

ZOOM USER GUIDE

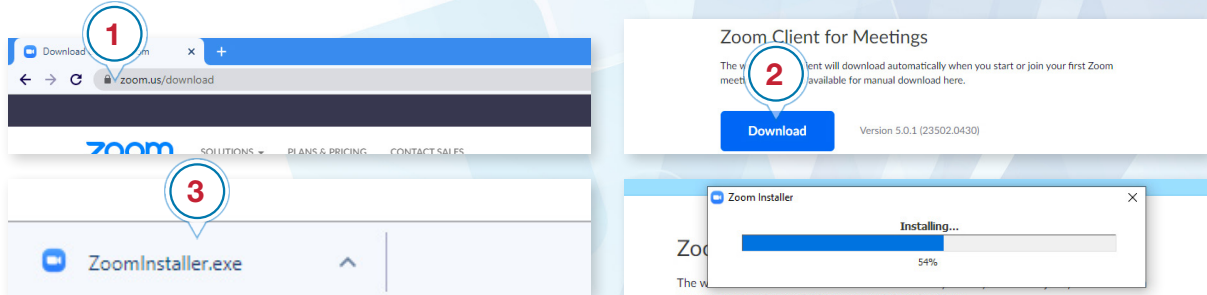


AGM  **convene**

Set up Zoom

Download and Install Zoom for PC

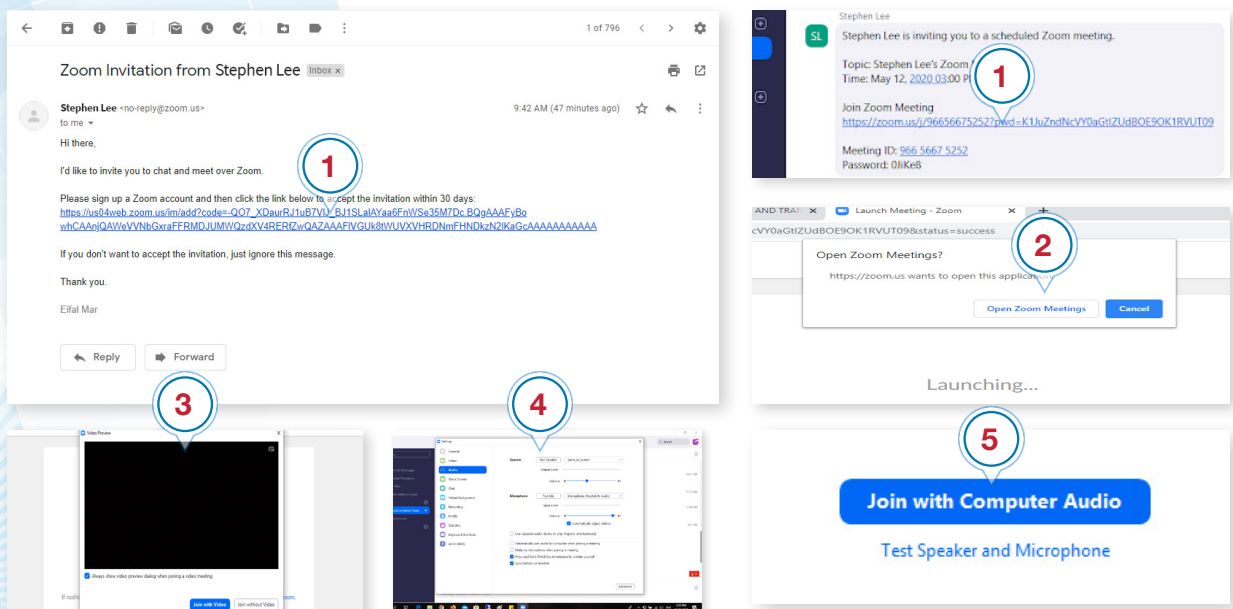
1. Open your browser and go to [Zoom download](https://zoom.us/download).
2. Under Zoom Client for Meetings, click **Download**.
3. Once the installer is downloaded, click it to install.



