Problem: Unable To launch Zoom

⇒ Make sure you have your device connected to WiFi or have your cellular data set to allow Zoom to use it. If you can't stream a YouTube video, most likely you will not be able to use Zoom.

⇒ When you log in and it says you need to update, follow the prompts to do so.

⇒ Try restarting your mobile device. Try closing any open windows and click the link to join again.

⇒ Try deleting Zoom cloud meetings app and reinstall. If you have upgraded your device recently then you may need to update Zoom. You can get the latest version from the app store and/or play store.

Problem: Can't see other participants or they can't see you

⇒ Make sure all other programs that utilize camera are closed.

⇒ Make sure you choose "join with video" when being admitted into the room.

⇒ Make sure that you have given permission to Zoom to use your camera.

Android: Go to Settings >Apps > Zoom > Permissions > Camera **>** Choose "Allow".

iOS: Go to settings > Zoom> Use the toggle switch to Allow Zoom to Access your camera.

⇒ Make sure that your video is on. Lower left hand corner of the screen. Click "Start video" to turn camera on.

Problem: Can't hear other participants or they can't hear you

⇒ Make sure all other programs that utilize microphone are closed

⇒ Make sure you choose "Call using Internet Audio" when being admitted into the room.

⇒ Make sure Zoom has permission to access and use your device's microphone.

Android: Go to Settings > Apps > Zoom > Microphone > Choose "Allow".

IOS: Go to Settings > Zoom > use the toggle switch to Allow Zoom to access your microphone.

Your Microphone will not work on the zoom app if you are using your phone on a call. You will need to stop using your phone for your IOS to access your microphone.

⇒ Check that your microphone is on. Lower left had corner of the screen.

("Unmute to turn microphone on")

If any of the troubleshooting techniques listed here do not solve your problem, contact your local IT staff.