

Zoom FAQ

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How do I join a class?

There are three easy ways to join your OLLI classes. You can use whichever method that you prefer or that works best for your particular device.

Joining with the meeting link: Click or tap on the link in the invite email that you received. On a computer, your internet browser will open and ask you if you would like to Open Zoom Meetings. Click “Open Zoom Meetings.” This opens the Zoom app, where you can click “Join Audio” to finish joining the meeting. On a mobile device, tapping on the link will open the Zoom app on your device, where you can tap “Use Device Audio” or “Call Over Internet” to finish joining the meeting.

Joining with the Meeting ID: Open the Zoom app on your device, then click or tap “Join a Meeting.” Enter the Zoom Meeting ID from the invite email, and tap or click “Join.”

Dialing in: If you want to use your phone for audio, or if you want to just listen to your class as audio, you can dial in to your class. Call the number in your Zoom invite from OLLI and when prompted, enter the **Zoom Meeting ID** for the class you are trying to attend.

Do I need a Zoom account? / I am having trouble signing into my Zoom account

You ***do not*** need a Zoom account to take classes at OLLI. There is no sign in that you need to go through to join your class. If you have created a Zoom account for your personal purposes, you can find support here: <https://support.zoom.us/hc/en-us> .

Do I need to download Zoom for OLLI @ Pitt? How do I download the Zoom app on my device?

We ***strongly recommend*** that you download the Zoom app for the best experience in your classes. If you do not download it, you will have limited features. However, you can still attend your classes with the web version of Zoom or by dialing in on your phone (audio only). [Click here](#) to access our “How to download Zoom” guide.

How do I mute or unmute myself?

The mute control on your device is marked with a microphone icon. For computer and phone users, the mute function is in the bottom left corner of the screen in Zoom. If you are using an iPad, it is in the top right. To mute yourself, click on the microphone. You will see a red line appear through the microphone icon. If you are already muted, you can click on the microphone again to unmute. When you are unmuted, there will not be a red line through the microphone. You will most likely be muted when you first join your OLLI course. If you have issues with the mute/unmute function, try our suggestions in [General Troubleshooting](#).

When I try to unmute, I get a message that says the instructor is not allowing people to unmute.

For some classes, particularly very large ones, instructors may use a setting that does not allow students to unmute without permission. If you cannot unmute yourself, try raising your virtual hand so your instructor can grant you permission to unmute, or try sending a chat to your instructor.

How do I start my video so others can see me? How do I stop my video in case I don't want others to see me?

The video control button is to the right of the microphone button. If your camera is off, it will have a red line through it and it will say "Start Video." Click on it once to turn on your video. If your camera is on, it will say "Stop Video," and there will not be a red line. By clicking on it, your camera will turn back off. If you have issues with your camera, try our suggestions in [General Troubleshooting](#).

How do I raise my hand?

In Zoom, Click or tap "Reactions" (for phone and iPad users, this will be under "More"). If your "Raise Hand" button was not on the participants list, you should see it under "Reactions." **If you do not see the raise hand under reactions**, click or tap "Participants." At the bottom of the list

that appears, you'll see some symbols like a hand, yes/no, "need a break," etc. Click the hand symbol to "raise your hand" and again to "lower your hand."

How do I rename myself?

Open "Participants" on your device. On a computer, hover over your name with your mouse, click "More," then click "Rename." You can now enter your preferred name. On a tablet or phone, tap on your name in the Participants List, then tap "Rename."

How do I adjust the view I see in Zoom (Gallery View vs. Active Speaker View)?

Gallery View shows you a grid of yourself, your instructor and your fellow participants. When in Gallery View, you can click or tap on arrows on the right or left side of your screen to scroll through the images of your fellow classmates.

Speaker View, also known as Active Speaker View, makes the person currently speaking appear larger on your screen. In Speaker View, you may also see a few of your fellow classmate and/or yourself somewhere else on your screen depending on your device.

On a Computer: In the top right corner of the black area of the Zoom app, there is a button that will say either "Gallery View" or "Speaker View." Click this button to switch between the two.

On an iPad: On the far left of your screen, there is a circular button that will say either "Gallery View" or "Active Speaker." Tap this button to switch between the two.

