

## St. Paul Lutheran Church Zoom Tips – Spring 2020

Zoom is a technology tool, or platform, that supports meetings and gatherings. It is flexible and easy to use and allows participants to connect via computer, cell phone, and even via “land-line” phone.

St. Paul Lutheran Church is using Zoom for our Sunday worship as well as prayer groups and church meetings.

In addition to the tips below, you can find support and how-to videos on Zoom’s website <https://support.zoom.us/home>.

### What You Need To Get Started

- You do not need to purchase a Zoom account to participate in a Zoom meeting
- If you are using your computer, laptop, or tablet:
  - A wired connection to the Internet is best, but a strong Wi-Fi connection will also work.
  - You do not need to participate via video, but if you choose to, you will need an external or built-in camera on your computer.
  - Most computers’ built in microphones work well, but you can also use an external USB microphone.
  - Your computers’ built in speakers would also be adequate to hear the meeting.
- If you are using your smart phone, your microphone and video camera are built in.
  - When you click on the link for the Zoom meeting you will be prompted to install the Zoom application on your phone.
  - The Zoom application will prompt you to change your microphone and video settings if needed.
- If you are using your land line, simply call the phone number provided in the meeting invitation and follow the voice prompts to connect to the meeting or service.

### How to Join Worship Service or Your Meeting

You will receive an invitation with instructions similar to what you see below:

#### **Sunday Morning Worship**

Time: 10:00 AM Eastern Time

#### Join Zoom Meeting

<https://zoom.us/j/936796161>

Meeting ID: 936 796 161

Password: 740117

#### Dial by your location

1 929 205 6099 US (New York)

Meeting ID: 936 796 161

Password: 740117

To join with computer, tablet, or smart phone:

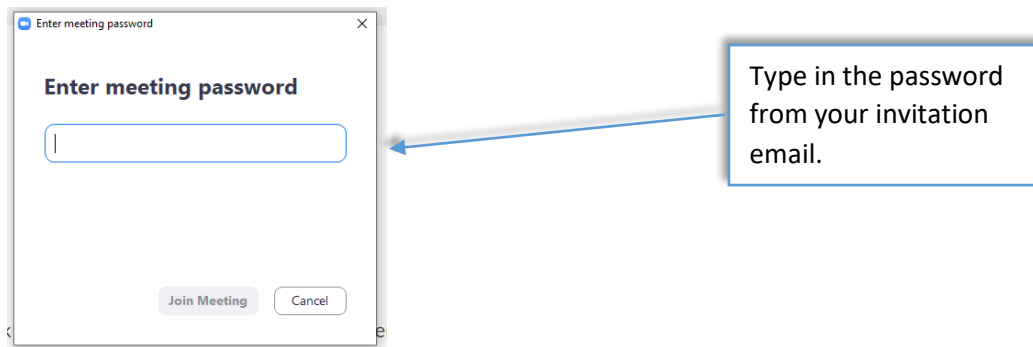
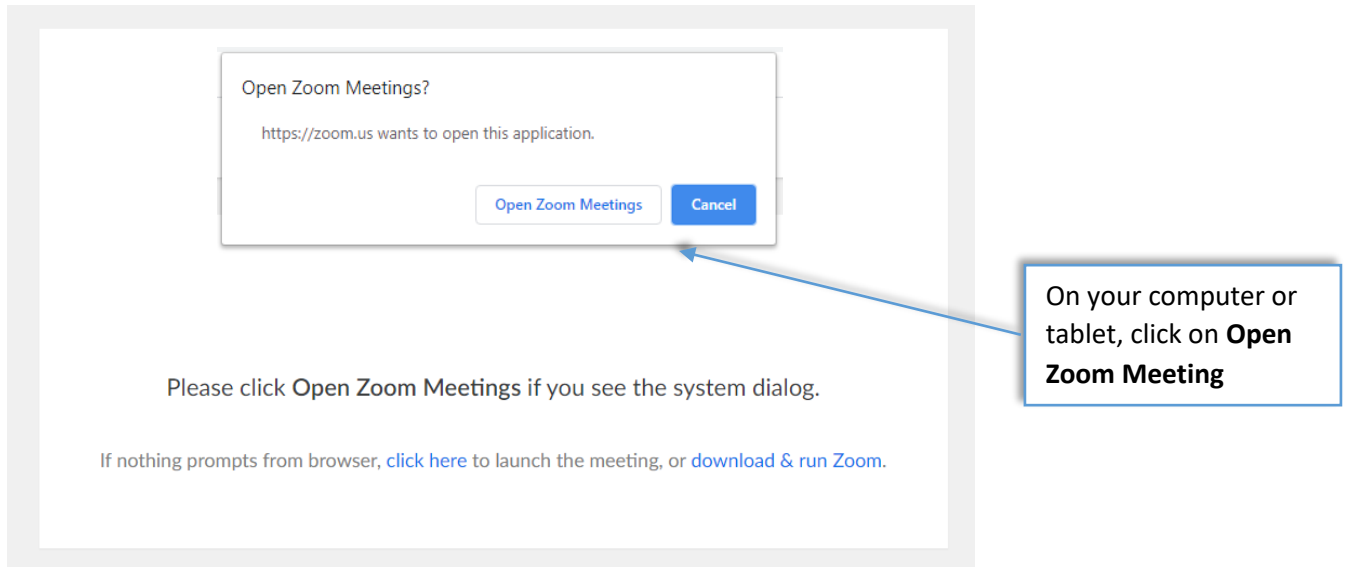
- Click on the link in your meeting invitation OR
  - Go to Zoom website: <http://zoom.us/> and click on “Join a Meeting” and enter Meeting ID and Password from the meeting invitation
- (NOTE: the link and meeting ID *may* be different in your invitation than the one here).

To join via phone:

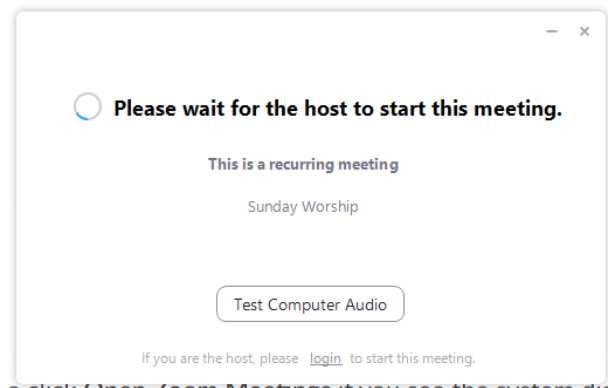
Dial the number in your meeting invitation and when prompted enter the password.

(NOTE: the phone number and meeting ID *may* be different in your invitation than the one here).

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While you are waiting for the meeting to begin, you will see a screen like the one below letting you know that the host will let you into the meeting soon. If you wish, you can follow the prompts to check your audio settings while waiting for the meeting to start.



*Optional* – joining Worship or meeting via computer (for video) and telephone (for audio): if you have computer with a web camera but no microphone/speaker, you can join a Zoom meeting using both the computer (video) and the phone (audio). 1. Join a Zoom meeting 2. Once you are

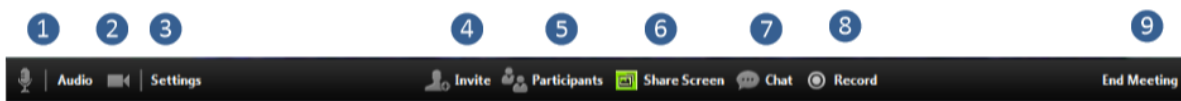
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in the meeting, select Join Audio in the menu bar. 3. Follow instructions on the dialog box to Dial In to the meeting.

Note: To avoid audio feedback, you may need to select Audio Options and Leave Computer Audio and then enter the participant ID.

### Participating in Worship Service or Meeting

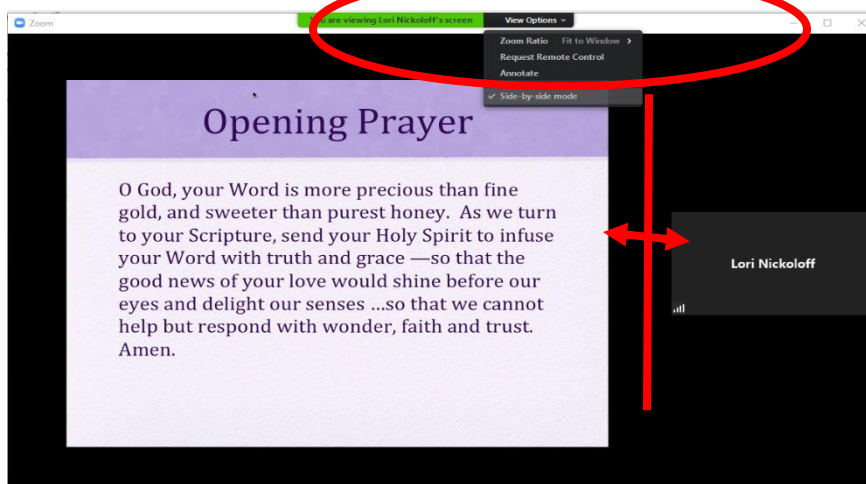
The Zoom menu bar will appear at the bottom of your Zoom window once the meeting begins. If you don't see the menu bar, move your mouse slightly and the bar will appear. (The bar may be hidden when your mouse is inactive after a few seconds)



Using options on the menu bar you can:

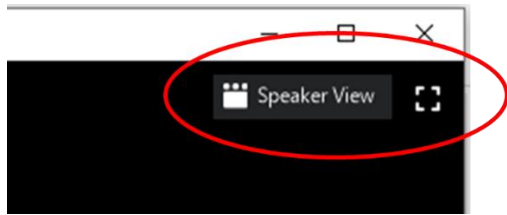
1. Mute/unmute your audio (not the audio of the participants)
2. Stop/start your video
3. Configure your settings for items such as audio and video
4. Invite others to join (if available)
5. View a list of participants
6. Share your desktop (everything you have open on your computer) or select a specific screen to share
7. Send a message to all participants (by default). You can message an individual participant via private chat by clicking on the drop down menu, and selecting an individual's name.
8. Record the meeting (you must either be the host or the host must grant you permission to record).
9. Leave the meeting

You can control your view when the meeting leader is sharing a screen by following these steps:

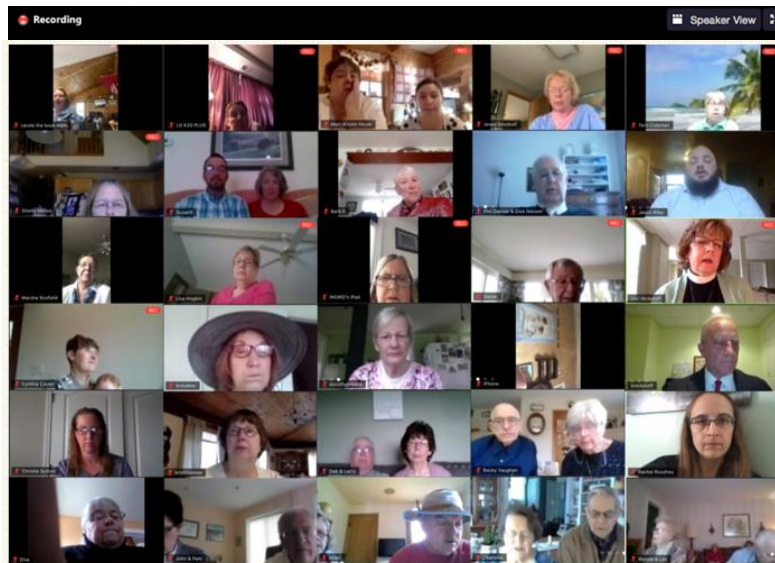


- Move your cursor / pointer to the top of your Zoom screen
- Click on View Options
- Click on Side-by-side mode
- You can make the presentation and participants images smaller or larger by sliding the vertical bar (shown in red) to the left or right

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- In the upper right of your screen, click on Speaker View to see only the image of the person speaking.



- At the end of Service, you can click on Gallery View in this same location to see all participants.

### Advanced Support – configuring your Zoom settings

You can find the Settings tab in the main dialog box or in the meeting menu bar. After clicking Settings, you will have the following options:

- Audio: Test, select, and adjust your speakers and microphone
- Video: Select and test your video camera
- General: You can select additional preferences, such as how Zoom appears when it is launched
- Feedback: Use this option to send questions, comments, or feedback to Zoom
- Get Help with Zoom

### Troubleshooting

For the smoothest possible meetings, close all other programs on your computer.

#### Audio Issues

- Can't hear the other participants in the meeting?
  - Make sure your computer speaker volume is turned up.
  - Make sure your speakers are selected for the active output in Zoom -- In the Zoom meeting, Choose Audio > Audio Settings, Click the Test Speaker button, if you hear audio this is setup correctly. If you do not hear audio, use the drop down box and select a different output and press Test Speaker again. Repeat this step until you hear audio.
- Other participants can't hear you?

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- Make sure you have the correct internal/external microphone setup in Zoom. In the Zoom meeting, Choose Audio > Audio Settings, Click the Test Mic button; you should see blue bars in the volume meter and your test message will be replayed through the speakers.
- If you do not see the blue volume meter bars or hear the audio message your recorded, use the drop down box and select another mic and repeat the process.
- Do the other participants hear echo when you talk? If so, this means that you are the source of the echo. You have two options: a. Adjust your microphone sensitivity (and, if possible, increase the distance between the microphone and the speakers. In the Zoom meeting, Choose Audio > Audio Settings, Uncheck the “Automatically adjust Microphone” box and pull the slider bar down.

### Video Issues

- Can't see the other participants in the meeting? Make sure you have installed the Zoom software and are logged into the meeting.
- Can the other participants see you? Make sure your camera is turned on, plugged in and selected in Zoom: In the Zoom meeting, Choose the Video icon and make sure your camera is selected in the video section. If it is not, use the drop down to select the correct camera.
- If the camera is turned on, make sure nothing is blocking the camera view. If using an external web camera, try connecting it to a different USB port and repeat steps 1 and 2 above. If you continue to experience difficulties, try restarting your computer/device.

**You can find support and how-to videos on Zoom's website**

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