zoom window.

2. N ext, hover your mouse over your name in the "Participants" list on the right side of

   the Zoom window. Click on **"Rename"**.

3. E nter the name you'd like to appear in the Zoom meeting and click on **"OK"**.

Entering your Meeting: "Waiting Room" Enabled

1. I f the host of the meeting has enabled the **"Waiting Room"** you will see the image

   below. The host is immediately notified when someone has entered the waiting room

   and will let you in once they are ready. If you are early enough, we advise you test

   your computer audio while you wait.
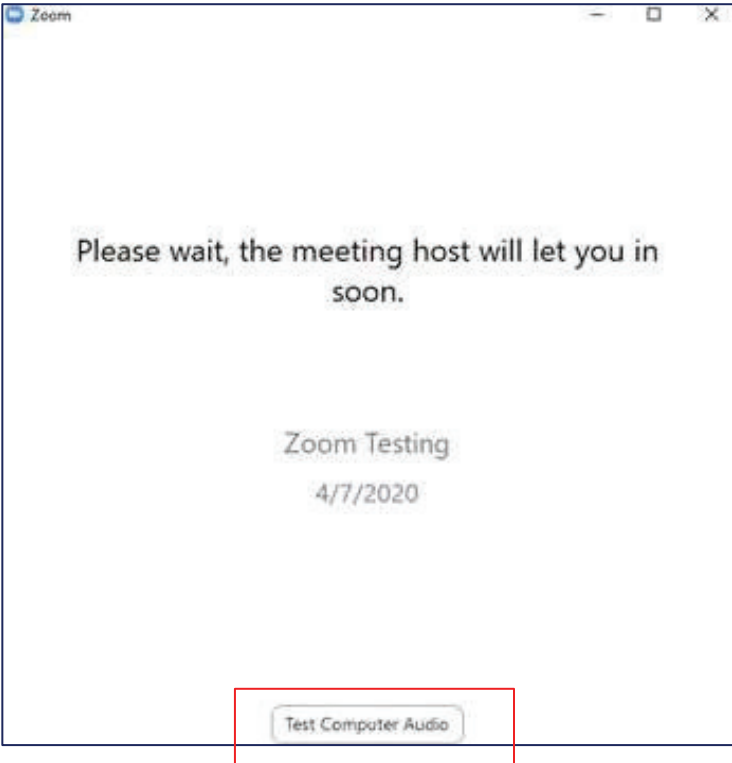
Entering your Meeting: Password Enabled

1. If your meeting has a Password, you will receive it from the host when you are sent
   your zoom meeting link. You should see the image below on your screen.
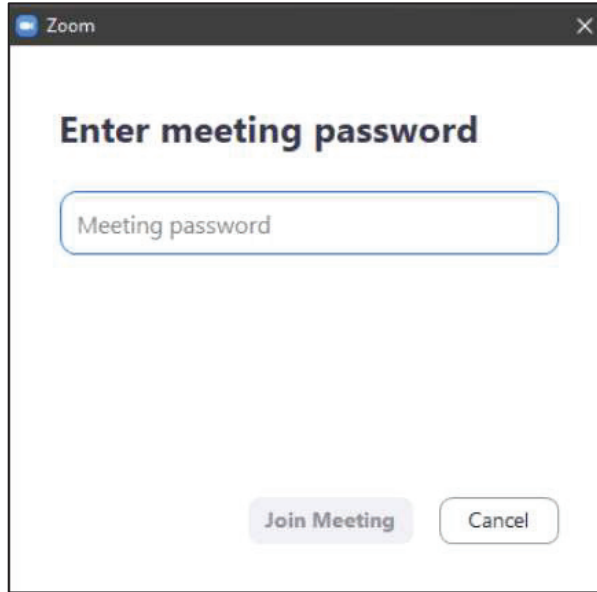
If this image pops up and you do not know your password, please go back and read
your confirmation email. If your password is not on the confirmation email, please
reach out to whoever set up your meeting.

Entering your Meeting: Meeting ID (Desktop and Mobile App)

You can join a meeting via your zoom Desktop/ Mobile App and Internet Browser. Your

Meeting ID is the numbers/digits at the end of your Zoom Link.

