zoom Workplace

USER MANUAL

VERSION 1.0

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Introduction

This manual is designed for the users of the **Zoom Workplace client app**. It provides step-by-step assistance on how to set up and use the app on Windows laptops and desktops.

What is Zoom Workplace?

Zoom Workplace is an AI-powered, all-in-one **collaboration platform** for businesses and individuals. It brings multiple tools together to enhance communication, collaboration, and productivity at work.

With features like automated summaries, real-time transcriptions, and smart scheduling, Zoom Workplace ensures a more streamlined work environment across teams and devices.

Key Features of Zoom Workplace

A **free basic account** in Zoom gives you the following benefits:

- HD video and audio conferencing
- Automated captions to help make meetings more inclusive
- Interactive digital whiteboards for brainstorming
- Team Chat for collaboration, file sharing, and more
- Notes for creating and sharing editable documents
- Screen sharing, virtual backgrounds, breakout rooms, and local recording
- Zoom Mail and Calendar integration

System Requirements

To use the Zoom Workplace client app on Windows, you require:

- **Operating System Version:** Windows 11 and Windows 10
- **Internet connection:** Broadband wired or wireless (3G or 4G/LTE)
- **Speakers and a microphone:** Built-in / USB plug-in / Wireless Bluetooth
- **A webcam or HD webcam:** built-in, USB plug-in, or:
    - An HD cam or HD camcorder with a video-capture card
    - Virtual camera software for use with broadcasting software like OBS or IP cameras
- **Processor:** Min: Dual-core 2Ghz or higher (min), Quad-core 2.5Ghz or higher (recommended)
- **RAM:** 4 GB (min), 16 GB (recommended)
- **CPU:** 32/64 bit (min), 64 bit (recommended)
- **High-DPI support**

Download and Installation

You can download the Zoom Workplace app installer from the **Download Center**. It is the official webpage that provides direct download links for the Zoom Workplace client app, plugins, and additional Zoom applications.

Visit the Zoom [Download Center](#). Under **Zoom Workplace for Windows**, you see 3 buttons: **Download (64-bit)**, **Download (32-bit),** and **Download (ARM64).** Click the appropriate button based on your system architecture.
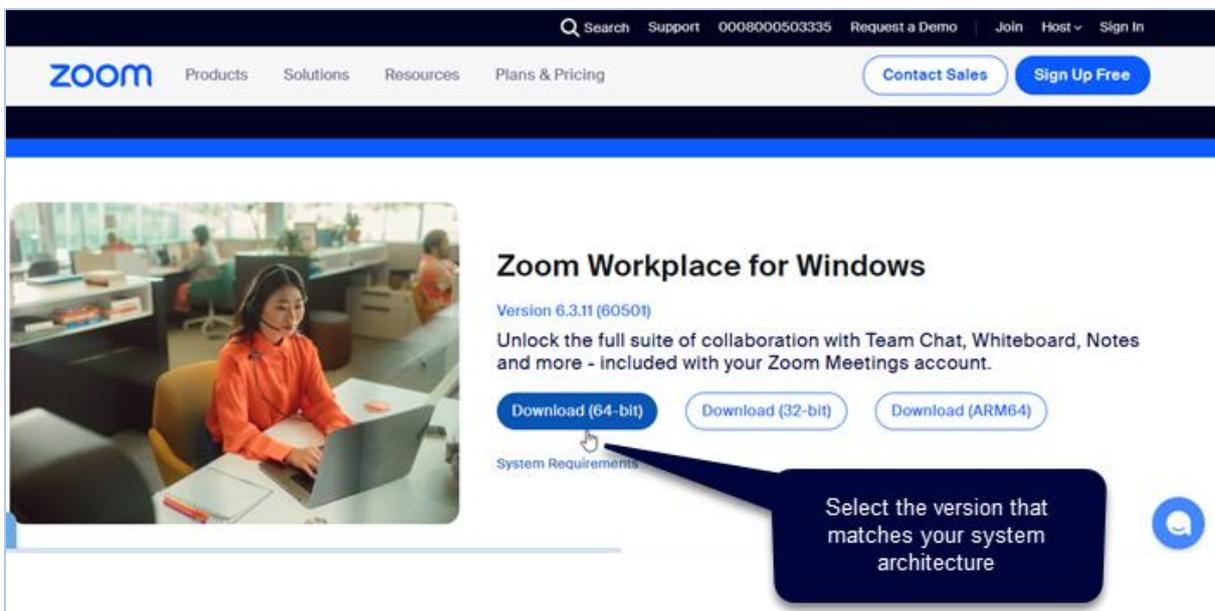
Zoom Download Center

The Zoom installer starts downloading on your system.

> ⓘ **Note**
>
> Zoom automatically downloads the necessary installer when you start or join a meeting for the first time from a browser.

Once the download finishes, double-click the installer. It automatically downloads and installs the Zoom Workplace client app on your system.

