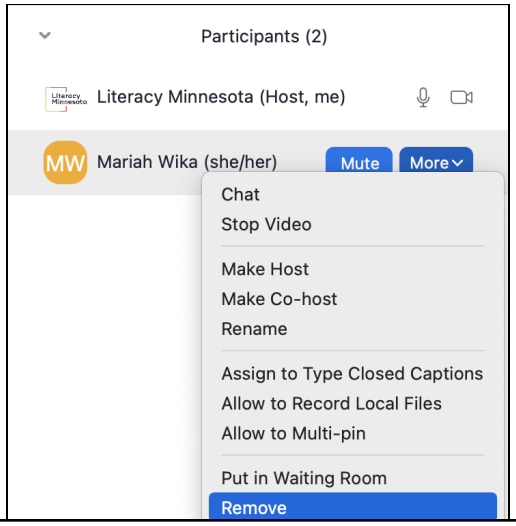
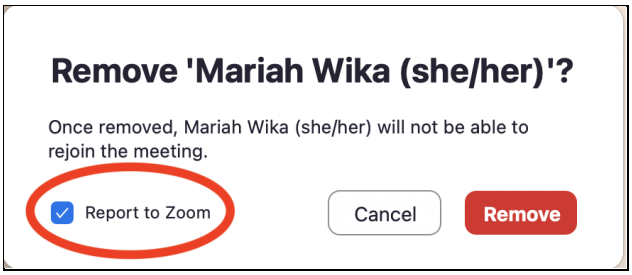
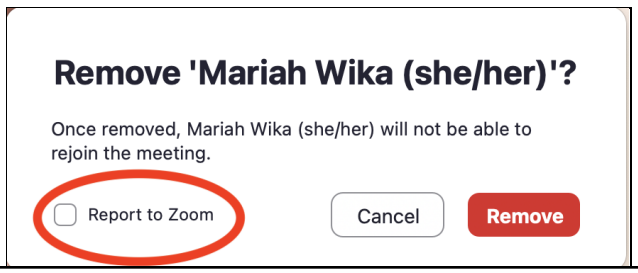
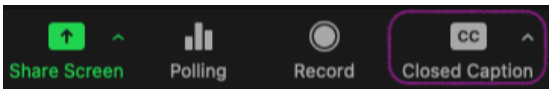
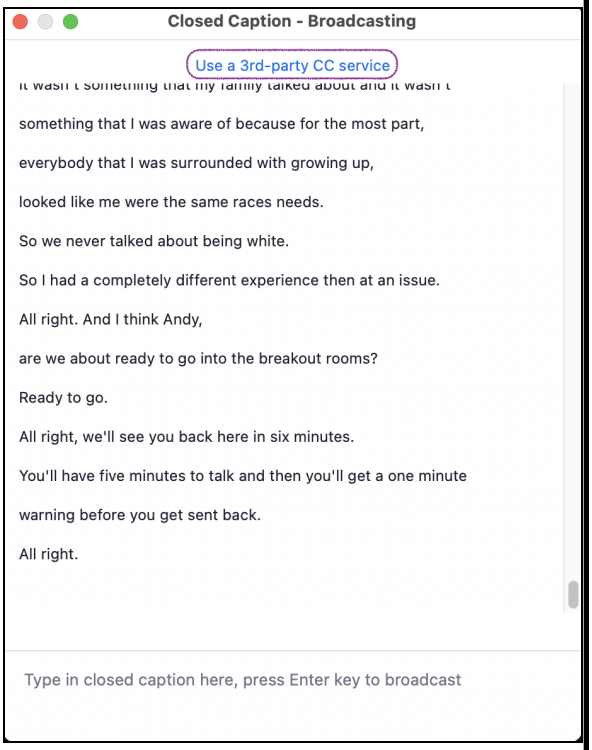
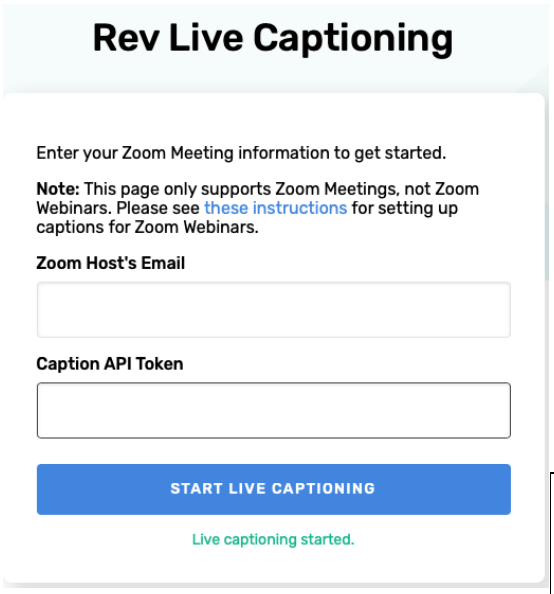
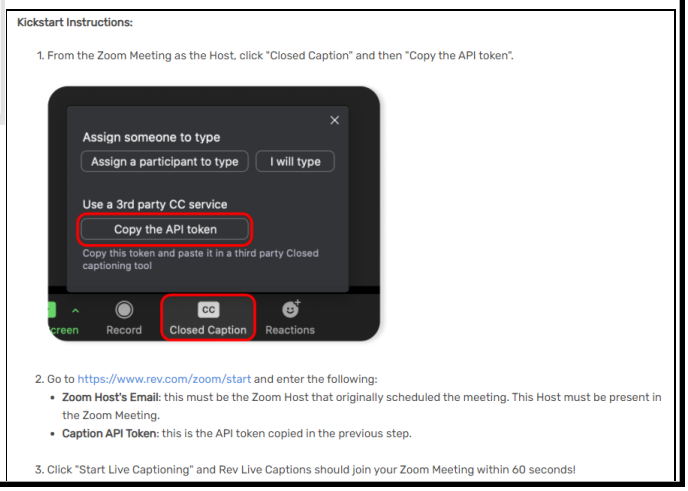
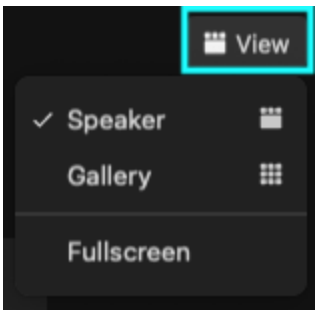
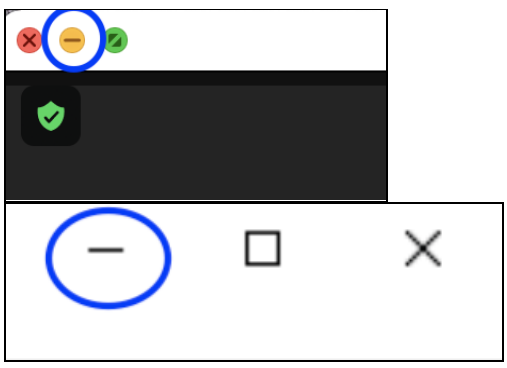
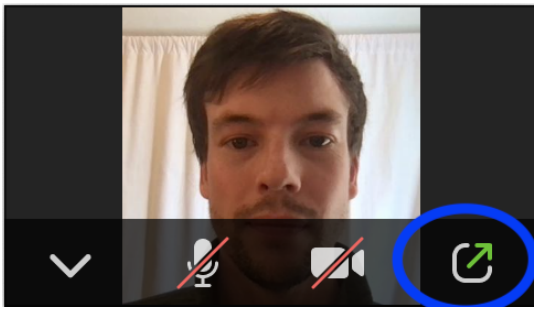
Zoom Technical Support Language

