



Zooming Advice and Tips

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Getting Started - What you need

To do any sort of video-conferencing you'll need:

1. A PC, laptop, tablet or smartphone. If your equipment doesn't have one already, you'll need to buy a camera, which will come with a built-in microphone. The newer your hardware, the easier the rest will be.
2. A broadband connection to the internet.
3. Some downloaded software (see Setting up Zoom below).
4. Someone at the other end with the same software package. That is why we are standardising on Zoom.

Setting up Zoom

Note: If you just wish to just participate in a meeting it is not necessary to download the Zoom application as the Host will send the joining instructions for each meeting.

If your Interest Group has ambitions of running on-line meetings, your group organiser will send you an email invitation. In the email, they will provide a link. This is the easiest way to get started. Your device will probably ask your authorisation to download and install the Zoom application (the exact message depends on whether you are using Windows, Android or Apple iOS). Please grant that authority.

The first time you click on the link, you should get straight into the meeting. For subsequent meetings you have to click on the Zoom icon.

The Zoom icon looks like this.



On an iPad, it will show as an App on the home display (the display which comes up when you press the Home button); the same happens on an Android tablet; on an iMac or MacBook, it will show in your Dock.

On most Windows PC's and laptops, you will have to run the application from the Windows start icon.



You may find Zoom at the top of the list, under “Recently added”, or if you are unlucky you’ll need to scroll all the way down an A-Z list. If you know what you’re doing, you could put a shortcut to Zoom on your desktop. (See Annex A for creating shortcuts)

The Zoom sandbox for practice sessions

IT geeks are a juvenile lot, and they use the term “sandbox” for a safe place to play with software. If you copy the URL below to your browser, you will get straight into a meeting called U3A Zoom Sandbox, probably as the only attendee.

<https://us04web.zoom.us/j/72174828%20985?pwd=dUs5TFoweDRJWWtwZ3Rnc%20zZTM1FrUT09#success>

There, you can practice until you feel comfortable with the package. For example, try clicking [Mute] followed by [Unmute], and [Stop Video] followed by [Start Video]. The experience of missing or super-quiet audio, or missing video, are the most common complaints from beginners, and these are the controls to put them right. When you have finished, click [Leave] or [End] to leave the sandbox.

For those who have previously used Zoom, the meeting credentials are: **ID: 721-7482-8985**
Password: sandbox (lower case)

To Download the Zoom Video Conferencing App

- Open Zoom Site from your Browser <https://zoom.us/download>
- Use the ‘Zoom Client for Meetings’ Button for a Windows PC or Laptop
- For Smart Phones or Tablets use the appropriate app -scroll down the list to ‘Zoom Mobile Apps ‘ and select for Apple or Android
- Click on Download button - A download will appear in the bottom LH of your screen – Click on this
- Open Zoom Installer - ‘Do you want this app to make changes to your device’ - **Yes**
- Install click on next button until download completes

If a Windows User, also download ‘Zoom Plugin for Outlook’ – This links you Outlook calendar for scheduling meetings.

- Registration
- Enter your email address
- Set a password

Notes: Apple Users:

For users with older Apple tablets it may be necessary to reboot to enable features to work correctly.

The meeting invitation may end up in your calendar - check if you have not received information from your Host.

Apple iPad’s and iPhone’s have settings in different locations on the screen. The Notes below are those experienced with Windows Zoom applications.

Meetings

The Host will send out an invitation to a meeting which includes the Meeting Name, Date and Time and a live link (this is normally a long piece of computer code looking something like :

https://us04web.zoom.us/j/78933244444?pwd*=eFBZT3hGZDV5KzBDOEhRcGlrWVYxZz09

If you are just participating in a zoom meeting click on the link.

Alternatively the Invitation will also include a Meeting ID (9 digit number XXX XXX XXX) and a Password (6 digit number NNNNNN) this can be used if you have already set up a personal account and downloaded the Zoom application.

