# CHAS ECHO Clinics

## IT & Zoom User Guide

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### Context

The CHAS ECHO Clinics join ECHO sessions via ‘Zoom’ which is a free and easy to use video conferencing software. The ECHO Lead and the ECHO IT and Administrator will host the session at the CHAS ‘hub’ and the other members of the Network join the session as ‘spoke’ participants virtually from a location of their choice.

### Equipment

1. Ensure you have ample Internet bandwidth for high speed and quality network connection.

* Check your bandwidth using one of the online services such as [SpeedTest.net](https://www.speedtest.net/). To achieve the best performance, we recommend a minimum of 1.5Mb/s upload and download per device. What equipment do I need?

1. Decide on which device you will be joining the meeting from.

* As a minimum you need a device with a camera, microphone, and speakers.
* Depending on numbers at the spoke.
* If only one or two then most modern handheld device with speakers and microphones will be able to connect to the hub via zoom.
* A laptop or PC with a camera and speakers
* A laptop with a web cam and a pair of headphones and microphone
* If it is likely that a group of more than three will be using the spoke consistently then consider a bigger screen and a camera with a wider field of vision.

### Installing Zoom

*If using a work device, Software installation must be authorised and supported by your IT team.*

1. Download Zoom from <https://zoom.us/download>

* Select the Download button if the download does not start automatically.
* Select Run
* Zoom will install, and when complete will open.
* Zoom has now been installed and a shortcut added to your Start Menu (Windows).

### Testing Zoom

1. If required request a Zoom meeting test session with our IT support by contacting [amyryan@chas.org.uk](mailto:amyryan@chas.org.uk)
2. Test Zoom by yourself, anytime, anywhere.

* If Zoom is not currently open, load Zoom from the Start Menu (Windows) or from your shortcut.
* Select **Join a Meeting**
* Type zoomtest for the **Meeting ID**, and type your full name for your **Screen Name**
* When you join the meeting, you may be asked to **Join Audio Conference by Computer**. Select the button to enter the meeting.

1. Test your own microphone and speakers:

* The settings for the audio and video are found in the bottom left of Zoom. The up-arrow (caret) next to **Mute** contains the audio settings, and the up-arrow next to **Stop Video** contains the video settings.
* Select **Audio Options...** from within the up-arrow menu next to **Mute**
* Instead of selecting the red **Leave Computer Audio** button, select the blue text underneath - **Test Computer Mic and Speakers**.
* Select **Test Speaker** to make sure your speakers are working. Make sure the correct speakers are chosen in the adjacent drop down box.
* Select **Test Mic**, and speak at a normal volume. Select the button again to hear your mic. Make sure the correct microphone is selected in the adjacent drop-down.
* We recommend that the two options below are checked/ticked
  + **Automatically join audio by computer when joining a meeting**
  + **Always mute microphone when joining meeting**.

1. Test your own webcam/video connection

* Select **Video Settings...** from within the up-arrow menu next to **Stop Video**
* Ensure that the correct camera is selected in the drop-down.

### Joining a Zoom Meeting

Before joining a Zoom meeting, please let your IT team aware so that they can be on hand if required.

1. Joining with a ‘meeting ID’

* You will be sent an invitation for each meeting which will clearly reference a unique Meeting ID, typically a 9 digit number.
* If Zoom is not currently open, load Zoom from the Start Menu (Windows) or from your shortcut.
* Select **Join a Meeting**
* Type the Meeting ID you received in your invitation into the **Meeting ID** field.
* Type your full name into the **screen name** field if it has not been remembered by Zoom.
* Select **Join** to join the meeting.

1. Joining with a URL link

* If your meeting invitation contains a URL link, make sure you are not within a ‘remote desktop/server’, if you are, copy the link into the internet browser in your personal desktop and press enter.
* If you are in your personal desktop, click on the link and Zoom will automatically load and you will be entered into the meeting.

1. Join by telephone only

* Sometimes it may be necessary to join by telephone should you experience issues with your audio connection which cannot be rectified during the Zoom meeting or when you do not have access to a device with Zoom or a microphone installed.
* To join, dial (+44) 20 3051 2874
* You will be prompted to enter the meeting ID - the nine digit ID provided to you by the host, followed by **#**
* You will be prompted to enter your unique participant ID. This only applies if you have joined on the computer or mobile device. Press **#** to skip.

1. When in the meeting…During the meeting

* When you first join the meeting your microphone should be automatically muted. Muting and unmuting your microphone can easily be done by selecting **Mute** in the bottom left corner of Zoom. When a red line is showing through the microphone icon it means you are muted.
* Background noise is a big problem with video conferencing. Ensure you are in a private space away from noise, and ensure your microphone is muted when you are not talking.
* Refrain from ruffling papers anywhere near a microphone/laptop/webcam.

### Further support

* If you experience any issues during the zoom meeting, please use the chat box (featured in the toolbar to the bottom of your screen) to send a private message to the Admin/IT support who will try and guide you through your issue during the meeting.
* Further support and training guides can be found on the [Zoom website](https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions). The website covers every aspect of the Zoom application and offers free training.
* Zoom has published a plethora of useful [YouTube guides](https://www.youtube.com/playlist?list=PLKpRxBfeD1kEM_I1lId3N_Xl77fKDzSXe&disable_polymer=true).