

Knowledge base

What are the prerequisites and limitations for using Zoom with ClickShare?

Article number: [11717]

Applicable to

ClickShare Desktop App

Prerequisite

To initiate ConferenceView for Zoom, it is important to understand the capabilities of the ClickShare Desktop App for Sync-sharing (Direct-sharing) via Zoom and its associated constraints. For more information, see [KB12677](#).

Limitations and requirements

The ConferenceView for Zoom has a few limitations and requirements before getting started. Using ConferenceView for Zoom without adhering to these requirements and flows may cause the function non-operational.

1. It's essential to keep both the Zoom version and ClickShare Desktop App updated.
2. The installed ClickShare app must be connected to the Base Unit.
3. Zoom must be started and joined for a remote meeting.
4. Zoom must not initiate remote sharing before connecting to the base unit. If Zoom has started remote sharing before connecting the base unit, you will need to stop sharing on Zoom to commence ConferenceView. To do this, ensure that Zoom's sharing indicator is not visible at the top of your desktop.
5. The active Zoom meeting window cannot be minimized, and it is preferable to keep it in the foreground. If the active Zoom meeting window is minimized, you will then need to restore the window to bring ConferenceView back to normal.
6. If Microsoft Teams is also running, please close Teams to avoid interference between Teams and Zoom. You can verify this by monitoring your taskbar and ensuring that only Zoom is active when using ConferenceView for Zoom.

Properties

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