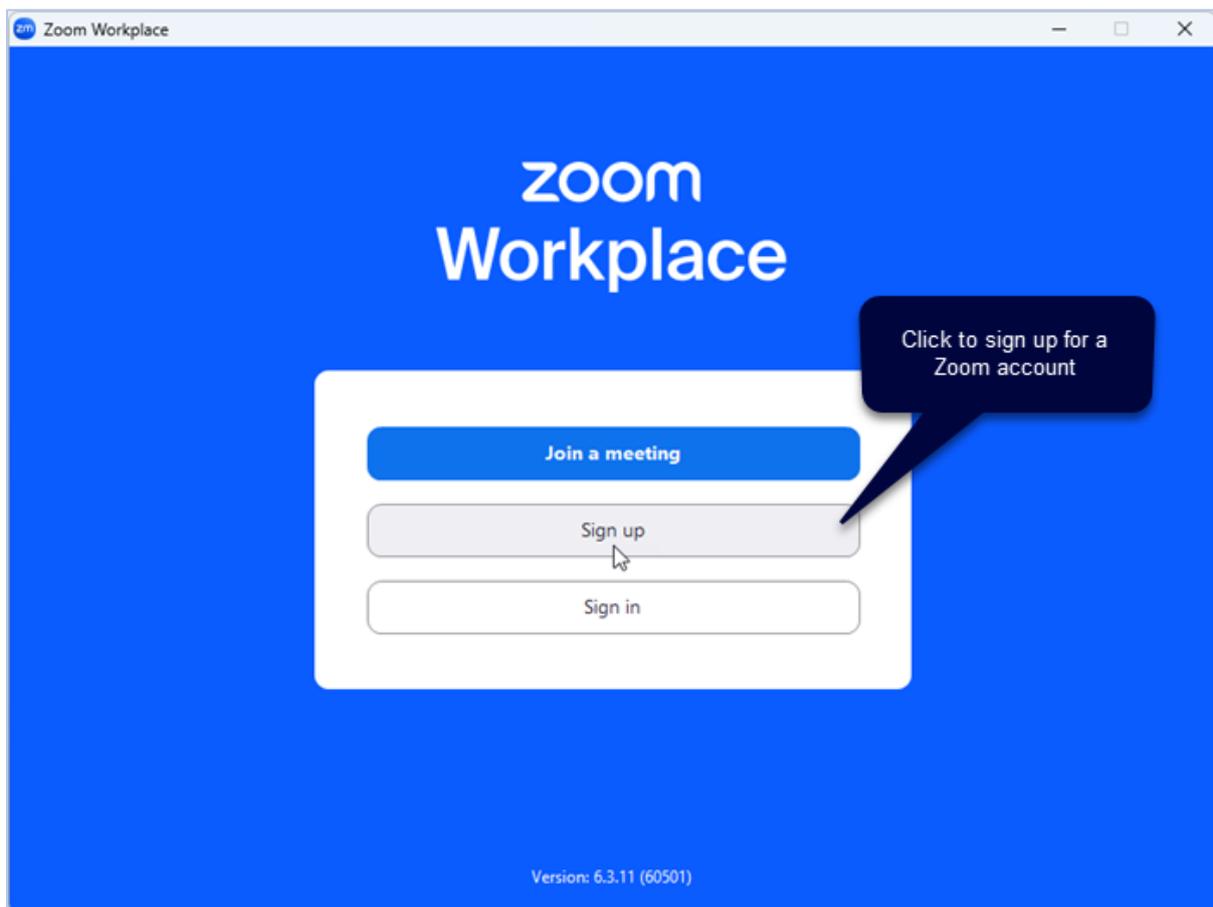After this, Zoom Workplace launches automatically.

Getting Started

To sign in to your Zoom Workplace client app, you need a Zoom account.

Create a Zoom account

If you're using the app for the first time, you can sign up for a free Zoom account using:

- A valid email
- Your Apple/Google/Facebook account

Zoom Workspace Sign-Up Screen

Click **Sign up** > enter your birth year > enter a valid **email** address. You will receive a **6-digit verification code** from Zoom (*no-reply@zoom.us*). Enter the code in the Zoom Workplace client app and click **Verify**.

OR

Click **Sign up** > enter your birth year > select sign up with **Apple/Google/Facebook**. You will be prompted to create a Zoom account using your Apple/Google/Facebook account. Read Zoom's Privacy Statement and Terms of Service and click **Create Account**.

