ZOOM FREQUENTLY ASKED QUESTIONS

FOR UNIVERSITY OF CALIFORNIA, OFFICE OF THE PRESIDENT USERS

WHAT IS THE URL FOR ZOOM?

UCOP has a custom URL for Zoom. It is known as the UCOP Zoom Landing Page. It is ucop.zoom.us.

HOW DO I CREATE A ZOOM ACCOUNT?

For UCOP employees or those with UCOP AD login credentials simply go to the ucop.zoom.us landing page and click on the **Create account** link or button then login using your standard UCOP ID username and password. Your Zoom account will instantly be created and you will be taken to the profile page of your Zoom account webpage. You can return to your Zoom account webpage at any time in the future by returning to the ucop.zoom.us landing page and clicking on the **Sign-in** link or button or just go directly to ucop.zoom.us/signin.

HOW DO I SIGN IN TO ZOOM?

From a browser go to ucop.zoom.us. Click the Sign-in link or the Sign-in button and login using your standard UCOP ID username and password. Or from the Zoom Desktop Client or Zoom Mobile App click **Sign In** then click **Sign In with SSO** then enter **UCOP** as your company domain then login using your standard UCOP ID username and password. You may also receive a Multi-Factor Authentication (MFA) challenge when logging-in to Zoom.

HOW DO I INSTALL ZOOM?

The first time you start or join a Zoom meeting from your computer's browser the Zoom Client will automatically install. If you want to install it beforehand just visit zoom.us/download and click on the download button for the **Zoom Client for Meetings**. The Zoom Mobile App can be downloaded and installed on an iPhone/iPad from the **Apple App Store** or on an Android device from the **Google Play Store**.

HOW DO I START AN INSTANT MEETING?

Go to ucop.zoom.us. Click the **Host a Zoom Instant Meeting** link on the left side of the screen under "Resources." Or from your Zoom desktop client click the **New Meeting button**. Or from your Zoom account page click on the **HOST A MEETING** link at the top-right of the page. Or go to ucop.zoom.us/start. For optimum convenience check the "Use this ID for instant meetings" box in the **Personal Meeting ID** (PMI) section of your Zoom profile (ucop.zoom.us/profile) and Zoom will use your PMI for your instant meetings instead of randomly assigning a new Meeting ID.

CAN I USE MY PERSONAL MEETING ID FOR ALL MY ZOOM MEETINGS?

Absolutely! For most people their PMI (Personal Meeting ID) is all they will ever need and use. Your PMI is the Meeting ID for your Personal Meeting Room which is always available to you, 24x7, for any or all of your Zoom meetings. Most people never have the need to create an additional Zoom meeting, they can simply use their PMI for all of their Zoom meetings by giving it as the Meeting ID in all their Outlook meeting invitations. Did you know that you can personalize your PMI in your Zoom profile? It is recommended that you personalize your PMI to be your 10-digit office phone number, that way it is easy to remember. Access your Zoom profile by going to ucop.zoom.us/profile then click the **Edit** link next to **Personal Meeting ID** to personalize your PMI. While there be sure to click the "Use this ID for instant meetings" box to also use your PMI for your instant meetings.

HOW DO I SCHEDULE A MEETING IN THE FUTURE?

In most cases your Zoom meetings are probably going to use your Zoom Personal Meeting Room which is always available 24/7. You would typically schedule these meetings through an Outlook invitation to specify and advise your participants of the date/time they would be expected to attend. Even when you create an additional meeting in Zoom with a specific schedule; that meeting is actually available for use at any time – the only purpose to specifying a meeting schedule in Zoom is so Zoom can include those schedule details in the invitation text it creates for you to include in your Outlook invitation. Since your Outlook invitation already includes the date and time for the meeting you probably don't need Zoom to reiterate them. There is an excellent video on scheduling meetings on the Zoom Support web site at https://support.zoom.us/hc/en-us/articles/201362413-How-Do-I-Schedule-Meetings-

WHAT IS THE DIAL-IN NUMBER FOR ZOOM?

The US **West**-Coast dial-in toll numbers for Zoom are **669-900-6833** and **408-638-0968**. The US **East**-Coast dial-in toll number for Zoom is **646-876-9923**. The dial-in toll numbers from over 70 countries can be found at zoom.us/zoomconference. You can define the default Country for dial-in toll numbers for your standard Zoom meetings in the **Global Dial-in Countries/Regions** section of the **Telephone** tab in your Meeting Settings. If placing a dial-in call to a Zoom meeting from a UCOP office desk phone or Jabber softphone you can simply dial **✱4** which is a short-cut that has been programmed in the UCOP Oakland offices phone system for your convenience.

