

ZOOM BASICS

Zoom Controls:

- See #'s 1, 2 and 3 on Zoom Controls Cheat Sheet for how to join the class from the link in your email and how to find and manage Zoom Controls on your particular device

Audio/Video/Behavior Etiquette:

- See # 4 through # 9 on Zoom Controls Cheat Sheet for instructions related to audio and video.
- Be mindful of background noise: When your microphone is not muted, avoid activities that could create additional noise, such as shuffling papers or typing on your keyboard.
- Position your web camera properly: Stable position and focused at eye level to create a more direct sense of engagement with other participants.
- Limit distractions: Turn off notifications, close or minimize other running apps on computer or device, and mute your phone.
- Avoid multi-tasking: Refrain from replying to emails or text messages or doing other tasks during the meeting.

Rename:

- First Name, Last Name, Campus (CT, GV, NW, SE), Type of Device (Mac, PC, ipad, etc.)
- See #'s 10 through #12 on Zoom Controls Cheat Sheet for how.

Mute/Unmute:

- See # 5 on Zoom Controls Cheat Sheet for how to mute or unmute yourself.
- Mute your microphone if SGL or Tech Host does not: To prevent distracting background noise, make sure you mute your microphone whenever you are not speaking.

Gallery and Speaker Views:

- During class, switch between Gallery and Speaker views as you wish for more comfortable viewing or when class activities change. Your changes do not affect what others see. See # 13 through #15 on Zoom Controls Cheat Sheet.

- Speaker View can be helpful in a very large class because it allows the person speaking to be the featured video.
- Use Gallery view in Breakout Rooms and unmute yourself. See # 25 on Zoom Controls Cheat Sheet.

Raise/Lower Hand:

- Use the “Blue Hand” to be recognized for questions or comments. See # 16 and # 17 on Zoom Controls Cheat Sheet for where to find this on your device.
- After you have been called on by SGL/Tech Host and complete your question or comment, lower your “Blue Hand” by clicking it again.

Chat:

- Use the Chat function to address Zoom technical questions privately to the Tech Host(s) in your class or meeting.
- Some SGL’s prefer to have all questions asked by a Chat to Everyone, which they will then review and answer at appropriate times during the class.
- See #'s 19 through 22 on the Zoom Controls Cheat Sheet for instructions on how to use the Chat function.

ZOOM CONTROLS CHEAT SHEET FOR MEETING PARTICIPANTS: Print a copy to refer to during zoom sessions

