



Meeting Via Zoom

What every participant needs to
know, but the official
documentation doesn't tell you



The MidAtlantic Fiber Association (MAFA) is grateful to member guild Jockey Hollow Weavers for creating and sharing this Zoom tutorial.

Jockey Hollow Weavers members Elisa and Vicky want to thank guildmates Sharon, Carol, and Ellie for their help in getting this presentation ready for general release.

Getting into the Meeting

1. You need a link to the Zoom meeting
 - a. The meeting organizer or host will email you a link to the meeting with the meeting details.
 - b. If this is the first time you are using Zoom, download the Zoom application by clicking the meeting link in the invitation you received. Follow the prompts.
 - c. If you already have the Zoom application installed, click the meeting link to enter the meeting.
2. You are in the Waiting Room.
 - a. Attendees who call in before the meeting starts are usually placed in the Waiting Room.
 - b. After the host starts, the meeting attendees in the Waiting Room are placed in the meeting.



- It's polite to enter a Zoom meeting a bit before the host plans to start the meeting. Being early gives you time to resolve any glitches you may have in your system. It also gives the meeting a better chance of starting on time.
 - For social meetings, the host may allow people to enter immediately (without having to wait in the Waiting Room).
 - Take a moment to check your audio and video before entering the meeting.
- Downloading and installing the Zoom application is automated and doesn't usually take long. The Zoom application resides on your system after installation and you don't have to reinstall it every time you use it. There may be occasional updates; follow the prompts to apply them if needed.
- If the live link in the meeting invitation isn't working, try pasting the link in your browser address field. You may have to enter a password or meeting ID, which should be in the meeting invitation.
- If you click the meeting link before the host starts the meeting, Zoom typically places you in a Waiting Room. It's a type of limbo where you wait for the host to start the meeting. You should be able to go read email or work on other things while you wait for the meeting to start.
- If you're a little late to a meeting and you see a message that the host has another meeting in progress, the host may have accidentally created two simultaneous meetings. (This is common when people are added at the last minute or if a reminder message is sent. Most of us have not quite mastered Zoom yet.) Email or text the host(s) to let them know about your predicament. They can invite you to the correct meeting using the host controls. Depending on how the hosts have set up the meeting, you may also be able to email or text another participant to invite you via the link at the bottom of the participants list.

Basic Zoom Etiquette

1. Familiarize yourself with the controls on your device(s) ahead of time.
 - a. The controls are different on different devices.
 - b. The controls are so different that instructions that work for your computer will not work for someone who is using a phone or iPad, and vice versa.
2. Keep yourself muted except when you are presenting.
 - a. Don't interrupt.
 - b. Raise your virtual hand if you want to speak.
3. Open the Chat window. Keep it open and use it.
 - a. Type questions or comments.
 - b. Respond privately to questions that aren't of general interest.
4. Be patient and maintain your sense of humor.



If you're using video, check your own picture periodically to make sure your whole face is visible. (And also at a good angle. You probably don't want anybody except your otolaryngologist looking up your nose.)

2. If you laugh, cough, sniffle, yell at your cat, say something to another person in the room with you, or even type loudly when unmuted, the screen will shift to focus on you.

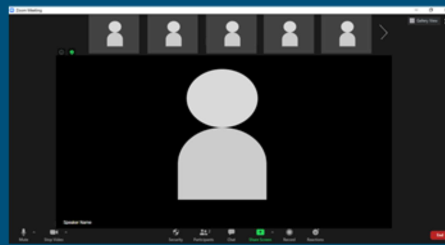
- When sound comes from two locations, Zoom does not know what to do, and BOTH signals "break up" and become unintelligible.

3. In accordance with best practices, JHW will have two people sharing hosting duties. When not presenting, the co-host will be monitoring the chat and answering questions, letting in people from the waiting room, and checking to see if anyone has raised their virtual hand.

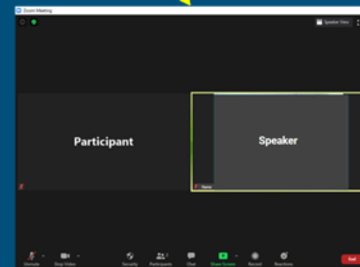
- Chat allows you to ask questions without being distracting or disruptive.
- The co-host will generally wait until a good breaking point and then read off a bunch of the questions at one time; the presenter will answer the questions verbally

Viewing Modes

- On a computer with the app installed, there is a button in the upper right-hand corner that lets you toggle between Gallery and Speaker views.
- On phone or tablet, swipe left or right to toggle between views.