On an Android Phone or iPhone: Swipe from right to left to move from Speaker View to Gallery View. You may need to swipe multiple times to see more of your classmates due to the smaller screen size.

How can I adjust my settings so that I only see my instructor appear in the middle of my screen?

If you decide to use Speaker View, you can change your settings so that even if a classmate is speaking, your instructor will appear at the center of your screen.

On a computer: Right click on the image of your instructor and choose "Pin Video" from the menu.

On an iPad: From the participants list, tap on your instructor's name (their name will have "Host" in parentheses next to it) and tap "Pin Video" from the options that appear. You can also double tap on their video if you are in Gallery View to pin their video.

On an Android Phone or iPhone: Make sure you are first in Gallery View by swiping from right to left. Find the video of the person you would like to pin and double tap on their video.

How do I change the view so people's faces don't overlap the slideshow?

If this is happening (it only happens when you're on a laptop or desktop), look at the top of the box that has people's faces in it. You'll see several icons - one looks like a line, one like a rectangle, and one like a square (incrementally getting larger). Click on the line or the rectangle (first or second in order from left to right) to make people smaller. You can also click-and-drag on the box of people's faces to move them around on your screen.

What happens if you get an incoming call while in a Zoom class on your phone?

We recommend that you turn your phone to silent while you are in Osher classes if you are using your phone for class. If you get a call during your class, you will see the call appear on your screen. You can still accept or reject the call. If you must answer the call, your camera and audio will automatically mute themselves in the Zoom meeting while you are on the phone call. When you return to the meeting after your call, you can turn your camera back on.

The buttons are different on my [insert device] than what you explained or showed in the Zoom Prep Course.

With the many types of devices that our members use, it can be difficult to cover all bases. However, there are a multitude of resources online where you may be able to find resources specific to your device. A good rule of thumb is to try Googling your issue. Some examples to Google: "use Zoom chat on PC," "virtual backgrounds Zoom iPhone," or "gallery view Zoom iPad," or "pin video on Android devices"

I can't hear my instructor, but it seems like everyone else can.

You may need to adjust your volume, audio or privacy settings. See [General Troubleshooting](#).

Does the OLLI office record OLLI @ Pitt Zoom Courses?

No. We are not able to record OLLI courses for legal reasons.

How do I send a message in the chat?

You can use the chat to send questions or comments to your instructor. Make sure that you do not overly use chat for personal messages, as these can clutter the chat with information unrelated to class. Be respectful to your classmates and instructors and keep the content in the chat relevant to the course.

On a Computer: Click the chat icon near the center of the Zoom controls at the bottom of your screen. In the menu that appears on the right, click where it says “Type message here.” When the cursor starts blinking, you can type your message. To send the message hit Enter/Return on your computer’s keyboard. To close Chat, click the Chat button again.

On a Tablet or Mobile Device: Tap “More” from the menu on your device. In the menu that appears, tap “Chat.” Tap in the box that says, “Type message here.” This should bring up the keyboard on your device. Type your message and tap “Send.” To exit chat on an iPad, tap outside of the chat box. To exit chat on a phone, tap close at the top left corner of the screen.

How do I change the recipient of my chat message?

When you open chat on your device, above where you see “Type message here” there is a line that says “Send to: Everyone.” To change the recipient, click or tap the arrow next to “Everyone” and select the desired recipient. The instructor’s name will have “Host” in parentheses next to it.

Note: Some instructors may only allow messages to go to them or the entire class.

How can I save content from the chat?

If an instructor or classmate puts something useful in the chat, you may want to save it. Here’s how:

By copy and paste: Open a word processing application on your device (Microsoft Word, Notepad, etc.) To select the text that you would like to save, click and drag over the text. Once it is all highlighted, right click and select “Copy” from the menu that appears. Next, go to your word processor, and right click on the page where you would like to place the text. Select “Paste” from the menu that appears. Now the message should appear on your document, where you can save it to your device.

