QUICKSTART MANUAL ZOOM ROOMS
Only applicable to Theil CB1, CB5, C2-1, C2-2, C2-3, C2-4, C2-5, C2-6

Note. Inapplicable to Theil CB-2, CB-3, CB-4. There is a [different manual](#) for these rooms.

Prior to the lecture
- Create a session in your EUR-Zoom account for the teaching you will be doing from one of the abovementioned classrooms. Correct Zoom settings are important when using the rooms, you can find these in the extensive manual.
- Share the login details with your students via Canvas.

In the classroom
- In the Zoom Room you start the Zoom session with the panel on the right (not from the PC!).
- Online participants receive sound from the teacher microphone and image from the camera in the room.
- Students in the room hear questions from participants online amplified in the room.
- Online participants do not hear questions from the room, the teacher must repeat the question to make this possible.
- In the rooms there are one or two screens that show the gallery view of the students at home, and the actual speaker in Zoom. Please note that students need to turn their camera's on to get this view.
- If you want to share a document, presentation, or video with both student groups, choose *Source* on the panel and then which source you want to use (PC, HDMI, USB-C). The selected source will now be displayed on the big screen in the classroom and online in the Zoom Room.
- You cannot control Zoom's chat, mute all function and breakout rooms from the panel. To do so, log into the Zoom session with your own laptop, or have an SA do so (assign SA as co-host). Be sure to turn off the sound of your laptop to avoid feedback!

Always close your Zoom Room session at the end of your lecture! You do this by pressing the Leave button on the panel and choosing End. Also log out from the PC in the room.

NB. If you don't do this, the next teacher will not be able to use the Zoom Room function!

DEMOS

To thoroughly master the use of the Zoom setup, we recommend attending a demo prior to your college (and after reviewing this manual).

From August 22 to mid-September 2022, there will be given 2 to 3 demonstrations per week. From October to December 2022, 2 demos will be offered per month. The dates of the demonstrations will be published [here](#).

Note. Student assistants (SA) from CLI are only available for demonstrations, no longer for help during lectures. If you work with an SA yourself, you can take him/her with you to one of the demonstrations.

After following the demonstration, we would like to ask you to organize a trial session yourself in one of the rooms. For technical problems in the hybrid classrooms, please contact Helpdesk MSC via helpdeskmsc@eur.nl or 010 408 11 22.

DETAILED MANUAL ZOOM ROOMS
Only applicable to Theil CB-1, CB-5, C2-1, C2-2, C2-3, C2-4, C2-5, C2-6

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A. Introduction
From September 2021 to June 2022, a pilot was conducted with hybrid education in 11 rooms at Theil. The results of the pilot will be shared [here](). The rooms equipped with facilities for the pilot will remain available for the academic year 2022/2023. However, support from student assistants will be limited to giving demonstrations.

B. What can you do with a Zoom Room?
• You can start a Zoom Room from the panel in the desk and thus teach synchronously to students in the room and students at home.
• The sound of the microphone used by the teacher is the sound online participants will hear.
• Students at home see a camera shot from the room or they see the presentation shown on the large screen.
• Questions from students at home are clearly audible to all students in the room.
   Questions from students in the room cannot be heard directly at home. The teacher should therefore repeat questions. It is also possible to use an additional microphone or catchbox microphone. Check with your [faculty's LI team]() about using an extra microphone or catchbox.

   Note. Good to know: only with microphones installed in the ceiling we would be able to make students in the room audible to students at home. However, those microphones also catch student chatter among themselves and other sounds and that can be distracting.

Note. In many rooms at the EUR you can request a live webcast (and recording) via Panopto. These webcasts, unlike Zoom sessions, are asynchronous. Between what happens in the lecture hall and what students see at home, there is a delay of approx. 10-30 seconds, which makes it impossible to react immediately.

C. Prior to your lecture
1. To use Zoom, you must have a Zoom account from the EUR. If you don't have an account yet, create one at https://eur-nl.zoom.us/signup with your existing ERNA ID.
2. We advise you to have your lectures recorded with the [Panopto recorder]() in the room. In the unlikely event that the technology fails, you can continue your lecture and students can watch it back. To request a recording (with Panopto), please go to [this link]().
3. If necessary, you can [request a catchbox or a separate microphone]() in advance if you want to make questions from students in the room audible for people at home. The costs will be paid for by your own faculty, consult with your [faculty's LI team]() about the possibilities.