Speaker View



Gallery View

On a computer, there's a square button that expands the Zoom window to full screen. (Use Esc key to exit full screen.)

SPEAKER VIEW

- In Speaker view, the image of the speaker takes up most of the screen. Depending on the size and shape of your Zoom window, other participants may appear in a row across the top of this main image or as a column along one side of the image.
- Arrow keys similar to the one drawn in allow you to page among the different screens.

GALLERY VIEW

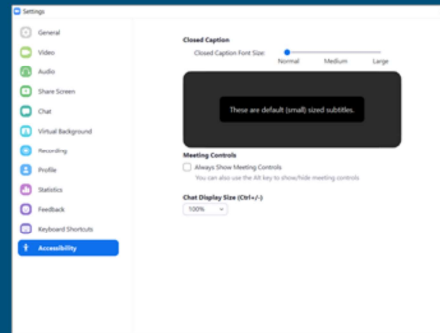
- There are usually more than two people in a meeting, unlike in this sample image, so a Gallery view looks like rather like opening credits of *The Brady Bunch*. The number of participants per screen varies according to how large you have made your Zoom window.
- Arrow keys allow you to page among the different screens.
- In Gallery View, a yellow frame appears around the image of the person who is speaking.

The Toolbar



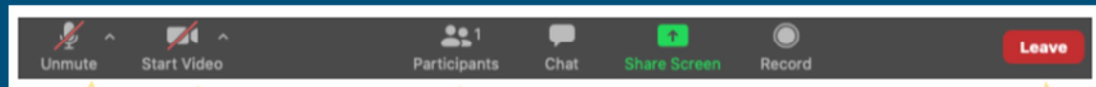
- On smartphone or tablet, touch the screen to see the toolbar.

- The toolbar appears at the bottom if using a computer, at the top of the screen if using an iPad or iPhone, and at the bottom of the screen on an Android phone.
- On a computer, toggling the Alt key will show & hide the toolbar
 - You can adjust your Zoom Settings (*below*) so the toolbar is always visible



- “Mousing over” or “hovering” your cursor over the part of the screen where the Toolbar ought to be can also make the toolbar appear. “Vanishing” controls are fairly common in video conferencing systems; the controls in Google Meetings also appear when you mouse over and vanish when the cursor is out of range.

What the Controls on the Toolbar Do



Mute/unmute
your audio

Stop/start your video

- If you have low bandwidth, turning off your video may keep the video from freezing up or becoming blurry (low resolution)

View a list of
participants

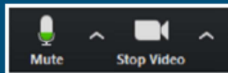
- This is also where the control for raising your hand is.

Share
your
screen

Open and
close the
Chat window

Record the
meeting (if you
have been granted
permission)

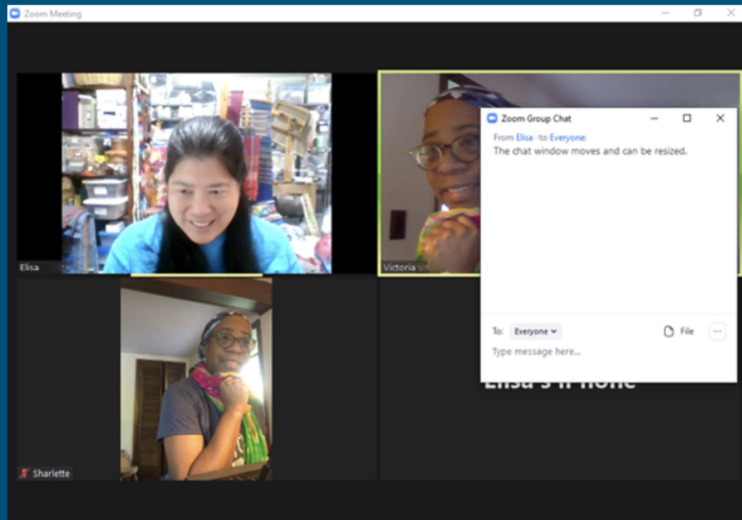
Leave the
video
meeting



This inset shows what the controls look like when both your microphone and camera are **on**.

