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church**
in Australia,
Synod of NSW & ACT

Zoom Guide

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1 What is Zoom?

Zoom unifies cloud video conferencing, simple online meetings, and group messaging into one easy-to-use platform. Zoom offers video, audio and screen sharing experience across a wide range of devices and platforms.

2 Where can Zoom be used?

With the Synod's offices, Presbyteries, Congregations, Schools and Colleges being distributed across the NSW and ACT region, having face-face meetings is not pragmatic. This is also particularly true in scenarios where flexible work arrangements are in place, cross time zone meetings are necessary, or travel and isolation restrictions have been applied.

3 Things to Know

- Zoom is, primarily, an internet-based service. It is possible to attend Zoom meetings using a traditional landline telephone. However, it would be without the video and screen share capability.
- Zoom is a web-based application that works in most web browsers; or you can install the Zoom application on your desktop, laptop or mobile device.
- Zoom is platform independent. This means you can use it with Windows, Mac, Linux, Apple phones, Android phones and even Blackberry phones.
- A Zoom host is someone who schedules, starts and controls the settings of the meetings.
- A Zoom participant is someone who joins a meeting scheduled by the host.
- If you are only ever going to join an online conference call or meeting, then you do not have to install any software or create an account. However, if you are going to host (plan) meetings or want to get the full benefit of the Zoom platform then you must have a Zoom account and install the Zoom software.

4 Zoom Meetings

Zoom meetings enable you to hold collaborative discussions where all participants can share their camera, audio and screen.

In Zoom, you can host meetings by scheduling a future time or inviting participants to an ad hoc meeting. Meeting hosts are also able to name other participants as alternative or replacement hosts.

5 Zoom Video Webinar

Zoom webinars enable you to hold online seminars where designated users can present to an audience. Webinars are typically used for teaching and training, panel discussions and presentations.

The webinar host and nominated panellists can share their camera, audio and screen with attendees. Attendees can participate through question and answer threads, chat and live polling. Attendees can't share their camera, audio or screen.

6 Zoom Phones

Zoom Phone is a cloud phone system available on Zoom's platform. Organisational entities can choose to migrate away from their legacy phone systems to consolidate business communications into Zoom's all-in-one platform.

It offers features such as Bring Your Own Carrier, metered and unlimited calling plans, the ability to escalate voice calls to video with a single click, integrate with Office 365 contacts, multilingual support, Call Routing and ability to multi-task on the phone without dropping the call.

7 Zoom Plans

Type of Plan	Zoom Basic	Zoom Pro	Zoom Video Webinars	Zoom Phones
Best used for	Personal meeting	Team meetings	Medium to Large Group Webinars	Phone Call Management and routing Auto-attendant and IVR tools Call recording and Voicemail Elevate phone call to Zoom meeting
Number of participants hosted	Up to 100	up to 500 participants	Excess of 500 participants up to 10,000	
Cost	Free	\$7.33 month/host	\$56/month/meeting host	\$14.14 per service/month
Meeting duration one-one	Unlimited	Unlimited	Unlimited	
Meeting duration group	40 mins	24 hrs	Unlimited	
Number of meetings	Unlimited	Unlimited	Unlimited	
Call recording	No	Yes	Yes	

Note:

To save costs, consider utilising the following feature in Zoom which gives your organisation the option for one person to schedule different meetings to be held but not participate in them.

When scheduling a meeting, a Zoom Pro user can "Enable Join Before Host" allowing Zoom Basic or Zoom Pro users to join the meeting before the Zoom Pro host. The Zoom Pro user who scheduled the meeting isn't required to start/join the meeting in order for the other participants to continue with the meeting. The meeting will still last for longer than 40mins but requires the Zoom Pro host user to eventually join the meeting to "End Meeting". However, if every single participant leaves, the meeting will end automatically anyway.

Enabling Join Before Host for an Individual Meeting

1. Open your Zoom application and log in to Zoom.
2. Click **Schedule**.



Schedule

This will open the scheduler window where you can select your meeting settings.

3. Click **Advanced Options**.
4. Check **Enable join before host**.

Options

- List on Public Calendar ?
- Require meeting password
- Enable join before host

5. Click **Schedule**.

Note: You can also turn on Join Before Host for any scheduled meeting. Click **Meetings** at the bottom of the Zoom application. Hover over the meeting you want to turn it on for and click on **Edit**. Click **Advanced Options**, check **Enable Join Before Host** and click **Save**.

8 Pre-requisites and System requirements

8.1 Pre-requisites

All Synod users requiring a Zoom account to host a meeting will need to have a named account in the Synod's Office 365 Azure environment. All users will be provided with a Synod of NSW and the ACT email address as a part of the named account set up

8.2 Hardware Requirements

Zoom will work from your work or personal device and will support a vast majority of operating systems.

On personal devices, the following are the minimum hardware requirements:

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- A browser installed
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth Optional Items
- A webcam or HD webcam – built-in or USB plug-in (if you wish to use the video feature)

Supported Operating systems: MacOS X with MacOS 10.7 or later • Windows 10 • Windows 8 • Windows 7 • Windows Vista with SP1 or later • Windows XP with SP3 or later • Ubuntu 12.04 or

higher • Mint 17.1 or higher • Red Hat Enterprise Linux 6.4 or higher • Oracle Linux 6.4 or higher • CentOS 6.4 or higher • Fedora 21 or higher • OpenSUSE 13.2 or higher • ArchLinux (64-bit only)

Supported Tablet and Mobile devices: Surface PRO 2 running Win 8.1 • Surface PRO 3 running Win 10 • iOS and Android devices • Blackberry devices

Supported browsers: Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+ • Mac: Safari 7+, Firefox 27+, Chrome 30+ • Linux: Firefox 27+, Chrome 30+

9 Benefits of Synod IT managing Zoom for you

- Centralised support and management of identity
 - SSO – Single Sign On capability enables a user to log in with a single ID and password to gain access to any of several related systems like emails, SharePoint, OneDrive and potentially other lines of business applications.
 - MFA – Multi-factor authentication provides enhanced security by granting a computer user access to the Synod's systems only after successfully presenting more than one pieces of evidence to an authentication mechanism
 - Enhance communication and collaboration across the organisation by presenting users with centralised Contact Address list.
- Leverage the Synod's group procurement and support benefits
- First port of call for Zoom account creation, set up, support and maintenance

If you need Zoom Phones or want more details, please get in touch with Synod's IT Helpdesk on 02 8267 4404 or email: Helpdesk@nswact.uca.org.au