

Guide to AVM events on Zoom for those who are deaf or have hearing loss

If you're new or unfamiliar with Zoom, this guide explains Zoom's accessibility features. AVM has auto generated captions and live transcript enabled for all events.

For the latest accessibility information from Zoom, [go to their Accessibility page](#) or [Zoom's Accessibility FAQs](#).

Please let us know how we can support you to access an AVM event or conference. You can email us at hello@volunteermanagers.org.uk

Downloading the Zoom app

You should not need to create a free account to participate in a Zoom meeting.

You will have a better experience if you can install the Zoom app. If your organisation restricts your ability to download Zoom on your device you can use Zoom in your web browser. You may have a more limited experience of the event if joining from the browser.

The following links should help you download Zoom for your device:

- Desktop version – [download the Desktop version of Zoom](#)
- App Store (for iOS devices) – [download Zoom from the App store](#)
- Google Play store (for Android devices) – [download Zoom from the Google Play store](#)

Joining a Zoom meeting from a Zoom app

We will send a link to the Zoom registration page for the event. Once you have registered you will receive an email with a unique link to the event. You can register in advance of the event, or you can register and join the event on the day. We recommend you register in advance in case you encounter any issues joining on the day.

If you prefer, we can send you a meeting ID and password to join the meeting.

You will be prompted to join the meeting by computer audio or by a phone call, in order to join the Zoom event.

Joining from your browser instead of a Zoom app

If you do not have a Zoom app installed you can join from your browser. To do this you need to:

1. Click the link to join the meeting.
2. If you are prompted to open the Zoom desktop client, click Cancel in the pop-up.
3. Click the Join from your Browser link.
4. If prompted, sign in to your Zoom account. If you do not have a Zoom account, create a new account. You will be prompted to enter your name and the meeting password if it was not included in the join link.
5. Click Join.

You may have a more limited experience of the event using Zoom in your browser.

How is Zoom accessible for those who are deaf or have hearing loss?

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Attendees can only join an event or conference from a single device. If you need to log in to an event or conference from a second device, especially if you will be using a different email address, please let us know, so we can arrange this.

Captions and live transcript

Zoom has auto generated captions and a live transcript available. We will enable these at events and conferences, so anyone who needs them can access them.

AVM offers up to two spaces, free of charge, for anyone who needs remote live captioning. We will need their name and email address ahead of time so that we know to let them into the event.

Customise the font size of chat and closed captions

You can increase the font size of chat and closed captioning in Zoom. You can change this in your Zoom Application settings:

- Click your profile picture
- Go to Settings
- Go to Accessibility
- Select the size for Closed Caption using the sliding scale at the top of the page
- Select the Chat Display Size

High-contrast or dark mode settings in Zoom

The Zoom Application on Windows, iOS, and Android support high contrast settings defined in the system preferences of your device.

The macOS Zoom Application supports Dark Mode.

Sign language interpreters

AVM offers up to two spaces, free of charge, for anyone who requires sign language interpreters at an event or conference. If someone is only able to bring one interpreter, we schedule in 5 minute breaks every 40 minutes.

We will need their name and email address ahead of time so that we know to let them into the event.

Pinning and spotlighting speakers

We ask all attendees to remain on mute during events and conferences, and proactively mute attendees who have not muted themselves, to avoid background noise.

AVM will spotlight main speakers and panelists, so that anyone who accidentally unmutes doesn't replace the speaker. We ask all speakers to ensure they are in a well lit area and face the camera when speaking.

Attendees can pin up to nine speakers, if required. To pin one or more attendees:

- Hover over the video of the participant you want to pin and click the three dots (...)
- From the menu, click Pin
- Repeat as required

To unpin, click Remove Pin in the upper left corner of any video pinned currently.

[Find out more about pinning videos in Zoom.](#)

Zoom keyboard shortcuts

Keyboard shortcuts allow you to navigate the Zoom settings without using your mouse. These may work differently if you are accessing Zoom from your browser.

Commonly used keyboard shortcuts for Zoom

- Alt+F4: Close the current window
- Alt+V: Start/stop video
- Alt+A: Mute/unmute audio
- Alt+F: Enter or exit full screen
- Alt+H: Display/hide in-meeting chat panel
- Alt+U: Display/hide participants panel
- Alt+Y: Raise/lower hand
- Ctrl+2: Read active speaker name
- Ctrl+Alt+Shift+H: Show/hide floating meeting controls
- PageUp: View previous 25 video stream in gallery view
- PageDown: View next 25 video stream in gallery view
- Alt+F1: Switch to active speaker view in video meeting
- Alt+F2: Switch to gallery video view in video meeting

Commonly used shortcuts for Zoom Chat

- Alt+Shift+T: Screenshot
- Alt+L: Switch to Portrait/Landscape View
- Ctrl+W: Close current chat session
- Ctrl+Up: Go to previous chat

- Ctrl+Down: Go to next chat
- Ctrl+T: Jump to chat with someone
- Ctrl+F: Search
- Ctrl+Tab: Move to the next tab (right)
- Ctrl+Shift+Tab: Move to the previous tab (left)

[Zoom's help page with all shortcuts for all devices.](#)

If you are using a Zoom desktop client, you can view and edit keyboard shortcuts under Keyboard Shortcuts. To do this:

- Sign in to the Zoom desktop client.
- Click your profile picture then click Settings.
- Click Keyboard Shortcuts to access your current keyboard shortcuts.

Setting the skin tone for non-verbal reactions

Non-verbal reactions are enabled for all events and conferences. By default, Zoom meeting reactions have a yellow skin tone. You can change this in your Zoom Application settings:

- Click your profile picture
- Go to Settings
- Go to the General tab
- Select your reaction skin tone.

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