Zoom : User manual

Conference Technician- **IBD**

This User Manual provides user-friendly information about Zoom and description of its features to participants, hosts and interpreters in virtual events organized by EUIPO through Zoom.
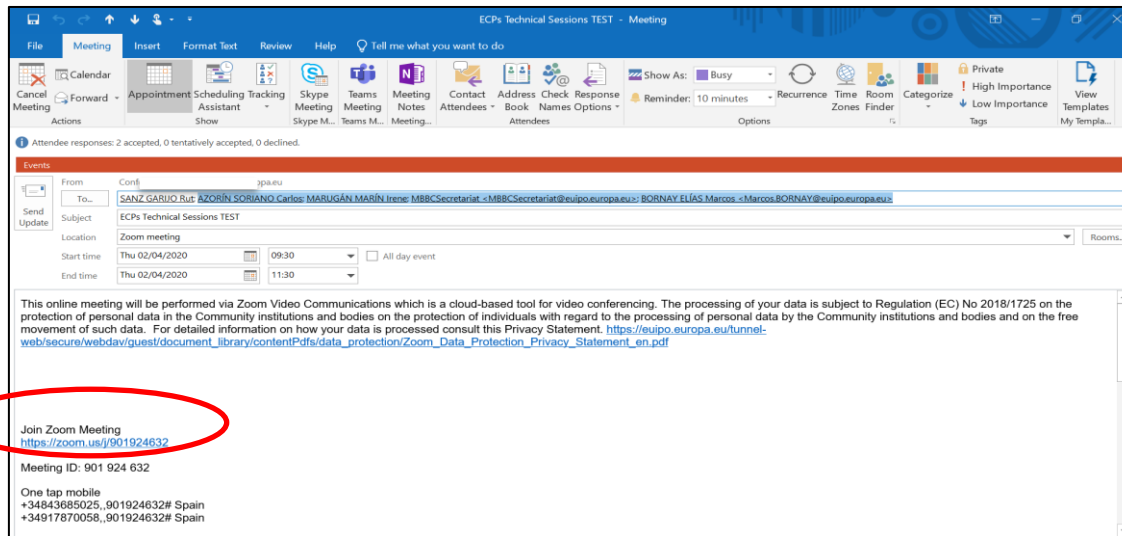
Content:

1. Joining the meeting

RECOMMENDED: Go to zoom.us/test before the meeting day in order to ensure that your system is compatible with the connection. We do not recommend you to use Internet Explorer.

• Open your calendar invite and click on the link provided or copy and paste it on your browser.
• Note that the link to the Privacy statement for the processing of your personal data in Zoom on behalf of EUIPO is available as well in the meeting invitation or in the registration page for the event.

- You will be taken to the Zoom website, where you will be asked to download the Zoom App or join from your browser.
- If during joining the meeting you visit a Zoom website through a concrete browser for the first time, you may be asked to accept the Privacy Policy and the Terms of Zoom. Please, note that this acceptance does not give Zoom the right to process the personal data collected during virtual events organized by EUIPO for purposes different from the ones established by EUIPO.
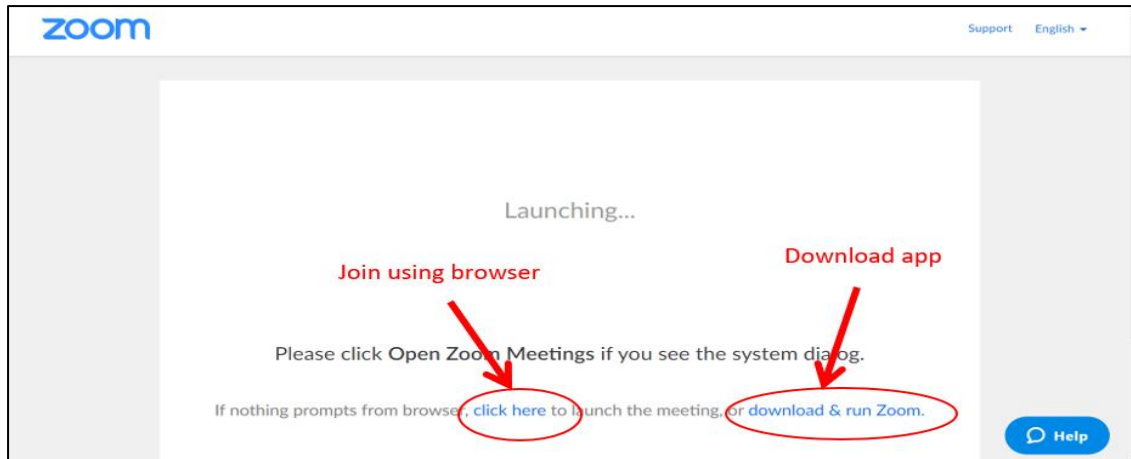
It is recommendable to install the latest version of Zoom using the link https://zoom.us/download and clicking on the download button of the "Zoom client for meetings" section. The below example shows the software download process using Firefox (recommended browser).

Run the file by clicking on the downloads icon of your browser.

Once downloaded, click the zoominstaller.exe twice to install the software.

The installation process takes a few seconds.
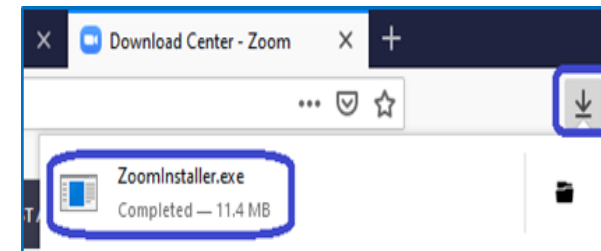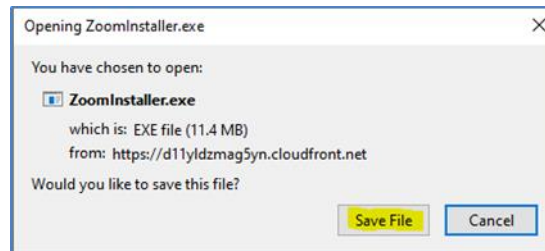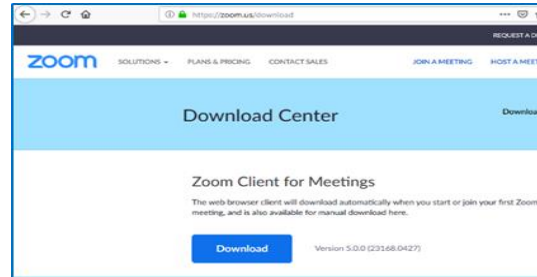
Once the installation process is completed, you will be ready to join a Zoom meeting using the "Join a Meeting" button.

