

Your Digital Passport to the World of Tech

Zoom Calls: A Way to Stay Connected
During Physical Distancing



Session V:

Zoom Etiquette & Troubleshooting





Breakdown of Sessions

- **Session 1: Signing into Zoom with the Right Platform for You**
- **Session 2: Basic Meeting Controls**
- **Session 3: Audio & Video Settings**
- **Session 4: Accessibility & More Settings**
- **Session 5: Zoom Etiquette & Troubleshooting**
- **Session 6: Virtual Background & Video Filters**
- **Session 7: Hosting Your Own Zoom Meeting**
- **Session 8: Using Zoom for Interviews**





Download Class Materials

Go to <https://sfcommunityliving.org/learn-skills/computer-training/>, look through our Tech Help Desk class schedules for all online classes hosted by Community Living Campaign.

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Today's Goals

- Learn about **Zoom Etiquette**
 - **General**
 - **Audio**
 - **Camera**
- How to **Troubleshoot Zoom** when things aren't working properly.
- Find **Help & Keep Learning**





Zoom General Etiquette

- **Most Zoom activities will have a “Waiting Room” installed.** There will typically be a greeting welcoming you and asking you to wait, the Host may even write messages to the participants in the Waiting Room.
- Once you have been admitted into the activity, **you can change the name you have displayed to anything you’d like** by bringing your cursor/mouse to your name in the participants list, or to your square in the video display, clicking the blue button with three dots and then selecting “rename.”
- **Be mindful of other participants’ pronouns** and feel free to display yours in parenthesis next to your displayed name. (she, her) or (he, him) or (they, them)



Zoom Audio Etiquette

- **Most Zoom Activities will be set to automatically mute your microphone when you enter**, this is to ensure there isn't any background noises added in the room as more participants join.
- **Stay Muted unless speaking.**
- The audio in Zoom focuses on whoever speaks next (this means when Person A talks over Person B, Person A's audio is amplified louder over Person B; and if Persons C, D and so on were added to the mix the audio can start to sound garbled and chaotic)
- **Most Hosts/Facilitators will have a presentation prepared and then set a time for Questions & Answers to avoid any chaos in the audio.**



Zoom Camera Etiquette

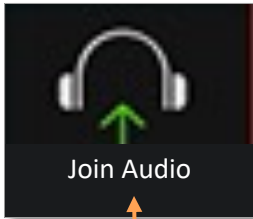
- Try to find a spot in your location where **the source of light is in front of you and not directly behind you.**
- Try to have the camera of the device you are using directly in front of you; **not tilted from below or above your line of vision.**
- **Make sure the camera doesn't have any object or dust/grime blocking it.**



Connect Your Audio

- Audio settings should automatically connect your microphone and speakers
- Multiple causes could disconnect audio (weak internet connection, personalized audio setting, issue with hardware, etc.)

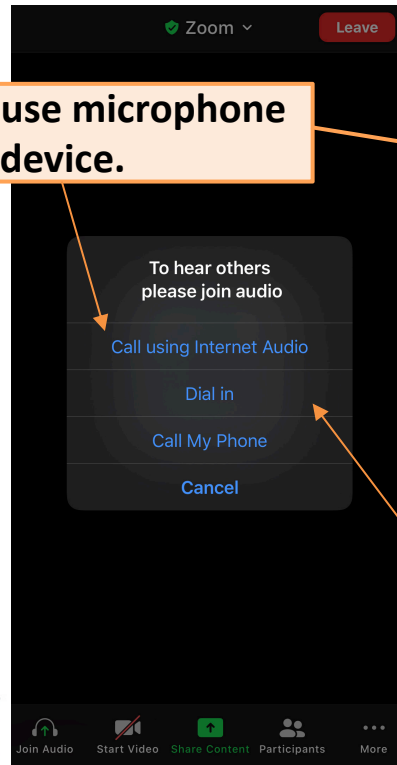
Pop-Up Windows



No Audio?

The Join Audio icon will appear where the Mute/Unmute icon would be. Click to connect to see pop up windows.

Click to use microphone of your device.



More Audio Options:

- Click "Dial In" or "Phone Call" to receive a number to call
- Click "Call My Phone" or "Call Me" to receive a call from Zoom



More Audio Troubleshooting

- If audio shows as connected, but you cannot hear anyone in the Zoom activity or they cannot hear you properly... check if others are unmuted, check if your volume is turned up, check if you're connected to a different speaker or headset, check your internet connection or try restarting your device entirely.
- If still experiencing issues it may be an internet connection issue or hardware issue.



Camera/Video Troubleshooting

- If camera shows connected, but doesn't display video try restarting your device entirely.
- If the video of either yourself or the activity is freezing or cutting out, check your internet connection or try restarting your device entirely (If issue persists, sometimes turning off your camera will maintain enough of a connection for you to at least watch and hear the Zoom activity without further issues).



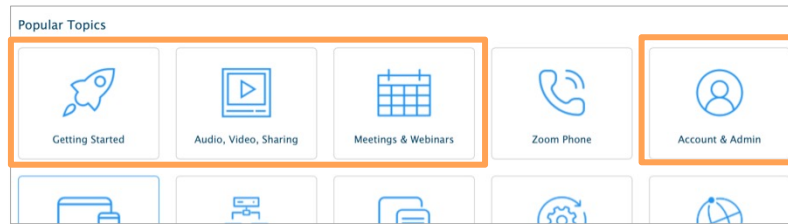
Virtual Background Troubleshooting

- If having difficulty with Virtual Backgrounds you should first check specifications through the Zoom Support website.
- Try having lighting directly in front of you and none behind you
- Try having a solid color wall behind you instead of multiple objects, shelves or a pattern
- Try having a contrasting color behind you (If you have a blue wall, don't wear a blue shirt. If you're fairer skinned try not to use a white wall.)



Zoom Help Center

support.zoom.us/hc/en-us



- **Join a meeting:**
support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting
- **Virtual Background Requirements:**
<https://support.zoom.us/hc/en-us/articles/360043484511-System-requirements-for-Virtual-Background>
- **Download Zoom:**
zoom.us/download

Instructions



Mac



Windows



Linux



Web



iOS



Android

Most help pages have step by step instructions for each Zoom type



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More Resources

- **Geeks on Tour Videos**

www.youtube.com/playlist?list=PLxMFLNwWedPDhh-NCVihh70d2YA8YJJVG

- **Senior Planet Handout**

seniorplanet.org/wp-content/uploads/2020/03/Zoom.pdf

- **Language Support**

support.zoom.us/hc/en-us/articles/209982306-Change-your-language-on-Zoom

- **Closed Captioning**

support.zoom.us/hc/en-us/articles/207279736-Getting-started-with-closed-captioning



Online Tech Classes

Apple Help Desk: Mondays 10:00am – 12:00pm

Internet Safety Help Desk: Tuesdays 10:00am – 12:00pm

Zoom Help Desk: Tuesdays 2:00pm – 3:30pm

Virtual Help Desk: Wednesdays 10:00am – 12:00pm

Android Help Desk: Wednesdays 3:30pm – 5:30pm

Apple Help Desk: Thursdays 3:30pm – 5:30pm

Virtual Help Desk: Fridays 11:00am – 1:00pm

- **All use the same Meeting ID: 873 8317 4373**
- **To join over the phone toll-free:** Call 1-669-900-6833 and enter Meeting ID: 873 8317 4373 ##
- The “Virtual Help Desks” on Wednesdays & Fridays are both for general tech questions & help. The other days focus on a specific topic or type of device.



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