

Beulah Virtual Meeting Guide

Zoom Free Version vs Licensed Version

The free version of Zoom provides access to all the features found in the paid license version. The basic difference between the free version and Beulah's licensed version are depicted in the chart below.

Free Version	Beulah Licensed Version
Allows only one-on-one sessions	Allows up to 300 per participants per session
Maximum meeting time is 40 minutes when more than two participants are required	Maximum meeting time is 24hrs
No ticket support	Dedicated phone support

Traditional Meeting Room vs Virtual Meeting Room

Traditional Meeting Room meetings are held on the church campus and reserved by way of submitting a Facility & Services Reservation Form.

Virtual Meeting Room allow meeting participants to meet remotely. The purpose of the meeting may be a workshop, fellowship, general planning session, or a Board of Christian Education small group class. All that is required is one of the following:

- A personal computer equipped with a webcam and microphone (webcam optional)
- A smart device (iOS, Android, Windows)
 - Smart phone
 - Tablet
- Landline phone (audio only)

A virtual meeting room may be reserved by submitting a Virtual Room Reservation Form. [[Click Here](#)]

Key Default Configurations

While Zoom provides an incredible array of features, the following modifications have been adopted to support ease of use and security.

Telephone and Computer Audio

This option will allow meeting participants to join the meeting with a personal computer or smart device. Landline users will be provided a phone number to call into the meeting.

Join before host

Allows participants to join the meeting before the host arrives. This also allows a meeting to start without the assistance of a host. See additional information below.

Host Feature:

This feature is only available in the licensed version of Zoom. Because the church has a limited number of licenses, this feature will be restricted to the following organizations and provided only when requested:

- Board of Directors
- Deacon Board
- Board of Christian Education
- Trustee Board
- Board of Christian Education
- Youth Department

Meeting Password

For security purposes, **all** virtual meetings require the assignment of a meeting password. The submission of a password will be required when completing the Virtual Room Request form.

Recommendation: the password for a meeting may be provided to meeting participants in a **separate** communication (email, text, etc.) other than the actual meeting invitation. If this recommendation is used, the password, noted on the virtual room invitation, should be deleted. This will add another layer of security for a virtual meeting.

Mute participants upon entry

All meeting participants will have their microphone and video automatically muted when joining a meeting. Muting all microphones until the meeting leader joins and starts the meeting is standard protocol.

Meeting Notifications

The following methods may be used to provide the password and virtual meeting invitation to participants.

1. You may email the virtual meeting to participants if you have a distribution list.
2. You may use regroup to send the invitation to a specific group.
3. You may copy and paste the invite into your calendar meeting notice.
4. You may text the join meeting link to participants.

Training

All members are expected to take advantage of the many training videos provided by Zoom. Listed below you will find two links to Zoom resources to assist you with becoming proficient Zoom users.

Youtube Channel: contains short to the point videos

<https://www.youtube.com/user/ZoomMeetings>

Zoom Website: provides more detail training

https://support.Zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials?flash_digest=e66edf332ad423a8bc8f179bbc0d50264757346e

Basic Meeting Protocol

1. Remember, when you enable your video, all participants can not only see you, but they can see what is directly behind you.
2. Make sure your audio is muted when you are not speaking.
3. If you are participating by landline, cover the receiver on the phone with your hand to reduce noise.

Audio Echo In A Meeting

If you hear audio echo or audio feedback during your meeting, there are 3 possible causes:

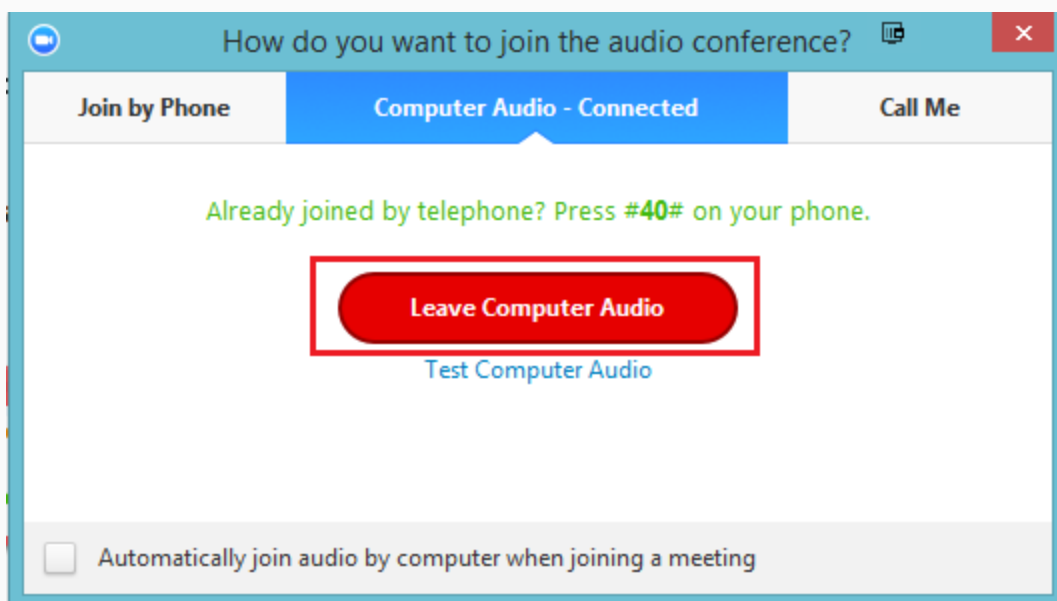
1. A participant has both the computer and telephone audio active
2. Participants with computer or telephones speakers that are too close to each other
3. Multiple computers with active audio in the same conference room

Case 1: A participant has both the computer and telephone audio active

If you join from a computer and call in from the telephone, please make sure you either

- Enter your participant ID when calling in, or enter your #participant ID# when already in the call

Or, manually leave computer audio on your computer



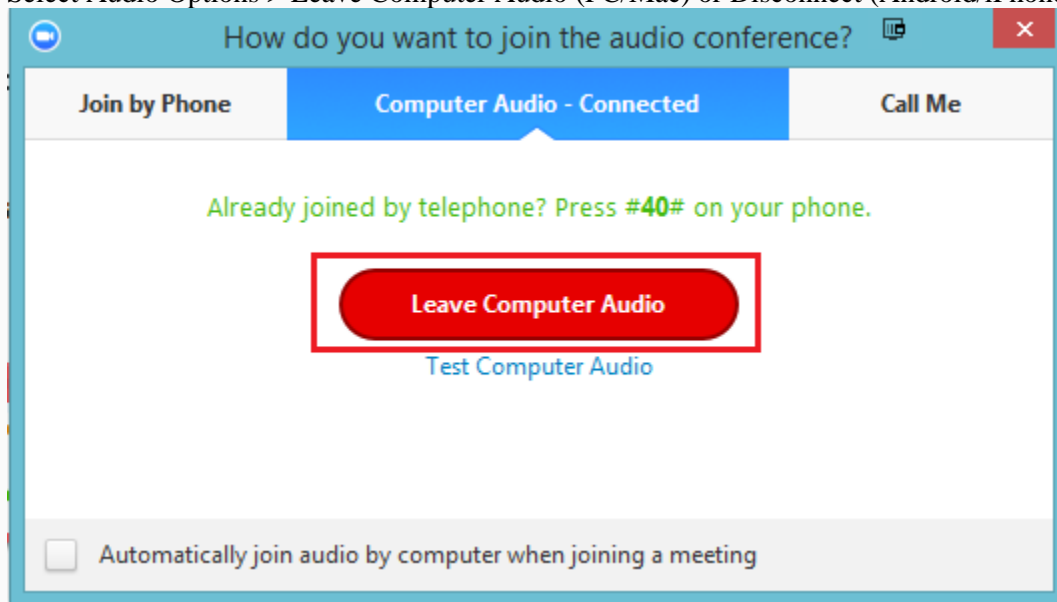
Case 2: Participants with computer or telephones speakers that are too close to each other

- If another participant is too close to you, and both of you have speakers on, please leave audio conference on one of the computers or hang up one of the telephone connections.

Case 3: Multiple computer with active audio in the same conference room

- If you are in a conference room with multiple devices, please disconnect computer audio from the other devices.

- Select Audio Options > Leave Computer Audio (PC/Mac) or Disconnect (Android/iPhone).



- Muting is not enough as you mute the mic but the speaker is still on.

Other Tips:

Generally, if you are hearing echo, it means that there is a device out there that is channeling your audio back.

To isolate the attendee:

- The meeting leader can ask the attendees to mute their audio one at a time
- Attendee can mute him/herself

The source of echo can also be from:

- Speakers (such as TV or soundbar) that are too loud
- Echo cancellation has failed (device or performance issue)
- A bad microphone