

ZOOM AI 3.0 · ZOOM REALTY GROUP

ZOOM Pulse

Owner's Manual

ZOOM REALTY GROUP

Your assistant inside ZOOM AI. Ask it anything about your business, tell it what to do, and approve what it gets ready. Type to it, talk to it, or call it from your car.

ASK · APPROVE · TALK · HEY PULSE · CAR MODE · REPORTS · PULSE ON THE PHONE

READ THIS FIRST

Tell Pulse. Approve. Done.

Pulse is the assistant built into ZOOM AI. It knows your leads, your calendar, your deals, your Sphere and every screen in the app. You ask, it answers. You tell it what you need, it gets the work ready, and you say yes.

"Who should I call first today?" "Text Maria I am running 10 minutes late." "Take me to my calendar." "Where are we on 123 Main?" "Remind me to call the lender Thursday at 9." Pulse answers from your own records, opens the right screen, and does the work, always with your approval before anything reaches a client.

How this manual works

Read the Quick Start today. Then open this manual to the page you need: every task is short steps with a real ZOOM AI screen next to it. The people, numbers and addresses in the pictures are made up; your screen always shows your own real records.

Quick Start ONE PAGE	Your first three things to ask Pulse, in two minutes.
Part One MEET PULSE	Who has Pulse, where to find it, and the Pulse page.
Part Two ASK AND TELL	Typing to Pulse, what it knows, "take me to", approving its work, Undo, memory, playbooks and reports.
Part Three TALK TO PULSE	The voice screen, saying yes out loud, Hey Pulse, car mode, your day with Pulse and the talking limits.
Part Four ON THE PHONE	Calling the ZOOM Pulse number, your Pulse PIN, and the call after a listing appointment.
Part Five SETTINGS AND SAFETY	Pulse settings, the rules Pulse always follows, and your privacy.
The back REFERENCE	Pulse on your phone's screen, questions and fixes, and a one-page cheat sheet.

THE ONE RULE

Nothing reaches a client without your yes. Pulse gets texts, emails, appointments and documents ready and shows you every word. It sends only after you tap Approve or say a clear yes, and even then you have 10 seconds to stop it.

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QUICK START

Your first two minutes with Pulse.

Open ZOOM AI. On your dashboard, tap the blue **ZOOM Pulse** bar ("Ask anything, or tell Pulse what to do"), or tap the round Pulse button at the bottom right of any page.

TYPE IT

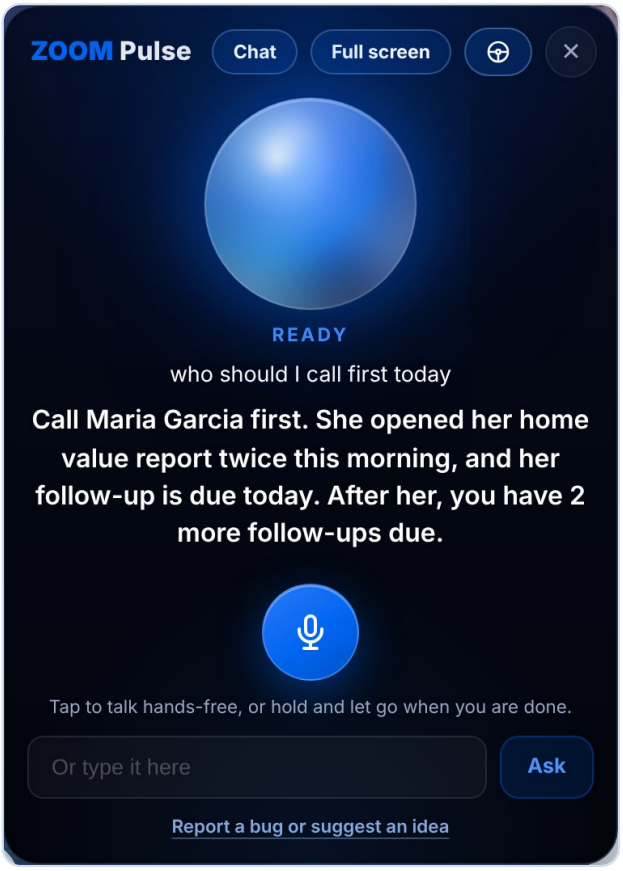
Three things to try

1. **Ask:** type `who should I call first today` and tap **Ask**.
2. **Go:** type `take me to my calendar`. Pulse opens it.
3. **Do:** type `remind me to call the lender Thursday at 9`, check the box Pulse shows you, and tap **Approve**.

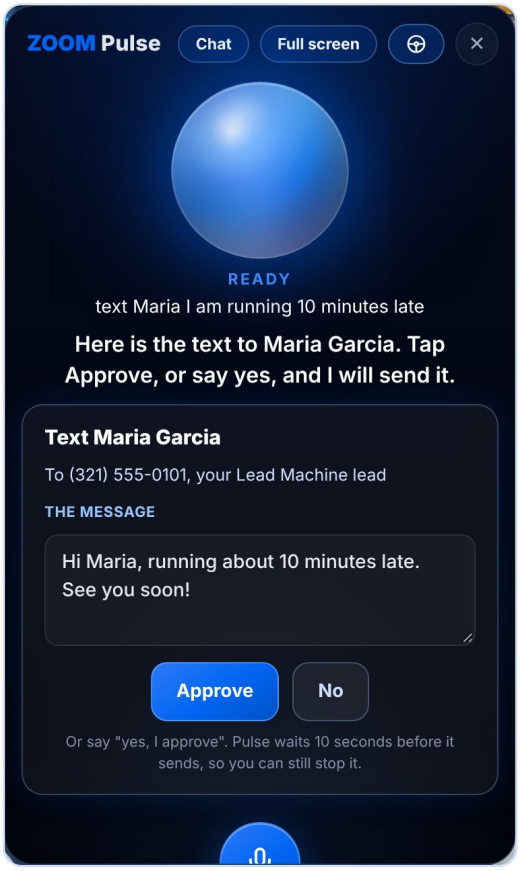
ELITE: SAY IT

Talk to Pulse

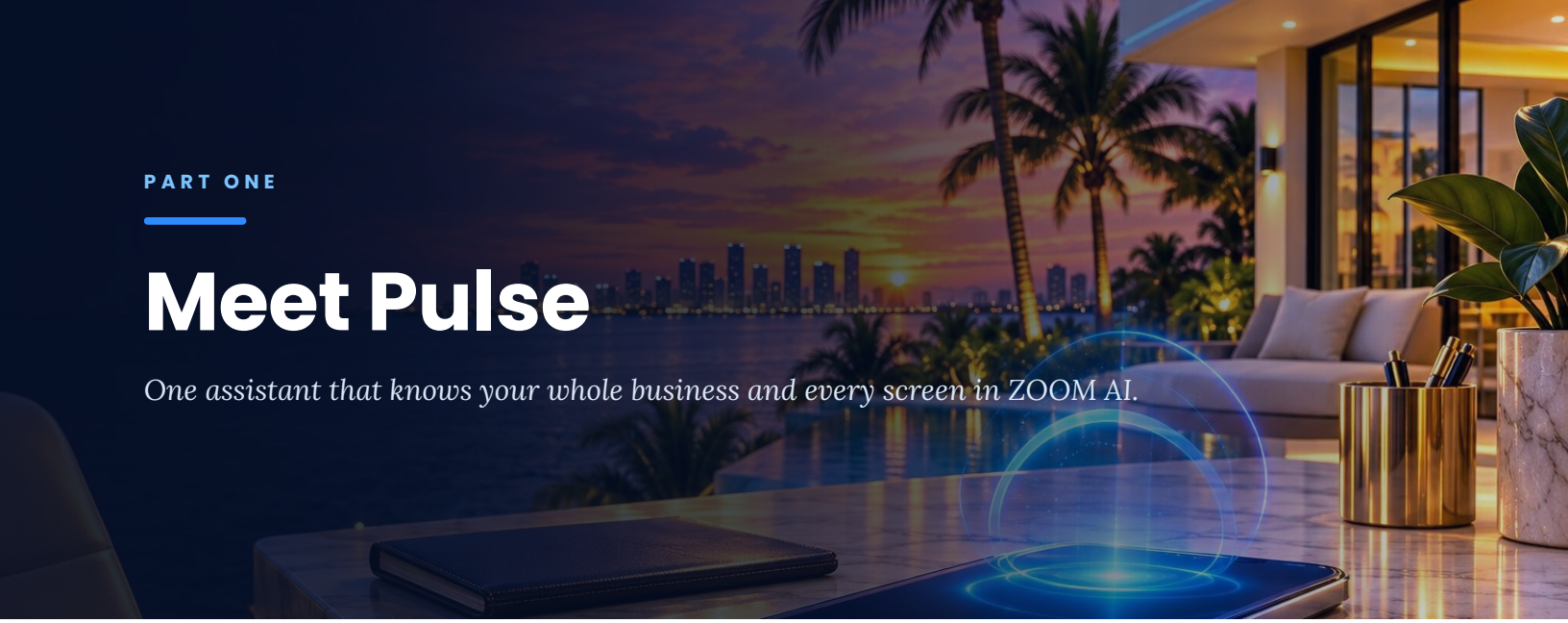
1. **Tap the microphone** and talk. Stop talking and Pulse answers out loud.
2. **Say yes** when Pulse reads something back to you, or tap Approve.
3. **Hands-free:** turn on Hey Pulse in Pulse settings, then just say `Hey Pulse`.



ASK Pulse answers from your own records



APPROVE You see every word first



PART ONE

Meet Pulse

One assistant that knows your whole business and every screen in ZOOM AI.

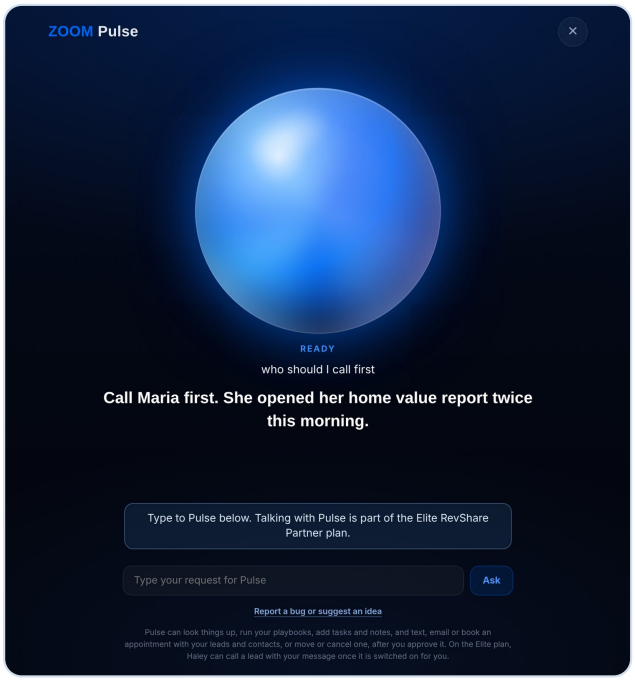
Who has Pulse

Pulse comes with the Partner and Elite RevShare Partner plans. What you can do depends on your plan:

YOUR PLAN	WHAT YOU GET
Partner	Pulse by typing: questions and answers, "take me to", the approval box for texts, emails, tasks and appointments, Undo, memory, the playbooks and reports, the morning roll call and Pulse's alerts to your phone.
Elite RevShare Partner	Everything Partners get, plus talking to Pulse: the microphone, the Pulse voice, Hey Pulse, car mode, Pulse speaking up for urgent things, the afternoon briefing, Pulse on the phone, the call after a listing appointment, video emails with your reports, and calls by Haley with your message.
Legacy	Pulse is not part of the Legacy plan. Pulse says so if you open it.

On the Partner plan you get the same Pulse screen, with typing. Where Elite agents see the microphone, Pulse says: "Type to Pulse below. Talking with Pulse is part of the Elite RevShare Partner plan."

Everything you can type works the same on both plans: questions, "take me to", the approval box, Undo and the reports.



