

Zoom

Zoom is a tool for online meetings and holding online classes. It allows you to communicate with audio, video and text, as well as to share your screens and give presentations. Please note that Zoom is FREE to use. You do **NOT** need to purchase a subscription to use Zoom to take an OLLI class or attend a meeting or gathering.

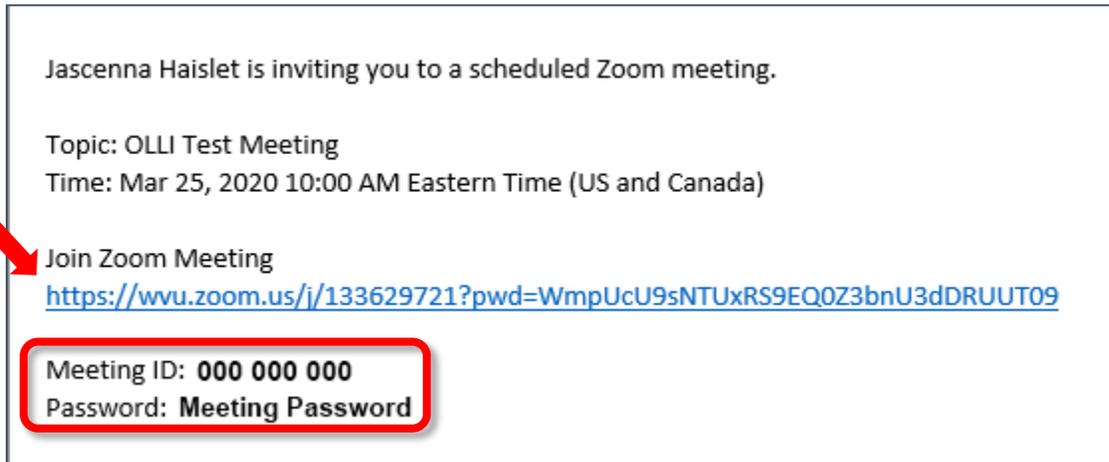
You can use Zoom on your computer, tablet, or smart phone. Joining an online class or meeting requires no more than installing the app and entering the meeting ID and password (if one is required). You can sign up for an account, but you don't have to.

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Joining a Session

You will receive the location of your meeting room, most likely in an email. In most cases, clicking on the link within the email will take you straight to the meeting room: nothing else to do!

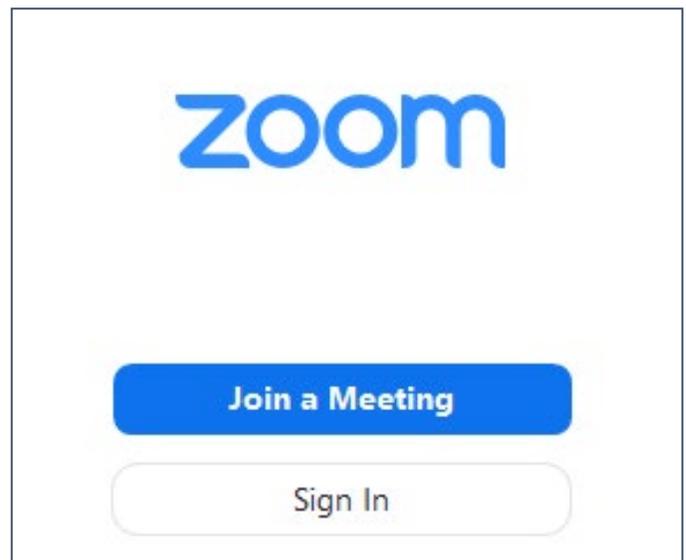


If the link does not work, you can follow the steps below:

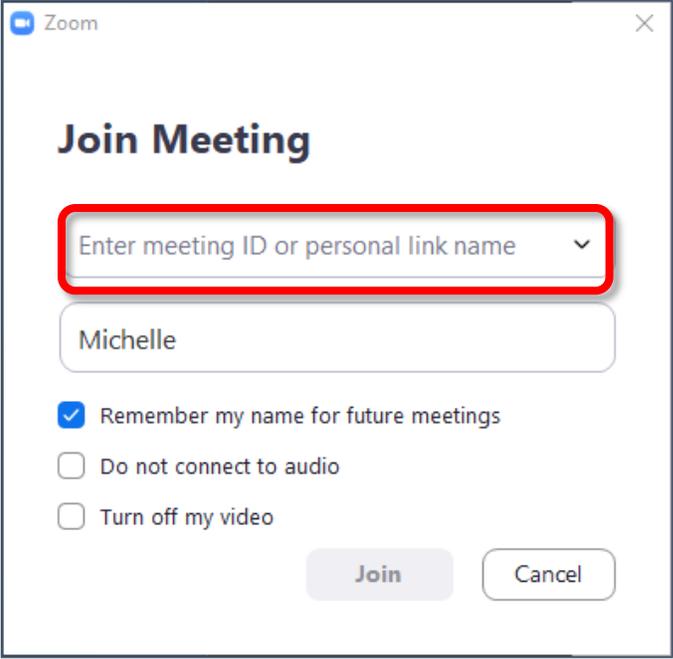
If the Meeting Link Does Not Work...

... on a PC

1. Open the Zoom client. You can always find it from the Windows / Start Menu, and scrolling down to the bottom of the list to Zoom.
2. Zoom launches. If you do not see the window, look for the Zoom icon on your taskbar and click it, to bring the window to the front.
3. Click **Join a Meeting**.



4. From the email message, copy the **Meeting ID**.
5. Paste the meeting ID into the box that requests it.
6. Enter the name you would like displayed to the other participants.
7. Click **Join**.



Zoom

Join Meeting

Enter meeting ID or personal link name

Michelle

Remember my name for future meetings

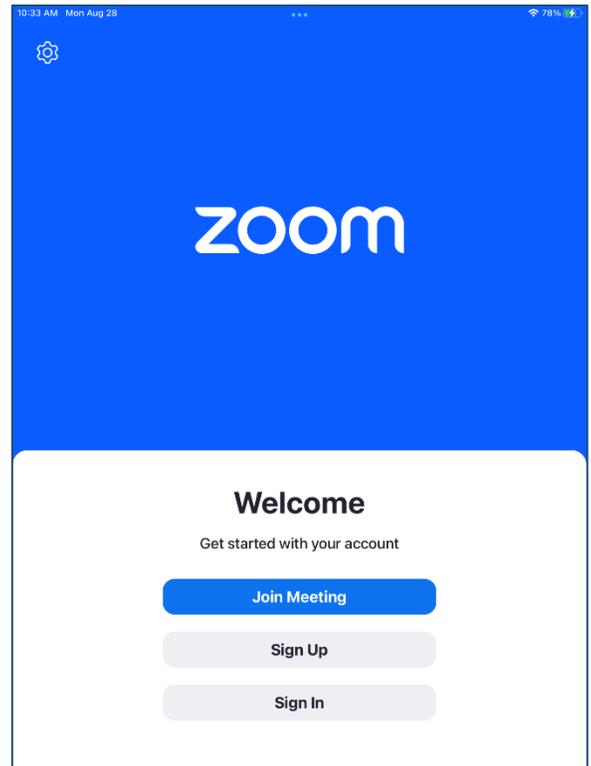
Do not connect to audio

Turn off my video

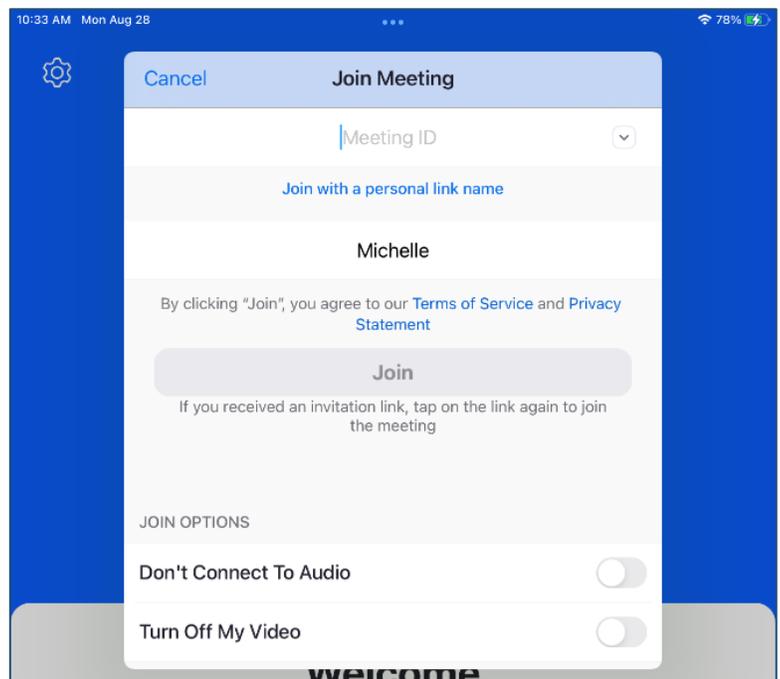
Join Cancel

... on an iPad

1. Open the **Zoom Cloud Meetings** app.
2. Zoom launches. If you do not see the options at the right, you may not have Zoom Cloud Meetings installed. Go to the App store and search specifically for Zoom Cloud Meetings.
3. Click **Join a Meeting**.

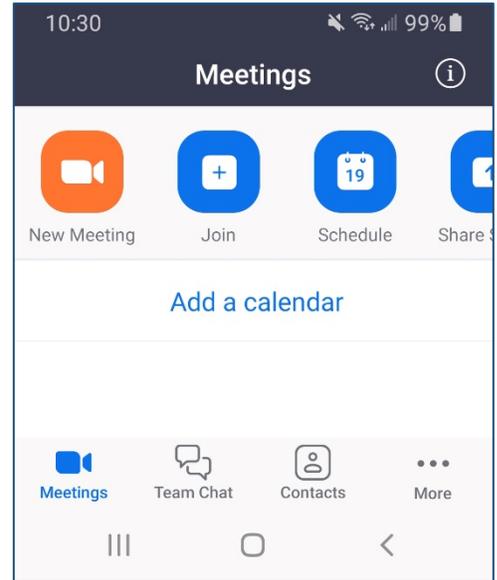


4. From the email message, enter the **Meeting ID**. This will be a nine (9) or eleven (11) digit number.
5. Enter your name as you would like it to be displayed to the other participants.
6. Click **Join**.
7. If there is a meeting password, enter the password.

