IF "ZOOM" REMOTE CONTROL DOES NOT WORK..

by Francis Chao
fchao2@yahoo.com





Web location for this presentation:

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Then click on "Meeting Notes"

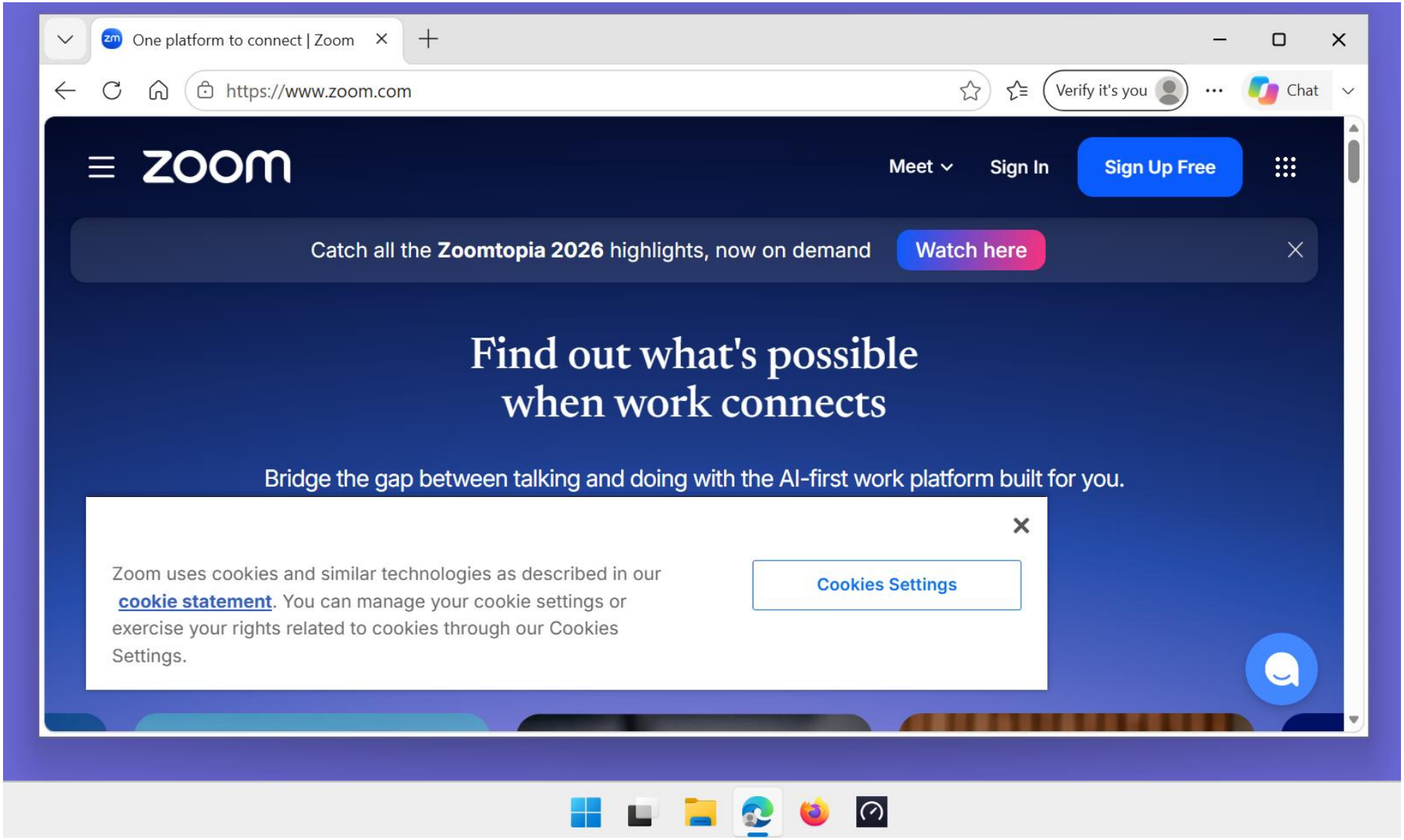
REPAIRING "ZOOM" REMOTE CONTROL

If Zoom Workplace's "Remote Control" feature does not work, you will have to modify some settings in either the Helper computer's Zoom account and/or the Helped computer's Zoom account or both.

3

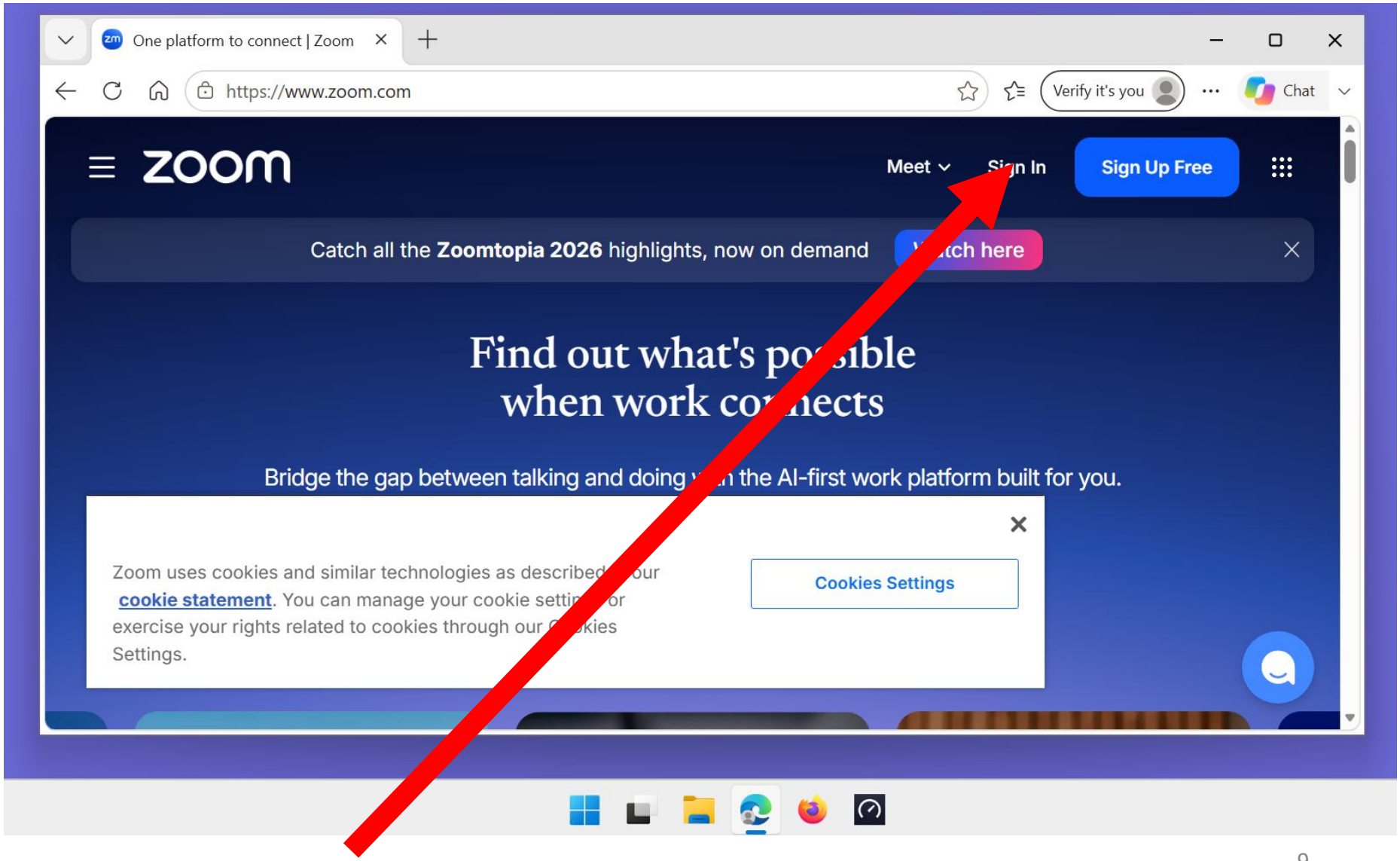
- STEP 101:
  If the "Zoom Workplace" is running in your computer, please shut it down.

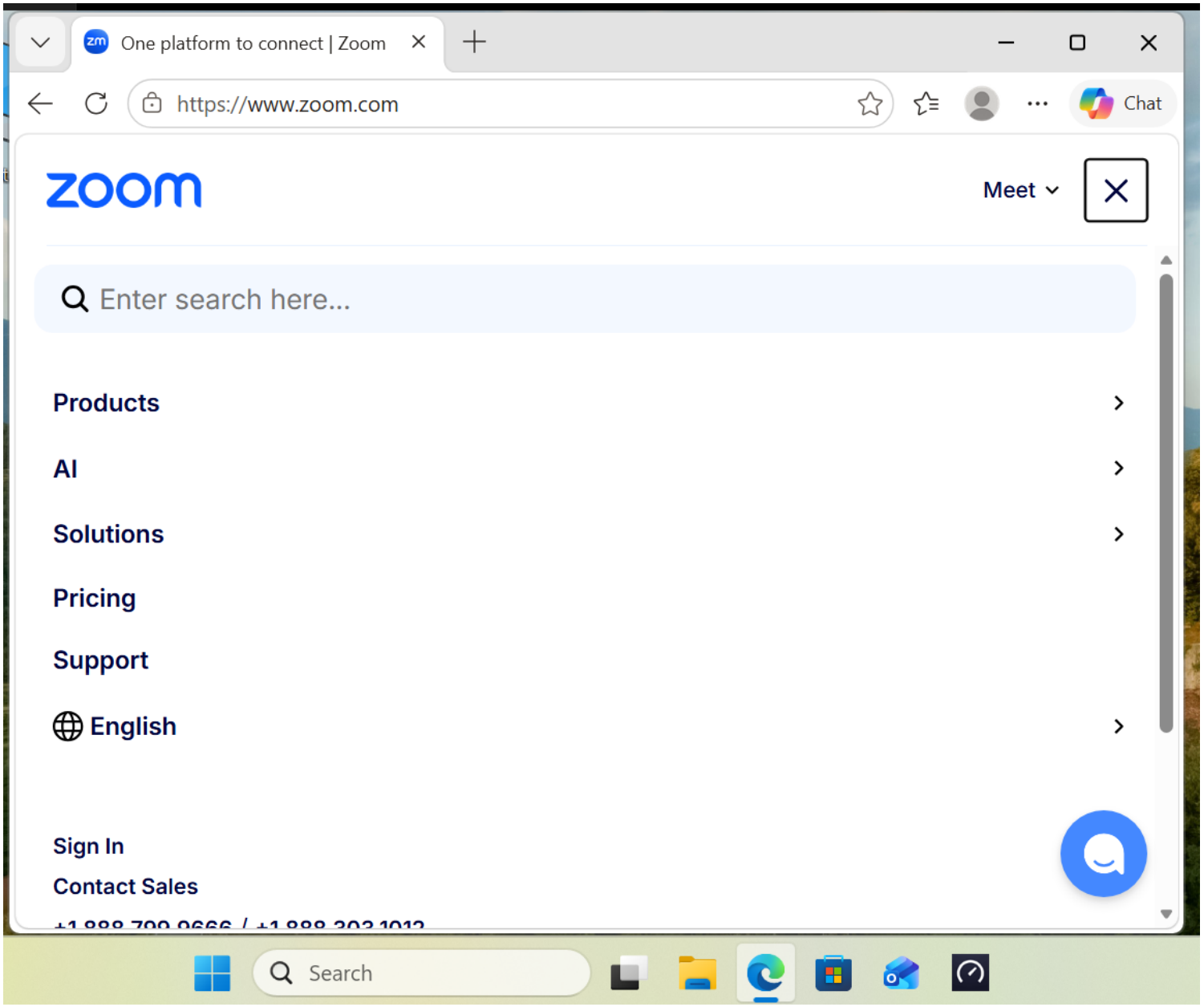
- STEP 102:
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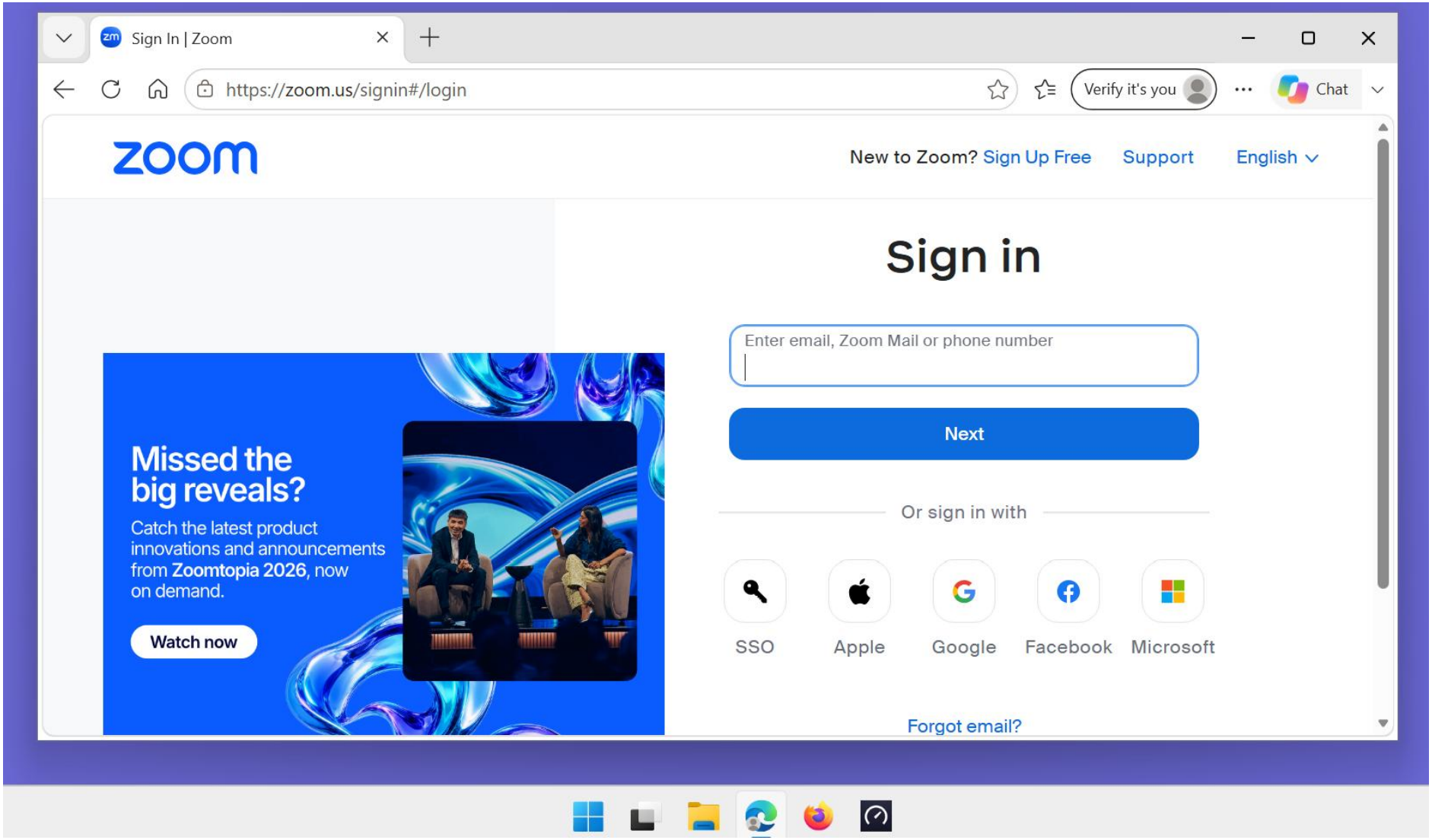
- STEP 103:
  Use the LEFT mouse button to click on "Sign In":

