

ZOOM FREQUENTLY ASKED QUESTIONS

FOR UNIVERSITY OF CALIFORNIA, OFFICE OF THE PRESIDENT USERS

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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 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?

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 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.

HOW DO I INSTALL ZOOM?

The first time you start or join a Zoom meeting from your 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**.

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 **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.

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 number for Zoom is **408-638-0968**. The US **East**-Coast dial-in toll number for Zoom is **646-558-8656**. The dial-in toll numbers from over 70 countries can be found at zoom.us/zoomconference. You can define the default dial-in toll number for your standard Zoom meetings under the **Global Dial-in Numbers** 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?

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->

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 education license for each basic 50-participant user account subscription at the initial cost of \$9.99 per year with additional reductions should certain subscription targets be achieved. The agreement also provides discounts for various add-on items such as larger meeting capacities, webinars, toll-free use and additional recording storage capacity.

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

Before downloading and installing the Zoom Plug-in for Microsoft Outlook you must 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. Then just visit zoom.us/download and click on the [download](#) button for the **Zoom Plug-in for Microsoft Outlook**.

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. Remember 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](#).

I AM HAVING AUDIO ISSUES. WHAT DO I DO?

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. Remember 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](#).

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

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 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 (60-days) make it available to others to download or stream directly from the Zoom cloud. Recording storage on the Zoom cloud is limited to 1TB 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 60-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?

Cloud recordings are stored for 60-days on the Zoom cloud before being automatically deleted.

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.

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 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.

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.

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 **Schedule Privilege** section of your [Meeting Settings](#) and click the **Add** link then enter the email address of one or more people.

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. 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 click the **Advanced Options** link in the meeting definition then enter the email address of one or more people to be an alternative host. 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.

HOW DO I ACCOMMODATE MORE THAN 50 PARTICIPANTS?

A Zoom user account allows up to 50 Zoom meeting participants. In the event that a Zoom meeting will need to accommodate a larger capacity, the 50 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 100, 200 or 300 participants by reserving the add-on just as they reserve a room in Outlook Calendar.