



# Getting Started on the PC and MAC<sup>®</sup>

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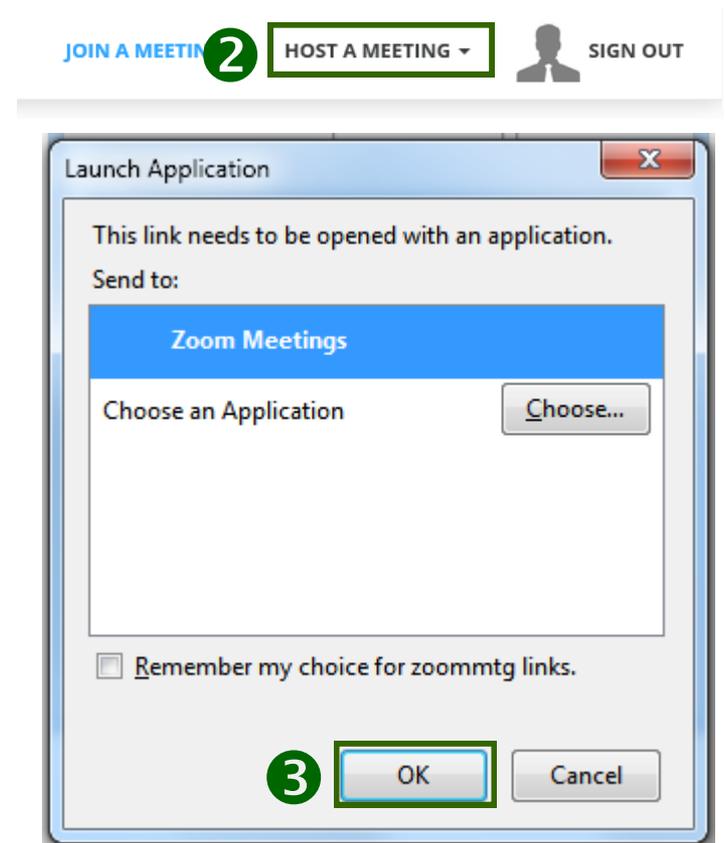
[Meeting Options: End Meeting](#)

[Meeting Options: Full Screen](#)

## Download the Desktop App

1. Sign In to your Zoom account.
2. Click **Host a Meeting** and you are prompted to download the Zoom App.
3. Click **OK** and the App downloads and the Zoom desktop meeting app opens.

Alternatively, you can click on the download footer link at <https://zoom.us> or directly from <https://zoom.us/support/download>

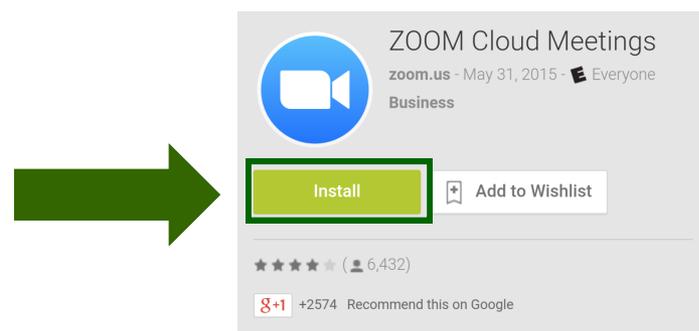


## Download the IOS or Android App

- For **iOS**, visit the Apple [App Store](#) and search "zoom". Click to download.

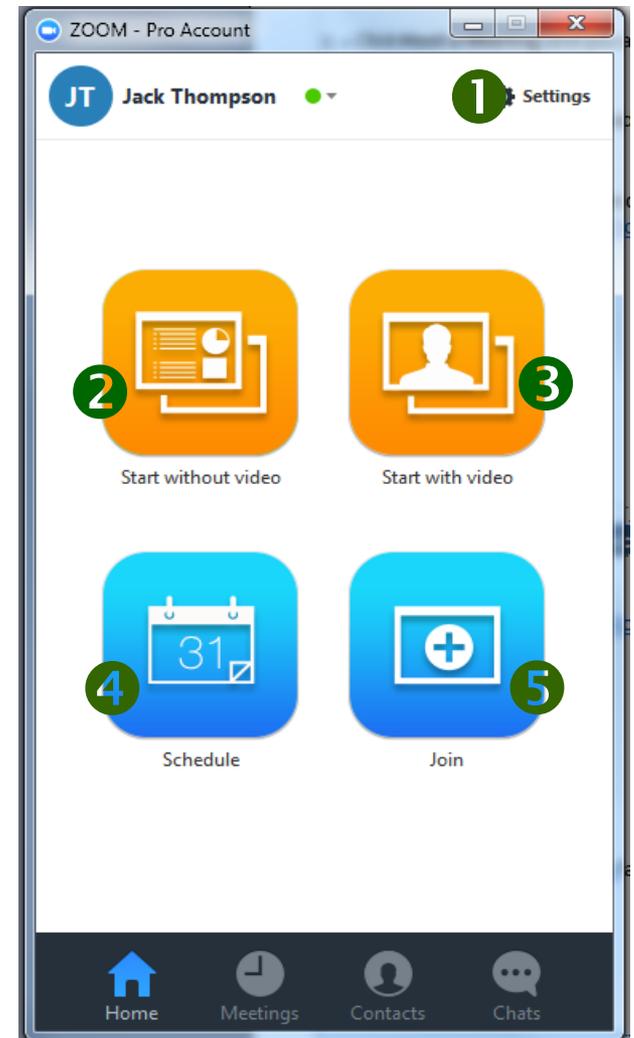


- For **Android**, visit [Google Play](#) and search "zoom". Click Install.



## Desktop App Home Screen

1. View in **Settings** the settings for your Zoom meetings. This includes Audio, Video, General (Application, Content Sharing, and Instant Message), Feedback, Recording, Account Type (Basic, Pro, etc.), and Statistics (Overall, Audio, Video, and Screen Sharing). See [Home Screen: Settings](#) for more details.
2. Click **Start without video** to start a meeting sharing your "desktop" or "application".
3. Click **Start with video** to start a video meeting.
4. Click **Schedule** to set up a future meeting.
5. Click **Join** to join a meeting that has already started .



## Home Screen Drop-Down Menu

From the Home Screen drop-down menu, you can:

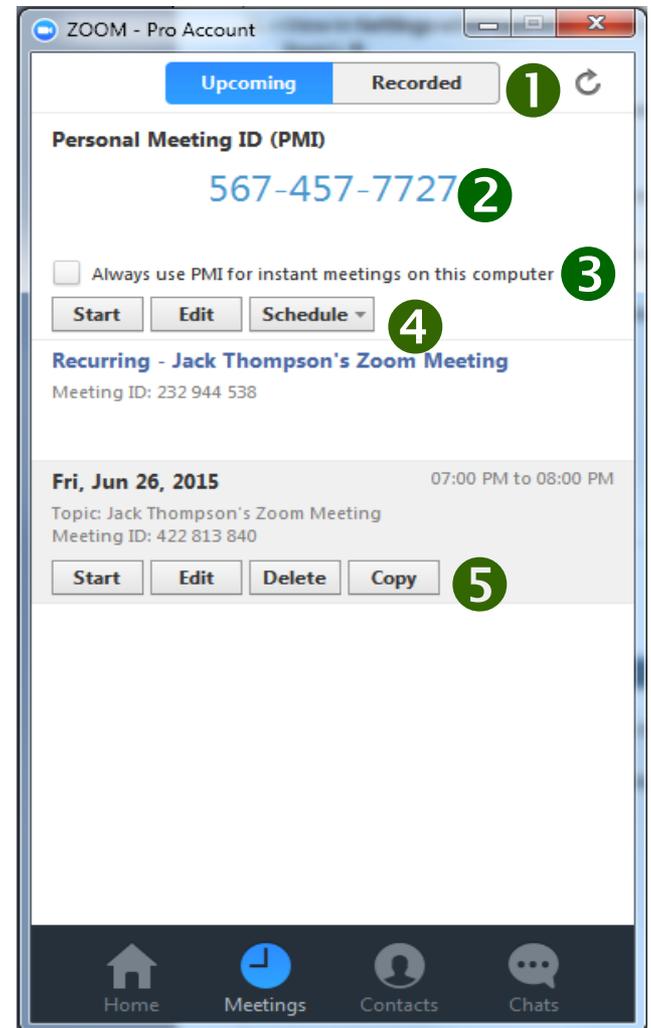
- Set your availability to Available or Busy.
- Change your account picture.
- Check for updates to Zoom.
- Get help using Zoom.
- Switch to another Zoom account
- Log out or exit Zoom.



## Home Screen: Upcoming Meetings

When you click the **Meetings** icon, you can:

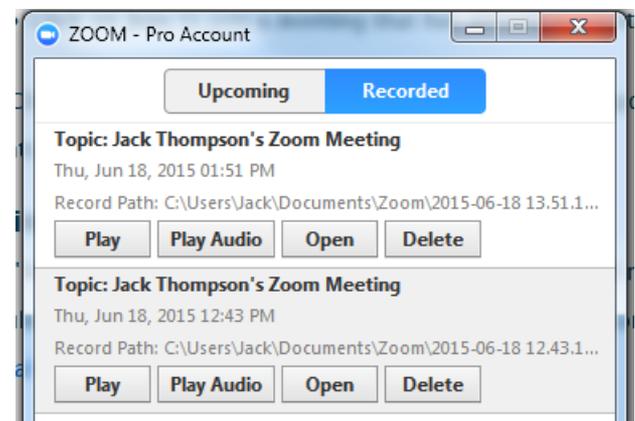
1. View **Upcoming** or meetings you have **Recorded**.
2. View your **Personal Meeting ID (PMI)**.
3. Select whether you **always** want to use your **Personal Meeting Identifier (PMI)** for instant meetings on the current computer.
4. For **Recurring Meetings**, you can:
  - Start the meeting
  - Edit the meeting settings.
  - Schedule the meeting in Outlook or Google Calendar, or, copy the meeting invitation to send via email or message.
5. For **Scheduled Meetings**, you can:
  - Start the meeting
  - Edit the meeting settings.
  - Delete the meeting.
  - Copy the meeting invitation.



## Home Screen: Recorded Meetings

When you click **Recorded** meetings, you can:

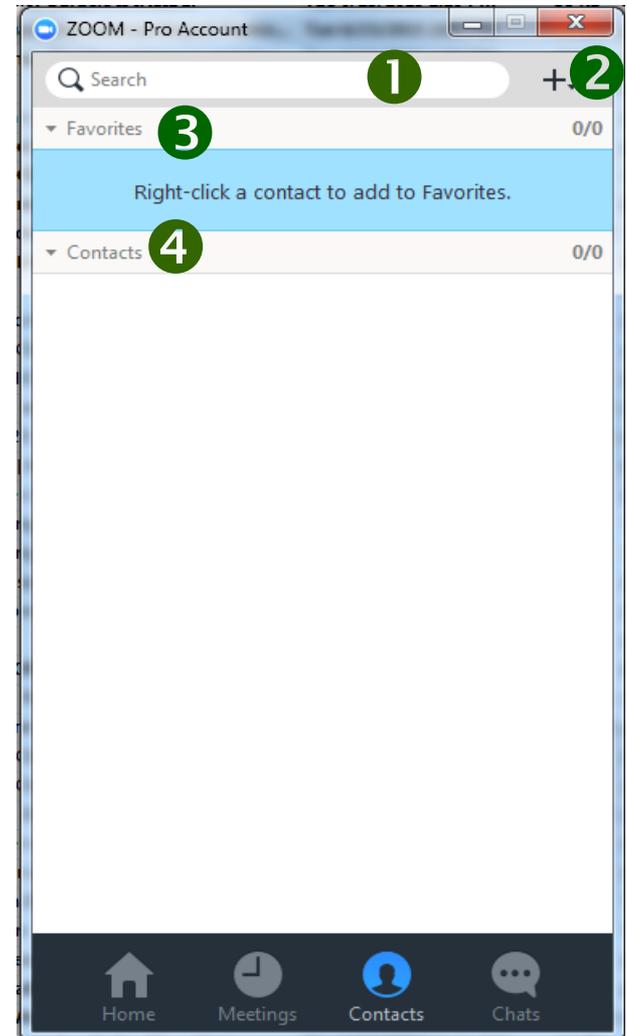
- **Play** the recording with both video and audio.
- **Play Audio** plays the audio part of the meeting. It will not play the video if there is any for the meeting.
- **Open** will bring you to the folder that contains all your meeting recordings.
- **Delete** will delete the recorded meeting.



