

Online Meetings with Zoom

For Participants and Hosts

Notifications

Manage notification reports on changes in the ISO system.

Committee members, Committee officers, Voters, User administrators

Submissions

Support of file and project data submissions to the ISO Central Secretariat.

Committee officers

Metrics & Data

[Performance indicators & Extractions](#)

Need help?

- [User guides](#)
- [Contact helpdesk](#)
- [Details on IT tools](#)
- [Training resources](#)
- [Data Protection Policy](#)

More applications

- Online Browsing Platform
- [Zoom Meetings](#)

[Access to Zoom Meetings](#)
- ISO Connect
- STADIST Download
- Comment Collation Tool
- Commenting Template
- CEN Applications
- ISolutions Applications

What is Zoom?



This Web Conferencing service is offered free of charge to eligible officers of technical committees, subcommittees, working groups, and project leaders **for the advancement of ISO-related work only**.

*A free Zoom account is offered free of charge to developing countries for their **National Work**. Each NSB has a generic account that anybody can use to organize a meeting*



Do I need a Zoom account?

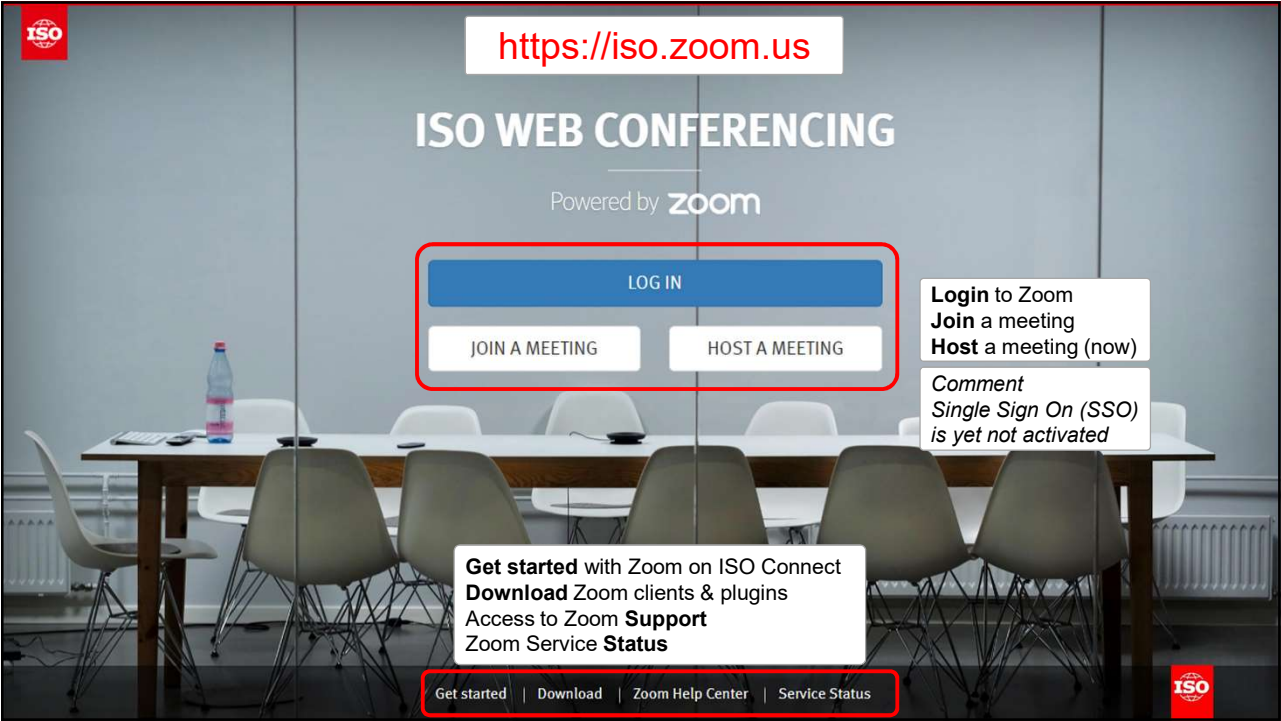
To participate at a Zoom meeting

NO You don't need an account to participate in a Zoom meeting

To organize/host a web meeting

YES You do need a Zoom account to schedule and conduct a meeting





Join a meeting

- 1) From a **link**
Click on the Meeting **link** received by email
<https://iso.zoom.us/j/123456789>

