

Zoom Guidelines (version 2.0)

Shortly before the event, the Zoom link will be available online: <https://www.svpw-ssp.ch/mainfoday/>

Before the event

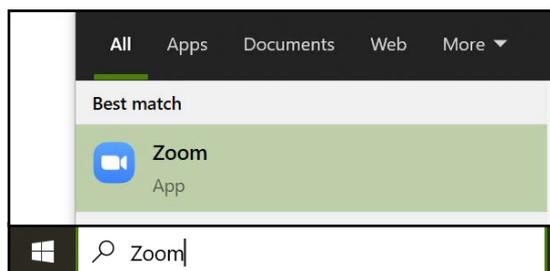
1. If you only want to listen to the presentations, you do not have to create a Zoom account.
2. The Q&A-sessions will take place in Breakout Rooms. **If you want to participate in the Q&A-Sessions, you need to have Zoom installed and updated to the version Zoom 5.3.0 or later! Otherwise you will not be able to join Breakout Rooms.**

Installing Zoom

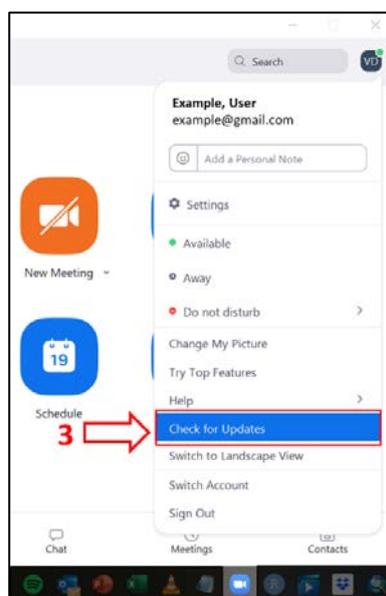
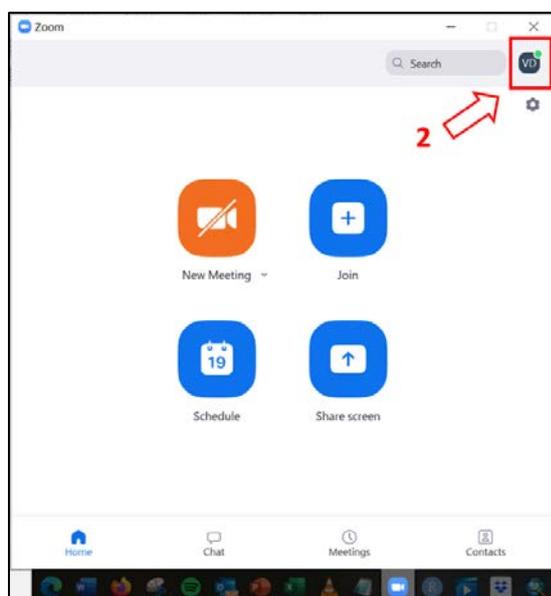
- If you do not already use Zoom download it from: <https://zoom.us/support/download>
- The **Zoom app** (also called “Zoom Desktop-Client”) should now be on your device.
- The creating of an account is free (“sign in”).

Updating Zoom

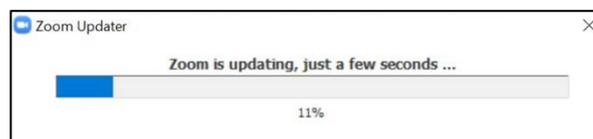
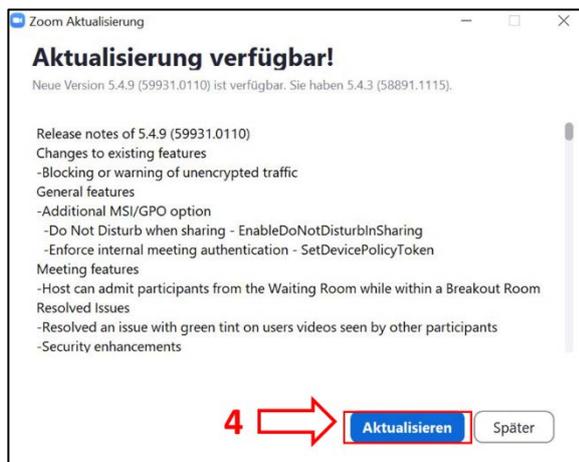
1. Open your Zoom application (see image below if you cannot find it)



