

## **Platform options**

*How is zoom better than Skype? :)*

Better audio quality, some settings that are great for singing applications / instruments.

*How do you find delay on zoom? It's been a real problem for me on Skype. Sometimes I want to play for my singers, and do rhythm reading duets with anyone. I'd also like to begin an online singing group.*

Duets aren't going to work well. Playing for your students also isn't going to work well right now (see webinar discussion for more info).

*In your opinion, can you quantify the difference in the of sound quality experience between face to face and zoom?*

F2F is better, but Zoom is workable.

*Opinions on Skype?*

It can work but I like some of the more singing-specific options you can get in Zoom or voicelessons.com.

*Did you mean that Jamkazam site records the actual lessons under a Creative Commons licence?*

Yes it does.

## **Equipment**

*Do you have to use microphones and headphones all the time on zoom??*

You don't have to; we just prefer it. An iPhone or iPad will work.

*What's the case for using headphones?*

Better audio quality and fewer distractions from background noise

*What kind of gear will work best for online vocal lessons?*

It kind of depends how much you want to spend? You can set up with minimal outlay, or spend more for fancier setups

*Biggest thing is the equipment: I'd like to know - what equipment you need. Mic - What brand. Audio desk - what is that? Expensive - what brand? Recording mic?*

Start simple!

*Can someone please list what equipment you need to do online lessons? brands of equipment etc I have no idea about IT stuff....*

You don't have to go crazy and spend up - an iPhone will work. If you want to buy a webcam, you could get something like a Logitech 920c pro - that's what we are using. It has an inbuilt mic as well.

*If/what microphones are needed on either end during the lesson.*

Whatever you've got is a great place to start - you can use a simple iPhone setup if you have to.

*So you can just wear headphones and the mic on the headphones?*

Yes.

*What equipment do you recommend to get the best audio? What if you only have a laptop but no desktop?*

Laptops are great - that's what we've been teaching off. Right now we're on a desktop but there's very little difference.

*Lauren and Tim your vision and audio is much clearer than everyone else's. Do you use a particular mic or camera?*

Tim is a gear nerd so we have a bit of a fancier setup. He has set up a light to give us a better image, and we are using a Logitech 920c pro webcam. The mic setup is via an audio interface and he has a Neumann TLM102 plugged in. However, you can do this with a simpler setup and it will still work!

*Do some students just use their phones?*

Some of ours are just using their phones. Hope that helps :)

*Do you encourage your students to have a speaker to play their backing tracks? I found out this week when I started teaching online that some of them just use their mum's iphone speaker.*

Yes ideally if they can :)

*What are airpods please*

Apple cordless earbuds

*Dr Dan - thanks for doing this - can you talk to the products you use to make it work. Like I see you are wearing a microphone what - mic is that - and does it have reverb on it or do you have another one that you use for recording singing? And why do you wear headphones? What is the gear???*

Hey! Lovely to have you here. I am using a RODE lavalier that goes directly into an audio desk that then pipes into my system.

*Thanks Dan. So you need an audio desk set up too?*

No. When starting, you can simply use something as simple as mobile phone headphones.

*Do you have multiple cameras so that you can switch between areas and zoom in e.g. piano hands, to chart on wall, to microphone etc*

I do for piano, yes. There is a setting in Share Screen - Advanced where you can add a second camera.

## **Internet**

*Re bandwidth, you are also limited by wiring capacity???*

Possibly - best place to start is to check your internet speed.

*Does using bluetooth connections add to the delay or lag and so should all connections be wired???*

We haven't had issues with Bluetooth - it's different to wifi and not as subject to the same issues.

*Are there any concerns that Zoom capacity may not cope with so many teachers worldwide starting to use it?*

I haven't had any issues so far... it's a huge company so I'm hoping they have contingency plans happening...

*Both my wife and I will be obliged to give on line lessons; sometimes simultaneously. We have the maximum available speed, but will the system manage?*

If you have separate Zoom accounts you should be ok. We have had multiple teachers online at once this week and it was fine. Perhaps you could test before the lessons?

## **Accompaniment**

*If working with a backing track, is it best for student or teacher to play it (and can the backing track be played on the same device as the one being used for online interaction or should it be a separate device)?*

Student plays it, on a second device (so they don't get confused!). If teacher plays it the student can sing along, but the teacher will hear a delay between accompaniment and voice.

*I find I can't play piano with my students doing online due to delay and audio so I need to pre prepare more by sending them pre-recorded scales and backings...any other ways around this or suggestions? Any apps (warm me up etc?)*

Tell them to get Spotify or Apple music so they can play backing tracks at their end. Record your favourite warmups and send them the audio files

*I have an inbuilt speaker on my computer. If I play the piano while during the lesson will this interfere or do I need to hook a keyboard up to my laptop?*

Acoustic piano works fine :)

*Does that mean we have to prerecord all exercises on keyboard for student to sing with?*

Exercises will work live, but songs you will need to pre-record for best results (in our experience at least).

