

## **Zoom Services in TIFR**

**Note:** Some of the security features mentioned in this FAQ are effective from 11 May 2020

Zoom service in TIFR was started in the month of Jan 2020 with an initial subscription of two nos.. Later in the month of Mar 2020 the subscription was enhanced by 8 nos. to help departments to start e-class sessions. The below FAQ will answer some of the common questions raised by users.

1) What is a Zoom service ?

Zoom is a cloud based service, which can be used for VC (Video Conferencing), webinars etc.

2) Zoom service is it free or paid

Zoom service is free for one-to-one VC without time limit. Zoom is free for multi-party, more than three participants, with a time limit of 40 minutes. For a multi-party VC, more than three participants, with no time limit a paid subscription is required. Subscription needs annual renewal. More details on free and paid service is available in <https://www.zoom.us>.

3) Who is managing Zoom service in TIFR ?

Zoom in TIFR has two categories. a) Two subscription ID's are exclusively kept for scheduling VC meetings as and when request is raised. This is handled by ALT (Auditorium and Lecture Theater) team. b) Eight (8) Zoom subscription ID's are distributed to departments for conducting e-class sessions. This is handled by department secretaries or designated personnel from the school / department.

4) Whom to approach for scheduling Zoom VC meetings ?

VC meetings will be scheduled by ALT team. An E-mail request to [av@tifr.res.in](mailto:av@tifr.res.in) to be sent 24 hrs prior to meeting on working days and 72 hours prior to meeting during the weekends. The mail should include title of the meeting, start and end time of the meeting and the name of the person hosting the meeting. If a dedicated room is required for the meeting, it should be booked separately on datanet. To avoid inconvenience, book room before requesting to schedule a VC meeting. **PS:** E-class Zoom sessions will be scheduled by respective school / department.

5) Can we have Zoom VC meeting from individual's office / laptop / desktop

Yes. Please ensure you have compatible speaker / head phone, mic and camera to host / join the meeting.

6) Whom to approach to schedule a Zoom e-class session ?

Eight subscription ID's that are distributed to schools and departments to schedule e-class sessions is given below. Please approach the coordinator whose name is given along with the school / department to schedule a e-class session.

a) School of Maths (1 no.). Contact person: Prof. Amitava Bhattacharya

b) School of Technology Computer Science (1 no.). Contact person: Prof. Prahladh Harsha

c) Subject Board Physics (3 nos.). Contact person: Prof. Vaibhav Prabhudesai

d) Department of Chemical Sciences (1 no.). Contact person: Prof. Sri Rama Koti

e) Department of Biological Sciences (1 no.). Contact person: Prof. Ullas Kolthur

f) INO (1 no.). Contact person: Dr. Satyanarayana B

7) Is there any limitation the Zoom subscription we are using

All subscriptions used in TIFR are Zoom Pro. The maximum number of participants are limited to 100 including host.

8) Is recording feature available

Yes. However, by default it is not available. If recording is required, while raising the request, ask for it or the meeting host can enable it during the start of the meeting.

9) Are any specific devices not compatible to Zoom services.

As per Zoom website all devices with network access, like Desktop, Laptop, Tablet, Mobile (Android and Mac) are compatible to participate in the Zoom sessions. However, system requirements, recommended by M/s Zoom is available under the URL given below, needs to be met

<https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>

10) How to join the Zoom meeting / e-class session ?

a) If you have received an invite mail for the meeting, pl open the mail and click on the URL (link). Only for once, a piece of software will be downloaded

and installed on your device and will connect you to the meeting. For subsequent meetings, click on the link received and join the meeting. Some meetings are protected by password. Please enter the password received along with the invitation to join the meeting.

b) Users can download the Zoom client from <https://www.zoom.us> website and connect through the client

c) Users can open <https://www.zoom.us> and click on the link “JOIN A MEETING”

d) Mobile / tablet users have to download the Zoom app from Google Store or from Apple website and use it to join Zoom meeting.

11) What meeting controls will the host and participant have ?

