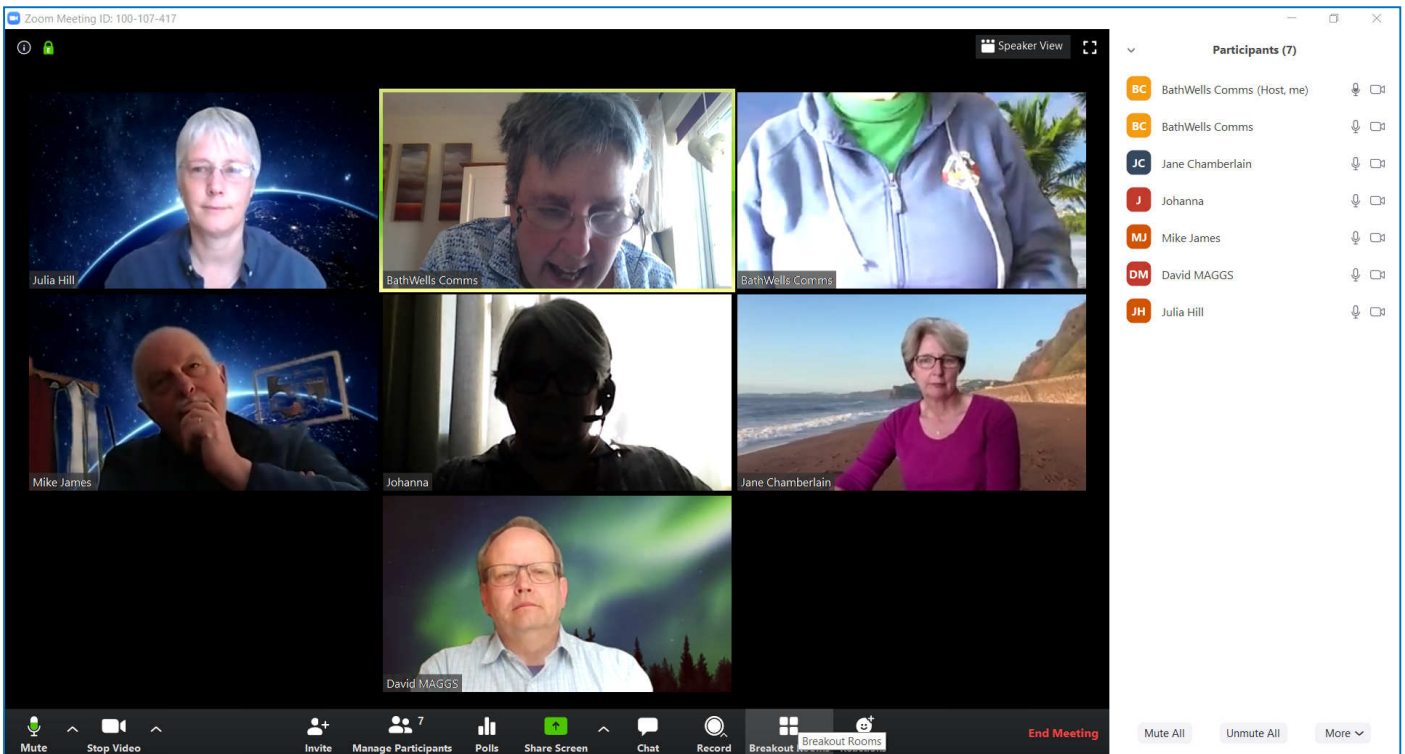


Joining a Zoom Meeting Handbook



**How to join a Zoom Meeting
and get the most out of it
2020 Edition 2**

Getting Started with Zoom

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What is Zoom

Zoom is one of several internet video conferencing programs that provides software for online meetings.

It may be that you have used FaceTime, Messenger, Skype, WhatsApp, or something similar to talk with friends and family. Zoom is very like these programmes, but it allows many more people to share in the meeting and allows for documents, videos, PowerPoints, and other activities to be shared together.

You will need to download a small programme onto your computer or an app on your tablet or smartphone in order the first time you attend a Zoom Meeting. This is safe to do.

If you don't have the internet, you can still join a zoom meeting on your landline phone and participate in the meeting. You won't be able to see anything, but you will be able to hear and to speak to everyone. If you are joining by landline, talk to your meeting host beforehand so that they can prepare for you joining and make sure you get the most out of it.

There has recently been some concern over security which Zoom has sought to address. However, if you take normal internet precautions and you are attending a meeting run by someone you know, there should be nothing to worry about.



How to Join a Zoom Meeting.

Your host will send you an invitation to the meeting. If they have simply copied the Zoom invitation it may look something like this. Or they may have edited it to give you just the information you need (e.g. they may have removed the phone numbers or replaced them with UK numbers). The important element is the **https** link that automatically lets you join the meeting. To join manually you will need the Meeting ID and Password. The phone numbers are only relevant if you are joining on a landline (or very basic mobile).

BathWells Comms is inviting you to a scheduled Zoom meeting.

Topic: PCC Meeting

Time: Jun 6, 2020 01:30 PM London

Join Zoom Meeting

<https://zoom.us/j/209762506?pwd=YUllYTdjV2tIZVFobWdSNlJlc1NiZz09>

Meeting ID: 209 762 506

Password: 458675

One tap mobile

+13126266799,,209762506# US (Chicago)

+13462487799,,209762506# US (Houston)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 346 248 7799 US (Houston)

+1 646 558 8656 US (New York)

+1 669 900 9128 US (San Jose)

+1 253 215 8782 US

+1 301 715 8592 US

Meeting ID: 209 762 506

Password: 458675

Find your local number: <https://zoom.us/u/acw8m35Pav>

You can join the meeting via a:

- Desktop computer (but you may need to add camera and microphone as these are not normally provided on a PC computer.)
- Laptop / tablet or i-pad (has inbuilt camera and microphone)
- Smart phone (has inbuilt camera and microphone but the small screen means you may not be able to see everyone at the same time.)
- By landline telephone at national rates. On a landline phone you will be able to participate but not see anything. If you want to join the meeting this way, talk to your host who can find you the UK telephone numbers.

To join the meeting. Click on the https link in the email. If that does not work copy the link and paste it into your web browser (e.g. Microsoft Edge, Internet Explorer, Firefox, Chrome, Safari)

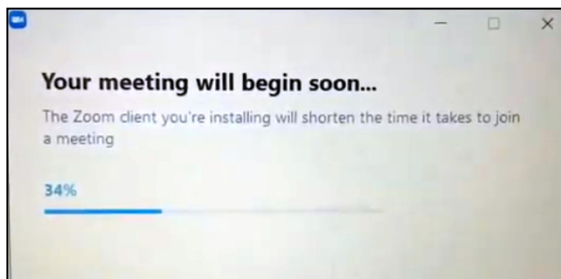
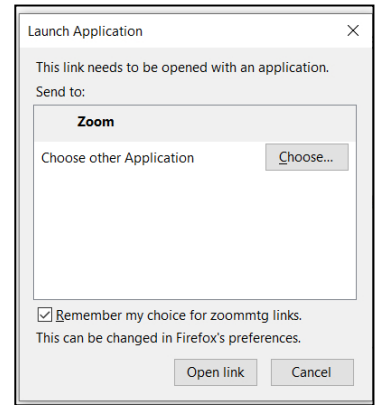
Entering your first Zoom Meeting on a desktop and laptop

If this is your first Zoom Meeting, then you will need to download the Zoom programme onto your device. This is safe to do. Clicking on the **https** link in the email should open your default web browser and the zoom programme should start downloading. If you get a message asking you whether to launch the Zoom application (shown right) then click "Open Link"

Each browser has a different way of indicating that the programme has downloaded.

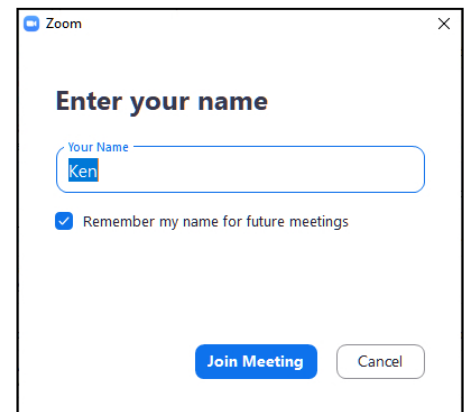
- E.g. in Microsoft Edge there is a big orange box in the bottom left of the screen. Click on this
- E.g. in Firefox it is a small blue arrow in the top left. Clicking on this.
- Alternatively, look in your downloads folder for **Zoominstaller.exe**

If you get the message "if nothing prompts from the browser, download and run Zoom" wait awhile and if nothing seems to have happened and there is nothing in your downloads folder then click on the blue 'download and run' link.



When the programme is installing you may get a message showing you the progress of the installation.

When it is complete you may be asked for the name you wish everyone to see. Then click on the blue "Join Meeting". You are almost there!



