



Troubleshooting Zoom

with families

Although you will log in to your Doorstep dashboard for the online reading sessions, the video calls themselves are hosted using Zoom. Participating families will have received an email reminder on the day of your online reading session, which includes a link to our database. This link will open the meeting for them. But if they have any trouble, try the tips below.

Step one: Joining the meeting

The family is not able to download Zoom

The quality of the calls is best if all participants use the downloaded Zoom app. However, there might be cases where a family cannot do this – e.g. they do not have enough space on their device. In this case, the families can join the meeting using their browser.

1. The family should click on their online reading session link
2. If the family has not already downloaded Zoom, a pop-up message will appear asking you to download Zoom or **Join from your browser**.
3. Ask the family to choose **Join from your browser**, and the session should start automatically in their default browser

The family is trying to download Zoom, but having difficulty

Downloading Zoom onto a computer:

1. To download Zoom onto a computer click the following link - <https://zoom.us/support/download>
2. The download should start automatically, if not follow the instructions on the screen to restart it. Once complete, the Zoom app should now be on the desktop.

Downloading Zoom on mobile or tablet (Android)

1. Go to the Play store
2. In the Play Store, tap the search bar at the top of the screen
3. Enter Zoom in the search and then tap **Zoom Cloud Meetings** from the search results
4. Tap install, then accept

Downloading Zoom on mobile or tablet (Apple)

1. Go to the App store
2. In the App store tap on the search icon (magnifying glass) on the bottom right-hand of the screen
3. Enter Zoom in the search bar and then tap **Zoom Cloud Meetings** from the search results

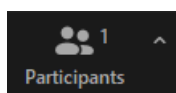


4. Tap 'Get' to install

The family is having trouble joining the meeting

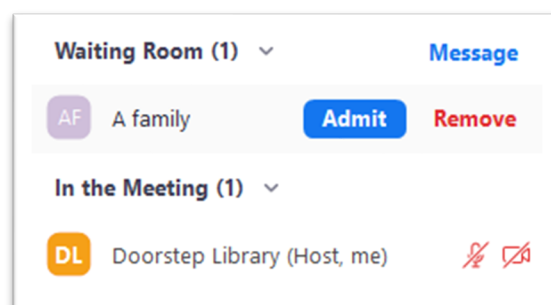
Check that they are using the link sent to them in their reminder email *that day*. Links from previous weeks will no longer be active.

The waiting room is enabled by default. This means that when families join the meeting, they will get a pop-up message: *Waiting for the host to start this meeting*



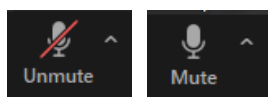
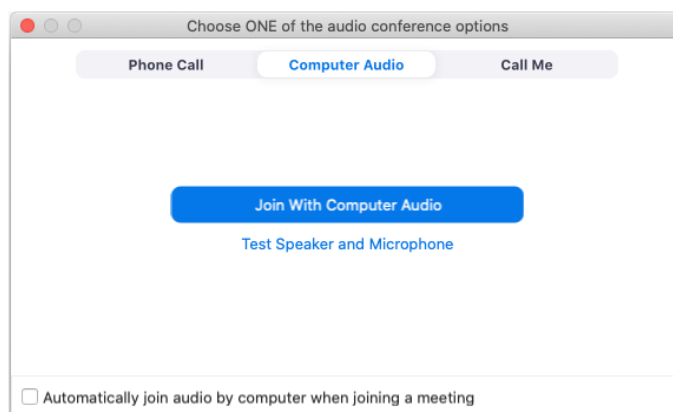
To admit them to the meeting, click on the Participants button at the bottom of your screen.

A panel will open, showing you and your volunteer partner in the meeting, and the family in the waiting room. Hover over the family's name, and click Admit.



Step two: Audio settings

When a family joins the meeting, the easiest way to hear and speak to you is to use their device's inbuilt microphone and speakers.



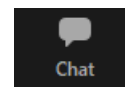
Once they have joined the meeting, they should click Unmute.

Ask them to unmute their microphone by clicking the Unmute button at the bottom of their screen. As host, you can also do this on their behalf, but it is better to only do this when they are having trouble, and you can let them know what you are doing.

Otherwise, it is best to *allow the family to control* when they unmute and when they turn on their video.



You can use the chat function to talk to the family. Click on the Chat button at the bottom of your screen. A panel will open allowing you to send the family a message.

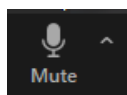


Remember, they might be able to hear you and your instructions, even if you can't hear them.