Sign in to Zoom Workplace

You may sign in to Zoom Workplace using:

- An email and a password
- Your Apple/Google/Facebook account
- A Single Sign-On (SSO)

> ⓘ **Note**
>
> You can use SSO for login if your account owner or admin has configured single sign-on for your Zoom account.
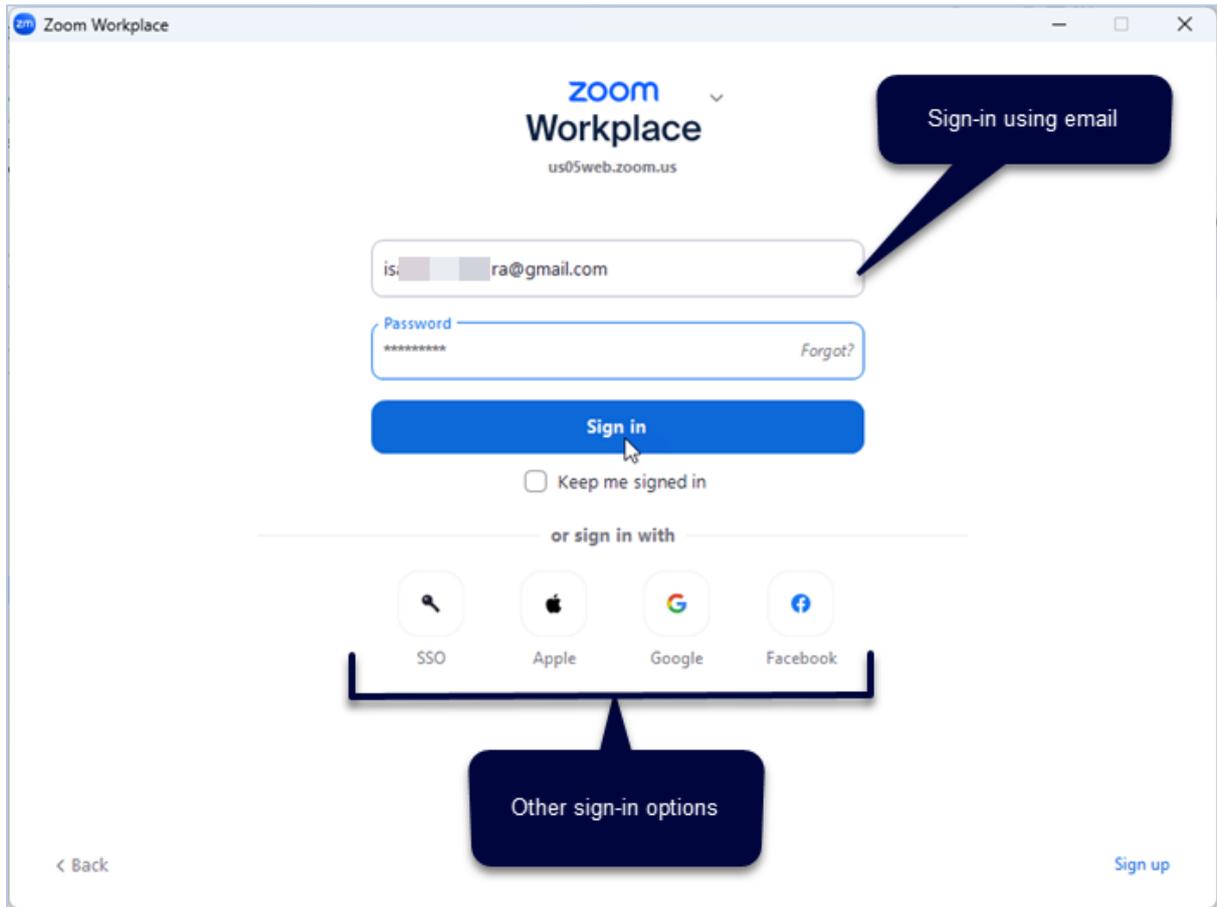
Click **Sign in** > enter your **email id** and **password** > click **Sign in**.

OR

Click **Sign in** > select sign in with **Apple/Google/Facebook**. Select the desired account and follow the on-screen instructions to continue to Zoom.

OR

Click **Sign in** > select sign in with **SSO** > enter your company domain and click **Continue**.

Zoom Workplace Sign-In Screen

Video & Audio Settings

Once you log in to your Zoom Workplace account, you can individually manage audio and video settings from the Settings panel.

