

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.

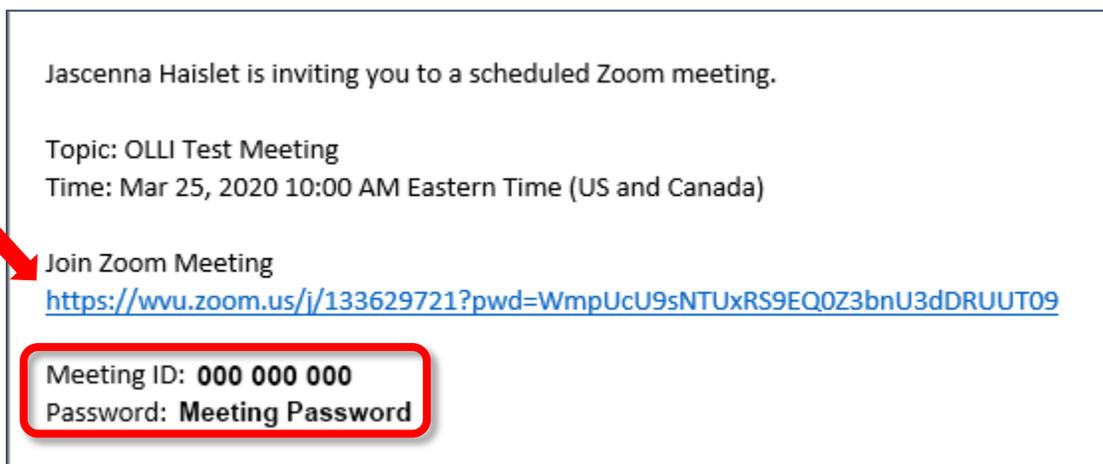
You can use Zoom on your computer, tablet, or smart phone. Joining an online class or meeting requires no more than installing the app and entering the meeting ID and password (if one is required). You can sign up for an account, but you don't have to.

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Joining a Meeting

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!

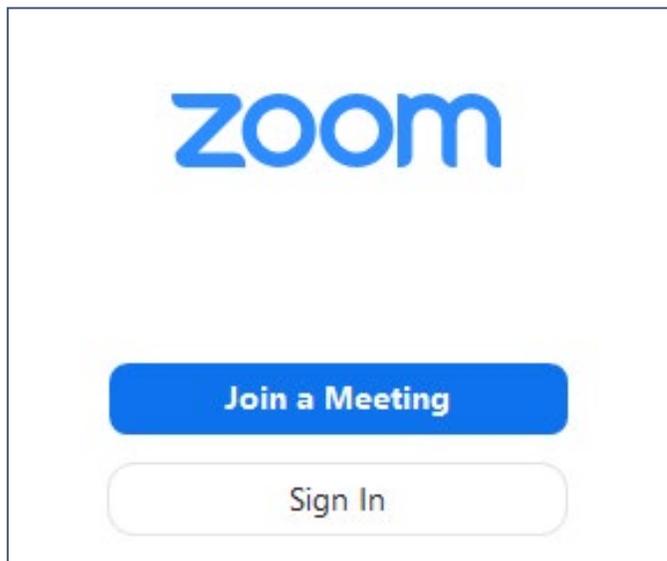


If the link does not work, you can follow the steps below:

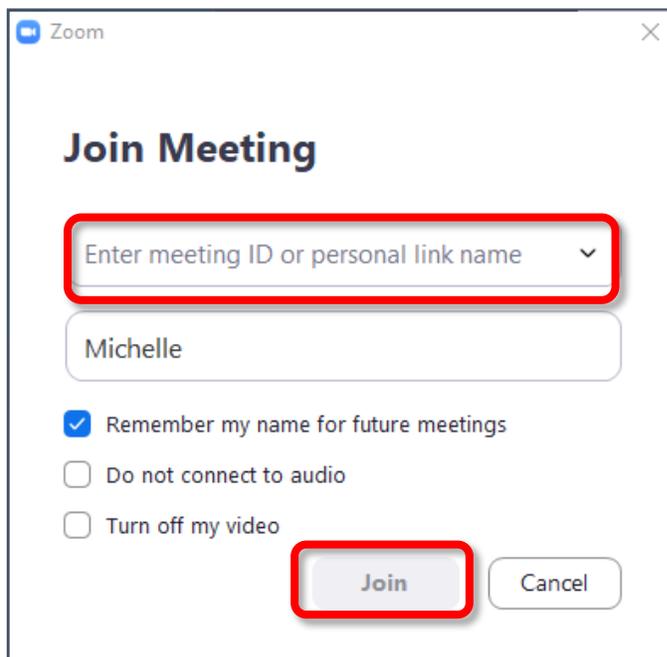
If the Meeting Link Does Not Work...

... 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**.

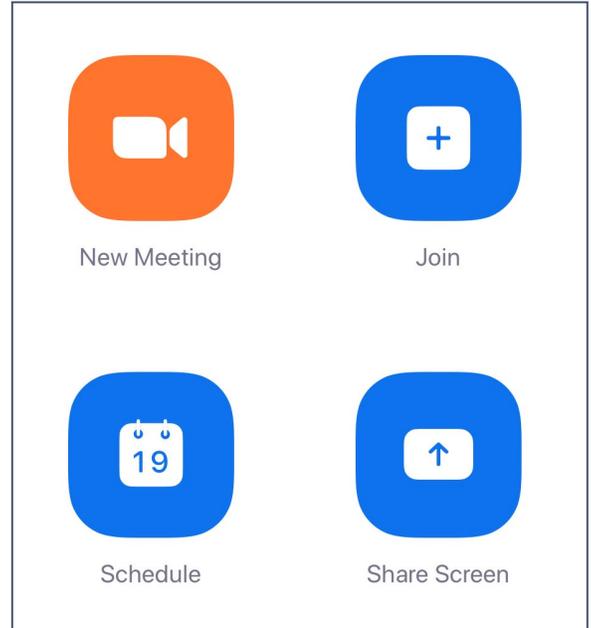


4. From the email message, copy the **Meeting ID**.
5. Paste the meeting ID into the box that requests it.
6. Enter the name you would like displayed to the other participants.
7. Click **Join**.

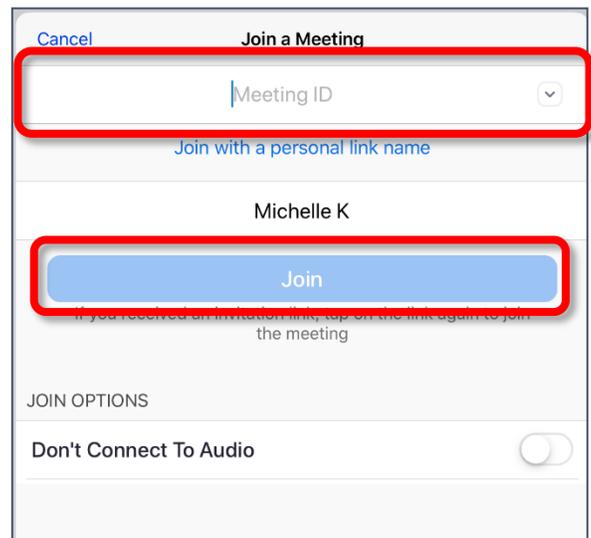


... on an Apple Device

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**.

