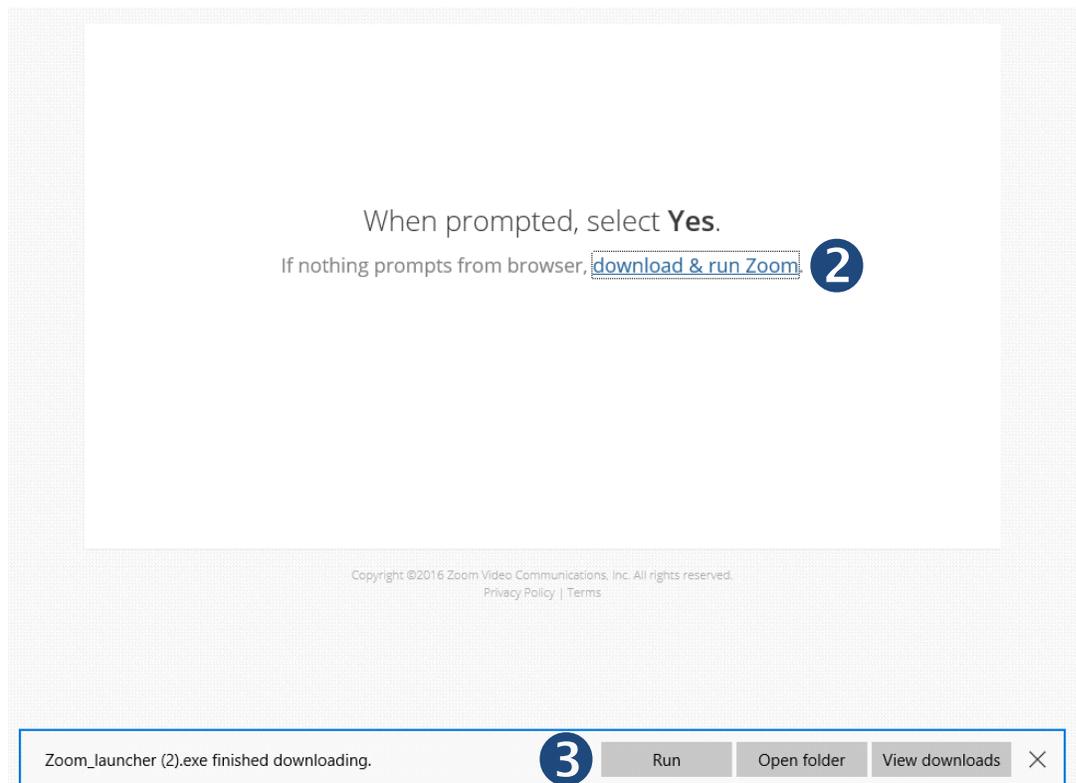




GETTING STARTED ON PC – Downloading Zoom (DO NOT RUN IN CDC CITGO)

Once you click the join link in the invite, you will see the following screen (MAY LOOK DIFFERENT BASED ON BROWSER USED):

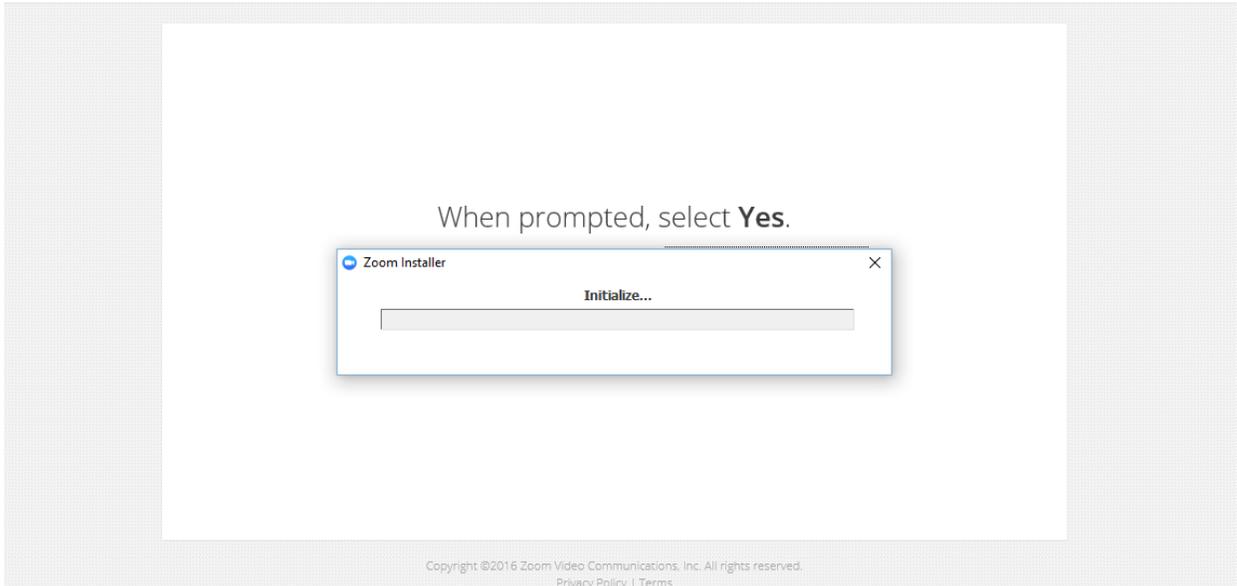
1. **Click 'Yes'** when prompted.
2. If nothing happens, **click the 'download & run Zoom'** link.
3. Then **click the 'Run' button**, which will appear on the prompt at the bottom of your screen.



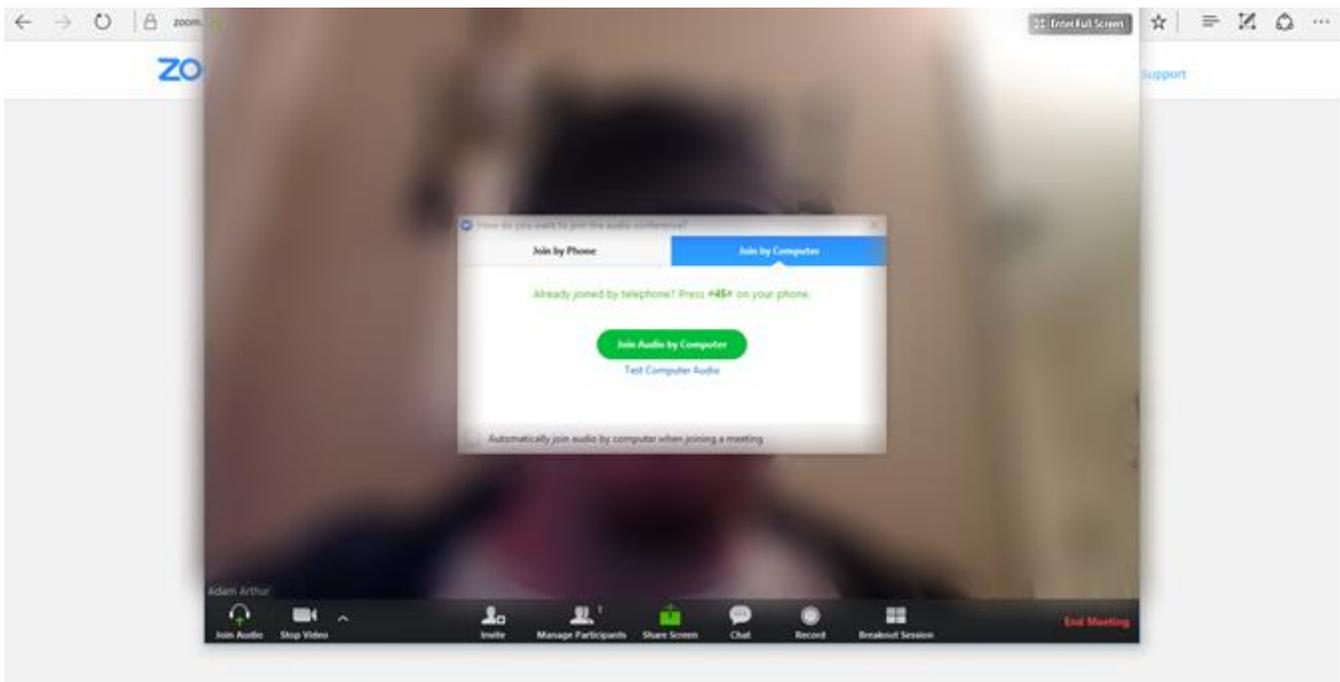
- If you have administrator rights on your computer, the downloader will begin to initialize the installation of the Zoom application and you should see the following screen, before entering into Zoom:

zoom

[Support](#)



- You should enter into the CDC Zoom application. Your screen should look something like this:



If you experience and error, please see the [ERROR WORKAROUND](#) section.