It is not recommendable to use the Sign In option.

The meeting credentials you must use (password, meeting ID) will be sent to you in advance in the meeting invitation.
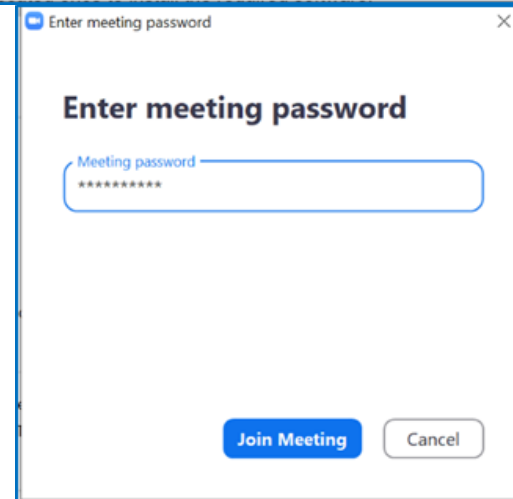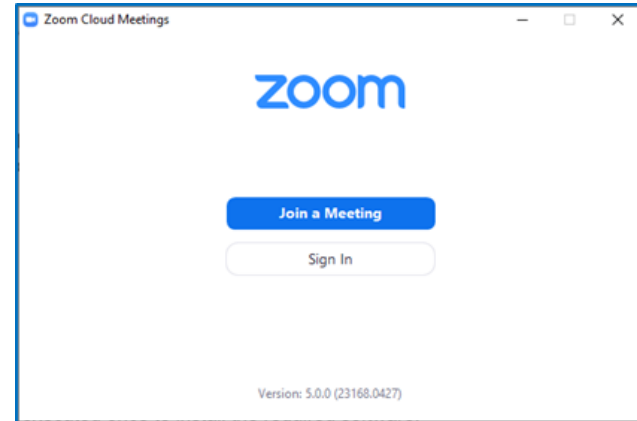
- If you join the meeting using your browser, it is recommendable to disable the use of the Functional and Advertising cookies allowing only the Required cookies. Note that this could limit your experience in the tool.

- If you join using your browser, you can <u>allow it to access your camera and microphone when prompted</u>.
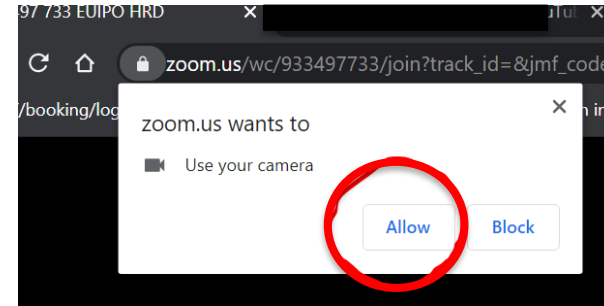
- If your camera or mic still don´t work, click on the padlock on the upper left corner of your browser, next to the search bar.
- You should be able to see the option to allow the access to your camera and microphone.
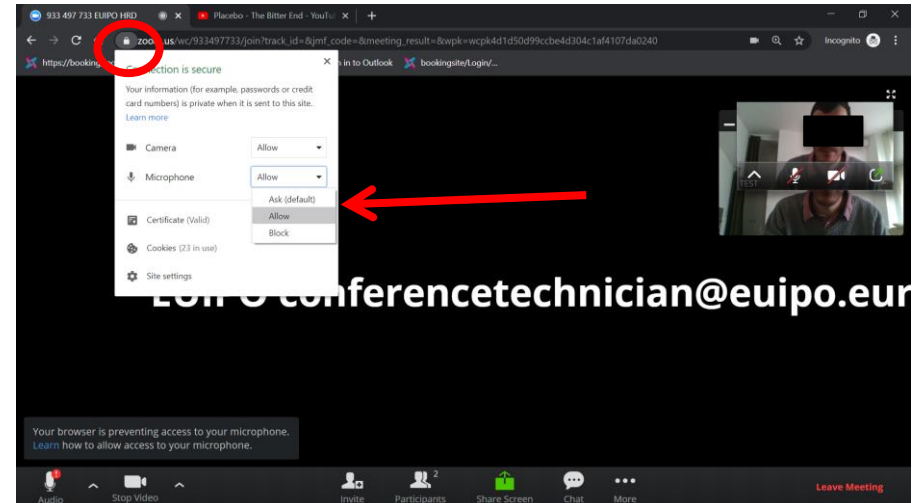
2. Guidelines for event participants

2.1 Notification for start of a recording

- If the event is being recorded in the tool, you will be notified automatically by the tool through a sound notification and a disclaimer on your screen. If you do not want your image/voice to be recorded, for compelling and legitimate grounds, you can always exercise your right to object, by indicating it to the host (verbally or through the chat), so that the recording is paused during your intervention.

- Please, note that only the host can record the meeting and only if this is strictly needed for legitimate and explicit purposes.
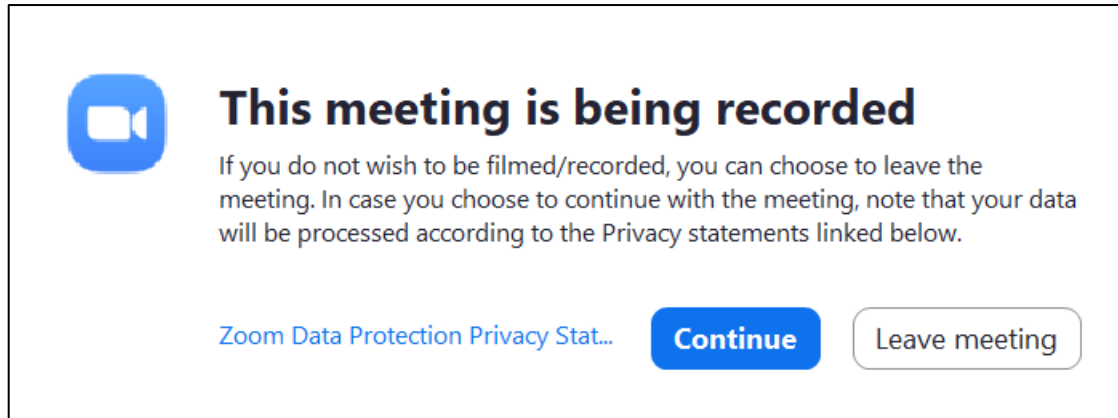

This meeting is being recorded

If you do not wish to be filmed/recorded, you can choose to leave the meeting. In case you choose to continue with the meeting, note that your data will be processed according to the Privacy statements linked below.

