



Swish Virtual Classes - Top Tips

Dear Parent/Carer/Student

Please find some top tips and best practices for accessing and engaging with Swish online sessions. The majority of these are for older students (Main Stages and above) except the first 2 sections which apply to all students. (A Basic Getting started video can be found [HERE](#)) Where possible, refer to the device that you are using:

a) Mobile devices will have this symbol



next to the screenshot

b) Laptops and/or desktops will have this symbol

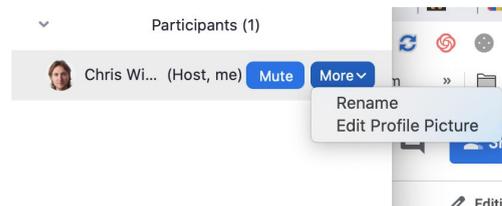
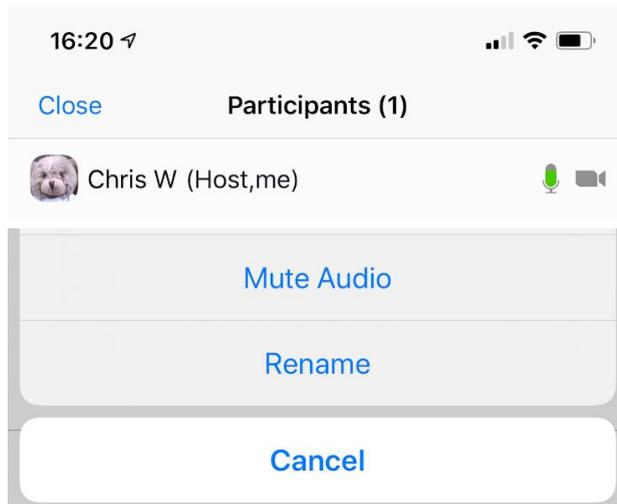


next to the screenshot

1) Rename yourself:

Don't forget to rename yourself with your first name only to help the teacher as sometimes the default name is the owner of the device you are using. Either click on your own pic and 'Rename' or click 'Participants' followed by 'More' and then 'Rename'

For Main Stage and Advanced Stage students, please also use the protocol of your first name followed by Stage, ie: **Chris - STAGE 1**



2) Muting/Unmuting yourself:

By default, all students will enter the 'Classroom' as muted. We won't be able to hear you but you should be able to hear us.

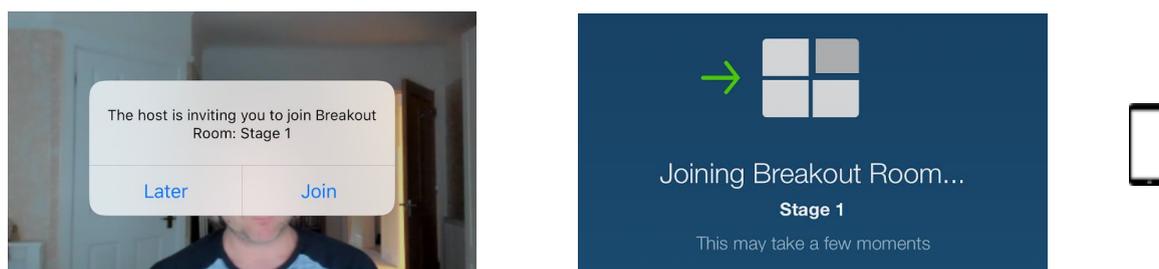
For points in the session such as the Register or individual performances or questions, the Teacher will 'un-mute' you but if you are asked to do this yourself, please do so as follows:



TIP: If the student is using a computer, then they can just hold down SPACE BAR to unmute themselves temporarily.

3) Breakout Rooms

For Main Stage and Advanced Stage sessions where there are multiple teachers, you will be placed in different rooms throughout the session according to Age and Stage. When instructed to do so, just click the **JOIN** prompt that will flash up on your screen and you will automatically be moved to the correct 'room'.



When it's time to return to the main session you will get a pop up with a 60 sec warning that the session will shortly end and you will automatically go back to the main 'room'. You do not need to do anything. The same will happen after each discipline.