- Mute/unmute refers to YOUR controls as participant. You need to unmute yourself. All the host can do is make it possible for participants to unmute themselves.
- Video refers to the video that YOU are transmitting via your web camera. You can turn this off and still see the presenter.
 - FWIW, you can still share your screen when your video feed is off. But that's a topic for later (and information about how to do this is readily available online.)

The Chat Window

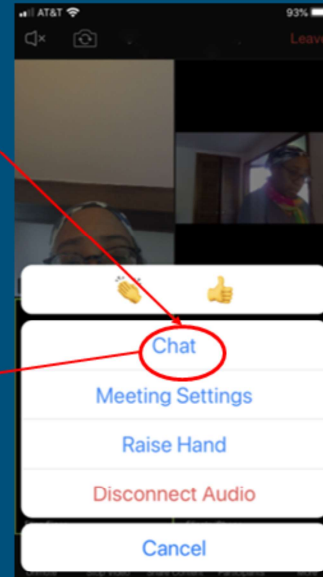
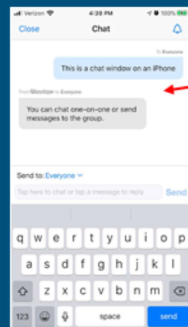


- On a computer, the chat window moves and can be resized.
- You can even move the chat and participant windows to another monitor if you have one.
- Chat messages can be sent to Everyone or just to one other person, such as the Host. (Or, the person with whom you're gossiping.)

- Note that the host can see an entire transcript of chat after the meeting, including private one-on-one messages.
- You can download a chat transcript before you leave the meeting.
 - If it's important to have a transcript of the chat (for example, it contains quiz questions or useful URLs), download the chat periodically. The new version will overwrite the old version on your local directory.
 - The chat transcript will appear in a folder called "Zoom," in a dated subfolder.
 - If you leave the meeting unexpectedly in the middle (for example, your Internet connection is interrupted), you will only be able to get the transcript from the point at which you re-entered the meeting.

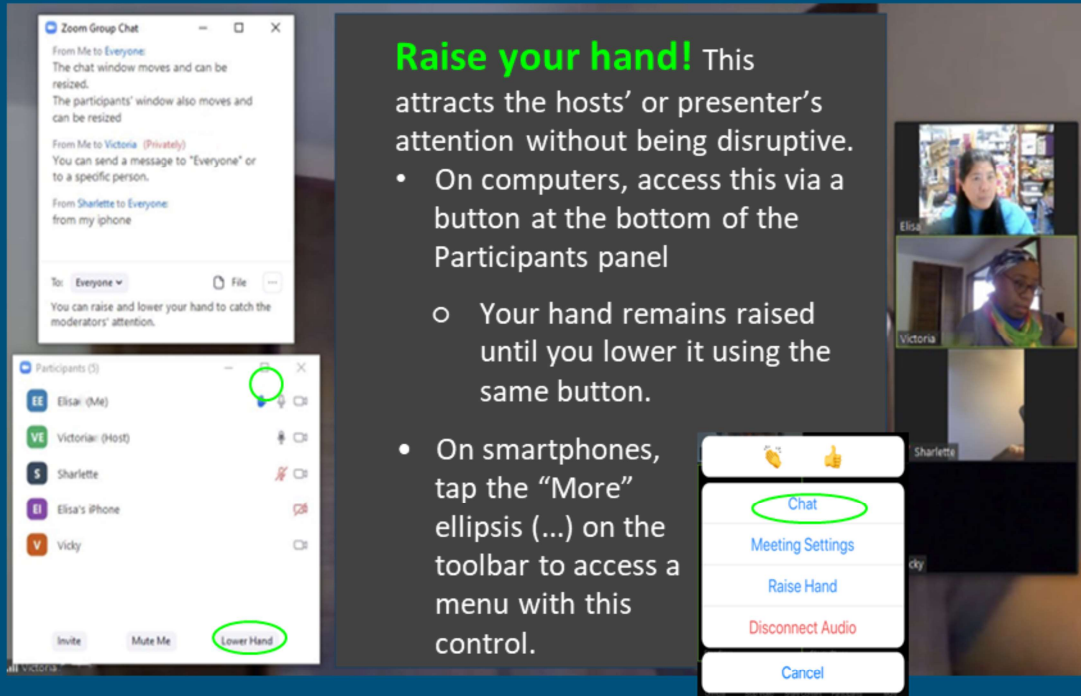
Chat on Phones

- Zoom controls are “buried” on phones and tablets.
- Tap the screen to see the Zoom toolbar (at top for iPhone and iPad; at bottom for Android).