4. Create a Zoom session:
    - Log in to your EUR Zoom account. We recommend that you do not schedule meetings in the Zoom function within Canvas. The main reason (there are more): if you have a guest speaker, they possible won't have a EUR account. In Zoom within Canvas, you can only schedule meetings for *Authenticated Users*, therefore you cannot include a guest speaker.
    - In the menu on the left under the heading *PERSONAL*, choose Settings (Fig. 1).
    - Then scroll way down until you see the settings for *Screen sharing*. Tick the *All participants* box. This is necessary for a properly functioning Zoom Room.
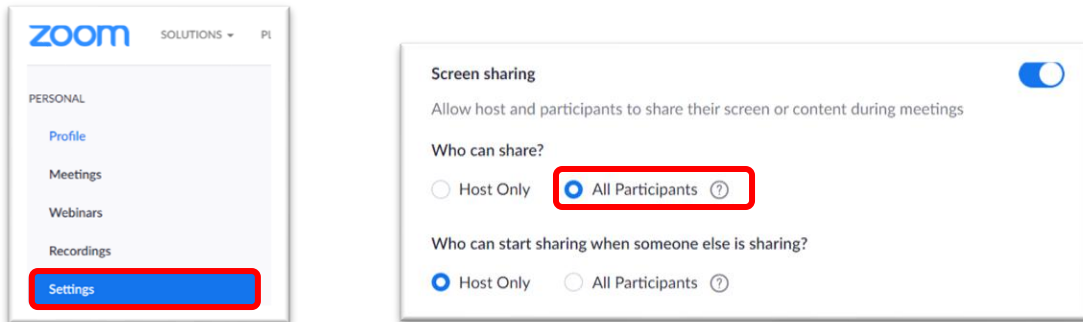

Fig. 1

- Schedule a meeting in the scheduled time by using "*Schedule a meeting*".
- Set the preconditions of the meeting properly. We recommend that you also set the Advanced Options at the bottom of the Zoom schedule screen properly. Our advice:
    o *Enable join before host* – check box; allow students to join before the instructor is present, so they don't drop out because they are not allowed to enter the session yet.
    o *Mute participants upon entry* – check; so that it is quiet at the start of the lecture.
    o *Waiting Room* – off; otherwise, you have to admit everyone manually and a bell keeps ringing.
    o *Passcode* – preferably off to create as few barriers as possible.
    o *Alternative host* – If you have a student assistant present at the lecture, you can mark them as host in advance.
5. Copy the link that says *Invite attendees*. You can paste that on the course homepage in Canvas.

D. In the classroom - panel and teacher PC
Note. In this manual, we talk about "the panel" and "the teacher PC". The panel is the small screen in the desk. The PC is the large screen next to the panel.

1. When you turn on the panel in the room, you will see five circles with a resource in them. If you are going to work in the room without using Zoom, then you work from this home screen. You choose as source PC, HDMI, USB-C or Visualizer, you see that source on the big screen in the room and start lecturing. If you also want to give the lecture via Zoom, then you choose Zoom Room from this home screen.


This will open a new screen that looks like this and is recognizable by the menu on the top.
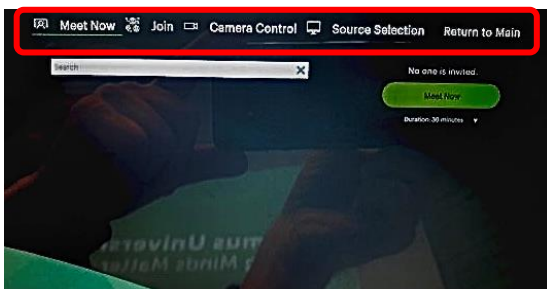
From now on, you will continue to work from this Zoom Room screen. You can recognize it by the menu at the top!

