



DIOCESE OF  
**Bath & Wells**

Living the story. Telling the story.

# Leading Zoom Meetings Handbook



How to Lead a Church Zoom Meeting

2021 Edition 2

March 2021

# Getting Started with Zoom

## Table of Contents

Getting Started with Zoom .....	2
What is Zoom and When to Use it? .....	2
Obtaining Zoom – Free Licence or Pro Licence?.....	3
Accessing your online account .....	4
Downloading the desktop program/app.....	5
Inviting Participants .....	8
Registration.....	11
Starting a Zoom Meeting.....	13
Leading a Zoom Meeting .....	13
Preparing for the Meeting - Microphone and Video .....	14
Welcoming and Managing Participants .....	15
Gallery, Speaker, Spotlight Views and Virtual Backgrounds .....	16
Responses, Feedback, Polls, Voting .....	18
Recording and Streaming .....	19
Participants Rights and Views.....	22
Sharing files, screens and information.....	23
Breakout Rooms.....	30
Chat and Private Chat.....	32
Tips for Hosts .....	33
Settings.....	34
Settings created at Scheduling .....	34
Changing Settings during a Meeting .....	36
Troubleshooting.....	38

## What is Zoom and When to Use it?

Zoom is one of several online video conferencing programs that provides software for:

- Online sessions for up to 100 people
- Webinars for up to 1000 people

There are many other programmes for video conferencing either one to one or small groups: (FaceTime, Messenger, Skype, WhatsApp etc) or larger trainings or recordings: (Microsoft Teams, Cisco WebEx, Click Meeting, Adobe Connect, Big Blue Button etc.) More are developing. Each has its strengths and weaknesses. Zoom became popular in the 2020 Lockdown because of its price and its functionality.

Zoom has the following advantages:

- It allows up to 100 participants (for a small fee can be increased).
- A free version allows 40min meetings for 3+ and unlimited 1-1.
- The Pro version is reasonably priced and allows longer meetings with more capacity.
- The Host has control of the attendees.
- It includes the ability to share any files etc. on your computer and have small group discussions.



There have been some security concerns which Zoom continually addresses. With normal internet precautions and careful distributing of meeting details there should be no problems. Zoom has been used for coffee mornings, interactive services, home groups, bible studies, PCC meetings, live streaming etc.

Note Zoom is constantly upgrading, and this booklet quickly becomes dated. Newer versions may be available on the Diocesan website.

## Obtaining Zoom – Free Licence or Pro Licence?

A free licence is useful for all. The following outlines the additional benefits of a Pro Licence (currently £11.90 per month or £119.90 for an annual licence):

	Free Licence	Pro Licence
Cost	Free	Monthly charge
Number of people who can attend:	100	100 (+ at additional cost)
Maximum length of meeting	40mins for 3 or more people. 24 hours for 2 people (but everyone can log back in)	30 hours
Controlling other users	-	The facilitator can control participants adding, deleting, and making them co-hosts
Recordings	Must be saved on your own computer.	Recordings can be stored in a Zoom cloud for easy viewing by others.
Live Streaming	-	Can be live streamed to Facebook
Dial-Up Attendance	-	People can join on a landline.
Polling	-	Online polls can be created for feedback

The main benefit is the length of sessions. Regular Sunday worship or zoom meetings with more than 10 people, really need a Pro licence. If you are using it with one-to-one meetings, services are less than 40 minutes, or small groups happy to log in again after 40 mins then the free program will be sufficient.

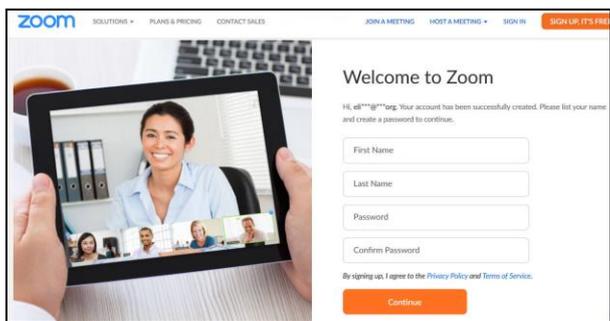
To purchase or get the free licence go to <https://zoom.us/pricing>.

If you decide you need a second licence because you regularly want two meetings at the same time, then it is easiest to buy a separate licence and share log in details. Alternatively, you can buy a second licence on your account. In which case you will need to add a second user in your account: Under Admin> User Management > Users. This user will need a different email address to log in on the account and can then set up additional meetings.

The screenshot displays the Zoom pricing page with the following details:

- Basic (Free):** Personal Meeting, Host up to 100 participants, Unlimited 1 to 1 meetings, 40 mins limit on group meetings, Unlimited number of meetings, Ticket Support, Video Conferencing Features (HD video, HD voice, Active speaker view, Full screen and gallery view).
- Pro (£11.99/mo/host):** Great for Small Teams, Purchase up to 9 hosts per account. Features include: All Basic features +, Includes 100 participants, Meeting duration limit is 24 hrs, User management, Admin feature controls, Reporting, Custom Personal Meeting ID, Assign scheduler, 1GB of MP4 or M4A cloud recording.
- Business (£15.99/mo/host):** Small & Med Businesses, Starting at 10 hosts for £159.90/mo. Features include: All Pro features +, Includes 300 participants, Dedicated phone support, Admin dashboard, Vanity URL, Option for on-premise deployment, Managed domains, Single sign-on, Company branding.
- Enterprise (£15.99/mo/host):** Large Enterprise-Ready, Starting at 100 hosts for £1,599/mo. Features include: All Business features +, Enterprise includes 500 participants, Enterprise Plus includes 1,000 participants, Unlimited Cloud Storage, Dedicated Customer Success Manager, Executive Business Reviews, Bundle discounts on Webinars and Zoom Rooms.

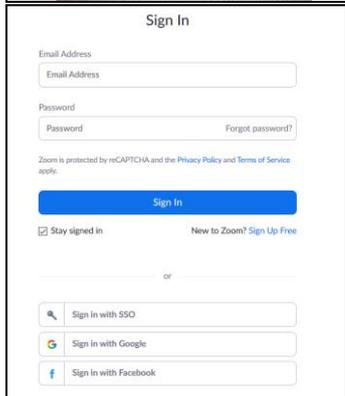
To obtain a free licence follow the online instructions. Click on the link that arrives by email to activate the account. You will be asked for a password and account name (this is the name that will appear on your



photo, so make it meaningful, e.g., avoid "ipad" etc.). Finally, you have the option to open a trial meeting to test your audio and video or go straight to your settings.

With a pro licence, after paying for the licence you then go through a similar process.

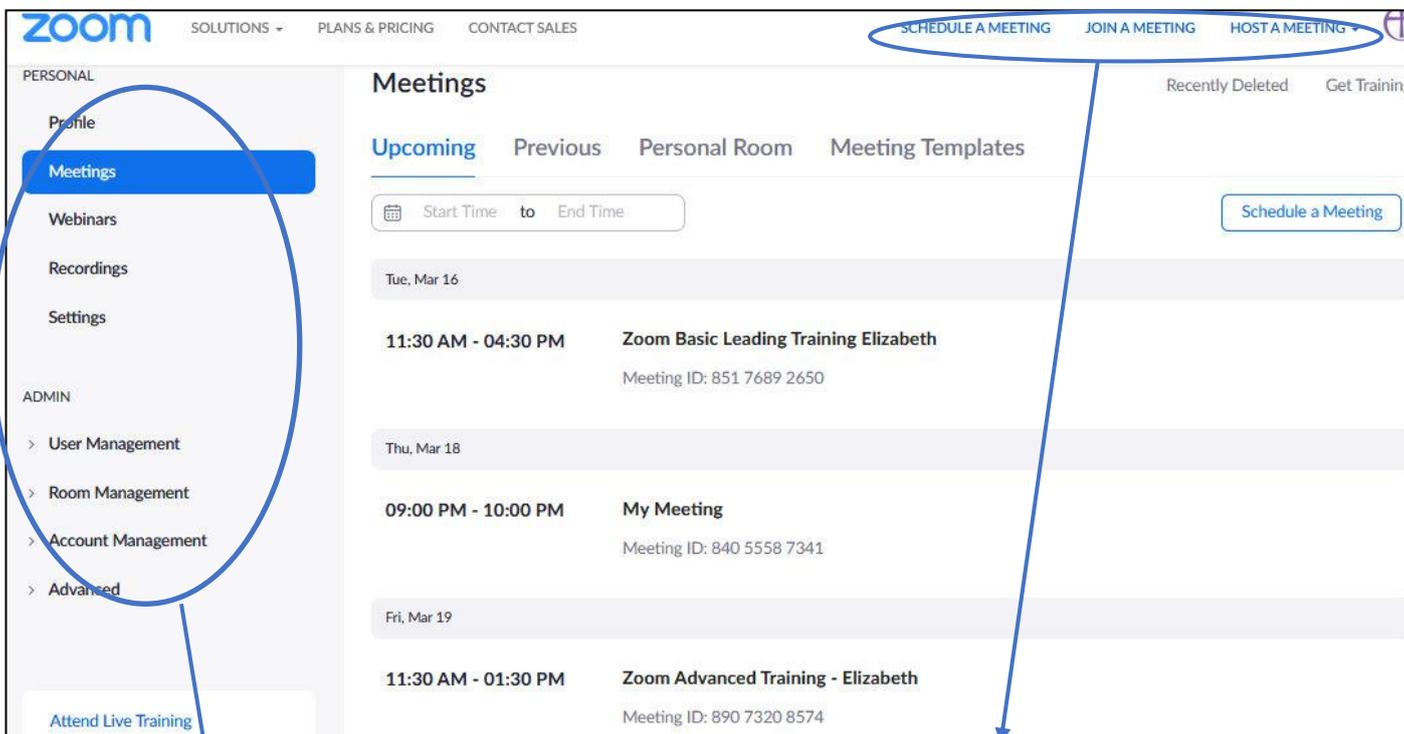
Once you have created a zoom account it can be accessed online through your internet browser and/or an app on your desktop, phone, or tablet for easy access.



If you are setting up a group/church account then use a corporate name (e.g., All Saints) and unique password. You do not need a licence for everyone (expensive!), simply share the log in details with selected church members.

### Accessing your online account

Your online account gives you access to the Zoom Settings and full control of your account. Go to <https://www.zoom.us/signin> and enter your registered email address and password.



Profile allows you to edit your profile, password, add a picture for when video is off, etc.

Meetings lets you schedule future meetings, create invitations, and start meetings.

Recordings lets you access recordings of meeting you have made.

Settings lets you alter settings that will apply to every meeting you run (see below)

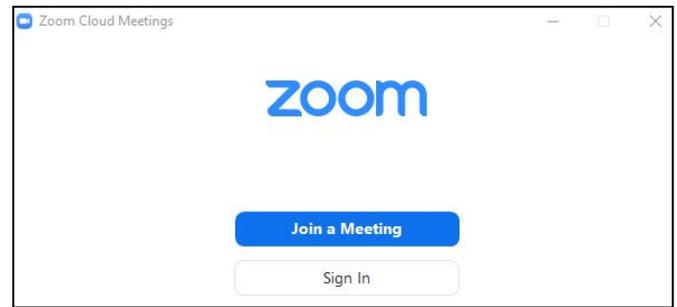
Admin has further settings for Pro Licences

This menu provides a quick way to schedule a meeting, join a meeting or host a meeting immediately.

The final square (which will have your picture if you have set it in profile) holds the sign out button

## Downloading the desktop program/app

This is optional but strongly advised. It provides a handy, easy way to start a Zoom session and keep up to date. Download the programme from: <https://zoom.us/support/download>. The download should happen automatically. Once completed, find zoominstaller.exe in your downloads folder or use the install link provided in your web browser. Once installed the blue zoom icon will appear on your desktop. Click on it. You will be asked whether you want to join a meeting (i.e., someone else's meeting with the name and password they send you) or sign in with your email and password.

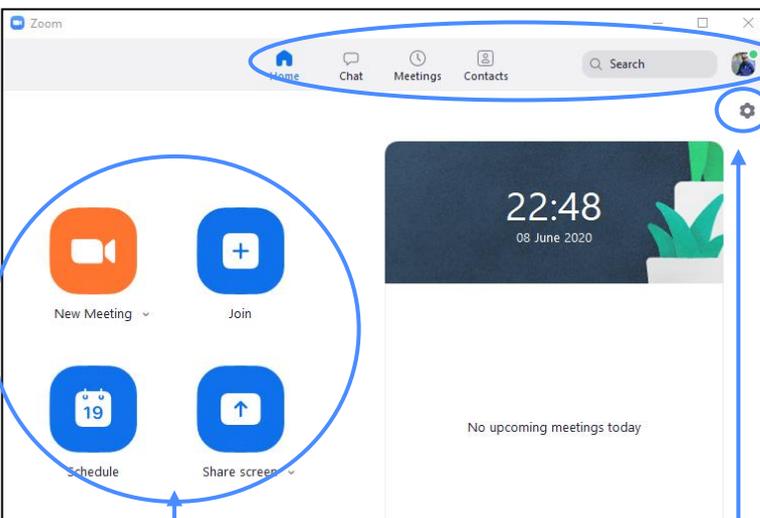


## Downloading the App for phone and tablet

From your Apple or Google Store, search for the free Zoom Cloud Meetings App. Download and install it. With the App you can manually join someone else's meeting with the ID and password sent to you or you can Sign In and start and run your own Zoom sessions.



## Layout of App and desktop program



New Meeting – lets you start a meeting now.

Schedule – lets you set up a meeting for a later time.

Join – lets you join someone else's meeting.

Share Screen is for specially configured meeting rooms and not normally relevant.

Settings allows you to change some settings (these can also be changed in a meeting from video settings) – To access the full range of settings you will need to go to your online account through your internet browser.

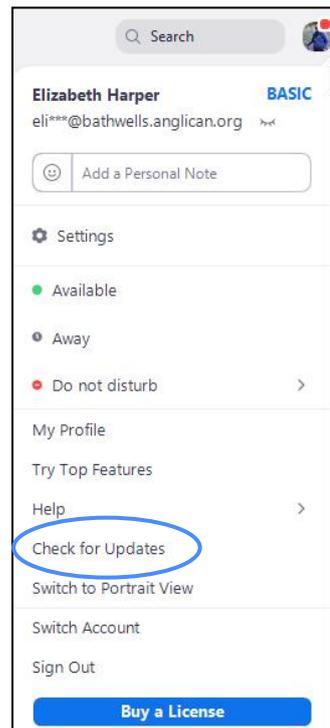
### Top Menu:

Home gives the most frequent actions.

Chat: allows you to see saved chats from previous meetings.

Meetings: lists your scheduled meetings and allows you to start them or copy the invite.

Contacts: lists any contacts already stored.



The Profile/ picture button: includes a drop-down menu where you can update your profile and **get new updates**. Zoom is frequently updated, and updates should be checked at least monthly.

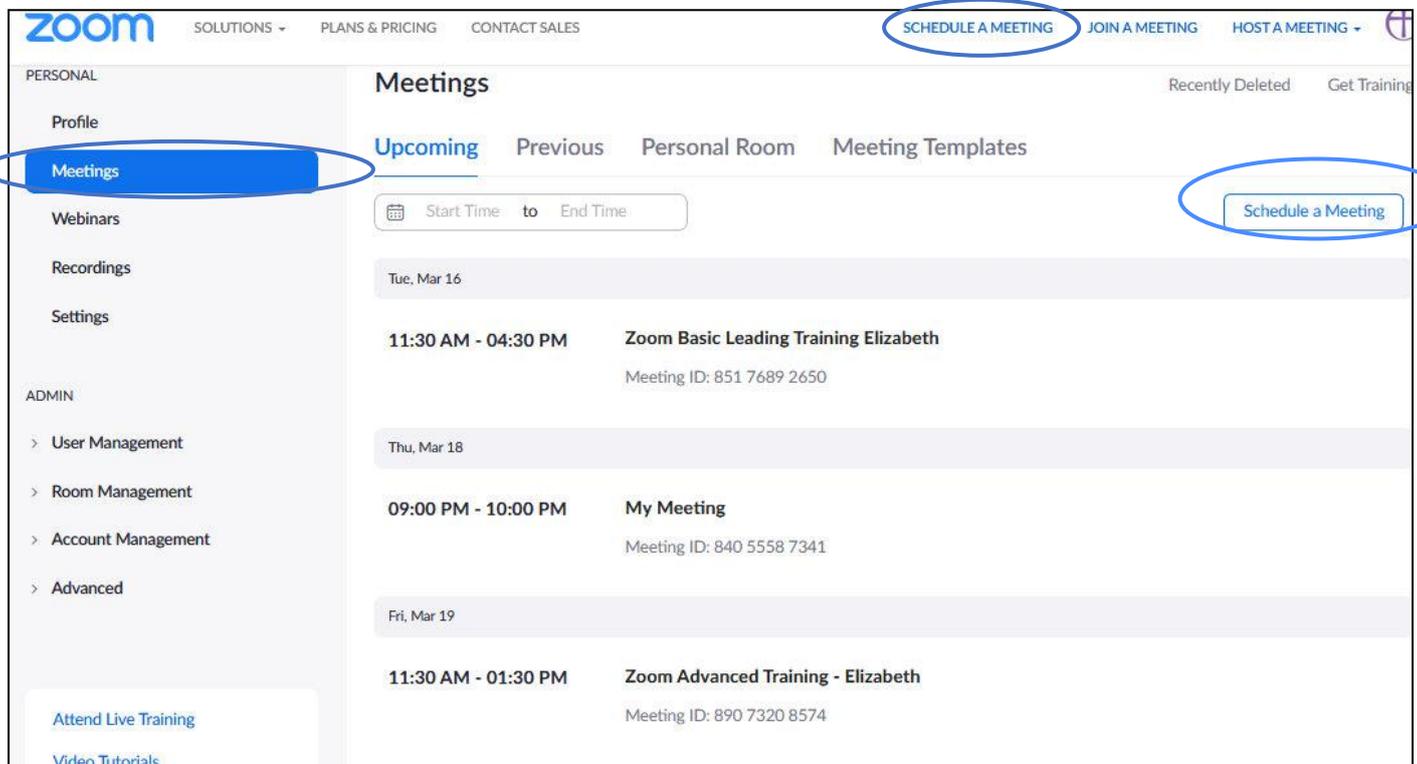
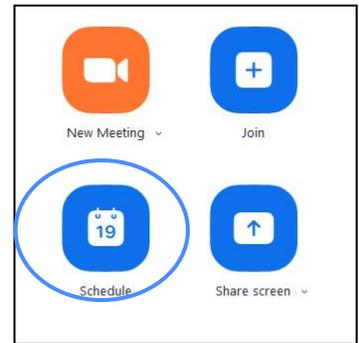
Actions related to your computer, such as updating, have to be done through this app. Other actions relating to your account, need to be done online through your online account login.

## Setting up your first meeting.

To create your first meeting, with the desktop programme/ app, choose either "new meeting" to immediately start a meeting or choose "schedule a meeting" for later. By scheduling a meeting, you can create the link and email it to everyone in advance.

