



## Zoom user guide for WCO meetings

A complementary explanation to this user guide is also available as a video tutorial:

<https://youtu.be/VhFvybd1RBk>

Participating in a WCO meeting on Zoom? Don't forget these key tips to ensure optimal quality and help everything run smoothly on the day.

- Make sure you have downloaded the Zoom application and that you are using the latest version. If prompted, please click on update now.
- Wear a headset to ensure good quality sound.
- Don't forget to activate your camera when making an intervention.
- Microphone discipline is key – don't forget to turn off your mic when you have finished speaking!

Please read on for more detailed information on how to connect.

### I. Getting connected to a zoom session.

When you've clicked on a Zoom link, you'll be redirected to the Zoom welcome page:

Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

Launch Meeting

Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

For best results, install the latest version of the Zoom app. If you already have the Zoom app but not the latest version it will prompt you to update it, please do so for best experience.

If you try to connect to a Zoom session on a secured network, please be aware essential communication ports could be blocked by your firewall. Equally, if you try to connect through a VPN, this could block the essential communication ports that allow you to connect to the Zoom session. To avoid this, please close the app/software that you use to connect through a VPN to your administration's domain and/or workstation. If this is not possible, the only solution would



be to use a private computer or to ask your IT department to open the restricted ports on your secured network to allow you to connect to Zoom. Make sure you open the link directly on your device, rather than from within your remote domain/workstation area.

If you do not have a personal computer on an unsecured network, you can use your smartphone or tablet to connect to the zoom session through an open WIFI or 4-5G internet connection. Once you've clicked on the provided zoom link, it will immediately connect you to the Zoom session or you'll see the page below from which you can choose to "Launch meeting" to join manually. If nothing happens it means you don't have the zoom app installed on your computer then you can click "Download Now". If you are using Google Chrome, the downloaded file will appear at the bottom of your browser screen. Click on it to launch the installation and follow the instructions on screen. Be aware if you are using another browser, you may find the downloaded Zoom installation file in your windows download folder. If you don't have administrators' rights on the used computer you won't be able to install the Zoom app, in this case you need to click on "Join from Your Browser". Make sure it doesn't open with internet explorer, your first choice would be Google Chrome, but other browsers will work as well.

N.b. Please be aware that should you connect through dedicated video conferencing hardware such as Zoom Rooms or Logitech Tab,... as opposed to using the Zoom application or joining through a browser, you will not have access to the interpretation channels. If you do not have a personal computer on an unsecured network, you can use your smartphone or tablet to connect to the zoom session.

## II. Before the session

Each session will be opened at least 30 minutes before the meeting start time in order to allow for a briefing and sound/connection tests for the meeting organizers, chairperson/moderator and participants. Make sure to connect well in advance in order to test your equipment and internet connection.

If you are a presenter, please let the WCO support staff running the session know: they will explain how to use the share screen function. (see item 5 below)



III. Once connected to a Zoom session

1. Participants tab.

When you move your mouse/cursor, a menu will appear at the bottom of the screen. Click on the participants icon to open the participants tab which will appear on the right side of your screen.



You will find yourself at the top of this list. (see image below)

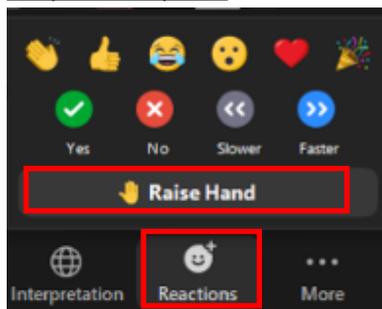
Make sure you are named according your country or organization followed by your personal name. If this is not the case move your mouse pointer over your own name and click on the 3 dots that will appear at the complete right next to your name and choose to rename. You will also need to make sure there is a microphone icon next to your name. If not, please revert to item 3 below on how to resolve this issue.



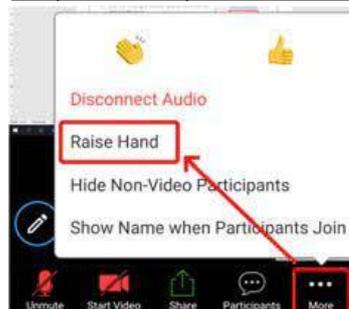
2. Raise hand.

Depending on the used device the raise hand button can be located in different places (see below). Please look for it under the reactions tab or under 'more' on the IOS and Android app. Once located click on press the "raise hand" button to show the meeting organizers, chairperson, or moderator that you would like to intervene. Once you have clicked on the button, a little hand will appear next to your name in the participants list and on your camera image. Click on it again to lower your hand after your intervention.

