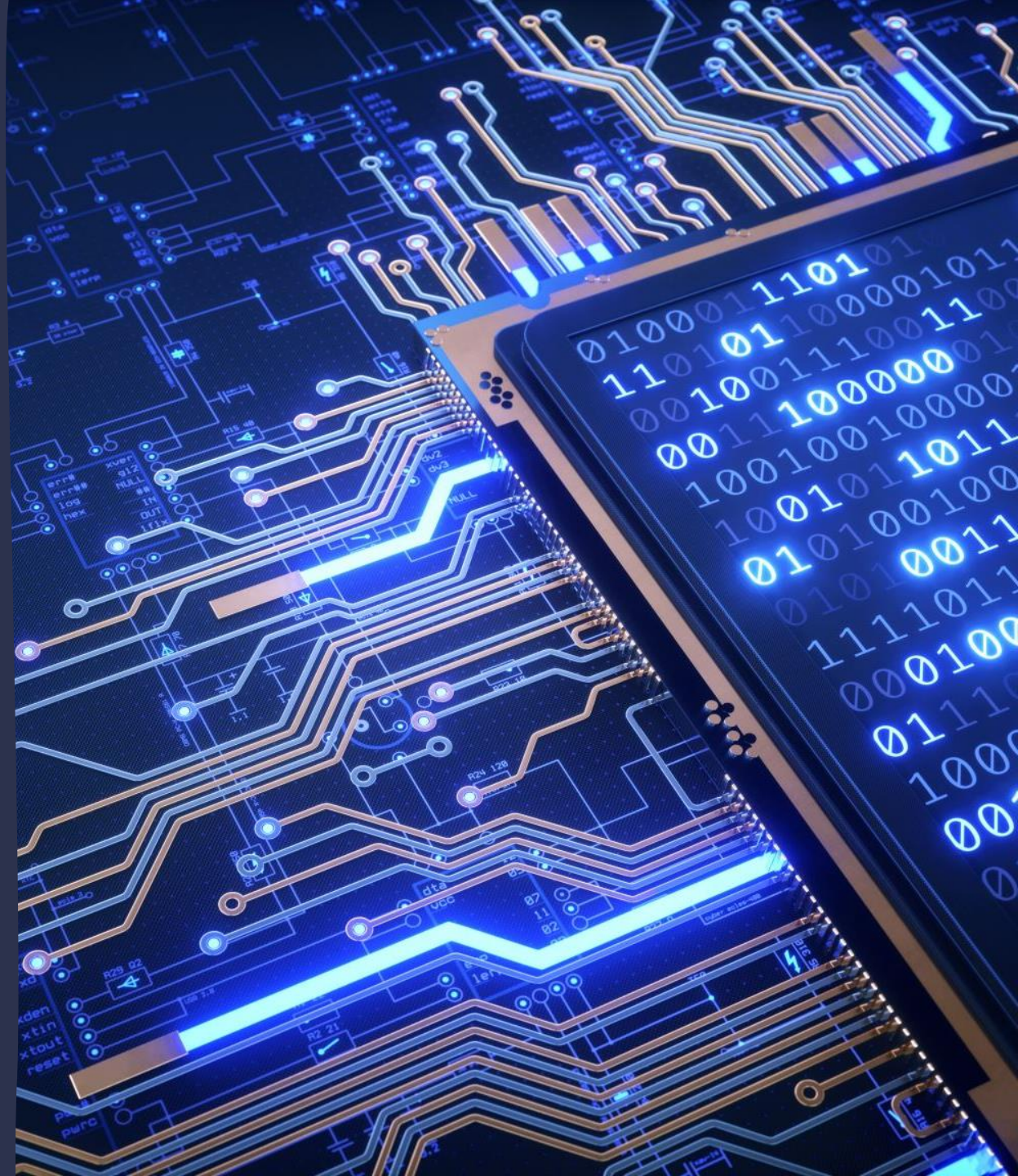


ZOOM FUNCTIONS

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Zoom Features



Best Practices

Recurring meetings

In-meeting controls

Video views (pinning and spotlighting speakers, gallery speaker view, other views)

Managing participants

Recording (including generating captions and transcripts)

Troubleshooting in live meetings

Best Practices

Attending Zoom meetings can be challenging for some students with disabilities. Most Zoom functions are user-friendly and accessible to people who use assistive technologies. There are, however, a few exceptions and best practices to note.

