

GUIDELINES for ZOOM SERVICES with KOL HALEV

- Instructions for Zoom phone-only users: 1
- Best practices for a great Zoom experience 1
- How to use service booklets (without printing) while Zooming 3
- Zoom: Beyond the Basics 3
- Lila’s guide to the peculiarities of Zoom 4

Instructions for Zoom phone-only users:

You just use your phone as if it were a phone! But, first, as soon as you register, call the office, leaving **your name, the phone number you’ll use to call into services, your current mailing address, and whether you’ll need us to send you printed service booklets** (and if so, which services).



1. **You can join any Zoom service using a landline or cellphone.**
 - Call into one of Zoom’s toll-free numbers. There are several available; here are two: **646 876 9923** or **301 715 8592**. We will send you these again with your meeting IDs & passwords.
 - When prompted, you will enter the **Meeting ID (followed by #)** and the **password (followed by #)** and then you’ll hear the audio from the service. That it!
 - Muting: You’ll be muted when you enter the service. If you want to unmute or need to remute, use this shortcut: ***6 (star 6)** will toggle between mute/unmute

2. **Registration instructions for Zoom phone-only users (see exact instructions on page 3) direct you to call the Kol HaLev office (216-320-1498) as soon as you register.** That’s because we’re assuming that you don’t use email, so **we will need to send you (by U.S. mail) the Meeting IDs and passwords for the services you want. Because time is short and the mail is slow, we want to send those out to you immediately.**

Best practices for a great Zoom experience

1. **Create your own FREE Zoom account.**

The benefit of having an account is when you enter a Zoom meeting your display name appears just as you entered it when you created your account. Note: it is possible to join Zoom meetings without having your own account, so don’t assume you have one *unless you’ve already been through the account creation process.*

 - Head over to Zoom (<https://zoom.us/>) and click the orange “Sign up It’s Free” button
 - Choose the free account option on the left, then enter your date of birth
 - On the next page, where it says, “Enter your work email,” enter the email address you’ll use the email you want to use whenever you join a Zoom service. (It doesn’t need to be a work address; the default is for business use).

- Zoom will send you a verification email; go to your email, find the one from Zoom and click on the “Activate Account” link within.
The rest of the process is self-explanatory, except for one thing: **When you’re asked to enter your first and last name, enter it as you want it to appear in your “display name”** (the name that is displayed for others to see when you participate in a Zoom meeting).

Always sign in at Zoom first, before registering or joining a service.

2. **Install Zoom on your desktop or laptop computer or your tablet or cell phone.**

The device you use must have a camera and microphone.

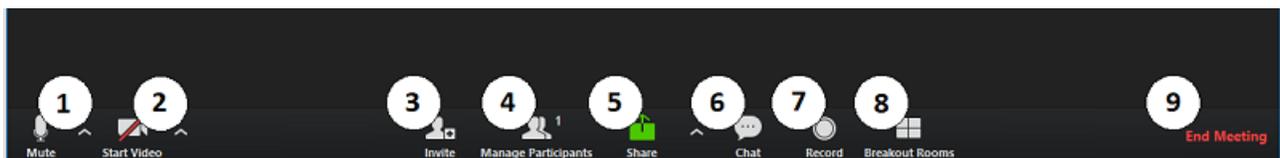
- There are excellent instructions for installing Zoom on almost any device at <https://www.bethdavidsynagogue.org/zoom-help.html>
- If you participate in Zoom through your web browser, you’ll be asked to download the Zoom app; say yes.
- If you participate with a table or smartphone, you’ll download the Zoom app from either the [Google Play](#) Store or the [iOS App](#) store.

3. **Understand what you’re seeing – gallery view vs. speaker view**

- There are two layouts primary layouts for your Zoom screen:
 - Gallery view – in gallery view, you see as many squares full of people as there are room for on your screen. The person speaking almost always on the first page, with a yellow border
 - Speaker view – in speaker view, there’s one large image in the middle of the screen. Zoom has voice-activated focus: whoever is speaking (or making noise) is displayed in the large square.
 - Mini view – is the small window that hovers in the corner of your screen in speaker view whenever you’ve clicked away from the main Zoom screen
- There are tips for getting (almost) everyone to fit on your Zoom screen [here](#).

4. **Know your operating procedures.**

The user controls in [the Zoom interface](#) are different depending on the device. Play around with your device to learn where the controls for mute/unmute, chat, and other features are located. This is the lower tool bar in the web browser version of Zoom for someone who is hosting a Zoom meeting; if you’re a participant, not the host, you’ll only have the ones described below.



1 The microphone icon on the far left, mutes and unmutes your microphone when you click on it. If you know nothing else about Zoom etiquette, know that the #1 rule is that **when you are not speaking, you should be muted**. That’s because any sound in your environment -- ambient noise, sirens going by, a kitchen timer ringing, the sound of you clearing your throat – Zoom will pick up and share them with everyone in the meeting unless you are muted.

