

# Zoom FAQ

Last Modified on 08/16/2023 10:06 am EDT

Questions and troubleshooting tips that will help you use Zoom meetings at Wharton.

Some early adopters at Wharton created Wharton Zoom accounts, but now the accounts are managed by Penn. If you still have a Wharton Zoom account you should [migrate it to Penn's instance](#).

## Table of Contents:

- [Accessing Zoom](#)
  - [Setting Up](#)
  - [Ways to Join](#)
  - [About Meetings](#)
  - [Meeting Capacities](#)
- [Using Zoom](#)
  - [Managing Meetings](#)
  - [Features](#)
- [Recordings](#)
  - [Zoom Recordings Autodeleted after 121 days](#)
  - [Zoom Records for meetings scheduled via Canvas](#)
- [Error Messages and Troubleshooting](#)
  - [Audio/Video Problems](#)
  - [Screen Sharing](#)
  - [Authentication and Account Errors](#)
  - [No Meetings Listed in Canvas](#)
- [Zoom Webinars](#)
- [More Resources](#)

## Accessing Zoom

### Setting Up

- **Internet Connection:** We recommend at least **10 Mbps/download** speed and **5 Mbps/upload** speed. Use [fast.com](#) to determine your internet speed.
- **Browser/Client Requirements:**
  - Latest version of the Zoom Desktop Client or Mobile App.
  - For web client, see [minimum browser requirements](#)
- **Account needed?**
  - To **participate** in a meeting, NO account is needed.
  - To **schedule** or **moderate** a meeting: log in with your PennKey at [upenn.zoom.us](#) or launch the app.
- See Zoom's support site for [directions on downloading and using the Zoom client](#).

If you have a non-Intel Mac (M1, M2), you will need to use the Apple Silicon version of Zoom which you can download [here](#).

## Ways to Join

- **Client v. Web:** Check this link to compare the benefits of the [desktop client, app, and web client](#) experience.
- **Joining with multiple devices:** You can only log in with one of each kind of device; see [Zoom's article](#) for more information.

## About Meetings

- **Who Can Join a Meeting:** Anyone who is invited or has the link can join a meeting.
- **Transcriptions/Captioning:** Live Automatic transcriptions are available [through Penn's Zoom account](#).

## Meeting Capacities


- **Participant Limit:** You can have up to 300 participants in one meeting.
- **Maximum Meeting Length:** 24 hours.
- **Gallery View:** 50 (including your video preview) if you meet the [hardware requirements](#).
- **Breakout Rooms:** 100 [breakout sessions](#) can be created, either [pre-assigned](#) ahead of time or randomly assigned in real time. More about the [participant experience here](#).
- **Large Meeting Capacity:** Up to 1000 (requires Add On).
- **Webinars:** Up to 3000 (requires Add On).

## Using Zoom

[^Top](#)

### Managing Meetings

- **Scheduling Meetings (Faculty):** Please visit [Video Conferences for Instruction](#) to learn how to schedule a Class Meeting through Canvas.
- **Scheduling Meetings (All Users):** Please visit [Video Conferences](#) to learn how to schedule meetings
- **Breakout Sessions:** Please see [Video Conference Features](#) for more information.
- **Security:** Users can restrict a meeting to anyone authenticated to a upenn.edu email address by visiting [upenn.zoom.us](#), going to **Settings > Meeting > Security** and turning on "Only authenticated users can join meetings."

**Only authenticated users can join meetings** 

The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting.

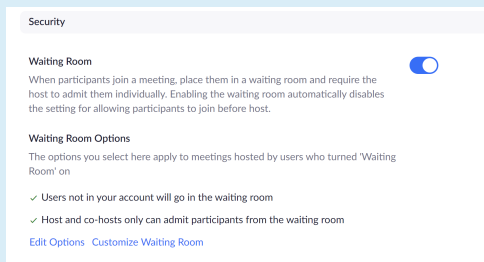
Modified [Reset](#)

#### Meeting Authentication Options:

Penn users only (Default)	<a href="#">Edit</a> <a href="#">Hide in the Selection</a>
Sign in to Zoom	<a href="#">Edit</a> <a href="#">Hide in the Selection</a>

**Note:** If you choose this security setting, make sure to **enable Waiting Rooms (Settings > Meeting > Security)** so participants who may not have a upenn.edu address can be manually admitted to the meeting. Waiting room options can also be configured so only users not in your account will encounter

them.



## Features

**Attachments in chat:** This setting is disabled in Penn Zoom.

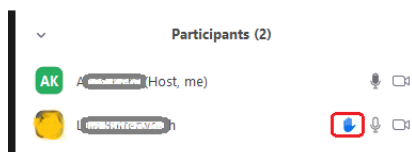
**Creating Zoom polls:** Once you have created a meeting in Canvas, click on the meeting title, scroll down to "Poll", and download the csv template. You can customize that template and upload it, right in that same section.