- sound quality
- recording
- transcripts and captioning for completed Zoom recordings
- live captioning
- chat
- screen sharing
- polling
- breakout rooms
- American Sign Language (ASL) interpretation

Sound Quality

Sound quality is important for all users and critical for people who are hard of hearing.

- Reduce background noise: When speaking, ensure you are in a noise-free environment and stay close to the microphone
- Mute participants who are not speaking: Especially in large meetings, all participants should be muted except for the person who is speaking. If participants are not consistently muting themselves, the host can mute individual participants in the Manage Participants panel. The host also can use the Mute All tool or the Mute Participants on Entry option to apply muting to multiple participants at once

Recording

You may wish to record a Zoom session, especially for participants who cannot attend or who don't have a good internet connection.

- Choose where to store the recording: You can either record a meeting and save it to Zoom Cloud or save the file to your computer. One reason to store to the cloud is if you want your media transcribed. Files saved to the computer will not be transcribed. See the Transcripts and Captioning section for more on this.
- If you chose to record in Zoom Cloud, you can share a direct link with anyone who needs access to the recording.



Transcripts and Captioning for Completed Zooms



Sharing transcripts of completed Zoom sessions is helpful for participants who would like to review the session.

- Zoom recordings stored in Zoom Cloud are set to be auto-transcribed. The transcripts generated through this process will not be completely accurate, but the video owner can correct them for accuracy. Transcripts may be useful for a variety of viewers; for longer videos in particular, the interactive transcript tool in Zoom Cloud can help viewers jump to a specific part of the video they'd like to rewatch.
- Auto-generated transcripts will appear alongside the video, the same text will appear as captions for the video. If your recording requires captioning to fulfill a student or employee accommodation request, Zoom Cloud's auto-generated transcripts are not 100% accurate and you will need to edit the transcripts



Live Captioning

Live captioning is provided by a person (not an automated service), two steps are required to incorporate live captions into your Zoom session.

The session host will need to enable closed captioning in their Zoom account. To do this: Login to Zoom

Click Settings
Scroll down to In Meeting (Advanced)
Toggle Closed Captions to On

Secondly, the captioner will need to be provided the ability to add captions to the Zoom meeting. The session host should allow the captioner to join the meeting as a participant and grant them the ability to provide closed captions.

Chat

- Recommendations to consider if chat comments are being incorporated into a meeting:
 - Read the comments aloud as part of the meeting
 - Send links from the chat to all participants by email before or after the meeting
 - Optionally, save the entire chat to your computer or the cloud, for your own reference or to share with others





Screen Sharing

Sharing your screen is a good way to display PowerPoints or other media, pull up an editable whiteboard, or walk participants through a process step-by-step. For the benefit of participants who are calling in, who have bad internet connections, or are blind or have low vision, consider the following best practices:

- Verbalize what is on the screen. For the benefit of people unable to see the screen or who cannot read the screen-share contents using assistive technology, verbalize what is seen and the actions you are taking
- Share materials ahead of time. Send any materials you plan to display through screen sharing to your participants ahead of time. This allows everyone to access the materials and follow along even if they cannot see the screen share during the meeting

Polling

- Ensure everyone can participate. The polling feature is accessible to people who use assistive technology. It is not usable, however, by people who are joining a meeting by phone. If you have participants joining by phone, offer an alternative way for them to send in feedback
- Notify participants verbally when you are launching a poll. This is especially helpful for assistive technology users as well as anyone who may not be looking at their screen
- Allow plenty of time for participants to find and participate in the poll



Breakout Rooms



- Some devices and technical set-ups do not allow participants to join breakout rooms. Participants who cannot join breakout rooms can use the main room as an alternative space for discussion.
- If live captioners or ASL interpreters are present, make sure to assign them to the same breakout room as the participant receiving the live captioning or ASL interpreting.
- If the Zoom session is being recorded for later review or captioning, the host will need to give participants the ability to record if the host will not be in the breakout room that needs to be recorded.