Example: https://uclahs.zoom.us/j/**94450356332**

Meeting ID: 94450356332

Connectivity Issues: Mac

It is important to know that you cannot always participate in a Zoom meeting using a web browser like Safari, Chrome, or Firefox on a MacBook. Instead, you will have to download Zoom Client to avoid any issues.
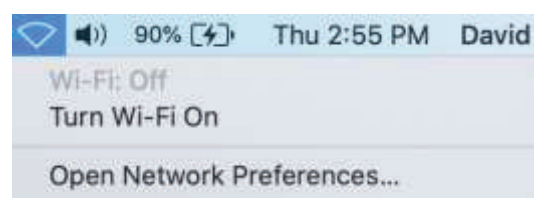
- You can download the app on the Zoom Website or App Store

Issue's with WiFi

1. There are a few things you can do to fix Wi-Fi problems on your Mac. First, try turning **Wi-Fi Off** and back on. This can fix minor connectivity issues.
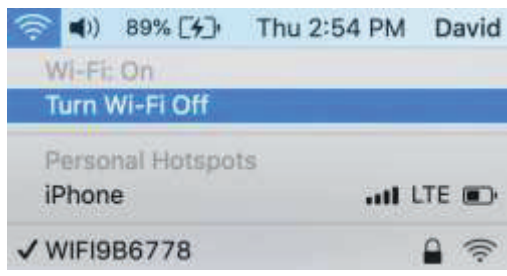
2. Click the Wi-Fi icon again, and then click **Turn Wi-Fi On**. Make sure your Mac reconnects to your Wi-Fi network when you turn Wi-Fi back on.

While turning Wi-Fi off and back on, try restarting your router too. Doing this is as easy as unplugging it and plugging it back in If your Mac still will not connect to Wi-Fi, try connecting to a different Wi-Fi network. If your Mac can connect to other Wi-Fi networks, the problem is likely being caused by your router.

1. Forgetting your Wi-Fi network is another potential solution when your Mac cannot

    connect to your network and only your network. When your Mac connects to a Wi-Fi

    network for the first time, it saves information about how to connect to that network.

    If that information changes, your Mac might not be able to connect to Wi-Fi.

    Open **System Preferences** and click **Network**. Then, click **Advanced**.
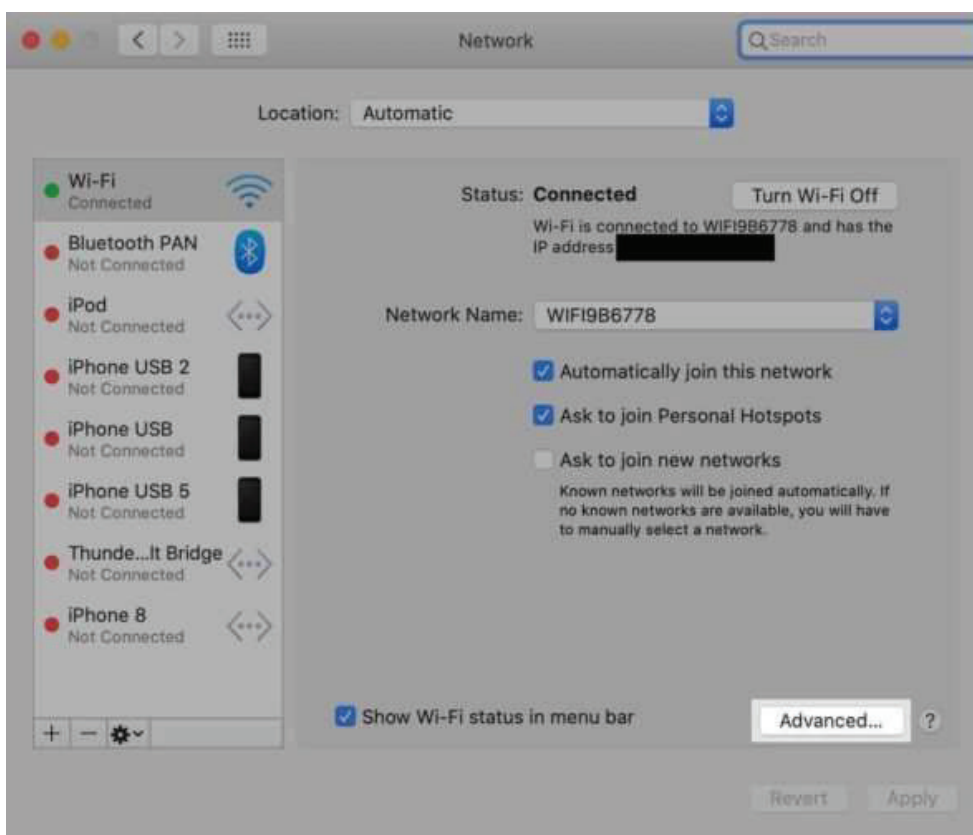

