

Understanding Technology for Engagement



About Alive

Alive is the UK's leading charity enriching the lives of older people in care and training their carers;

Alive:

- Engage older people creatively through meaningful activity sessions
- Train and support care staff to enhance older people's wellbeing and deliver outstanding care at every opportunity
- Reduce older people's social isolation by connecting them to their local communities
- Speak up for the rights of older people in care to those with the power to improve their lives
- Depend on charitable donations to deliver our work.



What we will cover today

- Getting your technology set up
- Internet connections and solutions to WiFi Issues
- Downloading and setting up video calling software

What is your current hardware setup?



Displaying a phone or laptop screen on a television

- You can use a phone, tablet or laptop to display information to residents.
- Phones and tablets are the most user friendly way to do this as they will have all of the necessary hardware built in.
- Laptops are also a good option as newer laptops will have everything built in.
- Both will use the same cable to connect to the monitor but phones and tablets will need to use an extra adapter.

Cables and adapters for laptops

- Different ages of laptops and televisions will have different types of video cables
 - Newer technology will use HDMI Cables
 - Older technology will use VGA Cables
- What happens if you have one HDMI port and one VGA port
 - In this case you will have to use an adapter



HDMI cables



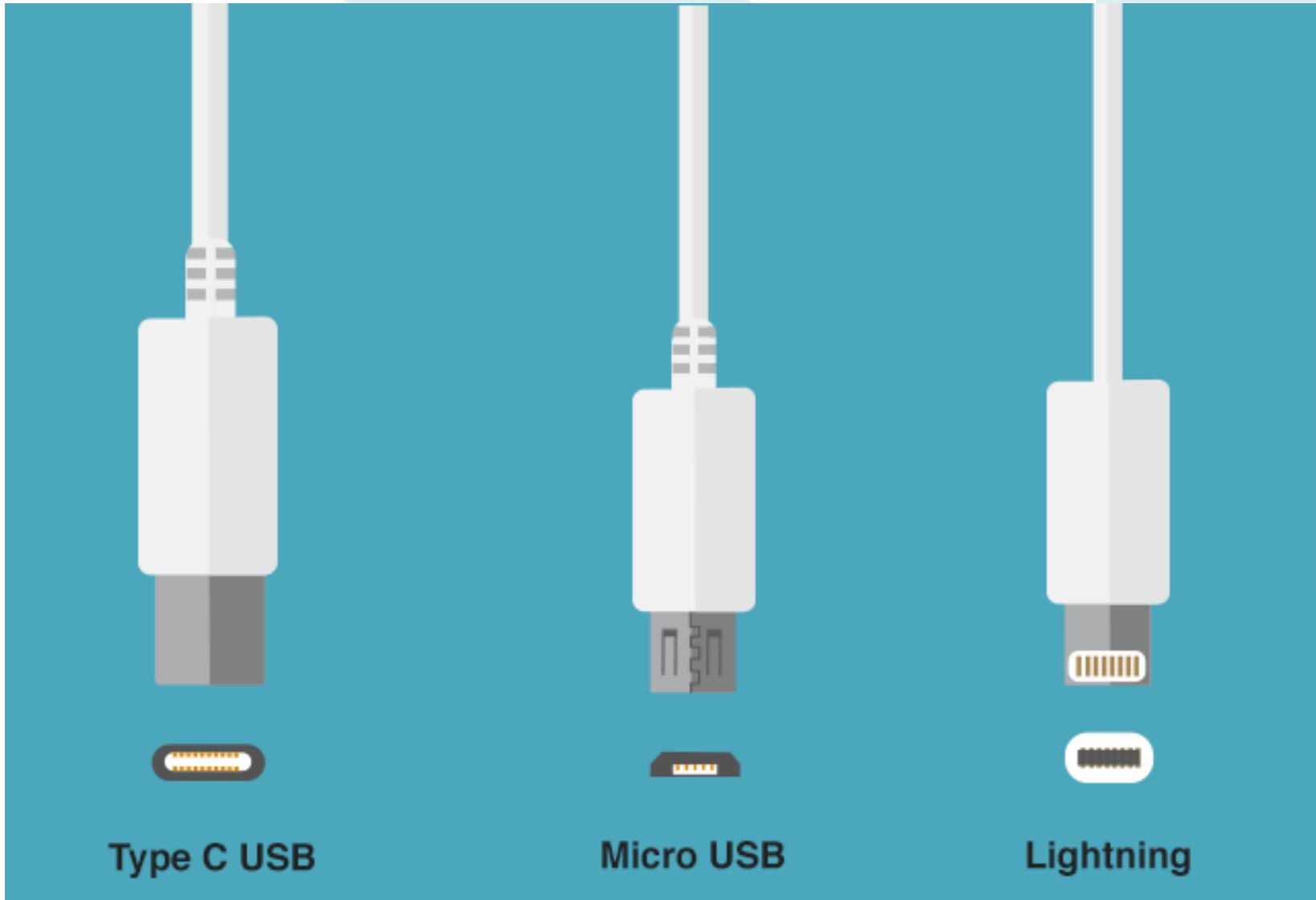
VGA cables



HDMI/VGA adapters

Cables and adapters for phones and tablets

- Phones and tablets will need an adapter to connect them to the HDMI or VGA type leads we saw previously.
- Different phones will have different adapters
 - Apple Connectors
 - Micro USB
 - USB C



Casting your screen

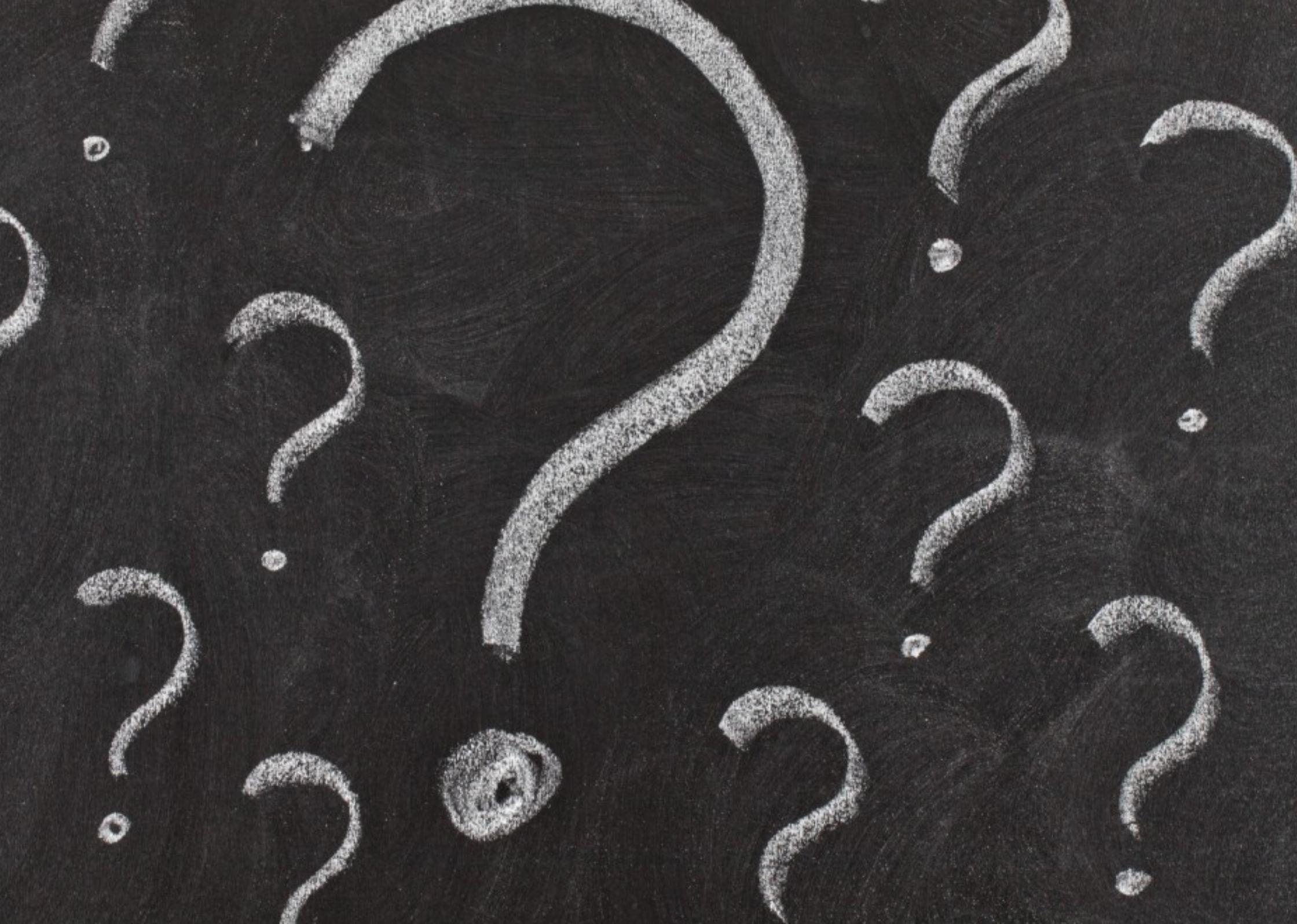
- Newer televisions that have a HDMI port will enable to you display images and film wirelessly to the television using a casting device.
- This is a great option if you are using a phone or tablet.
- However, it will require you to be using wifi and not mobile data.
- Casting is great for showing videos, music and photos. You can use casting for zoom sessions but it is a little more tricky so we won't cover this today.



