DOWNLOADING THE ZOOM APPLICATION

If you already have the Zoom application downloaded or plan to join through the Zoom website, skip to the next section, Joining a Zoom Meeting.

The free version of Zoom should meet all your needs to join the Meeting. Below states where to access and download the free Zoom application for your specific device.

On an iPhone or iPad: Go to the Apple App Store and search for "Zoom – One Platform to Connect". Next, click "GET" to download and install the Zoom application.
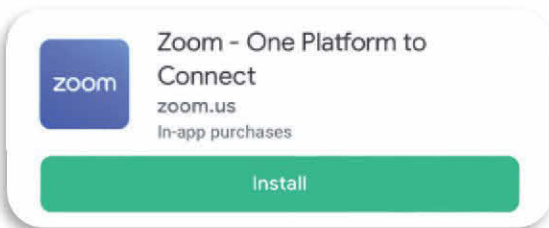
On an Android phone or tablet:
Go to the Google App Play Store and search for "Zoom – One Platform to Connect". Next, click on "Install" to download and install the Zoom application.

On a desktop or laptop computer:
Using your web browser, go to the Zoom Download Center https://zoom.us/download#client4meeting and locate "Zoom Desktop Client". Next, click the blue "Download" button and follow the prompts to install the Zoom application.

JOINING A ZOOM MEETING

There are three ways to join a Zoom meeting:

- ◆ Zoom application (required for smartphone)
- ◆ Zoom website
- ◆ Audio only

Detailed instructions for each option are provided below.

Joining Through the Zoom Application (Required for Smartphone)

1. Open the Zoom application by clicking the "**Zoom**" icon.

2. Click on the blue "**Join Meeting**" button to open the Join Meeting screen.

3. On the Join Meeting screen enter:
   a. The 10-digit "**Meeting ID**" found on the Notice of Bankruptcy Case.

   b. "**Your Name**" (also referred to as Screen Name). If a name already appears (e.g., iPhone, Nickname, etc.), delete it from the field. **Note: Be sure to enter your full name, so that the trustee can properly identify you.**

   c. Once this information is entered, click the blue "**Join**" button to prompt the Meeting Passcode screen.
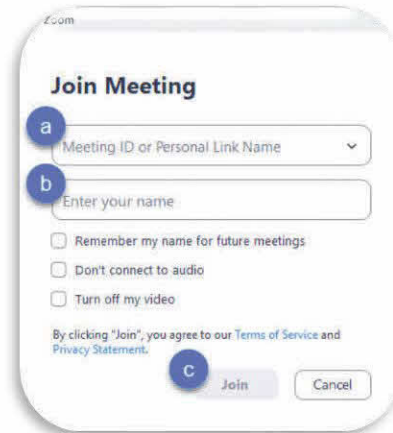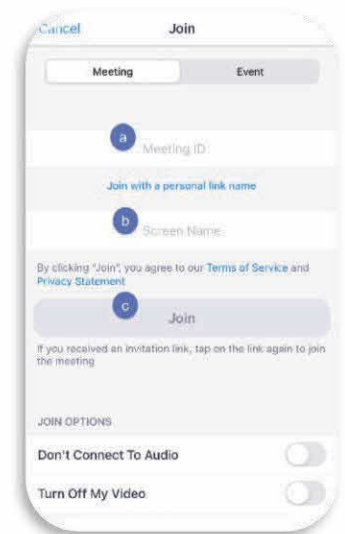
Figure 1: Computer

Figure 2: Smartphone and Tablet

4. On the Meeting Passcode screen enter:
   a. The 10-digit "**Passcode**" found on the Notice of Bankruptcy Case.

   b. Click on "**Continue**" or "**Join Meeting**", depending on your device.

Figure 3: Computer

*Figure 4: Smartphone and Tablet*

5. Once this information is entered, you will then be able to read the FBI Investigates Bankruptcy Crimes screen.
   a. Click on "**Agree**" to join the Meeting's virtual waiting room.

6. You will remain in the Meeting's virtual waiting room until the trustee admits you to the virtual meeting room. **Note: Please be patient and remain connected as multiple Meetings may be scheduled for the same meeting time. The trustee may communicate with participants through the chat feature to notify them they are running behind.**
   a. If you joined by smartphone or tablet, you may receive a pop-up window that says "Zoom" Would Like to Send You Notifications, click "**Don't Allow**".