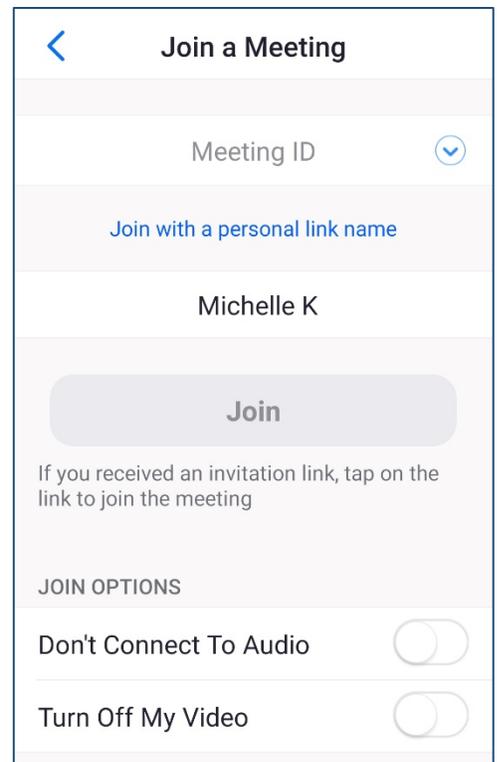


... on a Mobile Device

1. Open the Zoom client.
2. Zoom launches. Click **Join a Meeting**.



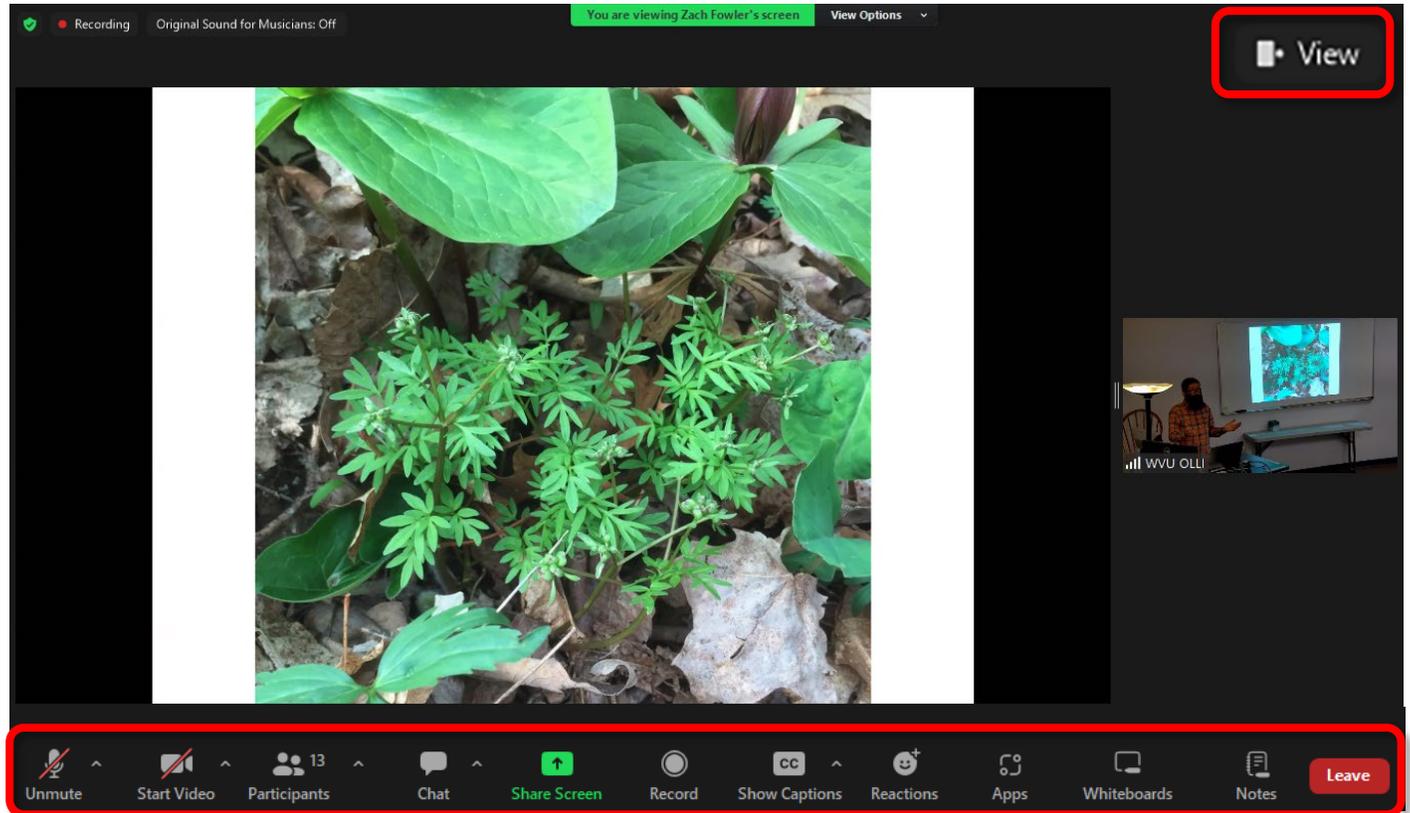
3. From the email message, enter the **Meeting ID** into the box that requests it.
4. Enter the name you would like displayed to the other participants.
5. Tap **Join Meeting**.
6. If there is a meeting password, enter the password.



Attending a Zoom Session

Joining a class is similar to joining a meeting, except that you do not need your camera on, and it is polite to mute your microphone except if you have a question.

The options you want to be aware of are:



Mute / Unmute (Page 8)

Start / Stop Video (Page 8)

Chat (Page 7)

Show Captions (Page 19)

View (Page 7)

Leave

When you enter a class or meeting, make sure your microphone is on **Mute** until the instructor or leader asks for participation. When you are done talking, please mute your microphone again.

When you enter a lecture class, keep your video **OFF** unless and until prompted.

When you join a class, please change your name to reflect who is attending. This will make it easier for the instructor to answer questions and address students. (Go to page 16.)

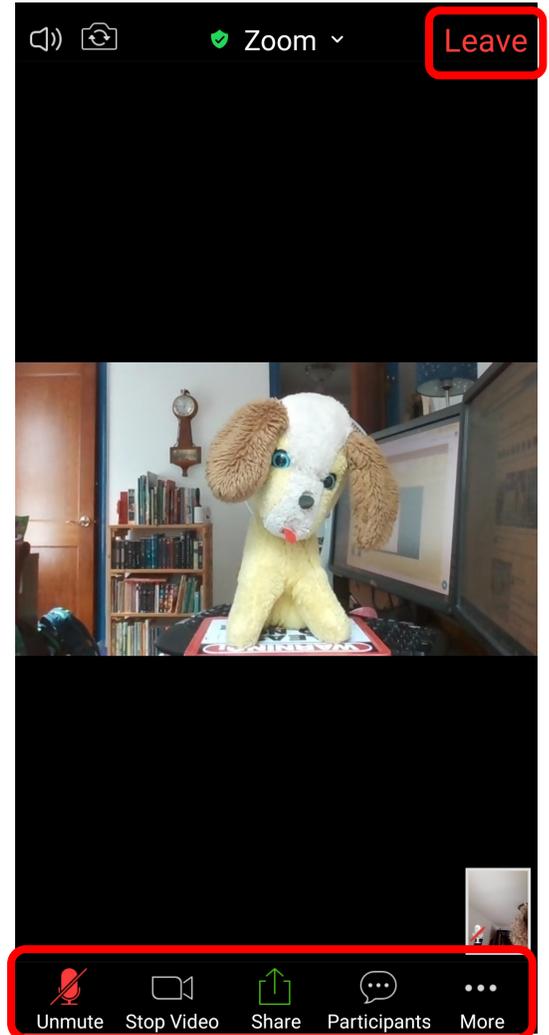
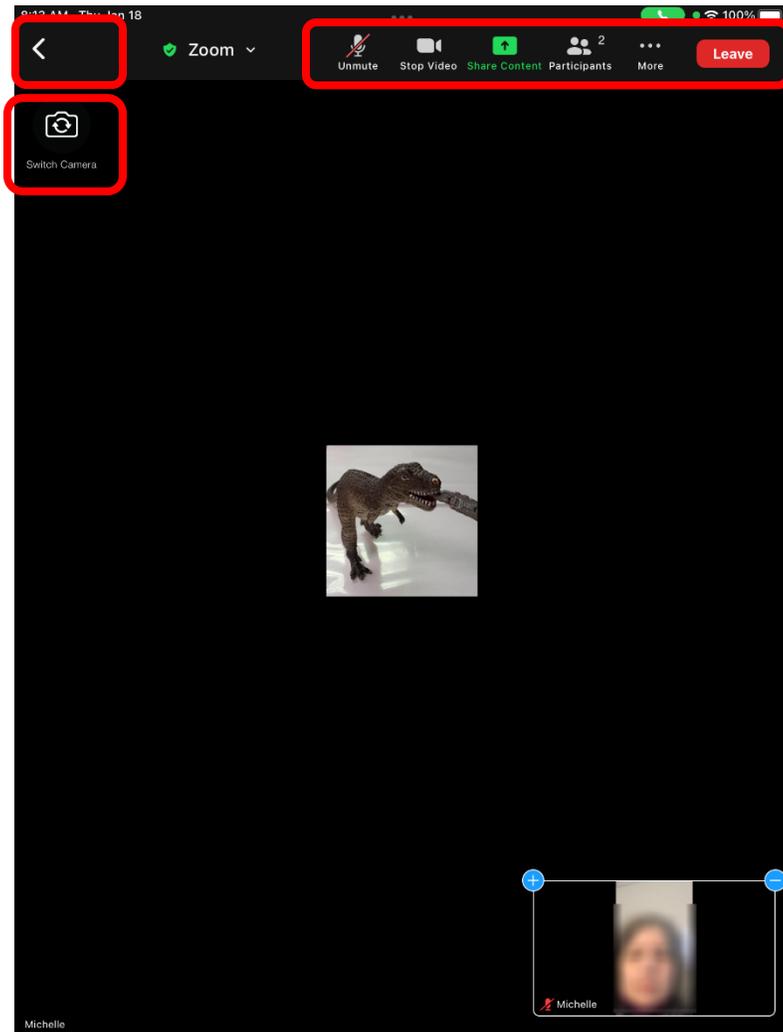
Use the **Chat** function to ask questions and converse with your fellow students. You can direct your questions to the entire group, to a classmate, or the instructor. (Go to Page 7)

The Gallery / Speaker view changes how video is presented. If you are attending a class where only one person is speaking, you want **Speaker View**. If you are socializing you want **Gallery View**.

