

# Zoom Platform Guide



April 19 - 22, 2021 | A Virtual Event

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# What to Expect During the Live Sessions

The general and concurrent sessions will be in listen-only mode. This means that you cannot unmute yourselves or turn on your video. You will, however, be able to turn on your video during the DPS Town Hall and Networking Social Hour.



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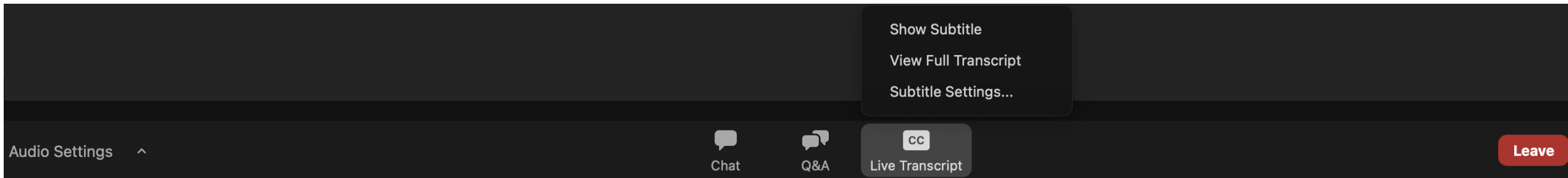
# Join via Desktop Application

For the best attendee experience, we recommend downloading the desktop application. You can download it here: [Zoom Desktop Client](#).



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# Meeting Controls



Audio Settings

Chat

Q&A

Turn on/off  
closed captions

Leave  
Meeting

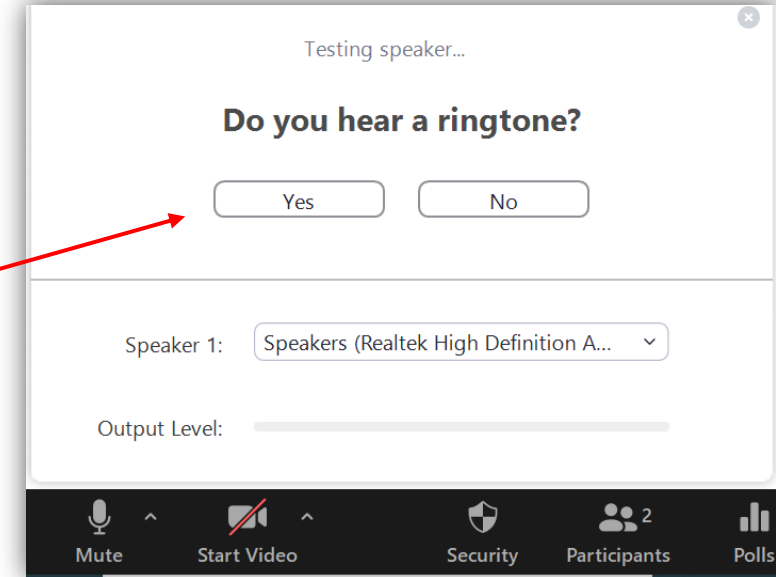
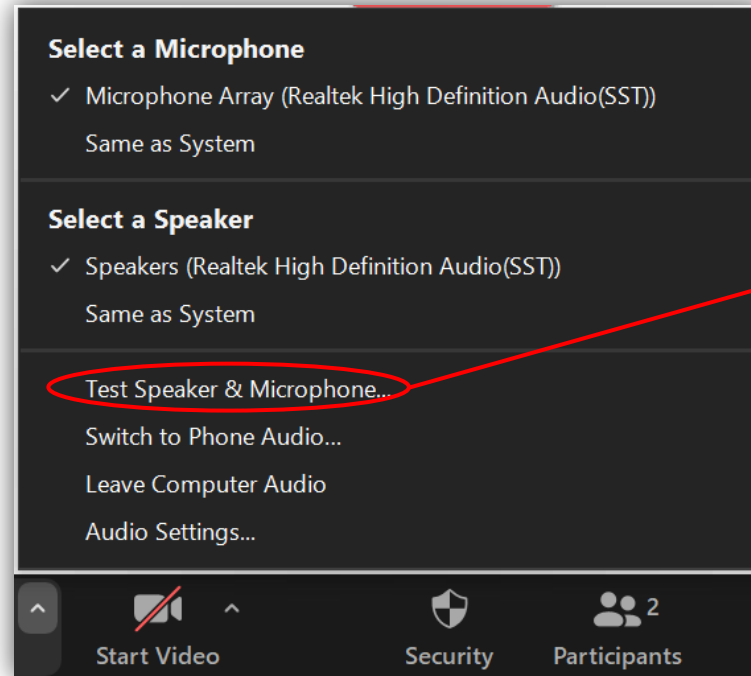
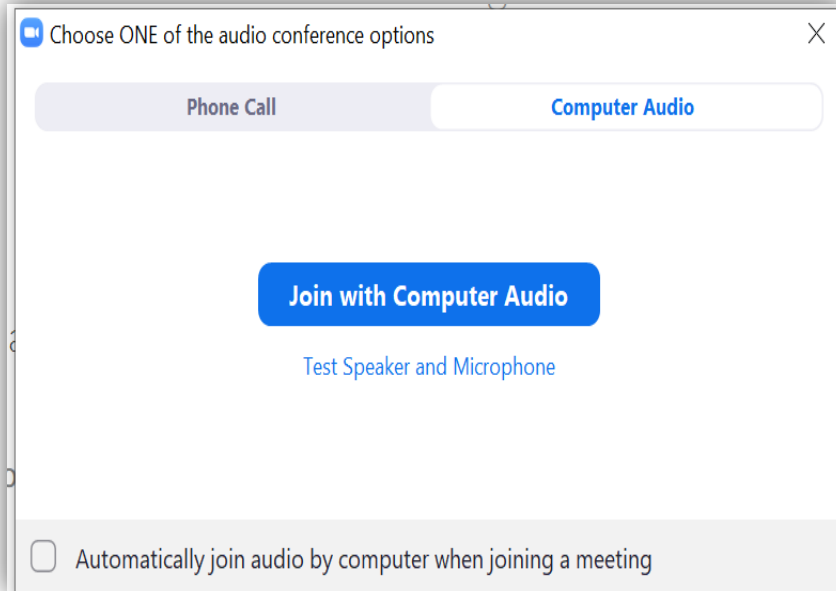


