

Troubleshooting Tips

If you're having trouble with your call, try these steps:

1. Make sure your internet is working.
2. Check that Zoom is installed on your device.
3. See if you need to update Zoom to the latest version.
4. Uninstall Zoom, then download and install it again.

For more help with video issues, visit the Zoom help center:

<https://support.zoom.us/hc/en-us/sections/201740126-Troubleshooting-Zoom-Meetings>

Helpful Tips for Video Sessions

1. Make sure any external webcam or mic is properly attached and selected in device settings.
2. Test your video to ensure your camera works:
<https://support.zoom.us/hc/en-us/articles/201362313-Testing-your-video>
3. Check that your microphone isn't muted and your speaker volume is up.
4. Video calls need a fast and stable internet connection. Test your speed at [speedtest.net](https://www.speedtest.net) and try to improve it if needed.
5. Reduce internet use not related to your video call or use a different network for video calls.
6. Use a wired connection or move closer to your Wi-Fi router.
7. Reduce background noise, like speakers or fans.
8. Adjust the distance of the microphone from your mouth to avoid audio issues.
9. Adjust microphone levels in the computer's sound settings.
10. Make sure your computer has enough resources (CPU & RAM) for the call.
11. Close unnecessary applications and browser tabs