

Zoom Advice – Chester Folk Festival Online 2020

All Visitors

- General advice on using Zoom can be found at <https://support.zoom.us/hc/en-us/categories/200101697>. It is not necessary to have an account to join an event but you might find it easier to download the app to your device (ensure you are using the latest version of Zoom).
- If your internet connection drops, leave the event and re-enter on the same link for the event.
- We will use a waiting room prior to an event and allow entry about 5 to 10 minutes before an event starts. Entry during events will be timed for the end of songs to minimise disruption.
- Participants will be muted on entry to events and will not be able to unmute themselves. The lag in sound means it is not possible for everyone to sing/play together as there is a gap between someone making a sound and you hearing it. As you will be on mute, you will be able to join in (even if others can't hear you).
- If you use Speaker View instead of Gallery View, you will see a larger picture of the person who is performing/talking. On a mobile or tablet, swipe left and right to change between views.
- Events will be run with Zoom co-hosts who will handle technical issues. If you have any problems, please use the chat function to communicate with the Zoom co-hosts. The ability to chat to everyone at once will be disabled in Zoom events. You will still be able to chat directly to the Zoom co-hosts and MC.
- If you wish to ask a question in a Chance to Meet or perform in a singaround/music session/folk club then please send a chat message to the MC or raise your hand ("Raise a hand" in Zoom by clicking on participants in the menu bar and clicking the "raise hand" button).
- In order to show appreciation to artists you can either clap your hands (this will not be heard but will be seen), use the Zoom Reactions (clapping or thumbs up) or the British Sign Language 'silent jazz hands' which is the action to show applause. It involves waving both hands by the sides of your body, around shoulder/face height.
- All participants under the age of 16 should only use their first name on their Zoom profile. Participants in the Youth Room workshops will need to have video enabled to access the events.

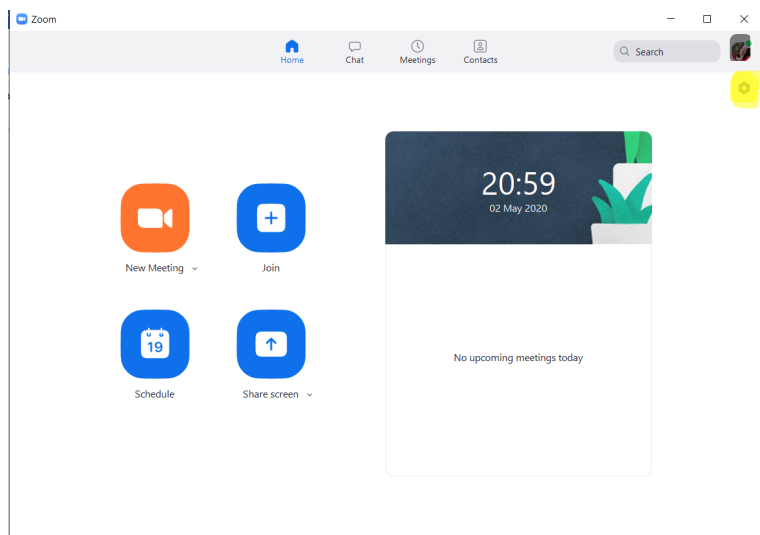
For those who want to play or sing – Folk Clubs, Music Sessions and Singarounds

- Make sure you have updated to the latest version of Zoom.
- Please amend your settings to optimise the sound quality for people listening to you. Please see the details provided regarding Technical Assistance – Settings and Original Sound.
- Folk Clubs, music sessions and singarounds will be run with an Event MC who will ask people to take part. The MC will give a song/tune's advance notice so performers can prepare.
- If you wish to perform in a singaround/music session/folk club then please send a chat message to the MC or raise your hand ("Raise a hand" in Zoom by clicking on participants in the menu bar and clicking the "raise hand" button).
- If you are asked to take part, you will be unmuted so that people can hear you.
- When you enter the event you will be given the option by Zoom to check your audio. It is worth doing this to ensure everything is working correctly.

