

Getting Started with Zoom Meetings: A Guide for JAWS, NVDA, and iPhone VoiceOver Users

(revised December 31, 2020)

By Heather Thomas

Accessibility Services Associate

The Carroll Center for the Blind



The Carroll Center

FOR THE BLIND

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Introduction

What is Zoom?

The [Zoom](#) company offers “...modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing, collaboration, chat, and webinars across mobile devices, desktops, telephones, and room systems.”

During the COVID-19 pandemic of 2020, many employees were required to telecommute. Social distancing meant that work meetings, conferences, classrooms, church services, and social gatherings could not happen in a traditional manner in physical spaces. People had to get creative about how to maintain personal and professional connections remotely. As a result, the number of cloud-based meeting platforms, including Zoom, skyrocketed and may continue to be a part of our on-going work and personal lives.

Zoom meetings allow participants to join meetings through a downloadable desktop application, web client, smartphone application, or telephone. Zoom meetings allow you to connect with telecommuters and remote offices that may be located outside of your state or the country, with video, audio, and screen share functionality. Zoom also allows you to share computer sound, including JAWS, NVDA, or VoiceOver on an iOS device, which is a useful feature for Assistive Technology Instructors and students attending remote training. Participants and hosts can also text chat with the entire group or with a single individual. Meeting controls and keyboard shortcuts are available to mute or unmute the microphone and disable or enable video. Additional settings can be adjusted either through the Zoom meeting window, the main Zoom Client for Meetings desktop app, or through your online account.

While Zoom is not the only virtual meeting platform available, it is an appealing option because it is popular, accessible for basic functions, and you can sign up for free. This guide was created in response to the sudden shift to remote interactions as a tool to support JAWS, NVDA, and iPhone VoiceOver users.

Zoom Plans and Account Types

There are various Zoom Meeting plans and options for Personal, Business, Education, Telehealth, and Developers. This guide only addresses the [free, Basic Personal Meeting](#) plan. This plan type allows for an unlimited number of meetings of up to 100 participants each. There is a 40-minute time limit on meetings with three or more total participants. This count includes the meeting host. One on one meetings do not have a time limit in free, Basic Personal Meeting plans. If the host of the meeting has a paid plan, then the meeting duration limit is 24-hours for all participants.

Update to This Guide

Since the initial release of this guide in April of 2020, there have been a number of updates to the Zoom Client for Meetings desktop app and the Zoom Cloud Meetings iOS app. These changes have caused some inaccuracies in the steps provided in the original publication. This guide was reviewed and updated for accuracy in December of 2020. Sections related to break out rooms, setting virtual backgrounds, and other brief details were also added. No additional, future updates are planned for this guide. The December 2020 update of this guide addresses version 5.4.7 of the Zoom Client for Meetings desktop app for Windows and the Zoom Cloud Meetings iOS app.

Assumptions Made About the Reader and How to Use This Guide

This guide makes the following assumptions about you as the reader:

- You have at least a basic knowledge of JAWS or NVDA and/or VoiceOver concepts and gestures on the iPhone.
- You have an active email address and you know how to send and receive emails.
- If you are choosing to schedule meetings using the options for Outlook or Google calendars, that you already use and are familiar with these tools. This guide does not cover how to use these calendars.

Options for using this document:

- You can read through the entire document
- JAWS users can press JAWS key + F6 to list headings in the document.
- JAWS users can also press the following commands:
 - Press H to move to the next Heading.
 - Press Shift + H to move to the previous Heading.
 - Press number 1-6 to move to the next Heading level 1-6.
 - Press Shift + number 1-6 to move to the previous Heading level 1-6
- NVDA users can press NVDA key + F7 to bring up the Elements list. Press Alt + H to display headings. Tab to the tree view, select the heading you want to move to, and then press Enter.
- NVDA users can also press the following commands:
 - You can also press H to move to the next Heading.
 - Press Shift + H to move to the previous Heading.

- Press number 1-6 to move to the next Heading level 1-6.
- Press Shift + number 1-6 to move to the previous Heading level 1-6

What's Not Covered in this Guide

The intention of this guide is to provide enough detail to help JAWS, NVDA, and iPhone VoiceOver users to get started participating in and hosting Zoom meetings. This document is not an exhaustive reference. The following topics are not addressed in this guide:

1. The Zoom Web Client
2. The chat and contacts tabs of the Zoom Client for Meetings PC app. Since this guide covers the basics of participating in and scheduling Zoom meetings, only the in-meeting chat feature is covered.
3. Zoom's remote-control feature
4. Utilizing the Zoom plug-ins for Outlook Calendar or Google Calendar
5. Using Zoom on a Mac or Chromebook
6. Using Windows Narrator to access Zoom
7. Using the Contacts tab in the iPhone App
8. Using the Zoom Cloud Meetings app on a device running Android OS
9. The use of Zoom's polling, annotations, and whiteboard features

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Chapter 1: Preparing for and Participating in Your First Zoom Meeting on Your PC

1.1 What is a Zoom Meeting Participant?

A Zoom meeting participant is an invitee in a meeting scheduled by a host. Participants can join a meeting from their telephone, desktop client, mobile app, or web client. In most cases, you do not need a Zoom account in order to join a meeting. However, depending on the plan type, hosts have the ability to put authentication restrictions on who can join a meeting. For example, a host could restrict the meeting to only those participants who are signed into Zoom or only those participants whose email addresses are from a particular domain, such as @Carroll.org.

1.2 Downloading and Installing the Zoom Client for Meetings Desktop App

There are a number of different options for participating in Zoom meetings on a PC. One of the most straight-forward options is to use the Zoom Client for Meetings desktop app. While you can download this app the first time you activate a link to a Zoom meeting, you may prefer to manually download and install this app from the Zoom Download Center in advance of your meeting. Follow the steps below to download and install the Zoom Client for Meetings desktop app:

1. Go to <https://zoom.US/download>
2. Press H to move to the next heading until you get to the “Zoom Client for Meetings” Heading level 2.
3. Down Arrow to the “Download” link that follows the description of this application. Be warned that there are multiple links called “Download” on this page for downloading different products.
4. Press Enter to activate the link.
5. If you are not familiar with the process of downloading files in your preferred web browser, then keep the following in mind:
 - a. If you are using Google Chrome or Microsoft Edge, then the application will just begin downloading.
 - b. If you are using Mozilla Firefox, then a dialog box will come up that asks if you would like to save the file. Tab to the Save File button and press the Spacebar to activate it.

- c. If you are using Internet Explorer, then you will need to move focus to the Notification Bar by pressing Alt + N. Then Tab to the Save button and press Enter.
6. Next, go to your Downloads folder. If this is not a familiar process, then do the following:
 - a. Press the Windows key to open the Start Menu.
 - b. Type in the words: This PC
 - c. When JAWS or NVDA announce, "This PC," then press Enter.
 - d. Press the letter D, several times if necessary, to move to the Downloads folder.
 - e. Press Enter to open the Downloads folder.
 - f. Press the letter Z to move to the Zoom installer (i.e., ZoomInstaller.exe) and press Enter to run it.
7. Once the Zoom Client for Meetings desktop app is installed, the "Zoom cloud meetings" window will come up. From there, you can activate the "Join a meeting" button, activate the "Sign in" button, or press Alt + F4 to exit the window.

1.3 Joining Your First Zoom Meeting on a PC without a Zoom Account

Maybe you have not yet had the pleasure of participating in a Zoom meeting. Then one day, low and behold, your first Zoom meeting invitation appears in your email inbox. Meeting hosts have the option to send Zoom meeting invitations using an Outlook meeting invitation, a Google Calendar event invitation, or they can send the invitation text in a regular email.

The Zoom meeting invitation typically contains the topic or name of the meeting, the date and time of the meeting, a link to join the meeting, the meeting ID, and the passcode. Depending upon the host's Zoom plan type, you may also have additional options that allow you to dial into the meeting by telephone. During the COVID-19 pandemic of 2020, dial-in capabilities were removed from free, Basic Personal Meeting Zoom plans due to high demand. Note that, currently, the passcode will be embedded in the invite link by default. When you join a meeting by activating the join Zoom meeting link, you will not be asked to enter a passcode in order to enter the meeting, even if a passcode is listed in the meeting invitation.

If the host chooses the Google Calendar option when scheduling the meeting or if you are accessing information related to the Zoom meeting through the Google calendar, be

aware that any link containing the word “Google” within the URL and any phone number that includes a PIN are related to Google Hangouts and not the Zoom meeting. If you activate the Google Hangouts link or call the phone number and enter the PIN, then it is likely that you will be hanging out alone while all other participants are in the actual Zoom meeting. Rest assured that you will not be the first, or last, person who has made this mistake.

You may find the process of downloading and installing the Zoom Client for Meetings desktop app directly from the Zoom Download Center webpage ahead of your first meeting to be the simplest approach to installing this program. If you have not already downloaded and installed this application, then you will be prompted to do so when you activate the join Zoom meeting link. Your default web browser will open. Focus will land in the “Open Zoom Meetings” dialog box. Tab to the “Open Zoom Meetings” button and press the Spacebar to activate it.

If you have not previously installed the Zoom Client for Meetings desktop app, then you will be prompted to do so the first time you activate the link to a Zoom meeting on your PC. These steps are described below. Be sure to allow some extra time ahead of your meeting’s start time to get set up. After all, there is no need to test Murphy’s law when it comes to technology.

1. Activate the Zoom meeting link from the email or meeting invitation that you received. Your default web browser will open.
 - a. If you are using Google Chrome or Microsoft Edge, then the Zoom client for meetings app should automatically download.
 - b. If you are using Mozilla Firefox, then a dialog box should come up asking if you want to save the file. Tab to the “Save File” button and press the Spacebar to activate it.
 - c. If you are using Internet Explorer, then the Notification Bar should appear. Press Alt + N to move focus to the Notification Bar. Then Tab to the “Save” button and press the Spacebar to activate it.
 - d. If the Zoom Client for Meetings app does not download as expected, then you will need to activate “Download Now.” Note that this option is not currently identified as a link or otherwise actionable element. To locate “Download Now,” press JAWS/NVDA key + Control + F to bring up the Find dialog. Type in the word “download” and press Enter. Once you locate “Download Now,” press Enter to activate it.
2. Then you will need to navigate to your Downloads folder. To do this:
 - a. Press the Windows key to open the Start Menu.

- b. In the Search Edit field, type in the words: This PC
- c. When JAWS or NVDA announce, "This PC," then press Enter.
- d. Press the letter D, several times if necessary, until you get to Downloads.
- e. Press Enter on Downloads.
- f. Press the letter Z to select the Zoom installation file.
- g. Press Enter to launch the Zoom installation file and follow the prompts.

When a host schedules a Zoom meeting, there are a few different options available that will impact your entry into the meeting. Eventually, a Zoom dialog box will come up and focus will be in the "Please enter your name" edit field, assuming you are not already signed into the Zoom Client for Meetings desktop app. Type in your name so that the host and other participants can recognize you. Tab to the "Remember my name for future meetings" checkbox. Check or uncheck this option according to your preference by pressing the Spacebar. If you uncheck this checkbox, then this dialog box will not come up when joining future meetings and your participant name will default to the name you typed when joining your first meeting. If you instead choose to uncheck this checkbox, then this dialog box will come up when you join future meetings. The name you just typed in will be contained in this field when joining future meetings. However, be warned that JAWS or NVDA may not announce the contents of this field. After you type in your name, Tab to the "Join Meeting" button and press either Spacebar or Enter to activate it.

- If the host disabled the "Allow participants to join anytime" option when they scheduled the meeting and the host has not yet started the meeting, then a Zoom dialog box will appear that says, "Please wait for the host to start this meeting."
- If the host enabled the "Waiting room" option, regardless of the state of the "Allow participants to join anytime" option, then the host will need to join the meeting and admit you from the waiting room.
- If the host disabled the "Waiting room" option and enabled the "Allow participants to join anytime" option when they scheduled the meeting, then you will be able to join the meeting immediately.
- When scheduling a Zoom meeting, the host has the option to turn participants' video on. This is really more of a request since you will have the option to join with or without video when you enter the meeting. If this is the case, then the "Video Preview" dialog will come up. Tab to either the "Join with video" button or "Join without video" button and activate your desired choice. If you want sighted participants to be able to see you, assuming you have a functional web camera, then choose "Join with video." Otherwise,

choose “Join without video.” If the host chose to turn off participants’ video when they scheduled the meeting, then you will not encounter this dialog box.

- Then the “Join Audio” dialog box will come up. Tab to “Join with Computer Audio” button and press the Spacebar to activate it. Note that there is an “Automatically join audio by computer when joining a meeting” checkbox in this dialog. Press the Spacebar to check it if you want. If you check this checkbox, then the “Join Audio” dialog will not come up the next time you join a meeting. If the host enabled the option to “Mute participants upon entry” when they scheduled the meeting, then you will be muted at this point. Otherwise, you will be initially unmuted upon arrival.

1.4 Configuring Your Audio/Microphone and Video

1.4.1 Audio/Microphone

In order to participate in or host Zoom meetings on a PC with the greatest degree of functionality, you will need speakers or headphones and a microphone. Desktop computer users will need to purchase a microphone. Most laptops have built in microphones, but you may still prefer a headset with microphone combination. A headset will allow you to listen without disturbing others in your household or office and will also likely decrease extraneous sound, such as your screen reader or noises in your neighborhood, being transmitted through your microphone. An external microphone can also be used. Some external microphones allow you to adjust the sensitivity related to the direction or angle of sound (known as pattern or polar pattern), which will help to cut down on extra noise that you do not want the microphone to pick up. Every microphone is different, so you may want to refer to your microphone’s user guide for details on your specific device. Also, be sure to read the product description prior to purchase to be sure that the microphone controls are accessible. For example, some external microphones have settings such as mute/unmute and polar pattern that are indicated only with colored LED lights.

If possible, choose to set up in a quiet room in your home or office where you will not be interrupted during meetings. Keep in mind that, your audio/microphone may be on when you enter a meeting. If you join a meeting late or if you do not intend to speak any time soon, then press Alt + A from within the Zoom meeting window to mute your microphone. This command is a toggle. When you press it, JAWS or NVDA will say, “Audio now muted,” or “Audio now unmuted.”

If there is a problem with your microphone, but you still want to join the meeting on your PC using the Zoom Client for Meetings desktop app, then you can also sign into the Zoom iPhone app with your Zoom account and join the meeting for speaker and microphone capabilities. Refer to the section of this guide called Joining a Meeting in

the Zoom iPhone App for assistance. Also, if you have been invited to a meeting by a host who has a paid account, then you will also be able to join a meeting by telephone for audio and microphone capabilities. During the COVID-19 pandemic, dial-in capabilities were removed from free, Basic Personal Meeting plans, but this functionality could possibly be restored in the future. If you either dial in or join the meeting using the iPhone app for audio and microphone capabilities and you previously joined using computer audio, then you will need to choose “leave computer audio.” Otherwise, you will experience feedback.

1.4.2 Video/Web Camera

You will also need a functioning webcam if you intend to or are required to enable your video so that other meeting participants and the host can see you. Some of your sighted colleagues, customers, students, and the like will feel more connected if they can see other people in the meeting and be able to put a face to a name when someone is speaking.

Most current laptops have a web camera, or web cam for short, built into the edge of the screen. The exact location of the camera varies between different laptop brands and models. For example, some web cams might be located at the top center and others might be located at the bottom left-hand corner of the laptop screen. It may be possible to feel a smooth, circular web cam on some laptops, but this will be impossible on other brands. Some laptop webcams have a physical plastic or metal cover that you will need to slide open to expose the camera lens.

If you need to use a web cam with your desktop computer, then you will likely need to purchase one separately. Some web cams come with a stand and some allow you to attach them to a monitor. As with external microphones, be sure to read the product descriptions before making a purchase to be sure that the web cam will meet your needs.

If you have a functioning web cam and your Zoom video is on, then all sighted participants and the host can see you and whatever objects are behind you. Choose the location in your home or office wisely. Be sure that the background behind you is neat and professional in appearance.

Zoom allows you to use preset virtual backgrounds, including tropical beaches and outer space scenes. Some of these backgrounds may be considered unprofessional in formal meetings. However, it is also possible to use images saved to your computer as your virtual background. Some people have set virtual backgrounds using an image of their company’s logo or a stock photo of an empty meeting room. Virtual backgrounds are not perfect and, if you move around, your own image may appear blacked out or blocky to viewers. Also, it may be possible for other meeting participants to catch a

glimpse of objects behind you, even if you have a virtual background turned on. The quality of the virtual background may improve with the use of a physical green screen or solid colored backdrop, along with a high quality web cam and good room lighting. If you are interested in setting a virtual background from within the Zoom Client for Meetings desktop app, then refer to section 7.1.2 of this guide.

You will also want to make sure that your web cam is positioned properly. The height of your laptop on your table or docking station, the height of your web cam stand or monitor if using an external web cam, the angle of your screen, the height of your chair, and your distance from the web cam will all determine what portion of your body will be visible to others in the meeting. If possible, try to face the location of the camera when speaking to other meeting attendees. If your web cam is located at the bottom edge of your laptop screen, then also consider whether or not you will be typing notes during the meeting. If you are concerned about others getting an extreme close-up of your typing fingers, then consider using an external keyboard that can be positioned much farther away from the web cam.

Depending on the formality of the meeting, you may also need to consider whether your attire and current state of grooming is appropriate for the audience. Also, it is surprisingly easy to forget that your video is on, so try to periodically remind yourself that other meeting participants can see you. You can also start and stop your video by pressing Alt + V from within the Zoom meeting window. JAWS or NVDA will announce either, "Video now stopped," or "Video now started."

Given the many variables involved, there is, unfortunately, no universal formula for positioning all web cams perfectly. If you will be using Zoom in a professional capacity, then you may want a family member, friend, or co-worker to help you to determine your best setup prior to an actual meeting. You will need a Zoom account to be able to schedule a meeting and invite your family member, friend, or co-worker in order to test your microphone, web cam, background, room lighting, and other logistics.

1.5 Participating in Your First Zoom Meeting

When you enter a Zoom meeting, JAWS or NVDA will indicate that you are using the computer audio, you are in the meeting, who the meeting is hosted by, an indication of whether your audio is muted or unmuted, and an indication as to whether your video is on or off.

1.5.1 Description of the Zoom Meeting Window

During a Zoom meeting, you can Tab to the "View" button and press the Spacebar to activate it. A context menu will come up. Down Arrow to either Speaker view, Gallery view, or Full screen and press Enter to choose your desired view. You can also press Alt + F1 to switch to Active Speaker View or Alt + F2 to switch to Gallery view. In full

screen view, the title bar is visually hidden and the Zoom Meeting window fills the entire screen. To exit the Full screen view, you can press Escape. The Zoom support article, [“Changing the video layout \(Active Speaker View and Gallery View\),”](#) describes these views and more.

In the active speaker view, the video of the person who is actively speaking will take up the majority of the Zoom Meeting window. If the speaker’s video is off, then their name/profile picture will appear in the same area. Thumbnails of the other speakers will appear at the top of the screen. If there are more participants in the meeting than can fit in this top portion of the screen, then left/right arrow buttons will be available to scroll through the participants.

In gallery view, thumbnails of participants’ videos (or name/profile picture if video is off) will appear in a grid formation. If there are more participants in the meeting than can fit on the screen, then left/right arrow buttons will be available to scroll to the next or previous page of participants. You can also view the previous page of video thumbnails by pressing Page Up or the next page of video thumbnails by pressing Page Down.

It is possible to “pin” up to 9 participant’s videos. Users can right click on a participant’s video using the mouse and choose “pin” from the context menu. When a user pins participant videos, those participants’ videos will always appear on that user’s own screen during the current meeting, regardless of who is currently speaking. This might prove useful for individuals with some vision. This feature could also be used by individuals who are deaf or hard of hearing if a sign language interpreter is present during a meeting. Hosts have the additional option to pin or “spotlight for everyone” when they right click with the mouse on a participant’s video.

The article referenced at the beginning of this section also covers the “floating thumbnail window.” This view minimizes the videos and meeting controls so that, visually, they do not take up much space on the screen. You can activate the floating meeting controls by pressing Alt + Spacebar to open the system menu. Then Down Arrow to “Minimize” and press Enter. However, if you do this, then the meeting controls will be difficult to access using the keyboard. You can resolve this by Alt + Tabbing to the Zoom window. Then tab to the “Exit minimized video” button and press Spacebar to activate it.

If you have your video turned off during a video meeting, then, by default, the name you entered when you joined the meeting will be displayed on the screen in white letters on a black background instead of showing your video. You may wish to upload a profile picture instead to help sighted meeting participants and the host to identify you. If you have set a profile picture and your video is off, then your profile picture will appear on screen in addition to your name during video meetings. Your profile picture will always be displayed next to your name in the list of participants within a Zoom meeting window. Sighted assistance may be required to position and crop your profile picture. Refer to

section 5.2 in this guide for instructions on changing your profile picture during a meeting from within the Participants Pop Out window or section 7.3 for directions to choose a profile picture through Your Zoom online profile.