- Or with a **meeting number**
a. On the iso.zoom.us page and
b. Click on **Join a Meeting**
c. Enter the **meeting number** and click **Join**

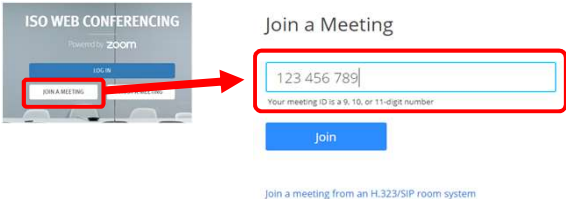
Hi there,

Francois Merville is inviting you to a scheduled Zoom meeting:

Topic: Test Meeting 1
Time: Jun 18, 2018 12:00 PM Amsterdam, Berlin, Rome, Stockholm, Vienna

Join from PC, Mac, Linux, iOS or Android: <https://iso.zoom.us/j/123456789>

Or iPhone one-tap :
US: +16468769923, 806338421# or +16699006833, 806338421#
Or Telephone:
Dial(for higher quality, dial a number based on your current location):
US: +1 646 876 9923 or +1 669 900 6833 or +1 408 740 3766 or +1 877 853 5247 (Toll Free) or +1 877 369 0926 (Toll Free)
Switzerland: +41 (0) 31 528 0980 or +41 800 900 622 (Toll Free)
Sweden: +46 (0) 8 4468 2488 or +46 (0) 7 6692 0434 or +46 20 889 860 (Toll Free)
South Korea: +82 (0) 2 6022 2322 or +82 80 822 0250 (Toll Free)
South Africa: +27 87 551 7702 or +27 800 990 680 (Toll Free)
Meeting ID: 806 338 421
International numbers available: <https://zoom.us/j/123456789>

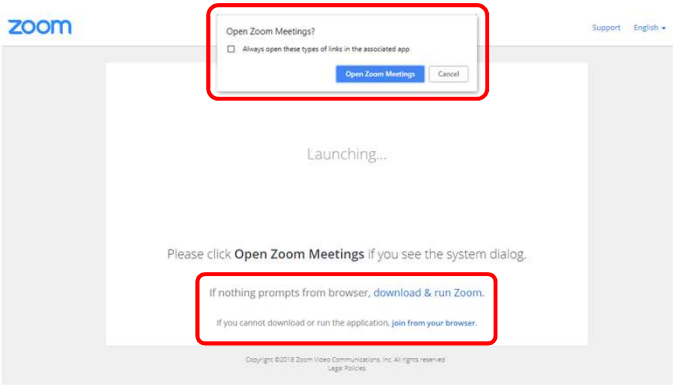


- 2) Enter your **name** and click on **Join**
(will be displayed in the participant list)
Input your name to join the meeting



Join a meeting (cont)

- 4) Join the meeting by either:
- **Open the desktop application** (if Zoom Meetings is already installed on your computer)
 - or click on **Download & Run Zoom**
 - Or click on **Join from your browser** (used in secured environment in which users are not allowed to start applications)



Connect the audio

You can connect to a Zoom meeting by **Computer Audio**, **Phone callback** or **Phone dial-in** (toll & toll-free numbers)