You can exit the class or meeting at any point in time with the **Leave** button.

By default, the controls will disappear when you are not using them. Tap the screen or move the mouse over the Zoom window to make them reappear.

On a smart phone, and depending upon whether you are using an apple or an android device, your options may be slightly different.

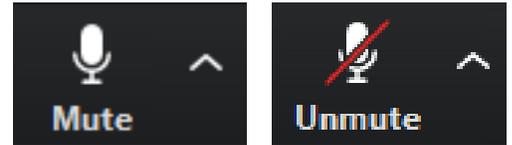


Mute / Unmute Your Microphone

For classes that are presentations, your microphone will be muted by default when you enter the classroom. In most sessions you may unmute to ask your question, but please mute yourself again while the instructor is speaking.

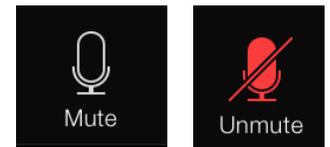
By default, the controls will disappear when you are not using them. Tap the screen or move the mouse over the Zoom window to make them reappear.

On a PC, the Mute icon is in the lower left corner of the screen. You can also unmute yourself temporarily by holding down the space bar.



On an iPad, the Mute icon is along the top of the screen.

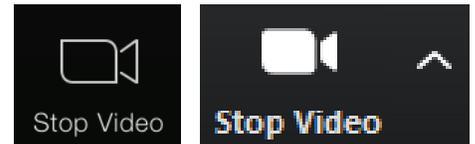
On an Android device, the Mute is in the lower left corner of the screen.



Stop / Start Video

The video controls are located beside the microphone controls.

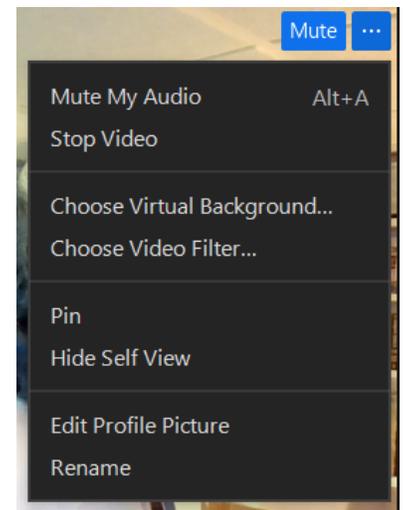
You toggle video on and off by tapping that icon.



Hide Self-View

Tired of seeing yourself during Zoom meetings? You can hide yourself from your own view, while still allowing other people to see our video.

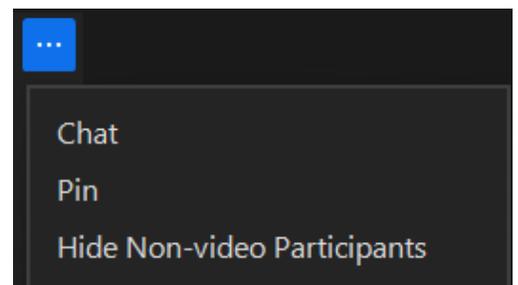
Move your mouse in your video panel until the blue buttons appear in the top right corner. Click the blue **ellipse (...)** button. From the menu select **Hide Self View**.



Hide Non-Video Participants

Don't want your screen filled up with boxes of names? You can hide the boxes of those who do not have their video on.

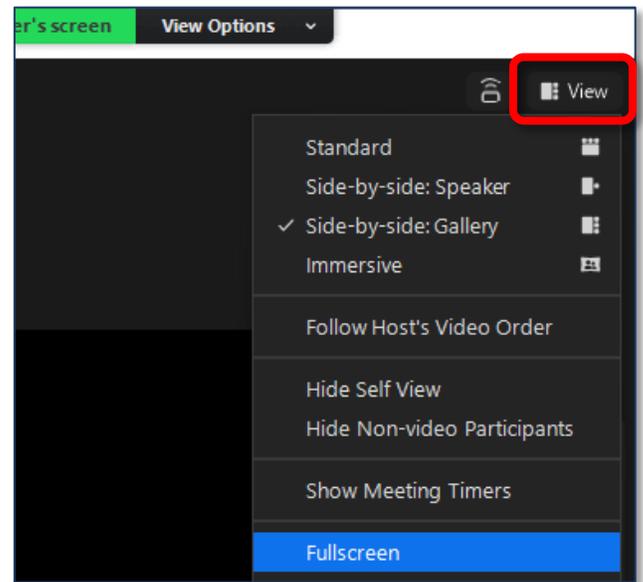
Move your cursor over one of the boxes that does not have video, click on the blue **ellipse (...)** button. From the menu select **Hide Non-video Participants**.



Gallery vs Speaker View

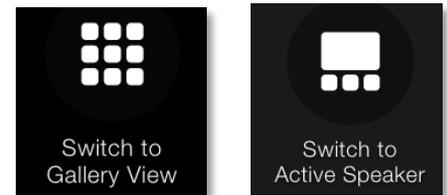
The Gallery / Speaker view changes how any session is presented. Gallery view displays as many participants on the screen as will fit. The Speaker view displays the current speaker in the center of the screen. If you are attending a class or meeting where only one person is speaking, you will want **Speaker View**. If you are socializing with friends, you will want **Gallery View**.

When using Zoom on a computer, look at the **top right corner** for the View button. From the menu, select the desired option, Speaker or Gallery.



When using Zoom on an iPad, look on the left side of the screen for the Switch to Gallery view / Switch to Active Speaker view icon.

When using Zoom on a phone or device with a very small screen, swipe left and right to change between views.



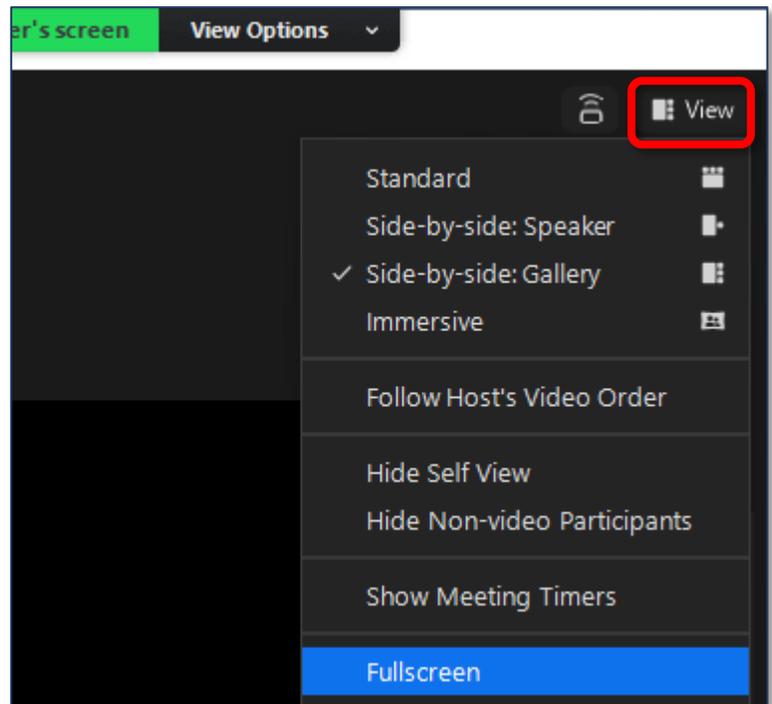
You may also want to modify how you view the screen when an instructor is giving a presentation. (See page 17)

Fullscreen vs Restore vs Maximize

When you are viewing a shared screen session, Zoom automatically changes to Full Screen. Unfortunately, you cannot merge the chatbox to the Zoom window in full screen, so you will need to exit full screen within Zoom, and then Maximize the window.

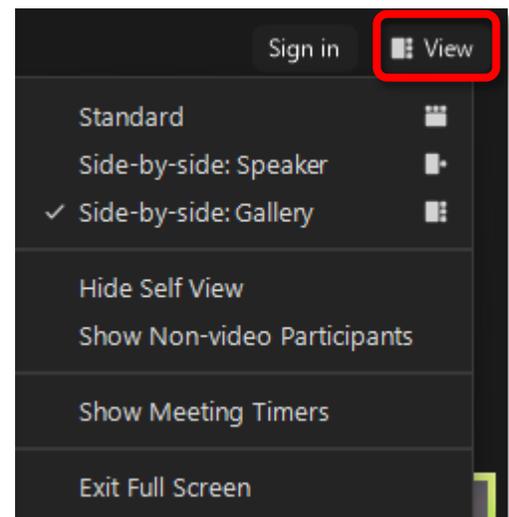
Enter Fullscreen

1. Towards the upper right corner of the window, click the **View** button.
2. From the drop down menu select **Fullscreen**.



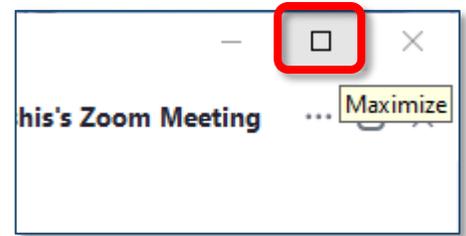
Exit Fullscreen

1. Towards the upper right corner of the window, click the **View** button.
2. From the drop down menu select **Exit Full Screen**.



