

Zoom Troubleshooting

(Updated 02/12/2020)

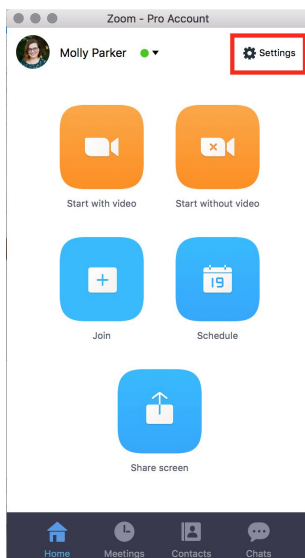
What are the requirements for Zoom?

- Windows XP or later, or Mac OS 10.6.8 (Snow Leopard) or later
- Browsers: IE7+, Firefox, Chrome, or Safari A5+
- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth (we recommend using a headset)

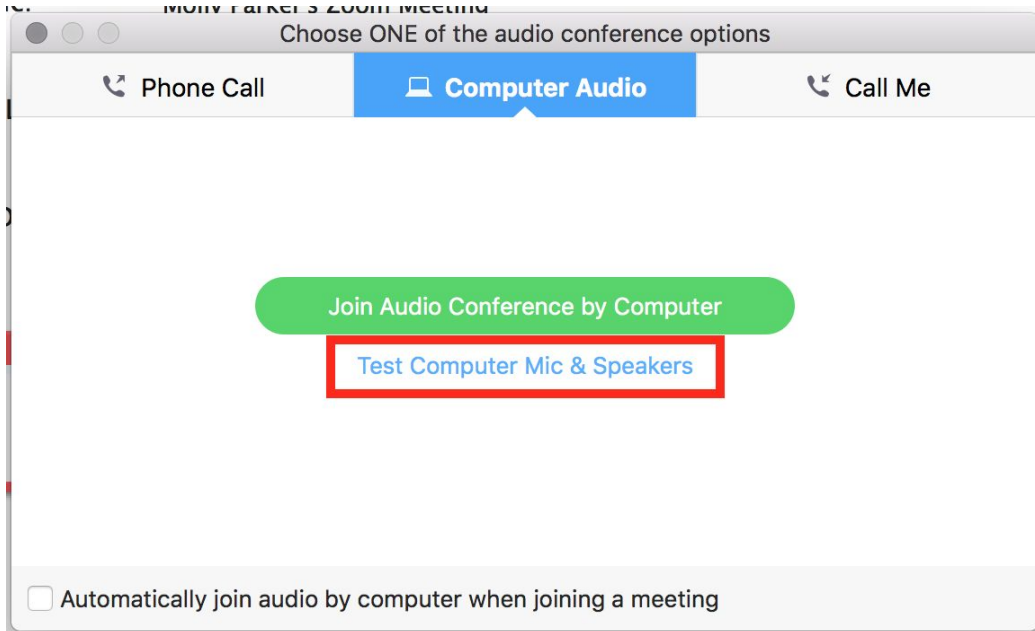
Joining a Zoom Call (Mac + Windows):

For computer audio, you must have a working microphone, such as the built-in microphone, a USB microphone or an inline microphone on a headset or headphones.

1. After joining or starting a meeting, click “Join Audio by Computer” to connect your computer’s speaker and microphone to the Zoom Meeting. If using your computer’s speaker and microphone is your preferred audio method, check the option "Automatically join audio by computer when joining a meeting".



2. You can test your audio connection before joining by clicking the “Test Computer Audio” link. The audio preferences will open.



- You can test the volume and output of your speaker device by selecting "Test Speaker". If you cannot hear, change the output source by selecting a different speaker device.
- Speak at a normal level and check the Input Level meter to see if your computer is registering your voice. A green bar will raise and lower as you speak if it is working correctly. If the audio is not registering, change the input source by selecting a different microphone from the drop down list.
- You can select "Automatically adjust microphone settings" to adjust the microphone level based on your speech level.

