Zoom Education for IIUM

- Zoom Limit: Maximum Participants & Call Meeting Duration
- Zoom Meeting Host Training Recording
- How to Fix Zoom Microphone Issues
- How to Record a Zoom Meeting (IIUM Students & Staff Guide)

Zoom Limit: Maximum Participants & Call Meeting Duration

Zoom Participants limit

When using a IIUM plan on Zoom, you can conduct meetings with up to **300 participants per meeting**.

Zoom Call Duration limit

You can conduct meetings for as long as **30 hours**. However, after 30 hours, Zoom will stop automatically.

Zoom Meeting Host Training Recording

Assalamualaikum wa Rahmatullahi wa Barakatuh

Dear IIUM Community,

Information Technology Division (ITD) cordially invites all IIUM staff to attend the Zoom Meeting Host Training with details as follows:
Title: Zoom Meeting Host Training

DOWNLOAD THE RECORDING HERE!

Date : 06/09/2021
Time : 10.00am – 12.00pm

Contents:

Part 1:Schedule your meeting

Part 2:Customize your meeting option

Part 3:Invite your attended

Part 4:Other meeting scheduling options

Part 5:Customize in-meeting features & functionality

Part 6:Live streaming your meeting

Part 7:Support Resource and Q&A

Addition: Webinar Q&A

Thank you, wassalam.

INFORMATION TECHNOLOGY DIVISION

How to Fix Zoom Microphone Issues

Check Your Microphone is Connected

If you're using an external microphone (rather than a built-in microphone on your laptop or PC), then it may not be properly connected.

For wired microphones, make sure that it is securely plugged into your computer. If it is, try using a different port to see if this makes any difference. For wireless microphones, ensure that your microphone has sufficient charge.

You can try setting up and testing a microphone on Windows or fixing audio problems on Mac to see if this helps to fix Zoom microphone troubles. If you're using a Bluetooth microphone, make sure that the Bluetooth radio is enabled on your PC or Mac.

Join a Zoom Call with Audio

When you first start the Zoom app, a pop-up will invite you to join with audio. If you dismiss this message, you won't be able to use your microphone during your Zoom call until you join it with audio.

To join a Zoom call with audio:

1. Move your mouse anywhere on the Zoom screen.
2. In the menu at the bottom of the screen, click **Join Audio**.
   zoom join audio

   Image not found or type unknown
3. If you want to automatically join with audio every time you use Zoom, check

   Automatically Join Audio by Computer When Joining a Meeting

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zoom automatically join audio

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4. Click **Join with Computer Audio**

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zoom join computer audio

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Turn Off Mute in a Zoom Call

One of the most common issues with Zoom calls is a muted microphone. There’s a Zoom setting that automatically starts each call with the microphone muted.

This helps you to avoid accidentally saying something you shouldn’t when Zoom is starting up and you aren’t aware that others can hear you. Once you’re ready to speak, you can unmute your microphone.

To unmute your microphone in Zoom:

1. Move your mouse anywhere within the Zoom screen.
2. In the bottom menu, click **Unmute**

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zoom microphone unmute

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3. Other participants should now be able to hear your voice.

Check That You've Not Been Muted by the Host

If you're the host of a Zoom meeting, you have additional powers beyond those of the other participants. This includes the ability to mute anyone on the call, which allows you to turn off any unwanted background noise or distractions.

If you can't be heard on Zoom, it may be that the host of the meeting has muted you. You can send them an instant message in Zoom to ask if that is the case.

To send an instant message in Zoom:

1. Move your mouse anywhere on the Zoom screen.
2. Click **Chat** in the bottom menu.
   zoom chat

   Image not found or type unknown
3. You can send the message to everyone or click the **drop-down** to select the meeting host.

1. zoom select chat

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2. Type your message at the bottom of the chat window and press **Enter** to send it.
zoom chat message

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Select the Correct Microphone in Zoom

If you have multiple audio devices set up with your computer, Zoom may be using the wrong microphone. You can quickly select which microphone you want Zoom to use from within the Zoom menu.

To select your microphone in Zoom:

1. Move your mouse within the Zoom window to bring up the menu.
2. Click the **arrow** next to the **Mute** icon.
   zoom audio arrow

   Image not found or type unknown
3. Choose your microphone under **Select a Microphone**

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zoom select mic

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Check Your Zoom Audio Settings

Zoom has some advanced audio settings that may be causing problems with your Zoom microphone. You can tweak these settings in the app to see if it will fix Zoom microphone problems.

To change the Zoom audio settings:

1. Launch the **Zoom** app.
2. Click the **Settings**

icon in the top-right corner of the window.

zoom settings

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3. Select **Audio**

from the left-hand menu.

zoom audio settings

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4.

Choose the microphone you want to use by default.
zoom select microphone

Image not found or type unknown

5. You can click **Test Mic**

to ensure this is working as expected.
zoom test mic

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6. At the bottom of the screen, you can change some key settings. These include automatically joining with audio, starting each meeting on mute, and only being heard

when you are holding down the Spacebar.
zoom mic settings

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7. Click **Advanced**

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zoom advanced audio settings

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8. By default, these advanced settings are set to **Auto**. If they’re on a different setting, try

setting them to Auto to see if this fixes your Zoom microphone issues.
zoom default audio settings

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9. If not, try tweaking these settings to see if it makes any difference.

Close Apps That Are Using Your Microphone

If another app is making use of your microphone, this could stop Zoom from being able to use it.