Finally, Zoom may ask some questions about your camera/ video and audio/microphone (see p.6).

After answering these questions, you will now be in the meeting or a waiting room

Waiting Room

Because some Zoom Meetings have been gate-crashed, Zoom has introduced a waiting room system where the host can verify who is let into the room. The host can disable this, so you may find yourself straight in the meeting.

If you get a message "Please wait, the meeting host will let you in soon" that means you are in the waiting room and the host has been notified. Hopefully, the host will recognise your name and soon let you in. If you have signed in early, then you may have to wait until the host signs in closer to the start time.

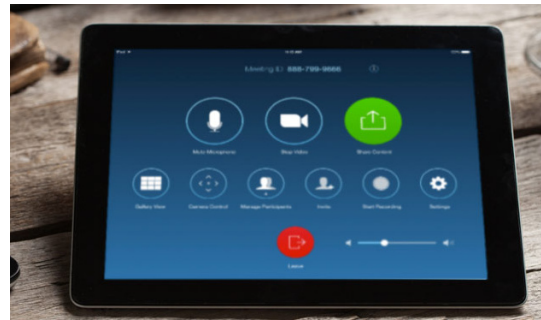
Please wait, the meeting host will let you in soon

Elizabeth Harper's
Personal Meeting Room

Entering your first Zoom Meeting on a tablet or smart phone

The process is very similar to using a laptop or desktop machine above. However, because the tablet/phone screen is smaller than a laptop, the controls are in slightly different places and you may not be able to see everyone on your screen at once. If you are able to join a Zoom meeting on a laptop that is the best option, however joining on a tablet/phone can be much more convenient and allows you to participate fully in the meeting, even if you see fewer people.

It may help to turn your tablet/phone sideways to landscape view. Also prop your tablet/phone up against books, cushions, etc. so you don't have to hold it. Once in the meeting, you will be able to tell what angle is best for the camera to capture you and for you to see the screen easily.

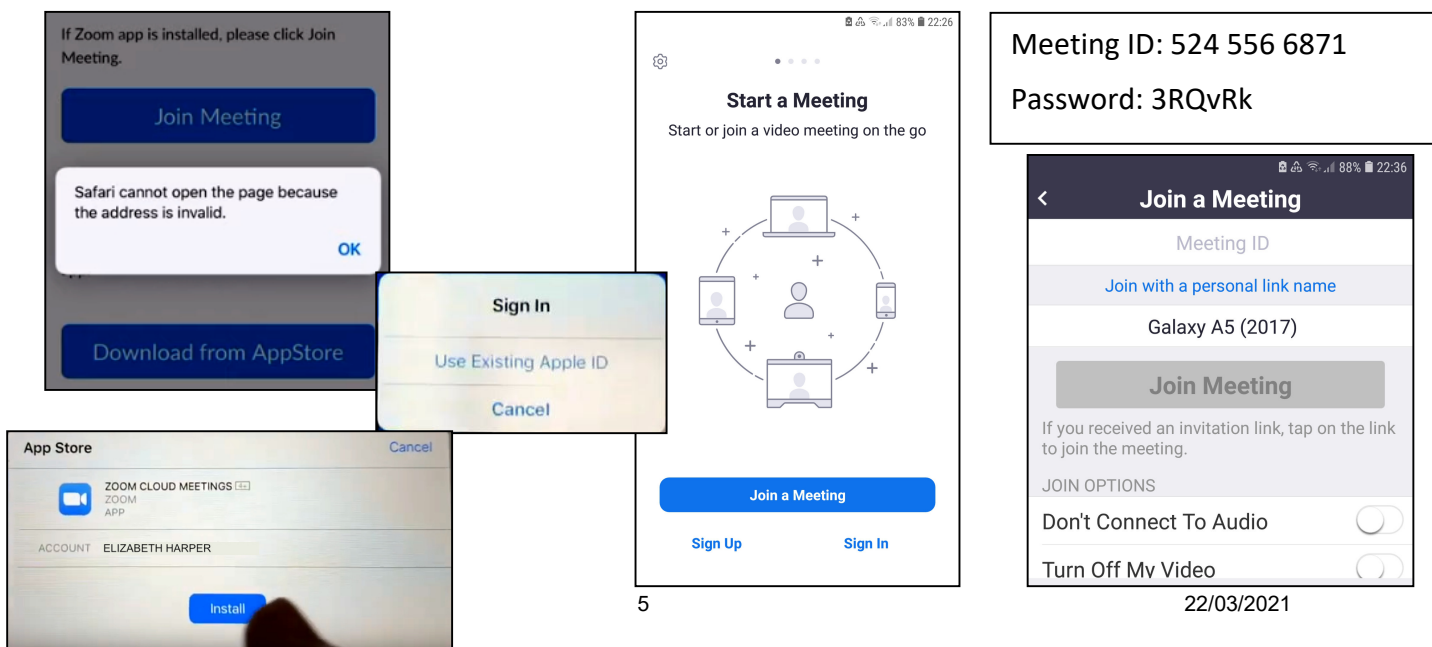


You will then need to download the Zoom app from Store. You can do this in two ways:

- Go to your AppStore/Google Play Store and search for the free Zoom Cloud Meetings App. Download and install. Then if you open the app it will ask you whether you want to Sign Up or Sign in - this is only relevant if you want to run your own meetings and have an account with Zoom. It is easiest to close the app at this stage. Open your email and click on the **https** link in the email. If that doesn't work for any reason and you need to manually enter a meeting then open the App, click/touch the "Join Meeting". You will need to enter the Meeting id, your name and password. You will then enter the waiting room (see p.4) or go straight into the meeting.
- If you have an https link, then it will automatically include going to the app store as part of the first-time process (allow a little extra time). Start by clicking/touching the https link in the email. You may get an error message saying the address is invalid. Ignore this! Click on the Download from Store, and download and install the app. You can then manually enter the meeting with the meeting ID and password. However, it is easier to close the app and return to the email and click the **https** link again. This time it will not go to the app store but take you straight into the meeting or the waiting room (see p.4). It may ask for your name in the process.



You may get screen shots like these:



Entering a Zoom Meeting by landline

It is possible to join a Zoom Meeting on your landline or on a mobile phone that is not a smart phone (i.e. has no internet connection or pictures). Joining by phone is limited in that you cannot see other people or any pictures, but you are able to hear and speak. It can, therefore, be a way of joining a meeting when you could not join any other way.

If you wish to join by phone, contact the meeting host for the up to date phone numbers and to alert them to your presence by phone. They will need to change some settings.

As at June 2020 the following phone numbers should work, but do ask for an update from your host:

London:	0203 051 2874
London:	0203 481 5237
London:	0203 481 5240
Edinburgh:	0131 460 1196



These numbers *should* be charged at the regular, national rate for your billing system. Many people will have a set number of national minutes included in their plan and the call will most likely be free. If however you have a very cheap plan, you may have to pay for the call. (At present the most basic BT plan is 20p a minute for national calls.

Before dialling the number make sure you have the meeting ID and a digital password (if needed) from your host.

Meeting ID: 524 556 6871
Password: 123456

To join the meeting:

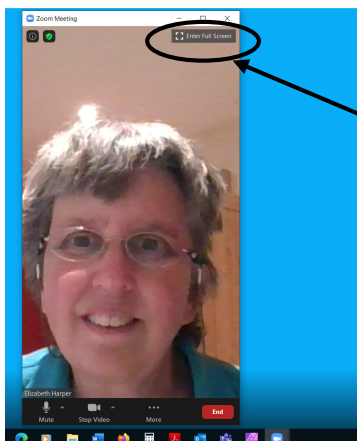
1. Dial one of the above numbers.
2. When prompted by an automated voice to enter the meeting ID, 'dial' the ID number on your telephone keypad given to you. (In the above case it would be 5245566871#) **Finish with a #.**
3. When prompted by the automated voice to enter your participant ID, 'dial' **#** on your telephone keypad.
4. When prompted by the automated voice to enter the meeting's password, 'dial' the password given to you on your telephone keypad. (In the above case it would be 123456)

While you're in the meeting you can use your keypad further but this is optional:

- If you want to toggle the '**mute**' state of your call during the meeting, 'dial' ***6** on your telephone keypad. This can also be changed by the meeting host.
- If you want to '**raise your hand**', say, to ask a question during the meeting 'dial' ***9** on your telephone keypad.

You may find it helpful to join the meeting early or do a trial run beforehand just to be sure what to do. Arrange this with your host.

Arriving in a Meeting



When you are let in, you will find the host and any other participants who are already in the meeting.

On a laptop or desktop, the meeting will sometimes open up full screen, but often it opens in a smaller window. If this happens then click on "Enter Full Screen" in the top right corner. This should not be a problem on a tablet or smartphone.

