

Guide to Zoom Meetings

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What is Zoom?

Zoom is a conferencing app (software) that combines video, audio and chat in one place. It allows for both one-to-one and group meetings to take place online with minimal effort.

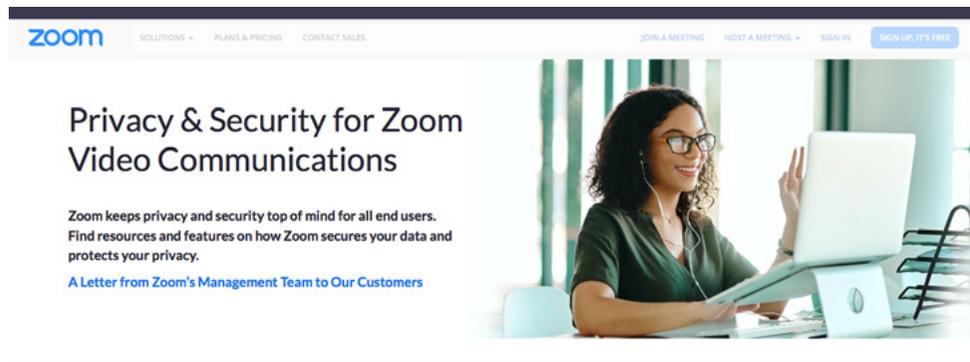


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Is Zoom safe?

Like most technologies there are some risks. Zoombombing has been a popular phrase in the media but Zoom has a wide range of security measures which meeting hosts can deploy to prevent this. With passwords enabled, restricting sharing content to the host and people delegated by the host, by adopting waiting rooms, using encryption (despite media reports, Zoom does have secure encryption!) and so on, the risks are minimal. With a professional subscription you can choose not to send data through China or Hong Kong (another popular issue with some media outlets).

FVA enforces all of these security arrangements and only routes traffic through North America or Europe.



Importantly, FVA only announces the link and password for our meetings just before the meeting starts (within a couple of hours of the start time). In all the cases of Zoombombing since passwords have been enforced the 'hackers' gained access because people posted the link and password on social media, allowing anybody to gain full access to the meeting! This is another reason why FVA only allows people into meetings if their display name matches a name that has signed up for our meeting.

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What do I need to take part?

- an internet-connected device, such as a computer, tablet or phone;
- (if you intend to/hope to speak as well as listen)
a microphone- most modern devices have this built in;
- (if you wish to be seen on a video call)
a webcam- most modern devices have this built in;
- the Zoom client (app) installed on the machine you wish to use.

You do not need to sign up for an account on Zoom to participate in meetings held by others, but you may find it useful to do so if you intend to use the service regularly; you will need an account if you wish to run your own meetings.

Zoom has a setting to only allow people into meetings if they have an account with Zoom, so whilst FVA does not enforce this, you might find others do and you will have to consider creating a Zoom account if you want to join their meetings.

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Where can I download the app?

To make sure you are prepared and have time to familiarise yourself with the app before you join your first proper meeting, you may want to download it in advance.

You should only download the app from Zoom itself, or from the official app merchant for your operating system (e.g. Google Play Store, App Store).

Below are direct links to the relevant downloads on Zoom's website.



Windows



Macintosh

Mac



Android

iOS

iPhone
operating system

If you are using a work device and you don't have administrator credentials, you will need to ask your IT administrator to do this for you.

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How do I join a meeting that someone else has set up?

If you don't have, and don't want a Zoom account

- 1 Load up the Zoom app.
- 2 Click on Join a Meeting.
- 3 Enter the meeting ID number and your display name.
This is the name that people see alongside your image during the meeting. You may wish to include the organisation that you work with here (e.g. Michael Nicholson - Fife Voluntary Action). If you don't make clear in your display name who you are, the host of the meeting may choose to eject you from/not admit you to the meeting. The default is often the name of your device (e.g. iPhone or Samsung Galaxy J6 - **anyone attempting to enter an FVA meeting with such names will not be admitted.**
- 4 Choose whether you want to:
 - a. **connect to audio**
If you don't select this, you won't be able to hear the call, and people won't be able to hear you - this might be suitable when you only need to see what's happening, but have no interest in listening/speaking; and
 - b. **turn off your video:**
If you do this, people won't be able to see you, but you will be able to see them (unless they've also chosen this setting). Zoom works best when people can see each other, so only disable video if you have a good reason.

You should now have accessed the meeting. The meeting organiser may, as an additional security precaution, have placed you in a waiting room first. They will be notified that you are there and will have the power to admit you to the room at their discretion.

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How do I join a meeting that someone else has set up?