PARTNER Pulse by typing

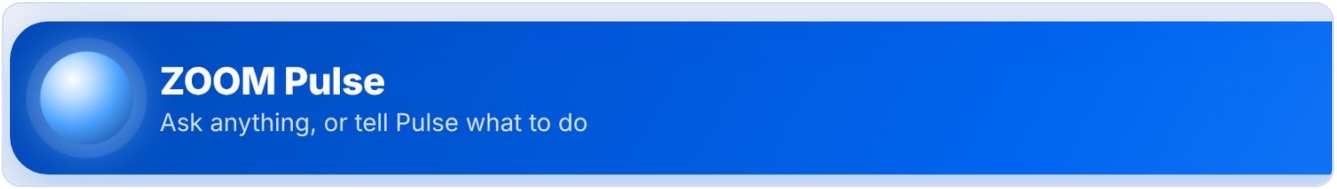
FOR THE OFFICE

ZOOM admins also see **Pulse log** and **Pulse admin** on the Pulse page: every agent's minutes, actions and calls, and a way to raise one agent's minutes. Agents never see those two buttons.

Where to find Pulse

Pulse is always one tap away. There are three ways in:

1. **The dashboard bar.** On your dashboard, under your greeting, the blue **ZOOM Pulse** bar. Tap it to ask. Elite agents also see **Talk** on the right side of the bar.
2. **The round button.** The round Pulse button at the bottom right of every page. One tap opens the small Pulse panel; the page behind stays where it was, so you can keep working.
3. **The Pulse page.** In the sidebar, **AI & Learning**, then **ZOOM Pulse**. Or just ask Pulse: "open the Pulse page".

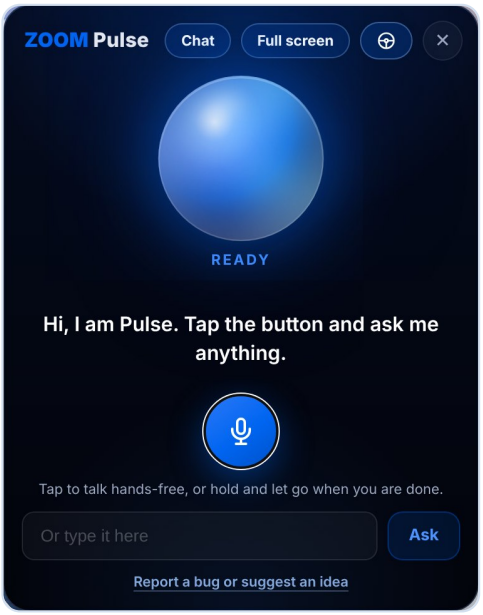


THE DASHBOARD The ZOOM Pulse bar under your greeting

The small panel sits at the bottom right, over the page you are on. At the top:

- **Chat** opens Pulse quick chat with its Commands, AI Coach and Feedback tabs.
- **Full screen** grows the panel into the full Pulse screen.
- The steering wheel turns on car mode (Elite, page **22**).
- The X closes Pulse. Tapping the round button again closes it too.

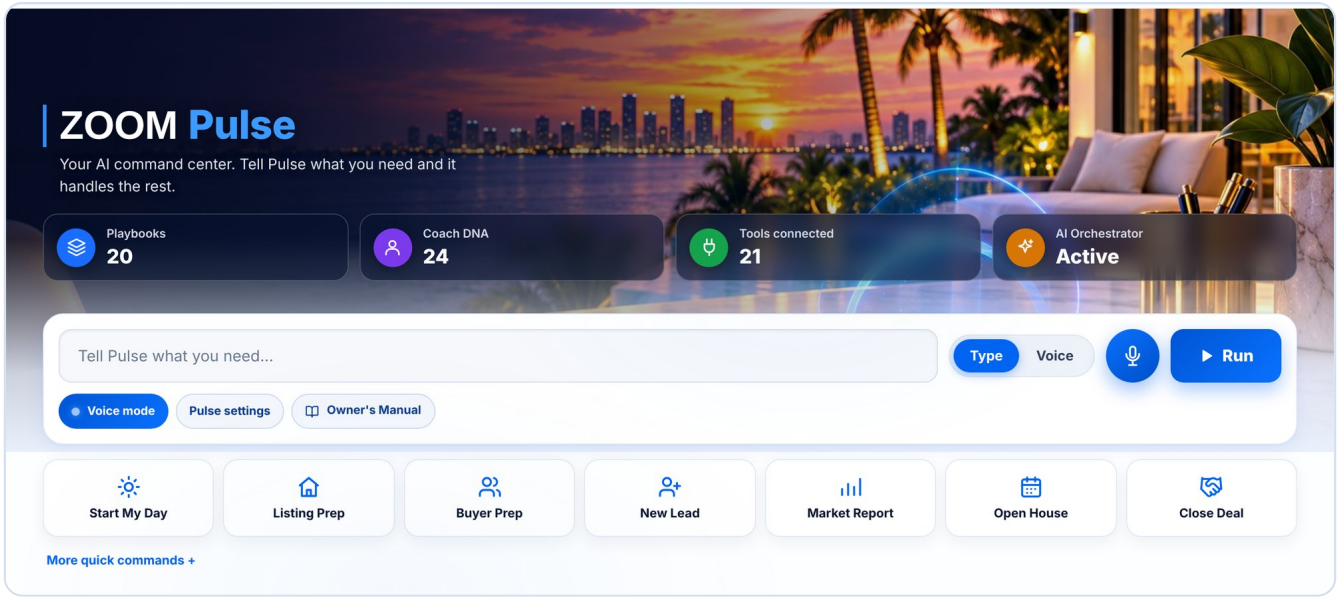
Under the orb: the microphone button (Elite), the **Or type it here** box with **Ask**, and **Report a bug or suggest an idea**, which goes straight to the ZOOM AI team.



THE SMALL PANEL Over any page

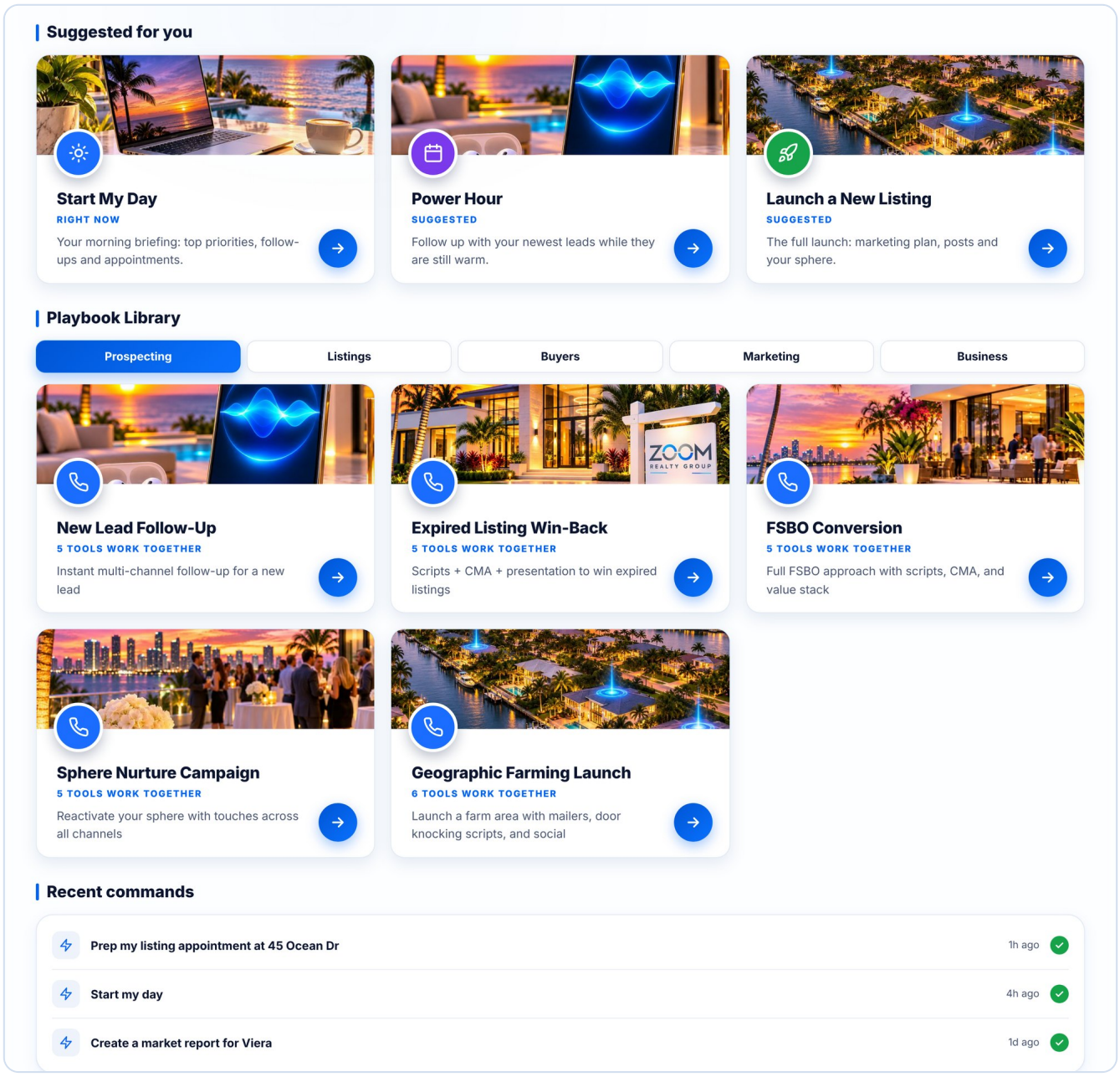
The Pulse page

Pulse's home: the command bar, your quick commands, suggestions for this time of day, the Playbook Library and your recent commands.



THE PULSE PAGE The command bar and quick commands

ON THE PAGE	WHAT IT DOES
Tell Pulse what you need	Type a question or a job and tap **Run** (or press Enter). The work shows right under the bar, step by step, then **Done** with **Run another command**.
Type, Voice and the microphone	Switch between typing and speaking your command on this bar.
Voice mode	Opens the full Pulse screen with the orb (page **18**).
Pulse settings	Hey Pulse, Pulse on the phone, quiet hours and your minutes (page **31**).
Owner's Manual	Opens this manual.
Quick commands	One tap: Start My Day, Listing Prep, Buyer Prep, New Lead, Market Report, Open House and Close Deal. **More quick commands** adds Weekly Content, Sphere Check-In, Market Report by Zip, Price Reduction, Expired Campaign, FSBO Outreach, Referral Ask, Social Media Week, Listing Pres Prep, Buyer Consult Prep, Quarterly Review, Database Cleanup and Recruiting Outreach.



LOWER ON THE PAGE Suggested for you, the Playbook Library and Recent commands

Suggested for you changes with the time of day: Start My Day and Power Hour in the morning, listing and lead follow-up at midday, Plan Tomorrow and social content later on. **The Playbook Library** has 20 playbooks in five tabs: Prospecting, Listings, Buyers, Marketing and Business. Tap the arrow on one to fill in its few boxes and run it. **Recent commands** lists what you asked lately; tap one to put it back in the bar.



PART TWO

Ask and Tell

Ask about anything in your business. Tell Pulse what to do. Approve it. Undo it if you change your mind.

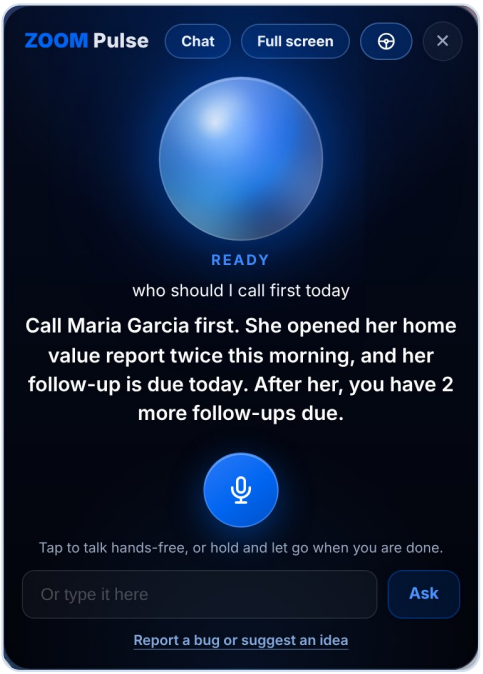
Ask Pulse a question

1. Open Pulse: the dashboard bar, the round button, or the Pulse page.
2. Type your question in plain words in **Or type it here**.
3. Tap **Ask** (or press Enter).

What you will see: your question in small letters under the orb, and Pulse's answer in big white letters under it. Elite agents also hear it in the Pulse voice.

Ask the way you would ask an assistant sitting next to you:

- "Who should I call first today?"
- "What is on my calendar tomorrow?"
- "Which of my leads opened their home value report?"
- "How is the market in 32940?"
- "How do I set up a funnel?"