If you use your online account (<https://www.zoom.us/signin>) you can schedule a meeting from the top menu or using the meetings tab on the side menu:

You will see a list of scheduled meetings. Only one meeting can run at a time on an account. Zoom does not warn you of a clash so take care to monitor it.



On a shared account you may want to schedule the meeting for half an hour before and after the expected meeting time to give spare time to set up and run-on if necessary. Note that timings are only for scheduling purposes. A meeting can be started at any time before the specified closing time. It can therefore be used for trial purposes before the actual meeting.

You are now ready to schedule a basic meeting. To get full functionality out of Zoom (such as breakout groups) you will want to ensure that all the right settings are in place. See the Section on Settings later in this booklet.

Optional for the technologically savvy:

It is also possible to install a Zoom app into your online diary and connect and schedule meetings from other programmes. See instructions here:

Outlook: <https://support.zoom.us/hc/en-us/articles/115005223126-Office-365-Outlook-Web-Add-In>

Google calendar: <https://support.zoom.us/hc/en-us/articles/360020187492-Google-Calendar-add-on>

Firefox: <https://support.zoom.us/hc/en-us/articles/206337235-How-To-Use-Zoom-Firefox-Add-On>

Chrome: <https://support.zoom.us/hc/en-us/articles/201974323-Using-the-Zoom-Chrome-Extension>

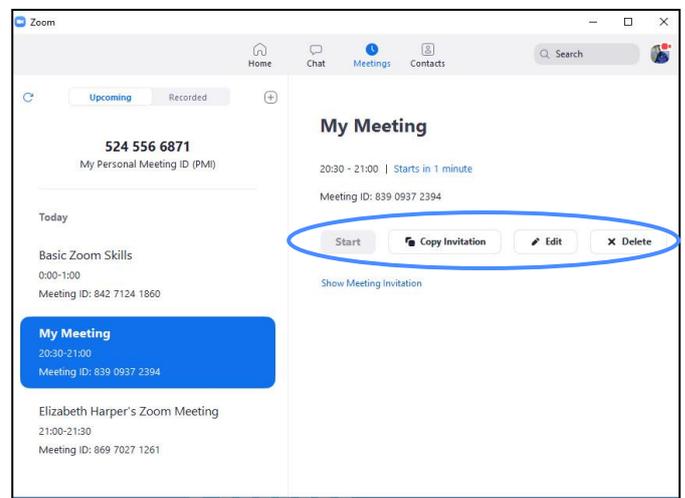
Choose Schedule a new meeting and fill in the sections as indicated. Note the screen shot is for the Pro Licence. The free licence and the desktop app may have fewer options than shown.

<p>Topic <input type="text" value="My Meeting"/></p> <p>Description (Optional) <input type="text" value="Enter your meeting description"/></p> <p>Use a Template <input type="text" value="None"/></p>	<p>Add topic and description for clarity.</p>
<p>When <input type="text" value="01/21/2021"/> <input type="text" value="12:00"/> <input type="text" value="AM"/></p> <p>Duration <input type="text" value="1"/> hr <input type="text" value="0"/> min</p> <p>Time Zone <input type="text" value="(GMT+0:00) London"/></p> <p><input type="checkbox"/> Recurring meeting</p>	<p>Insert date, duration, and time. Allow a little time before and after. A recurring meeting will keep the same link every week.</p> <p>NB: You can run the meeting at any time. The times are indicative not restrictive.</p>
<p>Registration <input type="checkbox"/> Required</p>	<p>Registration: Sets up a Zoom online registration system for registering an interest.</p>
<p>Meeting ID <input checked="" type="radio"/> Generate Automatically <input type="radio"/> Personal Meeting ID 296 645 2775</p>	<p>Passcode: This is mandatory. People on landlines must have a numeric code. Change with care.</p>
<p>Security <input checked="" type="checkbox"/> Passcode: <input type="text" value="467605"/> <small>Only users who have the invite link or passcode can join the meeting</small></p> <p><input checked="" type="checkbox"/> Waiting Room <small>Only users admitted by the host can join the meeting</small></p> <p><input type="checkbox"/> Require authentication to join</p>	<p>Waiting Room is set as default but can be removed.</p> <p>Require authentication is added security, leave as is.</p>
<p>Video Host <input checked="" type="radio"/> on <input type="radio"/> off</p> <p>Participant <input checked="" type="radio"/> on <input type="radio"/> off</p>	<p>You can set video to start automatically. Individuals can override your choice.</p>
<p>Audio <input type="radio"/> Telephone <input type="radio"/> Computer Audio <input checked="" type="radio"/> Both</p> <p>Dial from United Kingdom <a href="#">Edit</a></p>	<p>Click Advance Options in the desktop programme/ app to see these:</p> <ul style="list-style-type: none"> <li>• Allow participants to join anytime, without you having arrived in the room. Less secure but lets people meet for a coffee morning without you being there. You must also untick waiting room.</li> <li>• Mute participants on entry: This will mute participants as they join the meeting. They can unmute themselves after joining. Optional</li> <li>• Breakout Room pre-assign: Allows you to set up breakout rooms in advance. This only appears if you have enabled it in settings.</li> <li>• Automatically record meeting: Saves you remembering to record but note that the files will be larger in the limited storage space.</li> <li>• Enable additional data centre regions. Ignore this.</li> <li>• Approve or block entry. Ignore this.</li> </ul>
<p>Meeting Options</p> <p><input type="checkbox"/> Allow participants to join anytime</p> <p><input type="checkbox"/> Mute participants upon entry</p> <p><input type="checkbox"/> Breakout Room pre-assign</p> <p><input type="checkbox"/> Automatically record meeting</p> <p><input type="checkbox"/> Enable additional data center regions for this meeting</p> <p><input type="checkbox"/> Approve or block entry to users from specific regions/countries</p>	

Ensure you click save at the bottom of the page to complete the scheduling of the meeting.

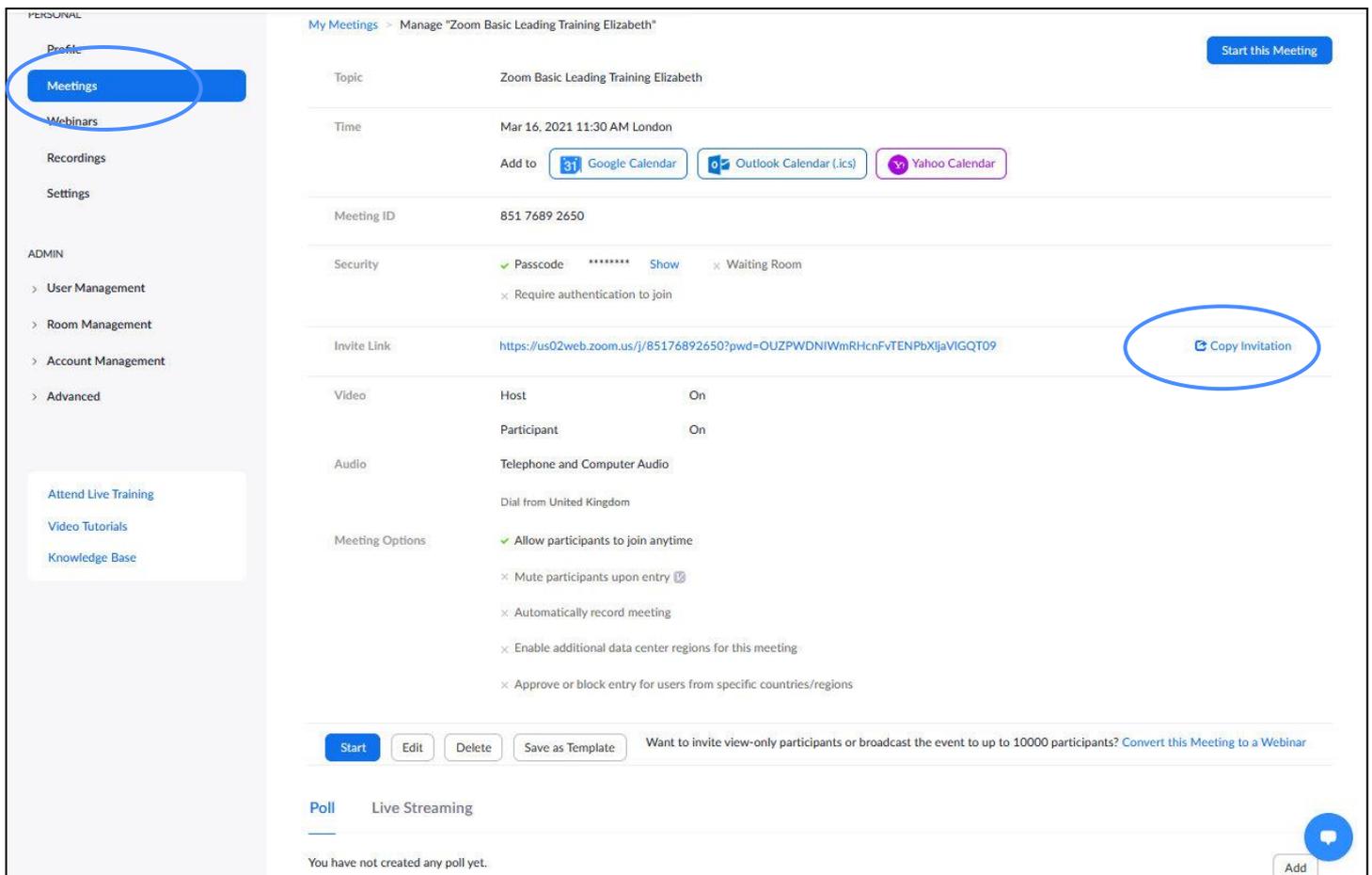
In the desktop programme/app you will then return to the programme where it will tell you the next meeting to start. You can see your scheduled meetings by clicking on the Meetings Tab at the top of the screen. On the left is a list of scheduled meetings. Click on any meeting and you can:

- Start the Meeting.
- Copy the invitation to send people.
- Edit the settings for the meeting.
- Delete the Meeting.



If you scheduled your meeting in your online account, then you will get a confirmation screen where you can check your meeting and start it if you are ready to do so. You can also set up polls and registration (see below). Edit this meeting allows you to make changes to the meeting setup. If you have an outlook, google or yahoo calendar, you can add the meeting to your calendar by clicking on the tab.

## Inviting Participants



The best way to invite participants is to email them a link which contains the password. Zoom provides this for you and you can copy and paste it into an email. If you use Zoom registration, then the link will be a registration link with a registration form.

In the desktop programme (top picture) go to the Meeting tab on the top menu. Click on the meeting on the left and choose copy invitation from the centre of the screen.

In the online settings (picture directly above) choose Meetings in the left-hand menu and then click on the meeting to get the details shown above. Click on "Copy the invitation"

You can then paste the meeting invitation into an email (or send from your calendar if you have stored it).

All Saints Church is inviting you to a scheduled Zoom meeting.  
Topic: PCC Meeting  
Time: Jun 5, 2020 01:30 PM London  
Join Zoom Meeting  
<https://zoom.us/j/209762506?pwd=YUllYTdjV2tlZVFobWdSNGljc1NiZz09>  
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>

NOTE: in the picture the link is not underlined, which means it is not live. To make it live press return at the end of the link. Those on i-phones may not be able to use the link unless you do this.

Participants can join the meeting via:

- Desktop computers (they may need to add camera and microphone to their desktop)
- Laptop / tablet or i-pad (has inbuilt camera and microphone)
- Tablet/i-pad/smart phone (has inbuilt camera and microphone but slightly limited functions)
- By landline telephone at national rates. (Voice only, no pictures).

By default, the American phone numbers are shown and are irrelevant to your participants. See Settings later in the booklet for how to list the UK phone numbers. You can delete the extra details and tweak the timings to make a simpler email. The email you send out might look more like this:

Elizabeth Harper is inviting you to All Saints PCC Meeting

Time: 5 December 2021 at 7:00pm  
To join the Meeting click on this link:  
<https://zoom.us/j/209762506?pwd=YUllYTdjV2tlZVFobWdSNGljc1NiZz09>

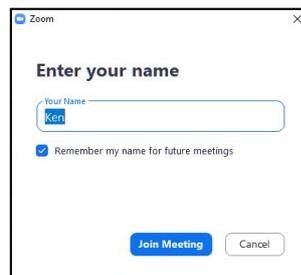
Or if you have Zoom installed, you can join the meeting manually with these details:  
Meeting ID: 209 762 506  
Password: 458675

If you wish to join the meeting by landline phone instead, please ask for further details.

Tables, i-pads, and phones have a different Zoom layout to desktops and laptops, for instance the main menu is at the top rather than the bottom. If possible, try and look at Zoom on different media to get a feel for what your participants might see, so you can guide them. The Bath and Wells *Joining a Zoom Meeting Handbook* gives screenshots for different media and is designed for participants with some understanding, but not a great deal of computer knowledge. It is free to circulate to your participants. The Zoom support videos will also let you see different devices.

### Participants joining on a Laptop or Computer.

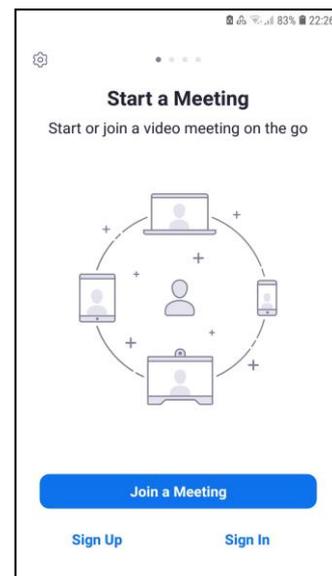
Joining on a laptop or computer gives the fullest Zoom participation. The first time they join a meeting they will need to download the basic Zoom app onto their computer. The screen instructions should guide them in doing this, but they may need help finding the programme after it has downloaded to run it. Running the programme will ask them for their name and then they can press Join Meeting.



The main menu is along the bottom of the screen and can be accessed by hovering the mouse along the bottom. Gallery/speaker view toggle is in the top right.

### Participants joining on a Tablet or Smart phone.

Joining on a tablet or smartphone can be more convenient but the size of the screen means that fewer people will be visible, and some facilities are unavailable (e.g., files shared in chat are not available). Participants will need to download the free Zoom Cloud Meetings App from their App Store and install it before they can join a meeting.



The main menu is often along the top of the screen. Different screen views (gallery/ speaker) are often achieved by swiping right or left.

### Participants joining on a Landline.

If people do not have internet, they can still join a Zoom meeting with their landline, but obviously cannot see anything. This is only possible if you as host have a Pro licence. A meeting hosted on a free account can't be joined this way.

Detailed instructions for joining via a landline are found in *the Joining a Zoom Meeting Booklet*. You will need to provide the participant with the number to call (see Settings below). The numbers in January 2021 were the following national rate numbers:

London:	0203 481 5237
London:	0203 481 5240



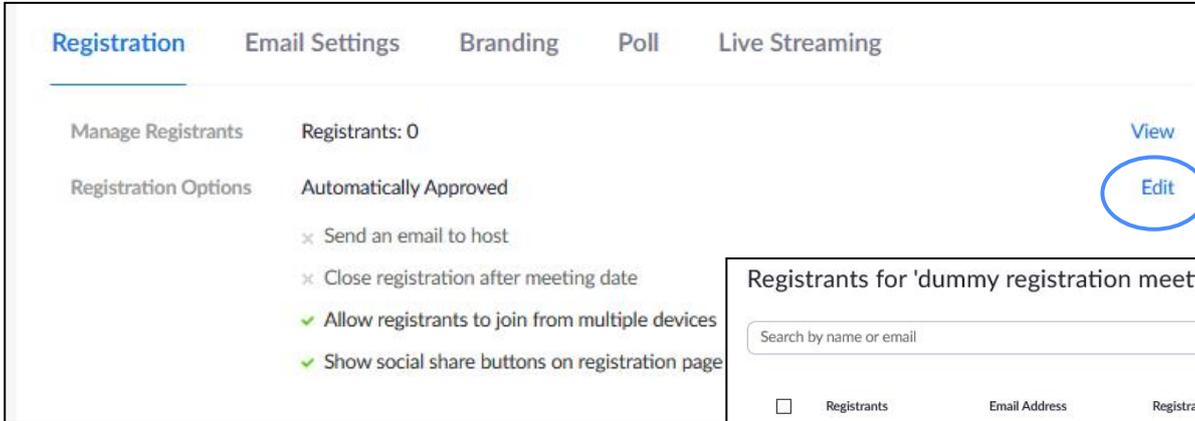
The Participant will need the meeting id and passcode which will need to be numeric. A trial meeting beforehand with anyone coming on via a landline is recommended.

## Registration

Zoom provides an online registration platform for people to register for your meeting. If you want to allocate people to breakout rooms prior to the meeting, then you will need to use the registration facility. Tick the registration box when scheduling the meeting.

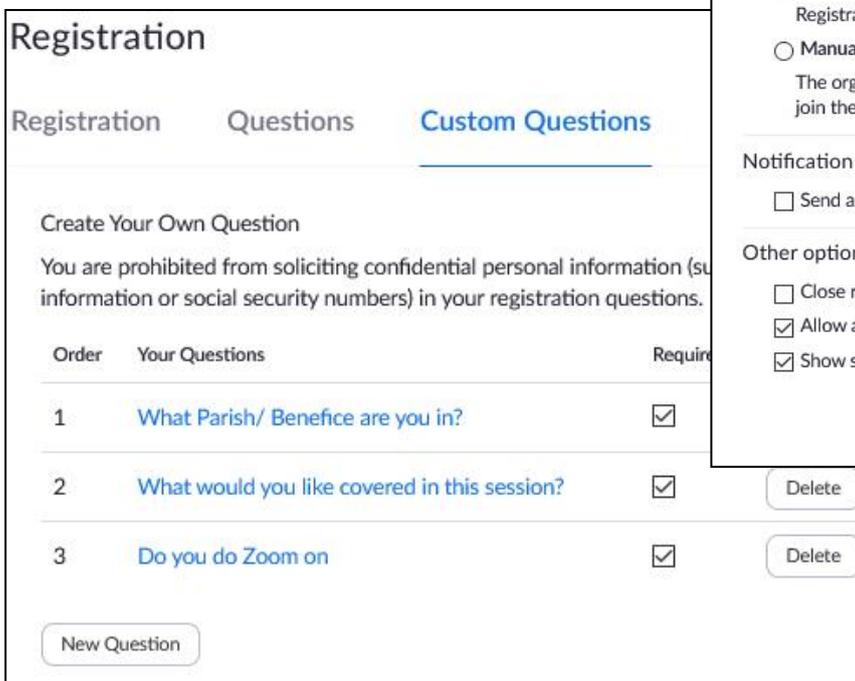
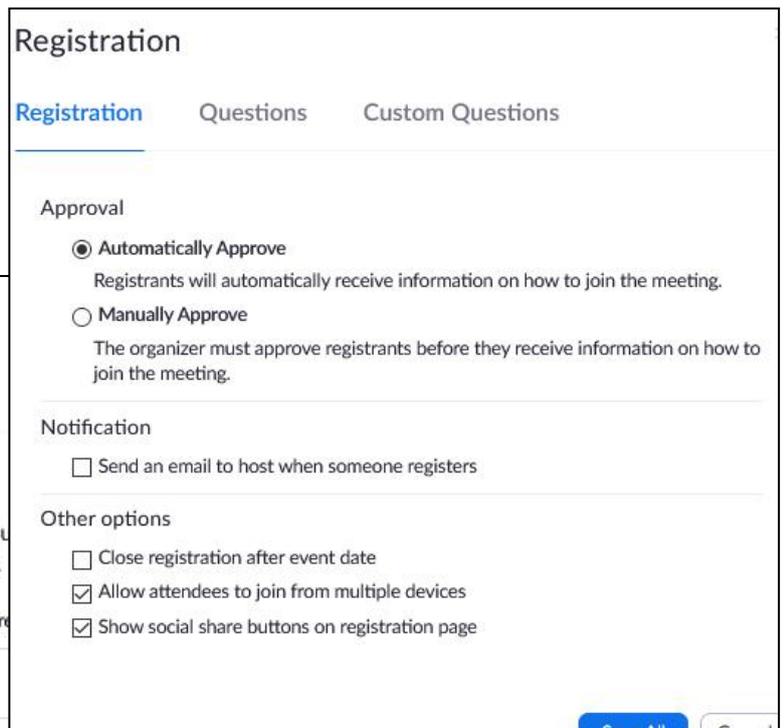
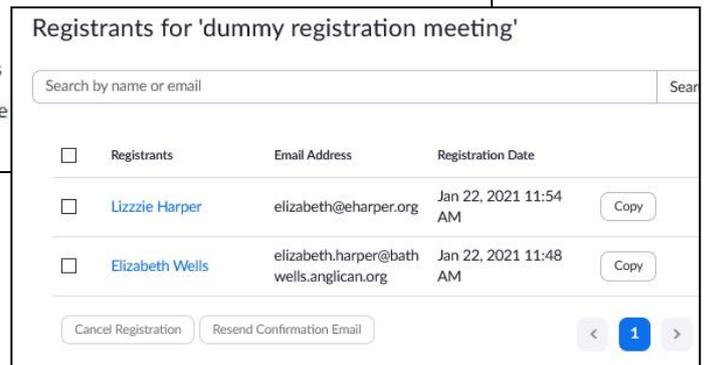


Having saved the meeting, click on it and scroll to the bottom to set up.



