

Zoom Geek Support

ZoomGeeks provides six methods (as detailed below) for customers to receive support related to the Zoom Geeks programs.

1. Embedded support.

Access to support is embedded in ALL ZoomGeeks programs.

Using the zMaxOneClick program as an example, you can access the 'Live Chat', 'Submit Feedback', ZoomGeeks 'Website' and 'Knowledgebase' all from clicking a button on the main program screen while you have the program running (as shown below).



In addition, if a bug occurs the ZoomGeeks program you are using will immediately and automatically display the 'Submit Feedback' screen (as shown below).

Please make sure to click 'Submit'. We want to know about any bug so we can fix it.



The screenshot shows the Zoom Feedback Form window. It features a yellow warning triangle icon in the top right corner. The form includes a dropdown menu for "Problem" with the text "Program does not function as intended." and a "Select priority..." section with five radio buttons. Below these are input fields for "Name" (Jane Smith), "Email" (jane@anycompany.com), and "Enter a subject...". A large text area is provided for "Please describe the problem...". At the bottom, there is a link to "+ Include a screenshot or file...", a thank you message: "Thanks for taking the time to tell us what you think about zMaxOneClick. Your feedback is very important to us!", and a note: "Make sure your email address is correct. We will send you a ticket # to track your submission." A "Submit" button is located at the bottom right.

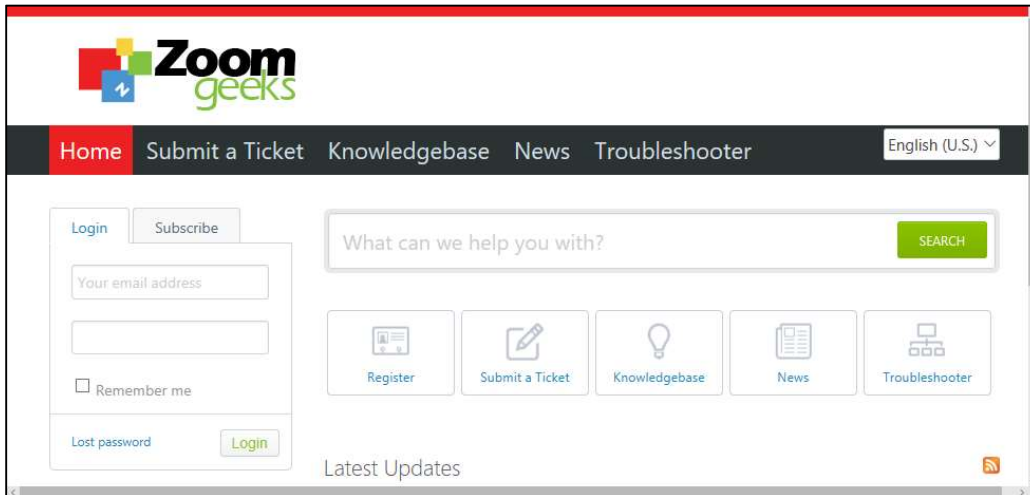
2. **Support website.**

ZoomGeeks provides a support website which tracks all submitted tickets.

You can access the support site by going to www.zoomgeeks.com and then click 'Support' (as shown below)



You can also access the support site directly from <http://support.zoomgeeks.com/>



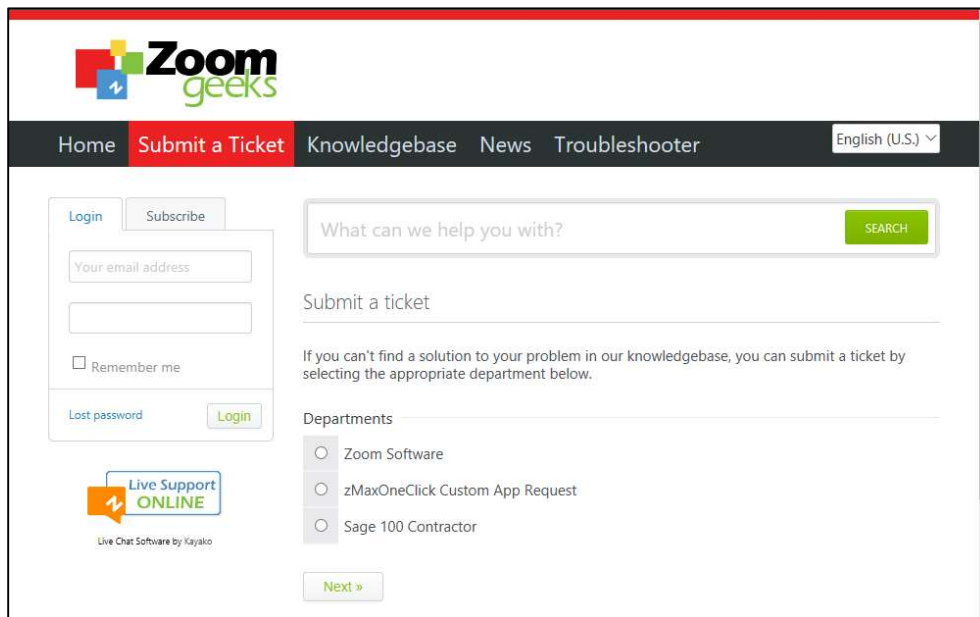
This website is available for users to log in and track existing tickets or submit a new ticket.

