# ZOOM NAVIGATION GUIDE

The Dance4Life Experience takes place online for the first time this year and we´re going to use the web-based video conferencing tool Zoom. Zoom allows users to meet online, with or without video. This navigation guide outlines how to use the main features, so please read this beforehand if you´re not yet familiar with Zoom. You can also refer to this document in case you have questions. We will also give you instructions during the event itself for some of the features we will be using, such as break-out rooms and the interpretation option.

What you need to join a meeting:

/ An internet connected computer, laptop, or device.

/ A headset or ear buds (if you're participating with a laptop).

/ A phone (if you're unable to receive audio via your computer, laptop, or device). However, it is highly recommended to use your computer, if it is possible, to experience better the online sessions.

/ Zoom is compatible with Windows, Mac, Linux, iOS, and Android. The layout will be slightly different depending on whether you are on desktop or mobile.

/ Find the Zoom log-in details that will be send to your private email account a few days before the event starts.

/ Either copy and paste the link shared in the email in your web browser or if that doesn´t work go to https://zoom.us/, click on ´**Join a meeting**´ and then enter the Meeting ID number and the meeting passcode shared in the same email to start the meeting.
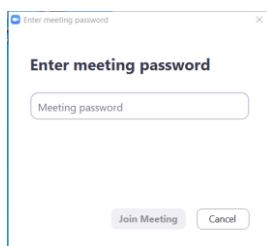

/ Click on **Join with Computer Audio**.

BEFORE THE ZOOM CALL

/ Please note that you will first enter a virtual waiting room, an extra security measure that we're taking to ensure only invited participants join the meeting. You don't have to do anything when you're in the waiting room, the host will let you in as soon as possible.

/ Your microphone will be muted upon entering the session, however you can unmute yourself when you want to speak.

/ To avoid background noise please keep your microphone muted throughout the session, unless you´re speaking of course.

/ Try to be in a quiet place, if it is possible, so that you can focus on the sessions and not get distracted.

/ It is highly recommended to keep the webcam on so all participants can see your face and have a better interaction with each other in the breakout rooms or during presentations. Of course, when your internet connection is not stable or you want to switch off the camera for personal reasons, you can also do that.

DURING THE ZOOM CALL

The Zoom menu bar

The Zoom menu bar appears at the bottom of the 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 disappears after a few seconds when in full screen mode). Below you can find a description of the settings in the order they appear on the menu bar.
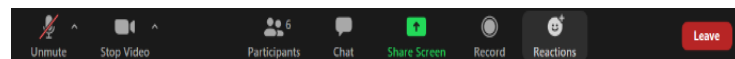
1. As a participant you can mute/ unmute your audio

2. Switch on/off your video

3. View a list of participants

4. During the sessions sometimes we're going to ask input in the chat and you can write your answer in the chat box (select send to **all participants**). There is also the possibility to send a message to one person
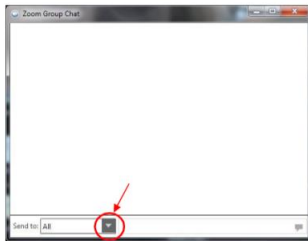
(private chat) when you have a question about technical issues (you can reach out to the technical team). Type a message and press "Enter" on your keyboard to send. Messages are sent to all participants by default. You can message an individual participant via private chat by clicking on the drop down menu, and selecting an individual's name.

5. **Share screen** is usually a setting that only the host and co-host can use.

6. **Record** is a setting activated by the host.

7. Zoom offers two **reaction** icons that you can use during a meeting: hands clap and thumbs up. Tap on the icon at the bottom left of the screen. Select a reaction. Feel free to use this whenever it seems appropriate to you.

8. Click on **Leave the meeting** when you want to end the video call.

How to see other people

/ **Gallery** view is a feature in Zoom which lets you view multiple participants in a grid pattern, which expands and contracts as participants join and leave the meeting depending on the number of participants in the meeting and the device you are using. You can find this option by clicking **View** in the top- right corner of the Zoom screen and then choose **Gallery**. This option impacts how you view the meeting, and not how others view it.
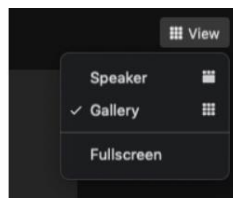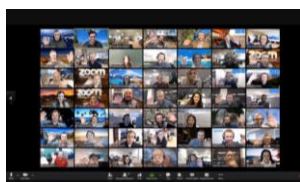
/ **Speaker** option displays a large view of the person currently speaking, with a smaller thumbnail of the previous speaker as a picture-within-picture.

Breakout rooms

/ **Breakout rooms** allow the host to split the Zoom meeting into separate sessions for small group discussion and then bring those sessions back together to resume the large group meeting. To enter a breakout room you need to accept your host's invitation to join a specific room. This tab will only pop up in your screen when the host invites you. If that happens you can click on the **Join the meeting** button**.** We will mention this again when it happens during the meeting.