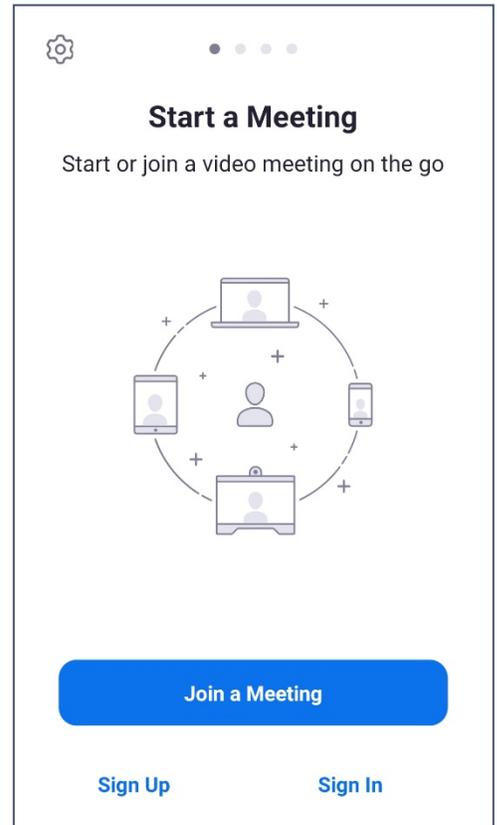


4. From the email message, enter the **Meeting ID**. This will be a nine (9) or eleven (11) digit number.
5. Enter your name as you would like it to be displayed to the other participants.
6. Click **Join**.
7. If there is a meeting password, enter the password.

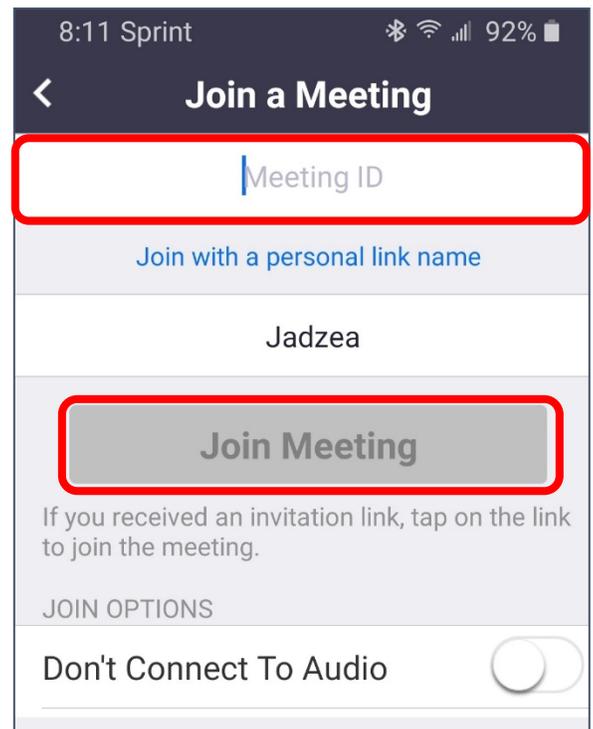


... on an Android Device

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

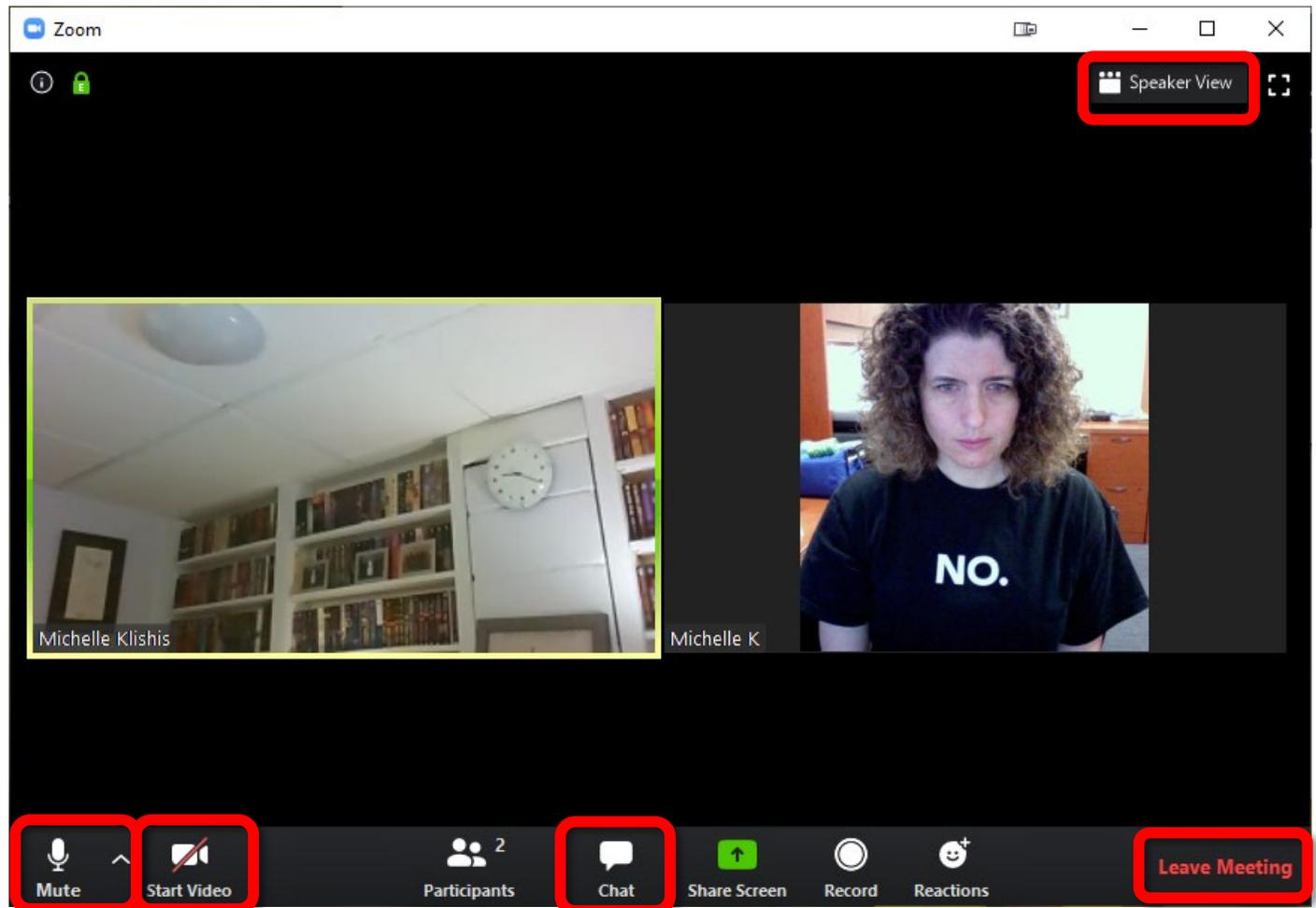


3. From the email message, enter the **Meeting ID** into the box that requests it.
4. Enter the name you would like displayed to the other participants.
5. Tap **Join Meeting**.
6. If there is a meeting password, enter the password.



