

# ZOOM Facilitator Guide for Using a Meeting Owl

## WHY SHOULD I USE AN OWL?

Use a Meeting Owl with this guide to conduct meetings in rooms without built-in video conferencing equipment (e.g., Parnassus rooms CL-211 to 216; CL-222 & CL-223 as standalone rooms; S-180).

If you don't use an Owl in rooms without built-in video conferencing:

- Remote participants won't see the people in the room
- Remote participants won't hear the people in the room
- And, the people in the room won't hear remote participants

The Meeting Owl remedies this by connecting your computer to the Owl's integrated 360° video camera, internal microphones and speakers.

The Owl works best in a room with up to 20 people in a circular formation around the Owl. It automatically focuses the video camera on each speaker as they talk and also provides a constant 360° view of all participants in the room.



## HOW DO I GET AN OWL FOR MY ZOOM MEETING?

You must reserve an Owl in advance.

If you support the SOM's Bridges Curriculum, you can reserve an Owl Kit online at: <https://wiki.library.ucsf.edu/display/MEFC/Meeting+OWL+Tools>

If you support other programs, you can reserve an Owl from ETS for a fee: [edtech@ucsf.edu](mailto:edtech@ucsf.edu) or 415-476-4310.

If a Meeting Owl is not available, consider reserving a ZOOM Kit from ETS for a fee. You will need to request "AV Setup" from ETS for a ZOOM Kit, which includes a fee.

## WHAT DO I NEED TO USE THE OWL?

Bring an Owl Kit, which contains:

- The Meeting Owl (and two cables that come with it)
- 6' to 10' power strip or extension cord

Also bring:

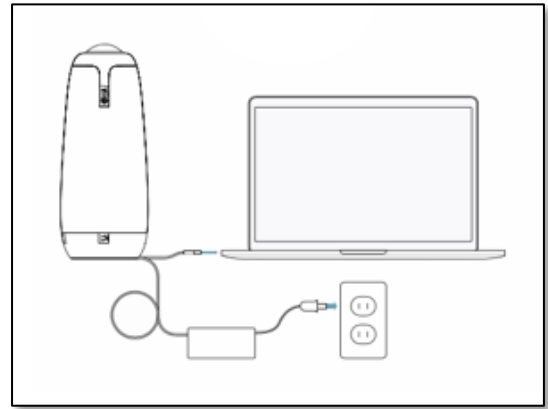
- Your laptop computer
- (Optional) a USB-C multi-adapter to accommodate users who have laptops (such as newer Mac laptops)

## HOW DO I SET UP AN OWL?

The best way to set up an Owl includes:

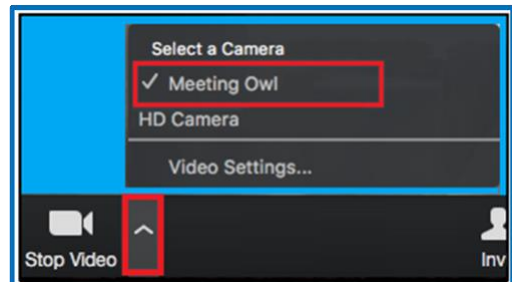
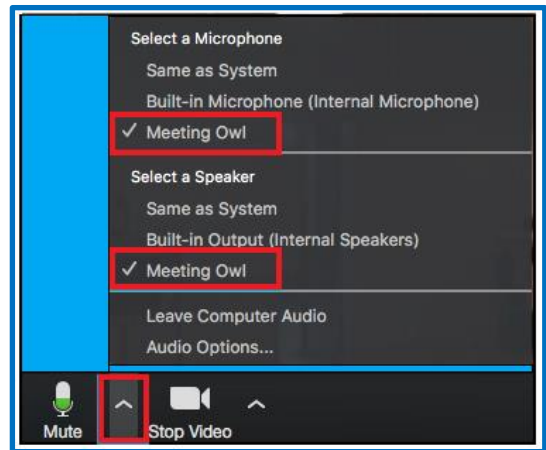
- A physical meeting room with:
  - 2-20 people surrounding the Owl in a square or circle formation
  - The Owl in the center on a table or raised surface

- People situated within an 8' to 10' radius around the Owl
- A ZOOM meeting URL
- A laptop computer that is:
  - Logged into the ZOOM meeting
  - Connected by USB cable to the Owl
  - Connected by HDMI cable to the room's monitor or projector, if available
- Access to a power outlet no more than 8' away
- A distance of less than 6 feet from the Owl to the presenter's computer



## OK, GOT IT. HOW DO I GET STARTED?

1. Configure the physical meeting room in a circle or square so all participants are no more than 10 feet away from the Owl
2. Power up your laptop, get applications ready and plug in your laptop's power source, if needed
3. Remove the Owl from the kit
  - a. Connect power and micro USB cables into the bottom of the Owl
  - b. Connect the Owl to a power source
  - c. Connect the USB cable from the Owl to your computer. Use an adaptor if needed.
4. Place the Owl in middle of table or raised surface at center of the room. Use the extension cord if needed.
5. If available, connect the room's monitor/projector to your computer. Use an adaptor if needed.
6. Activate the wall panel touchscreen or projector and share your screen
7. Go back to your computer and start your ZOOM meeting. You can start your meeting in your browser or by using the ZOOM app
  - a. For more detailed ZOOM guides about how to run your meeting, go to [TEE ZOOM Guides](#)
8. Join the meeting with audio by selecting the green button. Mute your audio and stop your video.
9. Select the arrow to the right of the microphone icon. From the drop-down options:
  - a. select "Meeting Owl" for your microphone
  - b. select "Meeting Owl" for the speaker
10. Select the arrow to the right of the video icon. Under "Select a Camera," select "Meeting Owl"
11. Unmute yourself and start your video. The Owl will now be actively showing the physical meeting room participants and sharing room audio with the remote participants.
12. Adjust your ZOOM meeting window to "gallery" view and to full screen so the physical meeting room participants can see the remote ZOOM participants