**Poll Everywhere:** Meeting participants can only see embedded Poll Everywhere slides in powerpoint (when in slide show mode) if the presenter shares their *entire screen*. See Penn's [Canvas article on Poll Everywhere](#) for more information.

**Note:** Penn's subscription to the Poll Everywhere software is currently only available to faculty as a tool; students who would like to set up polls should try an alternative solution such as Google Forms, which is available via students' Wharton Google account.

**Screen share Zoom:** Before a meeting in which you want to screen share your Zoom application, visit [upenn.zoom.us](http://upenn.zoom.us) and go to **Settings > In Meeting > Basic** and allow "Show Zoom windows during screen share." [Read More →](#)

**Raise Hand:** Students can use the Raise Hand feature to indicate they have a question. An easy way to monitor who has their hand raised is to keep an eye on the Participants list, where the hand will show up.



**Closed Captioning:** You can [set your account to enable closed captioning](#) for your meetings. Once this has been enabled, you and your attendees can turn on captioning on a per-meeting basis.

### Zoom Reporting:

1. Log in to <http://upenn.zoom.us>.
2. In the left-hand column, under "Personal" (or "Admin," depending on the access) click on **Reports**.
3. Click on the report that is called either **User** or **Active Hosts**.
4. Locate the meeting you wish to download the attendance report for. Towards the right-hand side, click on the number in the **Participants** column for that meeting.
5. Check **Export with meeting data**.

6. If you check "Show unique users," the report will combine multiple sessions for the same person. Note, the specific "join" and "leave" times will be replaced with the total number of minutes each person spent in the meeting.
7. Click on **Export**.

[^Top](#)

## Recordings

See also [Zoom Recordings](#)

### Zoom Recordings Autodeleted after 121 days

Penn Zoom stores cloud recordings of meetings for 120 days after their creation. Cloud Recordings are automatically deleted after 120 days (so their 121st day of existence). More information about Penn Zoom recordings can be found [here](#).

### Zoom Records for meetings scheduled via Canvas

Zoom meetings scheduled via Canvas and recorded are automatically uploaded to the Class Recordings tab (Panopto) in Canvas. **Beginning October 26, 2020, backup copies of Zoom recordings initiated through Canvas will not be stored in Zoom once the recordings have been moved to Canvas.** Instructors will still be able to access these recordings in Canvas. (Contrary to earlier announcements, **this will affect all recordings** -- recordings made prior to October 26 will also be removed from Zoom.)

**Class Recordings:** Recordings of Zoom meetings scheduled through Canvas and set to record in the meeting will automatically be uploaded to the Class Recordings tab of the Canvas site they were scheduled in. The upload in Class Recordings will include captions/audio transcript (if enabled in the meeting), Screen-shared content, chat, and both the gallery and speaker views. Included are breakout rooms, reactions/hand-raising, and polls.

**Breakout Room recordings:** Breakout Rooms can only be recorded manually by someone in the breakout room, no matter how the Zoom meeting was scheduled (via Canvas or not).

See [Zoom's instructions](#) for general information for creating Zoom recordings. More information on recordings at Wharton will be added to this document, so please check back.

[^Top](#)

## Error Messages and Troubleshooting

### Audio/Video Problems

For problems with audio or video quality, try these options [Read More →](#)

### Screen Sharing

If "Optimize Screen Sharing for Video Clip" is greyed out, the Host must allow only one person to share a screen at a time, rather than multiple.

## Black screen while Screen Sharing

If you're seeing a black screen when screen sharing enable "Use TCP connection for screen sharing" in the Advanced Screen sharing settings of your desktop client.

## Authentication and Account Errors

Send problem reports to [courseware@wharton.upenn.edu](mailto:courseware@wharton.upenn.edu) or contact [our support team](#) for further help.

## No Meetings Listed in Canvas

If you're logged into Canvas and click on the Zoom tab but don't see any meetings listed there are two potential reasons:

- Your professor didn't schedule any Zoom meetings as of yet.
- You're accessing Canvas via a link other than <https://canvas.upenn.edu>.

To solve this first log into Canvas via <https://canvas.upenn.edu>. If the Zoom tab still doesn't have any meetings in it, check with your professor.

## Zoom Webinars

[^Top](#)

**Livestream to YouTube:** This is enabled by default for all Penn Zoom users.

**Record and post online:** Once you record the session, it gets stored on your Penn Zoom account. It can be downloaded then uploaded to YouTube or other sites.

**Upgrade to 500 through 3000-person webinars:** We would have to purchase a net new add-on license. Rates can be found on ISC's website <https://www.isc.upenn.edu/pennzoom-rates>.

## More Resources

[^Top](#)

You can find a user guide that contains information for how to use this service at <https://support.zoom.us/hc/en-us> or contact a [Wharton Computing IT Representative](#)

---