Zoom Online Videoconferencing and Meetings

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OVERVIEW

1. *Zoom* is a commercial online videoconferencing tool that can support the needs of meetings arranged by bodies of elders. *Zoom* features enable individuals to connect to an online meeting using a phone, tablet, or computer. The benefits of using *Zoom* include the following:

   (1) Anyone connected to the meeting on a device that has a microphone (with or without a video camera or webcam) can participate in the meeting from his location.

   (2) Multiple participants can be shown on one screen.

   (3) When sharing your screen with others, *JW Library* can be used as the source of videos, songs, and pictures. Pictures for public talks can be shown with any photo viewer software.

MEETING ORGANIZER

2. A capable elder or ministerial servant should be selected to serve as the meeting organizer. It is his responsibility to obtain and configure the *Zoom* account. He would also be the one who normally schedules meetings and invites others to meetings using the account. Of course, the assigning of parts on the midweek meeting is handled by the coordinator of the body of elders and the Life and Ministry Meeting overseer.

SETTING UP AN ACCOUNT

3. *Zoom* accounts can be obtained directly from *Zoom* at https://zoom.us, or an account can be obtained through the organization.—See paragraphs 32-34 for instructions on how to download *Zoom.*

4. **Organizational Account:** The arrangement for obtaining an account through the organization is *optional* and *confidential.* The organizational account allows for 300 participants per meeting without the 40-minute time limit. Additionally, the meeting organizer may share the username and password for the organizational account with elders or ministerial servants selected by the body of elders. Those selected may assist the meeting organizer by starting meetings. Each account should be used by only one body of elders and should not be used for personal arrangements. The Breakout Room, Dial-In, and Call Out features are currently not available with this account.

5. If the body of elders is interested in receiving an organizational account, the meeting organizer should submit the online request form available at https://watchtower.formstack.com/forms/zoom_request. (The request form password has been provided to the coordinator of the body of elders.) Information should be entered *accurately* so as not to delay account processing. If an existing account is already being used for congregation meetings, the body of elders may decide to migrate to the organizational account. If so, the e-mail address associated with the current account may be submitted. However, a jwpub.org or jw.org e-mail address *cannot* be used for this arrangement. Within 24 hours of submitting the online request form, an e-mail from *Zoom* will be sent directly to the meeting organizer's e-mail address. Upon receipt, he should follow the instructions to set up the account and update his profile.

6. **Account Settings:** Once a *Zoom* account has been set up, the meeting organizer should ensure that the account settings are configured as outlined in paragraph 35 of this document. These settings will help to protect the meetings from disruptive individuals.

ORGANIZING A MEETING

7. **Scheduling a Meeting:** Once the account settings have been configured, the meeting organizer can schedule a meeting. Doing so will create a meeting ID. Both the weekend and midweek meetings may share the same meeting ID. However, elders' meetings, meetings for field service, and other meetings should have unique meeting IDs and passwords. Since a *Zoom* account does not allow multiple meetings to occur at the same time, brothers will need to use personal *Zoom* accounts to schedule meetings for field service if these meetings occur at the same time.

8. **Inviting to a Meeting:** Once a meeting is scheduled in *Zoom,* the meeting organizer should arrange for the meeting invitation (which includes the meeting ID, link, and password) to be sent.

9. **Rehearsal:** It may be helpful to schedule a brief rehearsal prior to using *Zoom* for the first midweek or weekend meeting. This may help those presenting parts, serving as an attendant, and providing audio/video support to get more familiar with the system.—See paragraphs 17-26.

10. **Starting a Meeting:** The meeting organizer (or if using the organizational account, a brother assisting him) should start the *Zoom* meeting well before the scheduled meeting time. As soon as the attendant and the audio/video support brother(s) join the meeting, they should be assigned the "Host" or "Co-host" roles, allowing them to care for their responsibilities.—See paragraphs 17-26.