Join Your AGM

Join AGM via Zoom URL




1. Click the Zoom URL link provided by the AGM Host.
2. You will be redirected to the launch page, click **Open Zoom Meetings** to join the AGM.
3. A preview prompt will be shown, choose whether to join the AGM with video or without.
4. To test your audio, click **Test Speaker and Microphone**. A prompt will show if your speaker and microphone are working. Close the prompt once done.
5. Click **Join with Computer Audio** after testing.

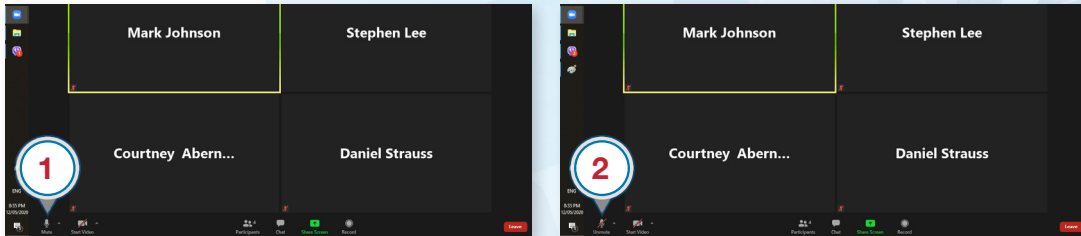


Access Zoom Toolbar Features

Mute or Unmute your Mic



When it is not your time to speak, it is recommended to mute the mic. In the Zoom Toolbar below your screen,

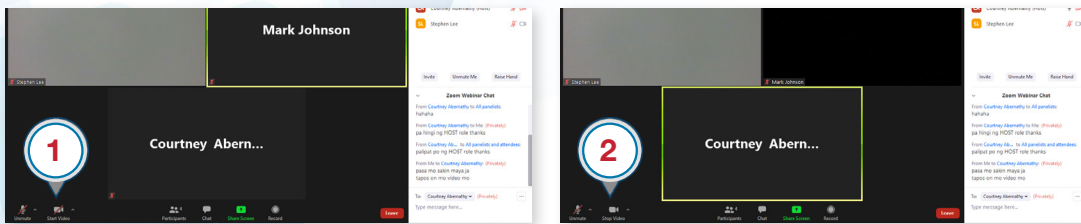
1. Click the Mute  button to mute your mic. Once a user is muted, a red slash  will appear beside the name of the participant.
2. To unmute, click the Unmute  button.



Turn On or Off your Video



In the Zoom Toolbar below your screen,

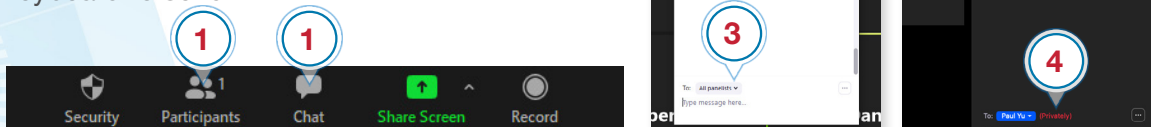
1. Click the **Start Video** button  to share your video.
2. Click the **Stop Video** button  to turn off your video.



Chat with Panelists

Start a group chat with all Panelists or send them a private message.

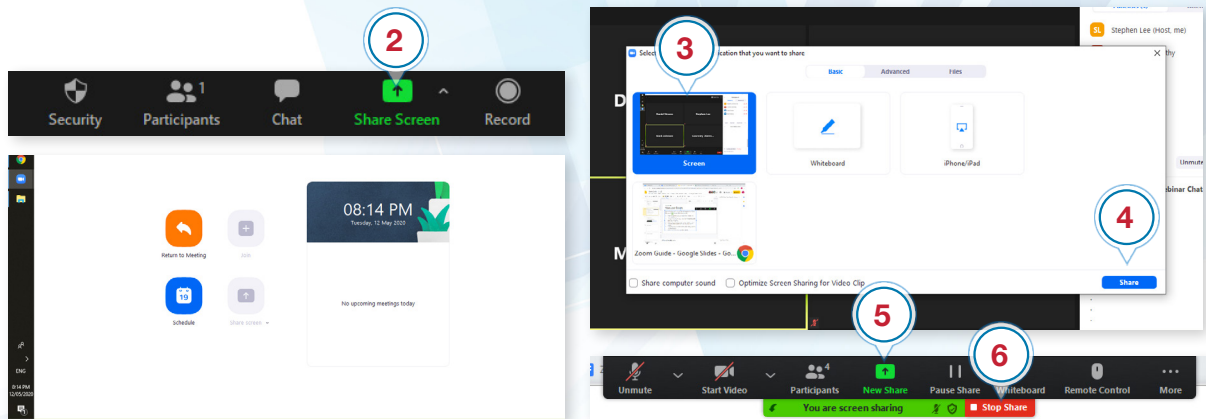
1. Click the **Chat**  or **Participants**  button on the toolbar.
2. In the **To** field, click **v** then select **All panelists** to send a group message to all the Panelists.
3. Click the **v** button to select a Panelist and send a private message.
4. Type in your message and press “Enter” on the keyboard to send.