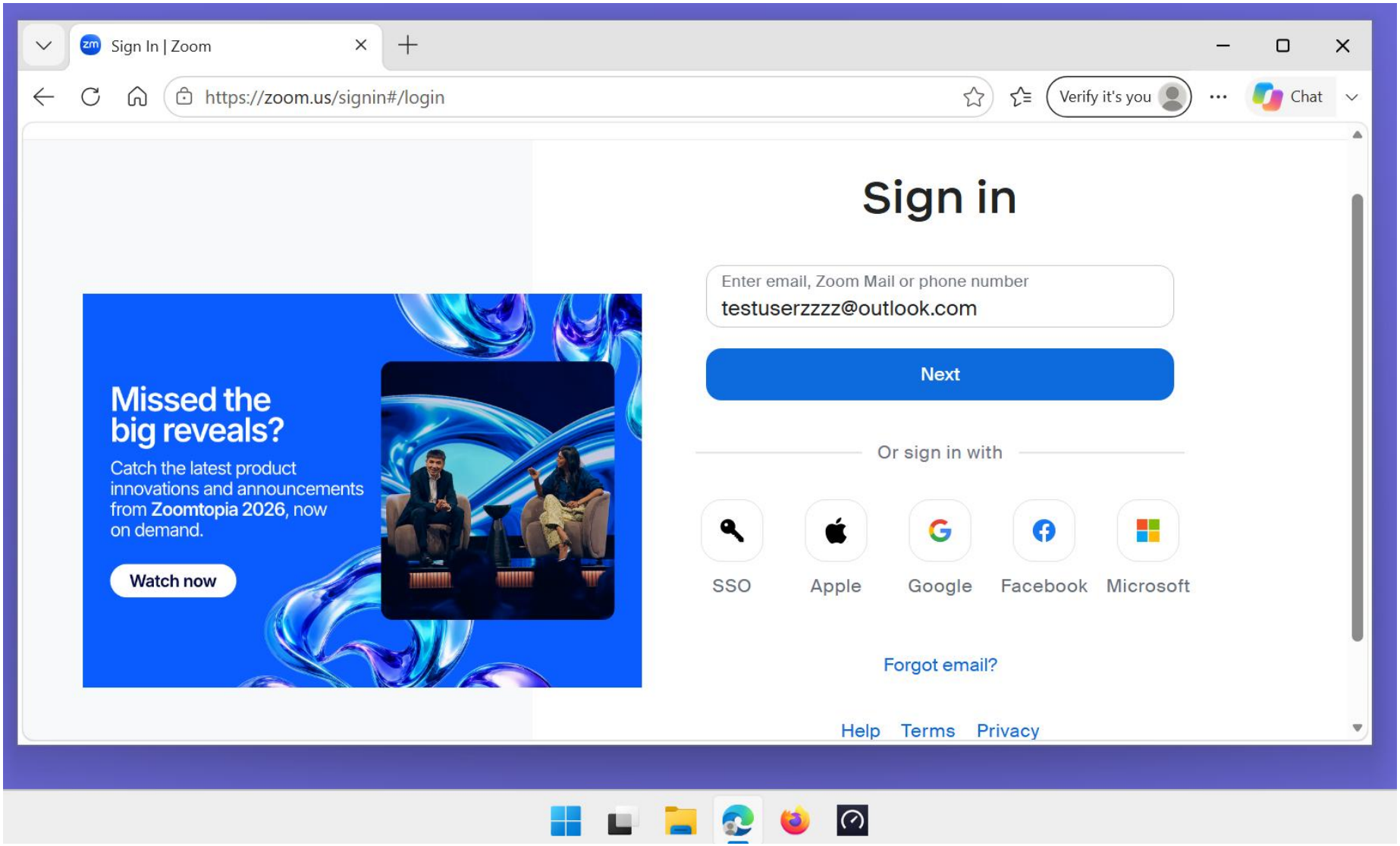
- STEP 103 (continued):
  If you do not see a "Sign in" button, use the left mouse button to make the window of the Web browser wider.


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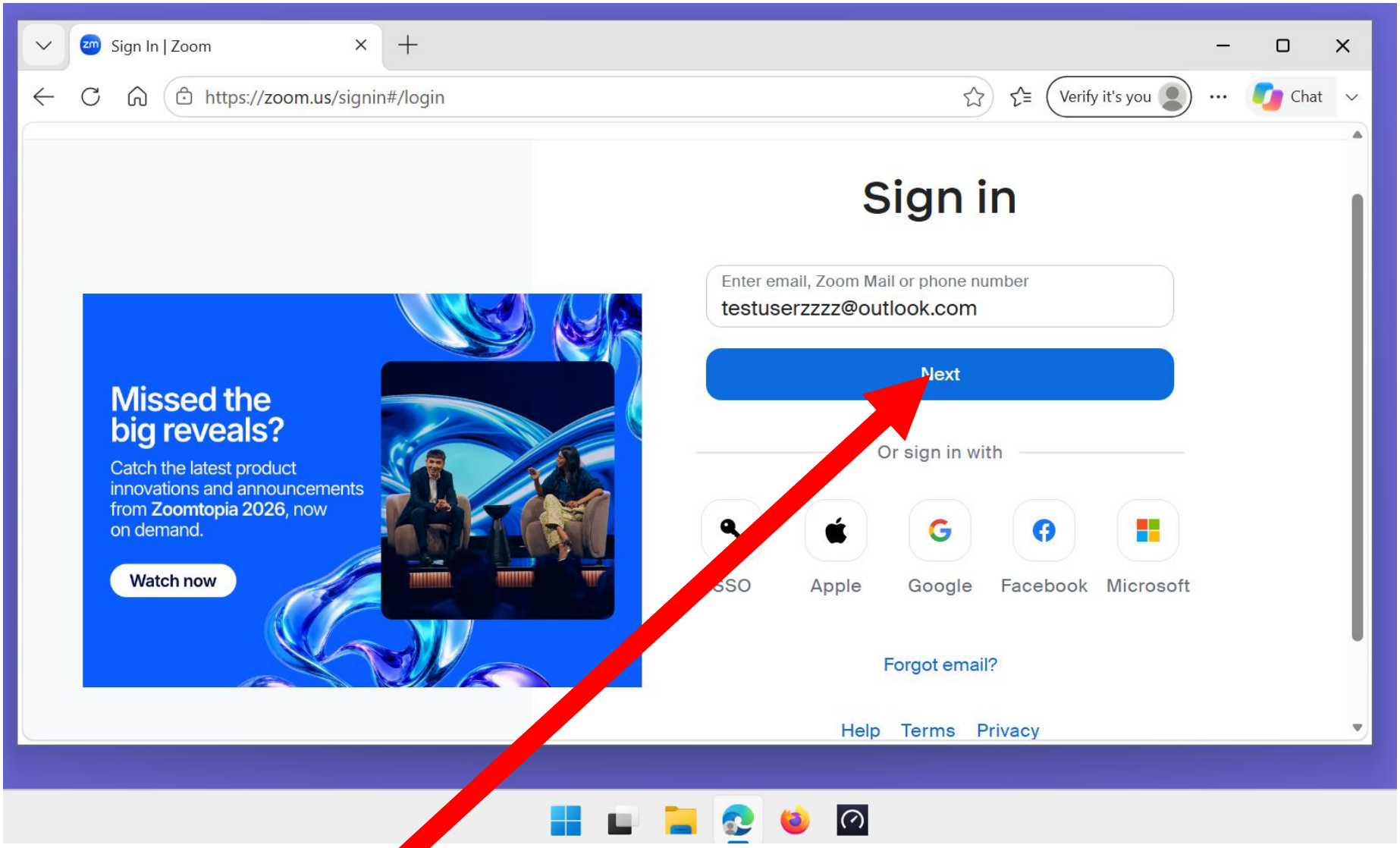

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- STEP 104:
  If asked, enter in the email address or phone number that you originally used to set up your Zoom account:

