SIRC

# Tech Issues & Solutions for Virtual Events / Webinars

Audio

Issue: Audio not working

Solution:

1. Test your audio and speaker in the bottom left hand of your Zoom screen
2. Leave the meeting, restart your computer, and re join the meeting. Sometimes a full reset is needed.
3. As a backup, you can mute your audio from your computer (so your video is still logged in), and dial-in by phone to use another device as audio

Video

Issue: Video not appearing
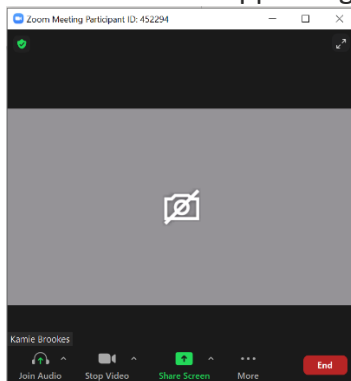
Solution:

This symbol indicates there may be an issue with your webcam. Try hitting the F8 key to enable and disable your computer's video. *Note this key may be different for some devices.

Troubleshoot by opening your webcam on a separate device to see if the issue is with the Zoom app, or your device. Then either use another device, or address the Zoom issue.

General

Issue: Zoom or internet lagging, etc.

Solution: :

1. **Address Internet disruptions:** At this time, many network providers are seeing massive increases in residential bandwidth use during the day, and many users are being throttled. If participants are experiencing lagging or skipping, suggest that they use their computer to access video, while simultaneously dialing in by phone for the audio.
2. If you know your connection might struggle, enable video to view only the host. You can only see a limited number of participants depending on your screen size as it is and enabling video for all of them will gobble up precious bandwidth.

3. Lagging could be caused to the settings you have enabled. Open your video setting, (in the bottom left corner, click on the arrow next to your video button), and deselect HD to use less bandwidth. Also, be sure to close any background apps or windows which may be slowing your device down.
4. Ensure you have downloaded the most recent Zoom update