UKRI Zoom Deployment Project Log File
FAQs (extracted from 'Questions' Tab)

		FAQs	
Ref	FAQ	Answer	Draft Answer
Q001	When do STFC Zoom licences expire	31/05/2019	
Q013	What are the charges for someone dialling in through telephony?	There are no additional connection charges for dialing into a zoom meeting beyond the cost of the call itself	
Q014	Are there Toll free accounts/options?		There is a toll free access number for the UK 800 031 5717 - and in many international countries - please see https://zoom.us/u/adU5lN9EC5
Q015	• Recordings, how much space does a user get, can admins increase, is it a pool?		Not aware of a per recording or per user limit, for all of UKRI the limit is 4TB and I believe it is pooled
Q019	What is a Host?		A Host is a person who has scheduled a Zoom meeting, (or who has had Host privileges transferred to them by the current meeting Host, eg., if current meeting Host needs to leave the meeting).

Q020	What is a Participant?	A Participant:
		- is an invitee in a meeting scheduled by someone with a Host license,
		- does not require a Zoom account in order to join a meeting,
		- can join a meeting from their phone, desktop, mobile and tablet devices:
		    - when they have downloaded Zoom client software on their device, and
		    - they know the meeting ID.
		- does not need a Zoom Account to join a Zoom meeting.	

Q021	What are the differences between a Zoom Basic Licence and a Zoom Pro Licence? Why should UKRI buy Zoom Pro Licences for users when the Zoom Basic Licence is free?	1. The Basic Licence has a 40 minutes time limit on meetings with three or more total participants. 2. Having Zoom Pro Licences means that UKRI can utilise Conference Room Connectors, meaning Zoom Client users can call into standards-based VC rooms, (like UKRI's VC rooms), and the UKRI VC rooms can make calls to join Zoom meetings, both inside UKRI and in other organisations, eg., collaboration partners.	
Q022	How many Participants can join a meeting?	Up to 100.	
Q023	What is the maximum length of a meeting?	24 hours for Zoom Pro Licence users, (which covers UKRI usage).	
Q024	What is Zoom?		Zoom is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to meet online, with or without video. Zoom users can choose to record sessions, collaborate on projects, and share or annotate on one another's screens.
Q025	Can I join a Zoom meeting without a licence (account)?		Yes. A Zoom licence (account) isn't required to attend a meeting.. ... Anyone can join a meeting using the Zoom mobile apps or desktop applications for Windows and Mac.
Q026	Can I host a zoom meeting without a licence (account)?		No. A user must have a Zoom licence (account) to host a meeting.
Q027	Is Zoom better than Skype?		Skype for Business has many of the same features as Zoom and so the determination of what is better than the other is down to the users point of view. However, zoom is a standards based solution and generally works with more other services (including Skype for Business). Zoom was selected for its ease of use and higher quality service.
Q028	What else does UKRI get with Zoom Pro?		Advanced Features A daily report. Reporting: Pro users get daily and usage reports on their account, including reports on new users, meetings, participants, and meeting minutes. Custom Personal Meeting ID Your personal meeting ID (PMI) is assigned to you automatically as a permanent virtual room. You can start it at anytime on-the-fly or schedule it for a future use. If you have a Pro plan, you can customize your PMI with any ten digits you want that haven't already been taken by someone else. We recommend using your phone number – that makes it easier to remember. Assign Scheduler Now your assistant or anyone else you designate can schedule your meetings for you.
Q029	How many Zoom licences have been bought		For this deployment, UKRI has bought: - 8,300 Zoom Pro licences. These are personal licences, ie., each Zoom user needs 1 licence. - 50 Zoom Conference Room Connectors. (These allow Conference Room systems to join a Zoom meeting.) - 20 Zoom Webinar licences, each supporting up to 500 Participants. (we also have an option of running webinars for up to 10,000 participants)
Q030	What is the limit on the number of Meeting Hosts		Each user with a Zoom licence can be a meeting host. UKRI has 8,300 Zoom licences to be deployed. Hence there can be up to 8,300 meeting hosts. In any meeting there is only 1 active host.
Q031	Is there any equivalent to the 'Meeting Spaces' concept in Ajenta, (basically a persistent SIP address / URL), where people can join (including from room-based systems) without having to schedule a meeting		Each Zoom user has a Personal Meeting Room that can be used in similar manner. (You are notified by em if someone enters your room.)
Q033	Will the licencing include the ability to live stream (and have the stream password-protected).		Yes, and yes. Zoom licencing does include the ability to live stream (and have the stream password-protected).
Q034	Why was Zoom preferred to Webex		User Experiences reported of UKRI using Zoom were more favourable than for Webex. Zoom is available to UKRI with educational pricing Zoom provides a 'continuous' chat capability, as well as a separate in-meeting chat capability which only last during the meeting. Webex only provides the latter chat capability. Zoom can dial out to standards-based VC systems. Webex can't do this, (though Webex Teams can). Zoom can dial out for audio-only conferencing. Webex can't do this.
Q035	Why was Zoom preferred to Skype for Business, (S4B)		Zoom is a multi-standard product. While it supports open standards, (like H323, SIP, S4B, WebRTC, and PSTN), it also supports the proprietary Skype For Business (S4B) standard. By contrast S4B only supports S4B. UKRI needs the more flexible product because of the range of its external collaborators.
Q036	How can I use Zoom on my desktop PC		For full VC, you will need a microphone, speaker, and camera connected to your PC. If you do not want to disturb colleagues nearby, you should get headphones or a headset combining headphones and microphone.
Q037	What is the difference between a Zoom Webinar and a Zoom Meeting		In a Zoom Meeting, each participant can contribute to the meeting by speaking, sharing documents, and working together on docs. A normal Zoom Meeting can have up to 100 participants. (Zoom Inc does have products available that can support more that 100 Participants in a meeting, but they are not included in the current deployment.) A Webinar is a one way broadcast of audio and visual information from the Host to the Participants, including the host showing docs such as presentations. A 'Chat' channel can be used to communicate with the Host, eg., to raise questions. The Zoom Webinar licences in this deployment support up to 500 Participants, but Zoom has agreed to provide occasional temporary increases up to 10,000 for individual occasions and by prior arrangement.
Q038	Can my dept share Zoom licences		No. Zoom licences are for personal, not group, use. Each user must have their own personal licence. Because UKRI has selected Zoom for its standard video-conferencing tool, DDaT is making licences available for all UKRI staff. In specific cases a zoom licence can be assigned by DDaT for shared use. For instance an account might be created for a meeting room that might be used by non-UKRI staff who will not have a zoom account of their own. In exceptional cases an account may also be created for use by a project or team which might also include non-UKRI staff who need to host a meeting.