

Frequently Asked Questions for the Online Event

Q1: Is it necessary to register an account with Zoom to participate in the online event?

A: No. A Zoom account is not required to participate.

Q2: Do I need to install the Zoom software on my device?

A: It is possible to access the sessions via computer web browser without installing the Zoom client software. However, installing the desktop client may provide a smoother experience. Regardless of which access method you choose, we recommend conducting a test meeting beforehand, to help avoid unexpected difficulties on the day of the event. There are a number of different Zoom installation packages, each for a specific platform and need. Users who plan to participate using a desktop or laptop computer, and who would like to install the dedicated client, should search for and install the “Zoom Client for Meetings.” If you have already installed Zoom in the past, please ensure that your desktop client or mobile app is updated to the latest version.

Q3: The Zoom website mentions time limits on meetings. Will I be disconnected from the event after 40 minutes if I’m using the free Basic-tier account or if I haven’t registered an account with Zoom?

A: As JIM maintains a paid subscription with Zoom, meeting rooms hosted by JIM are not subject to the 40-minute time limit.

Q4: Will there be an opportunity for me to test my connection and setup?

A: From September 3, JIM will set up a meeting room for testing purposes. A test room will also be available for the duration from September 3 to the event. Please make use of these rooms to help ensure that you have a smooth experience during the actual sessions.

Q5: What kind of system and network requirements are necessary to participate?

A: While there are no specified minimum requirements, we do suggest that participants connect over WiFi rather than a cellular data plan to help ensure a smoother viewing experience. If available, we also recommend using headphones or earbuds along with an external microphone, or a headset. If you are presenting but your computer does not have a built-in microphone, you will need to attach an external microphone or find a different device to use for your presentation. In addition to an appropriate device and any necessary peripherals, participants are responsible for arranging their own network connection and for readying and familiarizing themselves with the Zoom software. Online presentations are

prepared on the assumption that participants will be attending via desktop or laptop computer (Windows or Mac). Although Zoom does also run on smartphones and tablets, bear in mind that your experience may differ significantly depending on your device's OS version and physical dimensions. In particular, slides and other presented material may be difficult to see on small devices.

[Q6: What should I do if I find myself unexpectedly disconnected from the event?](#)

A: First, please attempt to reconnect to the meeting room using the same URL and password provided to you before the event. If you find yourself unable to reconnect, try using a different device or network connection if available. If you still find yourself unable to resolve the issue, please contact the JIM secretariat via email at annualm@jim.or.jp.

[Q7: Where do I find my password to access the event participant website?](#)

A: On August 31, an email providing instructions on how to access the event's online features will be sent to all registered participants.

[Q8: What should I do if I need to cancel my online presentation?](#)

A: Please contact the JIM secretariat as soon as possible before your scheduled presentation date. Please also contact the secretariat if there is a change in who will be presenting.

[Q9: My computer doesn't have a camera or microphone. Can I still give a presentation?](#)

A: Although we recommend using a device with a camera, audio-only presentations can be arranged. However, a microphone is essential for all presentations. If you would like to present but your device does not have a built-in microphone, you will need to attach an external microphone or find a different device to use for your presentation. Zoom is designed around the default assumption that most users will participate in meetings via a desktop or laptop computer (Windows or Mac). Although it is possible to present over a smartphone or tablet, bear in mind that your experience may differ significantly depending on your device's OS version and physical dimensions. In particular, sharing slides and other materials may be cumbersome on small devices, and it may be difficult to see your own material.

[Q10: Will an informational session be held prior to the event?](#)

A: Informational sessions aren't scheduled this time. Please refer to the each manual and make use of test rooms to help ensure that you have a smooth experience during the actual sessions.

[Q11: Will the presentations be recorded or archived for future viewing?](#)

A: Zoom's recording functionality will be disabled for all sessions, and no presentations will be archived.

[Q12: Will a time keeper be assigned to the sessions to assist the presenters?](#)

A: Staff in charge of each presentation room will keep time. We however ask that each presenter be responsible for keeping track of his or her own time just in case. Above all, please remember to follow any directions issued by the session chair.

[Q13: Do I need to have my camera on while participating in the event?](#)

A: In general, we ask that all participants, when just attending, keep their cameras turned off for the entire duration of each session. Please turn on the camera when you ask the question.

[Q14: Other participants seem to have features on their Zoom client that aren't available to me. Is there some way to resolve this?](#)

A: Some features of Zoom are only available when running the latest version. The Zoom development team also releases frequent security updates, so we suggest that all participants check which version they have installed and take care of any updates prior to use.

[Q15: Is it all right if I use Zoom's virtual background feature during the sessions?](#)

A: Feel free to use a virtual background if you prefer. However, please note that setting an animated background may create additional strain on participants' network connections. If an animated background is not required for some particular reason, we ask that you stick to using a still image.

[Q16: When sharing a Microsoft PowerPoint presentation via Zoom, I find I'm unable to progress to the next slide. What can I do to fix this?](#)

A: In certain cases, slide decks may become unresponsive when shared in Slide Show Mode. The easiest workaround is to open your slide deck in Edit Mode and then select the Microsoft PowerPoint window for sharing inside Zoom. Proceed with your presentation as normal in Edit Mode. Alternately, you can adjust the program settings inside Microsoft PowerPoint to see if that resolves the issue. From the "Slide Show" tab, select "Set Up Slide Show." Under "Show type," select "Browsed by an individual (window)," then click the "OK" button. Try once more to share the presentation in Slide Show Mode inside Zoom to see if the problem has been resolved. As an additional note, we highly recommend preparing a

PDF copy of your slide show as a backup method in case you experience unexpected trouble with the presentation software on the day of your session. Furthermore, you may find it much easier to share your presentation in Full Screen Mode when using your PDF viewer application. If you find yourself unable to successfully share your slides or other prepared materials over Zoom on the day of your presentation, please understand that you may be asked to present without those materials.

Q17: Can I include audio or video files as part of my presentation? Can these types of files be embedded in my Microsoft PowerPoint presentation slides? And if so, will the attendees be able to hear them when I am using the screen sharing function?

A: In August, a manual and set of guidelines outlining how to prepare your presentation materials will be made available on the JIM website. Please refer to those documents for details regarding audio and video files.

Regarding the functionality of Zoom itself, the screen sharing dialog includes a checkbox in the bottom left-hand corner labeled “Share computer sound.” Checking that box and then selecting an application window to share will allow attendees to hear the audio output from the shared application.