Chorus + Zoom Native Integration FAQ

1. Why do I see Live on Chorus.ai?
   Chorus recently launched a native integration with Zoom. This new integration prioritizes compliance and delivers a seamless experience for both reps and customers. The biggest change you’ll notice is the new Live on Chorus.ai banner at the top left of your Zoom window. Prior, Chorus recorded your conversations via a non-video participant in your Zoom meeting.

   Moving forward, the Live on Chorus.ai banner is your indication that Chorus is recording your conversation.

![Image of Zoom meeting]

2. Benefits of the Zoom / Chorus.ai integration
   Compliance & Transparency - Chorus.ai’s native integration automatically activates Zoom’s existing recording announcements. This means that every new meeting attendee hears an audio announcement that the meeting is being recorded. They also see the red recording light.

   Ease of Use - Chorus recording is now controlled using Zoom’s native pause and stop buttons. To stop recording in Chorus, use the Zoom’s native stop button. This ends recording in both Chorus and Zoom.
High Quality Recordings - Videos are now captured in HD quality with lower latency available in Chorus for review and replays.

Attendee Experience - You’ll no longer see the Chorus “bot” in your meeting room. No need to explain who your extra meeting attendee is.

3. Does “Live on Chorus.ai” mean other parties can view my in-progress conversation?
   No. All recordings remain private to attendees and Chorus. Conversations are not broadcast to any external parties.

4. How to stop recording in Chorus
   Ending Chorus recording is easier than ever. To stop recording, simply click on Zoom’s Stop button at the bottom of the Zoom window. You must be the host of the meeting to stop recording.

5. Can I pause recording in Chorus?
   No. Recording in Chorus cannot be paused. Selecting the pause control actually stops the recording entirely. Once stopped, recording cannot be resumed.

6. Can I resume recording after it’s been stopped?
   No. Once Chorus recording has been stopped it cannot be restarted.

   However, Zoom recording can be restarted (assuming cloud recording is enabled at the organizational level). If it is, that recording can then be manually uploaded into Chorus. To manually upload a call into Chorus, visit your Personal Settings page and select Import a Recording.
Select the downloaded Zoom recording from your computer and click *Upload*. In ~1 hour the recording will be completely analyzed and available for your review.

**7. Why do I still see the Chorus Recorder Participant in my meeting?**
On occasion, you may see the Chorus Recorder join your meeting instead of the Live on Chorus.ai banner. Your meeting will still be recorded and available in Chorus. We use the Chorus Recorder “bot” as a fall back in the rare case we’re unable to activate Zoom’s streaming service.

There is nothing you need to do if this happens and the likelihood that this occurs will decrease over time.

**8. I do not see the recording notifications in my meeting, even though I see Live on Chorus.ai.**
It’s likely that your personal settings are overriding your Admin’s default settings. To correct this:

2. Confirm *Cloud Recording* is activated
3. Confirm *Multiple audio notifications of recorded meeting* is activated (all the way at the bottom)