

Surrey Arts Online Learning

Equipment and Technical Guidance for Students

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Getting set up

You will receive an email inviting you to a Zoom meeting (lesson) – click on the link. The first time you use Zoom you will need to download the program onto your computer - follow all the onscreen instructions and agree to the install. On Macs the file will be in the Downloads Folder (top right in the browser) and on PCs the file will show up on the downloads bar (bottom left). For iPad and tablet users, install the app and follow the sign-up instructions.

Zoom works as a program on your computer or in your web browser (ie Internet Explorer/Safari etc). We advise that you use the Zoom program/app itself, but if you can only get it working through a web browser then Zoom advises us that Chrome is the best one to use.

You do not need to have a Zoom account, or provide any log-in details to join a Surrey arts online lesson. If you want to Sign Up for a Zoom account to arrange your own meetings then you can easily create a free account at <https://zoom.us>, otherwise you can just join meetings (lessons) via the link or ID number (see below) that we will send you.

How to access your tutor's virtual classroom

Your tutor will have a unique 'Personal Meeting ID' in the form of a weblink and a 10 x digit personal ID code. For example, **983-536-6329** and <https://zoom.us/j/9835366329>. This is essentially your student key to your tutor's virtual classroom. It is where you will log on to meet your tutor at the agreed time and date.

1. From your Zoom app select 'join a meeting'



2. Enter your tutor's 'Personal Meeting ID' and your name.

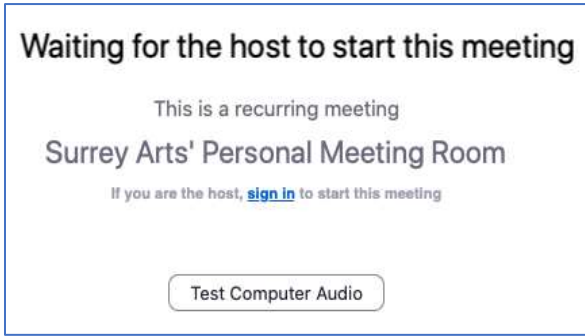
A screenshot of the Zoom "Join Meeting" form. It features a "Join Meeting" header, a text input field for "Meeting ID or Personal Link Name" containing "983-536-6329", and a text input field for "your student name".

Join Meeting

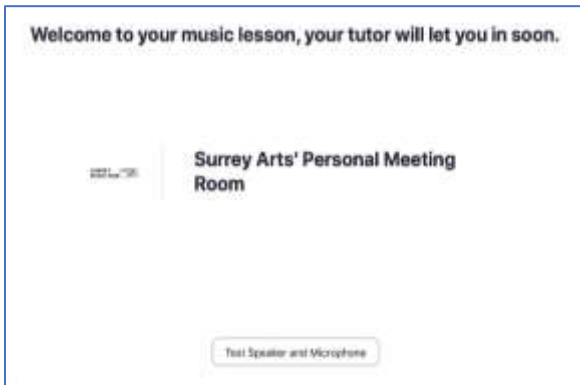
Meeting ID or Personal Link Name
983-536-6329

your student name

The 'Waiting for the host to start this meeting' notice indicates that your tutor is not yet logged in.



The 'Welcome to your music lesson....' notification indicates that your tutor is aware that you are in the virtual waiting room and will give you access as soon as they are ready to start the lesson.



TIPS:

- On the window with the button 'Join with Computer Audio' don't forget to first tick the small box (bottom left) that says 'Automatically Join Audio by Computer when Joining A Meeting', then click the blue button. This is the page which you will arrive on for future meetings (as the software will already be downloaded and installed).
- Think about camera position, lighting and glare. Gooseneck (bendy) lamps are very useful to provide directed light from behind the camera and onto the instrument / person.



Video image

After clicking the link and following the on-screen prompts detailed above you should now be able to see and hear each other.

Experiment with Full Screen / Gallery View (top right) to see which you prefer.

Within 'Video Settings' there is an option to have a virtual background or to use any other image file instead. This is the preferable option in terms of non-personalising the session but can blur out fingers / parts of instruments so cannot always be used when playing. If the virtual background is problematic then please ensure that your physical environment is neutral and without personal or age inappropriate images in the background.



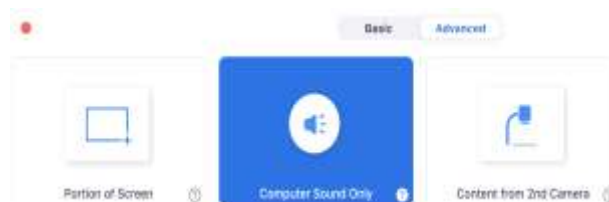
TIPS:

- In Video Settings there is an option to 'Mirror My Image' (for your view of yourself only) which can be useful for some lessons as you can switch to "left (or right!) handed" and align with your tutor.
- Stopping your video feed and continuing with audio only is another way to help with bad connections. (Click the camera icon bottom left).

There is a virtual whiteboard you can both share and access.

Audio set-up

By default, Zoom is set up so that you can hear each other's microphone and nothing else. If you need to share sound directly from your computer (as well as your microphone) then you will need to select 'Share Screen', then click 'Advanced' and then select 'Computer Sound Only' and then 'Share'. This will share your audio and not your screen.



If there are any problems with the microphone or speaker go to the pop-up Audio and Video Settings menus at the bottom left next to the '**Mute**' and '**Stop Video**' buttons and check the correct microphone and speakers are selected (and not muted / volume down / headphones plugged in etc).



TIPS:

- It is highly recommended that both tutor and student use headphones and, if possible, an external USB microphone.
- INTERNET CONNECTION IS EVERYTHING! If your home wi-fi signal is weak you could try plugging your computer directly into the router with a network cable, or something like this can work well: Devolo dLAN 1000 duo+ Powerline Starter Kit - plugged straight into wall socket NOT extension.
- If you already have Zoom it is worth checking you have the latest update
 - Mac: under ZOOM.US then CHECK FOR UPDATES
 - PC: Click profile picture and CHECK FOR UPDATES.

Screen sharing

If the tutor needs you to share a part of your screen, then press the green 'Share Screen' button and you can choose to share the whole screen or just certain programs. It is not recommended that the student shares their screen unless necessary (for example, in music production training).

The student and tutor should both have an empty neutral desktop or set up an alternative log-on profile to eliminate the risk of accidentally sharing personal information.

Remember, if you also want to share computer audio (as well as the mic) tick the Share Computer Sound box, bottom left in the Share Screen window.



Useful links

- Online Tuner: <https://www.imusic-school.com/en/tools/online-tuner/>
- Online Piano: <https://www.onlinepianist.com/virtual-piano> (useful with Share Screen option)
- Zoom Shortcuts: <https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-and-Keyboard-Shortcuts-for-Zoom>
- Broadband speed checker <https://www.broadbandspeedchecker.co.uk>