Attending a Class

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 6)
- Chat** (Page 6)
- Speaker / Gallery View** (Page 6)
- Leave Meeting**

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 class, keep your video **OFF** unless and until prompted. Video takes more bandwidth, and a lot of people using video may disrupt the class.

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 11.)

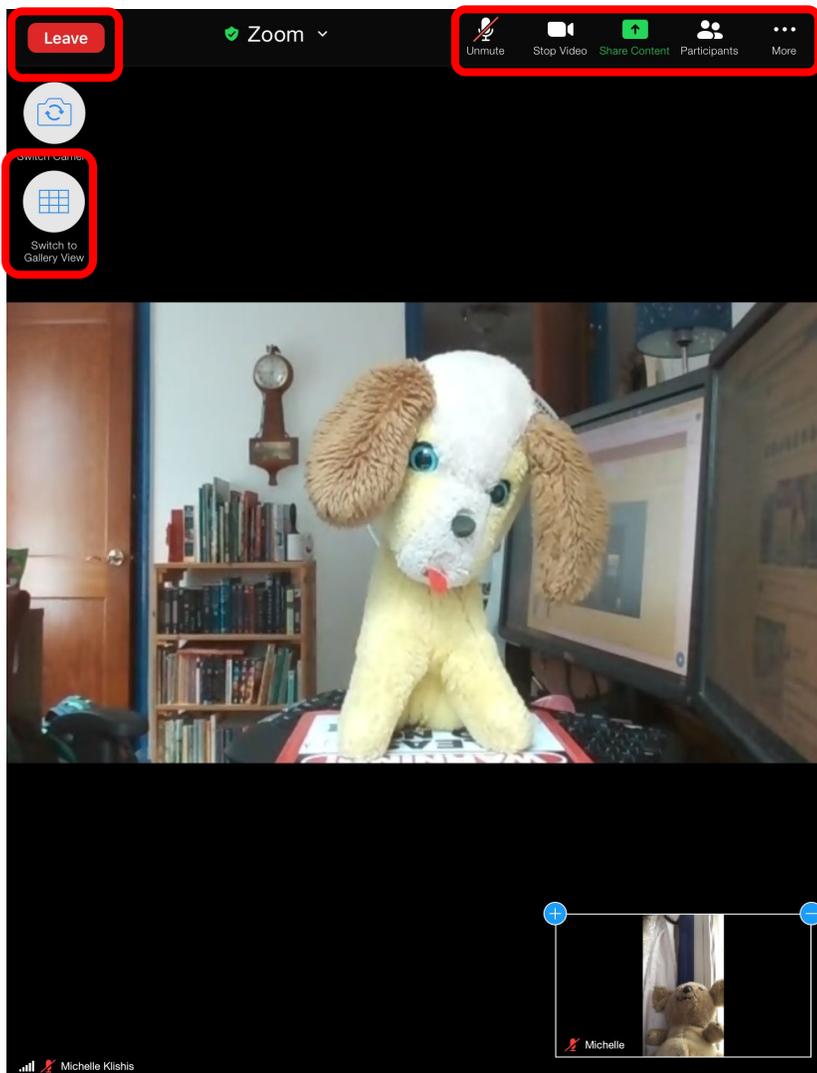
Use the **Chat** function to ask questions and converse with your fellow students. You can direct your questions to the entire group, to a classmate, or the instructor. (Go to Page 6)

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 / Leave Meeting** option.

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.



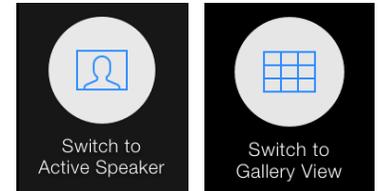
Gallery vs Speaker View

The Gallery / Speaker view changes how any video 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. Depending upon what type of device you are using, you may or may not see thumbnail images of other users. 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 button to switch between Gallery view and Speaker view.



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.



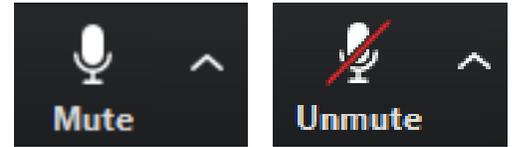
You may also want to modify how you view the screen when an instructor is giving a presentation. (See page 12)

Mute / Unmute Your Microphone

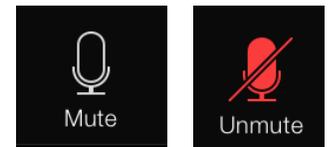
For classes that are presentations, your microphone will be muted by default when you enter the classroom. You can unmute briefly to ask your question, then mute yourself again.

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 / microphone icon is in the lower left corner of the screen. You can also unmute yourself temporarily by holding down the space bar.



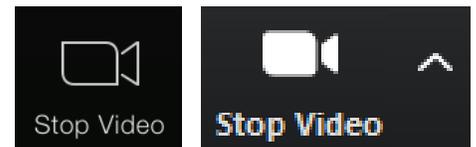
On an iPad, the mute / microphone icon is in the top right corner of the screen.



On an android phone, the mute / microphone is in the lower left corner of the screen.

Stop / Start Video

The video controls are generally located beside the microphone controls. 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.

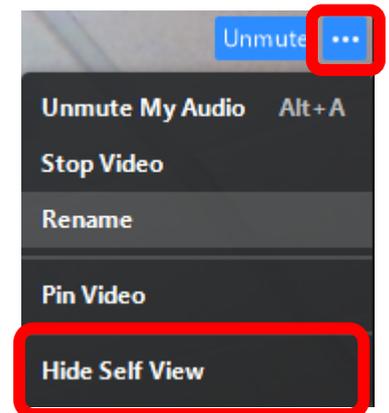


You can toggle the video on and off by tapping that icon.

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.

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



Raising Your Hand

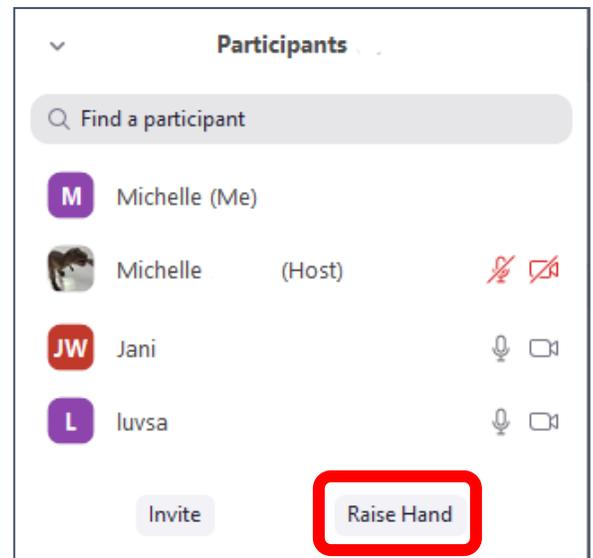
If you are in a class and want to ask a question, you can do through either through chat or by raising your virtual hand. (Not all instructors will use these methods, so you may want to check before the class starts.