Click the **Profile** icon on the home screen and select **Settings**. The Settings window appears. For video settings, select the **Video** tab. For audio settings, select the **Audio** tab.
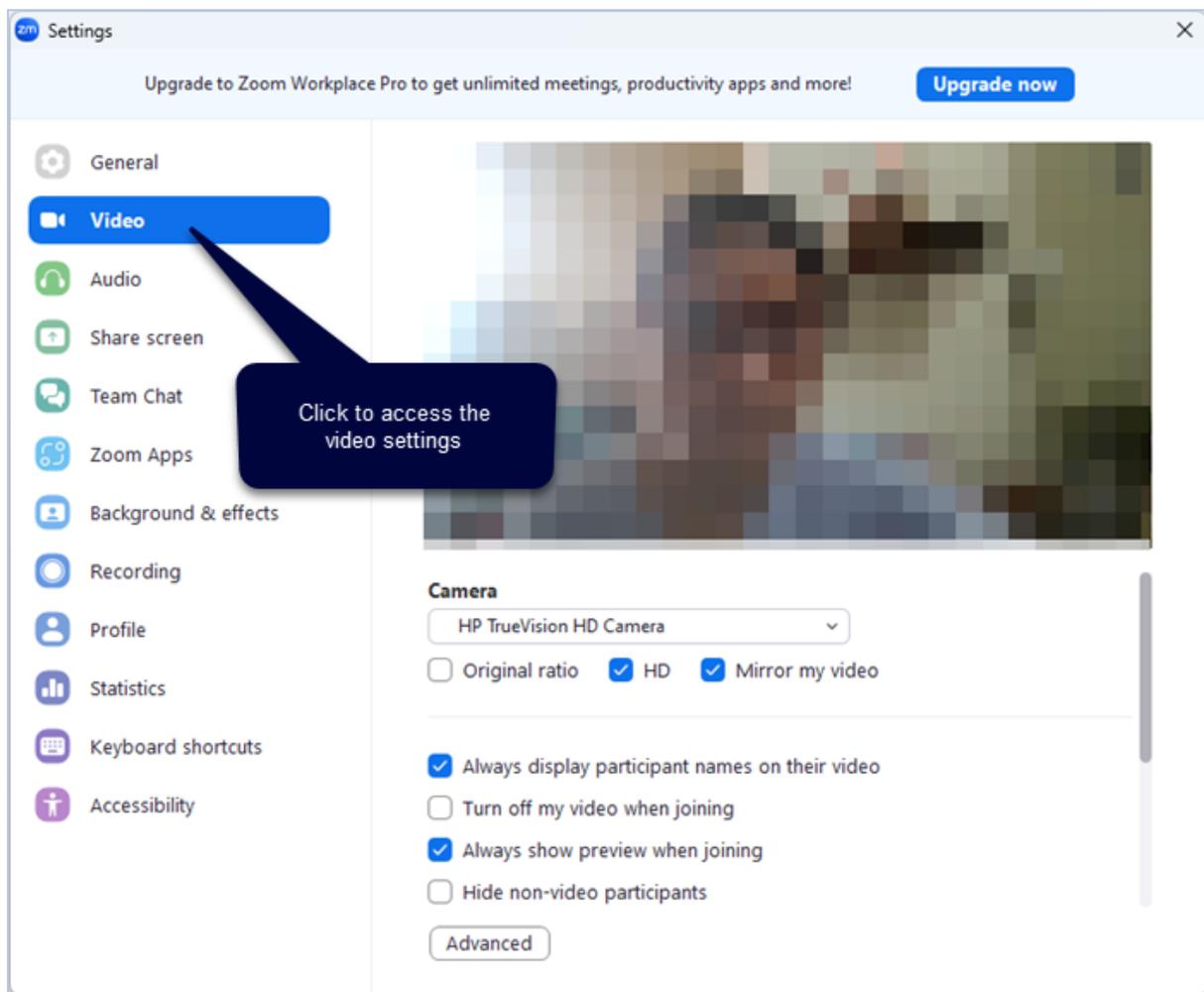
Video Settings

This section allows you to adjust the video settings for your Zoom meetings. A live preview of your camera feed appears at the top. Click the **Rotate** icon to rotate the preview 90 degrees counterclockwise.

If you have multiple cameras connected, you can select a different camera using the **Camera** dropdown. You can also enable (check) or disable (uncheck) the following options to adjust how your video appears during the meetings:

- **Original ratio:** Maintains the camera's default aspect ratio (4:3 or 16:9)
- **HD (High Definition):** Enables a higher resolution (if supported by your camera) for a sharper, clearer video quality.
- **Mirror my video:** Flips your video horizontally, similar to a mirror reflection.
- **Always display participant names on their video:** Shows each participant's name in the bottom-left corner of their video tile.
- **Turn off my video when joining:** Automatically disables your camera when you join a meeting.
- **Always show preview when joining:** Displays a preview window before you enter a meeting, allowing you to adjust your camera and video settings if required.
- **Hide non-video participants:** Hides participants who have their video turned off, only showing those with active cameras.

- **Hide self-view:** Hides your own video tile from your screen while others can still see you.
- **Enable stop incoming video feature:** Lets you stop receiving video from others while still being in the meeting. Helps preserve bandwidth and reduce fatigue.
- **Show me as an active speaker when I talk:** Automatically highlights your video when you speak.

