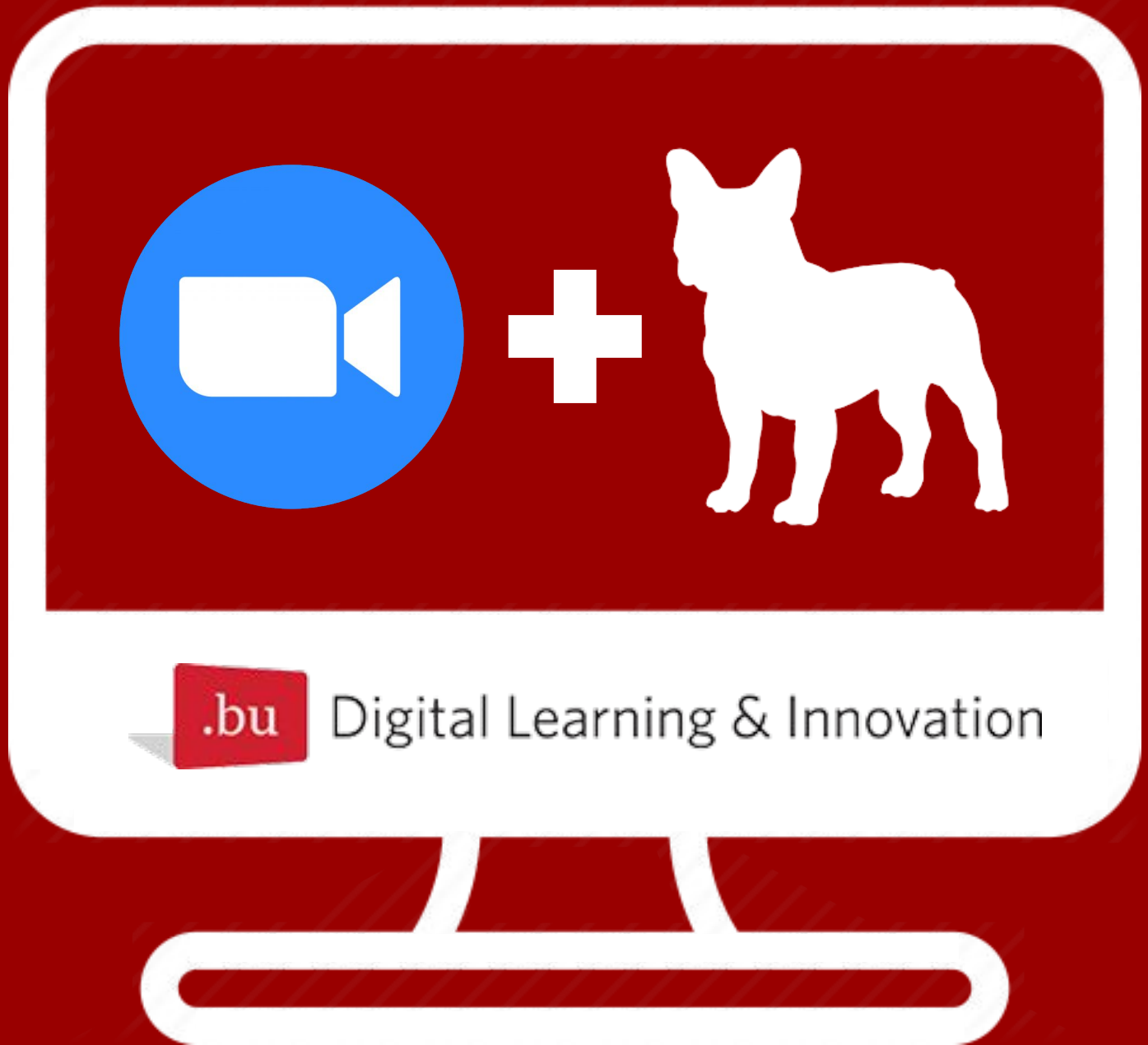


Remote Learning: Zoom



a resource for students

ZOOM

FAQ -- The Basics -- Etiquette

Access the BU Zoom Hub at:

<https://bostonu.zoom.us/>

Zoom support page:


<https://support.zoom.us/hc/en-us>

BU Technology resources page:

www.bu.edu/tech/

Reach out for IT support at:

 <http://www.bu.edu/tech/contact/>

 (617)-353-4357

 ithelp@bu.edu

FAQ - General



Do I need a computer to join a meeting

- A. You can also use iOS and Android devices. While it is highly encouraged that you use a computer to participate in your classes, all meetings have a “dial-in” number for different countries that you can use to listen and respond to others. Check Blackboard or contact your instructor for the meeting invitation, which will have dial-in phone numbers for your country.