The first thing to do is to try closing any apps that may be using your audio devices. Apps such as Apple Music, Skype, or Microsoft Teams may all make use of your microphone. Closing these apps completely might fix your Zoom microphone issues.

If this doesn’t work, try using the Mac Activity Monitor or Windows Task Manager to close any

processes that could be using your audio devices.

Ensure Zoom Has Permission to Use Your Microphone

Apps need permission to use hardware devices such as webcams and microphones. If Zoom hasn’t been granted the correct permissions, it may not be allowed to access your microphone. You can change these permission settings with just a few clicks.

To allow Zoom to access your microphone on Windows:

1. Click the **Start**

icon.
windows start icon

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2. In the **Pinned** apps, click **Settings**

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windows settings

Image not found or type unknown

3. From the left-hand menu, select **Privacy & Security**

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windows privacy security settings

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4. Scroll down and click **Microphone** under **App Permissions**

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windows microphone settings

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5. Ensure that both **Microphone Access** and **Let Apps Access Your Microphone** are set to the **On**

position.
windows microphone access

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6. Scroll down and ensure that **Zoom** is also set to **On**

.
windows zoom mic access

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To allow Zoom to access your microphone on Mac:

1. Launch **System Preferences**

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mac system preferences

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2. Select **Security & Privacy**

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mac security and privacy

Image not found or type unknown

3. Click the **Privacy**

tab.

mac privacy tab

Image not found or type unknown

4. Select **Microphone** from the left-hand menu and ensure that **Zoom**

is checked.

mac microphone access

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Update Your Device Drivers

If you’re having issues with your microphone in Windows, you may need to check that your device drivers are up-to-date. Updating these drivers can often fix audio issues on Windows PCs.

To update audio drivers in Windows:

1. Open the **Start menu**

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windows start icon

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2. In the search bar, type **Device Manager** and select the **Device Manager**

app.
windows device manager

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3. In **Device Manager**, open the **Audio Inputs and Outputs**

category.
windows device audio inputs

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4. Right-click your webcam and select **Update Driver**

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windows update driver

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5. Select **Search Automatically for Drivers**

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windows search automatically

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6. If there is an update available, follow the instructions to install it. You may need to restart your computer for the changes to take effect.

Restart Your Computer

It may be a cliché, but for a good reason: if you’re having trouble with your computer, try turning it off and on again.

Restarting your computer may help to clear any problems that are stopping your microphone from working with Zoom. It may also shut down any processes that are hogging your audio devices and not playing nicely with Zoom.

Reinstall Zoom

If none of the fixes above work, you may want to consider uninstalling Zoom and reinstalling it. This may fix any problems with your current installation.

To uninstall Zoom on Windows:

1. Open the **Start menu**.
   windows start icon

   Image not found or type unknown
2. Select **Settings**

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windows settings

Image not found or type unknown

3. From the left-hand menu, select **Apps**.
windows apps menu

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4. Click **Apps & Features**

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windows apps features

Image not found or type unknown

5. Scroll down to **Zoom** and click the **three dots**

icon.
windows zoom menu

Image not found or type unknown

6. Select **Uninstall**

.
windows uninstall zoom

Image not found or type unknown

7. Once the process is complete, install the Zoom app again.

To uninstall the Zoom app on Mac:

1. Launch **Zoom**.
2. Click **Zoom.us**

in the menu bar.

mac zoom menu

Image not found or type unknown

3. Click **Uninstall Zoom**.

mac uninstall zoom

Image not found or type unknown

4.

Confirm you want to uninstall the app.
confirm uninstall zoom mac

Image not found or type unknown

5. Zoom will uninstall. Once completed, reinstall the Zoom app.

How to Record a Zoom Meeting (IIUM Students & Staff Guide)

You can record Zoom meetings for later reference, but **permission depends on host settings**.

Follow these steps:

□□ Method 1: Host Records the Meeting (Recommended)

(Only meeting hosts or co-hosts can record to Zoom Cloud.)

Step 1: Start Recording

1. As the **host**, click **"Record"** at the bottom toolbar.
2. Choose:
   - **"Record to the Cloud"** (saves to Zoom Cloud, auto-generates transcript).
   - **"Record on this Computer"** (saves locally as `.MP4` or `.M4A`).

Step 2: Stop & Access Recording

- Click **"Stop Recording"** when done.

- **Cloud recordings**:
  - Processed in ~30 mins → Sent to host's email + Zoom Cloud.
- **Local recordings**:
  - Saved in:
    - **Windows**: `C:\Users\[Username]\Documents\Zoom`
    - **Mac**: `/Users/[Username]/Documents/Zoom`

□□ Method 2: Participants Record (If Allowed by Host)

If the host enables **"Allow participants to record"**:

1. Click **"Record"** → Choose **local recording**.
2. **Note**:
   - Participants **cannot** save to Zoom Cloud.
   - Hosts receive a notification when someone records.

⚠ Important Notes

□**Permission Required**:

- Hosts must enable recording in **Meeting Settings** (zoom.us/settings).
- At IIUM, **Cloud Recording is preferred** for storage and security.

□**Restrictions**:

- Always **inform participants** before recording (privacy laws apply).
- **Do not record confidential/sensitive discussions** without consent.

□□ Troubleshooting

No "Record" button?

- Ask the host to grant recording access.
- Check if you're on a **mobile device** (some features are limited).

Missing recording after meeting?

- Cloud recordings take time to process (check email).
- Local recordings may fail if storage is full.

Need Help?

- **ICT Help Desk**: 03-6421 6666
- **Email**: servicedesk@iium.edu.my

*Always follow IIUM's **IT policies** when recording meetings!*