Zoom User Guide

Murray tafe

Tyler Cole-Frost

Table of Contents

[1 Product overview 2](#_Toc148106604)

[2 Getting started guide 3](#_Toc148106605)

[2.1 Account 3](#_Toc148106606)

[2.2 Minimum hardware and software requirements 3](#_Toc148106607)

[3 Installation guide 4](#_Toc148106608)

[3.1 How to download the Zoom desktop Client 4](#_Toc148106609)

[3.2 How to download the Zoom iOS 5](#_Toc148106610)

[3.3 How to download the Zoom Android 6](#_Toc148106611)

[4 Safe use of the product 7](#_Toc148106612)

[4.1 Security at Zoom 7](#_Toc148106613)

[5 Major features and functions of the product 8](#_Toc148106614)

[5.1 Video 8](#_Toc148106615)

[5.2 Audio 9](#_Toc148106616)

[5.3 Screen Sharing 10](#_Toc148106617)

[6 Error messages and troubleshooting guide 11](#_Toc148106618)

[7 Product Developer contact information 13](#_Toc148106619)

[7.1 Zoom Plans and Support Options 13](#_Toc148106620)

[7.2 Phone 13](#_Toc148106621)

[7.3 Premier Support Plans and Contact Options 13](#_Toc148106622)

[8 Document version control and approval information. 13](#_Toc148106623)

[8.1 Document version control 13](#_Toc148106624)

[8.2 Approval information 13](#_Toc148106625)

# Product overview

A screenshot of a computer

Description automatically generated

Zoom allows users to create and join virtual meeting rooms where they can communicate with each other using video, and audio. Additional features can give participants the ability to share their screen, share files, and use text chat within the meeting group or privately with others in the meeting.

Zoom technology puts people at the centre, enabling meaningful connections, facilitating modern collaboration, and driving human innovation through solutions like team chat, phone, meetings, omnichannel cloud contact centre, smart recordings, whiteboard, and more, in one offering.

Founded in 2011,

Zoom is publicly traded (NASDAQ:ZM)

and headquartered in San Jose, California.

# Minimum Hardware & Software Requirements

**Hardware Requirements**

**To use the Zoom videoconferencing app you will need:**

* A laptop computer, desktop computer, smartphone, or tablet

**System requirements**

* An internet connection – broadband wired or wireless (3G or 4G/LTE)
* Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth
* A webcam or HD webcam - built-in, USB plug-in, or:
* An HD cam or HD camcorder with a video-capture card

**Note:** See the list of supported devices.

* Virtual camera software for use with broadcasting software like OBS or IP cameras

**Note:** For macOS, Zoom client 5.1.1 or higher is required.

**Supported operating systems**

* macOS X with macOS X (10.11) or later
* Windows 11
* Windows 10  
  **Note**: Devices running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
* Windows 8 or 8.1
* Windows 7
* Ubuntu 12.04 or higher
* Mint 17.1 or higher
* Red Hat Enterprise Linux 8.0 or higher
* Oracle Linux 8.0 or higher
* CentOS 8 or higher
* Fedora 21 or higher
* OpenSUSE 13.2 or higher
* ArchLinux (64-bit only)

# Safe use of the product

**Security at Zoom**

**Protecting your meetings**

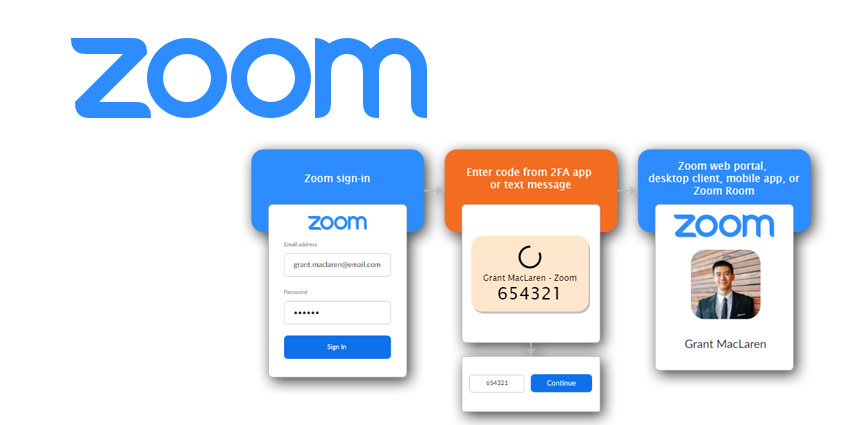
* Create Waiting Rooms for attendees
* Require host to be present before meeting starts
* Expel a participant or all participants
* Suspend participant activities
* Lock a meeting
* Enable/disable a participant or all participants to record
* Use a passcode to protect a meeting.