Types of casting device

- Google Chromecast
 - This is generally accepted as the simplest and most reliable to use and is the most compatible if you would like to learn more about casting zoom meetings.
- Amazon fire stick
 - This also works well and offers the opportunity to have Netflix and other streaming platforms built in.
- Smart TV's
 - Most modern smart tv's will have an in built casting option





How good is your WiFi throughout your home?



Slow internet connection

A good steady internet connection is key to good quality social interaction. There are a few easy steps you can take to troubleshoot a poor internet connection;

- Run a speedtest on your internet
 - <https://www.speedtest.net/>
- Research the best internet for your area
 - BT Lines VS Virgin Lines
 - <https://www.cable.co.uk/broadband/check-my-area/>
- Use mobile networks

How to deal with patchy Wi-Fi

- Upgrading your router
 - The router you get free with your internet subscription is often not the most powerful you can buy.
- Signal boosters
 - If you're delivering activities a long way from the router look into using signal boosters throughout the home.
- Using Mobile networks
 - If neither of the above is possible then look into using mobile networks.

Using Mobile networks

- A mobile network is run through satellites and not traditional landlines so is likely to have better coverage throughout your home.
- If you work in an old building you may need to check coverage carefully.
- Make sure you choose the right network for your area, different providers will have better coverage in different parts of the country.
- You can find out your best option here // <https://www.signalchecker.co.uk/>

Hardware for using mobile networks

There are a number of different ways you can use mobile networks;

- Phones and tablets with a sim card slot
 - This will involve getting either a contract or paying for pay as you go data, but it the simplest way to do this.
- Hotspotting and tethering a phone to a laptop
- Using dongles to plug into laptops

Hotspotting a phone to a laptop or tablet

If you have a phone that has a good amount of data included in your contract you will be able to turn that phone into a wifi hotspot.

- Go into your phone's settings and look for the option that says wifi hotspot.
- Go into the settings and set a password.
- Once you've turned it on, go to the device that you are hoping to connect and look for your new hotspot like it is a normal wifi network!

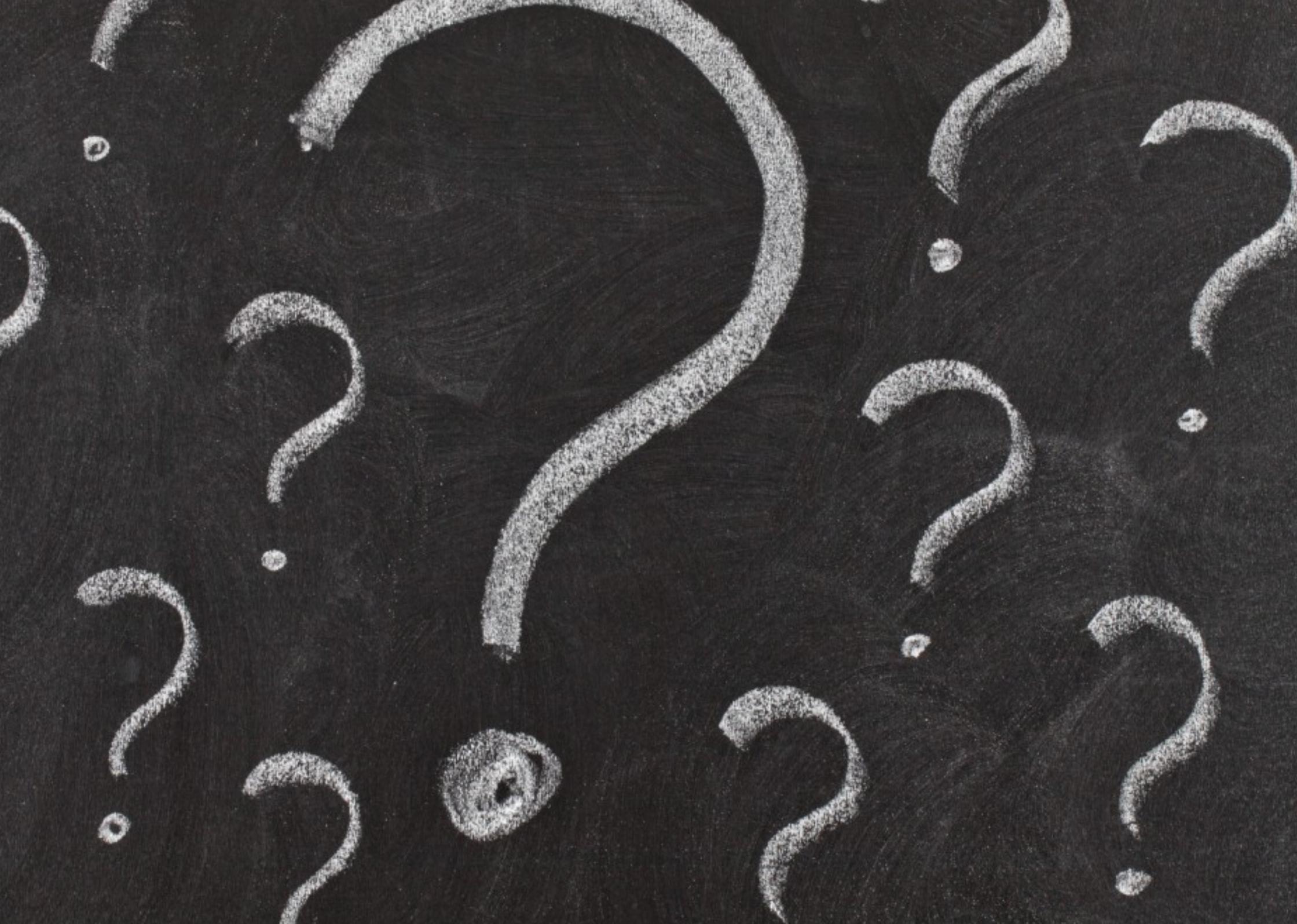
Wifi hotspot logo



WiFi Dongles

WiFi dongles work the same as a WiFi hotspot, creating a portable WiFi network your device can link to.