Share your Screen

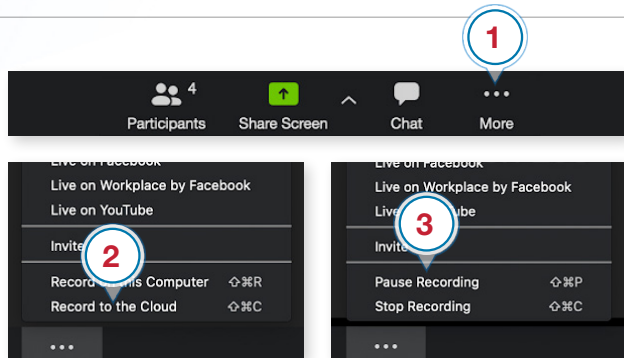
Screen sharing can be done by all Panelists in the AGM if the AGM Host granted them sharing rights.

1. Open the documents that you would like to share with other participants.
2. Go back to the Zoom Client and click the **Share Screen** button on the toolbar.
3. Select the window or program you would like to share.
4. Click the **Share** button to start sharing your screen.
5. To share a specific file only, click **New Share**, but if you want to switch between files and apps, there is no need to click the button when you have shared your screen.
6. To end screen sharing, click **Stop Share**.



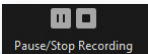
Record the Webcast via Cloud

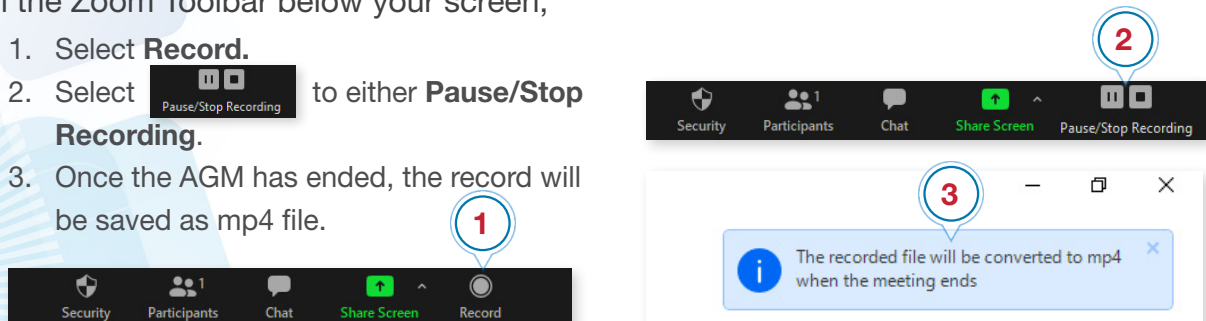
1. Select **More** on the Zoom Toolbar.
2. Click **Record to the Cloud**.
3. Select **More** again to either **Pause/Stop Recording**. The recorded webcast will be saved and a link will be sent to your email for download after the AGM.



Record the Webcast via Local Storage

In the Zoom Toolbar below your screen,

1. Select **Record**.
2. Select  to either **Pause/Stop Recording**.
3. Once the AGM has ended, the record will be saved as mp4 file.