GETTING STARTED ON PC – Downloading Zoom (ERROR WORKAROUND)

-----SKIP SECTION IF YOU DO NOT EXPERIENCE AN ERROR-----

IMPORTANT: If you receive any error message, (specifically, ‘...The application is improperly formatted...):

1. Click ‘Ok’ to close the error box
2. Click the ‘download & run Zoom’ link to continue.

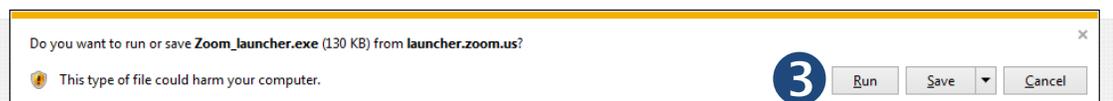
The screenshot shows a web browser window with several tabs open. An error dialog box titled "Cannot Start Application" is displayed in the foreground. The dialog contains the message: "Cannot continue. The application is improperly formatted. Contact the application vendor for assistance." Below the message are two buttons: "OK" and "Details...". A blue arrow labeled "1" points to the "OK" button. In the background, the main content area of the browser shows the text: "Click **Launch Zoom**; then select **Run** if prompted." Below this text is a blue button labeled "Launch Zoom". Further down, there is a link: "Did your meeting launch? If not, [download & run Zoom.](#)" A blue arrow labeled "2" points to this link. At the bottom of the page, there is a "Help" button and a copyright notice: "Copyright ©2016 Zoom Video Communications, Inc. All rights reserved. Privacy Policy | Terms".

3. Then **click the 'Run' button**, which will appear on the prompt at the bottom of your screen.
-

Click **Launch Zoom**; then select **Run** if prompted.

Launch Zoom

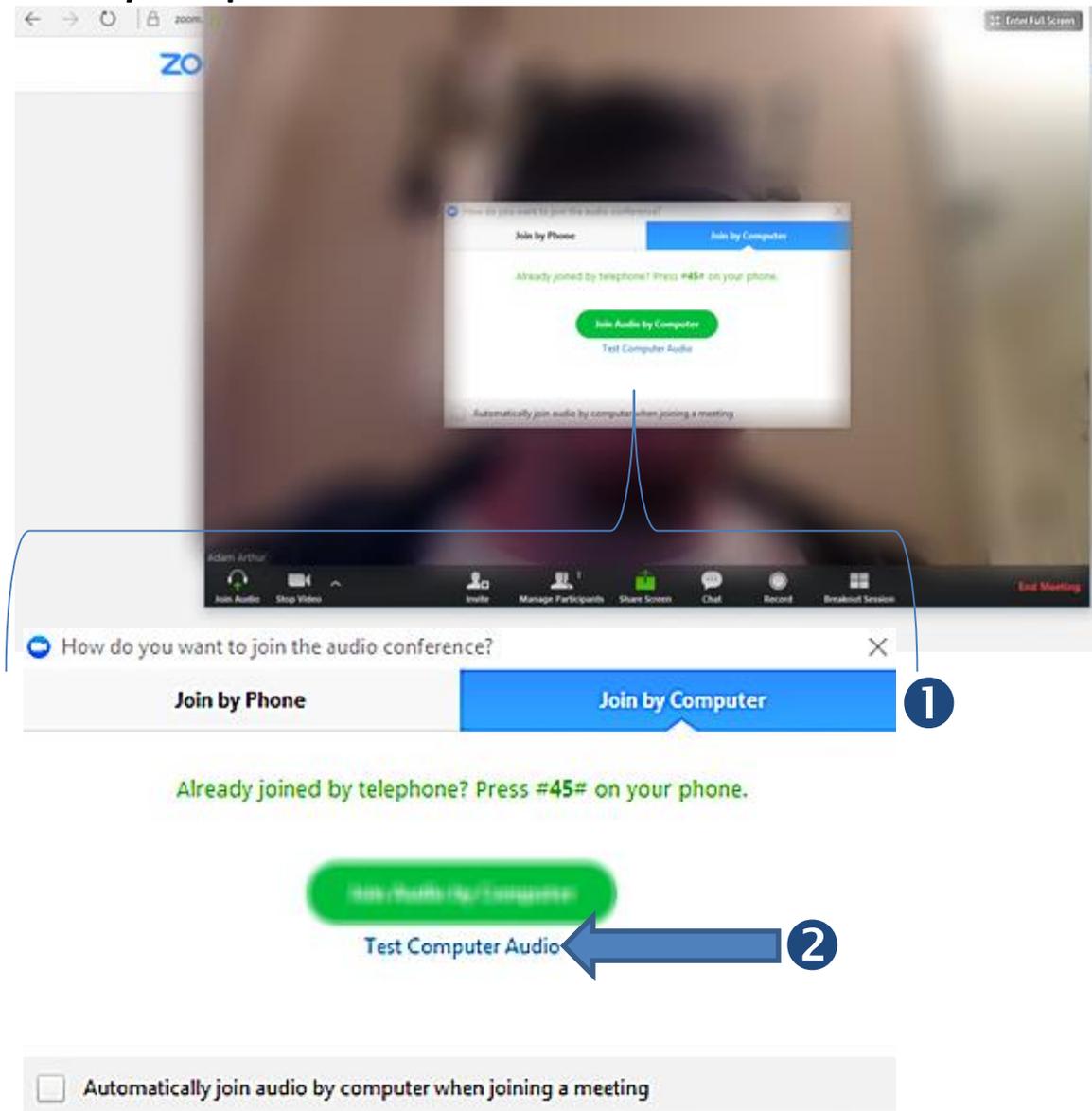
Did your meeting launch? If not, [download & run Zoom](#).



4. The meeting launcher should launch you into the CDC Zoom meeting session.

NOTE: Do not perform these steps in CDC CITGO or you will receive the following error message: 'username is not permitted to run ZOOM_LAUNCHER.EXE in CITGO.'