- Dongles come in many shapes and sizes and you do get what you pay for.
- You can buy a dongle independently and insert a simcard or buy a dongle package from a service provider as you would a mobile phone
- As mentioned previously, the network provider you choose will make a big difference here.



Who has been using video calling?



Setting up your computer for video calling

There are three main things we'll cover in this section;

- Setting up your camera and Microphone
- Adjusting your computer settings
- Downloading the software

Setting up your camera and microphone

- A phone or a tablet will have a built in camera and microphone
- A newer laptop should have a built in microphone and webcam, you will be able to tell by the outside of the computer. The camera will be visible here;



Setting up your camera and microphone

- You may need to purchase a webcam if;
 - Your device does not have a built in camera
 - The camera on your device is not very high quality
- A webcam can be bought online reasonably cheaply and plugged into your computer
 - If you are plugging a webcam into your device it will likely use a USB cable
 - Check that the camera has a built in microphone
 - Check that the camera has 'plug in and play' option
 - You will have to update some of the settings in your computer to use the webcam with zoom.



What video calling software have you used?



Most popular video calling software



Why use Zoom?

All three platforms have their benefits but today we will only be looking at how to set up zoom. This is because;

- During lockdown it has become the most popular and secure video calling software.
- It offers the best functionality
- Alive uses this software for delivering our sessions
- It is the easiest to use.

Setting up zoom on your device

The easiest way to set up zoom is by downloading the zoom app onto your device;

- If you are on a phone or tablet
 - Head to your app store and type in zoom
- If you are on a laptop
 - Head to <https://zoom.us/download> and download the app here

Zoom Client for Meetings

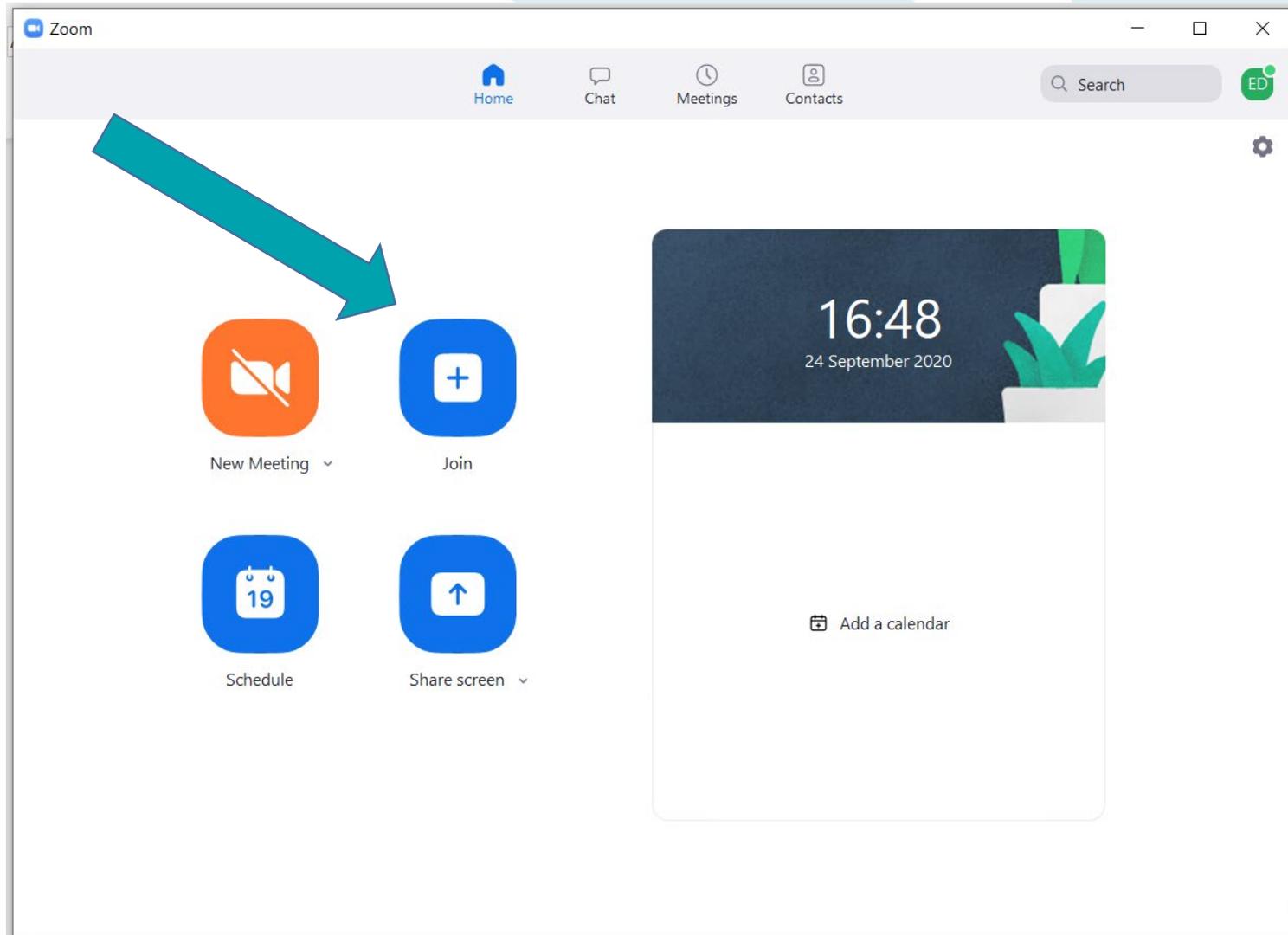
The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.

Download

Version 5.3.0 (52670.0921)

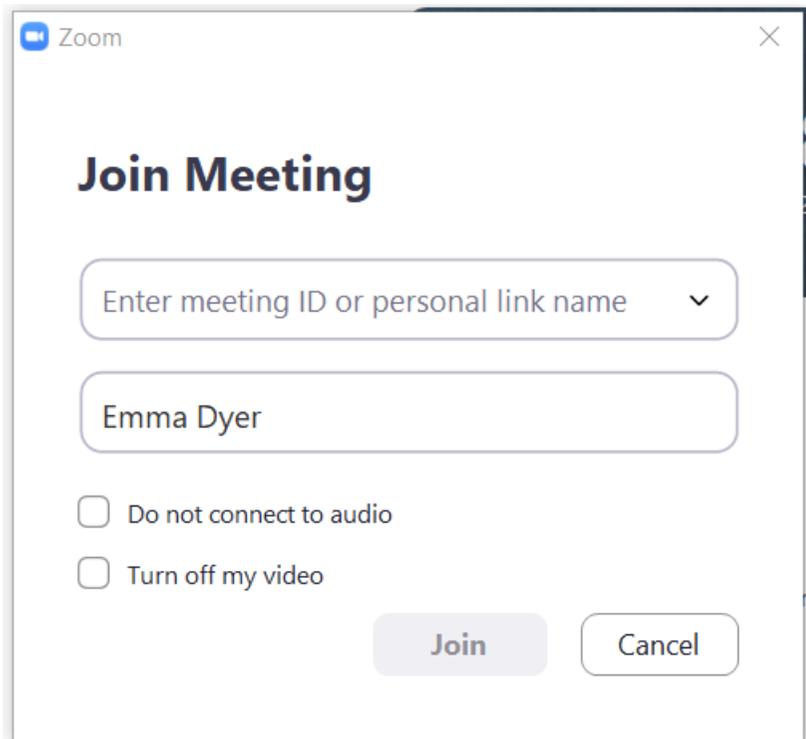
Joining an existing zoom call

You do not need to make an account if you are joining an existing meeting.