AN ANSWER From your own records

LONGER QUESTIONS ON THE PULSE PAGE

A question typed on the Pulse page itself, like "which of my farms has the most homes, and do I have a task for it this week?", lets Pulse read more of your records for a fuller answer.

What Pulse knows

Pulse answers in this order, and tells you where an answer came from:

WHERE	WHAT PULSE USES
Your own records	Your calendar and appointments, Lead Machine leads, The Sphere, your deals and their deadlines, your calls and Haley's calls, your tasks and promises, your listing presentations and more of your screens. Numbers about your business only ever come from your records.
The ZOOM AI map	Every section of ZOOM AI: where it is, what it does and how to use it.
Coaching	Real estate know-how and the ZOOM Coach DNA, for scripts, objections and what to do next.
The market	Market figures ZOOM AI already has: the area numbers from your monthly Sphere Market Update and the figures for a zip code. Pulse never makes up a market number; when it does not have one, it says so.

REAL NUMBERS ONLY

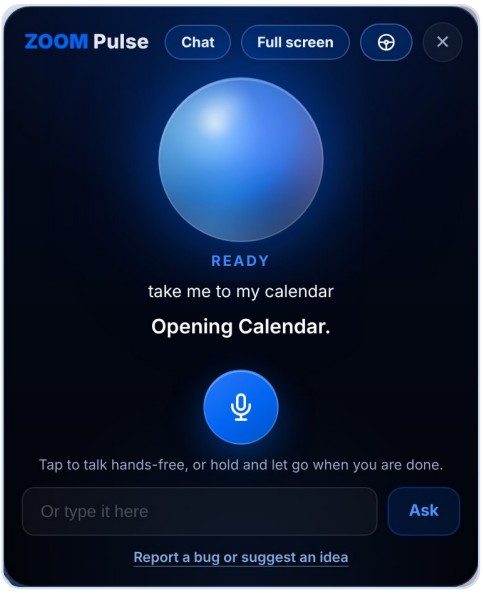
If a number is not in your records or in ZOOM AI's market data, Pulse does not guess. It tells you what it checked and where to look.

"Take me to" and "how do I"

1. Type or say **take me to my calendar**, **open The Sphere** or **go to my deals**.
2. Pulse says "Opening Calendar." and opens it.
3. Pulse shrinks to the small panel at the bottom right, so the page is right there in front of you.

Ask **how do I add a listing?** and Pulse walks you through the steps with the real button names, then asks "Want me to open Transactions?". Say or type yes and it opens.

Pulse only opens sections your plan includes. Ask for an Elite section on the Partner plan and Pulse tells you which plan has it instead.



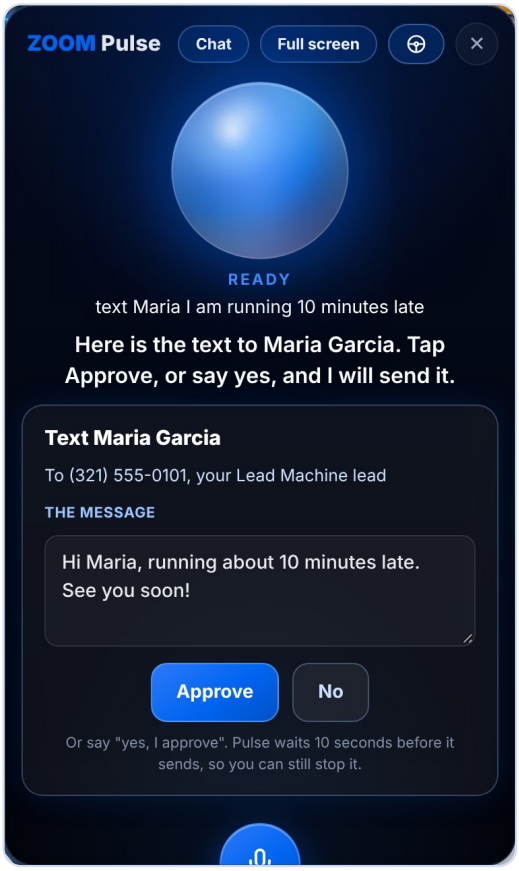
TAKE ME TO Pulse opens the page

OPEN A RECORD

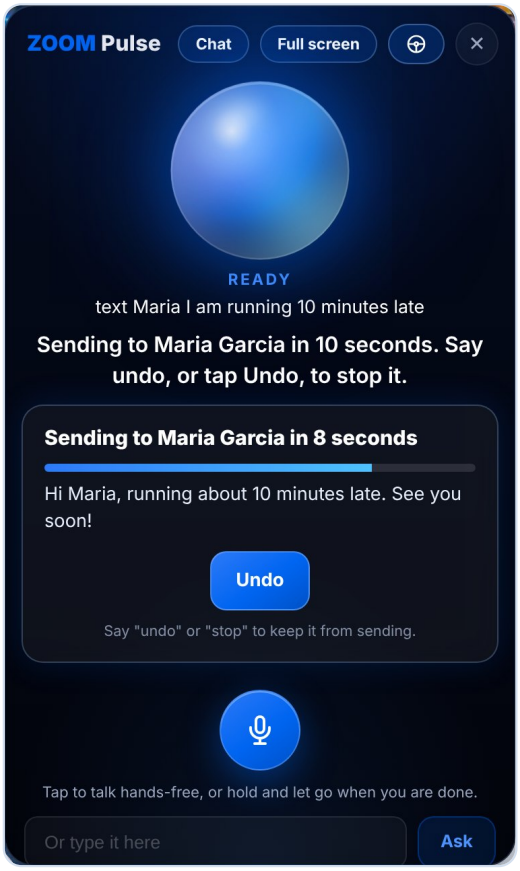
"Open Sarah's contact", "open the deal on 123 Main", "fill a form for 123 Main", "run a net sheet for 123 Main at 450", "role-play an angry FSBO with me": Pulse opens that screen, set up the way you asked. Nothing is saved or sent; you finish on the screen.

Pulse does the work: the approval box

When you tell Pulse to do something that reaches another person (a text, an email, an appointment, a post, a document to sign, a call), Pulse writes it and shows it to you first in an approval box.



THE APPROVAL BOX Who, the number, and every word



AFTER APPROVE 10 seconds to stop it

1. Say what you want: **text Maria I am running 10 minutes late**.
2. Read the box: who it goes to, the number or email, and the words. The words are in a box you can change; tap in and type.
3. Tap **Approve**, or say "yes, I approve". Tap **No** and nothing happens.
4. Pulse waits 10 seconds before it sends: "Sending to Maria Garcia in 10 seconds." Tap **Undo**, or say "undo" or "stop", and it never goes out.

Every send is checked again on ZOOM AI's servers at the moment it goes out: Do Not Contact, texting consent, the hours, and your daily text limit. If it cannot go, Pulse tells you why in plain words, for example: "It is 9:15 PM for Maria Garcia, outside texting hours (8 AM to 8:30 PM their time). Nothing was sent. Ask me again after 8 AM."

EMAILS

Emails go from your own email account connected to ZOOM AI. If it is not connected, the box says so and keeps your draft: connect it, or send from ZOOM AI instead.

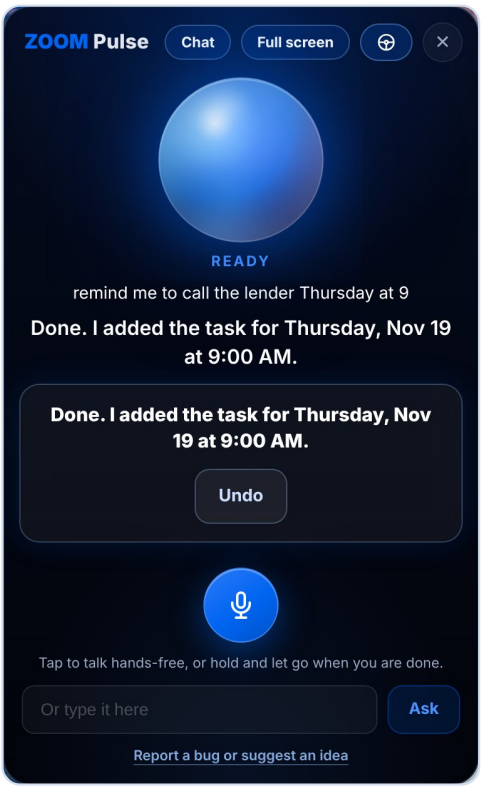
Inside jobs and Undo

Some jobs never leave ZOOM AI: a task, a note on a lead, a lead's stage, a checklist item on a deal, a new lead, a social post draft, a tag in The Sphere. Typed, they show the same approval box. After Approve, Pulse says **Done** and shows an **Undo** button.

Undo stays for 15 minutes. Tap it, or say "undo", and the job is taken back.

Elite, by voice: say these small inside jobs out loud and Pulse just does them, then tells you, with Undo for 15 minutes. No tap needed.

If a save fails, Pulse says "Could not save. Please try again." and nothing is kept halfway.



DONE Undo for 15 minutes

What you can tell Pulse to do

SAY OR TYPE	WHAT PULSE DOES
"Remind me to call the lender Thursday at 9"	A task on your list. Inside, with Undo. "I called the lender" checks it off.
"Note on Maria: wants a pool"	A note on her timeline. Inside, with Undo.

"Move Maria to hot"	Her stage in Lead Machine. Inside, with Undo.
"Add John Smith, 321 555 0142, buyer"	A new lead in Lead Machine. Haley does not call them and no texts start.
"Change Maria's phone to ..." / "Pause Haley for Maria"	Updates the lead, or pauses Haley's follow-up for that lead. Inside, with Undo.
"Add Maria to my dialer"	Puts her in your Dialing Queue. Elite: "start a power hour".
"Text Maria ..." / "Email Maria ..."	The approval box, then 10 seconds to stop it.
"Book a showing with Maria Friday at 2"	An appointment on your calendar, sent to her after you approve. "Move my 2 o'clock to 4" and "cancel my listing appointment Friday" work the same way.
"Post on social: just listed 123 Main"	A post draft, or a post to your own connected business page after Approve and a 10 second undo.
"Remember I don't work Sundays"	Pulse remembers it (page **15**).
"Start a video meeting"	A ZOOM Meetings room, with Join and the guest link to copy.
"Haley, call John Smith and tell him ..."	Elite, when the office has turned Haley's calls on for Pulse: Pulse reads back who Haley will call (the name and the last four digits) and every word she will say. A plain "yes" is not enough: say "yes, call them" or tap Approve. For leads who agreed to calls only, never another agent, 30 a month.

Your deals with Pulse

Pulse works your deal files like a transaction coordinator. Every morning it checks every open deal and works out the deadlines, then gets the messages ready for your yes.

- **"Where are we on 123 Main?"** The closing date and days left, the open deadlines (past due first), what is out for signature and who still has to sign, and the checklist. Short at your desk, every detail in car mode.
- **Deal messages:** client reminders before a deadline, document requests and status updates are written from the deal's own file and wait in an approval box on the deal. A past due deadline is never put in a client's text.
- **"Send the buyer a status update on 123 Main"** (Elite, by voice): Pulse writes it from the file and shows it for your yes. Only to your own client, the lender or title.
- **"Extend the closing on 123 Main to October 30"**: Pulse fills the extension from your forms, and after your yes, sends it for signature with ZOOM Sign. A signature or a contract date needs "yes, send it" or a tap.

- **"Add the lender John Smith from ABC Mortgage to 123 Main"**: adds a person to the deal. Nobody is contacted.
- **"I took a listing at 45 Oak Ave"** or **"start a lease deal for a tenant"**: Pulse fills the new listing or deal form for you to finish.

ALWAYS SEND THESE

Elite: after you approve the same kind of deal message 5 times in 30 days without changing a word, Pulse offers to always send that kind. Say yes and it queues them with 15 minutes on the approval box, up to 3 a day, never a first message to someone new. Each one is checked again every 90 days. "Stop always doing that" turns one off, and Pulse settings lists them with a Stop button.