If you have a Zoom account

- 1 Load up the Zoom app.
- 2 Sign in, using the e-mail address and password you used to register.
- 3 Select Join.
- 4 Enter the meeting ID.

If you want, you can change Your Name - this is the name that people see alongside your image during the meeting. You may wish to include the organisation that you work with here (e.g. Michael Nicholson - Fife Voluntary Action). If you don't make clear in your display name who you are, the host of the meeting may choose to eject you from/not admit you to the meeting. The default is often the name of your device (e.g. iPhone or Samsung Galaxy J6

- anyone attempting to enter an FVA meeting with such names will not be admitted.
- 5 Choose whether you want to:
 - a. **connect to audio**

If you don't select this, you won't be able to hear the call, and people won't be able to hear you - this might be suitable when you only need to see what's happening, but have no interest in listening/speaking; and
 - b. **turn off your video**

If you do this, people won't be able to see you but you will be able to see them (unless they've also chosen this setting). Zoom works best when people can see each other, so only disable video if you have a good reason.
- 6 Enter the meeting password on the next screen and select **Join Meeting**.

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How do I join a meeting that someone else has set up?

If you want to dial in by phone only (not using the Zoom app)

It's possible to dial in to a meeting using a phone without the Zoom app - you can use this when you don't have a Zoom-capable device. We don't recommend that you use this if you have an alternative available, as you will have far fewer features available to you than if you used the Zoom app itself.

- To join a meeting using only your phone:
- 1 Call 0131 460 1196. You will be greeted by an automated message from Zoom.
 - 2 Enter the meeting ID provided to you by the host of the meeting, followed by #.
 - 3 Enter the password provided to you by the host of the meeting, followed by #.
 - 4 You will be asked to enter your participant ID. Simply press #.

You should now have accessed the meeting. The meeting organiser may, as an additional security precaution, have placed you in a waiting room first. They will be notified that you are there and will have the power to admit you to the room at their discretion.

Unlike app users who have several options to do things during the meeting (see below), phone users are restricted to two commands:

COMMAND	DESCRIPTION
*6	Toggle mute/unmute
*9	Raise hand - let the host and participants know that you wish to speak

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Meeting views

When using one screen, there are two different ways that a meeting can be viewed, which will alter the experience that you have. There are additional options available when using multiple screens - contact [Michael](#) for more support with these.

Speaker view

This is the default view when you first connect. It will show you the person who the app deems to be the current speaker - this can be a little erratic but is generally based on the microphone that's picking up the most sound. The picture will switch as the conversation continues. Other participants will appear (where there is space) in the sidebar.



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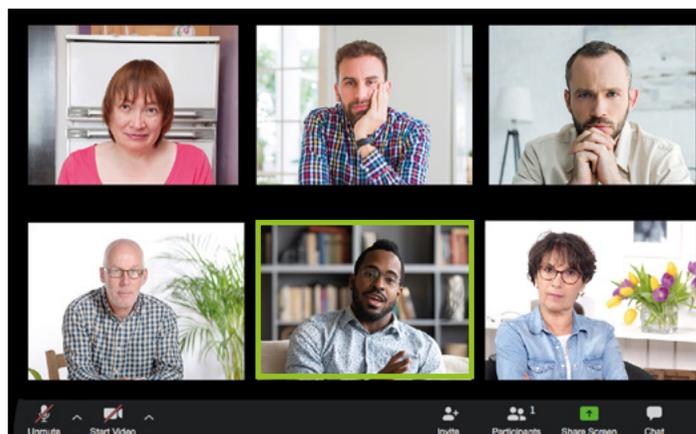
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Gallery view

You can switch to Gallery View by selecting the option in the top right-hand corner of the screen.

Gallery view allows you to see thumbnails (small video streams) of other participants in a grid pattern, up to a maximum of 49 participants. This maximum depends upon having a suitably powerful computer to manage this - a maximum of 4 - 12 thumbnails at a time is more probable.

When in Gallery View, the current speaker is highlighted with a yellow box around their thumbnail.



