

Zoom - Mute and Unmute Screencast

Project Outline

- I. Mute other participants
- II. Unmuting

I. Mute other participants

Objectives

Observe how to mute other participants.
Determine which participants are muted and unmuted.

Num	Audio	Visuals / Animation / Interaction / Nav
1	You already know that you can mute and unmute <i>yourself</i> with the audio button on the Zoom meeting controls.	Title: "Muting" Highlight audio button. Demonstrate mute/unmute
2	Hosts and cohosts, though, can also mute <i>other</i> people. This is handy when someone forgets to mute themselves.	
3	You can mute people from either the participants panel or the gallery.	Highlight participants panel, then gallery.
4	The audio indicators show that I am muted, and the third participant is unmuted.	Highlight "me" on Vee and audio indicators for Vee and Valerie.

Num	Audio	Visuals / Animation / Interaction / Nav
5	To mute someone, simply hover over the person; then click the mute button.	Demonstrate: Hover over Valerie in both the gallery and participants panel, then mute Valerie.
6	The second participant, though, has no audio indicator. This means that they haven't connected to the meeting audio. They won't have a mute or unmute button either because there's nothing to mute.	Highlight Also V in the participant panel to show the mute button and lack of mute button.

II. Unmuting

Objectives

Observe how to allow participants to unmute themselves.

Observe how to help participant unmute themselves using the "Ask participant to unmute" button.

Num	Audio	Visuals / Animation / Interaction / Nav
1	Unlike muting, the only participant you can unmute is yourself.	Title: "Unmuting"
2	You can , however, allow participants to unmute themselves . As a virtual usher, this is not usually your responsibility, but if the need ever arises, you can find the permissions on the host controls menu.	Demonstrate opening the host controls menu and selecting "allow participants to unmute themselves." Highlight relevant text.

Num	Audio	Visuals / Animation / Interaction / Nav
3	<p>Sometimes a participant will have difficulty unmuting. You may be able to help by pressing the “Ask to unmute” button. This will put a popup message on their screen, which they can click on to unmute.</p>	<p>Have “Help I can’t unmute” sign appear in front of the Valerie.</p> <p>Demonstrate clicking Ask to unmute.</p> <p>Show other user’s screen with popup.</p> <p>Return to host’s screen showing user now unmuted.</p>
4	<p>Because you can’t directly unmute anyone, it’s very important that you NOT press “Mute all.” This will mute Daniels Hall. Zoomers will not be able to hear the service, and you can’t unmute Daniels Hall. If this ever happens by accident, send a message through WhatsApp asking the site team to unmute Daniels Hall.</p>	<p>Show the Mute All button. Put a “No” circle over it.</p> <p>Show WhatsApp message bubbles.</p>
5	<p>Are you ready to give it a try?</p>	<p>Button - closes video lightbox and opens lightbox with Zoom interface sandbox slide. Brief instructions identify the task. Correct feedback appears when user completes the task. Button on base layer reveals hint, which includes button sending user back to video instructions, if needed.</p>