... on a PC

1. Move your cursor over the Zoom window to see the Zoom controls. Click on the **Participants** icon.

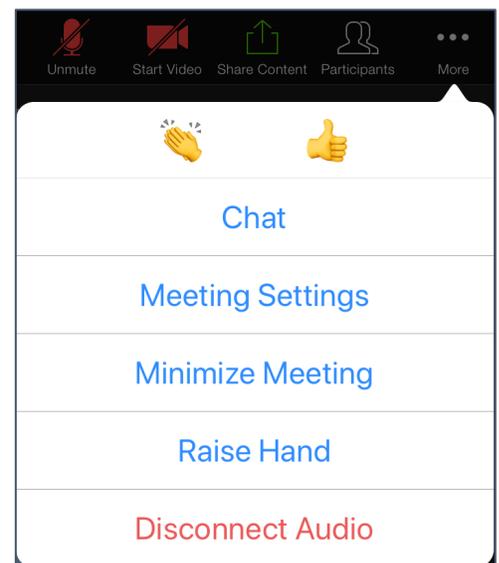


2. At the bottom of the list, click the **Raise Hand** button.



... on an Apple Device

1. Tap on the screen to make the controls appear, if they are not already showing.
2. In the upper right corner, tap the **More** icon.
3. From the menu that appears, tap **Raise Hand**. This option is also available under the Participants icon.

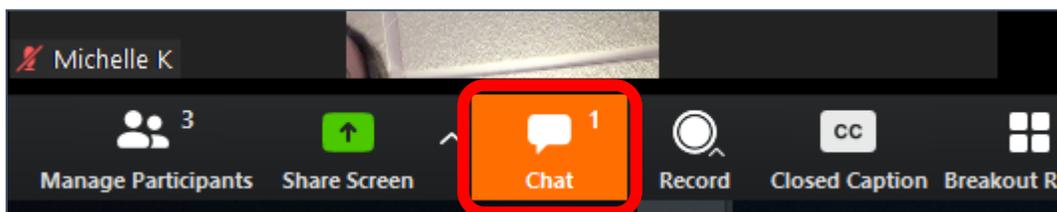


Chat

Chat is precisely what it sounds like—a way to pass virtual notes with your classmates. If a Chat option is not immediately visible on your screen, it is probably located under the **More (...)** option.

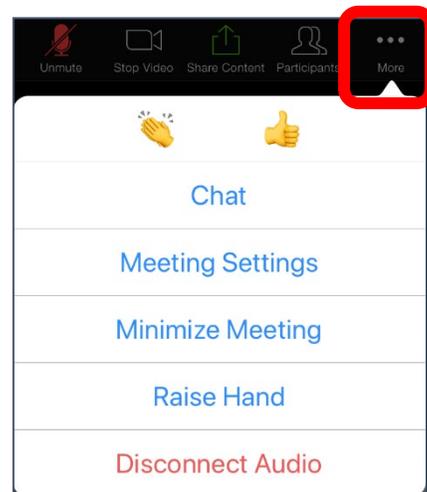
By default, the controls will disappear when you are not using them. Tap the screen or move the mouse over the Zoom window to make them reappear.

If you are using a laptop or desktop, chat should appear in a panel on the right of your screen.



If you are using a computer, you access chat from the bar along the bottom of the screen. Click on the **Chat** icon.

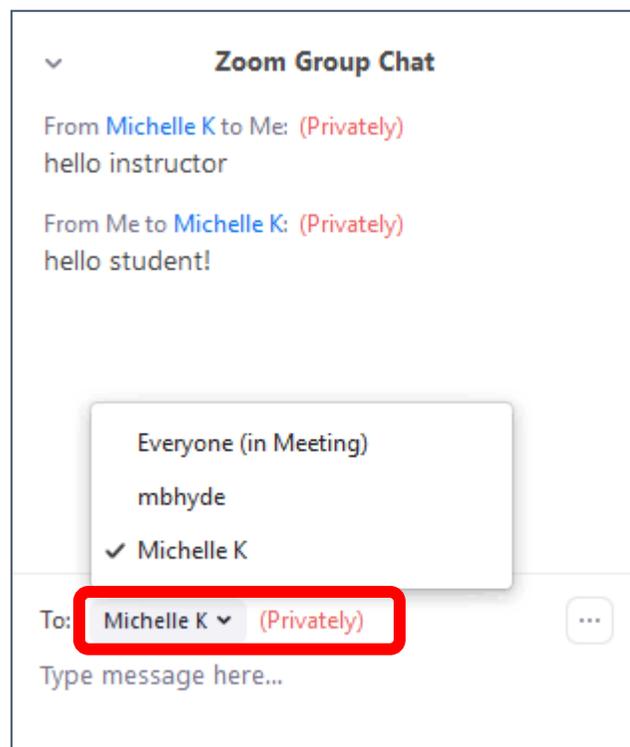
If you are using a tablet or cell phone, tap the **More** icon, then tap **Chat**.



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 may want to type the message to **Everyone**.

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.

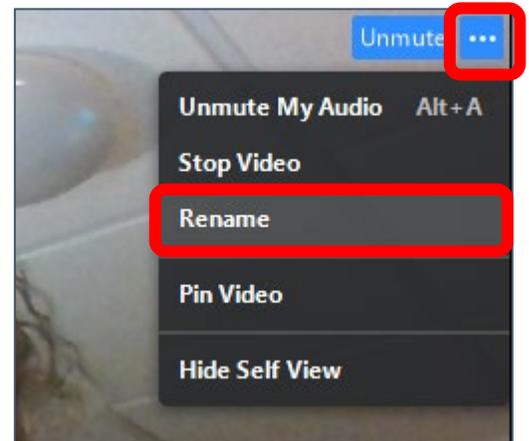


Renaming Yourself

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.

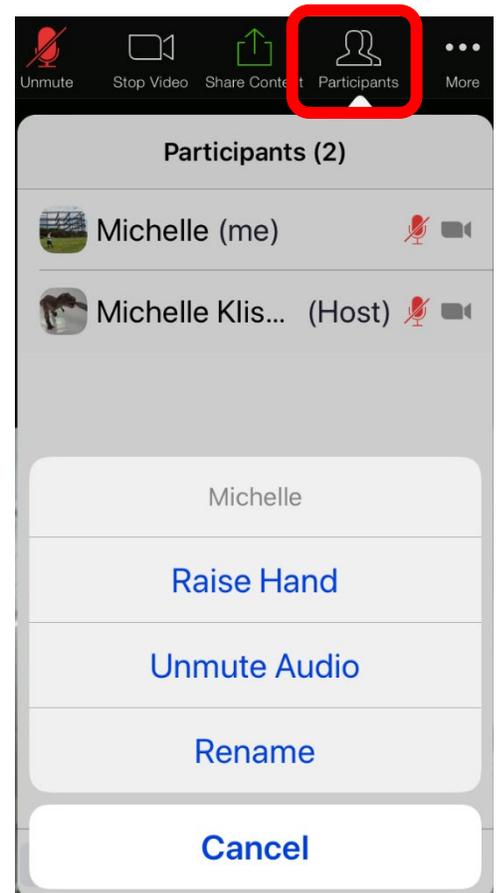
...on a PC

1. Once you have joined a meeting, move your cursor over the Zoom window, to make a blue ellipse appear in the top right corner of your box (if you have your camera on, it will be your live pictures otherwise it will be your name). Click on that ellipse.
 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 an Apple 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