HOW DO I JOIN A MEETING?

When joining a Zoom meeting by computer (to use web or video conferencing or Computer Audio) you can click on the link the host provides in the meeting invitation. You could alternately join from your Zoom desktop client, your Zoom account page, the ucop.zoom.us landing page, the Zoom mobile app or at ucop.zoom.us/join by simply clicking on the **Join** link/button and entering the meeting ID. If you are participating by audio ONLY via a dial-in phone call then you would enter the meeting ID on the telephone dial pad instead. There is an excellent video on joining meetings at the Zoom Support Web Site at https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting-

HOW DO I SHARE MY SCREEN?

Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible. Click on the **Share Screen** icon near the middle of the toolbar then select the screen you wish to share and click on the **Share Screen** button. Depending on how the host has configured the sharing options for the meeting, it may be that only one person can share at a time or that only the host can share. There is an excellent video on screen-sharing on the Zoom Support web site at https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen-. In a conference room environment others needing to screen share can also use share.zoom.us to easily screen share while automatically turning their video off and muting their audio. For more information on share.zoom.us see the article on the Zoom Support website: https://support.zoom.us/hc/en-us/articles/202953799-Wireless-Screen-Share-With-share-zoom-us

WHERE CAN I GET ZOOM TRAINING?

There are many excellent training videos, live webinars, guides, keyword search, chat and telephone support options available on the Zoom Support Center that should address most questions you may have. A good place for a beginner to find basic information is on the Getting Started On PC And Mac webpage. If you need additional assistance, contact the Service Desk at ServiceDesk@ucop.edu or 510-987-0457 or the Service Hub.

WHAT DOES ZOOM COST?

The agreement between Zoom and the University of California provides an individual PRO education license for each basic 300-participant user account subscription at the initial cost of $9.99 per year with additional reductions should certain subscription targets be achieved. This subscription is currently centrally funded by the IT Client Services Department of UCOP Operations. The agreement also provides discounts for various add-on items such as larger meeting capacities or webinar.

WHY DOESN'T THE UNIVERSITY USE A ZOOM TOLL-FREE NUMBER?

Use of a Zoom toll-free number would incur significant additional costs for the University. The considerable cost savings to be realized by the UC Systemwide agreement with Zoom is predicated on highly favorable education pricing of only $9.99/year for each individual subscription which provides unlimited Computer Audio or toll-calling minutes for an unlimited number of Zoom meetings – whereas the agreement stipulates that use of a Zoom toll-free number levies a substantial surcharge for every minute of use by every participant. Using a Zoom toll-free number would quickly negate any cost savings and easily inflate the cost of the service to far surpass even that of ReadyTalk. Computer Audio is the no-cost way for participants to connect to a Zoom meeting if they do not wish to dial the toll number. Under limited circumstances the University may be obligated to provide toll-free access for non-UC parties to participate in a Zoom meeting at University expense. If you have such a limited case please contact randy.kemish@ucop.edu.

HOW DO I GET THE ZOOM PLUGIN/ADD-IN FOR MICROSOFT OUTLOOK?

There is a Zoom plugin if you are using the Outlook desktop client and a Zoom add-in if you are using the Outlook Web App (OWA). For the Outlook desktop client Zoom plugin you must first request temporary admin rights for your machine from the Service Desk via the Service Hub or by email at ServiceDesk@ucop.edu or by phone at 510-987-0457 in order to download and install. Then just visit zoom.us/download and click on the download button for the **Zoom Plugin for Microsoft Outlook**. You can find detailed instructions for the Outlook desktop client Zoom plugin at https://support.zoom.us/hc/en-us/articles/200881399-Microsoft-Outlook-Plugin. For the Outlook Web App (OWA) Zoom add-in you can find detailed instructions at https://support.zoom.us/hc/en-us/articles/115005223126-Office-365-Outlook-Web-Add-In.

MY VIDEO/CAMERA IS NOT WORKING

Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible. Click on the camera icon near the left end of the toolbar to start your video if it is off. Select the arrow next to the camera icon to assure you have selected the correct camera. Make sure your camera does not have a lens cover blocking the lens. Keep in mind that not all Zoom meetings are scheduled as video meetings. If your meeting is a video meeting, but your video is not working, you can also find troubleshooting tips on the Zoom support web site at https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working. If you continue to have problems, contact the Service Desk at ServiceDesk@ucop.edu or 510-987-0457 or the Service Hub.

DOES ZOOM WORK FROM CLOUD COMPUTING?