## Home Screen: Contacts

When you click the **Contacts** icon, you can do the following:

1. **Search** for a name in your list of Contacts.
2. Click the **+** plus sign to add other contacts by email or to copy an invitation to a contact.
3. Classify your contacts as **Favorites**. Right-click a contact name from your contact list and add the name to your favorites.
4. View your list of **Contacts**.



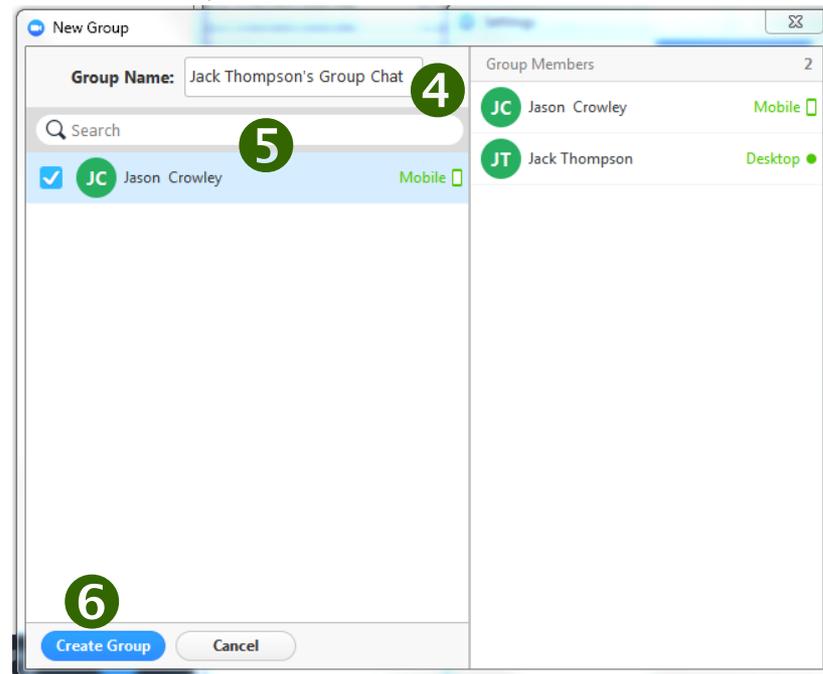
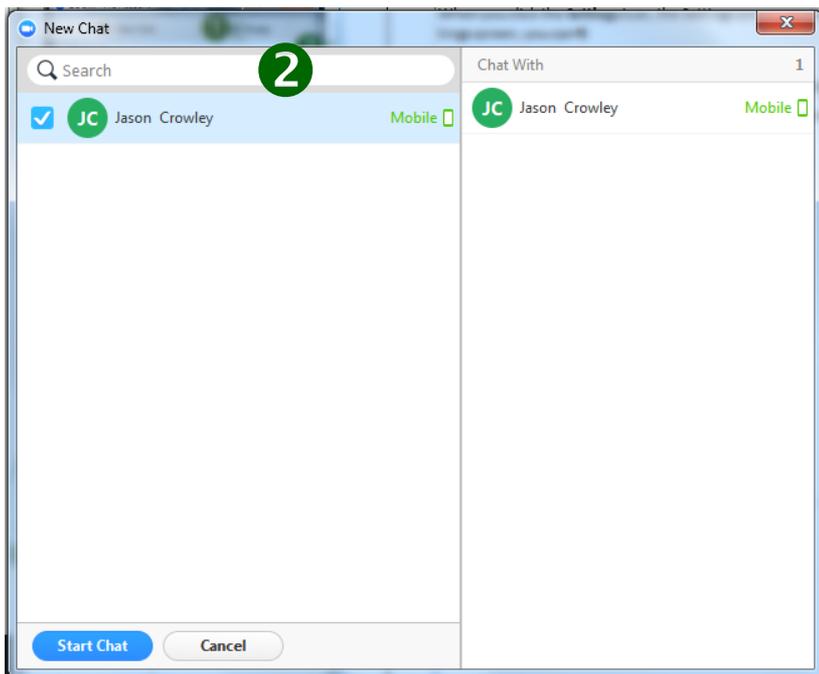
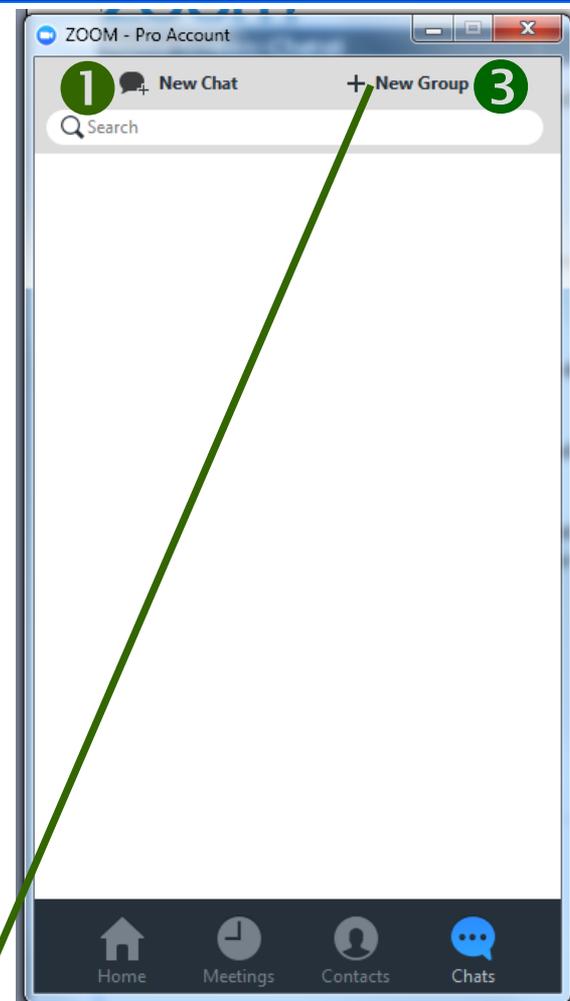
When you click the **Chats** icon, you can start a new chat or start or establish a new group chat.

### Start a Chat

1. Click **New Chat** at the top of the window. The chat window opens.
2. Search or select the contact you want to chat with and begin your chat.

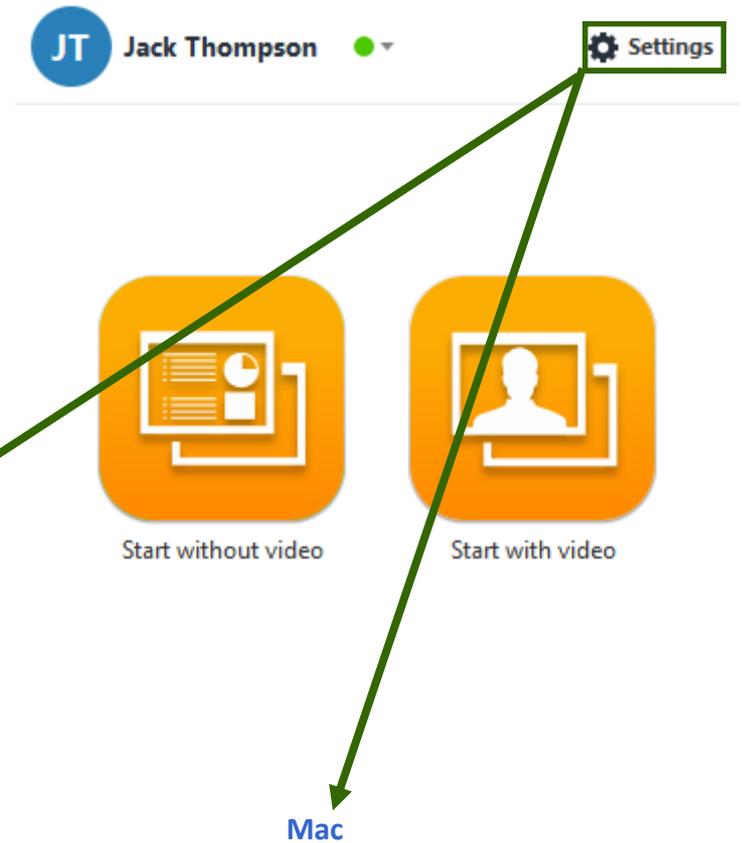
### Start a New Group Chat

3. Click **New Group** at the top of the window. New Group chat window opens.
4. Enter a unique **Group Name** for the New Group.
5. Select or search for contacts for the group chat.
6. Click **Create Group** when you have finished adding the contacts you want to your New Group. You can also add or remove contacts from a group at any time. You can now begin the group chat.



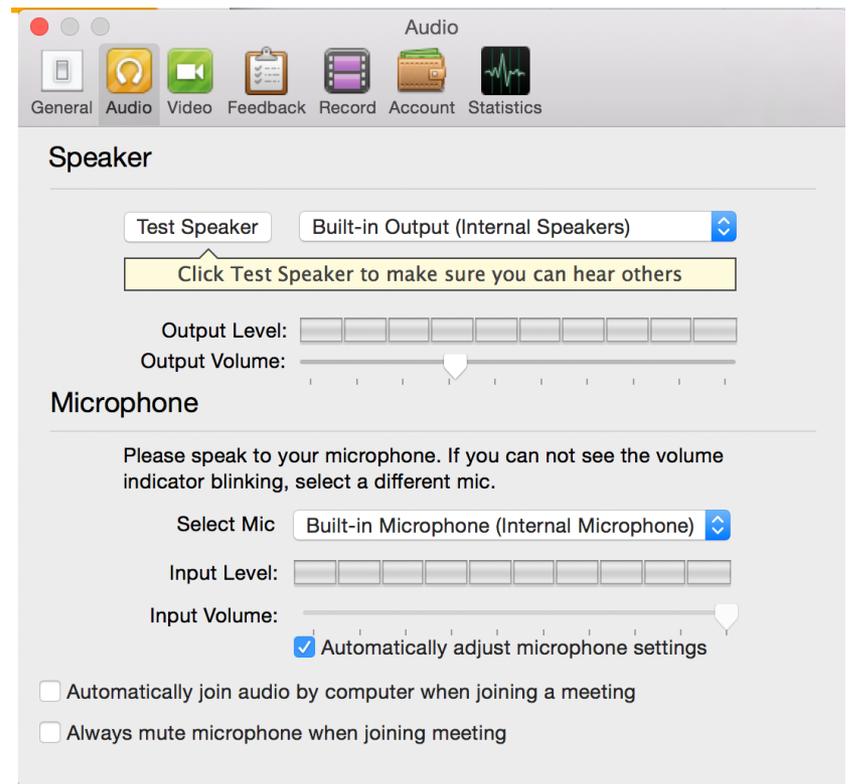
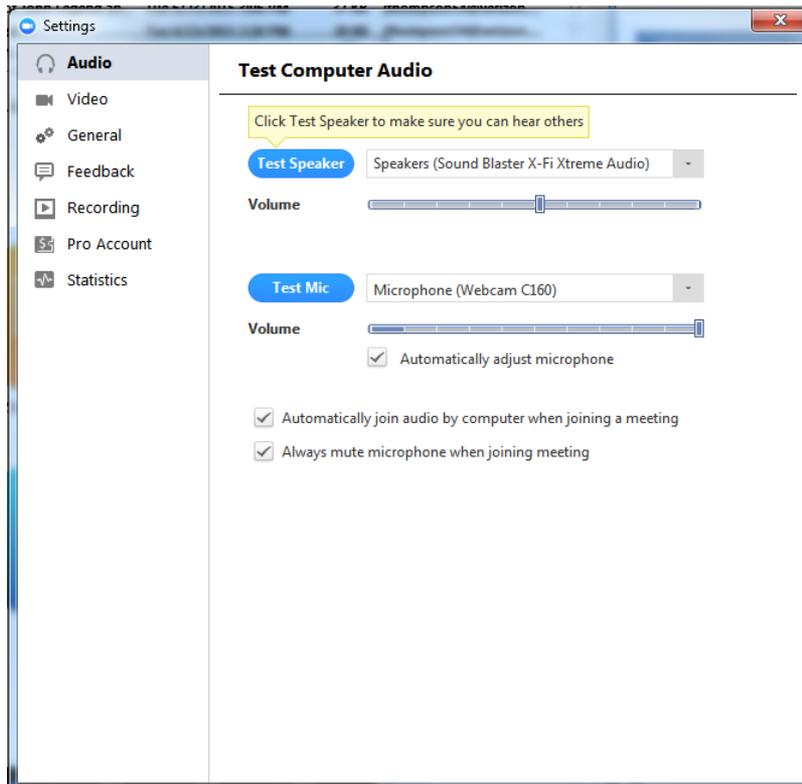
When you click the **Settings** icon, the Settings screen opens. On the Settings screen, you can