1.5.2 Basic Tasks for Participants

There are several basic functions you will need to be able to perform in order to participate in your meeting. Generally speaking, you can navigate between the various controls in the Zoom meeting window by pressing Tab or Shift + Tab or, better yet, memorize the following keyboard shortcuts. By default, most of the keyboard shortcuts only work when the Zoom meeting window is in focus. You can use your screen reader command, JAWS or NVDA key + T, to read the title bar to make sure you are in the right place. In an active meeting window, the title bar will say, "Zoom Meeting." Your Zoom meeting experience will be more efficient and predictable if you memorize the keyboard shortcuts listed below:

- Mute/Unmute your microphone: Alt + A. If you will not be speaking immediately, then it is generally advisable that you mute your microphone. Note that you can also press and hold the Spacebar to temporarily unmute yourself. When you release the Spacebar, your microphone will be muted again.
- Start/Stop your video: Alt + V. Always remember that when your video is on, sighted meeting participants and the host can see whatever the web cam is pointing at.
- Expand/Collapse the Participants Panel or Open the Participants Pop Out window (depending on your settings): Alt + U. Note: If you are using the Participants Pop Out window, then pressing Escape will close this window.
- Raise/Lower your hand: Alt + Y. Use this command if you would like to get the host's attention. This may be useful if the host has muted all participants, but you would like to make a comment or ask a question. This command is a toggle, so you can press Alt + Y a second time to lower your hand. The host can also lower your hand to serve as an acknowledgement of your raised hand. If you forget the command to raise/lower your hand, then you can use the meeting controls instead. Note that since the initial publication of this guide, in order for participants to raise or lower their hand using the meeting controls, they must first Tab to the "Reactions" button and press the Spacebar to activate it. Then they must Tab to the "Raise hand" or "Lower hand" button and press the Spacebar to activate it.
- Move focus directly to the Zoom meeting controls: Control + Alt + Shift. By default, this keyboard shortcut works from within any application window.

- Toggle JAWS to “Speech on demand”: Press JAWS key + Spacebar. Release both keys. Then press the letter S. If you are not using headphones and your microphone is unmuted, then other participants and the host may be able to hear JAWS talking. If you are not actively using JAWS, then you might consider using this setting. When you are ready to use JAWS again, press the same command again to set JAWS to “Full speech.”
- Set NVDA “Speech Mode” to off: Press NVDA key + S to cycle to the choice called “off”. When you are ready to use NVDA again, press this command a couple times to the choice called “Talk.”
- Leave the meeting: Participants can either press Alt + Q or Alt + F4 to leave the meeting. In either case, a dialog box will come up asking if you want to leave the meeting. Tab to the “Leave Meeting” button and press the Spacebar to activate it.

Chapter 2: Joining and Participating in Future Meetings

Now that you have downloaded and installed the Zoom Client for Meetings desktop app and participated in your first Zoom meeting, you have a few options for joining future Zoom meetings on a PC:

- Join by activating the Zoom meeting link (Zoom Client for Meetings app)
- Join by entering the meeting ID and passcode (Zoom Client for Meetings app)
- Join using the iOS app (covered in Chapter 8)
- Join using the Zoom Web client (not covered in this guide).

2.1 Join a Meeting on a PC by Activating the Zoom Meeting Link

1. Activate the Zoom meeting link from the email or meeting invitation that you received. Your default web browser will open:
 - a. If you are using Google Chrome or Microsoft Edge, the “Open Zoom Meetings” dialog box will come up. Tab to the “Open Zoom Meetings” button and press the Spacebar to activate it.
 - b. If you are using Mozilla Firefox, a “Choose application” dialog box will come up. The selected item in the list should default to “Zoom Meetings.” Tab to the “Always use this application to open zoom meeting links” and press the Spacebar to activate it. Tab to the “Open Link” button and press the Spacebar to activate it.
 - c. If you are using Internet Explorer, the Zoom meeting will launch automatically.

2. When a host schedules a Zoom meeting, they can choose whether or not to use the “Waiting room” feature or enable/disable the “Allow participants to join anytime” option. This will affect the timing of your entry into the meeting. Eventually, a Zoom dialog box will come up and focus will be in the “Please enter your name” edit field. If you have joined previous meetings, then it is likely that your name is already contained in this field, but JAWS or NVDA may not announce it. Press Control + A to select all. Then type in your name. Tab to the “Remember my name for future meetings” checkbox. Check or uncheck this option according to your preference by pressing the Spacebar. Then Tab to the “Join Meeting” button and press either Spacebar or Enter to activate it.
3. If the “Video Preview” dialog comes up, then Tab to either the “Join with video” button or “Join without Video” button and activate the desired choice.
4. If you did not previously check the “Automatically join audio by computer when joining a meeting” checkbox, then the “Join Audio” dialog box will come up. Tab to “Join with Computer Audio” button and press the Spacebar to activate it.

2.2 Join a Meeting by Entering the Meeting ID and Passcode

You will likely find it easier to activate the Zoom meeting link in order to join a meeting as compared to joining by entering the Meeting ID and passcode. It is possible for a host to share the Meeting ID and passcode verbally, such as over the phone. If, for whatever reason, you need to or want to join the meeting by entering in the Meeting ID and passcode, then follow the steps below:

1. If you received the Meeting ID by email, then select and copy the Meeting ID and make a note of the passcode.
2. Press the Windows Key to open the Start Menu.
3. In the Search edit field, type in the word: Zoom
4. When JAWS or NVDA announce, “Zoom app,” press Enter to activate it.
5. If you are not already signed into your Zoom account, then the Zoom Cloud Meetings window will come up. Tab to the “Join a Meeting” button and activate it. If you are already signed into your Zoom account, then press Control + Tab to switch to the Home page tab. Then Tab to the “Join Button” and press the Spacebar to activate it.
6. Focus will land in the “Please enter your meeting ID or personal link name” edit field. Press Control + V to paste the Meeting ID (or type it into the field).

7. Tab to the “Please Enter your name” edit field. It is likely that Zoom remembered your name from a previous meeting, but JAWS or NVDA may not announce the name. Press Control + A to select all. Then type in your name.
8. Tab to the “Turn off my video” checkbox and check it if desired.
9. Then Tab to the “Join” button and activate it. The “Enter meeting passcode” dialog box will come up and focus will be in the “Please enter meeting passcode” edit field.
10. Type in the passcode or select and copy it from your email and paste it in this field.
11. Tab to the “Join Meeting” button and press the Spacebar to activate it.

2.3 Additional Options for Meeting Participants

There are a number of keyboard shortcuts built into Zoom. A complete list of [hotkeys and keyboard shortcuts](#) is available on the Zoom website or in Settings within the Zoom Client for Meetings desktop app. You can also refer to the Important Zoom Desktop App Keyboard Shortcuts located in Appendix A of this guide. Additionally, some basic scripts for Zoom, created by Hartgen Consultancy, are included directly in JAWS or Fusion 2020 and 2021. If you do not have JAWS 2020 or 2021, but you have JAWS 16 or above, then you can manually download and install the [free, basic Zoom scripts for JAWS](#) from Hartgen Consultancy. Refer to Appendix B of this guide for instructions on how to download and install the basic Zoom scripts for JAWS 2019 and below. The [Zoom scripts professional edition for JAWS](#) allow for additional functionality in both the free, Basic and the paid Zoom account types and are available for purchase from Hartgen Consultancy.

From within the Zoom window or a Zoom Meeting window, JAWS 2020 and 2021 users (or users with older versions of JAWS who have installed the free, basic Zoom scripts for JAWS) can press JAWS key + W to bring up a list of Zoom keyboard shortcuts or Insert + H to bring up a list of JAWS keyboard shortcuts for use in Zoom. The keyboard shortcuts will be displayed in the JAWS virtual viewer.

At the time of this guide’s update, there was a [Zoom Accessibility Enhancements NVDA add-on](#) available. This author does not have experience using this add-on. Without the add-on, NVDA provides feedback when you mute/unmute your microphone, start/stop your video, etc. NVDA also announces alerts such as when a participant has entered or left the meeting, raised or lowered their hand, or sent a chat message to you. The NVDA add-on allows users to toggle various Zoom alerts off or on.

Components of the Zoom meeting window not previously mentioned in the Joining Your First Zoom Meeting on a PC without a Zoom Account section of this document and their

corresponding keyboard shortcuts, if available, are as follows. Your Zoom meeting experience will be more efficient and predictable if you memorize the keyboard shortcuts for common tasks. By default, most of the keyboard shortcuts only work when the Zoom meeting window is in focus:

- Meeting Information button: Press Spacebar to activate the Meeting Information button. Then tab through the information, which includes the meeting topic name, meeting ID, host name, passcode, the invitation URL, and your participant ID. When you are finished reviewing this information, press Escape.
- Audio Settings button: Press the Spacebar to activate this button and open a context menu. Navigate in the menu with Down or Up Arrow keys and press Enter to activate the selected option. Options in the context menu include:
 - Microphone: Explore this option if you have both a built-in and an external microphone to make sure that you have chosen the desired device.
 - Speaker/headphones: Make sure that the correct option is chosen if you are not hearing other participants and you have already joined computer audio.
 - Test speakers and microphone: Use this option to make sure you will be able to hear others in the meeting through your speakers and that others will be able to hear you when you use your microphone. You may prefer to test your microphone through the Zoom Settings window instead since you can make adjustments to the microphone volume in that window.
 - Leave computer audio.
 - Audio settings: Note that choosing this option will bring you into a window containing all of the Zoom settings that can be changed within the Zoom meeting window (as opposed to settings that must be changed through your Zoom account online).
- Video Settings button: Press the Spacebar to activate this button, which will open a context menu. Navigate in the menu with Down or Up Arrow keys and press Enter to activate the selected option. Options in the context menu include:
 - Choose virtual background: Preset images or pictures from your computer can be used as your background.
 - Choose video filter: Video filters can be used alone or in addition to virtual backgrounds. Video filter options include various decorative borders around your video, accessories such as winter hats or sunglasses, and various color filters.

- Video settings: Note that choosing this option will bring you into a window containing all of the Zoom settings that can be changed within the Zoom meeting window (as opposed to settings that must be changed through your Zoom account online).
- Participants button: To expand/collapse the Participants Panel or Open the Participants Pop Out window (depending on your settings), press Alt + U. Note: If you are using the Participants Pop Out window, then pressing Escape will close this window.
- Chat button: To expand/collapse the Chat Panel or Open the Chat Pop Out window (depending upon your settings), press Alt + H. Note: If you are using the Chat Pop Out window, then pressing Escape will close this window.
- Share Screen button: To start/stop screen sharing, press Alt + S.
- Record button: If the meeting host has granted you permission to record the meeting, then you can press Alt + R to begin recording to your local computer. Pressing Alt + R a second time will stop the recording. When actively recording, pressing Alt + P will pause the recording and pressing Alt + P a second time will resume the recording.
- If you are unsure of who is speaking during a meeting, you can read the active speaker's name by pressing Control + 2 to read active speaker name. Unfortunately, there is currently a keyboard conflict between this command and the JAWS 2020 (and below) command to read the second to last alert or chat message. If you are a JAWS 2020 user and you want to use Control + 2 to read the active speaker name, then you will either need to change the Zoom keyboard shortcut or press the JAWS pass through key (i.e., JAWS key + number row 3) before pressing Control + 2. If you are using JAWS 2021, then you can press Control + Shift + T to announce the current speaker. The Control + 2 command to read the active speaker name works as advertised when using NVDA.

Note: A "Reactions" button is available during Zoom meetings. Pressing the Spacebar on the reactions button expands other emoji-related options, such as clap, thumbs up, joy, open mouth, heart, and tada buttons. While JAWS and NVDA will announce these buttons when you Tab to them, you will not be alerted when other attendees use these buttons. There is also an option for raise/lower hand. At the time of this guide's update, JAWS 2020 was not indicating to the host that a participant had raised their hand. JAWS 2020 only indicated when the participant had lowered their hand. JAWS 2021 was indicating to the host when a participant either raised or lowered their hand.

2.4 Alerts

While spoken alerts are informative, they can also be distracting at times. Also, if you are sharing your screen, including computer sound, for purposes of demonstrating JAWS or NVDA, other participants will hear the alerts on your computer. When you

choose to disable alerts using the free, Basic scripts for Zoom, they will only be suppressed when focus is in the Zoom meeting window. Suppressed alerts, such as a raised hand, will still be announced if focus is, for example, in Microsoft Word. The Zoom Scripts Professional Edition available for purchase on the Hartgen Consultancy website will allow you to suppress alerts across all applications. The free, Basic scripts for Zoom include the following JAWS keyboard shortcuts:

- Enable/disable the announcement of alerts: Alt + Windows + S.
- Announce the most recent alert: Alt + Windows + A
- Indicate whether alert announcements are enabled or disabled: Insert + Tab
- Review the last 10 alerts or messages: Control + 1 through Control + 0. Press the command twice quickly to bring the information up in the JAWS virtual viewer.
- Only allow chat messages when pressing Control+1 through to Control+0: Control + F5.

Note: To be clear, if your version of JAWS is older than 2020 and you have not manually downloaded and installed the Zoom scripts from the Hartgen Consultancy website, then the above keyboard shortcuts will not be available to you. If you are using NVDA, then the keyboard shortcuts listed above will also not work for you.

Since the initial publication of this guide, Zoom added the ability to configure screen reader alerts through Settings:

1. If you are signed into the Zoom Client Meetings PC App, but not in a meeting:
 - a. Press Tab several times until you get to the “Zoom” [Your Name] button drop down.
 - b. Press the Spacebar or Enter to open the menu.
 - c. Down Arrow to Settings and press Enter.
 - d. Skip to step 3 below.
2. If you are in a Zoom meeting:
 - a. Tab to either the “Audio Settings” button or the “Video Settings” button.
 - b. Press the Spacebar. A context menu will come up.
 - c. Up or Down Arrow to either “Audio Settings...” or “Video Settings...” and then press Enter.
 - d. Move on to step 3 below.

3. The Settings window will open. Press Tab several times, if necessary, until focus moves to any of the available settings categories, which includes: General, video, audio, screen share, chat, background & filters, recording, profile, statistics, keyboard shortcuts, or accessibility. Once focus is on any one of these items, then Down Arrow to “Accessibility” and then press Enter.
4. Tab to the “Screen reader alerts” list box. Down Arrow through the available options and experiment with customizing these alerts. All alerts are enabled by default. You can press the Spacebar to toggle the alerts off according to your personal preference. Note that some options indicate “host only.” The available options include: IM chat received, participant has joined/left the meeting (host only), participant has joined/left waiting room (host only), audio muted by host, video stopped by host, screen sharing started/stopped by a participant, recording permission granted/revoked, public in-meeting chat received, private in-meeting chat received, in-meeting file upload completed, closed captioning is available, closed captioning typing privilege granted/revoked, host privilege granted/revoked, co-host privilege granted/revoked, remote control permission granted/revoked, livestream started/stopped, participant has raised/lowered hand (host only), Q & A question received, Q & A answer received, role changed to panelist, and role changed to attendee.

2.5 Typing and Viewing Closed Captions During a Meeting

Meeting hosts can assign participants to type closed captions during the meeting. If you have been assigned this role, a “Closed Caption” button and a “Closed Caption Option” button menu will appear in your meeting controls. To type the closed captions during a Zoom Meeting:

1. Press Control + Alt + Shift to move focus to the meeting controls.
2. Tab to the “Closed Caption” button and press the Spacebar to activate it. The “Closed Caption” window will open.
3. Tab to the “Input closed caption” edit field. You will be instructed to “Type here, press Enter to broadcast.”
4. Other participants will gain a “Closed Caption” button in their meeting controls. Meeting participants can Tab to the Closed Caption button and press the Spacebar to open a context menu. Down Arrow can be pressed to go through the options in the context menu, which will include Show/Hide subtitle, View/Close Full Transcript, and Subtitle settings.

Note: A [“Managing and Viewing Closed Captioning”](#) support article is available on the Zoom website.

2.6 Participating in Breakout Rooms (Meeting Participants)

Hosts can divide participants up into “breakout” rooms for smaller group discussions and activities during a meeting. As a participant, there is nothing special that you need to do ahead of the meeting in order to participate in the breakout rooms. Once you join a specific room, the title bar of the meeting window will indicate the name of the room, followed by the words “Zoom Meeting.”

2.6.1 Joining a Breakout Room (Meeting Participants)

When a host opens breakout rooms, you may receive a popup notification that indicates that the host is inviting you to join a particular breakout room. You will have the option to Tab to and activate either the “Join” button or the “Later” button. If you choose “Join” then you will be redirected to the room. If you choose to join the room later, then a “Breakout Rooms” button will be temporarily added to your existing meeting controls. To join a room “Later,” do the following:

1. Press Control + Alt + Shift to move focus directly to the Zoom meeting controls.
2. Press the Tab key to move through the controls. Depending upon the number of meeting controls present in the Zoom meeting window and whether the window is maximized or not, there will either be a “Breakout Rooms” button or a “More Meeting Controls” button menu available. If you happen to have the option for “More Meeting Controls” button menu, then press the Spacebar to bring up a context menu. Your screen reader may or may not announce the presence of the context menu. Down Arrow to “Breakout Rooms” and press Enter. The “Breakout Rooms” dialog will come up.
3. Tab through the content in the window until you get to the “Join Breakout Room” button. Press the Spacebar or Enter to activate the “Join Breakout Room” button. You may hear an alert that you are joining a specific room.

If the host allows you to choose which room you want to join, then you may not hear an alert related to breakout rooms or encounter a window that lets you join a breakout room. If that should happen, then do the following:

1. Activate the “Breakout Rooms” button in your meeting controls.
2. Tab to the control that your screen reader may identify as “tree view” or as the name of the Breakout Room or the name of a meeting participant.
3. Press Home and then Down Arrow through the available rooms and the participants who have joined the available rooms. If any of the rooms are closed, you will need to press Right Arrow to open it before you will be able to Down Arrow through the participants.

4. Once you hear the name of the room you want to join, Tab to the “Join” button and press Enter. A popup window will come up.
5. Focus will land on the “Yes” button, but the question that says, “Join Breakout Room X?” will not be announced. Assuming you want to join the room, press either Spacebar or Enter to activate the “Yes” button. You may hear a message indicating that you are joining breakout rooms.

Note: If you want to join a different room later, then activate the “Breakout Rooms” button in your meeting controls.

2.6.2 Leaving a Breakout Room (Meeting Participants)

Breakout rooms may close when a time limit is reached or when the host manually closes the breakout rooms. By default, you will be given a 60 second warning that your room will be closing. A dialog box will pop up, but JAWS or NVDA may only announce, “Breakout rooms.” You can Tab through the content in the dialog box, which will include a “Leave breakout room” button. If you do nothing, you will be automatically returned to the main session.

By default, you can also choose to leave the breakout room and return to the main session at any time. To leave the current breakout room, do the following:

1. Either press Alt + Q, Alt + F4, or Tab to the “Leave Room” button and press the Spacebar or Enter to activate it.
2. A popup menu of options will come up, but you may or may not be alerted to this. Tab to the “Leave Breakout Room” button and press the Spacebar or Enter to activate it. You may hear a message indicating that you are returning to the main session. The title bar of the main session will say “Zoom meeting.”

2.6.3 Asking the Host for Help from a Breakout Room (Meeting Participants)

When you are in a breakout room, either an “Ask for Help” or a “Breakout Rooms” button will be temporarily added to your meeting controls.

1. Activate the “Ask for Help” or the “Breakout Rooms” button, depending on which is present in your meeting controls. If you have the “Breakout Rooms” option, then you will need to activate “Ask for Help” from the context menu.
2. Tab through the content in the window until you get to the “Invite Host” button and press the Spacebar or Enter to activate it. The host will receive an alert indicating that you asked for help and which room you are in. JAWS and NVDA may not indicate to you that the host has been invited to the room and focus will remain on the “Invite Host” button. You can Tab through the dialog box to confirm that the host has been invited. Press Escape to close the “Ask for Help” window.

Chapter 3: Scheduling and Hosting Meetings

3.1 What is a Meeting Host?

A host schedules, starts, and manages the meeting. If you intend to host meetings, you will need to sign up for a Zoom account. There is only one host in a meeting. It is possible for hosts to make another participant the meeting host. Paid Zoom accounts also allow the use of co-hosts and alternative hosts, but these options are not available in the free, Basic Personal Meeting plan. The Zoom support article on "[Roles in a Meeting](#)" explains and compares the available controls for hosts, co-hosts, and alternative hosts.

3.2 Signing Up for a Free Zoom Account

At the time of this guide's update, the steps for signing up for a free, Zoom account were as follows:

1. Go to Zoom.US/SignUp. On the Sign-Up page, press the letter H to move to the next heading until you get to the heading level 1 called, "For verification, please confirm your date of birth."
2. Down Arrow to the month "Month button collapsed list box." Press Enter to turn JAWS forms mode on or NVDA key + Spacebar to toggle NVDA focus mode on.
3. Down Arrow to your birth month. Note that for the month, day, and year fields, you can navigate by pressing Down Arrow, Up Arrow, Home, or End. You cannot navigate by pressing first character in these fields. You also cannot press Page Down to move through the options.
4. Tab to the Day edit combo box. Down Arrow to your day of birth.
5. Tab to the Year edit combo box. Down Arrow to your year of birth.
6. Tab to the Continue button and press Enter to activate it. The "Sign Up Free" page will load.
7. Focus should start in the "your work email address" edit field and either JAWS forms mode or NVDA focus mode should turn on, assuming that you are using the default settings for your screen reader. Type in the email address that you want to use for your Zoom account. It does not have to be your actual work email address.
8. Tab to the "Sign up" button and press Enter to activate it.