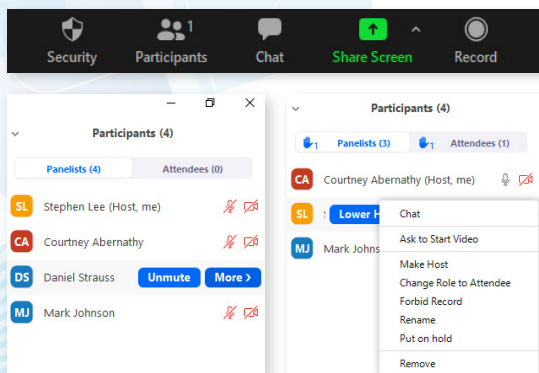


Manage Participants


Manage List of Panelists

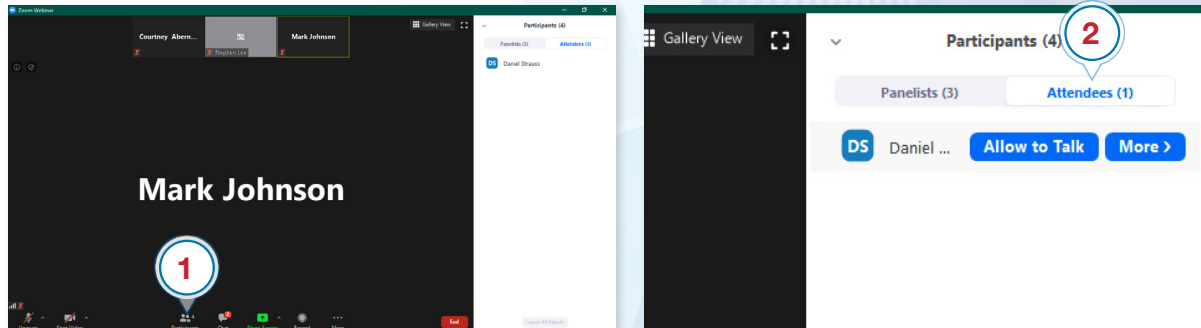
Once the Panelists have joined the AGM, they will be listed in the Panelists section of the Participants list. The following options can be used to manage them.

- **Mute / Unmute:** Mute or unmute the Panelist. If the Panelist muted their mic, they need to accept the Unmute prompt before they are unmuted.
 - Alternatively, you can mute or unmute all Panelists via the **Mute All** or **Unmute All** buttons located at the bottom of the Participants list
- **Chat:** Open the chat window to send messages directly to the Panelist.
- **Make Host:** Assign the Panelist to be the Host. There can only be one Host.
- **Change Role to Attendee:** Click this to change the Panelist’s role to Attendee.
- **Forbid Record / Allow Record:** Forbid or allow the Panelist to start or stop a local recording of the AGM. Panelists do not have permission to start a cloud recording.
- **Assign to type Closed Caption:** Assign the Panelist to type Closed Caption during the AGM.
- **Rename:** Change the Panelist’s name that is displayed to other participants.
 - Note: To change your own name that is displayed, hover over your name in the Participants list and click **Rename**. This change only applies to the current AGM. To permanently change your name, see My Profile.
- **Put on hold:** Place the Panelist on hold. This will temporarily remove them from the webinar so that they cannot hear you, see your screen share, or your video. Their Zoom screen will change to the message: “Please wait, the AGM Host will let you in soon”, followed by the name and date of the AGM.
- **Remove:** Remove the Panelist from the AGM. They will not be able to rejoin unless you allow them to rejoin.




Manage List of Attendees

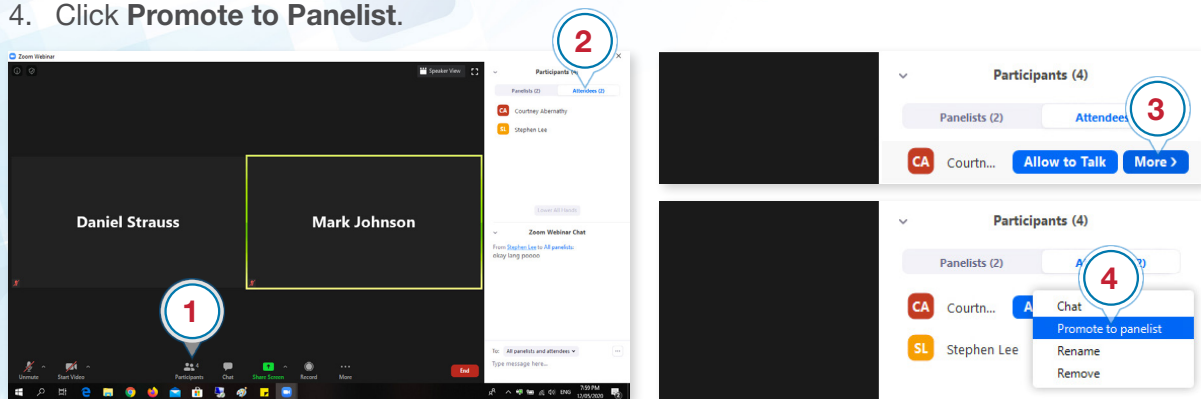
1. Click the **Participants**  button.
2. In the **Participants** list, select the **Attendees** tab to view the list of Attendees in the AGM.



