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Calling into Zoom

Zoom is a video and telephone conferencing software that can be used to connect with others on a computer, smartphone, or tablet. Typically, Zoom is used for its video conferencing capabilities to have meetings or talk with others. However, you can also call into Zoom meetings using a cellphone or landline. This call-in feature can be used even if others on the call are joining through video conferencing. Although you will not be able to see anyone if you call in, you will still be able to hear everyone else speaking. Follow these steps to join Zoom meetings by telephone.

1. Get the meeting information from the host, or the person organizing the meeting. This information should include the following:
   a. Date and time of the meeting
   b. Meeting ID for Zoom
   c. Meeting password (if the host has required one)
   d. The number(s) to call into the meeting
2. On the day of the meeting, make sure you have all of the above information, and start by calling the dial-in number. There are several phone numbers to call in the event that the meeting has a large number of attendees. If many people are trying to connect to Zoom, you may have difficulty connecting, so try a different phone number. Here is the list of phone numbers you can try calling. Any of these phone numbers can be used to connect.
   - 669.900.6833
   - 253.215.8782
   - 346.248.7799
   - 312.626.6799
   - 929.205.6099
   - 301.715.8592
   (Note: these dial-in numbers only work from the U.S.)

3. Once you call in using one of the phone numbers provided, you will hear a voice prompt.
   a. The voice will say, "Welcome to Zoom, please enter your Meeting ID followed by pound." When you hear this, enter the meeting ID provided to you by the host.
      i. If you make a mistake, hang up and call again.
      ii. Once you enter the meeting ID, press the pound (#) key.
   b. The voice will then say, "Enter your participant ID followed by pound, otherwise just press pound to continue." Once you hear this, press the pound (#) key.

         i. Participant IDs are used if you plan to use two devices to join Zoom. Generally, you should not have a participant ID.

   c. The voice will then ask, "Please enter the password followed by pound." Enter the password and then press the pound (#) key once more.

         i. If you put in the wrong password, the machine will repeat what you pressed, and let you know the password is wrong. You can then enter the password again.

        ii. If you do not press any numbers and wait, you will hear the following, "You have not entered any number. Please reenter the meeting password followed by pound." Try to input the password as soon as you hear this.

            1. If you do not input the password right after the voice prompt, the call will disconnect.

            2. If you do get disconnected, you will have to restart the call.

       iii. If you correctly input the meeting ID and password, here is what you will hear (assuming the host has created a waiting room). "You are in the meeting now, there is X other participants in the meeting. You have been put on hold by the host. You cannot listen or talk until the host releases the hold." Once you hear this, music will start playing while you wait.

       iv. When the host lets you in, the music will stop. Say who you are, and then press your "mute" button on your phone. This way, the other participants will not hear background noise.

Below are some helpful tips:

1. When you are on a Zoom call, try to take the call in a place where there is no background noise. If you have a TV playing in the background, that may be heard by others who are on the call.
2. Make sure you are in an area in your home that has a good phone service so that the call will not drop.
3. Speak loudly and clearly so that everyone on the call can hear you.
4. If you have a question or something to say, mention that before continuing to speak. This will ensure that the other callers know you would like to talk and that everyone else will be able to hear you.