Manage registrants will let you view who has registered and resend the confirmation details.

Registration Options sets out the conditions and information to be collected from registrants. Choose **Edit** and tick the desired boxes. Under **Questions** you can choose fields such as Name, email, address that must be given by the registrant. These can be made compulsory or optional to answer. Under **Custom Questions** you can add further fields of your own:



Then Choose **Email Settings**. There you can edit the email contact and the Confirmation email.

The confirmation email will be automatically sent to everyone who registers. You can change the email at any time and resend it. It can be useful to rewrite the email and resend it as a reminder a couple of days beforehand.

Each registrant gets a unique login, that enables Zoom to recognise them when they enter the session. This means you can use the email address given to pre-allocate breakout rooms in the scheduling window.

Now scroll back up the scheduled meeting to pick up the invitation from the normal place. The invitation will now be a registration invitation.

### Confirmation Email ✕

Send Confirmation Email to Registrants

---

**Subject**

**Body**  
 Hi [User Name],  
 Thank you for registering for "dummy registration meeting".

We are looking forward to you joining this session on Zoom. Please ensure you have paper and pen handy.

Please submit any questions to: [elizabeth.harper@bathwells.anglican.org](mailto:elizabeth.harper@bathwells.anglican.org)

Date Time: Jan 22, 2021 03:00 PM London

Join from PC, Mac, Linux, iOS or Android: [\[Join Link\]](#)  
 Passcode: 628524  
 Note: This link should not be shared with others; it is unique to you.  
[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)

### Copy Meeting Invitation ✕

Meeting Invitation

Hi there,

You are invited to a Zoom meeting.  
 When: Jan 22, 2021 03:00 PM London

Register in advance for this meeting:  
<https://us02web.zoom.us/j/81130727225>

After registering, you will receive a confirmation email containing information about joining the meeting.

[Copy Meeting Invitation](#) [Cancel](#)

one one-tap  
 United Kingdom: +442034815240,,81130727225# or +442034815237,,81130727225#  
 Phone:  
 For higher quality, dial a number based on your current location):  
 United Kingdom: +44 203 481 5240 or +44 203 481 5237  
 Meeting ID: 811 3072 7225  
 Passcode: 628524  
 International numbers available: <https://us02web.zoom.us/j/81130727225>

[cancel](#) your registration at any time.

[Save](#) [Cancel](#)

A list of those who have registered is available in the Admin Setting >Reports> Meetings. Choose "Generate" to generate a report of who has registered. Then go to Report Queue to download the list to an Excel spreadsheet.

- Meetings
- Webinars
- Recordings
- Settings
- ADMIN
- > User Management
- > Room Management
- > Account Management
- Account Profile
- Account Settings
- Billing
- Recording Management
- IM Management
- Reports
- > Advanced

#### Meeting Report Report Queue

Report Type:  Registration Report  Poll Report

Search by time range: From:  To:  [Search](#)

Maximum report duration: 1 Month

<input type="checkbox"/>	Scheduled Time	Topic	Meeting ID	
<input type="checkbox"/>	10/22/2020 02:00:00 PM	Chaplaincy Gathering - Chaplaincy and Covid - Hope	963 5143 8178	<a href="#">Generate</a>
<input type="checkbox"/>	10/22/2020 11:00:00 AM	Chaplaincy Gathering - Chaplaincy and Covid - Justice	976 5189 3690	<a href="#">Generate</a>
<input type="checkbox"/>	10/22/2020 09:00:00 AM	Chaplaincy Gathering - Chaplaincy and Covid - Loss	934 5915 2188	<a href="#">Generate</a>

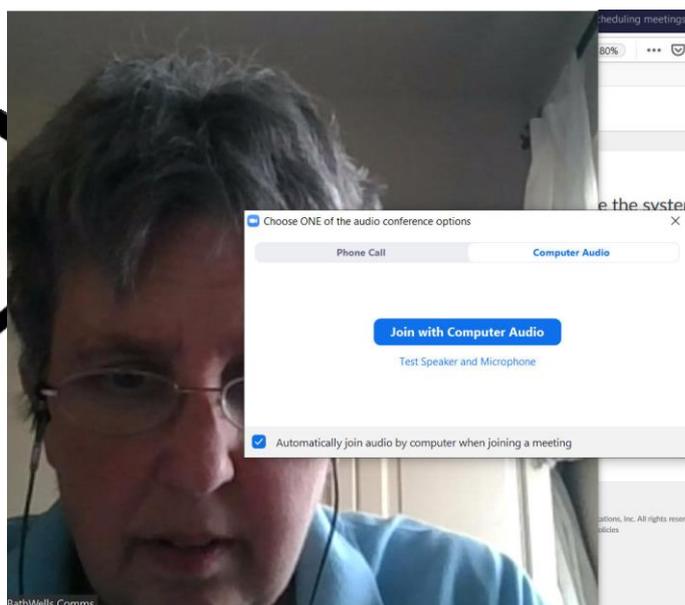
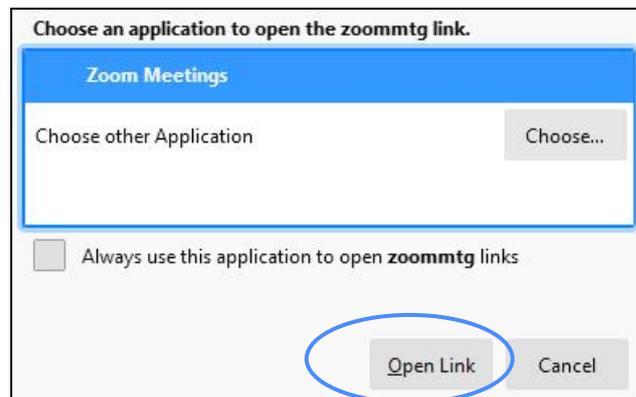
## Starting a Zoom Meeting

You can start the Zoom Meeting from the confirmation screen or from the Meetings tab if you have set up the meeting beforehand. Click on start meeting.

You may be asked to download a Zoom app onto your desktop if this is your first Zoom session. Or to launch the Zoom App if you are starting from the online settings.

You may be asked to choose your settings if you have not already set defaults, e.g. join with video or audio. You may have the opportunity to test your speaker and microphone to see that it works with Zoom.

If you are likely to run frequent sessions, then a headset is advisable. It prevents background noise reaching participants and sharpens the audio quality. You can often use the headset that came with your i-phone. The main thing to check is that your headset has the right connection for your computer. If in doubt a USB connection will work with laptops and desktops.



It also pays to think about where you place your computer/laptop if you can move it. Different lighting will make it harder or easier for people to see you. If your inbuilt camera is not good you may want to purchase a specialised camera.<sup>1</sup> Remember hard of hearing people may need to read your lips.



<sup>1</sup> Picture from: <https://blog.zoom.us/wordpress/wp-content/uploads/2020/03/work-from-home-lighting.png>

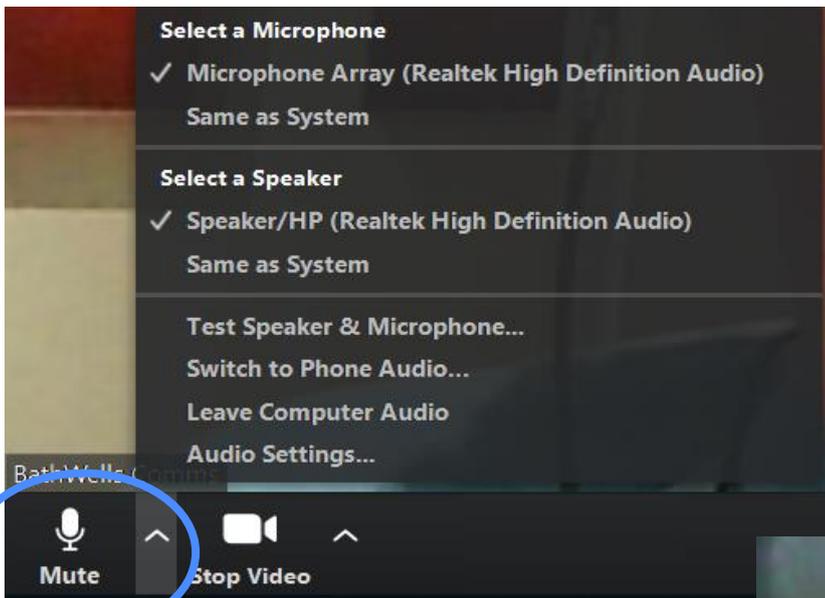
# Leading a Zoom Meeting

## Preparing for the Meeting - Microphone and Video

The key to a good meeting involves setting everything in place before the meeting starts, so that delays are minimised. You can log in before the session (provided no-one else is having a meeting) to do this. The main controls are along the bottom. First check your microphone and camera work using the main menu:



### Microphone button:



If you or your participants are having problems with the microphone or sound, check the settings from the up arrow by the mute button. Check the right microphone and speakers are selected and test the microphone and speakers.

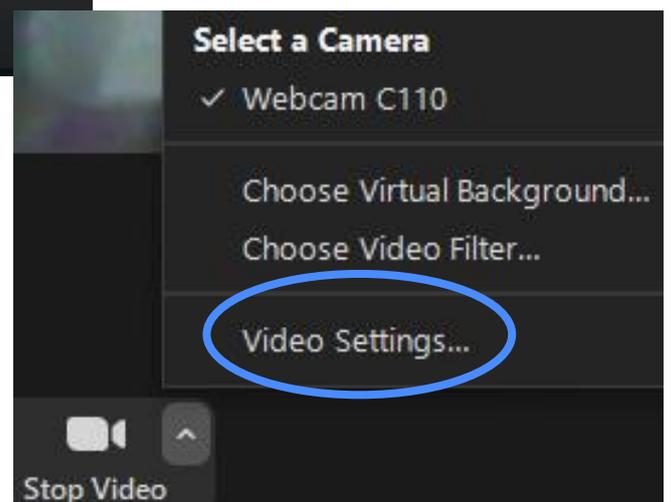
The mute button toggles the microphone on and off.

Holding down the space bar should unmute you for a quick comment. You can also set a shortcut Alt A in shortcuts to quickly mute and unmute yourself.

### Video controls:

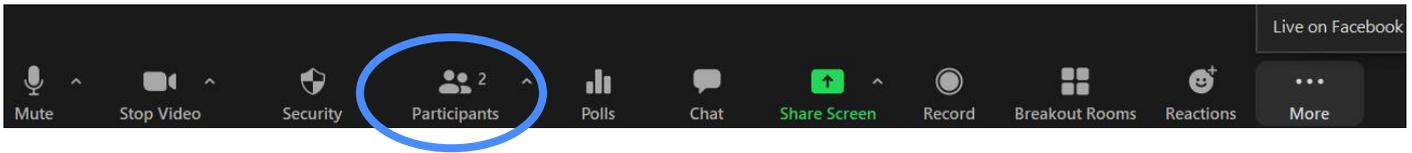
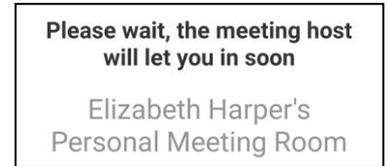
The video controls allow you to choose cameras, set video settings and choose a virtual background or video filter.

These are explained further below.



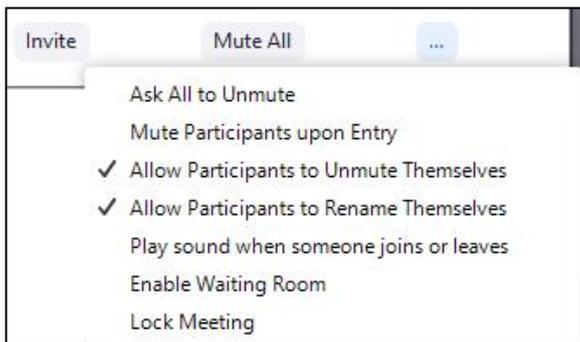
## Welcoming and Managing Participants

Participants arrive, by default, in a waiting room. This can be disabled when scheduling or during the meeting. Personalise the waiting room in the online account settings (see Settings).



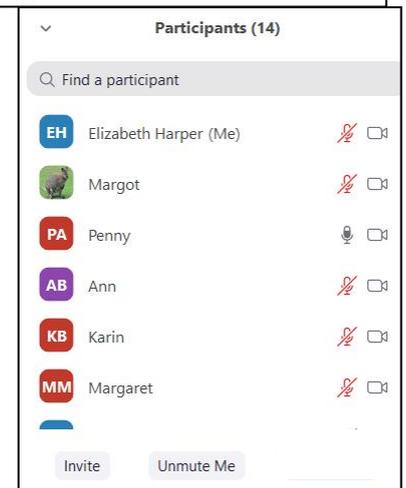
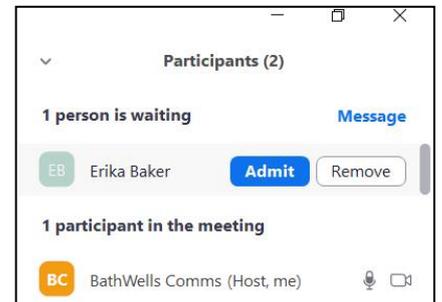
### Participants Panel

This panel shows who is in the meeting, their status and who is waiting. If it appears in the centre of your screen obstructing the videos, then choose Exit Full Screen from the View menu and it will jump to the side. The Participants panel allows you to control participants e.g. mute, spotlight, make co-host.



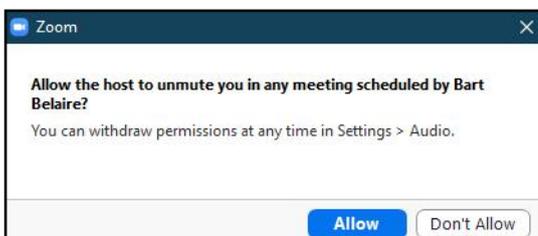
Controls are available at the bottom of the Participants panel. The More "... " tab gives further useful settings!

Participants only have the Mute and invite options. (Raise hand is now under Reactions).



### Controlling the Videos and Microphones – Mute/Unmute Participants

When participants are not using directional microphones (e.g., a headset or specialised microphone), background noise or feedback can cause problems. In a large meeting you may want participants to mute microphones except when they are invited to speak. Hosts and co-hosts can mute everyone. If participants routinely unmute themselves. You can untick "Allow Participants to Unmute Themselves" in the Participants More button (see above) which will prevent everyone unmuting. Make any readers or guest speakers co-hosts so they can speak. If a person has continual noise problems a headset should solve the problems for future meetings.

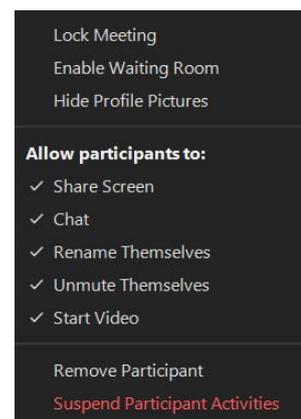


For privacy purposes Zoom does not allow a host to unmute participants. You need to ask them to unmute. It is possible to collect that permission at the start of the meeting. This setting needs to be enabled in the Settings (see below).

### Security

The Security button on the main menu (hosts and co-hosts) allows quick access to controlling participants and what they are able to do.

- Lock meeting prevents new people entering the meeting.
- Remove Participant - removes them from the Meeting> They cannot return unless you have allowed this in your online account. You will have the option to Report the Participant's behaviour to Zoom.
- Suspend Participant activities turns off all participant activity.



# Gallery, Speaker, Spotlight Views and Virtual Backgrounds

Zoom allows you and participants to arrange the camera views in two different ways:

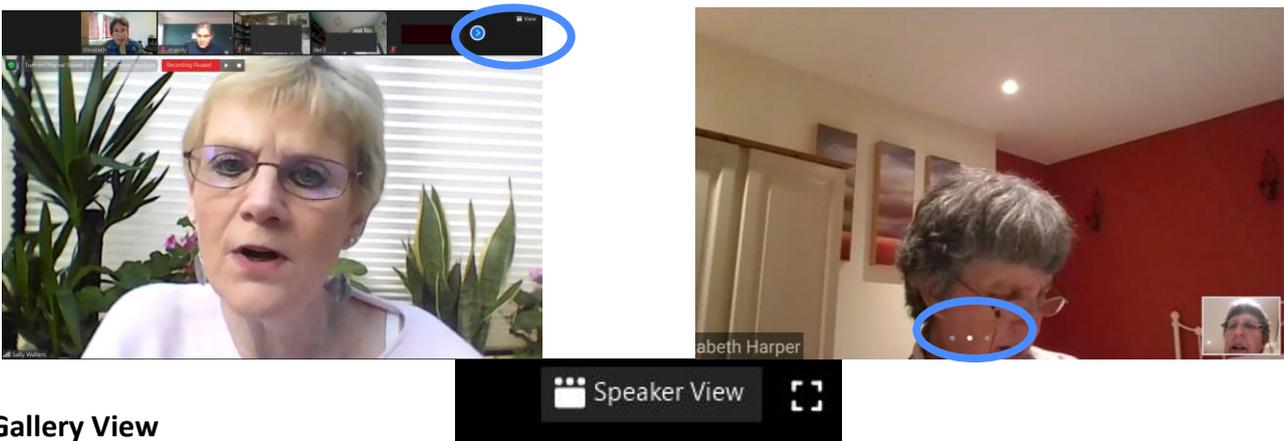
- Speaker View has one big picture of the current speaker and small pictures of everyone else.
- Gallery View has equal sized pictures of everyone (to max of 25/49 depending on your settings)

These two views apply only to your own screen and participants are free to view their screen as the like. There are 2 ways to control participant's screens: Spotlight view, overrides participants choices and forces them into speaker view with the person you have highlighted dominant. Follow Host's video rearranges the pictures on gallery view to match yours.