2 The video icon to the right of the mute icon, turns on and off your video feed. Turn yourself off when eating, blowing your nose, or moving your laptop to a new room.

④ Click on participants, item 4, to bring up a text list of all the people participating in your Zoom meeting.

⑥ Clicking on chat brings up a small chat box. You can use the chat box to send a message to everyone or use the dropdown arrow to select just one member of the meeting to send a chat to. **Before posting a chat comment look carefully to make sure you're not sharing private comments with the whole meeting!**

5. Zoom keyboard shortcuts to the rescue

It's easier to be always at the ready with your Zoom controls if you know about keyboard shortcuts. [There are a lot of them](#), but here are some of the most commonly used:

- It+F1: Switch to active speaker view in video meeting
- Alt+F2: Switch to gallery video view in video
- Alt+V: Start/stop video
- Alt+A: Mute/unmute audio
- Alt+H: Display/hide in-meeting chat panel
- Alt+U: Display/hide participants panel
- Alt+Y: Raise/lower hand

How to use service booklets (without printing) while Zooming

1. **Join the service on one device and read the service booklet from another device.** If you join the service from computer, and you also have a tablet, you can participate in Zoom (or watch the livestream) on a device with a built in camera and microphone and have the pdf service booklet open on the second device.
2. **OR divide your screen.** If the device on which you are participating in Zoom services (or watching the livestream) has a large enough screen, you can open your livestream or Zoom session window on one side of your screen, resizing the window so it takes up only half the screen; then open the PDF service booklet in Adobe Reader, move that window to the opposite side of the screen and resize the window so it only occupies half the screen.
 - a. **If your computer is set up to automatically open PDFs in your web browser, you can still use this method;** on one half the screen, arrange and resize your Zoom window, and on the other side of your screen, close all browser tabs except the one displaying the PDF service booklet. Then arrange and resize your browser window so that it occupies the half the screen not taken up by the Zoom window.
 - b. **This can also work if you are watching a livestream, although there's an additional step.** If you're watching the livestream on one tab, and the service booklet is on another tab, you can "undock" one of the tabs by selecting it and pulling it away from the main browser window, essentially created a new instance of your web browser.

Zoom: Beyond the Basics

****Even frequent, fluent Zoom users should read from here to the end!****

The three responsibilities of Zoom service participants

On page 2 of the registration information, we said that joining services as a Zoom participant comes with some responsibilities that help protect the comfort and security of all participants: When you register for and participate in a Kol HaLev Zoom service, you are agreeing to the following:

1. **To follow Kol HaLev's guidelines for creating a welcoming, safe sacred online space.**
2. **To familiarize yourself with Zoom controls and be prepared to act** if you need to mute or unmute yourself, start and end video, raise your hand (through Zoom) and use chat to message individuals or the entire group of participants.
3. **You agree to safeguard Kol HaLev's Zoom links** by not forwarding or sharing them by email or post. We use all of Zoom's security features, leaving only one way for a Zoombomber to gain unauthorized access to our services – through a link that was shared with the wrong person or in the wrong place.

Thank you in advance for helping us keep Kol HaLev's sacred online space safe, secure and comfortable for everyone.

Lila's guide to the peculiarities of Zoom

Everyone knows by now that the cardinal sin of Zoom is forgetting to mute yourself. Here are more things to consider that will improve your Zoom experience and that of other participants.

1. Your visual presence matters.

People widely report that as participants in Zoom services, they regain the sense of **being in community with others**, which most members of spiritual communities value under normal circumstances. Now, 9 months into pandemic, social distancing and government and self-imposed lockdown, the need to have experiences as part of a community has drawn Jews who rarely attend shul into Zoom Shabbat services all over the country.

How do Zoom services create that sense of being in community? It's clearly, given that most of us are muted during services, that **being in community with others and being present with one another are primarily visual experiences**. The feelings are linked, if not totally accounted for, by the sight of our faces, collected and concentrated in a small 2-dimensional landscape.

2. Your strong visual presence is a gift to others.

In a Zoom service, **seeing and letting yourself be seen are reciprocal gifts to your community**. Please take the time now, before the High Holy Days begin, to practice using or improve the video set up that brings your face into communion with others'.

- a. **Improving your video presence isn't about better equipment, but strategy:** Take a look at your current Zoom set up and see which of these best practices you can apply.
- b. **Turn on your camera:** We understand that there is occasionally good reason for leaving your camera off; however, being able to see as many of our fellow members as possible bolsters our mutual sense of community.

