

App Store complaint report

Zoom Workplace · Zoom Communications, Inc. · current version 7.2.1

Generated 2026-10-24 from the 300 most recent public App Store reviews across 1 storefronts (2026-08-15 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.58
Reviews with a complaint	100 (33%)
Storefronts	US 300
All-time App Store rating (US)	4.66 from 3,255,970 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	76	2.2	7.1.5 (22), 7.2.1 (21), 7.1.8 (18)
Feature requests	31	2.0	7.2.0 (9), 7.1.8 (8), 7.1.5 (7)
UX / design	20	1.9	7.1.8 (8), 7.2.1 (5), 7.2.0 (4)
Performance	12	2.1	7.2.1 (3), 7.2.0 (3), 7.1.8 (3)
Crashes / freezes	11	2.4	7.2.1 (5), 7.1.8 (5), 7.1.5 (1)
Pricing / subscription	6	2.2	7.2.1 (3), 7.1.5 (2), 7.2.0 (1)
Ads	1	2.0	7.2.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
7.2.1	109	3.7	27%
7.2.0	42	3.6	40%
7.1.8	67	3.5	37%
7.1.5	81	3.5	35%
5.17.11	1	3.0	100%

Representative quotes

Bugs

“Bad UI and battery hog – Coming from other video apps I must say I’m unimpressed with Zoom. Issues: 1. Mute and camera controls are hidden 2. No obvious way to disable the camera automatically panning 3. Super high battery drain, worse of video apps I’ve seen ” (2★, v7.2.0, US, 2026-09-26)

“STILL NOT WORKING ON IPAD – I’ve been patiently waiting for over a year for bug fixes on iPad, and to this day it still doesn’t work properly” (2★, v7.1.5, US, 2026-08-20)

Feature requests

“Amazing tech – Wish I had sound in Zoom Workplace. I use the website because there is no support to get issue addressed” (4★, v7.2.0, US, 2026-09-22)

“The new private chat update – My concern with the new chat update is that it’s too easy to accidentally send a message meant for someone privately to the public chat. Please make it clearer who will receive the message and add a safeguard to prevent this mista” (4★, v7.2.1, US, 2026-10-22)

UX / design

"Print summary – I no longer get summaries of my meetings. When I try to get them from the website it doesn't allow resending to my email just a link to loops back to the zoom dashboard. When I try and do a Page print from the dashboard it shows nothing on t" (1★, v7.2.0, US, 2026-09-24)

"I never write reviews but this time I have to – I am a student starting the new semester in college and I was using zoom to record my homework for my class assignments that I have to turn in. We would need to record ourselves reading in another language and tu" (1★, v7.1.8, US, 2026-09-17)

Performance

"Frustrating – The app wouldn't let me sign in or sign up and is super glitchy. I was almost late to my class because it would not let me join the meeting without signing in." (2★, v7.1.5, US, 2026-08-18)

"Frustrating – Because my family has home funeral want us joining to memorial service but your download forever waiting! Lousey bad service" (1★, v7.1.5, US, 2026-08-15)

Crashes / freezes

"Can't ever join – I have tried to join meetings from my phone and set up and account the it just says not available and closes out. Anytime people ask about setting a zoom up I absolutely cringe because it's always something with this app.." (1★, v7.1.8, US, 2026-09-18)

"Needs Better Video Quality – I have been having problems with video quality, freezing, disconnection, fuzziness...etc. I have brand new Xfinity router/modem, new indoor/outdoor cables, new indoor splitter new cable box, and up-to-date software on my iPad Air." (4★, v7.2.1, US, 2026-10-19)

Pricing / subscription

"Innovative but shady crooked company. – It's amazing. But they are so unprofessional, unbothered, and unreachable unless you are a huge corp paying big money to these film flammers behind the curtain. As cool as it is. Not really worth it in my opinion." (1★, v7.1.5, US, 2026-08-19)