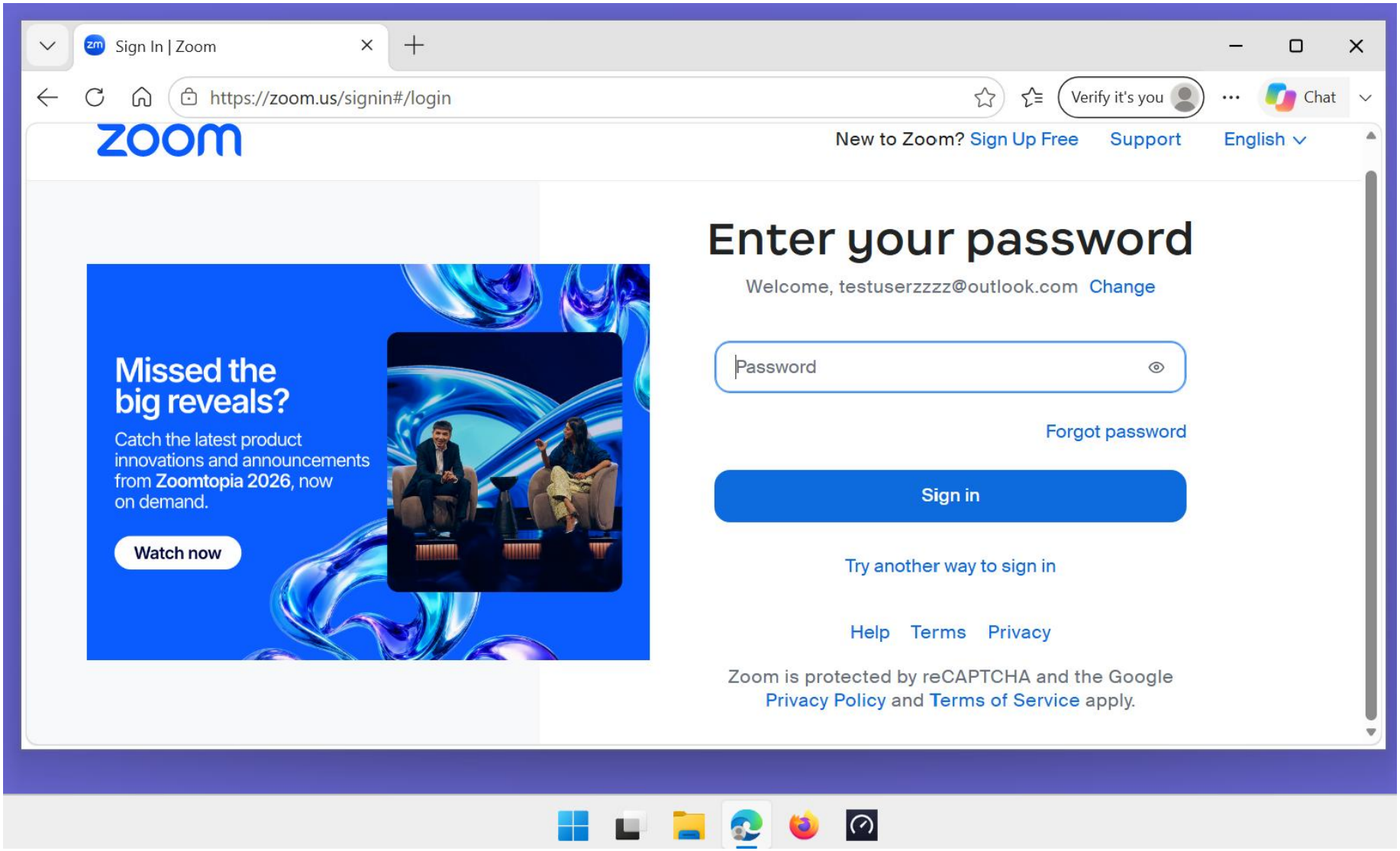

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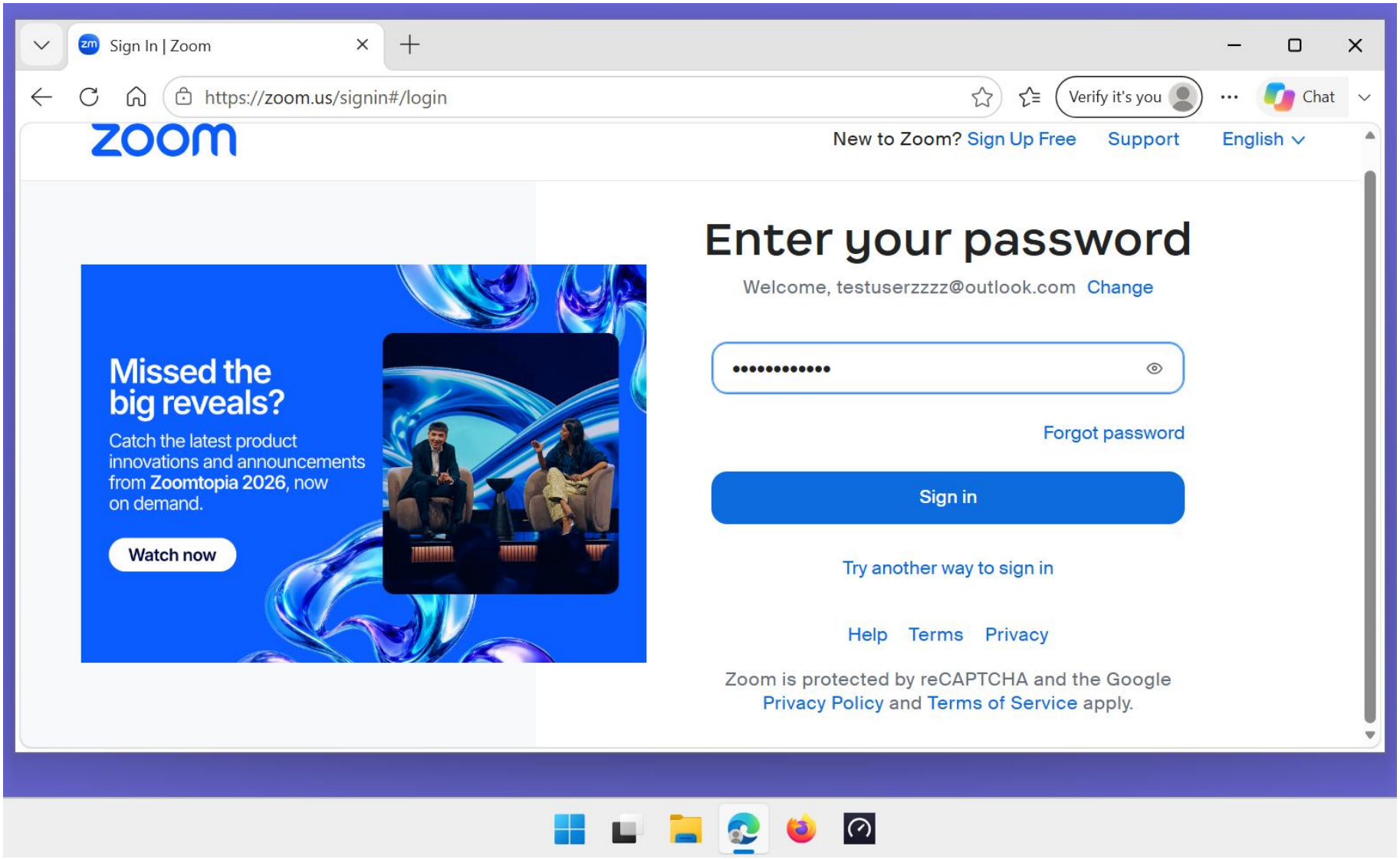

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- STEP 105:
  Use the LEFT mouse button to click on the "Next" button

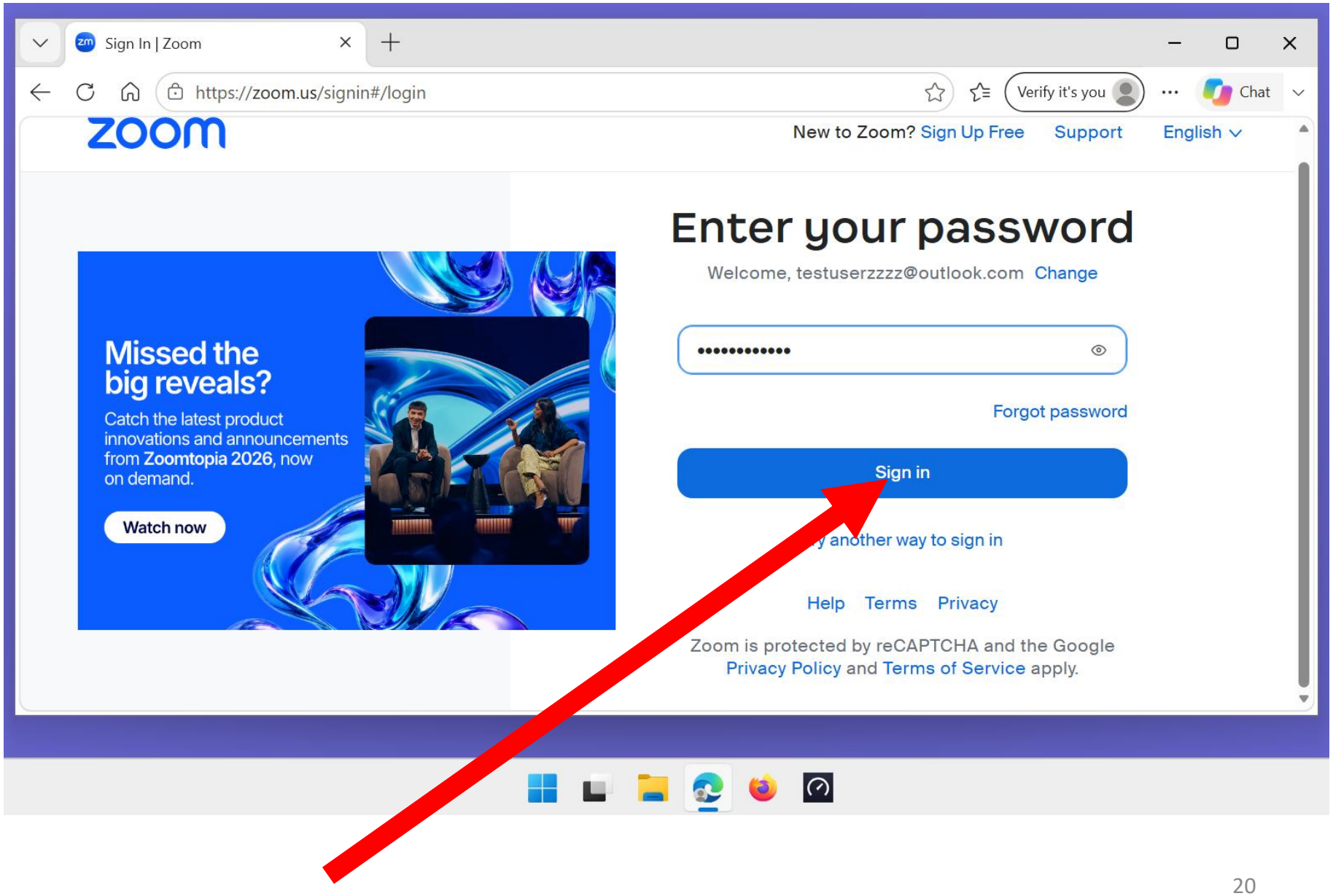

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- Small Step 106:
  If a "Password" field is displayed, type in your password:

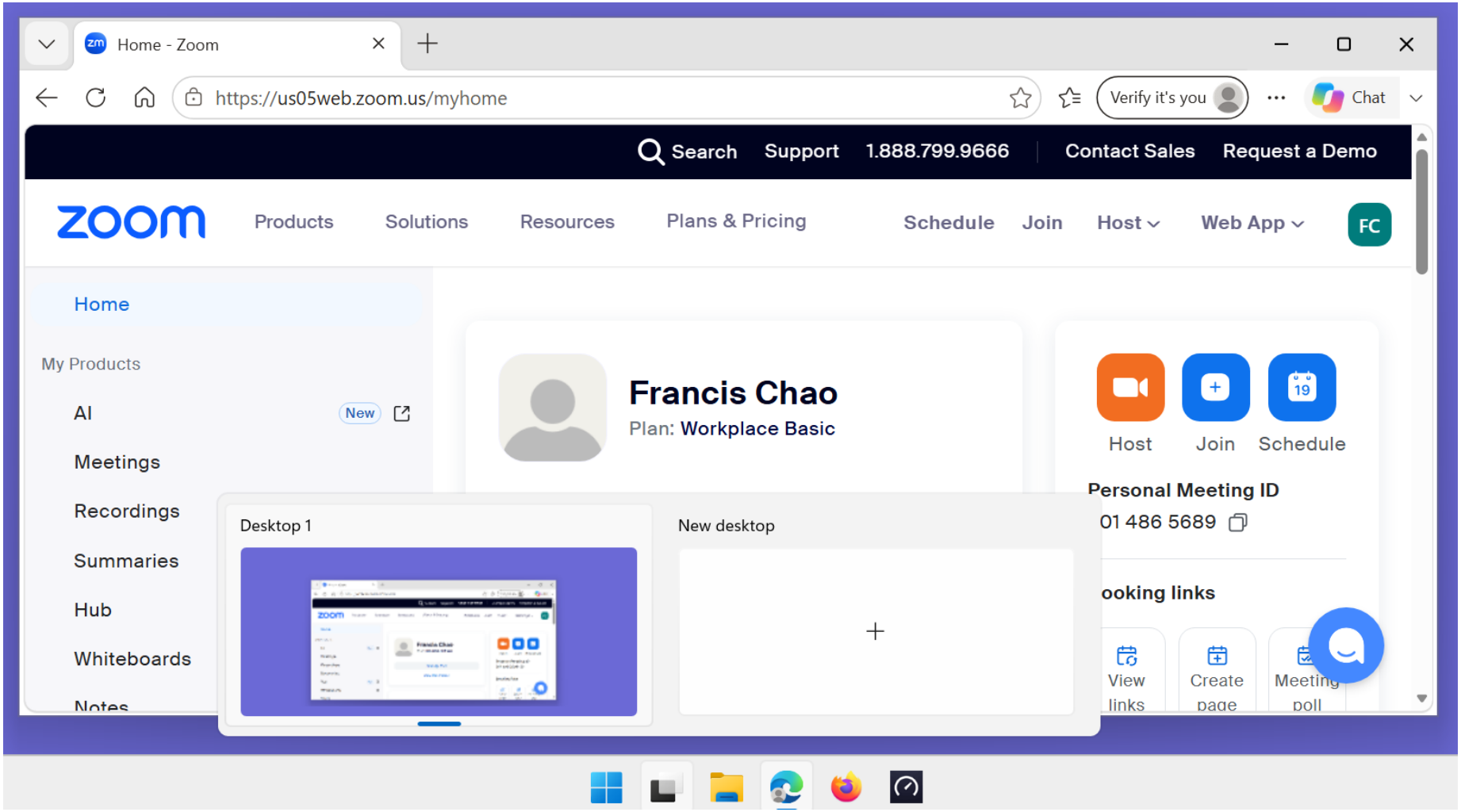

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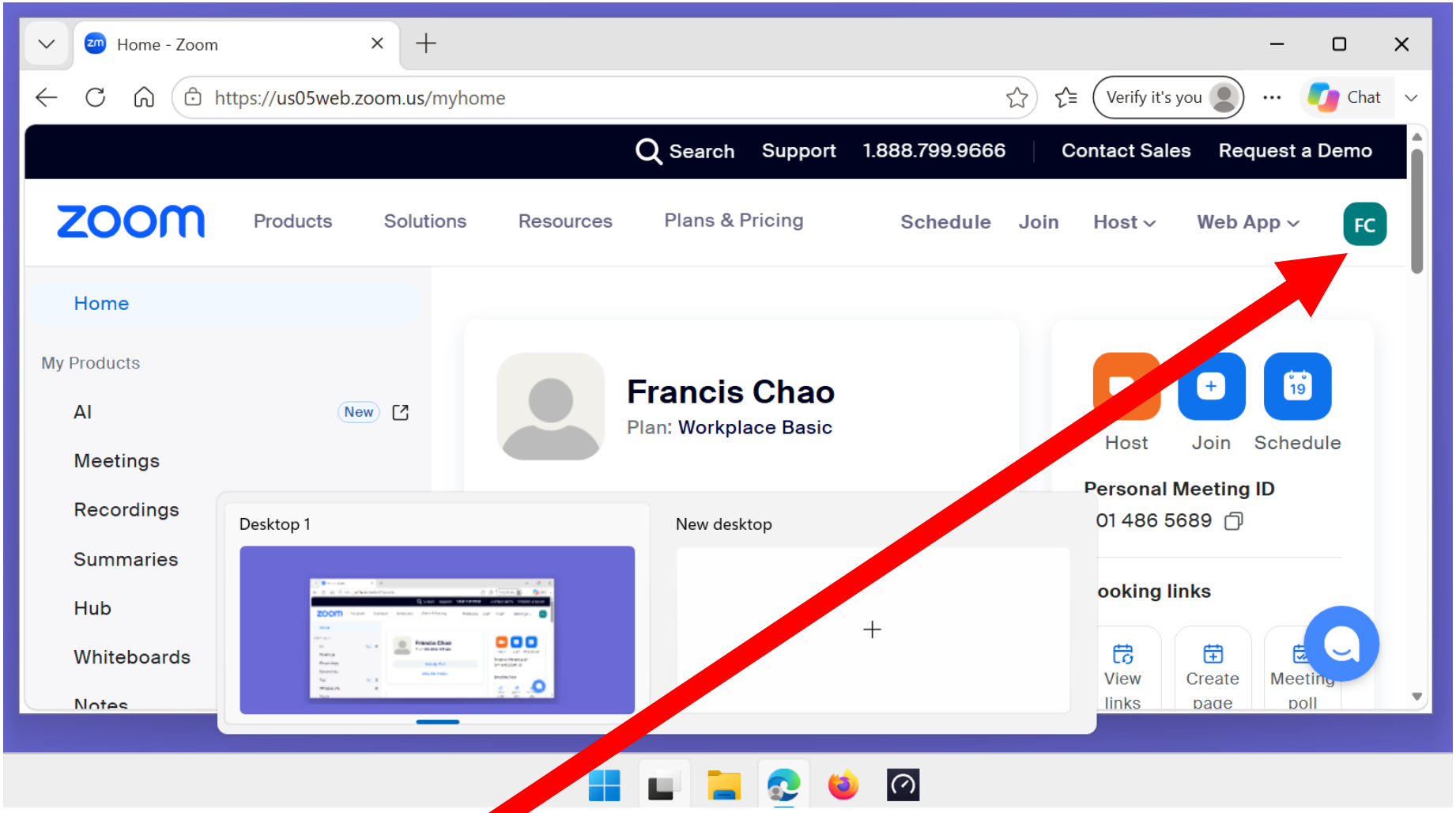

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- STEP 107:
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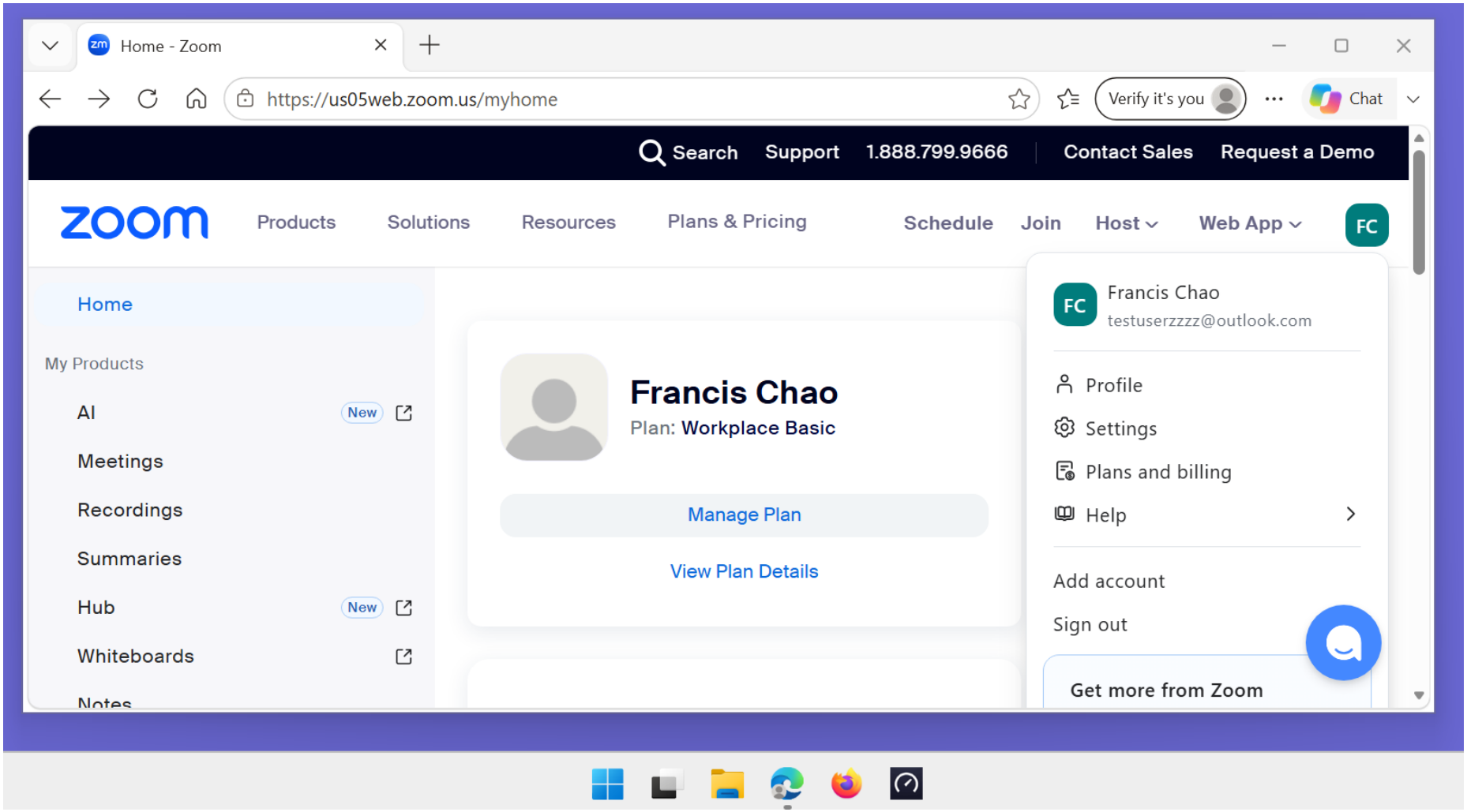

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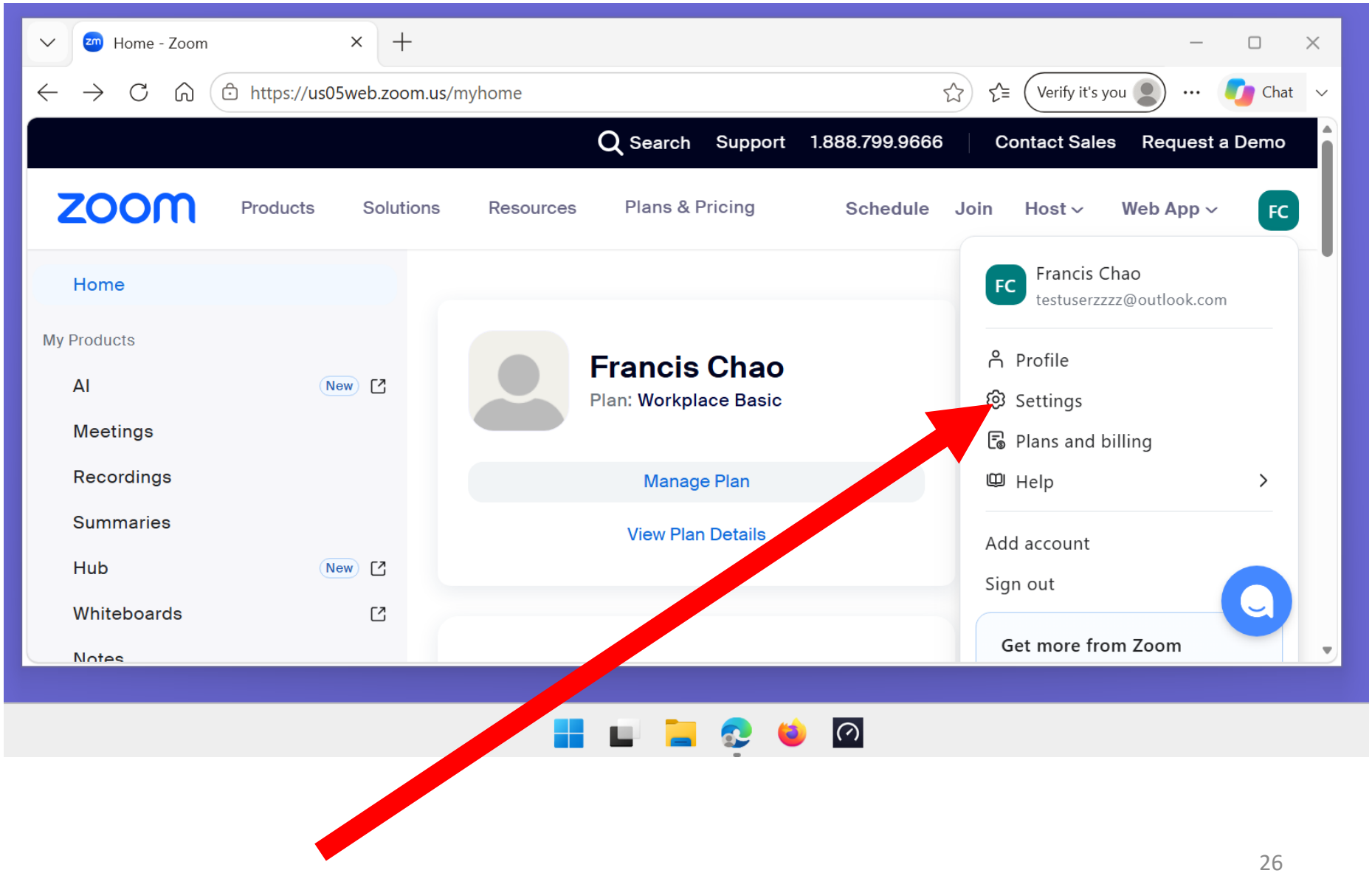
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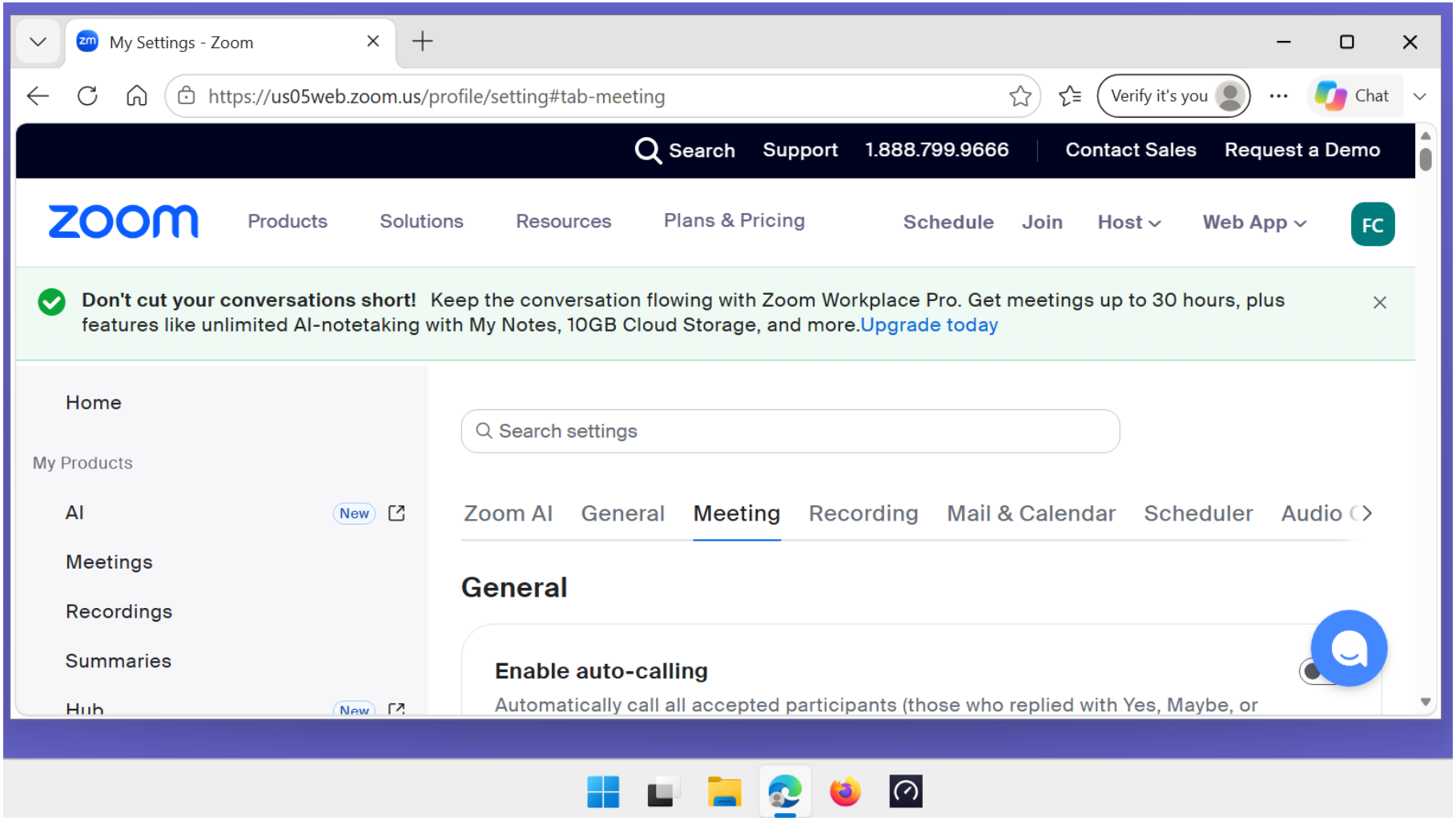

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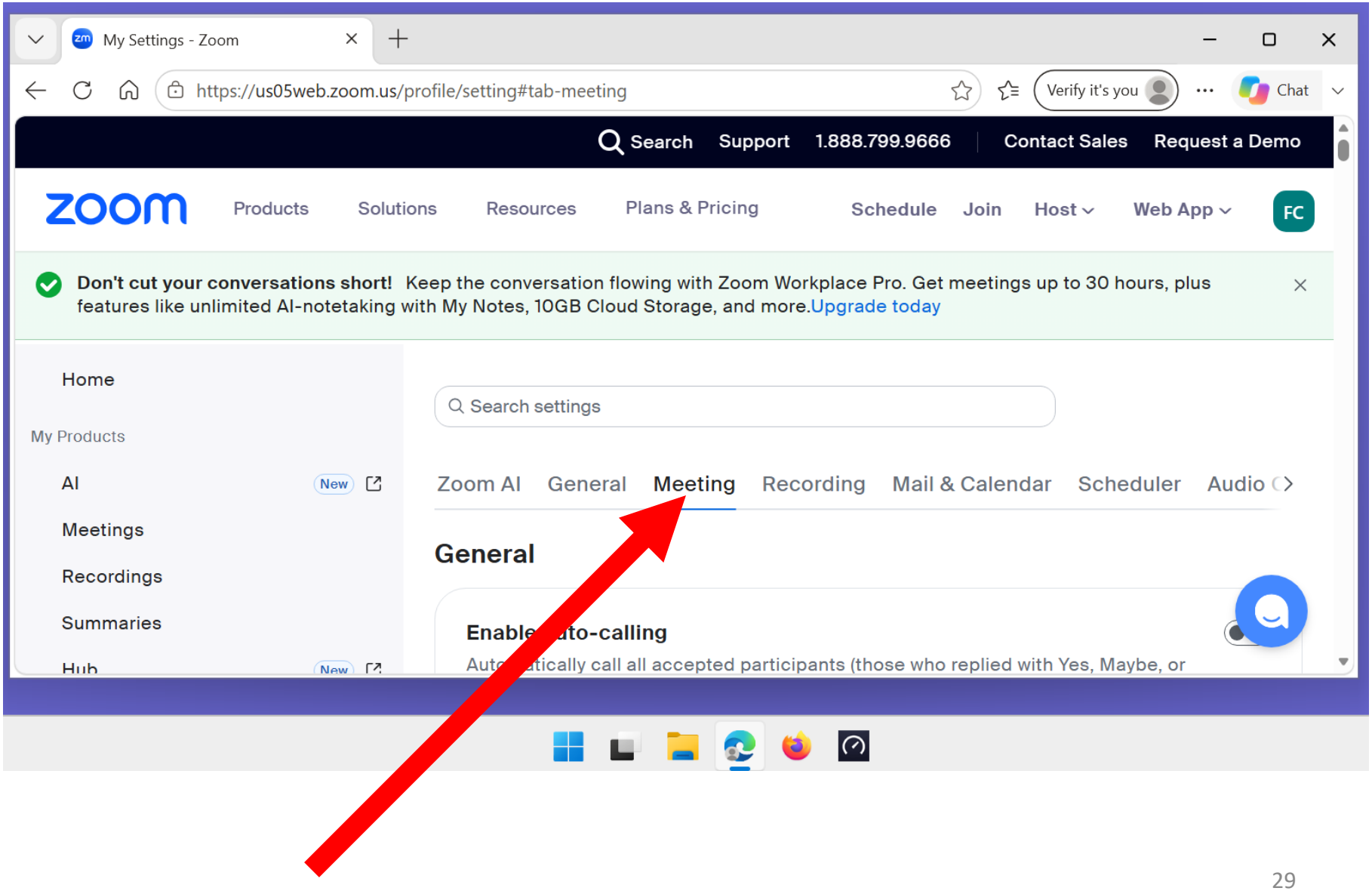
- STEP 109:
  Use the LEFT mouse button to click on "Settings" in the drop-down menu:


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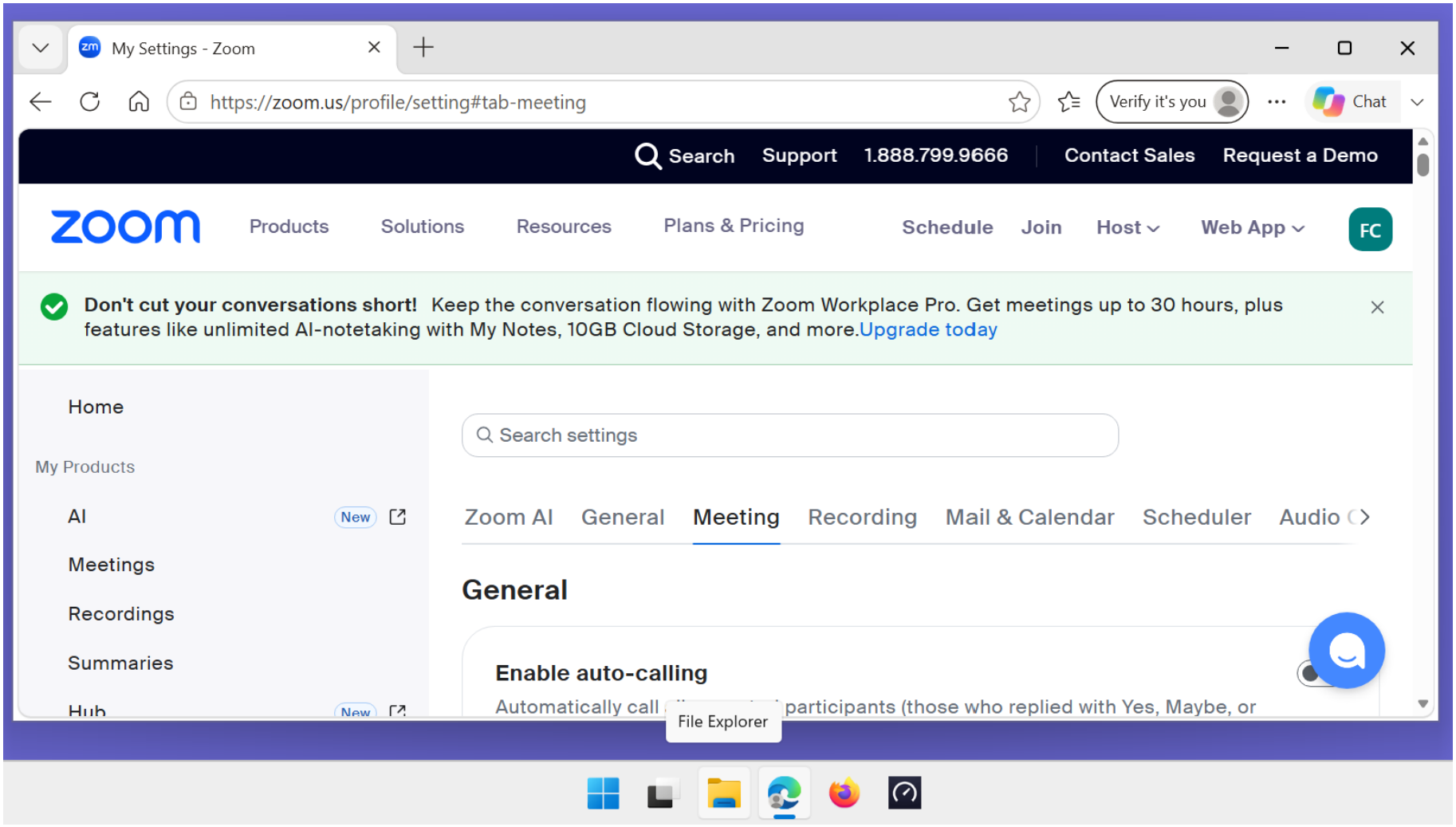

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- STEP 110:
  Use the LEFT mouse button to click on "Meeting":