*Can you accompany a session with a little keyboard just set up in front of the computer?? Hoping to do choir sessions with anyone from my choirs who is interested. Is it Ok then not to have to hear them, as it seems that is hard...*

You'd want to accompany them and get them to sing along with their mics muted. You can't hear them all at once. So you can definitely learn repertoire this way.

*So the music plays through their laptop device? How do they hear themselves if music is going through the headphones?*

Many headphones aren't noise-cancelling so they can still hear both. There is the one ear with a headphone, one ear without option, but as you just heard Dan mention that can cause issues, so it's a matter of finding balance in these somewhat unbalanced times :)

*How does the student play their accompaniment? do they need to play it on their computer?*

Ideally on a separate device with decent speakers. In our experience there hasn't been any feedback. You can get issues with two devices joining the same call, but to play tracks you only need one device on the call.

*How do you get additional features on musicnotes.com? Do you need the subscription or is it just when you purchase the song?*

You can download the app to your laptop or iPad. The options are in the app at the top right hand corner of the screen.

*Appcompanionist is great but it costs about \$400 AUD a year.*

True – there is a 30 day free trial period.

*I have been encouraging my students to do much more singing a cappella - it helps a lot with their pitch. Also using musicnotes as well*

You can always email your students accompaniments and then get them to play them on another device and sing with it. This is the simplest way to do this and to start.

*I'm not used to using backing tracks- I usually play everything on the piano. Could you suggest some sites to download them from?*

try Spotify, Apple Music or even karaoke-version.com

Appcompanionist is not available on Android yet though :(

Musicnotes, pianotrax and you tube

<http://www.mp3accompanist.com/>, for classical repertoire. They record on real pianos & will accept requests for a larger fee.

## **Payment/fees**

*Are teachers changing their fees teaching this way?*

No - our expertise hasn't changed :)

*Do you recommend charging the same amount per lesson for online lessons?*

Our pricing structure isn't changing at this point. Our expertise is still the same :) Not sure what others are doing.

*What does everybody think: Will parents expect us to charge less because we may be stumbling through at first??*

We haven't encountered that so far. I think people appreciate that these are challenging times.

*What are the teachers' policies for if a student's connection drops out during a lesson? Are people sending a short video lesson instead? Can they reschedule?*

I don't charge less. I sometimes give more time if connection issues arise.

*I use Ezidebit and have done for years. Works well*

*I invoice via Xero and lessons are paid in advance.*

*PayPal me can be good.*

*I invoice through My Music Staff and they can use PayPal or bank deposit*

*I've just started using Onzebook app- it's great and they can pay via PayPal or bank transfer*

*And you can now set up your zoom lessons through My Music Staff*

*Onzebook links to Xero too*

*My Music Staff has also just added Zoom and Skype and FaceTime integration.*

*Timely is great*

### **Child safety**

*Please comment on aspects of child protection as it applies to lessons to minors.*

*Ask them to consider where in their house is appropriate (we have asked for no bedrooms). Also remind them that they should dress as they would for an in-person lesson.*

*If teaching minors do you think having a contract between parents and teachers outlining how things will work would be beneficial especially to protect ourselves.*

*If that's going to help you feel more positive and secure then it's definitely worth looking into. You'd have to talk to a solicitor for the more legal aspects of it all. :)*

*Some schools are demanding accountability by recording the on-line sessions and then downloading the lesson to a School server*

*Accountability is why our school is making us use Teams, also so we can't see them, it's all audio. They can see the teacher, but we don't have a visual of them.*

*My school are working within Google Classrooms using Google Meet. I don't think it's got the great screen sharing or file sharing capabilities as Zoom but it's all recorded and within the school suite so follows child protection guidelines*

*Thanks, that's why we're on Teams and OneNote. Teams for communicating and OneNote for delivery of the program, prerecorded backings, links etc. Stored on school server so covers the child protection area*

### **Group teaching**

*I would love to hear about the format/structure and experience with group lessons online. Has anybody run a choir online?*

*A choir online is hard because you can't all sing together while still hearing each other...each chorister will need to be muted but it can work!*

*I've tried to run a group on Zoom for my choir. I've been madly researching all week, and Synchronous Group singing isn't possible due to latency and bandwidth, so what do you suggest ?*

You play the backing track and they mute themselves and sing along. You won't easily be able to do it so that they can hear each other. You can still learn repertoire this way even if you can't hear everyone together :)

*Pardon the dumb question, but in the group lesson, can they sing together or do they have to sing all separately??*

They can sing together with their mics on mute (if you play the track at your end). Not a dumb question!

