

# Zoom Troubleshooting Guide

## 1. I can't find the Zoom link.

The link to the Zoom class will either be posted in your Google Classroom or sent to you via email before the start of your class or workshop. We recommend checking your junk/spam folder as emails may have ended up there. If you are not able to find the Zoom link, please email [classsupport@auroraculturalcentre.ca](mailto:classsupport@auroraculturalcentre.ca) and a staff member will be happy to assist you. Please know if you are registered for an Aurora Cultural Centre Zoom, and are not present within the first 15 minutes of the start of the class, a staff member will call you to see if you need assistance.

Note: the phone call may come directly from the Aurora Cultural Centre or a blocked number.

## 2. My video and or/audio is not working

First, we recommend you check your Zoom settings.

1. On the pop-up that prompts for a meeting ID just before joining a call, leave the following settings unchecked:
  - a. Do Not Connect to Audio
  - b. Turn Off My Video
2. This allows you to join a call with your audio and video automatically enabled.

Next, if your webcam is not showing up, make sure all other programs that use the webcam are closed. Zoom may not be able to use the camera if it is currently accessed by a different application.

Next, you can try testing your audio and video. If your webcam or audio still is not working, you can test your audio and video in Zoom by clicking this link: <https://zoom.us/test>. Once open, you can join a test call on the Zoom app and follow the instructions on the screen.

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) on the bottom toolbar. If the screen is blank, you can then click the Arrow next to the Video Camera icon and choose Same as System (or you may see Integrated Camera) or a more specifically named webcam from the list.

Sometimes the problem might not be Zoom at all. If you're on a Windows 10 PC or Mac, the webcam might be blocked. You can correct this by checking your app permissions to make sure the Zoom app or your web browser can use your webcam.

On the web specifically, you can also check this setting by restarting your call and making sure, you pressed "Allow" when prompted about the camera and microphone access.

Next, check your PC or MAC settings to ensure everything is working, as it should.

# Zoom Troubleshooting Guide

## Windows 10

Enter “webcam” in the taskbar search box and select Choose Which Apps Can Access Your Camera from the menu. Scroll down, and you’ll see the list of Microsoft Store and desktop applications that are allowed to use your webcam.

For non-Microsoft Store apps, like Zoom, you’ll need to make sure the toggle for Allow Desktop Apps to Access Your Camera is switched to the On position.

In the same way, you can also search for Microphone and choose Microphone Privacy Settings to do the same.

## MacOS

Open System Preferences and select Security and Privacy. After that, click the Lock and enter your password to make changes. You can then click Camera from the sidebar, and make sure your web browser and Zoom are checked. You’ll also want to make sure the box for the microphone is checked.

Note: Some laptops also have a physical webcam switch that must be enabled to allow the webcam to function properly. Double-check that yours is in the right position if you have one.

Finally, if all else fails, uninstall the software and the web browser client will reinstall it before the next meeting.

### **3. I’m hearing feedback in the background during a call.**

Another common problem with Zoom is an audio echo during a meeting. If you hear an audio echo or feedback, there are three possible reasons why.

Someone could have both computer and telephone audio active at the same time. In this case, ask them to either hang up on the telephone call or exit the PC-based audio during the conference by clicking the Up arrow next to the microphone icon and choosing Leave Computer Audio.

Computer or telephone speakers might be too close to each other. Ask the two people that are too close to each other to move apart or shut a door. You could also ask one of them to leave the audio conference or mute audio on their device. Using headphones, helps reduce the echoing effect, too.

Multiple computers with active audio could be in the same conference room. Again, ask the two people that are too close to each other to move apart or close a door. You can also ask one of them to leave the audio conference, mute audio on their device, or wear headphones.

### **4. The Zoom meeting is lagging and freezing during the meeting.**

Lagging and freezing usually indicate a problem with your internet connection.

# Zoom Troubleshooting Guide

On a mobile device, move to an area with a better connection to see if this helps. On PCs, stick with a wired Ethernet connection, if possible. Otherwise, get close to the local router and use the 5GHz connection – it's faster and (typically) less congested. If you need an upgrade, we list the best wireless routers you can get.

Aim for the right internet speeds for a successful video chat. When talking with multiple people in a team setting, you want the download speed around 1Mbps and the upload speed around 800Kbps. You can always check your current speeds with a quick internet speed test. If the speeds are undesirable, repeat Solution 1. In addition, you can check out our tips on how to increase internet speed.

Try unchecking the HD and Touch Up My Appearance options. To access these options, click the Cog icon (Settings) when outside a call, or click the Camera icon within a call and then select Video Settings on the pop-up menu. After that, select the Video category listed on the left (if it isn't already).

By unchecking these two options, you will decrease the amount of bandwidth your video connection requires (and the overhead on your system's hardware), which can help fix problems with lag.

## 5. I can't share my screen.

Sharing your screen is an important part of many Zoom calls. It's as easy as clicking Share Screen at the bottom of the window. Aurora Cultural Centre Zoom classes have disabled the ability for students to share their screen. If you are an instructor having an issue sharing your screen or you are a student in a Zoom class that allows you to share your screen, check a couple of settings before you begin.

Sharing your screen takes up a lot of bandwidth. Make sure that you have a solid internet connection and that you're connected to the call. Use a wired connection, if available, for the best performance.

On the Home screen, click the Down arrow next to New Meeting and uncheck Start With Video. Your meeting will then start with only audio, freeing up bandwidth. Your video will not be automatically turned on.

Alternatively, if you're already on a call and need to share your screen, turn off your video by clicking the Stop Video button and then select the green Share Screen button.

## 6. How do I change my screen view layout?

In Zoom, you have the option to set your screen to Speaker View or Gallery View. This can be changed by clicking the view icon in the top right-hand corner of your Zoom window if you are on a laptop, PC or MAC. If you are on a tablet, the icon will appear on the left-hand-side of your screen. Depending on what mode you are in, the view icon will say either "Speaker View" or "Gallery View."

# Zoom Troubleshooting Guide

In speaker view, the person speaking will be the main image in the center of your screen, while additional meeting attendees will be in a bar at the top of the screen.

To change to gallery view, you will need to click on the view icon. This will reformat your screen so that meeting attendees appear in a grid, with the speaker highlighted in yellow.

## 7. My Zoom meeting keeps crashing.

If Zoom is crashing and closing itself entirely, see if these solutions help.

Check “Zoom Service Status” to see if there is a regional Zoom problem. Sometimes there are server issues or platform maintenance, which could mean the service, will be down for a while. You will need to wait if this is the case.

Try the web version if the problem isn't regional. As long as your internet connection is sufficient, it tends to be a bit more reliable if the installed app is experiencing problems.

Sometimes Zoom can get confused about audio versus video settings. If it's trying to use your webcam connection as an audio output, for example, it will often start crashing as a result. Make sure video connections are routed to your webcam and, if necessary, your audio is routed to connected speakers.

If you are still having issues with Zoom access or technical issues, please email [classsupport@auroraculturalcentre.ca](mailto:classsupport@auroraculturalcentre.ca).