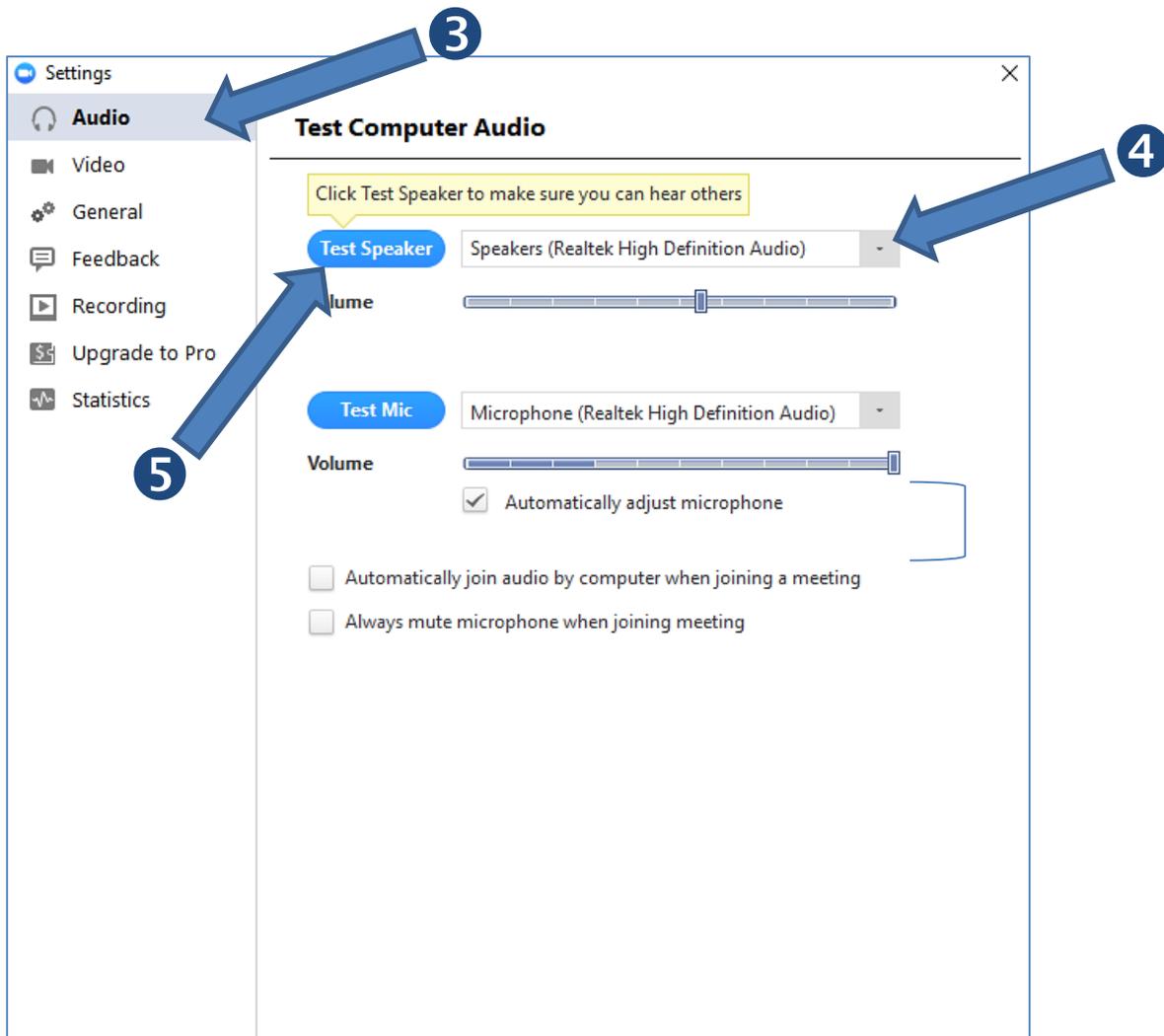
1. If you are using a headset or pc speakers, **click the 'Join by Computer' box.**



2. To setup your PC audio for the meeting, **click the 'Test Computer Audio' link.** If you have already joined the audio conference phone bridge, press #45# on your phone.

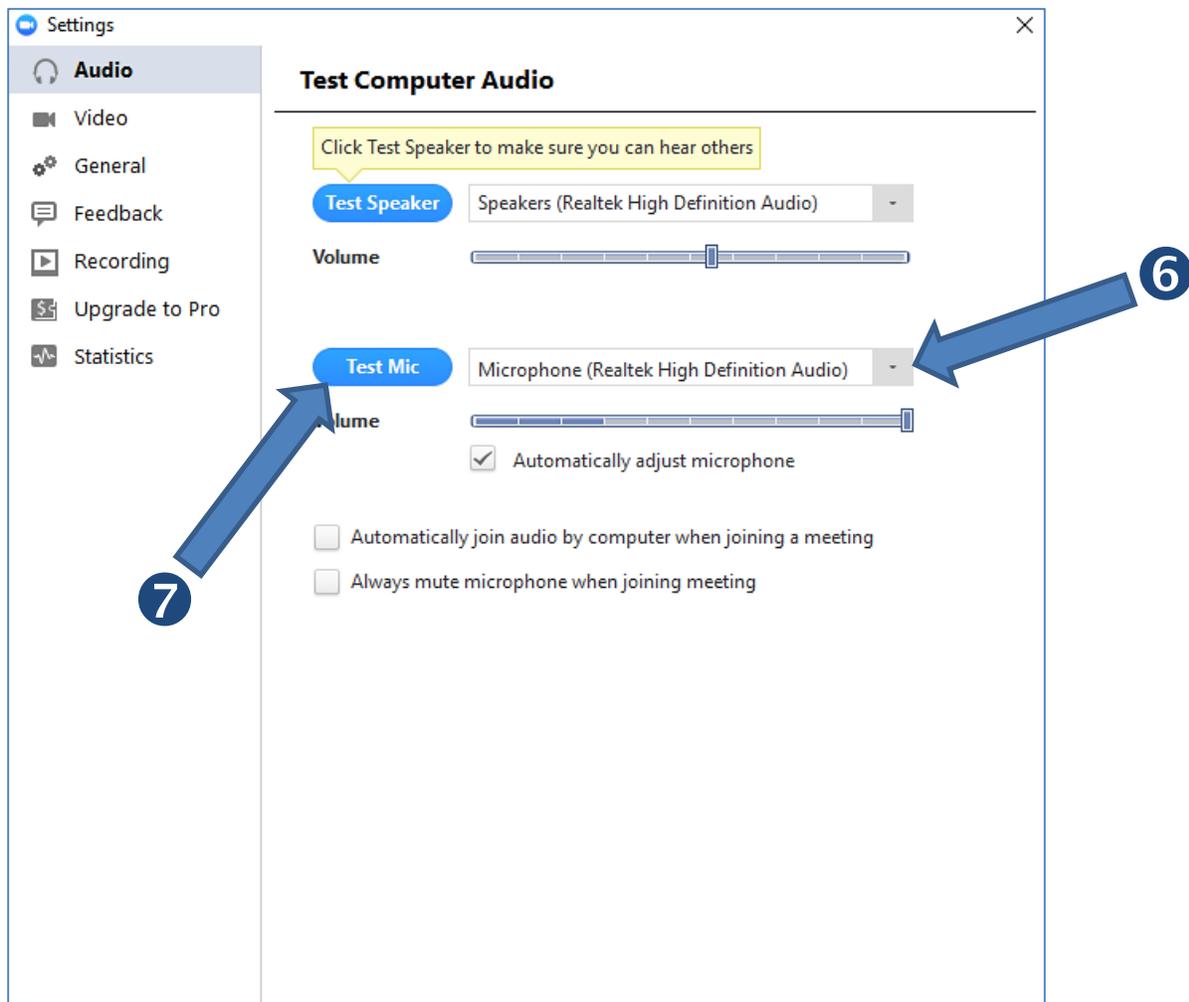
NOTE: audio quality is ALWAYS better through the 'Join by Computer' option.

3. The Settings menu should automatically appear, with the 'audio' tab already selected. To manually select, click with your left mouse button.



4. **Click the dropdown menu and select the corresponding name of the matching audio device** that you want to use to hear the conference
5. **Click the 'Test Speaker' button.** You should hear a set of notes. If you don't, continue to select and test different items from the dropdown menu until you do.