Version 6 5-13-20

Participant's device:	Computer (Mac or Windows PC)	iPad	iPhone	Android phone (For Android tablet, see iPad column if the instructions below don't work)
1 How to I join my class/meeting ?	From emailed invitation, click link for <i>Join Zoom Meeting</i> . Click <i>open zoom.us</i> , it will connect you. Check audio and video icons at bottom left corner and adjust if needed (see below #4 and #8)	From emailed invitation, tap link for <i>Join Zoom Meeting</i> . Tap <i>Join with Video</i> , then <i>Call using Internet Audio</i>	From emailed invitation, tap link for <i>Join Zoom Meeting</i> . Tap <i>Join with Video</i> , then <i>Call using Internet Audio</i>	From emailed invitation, tap link for <i>Join Zoom Meeting</i> . Tap <i>Join with Video</i> , then <i>Call using Internet Audio</i>
2 Where are my zoom controls ?	Along top and bottom of screen	Tap anywhere on screen to display controls. Main controls upper right	Tap anywhere on screen to display controls. Main controls along bottom	Tap anywhere on screen to display controls. Main controls along bottom
3 How can I keep my controls from disappearing? (optional)	Next to Video camera icon at lower left, click Up Arrow. Select <i>Video Settings</i> ; select <i>General</i> (gear icon at top of list). Click <i>View More Settings</i> at bottom to go to <i>Meeting Settings</i> page. Close <i>Settings</i> box to show what's under it. On left, click <i>In Meeting (Basic)</i> . Scroll down until you see <i>Always Show Meeting Control Toolbar</i> and turn ON. This setting will be saved on your device for future meetings (whew!)	Tap 3 dots <i>More</i> at upper right, tap <i>Meeting Settings</i> , turn on <i>Always Show Meeting Controls</i> , tap <i>Done</i>	Tap 3 dots <i>More</i> at upper right, tap <i>Meeting Settings</i> , turn on <i>Always Show Meeting Controls</i> , tap <i>Done</i>	Setting to always show controls is not available; tap anywhere on screen as needed to show controls
4 Join audio to hear and be heard. And/or adjust volume control on your own device	If you do not see a microphone in lower left corner, Click <i>Join Audio</i>	Tap <i>Join audio</i> icon towards upper right, then tap <i>Call using Internet Audio</i>	Tap <i>Join audio</i> icon at lower left, then tap <i>Call using Internet Audio</i>	Tap <i>Audio</i> icon at lower left, then tap <i>Call using Internet Audio</i>
5 Mute/Unmute - always be Muted except when you are speaking	Mute icon (microphone) at lower left. OR, hover over your own picture to reveal blue button for Mute/unmute	Mute icon (microphone) at upper center right	Mute icon (microphone) at lower left	Mute icon (microphone) at lower left
6 Audio troubleshooting - disconnect audio from all but one if you are using multiple devices, which can cause feedback	On right of Mute icon, click Up Arrow. Click <i>Leave computer audio</i> to disconnect	Tap 3 dots <i>More</i> upper right, then tap <i>Disconnect audio</i> at the bottom of the list	Tap 3 dots <i>More</i> upper right, then tap <i>Disconnect audio</i> at the bottom of the list	Tap 3 dots <i>More</i> bottom right, then tap <i>Disconnect audio</i>
7 Try wired or wireless Ear buds or Air Pods , they may improve your audio experience (optional)	Mac: <i>System Preferences/Bluetooth</i> , turn on Bluetooth, select your wireless accessory (pair first if needed). Or, plug in wired audio PC: <i>Start/Settings/Devices/Bluetooth & other devices</i> . Turn on Bluetooth, Connect accessory Then, tap the small Up Arrow next to your Mute microphone and click to check your Bluetooth accessory device for both Microphone and Speaker	Go to <i>Settings/Bluetooth</i> if needed to turn on Bluetooth and connect your audio accessory. When it is connected you will see a blue icon at the upper left under your Leave button. Tap icon and select your audio accessory	Go to <i>Settings/Bluetooth</i> if needed to turn on Bluetooth and connect your audio accessory. When it is connected you will see a Bluetooth speaker icon at the upper left corner. Tap icon and select your audio accessory	Swipe down to see Quick Settings, turn on Bluetooth. Open <i>Settings/Connected devices</i> to select your accessory
8 My Video on/off - check for lighting and camera angle; prop (don't hold) your iPad or phone	Click Video camera icon at lower left to show or hide your video	Tap Video camera icon at upper right to show or hide your video. Turn your iPad sideways, for Landscape view	Tap Video camera icon at lower left to show or hide your video. Turn your phone sideways	Tap Video camera icon at lower left to start or stop your video. Turn your phone sideways, for Landscape view

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9 Zoom-friendly surroundings - minimize noise and visual distractions (barking dog, TV, ceiling fan, shuffling paper). Try a Virtual Background (however, many devices do not support all VB options, it's a hardware thing.)	Click arrow next to Video icon, choose <i>Virtual Background</i> , choose from stock images available on your device, or click + to add from your Photos	Tap Video icon to turn off your video. Tap 3 dots <i>More</i> , choose <i>Virtual Background</i> . Select stock image (if available) or tap + to add from your Photos	Tap Video icon to turn off your video. Tap 3 dots <i>More</i> , choose Virtual Background. Select stock image (if available) or tap + to add from your Photos	Virtual Background not available
10 Where is Rename control?	Hover cursor over your picture, click blue 3 dots, click <i>Rename</i> . OR click <i>Participants</i> , hover over your name at the top of the box, click <i>More</i> , click <i>Rename</i> .	Tap <i>Participants</i> , tap your own name at the top, tap <i>Rename</i>	Tap <i>Participants</i> , tap your own name at the top, tap <i>Rename</i>	Tap <i>Participants</i> , tap your own name at the top, tap <i>Rename</i>
11 Where is Participants control?	Bottom of screen, in the middle	Upper right	Bottom, towards right	Bottom, towards right
12 Rename How-to	Type your name, OLLI campus, device: "Minnie Mouse CT PC" Click <i>Rename</i>	Type your name, OLLI campus, device: "Minnie Mouse CT iPad," tap <i>Done</i>	Type your name, OLLI campus, device: "Minnie Mouse CT iphone," tap <i>Done</i>	Type your name, campus, device: "Minnie Mouse CT Android," tap <i>Done</i>
13 Speaker/Gallery View - switch what you see for a better experience	Upper right corner. Click to switch between <i>Speaker</i> and <i>Gallery view</i>	Upper left, not all the way in the corner. Tap 9-box matrix for <i>Gallery view</i> , tap head & shoulders icon for <i>Speaker view</i>	Swipe right or left to switch between <i>Gallery</i> and <i>Speaker</i> views	Swipe right or left to switch between <i>Gallery</i> and <i>Speaker</i> views
14 Viewing more faces that don't fit on your screen	In <i>Gallery view</i> , Look for a small triangle at 3 o'clock or 9 o'clock on your screen. Click triangle to move to another page of faces	Swipe right or left along the faces you see to reveal more	Swipe right or left	Swipe right or left
15 While presentation is being shared, Re-size for more comfortable viewing (only affects your view, others do not see your adjustments)	Click <i>View Options</i> at top and check <i>Side-by-side Mode</i> . Hover cursor at the border between shared content on left and faces on right until a gray vertical bar appears. Click and drag the bar right or left	Pinch and spread 2 fingers to zoom in on shared content. Tap on image of either shared content or speaker to swap which image appears larger on your device	Pinch and spread 2 fingers to zoom in on shared content. Tap on image of either shared content or speaker to swap which image appears larger on your device	Pinch and spread 2 fingers to zoom in on shared content. Tap on image of either shared content or speaker to swap which image appears larger on your device
16 Where's Raise Hand? - names appear in order of when hand was raised	Open <i>Participants</i> , see blue hand at bottom left of Participants box	Open <i>Participants</i> , see blue hand at bottom left of Participants box	Open <i>Participants</i> , see blue hand at bottom left	Open <i>Participants</i> , see blue hand at bottom left
17 Raise/Lower Hand	Open <i>Participants</i> . Click blue hand to raise, click again to lower when done	Open <i>Participants</i> . Tap blue hand to raise, tap again to lower when done	Open <i>Participants</i> . Tap blue hand to raise, tap again to lower when done	Open <i>Participants</i> . Tap blue hand to raise, tap again to lower when done