Remember and forget

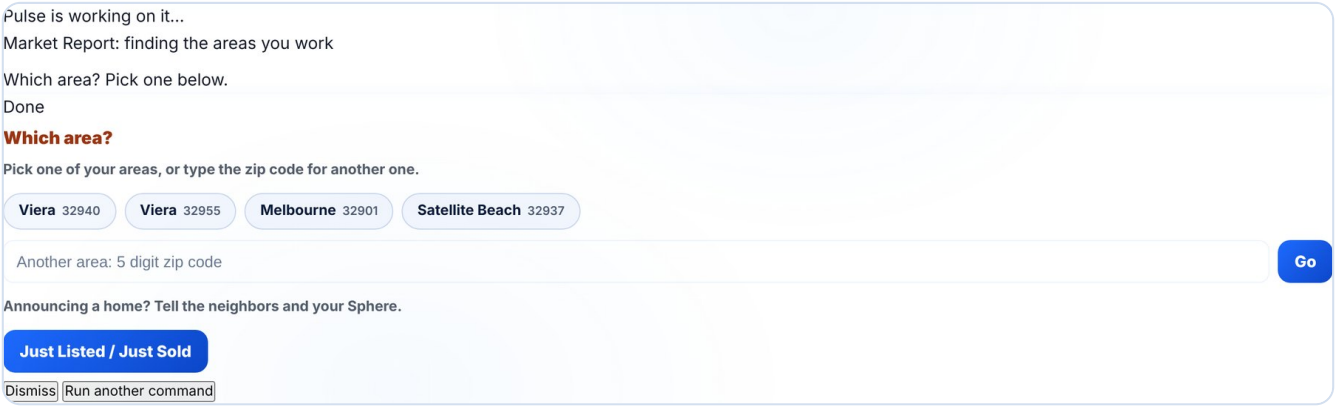
Pulse remembers only what you ask it to remember, and never saves a memory without showing you.

- **"Remember I don't work Sundays."** "My goal is 24 closings this year, remember that." Pulse shows it in a box you can fix, with Undo.
- **"What do you know about me?"** Pulse reads back what it remembers.
- **"Forget that."** Gone.

Pulse also keeps a short note of your last few talks, so it can pick up where you left off.

Playbooks and reports

The quick commands and the Playbook Library run whole jobs for you. Each one asks only what it does not know, uses real numbers only, and ends with something you can send.

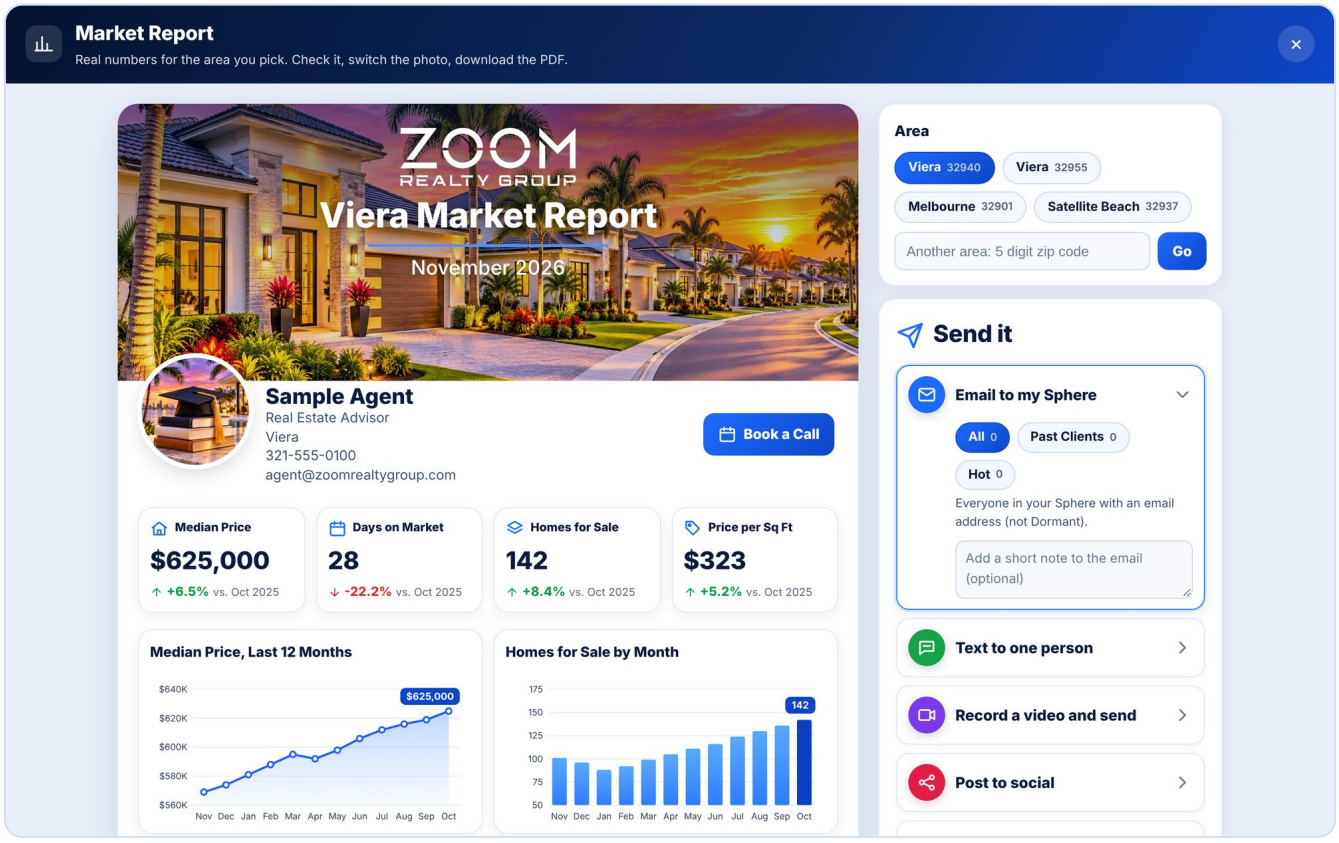


MARKET REPORT Which area? Your own areas, one tap each

1. On the Pulse page tap **Market Report**, or ask "create a market report for Viera".
2. Pick the area: the buttons are the areas you work (your farms, the zip codes in your Sphere, your listings), or type a 5 digit zip code and tap **Go**.

3. The report opens: your photo, name and contact, the area photo, Median Price, Days on Market, Homes for Sale and Price per Sq Ft against last year, and the 12 month charts. Every figure comes from the market data ZOOM AI uses, and the source is kept with the report.

4. Use **Send it** on the right.

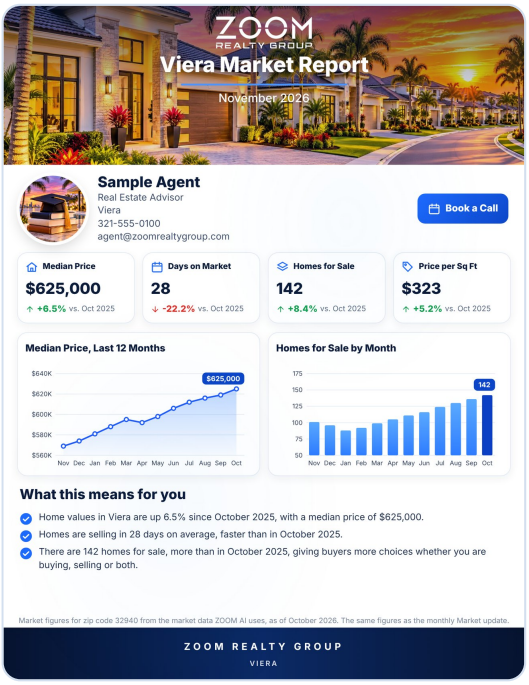


THE REPORT Real numbers, your brand, and Send it

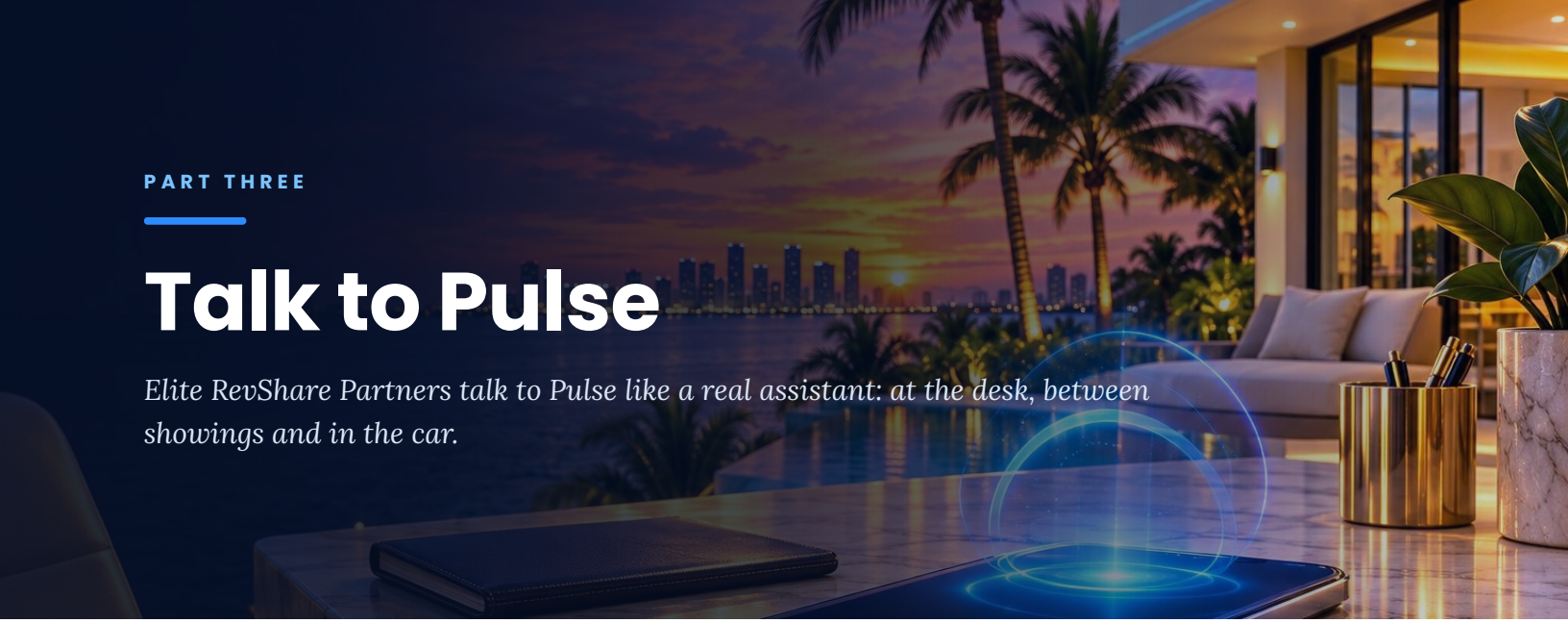
SEND IT	WHAT HAPPENS
Email to my Sphere	Pick All, Past Clients, Hot or a tag, add a short note, check the preview, send. It goes from your own email with an unsubscribe line.
Text to one person	The link to the report, to one person, after your yes.
Record a video and send	Elite: a teleprompter with a script written from the report's own numbers. Record on your phone or computer; the email shows your video with a play button.
Post to social	A post with the report.
Download the PDF	The same report as a one page PDF.

Your client opens a page on zoomai.app with the numbers, the charts and two buttons: "What's my home worth?" and "Book a call". When they open it, watch your video or tap a button, Pulse tells you, and it shows on their Sphere timeline.

The other playbooks work the same way: **Start My Day**, **New Lead**, **Just Listed and Just Sold**, **Sphere Check-In**, **Referral Ask**, **Open House**, **Close Deal**, **Weekly Content**, **Database Cleanup**, **Quarterly Review**, **Expired and FSBO**, **Recruiting Outreach**, **Buyer Prep**, **Price Review** and **Listing Prep**. Each shows you a preview, and nothing goes out until you tap send.