2. Click on the network you would like your Mac to forget to highlight. Click **the minus**

    button (-) to forget that network on your Mac. Click **OK** to update your Mac's

    Network settings.

Disabling Your Firewall

Firewall software can sometimes prevent Zoom from working on your Mac. The software might interpret Zoom as some sort of security threat and not allow it to run.

You can temporarily disable your Mac firewall by going to **System Preferences -> Security & Privacy** and clicking the Firewall tab. Click **"Turn Off Firewall"** to disable your Mac's firewall. You may have to enter your Mac password before you are able to adjust the firewall settings.
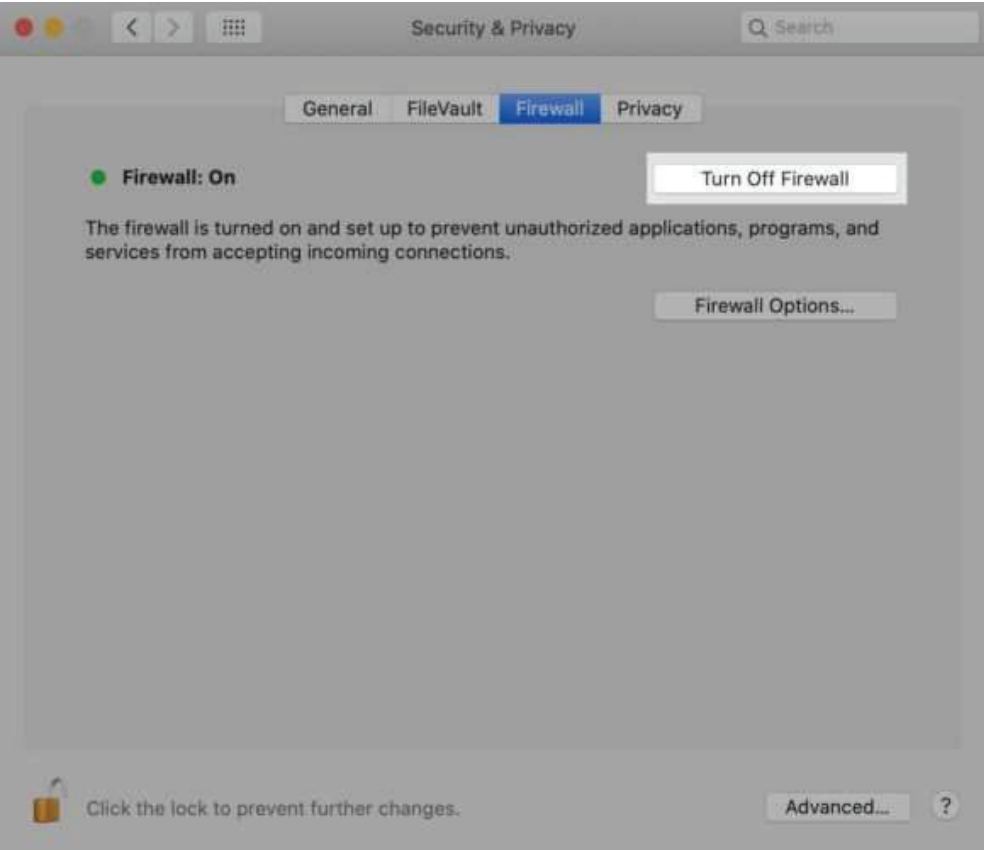
If you do not want to temporarily turn off the firewall, you can add Zoom to your list of apps that are always allowed to make incoming connections.

