

Getting Started with ZDM for iPads

 support.zoom.us/hc/en-us/articles/360027277432-Getting-Started-with-ZDM-for-iPads

Overview

System administrators can use Zoom's mobile device management (ZDM) tool to set their iPads into Autonomous Single App Mode (ASAM). When ASAM is enabled, you will not be able to exit the Zoom Rooms App, unless you are experiencing network failure or are not signed into a room. The ASAM profile exists at the room level, so signing out of a room will allow you to exit the app. You can also upgrade the app (Zoom Rooms), the iPad's OS, rename the device, and assign it to a Zoom Room. Once assigned and the Zoom Room is powered on, the device will automatically be logged in to the Zoom Room you've selected from web. No need for activation codes, sign-in email addresses, or pairing codes with ZDM.

This article covers:

Prerequisites

- Zoom Room license
- Account owner, admin or Zoom Rooms role
- iOS Zoom Room controller(s)

ZDM Pre Enrollment

Required iPad Settings

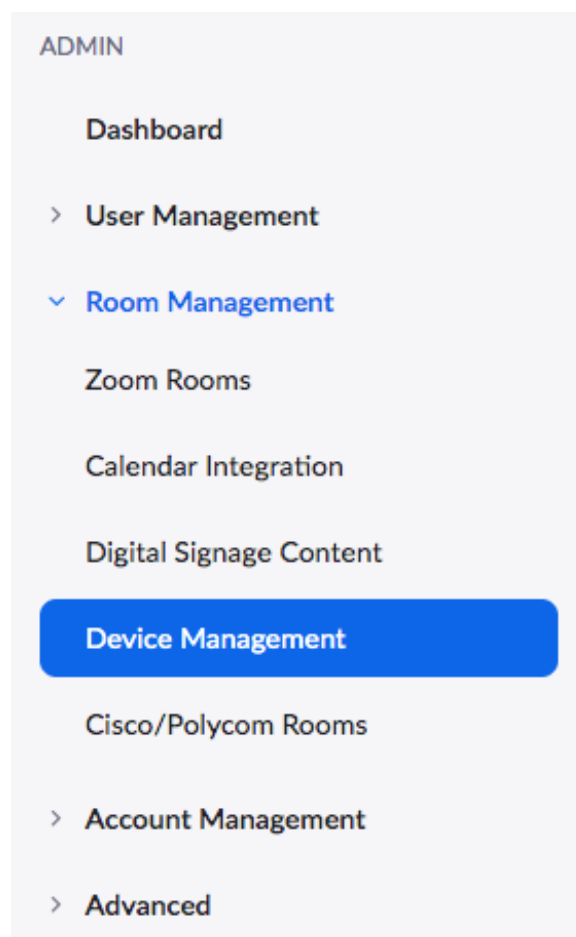
1. Click **iPad Settings** then click **General**. Disable **Automatic Updates** for **Software Update**.
2. In **iPad Settings**, click **iTunes & App Store**. Disable **App Updates** for **Automatic Downloads**.
3. In **iPad Settings**, click **Display & Brightness**. Disable **Auto Lock**.

MDM Certification

Zoom requires an Apple MDM Push certificate to manage Apple devices. To begin, you will need to download the Apple MDM certificate then upload and authenticate it to ZDM.

1. Sign in to zoom.us and navigate to **Device Management**.

2. Click **Upload Certificate**.
3. Click the **Download** link and save the .scsr file locally.
4. Sign in to **Apple Push Certificates** with your **Apple ID**.
5. Click **Create a Certificate**.
6. **Upload** the .scsr you downloaded in **Step 4**.
7. Click **Download** for the MDM Push Certificate from Apple.
8. Go back to Zoom and **Upload the MDM Push Certificate** you downloaded in **Step 7**.