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# Connect to Audio

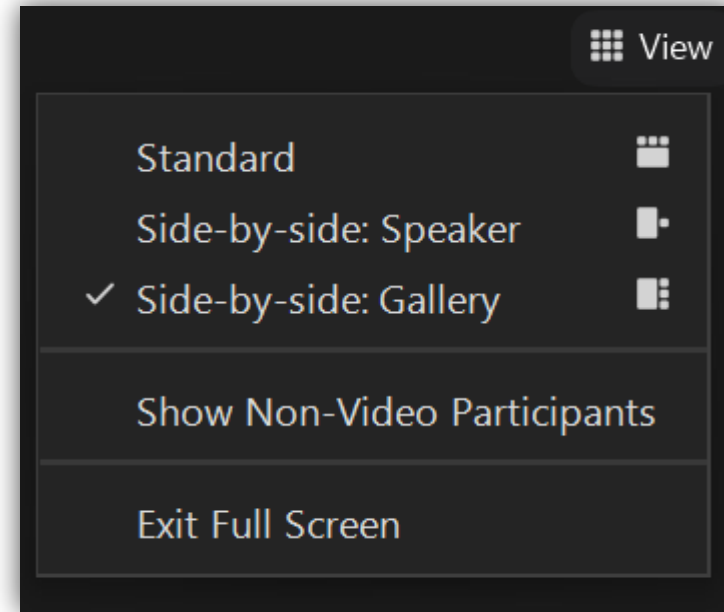
- Use your phone or computer to join the audio conference.
- If you opt to connect using computer audio, you can test your speaker (only if joining using a desktop computer or laptop).
- If you can't hear the presenters when connected to the computer, switch to phone audio. Click on **Audio Settings > Switch to Phone Audio..**



# Accessibility & Video Layout

All sessions will be closed captioned and interpreted in American Sign Language (ASL).

Depending on your layout, you may see the presenters and the American Sign Language interpreter (ASL) or only the ASL interpreter.



