

Announcements, Feature Updates, and Automated Captioning Spotlight

Staying Up to Date

Service Fees Waived – There were no service fees for Zoom charged internally during May and June 2023. Billing will resume in FY24 starting July 2023.

Zoom Software Lifecycle Policy – On November 5th, 2022, Zoom implemented a new Software Lifecycle Policy in which they block client versions below a minimum version from joining or starting meetings. The required minimum versions are being enforced on a quarterly schedule with the next scheduled enforcement on August 5th, 2023. Before this date, please visit Zoom’s support page for the [Software Lifecycle Policy](#) to review the required minimum versions by product. For those on Johns Hopkins managed machines, your software will always be up-to-date prior to any future enforcements.

Updated Newsletter, Coming Soon! – The upcoming Q3 2023 Zoom Quarterly Newsletter will be taking on a new look, feel, and updated format. Stay tuned for an exciting refresh!

New & Improved Features

Custom human avatars – In addition to the preexisting animal avatars, Zoom users can now create [custom human avatars](#) to be used in meetings. Customization includes numerous facial features (eyes, hair, etc.) and colors to choose from.

Waiting Room customization support for images and videos – With the [new meeting join flow](#) in place, add some customization to your waiting room by displaying a full-sized image or video. Refer to Zoom’s support guide on [customizing your waiting room](#) for instructions and information on supported image/video types.

Create Breakout Rooms based on poll results – Hosts can choose to create breakout rooms based on the participants’ answers to the poll(s) launched during a meeting. Refer to [creating breakout rooms from poll results](#) for more information.

Cloud Recording support for sign language interpretation – If your meeting or webinar is utilizing the [sign language interpretation](#) feature, you now have the option to include the interpreter’s view within the recording. A video and audio file will be provided for each sign language video channel present in the meeting or webinar.

Maximum Breakout Rooms capacity increased – Meeting hosts can now support up to 100 [breakout rooms](#) within a single Zoom session. Dependent on your account’s meeting capacity, you can host up to 1,000 participants in a single breakout room or up to 1,000 total participants among all breakout rooms.

Client Version

The **Zoom Desktop Client Version 5.14.2** is available for managed machines across the enterprise. If you are not on a managed machine, please refer to the [Desktop Client Setup page](#) for instructions on checking your client version and downloading the latest update.

How To's

Further protect your Zoom meetings by referencing the [Securing your Zoom Meetings](#) page.

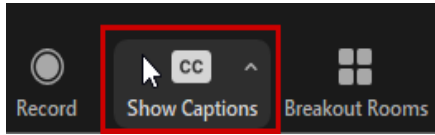
To manage and view your Zoom resources, please visit the [Zoom Resource Management Portal](#).

2023 Q1 User Stats:

- *Total Number of Meetings Hosted: 438,088 meetings (Q4 2022: 406,723 meetings)*
- *Total Number of Meeting Minutes: 105,714,292 minutes (Q4 2022: 102,976,937 minutes)*
- *Total Number of Participants: 2,419,754 participants (Q4 2022: 2,317,611 participants)*

Automated Captioning Spotlight

In efforts to continue making Zoom a more digitally accessible virtual meeting platform, Johns Hopkins Zoom users have the ability to enable real-time, AI-based captioning via Zoom's [Live Transcription](#) feature. Hosts and participants can view a running transcript of what has been said during the session and can customize the look and feel of the subtitles being displayed on their screen. Additionally, captioning can be enabled directly by participants for any meeting they join, requiring no intervention from the host. You can also find this feature within webinars and Zoom Rooms.



Automated Captioning is available to every user with a Johns Hopkins-issued Zoom account, regardless of the account type and incurs no charges. To further promote

adoption and increased usage, this Zoom Quarterly newsletter has been dedicated to highlighting automated captioning features, tips, and tricks.

Please note: Automated Captioning is not a suitable replacement for medical transcription services. Please contact [JHM Language Services](#) for more information on real-time transcription service for medical discussions.

Automated Captioning Features, Tips, and Tricks:

- **Self-enablement of automated captions** – Meeting and webinar participants no longer have to request the enablement of automated captions from the host. Captioning can be turned on or off by the participant using their in-meeting controls.
- **Auto-start captions when joining meetings and webinars** – If you prefer to have automated captioning appear automatically for all Zoom sessions you join, select the “Always show captions” setting in your [client accessibility settings](#).
- **Save closed captions** – Meeting hosts can save a copy of the captions by recording the session and/or using the “Save Transcript” option within the meeting or webinar. Note: The “Save Transcript” option is not available for users in the JHM/HIPAA-compliant instance of Zoom.
- **Speaker attribution for live automated captions** – To more easily identify who is actively speaking, automated captions will include the speaker’s profile picture or initials as part of the captions during a live meeting or webinar.
- **Select your speaking language** – Participants can select their speaking language which creates captions in the language being spoken within the meeting or webinar. Note: this feature does not translate captions into another language. See below for information on translation.
- **Translated captioning** – Translated captioning is an account add-on license which automatically translates the real-time speech from a meeting or webinar to captions in another language. For example, if a meeting participant is speaking in English, other participants can view captions in Spanish, Italian, Japanese, and any other languages Zoom supports for translation. Only the meeting or webinar host needs to purchase the translated captions license, not all participants. Please see our support page on [translated captions](#) for more information.

Did you know?

Johns Hopkins SSO Meeting

Authorization - Add an extra layer of security to your meeting or webinar by enabling [Johns Hopkins SSO authentication](#). Only meeting participants authenticated with valid JHED credentials will be able to join the Zoom session. A Zoom account is not required for those joining.

Zoom Whiteboard

- The enhanced [Zoom Whiteboard](#) provides users a complete set of intuitive tools to collaborate in a digital, canvas-like environment. This feature makes it simple for both in-person and virtual teams to interact, brainstorm, and work together using a persistent and unified digital workspace.

Convert Meetings and Webinars

- If you find that your prescheduled meeting or webinar would be better suited as the opposite format, you can [convert the session](#) using the web portal. Please note: you must have a [webinar license](#) to convert meetings and webinars

Need Help?

Check out Zoom’s Help Site for [Live Training Webinars](#) and [support documentation](#).

For more Hopkins-centric inquiries, visit the [Johns Hopkins’ Zoom Support Site!](#)

If you’re part of a school/division, you can find whom to direct your questions through [Faculty and Staff Zoom Support by School/Division](#)

For other support needs, questions, and inquiries related to Zoom, please submit a [help desk ticket](#).