

## Onsite Zoom Rehearsal Management

**The USB port on right-hand side (facing the screen) of the laptop is broken. Do not use it.**

1. Connect equipment:
  - a. Connect power strip to wall socket.
  - b. Connect laptop to power strip.
  - c. Use HDMI cable to connect projector to laptop.
  - d. Connect projector to power strip and turn projector on.
  - e. Connect mic to laptop USB port\* on *LEFT side of laptop*.
  - f. Place camera on tripod and connect camera to laptop USB port\* *LEFT side of laptop*.
2. Turn on laptop. The laptop is very old and slow. It may take as long as 5 minutes to boot and every action you take (login, start zoom, close a window) can take several minutes. BE PATIENT. Wait at least 2 or 3 minutes after every click to see if it will respond. Clicking again, or on something else, will only add more tasks to the queue and slow things down.
3. Log in to Mosaic Harmony, password 1Humankind! Confirm that it's connected to the Internet. It should connect automatically if you're at UUCF or Antioch.
  - a. At Antioch Christian Church use the unsecured Guest SSID
  - b. At UUCF Sign in to SSID: uucf-event Password: uucf2022
  - c. If you are at another location you will need to get connection information from the hosts at that venue
4. Set up projector screen.
5. Start Zoom meeting
  - a. Double-click desktop Zoom shortcut to open Zoom. WAIT, BE PATIENT.
  - b. If necessary, log in as info@mosaicharmony.org and Password 1Humankind!!
  - c. Click on the Meetings icon. Click the **Mosaic Harmony Rehearsal** meeting and then click the **Start** button on the right panel. WAIT for the meeting window to open.
  - d. If asked, connect with "computer audio".
  - e. Click view and select "Full Screen"
  - f. Click the ^ icon next to the microphone/mute icon and select Audio Setting from the popup menu. In Audio/Settings:
    - i. Select **Realtek High Definition Audio** from the Speaker drop-down menu
    - ii. Select **AKG C44-USB** from the microphone drop-down menu.
    - iii. Test the microphone by speaking into it and observing the Input Level display. See below for how to adjust the microphone.
    - iv. Select **Zoom optimized audio** and **medium** background noise suppression.

- v. Close the audio settings
  - g. Click the ^ icon next to the camera/video icon and select Video Setting and deselect Mirror my video. Close the video settings.
  - h. Security settings: **Deselect** “Share Screen” and “Share Whiteboards”. If there are issues with people talking online deselect “Unmute Themselves” and then mute the offenders using the controls next to their video tile. You will need to re-enable “Unmute Themselves” to allow folks to share during discussions.
  - i. Waiting Room has been disabled.
6. At 7:30, start Record to the Cloud.
- a. Click on More and select Record to the Cloud from the popup menu.

## Adjusting the Microphone

The most common issue we have is poor sound quality for the online participants. Adjusting this is tricky because you cannot hear what they are hearing.

1. If you have time and another device such as your cell phone, you can start the meeting ahead of time, go into another room and join the meeting from your phone to listen. This can alert you to issues before the meeting starts for everyone. Don't do this next to the laptop microphone as it will create a feedback loop between your phone and the laptop.
2. Microphone Settings. The front of the microphone has a single knob, a mute button and 4 blue LEDs. The back has 2 knobs labelled microphone pattern and microphone gain.
  - a. Make sure the microphone is not muted. The word MUTE will light up red if it is.
  - b. The blue led labelled “Front & Back” should be lit. If not, turn the “microphone pattern” knob on the back until it is.
  - c. The “microphone gain” should be at about the 30% position. This is the most critical setting. If the gain is too high the microphone will overload the USB input port and the online sound will be distorted. More on this below
3. Zoom Audio Settings. Getting the sound optimized is a matter of balancing the Zoom settings and the microphone gain.
  - a. First check the settings in step 5-f above.
  - b. Do not use the Automatically adjust microphone volume setting.
  - c. Observe the green line in the Input Level display to adjust the microphone volume. You want it set so that it just barely registers when there is only background noise. It should rise to 40% to 50% when someone near the mic (like David) is speaking and should just barely reach 95-100% when the band is playing and everyone is singing. If you see it hitting max volume repeatedly turn the volume down.

- d. If the people online say the sound is distorted first check the Input Level. If it is pegging at 100% first turn down the Zoom volume and see if this resolves the problem.
- e. If there is distortion and the Zoom volume appears to be OK (the Zoom Input Level is not too high) then the problem is the gain of the microphone itself. Turn down the “microphone gain” knob on the microphone. When you do this you may need to turn up the Zoom volume to compensate. A Zoom slider setting of about 70% is usually about right.
- f. If instead of distortion the online people tell you the sound is too low:
  - i. Open the Zoom Audio Settings and check the “Input Level” display to check. Remember the problem could be the volume at the listener’s end of the connection.
  - ii. If the volume is too low, first try adjusting the volume in the Zoom Settings.
  - iii. If you cannot turn up the Zoom volume enough to get a good input level, you may need to turn up the microphone gain but do this only if all other adjustments fail.

## Troubleshooting

- If dialogs or other background tasks pop up simply dismiss them.
- If you see video from the built in camera (your face) instead of from the tripod camera:
  - Make sure the camera is connected to the laptop properly using a port on the left side of the laptop
  - Open video settings and select NexiGo N60 FHD from the camera dropdown. If there is no such choice then the camera is not connected properly.
  - You may have to reboot the laptop to get it to recognize the camera
- If you do not see the AKG microphone in the audio settings:
  - Make sure the microphone is connected properly to the left side of the laptop.
  - You may have to reboot the laptop to get it to recognize the microphone.
- If the Zoom session freezes or the online participants indicate that they are not getting audio and/or video:
  - There may have been too many background tasks happening for the laptop to handle. You will need to close Zoom and reboot the laptop.
  - You can try to avoid this by starting the laptop earlier the day of the rehearsal and letting it run for several hours to process updates, run security checks etc. It can help to open windows Settings > Update & Security and run a manual update check.