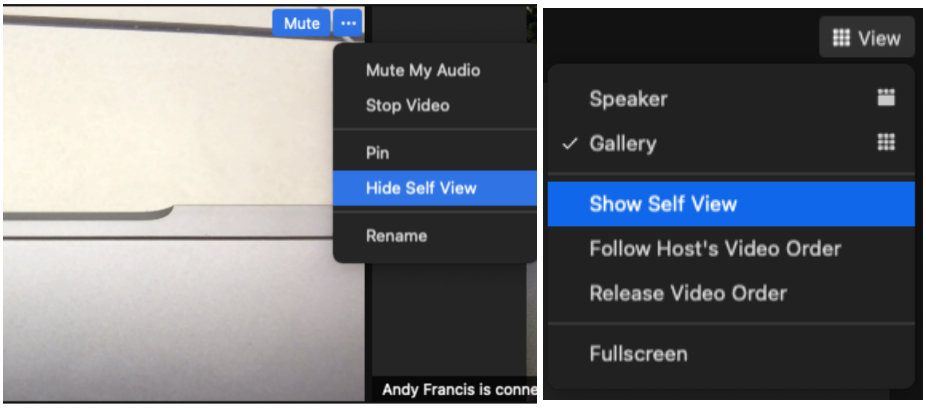
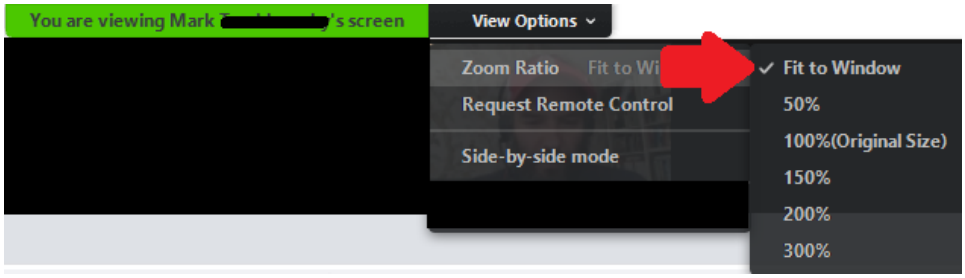
Created with support from ATLAS, Hamline University
**Updated 3.17.2021*

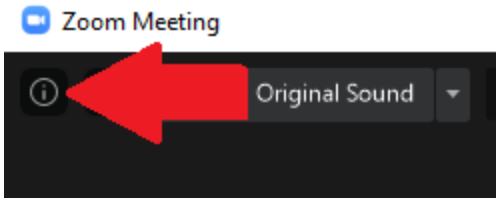
TECHNICAL ISSUES <u>on computers</u>	**RESPONSE & SOLUTION:** copy & paste into a private message with participant
Introduction message for technical support	Hello everyone. If you have any technical issues during today's webinar, please send me, **Andy Francis**, a private message describing your issue. I will help diagnose the problem.
Useful Links	Lit MN donations: https://www.literacymn.org/keep-learning-going Remote Tutoring Resources: https://www.literacymn.org/remote-tutoring-resources
Rename Yourself	• Click or tap on **Participants** on the bottom menu on a computer or phone • Click **More** or the right arrow **>** on a phone • Choose **Rename** and write your full name • Click OK ○ *In the chat box you will <u>always</u> appear as **(me)**
Remove participant from Meeting	You may want to debrief with staff after a webinar. To manually **remove** a participant(s) from a meeting click **More** then **Remove**. Make sure to **deselect <u>Report to Zoom</u>** unless they are causing a disturbance. Participants cannot rejoin when removed. View reports in Account Management>Reports>User Activity Reports>Reported Participants.   

Unintentional private messages	Hi **participant**, I recommend sending a message to the whole group. Select the blue drop down menu in the chat box. Select "Everyone (in Meeting)" to send a public message.
Audio issue. (speaker/mic) *"I can't hear the presenter."* *"There's no sound."*	I'm sorry you're having technical issues. Here are some instructions to help. 1) Open the **audio menu** (**^**) in the bottom left corner of the Zoom window. It is next to the microphone symbol. 2) Double check to make sure your computer speakers or appropriate speakers are selected under **"Speakers**". 3) If this doesn't work, select "**Audio Options"…** at the bottom of the menu. 4) At the top of this page, select a different speaker and test to make sure your audio is working. --- **Further support language:** If you are still having technical issues, go to the Zoom Support page: https://support.zoom.us/hc/en-us/sections/200319096-Audio If you don't see the audio options, you may need to maximize your window.
Microphone/ Video turned off *"My microphone/ video is turned off."*	Thank you for joining us for the webinar. The host has turned off all microphones and videos to conserve bandwidth and reduce background distraction. ***Private message** to participants who haven't turned off video or microphone after host's request: Hi ***participant*** would you please turn off your video to conserve bandwidth and reduce background distraction during the presentation. Please click the video camera icon on the bottom left of your screen. Thank you. Hi ***participant*** would you please turn off your microphone to reduce background distraction during the presentation. Please click the microphone icon on the bottom left of your screen. Thank you. --- *If a Host/Co-Host stops a participant's video, the participant cannot restart their own video. You'll need to **request to start video** from the **Participants** menu. *Keep this in mind if you are using breakout rooms where participants will use their video.
Captions stop working	The captions aren't working right now. Unfortunately, we don't have control over this service. We apologize for any inconvenience.

