

Zoom Technical Support FAQs

1. Audio Issues:

- Make sure the speaker on your device is turned on
- Increase your volume
- Try using headphones
- Restart your device
- Reinstall zoom on your device

2. Unable to see the presenter:

- Make sure you are in speaker view (instead of gallery view).
- Once you are in the meeting, click "View" in the top-right hand corner of the screen and select "Speaker" to see only the presenter's screen.

3. Poor video resolution/quality:

- Poor video quality is most likely due to the WiFi connection. If you are experiencing any issue(s) with latency, frozen screen, poor quality audio, or meeting getting disconnected while using a home or non-enterprise WiFi connection, try the following:
 - Watch a video about WiFi connectivity
 - Check your Internet bandwidth using an online speed test, such as nperf, Speedtest, or Comparitech
 - Try to connect directly via Wired (if your internet router has wired ports)
 - Try bringing your computer or mobile device closer to the WiFi router or access point in your home or office
 - Upgrade your WiFi router firmware. Check your WiFi router vendor support site for firmware upgrade availability.
 - Use a WiFi extender such as Amped Wireless or Linksys to increase the distance and strength of your WiFi signal
 - Use a higher powered/long-range WiFi such as Amped Wireless router or adapter to increase the WiFi signal on your PC or Mac
 - Use a DOCSIS 3.0 cable modem (if you have cable modem) to improve internet performance

If you are on corporate WiFi, try the following:

- Switch to a Wired connection
- Switch to a different WiFi hotspot if possible
- Check your Internet bandwidth using an online speed test, such as nperf, Speedtest, or Comparitech

- Contact your corporate IT department to check your WiFi hotspot
- Turn off group HD in your Account Management if your WiFi bandwidth is insufficient
- Turn off your corporate VPN if it's not required for the meeting
- You can also join a test meeting before joining a Zoom meeting. This allows you to test your microphone/speakers before joining a meeting, but you can do this on an actual Zoom meeting as well.
 - Note: If you are using the Zoom mobile app, you can visit <http://zoom.us/test> to join a test meeting, then follow the instructions to test your video or audio.

4. How to use the Chatbot:

- Access the chatbot to receive help with common Zoom questions. When questions are too complex for the chat bot to answer, paid account users may continue on to a live chat support agent for 24x7 assistance.
- Access the chatbot from the right side of any page on the Zoom Help Center, this will look like a blue circle icon with a white speech bubble inside.