Zoom Manual

https://support.zoom.us/hc/en-us/categories/200101697

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How to Use the Zoom Manual

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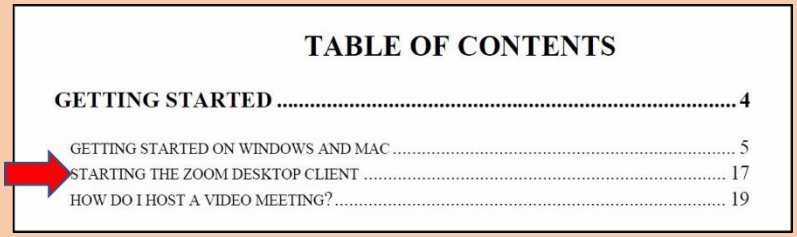

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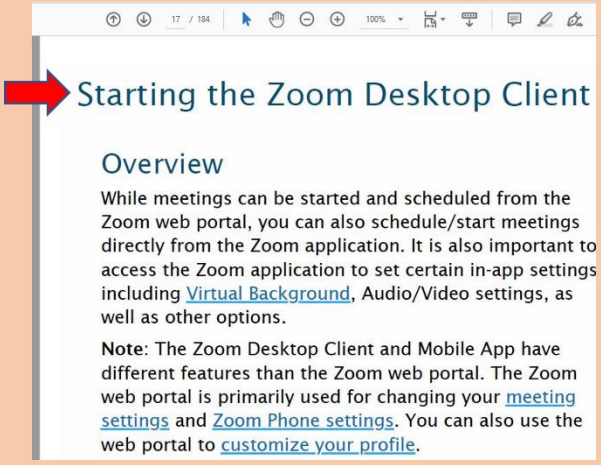


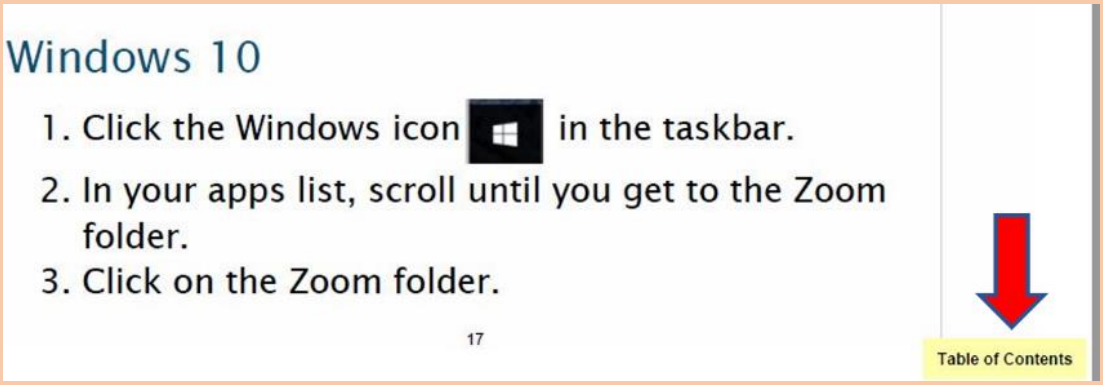
Starting the Zoom Desktop Client

Overview

While meetings can be started and scheduled from the Zoom web portal, you can also schedule/start meetings directly from the Zoom application. It is also important to access the Zoom application to set certain in-app settings including Virtual Background, Audio/Video settings, as well as other options.

Note: The Zoom Desktop Client and Mobile App have different features than the Zoom web portal. The Zoom web portal is primarily used for changing your meeting settings and Zoom Phone settings. You can also use the web portal to customize your profile.

II. Every page has a table of contents button on the bottom right corner. Click on it to return to the table of contents.



Windows 10

1. Click the Windows icon in the taskbar.
2. In your apps list, scroll until you get to the Zoom folder.
3. Click on the Zoom folder.

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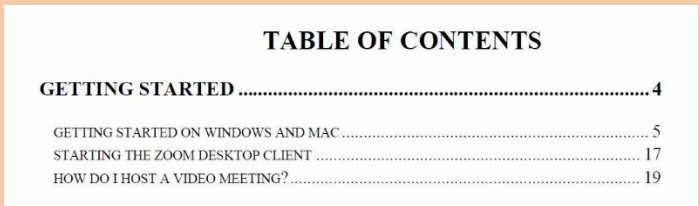

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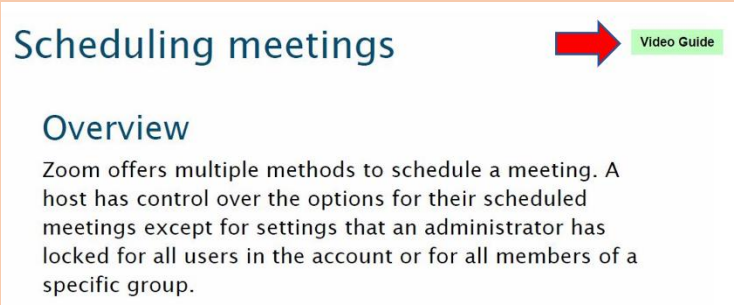
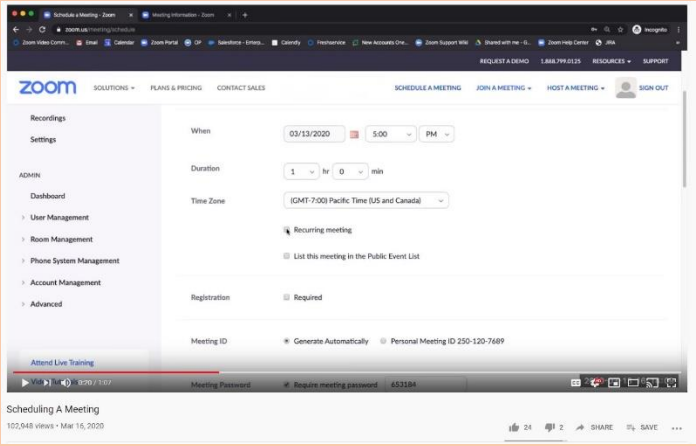


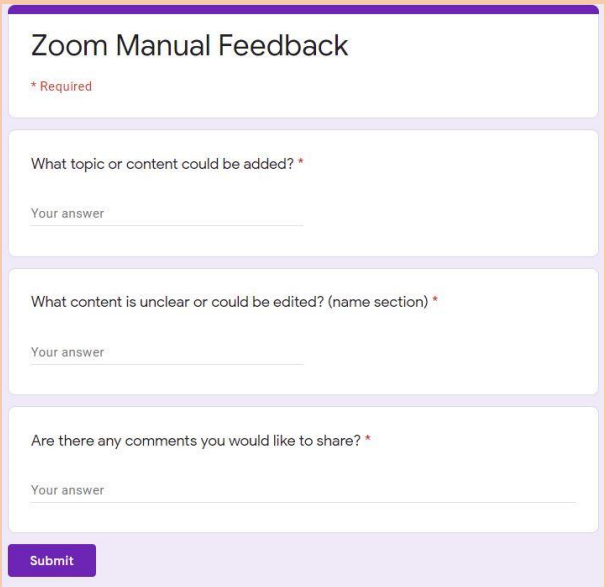


IV. There is a feedback link on the last page of the manual. Click on it to submit suggestions anonymously.

FEEDBACK

Please use this google form if you believe content should be added or edited (anonymous)

https://forms.gle/thWcYrnEy711i3nc9



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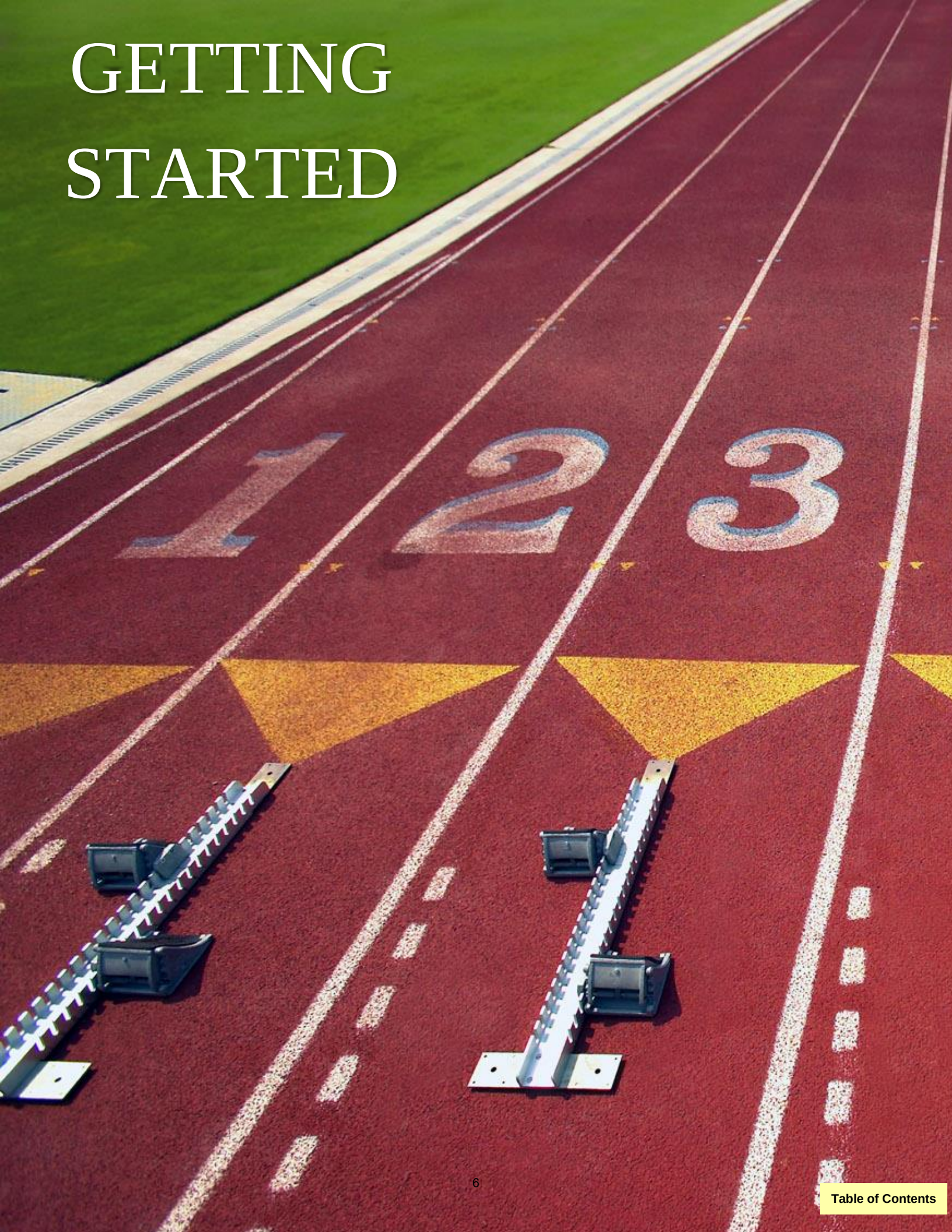
GETTING STARTED



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Getting Started on Windows and Mac

Overview

Zoom unifies cloud video conferencing, simple online meetings, and group messaging into one easy-to-use platform. Our solution offers the best video, audio, and wireless screen-sharing experience across multiple platforms. Follow this article to learn about the basic features of the Zoom client on Windows and Mac.

Prerequisites

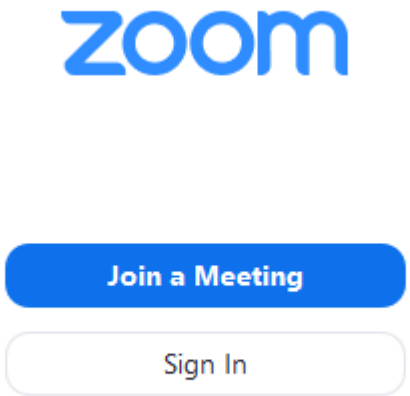
- Zoom desktop client (Windows or Mac)

This article covers:

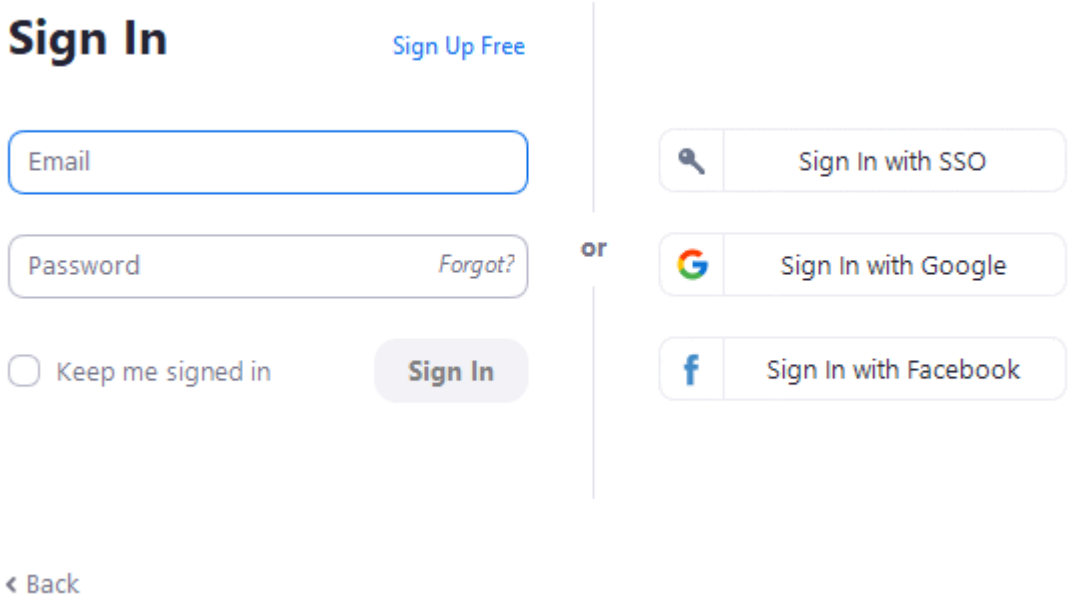
- Sign in and Join
- Home
- Chat
- Phone
- Meetings
- In-Meeting Controls
- More Resources

Sign in and Join

After launching Zoom, click **Join a Meeting** to join a meeting without signing in. If you want to log in and start or schedule your own meeting, click **Sign In**.

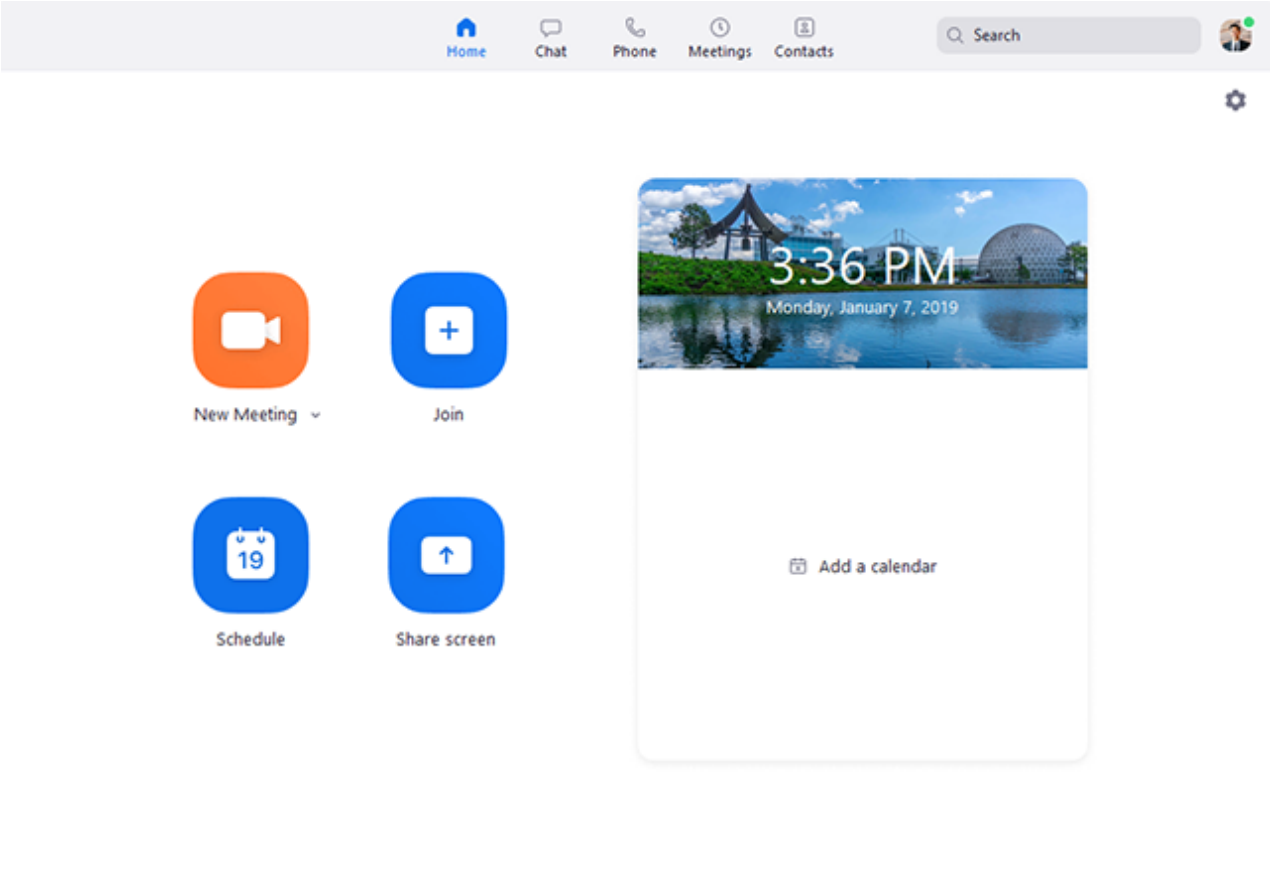


To sign in, use your Zoom, Google, or Facebook account. You can also log in using SSO. If you don't have an account, click **Sign Up Free**. If you have a Zoom account but cannot remember your password, click **Forgot**.

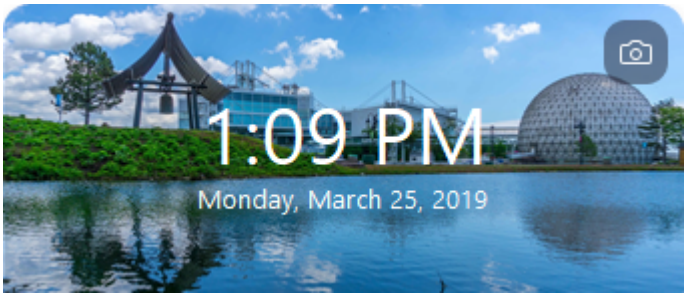


Home

After signing in, you will see the **Home** tab, where you can click these options:

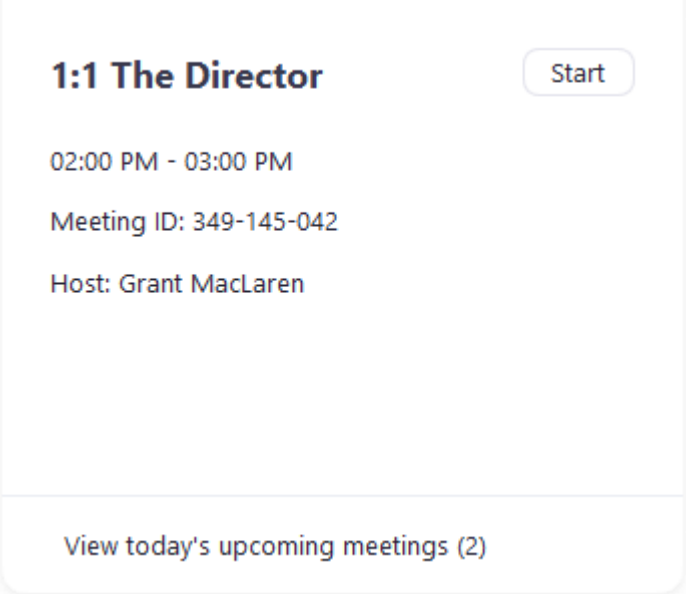


- **New Meeting**: Start an instant meeting. Click the downwards arrow to enable video or use your personal meeting ID (PMI) for instant meetings.
- **Join**: Join a meeting that is in progress.
- **Schedule**: Set up a future meeting.
- **Share Screen**: Share your screen in a Zoom Room by entering in the sharing key or meeting ID.
- Date and time with background image: To change the background image, hover over the picture and click the camera icon.

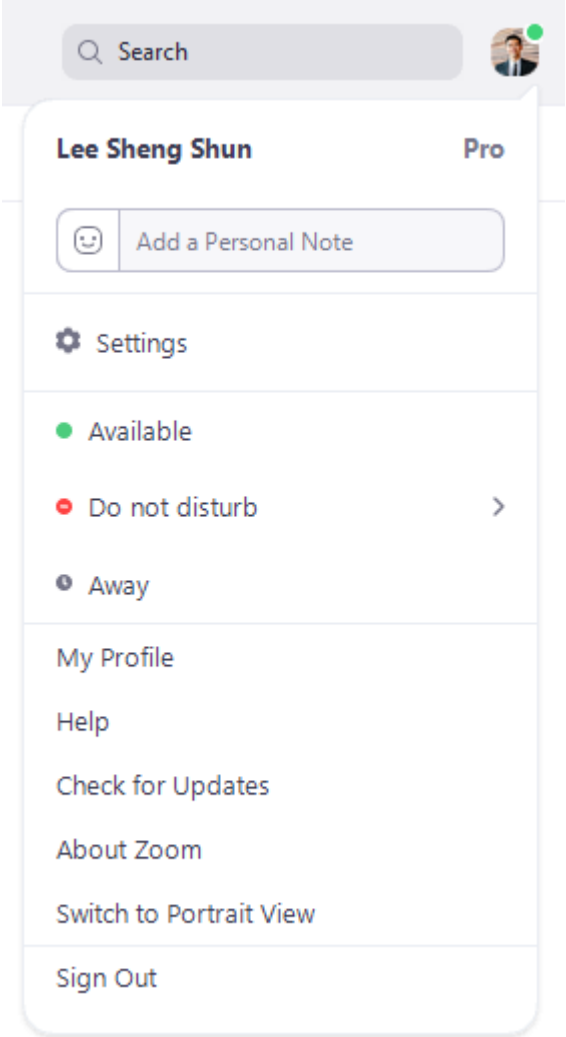


- Upcoming meeting: Displays the next meeting for the current day. Add a third-party calendar service if

you want to sync upcoming meetings.



- Click your profile picture for these options:

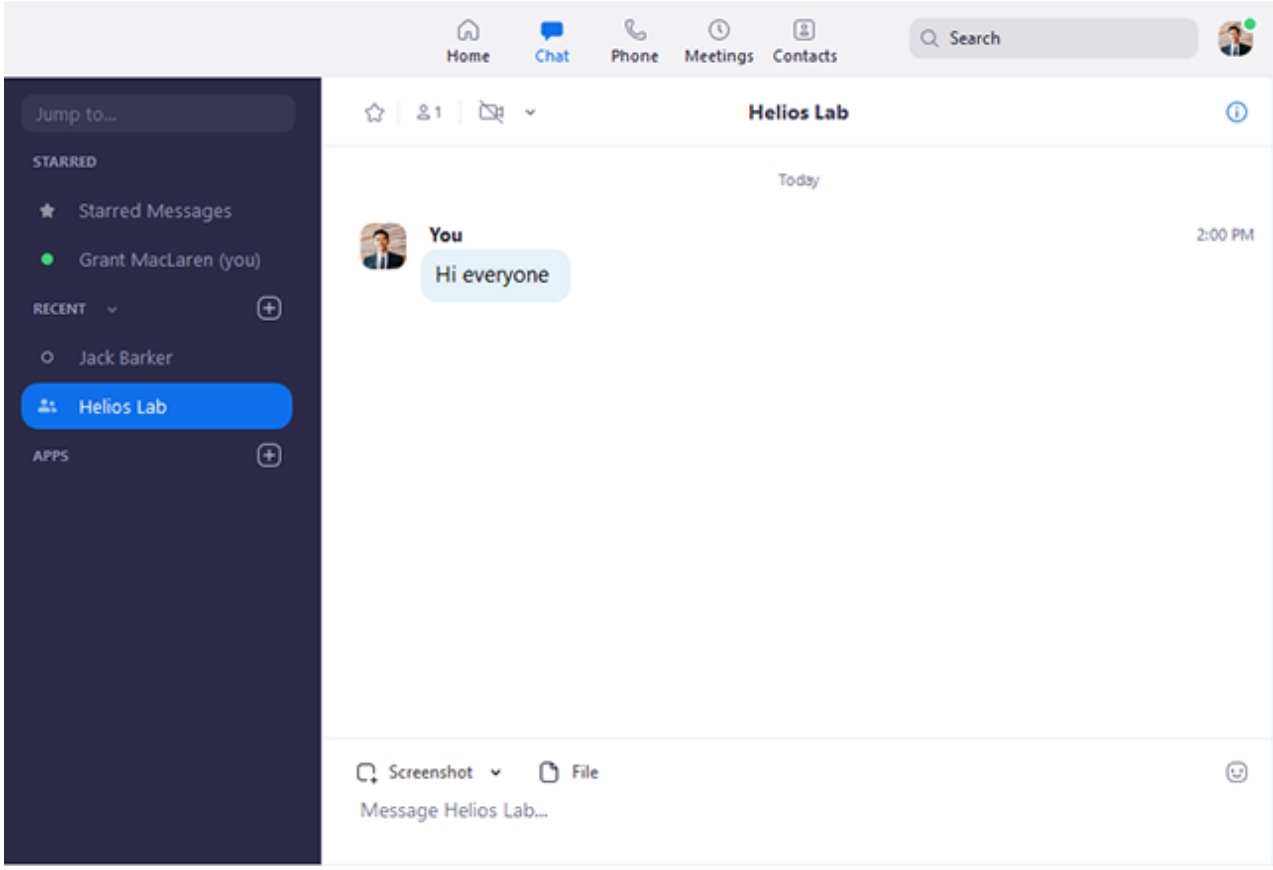


  - Add a personal note.

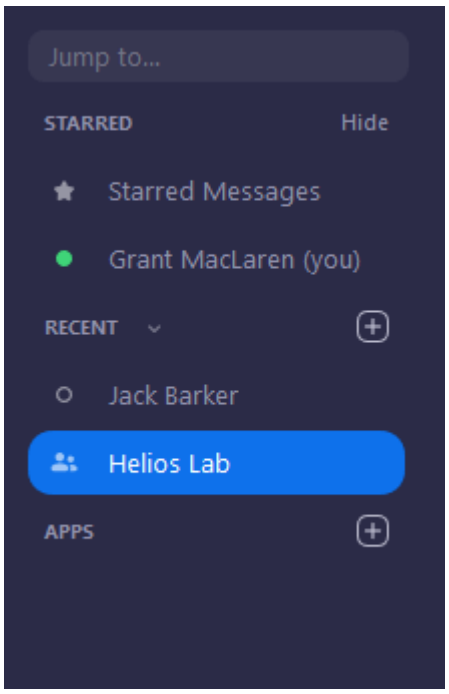
- **Settings**: Access settings you can change in the client.
- Change your status to **Available**, **Away**, or **Do Not Disturb**.
- **My Profile**: Open the Zoom web portal to edit your profile.
- **Help**: Open the Zoom Help Center.
- **Check for Updates**: Check if Zoom is up to date.
- **About Zoom**: View the current version.
- **Switch to Portrait View**: Switch the Zoom window to portrait view if you prefer a narrower window.
- **Sign out**
- **Upgrade to Pro** (if you are on a free account)

Chat

Select the **Chat** tab to view private conversations with your contacts or group conversations (channels).

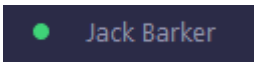


You can access these features in the left-side panel:

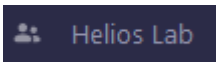


- **Jump to** search box: Search for a contact or channel.
- **Starred Messages**: View messages you have starred.

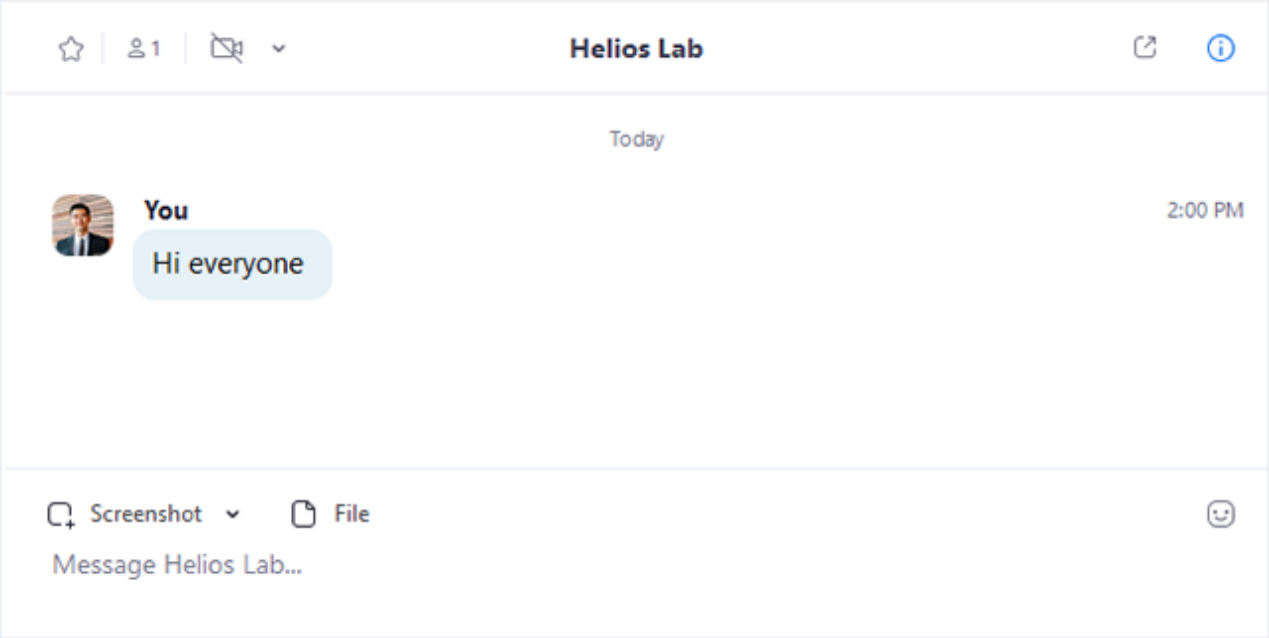
- Click your name to use your personal chat space.
- Add icon (next to **Recent**): Start a new chat with one of your contacts, create a channel for group chats, or join an existing channel.
- Under **Recent**, click a contact to view chat history and continue to chat with them. Contacts have a status icon before their name.

- Under **Recent**, click a channel (indicated by the group icon before the name) to view the channel's chat history and send messages to channel members.

After selecting a contact or channel in the left-side panel, you can use these features in the chat window:



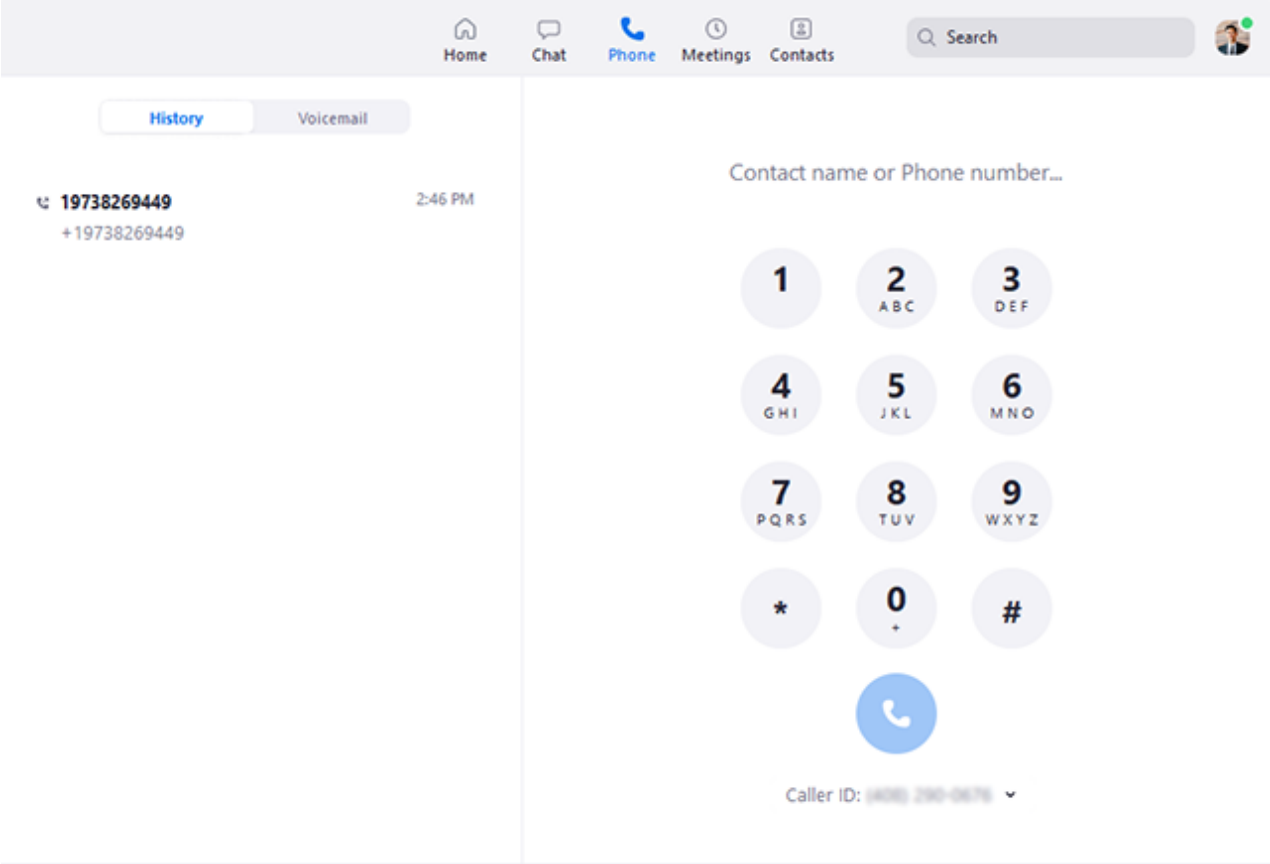
- Star icon : Add the contact or channel to your starred list, giving you quick access to those contacts or channels.
- Video icon : Start a meeting with the contact. If a channel is selected, this will start a meeting with all members of the channel.

- New window icon (hover your pointer over the contact or channel name to display this icon) : Opens the selected chat in a new window.
- Info icon : View additional options for the contact or channel. Also gives you quick access to files, images, and starred messages in the selected chat.
- Message box: Compose and send messages to your contact or channel. You can also send screenshots, files, code snippets, and animated GIFs.

Phone

Select the **Phone** tab to make phone calls, view call history, and play voicemail messages using Zoom Phone.

Note: Zoom Phone licence is required.

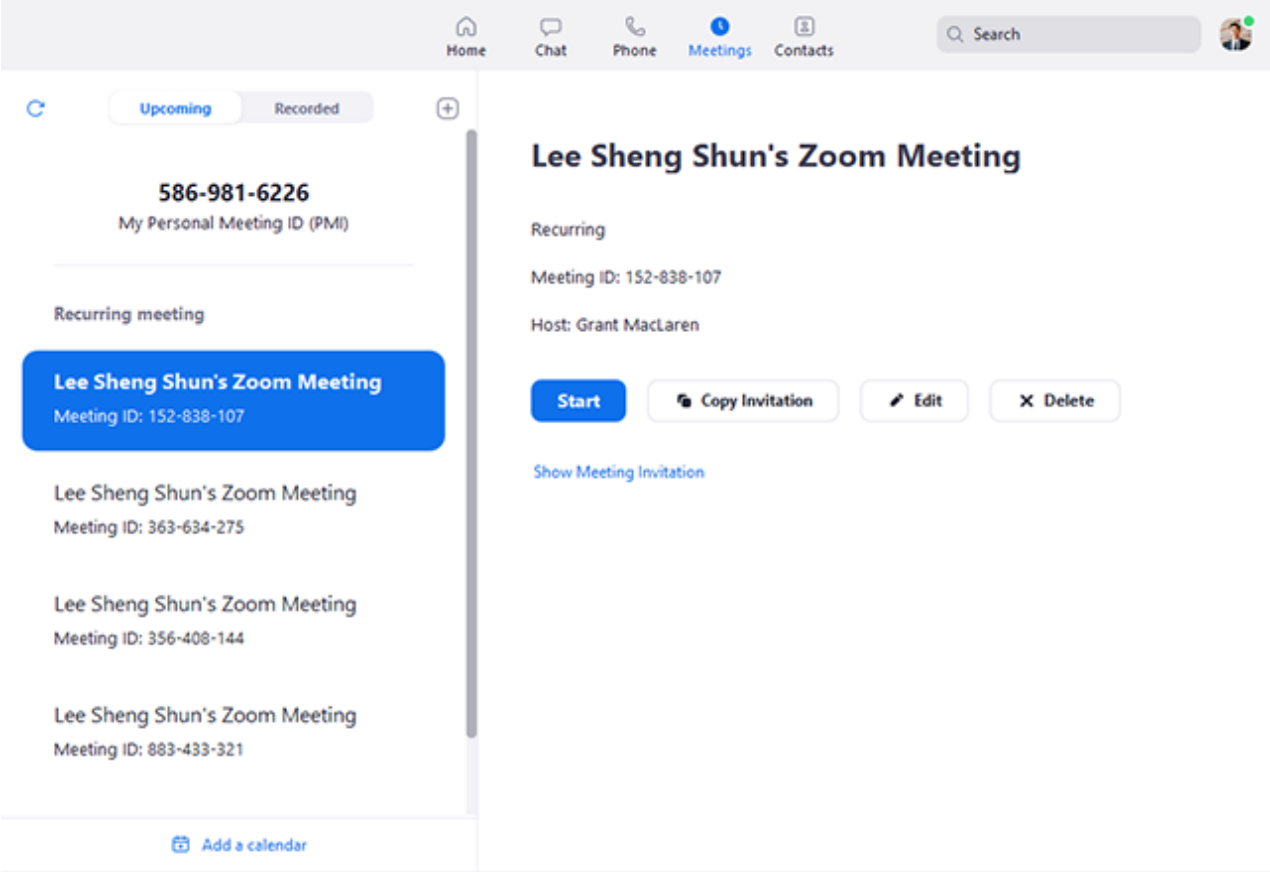


- **History** tab: View and delete call history and recordings.
- **Voicemail** tab: Play and manage voicemail messages.
- Dial pad: Make outbound calls by manually entering a phone number or searching through your contacts.

Learn more about using Zoom Phone features.

Meetings

Select the **Meetings** tab and click **Upcoming** to view, start, edit, and delete scheduled meetings.