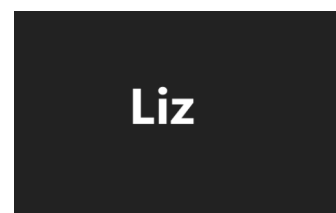
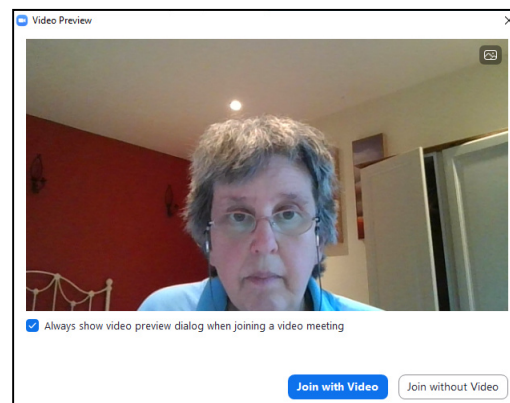
Depending on how many people are in the meeting you should now be able to see and hear at least some of them, and they will hopefully greet you.

The first thing you may need to do is get your microphone and camera working, if they do not automatically come on.

1. Video/Camera

You may be asked whether you are happy for Zoom to access your camera or whether you want to start/ join with video. Seeing everyone is part of the benefits of Zoom, so, unless you have camera or internet problems do allow this. If you decide to stop your video people will see a black square with your name in it (or a photo if you have uploaded one in the Zoom app)

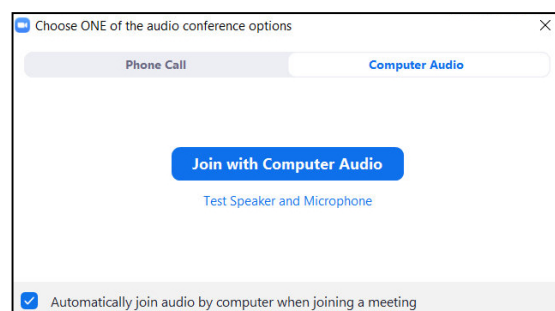
If your photo is washed out or very dark, then think about the lighting. You may need to draw the curtains, turn on the light or move the camera/ laptop to get the best view possible. Participants with hearing loss may need to read your lips and so getting the lighting right can enable them to participate more fully in the meeting.



2. Audio/ Microphone

Again, you may be asked for permission to join with your computer audio, without this no one will hear you.

On a laptop, desktop and some tablets you will have the opportunity to test your speaker and microphone. This may be available while you are waiting in the waiting room. It is worth testing the first time. If all goes smoothly you will probably only need to test again if you get a new camera or microphone.



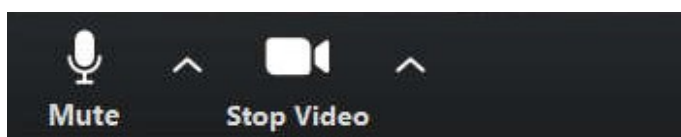
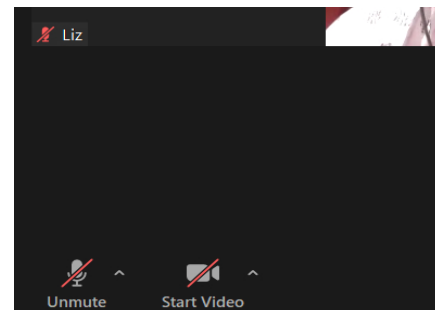
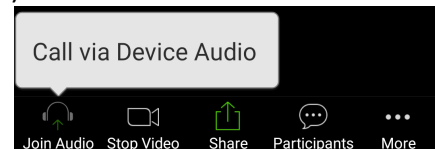
Checking your microphone and camera are on

You can check the status of your video and microphone by looking at the menu at the bottom of the screen. You may need to hover your mouse over the bottom (laptop/ desktop) or touch the screen at the bottom (tablet/ phone) to see the menu:

If it says Join Audio or Start Video then these are not yet on. Click/ touch the relevant icon to turn on the microphone and camera.

If there is a red line through the microphone or camera, then your camera and microphone are working but switched off. You can click/touch to turn these on.

To fully participate in the sessions the menu needs to say "mute" for the microphone and "stop video" for the camera. If you then wish to mute or stop the video, click/touch these controls on the bottom menu



Sound Problems

On some machines the sound coming out of your speaker goes back into the microphone, causing a feedback loop which comes across to others as an annoying echo. If the host suggest this is a problem, you can try turning down the sound, or mute yourself, when you are not speaking. If the problem persists then wearing a headphone should solve the problem. Usually the normal microphone set you get with your phone or tablet will be perfectly adequate.



Similarly, if there is background noise (a busy road, workmen nearby etc.) then you may want to mute yourself. Indeed, some hosts like everyone to be muted while someone else is speaking so that there are no unexpected noises. The host may mute you or ask you to mute yourself.

One of the problems with online video conferencing is that every participant has a different time lag, that makes it impossible for people to speak in unison or sing together (the result can be quite amusing, so for some fun, try saying the Lord's prayer together or sing a song!). If you have online worship, the host may ask you to join in with prayers, liturgy or singing while muted. You can still say or sing out loud, but it won't distract the other people in the service.

Congratulations you have made it into the meeting and often you will need to do nothing more, because the host will guide you through the meeting. However, once you are in the meeting, and gain some confidence, there are all sorts of things you can do to enhance your time together. The rest of this booklet gives some details.

Seeing everyone (Speaker and Gallery view. Virtual Backgrounds)

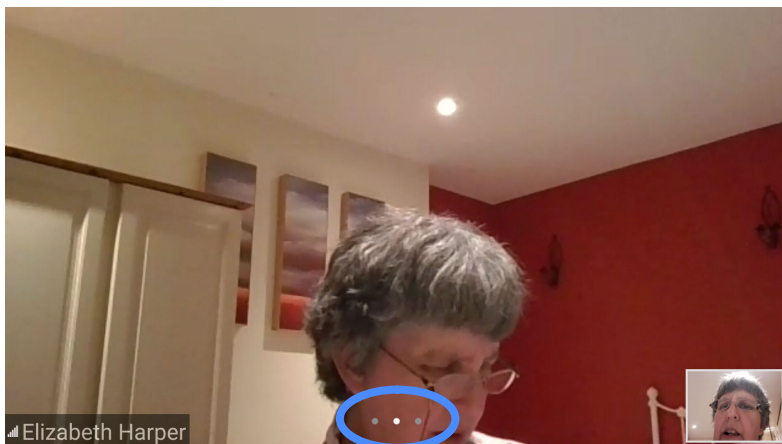
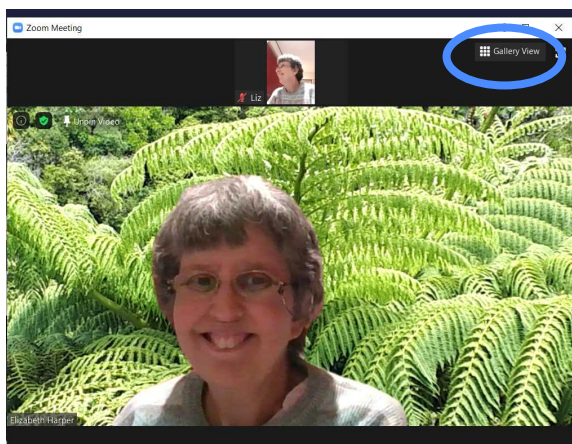
Zoom allows you to arrange the webcams in two different ways:

- Speaker View has one big picture of the current speaker and small pictures of everyone else
- Gallery View has equal sized pictures of everyone (to max of 25)

The number of people you can see on the screen will depend on the size of the screen. If the screen is too small to hold everyone, there will be a scroll bar or arrow which will let you scroll through the different webcams.

1. Speaker View

This is most useful if one person is doing most of the talking, as in a presentation or classroom situation. It is also useful if your screen is small, or there a large number of people so that the gallery video views are too small. Depending on your device the small pictures may be at the top or bottom of the screen.



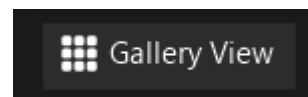
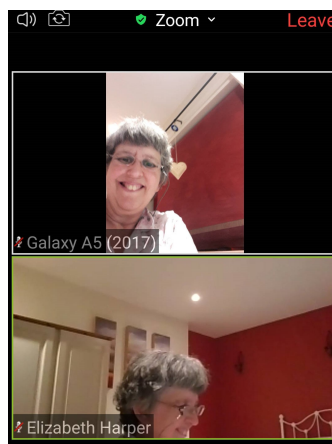
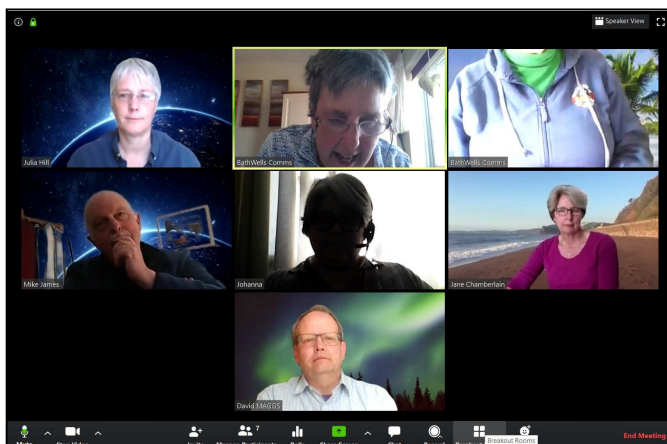
On a laptop, desktop and some tablets you can change to speaker view by clicking on "Speaker View" in the top right corner.