Zoom Video Settings

Advanced Video Settings: The **Advanced** button takes you to the advanced video settings in Zoom Workplace. These settings are auto-configured based on your system's hardware, so it's best not to modify them unless necessary.
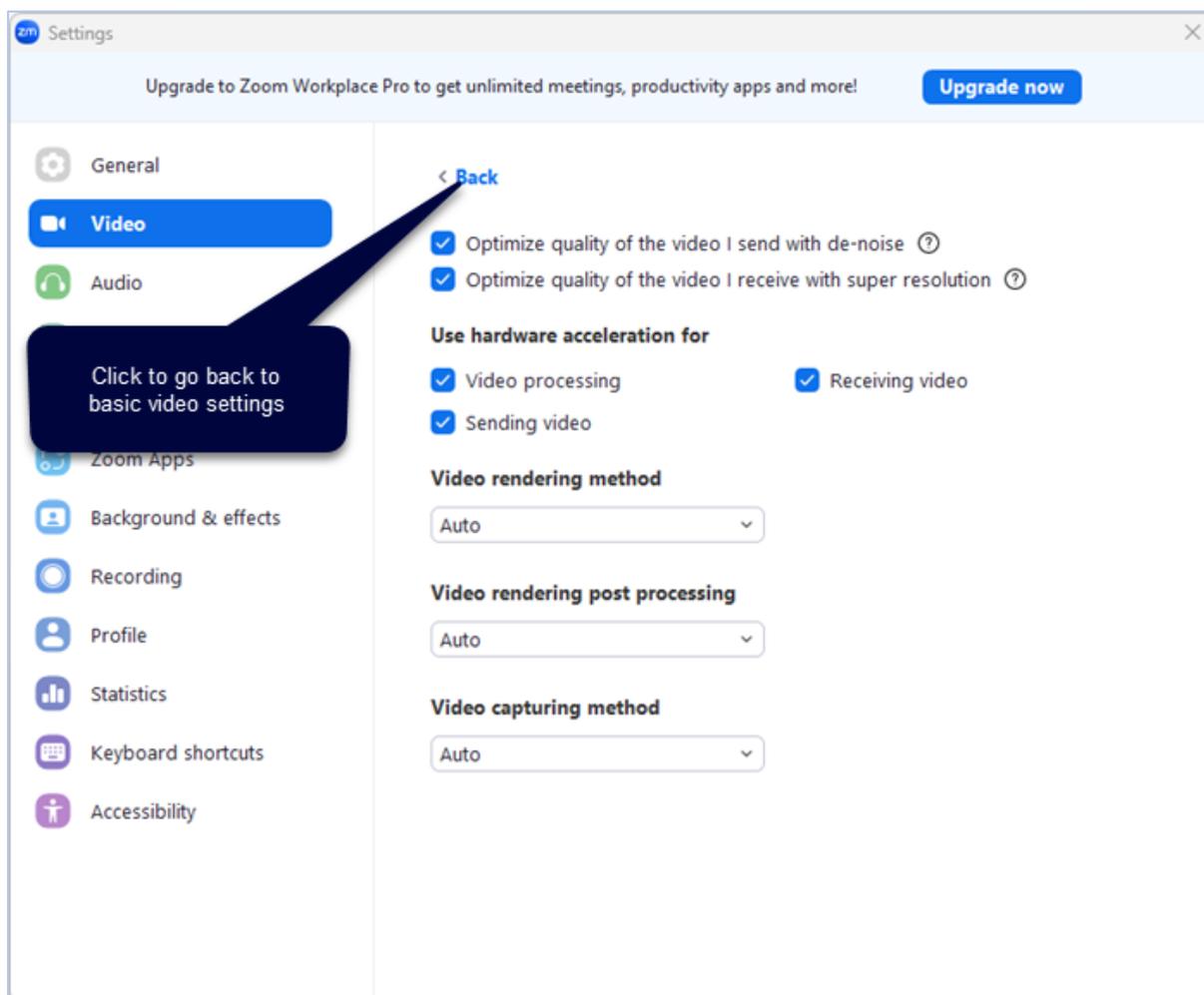
Advanced Video Settings

Audio Settings

This section allows you to adjust the audio settings for your Zoom meetings.

Speaker: Click the **Test speaker** button to ensure your speaker is working. If you cannot hear the test sound, select a different speaker using the available dropdown.

The **Output level** determines how loud the voices of other participants sound through your selected speaker or headphones. The **Volume** slider allows you to adjust the volume manually. Moving the slider right increases the speaker volume. Moving the slider left decreases the speaker volume.

Additionally, you may enable/disable the following options:

- **Spatial audio: voices will sound like they're coming from the position of each person on the screen:** Enables Spatial Audio, which makes voices sound as if they are coming from the specific position of each participant in Gallery or Immersive View. Not supported with wireless headphones.
- **Use separate audio device to play ringtone simultaneously:** Allows you to select a second audio device to play incoming call ringtones, while keeping meeting audio on your main device.
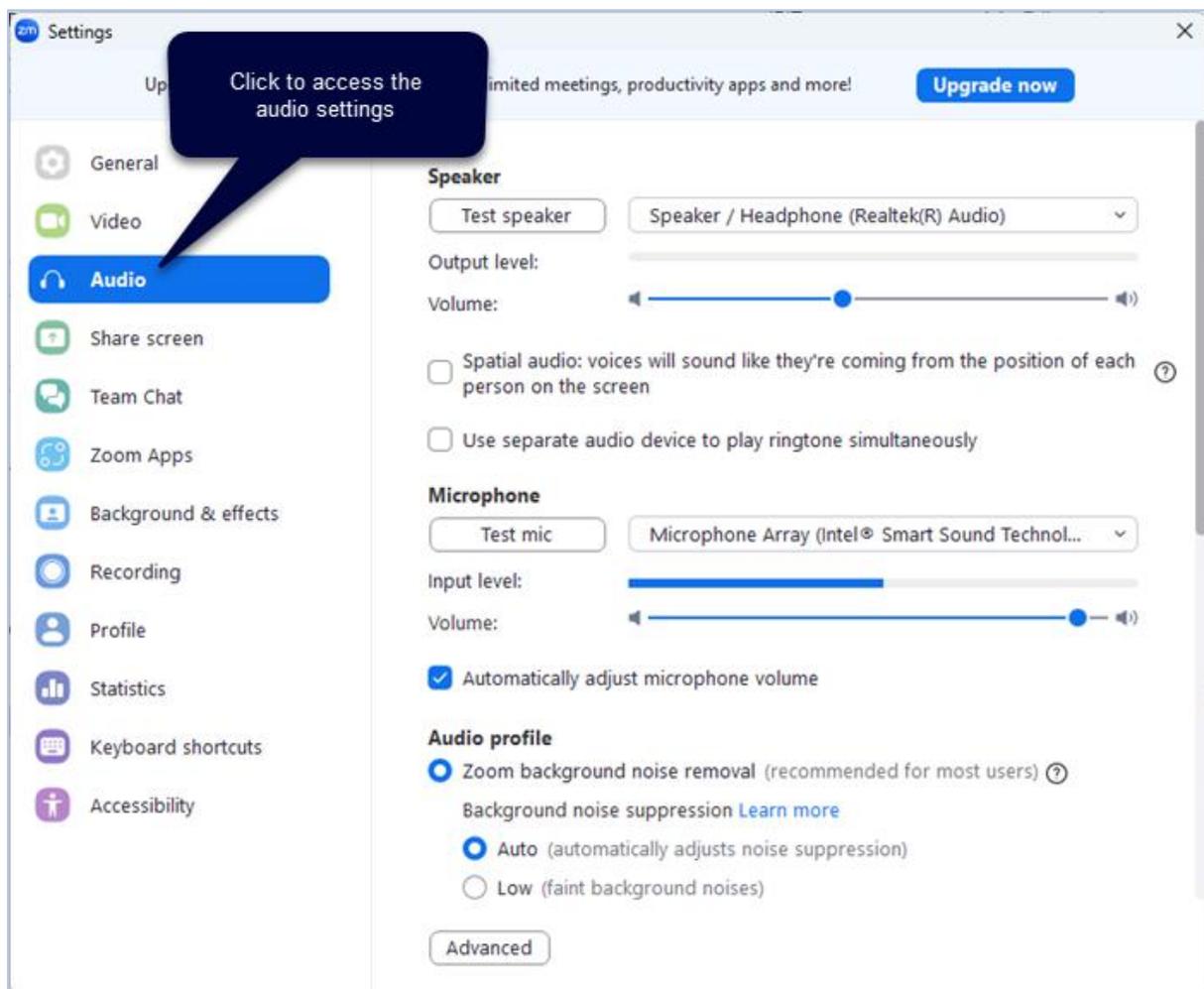
Zoom Audio Settings

Microphone: Click the **Test mic** button to ensure your speaker is working. Speak into the microphone. Zoom will record a few seconds. It then plays the recording back so you can check the sound quality.

If you cannot hear your voice, select a different microphone using the available dropdown.

Input level is a visual meter that shows the real-time volume of your microphone input.

The **Volume** slider allows you to manually adjust your microphone sound. If you check the **Automatically adjust microphone volume** option, Zoom dynamically adjusts your mic volume based on your voice level.

Audio Profile: By default, Zoom optimizes your audio with **background noise suppression**. However, you may customize this behaviour through the following settings:

- **Auto:** Automatically adjusts noise suppression.
- **Low:** Minimal suppression; faint background noises.
- **Medium:** Reduces standard background noises like fans or typing.
- **High:** Aggressively suppresses background sounds, including speech from others.

Apart from the default noise suppression, you may opt for other audio profiles tailored to specific needs:

- **Personalized audio isolation:** Utilizes AI to isolate your voice from background noise. Recommended for crowded environments.
- **Original sound for musicians:** For musical performances or high-fidelity audio needs.
- **Live performance audio:** Optimized for real-time musical collaboration with reduced latency. Still in its BETA phase, the setting requires high-speed internet.

Ringtones and notifications: Customize the sounds and alerts you receive during meetings, calls, and chats.

