



TECHNICAL ISSUES

How to Guide

Be prepared to avoid tech issues

-  [Watch this short video to prepare for your workshop.](#)
- [Join a Zoom Test Meeting](#) in advance to ensure you can be seen and heard.
- Restart your computer before the workshop.

Address tech issues that can't be resolved quickly

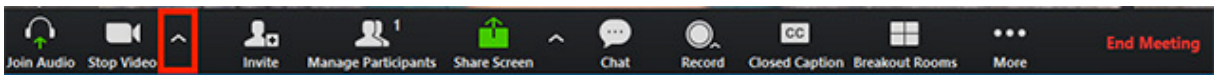
- Contact your school/district/organization IT Support.
 - If you do not have IT Support, contact Zoom Support by chat: <https://goo.gl/GjcMXy>.
-  *If you are unable to resolve issues within 60 minutes of the start of the workshop, contact Support.ForSchools@LindamoodBell.com to arrange to reschedule or receive a refund.*

Troubleshoot common video issues

Includes: Unable to start video, video shows as camera icon, or video shows as name

- Click on 'Start Video' at the bottom left of your Zoom window.
- Check that the proper camera is selected.

Next to Start Video/Stop Video on the meeting controls, click the up arrow. 



Select Video Settings. Zoom will display your camera's video and settings.

- If you don't see the camera, try to unplug and replug the web camera if possible.
- Make sure that all other programs that utilize the camera, such as Photo Booth or Facetime, are completely closed.
- Quit out of Zoom and restart your computer, then rejoin the meeting.

Troubleshoot common audio issues

Includes: Unable to be heard, Unable to unmute

- Try to click on 'Unmute', the microphone icon at the bottom left of your Zoom window.
- Check that the proper microphone is selected (Small Up Arrow next to the Microphone).
- Unplug and replug your microphone if possible (this may be attached to a headset).
- Quit out of Zoom and restart your computer, then rejoin the meeting.

Troubleshoot common network issues

Includes: Audio delay, robot-sounding voice, pixelated video

- Limit other online activities on the network such as downloading large files, streaming media, etc.
- Move closer to the home WiFi router or school access point if possible.
- Reboot home WiFi equipment and modem if possible.
- Reboot your computer.
- Hardwire into your modem if possible.