

## ZOOM Trouble Shooting Tips (Frequently Asked Questions)

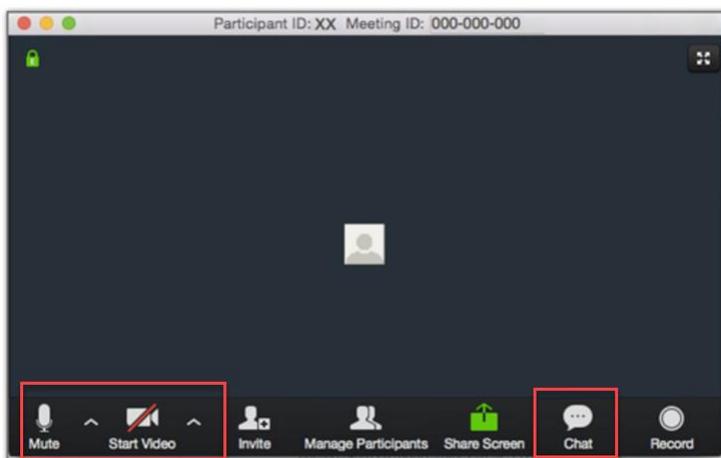
### 1. I cannot hear anyone – how do I fix my audio?

- You can select the “Join audio” option in the bottom-left corner of the screen during a meeting and then click “Join with Computer Audio” button that appears.
- If you clicked the blue button before joining a meeting but no one can hear you speak, your mic is likely muted. In this case, the mic icon in the bottom-left corner will be crossed out. Just click the icon to unmute yourself or press the space bar — both options will get the job done.
- You can test your audio by visiting the [Zoom Help Center](#)

### 2. How do I turn on my video?

- When you join a call, Zoom will prompt you with an option to **Join with Video** before entering the meeting. Always click this button, or else you will enter the call without your camera feed.
- If your web camera isn't showing up, the first thing to do is check to make sure all other programs that use the webcam are closed. Zoom won't be able to use the camera if you've already given access to it in a different application.
- If you've joined on the web (or to just double-check your webcam in the main Zoom app,) you can also select your webcam by clicking *Start Video* (it might say *Stop Video* if you're in a call.) If the screen is blank, you can then click the arrow next to the video camera icon and choose *Same as system* or a more specifically named webcam from the list.
- If things still aren't working correctly, you might want to uninstall Zoom and reinstall it from the Zoom download center.

### 3. How do I navigate in Zoom?



Select the icons at the bottom of tool bar, to:

- **Mute:** Control your own audio output.
- **Start Video:** Control your video output.
- **Chat:** Communicate with all participants or to send messages to specific participants by clicking on their name in the participants list.

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### 4. I cannot join the meeting

Be sure you have installed the Zoom client and you have the most recent version. Review the *Join Zoom Meeting Instructions* document.

### 5. I joined the meeting, but no one else is here

- Confirm with the meeting host that the meeting has begun and ask for the Zoom Meeting ID number.
- Ensure the Zoom Meeting ID number (e.g., Zoom Meeting ID: 123-456-7890) matches yours. The meeting ID is located at the top of the window. If they don't match, you've joined a different meeting.

### 6. I joined the meeting successfully, but others cannot see me:

- Make sure your video isn't turned off by checking the Start Video icon  in the attendee controls at the bottom of your meeting window.
- If you're connecting from a Lenovo device and your video isn't working, see [Video not working on Lenovo devices](#).
- If your video isn't working in the Zoom client [outside of the meeting](#), try troubleshooting the device itself. For instructions, see [Troubleshoot audio and video issues on your computer or mobile device](#).

### 7. My video is poor quality

- The "Optimize for full screen video clip" setting greatly reduces video quality. Restart the screen share with that setting unchecked.
- If you are experiencing a problem with the internet or the device itself, see [Troubleshoot audio and video issues on your computer or mobile device](#).

### 8. I am having problems receiving email messages from Zoom

Zoom notifications and activation emails can usually take 30 minutes or longer to arrive. But if it doesn't arrive, you need to make sure that your email is configured properly.

- You may need to ask your IT department to whitelist Zoom's email IP addresses. The administrator should whitelist the no-reply@zoom.com email along with the following IP addresses:
  - 198.2.179.123
  - 198.2.179.168
  - 198.2.179.86

If you're using Gmail or a personal emailing service, check your spam folder; emails will come from [no-reply@zoom.us](mailto:no-reply@zoom.us).