*How do you run the group vocal? Can you hear everyone at the same time? Can they hear each other or are they all muted?*

All need to be muted. Ours isn't a choir, it's group classes.

*If their mic is on mute, how can I hear them then??*

You can't easily hear them all at the same time. You'd have to get them to unmute 1 at a time to listen.

*Can I ask about playing live for the choir? I usually play guitar*

You could play live and they could sing along, but you would want their mics muted.

*But on Jam Kazaam multiple people can hear each other simultaneously, is that right? It's improv so the CC thing might not matter...*

I think it might be a great tool for you in this instance.

### **Zoom-specific information**

*Zoom Audio settings? Original sound? How to?*

Yes, you want to turn on original sound. You check the box to allow it in both your web-based account and then the desktop client (Settings -> Audio -> Advanced), then the student enables it from their desktop client as well. Then in each individual call you both have to check the box on the screen.

*Can any panellist please add details about the AUDIO settings on Zoom that you need to adjust to avoid the cut-out of loud singing being stopped as Background Noise?*

Preferences - Audio - Advanced - check "show in-meeting option to "enable original sound" from microphone. Then in each Zoom call you need to check the box on your video screen for that particular call.

*I can't see the option for Advanced audio options and enabling original sound - could this just be on the paid version?*

No, I'm using a free version right now. Mac or PC? Preferences - Audio - Advanced

*If you are doing a free version of zoom isn't there only a 40minute time limit on running your own meetings, is this true?*

Only on groups - 2 people is unlimited.

*So does that mean if I am teaching 1on1 for 4 hours I'm going to be over on the free zoom or is this only for group*

The time restriction on a free account is only for groups. But you can create a separate 'meeting' for each student at any rate rather than run it all into the one meeting.

*Is the 40 minute restriction just for the host account or for participants joining the meeting as well? As the teacher/host can I use paid zoom and my choir members can use free version and have unrestricted time?*

Correct - only host needs paid.

*ZOOM I saw a message from zoom.us yesterday that said the 40 minute limit / restriction no longer applied even for free Basic "during the COVID-19".*

I had that too once when I was using it, but at other times it has cut out at the 40 minute mark.

*Can you actually hear multiple people making sound at once in a group setup with Zoom?*

It will be a bit clunky. Zoom tries to prioritise one speaker....

*Once set up on Zoom how do we give permission for our students to do a recording from their end? There doesn't seem to be a button for that on their screen.*

You need to allow recording in your settings.

*Can both I and my student record at the same time on Zoom?*

I haven't done this, but I can't see why you would both need to record - may be better to record at one end and share the recording via Dropbox if needed?

*Just as this webinar is recording, can you also record sections of the lessons?*

Yes, but the host (ie you) has to allow recording in your settings.

*With recording lessons, where are they then stored. Can they be connected to and stored in Dropbox??*

Yes they can be downloaded as either a video file or audio file.

*I have just gone into settings and tried looking in both audio and recording and there doesn't seem to be anything which says the student can record. Has anyone succeeded doing this??*

It's in recording settings (go to recording and you'll find that upper right-hand corner - you can select 'allow participant to record')

*Regarding the student being able to record from their end in ZOOM, is it only while they are recording or can it be setup to start automatically prior to the lesson?*

It can be set up in the meeting settings.

*Can you do a video recording of the lesson in Zoom? I have audio recording sorted.*

Yes you can, but that is a paid service. The audio or video file can then be downloaded later.

*With Zoom, if you're working with a group, how can you see all attendees at one time?*

You can try Gallery View.

*I am setting myself up to teach with Zoom. if i place the computer on the grand piano will that work. Mostly classical and Music theatre.*

I would think so, but bear in mind live accompaniment won't work well

It should work, but you might need to play around with lid position and possibly moving to a tablet device that can be put in a shockproof case to reduce on buzz

*How do we set up our students onto zoom. Maybe send them an email with a link? where can I find this info?*

I have generated separate meeting links for each of them and emailed them to families.

There is an excellent support page for Zoom (<https://support.zoom.us/hc/en-us>)

*When setting up a meeting, how/why do you decide on a webinar rather than a meeting? I have a paid subscription.*

If you're just doing 1:1 lessons, you will only need a meeting. I believe a webinar has some extra features (like Q&As) that you don't need

*Thanks, I may run some webinars as well. I've been asked to, just wondering is it a numbers thing, or a features thing that you decide by?*

I guess I decide by keeping it as simple as possible. Features can be great but they are a bit overwhelming sometimes

*Where in Zoom do you access your cloud ?*

You do this on the website through zoom.us. It is a paid service and you need to remember to record each lesson.