Promote Attendee to Panelist


If the Panelist accidentally joined the Zoom AGM as an Attendee, the Host can promote them as Panelist.

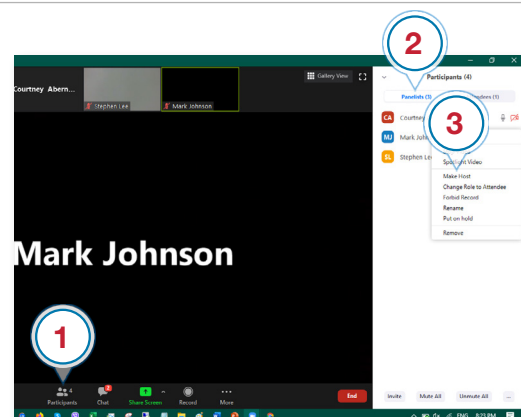
1. Click the **Participants**  button.
2. Select the **Attendees** tab.
3. Hover over the name of the Attendee you want to promote then click **More**.
4. Click **Promote to Panelist**.



Pass Host role to other Panelist

The Host role controls the AGM's functions such as screen sharing, muting or unmuting, and managing the general features in the Zoom interface. There can only be one Host at a time.


1. Click the **Participants**  button.
2. In the **Panelists** tab, hover over the user you want to make as Host then click More.
3. Click **Make Host**.

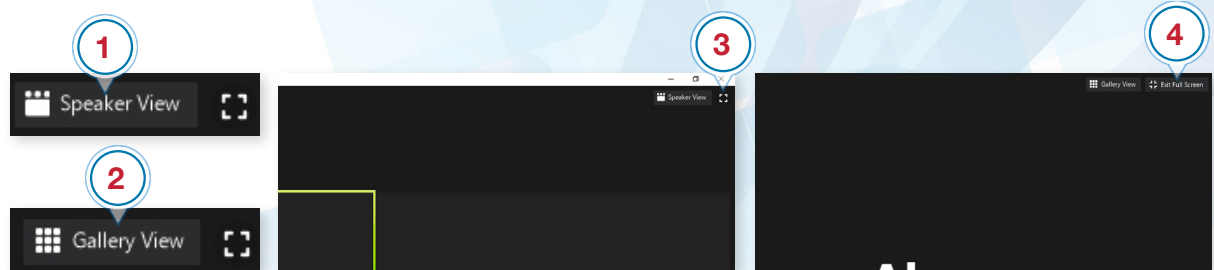


Choose Video Layout

Adjust Video Layout and Display

Change how the video appears on your device using the buttons at the upper-right corner of the screen.

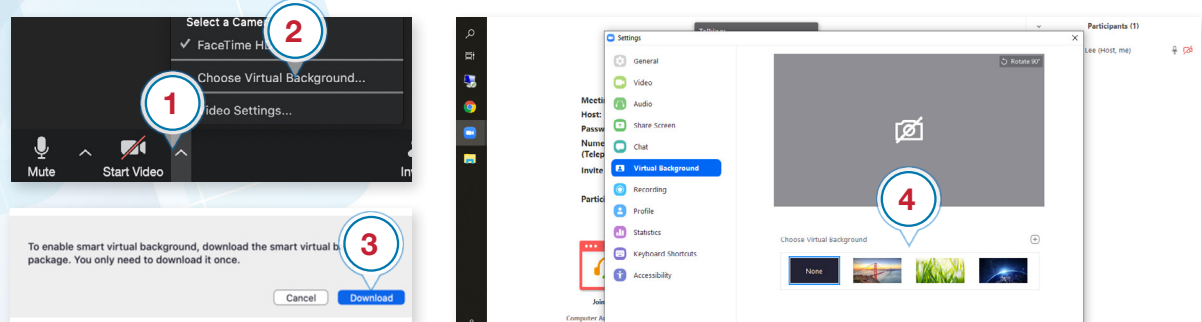
1. Toggle to **Speaker View** to enlarge the display for the current speaker and minimise other participants.
2. Toggle to **Gallery View** to make the display uniform for the speaker and other participants.
3. To enter full screen mode, click the **Full Screen** button  or double click the screen.
4. To exit the full screen mode, click the same button or press “Esc” on your keyboard.