Maximize the Zoom Window (NOT Fullscreen)

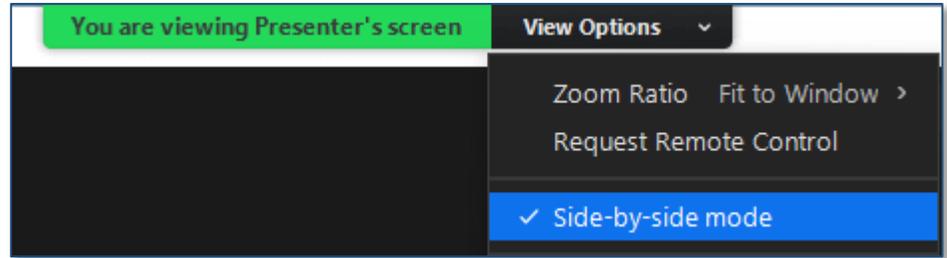
1. In the top right corner of the Zoom window, click the **Maximize** button.



Zoom Views During Screen Sharing

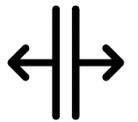
When the host (instructor) is sharing their screen with you, there are additional **View Options** available.

1. At the **center** of the screen, click **View Options**.
2. Select or deselect **Side-by-side mode**.

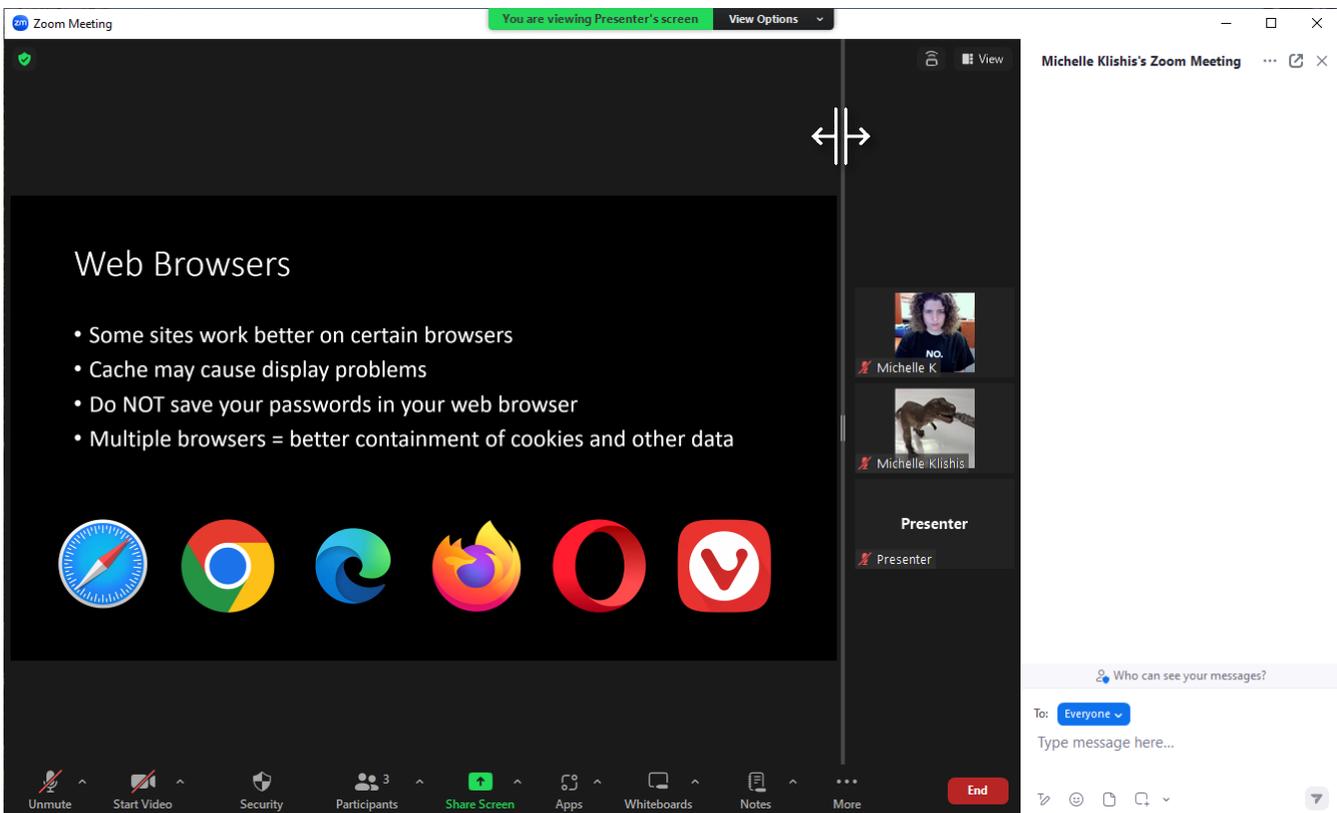


Resizing Zoom Panels

When various elements are merged to the meeting window, you can resize those panes. Hover your cursor over a dividing line until you see the double headed arrow.



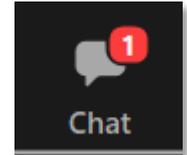
While that double headed arrow is present, click and drag to resize the pane.



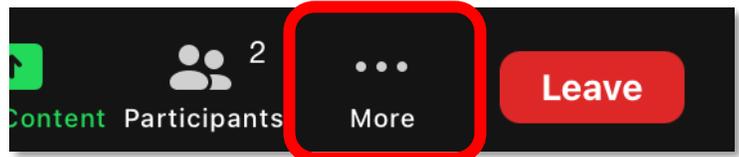
Chat

Chat is precisely what it sounds like—a way to pass virtual notes with your classmates.

If you are using a computer, you access chat from the bar along the bottom of the screen. Click on the **Chat** icon. If someone has posted in chat, a red number will appear at the top right corner of the chat button. The chat window should appear on the right side of your Zoom window.



If you are using a tablet or cell phone, tap the **More** icon, then tap **Chat**. Chat will appear in front of the main Zoom screen

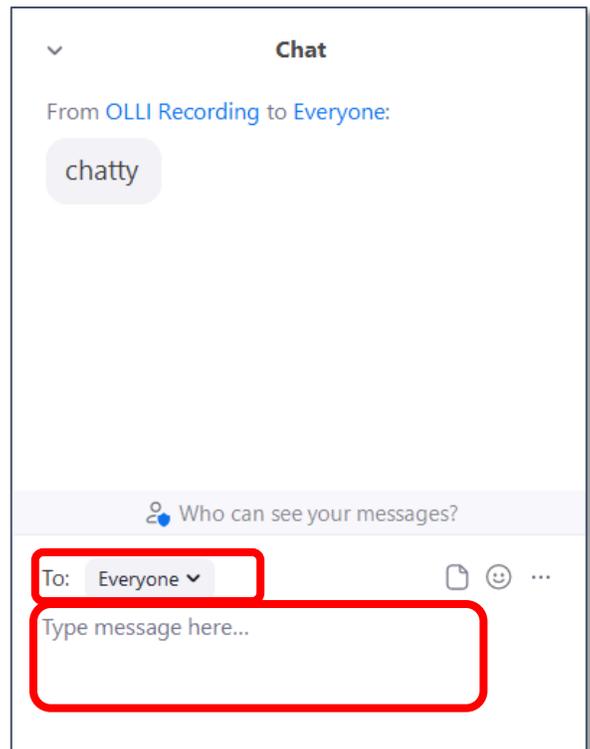


In the Group Chat panel / window, you can chat with the entire class or with a selected individual.

If you have a question for the instructor, you should type the message to **Everyone**.

To chat with just one person, click beside **To:** and select the person with whom you want to chat privately.

Feel free to chat with individuals just like you would back in high school when you were passing notes. Just know that the chat logs are saved, so don't be mean, even privately.



Using the Chat Box on a PC

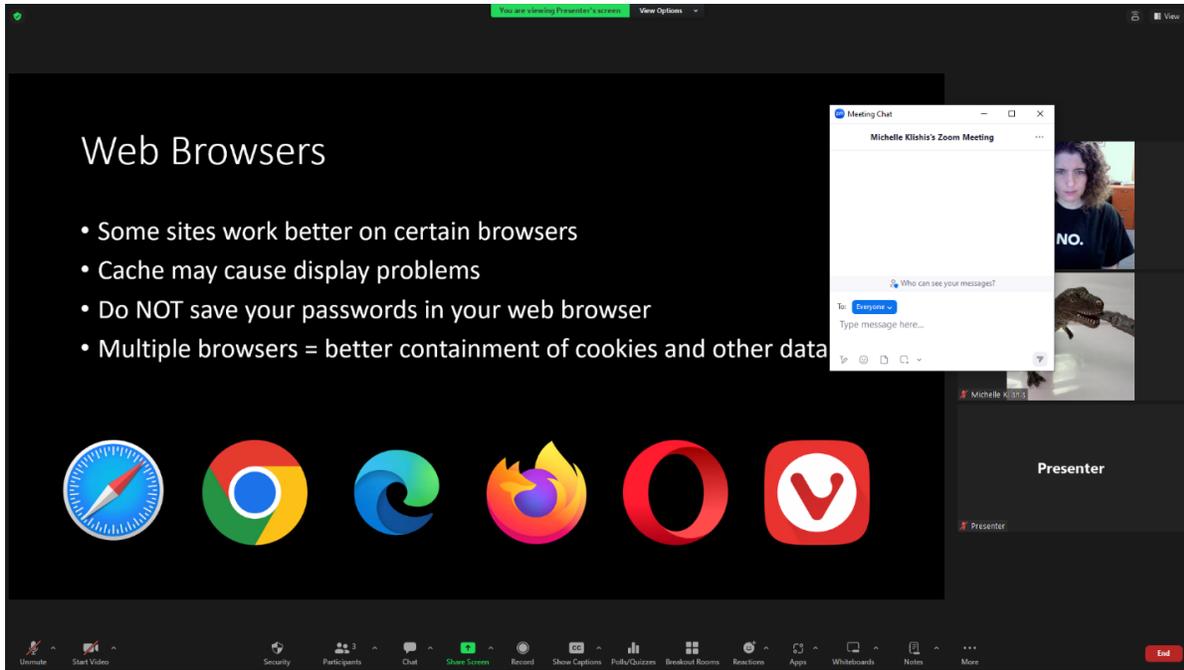
1. Click in the box where you see the text **Type message here...**
2. Type in the text.
3. Press the **Enter** key on your keyboard.