On a phone and some tablets, you can change to speaker view by clicking on the three dots at the bottom of the screen

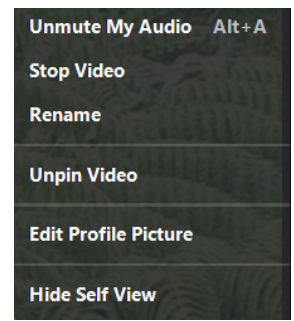
2. Gallery View

This is most useful in a small meeting or discussion group where everyone participates equally and its good to see everyone. Gallery view tiles all the participants on the screen at equal size. The more people in the meeting the smaller the tiles. If the group is large or your screen is small, then the number of tiles you can see will be more limited:



If you don't want to see your own video, but only other people's videos, you can hide your view. Note this is only hidden on your screen. Everyone else can still see you. If you don't want them to see you, you need to choose Stop Video.

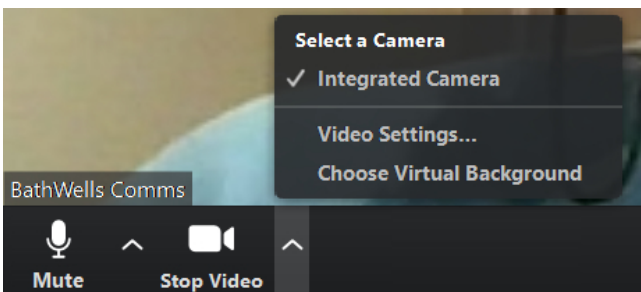
On a laptop or desktop hover in the top right-hand corner of your photo and click on the 3 small dots. Then choose "Hide Self View". To get your video back, hover over the top right corner of any video on the screen and click the three dots. Choose "Show Self View".



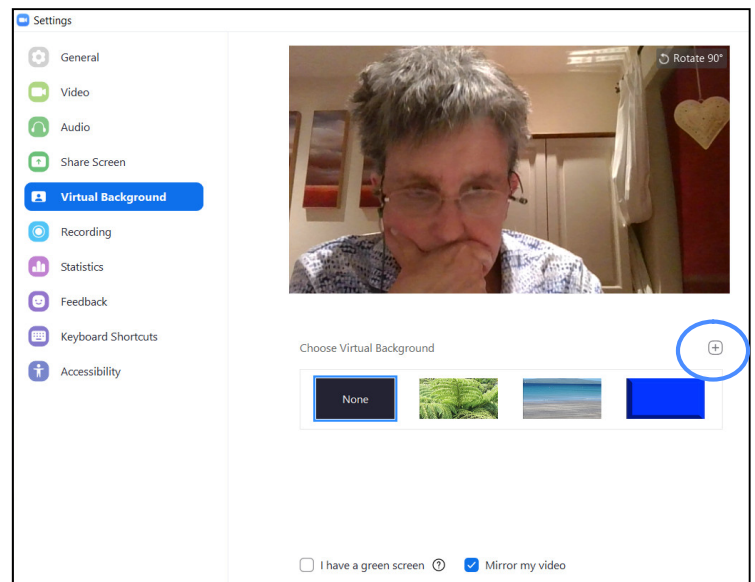
In contrast if you choose pin video then your video will be the main picture. Alternatively, you can pin any other video to the centre of the screen. Hover over the top of the picture you wish to see and click "Pin Video". In some meetings the host may spotlight someone. This will turn the screen to speaker view with the spotlighted person in the centre. If this happens stay with this until the host releases the spotlight.

On a tablet or phone then the option to Hide or Show your own video can be found on the "More tab" on the bottom of the screen.

3. Virtual Backgrounds



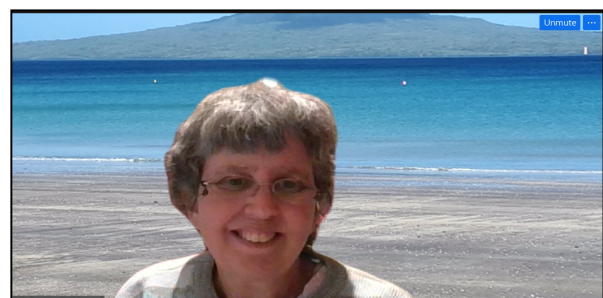
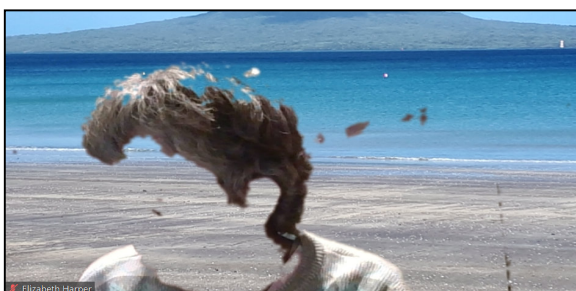
The webcam will pick up whatever is behind you, which may be embarrassing or distracting for those watching. Zoom allows you and participants to choose a static (or video) virtual background, that may be less distracting. Take a look at the image on the cover of this booklet for different backgrounds!



On laptops, desktops and some tablets, virtual backgrounds can be opened from the Stop Video button on the bottom menu. Note virtual backgrounds are not available on some smartphones and tablets and older machines.

On the Virtual background tab, you will find the available virtual backgrounds under Choose Virtual background. If only "None" is showing, then there are no pictures preloaded. If you have some of your own pictures in a folder, click on the + tab and navigate to your pictures folder and choose something appropriate.

Note that the camera has to merge the picture of you with the background. You may find that your image gets badly distorted and the Virtual background is more off putting than helpful. Have fun experimenting.

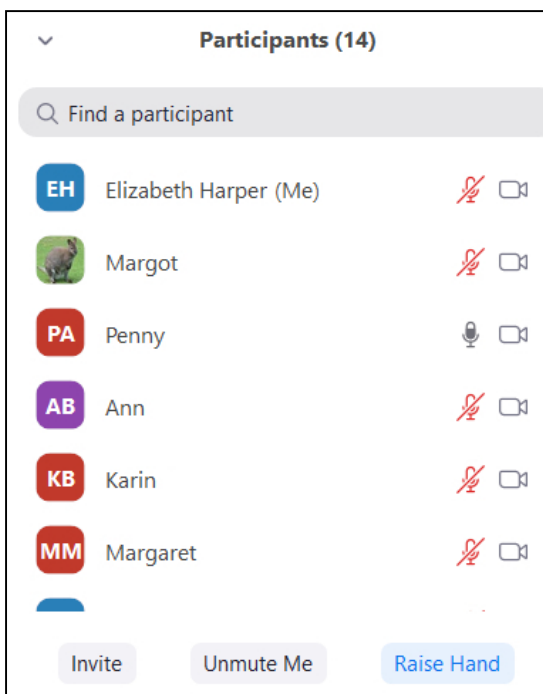
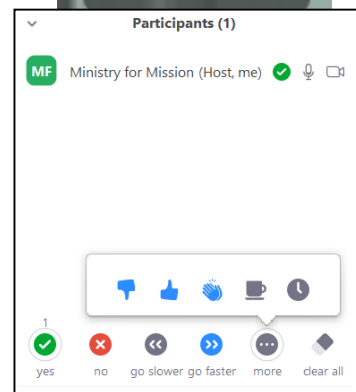
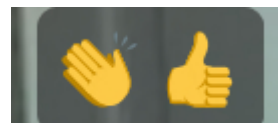


Participating in the Meeting

In the meeting you can contribute to the discussion, ask questions, just by speaking into your microphone (as long as your microphone is not mute). In a large group the host may set some ground rules e.g. you need to raise your hand if you wish to speak, or the host will ask each person in turn for their contribution. The host may put you into breakout rooms, which are small groups where you can have a discussion and talk with each other. You can find out more about this in the Delving Deeper Section below.

There are also some non-spoken ways of contributing to a meeting. On the bottom menu you will find 2 emoticons (Clap and Thumbs up). These may be under Reactions on the laptop and the More button on a phone. Click, touch the one you want to use, and it will appear in the top of your picture and in the Participants list.