American Sign Language (ASL) Interpretation

ASL interpreters will need to join the call just like any other participant and share their video. For best functionality, interpreters should have the Zoom application downloaded on their device before joining the call.

Participants who wish to view the ASL interpreter should select Pin Video in the context menu (the three dots), which is available by hovering over the interpreter's video thumbnail.



Recurring Meetings

- For regular class meetings that meet once or more each week, do the following when scheduling the meeting:
- Next to **When**, enter the first day and time your class will meet.
- For **Duration**, enter the planned class time.
- Check the box next to **Recurring meeting**.
- From the Recurrence drop-down menu, select **Weekly**.
- Repeat every **1** week.
- Next to **Occurs on**, check the box next to each day you will meet.
- Next to **End date**, enter the date of your final class meeting.

Meeting attendees have several controls available.

Mute/Unmute: turn audio on and off. Select and test your audio input by clicking the up arrow by the microphone icon.

Start/Stop Video: turn video feed on and off

Participants: non-verbally communicate with the other participants

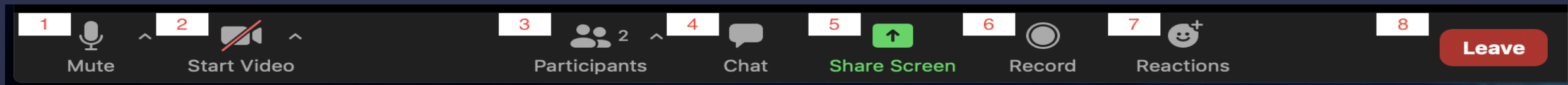
Chat: send messages to other participants (hosts can disable this feature)

Share Screen: If the meeting host has enabled screen-sharing for attendees. This will open a window that will prompt you to select what you would like to share; you can share your entire computer screen, an individual application, a tablet or cell phone screen connected to your computer, or the Zoom whiteboard.

Record: By default, only meeting hosts can record the meeting. When recording, this button changes into a Pause button, then a Resume button. If host allows participants to record can save to device or cloud. (Note the will only see their view.)

Reactions: choose an emoji to give the presenter non-verbal feedback

Leave: exit the meeting



Hosts and co-hosts have the same controls as attendees plus some additional controls.

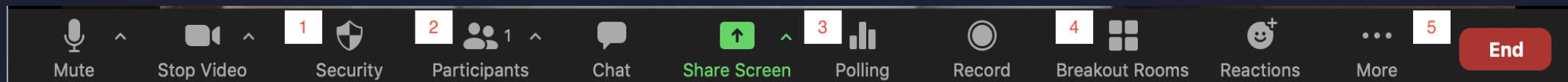
Security: access in-meeting security features (Lock Meeting, Enable Waiting Room, or Remove a Participant) and manage participants (allow participants to use the chat, unmute themselves, share the screen, or rename themselves)

Participants: open the Participants Menu. As the host, you will receive notifications on the Participant icon when someone enters the waiting room or raises a hand. You can also invite additional participants by clicking the "up" arrow located next to **Participants**.

Polling: compose or launch polls

Breakout Rooms: assign Breakout Rooms manually or automatically. Only meeting hosts can assign Breakout Rooms.

End: end the meeting for all participants. If a host leaves the meeting but wants participants to be able to remain, host privileges can be passed to another attendee.



Active Speaker View

- Participants in a Zoom meeting have some control over their own view of the meeting, especially when no one is sharing their screen. (A host cannot control whether participants are using Active Speaker View or Gallery View.)
- As the active speaker, you will never see your own video, even if you are speaking! Zoom displays the most recent active speaker other than yourself.
- Meeting and webinar participants who are viewing a shared screen can switch to Side-by-side Mode. This enables them to see the shared screen alongside either the Speaker View or Gallery View, depending on which view they choose. They can also adjust the location of the separator between the shared screen and video to change the relative size of each side.