Closed Captions** *"I don't see Closed Captions in my toolbar." "Where do I find Closed Captions?"*	If you see **Closed Caption** in your toolbar, click the upward arrow to the right and choose **Show Subtitle**. If you do not see Closed Caption in your toolbar, click **More** on the far right side of the toolbar and choose **Show Subtitle**. ***NOTE: This is what you're trying to describe to participants; download this image HERE. Chat the image by clicking File at the bottom of the chat box.***
Kickstart Captions	**** HOSTS: If closed captions are not working, you can manually "kickstart" or force them to start.** **Follow these instructions**: 1. **Hosts** click **Closed Caption** in your toolbar and then click **Use a 3rd-party CC service** on the top. 2. Go to https://www.rev.com/zoom/start and enter the **Zoom Host's Email** and the **Caption API Token** that you just copied. 3. Click "**Start Live Captioning**" and Rev Live Captions should join your Zoom Meeting within 60 seconds.     *These are another set of instructions - they may be outdated →

Screen Layout *"I can't see the ASL interpreter."* *"The interpreter is too small on my screen."*	In the top right corner of your screen, you can choose between Speaker View and Gallery View. You'll need to choose "**Gallery View**" in order to see both the presenter and interpreter. You can also click "**View Options**" at the top, and choose "**Side-by-side mode**," which allows you to make the interpreter box larger. You can also click and drag a person's picture to the top of your screen in Side-by-Side mode. ***NOTE: You can download this image showing these controls. Chat the image by clicking File at the bottom of the chat box.*** Also: **hide non-video participants** so you only see the presenter and ASL interpreter: 1. Click the upward arrow next to the **Video** button in the toolbar. 2. Choose "**Video Settings**." 3. Check the "**Hide non-video participants**" box. To **view only the interpreter's video**, hover your mouse over their picture. Click on the 3 dots (...) and then choose "Pin Video."
VIEW **How do I change my screen view on a computer?**	Click **View** in the top right corner of your screen. Choose between: • **Gallery View**: See everyone in the meeting in a grid. • **Speaker View**: Only see the person speaking. • **Full Screen**: Expand your window to full screen. *The Zoom window will expand to **fullscreen** when someone shares their screen. Hit escape to exit fullscreen.  Click **minimize** to make your Zoom window smaller. It will float on top of other applications on your desktop. Click the box with the **green arrow** on the right to **expand** your picture and see other participants or a shared screen.  

My Zoom window disappeared / how do I minimize or expand my Zoom window?	To **hide self view**, hover your mouse over your picture and click the 3 dots menu. Then click **Hide Self View**. Your camera will remain **on**, but you won't see yourself. Turn **Self View** back on by clicking **View** in the upper right corner of the Zoom window and click **Show Self View**. 
"I can't see the presenter's whole slide; part is cut off." *"The presenter's slide is too small for me to see."*	You may need to change the Zoom Ratio on your screen. Look for the "**View Options**" tab at the top of your screen and click on it; then set your **Zoom Ratio** to "**Fit to Window**." ***NOTE: This is what you're trying to describe to participants; download this image HERE. Chat the image by clicking File at the bottom of the chat box.***  *(**NOTE:** Participants must **click and download a file** in order to see it once it's been chatted out in the Chat box.)*

Polls *"I can't see the poll."* *"I tried to fill out the poll, but it disappeared/ didn't register my answers."*	In order to see and participate in polls, you have to **enable pop-ups** in your browser. Here's how you do that, depending on which browser you're using (NOTE: you probably won't have time to do this now and still participate in the polls in this session): https://www.isc.upenn.edu/how-to/configuring-your-web-browser-allow-pop-windows This happens when the poll gets closed after enough people have completed it. I'm sorry you didn't get the chance to participate this time!
Meeting Details	Note that you can always find the **meeting link**, **meeting ID**, and **passcode** (if applicable) by clicking on the small circle "i" in the far upper left of your Zoom screen: 
Sending CEUs, Slides, Videos and links	You will receive a copy of the presentation slides, video clips, links and chatbox discussion at the completion of the webinar.
Unable to join meeting	If a participant doesn't have a link or a password, they haven't registered. They should contact *Kelly Rynda*, krynda@mnliteracy.org. Kelly is the best person to check and navigate registration for Zoom webinars.