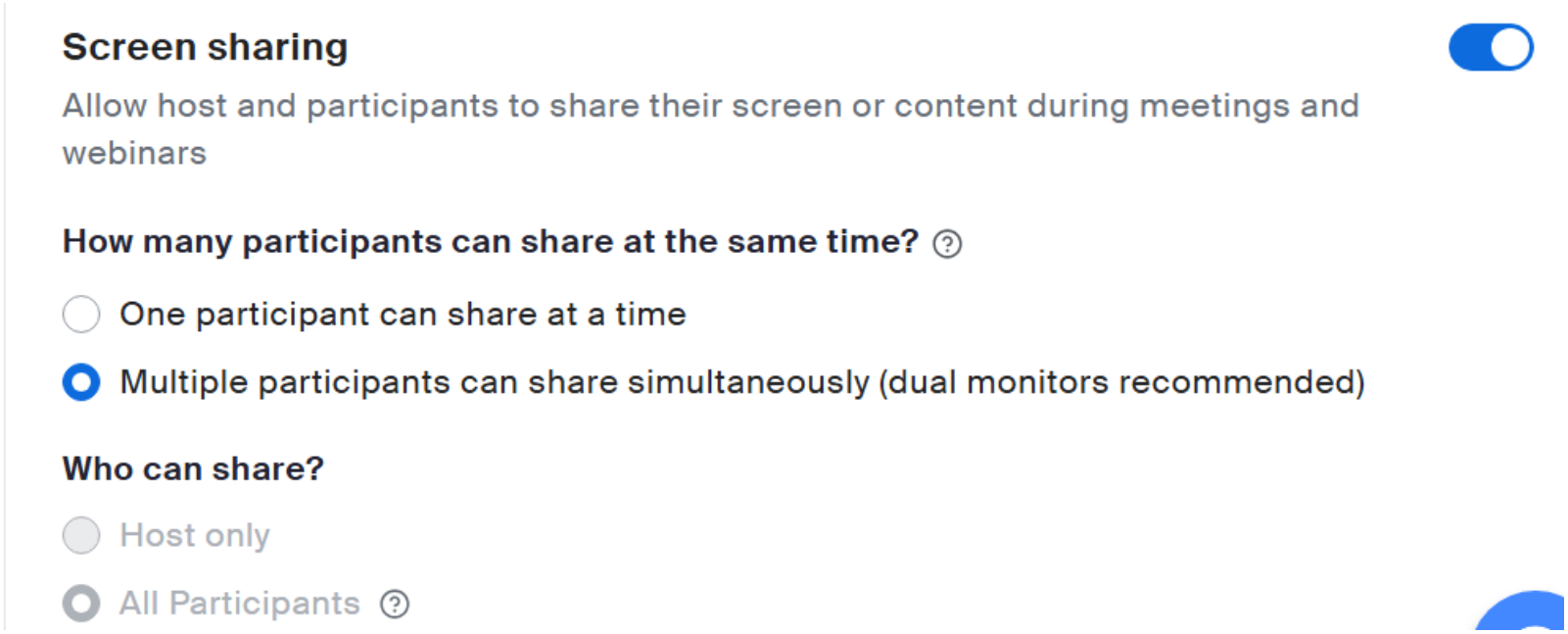

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Enable auto-calling
Automatically call all accepted participants (those who replied with Yes, Maybe, or


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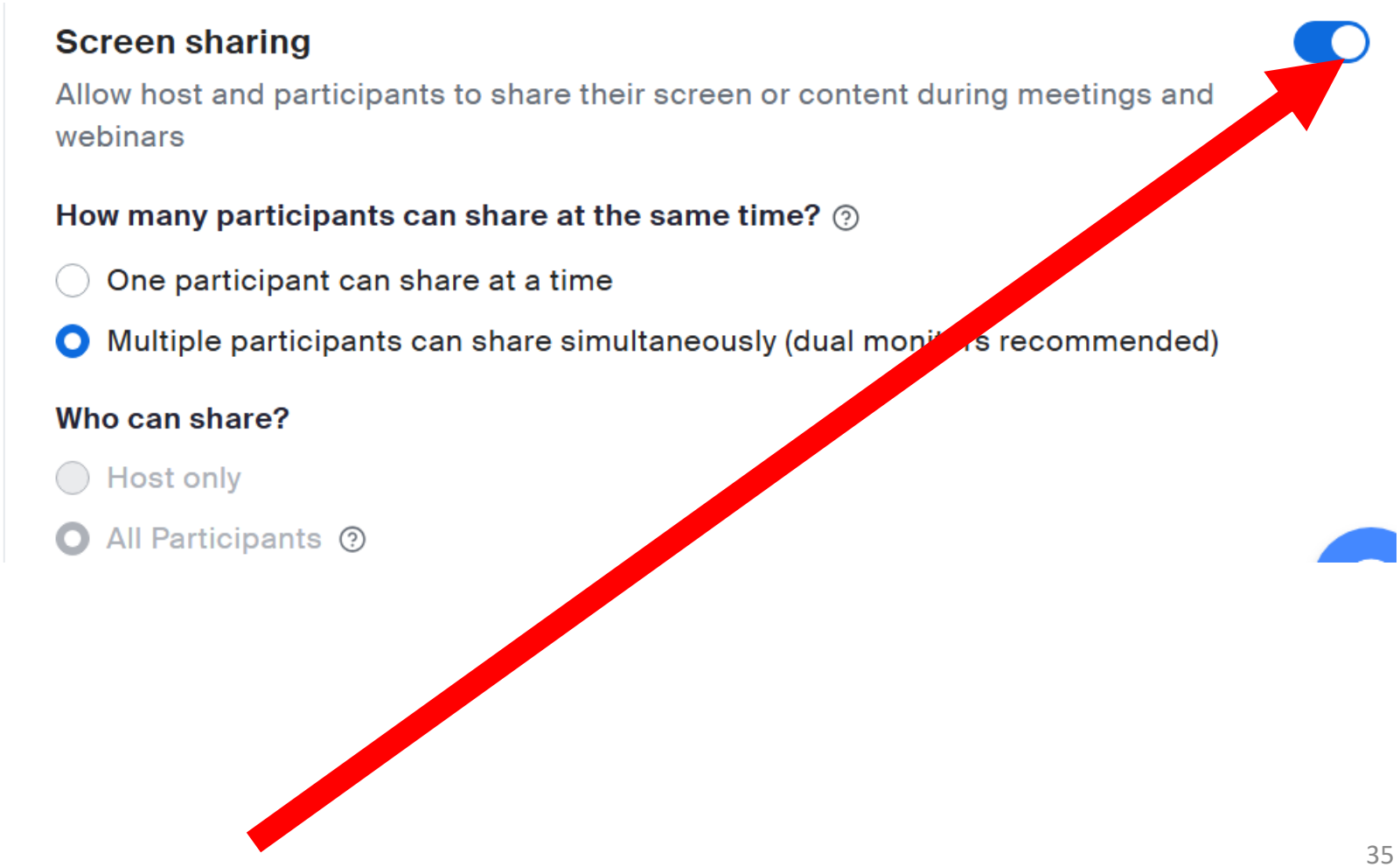
- STEP 111:
  "Meeting" should now have an underline under it:


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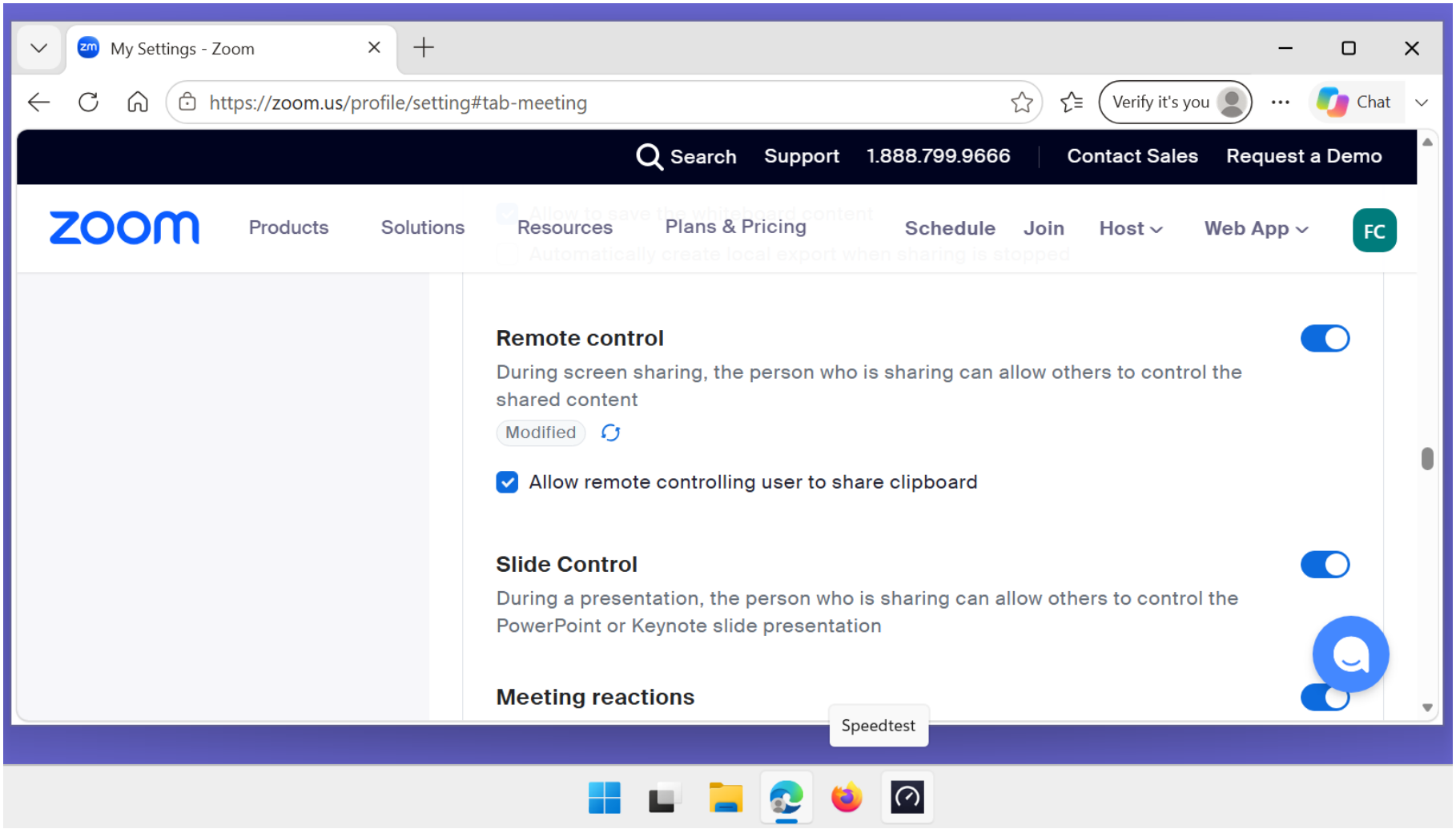
- STEP 112:
  Scroll or page down vertically until you get to "Screen sharing":


Screen sharing
Allow host and participants to share their screen or content during meetings and webinars
How many participants can share at the same time?
One participant can share at a time
Multiple participants can share simultaneously (dual monitors recommended)
Who can share?
Host only
All Participants

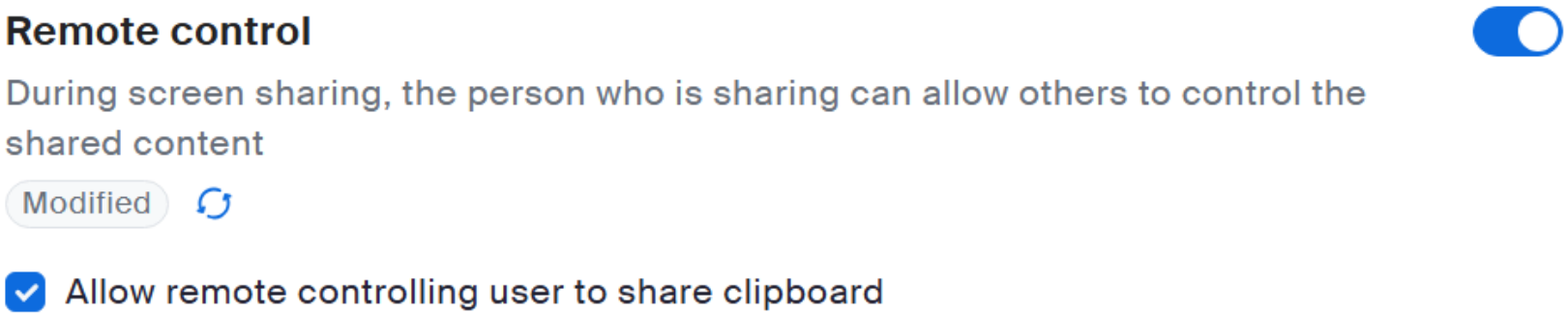
- STEP 113:
  Make sure that the slider for "Screen sharing is enabled :


