



ZOOM INSTRUCTIONS FOR ATTENDEES
*THE ICAO VIRTUAL ATTENDEE PLATFORM IS
AVAILABLE IN ENGLISH ONLY*

Information on virtual connections for Member States and International Organizations is available at: [Conference Services and Seating Arrangements \(icao.int\)](https://www.icao.int/conference-services-and-seating-arrangements)

Only Delegates who confirmed their attendance virtually will be allowed in the Zoom Meeting room, which is considered an extension of the Conference Room, for the determination of the quorum (Rule 28 of the Standing Rules of Procedure, [Doc 7600/8](#) refers). Delegates who confirmed their attendance in-person and obtained an event badge are invited to follow the [live broadcasting](#).

For the determination of the quorum, when applicable (Rule 28 of the Standing Rules of Procedure, [Doc 7600/8](#) refers), at least one representative from your Delegation is to be seated in the Conference Room or connected virtually on the Zoom platform.

To participate in the virtual session of the Assembly and access each meeting, it is required to have a Zoom account. For optimal functionality of all the features, it is highly recommended to have the latest version of Zoom ([Download Zoom here](#))

Recommended equipment

Based on ISO and AIIIC, United Nations Standards, the best way of achieving the optimal audio and video quality is to observe the following requirements:

Microphone

- Use USB-connected, unidirectional, cardioid pattern desktop microphones
- Virtual participants who wish to take the floor should NOT use:
 - EarPods or earbud microphones
 - Built-in computer microphones
- Virtual participants who wish to take the floor should:
 - Position the microphone at a reasonable distance and speak directly into it.
 - Ensure that the Zoom platform recognizes the microphone
 - If no desktop USB microphone is available, use a USB headset, bearing in mind that the sound may not be intelligible for all Delegates and/or interpretation limited.

Warning: if the sound quality is not sufficient, the interpretation team may be unable to render your intervention into other languages.

Internet Connection

- Virtual participants are encouraged to use wired network connection.
- Use an ethernet cable to ensure maximum stability.
- In the absence of an ethernet cable, ensure Wi-Fi signal is excellent, moving closer to the modem if needed. The minimum upload and download speed should be 10 Mbps. This can be measured on sites such as www.speedcheck.org or www.speedtest.net

Camera and image

- Virtual participants who wish to take the floor should:
 - Sit close to the computer's camera so the audience and interpreters can see the facial expressions, nonverbal cues, and hand gestures.
 - Use front-facing light to ensure the audience and interpreters can see the participant clearly and to reduce shadows.
 - Ensure good light on the face by facing a window to allow natural light to illuminate the image.
 - Avoid backlight (or lights from above) as it creates shadows. Where needed, supplement by putting a lamp or ring light behind the webcam.
 - Consider purchasing a lume cube or led ring light.
 - Center oneself leaving a small margin over the top of the head and having both shoulders in the frame.
 - Check the posture. Try standing up. If seated, lean forward to avoid slouching.
 - Elevate or suspend the webcam/camera so that it is at eye level or just above eye level.
 - Opt for solid color outfits and backgrounds, as some cameras will act up with stripes and checkered patterns.

It is also important:

- To test setup before the call, including audio input/output hardware, camera and the configuration in the computer or device that will be using to connect to the Event.
- To connect at least five minutes before the start of a meeting.
- To mute microphone and disable camera when not speaking or presenting. Unmuted microphones can lead to echoes and unpleasant feedback.
- To send the written statement in advance to the interpretation service at ALL_INT@icao.int, ALL_TRG@icao.int
- To read clearly and at a moderate speed (3 minutes ≈ 1 page)

The following information will help virtual participants familiarize with Zoom features and etiquette.

