



INSTALLATION GUIDE

ZOOM Meetings
virtual desktop software
Windows personal devices

Overview of ZOOM Meetings virtual desktop software

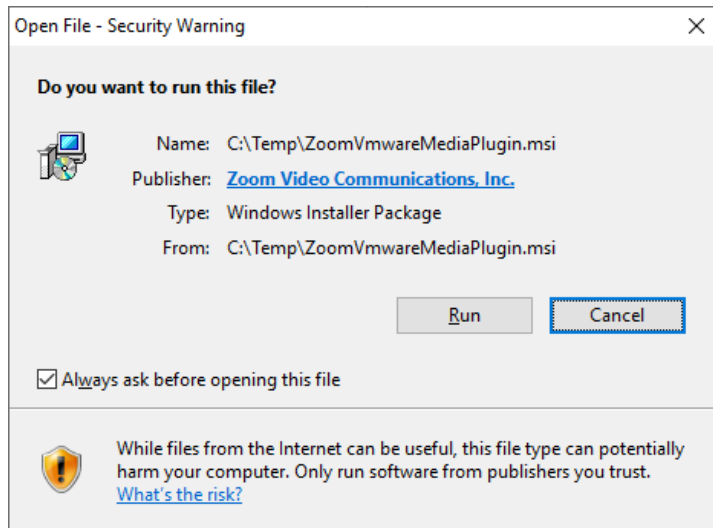
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| <p>What is it?</p> | <p>The move to virtual desktop infrastructure (VDI) is becoming more common, especially with more teammates working remotely and often using their own personal devices. Benefits include cost reductions, security and data recovery. ZOOM Meetings provides an enhanced experience in VDI environments. When you attend meetings in a VDI environment, the ZOOM Meetings software routes all audio and video streams directly between the thin client and the ZOOM Meetings cloud without going through the hosted virtual desktop (HVD). The ZOOM Meetings desktop virtual software currently supports the VMware virtual desktop environment.</p> |
| <p>What do I need to know?</p> | <p>This application plug-in only supports Horizon HVD users connecting from non-bank Windows devices, (i.e., personal Windows devices). Note: This guide does not apply to Citrix HVD's, MacOS devices, Chromebook or RemotePC. Important: This step-by-step guide only applies to non-bank Windows personal or vendor-owned Windows devices.</p> |
| <p>What do I need to do?</p> | <p>Ensure that the VMware Horizon Client is already installed. If applicable, close and exit out of any running VMware applications running. This software only works for Windows non-bank devices.</p> |



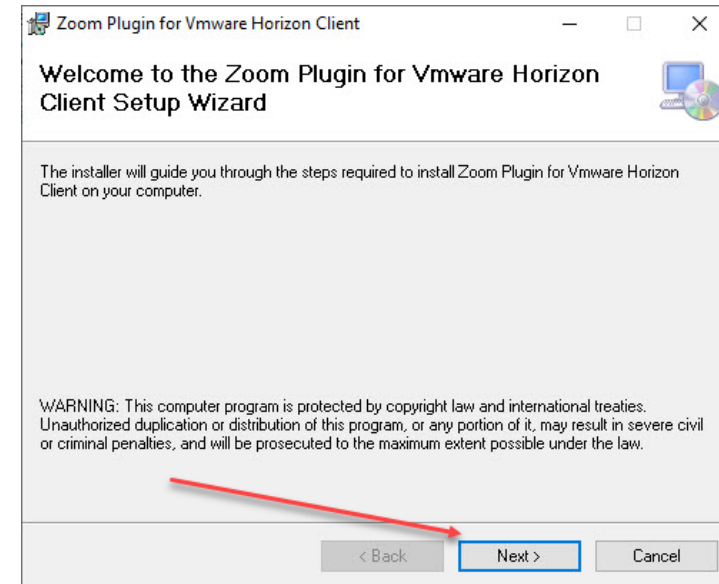
Installing ZOOM Meetings virtual desktop software

From portal.bankofamerica.com:

1. Click on the link labeled “Download ZOOM Meeting Optimization Client” (Windows personal devices only) on the HVD portal under “Device Updates” to download the Windows (x86 or x64) plug-in ZoomVmwareMediaPlugin.msi version installer.
2. If it not launched automatically after downloading, open ZoomVmwareMediaPlugin.msi to launch the installer. If you receive a security warning, click **Run**. If not, proceed to the next step.

