

Discord – a Guide for WRS

(version 2 – 9/22/20)

1. What is Discord?

Discord is a free application for voice and text chat that is used alongside but separate from whatever other activity you're doing. It was initially created for gamers, but others such as study groups, dance classes, book clubs now also use it. With the advent of virtual ringing platforms (RingingRoom.com, Handbell Stadium, and Muster) ringers have also begun to use it because these platforms don't provide their own voice and/or text chat capabilities (Ringing Room of course does now have chat).

2. Why we want to use Discord

- Discord is optimized for voice chat. The quality of the sound is reputedly better than Zoom.
- It's available at any time, not just during practices.
- It's useful for managing online ringing practices, particularly with larger numbers of people. Ringers move themselves from channel to channel with one click, rather than having to wait for the host to move people to and from breakout rooms. Everyone can see at a glance who's where (eliminates that classic Tower Captain problem of "where'd Sally [or Bob] go" when trying to set a band).

3. How do I access Discord for WRS practices?

Register your account (first time only): If you don't already have a Discord account, go to <https://discord.com/new> and either click on the Download button (recommended) to download and install Discord on your PC/Mac/phone, OR click on the button to "Open Discord in your browser." In either case, it's good to register - set a username and password and provide your email address and your birthday – to avoid getting the orange warning "You must claim and verify your account before you can send messages in this server" at the top of the screen

Connect to the WRS server: To get to the WRS server the first time, click on this link: <https://discord.com/invite/ZwZmuZB>. You'll be prompted to "Accept Invite" and will be connected to the server. To connect to the server later, you can just open Discord and click on  the WRS icon at the left of the screen. Or you can click on the link, and it will start Discord for you (you may still need to click on the icon to get to the server).

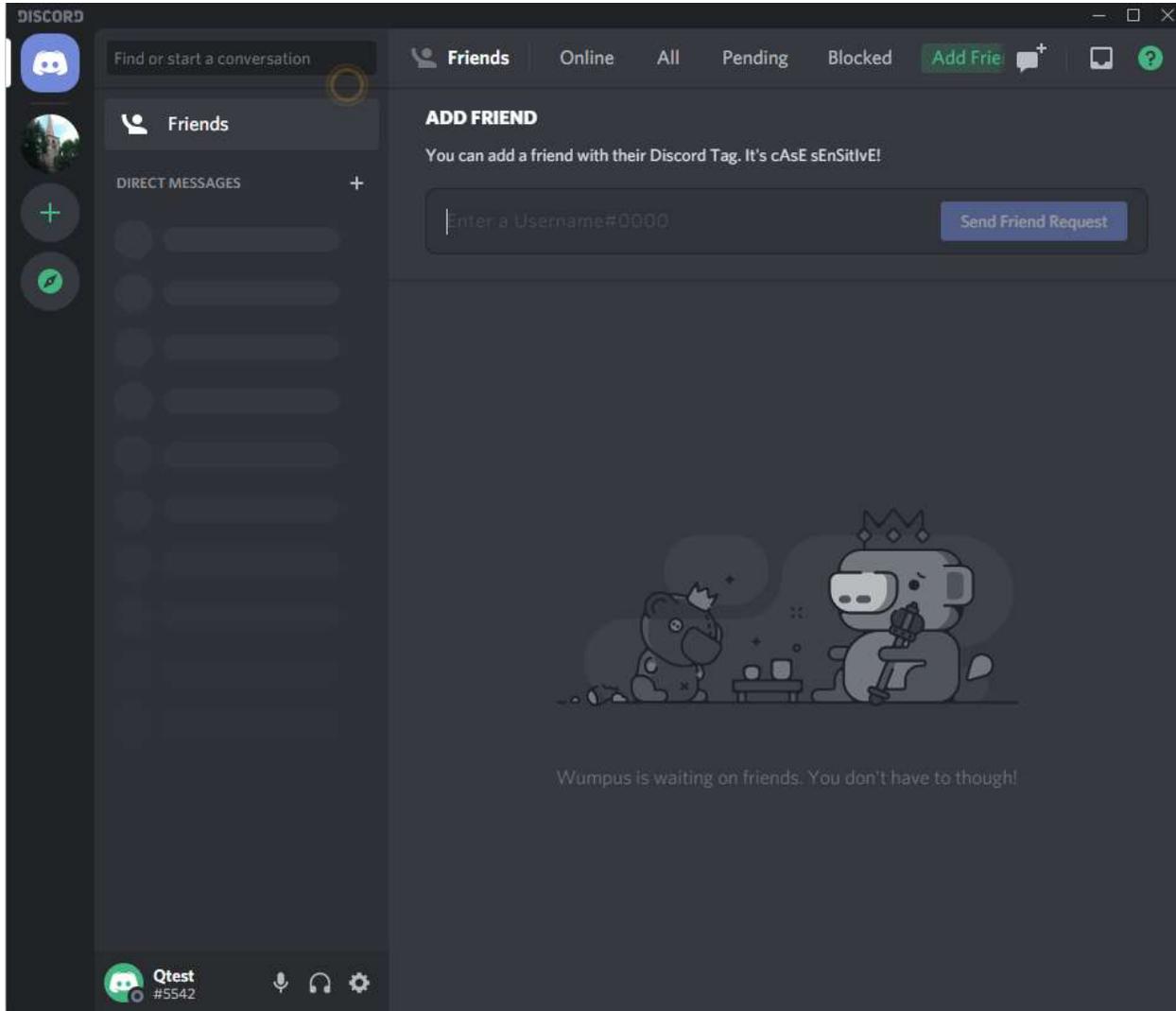
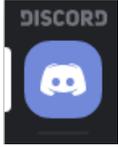
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4. What do I see in Discord once I'm registered and signed in?