RECOMMENDED

Join audio by **Computer Audio**

Choose ONE of the audio conference options

Phone Call

Computer Audio

Call Me

Test audio

Test Computer Mic & Speakers

Default audio connection type

Automatically join audio by computer when joining a meeting

1) Select **Computer Audio**

2) You can **test** your Computer Microphone and speakers before you join

3) Click on **Join Audio Conference by Computer**

4) You can select Computer Audio as your **default audio connection type**

Join audio by **Phone Callback**

Choose ONE of the audio conference options

Phone Call

Computer Audio

Call Me

1) Select **Call Me**

2) Select **your country**

3) Enter **your phone number**

4) Click on **Call Me**

Join audio by **Phone Dial-in Call**

Choose ONE of the audio conference options

Phone Call

Computer Audio

Call Me


1) Select **Phone Call**

2) Select **your country**

3) Dial the displayed number on your phone

4) Enter the **Meeting ID** followed by #

5) Enter the **Participant ID** followed by #



Zoom interface

Francois Mievile

helpdesk

ISO

International Organization for Standardization

When the world agrees

Standards

All about ISO

Taking part

Store

Search

Benefits

Standards in action

Popular standards

Certification & conformity

We're ISO: we develop and publish International Standards

ISO creates documents that provide requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose.

We've published 22206 International Standards, which you can buy from our members or the ISO Store.

Bringing real and measurable benefits to almost every sector imaginable, standards underpins the

Participants (3)

FM

Francois Mievile (Me)

HM

Helpdesk ISO (Host)

H

helpdesk

Raise Hand

yes

no

go slower

go faster

more

Unmute Me

Reclaim Host

Zoom Group Chat

To: Everyone

Type message here...

Unmute

Start Video

Invite

Participants

Share Screen

Chat

Record

Leave Meeting

List of participants

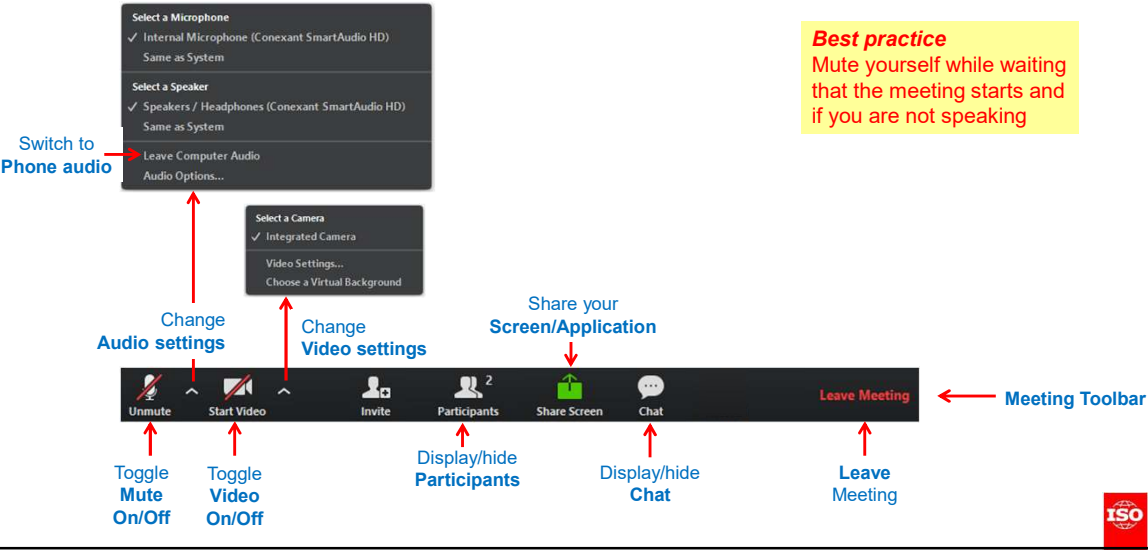
Nonverbal feedback mechanism
Raise hand, yes/no, slower, faster, agree/disagree, clap, need a break, away

Group chat
Chat to the group or privately to the host or an attendee

Control bar

Meeting toolbar

From the **Meeting Toolbar**, you have an easy access to the main Zoom functionalities.



Online Meetings (Zoom)

Organizing an online meeting



Do I need a Zoom account?

