

# Zoiper Guide

## Cam FM Guide, Updated 2019-20

#### Zoiper is Cam FM's phone-in system.

Use it if you'd like to have guest(s) on your show who can't be in the studio for any reason, or for phone-in competitions and quizzes.

#### How to use Zoiper

- Open up Zoiper on the Studio computer.
  - To find it, either use the icon on the desktop home screen or click 'Start' (bottom left hand corner)  $\rightarrow$  Internet  $\rightarrow$  Zoiper
- Get the person(s) to call in at 01223 790888 ask them to call in during a song (or equivalent) so that you can talk to them before you both go live on air!
- Click 'Answer' when the pop-up 'Incoming Call' box appears.
- To calibrate volume levels, solo the 'Phone-in' track on the studio desk the 'Studio Computer' audio channel and 'Phone-in' audio channel are entirely separate.
  - Usually, but not always, you will have to raise the 'Phone-in' channel's level.
- Using 'solo', you can talk to your guest without going live on air. Simply speak into your microphone. The faders for the mics in the studio don't need to be up or soloed they will be able to hear you regardless of faders/solos!
  - Callers cannot hear anything from the sound desk other than what you say through the mic(s)!
- To have multiple people on the call at once, click 'Conf' or 'Conference' the system automatically sets up a conference call, and adds the relevant people (e.g. Bumps!).
- When you're ready to go live on air, just bring up the fader on the 'Phone-in' channel.

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#### Example images: (respectively)

- The Zoiper home screen
- The 'Incoming Call' pop-up box
- Setting up a 'Conference' with multiple people

#### questions? committee@camfm.co.uk

### Happy telephoning!