Discord Home Screen: If you just open Discord, you're at the 'Home' screen with this Discord icon in the upper left corner and any server icons you've joined below it. Any Discord "friends" you have are listed in the sidebar to the right of the icons.



Home Screen

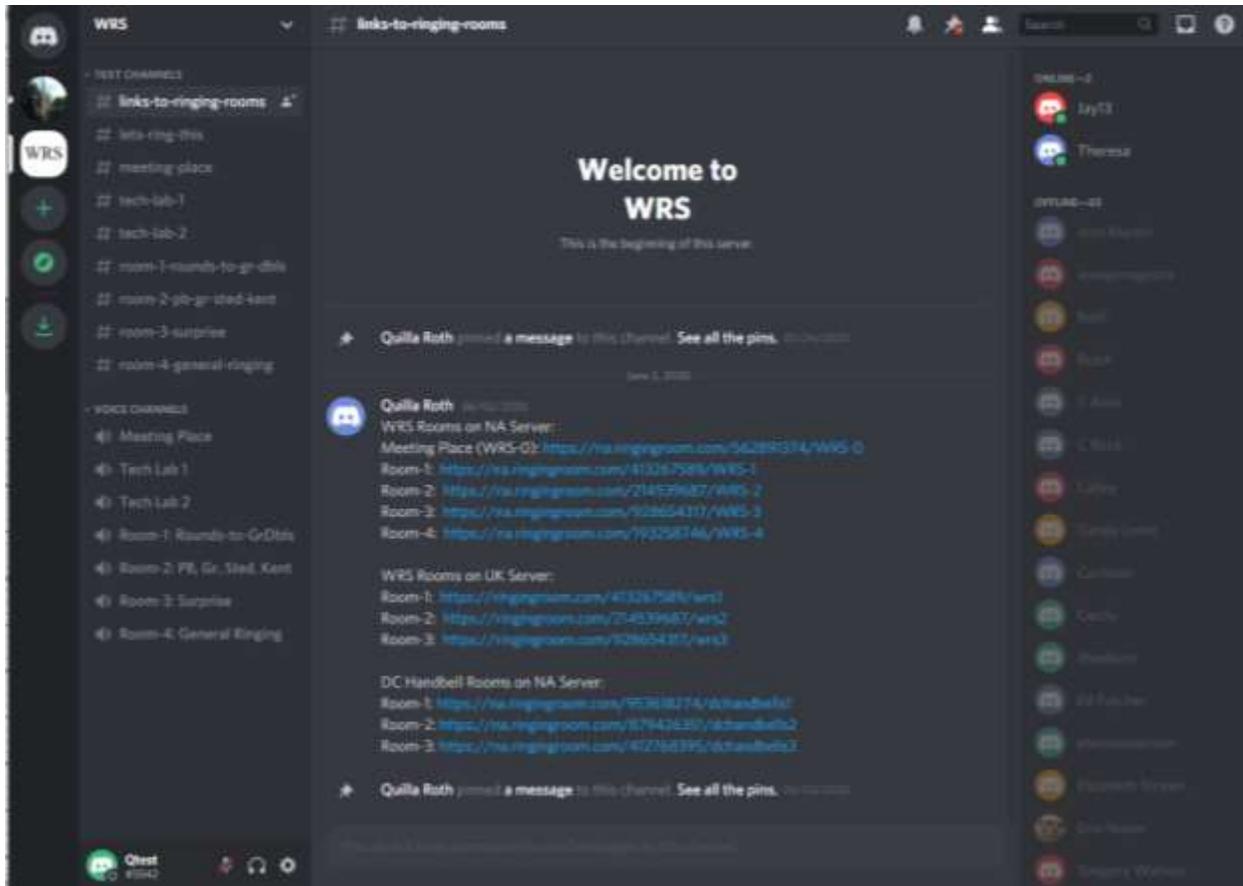
From here, connect to the WRS server by clicking on its icon



