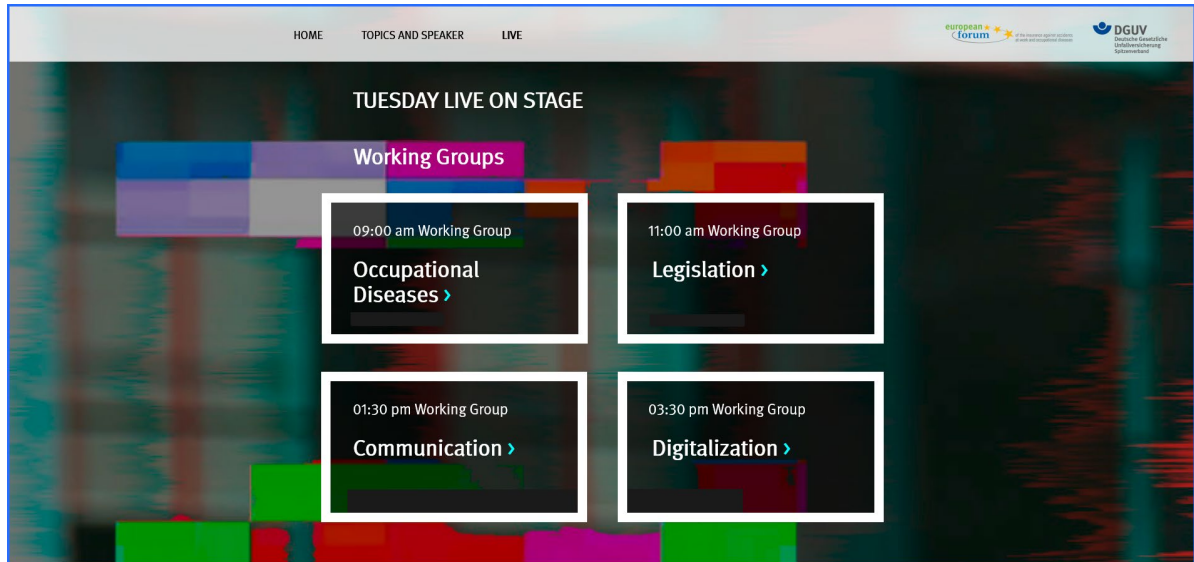


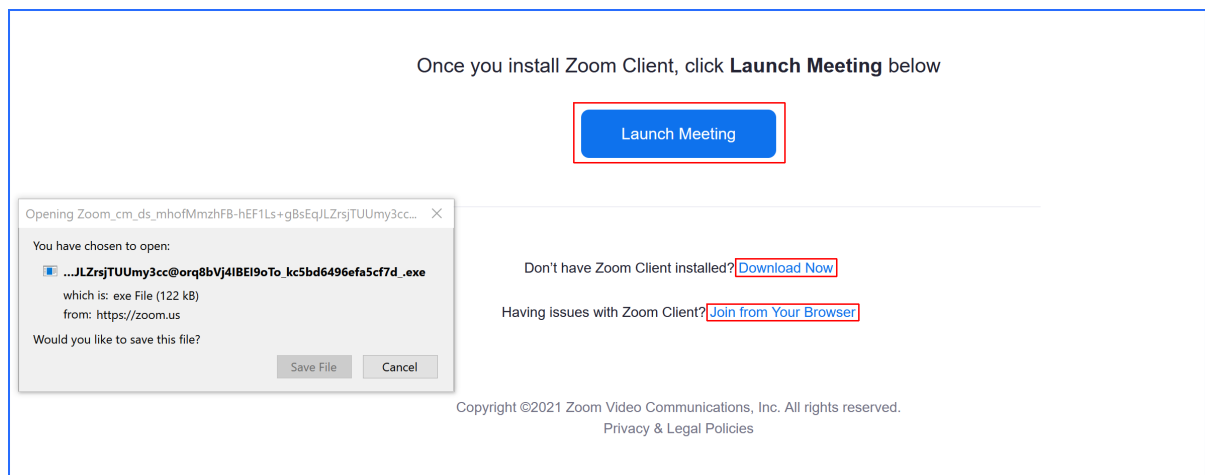
## Getting Started

- 1) After checking all requirements and recommendations from the Guide and FAQ, click on the following link:

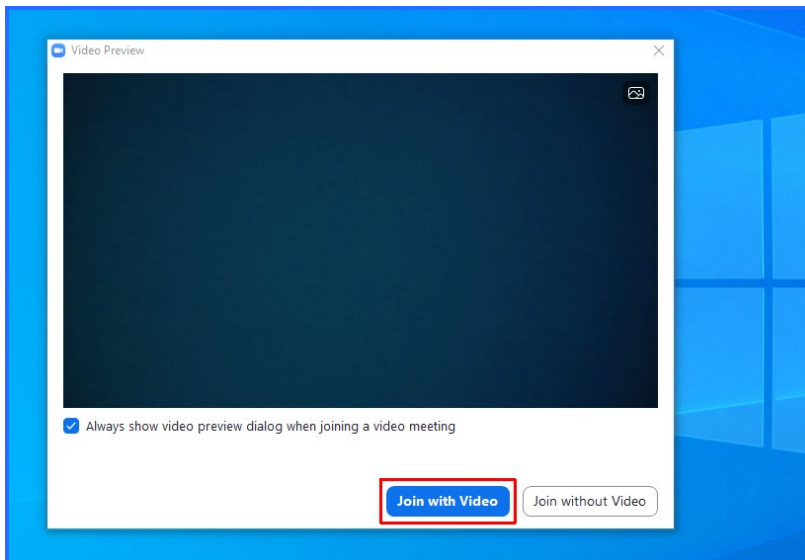
[EUROPEAN FORUM 2021](#)