Move the **Ringtone volume** slider left or right to control the volume level of your ringtone.

Use the **Meetings** dropdown to change the ringtone for incoming meeting invitations.

Clicking the **Contacts** link opens your Zoom Contacts panel, where you can assign custom ringtones to specific contacts.
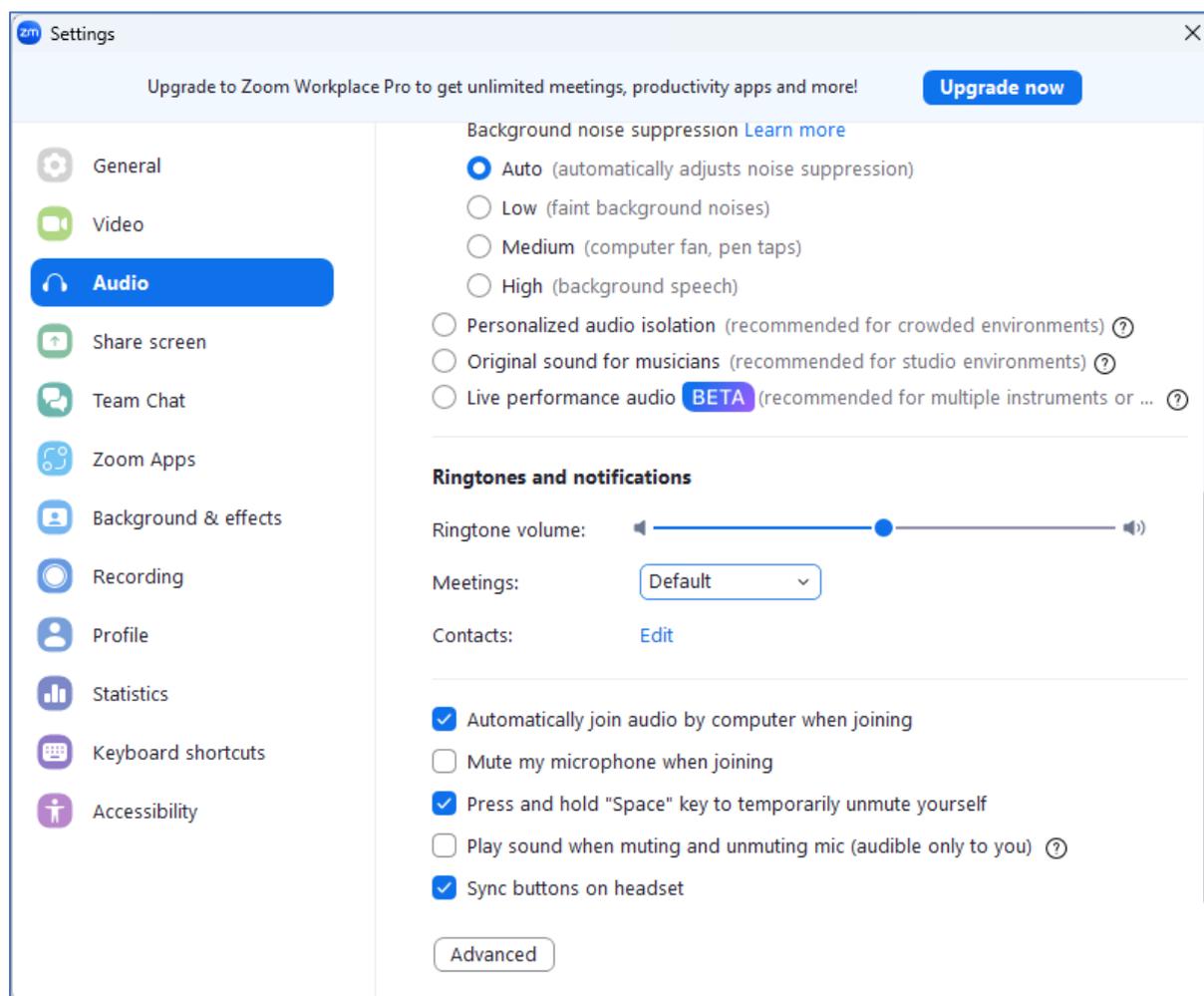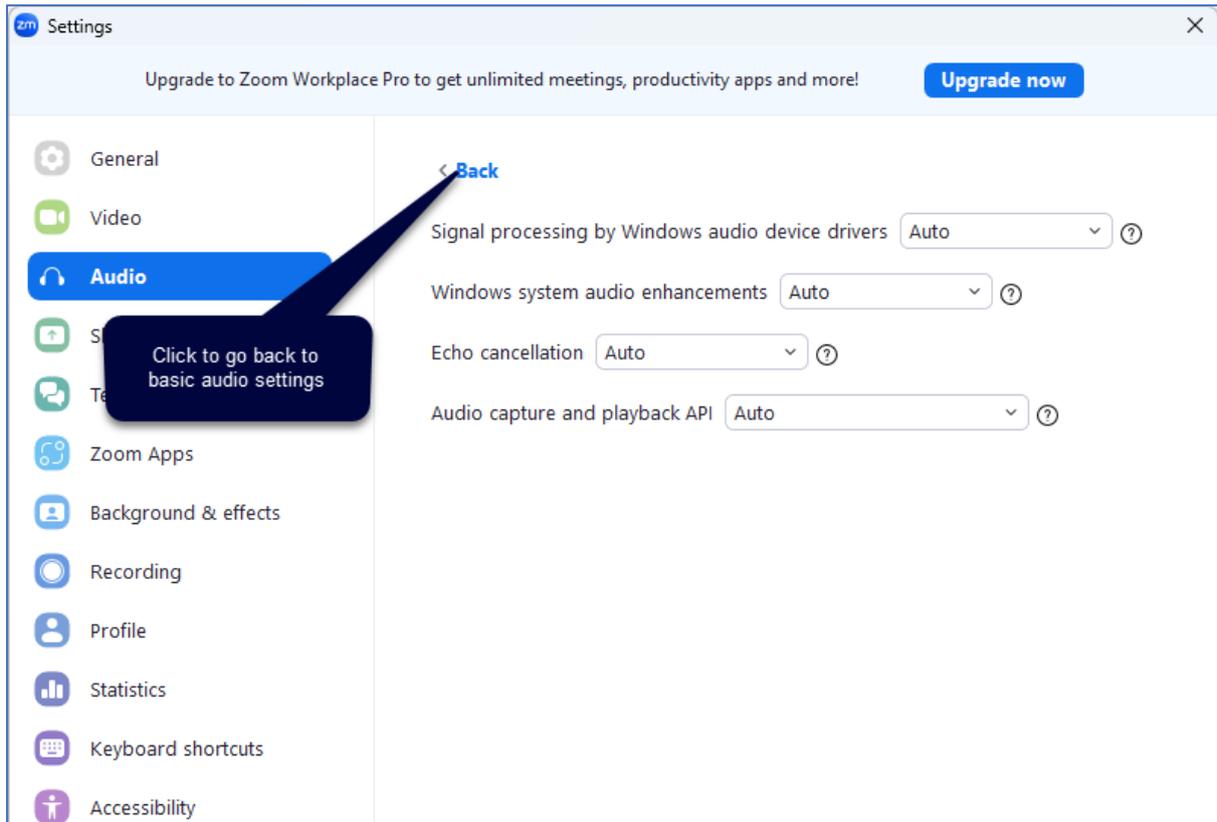

