

Your Digital Passport to the World of Tech

**Zoom Calls: A Way to Stay Connected
During Physical Distancing**



Session II

Basic Meeting Controls





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.

- Here you can also download printable copies of the class materials used for today's lesson & all other planned lessons on CLC's Tech schedule.



Today's Goals

- Learn about **Zoom**
- Learn about the **Meeting Controls**
- Learn how to **Connect your Microphone, Speakers & Camera**
- **Safety Tips** for Zoom
- Find **Help** and **Keep Learning**





What is Zoom?

- A way to **meet virtually** with many people
- Available on **multiple platforms**
 - Call in by **Phone**
 - Computer **Web Browser** (PC or Mac)
 - **Tablet or Smartphone** (Zoom App on iOS, Android)
 - **Zoom Desktop Client** (PC or Mac)
- Choose the **platform that works for you**



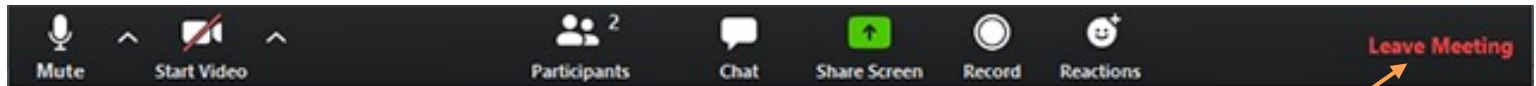


Meeting Controls

Phone Calls

- *6 to toggle mute/unmute and *9 to raise hand

Zoom Desktop Client on Mac or PC



Zoom App on iOS or Android



- **Audio** – Mute and Unmute
- **Video** – Turn Video On or Off
- **Share** (if enabled) – Share Your Screen
- **Participants** – Raise Hand, Rename Yourself, See List
- **Chat** – with Hosts and participants (select Participants in app)
- **Reactions** – (select More on App)

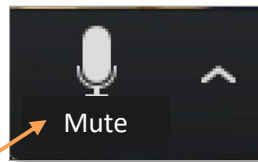
Leave Meeting is on the bottom right on Mac or PC, and on top right on the iOS and Android Apps



Mute / Unmute Your Mic

- Keep your microphone muted unless talking
- Host may limit when you can unmute your mic

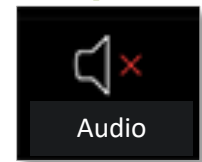
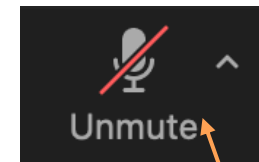
Dialing in Over Phone Only



You Are Unmuted:

- Icon will be grey and say "Mute"
- Everyone can hear you, even if you can't hear them
- Click to mute your microphone

Some Tablets or Smartphones



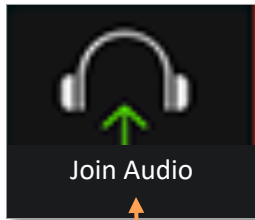
You Are Muted:

- Icon will have red line and say "Unmute"
- No one can hear you, even if you can hear them
- Click to unmute your microphone



Connect Your Audio

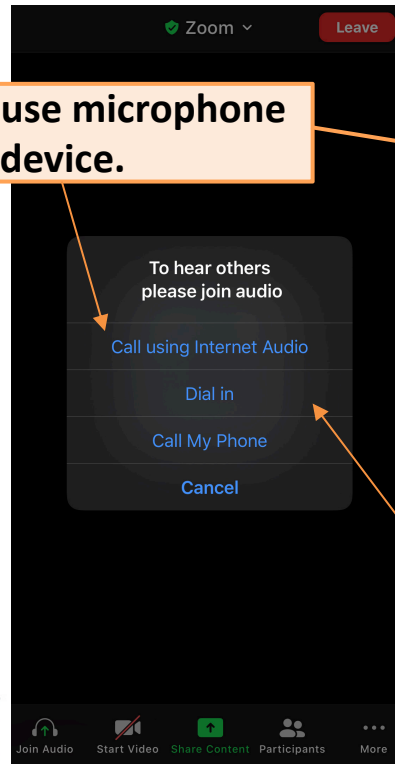
- Audio settings should automatically connect your microphone and speakers
- Multiple causes could disconnect audio (weak internet connection, personalized audio setting, issue with hardware, etc.)