## 1. Speaker View

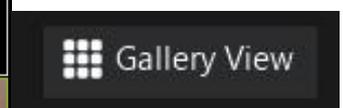
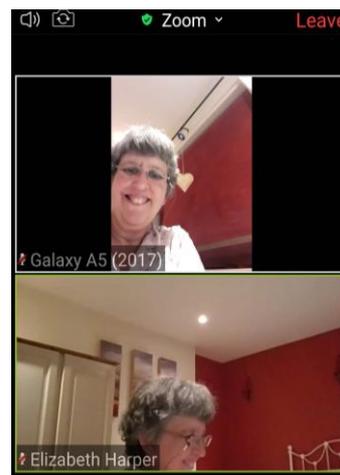
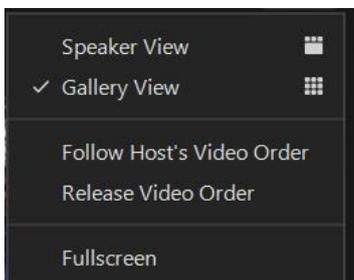
This is most useful if one person is doing most of the talking, as in a presentation or classroom. It is also useful if your screen is small, or there are a large number of people. Depending on the device the small pictures of other participants may be at the top or bottom of the screen.

On a laptop and desktop, you can change to speaker view by clicking on "View" in the top right corner. On a phone and most tablets, you can change view by swiping the three dots at the bottom.



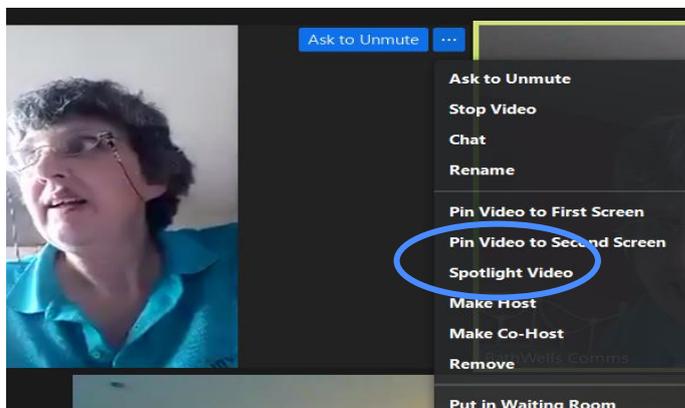
## 2. Gallery View

This is most useful in a small meeting or discussion group where everyone participates equally. Gallery view tiles all the participants on the screen at equal size. The more people in the meeting the smaller the tiles, with a maximum of 25/49 (if set) on a computer. A tablet/phone will have a more limited number of tiles. Further participants can be seen by scrolling with the arrow buttons. It is possible to drag pictures around the screen to create a desired order and see people where you would like to see them. A host dragging pictures can then change the order for everyone, by setting "Follow Host's Video Order" which now appears on the View menu. Participants can only change their own screens and cannot even do that if Follow Host's view is ticked:



### 3. Spotlight a Speaker.

Spotlighting a speaker forces all participants to view the spotlighted person in speaker view. It is the one command that overrides participants screen layouts, although people can change back if they wish. It is particularly useful for the main speaker or the preacher in a service. Other participants can still be seen as small tiles that can be scrolled as in Speaker view. Up to 9 people can be spotlighted at a time. When recording or streaming only the spotlighted people appear which makes this a good privacy mechanism.

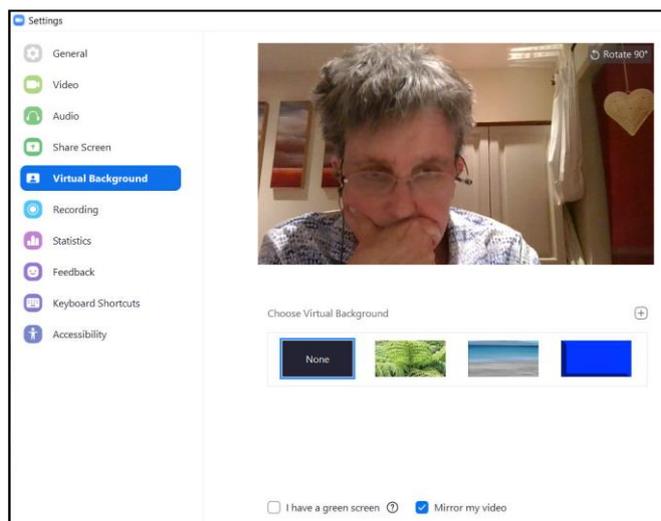
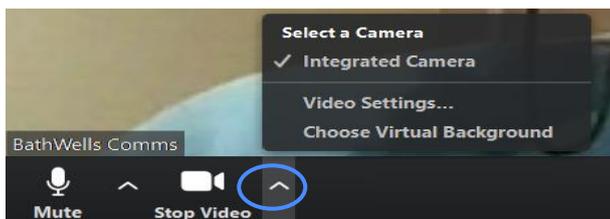


It is also possible to highlight one speaker for your own benefit. Pin Video will make one picture visible for yourself only.

To spotlight or pin a video, hover the mouse over the top of the chosen person's video picture and click the three dots 'more' menu to get up the menu. The same menu is available on the Participant's Panel.

### 4. Virtual Backgrounds

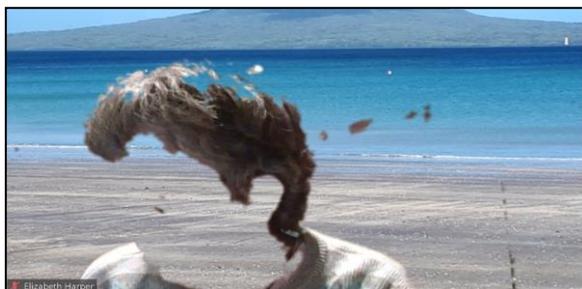
The webcam will pick up whatever is behind you, which may be embarrassing or distracting for those watching. Zoom allows you and participants to choose a static or video virtual background, that may be less distracting. Take a look at the image on the cover of this booklet.



Virtual backgrounds are not available on smartphones, tablets and older machines. Virtual backgrounds can be opened from the Stop Video up arrow button on the bottom menu. There are now also video filters to add humour or texture to your photo. Again both must be enabled in the account settings.

On the Virtual background tab, you will find the available backgrounds under Choose Virtual background. If "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. Blur blurs your background so that background is not identifiable. Untick green screen for best quality if allowed.

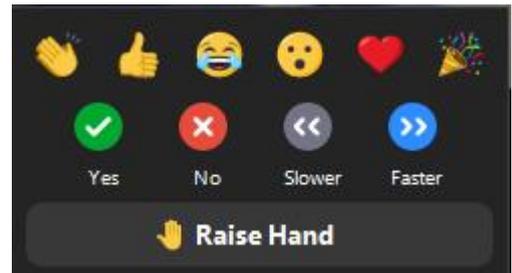
The camera has to merge the picture of you with the background. You may find that your image gets badly distorted and the virtual background is more off putting than helpful.



# Responses, Feedback, Polls, Voting

## 1. Participant Responses

Participants have some quick visual responses that they can give to your presentation. Under the Reactions tab on the main menu, they can choose an emoticon from the top line. These appear in the top right of their video for 10 seconds and in the Participants Panel.



## 2. Non-verbal Feedback

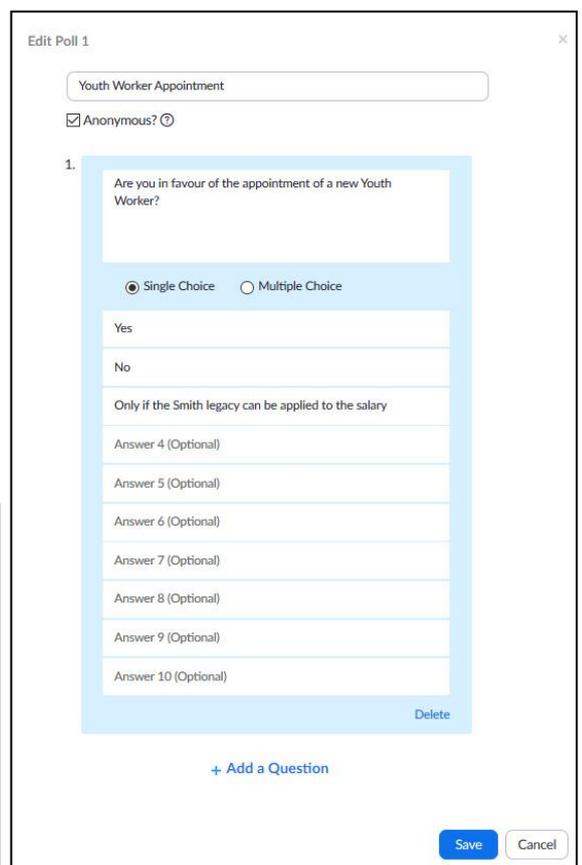
It is possible to have participants give further responses by enabling non-verbal feedback in the settings of your online account. These icons also appear on the Reactions tab (they used to appear in Participants panel). The Yes/No buttons are useful for a quick show of hands or vote. On the host screen, in the Participants Panel, Zoom tallies the yes and no numbers so that you know instantly how many are in favour or against the vote.

The raise hand button is useful for participants to get your attention. With large numbers, a waved hand is not always visible. By using the raised hand reaction, the person's picture jumps to the top of the screen and their name appears at the top of the Participant's List for easy identification.

## 3. Polls

If you wish to carry out a more extensive questionnaire of participants or hold a secret ballot, then enabling Polls in settings may be more helpful. This is now unavailable on the free licence. Up to 25 polls can be created before the session with single or multi choice options, and several questions in each if desired. Unfortunately, open ended answers are not possible.

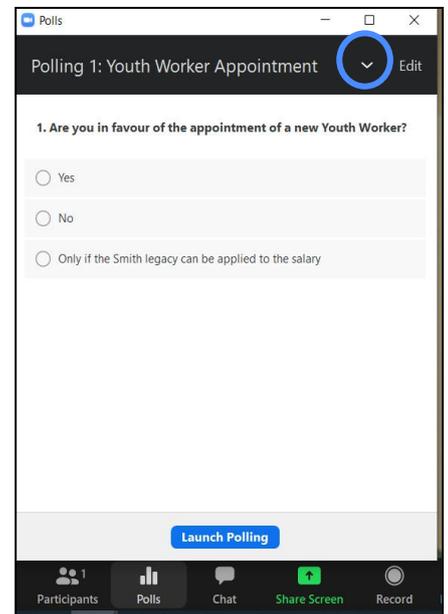
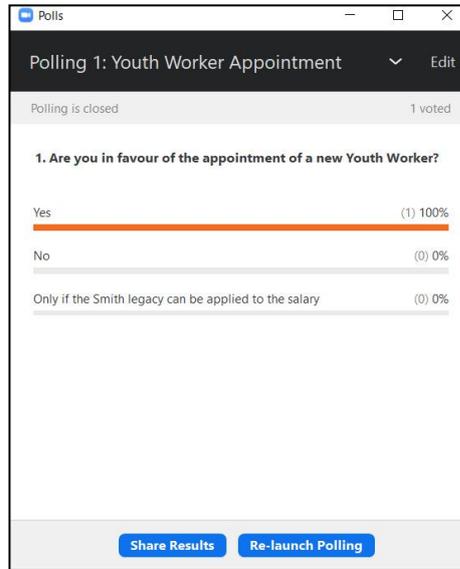
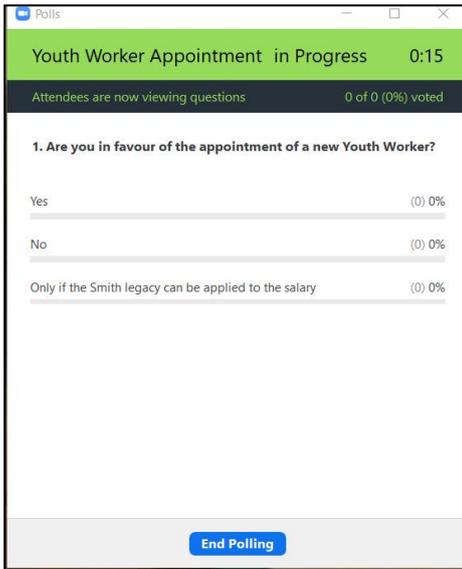
After scheduling a meeting in the online account, look at the meeting (click on its name) and you will find a polling section (if enabled) at the bottom of the meeting details. Click on "add", and a poll form will appear. You can make the poll anonymous if desired.



x Record the meeting automatically			
x Enable additional data center regions for this meeting			
Delete this Meeting		Save as a Meeting Template	
Edit this Meeting		Start this Meeting	
You have created 2 polls for this meeting. <span>Add</span>			
Title	Total Questions	Anonymous	
▼ Poll 1: Youth Worker Appointment	1 question	Yes	<span>Edit</span> <span>Delete</span>
▼ Poll 2: Auditors	1 question	Yes	<span>Edit</span> <span>Delete</span>

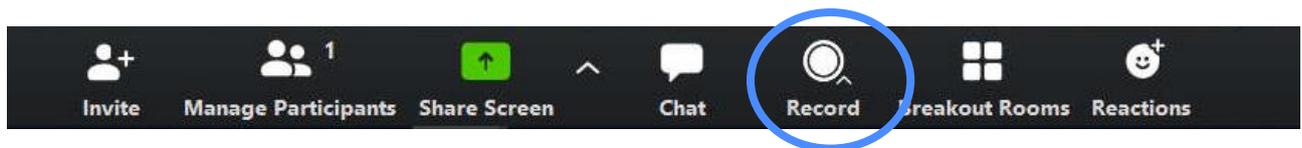
Once in the meeting, click on Polls in the main menu. And the first poll will come up. Clicking on the down arrow by edit will allow you to choose a different poll.

Launch Poll to get responses. You will see the progress of the poll and how many people have voted/ answered. When you are satisfied that all answers are in, End Polling and you will see the full results which can be shared with everyone. (Take a screen shot if you wish to retain the results)



## Recording and Streaming

Sessions can be recorded using the record button on the bottom menu. Clicking on this will start the recording. It can be paused or stopped, as necessary.

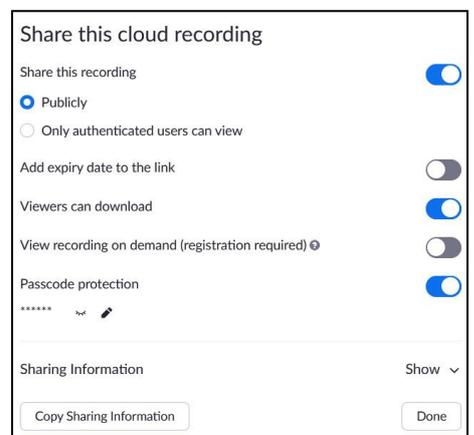
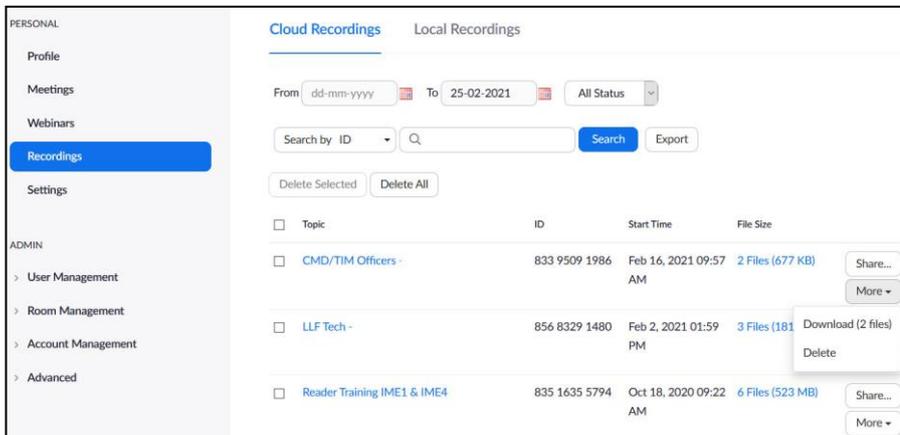


With a free licence the recording is stored on your own computer. With a pro licence there is the option to store the record on the Zoom cloud or your own computer. Recordings of an hour's session produce very large files. You may prefer to record the session in smaller chunks. The recording only records the main meeting and screenshares, so pause during breakouts to save a blank screen.

If saving to your computer, you will receive a message when the meeting ends. If the session is large, saving may take 15 mins or more. It may ask you where to save the video. If not, the file is normally saved in your Zoom folder (automatically added to the bottom of your File Explorer) or possibly in Downloads. M4a files are audio. MP4 files are video. If spotlighting has been used, only those spotlighted will be seen in the video, which gives participants privacy. Programs like Dropbox or WeTransfer can be used to send the files, which are likely to be too large to email.

Name	Size	Date created
audio_only.m4a	21,737 KB	07/05/2020 16:31
audio_only_1.m4a	25,756 KB	07/05/2020 16:46
playback.m3u	1 KB	07/05/2020 17:18
zoom_0.mp4	684,798 KB	07/05/2020 16:31
zoom_1.mp4	883,474 KB	07/05/2020 16:46

To find your cloud saved recordings go to your Online account. Recordings are saved in the Recordings tab under Personal on the left-hand side. From there you can send a link that enables people to view or download the recording or download it yourself. You have 1 Gb of storage or about four 90min sessions. You will need to regularly delete recordings to make space for new ones.