Zoom Audio Settings (Cont.)

Additionally, the following audio settings are available in your Zoom account:

- **Automatically join audio by computer when joining:** Auto-connects your computer audio when you enter a meeting (no need to click "Join with Computer Audio").

- **Mute my microphone when joining:** Mutes your mic when you enter a meeting.

- **Press and hold "Space" key to temporarily unmute yourself:** Lets you unmute by holding the spacebar and mutes again when you release it.

- **Play sound when muting and unmuting mic (audible only to you):** Plays a short tone when you mute/unmute, so you know the change occurred.

- **Sync buttons on headset:** Lets your headset's mute/unmute buttons control Zoom's mic status (and vice versa).

Advanced Audio Settings: The **Advanced** button takes you to the advanced audio settings in Zoom Workplace. These settings are useful if you're experiencing audio glitches when using professional microphones or sound cards.

Advanced Audio Settings in Zoom

Frequently Asked Questions

Q. How do I create a Zoom account?

A. To create a free Zoom account, visit the Zoom Sign-up page. Enter your email address, your birth year, and click **Continue**. You will receive an email from Zoom. Click **Activate Account**. Alternatively, you can sign up using Google, Facebook, Apple, or your organization's credentials (SSO).

Q. Is Zoom free to use?

A. Zoom offers a free Basic plan that allows group meetings with up to 100 participants. These meetings can last up to 40 minutes. To extend your Zoom meeting time, you can purchase a license. For more information, refer to available Zoom plans and pricing.

Q. Does Zoom support two-factor authentication?

A. Zoom supports a range of authentication methods including **SAML, OAuth**, and **Password-based**. For accounts using username and password, Zoom also offers **Two-Factor Authentication (2FA)** as an extra layer of security.

Q. How do I enable two-factor authentication?

A. Admins can enable 2FA at the account level for password-based authentication. The option is only available for Pro, Business, Education, or Enterprise account. For more information, refer to Managing two-factor authentication (2FA).

Q. What is error code 4 on Zoom login?

A. The error message "**Failed to sign in. Please try again. (Error Code: 4)**" indicates an issue with your Zoom application's local data. Try uninstalling and reinstalling Zoom. If the error persists, open File Explorer, navigate to **%appdata%/Zoom/data**, and delete the file.