Zoom Data Protection Privacy Stat...   **Continue**   Leave meeting

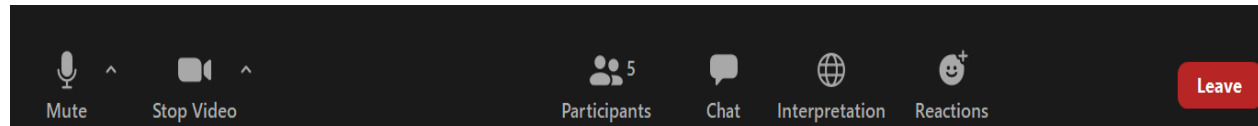## 2.2 Overview of features available for participants

Once you have joined the event, you will see a toolbar at the bottom of your screen. Please, note that some features may not be available if you join through your browser.

You can mute/unmute your microphone, start/stop your camera, chat with the host. You cannot share your screen/files and record the meeting.

2.3 Raising hand

• In webinars and large meetings your microphone may be muted by the organizers. Press the "Participants" button. At the <u>bottom right of the participants white box</u> you will see a button to raise your hand (request to speak).

• The hosts will then see your raised hand and allow you to speak
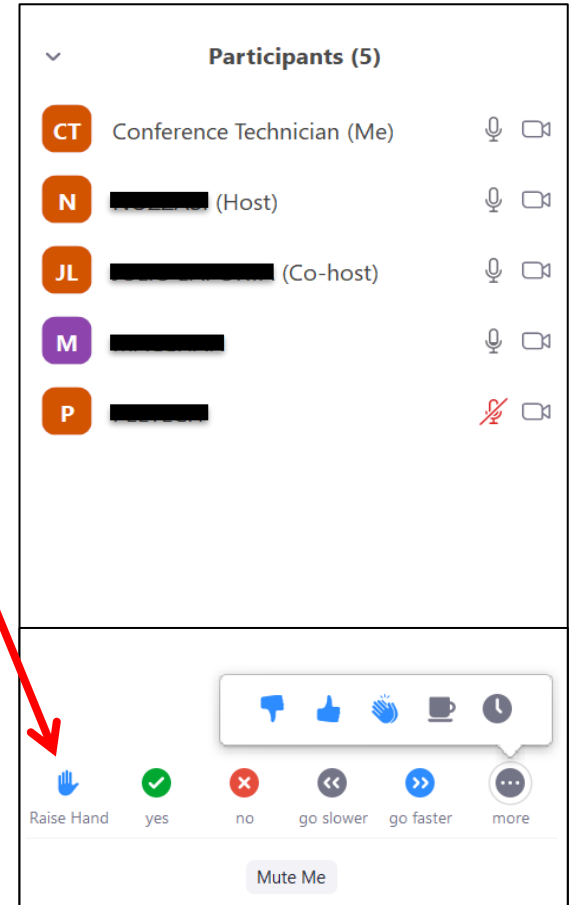
2.4 Chat:

- To all participants
- To an individual participant

2.5 Interpretation

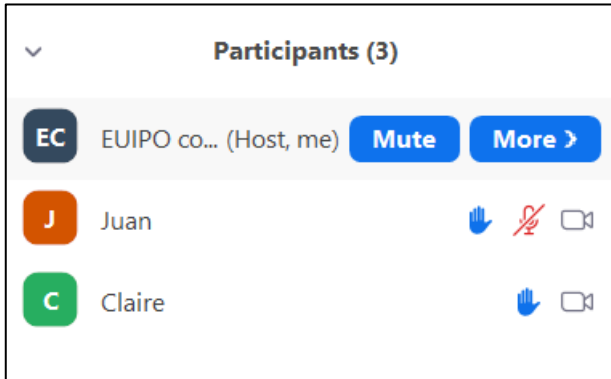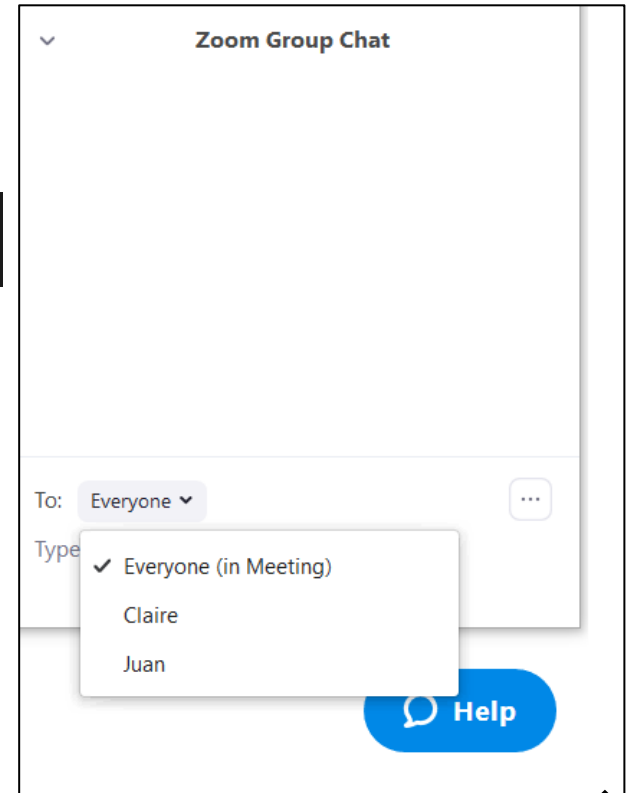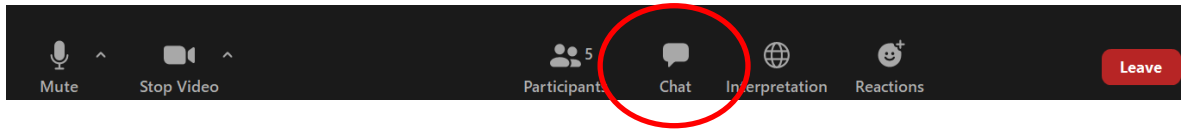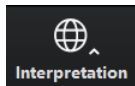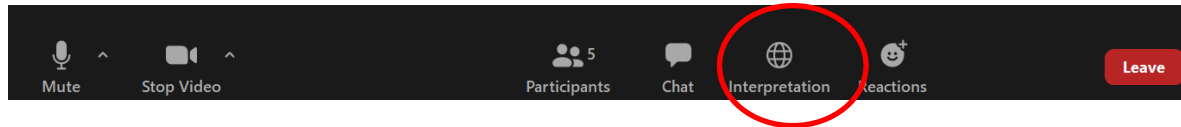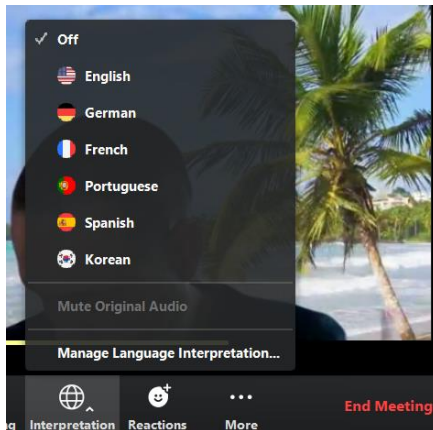
Interpretation service can be added