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18 Respond Yes/No	Open <i>Participants</i> . Click <i>Yes</i> or <i>No</i> at bottom of box. Click <i>Yes</i> or <i>No</i> again to make your answer disappear	Open <i>Participants</i> . Tap <i>Yes</i> or <i>No</i> at bottom of box. Tap <i>Yes</i> or <i>No</i> again to make your answer disappear	Open <i>Participants</i> . Tap <i>Yes</i> or <i>No</i> at bottom of box. Tap again to make your answer disappear	Open <i>Participants</i> . Tap <i>Yes</i> or <i>No</i> at bottom of box. Tap again to make your answer disappear
19 Where's Chat control?	Bottom of screen, in the middle. Click <i>Chat</i> to open. Type your Chat at bottom of Chat box	Upper right, tap 3 dots <i>More</i> , tap <i>Chat</i> . Type your Chat at bottom of Chat box	Bottom, tap 3 dots <i>More</i> , tap <i>Chat</i> . Type your Chat at bottom of Chat box	Bottom, towards right. Tap 3 dots <i>More</i> , tap <i>Chat</i> . Type your Chat at bottom of Chat box
20 Chat to Everyone	Open <i>Chat</i> . Be sure " <i>Everyone</i> " is in blue box at bottom, type your brief message, click <i>Enter</i>	Open <i>Chat</i> . Be sure " <i>Everyone</i> " is in blue box at bottom, type your brief message, tap <i>Send</i>	Open <i>Chat</i> . Be sure " <i>Everyone</i> " is in blue box at bottom, type your brief message, tap <i>Send</i>	Open <i>Chat</i> . Be sure " <i>Everyone</i> " is in blue box at bottom, type your brief message, tap <i>Send</i>
21 Chat to one person (Privately) - for example, to ask the Tech Host a zoom question during class	Open <i>Chat</i> . Click small arrow in blue box at bottom, choose person's name, type your Private Chat, tap <i>Enter</i>	Open <i>Chat</i> . Tap small arrow in blue box at bottom, choose person's name, type your Private Chat, tap <i>Send</i>	Open <i>Chat</i> . Tap small arrow in blue box at bottom, choose person's name, type your Private Chat, tap <i>Send</i>	Open <i>Chat</i> . Tap small arrow in blue box at bottom, choose Name, type your Private Chat, tap <i>Send</i>
22 Close Chat	Click small Down Arrow in upper left corner of Chat box	Tap <i>Close</i> at upper left of <i>Chat</i> box to go back to meeting. Reopen <i>Chat</i> if needed to check for a message	Tap <i>Close</i> at upper left of <i>Chat</i> box to go back to meeting. Reopen <i>Chat</i> if needed to check for a message	Tap <i>Close</i> to go back to meeting. Reopen <i>Chat</i> if needed to check for a message
23 Thumbs up or Clapping Hands - your reaction disappears soon on its own	At bottom of screen, tap <i>Reaction</i> right of center, choose icon for Thumbs up or Clapping hands	Upper right, tap 3 dots <i>More</i> , tap Thumb icon at top of box	Lower right, tap 3 dots <i>More</i> , tap Thumb icon at top of box	Lower right, tap 3 dots <i>More</i> , tap Thumb icon at top of box
24 What's Share Content? - Don't click this! Only Hosts will share content	If you click by accident, click <i>Stop share</i> in red at top center	If you tap by accident, tap <i>Stop share</i> in red	If you tap by accident, tap <i>Stop share</i> in red	If you tap by accident, tap <i>Stop share</i> in red
25 Join a Breakout Room - Host will set these up. Use <i>Gallery View</i> when you're in a small group to see everyone	Tap <i>Join Room X</i> in the blue box when it appears. Unmute yourself to speak. You will see a warning/countdown before the Host ends the Breakout session	Tap <i>Join Room X</i> in the blue box when it appears. Unmute yourself to speak. You will see a warning/countdown before the Host ends the Breakout session	Tap <i>Join Room X</i> in the blue box when it appears. Unmute yourself to speak. You will see a warning/countdown before the Host ends the Breakout session	Tap <i>Join Room X</i> in the blue box when it appears. Unmute yourself to speak. You will see a warning/countdown before the Host ends the Breakout session
26 Annotate control - you can mark or type on shared content for all to see	At top of screen, click <i>View Options</i> , choose <i>Annotate</i>	Tap anywhere on screen to display controls. Tap Pencil icon, lower left	Tap anywhere on screen to display controls. Tap Pencil icon, lower left	Tap anywhere on screen to display controls. Tap Pencil icon, lower left
27 Annotation how-to	Choose tool (e.g., Draw, arrow) first, then click <i>Format</i> to choose color, then draw	Choose tool (e.g., highlighter, arrow) first, then tap to choose color, then draw.	Choose tool (e.g., highlighter, arrow) first, then tap to choose color, then draw.	Choose tool (e.g., highlighter, arrow) first, then tap to choose color, then draw.