Meeting IDs and invite links

You can join zoom meetings via a link or a meeting code. You will usually be sent an invite similar to the one below. It is easiest to click on the zoom link. If this doesn't work you can join manually through the app using the meeting ID highlighted below.



Join Zoom Meeting

<https://us02web.zoom.us/j/3215900801>

Meeting ID: 321 590 0801

One tap mobile

+13017158592,,3215900801# US (Germantown)

+13126266799,,3215900801# US (Chicago)

Dial by your location

+1 301 715 8592 US (Germantown)

+1 312 626 6799 US (Chicago)

+1 346 248 7799 US (Houston)

+1 646 558 8656 US (New York)

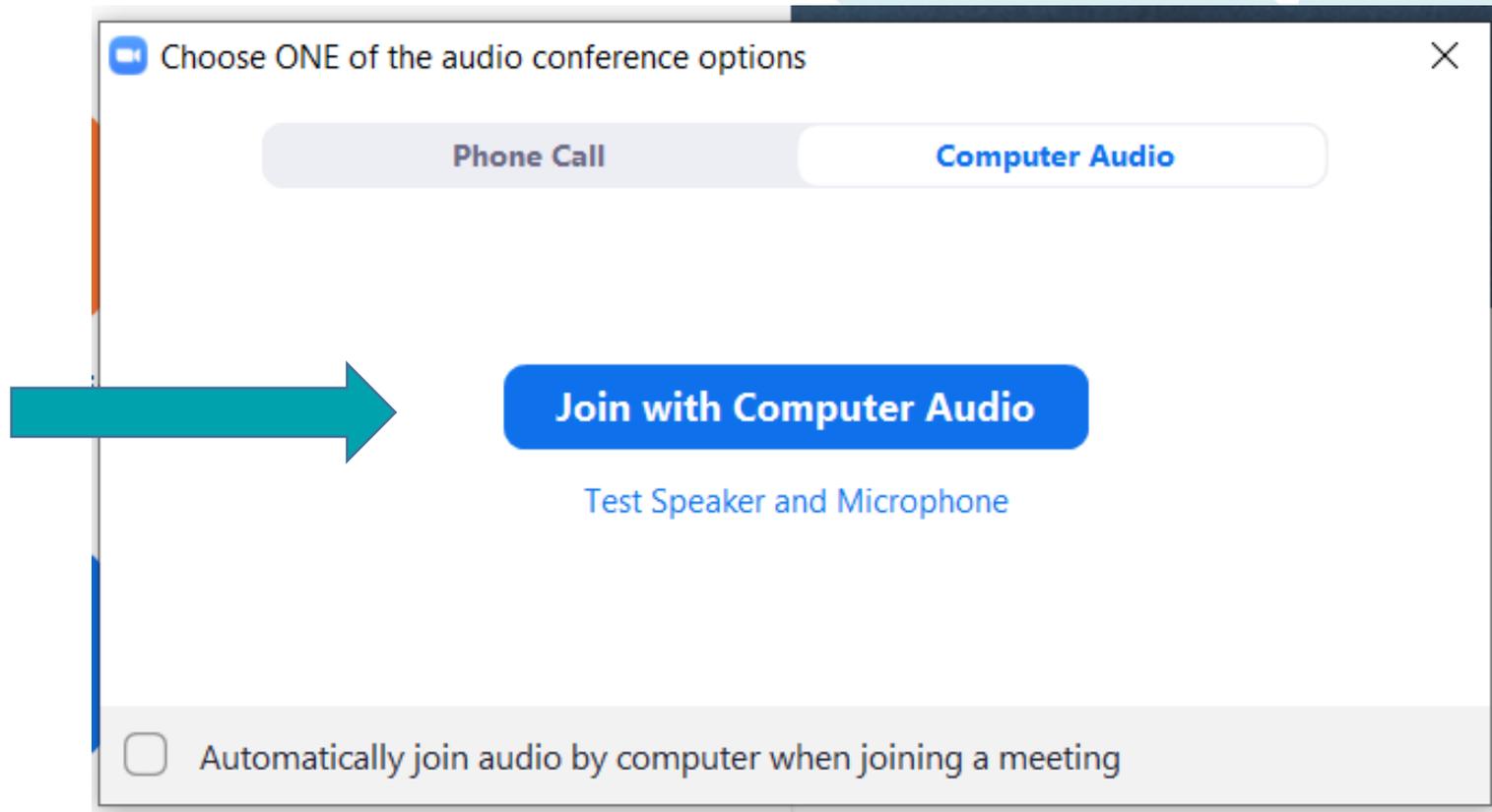
+1 669 900 9128 US (San Jose)

+1 253 215 8782 US (Tacoma)

Meeting ID: 321 590 0801

Find your local number: <https://us02web.zoom.us/j/3215900801>

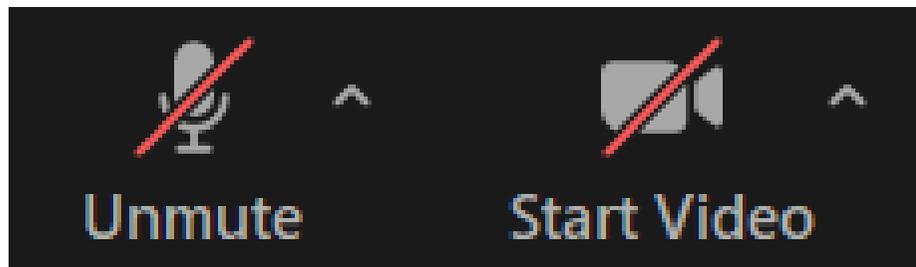
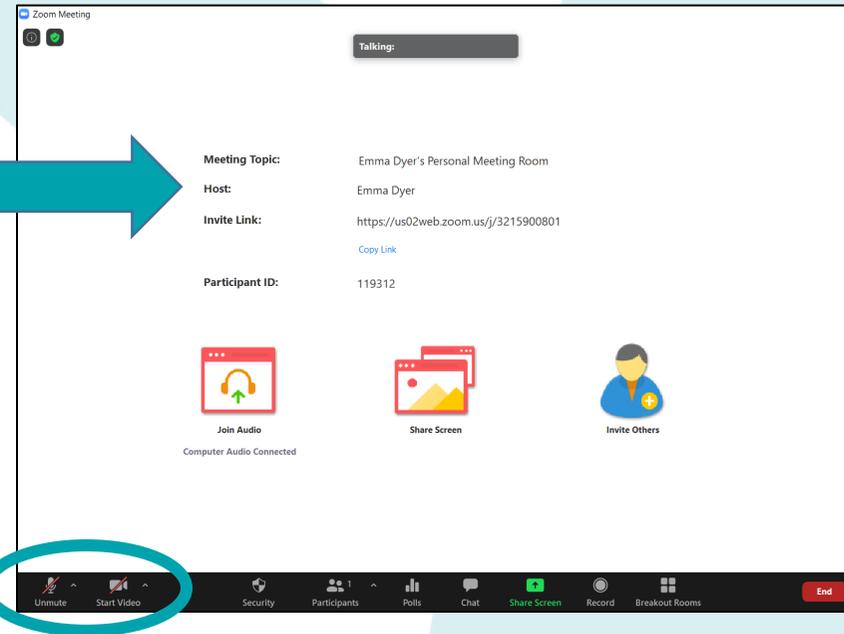
Setting up your audio



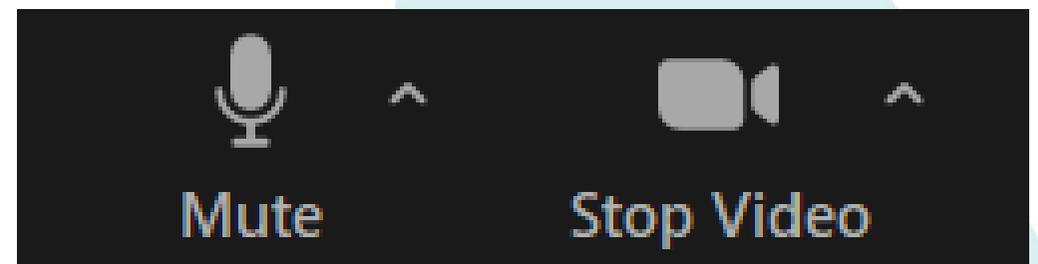
Turning on your audio and video

You will be taken to this screen

To turn your audio and video on or off click on the microphone and the camera icons below.