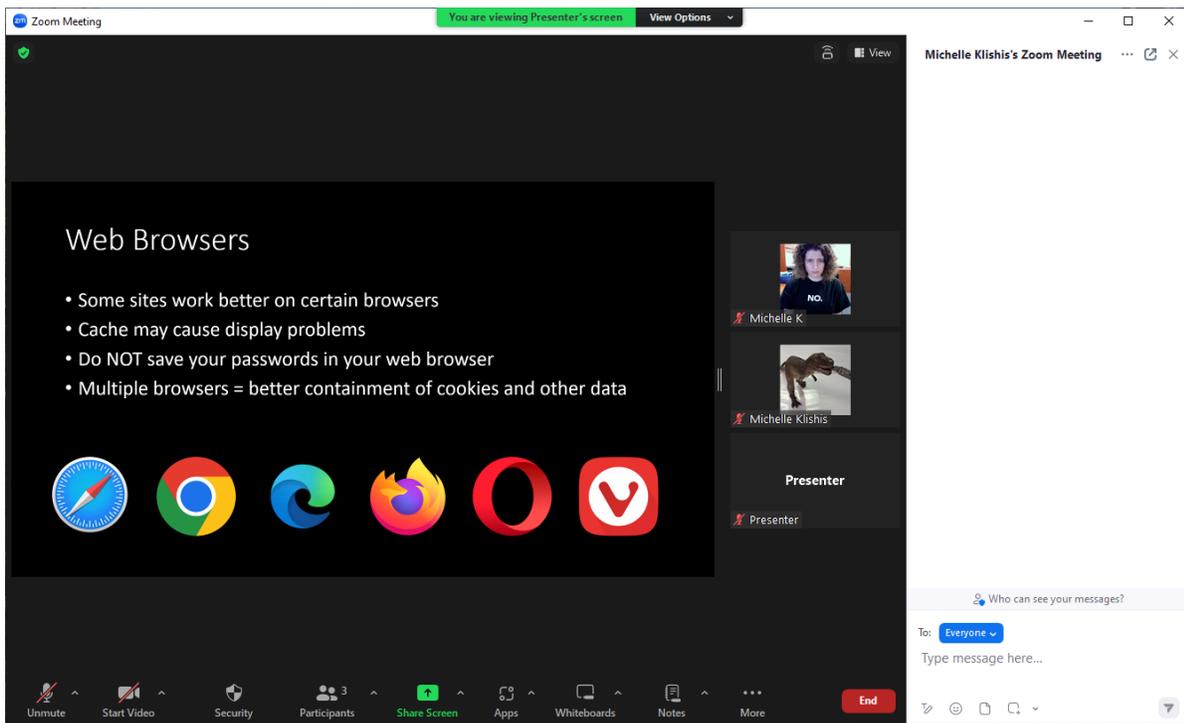
Full Screen Chat Box

If you want to use the chat box during a Zoom session that has a shared screen presentation, you may need to play around with the Zoom layout a bit to find the layout that works best for you.

Floating Chatbox

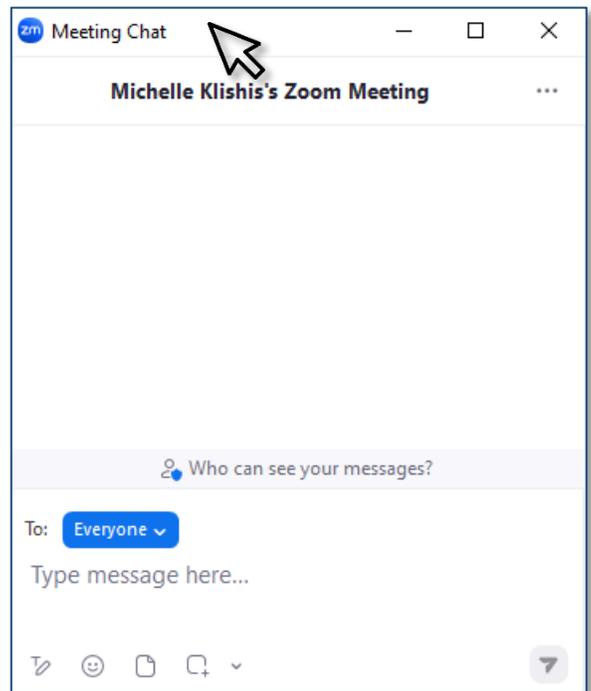


Merged Chatbox



Move the Chat Box

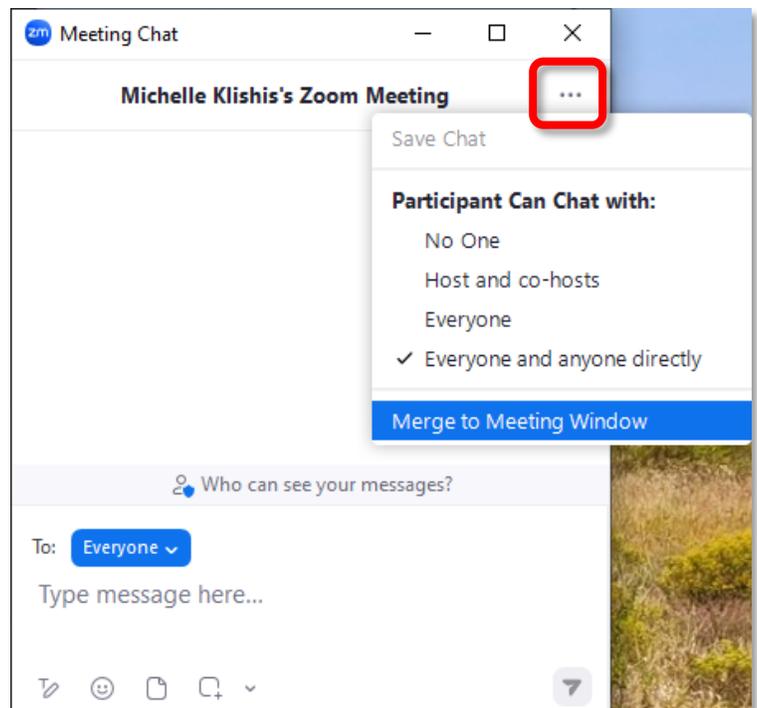
1. Move your cursor over the title bar of the floating chatbox.
2. While your cursor is in the title bar, click and drag to move the chatbox to a new location.



Merge the Chatbox

In many (but not all) views, you can merge the chatbox to the meeting window so it does not cover/hide any of the screen.

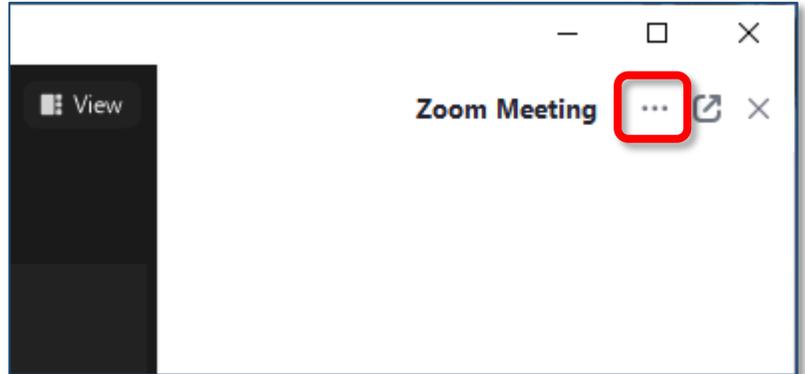
1. Towards the upper right corner of the chat box, click the ellipse button.
2. From the drop down menu, select Merge to Meeting To Meeting Window.



Pop Out the Chatbox

If you have multiple monitors and would like to move the chatbox to a different monitor, you can use the pop out button on a merged chat window.

1. Towards the upper right corner of the merged chatbox, click the pop out button.



Merging the Chatbox when the Host is Screen Sharing

1. Exit Full Screen View (page 10)
2. Merge the chatbox to the Zoom window. (page 14)
3. Maximize the Zoom window. (page 11)

Renaming Yourself

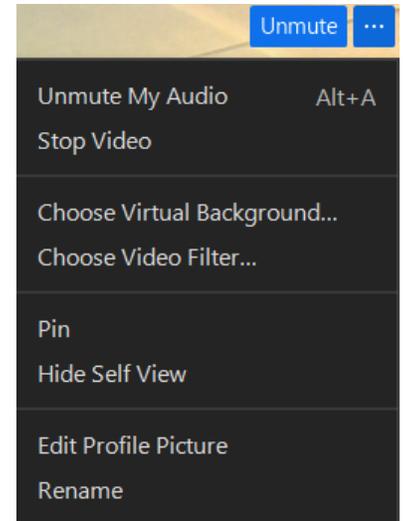
It may be that when you set up your Zoom account you didn't use a name you want for your OLLI classes, or perhaps you accidentally renamed your account. It's easy to change your name for a specific meeting.

...on a PC

1. Once you have joined a meeting, move your cursor over the Zoom window. Click on blue ellipse button.
2. From the menu that appears, select **Rename**.
3. Enter the name you would like displayed for the class.

