

# Zoom Meetings

## Step-by-step guide for "Tech Operators"

v1.2 Refer to separate guides for "Leaders" & "Participants" & "Advanced Users"



### Same Same but Different

An online meeting is “same same but different” than a normal, in person meeting. **"Same Same"** because we can do most of the things we do normally – *Talks, Prayer, Spiritual Gifts, Open/Closing in Prayer, Testimonies, Baptisms etc.* **"Different"** because some of the ways we make these happen will change.

*These instructions are designed for small-medium type gatherings (ie House meetings, Prayer meetings, of typically 3-30 connections (ie number of locations actually dialed in). Some of the recommendations in here about the operation of a meeting may not work for large groups where you may have 50-100+ connections)*

### Leader or Tech Operator?

You can't really do both. To make it work smoothly when you've got a crowd attending, you really need 2 roles for a Zoom meeting. You will work together as a team!

**LEADER/MC.** This is the person who normally runs the meeting. They might be a House leader, an Area Leader etc and would normally focus on the elements of the meeting just like it was done in person. They ask for testimonies, give the talk (or hand over to someone who will), lead the prayer time etc.

**TECH OPERATOR** – You are the person who operates the Zoom Meeting / technology, to allow the Leader to run/MC the meeting. You set it up, allow people to join the meeting, mutes/ un-mute microphones, answer questions via chat from people online etc. You have the control!

This guide is intended for Tech Operators. If you are are a Leader, refer to **"Step-by-Step guide for Leaders"**

### Getting Started

*What do you need to get started?*



**A Zoom Account.** Zoom is popular among our worldwide fellowships and is a Cloud-based videoconferencing platform. It has all the usual features you might expect – video, voice, screen sharing.....with some great features that work well for our meetings. It will allow you to be a Co-Host and control most elements of the meeting.



**A Device.** You can use any, internet connected device that has a camera & microphone. It is important though that you position your device **camera** so that it is pointed at you (& make sure you don't point towards a window, or a light). You also need to be close to the **microphone** so people can hear you. **Laptops & Computers** work better than phones for this reason – plus it will be easier for you to control the meeting



**Good Internet.** This is important so that people can see & hear you clearly. You can use your **NBN / Broadband / WiFi** at home, or your smartphone/tablet that uses **Mobile 4G**. **Zoomers beware** – if you are using your mobile 4G service which has limited data, you might run out. How much you will use will depend on the quality of your Zoom calls (between 0.45GB per hour up to 1.20GB p.h.)



**Good Looks.** Nope, you don't need good looks! Phew! Fortunately we don't need to look any better than we do in person. What is important is that you treat a **Zoom meeting like a normal meeting**. If you normally wear a Suit & Tie, then do that. If you're a Jeans & Shirt person, or you normally wear a dress, then do that. Don't change it.



**Your Patience.** You play a very important role in the smooth running of the meeting. Things may go wrong, people may struggle with understanding the technology, they may "chat" you with a lot of questions. Your **patient, calm manner** will make the **world of difference** in helping our people have a great experience.





## 1. Sign up for Zoom



If your Leader has signed up for a **Pro** license (currently AUD\$23.09 per month), then you will only need a **Basic** license (Free!). The Basic (free) service is limited to 40mins per meeting as a host, so it is important the Leader's account is used to setup meetings. He will allow you to control the meeting as a Co-Host. You can sign up here [www.zoom.us](http://www.zoom.us) - have your email handy.

## 2. Set up Zoom on your Device





Zoom meetings can be setup and run from either a web browser [www.zoom.us](http://www.zoom.us) or download the Zoom app for your phone, tablet, laptop or Computer by going to [www.zoom.us/download](http://www.zoom.us/download) (or from the Apple App Store or Google Play Store (ie Samsung etc)).


Once you have downloaded, you will need to login with the Username and Password that you used to sign up for an account.