 Gallery View

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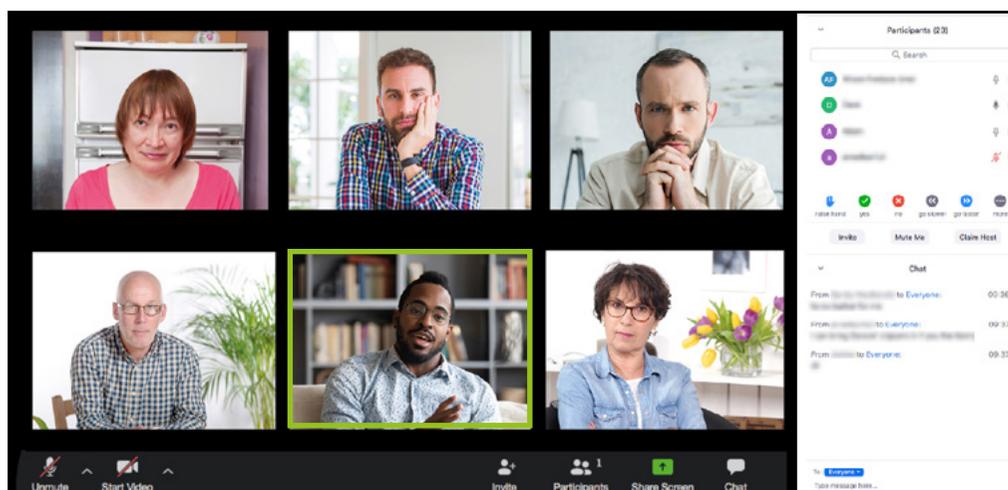
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When using one screen, there are two different ways that a meeting can be viewed, which will alter the experience that you have. There are additional options available when using multiple screens - contact [Michael](#) for more support with these.

Full screen or windowed?

You can expand Zoom to operate in full screen or use a window instead. When in full screen, the Chat and Participants settings below will appear as new windows. In windowed mode, they will appear on the right-hand sidebar.

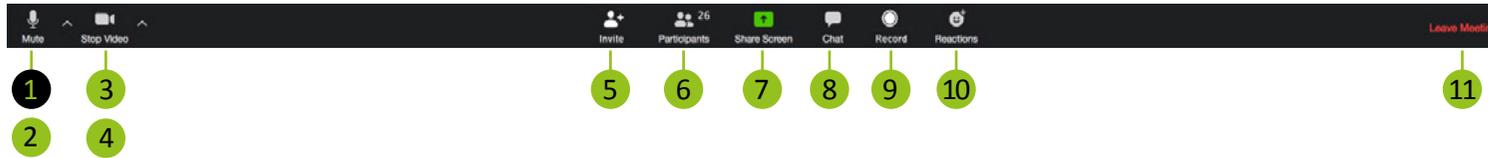
We recommend using windowed mode for the best user experience.



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Meeting controls

At the bottom of the screen you will see the main control panel. We'll look at each of these settings in turn.



1 Mute/Unmute

	WHEN THIS ICON IS SHOWING	WHEN YOU CLICK THIS ICON
	<p>Your microphone is on.</p> <p>Meeting participants can hear what you say and your surroundings.</p>	<p>Your microphone will be muted.</p>
	<p>Your microphone is muted.</p> <p>Nobody can hear what you say or your surroundings.</p>	<p>Your microphone will be unmuted.</p>

The host of the meeting may also have control of your Mute and Unmute settings. You may wish to mute your microphone on first entry into the meeting, which will give you full control over when it can be unmuted later- the meeting host will require your consent to unmute.

PLEASE NOTE

Audio and video controls are entirely independent of one another. Activating/deactivating video **does not** activate/deactivate audio, and vice-versa!

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2 Sound Settings



Beside the Unmute/Mute button, you'll see a small caret icon.

▶ If you click on this, you will see further sound options



▼ This guide won't explore the detail of these, but please be aware that this menu exists here so that it is easier for technical support to help you troubleshoot issues.

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3 Start/Stop Video

WHEN THIS ICON IS SHOWING	WHEN YOU CLICK THIS ICON
 <p>Your camera is on. Meeting participants can see you and your surroundings.</p>	<p>Your microphone will be muted.</p>
 <p>Your camera is off. Nobody can see you or your surroundings.</p>	<p>Your microphone will be unmuted.</p>

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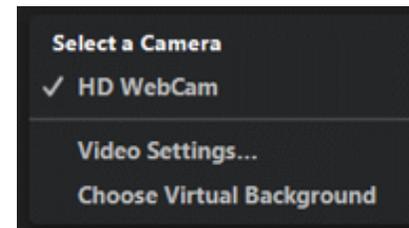
4 Video Settings



Beside the Unmute/Mute button, you'll see a small caret icon.



If you click on this, you will see further video options.