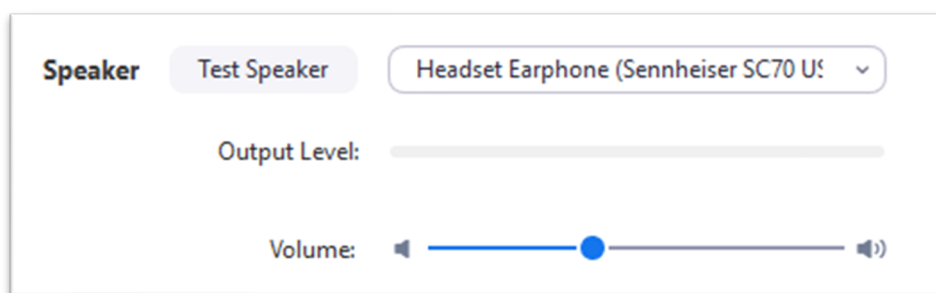
The family cannot hear me/I cannot hear them

If their audio is not muted, and you still can't hear them or they still can't hear you, they can check their audio settings to make sure the Zoom is using the relevant microphone and speaker.

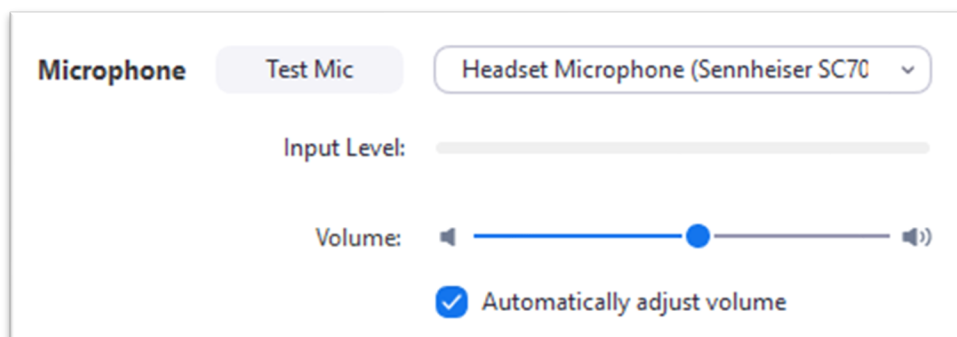
1. Check audio settings



- Ask the family to click the Mute button, then Audio Options.
- Then click **Test Speaker** to play a test tone. If they cannot hear it, select a different speaker from the menu or adjust the volume.



- In the **Microphone** section, you will see the green **Input Level** bar move when Zoom is picking up audio.
- Click **Test Mic** to test your microphone.
- Your audio will start recording. Click **Recording** when you are done and it will play back. You can select another microphone from the menu or adjust the input level.



2. Try plugging in headphones



Many headphones have an inbuilt microphone. Ask them to plug in headphones and see if you can hear them.

If there are still audio issues – ask the family to **RESTART** their device.

The family should power off, or restart their device. This really does work!



3. Join audio by phone

If the family's device does not have a built-in microphone, or they cannot get their audio to work, they can dial in to the meeting on their phones. This way, they can see you on screen, and hear you through their phones. Unfortunately, this option will have a cost associated – it will be added to the family's phone bill, or use up their minutes. Please make sure that they are aware of this before you try this option.



If the family would like to try this, ask them to click Join Audio in the bottom of their screen.

Then, click Phone Call.

Choose ONE of the audio conference options

Phone Call Computer Audio

Country/Region United Kingdom

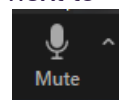
Dial +44 131 460 1196
+44 203 051 2874
+44 203 481 5237
+44 203 481 5240
+44 203 901 7895

Meeting ID 837 3108 8730

Participant ID 311058

Passcode 275480

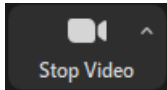
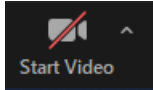
Meanwhile, you can also access this information by clicking on the small up arrow next to the **Mute** button, and selecting **Switch to phone audio**. It might be helpful if you copied the appropriate number and pasted it into the chat function for the family.



Explain that the family should keep their screen on so that we can see them, and then *also* dial into the audio over the phone. The family should choose one of the phone numbers listed – it does not matter which – but you should double check that their country/region is *showing as United Kingdom* so that they don't get charged more than a standard network rate.

Once they dial into Zoom, they will be asked to enter the Meeting ID and Participant ID, which they and you will have found using the steps above.

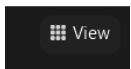
Step three: Video settings



Ask the family to start their video. This button is on the bottom left of their screen.

The family cannot see me/I cannot see them

Some computers and laptops do not have an inbuilt camera. Check that the family is using a device with a camera. Their mobile phones are more likely to have a camera, so you could ask them to swap to using this.



Zoom allows you to choose between gallery view (you can see all participants) and speaker view (you can see a larger image of the person talking). You can swap between these views using the buttons that are usually on the top of your screen.

Step four: Still having trouble? Contact your Team Leader

Don't worry if Zoom set up takes the whole of the first session, and you don't have much time for reading. Hopefully, the family will be more confident next week!