## Standard View

Select this view to see the presenters and ASL Interpreters (video sizes are small)

## Gallery View

Select this view to see the presenters and ASL Interpreters (video sizes are large)

## Speaker View

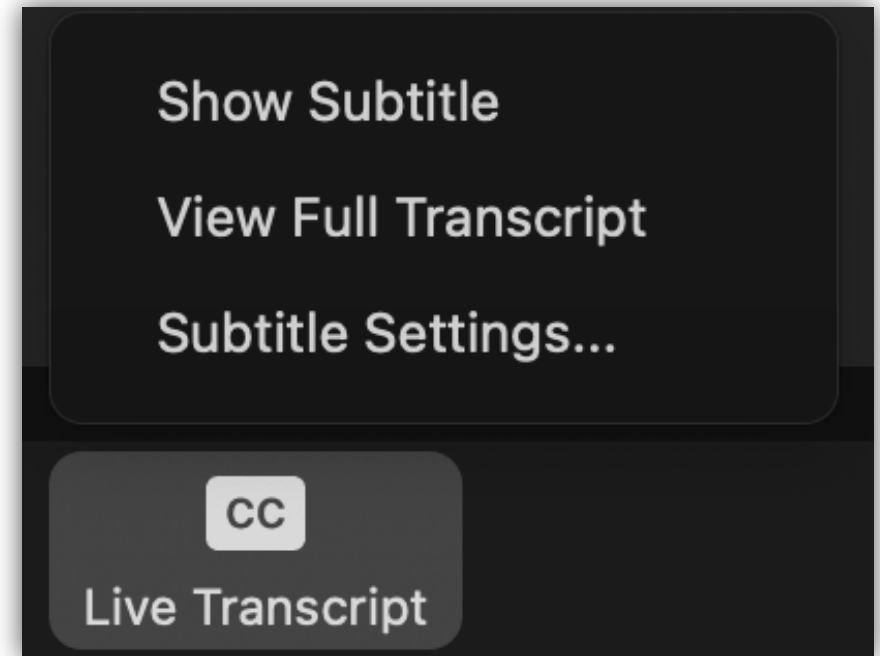
Select this view if you would only like to see the speaker(s)





# Closed Captions

- To view closed captions on the desktop app, click on **Live Transcript** and then **Show Subtitle**.
- To adjust the sizing of the captions, select **Subtitle Settings**. The default size is small. Choose medium or large for a larger font size.



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# Polling

- Polling allows the presenters to interact with participants.
- When the presenter launches the poll, it will appear on your screen.
- Once majority of the responses are collected, the presenter will share the results with everyone.

### Polling 1: Polling Questions

1.What is your favorite color?

☐ Red

☐ Green

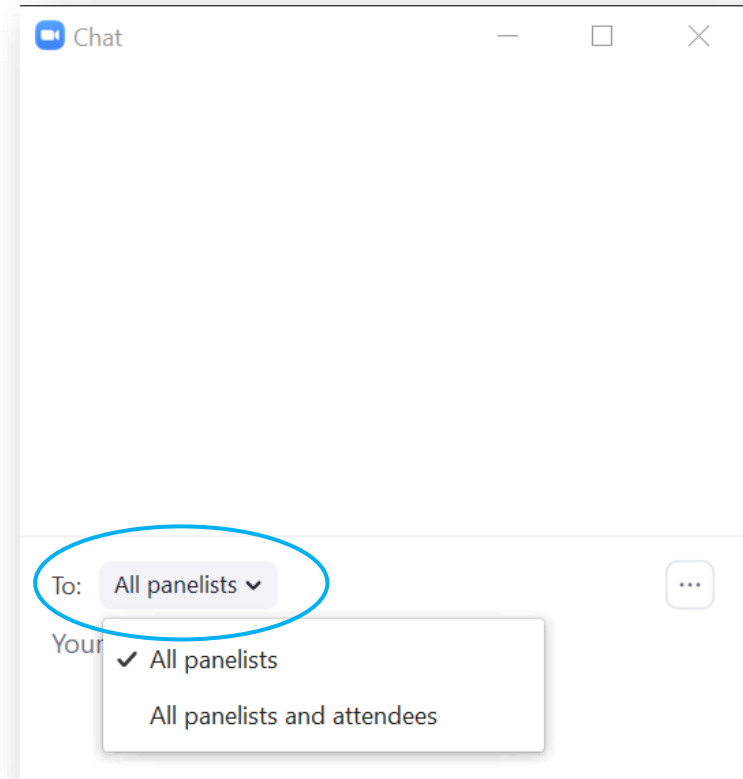
☐ Blue



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# Chat

- You can send chat messages to the host, panelist and attendees.
- Use the chat if you need assistance connecting your audio, if you can't see the presentation, etc.
- When you click on chat, the chat window will appear. It will be on the right if you are not in full screen. If you are in full screen, it will appear in a window that you can move around your screen.