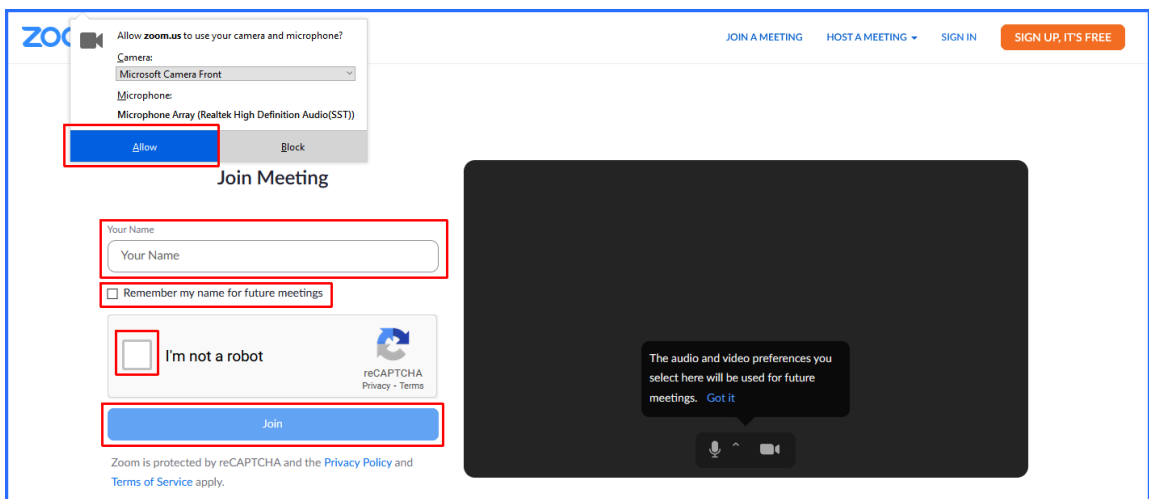
- 2) To join the first Zoom session, please click on one of the four Working Groups.
- 3) Zoom will automatically open a new browser tab or window and ask you to download the Zoom Client (exe-file).



- 4) Click *Launch Meeting*. You can then decide whether you want to download the Zoom Client or whether you want to use your browser for the sessions:
- a) If you want to install and use the Zoom Client, click *Download Now* and then *Launch Meeting*. Depending on your settings, an extra download window might open, where you can either cancel or download the Zoom Client. In case the Zoom Client is already installed, it will open automatically after clicking *Launch Meeting*.



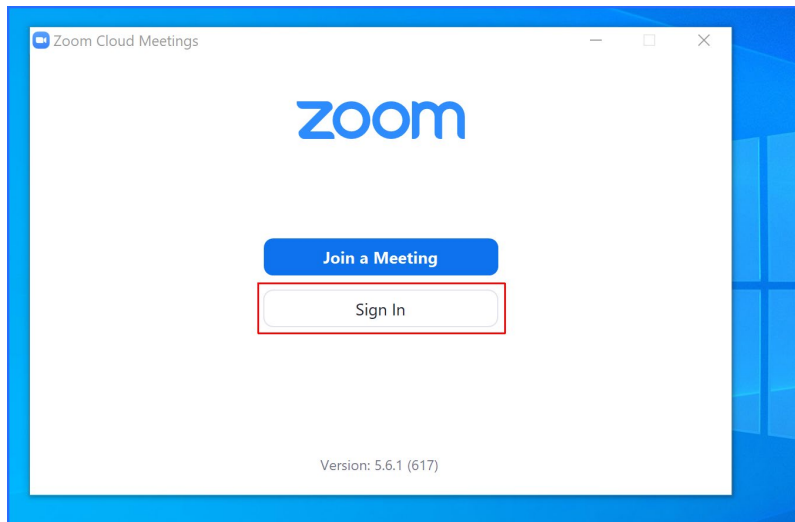
- b) If you do not want to install the Zoom Client or prefer to use it directly in your browser, first click *Cancel* and then *Having issues with Zoom Client? Join from Your Browser?* Then, another browser tab or window will open. You will be asked for a name you want to be



assigned with.

After ticking *I'm not a robot* and clicking *Join*, an extra Captcha window with image tiles and a task might pop up.

- 5) If you have a Zoom licence (free or paid), we recommend to you to open the Zoom Client scheduled at your app list and sign in before the EUROPEAN FORUM 2021 starts.

