



Troubleshooting Zoom for Students

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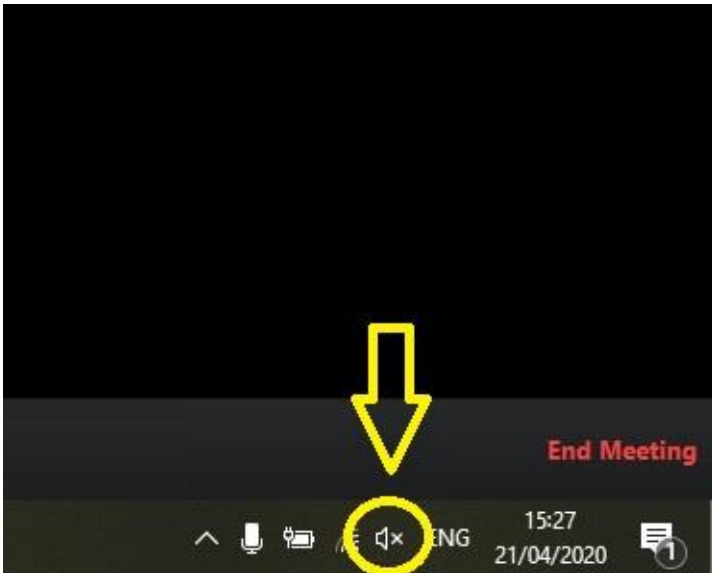
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Authors' Note: The position of many of the things that have been shown and mentioned in this guide will change depending on the device you are using. The screenshots in this guide all relate to a Windows 10 PC, they could be somewhere else on a Tablet or Phone, and on Apple devices (Top side usually). Sometimes, especially, once again, on Apple devices, things could be listed under "More" (or, three dots) - the Chat, for example. Last, but not least: do not panic if you don't find certain things if you are using an Apple device or the browser version of Zoom: they simply are not there.

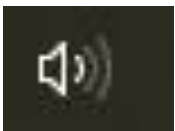
Audio Issues

In case you can't hear the other participants, try with the solutions listed below.

1. Check if your Device's Audio is turned on

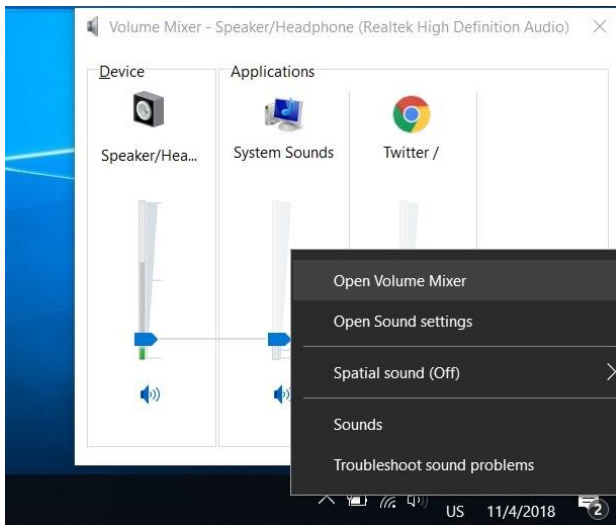


If the Audio is turned off, it will look just like in the above image. Click on it to turn it on and it look like the below:

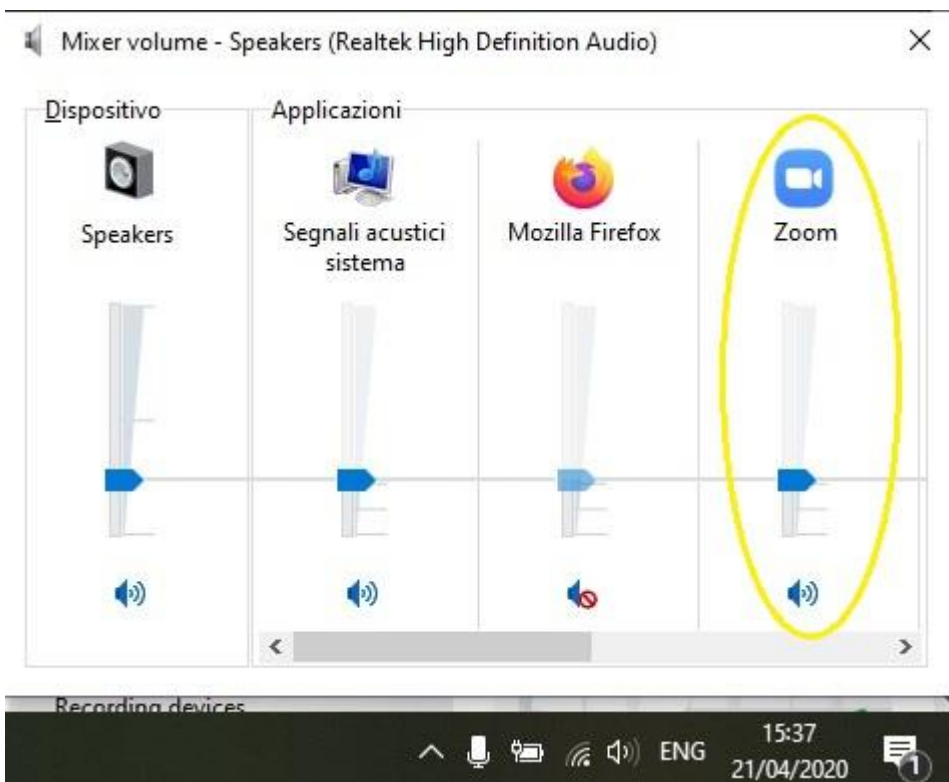


2. The Audio is on but you still can't hear

Try opening the Volume Mixer (for Windows). In order to do so, right click on the Windows Volume icon and Select Open Volume Mixer.

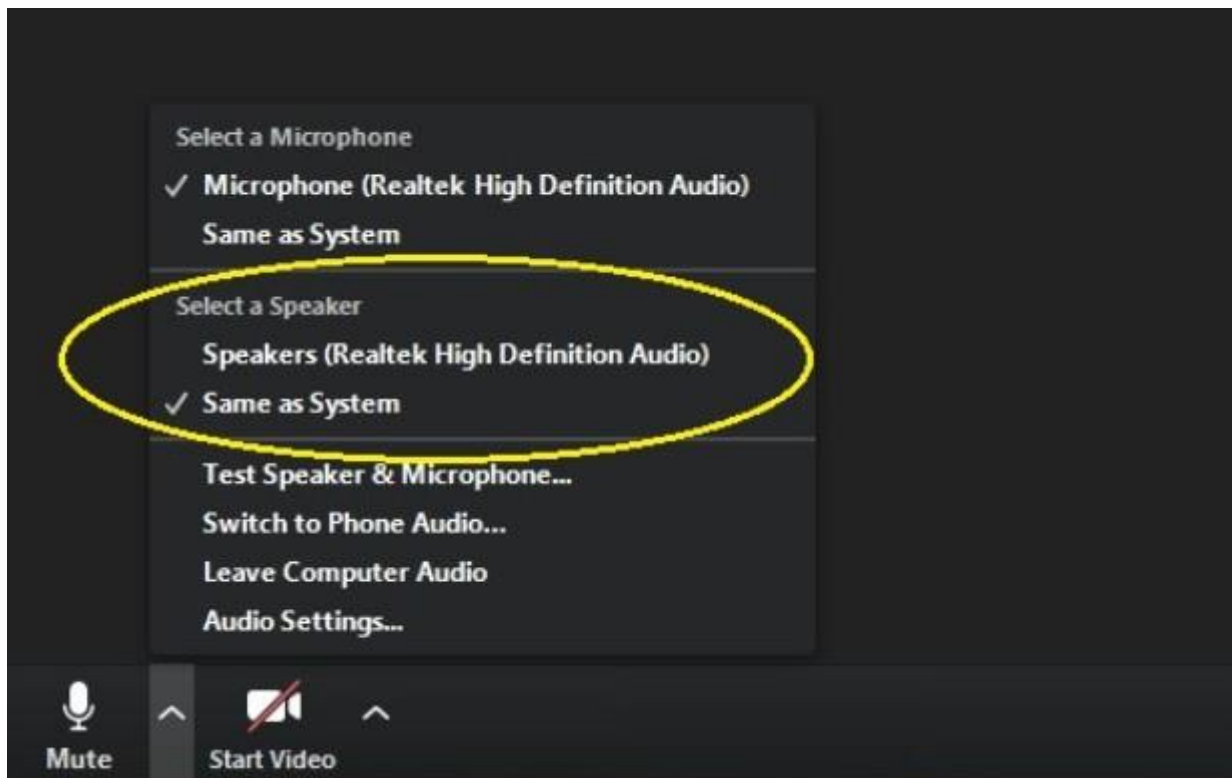


Once open, check if the Zoom Speakers are active.