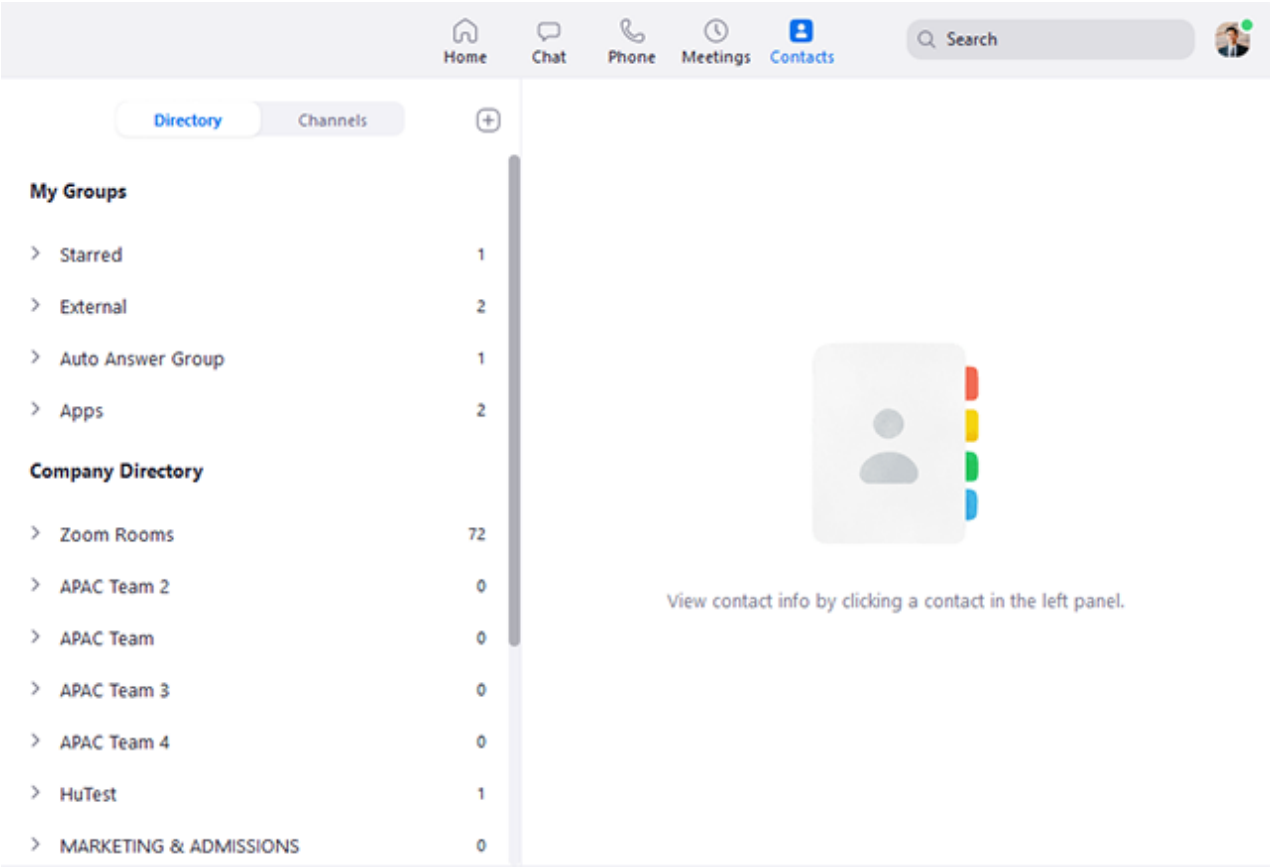
You can click the following options after selecting a scheduled meeting in the left-side panel:

- Add icon ⊕: Schedule a new meeting.

- Refresh icon : Refresh the meeting list if you don't see your scheduled meeting.
- **Start**: Start the scheduled meetingthat you have selected in your upcoming meetings.
- **Copy Invitation**: Copy the scheduled meeting's invitation text, allowing you to manually paste into an email, instant messenger etc.
  Click **Show Meeting Invitation** if you want to view the invitation you're copying.
- **Edit**: Edit the meeting options for your scheduled meeting.
- **Delete**: Permanently delete your scheduled meeting.

Contacts

Select the **Contacts** tab to view and manage your contacts.



- **Directory** tab: View a directory of all your contacts, including starred, external, and auto answer contacts. If your organization has Zoom Rooms, you will also see a list of Zoom Rooms.
- **Channels** tab: View a directory of your channels (used for group messaging). Starred channels appear at the top of the list.
- Add icon ⊕: Show options for contacts and channels. You can add a contact, create a contact group, create a channel, or join a channel.

In-Meeting Controls

Once you have started or joined a meeting, you can access the meeting controls located at the bottom of the meeting window (move your mouse in the Zoom window to display meeting controls).

Learn more about meeting controls for hosts, co-hosts, and attendees. You can also join a test meeting to familiarize yourself with meeting controls before joining a scheduled meeting.

More Resources

- Watch the Getting Started Videos
- Join our Weekly Zoom Meetings and Webinar training
- Join a test meeting

Starting the Zoom Desktop Client

Overview

While meetings can be started and scheduled from the Zoom web portal, you can also schedule/start meetings directly from the Zoom application. It is also important to access the Zoom application to set certain in-app settings, including Virtual Background, Audio/Video settings, as well as other options.

Note: The Zoom Desktop Client and Mobile App have different features than the Zoom web portal. The Zoom web portal is primarily used for changing your meeting settings and Zoom Phone settings. You can also use the web portal to customize your profile.

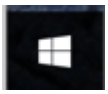
Prerequisites

- Latest version of the Zoom Desktop Client

Mac

Windows

Windows 10

1. Click the Windows icon  in the taskbar.
2. In your apps list, scroll until you get to the Zoom folder.
3. Click on the Zoom folder.

4. Double click on **Start Zoom**, to launch the application.

Windows 8

1. Click the Windows icon in the taskbar.
2. Click the **down arrow**, in the bottom left corner, to access **All Apps**.
3. Scroll to the apps until you see Zoom, then click **Start Zoom**.

Windows 7

1. Click the Windows icon in the taskbar.
2. Click **All Programs**.
3. In the programs list, click on the **Zoom** folder.
4. Double click on **Start Zoom.**

Note: On all versions of Windows, you can pin the Zoom desktop client to your taskbar, by right-clicking on **Zoom desktop client**, and then clicking **Pin to Taskbar**.

How Do I Host A Video Meeting?

Signing In

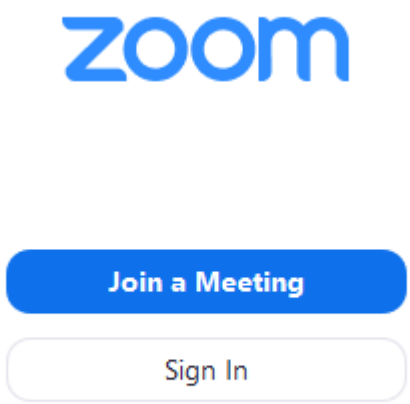
1. Go to http://zoom.us and click on **Sign In**.
2. You can use the "e-mail" and "password" that you have created, or use your Google (Gmail or Google App) or Facebook account to sign in with.

Note: If you do not have a current Zoom account, please click on **Sign Up Free** to create a new one.

Hosting a Meeting

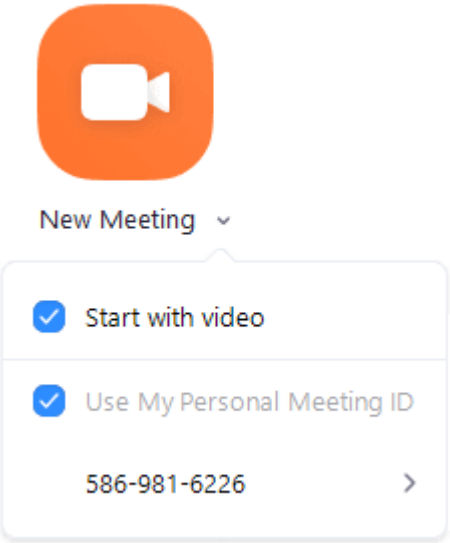
If you do NOT have the Zoom app installed, go to zoom.us and select "Host a Meeting" to start the installation. If you DO have the App installed, see below -

1. Open your Zoom app on your desktop and click **Sign In**.



2. Log in using the **E-mail** and **password** that you have created, or with Google(Gmail), Facebook, or Login with SSO.

3. Click the downward arrow and select **Start with video**, then click **New Meeting** to start an instant meeting.



MEETINGS & SETTINGS

Scheduling meetings

Video Guide

Overview

Zoom offers multiple methods to schedule a meeting. A host has control over the options for their scheduled meetings except for settings that an administrator has locked for all users in the account or for all members of a specific group.

- Schedule from the Zoom desktop client or mobile app
- Schedule from the Zoom web portal
- Schedule for someone else- PDF Guides for Executive Assistants (Outlook, Google)

For instructions on scheduling using our plugins and extensions, see:

- Scheduling from the Outlook add-in
- Scheduling from the Outlook plugin
- Scheduling from the Chrome Google Calendar extension
- Scheduling from the Firefox Google Calendar extension
- Scheduling using the Gsuite Google Calendar add-in

Windows | Mac

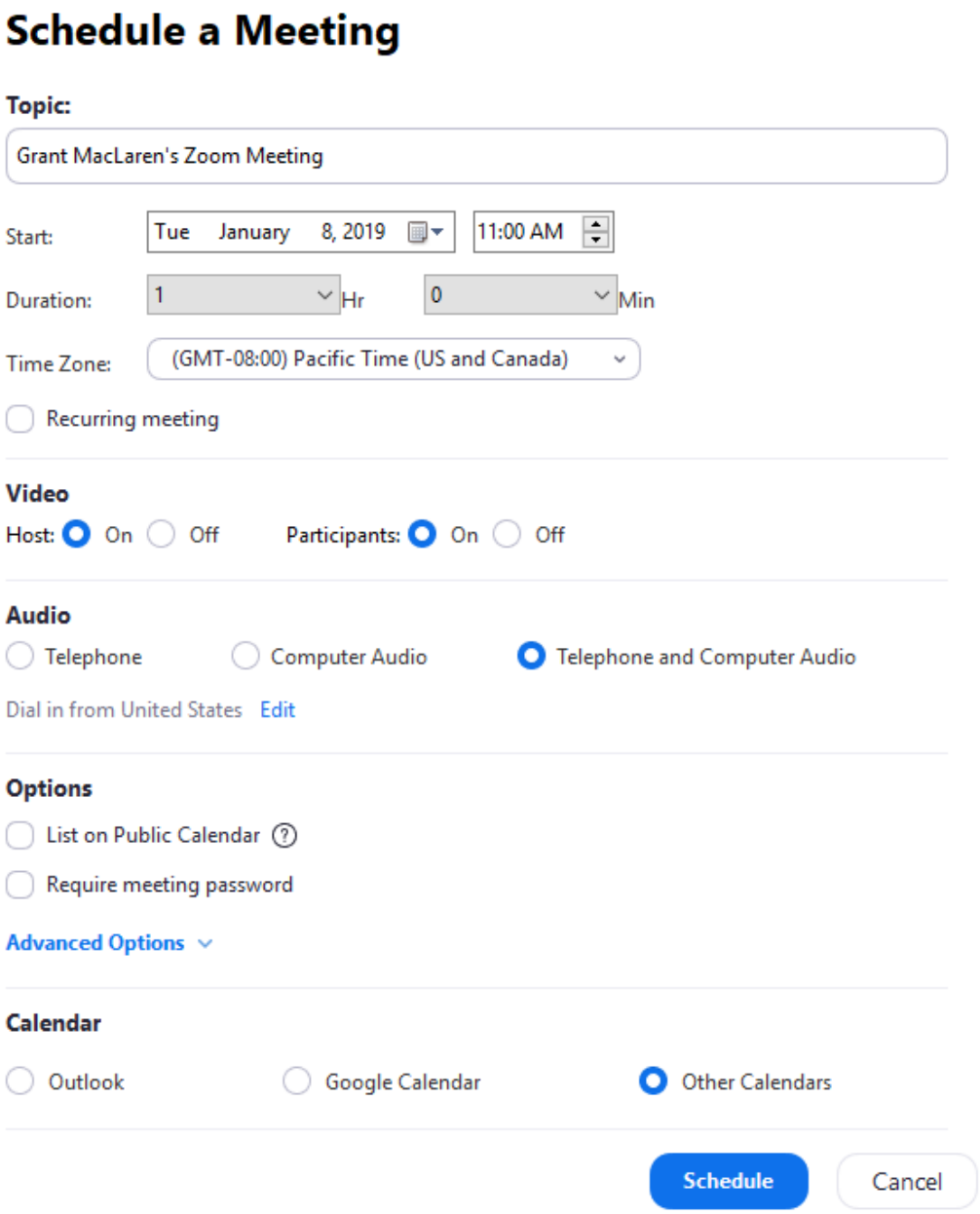
1. Open your Zoom client and sign in to Zoom.

2. Click on the **Schedule** icon.

Schedule

This will open the scheduler window.

3. Select your meeting settings. Note that some of these options might not be available if they were disabled and locked to the off position at the account or group level.



- **Topic**: Enter a topic or name for your meeting.
- **Start**: Select a date and time for your meeting. You can start your meeting at any time before the scheduled time.
- **Duration**: Choose the approximate duration of the meeting. This is only for scheduling purposes. The meeting will not end after this length of time.
- **Time Zone**: By default, Zoom will use your computer's time zone. Click the drop-down menu to select a different time zone.
- **Recurring meeting**: Choose if you would like a recurring meeting (the meeting ID will remain the same for each session).
- **Video**
    - **Host**: Choose if you would like the host video on or off when joining the meeting. Even if you choose off, the host will have the option to start their video.
    - **Participant**: Choose if you would like the participants' videos on or off when joining the meeting. Even if you turn off, the participants will have the option to start their video.
- **Audio**: Choose whether to allow users to call in via **Telephone** only, **Computer Audio** only, **Both**, or **3rd Party Audio** (if enabled for your account).

- **Advanced Options**: Click on the arrow to view additional meeting options.
    - **Require meeting password**: You can select and input your meeting password here. Joining participants will be required to input this before joining your scheduled meeting. **Note**: The meeting password must meet these requirements.
        - 10 characters maximum
        - Passwords are case sensitive
        - We recommend using alphanumeric characters and these special characters: @ * _ -
        - The Zoom desktop client allows alphanumeric characters and these special characters: @ * _ -
        - The Zoom web portal allows any characters, but the these characters are not allowed: & <> \
    - **Enable join before host**: Allow participants to join the meeting without you or before you join. The meeting will end after 40-minutes for Basic (free) users if 3 or more people join the meeting.
    - **Mute participants on entry**: If join before hostis not enabled, this will mute participants as they join the

meeting. Participants can unmute themselves after joining the meeting.
Note: To mute all participants currently in a meeting, see the options to manage participants.

- **Use Personal Meeting ID**: Check this if you want to use your Personal Meeting ID. If not selected, a random unique meeting ID will be generated.
- **Record the meeting automatically**: Check this if you want the meeting to be automatically recorded. Select if you want it to be recorded locally(to your computer) or to the cloud(zoom.us/recording).
- **List on Public Event List**: Post the meeting on the public meeting/webinar list so that anyone can view it. We recommend you add a meeting password to secure your meeting.
- **Schedule For**: If you have scheduling privilegefor another user, you will be able to choose who you want to schedule for from the drop-down menu.
- **Alternative hosts**: Enter the email address of another Zoom user who is Licensed, on your account to allow them to start the meeting in

your absence. Read more about Alternative Host.

- **Calendar**: Select a calendar service to add the meeting to and send out invites to participants.

4. Click **Schedule** to finish, and open the selected calendar service to add the meeting.

   Note:

   - If you are scheduling a recurring meeting, you will need to set the recurrence in your calendar service.
   - Choosing **Other Calendars** will allow you to copy and paste the scheduled meeting information such as date, time, and meeting URL.

Web

Linux

Android

iOS

Notes:

- A non-recurring meeting ID will expire **30 days** after the meeting is scheduled for. You can restart the

same meeting ID as many times as you would like, within the 30-day period.

- A recurring meeting ID will expire **365 days** after the meeting is started on the last occurrence. You can re-use the meeting ID for future occurrences.
- Scheduled meetings can be started at any time before the scheduled time. The links will not expire or become invalid unless it is past the 30 day period for a non-recurring meeting, has not been used for over 365 days for a recurring meeting, or has been deleted from your Zoom account. An instant meeting link will expire as soon as the meeting is over.

How do I invite others to join a meeting?

Overview

There are several ways to invite participants to a scheduled or instant meeting.

This article covers:

- Instant meeting invite
  - Invite by email
  - Invite by IM/contacts
  - Copy URL or copy invitation
- Scheduled meeting invite
  - Invite from the Zoom desktop client
  - Invite from the Zoom web portal

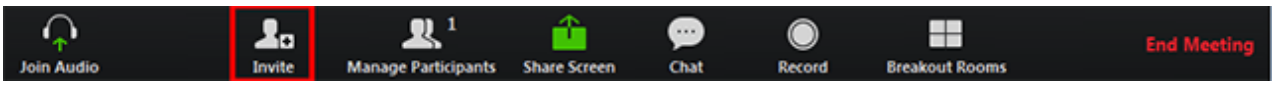
You can also invite by phone or invite a room system.

Prerequisites

- Zoom client for PC, Mac, Chrome OS, or Linux

Instant meeting invite

During a meeting, you can invite people to join the conference by clicking on **Invite** tab in your meeting controls.

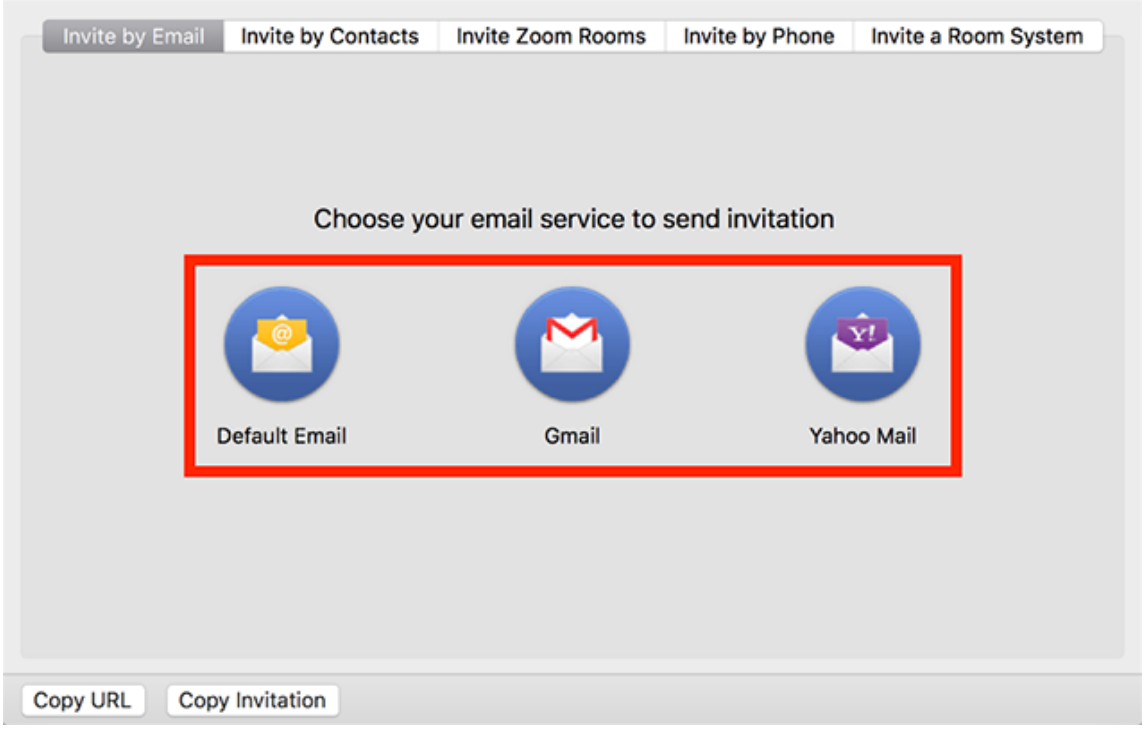


Once you click invite, you can choose the option to Invite by Email, Invite by IM, Invite by Phone (requires an audio conferencing plan), or Invite a Room System (requires Cloud Room Connector Subscription)

Invite by email

After clicking on **Invite** in the meeting controls, click on one of the three email options.

- **Default Email** will open up your default email application (ex. Outlook, iCal, etc.)
- **Gmail** or **Yahoo Mail** will open a web browser and will prompt you to log you in with your Yahoo or Gmail account. If you are already logged in, a new email will be composed automatically with the meeting information included in the body of the email.

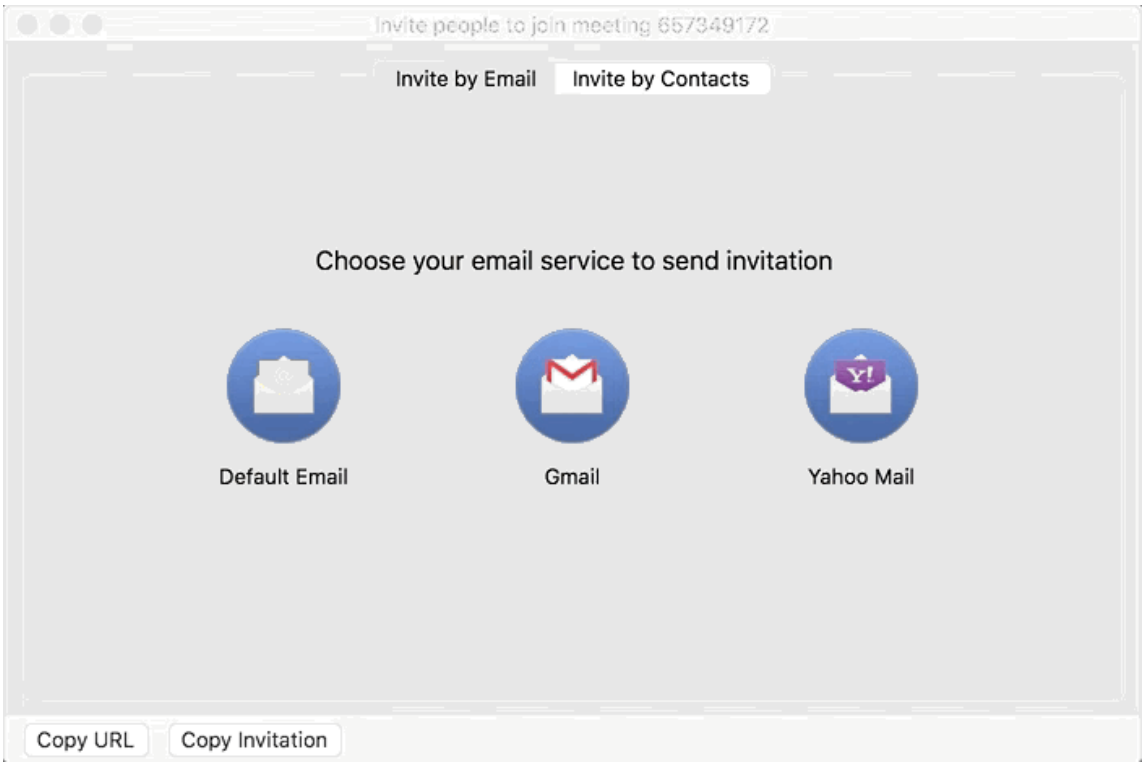


Invite by contacts

1. After clicking on **Invite**, click on **Invite by Contacts.**
2. Select their name from the window, or search for a contact.
3. Click on the individual you would like to invite. You can select multiple contacts. Once you do this, their

name(s) will have a check mark next to it and they will appear in the list at the top of the window.

4. Click **Invite** in the lower right corner.
5. Select contacts and click **Invite**.

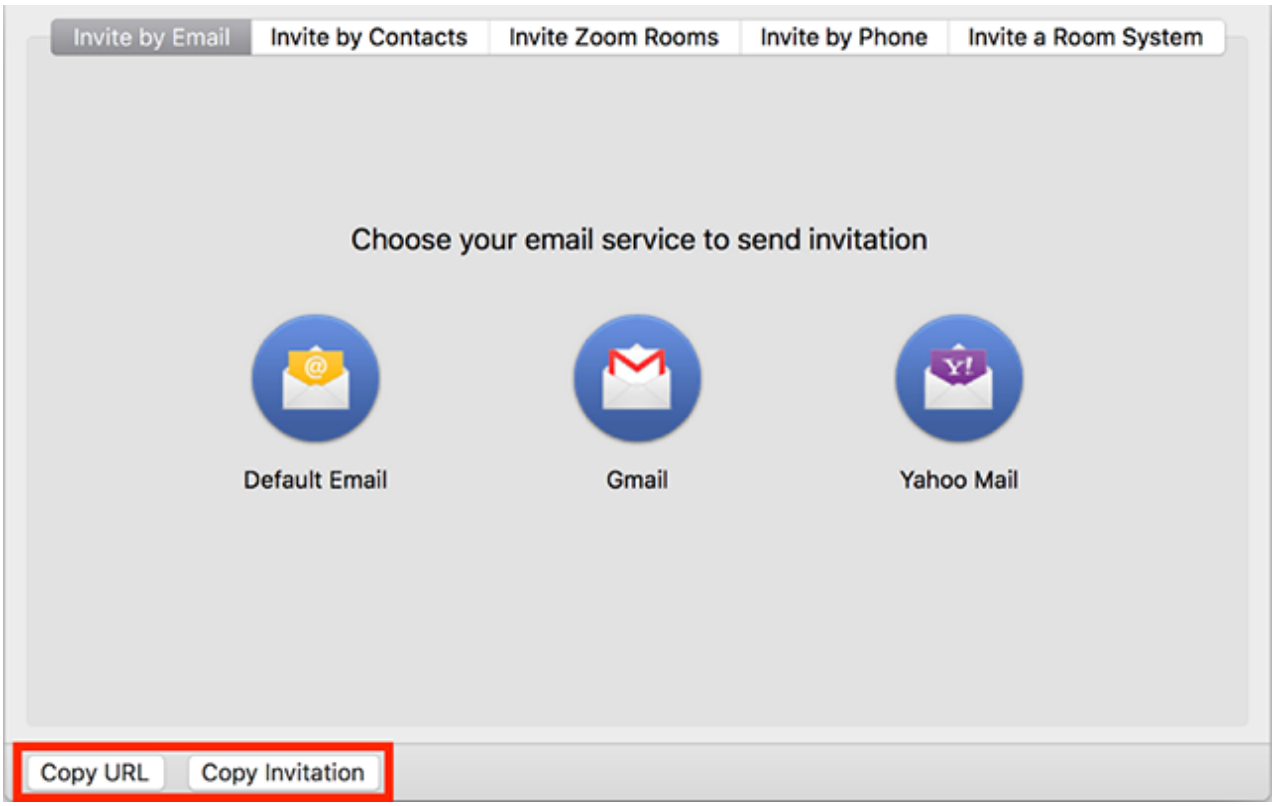


Note: Learn more about our Contacts feature here.

Copy URL or copy invitation

Click **Copy URL** or **Copy Invitation** if you want to send your instant meeting information elsewhere. Copy URL will copy the join link and Copy Invitation will copy the full

invitation text. You can then paste it using ctrl-V on a PC, cmd-V on a Mac, or by right-clicking and choosing Paste.

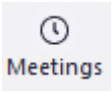


Scheduled meeting invitation

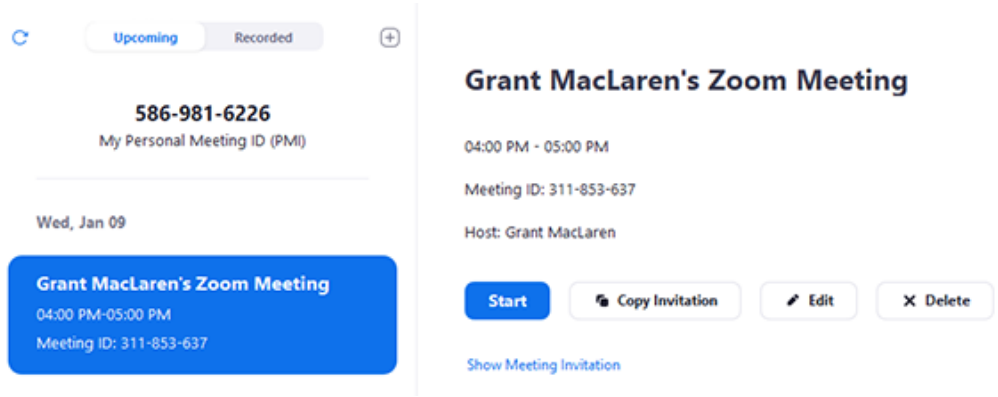
Schedule a meeting either on the web in Meetings or through the application directly.

Invite from the Zoom desktop client

1. After logging into the Zoom desktop client, click **Meetings**.

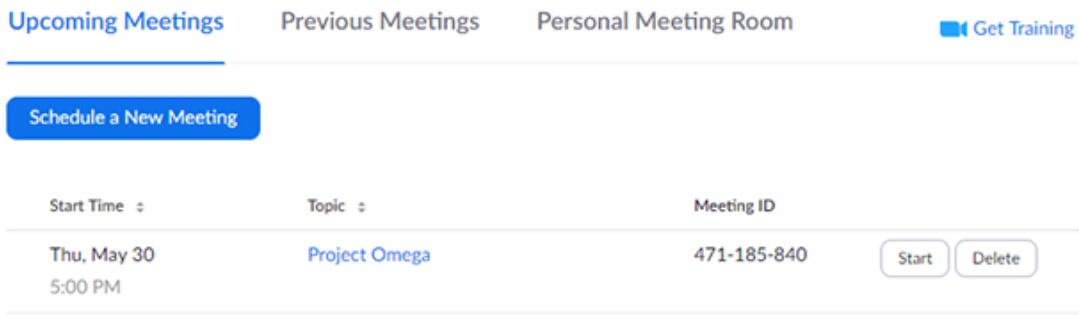
2. Select the meeting that you want to invite others to. Click **Copy Invitation**.



The meeting invitation will be copied and you can paste that information into an email or anywhere else you would like to send it out.

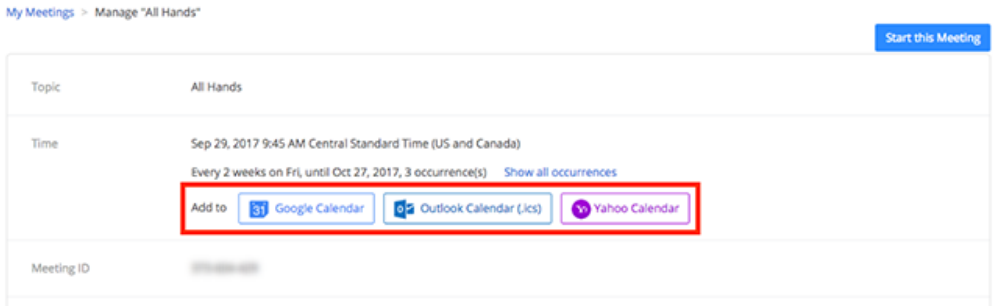
Invite from the Zoom web portal

1. From the **Meetings** page of the Zoom web portal, click on the topic of your meeting.

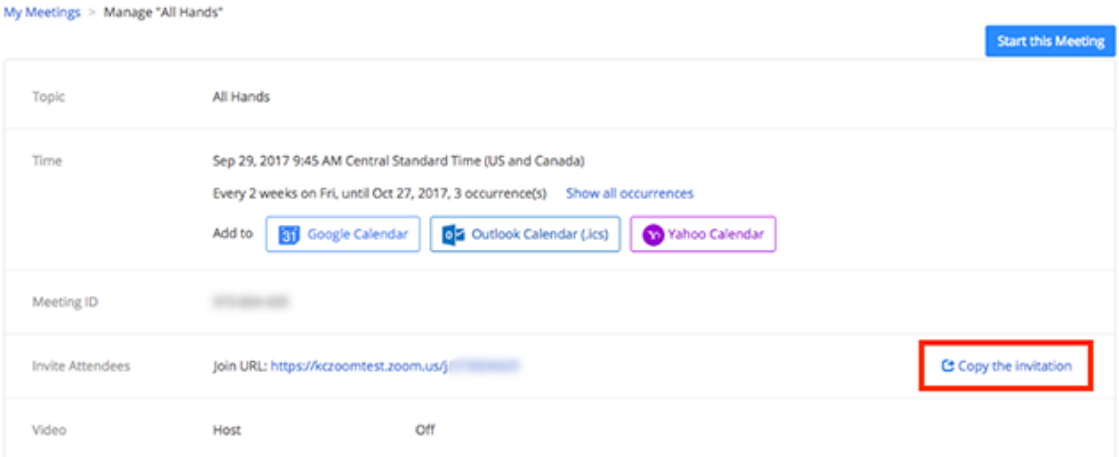


2. Next to **Time,** there are options for adding to your calendar.
    - If you click on **Google Calendar** or **Yahoo Calendar**, it will create a calendar event automatically in the specific email service you choose.
    - If you click on **Outlook Calendar**, this will generate a .ics file that you import to your

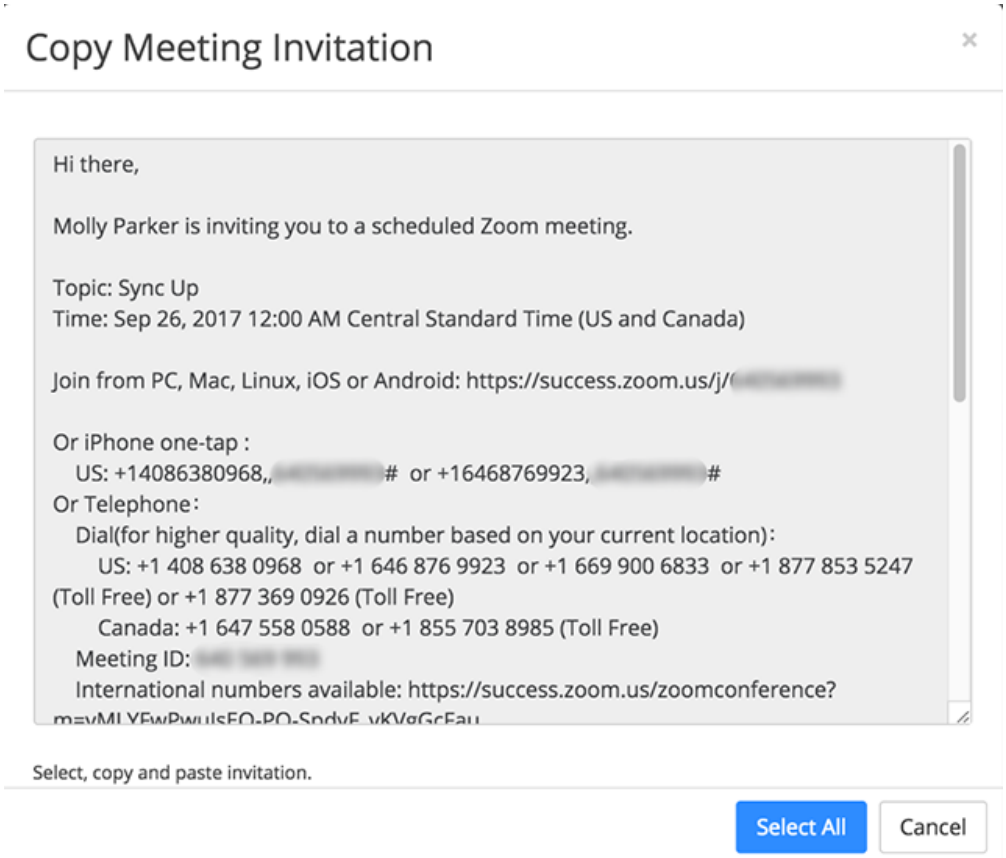
Outlook calendar.



3. You can also manually copy the meeting information by clicking the text that says **Copy the invitation**.



- If you click on **Copy the Invitation**, another window will open with the meeting invitation text.
- Click **Select All.**
- You can copy the invitation and send it out through email or elsewhere.


Copy Meeting Invitation
Hi there,
Molly Parker is inviting you to a scheduled Zoom meeting.
Topic: Sync Up
Time: Sep 26, 2017 12:00 AM Central Standard Time (US and Canada)
Join from PC, Mac, Linux, iOS or Android: https://success.zoom.us/j/
Or iPhone one-tap :
US: +14086380968,,# or +16468769923,#
Or Telephone:
Dial(for higher quality, dial a number based on your current location):
US: +1 408 638 0968 or +1 646 876 9923 or +1 669 900 6833 or +1 877 853 5247 (Toll Free) or +1 877 369 0926 (Toll Free)
Canada: +1 647 558 0588 or +1 855 703 8985 (Toll Free)
Meeting ID:
International numbers available: https://success.zoom.us/zoomconference?
Select, copy and paste invitation.
Select All
Cancel

How do I Start or Join a Scheduled Meeting as the Host?

Overview

If you are the meeting host and need to start or join a scheduled meeting, there are several ways that you can join the meeting. As the host, you can start the meeting from the Zoom desktop client for Mac, PC or Linux, the Zoom app for Android or iOS, your web browser, or an H.323 or SIP device.

You can start a meeting by phone as the host using your host key. Learn more about starting a meeting by dial-in.

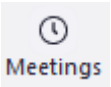
Note: If you are invited to another Zoom user's meeting, learn how to join the meeting.