1. Test your computer **Audio**.
2. Select your **Video** source and select settings for video.
3. Select **General** settings for the Zoom application, content sharing, and instant messaging.
4. Provide **Feedback** to Zoom on the Zoom application.
5. Select a location to save your meeting **Recordings**.
6. View or make changes to your Zoom **Account**.
7. View **Statistics** on the following items:
  - CPU and memory usage.
  - Audio
  - Video
  - Screen Sharing



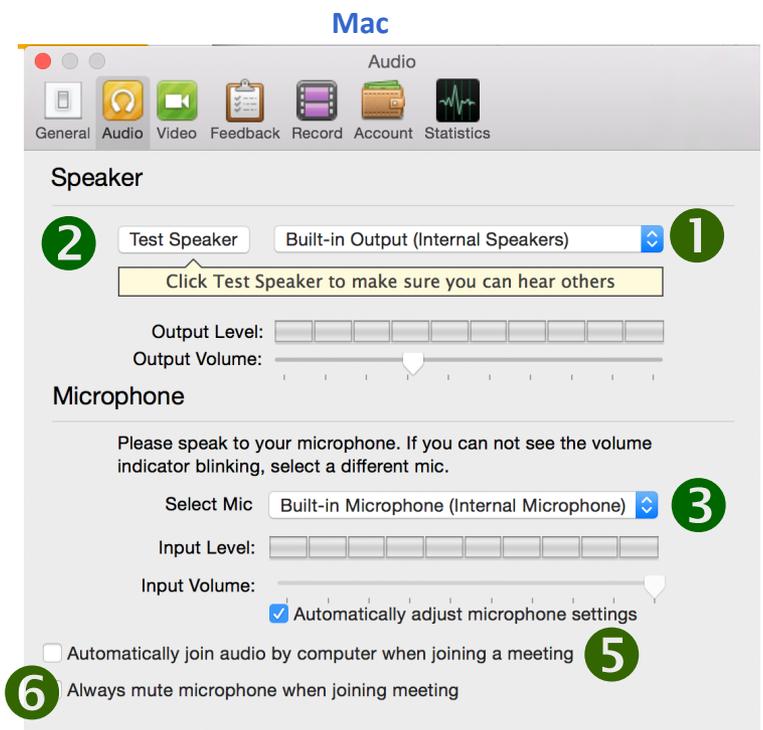
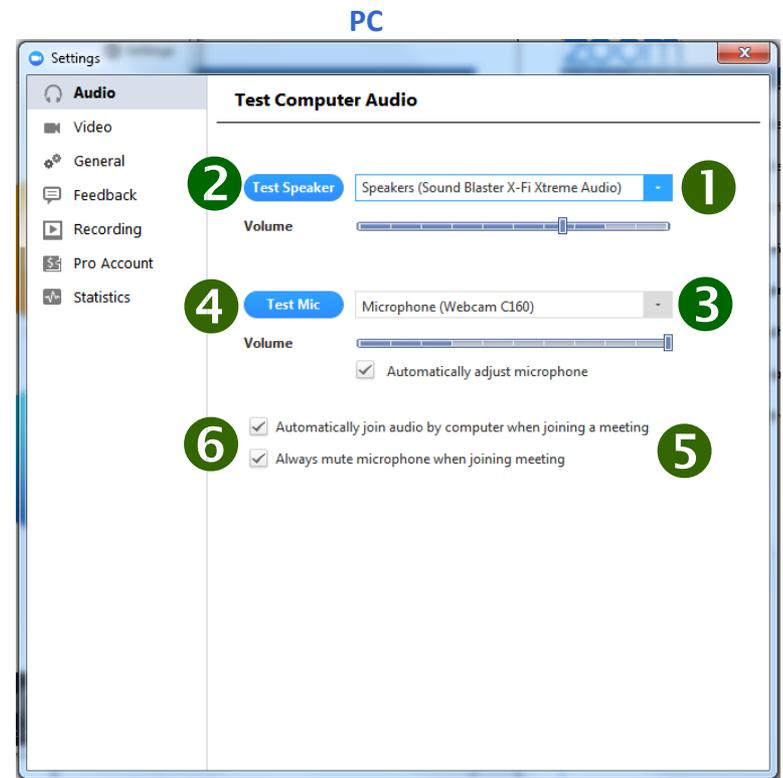
PC

Mac



The Audio settings allow you to test your computer speakers and microphone. This also includes all microphones connected to the computer through a USB port.

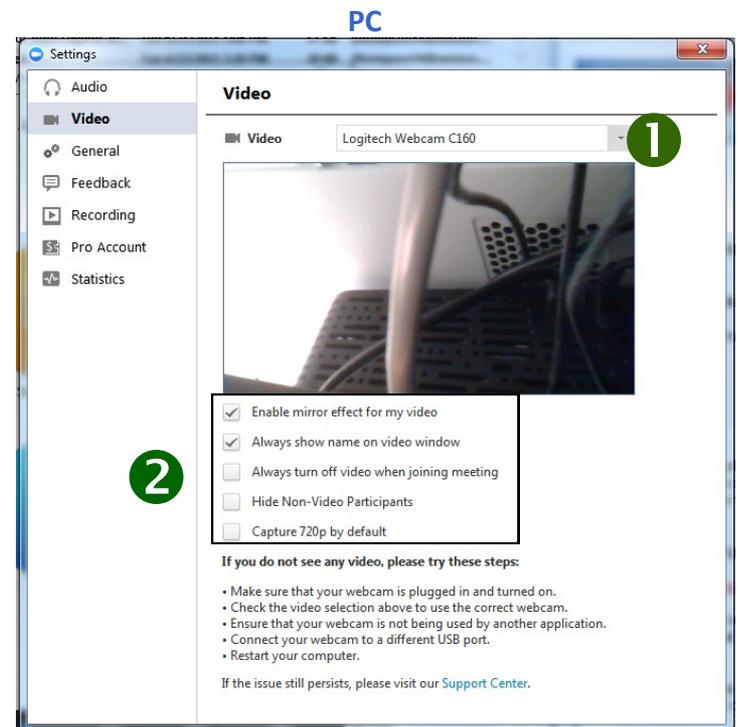
1. Click the down arrow to select the computer speakers you want to use from the drop-down menu.
2. **Test Speaker:** Click the **Test Speaker** button to hear the piano sound. Use the sound bar to adjust the volume.
3. Click the down arrow to select the computer microphone that you want to use from the drop-down menu.
4. **Test Mic:** Click the **Test Mic** button to test a microphone on or connected to your computer. Use the sound bar to adjust the volume. **This button is not on the Mac.**
5. Check to **Automatically join audio by computer when joining a meeting**. This will use your computer's speakers and microphone for the meeting.
6. Check to **Always mute microphone when joining meeting**.



## Settings: Video Options

The Video settings allow you to make the following settings for video:

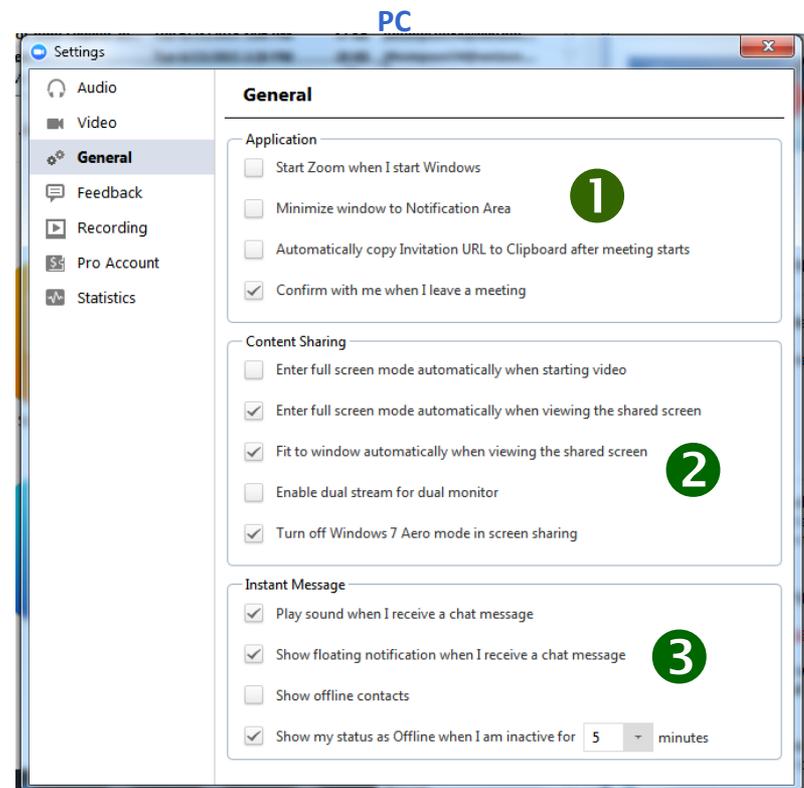
1. Select video source for Zoom video meeting.
2. Select or deselect the following video options:
  - Check to **Enable mirror effect for my video**.
  - Check to **Always show name on video window**.
  - Check to **Always turn off video when joining meeting**.
  - Check to **Hide Non-video participants**.
  - Check to **Capture 720p by default**.



## Settings: General for PC Only

The General settings allow you to select Application, Content Sharing and Instant Message settings :

1. For Application, you can select the following settings:
  - **Start Zoom when I start Windows** which loads the Zoom application whenever you start Windows.
  - **Minimize window to Notification area.** This minimizes the Zoom window to the Notification area in the lower right hand corner of Windows.
  - **Automatically copy Invitation URL to Clipboard after meeting starts.** This makes the URL available for you to paste.
  - **Confirm with me when I leave a meeting.** This will allow you to confirm you are leaving and even assign another host.
2. For Content Sharing, you can select the following settings:
  - **Enter full screen mode automatically when starting video.**
  - **Enter full screen mode automatically when viewing the shared screen.** Whenever you or a meeting participant shares a screen, you screen will automatically go into full screen mode.
  - **Fit to window automatically when viewing the shared screen.**
  - **Enable dual stream for dual monitor.** If you have a "Dual monitor" setup at conference room, office or room, please make sure that you have your monitors/HDTV connected via HDMI cables (preferred) or VGA cables. You will need to access your computer display settings. Go to **Control panel—Appearance and Personalization—Display—screen resolution.** Then select **Extend these displays.**
  - **Turn off Windows 7 Aero mode in screen sharing.** This frees up processing power on your computer.
3. For Instant Message, you can select the following settings:
  - **Play sound when I receive a chat message.**
  - **Show Floating notification when I receive a chat message.**
  - **Show offline contacts.**
  - **Show my status as Offline after I am inactive for XX minutes.** Select the number of minutes from the drop-down menu.