To participate at a Zoom meeting

NO You don't need an account to participate in a Zoom meeting

To organize/host a web meeting

YES You do need a Zoom account to schedule and conduct a meeting



ISO Web Conferencing Service Policy

<https://connect.iso.org/x/cYG4C>

- a. The ISO Web Conferencing service (Zoom) is offered free of charge to eligible officers of technical committees, subcommittees, working groups, and project leaders **for the advancement of ISO-related work only** (see Eligibility to get an ISO Web Conferencing account for further information).
- b. ISO pays the license and usage costs invoiced including the use of toll-free telephone call-in numbers and callbacks. Note, however, that ISO does not pay for any third-party charges billed directly to people using the service. These include mobile phone bills (for calling in or receiving a call-back), fixed line phone charges, internet access costs, etc
- c. ISO recommends that meeting participants **use computer audio (VoIP) whenever possible**. If participants face sound quality issues with computer audio, they may freely switch to telephone audio.
- d. ISO requests that the host **ends the meeting** (End meeting option) once the meetings if over.
- e. When scheduling meetings, **ISO asks all hosts to use descriptive meeting titles**. A descriptive meeting title includes your committee name as well as a brief description of the purpose of your meeting. For example: "ISO/TC 123/SC 4 - Plenary meeting".
- f. Hosts may report technical problems to Zoom support directly by telephone or via the online form.
- g. Accounts which have not been used for more than 1 year may be disabled. If your account is disabled, you can send a request to have it re-enabled to webconferencing@iso.org.
- h. We reserve the right without prior notice to inactivate your ISO Zoom account if we determine that your use of the Service violates this ISO Web Conferencing Service Policy and Zoom's Reasonable Use Policy.



Eligibility to get an ISO Web Conferencing account

Web conferencing accounts can only be obtained for committees and working groups administered by ISO (hosted at ISO, AFNOR or DIN) for:

- Active Secretaries, Twin-Secretaries and their support team (TC and SC level)
- Active Conveners, Twin-Conveners and Secretaries (WG level)
- Project Leaders of an active project (project stages from 10.99 to 60.00, excluding xx.98)

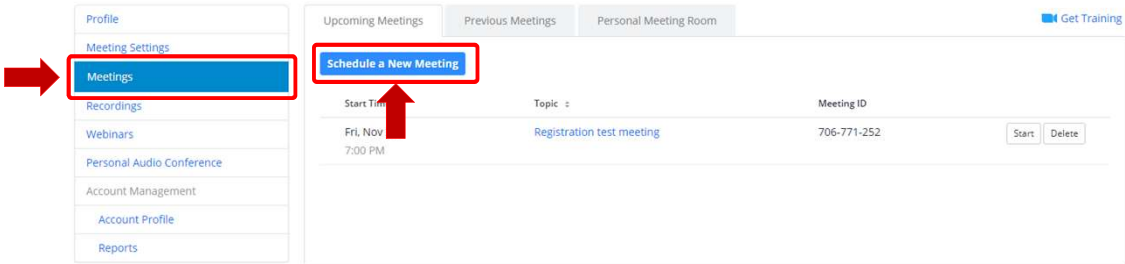
Notes

- A Web Conferencing account is **only needed to host meetings**, or to schedule meetings on behalf of someone else
- Eligible people needing an account can request it at webconferencing@iso.org



Create a meeting (from the browser)

- STEP 1: Login to <https://iso.zoom.us>
- STEP 2: Click on **Meetings** in the Meeting menu
- STEP 3: Click on **Schedule a Meeting** on Host a Meeting menu



Create a meeting (cont)

(from the browser)

STEP 3: Enter the meeting **Topic** and **date information**

Schedule a Meeting

Topic

TC 1234 - Plenary meeting

Description (Optional)

Enter your meeting description

When

06/28/2018

2:00

PM

Duration

1

hr

0

min

Time Zone


(GMT+2:00) Amsterdam, Berlin, Rome, Stockholm, Vienna

☐ Recurring meeting

Enter a **descriptive Topic for the meeting**.
For example: "ISO/TC 123/SC 4 - Plenary meeting"

Select the **date, time**, and **duration**.
Verify the **time zone**

You can create a **recurring** meeting.
For example if you need 3 days in a row



Create a meeting (cont)