2. Now start the Zoom Room in the hybrid classroom.
    *   In the menu at the top of the Zoom Room screen, click on the "Join" option.
    *   You can now type in the meeting ID you created earlier using the number panel (see image below). You can also tap once on the gray meeting ID field, and a larger keyboard will appear.
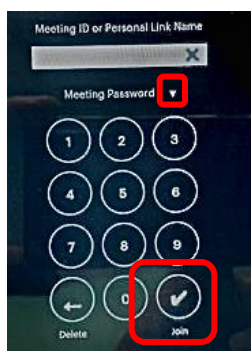
    *   Press the arrow next to meeting password to enter any passcode.
    *   Tap on the screen (doesn't matter where) and then in the lower right corner tap on checkmark "*Join*".

- Now you get to see this screen; you succeeded in turning on the Zoom Room.

- The Zoom screens for the hybrid classrooms are automatically turned on when the system is started up. If not, use the remote control in the room.
- On the right screen hanging from the front row in the room you will now see up to 49 participants in the Zoom session. Please be aware that you will only see participants if their camera's are turned on. If no one turns their camera on, you will see the shot of the classroom on this monitor.
- On the left screen you can see the Actual speaker at home, someone asking a question for example.
- Good to know: both checkout screens are not touch screens. The images you see on them will not be included in the recording of the lecture. Everything that is visible on the big screen does end up in the Panopto recording.
3. Check that the microphone is working and that any second microphone is working.
4. In the Zoom menu at the top of the panel, now choose Source Selection. You can now choose from PC, HDMI and USB-C. Anything you share will be visible in Zoom both at the venue and at home (i.e. the Share Screen option from Zoom is integrated into this panel). If you choose the PC as your source, make sure it's already turned on. It always takes a while to log into it.

E. Ending the Zoom Room – please don't forget!

When you are finished with your lecture, always close the Zoom session in the room. If you don't do this then the next lecturer cannot use the Zoom Room. Closing the Zoom works accordingly:

- From the menu at the top of the panel, choose "*Join*".
- Choose the "*End*" option from the screen that appears.


- Log out of the teacher PC if you have been using it.
- Press the power button on the panel to shut everything down.

F.   Possible problems and hick-ups.

It may happen that something doesn't work as it supposed to. These are some problems we have encountered so far:

- The Zoom Room was not turned off by your predecessor. Check on the panel if there is still a Zoom session open. You can see this when you see this text at the top of the screen. If that is the case, you first need to close that former Zoom Room.
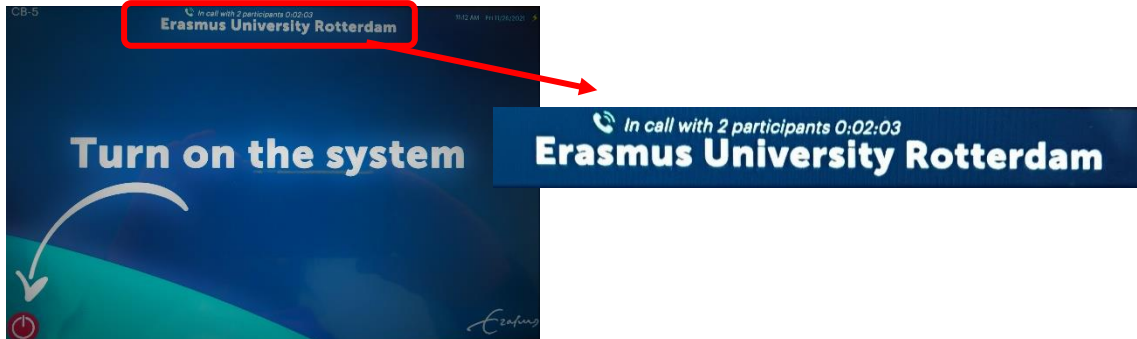
- Is the sound in the lecture room echo-ing? Then someone in the room is logged into the Zoom session and has not muted the sound of his or her laptop.
- You cannot control Zoom's chat from the lecturer's PC. Therefore, if people have questions at home, we recommend they raise their hand to ask them. If you do want to use the chat, have a student assistant log into the Zoom session as a host so they can read the chat.
- Also, to create break-out rooms you will have to log into the zoom session (or have a student assistant do this). It is not yet possible to do that from the panel.
- The mute-all option, with which you can mute all people at home at once, can only be used when you are logged into the zoom session with a laptop or pc.
- The visualizer in these rooms cannot yet be selected as Source within the Zoom environment. We are working on getting that done, but it is proving to be quite a challenge. If you want to write during the lecture, use the lecturers PC with the Sharp pen that comes with it.
- If the camera does not work, please check the *Source* menu button to make sure the camera is selected.