3. If you would like to check your audio connection while already in a meeting, click the arrow next to the microphone on the left-hand side of the in meeting toolbar and follow the directions above.



How do I join by telephone?

You can join a Zoom meeting via teleconferencing/audio conferencing (using a traditional telephone). This is useful in occasions where:

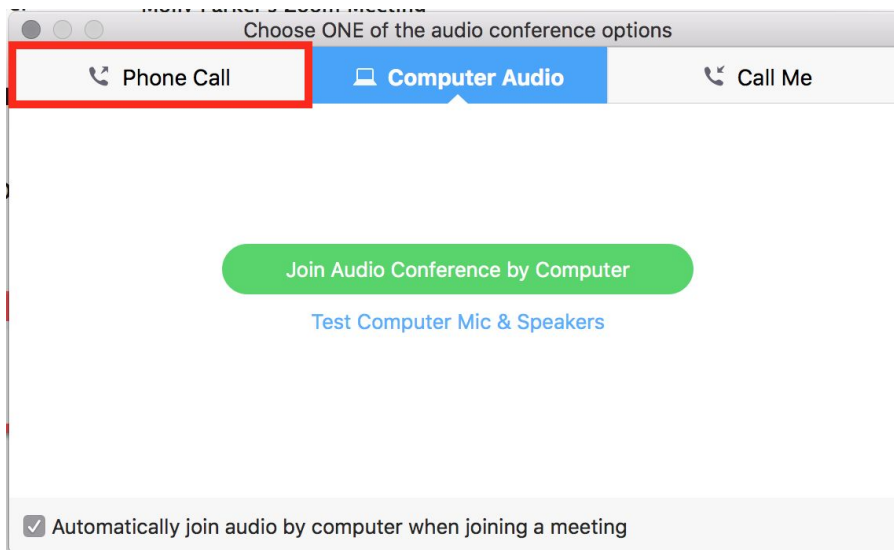
- You do not have a microphone or speaker on your PC/Mac
- You do not have a smartphone (iOS or Android)
- You could not connect to a network for video and VoIP/computer audio.

Join by telephone:

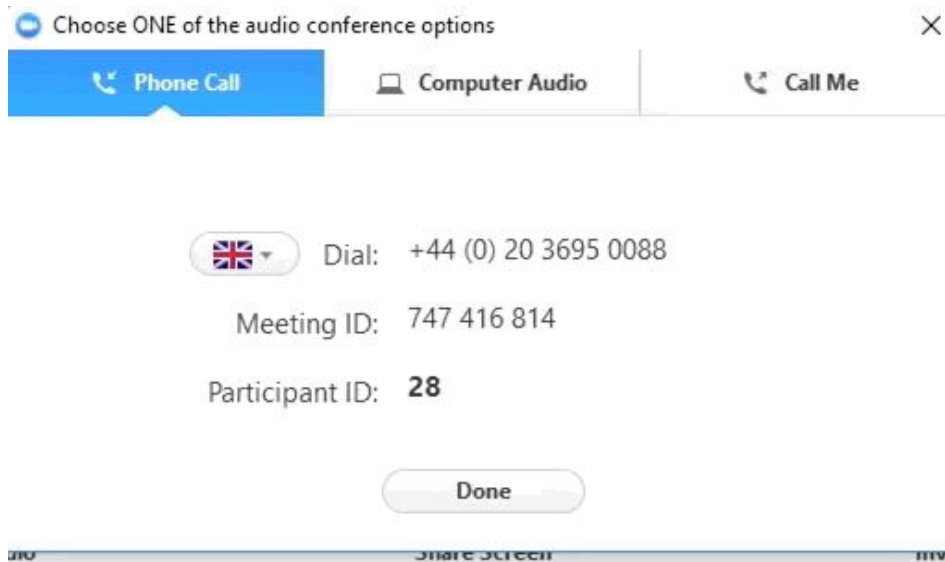
1. This will be a phone conference, you will hear all participants and all participants will hear you.
2. Call the phone number provided, it should be underneath the MEETING ID.
3. The operator will guide you through to the meeting.