Screen sharing
Allow host and participants to share their screen or content during meetings and webinars
How many participants can share at the same time?
One participant can share at a time
Multiple participants can share simultaneously (dual monitors recommended)
Who can share?
Host only
All Participants

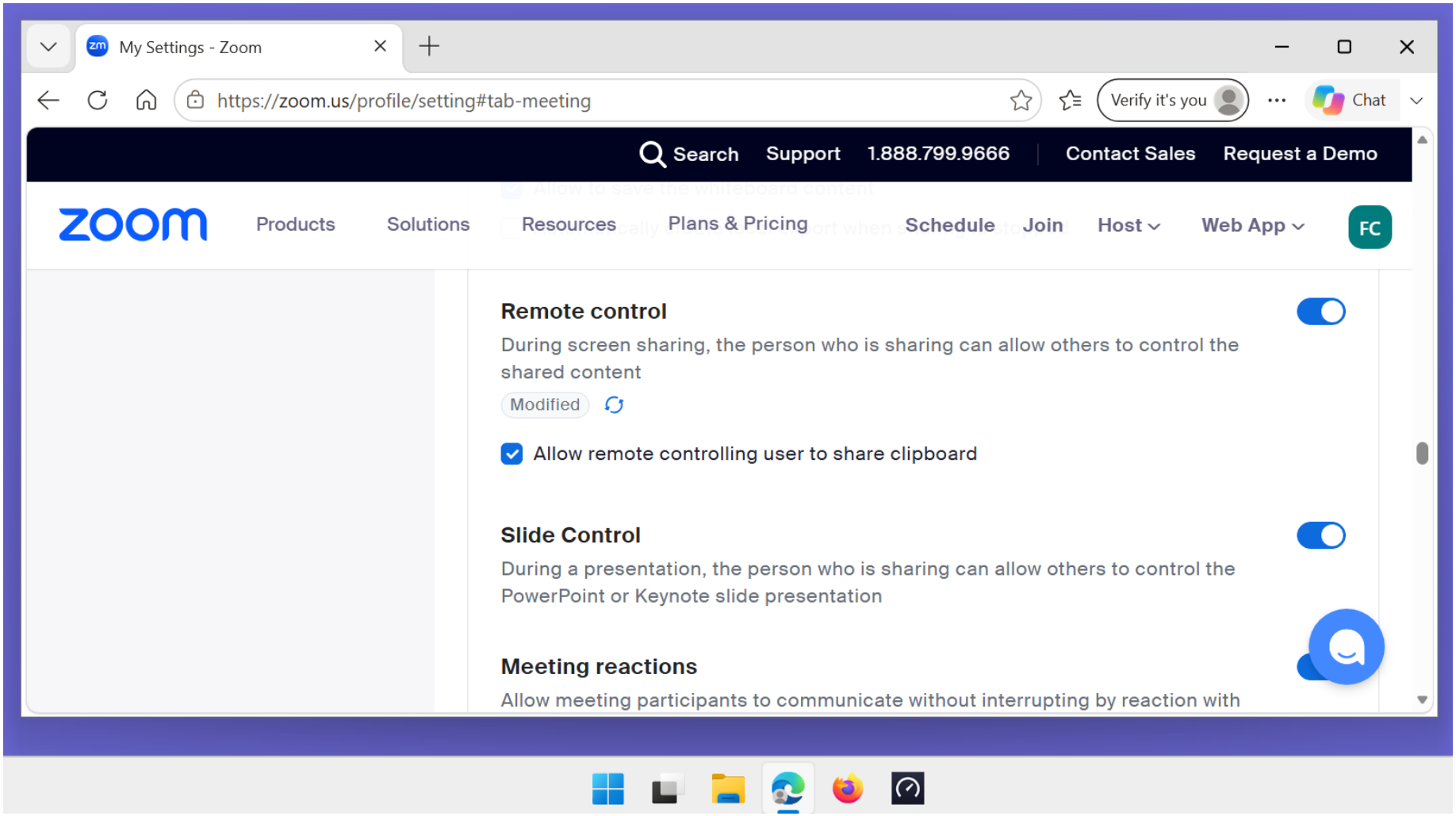
- STEP 114:
  Scroll or page down to "Remote control":

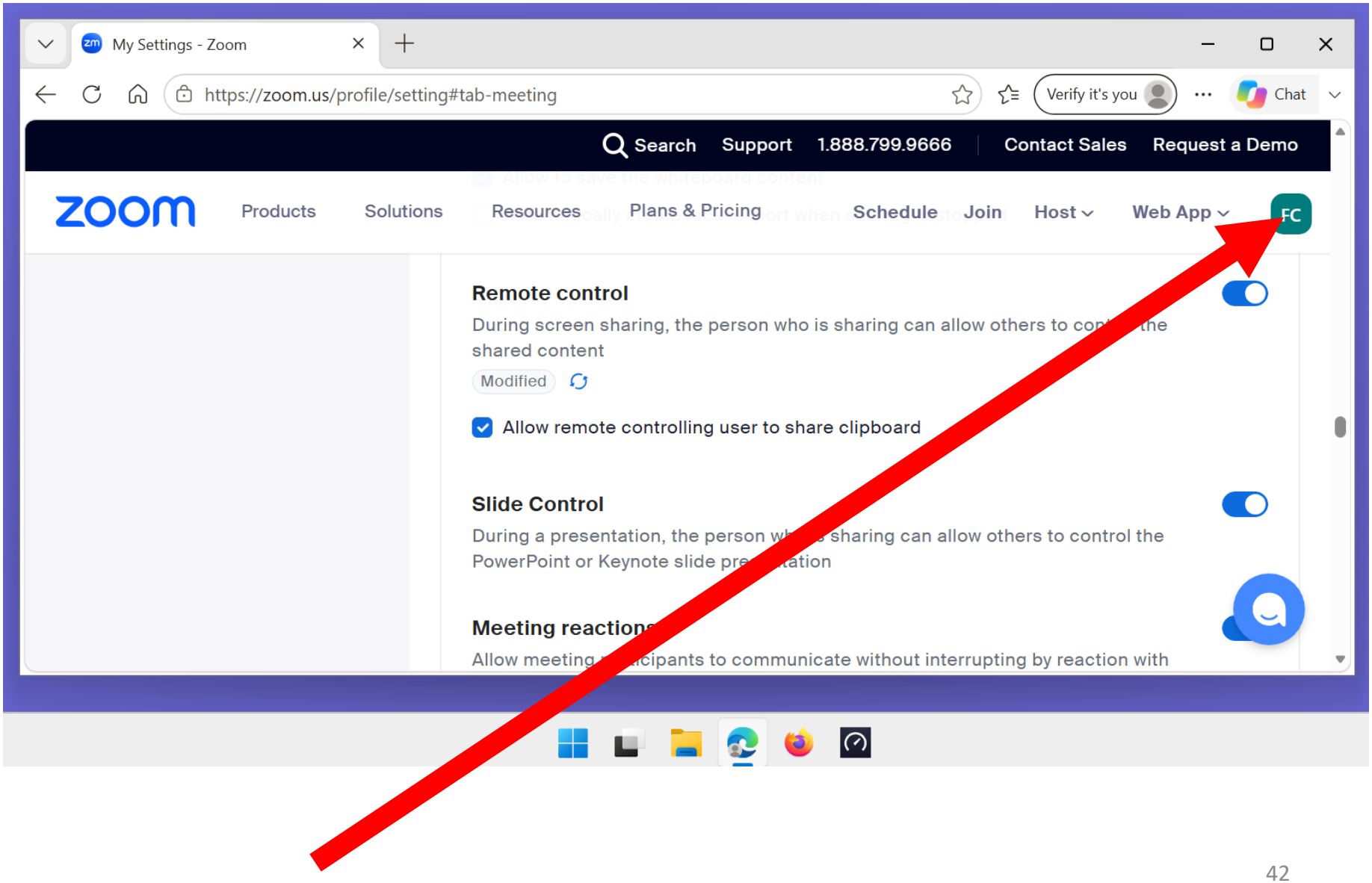

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Remote control
During screen sharing, the person who is sharing can allow others to control the shared content
Modified
Allow remote controlling user to share clipboard
Slide Control
During a presentation, the person who is sharing can allow others to control the PowerPoint or Keynote slide presentation
Meeting reactions
Speedtest

- STEP 115:
  Make sure that "Remote control" is enabled AND make sure that there is a checkmark for "Allow remote controlling user to share clipboard":

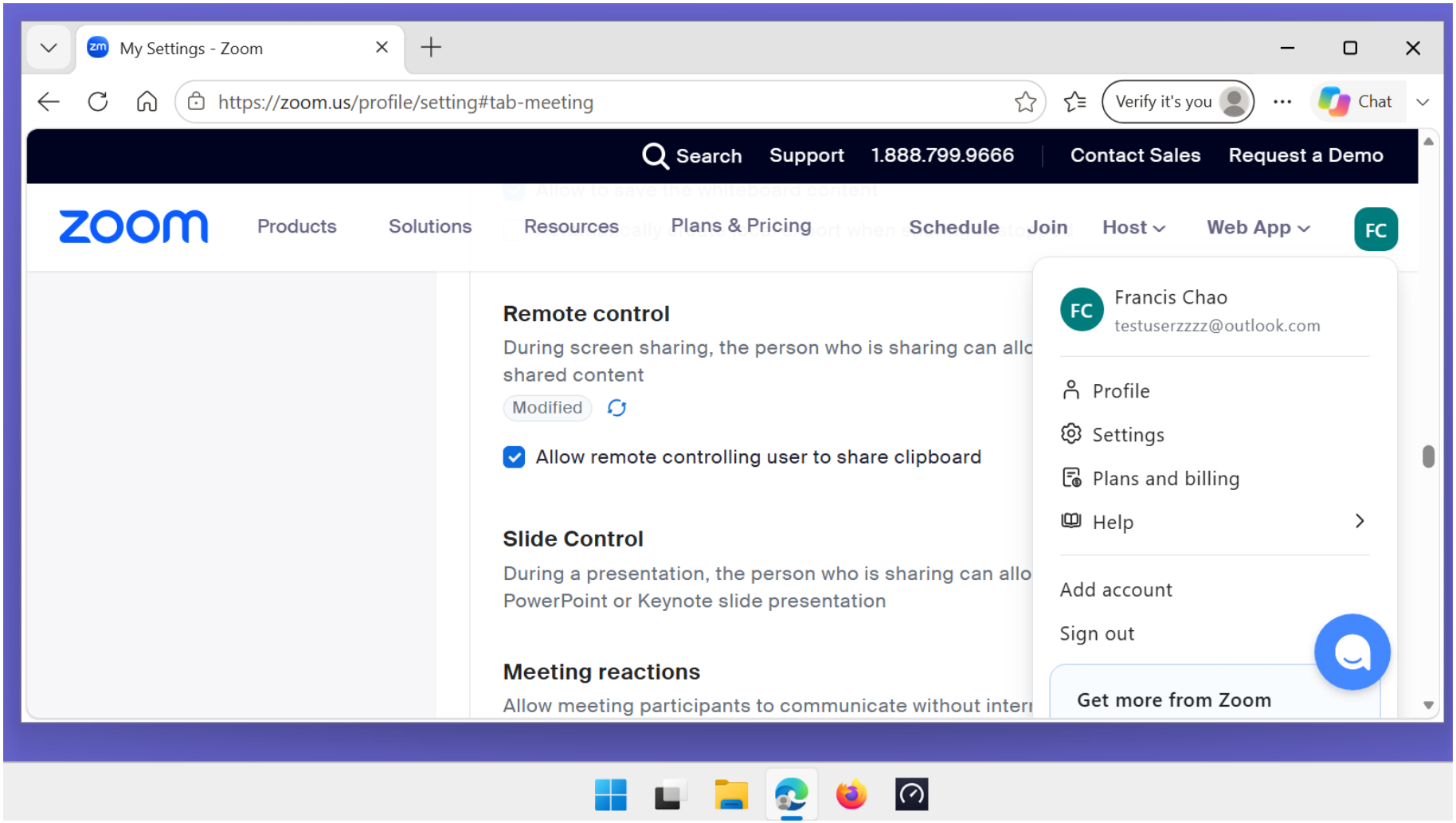

Remote control
During screen sharing, the person who is sharing can allow others to control the shared content
Modified
Allow remote controlling user to share clipboard