IMPORTANT: Renaming Zoom Display Name

Prior to joining a session and in order to facilitate verification and check-in procedures, ensure to **rename** the **Zoom Display Name** in Zoom settings with the following format:

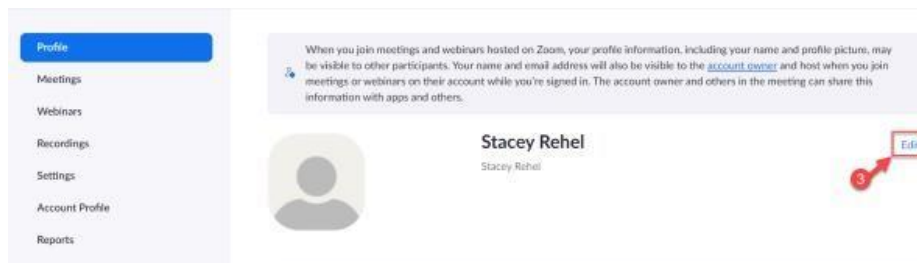
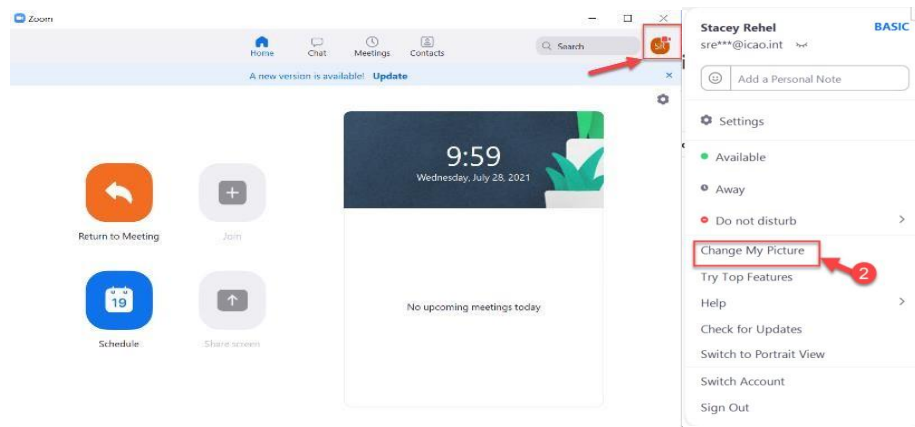
- **State ISO Code/International Organization Acronym–Role–First name Last name**
(Enter only the [State ISO Code](#) and/or [acronym of the organization](#))

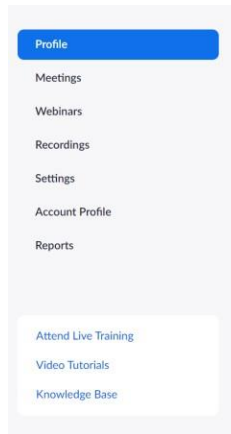
This instruction needs to be **strictly** followed to ensure the timely and proper identification of participants in the virtual sessions, and for the Chairperson to manage the interventions among the participants.

Role abbreviations are as follows for a State: Chief Delegate (CD), Alternate Chief Delegate (ACD), Delegate (D), Adviser (A); and for an International Organization: Chief Observer (CO) and Observer (O).

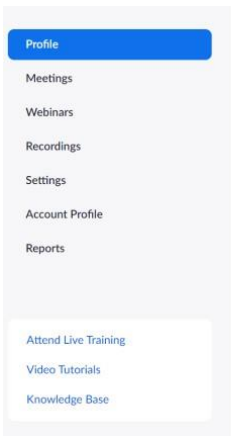
How to change Zoom Display Name

To change Display Name, go to your personal Zoom account home page, click on your **initials** and select **change my picture**, click **edit**, and enter your name with the following format:(State ISO Code/International Organization Acronym–Role–First name Last name) in the display name box. Click **Save**. Here are examples to follow





When you join meetings and webinars hosted on Zoom, your profile information, including your name and profile picture, may be visible to other participants. Your name and email address will also be visible to the [account owner](#) and host when you join meetings or webinars on their account while you're signed in. The account owner and others in the meeting can share this information with apps and others.

A form for updating profile information. It includes fields for First Name (Stacey), Last Name (Rehel), and Display Name (MEX-CD-Stacey Rehel). Below the Display Name field is a text box with the instruction: 'Enter a name (e.g. your first name, full name, or nickname) that will be shown to others on Zoom'. There are also fields for Department (e.g. Product) and Manager. At the bottom are 'Save' and 'Cancel' buttons. A red circle with the number '4' points to the Display Name field, and a red circle with the number '5' points to the Save button.

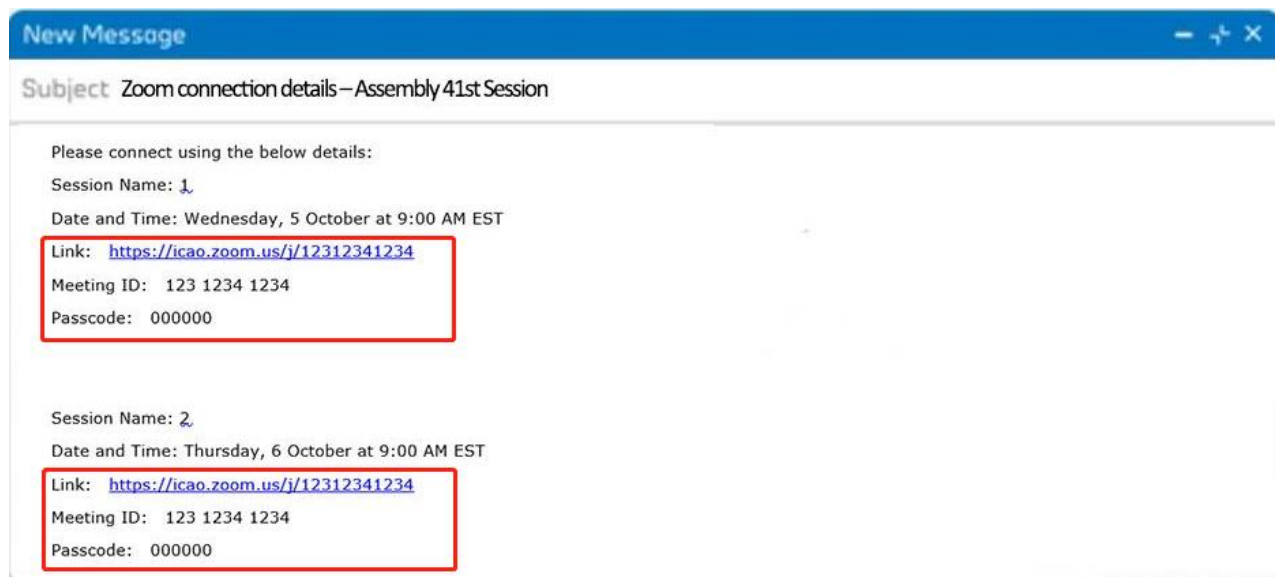
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A form for updating profile information. It includes fields for First Name (Stacey), Last Name (Rehel), and Display Name (IATA-O-Stacey Rehel). Below the Display Name field is a text box with the instruction: 'Enter a name (e.g. your first name, full name, or nickname) that will be shown to others on Zoom'. There are also fields for Department (e.g. Product) and Manager. At the bottom are 'Save' and 'Cancel' buttons. A red circle with the number '6' points to the Display Name field, and a red circle with the number '7' points to the Save button.

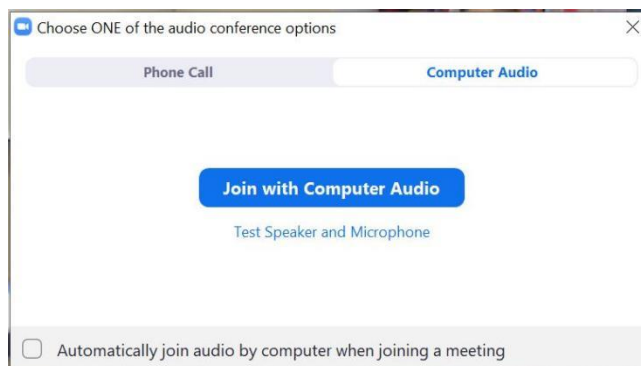
How to join a session

Approximately sixty (60) minutes before the start of the meeting, participants will be able to click on the link included in the *Zoom connection details – Assembly 41st Session* email to join the session. It is highly recommended to join the session at least thirty (30) minutes before the start of the session to avoid any delays being admitted to the meeting.

To join the session, **click on the link** or **enter the Meeting ID and passcode** that was provided in the email. Participants are reminded that the meeting ID and passcode are confidential and should not be shared. Only the recipient of the link should use this link, under the accreditation from their Delegation. For security reasons, attend the Zoom meeting using one device only.