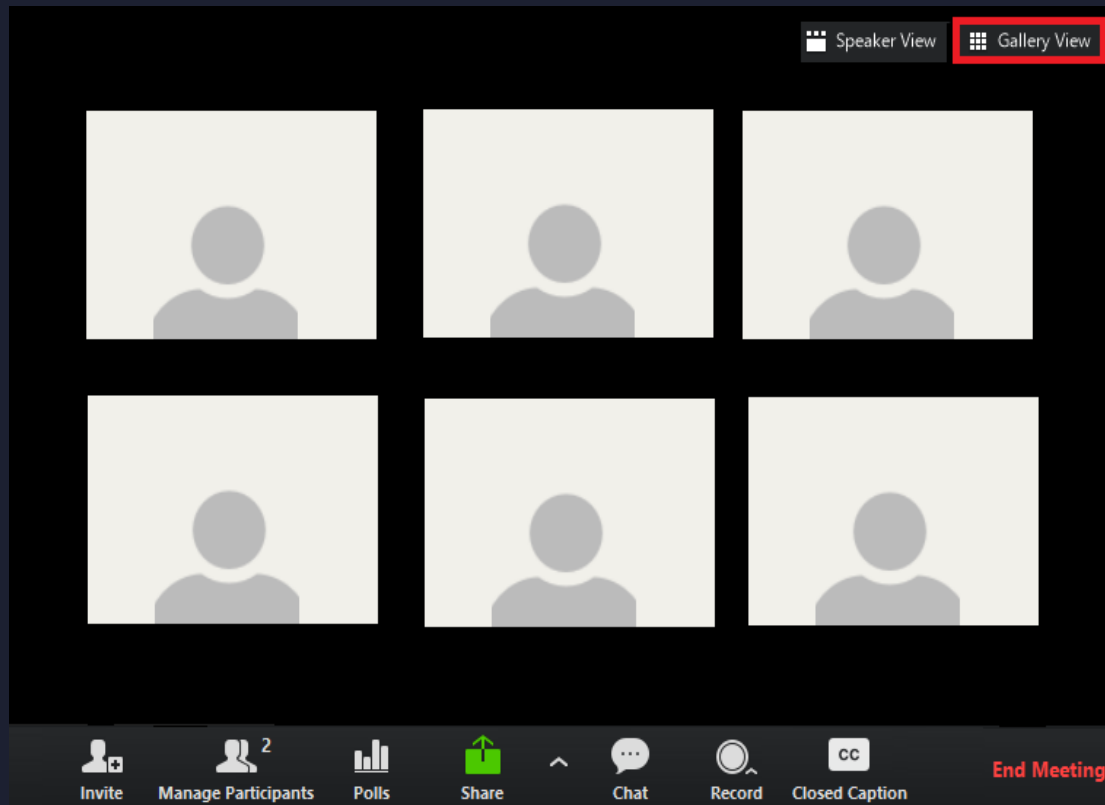
Side-by-Side Mode

Viewing a Shared Screen in Side-by-Side Mode

1. Sign in to Zoom through your desired route.
2. Start or join a meeting.
3. While viewing a shared screen, click on **View Options** and choose **Side-by-Side Mode**. The shared screen will appear on the left, and the speaker's screen will appear on the right.
4. To adjust the size of each view, place your cursor over the boundary between the shared screen and the participants' video until it changes to a double arrow, and you see a gray line separating both views.
5. Click and drag the separator bar to adjust the size of each view.
6. Click **Speaker View** or **Gallery View** (at the top of the screen) to switch between the two.
7. To exit **Side-by-Side Mode**, click **View Options** and uncheck the **Side-by-Side Mode** option.



