
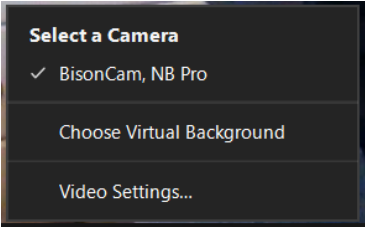


Troubleshooting for Zoom

Below are some common problems you may encounter when trying to use Zoom and suggestions on how to fix them.



Webcam not working

- When joining Zoom call, you will be prompted with an option to 'Join with Video' before entering the meeting. Always click this button, or else you will enter the call without your camera feed
 - Please note: when attending a Zoom webinar, your video will be disabled. Only the panels/hosts will have video enabled in a webinar
- Camera is not showing up at all
 - Make sure any other programs that use the webcam are closed
 - If your webcam is still not working, you can test your camera by clicking here: <https://zoom.us/test>
 - To check the right device has been selected as your camera, select the small arrow next to the camera icon 
 - Here, you will see the camera device(s) available for use.

 - If no camera is listed, try restarting your device
 - If you are still experiencing issues, try checking your internet connection and restarting your device
 - If you have a number of other programs/app open at the same time, this can cause performance issues. Try closing all non-essential programs/apps
- For further troubleshooting, go here: <https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting>

Audio not working

- If you cannot hear other participants in a Zoom meeting, follow these steps to troubleshoot the issue:
 - Ensure your speaker is turned on



- - Increase the volume on your device. Even if the speaker is turned on in Zoom, your device's volume might be set to mute
 - Try using earphones.
 - Restart your device.
 - Reinstall the Zoom app, or try rejoining via web browser
 - If you are still experiencing issues, go to a test meeting to try further troubleshooting: <https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting>
- If your microphone is not working, follow these steps:
 - Ensure the microphone is not on mute. If you see the muted Audio icon in the meeting controls, tap it to unmute yourself:
 - If you are still muted, the host may have muted you upon entering the meeting. Ask to be unmuted by sending a chat message to the host
 - Ensure you have connected your device's audio. If you see the following Audio icon in the meeting controls, select it, and then select "Call via Audio Device"
 - If prompted, allow Zoom to access your microphone
 - Make sure you are not running any other apps/programs that are also using your microphone
 - Try using earphones or a headset with a microphone
 - Restart your device
 - Rejoin the meeting
 - If you are still experiencing issues, go to a test meeting to try further troubleshooting: <https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting>