

Installing the Zoom Room Controller App

This guide shows you how to add the Zoom Room Controller app to your Zoom Workplace desktop application on Windows. This is a one-time setup that enables you to control the WFA Zoom Room from your laptop.

Prerequisites

- Zoom Workplace desktop app installed on your Windows laptop
- WFA Zoom account credentials
- Connected to WFA network or VPN

Installation Steps

Step 1: Open Zoom Workplace

1. Launch the Zoom Workplace desktop app on your laptop
2. Sign in with your WFA Zoom account if not already signed in

Step 2: Access the Apps Menu

1. In the Zoom Workplace window, look at the left sidebar
2. Click on the **Apps** icon (looks like a grid of squares or may say “Apps”)
 - If you don’t see “Apps” in the sidebar, click the “+” button to add it

Alternative method: 1. Click your **profile picture** or initials in the top-right corner 2. Select **Settings** from the dropdown menu 3. Navigate to the **Apps** tab in settings

Step 3: Find Zoom Room Controller

1. In the Apps section, you’ll see available apps
2. Look for “**Zoom Room Controller**” in the list
 - You may need to scroll or use the search box
 - Search for “room controller” or “controller” if the list is long

Step 4: Add the App

1. Click on “**Zoom Room Controller**”
2. Click the “**Add**” or “**Install**” button
3. If prompted, click “**Authorize**” or “**Allow**” to grant permissions
4. Wait a moment while the app is added

Step 5: Verify Installation

1. The Zoom Room Controller should now appear in your Apps list
2. You’ll see it in the left sidebar of Zoom Workplace (may show as an icon)
3. Click on it to open the Zoom Room Controller

Step 6: Connect to the WFA Zoom Room

1. Open the Zoom Room Controller app from your sidebar
2. The app will automatically discover Zoom Rooms on your network
3. Look for the **WFA Zoom Room** (or your meeting room name) in the list
4. Click on it to select and connect
5. If prompted for a pairing code, check the Zoom Room display in the meeting room

Note: You may need to be on the WFA network for the room to appear. If you don’t see it:
- Verify you’re connected to the WFA network or VPN
- Make sure the Zoom Room is powered on (check the display)
- Try refreshing the room list

Using the Controller App

Once installed and connected:

- The Zoom Room Controller appears as an app in your Zoom Workplace sidebar
- Click on it anytime to see the room status
- You can start meetings, join meetings, adjust volume, and more
- No need to walk to the meeting room to set things up

Troubleshooting

Problem: Can't find the Apps icon - Solution: Click the “+” button in the left sidebar to customize your toolbar and add “Apps”

Problem: Zoom Room Controller not in the app list - Solution: Make sure you're using the latest version of Zoom Workplace - Update Zoom: Settings → General → Check for Updates

Problem: Can't see the WFA Zoom Room after adding the app - Solution: - Confirm you're on the WFA network or connected via VPN - Check that the Zoom Room is powered on - Try closing and reopening the Controller app - Restart Zoom Workplace

Problem: Asked for permissions or authorization - Solution: Click “Allow” or “Authorize” - this is normal and required for the app to function

Problem: Pairing code requested - Solution: Walk to the meeting room and look at the Zoom Room display - it should show a pairing code. Enter this code in the Controller app.

Need Help?

Contact IT Support if you experience issues installing or connecting to the Zoom Room.

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