Frequently Asked Questions For Zoom Video Conferencing

This document is intended to help you use Zoom a bit better. We are all learning this platform together, and a little patience can go a long way. This guide is by no means exhaustive, but hopefully, it will help make your experience with using Zoom a little more enjoyable. Below, you will find some useful information about using Zoom, including links to tutorials from Zoom. You can access all the Zoom created tutorials on their website through this link: https://support.zoom.us/hc/en-us.

Limits of Technology

All technology has limits and challenges, and Zoom is no exception.

Zoom church will not be the same as interacting with each other in person. However, we have the opportunity to learn and explore our creativity as we connect in new ways. We get to choose, through our attitudes, what type of experience this is going to be.

One of the main challenges is that there can be some lag or delay. Unfortunately, this means that sometimes we end up inadvertently talking over each other, or that the sound might not always align with the video. This is the nature of being online. The lag can be particularly noticeable when many people in the city are all using the internet at once. Please be patient. If you are noticing it is particularly slow, try closing any other programs (particularly those playing video or refreshing in the background like email.) You can also check with any other people using your internet to see if someone is doing something that puts a heavy strain on your internet (activities that are bandwidth intensive). This would include using a streaming service like Netflix or playing online video games. Suspending use of these other service while on Zoom may help improve quality.

We are also trying to learn the best ways to use this program, and it is a bit of a steep learning curve. When challenges arise (such as not being able to hear the Amen video), please join us in approaching it with patience and a sense of humour.

The Benefits of Headphones

When possible, using headphones can improve sound quality for everyone involved. When your mic and speakers are on at the same time, the mic often picks up the audio coming through your speakers, which can lead to an echoing effect. This is due to the mic placement on most devices and can't be changed because they are built in and can't be moved. The echo this causes can make it difficult for people to hear and/or understand.

If you are listening with other people, or if you don't have access to headphones, then please mute your microphone whenever you are not speaking (more on this in the next section). When you are speaking, please have your volume as low as possible when you do have your mic on.

Below is a link to more information about the audio echo in meetings.

https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting

Muting and Unmuting the Mic

Muting your microphone when you are not speaking can help improve the audio experience for everyone. This way, you don't have to worry about making noise or bumping the mic. When you want to speak, you simply unmute yourself, then mute yourself again. To learn how to do this, please see the link below. If you just want to speak quickly, if you

press and hold the space bar, it will unmute you as long as it is pressed, then go back to being muted when you release it.

Muting your mic also has the added benefit of everyone not hearing your conversations or what else is going on in your home. This way you can talk to those you are with in person, not worry about your dog barking through the service, and your children can be themselves. It's great for everyone involved.

Sometimes the host will have everyone on mute; for example, during the service on Sunday, all participants will be muted so that we can all hear the service. During this time, you will not be able to unmute yourself. If you did, the host would mute you. When it is time for people to share, then all users will be able to unmute their mics. However, when you are not speaking, please mute yourself, especially if you are not using headphones.

https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting

Video-Sharing vs. Screen Sharing

Video sharing allows others to see you. It will use the camera on your device. Please keep in mind when you have your video on, everyone will be able to see everything. For example, if you have a cute top on but are rocking your Loony Toons pajama bottoms, we will be able to see both if you get up and walk in front of the camera. The same goes for anything or anyone that goes through the space that your video is capturing.

Please also keep in mind, if you are walking with your device, everyone will see that. It can be very distracting and can even make some people motion sick. People can also see everything that is around you, keep that in mind. Please be cognizant and practice good video etiquette.

Screen Sharing is when you share with others what is on your computer screen. You might also inadvertently share something private. As a participant, this is not something that you will need to do.

If you want to make sure you know which button is which, and how to use them, please check out the link below.

https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting

How To Keep Your Video On One Person

Sometimes, during service for example, you might want to have it set so you only see Erin's screen. It is possible to 'pin' the video to keep it as the main one you see. You can follow the directions in the link below to enable that feature.

https://support.zoom.us/hc/en-us/articles/201362743-Pin-Video

Gallery View- How To See Many Faces At Once

Typically, the main video you see is the speaker (or the person creating the most noise). If you would like to see many faces at once, then you can switch to 'gallery view.' Please follow directions in the link below if you would like to enable this feature. This feature is most effective for the times that video sharing is permitted and encouraged. Otherwise, the 'speaker view' will provide the most familiar and comfortable worship experience.

https://support.zoom.us/hc/en-us/articles/360000005883-Displaying-participants-in-gallery-view

How To See The PowerPoint And The Speaker or Gallery View At The Same Time

It can be helpful to be able to see the PowerPoint presentation and the speaker (or everyone's faces) at the same time. Please follow the steps in the link below to enable this on your device.

https://support.zoom.us/hc/en-us/articles/115004802843-Side-by-Side-Mode-for-Screen-Sharing

Breakout Groups

Some weeks we might choose to use breakout groups so that you can connect more deeply with a smaller group of people. The program randomly assigns participants to each room. As you are transitioning from being in the general meeting to a breakout room, sometimes the screen goes black for a little bit. It might look like you have been kicked out of the meeting, but it just takes a little bit of time to transition between spaces. Think of it as if you need to walk down the hall to where the next meeting is; it takes a little bit of time. If you would like to know more about breakout rooms, please check out the link below.

https://support.zoom.us/hc/en-us/articles/115005769646

Zoombombing And Other Security Concerns

Zoombombing, Zoom-bombing or Zoom raiding is the unwanted intrusion into a video conference call by an individual, which causes disruption. There has been quite a bit of information about this on the news, and we know that some of you are concerned.

We have chosen not to have our worship zoom meeting password protected at this point. We would like these to be available to as many people as possible, with the faith that people will join us with good intentions.

We want to assure you that we are taking many precautions to reduce the chances of any unwanted behaviors. We have staff monitoring all Zoom sessions to promptly address any issues that should arise. We can revoke a person's privileges in the meeting or remove them from the meeting should the situation warrant it.

https://zoom.us/security

Questions Or Concerns

If you have any questions or concerns, please feel free to reach out to Natasha at communications@scarborounited.ab.ca