Select the language and mute the original audio if you want.

An interpreter in the channel will hear the original meeting audio which they can translate. Participants in a language channel will hear the translated audio and also the original audio at a lower volume.

3. Guidelines for event hosts and co-hosts

3.1 Meeting invitation

Please, note that the department/service responsible for the invitation of the participants has to ensure that participants receive in advance the data protection disclaimer containing the Privacy statement for Zoom, the Conditions of use of Zoom and this User Manual.

For more information and details on the matter, please, consult the Data Protection Coordinator of your department.

3.2 Recording

- It is recommendable to do recordings on your Office computer/laptop choosing the option: record on this computer.

- Note that events should be recorded only in case it is strictly needed for a legitimate and explicit purpose. At the beginning of the event and before the start of the recording, notify verbally the participants that the event will be recorded and inform participants about the purpose of the recording and the option they have to opt-out: If a participant wants to intervene during the session but for compelling and legitimate grounds does not wish to be recorded, the host recording the event should pause the recording during the intervention of this participant.
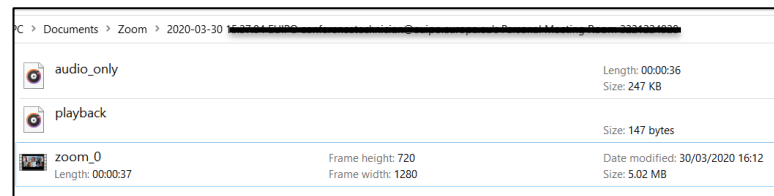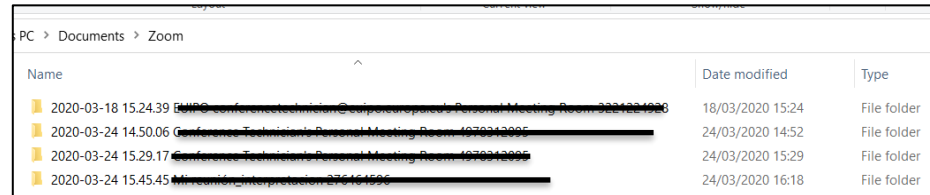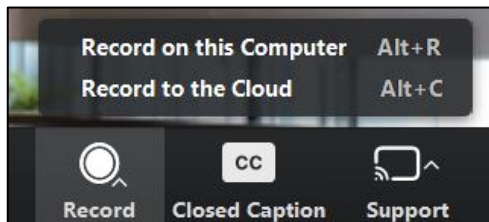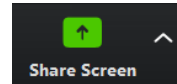
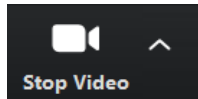# 3.3 Overview of features available to hosts/co- hosts

Once you have joined the event, you will see a toolbar at the bottom of your screen. Please, note that some features may not be available if you join through your browser.
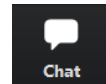

Mute/unmute your microphone

Start/stop your camera
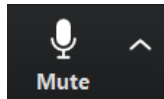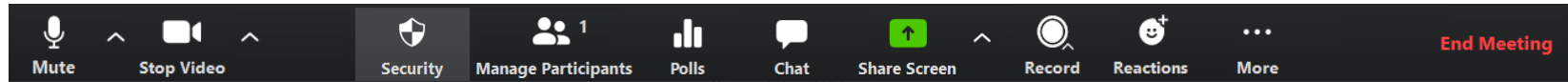
See participan...

Polls for the participan...
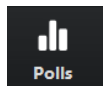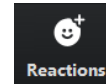
Share your screen or individual programs

Chat to all or one of the participants
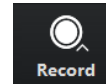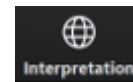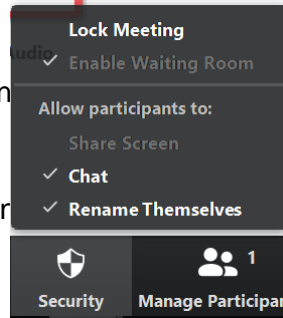
Only the host can record the meeting: computer or cloud

Share some reactions 👏 👍

Switch to another audio language (if translation is available for the meeting)

3.4 Security features
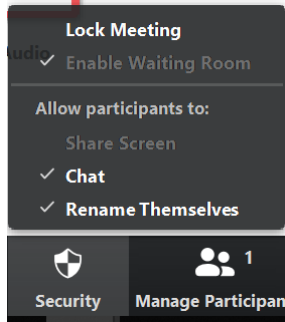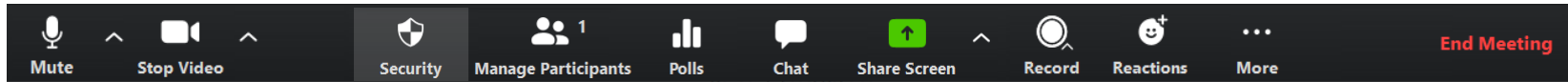
Security features

- Lock meeting. Once all invited participants are connected, this prevents unwanted participants from joining the meeting. Please note that if any of the participants drop they won't be able to join again (unless the meeting is unlocked temporarily to let them in.