Prerequisites

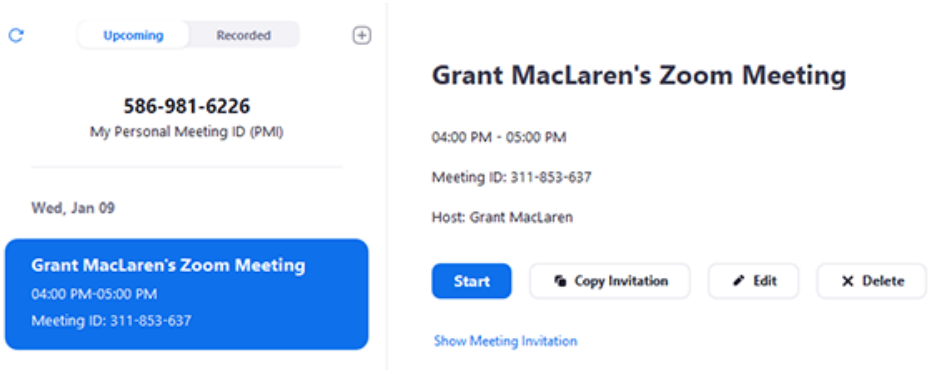
- Zoom Account
- Meeting Scheduled - learn more about scheduling a meeting

Windows | Mac

1. In the Zoom client, click **Meetings**.

2. Under the **Upcoming** tab, select the meeting you want to start. Additional options will appear.



3. Click **Start**.

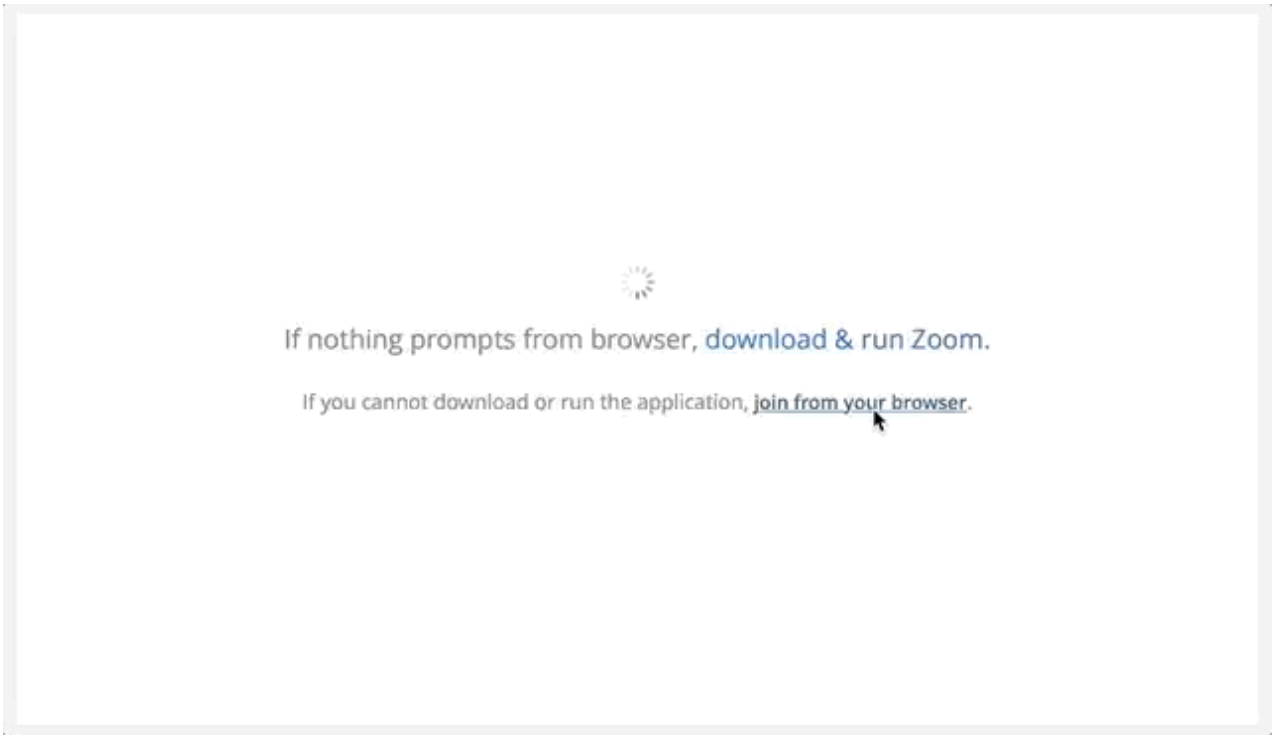
Show a "Join from your browser" Link

Overview

Participants who are unable to install the Zoom client on their computer or the Zoom app on their mobile device can join a meeting or webinar through their web browser. The Zoom web client offers limited functionality. [Read more about the Web Client.]

The **Join from your browser** link will appear after the user clicks on the link to join the meeting. You can automatically include a **Join from your browser** link or you can require participants to attempt to download Zoom first.

The participant can click on **join from your browser**. They will be prompted to enter their name and then be able to join the meeting.



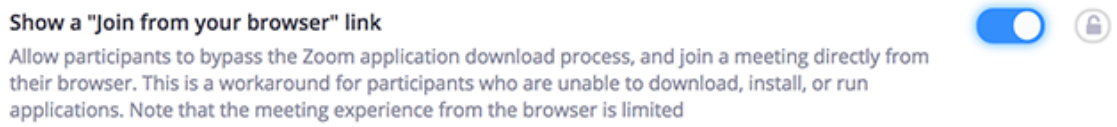
This article covers:

- Showing a "Join from your browser" Link for all meetings hosted by users on your account
- Showing a "Join from your browser" Link for all meetings hosted by members of a specific group
- Showing a "Join from your browser" Link for your own meetings

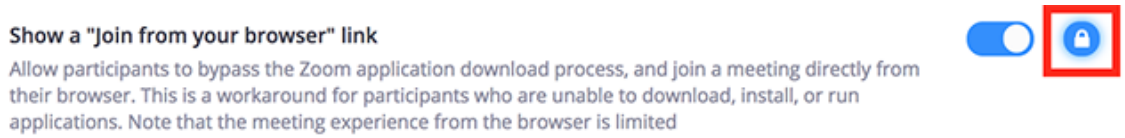
Instructions

To show a "Join from your browser" Link for all meetings hosted by users on your account:

1. Login to your Zoom **Account Settings**.
2. Navigate to the **Show a "Join from your browser" Link** option on the **Meeting** tab, under **In Meeting (Advanced)**.
3. Verify that the setting is enabled. If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose Turn On to verify the change.

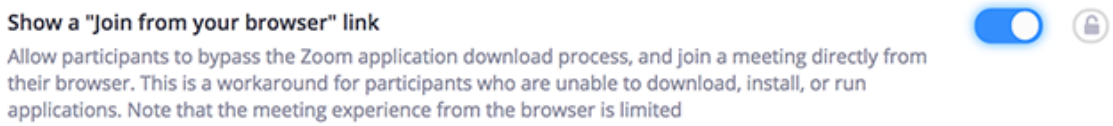


4. *Optional:* If you want to make this setting mandatory for all users in your account, click the lock icon, and then click Lock to confirm the setting.

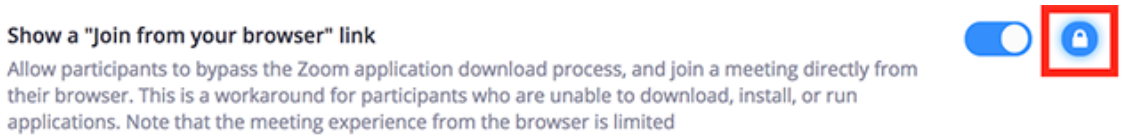


To show a "Join from your browser" Link for all meetings hosted by members of a specific group:

1. Sign into your Zoom account on the web and select **Group Management**.
2. Click the name of the group, then click the **Settings** tab.
3. Navigate to the **Show a "Join from your browser" Link** option on the **Meeting** tab, under **In Meeting (Advanced)**.



4. Verify that the setting is enabled. If the setting is disabled, click the Status toggle to enable it.
5. If a verification dialog displays, choose Turn On to verify the change.
6. *Optional:* If you want to make this setting mandatory for all users in this group, click the lock icon, and then click Lock to confirm the setting.

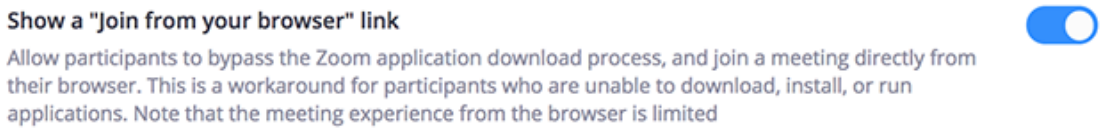


Note: If the option is grayed out, it has been locked at the Account level, and needs to be changed at that level.

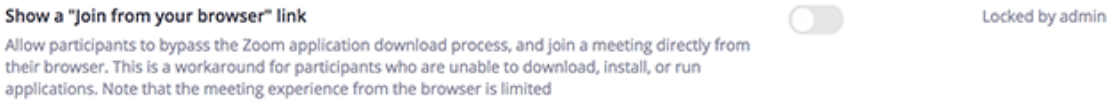
To show a "Join from your browser" Link for your own meetings:

1. Sign into your Zoom account on the web and click **My Meeting Settings** (if you are an account administrator) or **Meeting Settings** (if you are an account member).
2. Navigate to the **Show a "Join from your browser" Link** option on the **Meeting** tab, under **In Meeting (Advanced)**.

3. Verify that the setting is enabled. If the setting is disabled, click the Status toggle to enable it.



4. If a verification dialog displays, choose Turn On to verify the change.
   Note: If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.



Displaying participants in gallery view

Overview

Gallery view lets you see thumbnail displays of participants, in a grid pattern, which expands and contracts as participants join and leave the meeting. Depending on your CPU, you can display up to 49 participants in a single screen of the gallery view. If more than 49 attendees are in the meeting, 49 thumbnails are displayed on each page. view up to 1,000 thumbnails by clicking the right or left arrows in gallery view to display the next 49 participants.

Note: While using dual monitors in the desktop client gallery view will still only be shown on one monitor.

Prerequisites

Requirements for displaying up to 49 thumbnails per page:

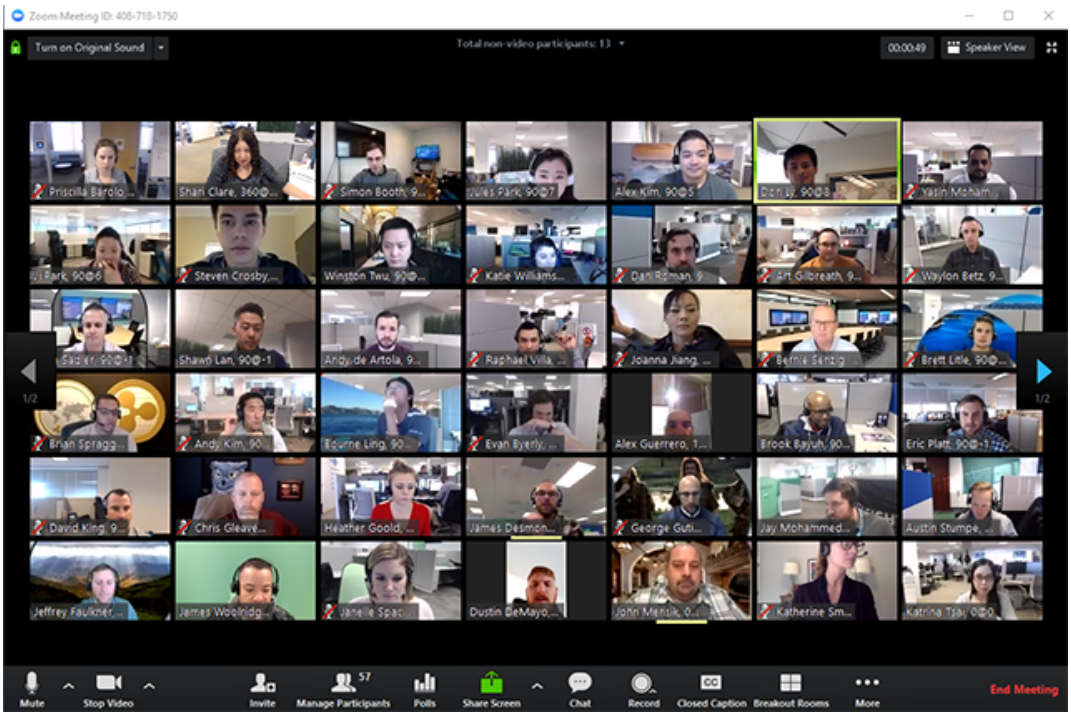
- Zoom Desktop Client for macOS or Windows version 4.1.x.0122 or later
- Intel i7 or equivalent CPU
- Dual core processor for a single monitor
- Quad core processor for dual monitors

Windows | macOS

To display up to 49 participants on a single screen of the Gallery View:

1. Sign in to the Zoom client.

2. Click **Settings**, and then click **Video** to display the video settings page.
3. Enable the option **Display up to 49 participants per screen in Gallery View**.
   Note that if your computer does not meet the CPU requirements, this option is unavailable.
4. Start or join a meeting.
5. Click **Gallery View** in the top-right corner.
   If the meeting has 49 or fewer attendees, all of them are displayed on a single page. If more than 49 attendees are in the meeting, 49 thumbnails are displayed on each page.



Note: You may need to change to full-screen mode or adjust the size of your window to accommodate all 49 thumbnails.

Host and Co-Host Controls in a Meeting

Video Guide

Overview

Host controls allow you as the host to control various aspects of the Zoom Meeting, such as managing the participants.

The co-host feature allows the host to share hosting privileges with another user, allowing the co-host to manage the administrative side of the meeting, such as managing participants or starting/stopping the recording. The host must assign a co-host. There is no limitation on the number of co-hosts you can have in a meeting or webinar.

Co-hosts do not have access to the following controls as they are only available as host controls in a meeting:

- Start closed captioning and assign someone or a third-party to provide closed captioning
- Start live streaming
- End meeting for all participants
- Make another participant a co-host
- Start breakout rooms or move participants from one breakout room to another
- Start waiting room (co-hosts can place participants in waiting room or admit/remove participants from the waiting room)

Co-hosts also cannot start a meeting. If a host needs someone else to be able to start the meeting, they can assign an alternative host.

Prerequisites

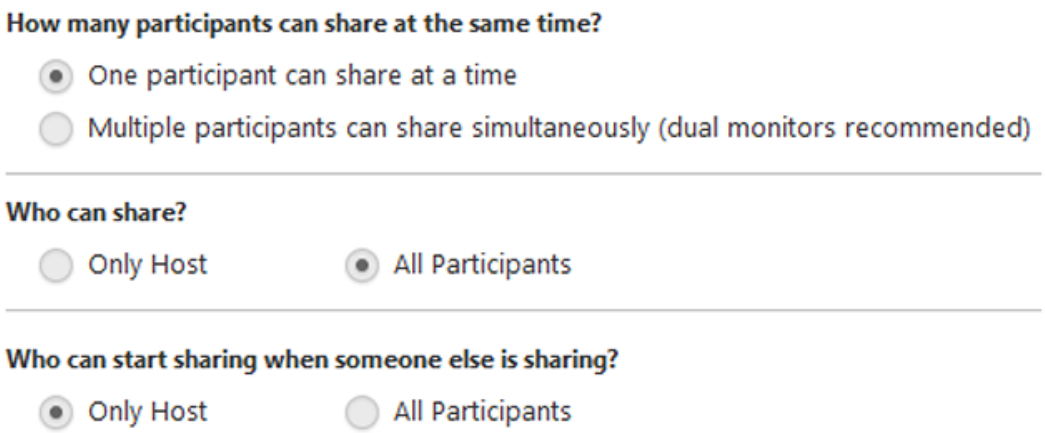
- Host permission in the meeting, or co-host permission (set by the host)
- Zoom desktop client for Mac, PC, Chrome OS or Linux
- Zoom mobile app for iOS or Android

Windows | Mac

The host controls will appear at the bottom of your screen if you are not currently screen sharing.

- **Mute/Unmute**: This allows you to mute or unmute your microphone.
    - Audio Controls (click ^ next to **Mute/Unmute**): The audio controls allow you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio options in the Zoom settings.
- **Start/Stop Video**: This allows you to start or stop your own video.
    - Video controls (click ^ next to **Start/Stop Video**): If you have multiple cameras on your computer, you can select which Zoom is using, access the full video controls, and select a Virtual Background.
- **Invite**: Invite others to join your meeting.
- **Manage Participants**: Opens the Participants window.

- **Polling**: Allows you to create, edit, and launch your polls. The options to create or launch polls will open up the Zoom web portal in your default browser.
- **Share Screen**: Start sharing your screen. You will be able to select the desktop or application you want to share.
- **Screen Share** controls (click ^ next to **Share Screen**): Select who can share in your meeting and if you want only the host or any participant to be able to start a new share when someone is sharing.



- **Chat**: Access the chat window to chat with the participants.
- **Record**: Start or stop a cloud or localrecording.
- **Closed Caption** (only available to the host): If you have enabled closed captioning for your account, click here to access the closed caption options.
- **Breakout Rooms** (only available to the host): Start breakout rooms.
- **More**: Clicking on **More** will give you access to additional options.

    - **Live on Workplace by Facebook**: Broadcast your meeting live on Workplace by Facebook.
    - **Live on Custom Live Streaming Service**: Broadcast your meeting live on a custom streaming platform.
- **End Meeting** (only available to the host): This will end the meeting for all participants. If you want to have the meeting continue, you should give another participant host control before leaving the meeting.

When you are screen sharing, the controls will appear at the top of your screen, but you can drag it to another location. Learn more about screen share controls.

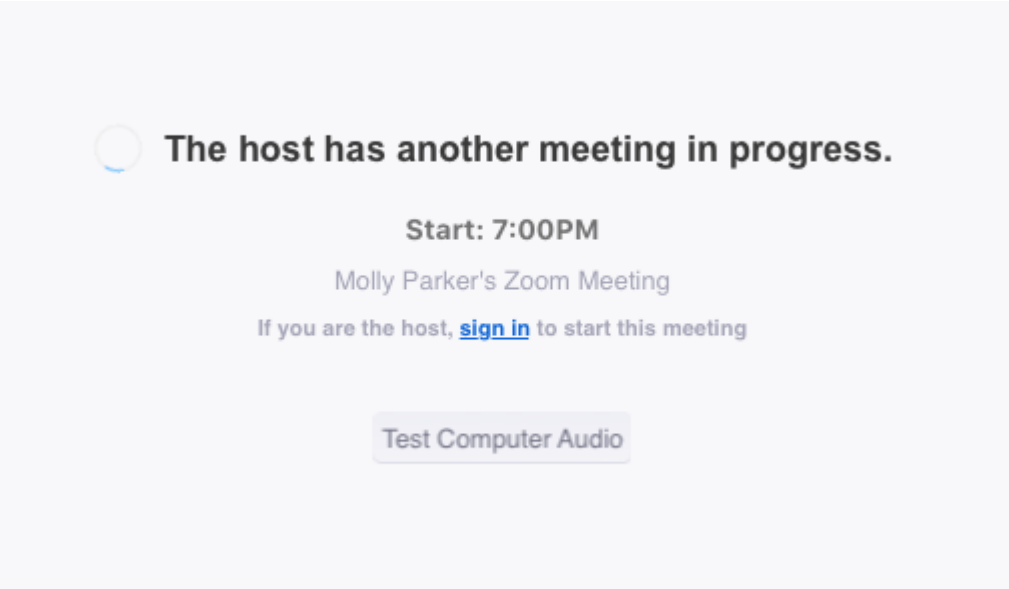
Can I Host Concurrent Meetings?

Overview

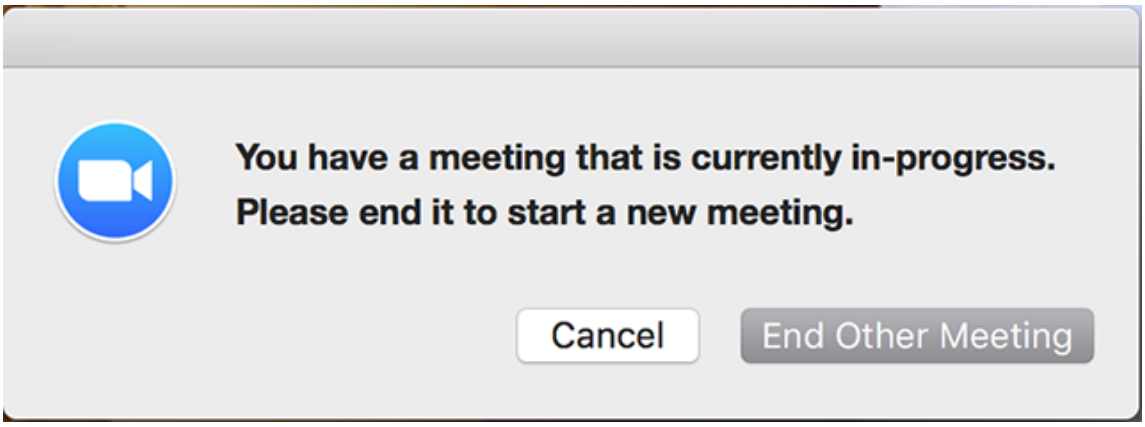
Zoom does not allow a user to host multiple meetings at the same time. If the host attempts to have concurrent meetings by scheduling two different meetings at the same time and enables join before host for both meetings (or has an alternative host start one of the meetings), the following issues can occur:

Common Issues

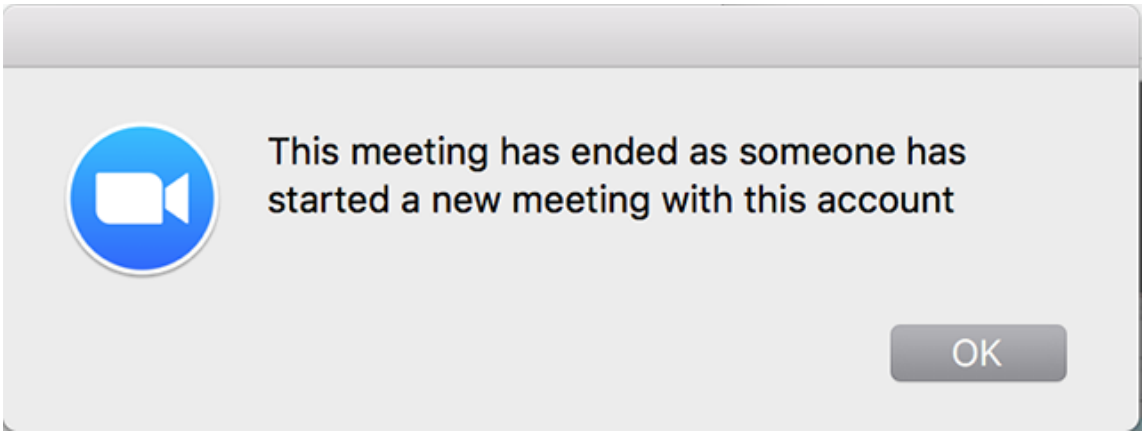
- If participants attempt to join a meeting that the host hasn't started yet, they will receive the message:



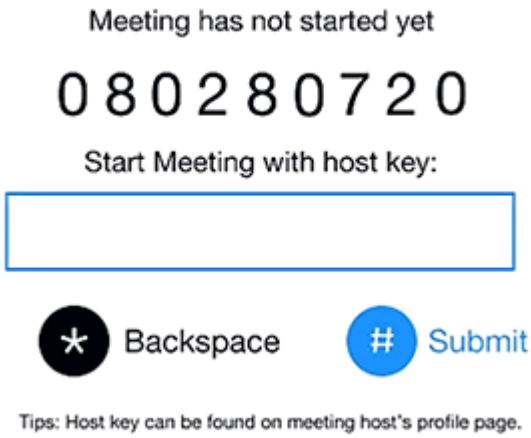
- If the host (or alternative host) tries to start a different meeting at the same time, they will be prompted to end the first meeting:



If the host chooses to end the meeting, the participants will receive the following message:



- H.323/SIP Devices that join a meeting with join before host enabled, and the host is already hosting another meeting. When the device joins, it will be prompted for a host key for the meeting:



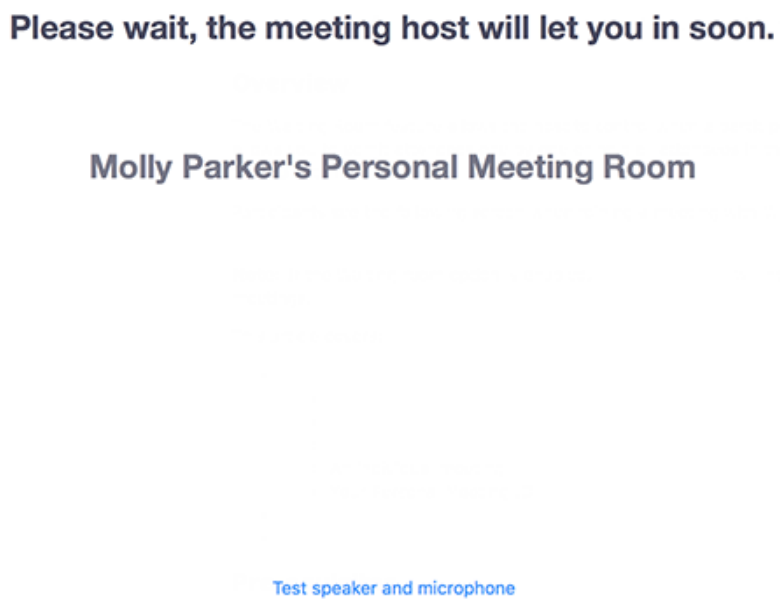
- If a Zoom Room attempts to start a second meeting with join before host enabled, it will end the first meeting without warning.

Waiting Room

Overview

The Waiting Room feature allows the host to control when a participant joins the meeting. As the meeting host, you can admit attendees one by one or hold all attendees in the waiting room and admit them all at once. You can send all participants to the waiting room when joining your meeting or only guests, participants who are not on your Zoom account or are not logged in.

Participants will see the following screen when joining a meeting with Waiting Room enabled:



You can also customize the waiting room screen with your own logo, title and description.

Note: If the Waiting room option is enabled, Join Before Host will not work for that meeting or meetings.

This article covers:

- Enabling Waiting Room
    - For your account
    - For a group
    - For your own meetings
    - For an individual meeting
    - For your Personal Meeting ID
- Using Waiting Room
- Customizing the Waiting Room

Prerequisites

- PC or Mac client **4.0.x or higher**
- Linux client **2.0.87130.0317 or higher**
- Android app **4.0.21432.0116 or higher**
- iOS app **4.0.21521.0116 or higher**
- For customized waiting room **4.1.20185.0205 or higher**
- For allowing internal participants to admit guests, PC or Desktop client **4.6.2 or higher**
- Licensed user for customizing waiting room

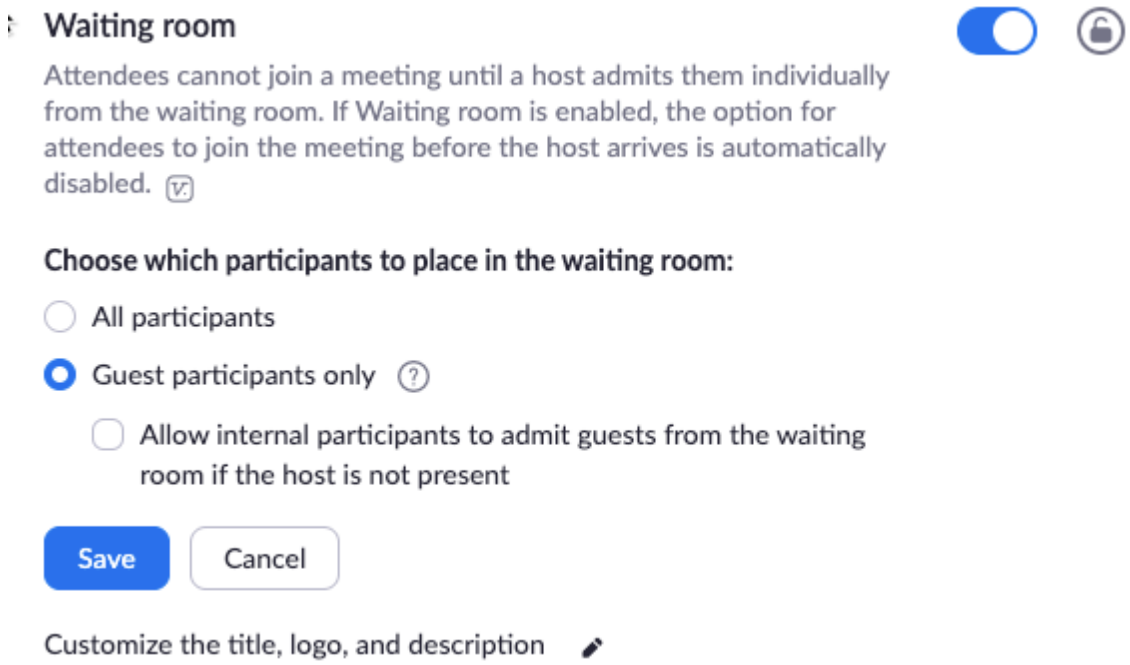
Enabling Waiting Room

For your account

To enable the **Waiting Room** feature for all members of your organization:

1. Sign in to the Zoom web portal as an administrator with the privilege to edit account settings.
2. Click **Account Management** > **Account Settings**.

3. Navigate to the **Waiting Room** option on the **Meeting** tab and verify that the setting is enabled.
   Note: If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.



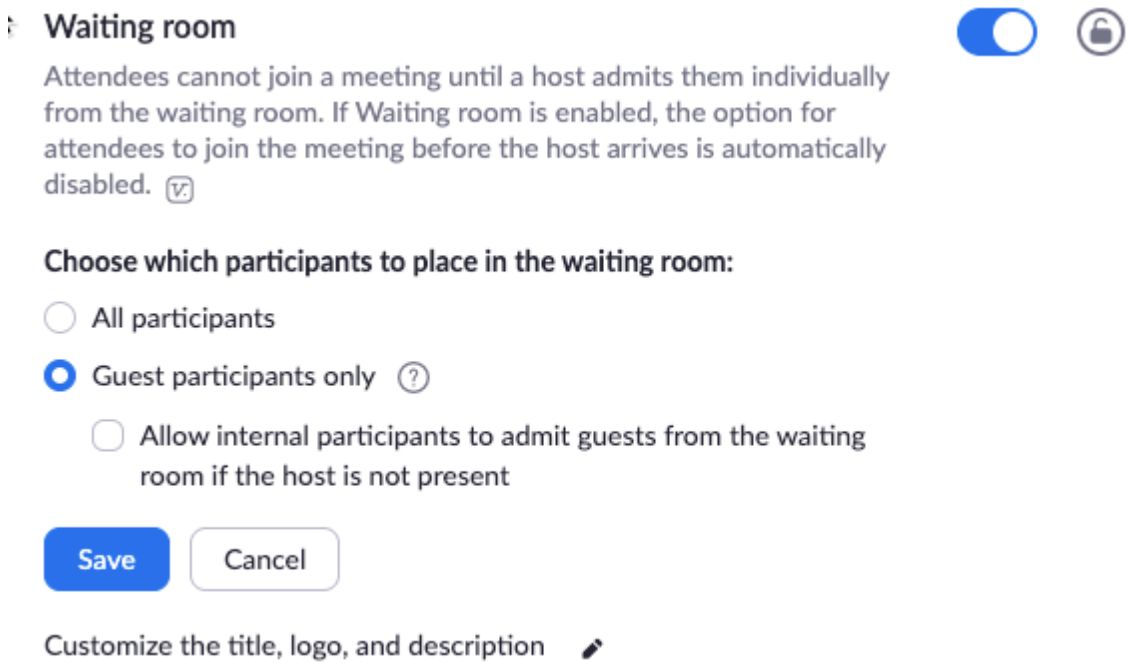
4. Select who you want to admit to the waiting room.
   - **All participants**: All participants joining your meeting will be admitted to the waiting room.
   - **Guest participants only**: Only participants who are not on your Zoom account or are not logged in will be admitted to the waiting room. If not logged in, they will have an option to log in.
     Note: If **Guest participants only** is enabled, you can also enable the option to allow internal participants (users on the account), to admit guests from the waiting room if the host is not in the meeting.

5. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click **Lock** to confirm the setting.

For a specific group

To enable the **Waiting Room** feature for all members of a specific group:

1. Sign in to the Zoom web portal as an administrator with the privilege to edit groups.
2. Click **User Management** > **Group Management**.
3. Click the **Group Name**, then click the **Settings** tab.
4. On the Meeting tab, navigate to the **Waiting Room** option under In-Meeting (Advanced) and verify that the setting is enabled.



Notes:

- If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.

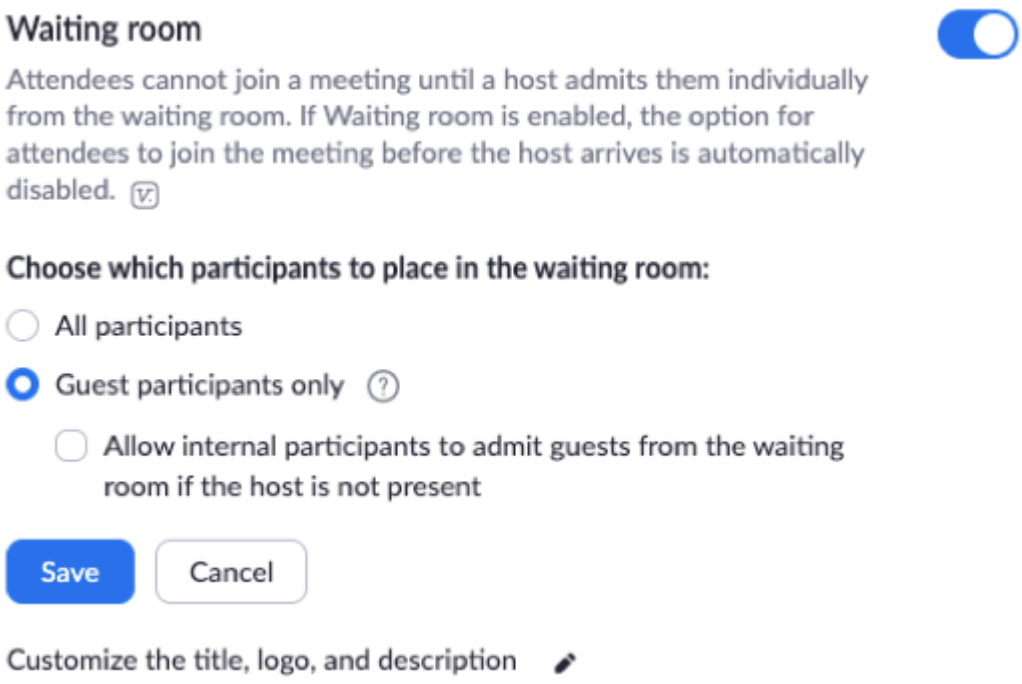
- If the option is grayed out, it has been locked at the Account level, and needs to be changed at that level.

5. Select who you want to admit to the waiting room.
    - **All participants**: All participants joining your meeting will be admitted to the waiting room.
    - **Guest participants only**: Only participants who are not on your Zoom account or are not logged in will be admitted to the waiting room. If not logged in, they will have an option to log in.
      Note: If **Guest participants only** is enabled, you can also enable the option to allow internal participants (users on the account), to admit guests from the waiting room if the host is not in the meeting.
6. (Optional) If you want to make this setting mandatory for all users in this group, click the lock icon, and then click **Lock** to confirm the setting.

For your own meetings

To enable the **Waiting Room** feature for your own use:

1. Sign in to the Zoom web portal.
2. Click **Account Management** > **Account Settings** (if you are an account administrator) or **Settings** (if you are an account member).
3. On the Meeting tab, navigate to the **Waiting Room** option under In-Meeting (Advanced) and verify that the setting is enabled.



Notes:

- If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.
- If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.

4. Select who you want to admit to the waiting room.
    - **All participants**: All participants joining your meeting will be admitted to the waiting room.
    - **Guest participants only**: Only participants who are not on your Zoom account or are not logged in will be admitted to the waiting room. If not logged in, they will have an option to log in.

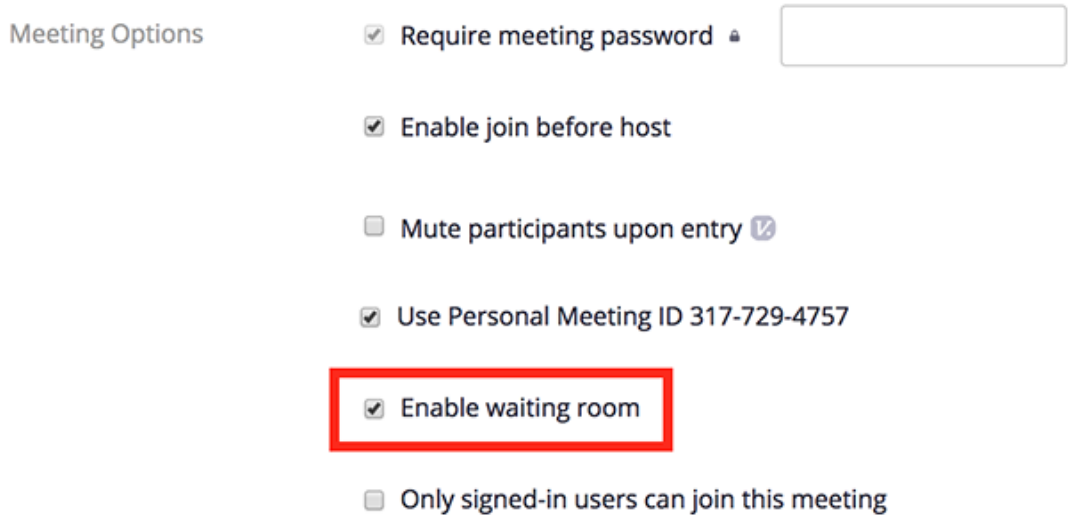
      Note: If **Guest participants only** is enabled, you can also enable the option to allow internal participants (users on the account), to

admit guests from the waiting room if the host is not in the meeting.

For an individual meeting

Before you can enable Waiting Room for an individual meeting, you must enable it in your meeting settings.

1. Sign in to the Zoom web portal.
2. Click **Meetings**.
3. Click a meeting topic to edit it or schedule a new meeting.
4. Under Meeting Options, check **Enable Waiting Room**.



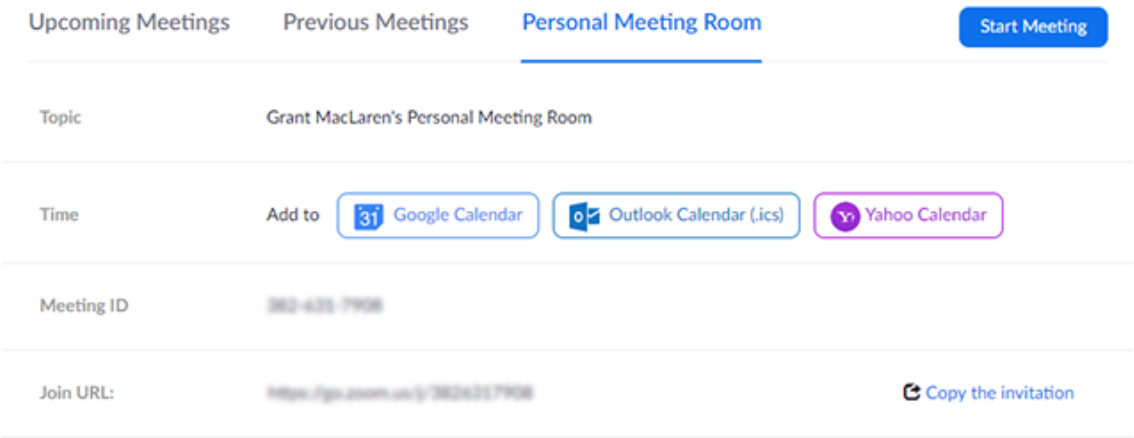
5. Click **Save**.

For your Personal Meeting ID

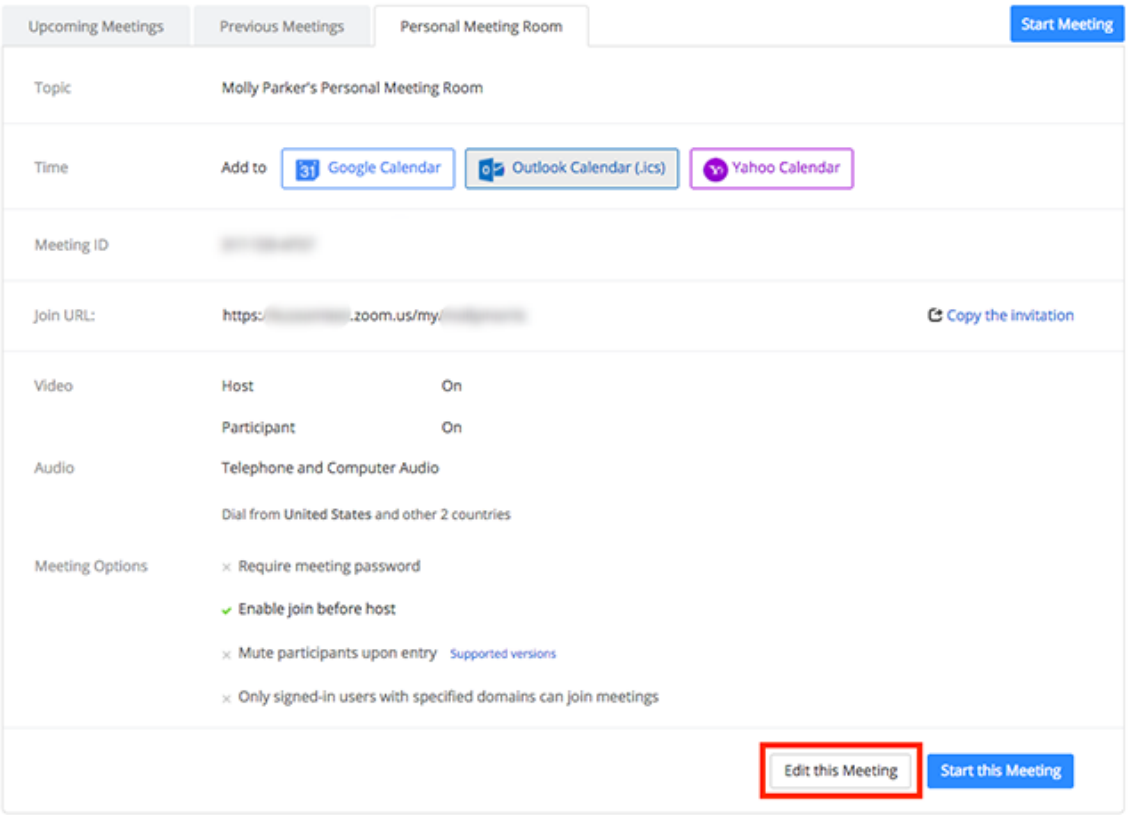
Before you can enable Waiting Room for your PMI, you must enable it in your meeting settings.

1. Sign in to the Zoom web portal.
2. Click **Meetings**.

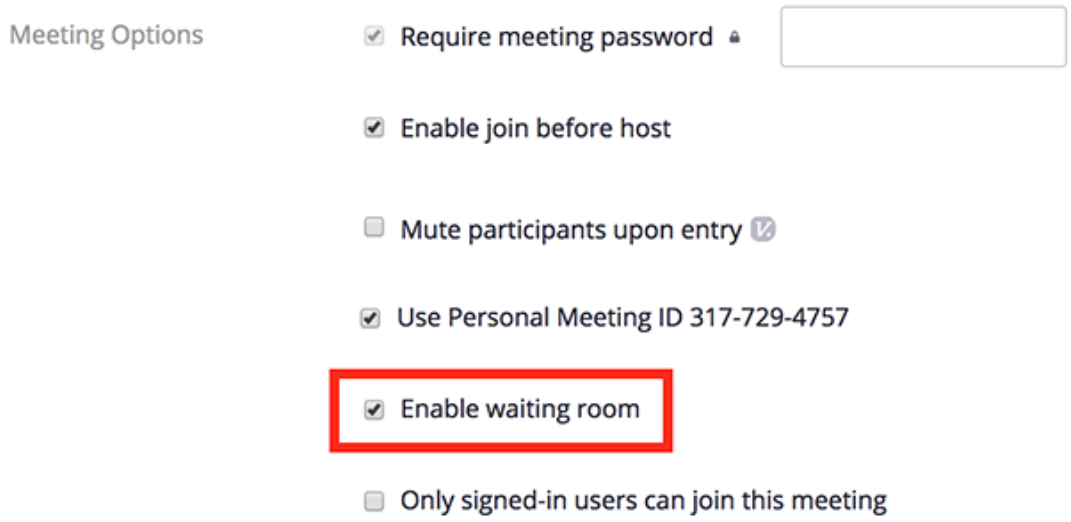
3. Click the **Personal Meeting Room** tab.



4. Click **Edit this Meeting**.



5. Under Meeting Options, check **Enable Waiting Room**.



6. Click **Save**.

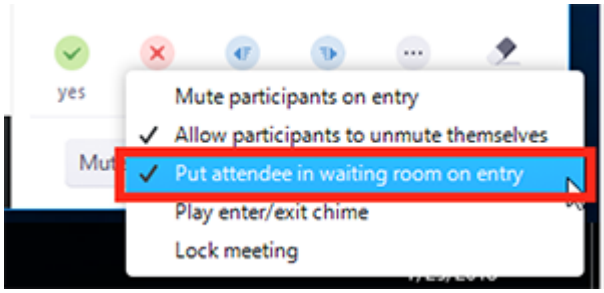
Using Waiting Room

Windows

Enabling or Disabling Waiting Room During a Meeting

1. As the meeting host, click **Manage Participants**.

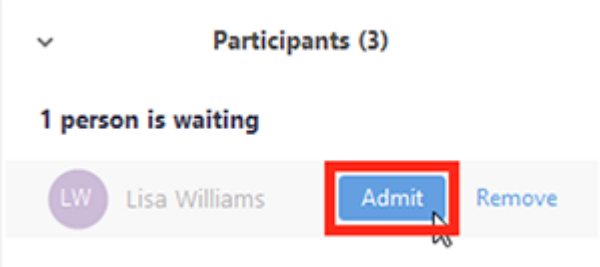
2. Click **More** at the bottom of the participants' window and choose **Put Attendee in Waiting Room on Entry** to enable or disable the feature.



Admitting Participants During a Meeting

1. As the meeting host, click **Manage Participants**.

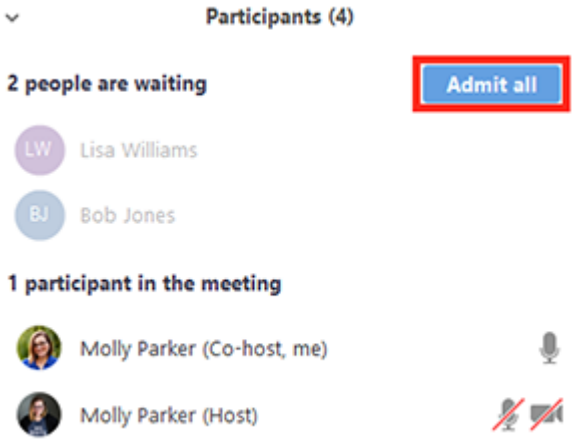
2. Click **Admit** to have the participant join the meeting.



Admit All Participants from the Waiting Room

1. As the meeting host, click **Manage Participants**.

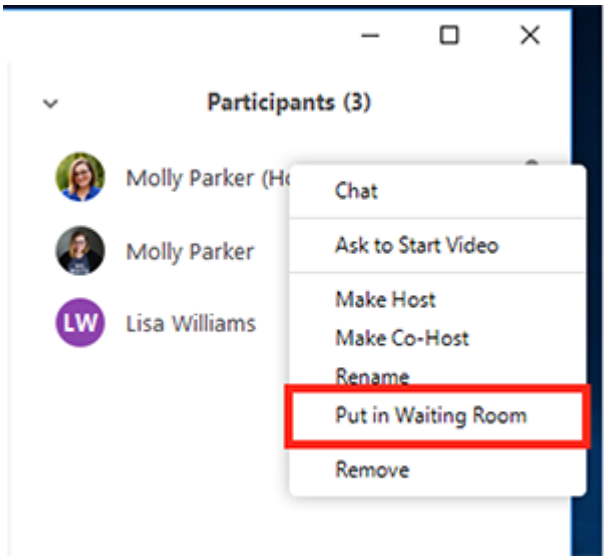
2. Click **Admit all**.



Sending Participants to the Waiting Room During a Meeting

1. As the meeting host, click **Manage Participants**.

2. Click **More** next to the participant's name and choose **Put in Waiting Room**.



Mac

Linux

Android

iOS

Web

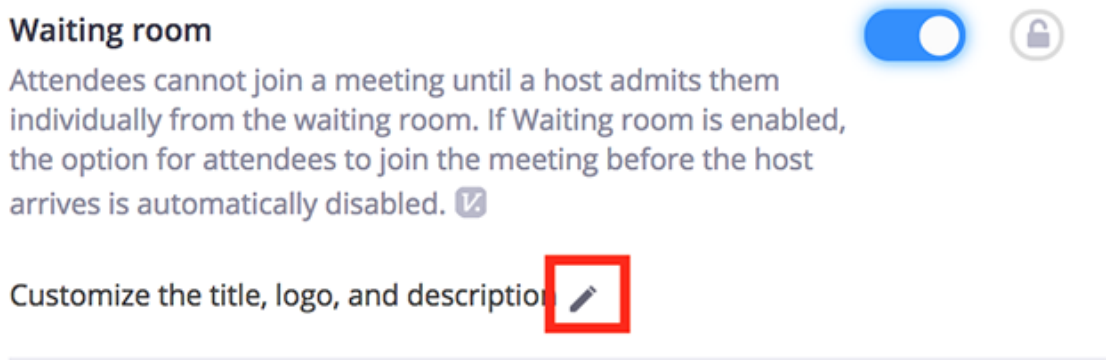
Customizing the Waiting Room

You can customize the waiting room title, logo, and description at an account, group, or user level.

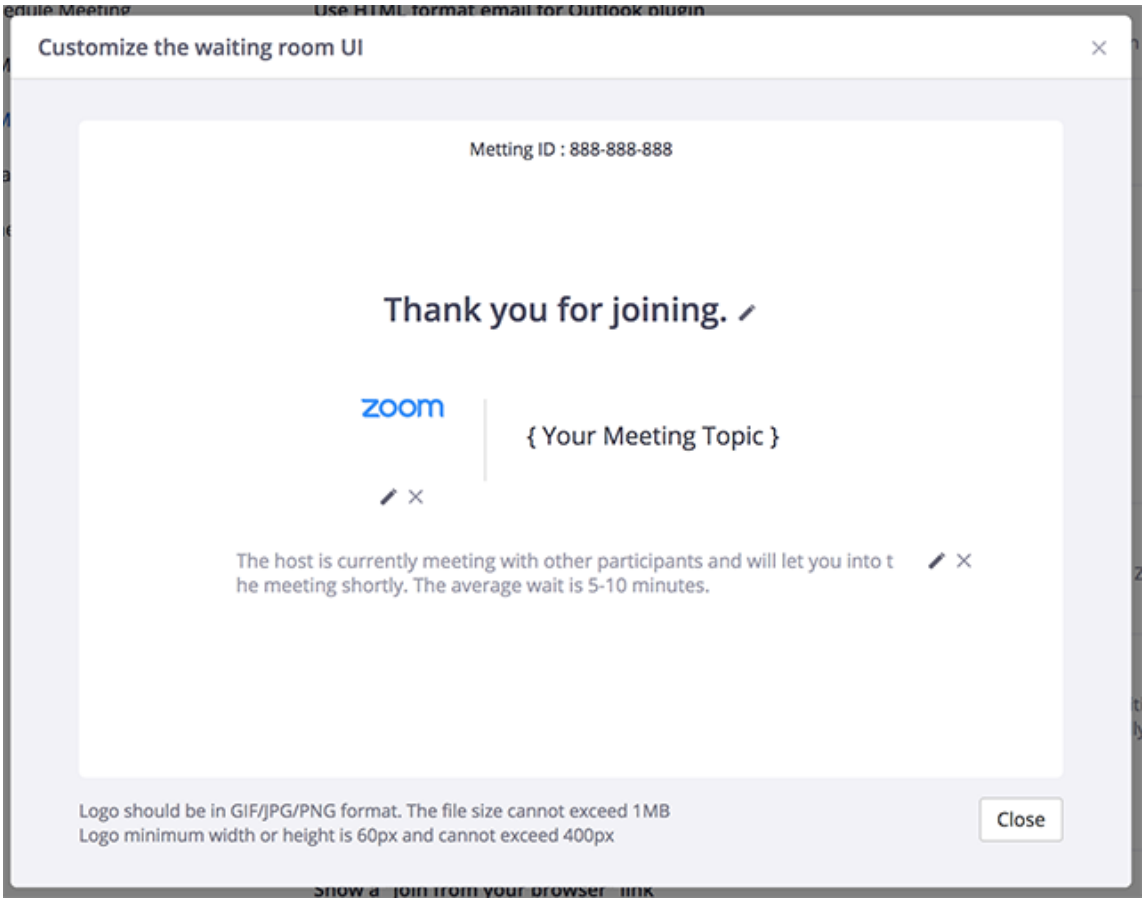
Note: You will need to enable waiting room before you have the option to customize it.

To customize your waiting room

1. After enabling waiting room, navigate to the **Waiting Room** option under **In Meeting(Advanced)**.
2. Click the pencil icon below the Waiting Room option.



3. This will open the waiting room customization options.



- **Title**: Click the pencil next to **Please wait, the meeting host will let you in soon**. to update

the meeting title. Click ✓ when you are done. **Note**: Titles are limited to 64 characters.

- **Logo**: To upload a logo, click the pencil icon. **Note:** Logos can be in GIF, JPG or PNG format. They cannot exceed 1MB. The minimum height and width is 60px and the maximum is 400px.
- **Description**: Click **Add waiting room description** to add a description to the waiting room. Click ✓ when you are done. **Note:** The description is limited to 400 characters.

4. Click **Close** when you are done.
5. Participants will see your custom waiting room branding when they join the meeting.

Joining a Meeting

Video Guide

Overview

In this article, we will discuss how to join an instant meeting through an email invite, an instant messaging invite, from the browser, from the Zoom desktop and mobile application, from a landline or mobile phone, and with a H.323 or SIP device.

Before joining a Zoom meeting on a computer or mobile device, you can download the Zoom app from our Download Center. Otherwise, you will be prompted to download and install Zoom when you click a join link.

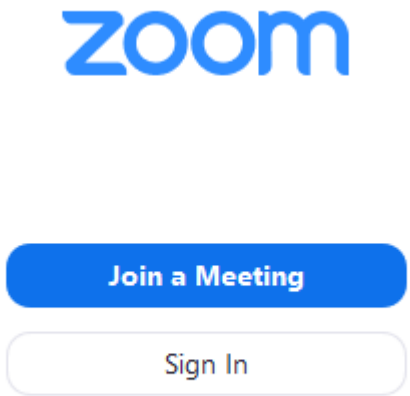
You can also join a test meeting to familiarize yourself with Zoom.

Prerequisites

- Each meeting has a unique 9, 10, or 11-digit number called a meeting ID that will be required to join a Zoom meeting
- If you are joining via telephone, you will need the teleconferencing number provided in the invite.

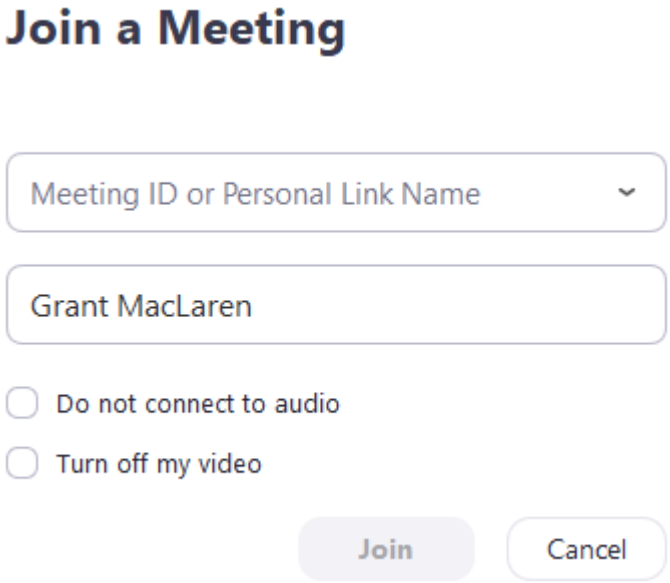
Windows | Mac

1. Open the Zoom desktop client.
2. Join a meeting using one of these methods:
    - Click **Join a Meeting** if you want to join without signing in.



- Sign in to Zoom then click **Join.**

3. Enter the meeting ID number and your display name.
    - If you're signed in, change your name if you don't want your default name to appear.
    - If you're not signed in, enter a display name.



4. Select if you would like to connect audio and/or video and click **Join**.

Joining a meeting by phone

Overview

You can join a Zoom meeting via teleconferencing/audio conferencing (using a traditional phone). This is useful when:

- you do not have a microphone or speaker on your PC/Mac,
- you do not have a smartphone (iOS or Android) while on the road, or
- you cannot connect to a network for video and VoIP (computer audio)

Zoom has toll numbers available for many countries that are included with all plans. For audio plan subscribers, Zoom also has toll-free and additional toll numbers available. The dial-in numbers available are dependent on the host's audio subscription and settings.

View list of Zoom International Dial-in Numbers. If a number is not listed or has asterisks (***) in place of some of the numbers, it means that number is not available on the account that you're currently logged into.

If you have a Zoom Phone license, you can dial in to a meeting using Zoom Phone without incurring usage charges.

This article covers:

- Joining meeting audio by phone
- Joining a meeting by phone only
    - Phone controls for participants

- Hosting phone-only meetings
  - Considerations for joining by phone as the host
  - Phone controls for meeting host

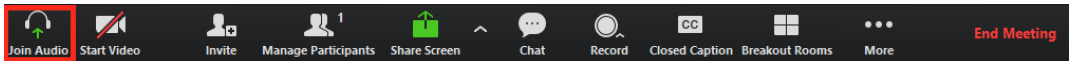
Follow the below sections if you want to join a meeting using the desktop client for video and screen sharing, but want to join meeting audio using your phone.

Joining meeting audio by phone

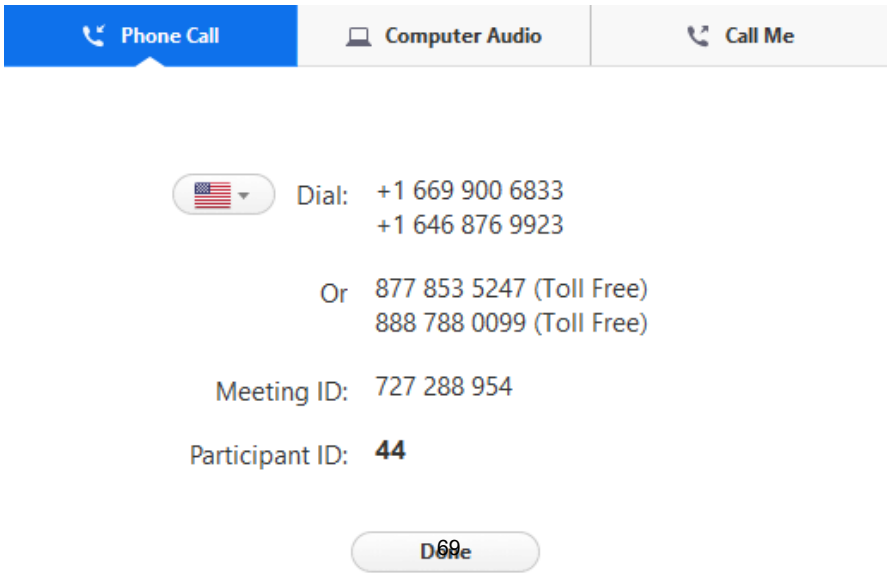
Windows | Mac

Joining meeting audio by phone

1. After joining a Zoom meeting, you will be prompted to join the audio automatically. If this prompt does not appear or you close out of it, click **Join Audio** in the meeting controls.



2. Click **Phone Call**.
   Note: If you are subscribed to the call out add-on, you can join the meeting by having Zoom dial your phone number.



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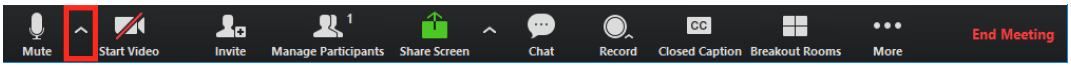
3. Follow the instructions for dialing in:
    - Select the country you're calling from in the flag drop-down menu.
    - Call one of the numbers provided.
    - Enter your meeting ID followed by #.
    - Enter your participant ID followed by #.

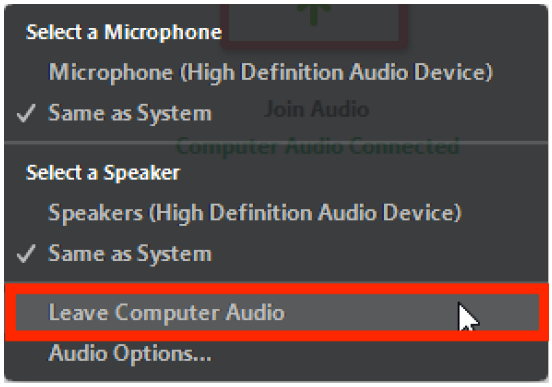
Joining meeting audio by phone after joining computer audio

If you joined computer audio automatically, you can leave the computer audio and join by phone.

1. Click the arrow next to **Mute/Unmute**.



2. Click **Leave Computer Audio**.



3. Click **Phone Call** and follow the prompt to dial in.

Joining a meeting by phone only

1. Dial an in-country number. If you dial a toll number, your carrier rates will apply. You can find the numbers on your meeting invitation or a full list of international dial-in numbers at https://zoom.us/zoomconference.
2. You will be prompted to enter the meeting ID - the nine (9), ten (10), or eleven (11) digit ID provided to you by the host, followed by #.
3. If the meeting has not already started and join before host is not enabled, you will be prompted to enter the host key to start the meeting, or to press # to wait if you are participant.
4. You will be prompted to enter your unique participant ID. This only applies if you have joined on the computer or mobile device or are a panelist in a webinar. Press #to skip.

If you join by computer or mobile device later, you can enter the Participant ID to bind your phone and device session together and show your video when you speak on the phone. To enter your participant ID once you are in the meeting, enter **#Participant ID#** on your phone.

Phone controls for participants

The following commands can be entered via DTMF tones using your phone's dial pad while in a Zoom meeting:

- ***6** - Toggle mute/unmute
- ***9** - Raise hand

Hosting phone-only meetings

You can join and start any Zoom meeting from your telephone and control the meeting with DTMF tones. To be recognized as the host, you will need to enter your host key, which you can find on your user profile

Note: If you enable join before host and join only from your telephone, you will not be recognized as the host and will not have host controls. If you need to host meetings from your phone with full host controls, do not enable join before host.

Learn more about scheduling or editing a scheduled meeting:

- Schedule a Meeting
- Update a Scheduled Meeting
- Enable for your Personal Meeting ID (PMI)

You can also consider using Personal Audio Conference.

Considerations for joining by phone as the host

- If you have scheduled the meeting from a basic account, the meeting will timeout after forty-minutes with a thirty minute warning notification, if two or more participants join or you do not bind your phone and computer/mobile device session with the participant ID.
- If you would like the meeting to last for unlimited duration, the meeting will need to be scheduled by a **Licensed** user, on a **Pro** or above account.
- The number of phones that can connect to a Zoom meeting or webinar is determined by account type and add-on assigned to the user account.
    - Licensed User: 100 Dial In Users
    - Licensed + Large Meeting 200: 200 Dial In Users
    - Licensed + Large Meeting 300: 300 Dial In Users
    - Licensed + Large Meeting 500: 500 Dial In Users
    - Licensed + Large Meeting 1000: 1000 Dial In Users

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- Licensed + Webinar 100: 100 Dial In Users
- Licensed + Webinar 500: 500 Dial In Users
- Licensed + Webinar 1000: 1000 Dial In Users
- Licensed + Webinar 3000 and above: 1984 Dial In Users

Phone controls for meeting host

If you have entered the Host Key to start the meeting, you will have host controls available to you by entering DTMF tones on your dial pad. To hear all available commands, enter ** on your phone.

- ***4** - End the meeting for all participants
- ***5** - Lock or Unlock the meeting
- ***6** - Mute or unmute yourself
- ***7** - Start or Stop Recording
  Note: all participants in the meeting will be notified when recording is stopped or started.
- ***#** - Hear the number of participants in the meeting
- **99** - Mute or unmute all participants

Join Multiple Meetings Simultaneously on Desktop

Overview

The feature to join multiple meetings simultaneously from the Zoom desktop client allows users to participate in or monitor multiple meetings at the same time. This is ideal for support staff who may need to monitor multiple meetings at the same time.

Once the setting is enabled, you can join multiple meetings by clicking on the join URL or navigating to https://zoom.us/join and entering the meeting ID. The Join button in the Zoom client will only work for the first meeting that you join.

This article covers:

- Enable Join different meetings simultaneously on desktop
    - For your account
    - For a group
    - For your own meetings
- Joining Multiple Meetings Simultaneously

Prerequisites

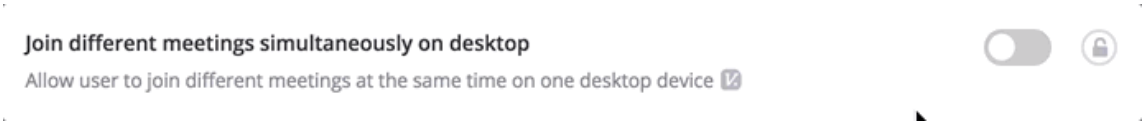
- Business, Enterprise, or Education account
- Enabled by Zoom Support
- Zoom Desktop Client for Windows **4.1.27348.0625** or later
- Zoom Desktop Client for Mac **4.4.522551.0414** or later

Enable Join different meetings simultaneously on desktop

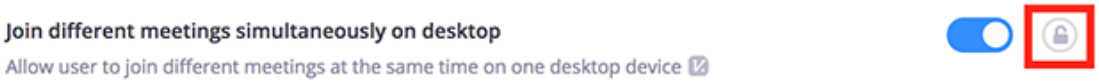
Account

To enable the **Join different meetings simultaneously on desktop feature** for all members of your organization:

1. Sign in to the Zoom web portal as an admin with the privilege to edit account settings.
2. In the navigation panel, click **Account Management** then **Account Settings**.
3. Click the **Meeting** tab.
4. Under **In Meeting (Basic)**, verify that the setting is enabled to **Join different meetings simultaneously on desktop**.
5. If the setting is disabled, click the toggle to enable it. If a verification dialog displays, click **Turn On** to verify the change.



6. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click **Lock** to confirm the setting.

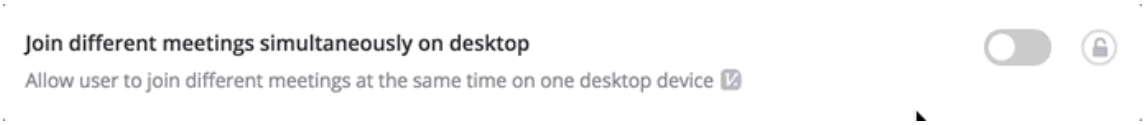


Group

To enable **Join different meetings simultaneously on desktop** for a specific group:

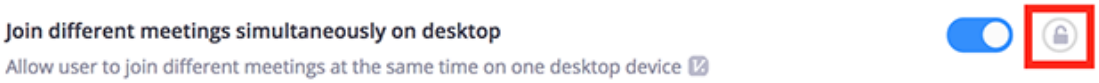
1. Sign in to the Zoom web portal an admin with the privilege to edit groups.

2. In the navigation panel, click **User Management** then **Group Management**.
3. Click the applicable group name from the list, then click the **Settings** tab.
4. Click the **Meeting** tab.
5. Under **In Meeting (Basic)**, verify that the setting is enabled to **Join different meetings simultaneously on desktop**.
6. If the setting is disabled, click the toggle to enable it. If a verification dialog displays, click **Turn On** to verify the change.



7. **Note**: If the option is grayed out, it has been locked at the account level and needs to be changed at that level.

8. (Optional) If you want to make this setting mandatory for all users in the group, click the lock icon, and then click **Lock** to confirm the setting.



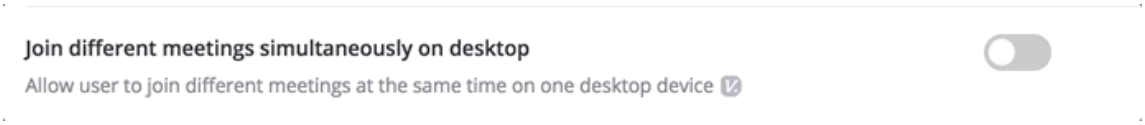
User

To enable **Join different meetings simultaneously on desktop** for your own use:

1. Sign in to the Zoom web portal.
2. In the navigation panel, click **Settings**.
3. Click the **Meeting** tab.
4. Under **In Meeting (Basic)**, verify that the setting is enabled to **Join different meetings simultaneously**

on desktop.

5. If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.



Note: If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.

Joining Multiple Meetings Simultaneously

To join multiple meetings simultaneously, you can join the first meeting by:

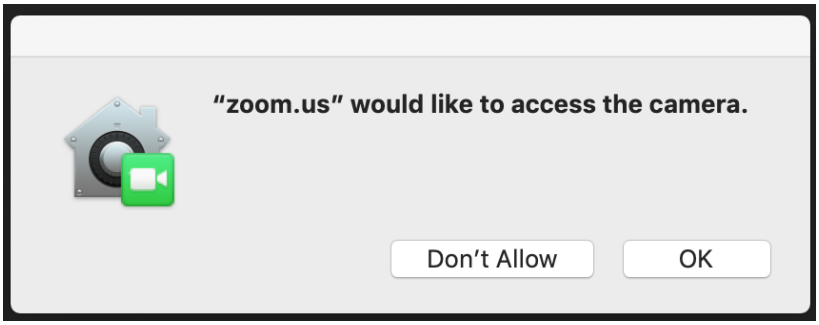
- Click the **Join** button in the Zoom desktop client
- Click the join URL **OR**
- Navigate to https://zoom.us/join and enter the meeting ID.

Note: For each additional meeting you want to join, you will need to navigate to the join URL in your browser and the Zoom client will automatically launch the meeting.

Using the Zoom Client and Zoom Rooms with macOS

Overview

Due to increased security and permissions with Mac OS 10.14 Mojave and 10.15 Catalina, you will be prompted to authorize the Zoom Desktop Client and Zoom Rooms to use the microphone, camera, and on Mac OS 10.15 Catalina, screen recording. You will also be prompted to allow the Zoom Desktop Client to allow others to remotely control your desktop. You can click **OK** during the initial request and you will be able to use your microphone and camera in Zoom.



If you do not allow Zoom access during this initial prompt or the camera, microphone, and remote control access become disabled, you will need to go into your OS System Preferences to allow access.

This article covers:

- Permissions for the Zoom Desktop Client
- Permissions for Zoom Rooms
- Editing Permissions

Prerequisites

- OS 10.14 Mojave or OS 10.15 Catalina

- OS Administrator access

Note: If you upgrade your Zoom Rooms Mac to Mojave or Catalina, keep the keyboard and mouse connected to the computer until you open Zoom and authorize access to the camera and microphone. You will need OS administrator access for the computer.

Instructions

Permissions for the Zoom Desktop Client

The Zoom Desktop Client may ask you to authorize access to the following permissions, depending on which features you are accessing in Zoom.

- **Camera** - sharing your video in a meeting or webinar
- **Microphone** - joining computer audio in a meeting or webinar
- **Screen Recording** (Mac OS 10.15 Catalina only) - sharing your screen in a meeting or webinar
- **Files and Folders** (Mac OS 10.15 Catalina only) - sharing and saving files from chat in a meeting or webinar, as well as recording locally to your computer.
- **Accessibility** - allowing remote control in a meeting

Permissions for Zoom Rooms

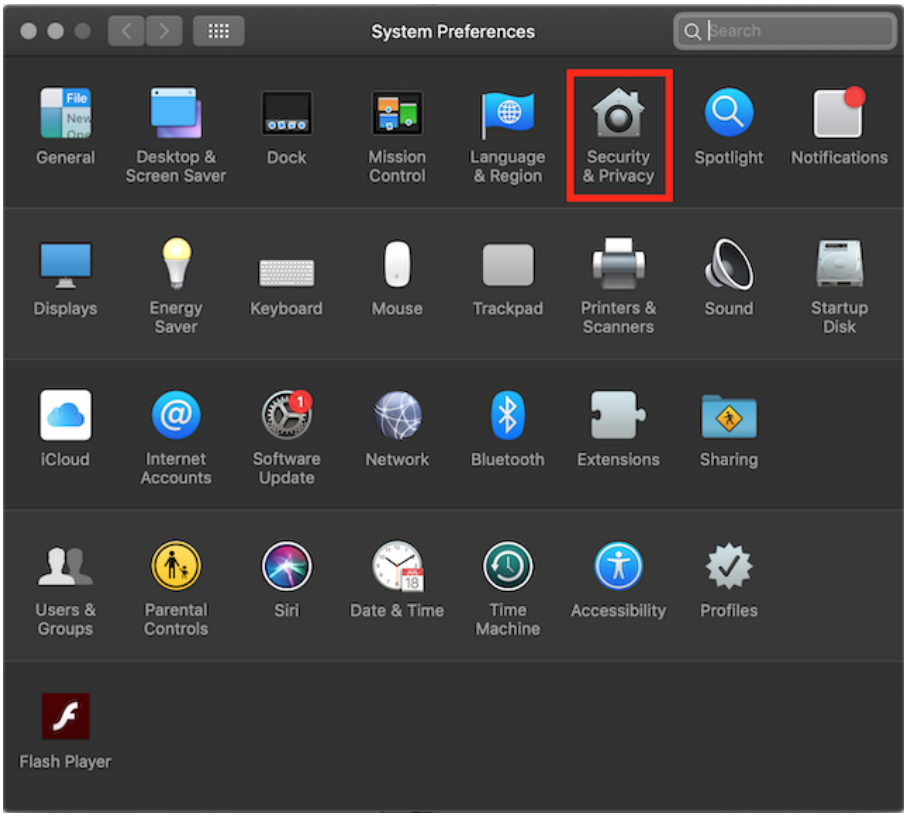
Zoom Rooms may ask you to authorize access to the following permissions, depending on which features you are accessing.

- **Camera** - sharing your video in a meeting or webinar
- **Microphone** - joining computer audio in a meeting or webinar

Editing Permissions

1. Click the Apple logo at the top left corner of your screen.
2. Click **System Preferences**.

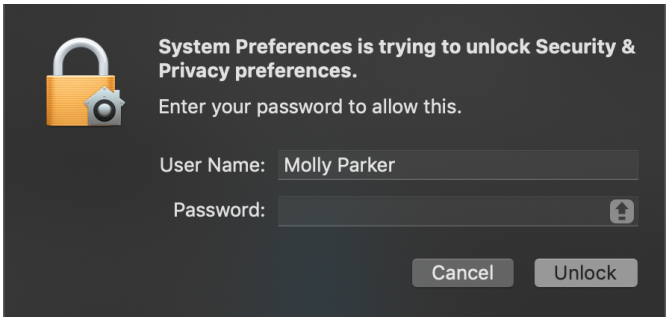
3. Click **Security & Privacy**.



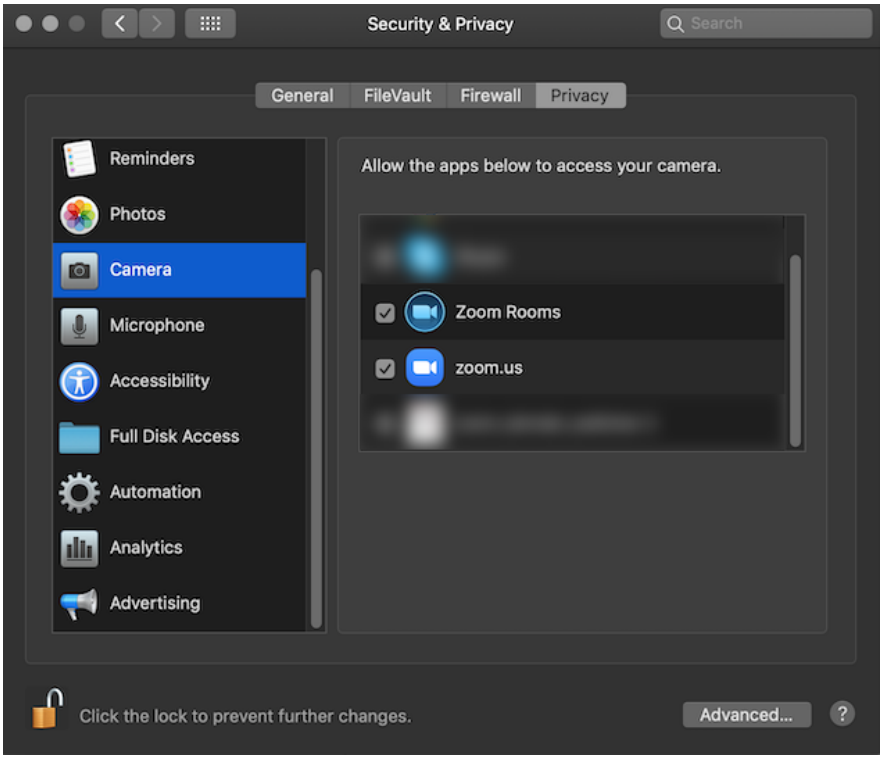
4. Click the lock icon at the bottom left corner of the Security & Privacy window.

5. Enter your OS administrator username and password.

6. Click **Unlock**.



7. Click the permission that you need to change: **Camera, Microphone, Screen Recording**, **Files and Folders** or **Accessibility**.



8. Click the checkbox next to **zoom.us** and/or **Zoom Rooms**.
   Note: For Local Recording on Catalina, you need to click the checkbox for at least the **Documents Folder** option under **zoom.us**.
9. A window will appear asking you to restart Zoom or the Zoom Rooms application.
   - If you need to allow other permissions, click **Later**. Repeat steps 7 and 8 for any additional permissions you need to enable.

- Once you've allowed all necessary permissions, click **Quit Now**.

10. Reopen Zoom or Zoom Rooms and you should now have full access.

Virtual Background

Video Guide

Overview

The virtual background feature allows you to display an image or video as your background during a Zoom Meeting. This feature works best with a green screen and uniform lighting, to allow Zoom to detect the difference between you and your background. Watch a video about this feature.

You can also upload your own images or videos as a virtual background. There are no size restrictions when adding your own virtual backgrounds, but we recommend cropping the image to match the aspect ratio of your camera before uploading it.

Example: If your camera is set to 16:9, an image of 1280 pixels by 720 px or 1920 pixels by 1080 pixels would work well.

This article covers:

- Enabling Virtual Background
  - Account
  - Group
  - User
  - Zoom Rooms
- Using Virtual Background
- Enabling Virtual Background during a Meeting
- Troubleshooting

Prerequisites

PC Requirements

- **Image only without a physical green screen**
  - Option 1
    - Zoom Desktop Client for PC, version **4.4.53582.0519** or higher
    - Windows 7, 8, or 10 64-bit
    - 4th generation i7 quad-core or higher processor
  - Option 2
    - Zoom Desktop Client for PC, version **4.5.4 (5422.0930)** or higher
    - Windows 10 64-bit
    - 6th generation Intel i5 Dual core or higher processor
    - If CPU is not i7 quadcore or higher, integrated GPU enabled and integrated GPU's graphics driver version 23.20.xx.xxxx or higher

  Note: Due to issues with compatibility with Intel CPUs using the HD 620 graphics processor, devices using those processors, must use a physical green screen.
- **Image only with a physical green screen**
  - Zoom Desktop Client for PC, version **3.5.53922.0613** or higher
  - Dual Core 2Ghz or Higher (i5/i7 or AMD equivalent) processor
- **Video or image without a physical green screen**
  - Zoom Desktop Client for PC, version **4.6.4 (17383.0119)** or higher
  - Windows 7, 8, or 10 64-bit

    - Supported processor
        - 6th generation i5 quad-core or higher, except u-series
        - 4th generation i7 quad-core or higher
        - Any processor with a logical core of 8 or higher and frequency of 3.0GHz or higher
- **Video or image with a physical green screen**
    - Zoom Desktop Client for PC, version **4.6.4 (17383.0119)** or higher
    - Windows 7, 8, or 10 64-bit
    - Supported processor
        - 6th generation i5 dual-core or higher processor, except atom and y-series
        - i5 quad-core or higher processor
        - Any processor with a logical core of 6 or higher and a frequency of 3.0GHz or higher

Mac Requirements

- **Image only without a physical green screen**
    - Zoom Desktop Client for Mac, **4.6.0 (13614.1202)** or higher
    - 4th generation i7 quad-core or higher processor
    - 6th generation i5 dual-core or higher processor
      Note: 6th generation i5 dual-core processor, requires MacOS 10.14 or higher
- **Image only with a physical green screen**
    - Zoom Desktop Client for Mac, version **3.5.53922.0613** or higher

    - Dual Core 2Ghz or Higher (i5/i7 or AMD equivalent) processor
- **Image or video without a physical green screen**
    - Zoom Desktop Client for Mac, version **4.6.4 (17383.0119)** or higher
    - macOS 10.9 or later
    - Supported processor
        - i5 quad-core or higher
        - 6th generation i7 dual-core or higher, with macOS 10.14 or later
        - Any processor with a physical core of 8 or higher
- **Image or video with a physical green screen**
    - Zoom Desktop Client for Mac, version **4.6.4 (17383.0119)** or higher
    - macOS 10.9 or later
    - Supported processor
        - 6th generation i5 dual-core or higher processor, except atom and y-series
        - i5 quad-core or higher processor
        - Any processor with a physical core of 8 or higher

Linux Requirements

- Zoom Desktop Client for Linux, version **2.0.91373.0502** or higher
- Dual Core 2Ghz or Higher (i5/i7 or AMD equivalent) processor
- A physical green screen

iOS requirements

- Zoom Mobile App for iOS, version **4.1.27541.0627** or higher
    - iPhone 8, 8+, or X
    - iPad Pro and the 5th and 6th generation iPad 9.7

Zoom Room requirements

- PC: **4.6.0 (1193.1215)** or higher
- MacOS: **4.6.0 (1696.1216)** or higher
- A physical green screen

Recommended

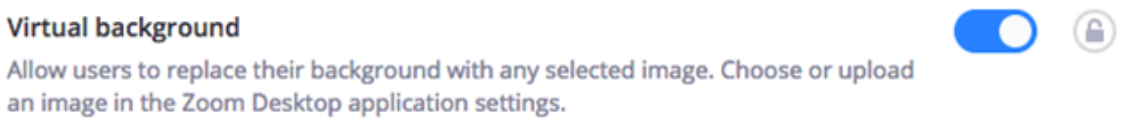
- To achieve the best virtual background effect, Zoom recommends using a solid color background, preferably green. Recommended green screens from Webaround or Amazon.
- Higher quality cameras result in a better virtual background. See camera recommendations for details.
- Use uniform lighting and color.
- Do not wear clothing that is the same color as the virtual background.
- A background image with an aspect ratio of 16:9 and minimum resolution of 1280 by 720 pixels. Sources for royalty-free images: Pexels, Unsplash, Pixabay.
- A video (MP4 or MOV file) with a minimum resolution of 480 by 360 pixels (360p) and a maximum resolution of 1920 by 1080 pixels (1080p).

Enabling Virtual Background

Account

To enable the Virtual Background feature for all members of your organization:

1. Sign in to the Zoom web portal as an administrator with permission to edit Account settings, and click **Account Settings**.
2. Navigate to the **Virtual Background** option on the **Meeting** tab and verify that the setting is enabled.
   Note: If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.



3. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click Lock to confirm the setting.

Note: Users must logout of the Zoom Desktop Client and login to it again for this setting to take affect.

Group

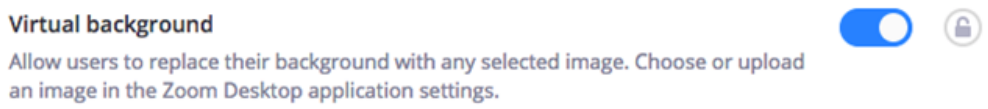
To enable the Virtual Background feature for all members of a specific group:

1. Sign in to the Zoom web portal as an administrator with permission to edit user groups.
2. Click **Group Management**.
3. Click the name of the group, then click the **Settings** tab.
4. Navigate to the **Virtual Background** option on the **Meeting** tab and verify that the setting is

enabled.

Notes:

- If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.
- If the setting is grayed out, it has been locked at the Account level, and needs to be changed at that level.



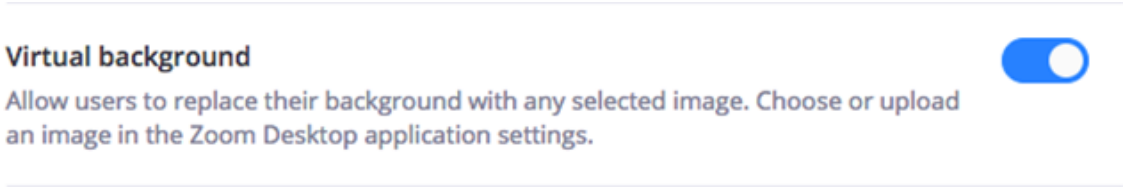
5. (Optional) If you want to make this setting mandatory for all users in this group, click the lock icon, and then click **Lock** to confirm the setting.

Note: Users must logout of the Zoom Desktop Client and login to it again for this setting to take affect.

User

To enable the Virtual Background feature for your own use:

1. Sign in to the Zoom web portal.
2. Click **My Meeting Settings**, if you are an account administrator or **Meeting Settings**, if you are an account member.
3. Navigate to the **Virtual Background** option on the **Meeting** tab and verify that the setting is enabled.



Notes:

- If the setting is disabled, click the Status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.
- If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.

Note: You must logout of the Zoom Desktop Client and login to it again for this setting to take affect.

Zoom Rooms

To enable virtual backgrounds for your Zoom Rooms:

1. Sign in to the Zoom web portal as an admin.
2. Navigate to the **Zoom Rooms** page and click **Account Settings**.
3. Toggle the **Virtual Background with Greenscreen** option.
4. Click **Upload Image** to add more background choices to the default library.

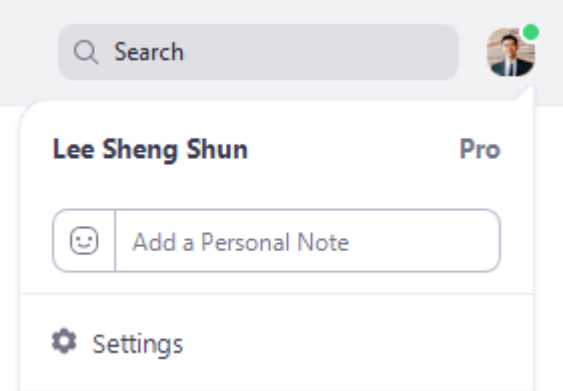
Note: You can use location hierarchy if you only want to enable this feature for specific Zoom Rooms.

Using Virtual Background

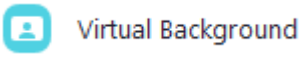
Windows | Mac

1. Sign in to the Zoom desktop client.

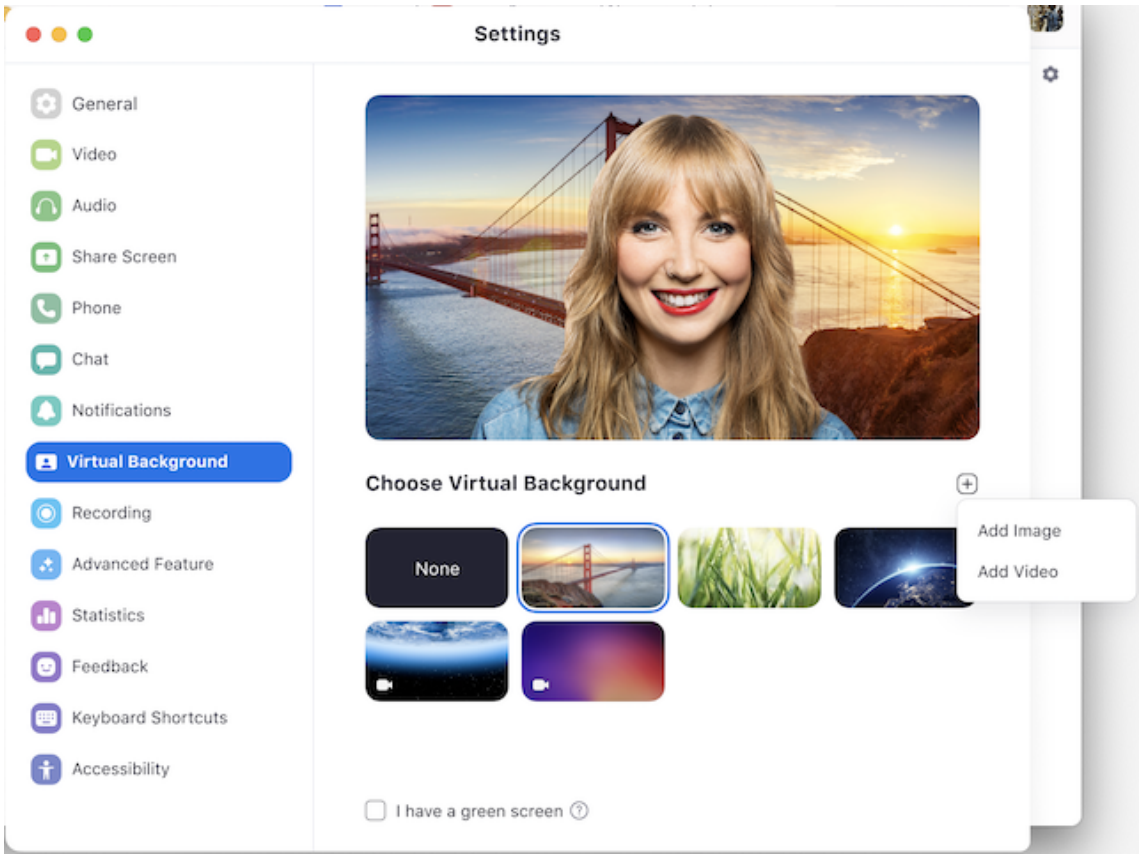
2. Click your profile picture then click **Settings**.



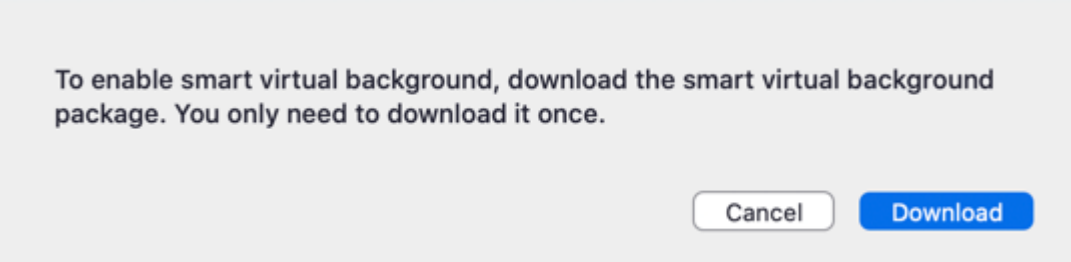
3. Select **Virtual Background**.
   Note: If you do not have the **Virtual Background** tab and you have enabled it on the web portal, sign out of the Zoom Desktop Client and sign in again.

4. Check **I have a green screen** if you have a physical green screen set up. You can then click on your video to select the correct color for the green screen.
5. Click on an image to select the desired virtual background or add your own image by clicking + and choosing if you want to upload an image or a video.



If prompted, click **Download** to download the package for virtual background without a green screen.



Notes:

- Ensure that you are using a solid background color.
- After you select an option, that virtual background will display during your meetings.
- To disable Virtual Background, choose the option **None**.

Linux

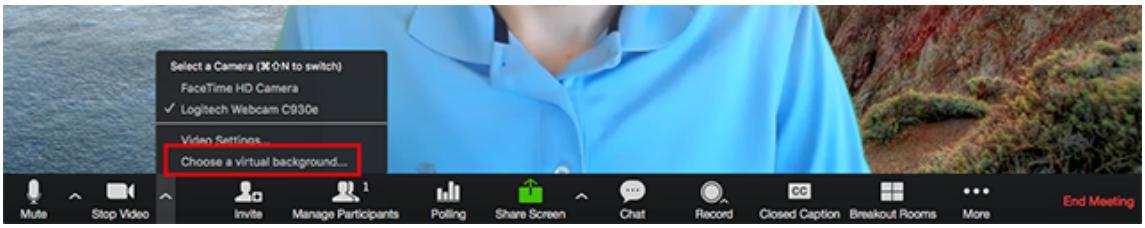
iOS

Enabling Virtual Background during a Meeting

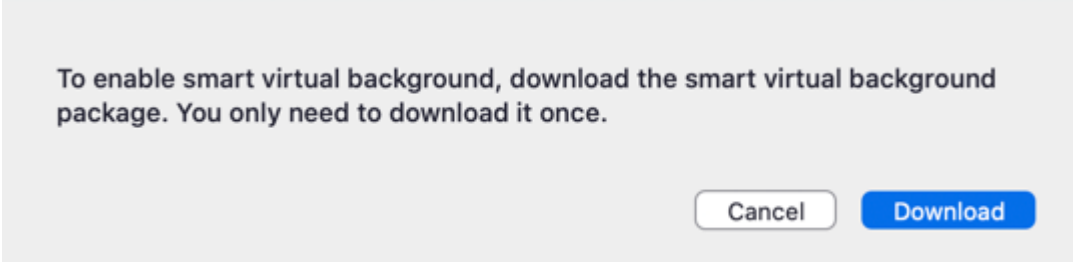
If you have already enabled virtual background, you can turn it on during a meeting.

Zoom Desktop Client

1. In a Zoom meeting click the ^ arrow next to **Start/Stop Video.**
2. Click **Choose a virtual background...**

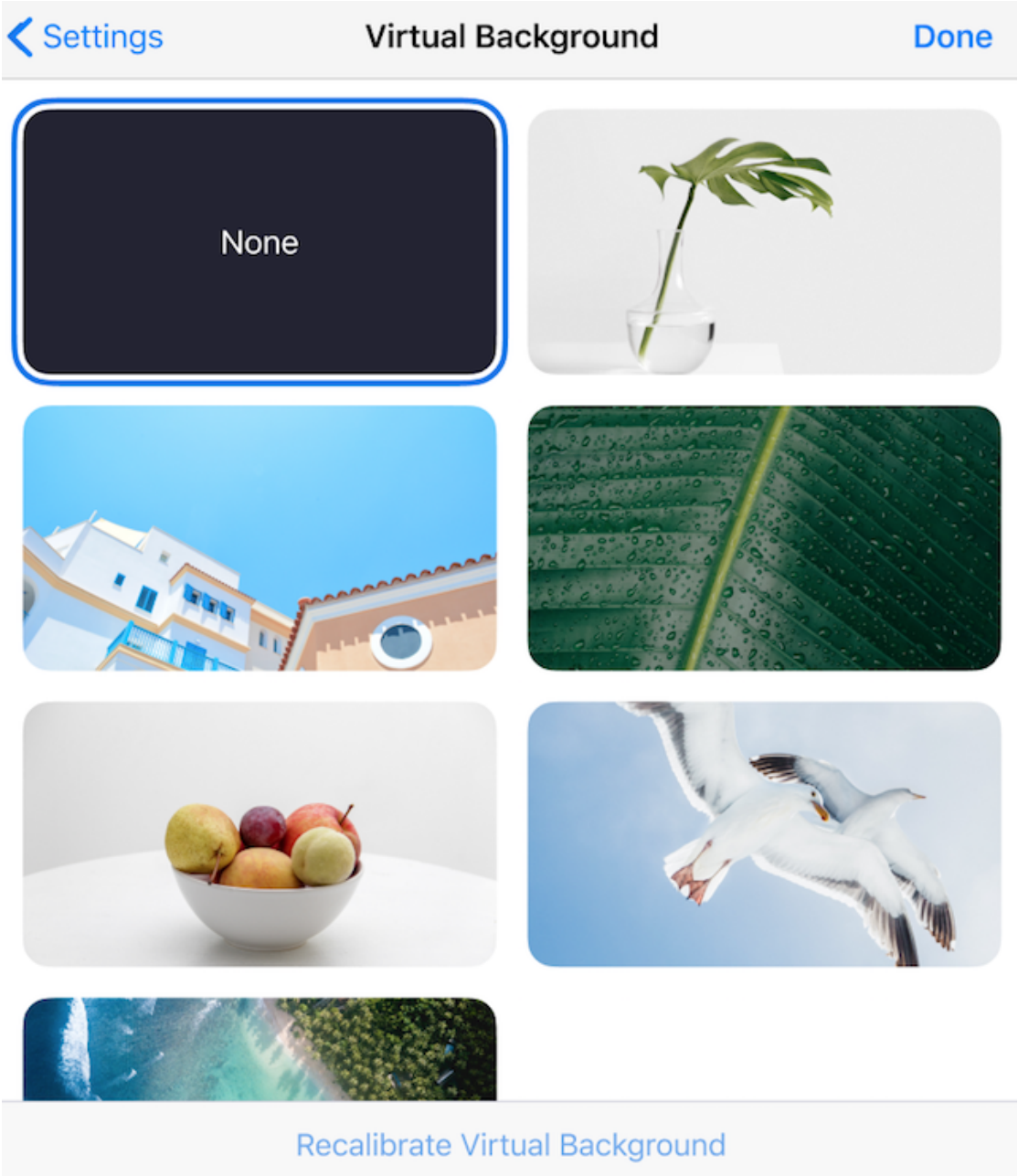


If prompted, click **Download** to download the package for virtual background without a green screen.



Zoom Room

1. Tap the settings gear icon on your Zoom Room controller.
2. Tap **Virtual Background**, then tap the background you would like, then tap **Done**.



Troubleshooting

If you are experiencing issues with Virtual Background, try the following troubleshooting tips:

- If you do not have the Virtual Background tab in your Desktop Client settings after enabling it, sign out of the client and sign in again.
- Manually pick the background color to ensure the correct color is selected. This option is only available after you click an image.

- Ensure that the background is a solid color with minimal shadows. Also ensure the background is uniform in lighting. A 3 point lighting setup is ideal.
- Ensure that your green screen color does not match your shirt or eye color.

If you continue to experience issues, contact Zoom Technical Support.

MANAGING PARTICIPANTS & CHAT

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Managing participants in a meeting

Overview

As the host in a meeting, you can manage the participants. By default, any participant in a meeting can share their video, screen, and audio. If you want to limit who can share their screen, video, and audio, we recommend using the webinar platform. For a full comparison of these options, see our meeting and webinar comparison.

This article covers:

- Controls for hosts and co-hosts
- Order of participants
- Controls for managing participants

Prerequisites

- Host permissions in the meeting, or co-host permission (set by the host)
- Join by Zoom desktop client, mobile app, or web*

Some options have additional prerequisites and must be enabled on the web portal or require a specific version of Zoom for full functionality. These features include giving a participant the ability to record locally, assigning a co-host, putting a participant on-hold and using the waiting room.

*Limited controls are available when joining by web.

Order of participants

Names in the participants list appear in the following order:

1. You
2. The host (If you're not the host)
3. Phone numbers with no names
4. Umuted participants (sorted alphabetically)
5. Muted participants (sorted alphabetically)

Controls for hosts and co-hosts

With meetings, hosts and co-hosts can control the following features:

- Mute participants
- Request that a participant unmutes
- Stop a participant's video
- Request that a participant starts their video
- Prevent participants from screen sharing
- Rename a participant
- Put a participant on hold if enabled
- Choose to play an enter or exit chime
- Lock the meeting to prevent anyone new from joining
- Place participants in waiting room or admit/remove participants from the waiting room (waiting room can only be enabled by the host)

Only hosts have access to these features:

- Give a participant the ability to record locally
- Make a participant host or co-host
- Enable waiting room

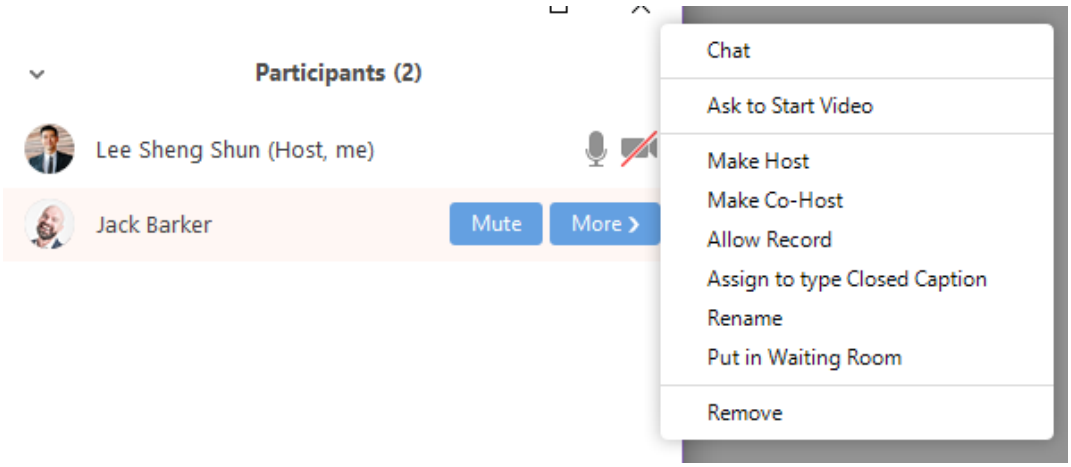
Controls for managing participants

Windows | Mac

1. Click **Manage Participants** in the host controls to display the participants list:

2. Click the drop-down menu located at the top-left corner to close the participants list or click **Pop Out** to separate the participants list from the meeting window:

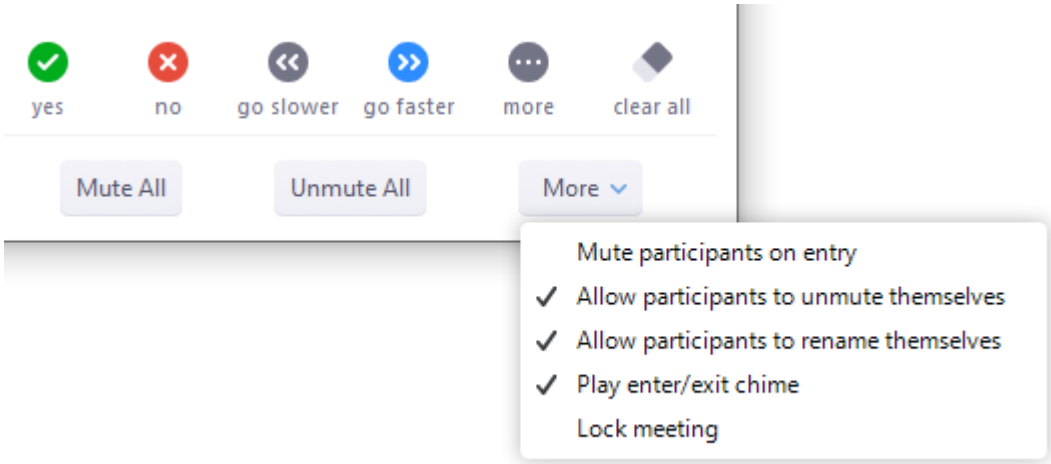
3. Hover over a participant and click **More** for these options:



- **Chat**: Open the chatwindow to send messages directly to the panelist.
- **Stop Video**: Stop the participant's video stream so they are unable to start their video. If the participant hasn't started their video, you will see the **Ask to Start Video** option.
- **Make Host** (only available to the host): Assign the attendee to be the host. There can only be one host.

- **Make Co-Host** (only available to the host): Assign the attendee to be a co-host. You can have an unlimited number of co-hosts.
- **Allow Record** (only available to the host): Allow the attendee to start or stop a local recording of the meeting. Attendees do not have access to start a cloud recording.
- **Assign to type Closed Caption** (only available to the host): Assign the attendee to type closed caption during the meeting.
- **Rename**: Change the attendee name that is displayed to other participants. This change only applies to the current meeting.
  Note: To change your own name that is displayed, hover over your name in the participants list and click **Rename**. You can permanently change your name in your profile.
- **Put in Waiting Room:** Place the attendee in a virtual waiting room while you prepare for the meeting. The host must enable waiting room for this option to appear.
- **Put On Hold**: If the waiting room is not enabled, you'll see this option to place the attendee on hold.
- **Remove**: Dismiss a participant from the meeting. They won't be able to rejoin unless you allow participants and panelists to rejoin.

You will also have access to enable or disable these options at the bottom of the participants list:



- **Mute All / Unmute All**: Mute or unmute all participants currently in the meeting.
- **Mute participants on entry**: Automatically mute participants as they join the meeting.
- **Allow participants to unmute themselves**: Participants can unmute themselves if they want to speak to others in the meeting.
- **Allow participants to rename themselves**: Participants can change their screen name displayed to other participants.
- **Play enter/exit Chime**: Play a sound when participants join and leave the meeting
- **Lock meeting**: Don't allow other participants to join the meeting in progress.
- **Merge to meeting window**: Merge the participants list with the main meeting window. This option is only available if you separated the participants list from the main meeting window.

To prevent participants from screen sharing:

1. In the host controls, click the arrow next to **Share Screen** and click **Advanced Sharing Options**.

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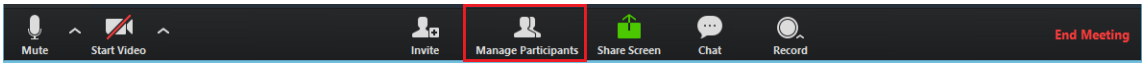
2. Under **Who can share?** choose **Only Host**.
3. Close the window.

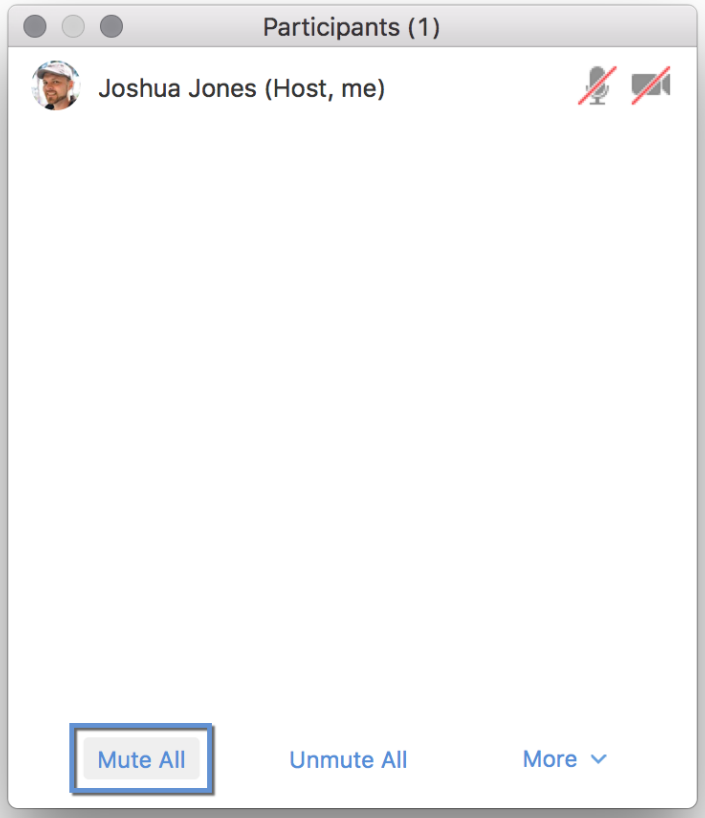
Mute All And Unmute All

You can **mute** all participants that are already in the meeting as well as new participants joining the meeting.

1. Select **Manage Participants**

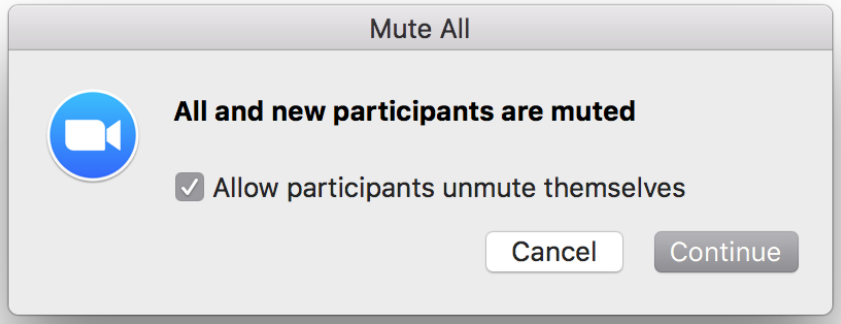


2. Select **Mute All**



3. You will be prompted to **Allow participants to unmute themselves**. Clicking **Continue** will mute

all current and new participants.



Getting Started with Breakout Rooms

Video Guide

Overview

Breakout Rooms allow you to split your Zoom meeting in up to 50 separate sessions. The meeting host can choose to split the participants of the meeting into these separate sessions automatically or manually, and can switch between sessions at any time.

- Up to 50 breakout rooms can be created
- Max 200 total participants across all breakout rooms (requires Large Meeting 200 add-on)
- Breakout room participants have full audio, video and screen share capabilities

If the meeting is being cloud recorded, it will only record the main room, regardless of what room the meeting host is in. If local recording is being used, it will record the room the participant who is recording is in. Multiple participants can record locally.

This article covers:

- Enabling Breakout Rooms on Your Account
- Enabling Breakout Rooms for a Group
- Enabling Breakout Rooms for Your Own Meetings

Learn how to manage breakout rooms.

Prerequisites

To manage breakout rooms as the host

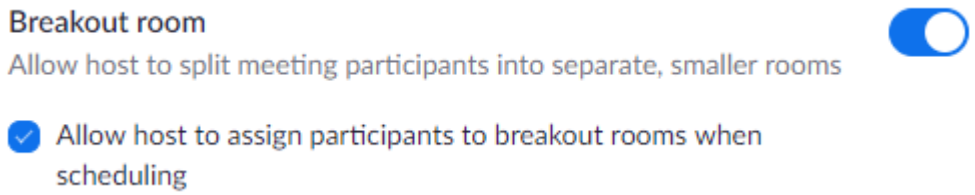
- Zoom account
- Zoom desktop client

Note: Users joined into the Zoom meeting from the Zoom Desktop Client, Zoom Mobile App, or H.323/SIP devices can participate in breakout rooms. Users joined via the web client and Zoom Rooms are unable to join Breakout Rooms, but the main room can be used as an alternative session for these users.

Enable Breakout Rooms on Your Account

To enable the Breakout Room feature for all members of your organization:

1. Sign in to the Zoom web portal as an administrator with the privilege to edit account settings.
2. Click **Account Management** > **Account Settings**.
3. Navigate to the **Breakout Room** option on the **Meeting** tab and verify that the setting is enabled.
   If the setting is disabled, click the toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.

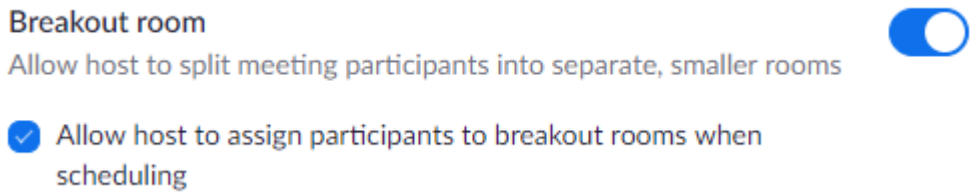


4. (Optional) Click the checkbox to allow meeting hosts to pre-assign participants to breakout rooms.
5. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click **Lock** to confirm the setting.

Enable Breakout Rooms on a Specific Group

To enable the Breakout Room feature for all members of a specific group:

1. Sign in to the Zoom web portal as an administrator with the privilege to edit groups.
2. Click **User Management** > **Group Management**.
3. Click the name of the group, then click the **Settings** tab.
4. Navigate to the **Breakout Room** option on the **Meeting** tab and verify that the setting is enabled.
   If the setting is disabled, click the toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.

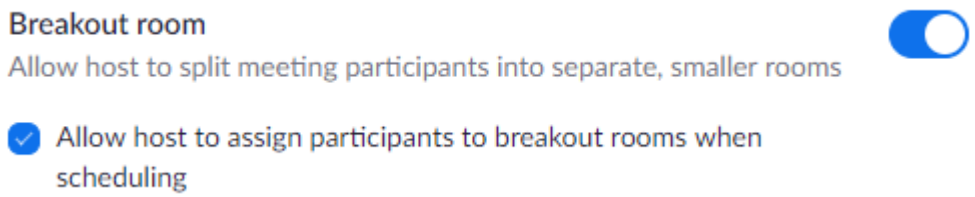
   

   Note: If the option is grayed out, it has been locked at the account level, and needs to be changed at that level.
5. (Optional) Click the checkbox to allow meeting hosts to pre-assign participants to breakout rooms.
6. (Optional) If you want to make this setting mandatory for all users in this group, click the lock icon , and then click **Lock** to confirm the setting.

Enable Breakout Rooms as an End-User

To enable the Breakout Room feature for your own use:

1. Sign in to the Zoom web portal.
2. Click **Account Management** > **Account Settings** (if you are an account administrator) or **Settings** (if you are an account member).
3. Navigate to the **Breakout Room** option on the **Meeting** tab and verify that the setting is enabled.
   If the setting is disabled, click the toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.



   Note: If the option is grayed out, it has been locked at either the Group or Account level, and you will need to contact your Zoom administrator.
4. (Optional) Click the checkbox to allow meeting hosts to pre-assign participants to breakout rooms.

Participating in Breakout Rooms

Overview

Breakout rooms are sessions that are split off from the main Zoom meeting. They allow the participants to meet in smaller groups. Breakout rooms can be used for collaboration and discussion of the meeting.

Prerequisites

- Join the meeting by the Zoom desktop client, mobile app, phone, or H.323/SIP device
- Invitation to join breakout rooms from the meeting host

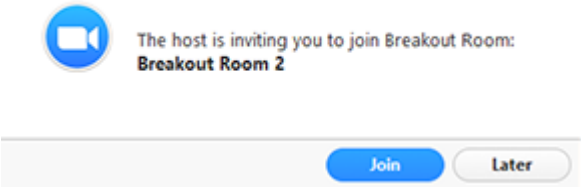
Note: Users joined into the Zoom meeting from the Zoom Desktop Client, Zoom Mobile App, or H.323/SIP devices can participate in breakout rooms. Users joined via the web client, Chromebooks/Chrome OS or Zoom Rooms are unable to join Breakout Rooms, but the main room can be used as an alternative session for these users.

Windows | Mac

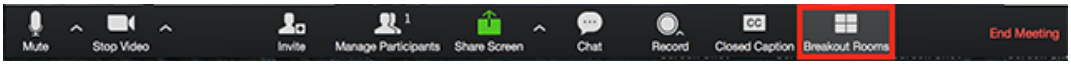
Joining a Breakout Room

1. The host will need to invite you to join the breakout room.

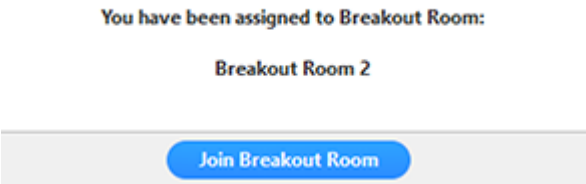
2. Click **Join**.



3. If you choose **Later**, you can join by clicking the **Breakout Rooms** option in your meeting controls.



4. Click **Join Breakout Room**.



Participating in the Breakout Room

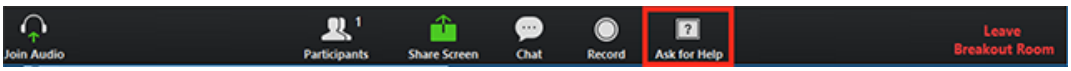
Once you've joined the breakout room, you will have full controls similar to the meeting. You can:

- **Mute/Unmute** to speak
- **Start/Stop Video**
- **Participants** - view the Participants list
- **Share screen** - read more about screen sharing
- **Chat** - type messages to the other participants in your breakout room
- **Record** - you can record the Breakout Room locally if the host gives you recording permission. Read more about local recording.
- **Ask for Help** - request help from the meeting host

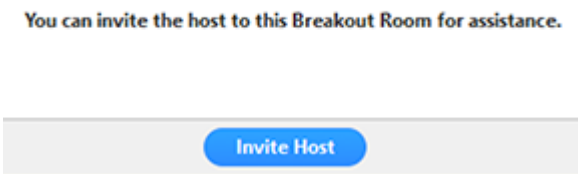
Asking for Help

If you click **Ask for Help**, it will notify the meeting host that you need assistance and they will be asked to join your breakout room.

1. Click **Ask for Help** in the meeting controls.

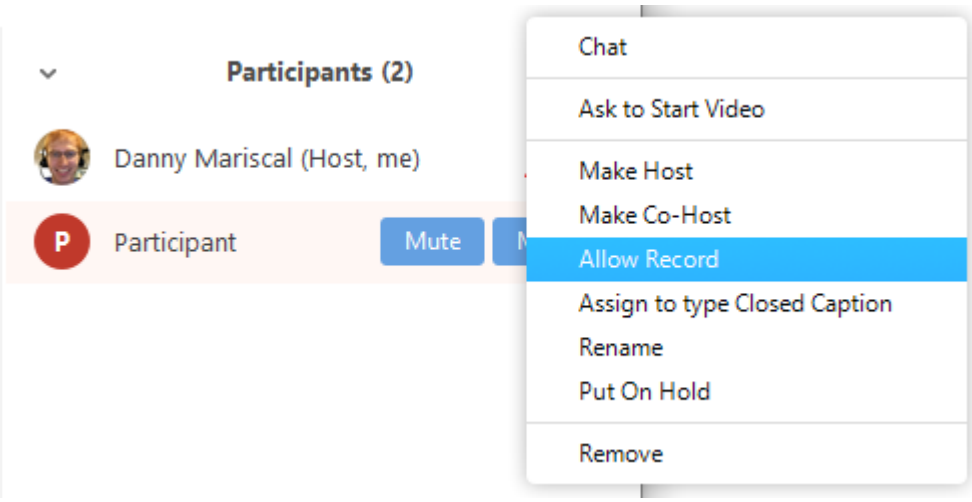


2. Confirm that you would like assistance by clicking **Invite Host**.



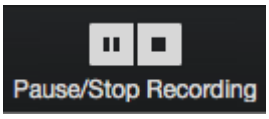
Recording while in a Breakout Room

1. Ask the host for permission to record. The host needs to allow recordingbefore opening the breakout rooms. If the host has already open the breakouts rooms, they can join your breakout room to allow you to record.

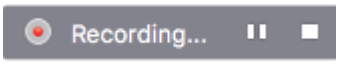


2. Click **Record** in the meeting controls to start a local recording.
3. The host will need to invite you to join the breakout room.

4. Click the pause or stop icon in the meeting controls to pause or stop the recording.

   The recording can also be stopped or paused by clicking the indicator in the top left corner.

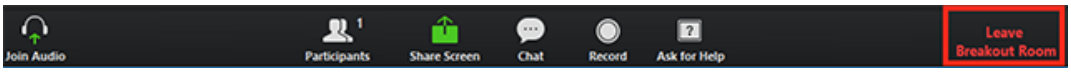
   

Learn more about local recording.

Leaving the Breakout Room

You can leave the breakout room and return to the main meeting session at any time, or you can leave the meeting entirely from the breakout room.

1. Click **Leave Breakout Room.**

2. Choose if you want to leave the breakout room or the entire meeting.
3. When the host ends the breakout rooms, you will be notified and given the option to return to the main room immediately, or in 60 seconds.

In-Meeting Chat

Overview

The in-meeting chat allows you to send chat messages to other users within a meeting. You can send a private message to an individual user or you can send a message to an entire group. As the host, you can choose who the participants can chat with or to disable chat entirely.

In-meeting chat can be saved manually or automatically. Auto-save chat will automatically save your in-meeting chat locally on your computer. You can also manually save your chat when you start local or cloud recording.

This article covers

- Accessing the Chat in a Meeting from a Desktop Device
    - Video Only or While Viewing a Screen Share
    - While Screen Sharing
- Accessing the Chat in a Meeting from a Mobile Device
- Changing In-Meeting Chat Settings

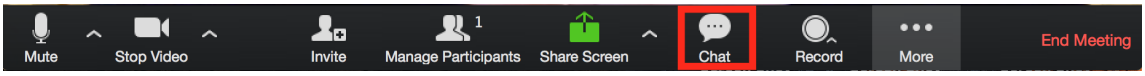
Prerequisites

- Meeting with Chat Enabled

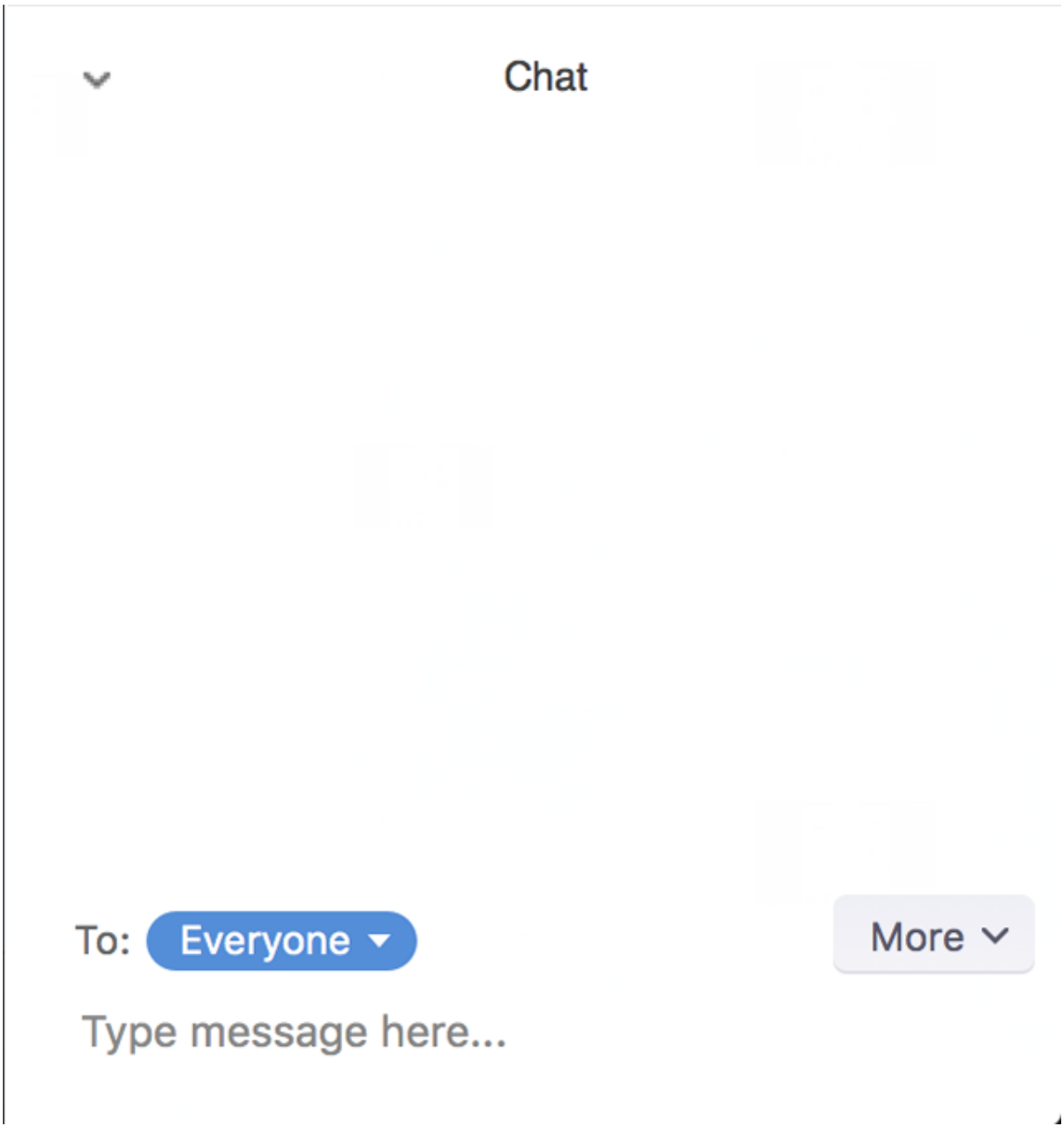
Accessing the Chat in Meeting from a Desktop Device

Video Only or While Viewing a Screen Share

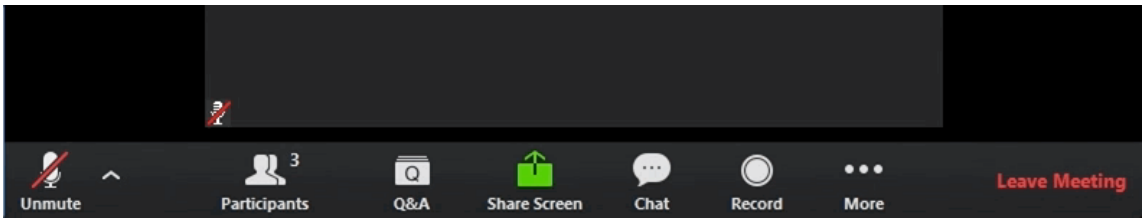
1. While in a meeting, click **Chat** in the meeting controls.



2. This will open the chat on the right. You can type a message into the chat box or click on the drop down next to **To:** if you want to send a message to a specific person.

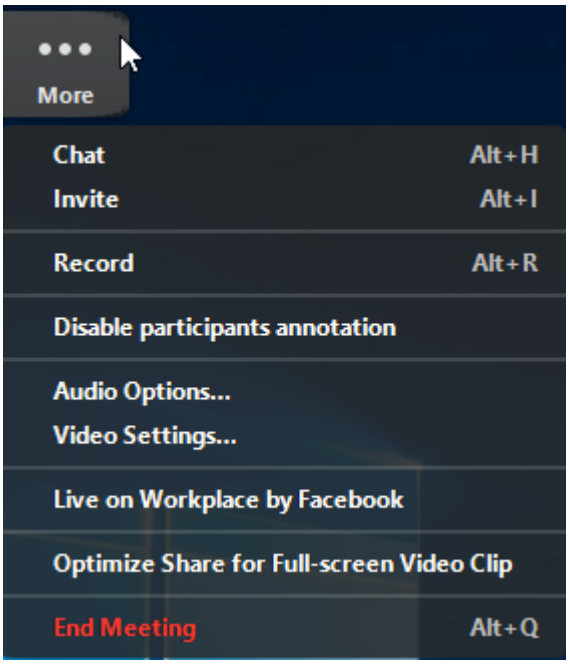


3. When new chat messages are sent to you or everyone, a preview of the message will appear and Chat will flash orange in your host controls.



While Screen Sharing

1. While screen sharing, click **More** in the meeting controls. Choose **Chat**.



2. A floating chat window will appear.
3. If you receive new chat messages while screen share, the more button will flash orange to indicate the incoming message. You can click on **More**, then **Chat** to open the window.

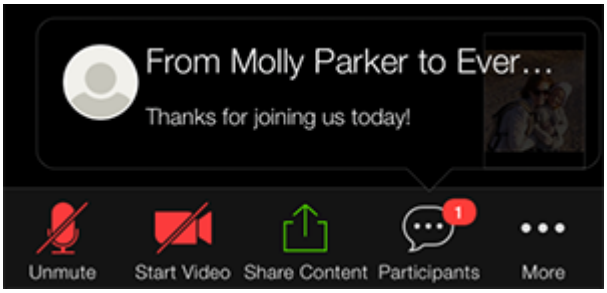
Accessing the Chat in a Webinar from a Mobile Device

1. While in a meeting, tap the screen to make the screen to make the controls appear.
2. Click on **Participants**.

3. At the bottom of the participants list, click on **Chat**.

4. You can type your chat message and click **Send** or if you want to change who it is being sent to, click the arrow next to Send to: and choose a different person or group of people.

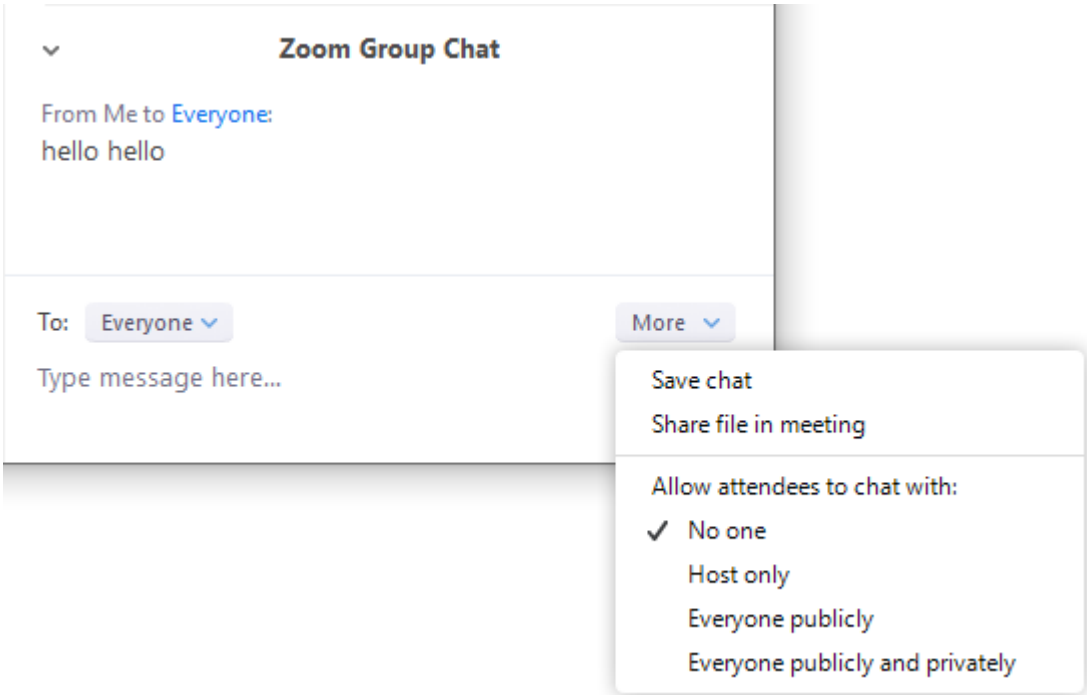
5. Incoming chats will be displayed at the bottom of your screen and you can click on **Participants** then **Chat** to view them.



Changing In-Meeting Chat Settings

If you're the meeting host, you can change the in-meeting chat settings.

1. While in a meeting, click **Chat** in the meeting controls.
2. Click **More** to display in-meeting chat settings.



3. You can access the following options:
   - **Save chat**: Save all chat messages in a TXT file.
   - **Share file in meeting**: Send a file in the chat.

- **Allow attendees to chat with**: Control who participants can chat with.
    - **No one**: Disables in-meeting chat.
    - **Host only**: Only the host can send messages to everyone. Participants can still send private messages to the host.
    - **Everyone publicly**: Participants can only send public messages. Public messages are visible to all participants. Participants can still send private messages to the host.
    - **Everyone publicly and privately**: Participants can send public or private messages. Public messages are visible to all participants. Private messages are sent to a specific participant.

Controlling and Disabling In-Meeting Chat

Overview

As the host, you can control who meeting or webinar participants are allowed to chat with. You can also disable the chat for all participants or disable private chat, so participants cannot send private messages.

This article includes

- Controlling Chat Access
- Disabling In-Meeting Chat

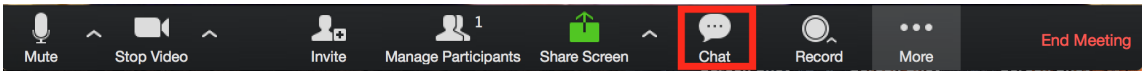
Prerequisites

- Host permission in meeting or webinar
- Zoom Desktop Client for Windows or Mac version 4.x for host and participants to control chat access
- Zoom Mobile Client for iOS or Android version 4.x for host and participants to control chat access

Controlling Chat Access

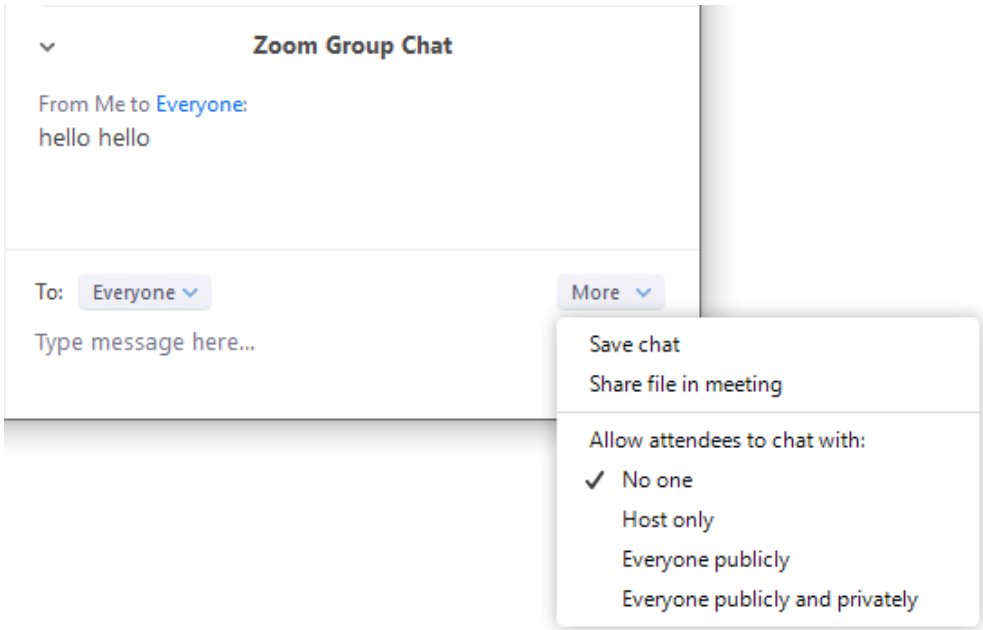
Meeting and webinar hosts can control whether participants can chat with everyone, with panelists and the host (for webinars), or only with the host.

1. Start a meeting or webinar as host.
2. Click **Chat** in the Meeting Controls.

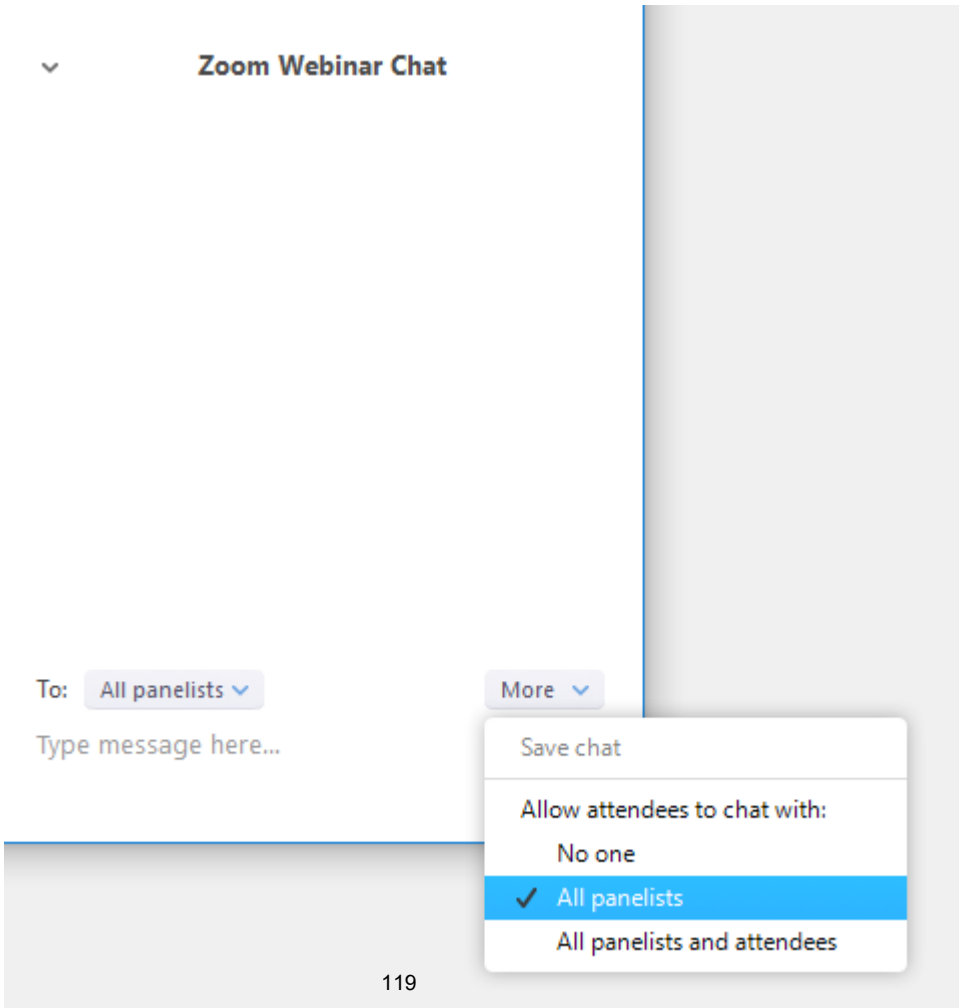


3. At the bottom of the in-meeting Zoom Group Chat window, click **More**, and then choose an option for **Allow attendees to chat with**.

- For meetings, the host can allow attendees to chat with everyone or with the host only.



- For webinars, the host can allow attendees to chat with no one, with all panelists (including host), or with all panelists and attendees.



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3. Click the **Chat** and **Private Chat** toggles to disable in-meeting chat.
4. Click **Save Changes**.

Disabling In-Meeting Chat

You can turn chat for all of your meetings and webinars from your Profile Settings, if you do not want to use the chat in your meetings and webinars. This will prevent the host, co-hosts, and participants from chatting for any meetings you host. The Chat option will no longer appear in the Meeting Controls.

You can disable the Private Chat, which will prevent participants from sending messages to individuals instead of the entire group.

1. Sign in to the Zoom web portal.
2. Click **Settings**.
3. Click the **Chat** and **Private Chat** toggles to disable in-meeting chat.
4. Click **Save Changes**.

Replying and managing chat messages

Overview

You can edit or delete messages, files, or images that you have already sent. The search results that recipients see in the chat will reflect the content of your edited message. Although the recipient does not receive a notification, deleted chat content and files are no longer accessible within Zoom.

Prerequisites

- Zoom Desktop Client
  - Windows: **4.6.4 (17383.0119)** or higher
  - macOS: **4.6.4 (17383.0119)** or higher
  - Linux: **3.5.330166.1202** or higher
- Zoom Mobile App
  - Android: **4.6.4 (17397.0119)** or higher
  - iOS: **4.6.2 (14747.1215)** or higher

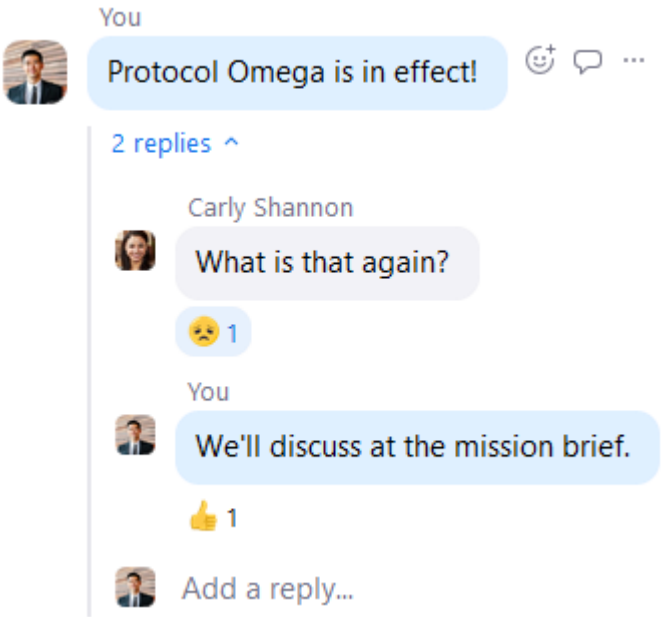
Windows | macOS

Replying to a message

You can reply to a message to keep all replies in the same thread. This allows users to easily identify replies.

1. Hover over the message you want to reply to.
2. Click the chat bubble icon.
3. Enter your reply, then press **Enter**.
   Note: Replies can contain

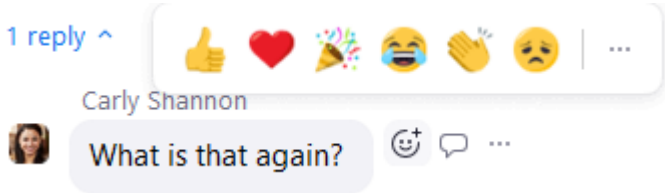
text, screenshots, files, code snippets, emoticons, or animated GIFs.
Your reply will display under the parent message. All future replies will be display under the parent message.



Adding reactions to messages

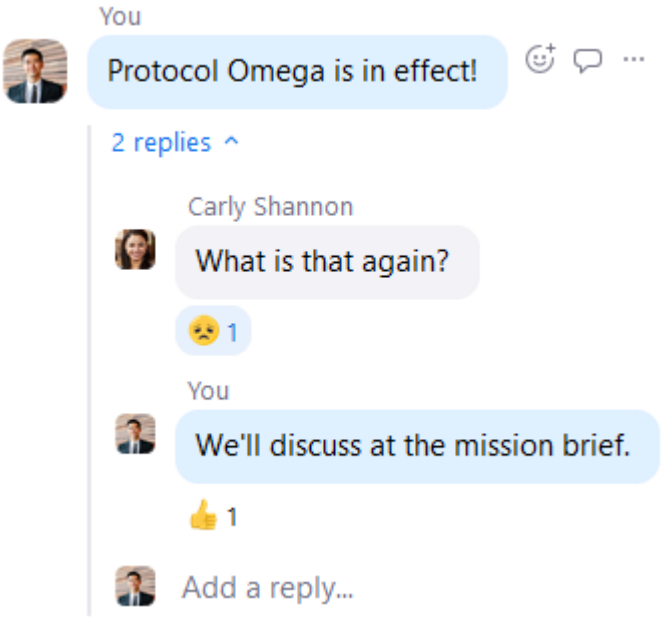
You can react to messages by adding an emoticon.

1. Hover over the message you want to react to.
2. Click the smiley icon.



3. Select an icon. You can select from the same emoticons available when composing a chat message.

The icon will appear below the message.

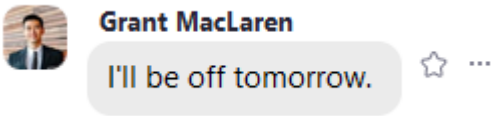


4. To remove the reaction, click the icon that was added to the message.

Starring a message

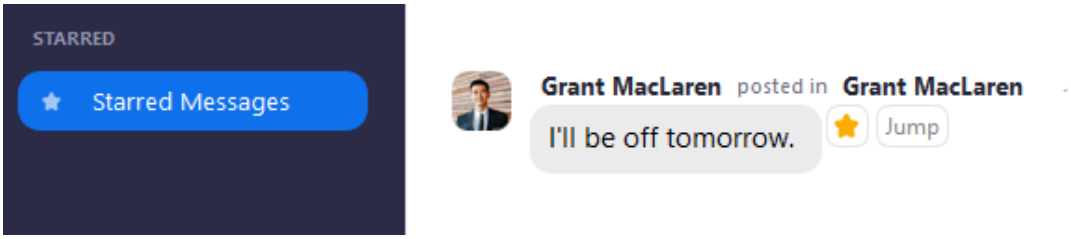
You can place a star on important messages, copying them to the **Starred Messages**chat and allowing you to quickly view them later on.

1. Hover over the the message you want to star.
2. Click the star icon next the message.



3. Click the **Starred Messages** chat thread to see your starred messages.
   If the original thread was with another contact, you will see **posted in** followed by the contact's name. If you starred a message in a channel, you will see **posted in** followed by the channel's

name.



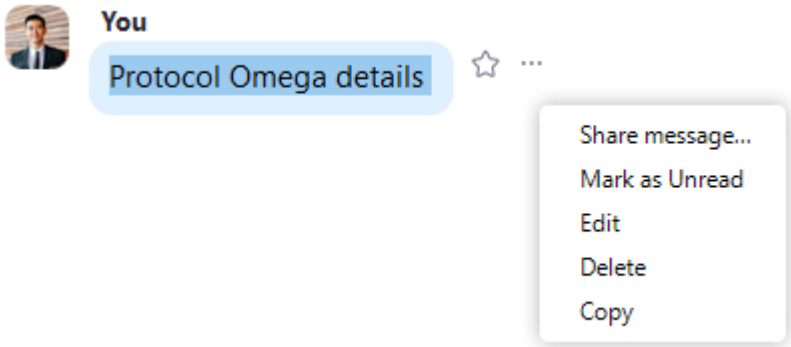
4. Hover over the message and click the yellow star icon to unstar your message. Click **Jump** to view the original chat thread.

Editing a message

You can edit the content of a message that you have already sent.

Note: You can not edit messages if your admin enabled [end-to-end encryption for chat](#).

1. Hover over the message you want to delete and click the more icon (...).
2. Choose **Edit**.



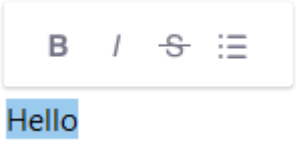
3. Change the text and click **Save**.

Zoom will now show the edited message, and indicate that it has been edited for all chat

participants.

Formatting text

1. Enter your message.
2. Highlight the portion that you want to format. Zoom will display these formatting options.

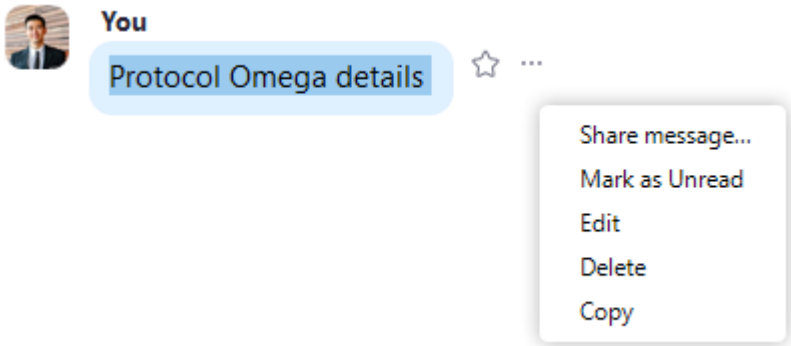


3. Click an icon format text.

Deleting a message, file, picture, or GIF

You can delete any item you have sent. Recipients will not be able to see deleted items in Zoom.

1. Hover over the item you want to delete and click the ellipses icon (...).
2. Choose **Delete**.

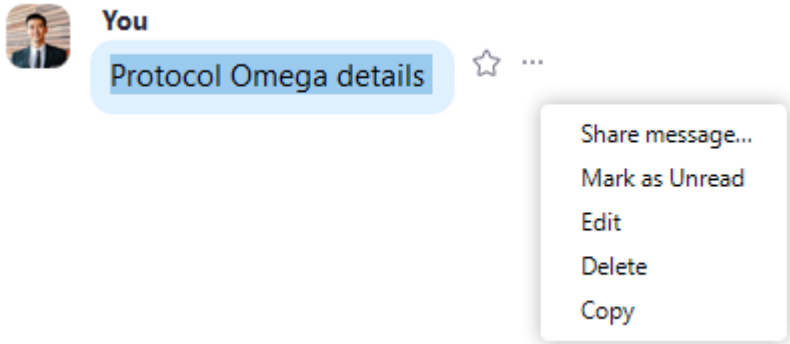


Zoom will show **You deleted a message**, but other participants will not see that notification.

Sharing a message, file, or picture

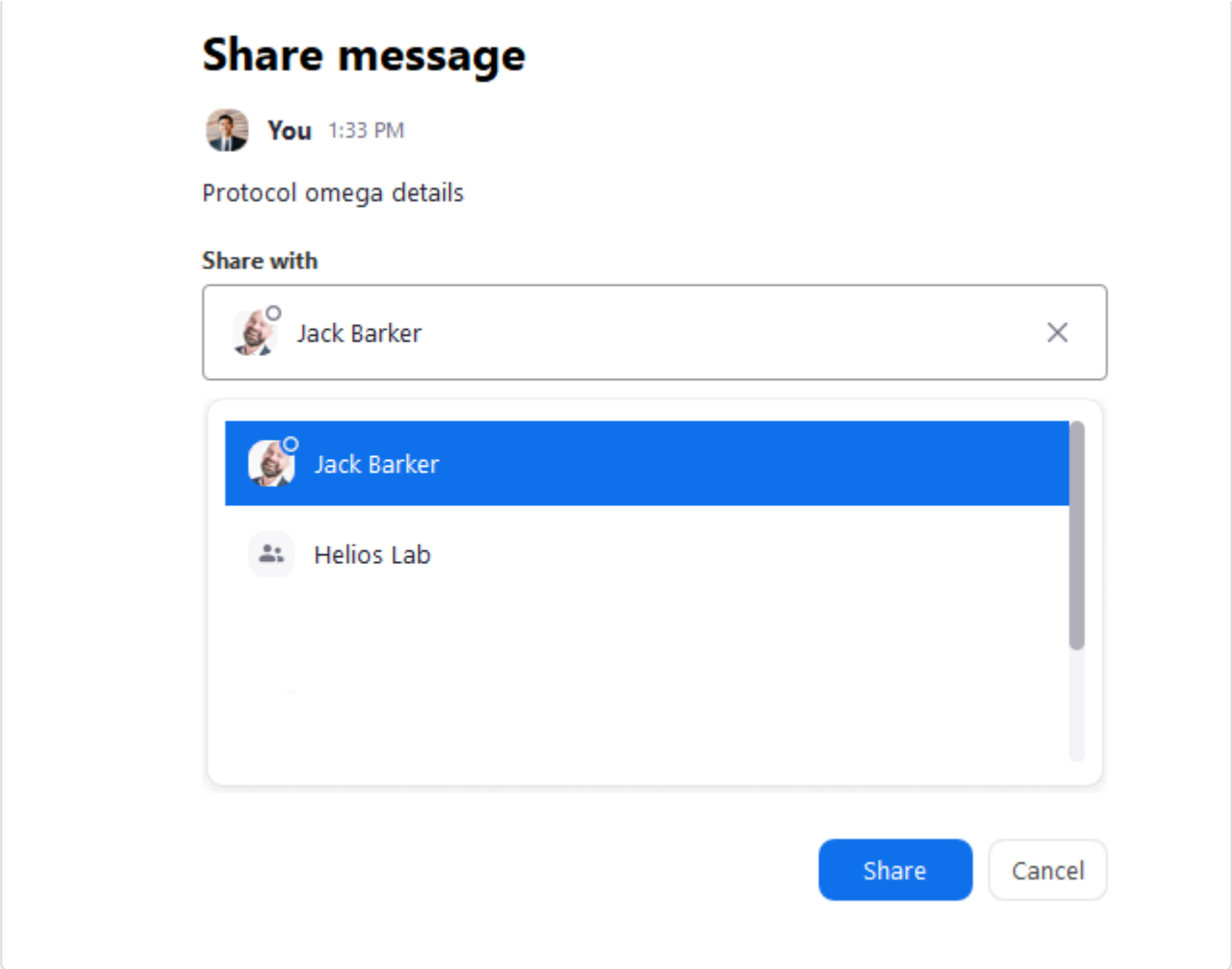
You can forward a sent item to another contact or channel.

1. Hover over the message you want to share, click the more icon (...), then choose **Share message**.



   Note: If you are sharing a file or picture, hover over the item and click the share icon .

2. Select a contact or channel to forward the item to, then click **Share**.
   Note: You can only select one contact or channel.


Share message
You 1:33 PM
Protocol omega details
Share with
Jack Barker
Jack Barker
Helios Lab
Share
Cancel

Status Icons

Overview

The Zoom desktop client and mobile app use the following status icons beside your contacts' names.

Prerequisites

- Zoom desktop client
- Zoom mobile app

Status Icons

Icon	Status	Description
	Offline	Contact is not signed in to the Zoom desktop client or mobile app
	Online (desktop)	Contact is signed in to the Zoom desktop client **Note**: If the contact is also signed in to the Zoom mobile app, this status overrides the mobile client status
	Online (mobile)	Contact is signed in to the Zoom mobile client only **Note**: If the contact is also signed in to the Zoom desktop client, the desktop client status overrides this status
	Away	Contact is sign in to the Zoom desktop client but their computer is inactive or they manually set their status to **Away**
	Do not disturb / Busy	Contact manually set their status to **Do not disturb**(Windows or Mac) or **Busy** (Linux) and won't receive pop-up notifications for chat or Zoom Phone calls in the Zoom desktop client or mobile app

	In a Zoom meeting	Contact has started or joined a Zoom meeting using the Zoom desktop client or mobile app
	Presenting	Contact is sharing their screenwhile in a Zoom meeting
	On a call	Contact is on a Zoom Phonecall using the Zoom desktop client or mobile app
	In a calendar event	Contact is in a calendar event (from a synced calendar) but hasn't joined a Zoom meeting using the desktop client or mobile app
	Chat error	Chat message failed to send (also applies to files and images)

Using Chat Mentions

Overview

You can use chat mentions to notify certain users in a channel or chat. The users being mentioned will see a push notification unless they changed their chat or channel notification settings. You can also use chat mentions to link to a channel.

This article covers:

- Chat Notification mentions
- Inserting Chat Notification mentions
  - Desktop
  - Mobile

Prerequisites

- Zoom Desktop Client
  - Windows or macOS: 4.6.0 (13610.1201) or higher
  - Linux: 3.5.330166.1202 or higher
- Zoom Mobile App
  - Android: 4.6.0 (13605.1201) or higher

Chat Mentions

@all: Notify all members of a channel, regardless of if they are active or not. If you're using **@all** in a channel with 1,000 members or more, you need to confirm before you notify all members of the channel.

@[user's profile name]: Notify a user. After sending the message, you can click the mention to start a direct chat thread with the user.

#[channel name]: Insert a link to another channel. The link is only accessible by members of the channel being link to. For example, inserting **#General** will link to the channel called General. Only members of the General channel will be able to click the link.

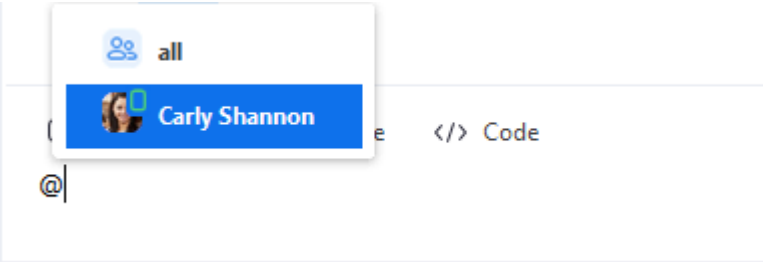
Inserting Chat Mentions

You can insert mentions by selecting from a list.

Note: Do not manually type the entire mention.

Desktop

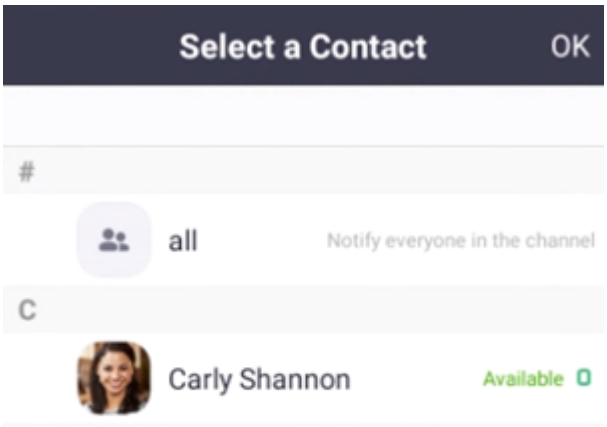
1. Sign in to the Zoom desktop client.
2. Go to a chat thread.
3. Enter the first character of the mention (@ or #).



4. Enter the first few characters to search through users or channels, then select a mention from the list.
   For example, if you're mentioning a user, enter @ followed by the first few letters of their name, then select their name. Alternatively, select **all** to use the **@all** mention.
5. Continue composing your message.
6. Press **Enter** to send.

Mobile

1. Sign in to the Zoom desktop client.
2. Go to a chat thread.
3. Enter the first character of the mention (@ or #). Zoom will display a screen to select a contact or channel.



4. Enter a contact or channel name to search, then tap a contact or channel in the list. Alternatively, tap **all** to use the @**all** mention.
5. Continue composing your message.
6. Tap the send icon.

Capture Screen, Send Picture, File Transfer & Chat Reaction

Overview

Zoom chat allows you to send text, screenshots, images, files, and chat reactions to a contact or to a group. These features are available for both encrypted and unencrypted chat.

Note: The maximum file size supported is 512MB.

Prerequisites

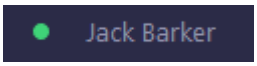
- Zoom Desktop Client
  - Windows: 4.6.4 or higher
  - macOS: 4.6.4 or higher
- Zoom Mobile App
  - Android: 4.6.4 or higher
  - iOS: 4.6.4 or higher
- Zoom account

Windows | Mac

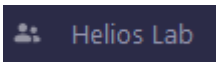
Accessing chat

1. Sign in to the Zoom desktop app.
2. Open the chat where you need to send the screenshot, image or file. You can start a new chat with these methods:
   - Click the Add icon next to **Recent** to start a new chat with one of your contacts.
   - Under **Recent**, click a contact to view chat history and continue to chat with them.

Contacts have a status icon before their name.



- Under **Recent**, click a channel (indicated by the group icon before the name) to view the channel's chat history and send messages to channel members.

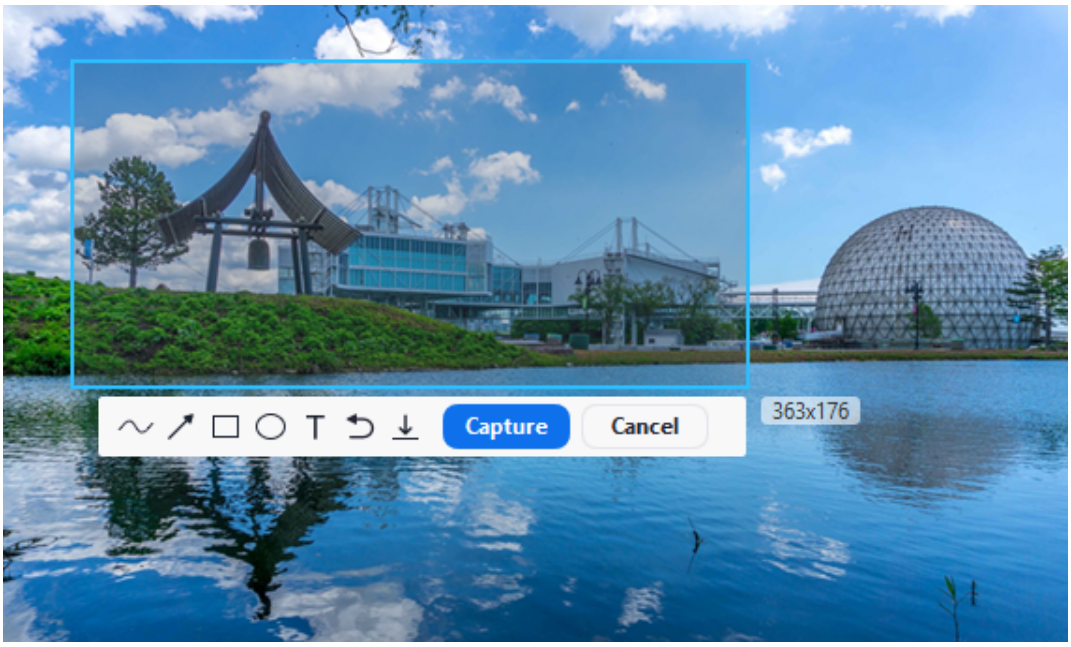


- In **Contacts** > **Directory**, hover over a contact's name and click the chat icon.

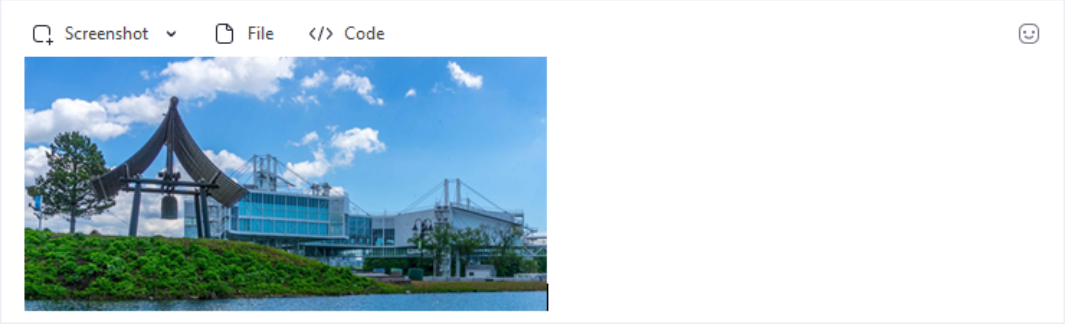
3. You will see two or three options above the chat text box.

Capturing and sending a screenshot

1. Click **Screenshot**.
2. Click and drag your mouse around the portion of your screen that you want to capture, then click **Capture**.

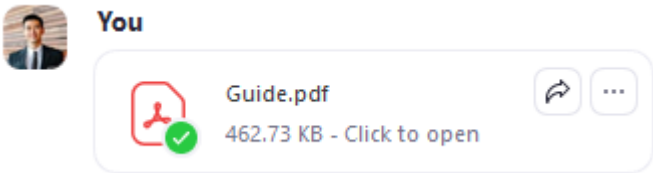


3. After you have captured it, it will appear in your chat window. Press **Enter** to send it.



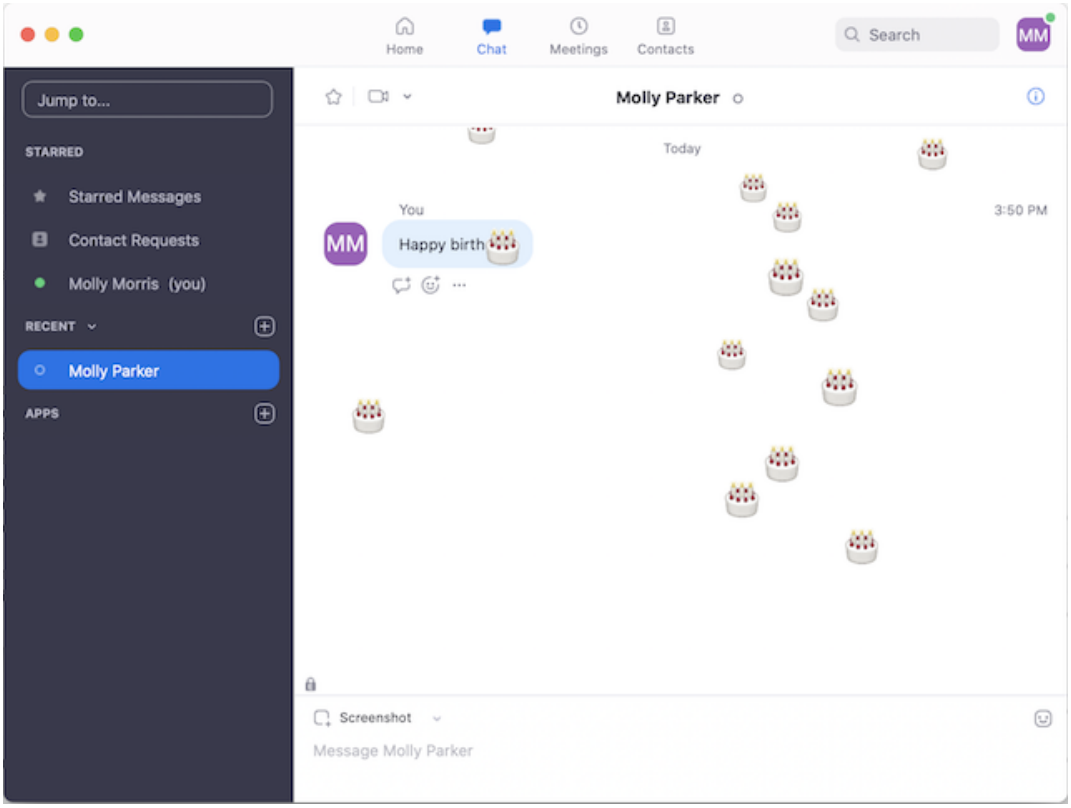
Sending a file

1. Click on **File**.
2. Browse your computer to find the file and open it.
   Note: While the file is uploading, click × if you want to cancel the upload.
   Zoom will automatically send after you select it. The chat window will show the filename and a green checkbox indicating that it was sent successfully.



Sending a chat reaction

1. Open a chat and type: Happy Birthday
2. The reaction will briefly appear on your chat window.


Home
Chat
Meetings
Contacts
Search
MM
Jump to...
STARRED
Starred Messages
Contact Requests
Molly Morris (you)
RECENT
Molly Parker
APPS
Molly Parker
Today
You
3:50 PM
MM
Happy birth
Screenshot
Message Molly Parker

Using Chat Announcements

Overview

Chat announcements allow specific users to send one-way announcements to everyone in the same account. Account owners and admin can add up to 50 users who can send announcements.

This article covers:

- Enabling Chat Announcements (Admin)
- Using Chat Announcements
- Features and Limitations of Chat Announcements

Prerequisites

- Zoom Desktop Client
  - Windows or macOS: 4.6.0 (13610.1201) or higher
  - Linux: 3.5.330166.1202 or higher
- Zoom Mobile App
  - Android: 4.6.0 (13605.1201) or higher

Enabling Chat Announcements (Admin)

An account owner or admin needs to enable chat announcements in the web portal and select users that can post announcements. You can add up to 50 users that can post announcements.

1. Sign in to the Zoom web portal.
2. Click **Account Management** > **IM Management**.

3. Click the **IM Settings** tab.
4. Scroll down to the **Visibility** section.
5. Click the **Announcements** toggle to enable it.
6. Click the plus sign (+) to add users that can post announcements.
7. Enter a name or email address to search users, then select the user.
8. Click **Add**.
   Zoom will create a channel called **Announcements**. Only users you added can post announcements. All other users can't post in this channel.

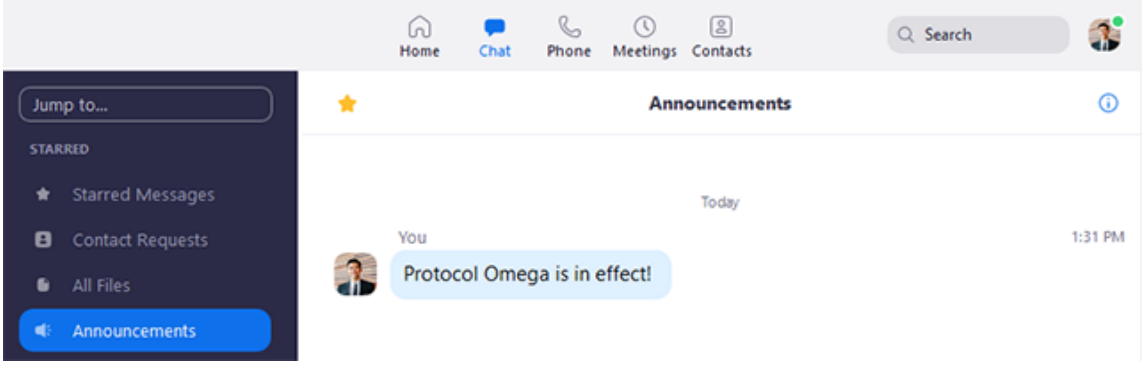
Using Chat Announcements

Note: Before beginning, make sure an account owner or admin has granted you permission to post announcements.

Desktop

1. Sign in to the Zoom Desktop Client.
2. Click **Chat**.

3. Select the **Announcements** channel.



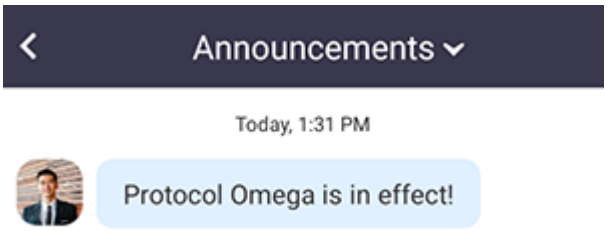
4. Enter an announcement to send to all users, then press **Enter**.

Note: You can also post images, GIFs, files, and code snippets as announcements.

Mobile

1. Sign in to the Zoom Mobile App.
2. Tap **Contacts**.

3. Tap the **Channels** tab.
4. Tap **Announcements**.
5. Enter an announcement to send to all users, then press the send icon.



Note: You can also post images, GIFs, files, and code snippets as announcements.

Features and Limitations of Chat Announcements

The following chat features work with chat announcements:

- Edit or delete announcements (only available to the user that posted the announcement)
- Mark announcements with a star
- Mark announcements as unread
- Adjust notification settings for announcements
- Copy and share announcements with another user or channel

The following chat features don't work with chat announcements:

- Add replies or reactions (emoticons) to announcements
  Note: This includes the user that posted the announcement. In other words, the poster can't reply to their announcement.
- Download announcements that are images or files

Send GIFs via GIPHY

Overview

Find and send GIFs via GIPHY, without leaving the Zoom chat window. Search for GIFs that match a keyword and click on the one you want to share in your chat.

Note: Account owners or Admins can enable or disable sending GIFs via GIPHY from within IM Settings.

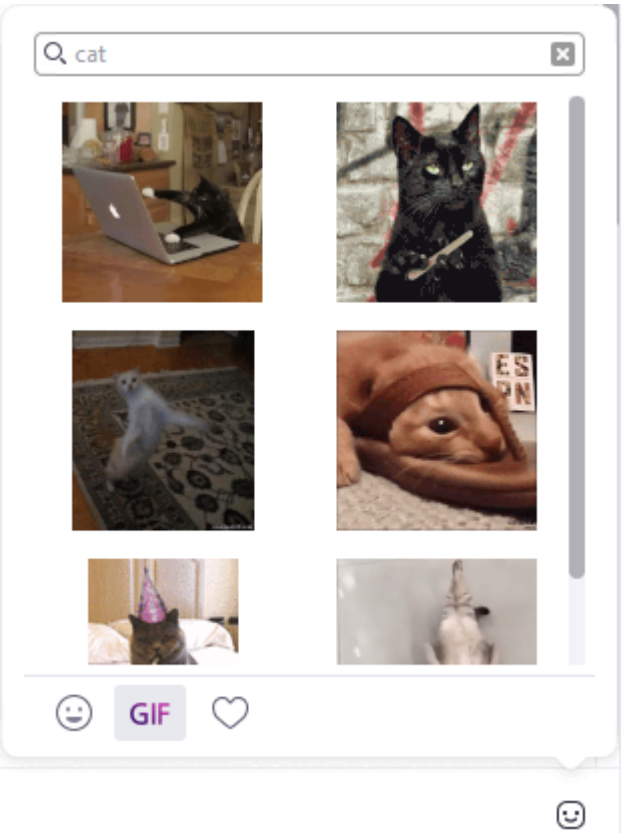
Prerequisites

- Zoom Client for Windows or Mac, version 4.1.8826.0925 or higher

Instructions

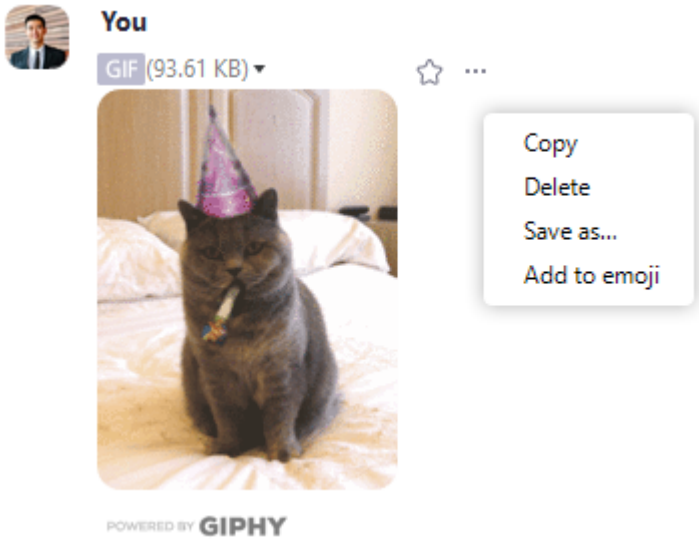
1. Open the chat window.
2. Click the Smiley face icon ☺ at the bottom right of the chat window.
3. Click **GIF**.

4. Type a word to search. Up to 8 GIFs will display.



5. Click on the GIF to send.
6. Once the GIF is sent there are several options.
    - **Collapse**: Collapse the GIF by clicking the arrow above the GIF

    - Click on the arrow to the right of the GIF to access the following options:



- **Copy**: Copies the GIF to your clipboard.
- **Delete**:Deletes the GIF for everyone in the chat.
- **Save as...**: Saves the GIF to a chosen location on your computer.
- **Add to Emojis:** Adds the emoji to your favorite emojis.

Nonverbal Feedback During Meetings

Overview

If the meeting organizer enables the Nonverbal feedback feature, meeting participants can place an icon beside their name to communicate with the host and other participants without disrupting the flow of the meeting. For example, clicking **Raise Hand** places the raise hand icon beside your name to simulate a hand raise.

All participants can see the icons that everyone else has chosen. In addition, the host sees a summary of how many participants are displaying each icon, and has the option to remove all feedback.

This article covers:

- Enabling Nonverbal Feedback
- Providing and Managing Feedback

Prerequisites

Zoom client version 4.0.25513.0228 or later for Windows or Mac

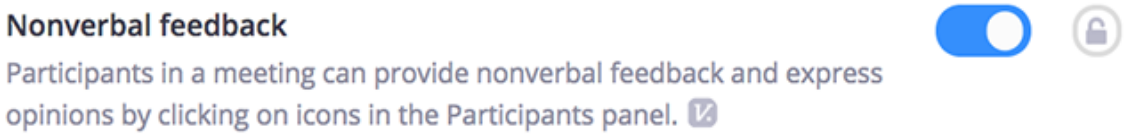
Enabling Nonverbal Feedback

Account

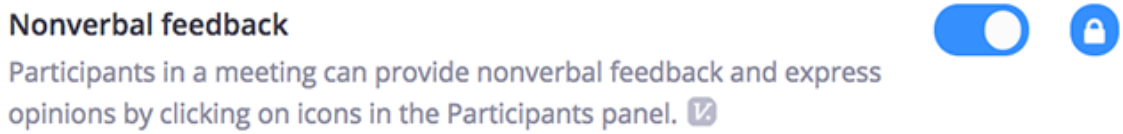
To enable nonverbal feedback for all members of your organization:

1. Sign in to the Zoom web portal as an administrator with the privilege to edit account settings.
2. Click **Account Management** > **Account Settings**.

3. Navigate to the **Meeting** tab > **In-Meeting (Basic)** and verify that **Nonverbal Feedback** is enabled.
4. If the setting is disabled, click the toggle to enable it. If a verification dialog displays, click **Turn On** to verify the change.

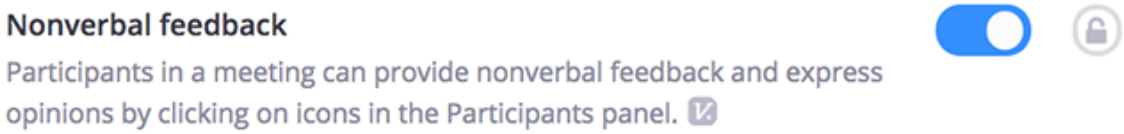


5. (Optional) If you want to make this setting mandatory for all users in your account, click the lock icon, and then click **Lock** to confirm the setting.

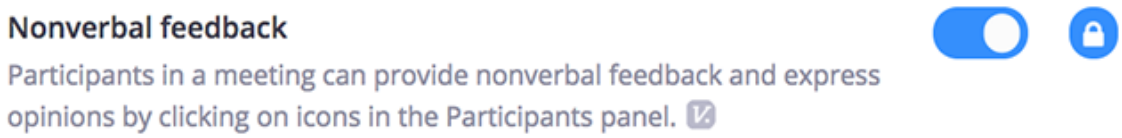


Group

1. Sign in to the Zoom web portal as an administrator with the privilege to edit groups.
2. Click **User Management** > **Group Management**.
3. Click the name of the group, then click the **Settings** tab.
4. Navigate to the **Nonverbal feedback** setting in the **Meeting** tab > **In-Meeting (Basic)** and verify that the setting is enabled.
5. If the setting is disabled, click the toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.



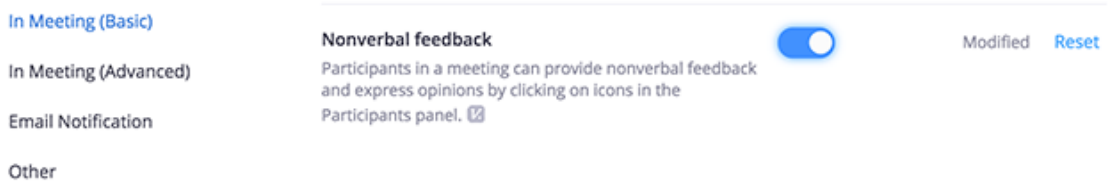
6. Note: If the option is grayed out, it has been locked at the account level, and needs to be changed at that level.
7. (Optional) If you want to make this setting mandatory for all users in this group, click the lock icon, and then click **Lock** to confirm the setting.



User

To enable the Nonverbal Feedback feature for your own use:

1. Sign in to the Zoom web portal.
2. Click **Account Management** > **Account Settings** (if you are an account administrator) or **Settings** (if you are an account member).
3. Navigate to the **Meeting** tab > **In-Meeting (Basic)** options and verify that the **Nonverbal Feedback** setting is enabled.
4. If the setting is disabled, click the status toggle to enable it. If a verification dialog displays, choose **Turn On** to verify the change.



5. Note: If the option is grayed out, it has been locked at either the group or account level, and you will need to contact your Zoom administrator.

Providing and Managing Feedback

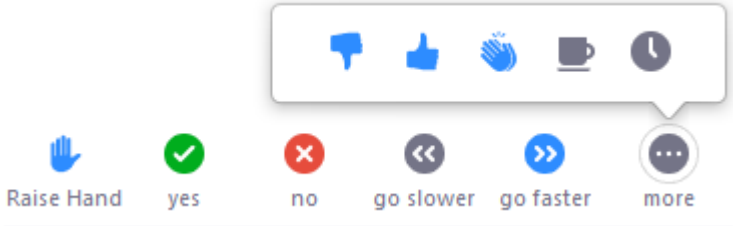
Windows | Mac

Providing Nonverbal Feedback During Meetings (Attendees)

To provide nonverbal feedback to the host of the meeting:

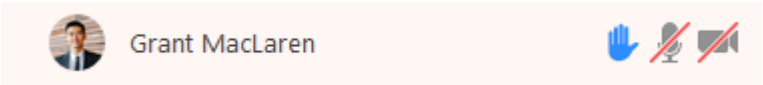
1. Join a Zoom meeting as a participant.
2. Click the **Participants** button.

3. Click one of the icons to provide feedback to the host. Click the icon again to remove it.
   Note: You can only have one icon active at a time.



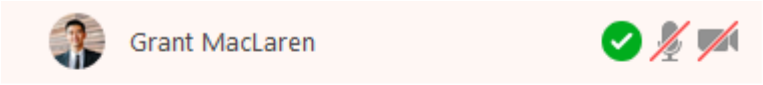
   - Raise Hand / Lower Hand
   - yes
   - no
   - go slower
   - go faster
   - Additional icons are available by clicking the more button:
     - agree
     - disagree
     - clap
     - need a break
     - away

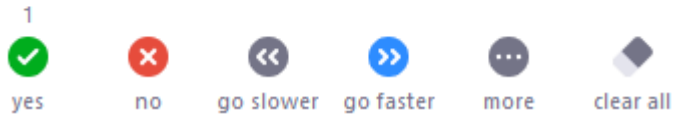
The icon will appear next to your name in the participants list.



Managing Nonverbal Feedback (Hosts)

Click the **Participants** button to see a list of participants and their nonverbal feedback.





In the participants list, you can view and manage feedback using these features:

- If a participant clicked on a feedback icon, you'll see that icon beside their name.
- The number above each feedback icon shows the how many participants have clicked on that icon.
- If a participant clicked raise hand, you can lower their hand by hovering over their name and clicking **Lower Hand**.

- Click **clear all** to remove all nonverbal feedback icons.

SHARING YOUR SCREEN

Sharing your screen

Video Guide

Overview

Zoom allows for screen sharing on desktop, tablet and mobile devices running Zoom.

- The host and attendee can screen share by clicking the **Share Screen** icon.
- The host does not need to grant screen share access for another participant to share their screen.
- The host can prevent participants from accessing screen share.

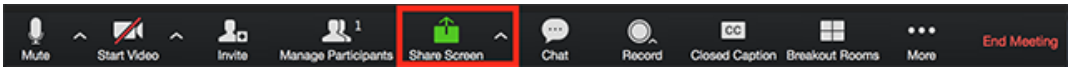
Prerequisites

- Zoom Desktop Client
- Zoom Mobile App

Windows | Mac

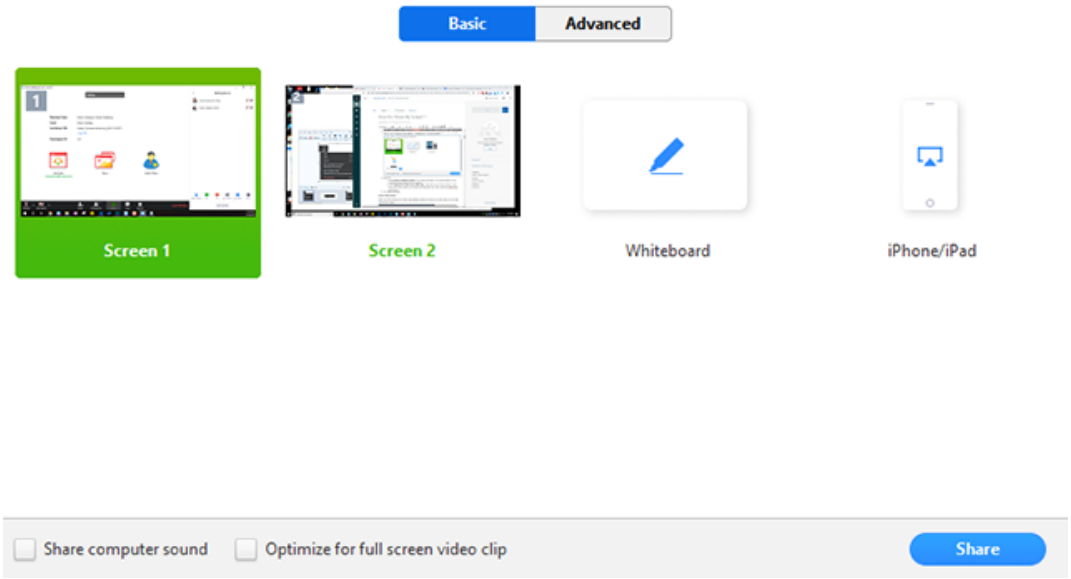
Sharing your screen

1. Click the **Share Screen** button located in your meeting controls.



2. Select the screen you want to share. You can also choose an individual application that is already open on your computer, the desktop,

a whiteboard, or an iPhone/iPad.



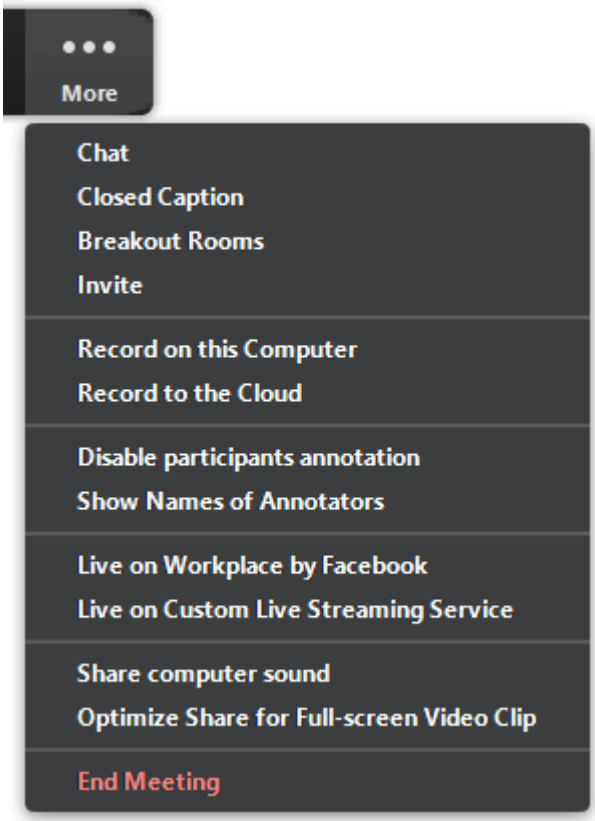
3. (Optional) Enable these features:
    - Check **Share Computer Sound**: If you check this option, any sound played by your computer will be shared in the meeting.
    - Check **Optimize for full screen video clip**: Check this if you will be sharing a video clip in full screen mode. Do not check this otherwise, as it may cause the shared screen to be blurry.
4. Click **Share**.
    - Zoom will automatically switch to full screen to optimize the shared screen view. To exit full-screen, click **Exit Full Screen** in the top-right corner or press the **Esc** key.
    - To disable automatic full screen when viewing a shared screen, disable this option in your desktop client settings: **Enter full screen automatically when a participant shares screen**.

Share screen menu

When you start sharing your screen, the meeting controls will move into a menu that you can drag around your screen.

- **Mute/Unmute**: Mute or unmute your microphone.
- **Start/Stop Video**: Start or stop your in-meeting video.
- **Participants/Manage Participants**: View or manage the participants (if the host).
- **New Share**: Start a new screen share. You will be prompted to select which screen you want to share again.
- **Pause Share**: Pause your current shared screen.
- **Annotate / Whiteboard**: Display annotation tools for drawing, adding text, etc.

- **More**: Hover over more for additional options.



  - **Chat**: Open the chat window.
  - **Invite**: Invite others to join the meeting.
  - **Record**: Start recording locally or to the cloud.
  - **Allow/Disable participants annotation**: Allow or prevent the participants from annotating on your shared screen.
  - **Show/Hide Names of Annotators**: Show or hide the participants' name when they are annotating on a screen share. If set to show, the participant's name will briefly display beside their annotation.

  - **Live on Workplace by Facebook**: Share your meeting or webinar on Workplace by Facebook. Learn more about live-

streaming a webinar. Learn more about live-streaming a meeting.

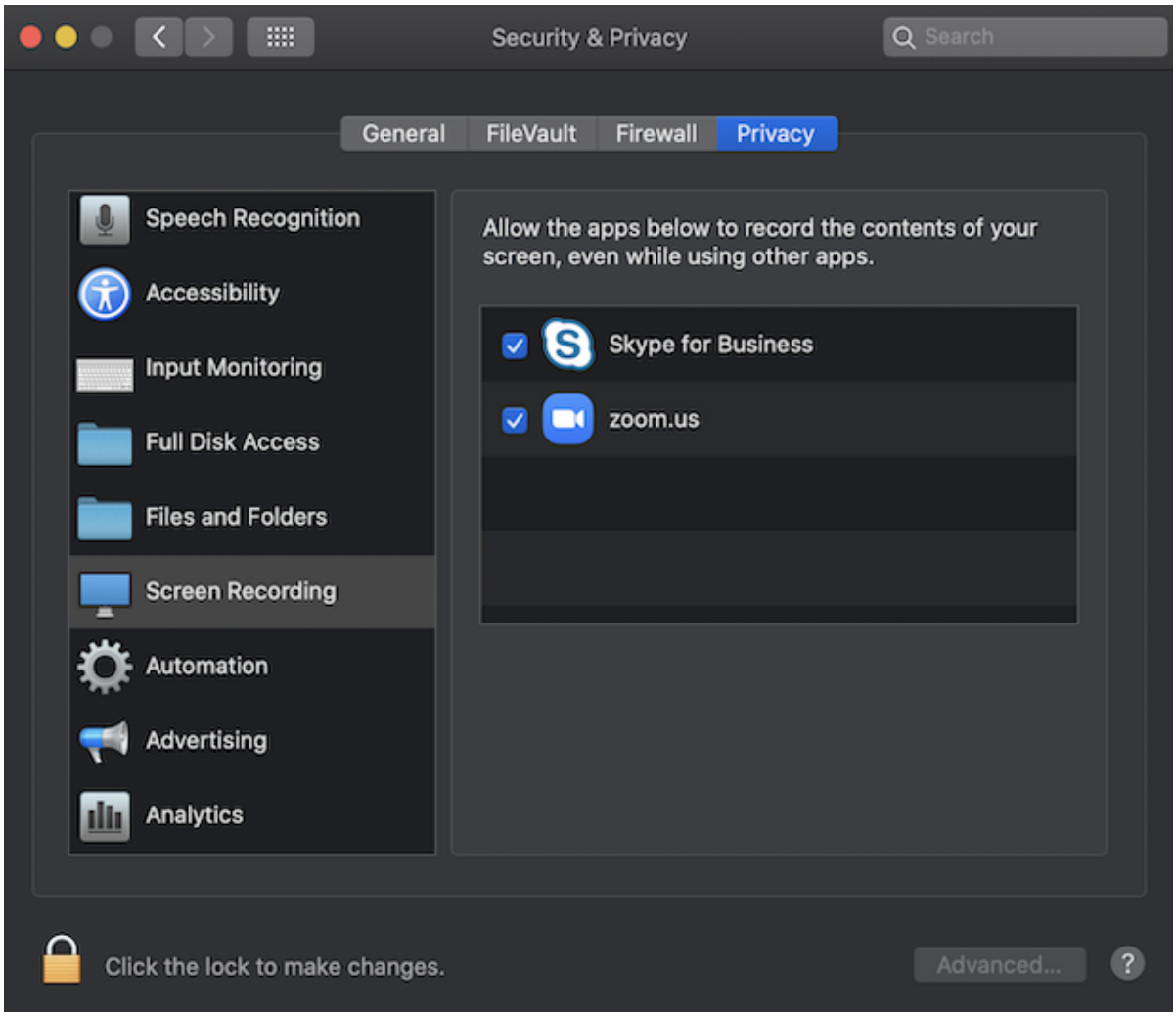
- **Optimize Share for Full-screen Video Clip:** Start optimizing for a video clip in full screen mode.
  Note: Do not enable this setting if you are not sharing a full screen video clip, as it will blur your screen share.
- **End Meeting:** Leave the meeting or end the meeting for all participants.

Using dual monitors

If you are using a dual monitor set-up, you can turn on the **Use Dual Monitors** feature to see the screen sharing on one monitor and participants on the second.

Note: On Mac OS 10.15 Catalina, you need to allow Zoom access to screen recording to share your screen. You can do this in your **System**

Preferences > **Security & Privacy** >**Privacy** > **Screen Recording**. Check the option for **zoom.us**. [Learn more.]



Sharing Computer Sound During Screen Sharing

Overview

Zoom screen sharing allows you to share the desktop, window, application or audio/video. Zoom allows you to also send computer audio to the remote attendees when sharing a video or audio clip.

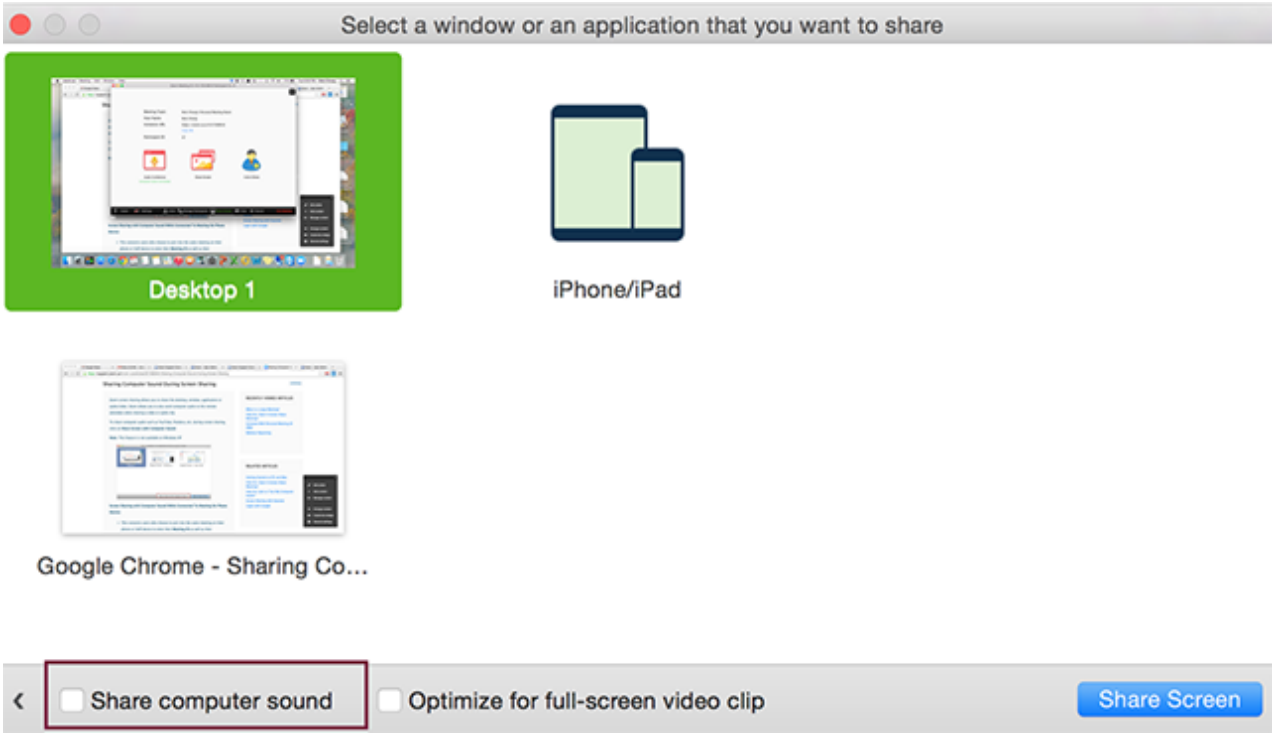
Prerequisites

- Zoom Desktop Client for Mac or Windows

Note: Computer sound cannot be shared while multiple screens are being shared.

Instructions

To share computer audio such as YouTube, Pandora, etc. during screen sharing, click on **Share Computer Sound**.



Screen Sharing with Computer Sound While Connected To Meeting Audio via Phone

- This applies to users who join the meeting via both phone and computer to receive audio via the phone and video/screen sharing via computer and enter their **Meeting ID** and **Participant ID** to bind devices together.
- If this user checks **Share Computer Sound** on their computer, this will trigger the audio to channel through both their phone device as well their computer audio.
- To stop sending audio, simply click **Stop Share** at the top of your meeting screen or mute the speaker of your phone or the speaker of your PC or MAC.

Sharing Multiple Screens Simultaneously

Video Guide

Overview

Hosts using the Zoom desktop client can allow multiple participants share their screens simultaneously during a meeting. This can be useful for a real-time comparison of documents or other materials by participants. To make full use of this feature, enable the dual monitors option in the Zoom client settings.

