

The most common Zoom problems and how to fix them

Note: The location of icons will vary, depending upon the device being used

Video or audio not working

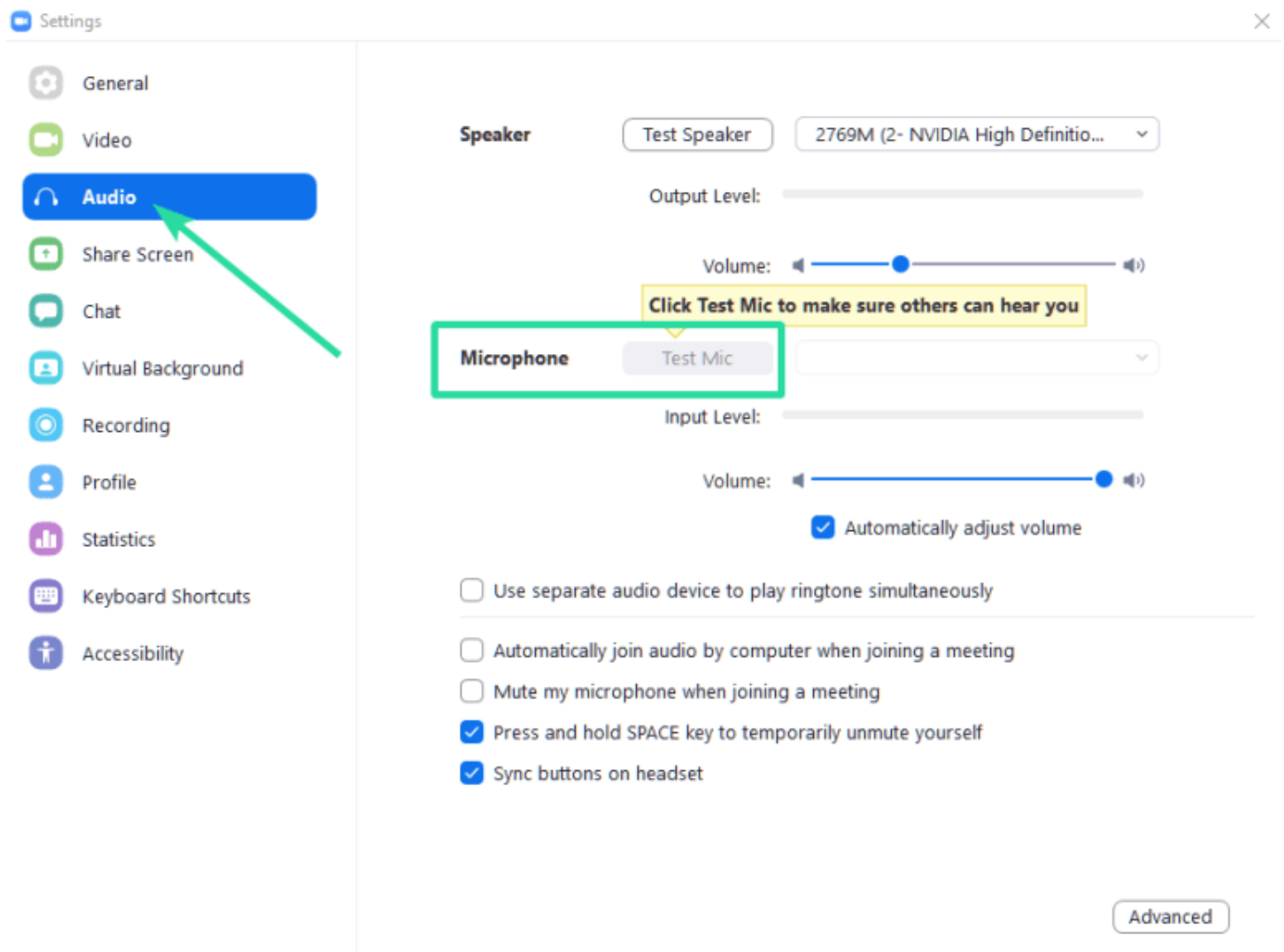
Make sure that camera is not covered and that device speakers are turned on and turned up.

