

# TECH Q&A

## Your Questions Answered

23 Sept 2021

### Classes

**Is there any way to access a recording of the videos later in the day if we can't make the times?**

Unfortunately, we don't record the classes. This is for the privacy of everyone in the class and we are also extremely proud of the live and participatory nature of the classes we offer. We do however, offer some bits of practice material such as Andy's Tai Chi Practice material and videos.

### Zoom

**I am battling to install zoom on a Samsung to get a bigger view than I get on my iPhone. Any special link I could use to install?**

So to do this - go to the Google Play store on your phone. Once that opens you will see a search bar in the top - click there and type in 'Zoom' and then click search. You will see the search results appear and Zoom will be the top result. Click on the install button. Press 'yes' or 'agree' on any prompts. Zoom will then proceed to download and will see the icon on your phone's home screen.

**Can I join a Goldster Zoom Class on more than one device e.g., my computer and my iPad.**

No. You can usually only join a Zoom class from one device at a time. You can leave the class on one device and join on another. Zoom knows that you are signed into your account so will ask you if you want to leave your current session in order to join another.

**On the iPad can you ever see gallery view as well as the slides?**

By default, the Zoom mobile app displays the Active Speaker View. If one or more participants joins the meeting, you will see a video thumbnail in the bottom-right corner. Swipe left from the active speaker view to switch to Gallery View.

**I can't find view in Zoom.**

By default, the Zoom mobile app displays the Active Speaker View. If one or more participants joins the meeting, you will see a video thumbnail in the bottom-right corner. Swipe left from the active speaker view to switch to Gallery View.

If you change to using a laptop for example you will automatically have more options to play with and VIEW will be in the top right-hand corner of the Zoom screen but it is as above when using an iPhone as it's a smaller device.

**On my netbook, I am able to reposition and resize the chat window. But on my iPad mini, the chat window sits in the middle, blocking everything! Any tip for moving it?**

Unfortunately, this is just how Zoom works on mobile devices and tablets. A little frustrating of course! But the designers at Zoom decided this was the best way for things to operate. It's possible in further updates they may change this but for now this is how it is.

**Where in the Zoom settings is there an option to blur one's background?**

To do this you go to video settings (the graphic of the movie camera) then press the 'up' arrow. Click on video settings. A new box will appear. Click on the video filters/backgrounds and from there you can set all sorts of filters and backgrounds to use in the Zoom class.

**Can you ever pin a speaker in Zoom if you are on an iPad?**

By default, the speaker will be automatically pinned or spotlighted by the host before the meeting/class begins. If you are having troubles with this on your iPad then please do get in touch and we can help you out with a one to one Zoom 'walk through' at [team@goldster.co.uk](mailto:team@goldster.co.uk)

For Kath's class she will instead use SPOTLIGHT FOR EVERYONE which is a very handy feature for me and Kath as the HOSTS. You won't need to PIN. Although, it is a handy feature so you can find it on an iPad in the three little dots in the top right hand corner of the person you would like to prioritise. Tap these and then tap PIN

**How do I enter or change my name on Zoom so I am not called iPhone.**

To do this first Open Zoom. Tap Settings then tap your profile name.

Tap Display Name. Tap your first and last name to change them individually. Then tap Save. Your Display Name has now been successfully changed!

**Sometimes my chat doesn't show up in Zoom**

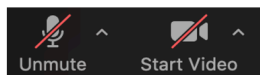
When first entering a Zoom room the chat box doesn't always appear. If it doesn't then what you can do is either hover your mouse over the bottom of the page and you will see the chat option appear (a speech bubble with the word 'chat') or if you are on a tablet or phone then the option will be in the top right of the Zoom room. You will see three dots and the word 'more' Click on that and options will appear where you can select chat. A dialog box will appear in the centre of the screen where you can chat. To get rid of this box just click out of the box.

Also, in the Chat function there is the option to send directly to the tutor SO you may hear an instructor answer a question that you can't see. This is because the fellow guest has sent it directly. With our larger classes such as Tai Chi, we manage and encourage this so guests can relax and concentrate without the chat box opening during the class.