ZDM Enrollment

Individual Enrollment

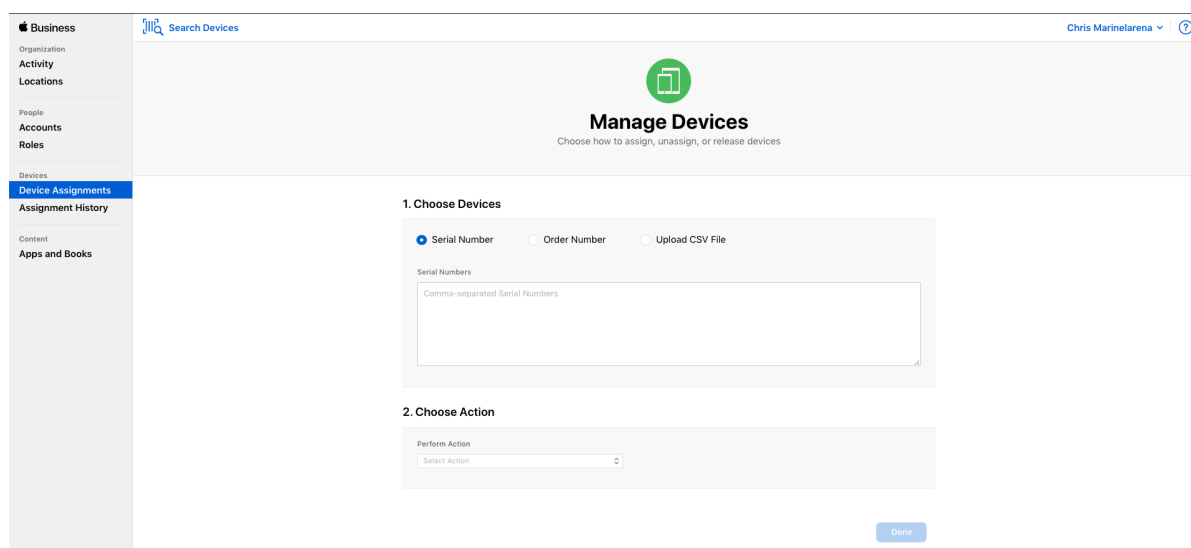
1. Select **Enroll Device Individually**
2. Set your device to supervised mode.
3. **Scan QR Code** or **Enter Access Code** to start enrollment process.
4. **Follow the instructions** on your **iPad** to **complete** the enrollment process.

***NOTE:** iPads on iOS 12.2+ will need to have the Profile installed from the iPad by navigating to **Settings**, then **General**, then **Profiles & Device Management**, and then by clicking **Install**.

Batch Enrollment with Apple Business Manager(ABM)