Choose your Virtual Background


In the Zoom toolbar below your screen,

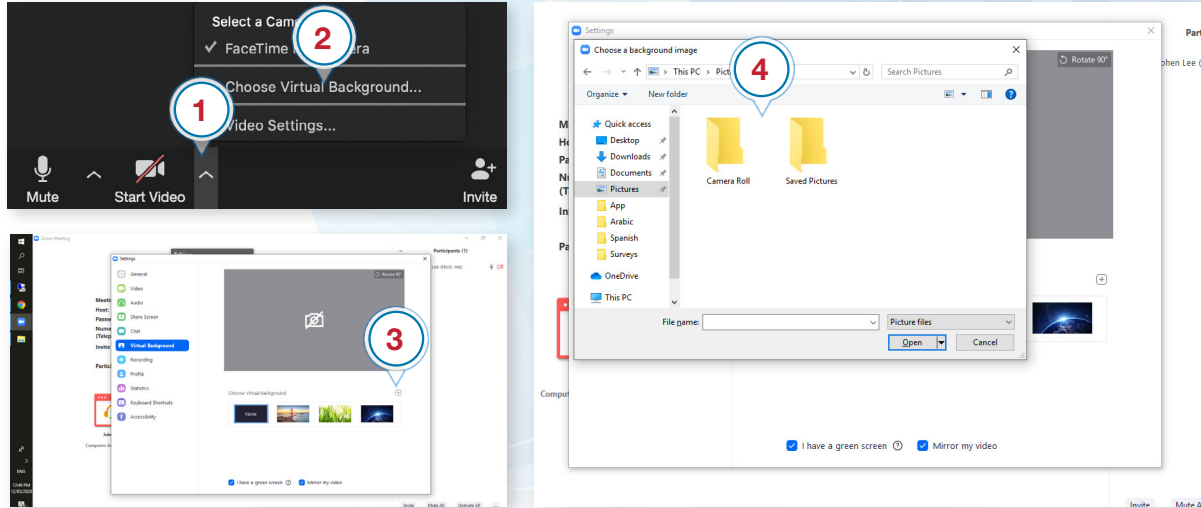
1. Click the ^ arrow beside the **Start Video** button.
2. Select **Choose Virtual Background**.
3. If prompted, click **Download** to download the package for virtual background without a green screen.
4. Select from the available images.



Upload your Own Virtual Background

Alternatively, you may upload your own image as virtual background.

1. Click the ^ arrow beside the **Start Video** button.
2. Select Choose **Virtual Background**.
3. Click the **Add Image**  button.
4. Select the image from your computer.



Set up Green Screen

Green Screen provides a solid backdrop between the Panelists and the actual background, which can be used if preferred, to make the Virtual Background look more seamless and natural. To utilise Green Screen for your AGM,

1. Ensure the lighting at the location of the call allows the face of the Presenter to be properly lit.
2. If you are using a custom image, make sure to crop it to match the aspect ratio of your camera.
3. e.g. for a 16:9 camera, an image of 1280x720 pixels or 1920x1080 pixels would work well
4. Do not wear clothing that is the same color as the Virtual Background or the screen for better contrast.

Suggested Green screens for reference:

Name	Size	Type
Emart Photo Studio Green Backdrop Screen	10 x 12 ft	Drape over background objects or stand
Fancier studio collapsible backdrop	5 x 6.5 ft	Hang attached tab from stands, walls

Troubleshoot Issues

Unable to Join AGM

Please check these items:

- If you are on a desktop or mobile device, be sure you have installed the Zoom client and that it is up-to-date.
- If you have received any of these messages:

You are on hold:

The Host has enabled a waiting room; you will remain on hold until the Host admits you into the AGM room.