- Enable/disable chat and participants renaming

3.5 Mute/unmute participants
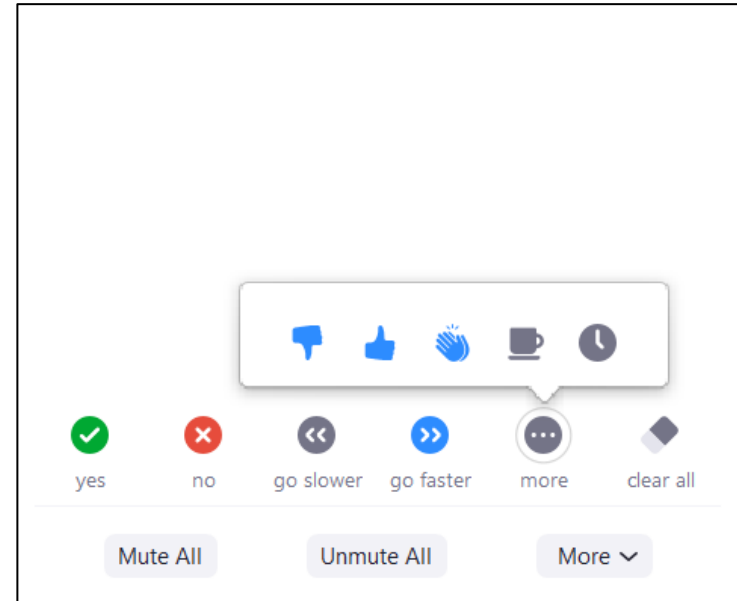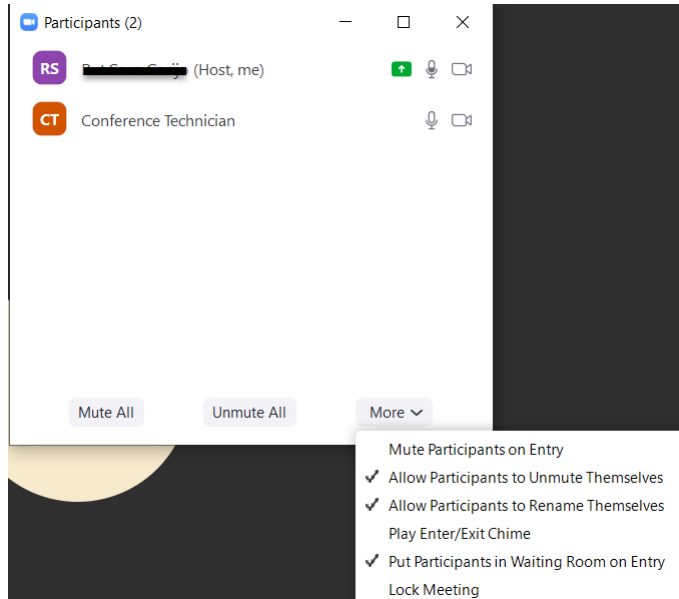
3.6 Screen Share:

- Press "Annotate" to draw, write and highlight on your shared content. A second taskbar will appear. The notes can be saved

3.6 Screen Share:

- Allow host to control the annotation
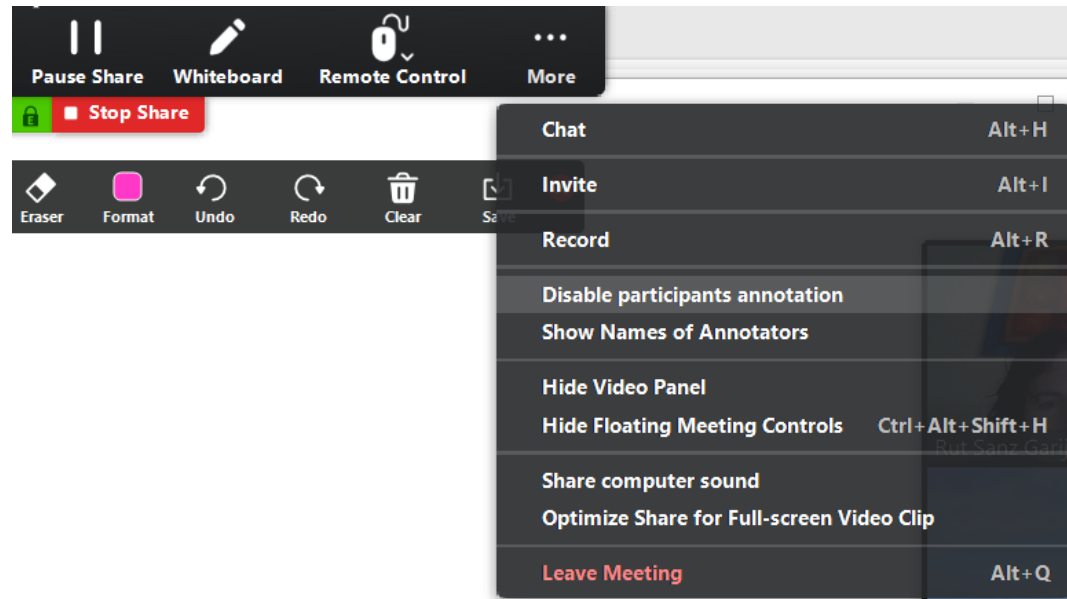
3.6 Screen Share:

Share screen: option 1
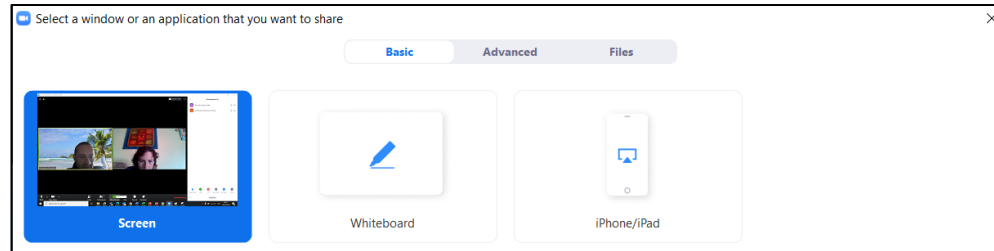
Share screen: option 2
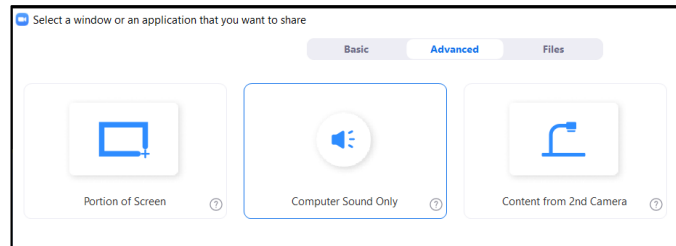
Share screen: option 3
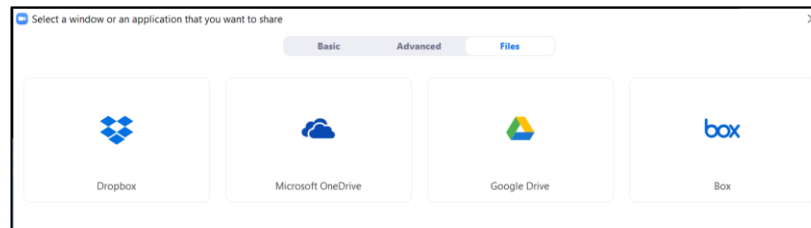
3.7 Remote control

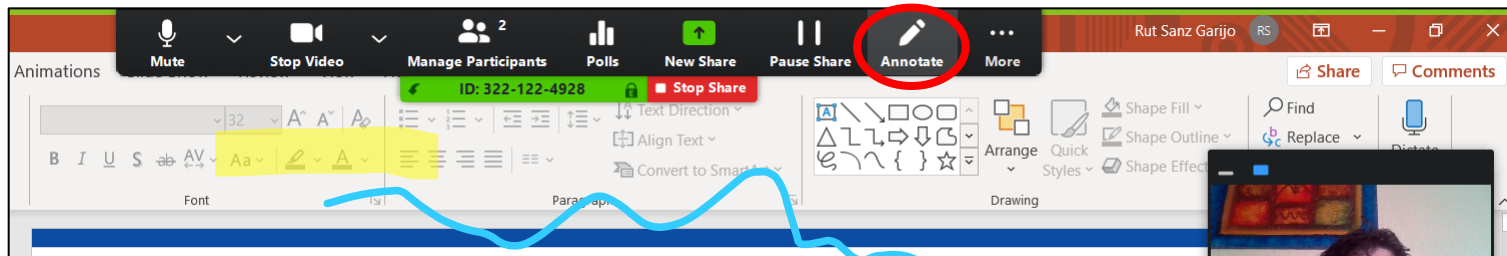- Allow a co-host to control your screen when sharing content
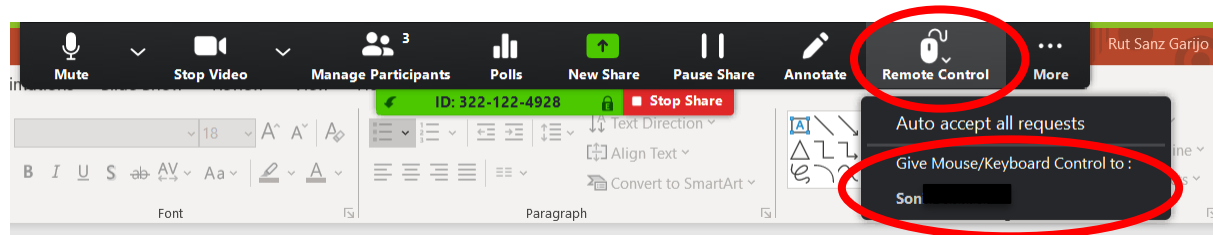
4.7. Breakout rooms

1. Before opening the rooms, the host can configure the rooms. The time, countdown,…
2. After closing the rooms, the host can open the rooms again with the last configuration of participants.
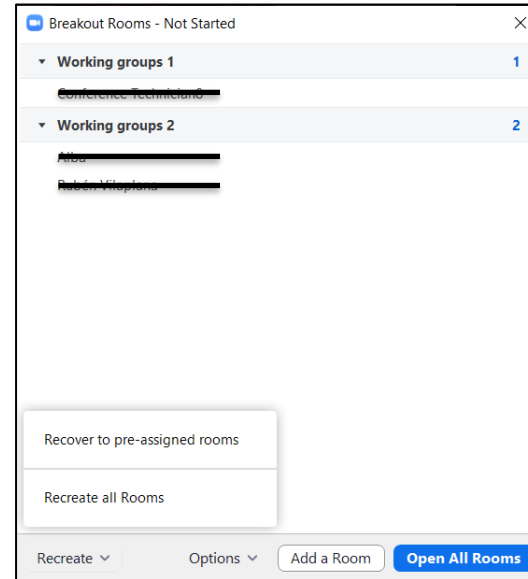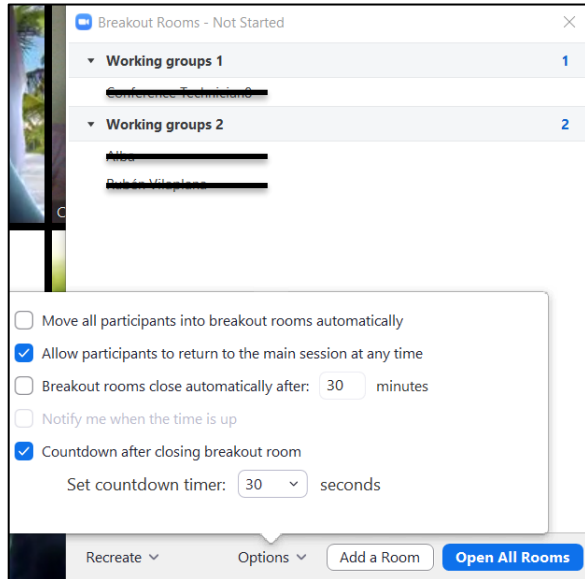
4.7. Breakout rooms