Join by computer (for video) and telephone (for audio):

1. Join a Zoom meeting
2. Once you are in the meeting, select the **Join Audio** in the menu bar



3. Follow instructions on the dialog box to *Dial In*



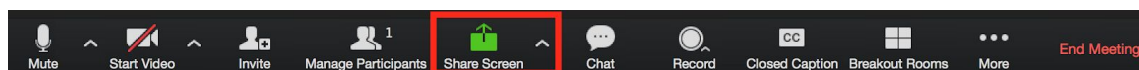
How do I request or give keyboard/mouse control?

Pre-Requisites:

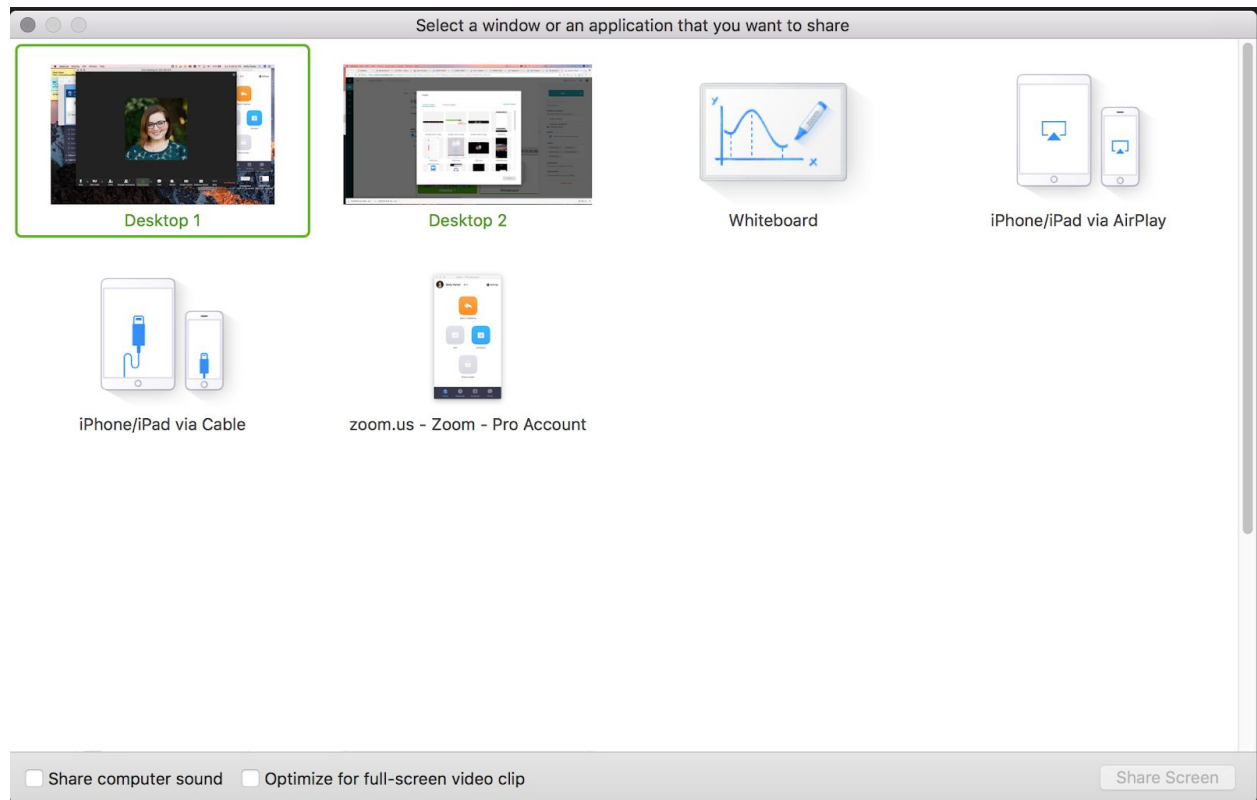
1. Join the meeting with a PC or MAC.
2. The person sharing their screen cannot use an ipad, iphone or other low-processing device.