Saving the chat on a computer: to the far right of where you see “To: Everyone”, you will see a small “...” Click on this to make menu appear, and select “Save Chat” from the menu. This will save a copy of the chat as a text file on your computer. You will see a green bar appear above that says “Chat Saved” and a clickable link that says “Show In Folder” which will take you to the folder on your computer where the chat has been saved. If you save a chat from Zoom, they will automatically go to a folder titled Zoom in your documents folder on your device, where the meeting chats will be organized into folders for each iteration of the meeting.

How do I adjust the live closed captioning on zoom?

On a Computer: If your instructor has enabled closed captioning, you will see an icon that says “CC Live Transcript” at the bottom of your screen. If you click this, a menu will appear that has three options: **Hide Subtitles, View Full Transcript, and Subtitle Options.** If you don’t need the subtitles and don’t want to see them, you can click **Hide Subtitles.** If you want to turn them back on, you can click **Show Subtitles** (in the menu where you previously clicked to hide them). Please note that these subtitles may not be entirely accurate.

How can I view the live transcript from my class?

On a Computer: If your instructor has enabled closed captioning, you will see an icon that says “CC Live Transcript” at the bottom of your screen. If you click this, a menu will appear that has three options: **Hide Subtitles, View Full Transcript, and Subtitle Options.** To view the transcript of what is being said, click “View Full Transcript.” This will bring up a menu on the right side of your screen that shows everything that has been said by your instructor and classmates. Please note that these transcriptions may not be entirely accurate.

General Troubleshooting

Ensure that you have “joined” the meeting audio. If you do not join audio, you will not be able to hear or use your microphone. At the start of the meeting, you should be prompted to

“Join the Meeting Audio.” For most devices, you will see an image of a headset where the mute button normally would be. If you tap this button, you can join the audio of the meeting, allowing you to hear your instructor as well as use your microphone.

Volume Controls: It seems simple, but it is easy to forget that your volume is not turned on. If you cannot hear, make sure you have turned the volume on on your device and try increasing the volume.

Incorrect Audio Output (computers): If you have an external speaker for your device or are using headphones, you may need to adjust your audio settings in Zoom in order for the sound to work. On your computer, click the small arrow (^) next to the mute button in Zoom. On the menu that appears, make sure that under “Select a Speaker” you have the correct audio output selected (the name of the speaker is usually has the brand name in it). If you have the correct speaker selected and still cannot hear, select “Audio Settings” from the menu. In the window that appears, you can test your audio and check the volume levels within Zoom.

Microphone/Camera turned off on your device: Your microphone will not turn on in Zoom if you have not “given permission” for Zoom to use the microphone on your device. If you are using Zoom for the first time, your device will ask you. If you do not allow Zoom to use your camera or mic, or if it accidentally gets turned off, you can follow these procedures to allow Zoom to use your camera or mic.

On a PC: In your settings, go to **Privacy**, then **Microphone or Camera**. At the top of the screen where it says “Let apps use my [camera or microphone],” make sure the switch is clicked to On. There is a list that says “Choose apps that can use your [microphone or camera].” On this list, make sure that Zoom is turned on.

On a Mac: In your settings, click **System Preferences**. Then click **Security & Privacy**. Select Microphone or Camera. Make sure on the list of apps that the box next to Zoom is checked, which allows use of the camera or mic.

On Android: In your device settings, go to **Privacy**, then **Permission Manager**. Next tap **Microphone or Camera**. There are lists that show which apps that have or do not have permission to use your microphone or camera. If you do not see Zoom under allowed apps, scroll down to the list labeled “Denied,” find Zoom, and tap on it. Lastly, tap “Allow.”

On and iPad/iPhone: In your device settings, go to **Privacy**, then **Microphone or Camera**. On the list that appears, apps have a switch that indicates whether that app can use your mic or camera. Find Zoom and make sure that the switch is turned on (it will be green if it is on).

Unstable Internet Connection: If your internet connection is not strong, your instructor may freeze and/or you may not be able to hear them. It could also cause your microphone to not work. On PC computers, your internet signal strength should show at the bottom of your screen on the task bar. On Mac computers and mobile devices, this will show at the top of your screen. If you have confirmed that your internet connection is the issue and you are using a wired connection,

check to make sure your ethernet cable is connected properly to your device. If you are using wireless internet, move closer to your wireless router if possible. If you still have issues with your connection, you should contact your internet provider.