ATTENDING A MEETING

11. **Joining:** It is best for each one who will join a meeting to download the appropriate app or desktop client to his device or computer before joining a *Zoom* meeting for the first time. (See paragraphs 32-34 for instructions on how to download *Zoom.*) *It is not necessary for individuals to create an account with "Zoom" to join a meeting.*

12. There are multiple ways to join a meeting. The following two options are the most common:

(1) **Use a Link:** Select the meeting invitation link. Then enter the password, if provided separately. If an organizational account is being used, the URL will begin with "https://jworg.zoom.us/."

(2) **Enter the Meeting ID and Password:** Select "Join a Meeting" from the installed app or desktop client or navigate to https://zoom.us/join in a web browser. Then follow the prompts to enter the meeting ID and password.

13. **Audio and Video:** Upon connecting, the participant may enable audio and video on his device. We recommend that he select the option to test his audio connection. He should be close to the microphone. He should silence other devices in the room. (If individuals at the same location will be connected on different devices, it may be necessary to ensure that only one device at a time is unmuted so as to avoid causing feedback.) He should choose a well-lit room that has minimal distractions. If he is serving as the chairman, conducting a part, or giving a talk, the lens of the camera should be placed at or near eye level. Neutral backgrounds are best.

14. **Dress and Grooming:** It is appropriate to dress for meetings as one would if attending that meeting at the Kingdom Hall.—*jl* lesson 8.

15. **Muting:** The participant's microphone should be muted when he is not speaking. The audio/video support brother can assist with this as necessary.—See paragraphs 21-26.

16. **End of Meeting:** When the meeting is over, the participant may exit by selecting "Leave Meeting."

ATTENDANT

17. An exemplary brother should be assigned to serve as an attendant for each *Zoom* meeting. To care for this responsibility, he will need to be the assigned the "Host" or "Co-host" role. (See paragraph 10.) As at a Kingdom Hall, the attendant in a *Zoom* meeting should be alert to those joining the meeting and is responsible for handling disruptions during the meeting.

18. **Before the Meeting:** The attendant should join the *Zoom* meeting well before the scheduled meeting time. As he sees participants in the *Zoom* Waiting Room, he admits them to the meeting if appropriate.

19. **During the Meeting:** The attendant may help adjust the displayed names of participants so that they are recognizable by other program participants. He watches for disruptive individuals and inappropriate images or profile pictures. He may need to mute a participant's microphone or stop a participant's video. He may also need to end the *Zoom* meeting at the start of a predetermined intermission. (See paragraph 26.) At the specified time, he takes attendance and provides it to the coordinator of the body of elders. (The coordinator of the body of elders may determine the most practical way of taking a count of all those in attendance at the meeting.)

IMPORTANT: If someone joins the meeting and intentionally causes a disruption, the attendant should quickly remove the person from the meeting and report the matter to the coordinator of the body of elders.

20. **After the Meeting:** The body of elders may choose to allow the *Zoom* meeting to continue for a period of time to allow the friends to associate with one another. (Heb. 10:24, 25) Once the designated period concludes, the attendant may end the meeting.

AUDIO/VIDEO SUPPORT

21. An exemplary brother should be assigned to care for audio/video support for each *Zoom* meeting. To care for this responsibility, he will need to be the assigned the "Host" or "Co-host" role. He should, when possible, use the desktop version of the *Zoom* application (Windows or Mac). It may be practical to have two brothers assigned to care for audio/video support for most meetings.

22. **Before the Meeting:** The audio/video support brother should join the meeting well before the start time of the meeting and work with each one who has a part on the program to test his setup as needed.

   IMPORTANT: The audio/video support brother should always ensure that the option allowing attendees to share their screens is disabled.

23. **During the Meeting:** The audio/video support brother mutes attendees who are not speaking to reduce distractions and unmutes others as needed.

24. The audio/video support brother should have *JW Library* open and ready to play songs or other scheduled videos or to display pictures. *Watchtower ONLINE LIBRARY* can be used to play the assigned Bible reading during the Congregation Bible Study. Content can be played from JW Stream as well. It is best to download all video content in advance rather than trying to stream the content. When the video is being introduced by the chairman or the conductor, the audio/video support brother should begin screen sharing. When playing videos, we recommend the option "Optimize screen sharing for video clip." The setting "Share computer sound" should also be selected. The videos should be played full screen if possible. As soon as the video ends, he should stop sharing his screen. Good judgment should be used when deciding how long to display a picture during a part with audience participation, since the conductor may need to see the audience.