9. The “Video Conferencing, Web Conferencing, Webinars, Screen Sharing” page will load. A message on the page will indicate that an email containing a confirmation link was sent to your email address. Unfortunately, focus does not move to the message after the page loads and there is no heading above it for easy navigation. Open the confirmation email and press Enter on the “activate account” link. The “Activate your account-Zoom” page will load.
10. Press the letter H to move to the heading level 1 called, “Welcome to Zoom.” Down Arrow through the information until you get to the First Name edit field. If you are using JAWS at the default settings, then JAWS forms mode will turn on. If you are using NVDA, then press NVDA + Spacebar to toggle NVDA focus mode on. Type in your first name.
11. Tab to the Last Name edit field. Type in your last name.
12. Tab to the Password edit field. Type in a password for your account. Passwords must have at least 8 characters, at least 1 letter, at least 1 numeral, and must contain both upper and lower case characters.
13. Tab to the Confirm Password edit field. Type in the same password.
14. Tab to the “Are you signing up on behalf of a primary or secondary (K-12) institution” radio button group. Up or Down Arrow to select either Yes or No as appropriate. Note: If you choose “Yes” then some additional checkboxes will become available. If the form field labels for these additional checkboxes are not announced, then navigate using the Up or Down Arrow keys instead of Tab. You can toggle the state of the checkboxes as appropriate by pressing the Spacebar.
15. Tab to the “Continue” button and press Enter to activate it.
16. While it is not in any way obvious, the sign-up process is complete at this point. There is no congratulatory message on the page. You will have the option to invite your colleagues to Zoom if you wish or you can skip this step and then you can choose to run a test meeting, but neither of those steps is necessary.

3.3 Signing into the Zoom Desktop App

1. Download and install the Zoom Client for Meetings app if you have not done so already.
2. Sign up for a free, Zoom account if you have not done so already.
3. Press the Windows key to open the Start Menu.
4. In the Search edit field, type in the word: Zoom

5. When JAWS or NVDA announce, “Zoom app,” press Enter to activate it. The Zoom Cloud Meetings window will come up.
6. Tab to the “Sign In” button and press Spacebar to activate it. Focus will be automatically placed in the “Email” edit field.
7. Type in your email address associated with your Zoom account.
8. Tab to the “Password” edit field and type in your password.
9. Tab to the “Keep me signed in” checkbox. Press the Spacebar to check it if you prefer to remain signed in.
10. Tab to the “Sign In” button and press the Spacebar to activate it. The Zoom window will open.
11. Once signed in, the Zoom Client for Meetings desktop app program window is divided into four page tabs: Home, Chat, Meetings, and Contacts. Press Control + Tab (or Control + Shift + Tab) to switch between the four page tabs. Once you have switched to the appropriate page tab, you can navigate between controls using Tab or Shift + Tab. Note that your screen reader may be silent the first time you press Tab or Shift + Tab. There is also a “Zoom” [Your Name] button dropdown that is accessible using the Tab or Shift + Tab keys, no matter which page tab has focus.

Note: If you checked the “Keep me signed in” checkbox, then you will remain signed into your Zoom account unless you choose to sign out or switch accounts, even after shutting down and restarting your computer. If you did not check the “Keep me signed in” checkbox, then you will remain signed in until you sign out, switch accounts, or shut down and restart your computer.

3.4 Switching Accounts

If you prefer to stay signed into your account, then there is no reason to sign out. If you have, perhaps, a work and a home account, then you can switch accounts when you need to do so.

1. Tab several times until you get to the “Zoom” [Your Name] button drop down.
2. Press the Spacebar or Enter to open the menu.
3. Up Arrow to “Switch Account” and press Enter.

4. The Zoom Cloud Meetings dialog box will come up. Focus will land in the “email address” edit field. The email address that was previously signed in will be present in this edit field, but the text will not be selected. Press Control + A to select all. Then type in the email address associated with your other account.
5. Tab to the Password edit field. Press Control + A to select all. Then type in your password.
6. Tab to the “Keep me signed in” checkbox and press the spacebar to check it if you want.
7. Then Tab to the “Sign In” button and press the Spacebar to activate it.

3.5 Signing Out of the Zoom Desktop App

If you want to sign out of the Zoom Client for Meetings desktop app, then do the following:

1. Tab several times until you get to the “Zoom” [Your Name] button drop down.
2. Press the Spacebar or Enter to open the menu.
3. Up Arrow to “Sign Out” and press Enter.

3.6 The Home Page Tab

From the Home page tab, you can start a new meeting with video on, change new meeting options through the new meeting option button dropdown, join a meeting to which you were invited, schedule a meeting, or share your screen. There is also a separate option to access Settings on the Home page tab.

3.7 The Meetings Page Tab

From the Meetings page tab, you can schedule a meeting, review upcoming meetings, access recorded meetings, edit an existing meeting, delete a meeting, or copy the meeting invitation. To move focus to the Recorded Meetings tab, press the Tab key until focus moves to the “Upcoming meetings tab.” JAWS or NVDA will indicate that this item is “selected.” Press Right Arrow to switch to the “Recorded Meetings” tab. Then press the Tab key to move focus to the list of recorded meetings. JAWS or NVDA will not indicate that this object is a list, but it will announce the selected item in the list.

3.8 The “Zoom” [Your Name] button dropdown

In the Zoom online support, this button is referred to as “your profile picture.” You can Tab to the “Zoom” [Your Name] button dropdown and press the Spacebar or Enter to expand the drop down. You can perform the following actions using the options in the drop down by pressing Down Arrow to the desired choice and then pressing Enter:

- Open Settings: Use this option to access Zoom settings.
- Press Enter on Available, Away, or Do Not Disturb to change your status. Do Not Disturb has a submenu in which you can choose the amount of time for which you do not want to be disturbed.
- My profile: Note that while your screen reader will announce “My profile,” this option is currently displayed as “Change My Picture” visually. When you press Enter on this option and sign into your account online, the “My profile page” within your Zoom account will open in your default web browser.
- Try top features: When you press Enter on this option, the “Get More Out of Your Zoom Meetings” page on the Zoom website will open in your default web browser.
- Help: In the Help submenu, you can find out the version of the Zoom Client for Meetings desktop app by choosing “About Zoom,” go to the Zoom Help Center, or Report a Problem.
- Check for Updates: Press Enter on this option to check for, download, and install updates to the Zoom Client for Meetings desktop app.
- Switch to Portrait/Landscape view. The default view is Landscape view.
- Switch Accounts: This option may be relevant to you if you want to switch to a different account within the Zoom Client for Meetings desktop app. For example, you may want to switch from the account you use for work activities to a personal account before joining Zoom activities related to your child’s school or your church.
- Sign Out: Use this option to sign out of your Zoom account.

3.9 Scheduling Meetings Using the Zoom Desktop App

Many of the choices you make when scheduling a meeting will become the default options for the next meeting you schedule. To be sure that you understand the settings for each meeting you schedule, pay close attention as you Tab through the available options.

1. Once you are signed into the Zoom Client for Meetings desktop app, you can schedule a meeting from either the Home page tab or the Meetings page tab.
2. To schedule a meeting from the Home page tab, Tab to the “Schedule” button and press the Spacebar to activate it.

3. To schedule a meeting from the Meetings page tab, press Tab to move to the “schedule meeting” button and activate it. In the context menu that comes up, you can press Up or Down Arrow through your three available choices and press Enter on the desired choice, including:
 - a. Schedule Meeting (described below starting in Step 4)
 - b. Schedule from Outlook: If you are an Outlook calendar user, this option will bring up a new meeting request window. It will allow you to set the meeting topic, date, and start/end times in a familiar environment. The Zoom meeting invitation will be in the body of the message. However, you will not be able to change other options that are only available in the schedule meeting dialog, such as whether or not you want to enable the waiting room.
 - c. Schedule from Google Calendar: If you are a Google calendar user, then choosing this option will allow you to create a calendar event invitation in a familiar environment. The first time you choose this option, you may have to address some security related questions. Choosing this option will not allow you to change other options, such as enabling or disabling the waiting room, for this specific meeting.
4. Assuming you chose “Schedule Meeting,” the “Schedule Meeting” dialog will come up. Focus will be in the “Topic” edit field. The generic “Topic” text will be selected. Consider typing in a more appropriate topic for the meeting so that invited participants can easily identify the purpose of the meeting and other users of shared accounts can differentiate between their scheduled meetings and yours.
5. Tab to “Start.” JAWS or NVDA will announce the current day/date, the default time for the meeting, and identify this control as a “button dropdown.” The default date will be the current date and the default time will be the next hour from the current time. There are 2 ways to interact with this control:
 - a. If you press Enter or Spacebar on the “button dropdown,” then JAWS or NVDA may be silent, but a date picker appears. Pressing Down or Up Arrow will move by week and Right or Left Arrow will move by day. The currently selected date will be announced. Press Enter to choose the selected date. You can press Tab and then Shift + Tab to confirm the start date.

- b. Instead of activating the “button dropdown,” you could choose to Tab again to the “Month” edit spin box. Use Up Arrow to the next month or Down Arrow to the previous month. JAWS may initially say “blank” but then announce the currently selected month. While the month field is identified as an edit spin box, you will not be able to type in the month name, such as November. However, you are able to type in the month number, such as 11. Then tab to the “day” edit spin box. You can either use Up/Down Arrow keys or type in the date. Then Tab to the “year” edit spin box. You can either use Up/Down Arrow keys or type in the year. Note that NVDA will refer to these edit spin boxes as “spin buttons.”
6. Tab to the start time button drop down. There are really two options for changing the start time for the meeting:
 - a. The first option is to use the start time button drop down, you must press either Enter or Spacebar to drop down the list of choices. Then use Up or Down Arrow keys to choose the start time. The available options are in 15-minute increments. You must press Enter on the desired choice. When you then Tab away from this field, focus will move to the hour edit spin box. Keep tabbing until you get to the “duration hour” combo box.
 - b. The second option is to Tab to the “hour” edit spin box. Use either Up/Down Arrow keys to adjust the hour. Then Tab to the “minute” edit spin box. Use either Up/Down Arrow keys to adjust the minute. Then Tab to the AM/PM edit spin box. Use either Up/Down Arrow keys to either AM or PM. Tab to the “duration hour” combo box.
7. The default value in the “duration hour” combo box is “0 hour.” Note that JAWS may not announce the value in this field when you Tab to it. Remember that free, Basic Personal Meeting Zoom plans have a 40-minute limit on meeting durations when there are 3 or more participants in the meeting. To adjust the meeting duration hours, press Down or Up Arrow to the appropriate choice. If you have navigated through options by pressing Down or Up Arrow and then you press Tab, then focus will remain on duration. It may be necessary to press the Tab key a second time to move to the “duration minutes” combo box. Note that JAWS may not announce the value in this field when you Tab to it.
8. The default value in the “duration minutes” combo box is 30 minutes. Down or Up Arrow to the desired option. Choices are in 15-minute increments. It may be necessary to press the Tab key twice in order to move to the “Recurring Meeting” checkbox.

9. If the meeting will recur, then press the Spacebar to check the “Recurring meeting” checkbox. You will be alerted to, “remember to check recurrence or repeat in your calendar invitation” if you check this option. Recurring meetings use the same Meeting ID and Settings. The recurrence pattern (such as daily, weekly, monthly, or yearly) cannot be set from within Zoom, but Zoom integrates nicely with the Outlook calendar or the Google calendar. For example, if you are scheduling a weekly departmental meeting, then participants will activate the same join meeting link or use the same meeting ID to join the meeting every week and they can easily access that information from their Outlook or Google calendars. This will allow you to create a single Zoom calendar invitation for these recurring meetings. However, if you work in an office in which not everyone uses the Outlook or Google calendar, then it may be better to create distinct Zoom meeting invitations for each weekly meeting and send out new emails each week so that no one forgets to attend the meeting. Also be aware that, if you check the “Recurring meeting” checkbox and you choose “Other Calendars” instead of Outlook or Google calendar in step 16 below, then the meeting time will not be indicated in the meeting invitation text. Note that while visually, recurring meetings are organized within the list of meetings on the Meetings page tab under “Recurring meetings,” JAWS and NVDA do not announce the text that says, “Recurring meetings”.
10. Tab to the “Time Zone” combo box. Make sure that the time zone is correct. If not, then Down Arrow to the correct time zone.
11. Tab to “Meeting ID.” Your two choices are either “Generate Automatically” or “Personal Meeting ID.” If the “Generate Automatically” radio button is selected, then this will create a meeting ID for the specific meeting you are scheduling. If you happen to be creating a recurring meeting, you must choose the Meeting ID option of “Generate Automatically.” Personal Meeting ID’s are unique numbers assigned to each individual Zoom account holder when you sign up. Think of it as your very own virtual office.
12. Tab to the “passcode” edit field. A passcode will be automatically generated for the meeting, but you can change the passcode if you want. The ability to uncheck a “passcode” checkbox is no longer available when scheduling meetings. However, the passcode will be embedded in the join meeting link by default. In other words, anyone with the join meeting link will not need to enter the passcode in order to join the meeting.

13. Tab to the “Security Waiting Room” checkbox. If this checkbox is checked, then only users admitted by the host can join the meeting. Enabling the waiting room increases the security of your meeting since you can review invitees before admitting them into the meeting. However, having to admit invitees at the beginning of the meeting makes starting the meeting more difficult and could delay the start of the meeting. Additionally, people who attempt to join the meeting late will need to be admitted separately and will, inevitably, disrupt the meeting. If you will be the primary speaker during the meeting, you have the option of making another appropriate individual the host after you start the meeting. The new host could be in charge of admitting invitees from the waiting room. This option could allow you to benefit from the added security of using the waiting room without compromising the efficiency of your meeting. Free, basic personal meeting plans do not allow hosts to assign co-hosts.
14. Tab to “Video host” radio button group and use Up or Down Arrow keys to choose either the on or off radio button. If you choose the “on” radio button, then sighted participants will be able to see you, assuming you have a functional web camera. If you choose the “off” radio button, then sighted participants will not be able to see you.
15. Tab to “Video participants” radio button group and use Up or Down Arrow keys to choose either the on or off radio button. If you choose the “on” radio button, then it will be possible for sighted participants to see each other, assuming they have functional web cameras. Participants will be able to turn off their own video when they enter the meeting or during the meeting if they choose to.
16. Tab to the “calendar” radio button group and use Up or Down Arrow to choose either the Outlook, Google calendar, or Other calendars radio button. If you do not use the Outlook or Google calendar, then be sure to choose the “Other calendars” radio button.
17. Tab to the “Advanced meeting options” collapsed button. If you want, you can press Enter or Spacebar to expand the Advanced meeting options. If you expand this option, then focus will move to the first checkbox, “Allow participants to join anytime.” If you want participants to be able to join before the host, then check this checkbox. You will also need to uncheck the previously mentioned waiting room option.
18. Tab through the additional checkbox options, which include “Mute participants upon entry” and “Automatically record meeting on the local computer.” Press the Spacebar if you want to enable either of these options.

19. Tab to the “Save” button and press the Spacebar to activate it.
20. If you chose “Outlook” related to calendar in step 16 above, then an Outlook meeting request will come up. It will probably be necessary to Alt + Tab to this window. Also, there can be a bit of a delay between the point at which you activate the “Schedule” button and when the Outlook meeting invitation opens. You may need to wait a minute and then Alt + Tab again to move focus to the meeting invitation/calendar event. The title, start and end date and time, location, and notes field/message body will be filled in. The location and the notes field/message body will contain the link to join the Zoom meeting. Feel free to edit the meeting invitation in any way that you see fit. Tab to the required edit field. Type in the email addresses of the people you want to invite to the meeting. Review other information as needed. Be aware that once focus is in the notes/message body edit field of an Outlook meeting invitation, it will not be possible to Tab out of that field. You will need to press Shift + Tab if you want to move focus out of the notes/message body edit field. Then send the message.
21. If you chose “Google calendar,” in step 16 above, then you may first be prompted to sign into your Google account. Then a “Grant Zoom permission” modal dialog may come up. Tab to the “Allow” button and activate it. Another page may load asking you to confirm your choices related to what you are allowing Zoom to do. Read through this information and, assuming you are comfortable doing so, activate the “Allow” button. Focus will then end up on the Google calendar event details page. The title of the meeting, date, time, and other details will already be filled in.
 - a. Tab to the “guests” edit combo. Type in the email address of a participant and then press Enter. Repeat for each participant.
 - b. Press Control + S to save the appointment, or Shift + Tab back to the Save button and activate it.
 - c. A modal dialog will come up asking if you would like to send the invitation emails to Google Calendar guests. Tab to the Send button and activate it.
 - d. If you are an employee and you are inviting others who are outside of your organization, then another modal dialog may come up asking if you want to invite guests from outside your organization. Tab to the “Invite external guests” button and activate it.

22. If you chose “other calendar,” in step 16 above, then a dialog box will come up when you activate the “Schedule” button.
 - a. Tab to the “Copy to clipboard” button. The text of the meeting invitation, including the join meeting link, the meeting ID, passcode, and the call-in phone numbers (if available) will be copied to the clipboard.
 - b. Then you can send a regular email to the participants and paste the invitation text into the body of the email message. The end time of the meeting will not be included in the invitation. You may want to add the end time to the meeting information before you send the email to invitees.

3.10 Editing or Deleting a Meeting

1. Once you are signed into the Zoom Client for Meetings desktop app, press Control + Tab to switch pages to the Meetings page tab.
2. Tab to the list of scheduled meetings. JAWS and NVDA will not identify this object as a list, but both screen readers will announce either “Meeting topic” followed by the actual meeting topic text of one of your meetings or announce, “My personal meeting ID.”
3. Down Arrow or Up Arrow to the appropriate meeting. Then press either Spacebar or Enter to choose it. Focus will be automatically moved out of the list and onto the title of the selected meeting.
4. To Edit the meeting:
 - a. Tab to the “Edit” button and press the Spacebar to activate it.
 - b. The “Edit Meeting” dialog box will come up, which is very similar to the “Schedule Meeting” dialog box. Tab through the fields and make the necessary changes.
 - c. Tab to the “Save” button and press the Spacebar to activate it.
5. To Delete the meeting:
 - a. Tab to the “Delete” button and press the Spacebar to activate it. A dialog box will come up indicating that you can recover your deleted meeting for up to seven days from the recently deleted page from Zoom web.
 - b. Tab to the “Delete” button and press the Spacebar to activate it.

3.11 Starting a Scheduled Meeting

Hosts can start a meeting at any time before the scheduled meeting’s start date and time. Meetings that are scheduled for today or upcoming dates will be listed on the

Meeting page tab of the Zoom Client for Meetings desktop app. Meetings older than the current day will not be listed. However, the meeting link itself as well, as the Meeting ID, will not expire until 30-days from the scheduled start date for non-recurring meetings. Refer to the Zoom support article "[Scheduling Meetings](#)" for more information.

1. Hosts should not just activate the join meeting link that participants use when they are ready to join the meeting. As the host, once you are signed into the Zoom Client for Meetings desktop app, press Control + Tab to switch pages to the Meetings page tab.
2. Tab to the list of scheduled meetings. JAWS and NVDA will not identify this object as a list, but both screen readers will either announce, "Meeting topic" followed by the actual meeting topic text of one of your meetings or announce, "My personal meeting ID."
3. Down Arrow or Up Arrow to the appropriate meeting. Then press either Spacebar or Enter to choose it.
4. Tab to the "Start" button and press the Spacebar to activate it.

Note: If you want to copy the meeting invitation in order to invite additional participants, you can activate the "Copy Meeting Invitation Information" button that is located after the "Start" button. When you activate this button, the text of the meeting invitation will be copied to your clipboard.

3.12 Inviting People to an In-Progress Meeting in the Zoom Desktop App

Both hosts and participants can invite others to an in-progress meeting.

1. Press Alt + I to open the "Invite People to Join Meeting" window.
2. Press the Tab key, several times if necessary, until you get to the currently selected page tab (i.e., either Contacts or Email).
3. Press Control + Tab to switch pages to the "Email tab." JAWS or NVDA will indicate that the "Email tab" is "checked selected."
4. Assuming you have a default mail application set up on your desktop or laptop, Tab to the "default email" button and press the Spacebar to activate it. A new message window will come up with the invitation in the body of the message. The invitation will include the join meeting link, Meeting ID, and passcode.

5. If you do not have a default mail application set up, then Tab to the “Copy Invitation” button and activate it by pressing Spacebar or Enter. The content of the invitation will be copied to the clipboard. You can paste it into a new email message window that you create manually, if you prefer this option.

3.13 Options for Meeting Hosts

After you start your meeting, there will be two Zoom related windows open. You can press Alt + Tab to move among all of your open windows. The title bar of the meeting window is “Zoom Meeting” and the title bar of the Zoom Client for Meetings desktop app window is just “Zoom.” If you wish, you can press Alt + F4 from within the main Zoom Client for Meetings app, where you activated the “Start” button to start the meeting, to close this window. Only the “Zoom Meeting” window containing the various meeting controls needs to be open when you are in a meeting.