## Settings: General for Mac Only

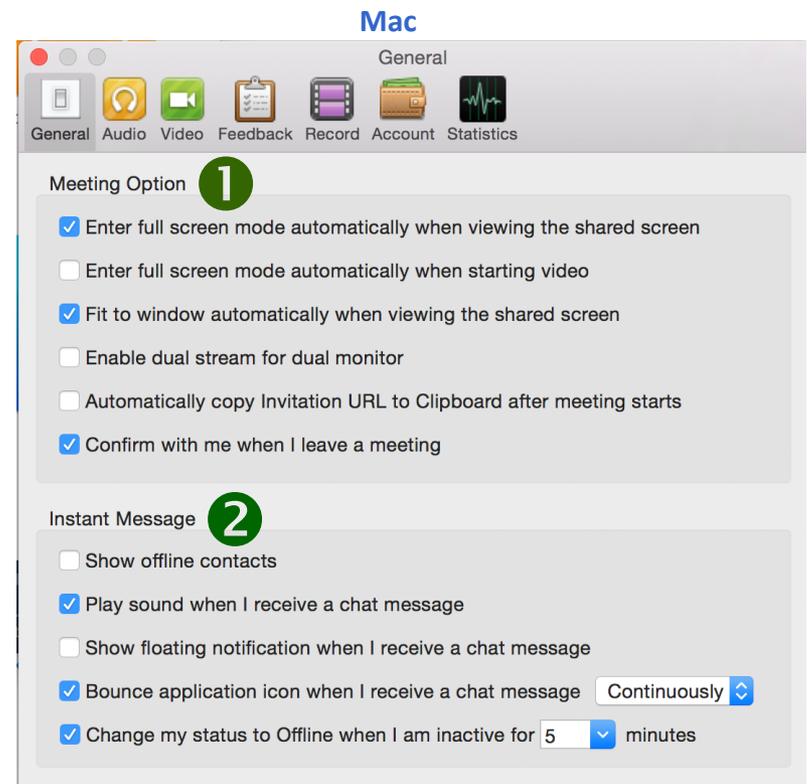
The General settings allow you to select Application, Content Sharing and Instant Message settings :

1. For Meeting Option, you can select the following settings:

- **Enter full screen mode automatically when viewing the shared screen.** Whenever you or a meeting participant shares a screen, you screen will automatically go into full screen mode. You will need to access your computer display settings.
- **Enter full screen mode automatically when starting video.**
- **Fit to window automatically when viewing the shared screen.**
- **Enable dual stream for dual monitor.** If you have a "Dual monitor" setup at conference room, office or room, please make sure that you have your monitors/HDTV connected via HDMI cables (preferred) or VGA cables. Go to the **Apple** menu, choose **System Preferences**, go to the **View** menu, choose **Displays**, click the **Arrangement** tab, and enable **Mirror Displays** in the bottom left-corner.
- **Automatically copy Invitation URL to Clipboard after meeting starts.** This makes the URL available for you to paste.
- **Confirm with me when I leave a meeting.** This will allow you to confirm you are leaving and even assign another host.

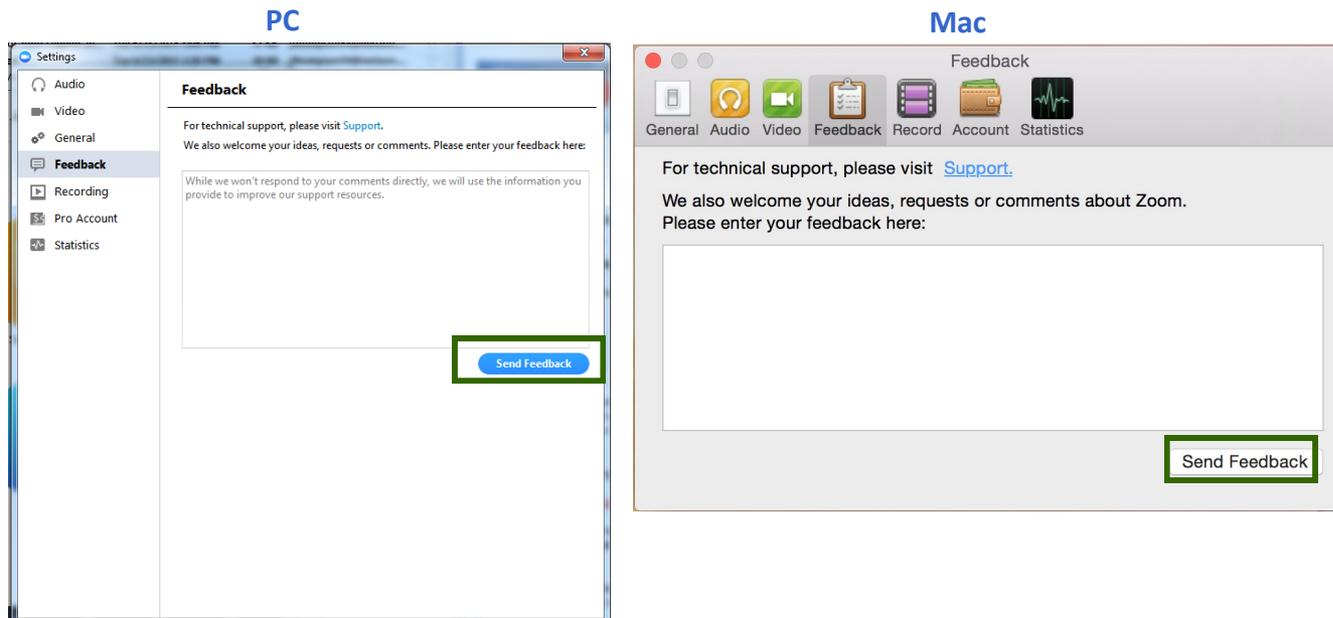
2. For Instant Message, you can select the following settings:

- **Show offline contacts.**
- **Play sound when I receive a chat message.**
- **Show Floating notification when I receive a chat message.**
- **Bounce application icon when I receive a chat message.** Select either Continuously or Once.
- **Show my status as Offline after I am inactive for XX minutes.** Select the number of minutes from the drop-down menu.



## Settings: Feedback

The **Feedback** setting allows you to type in feedback to Zoom. After typing your feedback, click **Send Feedback**.



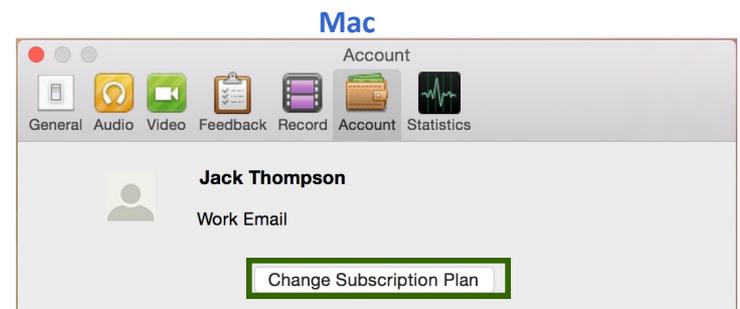
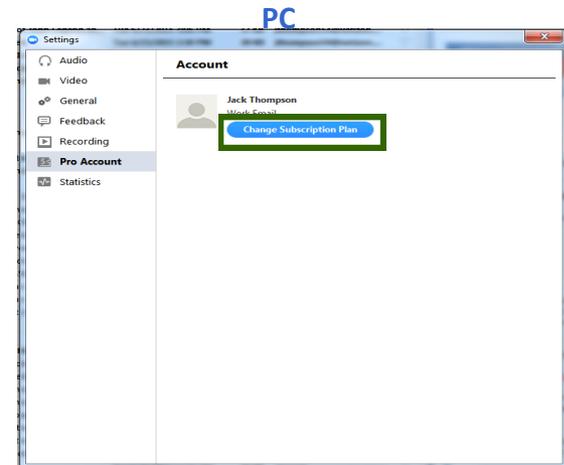
## Settings: Recording

The **Recording** setting lets you select where and when to save Zoom meeting recordings.

1. Click **Change File Location** to change the location where you want to store the Zoom meeting recordings. The Browse for Folder screen opens.
  - Browse and select an existing folder, or
  - Click **Make New Folder** to create a new folder to select.
2. Click to **Choose a location for recorded files when meeting ends**. This option allows you to choose the location to save the meeting file each time you save a meeting. When this option is not selected, the recording is saved to a default location.



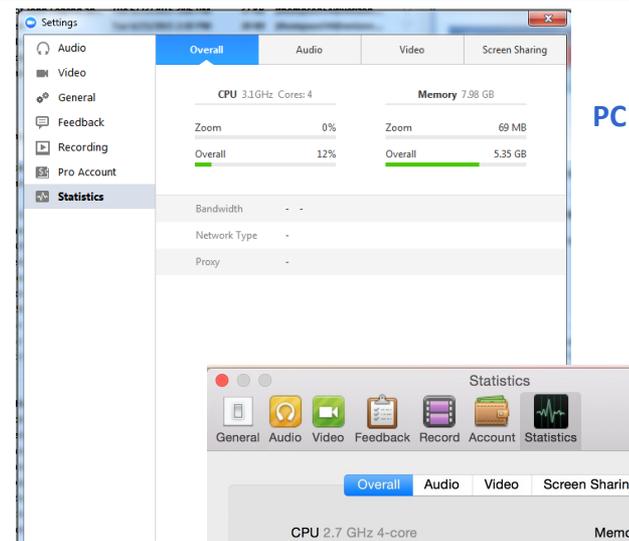
The **Account** setting displays the current account you have for Zoom. If you want to change your subscription plan, click the **Change Subscription Plan** button. The Zoom website opens to the Plan Selection page.



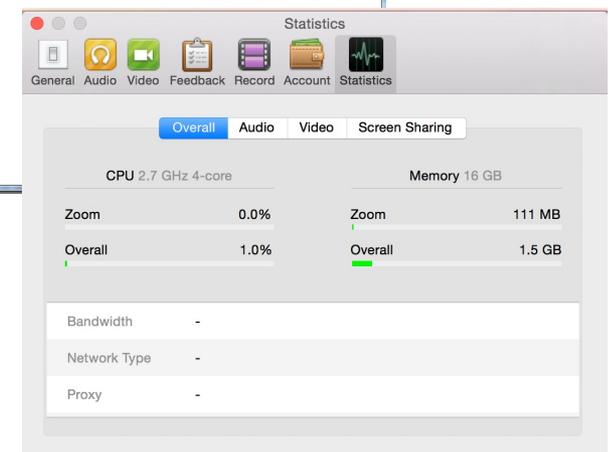
## Settings: Statistics

The **Statistics** settings allows you to view statistics for your Zoom application. It is useful in troubleshooting issues you may be having with your Zoom conferences. The settings displayed include:

- **Overall** statistics for CPU, Memory, Bandwidth, Network Type and Proxy setting.
- **Audio** statistics for Frequency, Latency, Jitter, and Packet Loss.
- **Video** statistics for Latency, Jitter, Packet Loss, Resolution, and Frame Per Second.
- **Screen Sharing** statistics for Latency, Jitter, Packet Loss, Resolution and Frame Per Second.



Mac



## Statistics: Overall

The **Overall** Statistics displayed include:

- The speed of the Central Processing Unit (**CPU**) of your computer.
- The number of CPU **cores** your computer contains.
- The amount of **Memory** available on your computer.
- The amount of CPU and Memory used by the Zoom application and by your computer overall.
- The **Bandwidth** shows the send and receive rate you are experiencing during the call. Higher bandwidth numbers usually indicate a stronger connection.
- The **Network Type** identifies if you are using a WiFi, LAN or other network.
- **Proxy** identifies your network's proxy settings.