7. Once admitted to the virtual meeting room:
   a. If you joined by smartphone or tablet, you may receive the following pop-up windows that say:
      i. Would You Like to Use "Zoom" with Siri?, click "Don't Allow".
      ii. To hear others please join audio, select "Wifi or Cellular Data".
      iii. "Zoom" Would Like to Access the Microphone, click "OK".

   b. If you joined by computer, you may receive the "Choose ONE of the audio conference options" pop-up. Under "Computer Audio", click on the blue "Join with Computer Audio" button.
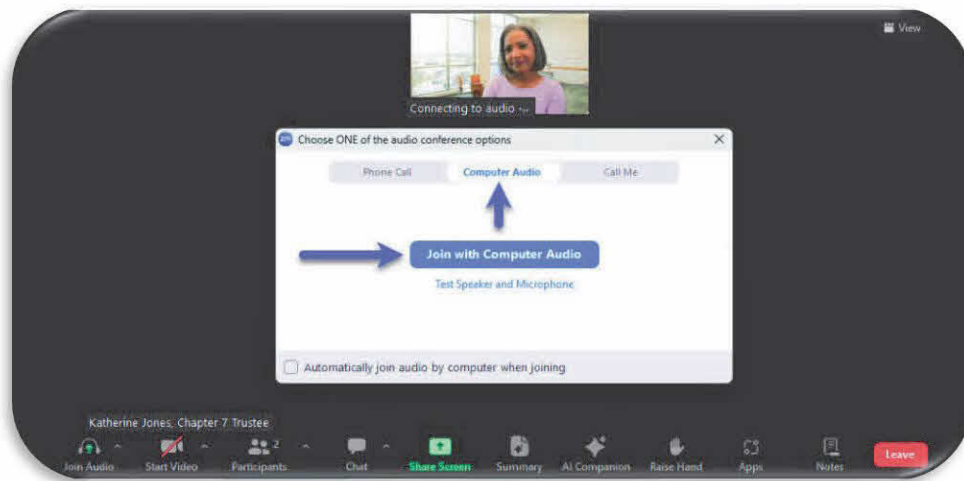
   c. Mute your audio by clicking the "microphone" icon, if not already muted. **Note: Depending on your device, you may need to click on or touch the screen to access the meeting control icons.**

   d. When the trustee calls your case unmute your microphone by clicking the "microphone" icon and start your video, by clicking the "camera" icon, if video is not already on.

      i. If you joined by smartphone or tablet, you may receive a pop-up window that says "Zoom" Would Like to Access the Camera, click "OK".


If you are unable to join by video, please see Joining by Audio Only below.

## *Joining Through the Zoom Website (Not Available for Smartphones)*

1. Open your web browser and in the search bar type <u>Zoom.us/join</u> followed by "**Enter**" or "**go**", depending on your device, to open the Zoom Join Meeting screen.

2. On the Join Meeting screen enter:
   a. The 10-digit "**Meeting ID**" found on the Notice of Bankruptcy Case.

   b. Click the blue "**Join**" button to open the Launch Meeting screen.
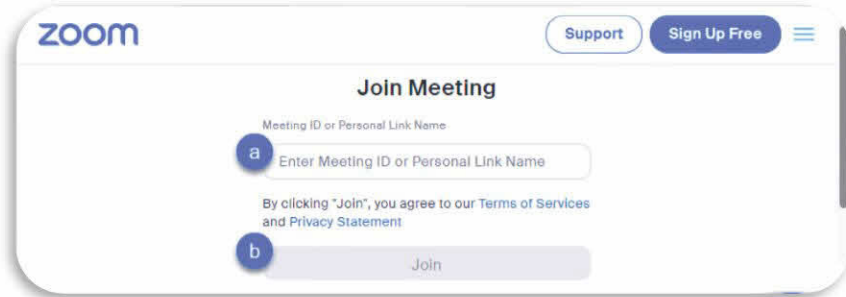
3. From the Launch Meeting screen, click on the "**Join from Your Browser**" link at the bottom of the screen. <u>DO NOT</u> CLICK ON THE BLUE "LAUNCH MEETING" BUTTON.
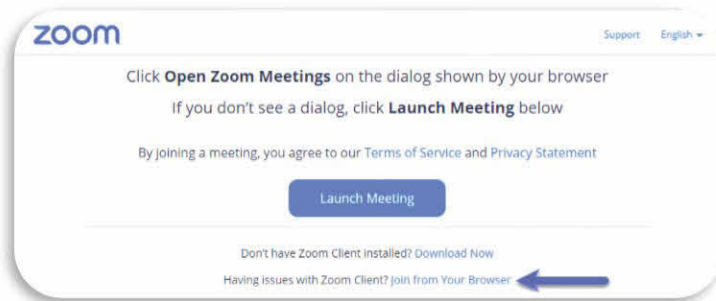

4. Once you select join from your browser, you will then be able to read the FBI Investigates Bankruptcy Crimes screen.
   a. Click on "**Agree**" to open the Meeting Info screen.