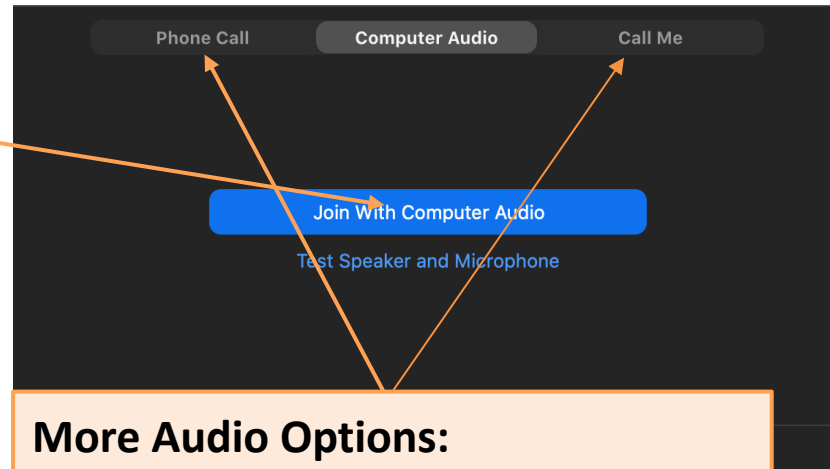
No Audio?

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.



Pop-Up Windows



More Audio Options:

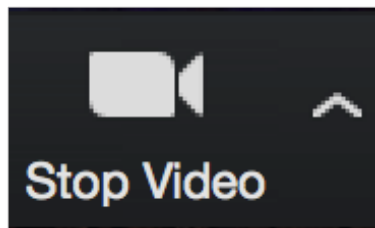
- Click "Dial In" or "Phone Call" to receive a number to call
- Click "Call My Phone" or "Call Me" to receive a call from Zoom



Turn On/Off Your Camera

- Find the camera on your device & make sure it is unobstructed (cover, post-it note, fingerprints, dust, etc.)
- Turn on video if you'd like to be seen

Some Tablets or Smartphones



Your Camera is On:

- Icon will be grey and say "Stop Video"
- Everyone can see you, even if you can't see them
- Click to turn off your camera



Your Camera is Off:

- Icon will have red line and say "Start Video"
- No one can see you, even if you can see them
- Click to turn on your camera

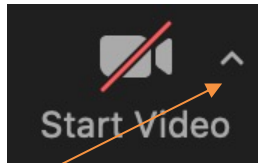
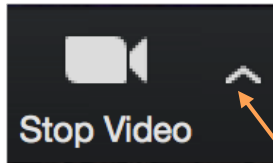




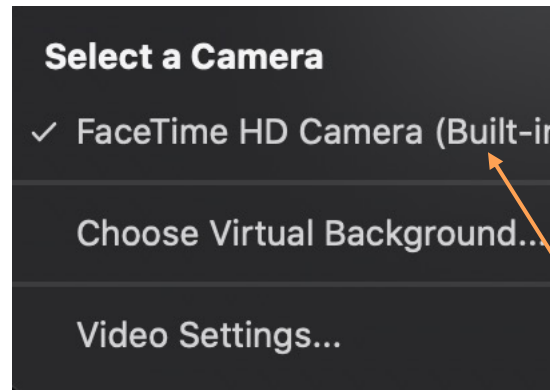
Connect Your Camera

- Only available on a computer

Dropdown Menu



Click the small arrows to access dropdown menu



Select Camera:

- “Built-in” are the internal parts of your device
- You may have more options if external parts are attached to your device

Don't like seeing yourself on video, but still want to be seen?

