

# Zoom Troubleshooting Guide for Teachers

## Terminology

- **Zoom WebApp** – Zoom when accessed through the website. (In browser e.g. Chrome, Safari etc.) Please note Zoom WebApp lacks a lot of features offered by Zoom Client.
- **Zoom Client** – This is the windows/mac application that is downloaded automatically when you join a meeting on a computer. This is the best version to use.

## Accessing settings

### Zoom client (PC and Mac application)

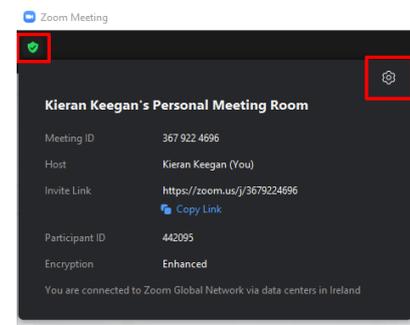
- From Home screen: Click the **cog** in the top right.
- In meeting: Click on the **green shield** in the top left, then the **cog** in the top right of the window that opens.

### Android / iOS

- From Home Screen: Click the **Settings** button in the bottom right.
- In meeting: Tap the screen to bring up buttons. Click the **More** button in the bottom right. Then click **Meeting Settings**.

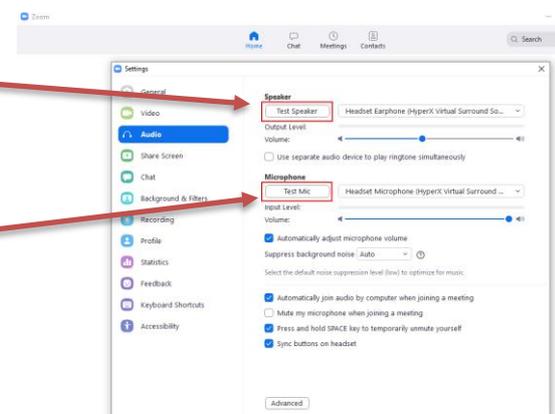
### WebApp

- WebApp does not offer the same settings. Please download Zoom Client instead.



## Audio issues

- Ensure you are not muted by clicking the **Mute/Unmute** button in the bottom left of the meeting. (The hotkey is **Alt + A**)
- In Audio settings, click **Test Speaker** and make sure you hear the tone. If you do not, change the selected speaker by clicking on the dropdown to the right of the **Test Speaker** button. Repeat the test until you find the correct output.
- Click on **Test Mic** and speak. You should hear yourself. If you do not, open the drop-down menu and cycle through the microphones until you find the correct one.
- Use earphones/headphones to ensure you do not echo. Echo is caused when your microphone picks up the output from your speakers.



## Video issues

- Ensure you have video enabled by clicking the **Start video** button in the bottom left of the meeting. *(The hotkey is Alt + V)*
- When starting zoom, make sure you select **Allow camera access**
- In video settings, ensure the correct camera is selected using the drop-down menu.
- Here you can also **enable** or **disable HD**, **adjust for lowlight**, or **Touch up your appearance**. *Note: These settings will take more bandwidth to use. i.e. If your connection is bad, disable them.*

## Connection issues/lagging/freezing

### Zoom Client / mobile

- Check your connection, ensure others are not streaming/downloading on the same Wi-Fi.
- If possible, use a wired connection. (Ethernet)
- Disable **HD** and **Touch up my appearance** in your video settings

### Zoom Webapp

- Click **More** on the bar across the bottom of the zoom screen
- Click **Disable video receiving**

## Update zoom

- A lot of issues are caused by having older versions of Zoom
- Please ensure you keep Zoom Client for Meetings updated after installing. Instructions on how to update can be found in the following link: [How to Update your Zoom Client](#)
- Video explaining the process [here](#)

### Zoom Client

- From the home screen, click on the profile button in the top right
- Select **Check for update**.
- Zoom will tell you that you have the current version or give you a download button. If so, click **Download**
- Zoom will now install the update and then return you to the home screen.

### Android/iOS

- Select **Settings** from the bottom bar
- Select **About** and then **Version**
- Zoom will either install the update or tell you **Zoom is up to date**