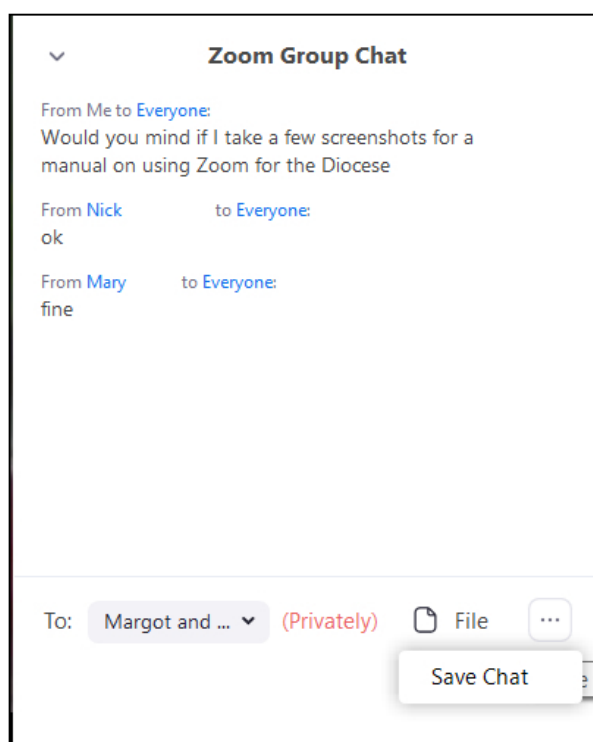
If the host has enabled them, you may also have other feedback options such as "Raise Hand" or "Yes" and "No" voting. These will be found on the Participants menu.



The Participants button on the bottom of the screen lets you see a list of everyone present and also see the emoticons they are using. On a laptop this will appear to the side of the videos. On a phone it will be on a screen of its own.

During the meeting, the host may share a video, PowerPoint presentation, a file or some other programme from their desktop. They may even give you the opportunity to share a screen or to edit a whiteboard. You can find out more about this in the Delving Deeper Section below.

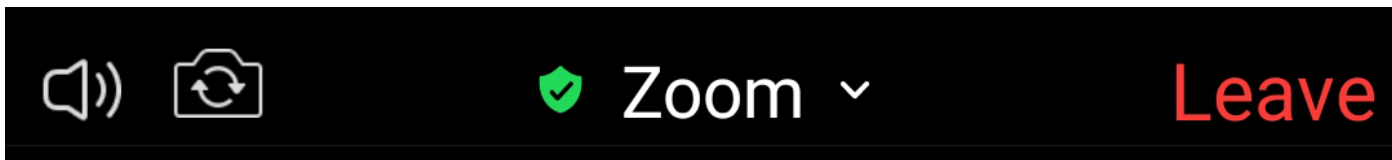
Finally, there is the chat box. Rather like Facebook, this lets you type comments for everyone to see, and for them to answer you. Or if enabled you can send private message to selected people. Click on the "To" box down arrow to choose everyone or particular people. Then type your message in the box underneath.



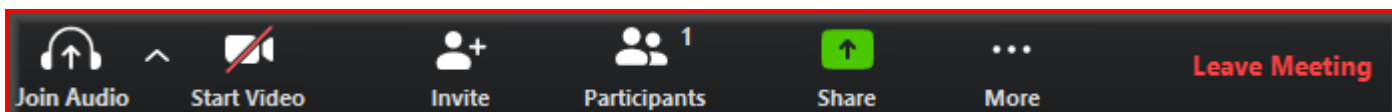
Leaving the meeting

Usually the host will end the meeting and the programme will close for you. However, it may be that you need to leave before the meeting ends.

On a tablet or smart phone click on the red Leave button which is usually at the top right of the screen (tap the top of the screen).



On a desktop or laptop, the leave button is usually on the right of the bottom menu.

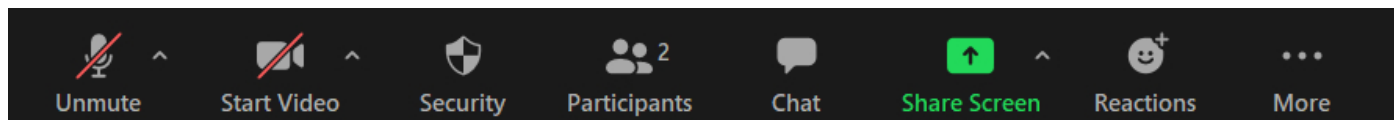


If you find that you have unintentionally left a meeting, or the meeting has timed out (the free licence only allows a 40 minute meeting, but you can start again and have another 40 minutes), then return to the **https** link in the email to re-join the meeting. You may be placed in a waiting room again.

Delving Deeper into Zoom

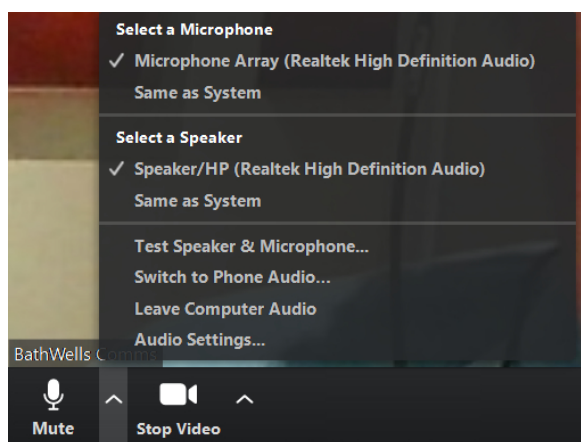
Once you have some confidence in using Zoom, you can explore all the possible settings and have fun playing with its capabilities. A smartphone has the most limited range of options, while a laptop or desktop has the greatest choice. If the host makes you a co-host, then you will have even more options. Don't worry if you do not have all the options shown in the pictures below. Explore those you do have.

The bottom menu (touch or hover the mouse over the bottom of the screen to see this) will be a subset of the following options:



Audio and Video Controls

1. The Microphone Button



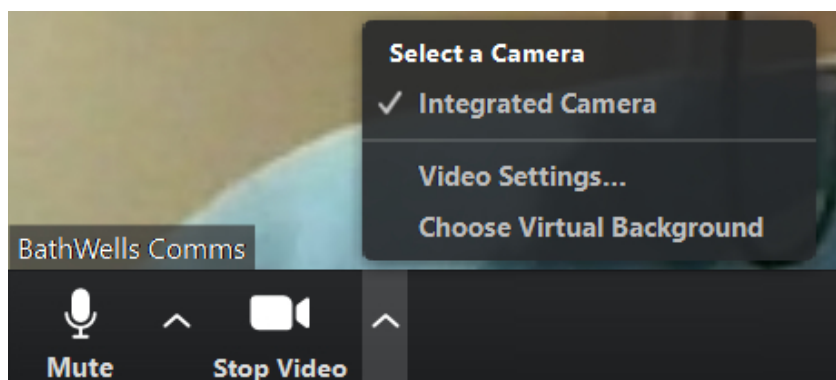
(Laptop and desktop). If you are having problems with the microphone, this first menu item is the place to see what microphone is being used and to test the microphone and speakers. Click on the up arrow to see the full menu.

Unless you are confident in the technology you probably won't want to change too much here. If you are having problems this is where they will get sorted.

2. Video controls:

The video controls allow you to choose cameras and choose a virtual background.

The video settings also contain the main settings for Zoom and you can change all sorts of things here. If you are feeling confident have a play. If not, you can ignore these.



Sharing files, screens and information

It is possible to share a range of files and activities during a meeting. Such as:

- Whiteboard
- PowerPoint
- Word or Pdf Document
- You Tube videos and audio files
- In fact, anything that is on anyone's computer desktop.

Usually this is done by the host, but occasionally you may be given the opportunity to share something e.g. as part of worship you are leading. If you are asked to share something, you may need to ask the host to give you "co-host" rights as you will need these to control the presentation.