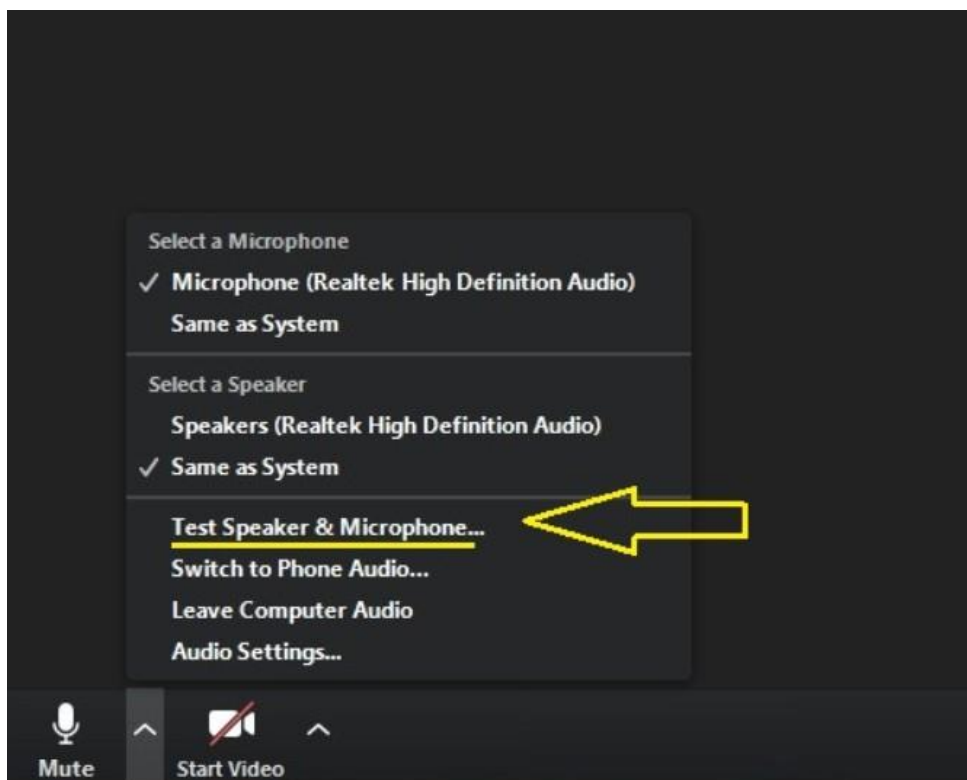


3. The Audio is active, but Zoom audio is still not working

Try to switch between different audio devices. Click on the Arrow pointing up just right the Mute icon, then switch between the Speaker options you have listed.

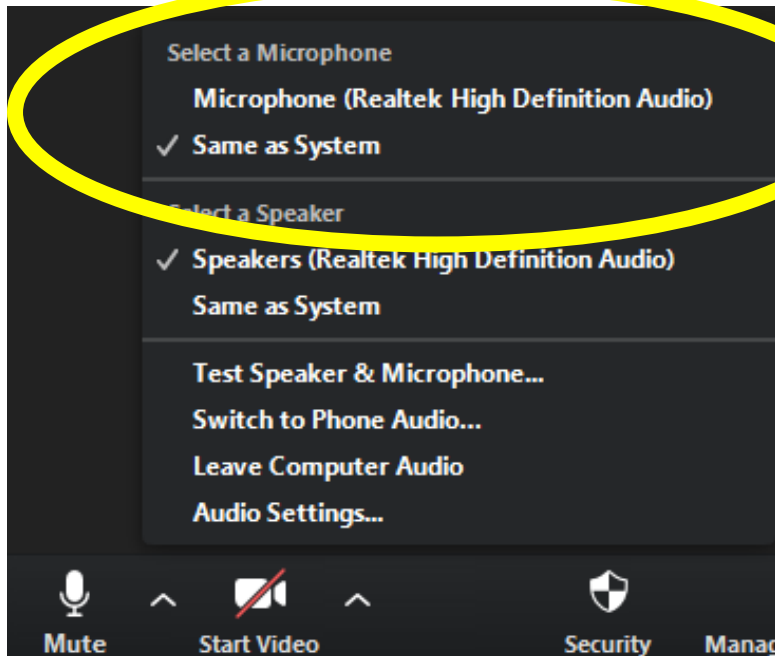


In case it still doesn't work, try to click on Test Speaker & Microphone, and complete the test.