25. During the reading of paragraphs, the audio/video support brother could select the option "Lower All Hands" if some participants forgot to select "Lower Hand" after the previous paragraph was discussed.—See paragraphs 28 and 30.

26. There is a 40-minute time limit when using the *Zoom* Basic (free) version. If this version is used, the audio/video support brother or attendant should end the *Zoom* meeting at the start of a predetermined intermission. He should restart the meeting immediately afterward. Once the *Zoom* meeting is restarted, the attendees will need to rejoin on their own.

CHAIRMAN

27. The chairman should join the meeting early to resolve any technical issues before the meeting begins. A minute or so before the meeting, the chairman should make a brief announcement that the meeting is about to begin. He should remind participants of the need to mute their microphones when they are not speaking. As needed, he should also remind them that if their camera is turned on, they should be alert to maintain a modest appearance, as they can be seen by others. When the chairman is not speaking, he should mute his microphone.

CONDUCTOR, READER, AND COMMENTER

28. **Conducting:** When introduced by the chairman, the conductor should unmute his microphone and begin speaking. During audience participation, the conductor should watch for participants who have either raised their physical hand or used the Raise Hand feature if the elders decide to use the feature. (See paragraph 30.) As an alternative, the commenters could be assigned in advance. When using the Raise Hand feature, a blue hand icon will show next to each person. When the conductor's part ends, he should mute his microphone. For the best experience when conducting a meeting part, use the desktop version of the *Zoom* app (Windows or Mac). This will allow the maximum number of thumbnail images to be visible on the screen.

29. **Reading:** When the conductor calls for the reading, the reader should unmute his microphone and begin speaking. When he is not reading, he should mute his microphone.

30. **Commenting:** When an attendee would like to comment, he may either raise his physical hand or use the Raise Hand feature if the elders decide to use the feature. (Depending on the device used, the feature may be found after selecting "More" or "Participants.") When called on by the conductor, the commenter should unmute his microphone and begin speaking. Commenters may need to speak loudly or move closer to their microphone so that they can be heard by all in attendance. Thereafter, the commenter should mute his microphone and then select "Lower Hand" if that feature was used.

STUDENT ASSIGNMENT

31. Before the student's assignment begins, he should make sure his video is enabled. When the chairman introduces the part, both the student and his assistant should unmute their microphones and begin speaking. If the student is instructed to play a video, the audio/video support brother will play the video. When the student assignment is completed, the participants should mute their microphones.

DOWNLOADING *ZOOM*

32. **iPad/iPhone:** Go to the App Store and search for **ZOOM Cloud Meetings.** Updates should be applied regularly.
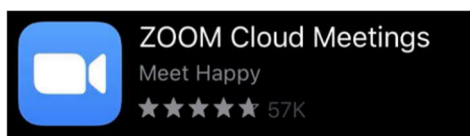
33. **Android:** Go to the Google Play Store and search for **ZOOM Cloud Meetings.** Updates should be applied regularly.

34. **Desktop (Windows or Mac):** Go to https://zoom.us/download, and download **Zoom Client for Meetings.** Updates should be applied regularly.

ACCOUNT SETTINGS

35. The meeting organizer should ensure that the account settings are configured in the following charts. (When logged in to the *Zoom* website, under the heading "Person," select

"Settings.") Settings indicated as **"Required"** in the following charts should not be changed. Settings indicated as "Optional" or that are not listed may be adjusted as desired.