If no one can hear you speak, your microphone is likely muted. In this case, the microphone icon in the bottom-left corner will be crossed out. Just click the icon or press space to unmute yourself.

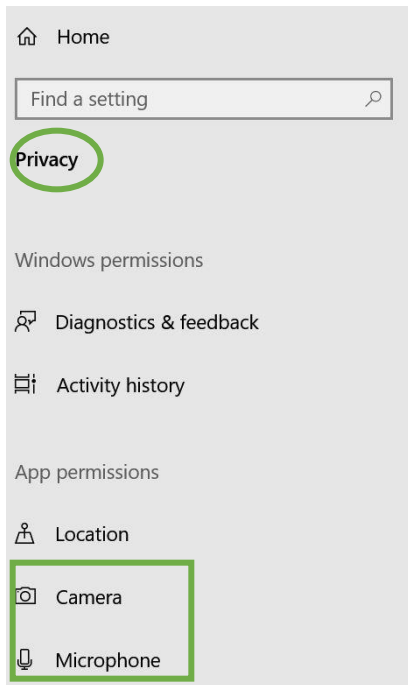
If you have a blank screen then probably the camera icon in the bottom-left corner will be crossed out. Just click the icon to start the video.

If your camera or audio still isn't working, you can test your audio and video in Zoom by opening the Zoom app, click on "New Meeting". Click the ^ on audio or video button (bottom left corner), and select "Settings". Clicking on "Audio" and "Video" on the left allows selection of Speakers, Microphone, and Camera from pull down menus.

Note: The "test mic feature requires speaking aloud (e.g. "Testing, 1,2,3"). Whatever is spoken will automatically be replayed if the microphone is working



Sometimes, though, the problem might not be Zoom at all. If you're on a Windows 10 or MacOS device, the camera might be blocked. You can correct this by checking your app permissions to make sure the Zoom app can use your camera and microphone. In Windows, you can check to see if your webcam is blocked by searching for *Privacy Settings* in the Start Menu. Select either Camera or Microphone from the menu on the left hand side .



General

Change privacy options

Let apps use advertising ID to make ads more interesting to you based on your app activity (turning this off will reset your ID.)

On

Allow websites to provide locally relevant content by accessing my language list

Off

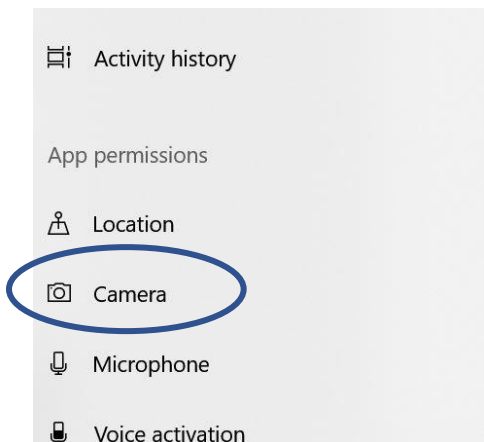
Allow Windows to track app launches to improve Start and search results

On

Show me suggested content in the Settings app

Off

Turn on “Allow desktop apps to access your camera” (or Microphone)”



Allow desktop apps to access your camera

Some apps and Windows features need to access your camera to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.