The image shows two screenshots of the Zoom application's 'Statistics' window. The top screenshot is for a PC, showing overall statistics for CPU (3.1GHz, 4 cores), Memory (7.98 GB), Zoom usage (0% CPU, 69 MB Memory), and Overall usage (12% CPU, 5.35 GB Memory). The bottom screenshot is for a Mac, showing overall statistics for CPU (2.7 GHz, 4-core), Memory (16 GB), Zoom usage (0.0% CPU, 111 MB Memory), and Overall usage (1.0% CPU, 1.5 GB Memory). Both screenshots also show bandwidth, network type, and proxy settings.

## Statistics: Audio

The **Audio** statistics show the following information for both Send and Receive:

- **Frequency** — A frequency is the sampling frequency which is the number of samples per second in a sound. Usual values for sampling frequency is 44100 Hz (CD quality) or 22050 Hz (speech). The higher the frequency the better the audio quality.
- **Latency** — The delay between packet being sent and received. For example the time between you speaking and the other user receiving the audio on their end.
- **Jitter** — The variation in the time between packets arriving, caused by network congestion, timing drift, or route changes.
- **Packet Loss** — The total amount of data that fails to reach the final destination.

The image shows two screenshots of the Zoom application's 'Statistics' window, specifically the 'Audio' tab. The top screenshot is for a PC, showing a table of audio statistics for Send and Receive. The bottom screenshot is for a Mac, showing a similar table. In both, the 'Frequency' row is highlighted with a green box.

| Item name              | Send | Receive |
|------------------------|------|---------|
| Frequency              | -    | -       |
| Latency                | -    | -       |
| Jitter                 | -    | -       |
| Packet loss - Avg(Max) | -    | -       |

| Item Name              | Send        | Receive     |
|------------------------|-------------|-------------|
| Frequency              | 0 khz       | -           |
| Latency                | 0 ms        | 0 ms        |
| Jitter                 | 0 ms        | 0 ms        |
| Packet Loss - Avg(Max) | 0.0% (0.0%) | 0.0% (0.0%) |

The **Video** statistics show the following information for both Send and Receive:

- **Latency** — The delay between packet being sent and received. For example the time between you speaking and the other user receiving the audio on their end.
- **Jitter** — The variation in the time between packets arriving, caused by network congestion, timing drift, or route changes.
- **Packet Loss** — The total amount of data that fails to reach the final destination.
- **Resolution** — The number of pixels in each dimension that can be displayed. Higher usually means higher quality.
- **Frames Per Second** — Frequency (rate) at which an imaging device displays consecutive images called frames.

PC

| Item name              | Send | Receive |
|------------------------|------|---------|
| Latency                | -    | -       |
| Jitter                 | -    | -       |
| Packet loss - Avg(Max) | -    | -       |
| Resolution             | -    | -       |
| Frame Per Second       | -    | -       |

Mac

| Item Name              | Send | Receive |
|------------------------|------|---------|
| Latency                | -    | -       |
| Jitter                 | -    | -       |
| Packet Loss - Avg(Max) | -    | -       |
| Resolution             | -    | -       |
| Frame Per Second       | -    | -       |

## Statistics: Screen Sharing

The **Screen Sharing** statistics show the following information for Send (when sharing a screen with others) and Receive (when viewing another shared screen):

**Note:** Depending on whether on your sharing your screen or viewing a shared screen, either the Send or Receive will be blank.

- **Latency** — The delay between packet being sent and received. For example the time between you speaking and the other user receiving the audio on their end.
- **Jitter** — The variation in the time between packets arriving, caused by network congestion, timing drift, or route changes.
- **Packet Loss** — The total amount of data that fails to reach the final destination.
- **Resolution** — The number of pixels in each dimension that can be displayed. Higher usually means higher quality.
- **Frames Per Second** — Frequency (rate) at which an imaging device displays consecutive images called frames.

PC

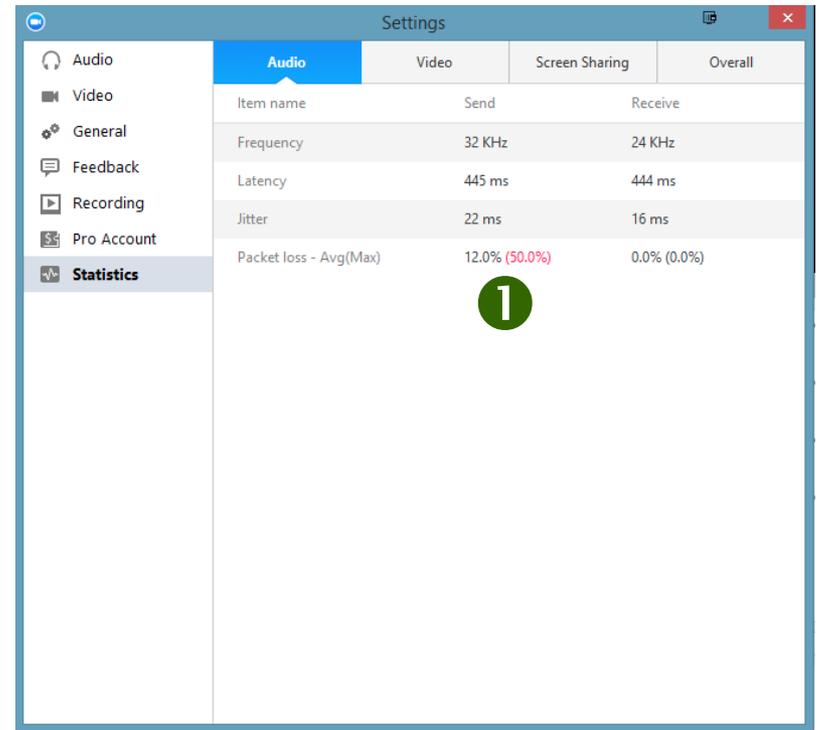
| Item name              | Send | Receive |
|------------------------|------|---------|
| Latency                | -    | -       |
| Jitter                 | -    | -       |
| Packet loss - Avg(Max) | -    | -       |
| Resolution             | -    | -       |
| Frame Per Second       | -    | -       |

Mac

| Item Name              | Send | Receive |
|------------------------|------|---------|
| Latency                | -    | -       |
| Jitter                 | -    | -       |
| Packet Loss - Avg(Max) | -    | -       |
| Resolution             | -    | -       |
| Frame Per Second       | -    | -       |

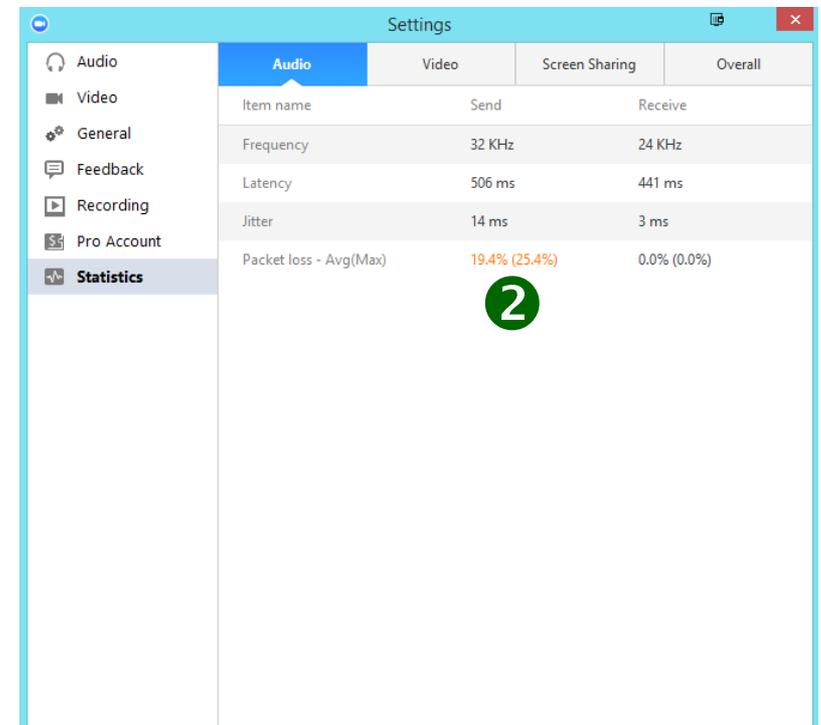
The statistic pages provide two types of warnings:

1. **Red** indicates that there most likely will be quality issues, as seen in the packet loss of audio seen here.
2. **Orange** indicates that there may be some quality issues as shown here with packet loss in audio.



The screenshot shows the Zoom Settings window with the Audio tab selected. The 'Packet loss - Avg(Max)' row shows 12.0% (50.0%) in red text, indicating a warning. A green circle with the number '1' is overlaid on the percentage.

| Item name              | Send          | Receive     |
|------------------------|---------------|-------------|
| Frequency              | 32 KHz        | 24 KHz      |
| Latency                | 445 ms        | 444 ms      |
| Jitter                 | 22 ms         | 16 ms       |
| Packet loss - Avg(Max) | 12.0% (50.0%) | 0.0% (0.0%) |

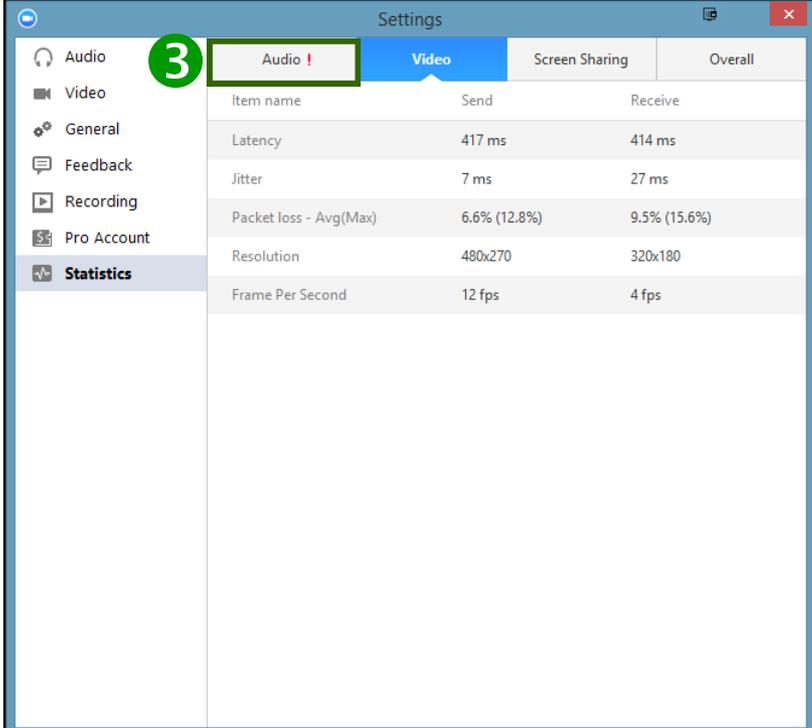


The screenshot shows the Zoom Settings window with the Audio tab selected. The 'Packet loss - Avg(Max)' row shows 19.4% (25.4%) in orange text, indicating a warning. A green circle with the number '2' is overlaid on the percentage.

| Item name              | Send          | Receive     |
|------------------------|---------------|-------------|
| Frequency              | 32 KHz        | 24 KHz      |
| Latency                | 506 ms        | 441 ms      |
| Jitter                 | 14 ms         | 3 ms        |
| Packet loss - Avg(Max) | 19.4% (25.4%) | 0.0% (0.0%) |

## Statistics: Warnings (continued)

- The statistic page displays a red ! exclamation point indicating there is an issue with a tab you currently are not on



The screenshot shows the Zoom Settings application window. The left sidebar contains navigation options: Audio, Video, General, Feedback, Recording, Pro Account, and Statistics. The 'Audio' tab is selected and highlighted with a green box, and a green circle with the number '3' is placed over it. A red exclamation point icon is visible next to the 'Audio' tab label. The main content area shows a table of statistics for the selected tab. The table has columns for 'Item name', 'Send', and 'Receive'. The data rows are: Latency (417 ms Send, 414 ms Receive), Jitter (7 ms Send, 27 ms Receive), Packet loss - Avg(Max) (6.6% (12.8%) Send, 9.5% (15.6%) Receive), Resolution (480x270 Send, 320x180 Receive), and Frame Per Second (12 fps Send, 4 fps Receive).