Alternatively, if you can't be heard by the other participants, try the solution below:

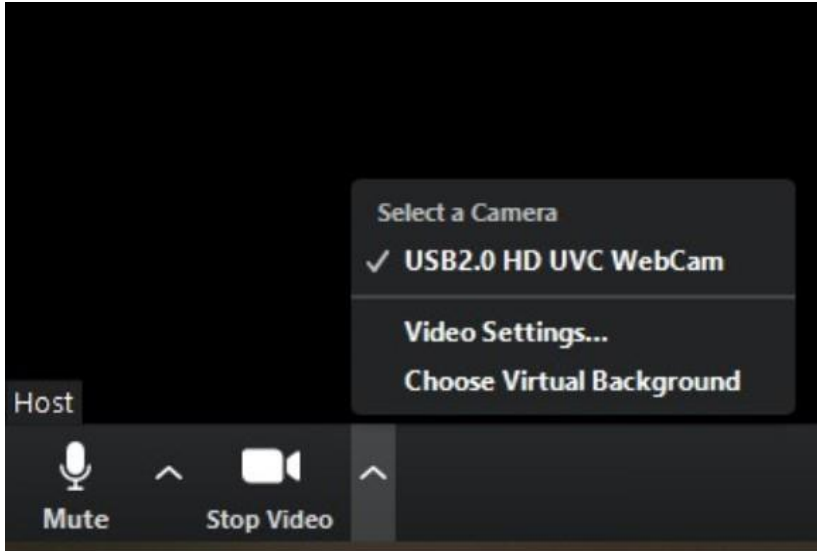
First of all, check you haven't muted yourself. So be sure that the icon says "Mute" and the microphone symbol is not crossed out. If it doesn't work, try to switch between different microphones. Click on the Arrow pointing up just right the Mute icon, then switch between the Microphone options you have listed, as shown in the screenshot below.



Video Issues

If you can't get the other participants to see you, try the solutions below.

