

Maximizing Zoom

A guide to provide an effective video conference experience



Student & Campus Life

Cornell University

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Basic Information

Zoom Support:

- Zoom has an excellent support page, which can be found here: <https://support.zoom.us/hc/en-us>
- CIT Zoom training resources: <https://it.cornell.edu/zoom/zoom-training>
- CIT Zoom articles: https://it.cornell.edu/articles/topics/3403/all/all?utm_source=sidebar

Zoom Meetings

- The typical Zoom account is for meetings, and can accommodate up to 300 people.
 - If you need to host 301-500 people for a meeting, click here to request an upgrade for your account: <https://it.cornell.edu/zoom/request-large-meeting-webinar-or-premium-audio-zoom>
- Meetings enable you to create break-out rooms where participants can discuss topics in a smaller group.
- There are a variety of ways participants can share their reactions, indicate they have a question/comment, request a break, etc.
- Review the Settings options in the Zoom web client to confirm your meeting is set up the way you want it to be set up (<http://Cornell.zoom.us>).

Zoom Webinars

- The format for a webinar is that the presenters are visible to the audience, along with shared screens as relevant, but the participants are not visible to each other or to the presenters.
- Cornell is limiting access to webinars primarily to faculty to use for their classes. There are a limited number of licenses for webinars.
 - If you need to host a webinar, there are several sizes you can request: 100, 500, or 1000.
 - Use this link to request a webinar license: <https://it.cornell.edu/zoom/request-large-meeting-webinar-or-premium-audio-zoom>

Break-Out Rooms (only available in a Zoom Meeting)

This is a great way to replicate small group discussions. Rooms can be randomly assigned by Zoom, or assigned in advance by you.

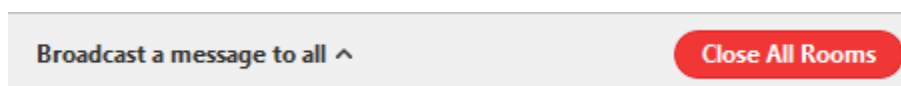
- If you choose to randomly assign them, the host can still manage members.
- You can have as many as 50 break-out rooms. The chart below shows how many participants per room are possible.

Number of Breakout Rooms	Maximum number of participants per room*
20 Breakout Rooms	Up to 500 participants
30 Breakout Rooms	Up to 400 participants
50 Breakout Rooms	Up to 200 participants

How does it work?

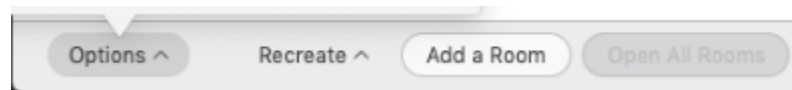
Zoom has excellent instructions for creating break-out rooms here: <https://support.zoom.us/hc/en-us/articles/206476313>. This describes pre-assigned and randomly-assigned rooms.

- While participants are in break-out rooms, the host can communicate with them from within the pop-up window that appears to manage the rooms using the **Broadcast a message to all** button shown below. There is not a way for participants to respond to this communication, so it is best used for the following:
 - A reminder about what is being discussed; questions, instructions, etc.
 - A note that they have X amount of time remaining until the groups need to return.
- When it is time for break-out rooms to end, the host clicks on the red **Close All Rooms** button shown below. That informs participants that the discussion is about to end. They can then either manually move themselves back into the main room by selecting “Leave Break-Out Room” or wait until the time is up, when they will be automatically moved back into the main room.



- The host is not assigned a break-out room, but can join one from the pop-up box.
- A break-out room can request that the host join them using the controls provided to them. The host receives the message and chooses to join the room.
 - To leave the break-out room and return to the main room, the host selects “Leave Break-Out Room”

