

Submit questions in an OLLI class

There are two ways to ask a question using Zoom.

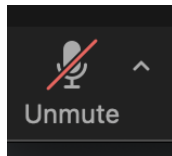
1. Speaking the question using your computer's microphone
2. Typing the question into the chat window

Speaking the question using your computer's microphone

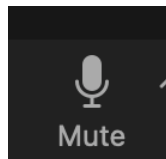
Depending on your class size the instructor or moderator might set the ground rule for asking questions.

- a. You just ask the question as you would in normal conversation (this is usually for smaller interactive classes)
- b. You raise your actual hand and maybe wave until you are recognized (again for smaller classes)
- c. Or, you use Zoom to put up your raised hand symbol (usually for bigger classes). Then wait to be recognized. See the help document for raising hands on this web site.
- d. Or even just wait until the end before asking questions.

Once you've been recognized, you need to turn your microphone on. Move your mouse to the bottom of the Zoom window to bring up the Zoom toolbar. On the left side of the toolbar, you will see a symbol of a microphone with a red line through it and the word "Unmute" under it. The red line indicates that your microphone is *off*. Click on the microphone symbol to turn your microphone on. Do not click on the carat (^) next to the microphone.



Now that you have turned the microphone on, the symbol will switch to this image without the red line and with the word "Mute" under it. This indicates the microphone is *on* and people should be able to hear you.



Please be sure your microphone is positioned near your mouth. Ask your question in a normal speaking voice. When you are satisfied that your question was asked and answered and that you won't be following up with additional comments, please turn your microphone off. To do that just click on the microphone symbol again. The red line and the word "unmute" will appear again indicating that the microphone is indeed *off*.

Note that there are several ways to turn your microphone on and off. We won't go into all of them in detail in this help file. The alternate ways are:

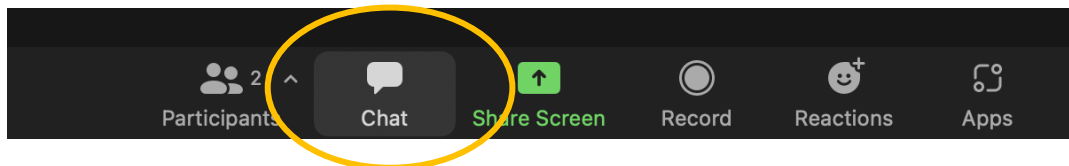
1. In the Participants window, click "Unmute Me" to talk and "Mute Me" when done.
2. In the Participants window, move the mouse cursor to the microphone symbol next to your name and a blue button will appear. Click the "Unmute" to talk and "Mute" when done.
3. While in the Zoom Application, from your keyboard, press Command-Shift-A to toggle your microphone on and off.
4. While in the Zoom Application, from your keyboard, press and HOLD DOWN the spacebar to temporarily turn your microphone *on*. It will turn *off* the moment you release the spacebar.

Typing the question into the chat window

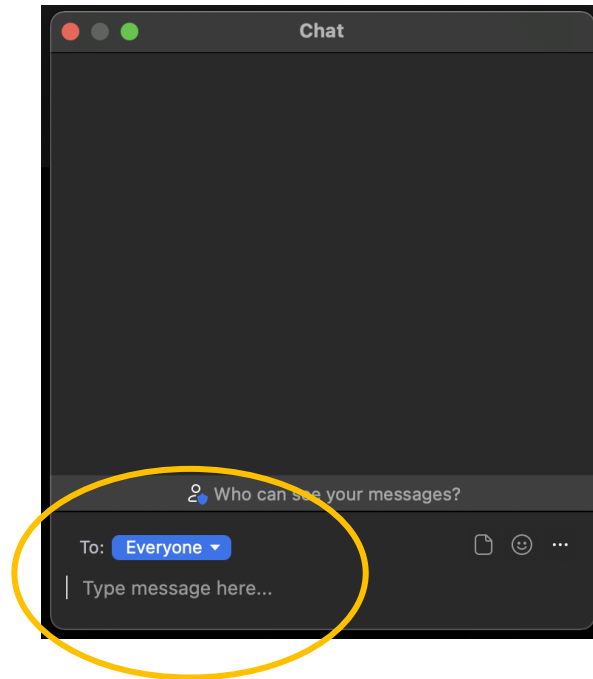
Sometimes you don't wish to speak, or you are using a device without a microphone. On those occasions you can pose a question through the "Chat" feature of Zoom.

Actually, using the chat is the best way to get technical help without interrupting the rest of the class.

While you are in a meeting, move your mouse to the bottom of the Zoom window to bring up the Zoom toolbar. From the toolbar, click on "Chat".



A chat window will pop up.



Note: Chats can go to everyone or to an individual. Therefore, be sure you know where your question is going.

1. By default, the question can be seen *by everyone* in the class. This is good because others might have the same question. Also, everyone will then see the answer if it is typed back into the chat window.
2. If you wanted to send the question *to one of the hosts*, then look down in the lower left of the chat window right above where you type your question. Next to the word "To:" is a blue button that says "Everyone ▾". Click on the blue button to see a pull-down window of the names of the hosts(s). Select the host to whom you want the question to be directed.

Now type the message that you wish to ask into the bottom section of the chat window - where it says, "Type message here...". Hit enter to send the question. The question will appear in the top section of the chat window.