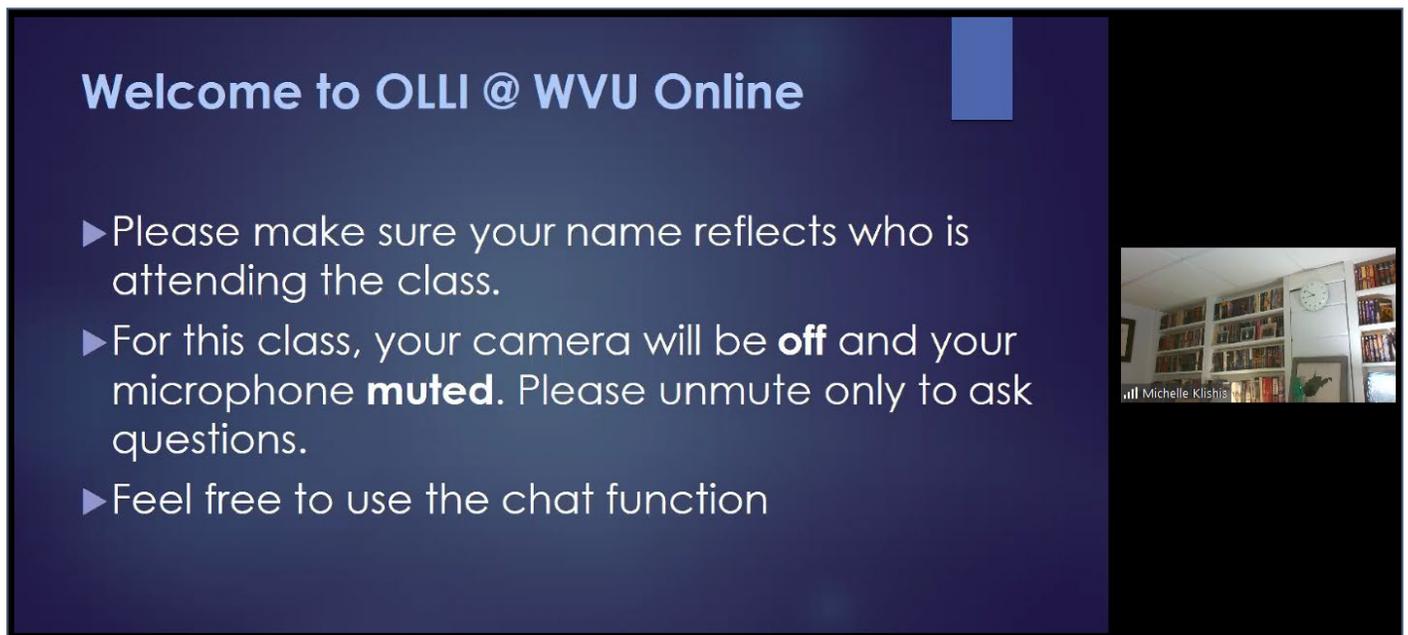
Besides Gallery and Speaker views, you may want to modify how things are displayed when someone is giving a presentation with Zoom. Sometimes the speaker's box will hide part of the presentation.

...on a PC

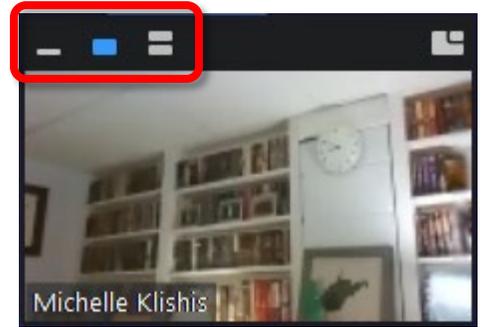
Normal Mode



Side-by-Side Mode



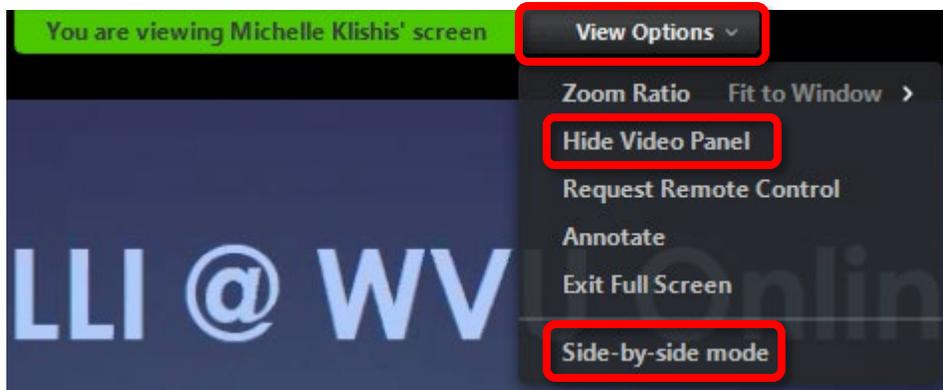
You can also change how the video panel is displayed, including hiding it completely.



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 controls are at the **top** of the screen.

The two options you may want to use are **Side-by-side mode** and **Hide Video Panel**.

...on an Apple Device

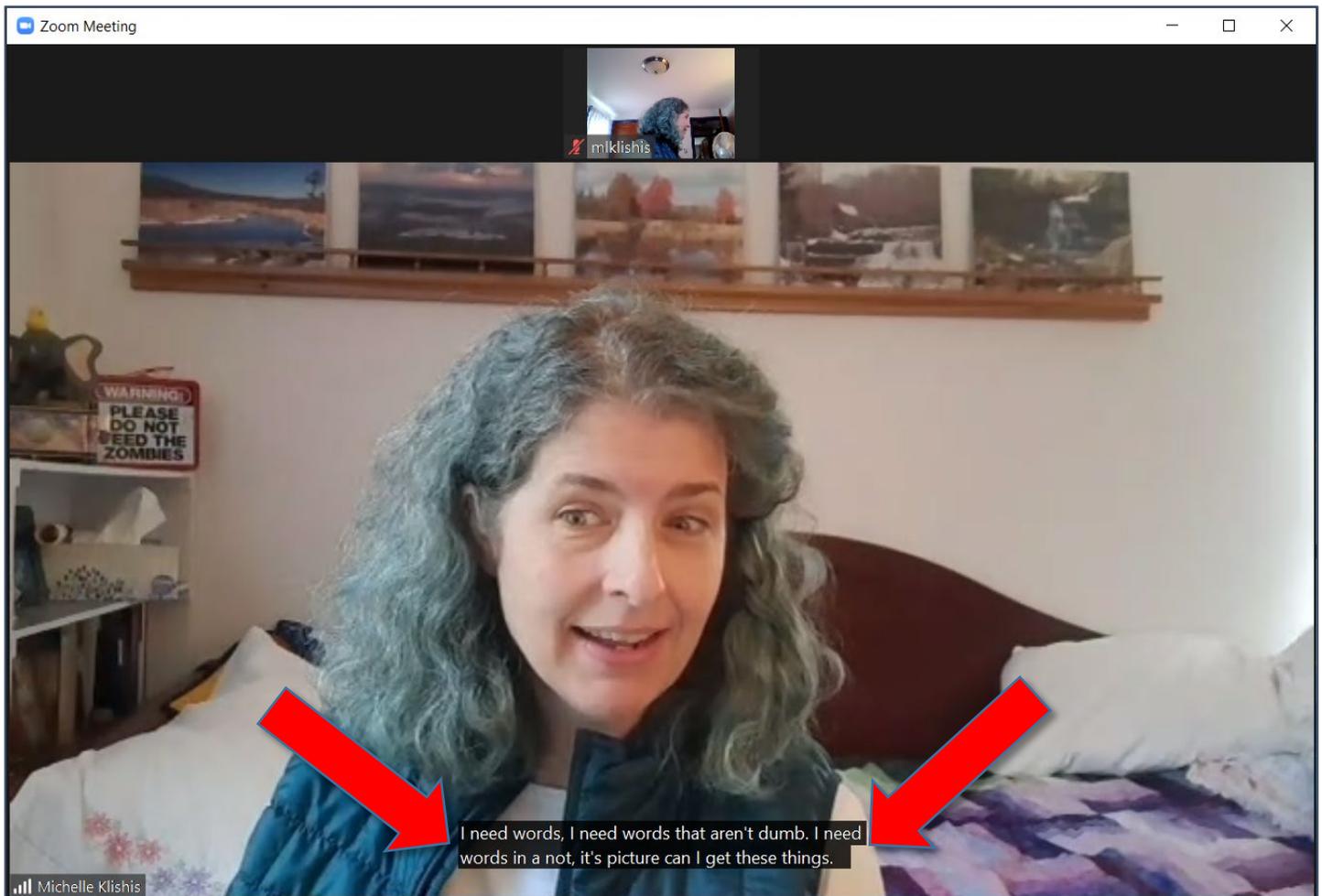
When an instructor shares their screen, you have the option to minimize the video panel.



