

My Video And/Or Audio Has Frozen

- This is an unfortunate fact of life. Before you do anything, wait 30 seconds. If the computer is temporarily stalling, it may resolve itself and anything you do in the meantime may make the situation worse.
- If that is not successful, attempt the following:
 - Try to leave the meeting and rejoin. Before doing so, make sure all applications that you are not using are closed.
 - If the application has frozen: try to close it as normal, then reopen and rejoin.
 - If it does not respond, force-quit it:
 - press ctrl-alt-del, select “Task Manager”, select “Zoom”, click “End Task”