Supporting Virtual Meetings Using Zoom

Cheat Sheet for Troubleshooting Tech Issues

**If someone is having issues joining the meeting:**

* Confirm you’re using the right meeting link.
* Switch to Chrome as your browser and retry.
* Use [this link](https://zoom.us/test) to test your internet connection, video and audio.
* If NONE of the above work:
	+ They can install the Zoom app on their phone or tablet and join from that; OR
	+ They can just dial in using your phone.

**If someone can’t find their Zoom window after launching it:**

* Ask them to minimize all their other application windows – it is probably hidden

**If someone can’t hear other people or be heard:**

* Suggest they test their mic and speakers → help them find the audio menu in the bottom left of the Zoom panel

**If there is distracting background noise:**

* Mute everyone; if that’s not an option because you want a discussion, then…
* Use the Manage Participant list to see whose microphone keeps lighting up – then mute that individual

**If you hear an echo, reverb or feedback:**

* Mute everyone or ask everyone to mute themselves; if not resolved, then…
* See if anyone has joined from two devices (eg. laptop and phone) – and if so, ask them to mute themselves on BOTH devices and turn down the volume on one device

**If the speaker gets stuck or people see “your connection is unstable”:**

* Ask the person to turn off their video and just use audio – it will free up bandwidth
* If the problem persists, ask the person to hang-up and rejoin via phone only

**If someone doesn’t have the same functionality (eg. chat, view options, etc.)**

* They probably joined using their browser rather than the Zoom app
* Let them know it’s OK and they won’t be missing anything critical even if they don’t have all the bells and whistles