How do I share my screen?

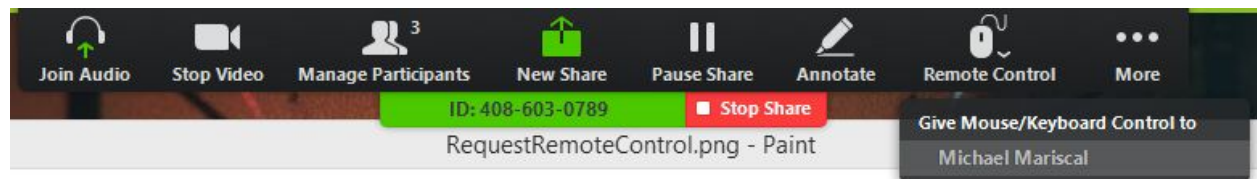
1. To start "Screen Sharing" click on "Share Screen", a green icon located in the meeting toolbar on the bottom of the zoom window.



2. After selecting "Share Screen" you can choose to share your "Desktop" or an "individual application/window".



3. Familiarize yourself with following controls



Pause: Pause your current screen share

New Share: Select a new window, application, or desktop to share

Annotate: Use screen share tools for drawing, pointer, etc...

Remote Control: allow participant to control your keyboard and mouse

Mute: Mute or unmute your microphone

Stop Share: Ends your screen sharing

Stop Video: Stop or Start your webcam video

More: In-meeting Toolbar options (in-meeting options such as - Chat, Invite, Hide video panel etc..)

Remote Control (under More): allow another participant to control your keyboard and mouse

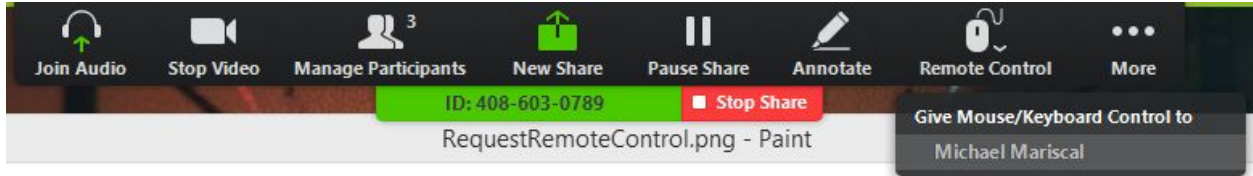
How to request remote control from someone who is sharing their screen:

1. Once the other person has started sharing their screen, locate the toolbar menu drop down at the top middle of your Zoom window. It should be a green block with text. (example: "You are viewing Michael Mariscal's screen")
2. Click on "Options" dropdown
3. Select "Request remote control". This will then send the other person sharing a notification asking whether or not they will allow you to control their screen.



How to give remote control of your screen while sharing:

1. You will see a request notification asking for permission to allow the participant to control your screen. Click "allow".



How to regain control:

1. To regain control over your mouse and keyboard, simply "**click**" anywhere on your screen.

My video/camera isn't working for my Mac. How do I fix this?

1. Make sure that all other programs that utilize the camera are closed or disabled.
2. Reboot your computer to ensure that the camera is not being used by another application.

My video/camera isn't working for my Windows PC. How do I fix this?

1. Make sure that all other programs that utilize the camera are closed or disabled.
2. Reboot your computer to ensure that the camera is not being used by another application.
3. Visit your device's support and downloads page to update the camera driver.