Click the button with three dots (...) on your video image and select **Hide Myself**. Other participants will still see you. *(Available for Smart Device users as well)*



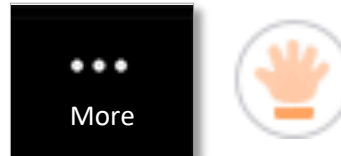
Raise Your Hand

- Signal to the host that you want to talk

Phone Only

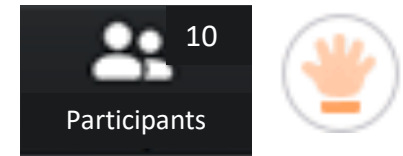


Zoom App (iOS, Android)



- Raise and lower your hand
- Other signals to the Host

Zoom Client & Web Browser



- Find controls at the bottom of participant list
- Raise and lower your hand
- Other signals to the Host

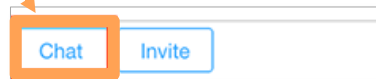
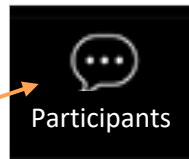


Chat with Others

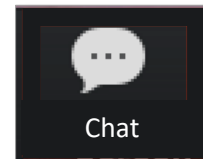
- Type text messages to Hosts and participants
- Share links to documents and other information

Zoom App (iOS, Android)

- Select Participants
- Click Chat at bottom of Participants window

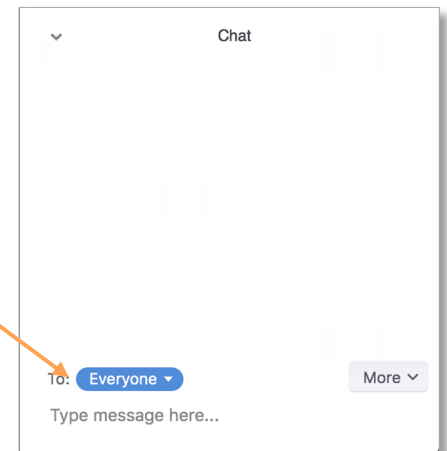


Zoom Client & Web Browser



Choose to chat with Everyone, with Hosts, or with a participant (when allowed)

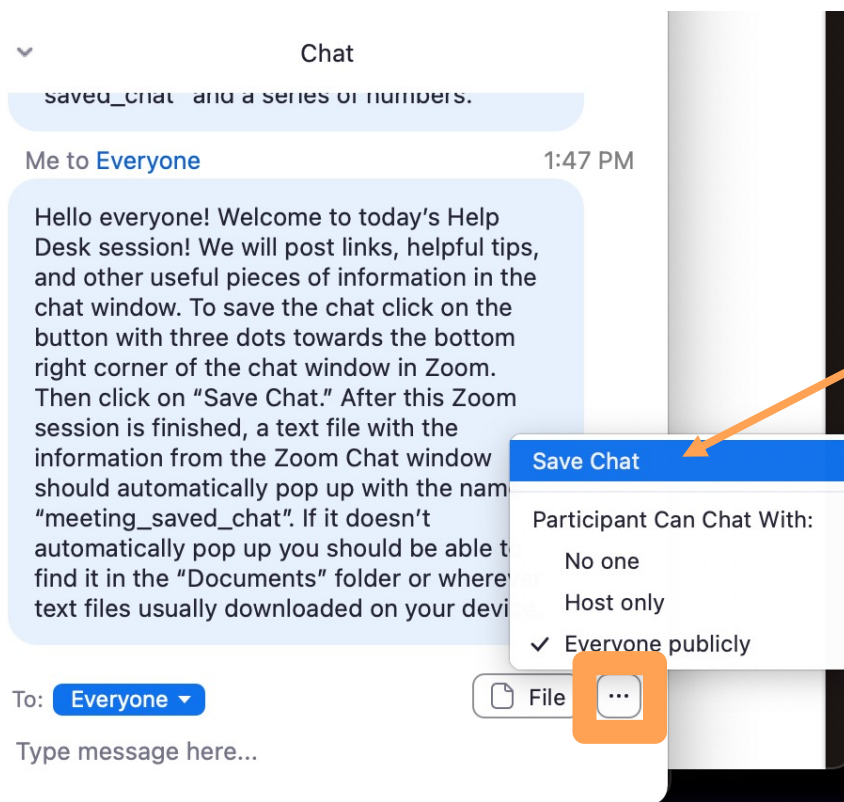
Chat Window (all)





Save Chat Transcript

Chat Window



If available on your device; Select icon with three dots (or on your device it may say "More"), then select "Save Chat." When the Zoom activity is over, a typed transcript of the chat window will be saved on your device named "meeting_saved_chat.txt."



