

Troubleshooting Zoom: v1.3

Compiled by Chiz Dakin Nov 2020

Not used Zoom before?

If you haven't used Zoom before, normally it's very simple to connect. But it's best to download the Zoom app at least a day before so you're not rushing to set things up at the last minute. Download from:

- Computer: <https://zoom.us/support/download>
- Ipad/Iphone: <https://apps.apple.com/us/app/id546505307>
- Android: <https://play.google.com/store/apps/details?id=us.zoom.videomeetings>

Then go to your email, click the link we sent you, wait several seconds while the Zoom app opens then click to "Join with video" and "Join with Audio" – and you should arrive in the meeting!

NB Ipad users may need to enter the meeting password (sometimes it accepts the link with the password incorporated in it, sometimes you need to add it when it asks for one. As a non-iPad user, whether it asks or not seems to be fairly random according to reports from other users). The meeting password will be sent out with the email containing the meeting link.

This guide <https://www.tomsguide.com/news/how-to-join-a-zoom-meeting> is also very useful for those new to Zoom.

Troubleshooting:

A few things can catch folks out so here's a quick checklist of things that may cause issues:

Internet Connection Dropping/Zoom saying internet connection is unstable

- You need a moderately fast internet connection. If you know your connection is weak switching off your video (click "Stop Video" on the bottom black bar on the screen) can help.
- If Zoom is saying it's unstable, simply disconnecting and restarting can sometimes solve the problem.
- Alternatively you may need to move nearer your router/wifi access point/swap from phone to broadband internet or vice versa. Sometimes just moving so an internal house wall is less in the way of the signal between your laptop/ipad and the router is all that it takes.

If you can't get connected at all:

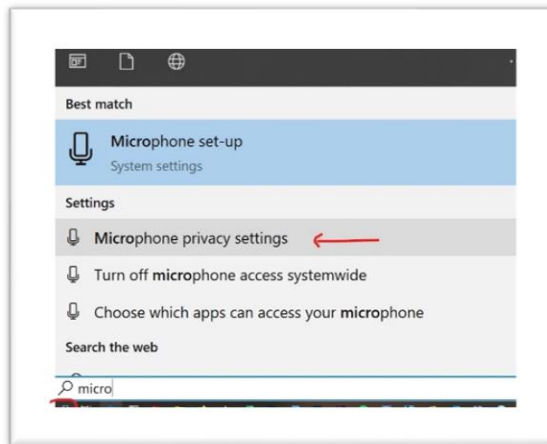
- Have you got Zoom installed as an app – if not download from:
- Have you clicked the button that says join with video?
- And the one that says join with audio?
- If your video camera isn't working, has zoom got rights to use your camera?
This article <https://www.online-tech-tips.com/computer-tips/quick-fixes-when-your-zoom-meeting-camera-isnt-working/> is good at explaining how to set that up.

You can test your camera is working prior to the AGM here <https://support.zoom.us/hc/en-us/articles/201362313-Testing-your-video>

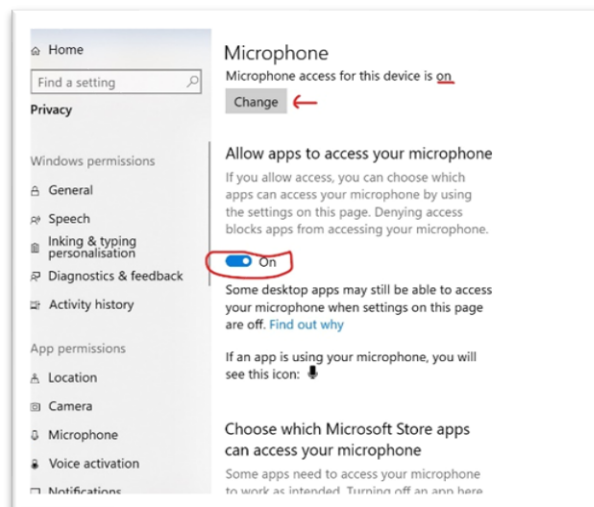
- If your audio isn't working (others can't hear you)
Are you muted – you may well be! That's a little red symbol of a microphone with a line through it. Likely most of us will be muted during the AGM to make it easy to conduct business – if you wish to speak please raise your hand electronically (see below):

Has Zoom got rights to use your microphone?

Windows 10: To change privacy rights, click the magnifying glass on the bottom left of your screen (left end of taskbar), type in microphone, it'll come up with several suggestions.



Click either “turn on microphone system wide” (you can switch it off later) or go to “Microsoft privacy settings” and click “turn on microphone”.



This will toggle several other switches – scroll down the page to Desktop Apps and check that these are allowed (if you have used zoom previously you may also see it listed, otherwise it won't yet appear, but that's fine!)

Android (Samsung G10): Go to settings/Apps/Zoom. Click permissions, allow microphone and camera.

Ipad/Iphone. Apols I don't know how to do this for Ipad/iphones- can anyone else help?