Courtesy of: <https://www.owllabs.com/see-it-in-action>

13. Check your audio and video quality
  - a. Can you hear the remote ZOOM participants?
  - b. Can the remote ZOOM participants see and hear everybody in the physical meeting room?
14. Start your meeting!
15. Participants in the physical meeting room do not need to enter the ZOOM meeting on their computer.
  - a. If a person in the room does want to share content from their computer, they can join the ZOOM meeting like any other participant, but WITHOUT audio (i.e., do not select the green button “Join With Computer Audio;” just close that window) and share. They do not need to connect to the monitor’s/projector’s cable.
16. Once your meeting is over, select “End Meeting For All” in the ZOOM meeting window and disconnect your computer from the Owl.

## TROUBLESHOOTING

### **There’s major screeching/audio feedback!**

Did another participant in the physical meeting room use their laptop to log into the ZOOM meeting? That will create feedback if their laptop is unmuted in two places.

Ask the participant to exit the ZOOM meeting or to mute themselves in ZOOM and on their computer.

To join a ZOOM meeting without audio, exit the current ZOOM meeting and re-join. When you see a window asking you to “Join With Computer Audio,” close that window by using the X in the upper corner. A message will ask you to confirm that is what you want; select “Continue.”

### **Some remote participants sound like they’re underwater.**

Ask them to use a headset with a microphone. If they don't have a headset, use headphones or ear buds, which still make a big difference in how they sound to other ZOOM participants.

### **I can't hear the participants at all.**

The participants may be muted in the ZOOM meeting. Go to “Participants” window in ZOOM and unmute them by hovering over each participant and clicking “mute.”

**I can't hear the participants well due to low volume.**

Adjust the volume on the side of the Owl.

Ask participants to check their audio connections and settings.

**The participants can't hear me.**

You might have muted the Owl. Is there a red microphone icon in a circle right in the middle of your ZOOM window? If yes, then the Owl is muted. To unmute it, push the video camera icon on the side of the Owl near the base (yes, the video icon). It will have a red light shining that will go away once you have successfully unmuted the Owl.

**There's a red microphone icon in a circle in the middle of my ZOOM meeting window.**

The Owl is muted. To unmute it, push the video camera icon on the side of the Owl near the base (yes, the video icon). It will have a red light shining that will go away once you have successfully unmuted the Owl.

**A participant needs to be muted.**

If you need to mute one participant, go to "Participants" window in ZOOM and mute them by hovering over that participant's name.

**My PowerPoint is not showing on the monitor.**

Be sure to select the "Share" button on the room's touchscreen or to activate the room's projector. Check that your computer is connected to the monitor or projector equipment and that the cable is not loose.

**The Owl's "eyes" have gone off. What does this mean?**

The lit circular Owl "eyes" on the device indicate that the video camera is active. If they go off, the remote participants cannot see the physical meeting room participants, but they can still hear you. You can still hear them as well. The ZOOM meeting is still connected and active.

To reactivate the video camera, disconnect and reconnect the Owl USB cable from your computer. You will then need to re-start the ZOOM video camera in the ZOOM meeting room.

**Where is my ZOOM meeting toolbar?**

It's on the monitor/projector screen at the top. Drag your mouse across your computer's desktop to the side of the monitor screen and into the monitor/projector screen. Drag the ZOOM toolbar back to your desktop.

## BEST PRACTICES

**Quality audio** is essential for a successful ZOOM meeting. Ask ZOOM participants in advance to:

Use a headset with a microphone. If they don't have a headset, use headphones or ear buds.

Immediately mute their audio when entering the ZOOM meeting room.

Keep your ZOOM app and presenter **software updated** (e.g., PowerPoint, Key Note, etc.) to avoid bugs.

**Expand the ZOOM meeting window** on your desktop when sharing content so it fits the monitor when sharing content. You may also need to zoom in or out of your application to increase visibility .

**Keep private conversations private.** The Owl has ears. Actually, eight very sensitive microphones that automatically focus on users when they speak. This means that the Owl also focuses in on those spontaneous pre-meeting conversations and remote ZOOM participants can hear them clearly even with a lot of background talking.

**Use the mirror mode** setting on your computer to properly display content.

#### ADDITIONAL SUPPORT FOR THE OWL

If you support the SOM's Bridges Curriculum, contact TEE at [iROCKET@ucsf.edu](mailto:iROCKET@ucsf.edu) if you need additional training on the Owl, ZOOM or to discuss your meetings needs in advance.

For other programs, contact Educational Technology Services (ETS) at [edtech@ucsf.edu](mailto:edtech@ucsf.edu) or 415-476-4310.