

ZoOm[®] Frequently Asked Questions

Updated November 6th, 2018

What devices does ZoOm support?

ZoOm is compatible with all smartphones and tablets with front facing cameras running Android 4.3+, iOS 8.3+, and Progressive Web Apps (PWAs), mobile web browsers, and webcams with modern browsers.

Why is ZoOm better than other biometric modalities?

- We don't recognize other people by their fingerprints, irises, palms or veins, so when an audit trail is needed face images are the gold standard. Faces are the biometric modality that is most accurately verified by humans, and selfies are ubiquitous and intuitive.
- It's universal software for modern smart devices or webcams, no special hardware is required.
- It's integrated into the apps/webpages themselves, so it's not restricted by device model, OS, or fragmented hardware sensors.
- ZoOm's encrypted 3D FaceMaps enable truly portable, cross-platform, cross-device authentication.
- ZoOm's 3D FaceMaps provide trusted unsupervised authentications because they can't be reverse-engineered back into biometric data that can spoof the system, making them effectively *unshareable* and *unphishable*.
- ZoOm has certified 3D Liveness detection that can be used to authenticate users and/or to verify liveness during onboarding/KYC.

How secure is ZoOm?

ZoOm is the first and *only* face authenticator certified to Level 1 in the the [iBeta/NIST](#) Presentation Attack Detection test based on the ISO 30107-3 standard. With an FAR setting of 1/100,000 to 1/1,000,000, and patented 3D depth detection and human liveness verification that isn't fooled by 2D photos, videos, or even 3D masks or dolls, ZoOm is the most secure software biometric ever made.

Can ZoOm be a factor in MFA?

Yes, but it is most often used standalone because it's universal, intuitive, convenient and - most of all - extremely secure. Since ZoOm is already so much more secure than PIN, fingerprint or voice, adding one of them as a weak 2nd factor doesn't provide increased security in most cases.

Does ZoOm get better the more it's used?

Yes! Continuous learning makes ZoOm better and better the more you use it, especially when you use it in diverse lighting conditions.

What lighting is best for ZoOm?

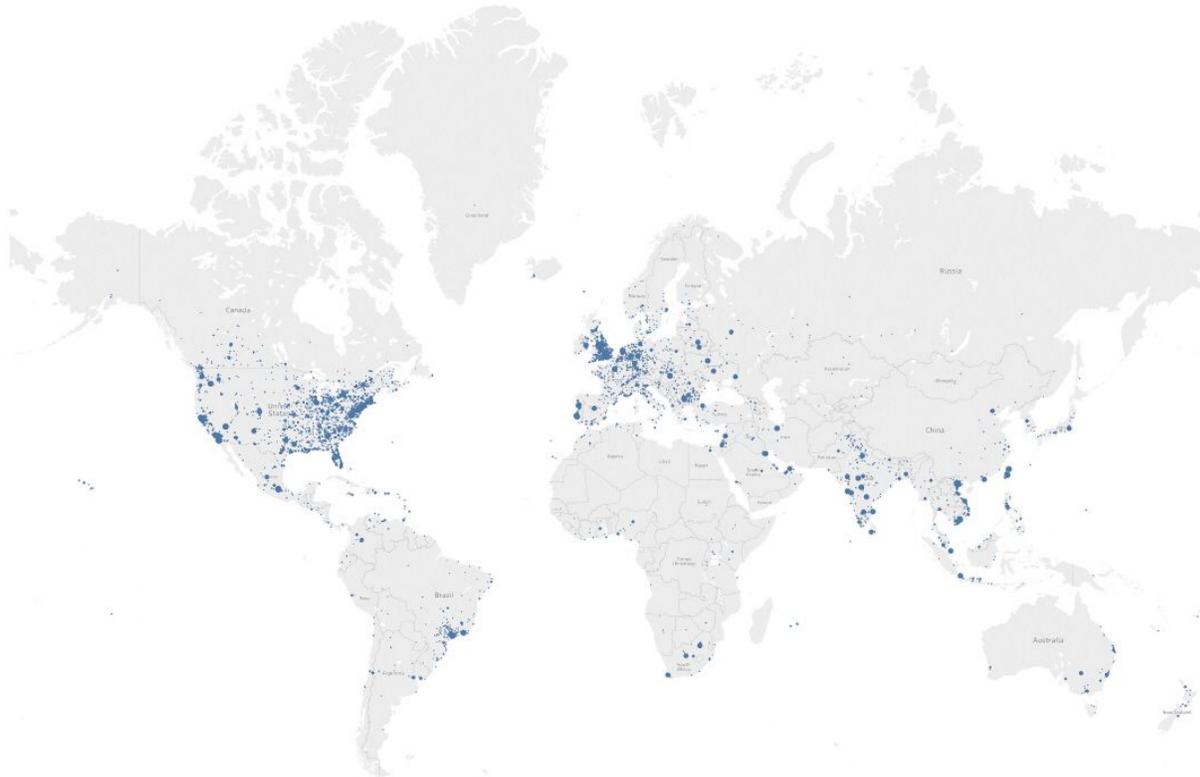
ZoOm works in all lighting conditions as long as the user's face is not too dark to be visible or completely washed out. Note: Continuous learning allows ZoOm to work in extreme lighting scenarios if the user has done previous ZoOm logins in slightly less extreme scenarios first.

