# 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)

- <u>From Home screen</u>: 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

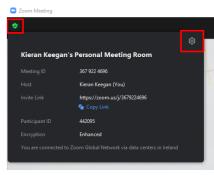
- <u>From Home Screen</u>: Click the **Settings** button in the bottom right.
- <u>In meeting</u>: Tap the screen to bring up buttons. Click the **More** button in the bottom right. Then click **Meeting Settings**.

#### 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.





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|   | Settings             |   |
|---|----------------------|---|
|   | Constral             | Speaker   |
|   | C video              | Test Speaker Headset Earphone (HyperX Virtual Surround So   |
|   |                      | Output Level  |
|   | Audio                | Volume: 4 40  |
|   | Share Screen         | <ul> <li>Use separate audio device to play ringtone simultaneously</li> </ul>                     |
|   | Chat                 | Microphone  |
|   | Background & Filters | Test Mic Headset Microphone (HyperX Virtual Surround ~  |
|   |                      | Input Level:  |
| - | C Recording          | Volume: 4 • 40  |
|   | C Profile            | Automatically adjust microphone volume  |
|   | Statistics           | Suppress background noise Auto 👻 🕥  |
|   |                      | Select the default noise suppression fevel (law) to optimize for music                            |
|   | Feedback             |   |
|   | C Keyboard Shortouts | Automatically join audio by computer when joining a meeting                                       |
|   | Accessibility        | Mute my microphone when joining a meeting Press and hold SPACE key to temporarily unmute yourself |
|   | - Anteriority        | Sync buttons on headset   |
|   |                      |   |
|   |                      | Advanced  |



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### 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: <u>How to Update your Zoom Client</u>
- 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