5. From the Meeting Info screen:
   a. Join Audio by clicking on the "**headset**" icon.
      i. If you joined by tablet, you may receive a pop-up window that says "app.zoom.us" Would Like to Access the Microphone, click "**Allow**".

b. Once connected to audio the headset will change to a microphone. Mute your audio by clicking the "microphone" icon and start your video, by clicking the "camera" icon.

   i. If you joined by tablet, you may receive a pop-up window that says "app.zoom.us" Would Like to Access the Camera, click "Allow".
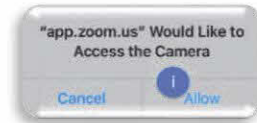
c. Enter the 10-digit "Passcode" found on the Notice of Bankruptcy Case.

d. Enter "Your Name". If a name other than yours appears, delete it from the field. Note: You must enter your full name so that the trustee can properly identify you.

e. Click the blue "Join" button to enter the Meeting's virtual waiting room.
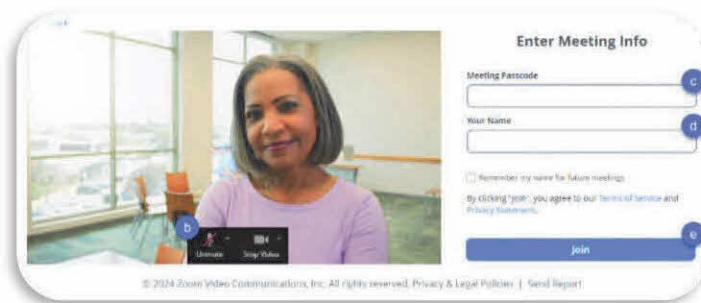
6. You will remain in the Meeting's virtual waiting room until the trustee admits you to the virtual meeting room. Note: Please be patient and remain connected as multiple Meetings may be scheduled for the same meeting time. The trustee may communicate with participants through the chat feature to notify them they are running behind.

7. Once admitted to the virtual meeting room:

   a. Whether you joined by computer or tablet, you may receive a pop-up to select your audio conference option. Under "Computer Audio", click on the blue "Join Audio by Computer" button.

   b. Mute your audio by clicking the "microphone" icon, if not already muted.

   c. When the trustee calls your case, unmute your microphone, by clicking the "microphone" icon and start your video, by clicking the "camera" icon, if video is not already on.

If you are unable to join by video, please see Joining by Audio Only below.

TROUBLESHOOTING AND TIPS

- If you are using an external camera, microphone, or both, plug them in before opening the Zoom application.

- Only one microphone and speaker system should be active per physical location to avoid a loud screeching sound.

- Make sure your device is connected to power. Avoid using battery power only (e.g., laptops, etc.).

- Make sure your audio is turned on in Zoom and turned on and up on your device.
  Audio: https://support.zoom.us/hc/en-us/articles/7302459648397-Troubleshooting-audio-issues

- Make sure your video is turned on in Zoom.
  Video: https://support.zoom.us/hc/en-us/articles/7246725403277-Troubleshooting-camera-issues-during-a-meeting

- Trouble joining a Zoom meeting: https://support.zoom.us/hc/en-us/articles/201362193

- Learn how to use Zoom controls: https://support.zoom.us/hc/en-us/articles/200941109-Participant-controls-in-a-meeting

- The share-screen function may be used by participants to display documents, but permission must be requested from the Trustee during the Meeting.
  Share your Screen: https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen-or-desktop-on-Zoom

- For additional Zoom support: https://support.zoom.us/hc/en-us

If having trouble with your Wi-Fi internet connection, try:

- Using a wired connection. If your internet router has an option for a wired connection, join with a wired option (a hard-wire Ethernet cable) versus a wireless connection.

- Bringing your laptop or device closer to your router or hot spot connection.

- Checking your bandwidth. You can check your bandwidth using a speed test such as https://www.speedtest.net. For the list of required bandwidths for Zoom meetings go to https://support.zoom.us/hc/en-us/articles/204003179-Zoom-Rooms-System-Requirements.

- Closing other open applications. Zoom uses memory and processing from your computer and is not prioritized over other applications, therefore closing applications you do not need open will improve your Zoom experience (e.g., email notifications, chat messaging, etc.).

- Avoiding crowding your router. If possible, avoid sharing your internet service with others during the Meeting. If there are multiple devices (from other individuals) joined to your router or hotspot at least try to avoid video streaming which will affect bandwidth (e.g., Netflix, YouTube TV, etc.).

Instructions for Changing the Display Language in Zoom

CHANGING THE ZOOM DISPLAY LANGUAGE

In addition to English, Zoom supports 14 additional languages, which include Spanish, German, Simplified Chinese, Traditional Chinese, French, Portuguese, Japanese, Russian, Korean, Italian, Vietnamese, Polish, Turkish, and Indonesian. If English is your second language, you can change the language displayed by Zoom on your computer. If joining by a smartphone or tablet, changing the display language is not necessary, as it will automatically display the default operating system, IOS or Android, language.