Does ZoOm work with glasses?

Yes! ZoOm works with glasses. However, sunglasses are not supported, as they cover an important area of the face.

Does ZoOm work well with all skin tones?

Yes, ZoOm has been trained on millions of face images collected from tens-of-thousands of unique users from over 2000 different device models in 158 countries, so it works well for all skin tones and ethnic backgrounds. The below image shows where ZoOm has been used.



Is ZoOm a Cloud Biometric Matcher or is it FIDO style, on-device?

ZoOm is a hybrid of the two performing liveness checks on both the device and on the server, but providing face matching on the server only. The benefits to server-side matching are great, offering cross-platform, cross device authentications, and finally allowing passwords to be completely replaced.

Does ZoOm work on a PC?

Yes it does. ZoOm now supports billions on webcams and runs in all popular browsers. Users can enroll on a desktop or laptop and then authenticate on their mobile device. ZoOm can now replace passwords because it's portable, universal and secure.

Does ZoOm require an internet connection?

Yes, since ZoOm is using both on device and on-cloud liveness and matching algorithms a network connection is required. However since the FaceMaps are not very large, even a slow connection provides the user with very fast authentication performance.

What happens if the user is locked out?

After multiple failed attempts the user must wait a specified period of time before they can retry. These retry options are completely configurable by the developer in the ZoOm SDKs.

Can multiple people use a ZoOm on the same device?

Yes! ZoOm supports multiple users on the same device using our standard APIs.

Can the user access their account from multiple devices?

Yes! ZoOm supports multiple devices if the encrypted 3D Facemap is stored on a central server or a blockchain for server-side matching using our standard APIs.

Can I use ZoOm to replace a PIN or fingerprint to unlock a phone?

In short, no. ZoOm was built to authenticate users and check human liveness, not to unlock phones. Only a OEM device makers or platform providers like Apple (iOS/macOS) or Google (Android) could integrate ZoOm deeply enough into the OS to use it to securely unlock a phone.

I don't need user authentication, can I use ZoOm for liveness only?

Yes! ZoOm can be used in liveness-check-only mode and does not need to store any biometric data to perform the human liveness check, but you can store the FaceMap for future authentications or and Audit trail image for regulatory requirements.

How much does ZoOm cost?

It's always free for end users, but also free to small businesses, startups with < 10M USD in revenue, and educational institutions. Large organizations are billed based on their geographical [location and volume](#).

How many megabytes will the ZoOm SDK add to to my app or webpage?

ZoOm will add about 5-12 MB in most configurations. [View configuration options](#).

How do I add ZoOm to my app?

Fill out the new developer application at <https://dev.zoomlogin.com/zoomsdk> and get the appropriate SDK for your scenario.