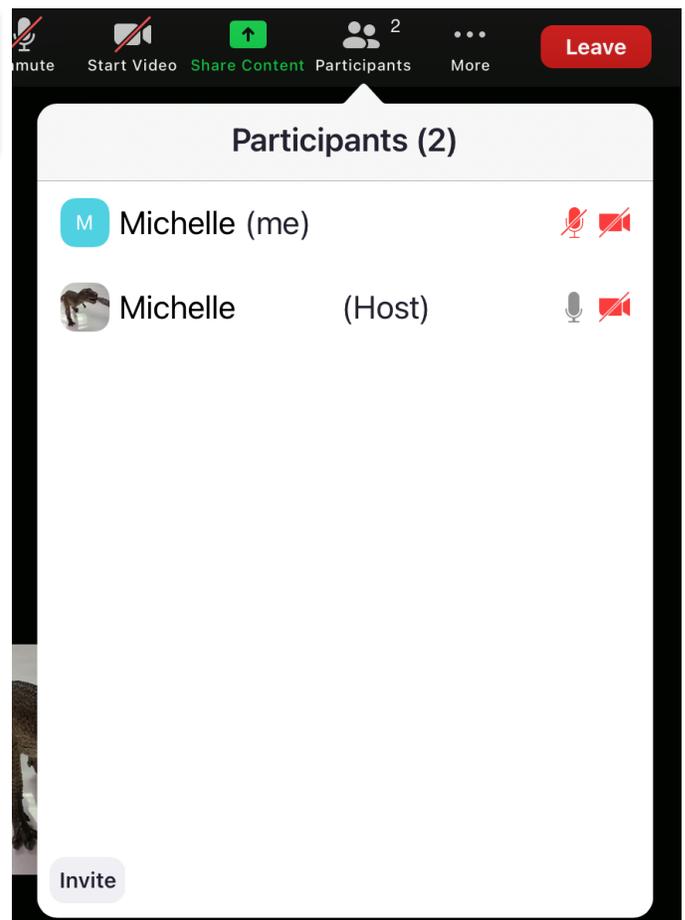
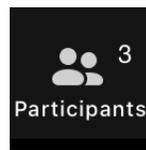
OR

1. Open the Participants list.
2. Hold your cursor over your name, and then click **More**.
3. Click **Rename**.
4. Enter the name you would like displayed for the class.



...on a Mobile Device

1. Once you have joined a meeting, tap on the screen to make the controls appear.
2. Tap on **Participants**.
3. Tap on your name (**me**) from the list of participants.
4. From the menu that appears, tap **Rename**.
5. Enter the name you would like displayed for the session.

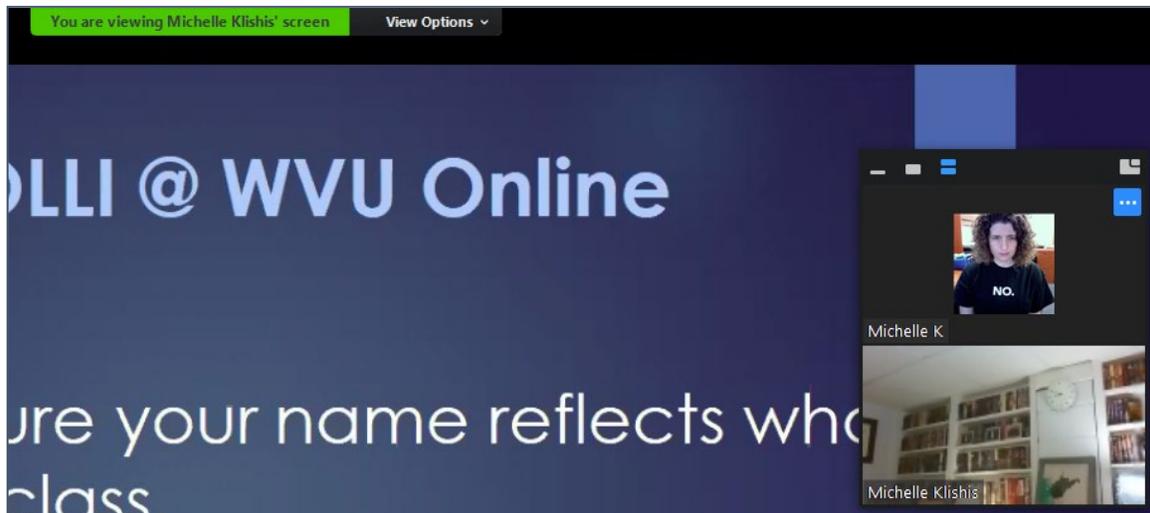


Changing the Video Panel View

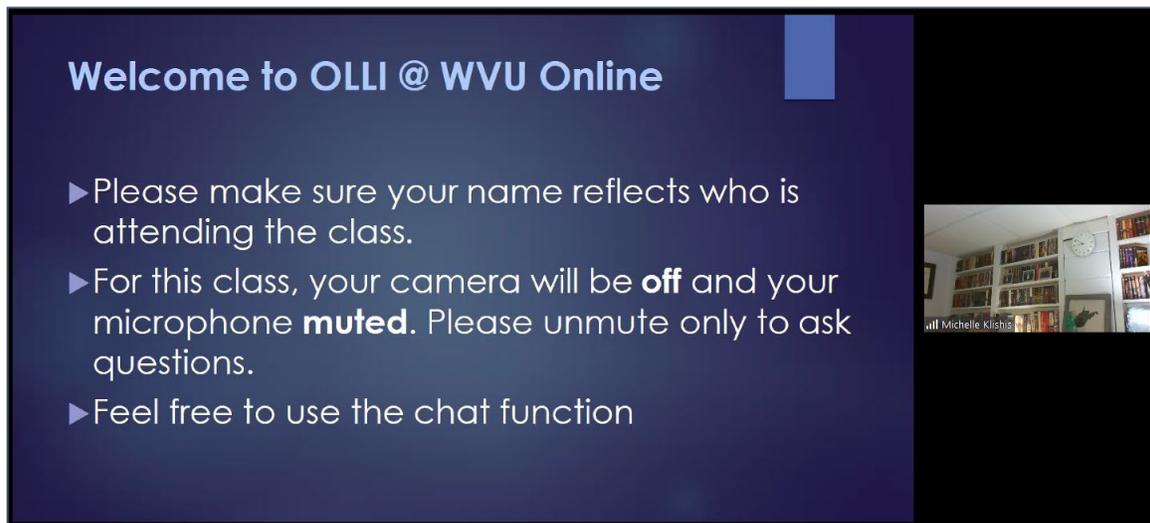
You may want to change to side-by-side view during a presentation.

...on a PC

Normal Mode



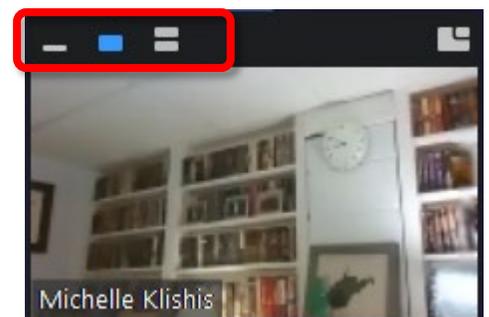
Side-by-Side Mode



You can also change how the video panel is displayed, including hiding it completely.

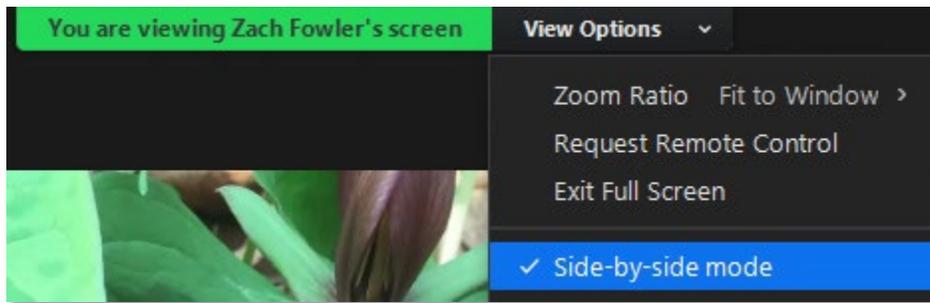
The options are (from left to right)

- Minimize Video Panel**
- Active Speaker View**
- Gallery Strip View**



Click on one of those three toggles to change how the video panel appears on your screen.

When an instructor shares their screen the **View Options** controls appear at the top of your Zoom window.



...on a Mobile Device

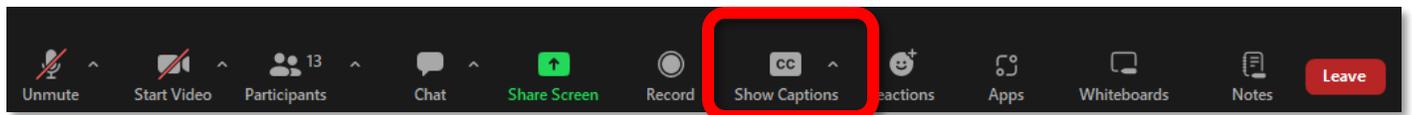
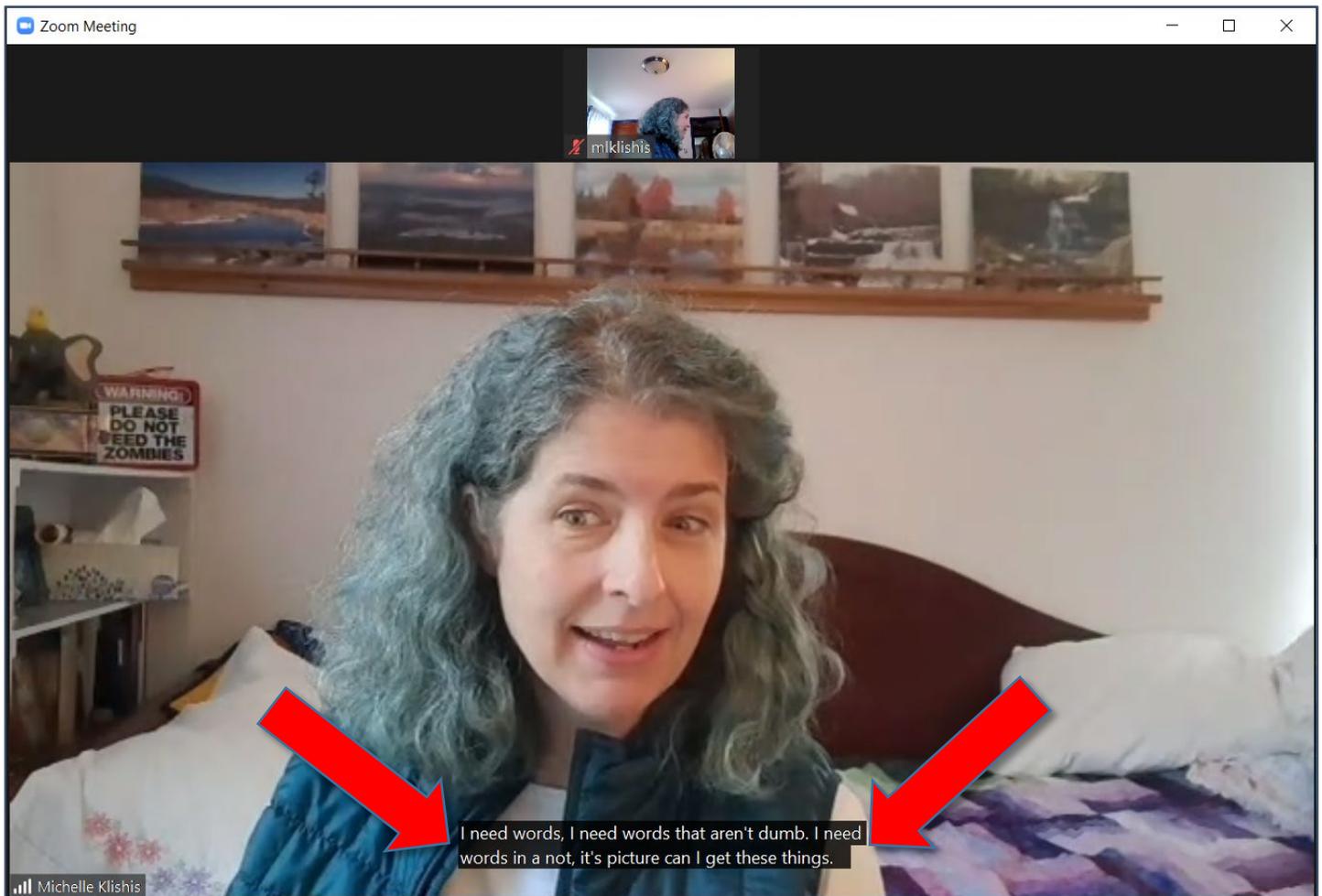
When an instructor shares their screen, you have the option to minimize the video panel.