Zoom is not available as a Cloud App. If you are using cloud desktop on a desktop or laptop machine you would minimize your cloud desktop and access Zoom from your local desktop. If you are using cloud desktop on a thin-client you can access Zoom, but be sure you have the option set to recognize the USB devices (speaker, mic, webcam) you may wish to use for a Zoom meeting. This is done by clicking the Cloud Desktop toolbar at the top of your thin-client screen. Click on **Preferences** then click on **Connections**. In the section **microphones and webcams**, ensure **connect automatically** is enabled. Log out of your Cloud Desktop and log back in.

I AM HAVING TROUBLE HEARING OR BEING HEARD

Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible. If the far-left icon is a headset labeled **Join Audio** then you have not yet connected your audio. Click the **Join Audio** headset icon and select either the **Phone Call** tab to join by phone or the **Computer Audio** tab to join by computer. If joining by phone be sure to use the dial-in phone number, Meeting ID and Participant ID given on the **Phone Call** tab. When your audio has been connected by phone the far-left icon will change to a handset labeled **Mute.** If joining by computer you can click the **Test speaker and microphone** link from the **Computer Audio** tab to run a helpful wizard to be sure you are using the intended speaker and microphone devices on your computer. When your audio has been connected by computer the far-left icon will change to a microphone labeled **Mute**. You can click the arrow next to the microphone icon to re-test or change your computer audio settings. Keep in mind that sometimes when you can't hear or be heard it could be the other party that has a problem. If you continue to have audio issues, contact the Service Desk at ServiceDesk@ucop.edu or 510-987-0457 or the Service Hub.

THERE IS A LOT OF STATIC/ECHO ON THE LINE

Static/echo is almost always caused by two people in close proximity who separately join the same Zoom meeting with audio or even one person who joins twice with audio, such as by phone and Computer Audio at the same time. This creates the situation where there is more than one audio source being transmitted, received and then subsequently retransmitted by each audio connection respectively, escalating in a progressively intensifying back-and-forth that causes severe feedback. To avoid this, only one audio source should connect to a Zoom meeting when within audio pick-up range of another, all other nearby audio connections should entirely disconnect from the Zoom meeting by hanging-up their phone line or leaving Computer Audio (select **Leave Computer Audio** from the drop-down menu next to the microphone icon at the far left of your meeting toolbar). Keep in mind that the dueling audio sources may not necessarily be near you but could instead be occurring at the location of another participant. For more information on Audio Echo see the article on the Zoom Support website: https://support.zoom.us/hc/en-us/articles/202050538

I CAN'T PLAYBACK MY ZOOM MEETING RECORDING FILE

Windows Media Player is typically the default player for Zoom meeting recording MP4 files and in Windows 7 it has an inherent limitation of 1920 x 1080 on the resolution it is capable of playing. Most Zoom meeting recording MP4 files will not exceed this limitation, however if your webcam or screen sharing monitor has a very high resolution (rare) then your recordings could exceed this Microsoft limitation. You can query the resolution of your Zoom meeting recording MP4 files by right-clicking of the file in Windows Explorer and selecting Properties then the Details tab to see if they exceed the Microsoft limitation.

HOW LONG ARE CLOUD RECORDINGS STORED?

Cloud recordings are stored for 120-days on the Zoom cloud before being automatically deleted. The automatic deletion cannot be overridden.

WHEN DOES A MEETING ID EXPIRE?

Your PMI (Personal Meeting ID) never expires. Randomly generated instant meeting IDs (those NOT utilizing your PMI) expire when the instant meeting ends. A non-recurring meeting ID will expire 30 days after the meeting is scheduled or started. Be sure not to start a non-recurring meeting more than 30-days prior to when scheduled or the meeting ID will expire before the meeting occurs. A recurring meeting ID will expire 365 days after the meeting is started on the last occurrence.

CAN ZOOM BE USED FOR BASIC AUDIO-ONLY DIAL-IN MEETINGS?

Yes. To host an audio-only Zoom meeting simply dial the join by telephone number (or dial **✱4** from a UCOP office desk phone or Jabber softphone) and enter your Meeting ID and Host Key when prompted, this will start your meeting. Be sure that you have enabled the **Telephone** or **Both** option for your Zoom meeting Audio setting because an Audio setting of **Computer Audio** alone would preclude dial-in by phone. Note: If you have enabled the **Join before host** option for your meeting you will not be prompted for host key as this makes your meeting "hostless" and all dial-in callers join instantly as participants. For more information on joining a Zoom meeting by phone see the article on the Zoom Support website: https://support.zoom.us/hc/en-us/articles/201362663-Join-by-Telephone

WHEN SHOULD I USE CLOUD RECORDING VS. LOCAL RECORDING?