Hosts have basically the same functionality as participants. Of course, hosts will also have some additional options available to them in the Zoom meeting window. You can press Control + Alt + Shift to move focus directly to the Zoom meeting controls at any time from any other application. It is possible for hosts to navigate to the various controls in the Zoom meeting window by pressing Tab or Shift + Tab or by memorizing keyboard shortcuts, when available. The following options are available to meeting hosts:

- Security button: Press the Spacebar on this option to open a context menu containing the following items. If an option is enabled or on, then JAWS and NVDA will indicate that it is “checked.” If an option is disabled or off, then JAWS and NVDA will indicate that the item is unchecked. When you press Enter (or Spacebar) on any of the following options, the state of the item will be toggled and the context menu will close:
 - Lock Meeting: Press Enter on this option to prevent additional attendees from entering the meeting. If a participant leaves the meeting, they will not be able to reenter. The Lock Meeting option is also available to hosts from within the Participants Panel/Pop Out window, More Options.
 - Enable Waiting Room: Press Enter to enable/disable this option. When the waiting room is enabled, the host will need to either admit participants one at a time or admit all participants at once. This option can be enabled when the host schedules the meeting, edits the scheduled meeting prior to start, or from within the Participants Panel/Pop Out window during the meeting.

- Hide Profile Pictures: Press Enter on this option to hide all meeting attendee's profile pictures. When you do this, only the participants' names will be displayed.
- Allow Participants to Share Screen: Press Enter to enable/disable this option.
- Chat: Press Enter to enable/disable the option to allow participants to chat. Note that restrictions on chatting can be further customized from within the Chat panel/pop out window.
- Rename Themselves: Press Enter to enable/disable the option to allow participants to rename themselves.
- Unmute Themselves: Press Enter to enable/disable the option to allow participants to unmute themselves.
- Start video: Press Enter to enable/disable the option to allow participants to start their video.
- Remove Participant: Hopefully, you will never have to remove an uninvited participant or a disruptive participant, but you do have this option if necessary. Pressing Enter on "Remove Participant" will open the "Remove Participant" Panel/Pop Out. Tab to the list of participants, which JAWS and NVDA may not always identify as a list. Down or Up Arrow to the participant to be removed. Then Tab to the "Remove" button and press the Spacebar to activate it. A dialog box will come up asking if you are sure. A removed participant will not be able to rejoin the meeting. The "Report to Zoom" checkbox is checked by default. Tab to the "Remove" button and press the Spacebar to activate it.
- Suspend Participant Activities: Pressing Enter on this option will cause a dialog box to come up that asks if you want to suspend all participant activities. Everyone's video and audio will be turned off, screen sharing will stop, and the meeting will be locked. The "Report to Zoom" checkbox will be checked by default. Tab to the "Suspend" button and press the Spacebar to activate it.
- Setting restrictions on chat: In some meetings, it may make sense to enable or disable all chat. In other meetings, you might want to adjust with whom participants can chat, such as restricting participants to chatting only with the host. To adjust chat restrictions, do the following:
 1. Press Alt + H to toggle the Chat panel/pop out window.

2. Tab to the “More chat options” button dropdown and press the Spacebar to activate it. This will open a context menu, but JAWS or NVDA will not announce this.
 3. Down Arrow through the available options, which include Participant can chat with No One, Host Only, Everyone Publicly, or Everyone Publicly and Directly. The selected option will be “checked.” Press Enter or Spacebar on the desired option.
- Share Option button menu: This option is only available to hosts. When the Spacebar is pressed on this option, a context menu opens that includes the following options:
 - One participant can share at a time
 - Multiple participants can share simultaneously
 - Advanced sharing options... Note that choosing this option will open the Advanced Sharing Options window. The option related to whether only one participant or multiple participants can share at a time will be repeated in this window. Probably the most important option deals with who can share. Choose either the “only host” or the “all participants” radio button, as appropriate for your meeting. Note that this option can be changed permanently through your online settings. There is also an option for choosing who can start sharing when someone else is sharing. The default radio button choice is “only host.” There is no OK button in this window. Press Escape when you are finished making your selections.
 - Record button: It is a good idea to ask for participants’ consent to record the meeting. The keyboard shortcut to start/stop a locally stored recording is Alt + R. The keyboard shortcut to start/stop a cloud recording (for paid accounts only) is Alt + C. There is a limit to the amount of cloud storage space for recordings in paid accounts. The keyboard shortcut to pause/resume a locally stored or cloud recordings is Alt + P. The recording will be converted to .MP4 (video and audio) when the meeting ends. An .M4A audio file will also be created. If the chat was used during the meeting, a chat.txt text file containing chat messages will be generated as well. By default, locally stored recordings will be saved into a folder that starts with the date followed by the meeting topic name. This automatically created folder will be located within the Zoom folder that it is inside of the Documents folder. The host can also set the meeting to record automatically when they schedule the meeting. JAWS and NVDA should indicate when the meeting is being recorded. While participants will also have a record button available in their Zoom meeting controls, participants must ask the host for permission to record the meeting.

- Closed Captions: The host must first enable this feature in the Zoom online settings in order to use it. When this button is activated, the host can tab through the following options and press Enter on the appropriate button:
 - Assign a participant to type: Activating this option will bring up the Participants window. Tab to the Participant list, Down Arrow to the participant, Tab to the “More options” button dropdown and press the Spacebar to activate it, Down Arrow to “Assign to type closed caption” and press Enter. The participant will be alerted that the host assigned them to type closed captions and a “Closed Caption” button will appear in their meeting controls so that they can begin typing captions. Other participants will also be given a “Closed Caption” button in their meeting controls so that they can access the closed captions.
 - I will type: Activating this option will bring up the “Closed Caption” window. Tab to the “Input closed caption” edit field. You will be instructed to “Type here, press Enter to broadcast.”
 - Copy the API token (third party closed captioning service)
- More: If all options have been enabled by the host in the Zoom online settings and/or if the Zoom Meeting window is not maximized, then there may be a meeting control called “More.” Activating this button with the Spacebar will open a context menu containing the remainder of the meeting controls. If the window is maximized or if all meeting controls “fit” in the window, then there will not be a meeting control button called “More.”
- Breakout Rooms: In order to use breakout rooms, hosts must enable this feature through the Zoom online settings.
- End Meeting: Hosts can end a meeting by either pressing Alt + Q or Alt + F4. In either case, a dialog box will come up that says, “End meeting or leave meeting.” The options in this dialog box are “End meeting for all,” “Leave Meeting,” or “Cancel.” If the host chooses to leave the meeting, then a dialog box will come up that asks the host to assign a new host. JAWS and NVDA may not announce the presence of this dialog box. The host can Tab to the participant list within this dialog box and Down Arrow to the participant to be assigned as the new host. Then the current host can Tab to the “Assign and leave” button and press the Spacebar to activate it.

Chapter 4: Screen Sharing for Participants and Hosts

4.1 Sharing Your Screen Using the Zoom Desktop App

Currently, only the host is allowed to share their screen by default. During the meeting, the host can allow participants to share their screens for the current meeting. Once participants are granted the right to share their screen, only one participant can share at a time and only the host can start sharing when a meeting participant is already sharing their screen. If the host starts screen share when a participant is currently sharing their screen, the host will encounter the “Start screen share” dialog box that says, “This will stop other’s screen sharing. Do you want to continue?” If the “Yes” button is then activated, the participant’s screen share would end, and the host’s shared screen would then be visible to all sighted participants.

You are able to share a document, such as a Word or PowerPoint file, that sighted participants and the host can see. As with other cloud meeting platforms that allow a visual screen share, blind participants will not be able to access the actual file shared by the host or another participant during a screen share session. If you anticipate that hosts or participants will be sharing their screens and referencing documents during an upcoming meeting, consider requesting that those files be emailed to you ahead of the meeting. Zoom also allows you to share computer sound, including JAWS, NVDA, or VoiceOver on an iOS device during a screen share.

1. To share your screen, press Alt + S. This will bring up the “Select a window or an application that you want to share” dialog. The “Basic” tab will be selected by default, which is what you want.
2. Tab to the “Sharing” list box. The default option will be “Screen. Share your entire screen.” If you choose to share your entire screen, then just make sure that you do not have anything open or on your desktop that is private. Alternatively, you can navigate the list by using Right and Left Arrow keys to select iPhone/iPad or a single window or application to share.
3. Then Tab to the “Share computer sound” checkbox. If you intend to demonstrate using a screen reader or you want to share other sound, then be sure to press the Spacebar to check this checkbox so that participants can hear the screen reader or other computer sound in addition to your voice.
4. Tab to the “Optimize screen sharing for video clip.” If you will be playing a video during your screen share, then Zoom recommends checking this checkbox so that sighted viewers have the best possible viewing experience. If you will not be showing a video, then Zoom recommends that you do not check this checkbox.

5. Tab to the “Share” button. Your screen reader will indicate “screen,” “iPhone/iPad,” or the specific application or window you are about to share. For example, if you selected “Screen. Share your entire screen” from the list box, then JAWS and NVDA will identify the “Share” button as “Share screen button.” Press the Spacebar to activate the Share button.

4.2 Stop Sharing Your Screen in the Zoom Desktop App

1. Press Alt + Tab to “meeting controls” or press Control + Alt + Shift to move focus directly to the meeting controls.
2. Press Alt + S to activate the “Stop share” button.

4.3 Sharing iPhone Screen and VoiceOver in the Zoom Desktop App

1. Join the meeting via the Zoom Client for Meetings desktop app on the PC. Then either press Alt + S to start sharing or Tab to the “Share” button and activate it. This will bring up the “Select a window or an application that you want to share” dialog. The “Basic” tab will be selected by default, which is what you want.
2. Tab to the listbox.
3. Right Arrow to iPhone/iPad. Then Tab to the “Share computer sound” checkbox and press the Spacebar to check it.
4. Tab to the “Share iPhone/iPad button” and press the Spacebar to activate it.
5. If you have not gone through this process previously, a dialog box will come up. At the time of this guide’s update, JAWS and NVDA are not announcing the dialog box message that says, “A plugin is required to share an iPhone/iPad.” Tab to the Install button and press the Spacebar to activate it.
6. On your iPhone, make sure that the device is connected to the same Wi-Fi network as your PC. If necessary, you can change this in Settings under Wi-Fi.
7. Go into the Control Center on your iPhone. On an iPhone X or later, do this by performing a one finger slide down from the top of the screen until you hear two pop sounds. On older iPhones, one finger touch at the top of the phone to move focus into the status bar. Then perform a three-finger swipe up to open the Control Center.
8. Once in the Control Center, flick right to the “Screen Mirroring” button and then double tap to activate it.
9. In the popup that appears, flick right to the name of your Zoom session and then double tap to activate it. JAWS or NVDA will announce, “air render.”

10. Turn VoiceOver off and then back on again.
11. Make sure that your screen curtain is off if you want sighted participants and the host to be able to see your iPhone screen. To toggle the screen curtain off or on, triple tap with three fingers.
12. Other participants will then be able to see your iPhone screen and hear VoiceOver. You will not be able to hear VoiceOver through your iPhone speakers, but you will be able to hear VoiceOver through your PC speakers/headphones.
13. To stop sharing your screen, press Control + Alt + Shift to move focus to the Zoom meeting controls. Then press Alt + S to stop your screen share.

Troubleshooting Note: When attempting to share your iPhone or iPad screen, it is important that your iOS device is using the same Wi-Fi network as your computer. Also, be sure that you turn VoiceOver off and back on again in step 10 above.

Chapter 5: Managing Participants in the Zoom Desktop App

As a meeting participant, you can use the Participant Panel/Pop Out window to mute or unmute your microphone, rename yourself, add or edit a profile picture, or invite others to join the meeting. You can also determine the current status of your own microphone or video and determine who else is present in the meeting. The Participants Panel/Pop Out window will display the names that individuals type in when they join the meeting on a PC or when using the iPhone app.

According to the Zoom [“Managing Participants in a Meeting”](#) support article, names in the participants list will appear in the following order:

1. You
2. The host (if you're not the host)
3. Phone numbers with no names
4. Unmuted participants (sorted alphabetically)
5. Muted participants (sorted alphabetically)

However, if a participant raises their hand, they will be moved directly below the host in the list of participants. Once that participant's hand is lowered, they will be reordered as indicated above.

Meeting hosts can perform the same actions as participants, but they have access to additional options in the Participants Panel/Pop Out as well. For example, hosts have the ability to mute all participants. Refer to the section on Muting All Participants for details on how to best perform this action. When the host mutes all participants, they can choose to allow participants to unmute themselves or not. If you are the meeting host and you do not want to be interrupted, then muting all participants is a good idea. It is all too easy for participants to forget or not realize that their audio is unmuted and unintentionally interrupt the speaker or disrupt the meeting.

Hosts can acknowledge a participant's raised hand by lowering it, lower all hands, initiate a chat with individual participants through the Participants Panel/Pop Out window, or make another participant the host. A host who will be the primary speaker during a meeting might choose to make another attendee the host for the duration of the meeting. This would allow the other attendee to admit participants into the meeting and to manage questions and other logistics so that the primary speaker can focus on delivering their message.

Hosts can allow a participant to record the meeting, assign a participant to type closed captions (if this option is first enabled by the host in their Zoom online settings), rename a participant, put a participant in the waiting room, remove a participant from the meeting or report them to Zoom, or ask an individual participant to start their video. Hosts can also ask all to unmute, mute participants upon entry, allow participants to

unmute themselves, enable/disable participants to rename themselves, play a sound when someone joins or leaves, enable the waiting room, and lock the meeting to prevent additional participants from joining.

Hosts can use the keyboard to allow a participant to “multi-pin” the video (i.e., web cam) of more than one other attendee through the Participants Panel/Pop Out window. The multi-pin feature lets the participant use the mouse to choose to always show the video for more than one other attendee they specify within their own Zoom window. This may be especially useful, for example, if a meeting participant wants to simultaneously view the speaker alongside a sign-language interpreter. When a participant utilizes the pin or multi-pin options on their computer, it does not impact how the Zoom window looks to other participants. Hosts can choose to use the mouse to “spotlight” one or more participant videos which will affect what meeting participants will see in their Zoom windows. It does not appear to be possible to pin or spotlight videos using the keyboard.

5.1 Options for Moving Focus to and Interacting with Participants in the Zoom Desktop App

There are two available layout options for the Participants window: Merged to meeting window or pop out. This is an important distinction. By default, the Participants Panel is “merged” to the meeting window. In this view, when you press Alt + U, focus does not move to the Participants Panel and pressing Tab or Shift + Tab moves focus through all of the meeting controls, not just the options related to participants. This scenario is both confusing and inefficient. It is recommended that you use the pop out window instead, which will require a one-time modification. After that, pressing Alt + U will open the Participants pop out window, which is similar to opening a dialog box. Once you change to the pop out window, you can use the following commands:

- Open Participants pop out window: Alt + U
- Switch between any open pop out window and the Zoom meeting window: F6
- Navigate through controls in the Participants pop out window: Tab or Shift + Tab
- Read window title: JAWS key + T or NVDA key + T
- You can navigate in the list of participants with Down Arrow or Up Arrow. When focus is on the first participant in the list, pressing Up Arrow will wrap to the last participant. When focus is on the last participant in the list, pressing Down Arrow will wrap to the first participant. You can also press Home to move to the top of the list and End to move to the bottom of the list.
- Close Participants pop out window: Escape

5.1.1 Choosing the Participants Panel “Pop Out” Option in the Zoom Desktop App

If you are not sure if you are using the pop out window format for the Participants Panel and you want to test this out, first press Alt + U. Then press F6, more than once if necessary. If focus eventually moves to Participants when you press F6, then the pop out window option is already enabled. If nothing happens, then the Participants Panel is merged to the meeting window. To enable the pop out window option, do the following:

1. Press Alt + U to expand the Participants Panel. If JAWS or NVDA indicate that the Participants Panel is collapsed when you press Alt + U, then just press Alt + U a second time.
2. Tab until you get to the “Participants dropdown button.” You may hear some options more than once before you get to the “Participants dropdown button.” Just keep Tabbing until you get there.
3. Press the Spacebar to activate the “Participants dropdown button.”
4. Down Arrow to “Pop Out” and press Enter.

Note: From this point forward, all instructions in this guide related to managing participants assume that you have enabled the Participants pop out window.

5.2 Changing Your Profile Picture from the Participants Pop Out Window

Note: It is also possible to change your profile picture through your Zoom online settings. Refer to the Choosing a Profile Picture in Zoom Online Settings section in Chapter 7 of this guide for more information.

1. Press Alt + U to open the Participants pop out window.
2. Tab to the Participant List.
3. Up or Down Arrow to your name.
4. Tab to the “More options for” [your name] button dropdown and press the Spacebar to activate it. A context menu will come up.
5. Down arrow to “Edit Profile Picture” and press Enter. The Edit Profile picture dialog box will come up, but JAWS or NVDA may not announce this.
6. Tab to the “Change Picture” button and press Enter to activate it. The “Edit profile picture” dialog will come up, which is similar to a regular open dialog. Select the desired picture and press Enter.

7. While it is possible to interact with the zoom in button, resize slider, and zoom in button, you may wish to ask for sighted assistance to double check the positioning and sizing of your profile picture.
8. Tab to the “Save” button and press the Spacebar to activate it.

5.3 Renaming Yourself in the Participants Pop Out Window

Note: The host can restrict participants from renaming themselves.

1. Press Alt + U to open the Participants pop out window.
2. Tab to the Participant List.
3. Up or Down Arrow to your name.
4. Tab to the “More options for” [your name] button dropdown and press the Spacebar to activate it. A context menu will come up.
5. Down arrow to “Rename” and press Enter.
6. The “Rename” dialog box will come up, but JAWS or NVDA may not announce this. Tab to the “Enter a new screen name” edit field.
7. Press Control + A to select the existing name. Type your new name.
8. Tab to the OK button and press the Spacebar to activate it.

5.4 Muting All Participants in the Zoom Desktop App

Only the host can mute an individual participant or all participants at once. From anywhere within the Zoom meeting window, you can press Alt + M to either mute all participants or ask all participants to unmute themselves. Unfortunately, when you press this command, JAWS or NVDA will not alert you as to whether you have just muted all participants or whether you have just asked all participants to unmute themselves. As a result, some hosts might prefer to open the Participants pop out window and navigate to the “Mute all” button for both the added feedback and the more reliable outcome.

1. Press Alt + U to open the Participants pop out window.
2. Tab to the “Mute All” button and press the Spacebar to activate it.
3. A dialog box will come up that says, “Current and new participants will be muted.” Tab to the “Allow Participants to Unmute Themselves” checkbox. If you do not want to be interrupted, then do not check this checkbox. You can always change this setting later.
4. Tab to the “Yes” button and press the Spacebar to activate it.

5. If you want to return focus to the Zoom meeting window, press F6, several times if necessary or press Escape to close the Participants pop out window.

5.5 Muting an Individual Participant in the Zoom Desktop App

1. Press Alt + U to open the Participants pop out window.
2. Tab to the Participants list.
3. Down or Up Arrow to the participant who you want to mute.
4. Tab to the Mute button and press the Spacebar to activate it.

5.6 Asking an Individual Participant to Unmute in the Zoom Desktop App

1. Press Alt + U to open the Participants pop out window.
2. Tab to the Participants list. You can navigate in the list of participants with Down Arrow, Up Arrow, Home to move to the top of the list, and End to move to the bottom of the list.
3. Down Arrow to the participant who you want to unmute. As you Down Arrow through the list of participants, JAWS or NVDA will indicate if a participant has their hand raised, which is an indication that they would like to speak.
4. Tab to the “Ask to unmute” button and press the Spacebar to activate it.

5.7 Stop a Participant’s Screen Share in the Zoom Desktop App

By default, only the host can stop a participant’s screen share session.

1. Press Alt + U to open the Participants pop out window.
2. Tab to the Participants list.
3. Down Arrow to the participant for whom you want to stop screen share.
4. Tab to the “More Options for” [Participant’s name] dropdown button and press the Spacebar to activate it. A context menu will come up.
5. Down Arrow to “Stop Participant’s Sharing” and press Enter.

5.8 Making Another Participant the Host in the Zoom Desktop App

Only the current host can make another participant the host and there can only be one host at a time. In paid accounts, a host can assign one or more co-hosts, but this is not an option in free, Basic Personal Meeting accounts.

1. Press Alt + U to open the Participants pop out window.

2. Tab to the Participants list.
3. Down Arrow to the participant who you want to make the host.
4. Tab to the “More options for” [Name of Participant] dropdown button and press the Spacebar to activate it.
5. In the context menu that comes up, Down Arrow to “Make Host” and press Enter.
6. A dialog box will come up asking if you are sure. Tab to the “Yes” button and press the Spacebar to activate it.
7. The new host will receive an alert that they are the host now.
8. When you want to return to the Zoom meeting window, press F6, several times if necessary, or press Escape to close the Participants pop out window.

5.9 Admitting Participants from the Waiting Room in the Zoom Desktop App

If the Waiting Room feature is enabled, then hosts will need to either “Admit All” participants or admit individual participants one at a time. While using the Waiting Room increases the security of meetings, it also makes running a meeting logistically more complicated, especially if some participants attempt to join the meeting late.

1. Press Alt + U to open the Participants pop out window.
2. Tab to the Participant list. Note that when people are in the waiting room, the Participant list is divided into 2 sections. The first section is “Waiting Room” which can either be expanded or collapsed. Below the individuals in the waiting room is a section called “In the meeting,” which can also be expanded or collapsed. When focus is on “Waiting Room,” you can Tab to an option called “Message” that allows you to send a chat message to everyone in the waiting room. There is also an option you can Tab to called “Admit all” that you can activate to admit all participants currently in the waiting room.
3. If you prefer to admit individuals from the waiting room one at a time, then Down Arrow to the first person in the waiting room. Then Tab to either the “Admit” button or the “Remove” button and press the Spacebar to activate it. Repeat for the other participants in the waiting room.
4. If you want to return to the Zoom meeting window, press F6, several times if necessary, or press Escape to close the Participants pop out window.

