

Troubleshooting Zoom

Introduction

Compared to most video conferencing apps, Zoom does not need a lot of troubleshooting. The reality is, the most frequent problems with Zoom are not related to Zoom at all! Rather, problems stem from unstable internet connections, echo caused by feedback between mics and speakers that should be muted, and computers that have specs that are not up to the task. This document walks you through every step in the troubleshooting process. Good luck!

Common Problems

Echo

Problem: Most likely someone who is not speaking is unmuted.

Solutions: 1) Host can mute individual participants or all at once. 2) Host and others can post a reminder in the chat for participants to mute.

Prevention: Post occasional reminders in chat to mute. Post a splash screen at the beginning of the meeting for users to mute unless speaking.

Audio (choppy)

Possible problems: High CPU usage, low bandwidth, spotty signal

Solutions and Preventions:

- 1) Close all other apps
- 2) Ask if others are having the problem (via chat)
- 3) Log out and back in to Zoom (type it in chat to notify instructor)
- 4) Reboot the computer, then log back in to Zoom (type it in chat to notify instructor)
- 5) Try moving closer to the router to improve wireless signal
- 6) Plug into your router using an Ethernet cable
- 7) Call in via phone (type it in chat to notify instructor)

Video issues (lag, freezing screen)

Possible problems: High CPU usage, low bandwidth, spotty signal

Solutions and Preventions:

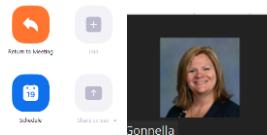
- 1) 1-6 above
- 2) Turn off your own video (type it in chat to notify instructor)

The Zoom Windows have disappeared

Possible Problems: The windows are minimized; the windows were accidentally closed; the window has been pushed into Full Screen mode.

Solutions and Preventions:

- 1) To find Zoom windows that have disappeared, go to the taskbar (the same bar as the time and calendar) and hover over the Zoom icon. If you see a window that has an orange arrow on it, labeled **Return to Meeting**, click it. I will take you back to the active Zoom window.



- 2) Maximize your screen (not full size!).



- 3) If you have been popped into Full Screen mode, make sure your cursor is in the active window, then tap the Escape key in the upper left of the keyboard.
- 4) Check the meeting settings to make the meeting is not set to going into full screen mode when someone shares.