Zoom – troubleshooting

A. AUDIO PROBLEMS

I. MICROPHONE (WINDOWS) - OPERATIONAL PROBLEMS

1. Make sure the MUTE function is not turned on.

2. Exit the Zoom application and then restart it. Make sure **JOIN WITH COMPUTER AUDIO** is selected when entering the meeting.

3. Make sure at least one microphone is installed on your device along with the latest drivers. The drivers can be downloaded by going to your microphone manufacturer's website.

4. Open the drop-down list in Zoom by clicking on the arrow next to the microphone symbol. Select the **TEST SPEAKER & MICROPHONE** option:

a. If you heard a beep in the speakers/headphones, click **YES**.

b. Say something into the microphone. If you heard your voice click **YES**. If not, the application will test all microphones available on your device. Click **YES** if you hear your voice while testing any of the microphones.

5. Open the drop-down list in Zoom by clicking on the arrow next to the microphone symbol. Try selecting a different microphone than the one currently selected.

6. Open the sound settings on your computer (right-click on the speaker symbol at the bottom right of the screen and select **OPEN SOUND SETTINGS**). Go to **ADVANCED SOUND SETTINGS** (at the bottom of the page) and make sure your microphone is not muted.

7. Open the sound settings on your computer (right click on the speaker symbol at the bottom right of the screen and select **OPEN SOUND SETTINGS**). Under the **INPUT** heading, select **SOLVE PROBLEMS**.

8. Go to Windows settings (START button in the lower left corner of the screen, then select SETTINGS - cogwheel symbol). Go to the microphone tab. Make sure that the option to **PERMIT APPLICATIONS TO ACCESS YOUR MICROPHONE** is **ON**. Make sure Zoom is in the list of applications that can access your microphone.

9. Try connecting your phone's headset (or another headset if you have one) to your computer. In Zoom, select the name of your headset from the drop-down list by clicking the arrow next to the microphone symbol. Then select the **TEST SPEAKER & MICROPHONE** option.

II. SPEAKERS (HEADPHONES) (WINDOWS) - PERFORMANCE ISSUES

1. Exit Zoom and then restart it. Make sure **JOIN WITH COMPUTER AUDIO** is selected when entering the meeting.

2. Make sure speakers are connected to your device or your device has built-in speakers.

3. Make sure the latest speaker drivers are installed on your device. You can find information about the speakers available on your device by right-clicking on the speaker symbol in the lower right corner of the screen and selecting **OPEN SOUND SETTINGS**). Under the **OUTPUT** heading you will find a list of speakers available for your device. You can download the drivers by going to the manufacturer's website for your speakers.

4. Open the drop-down list in Zoom by clicking on the arrow next to the microphone symbol. Select **TEST SPEAKER & MICROPHONE**. If you heard a beep in your speakers/headphones, click **YES**. If not, the app will test all speakers/connected headphones available on your device. Click **YES** if you hear a beep when testing available speakers or connected headphones.

5. Open the drop-down list in Zoom by clicking on the arrow next to the microphone symbol. Try selecting speakers/headphones other than the ones currently selected.

6. Open the sound settings on your computer (right click on the speaker symbol at the bottom right of the screen and select **OPEN SOUND SETTINGS**). Go to **ADVANCED SOUND SETTINGS** (at the bottom of the page) and make sure your speakers/headphones are not muted.

7. Open the sound settings on your computer (right click on the speaker symbol at the bottom right of the screen and select **OPEN SOUND SETTINGS**). Under the **OUTPUT** heading, select **SOLVE PROBLEMS**.

8. Try connecting your phone's headset (or another headset if you have one) to your computer. In Zoom, select the name of your headset from the drop-down list by clicking the arrow next to the microphone symbol. Then select the option **TEST SPEAKER & MICROPHONE**.

III. ECHO AND OTHER AUDIO INTERFERENCE

1. Make sure there is no other person using Zoom or any other instant messaging application nearby. Try to use Zoom if you are the only person in the room.

2. If this is not possible, share one audio device with another participant.

3. The volume of another meeting participant's speakers may be too loud. Ask the other meeting participant to turn down their speakers.

4. Make sure there is no cell phone/internet modem near the device you are using.

5. Make sure your microphone is working properly.

6. Make sure your speakers / headphones are operational and working properly

B. VIDEO PROBLEMS

I. CAMERA (WINDOWS) PROBLEMS

1. Make sure the **STOP VIDEO** function is **OFF**.

2. Exit the Zoom application and then restart it. Make sure **JOIN WITH VIDEO** is selected when entering the meeting.

3. Make sure your device is equipped with a camera. If you have a desktop computer (**PC**), verify that the external camera is properly connected to it.

4. Open the drop-down list in Zoom by clicking on the arrow next to the camera symbol. Select **VIDEO SETTINGS...** :

a. Make sure that the correct camera is selected. You can select a camera from the drop-down list at the top of the window that appears.

b. Make sure that **TURN OFF MY VIDEO WHEN JOINING A MEETING** is not checked.

5. Test your camera:

a. Click the arrow icon next to the camera symbol.

b. From the drop-down list, select **VIDEO SETTINGS...** .

c. If your camera is connected and working properly, you will be able to see yourself at the top of the screen. If not, try selecting another camera from the drop-down list.

6. Make sure that the latest camera drivers are installed on your computer. If you are using a laptop and an integrated camera, you can download the drivers from the laptop manufacturer's website. If you are using an external camera connected to a desktop computer (**PC**), you can download the drivers from the camera manufacturer's website.

7. Open Windows camera settings (**START** button in the lower left corner of the screen, then select **SETTINGS** - cogwheel symbol). Go to the camera tab. Make sure the Allow apps to access your camera option is **ON**. Make sure Zoom is in the list of applications that can access your camera.

8. Make sure that no other program is using your camera while you are using Zoom.

II. CAMERA (ANDROID / IOS) - PROBLEMS

1. Check if the camera of your phone / tablet is working properly. You can use it in normal movie / photo mode or any other app that has access to the camera.
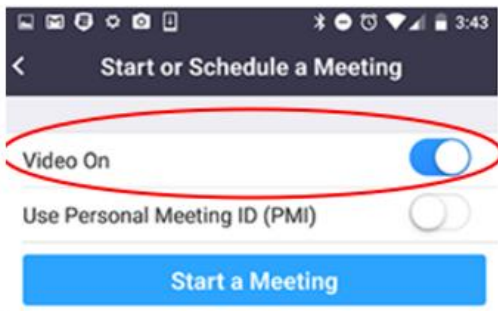
2. Make sure the video feature is turned on **VIDEO ON** before joining the meeting. If you are unsure/remember if the video feature was turned on, exit the application and restart it.

3. If this is your first time using the Zoom app on your mobile device, the app has asked for access to your camera and microphone when joining a meeting. If it did not get your permission, the camera was automatically disabled. In this case, disable the app, restart it, and give permission to use your microphone and camera when joining a meeting.

C. INTERNET CONNECTION PROBLEMS

Problems with the Internet connection are indicated by the message **YOUR INTERNET CONNECTION IS UNSTABLE**.

1. Make sure that the Internet connection to your computer is not broken. You can find the Internet connection information in the lower right corner of your computer screen.

2. Make sure that no other programs/applications that use the Internet are open on your device. Turn off all other programs/applications that use or access the Internet, and then restart Zoom.

3. If your computer is using **Wi-Fi** to connect to the Internet, ensure that other devices that access the **Wi-Fi** network have been turned off/ disconnected from the **Wi-Fi** network and are not overloading your network.

4. If the above solution did not help, try connecting your computer to the Internet using a network cable.

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