

Zoom Troubleshooting Tips

Getting on to Zoom:

You will need a link from the instructor to join the session.

(see Zoom help, *How Do I Join a Meeting*: <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->)

Audio Issues:

1. If using headset, confirm headset is plugged in and selected as audio source in Zoom. You could try disconnect and reconnecting headset. Make sure volume is turned up.
2. USB headset/headphones are preferred. Audio jack headphones may not work.
3. Try leaving the class and re-entering to see if it resolves the problem.
4. You could join audio via phone instead of computer.

Video Issues:

If you can't see class (rare), try leaving and re-entering class to see if issue is resolved.

Content Sharing Issues:

If you're not sure how to share your screen, this Zoom link can help: <https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen->

Chat Issues:

You can chat with the entire class or specific individuals. To make the appropriate choice: in the chat box, there is a drop down where you can choose "Everyone" or a single person. Make sure you choose single person if you need to chat with your instructor or with someone about technical issues. This will be least disruptive to the rest of the class.

Zoom Connection Issues:

Use the best Internet connection you can.

In general:

- Wired connections are better than wireless (WiFi or cellular) connections.
- WiFi connections are better than cellular (3G/4G/LTE) connections.

Plan ahead for Zoom meetings, and as often as possible, join Zoom meetings from a location where you can use a fast, reliable, wired Internet connection.

Mute your microphone when you're not speaking.

When your microphone is on, Zoom will devote part of your Internet connection to an audio stream for you, even if you are not speaking. Mute your microphone when you do not need it, and you will allow Zoom to use your Internet connection more effectively.

Stop your webcam video when you don't need it.

So long as doing so is okay with your instructor or moderator, start your video only when you need to show yourself on webcam, and stop your video when it isn't needed.

Disable HD webcam video.

Sending high definition (HD) webcam video requires more bandwidth than sending non-HD. Disabling HD video will free up more of your Internet connection for other parts of your Zoom meeting.

To disable HD video in Zoom:

- Click the **Home** tab.
- Click **Settings**.
- In the Settings window that opens:
 - Click the **Video** tab.
 - Uncheck **Enable HD**.
- Close the Settings window.

Close other, unneeded applications on your computer.

Zoom meetings can demand significant memory and processing power from your computer. Closing other applications, ones you do not need during the session, will help Zoom run better.

Avoid other activities that will steal bandwidth.

Don't start other bandwidth-intensive activities just before, or during a Zoom meeting. On your Zoom device—and as much as possible, on other computers and devices that share your Internet connection—avoid:

- large downloads
- large uploads
- streaming video (e.g. Netflix, Hulu, YouTube)
- cloud backups
- cloud file synchronizations
- other high-bandwidth activities

Communicate with the instructor or moderator of your Zoom meeting.

If the best Internet connection you have for Zoom is a slow one, such as a poor cellular data connection, let the person or people running your session know ahead of time.