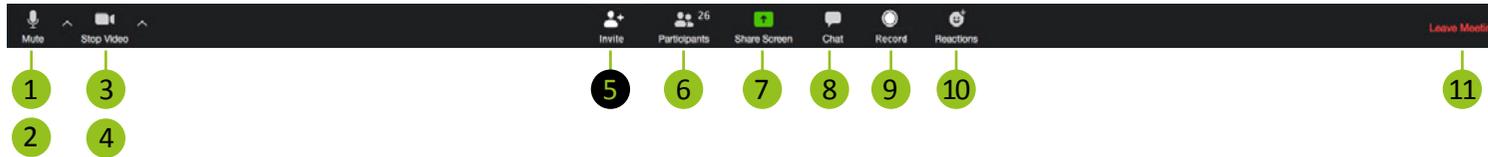


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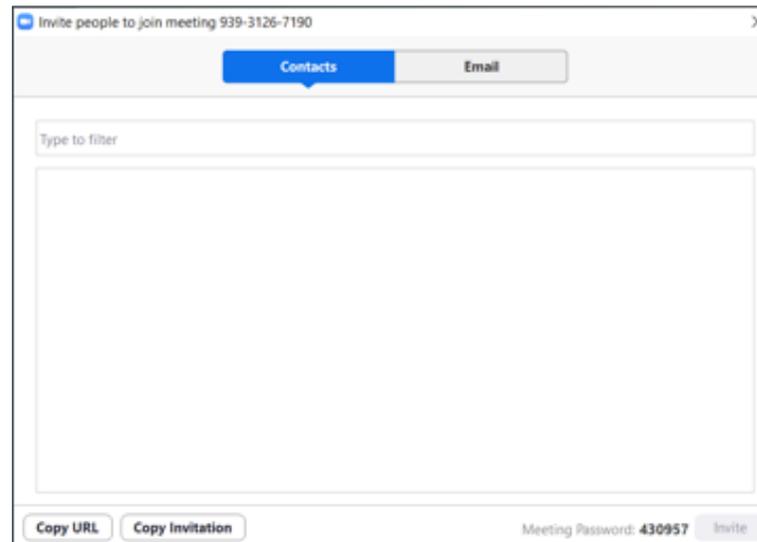
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5 Invite



You can invite additional participants to the meeting (if the meeting host hasn't disabled this feature). Select Invite, and you will see this window.

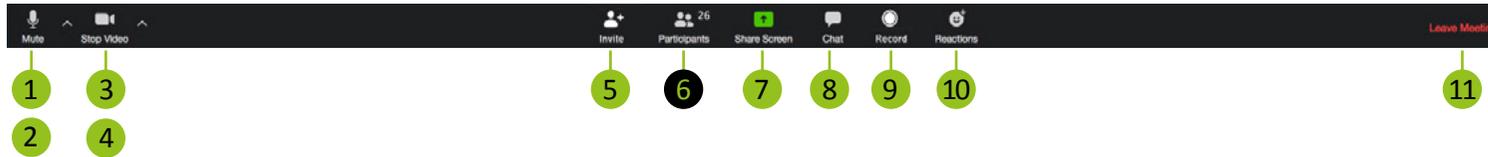


Use the Copy URL or Copy Invitations buttons to copy the details and paste them into an e-mail/Teams chat or similar.

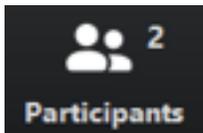
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6 Participants - Part A



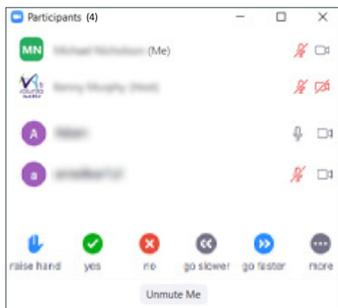
When Participants is selected, a new window will appear, or additional settings will appear in the right-hand pane (depending on your settings), showing details of everyone that is participating in (connected to) the call.

The order of participants is as follows:

- you
- the host of the meeting
- people participating by phone, with no display name (phone number only)
- unmuted participants (sorted alphabetically)
- muted participants (sorted alphabetically)

Where available, you will see the following for each participant:

- their profile picture (or their initials where a picture is unavailable)
- their display name, with an indicator to let you know if they're the host
- an icon showing whether their microphone is muted or not
- an icon showing whether their webcam is active or not.