Safety Features

- **Zoom Host** will set safety controls before meeting
- **Security Features might be used...**
 - **Meeting ID Number** & there might be a **Passcode**
 - You **might be required to register** before joining
 - **Waiting room** before you enter meeting
 - **Meeting might be locked** after a certain time
- **Look out for these extra settings...**
 - **Two or more Hosts** to actively monitor meeting
 - Participants may join with their **microphones muted & video cameras off automatically**
 - **Some features disabled** for participants (screen sharing, etc.)
 - **Disruptive/Disrespectful participants are removed**





More Safety Features

If you're still concerned, you can **further increase your privacy & safety**:

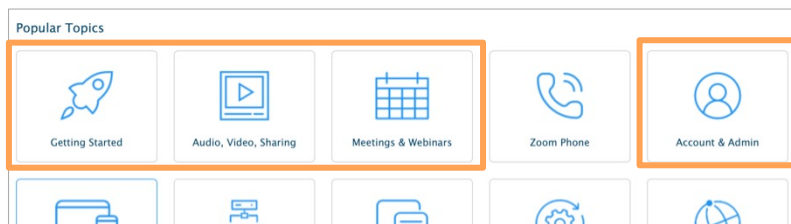
- Use the **Zoom website to join a meeting** if you don't want to download the Zoom software on your computer
- **Download the latest version of Zoom & always update whenever available**
- **Use a virtual background** (if available) or **turn off your video** to hide your room or hide your face completely.
- **Being careful giving out your personal information to the entire Zoom Meeting, either verbally or within the Chat.**



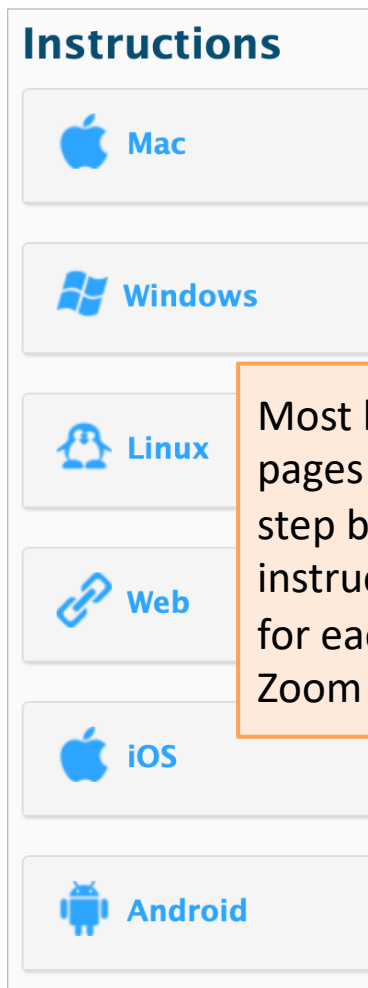


Zoom Help Center

support.zoom.us/hc/en-us



- **Zoom Video Tutorials:**
<https://learn-zoom.us/show-me>
- **Frequently Asked Questions:**
<https://support.zoom.us/hc/en-us/articles/206175806-Frequently-asked-questions>





For More Help...

- **Apple Devices:**
support.apple.com
- **PC Computers using Windows:**
support.microsoft.com
- **Android Devices:**
support.google.com/android
- **Great Website for Video Tutorials:**
youtube.com



More Resources for Seniors

- **Device Walk-Throughs**

videotron.tmtx.ca

- **“Geeks on Tour” Tech Help Videos**

geeksontour.com

- **Senior Planet**

seniorplanet.org

- **SF Tech Council**

sftechcouncil.org





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