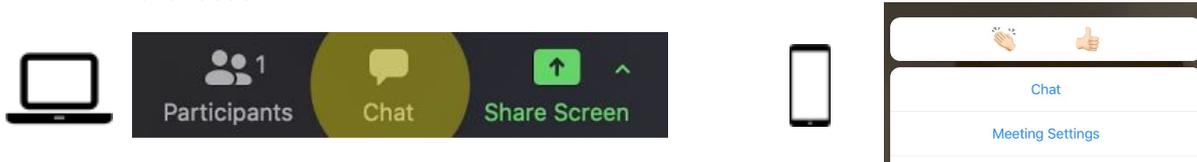
IMPORTANT - If you have more than one child in the same session, they will each need a separate device unless they are the same age as different age groups get split up within each session.

4) Scripts and Lyrics

Depending on what is being studied each week, the teacher(s) may send out lyrics and scripts via email to you. If you do receive a message and manage to print them out then this works well, if however, this is not possible then the teacher will also be able to 'screen share' so the student can see the words on their screen instead.

5) Behaviour/Discipline

- Please remember that just because the sessions are taking place virtually, all the normal rules apply in relation to etiquette and behaviour. Any student who fails to act appropriately and with due consideration to fellow students and teachers will be removed from the session(s).
- Screen Recording - This is not permitted in the same way that we do not allow mobile phones to be used in the classroom for videoing purposes. This is for the safety and wellbeing of everybody.
- Chat Facility - there is a chat facility which is restricted to disable any private messages so all communications can be seen by the whole class and teacher(s). Please use this only during break times unless you need to communicate as part of the lesson.



WHAT IFs...

- **WHAT IF I LOSE SIGNAL?**
If you lose signal then unfortunately you will end up back at the very beginning and will have to rename yourself and also wait for a teacher to 'Let you in' so please be patient if this happens. In an emergency please use the Chat facility to ask any questions which the teacher(s) can see and respond to even though you won't be able to see them.
- **WHAT IF I'M LATE?**
If you are more than 15 minutes late then you will have to wait for the next 30 minute interval before a teacher can leave their class to let you into your specific session.
- **I CAN'T HEAR ANYTHING OR CAN'T BE HEARD**
Check your Audio Settings, these are found using the up arrow next to the microphone icon on laptops and under 'Join Audio' on mobile devices.



ADVANCED Audio Settings (For experts only ;)

Use the following settings to get the best out of your device(s) during singing classes



1. First, go to **audio settings** (bottom left arrow next to the **'Mute'** button.)
2. Untick **'Automatically Adjust Microphone Volume'**
3. Just above that, adjust the **'Input Volume'** slider to about 75%. Maybe less for loud singers
4. Go to **'Advanced'** at the bottom of the setting page
5. Tick the box for **"Show in-meeting option to "Enable Original Sound" from microphone"**.
6. Change both **"Suppress Persistent Background Noise"** and **"Suppress Intermittent Background Noise"** to disabled
7. Makes sure **"Echo Cancellation"** is set to auto
8. Be sure to choose **"Turn on Original Sound"** when you return to meeting.

Settings

Speaker: Test Speaker, Same as System, Output Level, Output Volume

Microphone: Test Mic, Built-in Microphone (Internal Micropho..., Input Level, Input Volume, Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

Mute microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Advanced

< Back

Show in-meeting option to "Enable Original Sound" from microphone

Audio Processing Restore Defaults

Suppress Persistent Background Noise [?] Disable

Suppress Intermittent Background Noise [?] Disable

Echo Cancellation Auto



It's a little trickier to gain control over mobile devices, however, you can at least use this adjustment to help your sound quality during the session:

Go to Settings > Meetings > Use Original Sound

Meeting Settings

Always Show Meeting Controls

Synced Calendars Disabled >

Meeting Reminder

Zoom will remind you to join upcoming meetings

Closed Captioning

Show captions on video when closed captioning is available

Use Original Sound

This will allow you to enable or disable original sound in a meeting. Original sound will turn off noise suppression.

Show My Connected Time

Show elapsed time in the meeting