Can I use a bluetooth headset on Zoom?

- A. Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.

Do I have to have a webcam to join a meeting?

- A. No, you are not required to have a webcam to join a meeting. While you will not be able to share your video, you will still be able to listen, speak, share your screen, and view other participants’ videos during the meeting.

How can I join my course’s meeting?

- A. If you do not have your course’s join-URL or join code, the invitation to join may be in your email, or you can join through Blackboard: Click on the course name, click on “Zoom meetings” or a similar name on the left of the screen. Click “Join” on the right.
Note: Your course may be using Sakai as a platform instead.

Can I record a class I’m in?

- A. No, only the host is able to record the meetings that they start. It is up to the teacher to decide if they want to record and post classes.

FAQ - Meetings

How can I simulate a location behind me?

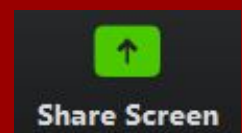
- A. At the bottom-left of your screen, a button will read "Stop Video" or "Start Video" depending on the current state. Click the upward arrow to the right of the button and click "Choose Virtual Background". You can then choose a default background or add your own. Not all computers are compatible with this feature.

How do I raise my hand?

- A. If your instructor does not have "Nonverbal Feedback" enabled, there will only be a button "Raise Hand". Otherwise, click on the "Participants" button at the bottom of the screen and then click the small icon in the shape of a hand, labeled "Raise Hand". This puts you at the top of the list for the host to see.

How do I share my screen?

- A. If your host has allowed screen-sharing in settings, you will be able to share your screen by clicking the green "Share Screen" button at the bottom of the screen. Then, select the window or screen you would like to share and click "Share" in the bottom right corner.



I'm sharing, but others see the wrong window!

- A. If you go into a different window while screen-sharing, the other participants will still only see the original window you chose. Hit the "Stop Sharing Screen" button and choose the correct window.

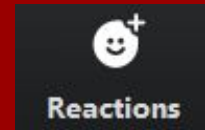
How can I see just one video/participant?

- A. In "Speaker View" the main video is the participant speaking. If you want to only see a specific video (professor's second camera, etc.), hover over that video, click the three dots, and click "Pin Video".

FAQ - Meetings

What is a reaction?

- A. Clicking the “Reactions” button brings up two emojis: 👍 & 🙌
Selecting an emoji will make a large version of it appear to all viewers (even if your video is off) for about 5 seconds



Can the host see private chats?

- A. No, the host is only able to see private chats sent or received by them directly. The person saving a meeting chat will save all public chat as well as any private chats they were included on. The host cannot save chats that do not involve them.



Can I mute myself?

- A. Yes. Click the mute button at the bottom-left of your screen. This will be the same button to unmute

How can I rename myself?

- A. Click the “Participants” button at the bottom of your screen and hover over your name, then click “More” and then “Rename”. Type in your preferred name/nickname that you would like displayed on the screen. This can be disabled by the host if they choose.

How can I change my profile picture?

- A. This can be set from the main menu in the main Zoom window or from the Zoom website in profile settings. If you are in a meeting, click the “Participants” button at the bottom of your screen and hover over your name, then click “More” and then “Edit My Profile Picture”. Choose the picture that will appear when your video is off.

Hosting Meetings

Start your own meeting:

- In the Zoom app (recommended) click the downward arrow next to the "New Meeting" button. Select "Start with video" and then "New Meeting". This will default video to "On" for all participants.

Scheduling a future meeting:

- Go to "bostonu.zoom.us" and click "Schedule Meeting". Then, adjust the details of your meeting and click "Schedule". This can be done through the app as well, by clicking "Schedule" although using the website is recommended.

