

Technical Information for CNZ-Live Volunteers

Overall Schedule

10am Friday NZT/6pm Thursday EDT This is mostly to ensure you have Zoom and are comfortable using it.

At 10am Saturday NZT/6pm Friday EDT Sample Programme Item Tests Over Zoom and a Feedback Session

At 10am Sunday NZT/6pm Saturday EDT More Sample Programme, possibly some Discord tests for Gaming/Chat

Thank you for agreeing to help us test tools for a virtual Worldcon. This is very much a work in progress.

Everyone needs a Zoom account. For security, use the same account name for Zoom as you used for signing up for your CNZ-Live Fire membership. Your name appeared in the email receipt subject “[CoNZealand Programming Division] New registration by YOUR NAME- CNZ-Live Fire.” Due to security issues, do **not** change your Zoom name for any CNZ-Live Fire items (unless you are asked to for testing purposes).

Use the Web page to access the CNZ-Live Fire schedule -- <https://conzealand.nz/pass>
It will ask you for a password. The password is 24april. The schedule page will tell you the times of the kinds of items we'll be testing.

Note: While we are sharing this information with you now, we don't expect the schedule to be online until late Thursday/early Friday. We will email you as soon as the schedule is ready.

The schedule will include information about the item and how to access the item from Zoom. There are several items listed as “signup item.” Try to sign up for at least one of them.

You should be a “good attendee,” “good panelist” during the first few panels, so we can understand how trouble free Programme items would run online. During Feedback, let us know if you would like to be a problem person (bad panelist, Zoombomber, whatever) for future test sessions and we will give you things to do.

For Zoom

If you don't already have a Zoom account, you need to set-up one. You can use a free Zoom account.

<https://zoom.us/download>

<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

<https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>

When you set up Zoom, be sure your Zoom name matches your CNZ-Live Fire name. If you do not want to be live on camera, upload a photo of yourself or a graphic you like to represent yourself to your Zoom profile. If you are a panelist or a moderator, keep yourself live on camera when you are on a panel; otherwise your profile picture will appear..

If you have any suggestions about things we can improve, make them in the Zoom chat feature. Whenever you go into a Zoom room, click the chat icon at the bottom of the screen. The chat itself and some additional features (documented below) will appear to the right of the Zoom window. To submit a suggestion, start the idea with SUGGESTION so we can more easily find it.

We will also be sending around a PDF: "DRAFT - Information on setting up your environment for video apps like Zoom." It is a generic document aimed at users of all kinds of video conferencing tools. It might help you adjust your camera and audio.

If you are only going to be an audience member, you do not need a camera. You do not need a microphone either. You do need to be able to view video and hear audio from your PC/tablet/phone and use the text chat features.