THE PDF One page, ready to print



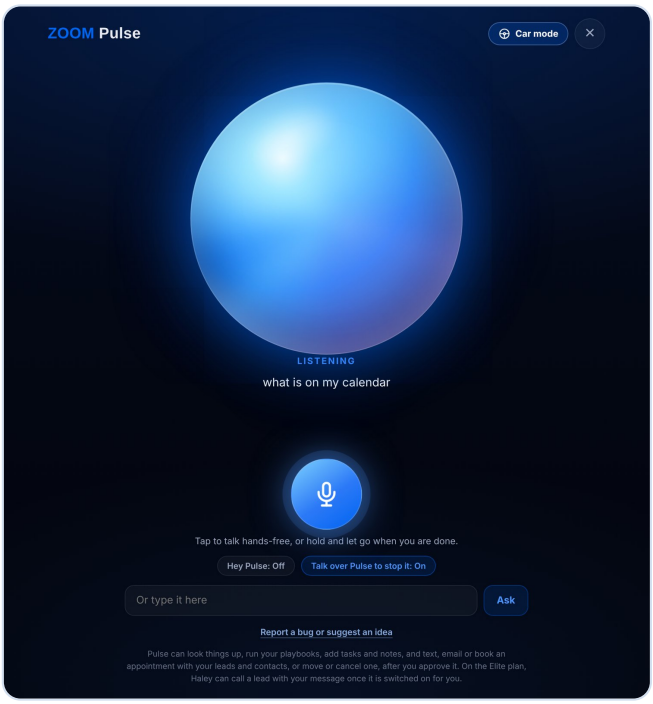
PART THREE

Talk to Pulse

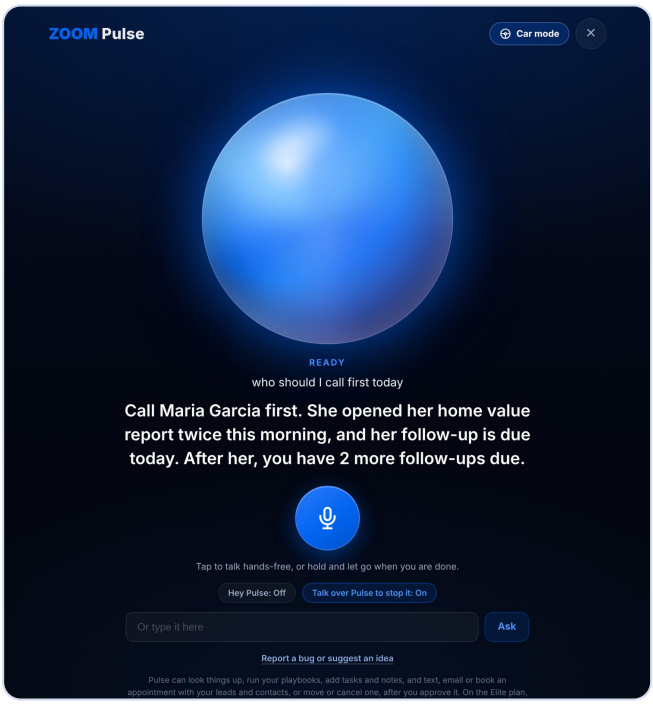
Elite RevShare Partners talk to Pulse like a real assistant: at the desk, between showings and in the car.

The voice screen

Open it with **Talk** on the dashboard bar, **Voice mode** on the Pulse page, or **Full screen** on the small panel.



LISTENING Your words show as you talk



THE ANSWER Out loud, and on the screen

ON THE SCREEN	WHAT IT MEANS
The orb	Ready, Listening, Thinking or Speaking, written under it. It glows when Pulse wants your attention.
The microphone button	**Tap** to talk hands-free: Pulse stops listening by itself when you stop talking. **Hold** it and let go when you are done.
Hey Pulse: On / Off	Listen for "Hey Pulse" while this screen is open (page **19**).

Talk over Pulse to stop it	On: start talking while Pulse is speaking and it stops and listens. Off: only the button stops it.
Car mode	Everything out loud, big and simple (page **22**).
Or type it here	You can always type instead.

A real conversation

Once you start talking, Pulse keeps listening between turns, so you can go back and forth: "What does my day look like?" "Text her that I will call at ten." "Yes." Pulse remembers what was said a minute ago. After 60 quiet seconds the microphone goes to sleep; tap it to start again. Say "goodbye" or tap **End conversation** to finish.

At your desk Pulse keeps it short and puts the details on the screen. Say **walk me through it** and it reads you everything. In car mode it always does.

Saying yes out loud

When Pulse reads you an approval box, you can answer by voice instead of tapping:

- **A clear yes counts** ("yes", "yes, I approve", "send it") when it comes within 8 seconds of Pulse reading the box, and only when one voice is in the room. Anything unclear and Pulse asks again or waits for a tap.
- **A document to sign or a contract date** needs "yes, send it" or a tap.
- **A call by Haley** needs "yes, call them", "yes, send it" or "I approve", after Pulse reads every word she will say.
- **"No"** drops it. **"Stop"** or **"undo"** in the 10 seconds after holds it.

Pulse writes down how each job was approved (tap or voice) in its action log.

Hey Pulse

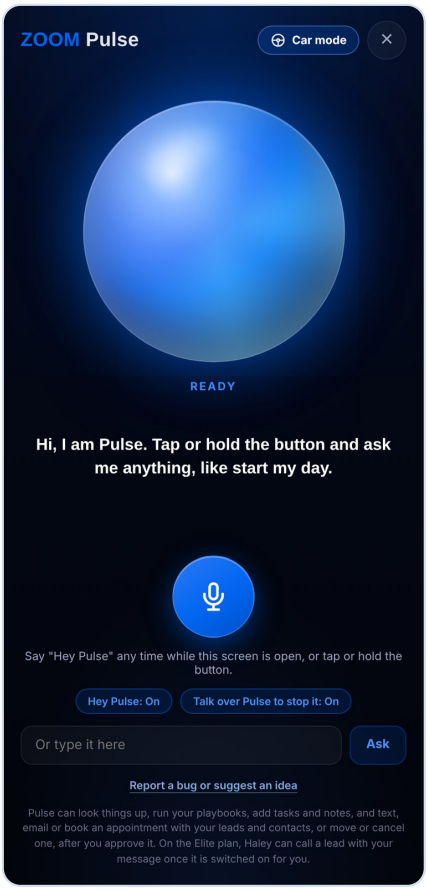
Like the assistant on your phone: say "Hey Pulse" and Pulse wakes up, with no button to press.

Turn it on

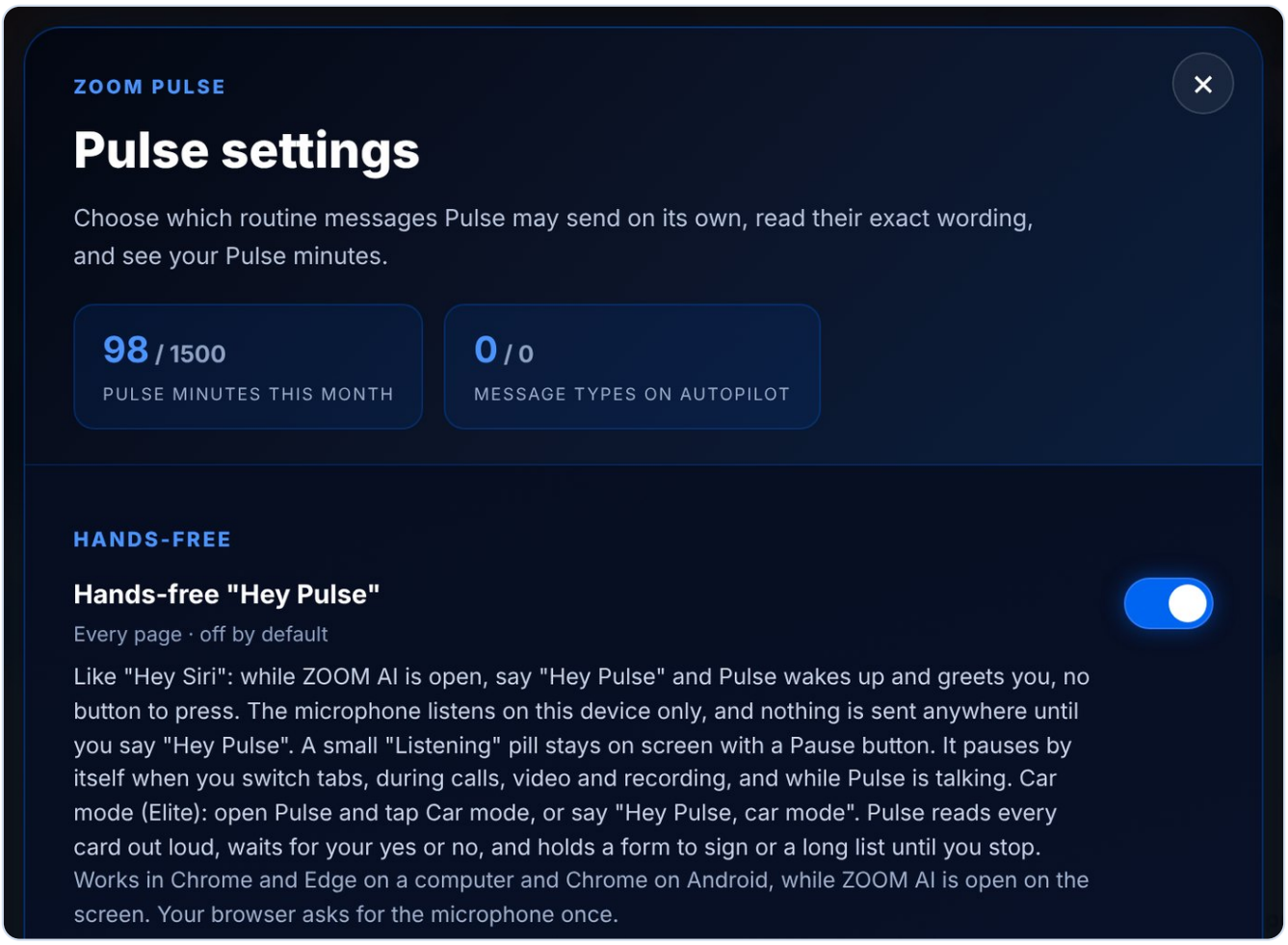
1. Open the Pulse page and tap **Pulse settings**.
2. Under **Hands-free**, turn on **Hands-free "Hey Pulse"**. It is off until you turn it on.
3. Your browser asks for the microphone once. Tap **Allow**.
4. The first time takes about a minute while Pulse gets the wake word ready.

Use it

1. Say **Hey Pulse**. A short tone, and Pulse is listening.
2. Say what you need. You can say it in one breath: **Hey Pulse, who should I call first**.
3. After Pulse asks you a question, just answer; no wake word needed.



HEY PULSE: ON Say it any time



PULSE SETTINGS Your minutes and Hands-free "Hey Pulse"

- **Where it works:** Chrome and Edge on a computer, and Chrome on Android, while ZOOM AI is open on the screen. With Hands-free on, it works on every page; a small "Listening" pill stays on screen with a Pause button.
- **Not on iPhone or iPad.** Safari stops a web page's microphone whenever the screen dims, you switch apps or a call comes in. Tap the Pulse button to talk instead; car mode keeps listening while it is open. Or call Pulse on the phone (Part Four).
- **It pauses by itself** when you switch tabs, during calls, video and recording, and while Pulse is talking.
- **On your device only.** Until it hears "Hey Pulse", nothing you say leaves your phone or computer.
- **False wakes:** if it wakes twice in a minute with nothing said after, Hey Pulse rests for 5 minutes. Some voices come through as "hey Paul"; Pulse answers to that too.

Car mode

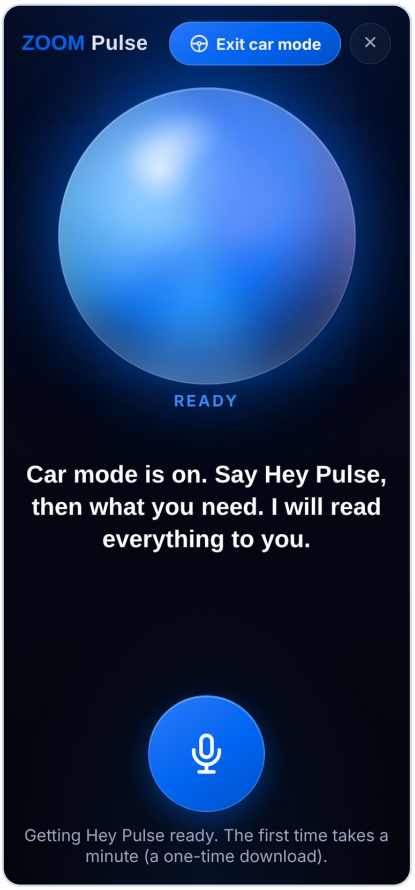
For driving: big, simple and all out loud.

1. Open Pulse and tap **Car mode** (the steering wheel), or say **Hey Pulse, car mode**.
2. Pulse says "Car mode is on. Say Hey Pulse, then what you need. I will read everything to you."
3. Talk. Pulse reads every answer and every approval box out loud, word for word, and waits for your yes or no.
4. Tap **Exit car mode** when you park.

In car mode Pulse keeps the screen still: a page you asked for, a form to sign or a long list waits until you stop. Car mode keeps listening while it is open, also on iPhone.