Inviting other people:

- From inside your meeting, click the "Invite" button at the bottom of your screen and choose either "Copy URL" or "Copy Invitation" generating a link that can be used to join the meeting.

Assign another host or co-host:

- Click "Manage Participants" at the bottom of the screen, hover over the name of the participant, click "More", then click "Make Host". This releases your host control unless you reclaim it. If you are looking to add additional hosts, click "Make Co-Host" instead.

Mute/Unmute everyone:

- Click "Manage Participants" at the bottom of the screen and then "Mute All" or "Unmute All" at the bottom of the menu that pops up.

Put participants into groups:

- If you are the host, click the "Breakout Rooms" at the bottom of the screen. Choose whether you want to split up participants automatically or manually (you can choose which participants to assign to specific rooms). Click "Create Breakout Rooms".

Settings

Recommended General Preferences

These are the default settings for this page

- Start Zoom when I start Windows
- When closed, minimize window to the notification area instead of the task bar
- Use dual monitors
- Enter full screen automatically when starting or joining a meeting
- Automatically copy invitation URL once the meeting starts
- Ask me to confirm when I leave a meeting
- Show my connected time
- Remind me minutes before my upcoming meetings
- Stop my video and audio when my display is off or screen saver begins

- ★ **Confirm before leaving is to prevent accidental departures**
- ★ **“Enter full screen” is popular but not necessary**
- ★ **Video/audio stop with screensaver can prevent unintended disturbances to a meeting while you are away**

Settings

Recommended Video Settings

These are the default settings for this page

Camera:

Integrated Webcam

16:9 (Widescreen) Original Ratio

My Video:

Enable HD

Mirror my video

Touch up my appearance

Meetings:

Always display participant names on their video

Turn off my video when joining meeting

Always show video preview dialog when joining a video meeting

Hide non-video participants

Spotlight my video when I speak

Display up to 49 participants per screen in Gallery View

- ★ **HD video and appearance touch-up can strain your computer**
- ★ **“Turn off video when joining” provides more privacy control**
- ★ **Altering “Advanced” settings is not recommended**
- ★ **Video preview dialog lets you check your video before joining**

Settings

Recommended Audio Settings

These are not the default settings for this page

Speaker ▾

Output Level:

Volume:

Microphone ▾

Input Level:

Volume:

Automatically adjust volume

Use separate audio device to play ringtone simultaneously

Automatically join audio by computer when joining a meeting

Mute my microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Sync buttons on headset

- ★ If you have a microphone, select "Automatically join audio"
- ★ "Mute my microphone" keeps you silent upon entrance

Settings

Recommended Share Screen Settings

These are the default settings for this page

- Enter full screen when a participant shares screen
- Maximize Zoom window when a participant share screen
- Scale to fit shared content to Zoom window
- Enable the remote control of all applications
- Side-by-side mode
- Silence system notifications when sharing desktop

- ★ **Automatically entering full screen helps to not cut content**
- ★ **Side-by-side gives a view of the shared screen + participants**
- ★ **Silencing system notifications protects privacy**

Chat Tab:

Used for Zoom channels and messaging

Virtual Background Tab:

Choose from default photos/videos or uploads

Recording Tab:

Preferences for creating local recordings

Common Etiquette

*These are general recommendations only.
Your instructors' guidelines always supersede them.*

Appropriate Attire

- You should be dressed as you would if you were present in a classroom (e.g. shirt/sweatshirt, pants, etc.).

Be Respectful

- The Zoom classroom is only a remote version of the physical one, so you should be just as attentive, participatory, and respectful to your instructors and fellow classmates.

Turn microphone off when unneeded

- To prevent accidental disruption on the your part or from background noise, mute your microphone when entering the call.
- You should wait until prompted by the instructor to unmute yourselves for asking/answering questions.
- This prevents confusion due to crowded audio.

Don't spam or clog up the main chat

- The group chat feature of Zoom allows students to ask questions, so wait until the instructor has acknowledged a question in the chat before attempting to answer or ask your own question.
- If chat questions have gone unseen by the instructor, use the "Raise Hand" feature to get their attention