- To test your microphone, **click the dropdown menu and select the corresponding name of the matching microphone device** you want to use to capture your voice during the conference.



- Click the 'Test Mic' button.** You should see a bar graph bouncing to the right when you speak. If you don't, continue to select and test different items from the drop-down menu until you do.
- If you still can't hear any audio and/or can't get your microphone to work, please drop down to the **'Configuring Sound in Control Panel'** section for other potential troubleshooting.

NOTE: If you do not have the proper digital equipment, you can join by phone (audio conference only). If you are calling outside of the United States, you can click the 'International numbers available' link at the bottom of the invite to find one near you.

Keep in mind, to view the slides, you still must login to Zoom interface by clicking the link that you were sent in the CDC email.

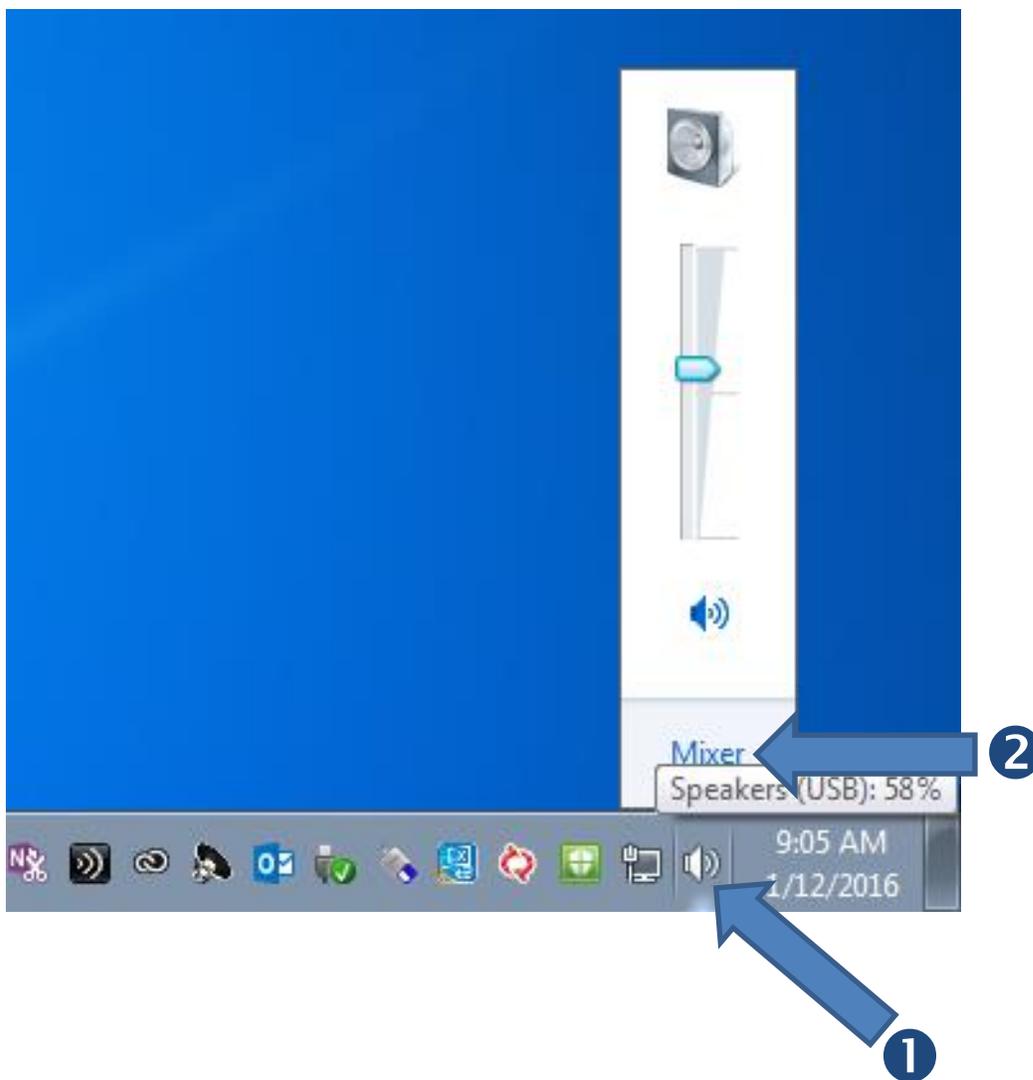


JOINING THE AUDIO CONFERENCE ON PC – Configuring Playback in Control Panel

-----SKIP SECTION IF YOU CAN HEAR AUDIO THROUGH SPEAKERS OR HEADPHONES-----

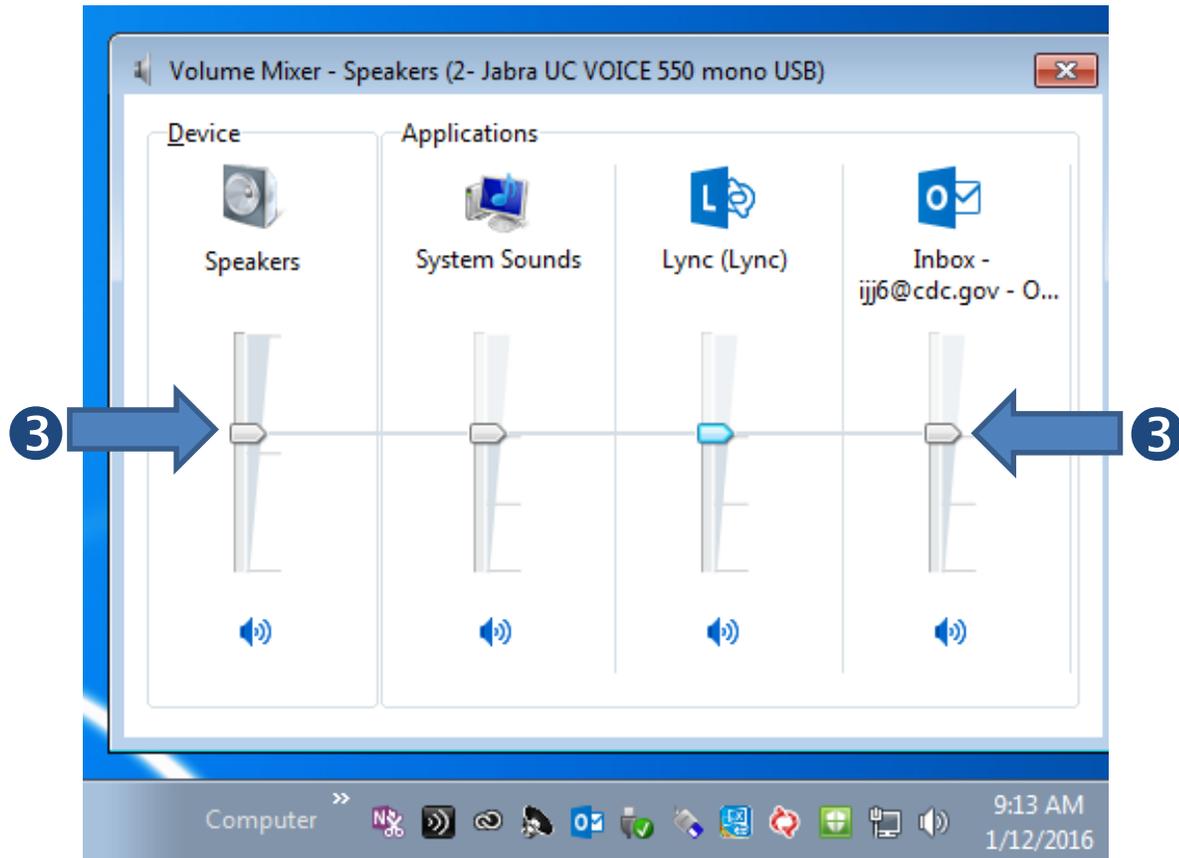
To determine if your computer's audio is setup correctly, you can perform a series of quick checks to troubleshoot most problems:

1. Check your computer's audio volume controls by **clicking the volume button** in your system tray.

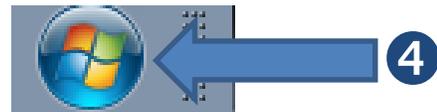


2. Click the **'Mixer'** link to check your settings for Device, Applications and other audio settings.

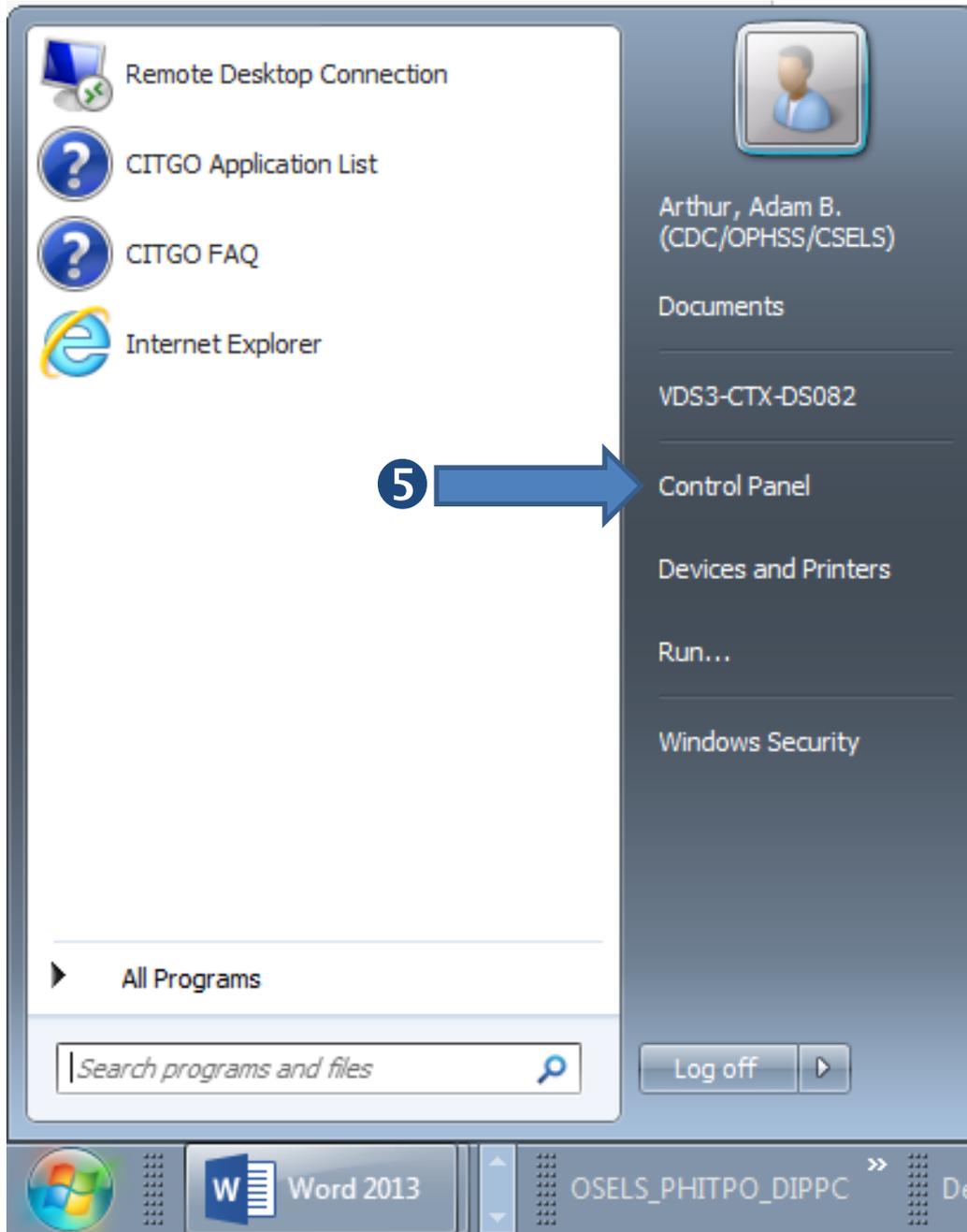
3. To be safe, **turn each of the volume sliders up** to mid-level.



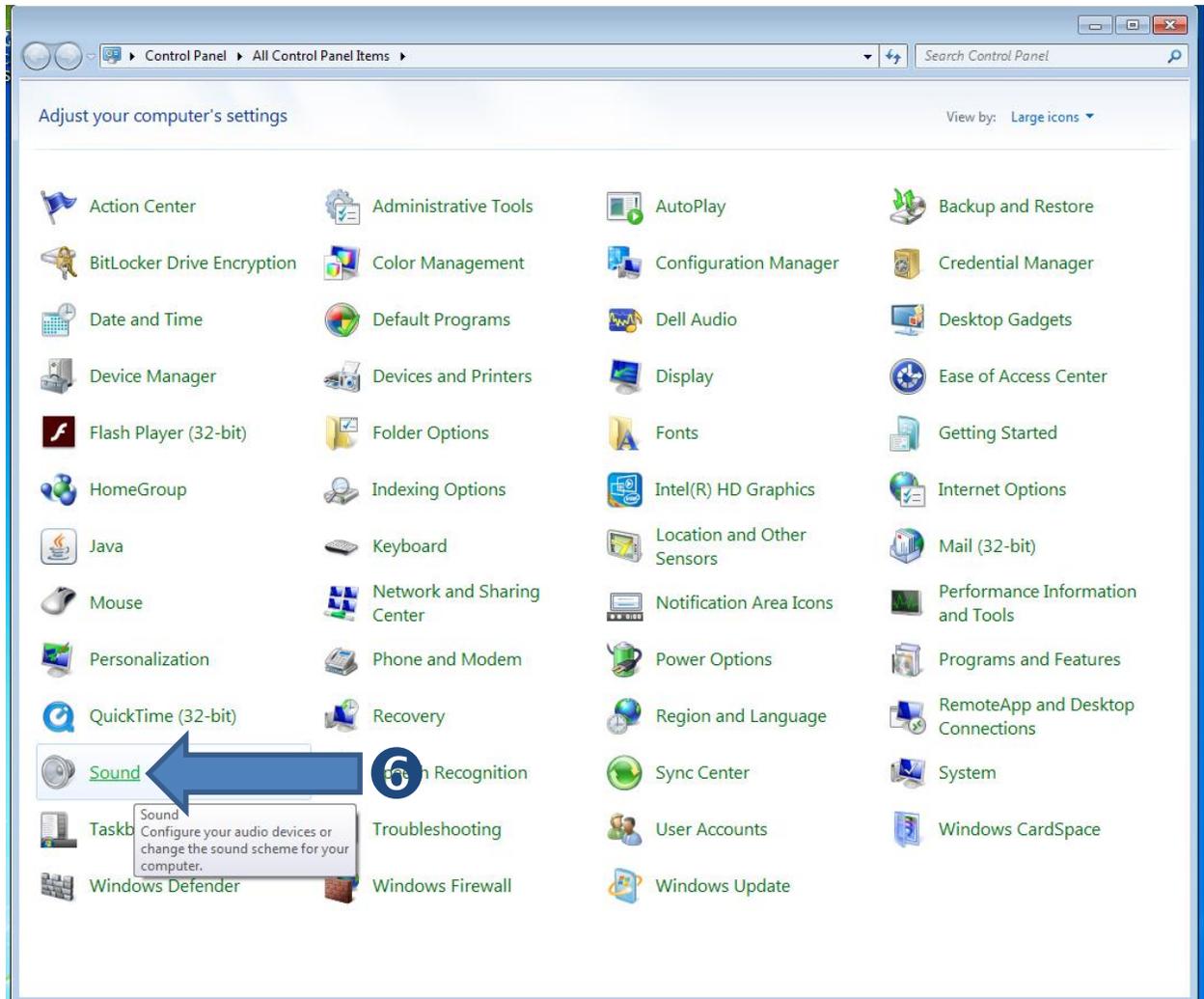
4. Check your audio setup in Control Panel by **clicking the Start Menu button** at the bottom left of your screen.