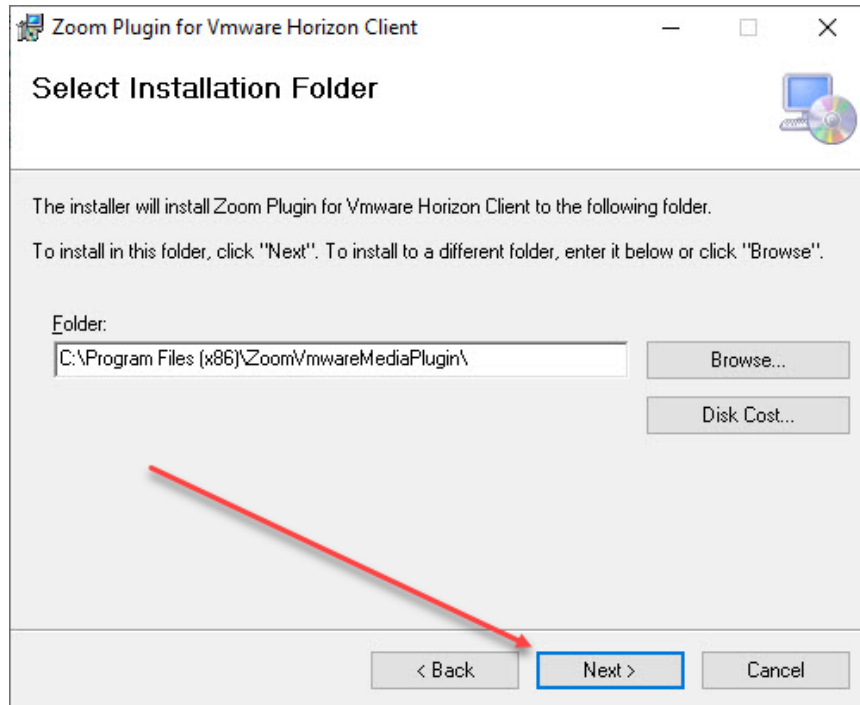


3. When you see the **Welcome to the Zoom Plugin for Vmware Horizon Client Setup Wizard**, click **Next**.

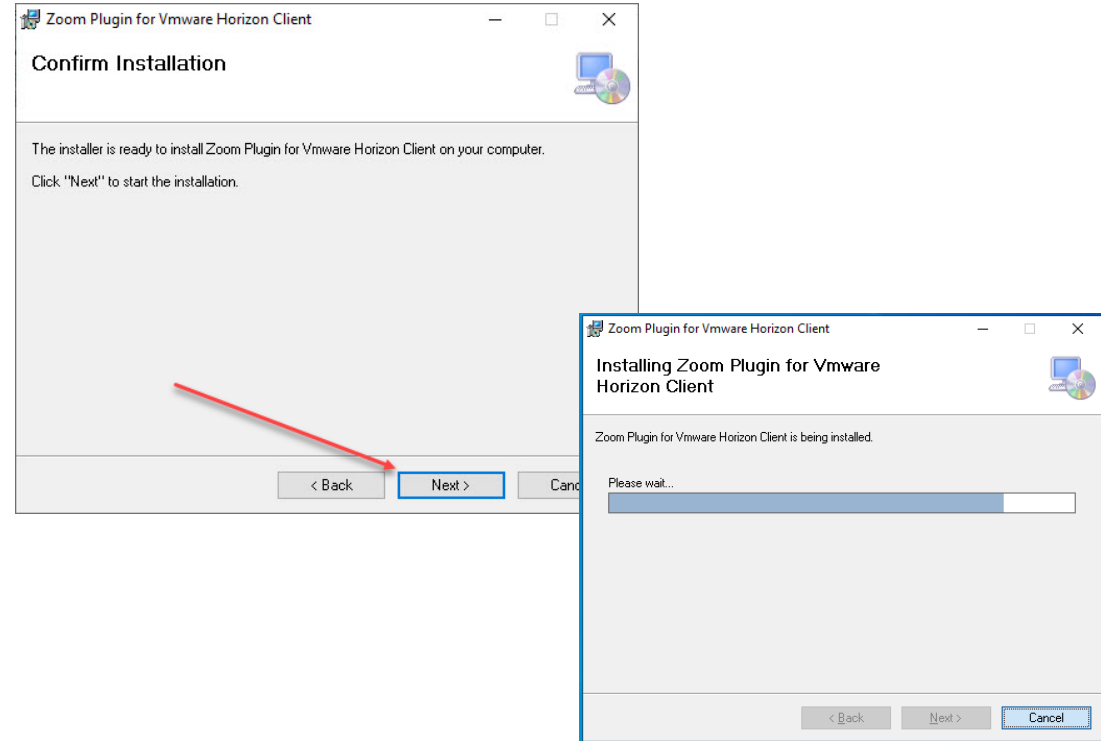


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5. When you see the “Select Install Folder”, click **Next** to accept the default path and proceed to the next step.

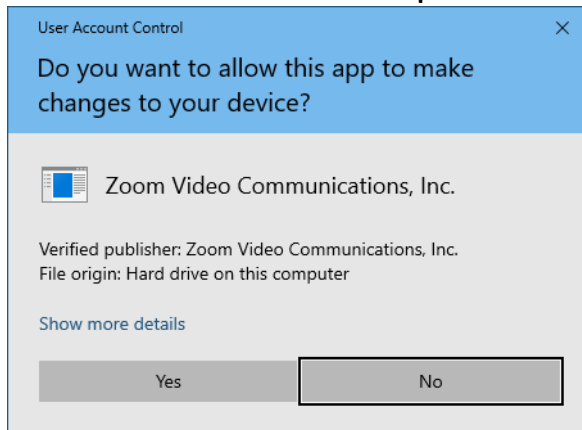


6. Click **Next** to proceed with the installation on your non-bank device.

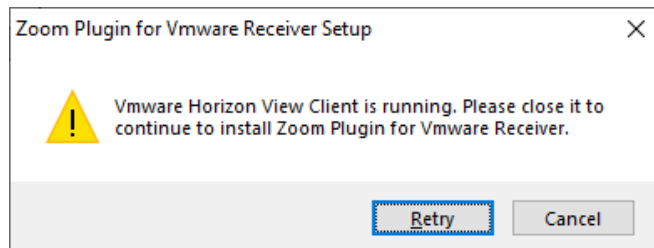


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7. If you receive a message asking if you want to allow the app to make changes to your device, click **Yes**. Otherwise, continue to the next step.



8. If you receive the below pop-up message, exit the VMware Client application and click **Retry** to proceed.



9. When the **Installation Completed** window appears, click **Close**.