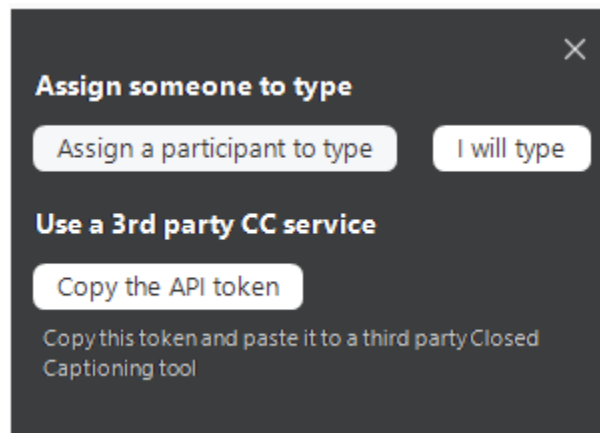
- When joining a break-out room, the participants will be “teleported” into what appears to be a new Zoom meeting. While in the meeting, they can speak with each other and chat with each other. The chat that occurs within a break-out room does not appear in the main room and is not visible to the host; nor is it saved with the meeting chat at the end of the meeting. To retain information from a break-out room chat, messages must be copied and pasted back into the main room chat.
- If you are using break-out rooms multiple times during a meeting, you can choose to keep the same group configuration for each session, or re-assign participants each time.
 - To keep the same configuration, click on Break-Out Rooms and send participants to rooms.
 - To reassign rooms, click on the **Recreate** tab shown below:



Accessibility/Closed Captioning

Zoom provides users with a variety of options for Closed Captioning in meetings. It does not have a feature to automatically caption meetings, however. The options provided are:

- Host types captions
- Host assigns a captionist
- Use a third-party to provide captions



Resource for third-party captioning:

- **2020Captioning**
 - chris@2020captioning.com <chris@2020captioning.com>
 - Chris Hopkins 20/20 Captioning
 - O| 800-870-1795 x501
 - M| 610-246-5037
 - Rate is \$95.00/hour

Resource for automatic captioning:

To provide automatic captioning during a meeting without using one of the above methods, consider using the power of Office 365. In presentation mode, PowerPoint in Office 365 (not the application on your hard drive, but the online version found at <https://www.office.com/launch/powerpoint?auth=2>) will do captioning. If you share your screen with participants and turn on captioning, this will automatically caption what is being said. Instructions can be found here:

https://support.microsoft.com/en-us/office/present-with-real-time-automatic-captions-or-subtitles-in-powerpoint-68d20e49-aec3-456a-939d-34a79e8ddd5f?wt.mc_id=ppt_home#OfficeVersion=Office_365

See Screen Sharing and Screen Views instructions below for ways to adjust the view for participants who do not want to view the slides/captioning.

Screen Sharing

A host automatically has the ability to share a screen with participants. There are two ways to give participants the ability to share their screens:

1. Assign a participant who will be sharing a screen to be a co-host.
2. Adjust your meeting settings using the Zoom web client (<http://Cornell.zoom.us>). There, you can give permission for all participants to share screens.
 - a. Go to Settings: In Meeting (Basic) and scroll to this section:

Screen sharing

Allow host and participants to share their screen or content during meetings

Who can share?

☒ Host Only ☐ All Participants (?)

Who can start sharing when someone else is sharing?

☒ Host Only ☐ All Participants (?)

- b. Choose the option that works best for your meetings. You can change these settings as needed.

There are other options for screen sharing, including a whiteboard. Click [here](#) for more information.

When a screen is shared, it will fill up the screen of the participants. For instructions on how participants can adjust this view, see Screen Views below.

Screen Views

There are many different views a participant can choose in order to maximize the experience:

- Speaker view:
 - The speaker's video is enlarged and in the center of the screen.

- This works best when all participants are muted and only the speaker is unmuted.
- Tile view:
 - All participant's video is the same size.
 - The speaker is highlighted in green to indicate who is speaking.
 - This enables participants to see everyone at the same time.
 - There can be a maximum of 25 video images on screen at once; you have to toggle between screens to see all participants if there are more than 25.
- Participants:
 - This enables a view of a list of participants.
 - The host can quickly see which participants are muted/unmuted and adjust as needed.
 - When a participant raises a hand, their name rises to the top of the list. As additional hands are raised, they are placed in the order they were raised.
- Presentation view:
 - When a screen is shared, it fills up the entire screen for participants.
 - To turn off, the participant should:
 - Leave full screen
 - In the top right corner, select Switch View
 - If you are using PowerPoint for captioning, instruct participants how to turn on/off the presentation view will be important. Here are instructions you can use:

By keeping this screen open, you will be able to view live captioning for this meeting.