# Question for the Presenters? (1 of 2)

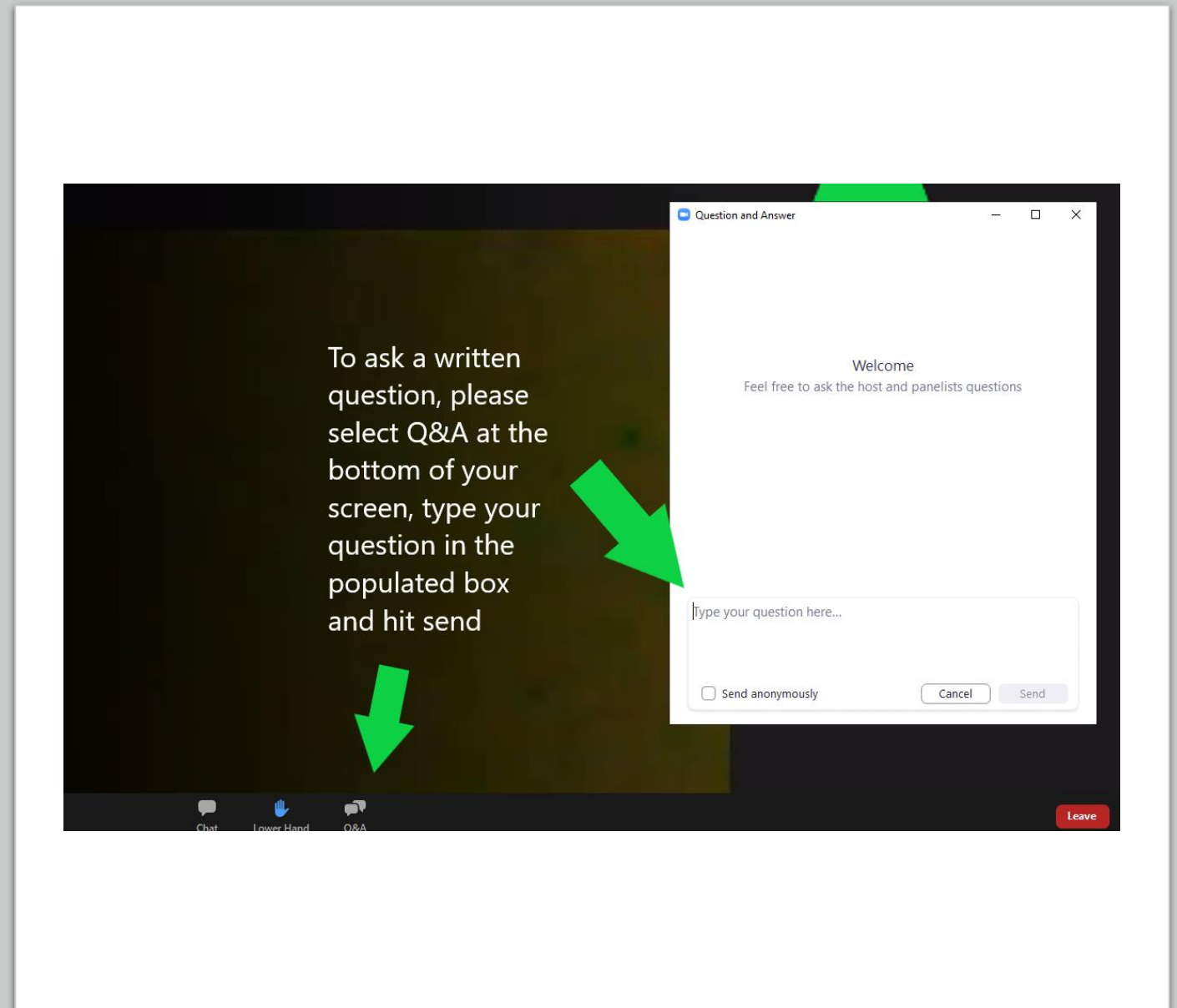
During the event you can ask a question one of two ways, written or by raising your hand to ask a question aloud.

Submit written questions using the Q&A feature. We can either reply to you via text in the Q&A window or answer your question live (out loud).