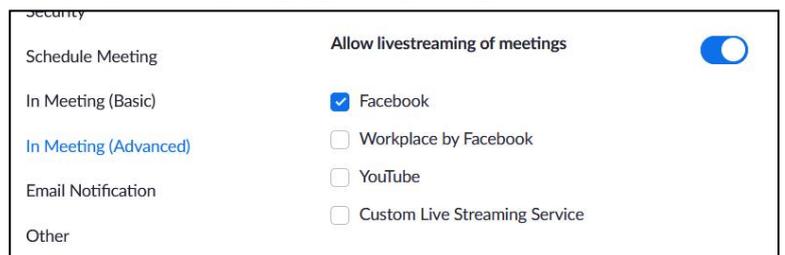


## Streaming

It is possible to livestream your session to Facebook, You Tube or a custom site such as your website. This may allow you to reach a larger audience. There are copyright issues involved in live streaming or posting recordings publicly and you may need to have at least a CCLI streaming licence. Facebook and You Tube are known to block content that their computer programme deems copyright protected, but it is possible to contest this. Most churches have the music reinstated. Blocking often involves muting the song or sending you a message and usually happens after the live stream is completed, so only disrupts those viewing later. Facebook is more sensitive than You Tube and so some churches stream to You Tube and post a link on Facebook. Copyright is complex, so do talk to CCLI about what you are doing and what licences are needed. The following webpages might be helpful:

- <https://lawandreligionuk.com/2020/03/17/streaming-church-services-an-updated-guide-to-copyright-and-religion>
- <https://www.churchofengland.org/resources/digital-labs/blogs/beginners-guide-going-live-your-service-or-event-free>
- <https://www.churchofengland.org/resources/digital-labs/blogs/guide-getting-started-live-streaming>

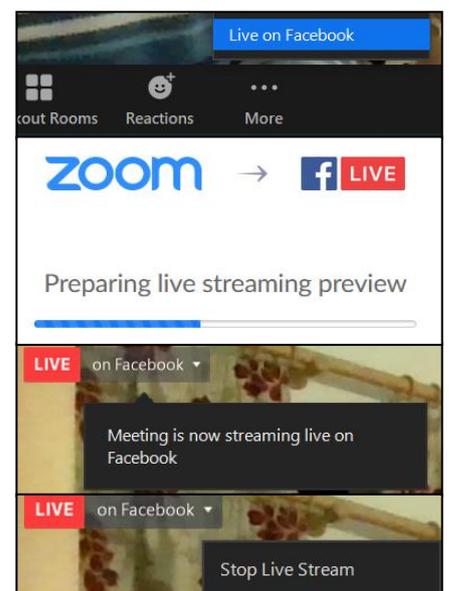
You will need to allow live streaming in the Online Account settings> In Meeting (Advanced). This will then provide a menu item in the Host's menu. The streamed service is often 20-30secs behind Zoom.



### a) Facebook

You can stream to your Facebook timeline, a Facebook group or your church Facebook page through Facebook Live. People watching the Facebook stream can comment in real time on the Facebook comments so that there is some interaction still possible.

Open Facebook in your web browser before the meeting. Choose "Live on Facebook" from the Host's More Menu. When prompted choose where to post your video. Facebook will prepare a live stream preview. When completed click "Go Live". You will be returned to your desktop. Re-enter Zoom. Shortly you will be notified that you are live and then you can start the service. You can stop the live stream from the main menu or from the top right-hand corner. See <https://support.zoom.us/hc/en-us/articles/115000350406-Live-streaming-meetings-or-webinars-on-Facebook> for problems.

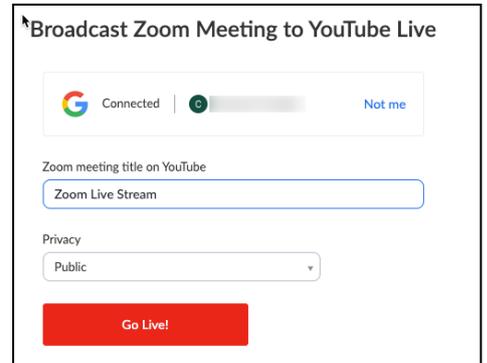


When live, the video can be watched by anyone looking at your Facebook news feed. People do not need to belong to Facebook to see the video, but they will need to have a link, which you will need to distribute. The link is only generated when you go live, so this can be a bit tricky. Some churches delegate this task and start the service 5 mins early with some pre-recorded music. This gives time to email out the link and have people join.

When completed the feed will be blank while Facebook process the live stream and it will then be visible for people to watch at any time. Effectively you get a live stream and a recording for future viewing.

## b) You Tube

Open You Tube in your web browser prior to the service and log into your account. In Zoom choose "Live on You Tube" from the Host's More Menu. If prompted choose which You Tube Channel to broadcast to (if you have more than one). When requested give your Service a title and choose privacy settings. When completed click "Go Live". You Tube will prepare for streaming and you will see a progress counter. When it completes you will be returned to your desktop or Zoom. Shortly you will be notified by Zoom that you are live and then you can start the service. You can stop the live stream from the main menu or from the top right-hand corner.

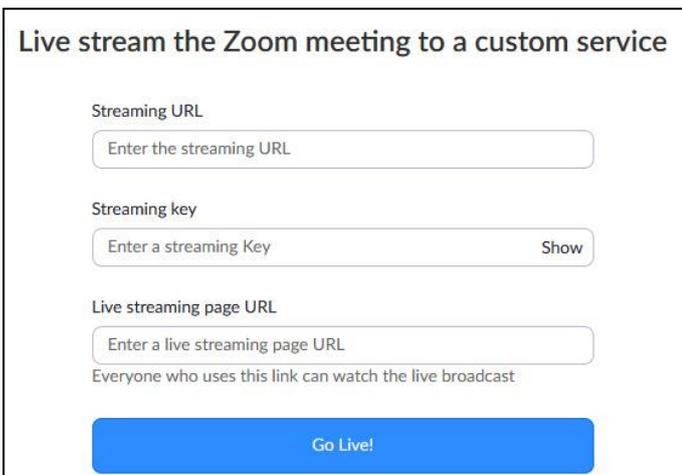


The screenshot shows the 'Broadcast Zoom Meeting to YouTube Live' interface. At the top, it says 'Connected' with a Google logo and a progress bar, and 'Not me' with a user icon. Below that, there is a text input field for 'Zoom meeting title on YouTube' with the value 'Zoom Live Stream'. Underneath is a 'Privacy' dropdown menu set to 'Public'. At the bottom is a prominent red 'Go Live!' button.

It is also possible to live stream to a YouTube Event that has been set up and prepared for before and may be a recurring setting for every Sunday. This enables you to email prior notice. For further details and any problems see:

<https://support.zoom.us/hc/en-us/articles/360028478292-Live-streaming-meetings-or-webinars-on-YouTube>

## c) Custom Service



The screenshot shows the 'Live stream the Zoom meeting to a custom service' interface. It has three input fields: 'Streaming URL' with the placeholder 'Enter the streaming URL', 'Streaming key' with the placeholder 'Enter a streaming Key' and a 'Show' button, and 'Live streaming page URL' with the placeholder 'Enter a live streaming page URL'. Below these is a note: 'Everyone who uses this link can watch the live broadcast'. At the bottom is a blue 'Go Live!' button.

You can use the custom service to live stream to some other medium such as your website. You will need to open the administration version of your destination. In zoom, when you choose Live on Custom Live Streaming Service you will be asked for the details. When complete click "Go Live":

When it completes you will be returned to your desktop or Zoom. Shortly you will be notified by Zoom that you are live and then you can start the service. You can stop the live stream from the main menu or from the top right-hand corner.

OBS (*Open Broadcaster Software*) is a popular free software for video recording and live streaming. You can use it to stream directly to Facebook, YouTube etc. but you can also integrate it into Zoom - as a virtual webcam to feed into Zoom, or the more complex option of Zoom feeding into OBS. There are online tutorials to help you, or use Facebook Groups such as TechnoChurch to find other churches who are doing this.

## Participants Rights and Views

Participants see a similar screen to the host, but with fewer controls. If you have permitted these features their menu may look like this (i.e., they can't see security, polls, breakout rooms):



The following permissions need to be set in your online account before they can be used by participants:

Permission	Where enabled
Allow Participants to join before or without host	Schedule Meeting
Chat and private chat	In Meeting (Basic)
File Transfer	In Meeting (Basic)
Co-hosting	In Meeting (Basic)
Screen-sharing including desktop, whiteboard	In Meeting (Basic)

Permission	Where enabled
Non-verbal feedback (Voting) and Reactions	In Meetings (Basic)
Allow participants to rename	In Meetings (Basic)
Hide profile pictures	In Meetings (Basic)
Allow virtual backgrounds filters	In Meetings (Adv)
Annotation of whiteboard/ shared screens	In Meetings (Basic)

If these permissions are enabled, then in the meeting you can control, i.e., turn on and off as needed:

Permission	Where enabled
Muting and Unmuting	Participants Panel and Security
Chat	Security and Chat
Show video (i.e., camera)	Security
Accessibility e.g., captions	Video Settings> Accessibility

Permission	Where enabled
Share screen	Security, Share Screen Video Settings>Share
Renaming themselves	Security and
Names on video pictures	Video settings> Video

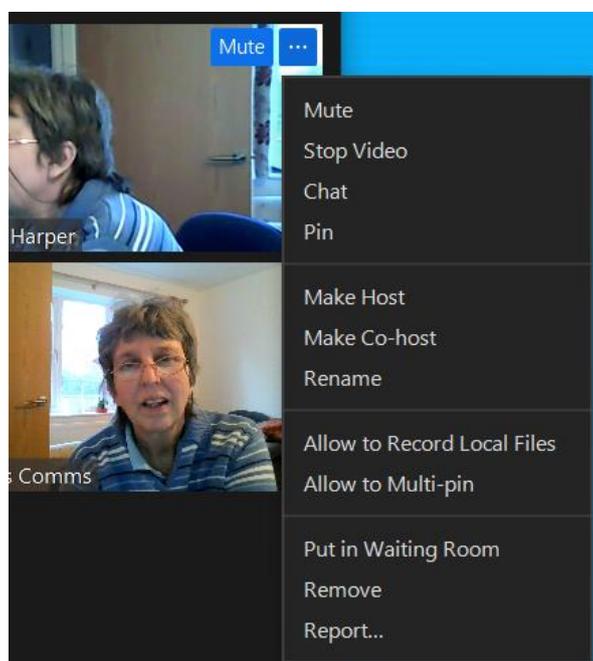
If you wish the Participant to participate more fully e.g., to give their own presentation or be the guest speaker, then it is best to make them a co-host. Co-hosts have more rights and actions available than Participants but are not able to rename, poll, make other co-hosts.

If you wish a meeting to continue, after you leave, then you will need to make someone else host in Manage Participants. If they have a Pro licence, then the meeting will carry on indefinitely. If not, then the meeting may close 40 minutes after you leave.

### Controlling Participants

Participants can be controlled from the Participant's Panel, or, on a desktop/ laptop from the top right corner of their video camera. The same menu is available in both places. It includes individual muting and stop video, chat, pin, spotlight (add or replace), make host or co-host, rename, allow to record, remove or report to Zoom (for a serious offence such as zoom bombing).

Participants only have chat and pin available from their menus. Co-hosts have the same as hosts except they cannot make hosts, co-hosts, report or rename participants.

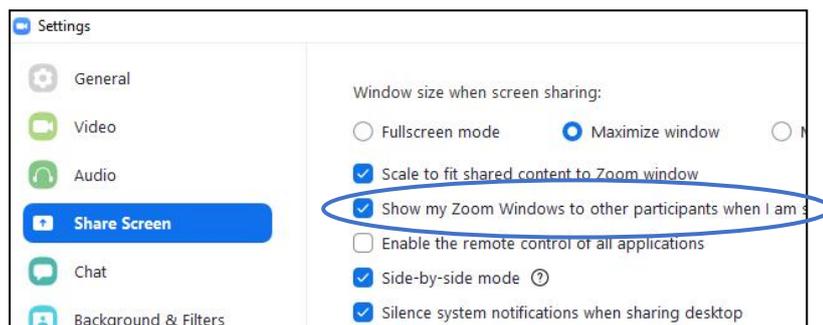


## Sharing files, screens and information

### Starting Screenshare

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

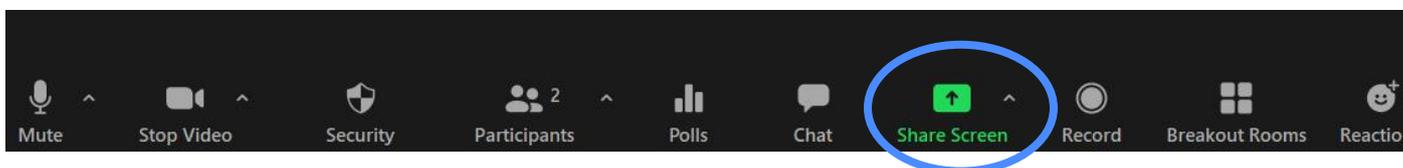
- Whiteboard.
- PowerPoint.
- Word or Pdf Document.
- Web browser, You Tube videos and websites.
- Any other programmes on your computer.
- NB. To share the Zoom screen itself or the Zoom App you need to turn on "Show my Zoom Windows to other participants when I am screen sharing". This is only available with the Pro licence and can be found in Settings> Share Screen. It does have the effect of seeing Zoom with Zoom which can be a bit disconcerting so you may want to leave this off as default.



Preparation is the key to a smooth meeting. Before the meeting, it helps to open all the files/videos/PowerPoints etc. in separate sizeable windows. Size each window so that that the Zoom menu at the top and the video panel at the side will not overlap the window. Enter Zoom and screen share to check this is the case. Then minimise each window so that you can quickly access them. On the screenshot below, the blue line under a program indicates it is open and minimised. To keep the computer stable it is a good idea to close any other programs you will not use in the session to minimise computer activity.



When ready to share your screen, choose the green screenshare from the bottom menu in Zoom (share contents if you are using a tablet or smart phone).



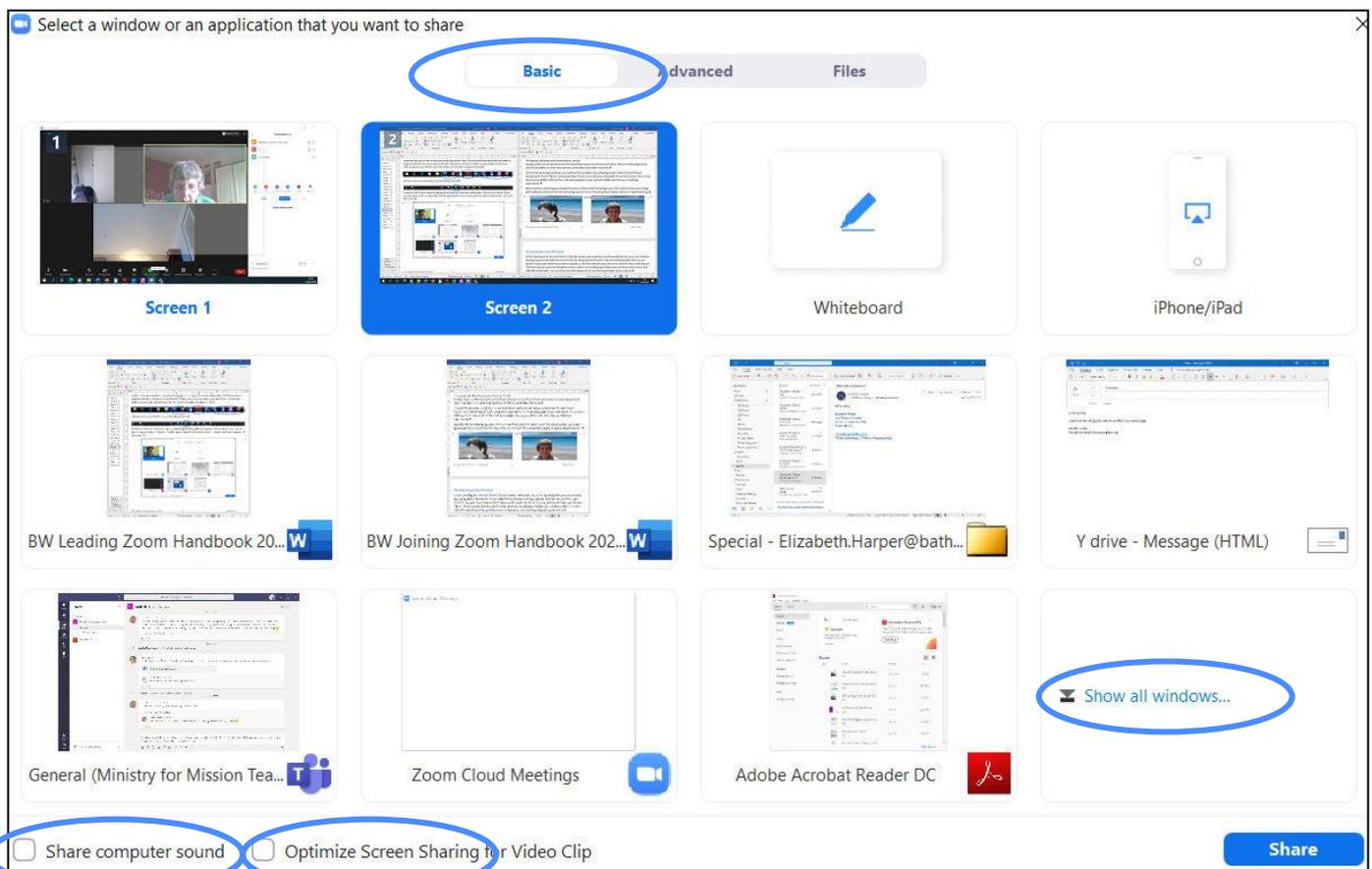
## Basic Screensharing

Under the Basic Tab you will find a picture of all the screensharing options.

- First will be "Screen" or "desktop" options. These will share the computer desktop. Anything you do on the desktop will be visible to the participants. This option allows you to demonstrate things and swap between programmes such as You Tube videos, PowerPoints, and Word documents. However, those watching do see your desktop and all that you do.
- Whiteboard - like a real whiteboard, a virtual whiteboard can be drawn or written on, with the added bonus that participants can also draw or write on it, for a group activity.
- I-phone, i-pad, shares the screen of any i-pad or phone connected to your computer by cable or wireless. You may need to install a plug in. See <https://support.zoom.us/hc/en-us/articles/201379235> for further details.
- Any applications or programmes that are open on your desktop - these will appear as separate pictures. If there are too many to see you will need to click "Show all windows" to reveal further options. It pays to close all programmes that are not relevant to the session to make these windows manageable and prevent private information being inadvertently seen. Sharing these screens differs from sharing screen/desktop above. Here you share only the application or programme and the file currently open in it. These means you can do other things on your desktop without being seen. You can click multiple windows (ctrl and extra windows) if for instance you want music and a PowerPoint separately.

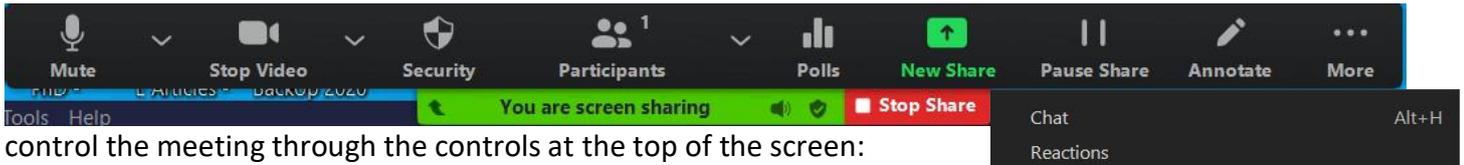
Hold Ctrl to select multiple windows ×

If you are sharing an audio or video file, it is essential to tick the appropriate share computer sound/ optimise video in the bottom corner of the screen. If people cannot hear then check these are ticked.