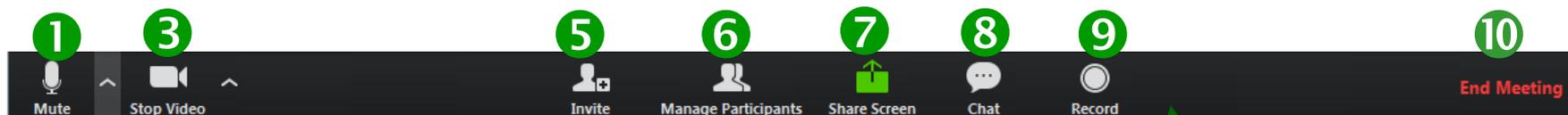
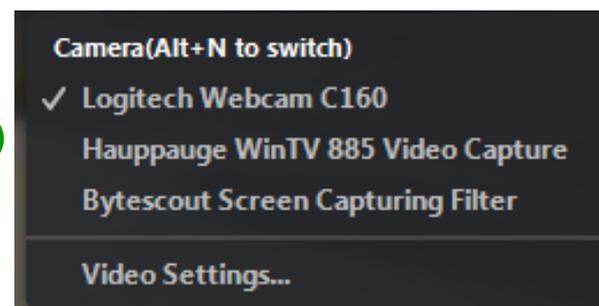
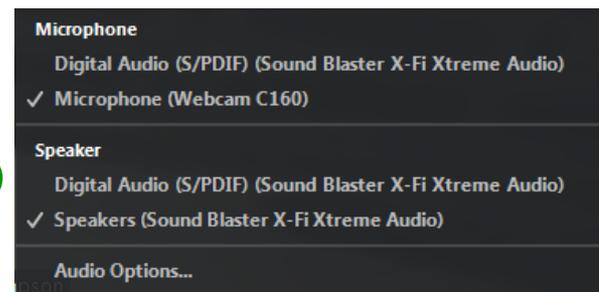
| Item name              | Send         | Receive      |
|------------------------|--------------|--------------|
| Latency                | 417 ms       | 414 ms       |
| Jitter                 | 7 ms         | 27 ms        |
| Packet loss - Avg(Max) | 6.6% (12.8%) | 9.5% (15.6%) |
| Resolution             | 480x270      | 320x180      |
| Frame Per Second       | 12 fps       | 4 fps        |

## Meeting Options

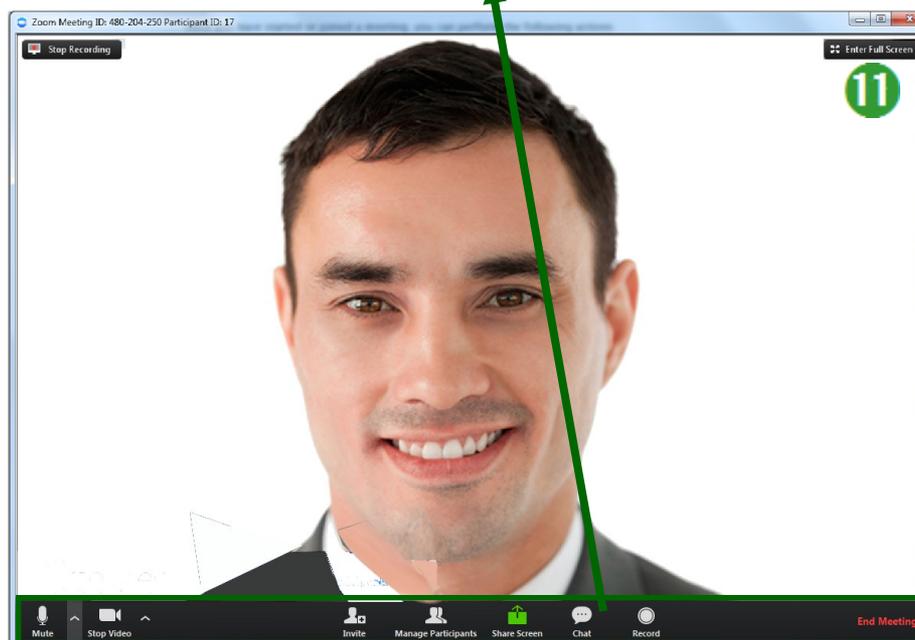
Once you have started or joined a meeting, you can perform the following actions from the menu bar located at the bottom of the meeting window (move your mouse to toggle):

You can:

1. **Mute** and **Unmute** your audio and select Audio options.
2. Access the Microphone and Speaker options by clicking the up arrow next to Mute. This allows you to change your computer's microphone and speaker choices. You can also access the Audio Settings. See [Meeting Options: Audio Options](#).
3. **Stop** and **Start** the video portion of the meeting.
4. Access the Video options by clicking the up arrow next to Video. This allows you to change your computer's video input. You can also access the Video Settings. See [Settings: Video](#).
5. **Invite** more people to join by email, instant messaging or a Room System.
6. **Manage Participants**, including mute/unmute, lock screen share so only the host can screen share, play enter/exit chime for participants, and lock the meeting.



7. **Share Screen** lets you share your screen with meeting participants.
8. **Chat** lets you start a private or group chat.
9. **Record** lets you start recording the video and audio of the meeting. If you are already recording, you can stop recording by clicking the Stop Recording button in the upper left hand corner of the screen.
10. **End Meeting** lets you end or leave the meeting.
11. Click **Enter Full Screen** in the upper right hand corner to use full screen mode.



## Meeting Options: Audio Options — Mute or Unmute Audio

Click the microphone icon to mute or unmute your meeting audio.



Unmuted



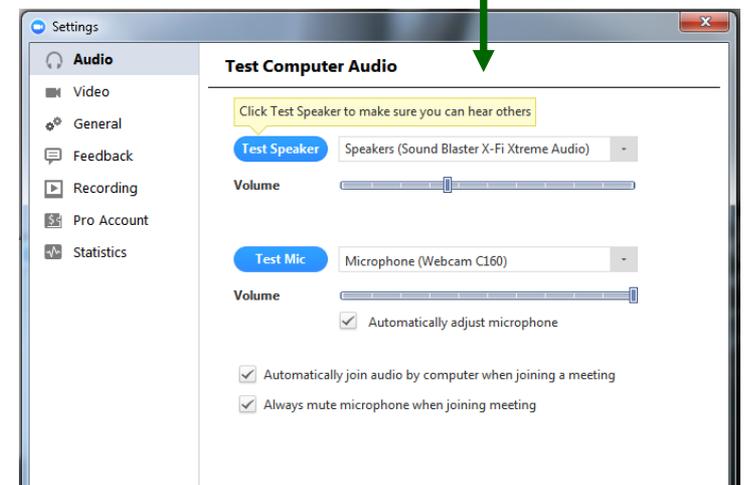
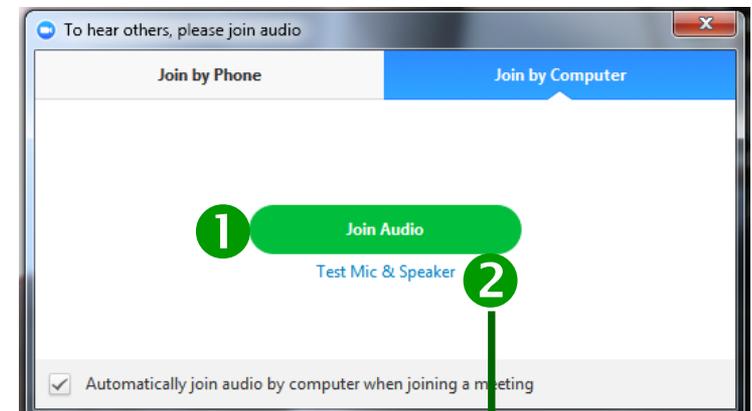
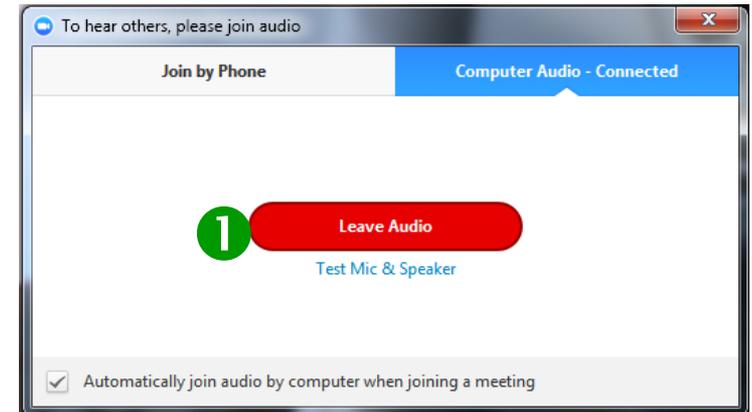
Muted

## Meeting Options: Audio Options — Computer Audio Tab

When you click Audio Options you can access the following options by clicking either the [Join by Phone](#) or **Computer Audio** tabs.

When you click the **Computer Audio** tab, you can:

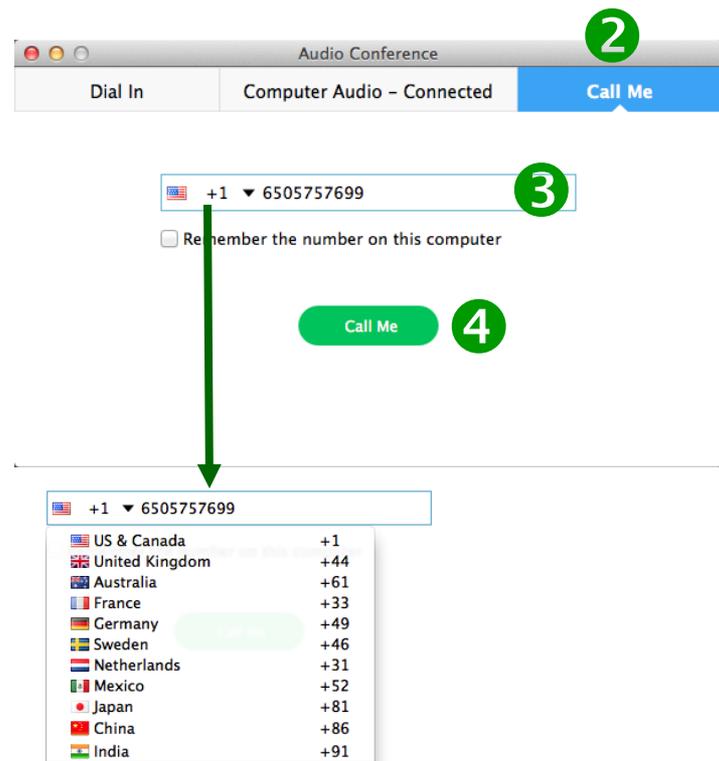
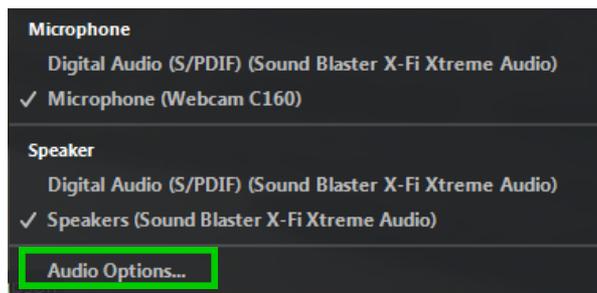
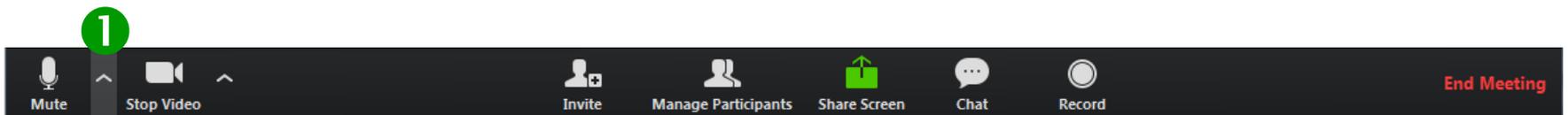
1. **Leave Audio** or **Join Audio** in the meeting you are attending.
2. Click **Test Mic & Speaker** to test the your computer speaker(s) or microphone and adjust the volume.
3. If you have a Zoom Pro account, there will be a third tab for the Call Me feature, see [Meeting Options: Audio Options — Call Me](#).