If this is the first issue you have submitted, a user will be created in the ZoomGeeks support system using your email address and a password will be assigned.

You can change the password if you want by logging into the system and going to 'My Profile'. You will be sent an email from ZoomGeeks with this information.

a. **Submit a new ticket.**

To submit a new ticket, you do not need a user name or password. Just Click on 'Submit a Ticket' and fill in the form (as shown below).

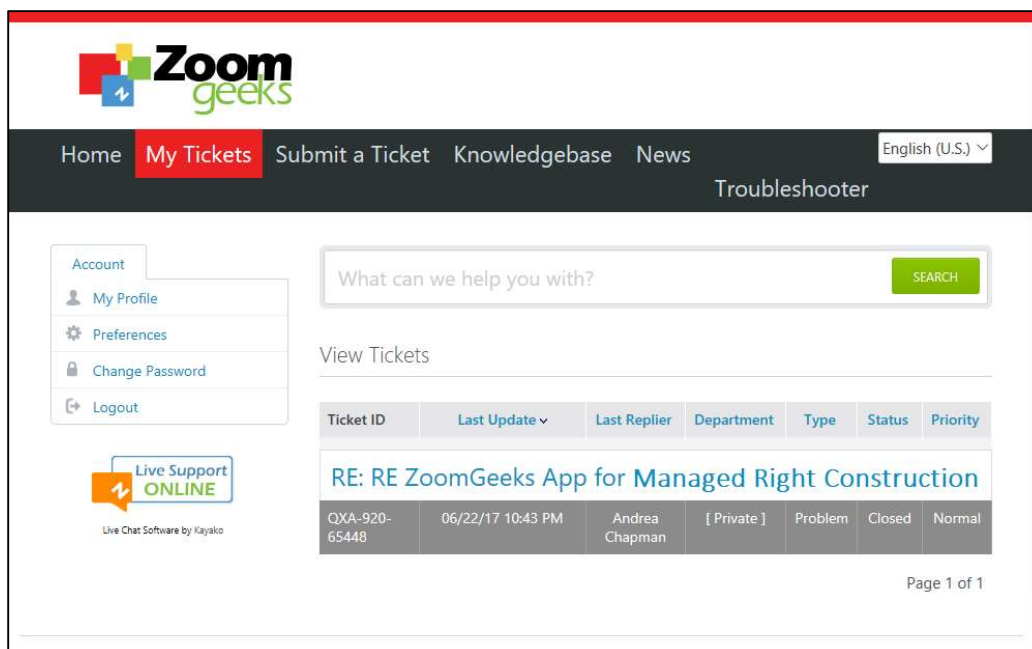


Remember the more detailed the information you provide the sooner and better we can help you.

b. Review existing ticket.

Login with your user name and password.