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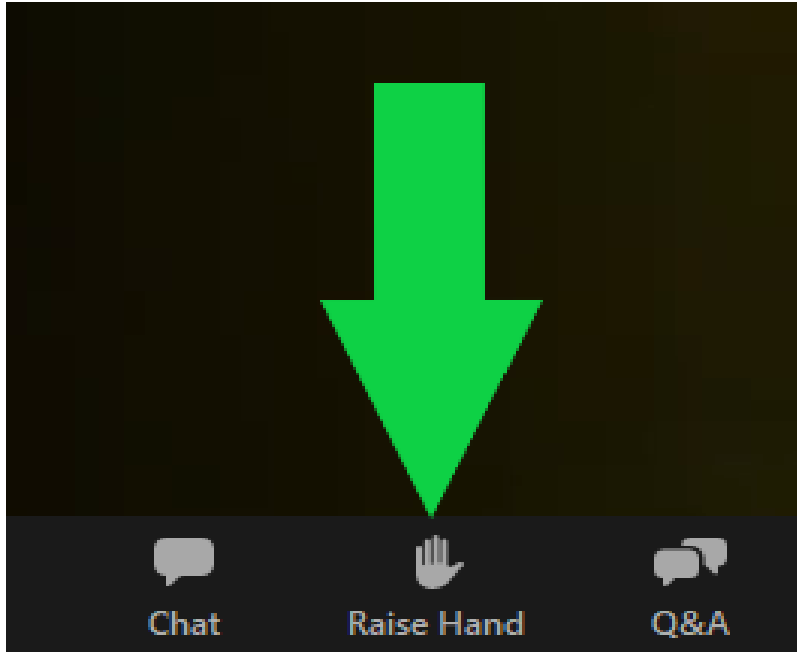
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## Question for the Presenters? (2 of 2)

Use the raised hand icon at the bottom of your screen. This will alert the moderator and place your name in the queue to be called.

Once your name is called your line will be allowed to speak and they will ask you to unmute to ask your question.

If you join the session by phone, dial **\*9** to raise your hand.



# Join via Mobile Devices

Plan to watch the live sessions using your phone or iPad? Slides 13 -16 shows where to find the chat, closed captions, raise hand and Q&A functions.



