

ZOOM: QUICK Q&A

1. What is Zoom?

Zoom is a remote conferencing service that combines video conferencing, online meetings, chat, and mobile collaboration.

2. Is Zoom free to use?

Yes. Paid plans are available, but a free version will work for participating in a Carnegie Center class.

3. Do I have to download and install a program on my computer?

Not necessarily. Zoom is available to use right from your [web browser](#) or from a [downloaded program](#). We suggest downloading and installing the program for best results, if possible.

4. Can I use Zoom on my mobile phone?

Yes, if you have a smartphone, you can download the Zoom app, and use your smartphone's camera and microphone to join the conversation.

5. What do I do on the day of my class?

You will receive a link to a Zoom video meeting via email. Click that link at the time of your class to join the meeting room.

6. Will the link be to a video call?

Yes.

7. Will I be on video?

Only if you want to be.

8. What are the steps to getting on this live call?

A screen will appear with an image of a mic and of a camera.

They will have red lines through them.

You will want to click on the mic if you want to be heard.

You then click on the camera if you want to be seen.

9. Is it possible to be on the call without the mic or the camera?

Yes. You will still be able to hear and see the instructor.

10. Are more how-to resources available?

Yes, here is [a collection of video tutorials on Zoom's website](#).

ZOOM Highlights

To join your class, click on the link in the email sent to you from our Program Director Sarah Chapman.

You may see different options depending on whether you are using your browser or a Zoom app. A few things you might see include:

- Open Zoom? (If you see this, then click on **Open Zoom**).
- **Click here** to join with Audio (If you see this, then click on it).

If nothing happens, try copying the meeting ID and pasting into your browser search; this opens Zoom in the browser instead of using the app. Then choose these options:

- Join Meeting
- Click to join with Audio

Once you have joined, here are a few features. Note: the host (instructor) usually sees a few features that other participants cannot see.

Move your cursor to the bottom of the screen for these options:

- The **microphone** mutes your microphone. Click on it again to turn it back on. If you have background noises (kids, dogs, etc.) it is recommended that you mute your microphone unless you are speaking. This is also recommended for all large meetings so that ambient noise on your end doesn't 'spotlight' you instead of the speaker
- The ^ (**up arrow**) next to the **microphone** gives you microphone settings.
- The **camera** option allows you to turn off your camera so other participants can't see you (but we can still hear you).
- The ^ (**up arrow**) to the right of the **camera** allows you to set camera options. For example, the virtual background allows you to use a background behind your video so that participants cannot see where you are.
- The **Invite** feature allows you to send in invitation to others. Since this is a Carnegie class that requires registration, we will only invite those who have registered
- **Manage Participants** gives a sidebar in which participants are listed and different options like turning on/off mics and sharing hosting features is done.
- **Share Screen** is an important feature. By using the Share Screen feature, a participant can show open files on the desktop or the entire screen (among other things).
 - For Carnegie class purposes, you may be asked to use the document and screen options the most. When using the Share Screen feature, the person sharing their screen can manipulate a frame so that other participants see only what is within the frame. That means a participant could have multiple files open on the desktop and move the frame from one to another to highlight specific text.
 - To share, click on **Share Screen**, move your cursor over the item you want to share, then click the share button in the bottom right corner. If there is only one document open, the green frame automatically frames that for other participants to see. If there is more than one document open, you can move and adjust the frame to highlight what you want participants to see.

- To stop share, go to the top of your screen and click on the **STOP SHARE**.
- There is also a white board feature allows you to draw, type, etc.
- The **CHAT** feature allows you to type in comments (a good option if you don't want to interrupt a speaker)
- There is a record button that allows you to record a session. **We request that you NOT record. This is for the privacy of our group and for copyright purposes of the Carnegie Center and the presenters.**
- The **REACTIONS** button lets you use an emoji for a quick response.
- When we are finished with our session, we'll click **END MEETING** in the bottom right of your screen.

At the top right of your screen is the **full screen** option. To the left of that, some of you will see an option that allows you to change how you see the participants on your screen.