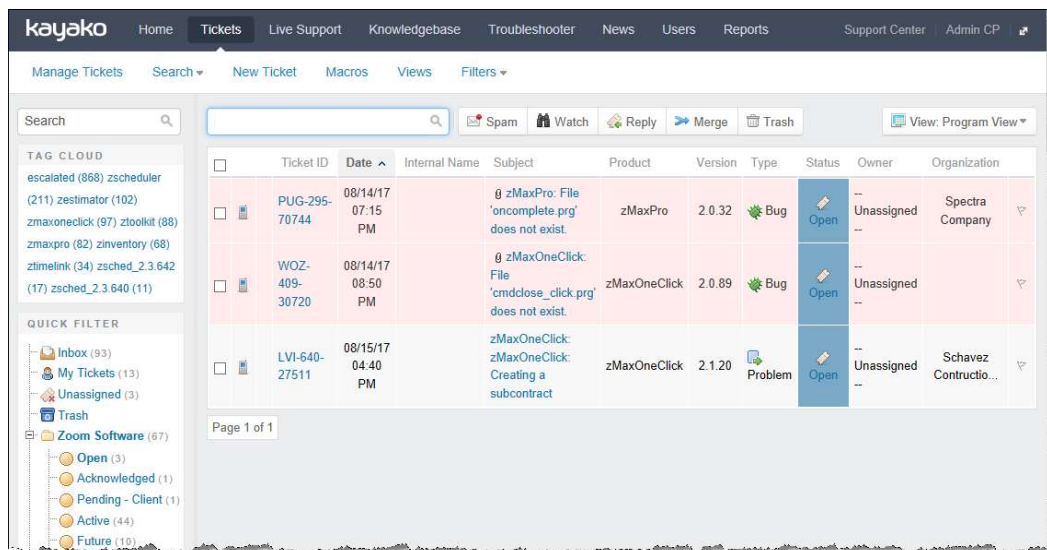
To view your tickets, click on 'My Tickets'. Your tickets will be shown in the View Tickets list (as shown below). You can click on the ticket and view the notes added by the ZoomGeeks Support team and/or add your own reply.



3. Email support.

Send an email to support@zoomgeeks.com. These emails automatically create a support ticket in the Zoom support system (the ZoomGeeks technician management screen is shown below).

Zoom support technicians “work” the support ticket list as tickets arrive.



If this is the first issue you have submitted, a user will be created in the ZoomGeeks support system using your email address and a password will be assigned.

You can change the password if you want by logging into the system and going to 'My Profile'. You will be sent an email from ZoomGeeks with this information.

Using this user name and password, you can log into the ZoomGeeks support site and view the tickets you have submitted (as shown below)

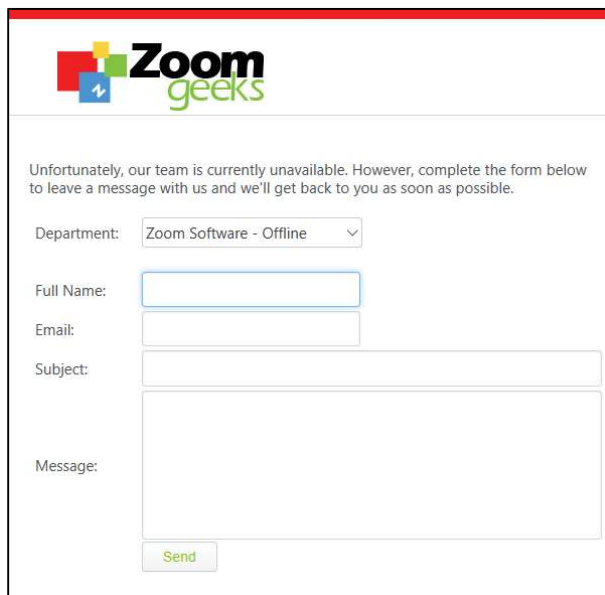
4. Website Chat.

ZoomGeeks' website (www.zoomgeeks.com) is enabled with webchat feature.

- a. **Chat offline.** If a ZoomGeeks support person is unavailable, you will see the 'OFFLINE' notice on the ZoomGeeks website (as shown below).



Fill out the form and click send (as shown below). This form create a support ticket in the Zoom support system.