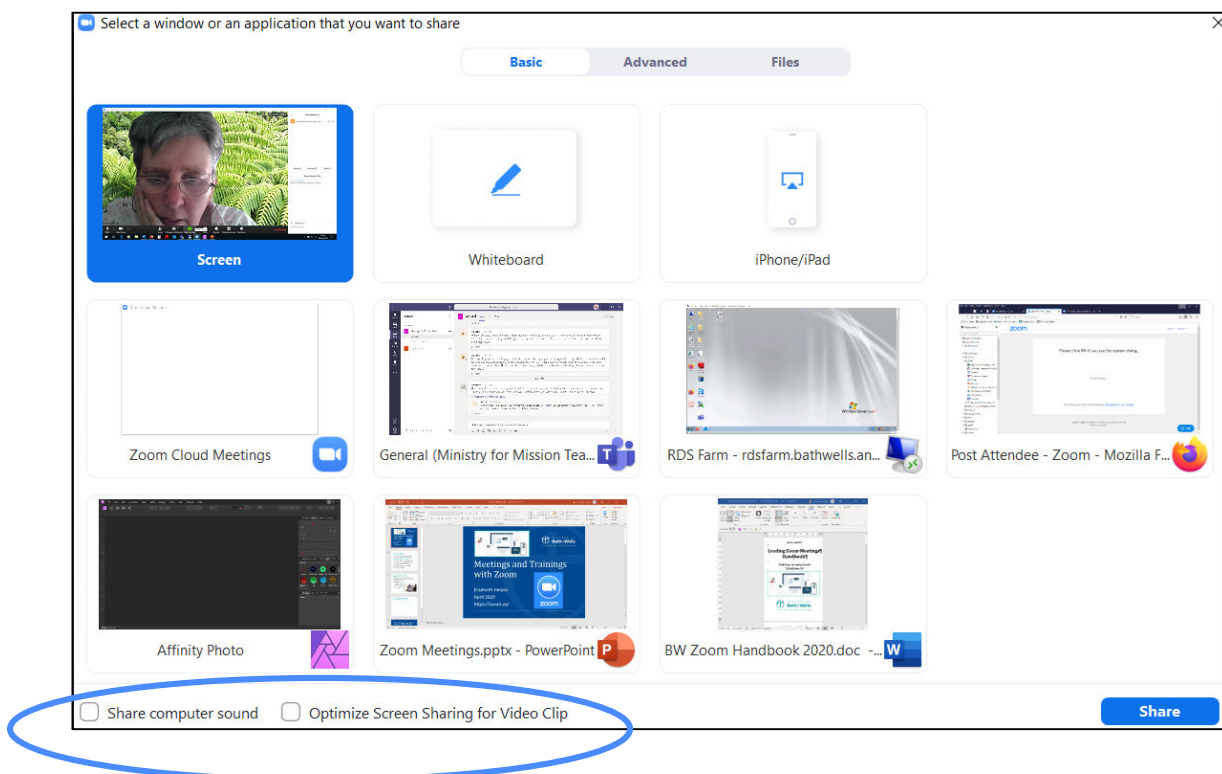
Before trying to share something, you will need to have already opened the presentation, video etc. on your own computer. Preferably do this before the meeting, but if you need to share something in the meeting then minimise the Zoom Meeting. Open the item to be shared and get it already to go (e.g. run the video past any opening adverts and then pause it). Minimise the item but leave it open.

When the time comes to share, in Zoom, choose screenshare from the bottom menu. If you can't see this button, then ask your host to make you a co-host or to turn share screen on for participants.



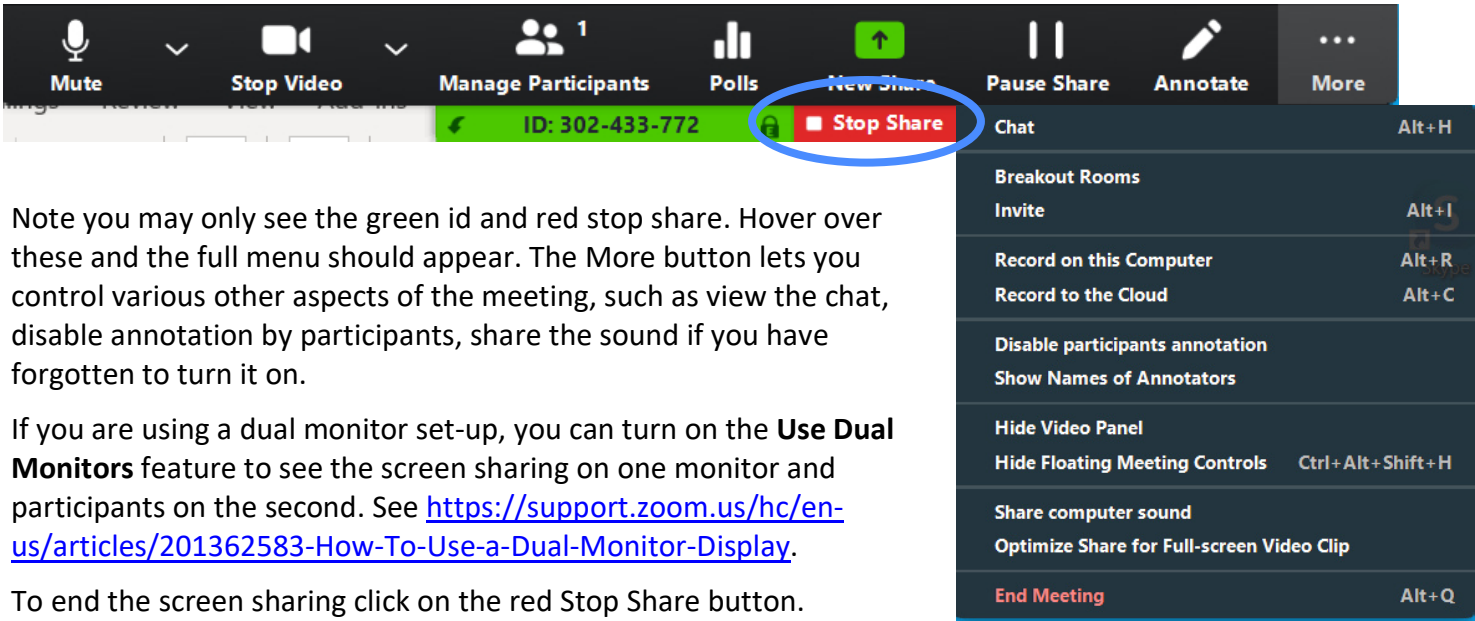
A menu of all the pre-opened programs and things you can share will appear. If you have a lot of programmes open, you may need to click on the continuation button to see the rest. Then click on your choice of programme to share.

If you are sharing an **audio or video file**, it is important that you tick the appropriate share sound/ optimise video in the bottom corner of the screen to get the best picture and sound:



In Screenshot

Zoom automatically switches to full screen. To exit full-screen, click Exit Full Screen in the top-right corner or press the **Escape** key. While sharing your screen you can still control the meeting through the controls at the top of the screen:



Note you may only see the green id and red stop share. Hover over these and the full menu should appear. The More button lets you control various other aspects of the meeting, such as view the chat, disable annotation by participants, share the sound if you have forgotten to turn it on.

If you are using a dual monitor set-up, you can turn on the **Use Dual Monitors** feature to see the screen sharing on one monitor and participants on the second. See <https://support.zoom.us/hc/en-us/articles/201362583-How-To-Use-a-Dual-Monitor-Display>.

To end the screen sharing click on the red Stop Share button.

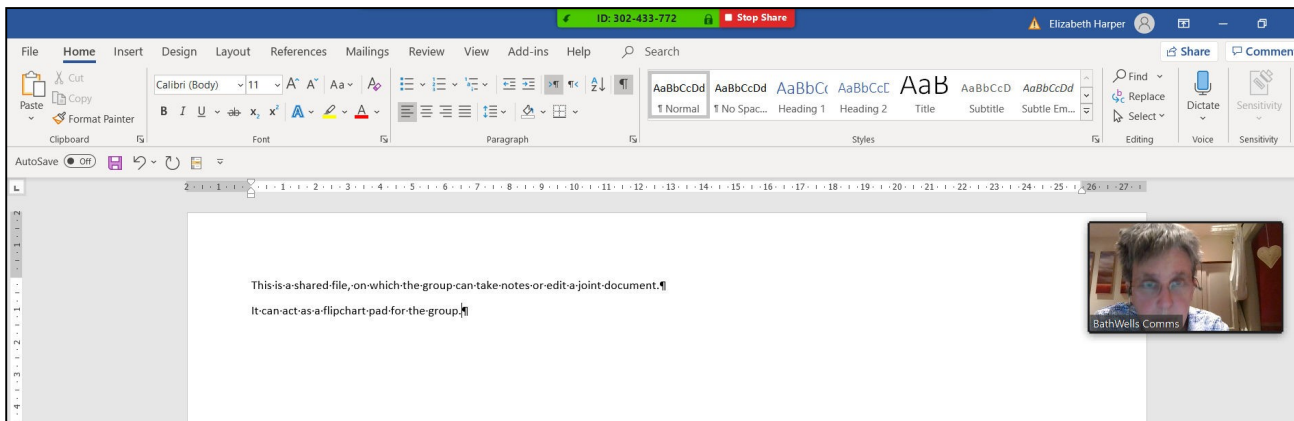


While screensharing the Zoom Meeting appears in a floating video panel on the right. It can be hidden or restored if not visible from the More> Hide/Show Video Panel.

The four tabs at the top alter how the Zoom Meeting looks (Minimised, speaker mode, gallery, grid- for 6 or more people). The floating panel can be dragged to another part of the screen, if it is in the way. If placed at the top or bottom, it should change to horizontal mode.