To close this view, do the following:

1. Exit Full Screen by hitting the Esc button on your keyboard or hover over the top center bar and click More... You will have the option to exit full screen there.
2. At the top right section of your screen, select Swap shared screen with video.
 - The slide will become a small tile.
 - Speaker video will be visible.

To open this view, do the following:

1. Exit Full Screen by hitting the Esc button on your keyboard or hover over the top center bar and click More... You will have the option to exit full screen there.
2. At the top right section of your screen, select Swap video with shared screen.
 - The screen will replace the video.

Making it Interactive

Managing a meeting with multiple participants can be challenging, especially since our in-person meetings typically have not included a mute button (as much as we might want them to). In order to maximize participation, Zoom has provided a variety of tools for participants and hosts.

Here are instructions that can be used at the start of a meeting to help people set up their environment for maximum participation:

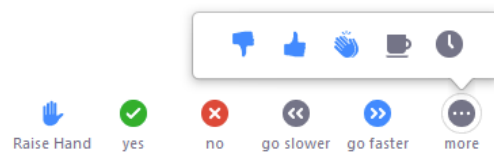
To set up your Zoom environment to be the most effective, do the following:

- Select “Speaker View” in the top right corner of your screen. This will make the speaker visible while everyone else is in a small icon at the top of the screen.
- Open up the “Participants” icon and the “Chat” icon, both of which are found at the bottom of your screen. This way, you will be able to see who is here, communicate with the group or individuals via chat, and indicate that you have a question.

To participate:

- When you log in, you will be muted and we’ll keep it that way to reduce ambient noise during the meeting.
- To raise your hand, in the “Participants” box on the right side of your screen (that you opened using the instructions above), click on the “Raise Hand” icon. This will signal that you would like to speak. You will be unmuted when it is time for you to speak.

There are other signals participants can use to indicate responses to questions, etc. These are found in the participant list section that opens when a participant clicks the “Participants” icon at the bottom of the screen. They include:



- Raise Hand / Lower Hand
- yes
- no
- go slower
- go faster
- Additional icons are available by clicking the more button:
 - agree
 - disagree
 - clap
 - need a break
 - away

It is important to have a host or co-host tracking this section in order to manage the needs and responses of participants. Zoom also keeps a count of responses on the host’s screen. If, for example, you ask the group a yes/no question and they indicate their response as indicated above, the host will be able to see both how each person answered and how many people answered each way. Once the response has been resolved, the host/co-host can remove the signal for an individual or clear all signals at once. Individuals can also remove their own signals.

If participants are muted, the host/co-host can unmute and invite the participant whose hand is raised to speak. Or the host/co-host can call on the participant, who can also unmute. For group management, it is important to encourage participants to wait to speak until they are called on.

Managing a meeting via Zoom can feel awkward and have a different pace than a face-to-face meeting. Because body language is not as visible using Zoom, it is important to give participants sufficient time to respond to questions or indicate they have a question/comment. Be sure to be patient and make time for everyone.

Meeting Polls

During a meeting, you can ask participants to respond to a poll/question using the polling feature. Find instructions for this feature here: <https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-Meetings>.

Recording

If you are hosting a meeting or webinar and want to be able to view it or see the chat after the meeting, you have the option to record the meeting. You can do this in one of three ways:

- When you schedule the meeting using the Zoom application on your computer, you can select Advanced Options on the set-up screen. There, you have several additional features you can activate, which includes automatically recording the meeting.