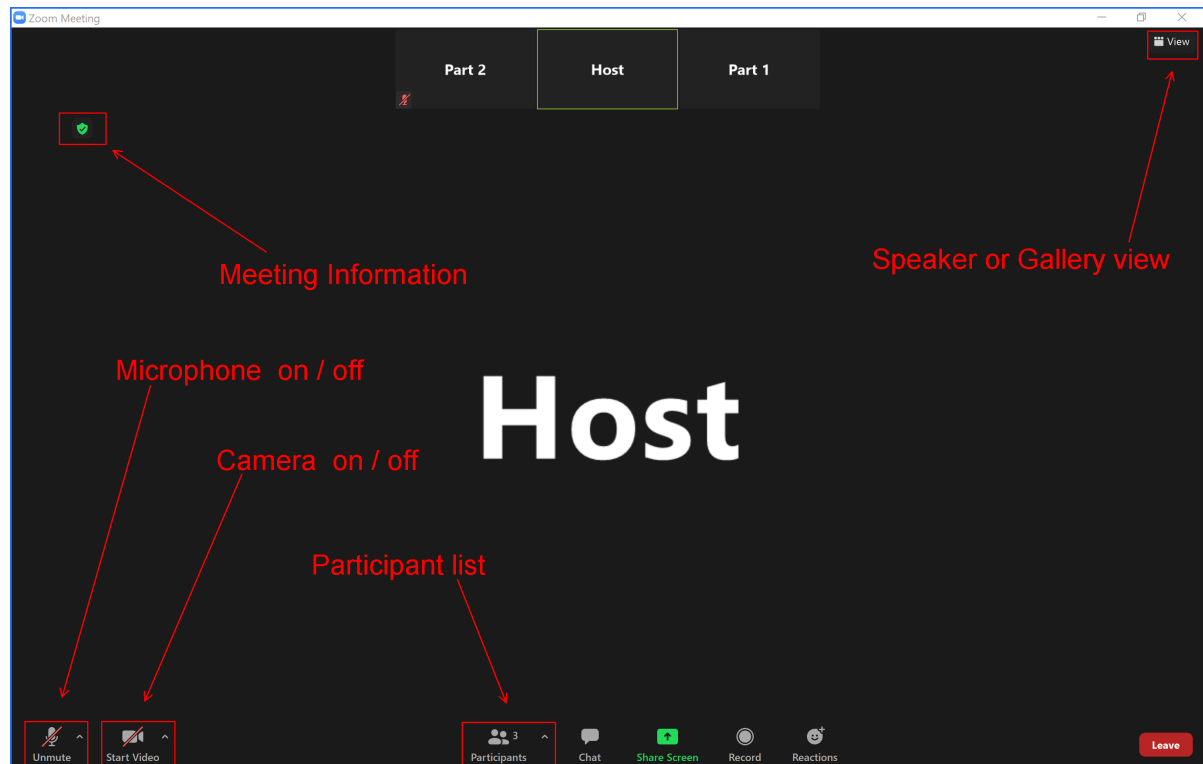


- 6) To ensure privacy and security during the conference, the technical host (Zoom support) will have to check the admissions to all Zoom meetings. Therefore, participants are kindly asked to wait in the virtual waiting room.

Please wait, the meeting host will let you in soon.

Test 01

7) As soon as the host allows entering, the Zoom meeting will open.



- 8) If your microphone and / or camera is deactivated, you can turn them on and off by clicking on the corresponding icons in the bottom left corner when needed.
- 9) To open the participants' list, please click on the corresponding icons in the lower middle. There you can change your name and turn your microphone and / or camera on and off. You can also pin other participants' pictures to the screen even when they are not talking at the time.
- 10) In the top left corner, you can find the icon for meeting information like Meeting ID, Host, Invitation link and your ID. If you click on the settings icon (cogwheel or gear symbol) in the top right corner of the open information window, another window with advanced settings opens.
- 11) To change between *Gallery* view, and current *Speaker*, please click the corresponding icon at the top right.

Here are some **frequently asked questions**:

### **Connectivity:**

Sound failure and / or jolted video:

- There are too many users in your WIFI (WLAN) at the same time.
- Connect your computer with LAN (wire connection).

Poor or no WIFI (WLAN) connection:

- Restart your router and connect to your WIFI (WLAN) again.
- Connect your computer with LAN (wire connection).

### **Sound:**

There is no sound although the microphone symbol in Zoom indicates that it is on:

- Click on the small upward arrow icon close to the microphone icon. There you can check your device's audio settings and change them if necessary.
- If you are using a headset, please check whether the USB or the 3.5mm jack is connected correctly.

There is an echo in the meeting:

- The computer and telephone audio are active at the same time.
- The stream and video conference via Zoom are active at the same time.
- The speakers are too loud.
- You or another attendee have not muted their microphone.
- Your integrated microphone might be broken, try a headset or a combined speakerphone like Jabra.

### **Video:**

There is no picture although the camera symbol in Zoom indicates that it is on:

- Click at the small upward arrow icon close to the camera icon. There you can check your device's video settings and change them if necessary.
- Check whether your notebook / laptop has an integrated mechanical cover on the camera and open it, if so.
- If you are using a separate webcam, please check the USB connection.