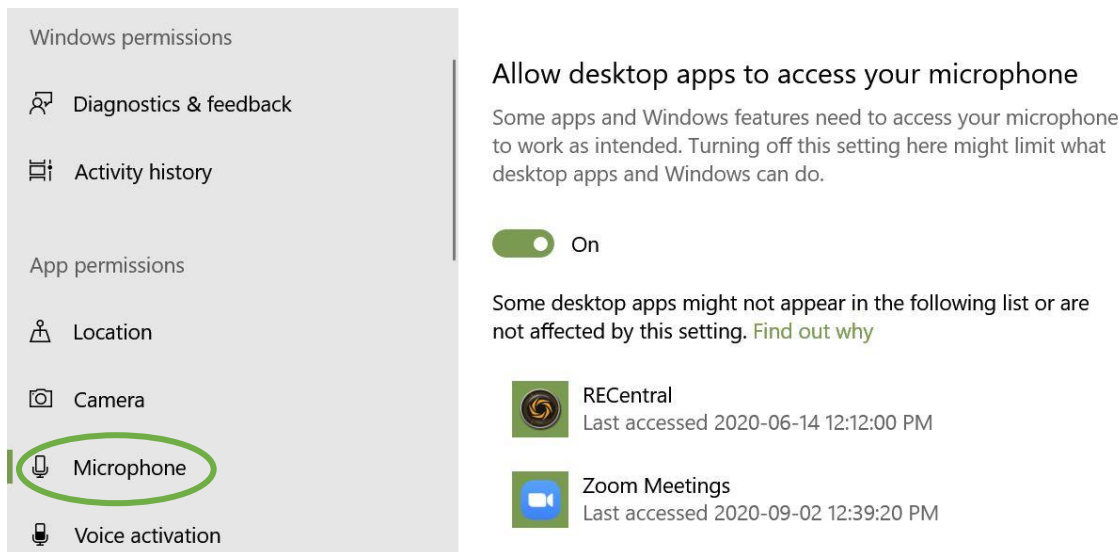
On

Some desktop apps might not appear in the following list or are not affected by this setting. [Find out why](#)



Zoom Meetings

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Scroll down and you'll see the list of applications that are allowed to use your camera (or microphone). Make sure the box for Zoom is ticked.

On MacOS, you'll need to click *Security and Privacy* in the System Settings, click the lock, and enter your password to make changes. You can then click *Camera* from the sidebar, and make sure your web browser and Zoom are checked. You'll also want to make sure the box for the microphone is checked, too.

Missing features

Chances are you joined a meeting with a browser instead of the dedicated app.

Although Zoom works in browsers, the functionality of the web-based version is limited compared to the app. The time it takes to connect to a meeting is also a lot longer, and in some cases, the connection doesn't get established at all. **Using a browser to join a meeting is greatly discouraged.**

To fix this problem and get access to all the features offered by Zoom, download the Zoom app (www.zoom.us) on your device and always use to it host a meeting or join one.

Problems with Zoom lagging or freezing during meetings

Lagging and freezing usually indicate a problem with your internet connection. If on a mobile device, try to move to an area with more stable internet to see if this helps.

You should also aim for the right internet speeds for a successful video chat. In a meeting when you are talking with multiple people, you will want to aim for around a 1Mbps download speed and 800kbps upload speed. You can always check your current speeds <https://testmy.net/>

You may be able to improve video quality by changing your Zoom settings, as well. For example, disabling HD options or the "Touch Up My Appearance" in video setting will decrease the amount of bandwidth your video connection requires (and the overhead on your system's hardware), and can help fix problems with lag.

Background noise

Background noise can come from any of the participants that don't have their mics muted. The noise makes it hard to hear the person speaking during a meeting and is just generally unpleasant. Ideally, only the person who speaks at a given time should have the mic turned on.

To solve this issue, the host can mute all participants. After clicking on "Participants" a "Mute All" button can be used throughout the meeting if people unmute themselves and background noise starts creeping in.

Turn on gallery view



Zoom's default video layout is called "Active Speaker" and shows the person speaking in the main (large) window. To change the layout to "Gallery View" Click the "Gallery View" option in the top-right corner of the screen so that

all the participants are on the page at the same time. Zoom will show you up to 25 participants on a single page. If there are more people in a meeting, you can click on the arrow to move to the next page.

Background noise

If someone gets a call and answers it during a Zoom meeting or has radio playing in the background, you can turn off a participant's mic and get rid of the excessive noise that's bothering others.

Only a host of a meeting can use this feature. Participants don't have this option, but they do have the ability to turn off their own mics.

1. Click the "Manage participants" button in the taskbar.
2. Hover your mouse over a participant's name.
3. Click the "Mute" button that shows up.