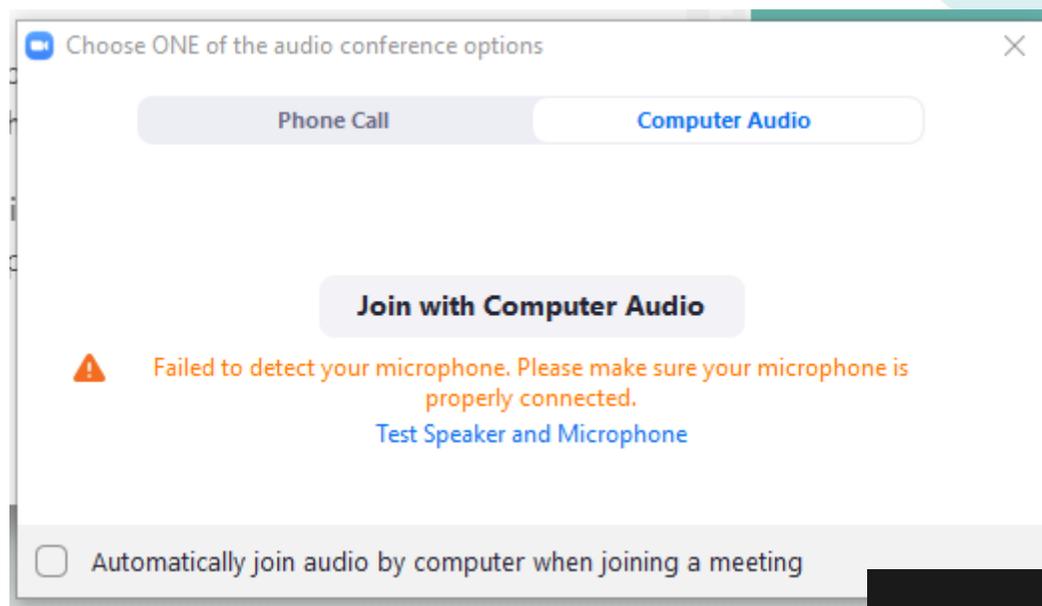


Video and audio off



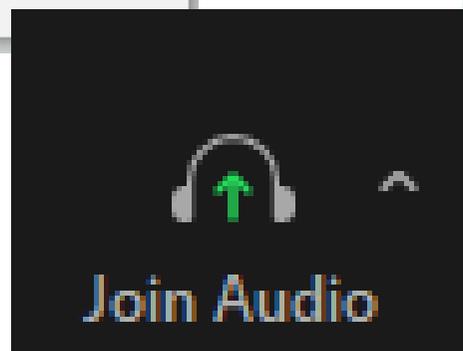
Video and audio on

If your computer needs a microphone



If your computer doesn't have a microphone then you will see this screen.

You will need to plug in a microphone. This could be a pair of headphones with a built in microphone or a webcam.

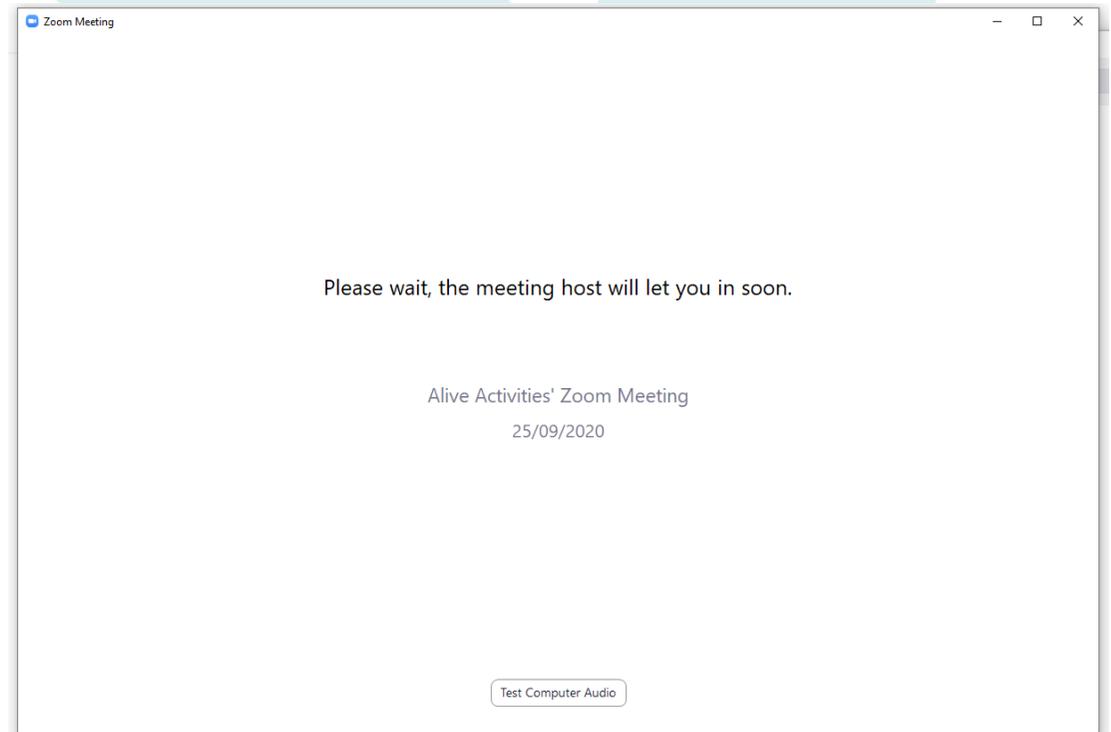


While you're in the meeting, if you see this in the bottom left corner you need to find an external microphone.