*Which is the best device to Tech Operate a meeting from?*



On your **Phone/Tablet** go to Settings , find "**Meetings**":

- "**Auto-Connect to Audio**" - this should be "Use Internet"
- "**Always Show Meeting Controls**" - this should be 
- "**Safe Driving Mode**" - this should be  (this sometimes stops the audio from working - please never use Zoom while you are driving).

**Using a Computer?**, in Zoom, go to **Settings**  then **Audio**, make sure "**Automatically Join Audio By Computer when joining a meeting**" is ticked

## 3. Security - the Important Stuff



**DO NOT** miss this step.

All meetings will be "**Password**" protected and will utilise the "**Waiting Room**" feature.

If you are **asked by your Leader** to set up his account, you **MUST** go and read the "**Step-by-Step Guide for Leaders**" **BEFORE** reading any further.



**IF YOU DON'T DO THIS NOW, ALL HIS MEETINGS WILL FAIL !**

If you have any concerns about this, please reach out to your local Leader or support person.



## 4. Setting up Regular Meetings

Your **Leader** is likely to set up the regular meetings from his Pro account.

If he needs you to do this for him, please go and read "**Step-by-Step Guide for Leaders**" for the instructions you need to follow.

## 5. Ready, Set...

OK...you've done all the hard work getting set up...there's just a couple more things you need to do **before you operate your 1st meeting**.

### **Have a good play around yourself**

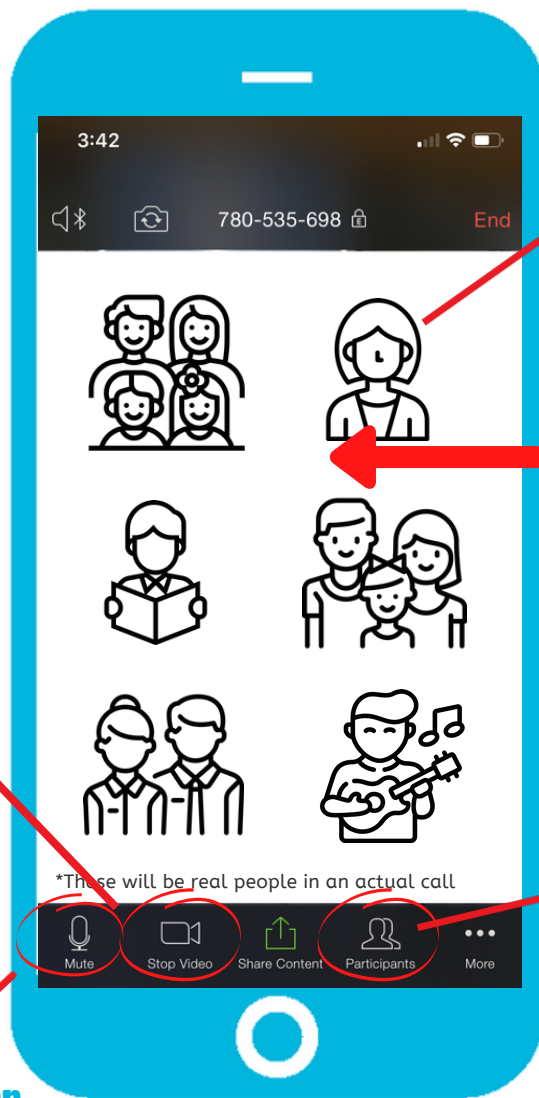
Do some **test calls** with your Leader, or other leaders (try & get at least 3 or 4 different people in the call). **Try stuff. Learn** how muting works, how the Waiting Room works etc. It's far better to try things in a test call, than it is to do it in a live meeting. People come to meetings to be encouraged, uplifted & ministered to....they don't want to be your guinea pigs for every little thing you want to try for the 1st time on the night.





## What will it look like when you're using A Phone / Tablet?

Here's some of the general things you will use when you participate in a meeting.



