Troubleshooting guide for Zoom

My internet speed is too slow

Zoom will work best if you have a high-speed internet connection. Listed below are a few troubleshooting tips to help reset and speed things up.

- Try restarting your router
  (You could be offline for 15 minutes to allow for a proper restart)

- Close out of all other applications/windows. Don't download content at the time of the Zoom session

I can't join the Zoom meeting from my browser

- Which browser are you using? The best browser to use is **Google Chrome**.
  Zoom may not work in Microsoft Edge, Safari or Internet Explorer

- Install the Zoom app

Video portion of Zoom is not working: no one can see me.

https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working

- Do you have a camera on the device you are using?

- Is your camera covered with anything?

- Try clicking the "Start video" button on your Zoom window screen. Sometimes the default setting for the Video option is set to "off"

- go to settings under "video", click "test video"

- Try leaving the meeting and going back into the meeting. Make sure to select "Allow access to camera" and "join with video"

My Sound is not working: I can't hear anything

https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android

- Keep in mind that you will need to select "join with audio" when joining the Zoom meeting.

- Do you have sound on the device you are using (You might need to connect external speakers to your device)

- Go to "settings" located under audio (microphone icon), select "audio source", click "test audio".

- Try leaving the meeting and rejoining. Make sure you select "Join with audio"

- Check sound volume on the device you are using. Try playing something else to see if the problem may be with the sound on your device

- If you are using the Zoom app, Try reinstalling the app

My microphone is not working: Nobody can hear me

- Do you have a microphone on the device you are using? If not, Headphones for a phone will work (check to make sure there are 3 rings on the jack of the headphones)
  - To set up headphones on your Zoom call, use the following the steps below…
    - When you click a link to join a Zoom meeting, Zoom Meetings will launch and prompt you for audio options:
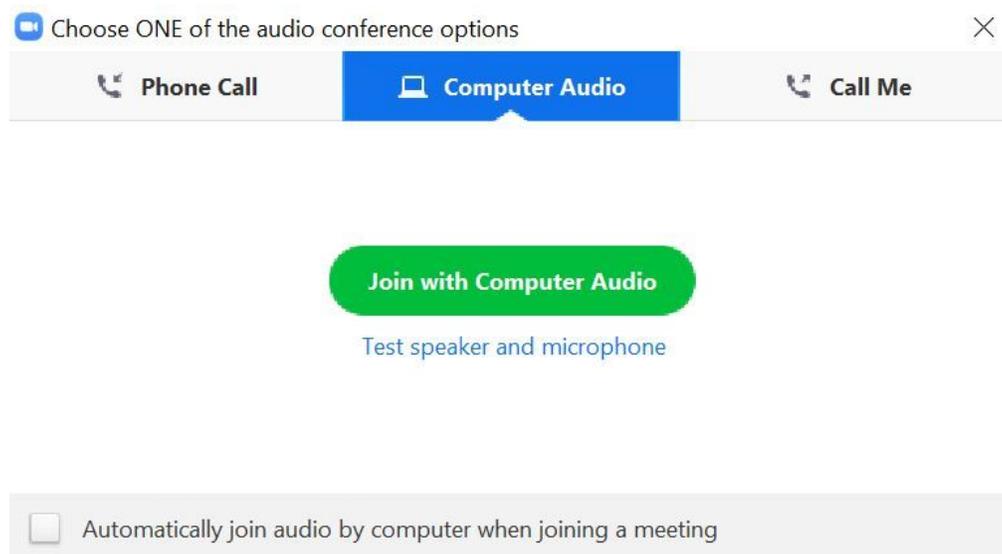
    - Select "Test speaker and microphone"
    - Next to "Speaker 1" select your headset
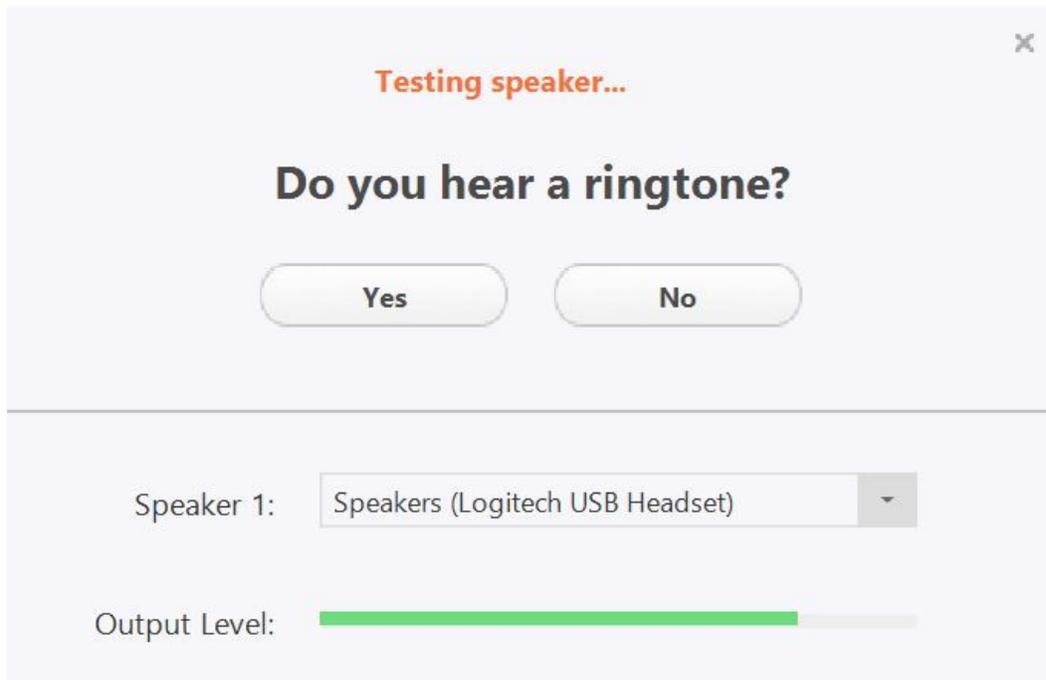
- If you hear the test tone through your headset, select "Yes"
- Test the microphone on your headset by speaking into it and listening for the replay; select "Yes" when ready
- Select "Join with Computer Audio" when done testing.

- If you have a mic on your device but it is not working, try leaving the meeting and rejoining. Make sure you select "Join with audio" when you rejoin the meeting.

I hear audio echo or audio feedback

- Double check that you don't have both the computer and telephone audio active
  - If you have the audio turned on from your computer, there is no need to call in from your phone.

  - Calling in from your phone is a good option if the audio on your computer is not working. Simply use the dial-in number that is included with the provided link for the Pathways Institute course you are taking.

- Do you have multiple computers or devices with active audio in the same room?
  - If another participant is too close to you, and both of you have speakers on, please exit the audio option on one of the computers.

Select Audio Options > Leave Computer Audio