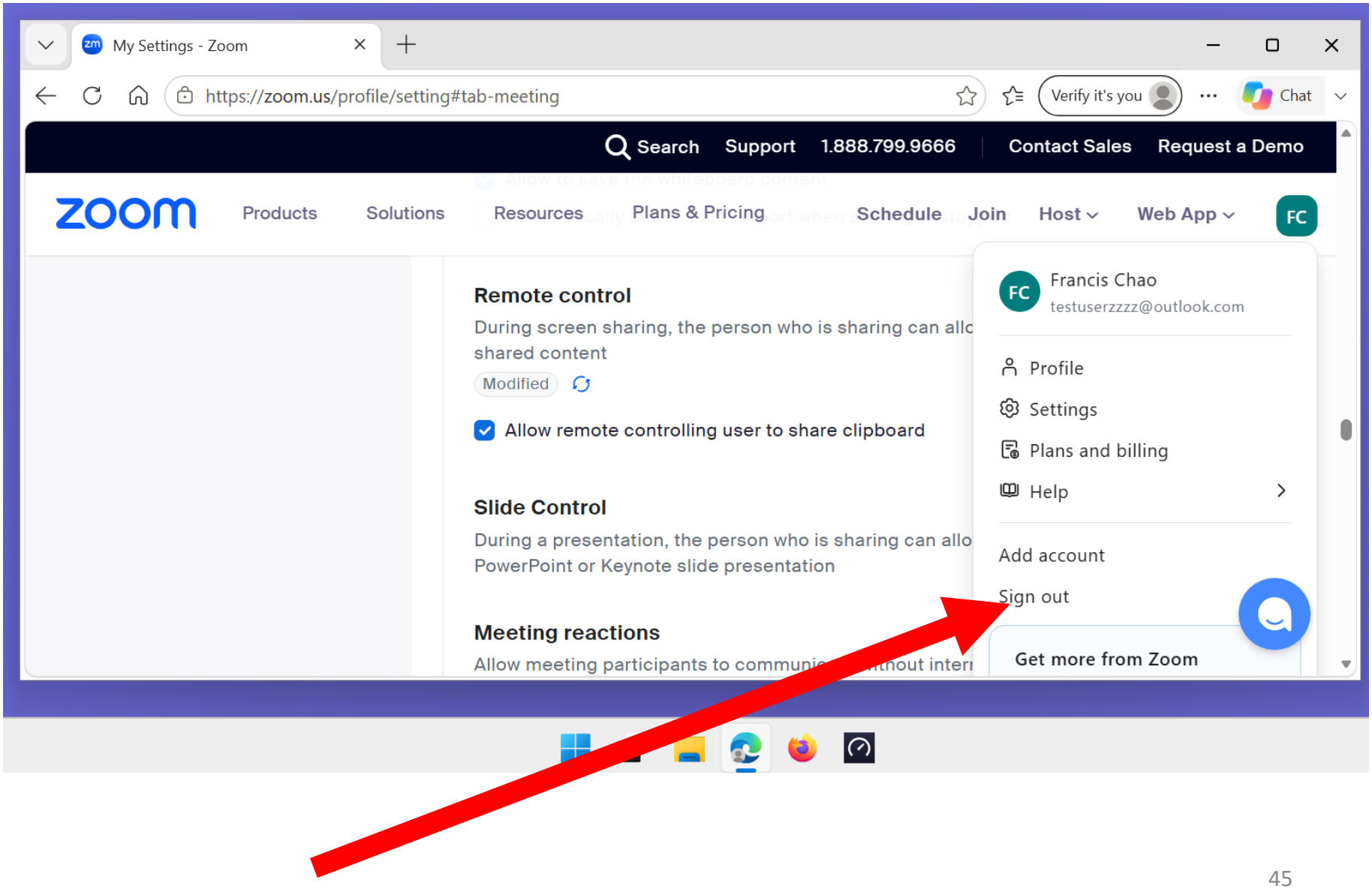
- STEP 116:
  Use the LEFT mouse button to click on the icon that has your initials:


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Remote control
During screen sharing, the person who is sharing can allow others to control the shared content
Modified
Allow remote controlling user to share clipboard
Slide Control
During a presentation, the person who is sharing can allow others to control the PowerPoint or Keynote slide presentation
Meeting reactions
Allow meeting participants to communicate without interrupting by reaction with

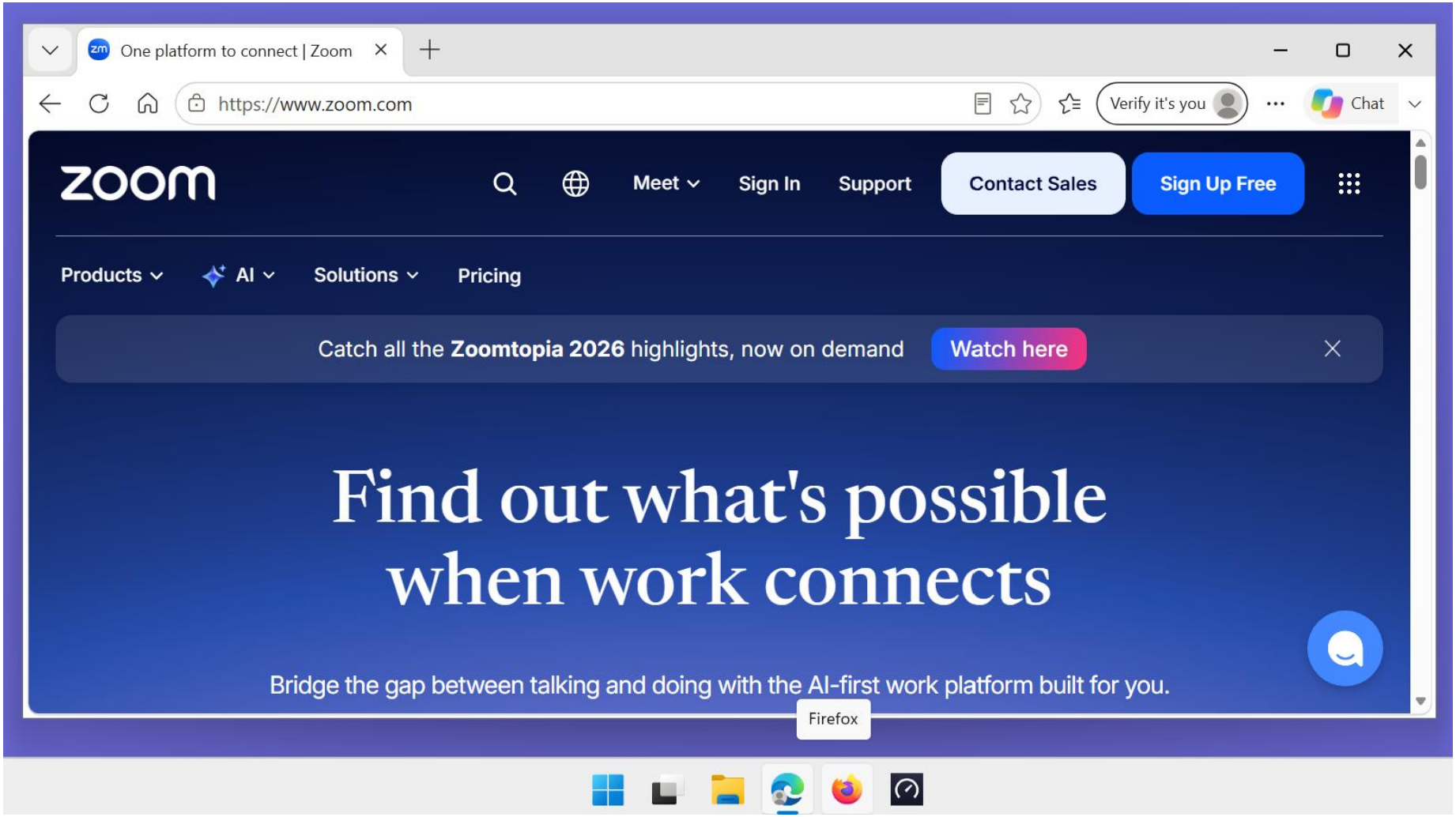

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the shared content
Modified
Allow remote controlling user to share clipboard
Slide Control
During a presentation, the person
sharing can allow others to control the
PowerPoint or Keynote slide
Meeting reactions
Allow meeting
to communicate without interrupting by reaction with

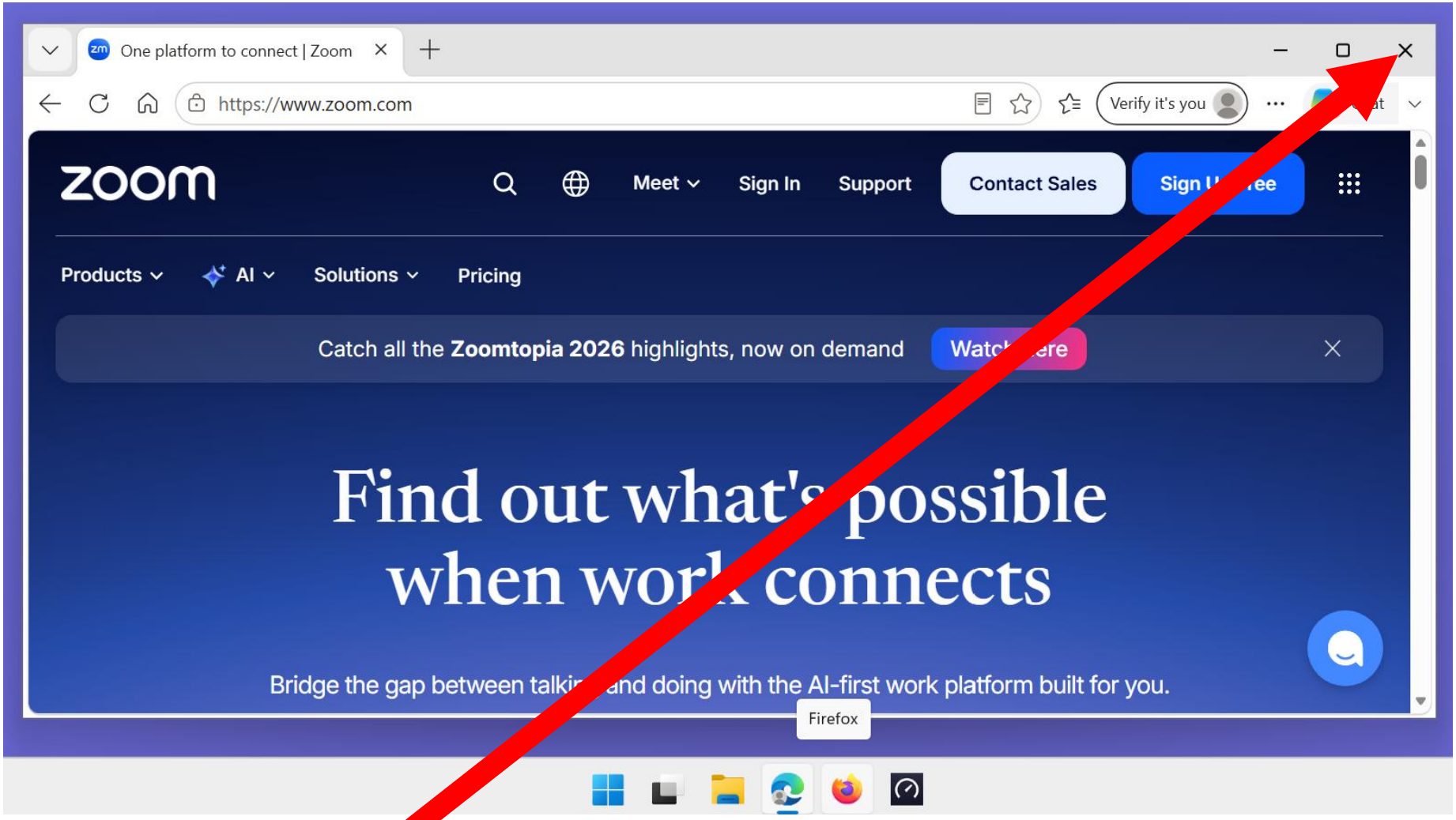
- STEP 117:
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