



Zoom Frequently Asked Questions and Troubleshooting

– Zoom @ Western U: Frequently Asked Question

● What is Zoom?

Zoom enables video, audio and screen share meetings to occur anytime, anywhere, with anyone from PC's, laptops, tablets and Fixed Conference rooms

● Does Zoom work over Western Wifi?

Yes, make sure your device has a steady signal - especially if you are the host

● How many people can join my Zoom meeting?

50 by default. Teaching & Executive staff can request additional access to host Large meetings

● How many people can attend a Zoom Webinar?

Up to 500 attendees (watch, listen, chat, poll) and 25 Interactive Panelists (audio, video, share)

● How do I get access to host Zoom Webinars and large meetings?

Teaching & Executive staff can request this access via the MyIT portal myit.westernsydney.edu.au

● Is there a time limit on the length of a Zoom meeting?

No. Zoom meetings can go from 5 minutes to 5 hours as needed

● Can non UWS participants join my Zoom meeting?

Yes. Participants can be anywhere in the world

Only current staff & students of Western U can host a Zoom meeting

● Can I include a UWS Fixed Conference Room in my Zoom meeting?

Western U staff can call a Conference Room and share content wirelessly with all participants and rooms
Separate knowledge articles available

– Zoom use in Teaching

● Can I use Zoom in my teaching?

Yes. Once staff are familiar with Zoom, it can be used for hosting online tutorial discussions and larger Webinars with students as well as staff. Students can also host their own Zoom discussions

● Is Zoom integrated with vUWS?

This functionality is currently under trial, LTI integration may be added in the coming months

● Will Zoom replace Collaborate at Western U?

Not at present, both platforms are available and will coexist

- Use Zoom when you need more than 6 video attendees, to share video content, for simple drop in rooms or you wish to record and then edit the mp4 video file before publishing
- Use Collaborate when you need an interactive whiteboard, break out rooms, or shared files

● What's the best approach to using Zoom in teaching?

Use the Scheduling feature of Zoom to create a recurring meeting with the settings and title of your teaching unit. Issue the meeting invitation or Webinar URL to students via vUWS

● Does Zoom work in all teaching spaces?

No, compatibility is limited at the present time. The microphones and cameras in our teaching spaces are not currently integrated with Zoom or any other real time online systems. Opportunities for this are being considered as part of the Virtual Face to Face project



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● Zoom Recording

● Who can record a Zoom meeting or Webinar?

By default only the host of a Zoom meeting can record

The host is responsible to ensure compliance of any recording with Western U Privacy/Copyright Policies

All participants **must** be made aware in advance when a meeting is being recorded, and informed of how that recording will be used and/or retained

● How large are Zoom recordings?

On completion of a Zoom meeting, the Zoom client will convert any recorded segment of the meeting to an MP4 file. The size of this file will vary depending on the meeting content. As an approximation:

1 minute recording = **10 second conversion** time, **2mb file size**

1 hour recording = **10 minute conversion** time, **100mb file size**

● Where are Zoom recordings stored?

By default Zoom recordings are stored in your **My Documents/Zoom**. The default save location can be changed via the Zoom application settings menu and uploaded to vUWS or Echo360 as appropriate

● How can I Edit my Recorded Session?

You can edit MP4 files using video editing tools such as Movie maker (Win), iMovie (Mac) or advanced software such as Adobe Premiere or Apple Final Cut X. As standard practice, trim any unnecessary content from the start and end of any recording

● Troubleshooting Degraded Audio

● I am getting audio feedback

Make sure there is only 1 active microphone and speaker system in use in each physical room

Adjust the location of the microphone and speaker if possible (separate as much as possible)

Your speaker volume may be set too loud

Where possible, use an external headset or headphones

● There is significant background noise

Position the microphone closer to you if possible

Try to find a quiet location free of echo

Where possible, use an external headset or headphones

● You can hear your own voice

The person on the other side must turn down their speaker volume

The person on the other side should move or point the microphone away from the speaker

● The sound is robotic, cuts off words

Likely caused by slow Internet connection

Close applications that use the internet - **Youtube, Netflix, Gaming**

Move closer to your router if using wireless or use a wired connection if possible

Turn off video in Zoom (allowing more bandwidth for audio)



Desktop Application FAQ

- I Cannot Install the Zoom App

- Restart your computer
This is the easiest and most effective solution
- Ensure your device is up to date
Perform system update
- OSX - Temporarily allow non app store installations
Security & Privacy settings accessed System Pref.
- Download the Zoom Installer again
Your downloaded file may be corrupted
- Ensure there is enough disk space to install
Zoom requires 25mb of device storage space


- Audio/Video not working

- Make sure audio/video is not muted during meeting
- Check USB camera and microphone connections
Make sure they are plugged in
- Make sure you are using the correct input device
Zoom settings > Audio/Video
- Restart the Zoom App and your computer
- Re-install Zoom

- I Cannot sign into the Zoom App

- Select the **SSO** (Single Sign On) sign on option
Sign In with your MyUWS account name + password
- Ensure you are signing into **uws.zoom.us**
- Do not use Chrome
It does not work on the UWS ethernet network.
- Federation prompt will automatically store your info
Check do not remember credentials
Clear Apple Keychain

- Quick tips

- When signing in, always select **SSO**
Site URL **uws.zoom.us**
- Do not use Google Chrome when signing in via the web
- You cannot delegate scheduling a Zoom meeting with the Outlook plugin
- Carefully setup your default meeting settings via **uws.zoom.us**
You may have multiple camera/microphones, select the correct input device in Zoom settings
- The host of a meeting must give you permission to record a Zoom Meeting
 This icon (top left or right) indicates your meeting is being recorded

Mobile Application FAQ

- Trouble Installing the App

Functionally all Zoom applications are broadly similar across desktop and mobile devices. Slight variations are platform and hardware dependent.

- Troubleshooting Advice

Video/Audio issues

Most video quality issues are related to the strength of your Internet connection. Your device may also have two cameras

Quick Tips

- Check your Internet connection
- Make sure you have download the correct mobile App from the Apple **App Store** or Google **Play Store**
Search Zoom Cloud Meetings
- You will require a personal Apple ID or Google account to download the Zoom Mobile App
- Update and restart your device
- Where possible use a headset or headphones
- Video/audio may be on **mute** in the meeting toolbar
- The meeting host may have disabled video/audio
- Make sure you have selected the correct camera
- Ensure you are not accidentally covering a camera or the microphone on your device
- Users can login to Instant Messaging on one desktop and one mobile device (tablet/phone) at any time
- Tap screen to bring up the in-meeting toolbar
- There are slight functional differences between platforms on desktop, tablet and mobile