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28 Annotate with Text	Open the Annotation controls. Click T for Text box, position cursor where you want text and click. Type your text, click anywhere outside the box to save	Open the Annotation controls. Tap T for Text box, tap your finger where you want text, type your text, tap anywhere else to save	Text Annotation not available; write with your finger, maybe	Text Annotation not available; write with your finger, maybe
29 Erase your Annotation - Clear all, or Erase your latest	Click Trash can on Annotation controls to Clear all, click Eraser to erase your latest. Then click X to close Annotation controls bar	Tap eraser and rub to erase. Tap Pencil icon again to close Annotation controls bar	Tap eraser and rub to erase. Tap Pencil icon again to close Annotation controls bar	Tap eraser and rub to erase. Tap Pencil icon again to close Annotation controls bar
30 Minimize/Expand zoom	If your zoom view is minimized, click icon with green arrow to expand	Not available	Not available	Not available
31 Keep Participants or Chat boxes open alongside faces	Click small arrow in upper left corner of open <i>Chat</i> or <i>Participants</i> box. Choose <i>Pop out</i> , grab gray bar at top and drag box where you want it. Tap small arrow again to close	Not available; boxes are either open or closed	Not available; boxes are either open or closed	Not available; boxes are either open or closed
32 Take a break - just walk away and come back	You can open other windows on your computer, which may obscure your zoom window. Uncover or expand zoom window to see the meeting again. Others can still see your video unless you tap the Video icon to hide it	You can send and receive text messages, and use other apps on your phone. Tap zoom app to return to the meeting	You cannot send or receive phone calls without leaving the zoom meeting. You can send and receive text messages, and view other apps on your phone. Tap zoom app to return to the meeting	You cannot send or receive phone calls without leaving the zoom meeting. You can send and receive texts, and view other apps on your phone. Tap zoom app to return to the meeting
33 Rejoin meeting (if you leave or get dropped out)	Click zoom app icon on your dock. Escape to Exit full screen if needed to reveal dock. From zoom home screen, tap <i>Back to Meeting</i>	If zoom home screen appears, tap <i>Back to Meeting</i> or <i>Join</i> . If you are no longer in the meeting, go back to original link from your email to sign in again	If zoom home screen appears, tap <i>Back to Meeting</i> or <i>Join</i> . If you are no longer in the meeting, go back to original link from your email to sign in again	If zoom home screen appears, tap <i>Back to Meeting</i> or <i>Join</i> . If you are no longer in the meeting, go back to original link from your email to sign in again
34 Leave meeting (at end)	Lower right corner, in red	Upper left corner, in red	Upper right corner, in red	Upper right corner, in red
WE WANT TO GET BETTER! Please send comments/suggestions to improve this worksheet to laura.d.couchman@gmail.com				