To bring the video panel back, click on the camera icon that replaced the video panel.



Toggle Subtitles in Zoom



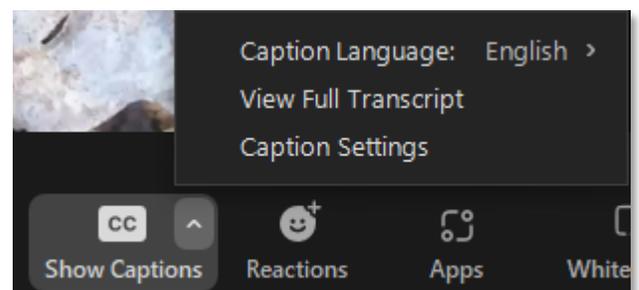
1. If subtitles are available, the **Show Captions** button will be available on the Zoom controls.
2. Click on the **Show Captions** button.

Removing Subtitles

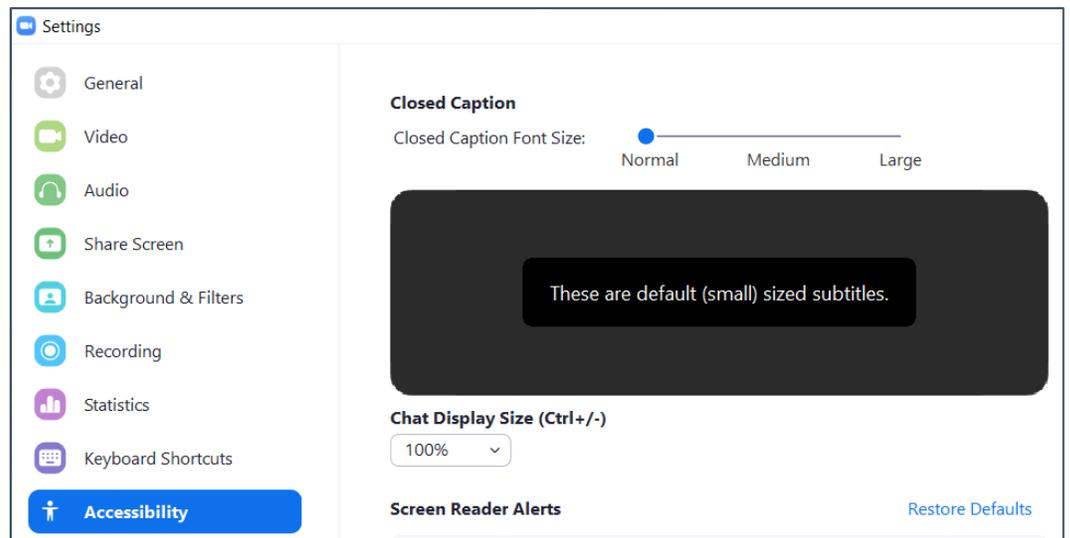
1. Click on the Show Captions button.

Changing the Size of the Subtitles

1. Click on the Show Captions button.
2. Select **Caption Settings**.



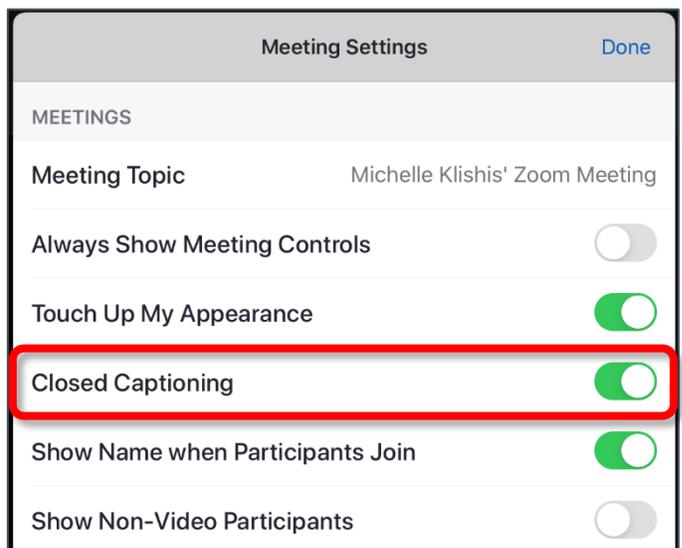
3. Use the slider to change the size of the subtitle text.



Subtitles on an iPad

As with a PC, the subtitles appear at the bottom center of the Zoom window.

1. At the top right corner of your screen tap the ... (more) icon.
2. From the menu, select **Meeting Settings**.
3. Tap the toggle beside **Closed Captioning** to turn subtitles on and off.

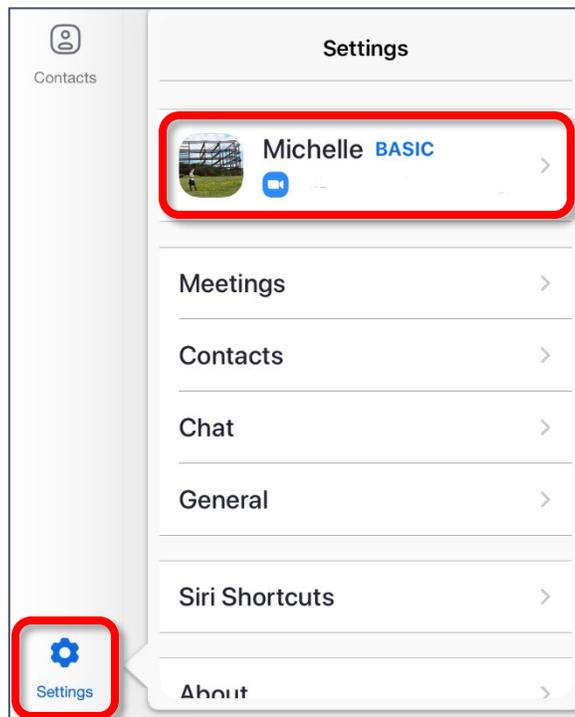


Changing Your Avatar

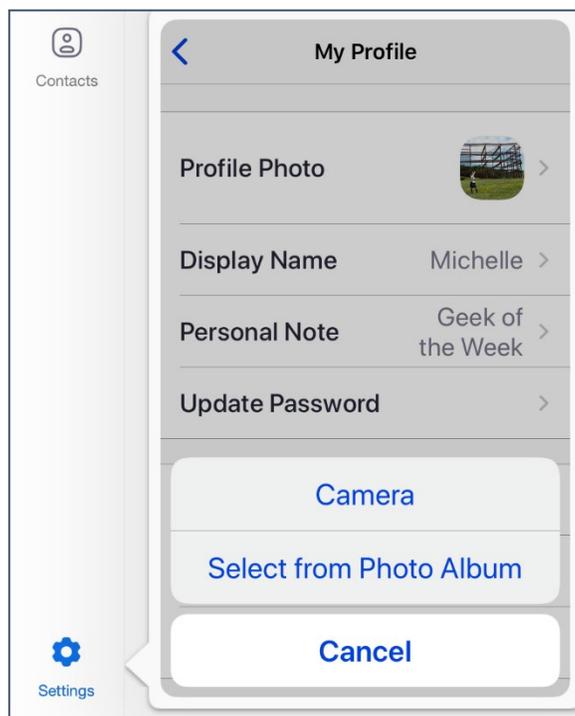
Your avatar is the picture that is displayed when your camera is not on. If you have created a Zoom account you can select a picture to set as your avatar. (You cannot set an avatar if you do not have an account.)

...on an iPad

1. Launch the Zoom app. You must be signed into your free your account to change your avatar.
2. In the lower left corner, tap **Settings**.
3. From the menu that appears, tap on your name.

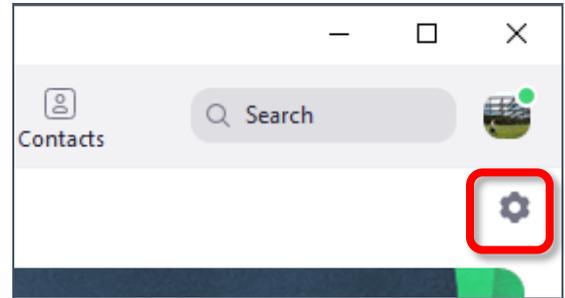


4. Tap **Profile Photo**.
5. If you already have a picture you want to use on your device, tap **Select from Photo Album**, otherwise, select **Camera** and take a picture.