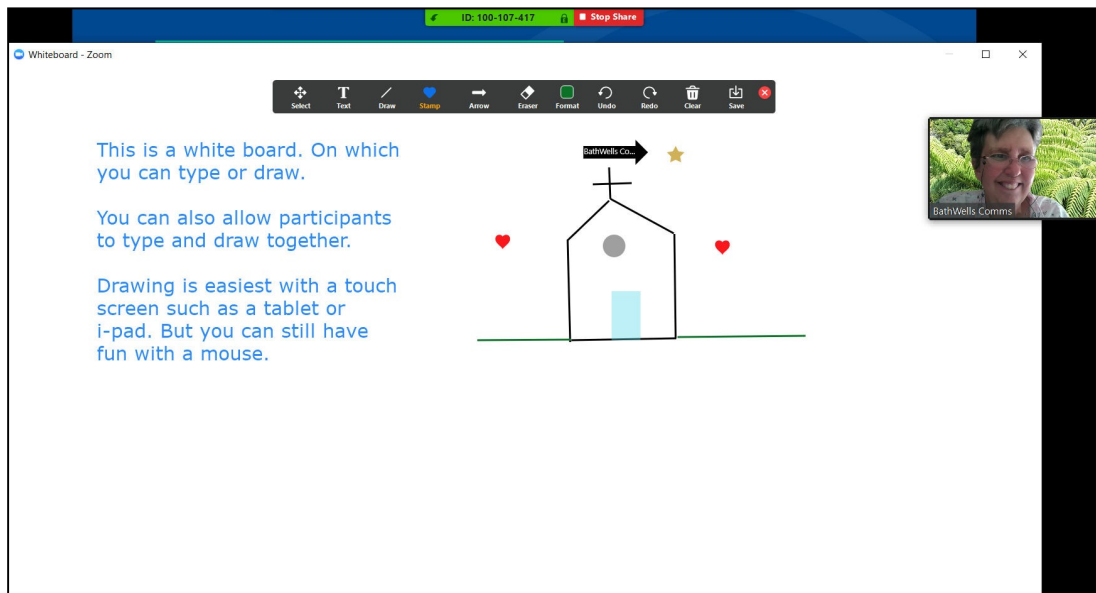
Word Processors

Sharing your word processor allows others to see files and even edit them. It can act like a flipchart to record group discussions or it can allow the group to jointly edit a document you are working on. The file can be saved and circulated after the meeting. NB: The document to be worked on should be opened BEFORE the word processor is shared. The screen sharing does not seem to pick up new documents made after sharing.



Whiteboard

The Whiteboard is like any other whiteboard. You can all write or draw on it during the meeting. See p16 for how to get the writing tools.



PowerPoints and Files

The host might share a PowerPoint or a file with you. This will come up on your screen and the host will talk you through the document. You may even be able to edit it.



Videos and Audio Files

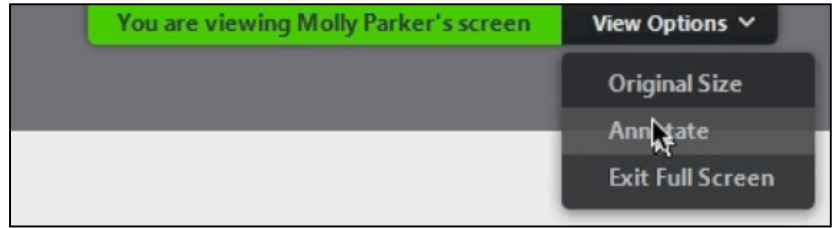
The host can also share videos and music files from their computer or from the internet (such as YouTube). The sound quality may depend on their machine and whether they have remembered to click the optimise sound and video buttons. If the quality is very poor or jerky let the host know and they can try again.

If you are invited to share your screen you can share all these things too.

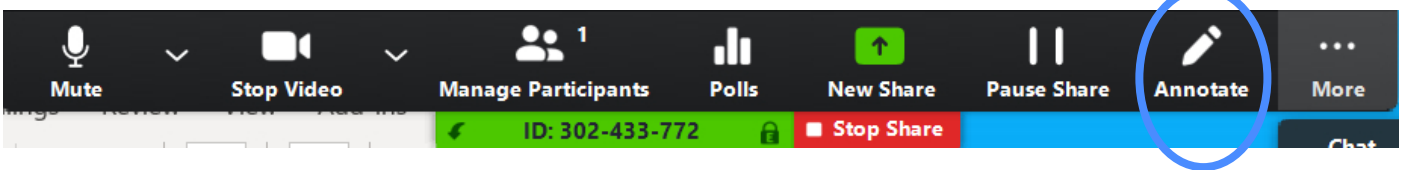
Annotating Shared Screens

It is possible to edit a screen, especially a whiteboard, if the host gives you permission.

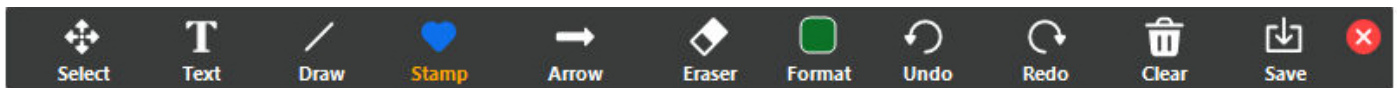
If someone else has started the screenshare or you are a participant in the meeting, then the Annotation tools may be available from view options: If these menus don't appear then it may be that annotation has been turned off by the host, and you will need to ask them to turn it on.



If you have started a screenshare then the Annotation tools are available from the Zoom menu in screenshare. If this is not visible hover over the green ID box and the menu should appear above it:



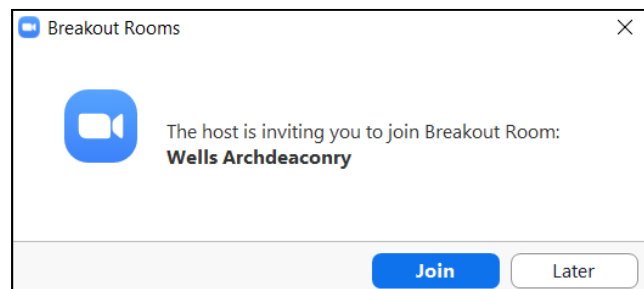
The menu of options looks like:



- Select: Selects something already drawn
- Text: allows writing (n.b. if there is much writing to be done, a word processor is a better option than writing in a whiteboard)
- Draw: has several drawing tools
- Stamp: has some pre-set shapes
- Arrow: highlights a particular item on the screen by pointing a named arrow at the item. It disappears when the next person highlights something
- Eraser erases items. Participants can only erase their own contributions, but not anyone else's! Hosts can erase everything.
- Format: changes colours, line width, font etc.

Breakout Rooms

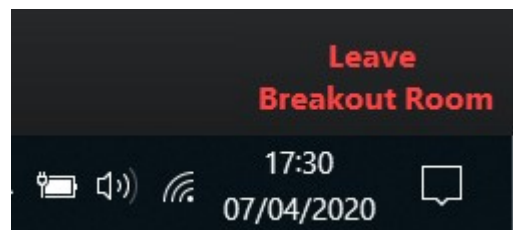
If the host puts you into breakout rooms for small group discussion an invitation will come up on your screen. Click on join to enter the room. It may take a while for the whole group to assemble.



Leaving a Breakout Room

You can choose to leave your breakout group at any time (click on the "Leave Breakout Room" button). You will return to the Main Meeting Room. Don't click on the "Leave Meeting" button as that will leave the whole meeting and you will need to re-join the meeting from the original **https** email link.

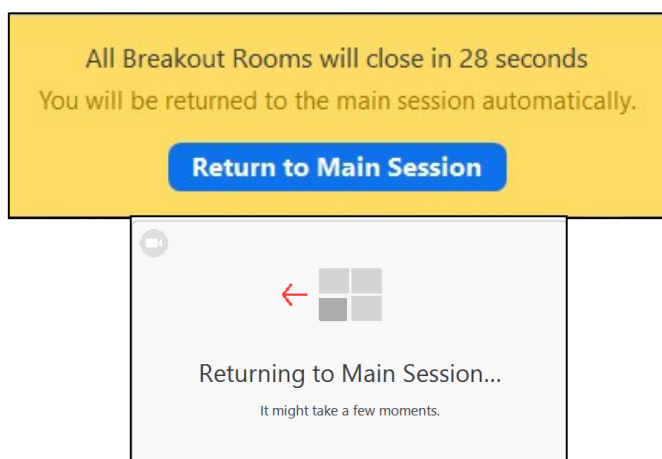
Note you cannot join a different group unless the host moves you to that group. You can only stay in the group or the main meeting room.



If you are having problems, pressing help will call the host, who will (hopefully) come and visit you to sort out any problems. The host may also send you notifications that will appear on your screen.

