

## Common problems in Zoom

- Close all unnecessary apps.
- Make sure you are using the latest version of Zoom: 5.5.2
- Still having problems? Then restart your computer.

### Connection is unstable

Unfortunately this happens from time to time. This is a problem with the local connection. Check your Wi-Fi connection or wired connection. A wired connection is the most stable and is preferred. If you have not had this problem before, then there's probably nothing you can do other than wait. It may be worthwhile to run a Google speed test to see if it is really a speed issue. Write **Google speed test** in the Google search bar.

### Sound problems in Zoom

- Your microphone is muted by default. Activate the microphone by clicking the microphone icon in the lower left corner.
- External microphones have their own mute function. Make sure the microphone itself is not muted.
- Check your Bluetooth connection is not connected to a Bluetooth headset elsewhere in the house. It could be that an existing connection has claimed your audio.
- If you want to use a Bluetooth headset, make sure it is properly connected to the device that is running Zoom.
- Check the audio source in Zoom by clicking the arrow next to the microphone icon. Choose the right microphone.
- Check the audio settings in Zoom. Set your preferences and test the microphone and speaker.
- Make sure the audio settings of your computer are correct
- Echoes or feedback on the audio can be caused by microphone that is too close to the speaker or someone else is using a telephone and computer or multiple computers are too close to each other. Muting the microphone can solve the problem.

### Video problems in Zoom

- Press the video button in the lower left corner. Check the camera you are using. Click the arrow next to the video button and a list of available cameras will appear.
- Make sure the camera is not covered.
- Open the settings > video. You can have a preview or select available webcams. Don't see a preview? Check your computer settings and make sure your webcam is properly installed.
- Bad video quality has to do with data. Maybe you don't have a strong Wi-Fi or someone else is using bandwidth on your connection. Try to limit other demanding services and make sure you have a good Wi-Fi signal or a wired connection.