Meeting > Schedule Meeting		
Host video	Off	Optional
Participants video	Off	Optional
Audio Type	Computer Audio	Optional
Join before host	**Off**	**Required**
Use Personal Meeting ID (PMI) when scheduling a meeting	**Off**	**Required**
Use Personal Meeting ID (PMI) when starting an instant meeting	**Off**	**Required**
Only authenticated users can join meetings	Off	Optional. This feature is not available to free accounts.
Require a password when scheduling new meetings	**On**	**Required**
Require a password for instant meetings	**On**	**Required**
Require a password for Personal Meeting ID (PMI)	**On**	**Required**
Embed password in meeting link for one-click join	Off	Optional
Require password for participants joining by phone	**On**	**Required**
Mute participants upon entry	On	Optional
Upcoming meeting reminder	Off	Optional

Meeting > In Meeting (Basic)		
Require Encryption for 3rd Party Endpoints (H323/SIP)	On	Optional
Chat	Off	Optional
Private chat	**Off**	**Required**
Auto saving chats	**Off**	**Required**
Play sound when participants join or leave	Off	Optional
Feedback to Zoom	**Off**	**Required**
Display end-of-meeting experience feedback survey	**Off**	**Required**
File transfer	**Off**	**Required**
Co-host	On	Optional. This feature is not available to free accounts.
Polling	Off	Optional
Allow host to put attendee on hold	**On**	**Required**
Always show meeting control toolbar	On	Optional
Show Zoom windows during screen share	Off	Optional
Screen sharing	**On**	**Required.** As noted in the next two related settings, **only the Host** is allowed to use screen sharing.
Who can share?	**Host Only**	**Required**

Who can start sharing when some-one else is sharing?	**Host Only**	**Required**
Disable desktop/screen share for users	Off	Optional
Annotation	**Off**	**Required**
Whiteboard	**Off**	**Required**
Remote Control	**Off**	**Required**
Nonverbal feedback	On	Optional
Allow removed participants to rejoin	Off	Optional

Meeting > In Meeting (Advanced)		
Breakout room	Off	Optional. This feature is not currently available with the organizational account.
Remote support	Off	Optional
Closed captioning	Off	Optional
Save captions	**Off**	**Required**
Language Interpretation	Off	Optional
Far end camera control	**Off**	**Required**
Group HD video	Off	Optional
Virtual background	Off	Optional
Identify guest participants in the meeting/webinar	Off	Optional
Auto-answer group in chat	**Off**	**Required**
Only show default email when sending email invites	Off	Optional
Use HTML format email for Outlook plugin	Off	Optional
Allow users to select stereo audio during a meeting	On	Optional
Allow users to select original sound in their client	On	Optional
Waiting room	**On**	**Required**
Choose which participants to place in the waiting room	**All Participants**	**Required,** if available with your account.
Show a "Join from your browser" link	On	Optional
Allow live streaming meetings	Off	Optional

Meeting > Email Notification		
When a cloud recording is available	**Off**	**Required**
When attendees join meeting before host	**Off**	**Required**
When a meeting is cancelled	**Off**	**Required**
When an alternative host is set or removed from a meeting	**Off**	**Required**
When someone scheduled a meeting for a host	**Off**	**Required**
When the cloud recording is going to be permanently deleted from trash	**Off**	**Required**

Meeting > Other		
Blur snapshot on iOS task switcher	**On**	**Required**

Recording		
Local recording	**Off**	**Required**
Cloud recording	**Off**	**Required**
Automatic recording	**Off**	**Required**
IP Address Access Control	**Off**	**Required**
Only authenticated users can view could records	**Off**	**Required**
Require password to access shared cloud recordings	**Off**	**Required**
Auto delete cloud recordings after days	**Off**	**Required**
The host can delete cloud recordings	**Off**	**Required**
Recording disclaimer	**Off**	**Required**
Multiple audio notifications of recorded meeting	**Off**	**Required**

Telephone (Additional charges may apply for those wishing to use the telephone features listed below. See https://zoom.us/zoomconference/rates.)		
Show international numbers link on the invitation email	Off	Optional
Toll Call	Off	Optional. This feature is not available with the organizational account.
Toll-free and Fee-based Toll Call	Off	Optional. This feature is not available with the organizational account.
Call Out	Off	Optional. This feature is not available with the organizational account.
Choose where most of the participants call into or call from the meeting	Off	Optional
Personal Audio Conference (PAC)	Off	Optional
3rd Party Audio	Off	Optional
Mask phone number in the participants list	**On**	**Required**
Global Dial-in Countries/Regions	Off	Optional