Advanced Options ^


- ☐ Enable waiting room
- ☒ Enable join before host
- ☐ Mute participants on entry
- ☐ Only authenticated users can join
- ☐ Automatically record meeting

Alternative hosts:

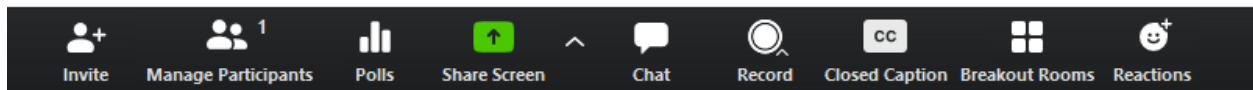
Example:john@company.com;peter@school.edu

- If you have already scheduled the meeting, you can edit the settings using the Zoom web client. In the client, you can search your scheduled meetings, select the one you want to edit, select edit, and then scroll to the Meeting Options:

Meeting Options

- ✓ Enable join before host
- × Mute participants upon entry 
- × Enable waiting room
- × Only authenticated users can join
- × Record the meeting automatically

- Once you start a meeting, the host or co-host can begin recording from within the meeting by clicking on the Record button at the bottom of the screen:




- During a meeting, the host can pause or stop recording. If you intend to resume recording, but want to pause it briefly, it is recommended to select pause because there is a time lag to restart recording if it has been stopped.

Chat

If you want to record the chat that occurs during the meeting, be sure to set that up using the Zoom web client prior to the start of the meeting. There are several settings for chat found in the Settings section of the web client:

Chat

Allow meeting participants to send a message visible to all participants

☐ Prevent participants from saving chat 

Private chat

Allow meeting participants to send a private 1:1 message to another participant.

Auto saving chats

Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.

Preventing Zoom-Bombing (the unwanted intrusion of an individual in a video conference call causing disruption):

Meeting settings:

- Put attendees who haven't signed into Zoom into a waiting room until admitted by the host. ([See how to admit from the waiting room.](#))
- Only allow screen sharing from the host.
- Don't allow screen annotation.
- Don't allow file sharing.

Note: You can override the [waiting room](#) and [screen sharing and annotation](#) defaults.

Recommendations before the meeting:

- Don't share your Zoom meeting link publicly.
- Set a password for the meeting.
- Don't allow "join before host."
- Mute your attendees on entry.
- Require authentication if you only meet with Cornell attendees.
- Turn off chat if you don't need it for class discussion.

Note: These preferences are controlled from [Zoom settings](#).

See who's in the meeting:

Click **Manage Participants** in your Zoom meeting toolbar. A new window will open to the right of the main screen. Guests (attendees who didn't sign in) will be highlighted.

Consider locking the meeting after everyone's arrived:

At the bottom of the Participant window, click **More**, then select **Lock Meeting**

To remove disruptive attendees:

- Open the Participants window if it's not already open by clicking "**Manage Participants**" in the Zoom meeting toolbar
- Select "**More**" next to the name of the attendee you want to remove.
- In the menu that appears, click "**Remove**"

Practice before your launch

By inviting a few people to a pre-meeting practice, you will learn a lot about the functions of Zoom. It is a good use of an hour because you can try different things to see what it feels like as a participant, discover what the host sees and how to manage the group, and identify roles for co-hosts and other support people.

Back-end support

If your meeting is particularly complex, involves a lot of participants, has break-out rooms, polls, and other ways to engage, having an additional support person to facilitate the logistics is recommended. That way, the leader of the meeting can engage fully without also having to manage the software logistics. This support person should be involved in the practice run.

Having Some Fun with Zoom

By Sarah Tew/CNET

<https://www.cnet.com/how-to/13-zoom-video-chat-tips-tricks-and-hidden-features/>