Note: When the Waiting Room feature is enabled, you may also encounter alerts that a specific individual has entered the Waiting Room for this meeting. By default, JAWS or NVDA will announce these alerts and instruct you to press F6. To admit this one

individual through the alert, press F6. Once focus is in the alert, if you want to repeat the message, then press JAWS key + B or NVDA key + B to read the dialog box/currently active window. Then tab to the “Admit” button and press the Spacebar to activate it. Note that there is also a “View” button available in this dialog box. Activating the “View” button will open the Participants pop out window.

5.10 Locking the Meeting in the Zoom Desktop App

To prevent additional participants from joining your meeting, you can lock the meeting once everyone has joined. If any participants leave the meeting, they will not be able to reenter the meeting once it is locked.

1. Press Alt + U to open the Participants pop out window.
2. Press the Tab key until you get to the “More options to manage all participants” button dropdown and then press the Spacebar. A context menu will come up.
3. Down or Up Arrow to “Lock Meeting.” Note that JAWS or NVDA will indicate whether items in this context menu are checked or unchecked. Press Enter to lock the meeting, which will also close the context menu.
4. A message will announce, “You have locked the meeting. No one else can join.” If you want to return to the Zoom meeting window, press F6, several times if necessary, or press Escape to close the Participants pop out window. The title bar of the Zoom meeting will indicate that the meeting is locked.

Note: If you change your mind and you want to unlock the meeting, then go back into the “More options to manage all participants” context menu, Down Arrow to “lock meeting checked,” and press Enter. A message will announce, “You have unlocked the meeting. New participants can join.”

5.11 Removing a Participant Using the Participants Pop Out Window

Only hosts can remove participants from the meeting. If, for whatever reason, you need to remove a participant, you can do so through the Participants pop out window.

1. Press Alt + U to open the Participants pop out window.
2. Tab to the Participants list.
3. Down Arrow to the participant who you want to remove from the meeting.
4. Tab to the “More options for” Name of Participant dropdown button and press the Spacebar to activate it. A context menu will come up.
5. In the context menu, Down Arrow to “Remove” and press Enter.
6. A dialog box will come up asking if you want to remove the participant. The “Report to Zoom” checkbox will be checked by default. Tab to the “Remove” button and press the Spacebar to activate it.

Note: You can also remove a participant by activating the “Security” button and then choosing “Remove Participant.”

5.12 Managing Breakout Rooms (Hosts only)

Breakout rooms allow meeting hosts to break larger meetings or classes up into smaller groups. Hosts will need to enable breakout rooms in their Zoom online settings prior to the meeting in order to use breakout rooms. Refer to section 7.4 of this guide for more details on Adjusting Settings Through Your Online Zoom Account, including enabling breakout rooms. Once enabled, either a “More meeting controls” button menu or a “Breakout Rooms” button will be added to the host’s meeting controls. Up to fifty rooms can be created in a meeting. Hosts can manually assign participants to specific rooms, allow Zoom to automatically split participants into the different rooms, or allow participants to choose their room during the meeting.

5.12.1 Creating Breakout Rooms (Hosts only)

1. Press Control + Alt + Shift to move focus directly to the Zoom meeting controls.
2. Press the Tab key to move through the meeting controls. Depending upon the number of meeting controls present in the Zoom Meeting window and whether the window is maximized or not, there will either be a “Breakout Rooms” button or a “More Meeting Controls” button menu available. If you happen to have the option for “More Meeting Controls” button menu, then press the Spacebar to bring up a context menu. Your screen reader may or may not announce the presence of the context menu. Down Arrow to “Breakout Rooms” and press Enter. The “Create Breakout Rooms” window will come up.
3. Tab to the “Create 1 breakout rooms” edit field. Type in the number of breakout rooms that you want to create. Note that the edit field will contain the numeral 1 and the text will be selected by default. Also, while this field is reported as an “edit” field, it is actually an edit spin box. You can either type in the value or use Up/Down Arrow keys to adjust the value.
4. Tab to the “Create breakout rooms, assign automatically” radio button.
 - a. If you leave this radio button checked, then Zoom will automatically split participants up into the number of rooms you created. Tab to the “Create” button and press the Spacebar to activate it. Then Tab to the “Open All Rooms” button. You will receive an alert that all participants have been invited to join breakout rooms.

- b. If you want to manually assign specific participants to specific rooms, then Down Arrow to the “Create breakout rooms, assign manually” radio button. Tab to the “Create” button and press the Spacebar to activate it. Refer to the section below on “Manually Assigning Participants to Breakout Rooms” for next steps.
- c. If you want to allow participants to pick their own rooms, then Down Arrow to select the “Create breakout rooms, let participants choose room.” Tab to the “Create” button and press the Spacebar to activate it. Refer to the section below on “Allowing Participants to Choose Their Breakout Rooms” for next steps.

5.12.1.1 Manually Assigning Participants to Breakout Rooms

If you selected the “Create breakout rooms, assign manually” radio button in step 4 in the previous section, you will need to assign each participant to a room manually:

1. From within the “Breakout Rooms-Not Started” window, Tab to the control that your screen reader may identify as “tree view” or as the name of the first Breakout Room, which by default will be Room 1.
2. Down arrow to select “Room 1.”
3. Tab to the “Assign” button. Note that you will pass by a “Rename” and a “Delete” button that you can use to rename or delete Breakout Room 1 if you wish.
4. Press the Spacebar to activate the “Assign” button. When you do, your screen reader will announce the participant names, followed by, “List box.” The list box appears in a sort of popup window.
5. While perhaps not intuitive, at this point, you should press Tab to the checkbox for the first participant you want to assign to Breakout Room 1 and press the Spacebar to check the checkbox. Repeat to check each participant you want to add to Room 1. Once you have checked all the participants you want to assign to Room 1, press Escape to close the list box/popup window.
6. Tab or Shift + Tab back to the object that your screen reader will identify as the name of one of your breakout rooms or one of the participants assigned to one of your breakout rooms.
7. Down Arrow to “Room 2.”
8. Tab to the “Assign” button and press the Spacebar to activate it.

9. Tab to the checkbox for the first participant you want to assign to Breakout Room 2 and press the Spacebar to check the checkbox. Repeat to check each participant you want to add to Breakout Room 2. Once you have checked all the participants you want to assign to Room 2, press Escape to close the list box/popup window.
10. Repeat the steps above to manually assign participants to each additional room.
11. To review the participants in each of the rooms, Tab or Shift + Tab back to the object that your screen reader will identify as the name of one of your breakout rooms or one of the participants assigned to one of your rooms.
12. Press Home and then Down Arrow through each breakout room and the participants assigned to each room. If any of the breakout rooms are closed, you will need to press Right Arrow to open it before you will be able to Down Arrow through the participants assigned to that particular room. If you press Tab when focus is on a participant, you will move to an option called “move to” and then an option called “exchange.”
13. When finished assigning participants to breakout rooms, you can Tab or Shift + Tab through the following options that can be activated by pressing the Spacebar or Enter:
 - a. Options button: Activating this option will bring up a window with various choices. You can allow participants to choose their room, allow participants to return to the main session at any time, automatically move all assigned participants into rooms, set rooms to close automatically after a period of time that you specify (in minutes), and/or set a countdown timer (i.e., defaults to 60 seconds) after closing breakout rooms. Use Tab or Shift + Tab to move to the next or previous control in the window.
 - b. Recreate button: Activating this option will bring up the “Create breakout rooms” window that will allow you to recreate the breakout rooms. Use Tab or Shift + Tab to move to the next or previous control in the window. You could change the number of breakout rooms and/or choose to let Zoom automatically split participants into the rooms.
 - c. Add a room button: Activating this button will create a new breakout room. You will be notified, “Breakout Room X added,” with X being the number of the room.

- d. Open all rooms button: Activate this button after you have finished manually assigning participants to breakout rooms. Activating this button will produce an alert on the host's computer that says, "All participants have been invited to join breakout rooms." Participants will be presented with the "Breakout Room X" window that indicates that the host is inviting them to join the specific breakout room. Participants will then be able to Tab to and activate either the "Join" or "Later" buttons. If alerts are enabled, then you may hear an alert that specific participants have left the meeting. It is likely that these participants have actually left the main session and joined a breakout room.

Note: The purpose of the "Exchange" button, located after the "Move To" button in the Tab order, is to swap a participant in one breakout room with a participant in another room. Utilizing this feature is not entirely accessible and also not the most intuitive process. After you activate the "Exchange" button, a popup window comes up. You must Tab once and then Down Arrow to the participant you want to exchange with the selected participant. Once you select the participant, pressing Spacebar or Enter has no affect. It appears to be necessary to click with the mouse in order to complete the exchange. Consider using the "Move to" option instead.

5.12.1.2 Allowing Participants to Choose Their Breakout Rooms

If you selected the "Create breakout rooms, let participants choose room" radio button in step 4 in the previous section, then the "Breakout Rooms-Not Started" window will come up. Tab to the "Open All Rooms" button and press the Spacebar to activate it. You will receive an alert that all participants have been invited to join breakout rooms. The "Breakout Rooms- In Progress" window will come up. You can review which rooms the participants have joined by doing the following:

1. Tab to the control that your screen reader may identify as "tree view" or as the name of the Breakout Room, Unassigned, or the name of a meeting participant.
2. Press Home and then Down Arrow through "Unassigned," the participants who have not yet joined any breakout room, the breakout rooms you created, and the participants who have joined each of the rooms you have created. If "Unassigned" or any of the breakout rooms are closed, you will need to press Right Arrow to open the item before you will be able to Down Arrow through the participants.

5.12.2 Moving a Participant to a Different Breakout Room (Hosts only)

It is possible to move a participant from their current breakout room to a different one from within the “Breakout rooms- Not Started” or the “Breakout rooms- In Progress” windows.

1. Tab or Shift + Tab back to the object that your screen reader will identify as the name of one of your breakout rooms or one of the participants assigned to one of your breakout rooms. Press Home and then Down Arrow through each breakout room and the participants assigned to each room. If any of the breakout rooms are closed, you will need to press Right Arrow to open it.
2. Down Arrow to the participant you want to move.
3. Tab to the “Move To” button and press the Spacebar or Enter to activate it. Your screen reader will announce “Breakout rooms list box.”
4. Down Arrow to either “main session” or the room to which you want to move the participant and press Enter. The breakout rooms list box will close at that point.
5. If you want to review the room assignments, then Tab or Shift + Tab back to the object that your screen reader will identify as the name of one of your breakout rooms or one of the participants assigned to one of your breakout rooms. Press Home and then Down Arrow through each breakout room and the participants assigned to each room.

5.12.3 Joining a Breakout Room (Hosts only)

You can move to and interact with participants in various rooms through the “Breakout Rooms-In Progress” window. If you have closed this window, you can open it back up again by doing the following:

1. Activate the “Breakout Rooms” button in your meeting controls. The “Breakout Rooms-In Progress” window will come up.
2. To join a breakout room, do the following:
 - a. Tab or Shift + Tab to the control that your screen reader may identify as either “tree view,” the name of a room, or the name of a participant.
 - b. Press Home to move to the top of the list.
 - c. Down Arrow to the desired room.

- d. Tab to the “Join” button and activate it by pressing either Spacebar or Enter. A popup window will come up.
- e. Focus will land on the “Yes” button, but the question that says, “Join Breakout Room X?” will not be announced. Assuming you want to join this breakout room, press either Spacebar or Enter to activate the “Yes” button. You may hear a message indicating that you are joining breakout rooms. Once in the specific breakout room, the title bar of the meeting window will indicate the name of the room.

5.12.4 Responding to Requests for Help (Hosts only)

Participants in breakout rooms can ask the host for assistance at any point. If this happens, you will receive a popup notification. JAWS or NVDA may announce, “Participant X in breakout room X has asked for help.” From there, you can Tab to either the “Join Breakout Room” button or the “Later” button and press the Spacebar or Enter to activate the button.

5.12.5 Leaving a Breakout Room (Hosts only)

After checking on the progress of one breakout room, hosts may want to leave the current room to jump into a different one. Keep in mind that, currently, the title bar contains the name of the breakout room followed by the words “Zoom Meeting.” To leave the current breakout room, do the following:

1. Either press Alt + Q, Alt + F4, or Tab to the “Leave Room” button and press the Spacebar or Enter to activate it.
2. A popup menu of options will come up, but you may or may not be alerted to this. Tab to the “Leave Breakout Room” button and press the Spacebar or Enter to activate it. You may hear a message indicating that you are returning to the main session. The title bar of the main session will say “Zoom meeting.”

5.12.6 Broadcasting a Message to All Participants in Breakout Rooms (Hosts only)

A host can send a message to all participants across various breakout rooms from within the “Breakout Rooms- In Progress” window.

1. Activate the “Breakout Rooms” button in your meeting controls. The “Breakout Rooms-In Progress” window will come up.
2. Tab to the “Broadcast a message to all” button and press the Spacebar or Enter to activate the button.

3. JAWS or NVDA will announce, "Message all rooms. Edit." Type the text of the message that you would like to broadcast to all and then press Enter. Instead of pressing Enter to send the message, you could also Tab to the "Broadcast" button and activate it by pressing Spacebar or Enter.

5.12.7 Closing all Breakout Rooms (Hosts only)

The host can choose to close all breakout rooms at any point from within the "Breakout Rooms - In Progress" window.

1. Activate the "Breakout Rooms" button in your meeting controls. The "Breakout Rooms-In Progress" window will come up.
2. Tab to the "Close all Rooms" button and press the Spacebar or Enter to activate it. If you are using the default settings, then you will hear a message stating that "All participants have been given 60 seconds to leave their breakout rooms." Participants will receive a popup notification containing a "Leave Breakout Rooms" button. If participants do nothing, they will be redirected to the main session after the default 60 seconds is up.

Chapter 6: Using the In-Meeting Chat in the Zoom Desktop App

Zoom offers an in-meeting chat feature, which you can open up by pressing Alt + H. During Zoom meetings, you can send text chat messages to everyone in the meeting or privately to a single person, such as the host. This may be especially useful if your microphone was muted by the host. A host or co-host may periodically pause and check the chat window for any questions.

It may be considered impolite to carry on a side conversation that does not pertain to the topic at hand. Keep in mind that hosts can set restrictions on participant chat capabilities to the host only, no one, everyone publicly, or everyone publicly and privately. In-meeting chat can be saved automatically by changing this option in Settings or you can save the chat text manually. The text of the in-meeting chat will save as a text file (*.txt). By default, the chat text file will be saved in the Zoom folder within Documents.

For those with some functional vision, the size of the text chat can be increased by pressing Control + Equals or decreased by pressing Control + Dash. It should be possible to increase the size up to 200%. If for some reason this keyboard shortcut does not work for you, then you may need to change this option in Settings, Accessibility.

6.1 Options for Moving Focus to and Interacting with the In-Meeting Chat Using the Zoom Desktop App

There are two available layout options for the Zoom Chat window: Merged to meeting window or pop out window. This is an important distinction. By default, the Chat is “merged” to the meeting window. In this view, when you press Alt + H, focus does not move to the Chat panel and pressing Tab or Shift + Tab moves focus through all of the meeting controls, not just the options related to chat. This scenario is both confusing and inefficient. It is recommended that you use the pop out window instead, which will require a one-time modification. After that, pressing Alt + H will open the Chat pop out window, which is similar to opening a dialog box. Once you change to the pop out window, you can use the following commands:

- Open Chat pop out window: Alt + H
- Switch between any open pop out window and the Zoom meeting window: F6
- Close Chat pop out window: Escape
- Navigate through controls in the Chat pop out window: Tab or Shift + Tab
- Read window title: JAWS key + T or NVDA key + T

6.1.1 Choosing the Chat “Pop Out” Option in the Zoom Desktop App

If you are not sure if you are using the pop out window format for the Chat and you want to test this out, first press Alt + H. Then press F6. If focus eventually moves to Chat when you press F6, several times if necessary, then the Chat pop out window option is already enabled. If nothing happens, then the Chat Panel is merged to the meeting window. To enable this option, complete the following steps:

1. Press Alt + H to expand the Chat Panel. If JAWS or NVDA indicate that the Chat Panel is collapsed when you press Alt + H, then just press Alt + H a second time.
2. Tab until you get to the “Zoom Group Chat” button dropdown. You may hear some options more than once before you get to the “Zoom Group Chat” button dropdown. Just keep Tabbing until you get there.
3. Press the Spacebar to activate the “Zoom Group Chat” button dropdown.
4. Down Arrow to “pop out” and press Enter.

Note: From this point forward, all instructions in this guide related to utilizing the in-meeting chat assume that you have enabled the Chat pop out window.

6.2 Sending a Chat Message in the Zoom Desktop App

1. Press Alt + H to open the Chat pop out window.
2. Tab to the “To” button drop down. If the correct recipient is already chosen, then Tab until you get to the “Input chat text Type message here” edit field. To change the intended recipient in the “To” button drop down, first press the Spacebar to activate it. Then Down Arrow to either “Everyone” or to an individual’s name and then press Enter. When you press Enter on the intended recipient, focus will automatically move to the “Input chat text Type message here” edit field.
3. Type in your message and press Enter to send it.
4. If you want to return to the Zoom meeting window, press F6, several times if necessary. You can also press Escape to close the Chat pop out window.

6.3 Reviewing Chat Messages in the Zoom Desktop App

Press Alt + H to open the in-meeting chat. Reviewing in-meeting Chat messages can be a bit tricky and may feel somewhat inconsistent. The Chat pop out window contains the following areas:

- The “To” button dropdown: Use this control to designate the recipient of your message which could be everyone, the host, or another participant. Keep in mind that the host can set restrictions on in-meeting Chat. The host can allow participants to chat with the host only, everyone publicly, everyone publicly and directly, or no one.

- File button dropdown: This control can be used to share a file in the chat. Since accessing files shared through the chat may present challenges, it is recommended that files be shared through another means, such as by email attachment, prior to the meeting.
- More chat options button dropdown: When you activate this option, a context menu appears. Participants will have an option to save the chat. Hosts can set restrictions on chatting from this menu.
- Input chat text (type message here): You can type your chat message in this field and press Enter to send it.
- The list of chat messages: Contains chat messages that were sent to everyone or sent privately to you. The list also contains the messages that you have sent to others.

Hints Related to Reviewing In-Meeting Chat Messages:

- You will encounter the list of chat messages when you press Tab once from the Input chat text edit field. JAWS or NVDA may not identify this object as a list. You will hear the sender, recipient, time, and the text of the currently selected message when you first Tab into the list. When you first land in the list of messages, you can press Down Arrow to move to the next message, Up Arrow to move to the previous message, Home to move to the first (oldest) message, or End to move to the last (newest) message. Note that pressing Up or Down Arrow will eventually wrap to the last or first message. When you navigate to the next or previous chat message using Down or Up Arrow keys, JAWS or NVDA will announce the sender, recipient, time, and message. If you press Tab again after moving focus to the list of chat messages instead of using the Arrow keys, then focus will move to the next message. At that point, you will no longer be able to navigate through the list of messages using the Down or Up Arrow keys, but you can continue to navigate through messages and the chat window controls using Tab and Shift + Tab. However, when navigating to the next or previous chat message by pressing Tab or Shift + Tab, JAWS and NVDA will no longer announce the sender, recipient, or time. You will only hear the chat message text.

- Links shared through the in-meeting chat present somewhat of a challenge as well. If you navigate through the list of chat messages using Down or Up Arrow keys, then you will not be able to activate any links you encounter. If you choose to Tab or Shift + Tab to navigate chat messages, then you will be able to move focus to any links that have been posted to the in-meeting chat and then press Enter to activate the link. Unfortunately, you will not be able to access any text that was shared along with the link in the same chat message when using Tab or Shift + Tab.
- It is possible to press Control + A to select all and then press Control + C to copy the chat text. If you are experiencing issues in your attempts to review chat messages, then you can try pasting the chat content into a Word document (or other edit field) and review the message text in the document.
- JAWS users can use the JAWS key + Alt + W command to virtualize the window when in the Chat. This will bring up the information in the JAWS virtual viewer and users can review, select, and copy text. Keep in mind that JAWS can only virtualize the text that actually appears on the screen, without scrolling. Using this JAWS feature will work best if the Chat pop out window option is being used instead of the Chat panel since JAWS will virtualize the entire active window. If desired, the Chat window can also be maximized by pressing either Alt + Spacebar and then the letter x or by pressing Windows + Up Arrow before virtualizing the window. This will allow you to capture more text.
- If you have JAWS 2021, 2020, or if you have manually downloaded and installed the free, Basic Zoom scripts for JAWS from Hartgen Consultancy, then you can also press Control 1-0 to repeat the last 10 chat messages or alerts. If you only want to hear chat messages (and not other types of alerts) when you press Control + 1 through Control + 0 for the remainder of the meeting, then press Control + F5 until JAWS says, "You will hear chat messages only when you press Control + 1 through Control + 0." Note that if you press Control + 1 through Control + 0 twice quickly, the referenced chat message will be displayed in the JAWS virtual viewer. You can press Escape to close the JAWS virtual viewer.