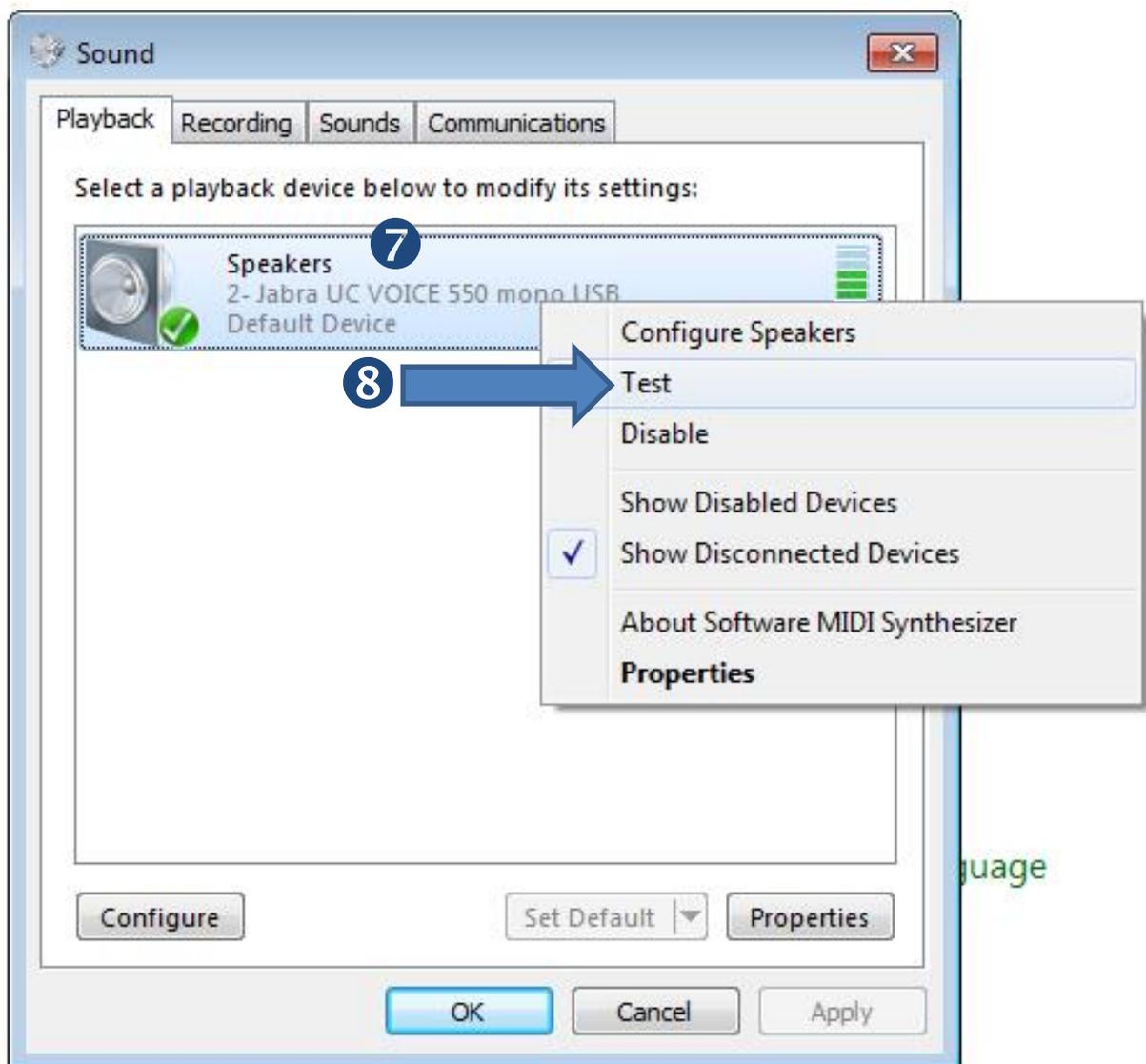
5. Click on 'Control Panel'



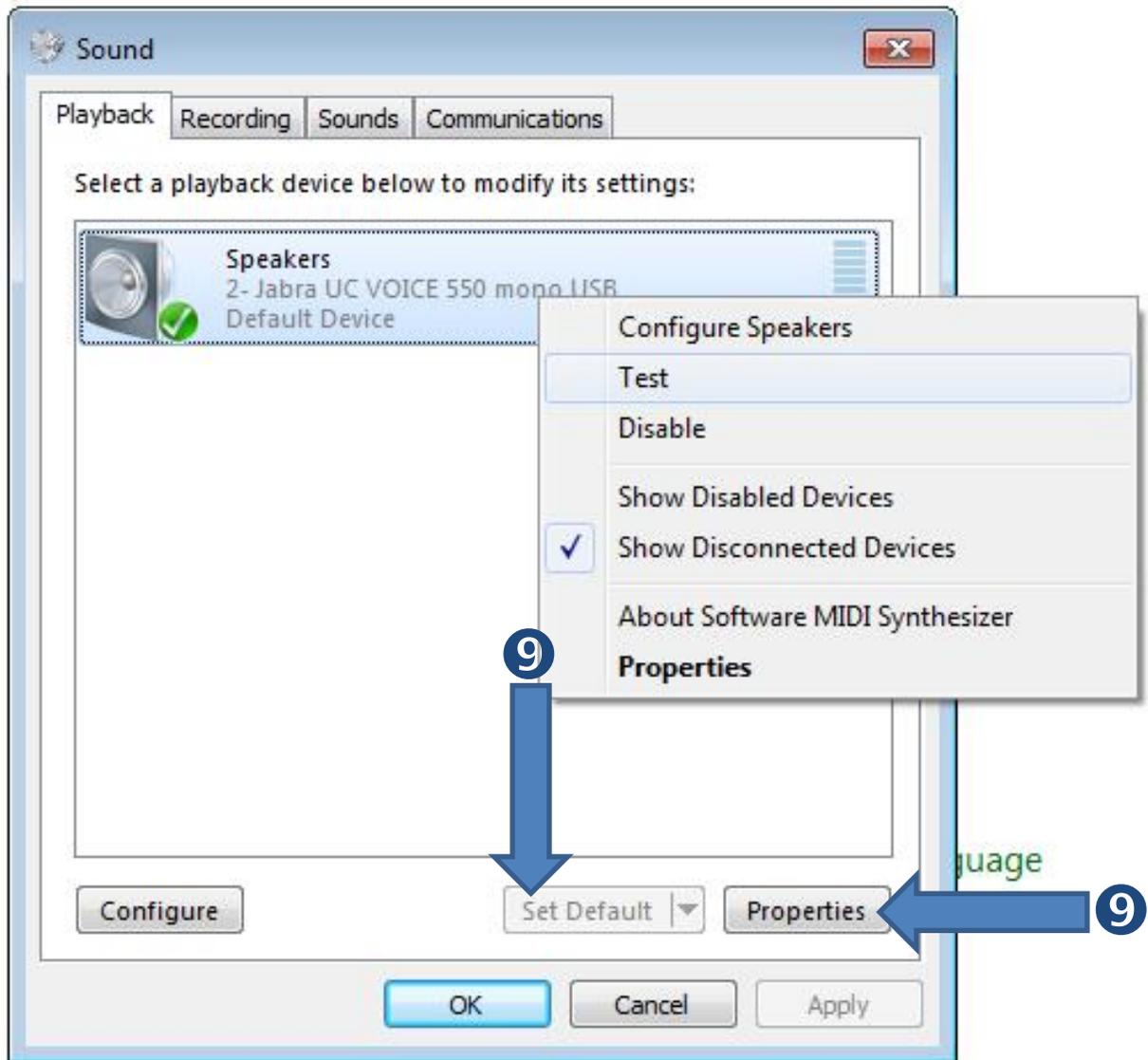
6. Find and click on the 'Sound' icon.