Keep your **camera on** during the meeting, but if for any reason you need to turn it off, this is the place. It will have a line through it if "off"

You will see the other people on screen, and they will see you - **just like an actual meeting** in person. No different - wow!

Swiping from "right" to "left" on your touchscreen will bring up everyone in the call - otherwise you will only see the person speaking.

Clicking "Participants" will show you the **names** of who else is in the meeting.

This is where you can also send "**Chat**" messages

### The MOST IMPORTANT button

It turns your **microphone** on & off - you will use this more than any other



**OFF** - no one can hear you



**ON** - everyone can hear you

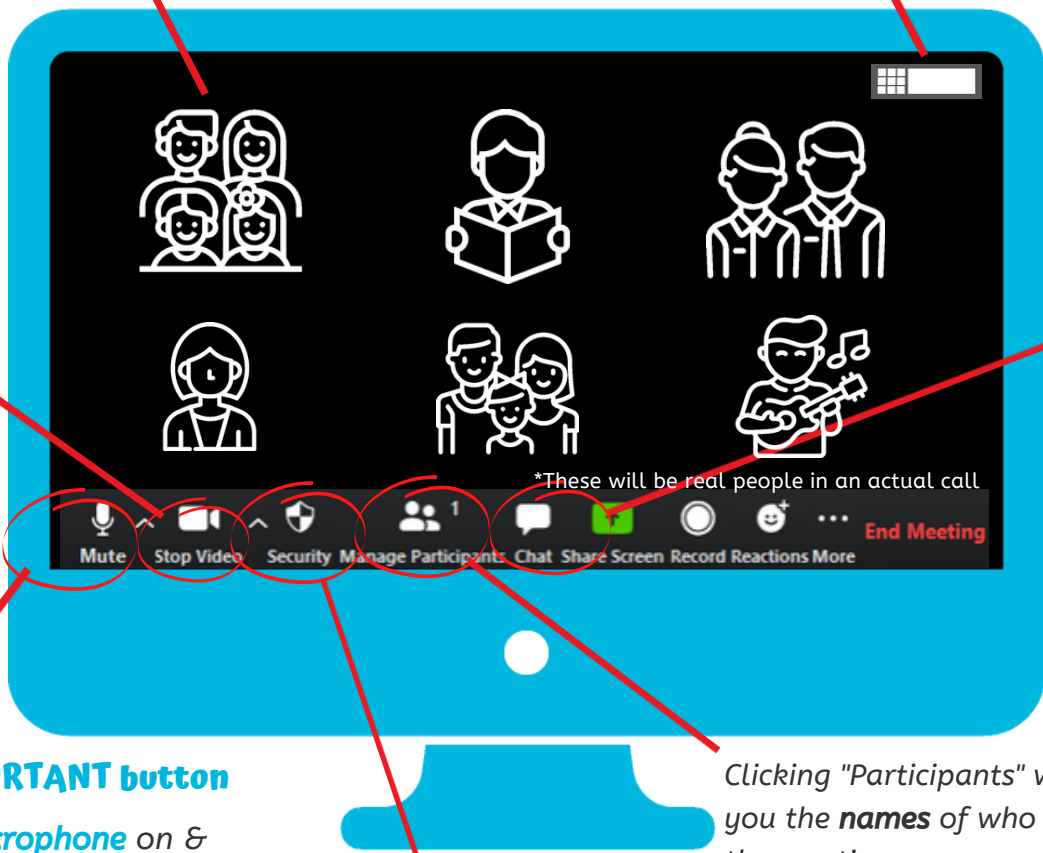
## What will it look like when you're using a Laptop or Computer?

Here's some of the general things you will use when you participate in a meeting.

You will see the other people on screen, and they will see you - **just like an actual meeting** in person. No different - wow!

There will be some buttons at the top of the screen where you can **change the layout** of how many people you can see on screen (try it out during the call!)