6.4 Transferring Files within Chat Using the Zoom Desktop App

There is an option to share files in a meeting through the Chat pop out window. File transfer is enabled in Zoom online settings by default, but can be toggled off. At the current time, it is possible to access a file shared through the in-meeting Chat using JAWS or NVDA. It is still recommended that files be shared with participants through other means, such as by email attachment, ahead of the meeting to be sure that all participants can access the files. If you would like to share a file in the Chat, then follow the steps below:

1. Press Alt + H to open the Chat pop out window.
2. Tab to the “To” button drop down and press the Spacebar to activate it.
3. Down Arrow to either “Everyone” or a specific participant and then press Enter.
4. Tab to the “File” button drop down and press the Spacebar to activate it. A context menu will come up.
5. In the context menu, Down Arrow through your options which include Dropbox, Microsoft OneDrive, Google Drive, Box, Microsoft SharePoint, or Your Computer and press Enter on the desired choice.
6. If you choose Dropbox, Microsoft OneDrive, Google Drive, or Box, then your default web browser will open and you will be asked to connect. If you choose “Your Computer,” then a typical Open dialog box will appear. Once you have navigated to the appropriate location and selected the file, press Enter. The file will be shared in the Chat window.

6.5 Downloading a File from the Chat in the Zoom Desktop App

JAWS or NVDA will alert you when someone has shared a file with you. While it is currently possible to download files shared through the in-meeting chat, it is recommended that you ask anyone who is planning to share files through the Chat to send them to you through other methods, such as by email attachment.

1. Press Alt + H to open the Chat pop out window.
2. Tab to the “Input chat text Type message here” edit field. Tab once more to the first chat message. Down Arrow or Up Arrow to the chat message containing the shared file.
3. Tab once to the file. After the file name, your screen reader will announce, “Click to download.”
4. Press Enter to save the file. The Save As dialog box will come up. Type a name for the file (or use the existing name) and save to the desired location.

6.6 Manually Saving Chat Text in the Zoom Desktop App

1. Press Alt + H to open the Chat pop out window.
2. Tab to the “More chat options” button dropdown and press the Spacebar to activate it. A context menu will come up.
3. Down Arrow to Save Chat and press Enter. The chat text will be saved in a text file that will be located in an automatically created folder that is named with the date and the meeting topic name. This folder will be created in the Zoom folder, which is inside of Documents by default.

Chapter 7: Security-Related Options and Adjusting Various Settings

7.1 Security-Related Options

During the COVID-19 pandemic, opportunistic, malicious hackers, coined as “Zoom bombers,” took advantage of the surge in the increased number of Zoom users and targeted existing vulnerabilities in the platform. A number of instances were reported in which uninvited individuals disrupted meetings with inappropriate images and/or language. In response to privacy and security threats, the Zoom company adjusted some of the settings in the hopes of increasing security during meetings. The following items, located in the “Schedule Meeting” dialog box, are related to Zoom meeting security:

- **Passcode:** Passcodes are now required by default for participants who join using the Meeting ID and are embedded in the join meeting link.
- **Waiting Room:** Enabling the waiting room allows the host to selectively admit participants into the meeting. This may help to ensure that only the intended participants show up to the meeting.
- **Allow participants to join anytime:** Disabling this option will not allow participants to enter the meeting and interact with others until the host is present.

Keep in mind that anyone with the join meeting link can access your meeting. Only share the Zoom meeting invitation with the intended participants. Do not share the meeting ID, passcode, or join meeting link through your social media or other public forum.

During a meeting, hosts will find a “Security” button in their meeting controls. The options available in the security context menu are described in the Options for Hosts section of this guide.

7.2 Reviewing and Adjusting Settings in the Zoom Desktop App

Some Zoom security-related settings as well as other settings can be adjusted from within an active Zoom meeting or the main Zoom Client for Meetings desktop app that appears when you sign into Zoom. Other settings will need to be adjusted through your Zoom account online.

1. If you are signed into the Zoom Client for Meetings desktop app:
 - a. From any page tab (i.e., Home, Chat, Meetings, or Contacts), press Tab several times until you get to the “Zoom” [Your Name] button drop down.
 - b. Press the Spacebar or Enter to open the menu.

- c. Down Arrow to Settings and press Enter. Note: There is also a standalone “Setting” button located on the “Home” page tab of the Zoom window.
2. If you are in a Zoom meeting:
 - a. Tab to either the “Audio Settings” button or the “Video Settings” button.
 - b. Press the Spacebar. A context menu will come up.
 - c. Up or Down Arrow to either “Audio Settings...” or “Video Settings...” and then press Enter.
3. The Settings window will open. Press Tab several times, if necessary, until you get to one of the settings categories, which includes the following:
 - a. General
 - b. Video
 - c. Audio
 - d. Share Screen
 - e. Chat (only available when signed into your Zoom account)
 - f. Background & Filters
 - g. Recording
 - h. Profile (only available when signed into your Zoom account)
 - i. Statistics
 - j. Keyboard Shortcuts
 - k. Accessibility
4. The settings categories are in a list, even though JAWS and NVDA may not identify this object as a list. You can navigate in the list by pressing Down Arrow, Up Arrow, Home to move to the first item in the list, or End to move to the last item in the list. You cannot navigate in the list by pressing first character.
5. Once you have selected the desired category, you must press Enter to actually choose the selected category.
6. Tab through the available options. There is no Save or OK button in the Settings window. When you are finished adjusting your settings, press Escape to close the window.

7.2.1 Testing and Adjusting Your Microphone Settings in the Zoom Desktop App

There are multiple methods for testing your microphone. You can test your microphone during the process of entering the meeting or after you have entered the meeting. You can also test your microphone through Zoom Settings. This is probably the best option since you will be able to adjust the microphone volume, if necessary, through Settings. Open the Settings window using one of the two options described in the previous section of this guide. Then do the following:

1. If you are not already on “Audio” settings, then Tab until you hear one of the Settings categories. Down Arrow or Up Arrow to “Audio” and then press Enter.
2. Tab to the “Test Mic” button and press the Spacebar to activate it. Press the Control key to silence JAWS or NVDA and speak clearly into your microphone.
3. After a while, you should hear your voice repeat back to you. If you feel that your microphone volume needs to be adjusted, then first make sure that you are using the desired microphone. Laptops often have built-in microphones, you may have a headset with a microphone, and external web cams often have their own built-in microphones. In other words, it is possible that you are using a different microphone than you intended. Tab to the “current microphone” combo box. Down Arrow to the desired microphone and press Enter. If the microphone volume is still low, then you may need to adjust the microphone volume. Tab to the microphone volume left/right slider. Use Left or Right Arrow keys to adjust the microphone volume.
4. When you are finished adjusting settings, press Escape to close the Settings window.

Note: You can make sure you are using the correct microphone during a meeting without going into Settings. Tab to the “Audio Settings” button menu in your meeting controls and press the Spacebar to activate it. Down Arrow to the correct microphone. If it is reported as “unchecked” then press Enter, which will both check it and close the context menu.

7.2.2 Setting a Virtual Background in the Zoom Desktop App

Once you have set a [virtual background](#) for your Zoom account within the Zoom Client for Meetings desktop app, your chosen virtual background will be on each time you join a meeting using the Zoom Client for Meetings desktop app using the same Zoom account. You can select a different virtual background image at any point or choose “none” to turn the virtual background off entirely.

1. From within the Settings window, Tab until you hear one of the settings categories. Down Arrow to “Background & Filters” and then press Enter.
2. Tab to the “Virtual Backgrounds” tab. If, for some reason, the “Video Filters” tab is selected, then press Left Arrow to choose the “Virtual Backgrounds” tab.
3. To choose a preset or previously used virtual background:
 - a. Tab to the list of preset and previously used virtual backgrounds. JAWS and NVDA will not identify this as a list and will either announce the name of the previously selected virtual background or “none.”
 - b. Press the Right Arrow to navigate in the list. If this is the first time you have attempted to choose a preset virtual background, then when you first press Right Arrow, a “Download Smart Virtual Background Package” dialog box will come up. Tab to the “Download” button and press the Spacebar to activate it. Once the download is complete, options such as San Francisco (the Golden Gate Bridge), Grass (a close up of blades of grass), Earth (a portion of the earth viewed from space), Northern Lights, and Beach (a tropical beach with rolling waves and palm tree) will be available. Some of these preset items have motion added to them, such as waves crashing or tree branches blowing in the wind.
 - c. Navigate through the options in the list with your Right or Left Arrow keys. Any images that you have added will be identified by their file names. There is no need to press Spacebar or Enter to select the current option. Just leaving focus on an image will cause that image to become your virtual background, but this may not be obvious. If you would like to turn your virtual background off, then press Left Arrow to move to the option called “none.”
4. To set a new virtual background using an image saved on your computer:
 - a. Tab to the “Add Image or Video” button.
 - b. Press Enter or Spacebar to activate the button. A context menu will come up.
 - c. Down arrow to “add image” and press enter. The “Choose a background image” dialog box will come up. This dialog box is similar to any typical Open dialog box. Choose the location and the image that you want to use for your virtual background. Then activate the “Open” button. The image you chose will now be your virtual background for all future meetings when logged into the same Zoom account within the Zoom Client for Meetings desktop app until you either change the image or choose “none” from this list.

5. If you tab through additional options, do not check the “I have a green screen” check box unless you actually have a physical green screen behind you.
6. When you are finished adjusting settings, press Escape to close the Settings window.

While it is probably best to set your virtual background prior to your meeting, it is also possible to set your virtual background from within an active meeting:

1. From within an active Zoom Meeting window, Tab to “Video Settings” button menu and press Spacebar or Enter to activate it. A context menu will come up.
2. Down Arrow to “Video Settings...” and press Enter. This will open the Settings window to the “Backgrounds & Filters” category.
3. Follow the steps for choosing a virtual background from within the Zoom Client for Meetings desktop app as described above.

7.2.3 Always Show Meeting Controls

If you have some vision and you find that the meeting controls routinely disappear on you, then you may prefer to enable the “Always show meeting controls” setting.

1. From within the Settings window, Tab until you hear one of the settings categories. Up Arrow to “General” and then press Enter.
2. Tab to the “Always show meeting controls” checkbox and press the Spacebar to check it.
3. When you are finished adjusting settings, press Escape to close the Settings window.

7.3 Adjusting Settings Through Your Zoom Account Online

7.3.1 Signing into Your Zoom Account Online

1. Go to Zoom.US/SignIn. Alternatively, you can get to the Sign In page by choosing “My Profile” from the Zoom” [Your Name] button dropdown within the Zoom Client for Meetings desktop app.
2. If you are using your default screen reader settings, then focus should start in the email address edit field and JAWS forms mode/NVDA focus mode should be on.
3. Type in your email address.
4. Tab to the Password edit field. Type in your Password.

5. If you do not want Zoom to keep you signed in, then Tab past the Sign In button to the “Stay signed in” checkbox and press the Spacebar to uncheck it.
6. Shift + Tab (or Tab if you did not uncheck the “Stay signed in” checkbox) to the Sign In button and press the Spacebar to activate it.

7.3.2 Exploring Some of the Settings in Your Zoom Account Online

Many options in your Zoom account online settings are not available in any other environment. Other options, such as enabling or disabling the waiting room, can either be changed through the online settings or when scheduling a meeting. If you choose to navigate to each next option by pressing the Tab key, know that the purpose of some options may not be clear without reading the surrounding text.

1. Sign into your Zoom account online.
2. Go to Zoom.US/profile/setting
3. You will land on the Settings page and the Meetings tab will be selected. Press H until you get to the “Setting page” heading level 1.
4. You can navigate the webpage using your typical preferred commands. Each setting on the page is a heading, so pressing H to move to each next heading is one option for navigating. Below each heading is a description of the item and then a toggle button. If a toggle button is reported as “unavailable,” then that particular setting cannot be changed, possibly due to security restrictions. If the toggle button is reported as “pressed,” then that particular setting is on or enabled. If the state of the toggle button is not reported, then the toggle button is off or disabled. Unless a toggle button is reported as “unavailable,” you can press the Spacebar to enable (i.e., press) or disable the toggle button.
5. Adjust any settings that you want. The following options are examples of some of the currently available settings:
 - a. Embed passcode in invite link for one-click join: Meeting passcodes will be encrypted and included as part of the invite link. Anyone with the join/invite link will not have to enter a passcode to enter the meeting.
 - b. Upcoming meeting reminder: Receive desktop notification for upcoming meetings. The reminder time can be configured in the Zoom Client for Meetings desktop app.
 - c. Auto saving chats: Hosts can enable this setting to automatically save all in-meeting chats.

- d. File transfer: If this option is toggled on, then hosts and participants can send files through the in-meeting chat.
 - e. Show Zoom windows during screen share: By default, when sharing your screen, other participants cannot see your Zoom related windows.
 - f. Screen sharing, Who can share: By default, the screen sharing toggle button is pressed. However, there is a radio button group that follows related to who can share. By default, only the host can share. This means that if you routinely want another participant who is not the host to be able to share their screen during meetings, that you need to change the setting during every meeting to allow all participants to share their screens. You may prefer to choose the “All Participants” radio button here instead.
 - g. Breakout room: When this toggle button is pressed, a meeting host is able to split meeting participants into separate rooms. If you are a host who wants to be able to use breakout rooms in a future meeting, then you will need to adjust this setting prior to that meeting. Participants do not need to adjust this setting in their own account in order to participate in meetings with breakout rooms.
 - h. Closed captioning: When this toggle button is pressed, the host or another assigned participant/third party device can add closed captions.
 - i. Save captions: When this toggle button is pressed, participants can save the meeting’s closed captions.
 - j. When attendees join meeting before host: When toggled on, the host will be notified by email when participants join the meeting before them.
 - k. When a meeting is cancelled: When toggled on, hosts and participants will be notified by email if the meeting is canceled.
6. There is no Save button on this page. Your changes will be automatically saved and you will likely hear an alert indicating that your settings have been updated whenever you change the state of one of the toggle buttons.

7.4 Choosing a Profile Picture through Your Zoom Online Profile

Uploading a profile picture could potentially be an acceptable alternative if you do not have a functioning web camera and sighted customers or colleagues want to be able to see you. You may need sighted assistance to position or crop your picture appropriately.

1. Once you are signed into your Zoom account online, go to [Zoom.US/Profile](https://zoom.us/profile).

2. Press H until you get to the “Profile page” heading level 1. Note that this heading is hidden from sighted readers and there is a typo in the word “Profile.”
3. Down Arrow to the “change profile picture” button and press Enter to activate it.
4. A modal dialog will come up, but this may not be announced. Tab to the “Upload” button and press Enter or Spacebar to activate it.
5. A typical Open dialog box will come up. Navigate to the correct folder location. Once you select the file that you want to use for your profile picture, press Enter.
6. Focus will return to the modal window. Sighted assistance may be required to resize the image. Tab to the Save button and press Enter to activate it. You will not receive an alert that your profile picture has been added. Also note that there is no Save button on the “My Profile” page.

7.5 Updating the Zoom Client for Meetings Desktop App

Since the initial publication of this guide, there have been many updates to the Zoom Client for Meetings desktop application. Some of these updates have been in an effort to improve the security of Zoom meetings. To update your Zoom Client for Meetings desktop app, do the following:

1. Sign into the Zoom Client for Meetings desktop app. Tab to the Zoom” [Your Name] button dropdown and press the Spacebar to activate it. The menu will open.
2. Down Arrow to “Check for Updates” and press Enter.
3. The “Zoom Update” dialog box will come up. If the Zoom Client for Meetings App is already up to date, then you will hear an indication that you are up to date as you Tab through the dialog box. If an update is available, you will hear an indication of this and you will likely encounter some release notes.
4. It tends to take some time for the “Update” button to become available in the dialog box. You may have to wait a minute before you are able to Tab to the “Update” button. Then press the Spacebar to activate it.
5. Wait a minute for the “Zoom Updater” to finish. You will then encounter the “Zoom Cloud Meetings” dialog and you will need to sign back into the Zoom Client for Meetings desktop app.

Note: It is a good idea to check for updates every few weeks.

Chapter 8: Using the Zoom Cloud for Meetings iPhone App

You can perform almost all of the same functions using the iPhone app that you can perform using the Zoom Client for Meetings desktop app. However, there will be some restrictions. Hosts especially may prefer to run meetings using the Zoom Client for Meetings desktop app. For example, meeting hosts will not be able to divide participants into breakout rooms or record the meeting from their iPhone. Also, while you can share your iPhone screen visually, you cannot include VoiceOver in a screen share using the iPhone app alone.

At the time of the December 2020 update to this guide, the Zoom Cloud Meetings app version was 5.4.7 on iOS 14.3. In an attempt to reduce wordiness in this guide, any mention of a VoiceOver gesture that does not specify the number of fingers to use refers to a one finger gesture.

8.1 Downloading and Installing the Zoom Cloud Meetings iPhone App

1. Tell Siri to “Search for Zoom Cloud Meetings in the App Store.”
2. Flick right until you get to “Zoom Cloud Meetings.” Then flick right again to the “Get” button and then double tap to activate it.
3. When finished, flick left and then flick right to the “Open” button. Double tap on the “Open” button to open the app.
4. Perform a four-finger tap at the top of the screen to move focus to the first item on the screen.
5. You can flick right to the following buttons:
 - a. Settings
 - b. Join a Meeting
 - c. Sign Up
 - d. Sign In

8.2 Signing into the Zoom iPhone App

1. Tell Siri to “Open Zoom.”
2. Perform a four-finger tap at the bottom of the screen.
3. Focus should land on the “Sign In” button. Double tap to activate it.
4. Flick right to the “Email Address” edit field and then double tap to edit.
5. Type in your email address.

6. One finger touch at the top of the screen.
7. Flick left or right to the “Password” edit field and then double tap to edit. Type in your password.
8. One finger touch at the top of the screen.
9. Flick right or left to the “Sign In” button and then double tap to activate it.
10. If you get an alert that says, “Zoom would like to send you notifications. Notifications may include alerts, sounds, and icon badges. These can be configured in settings.” Flick right to either “Don’t allow” or “Allow” button and double tap on your preferred choice.
11. If you get an alert that says, “Zoom would like to access your calendar. We will use your calendar to easily schedule your meetings on Zoom.” Flick right to either “Don’t allow” or “OK” button and then double tap on your preferred choice.
12. If you get an alert that asks, “Would you like to use Zoom with Siri?” Flick right to either “Don’t Allow” or “OK” button and then double tap to activate the button of your choice.
13. If you get an alert that asks if you want to sign in with Face ID or Touch ID (depending upon your iPhone model), you can flick right or left to either the “Don’t Allow” or “OK” button and then double tap to activate the button of your choice.

Note: Once you are signed into the Zoom Cloud Meetings app, you will remain signed into your account until you choose to sign out.

8.3 Signing Out of Your Zoom Account in the iPhone App

1. If you are in a meeting, first end or leave the meeting.
2. Perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen. Focus should land on the Settings tab. Double tap to activate it.
3. Perform a four-finger tap at the top of the screen to move focus to the first object on the screen.
4. Flick right to your account name and double tap to activate it.
5. Perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen. Focus should land on “Sign Out.” Double tap to activate it.

8.4 Considerations for Participants and Hosts Using the Zoom iPhone App

If you have not yet joined a meeting using the Zoom Cloud Meetings App, then you will need to allow Zoom to access your microphone and camera (if desired). Complete the following steps:

1. Tell Siri to “Open Zoom.”
2. The first time you join a meeting, you will get an alert that says, “Zoom would like to access the microphone. For people to hear you during meetings, Zoom needs to access your microphone.” Flick right to the OK button and then double tap to activate it.
3. Then you may get an alert that says, “Zoom would like to send you notifications. Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.” Flick right to either “Don’t Allow” or “Allow” and then double tap on your preferred choice. If you have answered this question previously, then it may not come up at this time.
4. The first time you attempt to use your camera, you will get an alert that says, “Zoom would like to access the camera. For people to see you during meetings, Zoom needs access to your camera.” Flick right to either the “Don’t Allow” or “Ok” button and then double tap to activate it.

Note: If you need to change the microphone and camera options at a later time, then do the following:

1. Open Settings.
2. Flick right to Privacy and then double tap to activate it.
3. Flick right to Microphone and then double tap to activate it.
4. Flick right to “Zoom” and then double tap to toggle the setting on.
5. Then either use the scrub gesture to go back or flick left to the “Privacy back button” and then double tap.
6. Flick right to the “Camera” button and then double tap to activate it.
7. Flick right to “Zoom” and double tap to toggle the setting on.

8.5 Joining a Meeting in the Zoom iPhone App

1. Hosts can send Zoom meeting invitations using an Outlook meeting invitation, a Google calendar event, or a regular email. The Zoom meeting invitation will contain a join Zoom meeting link, a meeting ID, and a passcode, in addition to other information. Currently, when you join a meeting by activating the join Zoom meeting link, you will not be asked to enter a passcode in order to enter the meeting, even if a passcode is listed in the meeting invitation. Activate the join Zoom meeting link if it is contained in the body of the email message. If you receive the Zoom meeting invitation as an .ics (i.e., calendar file) attachment in the iPhone Mail app, then accessing the join meeting link may be a bit tricky. Try the following:
 - a. Flick right to the .ics attachment and double tap to activate it.
 - b. Flick right to Notes, followed by the details of the meeting.
 - c. Adjust the rotor to links and perform a one finger swipe down to the next link. Double tap to activate the link. The Zoom app will open.
 - d. Note: Alternatively, after activating the .ics attachment, you can flick right to the “Show all notes” button and then double tap to activate it. On the next screen, you can flick right through the meeting information. When you get to the join meeting link, you can double tap to activate it.
2. An alert will come up that says, “To hear others, please join audio.” Flick right to “Call using Internet Audio” button and then double tap. This will use your iPhone speaker and microphone. If the host of your meeting has a paid account, then there may also be a “Dial in” option available.
3. Keep in mind that your microphone may be unmuted. If you will not be speaking any time soon, then perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen. Focus should land on the “More” button. Flick left to the “mute my audio” button and double tap to activate it. Alternatively, you can perform a three-finger swipe right which activates “safe driving mode.” This will effectively mute your microphone and turn off your video. A three-finger swipe left will unmute your microphone. If you plan to leave your microphone unmuted because you are having an open conversation with other meeting attendees, but you are not actively using VoiceOver, you might consider using the three-finger double tap toggle to turn speech off/on so that other participants do not hear VoiceOver.