Language Interpretation

/ **On day 3 and 4** (Wednesday 28 October and Thursday 29 October) there will be interpretation into Russian. By offering Russian interpretation we allow franchisees from Eastern Europe and Central Asia to invite more participants as well.

/ **Language interpretation** enables all participants to select the language of their choice. On these two days, a live interpreter will be present and participants can select either the English or the Russian audio channel. Depending on the channel you choose, you will hear the content in one of these languages. So, either the moderators and presenters – who will speak in English – or the interpreter – who will translate what is being said to Russian.

/ All participants are required to select a channel, even if you don´t need translation to Russian. Please read below how to do that. We will mention this again at the beginning of the meeting.
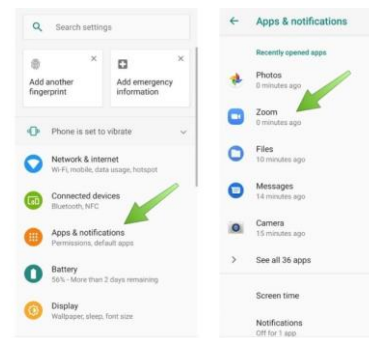

/ On the Zoom menu bar, click **interpretation**.

/ Click the language that you would like to hear.

/ The setting **Mute original audio** allows to activate or deactivate the feature enabling overlay of interpretation on a background original sound. This feature creates an impression of simultaneous interpretation with physical presence in the audience when a participant of the meeting can listen to the interpreter in earphones and hear the speaker's voice on the background as well. In most cases, we advise to deactivate this function because when both

channels are broadcasted in the same earphones it can result in quick tiredness.

Some tips:

/ We discourage people to get connected to a local landline because interpretation options are not available and then they hear two audios at the same time.

/ If people are joining from a phone, they need to do so using the app, and find the interpretation options by clicking on ´more´.

/ Every participant should download the latest version of Zoom before joining the call.

TROUBLESHOOTING GUIDE

Testing audio

/ After joining or starting a meeting, click **Join audio by computer** to connect your computer's speaker and microphone to the Zoom Meeting. If using your computer's speaker and microphone is your preferred audio method, check the option **Automatically join audio by computer when joining a meeting.**

/ You can test your audio connection before joining by clicking the "**Test computer mic & speakers**" link. The audio preferences will open.

How to fix Zoom microphone problems on Android and iPhone

/ The first thing you'll want to do is make sure that you have granted Zoom permission to access and use your device's microphone:

1. Open the Settings app.

2. Tap on **Apps & notifications.**

3. Tap on the **Zoom** app.

Source: Jeremy Johnson / Android Central

4. Tap on **Permissions**.

5. Tap the **Microphone** toggle to allow Zoom to use the device's microphone.

If you're still having problems, let's take a look at the settings within the app.
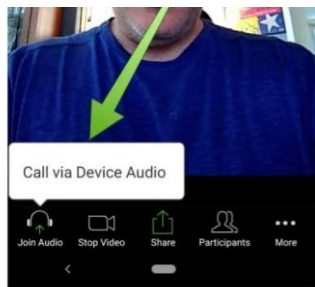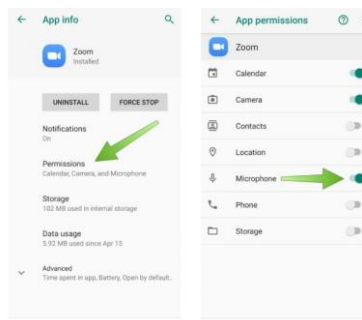
1. Before you join a call, tap on the **Settings** icon in the bottom left corner.

2. Tap on **Meeting**.

3. Tap **Always mute my microphone** toggle to off.

4. If no one can hear you, it may be that you forgot to share your audio. If that's the case, tap on the screen to bring up the bottom menu.

5. Tap on the **Join audio** button in the bottom left corner.

6. Tap **call via device audio**.

My video/camera isn't working for my Mac. How do I fix this?

1. Make sure that all other programs that utilize the camera are not using the camera or are closed.

2. Reboot your computer to ensure that the camera is not being used by another application.

My video/camera isn't working for my Windows PC. How do I fix this?

1. Make sure that all other programs that utilize the

camera are not using the camera or are closed.

2. Reboot your computer to ensure that the camera is not

being used by another application.

3. Visit your device's support and downloads page to update the camera driver.

There will be tech hosts to whom you can ask questions during the sessions. In case you're facing difficulties joining a session and you cannot find the solution in this document then you can reach out to D4Lexperience@dance4life.com and we will try to help you out!

Most of all, if you´re not familiar with Zoom and this guide seems complicated to you, don´t worry as it will be more straightforward than it may seem now. We will provide the necessary instructions during the event as well and our tech hosts are ready to help you out in case it´s needed!