BLEND SYNC TEACHING WITH ZOOM

1CC: Teaching in-class and online students in Zoom at the same time

TROUBLESHOOTING GUIDE

AUDIO: MICROPHONE and SPEAKERS

To avoid audio feedback loops only have a single microphone source active at any one time.

Note the room supplied lapel mic + handheld mic are a single source and can be both turned on. However other connected devices such as laptop or mobile phone are separate audio sources.

If sound cannot be heard - check:

- **The presenter must use a room Microphone** to be heard on the Zoom call by online participants.
  - Turn ON either the lapel microphone or the handheld wireless microphone.

- **The Microphone must be selected in Zoom**
  1. In **Zoom**: Go to the MICROPHONE button at the bottom left of the screen and click the small arrow next to it. Then,
  2. **Select a microphone** labelled **Dante USB Receive (5-Dante USB I/O Module)**
  3. **Select a speaker** labelled **Crestron (Intel(R) Display Audio)**
  4. Un-check/check the Microphone button to mute and unmute the microphone(s).

- **Audio level adjustment**
  1. **On the Resident PC**: Check the audio output at the bottom right of the screen is enabled and set to 80-100%. (i.e. ensure this is NOT muted).
  2. **On the AV Touch Panel**:
     - On the right side - Check the audio levels are approx. 70% and adjust accordingly.
     - Ensure the Speakers and Microphone status are ACTIVE. (i.e. ensure this is NOT muted).

CAMERAS: SELECTION and CONTROL

Use the room camera to display the room or other content to the online audience – check:

- **The room camera must be selected in Zoom**
  1. In **Zoom**: Go to the VIDEO button at the bottom left of the screen and click the small arrow next to it. Then,
  2. **Select a camera** labelled **USB Capture HDMI**. (the only option and selected by default)
  3. In **Zoom** ensure the screen layout/gallery is set according to the desired view.
  4. Un-check/check the Video button to start and stop the camera as per a standard Zoom call.

- **Change the ceiling camera view**
  1. **On the AV touch panel**: Go to the CAMERA button on the left, then use the on-screen camera source controls to Pan, Tilt and Zoom the camera.

  *Tip*: Save ceiling camera pre-set locations. On the **AV touch panel** camera source control screen, hold down a PRESET button for 3 seconds to save the current camera view. There are 4 pre-sets.

PRESENTING CONTENT

- **In Zoom**: use the SHARE SCREEN button at the bottom of the screen.
- Both the room projector and the Zoom window should show the same content to both audiences.

RECORDING

- **In dual screen rooms**:
  - Only the LEFT projector screen is recorded by Echo360.

- **Zoom recording**:
  - Use cloud recording – this will be automatically copied over to the Echo360 library.
  - Only content shared into Zoom will be recorded when using cloud recording.

For technical support call the AV help desk: **(02) 9850 7571**

See the reverse side for additional Blend Sync teaching tips.
BLEND SYNC TEACHING TIPS

To move about the room while being able to change slides:
Use a BYO mobile slide ‘clicker’ device plugged into the Resident PC (or a laptop if it is being used to present).

Join Zoom a second time: To do this:
1. On the Resident PC: log into zoom with your MQ OneID using SSO and start the meeting.
2. On a second device: log into zoom with your MQ OneID using SSO. Then,
3. Use "Join" and enter the meeting ID.
   Note: if you don't know the meeting ID, on the resident PC, in Zoom go to 'Participants', 'Invite', then 'copy invite link'. Use an email to send the meeting link to yourself. Retrieve the email on the second device and use the link.
4. On the second device, Zoom will then ask if you want to "Reclaim Host".
5. Press "Stay Cohost" to keep host on the Resident PC.
6. Repeat for other devices as required *(see foot note).

Presentation flexibility: By having other devices joined to Zoom - you can:
• Present from a laptop while using the Resident PC to display the Zoom window on the projector screen. On the laptop: use the SHARE SCREEN button at the bottom of the screen.
   Note: To avoid audio feedback loops ensure that the laptop microphones and speakers are muted. The room mic and speakers must still be used.
• See the student’s view. In a dual screen room could display this view on the right-side projector.
• Use a smart phone to share further content, or as a (second) mobile camera or as a (second) mobile microphone (be careful about audio feedback loops).

Display a paper document in rooms without a document viewer:
1. Using the AV touch panel: Use the ceiling camera controls to move and Zoom into the document placed on a table or the movable lectern.
2. Be sure the camera source is being sent to the room projector.
3. In Zoom: Set the ceiling camera as the video source in Zoom.
4. At the top of the Zoom screen: set the VIEW to single speaker configuration.
   Note: you may need to stop screen/desktop sharing if this was enabled.

Additional external microphone or camera on the Resident PC: A USB microphone or USB webcam plugged into the Resident PC can be selected in Zoom.

Avoid audio feedback loops in a classroom:
• Rule of thumb for microphones:
   Only have a single microphone source active at any one time.
• Rule of thumb for loud speakers:
   Only have a single set of speakers active at any one time.
• Reduce the speaker volume to reduce the chance of audio feedback.
Note:
• If joining Zoom with an extra device to serve as a microphone then you may need to reduce the room speaker volume using the AV touch panel.
• You may also need to mute the sound speaker in the Zoom app on that second device to avoid sound delay echos.

*Note: Zoom simultaneous login limits: In Feb 2022, Zoom was tested with 4 laptops and 2 phones on a single MQ staff account as a host/co-host using the process outlined above - but “your mileage may vary”. Officially - you can be signed in to Zoom on one computer, one tablet, and one phone at a time. If you sign into an additional device while logged into another device of the same type, you will be logged out automatically on the first device.

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See the reverse side for a troubleshooting guide for Blend Sync teaching with Zoom.