ZOOM Trouble Shooting Tips
(Frequently Asked Questions)

1. **I cannot join the meeting**

   ➢ Be sure you have installed the Zoom client and you have the most recent version. Review the *Join Zoom Meeting Instructions* document.
   ➢ Try using a different web browser such as Google Chrome.
   ➢ Some companies may have a firewall that will not allow access to Zoom, consider using an alternate device (e.g., personal laptop or mobile phone).

2. **I cannot hear anyone – how do I fix my audio?**
   ➢ You can select the "Join audio" option in the bottom-left corner of the screen during a meeting and then click "Join with Computer Audio" button that appears.
   ➢ If you clicked the blue button before joining a meeting but no one can hear you speak, your mic is likely muted. In this case, the mic icon in the bottom-left corner will be crossed out. Just click the icon to unmute yourself or press the space bar — both options will get the job done.
   ➢ You can test your audio by visiting the Zoom Help Center

3. **How do I turn on my video?**
   ➢ When you join a call, Zoom will prompt you 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.
   ➢ If your web camera isn't showing up, the first thing to do is check to make sure all other programs that use the webcam are closed. Zoom won't be able to use the camera it if you've already given access to it in a different application.
   ➢ If you've joined on the web (or to just double-check your webcam in the main Zoom app,) you can also select your webcam by clicking *Start Video (*it might say *Stop Video* if you're in a call.*)* If the screen is blank, you can then click the arrow next to the video camera icon and choose *Same as system* or a more specifically named webcam from the list.
   ➢ If things still aren't working correctly, you might want to uninstall Zoom and reinstall it from the Zoom download center.

4. **How do I rename my Zoom screen name?**

   NOTE: This process is required before joining the Zoom meeting

   Renaming your Zoom screen name before the meeting begins (Mac /Windows)

   ➢ Open the Zoom app (do not click on a meeting link), then click the "**Join a Meeting**" button.
   ➢ This will open a new dialog that displays whatever the Zoom default name is currently set to and the "Remember my name for future meetings" box should be there too.
   ➢ Select any meeting you've joined in the past by clicking on the dropdown arrow or enter random numbers.
   ➢ Change the name to a new default or uncheck the "Remember" box to have it default back to the username on your next login.

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> After those settings are in place, click "**Join**."
> It should either give an error for an invalid meeting number or ask for a password.
> Either way, close out of the application now. The next time you reopen Zoom, it should use the setting changes you just made.

Renaming your Zoom screen name before the meeting begins (iPhone / iPad)

Although Zoom's mobile app does have some limitations, you can at least update your name and personal information.

> Click on the **Zoom** icon on your smartphone to launch the app and select **Settings** at the bottom right of the screen.
> Tap on your current name to open the editing window and choose **Display Name** in the following window.

Change the name and surname to your preference. There's also an "X" icon next to the name and surname to quickly delete the settings. This is a minor thing, but it really helps avoid relentless backspacing or trying to select full text on a small screen.

Once done, hit Save in the upper right corner of the screen and your name will be updated. The action syncs across all your devices that feature Zoom with the same account.

5. How do I navigate in Zoom?
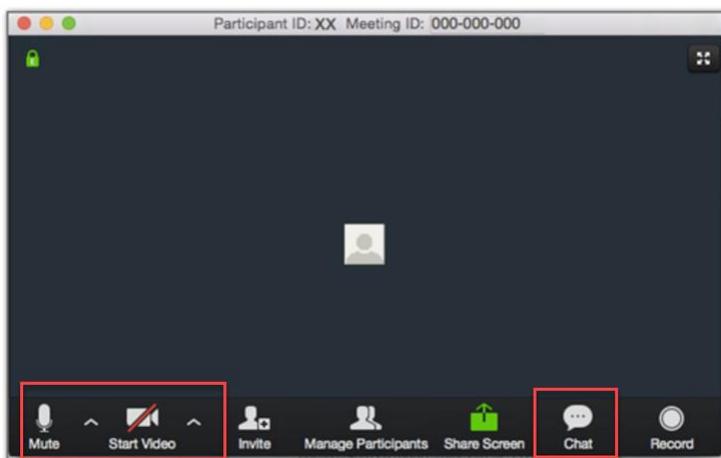
Select the icons at the bottom of tool bar, to:
> **Mute:** Control your own audio output.
> **Start Video:** Control your video output.
> **Chat:** Communicate with all participants or to send messages to specific participants by clicking on their name in the participants list.

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6. I joined the meeting, but no one else is here
- ➢ Confirm with the meeting host that the meeting has begun and ask for the Zoom Meeting ID number.
- ➢ Ensure the Zoom Meeting ID number (e.g., Zoom Meeting ID: 123-456-7890) matches yours. The meeting ID is located at the top of the window. If they don't match, you've joined a different meeting.

7. I joined the meeting successfully, but others cannot see me
- ➢ 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.
- ➢ If you're connecting from a Lenovo device and your video isn't working, see Video not working on Lenovo devices .
- ➢ 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.

8. 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 Troubleshoot audio and video issues on your computer or mobile device.

9. I am having problems receiving email messages from Zoom

Zoom notifications and activation emails can usually take 30 minutes or longer to arrive. But if it doesn't arrive, you need to make sure that your email is configured properly.
- ➢ You may need to ask your IT department to whitelist Zoom's email IP addresses. The administrator should whitelist the no-reply@zoom.com email along with the following IP addresses:
  - 198.2.179.123
  - 198.2.179.168
  - 198.2.179.86

If you're using Gmail or a personal emailing service, check your spam folder; emails will come from no-reply@zoom.us.

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10. How do I check for the latest version of Zoom?
You can view the version of the Zoom desktop client or mobile app by doing the following.
- ➢ **To view desktop client**
  - Open and sign in to Zoom desktop client for Windows, macOS, or Linux
  - Click your profile picture, then *Help*, and lastly select *About Zoom*
  - You will see desktop version
- ➢ **To view mobile app**
  - Open the Zoom app
  - Tap *Settings*
  - Tap *About Zoom*
  - You will see the Zoom app version

If you are running an older version, download the latest version.

11. How do I turn off certain Sound Notifications?
Outlook
- ➢ From the File menu, select *Options*
- ➢ Select *Mail* in the left menu pane
- ➢ Under Message Arrival, uncheck *Play a sound* option

Skype
- ➢ Click on the *gear* located in upper, right portion of application window
- ➢ Select *Ringtones and Sounds* option in box to the left
- ➢ Uncheck the *Play sounds (including ringtones for incoming calls and IM alerts)* option
- ➢ Click *OK*

MS Teams
- ➢ Click on the ellipsis (3 horizontal dots at top of application window)
- ➢ Select the *Gear Settings* option
- ➢ Select the *Notifications* option in the Settings menu to the left
- ➢ Under *Appearance and sound*, toggle off *Play sound for incoming calls and notifications*
- ➢ Close window

Cell Phone
- ➢ Select the mute option or turn off cell phone

Grandfather Clocks
- ➢ Turn off or silence if possible