*How do we set up a separate meeting link for each student?*

If you have the Zoom app open, go to Meetings, and there's a little box with a + near the top left of the screen

*Do the students each need a separate password for each lesson? Or just 1 for all their lessons? Anyone have any info on passwords in general for Zoom?*

I have chosen not to use passwords because it's another thing to go wrong, but I do have it set so that they go straight into the waiting room and I have to admit them - then I know who is coming on.

*Do I need to completely end the meeting before I admit someone from the waiting room?*

If you end the meeting you won't be able to admit someone who is currently in the waiting room

*If you have to teach without breaks between students, is it better to have one meeting that you invite them all to at different times and have them wait in the 'waiting room' or is it better to have different meetings for each student and then end each call?*

I have gone with different meetings and end each call. Each week the student's Meeting ID remains the same. I just felt like that kept it cleaner. But that's not to say it's the only way.

*Does the student have to have Zoom downloaded on their device, or does it just automatically open up online when they click the meeting link?*



They will need to install the app or software prior (free for them)

*I have to teach both private and uni students using Zoom, do I have to use a different sign in of Zoom?*

Is the uni providing you with access via their account? You might not be able to use that for private lessons outside the uni context (will depend on what uni allows?). You could have a second Zoom account with a different email address if need be?

*Yes they have given me access but I am confused about how to move forward. I have been using Skype instead for my private students but would prefer to use zoom...*

If I were you I'd just set up a second Zoom account. Tim and I have our own as do our teachers, and we have a Sydney Vocal Academy one for group lessons. Keeps things a bit cleaner...

*Do you just have 2 accounts in the same app?*

I sign in and out as needed. A bit painful but it's doable.

Places to control Zoom options

Account page – Settings

Recordings – Settings (top right)

In a meeting – bottom banner, top right (view options), top left (original sound, recording), hover over participant's video

## **General**

*I teach piano, just wondering how that can work online and what changes one would have to make.*

It's more about positioning the cameras in a way that you are happy with. I have been successfully teaching piano online...

*Its important for their mental health to keep being able to sing :)..and for ours too!*

Couldn't agree more!

*It is such a daunting process and not being very technical savvy it does seem to be overwhelming. I really need good basics*

You've got this! If you've managed to join this call, you can teach online.

*Should I reduce video resolution to maintain a higher audio resolution?*

If you need to. If you have a reasonable connection you shouldn't need to. A lot of the software will do some of this automatically.

*Do you leave a gap between lessons to allow time to log on for next student etc. rather than back to back. e.g. 30mins lessons allow 40mins?*

I typically don't. I never do this normally. But it comes down to your own energy levels. I do give myself a lunch break etc.

We won't be as we're trying to keep schedules as normal as possible.

*In large families finding a quiet space will be a problem*

It can be, but I feel that most parents will find this to be of value to their daily life. It could be enforced quite time.

*This is all fantastic info thanks so much! I'm concerned some of my adult students will be daunted by all the tech stuff that is required for online lessons. I think my teenagers will love it! Any tips for supporting adult students?*

I have a retiree who has enthusiastically embraced this... I think if your messaging is really positive and you are patient and walk them through tech issues they will be willing to come on the journey

*How have you found you have had to change your teaching styles from face-to-face compared to online? Main differences/challenges?*

I can't talk along while students play - I have to listen, then comment, then get them to respond. Online is more tiring but I'll get used to it. As Anita mentioned, the way you sit is really important so that you don't end up with back/neck problems.

*Can I share that I've felt some sadness around the loss of connection with my choirs this week, and some were disappointed with the online experience.*

Absolutely. So many emotions right now for everyone. Hugs xo

I feel the same I really miss my choirs and I also take Bands. It's really hard to work out how to keep the new instrumentalists going when band isn't running. I am loving teaching online, the kids seem to enjoy it and are quite focused! which I didn't expect.

*Yes, I think we have to focus harder, we have to listen harder and focus on what we can glean from student's body: what can we see & deduce from online video, of how they are using their bodies; how well can they hear us etc. Need to leave some time in between lessons if possible, and more important to make notes as we go through lessons*

Absolutely - we've got this!!

*Remember to record (keep records of) everything as everything we are using is tax deductible :))*

*I am giving a singing lesson to my husband this afternoon via Zoom :)*

*There is a fabulous Facebook group I was directed to called "Piano Teachers with Coronavirus Concerns". It is for all music teachers but particularly has lots of posts about teaching piano online!*

*Top Music Co just did a massive expert round up on their blog for teaching piano online  
<https://topmusic.co/expert-roundup-taking-piano-teaching-online-for-covid-19/>*

*We have our end of term showcase online on Monday night. Students are very excited*

*Thank you for this wonderful opportunity. My first 'go' at Zoom in a group situation, and I am very encouraged by you saying that if we've managed to participate, we can do online teaching. I'll be trying out with a friend, to pretend she's a choir!! Many thanks. Good luck everyone, good luck me!!!!*