Zoom Troubleshooting
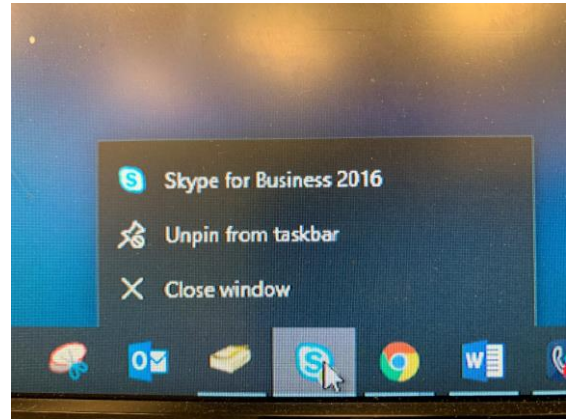
1. Close all other programs

All open apps appear on the black bar at the bottom of your screen (the taskbar). To close them:
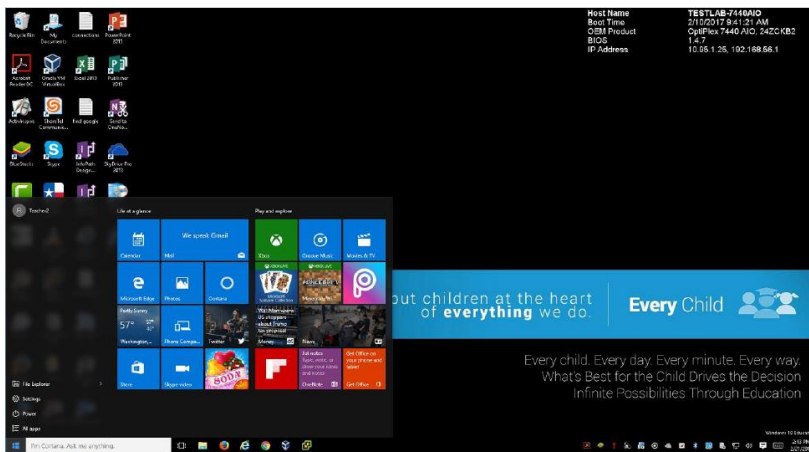
a. Right-click on the app you wish to close. A box will pop up with several options.
b. Left-click on "Close Window" (or "Close All Windows" if you are closing an internet browser such as Chrome or Firefox)

2. Double-check that Skype is closed
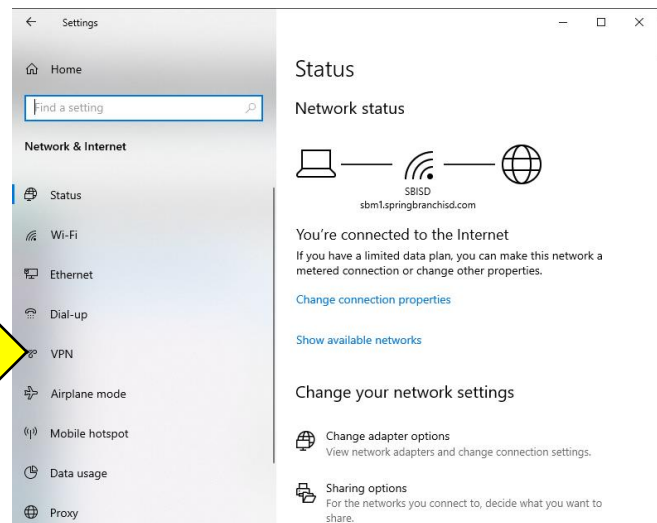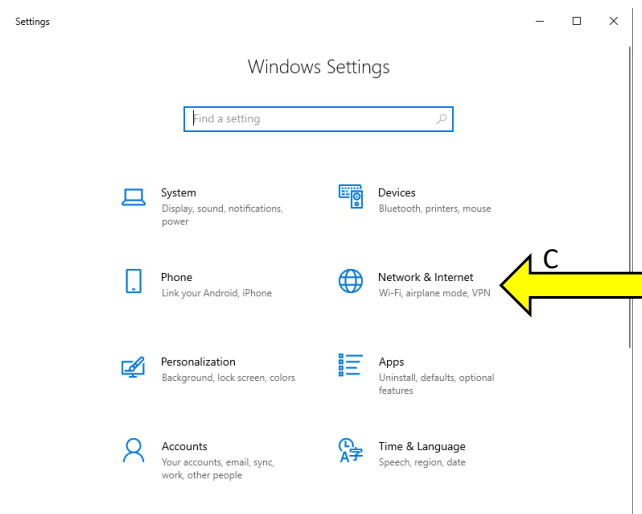
a. Follow the steps in Tip #1.

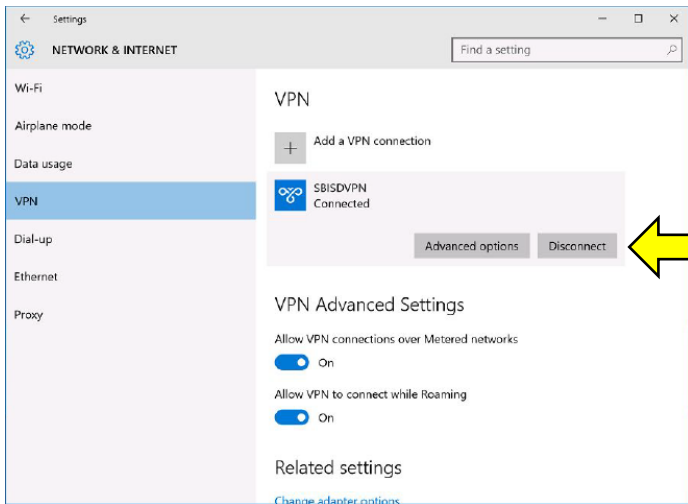## 3. Disconnect from SBISDVPN

A & B

a. Click Start in the bottom left corner of your desktop

b. Click "Settings" (a gear symbol usually right above the power symbol)

c. Select "Network and Internet"
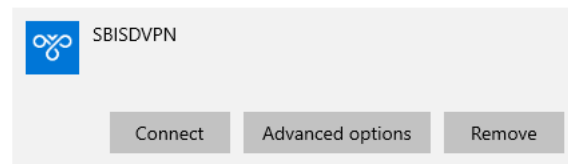d. Choose "VPN" from the menu on the left side

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e. If you are connected to the VPN, you will see "SBISDVPN Connected" with an option to Disconnect. Click Disconnect.
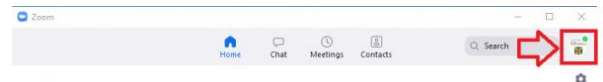
E

f. If you are not connected to the VPN, you will see the option to Connect. Do not connect; no action is needed.
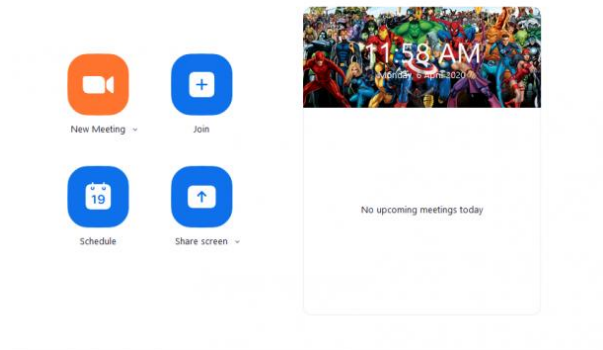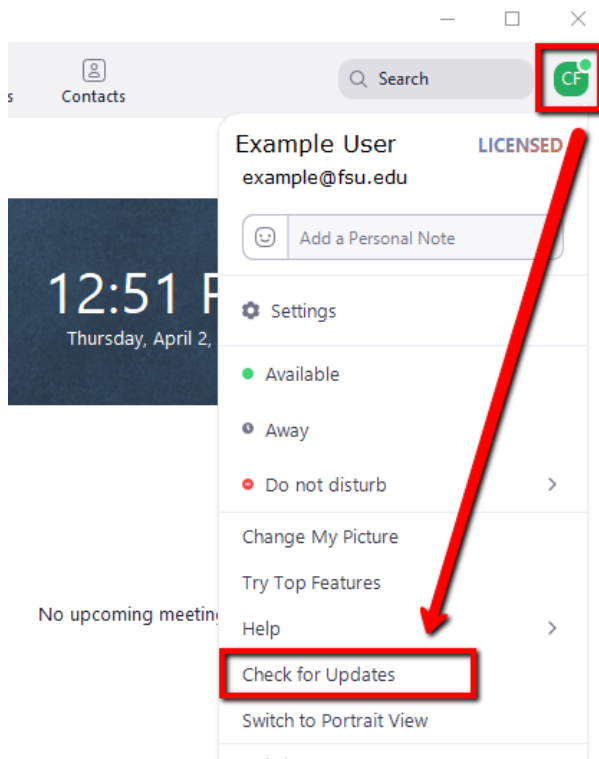
4. Check for Zoom Updates

a. Open Zoom and click your initial in the top right corner

b. Select "Check for Updates" in the drop down menu

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c. You should have version 5.0 or higher.
   i. If updates are available, please run them. Call Technology Service at (713) 251- 8324 if you have any questions.
   ii. If you have anything lower than 5.0, please refer to Page 6 of this document for Zoom Upgrade instructions.
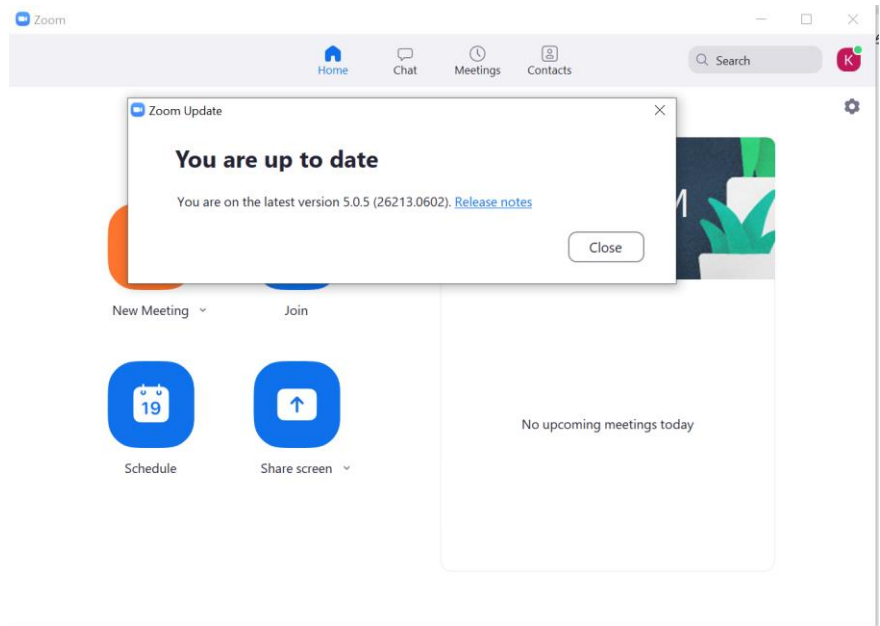
5. Check your device for updates
a. Click Start
b. Click the power symbol ONCE (immediately above the start button)
c. Click "Restart"
   i. There is a difference between restarting your computer vs shutting it off then turning it on. If you do not restart your laptop regularly, it will not receive necessary updates.

6. Connect your device to Ethernet instead of wireless
a. Ethernet helps your internet connection go much faster than wireless.
b. If you are on campus, doc your computer.
c. If a doc is not available:
   i. Unplug the Ethernet cord that runs from the back of your classroom's phone into the wall
   ii. Plus the cord into your device so it is connected to the wall.
d. If you are at home, unplug the Ethernet cord from your modem/ router, and plug it into your laptop (this cord runs into the wall).
e. You should now see the wifi symbol change to an Ethernet symbol in the bottom right corner of your desktop (next to the time & date)

Example of an Ethernet cord

Wifi Symbol

Ethernet Symbol

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7. Connect External Screens via HDMI cable

    a. If you are sharing an external screen (such as ActivBoard, tablet, or phone), use a cable to connect your device to that screen.

    b. The preferred method is usually via HDMI cable (pictured below). Please contact your campus technician if you have any questions.

8. If your camera isn't working…

    a. Ensure nothing is covering the camera

        i. Some models of laptops have a cover over the camera that will also cause audio issues. Ensure this switch is open if you have a 7400 model. (pictured right)

    b. Follow steps 1- 5

Open
Ready to Use

Closed
Slide to Open
Camera Lens

9. If you are experiencing audio issues while using Zoom on your phone…

Troubleshooting Speaker Issues

If you cannot hear other participants in a Zoom meeting, follow these steps to troubleshoot the issue.

- Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker:

  ◁ On

- Increase the volume on your mobile device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, your device's volume might be set to mute or vibrate only.
- Try using earphones.
- Restart your mobile device.
- Reinstall Zoom from the Apple App Store or Google Play

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Troubleshooting Microphone Issues

If you are experiencing issues using your microphone with the Zoom mobile app, follow these steps to troubleshoot the issue:

- Ensure the microphone is not on mute. If you see the muted **Audio** icon in the meeting controls, tap it to unmute yourself:
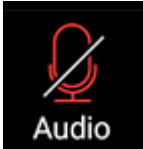
  If you are still muted, the host may have muted you upon entering the meeting. Ask to be unmuted by sending a chat message to the host.

- Ensure you have connected your mobile device's audio. If you see the following **Audio** icon in the meeting controls, tap it and select **Call via Device Audio**. If prompted, allow Zoom to access your microphone.


- Try using earphones with a microphone.

- Ensure Zoom has access to your device's microphone.

  - **iOS**: Go to **Settings** > **Privacy** > **Microphone** and switch on the toggle for Zoom.

  - **Android**: Go to **Settings** > **Apps & notifications** > **App permissions** > **Microphone** and switch on the toggle for Zoom.

- Ensure that no other applications are using the microphone at the same time.

  - **iOS**: Double-tap the "Home" button to view apps currently running. Swipe up to close an app.

  - **Android**: Tap the multi-task button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left of right to close an app.

- Restart your iOS device.

- Reinstall Zoom from the Apple App Store or Google Play

If you are still experiencing Zoom issues after completing all of these steps, please call (713) 251-8324 or your campus technician for assistance.
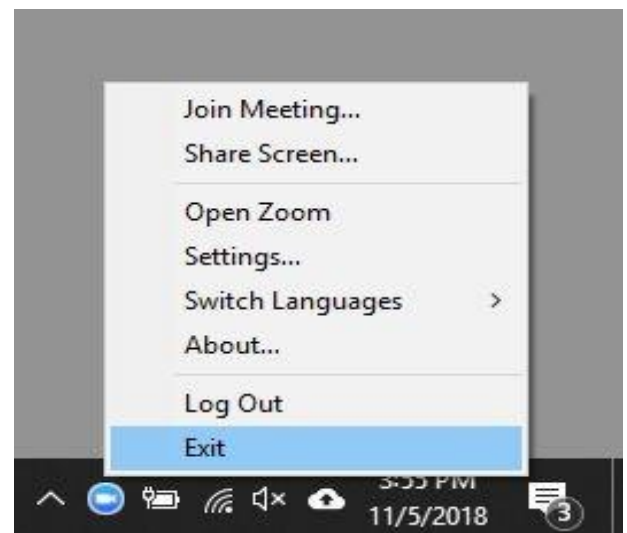
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Zoom 5.0 Upgrade

- **Ensure that you are logged into the machine as yourself.**

- **Ensure that your machine is connected to your home internet.**

  -
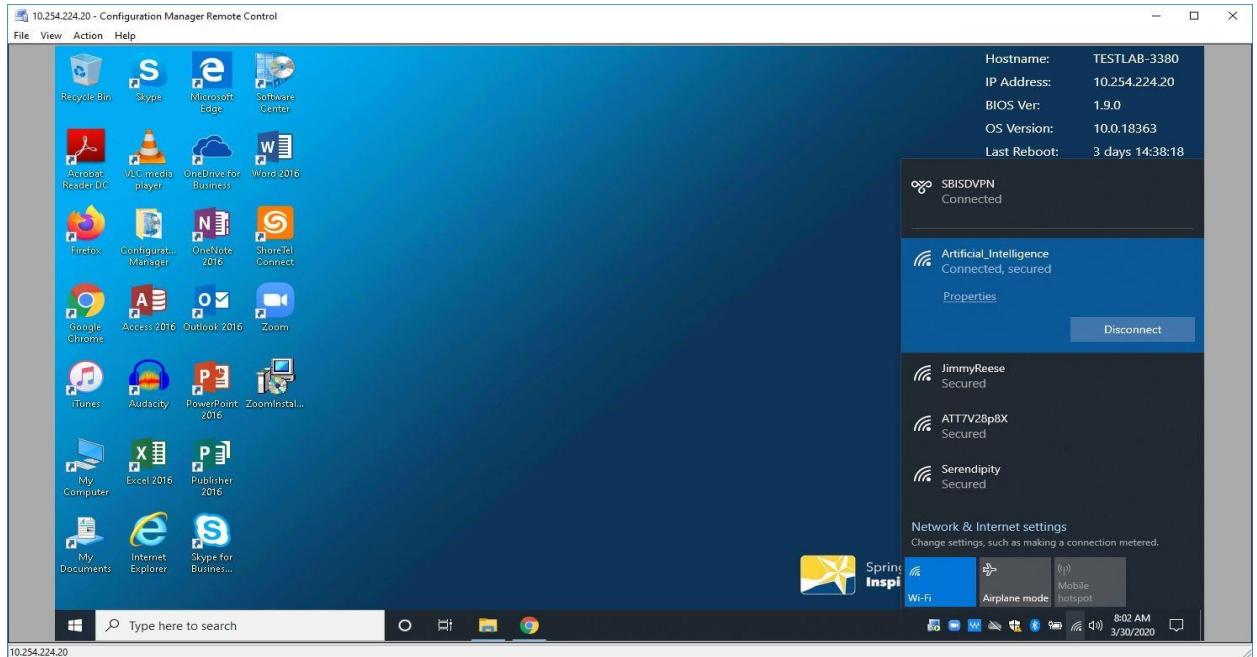
If ZOOM is already installed:
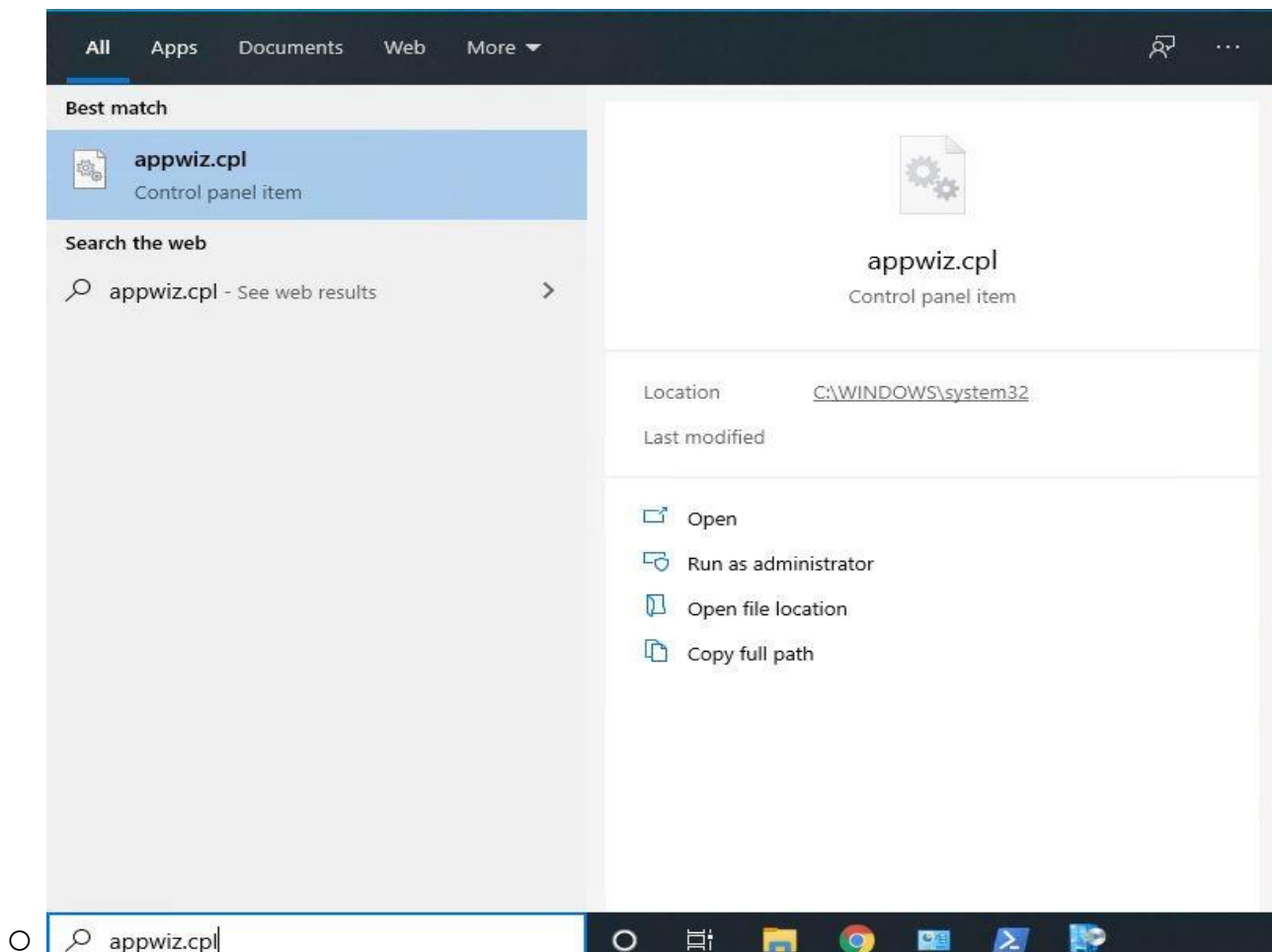
- **Ensure that you do not have an active ZOOM session opened**

- **Ensure that the ZOOM application has been closed by viewing your system tray (in the bottom right-hand corner) and exiting out of the ZOOM application.**
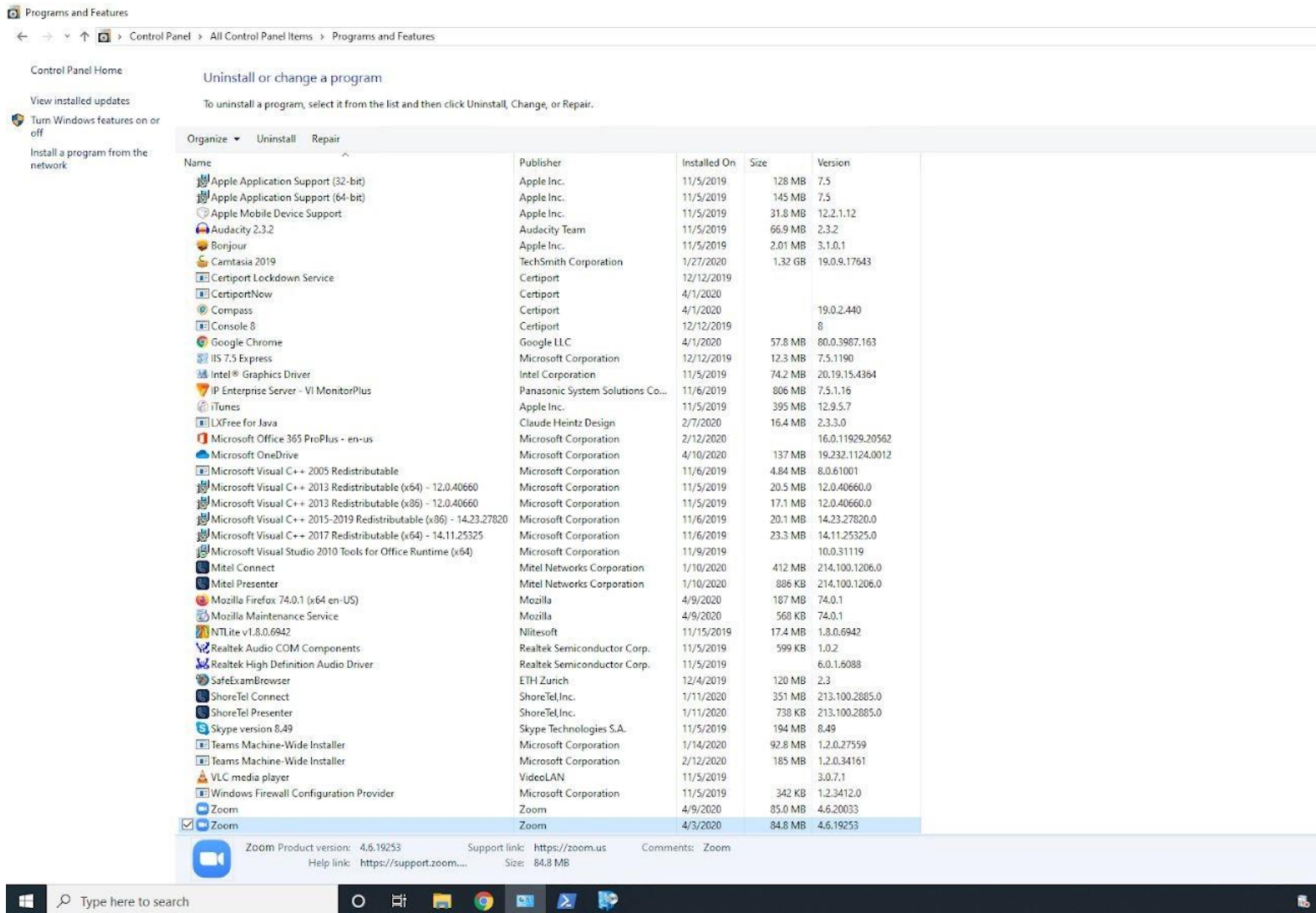
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- **Uninstall any previous versions of ZOOM by navigating to your START menu and in the search box type in "appwiz.cpl " (without quotes)**

- **Select the top option**

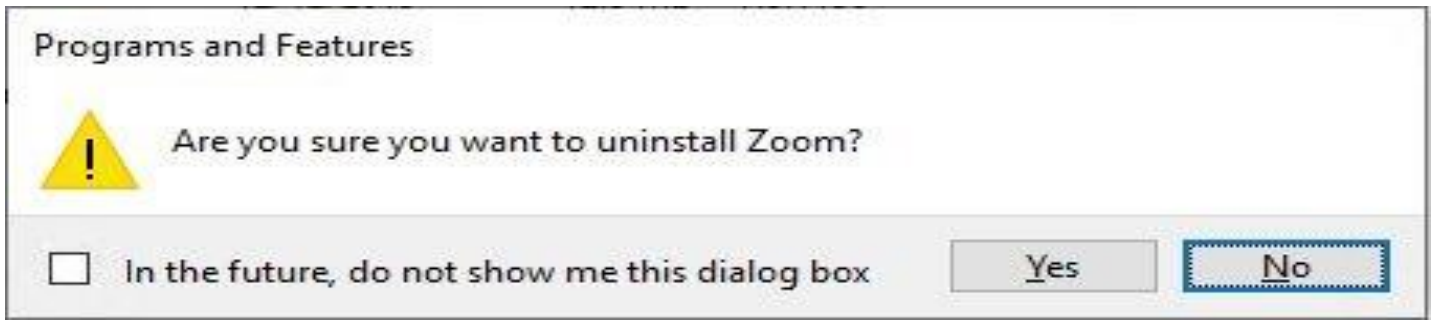Zoom Troubleshooting

In the pop up window, scroll down to Zoom.

Click Zoom once and the option to uninstall will appear.

-
-
-

Programs and Features

⚠ Are you sure you want to uninstall Zoom?

☐ In the future, do not show me this dialog box   Yes   No

● **Select YES to Confirm**

Open Google Chrome and navigate to www.zoom.us
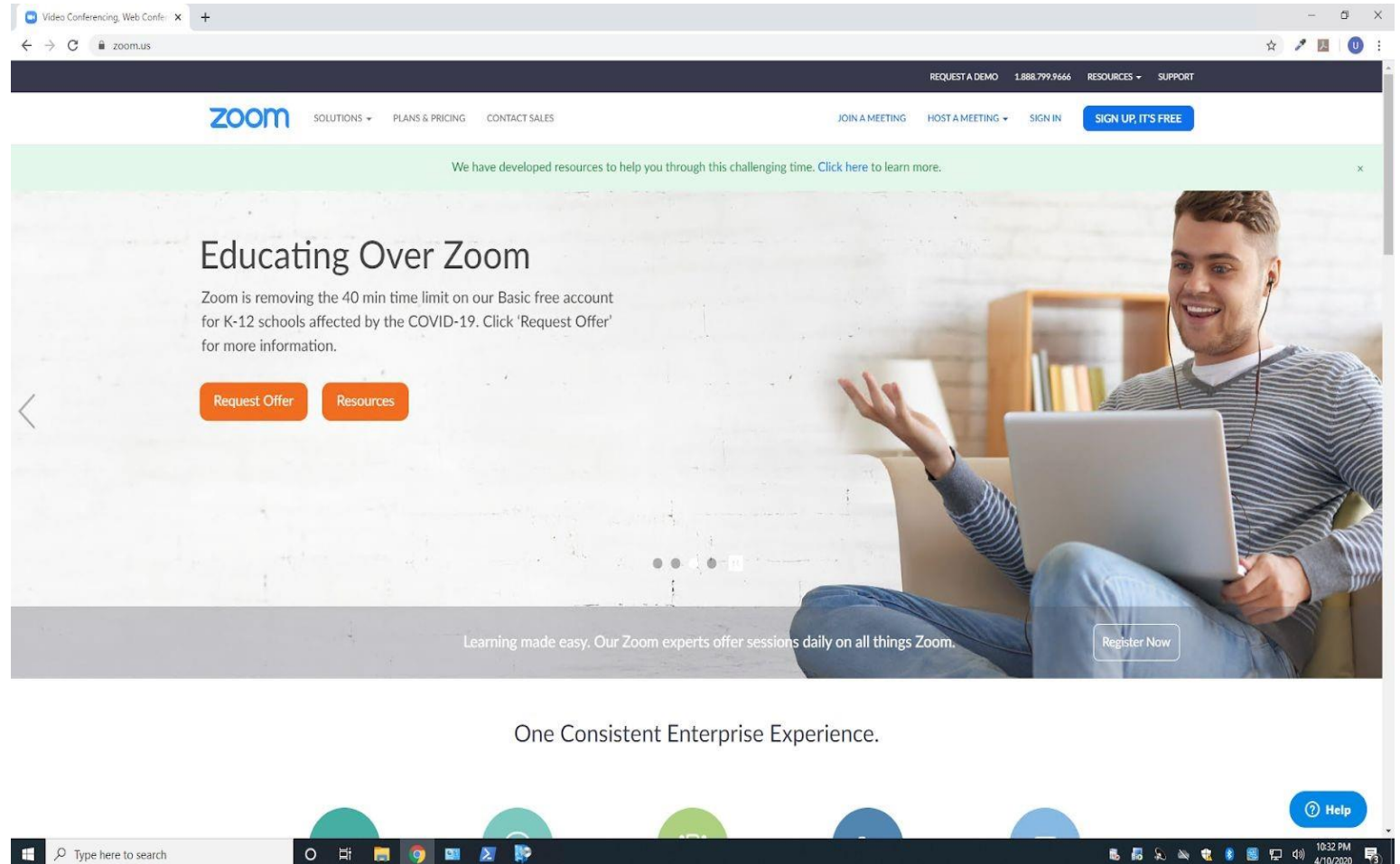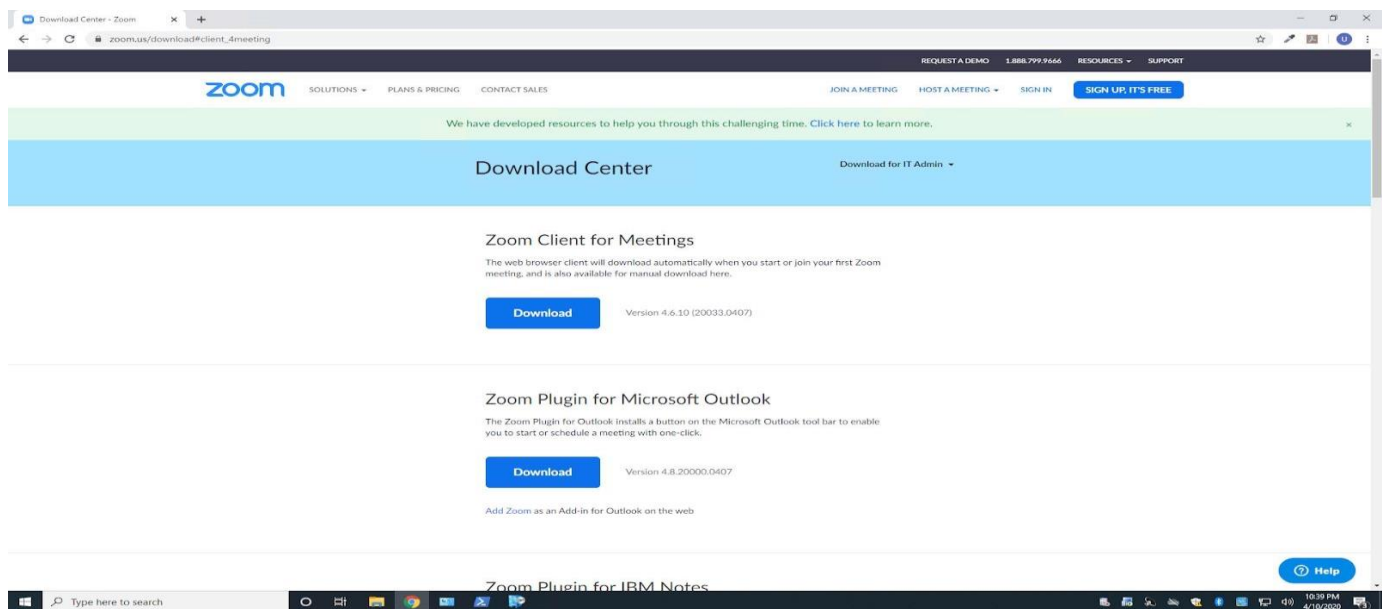
In the upper-right corner hover your mouse over RESOURCES and select the option Download Zoom Client in the drop-down menu.
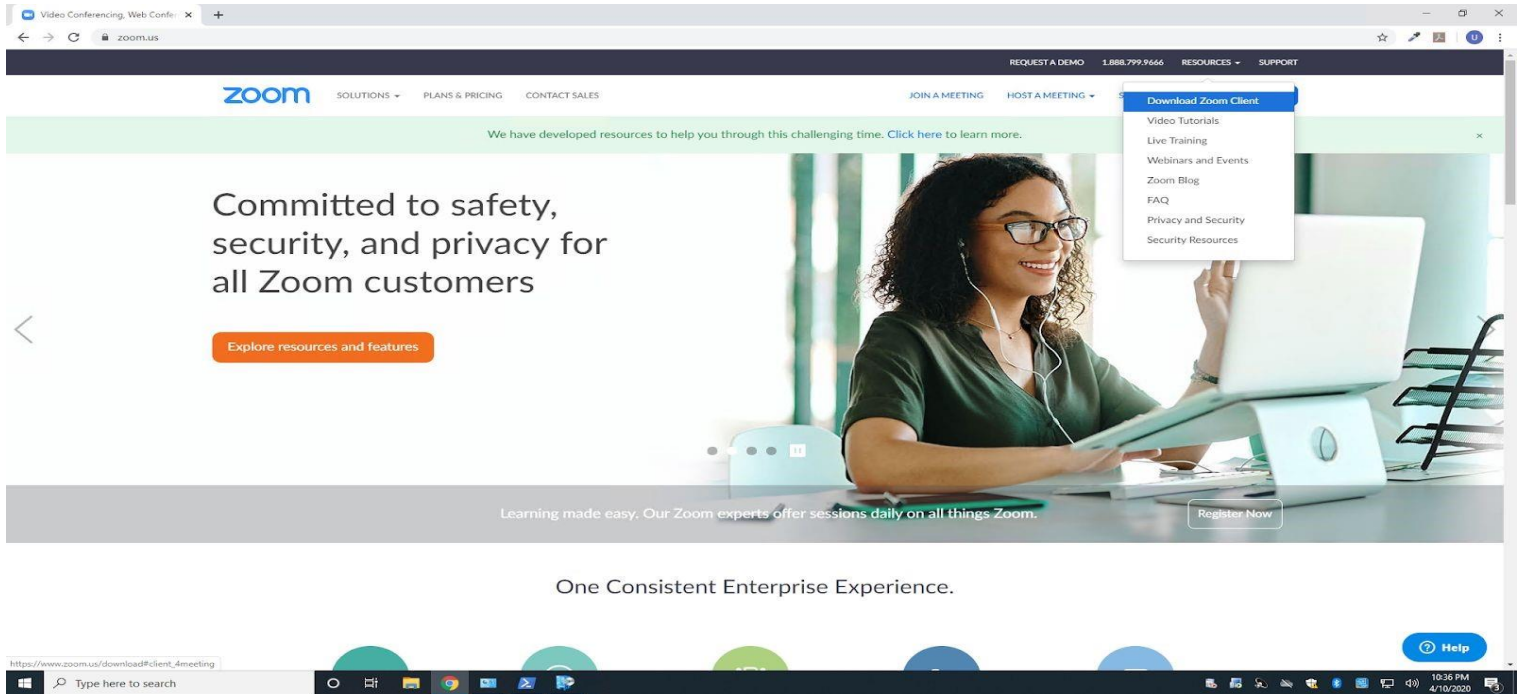
Select the first blue download option under the Zoom client for Meetings section

● **Click once on "ZoomInstaller.exe" so Zoom will**

open once it finishes downloading

Zoom will start Initializing.

● **The installation will complete and you will be presented with the sign-in screen.**

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