

KensingtonWorks™

Pro VC Frequently Asked Questions

- 1 **What meeting applications do the new Video Conferencing category support?**

This new Video Conferencing category currently supports Microsoft Teams and Zoom. However, by default, some shortcut functions won't work if the meeting application doesn't support the shortcut setting.

- 2 **Do I need to select a specific meeting application when assigning shortcut functions under the new Video Conferencing category?**

No. The settings will automatically apply to both Microsoft Teams and Zoom.

- 3 **What if I've previously set functions in Microsoft Teams & Zoom?**

The previous settings you've set for Teams and Zoom will take precedence.

- 4 **Can I assign shortcut settings that are aren't currently listed under Video Conferencing?**

Yes, as long as the shortcut is supported by the meeting application. Please follow the below:

 1. Find the shortcut key combination for the function you want to apply.
 2. Select the meeting application from the app list.
 3. Go to Buttons => Mouse & Keyboard => Keyboard Shortcut
 4. Key in the keystroke combination for the shortcut and label it.

- 5 **Where can I find my screen capture files?**

Screen capture files are stored under "Picture\Kensington\". Alternatively, you can click on the notice for Screen Capture and access the folder directly.

- 6 **If during a meeting I'm using other applications at the same time – for example PowerPoint or Outlook, will the shortcut functions for Microsoft Teams/Zoom still work?**

If you have customization settings for the apps you're using at the same time (for example PowerPoint or Outlook) and the window for those applications is on focus (Microsoft Teams or Zoom window being minimized), then the settings for these applications will be implemented.

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Why can't I use the Video Conferencing shortcut settings for Cisco Webex?

At this time, the Video Conferencing category shortcuts only support Microsoft Teams and Zoom.

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Can I use Video Conferencing functions for other meeting platforms like Google Meet?

At this time, the Video Conferencing category shortcuts only support Microsoft Teams and Zoom. If you want to use shortcuts for Google Meet, please follow these steps:

1. Find the shortcut key combination for the function you want to apply.
 2. Select Google Meet from the app list.
 3. Go to Buttons => Mouse & Keyboard => Keyboard Shortcut
 4. Key in the keystroke combination for the shortcut and label it.
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Why doesn't my shortcut work when I try to answer or decline an incoming call from Zoom?

Under both Windows & macOS Zoom doesn't have a shortcut key combination available to "Answer Incoming Call" or "Decline Incoming Call".

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Why can't I end a meeting in Zoom by pressing the assigned shortcut "End Meeting"?

By default, Zoom for macOS does not have a shortcut key combination available for "End Meeting".

Compatibility Chart

Windows:

	Microsoft Teams	Zoom
Mute / Unmute	Ready	Ready
Camera On / Camera Off	Ready	Ready
Share Content / Stop Sharing	Ready	Ready
Answer Call / Decline Call	Ready	Not supported (message will appear on screen)
End Meeting	Ready	Ready
Screen Capture Saved	Ready	

MAC:

	Microsoft Teams	Zoom
Mute / Unmute	Ready	Ready
Camera On / Camera Off	Ready	Ready
Share Content / Stop Sharing	Ready	Ready
Answer Call / Decline Call	Ready	Not supported (message will appear on screen)
End Meeting	Ready	Not supported (message will appear on screen)
Screen Capture Saved	Ready	



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