ZoOm® Frequently Asked Questions
Updated July 1th, 2018

What devices does ZoOm support?
ZoOm is compatible with all Android 4.3+ and iOS 8.3+ Smartphones and tablets with front facing cameras, and all Webcams with modern browsers.

Why is ZoOm better than other biometric modalities?
- It's 100% software that works universally on any compatible smart device or webcam, no special hardware is required.
- It's integrated into the apps themselves, so it's not restricted by device model, OS, or fragmented hardware sensors. App publishers control their own security.
- ZoOm's proprietary, encrypted 3D Facemaps can be configured for portable, cross-platform, cross-device user authentication OR for 100% on-device FIDO compliant scenarios.
- ZoOm's 3D Facemaps are Unsharable and Unphishable, so unsupervised sessions can be trusted more than any other mobile biometric modality.
- ZoOm has virtually Spoof-Proof 3D TrueLiveness® detection that can be used to authenticate users and/or to verify liveness during onboarding/KYC.

How secure is ZoOm?
With an FAR setting of 1/50,000 to 1/1,000,000, patented 3D depth detection and human liveness verification that can't be fooled by photos, videos, masks or dolls, ZoOm is the most secure software biometric ever created.

Can ZoOm be a factor in MFA?
Yes, but it is most often used standalone because it's intuitive, convenient and most of all, 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 additional security in most cases.

Does ZoOm get better the more it's used?
Yes, continuous adaptive learning makes ZoOm better and better the more you use it, especially when you use it in diverse lighting conditions.

© 2018, FaceTec, Inc. Confidential.
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 not washed out. Note: Adaptive 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, if you enroll with glasses then you can ZoOm 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 from tens of thousands of unique users in 158 countries, so it works well for all skin tones and ethnic backgrounds.

Is ZoOm FIDO compliant?
When used in “on-device-only” mode 100% of the processing is done on the device -- no images or biometric data are transferred to a server when ZoOm is deployed to production apps. However, if cross-platform, cross device authentications are required then server-side matching must be used.
Does ZoOm work on a PC?
Yes it does. ZoOm now supports billions of webcams and runs in all popular modern browsers. Users can enroll on a desktop or laptop and then authenticate on their mobile device. ZoOm replaces passwords because it’s portable, universal and secure.

What happens if the user is locked out?
After multiple failed attempts the user must wait a specified period of time. If after 3 sessions they are locked out, then the user must enroll again.

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 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.

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 on the device or on the server to perform the human liveness check.

How much does ZoOm cost?
It’s always free for end users, and free to small businesses, startups and educational institutions. Large app publishers with annual revenues of over 10M USD will be billed based on their industry, features required and company size.

How many megabytes will the ZoOm SDK add to to my app?
ZoOm will add about 10-30mb is most configurations.

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.