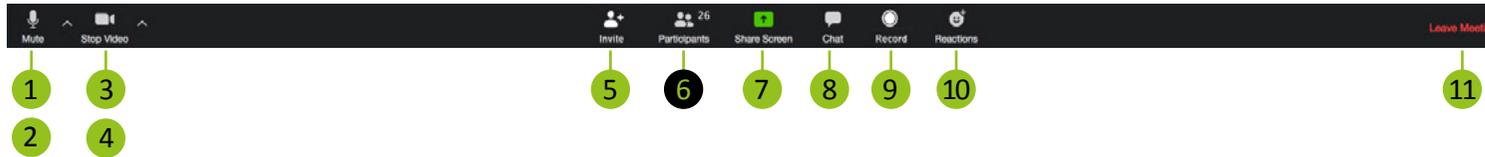


- microphone muted
- microphone active
- camera disabled
- camera active

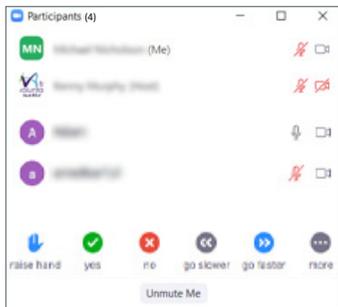
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6 Participants - Part B



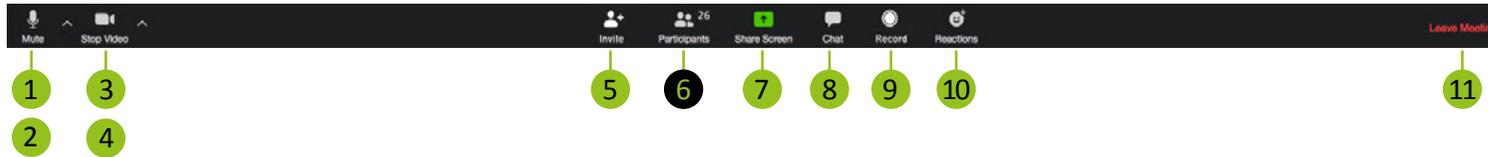
At the bottom of this pane, you will also see some additional icons (if these have been enabled by the meeting host). These are called the **Nonverbal Feedback Icons** and allow you to communicate with the host and other participants of the meeting without needing to interrupt or speak over them or add unnecessarily to the chat.

ICON	INSTRUCTION	DESCRIPTION
	Raise Hand	Advise the host/participants that you'd like to speak.
	Yes	Answer in the affirmative to a posed question.
	No	Answer in the affirmative to a posed question
	Go Slower	Ask the current speaker to slow down.
	Go Faster	Ask the current speaker to speed up.
	More	Show the other five options below.
<hr/>		
	Dislike	Express a dislike for what has been said.
	Like	Express a like for what has been said.
	Clap	Applaud what has been said (e.g. when a speaker has finished).
	Need a Break	Advise the host/participants that you need a break. If a number of people do this, it can be a good prompt for the meeting organiser to briefly adjourn.
	Away	Advise the host/participants that you have had to leave the meeting for the time being, but that you remain connected and intend to return.

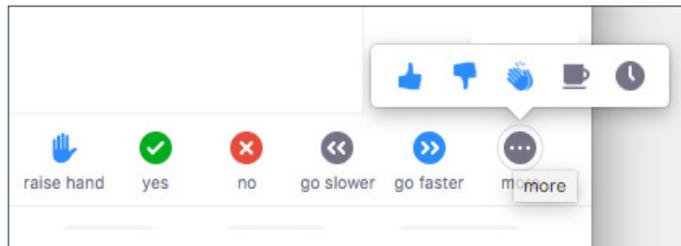
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6 Participants - Part C



When you choose one of these options, that icon is added next your name in the Participants window. Note that all participants will be able to see this icon - there is no option here for private communication.



Only one icon can appear next to your name at any point, and it will remain in place until removed by selecting the same option again (which clears icons entirely) or by selecting a different icon, which will replace it. The host can lower a raised hand, but not remove any other icons.

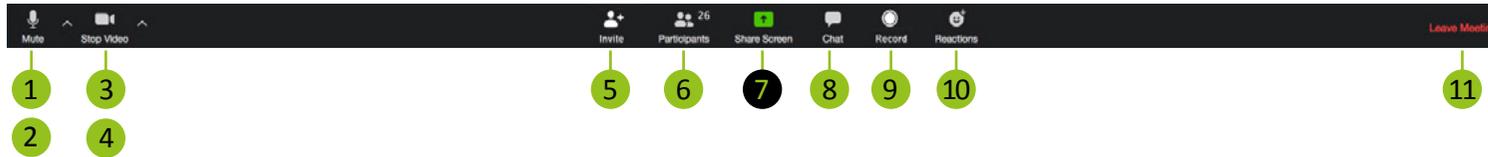
Below these options, you will also see one of the following, depending on whether you are muted or not. Simply click this button to toggle whether you are muted or not (if permitted by the host).