(from the browser)

Set additional options

Registration

☒ Required

Video

Host

☒ on ☐ off

Participant

☒ on ☐ off

Audio

☒ Telephone ☐ Computer Audio ☒ Both

Dial from Switzerland and other 1 country [Edit](#)

Meeting Options

☒ Require meeting password

☐ Enable join before host

☒ Mute participants upon entry

☐ Use Personal Meeting ID 572-516-2647

☐ Enable waiting room

Alternative Hosts

Example: john@company.com, peter@school.edu

Save

Cancel

Best practice
Do NOT use the Personal Meeting room to schedule your meetings. Everyone knowing your personal meeting can join the room without invitations.


Click on **Edit** to define which phone numbers that will be displayed on the meeting invitation

Protect your meeting with a **password** if needed

You may **mute participants upon entry**

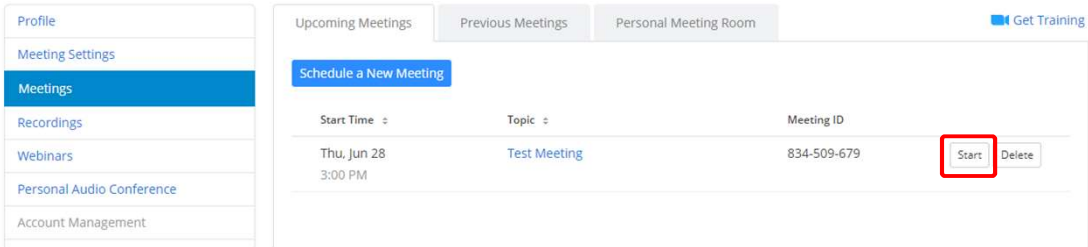
You can add **alternative hosts** (they must have a Zoom account)

Click **Save** to create your meeting



Start the meeting (from the browser)

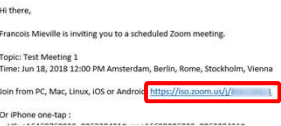
- 1. Login to <https://iso.zoom.us>
- 2. Click on **Meetings** menu item
- 3. Click on **Start** next to the meeting you wish to start



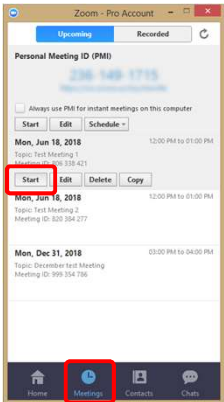
Start the meeting

A scheduled meeting can be started from several places

From a notification



From the ISO Zoom portal (<https://iso.zoom.us>)



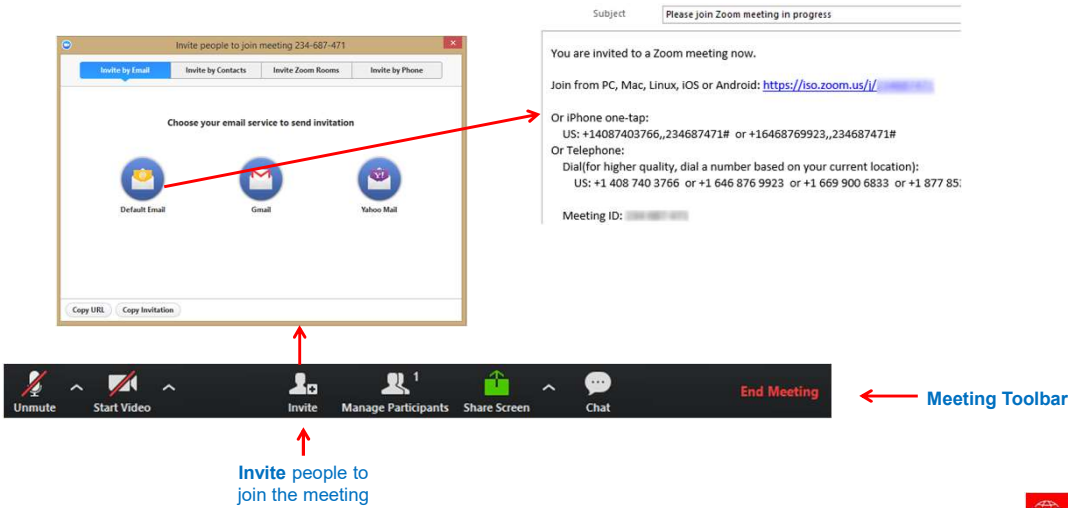
Best practice (reminder)
Do NOT use the Personal Meeting room to schedule your meetings. Everyone knowing your personal meeting can join the room without invitations.