**Protect your data**

* Zoom data protection features
* Encryption:
* Advanced Chat Encryption,
* Zoom Phone Voicemail
* Cloud Recording Storage:
* Audio Signature
* Watermark Screenshot

**Authentication methods**

Zoom offers a range of authentication methods such as SAML, OAuth, and/or Password based which can be individually enabled/disabled for an account. Users authenticating with username and password can also enable two-factor authentication (2FA) as an additional layer of security to sign in.



# Installation guide

How to download the Zoom desktop client

**Windows | macOS | Linux**

To download the Zoom desktop client:

1. In your internet browser, enter [https://zoom.us/](https://zoom.us/" \t "_blank).
2. At the top-right of the page, click **RESOURCES** then click **Download Zoom Client**.  
   You can also directly access the [Download Center.](https://zoom.us/download" \t "_blank)
3. Under **Zoom Client for Meetings**, click the **Download** button.  
   At the bottom left of your screen, the Zoom installer (ZoomInstaller.exe for Windows, zoomusInstallerFull.pkg for macOS, or the 32-bit/64bit Linux installer) will automatically start downloading the Zoom desktop client. If downloading doesn’t start, double-click the Zoom installer to begin the desktop client install.  
   **Note**: After the Zoom desktop client installation is complete, a Zoom icon will appear on your desktop.
4. Complete the installation process.  
   For more information on Linux or macOS installation, please visit the Support articles on installing the Zoom application on [Linux](https://support.zoom.us/hc/en-us/articles/204206269" \t "_self) or [macOS](https://support.zoom.us/hc/en-us/articles/203020795" \t "_self).
5. Double-click the Zoom desktop icon to [begin using Zoom](https://support.zoom.us/hc/en-us/articles/360034967471" \t "_self).



## How to install Zoom: IOS

To download the Zoom mobile app for iOS:

1. Tap the **[App Store](https://www.apple.com/app-store/" \t "_blank)** icon.
2. At the bottom right of your screen, tap **Search**.
3. Enter “Zoom” in the search box.
4. Once your search results appear, tap **Zoom - One Platform to Connect**.
5. Tap**GET**.  
   Zoom will start to download on your iOS device.  
   **Note**: When the Zoom mobile app finishes the installation, the Zoom app icon will appear on your Home screen.
6. After you finish downloading the Zoom mobile app, you can access and begin using Zoom by the following methods:
   * If you stayed on Zoom’s App Store page, tap **OPEN**.
   * If you exited the App Store, tap the Zoom mobile app icon on your Home screen.

A screenshot of a phone

Description automatically generatedA screenshot of a phone

Description automatically generatedA screenshot of a phone

Description automatically generatedIf you're new to the Zoom iOS app, take a look at our [getting started guide](https://support.zoom.us/hc/en-us/articles/201362993" \t "_self) for the next steps on how to use the Zoom iOS app after you have downloaded it.

## How to install Zoom: Android

To download the Zoom mobile app for Android:

1. Tap the **[Google Play](https://play.google.com/store" \t "_blank)** icon.
2. At the bottom of your screen, tap **Apps**.
3. At the top right of your screen, tap the **Search**icon.
4. Enter “Zoom” in the search box.
5. Once your search results appear, tap **Zoom - One Platform to Connect**.
6. Tap the **Install**button.
7. Tap **Accept** to confirm the installation.  
   Zoom will start to download on your Android device.  
   **Note**: When the Zoom mobile app finishes the installation, the Zoom app icon will appear on your Home screen.
8. After you finish downloading the Zoom mobile app, you can access and begin using Zoom by the following methods:
   * If you stayed on Zoom’s Google Play page, tap **Open**.
   * If you exited Google Play, tap the Zoom mobile app icon on your Home screen.

A screenshot of a phone

Description automatically generatedIf you're new to the Zoom Android app, take a look at our [getting started guide](https://support.zoom.us/hc/en-us/articles/200942759" \t "_self) for the next steps on how to use the Zoom Android app after you have downloaded it.