Mute your audio and turn off your camera by default

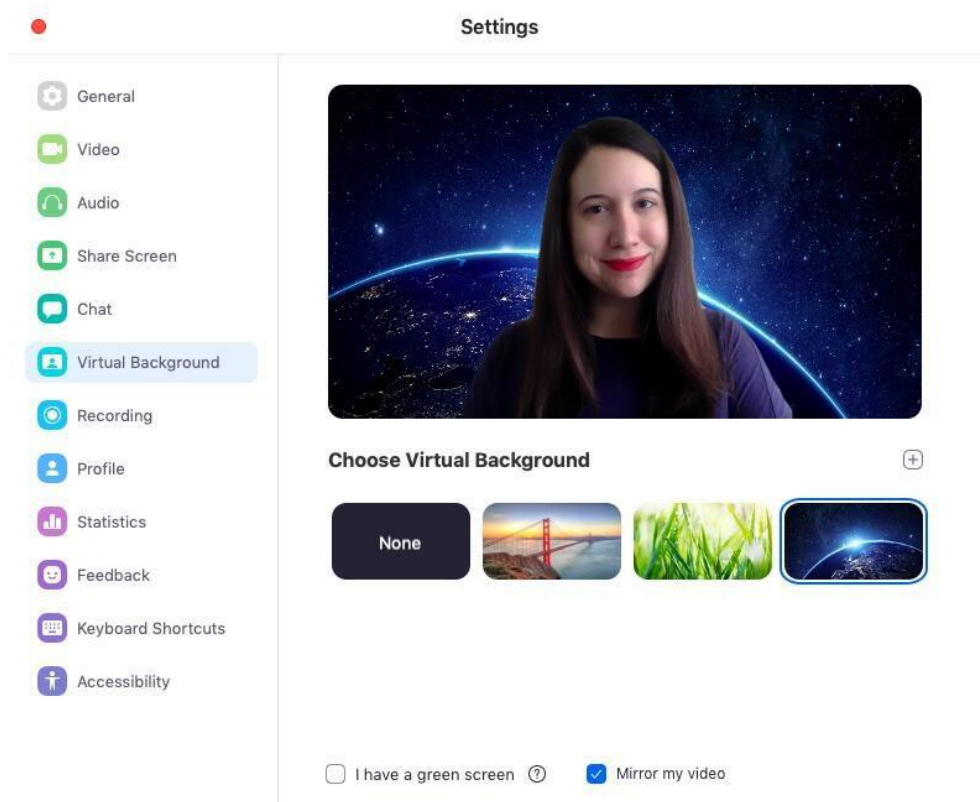
Diving for the mute audio and camera buttons as soon as you enter a meeting can get old. Keep your coworkers from seeing your bedhead or hearing your cat screeching by turning those off by default. To do it, go to **Settings > Audio > Mute microphone when joining a meeting**, and then **Settings > Video > Turn off my video when joining a meeting**.

Mute and unmute with the space bar

When you are called on to speak, stop scrambling to click the microphone button. You can press and hold the spacebar to quickly mute and unmute your mic, right from your keyboard.

Change Your Background

Virtually transport yourself to the beach, outer space or anywhere else you can imagine by customizing your background while on Zoom calls -- everyone's doing it these days. You can read our [step-by-step guide to changing your Zoom background](#) on the desktop and mobile app, but basically you go to **Settings > Virtual Background** and select or upload the image you want from there. However, you do have to make sure that your system [meets all of the requirements](#) to do so.



React with emoji on screen

If you're muted in a meeting, you can still let the hosts know your thoughts with emoji reactions. Send a thumbs up or a clapping emoji to communicate without interrupting the meeting (by default, those reactions have a yellow skin tone, but you can customize that on the Zoom desktop app).

To react during a meeting, click the Reactions tab at the bottom of the meeting screen (it's in the same panel as mute audio and video, to the right) and choose the one you want. Emoji will disappear after 5 seconds.

If the meeting organizer enables the nonverbal feedback feature, participants can place an icon such as a raised hand next to their name to communicate. Every participant will be able to see each other's feedback.

Learn handy keyboard shortcuts

For those who don't like clicking around their screen, Zoom has a ton of helpful keyboard shortcuts to help you navigate the app on your desktop without using your mouse. Find commands to join a meeting, start or stop recording, enter full screen and share your screen (more on that below). Check out [Zoom's full list of hot keys and keyboard shortcuts](#).

Hide non-video participants

On a larger call, your screen can get cluttered with participants, which can be distracting, especially if some don't have their cameras on. Hide the participants who aren't using video by going to **Settings > Video > Meetings**, and check **Hide nonvideo participants**. Now you'll only be distracted by your co-workers' pets and children who appear on video.

Turn on the beauty filter

At this point, if you know all of the work from home advice about getting dressed and ready like it's a regular work day, but still don't think you're looking your best, Zoom's Touch Up My Appearance feature may be for you. The filter aims to smooth over your appearance, making you look dewy and well-rested. If you've ever used beauty mode on your phone's selfie camera, you know what you're getting.

To turn it on, click the **up arrow** next to Start Video. Click **Video Settings**, and under My Video, check the box for **Touch Up My Appearance**.