8.6 Join Zoom Meetings Faster on the iPhone by Adding Phrases to Siri Shortcuts

With iOS 12 and later, Siri shortcuts are available to help speed up actions. There are three suggested Siri shortcuts within the Settings tab of the iPhone app that will allow you to set up your trusty virtual assistant, Siri, so that you can speak these three short Zoom-related commands for her to carry out.

1. Sign into your Zoom account.
2. Perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen. Focus should land on the Settings tab. Double tap to activate it.
3. Flick left to “Siri Shortcuts” button and then double tap to activate it.
4. Flick right to “Join the next meeting. Add to Siri” and then double tap to activate it.
5. Flick right through the content on the next page. When you get to the “Add to Siri” button, double tap to activate it.
6. Flick right to “View today’s meetings. Add to Siri” and then double tap to activate it.
7. Flick right through the content on the next page. When you get to the “Add to Siri” button, double tap to activate it.
8. Flick right to “Start my personal meeting. Add to Siri” and then double tap to activate it.
9. Flick right through the content on the next page. When you get to the “Add to Siri” button, double tap to activate it.
10. Then you can say:
 - a. “Join next meeting” and Siri will announce your next scheduled Zoom meeting and ask if you are ready to start.
 - b. “View today’s meetings” and Siri will tell you what Zoom says about any upcoming meetings.
 - c. “Start my personal meeting.” If you are not in the Zoom app, then the Zoom app will open. If you are in the Zoom app, then a new personal meeting will start.

8.7 Overview of the Zoom iPhone App and Basic Tasks for Participants and Hosts

Once you have joined a meeting using the Zoom Cloud Meetings app, perform a four-finger tap at the top of the screen to move focus to the first object. The following items are available. Flick right through the items:

- An indication of the active speaker's video or the active speaker's avatar. An avatar is a graphical representation of a participant, such as the default, generic block figure or a profile picture chosen by the participant. An avatar is displayed when the actively speaking participant (or host) has their video off.
- Speaker on/off button. You generally will not want to double tap on this button. When the speaker button is toggled off, the volume of the attendees speaking in the meeting as well as VoiceOver will become very low. If you accidentally activate this button, you could turn your iPhone volume all the way up, if necessary. Then flick left or right to the "Speaker off" button and double tap on it to toggle it on.
- An indication that you are using enhanced encryption.
- Zoom button/Meeting Information button: Activating either one of these buttons will bring up a popup with the meeting information including the name of the meeting, the meeting ID, host, passcode, invite link, encryption information, and an information about your Zoom connection. Unfortunately, once this information comes up, you will not be able to easily get back to the app and the other controls. Perform a 2-finger scrub gesture to escape out of this popup.
- Leave/End button: If you are a meeting participant and you double tap on the "Leave button," then you will leave the meeting. No pop up will come up to confirm your choice to leave the meeting. If you are a meeting host and you double tap on the "End" button, an alert will come up. Focus will be on the "End meeting for all" button. Other button options include "Leave Meeting" or "Cancel." If you are the meeting host and you choose "Leave Meeting," then you will be presented with an opportunity to assign a new host. Flick right through the other participants and double tap on the person who you want to make the new host. Then flick right to the "Assign and Leave" button and double tap to activate it.
- Mute/Unmute My Audio button: Double tap on this item to toggle your microphone on/off. If you are not actively speaking, it is a good idea to leave your microphone muted.
- Start/Stop My Video button: Double tap on this item to toggle your video on/off.

- Share screen button: You can double tap on this item to bring up options related to screen share.
- Participants button: You can double tap on this item to bring up the participants screen.
 - You can then flick right or left to the desired participant. If you are a participant, you can double tap on yourself. You will then have options for Raise Hand, Mute/Unmute Audio, or Rename. If you double tap on the host, you will have the option to chat with the host (or you can switch this to everyone if communication with everyone is allowed). You will also have the option to invite someone to the in-progress meeting.
 - If you are the host and you double tap on a participant, you will have options to ask to unmute, chat, make another participant the host, allow a participant to record, allow to multi-pin, put a participant in the waiting room, ask a participant to start their video, rename a participant, remove a participant, or assign a participant to type closed captions. You will also have the option to mute or unmute all participants (by first activating the “more” button) or invite someone to the in-progress meeting.

8.8 In-Meeting Chat Using the Zoom iPhone App

1. Perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen.
2. Focus should land on the “More” button.
3. Flick left to the “Participants” button. Double tap to activate it.
4. Flick right through the options on the chat screen. Notice that after the text that says, “send to,” the recipient’s name is the participant you double tapped on the participants screen. If you want to change the chat recipient, you can double tap the current name. Then flick right to the new recipient and double tap their name.
5. Flick right to the “Tap here to chat or tap a message to reply” text field and then double tap to edit. Then you can either type your message or two-finger double tap to start dictation, dictate your message, and then two-finger double tap to stop dictation.
6. Flick right to the “Send to everyone” button or the “Send to” a specific person’s name button.
7. Double tap to activate the send button.

Note 1: You can also access chat by double tapping the “More button” on the main app screen, flicking right to the “Chat” button, choosing the recipient, and then creating and sending the message as described above.

Note 2: To review chat messages, flick left to the previous message or flick right to the next message.

Note 3: You can double tap a chat message to send a direct message to the sender of that message.

Note 4: To close the chat, you can perform a four-finger tap at the top of the screen or flick left to the “Close” button. Then double tap to activate it.

8.9 Participating in Breakout Rooms Using the Zoom iPhone App

Currently, individuals who join meetings using the Zoom Cloud Meetings iOS app can participate in breakout rooms. However, hosts cannot divide participants into breakout rooms or manage breakout rooms through the iOS app.

8.9.1 Joining a Breakout Room in the Zoom iPhone App

If the host either manually assigns participants to breakout rooms or lets Zoom automatically assign participants to breakout rooms, then you should receive a popup “Join Breakout Room” notification that indicates that the host is inviting you to join a particular breakout room. You will have the option to activate either the “Join” button or the “Not Now” button. If you choose “Join” then you will be redirected to the breakout room. If you choose “Not Now,” then a “Join breakout room” button will be added to your meeting controls and will be located after the “Leave” button.

If the host allows participants to choose their own breakout rooms, then you may not get a notification at all. However, in this case, a “Join breakout room” button will be added to your meeting controls. This button will be located after the “Leave” button. To choose your preferred breakout room, do the following:

1. Double tap the “Join breakout room” button.
2. Flick right to the breakout room that you want to join and double tap. VoiceOver should indicate that the room is selected. The Zoom Cloud Meetings iOS app does not indicate which participants have already joined which room.
3. Flick right to the “Join” button and double tap to activate it.

8.9.2 Leaving a Breakout Room Using the Zoom iPhone App

Breakout rooms may close when a time limit is reached or when the host manually closes the breakout rooms. An alert will popup to inform you that breakout rooms will be closing. The default countdown is 60 seconds. You can flick right to the “Leave Now” button and double tap to activate it. If you do nothing, then you will be automatically returned to the main session after the 60 second countdown. By default, you can also choose to leave the breakout room and return to the main session at any time. To leave the current breakout room before the host closes breakout rooms, do the following:

1. Flick left or right to the “Leave” button and double tap to activate it.
2. A popup will come up. You can flick right to either “Leave breakout room” or “Leave meeting” and double tap. If you activate the “Leave breakout room” button, then you will be moved back to the main session. You will still have an option to “Join breakout room” located after the “Leave” button when you are in the main session.

8.9.3 Asking the Host for Help from a Breakout Room Using the Zoom iPhone App

When you are in a breakout room, an “Ask for Help” button will be added to your meeting controls. This button will be located after the “Leave” button. When you double tap the “Ask for Help” button, an alert will pop up. You can flick right through this popup that says, “You can invite the host to this breakout room for assistance.” Then flick right to either the “Cancel” button or the “Invite host” button and double tap. If you invite the host, you will hear a message that says, “The host has been invited.” The host will receive an alert indicating that you asked for help and which breakout room you are in.

8.10 Inviting Someone to an In-Progress Meeting from within the Zoom iPhone App

1. Flick right to the “Participants” button and double tap.
2. Flick right to the “Invite” button and double tap.
3. Flick right through the available options, which include send email, send message, invite contacts, or copy invite link.
4. At least for the send email and send message options, the link to the Zoom meeting will be part of the invitation that the recipient receives.

8.11 Setting a Virtual Background from within the Zoom iPhone App

While you can set a virtual background from within an actual meeting, it might be a better option to choose a virtual background by starting a “new meeting” in which you

are the only participant. Once in the meeting, the steps necessary to choose a virtual background are the same. You will need to allow Zoom to access your iPhone camera before you can set a virtual background. Unfortunately, any virtual background you set in the Zoom Client for Meetings desktop app does not carry over to the iPhone app, even if you are using the same Zoom account.

1. To start a “New Meeting,” first perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen. Focus should land on the Settings tab.
2. Flick left to the “Meet & Chat” tab and double tap to activate it.
3. Then flick left to the “New Meeting” button and double tap to activate it.
4. On the next screen, flick right to “Start a meeting” button and double tap to activate it.
5. Once you have joined audio, perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen. Focus should land on the “More” button. Double tap to activate it.
6. A menu will pop-up. Flick right to “Virtual Background” button and double tap to activate it.
7. On the next screen, focus may land on the “Close” button. If you want to use an existing virtual background image, then flick left to the desired image such as earth, grass, or San Francisco and double tap to activate it. Then flick right to the “Close” button and double tap.
8. If you would rather use your own image for the virtual background, flick left (or right) to the “Add virtual background image” button and double tap to activate it.
 - a. On the next screen, focus may land on the back button within your “Recent” images. Double tap to activate the “Back” button to go back to all of your iPhone photos. Flick right to the category that you want and double tap to activate it. Unfortunately, as you flick right or left through your photos, VoiceOver only announces, “Photo,” for every image. As a result, sighted assistance may be necessary to select the desired photo. Once the photo is selected, activate the done button. Then activate the “Close” button.

Note: If you are not able to access your iPhone photos, then you may need to go to Settings, Privacy, Photos, Zoom, and then choose “All photos.”

8.12 Scheduling a Meeting Using the Zoom iPhone App

When you schedule a meeting using the Zoom iPhone app, those scheduled meetings will be accessible from the Meetings page tab in the Zoom Client for Meetings desktop app as well.

1. When you first open and sign into your Zoom account, focus should automatically be on the “Meet and Chat” tab. If not, then perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen. Flick left to the “Meet and Chat” tab and double tap to activate it.
2. Perform a four-finger tap at the top of the screen to move focus to the first object on the screen. Flick right to the “Schedule” button and then double tap to activate it.
3. Perform a four-finger tap at the top of the screen to move focus to the first object on the screen. You can repeat this gesture if focus jumps unexpectedly at any point as you complete the fields necessary for scheduling your meeting.
4. Flick right to the “Meeting topic” text field. Double tap to edit. Then two finger double tap to start dictation, dictate your meeting topic, and then two finger double tap to stop dictation.
5. Flick right to the “Starts” button that announces the date and time of when the meeting will start. Then double tap to activate it. Focus will land in the day/date picker. Swipe up or down with one finger to change the day/date. You can flick right to the hour, minutes, and AM PM pickers and then swipe up or down with one finger to adjust these values as needed. When you are finished adjusting the start date and time, then flick left to the “Done” button and double tap to activate it.
6. Flick right to the “Duration” button. The default meeting duration is thirty-minutes. Keep in mind that if you have a free, Basic Personal Meeting Zoom plan and you will be inviting more than one participant to your meeting, then the meeting time will be restricted to forty-minutes. If you need to change the duration, then double tap. A picker will come up that allows you to choose the length of your meeting in hours and minutes. When finished, flick left to the “Done” button and double tap to activate it.
7. Flick right to the Time Zone button, which will likely default to your time zone. If not, then double tap. Time Zones are listed in alphabetical order.

- a. You can navigate to the desired time Zone by performing a one finger touch on the right side of the screen to select the “section index” adjustable and then swipe up or down with one finger through the letters of the alphabet. Then flick right to the correct time zone and double tap to activate it. Then perform a four-finger tap at the top of the screen to move focus to the first object. Flick right to the “Done” button and then double tap to activate it.
- b. You can also navigate to the appropriate letter, such as E for Eastern Time, by adjusting the rotor to headings. Then swipe down or up to move to the next or previous heading until you get to the desired letter. Then flick right to the appropriate time zone and double tap to activate it. Then perform a four-finger tap at the top of the screen to move focus to the first object. Flick right to the “Done” button and then double tap to activate it.
8. Flick right to the “Repeat” button. If the default choice of “never” is incorrect, then double tap to activate it. Repeated meetings will appear on the Meetings tab under the “Recurring meeting” heading in the iPhone app. Flick right through the options which include: None, every day, every week, every 2 weeks, every month, or every year. Double tap on the appropriate option. Then flick left to the “Done” button and double tap to activate it.
9. If you chose a repeat pattern in the previous step, then flick right to the “End Repeat” button. The default repeat end is “Never.” If you need to change the repeat end, then double tap on the “End Repeat” button to activate it. On the next screen, flick right to the date picker. Flick right/left between month, day, and year. Swipe up or down with one finger to adjust the value. When finished adjusting the Repeat End date, flick left to the “Done” button and double tap to activate it.
10. Flick right to the “Use Personal Meeting ID.” It may be more secure to leave this option toggled off and allow Zoom to automatically generate an ID for your meeting.
11. Flick right to “Required meeting passcode” which will be on, but dimmed. However, double tapping this option currently causes passcode related options to disappear from the screen.
12. Flick right to the “Passcode” text field. If you double tapped the “Require meeting passcode” in the previous step, then you may not have an option for “Passcode.” If you are able to move focus to “Passcode,” VoiceOver will not automatically announce the existing passcode. If you want to review or change the passcode, first double tap.
13. Flick right to “Enable waiting room.” Only users admitted by the host can join the meeting. You can decide if you want to double tap to disable or enable this setting.

14. Flick right until you get to “Host Video On” and double tap to activate it if you want. If your video is on and you have previously allowed Zoom to access your iPhone camera, then all sighted participants will be able to see whatever your iPhone camera is pointing at.
15. Flick right to participant video on and double tap to activate it if you want. Even if you toggle this switch button on, participants will have the option to toggle their video off when they join the meeting.
16. Flick right to “Advanced Options” button and double tap.
17. Focus will land on “Allow join before host.” If you want participants to be able to join before the host, then toggle this setting on. Otherwise, toggle it off.
18. Flick right to “automatically record meeting.” While you are able to toggle this switch button on and off when you are signed into your free, Basic Personal Meeting Zoom account, you must record to the cloud when recording meetings on a mobile device. However, cloud recording is only available with paid Zoom plans. In other words, if you have a free, Basic Personal Meeting Zoom plan, then toggling the “Automatically Record Meeting” switch button on has no effect. If you have a paid Zoom account, then you can locate your meeting recording on Zoom web by signing into your account, visiting recordings and then cloud recordings under “My Account.” Alternatively, you can ask another participant who is using the Zoom Client desktop app to record the meeting, but you will need to allow them to do so during the meeting from the Participants list.
19. Perform a four-finger tap at the top of the screen to move focus to the first object on the screen. Then flick right to the “Save” button and double tap to activate it.
20. Once you activate the “Save” button, an email message will come up, assuming you have an email account set up on your iPhone. The body of the email will contain the Zoom meeting invitation, including the meeting topic, time and date, join meeting link, meeting ID, and passcode. Send the email to the intended recipients.

8.13 Editing or Deleting a Scheduled Meeting Using the Zoom iPhone App

1. Sign into your Zoom account. Then perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen.
2. Flick left to the “Meetings” tab and double tap to activate it.
3. Perform a four-finger tap at the top of the screen to move focus to the first object on the screen.

4. Flick right to the appropriate meeting. Then double tap to activate it.
5. To edit the appointment:
 - a. Flick right to the “Edit” button and then double tap to activate it. Refer to notes on scheduling a meeting for assistance with the various controls in this window. Then perform a four-finger tap at the top of the screen to move focus to the first object. Then flick right to the “Save” button. Double tap to activate it.
6. To delete the appointment:
 - a. Flick right to the “Delete” button and then double tap to activate it.
 - b. An alert will come up letting you know that you can recover the meeting within 7 days on the recently deleted page from Zoom Web. Flick right to the “Delete meeting” button and then double tap to activate it.

Note: There is also an option to start the meeting or add invitees on the edit meeting screen.

8.14 Starting a Scheduled Meeting Using the Zoom iPhone App

1. Sign into your Zoom account. Then perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen. Flick left to the “Meetings” tab and double tap to activate it.
2. Perform a four-finger tap at the top of the screen to move focus to the first object on the screen.
3. Flick right to the appropriate meeting. Then flick right to the Start button and double tap to activate it.

8.15 Managing Participants Using the Zoom iPhone App

To open the Participants screen, do the following from within a meeting:

1. Perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen. Focus will land on the “More” button. Flick left to the “Participants” button and double tap to open the Participants screen.
2. Focus should land on the “Close” button, which is the first object on the screen. If not, then perform a four-finger tap at the top of the screen. The Participants heading at the top will include a number, indicating the number of participants in the meeting. This count includes you.

3. Flick right through the available options on the screen. As you navigate through the participants and the host in the meeting, VoiceOver will indicate when an individual's device is muted or unmuted, if video is stopped or started, and if their hand is raised.

If a participant double taps on another participant's name or the host's name, then a chat window that defaults to sending the message to only the selected individual will open. At the bottom of the Participant's screen, participants and hosts have the option to "Invite" others. If you double tap on this option, you will have the option to send a Zoom meeting invitation by email, text message, invite people from your Zoom contacts (not covered in this guide), or copy the join meeting URL to the clipboard.

If a participant double taps on their own name, the following options are available on the Participants screen:

- Raise hand: Double tapping on this option will raise your hand, which is an indication to the host that you would like to speak. Once you have raised your hand, this option will become "Lower Hand."
- Unmute Audio: Double tapping on this option will unmute your microphone unless the host has muted all participants and is not allowing participants to unmute themselves.
- Rename: Double tapping on this option will allow you to rename yourself, unless the host has restricted this ability.

Hosts have basically the same functionality as meeting participants, except that hosts cannot raise/lower their own hands. If a host double taps on their own name, they will have options to mute/unmute their own audio or rename themselves. Hosts also have some additional options that are not available to participants. When hosts perform a double tap on a participant's name, the following options pertaining to the selected participant become available:

- Lower Hand: This option is only present if the selected participant has their hand raised. Double tap this option to lower the participants hand, which is an acknowledgement that you have recognized their hand raise.
- Mute/Ask to unmute audio: Double tapping on this option will mute the selected participant's microphone or ask the participant to unmute their microphone.
- Chat: Double tapping on this option will open a chat window and will default to sending the message to only the selected participant.

- **Make host:** Double tapping on this option will make the selected participant the host. An alert will come up asking if you want to change the host to the selected participant. You will have options for “Cancel” or “OK.”
- **Allow to record:** Double tapping on this option will allow the selected participant to record the meeting. With the free, Basic Personal Meeting Zoom account recordings can only be stored on the local computer. You need a paid account to be able to store meeting recordings in the cloud. If you are using a free, Basic Personal Meeting Zoom account and you want to record a meeting that you are hosting from your iPhone, then you will need to ask another participant who is not using the Zoom Cloud Meetings mobile app to do this. Once you allow a participant to record to their computer, then the option available when you double tap on their name in the participants list will switch to “Don’t Allow to Record.”
- **Allow to multi-pin:** Participants already have the option to “pin” or always show a specific person’s video in their Zoom Meeting window so that they can continuously view that person’s video. The ability to “multi-pin” allows a participant to pin or always show more than one person’s video in their Zoom Meeting window. This could be especially useful, for example, to individuals who are deaf to be able to view a sign language interpreter and the presenter simultaneously. Double tap this option to allow the participant to pin multiple speakers.
- **Put in waiting room:** Double tapping on this option will move the selected participant to the waiting room.
- **Ask to start video:** When you double tap on this option, the selected participant will receive a message indicating that the host has asked them to start their video. They will have an option to “Start My Video” or “Later.”
- **Rename:** Double tapping on this option will allow you to rename the selected participant.
- **Remove:** Double tap this option to remove the selected participant from the meeting. You will receive an alert asking if you want to remove this person and letting you know that, once removed, the person will not be able to rejoin the meeting. There will be “Remove and Report,” “Remove,” and “Cancel” buttons available.