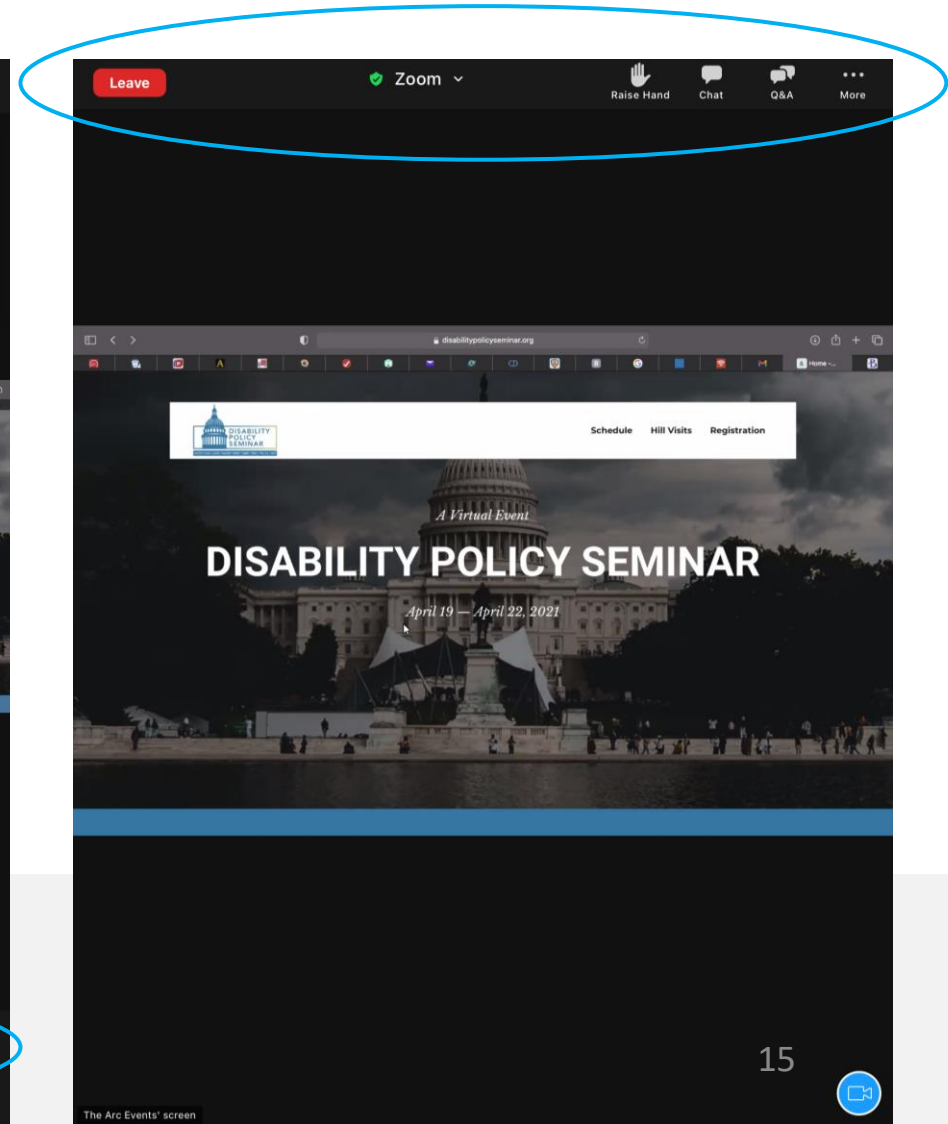
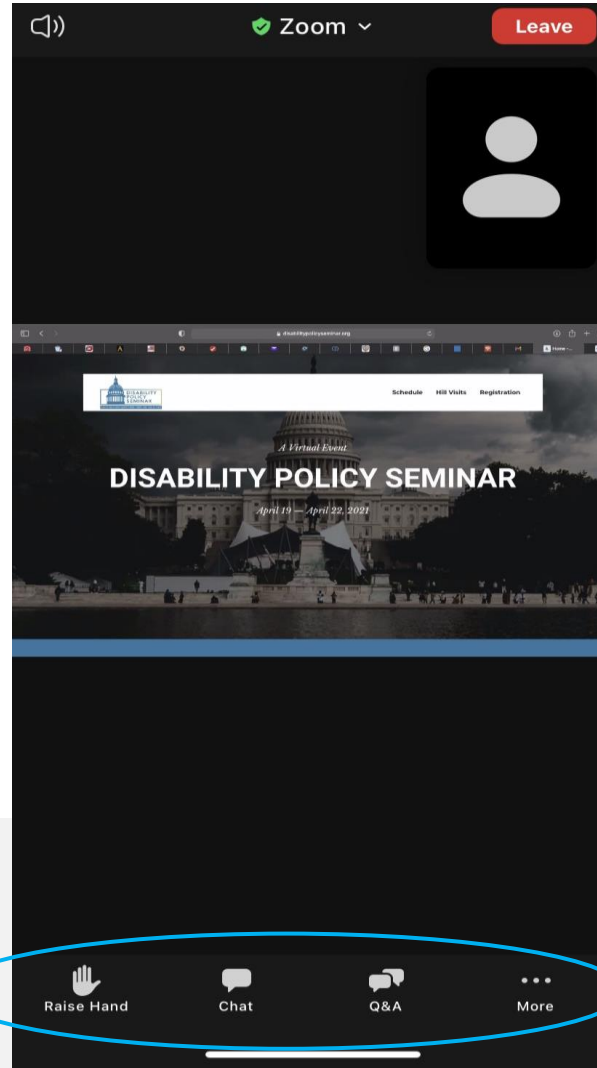
# Meeting Controls on Mobile Devices

## Phone

If you joined using your phone, the meeting controls can be found at the bottom of the screen.

## iPad

If you joined using an iPad, the meeting controls can be found at the top of your screen.




# Video Layout – Phone & iPad

- If you joined using your phone or iPad, you may only be able to see the ASL interpreters or just the speakers.


## Participant Q&A

- Type your questions in the Q&A
  - You can find the Q&A at the bottom of your Zoom screen
- If we don't get to your question, email it to [NCCJDinfo@thearc.org](mailto:NCCJDinfo@thearc.org)