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

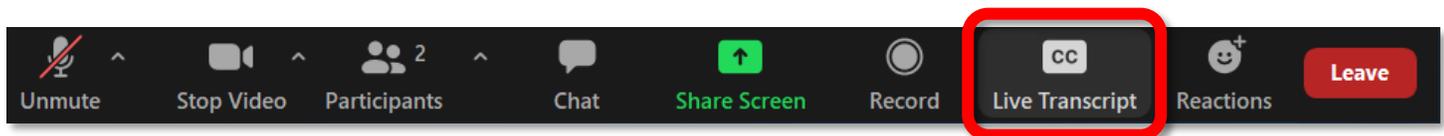


Toggling Subtitles in Zoom

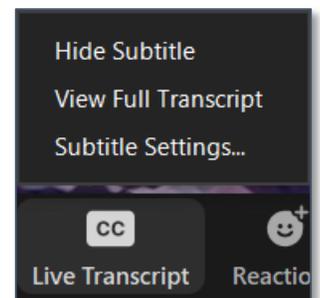


Subtitles appear at the bottom center of the screen *if* the person running the meeting has enabled them.

...on a PC



1. If subtitles are available, the **Live Transcript** button will be available on the Zoom controls.
2. Click on the **Live Transcript** button; the menu options appear.

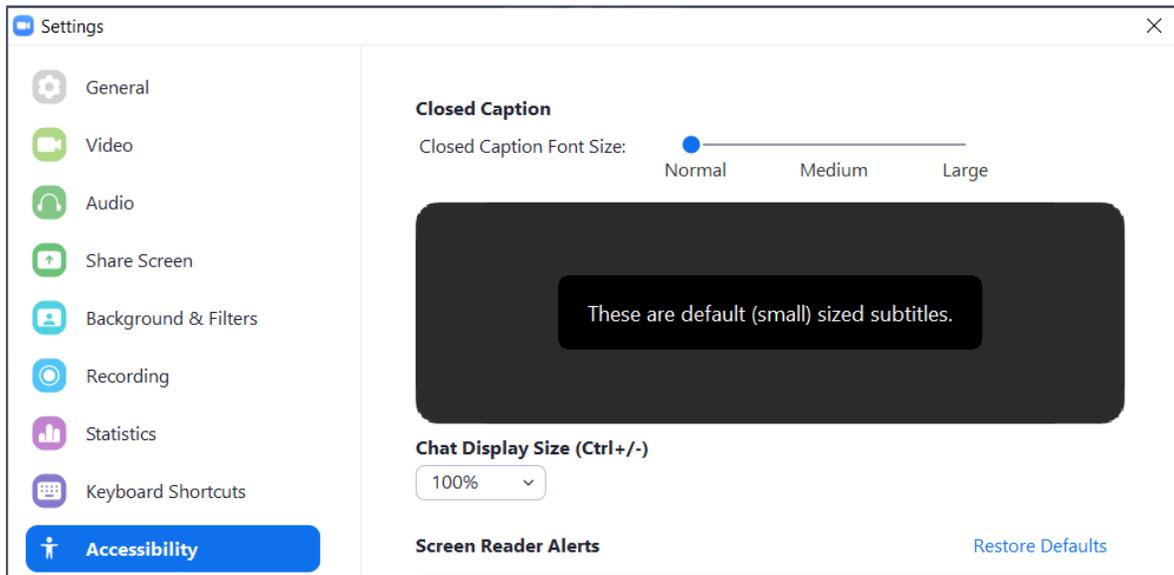


Removing Subtitles

1. Click on the Live Transcript button.
2. From the menu select **Hide Subtitles**.

Changing the Size of the Subtitles

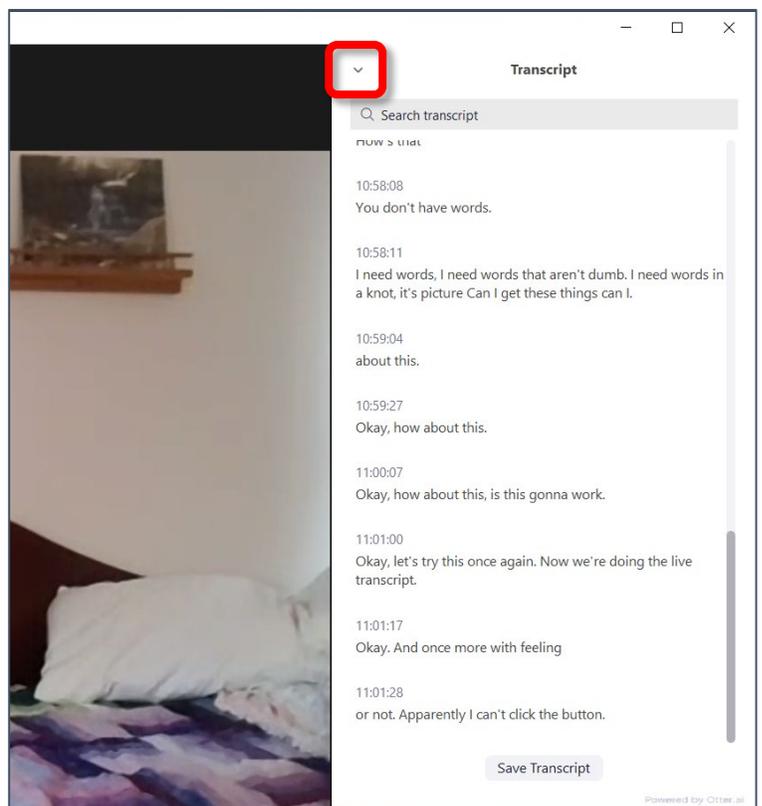
1. Click on the Live Transcript button.
2. From the menu select **Subtitle Settings**.