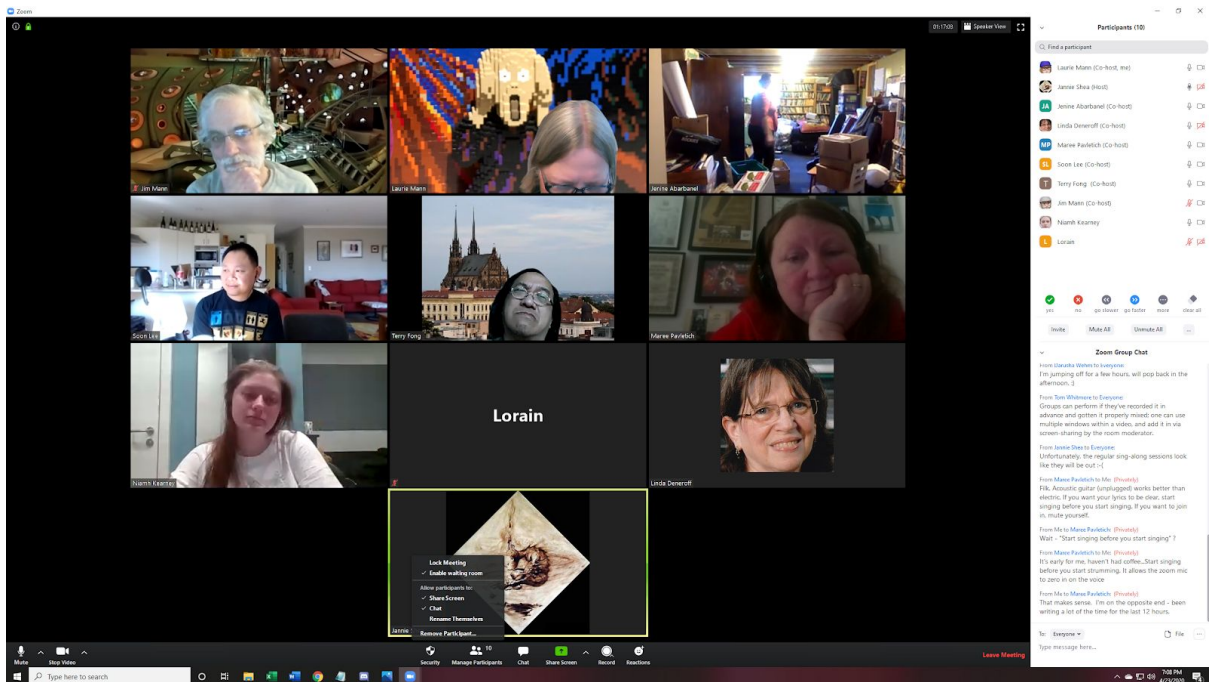
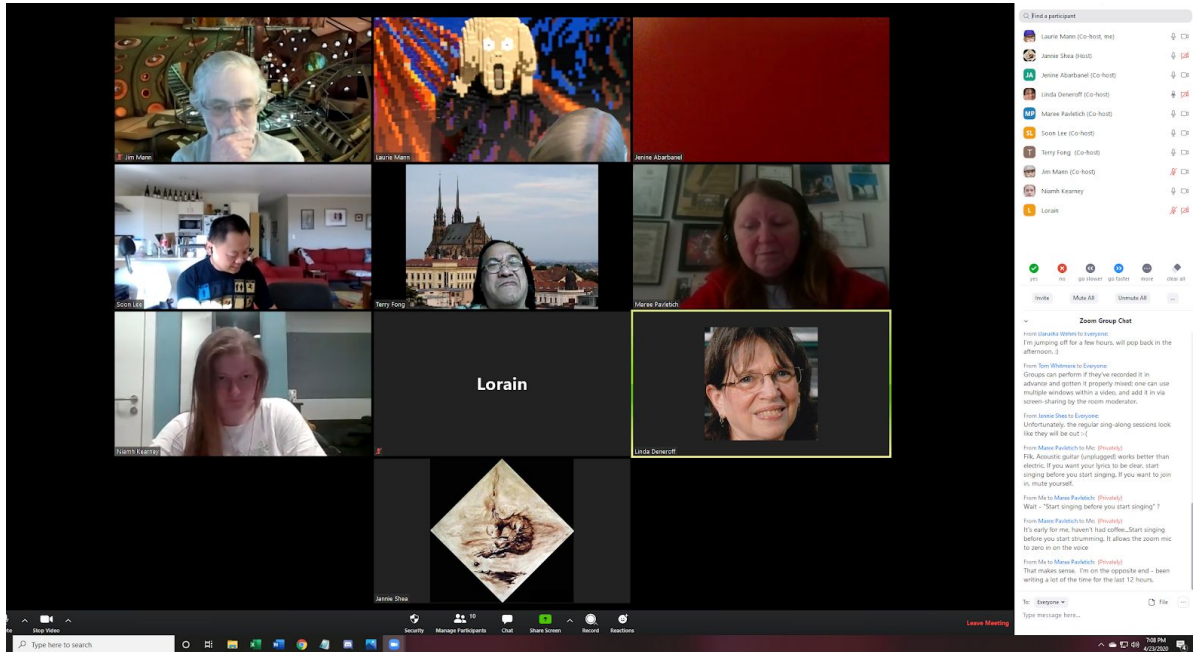
Hosts, panelists and moderators need access to cameras and microphones from their PC/tablet/phone.

