

TECHNICAL SUPPORT FAQ

“I DON’T HAVE AUDIO. WHAT SHOULD I DO?”

- Ensure computer speaker has not been muted and if you have external speakers, check that the volume is turned up or mute control is off.
- Ensure that the volume on the website’s stream is activated, this is in the lower left of the window.
- Ensure audio is set to desired device
 - Sometimes the wrong device is selected for audio output. This is often the case when an external display using an HDMI output port is used – the computer will often default to using that device as well as the computer’s speaker system.
 - Adjust this in your computer’s “setting” or system preferences.

“MY AUDIO IS CUTTING IN AND OUT? WHAT SHOULD I DO?”

- If using external computer speakers or headphones, check cable and Bluetooth connections.
- Next, refresh video stream. If audio is still cutting out, try to restart your computer.

“I DON’T HAVE VIDEO. WHAT SHOULD I DO?”

- If you hear audio and see the time advancing but do not see video in your web browser:
 - Try another recommended web browser, see “internet connection tips” below.
 - Ensure you have a strong internet connection, see “internet connection tips” below.
 - There may also be an issue with the stream, please notify the host if this problem continues.
- If video is blurry, pixelated, or starting / stopping again:
 - Ensure you have a strong internet connection, see “internet connection tips” below.

HOW DOES VPN AFFECT US USING ZOOM?

- Turn off VPN. Your employer may have provided you with a VPN (virtual private network) service that allows you to use the company network while working remotely. Often, VPN can limit the bandwidth available to Zoom. You may want to or need to use Zoom outside of VPN for the best experience.

WHAT ARE THE SUPPORTED WEB BROWSERS?

- Zoom is compatible Internet Explorer 10 or higher, Microsoft Edge 38.14393.0.0 or higher, Google Chrome 53.0.2785 or higher, Safari 10.0.602.1.50 or higher, Firefox 49.0 or higher. For the best experience (including video support), we recommend using Chrome or Firefox.

I’M STILL HAVING TECHNICAL ISSUES. TRY THE FOLLOWING INTERNET CONNECTION TIPS:

- Minimize traffic on network.
- Connect an ethernet cable directly into the router instead of using WIFI, if possible.
- Avoid running streaming services (Netflix, Hulu, Spotify, etc.)
- Use trusted computer with updated software (i.e. Windows 7 or higher, Mac OS X 10.6 or higher.)
- Internet Connection: 5-10 mbps download speed is recommended. Check your connection at <https://www.speedtest.net/>.