## How do I Mute or Unmute my Sound or Start or Stop my Video?

In either the bottom left or top right-hand of your screen:

- **Mute or Unmute**, if you want to be heard
- **Start or Stop video**, if you want to be seen



We can hear you

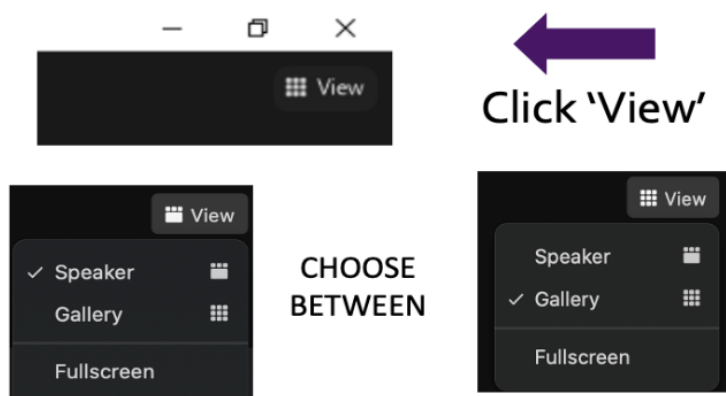


We cannot hear you

## How do I change the View in Zoom?

On either the **left** if using an **iPad** or **top right** on your **Laptop or Computer** screen:

You can choose either 'Active Speaker'/'Speaker' view OR 'Gallery' view.



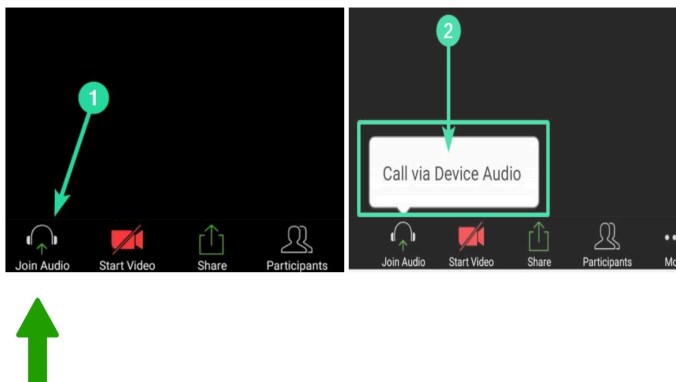
## How do I connect to the session Audio?

If you cannot hear the session...

Certain devices require an extra step in order to JOIN AUDIO – for you to hear what is being said within the class.

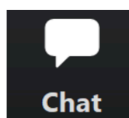
Always ensure:

1. Tap/Click on to **JOIN AUDIO**
2. The **VOLUME** of your device is at **FULL**
3. You have no headphones or Bluetooth speakers connected or attached

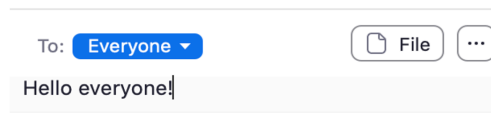
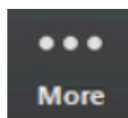


## How do I send a Chat message in Zoom?

Please click either 'Chat'

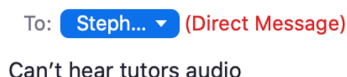


Or 'More'



## FOR TECHNICAL ASSISTANCE

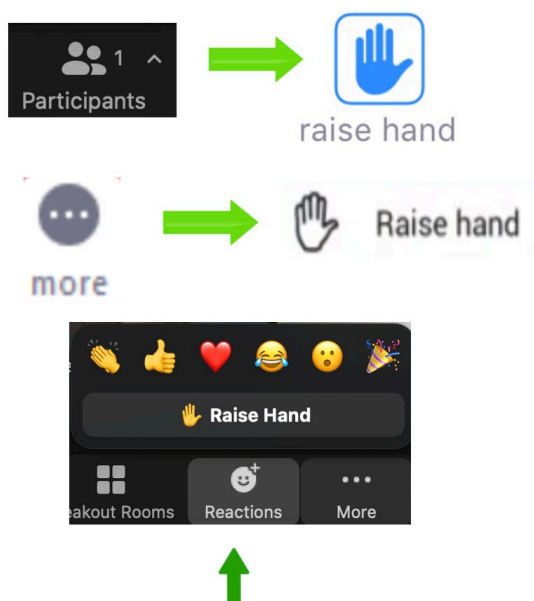
In the **To:** section – either Scroll to the very top or type '*Stephanie – Digital Concierge*' to find my name –> click on my name -> type your issue and I can then assist you privately



N.B Many issues are specific to your PERSONAL DEVICE. Please know that we shall assist in every way if we can. Thank you.