7. Under the 'Playback' tab: **click your right mouse button on the speakers and/or headphones item you want to activate**, (there may be several listed to choose from and test), and a small menu will appear.
8. **Click 'Test' as many times as needed** to not only see a green bar graph activated by your desired device, but to also **hear** the tones from the your desired device. If you see the green bar graph bouncing but hear no sound from the device, then you may have a device conflict.

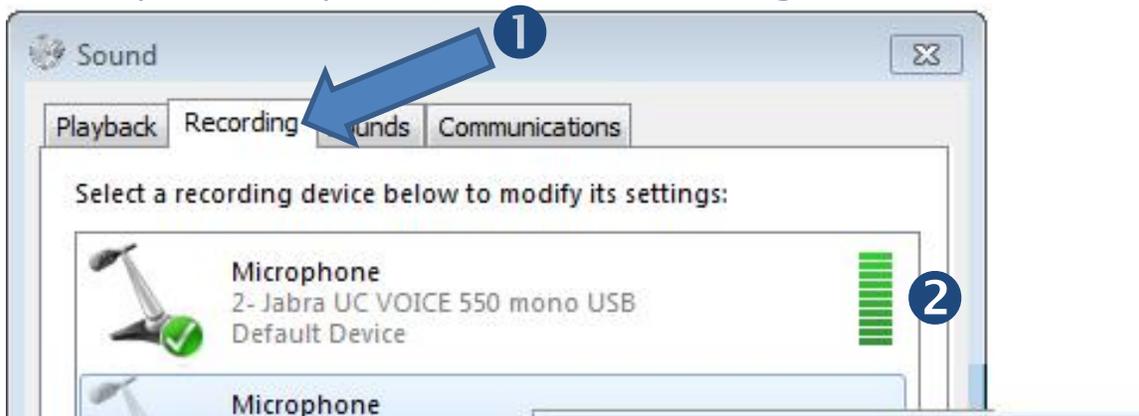


9. To solve a device conflict, you may have to make it your default device, (by clicking the **'Set Default'** button, if available), or performing additional selections and tests by **clicking the 'Properties' button**.



-----SKIP SECTION IF YOUR MICROPHONE IS ALREADY WORKING-----

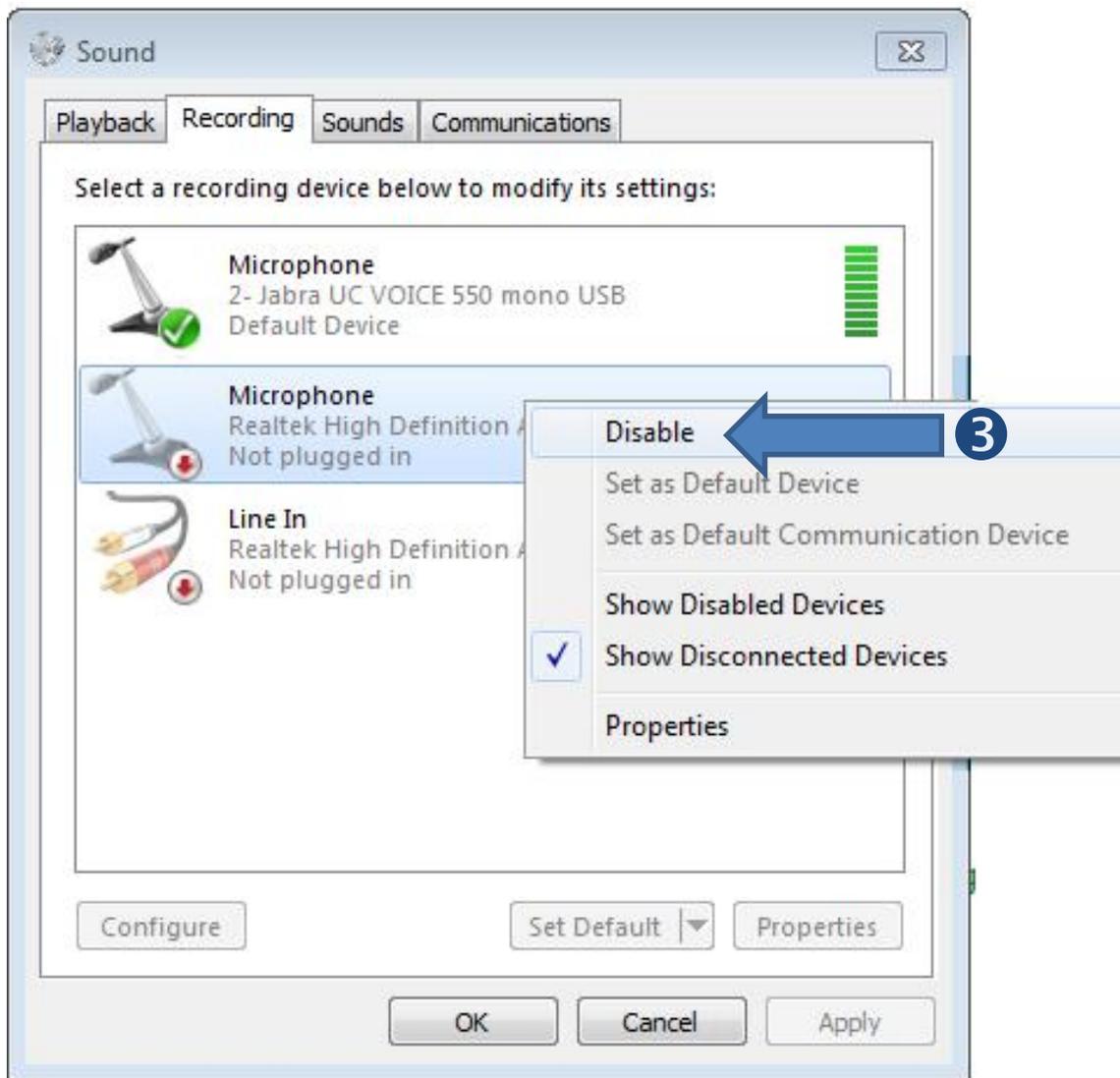
1. To test your microphone, **click the 'Recording' tab.**



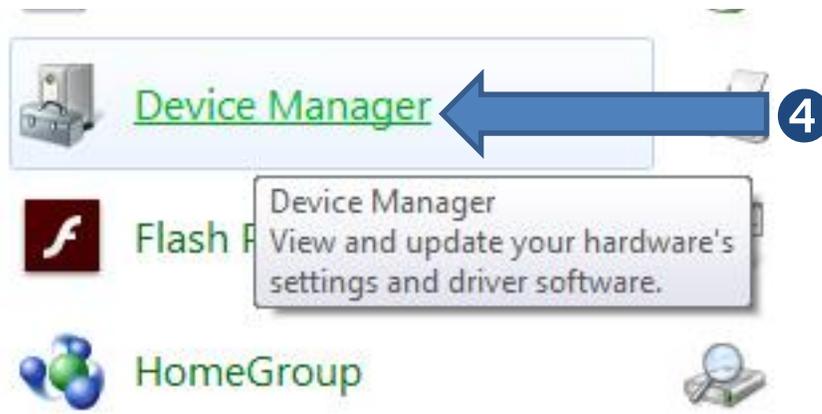
2. Speak into the microphone device you want to use as many times as required to see a green bar graph activated or bouncing. If you do not see the green bar graph bouncing beside your desired device, you will need to set it as your default device, (by selecting 'Set Default', if available). If you have any issues, you may have a conflict.

