Tech Tips
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Taming the %&*#( Zoom Chat Window
The Big Problem

When people use the chat box in Zoom, it BLOCKS the captions
The Big Problem
The Big Problem

Here are the captions in Zoom:

great so if I check with you if somebody chats with you um
The Big Problem

great so if i check with you if somebody chats with you um

Nobody’s using the chat box so the captions are not blocked
But…

The Big Problem

great so if i check with you if somebody chats with you um

But…
The Big Problem
Now, the chat Box is in use!!

The Big Problem
The Big Problem

And the Chat Box blocks the Captions!!!
WHAT CAN I DO?!?
First... Please understand:

- It’s a bit of a mess
- It’s not your fault!
- It’s not the programmers’ fault, either
  - They’re learning, too!
- You can work around it
Remember This!
In order for Chat not to block captions, the Chat window MUST always be open.
The Chat Window MUST Always Be Open

Two choices
The Chat Window MUST Always Be Open

Floating Chat window

Two choices

Chat Sidebar window
Choice 1

Floating Chat Window
Floating Chat Window

- Move your mouse down towards the bottom of the screen.
- The Zoom menu will appear at the bottom.
- Find the chat icon and click on it.
Floating Chat Window

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• Move your mouse down towards the bottom of the screen.

• The Zoom menu will appear at the bottom.

• Find the chat icon and click on it.

When you do...
The Chat Window will pop up

Grab the chat window and move it out of the way
Now you can see the captions!

Captions

Chat window
If Zoom is not full screen you can even move it outside of the main Zoom video window.
Choice 2

The Chat Sidebar
The Chat Sidebar

Let’s start from the floating window
In the lower right corner of the chat window are three little dots. Click there.
The Chat Sidebar

From the popup, choose “Merge to meeting window”
The Chat Sidebar

From the popup, choose “Merge to meeting window”
The Chat Sidebar

The chat window is now a sidebar.
Taming the %&*#(( Zoom Chat Window
Change from Sidebar to Floating Window
Change from Sidebar to Floating Window

Go to the upper left of Sidebar
Change from Sidebar to Floating Window

Click the little triangle

Chat

From richard einhorn to Everyone:
Hello shari
Change from Sidebar to Floating Window

Choose Pop Out
Change from Sidebar to Floating Window

The floating window reappears
To Summarize

- To see the captions, you MUST have the Chat window open.

- Click on the Chat icon and open up the Chat floating window. Move it out of the way.

- If you prefer a sidebar, click on the three little dots in the lower right of the floating Chat window and it turns into the meeting window sidebar

- If you’re in the sidebar and prefer a floating window, click on the tiny triangle in the upper left of the sidebar and choose Pop out
Thank you!

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