Troubleshooting Guide

Subscribe to https://status.zoom.us/ for notifications/updates on any outages

Log a support ticket https://support.zoom.us/hc/en-us/requests/new
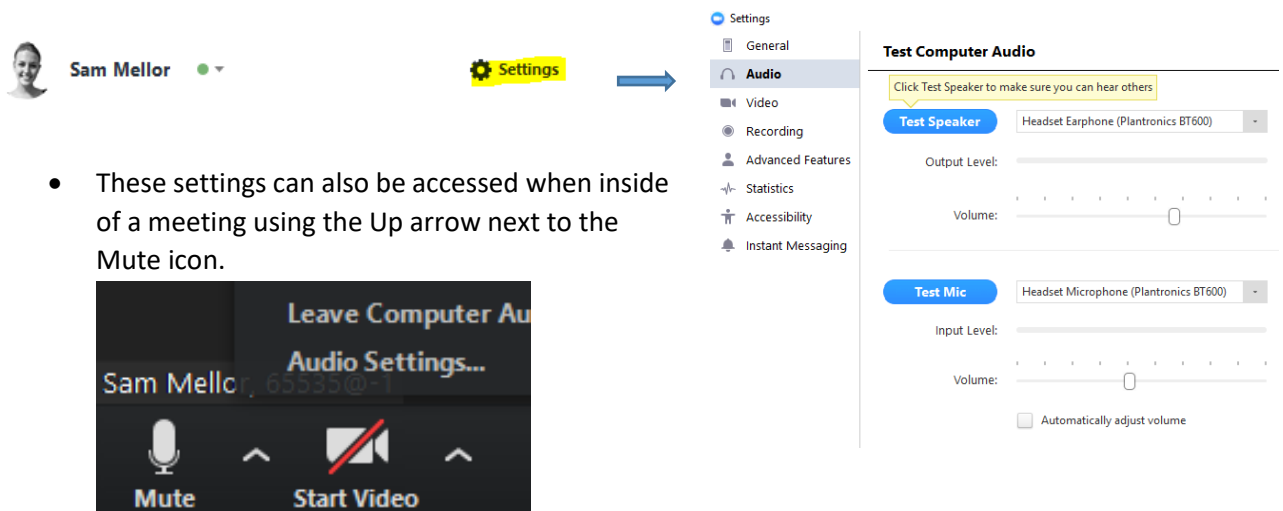
Network Problems

- Check bandwidth using - https://www.speedtest.net/
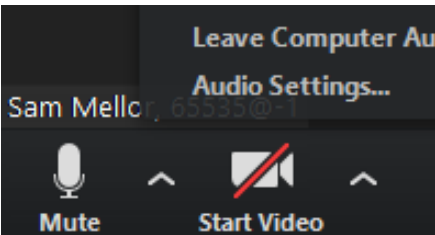- https://zoom.us/test - Test connection by joining a test meeting
- **Recommended bandwidth for Meetings and Webinar Panelists:**
  For 1:1 video calling: 600kbps (up/down) for high quality video and 1.2 Mbps (up/down) for HD video
  For group video calling: 600kbps/1.2Mbps (up/down) for high quality video.
  For gallery view: 1.5Mbps/1.5Mbps (up/down).
  For screen sharing only (no video thumbnail): 50-75kbps
  For screen sharing with video thumbnail: 50-150kbps
  For audio VoIP: 60-80kbps
- Connect via Wired if possible
- Turn of Group HD in settings if bandwidth is found to be insufficient
- Switching off video and just using Audio is a good way to combat network restrictions on desktop or mobile.
- Last resort is the user leaves the meeting and then dials in using the phone in option, numbers are provided on any Zoom invite.

Audio Issues: https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Device-Audio-

- Ensure client version is up to date.
- Always suggest headphones/mic for both desktop and mobile. AUX headphones that come with most smartphones are adequate.
- Check the correct default device is selected using Audio settings on the Desktop client settings page (found on the Home tab). Important when connecting/disconnecting audio devices. You can also test both mic and speakers here.
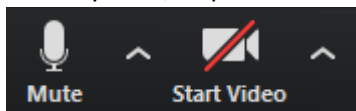

- These settings can also be accessed when inside of a meeting using the Up arrow next to the Mute icon.

- Sometimes Audio that sounds jumpy or scratchy can be due to Bluetooth headsets. This is unfortunately a little hard to troubleshoot, as it could be firmware/bugs out of Zoom control. Easiest solution is to switch to a wired headset.

Video Issues: https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working

- Ensure the client version is up to date
- Make sure any other apps that are using camera is closed i.e. Skype, Snapchat, FaceTime, PhotoBooth etc...
- Sometimes Windows 10 devices can have privacy settings restricting camera use. See below webpage for instructions on allowing.
  https://privacy.microsoft.com/en-us/windows-10-camera-and-privacy
- Apple users may also have privacy blockages regarding Mojave
  https://support.zoom.us/hc/en-us/articles/360016688031
- Check the user has manually turned off camera, there will be a red diagonal line through the video symbol, as pictures below
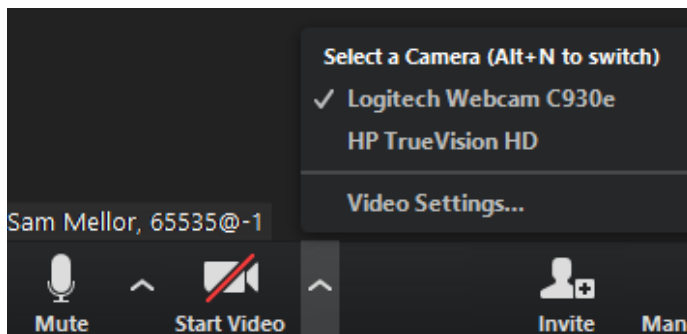- - Desktop
- - Mobile
- If they have recently plugged in a webcam, they will need to ensure the webcam has been selected. See below

Webinar Problems

- If a participant cannot be heard or seen, it is because they are an attendee not a panelist. Open your Participants window > Open Participants tab > Right click on the attendee name and click 'Promote to Panelist' this will open up their video and audio capabilities. You can demote them back to an attendee by clicking on their name under the Panelist tab and clicking 'Change Role to Attendee'
- If Panelists are having issues with network restrictions, turning off video will lighten the pressure on bandwidth and allow audio to come through a bit clearer.
- Always double-check that you are not in Practice Mode. This mode only allows Panelists to join. Once you click Broadcast, attendees will be able to join.