On your computer



On your smartphone or tablet





3. Muting / unmuting your microphone and activating your camera.

Once the meeting organizers, chairperson, or moderator announce that you have the floor, you can unmute your microphone and camera by clicking on the microphone and camera icon on the Zoom menu at the bottom of the screen. Do not forget to mute your microphone again when your intervention is over. Make sure to activate your camera so that you can be seen when you take the floor.



If you do not have a microphone icon next to your name in the participants list you will not be able to unmute yourself because you simply do not have a microphone configured on the used device. To resolve this, click on the little arrow pointing located right of your microphone icon. A list will appear, from the top section of that list under “microphone” select an available microphone on your device. If the list is empty make sure your headset is connected properly, if the problem persists reboot your computer. If you recognize the name of the brand of your headset do select it. You might want to do the same on the bottom section of that list under “speakers”. The top section is your outgoing sound and the bottom one is your incoming sound.

4. Interpretation.

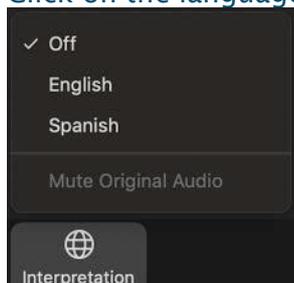
Once the interpreters are connected to the zoom session and have been attributed the interpreter role by the Host, a new “interpretation” icon will appear at the bottom. By clicking on this “interpretation” icon, which looks like a globe, you will be able to choose from the languages available. See the different images of what this looks like below: this depends on the device/operating system used (Windows/MAC, IOS/Android)



a) Click on **Interpretation** in the menu.



b) Click on the language that you would like to listen to.

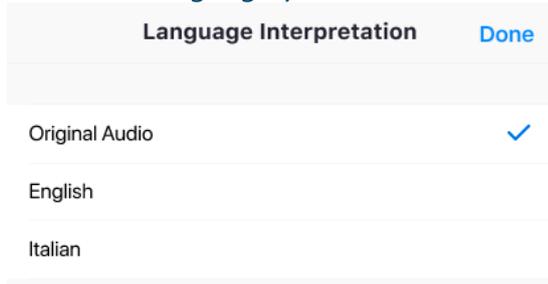




- a) In the menu, select the more icon (...).



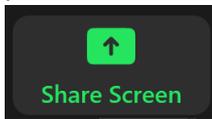
- b) Then select **Language Interpretation**.
- c) Select the language you would like to hear.



- d) Click **Done**.

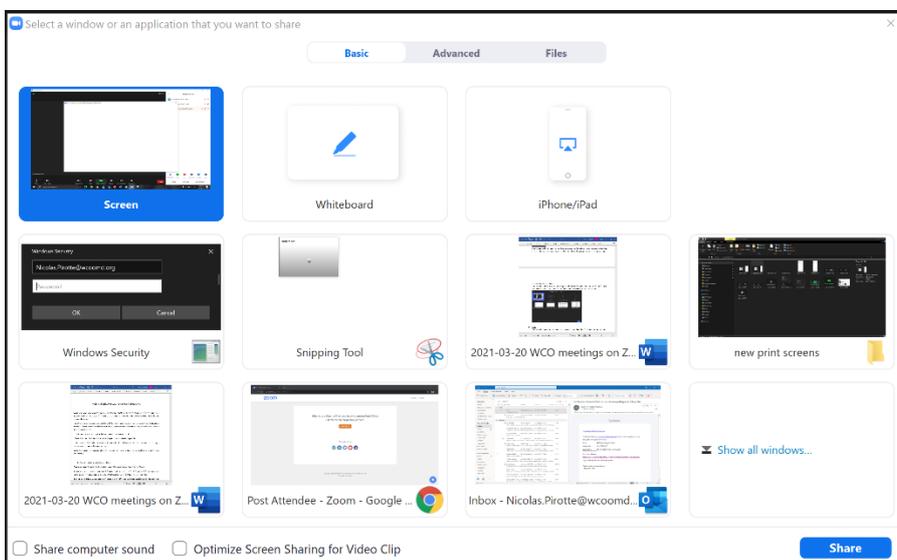
5. Share screen.

If you need to use the Share Screen function to show content from your computer, please click on the Share screen button on the Zoom menu at the bottom of the screen.



A new page will then open, on which you are set by default to share your entire desktop. At the bottom of that page, click on share to allow all participants to see whatever you can see on your computer.

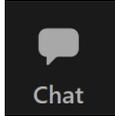
If you need to share a video including sound, do not forget to tick the two boxes “Share computer sound” and “Optimize screen share for video clip” at the bottom.





6. Chat.

If you need to use the chat function, please click on the “chat” button that can be found on the Zoom menu at the bottom of the screen.



Another new tab will then open. If, for a technical reason, you cannot be heard on Zoom, you may be invited by the meeting organizers, chairperson, or moderator to write your comment or question on the chat tab. Please be aware that any messages of substance need to be read out in order to allow for interpretation in all available language(s).

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