




Common Problems/Solutions with Zoom

1. If no one can hear you, check your muted button. You are muted if your icon  has a red dash over the microphone icon. Click the button and you will be unmuted.
2. If you are not talking during a meeting you should click the mute button on the bottom left so that extraneous noise is not heard.
3. There is a stop video button on the bottom left next to the mute button. 
4. If no one can see you, its possible you have stopped the video. Your video icon  will have a red dash If stopped. Just click that button and it will correct itself.
5. If using a computer, you can see everyone in the conversation by clicking gallery view in the top right corner of the Zoom Screen.
6. If using a smartphone (iPhone or Android) or iPad, you can see multiple people in the Zoom conversation by swiping your finger across the screen from the right side to the left.
7. If using a smartphone/tablet and your video is black or your mic is not working and it shows and there is no red slash on Mute or the Stop video button ...
 1. Go to your Settings/Privacy on your tablet or smartphone.
 2. Tap Camera, then tap Zoom icon, and swipe the circle to the right. (it should have green to the left of the circle).
 3. Press privacy arrow above the Zoom icon to go back to privacy settings
 4. Tap Microphone, tap Zoom icon, and swipe the circle to the right. (it should have green to the left of the circle).