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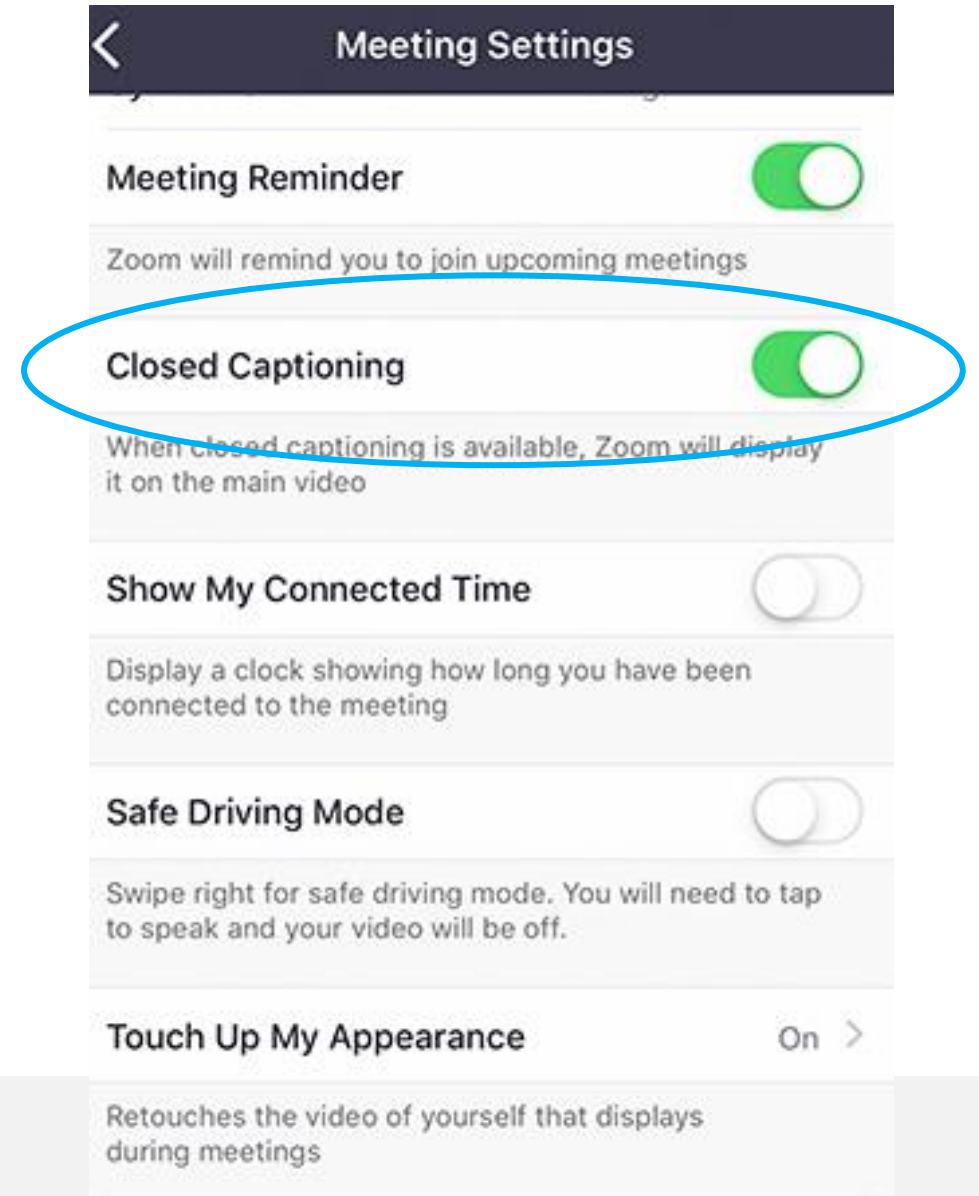
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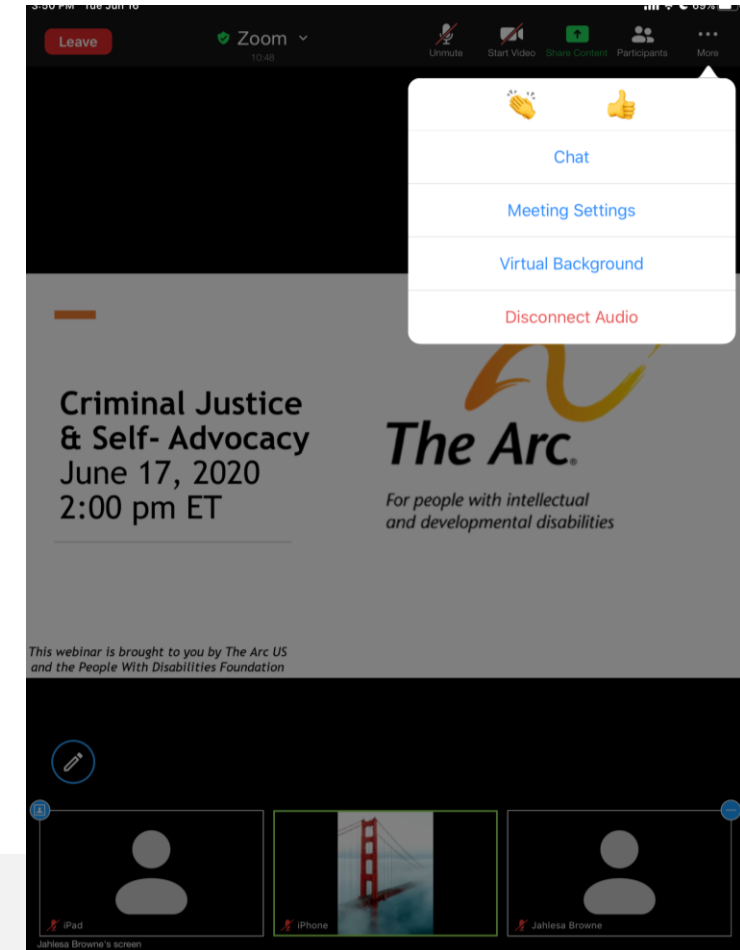
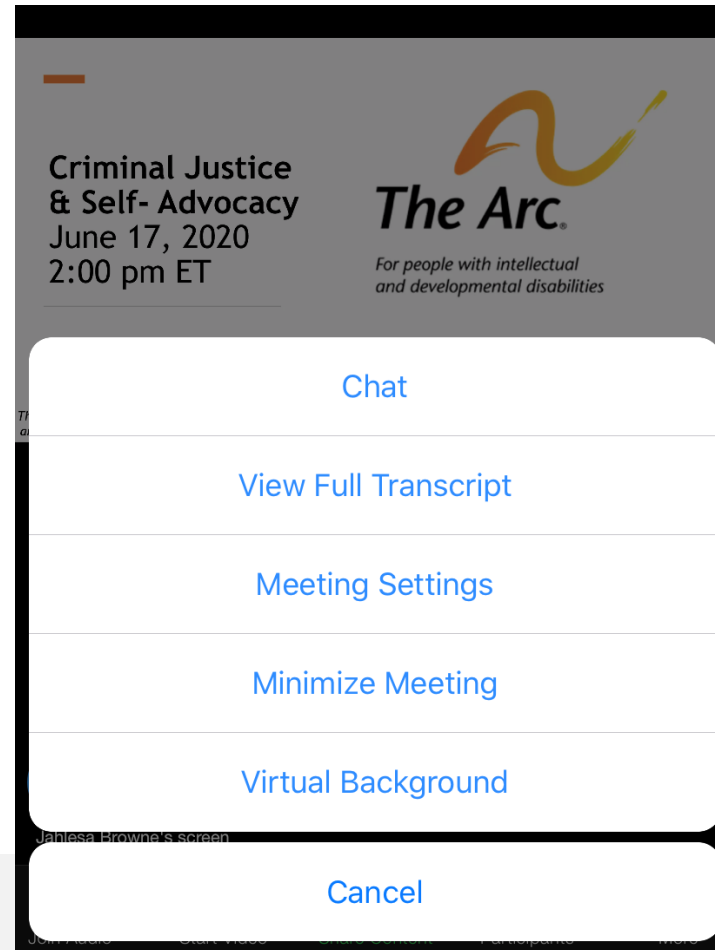
# Closed Captions

- To view closed caption on your mobile devices, open the app and click on 
  - More > Meeting settings > Closed Captioning
- To view the full transcript
  - More > View Full Transcript
- You cannot change the size of the captions if using your mobile devices



# Chat and Q&A

- The chat feature can be found under the **More** button.
- **More > Chat**



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# Reminders

- If you have technical problems during the live sessions, please visit [support.zoom.us](https://support.zoom.us) or send a message to the host in the chat box.

	Chat	Q&A
Need technical assistance	Yes	No
Question for the presenters?	No	Yes
Have resources you want to share with everyone?	Yes	No



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# Troubleshooting Articles

- [Testing computer or device audio](#)
- [How do I change the video layout](#)
- [How to view closed captions](#)
- [How to join meeting by phone](#)
- [Joining and participating in Zoom webinar \(general and concurrent sessions\)](#)
- [My Video/Camera is Not Working](#)
- [My Audio is Echoing in a Meeting](#)
- [My audio is not working on iOS or Android](#)
- [How to raise your hand in a webinar \(general and concurrent sessions\)](#)