SAFETY FIRST

Set Pulse up before you drive. Never read or tap the screen while driving; in the car, calling Pulse on the phone (Part Four) works with the screen locked.



CAR MODE On your phone

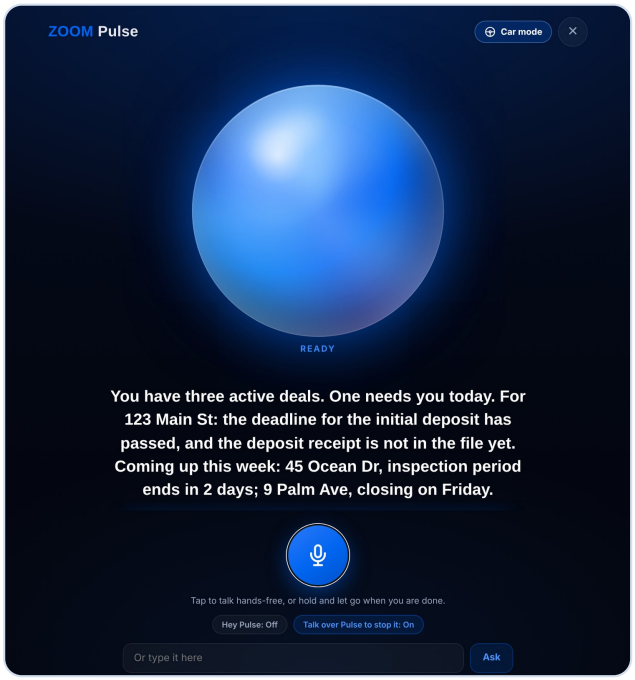
Your day with Pulse

The first open of the day

The first time you open ZOOM AI each day, Pulse greets you by name and time of day ("Good morning, Alex, how can I assist you?") and gives you the roll call: deals that need you today, signatures back, approval boxes waiting, and what is coming up this week. Tap **Read it to me** to hear it. On Mondays it adds the hours Pulse saved you last week.

The afternoon briefing (Elite)

Once a day, at the time you pick (1:30 PM unless you change it), Pulse tells you what it did, what waits on your yes and what is due.

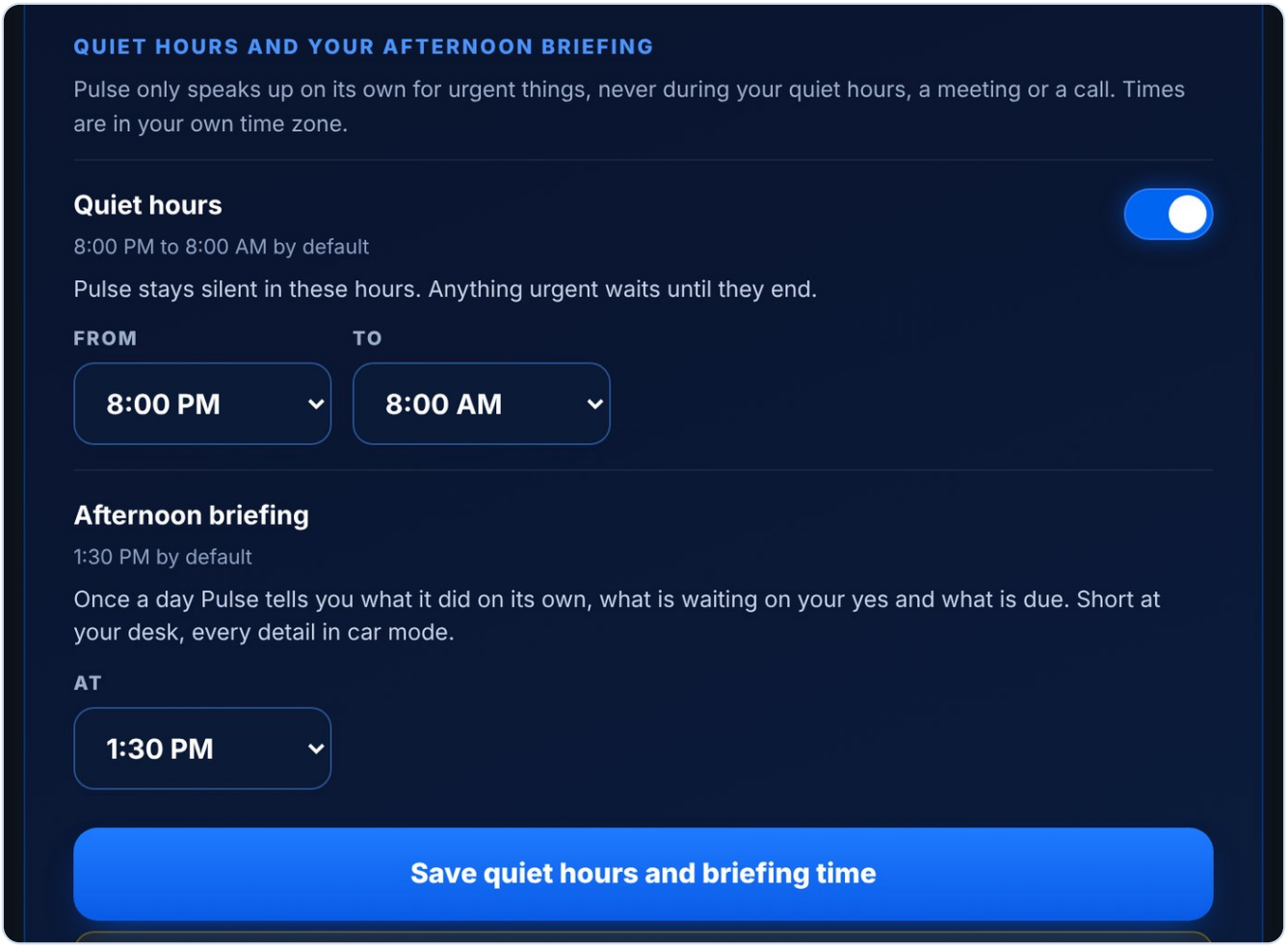


THE ROLL CALL Your deals at a glance

Pulse speaks up (Elite)

Pulse speaks on its own only for urgent things: a deadline passed or due today or tomorrow with its proof missing, a signer who declined or a signature that expired, a lead who just got back to you, a client who just booked, a report or video opened a second time, or an appointment in 15 minutes not confirmed. A chime, the orb glows, one sentence. Each thing is said once.

Never in your quiet hours (8 PM to 8 AM unless you change them), during an appointment, a ZOOM Meetings room, a call, the dialer or a recording.



PULSE SETTINGS Quiet hours and your afternoon briefing

Texts from Pulse

For something critical, like a missed deadline or a signature declined or expired, Pulse sends one text to your cell, signed ZOOM Pulse, between 8:00 AM and 8:30 PM only. Elite: when an approval box on your deal has waited on your yes for over a day, Pulse texts you once with the link to the deal, and if it still waits 20 hours later, Pulse calls you once between noon and 5 PM, Monday to Saturday, only to tell you.

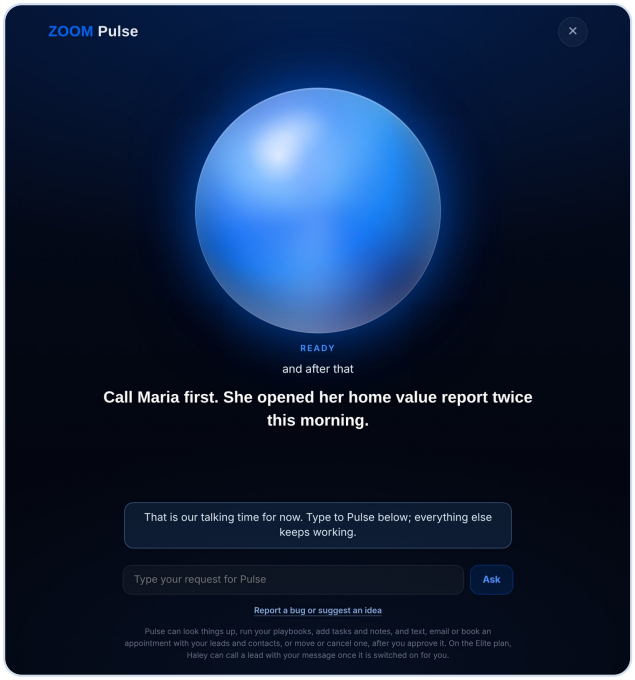
Minutes and talking limits

Pulse counts your use on ZOOM AI's servers, so it is the same on every device.

LIMIT	PARTNER	ELITE REVSHARE PARTNER
Pulse minutes a day	60	150
Pulse minutes a month	500	1,500

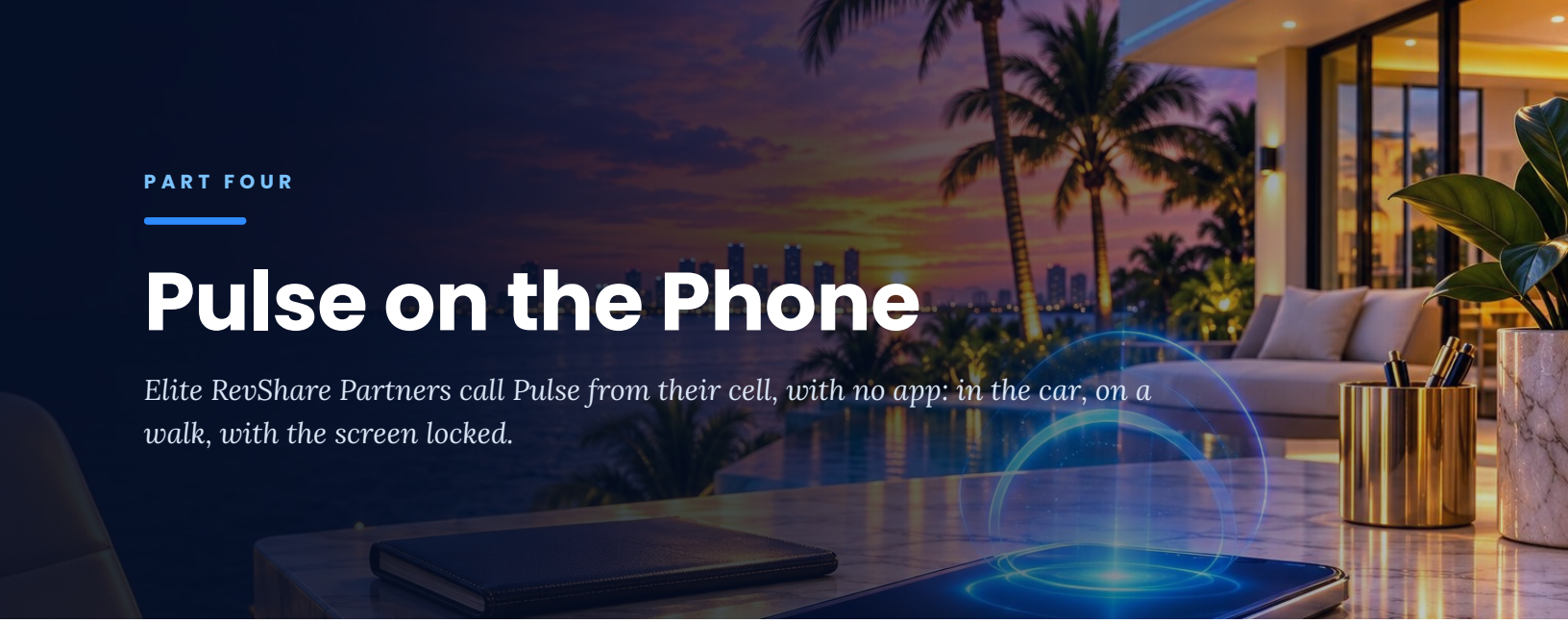
Talking with Pulse	Typing only	30 minutes a day and 450 a month, the app and the phone together

- Your Pulse minutes this month show at the top of Pulse settings.
- Talking time counts only while Pulse is listening or talking. The microphone sleeps after 60 quiet seconds, so an open laptop does not use your minutes.
- At 80 percent of the day or the month, Pulse tells you once.
- At the limit Pulse says it in one polite sentence and you keep typing: "That is our talking time for now. Type to Pulse below; everything else keeps working."
- One voice session at a time: talking to Pulse on a second device ends the first.
- Minutes start over each day and on the 1st of each month. Nothing carries over.



AT THE TALKING LIMIT Typing keeps working

Partners type to Pulse (page **5**).