This article covers:

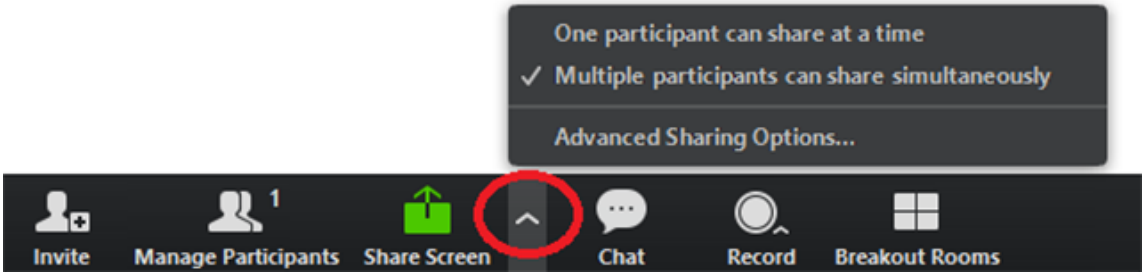
- Enabling Simultaneous Screen Sharing as the Meeting Host
- Sharing Screens at the Same Time
- Limitations

Prerequisites

- Zoom desktop client (Mac or Windows), version 3.6.17038.1226 or higher
- Zoom desktop client for Linux, version 3.0.285090.0826 or higher
- Remote Support must be off for the host

Enabling Simultaneous Screen Sharing as the Meeting Host

1. Start your Zoom meeting as the host.
2. Click the arrow to the right of **Share Screen**, then select **Multiple participants can share simultaneously**.



This allows multiple participants to share their screen at the same time.

Note: Zoom Rooms and participants using the Zoom mobile app can only share if no one else is sharing.

Sharing Screens at the Same Time

Any participants (including the host) using the Zoom desktop client can click **Share Screen** to begin sharing. Even if a someone is already sharing a screen, another participant can begin sharing. Learn more about sharing your screen.

Depending on their setup, participants will see the following:

- Participants using dual monitors can see the two most recently shared screens on each monitor.
- Participants using a single monitor see the most recently shared screen. Participants can select **View Options** to change the screen they are viewing.
- Participants using the Zoom mobile app see the most recently shared screen. They cannot change the screen they are viewing.

As the host, you can choose to switch to the option **One participant can share at a time** for any portion of the meeting. See the instructions on how to share a screen when only one participant can share at a time.

Limitations

Sharing multiple screens simultaneously has the following limitations:

- When you enable the option to share multiple screens simultaneously, the options **Share computer audio** and **Optimize for full-screen video clip** are not available.
- Participants in Zoom Rooms or using the mobile app cannot share when anyone else is sharing.

Screen Sharing a PowerPoint Presentation

Overview

There are three methods you can use to screen share a PowerPoint presentation in a Zoom meeting. If you have a dual monitors, you can share a slide show while viewing presenter's notes in another monitor. If you have a single monitor, you can also start the slide show in a windows so you have access to other meeting features while sharing your presentation.

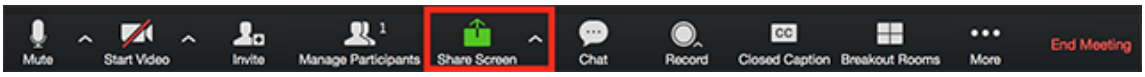
This article covers:

- Dual Monitors with Slide Show and Presenter's Views
- Single Monitor with Slide Show in a Window
- Single Monitor with Slide Show in Full Screen

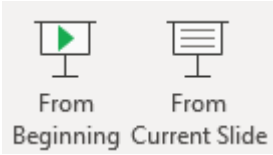
Dual Monitors with Slide Show and Presenter's Views

Follow these steps if you are using dual monitors and want to present your PowerPoint file in one monitor while viewing the presenter's notes in another monitor.

1. Open the PowerPoint file you want to present.
2. Start or join a Zoom meeting.
3. Click **Share** in the meeting controls.

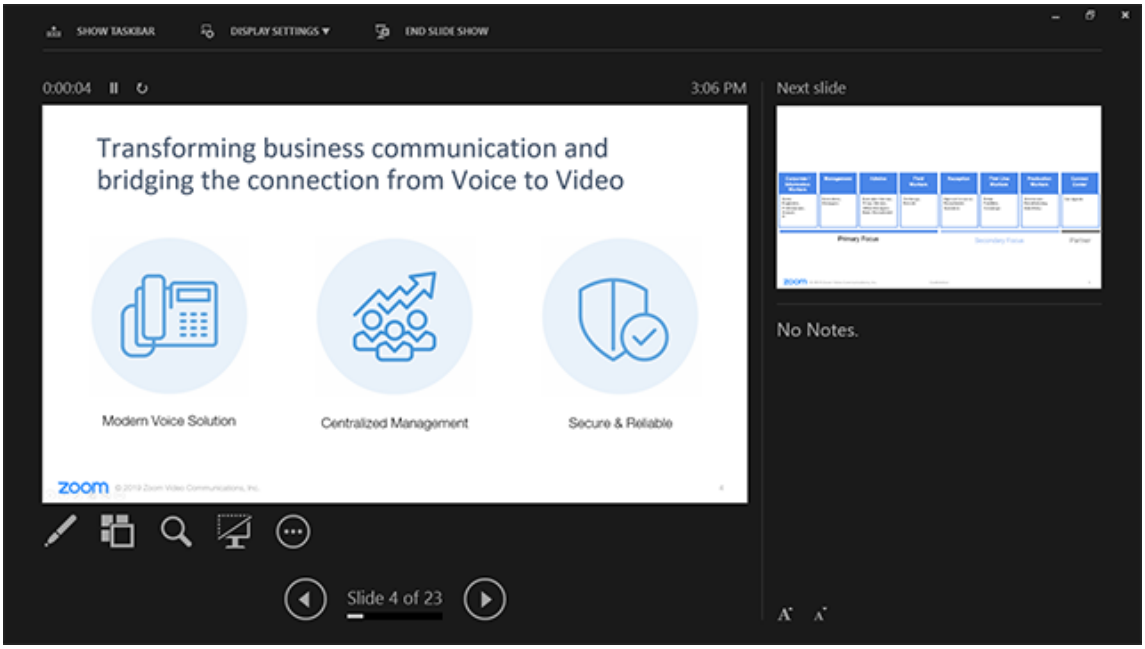


4. Select your primary monitor then click **Share**. If you are not sure which monitor is your primary, select the one that PowerPoint opens in.
5. While sharing your screen, switch PowerPoint to slide show mode by clicking the **Slide Show** tab > **From Beginning** or **From Current Slide**.

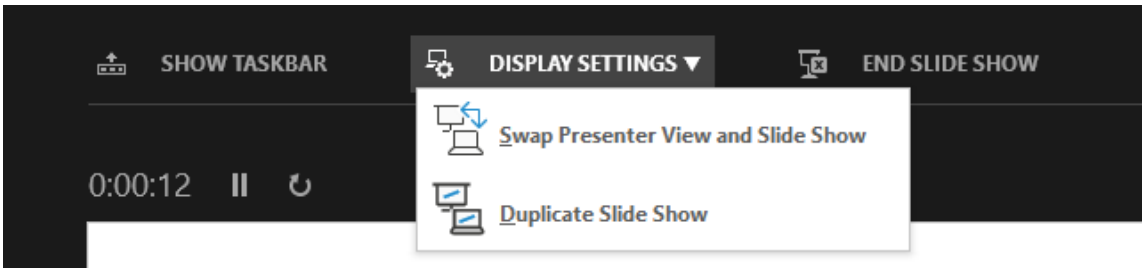


If you correctly shared your primary monitor, participants will see the PowerPoint in slides how view. The green border indicates the monitor you are currently sharing.

The presenter's view will appear on your secondary monitor. Use this to view your slide notes and control the presentation.



6. If you are not sharing the correct monitor, click **Display Settings** then **Swap Presenter View and Slide Show**. PowerPoint will switch the monitor that is used for slide show view.



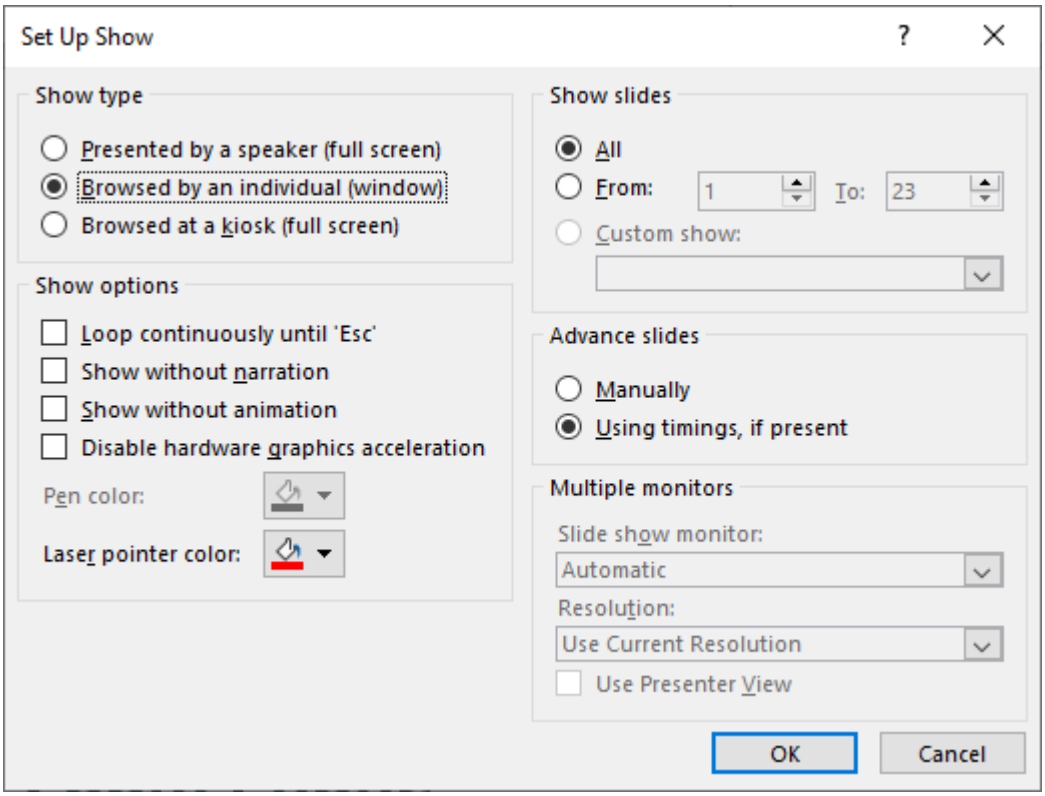
Alternatively, you can click **New Share** on your screen share controls and select the screen showing the PowerPoint in slide show view.

Single Monitor Setup with Slide Show View in a Window

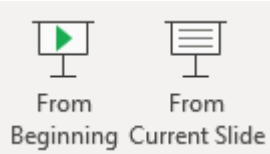
Follow these steps if you have a single monitor and want to share your PowerPoint presentation in slide show view, but have it contained in a window rather than in full screen. This is useful if you need to access meeting features like in-meeting chat or managing participants while sharing your PowerPoint presentation.

1. Open the PowerPoint file you want to present.
2. Click the **Slide Show** tab > **Set Up Slide Show**.

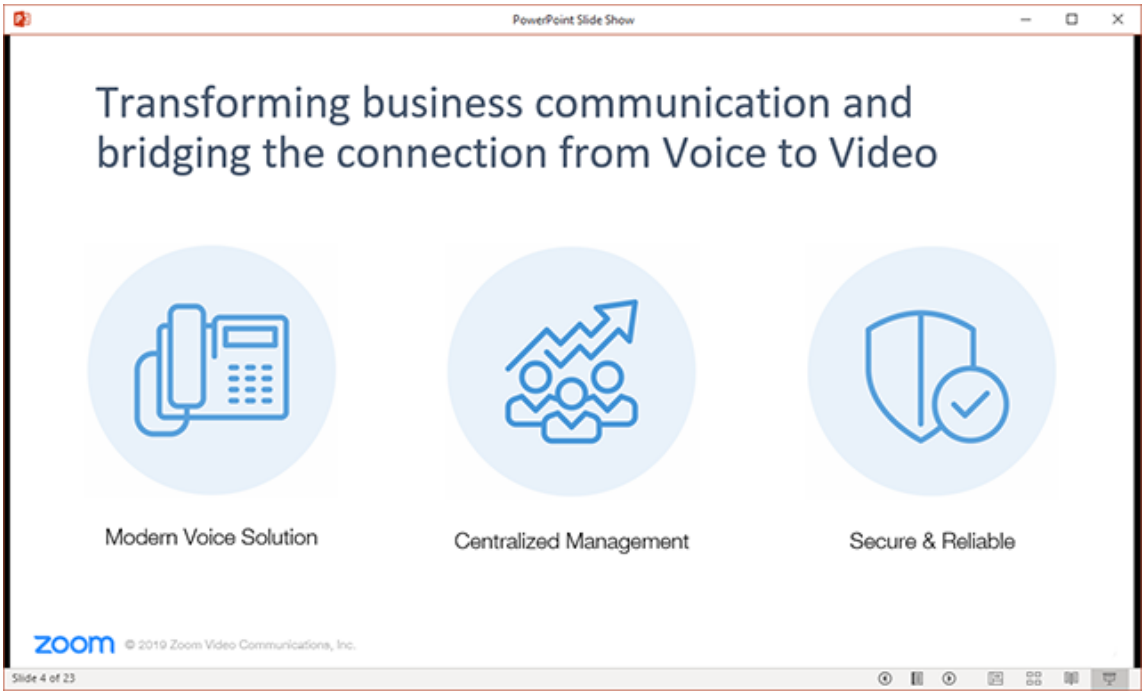
3. Under **Show type**, select **Browsed by an individual (window)**, then click **OK**.



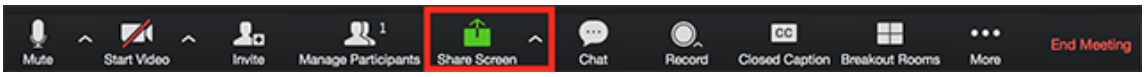
4. Switch PowerPoint to slide show mode by clicking the **Slide Show** tab > **From Beginning** or **From Current Slide**.



PowerPoint will display the slide show in a window.



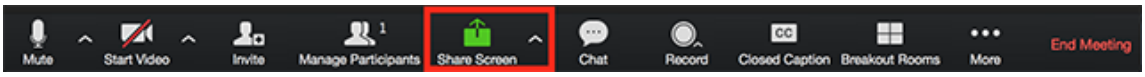
5. In Zoom, start or join a meeting.
6. Click **Share** in the meeting controls.



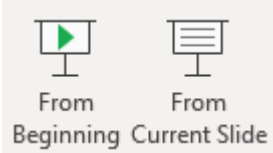
7. Select the PowerPoint window then click **Share**.

Single-monitor Setup with Slide Show in Full Screen

1. Open the PowerPoint file you want to present.
2. Start or join a Zoom meeting.
3. Click **Share** in the meeting controls.



4. Select your monitor then click **Share**.
5. While sharing your screen, switch PowerPoint to slide show mode by clicking the **Slide Show** tab > **From Beginning** or **From Current Slide**.



The green border indicates the monitor you are currently sharing.

Screen Share A Keynote Presentation

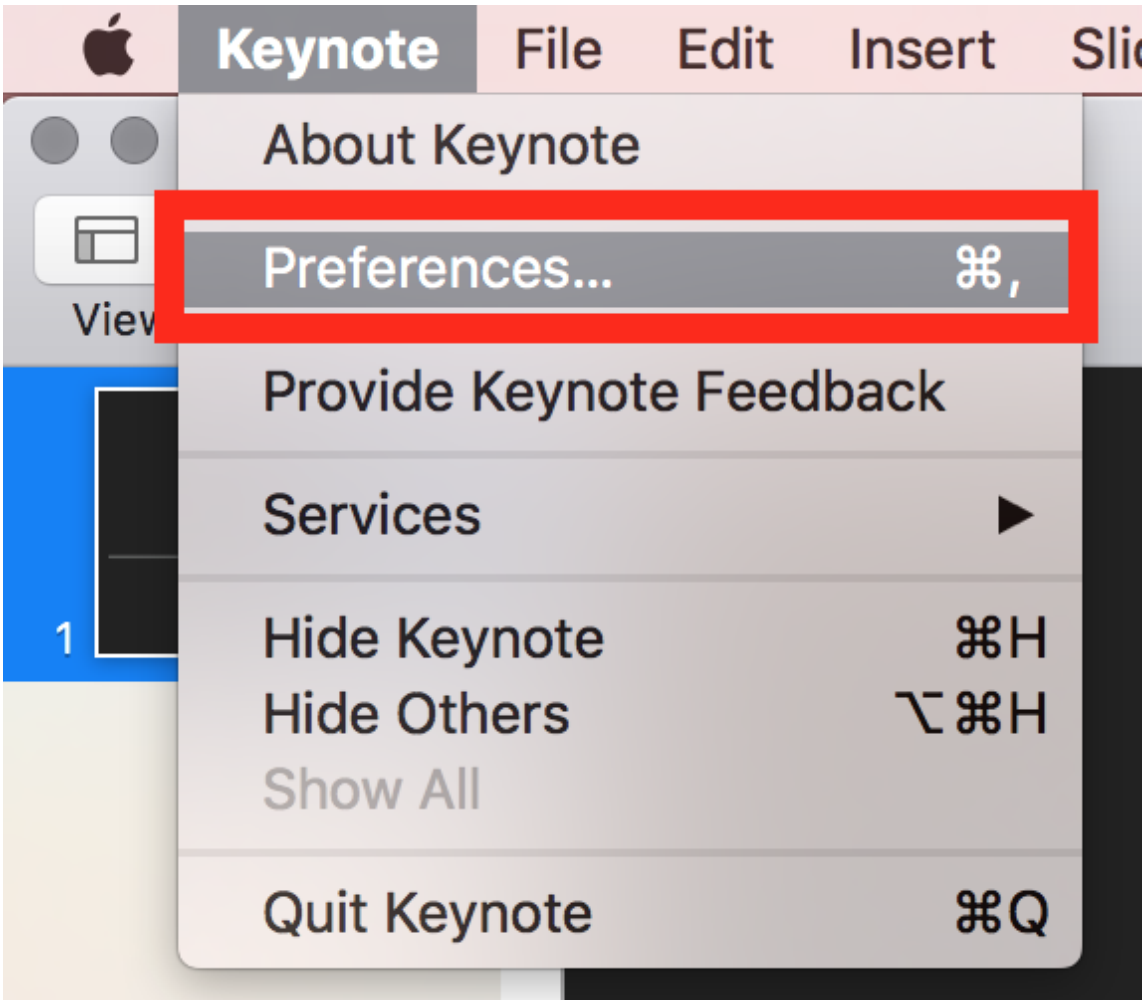
Overview

You can share a Keynote presentation with Zoom. You share a Keynote presentation like any other screen, but this article covers a few tips for optimizing your experience when screensharing with Keynote.

Learn how to share your screen.

Tips

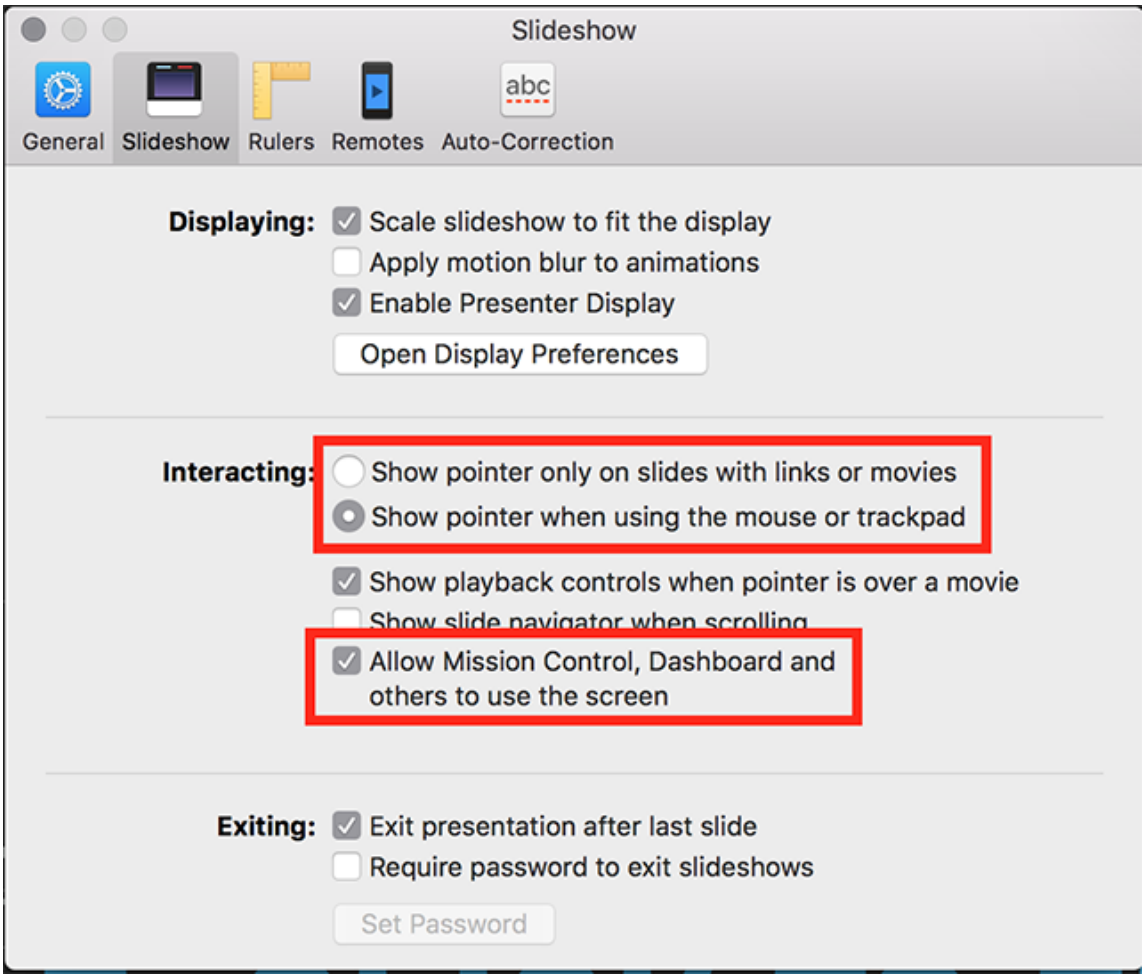
1. Before your presentation, open the Keynote preferences.



2. Check the **Allow Mission Control, Dashboard and others to use screen** to allow Zoom full access to

the Keynote slides as they advance.

3. If you want to show your mouse at all times, choose **Show pointer when using the mouse or trackpad.**



If you maximize Keynote, the Zoom meeting controls will disappear. Use Keynote in windowed mode to see the controls.

If you have dual screen, you can use the "**X**" key shortcut when in Presentation mode to swap the display.

If you go into full screen mode in MacOS, screen share your Desktop, instead of the individual application.

Sharing a whiteboard

Overview

The whiteboard feature will allow you to share a whiteboard that you and other participants (if allowed) can annotate on.

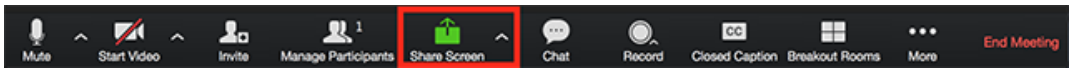
Prerequisites

- Zoom desktop client for Windows version **3.5.19597.0626** or higher
- Zoom desktop client for Mac version **3.5.24604.0824** or higher
- Zoom desktop client for Linux version **2.0.123086.0330** or higher
- Zoom mobile app for iPad version **2.5.34521.1207** or higher
- Zoom mobile app for Android version **3.6.17038.1226** or higher

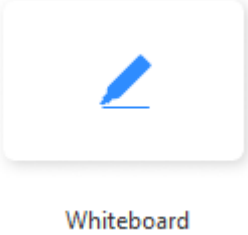
Windows | Mac

Sharing a whiteboard

1. Click the **Share Screen** button located in your meeting tool bar.



2. Click **Whiteboard**.



3. Click **Share**.
4. The annotation tools will appear automatically, but you can press the **Whiteboard** option in the meeting controls to show and hide them.
5. Use the page controls in the bottom-right corner of the whiteboard to create new pages and switch between pages.

Note: Only the participant or host that started sharing the whiteboard has access to create and switch pages.

6. When you are done, click **Stop Share**.

Multiple whiteboards in a meeting

If you have simultaneous screen sharing on, multiple participants will be able to share a whiteboard at once. However, to see two whiteboards at once, or your own whiteboard and another participant's, you will need to have dual monitors enabled.

Follow Presenter's Pointer During Screen Sharing

Overview

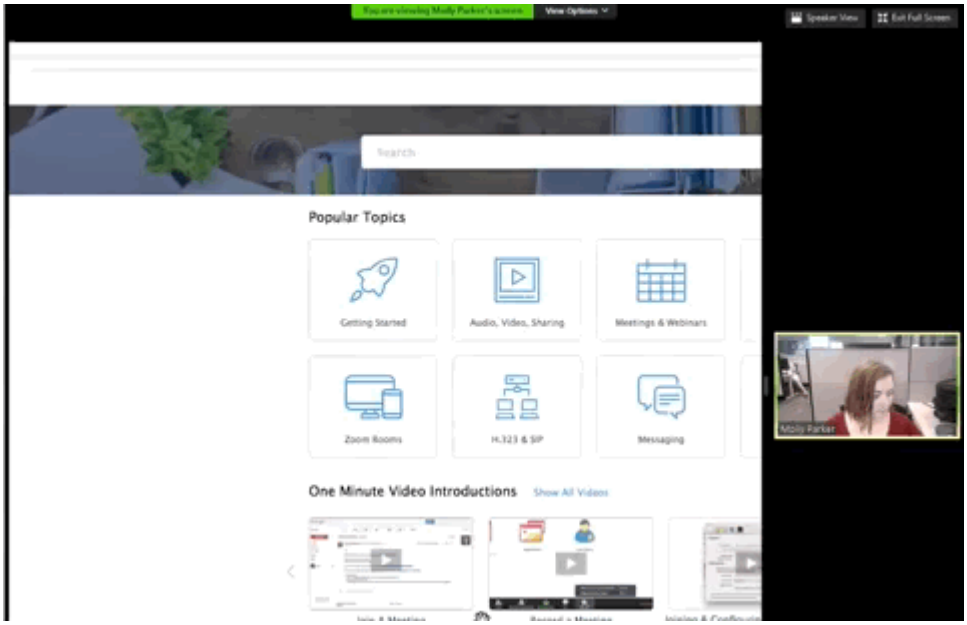
When a presenter is sharing a screen that is at a higher resolution than yours, you can automatically follow the presenter's pointer on your desktop client. This is particularly useful when only a portion of the shared screen is visible to you, helping you stay focused on the important part of the shared screen.

Prerequisites

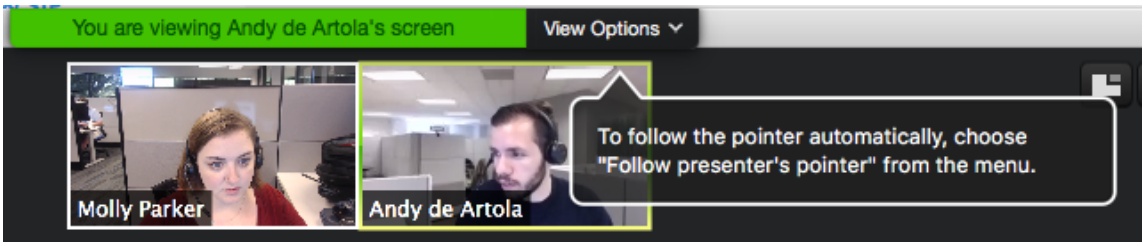
- Zoom Client for Windows or Mac, Version 4.1.8826.0925 or later
- The presenter cannot be sharing content from within a Zoom Rooms meeting.

Instructions

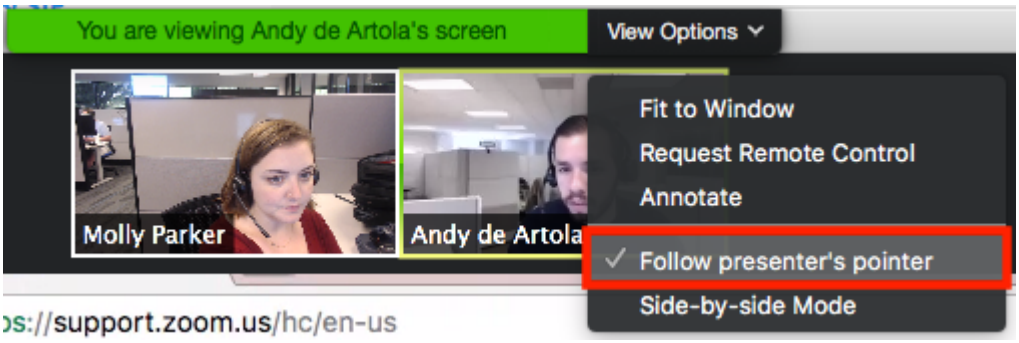
1. Start or join a meeting or webinar on a Zoom desktop client.
2. When screen sharing begins, the **Follow Presenter's Pointer** option is automatically enabled.



3. If you manually move the shared content, you see a message that lets you know that the option to follow the presenter's pointer has been disabled.



4. To re-enable following the presenter's focus, under **View Options**, choose the option**Follow Presenter's Pointer**.



Note: You must view the presentation using the original window size.

TROUBLESHOOTING

Frequently Asked Questions

The following are answers to some of the most common questions or problems users come across. If you would like additional help getting started with Zoom, you can join our Weekly Zoom Trainings.

Read common questions about:

- Getting Started with Zoom
- Scheduling a Meeting
- Joining a Meeting
- Zoom Webinars
- Meeting and Webinar Features
- My Zoom Account
- Troubleshooting

Getting Started with Zoom

Where do I download the latest version of Zoom?
You can download the latest version of Zoom from our Download Center. Learn more about downloading Zoom.

How to I use Zoom on my PC or Mac?
After downloading Zoom, learn how to use the Zoom Desktop Client.

How do I signup for Zoom?
You can sign up for a free Zoom account at zoom.us/signup.

How much does Zoom cost?
A basic Zoom license is free. Learn more about available Zoom plans and pricing.

Scheduling a Meeting

How do I schedule a meeting?
You can schedule a meeting on the web, through the Zoom Desktop client or mobile app, or through one of our many integrations. Learn more about scheduling a Zoom meeting.

How do I invite others to join my meeting?
You can invite others to join your meeting by copying the join URL or meeting invitation and sending it out via email. There are many other ways to invite others to join your meeting - learn more.

Joining a Meeting

How do I join a Zoom meeting?
You can join a meeting by clicking the meeting link or going to join.zoom.us and entering in the meeting ID. Learn more about joining a meeting.

How do I join computer/device audio?
On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. Learn more about connecting your audio.

Can I Use Bluetooth Headset?
Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.

Do I have to have a webcam to join on Zoom?
While you are not required to have a webcam to join a Zoom Meeting or Webinar, you will not be able to transmit

video of yourself. You will continue to be able to listen and speak during the meeting, share your screen, and view the webcam video of other participants.

Zoom Webinars

How do I purchase a webinar license?
To host a webinar, you need to be a **licensed** user and have a Zoom webinar license. You can purchase these licenses on the Billing page of your Zoom web portal.

How do I host a webinar?
After purchasing your webinar license, you can schedule your webinar on the Webinars page of the Zoom web portal. When it's time to start your webinar, you can start it from the Webinars page of the Zoom web portal or from the Meetings tab of your Zoom client. Learn more about getting started with Zoom webinars.

Meeting and Webinar Features

How do I share my screen?
Click Share in your meeting and choose the screen that you would like to share. Learn more about sharing your screen.

Can I record my meeting?
All Zoom hosts can record locally to their computer unless this feature has been disabled by their Zoom account owner or admin. Hosts who are **Licensed** can also record to the Zoom cloud. In a Zoom meeting, press Record to start the recording. Learn more about local recording and cloud recording.

Where do I find my recording?
By default, local recordings are saved to your documents folder. Cloud recordings can be found on the Recording page of your Zoom web portal. Learn more about locating your recording.

My Zoom Account

What role do I have on my Zoom account?
You can find your role on your Account Profile page of the Zoom web portal. Learn more about the Account Profile page.

Where can I find my account owner?
You can find your account owner on your Account Profile page of the Zoom web portal. Learn more about the Account Profile page.

Troubleshooting

My video/camera isn't working.
Read tips on troubleshooting a camera that won't start or show video.

There is echo in my meeting.
Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. Learn about common causes of audio echo.

Audio isn't working on my mobile device.
Read tips on troubleshooting audio that isn't working on your iOS or Android device.

If you are still having issues, please submit a request.

My Video/Camera Isn't Working

Overview

If your camera is not showing up in the Zoom Settings or it is selected and not showing any video, these tips can help you troubleshoot why it is not working.

Prerequisites

- Zoom desktop client
- Zoom mobile app

If you have not already, test your video to confirm that the correct camera is selected and adjust your video settings. Learn how to test your video.

Windows

Troubleshooting tips for Windows

1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Restart your computer.
3. Uninstall the Zoom client and reinstall the latest version from our Download Center.
4. Visit your device's support and downloads page to update the camera driver:
   - Logitech
   - Dell
   - Lenovo

- HP
- ASUS
- Samsung
- Sony (PC) (Webcams)

Windows 10 has a privacy feature that may block Zoom from using the camera. Learn more about this feature and how to allow Zoom access to your webcam.

My Audio is Not Working on iOS or Android

Overview

Try these troubleshooting steps if you have microphone or speaker issues after joining a meeting on the Zoom mobile app for iOS or Android.

This article covers:

- Troubleshooting Speaker Issues
- Troubleshooting Microphone Issues

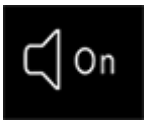
Prerequisites

Zoom mobile app on iOS or Android (available on Apple App Store and Google Play)

Troubleshooting Speaker Issues

If you cannot hear other participants in a Zoom meeting, follow these steps to troubleshoot the issue.

- Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker:

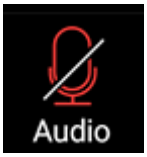
- Increase the volume on your mobile device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, your device's volume might be set to mute or vibrate only.
- Try using earphones.
- Restart your mobile device.

- Reinstall Zoom from the Apple App Store or Google Play

Troubleshooting Microphone Issues

If you are experiencing issues using your microphone with the Zoom mobile app, follow these steps to troubleshoot the issue:

- Ensure the microphone is not on mute. If you see the muted **Audio** icon in the meeting controls, tap it to unmute yourself:

  If you are still muted, the host may have muted you upon entering the meeting. Ask to be unmuted by sending a chat message to the host.
- Ensure you have connected your mobile device's audio. If you see the following **Audio** icon in the meeting controls, tap it and select **Call via Device Audio**. If prompted, allow Zoom to access your microphone.

- Try using earphones with a microphone.
- Ensure Zoom has access to your device's microphone.
  - **iOS**: Go to **Settings** > **Privacy** > **Microphone** and switch on the toggle for Zoom.
  - **Android**: Go to **Settings** > **Apps & notifications** > **App**

permissions > **Microphone** and switch on the toggle for Zoom.

- Ensure that no other applications are using the microphone at the same time.
    - **iOS**: Double-tap the "Home" button to view apps currently running. Swipe up to close an app.
    - **Android**: Tap the multi-task button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left of right to close an app.
- Restart your iOS device.
- Reinstall Zoom from the Apple App Store or Google Play

Zoom Video Communications Technical Support

We at Zoom strive to ensure that our customers needs and expectations are met. We will do what it takes to understand your requirements and resolve issues related to our service. All suggestions and comments are very much appreciated, so please do not hesitate to contact us at any time.

This article covers:

- Support Process
- Support Hours
- Priority Levels
- Target Response Times
- Customer Satisfaction
- Other Professional Services

Support Process

"Support Ticket" means a notification by a customer advising Zoom of a perceived issue, or question concerning the service.

- **Business, Education** or **API** plan subscribers will report support tickets to Zoom by:
    1. Online submission via submit a request.
    2. Chat live with our support team by visiting your account and selecting help in the lower right hand corner here.
    3. Phone dial-in
        - US: +1.888.799.9666 ext 2
        - AU: +61.1800.768.027 ext 2
        - FR: +33.800.94.64.64 ext 2

    - IN: +91.1800.050.2040 ext 2
    - JP: +81.053.132.0070 ext 2
    - NZ: +64.800.475.039 ext 2
    - SG: +65.800.321.1249 ext 2
    - UK: +44.800.368.7314 ext 2 or +44.20.7039.8961 ext 2
- **Pro** plan subscribers will report support tickets to Zoom by:
    1. Online submission via submit a request.
    2. Chat live with our support team by visiting your account and selecting help in the lower right hand corner here.
- **Free** plan subscribers will report support tickets to Zoom by:
    1. Online submission via submit a request.

Support Hours

"Support Hours" are **24 x 7**, including public holidays, where agents or technical engineers are available for email or live support.

Priority Levels

When a support ticket is initiated with Zoom's technical support team, it will be classified according to the following Priority levels:

- **Priority 1** - Urgent: The Service is "down," operation of the Service is severely degraded, or there is a critical impact to the Service due to a fault with the network or other software issue. No workarounds. Examples include failures of Zoom's transmission services or software functions. Zoom will provide necessary resources around the clock to resolve this situation.

- **Priority 2** - High: Significant aspects of the Service are negatively affected by inadequate performance of the network or other software issues. Partial or no workarounds. Zoom will provide resources during Zoom's normal business hours to resolve the situation and additional resources outside of Zoom's normal business hours as reasonably necessary.
- **Priority 3** - Normal: General issues related to a feature or a set of features. Operational performance of the service is not impaired. Zoom will provide reasonable resources during Zoom's normal business hours to assist in resolving the problem or providing a workaround.
- **Priority 4** – Low: Informational or Feature Change Request: Customer requires information or assistance with service's capabilities, installation or configuration and there is little to no effect on its business operations. Included are requests for information, assistance, features, alpha/beta and others. Such requests will be handled within Zoom's normal business hours.

Target Response Times

Target Response Time for a Support Ticket will be the time (a) commencing when Zoom receives a proper Support Ticket from Customer and (b) ending when customer receives notification that the Support Ticket has been logged.

Pro, Business, API or **Education** plan subscribers:

- Priority 1 - Urgent: 1 Hour
- Priority 2 - High: 4 Hours
- Priority 3 - Normal: 24 Hours

- Priority 4 - Low: 24 Hours

Customer Satisfaction

When a ticket is marked resolved, you will receive a short email to mark your satisfaction level and put any comments related to our service. We appreciate any feedback as it helps us improve our support services.

Other Professional Services

Please contact us for other services:

- Training
- Consulting
- Branding
- Implementation
- Custom Solutions
- Development

FEEDBACK

Please use this google form if you believe content should be added or edited (anonymous)

https://forms.gle/thWcYrnEy711i3nc9