- From the **Zoom application**
- 1) Click on the **Meeting** tab
 - 2) Click on **Start** on the meeting



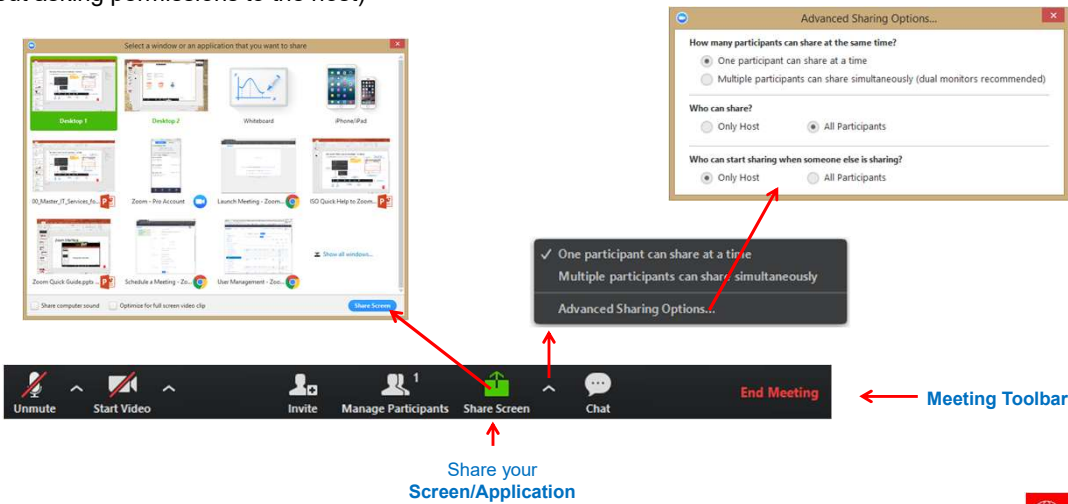
Invite people to join the meeting

From the **Meeting Toolbar**, you have an easy access to the main Zoom functionalities.

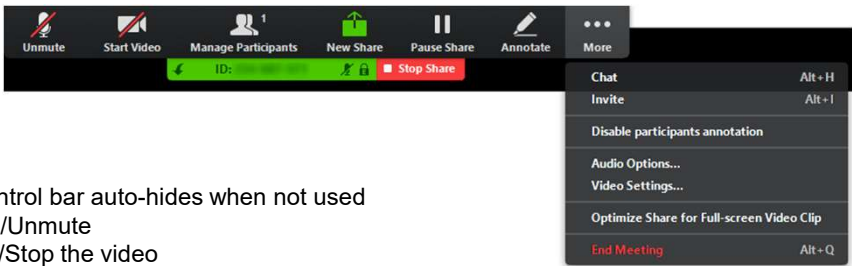


Share an application, your screen, or a whiteboard

By default, anyone can share its screen
(without asking permissions to the host)



Meeting Controls bar



- The Control bar auto-hides when not used
- Mute/Unmute
 - Start/Stop the video
 - Display the participants list
 - Share a new application
 - Pause your share
 - Annotate
 - Access more options



While sharing information

Only 1 application can be shared at the same time. Sharing a new application will automatically unshared the previous applications

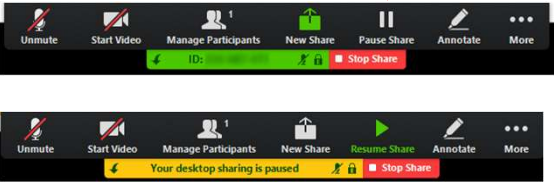
When sharing an application
Attendees will always see the shared application, even if the host has another application displayed.