If you record a Zoom meeting you should almost always select the **Record on this Computer** option to store the recording on your local computer or network drive. Local recording is the most cost effective choice and affords you the most flexibility with what you do next. For example you could keep the local recording on your computer for your own reference, you could archive the recording to a box account or SharePoint site, you could post the recording to a streaming server of your choice. The only time you may want to consider selecting the **Record to the Cloud** option to store the recording on the Zoom cloud is if you want to temporarily (120-days) make it available to others to download or stream directly from the Zoom cloud. Recording storage on the Zoom cloud is limited to 2TB total space for ALL UCOP Zoom users to share and once capacity is reached further cloud recordings are not possible. Cloud recordings are automatically deleted after 120-days. Further information about Local Recording can be found at: support.zoom.us/hc/en-us/articles/201362473-Local-Recording

CAN I ASSIGN MY ZOOM SCHEDULE PRIVILEGES TO SOMEONE ELSE?

Yes. You can assign your Zoom schedule privilege to one or more people of your choosing provided they also have a UCOP Zoom account. Note that the Zoom scheduling privilege is for creating meetings in Zoom and not for creating Outlook meeting invitations to Zoom meetings which is a separate delegation done in Outlook. To assign your Zoom scheduling privileges go to the **Other** section under the **Meeting** tab of your Meeting Settings and click the **✛** symbol next to **Schedule Privilege** then enter the email address of one or more people. For more information on **Scheduling Privilege** see the article on the Zoom Support website: https://support.zoom.us/hc/en-us/articles/201362803-What-is-Scheduling-Privilege-

WHEN ARE ZOOM ACCOUNTS DELETED?

Zoom accounts are deleted after a 6-month period of inactivity has been noted or when an off-boarding notice or customer request is received by the Service Desk or Telecommunications Services group indicating that either a separation has occurred or that a Zoom account is no longer needed.

HOW DO I ACCOMMODATE MORE THAN 300 PARTICIPANTS?

A Zoom user account allows up to 300 Zoom meeting participants. In the event that a Zoom meeting will need to accommodate a larger capacity, the 300 participant limit can be increased for a specific meeting. The participant capacity is increased by applying a special add-on license to the Zoom user account which created the Zoom meeting just for the day/time/duration of that Zoom meeting. You must reserve the add-on through Outlook Calendar and, if available, it will subsequently be applied to the applicable Zoom user account by IT. The owner of the Zoom user account hosting the Zoom meeting would reserve an add-on increasing their meeting capacity to 500 participants by reserving the add-on just as they reserve a room in Outlook Calendar.

CAN I SPECIFY SOMEONE ELSE AS A HOST FOR MY ZOOM MEETING?

Yes. You can specify in advance an alternative host for your Zoom meeting provided they also have a UCOP Zoom account or during a meeting you can make any participant a host. To specify in advance an alternative host for one of your Zoom meetings you may either schedule a new meeting or edit an existing meeting from the Meetings section of your Zoom account webpage and then enter the email address of one or more people in the **Alternative Hosts** field of the meeting settings. During a meeting you may make another participant a host by either right-clicking on their video pane and selecting **Make Host** or selecting **Manage Participants** from the meeting toolbar then selecting the **More** button beside the participant you wish to make host and then selecting the **Make Host** option. For more information about **Alternative Host** see the article on the Zoom support website: https://support.zoom.us/hc/en-us/articles/208220166-Alternative-Host

WHY IS THE SAME PERSON SHOWING AS TWO PARTICIPANTS?
WHAT IS PARTICIPANT ID?

When a participant joins a Zoom meeting via their computer for video and choses to dial-in by phone for their audio (instead of using Computer Audio) they will show/count as two separate participants. Zoom alleviates this by providing a unique **Participant ID** to every computer participant that dials-in by phone for their audio. When the **Participant ID** is used their video and phone connections will be unified to show/count as a single participant. Zoom will display their **Participant ID** (with the dial-in phone numbers and Meeting ID) when they join a Zoom meeting by computer and select the **Phone Call** tab from the **Chose ONE of the audio conference options** pop-up window. They can then place their audio dial-in call and enter their **Participant ID** on the phone dial-pad when prompted. If they've placed their audio dial-in call before joining by computer then they can still enter their **Participant ID** on the phone dial-pad by pressing # then their **Participant ID** and # again (#xx#).