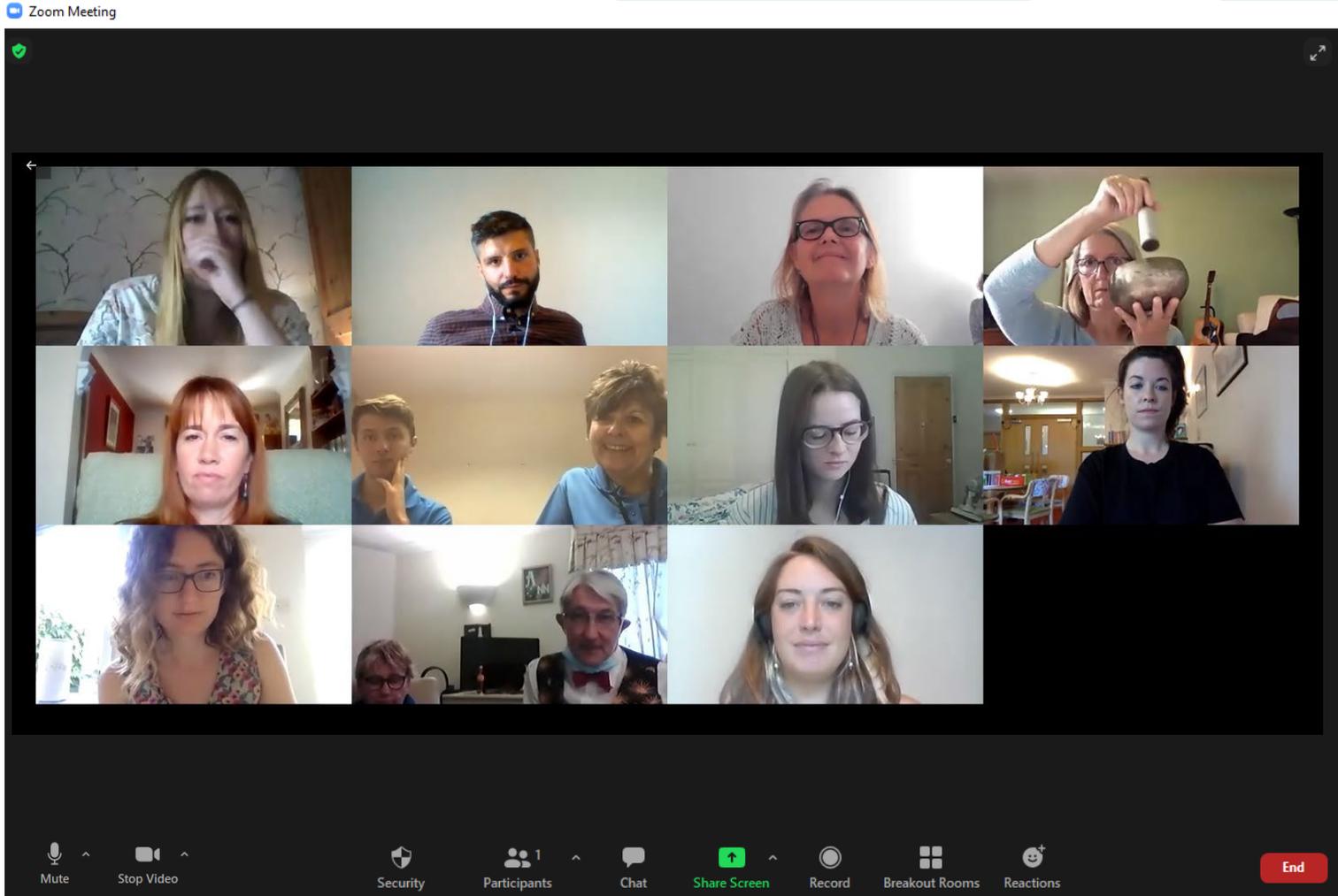
Waiting Rooms

For added security, Zoom now has waiting rooms, when you log in you may see this screen.

This means the meeting organiser will let you into the discussion shortly.



Slide of everything as it should be



How to Start a zoom call

- Go to you start menu and open zoom as you would do with any other program such as Word or internet explorer
- The first time you open this you will be asked to make an account. You will need an account to start zoom calls but not join them.
- Make an account and sign into it.

Zoom Cloud Meetings

Sign In

[Forgot?](#)