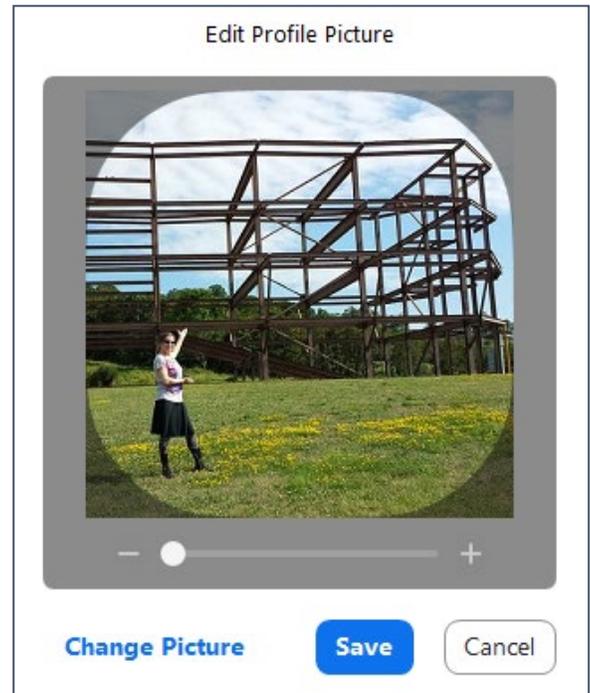


...on a PC

1. Open the Zoom app.
2. If you are not already, log into your account. You must be signed into your free account to change your avatar.
3. Towards the top right corner, click on the **Settings** icon.



4. The settings dialog box opens. In the left pane, select **Profile**.
5. In the selection that appears, tap on the square above your name (this may contain your initials).
6. When the pencil icon appears, tap the square again.
7. Click **Change Picture** to select a picture.
8. Click **Save**.



Calling in to a Zoom Class

If your computer does not have a microphone, you can join by phone.

1. Open the email with your Zoom meeting information. Click the link for **Join Zoom Meeting**. (See page 2)
2. Once you are viewing the meeting on your computer, pick up your telephone. This can be a land line or a cell phone.
3. Dial one of the numbers in the **Dial by your location** section.
4. Your call is automatically answered, and you are prompted to enter your Meeting ID. This is the nine or eleven digit number unique to your class or meeting. Use the number pad on your phone to punch in this number.
5. The system will ask you for your personal idea—you do not have to enter anything here.
6. You have now joined the meeting.
7. Use *6 to mute and unmute your microphone during the meeting.

Join Zoom Meeting

<https://wvu.zoom.us/j/380692743>

Meeting ID: 000 0000 0000

One tap mobile

+16465588656,,380692743# US (New York)

+13126266799,,380692743# US (Chicago)

Dial by your location

+1 646 558 8656 US (New York)

+1 312 626 6799 US (Chicago)

+1 301 715 8592 US

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

+1 253 215 8782 US

Meeting ID: 000 0000 0000

Polling

If desired, instructors have the ability to present polls to class attendees. These are ways for you to answer questions for give feedback or provide information.

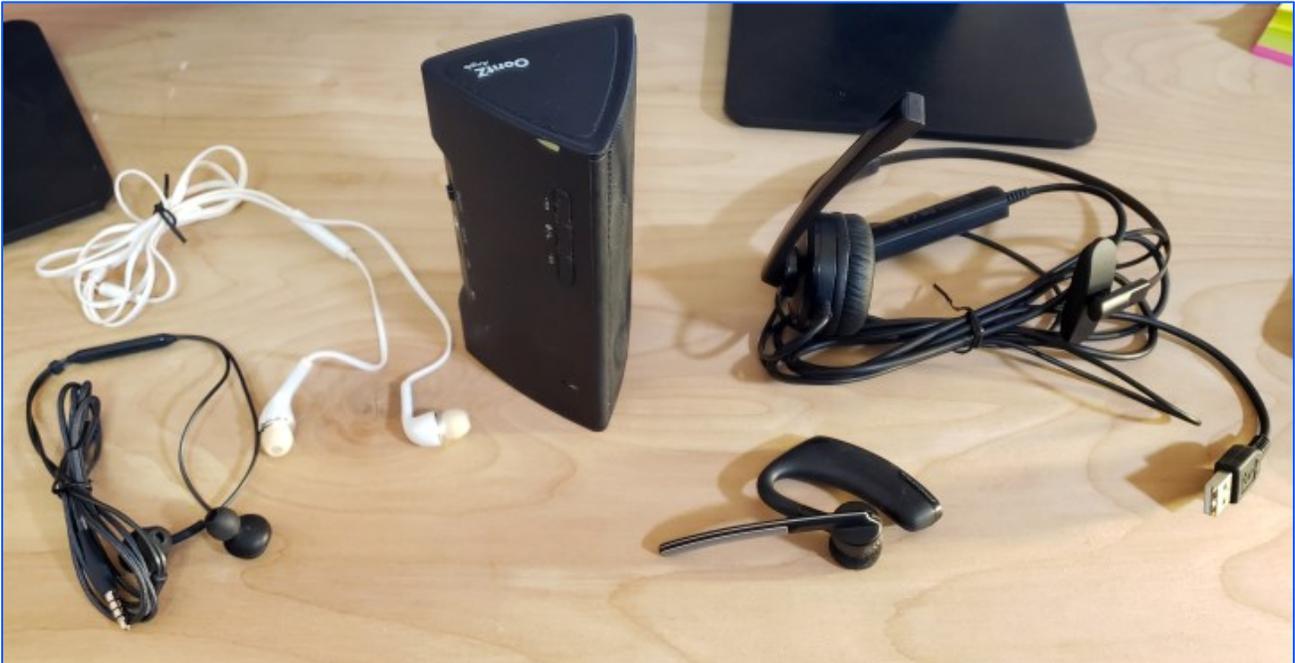
This screenshot shows a mobile poll interface. At the top, there is a 'Close' button and the title 'Technology Security Pre-Test'. The main content area displays question 10: '10. You just received an email from a wealthy person that needs help moving money across an international border. For just a few dollars you can help him and will get many times more than your out of pocket expenses. What do you do?'. Below the question, there are four radio button options: 'Take him up on his offer. Easy money!!!', 'Delete the email.', 'Forward the message to your friends so they can make money too.', and 'Reply that you know it's a scam and are smart enough to recognize the attempt.'. At the bottom, there is a 'Previous' button on the left, a '10/10' indicator in the center, and a 'Submit' button on the right.

This screenshot shows a desktop poll interface. At the top, there is a 'Polls' icon and window controls, followed by the title 'Technology Security Pre-Test'. The main content area displays question 6: '6. It is important to regularly update and patch your computer operating systems for security reasons. Why do you think this is so?'. Below the question, there are three radio button options: 'No, it is not safe.', 'Patches Fix problems and make the operating system more secure.', and 'Patches allows you to continue using your software without paying.'. Below this is question 7: '7. Cookies are small text files stored on your PCs and used by online service providers for many purposes. What security and privacy concerns should you have about cookies?'. Below the question, there are three radio button options: 'They could contain a virus.', 'They collect files stored in my device.', and 'They collect personal data.'. At the bottom, there is a 'Submit' button.

If you are using a tablet or phone, the questions in a poll should be presented to you one-by-one. If you are using a computer or laptop, the questions are presented all at once, and you scroll through the list to respond.

If the submit button is grayed out, it means you have not answered all the questions in the poll. Once all questions have been answered, you can submit your responses.

Speaker / Microphone Options



Above: Earbud headphones with microphones, Bluetooth speaker, Bluetooth headset, USB headset.

If you have a plug on your headset, you can plug it into a headset jack on your computer.



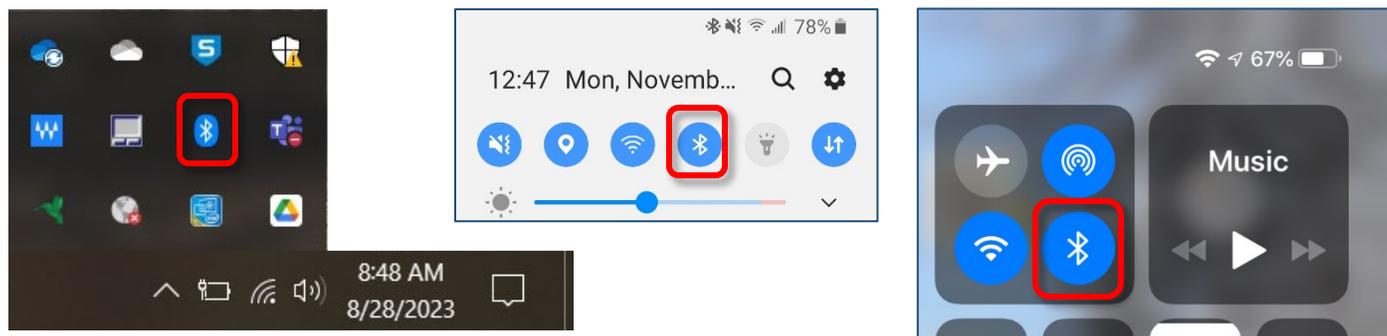
If you have a USB plug, you can plug it into a USB port on your device.

If you have a Bluetooth speaker or headphones, you can link them to your phone or table, or your computer if it has Bluetooth functionality.



Bluetooth Headsets

Most laptops, and almost all tablets and phones have Bluetooth, and Bluetooth headsets are easy to find almost anywhere.



On phones, long pressing will usually bring up Bluetooth settings. On PCs, Bluetooth can be accessed from Settings or from the Notification Area.

A pair of headphones with an audio jack can be used on many computers but not on most new phones or tablets. The controls portion should also contain the microphone. If your headphones do not have the Controls section, they probably do not have a microphone.

Be aware that many new phones and tablets do NOT have a headphone plug—these require you to use a Bluetooth speaker, headset, or headphones.

Headsets with a USB plug can be used with most computers—just plug them into the USB slot.

Other Resources

Common Problems with Zoom Meetings

Please go to our blog for troubleshooting information:

<https://olliatwvu.wpcostaging.com/charleston/common-problems-with-zoom-meetings>

Installing Zoom

Please check our document repository for step-by-step instructions on installing Zoom:

<https://www.olliatwvu.org/current-members/tech-documents/>

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