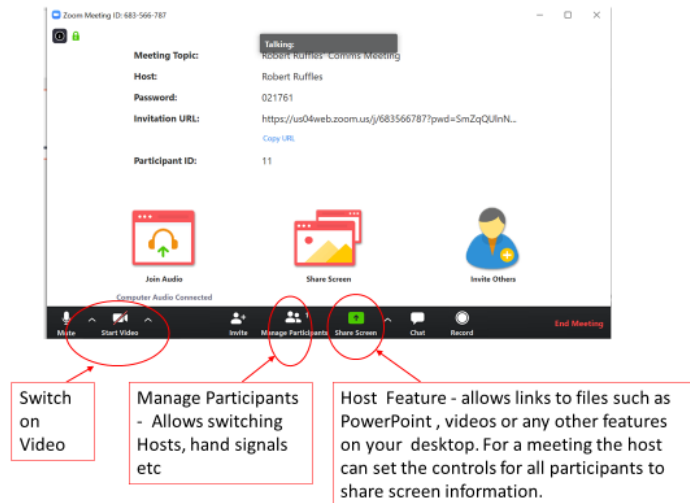
Log onto your Zoom Account (entering your Zoom Account email and password)

- A dialogue box will appear hit the blue 'Join' button.
- A 'logon' dialogue box will asking you to enter the Meeting ID and Password (as provided by the Host invitation
- Log on and switch on your video (Bottom of Screen left, shows a camera sign that may have a red bar through it (see below)

Note: The Host if an account holder, can set alternative passwords for each meeting. This is done by signing in to the Zoom web portal and navigate to Meetings or Webinars as appropriate.

Video Settings

Once you have Zoom installed and opened the application you will have a number of user options available on screen (see image below) to adjust settings. In the Windows application these appear at the bottom of the Zoom screen and cover left to right, **Audio, Video, Security, Participants, Record, Reactions and End**. The record function can be used to provide a permanent record of the meeting. It is converted to a an MP4 video file automatically at the end of the session, The '**Reactions**' offers some emojis – 'thumbs up' etc. 'End' finishes the session.



For Android tablet and Apple iPad users the settings may appear at the top of the screen.



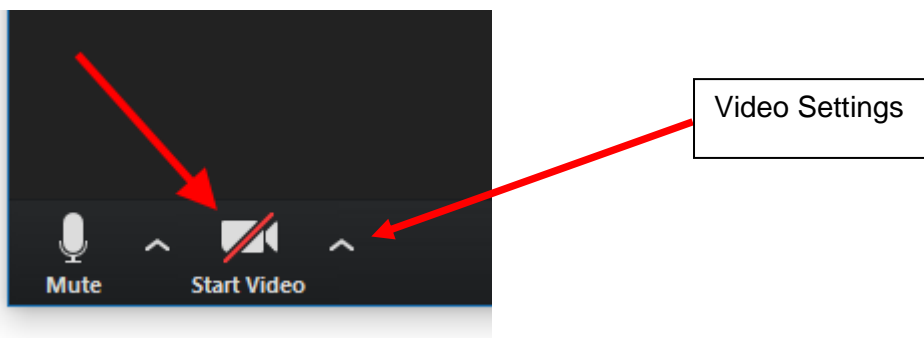
Screen Views (see image below)

At the Top of the screen in the Right Hand corner there are additional controls to adjust the view from a 'Gallery view' to 'Speaker view'. In 'Gallery view' all participants are shown as thumbnail pictures on the screen. The screen will automatically adjust the size of the thumbnails until it has a full screen of around 16 participants. Zoom will create additional pages of participants when a large meeting is running.