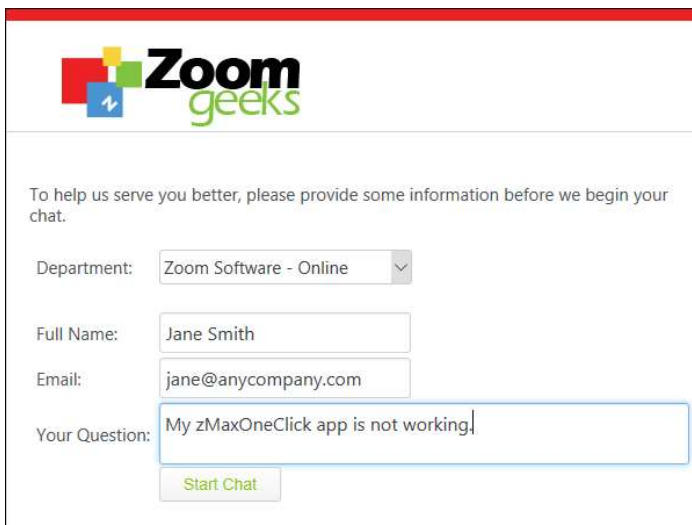


The screenshot shows the ZoomGeeks logo at the top left. Below it, a message states: "Unfortunately, our team is currently unavailable. However, complete the form below to leave a message with us and we'll get back to you as soon as possible." The form includes a "Department:" dropdown menu with "Zoom Software - Offline" selected. Below this are input fields for "Full Name:", "Email:", and "Subject:". A larger text area for "Message:" is provided, followed by a "Send" button.

- b. **Chat online.** If a ZoomGeeks support person is available, you will see the 'ONLINE' notice in the top right corner of the ZoomGeeks website (as shown below).

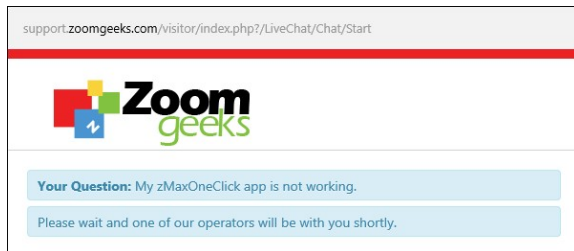


Fill out the form and click 'Start Chat' (as shown below).

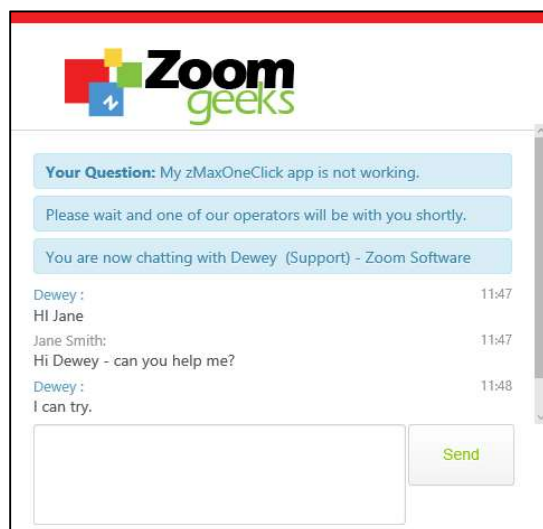


The screenshot shows the ZoomGeeks logo at the top left. Below it, a message states: "To help us serve you better, please provide some information before we begin your chat." The form includes a "Department:" dropdown menu with "Zoom Software - Online" selected. Below this are input fields for "Full Name:" (containing "Jane Smith"), "Email:" (containing "jane@anycompany.com"), and "Your Question:" (containing "My zMaxOneClick app is not working"). A "Start Chat" button is located at the bottom of the form.

You will be asked to wait for the next support person (as shown below).



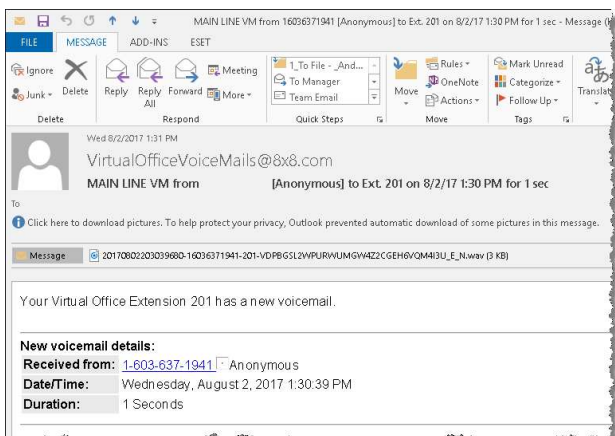
A Zoom support person will chat with you (as shown below).



5. Call and leave a voicemail.

The ZoomGeeks support phone number goes directly to voicemail.

The phone system immediately creates a WAV file (a screenshot sample of this email is shown below) and attaches it to an email which sent to the Zoom support distribution group.



6. [Knowledgebase.](#)

You can access the knowledgebase site by going to www.zoomgeeks.com and then click 'Support' > 'Knowledgebase' (as shown below)



You can also access the support site directly from the following link -

<http://support.zoomgeeks.com/index.php?/Knowledgebase/List>