I THOUGHT I WAS MUTED

Prior to Zoom version 4.1 the Host can unilaterally unmute any or all individual Participants in their Zoom Meeting using the Host meeting controls. When you are unmuted by the Host you will receive notification either via a banner, momentarily displayed across your Zoom screen, or via a verbal message played through your dial-in phone connection. To prevent the Zoom meeting Host from unmuting your audio be sure you are running Zoom version 4.1 or later or utilize the autonomous mute capability of your specific audio device, if equipped – audio devices such as a desk phone, headset or softphone client (Jabber) will often be equipped with mute buttons of their own that are not controlled via the Zoom application.

MY MEETING PASSWORD KEEPS CHANGING

When you enable the **Require meeting password** option for any Zoom meeting which uses your Personal Meeting ID then the requirement for a password and the password itself will apply for all of the Zoom meetings using your Personal Meeting ID, even if that was not your intent. To avoid this you should use a different Meeting ID for Zoom meetings intended to have different passwords. By NOT selecting the **Use Personal Meeting ID** option when creating a new Zoom meeting, Zoom will randomly generate a unique Meeting ID that can therefore have a unique password. Also remember that a meeting password will ONLY apply to online participants and not dial-in participants unless you also enable the **Generate and require password for participants joining by phone** option found in the **Schedule Meeting** section under the **Meeting** tab of your Meeting Settings.

WHAT DOES THE PADLOCK ICON MEAN?

The 🔒 padlock icon on your Zoom screen is your assurance that the content of the Zoom meeting you are in is encrypted to provide an added layer of security. This encryption is required for UCOP Zoom meetings. For technology geeks the encryption is at the application layer using TLS 1.2 with Advanced Encryption Standard (AES) 256-bit algorithm.

HOW DO I INTEGRATE MY CALENDAR WITH THE ZOOM DESKTOP CLIENT?

Calendar integration allows the current day Zoom meetings on your calendar (if they include a join link) to appear under meetings on the Zoom desktop client with a convenient **Join** button. First enable the **Calendar Integration** option found in the **Schedule Meeting** section under the **Meeting** tab of your Meeting Settings. Then click on the **Add a Calendar Service** link that appears. Select **Office 365** as your calendar service. Enter your standard UCOP ID username, plus "@ucop.edu" as your **Office 365 account email address** (example: jdoe@ucop.edu). Enter your standard UCOP ID password as the **Office 365 account email password**. Accept the default entry for **EWS URL** of: https://outlook.office365.com/EWS/Exchange.asmx. Click the **Authorize** button. For more information on **Calendar Integration** see the article on the Zoom Support website: https://support.zoom.us/hc/en-us/articles/360000488243-Desktop-Client-Calendar-Integration

HOW DO I USE ZOOM FOR CHAT/INSTANT MESSAGING?

Zoom is an excellent Chat/Instant Messaging platform as there are over 1,800 UCOP employees preloaded in your Zoom contacts and over 50,000 other UC employees system-wide with Zoom accounts who you can add to your Zoom contacts to chat with. The Zoom desktop client or mobile app is used to send/receive chats. It is recommended you select one of the automatic start options in the desktop client's General Settings so that the Zoom client is available and ready to notify you of received chats. It is also recommended you select **All messages** for message notification in the desktop client's Chat Settings. To send or read chats/instant messages just select **Chat** from the navigation panel on the Zoom desktop client or Zoom mobile app home screen. Zoom has an excellent video available with further instruction on Zoom Chat/Instant Messaging: https://www.youtube.com/embed/gSOdkC8W-iM

"PLEASE WAIT FOR THE HOST TO START THIS MEETING" BUT THAT'S ME!

If you are trying to join your own Zoom meeting but are told to wait for the host to start the meeting it's because you have not signed in to your Zoom account and therefore Zoom does not know you to be the host. Here's what you do: If joining via computer or mobile device you must login/sign-in to your Zoom account using the link on the **waiting for host** screen or if joining by phone you must enter your **host key**. You can also sign-in to your Zoom account via your Zoom account webpage, desktop client or mobile app and then start the meeting from there.

I'M THE MEETING HOST, WHERE ARE MY HOST CONTROLS?

If you are "hosting" one of your Zoom meetings but don't have any host controls like **record** or **mute/unmute all** it is most likely that you have the **join before host** option enabled in the settings for your meeting and have joined as a participant instead of the host. For Zoom to recognize that you are the host you must first be signed-in to your Zoom account via your Zoom account webpage, desktop client or mobile app and then start the meeting from there. If you disable the **join before host** option for the Zoom meeting then you will be assured that you are joined as the host because the meeting may not begin until you first sign-in to your Zoom account and start it. For more information about the **join before host** option see the article on the Zoom support website: https://support.zoom.us/hc/en-us/articles/202828525-Join-Before-Host