Gallery Speaker View

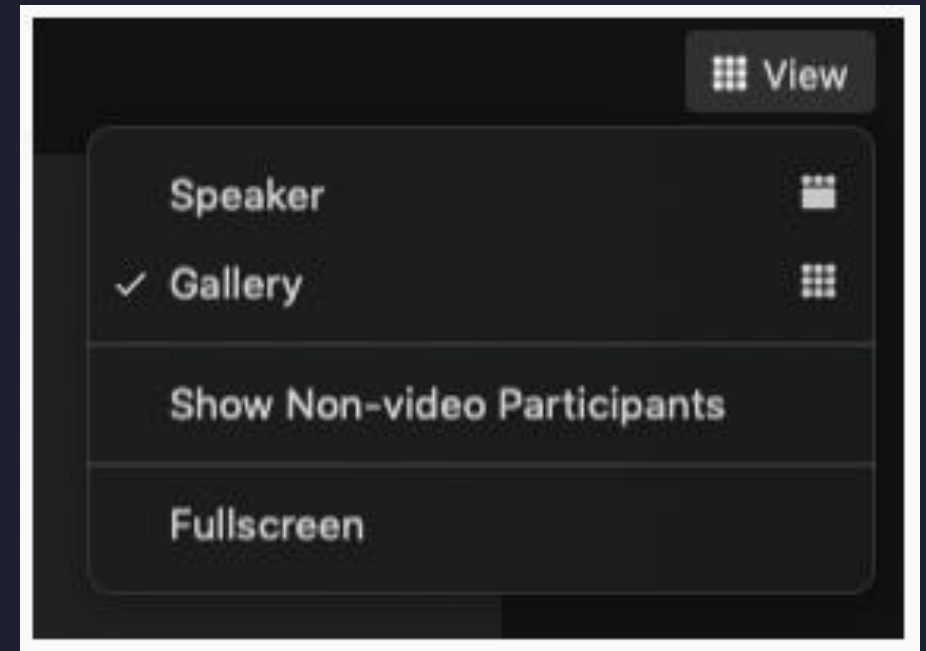


- Gallery Speaker View will display everyone's video as equal-sized thumbnails in a grid pattern. This grid will contract and expand as participants enter and leave the meeting.
- Depending on your computer and monitor, you may be able to display up to 49 participants on a single screen; more often, this many participants will be displayed on different pages that you can navigate using arrows.
- Activate Gallery View from Speaker View by clicking on **Gallery View** in the upper right-hand corner of the Zoom window.
- Active Speaker View and or Speaker View make the most recent active speaker's video largest on screen, while other participants' videos are smaller thumbnails along the top of the window.
- Activate Speaker View from Gallery View by clicking on **Speaker View** in the upper right-hand corner of the Zoom window.

Hiding Non-Video Participants

A feature that is especially helpful when managing a large meeting is hiding participants who aren't using video. Reduce distractions by doing the following:

1. When you are in Gallery View, click on any participant who has video turned off or who joined by phone, or click on the **3-dot icon** in the upper-right corner of that person's participant box
2. Click **Hide Non-Video Participants** to hide all participants without video.
3. To again show non-video participants, click the View button at the top of your screen and select **Show Non-Video Participants**.



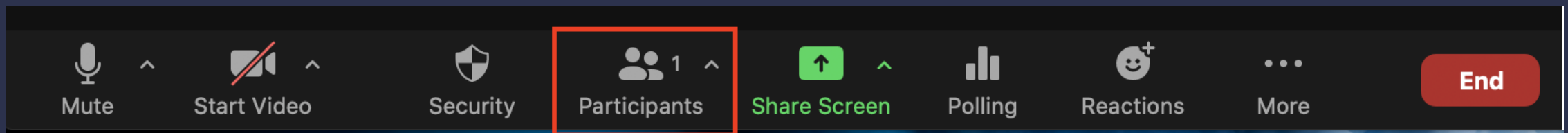
Other Views

- While Active Speaker and Gallery View are the two most common views used in Zoom, there are others available, including a Custom Gallery View which allows you to arrange thumbnail videos in a specific pattern (again, just for your personal view; a host cannot mandate a specific view for participants), and a Floating Thumbnail View which allows you to see more of your own computer screen.