# Getting started guide

## 

## 

## 

# 

# Error messages and troubleshooting guide

|  |  |
| --- | --- |
| Error code and details | Suggested troubleshooting |
| 401, 407: The account is unauthorized. Please contact admin.  403: Your account is inactive. Please contact admin.  403: Your call can not be completed yet. Please try again later | Contact your Zoom Phone admin for help. The admin may need to assign a Zoom Phone license or calling plan. |
| 404: The number you dialled does not exist. Please try again later | The phone number you dialled does not exist or is invalid. Double check that the number you dialled is correct. If dialling an international number, make sure to include the country code, area code, and phone number. |
| 405, 406: Your request can not be allowed. Please contact your admin. | Contact your Zoom Phone admin for help. Your admin may have removed a calling plan for outbound dialling. You may need to change your network firewall or proxy server settings. |
| 408: Request time out. Please check your network and try again later. | Contact your Zoom Phone admin for help. You may need to change your [network firewall or proxy server settings](https://support.zoom.us/hc/en-us/articles/201362683). |
| 415: Media type not supported, please contact your admin and check media type. | The media type (audio codec) is not supported. Contact your Zoom Phone admin for help. You may need to change your [network firewall or proxy server settings](https://support.zoom.us/hc/en-us/articles/201362683). |
| 439, 482, 483, 502: Your service is affected by a network issue. Please check your network and try again later. | Contact your Zoom Phone admin for help. You may need to change your [network firewall or proxy server settings](https://support.zoom.us/hc/en-us/articles/201362683). |
| 480, 504: The number you dialled is temporarily unavailable. Please try again later. | The number you dialled is temporary unavailable; for example, the other party may be unavailable or declining the call. Try to call again later. |

|  |  |
| --- | --- |
| Error code and details (Cont.) | Suggested troubleshooting (Cont.) |
| 486: The peer is busy. Please try again later.  481, 487, 491, 504, 600, 604: The service is not available currently. Please try again later.  503: Service not available. Please try again later. | Typically caused by server issues. Try to call again later or contact your Zoom Phone admin for help. You may need to change your network firewall or proxy server settings. |
| 432, 439, 482, 483, 502, 503, 805: Your service is affected by a network issue. Please check your network and try again later | There was a routing error. Contact your Zoom Phone admin for help. You may need to change your [network firewall or proxy server settings](https://support.zoom.us/hc/en-us/articles/201362683). |
| 500: The call number is not available currently, please check call number and try again later | Typically caused by server issues. Try to call again later. Also check that the number you dialled is correct. If dialling an international number, make sure to include the country code, area code, and phone number. |
| 504: The number you dialled is (not available/not online) currently, please try again later. | There is a server error with the phone number you dial. Try to call again later. |
| 603: The peer is busy. Please try again later. | The other call participant may have declined your call or cannot answer it, and there are no alternative routes like voicemail to route the call. |
| 702: SSL Certificate failed - Cert Name mismatch | Make sure you have the [latest version of Zoom installed](https://zoom.us/download). |
| 703: SSL Certificate failed - Handshake failed | Make sure you have the [latest version of Zoom installed](https://zoom.us/download). |

|  |  |
| --- | --- |
| 802, 803: Emergency calling not available. | Contact your Zoom Phone admin for help. They may need to enable emergency calling for your site. |
| 804: Network re-connection is ongoing | Wait for the network to re-connect. |

# Product Developer contact information

## Zoom Plans and Support Options

All Zoom Plans include 24/7 access to our Global Support Centres and the Zoom Learning Centre, local language support, and Zoom status notifications. Additional support options, such as priority response, will vary based on your account type, user type, and how your account is configured.

## Phone

To contact Technical or Billing Support on the phone, you must be a Licensed owner or administrator of a Business, Enterprise, or educational account, or a Licensed member on an account with a Premier or Premier+ support plan.

Have your Personal Meeting ID (PMI) and host key ready when contacting Zoom Support over the phone.

Long distance and toll rates may apply when calling.

Australia

+61.1800.768.027

SALES EXT. 1 | SUPPORT EXT. 2 | BILLING EXT. 3

Language availability

English 24/7

## Premier Support Plans and Contact Options

Zoom's Premier Support programs provide priority responses and speed to resolution to maximize the uptime availability of Zoom Service. Learn more about Premier priority response.

# Document version control and approval information.

## Document version control

|  |  |  |
| --- | --- | --- |
| Version Number: | 1.0 |  |
|  |  |  |
|  |  |  |

## Approval information