



## FAQ: Frequently Asked Questions

### *What is Zoom?*

Zoom is an audio/video web conferencing service in the cloud.

Zoom Video Communications provides free Zoom Basic accounts that are capable of unlimited web conferences up to **40 minutes** in length. There are paid Zoom Pro/Business/Enterprise accounts that enable unlimited web conferences for up to **24 hours** in length.

Having a Zoom account enables you to book web conference meetings with anyone anywhere while using a desktop computer, laptop, or mobile device, (such as a cell phone or iPad).

### *Why should I use Zoom?*

Zoom is essential during the pandemic to enable social distancing to stop the spread of the virus. It is also a great alternative to meeting in person and saves the cost and time of travelling to other locations. Zoom can be used by our organization internally and externally for activities such as:

- A Staff or Board meeting
- An Annual General Meeting
- A public speaker series event

### *How many participants can join a Zoom meeting?*

With a free basic account: **100 participants** per meeting.

Note: Meetings can't be recorded (?) Maximum meeting length is 40 minutes.

With a paid account: **100 participants** per meeting or more. You decide the number of participants when you pay. The cost increases as you select higher numbers of participants.

Note: Meetings can be recorded. Maximum meeting length is **24 hours**.

### *How many participants can be seen at one time in a Zoom meeting?*

Up to **49 participants** can be viewed onscreen. Otherwise, participants are displayed on two pages. If the meeting has 49 or fewer people, all participants will be displayed on a single page.

### *Do I need my own Zoom account?*

Yes: if your goal is to schedule or moderate meetings.

No: if you're only attending as a participant in a meeting.

### *How do I get a Zoom account?*

To obtain a free Zoom account please click here: <https://zoom.us/freesignup/>

To obtain a paid Zoom account, select and pay for your plan here: <https://zoom.us/pricing>

### *Do I need any special equipment to hold a Zoom meeting?*

Yes, you need Zoom software, Internet access, a webcam and a headset, *or* built-in microphone and speakers. Most laptops have a built-in camera, microphone and speakers.

For video meetings:

- A laptop or desktop computer equipped with a web camera and a USB headset with built-in microphone, *or*
- Mobile device with the free Zoom app, *or*
- A regular telephone set, *or* one with a speaker phone

For audio meetings:

- A laptop or desktop computer with a USB headset with built-in microphone, *or*
- Mobile device with the free Zoom app, *or*
- A regular telephone set, *or* one with a speaker phone

### *Where would I get a web camera and a headset with microphone?*

These can be purchased online or at electronics places such in London Drugs, Best Buy or other stores.

- Logitech HD webcam
- Logitech USB headset with microphone

### *Do you need a camera or webcam on your computer to use Zoom?*

While you are not required to have a webcam to join a Zoom Meeting or Webinar, you will not be able to transmit video of yourself. You will continue to be able to listen and speak during the meeting, share your screen, and view the webcam video of other participants.

Most laptops have a built-in camera, microphone and speakers.

### *Can I get online live training on Zoom?*

Yes, online self-help training is available through the Zoom video training web page here:

<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-video-tutorials>

### *How do I avoid Zoom bombing?*

Security has been greatly improved by Zoom. However, if you wish to take full steps to avoid zoom bombing the following steps, *and more*, are recommended:

- Never use your personal meeting ID. Each Zoom user has a personal meeting ID—think of it as your Zoom phone number
- Always use a meeting password
- Use Zoom's waiting room feature
- Mute audio and disable video for meeting attendees
- Turn off screen sharing for everyone but the meeting host/co-host

### *Is a Polling feature included in Zoom accounts?*

Yes. Licensed (paid subscribers) can utilize polling in their meeting.

To learn how to use this advanced feature:

<https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings>

### *Does Zoom offer end to end encryption?*

End to end encryption is an important privacy feature for some Zoom users.

Zoom offers an end-to-end encryption (E2EE) that is an add-on that must be selected and turned on. For more information see:

<https://blog.zoom.us/zoom-rolling-out-end-to-end-encryption-offering/>

### *Why use the Zoom app when moderating a meeting?*

An event moderator is the MC (master of ceremony) of the event. He or she is there to make sure the speakers can do the best job and the audience gets the most out of the day or session. A moderator introduces speakers. He or she also makes sure the speakers stick to the time. The moderator asks and moderate questions.

Host controls allow you as the host to control various aspects of a Zoom meeting, such as managing the **Participants** and **End meeting for all**. You can make another participant a co-host, start breakout rooms, or move participants from one breakout room to another.

Do a dry run to become familiar with the session content and Zoom settings and options. Provide opportunities for participants to interact. For example, include features such as application sharing, web tours, multimedia and polling. Open web pages and applications needed for application sharing before session begins.

### *How do I hold a webinar?*

To hold a webinar, you first need to purchase a Zoom account with webinar capability:

<https://zoom.us/pricing/webinar>

For general information on Zoom webinars:

<https://zoom.us/webinar>

### *What technical support is available for Zoom?*

Zoom online technical support:

<https://support.zoom.us/hc/en-us>

To contact Zoom support by online submission, chat, or phone:

<https://support.zoom.us/hc/en-us/articles/201362003>

## FAQ: Zoom Recording

Recording meetings and webinars can be very helpful, enabling those who missed to catch up. You can record webinars, educational pieces, and more.

### *Can I make recordings with Zoom?*

Yes. But first it is ethical and recommended to have consent from all participants before recording a Zoom meeting.

See the Zoom Recording page for detailed information about recording a Zoom meeting or webinar:

<https://support.zoom.us/hc/en-us/sections/200208179-Recording>

### *Does free Zoom allow recording?*

Local recording is available to free and paid subscribers, but is not supported on iOS or Android cell phones or iPads. Local recording allows participants to record meeting video and audio **locally to a computer**.

(The recorded files can later be uploaded to a file storage service like Dropbox, Google Drive, or a streaming service like YouTube or Vimeo.)

Licensed users, i.e., paid subscribers, can choose to store their Zoom recordings on their local computer or in the **Zoom cloud**.

### *Can participants record a Zoom meeting?*

By **default**, only the host can initiate recording in Zoom. If another participant would like to record, the host will need to provide permission to that participant during the meeting.

Now with “Callnote video recorder” a participant can capture a Zoom meeting you're attending even without the host's permission or acknowledgment.

### *Will Zoom know if I screen record?*

Yes. Zoom will always notify meeting participants that a meeting is being recorded using the Zoom Record feature.

It is not possible to disable this notification. For participants joining by computer or mobile device, the screen will display a recording notification.