ZOOM APPLICATION ON A PC (WINDOWS)

1. Open the Zoom application by clicking the "Zoom" icon.

2. When the Zoom sign in screen appears, DO NOT click on "Join a Meeting" or "Sign In".

3. In the bottom right-hand corner of the taskbar, click on the "Show hidden icons" caret.

4. From the hidden icons' menu, right click on the "Zoom" icon.

5. When the dropdown menu appears, hover over "Switch Languages".
   Next, from the language dropdown menu, select the language you want Zoom to display by clicking that language.
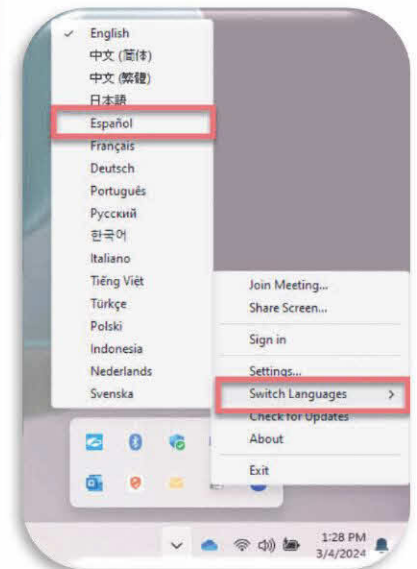
6. The display language has now changed.

ZOOM THROUGH A WEB BROWSER (INTERNET)

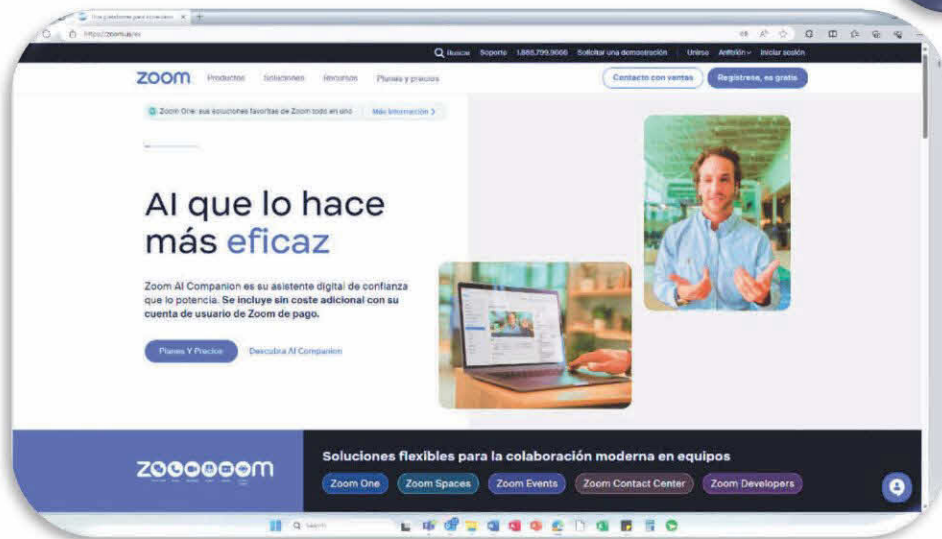1. Open your web browser and in the search bar type "Zoom.us" followed by "Enter".

2. Scroll to the bottom of the Zoom homepage to locate "Language".

3. Click on "English" to access the Language dropdown menu. Next, from the language dropdown menu, select the language you want Zoom to display by clicking that language.
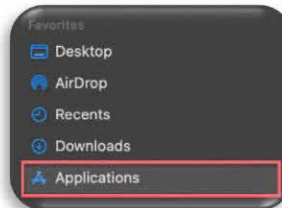
4. The display language has now changed.

ZOOM APPLICATION ON A MAC (macOS)

1. Click on the "Finder" icon [icon] and choose "Applications".

2. *Locate the "Zoom" icon and double click it to launch the application.* Note: *When the Zoom sign in screen appears, DO NOT click on "Join a Meeting" or Sign In".*
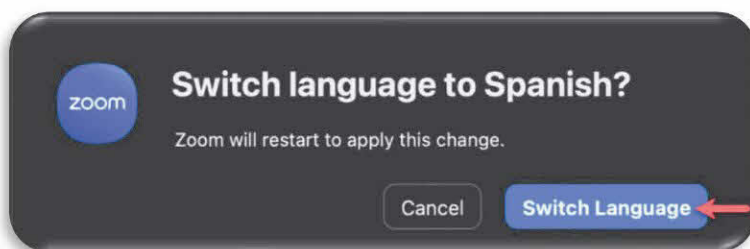
3. Right click or option-click the "Zoom" icon in your dock.

4. When the dropdown menu appears, hover over "Switch Languages". Next, from the language dropdown menu, select the language you want Zoom to display by clicking that language.

5. Confirm you want to change the language by clicking on the blue "Switch Language" button.

6. The display language has now changed.