## How do I use the Raise the Hand Feature in Zoom?

In your toolbar, look for:



**Please Note:** Remember to **LOWER HAND** after you have asked your question.

Please use the CHAT FUNCTION to ask Audio and Visual questions.

When you "Hand is raised" you will then be called to Unmute Yourself.

**A link is put on the Zoom Chat sometimes during session how do we access this after or do we do a screen shot at the time?**

If a link is put up in the chat during a Zoom session, if you click on the link during the class, it will open the web page in your web browser. It will then have the webpage open for you to look at even after the Zoom session has ended.

Once the Zoom class ends then so does the chat log. We do automatically save the chat logs at our end so they can be looked up and accessed if you need specific information from them you can tell us the class and the date and we can look anything up you need. The alternative is you can save the chat log yourself. One option is to screenshot the chat log. A better way to do this though is to manually save the chat log. To do this you would look at the section where you type your message - on the top right corner you will see three symbols - three dots, a smiley face and rectangle with a fold - press that rectangle with a fold and up pops a box with some options - press whichever option suits you, be it saving to your computer, to Dropbox, Google Drive etc. Most of the time the best option will be to save to your computer.

## **Goldster Website**

**Can I login to Goldster on more than one device e.g., my computer and my iPad.**

Yes, in most cases you can log onto Goldster with your usual account from any of your devices at the same time, however you may not be able to join the Zoom session from multiple devices at once.

## **Class Materials**

**I can only print the class material resources from my iPad by taking a screenshot first. Is there an easier way of doing it on an iPad?**

Yes, there is an easier way to do this! Ok, so once you have navigated your way to John's class on the website and clicked the join class button to get to his page, you scroll down to where you see the class resources. Click on the resource you want. This will open a new page on your iPad's web browser with the class resource information. So, instead of taking a screenshot what you need to do is press the blue square with a small arrow coming out the top of it - it's in the top right of the screen next to the address bar (the address will say [Goldster.co.uk](https://www.goldster.co.uk) with a padlock - to the right of that is the little bluebook with the arrow). When you have pressed that a new box will open up. Scroll down in that box and you will see the option to print. Press that. Then another box will appear where you can select your printer and choose how many copies you would like to print!

## **Facebook**

**Can I access Goldster Art Gallery without being on Facebook?**

You need to be a member of Facebook to be able to access and post in the Goldster Art Gallery. You can join Facebook at <https://www.facebook.com/> and sign up for a Facebook account there.

## Art

### How do I show my paintings to the art teacher?

Each week members of the art classes are invited to take a photo and post it on the Goldster Facebook page at <https://www.facebook.com/GoldsterClub> where you will see a post invited you to do so. You can post the image of your painting in the comments under that post. You will have until 4pm on Friday to do so and the teacher will provide suggestions and comments on your picture.

## Social Media

### Is Goldster on Social Media?

Yes, indeed we are. You can access all the Goldster Club Social Media pages below:

Facebook: <https://www.facebook.com/GoldsterClub>

Twitter: <https://twitter.com/GoldsterClub>

Instagram: <https://www.instagram.com/goldsterclub/>

YouTube: <https://www.youtube.com/c/GoldsterClub>

Do feel free to give us a like, a wave, a follow, a #Goldster and share your own creations and thoughts on the various social media channels.

## View Classes on a Television

### Can I connect the classes to my TV?

As each television and device is different, there are many options for this. Firstly, it depends if your television has the specific ports that can connect it to your computer or something like an Apple TV device or a Google Chromecast device. Sometimes you can connect a TV to a laptop or computer using an HDMI cable. HDMI is a High Definition Multimedia Interface cable that allows your TV to receive the transmission from your computer or laptop via a cable or from a device like a Google Chromecast, Apple TV or Amazon Fire TV which are connected to the HDMI port at the back of the TV. Some newer televisions, known as smart TVs, may already have the ability to connect to the internet as well as a phone or tablet via WiFi internet. How to connect your devices to your television will depend on the type and age of the television and your devices. When using a phone or tablet (iPad or Android tablet), whatever is on the device's screen can be cast (shown) on to the television screen via the WiFi internet connection. This function can be found on compatible phones and tablets as Screen Cast for Android or Screen Mirroring for Apple.