I can't join my meeting:

If you're unable to join a meeting, run through the checklist below:

- If you're on a desktop or mobile device, be sure you've [installed the Zoom client](#) and that it is up to date. (See [What version of Zoom am I running?](#))
- Confirm if you have received any of these messages:
 - You are on hold:** The host has enabled a waiting room; you'll remain on hold until the host admits you into the meeting room.
 - Room connector is not enabled for this meeting:** If you are using videoconferencing equipment to join a meeting hosted by a free Zoom account or an account that doesn't have the room connector enabled, you

will receive this error. Connect to the meeting using a desktop or mobile device instead.

- ❑ **Please wait for the host to start this meeting:** The [Join before host](#) feature is not enabled, and the host has not yet joined the meeting. Hosts automatically receive email asking them to join. You will be prompted to join the meeting a short time after the host joins.
- ❑ **Please enter the meeting password:** The meeting requires a password; enter the password provided by the meeting host. If you do not know the password, contact the meeting host for assistance.

Note:

Certain types of videoconferencing equipment will not allow you to type alphabetical characters into the Zoom password field. If you are using videoconferencing equipment and the password contains alphabetical characters, contact the host.

- ❑ **This meeting does not allow phone dial-in:** The host may only have allowed VoIP audio. In this case, if you dial into the general Zoom teleconferencing number and enter the meeting ID, you will hear the message above and the call will disconnect. You will need to [join the meeting](#) with a computer or a smartphone app.
- ❑ **Not meeting the host. (3,003):** If you received a link to a Zoom meeting in the format **http://iu.zoom.us/meeting/123456789**, change **/meeting/** in the URL to **/j/** and try to connect again. For example, **http://iu.zoom.us/meeting/123456789** should instead be **http://iu.zoom.us/j/123456789**

I've joined my meeting, but no one else is here:

If you've joined a meeting but don't see other participants:

1. Confirm with the meeting host that the meeting has begun. If it has, ask for the meeting ID at the top of the host's Zoom window (for example, Zoom Meeting ID: 123-456-7890) and compare that to the meeting ID at the top of yours. If they don't match, you've joined a different meeting. Ask the host for the meeting ID, and [join that meeting](#).

2. If you're the host, ensure that you haven't enabled a waiting room. If you have, you need to manually admit each participant before they can join your meeting.

I can't hear or talk to people:

If you're unable to hear or talk to people in a meeting:

1. Check the attendee controls at the bottom of your meeting window. If you see the Join Audio icon on the far left, click it.



2. If you've already joined your audio, you'll instead see the mute/unmute icon



3. To check whether the issue is related to the Zoom program, see:
 - [How do I join or test my computer audio?](#)
 - [My Audio Is Not Working On The Zoom Mobile App](#) (iPhone, iPad)
 - [Where are my audio settings for iOS?](#) (iPhone, iPad)
4. If your audio isn't working in the Zoom client [outside of the meeting](#), try troubleshooting the device itself. For instructions, see [Troubleshoot audio and video issues on your computer or mobile device](#).
5. The host may have allowed only telephone audio. In this case, you will not see the message "join meeting with computer audio". You may still be able to join the meeting with video or [via phone](#).

People can't see me

If you've joined a meeting successfully but others can't see you:

1. Make sure your video isn't turned off by checking the Start Video icon in the attendee controls at the bottom of your meeting window.



2. If you're connecting from a Lenovo device and your video isn't working, see [Video not working on Lenovo devices](#).
3. If your video isn't working in the Zoom client [outside of the meeting](#), try troubleshooting the device itself. For instructions, see [Troubleshoot audio and video issues on your computer or mobile device](#).

My video is poor quality

- The "Optimize for full screen video clip" setting greatly reduces video quality. Restart the screen share with that setting unchecked.
- If you are experiencing a problem with the internet or the device itself, see below.