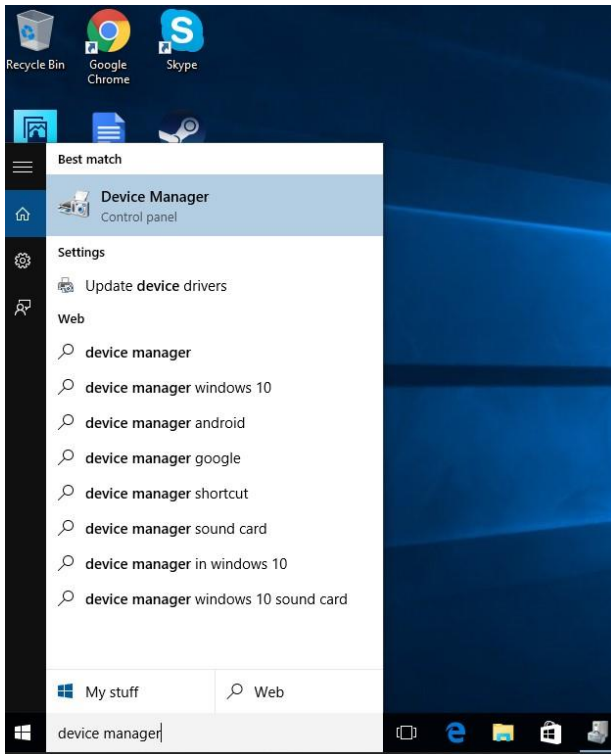
1. Making sure you have Video on



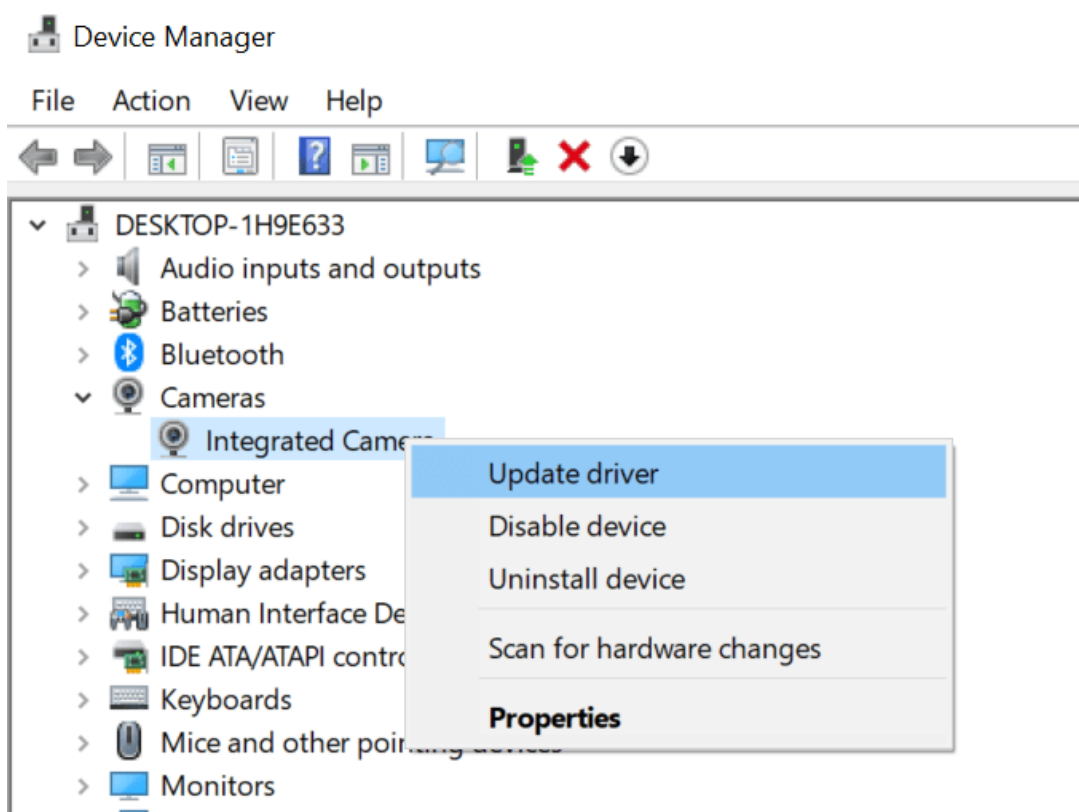
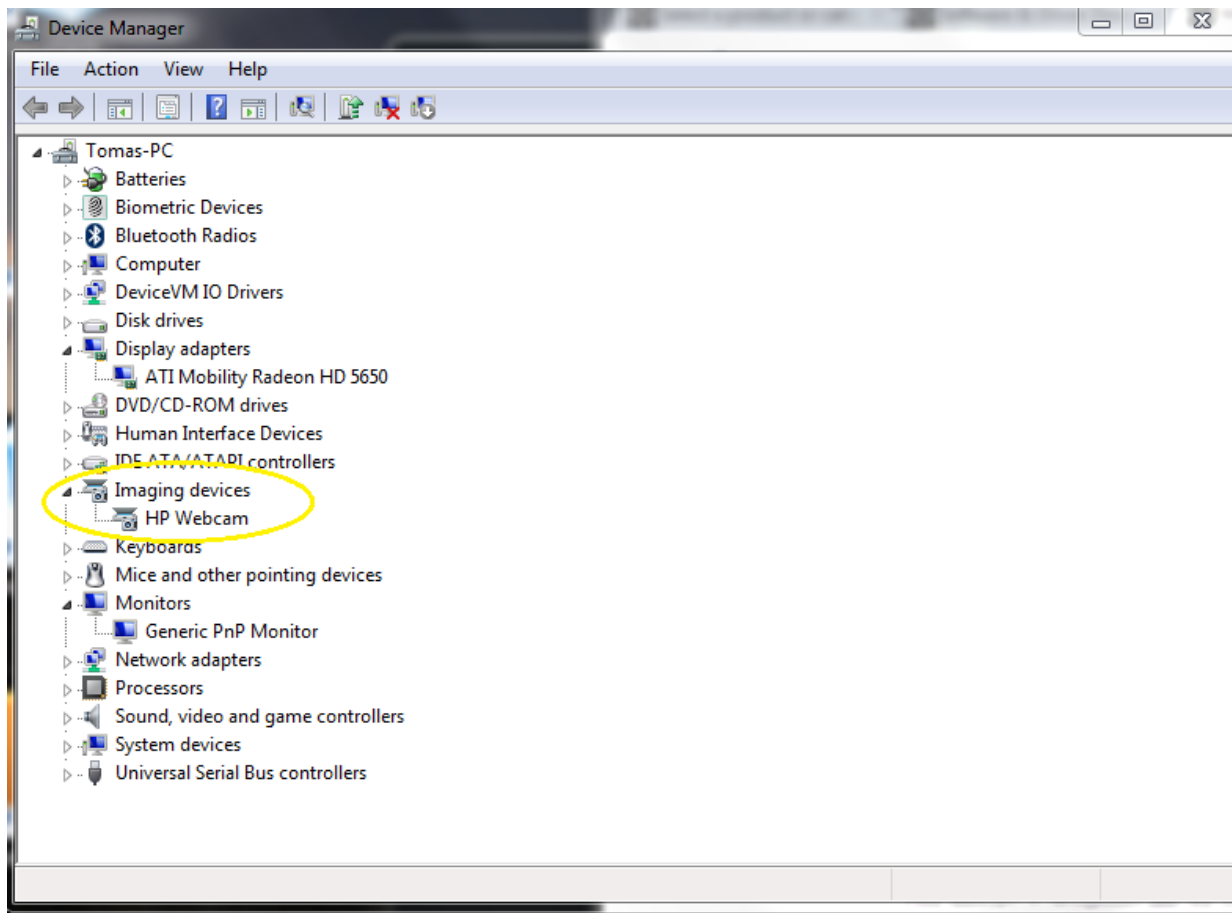
If Video is enabled you should see the icon saying Stop Video, just like in the above image. If it is on, but it is not working, click the arrow pointing up next to the Video icon, and change between the Camera options you have until you find one that works.