G.   Tips & tricks

- In the menu at the top of the screen you will also find the option *Camera Control*. With this option you can adjust the camera position.
- On the viewing screen at the front right of the room you will only see students who have their camera switched on. Only those students can use the raise hand feature in Zoom. The first one to raise his hand will be at the front of the queue.
- We advise you to start the session with a slide with a maximum of 3 conventions. For example: camera on, raise your Zoom hand if you have a question, the session will be recorded and can be viewed again, if Zoom falters or breaks down I will continue the lecture and you can watch it later.
- If the Zoom technology in the room does not work, please call MSC helpdesk: 010 408 90 20. We advise lecturers to continue with the lecture. After all, you have arranged a recording and it can be looked back by online students. We acknowledge this is not ideal but it is a proper solution.
- If you often use Mentimeter in your teaching, it may be useful to create a QR-code in Mentimeter. You paste that into a PowerPoint slide and it can then be scanned by both students in the room and students at home with their phones.

H.   Showing a guest speaker who is present via Zoom on the screen in the room

- You invite your guest speaker into the Zoom session in advance. Make sure that when you create the session, the option Authenticated users (i.e. only people with a EUR account can participate) is not checked!

- In the room you start the Zoom room via the panel as described above. The speaker is one of the participants in the Zoom Room.
- Also, immediately start up the lecturer PC and log in with your ERNA account.
- Start the Zoom application on the teacher PC, log in and enter the Zoom data for the Zoom session.
- Zoom now asks in a pop up, "Join with computer audio?" Press the cross at the top right of the pop-up window. It is important that you do not join the session with the computer audio, as this will cause the audio to bounce around in the room.
- Now Zoom asks (sometimes), "Do you want to continue without audio?" You should confirm this.
- The PC is now ready to share the speaker's image on the screen in the room later.
- You can now begin your lecture according to the instructions above.
- Once the speaker's presentation is over, on the panel at the very top right, choose the option: Return to Main.
- Now you will see a little house and can press this to go back to the menu. Click on the house. You will now enter the "normal" menu to use the facilities in the room.
- Choose the source PC (teachers PC).
- Now the Zoom screen of the PC will appear on the big screen in the room and all Zoom participants at home will see the same content, this will be the guest speaker.
- Image and speech of the guest speaker are now synchronized. Should there be any delay, in most cases it is due to the quality of the Wi-Fi on the guest speaker's side.
- You can, of course, also do this with your own laptop instead of the teacher's PC.

Instructions for the guest speaker

It is helpful if the guest speaker is also given some information beforehand.

- If the speaker wants to share a presentation, this can be done via the Share Screen option from Zoom.
- In PowerPoint, it is helpful if the speaker before sharing his/her screen:
- Put PowerPoint already in presenter mode. Experience shows that if you first share the screen and only then switch on presenter mode, it does not work.
- In Zoom, under share screen in the lower left corner check the box share sound, then the sound of video clips will be included.
- Also the checkbox optimize for video clip you can turn on if the external speaker wants to share video. If he/she now starts a video from their shared screen, it will also be visible on the screen in the room.

During a test with a guest speaker, we noticed that image and sound in the room were not synchronized when the guest speaker shared via Zoom. For the participants in Zoom, this problem does not occur. With a short video it is still doable, but with a longer video it is disturbing. This is a workaround to solve that:

- The guest instructor wants to share a video but has made sure that you have received the link to the video as well. You have this ready on the teacher's PC.
- Now reduce the size of Zoom on the teacher PC and YouTube or Vimeo full screen.
- Now go to the panel and switch the source from PC to Zoom Room there.
- Within the Zoom Room panel, go to Source Selection and choose PC.
- Now you can start the video, it will be sync in the room and at home in Zoom.
- When the video ends, first on the panel switch to source selection (within the Zoom Room screen) and choose HDMI or USB-c (doesn't matter which, as long as it's not PC).
- Then you choose Return to Main on the panel.
- Then click on the little house again
- And choose PC. Now on the PC, you can continue the Zoom session again and display the speaker on the big screen.