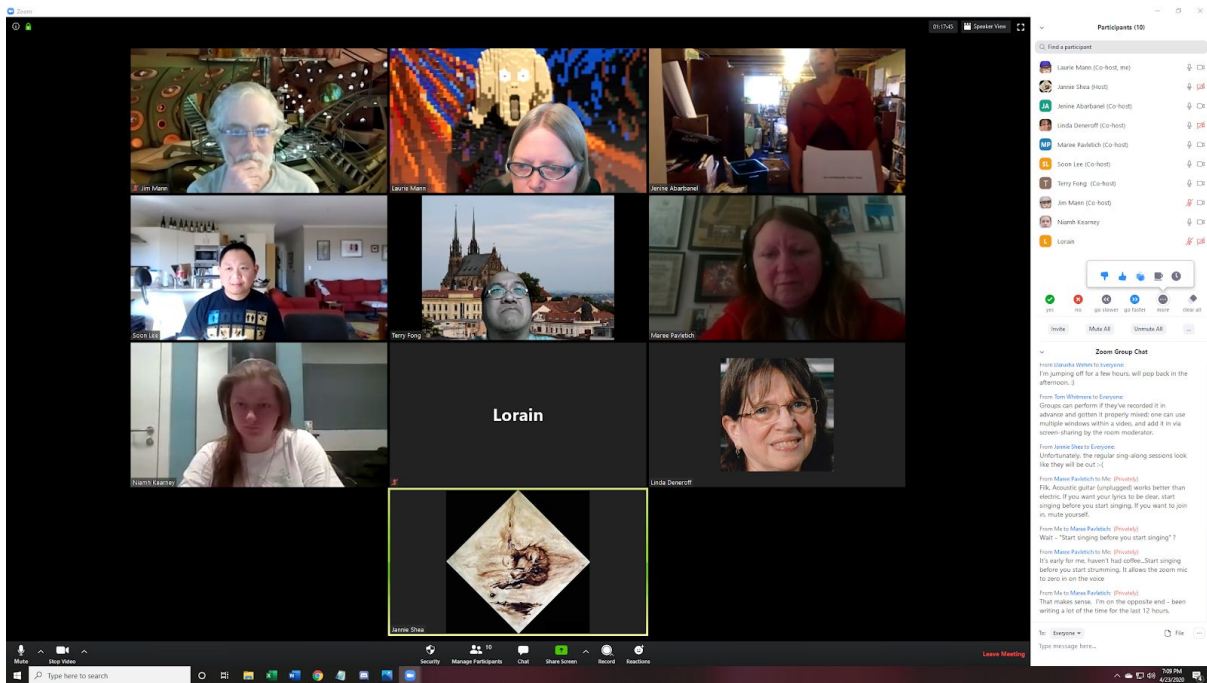
When you are attending most panels, do not turn on your microphone or video. However, when you're attending a small interactive group such as a KaffeeKlatsche, workshop or discussion group, be sure the microphone and video at the bottom left of the Zoom screen are active (do not have the red line through them).

Host Zoom Features

Each programme item will have a Host (Programme Ops person). The Host has access to additional features of Zoom that panelists and audience members do not have.

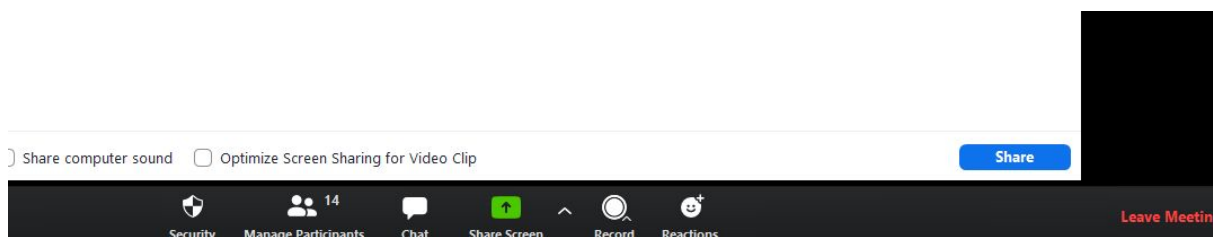
In addition to Hosts, there are Alternate Hosts and Co-Hosts. An Alternate Host can do anything on Zoom that a Host can do. A Co-Host is limited to managing their meeting session. Co-hosts can visit breakout rooms at will, but cannot message the Host in the main room.





Sharing Computer Screens

Test your video file before you try to play it during a presentation. When you launch the video from your computer, be sure you check the “Share computer sound” box that appears after you press the “Share Screen” button at the bottom of the window.



You may wish to review some of the Zoom videos on sharing the screen during presentations.

<https://support.zoom.us/hc/en-us/sections/201740106-Screen-Sharing>

Moving Between Breakout Rooms

TEST

Host can create breakout rooms for their room.

Speaker View vs. Gallery View

Zoom on Smartphones

You can run Zoom on smartphones, but it can be problematic, at least on iPhones. The Zoom controls are at the bottom of the screen and they can be tricky to display. You can only mute Zoom with the “Join Audio” icon that sometimes appears on the left; if you turn off the audio from the phone (and not the Zoom app) the Zoom audio does **not** turn off.