Microphone issues

If your microphone doesn't seem to be working, or its volume is too high or too low:

- **Windows:** See [Find and fix problems recording sounds](#) in Microsoft's online support documentation or [Resolving Microphone Problems](#) in HP's online support documentation.
- **macOS:** From the Apple menu, select System Preferences > Sound > Input. Select the microphone you wish to use. Near the bottom of the window, adjust output volume if your mic is too loud or soft.

- **iOS:** See [Get help with the microphones on your iPhone, iPad, and iPod touch](#) in Apple's online support documentation.
- **Android:** Unplug any headsets, and then and restart your device. If the problem persists, contact your campus [Support Center](#).

Check your sound settings for a Mac

If you still can't hear sound from the internal speakers after updating your computer's software, check your sound settings.

1. First, disconnect any external audio devices from your computer. Also disconnect any cables from the USB, Thunderbolt, FireWire, or 3.5mm audio ports.
2. From the Apple menu, choose System Preferences.
3. Select Sound.
4. Click the Output tab, then select Internal Speakers. If you don't see Internal Speakers as an option in the Output window, [contact Apple Support](#).
5. If the volume slider is set low, move the slider to the right and test again.
6. If the Mute checkbox is selected, deselect it and test again.
7. If you still don't hear any sound, [contact Apple Support](#).

Video issues

If you are having issues viewing online video meetings, presentations, or recorded content:

1. Close the application (for example, web browser, Zoom, Slack, Skype for Business, etc.), reopen it, and then try reconnecting to the videoconference or reloading the video content you were trying to watch.
2. For browser-based video applications, try [clearing your browser's cache and cookies](#). If the problem persists, try these other browser-specific tips:
 - **Chrome:** See [Fix videos that won't play in Chrome](#) in Google's online support documentation.
 - **Firefox:** See [Fix common audio and video issues](#) in Mozilla's online support documentation.
 - **Internet Explorer/Edge:** See [Videos won't play in Internet Explorer](#) in Microsoft's online support documentation.
 - **Safari:** See [If Safari doesn't load a page or webpage items are missing or If a plug-in is missing](#) in Apple's online support documentation.

3. Check your internet connection:
 - **Windows:** See [Why can't I get online?](#) in Microsoft's online support documentation.
 - **macOS:** See [Solve network connection problems](#) in Apple's online support documentation.
 - **iOS:** See [If your iPhone, iPad, or iPod touch won't connect to a Wi-Fi network](#) in Apple's online support documentation.
 - **Android:** For issues on Pixel or Nexus devices, see [Troubleshoot Wi-Fi network connections](#) in Google's online support documentation. For issues on other Android devices, contact your campus [Support Center](#).
4. Check your internet download speed. Run a test using a service such as [Speedtest.net](#), and then compare the results with the bandwidth requirements of the service you're using; for example:
 - **Zoom:** See [System Requirements](#) in the Zoom online support documentation.
 - **Skype for Business:** See [What speeds do I need for Skype, Netflix, video games, etc.?](#) in the Ookla Speedtest Basics documentation.
 - **YouTube:** See [Video quality](#) in the YouTube Help pages.

Camera issues

If others are having trouble seeing video or screens you're sharing from your device:

- **Windows:** If you're using an external camera, unplug it, and then plug it back in. For all types of cameras, make sure any associated applications (including device drivers) are fully updated. Device drivers for external cameras are commonly available from the manufacturer's website.

For other Windows-specific camera troubleshooting tips, see the following Microsoft support documents:

- [Update drivers in Windows 10](#)
 - [Camera app and webcams help](#)
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- For manufacturer-specific tips, see:
 - **Dell:** [Dell Webcam and Dell Webcam Central Software Guide](#)
 - **HP:** [HP PCs - Webcam Troubleshooting \(Windows 10, 8\)](#)

- **Lenovo:** [How to use your integrated camera in Windows 10](#)

- **macOS:** If you're using an external camera, unplug it, and then plug it back in. For all types of cameras, make sure any associated applications (including device drivers) are fully updated. Device drivers for external cameras are commonly available from the manufacturer's website. For help with software updates, see [Updating software](#) in Apple's support documentation.