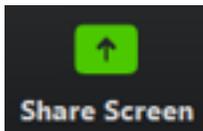
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7 Share Screen



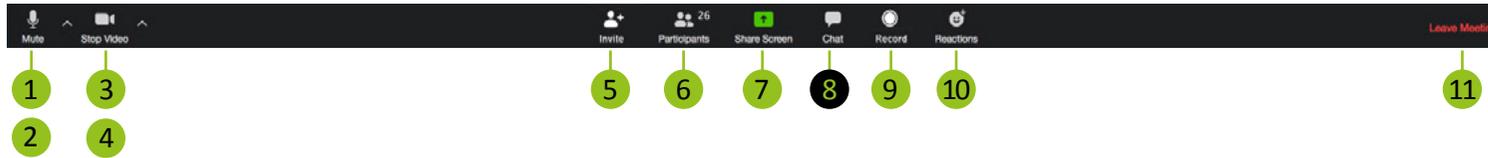
If enabled by the meeting host, this provides the opportunity for you to share your screen with all participants - this means that they will be able to see everything that you have on your screen/window.

Fife Voluntary Action does not currently allow Screen Sharing by default. If you think you will require screen sharing for a meeting, please use Teams (internal meetings) or contact [Michael](#) for support (giving good advance notice).

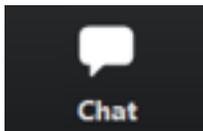
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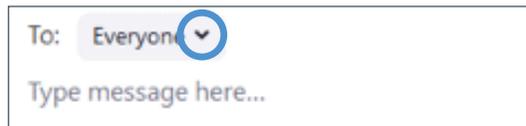


8 Chat



When Participants is selected, a new window will appear, or additional settings will appear in the right-hand pane (depending on your settings), with a chat facility. This will be familiar to you if you have used any type of instant messaging before.

You can choose to send messages to everyone in the meeting, or to one other participant only. By default, messages are sent to the whole meeting.



Select the downward caret beside “Everyone” to select an individual user to whom to send a message.

Each message sent and received will show who it was sent by and to. Be careful when replying to a private message, and ensure

you're not sending the reply to the whole meeting!



It's bad form to engage in extensive chats while the meeting is taking place- in real life, it would be like having a full-blown conversation at the back of the room. However, chats can be useful for adding quick bits of context, additional information, and the like. It can also be a good way to privately advise the host that a meeting is overrunning, or that there is another issue.

Sending private chats to other participants can be disabled by the meeting host.

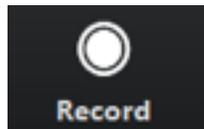
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9 Record



If this is enabled by the meeting organiser, this setting allows for meetings to be recorded.

This can be useful - for example, to allow for good minutes to be taken - but should only be done with the express consent of all participating, or it should be clear before people join the meeting that it will be recorded.

Fife Voluntary Action's default position is not to record meetings. You will be advised at the beginning of the meeting if the meeting is to be recorded and will be given an opportunity to leave before recording begins.

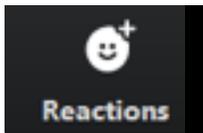
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10 Reactions



Reactions are a quick way to express approval for something that's been said without needing to speak or to add to the chat. It's a sensible way of showing that you agree with the speaker, without cutting over them by talking or flooding the chat with superfluous messages. Unlike with the non-verbal feedback icons, reactions appear directly on your picture (which gives it the personal touch) and disappear after five seconds. They should be used only for informal reactions.

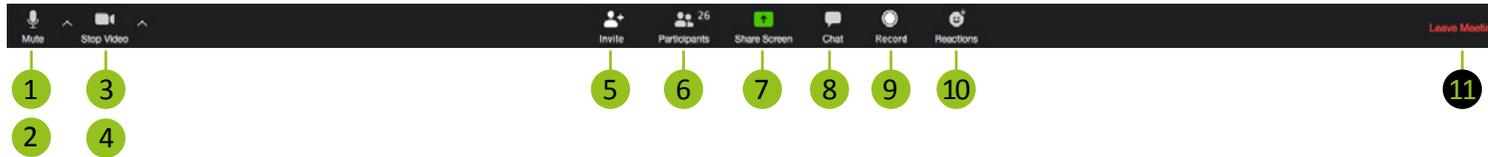
Simply select Reactions, and you will be presented with two options:

ICON	INSTRUCTION	DESCRIPTION
	Clap	Applaud what has been said (e.g. when a speaker has finished).
	Like	Express a like for what has been said.