Keep your **camera on** during the meeting, but if for any reason you need to turn it off, this is the place. It will have a line through it if "off"



This is where you can also send "**Chat**" messages

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Clicking "Participants" will show you the **names** of who else is in the meeting.

**Security** provides you with the ability to change your meeting security settings during a call. You should **NOT** need to do this if you have applied the right settings to your Profile (see further in this document). Do not "Lock" the meeting after it has started, as you will deny the ability for your people to join if they come late.



### Some device tips.

- If you're using a phone/tablet, put it in a stand / cradle etc. If you hold it in your hand the whole time, even the slight movement of your hand might make people at the other end seasick!
- Don't sit with your back against a window - your computer /laptop / phone / tablet camera doesn't like the light that comes in through the window.
- **Make sure it is charged or plugged in !**



## The Waiting Room + Passwords



This is one of the **KEY** functions that you will operate - it is an **important security** element to our meetings.

Think of it like a physical venue. You're standing in the foyer of your Church Hall & as people arrive, **you** decide whether to let them into the main hall. If they are "**unwanted**" guests, you don't let them in. There are many cases around the world where people aren't using this feature & unknown guests are "dropping" into Zoom meetings & showing "**not so wholesome**" things on the screen for all to see. We do not want to subject our people to this.

We have asked our leaders to set up a message for their waiting room similar to this:

**Please wait, the meeting host will let you in soon.**



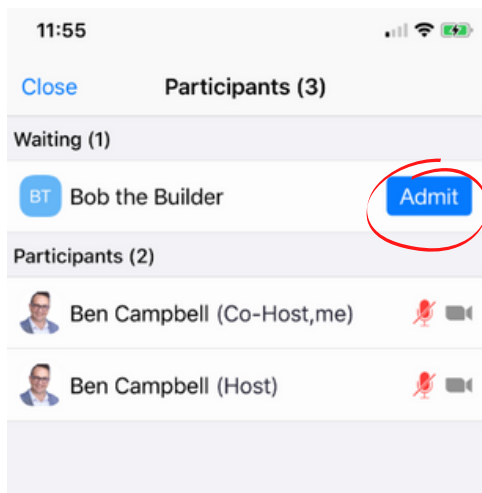
TEST Meeting

Welcome to our Aberfoyle Park Revival Fellowship online meeting. Please let us know your name & location via the chat panel. Our operator will bring you into the meeting shortly.

If you are new to our meeting, welcome! We look forward to you observing our meeting & chatting to you afterwards. God bless!

We have also asked Leaders to use a Password for their meetings - they have the ability to embed the password in the meeting link they send to people so they can click & join (without needing to enter it). If they are listing their meeting on a website, calendar or other public site, the setting "*Embed Password in meeting link for one-click join*" **MUST** be turned OFF for any links that you post publicly (see Security in the "**Leaders Guide**").

**DO NOT**, under any circumstances, publish a **PASSWORD on the internet** (whether on a website, social media, Facebook page etc.)



### Letting people in using your Phone or Tablet

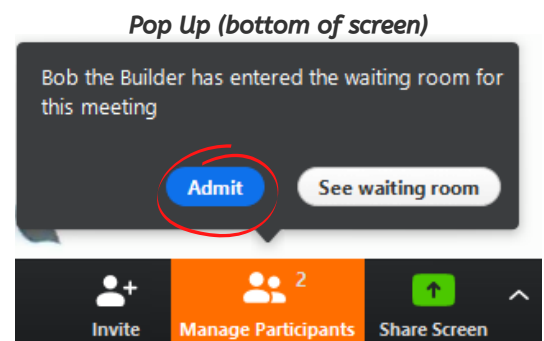
Select "*Participants*" from the bottom of your screen & you will be presented with a list of who is "Waiting" to be let in, & who has already been let in (Participants). Click "**Admit**" if you want to let those who are waiting come in.

You will constantly need to go back/forth between the Meeting & Participants screen to make sure you let everyone in. On a computer you will be able to have the meeting & participants on the one screen.

