

Overview of Zoom at ICERM

Zoom is the official video conferencing service of ICERM and Brown University. ICERM uses both Zoom Meetings and Zoom Webinar for our events.

Downloading Zoom

- The Zoom Meetings client is available for macOS, Windows, and Linux from the [Zoom website](#).
- Zoom is available for iOS on the App Store and Android on the Google Play Store.

General Zoom Info & Tips

- Zoom has apps for macOS, Windows, and Linux available for download on the Zoom.us website (<https://zoom.us/download/>). iOS and Android apps are also available on the App Store/Google Play Store. **Zoom will work best if you keep it up to date to the latest version, available through the download link.**
- Please join the Zoom sessions with your full name.
- We recommend using headphones to reduce the chance of echo, feedback, or other audio issues.
- Zoom can be bandwidth and resource-intensive for your computer. For best performance, we recommend a wired connection, if possible, and running as few other concurrent applications as possible while participating.
- We encourage users to add a profile photo to their Zoom account so that it will show up when you are speaking without a camera on.
- Zoom AI will be disabled for all presentations. Any requests to enable it must be made to the Director in consultation with the IT Director.
- Zoom has a great user guide and knowledge base available at <https://support.zoom.us/>.

FAQs & Zoom Support Pages

Zoom's full user guide and knowledgebase available at <https://support.zoom.us/>. Some commonly used Zoom features at ICERM along with direct links to their support pages on Zoom's website are below.

- [How do I raise my hand?](#) - Meeting controls for attendees
- [How Do I Share My Screen?](#)
- [Managing Participants in a Webinar](#) - for organizers and session chairs
- [Sharing a Whiteboard](#) - Using Zoom's shared whiteboard feature, which can be useful for collaborative work in groups.

Meetings vs. Webinars

Zoom Virtual Meetings

[Zoom Meetings](#) provides meetings with video, audio and screen sharing for up to 300 real time participants.

- ICERM uses Zoom Meetings for most workshop talks, discussion sessions, working group meetings, and virtual social events such as coffee break sessions and workshop receptions.
- Zoom Meetings allow all participants to control their own microphones, cameras, and screen sharing so they can see, chat, and collaborate with each other.
- For officially scheduled workshop events, ICERM's IT staff creates the Zoom sessions and shares the links with all participants. A member of ICERM's IT staff also monitors the Zoom session to provide any technical support should the need arise.
- During long-term programs, ICERM can support a limited number of recurring working group meetings on Zoom.
- **All attendees, speakers, and session chairs are encouraged to review our [Zoom Meetings Guide](#).**

Zoom Webinar

[Zoom Webinar](#) is an add-on to the Zoom Meetings service that allows more formal webinar broadcasting and live-streaming outside of Zoom.

- ICERM sometimes uses Webinar for more formal events such as virtual public lectures.

- Webinar attendees will be in view-only mode but can still raise their hand to request microphone access or use chat to ask questions.
- Most ICERM Webinars are live-streamed on the icerm.brown.edu website via Panopto.

Technical Comparison for Organizers

Meetings

- Zoom Meetings allow all participants to see, chat, and collaborate with each other.
- All participants can control their own microphones, cameras, and screen sharing by default.
- These sessions can be recorded but not live streamed.

Webinars

- During a webinar, participants are put into two categories: “panelists” and “attendees”.
- Panelists can use video, audio, and screen sharing just like in a normal Zoom meeting.
- Attendees have a “view-only” experience of the panel, but can also use audio with permission from the Webinar hosts for asking questions during talks.
- Attendees in Webinars can not see the participant list during sessions.
- Webinar also includes Q&A and Polls features.
- Q&A is a specific chat area for attendees to ask questions to panelists.
- Polls allow panelists and webinar hosts to poll the attendees to vote on questions/topics during the webinar.

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