

After ten Lancaster and Susquehanna Woodturner coffee hours leading up to full club meetings on Zoom, we're beginning to understand good practices, what works well and what doesn't. Here's what we got so far (v3 April 9, 2020 - John Kelsey, Troy Nethaway, Barry Price, Mike Jungkurth).

Going Virtual

Zoom Basics for AAW Clubs

Zoom or not Zoom. While there are a number of workable softwares out there, our clubs have settled on Zoom. It's everywhere, many people (including our grandchildren) already have it, and it works well enough for us to have a virtual club meeting.

Free and easy. Zoom is free and gets on well with most computers, tablets and smartphones. Some members may have a rough time getting started, for lack of computer experience or older gear. Some may have have slow, low-bandwidth connections. Sometimes we can help them get started, sometimes their spouses can, and sometimes they'll just have to telephone a 12-year-old.

Installing Zoom. Computers go to zoom.us/resources to download. Smartphones go to your app store for Zoom Cloud Meetings. Become a free Basic member, all you give them is your email address and a password.

Security. Zoom has enabled passwords and waiting rooms by default. These are good. The host sees members arrive in the waiting room and can admit them, or if they are unknown, can text them to inquire who they are.

Recordings. Our club does not record meetings in real life so we don't record Zoom meetings.

Coaching members. Our Lancaster PA club, and our neighbors at Susquehanna Woodturners in Harrisburg, have found that an on-line morning coffee hour will help members get on Zoom and help them learn basic moves. Hosts and club leaders can experiment too.

What members need to learn:

How to click a **Zoom invitation** to enter the room.

How to find and use the switches:

Microphone mute/unmute, video on/off. Lower left of screen.

Full screen/small screen. Wee squares in upper right corner.

Gallery View/Speaker View, upper right. In Gallery View the screen looks like Hollywood Squares except our friends are the stars in the boxes, in Speaker View the person talking fills the screen.

Smartphones default to Speaker View and usually arrive in vertical or portrait orientation. Ask them to turn the phone sideways, to landscape, we'll see more of them and they'll see more of us.

Not TV. It's multi-way communication. You see everyone, everyone sees you. People don't understand this until they have gained some experience. Participation and engagement improve the experience for everyone.

Getting the Most from Zoom

Desktop/laptop/smartphone. Computers work better than phones because you see more. Macs and PCs seem to work about the same, Linux has fewer controls. Computers without a camera and mic can join the meeting by audio; they will see our screens even if we don't see them. For a few \$ you can add a USB camera.

Beyond the basics. Zoom has many controls for members to try. Some members will become ninjas and some won't. The controls and menus are mostly located along the bottom of the screen.

Presentation. During coffee hour we ask everyone to be in Gallery View and to look, one at a time, at the other screens. Some will look good, some will be a forehead view with no face, some will be too dark to see, some will have extreme nostril cam. Encourage members to just look and notice.... and then look at their own screen. Maybe they would like to take control of it and try to look good, maybe they don't care. All OK.

For best presentation encourage members to raise their camera so it sees their full face, get close to the camera so their face is prominent in the window, get some light on their face not behind the head.

Disruptions. Barking dogs, ringing phones, loud music, noisy eating, and other sound distractions. Computer mics pick up everything. The host can mute everyone, members can unmute themselves to speak by pressing and holding the space bar.

Mute/unmute. In most computer setups the space bar is a "press to talk" switch. Encourage members not to just start yelling, but instead to wave broadly when they want to be recognized to speak, and to press and hold the space bar to talk.

Gestures. Broad gestures enable communication. Wave in front of your face to be recognized. Thumbs Up to agree. Dumb shrug. Fluttering fingers to chuckle. Wave to say goodbye.

Herky-jerky video. Someone aimlessly walking around with a cellphone camera will make everyone else dizzy, maybe seasick. Ask them to stay in one place.

Show and tell. Ask members to hold their work beside their face, not in front of it. Better yet, ask them to take photos they can share from the desktop, or email to the host to share. The member can talk and answer questions while screen-sharing.

Live shop tours and video demos. While it's possible to show off your shop live using a smartphone, in practice the signal degrades while you move around, and most people's Wi-Fi doesn't do well in a distant workshop. Better to record the video using the smartphone, then share it from the desktop.

Video shares from YouTube. These are possible but not as good as sharing from the member or host desktop.

Host and Leader

Host, Co-Host. Whomever schedules a meeting will be the Host. The Host may add one or more Co-Hosts. The Host and Co-Host have extra meeting controls including enable/disable waiting room, enable/disable screen sharing, Mute All, remove participant, etc.

Leadership. To have a good meeting, someone must take the leadership role, if only to help the others take turns talking and to steer the meeting agenda. Leader does not have to be the Host but should have Co-Host controls.

Host/Leader screen. Leaders and Hosts should stay in Gallery view to see everyone; a large monitor is a big help. When someone else is sharing, the Host can use the **Spotlight** command to force everyone's screen to stay on the speaker. Host can disable a participant's screen share, and turn off screen sharing for everyone.

Mute All. This most-useful leader control allows one person to talk without any background noise from participants. Once they have been muted members may unmute themselves by clicking the mic icon (lower left), or press and hold the space bar to talk.

Spotlight. The Host may use Spotlight to pin everyone's video on one person's screen. This is good for demos and slideshows because it prevents "speaker view" from shifting to whomever is making the most noise. When they are done, however, The Host must remember to turn **Spotlight** off. Each member can do the same thing for themselves with "Pin Video."

Coffee Hour. Our clubs have been coaching members during weekly morning coffee hours on Zoom. We show them how to manage their screens and share photos and videos from their computers. No time to do this during a monthly club meeting! Many members come back every chance for the good woodturning fellowship.

Limits. A Zoom meeting can have up to 100 screens, and the Host, with a good big monitor, can see 49 of them at a time, page down to see more. In practice it's difficult to manage more than 36. Larger meetings should perhaps be webinars.

Leave meeting. Members see "Leave meeting" in red in the lower right of their screens. Click it to leave. The Host sees "End meeting," and has the choice of ending it for all, or passing the Host function to someone else.

###