Zoom User Guide

Murray tafe

Tyler Cole-Frost

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# Product overview

Zoom is an all-in-one intelligent collaboration platform that makes connecting easier, more immersive, and more dynamic for businesses and individuals.

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.

# Getting started guide

## Account

Create your own account.

To sign up for your own free account, visit the [Zoom sign-up page](https://zoom.us/signup) and enter your email address. You will receive an email from Zoom ([no-reply@zoom.us](mailto:no-reply@zoom.us)). In this email, click**Activate Account**.

Join an existing account.

If you are being invited to an existing account, you will receive an email from Zoom ([no-reply@zoom.us](mailto:no-reply@zoom.us)). Once you receive this email, click **Accept the Request**.

## Minimum hardware and software requirements

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](https://support.zoom.us/hc/en-us/articles/360026690212).
  + 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](https://support.zoom.us/hc/en-us/articles/360044801671).

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)

# 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/.
2. At the top-right of the page, click RESOURCES then click Download Zoom Client.

Note: You can also directly access the Download Center.

1. Under Zoom Client for Meetings, click the Download button.
2. 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.

1. Complete the installation process.
2. For more information on Linux or macOS installation, please visit the Support articles on installing the Zoom application on Linux or macOS.
3. Double-click the Zoom desktop icon to begin using Zoom.

## How to download the Zoom [iOS](https://support.zoom.us/hc/en-us/articles/4415294177549-Downloading-the-Zoom-desktop-client-and-mobile-app#collapseiOS)

To download the Zoom mobile app for iOS:

1. Tap the [**App Store**](https://www.apple.com/app-store/) 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.

If 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) for the next steps on how to use the Zoom iOS app after you have downloaded it.

## How to download the Zoom [Android](https://support.zoom.us/hc/en-us/articles/4415294177549-Downloading-the-Zoom-desktop-client-and-mobile-app#collapseAndroid)

To download the Zoom mobile app for Android:

1. Tap the [**Google Play**](https://play.google.com/store) 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.

If 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) for the next steps on how to use the Zoom Android app after you have downloaded it.

# Safe use of the product

## Security at Zoom

Protecting your meetings

The following in-meeting security capabilities are available to the meeting host:

* 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.

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# Major features and functions of the product

## Video

How to enable or disable participant’s video

User

1. Sign in to the [Zoom web portal](https://zoom.us/signin).
2. From the navigation panel, select **Settings.**
3. Click the **Meeting** tab.
4. In the **Schedule Meeting** section, to enable **Participants video,** click the toggle.   
   **Note:**If Participant video is disabled and locked,  contact your account administrator.

## Audio

User

To enable **Allow users to select stereo audio in their client settings**for your own use:

1. Sign into the Zoom web portal.
2. In the navigation panel, click **Settings**.
3. Click the **Meeting** tab.
4. Under **In Meeting (Advanced)**, verify that **Allow users to select stereo audio in their client settings** is enabled.
5. If the setting is disabled, click the toggle to enable it. If a verification dialog displays, click **Turn On** to verify the change.  
   **Note**: If the option is greyed out, it has been locked at either the group or account level. You need to contact your Zoom admin.

## Screen Sharing

How to enable screen sharing for participants in Zoom meetings

Windows | macOS | Linux

1. Open the Zoom desktop client.
2. Start or [join a Zoom meeting](https://support.zoom.us/hc/en-us/articles/201362193-#h_01FNVYW0C2Q9DCJ8JVJ03BZJ0V) as the host.

1. On the control’s toolbar, click the upward arrow icon  next to **Share Screen**.
2. Click **Advanced Sharing Options.**

A pop-up window will appear.

1. Under **Who can share**, select **All Participants**.

All participants in the meeting will be able to share their screen in this session.

Notes:

Changing this setting during a meeting only affects this current session. Restarting the meeting or starting a different meeting will revert the Screen Sharing options back to their default. To change the default for meetings you host, adjust the [screen sharing settings](https://support.zoom.us/hc/en-us/articles/360034675592-Changing-your-meeting-settings#h_01a29f16-a56a-42eb-9ab2-58c43f3d881a) on the [Settings page](https://zoom.us/profile/setting) on the web portal.

You can also click **Security**  from the controls toolbar and make sure that the **Screen Share** option is checked.

If the options are greyed out, ensure that **Multiple participants can share simultaneously** is not selected in the **Advanced Sharing Options** window, as other options cannot be adjusted while it is enabled.

Error messages and troubleshooting 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 |  |
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## Approval information