### Letting people in using your Laptop or Computer

It is **much** easier to manage a meeting with computer or laptop.

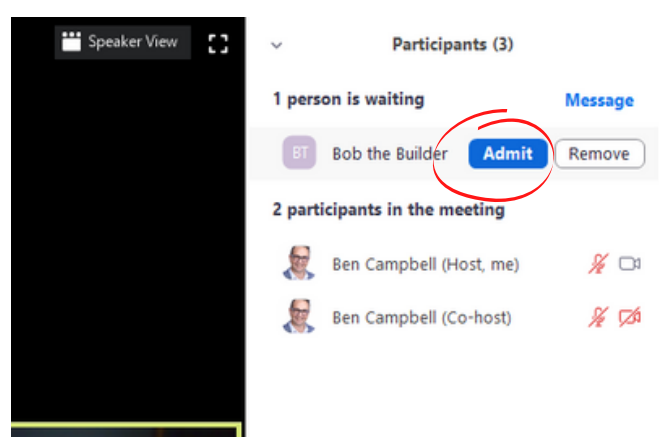
As people arrive in the waiting room, a pop-up will appear at the bottom of the screen. You can admit people directly from here, or click "see waiting room"



It is **best** to click "**Manage Participants**", which will provide a side panel showing people who are in the meeting, and those waiting - just hover over their name to bring up the "Admit" button.

You should leave Panel this up for the entire meeting, as you can Mute, Un-Mute, Chat etc from this panel.

Manage Participants Panel (right of screen)



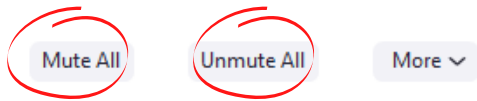
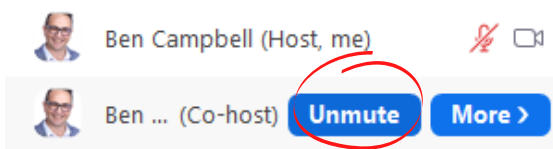


## 6. "Operating" the meeting



Once people are in the meeting, there are a few key things you need to be able to do to make it run smoothly. All of the functions below are available from the [Participants Panel](#).

2 participants in the meeting



### Muting / Un-Muting their Microphone

Hover over the person you want to Mute or Un-mute (on their end, it's called turning their mic Off or On)

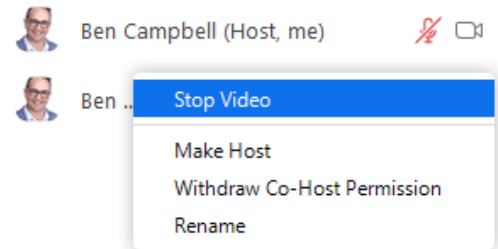
You can also do this for All Participants from the bottom of the Participants Panel

### Stopping / Starting their Video

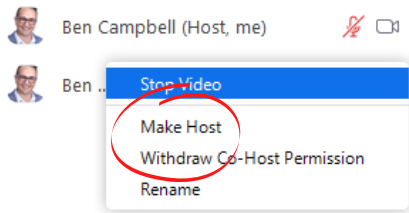
From the same place, you can stop their video (maybe they've forgotten their on video and taken their phone with them to the...well, let's just say somewhere we don't need to go)

You can also request to start their video - a popup will appear at their end for them to confirm.

2 participants in the meeting



2 participants in the meeting



### Setting a Host or Co-Host for Presentation

Same as above, hover of the participant to make them a Co-Host. If someone is doing a presentation, you will need to make them a Co-Host to do this (we have turned off screen sharing for everyone but Hosts & Co-Hosts)

## 7. GO !!!!!

*Done. You're all set. Time to do the meeting thing.*



### Start the Zoom call early...but the meeting on time.

This allows people time to dial in, have a chat with each other before the meeting starts (& saints love to chat!)