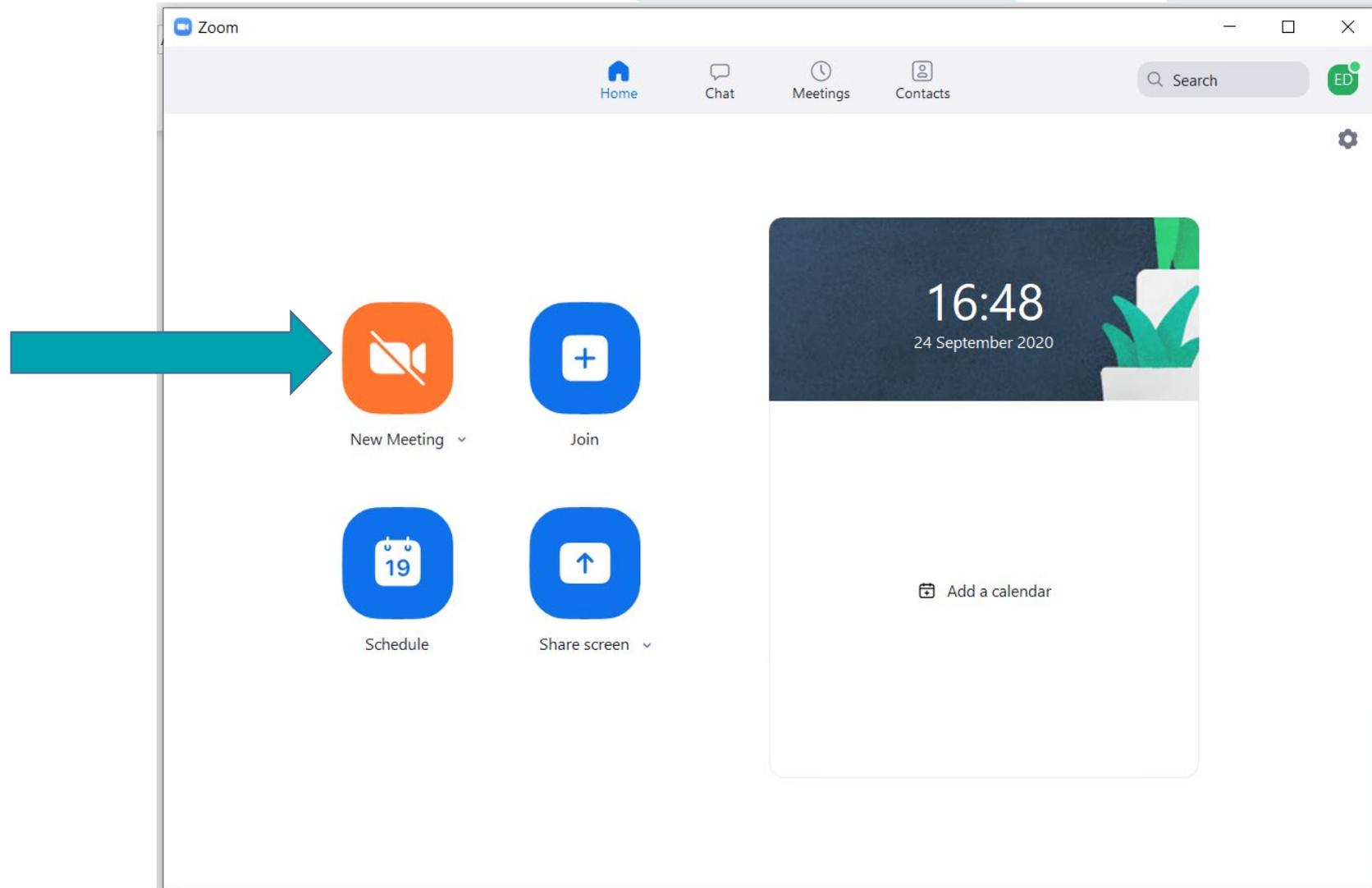
Keep me signed in

or

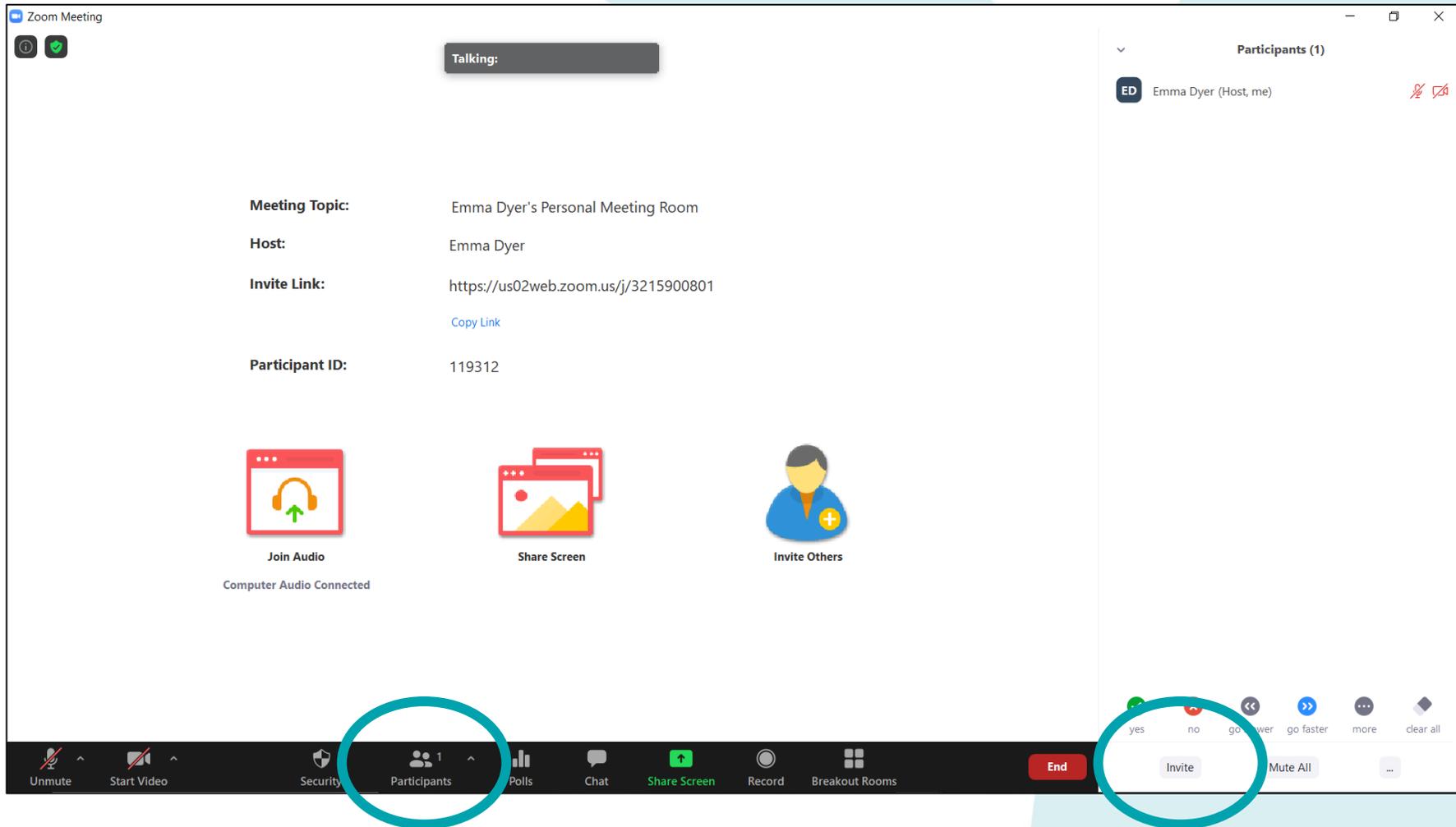
[< Back](#) [Sign Up Free](#)