"Schedule call works less than half the time – I have tried to set up 2 calls with my paid subscription and had to do it and save it at least 4 times each for it to finally save. It's been very annoying, I decided to take the second call to Google Meets after t" (2★, v7.2.1, US, 2026-10-21)

Ads

"Stop Advertising During Live Sporting Events – Bottom 3, Game 6, 2026 ALCS. Ad interrupts building momentum in an elimination game and completely destroys the viewing experience. Be less annoying with how you achieve your impression goals." (1★, v7.2.1, US, 2026-10-20)

The 10 most important fixes

1. Fix login / account access [Bugs · 20 reviews · avg severity 2.5/3 · versions 7.1.5, 7.2.1]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

"Malfunctioning.Doesn't allow sign in. – Will not process any function to sign in, or sign up, or change password. 8/23/26" (1★, US)

2. Soften the redesign backlash [UX / design · 14 reviews · avg severity 2.1/3 · versions 7.1.8, 7.1.5]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"Horrible – The new update is really horrible, I have some clients that I schedule them 3 months ahead and I have to scroll down 3 months to get the link unlike before the update I only had my meeting listed not all days of each months which" (1★, US)

3. Improve content quality [Feature requests · 10 reviews · avg severity 2.0/3 · versions 7.1.8, 7.2.1]

Review the content areas users name; add a "report a problem" button on content.

"App Experience Abysmal – Search yields no content. Looking for Help for capability to engage Zoom client service on an issue; no capability under any module. Scheduled meeting for 3 weeks out, included invitees; no capability to send or oth" (1★, US)

4. Simplify navigation [UX / design · 10 reviews · avg severity 1.9/3 · versions 7.1.8, 7.2.1]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

"I zoomed – This app needs revision. It doesn't match w/today's zoom needs & its feel is very antiquated. I need the functionality ti be available w/having to click onto so many different links. I was only trying to get my profile pic up" (2★, US)

5. Fix features broken by the latest update [Bugs · 8 reviews · avg severity 2.2/3 · versions 7.1.8, 7.2.1]

Add regression tests for the features users name in these reviews before the next release.

“Saleh AlSaadi – The new update on the zoom app was supposed to improve the experience when using the app. But unfortunately, the new feature on the chat has made it very difficult to keep track of everyone that’s in the zoom meeting. The ch” (2★, US)

6. Answer support requests [Bugs · 7 reviews · avg severity 2.4/3 · versions 7.1.5, 7.2.1]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

“Terrible functionality and customer service – Zoom only cares about certain devices and, for example, the iPad setup is pretty terrible. Also, good luck with customer service. They seem to just not care. Go with another meeting platfor” (1★, US)

7. Fix in-use crashes and freezes [Crashes / freezes · 6 reviews · avg severity 2.5/3 · versions 7.1.8, 7.2.1]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“The last update extinguishes the screen for a few minutes – The application firmly hangs the iPhone 14 immediately after the connection. The screen goes out and stops responding to clicks, the physical buttons don’t respond either. Please f” (3★, US)

8. Ship the most requested feature [Feature requests · 7 reviews · avg severity 1.9/3 · versions 7.1.8, 7.2.1]

Read the quotes below for the exact request; consider a public roadmap.

“I could not join back meetings when I did them – I just wanted to join back” (1★, US)

9. Fix notifications [Bugs · 5 reviews · avg severity 2.5/3 · versions 7.2.1, 7.2.0]

Check notification delivery and let users control frequency in settings.

“Unable to turn off useless push notifications – I'm getting a bunch of notifications when people join a meeting that I was invited to. They're very annoying and the app has no way to turn them off.” (1★, US)

10. Stop data / progress loss [Bugs · 5 reviews · avg severity 2.0/3 · versions 7.1.5, 7.2.1]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

“There’s a bug – It’s really good, but every time I try to write something, it gets deleted. This happened with other friends of mine, too. Please fix this bug” (2★, US)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.