## In Screenshare

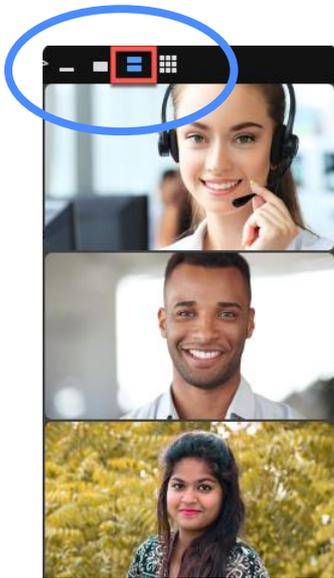
Zoom is set by default to switch to full screen (this can be turned off in settings). To exit full-screen, click Exit Full Screen in the top-right corner or press the **Escape** key. While sharing your screen you can still



You may initially only see the green "you are screen sharing" and red stop share, if you have not ticked "always show meeting controls" in settings. Hover over these and the full menu should appear above them. The More button lets you control various other aspects of the meeting, as in the meeting e.g., 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>. Once out of screen share you may want to turn this off as it will open 2 Zoom windows, one with controls and one without which can be distracting.

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

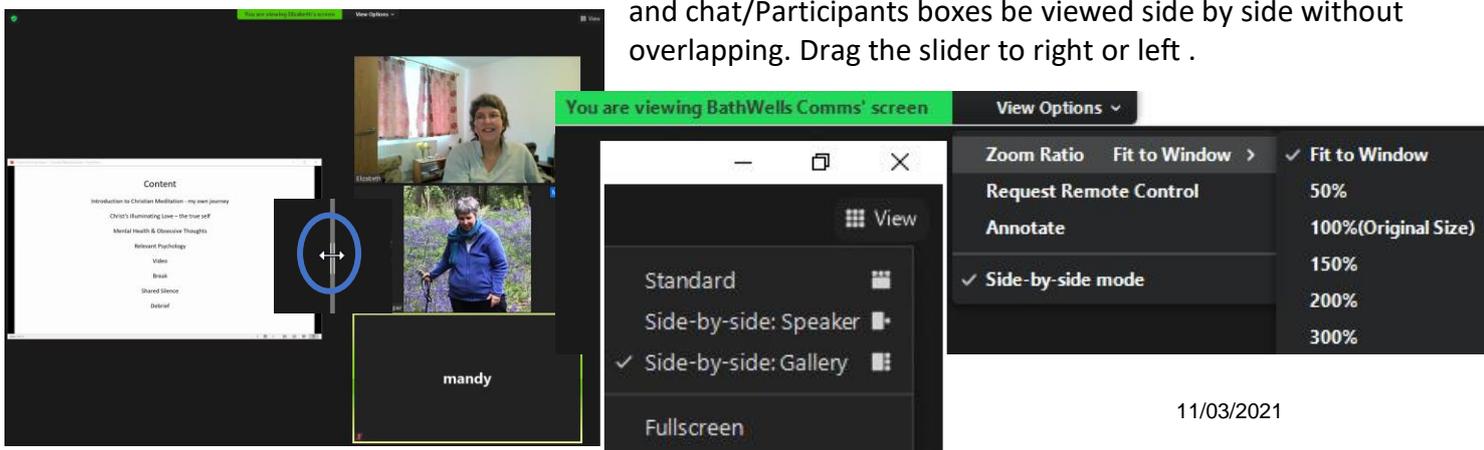


While screensharing the Zoom Meeting webcam videos can appear in a floating video panel on the screen. It can be hidden or restored if not visible from the More> Hide/Show Video Panel.

The four tabs at the top of this panel alter how the video panel 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 dragged to the top or bottom, it should change to horizontal mode and vertical mode if dragged to the side. Note that the video panel will appear as a black box on participant's screen so make sure it is not obstructing anything you wish them to see. Do size your share windows to fit round the menu and video panel you will use.

### Side by Side View

Those viewing a screenshare have a different range of options Next to the green box indicating who is sharing there will be a view options dropdown menu. Side by side mode lets the video panel shared screen and chat/Participants boxes be viewed side by side without overlapping. Drag the slider to right or left .

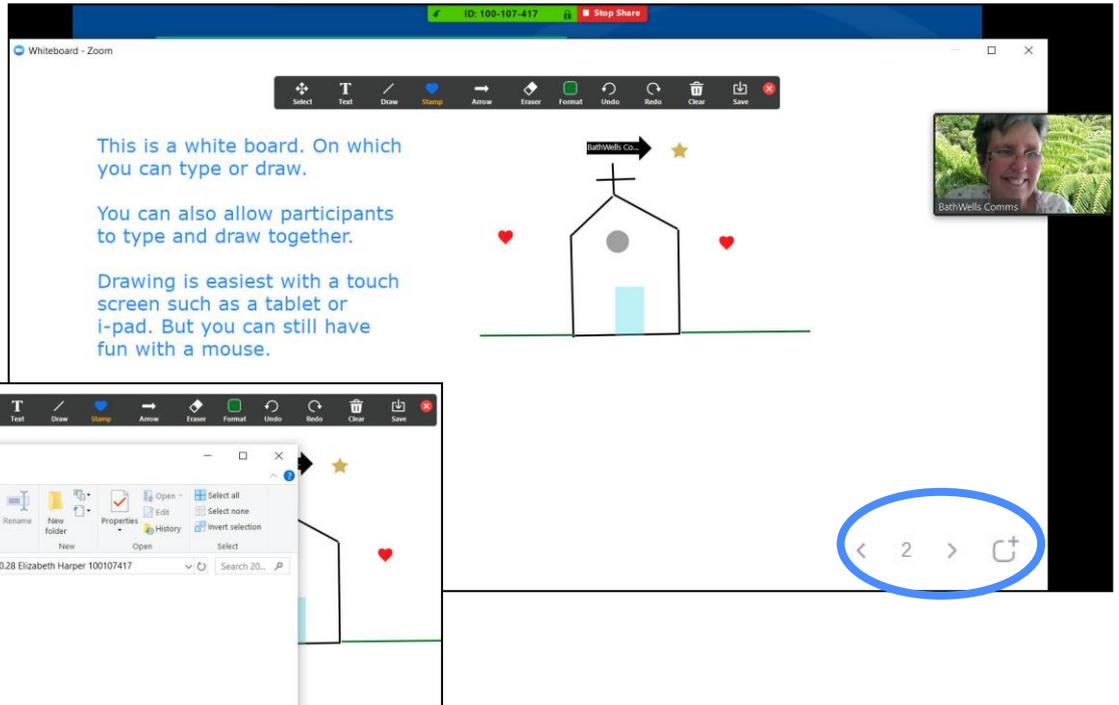


## Whiteboard

Sharing a whiteboard produces a whiteboard that you can write or draw on. You can also allow your participants to write or draw on it. To do this they will need to open the Annotate option to get the draw menu. On a desktop or laptop this is found on the View Options menu next to X is sharing their screen. On a tablet or iphone this may often be a pencil icon somewhere on the screen:

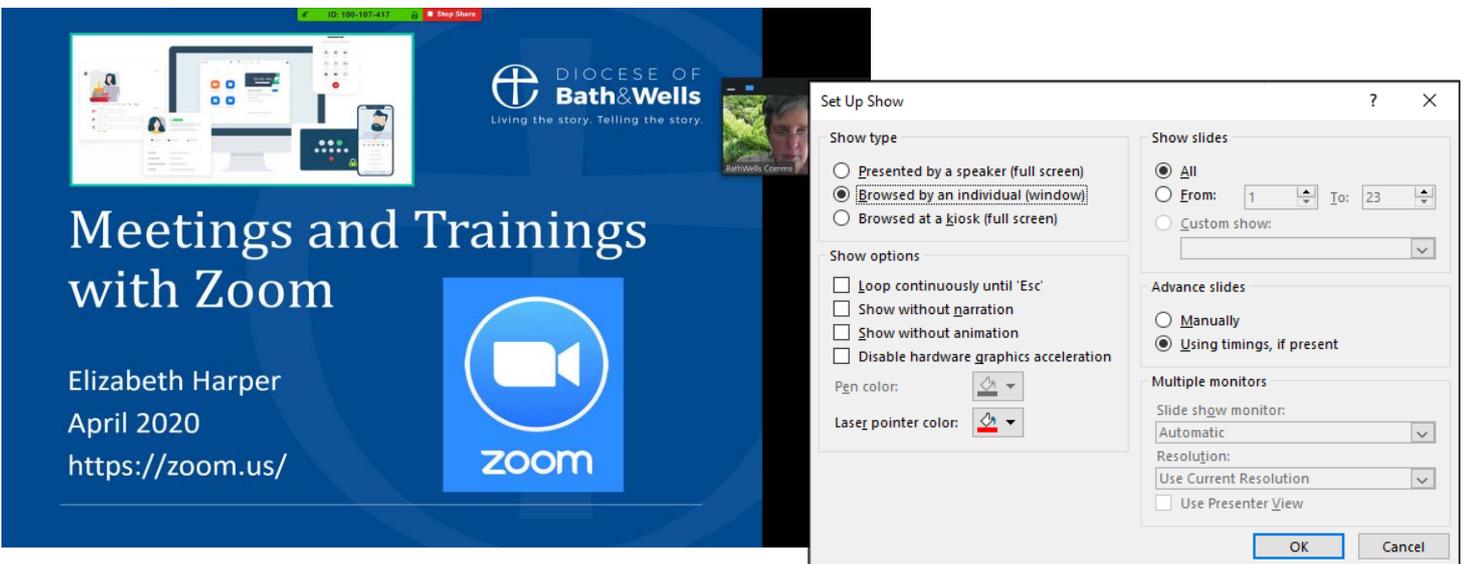
You can open multiple whiteboards by clicking the plus in the bottom righthand corner.

You can save the whiteboard(s) (as a png picture file or pdf) and email to all participants. Do this before closing the whiteboard as it is immediately cleared.



## PowerPoints

When sharing you can control the PowerPoint just as normal with the mouse or the arrow keys. It is often quicker to take screenshots and display them in a PowerPoint rather than attempting to access multiple websites, handouts etc. during a meeting. If you have a dual screen, then you can set up the slide show in PowerPoint so that your notes are on the second screen (Slide Show> Set up Slide show). For the PowerPoint presentation "Browse by an Individuals" sets the show up in a sizeable window so you can access the rest of your screen. The Annotate tools are available in any screenshare so you can underline things in your PowerPoint or use the spotlight/arrow as a laser pointer.



## Word Processors

Sharing your word processor allows participants to see files. The annotate tools are available so people can annotate the document. This is effectively a picture overlay, that will need to be saved before ending screen share. The file itself is unchanged, so you may prefer to have one scribe who screenshares the file and others make verbal comments.

In a breakout group you may like to get one person in the group to be a scribe on a word document they share from their computer. You may even send them a pre-prepared document with the questions to answer already set out.

NB: Unless you share screen/desktop, people will only see the one file open when you start. If you wish them to see a different file you will need to share that separately. The application screen sharing does not pick up new documents made after sharing has begun.

## Sharing Participants Screens

Not only can you share your own screen, but you can allow participants to share their screens. This can be useful e.g.

- For participants to give presentations with PowerPoint or similar. (Make them a co-host)
- For participants (particularly in breakout groups) to take notes of the discussion which can be circulated afterwards. The group could appoint a scribe who then shares their word processor.

You can control screenshare using the screenshare arrow on the bottom menu, allowing or disallowing participants to share through the advanced sharing option. Further Settings for screenshare can be found in the Video Settings (the up arrow by stop video in the bottom right corner)

The image shows the Zoom settings interface for 'Share Screen' and a pop-up for 'Advanced Sharing Options'.

**Share Screen Settings:**

- Window size when screen sharing:
  - Fullscreen mode
  - Maximize window
  - Maintain current size
- Scale to fit shared content to Zoom window
- Enable the remote control of all applications
- Side-by-side mode ?
- Silence system notifications when sharing desktop

**Share applications**

- Share individual window
- Share all windows from an application

**When I share my screen in a meeting**

- Automatically share desktop ?
- Show all sharing options

**When I share directly to a Zoom Room**

- Automatically share desktop ?
- Show all sharing options

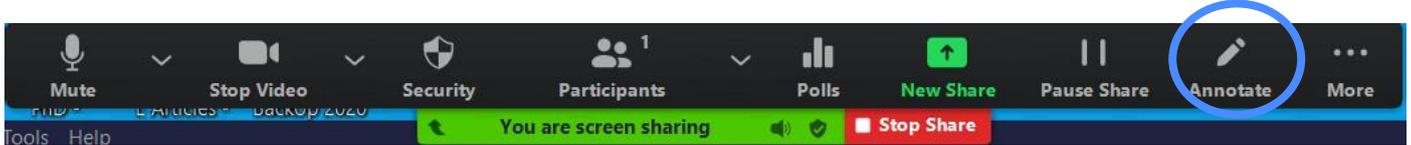
**Advanced Sharing Options:**

- How many participants can share at the same time?
  - One participant can share at a time
  - Multiple participants can share simultaneously (dual monitors recommended)
- Who can share?
  - Only Host
  - All Participants
- Who can start sharing when someone else is sharing?
  - Only Host
  - All Participants

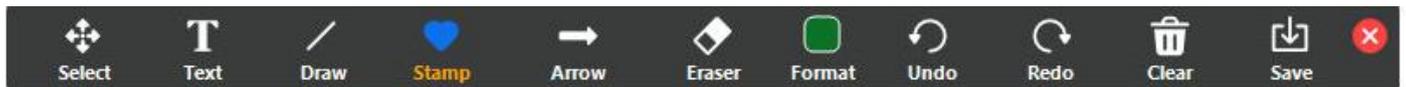
## Annotating Shared Screens

It is possible for you and participants to edit a screen that is shared, if this has been turned on for screensharing in the initial setup of the meeting. This is particularly important for the whiteboard or a Word Processor document that is recording the discussion.

If you have started a screenshare then the Annotation tools are available from the Zoom menu in screenshare (if necessary hover over the green "you are screen sharing" to reveal the menu):



If someone else has started the screenshare, then the Annotation tools will be available from view options on a desktop or laptop. Annotation tools are harder to find on tablets and smart phones. They may appear as a pencil icon. If all participants can't annotate then it may be that annotation is turned off in the original settings for the meeting. Making participants co-hosts may help.



The menu of options looks like:

**Select:** Selects something already drawn. Hosts and co-hosts can select anything participants can only select their own work.

**Text:** allows writing (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

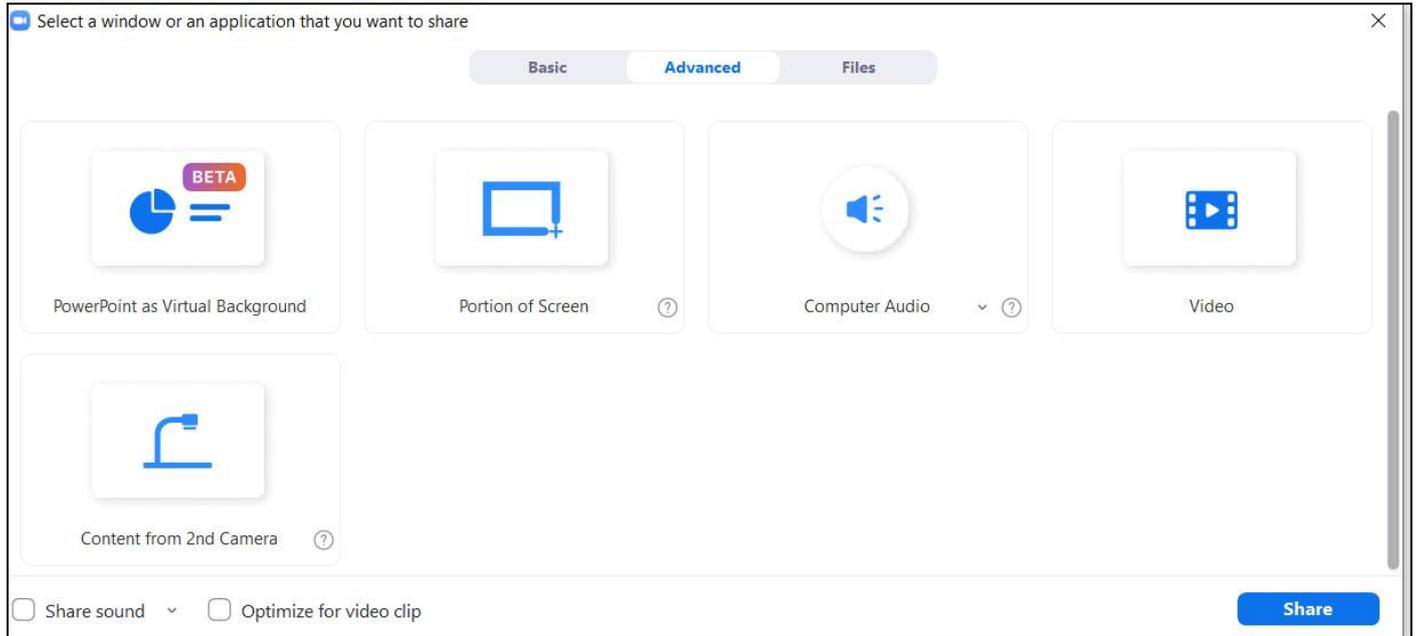
**Arrow/ Spotlight:** highlights a particular item on the screen by pointing a named arrow/ red dot at the item. It disappears when the next person highlights something. This is the equivalent of the laser pointers used for projections and can be useful in your PowerPoint.

**Eraser:** erases items. Participants can only erase their own contributions. Hosts can erase everything.

**Format:** changes colours, line width, font etc.

## Advanced Share Screen

The options in Advanced Screen Sharing bring your applications more directly into the Zoom environment:



### PowerPoint as Virtual Background

Currently in Beta version so still under development, this brings in a PowerPoint as a virtual background to you. The screen moves to Spotlight/ speaker view with participants along the top. You are in the bottom right corner of the screen as well as at the top. You can drag your picture larger or smaller.

Any slide can be chosen from the PowerPoint, and you can move through your PowerPoint, however it is only a picture background, so animations do not appear.

### Computer Audio/ Video

These open your filing system to find video and audio tracks which are then run in Zoom through your computer audio and video programmes. They cannot be used for internet e.g.: YouTube clips but only for material found on your computer. The Computer Audio plays in the background and you can continue your zoom meeting in gallery or speaker view. The Video, however, converts the screen to speaker view. Share sound and optimise video are automatically turned on, unlike Basic Share screen.

### Portion of Screen and Content of 2<sup>nd</sup> Camera.

These share part of your screen rather than all of it and content of a second camera, which might be a video camera or software that acts as a camera such as OBS.

### File Share Screen

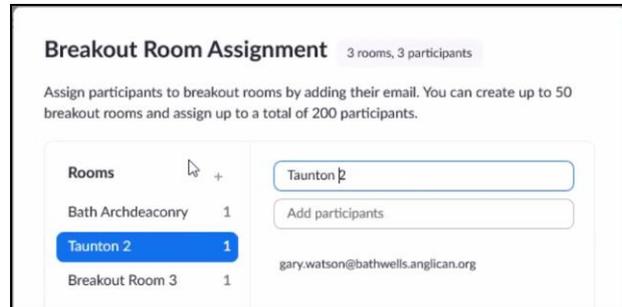
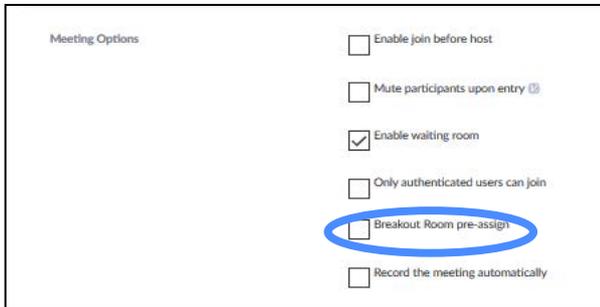
The third button "Files" allows you to share files from your various filing systems.