Go to System **Preferences -> Security & Privacy -> Firewall** and click **Firewall Options**. Click the **plus button (+)**, then click on zoom.us. Click **Add** to let allow incoming connections from Zoom.
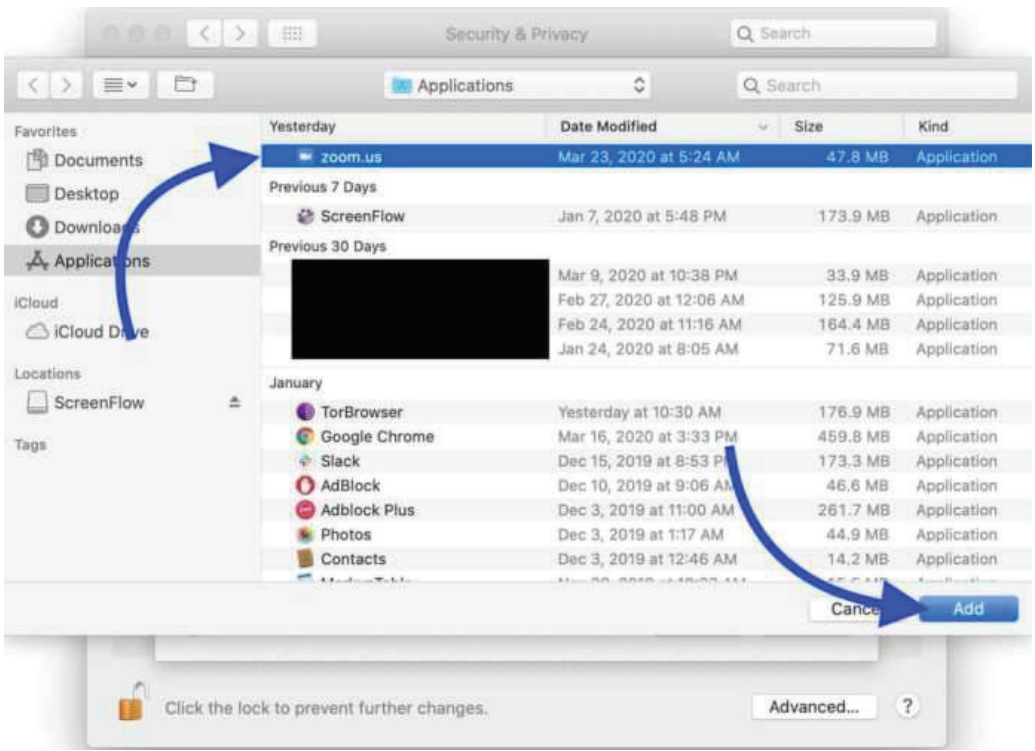
Finally, click **OK** to confirm your decision.

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If Zoom still is not working on your Mac, it is probably time to contact customer support.

Head to the Zoom Help Center to learn how to get in touch with customer support.

| 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 are on a network with a firewall or a proxy, contact a network administrator to check your firewall and proxy settings. An antivirus software like AVG may be blocking your connection to Zoom. Disable the service and try again. Check with your Internet service provider that you can connect to the Zoom service.

Zoom Functions: Accessing in-meeting chat

1. Whilei na meeting, click **Chat** in the meeting controls.

2. This will opent he chatw indow. You cant ypea message intot he chat box or click on thed ropd ownn extt o **To:** if youw antt o send am essage to a specific person.
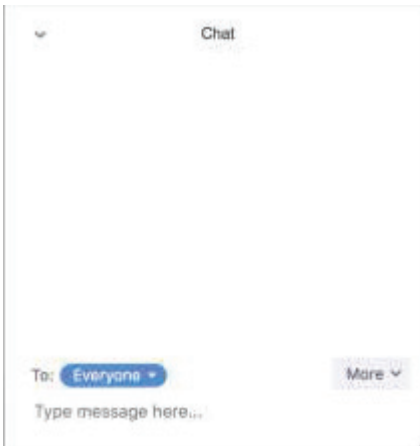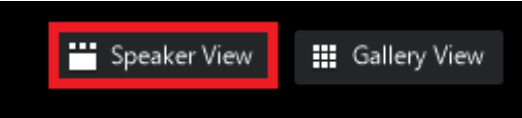