**At least 15 mins early**...more if you can. Your leader will need to make you a **Co-Host straight away**, so you can let people in from the Waiting Room as they arrive.

At your **regular start time**, your leader will commence your choruses as per normal.

### Choruses



Interesting times ahead here. You will find that if everyone's microphone is on, then what they will all hear will be out of time with each other (this is due to the slight delays between locations, speeds etc - it's called *latency*).

**Suggestion 1:** Have a chorus leader who can sing.

**Suggestion 2:** If they have music as well (instrument or recorded), perfect.

**Suggestion 3:** When asking for choruses, people need to turn on their mic to ask for a chorus.

**Suggestion 4:** As the Chorus Leader counts in, you need to make sure all mics are on mute, except for the Chorus Leader.

**Suggestion 5:** Others - Pre-recorded Choruses? Show the Chorus words using <http://revivalapps.com/choruses/>

*Note: You may need to adjust the audio settings on the device where the music is being played to stop Zoom lowering the volume of the music (ONLY do this if/when you are playing music - these settings are designed to maximise the quality of your voice being transmitted).*

*On the computer App of the person playing the music (not avail on Phone App), go to **Home > Settings > Audio**. Set microphone volume almost but not quite at full & un-check "automatically adjust volume". (You may need to adjust, keep an eye on it).*

**Click on Advanced**, make sure:

- Enable "Show in-meeting option to "Enable Original Sound" from microphone".
- Disable "Suppress Persistent Background Noise"
- Disable "Suppress Intermittent Persistent Background Noise"
- "Echo cancellation" is Auto



## Testimonies

The person giving the testimony should be able to un-mute their microphone themselves (you can do it for them if not), and place everyone else on Mute (if they're not already).



## Opening in Prayer / Prayer Requests



You have a few options for Prayer Requests. **Suggestion 1:** People turn on their mic when they want to ask for a prayer request. **Suggestion 2:** They put their request in the Chat during the choruses & you read these out.

Your leader may also ask for someone to open in prayer, just like normal. It's nice to have everyone's mics on while they're praying (if you have someone who is noisy while someone is opening in prayer, you may need to mute their - or everyone's - mics while the person is praying).

## The Spiritual Gifts

There's a couple of suggestions here, depending on your numbers, how quiet people can be etc. **Suggestion 1.** Same as prayer, everyone un-mutes their mic at the beginning of the gifts (some may need to mute/be muted based on their noisy environments). Similar to a usual meeting, people need to be a little more conscious about others who have started operating a gift. If two start & neither stop, the Tech Operator can mute one. **Suggestion 2.** Everyone is muted and the person un-mutes themselves if they are about to operate a gift.



## The Talk

Pretty straight forward. Whomever is giving the talk should have their mic un-muted, while all others are muted. A presentation can even be done (via Share screen by the Presenter). You will need to make the person presenting a "co-host". They might also send you the presentation in advance and have you present it while they talk.

If you are doing a presentation for the 1st time, make sure you have tested this well in advance & all your other apps/programs are closed on your computer.

## Prayer Time

At this time, mics should be un-muted, and all can pray in the Spirit like you might normally do in a housemeeting.



## Announcements

Run these like you would normally do, with everyone's mic on so they can ask questions, chime in with other announcements if needed

## Closing in Prayer

At this time, all mics should be un-muted. Your leader will ask for someone to close in prayer, just like normal.



## Leave the call up for 15 mins

If you leave the call open for a while, you might find your folk would like to spend some time chatting with each other. This won't be everyone, just like in real life if everyone starts talking at once it will be noisy jumble...but give it a try!

## Break Out Rooms

Coming soon to a Zoom Room near you...stay tuned for details.



Record

## Recording

While our "Hall style" meetings are recorded, our House Meetings, Prayer Meetings, Bible Studies and other small gatherings are **NOT to be recorded** under any circumstances.

# Congratulations!

## You've just run your 1st Zoom Meeting