The control depends on how the meeting is scheduled. Host will have full control on the meeting. Host can mute the participants mic and camera. Host can remove any participant. He can close the meeting anytime.

Participant can block his camera and mic. Participant can record the meeting, if feature is enabled, while scheduling the meeting.

Screen sharing is possible by both host and the participant. There are other features like Chat, hand rising, calendar function etc. Pl visit <https://www.zoom.us> to know more.

12) Can we have concurrent Zoom meetings ?

Yes. ALT team has two Zoom subscriptions. Two concurrent meetings can be hosted. Any additional meeting requests for the same time has to be postponed. To avoid conflicts, meeting will be scheduled on first come first served basis. E-mail request time stamp will be considered to schedule the meeting.

13) Procedure to be followed for meeting getting canceled

In the event of meeting getting canceled, the host has to inform the ALT group by e-mail. This will help to make use of the available resource to schedule other meetings.

14) Can I invite anyone to a Zoom meeting?

Yes. Anyone in the world can be invited to join a Zoom meeting by sending the Zoom link.

15) Whom to approach for any support ?

Zoom is user friendly and does not need much technical support. Internally TIFR ALT team is available for support. They can be approached on extension 2561 and 2521 and over e-mail.

16) Does the meeting host have to take any security measures while requesting Zoom meeting and while in the session ?

Yes. Due to recent alert on security issues in Zoom services, host need to be watchful. Some of the steps to be taken by host is given below:

- a) All Zoom meeting requests will be considered as confidential. By default, person sending e-mail request for Zoom link will be considered as meeting host.
- b) All meeting participants have to join the meeting using the password received over e-mail.
- c) A separate e-mail giving host key will be sent to meeting host. The key is confidential and should not be revealed or shared with others.
- d) Meeting host may acquire higher privilege to control the meeting using the host key sent over e-mail.
- e) Host will have additional privilege to lock the meeting, mute participants mic, block audio, remove any participant from the meeting, etc..

17) How to acquire meeting host role ?

By default person requesting Zoom meeting link over e-mail will be considered as meeting host. On scheduling the meeting, AV team will respond with an e-mail containing Zoom link with Zoom meeting ID and meeting password. Only meeting host will receive a separate e-mail with host key.

Meeting host can start the meeting at the schedule time. After successful initial completion of process, Zoom session window will open. If host wish to control the meeting, mouse over at the bottom of the Zoom window and click on the icon "Participants". Click on the name by which you entered the meeting. Click on option "Claim" and enter the six (6) digit Host Key received over e-mail. Once the host key authentication is complete, you will be meeting host and will have complete control of the meeting. Security Shield Icon will appear at the bottom of the Zoom window. Click on Security Shield Icon to exercise various meeting controls.

Meeting can be carried out if host do not wish to acquire the role of meeting host. However, there will be no control on participants. Meeting host role can be acquired by host at anytime during the meeting, using the host key, if required.

18) What if the host have to leave the meeting and meeting should continue ?

There are two scenarios here.

a) If the host has not claimed the role of meeting host

Host can leave the meeting by clicking on the “Leave Meeting” icon available at the bottom right corner of the Zoom window.

b) If the host has claimed the role of meeting host

Meeting host can leave the meeting only by assigning the role of meeting host to any one of the meeting participant. This is possible by clicking on the “Participants” icon available at the bottom of the Zoom window. List of participants will be displayed on the right side of the Zoom window. Select the participant name to whom meeting host role to be transferred, more options will be given. Select option “Make Host”.

On the right hand bottom corner of Zoom window, click on “Leave Meeting” icon to leave the meeting.

19) What if host cannot attend the meeting, but meeting needs to be conducted ?

For any reason if host cannot attend the meeting, participants can still conduct the meeting. Meeting host role can be claimed by any of the participants who has host key.

20) **Note:** The above procedure works seamlessly on Windows, Mac and Linux operating systems, if the Zoom client is at the supported version. Please refer the below link for supported operating system and flavors.

<https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>

To download the latest version of Zoom client, follow the below path

<https://www.zoom.us> >>> RESOURCES