See <https://canvas.uw.edu/courses/721562/pages/zoom-using-chats> for a handy tutorial with photos on using Zoom on a smartphone.

Raising Your Hand



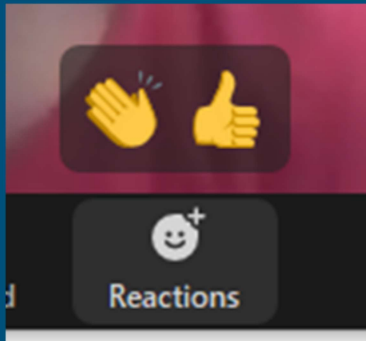
Raise your hand! This attracts the hosts' or presenter's attention without being disruptive.

- On computers, access this via a button at the bottom of the Participants panel
 - Your hand remains raised until you lower it using the same button.
- On smartphones, tap the "More" ellipsis (...) on the toolbar to access a menu with this control.

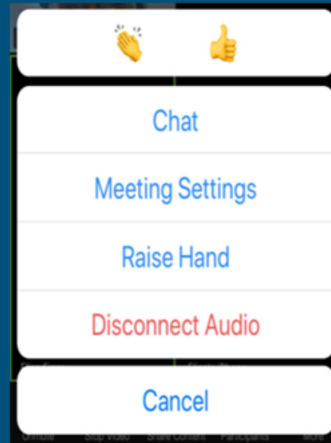
This is a laptop screen in Speaker mode with both the Chat and Participants windows open. Note that they overlap the video screen. You may need to resize or move them to see what's going on during a presentation.

Notice that the participants list indicates if others are muted/unmuted, have video on/off, have audio on at all (lack of microphone icon = no audio), are raising their hands (blue hand icon), or are talking/making noise (moving gray sound level on microphone).

Giving the Presenter Feedback



On a computer, the reactions button is on the toolbar.



On a phone or tablet, the reactions button is on the "More" menu.

Thumbs Up

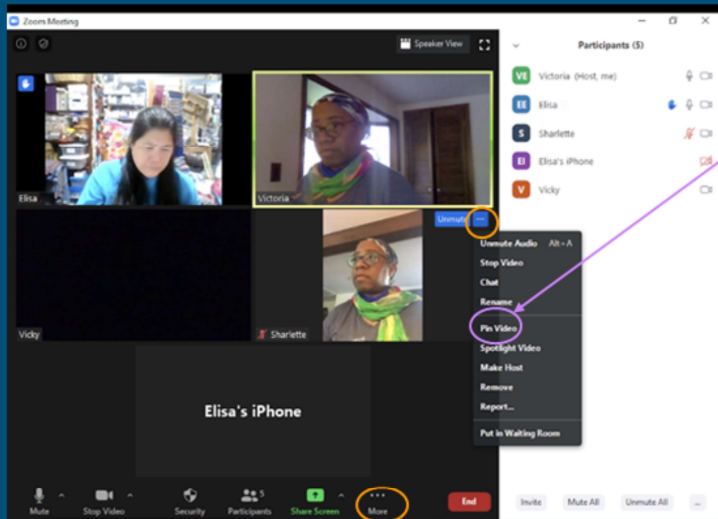
- Click the Thumbs Up icon to let the presenter know you agree or like what they are presenting.

Applause

- Click the applause icon after the presenter is finished to show appreciation for their presentation.

You'll be able to see reaction icons on participant windows. The reaction icons automatically turn off after a minute or so. (Unlike the raised hand, which remains up until you or the host turns it off.)

Pin Video and “More”



Pin Video

- Hover over the video of a person, select ..., then select **Pin Video**. To cancel, select Speaker View
- On an iPhone/iPad, double tap the video to be pinned. Double tap the video again to go back to Speaker View

More

- An **ellipsis** (three dots: ...) button gives you access to additional controls, such as the ones on the black drop menu shown here.

