CLIP National Learning and Development Month

Zoom Participants: Must-Know Troubleshooting Tips

Before Your Session:

Update the Zoom App:

- Make sure you are using the latest version of the Zoom desktop or mobile app. Updates often include bug fixes and performance improvements.
    - Use this test link to make sure you're up to date: https://zoom.us/test

Close Unnecessary Applications:

- Close any unused applications or browser tabs to free up system resources for Zoom.

Test Your Audio and Video:

- Use Zoom's built-in test features to check your microphone, speakers, and camera and adjust your audio and video settings as needed.
    - Verify that Zoom is using the correct audio and video sources (microphone, camera, speakers) in your settings. ***If you have GoToMyPC privileges makes sure you are logged out*** of it before joining to avoid the sound transmitting to your desktop in the office.

During The Session:

Join Meetings Early:

- Join the meeting a few minutes early to ensure you have time to troubleshoot any technical issues that may arise.

Use Headphones:

- Using headphones or earphones can improve audio quality and reduce background noise.

Mute When Not Speaking:

- If you're not speaking, mute your microphone to reduce background noise and improve audio quality for others.

Technical Difficulties:

Disable Video (if needed):

- A weak internet connection can cause video quality issues. If you're experiencing video quality issues or bandwidth constraints, consider disabling video in your settings.

Reconnect if Connection Drops:

- If your connection drops or you experience issues, leave the meeting, and rejoin to resolve most problems.

Use Zoom's Built-In Help Center:

- Zoom offers a Help Center with a wealth of resources, FAQs, and troubleshooting guides. Refer to it for solutions to common issues. If you need additional support, reach out to Zoom's customer support or your organization's IT support for assistance.

By keeping these troubleshooting tips in mind, Zoom participants can address common issues and ensure a smoother and more productive meeting experience.