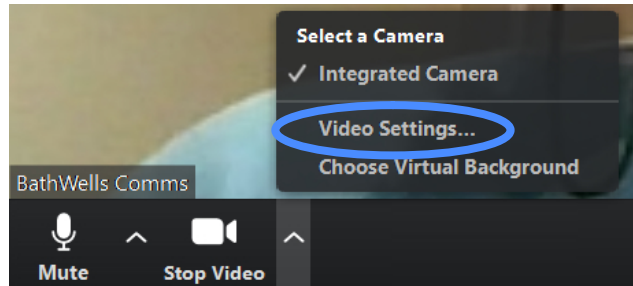
The end of a meeting

When the host ends the meeting, you will get a warning that the breakout rooms are closing. You can choose Leave Breakout Rooms or remain in the room until you are automatically returned.

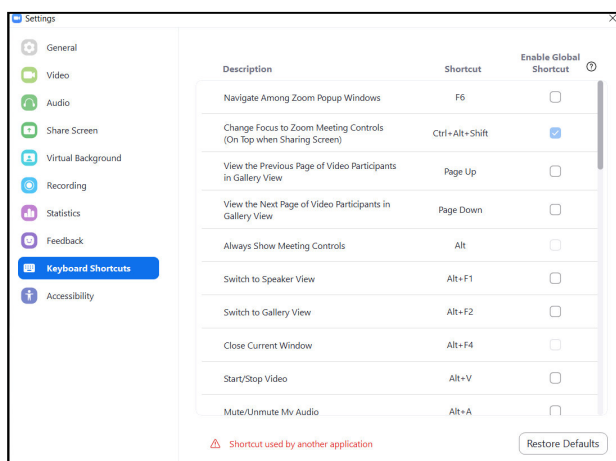
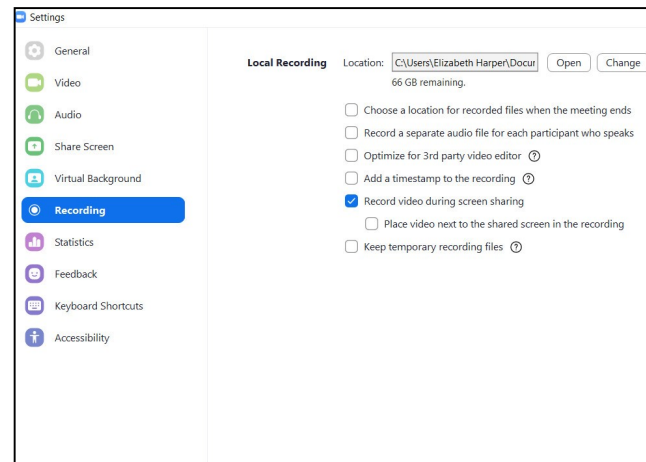
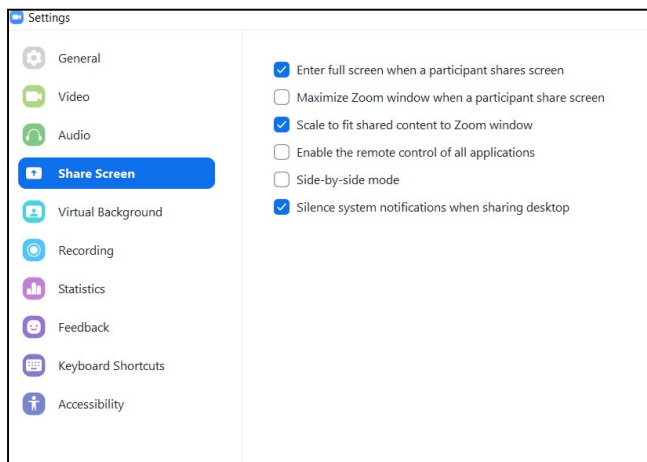
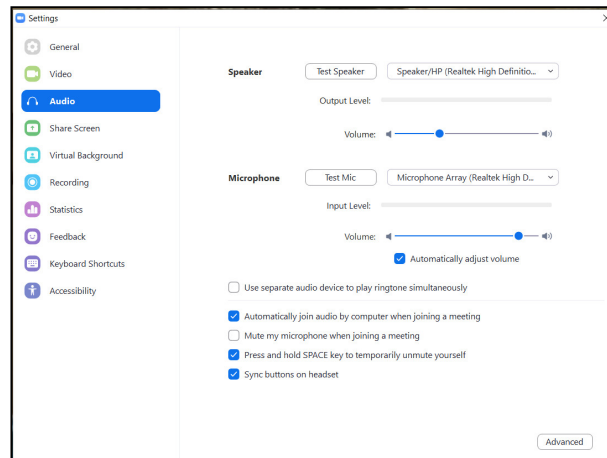
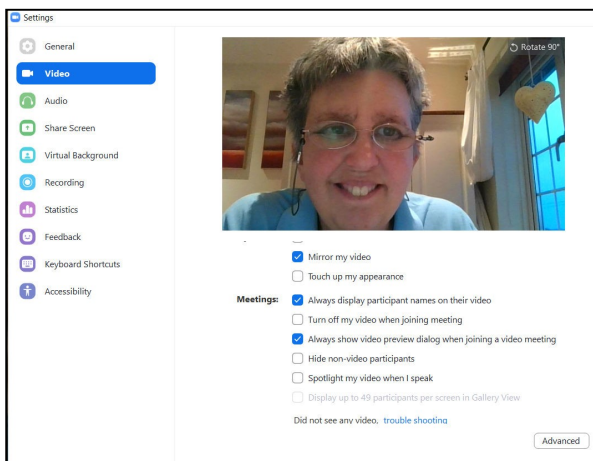


Troubleshooting and Further Help

The Main Settings can be found under Stop Video> Video Settings. If you are having problems or are just curious, have a look at these and try them out. You can't do any harm and can reset the settings if they don't work.



The following are the key options:



Audio and Video Problems

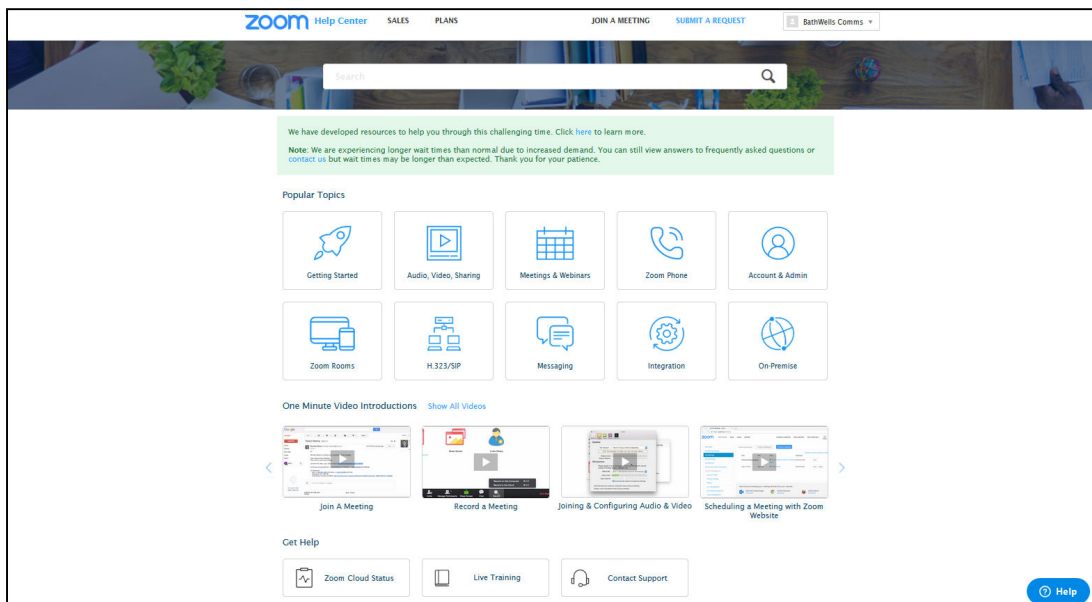
Using video increases the toll on everyone's internet bandwidth. Zoom is optimised so that most people, even with rural bandwidth, should be able to participate easily in the meeting. However, if you find that the videos keep freezing, you fall out of the meeting regularly or others comment that your video is jerky then check the following:

- Is anyone else in their house currently online? Firstly, stop any live streaming on computers or TV. If necessary, stop any other internet use. NB Smart phones and tablets may be using the internet in the background and might need to have internet turned off
- If problems persist, try turning off your video (Stop Video) so that your webcam no longer broadcasts your picture.
- Exiting and coming back in after making these changes may help.

Further Help

Zoom has a wealth of help videos and tutorials to take you deeper into all that Zoom can do. Their screenshots are sometimes a little dated, not accounting for the latest upgrades, but usually this is not a problem.

<https://support.zoom.us/hc/en-us>



The Diocese of Bath and Wells has also produced a Leading Zoom Meetings Handbook, for those who want to host Zoom Meetings. Contact the Lay Ministries Team or the Diocesan Comms team for a copy. Leonie.Jones@bathwells.anglican.org.

Enjoy your meetings and think what you are saving on petrol and having to go out!