# Breakout Rooms

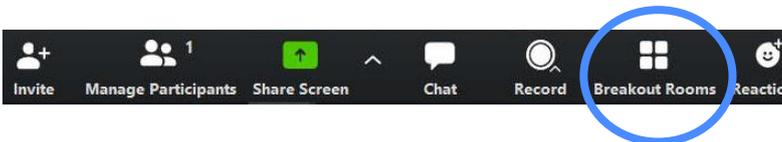
## Setting up breakouts

Breakout rooms are available in all licences including the free licence, but they are turned off by default. See the section on Settings.

When creating the meeting in your **online account**, you can do some preliminary set up by choosing Breakout Room pre-assign. The panel allows you to add as many rooms as you want and add participants email addresses (if using Zoom registration - this will not work with names you have not registered with Zoom). You can change the breakout name by clicking the edit pencil next to the name.

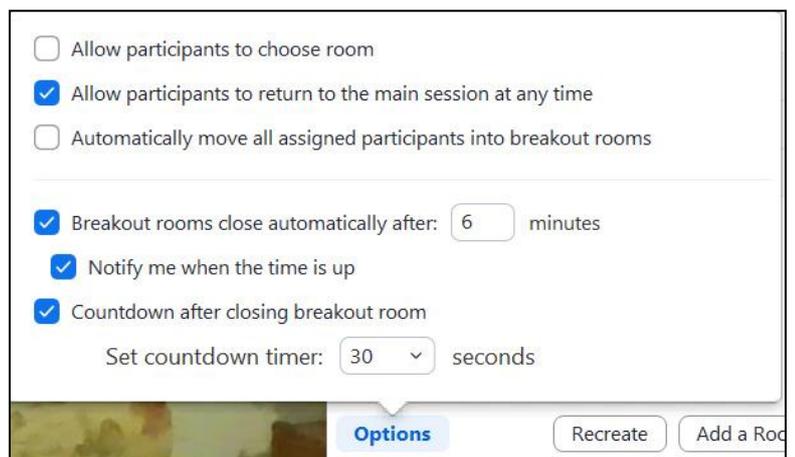
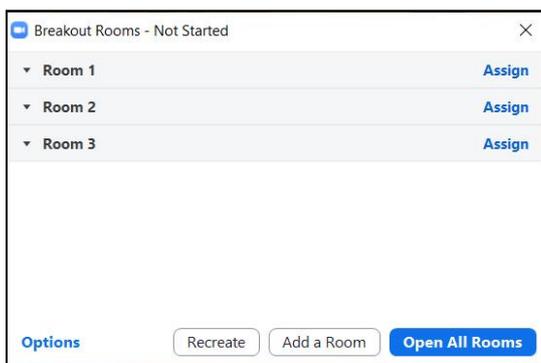


If you have not pre-assigned people, you will need to assign once people start arriving. This takes a little time and for a large group it is worth having a dedicated person devoted to this. Open the Breakout Rooms tab in the main session menu (available to hosts and co-hosts). While all hosts and co-hosts can create meetings, it is the first person to open the rooms that will have control of allocations. To avoid confusion be clear as to who is creating the groups!



If you wish Zoom can divide people randomly into groups for you, or you can assign them manually, or let people choose (ensuring the groups are clearly named).

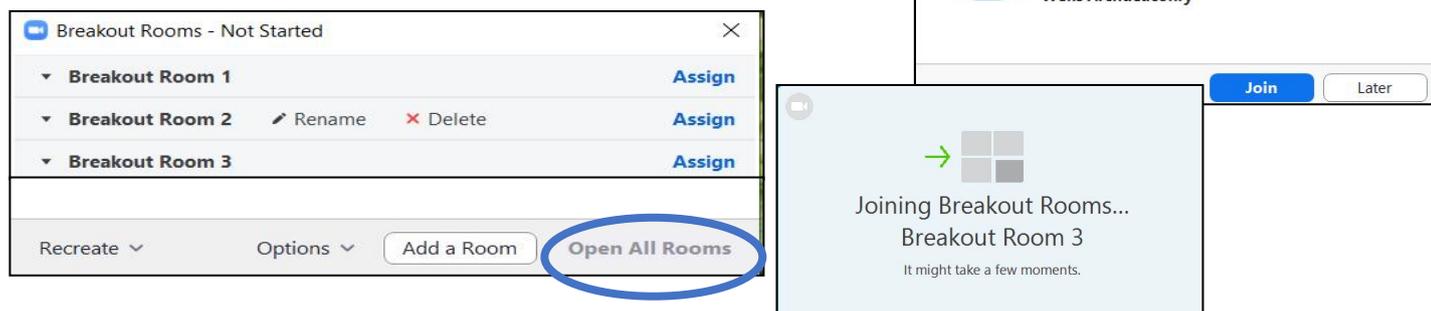
If you choose manual assignment, then after creating the groups you will need to click on assign to add names one by one from the list provided. To speed up the group preparations people can be assigned as they enter the room at the start, so the breakout groups are ready to go when needed.



From the Options button there are various useful settings e.g., to set the length of the breakouts, a closing countdown timer. There is also the ability to automatically move people into breakout rooms. This is faster and easier. If unticked participants receive an invitation to join.

## Starting Breakouts

To start the breakouts choose Open All Rooms from the Breakout Tab on the main screen. Depending on your setting, participants will go directly to their groups or get an invitation to join. If they decline, they will stay with you in the main room.

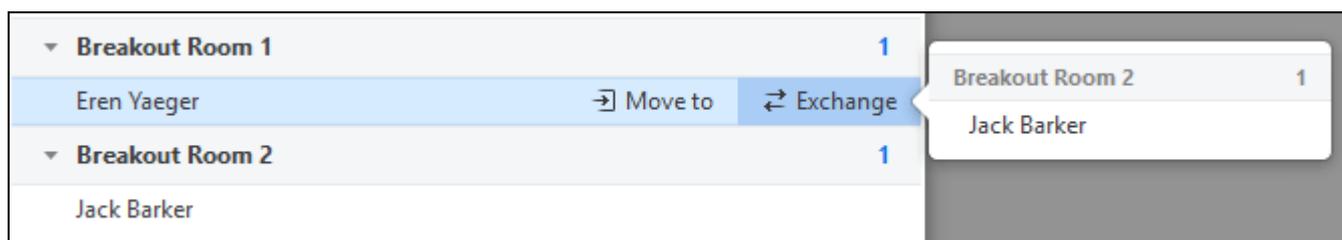


The host and the person starting the breakouts do not get assigned to a group but may join any group at any time. To do this open the breakout button on the main menu. Click Join next to the breakout room you wish to join.



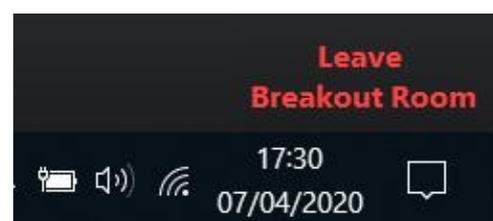
## Changing Groups while in Breakouts

During the breakouts you can move or exchange people by hovering over their name and choosing Move to/ Exchange. It is thus possible to combine or split groups while in session. It pays to give people a warning.



## Participants leaving Breakouts

If enabled, participants can choose to leave their breakout group at any time (through the button on the lower right) in which case they will return to the Main Meeting. They can then choose to re-join their group, through the breakout button on their main menu. Otherwise, participants stay in the room until forced out by the closure of the breakout rooms.



Should anyone fall out of the meeting altogether, they will come back into the main meeting. They will have lost their membership of the breakout group and will need to be reassigned. It can be helpful to ask people to take note of what group they are in, if you do not have a copy.

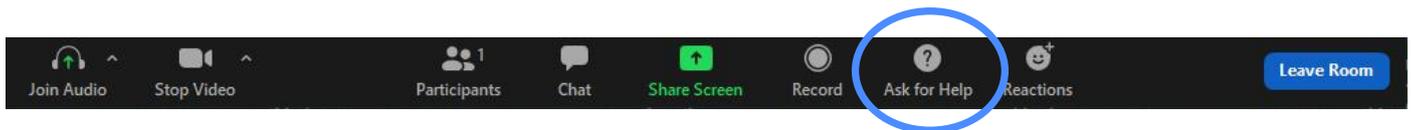
## Communicating to Breakout Rooms

To send a message to the groups you can use the Broadcast message button, at the bottom of the breakout panel. This broadcasts a message to everyone, although it is visible only for a short time.



If you are setting people questions to discuss in groups, then you will need to consider how they will see these. Your PowerPoint or shared screen will not be visible in the breakout rooms. You might want to circulate the questions in a file through the chat box (see below) or emailed prior to the session. Another simple solution is to paste the questions in the chat box **prior** to going into groups. The chat box can be opened, and the questions viewed within the breakout rooms. Alternatively, a single slide PowerPoint or file can be sent to a member of each breakout room who will be responsible for sharing it within the room.

In the Breakout Rooms participants have an "Ask for Help" button to call the host. Clicking this will result in a message to the host who can then visit the group to offer help.



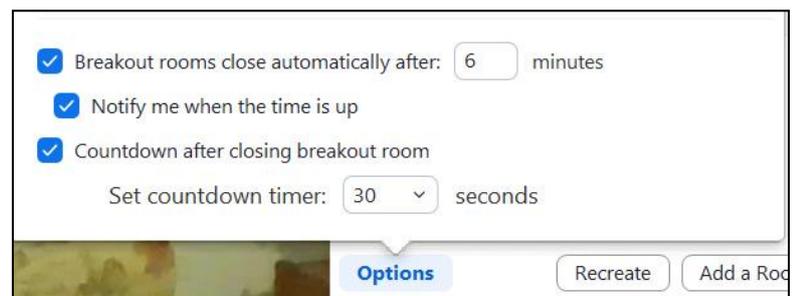
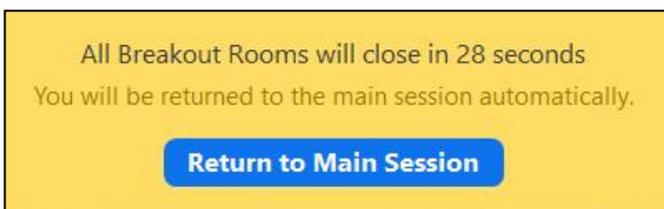
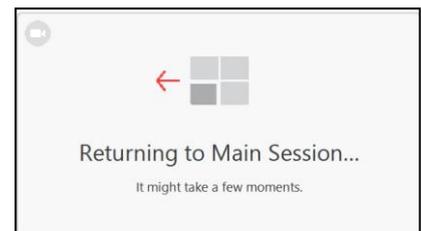
## Timed Breakout Rooms

If a time for the groups has been set in the options, then the breakout rooms will have a timer in the top right corner showing how much time is left. When the time is up then, either you will receive a notice (if this was selected) and can close the breakout rooms OR the rooms will automatically be closed and the countdown timer begin.

## Ending Breakouts Manually

To end breakout rooms and automatically return everyone to the Main Meeting, choose Close all Rooms from the breakout panel. Participants will see a message telling them they are returning to the main meeting.

Unless this has been disabled, participants will receive a countdown timer, warning them to finish their discussions. If they wish to save any documents e.g., chat, whiteboard, then they should do so now as everything will be lost when they leave the breakout room. 30 seconds is usually sufficient countdown time.



## Chat and Private Chat

There are several ways for communicating in Zoom. A participant may speak into their microphone, may wave their hand towards the camera, use the raise hand button from Reactions/Main Menu, use the emoticons or they may type a comment in the chat box. The chat box allows the addition of a social component auxiliary to the main meeting which can help the group bond. It also permits the communication of additional, tangential material e.g., weblinks, files and asides.

While running a meeting, it is often very difficult to keep track of an active chat box. It can help to delegate a co-host to monitor the chat or set some guidelines for use of the chat box. If you have trouble watching the chat box while leading, let participants know how they are to communicate with you.

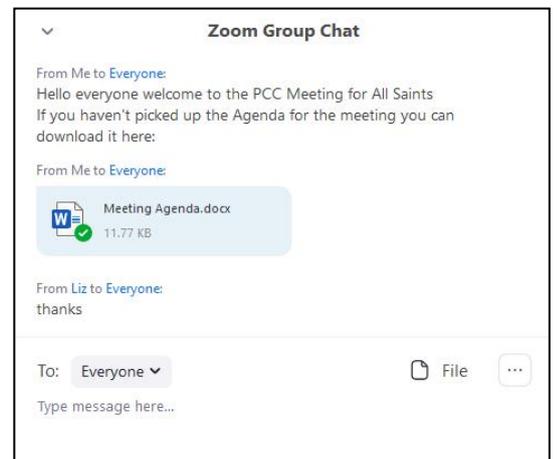
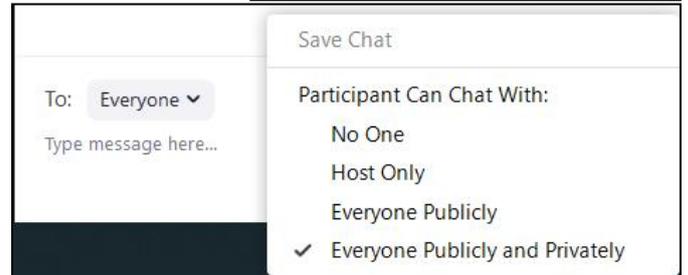
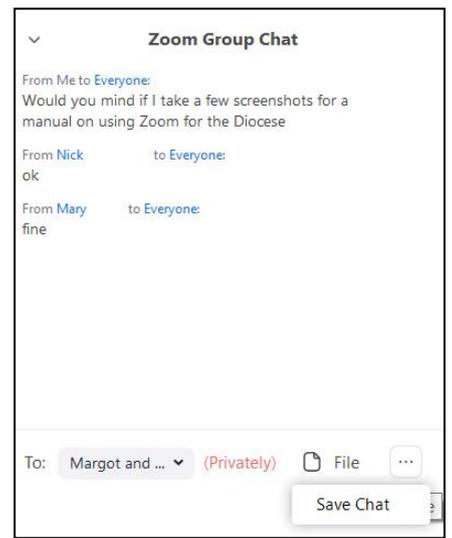
You can save the chat box and circulate it after the meeting, as a record of the additional comments. Zoom creates a folder in your computer filing system (My Documents) called Zoom. In that folder you will find saved chats and recordings. Do this before closing the meeting, as the chat box is then cleared.

Private chats can also be permitted in the settings. For participants this is the equivalent of passing notes at the back of the classroom. For the facilitator it is a way of helping a participant that is having problems without disturbing the rest of the group.

To share files, e.g. a list of questions to discuss in breakout groups, handouts of PowerPoints, meeting agendas etc., the File button in chat can be used. This creates a downloadable file in the chat box. However, those on phones and tablets will not be able to download files this way and other means such as email will need to be used by them.

## Tips for Hosts

- Sessions are often slower than when together in one room, so expect sessions to be a little longer or cut down on the content.
- Online meetings/ services require more prior preparation so that everything is to hand and time optimised. A pre-printed session plan can help coherence. All documents, videos etc are best open, ready to start, and then minimised.
- Swapping to shared screens or breakout rooms all takes time and makes the session 'bitty'. Screenshots in a PowerPoint can be more effective than real time demonstrations. Make Breakout groups a reasonable length (at least 5 mins?) with a variety of discussion questions rather than several shorter breakouts, where getting into the group takes longer than time in the group.
- Zoom is a visual medium and so do use the visual capacities to show pictures, videos, and files through screenshare.
- For groups above 10 consider having a co-host to look after some, or all, of the technical side, freeing you to lead (e.g., breakouts, screen share, chat boxes, spotlighting).



# Settings

## Settings created at Scheduling

Many Settings need to be set before the meeting is scheduled. Changing settings affects only meetings scheduled after the change. These settings can **only be changed in your online account** and not through the app or desktop programme. Settings can be changed in Personal and in Admin sections. For the most part there is little difference between these sections for a free or Pro Licence, where the admin and the host are one and the same. If you have paid for several hosts then Admin Settings will apply to all hosts, and personal settings apply only to you.

Choose Personal Settings for Meetings, Recording and Telephone and work your way down the list. NB if the Licence is shared with other people, then your changes will affect their meetings too.

Settings that you may particularly wish to set here include:

### Meeting Settings

#### Security:

- Passwords and passcodes are changed here.
- Waiting Room settings are enabled here.
- Authentication settings (can be ignored)

#### Schedule Meeting

- Sets the defaults for scheduled meetings e.g., Change whether people enter the meeting with video and audio on or off, can enter before host etc.

#### In Meeting (Basic)

- Allow or disallow chat or private chat, allow file transfer through chat, set auto save for chat
- Enable co-hosts, polls, non-verbal feedback
- Allow screen-sharing, remote control of other screens, annotations, whiteboard, reactions
- Show Zoom windows - this will allow people to see your zoom windows (Zoom within Zoom). Otherwise, your Zoom app will appear as a black box when screen sharing.
- Allow participants to rename themselves, view or hide their profile pictures
- Allow removed participants to rejoin.

#### In Meeting (Advanced)

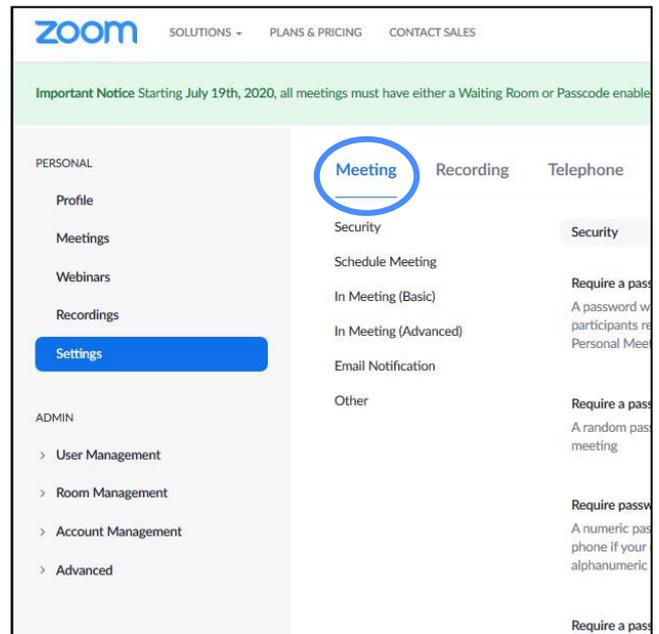
- Breakout Rooms
- Closed captions (subtitles for hard of hearing) <https://support.zoom.us/hc/en-us/articles/207279736-Getting-started-with-closed-captioning>
- Allow Virtual Backgrounds and filters
- Allow live streaming of meetings and audio and sound settings for participants.
- Request permission to unmute people

#### Email Notifications

- Generate automatic messages when changes are made to a scheduled meeting, but this is only for the host unless participants have been entered into the Zoom account lists.

