

Technical Zoom Support

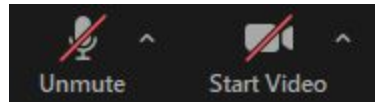
This is a list of most common problems reported by people in Zoom.

Before you ask for help, please try the following:

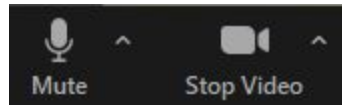
Zoom Application Issue:

- Check you have the latest version of Zoom installed:
<https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version>
- Check that your Mute button and Stop Video buttons are toggled correctly.

- Muted with Video Off:



- Unmuted with Video On:



- Close all other applications on your computer
- If you're having difficulty, restart your computer.

Computer Issue:

- Close all other applications on your computer (e.g., Web browser, Outlook, etc.)
- Make sure you're not downloading or uploading any software while using Zoom
- Make sure your computer is up to date with the latest operating system (e.g., version of Windows or Mac OS) and you have all patches and updates
- (You may need to Run a defrag or Disk Utility in Safe Mode or recovery mode - If you do not know how to do this, please contact a professional)
- If your hard drive is nearly full, transferring a few tens of gigabytes off the hard drive may improve performance.
- Make sure you are using good antivirus and network security software and that it is current.
- Do what you can to free up some RAM, like stop any unwanted processes (on a Mac, go to Activity Monitor. On the PC, use Task Manager.)

Internet Connectivity issue

- For best connectivity, connect to your internet using a network cable
- Make sure your computer is the only hardware/device using the internet
- Restart your computer's WiFi application
- Switch off your router/modem for 30 seconds then restart the router/modem
- Site closer to your router
- Make sure all your router/modem firmware is up to date
- Restart your computer
- Spotty Wi-Fi: You can purchase a WiFi extender gadget that boosts the signal in your home or a Power lan that uses your home's wiring as the network.