1. The participants will be assigned to the different rooms.
2. The rooms will be opened for the participants by the host.
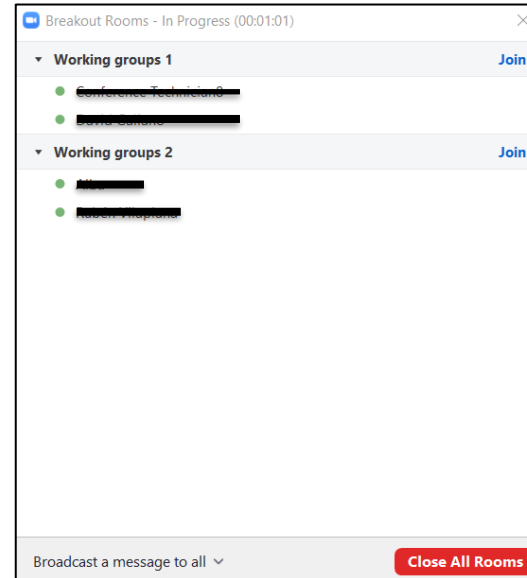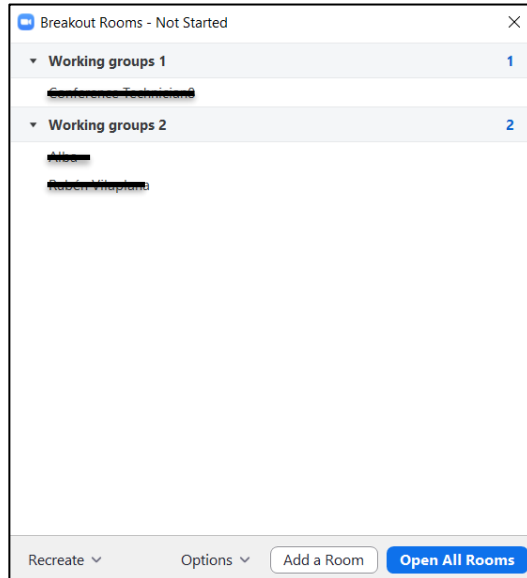
4.7. Breakout rooms

3. The host can move the participants to other breakout room.
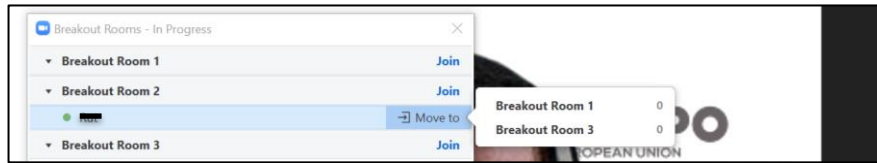
4. The host can write to the breakout rooms
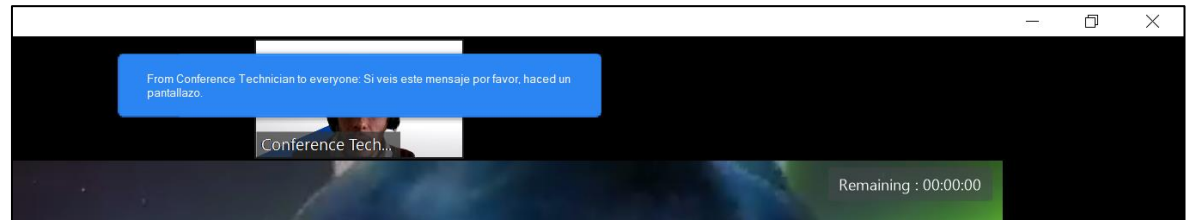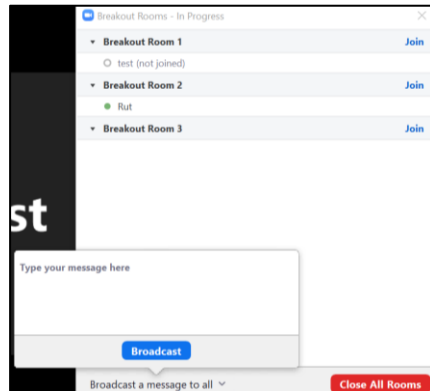
4.7. Breakout rooms

5. The participant can request help to the host from a breakout room.
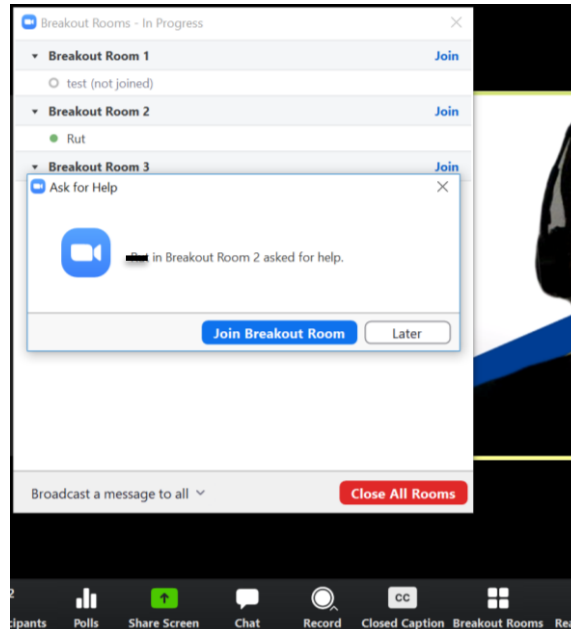
4.8. Polls

Hosts can create polls and launch them for the participants to answer (single or multiple choice). The Host and co-hosts are not allowed to vote. The results of the voting are presented in an aggregated way and can be shared with the participants or seen by the hosts only. No reports can be generated about the polls results.

