

Zoom Integration Vs Desktop Features

The main thing to remember with our zoom integration, is that it is not simply zoom as you know it via other means, but accessed via the platform. The integration uses what is called the zoom web SDK which has different features to the desktop client and mobile app.

More than likely, you are used to using the desktop client which has the most features. Below is a comparison of the features you can expect to find via the desktop client vs the web client, and therefore what you can expect to see via our integration.

Important: CrowdComms are not able to provide support with issues related to the Zoom meeting itself or restrictions with the Zoom SDK. We can assist with setting up the integration which will output your Zoom meeting seamlessly in the CrowdComms platform utilising the Zoom SDK functionality available.

As updates to the Zoom SDK are released, these will be updated to the CrowdComms / Zoom integration.

Feature	Windows/macOS (Desktop Client)	Platform Integration (Web Client)
Start or join meeting		
Join a meeting without signing in	✓	✓
Join a meeting in progress	✓	✓
Sign in using Zoom account, Google, Facebook, or SSO	✓	✓
Start an instant meeting.	✓	✓
Schedule one-time or recurring meeting	✓	

Share your screen in a Zoom Room by entering in the sharing key or meeting ID.	✓	
Display upcoming meetings	✓	
Display synced calendar events (if you added a third-party calendar service)	✓	
View, edit, start, or delete your scheduled meetings	✓	
Participants are pre-assigned to breakout rooms (if set up by the host)	✓	✓
In meeting controls (participants and hosts)		
Join computer audio	✓	✓ (A)
Mute/unmute mic	✓	✓
Start/stop video	✓	✓
Invite others to join meeting	✓	✓
Change your screen name for the meeting	✓	✓
Non-verbal feedback	✓	✓
Share screen	✓	✓ (B)
In-meeting chat	✓	✓
Start cloud recording	✓	✓

Start local recording	✓	
Request remote control	✓	✓ (D)
Give remote control	✓	
Gallery View and Active Speaker View	✓	✓
Participant in breakout rooms	✓	✓
Self-select breakout room	✓	
Answer polls	✓	✓
Language interpretation	✓	✓
Live transcription	✓	✓
Reclaim host	✓	✓
In meeting controls (hosts and co-hosts)		
Create, edit, and launch polls	✓	✓
Start and manage breakout rooms (host only)	✓	✓
View pre-assigned participants in breakout rooms (if set up in web portal)	✓	
Live stream meeting	✓	
Report a participant for inappropriate behavior	✓	
In-meeting security controls (hosts and co-hosts)		

Lock meeting (don't allow other participants to join the meeting in progress)	✓	✓
Place the attendee in a virtual waiting room	✓	✓
Control if participants can share screen	✓	✓
Control if participants can use in-meeting chat	✓	✓
Control if participants can unmute or rename themselves	✓	✓
Enable/disable video receiving		✓
Webinar controls		
Launch question and answer session	✓	✓
Launch polls	✓	
Live stream webinar	✓	
Manage participants (hosts)		
Stop a participant's video	✓	✓
Assign a participant to be the host	✓	✓
Assign a participant to be a co-host	✓	✓
Allow a participant to start or stop a recording	✓	

Assign a participant to type closed caption	✓	✓
Change a participant's name that is displayed to other participants	✓	✓
Remove participant from meeting	✓	✓
Mute all participants/ask all to unmute	✓	✓
Automatically mute participants as they join the meeting	✓	✓
Play chime when participants join and leave	✓	✓
Don't allow other participants to join the meeting in progress	✓	✓
Control who participants can chat with	✓	✓
Put a participant on hold	✓	✓
Share screen controls		
Share whiteboard	✓	
Share device audio	✓	
Annotate on shared screen or whiteboard	✓	
Pause your current shared screen	✓	✓
Show or hide names of annotators	✓	
Stop a participant's screen share (host and co-host only)	✓	

Control if multiple participants can share screen simultaneously	✓	✓
Side-by-side mode	✓	
Profile		
Add a personal note	✓	
Change profile photo or screen name Note: On the desktop client, you will be redirected to the web portal to change your screen name	✓	
Manually change your status	✓	
Chat		
Mark messages as unread	✓	
Edit your sent messages	✓	
Delete your sent messages, images, or files	✓	
Save images or files sent in the chat	✓	
Add messages to your starred list and view all messages you have starred	✓	
View starred messages in a specific chat	✓	
Use your personal chat space	✓	
Send images or files	✓	

View all files sent or all files received in chat	✓	
Share sent or received chat files with contacts	✓	
Send a capture of the current screen	✓	
Send animated GIFs	✓	
Send code snippets	✓	
Send emoticons	✓	
Encrypted chat	✓	
Store chat message history	✓	
Invite contacts to an existing chat	✓	✓
Channels		
Change notifications for new channel messages	✓	
Add channels to your starred list and view channels you have starred	✓	
Create a channel	✓	
Edit a channel (must be a channel admin)	✓	
Invite members to a channel	✓	
Contacts		

Add contacts	✓	
Add contacts to your starred list and view contacts you have starred	✓	
Directory for contacts, channels, and Zoom Rooms	✓	
Add contact to auto-answer group	✓	
Settings		
Automatically join meeting by computer or device audio	✓	
Automatically mute when joining meeting	✓	
Automatically call phone number to join meeting		
Insert a link preview whenever a chat message contains a link	✓	
Change notification settings for chat	✓	
Manage blocked contacts	✓	
Display meeting reminders	✓	
Display connected meeting time	✓	
Display closed captions (if available)	✓	
Automatically disable your video when joining a meeting	✓	

Touch up appearance	✓	
Virtual Background	✓	

Note (A): Joining computer audio on Safari is only available for webinar attendees.

Note (B): Screen sharing on Microsoft Edge requires Windows 10 Pro or Enterprise. It is not supported on Windows 10 Home. If you are running Windows 10 Home and need to share your screen, we recommend using Chrome or Firefox. Screen sharing is not supported on Safari.

Note (C): If you joined a meeting on an iOS or Android device, you can't request remote control or give remote control. The participant who is screen sharing with the Zoom desktop client must give you remote control.

Note (D): Requesting remote control of content shared from the desktop client or mobile app is currently supported, but not content shared from another web client.

Note (E): Self-selection on the Zoom mobile app and ChromeOS is available for meeting participants, but not for the host launching breakout rooms. Self-selection of breakout rooms has to be enabled and launched from the desktop client.

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