At the bottom of the Participants screen, hosts will have options to:

- **Invite:** Double tapping this button will allow you to invite participants to the in-progress meeting. A popup will come up with the following options: Send email, send message, invite contacts, copy invite link, or cancel.

- Lower all hands: Double tapping this button will lower all currently raised hands.
- More: Double tapping this button will bring up a popup with the following options: Mute all and Ask all to unmute.

8.16 Admitting Participants from the Waiting Room Using the Zoom iPhone App

1. You will receive notifications when invitees have entered the waiting room. If focus does not move to this notification automatically, then perform a one finger touch at the top of the screen. If you react soon enough, you will be able to flick right to the “Admit” button and double tap it. There will also be a “View” button available within this notification. Activating the “View” button will open the same Participants screen that opens when you activate the Participants button. Notifications about invitees in the waiting room will automatically disappear after a period of time.
2. You can also admit invitees from the waiting room by activating the Participants button. Perform a four-finger tap at the bottom of the screen to move focus to the last object on the screen. Focus will land on the “More” button. Flick left to the Participants button. VoiceOver will indicate how many users are in the waiting room. Double tap to activate the Participants button.
3. On the Participants screen, focus should land on the “Close” button, which is the first object on the screen. If not, then perform a four-finger tap at the top of the screen. Flick right to “Waiting” followed by the number of invitees in the waiting room. If you flick right from here, focus will land on the “Admit All” button. However, you should review all invitees in the waiting room before admitting all of them. Continue to flick right to review the names of the invitees. Any invitee who is joining by phone will be listed as their phone number, which will make them difficult to identify. There is an “Admit” button located after each invitee’s name. You can double tap the “Admit” button to admit participants one at a time. Alternatively, once you have reviewed the names of the invitees in the waiting room, you can perform a four-finger tap at the top of the screen to move focus to the first object on the screen. Then flick right to the “Admit All” button and double tap to activate it.
4. Focus will remain on the Participants screen. Perform a four-finger tap at the top of the screen to move focus to the first object on the screen. Focus should land on the “Close” button. Double tap to activate it. Focus will be returned to the meeting window where you can access the meeting controls.

Chapter 9: Joining a Zoom Meeting Using the Good Old-Fashioned Telephone

Some participants, especially those who are new to using Zoom, might prefer to join a meeting by calling in on the telephone. In order to join a meeting by telephone, you will need the call-in number, the meeting ID, and passcode. The ability to call into meetings hosted using the free, Basic Personal Meeting Zoom plans was temporarily suspended during the COVID-19 pandemic due to high demand. This functionality may or may not be restored in the future. If the host has a paid Zoom account, then the dial-in numbers will be included in the Zoom meeting invitation. When participants call into meetings, they are listed by their phone number in the Participants window. This makes it difficult for the host and other participants to identify who is in the meeting and who is speaking. The host is able to rename you, if they want, once you enter the meeting and identify yourself.

1. Dial the call-in number for the meeting. You will be prompted to enter your meeting ID. Then press pound.
2. You will then be asked to enter your participant ID or just press pound if you do not have a participant ID.

Note: If you received the meeting invitation by email on your iPhone, then the “One tap mobile” numbers will be included as part of the invitation. If you double tap on the “One tap mobile” number, focus will land on the call button. If you double tap, the number will be dialed. The meeting ID and passcode will be automatically entered for you. Using the one tap mobile number is the simplest option when joining Zoom meetings using the telephone.

9.1 Phone Controls for Participants

Once you are in the meeting, the following commands can be entered using your phone's dial pad while in a Zoom meeting:

- Toggle mute/unmute: Press the star key and then press 6.
- Raise hand: Press the star key and then press 9.

9.2 Phone Controls for Meeting Hosts

The following commands can be entered using your phone's dial pad while in a Zoom meeting:

- To hear all available commands: Press the star key twice.
- End the meeting for all participants: Press the star key and then press 4.

- Lock or Unlock the meeting: Press the star key and then press 5.
- Mute or unmute yourself: Press the star key and then press 6.
- Start or Stop Recording (cloud recording): Press the star key and then press 7. All participants in the meeting will be notified when recording is stopped or started. Note that cloud recording is only available for paid Zoom plans.
- Hear the number of participants in the meeting: Press the star key and then press the Pound key (i.e., Hash Tag).
- Mute or unmute all participants: Press 99.

Chapter 10: Tips for Successful Meetings

If Zoom meetings were not a regular part of your life prior to the COVID-19 pandemic, there is a good chance that you have been exposed now—to Zoom, that is. Work meetings, your child's classroom, professional presentations, poetry readings, guided meditations, church services, your grandmother's 85th birthday party...you name it. It's been done through Zoom now. As much as we have all missed out on in-person interactions, we have been lucky to be able to utilize a free, accessible tool that has allowed many of us to maintain work, family, school, and personal connections remotely during these challenging times. Below are some pointers for ensuring successful hosting and participation in Zoom meetings.

Set up in a quiet location. This is important for participants, but is especially important for hosts. Consider using a headset with a microphone to cut down on extraneous noise being transmitted through your microphone.

Always be prepared to start your video. Some sighted people may prefer video meetings to non-video meetings. It is possible that seeing the person who is speaking helps them to put a face to a name and identify who is speaking. For some people, this helps to build a connection. Even if you did not think that an upcoming meeting would require that your video be on, a participant might ask you to turn it on. Consider your attire and the appropriateness of the scene behind you before entering the meeting.

When hosting meetings, especially formal or large meetings, start your meeting ten-minutes before the published start time. This will allow you to make any last-minute modifications, deal with any logistics such as admitting invitees from the waiting room, and resolve any unforeseen technical issues.

Introduce yourself at the beginning of the meeting. State your name, title, and company, if relevant. In smaller meetings, it can be a good practice to ask each person to introduce themselves. This way, everyone knows who is present in the meeting and will have a better idea of who is speaking. If appropriate, you might also ask anyone who has called in by telephone to say their phone number. This will make participants who have joined by telephone easier to identify and, if desired, the host can rename them.

If you are the host and you have a free, Basic Personal Meeting Zoom plan, then remember that meetings of three or more individuals, including the host, will be restricted to forty-minutes. Remind participants of this limit at the beginning of the meeting. Consider providing your contact information at the start so that participants can follow up with questions after the meeting. Depending upon the formality of your meetings, it might be appropriate to upgrade your Zoom plan so that your meeting duration can extend beyond the forty-minute limitation for free accounts.

Memorize the Zoom keyboard shortcuts to move focus to the Zoom meeting controls, mute/unmute your microphone, start/stop your video, open participants, open chat, raise/lower your hand, share your screen, stop sharing your screen, and record/stop recording. Using these keyboard shortcuts will make life so much easier when participating in or hosting meetings.

If you are using a shared account, such as a Pro account used by your organization, then the account name may be the name of the organization or the person who set up the account, which might not be you. When scheduling meetings, be sure to change the meeting topic to a relevant name. Before emailing the meeting invitation, edit the text so that it indicates that you are inviting the recipient to a scheduled Zoom meeting, rather than “Acme Corporation is inviting you to a scheduled Zoom meeting.” When you start the meeting using this account, allow yourself enough time to go in and rename yourself with your actual name. This way, participants will be able to easily identify you and know with whom they are speaking.

Weigh the pros and cons of enabling or disabling specific security-related features such as the waiting room, the ability to join before the host, and locking the meeting once everyone has arrived. Using the waiting room feature gives you control over which individuals you admit, but it makes running the meeting more complicated. Locking the meeting will prevent additional, potentially uninvited guests from joining your meeting. However, any late invited arrivals will not be able to enter the meeting. Also, if anyone accidentally leaves the meeting for one reason or another, then they will not be able to reenter if the meeting is locked.

Consider whether you will allow the use of chat or perhaps restrict chat to only the host. In some meetings, chat might be a great way for people to submit questions, especially if participants’ microphones are muted. In other types of meetings or classes, the chat may prove to be a distraction.

Configure the Participants and Chat Panels to use the pop out windows instead of using the default merged to window format. This will make managing participants and reading and composing chat messages much easier.

For large meetings, consider allowing the primary speaker to just focus on speaking and answering questions. Make another individual the host and let that person manage the logistics of the meeting. This person might introduce the speaker, if necessary, and introduce ground rules that make sense based on the size and formality of the meeting. For example, if participants are allowed to unmute their own microphones, then remind them to mute themselves when they are not actively speaking. Consider reminding attendees of this rule a few times during the meeting such as at the beginning and during each question and answer period. The new host can also be in charge of admitting invitees from the waiting room (if enabled), monitoring hand raises,

announcing questions sent through to the host through chat, and muting/unmuting participants' microphones. Remember that paid Zoom accounts allow you to appoint one or more co-hosts, which will afford you even greater flexibility in managing large audiences.

If you will be sharing your entire screen during the meeting, first close anything personal, such as your email or any private documents. If you are not using headphones or if you are sharing computer sound, then closing your email program will also ensure that your audience will not hear your new mail notification every time a new message arrives to your inbox during the meeting. This can be distracting to audience members. Also make sure that there is nothing private on your desktop. If you will be demonstrating JAWS and you have purchased the Zoom scripts professional edition from Hartgen Consultancy, then be sure to silence all of your Zoom-related alerts that JAWS announces. Your entire audience does not need to be bombarded with auditory messages indicating that Larry has left the meeting, Michelle has joined the meeting, and Suzanne raised her hand followed by similar announcements for eight additional participants as you are attempting to give your presentation. Silencing alerts when using the free, Basic Zoom scripts for JAWS only works when focus is in the Zoom meeting window, which would not be the case if you are sharing your screen. You also might want to silence your Windows 10 notifications by doing the following so that sighted users do not see notifications that might popup occasionally on your screen or hear any associated sounds:

1. Press Windows + I to open Windows 10 Settings.
2. Focus will land in the "Search box. Find a setting" edit field. Type in the word: Notifications.
3. Down Arrow to "Notifications & Actions Settings" and press Enter.
4. Tab to "Notifications. Get notifications from apps and other senders" button and press Enter to toggle this setting off.
5. There is no Save button in this window. Press Alt + F4 to close the Windows 10 Settings.

Hopefully, this guide has provided you with some details and suggestions to help you host more efficient meetings and to get the most out of participating in meetings. Over time, you will develop your own preferences for settings and logistics. As you gain more experience, you will come up with your own strategies and creative ideas for using Zoom. Good luck in your journey!

Appendix A: Keyboard Shortcuts

Important Zoom Desktop App Keyboard Shortcuts

A complete list of [Hot Keys and Keyboard Shortcuts for Zoom](#) is available on the Zoom website.

Important In-Meeting Zoom Keyboard Commands for Participants and Hosts

Ctrl + Alt + Shift: Move focus to the Zoom meeting controls. This command works when it is pressed from within any application.

Alt + F4: Close the current window, leave meeting, or end meeting.

Alt + A: Mute/unmute your audio.

Alt + M: Mute all participants/Ask all participants to unmute (host only).

Alt + V: Start/Stop your video.

Alt + Y: Raise/lower your hand.

Alt + S: Start/Stop screen share.

Alt + Shift + S: Start/stop new screen share.

Alt + T: Pause or resume screen share.

Alt + U: Depending on your settings, pressing this command will either open the Participants pop out window or expand/collapse the Participants panel.

Alt + H: Depending on your settings, pressing this command will either open the Chat pop out window or expand/collapse the Chat panel.

F6: Navigate among any open Zoom pop out windows and the Zoom meeting window.

Escape: Depending upon your settings, pressing Escape will close the current pop out window.

Alt + R: Start/stop local recording. Only the host can record unless the host allows a participant to record the meeting.

Alt + C: Start/stop cloud recording (paid accounts only)

Alt + P: Pause/resume recording

Alt + I: Open Invite window

Ctrl + 2: Read active speaker name. Note that the built-in Zoom keyboard shortcut to

“Read active speaker name” currently has a keyboard conflict with the JAWS command to read the second to last alert or chat message. If you want to use Control + 2 to read the active speaker name, then you will either need to change the Zoom keyboard shortcut or press the JAWS pass through key (i.e., JAWS key + number row 3) and then press Control + 2. If you are using JAWS 2021, you can use Control + Shift + T to read the active speaker name instead of using Control + 2. The Control + 2 command to read the active speaker name works as advertised when using NVDA.

Alt: Toggle hide/show meeting controls. Pressing this command will visually hide/show the meeting controls and will also affect users who attempt to Tab or Shift + Tab between meeting controls (as opposed to using keyboard shortcuts). It is possible to accidentally press just the Alt key, resulting in hidden meeting controls. If you are unable to Tab or Shift + Tab between the meeting controls in the Zoom Meeting window, try pressing the Alt key by itself. It may be necessary to press the right-hand Alt key. You can also try pressing the Ctrl + Alt + Shift command when you are having difficulty getting to the meeting controls.

Alt + F1: Switch to active speaker view in video meeting. This keyboard shortcut may be useful for participants and hosts with some functional vision.

Alt + F2: Switch to gallery video view in video meeting. This keyboard shortcut may be useful for participants and hosts with some functional vision.

Page Up: View previous 25 video stream in gallery view. This keyboard shortcut may be useful for participants and hosts with some functional vision.

Page Down: View next 25 video stream in gallery view. This keyboard shortcut may be useful for participants and hosts with some functional vision.

Important Zoom Keyboard Commands for Hosts When Scheduling, Editing, or Starting Meetings

Ctrl + Tab: Move to the next page tab in the Zoom Client for Meetings desktop app

Ctrl + Shift + Tab: Move to the previous page tab in the Zoom Client for Meetings desktop app

Reviewing and Modifying Keyboard Shortcuts in the Zoom Desktop App

You can review, change keyboard shortcuts, or enable/disable global shortcuts through the main Zoom Client for Meetings desktop app or from within an active Zoom meeting window.

1. If you are logged into your Zoom account through the Zoom Client for Meetings desktop app, then tab until you get to your account name. In addition to your account name, JAWS or NVDA will announce your status and the account type, followed by the words, "button dropdown." Press the Spacebar to open the button drop down. Down Arrow to "Settings" and press Enter. The Settings window will come up.
2. If you are not logged into your Zoom account, but you are in an active Zoom meeting window, then Tab to either the "Audio Settings" button or the "Video Settings" button and press the Spacebar to activate it. Then press Up or Down Arrow to "Audio Settings" or "Video Settings" and press Enter. The Settings window will come up.
3. Tab until you hear the name of one of the settings categories, such as General, Video, Audio, etc. JAWS or NVDA will not identify this object as a list.
4. Down Arrow to "Keyboard Shortcuts" and press Enter.
5. Tab to the "Keyboard Shortcuts" table.
6. You will not be able to use typical JAWS or NVDA table reading commands in this table. Instead, use Up, Down, Left, and Right Arrow keys by themselves to navigate through the table.
7. To change the keyboard shortcut, use the Arrow keys to navigate to the existing keyboard shortcut "button." Then press either Enter or Spacebar to be able to change the existing keyboard shortcut.
8. Press the new key combination you want to use. Then press Enter or Spacebar again. Note that pressing Escape will cancel the change.
9. Checking the "global shortcut" checkbox will allow you to press a Zoom keyboard shortcut from any window, not just in the Zoom meeting window. For example, perhaps you want to be able to mute your microphone from within any application window. By default, you can only mute/unmute your microphone from within the Zoom meeting window. The keyboard shortcuts that are set as global shortcuts by default include:
 - a. Change focus to Zoom meeting controls
 - b. Show/Hide floating meeting controls
 - c. Screenshot

Note: If needed, there is a “Restore defaults” button available in the Settings window.

Appendix B: Downloading and Installing the free, Basic Zoom Scripts for JAWS

The free, Basic Zoom scripts are automatically included with JAWS 2020 and 2021, so you do not need to download and install them manually. The Hartgen Consultancy website indicates that these scripts are also automatically included with JAWS 2019, but you may find that this is not the case for JAWS 2019 on your computer. If you have JAWS 16 through JAWS 2019, you can download and install these scripts from the Hartgen Consultancy website.

If you are not sure if the Zoom scripts were installed on your computer for your version of JAWS, then you can ask JAWS. From within the main Zoom Client for Meetings desktop app or from within an active Zoom meeting, press JAWS key + Q to say the scripts that are loaded and the application being used. If JAWS says, "Zoom Software settings are loaded," then you are all set. If, however, JAWS says, "Default settings are loaded," then you will need to manually download and install the free, Basic JAWS scripts for Zoom for your version of JAWS. You will need administrative rights on your computer to be able to install the program. Complete the following steps. As you go through the steps in the installation dialog box, you can press JAWS key + B to read the dialog box if any of the steps do not read automatically:

1. Visit the "[Free Basic Scripts for the Zoom Conferencing Platform](#)" page of the Hartgen Consultancy website.
2. Read the description of the functionality, feedback, and keyboard shortcuts made available through the scripts.
3. Press Enter on the link called, "To download the script installer please activate this link."
 - a. If you are using Google Chrome or Microsoft Edge, then the application will just begin downloading.
 - b. If you are using Mozilla Firefox, then a dialog box will come up that asks if you would like to save the file. Tab to the Save File button and press the Spacebar to activate it.
 - c. If you are using Internet Explorer, then you will need to move focus to the Notification Bar by pressing Alt + N. Then Tab to the Save button and press Enter.

4. Next, go to your Downloads folder. If this is not a familiar process, then do the following:
 - a. Press the Windows key to open the Start Menu.
 - b. Type in the words: This PC
 - c. When JAWS announces, "This PC," then press Enter.
 - d. Press the letter D, several times if necessary, to move to the Downloads folder.
 - e. Press Enter to open the Downloads folder.
5. Press the letter Z for ZoomScripts.exe and then press Enter on the file.
6. When the User Account Control dialog comes up, if you are logged in as the administrator, then tab to the "Yes" button and press the Spacebar to activate it. If you are asked to type in an administrator username and password, then tab to the appropriate fields and type in the necessary information.
7. In the first step of the installation, you will need to choose the version of JAWS for which you want to install the Zoom scripts. Tab to the set of radio buttons and press Up or Down Arrow to your version of JAWS.
8. Tab to the button called, "Next" and press the Spacebar to activate it.
9. In the next step, there is only one radio button available for the language folder and it will be already selected. Tab to the button called, "Next" and press the Spacebar to activate it.
10. The next step will indicate in which folder the scripts will be installed. Tab to the button called, "Next" and press the Spacebar to activate it.
11. The next step will indicate that set-up is now ready to install the Zoom scripts on your computer. Tab to the "Install" button and press the Spacebar to activate it.
12. In the next step, focus will land on the "Finish" button. Press JAWS key + Up Arrow to read the current line. Then press the Spacebar to activate the "Finish" button.
13. Now go back to the main Zoom Client for Meetings desktop App or a Zoom meeting window. When you press JAWS key + Q now, JAWS should now say, "Zoom Software settings are loaded."

Appendix C: Additional Resources

Zoom Users Discussion Group

A [Zoom Users Discussion group](#) is available to ask questions and to provide support and resources for using the Zoom platform. This group is not affiliated with Zoom or The Carroll Center for the Blind and is only included as a possible resource to consider at your own discretion.

Zoom Scripts Professional Edition for JAWS

[Zoom scripts professional edition for JAWS](#) are available for a fee through Hartgen Consultancy. The website indicates that “these scripts can be used with JAWS for Windows Home and Professional together with Zoom Basic and Professional.”

Plugins That Allow You to Schedule Meetings from Your Calendar

- Microsoft Outlook Plugin
- Chrome Extension

The use of these plugins is not covered in this guide. If you are interested in trying them out, they can be downloaded from the [Zoom Download Center](#).

Zoom Accessibility Support

If you have a disability related question, concern, or suggestion, you can send an email to Access@Zoom.US.

Appendix D: URL's Referenced in This Guide

About Zoom

<https://Zoom.US/about>

Hot Keys and Keyboard Shortcuts for Zoom (includes Windows and Mac)

<https://support.Zoom.US/hc/en-us/articles/205683899-hot-keys-and-keyboard-for-zoom>

Free Basic Scripts for the Zoom Conferencing Platform

<http://www.hartgen.org/zoom>

Zoom Scripts Professional Edition

<http://www.hartgen.org/zoompro>

Zoom Meeting Plans for Your Business

<https://Zoom.US/pricing>

Zoom Sign-Up Page

<https://Zoom.US/SignUp>

Zoom Download Center

<https://Zoom.US/download>

Zoom Sign-In Page

<https://Zoom.US/signin>

Zoom Users Discussion Group

<https://groups.io/g/zoom-users>

Zoom Article on Views

<https://support.Zoom.US/hc/en-us/articles/201362323-Changing-the-video-layout-Active-Speaker-View-and-Gallery-View->

Zoom Article on Virtual Backgrounds

<https://support.Zoom.US/hc/en-us/articles/210707503-Virtual-Background>

Zoom Article on "Roles in a Meeting"

<https://support.Zoom.US/hc/en-us/articles/360040324512>

Zoom Article on “Scheduling Meetings”

<https://support.zoom.us/hc/en-us/articles/201362413>

Zoom Article on “Managing Participants in a Meeting”

<https://support.Zoom.US/hc/en-us/articles/115005759423-Managing-participants-in-a-meeting>

Zoom Article on “Managing and Viewing Closed Captioning”

<https://support.Zoom.US/hc/en-us/articles/207279736-Managing-and-viewing-closed-captioning>

NVDA Zoom Accessibility Enhancements

<https://addons.nvda-project.org/addons/zoomEnhancements.en.html>