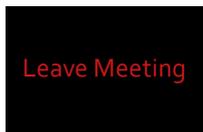
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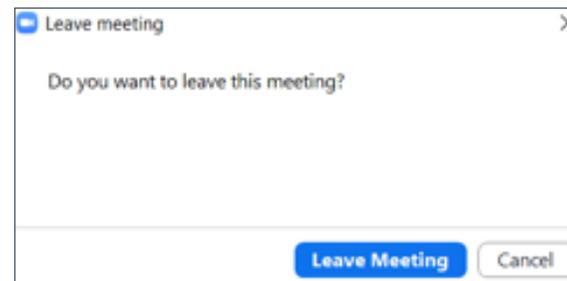


11 Leave Meeting



When you're ready to leave the meeting, simply select this option.

You'll be prompted to confirm:



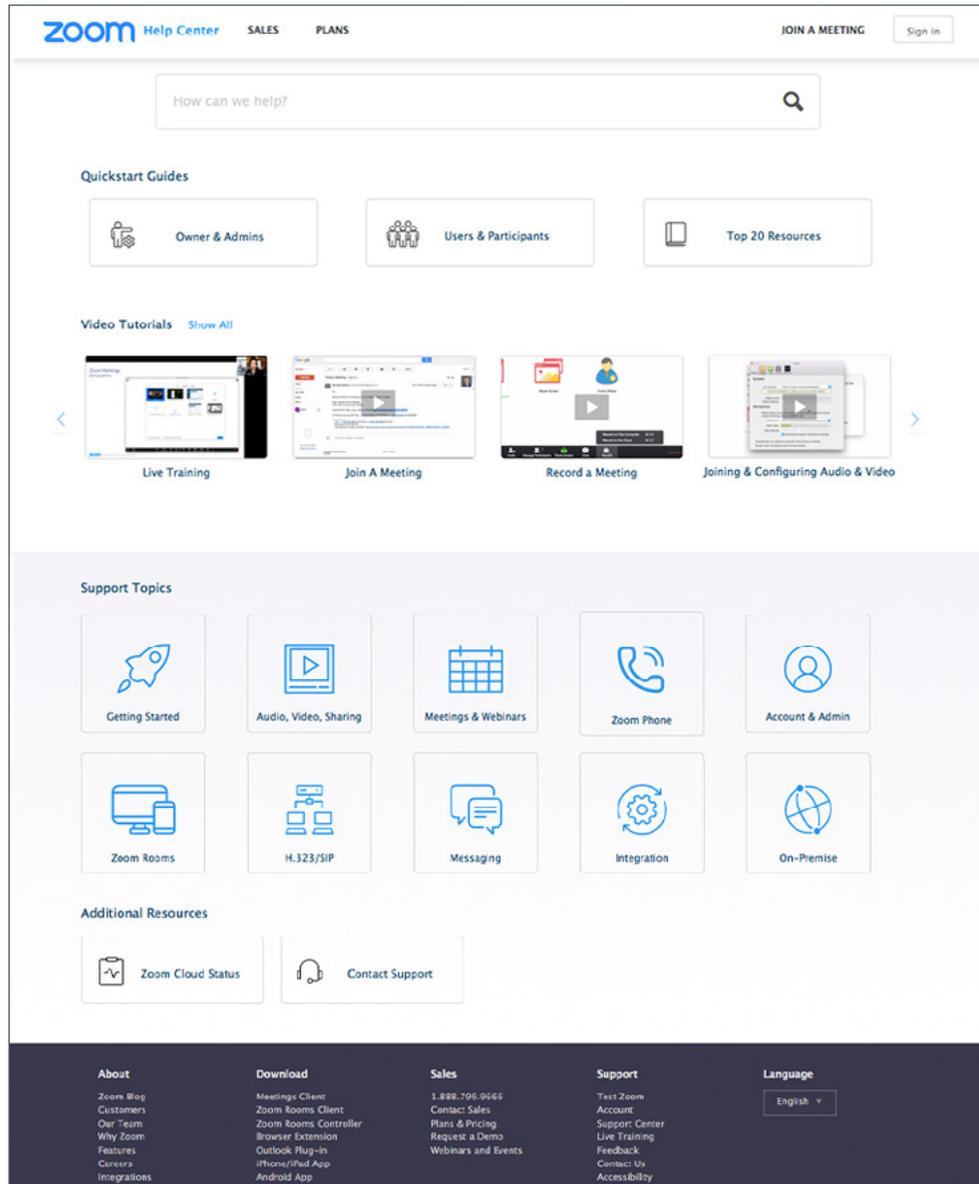
Select Leave Meeting and you'll exit.

If you leave a meeting accidentally, and it is still going on, you will be able to rejoin. Simply follow the steps above to Join a Meeting again.

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Further Support

Zoom has an extensive help centre at <https://support.zoom.us>.



If you need further support with Zoom, you please raise a ticket on the FVA Helpdesk by e-mailing support@fva.org.

