

Enrolling for the lecture

At least 4 days in advance of the lecture, follow the website link from The Gardens Trust website, or other source provided to enrol and pay for the lecture via Eventbrite.

Preparation for Zoom Meeting

- Make sure you know how to connect by testing the link ahead of time – just click the link which will be e-mailed to you two days before the meeting and follow the instructions: you should see a banner saying “Please wait for host to start this meeting” – if you get this far, then all is well, and you can leave the meeting for the time being. Otherwise, refer to the troubleshooting guide at the end of this document.
- You do not have to have Zoom software installed to attend the meeting, but if you do and have not used it recently, you may get a message to update to the latest version. Please follow the instructions on your screen to do this.
- You will find the experience better on a PC or Apple Mac than on a mobile device, but if you do use a mobile device, it is preferable to use it in landscape mode, and better if it propped up somewhere steady in front of you rather than held in your hand
- Before the meeting, make sure you have the email with the meeting joining details to hand

Joining the Meeting

- Around 5 minutes beforehand click the link that was e-mailed to you and follow the instructions (or use one of the other methods described in the Troubleshooting section at the end of this guide).
- Make sure your **device** audio and video are switched on – see guide on **Troubleshooting** on the next page if you don’t know how to do this
- Adjust the image to fill the screen and select the speaker view rather than gallery view. This selection is usually in the top right hand corner of the screen
- **During the Meeting**
- When the meeting starts, the meeting host will ask you to mute your microphone and to turn off your video to ensure that there is no interruption of extraneous background noise to distract the speaker
- If you are having technical problems you can send messages to the meeting host using the “chat” function, see **MEETING CONTROLS** on the next page if you don’t know how to do this
- If you have any questions for the speaker please type these into the Chat box during the talk. They will be asked by the facilitator at the end of the talk, see **MEETING CONTROLS** on the next page if you don’t know how to do this
- **After the meeting**
- Within 24 hours will receive a link to a recording of the meeting. If you have not managed to watch the meeting live, or would like to see it again the recording will be live for 7 days from the meeting

MEETING CONTROLS

To bring up the menus, move your cursor over the screen or touch the screen. You should see most meeting controls, on most devices, at the bottom of the screen

AUDIO/VIDEO

Use these controls to Mute/Unmute your microphone and to Start/Stop your video (which controls the view of you that others see). Click the picture of the microphone or camera, not the “^” adjacent to it – this is for more advanced functions, such as selecting which camera to use if your device has more than one. Remember: if you can see yourself on screen other participants can see exactly the same picture of you.

CHAT

Use this control to open up a “chat” window enabling to type text. You can select whether the text will be visible to everyone or just to a specific individual, most likely the meeting host. This can be useful if you are having technical problems or want to register a question without interrupting the speaker.

SELECT VIEW

Use the “speaker” view which will shows just the person speaking, or the presentation, rather than the Gallery view. (Usually in top right hand corner of screen)

FULL SCREEN

On a PC or Apple Mac this will enable you to have the image filling the screen, rather be framed in a window.

Troubleshooting Q&A

I’m having problems joining the meeting:

Method 1: Click the link in the meeting invitation beginning <https://...>. This should bring up a dialog box inviting you to download a file. Once the file has been downloaded and saved, then you should click (or double click) on it to activate it and the meeting should start. Prompts should guide you as to how to do this, but if stuck look in your Downloads folder.

Method 2: On a mobile device, Windows 10 or Apple Mac, download Zoom from the App store (or Playstore on an Android device). Alternatively, go to zoom.us in your browser and download Zoom from there. Open Zoom and click on “Join”. Enter the Meeting ID and then the password, as shown on the meeting invitation.

I can’t hear any sound:

Check whether your speaker is muted, and if necessary, turn up the volume. On an Apple Mac or Windows device, you will find the controls on one of the function keys and/or in the Control Strip/System tray near the bottom right of your screen. On a mobile device, there is usually a button on the side that controls the volume. If you have an external speaker make sure it is switched on and connected. If still stuck, try joining the meeting by phone as explained above. Useful hint: if you can hear BBC iPlayer or similar through your device your video function is switched on

I can't see any picture on screen:

Check whether your video function is switched on. On an Apple Mac or Windows device this is on one of the function keys and/or in the Control Strip/System tray near the bottom right of your screen. Useful hint: if you can see BBC iPlayer or similar through your device your video function is switched on

The sound quality is poor:

Try attaching an external speaker or headset to your device and ensure that the system is using the correct device.

The video quality is poor:

This is most probably caused by poor bandwidth. If possible, ask others who are sharing your connection to reduce their online use.