It is worth noting that most TVs will not have a video camera like that on your laptop, phone or tablet, so you would still need to have your phone or tablet in front of you if you want to have your camera on to be seen on the Zoom call. Alternatively, you can just have your camera off on your device and enjoy the class on your TV.

Below are links to information about the current more widely available options but it is important to check that first your television is compatible with the selected device and that you are able to safely access the back of the television to be able to make the relevant connections. When in doubt, it is best to consult an expert in your local area who can assist you in setting this up in your home.

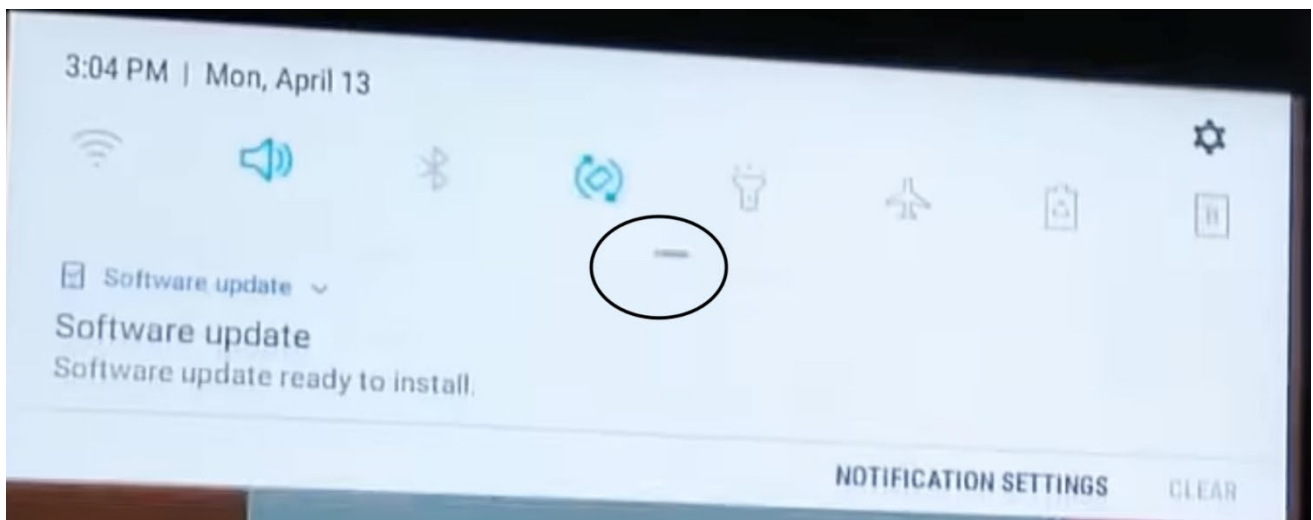
[Google Chromecast](#)

[Apple TV](#)

[Amazon Fire TV](#)

An example below of connecting a Samsung Tablet to an LG TV is given below.

- First turn on you LG TV
- Next take your Galaxy Tab A tablet and swipe your finger down from the top of the tablet (If you put your finger at the top where you see the 'Samsung' logo written) then swipe down the screen
- A white box will appear as you swipe - this box contains notifications/ other options
- Near the centre you will notice a tiny grey horizontal line (circled in the picture below). You want to again slide downwards from that line (put your finger on the line and slide down)



- You will then see lots of options appear - these include WiFi / sound / bluetooth / auto rotate etc etc... you want to look for two little boxes with arrows and the title 'Smart View'. If you can't see it then you can swipe to the left and there would be a second page of different options. But hopefully it's on that first page!
- Press that 'smart view' icon.
- A new page will then open and near the bottom of that page it will say 'Available Devices. Maybe give it a moment or two to load up... but there it should list your TV [LG] webOS TV....
- Tap on that option.... It will take a few seconds to connect...
- Your TV will also respond telling you that it is connecting....
- and there you go!

Please contact the team if you have any question at [team@goldster.co.uk](mailto:team@goldster.co.uk)