#### Other

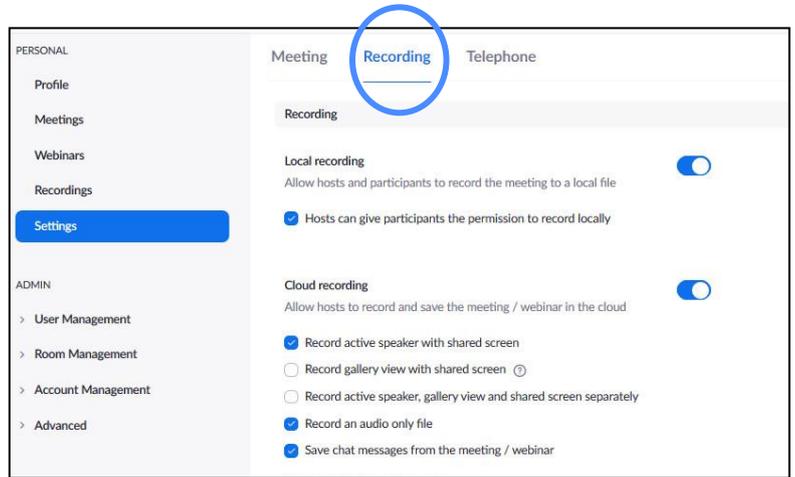
- Set language for emails



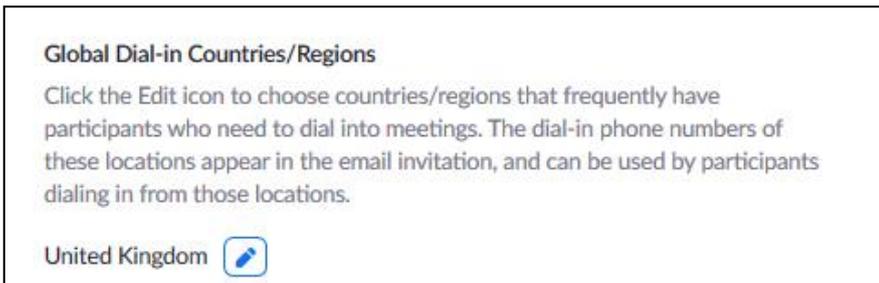
## Recording Settings

The next tab 'Recording' has various settings to control the way you record a session. You may like to:

- Enable/disable participants recording the meeting for themselves
- Set how screensharing is recorded
- Add date stamps
- Enable participants to download a cloud recording



## Telephone Settings



The third tab, 'Telephone' lets you set options for those who wish to telephone into the meeting on a landline. The most important setting here is the final one which enables you to change the telephone numbers from USA to UK.

Telephone numbers are not available for the free app and you will be told that you need to upgrade.

## Admin Settings

Having set the Personal Settings, you may want to look at the Admin Settings:

User Management Settings only apply if you have bought a second licence on the account.

Room Management Settings only apply if you have set up a physical space with wired in Zoom facilities. This is done by dedicated training premises and is unlikely to be relevant to you.

Account Management deals with your Zoom Licence Account giving your profile, billing, and other details. The Account Settings Tab repeats much of what you will find in Personal Settings and will only need to be reset here if you have more than one host. Additional items that can be set here include:

- Password/ Passcode requirements (numeric, use of special characters etc.)
- Calendar integration enabled
- Additional virtual background pictures can be added (not everyone will see these)
- Further cloud recording settings
- Set the UK Telephone numbers that will appear in the invite.

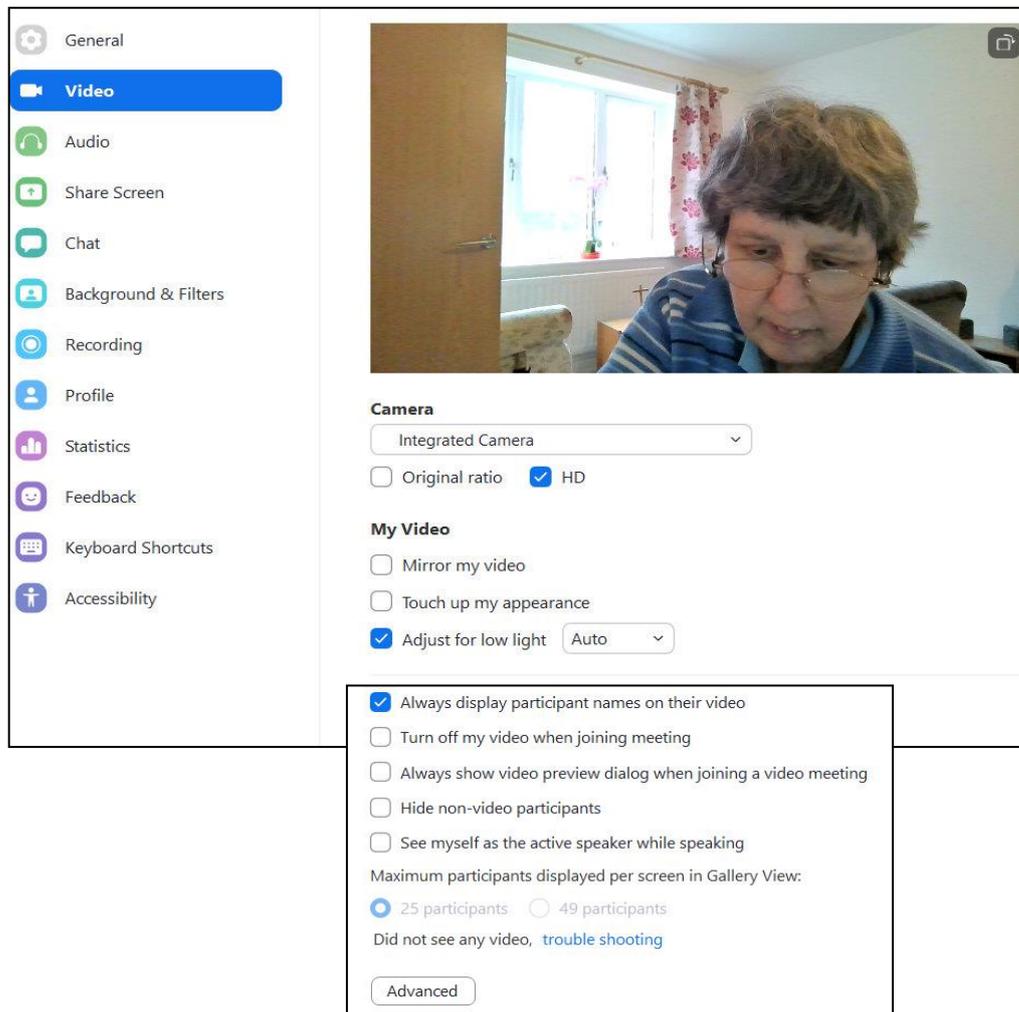
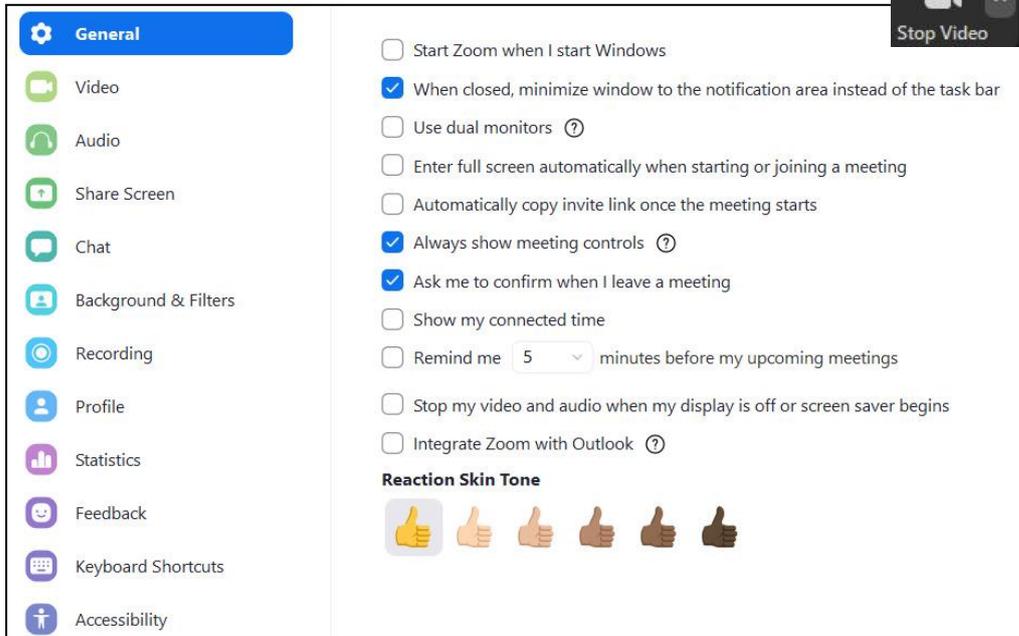
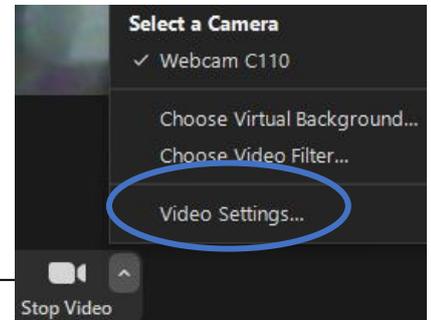
Recording Management lets you see cloud recordings. You may need to delete recordings if your cloud space becomes full.

Reports gives various reports about the use of the Zoom account – number of participants, number of meetings, length of meetings etc.

## Changing Settings during a Meeting

Some settings can be altered during a Meeting if needed. Many of these settings are located under Stop Video> Video Settings. Others are on the Participant's Panel (see above)

The following are the key options:



- General
- Video
- Audio**
- Share Screen
- Chat
- Background & Filters
- Recording
- Profile
- Statistics
- Feedback
- Keyboard Shortcuts
- Accessibility

**Speaker**

Speaker/HP (Realtek High Definition Audio)

Output Level:

Volume:

Use separate audio device to play ringtone simultaneously

**Microphone**

Microphone Array (Realtek High Definition Audio)

Input Level:

Volume:

Automatically adjust microphone volume

**Suppress background noise** [Learn more](#)

Auto

Low (faint background noises)

Medium (computer fan, pen taps)

High (typing, dog barks)

**Music and Professional Audio**

Show in-meeting option to "Turn On Original Sound" ?

Enable these options when original sound is on

High fidelity music mode ?

Echo cancellation ?

Stereo audio ?

Ringtones Default ?

Automatically join audio by computer when joining a meeting

Mute my microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Sync buttons on headset

**Settings**

- General
- Video
- Audio**
- Share Screen
- Virtual Background
- Recording**
- Statistics
- Feedback

**Local Recording** Location: C:\Users\Elizabeth Harper\Docur

66 GB remaining.

Choose a location for recorded files when the meeting ends

Record a separate audio file for each participant who speaks

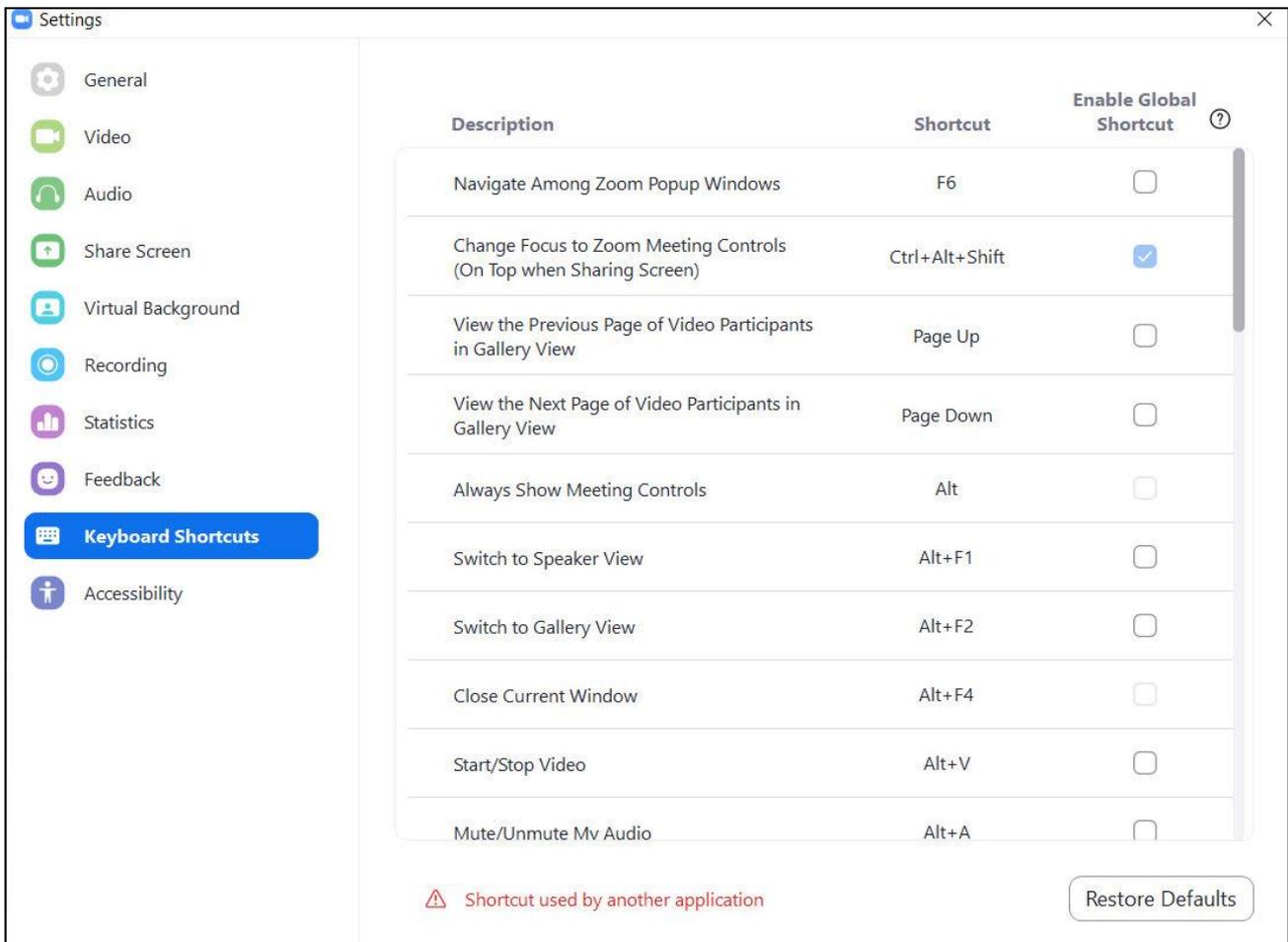
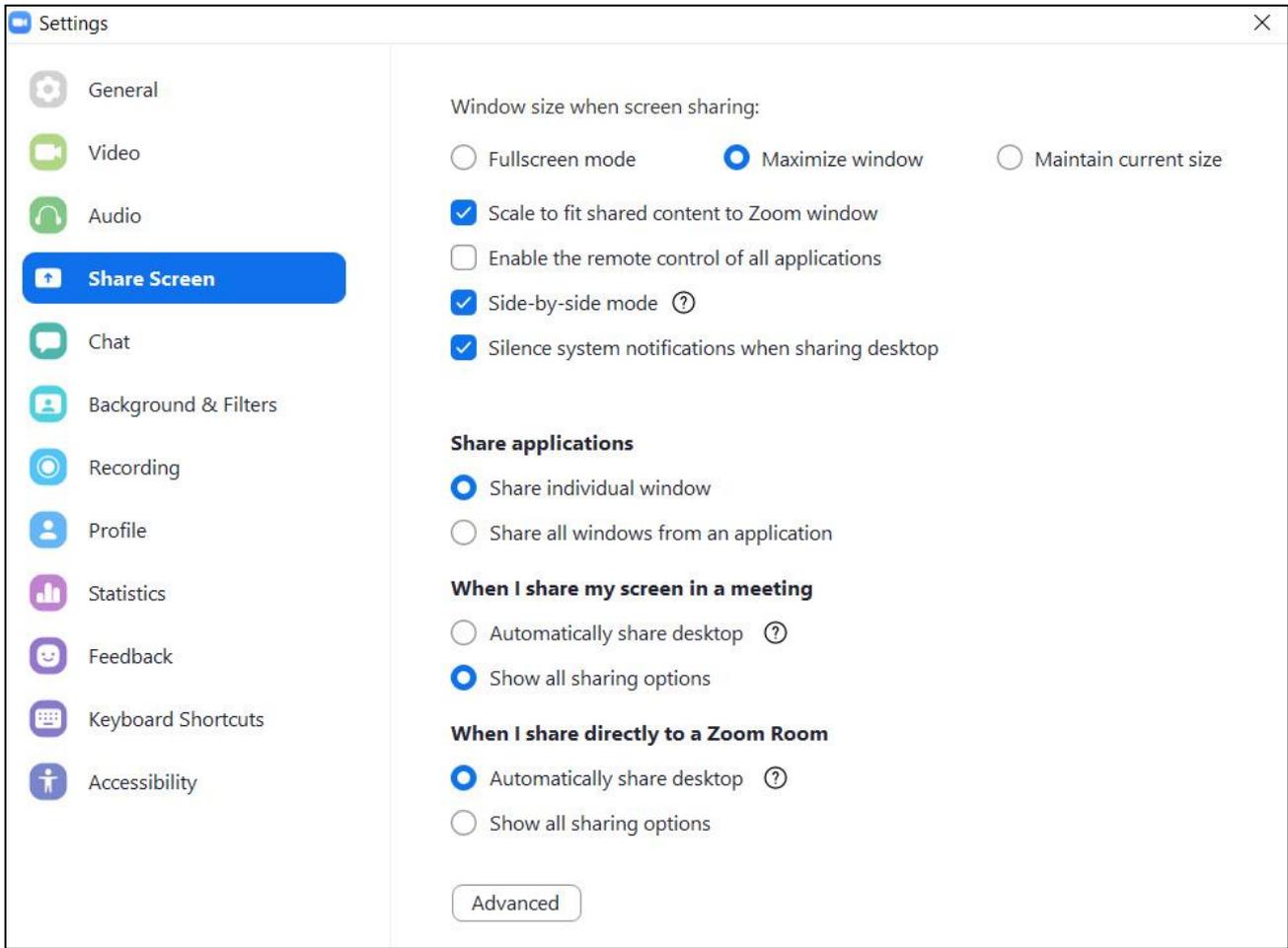
Optimize for 3rd party video editor ?

Add a timestamp to the recording ?

Record video during screen sharing

Place video next to the shared screen in the recording

Keep temporary recording files ?



# Troubleshooting

## Audio and Video Problems

Using video links will increase 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 someone keeps falling out of the meeting or has a jerky picture or time lag on the sound then check the following:

- Is anyone else in their home 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, the person could try turning off their video so that their webcam no longer broadcasts their picture.
- Exiting and coming back in after making these changes may help.
- Deleting and reinstalling the Zoom app can help, if problems persist.

## Further Help

Zoom has a wealth of help videos and tutorials. 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>

