

TROUBLESHOOTING ZOOM

SLOW OR BAD CONNECTIONS

- Make sure that others are not consuming your internet with gaming or streaming services while you are teaching.
- Ask your students to make sure that their internet is not consumed with gaming or streaming services during your class.
- If your Zoom session is sluggish or inconsistent, you can ask students to turn off their video.
- If issues continue, turn off your own video. Focus on audio instead.



COMMON PROBLEMS

- If you enter the class meeting and you are not the host, leave the meeting and make sure that you are logged into your Zoom desktop client with the account associated with your meeting, then re-join the meeting.
- If you try to share your screen and the application you want to share is not available, you may need to share your desktop instead. Be sure to have any applications open before you click Start Share.

AUDIO ISSUES

- If there is background noise, ask students to mute themselves, or you can Mute All through the Manage Participants panel.
- If you get echo or feedback on your audio, you may have more than one device in the same room connected to the same meeting. Or you may be connected by both phone and computer.
- If students cannot hear you, be sure that your microphone is not muted, and that the volume in Zoom is set to a high enough level.
- If students report too much noise or low volume, be sure that there is not too much ambient noise in your space, limit shuffling of papers, limit talking to one person at a time, or use a headset microphone.
- If you cannot hear students, check your speaker volume, both on your computer and within Zoom. Also have the student check their microphone levels in Zoom.

VIDEO ISSUES

- If you see no video, be sure that your camera is turned on and that you have started your Video.
- Check to see if you have a webcam cover on your camera and be sure that it is open.

ALTERNATES TO LIVE SESSIONS

- Use your Zoom client to pre-record content and share with students.
- Use a standard Blackboard discussion forum for asynchronous interaction with your students.
- Use other Blackboard tools to facilitate activities – share content, connect to resources, use journals, tests, and assignments.