Please wait for the Host to start this AGM:

The Host has not yet joined the AGM. You will be prompted to join the AGM a short time after

Please enter the AGM password:

The AGM requires a password; enter the password provided by the AGM Host. If you do not know the password, contact the AGM Host for assistance.




Disconnecting and Re-joining

If you get disconnected or dropped out of the Zoom session, you can re-join using the same Zoom URL as long as the Host is still in the session. Please consider using a wired Internet connection or moving to a location with a better WiFi signal to improve the strength of your connection.

Fix Audio and Video Issues


Audio Issues

If you are unable to hear or talk to other attendees in the AGM:

Check the attendee controls at the bottom of your window. You should see the **Mute/Unmute** button  /  if you have already joined the audio call. If not, click the **Join Audio** button .

Video Issues

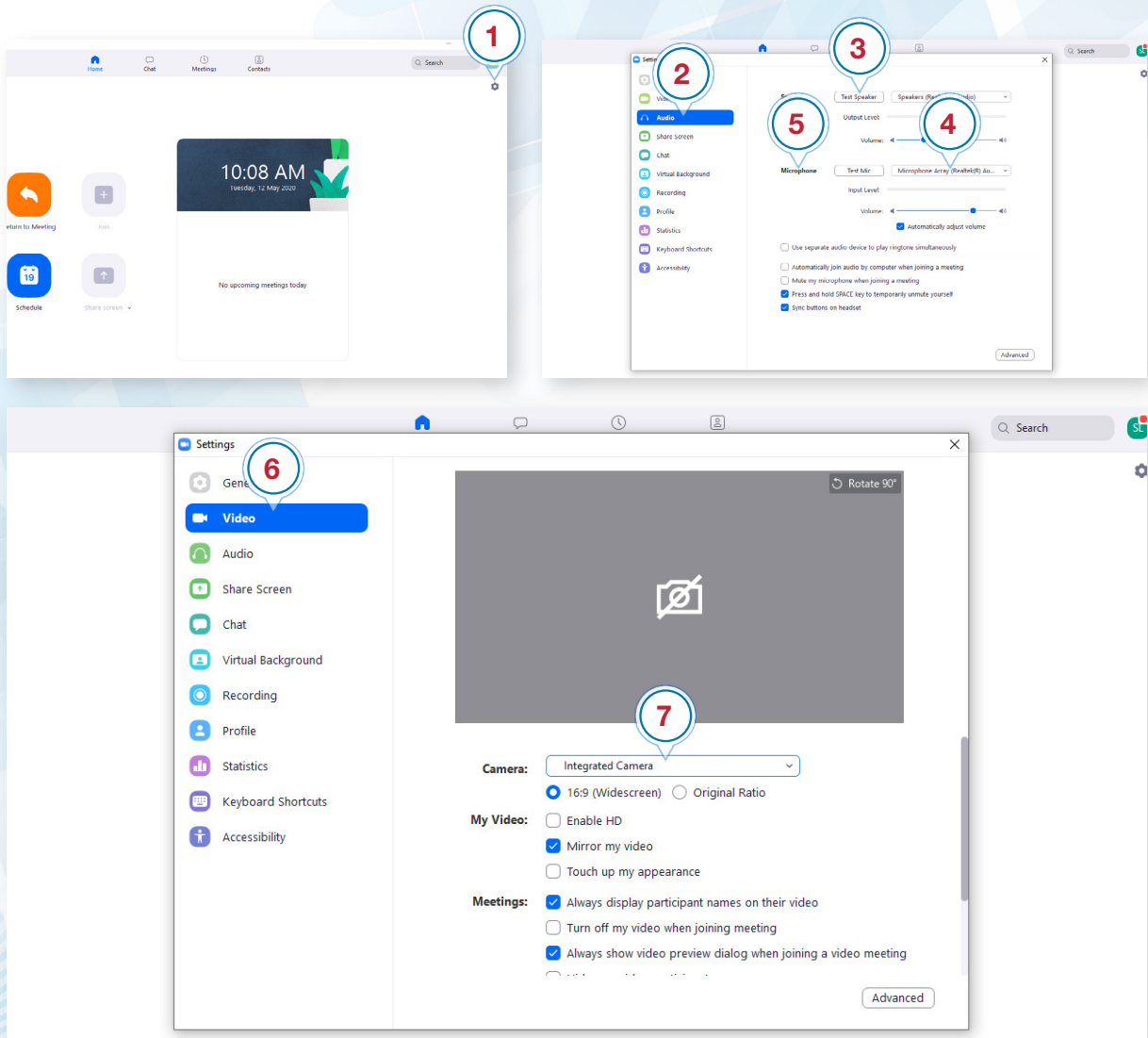
If you have joined the AGM successfully but others cannot see you:

Check the **Start Video** button  in the attendee controls at the bottom of your AGM window. There should be no “red slash” in the icon.

Adjust Audio and Video Settings

If someone cannot hear or see you during the AGM, you need to configure your settings to connect to the proper audio and video device.

1. Click the **Settings** button in the upper right-hand corner of the Zoom Home Screen.
2. Click the **Audio** tab in the left panel of the window.
3. Click the **Test Speaker** button to ensure that you can hear participants.
4. Under Microphone settings, choose the Built-in Microphone or external microphone that you will be using.
5. Click the **Test Mic** button and record a short audio clip. When you have finished recording, it will automatically play back to show that it is working.
6. Click the **Video** tab in the left panel of the window to open your video settings.
7. Click the **Camera** drop-down menu and choose the Built-in camera or external camera that you plan to use. You will see yourself in the preview window.



Check Software and Hardware Requirements

Equipment Required

Device Requirement

Device Type	OS	Processor	RAM
PC/Mac	6th generation	i5 dual-core or higher processor	8 GB
PC/Mac	4th generation	i7 quad-core or higher processor	8 GB
iPad Pro and the 5th and 6th generation iPad 9.7 or higher	iOS 12 and above	N/A	N/A
Android Tablet	Android 9 Pie and above	N/A	N/A
Windows Tablet	Windows 10 and above	N/A	N/A
iPhone 8, 8+, or X or higher	iOS 12 and above	N/A	N/A

Other Equipment

Green Screens for seamless use of custom image as Virtual Background

Notes:

For desktop , laptops, and Windows Tablets, it is recommended to use Chrome over Firefox.

Speaker/Microphones

- Built-in speakers and microphone
- USB plug-in or wireless Bluetooth (headset / speakers)
- Suggested microphones for reference:

Type	Brand and Model	Frequency Response	Sensitivity
Stand-alone mics	Samson G-track Pro	50Hz - 20kHz	+6dB FS/PA
	Blue Yeti Nano	40Hz - 15kHz	-47db
Clip-on mics	Boya BY-M1	65Hz - 18kHz	-30db
	Audio-Technica ATR3350	50Hz - 18kHz	-54db

Camera/Video devices

- Webcam or HD webcam (built-in or USB plug-in)
- HD cam or HD camcorder with video capture card
- Suggested models for reference:

Type	Brand and Model	Frequency Response	Sensitivity
Stand-alone webcam	Logitech C922 Pro Stream	720P standard up to 1080p	60FPS
	Microsoft Lifecam Studio	720P standard up to 1080p	15FPS
HD camcorder	Panasonic HC-V180K fps	1080P	60FPS

Check the System Requirements

Here is the list of recommended setup to participate in the AGM without interruptions.

Browser

Use a browser that is HTML5-compatible:

- Safari 12.1.2
- Google Chrome 74
- Mozilla Firefox 69

Bandwidth

Recommended bandwidth for following the Live Webcast:

- For audio-only sessions: 2 Mbps
- For audio and video: 5 Mbps
- For audio, video, and screen sharing: 8Mbps

Connect to the internet using a Local Area Network (LAN) as it is more stable than

1. If it doesn't work with the office network, try bypassing the office LAN and use a 4G connection to determine if it's a network port issue.
2. Please do a [speed test](#) to see if it's a network speed issue.
3. If your internet connection is slow, please close other applications that may be downloading in the background.
4. Check if you have other devices connected on the same router that is also consuming additional bandwidth.