

Problems in the meeting

Can't see the meeting?

This is probably an issue with the quality of your data/broadband connection. See the section below *'Connection problems – the picture freezes, the sound is wrong, or Zoom keeps crashing'*

Can't hear the meeting?

You need to check that your device audio (e.g. your computer speakers, headphones or ear buds) is on or plugged in, working and turned up adequately. Devices handle these things differently and we can't give detailed instructions. Things to try:

- Check the volume, and that you haven't set the device to 'Silent'.
- Check Zoom is using your computer speakers – use the options beside the Audio Control and check under 'Select a Speaker'.
- Check the audio settings in Zoom – use the options beside the Audio Control and click/tap 'Audio Settings'.

My image isn't showing, just my name

You need to check that the camera on your device is working and pointed at you! Again, this rather depends on your particular device, but here are some hints:

- Check your video is on in Zoom – the Video Control (second button from the left along the bottom) should say 'Stop Video' — if it says 'Start Video' with a red line across it, your video is off. Click/tap to turn it on.
- Check Zoom is using your computer camera – use the options beside the Audio Control and check under 'Select a Camera'.
- Check you've allowed Zoom to use your camera in the device settings. Normally you would have been asked at some point to allow Zoom to use your camera. Go to the Settings (or System Preferences) of your computer/device to check the camera is enabled and that Zoom is allowed to use it.
- Check the video settings in Zoom – use the options beside the Video Control and click/tap 'Video Settings'.

People are saying they cannot hear me

You need to check that the microphone on your device is working and at the right level:

- Check your microphone is on in Zoom. The Audio Control (far left along the bottom) should say 'Mute' – if it says 'Unmute' with a red bar across it then your microphone is muted, so click/tap to turn the microphone on.
- Check Zoom is using your computer microphone – use the options beside the Audio Control and check under 'Select a Microphone'.
- Check you've allowed Zoom to use your microphone in the device settings. Normally you would have been asked at some point to allow Zoom access to your microphone. Go to the Settings (or System Preferences) of your computer/device to check the microphone is enabled and that Zoom is allowed to use it.
- Check the audio settings in Zoom – use the options beside the Audio Control and click/tap 'Audio Settings'.

My iPhone/smartphone says it's in 'Safe Driving Mode' and I can't see anything! Assuming you are not driving, swipe left to exit Safe Driving Mode, and it should be back to normal with the microphone and camera re-enabled.

Connection problems – the picture freezes, the sound is wrong, or Zoom keeps crashing

Zoom is a heavy user of your device's computing power and takes a lot of your data/broadband connection. Things you can try to improve reception:

- Check that there aren't other people or devices using your data/broadband link in the house, including YouView, Netflix, sports channels, partners/children/grandchildren, etc!
- If you can, try to link your laptop or desktop to your broadband router using a cable rather than wireless.
- If you can't use a cable connection then try to be as close to your wireless wi-fi router as you can, and make sure that there aren't solid walls between you and the router.
- If you are using a phone to connect, make sure you have a good mobile data connection (4 bars) or use wi-fi instead.
- Close down other programs running on your device, as lots of other programs/apps will slow everything down. Start the device afresh and just do what's necessary to take part in the meeting, and don't start other programs/apps unnecessarily – especially don't open multiple tabs in your browser.

If you still are having problems, you might have to resort to partial participation, by turning off your video, so you can see and hear what is going on but will not be visible to others (your name will still appear to show you are there). Or see *'I've tried all that but can't get Zoom to work – what next?'* above.

It is worth ensuring that you have the latest version of Zoom on your device. You may be told when you are using it if the version is out-of-date. You won't want to update it when you're waiting to get into a meeting, so it's worth checking it's up-to-date beforehand.