3. Want to level up your video? Implement these best practices:

- a. **Try to center your face in the frame.** Think about where you sit and where to place your device so that your face from shoulders to top of head occupies most of the frame. This may require you to get closer to your camera or try different (comfortable) seats with your device on a variety of surfaces.
- b. **Position your camera at eye-height.** Books of various sizes can be used to raise the height of the camera on a laptop, but for a tablet or smartphone, you may need a stand to keep your device at the right angle.
- c. **Light yourself well for others' view.** Please do not place yourself and your screen in front of a window or all others can see is your silhouette, not your features or your smile. When thinking about where to sit, aim for bright diffuse light from the front. You can use desk lamps to reduce shadows and light your face evenly.
- d. **If there are two of you sharing the screen:** For both of you to be in the frame and well lit, try sitting shoulder to shoulder on a couch or loveseat, facing a window. Put your laptop or other device with camera on the coffee table, elevated to the right height. If this proves challenging, we recommend using two devices in separate rooms, keeping in mind that:
 - i. The devices must be in different rooms so they don't cause feedback
 - ii. To join the service on different devices, you'll EACH need to complete the Zoom registration, EACH receive your own unique link, and EACH use their unique link to join the service.

4. **Rethink your Zoom background use.**

It looks very cool to attend Zoom services with an image of the Western Wall behind you (learn about backgrounds [here](#)). For now however, we ask that you only use Zoom backgrounds if you are using an actual green screen or are in front of a background that is so uniform in color and texture, there's no pop-through when you move. **There's new evidence linking that kind of flickering and depth-of-field disruptions with migraines and seizures.**

5. **Zoom's social reality is pretty strange, so don't take social weirdness personally**

Sometimes interaction on Zoom can feel so natural that it's easy to forget how very different they are from in-person interactions.

One clue to the difference lies in this theory of Zoom fatigue. In typical face-to-face interactions, we are constantly scanning, looking and listening closely for shifts in vocal tone, facial expression and body language. **The clues from non-verbal social communication shrink to nearly nothing over Zoom, but our brains cannot stop scanning for those clues, fruitlessly, without gaining the information we're seeking.** Our inability to turn off our scanning behavior can cause us real fatigue.

Here are a few more oddities of Zoom that change our social reality.

- **There can only be one conversation at a time on Zoom,** thanks to voice-activated focus. Normally our High Holy Days schedule includes schmooze time in the lobby or auditorium. Take a second to picture it: gathering in small groups or taking our seats in the auditorium and chatting with neighbors. But on Zoom, it's not possible to have concurrent conversations and there's no way to have small side conversations (unless you use the chat function).

- **There is no quick repartee on Zoom, thanks** to latency (or lag), the time it takes digital information to travel from its starting to arrival points. If you tell a joke, even if people laugh, there's just enough time between the telling and potential response for someone to interrupt inadvertently and change the conversation.
- **There's no "unison" on Zoom because latency is variable;** your lag is different than my lag because transmission rates vary according to time of day, geography, internet service provider, and more.
- **Making real eye contact is a little tricky on Zoom.** People who appear to be looking right at you are almost certainly looking right at their cameras. And people who are looking at you on their screens may see to be looking off center. So really, you're free to assume people ARE looking right at you if it makes you feel good, and if it doesn't feel good, you're equally free to assume they're not.

6. **How to counteract the aspects of Zoom which affect social interactions.**

(In short, pretend you've taken 19th century comportment and elocution lessons.)

- **Sit up straight, with your face and body centered in the screen.** The better people can see you, the more effective your communication and the stronger your presence will be.
- **Look into the camera while speaking.** It gives the appearance of eye contact – because, yes it gives everyone else the impression that you are looking right at them, which most of us enjoy. Plus it's better than staring at your own face and realizing how badly you need a haircut.
- **Don't rush when reading or speaking.** Slowing down will make it easier for others to take in what you are saying. Don't panic — you've got this.
- **Use gestures and mannerisms** that you would typically use in person.
- **Sing! Even when we're muted.** Clap if the song calls for it. Singing and clapping convey joy.

7. **Guidance specific to Shabbat and High Holy Day services:**

- **Have your service booklet or Machzor out and ready to go** at the start of service (see page 3 for how to do this without when you're reading it onscreen).
- **Dress up** for High Holy Days (if you wish)
- **Check the list of co-leader requests** for preparations you can make (example: Wear white to the Yom Kippur morning service)
- **Please don't eat during services.** The Talmudic rabbis thought eating or any other bodily activity was a distraction during prayer. Please also consider that your fellow congregants may be fasting on Yom Kippur. (Sometimes people have to eat, for example, in order to take medication that must be taken with food. If this is you, please turn off your camera or "stop video" using the Zoom controls during the time you will be eating or drinking.)
- **Bring your intention to help create a shared sacred space,** just as you do when we meet in person.