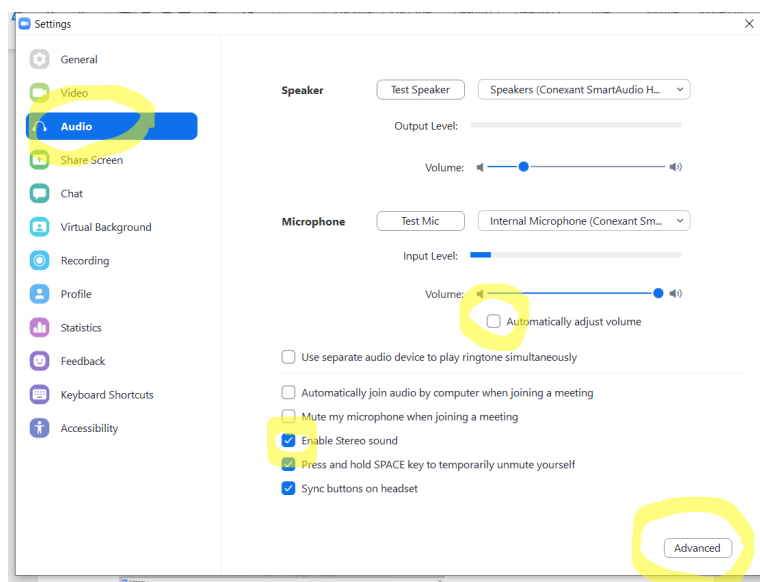
Technical Assistance – Settings and Original Sound

- Video conferencing apps are usually optimised for speech. Zoom has the option to use the sound picked up on your device's microphone which is better for voices and much better for instruments. Please amend your settings as shown below.

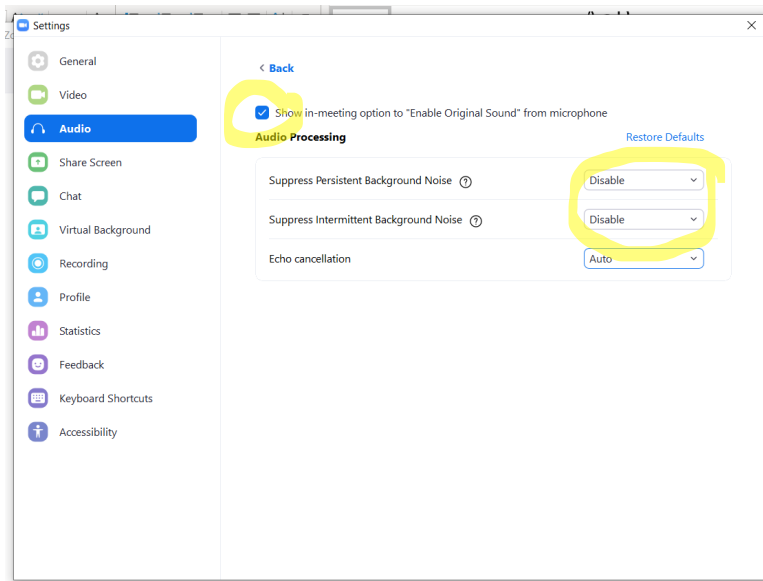
1. Open the Zoom App and select the “Settings” icon (highlighted yellow).



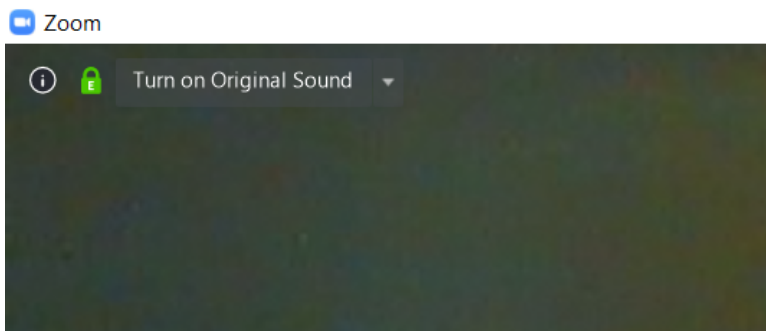
2. Select “Audio” and untick “Automatically adjust volume”, tick “Enable Stereo sound” and then click on “Advanced”.



3. Ensure there is a tick next to “Show in-meeting option to “Enable Original Sound” from microphone”. For “Suppress Persistent Background Noise” and “Suppress Intermittent Background Noise” change the dropdown to “Disable”.



4. When in meetings, you will have the option to turn Original Sound on and off. This will need to be done for every meeting and every time you make another change to your audio settings. Keep an eye on this to ensure that, if you are singing or playing, Original Sound is being used.



- It is also possible to record yourself on Zoom so you can tell how others will hear you.
1. Open the Zoom app
 2. Select 'New meeting' and then 'Start'
 3. Check that 'Original Sound' is on
 4. Select 'Record' at the bottom and choose 'Record on this computer'
 5. Sing/play (try testing different distances from the mic)
 6. Click on 'End Meeting'
 7. The recorded file will then be downloaded to your PC
 8. Open the 'audio only' file to hear how you sound