NOTE: In many cases, your webcam will take automatic default priority over any other microphone device connected. If you want to use a head mic instead of using the webcam's microphone, (highly suggested), then you may have to disable the microphone in your camera.

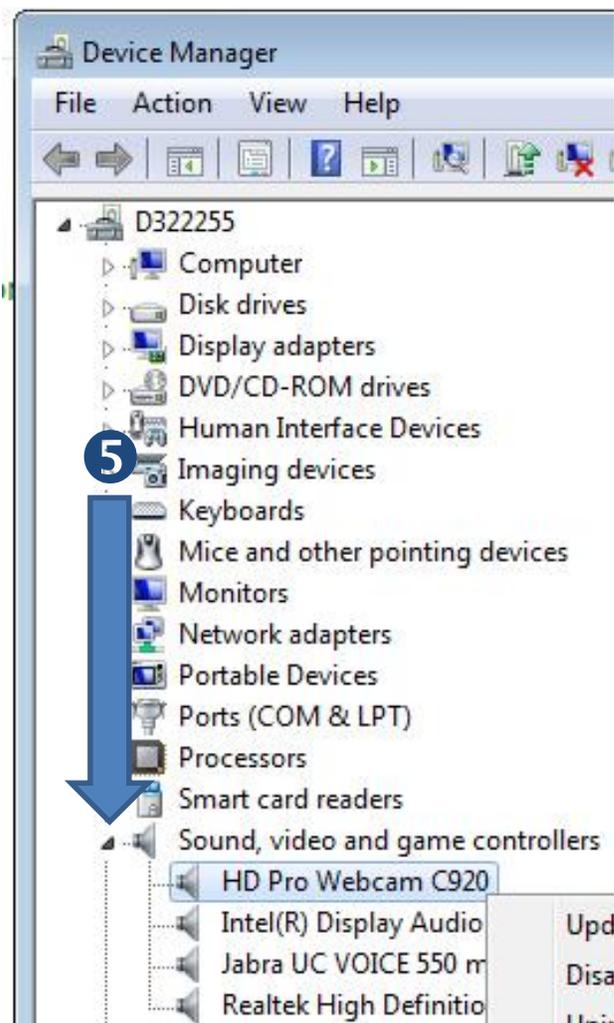
3. To disable a device, **right-click on that device** and a menu will appear. Choose or **click 'Disable'** from the menu. Retest your desired microphone device. You may need to do further testing by choosing 'Properties' beside your desired and undesired device choices.



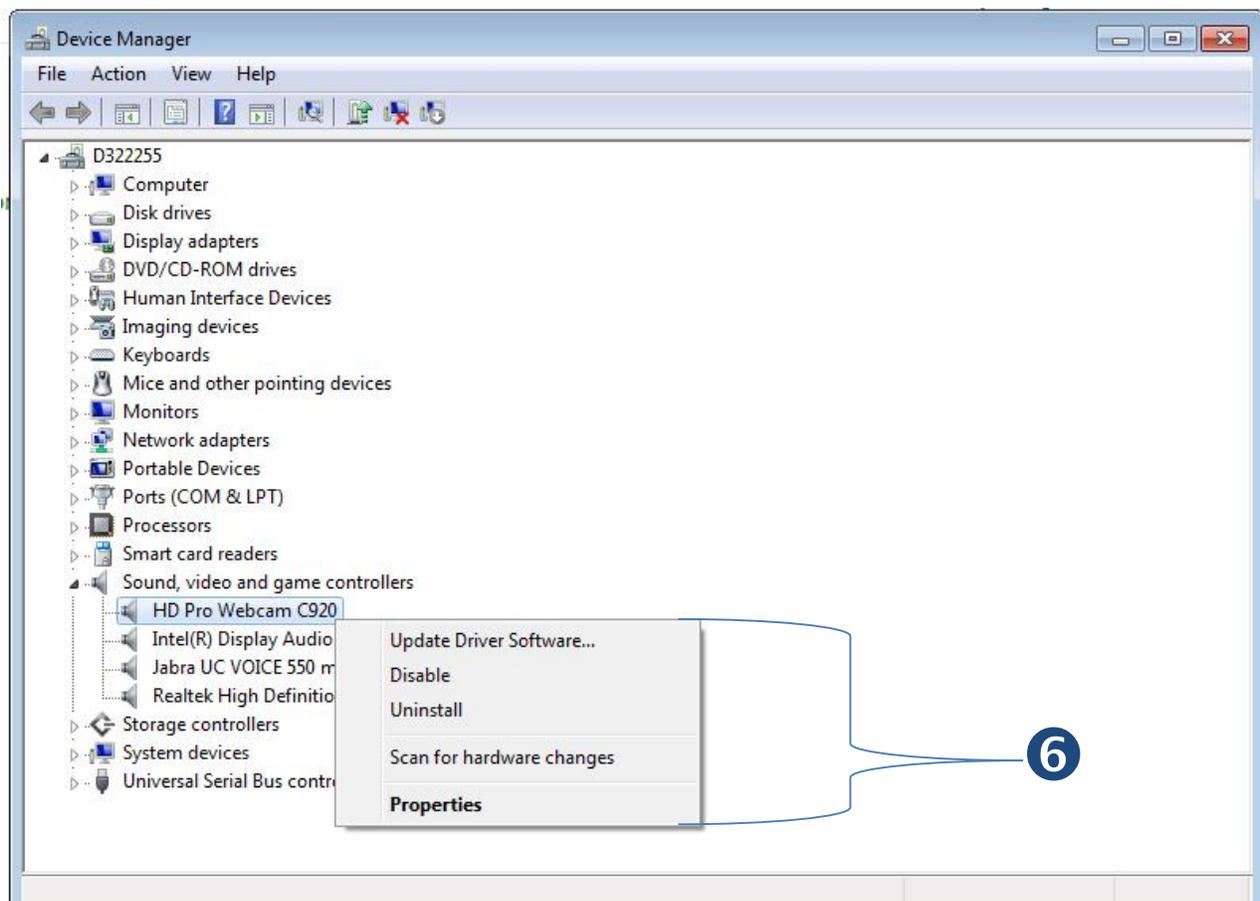
4. If you think there may be a system conflict with your audio device, **go to your 'Control Panel' menu**, (under the Windows Start Menu). Find and **click on 'Device Manager'**.



5. Locate and **click on 'Sound, video and game controllers'**. You should see your audio device listed.



6. If you see any device conflicts, you can **right-mouse-click on your audio device** and try **'Update Driver Software'** or explore options within **'Properties'**. You can also **click and disable other devices** that may be causing the conflict.



7. At any time during the web event, you can bring the audio menu back up by **clicking the 'Join Audio' button** on the menu bar at the bottom of the CDC Zoom application interface, when in the event.

