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About Zoom

Zoom.us provides a remote conferencing service that combines video conferencing, online meetings, chat, and mobile collaboration.

The Zoom app is a free program that allows meeting Attendees to communicate remotely by audio and video, share screenshots and send text messages to each other.

Zoom requires:

- an internet connection

and

- a desktop or laptop computer with camera, microphone and speaker/earpiece – these may be inbuilt or external

or

- a Smart phone, tablet or iPad.

Zoom runs on Windows, Mac & Linux, and also on iOS / Android devices. There may be minor differences in the way different devices display information and perform operations. appear the same. To avoid confusion this procedure doesn't include screenshots.

About these procedures

These procedures are tailored to using Zoom instead of a face to face meeting. There's a lot of online help which clearly explains how to use Zoom and you're encouraged to view that as well as these procedures.

The procedures explain how to participate in and host/organise an online meeting using Zoom.

They're divided into two sections - the Attendee guide and the Host guide:

- The Attendee guide is intended for anyone who attends a meeting.
- The Host guide contains extra information for those who need to organise and manage a meeting.

All users are encouraged to practice before joining a meeting. Zoom training websites are listed in the section Zoom Help'.

Attendee guide

The Attendee Guide explains how to:

- prepare to use Zoom

- install Zoom

- join a live meeting

- to join via phone

- participate in a discussion by voice and video

- share your screen

- use the Chat function

- mute the microphone

- turn video on and off

- leave the meeting.

Prepare to use Zoom

<u>Equipment</u>

You need a desktop or laptop computer, tablet or phone (referred to as your 'device') with internet connection, camera, speaker and microphone.

A headset with USB connection can replace the speakers and microphone. Older computers may not have an inbuilt camera and microphone but external camera-microphones with USB connection can be purchased for $60 to $80.

Find the location of your camera. On a laptop it will be a small circular hole inside the lid. On a phone or tablet look for the camera location.

<u>Location and lighting</u>

Choose a location where you won't be disturbed. Sit so you can speak directly into the microphone without external noise intrusion. If others need to see you, ensure adequate lighting level.

Ensure there are no light sources, bright reflections or other distractions behind you.

Ensure the camera is on a stable mount.

If you intend to stand to speak then clear the area around the computer and check your body fits the camera view.

Install Zoom

Your meeting Host will send you an invitation containing a link. Clicking on this allows you to install Zoom (free) if you haven't done so already and to join the meeting. You can do these two operations at different times.

Depending on your computer and antivirus software you will be asked whether you want to download Zoom (Yes), Run it (Yes) and / or allow this software to be registered with your antivirus firewall (Yes).

Enter your full name as this is how Attendees will identify you.

Installation is quick and when complete you'll see the Zoom icon.

Setup and test

Do this in advance of the meeting and familiarise yourself with Zoom functions. The meeting may be scheduled so you can join early to do this.

Search the terms 'Zoom, test' which will take you to a test meeting. Follow the instructions to test your camera, microphone and speakers.

Position the camera so your eyes are level with it and about two thirds up your screen image. Position your head so your image is as large as possible.

Lighting should be diffuse. Ensure your whole face is illuminated evenly. Strong shadows will make your expressions hard to see. Avoid overly bright light which can cause glare. Ensure your eyes are visible in the image.

Set image ratio (optional)

Search the terms 'Zoom, camera, ratio. Your computer camera can be set to different aspect ratios and 4:3 is preferable.

Phones and tablets may support portrait orientation, which is best for a speaker's face. Search for details of your particular device.

Join a live meeting

Open the invitation from the Host. Click the link and the Zoom - Join a Meeting screen will display.

Enter the identifier code from the invitation in the Meeting ID box and follow the prompts.

Click 'Open Zoom meetings' to display your Zoom Attendee screen and connect you to the meeting. This screen will display your camera image or if your video is turned off, your name.

Follow any instructions from the Host about setting audio and video options:

- If you don't need to speak then check 'Do not connect to audio'.

- If you don't need your image displayed then can check 'Turn off my video'.

Both of these can be changed during the meeting.

Join via phone

If you do not have a computer, tablet or smartphone it is still possible to join the meeting (audio only) using a normal phone.

The phone number to use to join a meeting is included with all meeting invitations.

Participate in a discussion

Before you speak on camera, minimise all screen images including your own. They're distracting and offer no benefit when you're speaking.

When speaking, look at your camera rather than your screen. Other Attendees will see you looking directly at them rather than to one side.

Pause more than when speaking face to face. Articulate clearly so people can see and understand you. Sit up straight to optimise voice quality and projection.

Facial expressions may be hard to discern so concentrate on your voice to give the whole message.

Follow the Host's direction regarding turning camera and sound on and off. Good practice is generally:

- Turn your camera off if you move away from the screen.

- Turn off (mute) your microphone when not speaking.

Share your screen

You can share whatever is displayed on your screen. This means it will appear full size on the screens of all attendees. You can share photos, drawings, text, Excel files, Powerpoint presentations and possibly many others. Try it.

To share:

1. Browse for the file that you want to share and open it. You can also choose 'Whiteboard' which allows you to draw a simple illustration as you speak. Zoom automatically displays a full screen view.

2. Return to the Zoom screen which includes a green Share Screen button. There may be a delay or you may need to move your cursor to display it.

3. Click the Share Screen button. Your screen will display several images including the one you opened.

4. Click on this image and click the green Share Screen button again. Your file will display in full on all screens. Continue to speak with this image displayed.

5. When complete, click Stop Share to return you to the Zoom meeting view.

Communication during meeting

As a Participant You can request to speak, indicate your preferences and exchange Chat messages with other participants during the meeting.

