

# Support & Training Resources

## Getting Started with Zoom

### General Support

- [Help Center](#)

<https://support.zoom.us/hc/en-us>

Our Help Center is a great self-service resource designed to help address many of the “how to” and troubleshooting questions users encounter. Users can simply search key words to help guide them to the most appropriate articles and resources.

- [Zoom Client for Meetings Download](#)

<http://zoom.us/download>

This page contains all download links for Zoom Client, plugins, extensions, etc.

- [Quick 1 min. Video Tutorials Library](#)

<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

Find short videos covering popular “How to” topics like:

- [Join a Meeting](#)
- [Scheduling a Meeting with Zoom Website](#)
- [Meeting Controls](#)
- [Scheduling a meeting with Google Calendar](#)
- [Scheduling a meeting with Outlook](#)
- [Assigning Scheduling Privilege in Outlook](#) (Great for Executive Assistants!)
- [Scheduling a Zoom Webinar](#)

- [Full Training Videos:](#)

<https://support.zoom.us/hc/en-us/articles/217214286-Watch-Recorded-Training-Sessions>

On-demand training videos covering the following topics in detail:

- [User Training](#)
- [Administrator Training](#)
- [Zoom Room Training](#)
- [Zoom Webinar Training](#)

- Commonly asked “how to” questions and resources can be found [HERE](#)

### Troubleshooting

- [Dashboards](#)

<https://support.zoom.us/hc/en-us/articles/204654719-Dashboard>

**In Meeting Statistics:** If users are experiencing in meeting audio (VOIP), video, or screen sharing issues, you can check in real time, or post meeting, on the performance of the follow metrics:

Measurements	Ideal Threshold	Notes
Jitter	< 150 MS	The variation in the time between packets arriving, caused by network congestion timing drift, or route changes
Latency	< 300 MS	The delay between packets being sent and received. (i.e. delay in



		speaker's words being heard by listener)
Packet Loss	< 20%	Total number of data that fails to reach the final destination
CPU Usage	< 90%	Shows the send and receive rate you are experiencing during the call.

**Meeting Statistics - Help Article**

<https://support.zoom.us/hc/en-us/articles/202920719-Meeting-Statistics>

*\*\*These statistics are meant to help surface network/bandwidth issues and troubleshoot overall connectivity challenges. If your users are within threshold and still experiencing issues, please submit a ticket.*

*\*\*\* In meeting statistics will only provide data for Meetings, Webinars, and VOIP calls. PAC Meeting and PSTN statistics will not be captured in the Meetings Dashboard.*

**Please note: Telephony/ PSTN Issues can NOT be reported via Dashboard:** *If a user reports issues for Telephony/ PSTN you will need to submit a ticket within **24 hours** for our team to work with our vendors to investigate the issue. Please provide as much of the details requested under the "Platform Issues: Zoom Audio issue" section as possible.*

## Live Support

- **Support Hours:** "Support Hours" are 24/7, including Public Holidays, where agents or technical engineers are available for email or live support.
- **Chat w/ support (Best for Quick Questions):**  
Users are able to chat with our live agents when logged into our web portal or on our Help Center site by clicking on the Help icon that is usually located on the bottom right corner of each web page. If a question requires deeper engagement or follow up, a ticket may be opened on the user's behalf.



- **Dial-In assistance:**
  - US: +1.888.799.8854 (or) +1.650.397.6096 ext. 2
  - AU: +61.1800.768.027 ext. 2
  - UK: +44.800.368.7314 ext. 2 (or) +44.20.3890.5445 ext. 2

## Submitting a Support Ticket

- **How to submit a support ticket to Zoom's support team:**  
On our [Help Center](#), there is "Submit a Request" button on the top right-hand corner of the page or your users can email [support@zoom.us](mailto:support@zoom.us). Please collect **as much** of the details below based on the specific issue that is occurring to help our support team process the issue as efficiently as possible:

PLATFORM ISSUES		
Zoom Video Meeting	Zoom Audio Issue	Zoom User Issue



<ul style="list-style-type: none"> <li>● Meeting ID:</li> <li>● Date &amp; Time:</li> <li>● Audio Issue Specifics:</li> <li>● Video Issue Specifics:</li> <li>● Host or Participant:</li> <li>● Issue: (joining, sharing, quality, feature, etc.)</li> <li>● Screen shots (when available):</li> <li>● MAC/WIN:</li> <li>● MAC/PC Details (OS, iOS):</li> </ul>	<ul style="list-style-type: none"> <li>● Meeting ID:</li> <li>● Date &amp; Time:</li> <li>● Name of user with issue:</li> <li>● # Dialed Into:</li> <li>● # Dialed Out from:</li> <li>● Issue: (low volume, audio fading, audio dropping, crackling, robotic audio, echo, buzzing, 1- way audio)</li> <li>● Carrier (when applicable):</li> <li>● What point of the meeting was the issue experienced:</li> <li>● Did the issue occur while driving?</li> <li>● Can the issue be easily reproducible?</li> <li>● (If recorded, can zoom review the audio file?)</li> </ul>	<ul style="list-style-type: none"> <li>● User email:</li> <li>● Issue: (Profile, PMI, scheduling, plug-in, features, etc.)</li> </ul>
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● **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

● **Priority Levels Defined:**

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.



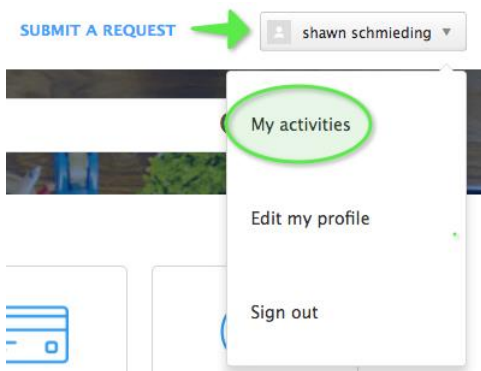
- **How to monitor your ticket status:**

Go to our [Help Center](#) > Login, if not already > Click on the dropdown arrow located on the top right corner with the user's name > Select **"My Activities"**

**View all:**

- **"My Requests"** - single user requests
- **"Requests I'm CC'd on"** - single user requests with a cc to internal support or support cc'ing users to help start a ticket
- Select user will also be able to view **"Organizational Request"** which will be any and all tickets submitted by Organization.

**\*\*If you do not have access to the organizational tab, please submit a request with your Zoom Customer Success Manager with all user emails that require access\*\***



## My activities

Requests

Contributions

Following

**My requests**

Requests I'm CC'd on

Organization Requests