## Getting Online

# How to join Zoom calls using your Telephone

**What:** Zoom is an App which is used to create and join video calls. It allows you to join calls with groups of people. Group calls using Zoom are called 'meetings'.

**Before you start...**

**You will need to do the following:**

- Find out the Zoom code for your meeting. The host of the group should have provided this to you.

**How:** You do not need to have access to the internet to join a Zoom meeting using your Telephone.

This guide will explain how to join a meeting by dialing in on your phone.

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# 1. Meeting Codes

You will need 3 numbers to join a meeting:

- **Telephone number** - this will be the number you will dial to join.
- **Meeting ID** - this is a 9 to 11 digit number, which you will be prompted to enter after dialing the telephone number.
- **Password** - this is a 6 digit number which you will need to enter after the meeting ID to access the meeting.

The system is similar to when you might contact your bank or local council. You may need to dial the phone number, then enter an account number when you do this.

# 2. Dialing in using a mobile

1. You will be provided with an '020' number to dial in order to join the meeting. Dial the number and press the call button as you would normally do on your mobile.
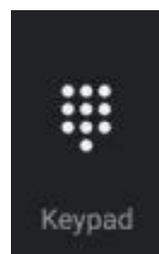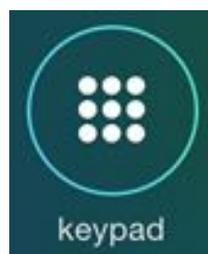   You may have received the meeting ID via text message. You can press on the number to dial automatically, and to avoid having to type this number out.

2. You will hear an automated message stating "Welcome to Zoom, please enter your Meeting ID".

The Meeting ID is 9 - 11 digits

Use the keypad to enter the Meeting ID provided to you, **followed by the hash key - #.** It is important to remember that you will need to press the hash key after entering the number. If you make a mistake, you can delete as you would on your phone, or dial again.

If you have a touchscreen phone, you will need to press the 'Keypad' button to view the keypad on your screen.



Look for an icon similar to these

3. You will hear an automated message asking you to enter your participant ID. **You can press the hash key (#), to skip this step.**

4. You will need to enter your meeting password, which should also have been provided to you. This should be 6 digits long.
You will then need to **press the hash key - #.**

5. You should hear an automated message stating "You are now in the meeting". **Enjoy the call!** You can speak to let others know you have joined the meeting successfully.

# 3. Dialing in using a landline

1. You will be provided with an '020' number to dial in order to join the meeting. Dial the number and press the call button as you would normally do on your telephone. If you do not have a call button, wait until you hear the number dialing, as you normally would when making a call.

2. You will hear an automated message stating "Welcome to Zoom, please enter your Meeting ID".

   The Meeting ID is 9 - 11 digits

   Enter the Meeting ID provided to you,
   **followed by the hash key - #.**
   It is important to remember that you will need to press the hash key after entering the number. If you make a mistake, you can delete as you would normally on your phone, or dial again.

3. You will hear an automated message asking you to enter your participant ID. **You can press the hash key (#), to skip this step.**

4. You will need to enter your meeting password, which should also have been provided to you. This should be 6 digits long. You will then need to **press the hash key - #.**

5. You should hear an automated message stating "You are now in the meeting". **Enjoy the call!** You can speak to let others know you have joined the meeting successfully.

# 4. Tips for joining meetings

## Security

Zoom is a safe and secure way to hold Zoom meetings, which is why many organisations use it for their meetings.

In order to make sure each meeting only has the intended members joining, sometimes you will be asked to enter the Meeting ID **without** certain numbers.

For example, if your Meeting ID was 918 673 7452, you may be asked to enter this again without "7". This means that you would need to enter "91863452" and then the hash key (#) using your keypad.

## Joining a Meeting Early

It is best to wait until the correct meeting time before dialing the number you have been provided with. However, sometimes you may be able to join a meeting before the meeting organiser.

You will be asked to enter the 'host key'. **You will need to enter the hash key (#)** to wait to join the meeting.