

Tips on Using Zoom

1) Webcam or Audio not working

Check the volume on your computer is set at the right level.

If your webcam isn't working you may need to check that you have allowed Zoom to have access to it and that it isn't in use by another application on your computer.

You can test your audio and video 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.

2) Echoes or 'pinging'

Sometimes people use both their phone and their computer on a Zoom call. If they do this there is likely to be feedback. If you are using two devices on a call always check that the microphone is off on the one you are not speaking directly into.

Too many microphones on during a Zoom can create feedback. Always remember to turn off your mic when you are not talking.

3) Zoom video freezing

Your video freezing usually indicates a problem with your internet connection
If you are on a mobile device move closer to your WIFI modem.

If other people are using your Wifi – especially if they are gaming – this may cause your video to freeze.

You can purchase household WIFI boosters very cheaply which can help strengthen the signal.

If you have a modern mobile phone you can use it as a personal WIFI hotspot to boost the signal to your laptop. To do this go to Settings on your phone, click on Personal Hotspot and follow the instructions.

Disabling video settings in your Zoom video settings like 'Touch Up My Appearance' (Yes, there is one!) and HD options can help fix problems with your video