

## Zoom Support

While in-person fellowship is suspended at Asbury due to COVID-19 and we are all sheltering at home, we encourage you to meet & connect virtually via Zoom, an online meeting platform. Once you've set up Zoom on your device — a computer, iPhone, iPad or other tablet — it is as easy as clicking a link to join future Zoom meetings.

### ***Getting Started with Zoom***

**On a computer:** When you click your meeting link, it will prompt you to add Zoom to your browser if you don't already have it. This will take a few minutes, so give yourself some extra time before the meeting to install it. You will only have to do this one time. It may also ask for your camera and mic access – this is also safe! Once you grant access you will be connected to the meeting. You may have to enter your meeting ID number, which you will receive via email.

**On a smartphone or tablet:** When you click your meeting link, it will prompt you to download the Zoom app if you don't already have it. (Download Zoom Mobile Apps for [iPhone](#) or [Android](#).) Once it's installed, go back to the link and click it to join the meeting, and it may automatically connect you. Or you can open the Zoom app, click Join Meeting, and enter the meeting ID number provided.

**By phone:** We will provide a phone number to dial in, and when prompted you will enter the provided meeting ID number. It will then ask you to enter your participant ID, followed by #, or just enter #. We do not require a participant ID for our Zoom meetings, so you will just enter #. Others on the Zoom will be able to hear you, and you can hear them (like a conference call), but you won't be able to see each other. *You can use any type of phone to dial in – house phone, landline, flip phone, or smartphone.*

### **Tips for Using Zoom**

- We recommend using headphones during the meeting – otherwise, your computer hears your computer playing the sound of the meeting and then sends it out as what it thinks you are saying, creating an echo and sometimes a screech!
- The Mute button is in the lower left corner of the screen- you'll want to use it. Zoom tries to pick up all the sounds going on around you – the dog's collar jingling, the TV, even the dishwasher starting a new cycle. If there are many people on at once this can get overwhelming. So, if you're not talking, hit the Mute button and it won't pick up on all that background noise. You can unmute yourself any time (and if Zoom thinks you're trying to talk, it'll remind you to unmute yourself first!).
- If you're calling in by phone, stay on "mute" unless you are speaking. Unmute yourself when you want to say something. Muting will vary phone by phone, but usually, there's a "mute" button on the keypad or smartphone screen during a call.
- The default screen layout on Zoom is called Speaker – it shows the person who's talking. It can be more fun to switch to Gallery mode (a set of 3×3 squares usually

in the top right-hand corner of the screen) – this shows everyone at once if you're on a computer (it will look like the Brady Bunch!). From a smartphone or tablet, you'll likely only see 4 people at once, but there's an option to scroll to the others on the Zoom.

**Troubleshooting:**

If clicking the link doesn't work at first, open Zoom directly and then enter the meeting number that way. Also, you can quit the program and start again. When all else fails, restart the entire computer or device!