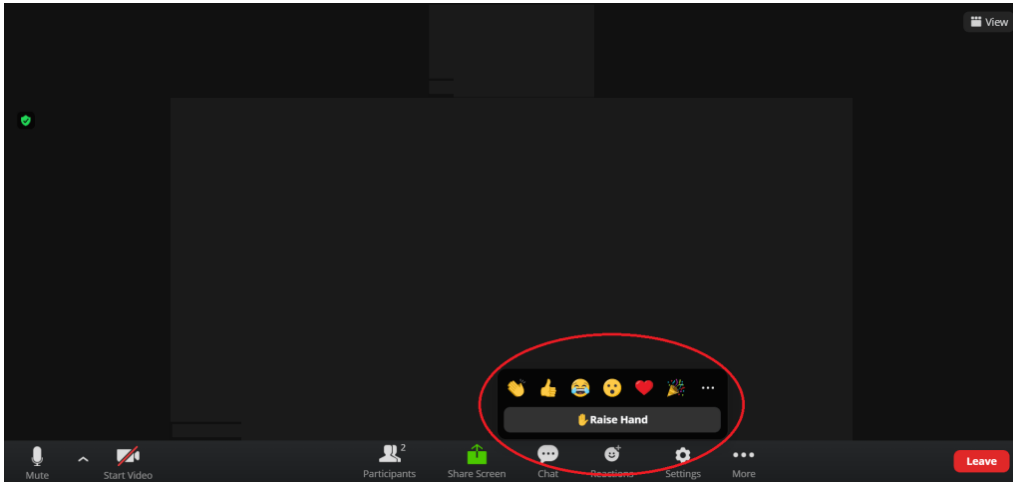
If Zoom is already installed on device, you will have the option to open Zoom. Choose **Open Zoom**. You will be asked to enter the meeting passcode that is listed in the *Zoom connection details – Assembly 41st Session* email confirmation. You will then be given the option to **Join with Computer Audio** or **Test Speaker and Microphone**. Clicking on **Join with Computer Audio** will take you into the waiting room where the registration team will verify your credentials before being admitted to the meeting room.



IMPORTANT: Keep microphone on mute and video turned off during the session unless you have been given the floor to speak by the Chairperson.

Taking the floor

When you wish to speak, you may click on the **Raise Hand** button (in the **Reactions** menu at the bottom of the window). A hand icon will appear next to your name in the Participants list to signal your request to the meeting host. You will have to wait to be given the floor by the Chairperson before turning on your microphone and video. When taking the floor, first state your name, role and Member State name.



When you are finished speaking, or if you no longer wish to speak, press the **Lower Hand** button in the **Reactions** menu and mute your microphone and turn off your video.

Using Chat

The general chat function is disabled during the session. If you experience any technical difficulties in using the video/audio features, you may use the chat function to notify the ICAO Conference Technical Services support team. To access this feature, click on the Menu bar at the bottom of the screen, and click on the **Chat** icon to type your text.

Using Interpretation

On the Menu bar at the bottom of the screen, you will find an icon named **Interpretation**. Click on the **Interpretation** icon and you will see a list of the six official ICAO languages. Click on your preferred language.

Interventions should be made using the selected interpretation language or with interpretation **Off**.



Zoom Platform Key Controls

The Zoom Platform
The Key Controls

For a better experience, please wear a headset with a microphone.

Mic: ON & OFF
Choose Correct Mic and Speaker (Headset).

Camera: ON & OFF
Choose Correct Camera.

Here you can view who is in the meeting

Send and receive messages

'Raise a Hand' to request to speak

Simultaneous Interpretation: Please select your preferred listening language

To leave the meeting

Mute Stop Video Security Participants Chat Share Screen Record Reactions Spanish Apps End

Detailed description: This image shows a Zoom meeting interface with several callout boxes pointing to specific controls. The callouts are: 1. 'Mic: ON & OFF' pointing to the Mute button, with subtext 'Choose Correct Mic and Speaker (Headset)'. 2. 'Camera: ON & OFF' pointing to the Stop Video button, with subtext 'Choose Correct Camera.'. 3. 'Here you can view who is in the meeting' pointing to the Participants button. 4. 'Send and receive messages' pointing to the Chat button. 5. ''Raise a Hand' to request to speak' pointing to the Reactions button. 6. 'Simultaneous Interpretation: Please select your preferred listening language' pointing to the Spanish button. 7. 'To leave the meeting' pointing to the End button. The interface also shows 'Original Sound: Off' at the top left and 'View' at the top right.



ICAO VENUE AND EVENT MANAGEMENT