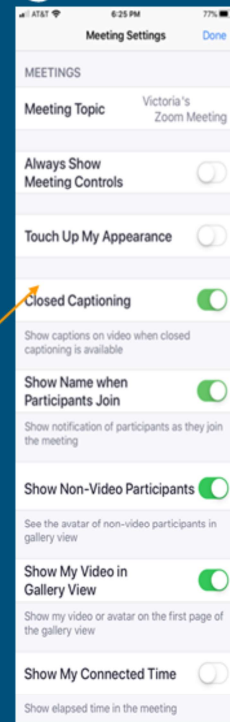
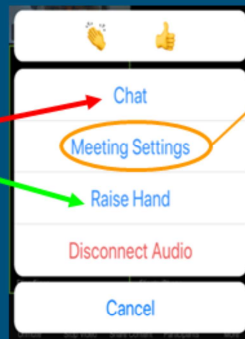
- Pinning a video allows you to watch any participant's video feed. Usually, you pin the speaker to prevent the screen from “jumping around” when a whole bunch of people are unmuted.
 - TIP: You can also pin a video to watch someone else's pet instead of whoever's speaking so you don't die of boredom during a work meeting. Try not to give yourself away through your facial expressions if you do this, though!
- This screen shows a laptop screen in Gallery View after the Participants button on the toolbar has been clicked.
- This screen also shows the what happens when you hover over an individual's photo in the gallery: blue controls appear in the upper right-hand corner, including an ellipsis (...) that gives you a “More” menu. The commands on this menu include “Pin Video.”

iPhone “More” and Meeting Settings

The “More” Menu

- It takes two taps to get to the controls you’ll probably use the most.
 - 1) tap the screen to get the main menu
 - 2) tap the “More” ellipsis (...) on the toolbar to get to this Menu:

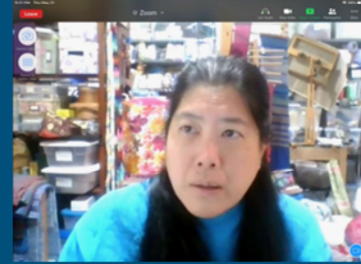
Particularly useful controls



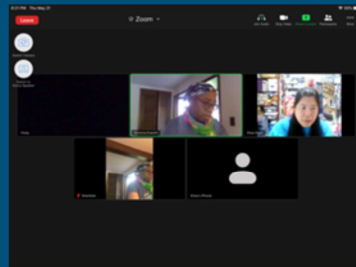
- “More” Menu: Top = feedback (applause, thumbs up)
- Note the “Raise Hand” control
- The Meeting Settings menu is a long one, which is why we needed two screen captures to show it all.
 - If you’re not hosting, most of these settings are not applicable to you.

iPad Views

- Zoom displays differently on different devices. An iPad's display is similar to that on a PC or MacBook, but the toolbar appears at the top of the screen, and the button to leave the meeting is on the left side of the toolbar.



Speaker view (or pinned view)
on an iPad



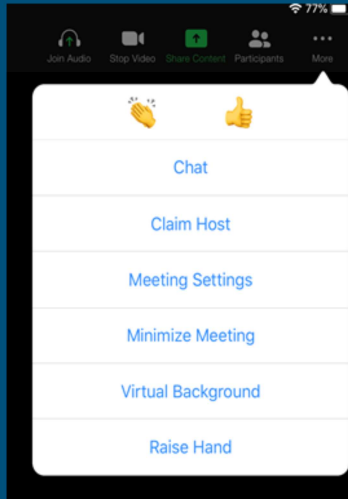
Gallery view on an iPad

Remember: Because Zoom displays differently on different devices, you need to know what kind of another person is using to help with troubleshooting. For example, it's not helpful to tell a person with an iPad to mouse over the bottom of the screen so the toolbar appears.

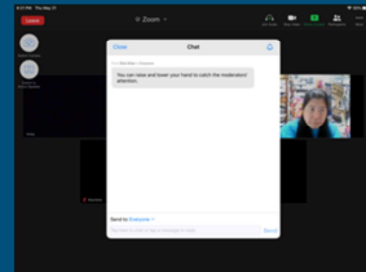
iPad Views *(continued)*



Pinned view on an iPad. The black window in the lower left of the screen is an active speaker whose video is turned off.



Close up of the "More" menu and the toolbar on an iPad



Chat window on an iPad