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WRS Server Screen – the main screen you’ll use: Once you’ve connected to the WRS server, this is the screen you’ll see (probably with just the Discord and WRS icons to the left).



WRS Server Screen

Left frame: The server contains **text channels** and **voice channels** listed (text channels first, then voice channels) in the left frame next to the server icons. *See more info about text and voice channels in Section 5.*

Center frame: The contents of whatever text channel you’re in is shown in the center frame. This is where text conversations/chats will show up. In the screenshot above, user “Qtest” is in the “links-to-ringing-rooms” text channel, so its contents are displayed. **The links-to-ringing-rooms text channel is where you can easily find links to the rooms set up for WRS to use on the Ringing Room North American server. You can click on one of the links to open Ringing Room in that room (Discord will still be active, allowing voice communications).**

Right frame: A list of ringers who are members of the server is shown in the right frame.

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5. Text and Voice Channels:

You can be in both a text and a voice channel at the same time, but you cannot be in multiple text channels or multiple voice channels at once.

- **Text channels** (prefixed by ) are used for text messaging between people connected to the same text channel and for posting frequently used information (such as links to Ringing Rooms). The first time you connect to a server, you're automatically in the first text channel.

To view and send text messages in a text channel, click on it. The channel name will be highlighted and will appear at the top of the Discord central frame (see above). Everyone who is “in” a text channel (has clicked on it) can see and send messages in that channel (to send a message, type it next to the plus sign at the bottom of the center frame). You can only be in one text channel at a time. [On the WRS server, the “links-to-ringing-rooms” text channel is for announcements only, so normal messaging is disabled.]

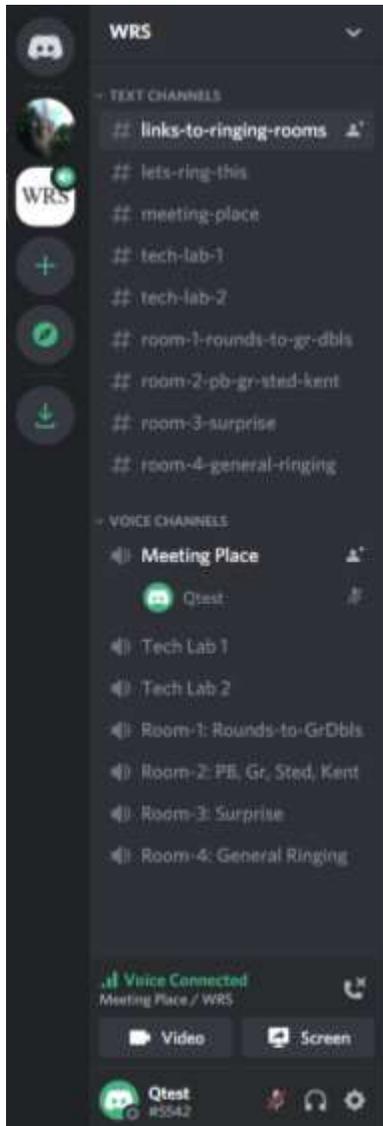
- **Voice channels** (prefixed by ) allow people in the same voice channel to talk with each other. The names of people in a voice channel are listed below the voice channel name.