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Zoom Meetings

Basics and Etiquette

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About This Section

For many people, Zoom has gone from unheard of to essential in the space of just a couple of weeks. It's a different form of communication - it's neither a face-to-face meeting, nor a phone chat- and it's certainly got its own quirks.

We've developed some basic rules and etiquette for meetings run by Fife Voluntary Action that we hope will make adjusting as easy as possible and guarantee the best possible experience for you and everyone else present.

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Before The Meeting

If you were attending a meeting in one of our offices, we'd expect you to be on time (preferably a little early), and all set and ready to go for the start time. Zoom meetings should be the same, although there are a few additional things to consider:

Consider creating a Zoom account

This is currently optional but Zoom may enforce this to improve security.

Test your equipment

You don't want to log in only to discover that nobody can see or hear you properly. Visit <https://zoom.us/test>, where you can test the quality of your video, audio and connection, to minimise the prospect of issues when you try to join.

Check your connection

Video chats use a lot of bandwidth and may not be possible (or high quality) on a slow connection. If you do have a slow connection, try to connect to the internet by ethernet (cable). If that's not possible, good quality wifi should suffice. Mobile data connections can be intermittent.

Prepare your environment

Everyone accepts that home working brings with it certain different standards, but meetings should still be professional. Try to sit in front of a neutral background, and not in front of a window (where backlighting can cause issues). Ensure that there's nothing too distracting around you; if that's not possible, consider **enabling a background**, which will hide everything other than you from the frame.

Frame yourself properly

People naturally want to be able to look you in the eye, but also see a little more than just your face. Take note of how your camera is angled, and make sure it frames your face and chest. If it's too low or high, too close or too far away, it will feel unnatural.

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Before The Meeting continued

Have some headphones ready

Depending on the connection, you may end up getting feedback if the sound from your speakers gets picked up by your microphone. Keep a pair of headphones with an external microphone to hand, so that you can quickly address this if it happens. Most basic headphones provided with phones have microphones nowadays.

Make sure you know how to connect

To access a Zoom meeting, you'll need both the meeting ID and the password.

Make sure you have both and, if possible, try to connect 10 - 15 minutes early. That way, if there are any issues, you have a chance to address them. You can always mute your audio/disable your camera until the meeting is ready to convene. We will always allow people to join meetings early.

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During The Meeting

Remember that you're on camera

Make it clear that you're paying attention and try not to do too much else - working, eating, etc. We appreciate that you might be taking notes on your PC, etc. but be conscious of the risk that it looks like you're not interested - or are simply being rude.

The host of the meeting will mute you

We can have dozens of people in meetings at any given time. In order to ensure a proper flow, we typically have the host mute all participants at the start, unmuting and re-muting as required to ensure that people get a platform to speak without being spoken over. You can also mute yourself at any time when your microphone hasn't been muted (e.g. in the minutes before the meeting begins) by clicking the option in the bottom left hand corner of the screen.

Look at the camera when speaking

If you're called on to speak, remember to look into the camera to give the impression of eye contact to the others present. It's easy to feel like you should be watching others' reactions (or yourself!) instead, but the other participants want to feel like you're talking to them directly.

When you're finished speaking, let the host know

This gives them the opportunity to mute you, or to ask for further clarification, without cutting over you.

Mute unless speaking

If you leave yourself unmuted all other participants will hear your phone ringing, dog barking, children shouting that they need the toilet, partners asking where the TV remote control is and so on!

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During The Meeting continued

Raise your hand when you want to speak

If you're on camera, you can do this physically or, whether on camera or not, you can do so using the "Raise Hand" feature in the bottom centre of your screen.

Ask questions in the chat facility - but don't have secondary meetings

Think about how annoying it is in a real-life meeting when people have a discussion over your own. The chat facility allows you to ask questions of the host or other participants and should be used liberally where this is appropriate. However, if a question is just for one person, and not for the room, direct it towards them individually. It keeps the chat window clear for group-level questions and discussions.

Be ready to share your screen

One of the best features of Zoom is the ability to show people what's on your screen. This might be useful when you want to highlight parts of a document or presentation, for example. If there's a chance that you might be called upon to share your screen, make sure you've got the relevant files ready to go. And make sure there's nothing on your screen that others shouldn't see!

And lastly . . . be forgiving. On us and on yourself

We're adjusting to this way of working as much as everyone else, and we may get things wrong from time to time. We'll be patient with you, and we ask for the same in return.

If you have any feedback about FVA meetings hosted in Zoom, please contact the person who hosted the meeting or, if you can't or don't wish to do so, you can contact: [Michael Nicholson](mailto:Michael.Nicholson@fva.org), Business Analyst, support@fva.org

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