3. When new chat messages are sentt oy ou or everyone,a previewo ft he messagew ill appear and Chatw ill flasho range in your hostc ontrols.
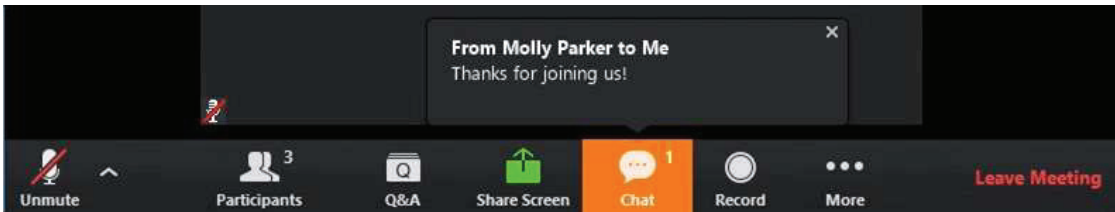
Zoom Functions: Active Speaker View VS. Gallery View

While in a meeting, you can switch between Active Speaker View and Gallery View.

1. Active Speaker View will switch the large video window between who is speaking with 3 or more participants in the meeting. If it is just you and one other participant, your video will be smaller at the top and their video will appear below.


2. Gallery View lets you see thumbnail displays of participants, in a grid pattern, which expands and contracts as participants join and leave the meeting. Depending on the amount of participants you can have 2 or more pages.
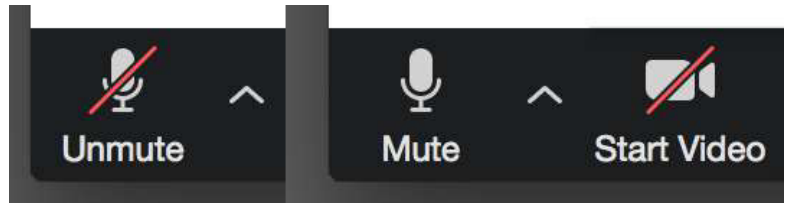
Zoom Functions: Video

To turn your video on ando ff youw ill need to click theV ideo Icon on the lower left hand corner oft he screen. If thec amera has a linea cross it theny our camera is off.I ft he Icon has **"Stop Video"** then your camera is on.
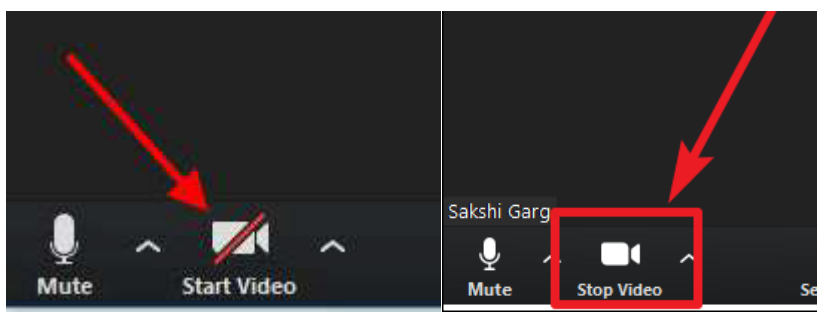
Zoom Functions: Audio

To turn your Audioo na nd offy ou will needt o click the Microphone Icon on the lower left hand cornero ft he screen. If the Microphone as a linea cross it and reads **"Unmute"** thep articipantsc annoth ear you. If the icon has **"Mute"** then your Microphone is on.

Zoom Functions: Leave Meeting

To leavey our Meeting youw illn eedt oc lick on the **"Leave Meeting"** Icono nt he lower righth andc orner. Simplym inimizingy our screenw ill note nd your meeting.