Starting a zoom call



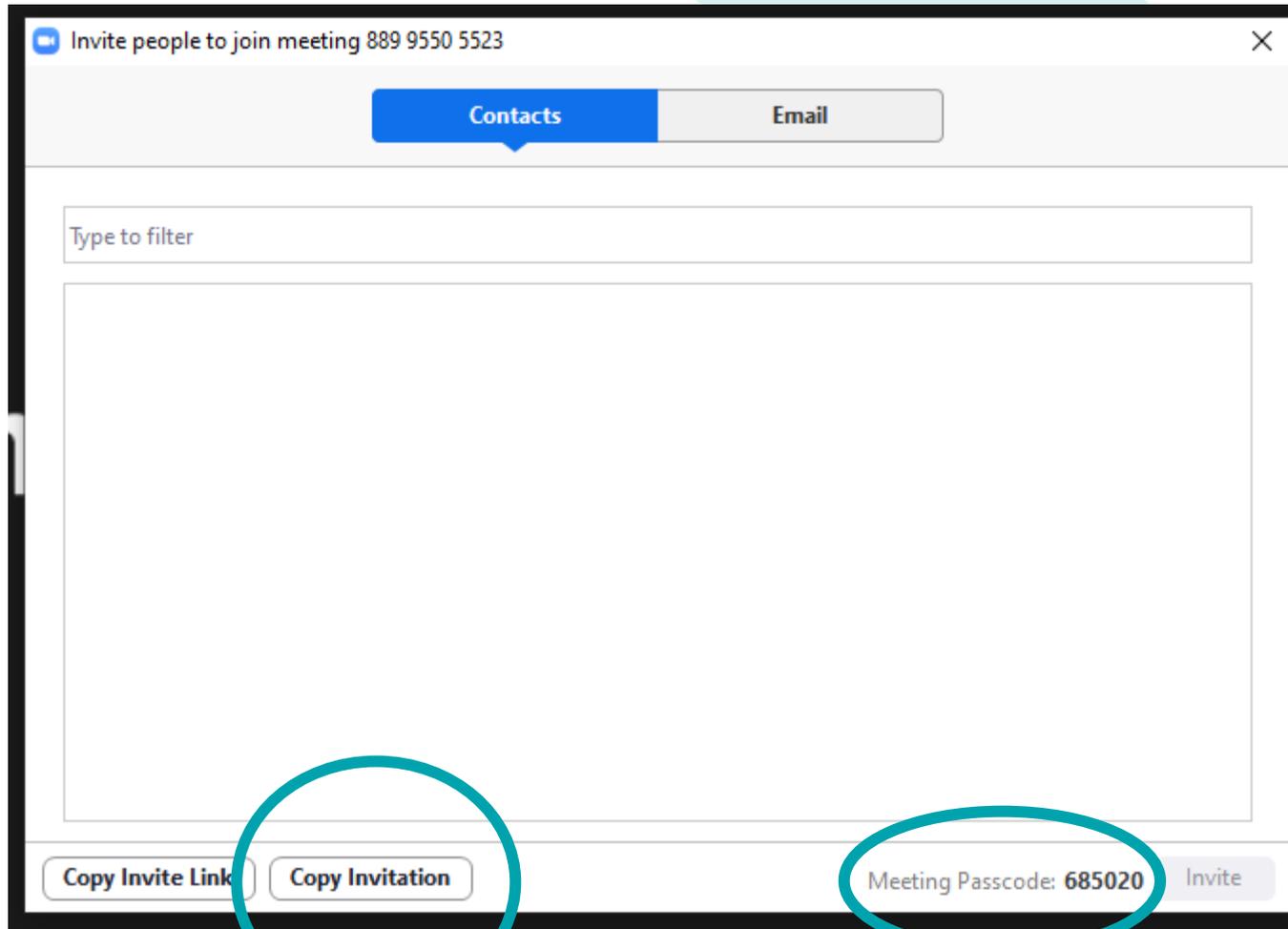
Inviting people



To add other participants click on the participants menu

Then click on the invite button

Inviting people

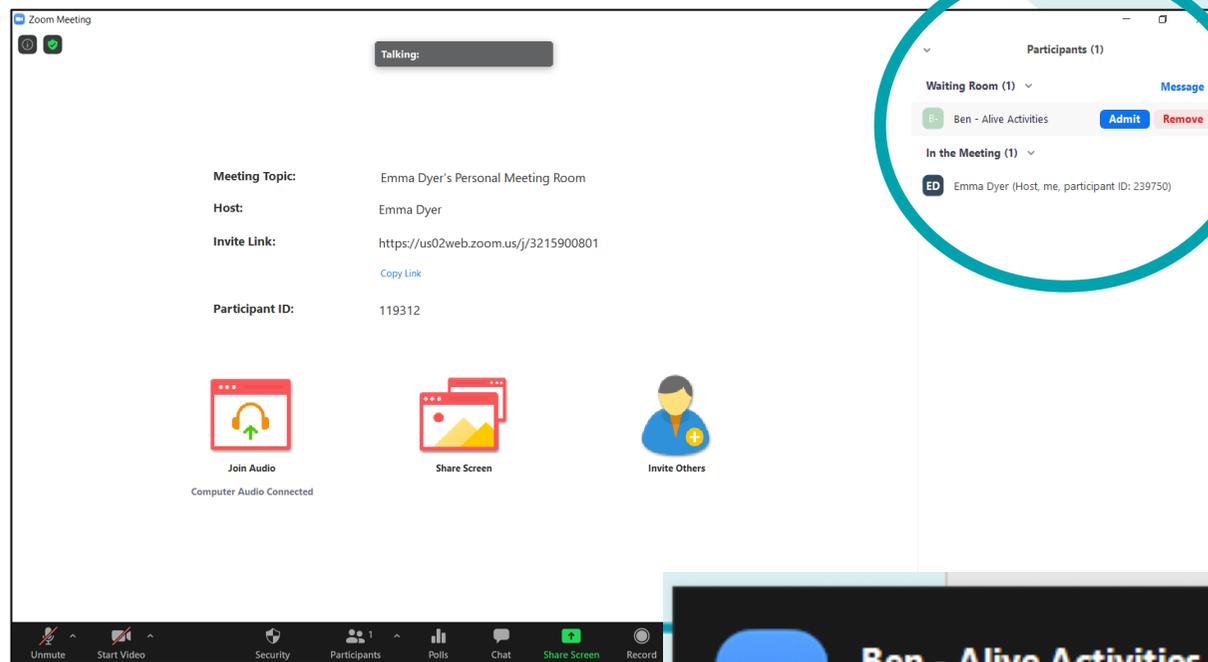


Once you have clicked on the invite button you will see this screen

Click the copy invitation button to copy an invitation link to your clipboard to share via email.

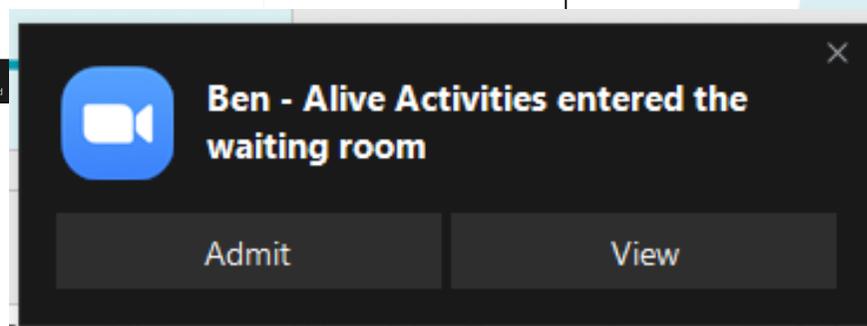
Alternately you can send people the meeting passcode and they can type it in manually.

Admitting people from the waiting room

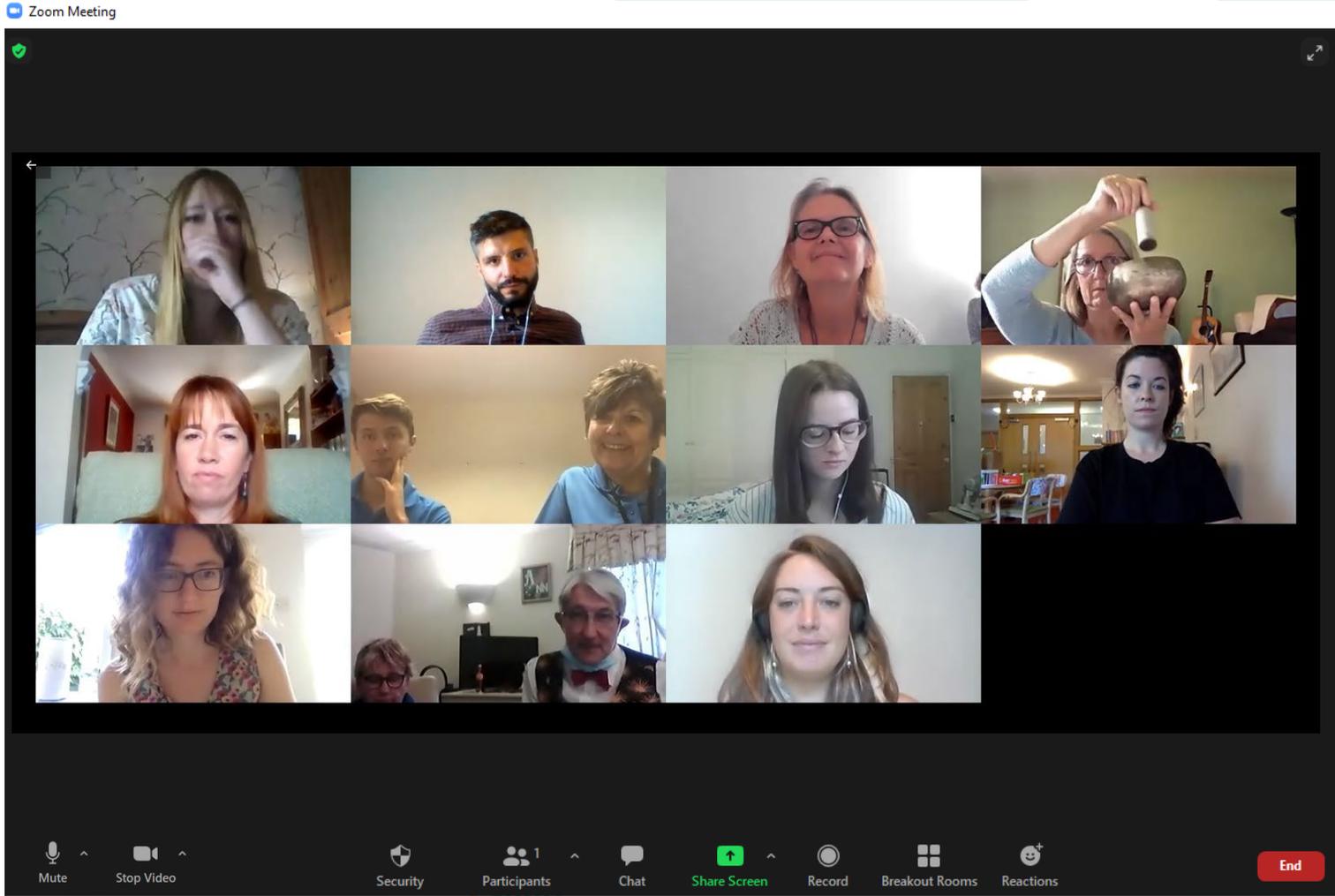


When someone is trying to enter your meeting you will see either the screen to the left as a pop up on the bottom right of the screen.

Alternatively you will be able to let people in using the participants area.



Slide of everything as it should be



Zoom functionality

Today will not cover the full zoom functionality due to time restrictions. However, more information can be found here;

<https://bit.ly/342YfZQ>

If you would like Alive to prepare an advanced version of this course with more information about using zoom then please let us know in the training feedback.



www.aliveactivities.org.uk