Basic Participant Managing Controls

- **Invite participant:** Click **Invite** to invite participants during the meeting. A pop-up window will open prompting you to enter the email address of the attendants you are inviting. You can also click Copy Invite Link from the Invite pop-up window and easily paste that in an email or messenger.
- **Mute/Unmute:** Click **Mute All** to mute all meeting participants. When you click this button, you will have the option to allow participants to unmute themselves or not.
- **Nonverbal Feedback:** Participants can click **raise hand, yes, no, go slower, or go faster**, to give non-verbal meeting feedback. Under the **More** icon, they also have the option to give a **thumbs up or down, clapping** symbol, or indicate they have **stepped away**. When a participant clicks on one of these icons, it will appear next to their name in the participant list and bring their name to the top of the list. A host or co-host can click **clear all** to remove this feedback from the participant list.
- **Advanced Settings:** Click on the **More** button to access advanced controls for managing participants. From this menu, you can give participants control of muting and unmuting themselves, enable a waiting room, lock the meeting, and play sound when someone joins or leaves the meeting.





Recording Zoom Meetings

- Instructors may set up their meetings to record automatically, in which case, simply starting the meeting will start the recording. (Note that this means pre-class chatter will be recorded as well!) If they have not enabled automatic recording, then they can follow these directions to record during the meeting.
- Click on the **Record** icon on the Zoom control bar to begin the meeting recording. You will be prompted to choose either a local recording or the cloud.
- While recording, the **Record** icon becomes a **Pause/Stop** icon (to pause or end the recording), and a flashing red dot in the upper left of the Zoom window indicates recording is occurring.



Recording Continued

Stopping the recording by clicking on the Stop button (or ending the meeting) will cause the recording to:

- Be converted into an MP4 file if you choose to save it locally to your computer. A window will pop-up prompting you to select a folder to save the recording in, or
- Be processed on the Zoom server if you choose to save it to the Cloud. The host receives an email when it has finished processing.
 - Videos are accessible in your Zoom account's Recordings tab.
 - If you stop and start recording multiple times during one meeting, Zoom will create multiple recordings. If you take a break, we recommend that you **Pause** and then **Resume** to create one continuous recording.



Troubleshooting Live Meetings

Participant is unable to enter the Zoom meeting

- Confirm that the participant has the correct Zoom link (and passcode if necessary)
- If participant says meeting is invalid update Zoom app and reschedule meeting
- While the meeting is in session, you can click on the **Participants** icon in the control bar to copy the meeting invitation information and send it directly to a student.

Troubleshooting Continued



Participant's camera doesn't work ask

- "Did you turn your video on? That option is in the lower-left of your Zoom window."
- "Do you have a webcam cover or something else blocking the camera?"
- "If your video is turned on, which video option did you select?"
- "Is Zoom the only app trying to access your webcam? If there are other apps accessing the camera, turn them off. This may include FaceTime or other communication apps."

Troubleshooting Continued

There is an echo in meeting this is common

- Participants on the call are unmuted and not using headphones, creating a feedback loop.
 - *Solution:* Encourage participants to use headphones if possible and to mute themselves when not speaking. Hosts and co-hosts can also mute non-speaking participants who have feedback or an echo.
- A participant has both computer and telephone audio connected to the Zoom meeting.
 - *Solution:* Participants should mute audio on a device. If the microphone must be on for both devices, suggest that the devices are moved further apart from each other.

Troubleshooting Continued

Audio does not work on any device

- "Is your computer audio muted?" (*Ask this in the chat if they cannot hear you.*)
- "Have you turned up your volume on your computer and any external speakers or headphones?"

For Mobile

- "Is the speaker icon in the top left-hand corner on? Tap this speaker icon to turn the speaker on and off."
- If participants cannot hear the meeting audio using the Zoom mobile app, they may try calling into the meeting with the phone number provided in the Zoom meeting invitation.





Troubleshooting Continued

A presenter's video and audio freezes or lags due to poor internet connectivity

- This is a common problem, too. If the presenter's video is less important than audio, turn off the video, disconnect other internet-connected devices, and turn off any programs that may be running in the background.



END



Resources

- <https://canvas.northwestern.edu/courses/128383/modules>
- <https://support.zoom.us/hc/en-us>