For YouTube

Access it from the Web (www.youtube.com) or access it via a Google account. CoNZealand may be using YouTube for Events, and possibly for smaller items.

Roles

Room Managers/Hosts -- A Programme staffer will oversee each virtual room. They are responsible for opening/closing the room as needed, adding/removing breakout rooms, and for monitoring chat and Q&A. They can remove trolls or other people attempting to disrupt the item.

Moderator/Co-host -- Moderator for each panel, or the presenter/reader/workshop leader for solo items, oversee each panel/reading/KK/Lit beer/workshop, may be overseeing Q&A, will determine after testing.

Panelists -- Panelists for each panel

Audience -- Audience; we will ask some people to role-play obnoxious convention stereotypes. We will talk about this during the feedback panel.

Code of Conduct

<https://conzealand.nz/about/explore-conzealand/policies-and-expectations/code-of-conduct>

This applies to anyone participating in CNZ-Live Fire (except for the people who were instructed to role-play - they might be temporarily bounced but would be permitted back into CNZ-Live Fire later).

Item Management

Most items - panels, readings, do not require members to sign-up. Members can just select the item in the schedule to access the waiting room for the item. KaffeeKlatsche/ Workshop/SIM/Second Life tours will require sign-up and will need extra testing. Most items will be live - some may be recorded. We need to test both types of items.

Panels

Some panels need to be in a Webinar-enabled Zoom room, so that the audience may chat and engage in Q&A but their video feeds do not interrupt the panel. The only video feeds that appear to all are those of the panelists.

About 15 minutes before an item, the Host opens the item and the waiting room for the item. Open chat and enable Chat record. Moderator and panelists go to the waiting room about 10 minutes before the panel starts. Host makes the moderator of the panel the co-host. Be sure that the audio is on for each panelist and the moderator (audio is a microphone icon at the bottom left of the Zoom screen - a red line through the microphone is "mute" and a microphone without the red line is live audio). Start video is the icon adjacent to the microphone, turn that on if you are a panelist or moderator.

Host opens the room for panelists and audience about 5 minutes before the item is due to start. Panel starts a minute or two after start time, led by the Moderator/Co-Host. Panel proceeds among the panelists.

The audience can use text chat feature amongst themselves and to receive any documents the moderator may upload for them. It may be necessary to turn off chat so the panelists are able to focus on the panel without being bombarded by chat from the audience. However, it looks like the Host is able to turn off chat to selected individuals such as panelists - this needs to be tested.

Zoom has a feature in Webinar - Q&A icon (for questions and answers). This icon may also appear in some situations in Meetings so we want to better understand them. The Q&A icon appeared while a screen was shared in a Meeting.

About a half hour into the panel, the Host opens up Q&A, and the Moderator announces that Q&A can accept a few questions from the audience. One thing we want to work out is, which is preferable? Does the Moderator choose some questions or does the Host? If the Moderator is busy selecting questions, who is moderating the panel? It might make more sense for the Host to select the questions for the Moderator, who then reads them and has the panel answer them. We need to focus on creating fewer points of failure - having the moderator select the question and then have the audience member ask the question (as the CUNY document seemed to say) sounds like it could cause more potential points of failure. We need to test several methods of asking questions of the audience and getting answers from the panelists during CNZ-Live Fire.

After Q&A, Host gives the Moderator a 5 minute warning, typically 45 minutes into the item (depending on how long the item is) so the panelists can wrap-up. When the panel is over, the Host removes the Moderator from being a co-host.

Each virtual room can stay open about a half hour past "close time" for general chat, but, at that point, the room is closed, and re-opened a few minutes later for the next item. We will also test moving "after panel chats" into breakout rooms.

Solos - Readings/Presentations

Readings/presentations may need to be in a Webinar-enabled room; we will try testing them in both Webinar rooms and in Meetings rooms so that the audience may chat and engage in Q&A but their video feeds do not interrupt the panel. The only video feed that should appear is that of the Reader/Presenter.

Will readings still be 25 minutes or will we have 50 minute readings? This decision might be related to how many virtual rooms we'll be able to operate. Should note it was common "back in the day" for program participants to read for 30-40 minutes then have an informal chat with their audience for the rest of the time slot. It seems like the reading and most presentation slots will need to be 25 minutes, particularly if they need to be in Webinar space.