When sharing an **application**, the shared application is framed with a **green border**.

When Sharing the desktop
The host can Pause the Share while he/she prepare

Pause a Share

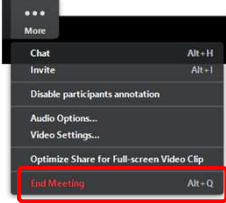


End the meeting

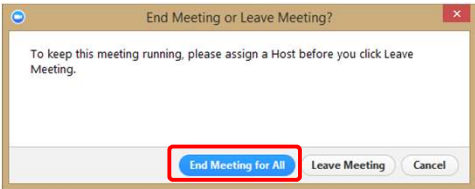
From the **meeting toolbar**



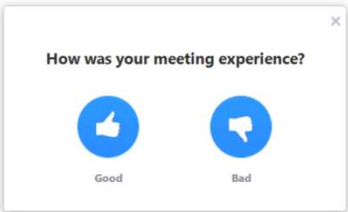
From the **meeting control bar** (while sharing)



As a host you need to
End the Meeting for All

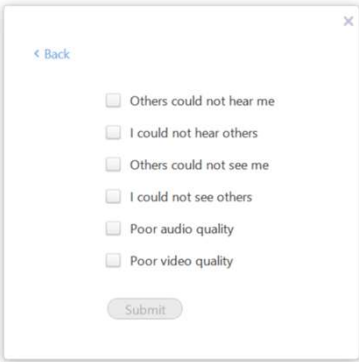


End of Meeting Feedback Survey



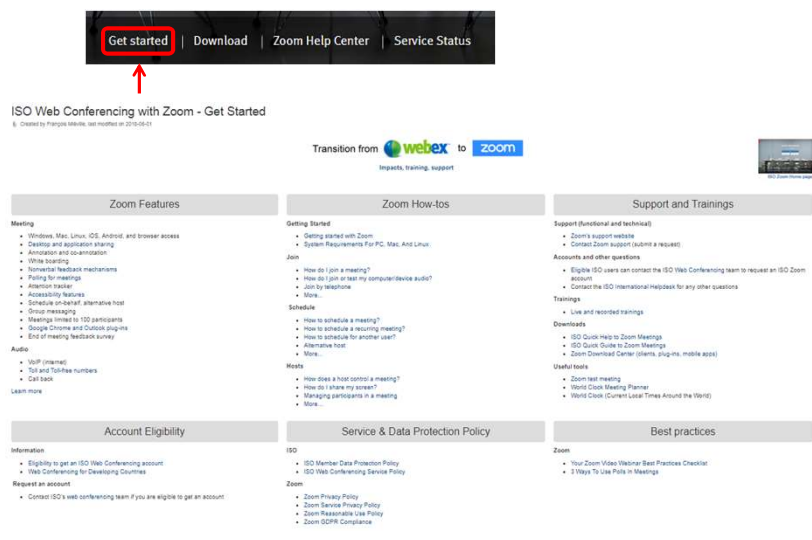
The survey window
is displayed after
ending the meeting

When choosing Thumbs Down (Bad),
an additional question about what
went wrong with the meeting is
displayed



[illegible]

On the **ISO Zoom portal** (<https://iso.zoom.us>) click on **Get Started**



Live & Recorded Trainings

Training sessions are available all year round

Register for Live Training!

Join our training events for an in-depth review of Zoom's services. Submit your questions and interact with us! All attendees receive a recording of the event.

Getting Started with Zoom

Ready to start using Zoom, but need some help? Drop-in for our daily (Mon-Fri) quick starts! A Zoom expert will take you through a 30-minute high-level tour of Zoom and cover the basics to get you up and running. It's as simple as logging in, scheduling a meeting, and finding the controls. Start Zooming today! Stick around to get all your burning questions answered through live Q&A!