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

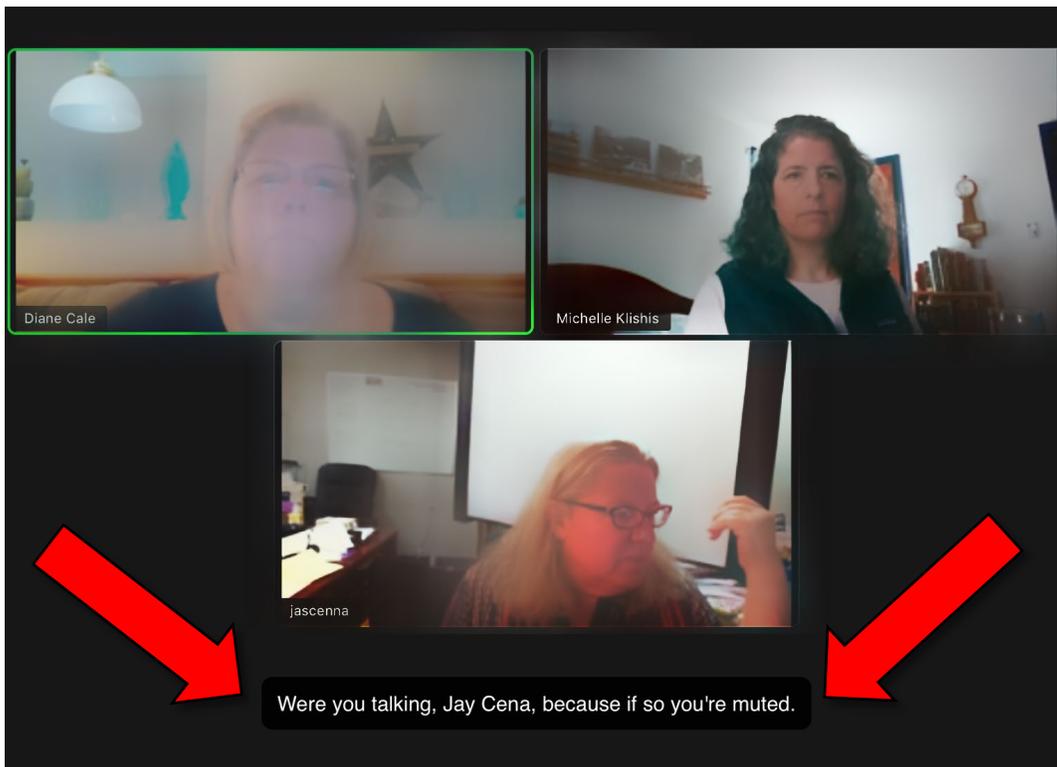
Viewing the Transcript Instead of Subtitles

1. Click on the Live Transcript button.
2. From the menu select **View Full Transcript**.
3. The live transcript on the right side of the Zoom screen.
4. To close the transcript, click the  at the top left corner of the transcript window.



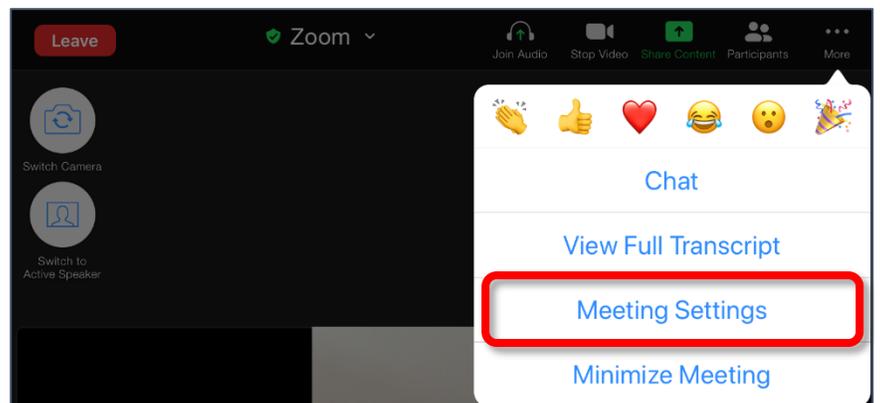
...on an iPad

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

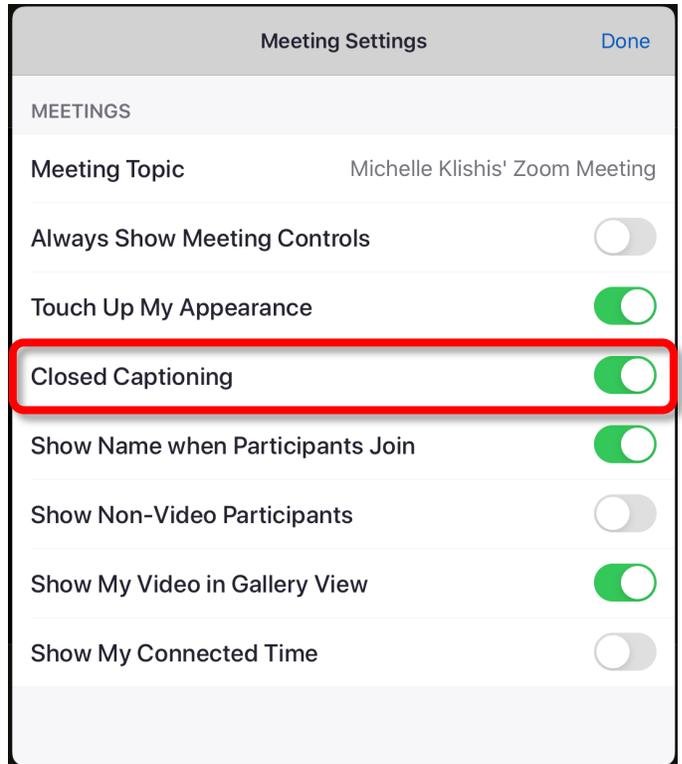


Turning Off Subtitles

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.



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 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, a progress indicator '10/10', and a 'Submit' button.

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 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 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.