About 15 minutes before an item, the Host opens the item and the waiting room for the item. Open chat and enable chat record. The Presenter/Reader goes to the waiting room about 5 minutes before the presentation/reading starts. Be sure that the audio is on for the reader/presenter (audio is a microphone icon at the bottom left of the Zoom screen - a red line through the microphone is "mute" and a microphone without the red line is live audio). "Start video" is the icon adjacent to the microphone, turn that on if you are a reader or presenter. A reader may omit the video to read, but a presenter needs the video turned on.

Pre-recorded readings/presentation versus live ones - need to test this.

Presentations with Powerpoint - sharing the screen is probably the easiest thing to do. Presentations/videos will be uploaded in advance; details to be worked out.

The Reader/Presenter should try to wrap up a few minutes early so that there is time for Q&A. The Host removes the Reader/Presenter from being a co-host.

Room can stay open for an extra half hour if the reader/presenter is willing to stick around. We will also test moving the "post reading/presentation chats" to breakout rooms..

Items Requiring Sign-up - Kaffeeklatsche (etc.) & Some Interactive Workshops

Interactive items such as Kaffeeklatsche & some Workshops will be held in standard meeting rooms so that the leader and the audience members will all have their video feeds displayed.

A programme item with a notation "sign-up" requires sign-up for attendance. Every Attendee should try to sign up for such an item. This allows us to ensure that once 9 people sign up, that only 3 people can sign up for the waitlist, and that sign-up stops once the limit and the waitlist are filled. In the case of the SIM/Second Life sign up items, it is a 5 person limit with 1 person on the waitlist. When we run that item for testing, everyone should try to attend that item, whether they successfully signed up for it or not. Is everyone then allowed in the waiting room?

The problem with sign-up items may be that Grenadine and Zoom really do not communicate beyond the password. Will people without Zoom passwords be able to get into the waiting room for an item?

About 15 minutes before an item, the Host opens the item and the waiting room for the item. The KK/LitBeer/Workshop Leader should get to the waiting room about 10 minutes before the panel starts. Host makes the Leader of the KK/LitBeer/Workshop the co-host.

By default, the audience members should open their chat, so they can get any documents shared during the Workshop.

Host opens the room for co-host and people who have signed up about 5 minutes before the item is due to start. Open chat and enable Chat record. However, it is unclear whether small group meetups like Kaffeeklatsche should be recorded for future replay. This is a tricky

issue as these items are typically never recorded (whereas panels sometimes are). The Host should double-check that the people who go into the KK/Lit Beer/Workshop are the people who signed up for it. Waitlist people can wait in the waiting room; if there are additional spaces, other people can wait in the waiting room for a few minutes to see if any other spaces open up.

KK/LitBeer/Workshop starts a minute or two after start time, led by the Moderator/Co-Host. If people who signed up are not prompt and do not show up on time, the Host can move in the appropriate number of people from the Waitlist.

Workshops **may** need screen share; Kks/Lit Beers should not.

Discussion Groups are like Kks in that they need to be in meeting rooms as they are interactive but do not require sign-up.

Discord/Second Life Items

We will do some testing involving people familiar with Discord and/or Second Life.

Download Discord from <https://discordapp.com/> and create an account using the same name you registered with for CNZ-Live Fire.. Discord may be used to test online games.

Second Life - Before you can participate in Second Life programme items, you need to create your free account/avatar in Second Life and complete their orientation course. (Very short, it takes 5-10 minutes. You do not need a paid account. Free is fine for our purposes.) <https://secondlife.com/>

We will send you a URL for you to use at the time of your Second Life programme item.

Getting Feedback

While we are more used to Grenadine surveys, Zoom offers polling so we could get instant responses from people rather than making people go to another application. <https://support.zoom.us/hc/en-us/articles/203749865> However, we may not be able to set up Zoom polls in time as only a person with a licensed account can create a poll. We should encourage testers to try Grenadine Feedback buttons and, if we can set it up, Zoom Polling.

Grenadine Feedback

In the Grenadine schedule, there are two types of built-in feedback options:

- Thumbs up/Thumbs down Icons - from item page, by default
- Send Feedback to the Event Organizer Button - from item page, by default

After you attend an item, you can use either way to provide feedback (or both)

Zoom Polls

Improving Items Over Zoom

Autographing -- likely to be some sort of selfie over video - publications has no money for bookplates or mailing.

Filking - group filk doesn't work over Zoom; solos can work. Filk. Acoustic guitar (unplugged) works better than electric. If you want your lyrics to be clear, start strumming before you start singing. If you want to join in, mute yourself.