2. Click on the icon in the top right of the home screen
3. Click on “Check for Updates” or “Nach Updates suchen”: Zoom will then automatically check for available updates



- If a newer version is available: Click on “Update” or “Aktualisieren” and wait. If you recently installed Zoom you should see: “You are up to date” (as in step 5), then you are already using the latest version.

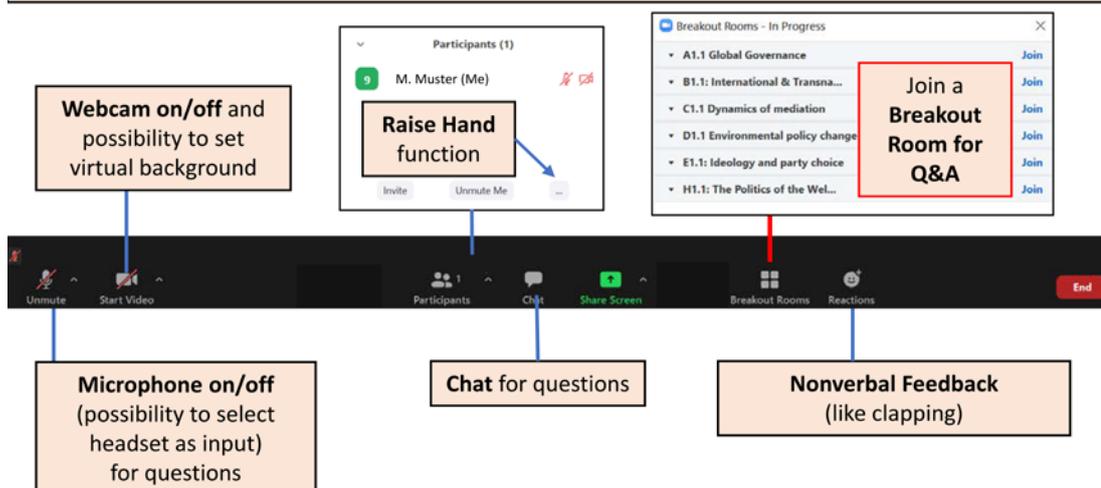


- If you repeat steps 2 and 3 you should now see which version you are using, with 5.3.0 and later you are good to go for the event.



During the event

Once you or joined the event you should see the following options bar at the **bottom of your Zoom window** (depending on the device you are using the interface design may vary – we recommend using a laptop):



- Join the event **5min before** start time to have a buffer in case of technical issues.
- From the main meeting **you can choose** which **Breakout Room for a Q&A Session** you would like to join.
- During the event keep your **microphone muted** to minimize background noise.

Trouble shooting “Help...”

- **I cannot hear/see other participants** → Check the volume of your laptop/speaker and use full screen mode. Also you have different options how the videos of the others are displayed (“view” icon), try different options until your happy with the setting.
- **My microphone was suddenly turned off** → The host might have muted you, simply unmute yourself if you want to speak up (also see visual guide).
- **The videos are freezing** → While you are not actively participating consider turning your webcam off to spare your network connection.
- **A participant is acting inappropriately** → Do not hesitate to contact the host.
- **The Zoom application is frozen** → Restart it.
- **The Zoom application is still frozen** → Restart your device.

Support

Tutorials on all the relevant Zoom features: <https://support.zoom.us/hc/de/articles/206618765-Zoom-video-tutorials>

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