## Meeting Options: Audio Options — Call Me

If you have subscribed to the **Call Me** feature, Call Me will be listed as one of the Computer Audio tabs. To use this option:

1. During a meeting, click the up arrow next to Mute and click **Audio Options**.
2. Select the **Call Me** tab to enter your phone device's number. Select your country code from the drop-down menu.
3. Enter the phone number.
4. Click **Call Me**.



## Meeting Options: Audio Options — Join by Phone Tab

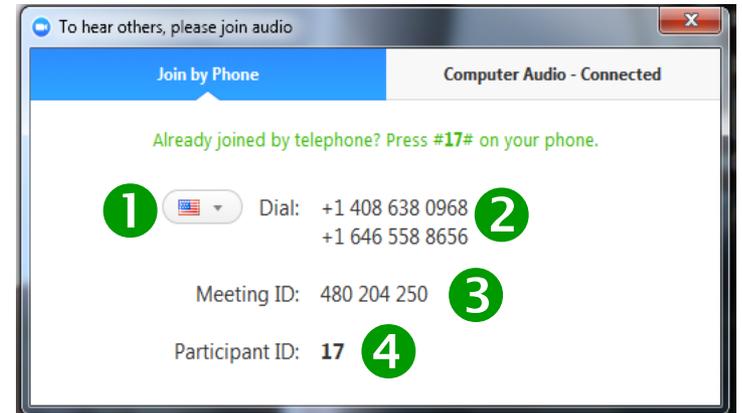
When you click Audio Options you can access the following audio options by clicking either the **Join by Phone** or [Computer Audio](#) tabs.

When you click the **Join by Phone** tab, you can:

1. Select the flag drop-down to find your country.
2. Dial the number listed for your country.
3. Enter the meeting ID as seen on the screen when you receive the prompt on your phone.
4. Enter the participant ID as seen on the screen when you receive the prompt on your phone.

**Note:** If you decided to **Join via telephone** after **Joining via computer**, please select **Audio Options** and **Leave Computer Audio**. Then enter **#Participant ID#**. Otherwise you may hear audio feedback or echo in the meeting.

5. If you have a Zoom Pro account, there will be a third tab for the **Call Me** feature, see [Meeting Options: Audio Options — Call Me](#).



## Meeting Options: Video

1. Click the Video camera icon to turn on or off video for a meeting.

Video On



1

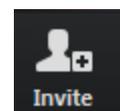
Video Off



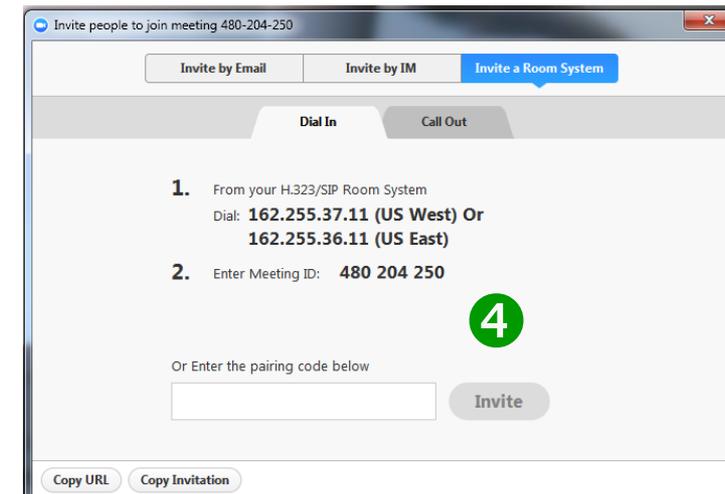
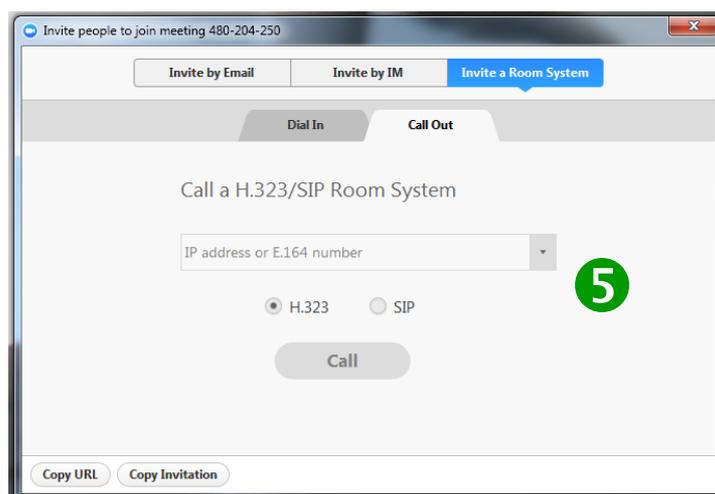
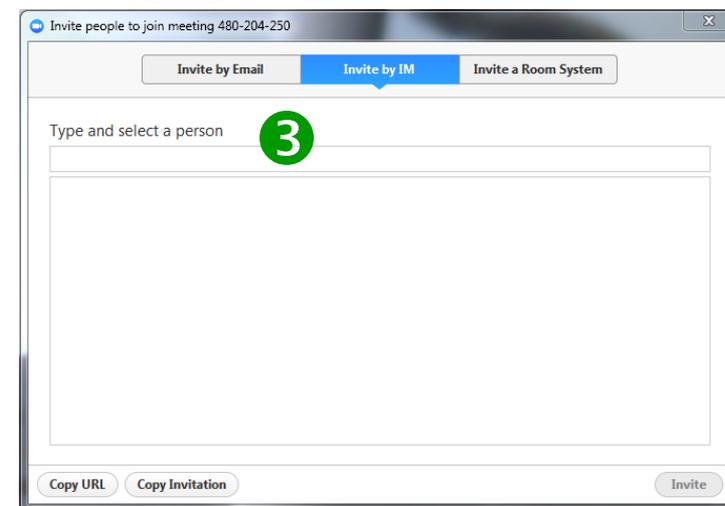
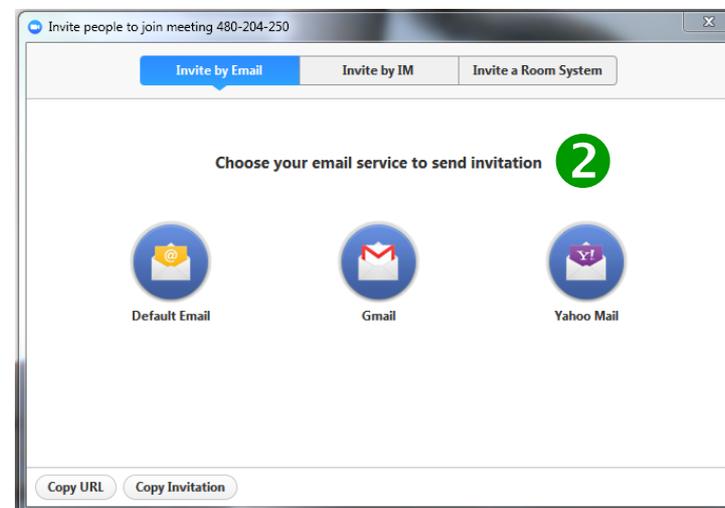
## Meeting Options: Invite

Invite lets you invite people to a meeting.

1. Click **Invite**. The Invite people to join meeting screen opens.
2. Click **Invite by Email** to invite people to a meeting using Outlook, Gmail or Yahoo Mail. Click to **Copy URL** or **Copy Invitation** to include in the email.
3. Click **Invite by IM** to invite people using instant messaging. Type in the person's name and select the person. Click to **Copy URL** or **Copy Invitation** to include in the email. Click **Invite** to send the invitation.
4. Click **Invite by a Room System**. Select **Dial In** to an H.323 /SIP Room System using a Meeting ID or a Pairing Code to invite people to a meeting.
5. Click **Invite by a Room System**. Select **Call Out** to use an H.323/SIP room system to invite people to a meeting. Enter an IP address or E.164 number. Select H.323. or SIP and then click **Call**.

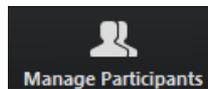


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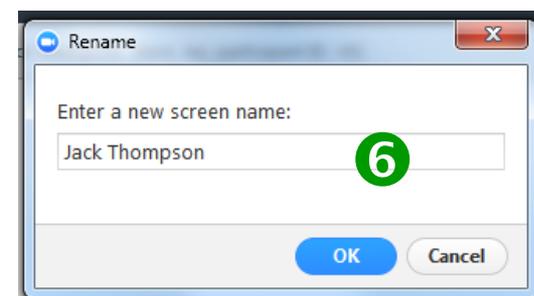
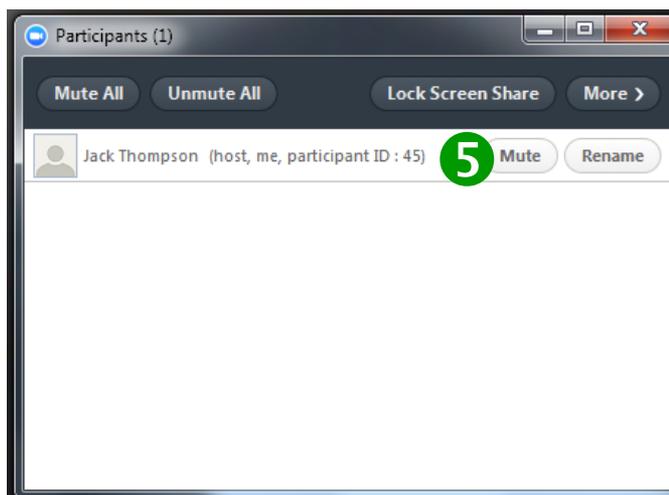
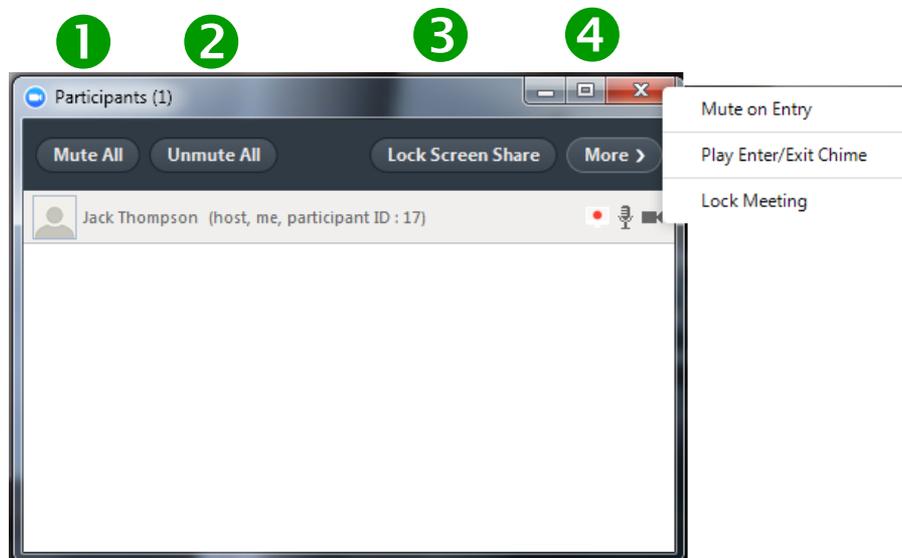