2. Instead of your face, your webcam is showing colours (i.e. green, white & blue, other combinations)

If this occurs, there is a problem is probably related to your Webcam's drivers. Try and update them (Windows only), by clicking on the Windows Icon in the bottom left corner of your device, and type Device Manager.



Open the first result and look for either Cameras or Imaging Devices, select your webcam, right click on it and click on Update Drivers.



In case it asks you how to detect drivers, select the option “Search automatically for an Updated driver”.

If it updates the driver, check Zoom to see if the problem is now solved. Be sure to check that the Webcam whose drivers you just updated is set as Camera device for Zoom (just like we shown in the screenshot of point number 1)

Other Issues

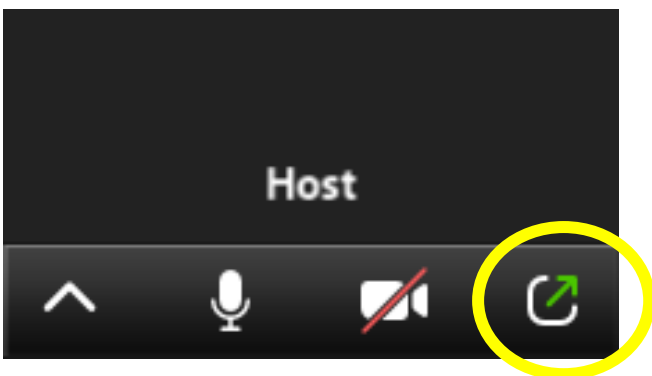
If your Audio, Microphone and Video work fine, but you still can't get everything to work properly, check below.

1. Where's Zoom?

If you can't see Zoom anymore, probably you have minimized it and it has been reduced to a small window as you see in the image below. If you have other applications open, Zoom might be 'hidden' in or under one of them.



To restore Zoom to its proper size, click the icon in the bottom right corner.



2. I can't see the Zoom toolbar or functions' icons

Sometimes you just need to scroll with your mouse (or tap, if on Tablet / Phone) where the toolbar is supposed to be (i.e., for Windows, the bottom part of the screen, for Apple, the top part). The toolbar will appear again.

Pro Tip: To pin it on your screen even during Screen Share, you have to go in the Zoom Settings online (browser → zoom.us → log in your profile, if you have one → Settings → In Meeting (Basic) → enable "Always show meeting control toolbar".)

3. I can't see Chat / Participants List / other

If you don't see the Chat, the Participants List or any other thing, although you've clicked it, try to exit Full Screen mode (in case you are in full screen). Simply press Esc (top left of your keyboard). You should now be able to see each window. Remember that you can resize every Zoom window (Participants list big enough to include all the names but not full size, Chat should be a quite small window, etcetera) to make the program more manageable.