To talk to people in a voice channel, click its name to enter the channel. The channel name will be highlighted, a green speaker symbol will be added to the server icon, and your name will appear just below the channel name along with the names of others who have “joined” that channel. **You can talk to other people who are in the same voice channel with you.** To move to a different voice channel, click on it. Your name will move to that channel and you'll be able to talk to people who are in that channel. Everyone on the server can see who is in all voice channels.

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Buttons below the channel lists:

The buttons at the very bottom are always present.

- Microphone – mute button
- Headphone - mute and deafen button (probably not something to do!).
- User settings button (see Tip #4)

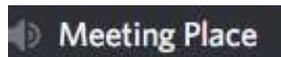
These buttons are only present when you're connected to a voice channel.

- Voice Connected indicator
- Noise suppression button
- Disconnect button - **Important! When you're done in voice channels, or exiting Discord, be sure to click the disconnect button** or you may keep hearing conversations!
- Video button
- Screen share button

[In this example, user “Qtest” is in both the “meeting-place” text channel AND the “Meeting Place” voice channel.]

6. What should I do/Where should I go once I'm in the WRS Discord Server?

Once you've gotten to the WRS Discord Server, click on the “Meeting Place” voice channel:



This will put you in the voice channel where we'll work out which ringing rooms everyone will go to. If you turn on your video (button at lower left), you'll be able to see as well as talk with people as they gather (if they've also turned on their video).

You'll then be assigned a “room” to go to for ringing. Click on its voice channel to move there and be able to talk with others in that room. [When you move to a different voice channel, your video turns off (which is good for maximizing system resources for ringing).] Then go to the corresponding WRS room in Ringing Room.

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7. Tips and tricks

Tip #1: Need the **links to the WRS rooms in Ringing Room**? Click on the “links-to-ringing-rooms” text channel.

Tip #2: You may want to use the volume slider in Ringing Room to decrease the volume.

Tip #3: Clicking on the category of channel (“TEXT CHANNELS” or “VOICE CHANNELS”) will expand / collapse the list of channels in that category.

Tip #4: There are a lot of different settings you can tweak from the **User Settings** button (next to the microphone and headphone icons at bottom left). It is worth exploring these settings. Here are some of the most useful settings to tweak:



- My account:
 - Add your picture or an avatar to your public profile
 - Change your username
- Voice and video:
 - If you are using a headset, ensure that this device is selected under ‘Input device’ and ‘Output device’.
 - Under ‘Video settings,’ you can test your webcam
- Notifications:
 - Play around with these settings if you you’re receiving more notifications and sounds than you want. For example, there is a beep (which you can turn on/off) when someone joins or exits the voice channel you’re in.
- Appearance:
 - As a default, Discord starts with the Dark theme. However, the vertical scroll bar on the left can be difficult to see. **If you use the Light theme, it may be easier to see the scroll bar.**
 - Change the size of fonts
 - Change your zoom level
- Windows settings:
 - Change whether Discord starts up in the background (when you turn on your computer)
 - Change whether Discord minimizes itself to the background (when you close the application).

Tip #5: Want more space to see people’s text messages? Click on the person icon at the top right of the screen next to the Discord “search” option. This will close the right-sidebar list of server members.

Tip #6: At the bottom left of Discord, click just to the left of your name and you can **set your status**. We’ll normally want to be Online, but if you’re trying a QP (or an intense practice) you may want to change your status to Do Not Disturb. Then you won’t receive any notifications while you are ringing. Remember to set your status as ‘Online’ afterwards!

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Tip #7: Right click on the name of any other ringer and you can:

- send them a quick message
- start a voice or video call
- add them as a friend

8. Problems?

- **You can't hear other ringers in a voice channel and/or they all can't hear you.** These seem to be the most common problems. Sometimes just exiting and restarting Discord will correct it.
- **You can't hear other ringers in a voice channel** (but they can hear you, and you've already tried restarting Discord)? See this video for a potential solution <https://youtu.be/fhJrX-fmu0Y>.
Or see this link (for the more technically minded): <https://appuals.com/fix-cant-hear-anyone-on-discord>.
- **Headset not working?** Change your voice and video settings (see Section 7, Tip #4)
- **You get an error when trying to load the Discord application?** Try the 'Delete Discord' solution at this link: <https://www.wepec.com/how-to/discord-javascript-error-fixed/>.

[With thanks to Dave Jones, upon whose [Ringers brief guide to Discord for voice, text and video messaging](#) (May 2020) this is based.]