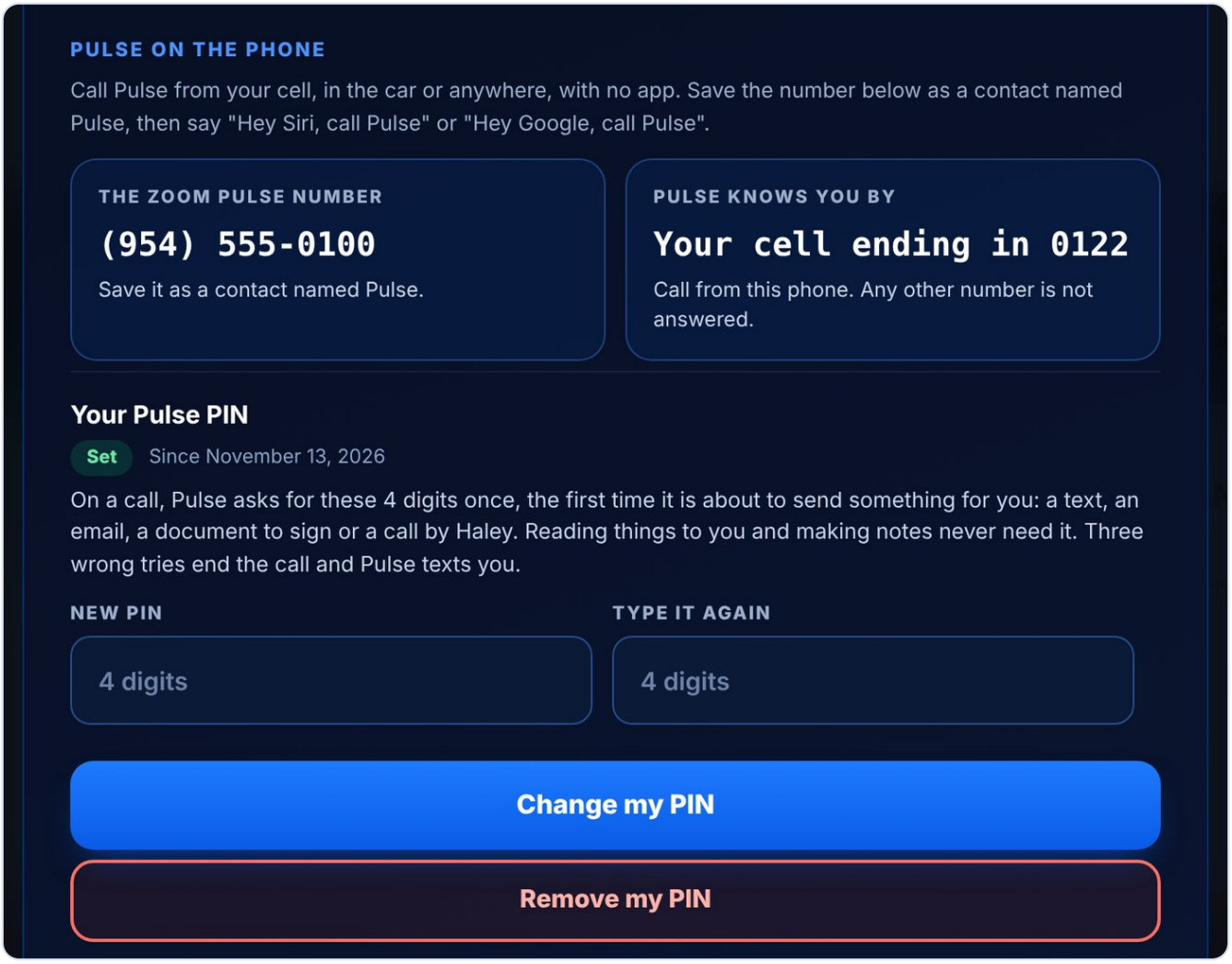
PART FOUR

Pulse on the Phone

Elite RevShare Partners call Pulse from their cell, with no app: in the car, on a walk, with the screen locked.

Set it up once

1. On the Pulse page tap **Pulse settings** and find **Pulse on the phone**.
2. **The ZOOM Pulse number:** save it in your phone as a contact named **Pulse**. Then you can ask your phone's voice assistant to "call Pulse", even in the car on Bluetooth.
3. **Pulse knows you by** your cell ending in the four digits shown. Call from that phone. Any other number is not answered. If it is not your cell, ask the office to update it.
4. **Your Pulse PIN:** type 4 digits in **New PIN** and again in **Type it again**, then tap **Save my PIN**. Easy PINs (4 digits in a row or all the same) are refused.



PULSE SETTINGS Pulse on the phone, and your Pulse PIN

Your PIN is kept only in a locked, scrambled form on ZOOM AI's servers; nobody can read it back, not even the office. To change it, type a new one and tap **Change my PIN**. **Remove my PIN** stops Pulse from sending anything from a phone call until you set a new one.

Call Pulse

There is no screen for a phone call, so here is the call, step by step:

1	YOU	Call the ZOOM Pulse number from your cell ("call Pulse").
2	PULSE	Greets you by your first name in the Pulse voice. It is the same Pulse as in the app, with full spoken answers.
3	YOU	Talk: **"What is on my day?"** "Where are we on 123 Main?" "Remind me to call the lender at 4." You can talk over Pulse to stop it.
4	PULSE	Answers, makes notes and reminders, and gets texts and emails ready. Before anything goes out, it reads it back word for word: **"Before I send it, please say or key your 4-digit Pulse PIN."**
5	YOU	Key or say your PIN (once per call), then say **"yes, send it"** after the last word.
6	PULSE	**"It goes out in 10 seconds. Say stop to hold it."**
7	THE END	Say "goodbye", or just stop talking: after 20 quiet seconds Pulse asks "How can I help?", and after 20 more it says goodbye and hangs up. A call is never longer than 30 minutes.

A call to the ZOOM Pulse number

- **Every second of a call counts** against your talking limits (page **24**). At the limit Pulse ends the call politely.
- **On a call Pulse reads, notes and sends.** Something that needs a screen (opening a page, filling a form) is saved for you to finish in ZOOM AI: "That one is saved on the screen, so please do it in ZOOM AI when you are back at the app."
- **Calling from another number**, or calling on the Partner plan: one polite line, then the call ends.

Your Pulse PIN on a call

Caller ID can be faked. Your PIN makes sure only you can send as you.

ON A CALL	PIN NEEDED?
Reading you your day, a deal, a lead	No.
A note or a reminder	No.

A text, an email, a document to sign, a call by Haley	Yes, once per call, the first time Pulse is about to send something.

THREE WRONG TRIES

After 3 wrong PINs Pulse ends the call to keep your account safe, sends nothing, and texts you: "someone called Pulse from your cell and gave the wrong PIN 3 times". If that was not you, change your PIN in Pulse settings. No PIN set yet? Pulse can still read to you and make notes, but sends nothing from the call.

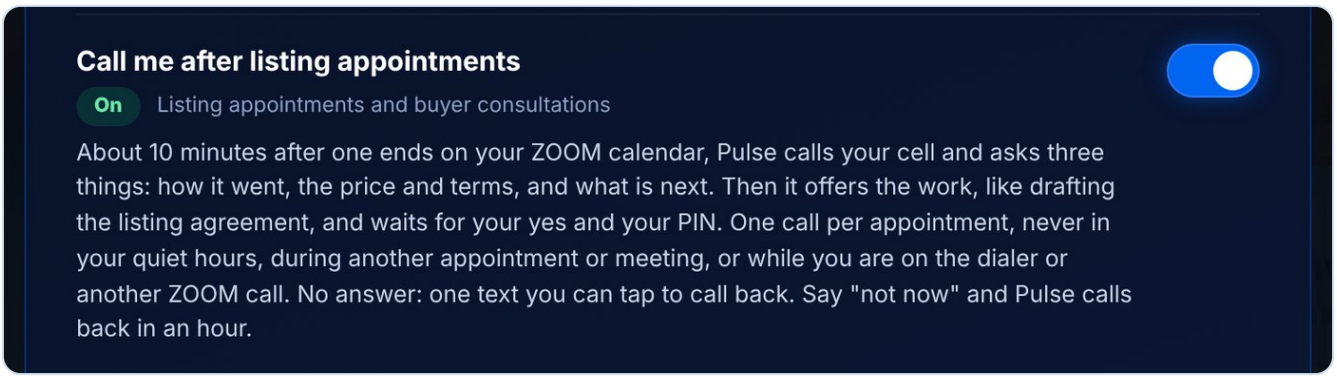
The call after a listing appointment

Pulse calls you about 10 minutes after a listing appointment or a buyer consultation on your ZOOM calendar ends, while it is all fresh.

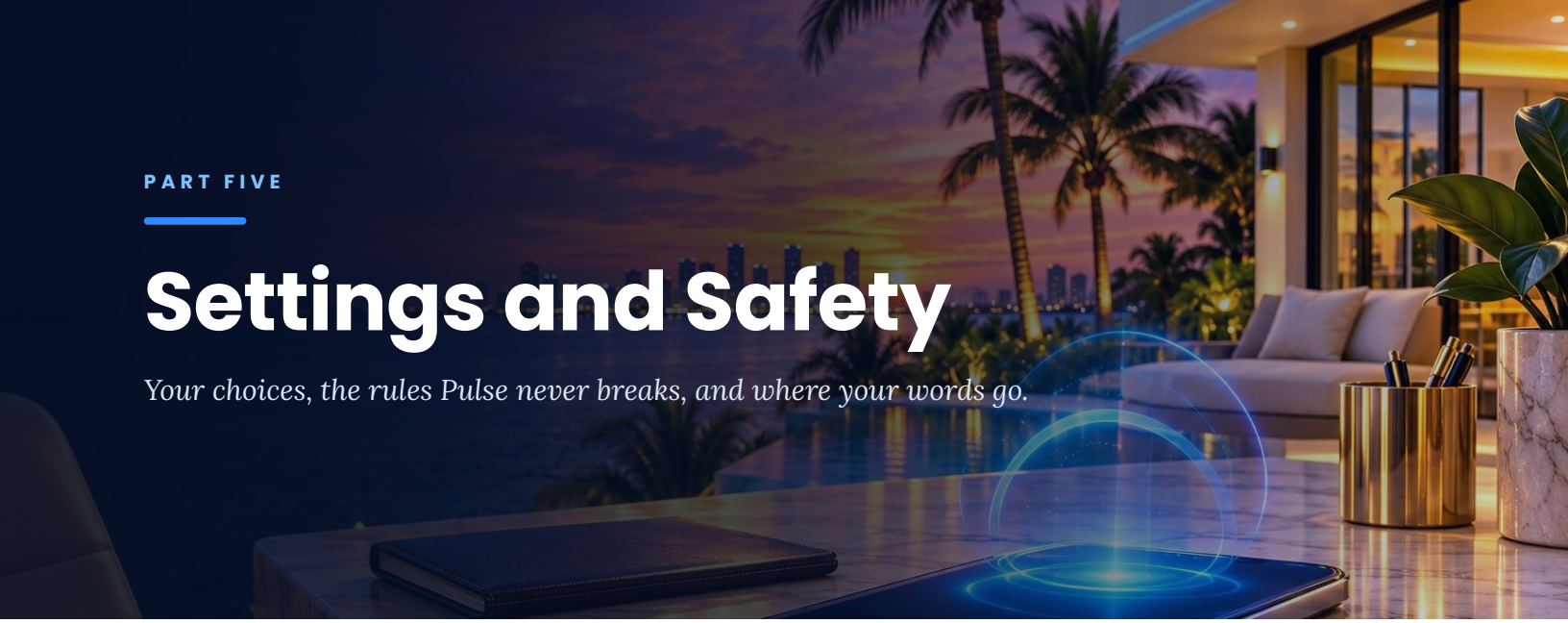
1	PULSE CALLS	From the ZOOM Pulse number: **"Hi Alex, it is Pulse. How did the listing appointment with Mark and Lisa Smith go?"**
2	YOU	Tell it how it went.
3	PULSE	**"What price and terms did you talk about?"** (for a buyer: the price range and terms they are looking at), then what is next.
4	YOU	Answer the two questions.
5	PULSE	Saves your debrief as a note and offers the next piece of work, like drafting the listing agreement, then waits for your yes and your PIN.