Additional Zoom Video Settings

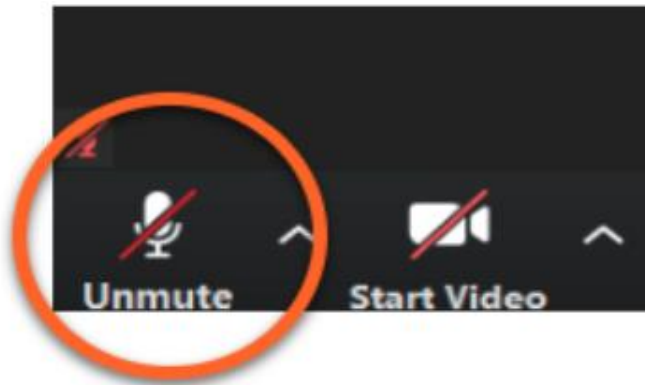
The Zoom video icon (bottom of screen - left) allows the video to be switched on or off. Next to this is an up chevron. Click on this to make adjustments to the video settings. These include appearance and adding backgrounds.



Audio Settings

In the Zoom screen bottom left is the audio microphone icon which can be set to 'Mute' or 'Unmute'. Next to this is a small up chevron. Clicking on the chevron brings up a menu for audio adjustments including testing your audio settings before a Zoom session.

If your Audio is not working it may require some settings to be adjusted on your PC for the Zoom app. See annex A for adjustment of these settings.



Depending on your device the quality of the audio transmission and reception can be problematic. Ideally a good quality microphone should be used independent the built in microphone , but care should be taken to avoid feedback (echo's, squealing and intermittent break up of sound). Also see the Zoom Etiquette section below for associated sound problems.

Zoom Help Videos

There is a lot of additional help on the Zoom website as a number of video tutorials. These include joining and scheduling meetings and help on the more advance features,

. <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials>

Zoom Etiquette

With this new era of video conferencing and online meetings, many have found that there are a new set of guidelines to follow - things that we might not have needed to discuss in person, but are worth noting when operating from the comfort of their own homes - or discomfort, depending on your setup.

Working from home is difficult. So here are some suggestions to improve the experience for hosts and participants:

- **Use the video option when possible.** It lets people see you and confirm you're real. This is particularly important if you're the one hosting the meeting or a speaker, and slightly less so if you're an attendee,
- **Stage your video area.** Keep in mind that people aren't just seeing you, they're also seeing whatever the camera is pointed at behind you. Maybe arrange it so that your camera isn't facing towards a pile of unfolded laundry or other distractions?
- **More light is better.** Video quality is dramatically improved with more lighting. Make sure the light is not behind you as you will appear in silhouette. Just make sure the light is in front of you. Being backlit makes you harder to see and for those hard of hearing lip reading is an important part of communication. An extra nearby lamp is usually helpful.
- **Try to look into the camera.** If you're presenting or speaking to a group, looking into the camera will give the appearance of eye contact with whoever you're talking to. It's also definitely better than being forced to stare at your own face and realizing how badly you need a haircut.

- **Do your own technical checks before you start.** Make sure you do a test run at some point, and that you're aware of your audio and video settings before you start. Most video conference services allow you to see a test of what your camera is recording before you start broadcasting it to everyone else, so have it arranged the way you want it.
- **Stay on mute if you're not talking.** Background noise can be very distracting. If you aren't sharing anything at the moment, hit mute until you do. That way, no one has to listen to the background noises neighbourhood noise or barking dogs.
- **Don't do other private things while on a meeting.** Whilst on video and audio you are not alone – all participants can see and hear what you are doing.
- **Stay focused.** Don't make meetings any longer than it needs to be. Stay on task and keep unnecessary conversations to a minimum. It can get very hard to be productive when several people are all talking at once, and even more so when overlapping audio and shuffling video screens are involved.
- **Only invite people who need to be there.** Is there someone who should be informed but won't actually have anything to contribute themselves? Would it be possible to contact them later in via an email. The 'Record' function is a good way of recording the meeting for later distribution.
- **Is this a meeting or a webinar?** Most video conference tools allow you to set up some members as audience-only participants, meaning that only certain people can participate with video and audio. If you're doing a presentation rather than a discussion, that might be the better format than allowing everyone to chime in. For a large meeting co-opt another participant to be 'co-host'. This is especially helpful if using security measures such as the 'waiting room' or monitoring the written 'chat' that may occur.
- **The host should be the last one to leave.** If the host closes the meeting, then obviously, the meeting ends.
- **Make private meetings private** If you share details of how to log into the meeting on a public platform, like Facebook, don't be surprised if you get some unwelcome visitors. Only share passwords with people you want to be there. Or rather, with people who need to be there. Use the waiting room feature to check who is joining your meeting
- **Learn what you can do to manage participants.** There are a lot of features on these platforms, such as screen sharing, locking the meeting to current participants, removing participants or placing them on hold, transferring files and managing chat options. It might be useful to learn what you can do and how to do it before a meeting starts.

Sevenoaks U3A Technical Support Team

Microsoft Windows 10 Settings for Audio

- Click **Start** button (Windows logo bottom LH screen)
- Click **Settings** (Gear wheel)
- Click **Privacy** – in LH panel scroll down to **Microphone** in the RH panel - click on **Change** and set to **ON** (or check that it is set to on)
- In RH Panel scroll down to '**Allow Apps to access your microphone**' -. **Zoom should be listed** with all other apps that have access to the Microphone such as Cortana, Skype (if installed) etc.

Also take the opportunity to switch off Apps you do not use or do not want to access your Computer microphone. Remember hackers can get through using some Apps to listen in so only allow the Apps you use. Whilst you may not have used the full capability of the audio a number of more recent programmes do respond to voice commands.

Finally keep you Computer security up to date with good anti virus and malware programmes.

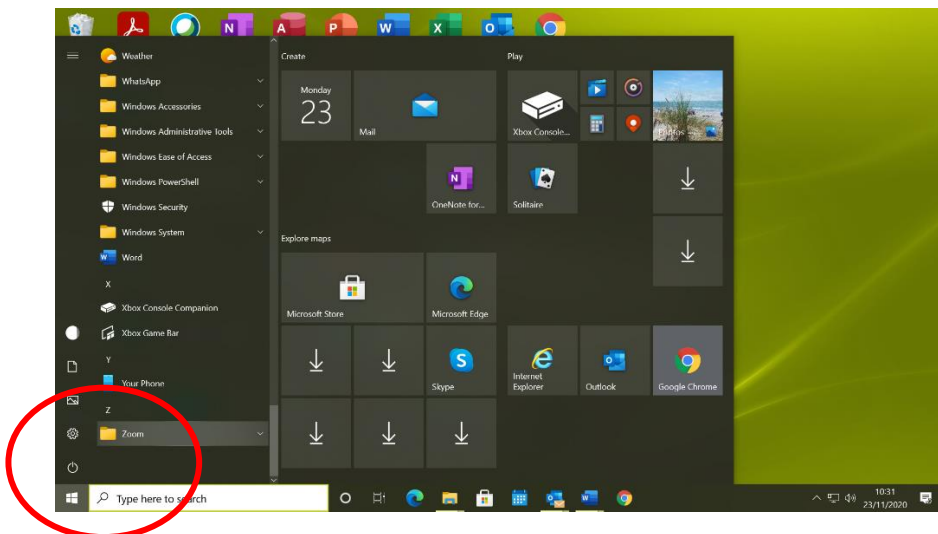
When the Zoom App is opened the audio and video settings can be checked. Please see the Zoom online help from the following link:

<https://support.zoom.us/hc/en-us/articles/201362623-Changing-settings-in-the-desktop-client-or-mobile-app>

The Zoom App and shortcuts

To find the Zoom App on your PC, if it has not automatically appeared on you desktop follow these steps

Click on the '**Start**' Button (bottom left) this will reveal a panel with all the Apps loaded onto your PC. The Zoom App may appear as a recently added app at the top of the list. Otherwise **scroll down** to the bottom of the list. The Apps are arranged in alphabetic A-Z order. You will find the Zoom folder at the bottom of the list.



Click onto the Zoom Folder and the Zoom Icon will appear



Right click on the icon and a list of options. You can add the Zoom icon to your desktop taskbar or Alternatively drag the icon to the Desktop which creates a copy of the installed App as a shortcut for easy access on the desktop screen.