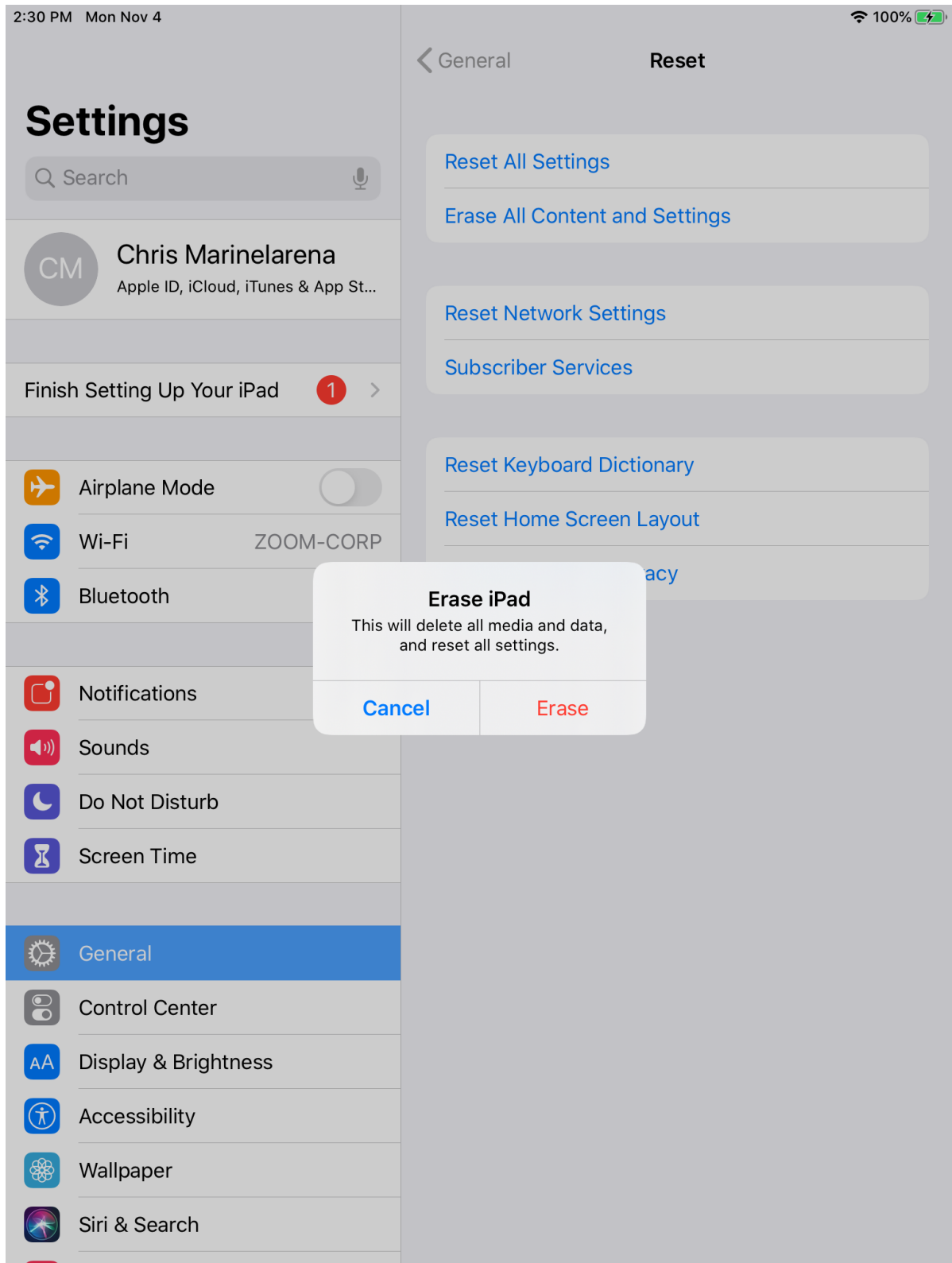
1. Select **Apple Business Manager(ABM)**
2. Click **Upload Token**
3. Download the **public key** from Zoom
4. Sign in to **Apple Business Manager** with your **account**.
5. To create an MDM server, click **Settings > Device Management Settings > Add MDM Server**
6. Give your **MDM server a name** and upload the **public key** you downloaded from Zoom in step 3 and click **Save**

7. **Download** your **MDM server token** and upload to **Zoom**
8. **Once the token** has been **uploaded**, return to **ABM** and click **Device Assignments**



9. **Select** one of the **3 options** and **Assign to Server** you created in **Step 6**
10. For **new** iPads, once they are booted for the first time, you will see a **Remote Configuration** screen to install the profile
11. For **existing** iPads, you will need to factory reset the device to receive the **Configuration profile**

12. To start this process on your iPad, click **Settings > General > Reset > Erase All Content and Settings**



13. Click **Next** on remote configuration screen in **setup assistant screens** to install the configuration profile

***NOTE:** After enrolling your device and completing the setup assistant screens, the Zoom Room app will be automatically installed and launched, and you are ready to utilize the new features ZDM offers:

Related Articles

[How to set your iPad into "Supervised Mode"](#)