The call after a listing appointment or buyer consultation

- **"Not now, call me in an hour"**: Pulse calls back once, an hour later.
- **No answer:** no voicemail is left. You get one text signed ZOOM Pulse with the number to call back and give the debrief. Call Pulse within 24 hours and it offers to take it then.
- **Never** after showings or other meetings, never in your quiet hours, during another appointment, a ZOOM Meetings room, the dialer or another call, never at your talking limit, and never more than one call per appointment.



PULSE SETTINGS Call me after listing appointments: on unless you turn it off



PART FIVE

Settings and Safety

Your choices, the rules Pulse never breaks, and where your words go.

Pulse settings

On the Pulse page tap **Pulse settings**. Each switch saves the moment you tap it. If a save fails, it says "Could not save. Please try again." and the switch goes back.

SECTION	WHAT IT DOES
Pulse minutes this month	Your minutes used and your monthly amount.
Hands-free	Hands-free "Hey Pulse" on every page (page **19**).
Pulse on the phone	Elite: the ZOOM Pulse number, the cell Pulse knows you by, your Pulse PIN, and Call me after listing appointments (Part Four).
Quiet hours and your afternoon briefing	Elite: quiet hours on or off, From and To, and the time of your afternoon briefing, all in your own time zone. Tap **Save quiet hours and briefing time**.
What Pulse always sends	Elite: each kind of deal message you told Pulse to always send, how many it sent, when it is checked again, and a big Stop button.
Autopilot	Your choices for routine messages, each with its exact wording under See the wording. Sending on autopilot is not switched on: the screen says so, and Pulse asks you before every message.
Never on autopilot	Signatures, always. And the rules every message follows.

The rules Pulse always follows

EVERY TIME, ON ZOOM AI'S SERVERS

- Nothing reaches another person without your Approve or a clear yes, and a 10 second window to stop it.
- The company Do Not Contact list, texting consent and the national registry rules, the same as the rest of ZOOM AI.
- Texts and calls only 8 AM to 8:30 PM, and emails 7 AM to 9 PM, in the other person's time zone.
- Your daily text limit.
- Only your own leads, contacts and deals. Never a former ZOOM agent.
- Numbers about your business come only from your records. Market numbers come only from ZOOM AI's market data.

Pulse also checks your plan before anything paid, like the voice or a video, and the office can switch any kind of Pulse job off for everyone.

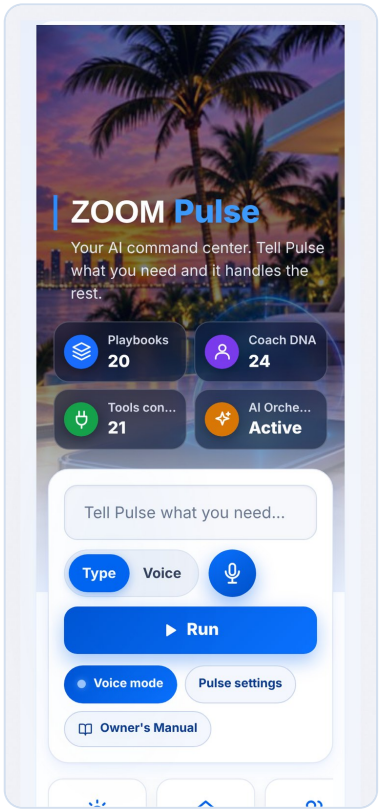
Your privacy

- **Saved on ZOOM AI's servers.** Your settings, memories, approvals and the action log are saved on ZOOM AI's servers, never only in your browser, so clearing your browser loses nothing.
- **Hey Pulse listens on your device.** Nothing you say leaves your phone or computer until it hears "Hey Pulse".
- **Pulse remembers only what you ask it to.** "What do you know about me?" shows it; "forget that" removes it.
- **Your Pulse PIN** is never stored as digits and never said back to you.
- **Only you.** Pulse reads and acts on your own records only.

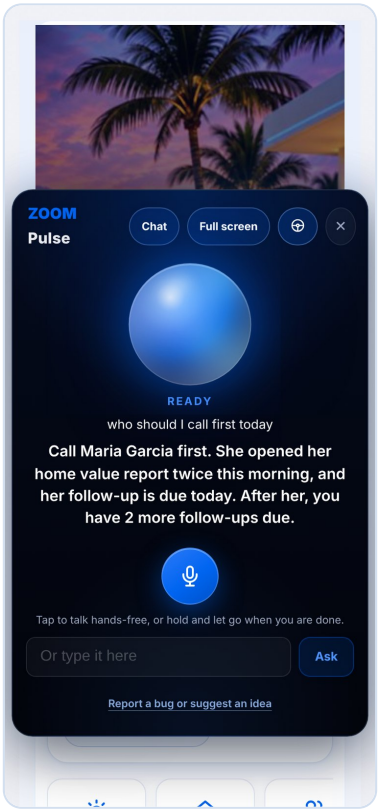
REFERENCE

Pulse on your phone's screen

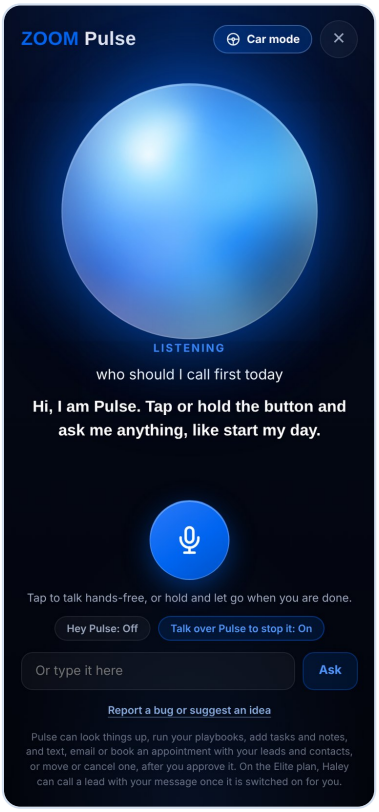
Everything in this manual works in ZOOM AI on your phone's browser: the Pulse page, the small panel above the round button, the voice screen and the reports. The buttons are big and in thumb reach.



PHONE The Pulse page



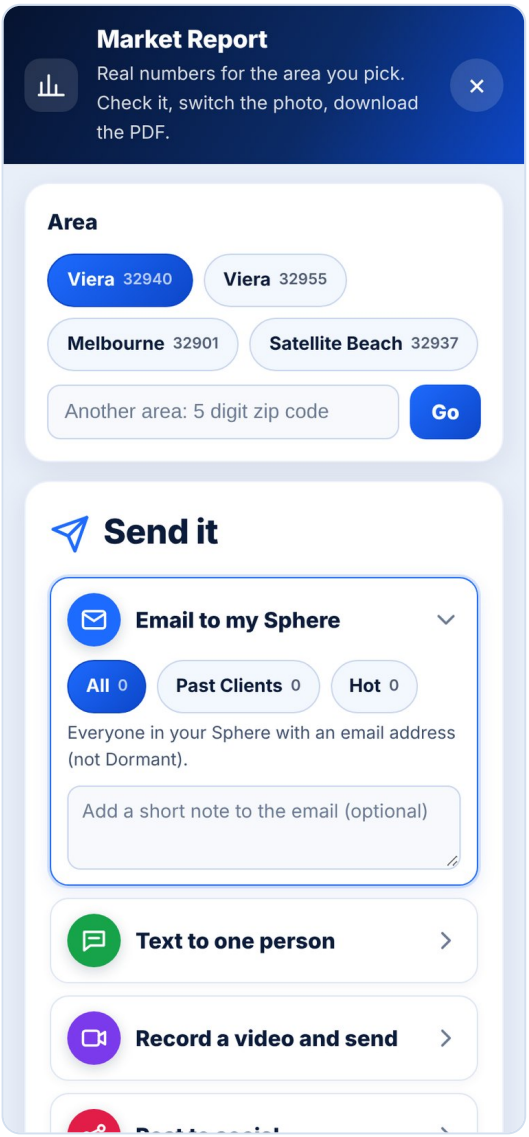
PHONE The small panel



PHONE Talking to Pulse

Tips for the phone

- On Android in Chrome, Hey Pulse works while ZOOM AI is open on the screen.
- On iPhone, tap the microphone to talk, use car mode, or call the ZOOM Pulse number.
- Reports look their best on a phone too: your client mostly opens them there.



PHONE A report and Send it

REFERENCE

Questions and fixes

"Hey Pulse" does not wake up.

Check Hands-free "Hey Pulse" is on in Pulse settings (or Hey Pulse: On on the voice screen). Use Chrome or Edge on a computer, or Chrome on Android, with ZOOM AI open on the screen; it does not work on iPhone or iPad. It pauses in another tab, on a call, during video or recording and while Pulse is talking. The very first time takes about a minute. If it woke by mistake twice in a minute, it rests for 5 minutes. Say "Hey Pulse" clearly, then pause a beat.

Pulse cannot hear me (microphone).

Your browser must allow the microphone. Tap the lock or settings icon left of the web address, set Microphone to Allow, and reload ZOOM AI. Check that no other app is using the microphone and that the right one is picked in your computer's sound settings.

Pulse is not speaking.

Turn up your volume and check your device is not on silent. Talking is part of the Elite plan; on the Partner plan Pulse answers in writing. At your talking limit Pulse answers in writing until the next day. If Pulse's own voice cannot load, your device's voice reads the answer instead.

Pulse says it is not on my plan.

Pulse comes with Partner and Elite. Talking, car mode, Pulse on the phone and video emails are Elite. Ask the office about your plan.

"You have used today's ZOOM Pulse minutes."

Your daily or monthly Pulse minutes are used. They start over the next day, and on the 1st of the month. Only the office can raise one agent's minutes.

A text did not send.

Pulse tells you why: outside 8 AM to 8:30 PM their time, the person is on the Do Not Contact list, a lead never agreed to texts, or your daily text limit. Nothing was sent; ask again later.

I approved something by mistake.

Tap Undo, or say "undo" or "stop", within the 10 seconds. An inside job (a task, a note, a stage) can be undone for 15 minutes.

Pulse did not open the page I asked for.

Say the page's name as it is in the sidebar, or ask "how do I ..." and Pulse offers the closest page. Pages outside your plan are not opened.

The ZOOM Pulse number does not know me.

Call from the cell shown under Pulse knows you by in Pulse settings. If that is not your cell, ask the office to update it. Calling Pulse is part of the Elite plan.

I forgot my Pulse PIN.

Set a new one in Pulse settings: type it twice and tap Change my PIN. Nobody, including the office, can tell you the old one.

Pulse did not call me after my appointment.

Pulse calls only after a listing appointment or buyer consultation on your ZOOM calendar, about 10 minutes after its scheduled end, with Call me after listing appointments on. It does not call in your quiet hours, during another appointment, a meeting room, the dialer or another call, or at your talking limit.

"Could not save. Please try again."

The save did not reach ZOOM AI's servers, and nothing was kept halfway. Try again in a moment.

Are the numbers Pulse gives me real?

Always. Numbers about your business come from your own records, and market numbers from ZOOM AI's market data. When Pulse does not have a number, it says so.

KEEP THIS ONE HANDY

The cheat sheet

OPEN PULSE

- Dashboard: the ZOOM Pulse bar
- Any page: the round button
- Sidebar: AI & Learning, ZOOM Pulse
- Elite: "Hey Pulse"

ASK

- Who should I call first today?
- What is on my calendar?
- Where are we on 123 Main?
- How is the market in 32940?

GO

- Take me to my calendar
- Open Sarah's contact
- How do I add a listing?
- Open the Pulse page

DO

- Remind me to ... Thursday at 9
- Note on Maria: wants a pool
- Text Maria I am running late
- Add Maria to my dialer

APPROVE

- Approve, or a clear yes
- Signatures: "yes, send it"
- 10 seconds: Undo or "stop"
- Inside jobs: Undo for 15 minutes

TALK (ELITE)

- Tap the mic, or hold it
- Talk over Pulse to stop it
- "Walk me through it"
- Car mode: everything out loud

ON THE PHONE (ELITE)

- Save the number as Pulse
- Call from your own cell
- PIN once, before a send
- The call 10 minutes after a listing appointment

THE LIMITS

- Talking: 30 minutes a day, 450 a month
- Texts: 8 AM to 8:30 PM their time
- Quiet hours: 8 PM to 8 AM
- 3 wrong PINs end the call



We built Pulse so every ZOOM agent has an assistant who knows the whole business, never forgets a deadline and never sends a word without a yes. Ask it anything, tell it what you need, and spend your time with your clients.

ZOOM Realty Group

ZOOM
REALTY GROUP

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