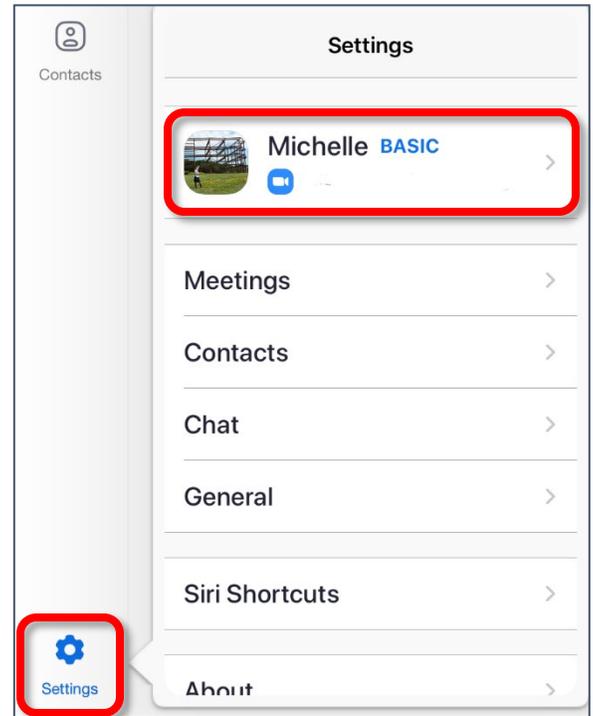
If the submit button is grayed out, it means you have not answered all the questions in the poll. Once all questions have been answered, you can submit your responses.

Changing Your Avatar

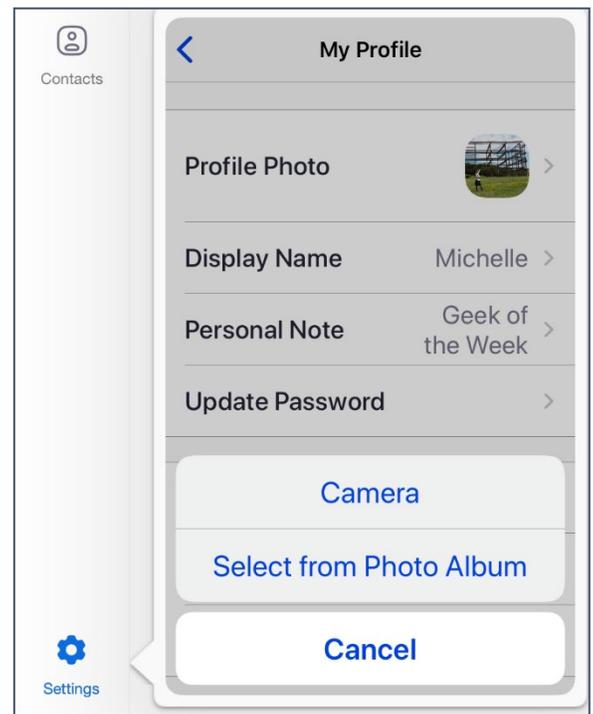
Your avatar is the picture that is displayed when your camera is not on. If you have created a Zoom account you can select a picture to set as your avatar. (You cannot set an avatar if you do not have an account.)

...on an iPad

1. Launch the Zoom app. If you are not already, log into your account.
2. In the lower left corner, tap **Settings**.
3. From the menu that appears, tap on your name.

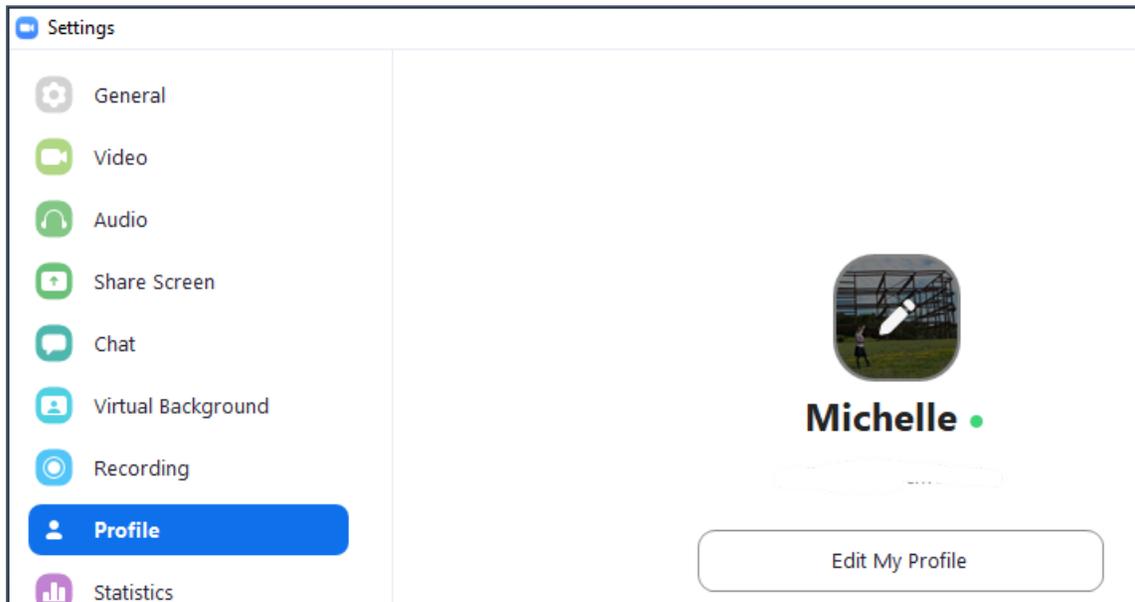
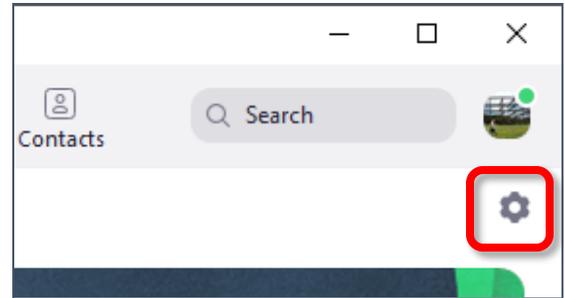


4. Tap **Profile Photo**.
5. If you already have a picture you want to use on your device, tap **Select from Photo Album**, otherwise, select **Camera** and take a picture.

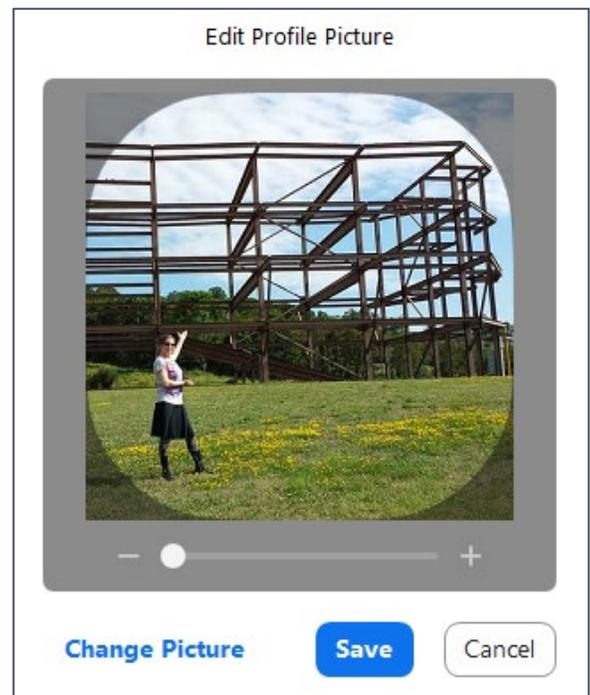


...on Your Computer

1. Open the Zoom app.
2. If you are not already, log into your account.
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 1)
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

Other Resources

Common Problems with Zoom Meetings

Please go to our blog for troubleshooting information:

<https://olliatwvu.wpcomstaging.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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