4.8. Polls

Polls — □ ⬜ ✕

Test poll 1 in Progress   0:07

Attendees are now viewing questions   0 of 0 (0%) voted

1. Please vote

Yes   (0) 0%

No   (0) 0%

I am not sure   (0) 0%

End Polling

Polls — □ ⬜ ✕

Host is sharing poll results

1. Please vote

Yes   100%

No   0%

I am not sure   0%

Close
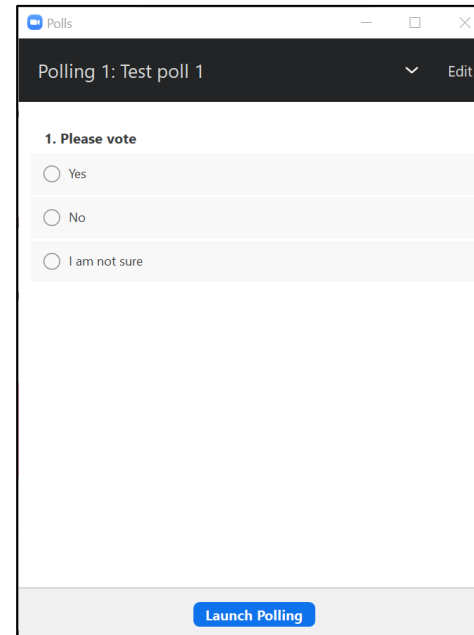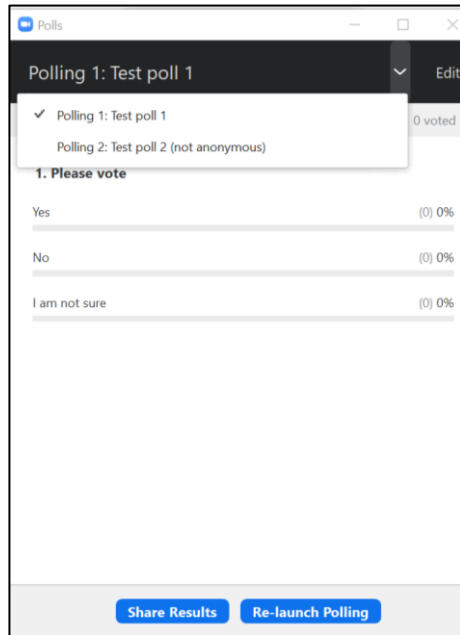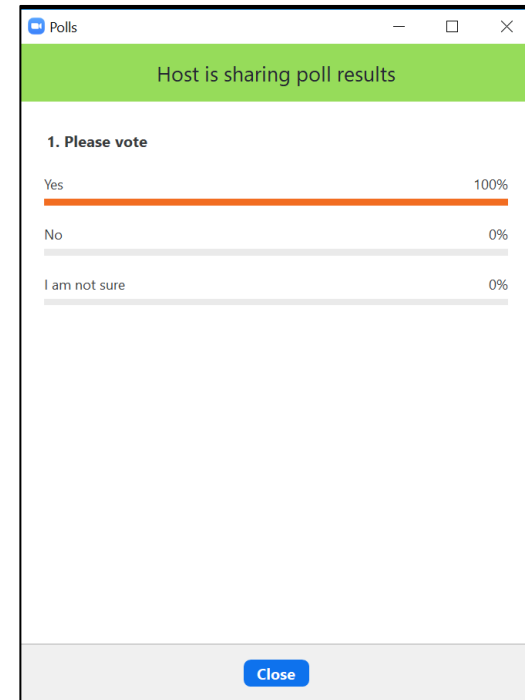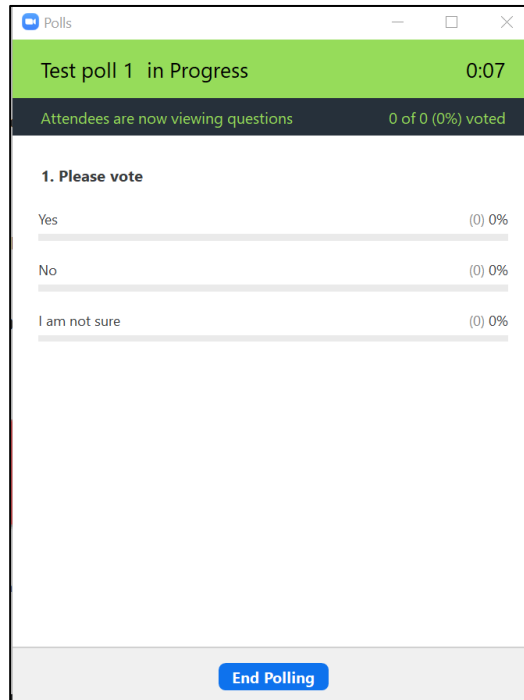
3. Guidelines for interpreters

Language interpretation

Interpreter 1

Conference Technician

Korean ⇄ English

Interpreter 2

interpreter1@dominio.es

Korean ⇄ Spanish

Interpreter 3

interpreter2

English ⇄ German

+ Add Interpreter   **Start**

If you are an interpreter, when the host starts the interpretation, you will receive this message.

Welcome
You have been assigned as an interpreter.

English ⇄ German

OK

In the participants window, you will see the language flag next to the interpreter name.

Participants (5)

CT Conference Technician (Host, me)

A   ██████ (Interpreter)

CT ████████████ (Interpreter)

DG ████████████ (Interpreter)

RV ████████████ (Interpreter)
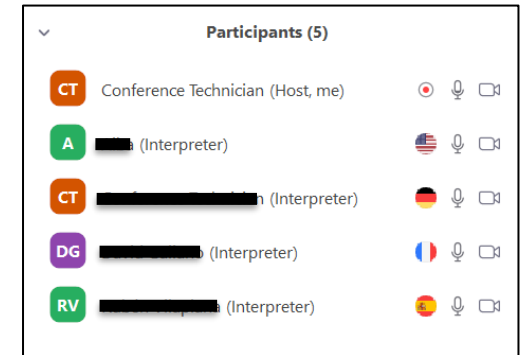
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@EU_IPO

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Thank you

Presentation	Zoom: user manual	
Status	DRAFT	
Approved by owner	-	
Authors	- RSG	Rut Sanz Garijo
	- CRR	Carlos Rodríguez Ribera
Contributors	- ES	Elitsa Samuilova
	-	

Revision history			
Version	Date	Author	Description
0.1	20/03/2020	RSG, CRR	First version
0.2	31/03/2020	RSG, CRR	Second version
0.3	03/04/2020	RSG, ES	Third version