

ZOOM FREQUENTLY ASKED QUESTIONS

FOR UNIVERSITY OF CALIFORNIA, OFFICE OF THE PRESIDENT USERS

TABLE OF CONTENTS

WHAT IS THE URL FOR ZOOM?	1
HOW DO I CREATE A ZOOM ACCOUNT?	1
HOW DO I SIGN IN TO ZOOM?	1
HOW DO I INSTALL ZOOM?	1
HOW DO I START AN INSTANT MEETING?	1
CAN I USE MY PERSONAL MEETING ID FOR ALL MY ZOOM MEETINGS?	1
HOW DO I SCHEDULE A MEETING IN THE FUTURE?	2
WHAT IS THE DIAL-IN NUMBER FOR ZOOM?	2
HOW DO I JOIN A MEETING?	2
HOW DO I SHARE MY SCREEN?	2
WHERE CAN I GET ZOOM TRAINING?	2
WHAT DOES ZOOM COST?	3
WHY DOESN'T THE UNIVERSITY USE A ZOOM TOLL-FREE NUMBER?	3
HOW DO I GET THE ZOOM PLUGIN/ADD-IN FOR MICROSOFT OUTLOOK?	3
MY VIDEO/CAMERA IS NOT WORKING	3
DOES ZOOM WORK FROM CLOUD COMPUTING?	3
I AM HAVING TROUBLE HEARING OR BEING HEARD	4
THERE IS A LOT OF STATIC/ECHO ON THE LINE	4
CAN ZOOM BE USED FOR BASIC AUDIO-ONLY DIAL-IN MEETINGS?	4
WHEN DOES A MEETING ID EXPIRE?	4
WHEN SHOULD I USE CLOUD RECORDING VS. LOCAL RECORDING?	5
HOW LONG ARE CLOUD RECORDINGS STORED?	5
I CAN'T PLAYBACK MY ZOOM MEETING RECORDING FILE	5
CAN I ASSIGN MY ZOOM SCHEDULE PRIVILEGES TO SOMEONE ELSE?	5
CAN I SPECIFY SOMEONE ELSE AS A HOST FOR MY ZOOM MEETING?	5
WHEN ARE ZOOM ACCOUNTS DELETED?	6
HOW DO I ACCOMMODATE MORE THAN 100 PARTICIPANTS?	6
WHY IS THE SAME PERSON SHOWING AS TWO PARTICIPANTS? WHAT IS PARTICIPANT ID?	6
I THOUGHT I WAS MUTED	6
MY MEETING PASSWORD KEEPS CHANGING	6
WHAT DOES THE PADLOCK ICON MEAN? WHY CAN'T I TRANSFER A FILE IN A ZOOM MEETING?	7

WHAT IS THE URL FOR ZOOM?

[Top](#)

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?

[Top](#)

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 UCOP User name and password (your standard UCOP ID). 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?

[Top](#)

From a browser go to ucop.zoom.us. Click the Sign-in link or the Sign-in button and login using your UCOP User name and password (your standard UCOP ID). 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 UCOP User name and password. You may also receive a Multi-Factor Authentication (MFA) challenge when logging-in to Zoom.

HOW DO I INSTALL ZOOM?

[Top](#)

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](https://zoom.us/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?

[Top](#)

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 **Start with/without Video 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?

[Top](#)

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?

Top

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?

Top

The US **West-Coast** dial-in toll numbers for Zoom are **408-638-0968** and **669-900-6833**. 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 under the **Global Dial-in Countries** section of your [Meeting Settings](#). You can separately define the default dial-in toll number for your PAC meetings, if used, under the Global Dial-in Numbers field of your [Personal Audio Conference](#) section. 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?

Top

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?

Top

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->

WHERE CAN I GET ZOOM TRAINING?

Top

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?

Top

The agreement between Zoom and the University of California provides an individual PRO education license for each basic 100-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 funded through the departmental recurring IT Utility Fee. 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?

Top

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?

Top

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

Top

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?

Top

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

Top

Hover over the bottom of your Zoom meeting screen to make the meeting toolbar visible. Click on the headphone or microphone icon on the far left of the toolbar. If using dial-in (phone Call) audio click the **Phone Call** tab and assure you are dialing the phone number given and are entering the correct Meeting ID from your phone line. If using Computer Audio click the **Computer Audio** tab and click the **Test Computer Mic & Speakers** link then verify you have selected the correct Speaker and Microphone for your audio. Use the **Test Speaker** and **Test Mic** buttons to verify your selections are working, check the **Automatically adjust microphone** box. Exit the Test Computer Audio window and click on the **Join Audio Conference by Computer** button. 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

Top

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 sources 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>

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

Top

Yes. There are a couple different ways to use Zoom for simple basic audio conference calling. One way is to set-up a standard Zoom meeting as "hostless" by enabling the **Join before host** option in the meeting definition and also assuring that the **Both** option is selected for audio. This will allow everyone to join this Zoom meeting as a participant using either dial-in phone or Computer Audio – without a host needing to first start the meeting online. This method has the advantage of also being available to include web/screen or video sharing, if you wish, and for the host to subsequently join online to access host controls. The second way is using **PAC (Personal Audio Conference)** which is an optional feature available in every Zoom account. Once you enable your optional PAC feature it provides you with two dedicated Meeting IDs you can use for simple audio-only, dial-in only, meet-me style audio conference meetings. No Computer Audio, No web sharing, No video conferencing – just basic dial-in audio-only conferencing. Enable your PAC feature from your Zoom account webpage under the [Personal Audio Conference](#) section by clicking on the "Enable personal audio conference" link. For more information on hosting a PAC meeting see the article on the Zoom Support website: <https://support.zoom.us/hc/en-us/articles/205172455-Hosting-a-Personal-Audio-Conference-meeting>

WHEN DOES A MEETING ID EXPIRE?

Top

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.

WHEN SHOULD I USE CLOUD RECORDING VS. LOCAL RECORDING?

[Top](#)

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

HOW LONG ARE CLOUD RECORDINGS STORED?

[Top](#)

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

I CAN'T PLAYBACK MY ZOOM MEETING RECORDING FILE

[Top](#)

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.

CAN I ASSIGN MY ZOOM SCHEDULE PRIVILEGES TO SOMEONE ELSE?

[Top](#)

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 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->

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

[Top](#)

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. You can not specify an alternative host for your Personal Audio Conference Meetings. 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. Further information about **Alternative Host** can be found at: <https://support.zoom.us/hc/en-us/articles/208220166-Alternative-Host>

WHEN ARE ZOOM ACCOUNTS DELETED?

[Top](#)

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 100 PARTICIPANTS?

[Top](#)

A Zoom user account allows up to 100 Zoom meeting participants. In the event that a Zoom meeting will need to accommodate a larger capacity, the 100 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 either 300 or 500 participants by reserving the add-on just as they reserve a room in Outlook Calendar.

WHY IS THE SAME PERSON SHOWING AS TWO PARTICIPANTS?

[Top](#)

WHAT IS PARTICIPANT ID?

When a participant joins a Zoom meeting via their computer [for video](#) and chooses 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


[Top](#)

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

[Top](#)

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 of your [Meeting Settings](#).

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. Because the Zoom meeting is encrypted file transfer is not available, however in stand-alone chat sessions file transfer is available.