Guide to use the Zoom Webinar as an attendee

Eurasia Forum 2020, Budapest

Before the Event

- Please make sure to download/update the newest version of Zoom onto your device
    - Zoom Client Version 5.3.1 (52879.0927): the web browser client will download automatically when you start or join your first Zoom meeting and is also available for manual [download here](#).
    - App Store, ZOOM Cloud Meetings: https://apps.apple.com/us/app/id546505307
    - Google Play, ZOOM Cloud Meetings: https://play.google.com/store/apps/details?id=us.zoom.videomeetings

- System requirements
    - For Windows, macOS and Linux: [please click here](#)
    - For iOS, iPadOS and Android: [please click here](#)

How to Avoid Zoom Connection Problems

The symptoms of an unstable connection in the context of using Zoom include one or more of the following:
- latency
- frozen screen
- poor quality audio
- meeting getting disconnected

Is Zoom fully functional? Check out their **service status page** to confirm.

FIREWALL, PROXY SERVER

If you're connecting to Zoom from work on an enterprise Internet connection or from home by using corporate VPN, please ask your IT support team to fix the firewall or proxy server settings. For more information **please click here**.

When you have issues like Zoom not connecting while at home or on the go, then you'll have to refer to your Internet infrastructure and your ISP. **Here are the most popular causes**:
- You're too far away from the Wi-Fi router
- You have poor / slow cellular coverage
- Your network hardware needs an update or a restart
- There are temporary ISP infrastructure issues
- There are peering issues with Zoom servers

How to Avoid Zoom Connection Problems

5 STEPS TO FIX ZOOM NOT CONNECTING ISSUES

First – test your online speed. Is it fast enough for Zoom video conferencing? You'll need at least 2 Mbps upload and 2 Mbps download.

Assuming that nothing is wrong with the Zoom service itself, here's the quickest way to troubleshoot and fix Zoom not connecting errors:

1. **Move closer to the Wi-Fi router** or, better yet, **use a wired Ethernet connection** if possible.

2. **Move around** till you get better cellular coverage, if no other connections are available.

3. **Restart your modem, router** and device you're running Zoom on – computer, smartphone. You may also **update your router's firmware**, if that's available.

4. **Check if your ISP is having temporary issues**. They should have a status page or at least a social media account to communicate that.

5. **If you have 2 or more Internet connections available around – use them at once**. Most likely, you have cellular data available on your smartphone, so you can combine that with your home Internet.

Participating in the Webinar

- On the day of the event, 27 October 2020., 5 minutes before the event you will find the Eurasia Forum 2020 Webinar's **Zoom entry link** on the following website: **https://mnb.hu/eurasia**

- You don't need to register to be able to participate but Zoom Webinar requires your name and e-mail address.

- The official language of the event is English however you can choose from different interpretation languages as well.

- When logging into the webinar, a hard-wired Internet connection (DSL, LAN, T1, etc.) is preferred. Avoid a wireless Internet connection if possible. Please don't forget to plug in your device to a charger.

- When you are connected, your audio will be muted and remain muted during the whole event.