If all camera-related software is fully updated, and the problem persists:

- Make sure the application using the camera is the one that's currently selected on your desktop.
- Check whether the camera works in other applications.
- Check whether the camera works in other user accounts; for help with user accounts, see [Set up users on your Mac](#) in Apple's online support documentation.

If these standard troubleshooting steps fail to resolve the issue, try resetting the System Management Controller (SMC) and NVRAM (non-volatile random-access memory); for help, see these Apple support documents:

- [Resetting the System Management Controller \(SMC\) on your Mac](#)
- [How to reset NVRAM on your Mac](#)

- **iOS:** See [Get help with the camera on your iPhone, iPad, or iPod touch](#) in Apple's online support documentation.
- **Android:** Make sure all app updates are installed, and then check whether the camera works in other applications.
If the problem persists, power off and restart your device.

If that doesn't resolve the issue, try clearing the camera app's cache:

- In Settings, tap Apps, Applications, or Application manager (depending on your device).
- Select the appropriate camera app.

- Tap Storage, and then tap Clear cache.

I can't screen share a video with sound

Make sure you've muted unneeded microphones (your device and/or the Zoom meeting microphone). After you click Share to share your screen, select Share computer sound in the lower left of the screen share window.

I can't access my recordings, I accidentally deleted a recording, or I can't record

- If your meeting is missing from the recorded meetings list in the Zoom client (for example, as a result of pressing Delete in the Zoom client for a recorded meeting), you may be able to find the recording on your device in its Zoom recordings folder.
- To see where your Zoom recordings are stored, see the "Change location for Recording" section of [Local recording](#). Recordings will be named in the format double_click_to_convert_01.zoom. When you find the .zoom file you are looking for, double-click it.

Note:

Pressing Delete in the Zoom client removes the recording from the recorded meetings list in Zoom, but not from the device itself.

- Only current hosts can record a meeting. If you can't record, check to see whether you're the host by clicking the Participants icon in the attendee controls at the bottom of your meeting window; if you aren't the host, you can ask the host to record the meeting.



My recording won't convert

Your device might be low on disk space. To check, see:

- **Windows 10:** [Find out how much storage your PC has](#)
- **Windows 8.x:** [Tips to free up space on your PC](#)
- **macOS:** [How to free up storage space on your Mac](#)

Wireless (WiFi) Connection Issues

If you are experiencing any issues with latency, frozen screen, poor quality audio, or meeting getting disconnected while using a home or non-enterprise WiFi connection, try the following:

- Watch a [video](#) about WiFi connectivity
- Check your Internet bandwidth using an online speed test, such as [nperf](#), [Speedtest](#), or [Comparitech](#)
- Try to connect directly via Wired (if your internet router has wired ports)
- Try bringing your computer or mobile device closer to the WiFi router or access point in your home or office
- Upgrade your WiFi router firmware. Check your WiFi router vendor support site for firmware upgrade availability.
- Use a WiFi extender such as [Amped Wireless](#) or [Linksys](#) to increase the distance and strength of your WiFi signal
- Use a higher powered/long-range WiFi such as Amped Wireless [router](#) or [adapter](#) to increase the WiFi signal on your PC or Mac
- [Home] Use a [DOCSIS 3.0](#) cable modem (if you have cable modem) to improve internet performance

If you are on corporate WiFi, try the following:

- Switch to a Wired connection
- Switch to a different WiFi hotspot if possible
- Check your Internet bandwidth using an online speed test, such as [nperf](#), [Speedtest](#), or [Comparitech](#)
- Contact your corporate IT department to check your WiFi hotspot

- Turn off group HD in your [Account Management](#) if your WiFi bandwidth is insufficient
- Turn off your corporate VPN if it's not required for the meeting