Participant functions

Clicking the Participant button displays a list of attendees and buttons that can be clicked to Raise Hand, answer Yes/No and Mute.

A symbol beside each name indicates anyone who has raised their hand requesting to speak or answering Yes or No to a question/motion.

Chat

You can send a text message to one or more Attendees during the meeting.

Click the Chat button, choose recipient/s, type a message then click Enter to send. Your Chat button will change colour when you have received a message.

Depending on their Zoom configuration recipients may not see a message. Phones and iPads may need a screen tap to show the Zoom utilities bar that allows Chat.

Leave the meeting

If you were an active Attendee in the meeting, unmute your microphone and turn on your camera to identify yourself. Thank the Host, announce your departure, pause for a response then leave.

If you watched anonymously with your microphone muted you can just leave without announcing.

To leave, click the Leave Meeting button. This will turn off your Zoom screen and all functions.

If you need to re-join then click the invitation and re-enter the Meeting ID.

Host guide

The Host guide explains how to:

- request a meeting

- manage invitations

- manage the meeting.

Request a meeting

Send a request to your Zoom license holder specifying date and start/stop times.

Manage invitations

If your request is approved the license holder will send you an invitation containing a link. The link contains a meeting identification (meeting ID) number.

This number can be used for all your club meetings and you don't need a different meeting ID for online training or special meetings.

You then email the invitation to prospective Attendees.

Manage the meeting

Join as Host / Host controls assigned to another

As noted above, the person who sets up the meeting is the host. The host may attend your meeting as host, they may start the meeting and then pass the host role to another participant, or in many cases the meeting will run without a host.

If the host is present or joins briefly and assigns the role to another, they will have a better view and control of the meeting using a good sized desktop or laptop screen than a phone.

Join and open the meeting by clicking the invitation link.

Welcome each Attendee as their image appears on your screen and introduce them to those who have already joined.

Maintain etiquette

Online meetings may require more active control by the Chair or Host than face to face meetings to ensure everyone has a fair chance to speak.

- Insist that Attendees follow the Chair's direction and remain aware of other speakers.

- You may request that attendees mute their microphones when someone is delivering a speech or a long report.

- Give assistance to speakers whose image isn't clear.

Timing speeches

Although Zoom has a meeting duration timer this isn't effective as a clear warning or time up alert to speakers.

The Host/Chair should use their own timer and improvise a bell. Otherwise ask someone with the club gong/bell to act as Timekeeper.

Meeting Duration

In most cases meeting duration will be the time requested by the meeting coordinator. If another club requests a meeting in an adjacent time-slot the host will generally allow a half-hour gap between one meeting and the next. This allows

some time for meeting over-run, and also allows for participants at the next meeting to join early and test their set-up.

Managing Security

'Zoom trolling' or 'Zoom bombing' refers to the deliberate disruption of a meeting by making inappropriate comments, posting inappropriate material via Share Screen and other antisocial behaviour.

If invitations are sent only to Attendees and privacy maintained then it's unlikely that a troll could (or would want to) access a small   meeting.

The meeting is less secure and the risk of troll attack is increased if the meeting is open to the public or the link is available beyond the intended group of Attendees. There are strategies for managing trolls and these are described in brief below.

If you're planning a less secure meeting consider the risk of trolling and employ strategies as appropriate. Obtain full instructions via the Zoom Help Centre and enter strategy titles in the Search box.

Distribute invitation privately

Distribute the invitation by direct email to selected individuals. Posting on social media increases the risk it will come to the attention of trolls.

Random meeting ID with password

Don't use a group's private Meeting ID to host less secure meetings. Instead generate a random Meeting ID.

1.   Sign in to Zoom and click Schedule to open the Schedule New Meeting page.

2.   Enter details and for Meeting ID choose Generate Automatically instead of Personal Meeting. This will also generate a password.

You can then share the Meeting ID on social media, so long as you send the password separately via a direct message.

Prevent screen sharing

To prevent participants from screen sharing, use the host controls.

1.   Click the arrow next to Share Screen, and then Advanced Sharing Options.

2.   Under Who Can Share? select Only Host and close the window.

Permit signed-in users

From the Zoom window select Settings and check Only Authenticated Users Can Join Meetings.

Lock the meeting

Locking a meeting prevents new Attendees from joining even if they have the meeting ID and any password.

In the Zoom window click Participants. In the pop-up, click the Lock Meeting button.

Remove disruptive participants

From that Participants menu, you can select a participant's name and choose "Remove" to kick them out of the meeting.

Put on hold or mute

You can put Attendees on hold which temporarily disables video and audio. Click their video thumbnail and select Start Attendee On Hold.

To allow the Attendee to rejoin click Take Off Hold in the Participants list. Hosts can also mute/unmute individual or all Attendees by enabling Mute Upon Entry in your settings.

Disable video

The Host can turn off an Attendee's video at any time.

Put in waiting room

Place a prospective Attendee in a virtual waiting room while you prepare for the meeting. The host must enable waiting room for this option to appear.

Put on hold

If the waiting room isn't enabled, an option to place the attendee on hold will appear.

Zoom help

Zoom offers a comprehensive set of tutorials:

Getting Started with Zoom: https://support.zoom.us/hc/en-us/categories/200101697

Join a meeting:
https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting

Best Practices
https://support.zoom.us/hc/en-us/articles/209743263-Meeting-and-Webinar-Best-Practices-and-Resources

Video Tutorials
https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials

Zoom download: https://zoom.us/download#client_4meeting..

Zoom test: http://zoom.us/test .

Running a meeting and screen sharing

https://www.youtube.com/watch?v=l8UwTwjpE6E

If links don't work then search using relevant terms.