## Meeting Options: Manage Participants

When you click **Manage Participants**, the Participants screen appears. On this screen, you can:

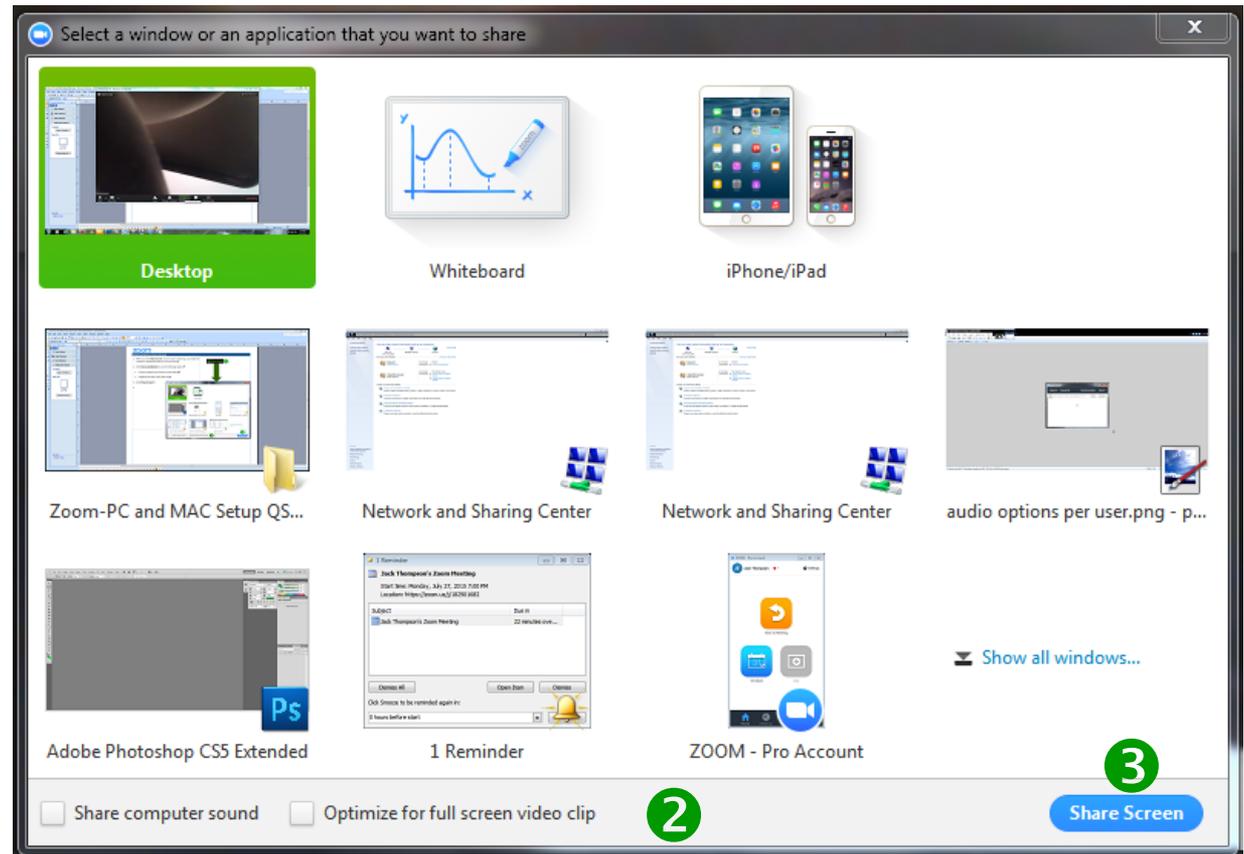
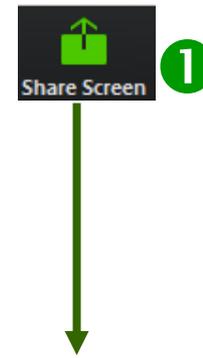


1. **Mute All** meeting participants.
2. **Unmute All** meeting participants.
3. By selecting **Lock Screen Share**, all participants in a meeting will not be able to share a screen. The host will still be able to share a screen. Select **Unlock Screen Share** to allow all participants to share a screen.
4. Click **More** to select the following:
  - **Mute on Entry** will mute audio when participant join the meeting.
  - **Play Enter/Exit Chime** will play a chime whenever a person enters or exits a meeting.
  - **Lock Meeting** will not allow any new participants to join the meeting.
5. Scroll over a meeting participant's name to **Mute** or **Unmute** the participant.
6. Scroll over a meeting participant's name to **Rename** the screen name of the participant. Click **Rename**, type in the new name and click **OK**.



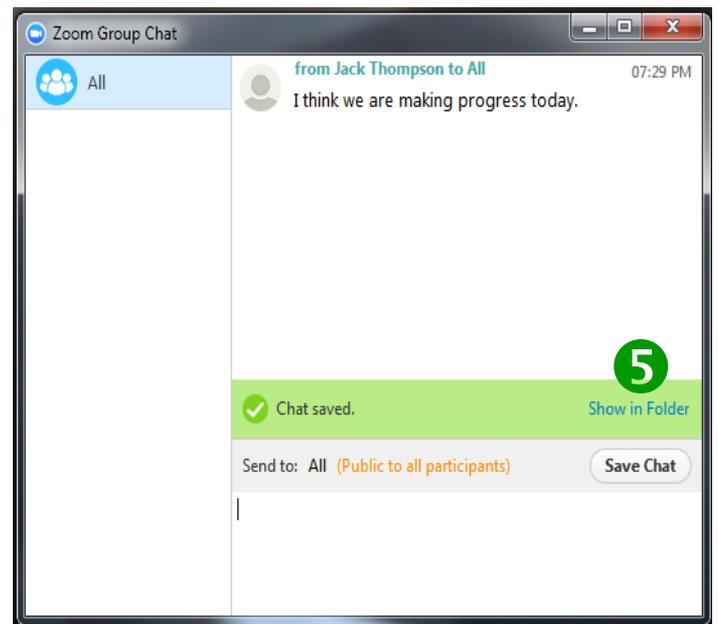
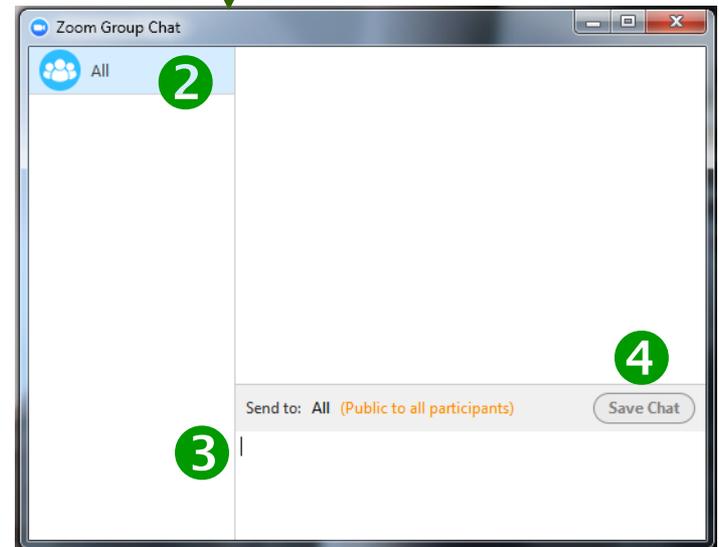
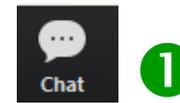
## Meeting Options: Share Screen

1. When you click **Share Screen**, a screen opens where you can select the window or application that you want to share.
2. Select, if needed, one of the following options:
  - Share computer sound when screen sharing
  - Optimize for full screen video clip
3. Click **Share Screen**.



## Meeting Options: Chat

1. Click **Chat** to send a group chat to a selected Group.
2. Select a Group from the left side of the screen.
3. Type in a message and press Enter. The message is sent to all members in the selected Group.
4. If you want to keep the chat, click **Save Chat**. The message is saved in the meeting folder on your computer.
5. To view the chat, click **Show in Folder** or browse to the folder.



## Meeting Options: Record

To record or stop recording a meeting audio and video (if selected), do the following:

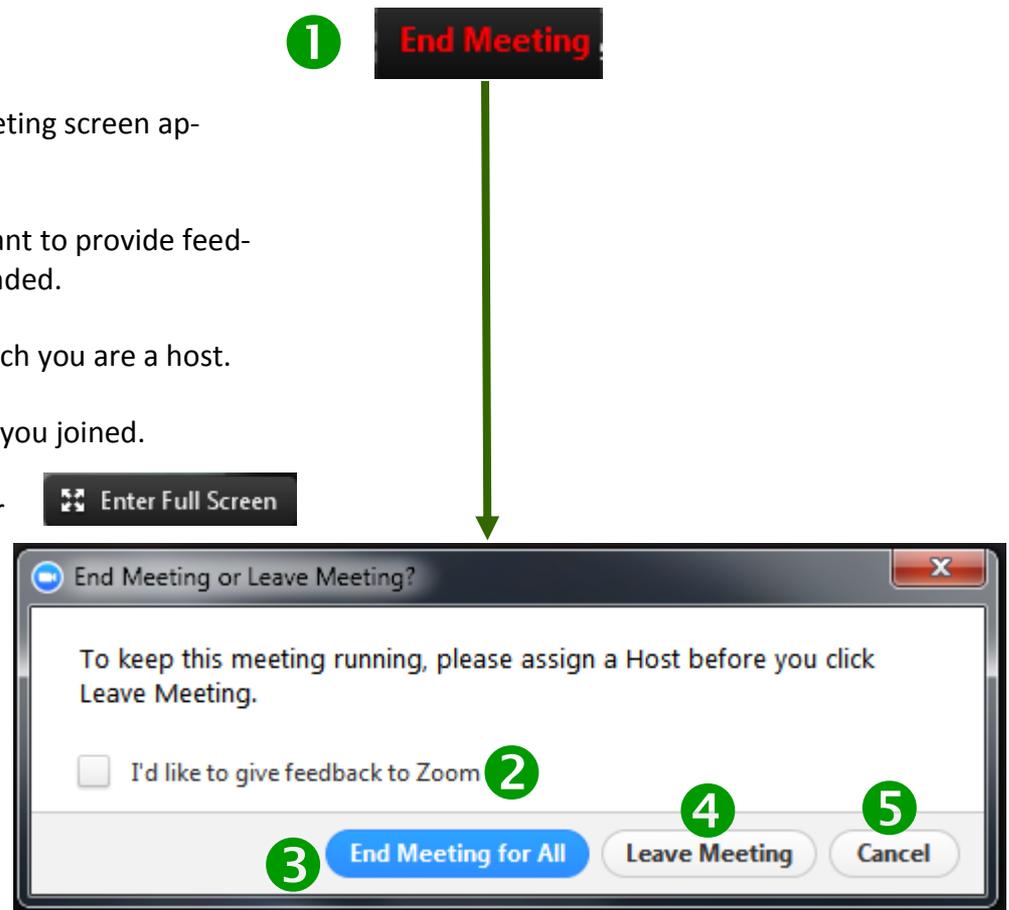
1. Click **Record** to begin recording. Zoom will record the meeting's audio and video (if selected).
2. Click **Stop Recording** to end all audio and video recording of the meeting. The recording will not be saved until you end the meeting.



## Meeting Options: End Meeting

To end a meeting:

1. Click **End Meeting**. The End Meeting and Leave Meeting screen appears.
2. Click the **I'd like to give feedback to Zoom** if you want to provide feedback on the conference call you just hosted or attended.
3. Select **End Meeting for All** to end a meeting for which you are a host.
4. Click **Leave Meeting** if you want to leave a meeting you joined.
5. Click **Cancel** if you decide you do not want to end or leave the meeting.



## Meeting Options: Full Screen

1. If you want to view the meeting in full screen, click **Enter Full Screen** in the upper right corner of the Zoom meeting.
2. To exit full screen mode, click **Exit Full Screen** and your meeting window returns to its original size.