Register Now

Zoom User Training

Take a comprehensive tour of the Zoom software, meetings and settings. 60 minutes - multiple weekly recurrences

Register Now

Zoom Advanced User Training

Join us for a deep dive into Zoom Meetings advanced features like breakout rooms, virtual background, participant engagement and more. 60 minutes - multiple weekly recurrences

Register Now

Zoom Training: Ask Me Anything

Join us each time for demonstrations and best practices. 60 minutes - meets monthly

Register Now

View recorded training!

Unable to join us live? Please view a recent recorded training session.

Support

Click on **Support** to watch recorded training sessions

Watch Recorded Training Sessions

Getting Started with Zoom

This 30-minute training session with live Q&A will provide a high-level tour of Zoom and cover the basics you need to get up and running.

[View a recording](#)

May 9, 2018

Zoom User Training

This 60-minute user onboarding session with live Q&A will review features applicable to Zoom Meetings and using the Zoom Client software. We will discuss scheduling and hosting your meetings.

[View a recording](#)

May 10, 2018

<https://zoom.us/livetraining>

Watch Recorded Training Sessions

zoom Getting Started with Zoom

Today's Agenda

- Logging Into Zoom
- Schedule a Zoom Meeting
- Start or Join a Zoom Meeting
- Meeting Controls Overview
- Support and Q&A

That'll fill in the details. And again, if you want any more training. We have plenty of sessions every single day of the week and we'll go over that towards the end.

Audio Transcript Chat Messages

Q. Search by any text in the transcript

00:00 ... I will be giving you some really helpful links to our support site.

00:40 That'll fill in the details. And again, if you want any more training. We have plenty of sessions every single day of the week and we'll go over that towards the end.

00:48 Today let's go ahead and get started. And we're going to start by logging into the zoom web portal and that's going to be the starting of our

00:56 Of our presentation today login to the zoom web portal. We're going to go to the zoom website now.

01:01 At the very top of the meeting window today are top of the meeting's screen you'll see your view options and you can click on View Options.

01:07 And you'll have some zoom in option. So if there's if my at the top on my web browser, a little bit too small. You can zoom in.

01:13 Also keep in mind that at the top or the bottom of your screen you'll see a Q&A button. If you have a question type that question into the Q&A. A will have some time for

01:23 Questions at the end of our presentation today.

01:25 Let's go ahead and begin now the website itself. A couple of things you should know about the website.

01:30 At the top right hand corner of the website on our homepage is our support link if you click on the support link that actually takes you directly to our zoom Help Center. We're going to use this Help Center throughout the session.

01:40 And I'll be posting links for our help center throughout the presentation today as well.

01:44 At the bottom of any zoom web page, you will find our door meet

Captioning of the recording

Transcript of the recording

15

Before your first meeting

Test your **computer's ability** to join a web meeting:
<http://zoom.us/test>

Test your **microphone, speaker (or headset) and webcam** on your computer

Schedule a **practice meeting** with a willing participant to help you become more familiar with the application.

Get familiar with the main meeting controls (audio, video, participant list, nonverbal feedback, chat, etc.)



Audio connection issues

Try to connect directly via **wired connection** (if available)

Check your Internet bandwidth using an online tool like SpeedTest
(<http://www.speedtest.net/>)

Try to **get closer** to the wifi router or access point

When connecting from home, be sure that the kids are **not watching** youtube or **online videos** during the meeting

Close all unneeded applications on your desktop

Turn off your webcam, hide other participants video

Use the **phone call back or dial-in** option





Helpful resources

- | | |
|---|---------------------------------------|
| helpdesk@iso.org | IT Tools, IT Services support |
| webconferencing@iso.org | Zoom account requests & questions |
| https://support.zoom.us | Zoom functional & technical support |
| https://support.zoom.us/livettraining | Register to Live or Recorded training |
| https://iso.zoom.us/ | ISO Web Conferencing Portal |
| https://connect.iso.org/x/ToG4C | Get started with Zoom on ISO Connect |



Thank you for your attention!

